



THE NCSTM
The National Citizen SurveyTM

Denver, CO

Trends over Time
2018



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 2018 ratings for the City and County of Denver to its previous survey results in 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016 and 2017. Additional reports and technical appendices are available under separate cover.

Trend data for Denver 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 four percentage points between the 2017 and 2018 surveys, otherwise the comparisons between 2017 and 2018 are noted as being "similar." Additionally, custom benchmark comparisons (jurisdictions with populations over 300,000) 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 Denver for 2018 generally remained stable. Of the 116 items for which comparisons were available, 98 items were rated similarly in 2017 and 2018, two items showed a decrease in ratings and 16 showed an increase in ratings. Notable trends over time included the following:

- Within the pillar of Community Characteristics, there were five aspects that increased from 2017 to 2018, including overall ease of travel, employment opportunities, a vibrant downtown/commercial area, K-12 education and opportunities to participate in community matters. Ratings for employment opportunities in Denver have been on the rise since 2011. Evaluations of mental health care decreased from 2017 to 2018.
- In Governance, most aspects remained stable and nine aspects increased from 2017 to 2018. Services provided by Denver and by the Federal Government improved. Within the facets of Natural Environment and Built Environment, assessments increased for open space, natural areas preservation, storm drainage and land use, planning and zoning. Furthermore, ratings for emergency preparedness, animal control and snow removal were all greater than in the previous year.
- Levels of Participation increased for the number of residents who reported they worked in Denver and used Denver recreation centers. Fewer community members reported they contacted Denver elected officials 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
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	
Overall quality of life	78%	78%	73%	76%	76%	78%	85%	86%	83%	82%	82%	87%	87%	84%	81%	79%	79%	Similar
Overall image	NA	NA	NA	NA	70%	74%	78%	77%	78%	79%	81%	80%	80%	81%	75%	75%	76%	Similar
Place to live	86%	85%	84%	84%	83%	85%	93%	89%	89%	91%	89%	91%	90%	89%	85%	83%	86%	Similar
Neighborhood	73%	72%	69%	71%	68%	72%	74%	76%	75%	78%	77%	79%	80%	79%	78%	75%	78%	Similar
Place to raise children	63%	62%	62%	57%	58%	58%	68%	72%	69%	70%	70%	76%	76%	72%	69%	65%	66%	Similar
Place to retire	52%	47%	45%	48%	44%	52%	60%	60%	64%	60%	62%	65%	64%	60%	51%	49%	49%	Similar
Overall appearance	73%	72%	71%	70%	65%	70%	74%	73%	74%	74%	74%	77%	80%	75%	71%	70%	73%	Similar

Table 2: Community Characteristics General

	Comparison to benchmark																	
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	
Overall quality of life	Lower	Similar	Similar	Similar	Similar	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher	Higher	Higher	Higher	Similar	Similar	Similar	
Overall image	NA	NA	NA	NA	Similar	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher	Higher	Higher	Higher	Higher	Higher	Higher	
Place to live	Higher	Much higher	Higher	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher	Higher	Higher	Higher	Similar	Similar	Similar	
Neighborhood	Lower	NA	Lower	Lower	Lower	Lower	Much higher	Much higher	Higher	Higher	Higher	Similar	Similar	Similar	Similar	Similar	Similar	
Place to raise children	Much lower	Higher	Lower	Lower	Much lower	Lower	Much higher	Much higher	Higher	Similar	Higher	Similar	Similar	Similar	Similar	Similar	Similar	
Place to retire	Much lower	NA	Much lower	Much lower	Much lower	Lower	Higher	Much higher	Higher	Similar	Higher	Similar	Similar	Similar	Similar	Similar	Similar	
Overall appearance	Similar	NA	Similar	Higher	Similar	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher	Higher	Higher	Similar	Similar	Similar	Similar	

Table 3: Community Characteristics by Facet

		Percent rating positively (e.g., excellent/good, very/somewhat safe)																	2018 rating compared to 2017	
		2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018		
Safety	Overall feeling of safety	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	70%	73%	66%	62%	64%	64%	Similar	
	Safe in neighborhood	88%	89%	88%	88%	88%	88%	90%	93%	92%	91%	90%	90%	90%	90%	87%	86%	88%	Similar	
	Safe downtown/commercial area	80%	82%	78%	77%	80%	80%	84%	82%	84%	83%	80%	80%	79%	78%	66%	71%	74%	Similar	
	Overall ease of travel	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	65%	60%	58%	47%	43%	47%	Higher	
	Paths and walking trails	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	72%	70%	73%	75%	75%	70%	65%	68%	Similar
	Ease of walking	NA	NA	NA	NA	60%	64%	68%	67%	70%	71%	68%	73%	71%	70%	61%	61%	64%	Similar	
	Travel by bicycle	53%	60%	55%	57%	56%	58%	65%	65%	67%	68%	65%	66%	65%	57%	54%	51%	51%	Similar	
Mobility	Travel by public transportation	NA	NA	NA	NA	45%	45%	51%	51%	49%	51%	48%	48%	50%	45%	41%	42%	39%	Similar	
	Travel by car	24%	28%	27%	30%	33%	37%	50%	49%	52%	47%	49%	55%	45%	32%	25%	25%	24%	Similar	
	Public parking	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	35%	33%	21%	15%	17%	19%	Similar	

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		Percent rating positively (e.g., excellent/good, very/somewhat safe)																	2018 rating compared to 2017
		2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	
Natural Environment	Traffic flow	8%	11%	9%	9%	16%	17%	NA	NA	NA	NA	NA	NA	NA	23%	16%	15%	17%	Similar
	Overall natural environment	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	72%	81%	79%	76%	72%	68%	71%	Similar
	Air quality	NA	NA	NA	NA	34%	27%	36%	39%	42%	48%	46%	56%	56%	50%	46%	47%	46%	Similar
Built Environment	Overall built environment	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	71%	72%	64%	58%	56%	58%	Similar
	New development in Denver	NA	NA	NA	NA	63%	61%	68%	68%	70%	68%	68%	67%	69%	57%	47%	53%	53%	Similar
	Affordable quality housing	21%	23%	21%	25%	28%	27%	35%	35%	38%	32%	33%	33%	27%	15%	11%	9%	10%	Similar
	Housing options	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	56%	47%	31%	26%	25%	27%	Similar
	Public places	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	76%	79%	73%	71%	70%	69%	Similar
Economy	Overall economic health	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	66%	76%	74%	72%	73%	73%	Similar
	Vibrant downtown/commercial area	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	69%	75%	68%	58%	62%	68%	Higher
	Cost of living	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	40%	35%	24%	16%	14%	15%	Similar
	Shopping opportunities	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	79%	80%	82%	82%	78%	76%	79%	Similar
	Employment opportunities	49%	35%	27%	41%	38%	48%	52%	44%	43%	42%	54%	53%	60%	64%	61%	66%	72%	Higher
	Place to visit	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	88%	90%	92%	88%	86%	89%	Similar
	Place to work	NA	NA	NA	61%	65%	72%	75%	73%	73%	74%	75%	81%	82%	81%	77%	77%	79%	Similar
Recreation and Wellness	Health and wellness	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	79%	82%	78%	75%	78%	79%	Similar
	Mental health care	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	42%	46%	41%	34%	39%	34%	Lower
	Preventive health services	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	60%	66%	60%	56%	59%	58%	Similar
	Health care	35%	33%	30%	33%	34%	36%	34%	39%	46%	42%	50%	57%	61%	56%	49%	54%	52%	Similar
	Food	NA	NA	NA	NA	NA	NA	NA	NA	NA	63%	65%	69%	72%	68%	63%	64%	63%	Similar
	Recreational opportunities	80%	80%	80%	79%	75%	77%	84%	82%	81%	82%	84%	79%	85%	83%	80%	80%	81%	Similar
	Fitness opportunities	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	77%	82%	80%	78%	78%	80%	Similar
Education and Enrichment	Cultural/arts/music activities	72%	72%	74%	75%	68%	69%	72%	75%	77%	74%	77%	74%	82%	83%	77%	78%	77%	Similar
	Adult education	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	61%	65%	62%	57%	61%	59%	Similar
	K-12 education	37%	34%	35%	30%	28%	25%	44%	43%	37%	41%	41%	45%	49%	43%	43%	43%	49%	Higher
Community Engagement	Child care/preschool	NA	NA	NA	NA	26%	24%	29%	31%	39%	26%	36%	42%	43%	42%	30%	31%	32%	Similar
	Openness and acceptance	65%	64%	64%	58%	48%	52%	62%	64%	63%	66%	66%	64%	60%	62%	56%	58%	61%	Similar
	Opportunities to participate in community matters	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	60%	57%	51%	51%	57%	Higher

Table 4: Community Characteristics by Facet

		Comparison to benchmark																	
		2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	
Safety	Overall feeling of safety	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	Safe in neighborhood	Similar	NA	Similar	Similar	Higher	Higher	Much higher	Much higher	Higher	Much higher	Much higher	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	Safe downtown/commercial area	Similar	NA	Similar	Similar	Similar	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher	Similar	Similar	Similar	Similar	Similar	Similar	Similar

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		Comparison to benchmark																	
		2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	
Mobility	Overall ease of travel	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Lower	Lower	Similar	
	Paths and walking trails	NA	NA	NA	NA	NA	NA	NA	NA	NA	Much higher	Much higher	Higher	Higher	Higher	Higher	Similar	Similar	
	Ease of walking	NA	NA	NA	NA	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher	Higher	Higher	Higher	Higher	Higher	Higher	Higher
	Travel by bicycle	Similar	NA	Similar	Higher	Higher	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher	Higher	Higher	Higher	Higher	Higher	Similar	Similar
	Travel by public transportation	NA	NA	NA	NA	Higher	Much higher	NA	NA	NA	NA	NA	Similar	Similar	Higher	Similar	Similar	Similar	Similar
	Travel by car	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Higher	Similar	Higher	Similar	Similar	Similar	Similar	Lower	Lower	Lower	Lower	Lower
	Public parking	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Lower	Lower	Lower	Lower
	Traffic flow	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Lower	Lower	Lower
Natural Environment	Overall natural environment	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Much higher	Higher	Similar	Similar	Similar	Similar	Similar	
	Air quality	NA	NA	NA	NA	Much lower	Much lower	Much lower	Much lower	Much lower	Similar	Much lower	Similar	Similar	Similar	Similar	Similar	Similar	
Built Environment	Overall built environment	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Higher	Similar	Similar	Similar	Similar	
	New development in Denver	NA	NA	NA	NA	Similar	Higher	Much higher	Much higher	Much higher	Much higher	Much higher	Higher	Similar	Similar	Similar	Similar	Similar	
	Affordable quality housing	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Higher	Much higher	Much higher	Lower	Similar	Similar	Lower	Much lower	Much lower	Much lower	Lower	
	Housing options	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Lower	Lower	Lower	Lower	
	Public places	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Higher	Higher	Higher	Higher	Similar	
	Overall economic health	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Higher	Higher	Higher	Higher	Higher	
Economy	Vibrant downtown/commercial area	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Higher	Higher	Similar	Similar	Similar	
	Cost of living	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Lower	Lower	Lower	
	Shopping opportunities	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Much higher	Similar	Similar	Similar	Similar	Similar	Similar	
	Employment opportunities	Similar	NA	Much lower	Similar	Similar	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher	Higher	Higher	Higher	Higher	Higher	Higher	
	Place to visit	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Higher	Much higher	Much higher	Much higher	Much higher	Much higher	
	Place to work	NA	NA	NA	NA	Higher	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher	Higher	Higher	Higher	Similar	Similar	Higher	

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		Comparison to benchmark																
		2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Recreation and Wellness	Health and wellness	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Higher	Higher	Similar	Similar	Similar
	Mental health care	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar
	Preventive health services	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar
	Health care	Lower	NA	Much lower	Much lower	Much lower	Much lower	Much lower	Similar	Higher	Similar	Much higher	Similar	Similar	Similar	Similar	Similar	Similar
	Food	NA	NA	NA	NA	NA	NA	NA	NA	NA	Higher	Much higher	Similar	Similar	Similar	Similar	Similar	Similar
	Recreational opportunities	Much higher	NA	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher	Higher	Higher	Higher	Higher	Higher
	Fitness opportunities	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Higher	Higher	Higher	Higher
Education and Enrichment	Cultural/arts/music activities	Much higher	NA	Higher	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher	Higher	Higher	Higher	Higher	Higher	Higher
	Adult education	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	Similar
	K-12 education	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Lower	Much lower	Much lower	Lower	Much lower	Similar	Similar	Similar	Similar	Similar	Similar
	Child care/preschool	NA	NA	NA	NA	Much lower	Much lower	Similar	Similar	Higher	Much lower	Higher	Similar	Similar	Similar	Similar	Similar	Similar
Community Engagement	Openness and acceptance	Much higher	NA	Higher	Similar	Lower	Similar	Much higher	Much higher	Much higher	Much higher	Much higher	Similar	Similar	Similar	Similar	Similar	Similar
	Opportunities to participate in community matters	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar

Table 5: Governance General

	Percent rating positively (e.g., excellent/good)																		2018 rating compared to 2017
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018		
Services provided by Denver	66%	65%	62%	63%	62%	68%	66%	68%	66%	64%	72%	65%	68%	65%	64%	64%	70%	Higher	
Customer service	57%	55%	52%	60%	58%	65%	61%	65%	66%	61%	68%	54%	57%	59%	64%	63%	65%	Similar	
Value of services for taxes paid	NA	NA	NA	57%	54%	62%	55%	52%	53%	50%	54%	54%	54%	50%	47%	49%	49%	Similar	
Overall direction	53%	54%	59%	64%	59%	64%	69%	63%	59%	61%	67%	64%	67%	59%	51%	49%	51%	Similar	
Welcoming citizen involvement	54%	51%	58%	56%	56%	59%	55%	51%	51%	44%	52%	47%	53%	52%	44%	48%	47%	Similar	
Confidence in City government	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	49%	55%	53%	46%	48%	50%	Similar	
Acting in the best interest of Denver	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	50%	54%	54%	48%	48%	50%	Similar	
Being honest	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	48%	51%	48%	44%	46%	47%	Similar	
Treating all residents fairly	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	43%	45%	45%	40%	43%	44%	Similar	
Services provided by the Federal Government	43%	46%	39%	33%	31%	31%	37%	39%	37%	37%	43%	33%	42%	44%	39%	32%	37%	Higher	

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Table 6: Governance General

	Comparison to benchmark																
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Services provided by Denver	Much lower	Much lower	Much lower	Similar	Lower	Similar	Higher	Higher	Higher	Similar	Much higher	Similar	Similar	Similar	Similar	Similar	Similar
Customer service	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Lower	Similar	Lower	Much lower	Similar	Similar	Similar	Similar	Similar	Similar	Similar
Value of services for taxes paid	NA	NA	NA	Similar	Higher	Much higher	Similar	Much higher	Much higher	Higher	Much higher	Similar	Similar	Similar	Similar	Similar	Similar
Overall direction	Similar	NA	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher	Higher	Similar	Similar	Similar	Similar	Similar
Welcoming citizen involvement	Similar	NA	Much higher	Similar	Much higher	Much higher	Higher	Much higher	Much higher	Much higher	Much higher	Similar	Similar	Similar	Similar	Similar	Similar
Confidence in City government	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar
Acting in the best interest of Denver	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar
Being honest	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar
Treating all residents fairly	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar
Services provided by the Federal Government	Similar	NA	Similar	Lower	Much lower	Lower	Higher	Much higher	Higher	Similar	Higher	Similar	Similar	Similar	Similar	Similar	Similar

Table 7: Governance by Facet

		Percent rating positively (e.g., excellent/good)																	2018 rating compared to 2017	
		2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018		
Safety	Police	64%	66%	59%	57%	63%	63%	66%	69%	62%	54%	63%	59%	58%	59%	64%	63%	66%	Similar	
	Fire	91%	92%	91%	88%	92%	95%	93%	91%	91%	89%	91%	90%	90%	91%	90%	90%	90%	90%	Similar
	Ambulance/EMS	84%	88%	85%	82%	86%	86%	86%	86%	85%	84%	89%	84%	86%	85%	83%	85%	86%	Similar	
	Crime prevention	47%	45%	39%	38%	38%	34%	49%	48%	46%	44%	47%	46%	47%	43%	43%	43%	46%	Similar	
	Fire prevention	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	63%	63%	66%	62%	66%	61%	63%	62%	Similar
	Animal control	54%	56%	52%	50%	50%	51%	52%	56%	56%	52%	56%	59%	58%	59%	55%	54%	59%	Higher	
	Emergency preparedness	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	57%	60%	63%	52%	51%	56%	Higher
Mobility	Traffic enforcement	38%	45%	38%	40%	45%	50%	51%	54%	52%	40%	45%	47%	44%	48%	37%	39%	42%	Similar	
	Street repair	23%	21%	23%	27%	29%	21%	31%	28%	31%	29%	31%	32%	28%	26%	21%	25%	25%	Similar	
	Street cleaning	54%	50%	55%	52%	53%	50%	57%	60%	61%	55%	61%	57%	56%	56%	54%	57%	58%	Similar	
	Street lighting	54%	54%	54%	51%	52%	50%	53%	60%	59%	54%	53%	51%	54%	51%	51%	51%	52%	Similar	
	Snow removal	52%	47%	53%	54%	54%	25%	37%	48%	50%	51%	48%	52%	49%	51%	43%	48%	52%	Higher	
	Sidewalk maintenance	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	41%	40%	32%	35%	35%	Similar
	Traffic signal timing	42%	41%	39%	39%	38%	39%	39%	42%	45%	42%	44%	45%	42%	42%	35%	39%	40%	Similar	
Natural Environment	Bus or transit services	57%	58%	58%	61%	64%	61%	60%	61%	58%	57%	57%	60%	63%	61%	55%	58%	58%	Similar	
	Garbage collection	76%	77%	78%	78%	76%	78%	83%	84%	82%	82%	81%	78%	79%	80%	76%	79%	81%	Similar	
Natural Environment	Recycling	60%	63%	60%	66%	67%	64%	73%	73%	74%	72%	78%	69%	75%	74%	70%	70%	73%	Similar	
	Yard waste pick-up	NA	59%	58%	56%	55%	56%	67%	63%	57%	55%	59%	55%	58%	64%	58%	61%	62%	Similar	

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		Percent rating positively (e.g., excellent/good)																	2018 rating compared to 2017
		2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	
	Natural areas preservation	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	62%	62%	65%	60%	56%	56%	62%	Higher
	Open space	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	66%	68%	64%	59%	60%	66%	Higher
Built Environment	Storm drainage	NA	NA	NA	NA	NA	NA	NA	NA	NA	53%	59%	62%	62%	55%	55%	60%	64%	Higher
	Land use, planning and zoning	35%	37%	37%	40%	37%	34%	46%	48%	51%	43%	45%	52%	50%	44%	36%	38%	43%	Higher
	Code enforcement	36%	37%	37%	31%	30%	26%	35%	40%	39%	32%	39%	42%	38%	43%	35%	38%	37%	Similar
Economy	Economic development	47%	38%	36%	40%	45%	52%	50%	43%	41%	42%	48%	62%	65%	65%	56%	61%	62%	Similar
Recreation and Wellness	City parks	84%	80%	79%	79%	78%	81%	86%	86%	84%	84%	87%	84%	87%	87%	82%	83%	83%	Similar
	Recreation programs	70%	NA	NA	NA	68%	64%	75%	68%	71%	71%	73%	69%	74%	74%	71%	72%	74%	Similar
	Recreation centers	69%	73%	72%	67%	NA	NA	68%	70%	71%	67%	72%	70%	72%	73%	67%	71%	74%	Similar
Education and Enrichment	Health services	48%	49%	44%	47%	48%	51%	50%	55%	59%	53%	64%	64%	64%	66%	58%	64%	63%	Similar
	Special events	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	63%	66%	66%	64%	65%	66%	Similar
Community Engagement	Public libraries	86%	84%	83%	76%	NA	NA	86%	85%	76%	77%	80%	81%	84%	84%	85%	83%	85%	Similar
	Public information	58%	58%	57%	56%	37%	45%	68%	67%	63%	63%	62%	65%	71%	66%	65%	68%	72%	Similar

Table 8: Governance by Facet

		Comparison to benchmark																
		2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Safety	Police	Much lower	Lower	Much lower	Much lower	Much lower	Much lower	Similar	Similar	Much lower	Much lower	Much lower	Similar	Similar	Similar	Similar	Similar	Similar
	Fire	Similar	Similar	Similar	Much higher	Much higher	Much higher	Much higher	Much higher	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	Ambulance/EMS	Lower	Similar	Similar	Similar	Higher	Higher	Higher	Higher	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	Crime prevention	Much lower	Lower	Much lower	Much lower	Much lower	Much lower	Similar	Similar	Lower	Lower	Lower	Similar	Similar	Similar	Similar	Similar	Similar
	Fire prevention	NA	NA	NA	NA	NA	NA	NA	NA	NA	Lower	Lower	Similar	Similar	Similar	Similar	Similar	Similar
	Animal control	Much lower	Similar	Lower	Lower	Much lower	Similar	Similar	Higher	Higher	Similar	Higher	Similar	Similar	Similar	Similar	Similar	Similar
	Emergency preparedness	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	Similar
	Traffic enforcement	Much lower	Much lower	Much lower	Similar	Lower	Lower	Similar	Similar	Similar	Much lower	Much lower	Similar	Similar	Similar	Similar	Similar	Similar
	Street repair	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Similar	Lower	Lower	Lower	Lower	Similar	Similar	Similar	Similar	Similar	Similar
	Street cleaning	Much lower	Lower	Similar	Higher	Similar	Similar	Much higher	Much higher	Much higher	Much higher	Much higher	Similar	Similar	Similar	Similar	Similar	Similar
Mobility	Street lighting	Much lower	Lower	Lower	Similar	Similar	Similar	Higher	Much higher	Higher	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	Snow removal	Much lower	Much lower	Similar	Higher	Higher	Much lower	Much lower	Much lower	Much lower	Similar	Lower	Similar	Similar	Similar	Lower	Similar	Similar

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		Comparison to benchmark																	
		2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	
	Sidewalk maintenance	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	
	Traffic signal timing	Much lower	NA	Lower	Similar	Lower	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	
	Bus or transit services	Similar	Much higher	Higher	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher	Similar	Similar	Higher	Similar	Similar	Similar	
Natural Environment	Garbage collection	Lower	Similar	Similar	Similar	Similar	Similar	Much higher	Much higher	Higher	Higher	Similar	Similar	Similar	Similar	Similar	Similar	Similar	
	Recycling	Much lower	Much lower	Much lower	Similar	Similar	Lower	Much higher	Much higher	Much higher	Much higher	Much higher	Similar	Similar	Similar	Similar	Similar	Similar	
	Yard waste pick-up	NA	Similar	Similar	Similar	Lower	Much lower	Similar	Similar	Much lower	Much lower	Much lower	Lower	Similar	Similar	Similar	Similar	Similar	
	Natural areas preservation	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Much higher	Similar	Higher	Similar	Similar	Similar	Similar	
	Open space	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	Higher	
	Storm drainage	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Higher	Similar	Similar	Similar	Similar	Similar	Similar
	Land use, planning and zoning	Much lower	NA	Similar	Similar	Higher	Higher	Much higher	Much higher	Much higher	Much higher	Much higher	Similar	Similar	Similar	Similar	Similar	Similar	Similar
Built Environment	Code enforcement	Much lower	Much lower	Lower	Much lower	Much lower	Much lower	Similar	Higher	Higher	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	
Economy	Economic development	Much lower	NA	Much lower	Similar	Similar	Much higher	Much higher	Much higher	Higher	Much higher	Much higher	Higher	Higher	Higher	Similar	Similar	Similar	
Recreation and Wellness	City parks	Much higher	Higher	Higher	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher	Similar	Higher	Higher	Higher	Higher	Similar	
	Recreation programs	Lower	NA	NA	NA	Similar	Similar	Much higher	Much higher	Much higher	Much higher	Much higher	Similar	Higher	Similar	Similar	Similar	Similar	
	Recreation centers	Much lower	Similar	Higher	Higher	NA	NA	Much higher	Much higher	Much higher	Much higher	Much higher	Similar	Similar	Higher	Similar	Similar	Similar	
	Health services	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Similar	Higher	Higher	Similar	Much higher	Similar	Similar	Similar	Similar	Similar	Similar	
Education and Enrichment	Special events	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	
	Public libraries	Higher	Higher	Similar	Similar	NA	NA	Much higher	Much higher	Similar	Similar	Higher	Similar	Similar	Similar	Similar	Similar	Similar	
Community Engagement	Public information	Lower	Similar	Lower	Similar	Much lower	Much lower	Much higher	Much higher	Much higher	Much higher	Much higher	Similar	Higher	Similar	Similar	Similar	Similar	

Table 9: Participation General

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)																	2018 rating compared to 2017
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	
Sense of community	NA	NA	NA	NA	46%	53%	60%	63%	63%	61%	65%	55%	57%	55%	50%	50%	50%	Similar
Recommend Denver	NA	NA	NA	NA	NA	NA	90%	90%	89%	90%	90%	92%	90%	85%	76%	76%	79%	Similar
Remain in Denver	NA	NA	NA	NA	NA	NA	88%	88%	88%	87%	89%	88%	87%	89%	84%	82%	85%	Similar
Contacted Denver employees	56%	60%	60%	55%	56%	59%	55%	56%	55%	52%	52%	50%	51%	53%	51%	51%	50%	Similar

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Table 10: Participation General

	Comparison to benchmark																
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Sense of community	NA	NA	NA	NA	Lower	Higher	Much higher	Much higher	Much higher	Much higher	Much higher	Similar	Similar	Similar	Similar	Similar	Similar
Recommend Denver	NA	NA	NA	NA	NA	NA	NA	Much higher	Much higher	Much higher	Much higher	Higher	Higher	Similar	Similar	Similar	Similar
Remain in Denver	NA	NA	NA	NA	NA	NA	NA	Much higher	Much higher	Much higher	Much higher	Similar	Similar	Similar	Similar	Similar	Similar
Contacted Denver employees	NA	NA	NA	NA	NA	NA	Similar	Similar	Higher	Similar	Higher	Similar	Similar	Similar	Higher	Higher	Similar

Table 11: Participation by Facet

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)																		2018 rating compared to 2017
		2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018		
Safety	Did NOT report a crime	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	68%	69%	69%	70%	70%	70%	Similar	
	Was NOT the victim of a crime	80%	76%	73%	80%	73%	78%	18%	80%	80%	80%	80%	80%	82%	80%	81%	80%	82%	Similar	
Mobility	Used public transportation instead of driving	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	64%	67%	68%	67%	73%	72%	Similar	
	Carpooled instead of driving alone	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	54%	55%	53%	52%	56%	56%	Similar	
	Walked or biked instead of driving	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	76%	79%	77%	74%	75%	73%	Similar	
Natural Environment	Conserved water	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	87%	87%	86%	87%	84%	81%	Similar	
	Made home more energy efficient	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	79%	72%	74%	74%	75%	73%	Similar	
	Recycled at home	70%	69%	68%	70%	69%	77%	81%	82%	82%	86%	87%	85%	85%	84%	86%	89%	90%	Similar	
Built Environment	Did NOT observe a code violation	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	51%	50%	50%	45%	53%	50%	Similar	
	NOT under housing cost stress	NA	NA	NA	NA	NA	NA	43%	63%	63%	64%	65%	66%	64%	61%	58%	58%	55%	Similar	
Economy	Purchased goods or services in Denver	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	95%	98%	97%	96%	95%	95%	Similar	
	Economy will have positive impact on income	22%	14%	26%	24%	19%	22%	13%	19%	17%	17%	26%	33%	41%	37%	30%	33%	32%	Similar	
	Work in Denver	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	60%	63%	61%	63%	62%	68%	Higher	
Recreation and Wellness	Used Denver recreation centers	52%	52%	50%	54%	52%	54%	54%	56%	54%	56%	57%	56%	55%	56%	54%	53%	57%	Higher	
	Visited a City park	93%	94%	93%	93%	93%	92%	92%	94%	94%	95%	94%	93%	95%	94%	91%	94%	93%	Similar	
	Ate 5 portions of fruits and vegetables	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	87%	86%	85%	84%	85%	85%	Similar	
	Participated in moderate or vigorous physical activity	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	89%	90%	91%	89%	88%	88%	Similar	
	In very good to excellent health	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	68%	64%	64%	67%	65%	64%	Similar	

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		Percent rating positively (e.g., always/sometimes, more than once a month, yes)																	2018 rating compared to 2017
		2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	
Education and Enrichment	Used Denver public libraries	79%	82%	82%	78%	74%	76%	76%	75%	72%	79%	74%	73%	67%	70%	66%	67%	66%	Similar
	Attended a City-sponsored event	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	58%	59%	61%	57%	58%	54%
Community Engagement	Contacted Denver elected officials	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	22%	18%	21%	20%	30%	24%	Lower
	Attended a local public meeting	25%	26%	32%	29%	26%	30%	31%	29%	31%	30%	29%	19%	20%	20%	22%	20%	21%	Similar
	Watched a local public meeting	48%	53%	52%	50%	47%	44%	48%	45%	48%	47%	43%	27%	24%	25%	24%	25%	25%	Similar
	Read or watched local news	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	87%	85%	85%	85%	84%	81%	Similar
	Voted in local elections	68%	68%	71%	78%	72%	64%	82%	76%	77%	73%	85%	85%	87%	88%	91%	88%	92%	Similar

Table 12: Participation by Facet

		Comparison to benchmark																
		2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Safety	Did NOT report a crime	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar
	Was NOT the victim of a crime	NA	NA	NA	NA	NA	NA	Much lower	Much higher	Higher	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
Mobility	Used public transportation instead of driving	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Much higher	Much higher	Much higher	Much higher	Much higher
	Carpooled instead of driving alone	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	Higher	Similar
	Walked or biked instead of driving	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Much higher	Much higher	Much higher	Much higher	Much higher
Natural Environment	Conserved water	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar
	Made home more energy efficient	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar
	Recycled at home	NA	NA	NA	NA	NA	NA	Much higher	Much higher	Similar	Much higher	Much higher	Similar	Similar	Similar	Similar	Similar	Similar
Built Environment	Did NOT observe a code violation	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar
	NOT under housing cost stress	NA	NA	NA	NA	NA	NA	NA	Much higher	Much higher	Higher	Much higher	Similar	Similar	Similar	Similar	Similar	Similar
Economy	Purchased goods or services in Denver	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar
	Economy will have positive impact on income	NA	NA	NA	NA	NA	NA	Much lower	Higher	Higher	Similar	Much higher	Higher	Higher	Higher	Similar	Similar	Similar
	Work in Denver	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar
Recreation and Wellness	Used Denver recreation centers	NA	NA	NA	NA	NA	NA	Much lower	Similar	Much lower	Lower	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	Visited a City park	NA	NA	NA	NA	NA	NA	Much higher	Much higher	Much higher	Much higher	Much higher	Higher	Higher	Higher	Higher	Higher	Higher

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		Comparison to benchmark																
		2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
	Ate 5 portions of fruits and vegetables	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar
	Participated in moderate or vigorous physical activity	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar
	In very good to excellent health	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar
Education and Enrichment	Used Denver public libraries	NA	NA	NA	NA	NA	NA	Much higher	Much higher	Similar	Much higher	Higher	Similar	Similar	Similar	Similar	Similar	Similar
	Attended a City-sponsored event	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Higher	Much higher	Higher	Higher	Higher
Community Engagement	Contacted Denver elected officials	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	Higher	Similar
	Attended a local public meeting	NA	NA	NA	NA	NA	NA	Higher	Higher	Much higher	Much higher	Much higher	Similar	Similar	Similar	Similar	Similar	Similar
	Watched a local public meeting	NA	NA	NA	NA	NA	NA	Higher	Higher	Much higher	Higher	Higher	Lower	Lower	Similar	Similar	Similar	Similar
	Read or watched local news	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar
	Voted in local elections	NA	NA	NA	NA	NA	NA	Much higher	Similar	Higher	Similar	Much higher	Similar	Similar	Similar	Similar	Similar	Similar
			NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	Similar