

THE NCSTM
The National Citizen SurveyTM

Englewood, CO
Community Livability Report

2018



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About

The National Citizen Survey™ (The NCS) report is about the “livability” of Englewood. The phrase “livable community” is used here to evoke a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. 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).

The Community Livability Report provides the opinions of a representative sample of 364 residents of the City of Englewood. The margin of error around any reported percentage is 5% for all respondents. The full description of methods used to garner these opinions can be found in the *Technical Appendices* provided under separate cover.

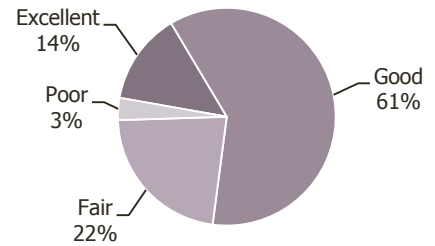


Quality of Life in Englewood

A majority of residents rated the quality of life in Englewood as excellent or good. This was similar to the national benchmark comparison (see Appendix B of the *Technical Appendices* provided under separate cover).

Shown below are the eight facets of community. The color of each community facet summarizes how residents rated it across the three sections of the survey that represent the pillars of a community – Community Characteristics, Governance and Participation. When most ratings across the three pillars were higher than the benchmark, the color for that facet 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.

Overall Quality of Life



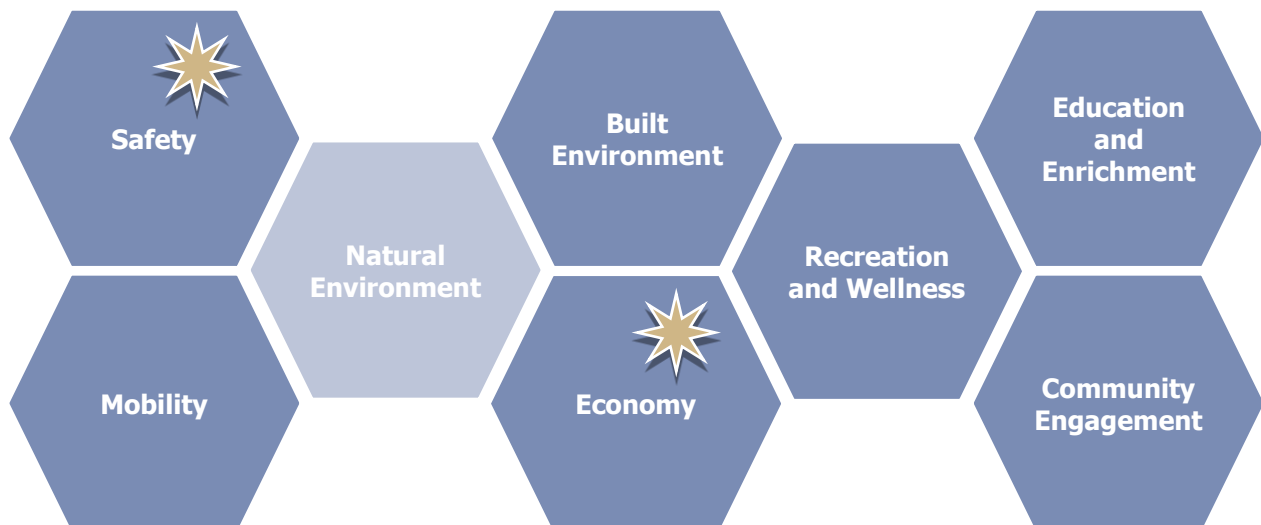
In addition to a summary of ratings, the image below includes one or more stars to indicate which community facets were the most important focus areas for the community. Residents identified Safety and Economy as priorities for the Englewood community in the coming two years. Ratings for both of these facets, as well as for almost all other facets, tended to be positive and similar to the national benchmarks. Ratings within the facet of Natural Environment tended to be lower than ratings in comparison communities. This overview of the key aspects of community quality provides a quick summary of where residents see exceptionally strong performance and where performance offers the greatest opportunity for improvement. Linking quality to importance offers community members and leaders a view into the characteristics of the community that matter most and that seem to be working best.

Details that support these findings are contained in the remainder of this Livability Report, starting with the ratings for Community Characteristics, Governance and Participation and ending with results for Englewood’s unique survey questions.

Legend

- Higher than national benchmark
- Similar to national benchmark
- Lower than national benchmark

★ Most important



Community Characteristics

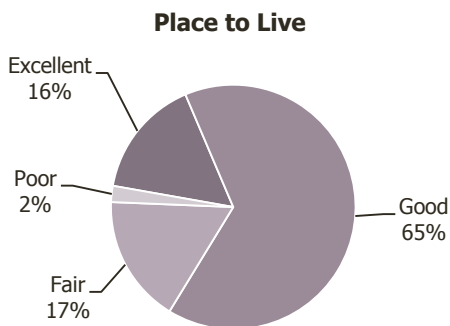
What makes a community livable, attractive and a place where people want to be?

Overall quality of community life represents the natural ambience, services and amenities that make for an attractive community. How residents rate their overall quality of life is an indicator of the overall health of a community. In the case of Englewood, 81% rated the City as an excellent or good place to live. Respondents' ratings of Englewood as a place to live were similar to ratings in other communities across the nation.

In addition to rating the City as a place to live, respondents rated several aspects of community quality including Englewood as a place to raise children and to retire, their neighborhood as a place to live, the overall image or reputation of Englewood and its overall appearance. A majority of residents rated each aspect positively; however ratings for the overall image of Englewood and for Englewood as a place to raise children were lower than ratings observed elsewhere.

Delving deeper into Community Characteristics, survey respondents rated over 40 features of the community within the eight facets of Community Livability. While at least 8 in 10 residents reported strong feelings of safety in their neighborhoods and in Englewood's downtown/commercial area, about 6 in 10 gave positive ratings to the overall feeling of safety in the city, and this rating was lower than the national benchmark. Mobility ratings were strong, all aspects were rated positively by a majority of respondents and all ratings were similar to the benchmarks except for travel by public transportation, which was rated higher than in comparison jurisdictions.

About 6 in 10 residents gave excellent or good ratings to each aspect of Natural Environment, however all ratings were lower than the national average. Further, ratings for air quality decreased in 2018 compared to 2014 (see the *Trends over Time* report under separate cover). Most aspects of the Built Environment and Economy were similar to the benchmarks; however ratings for public places where people want to spend time and Englewood as a place to visit were lower than in comparison communities. Ratings for Englewood as a place to visit, the cost of living and having a vibrant downtown/commercial area decreased in 2018. Items within Recreation and Wellness and Community Engagement tended to be rated positively and were similar to the national benchmarks. Ratings within Education and

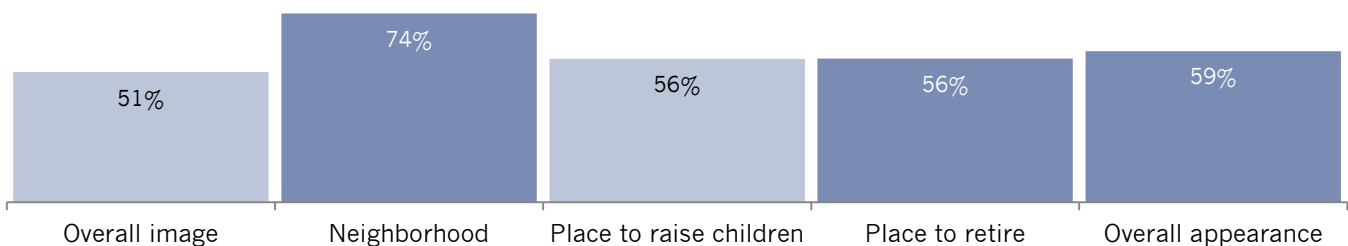


Enrichment were a mix of positive and negative.

Percent rating positively (e.g., excellent/good)

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



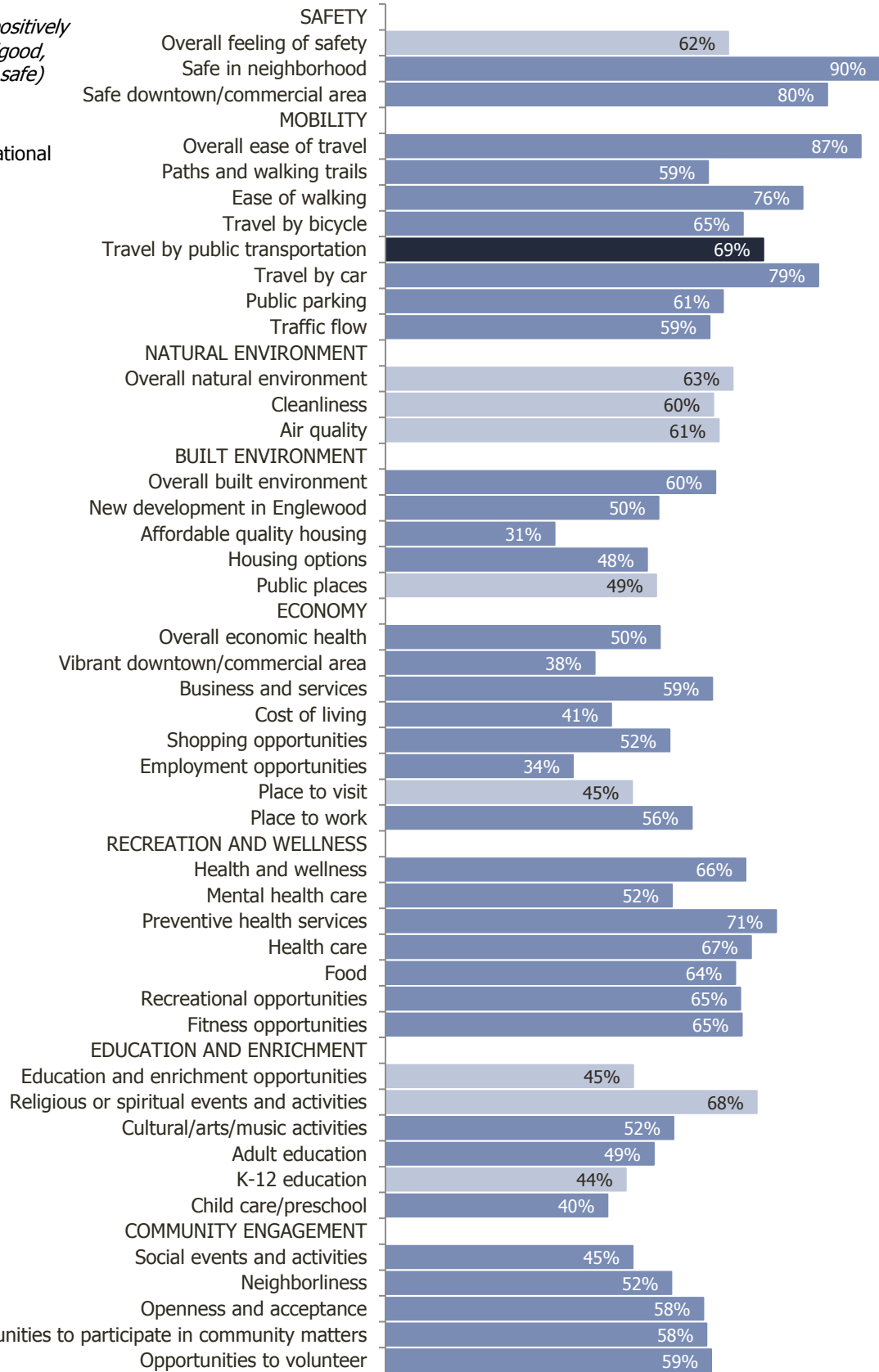
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Figure 1: Aspects of Community Characteristics

*Percent rating positively
(e.g., excellent/good,
very/somewhat safe)*

Comparison to national
benchmark

- Higher
- Similar
- Lower



Governance

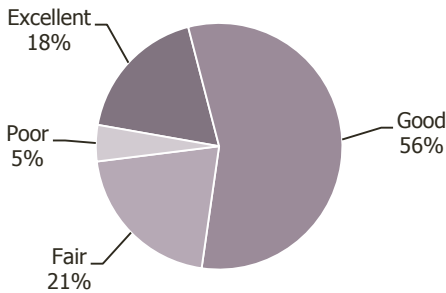
How well does the government of Englewood meet the needs and expectations of its residents?

The overall quality of the services provided by Englewood as well as the manner in which these services are provided is a key component of how residents rate their quality of life. About twice as many respondents gave high marks to the overall quality of City services compared to the number of respondents giving positive ratings to the overall quality of services provided by the Federal Government. Ratings for both levels of government were similar to ratings in comparison communities.

Survey respondents also rated various aspects of Englewood’s leadership and governance. A majority of respondents gave high marks to the overall quality of customer service provided by City employees and to the overall direction of the city. Close to half gave positive ratings to the other aspects of leadership and governance; these ratings were similar to the national benchmarks.

Respondents evaluated over 30 individual services and amenities available in Englewood. Ratings within the facets of Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement tended to be positive and all were similar to ratings observed in other communities across the nation. All aspects of Safety were rated positively by a majority of residents; however ratings for fire prevention and for crime prevention were lower than ratings in comparison communities and ratings for crime prevention decreased in 2018. Mobility was rated positively by all respondents and ratings for bus or transit services were higher than the national average. Within Natural Environment, Englewood residents gave lower ratings to garbage collection, recycling and drinking water than residents in comparison communities. Ratings for open space and natural areas preservation decreased in 2018.

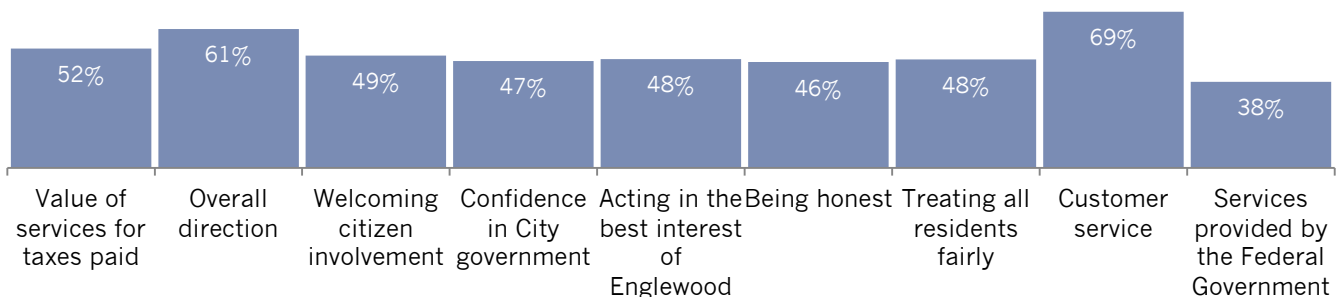
Overall Quality of City Services



Percent rating positively (e.g., excellent/good)

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



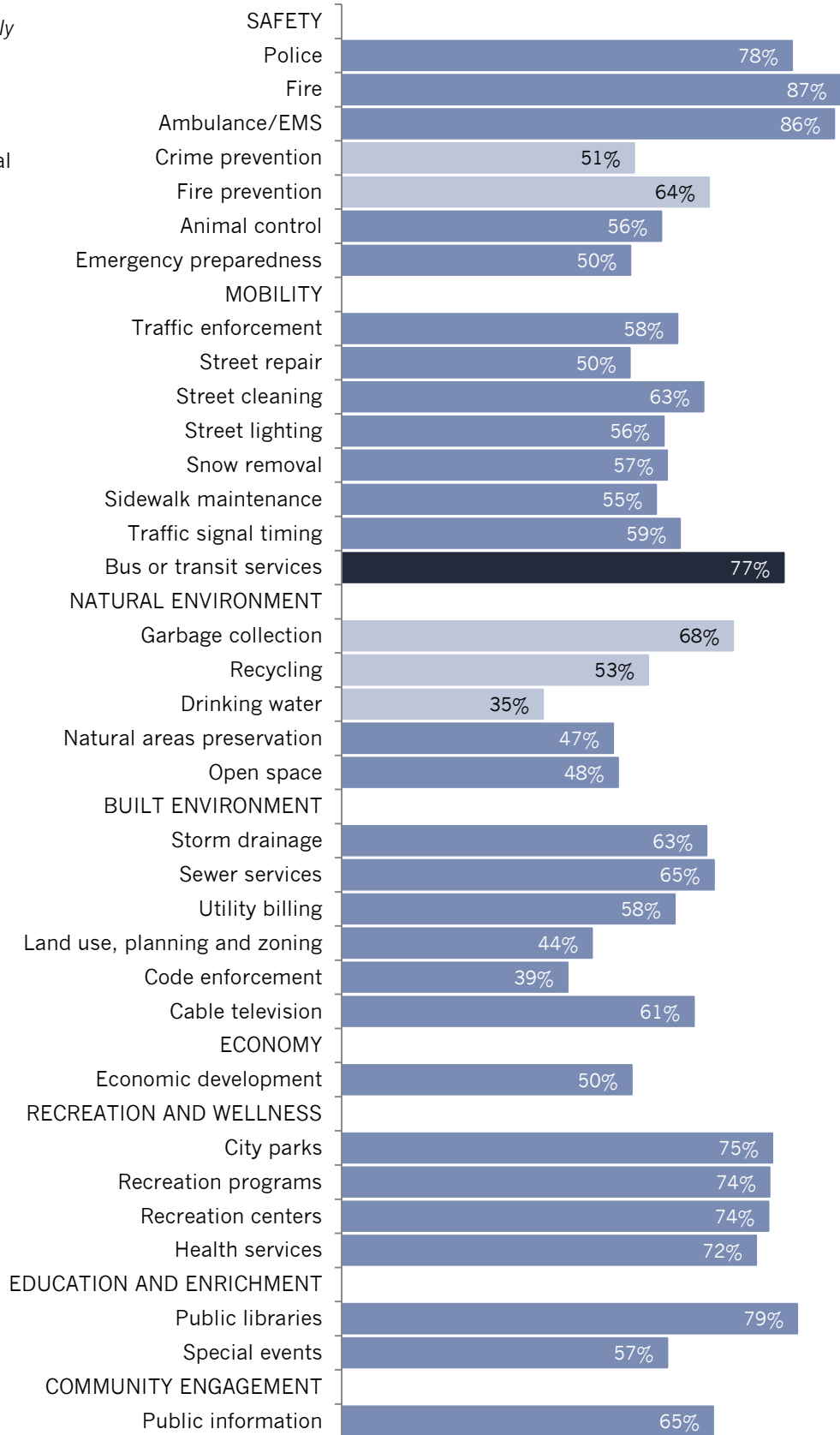
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Figure 2: Aspects of Governance

Percent rating positively
(e.g., excellent/good)

Comparison to national
benchmark

- Higher
- Similar
- Lower



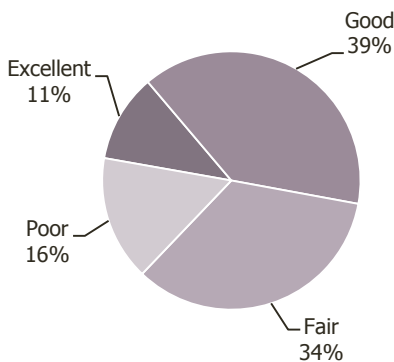
Participation

Are the residents of Englewood connected to the community and each other?

An engaged community harnesses its most valuable resource, its residents. The connections and trust among residents, government, businesses and other organizations help to create a sense of community, a shared sense of membership, belonging and history. About 4 in 5 or more residents were likely to recommend living in Englewood and were likely to remain in Englewood; these rates were similar to national averages.

The survey included over 30 activities and behaviors for which respondents indicated how often they participated in or performed each, if at all. Participation rates varied widely across the different facets, making the benchmark comparison (and the comparison to Englewood over time) helpful for understanding the results. For example, about two-thirds or more of Englewood residents reported that they had used public transportation instead of driving or had walked or biked instead of driving; these rates were higher than rates reported in comparison communities. While about three-quarters of respondents reported that they had recycled at home in the last 12 months, this rate was lower than observed elsewhere. Further, fewer Englewood residents reported that they worked in Englewood, used Englewood recreation centers, participate in religious or spiritual events or activities, volunteered, participated in a club or watched a local public meeting than residents in other jurisdictions across the U.S. All other rates of reported Participation were similar to the national averages. Almost all rates of Participation remained stable in 2018 compared to 2014; however more Englewood residents reported that they had attended a City-sponsored event in 2018 and that they were in very good to excellent health.

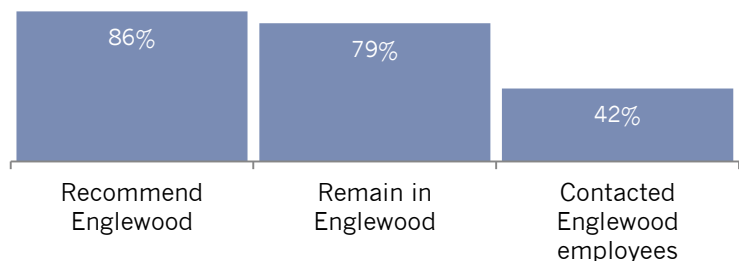
Sense of Community



Percent rating positively
(e.g., very/somewhat likely,
yes)

Comparison to national
benchmark

■ Higher ■ Similar ■ Lower



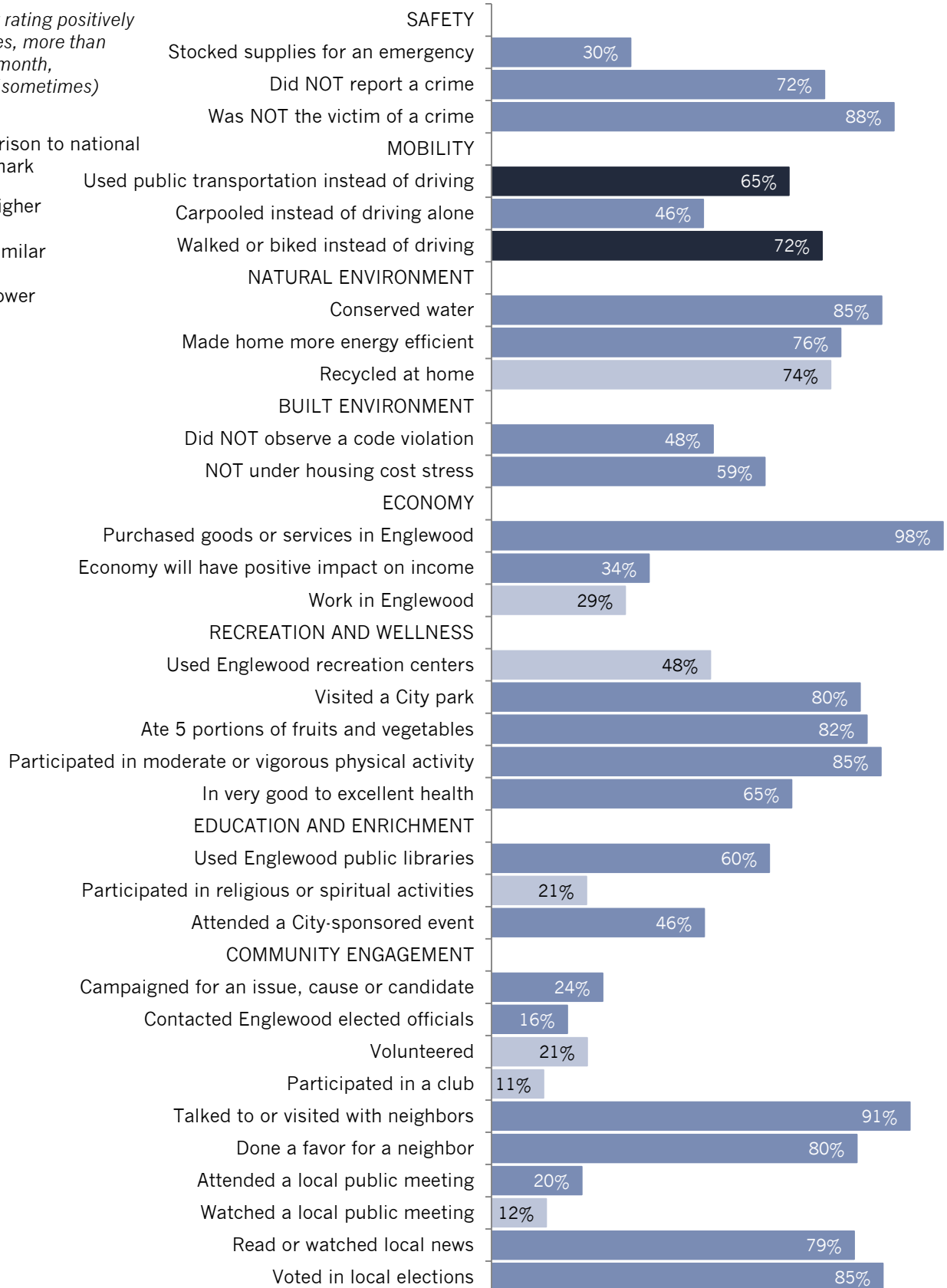
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Figure 3: Aspects of Participation

Percent rating positively
(e.g., yes, more than
once a month,
always/sometimes)

Comparison to national
benchmark

- Higher
- Similar
- Lower

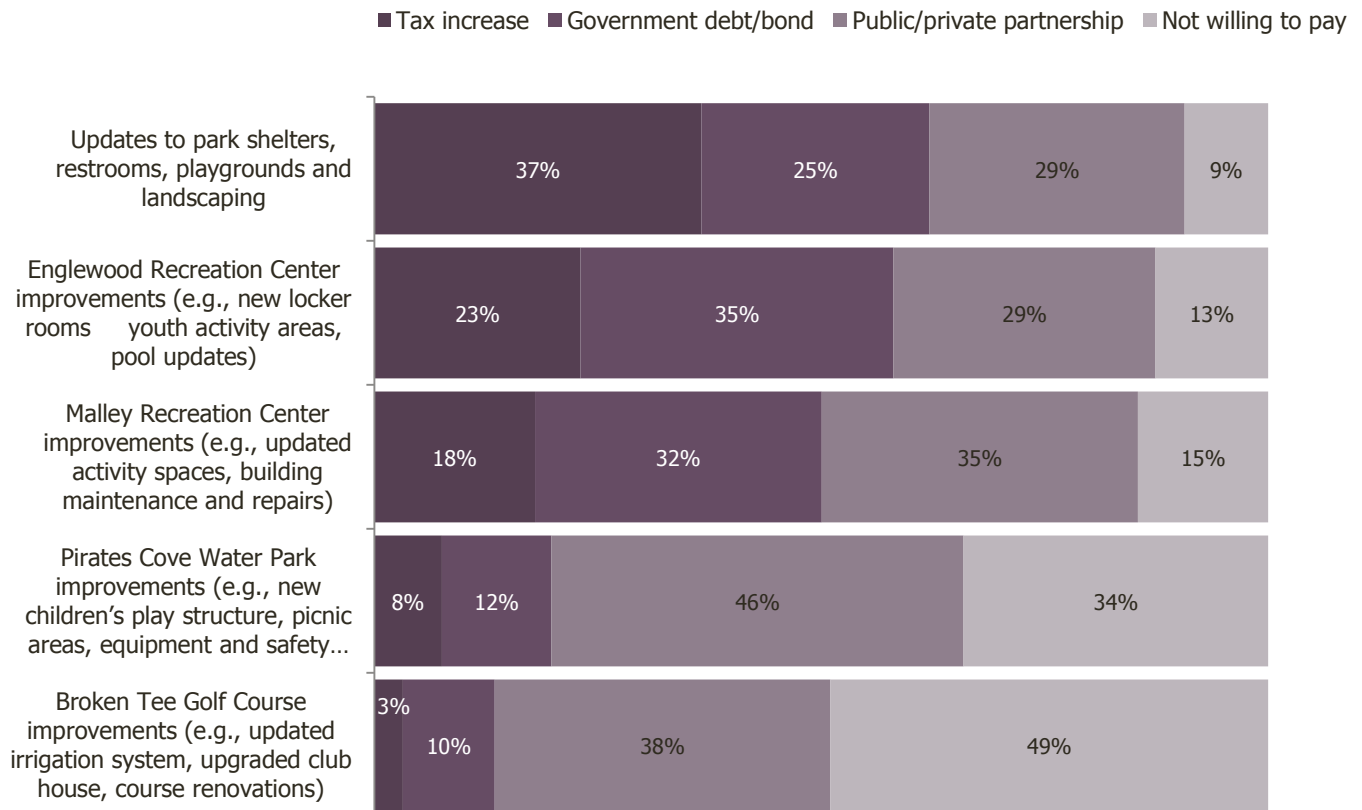


Special Topics

The City of Englewood included two questions of special interest on The NCS in which residents were asked to indicate their preferred funding methods for a variety of potential City projects. In the first question, residents were asked about funding methods for improvements, maintenance and renovations to City parks and recreational facilities. Funding preferences varied depending on the project. Support for using government sources (taxes or debt/bonds) as the sole funding agent was preferred by half or more of respondents for updates to park shelters, restrooms, playgrounds and landscaping and for improvements to the Englewood and Malley Recreation Centers. For the Broken Tee Golf Course about one-third supported funding improvements through a public/private partnership, but about half were not willing to use any public funding. Support was a little stronger for improvements to the Pirate’s Cove Water Park with 46% supporting a public/private partnership and about one-third unwilling to use any public funding for improvements.

Figure 4: Funding Preferences for Parks and Recreation

The City of Englewood is exploring options to fund improvements, maintenance and renovations at our parks and recreational facilities. For each of the following items, please mark the one method of funding you most prefer for that item:

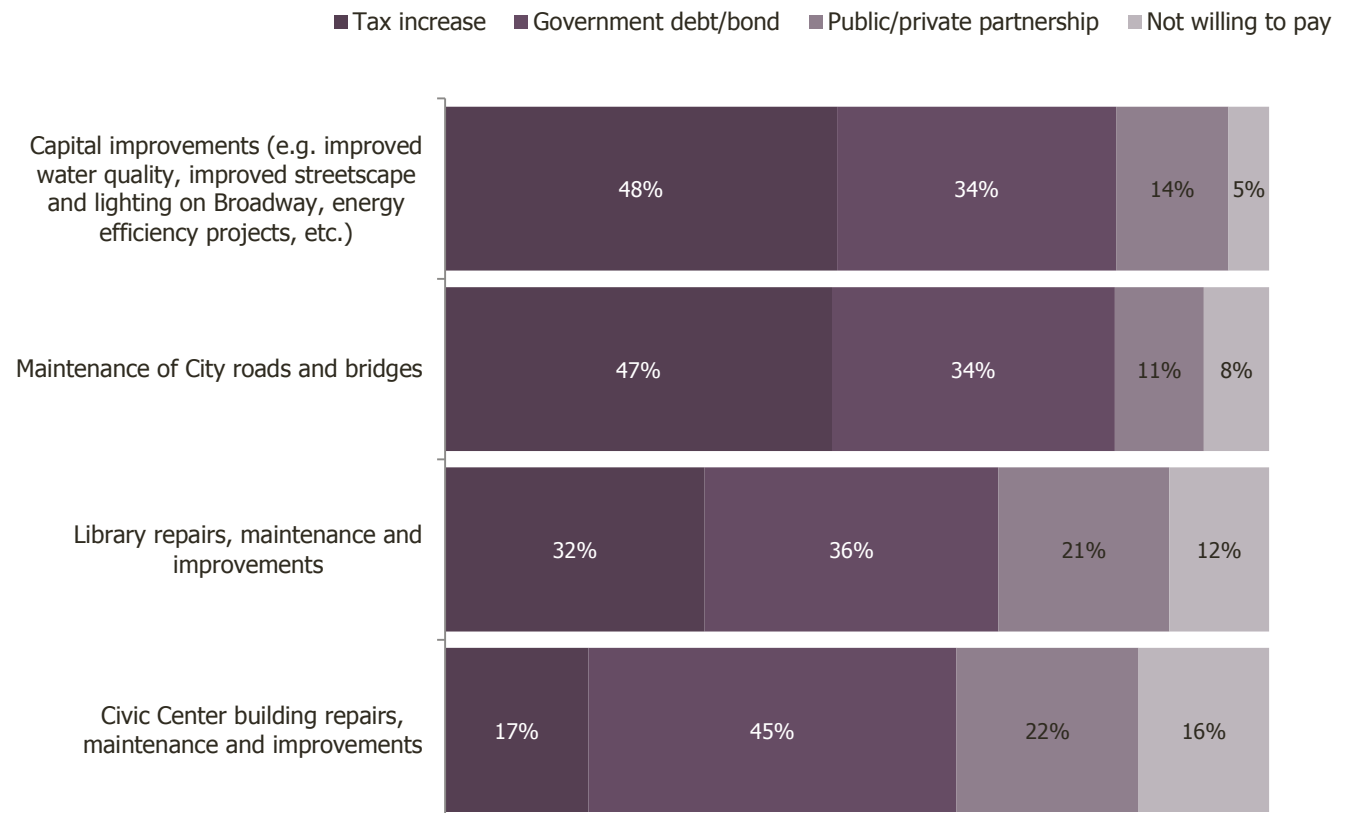


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Englewood residents were then asked about their funding preferences for improvements, maintenance and renovations to various other City infrastructure. Close to half of the respondents preferred a tax increase for capital improvements and to the maintenance of City roads and bridges, while about one-third would approve debt/bond funding. Preferences for funding library improvements were more evenly split with one-third choosing a tax increase, one-third choosing government debt or bond and one-third not supporting funding or preferring a public/private partnership. For Civic Center building repairs, maintenance and improvements, close to half preferred funding through a government debt/bond.

Figure 5: Funding Preferences for Potential Projects

The City of Englewood is exploring options to fund improvements, maintenance and renovations for the following areas. For each of the following items, please mark the one method of funding you most prefer for that item:



Conclusions

Englewood's growing pains are impacting community livability.

Overall, ratings in Englewood generally remained stable from 2014 to 2018. Of the 131 items for which comparisons were available, 103 items were rated similarly in 2014 and 2018, 25 items showed a decrease in ratings and three showed an increase in ratings. While most ratings remained stable, it's notable that the 25 items that decreased were in the facets of Community Characteristics and Governance. Some of the declining ratings have also been observed in other communities located in Colorado's fast-growing Front Range. Among the declining ratings in 2018 were: traffic flow, air quality, affordable quality housing, housing options, cost of living, traffic enforcement, open space, natural areas preservation, land use, planning and zoning, code enforcement and several General aspects of Governance. Ratings for Englewood as a place to retire and as a place to raise children also decreased from 2014 to 2018, and have returned to the levels observed in 2007.

Safety is an asset Englewood residents appreciate and want to maintain.

All evaluations of the various features of Safety were rated positively by a large majority of respondents, and Safety was still identified as one of the top priorities for the community to focus on in the coming two years. Almost all residents felt safe in Englewood's downtown/commercial area and in their neighborhoods, but residents' ratings for the overall feeling of safety in Englewood were lower than those across the nation. All Safety-related services were given favorable reviews by at least half of the survey participants, and most were similar to the benchmarks. Ratings for fire prevention and crime prevention were lower than the national benchmarks, and ratings for crime prevention declined in 2018. At least 7 in 10 respondents had neither been the victim of a crime nor needed to report a crime to police.

Mobility continues to be a key asset of the community.

As observed in past years, Mobility continues to be one of Englewood's biggest strengths. All aspects of Mobility were rated similar to or higher than the national benchmarks. Ratings for travel by public transportation and bus or transit services were higher in Englewood than in comparison communities. More Englewood residents reported that they had used public transportation instead of driving and had walked or biked instead of driving than residents elsewhere. Ratings for traffic flow decreased in 2018 compared to 2014, and are now at similar levels to the 2007 and 2009 surveys. Ratings for all other aspects of Mobility were similar in 2018 compared to 2014, however looking back at the past decade; several aspects have improved since the baseline survey in 2007. Ratings for street repair, street cleaning, street lighting, snow removal, sidewalk maintenance, traffic signal timing, ease of walking, travel by bicycle and travel by car were all higher in 2018 than when first reported in 2007.