

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

## Erie, CO

Trends over Time

DRAFT



**NRC**  
National Research Center Inc

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

**ICMA**

*Leaders at the Core of Better Communities*

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

# Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. The NCS captures residents' opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report discusses trends over time, comparing the 2015 ratings for the Town of Erie to its previous survey results in 2013. Additional reports and technical appendices are available under separate cover.

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

Meaningful differences between survey years have been noted within the following tables as being "higher" or "lower" if the differences are greater than five percentage points between the 2013 and 2015 surveys, otherwise the comparison between 2013 and 2015 are noted as being "similar." Additionally, benchmark comparisons for all survey years are presented for reference. Changes in the benchmark comparison over time can be impacted by various trends, including varying survey cycles for the individual communities that comprise the benchmarks, regional and national economic or other events, as well as emerging survey methodologies.

Overall, ratings in Erie for 2015 generally remained stable. Of the 88 items for which comparisons were available, 58 items were rated similarly in 2013 and 2015, 14 items showed a decrease in ratings and 16 showed an increase in ratings. Notable trends over time included the following:

- Most of the rating increases were found within the pillar of Community Characteristics. Ratings increased from 2013 to 2015 for: ease of walking in Erie, availability of paths and walking trails, overall natural environment, air quality, cleanliness of Erie, overall quality of businesses and services, recreational opportunities, availability of affordable quality food, opportunities to attend cultural activities, availability of affordable quality child care/preschool, overall appearance of Erie, Erie as a place to retire, and the overall image or reputation of Erie. Ratings decreased for the overall quality of new development in Erie, the availability of affordable quality housing and opportunities to volunteer in Erie.
- Within the pillar of Governance, more ratings were trending down from 2013 to 2015 than were trending up. Ratings decreased for street repair, bus or transit services, recycling, storm drainage, recreation programs, Erie Community Library, value of services for taxes paid and the overall customer service provided by Town employees. Ratings increased from 2013 to 2015 for animal control and drinking water.
- Overall, most rates of Participation remained stable from 2013 to 2015. However, fewer residents reported that they had used the Erie Community Center, used Erie Community Library or watched a local public meeting in 2015. On a positive note, more Erie residents felt the economy would have a positive impact on their income in 2015 than in 2013.

The National Citizen Survey™

Table 1: Community Characteristics General

	Percent rating positively (e.g., excellent/good)		2015 rating compared to 2013	Comparison to benchmark	
	2013	2015		2013	2015
Overall quality of life	85%	86%	Similar	Similar	Similar
Overall image	54%	63%	Higher	Much lower	Similar
Place to live	89%	90%	Similar	Similar	Similar
Neighborhood	91%	92%	Similar	Much higher	Similar
Place to raise children	93%	93%	Similar	Much higher	Higher
Place to retire	60%	65%	Higher	Lower	Similar
Overall appearance	59%	73%	Higher	Much lower	Similar

Table 2: Community Characteristics by Facet

		Percent rating positively (e.g., excellent/good, very/somewhat safe)		2015 rating compared to 2013	Comparison to benchmark	
		2013	2015		2013	2015
Safety	Overall feeling of safety	NA	94%	NA	NA	Higher
	Safe in neighborhood	98%	97%	Similar	Much higher	Similar
	Safe Historic Downtown Erie	92%	91%	Similar	Higher	Similar
	Overall ease of travel	NA	78%	NA	NA	Similar
	Paths and walking trails	74%	80%	Higher	Much higher	Higher
	Ease of walking	70%	77%	Higher	Much higher	Similar
	Travel by bicycle	68%	72%	Similar	Much higher	Higher
	Travel by public transportation	NA	28%	NA	NA	Lower
	Mobility	Travel by car	81%	85%	Similar	Much higher
Public parking		NA	77%	NA	NA	Higher
Traffic flow		78%	74%	Similar	Much higher	Higher
Natural Environment		Overall natural environment	61%	73%	Higher	Much lower
	Cleanliness	70%	82%	Higher	Similar	Similar
	Air quality	62%	78%	Higher	Much lower	Similar
Built Environment	Overall built environment	NA	54%	NA	NA	Similar
	New development in Erie	67%	47%	Lower	Higher	Similar
	Affordable quality housing	59%	48%	Lower	Much higher	Similar
	Housing options	61%	61%	Similar	Similar	Similar
	Overall economic health	NA	54%	NA	NA	Similar
	Vibrant downtown	NA	16%	NA	NA	Much lower
	Economy	Business and services	20%	28%	Higher	Much lower
Cost of living		NA	39%	NA	NA	Similar
Shopping opportunities		3%	6%	Similar	Much lower	Much lower
Employment opportunities		5%	7%	Similar	Much lower	Much lower
Place to visit		NA	33%	NA	NA	Much lower
Place to work		22%	25%	Similar	Much lower	Much lower
Recreation and Wellness	Health and wellness	NA	67%	NA	NA	Similar
	Health care	34%	37%	Similar	Much lower	Lower
	Food	15%	24%	Higher	Much lower	Much lower

The National Citizen Survey™

		Percent rating positively (e.g., excellent/good, very/somewhat safe)		2015 rating compared to 2013	Comparison to benchmark	
		2013	2015		2013	2015
	Recreational opportunities	71%	77%	Higher	Higher	Similar
Education and Enrichment	Cultural/arts/music activities	21%	33%	Higher	Much lower	Lower
	K-12 education	79%	76%	Similar	Much higher	Similar
	Child care/preschool	39%	56%	Higher	Lower	Similar
	Social events and activities	51%	52%	Similar	Much lower	Similar
Community Engagement	Neighborliness	NA	71%	NA	NA	Similar
	Openness and acceptance	NA	63%	NA	NA	Similar
	Opportunities to participate in community matters	59%	54%	Similar	Similar	Similar
	Opportunities to volunteer	53%	48%	Lower	Much lower	Lower

Table 3: Governance General

	Percent rating positively (e.g., excellent/good)		2015 rating compared to 2013	Comparison to benchmark	
	2013	2015		2013	2015
Services provided by Erie	76%	74%	Similar	Similar	Similar
Customer service	88%	77%	Lower	Much higher	Similar
Value of services for taxes paid	57%	51%	Lower	Similar	Similar
Overall direction	50%	45%	Similar	Lower	Similar
Welcoming citizen involvement	48%	52%	Similar	Similar	Similar
Confidence in Town government	NA	41%	NA	NA	Similar
Acting in the best interest of Erie	NA	46%	NA	NA	Similar
Being honest	NA	51%	NA	NA	Similar
Treating all residents fairly	NA	58%	NA	NA	Similar
Services provided by the Federal Government	37%	35%	Similar	Similar	Similar

Table 4: Governance by Facet

		Percent rating positively (e.g., excellent/good)		2015 rating compared to 2013	Comparison to benchmark	
		2013	2015		2013	2015
Safety	Police	84%	84%	Similar	Similar	Similar
	Fire	95%	92%	Similar	Similar	Similar
	Ambulance/EMS	91%	89%	Similar	Similar	Similar
	Crime prevention	79%	83%	Similar	Much higher	Similar
	Fire prevention	77%	80%	Similar	Similar	Similar
	Animal control	56%	61%	Higher	Lower	Similar
	Emergency preparedness	51%	52%	Similar	Much lower	Similar
	Traffic enforcement	65%	70%	Similar	Similar	Similar
	Street repair	56%	50%	Lower	Higher	Similar
	Street cleaning	65%	62%	Similar	Similar	Similar
Mobility	Street lighting	63%	63%	Similar	Similar	Similar
	Snow removal	52%	54%	Similar	Much lower	Similar
	Sidewalk maintenance	60%	59%	Similar	Similar	Similar
	Traffic signal timing	64%	60%	Similar	Much higher	Similar
	Bus or transit services	40%	34%	Lower	Much lower	Lower
	Garbage collection	87%	83%	Similar	Similar	Similar
Natural Environment	Recycling	88%	79%	Lower	Much higher	Similar
	Yard waste pick-up	52%	52%	Similar	Much lower	Lower
	Drinking water	69%	79%	Higher	Similar	Similar

The National Citizen Survey™

		Percent rating positively (e.g., excellent/good)		2015 rating compared to 2013	Comparison to benchmark	
		2013	2015		2013	2015
	Natural areas preservation	57%	55%	Similar	Lower	Similar
Built Environment	Storm drainage	79%	68%	Lower	Much higher	Similar
	Sewer services	85%	84%	Similar	Higher	Similar
	Power utility	85%	80%	Similar	Higher	Similar
	Utility billing	NA	74%	NA	NA	Similar
	Land use, planning and zoning	38%	35%	Similar	Much lower	Similar
	Code enforcement	39%	42%	Similar	Much lower	Similar
	Cable television	67%	NA	NA	Much higher	NA
Economy	Economic development	28%	29%	Similar	Much lower	Lower
Recreation and Wellness	Town parks	86%	84%	Similar	Similar	Similar
	Recreation programs	89%	83%	Lower	Much higher	Similar
	Erie Community Center	88%	89%	Similar	Much higher	Higher
	Health services	40%	42%	Similar	Much lower	Lower
Education and Enrichment	Special events	NA	73%	NA	NA	Similar
	Public libraries	94%	89%	Lower	Much higher	Similar
Community Engagement	Public information	69%	66%	Similar	Similar	Similar

Table 5: Participation General

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)		2015 rating compared to 2013	Comparison to benchmark	
	2013	2015		2013	2015
Sense of community	67%	64%	Similar	Similar	Similar
Recommend Erie	90%	88%	Similar	Higher	Similar
Remain in Erie	88%	87%	Similar	Higher	Similar
Contacted Erie employees	52%	53%	Similar	Similar	Similar

Table 6: Participation by Facet

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)		2015 rating compared to 2013	Comparison to benchmark	
		2013	2015		2013	2015
Safety	Stocked supplies for an emergency	NA	28%	NA	NA	Similar
	Did NOT report a crime	NA	88%	NA	NA	Higher
	Was NOT the victim of a crime	96%	94%	Similar	Much higher	Similar
Mobility	Used public transportation instead of driving	NA	11%	NA	NA	Lower
	Carpooled instead of driving alone	NA	40%	NA	NA	Similar
	Walked or biked instead of driving	NA	64%	NA	NA	Similar
Natural Environment	Conserved water	NA	88%	NA	NA	Similar
	Recycled at home	96%	96%	Similar	Much higher	Higher
Built Environment	NOT under housing cost stress	73%	77%	Similar	Much higher	Similar
Economy	Purchased goods or services in Erie	NA	82%	NA	NA	Lower

The National Citizen Survey™

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)		2015 rating compared to 2013	Comparison to benchmark	
		2013	2015		2013	2015
	Economy will have positive impact on income	30%	39%	Higher	Much higher	Higher
	Work in Erie	NA	27%	NA	NA	Lower
Recreation and Wellness	Used Erie Community Center	82%	76%	Lower	Much higher	Higher
	Visited a Town park	91%	89%	Similar	Higher	Similar
	Ate 5 portions of fruits and vegetables	NA	88%	NA	NA	Similar
	Participated in moderate or vigorous physical activity	NA	94%	NA	NA	Similar
	In very good to excellent health	NA	80%	NA	NA	Similar
	Used Erie Community Library	77%	70%	Lower	Much higher	Similar
Education and Enrichment	Participated in religious or spiritual activities	21%	22%	Similar	Much lower	Much lower
	Attended a Town-sponsored event	NA	67%	NA	NA	Higher
	Campaigned for an issue, cause or candidate	NA	23%	NA	NA	Similar
Community Engagement	Contacted Erie elected officials	NA	19%	NA	NA	Similar
	Volunteered	28%	27%	Similar	Much lower	Lower
	Participated in a club	16%	18%	Similar	Much lower	Lower
	Talked to or visited with neighbors	NA	97%	NA	NA	Similar
	Done a favor for a neighbor	NA	86%	NA	NA	Similar
	Attended a local public meeting	24%	25%	Similar	Similar	Similar
	Watched a local public meeting	26%	19%	Lower	Much lower	Lower
	Read or watched local news	NA	86%	NA	NA	Similar
	Voted in local elections	94%	91%	Similar	Much higher	Higher