



Commerce City, CO

Trends over Time

2019



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Summary

The National Community 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 2019 ratings for Commerce City to its previous survey results in 2005, 2008, 2011, 2014, 2017, and 2018. Additional reports and technical appendices are available under separate cover.

Trend data for Commerce City 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 seven percentage points between the 2018 and 2019 surveys, otherwise the comparisons between 2018 and 2019 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 Commerce City for 2019 generally remained stable and similar to those given in 2018. Of the 123 items for which comparisons were available, 100 items were rated similarly in 2018 and 2019, three items showed a decrease in ratings and 20 showed an increase in ratings. Notable trends over time included the following:

- Within the pillar of Community Characteristics, there were seven increases and one decrease observed from 2018 to 2019. The increases included residents' feelings of safety in their neighborhoods during the day, ease of walking, the availability of paths and walking trails, the availability of affordable quality housing, health care, and childcare/preschools, and overall education and enrichment opportunities. Conversely, evaluations for the overall quality of life in Commerce City decreased since 2018, returning to levels previously seen in 2017.
- For government services and amenities provided by Commerce City, only reviews of the overall customer service provided by City employees decreased since 2018. Meanwhile, 11 increases in 2019 were mostly concentrated within the areas of Mobility (e.g., street repair, traffic signal timing, and bus or transit services) and Recreation and Wellness (e.g., City parks, recreation centers and programs, and health services). Other increases in ratings were noted for emergency preparedness; land use, planning, and zoning; and economic development. Survey respondents also felt more positively about the value of services for the taxes paid.
- Participation rates in Commerce City residents remained largely stable over time. While fewer participants indicated they had campaigned for an issue, cause, or candidate, more residents worked in the city and felt optimistic about the impact of the local economy on their income in 2019.

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Table 1: Community Characteristics General

	Percent rating positively (e.g., excellent/good)							2019 rating compared to 2018	Comparison to benchmark						
	2005	2008	2011	2014	2017	2018	2019		2005	2008	2011	2014	2017	2018	2019
Overall quality of life	53%	57%	54%	71%	47%	52%	45%	Lower	NA	NA	NA	NA	Lower	Lower	Much lower
Overall image	33%	41%	55%	55%	15%	16%	20%	Similar	NA	NA	NA	NA	Much lower	Much lower	Much lower
Place to live	NA	NA	NA	NA	60%	56%	56%	Similar	NA	NA	NA	NA	Lower	Much lower	Lower
Neighborhood	NA	NA	NA	NA	71%	75%	75%	Similar	NA	NA	NA	NA	Similar	Similar	Similar
Place to raise children	NA	NA	NA	NA	53%	49%	51%	Similar	NA	NA	NA	NA	Lower	Much lower	Much lower
Place to retire	NA	NA	NA	NA	27%	34%	32%	Similar	NA	NA	NA	NA	Much lower	Much lower	Much lower
Overall appearance	NA	NA	NA	NA	34%	38%	31%	Similar	NA	NA	NA	NA	Much lower	Much lower	Much lower

Table 2: Community Characteristics by Facet

		Percent rating positively (e.g., excellent/good, very/somewhat safe)							2019 rating compared to 2018	Comparison to benchmark						
		2005	2008	2011	2014	2017	2018	2019		2005	2008	2011	2014	2017	2018	2019
Safety	Overall feeling of safety	28%	35%	44%	49%	39%	50%	54%	Similar	NA	NA	NA	NA	Much lower	Much lower	Much lower
	Safe in neighborhood	NA	NA	NA	NA	84%	80%	89%	Higher	NA	NA	NA	NA	Similar	Lower	Similar
	Safe commercial area	NA	NA	NA	NA	59%	59%	64%	Similar	NA	NA	NA	NA	Much lower	Much lower	Lower
Mobility	Overall ease of travel	NA	NA	NA	NA	49%	51%	53%	Similar	NA	NA	NA	NA	Lower	Lower	Lower
	Paths and walking trails	NA	NA	NA	NA	48%	45%	57%	Higher	NA	NA	NA	NA	Lower	Lower	Similar
	Ease of walking	NA	NA	NA	NA	47%	41%	49%	Higher	NA	NA	NA	NA	Lower	Lower	Lower
	Travel by bicycle	NA	NA	NA	NA	34%	37%	41%	Similar	NA	NA	NA	NA	Lower	Lower	Similar
	Travel by public transportation	23%	26%	42%	47%	31%	29%	32%	Similar	NA	NA	NA	NA	Similar	Similar	Similar
	Travel by car	NA	NA	NA	NA	56%	55%	59%	Similar	NA	NA	NA	NA	Similar	Similar	Similar
	Public parking	NA	NA	NA	NA	60%	59%	57%	Similar	NA	NA	NA	NA	Similar	Similar	Similar
	Traffic flow	NA	NA	NA	NA	42%	37%	38%	Similar	NA	NA	NA	NA	Similar	Similar	Similar
Natural Environment	Overall natural environment	NA	NA	NA	NA	46%	47%	42%	Similar	NA	NA	NA	NA	Much lower	Much lower	Much lower
	Cleanliness	NA	NA	NA	NA	39%	37%	37%	Similar	NA	NA	NA	NA	Much lower	Much lower	Much lower
	Air quality	40%	48%	43%	44%	35%	35%	38%	Similar	NA	NA	NA	NA	Much lower	Much lower	Much lower
Built Environment	Overall built environment	NA	NA	NA	NA	39%	39%	38%	Similar	NA	NA	NA	NA	Lower	Lower	Lower
	New development in Commerce City	NA	NA	NA	NA	45%	40%	45%	Similar	NA	NA	NA	NA	Similar	Lower	Similar
	Affordable quality housing	NA	NA	NA	NA	26%	32%	43%	Higher	NA	NA	NA	NA	Similar	Similar	Similar
	Housing options	NA	NA	NA	NA	43%	46%	52%	Similar	NA	NA	NA	NA	Similar	Similar	Similar
	Public places	NA	NA	NA	NA	29%	33%	30%	Similar	NA	NA	NA	NA	Much lower	Much lower	Much lower
Economy	Overall economic health	57%	62%	63%	73%	36%	33%	37%	Similar	NA	NA	NA	NA	Lower	Lower	Lower

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		Percent rating positively (e.g., excellent/good, very/somewhat safe)							2019 rating compared to 2018	Comparison to benchmark						
		2005	2008	2011	2014	2017	2018	2019		2005	2008	2011	2014	2017	2018	2019
	Vibrant downtown/commercial area	NA	NA	NA	NA	10%	11%	16%	Similar	NA	NA	NA	NA	Much lower	Much lower	Much lower
	Business and services	NA	NA	NA	NA	21%	24%	29%	Similar	NA	NA	NA	NA	Much lower	Much lower	Much lower
	Cost of living	34%	22%	57%	60%	26%	21%	24%	Similar	NA	NA	NA	NA	Similar	Lower	Similar
	Shopping opportunities	15%	20%	26%	26%	17%	19%	25%	Similar	NA	NA	NA	NA	Much lower	Much lower	Much lower
	Employment opportunities	11%	7%	17%	26%	29%	24%	29%	Similar	NA	NA	NA	NA	Similar	Lower	Lower
	Place to visit	NA	NA	NA	NA	22%	20%	22%	Similar	NA	NA	NA	NA	Much lower	Much lower	Much lower
	Place to work	NA	NA	NA	NA	35%	31%	34%	Similar	NA	NA	NA	NA	Lower	Much lower	Lower
Recreation and Wellness	Health and wellness	NA	NA	NA	NA	27%	38%	40%	Similar	NA	NA	NA	NA	Much lower	Much lower	Much lower
	Health care	NA	NA	NA	NA	37%	31%	42%	Higher	NA	NA	NA	NA	Lower	Much lower	Lower
	Food	NA	NA	NA	NA	36%	35%	38%	Similar	NA	NA	NA	NA	Much lower	Much lower	Lower
	Recreational opportunities	40%	34%	56%	63%	39%	47%	51%	Similar	NA	NA	NA	NA	Lower	Lower	Lower
	Fitness opportunities	NA	NA	NA	NA	34%	49%	55%	Similar	NA	NA	NA	NA	Much lower	Lower	Lower
	Education and enrichment opportunities	NA	NA	NA	NA	24%	21%	35%	Higher	NA	NA	NA	NA	Much lower	Much lower	Much lower
	Religious or spiritual events and activities	NA	NA	NA	NA	44%	51%	45%	Similar	NA	NA	NA	NA	Much lower	Lower	Much lower
Education and Enrichment	Cultural/arts/music activities	NA	NA	NA	NA	26%	20%	26%	Similar	NA	NA	NA	NA	Much lower	Much lower	Much lower
	Adult education	NA	NA	NA	NA	20%	23%	23%	Similar	NA	NA	NA	NA	Much lower	Much lower	Much lower
	K-12 education	47%	NA	58%	52%	27%	31%	35%	Similar	NA	NA	NA	NA	Much lower	Much lower	Much lower
	Child care/preschool	NA	NA	NA	NA	35%	34%	56%	Higher	NA	NA	NA	NA	Similar	Lower	Similar
	Social events and activities	NA	NA	NA	NA	29%	29%	33%	Similar	NA	NA	NA	NA	Lower	Much lower	Lower
	Neighborhoodness	NA	NA	NA	NA	47%	50%	48%	Similar	NA	NA	NA	NA	Lower	Similar	Lower
	Openness and acceptance	NA	NA	NA	NA	59%	58%	58%	Similar	NA	NA	NA	NA	Similar	Similar	Similar
Community Engagement	Opportunities to participate in community matters	NA	NA	NA	NA	40%	42%	40%	Similar	NA	NA	NA	NA	Lower	Lower	Lower
	Opportunities to volunteer	NA	NA	NA	NA	38%	42%	42%	Similar	NA	NA	NA	NA	Lower	Lower	Lower

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Table 3: Governance General

	Percent rating positively (e.g., excellent/good)							2019 rating compared to 2018	Comparison to benchmark						
	2005	2008	2011	2014	2017	2018	2019		2005	2008	2011	2014	2017	2018	2019
Commerce City Government	NA	NA	NA	NA	50%	47%	47%	Similar	NA	NA	NA	NA	Lower	Lower	Lower
Customer service	NA	50%	55%	57%	62%	59%	50%	Lower	NA	NA	NA	NA	Similar	Lower	Lower
Value of services for taxes paid	NA	NA	NA	71%	23%	19%	28%	Higher	NA	NA	NA	NA	Lower	Much lower	Lower
Overall direction	NA	NA	NA	NA	44%	39%	42%	Similar	NA	NA	NA	NA	Similar	Lower	Similar
Welcoming citizen involvement	NA	57%	67%	70%	46%	38%	36%	Similar	NA	NA	NA	NA	Similar	Lower	Lower
Confidence in City government	NA	NA	NA	NA	43%	31%	32%	Similar	NA	NA	NA	NA	Similar	Lower	Lower
Acting in the best interest of Commerce City	NA	NA	NA	NA	43%	33%	36%	Similar	NA	NA	NA	NA	Similar	Lower	Lower
Being honest	NA	NA	NA	NA	45%	39%	36%	Similar	NA	NA	NA	NA	Similar	Lower	Lower
Treating all residents fairly	NA	NA	NA	NA	47%	41%	40%	Similar	NA	NA	NA	NA	Similar	Lower	Lower
Federal Government	NA	NA	NA	NA	40%	31%	33%	Similar	NA	NA	NA	NA	Similar	Similar	Similar

Table 4: Governance by Facet

		Percent rating positively (e.g., excellent/good)							2019 rating compared to 2018	Comparison to benchmark						
		2005	2008	2011	2014	2017	2018	2019		2005	2008	2011	2014	2017	2018	2019
Safety	Police	NA	NA	NA	NA	68%	68%	65%	Similar	NA	NA	NA	NA	Similar	Similar	Lower
	Crime prevention	NA	NA	NA	NA	50%	47%	52%	Similar	NA	NA	NA	NA	Lower	Lower	Lower
	Animal control	NA	NA	NA	NA	46%	51%	50%	Similar	NA	NA	NA	NA	Lower	Similar	Lower
	Emergency preparedness	NA	NA	NA	NA	53%	46%	55%	Higher	NA	NA	NA	NA	Similar	Lower	Similar
	Traffic enforcement	NA	NA	NA	NA	52%	54%	52%	Similar	NA	NA	NA	NA	Similar	Similar	Lower
Mobility	Street repair	NA	NA	NA	NA	32%	37%	47%	Higher	NA	NA	NA	NA	Similar	Similar	Similar
	Street cleaning	NA	NA	NA	NA	46%	50%	54%	Similar	NA	NA	NA	NA	Lower	Similar	Similar
	Street lighting	NA	NA	NA	NA	37%	47%	50%	Similar	NA	NA	NA	NA	Lower	Similar	Similar
	Snow removal	NA	NA	NA	NA	38%	48%	50%	Similar	NA	NA	NA	NA	Lower	Lower	Lower
	Sidewalk maintenance	NA	NA	NA	NA	43%	50%	51%	Similar	NA	NA	NA	NA	Similar	Similar	Similar
	Traffic signal timing	NA	NA	NA	NA	42%	42%	52%	Higher	NA	NA	NA	NA	Similar	Similar	Similar
	Bus or transit services	NA	NA	NA	NA	39%	38%	47%	Higher	NA	NA	NA	NA	Similar	Lower	Similar
Natural Environment	Garbage collection	NA	NA	NA	NA	78%	83%	77%	Similar	NA	NA	NA	NA	Similar	Similar	Similar
	Recycling	NA	NA	NA	NA	78%	79%	76%	Similar	NA	NA	NA	NA	Similar	Similar	Similar
	Yard waste pick-up	NA	NA	NA	NA	57%	57%	54%	Similar	NA	NA	NA	NA	Lower	Lower	Lower
Built Environment	Storm drainage	NA	NA	NA	NA	63%	65%	68%	Similar	NA	NA	NA	NA	Similar	Similar	Similar
	Land use, planning and zoning	NA	NA	NA	NA	32%	27%	42%	Higher	NA	NA	NA	NA	Similar	Lower	Similar
	Code enforcement	NA	NA	NA	NA	31%	28%	34%	Similar	NA	NA	NA	NA	Lower	Lower	Lower
	Cable television	NA	NA	NA	NA	56%	55%	50%	Similar	NA	NA	NA	NA	Similar	Similar	Similar
Economy	Economic development	NA	NA	NA	NA	37%	27%	35%	Higher	NA	NA	NA	NA	Similar	Lower	Lower
Recreation and Wellness	City parks	NA	NA	NA	NA	68%	68%	75%	Higher	NA	NA	NA	NA	Similar	Similar	Similar
	Recreation programs	NA	NA	NA	NA	57%	63%	72%	Higher	NA	NA	NA	NA	Similar	Similar	Similar

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		Percent rating positively (e.g., excellent/good)							2019 rating compared to 2018	Comparison to benchmark						
		2005	2008	2011	2014	2017	2018	2019		2005	2008	2011	2014	2017	2018	2019
Education and Enrichment	Recreation centers	NA	NA	NA	NA	55%	67%	77%	Higher	NA	NA	NA	NA	Similar	Similar	Similar
	Health services	NA	NA	NA	NA	44%	33%	48%	Higher	NA	NA	NA	NA	Lower	Much lower	Lower
	Special events	NA	NA	NA	NA	53%	50%	51%	Similar	NA	NA	NA	NA	Lower	Lower	Lower
	Public libraries	NA	NA	NA	NA	59%	62%	68%	Similar	NA	NA	NA	NA	Lower	Lower	Lower
Community Engagement	Public information	NA	62%	60%	59%	42%	49%	51%	Similar	NA	NA	NA	NA	Lower	Lower	Lower

Table 5: Participation General

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)							2019 rating compared to 2018	Comparison to benchmark						
	2005	2008	2011	2014	2017	2018	2019		2005	2008	2011	2014	2017	2018	2019
Sense of community	43%	NA	58%	53%	43%	44%	39%	Similar	NA	NA	NA	NA	Lower	Lower	Lower
Recommend Commerce City	NA	NA	NA	NA	67%	62%	64%	Similar	NA	NA	NA	NA	Lower	Much lower	Much lower
Remain in Commerce City	NA	NA	NA	NA	64%	71%	68%	Similar	NA	NA	NA	NA	Lower	Lower	Lower
Contacted Commerce City employees	NA	NA	NA	NA	43%	37%	34%	Similar	NA	NA	NA	NA	Similar	Similar	Lower

Table 6: Participation by Facet

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)							2019 rating compared to 2018	Comparison to benchmark						
		2005	2008	2011	2014	2017	2018	2019		2005	2008	2011	2014	2017	2018	2019
Safety	Stocked supplies for an emergency	NA	NA	NA	NA	28%	25%	30%	Similar	NA	NA	NA	NA	Similar	Lower	Similar
	Did NOT report a crime	NA	NA	NA	NA	70%	72%	73%	Similar	NA	NA	NA	NA	Similar	Similar	Similar
	Was NOT the victim of a crime	NA	NA	NA	NA	84%	86%	86%	Similar	NA	NA	NA	NA	Similar	Similar	Similar
Mobility	Used public transportation instead of driving	NA	NA	NA	NA	22%	19%	17%	Similar	NA	NA	NA	NA	Similar	Similar	Similar
	Carpooled instead of driving alone	NA	NA	NA	NA	38%	37%	36%	Similar	NA	NA	NA	NA	Similar	Similar	Similar
	Walked or biked instead of driving	NA	NA	NA	NA	42%	38%	43%	Similar	NA	NA	NA	NA	Lower	Lower	Lower
Natural Environment	Conserved water	NA	NA	NA	NA	89%	82%	89%	Similar	NA	NA	NA	NA	Similar	Similar	Similar
	Made home more energy efficient	NA	NA	NA	NA	80%	70%	76%	Similar	NA	NA	NA	NA	Similar	Similar	Similar
	Recycled at home	NA	NA	NA	NA	93%	95%	92%	Similar	NA	NA	NA	NA	Similar	Similar	Similar
Built Environment	Did NOT observe a code violation	NA	NA	NA	NA	41%	34%	36%	Similar	NA	NA	NA	NA	Lower	Much lower	Lower
	NOT under housing cost stress	NA	NA	NA	NA	60%	57%	57%	Similar	NA	NA	NA	NA	Similar	Lower	Lower

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		Percent rating positively (e.g., always/sometimes, more than once a month, yes)							2019 rating compared to 2018	Comparison to benchmark						
		2005	2008	2011	2014	2017	2018	2019		2005	2008	2011	2014	2017	2018	2019
Economy	Purchased goods or services in Commerce City	NA	NA	NA	NA	89%	93%	95%	Similar	NA	NA	NA	NA	Similar	Similar	Similar
	Economy will have positive impact on income	NA	NA	NA	NA	31%	23%	33%	Higher	NA	NA	NA	NA	Similar	Similar	Similar
	Work in Commerce City	NA	NA	NA	NA	29%	28%	37%	Higher	NA	NA	NA	NA	Lower	Lower	Similar
Recreation and Wellness	Used Commerce City recreation centers	NA	NA	NA	NA	47%	64%	66%	Similar	NA	NA	NA	NA	Lower	Similar	Similar
	Visited a City park	NA	NA	NA	NA	83%	86%	83%	Similar	NA	NA	NA	NA	Similar	Similar	Similar
	Ate 5 portions of fruits and vegetables	NA	NA	NA	NA	85%	80%	76%	Similar	NA	NA	NA	NA	Similar	Similar	Similar
	Participated in moderate or vigorous physical activity	NA	NA	NA	NA	83%	81%	79%	Similar	NA	NA	NA	NA	Similar	Similar	Similar
	In very good to excellent health	NA	NA	NA	NA	55%	53%	58%	Similar	NA	NA	NA	NA	Similar	Similar	Similar
Education and Enrichment	Used Anythink public libraries	NA	NA	NA	NA	51%	53%	51%	Similar	NA	NA	NA	NA	Lower	Similar	Lower
	Participated in religious or spiritual activities	NA	NA	NA	NA	26%	30%	29%	Similar	NA	NA	NA	NA	Much lower	Lower	Lower
	Attended a City-sponsored event	NA	NA	NA	NA	34%	39%	35%	Similar	NA	NA	NA	NA	Much lower	Lower	Lower
Community Engagement	Campaigned for an issue, cause or candidate	NA	NA	NA	NA	17%	26%	15%	Lower	NA	NA	NA	NA	Similar	Similar	Similar
	Contacted Commerce City elected officials	NA	NA	NA	NA	14%	19%	20%	Similar	NA	NA	NA	NA	Similar	Similar	Similar
	Volunteered	NA	NA	NA	NA	18%	20%	25%	Similar	NA	NA	NA	NA	Much lower	Lower	Lower
	Participated in a club	NA	NA	NA	NA	9%	14%	18%	Similar	NA	NA	NA	NA	Lower	Lower	Similar
	Talked to or visited with neighbors	NA	NA	NA	NA	91%	90%	91%	Similar	NA	NA	NA	NA	Similar	Similar	Similar
	Done a favor for a neighbor	NA	NA	NA	NA	79%	80%	76%	Similar	NA	NA	NA	NA	Similar	Similar	Similar
	Attended a local public meeting	NA	NA	NA	NA	16%	21%	16%	Similar	NA	NA	NA	NA	Similar	Similar	Similar
	Watched a local public meeting	NA	NA	NA	NA	14%	20%	22%	Similar	NA	NA	NA	NA	Lower	Similar	Similar
	Read or watched local news	NA	NA	NA	NA	81%	86%	79%	Similar	NA	NA	NA	NA	Similar	Similar	Similar
	Voted in local elections	NA	NA	NA	NA	83%	88%	86%	Similar	NA	NA	NA	NA	Similar	Similar	Similar