



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

## Nevada County, CA

Dashboard Summary of Findings

2017



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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 Nevada 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 Nevada 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.

Broadly, aspects of the community across all pillars of community livability tended to be similar to the benchmark. Within the pillar of Community Characteristics, resident evaluations of Natural Environment and Community Engagement were higher than those observed elsewhere. Additionally, participation rates for Natural Environment were higher than those in other communities across the country. 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	9	32	6	0	31	1	10	23	2
General	1	5	0	0	3	0	1	2	0
Safety	0	3	0	0	4	0	1	2	0
Mobility	0	5	2	0	4	1	1	1	1
Natural Environment	1	1	0	0	4	0	2	1	0
Built Environment	0	2	2	0	4	0	0	1	1
Economy	1	4	2	0	1	0	1	2	0
Recreation and Wellness	2	5	0	0	3	0	0	4	0
Education and Enrichment	1	5	0	0	1	0	0	3	0
Community Engagement	3	2	0	0	7	0	4	7	0

Legend	
	Higher
	Similar
	Lower

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Figure 2: Detailed Dashboard

	Community Characteristics	Benchmark	Percent positive	Governance	Benchmark	Percent positive	Participation	Benchmark	Percent positive
General	Overall quality of life	↔	89%	Customer service	↔	75%	Recommend Nevada County	↔	93%
	Place to retire	↑	81%	Services provided by Nevada County	↔	75%	Remain in Nevada County	↑	93%
	Place to raise children	↔	83%	Services provided by the Federal Government	↔	29%	Contacted Nevada County employees	↔	41%
	Place to live	↔	94%						
	Neighborhood	↔	91%						
	Overall image	↔	79%						
Safety	Overall feeling of safety	↔	82%	Sheriff	↔	80%	Was NOT the victim of a crime	↔	90%
	Safe in neighborhood	↔	97%	Crime prevention	↔	63%	Did NOT report a crime	↔	82%
	Safe downtown/commercial area	↔	92%	Fire prevention	↔	82%	Stocked supplies for an emergency	↑	47%
				Emergency preparedness	↔	61%			
				Animal control	↔	65%			
Mobility	Traffic flow	↔	58%	Traffic enforcement	↔	61%	Carpooled instead of driving alone	↑	56%
	Travel by car	↔	73%	Street repair	↓	25%	Walked or biked instead of driving	↔	57%
	Travel by bicycle	↓	34%	Street cleaning	↔	49%	Used public transportation instead of driving	↓	8%
	Ease of walking	↔	55%	Snow removal	↔	71%			
	Travel by public transportation	↓	24%	Bus or transit services	↔	37%			
	Overall ease of travel	↔	77%						
	Paths and walking trails	↔	71%						
Natural Environment	Overall natural environment	↑	94%	Garbage collection	↔	81%	Recycled at home	↑	98%
	Air quality	↔	76%	Recycling	↔	73%	Conserved water	↑	94%
				Yard waste pick-up	↔	73%	Made home more energy efficient	↔	80%
				Natural areas preservation	↔	68%			
Built Environment	Affordable quality housing	↓	20%	Sewer services	↔	76%	NOT experiencing housing cost stress	↔	60%
	Housing options	↓	28%	Storm drainage	↔	57%	Did NOT observe a code violation	↓	39%
	Overall built environment	↔	59%	Land use, planning and zoning	↔	41%			
	Public places	↔	67%	Code enforcement	↔	37%			

**Legend**

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

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	Community Characteristics	Benchmark	Percent positive	Governance	Benchmark	Percent positive	Participation	Benchmark	Percent positive
Economy	Overall economic health	↔	46%	Economic development	↔	33%	Economy will have positive impact on income	↔	26%
	Shopping opportunities	↔	43%				Purchased goods or services in Nevada County	↔	99%
	Employment opportunities	↓	19%				Work in Nevada County	↑	55%
	Place to visit	↑↑	94%						
	Cost of living	↔	28%						
	Place to work	↓	38%						
	Business and services	↔	62%						
Recreation and Wellness	Fitness opportunities	↑	83%	Recreation centers	↔	62%	In very good to excellent health	↔	67%
	Recreational opportunities	↑	87%	Recreation programs	↔	70%	Visited a County park	↔	87%
	Health care	↔	47%				Ate 5 portions of fruits and vegetables	↔	87%
	Food	↔	71%				Participated in moderate or vigorous physical activity	↔	90%
	Mental health care	↔	44%						
	Health and wellness	↔	63%						
Preventive health services	↔	55%							
Education and Enrichment	K-12 education	↔	75%	Health services	↔	52%	Used Nevada County public libraries	↔	56%
	Cultural/arts/music activities	↑↑	85%	Public libraries	↔	84%	Participated in religious or spiritual activities	↔	45%
	Child care/preschool	↔	58%				Attended a County-sponsored event	↔	53%
	Religious or spiritual events and activities	↔	88%						
	Adult education	↔	60%						
	Overall education and enrichment	↔	65%						
Community Engagement	Opportunities to participate in community matters	↑	84%	Public information	↔	67%	Sense of community	↔	76%
	Opportunities to volunteer	↑	93%	Overall direction	↔	43%	Voted in local elections	↑	93%
	Openness and acceptance	↔	57%	Value of services for taxes paid	↔	46%	Talked to or visited with neighbors	↔	96%
	Social events and activities	↑	81%	Welcoming citizen involvement	↔	50%	Attended a local public meeting	↔	30%
	Neighborliness	↔	77%	Confidence in County government	↔	43%	Watched a local public meeting	↔	20%
				Acting in the best interest of Nevada County	↔	48%	Volunteered	↑↑	63%
				Treating all residents fairly	↔	51%	Participated in a club	↑↑	49%
							Campaigned for an issue, cause or candidate	↑	38%
							Contacted Nevada County elected officials	↔	25%
							Read or watched local news	↔	89%
						Done a favor for a neighbor	↔	91%	

**Legend**

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