

THE NCSTM
The National Citizen SurveyTM

American Canyon, CA

Dashboard Summary of Findings

2015



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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 American Canyon’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 American Canyon’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.

Residents identified Natural Environment within the pillar of Participation as a community facet that was strongest compared to other places. The remaining facets saw ratings similar to other communities across all three pillars, with the exception of Economy, which contained ratings lower than the national benchmark in Community Characteristics. Broadly, Governance services received ratings similar to other communities nationally. 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	0	31	13	0	40	0	3	27	4
General	0	7	0	0	2	0	0	3	0
Safety	0	3	0	0	7	0	1	2	0
Mobility	0	5	2	0	7	0	0	2	0
Natural Environment	0	2	0	0	6	0	2	1	0
Built Environment	0	5	0	0	5	0	0	1	1
Economy	0	2	6	0	1	0	0	2	1
Recreation and Wellness	0	2	2	0	3	0	0	5	0
Education and Enrichment	0	2	1	0	2	0	0	1	1
Community Engagement	0	3	2	0	7	0	0	10	1

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 appearance	↔	71%	Customer service	↔	75%	Recommend American Canyon	↔	90%
	Overall quality of life	↔	78%	Services provided by American Canyon	↔	74%	Remain in American Canyon	↔	90%
	Place to retire	↔	66%				Contacted American Canyon employees	↔	43%
	Place to raise children	↔	86%						
	Place to live	↔	88%						
	Neighborhood	↔	86%						
	Overall image	↔	71%						
Safety	Overall feeling of safety	↔	85%	Police	↔	88%	Was NOT the victim of a crime	↔	88%
	Safe in neighborhood	↔	95%	Crime prevention	↔	77%	Did NOT report a crime	↔	78%
	Safe downtown/commercial area	↔	90%	Fire	↔	95%	Stocked supplies for an emergency	↑	52%
				Fire prevention	↔	83%			
				Ambulance/EMS	↔	95%			
				Emergency preparedness	↔	59%			
				Animal control	↔	61%			
Mobility	Traffic flow	↓	26%	Traffic enforcement	↔	64%	Carpooled instead of driving alone	↔	37%
	Travel by car	↓	46%	Street repair	↔	48%	Walked or biked instead of driving	↔	62%
	Travel by bicycle	↔	58%	Street cleaning	↔	65%			
	Ease of walking	↔	65%	Street lighting	↔	62%			
	Travel by public transportation	↔	42%	Sidewalk maintenance	↔	58%			
	Overall ease of travel	↔	68%	Traffic signal timing	↔	42%			
	Paths and walking trails	↔	71%	Bus or transit services	↔	57%			
Natural Environment	Overall natural environment	↔	79%	Garbage collection	↔	86%	Recycled at home	↑	98%
	Cleanliness	↔	76%	Recycling	↔	86%	Conserved water	↑	98%
				Yard waste pick-up	↔	86%	Made home more energy efficient	↔	83%
				Drinking water	↔	61%			
				Open space	↔	67%			
Built Environment				Natural areas preservation	↔	65%			
	New development in American Canyon	↔	42%	Sewer services	↔	77%	NOT experiencing housing cost stress	↓	48%
	Affordable quality housing	↔	38%	Storm drainage	↔	72%	Did NOT observe a code violation	↔	46%
	Housing options	↔	49%	Utility billing	↔	73%			
	Overall built environment	↔	55%	Land use, planning and zoning	↔	47%			
			Public places	↔	57%	Code enforcement	↔	47%	

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	↔	58%	Economic development	↔	46%	Economy will have positive impact on income	↔	36%
	Shopping opportunities	↓↓	24%				Purchased goods or services in American Canyon	↔	95%
	Employment opportunities	↓	17%				Work in American Canyon	↓↓	19%
	Place to visit	↓	44%						
	Cost of living	↔	34%						
	Vibrant downtown/commercial area	↓↓	19%						
	Place to work	↓	42%						
Recreation and Wellness	Business and services	↓	40%						
	Fitness opportunities	↔	67%	City parks	↔	80%	In very good to excellent health	↔	61%
	Recreational opportunities	↔	58%	Recreation centers	↔	68%	Used American Canyon recreation centers	↔	54%
	Food	↓	47%	Recreation programs	↔	69%	Visited a City park	↔	84%
	Health and wellness	↓	52%				Ate 5 portions of fruits and vegetables	↔	91%
Education and Enrichment							Participated in moderate or vigorous physical activity	↔	86%
	Cultural/arts/music activities	↓	28%	Public libraries	↔	74%	Used American Canyon public libraries	↔	61%
	Child care/preschool	↔	52%	Special events	↔	59%	Attended a City-sponsored event	↓	41%
	Overall education and enrichment	↔	58%						
Community Engagement	Opportunities to participate in community matters	↔	53%	Overall direction	↔	61%	Sense of community	↔	65%
	Opportunities to volunteer	↓	52%	Value of services for taxes paid	↔	52%	Voted in local elections	↔	78%
	Openness and acceptance	↔	71%	Welcoming citizen involvement	↔	57%	Talked to or visited with neighbors	↔	92%
	Social events and activities	↓	43%	Confidence in City government	↔	51%	Attended a local public meeting	↔	13%
	Neighborliness	↔	60%	Acting in the best interest of American Canyon	↔	54%	Watched a local public meeting	↓	16%
				Being honest	↔	59%	Volunteered	↔	33%
				Treating all residents fairly	↔	62%	Participated in a club	↔	22%
							Campaigned for an issue, cause or candidate	↔	14%
							Contacted American Canyon elected officials	↔	14%
							Read or watched local news	↔	90%
						Done a favor for a neighbor	↔	77%	

Legend

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