

THE NCSTM
The National Citizen SurveyTM

Papillion, NE
Community Livability Report

2017



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About

The National Citizen Survey™ (The NCS) report is about the “livability” of Papillion. The phrase “livable community” is used here to evoke a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. 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).

The Community Livability Report provides the opinions of a representative sample of 505 residents of the City of Papillion. The margin of error around any reported percentage is 4% for all respondents. The full description of methods used to garner these opinions can be found in the *Technical Appendices* provided under separate cover.



Quality of Life in Papillion

Almost all residents (96%) rated the quality of life in Papillion as excellent or good. This was higher than seen in other communities across the country (see Appendix B of the *Technical Appendices* provided under separate cover).



Shown below are the eight facets of community. The color of each community facet summarizes how residents rated it across the three sections of the survey that represent the pillars of a community – Community Characteristics, Governance and Participation. When most ratings across the three pillars were higher than the benchmark, the color for that facet 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.

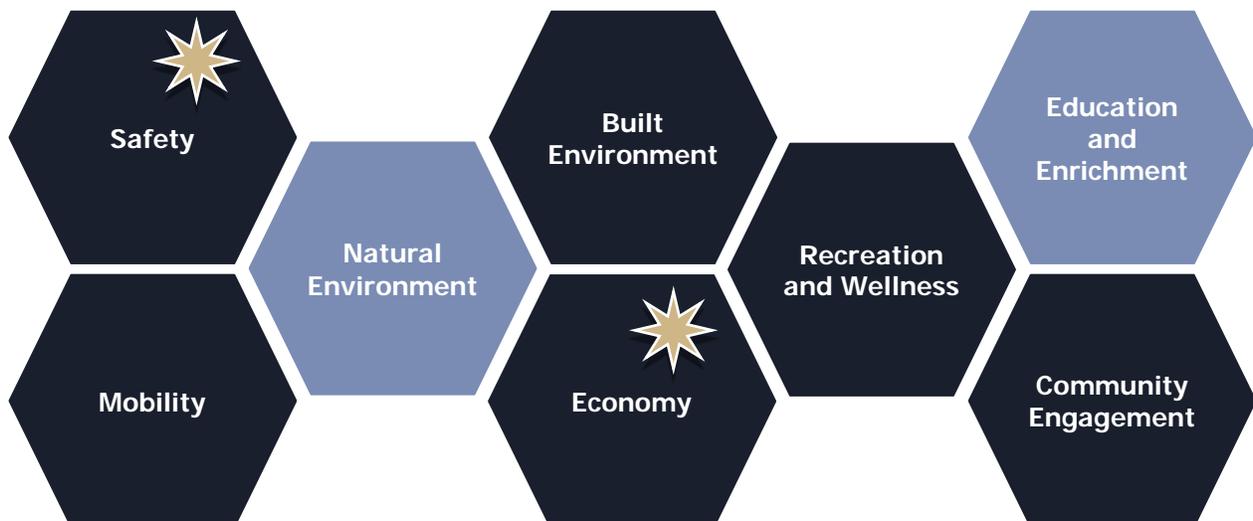
In addition to a summary of ratings, the image below includes one or more stars to indicate which community facets were the most important focus areas for the community. Residents identified Safety and Economy as priorities for the Papillion community in the coming two years. It is noteworthy that ratings for both of these facets, as well as for Mobility, Built Environment, Recreation and Wellness and Community Engagement, were higher than the benchmark comparison. This overview of the key aspects of community quality provides a quick summary of where residents see exceptionally strong performance and where performance offers the greatest opportunity for improvement. Linking quality to importance offers community members and leaders a view into the characteristics of the community that matter most and that seem to be working best.

Details that support these findings are contained in the remainder of this Livability Report, starting with the ratings for Community Characteristics, Governance and Participation and ending with results for Papillion’s unique questions.

Legend

- Higher than national benchmark
- Similar to national benchmark
- Lower than national benchmark

- * Most important



Community Characteristics

What makes a community livable, attractive and a place where people want to be?

Overall quality of community life represents the natural ambience, services and amenities that make for an attractive community. How residents rate their overall quality of life is an indicator of the overall health of a community. In the case of Papillion, 96% rated the City as an excellent or good place to live. Respondents' ratings of Papillion as a place to live were higher than ratings in other communities across the nation.

In addition to rating the city as a place to live, respondents rated several aspects of community quality including Papillion as a place to raise children and to retire, their neighborhood as a place to live, the overall image or reputation of Papillion and its overall appearance. Most Papillion residents rated these five aspects as excellent or good and ratings for four aspects were higher than the national benchmark, while the fifth, neighborhood as a place to live, was similar to the national average.

Delving deeper into Community Characteristics, survey respondents rated over 40 features of the community within the eight facets of community livability. Ratings were very strong and residents gave evaluations that were higher than the national benchmark to most aspects: out of 45 total aspects, residents gave above average marks to 34. At least 9 in 10 residents gave positive ratings to the overall feeling of safety in Papillion, feeling safe in their neighborhood and in the downtown/commercial area, ease of travel by car, cleanliness, air quality, health and wellness opportunities, religious and/or spiritual events and activities and K-12 education.

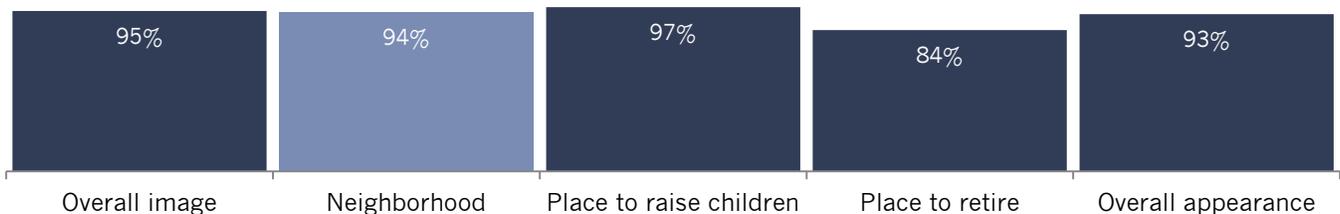


When compared to 2012, ratings for most aspects of Community Characteristics remained stable (for more information, see the *Trends Over Time* report under separate cover).

Percent rating positively (e.g., excellent/good)

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



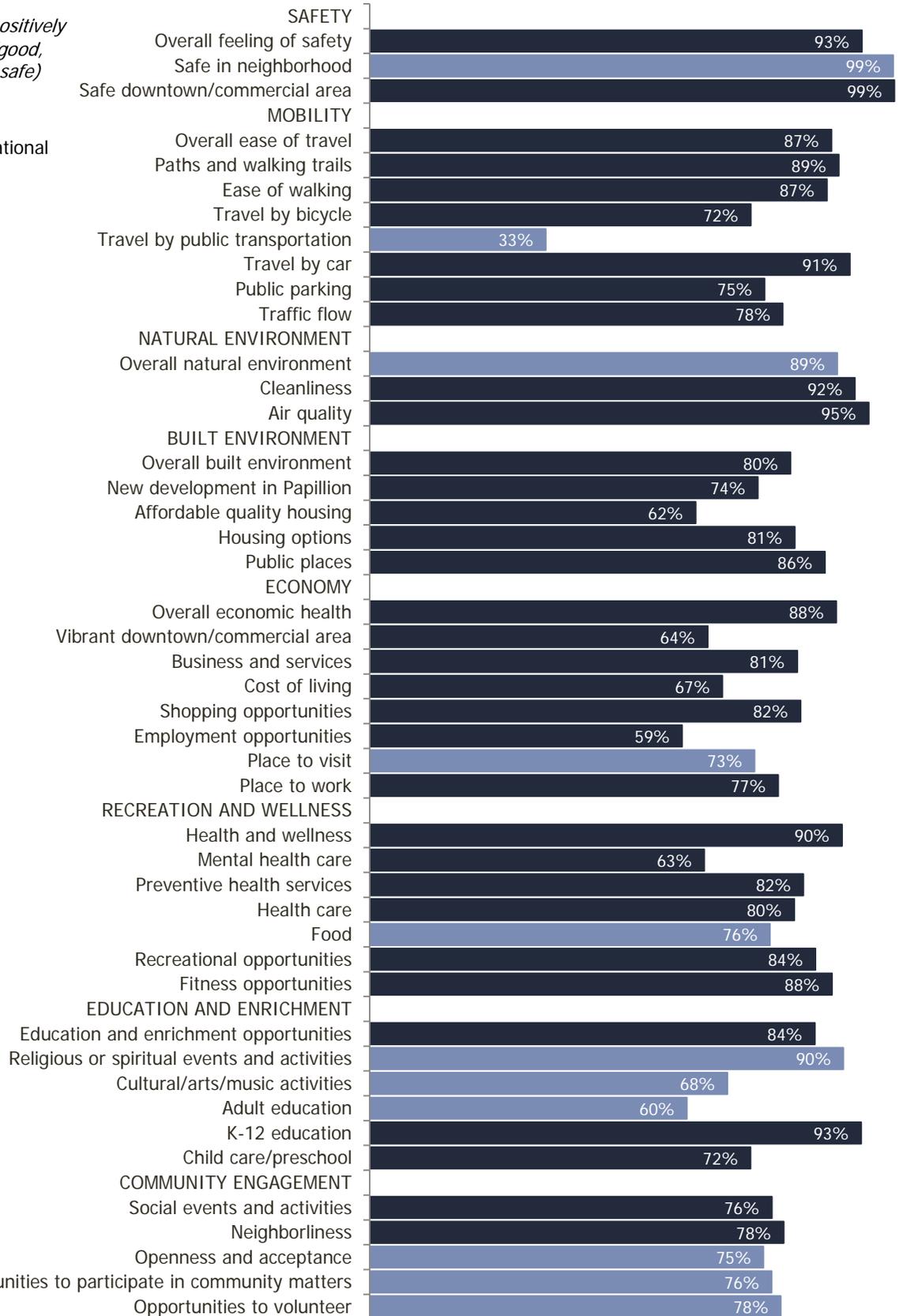
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Figure 1: Aspects of Community Characteristics

Percent rating positively
(e.g., excellent/good,
very/somewhat safe)

Comparison to national
benchmark

- Higher
- Similar
- Lower



Governance

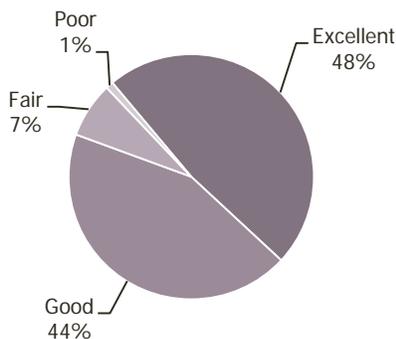
How well does the government of Papillion meet the needs and expectations of its residents?

The overall quality of the services provided by Papillion as well as the manner in which these services are provided is a key component of how residents rate their quality of life. In Papillion, 9 in 10 residents rated the overall quality of City services as excellent or good, which was higher than the benchmark, and about half were pleased with the services provided by the Federal Government, which was similar to the rest of the country.

Survey respondents also rated various aspects of Papillion’s leadership and governance. Roughly 7 in 10 residents gave favorable ratings to the value of services for taxes paid and the job City government does at welcoming citizen involvement, and about 8 in 10 positively rated the remaining aspects of government performance. These ratings all were higher than in other communities nationwide.

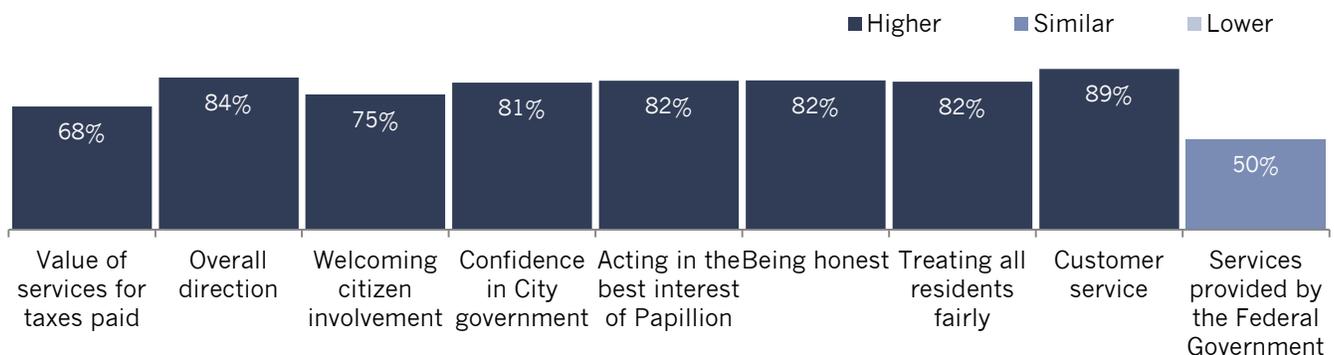
Respondents evaluated over 30 individual services and amenities available in Papillion. Service ratings across almost all facets tended to be higher than the benchmark. About 8 in 10 residents or more gave positive ratings to all aspects of Safety, and all of these were higher than seen elsewhere. Ratings for all aspects of Mobility except one (bus or transit services) were above average. Residents felt that Natural Environment services generally were on par with other parts of the country, except open space, which was above average. Residents rated additional City services higher than those given in other communities, including open space; storm drainage; sewer services; utility billing; land use, planning and zoning; code enforcement; economic development; City parks; recreation programs; health services; City-sponsored special events; and public information. Service ratings in 2017 were similar to those given in 2012 except those for code enforcement, cable television and recreation programs, which declined.

Overall Quality of City Services



Percent rating positively (e.g., excellent/good)

Comparison to national benchmark



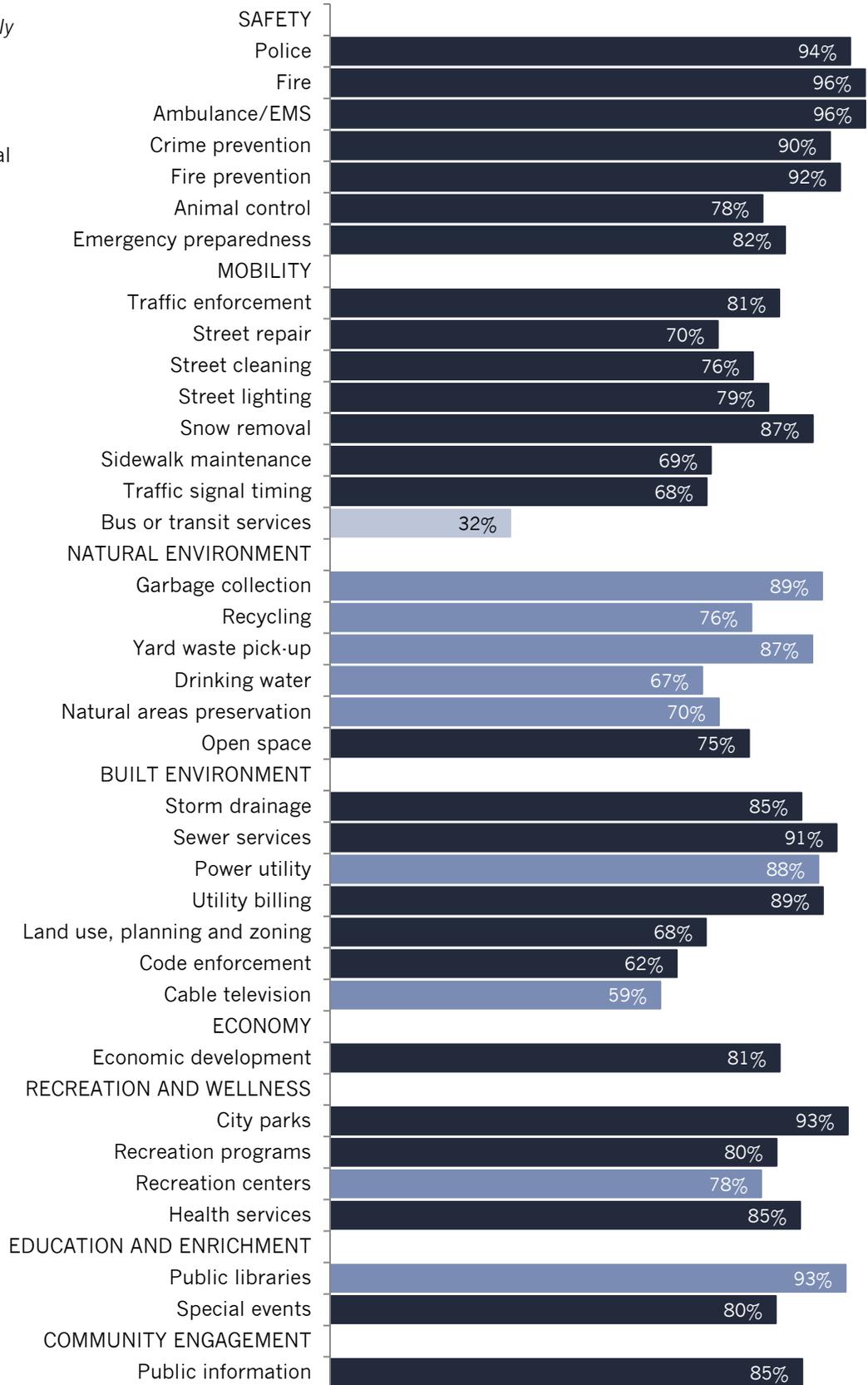
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Figure 2: Aspects of Governance

Percent rating positively
(e.g., excellent/good)

Comparison to national
benchmark

- Higher
- Similar
- Lower



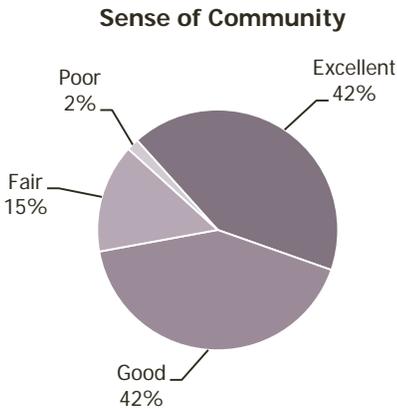
Participation

Are the residents of Papillion connected to the community and each other?

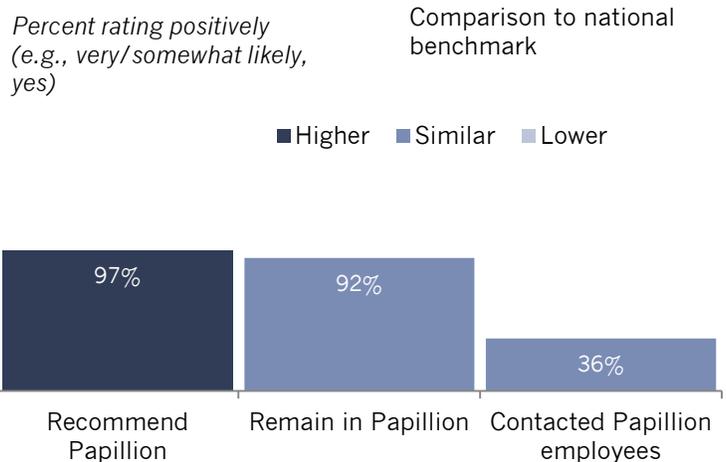
An engaged community harnesses its most valuable resource, its residents. The connections and trust among residents, government, businesses and other organizations help to create a sense of community, a shared sense of membership, belonging and history. About 8 in 10 residents described the sense of community in Papillion as excellent or good and nearly all residents said they would recommend living in the city to someone who asked. These ratings were higher than in other communities. Further, about 9 in 10 planned to remain in Papillion for the next five years.

The survey included over 30 activities and behaviors for which respondents indicated how often they participated in or performed each, if at all. Participation rates vary naturally across the different aspects, making the benchmark comparison (and comparison to Papillion over time) helpful for understanding the results.

Overall, residents of Papillion participated in almost all activities at rates similar to those found in other communities across the country. Roughly 9 in 10 residents had not reported a crime nor been the victim of a crime in the 12 months prior to the survey, on par with the rest of the country. Most residents had purchased goods or services in Papillion, visited a city park, interacted with their neighbors and read or watched local news. Residents reported lower rates than the national average in three aspects of Participation: conserving water, recycling at home and working in Papillion.



Trend data were not available for many aspects of Participation over time because these questions were not asked on the 2012 survey. Where differences over time were observed, residents were less likely in 2017 than in 2012 to have watched a local public meeting, but more likely to have used city recreation centers and to believe the economy would have a positive impact on their income in the next six months.



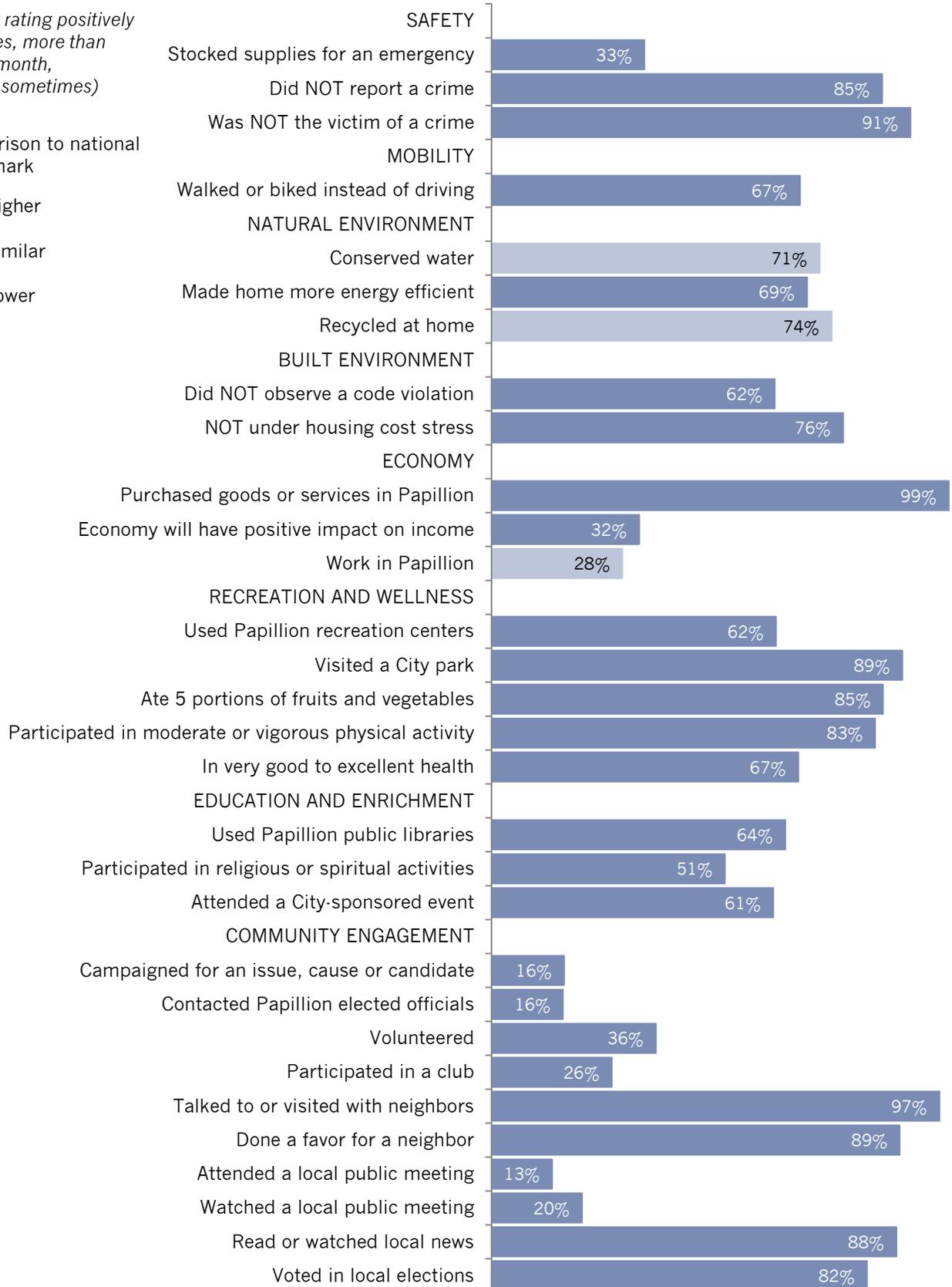
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Figure 3: Aspects of Participation

Percent rating positively
(e.g., yes, more than
once a month,
always/sometimes)

Comparison to national
benchmark

- Higher
- Similar
- Lower

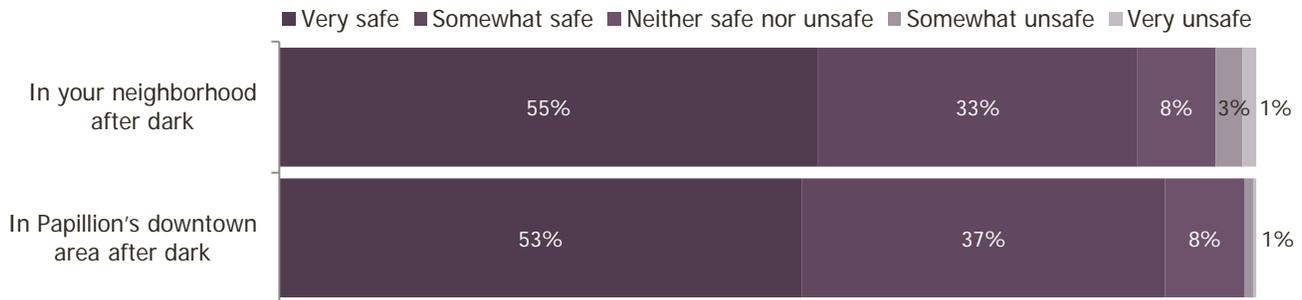


Special Topics

The City of Papillion included one stand-alone special-interest question on The NCS as well as added a number of extra line items to the standard question set, including safety, participation and government evaluation topics.

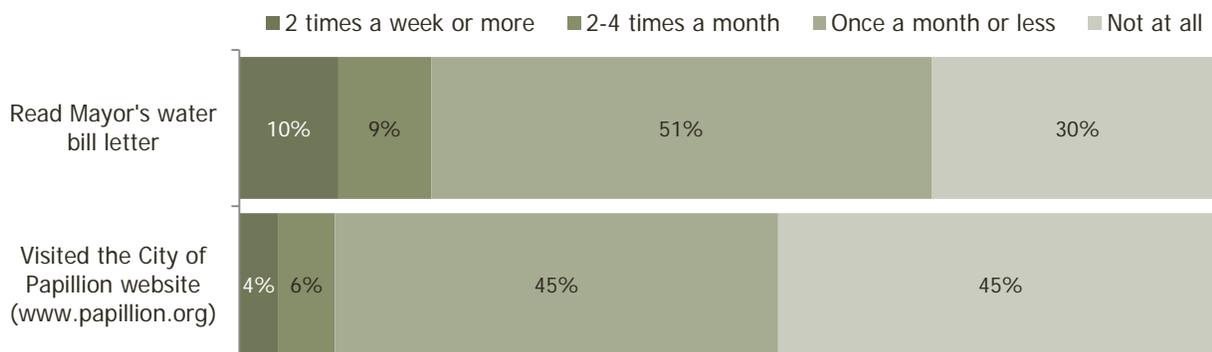
Papillion inquired about resident safety in two locations. About 9 in 10 residents felt very or somewhat safe in their neighborhood after dark and in Papillion’s downtown area after dark.

Figure 4: Custom Line Additions to Question 4
Please rate how safe or unsafe you feel:



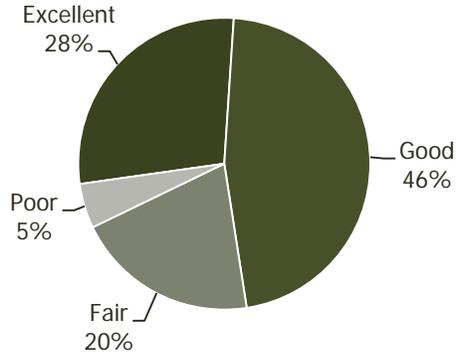
Papillion added two items to the question about frequency of household participation. About 7 in 10 residents reported reading the Mayor’s water bill letter in the 12 months prior to the survey and about half had visited the City website.

Figure 5: Custom Line Additions to Question 8
In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Papillion?



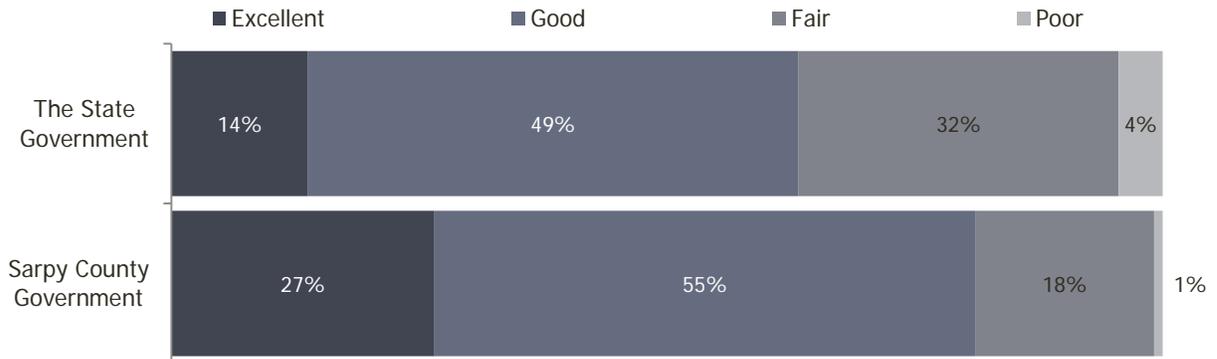
About three-quarters of respondents positively rated the quality of permits and inspections in Papillion and one-quarter thought they were fair or poor. It is notable that more than 4 in 10 residents responded “don’t know” to this question.

Figure 6: Custom Line Addition to Question 10
 Please rate the quality of permits and inspections in Papillion:



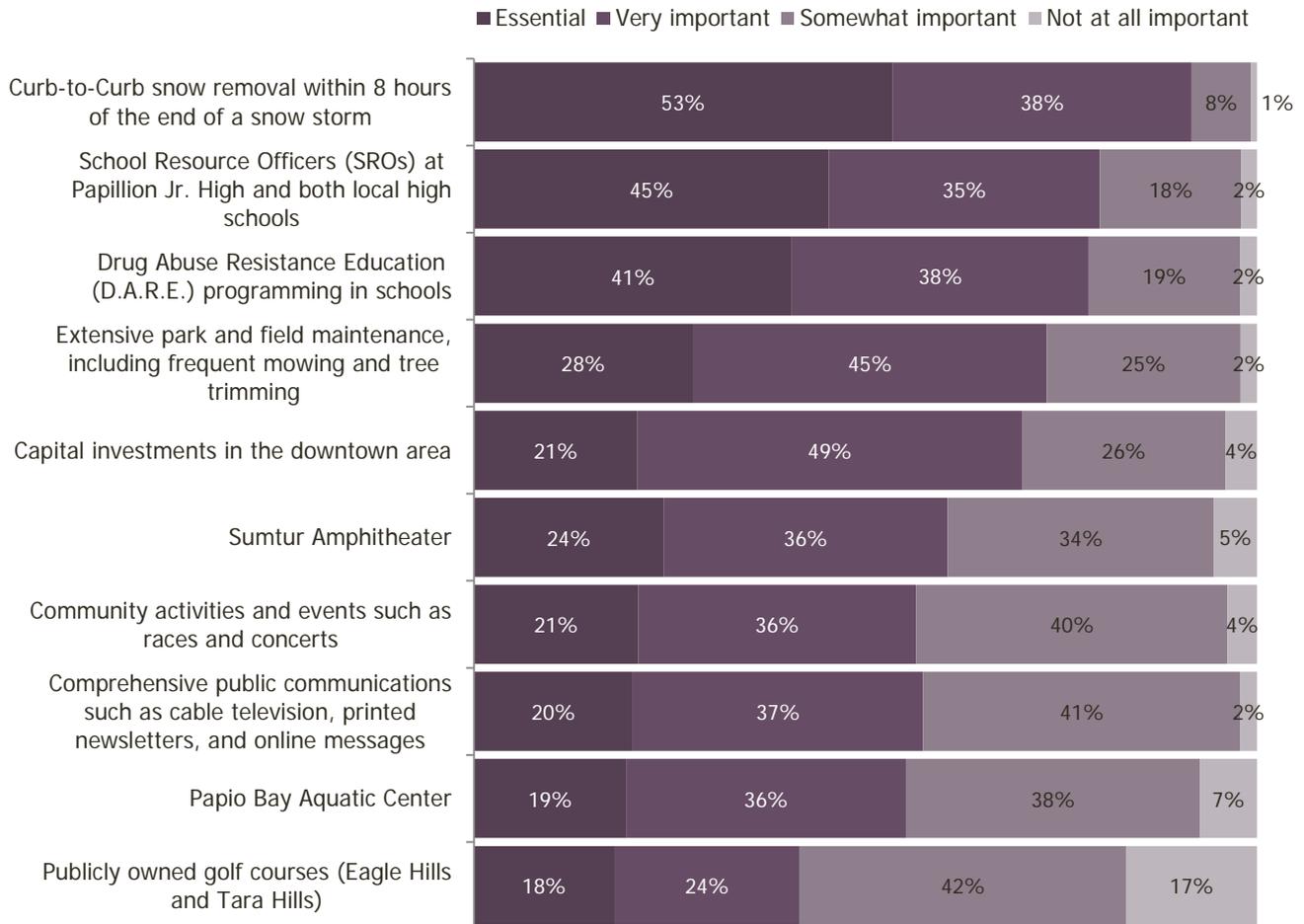
About 6 in 10 residents rated the State Government as excellent or good and about 8 in 10 were pleased with the Sarpy County Government. Few residents thought either of these was poor.

Figure 7: Custom Line Additions to Question 11
 Overall, how would you rate the quality of the services provided by each of the following?



Thinking about the importance of various City programs and services, Papillion residents were most likely to rate prompt Curb-to-Curb snow removal, the presence of School Resource Officers in schools and D.A.R.E. programming in schools as essential. At least 7 in 10 residents rated extensive park and field maintenance and capital investments in the downtown area as important, and at least half of residents thought the remaining programs or services were important (except for publicly owned golf courses; only about 4 in 10 rated these as essential or very important).

Figure 8: Importance of City Programs/Services
Please rate the following categories of Papillion government performance:



Conclusions

Papillion is an exceptional place to live.

Almost all residents rated their quality of life positively in Papillion and think the city is an excellent or good place to live. At least 8 in 10 residents gave positive ratings to the overall image and overall appearance of the city, Papillion as a place to raise children and as a place to retire; these ratings were all higher than observed elsewhere. About 9 in 10 residents would recommend living in the city to someone who asked and planned to remain in Papillion for the next five years.

Safety is high in quality and in importance for residents.

Residents identified Safety as an important aspect of their quality of life. At least 9 in 10 residents gave positive ratings to the overall feeling of safety in Papillion, to feelings of safety in the city's downtown/commercial area, and to police, fire and ambulance/EMS services as well as crime prevention and fire prevention, and all of these ratings were higher than average. Most residents had not reported a crime nor been the victim of a crime. Further, about 9 in 10 residents that they felt very or somewhat safe in their neighborhood after dark and in Papillion's downtown area after dark.

Economy is a strength of the city.

Residents also see the Economy as an important aspect of their quality of life and related ratings tended to be high. Out of nine total Economy-related community characteristics and services, eight received ratings higher than those given in other communities. At least three-quarters of residents gave excellent or good ratings to the overall economic health of the city, quality of business and service establishments, shopping opportunities, Papillion as a place to work and economic development; these aspects were all higher than national averages. Additionally, about 7 in 10 residents felt that capital investments to the downtown area were essential or very important.

Mobility is a compelling feature of the community.

At least two-thirds of respondents rated positively many Mobility-related items were and these ratings tended to be higher than those seen elsewhere. Overall, Mobility features and services were among the strongest aspects of Papillion. Resident sentiment toward the overall ease of travel, paths and walking trails, ease of travel by car, by walking and by bicycle, public parking, traffic flow, traffic enforcement, street repair, street cleaning, street lighting, snow removal, sidewalk maintenance and traffic signal timing was higher than average.