

THE NCSTM
The National Citizen SurveyTM

Pasco County, FL

Dashboard Summary of Findings

DRAFT
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 Pasco County’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 Pasco County’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.

Ratings for Economy and Community Engagement tended to be strong and similar to the national benchmark across all three pillars of community livability, while ratings for Mobility tended to be lower. Within Community Characteristics, Natural Environment, Built Environment and Recreation and Wellness were also similar to the benchmark, while ratings for Safety, Education and Enrichment and for general aspects of Community Characteristics were lower. General aspects of Governance, Safety and Education and Enrichment within the facet of Governance tended to be rated similar to the benchmark, while ratings for Natural Environment, Built Environment and Recreation and Wellness were lower. Participation rates tended to be similar to rates in other communities with the exception of Education and Enrichment, which was lower. This information can be helpful in 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	0	25	25	0	22	23	1	27	8
General	0	2	5	0	3	0	0	3	0
Safety	0	1	2	0	4	3	1	2	0
Mobility	0	3	5	0	0	7	0	1	2
Natural Environment	0	2	1	0	2	4	0	2	1
Built Environment	0	3	2	0	3	4	0	1	1
Economy	0	4	3	0	1	0	0	3	0
Recreation and Wellness	0	4	3	0	0	4	0	5	0
Education and Enrichment	0	2	3	0	1	1	0	1	2
Community Engagement	0	4	1	0	8	0	0	9	2

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	↔	↓	40%	Customer service	↔	↔	64%	Recommend Pasco County	↔	↔	78%
	Overall quality of life	↔	↓	64%	Services provided by Pasco County	↔	↔	62%	Remain in Pasco County	↔	↔	84%
	Place to retire	↔	↔	63%	Services provided by the Federal Government	↔	↔	31%	Contacted Pasco County employees	↔	↔	41%
	Place to raise children	↔	↓	57%								
	Place to live	↔	↓	67%								
	Neighborhood	↑	↔	77%								
Safety	Overall image	↔	↓↓	42%	Police	↔	↔	79%	Was NOT the victim of a crime	↔	↔	83%
	Overall feeling of safety	↔	↓	56%	Crime prevention	↔	↓	54%	Did NOT report a crime	↔	↔	72%
	Safe in neighborhood	↔	↔	87%	Fire	↔	↔	88%	Stocked supplies for an emergency	↔	↑	50%
	Safe downtown/commercial area	↔	↓	75%	Fire prevention	↔	↓	63%				
					Ambulance/EMS	↔	↔	90%				
				Emergency preparedness	↔	↔	65%					
				Animal control	↔	↓	42%					
Mobility	Traffic flow	↑	↔	42%	Traffic enforcement	↔	↓	52%	Carpooled instead of driving alone	↔	↔	35%
	Travel by car	↔	↔	54%	Street repair	↔	↓	25%	Walked or biked instead of driving	↔	↓	38%
	Travel by bicycle	↔	↓↓	22%	Street cleaning	↔	↓↓	32%	Used public transportation instead of driving	↔	↓	10%
	Ease of walking	↔	↓↓	33%	Street lighting	↔	↓	47%				
	Travel by public transportation	↔	↓	19%	Sidewalk maintenance	↔	↓	37%				
	Overall ease travel	↔	↓	59%	Traffic signal timing	↔	↓	32%				
	Public parking	↔	↔	51%	Bus or transit services	↔	↓	38%				
	Paths and walking trails	↔	↓	44%								
Natural Environment	Overall natural environment	↔	↔	63%	Garbage collection	↔	↔	83%	Recycled at home	↔	↓	70%
	Air quality	↔	↔	70%	Recycling	↔	↓	59%	Conserved water	↔	↔	91%
	Cleanliness	↔	↓↓	40%	Yard waste pick-up	↔	↓	58%	Made home more energy efficient	↔	↔	81%
					Drinking water	↔	↓	47%				
					Open space	↔	↔	48%				
				Natural areas preservation	↓	↓	46%					
Built Environment	New development in Pasco County	↑	↔	57%	Sewer services	↔	↓	61%	NOT experiencing housing cost stress	↔	↔	65%
	Affordable quality housing	↔	↔	47%	Storm drainage	↔	↓	47%	Did NOT observe a code violation	↑	↓	39%
	Housing options	↔	↔	54%	Power utility	↑	↔	71%				
	Overall built environment	↔	↓	45%	Utility billing	↔	↔	58%				
	Public places	↔	↓	39%	Land use, planning and zoning	↔	↓	31%				
					Code enforcement	↔	↓	22%				
				Cable television	↔	↔	53%					

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	↔	↓	40%	Economic development	↔	↔	39%	Economy will have positive impact on income	↔	↔	30%
	Shopping opportunities	↔	↔	58%					Purchased goods or services in Pasco County	↔	↔	97%
	Employment opportunities	↔	↔	23%					Work in Pasco County	↔	↔	42%
	Place to visit	↔	↓	40%								
	Cost of living	↔	↔	52%								
	Place to work	↔	↓↓	33%								
	Business and services	↔	↔	49%								
Recreation and Wellness	Fitness opportunities	↓	↓	48%	County parks	↔	↓	71%	In very good to excellent health	↔	↔	59%
	Recreational opportunities	↓	↓	46%	Recreation centers	↔	↓	53%	Used Pasco County recreation centers	↔	↔	49%
	Health care	↔	↔	56%	Recreation programs	↔	↓	49%	Visited a County park	↔	↔	73%
	Food	↔	↔	59%	Health services	↔	↓	53%	Ate 5 portions of fruits and vegetables	↔	↔	82%
	Mental health care	↓	↔	33%					Participated in moderate or vigorous physical activity	↔	↔	81%
	Health and wellness	↔	↓	52%								
	Preventive health services	↔	↔	55%								
Education and Enrichment	Cultural/arts/music activities	↔	↓	36%	Public libraries	↔	↔	79%	Used Pasco County public libraries	↔	↓↓	45%
	Child care/preschool	↔	↔	45%	Special events	↔	↓	46%	Participated in religious or spiritual activities	↔	↔	50%
	Religious or spiritual events and activities	↑	↔	69%					Attended a County-sponsored event	↔	↓	43%
	Adult education	↔	↓	44%								
	Overall education and enrichment	↔	↓	46%								
Community Engagement	Opportunities to participate in community matters	↔	↓	49%	Public information	↑	↔	67%	Sense of community	↔	↓	40%
	Opportunities to volunteer	↔	↔	67%	Overall direction	↔	↔	45%	Voted in local elections	↓	↔	78%
	Openness and acceptance	↔	↔	46%	Value of services for taxes paid	↔	↔	44%	Talked to or visited with neighbors	↔	↔	95%
	Social events and activities	↑	↔	52%	Welcoming citizen involvement	↔	↔	39%	Attended a local public meeting	↓	↔	15%
	Neighborliness	↔	↔	48%	Confidence in County government	↔	↔	36%	Watched a local public meeting	↔	↔	21%
					Acting in the best interest of Pasco County	↔	↔	40%	Volunteered	↓	↓	25%
					Being honest	↑	↔	47%	Participated in a club	↔	↔	28%
					Treating all residents fairly	↔	↔	49%	Campaigned for an issue, cause or candidate	↔	↔	14%
									Contacted Pasco County elected officials	↓	↔	16%
									Read or watched local news	↔	↔	85%
								Done a favor for a neighbor	↔	↔	89%	

Legend

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