



Commerce City, CO

Trends over Time
2018



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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 discusses trends over time, comparing the 2018 ratings for Commerce City to its previous survey results in 2017, 2014, 2011, 2008 and 2007, when available. 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 2017 and 2018 surveys, otherwise the comparisons between 2017 and 2018 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 2018 generally remained stable. Of the 123 items for which comparisons were available, 102 items were rated similarly in 2017 and 2018, 12 items showed an increase in ratings and nine items showed a decrease in ratings. Notable trends over time included the following:

- Within the pillars of Community Characteristics and Governance, four increases in 2018 were concentrated in the area of Recreation and Wellness: fitness opportunities, recreational opportunities and health and wellness opportunities. Recreation centers also showed more positive marks in 2018. Only evaluations for economic development and health services decreased from 2017.
- Other increases over time included the overall feeling of safety, street lighting, snow removal, the city as a place to retire and opportunities to attend religious or spiritual events.
- Conversely, residents were less satisfied with some aspects of government performance, such as the City welcoming citizen involvement and acting in the best interest of the community, as well as their overall confidence in Commerce City government in 2018 compared to 2017.
- Overall, rates of Participation were similar across the two most recent survey iterations; however, there were a few notable differences. In 2018, more residents had used recreation centers; campaigned for an issue, cause or candidate; and stated they were likely to remain in the community for the next five years than in 2017. Meanwhile, fewer Commerce City participants had made efforts to make their homes energy efficient or were optimistic about the impact of the local economy on their incomes in the next six months. Additionally, a larger number of respondents had observed a code violation in 2018 compared to 2017.

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Table 1: Community Characteristics General

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

Table 2: Community Characteristics by Facet

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

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		Percent rating positively (e.g., excellent/good, very/somewhat safe)						2018 rating compared to 2017	Comparison to benchmark					
		2005	2008	2011	2014	2017	2018		2005	2008	2011	2014	2017	2018
	Public places	NA	NA	NA	NA	29%	33%	Similar	NA	NA	NA	NA	Much lower	Much lower
	Overall economic health	57%	62%	63%	73%	36%	33%	Similar	NA	NA	NA	NA	Lower	Lower
	Vibrant downtown/commercial area	NA	NA	NA	NA	10%	11%	Similar	NA	NA	NA	NA	Much lower	Much lower
	Business and services	NA	NA	NA	NA	21%	24%	Similar	NA	NA	NA	NA	Much lower	Much lower
	Cost of living	34%	22%	57%	60%	26%	21%	Similar	NA	NA	NA	NA	Similar	Lower
	Shopping opportunities	15%	20%	26%	26%	17%	19%	Similar	NA	NA	NA	NA	Much lower	Much lower
	Employment opportunities	11%	7%	17%	26%	29%	24%	Similar	NA	NA	NA	NA	Similar	Lower
	Place to visit	NA	NA	NA	NA	22%	20%	Similar	NA	NA	NA	NA	Much lower	Much lower
Economy	Place to work	NA	NA	NA	NA	35%	31%	Similar	NA	NA	NA	NA	Lower	Much lower
	Health and wellness	NA	NA	NA	NA	27%	38%	Higher	NA	NA	NA	NA	Much lower	Much lower
	Health care	NA	NA	NA	NA	37%	31%	Similar	NA	NA	NA	NA	Lower	Much lower
	Food	NA	NA	NA	NA	36%	35%	Similar	NA	NA	NA	NA	Much lower	Much lower
	Recreational opportunities	40%	34%	56%	63%	39%	47%	Higher	NA	NA	NA	NA	Lower	Lower
Recreation and Wellness	Fitness opportunities	NA	NA	NA	NA	34%	49%	Higher	NA	NA	NA	NA	Much lower	Lower
	Education and enrichment opportunities	NA	NA	NA	NA	24%	21%	Similar	NA	NA	NA	NA	Much lower	Much lower
	Religious or spiritual events and activities	NA	NA	NA	NA	44%	51%	Higher	NA	NA	NA	NA	Much lower	Lower
	Cultural/arts/music activities	NA	NA	NA	NA	26%	20%	Similar	NA	NA	NA	NA	Much lower	Much lower
	Adult education	NA	NA	NA	NA	20%	23%	Similar	NA	NA	NA	NA	Much lower	Much lower
	K-12 education	47%	NA	58%	52%	27%	31%	Similar	NA	NA	NA	NA	Much lower	Much lower
Education and Enrichment	Child care/preschool	NA	NA	NA	NA	35%	34%	Similar	NA	NA	NA	NA	Similar	Lower
	Social events and activities	NA	NA	NA	NA	29%	29%	Similar	NA	NA	NA	NA	Lower	Much lower
	Neighborliness	NA	NA	NA	NA	47%	50%	Similar	NA	NA	NA	NA	Lower	Similar
Community Engagement	Openness and acceptance	NA	NA	NA	NA	59%	58%	Similar	NA	NA	NA	NA	Similar	Similar

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		Percent rating positively (e.g., excellent/good, very/somewhat safe)						2018 rating compared to 2017	Comparison to benchmark					
		2005	2008	2011	2014	2017	2018		2005	2008	2011	2014	2017	2018
	Opportunities to participate in community matters	NA	NA	NA	NA	40%	42%	Similar	NA	NA	NA	NA	Lower	Lower
	Opportunities to volunteer	NA	NA	NA	NA	38%	42%	Similar	NA	NA	NA	NA	Lower	Lower

Table 3: Governance General

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

Table 4: Governance by Facet

		Percent rating positively (e.g., excellent/good)						2018 rating compared to 2017	Comparison to benchmark					
		2005	2008	2011	2014	2017	2018		2005	2008	2011	2014	2017	2018
Safety	Police	NA	NA	NA	NA	68%	68%	Similar	NA	NA	NA	NA	Similar	Similar
	Crime prevention	NA	NA	NA	NA	50%	47%	Similar	NA	NA	NA	NA	Lower	Lower
	Animal control	NA	NA	NA	NA	46%	51%	Similar	NA	NA	NA	NA	Lower	Similar
	Emergency preparedness	NA	NA	NA	NA	53%	46%	Similar	NA	NA	NA	NA	Similar	Lower
	Traffic enforcement	NA	NA	NA	NA	52%	54%	Similar	NA	NA	NA	NA	Similar	Similar
Mobility	Street repair	NA	NA	NA	NA	32%	37%	Similar	NA	NA	NA	NA	Similar	Similar
	Street cleaning	NA	NA	NA	NA	46%	50%	Similar	NA	NA	NA	NA	Lower	Similar
	Street lighting	NA	NA	NA	NA	37%	47%	Higher	NA	NA	NA	NA	Lower	Similar
	Snow removal	NA	NA	NA	NA	38%	48%	Higher	NA	NA	NA	NA	Lower	Lower
	Sidewalk maintenance	NA	NA	NA	NA	43%	50%	Similar	NA	NA	NA	NA	Similar	Similar
	Traffic signal timing	NA	NA	NA	NA	42%	42%	Similar	NA	NA	NA	NA	Similar	Similar
	Bus or transit services	NA	NA	NA	NA	39%	38%	Similar	NA	NA	NA	NA	Similar	Lower
	Garbage collection	NA	NA	NA	NA	78%	83%	Similar	NA	NA	NA	NA	Similar	Similar
Natural Environment	Recycling	NA	NA	NA	NA	78%	79%	Similar	NA	NA	NA	NA	Similar	Similar

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		Percent rating positively (e.g., excellent/good)						2018 rating compared to 2017	Comparison to benchmark					
		2005	2008	2011	2014	2017	2018		2005	2008	2011	2014	2017	2018
	Yard waste pick-up	NA	NA	NA	NA	57%	57%	Similar	NA	NA	NA	NA	Lower	Lower
	Storm drainage	NA	NA	NA	NA	63%	65%	Similar	NA	NA	NA	NA	Similar	Similar
	Land use, planning and zoning	NA	NA	NA	NA	32%	27%	Similar	NA	NA	NA	NA	Similar	Lower
	Code enforcement	NA	NA	NA	NA	31%	28%	Similar	NA	NA	NA	NA	Lower	Lower
Built Environment	Cable television	NA	NA	NA	NA	56%	55%	Similar	NA	NA	NA	NA	Similar	Similar
Economy	Economic development	NA	NA	NA	NA	37%	27%	Lower	NA	NA	NA	NA	Similar	Lower
	City parks	NA	NA	NA	NA	68%	68%	Similar	NA	NA	NA	NA	Similar	Similar
	Recreation programs	NA	NA	NA	NA	57%	63%	Similar	NA	NA	NA	NA	Similar	Similar
	Recreation centers	NA	NA	NA	NA	55%	67%	Higher	NA	NA	NA	NA	Similar	Similar
Recreation and Wellness	Health services	NA	NA	NA	NA	44%	33%	Lower	NA	NA	NA	NA	Lower	Much lower
	Special events	NA	NA	NA	NA	53%	50%	Similar	NA	NA	NA	NA	Lower	Lower
Education and Enrichment	Public libraries	NA	NA	NA	NA	59%	62%	Similar	NA	NA	NA	NA	Lower	Lower
Community Engagement	Public information	NA	62%	60%	59%	42%	49%	Similar	NA	NA	NA	NA	Lower	Lower

Table 5: Participation General

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

Table 6: Participation by Facet

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)						2018 rating compared to 2017	Comparison to benchmark					
		2005	2008	2011	2014	2017	2018		2005	2008	2011	2014	2017	2018
	Stocked supplies for an emergency	NA	NA	NA	NA	28%	25%	Similar	NA	NA	NA	NA	Similar	Lower
	Did NOT report a crime	NA	NA	NA	NA	70%	72%	Similar	NA	NA	NA	NA	Similar	Similar
Safety	Was NOT the victim of a crime	NA	NA	NA	NA	84%	86%	Similar	NA	NA	NA	NA	Similar	Similar
Mobility	Used public transportation instead of driving	NA	NA	NA	NA	22%	19%	Similar	NA	NA	NA	NA	Similar	Similar

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		Percent rating positively (e.g., always/sometimes, more than once a month, yes)						2018 rating compared to 2017	Comparison to benchmark					
		2005	2008	2011	2014	2017	2018		2005	2008	2011	2014	2017	2018
	Carpooled instead of driving alone	NA	NA	NA	NA	38%	37%	Similar	NA	NA	NA	NA	Similar	Similar
	Walked or biked instead of driving	NA	NA	NA	NA	42%	38%	Similar	NA	NA	NA	NA	Lower	Lower
Natural Environment	Conserved water	NA	NA	NA	NA	89%	82%	Similar	NA	NA	NA	NA	Similar	Similar
	Made home more energy efficient	NA	NA	NA	NA	80%	70%	Lower	NA	NA	NA	NA	Similar	Similar
	Recycled at home	NA	NA	NA	NA	93%	95%	Similar	NA	NA	NA	NA	Similar	Similar
	Did NOT observe a code violation	NA	NA	NA	NA	41%	34%	Lower	NA	NA	NA	NA	Lower	Much lower
Built Environment	NOT under housing cost stress	NA	NA	NA	NA	60%	57%	Similar	NA	NA	NA	NA	Similar	Lower
	Purchased goods or services in Commerce City	NA	NA	NA	NA	89%	93%	Similar	NA	NA	NA	NA	Similar	Similar
Economy	Economy will have positive impact on income	NA	NA	NA	NA	31%	23%	Lower	NA	NA	NA	NA	Similar	Similar
	Work in Commerce City	NA	NA	NA	NA	29%	28%	Similar	NA	NA	NA	NA	Lower	Lower
	Used Commerce City recreation centers	NA	NA	NA	NA	47%	64%	Higher	NA	NA	NA	NA	Lower	Similar
Recreation and Wellness	Visited a City park	NA	NA	NA	NA	83%	86%	Similar	NA	NA	NA	NA	Similar	Similar
	Ate 5 portions of fruits and vegetables	NA	NA	NA	NA	85%	80%	Similar	NA	NA	NA	NA	Similar	Similar
	Participated in moderate or vigorous physical activity	NA	NA	NA	NA	83%	81%	Similar	NA	NA	NA	NA	Similar	Similar
	In very good to excellent health	NA	NA	NA	NA	55%	53%	Similar	NA	NA	NA	NA	Similar	Similar
	Used Anythink public libraries	NA	NA	NA	NA	51%	53%	Similar	NA	NA	NA	NA	Lower	Similar
Education and Enrichment	Participated in religious or spiritual activities	NA	NA	NA	NA	26%	30%	Similar	NA	NA	NA	NA	Much lower	Lower
	Attended a City-sponsored event	NA	NA	NA	NA	34%	39%	Similar	NA	NA	NA	NA	Much lower	Lower
	Campaigned for an issue, cause or candidate	NA	NA	NA	NA	17%	26%	Higher	NA	NA	NA	NA	Similar	Similar
Community Engagement	Contacted Commerce City elected officials	NA	NA	NA	NA	14%	19%	Similar	NA	NA	NA	NA	Similar	Similar
	Volunteered	NA	NA	NA	NA	18%	20%	Similar	NA	NA	NA	NA	Much lower	Lower
	Participated in a club	NA	NA	NA	NA	9%	14%	Similar	NA	NA	NA	NA	Lower	Lower

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		Percent rating positively (e.g., always/sometimes, more than once a month, yes)						2018 rating compared to 2017	Comparison to benchmark					
		2005	2008	2011	2014	2017	2018		2005	2008	2011	2014	2017	2018
	Talked to or visited with neighbors	NA	NA	NA	NA	91%	90%	Similar	NA	NA	NA	NA	Similar	Similar
	Done a favor for a neighbor	NA	NA	NA	NA	79%	80%	Similar	NA	NA	NA	NA	Similar	Similar
	Attended a local public meeting	NA	NA	NA	NA	16%	21%	Similar	NA	NA	NA	NA	Similar	Similar
	Watched a local public meeting	NA	NA	NA	NA	14%	20%	Similar	NA	NA	NA	NA	Lower	Similar
	Read or watched local news	NA	NA	NA	NA	81%	86%	Similar	NA	NA	NA	NA	Similar	Similar
	Voted in local elections	NA	NA	NA	NA	83%	88%	Similar	NA	NA	NA	NA	Similar	Similar