

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

## La Vista, NE

Trends over Time

FINAL  
2016



**NRC**  
National Research Center Inc

2955 Valmont Road Suite 300  
Boulder, Colorado 80301  
n-r-c.com • 303-444-7863

**ICMA**

*Leaders at the Core of Better Communities*

777 North Capitol Street NE Suite 500  
Washington, DC 20002  
icma.org • 800-745-8780

# 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 2016 ratings for the City of La Vista to its previous survey results in 2013 and 2007. Additional reports and technical appendices are available under separate cover.

Trend data for La Vista 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 2013 and 2016 surveys, otherwise the comparison between 2013 and 2016 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 La Vista for 2016 generally remained stable. Of the 78 items for which comparisons were available, 57 items were rated similarly in 2013 and 2016, 9 items showed a decrease in ratings and 12 showed an increase in ratings. Notable trends over time included the following:

- While most ratings within the pillar of Community Characteristics remained stable from 2013 to 2016, there were several that were trending down. Ratings that decreased included overall quality of new development in La Vista, availability of affordable quality housing and variety of housing options. However, several aspects including traffic flow, cleanliness, employment and recreational opportunities, availability of affordable quality health care, opportunities to attend cultural/arts/music activities, availability of affordable quality child care/preschool and La Vista as a place to retire received higher ratings in 2016 compared to 2013.
- Within the pillar of Governance, several changes were noted from 2013 to 2016. Ratings decreased for street repair, street cleaning, traffic signal timing, recreation centers and recreation programs. Ratings increased from 2013 to 2016 for economic development, the overall direction the City is taking and the government welcoming citizen involvement.
- Within Participation, fewer residents in La Vista reported that they had used the La Vista public libraries or its services from 2013 to 2016. However, more residents indicated that they had recycled at home in 2016 compared to 2013.

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Table 1: Community Characteristics General

	Percent rating positively (e.g., excellent/good)			2016 rating compared to 2013	Comparison to benchmark		
	2007	2013	2016		2007	2013	2016
Overall quality of life	89%	90%	89%	Similar	Much higher	Much higher	Similar
Overall image	76%	72%	72%	Similar	Much higher	Similar	Similar
Place to live	93%	95%	91%	Similar	Much higher	Much higher	Similar
Neighborhood	85%	90%	85%	Similar	Higher	Much higher	Similar
Place to raise children	90%	92%	88%	Similar	Much higher	Much higher	Similar
Place to retire	65%	65%	72%	Higher	Higher	Similar	Similar
Overall appearance	73%	65%	67%	Similar	Much higher	Similar	Similar

Table 2: Community Characteristics by Facet

		Percent rating positively (e.g., excellent/good, very/somewhat safe)			2016 rating compared to 2013	Comparison to benchmark		
		2007	2013	2016		2007	2013	2016
Safety	Overall feeling of safety	NA	NA	90%	NA	NA	NA	Similar
	Safe in neighborhood	94%	98%	97%	Similar	Much higher	Much higher	Similar
	Safe downtown/commercial area	94%	93%	94%	Similar	Much higher	Higher	Similar
Mobility	Overall ease of travel	NA	NA	89%	NA	NA	NA	Higher
	Paths and walking trails	NA	57%	61%	Similar	NA	Lower	Similar
	Ease of walking	69%	67%	71%	Similar	Much higher	Higher	Similar
	Travel by bicycle	46%	48%	52%	Similar	Similar	Similar	Similar
	Travel by public transportation	NA	NA	32%	NA	NA	NA	Similar
	Travel by car	NA	NA	88%	NA	NA	NA	Higher
	Public parking	NA	NA	84%	NA	NA	NA	Higher
	Traffic flow	76%	71%	79%	Higher	NA	Much higher	Higher
	Overall natural environment	NA	NA	78%	NA	NA	NA	Similar
	Cleanliness	NA	74%	82%	Higher	NA	Higher	Similar
Natural Environment	Air quality	NA	NA	91%	NA	NA	NA	Similar
	Overall built environment	NA	NA	58%	NA	NA	NA	Similar
Built Environment	New development in La Vista	84%	64%	56%	Lower	Much higher	Higher	Similar
	Affordable quality housing	67%	70%	58%	Lower	Much higher	Much higher	Higher
	Housing options	NA	74%	64%	Lower	NA	Much higher	Similar
	Public places	NA	NA	54%	NA	NA	NA	Similar
	Overall economic health	NA	NA	67%	NA	NA	NA	Similar
	Vibrant downtown/commercial area	NA	NA	23%	NA	NA	NA	Much lower
Economy	Business and services	NA	55%	54%	Similar	NA	Lower	Similar
	Cost of living	NA	NA	61%	NA	NA	NA	Higher
	Shopping opportunities	51%	35%	41%	Similar	Similar	Much lower	Similar
	Employment opportunities	33%	31%	43%	Higher	Higher	Similar	Similar
	Place to visit	NA	NA	51%	NA	NA	NA	Similar
	Place to work	62%	63%	62%	Similar	Higher	Higher	Similar
	Health and wellness	NA	NA	69%	NA	NA	NA	Similar
	Mental health care	NA	NA	46%	NA	NA	NA	Similar
	Preventive health services	NA	NA	68%	NA	NA	NA	Similar
	Recreation and Wellness	Health care	55%	NA	68%	Higher	Much higher	NA
Food		NA	NA	63%	NA	NA	NA	Similar

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		Percent rating positively (e.g., excellent/good, very/somewhat safe)			2016 rating compared to 2013	Comparison to benchmark		
		2007	2013	2016		2007	2013	2016
	Recreational opportunities	42%	46%	58%	Higher	Much lower	Much lower	Similar
	Fitness opportunities	NA	NA	58%	NA	NA	NA	Similar
Education and Enrichment	Religious or spiritual events and activities	NA	68%	62%	Similar	NA	Much lower	Lower
	Cultural/arts/music activities	37%	31%	49%	Higher	Much lower	Much lower	Similar
	Adult education	NA	NA	70%	NA	NA	NA	Similar
	K-12 education	NA	NA	85%	NA	NA	NA	Higher
	Child care/preschool	56%	61%	77%	Higher	Much higher	Much higher	Higher
	Social events and activities	NA	58%	57%	Similar	NA	Similar	Similar
	Neighborliness	NA	NA	67%	NA	NA	NA	Similar
	Openness and acceptance	NA	70%	70%	Similar	NA	Higher	Similar
Community Engagement	Opportunities to participate in community matters	NA	57%	62%	Similar	NA	Similar	Similar
	Opportunities to volunteer	NA	58%	55%	Similar	NA	Much lower	Lower

Table 3: Governance General

	Percent rating positively (e.g., excellent/good)			2016 rating compared to 2013	Comparison to benchmark		
	2007	2013	2016		2007	2013	2016
Services provided by La Vista	83%	86%	81%	Similar	Much higher	Much higher	Similar
Customer service	80%	89%	83%	Similar	Much higher	Much higher	Similar
Value of services for taxes paid	61%	67%	61%	Similar	Higher	Much higher	Similar
Overall direction	72%	66%	74%	Higher	Much higher	Much higher	Similar
Welcoming citizen involvement	62%	55%	65%	Higher	Much higher	Higher	Similar
Confidence in City government	NA	NA	70%	NA	NA	NA	Similar
Acting in the best interest of La Vista	NA	NA	73%	NA	NA	NA	Similar
Being honest	NA	NA	77%	NA	NA	NA	Similar
Treating all residents fairly	NA	NA	78%	NA	NA	NA	Higher
Services provided by the Federal Government	45%	40%	36%	Similar	Higher	Similar	Similar

Table 4: Governance by Facet

		Percent rating positively (e.g., excellent/good)			2016 rating compared to 2013	Comparison to benchmark		
		2007	2013	2016		2007	2013	2016
Safety	Police	89%	90%	89%	Similar	Much higher	Much higher	Similar
	Fire	94%	91%	96%	Similar	Much higher	Similar	Similar
	Ambulance/EMS	93%	91%	96%	Similar	Much higher	Higher	Similar
	Crime prevention	81%	85%	88%	Similar	Much higher	Much higher	Higher
	Fire prevention	87%	84%	87%	Similar	Much higher	Higher	Similar
	Animal control	75%	75%	75%	Similar	Much higher	Much higher	Similar
	Emergency preparedness	NA	70%	65%	Similar	NA	Higher	Similar
	Traffic enforcement	76%	82%	80%	Similar	Much higher	Much higher	Higher
Mobility	Street repair	65%	72%	56%	Lower	Much higher	Much higher	Similar
	Street cleaning	72%	77%	68%	Lower	Much higher	Much higher	Similar
	Street lighting	76%	77%	75%	Similar	Much higher	Much higher	Similar
	Snow removal	71%	79%	75%	Similar	Much higher	Much higher	Similar
	Sidewalk maintenance	66%	66%	64%	Similar	Much higher	Much higher	Similar
	Traffic signal timing	61%	69%	60%	Lower	Much higher	Much higher	Similar
	Bus or transit services	NA	38%	44%	Similar	NA	Much lower	Similar
	Garbage collection	NA	NA	83%	NA	NA	NA	Similar
Natural Environment	Recycling	NA	NA	68%	NA	NA	NA	Similar
	Yard waste pick-up	NA	NA	78%	NA	NA	NA	Similar

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		Percent rating positively (e.g., excellent/good)			2016 rating compared to 2013	Comparison to benchmark		
		2007	2013	2016		2007	2013	2016
	Drinking water	NA	NA	85%	NA	NA	NA	Similar
	Natural areas preservation	NA	56%	58%	Similar	NA	Similar	Similar
	Open space	NA	NA	56%	NA	NA	NA	Similar
Built Environment	Storm drainage	76%	78%	74%	Similar	Much higher	Much higher	Similar
	Sewer services	85%	83%	84%	Similar	Much higher	Much higher	Similar
	Power utility	NA	NA	82%	NA	NA	NA	Similar
	Utility billing	NA	NA	72%	NA	NA	NA	Similar
	Land use, planning and zoning	66%	55%	53%	Similar	Much higher	Much higher	Similar
	Code enforcement	67%	59%	53%	Similar	Much higher	Much higher	Similar
	Cable television	NA	NA	58%	NA	NA	NA	Similar
	Economy	Economic development	69%	51%	60%	Higher	Much higher	Higher
Recreation and Wellness	City parks	80%	82%	78%	Similar	Higher	Similar	Similar
	Recreation programs	78%	77%	64%	Lower	Much higher	Similar	Similar
	Recreation centers	78%	76%	64%	Lower	Much higher	Similar	Similar
	Health services	NA	NA	75%	NA	NA	NA	Similar
Education and Enrichment	Special events	NA	NA	69%	NA	NA	NA	Similar
	Public libraries	86%	87%	83%	Similar	Much higher	Higher	Similar
Community Engagement	Public information	74%	76%	70%	Similar	Much higher	Higher	Similar

Table 5: Participation General

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)			2016 rating compared to 2013	Comparison to benchmark		
		2007	2013	2016		2007	2013	2016
Sense of community		70%	70%	64%	Similar	Higher	Similar	Similar
Recommend La Vista		NA	95%	94%	Similar	NA	Much higher	Similar
Remain in La Vista		NA	86%	87%	Similar	NA	Similar	Similar
Contacted La Vista employees		47%	33%	30%	Similar	NA	Much lower	Lower

Table 6: Participation by Facet

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)			2016 rating compared to 2013	Comparison to benchmark		
		2007	2013	2016		2007	2013	2016
Safety	Stocked supplies for an emergency	NA	NA	30%	NA	NA	NA	Similar
	Did NOT report a crime	NA	NA	81%	NA	NA	NA	Similar
	Was NOT the victim of a crime	87%	92%	91%	Similar	NA	Higher	Similar
Mobility	Used public transportation instead of driving	NA	NA	7%	NA	NA	NA	Lower
	Carpooled instead of driving alone	NA	NA	41%	NA	NA	NA	Similar
	Walked or biked instead of driving	NA	NA	45%	NA	NA	NA	Lower
Natural Environment	Conserved water	NA	NA	77%	NA	NA	NA	Similar
	Made home more energy efficient	NA	NA	75%	NA	NA	NA	Similar
Built Environment	Recycled at home	NA	60%	69%	Higher	NA	Much lower	Lower
	Did NOT observe a code violation	NA	NA	58%	NA	NA	NA	Similar
Economy	NOT under housing cost stress	NA	81%	82%	Similar	NA	Much higher	Higher
	Purchased goods or services in La Vista	NA	NA	96%	NA	NA	NA	Similar
	Economy will have positive impact on income	14%	21%	26%	Similar	NA	Higher	Similar
Recreation and Wellness	Work in La Vista	NA	NA	24%	NA	NA	NA	Lower
	Used La Vista recreation centers	37%	46%	46%	Similar	NA	Much lower	Lower
	Visited a City park	76%	77%	74%	Similar	NA	Much lower	Similar
	Ate 5 portions of fruits and vegetables	NA	NA	74%	NA	NA	NA	Similar

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		Percent rating positively (e.g., always/sometimes, more than once a month, yes)			2016 rating compared to 2013	Comparison to benchmark		
		2007	2013	2016		2007	2013	2016
	Participated in moderate or vigorous physical activity	NA	NA	86%	NA	NA	NA	Similar
	In very good to excellent health	NA	NA	58%	NA	NA	NA	Similar
Education and Enrichment	Used La Vista public libraries	60%	60%	52%	Lower	NA	Much lower	Lower
	Participated in religious or spiritual activities	NA	25%	30%	Similar	NA	Much lower	Lower
	Attended a City-sponsored event	NA	NA	46%	NA	NA	NA	Similar
	Campaigned for an issue, cause or candidate	NA	NA	13%	NA	NA	NA	Similar
Community Engagement	Contacted La Vista elected officials	NA	NA	14%	NA	NA	NA	Similar
	Volunteered	16%	16%	16%	Similar	NA	Much lower	Much lower
	Participated in a club	NA	11%	12%	Similar	NA	Much lower	Lower
	Talked to or visited with neighbors	NA	NA	89%	NA	NA	NA	Similar
	Done a favor for a neighbor	NA	NA	76%	NA	NA	NA	Similar
	Attended a local public meeting	17%	15%	12%	Similar	NA	Much lower	Lower
	Watched a local public meeting	NA	NA	16%	NA	NA	NA	Lower
	Read or watched local news	NA	NA	86%	NA	NA	NA	Similar
	Voted in local elections	68%	74%	80%	Similar	NA	Similar	Similar