

THE NCSTM

The National Citizen SurveyTM

Pasco, WA

Technical Appendices

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

Contents

Appendix A: Complete Survey Responses	1
Appendix B: Benchmark Comparisons	19
Appendix C: Detailed Survey Methods	29
Appendix D: Survey Materials	34



The National Citizen Survey™
© 2001-2018 National Research Center, Inc.

The NCS™ is presented by NRC in collaboration with ICMA.

NRC is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

Appendix A: Complete Survey Responses

Responses excluding “don’t know”

The following pages contain a complete set of responses to each question on the survey, excluding the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 1: Question 1

Please rate each of the following aspects of quality of life in Pasco:	Excellent		Good		Fair		Poor		Total	
Pasco as a place to live	18%	N=38	59%	N=125	17%	N=37	6%	N=12	100%	N=212
Your neighborhood as a place to live	27%	N=57	46%	N=97	17%	N=35	10%	N=22	100%	N=212
Pasco as a place to raise children	16%	N=32	44%	N=87	32%	N=64	7%	N=14	100%	N=198
Pasco as a place to work	22%	N=40	50%	N=93	16%	N=29	12%	N=22	100%	N=184
Pasco as a place to visit	11%	N=23	28%	N=58	38%	N=79	24%	N=49	100%	N=208
Pasco as a place to retire	19%	N=36	47%	N=91	26%	N=51	8%	N=15	100%	N=193
The overall quality of life in Pasco	13%	N=27	56%	N=117	24%	N=51	7%	N=15	100%	N=210

Table 2: Question 2

Please rate each of the following characteristics as they relate to Pasco as a whole:	Excellent		Good		Fair		Poor		Total	
Overall feeling of safety in Pasco	14%	N=30	39%	N=82	38%	N=80	10%	N=20	100%	N=212
Overall ease of getting to the places you usually have to visit	21%	N=44	56%	N=117	14%	N=31	9%	N=19	100%	N=211
Quality of overall natural environment in Pasco	12%	N=24	50%	N=104	29%	N=60	10%	N=20	100%	N=208
Overall "built environment" of Pasco (including overall design, buildings, parks and transportation systems)	12%	N=25	29%	N=60	45%	N=94	14%	N=30	100%	N=209
Health and wellness opportunities in Pasco	14%	N=29	34%	N=70	41%	N=83	11%	N=23	100%	N=206
Overall opportunities for education and enrichment	16%	N=32	39%	N=77	29%	N=57	17%	N=33	100%	N=198
Overall economic health of Pasco	12%	N=23	33%	N=67	47%	N=94	8%	N=17	100%	N=202
Sense of community	13%	N=26	21%	N=43	49%	N=99	18%	N=36	100%	N=204
Overall image or reputation of Pasco	11%	N=23	23%	N=49	40%	N=86	26%	N=54	100%	N=212

Table 3: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Recommend living in Pasco to someone who asks	30%	N=63	54%	N=114	4%	N=9	12%	N=25	100%	N=211
Remain in Pasco for the next five years	59%	N=121	24%	N=49	7%	N=15	9%	N=19	100%	N=204

Table 4: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
In your neighborhood during the day	59%	N=124	28%	N=59	4%	N=9	7%	N=15	2%	N=4	100%	N=210
In Pasco's downtown/commercial area during the day	23%	N=48	38%	N=78	15%	N=31	19%	N=40	5%	N=10	100%	N=207

The National Citizen Survey™

Table 5: Question 5

Please rate each of the following characteristics as they relate to Pasco as a whole:	Excellent		Good		Fair		Poor		Total	
Traffic flow on major streets	11%	N=24	37%	N=79	29%	N=61	22%	N=47	100%	N=211
Ease of public parking	13%	N=26	44%	N=90	37%	N=75	6%	N=12	100%	N=204
Ease of travel by car in Pasco	22%	N=46	44%	N=90	28%	N=58	6%	N=12	100%	N=205
Ease of travel by public transportation in Pasco	23%	N=27	39%	N=46	24%	N=29	14%	N=17	100%	N=118
Ease of travel by bicycle in Pasco	15%	N=22	37%	N=56	31%	N=47	17%	N=26	100%	N=152
Ease of walking in Pasco	14%	N=27	42%	N=84	31%	N=61	13%	N=27	100%	N=199
Availability of paths and walking trails	19%	N=38	41%	N=80	28%	N=55	12%	N=24	100%	N=198
Air quality	19%	N=39	46%	N=97	29%	N=60	7%	N=14	100%	N=210
Cleanliness of Pasco	8%	N=17	39%	N=81	43%	N=89	10%	N=21	100%	N=209
Overall appearance of Pasco	6%	N=12	39%	N=82	37%	N=77	18%	N=38	100%	N=209
Public places where people want to spend time	10%	N=21	36%	N=73	36%	N=73	18%	N=36	100%	N=203
Variety of housing options	11%	N=23	38%	N=77	31%	N=62	19%	N=39	100%	N=201
Availability of affordable quality housing	8%	N=16	33%	N=65	32%	N=64	27%	N=54	100%	N=199
Fitness opportunities (including exercise classes and paths or trails, etc.)	17%	N=33	42%	N=82	30%	N=57	11%	N=22	100%	N=193
Recreational opportunities	13%	N=25	37%	N=72	39%	N=76	12%	N=23	100%	N=197
Availability of affordable quality food	18%	N=38	41%	N=86	35%	N=74	5%	N=12	100%	N=210
Availability of affordable quality health care	12%	N=23	48%	N=92	32%	N=60	8%	N=16	100%	N=191
Availability of preventive health services	14%	N=25	43%	N=75	34%	N=61	9%	N=15	100%	N=177
Availability of affordable quality mental health care	11%	N=15	38%	N=52	25%	N=34	26%	N=36	100%	N=137

Table 6: Question 6

Please rate each of the following characteristics as they relate to Pasco as a whole:	Excellent		Good		Fair		Poor		Total	
Availability of affordable quality child care/preschool	21%	N=25	27%	N=32	32%	N=38	19%	N=23	100%	N=118
K-12 education	20%	N=36	36%	N=65	30%	N=55	15%	N=26	100%	N=182
Adult educational opportunities	17%	N=27	40%	N=65	30%	N=49	14%	N=22	100%	N=162
Opportunities to attend cultural/arts/music activities	13%	N=24	20%	N=37	37%	N=68	29%	N=54	100%	N=182
Opportunities to participate in religious or spiritual events and activities	17%	N=30	48%	N=84	30%	N=52	4%	N=8	100%	N=174
Employment opportunities	15%	N=29	29%	N=54	44%	N=81	11%	N=21	100%	N=185
Shopping opportunities	10%	N=21	30%	N=63	38%	N=80	21%	N=45	100%	N=209
Cost of living in Pasco	10%	N=21	37%	N=79	38%	N=80	15%	N=31	100%	N=211
Overall quality of business and service establishments in Pasco	7%	N=15	34%	N=70	44%	N=90	14%	N=30	100%	N=206
Vibrant downtown/commercial area	9%	N=17	14%	N=29	35%	N=72	42%	N=84	100%	N=202
Overall quality of new development in Pasco	14%	N=27	38%	N=74	34%	N=66	15%	N=29	100%	N=195
Opportunities to participate in social events and activities	12%	N=21	32%	N=58	36%	N=66	20%	N=36	100%	N=181
Opportunities to volunteer	17%	N=28	43%	N=71	35%	N=58	6%	N=9	100%	N=167
Opportunities to participate in community matters	13%	N=22	32%	N=56	40%	N=70	14%	N=24	100%	N=172
Openness and acceptance of the community toward people of diverse backgrounds	16%	N=32	50%	N=99	24%	N=48	10%	N=19	100%	N=199
Neighborliness of residents in Pasco	11%	N=22	39%	N=79	33%	N=66	17%	N=34	100%	N=200

The National Citizen Survey™

Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	17%	N=37	83%	N=174	100%	N=211
Made efforts to make your home more energy efficient	25%	N=52	75%	N=159	100%	N=211
Observed a code violation or other hazard in Pasco (weeds, abandoned buildings, etc.)	48%	N=98	52%	N=105	100%	N=203
Household member was a victim of a crime in Pasco	82%	N=169	18%	N=38	100%	N=207
Reported a crime to the police in Pasco	70%	N=147	30%	N=61	100%	N=208
Stocked supplies in preparation for an emergency	69%	N=141	31%	N=65	100%	N=205
Campaigned or advocated for an issue, cause or candidate	82%	N=172	18%	N=39	100%	N=211
Contacted the City of Pasco (in-person, phone, email or web) for help or information	57%	N=120	43%	N=91	100%	N=210
Contacted Pasco elected officials (in-person, phone, email or web) to express your opinion	86%	N=181	14%	N=30	100%	N=211

Table 8: 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 Pasco?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Pasco recreation centers or their services	3%	N=6	12%	N=26	39%	N=83	46%	N=95	100%	N=209
Visited a neighborhood park or City park	13%	N=28	26%	N=55	49%	N=103	12%	N=26	100%	N=212
Used Pasco public libraries or their services	5%	N=10	21%	N=44	40%	N=85	34%	N=71	100%	N=211
Participated in religious or spiritual activities in Pasco	10%	N=22	24%	N=52	24%	N=50	42%	N=88	100%	N=211
Attended a City-sponsored event	2%	N=4	1%	N=2	40%	N=84	57%	N=119	100%	N=209
Used bus, rail, subway or other public transportation instead of driving	7%	N=14	3%	N=7	10%	N=21	80%	N=170	100%	N=211
Carpooled with other adults or children instead of driving alone	15%	N=33	16%	N=33	25%	N=52	44%	N=94	100%	N=212
Walked or biked instead of driving	13%	N=27	16%	N=32	30%	N=61	42%	N=86	100%	N=206
Volunteered your time to some group/activity in Pasco	3%	N=7	6%	N=13	13%	N=27	78%	N=165	100%	N=212
Participated in a club	2%	N=4	6%	N=13	7%	N=15	85%	N=179	100%	N=211
Talked to or visited with your immediate neighbors	24%	N=50	33%	N=70	25%	N=53	18%	N=39	100%	N=212
Done a favor for a neighbor	20%	N=43	18%	N=38	46%	N=96	16%	N=35	100%	N=212

Table 9: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	1%	N=2	2%	N=4	17%	N=35	80%	N=169	100%	N=211
Watched (online or on television) a local public meeting	8%	N=16	7%	N=15	21%	N=45	64%	N=136	100%	N=212

Table 10: Question 10

Please rate the quality of each of the following services in Pasco:	Excellent		Good		Fair		Poor		Total	
Police/Sheriff services	31%	N=61	47%	N=93	17%	N=33	5%	N=11	100%	N=198
Fire services	40%	N=75	50%	N=92	9%	N=17	1%	N=2	100%	N=186
Ambulance or emergency medical services	43%	N=78	49%	N=91	7%	N=13	1%	N=1	100%	N=183
Crime prevention	14%	N=25	48%	N=86	29%	N=51	10%	N=17	100%	N=179
Fire prevention and education	23%	N=37	45%	N=72	24%	N=38	8%	N=13	100%	N=160
Traffic enforcement	17%	N=32	39%	N=76	31%	N=60	13%	N=24	100%	N=193

The National Citizen Survey™

Please rate the quality of each of the following services in Pasco:	Excellent		Good		Fair		Poor		Total	
Street repair	11%	N=21	38%	N=76	35%	N=69	16%	N=33	100%	N=199
Street cleaning	11%	N=22	45%	N=90	31%	N=61	13%	N=25	100%	N=198
Street lighting	12%	N=26	34%	N=71	37%	N=77	16%	N=33	100%	N=207
Snow removal	11%	N=21	25%	N=49	32%	N=63	32%	N=63	100%	N=196
Sidewalk maintenance	11%	N=20	31%	N=61	44%	N=86	14%	N=27	100%	N=194
Traffic signal timing	14%	N=27	39%	N=78	31%	N=64	16%	N=33	100%	N=203
Bus or transit services	22%	N=27	47%	N=59	27%	N=34	5%	N=6	100%	N=125
Garbage collection	35%	N=72	47%	N=95	15%	N=31	3%	N=6	100%	N=205
Recycling	13%	N=23	33%	N=61	19%	N=35	35%	N=63	100%	N=182
Yard waste pick-up	27%	N=44	40%	N=66	19%	N=32	14%	N=23	100%	N=165
Storm drainage	26%	N=43	46%	N=76	26%	N=43	1%	N=2	100%	N=164
Drinking water	21%	N=41	50%	N=97	17%	N=34	12%	N=23	100%	N=196
Sewer services	26%	N=47	50%	N=89	20%	N=36	4%	N=7	100%	N=178
Utility billing	19%	N=39	43%	N=89	21%	N=44	16%	N=34	100%	N=205
City parks	15%	N=30	53%	N=106	31%	N=63	0%	N=1	100%	N=200
Recreation programs or classes	18%	N=23	35%	N=44	30%	N=39	16%	N=21	100%	N=127
Recreation centers or facilities	13%	N=16	37%	N=46	32%	N=39	19%	N=23	100%	N=124
Land use, planning and zoning	11%	N=18	27%	N=43	37%	N=60	25%	N=41	100%	N=163
Code enforcement (weeds, abandoned buildings, etc.)	13%	N=21	24%	N=38	35%	N=56	28%	N=46	100%	N=161
Animal control	11%	N=19	36%	N=62	28%	N=49	25%	N=42	100%	N=172
Economic development	11%	N=17	29%	N=46	42%	N=66	18%	N=29	100%	N=158
Health services	19%	N=32	36%	N=60	40%	N=66	5%	N=8	100%	N=166
Public library services	33%	N=55	45%	N=76	17%	N=29	5%	N=9	100%	N=170
Public information services	16%	N=23	37%	N=54	32%	N=47	14%	N=21	100%	N=145
Cable television	14%	N=19	34%	N=47	30%	N=41	22%	N=31	100%	N=138
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	18%	N=24	26%	N=34	32%	N=43	24%	N=31	100%	N=132
Preservation of natural areas such as open space, farmlands and greenbelts	15%	N=22	37%	N=54	32%	N=48	16%	N=24	100%	N=147
Pasco open space	12%	N=18	31%	N=45	40%	N=59	17%	N=25	100%	N=147
City-sponsored special events	15%	N=21	24%	N=33	43%	N=60	18%	N=24	100%	N=138
Overall customer service by Pasco employees (police, receptionists, planners, etc.)	17%	N=34	44%	N=84	26%	N=50	13%	N=26	100%	N=193

Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
The City of Pasco	17%	N=34	46%	N=90	29%	N=56	9%	N=18	100%	N=198
The Federal Government	12%	N=21	24%	N=41	46%	N=79	17%	N=29	100%	N=170

The National Citizen Survey™

Table 12: Question 12

Please rate the following categories of Pasco government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Pasco	9%	N=16	28%	N=53	36%	N=67	27%	N=50	100%	N=185
The overall direction that Pasco is taking	12%	N=24	33%	N=64	27%	N=52	27%	N=51	100%	N=191
The job Pasco government does at welcoming citizen involvement	14%	N=25	30%	N=52	27%	N=48	29%	N=51	100%	N=176
Overall confidence in Pasco government	10%	N=18	34%	N=65	32%	N=61	25%	N=47	100%	N=191
Generally acting in the best interest of the community	11%	N=22	32%	N=62	30%	N=58	27%	N=51	100%	N=192
Being honest	11%	N=20	40%	N=73	26%	N=48	22%	N=40	100%	N=181
Treating all residents fairly	11%	N=21	39%	N=73	24%	N=46	26%	N=48	100%	N=188

Table 13: Question 13

Please rate how important, if at all, you think it is for the Pasco community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Pasco	44%	N=93	43%	N=92	12%	N=25	1%	N=1	100%	N=211
Overall ease of getting to the places you usually have to visit	30%	N=63	48%	N=100	22%	N=46	1%	N=2	100%	N=211
Quality of overall natural environment in Pasco	23%	N=48	47%	N=99	25%	N=54	5%	N=10	100%	N=211
Overall "built environment" of Pasco (including overall design, buildings, parks and transportation systems)	28%	N=58	46%	N=97	21%	N=43	6%	N=12	100%	N=211
Health and wellness opportunities in Pasco	29%	N=60	49%	N=101	21%	N=45	1%	N=2	100%	N=208
Overall opportunities for education and enrichment	36%	N=76	42%	N=88	20%	N=43	2%	N=3	100%	N=210
Overall economic health of Pasco	43%	N=91	47%	N=99	9%	N=18	1%	N=2	100%	N=210
Sense of community	23%	N=49	53%	N=112	21%	N=43	3%	N=6	100%	N=210

Table 14: Question 14

Responding to resident code enforcement complaints (e.g., trash, weeds, loud noise, barking dogs, etc.) the City handles approximately 3,000 code violations per year. Would you like to see code enforcement in Pasco increase, decrease or stay the same?	Percent	Number
Would like considerably more enforcement	20%	N=38
Would like somewhat more enforcement	31%	N=59
Would like about the same amount of enforcement	40%	N=77
Would like somewhat less enforcement	2%	N=5
Would like considerable less enforcement	6%	N=12
Total	100%	N=191

Table 15: Question 15

Two fire protection and emergency medical response facilities need to be replaced and relocated to better serve the community with improved response times and space for staffing and modern equipment. To what extent would you support or oppose a property tax to fund new fire/EMS facilities?	Percent	Number
Strongly support	39%	N=79
Somewhat support	36%	N=72
Somewhat oppose	13%	N=25
Strongly oppose	12%	N=25
Total	100%	N=201

The National Citizen Survey™

Table 16: Question 16

If a new community recreation center were to be constructed, it could support a number of different recreation interests. Please indicate your household's likely level of interest, if any, in each of the following types of recreation categories:	Very high interest		High interest		Some interest		Very little interest		No interest		Total	
Recreational aquatic features	33%	N=70	23%	N=49	17%	N=37	10%	N=22	16%	N=33	100%	N=210
Competition aquatic features	21%	N=43	14%	N=28	27%	N=56	16%	N=33	23%	N=47	100%	N=208
Gymnasium	20%	N=41	18%	N=37	33%	N=68	14%	N=28	16%	N=32	100%	N=207
Fitness/exercise	28%	N=59	25%	N=52	27%	N=57	8%	N=16	11%	N=24	100%	N=208
Walking/jogging	36%	N=74	30%	N=63	19%	N=40	4%	N=9	11%	N=22	100%	N=208
Meeting/activity rooms	17%	N=35	23%	N=48	27%	N=57	13%	N=28	20%	N=42	100%	N=210

Table 17: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	21%	N=45	16%	N=34	26%	N=55	15%	N=32	21%	N=43	100%	N=209
Purchase goods or services from a business located in Pasco	0%	N=1	8%	N=16	21%	N=44	50%	N=104	22%	N=46	100%	N=211
Eat at least 5 portions of fruits and vegetables a day	1%	N=2	13%	N=26	47%	N=97	25%	N=51	15%	N=31	100%	N=208
Participate in moderate or vigorous physical activity	4%	N=9	20%	N=42	42%	N=88	24%	N=50	10%	N=22	100%	N=210
Read or watch local news (via television, paper, computer, etc.)	3%	N=7	11%	N=22	20%	N=43	32%	N=68	34%	N=71	100%	N=210
Vote in local elections	19%	N=39	10%	N=20	8%	N=17	20%	N=42	44%	N=92	100%	N=211

Table 18: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	15%	N=32
Very good	28%	N=59
Good	46%	N=95
Fair	6%	N=13
Poor	5%	N=11
Total	100%	N=209

Table 19: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	8%	N=16
Somewhat positive	19%	N=39
Neutral	59%	N=123
Somewhat negative	10%	N=22
Very negative	5%	N=9
Total	100%	N=210

The National Citizen Survey™

Table 20: Question D4

What is your employment status?	Percent	Number
Working full time for pay	65%	N=137
Working part time for pay	9%	N=19
Unemployed, looking for paid work	3%	N=6
Unemployed, not looking for paid work	5%	N=11
Fully retired	18%	N=37
Total	100%	N=210

Table 21: Question D5

Do you work inside the boundaries of Pasco?	Percent	Number
Yes, outside the home	40%	N=82
Yes, from home	5%	N=11
No	55%	N=114
Total	100%	N=207

Table 22: Question D6

How many years have you lived in Pasco?	Percent	Number
Less than 2 years	10%	N=21
2 to 5 years	15%	N=32
6 to 10 years	15%	N=31
11 to 20 years	23%	N=49
More than 20 years	37%	N=78
Total	100%	N=211

Table 23: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	77%	N=162
Building with two or more homes (duplex, townhome, apartment or condominium)	21%	N=44
Mobile home	2%	N=3
Other	1%	N=2
Total	100%	N=211

Table 24: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	33%	N=68
Owned	67%	N=140
Total	100%	N=208

The National Citizen Survey™

Table 25: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	7%	N=14
\$300 to \$599 per month	11%	N=23
\$600 to \$999 per month	27%	N=54
\$1,000 to \$1,499 per month	32%	N=63
\$1,500 to \$2,499 per month	19%	N=38
\$2,500 or more per month	4%	N=8
Total	100%	N=199

Table 26: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	50%	N=105
Yes	50%	N=106
Total	100%	N=211

Table 27: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	83%	N=175
Yes	17%	N=35
Total	100%	N=210

Table 28: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	25%	N=50
\$25,000 to \$49,999	21%	N=43
\$50,000 to \$99,999	32%	N=65
\$100,000 to \$149,999	15%	N=30
\$150,000 or more	6%	N=12
Total	100%	N=200

Table 29: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	52%	N=107
Yes, I consider myself to be Spanish, Hispanic or Latino	48%	N=99
Total	100%	N=206

The National Citizen Survey™

Table 30: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	3%	N=7
Asian, Asian Indian or Pacific Islander	3%	N=5
Black or African American	2%	N=4
White	63%	N=129
Other	40%	N=81

Total may exceed 100% as respondents could select more than one option.

Table 31: Question D15

In which category is your age?	Percent	Number
18 to 24 years	5%	N=10
25 to 34 years	36%	N=76
35 to 44 years	21%	N=43
45 to 54 years	15%	N=32
55 to 64 years	8%	N=16
65 to 74 years	11%	N=23
75 years or older	5%	N=10
Total	100%	N=210

Table 32: Question D16

What is your sex?	Percent	Number
Female	48%	N=99
Male	52%	N=108
Total	100%	N=207

Table 33: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	71%	N=149
Land line	13%	N=26
Both	17%	N=35
Total	100%	N=210

Responses including “don’t know”

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 34: Question 1

Please rate each of the following aspects of quality of life in Pasco:	Excellent		Good		Fair		Poor		Don't know		Total	
Pasco as a place to live	18%	N=38	59%	N=125	17%	N=37	6%	N=12	0%	N=0	100%	N=212
Your neighborhood as a place to live	27%	N=57	46%	N=97	17%	N=35	10%	N=22	0%	N=0	100%	N=212
Pasco as a place to raise children	15%	N=32	41%	N=87	30%	N=64	7%	N=14	6%	N=13	100%	N=211
Pasco as a place to work	20%	N=40	45%	N=93	14%	N=29	11%	N=22	11%	N=23	100%	N=207
Pasco as a place to visit	11%	N=23	27%	N=58	37%	N=79	23%	N=49	1%	N=3	100%	N=211
Pasco as a place to retire	17%	N=36	43%	N=91	24%	N=51	7%	N=15	8%	N=17	100%	N=210
The overall quality of life in Pasco	13%	N=27	55%	N=117	24%	N=51	7%	N=15	1%	N=2	100%	N=212

Table 35: Question 2

Please rate each of the following characteristics as they relate to Pasco as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in Pasco	14%	N=30	39%	N=82	38%	N=80	10%	N=20	0%	N=0	100%	N=212
Overall ease of getting to the places you usually have to visit	21%	N=44	56%	N=117	14%	N=31	9%	N=19	0%	N=0	100%	N=211
Quality of overall natural environment in Pasco	12%	N=24	49%	N=104	28%	N=60	9%	N=20	1%	N=3	100%	N=212
Overall "built environment" of Pasco (including overall design, buildings, parks and transportation systems)	12%	N=25	28%	N=60	45%	N=94	14%	N=30	1%	N=3	100%	N=212
Health and wellness opportunities in Pasco	14%	N=29	33%	N=70	40%	N=83	11%	N=23	2%	N=4	100%	N=210
Overall opportunities for education and enrichment	15%	N=32	37%	N=77	27%	N=57	16%	N=33	6%	N=13	100%	N=211
Overall economic health of Pasco	11%	N=23	32%	N=67	45%	N=94	8%	N=17	5%	N=10	100%	N=212
Sense of community	12%	N=26	20%	N=43	47%	N=99	17%	N=36	2%	N=5	100%	N=209
Overall image or reputation of Pasco	11%	N=23	23%	N=49	40%	N=86	26%	N=54	0%	N=0	100%	N=212

Table 36: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Recommend living in Pasco to someone who asks	30%	N=63	54%	N=114	4%	N=9	12%	N=25	0%	N=1	100%	N=211
Remain in Pasco for the next five years	58%	N=121	23%	N=49	7%	N=15	9%	N=19	3%	N=6	100%	N=210

Table 37: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
In your neighborhood during the day	59%	N=124	28%	N=59	4%	N=9	7%	N=15	2%	N=4	0%	N=0	100%	N=210
In Pasco's downtown/commercial area during the day	23%	N=48	37%	N=78	15%	N=31	19%	N=40	5%	N=10	1%	N=2	100%	N=209

The National Citizen Survey™

Table 38: Question 5

Please rate each of the following characteristics as they relate to Pasco as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic flow on major streets	11%	N=24	37%	N=79	29%	N=61	22%	N=47	0%	N=1	100%	N=212
Ease of public parking	12%	N=26	43%	N=90	36%	N=75	6%	N=12	4%	N=8	100%	N=212
Ease of travel by car in Pasco	22%	N=46	42%	N=90	27%	N=58	6%	N=12	3%	N=6	100%	N=211
Ease of travel by public transportation in Pasco	13%	N=27	22%	N=46	14%	N=29	8%	N=17	44%	N=93	100%	N=212
Ease of travel by bicycle in Pasco	10%	N=22	27%	N=56	22%	N=47	12%	N=26	28%	N=60	100%	N=212
Ease of walking in Pasco	13%	N=27	40%	N=84	29%	N=61	13%	N=27	6%	N=13	100%	N=212
Availability of paths and walking trails	18%	N=38	38%	N=80	26%	N=55	11%	N=24	7%	N=14	100%	N=212
Air quality	18%	N=39	46%	N=97	28%	N=60	6%	N=14	1%	N=2	100%	N=212
Cleanliness of Pasco	8%	N=17	38%	N=81	42%	N=89	10%	N=21	1%	N=3	100%	N=212
Overall appearance of Pasco	6%	N=12	39%	N=82	37%	N=77	18%	N=38	1%	N=2	100%	N=211
Public places where people want to spend time	10%	N=21	35%	N=73	35%	N=73	17%	N=36	4%	N=9	100%	N=212
Variety of housing options	11%	N=23	37%	N=77	29%	N=62	18%	N=39	5%	N=10	100%	N=212
Availability of affordable quality housing	7%	N=16	31%	N=65	30%	N=64	25%	N=54	6%	N=13	100%	N=212
Fitness opportunities (including exercise classes and paths or trails, etc.)	15%	N=33	38%	N=82	27%	N=57	10%	N=22	9%	N=19	100%	N=212
Recreational opportunities	12%	N=25	34%	N=72	36%	N=76	11%	N=23	7%	N=15	100%	N=212
Availability of affordable quality food	18%	N=38	41%	N=86	35%	N=74	5%	N=12	0%	N=0	100%	N=210
Availability of affordable quality health care	11%	N=23	43%	N=92	29%	N=60	8%	N=16	10%	N=21	100%	N=212
Availability of preventive health services	12%	N=25	36%	N=75	29%	N=61	7%	N=15	16%	N=35	100%	N=211
Availability of affordable quality mental health care	7%	N=15	24%	N=52	16%	N=34	17%	N=36	35%	N=75	100%	N=212

Table 39: Question 6

Please rate each of the following characteristics as they relate to Pasco as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Availability of affordable quality child care/preschool	12%	N=25	15%	N=32	18%	N=38	11%	N=23	44%	N=94	100%	N=212
K-12 education	17%	N=36	31%	N=65	26%	N=55	12%	N=26	14%	N=30	100%	N=212
Adult educational opportunities	13%	N=27	31%	N=65	23%	N=49	10%	N=22	23%	N=49	100%	N=212
Opportunities to attend cultural/arts/music activities	11%	N=24	18%	N=37	33%	N=68	26%	N=54	13%	N=27	100%	N=209
Opportunities to participate in religious or spiritual events and activities	14%	N=30	40%	N=84	25%	N=52	4%	N=8	18%	N=38	100%	N=212
Employment opportunities	13%	N=29	26%	N=54	39%	N=81	10%	N=21	12%	N=26	100%	N=211
Shopping opportunities	10%	N=21	30%	N=63	38%	N=80	21%	N=45	1%	N=1	100%	N=210
Cost of living in Pasco	10%	N=21	37%	N=79	38%	N=80	15%	N=31	0%	N=0	100%	N=211
Overall quality of business and service establishments in Pasco	7%	N=15	33%	N=70	43%	N=90	14%	N=30	3%	N=5	100%	N=211
Vibrant downtown/commercial area	8%	N=17	14%	N=29	34%	N=72	40%	N=84	5%	N=10	100%	N=212
Overall quality of new development in Pasco	13%	N=27	36%	N=74	32%	N=66	14%	N=29	6%	N=12	100%	N=207
Opportunities to participate in social events and activities	10%	N=21	27%	N=58	31%	N=66	17%	N=36	14%	N=30	100%	N=211
Opportunities to volunteer	13%	N=28	34%	N=71	27%	N=58	4%	N=9	21%	N=45	100%	N=211
Opportunities to participate in community matters	11%	N=22	27%	N=56	33%	N=70	12%	N=24	18%	N=37	100%	N=210
Openness and acceptance of the community toward people of diverse backgrounds	15%	N=32	47%	N=99	23%	N=48	9%	N=19	6%	N=13	100%	N=212
Neighborliness of residents in Pasco	10%	N=22	37%	N=79	31%	N=66	16%	N=34	5%	N=11	100%	N=211

The National Citizen Survey™

Table 40: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	17%	N=37	83%	N=174	100%	N=211
Made efforts to make your home more energy efficient	25%	N=52	75%	N=159	100%	N=211
Observed a code violation or other hazard in Pasco (weeds, abandoned buildings, etc.)	48%	N=98	52%	N=105	100%	N=203
Household member was a victim of a crime in Pasco	82%	N=169	18%	N=38	100%	N=207
Reported a crime to the police in Pasco	70%	N=147	30%	N=61	100%	N=208
Stocked supplies in preparation for an emergency	69%	N=141	31%	N=65	100%	N=205
Campaigned or advocated for an issue, cause or candidate	82%	N=172	18%	N=39	100%	N=211
Contacted the City of Pasco (in-person, phone, email or web) for help or information	57%	N=120	43%	N=91	100%	N=210
Contacted Pasco elected officials (in-person, phone, email or web) to express your opinion	86%	N=181	14%	N=30	100%	N=211

Table 41: 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 Pasco?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Pasco recreation centers or their services	3%	N=6	12%	N=26	39%	N=83	46%	N=95	100%	N=209
Visited a neighborhood park or City park	13%	N=28	26%	N=55	49%	N=103	12%	N=26	100%	N=212
Used Pasco public libraries or their services	5%	N=10	21%	N=44	40%	N=85	34%	N=71	100%	N=211
Participated in religious or spiritual activities in Pasco	10%	N=22	24%	N=52	24%	N=50	42%	N=88	100%	N=211
Attended a City-sponsored event	2%	N=4	1%	N=2	40%	N=84	57%	N=119	100%	N=209
Used bus, rail, subway or other public transportation instead of driving	7%	N=14	3%	N=7	10%	N=21	80%	N=170	100%	N=211
Carpooled with other adults or children instead of driving alone	15%	N=33	16%	N=33	25%	N=52	44%	N=94	100%	N=212
Walked or biked instead of driving	13%	N=27	16%	N=32	30%	N=61	42%	N=86	100%	N=206
Volunteered your time to some group/activity in Pasco	3%	N=7	6%	N=13	13%	N=27	78%	N=165	100%	N=212
Participated in a club	2%	N=4	6%	N=13	7%	N=15	85%	N=179	100%	N=211
Talked to or visited with your immediate neighbors	24%	N=50	33%	N=70	25%	N=53	18%	N=39	100%	N=212
Done a favor for a neighbor	20%	N=43	18%	N=38	46%	N=96	16%	N=35	100%	N=212

Table 42: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	1%	N=2	2%	N=4	17%	N=35	80%	N=169	100%	N=211
Watched (online or on television) a local public meeting	8%	N=16	7%	N=15	21%	N=45	64%	N=136	100%	N=212

Table 43: Question 10

Please rate the quality of each of the following services in Pasco:	Excellent		Good		Fair		Poor		Don't know		Total	
Police/Sheriff services	30%	N=61	46%	N=93	16%	N=33	5%	N=11	3%	N=6	100%	N=204
Fire services	36%	N=75	45%	N=92	8%	N=17	1%	N=2	10%	N=21	100%	N=207
Ambulance or emergency medical services	38%	N=78	44%	N=91	6%	N=13	0%	N=1	12%	N=25	100%	N=208
Crime prevention	12%	N=25	42%	N=86	25%	N=51	8%	N=17	13%	N=27	100%	N=206
Fire prevention and education	18%	N=37	35%	N=72	18%	N=38	6%	N=13	23%	N=47	100%	N=208
Traffic enforcement	16%	N=32	37%	N=76	29%	N=60	12%	N=24	7%	N=14	100%	N=208

The National Citizen Survey™

Please rate the quality of each of the following services in Pasco:	Excellent		Good		Fair		Poor		Don't know		Total	
Street repair	10%	N=21	37%	N=76	33%	N=69	16%	N=33	4%	N=8	100%	N=207
Street cleaning	10%	N=22	43%	N=90	29%	N=61	12%	N=25	5%	N=10	100%	N=208
Street lighting	12%	N=26	34%	N=71	37%	N=77	16%	N=33	0%	N=1	100%	N=208
Snow removal	10%	N=21	23%	N=49	30%	N=63	30%	N=63	6%	N=12	100%	N=208
Sidewalk maintenance	10%	N=20	29%	N=61	42%	N=86	13%	N=27	6%	N=13	100%	N=208
Traffic signal timing	13%	N=27	38%	N=78	31%	N=64	16%	N=33	2%	N=4	100%	N=207
Bus or transit services	14%	N=27	29%	N=59	17%	N=34	3%	N=6	38%	N=77	100%	N=203
Garbage collection	35%	N=72	46%	N=95	15%	N=31	3%	N=6	2%	N=3	100%	N=208
Recycling	11%	N=23	29%	N=61	17%	N=35	30%	N=63	12%	N=26	100%	N=208
Yard waste pick-up	21%	N=44	32%	N=66	15%	N=32	11%	N=23	20%	N=42	100%	N=207
Storm drainage	22%	N=43	38%	N=76	22%	N=43	1%	N=2	18%	N=35	100%	N=199
Drinking water	20%	N=41	47%	N=97	16%	N=34	11%	N=23	6%	N=12	100%	N=208
Sewer services	22%	N=47	43%	N=89	17%	N=36	3%	N=7	14%	N=30	100%	N=208
Utility billing	19%	N=39	43%	N=89	21%	N=44	16%	N=34	1%	N=1	100%	N=206
City parks	15%	N=30	51%	N=106	30%	N=63	0%	N=1	4%	N=8	100%	N=208
Recreation programs or classes	11%	N=23	22%	N=44	19%	N=39	10%	N=21	38%	N=79	100%	N=206
Recreation centers or facilities	8%	N=16	22%	N=46	19%	N=39	11%	N=23	39%	N=81	100%	N=206
Land use, planning and zoning	9%	N=18	21%	N=43	29%	N=60	20%	N=41	22%	N=45	100%	N=208
Code enforcement (weeds, abandoned buildings, etc.)	10%	N=21	18%	N=38	27%	N=56	22%	N=46	22%	N=47	100%	N=208
Animal control	9%	N=19	30%	N=62	23%	N=49	20%	N=42	17%	N=36	100%	N=208
Economic development	8%	N=17	22%	N=46	32%	N=66	14%	N=29	23%	N=48	100%	N=207
Health services	15%	N=32	29%	N=60	32%	N=66	4%	N=8	20%	N=41	100%	N=207
Public library services	27%	N=55	37%	N=76	14%	N=29	4%	N=9	18%	N=38	100%	N=208
Public information services	11%	N=23	26%	N=54	23%	N=47	10%	N=21	30%	N=61	100%	N=207
Cable television	9%	N=19	23%	N=47	20%	N=41	15%	N=31	33%	N=68	100%	N=206
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	12%	N=24	16%	N=34	21%	N=43	15%	N=31	36%	N=73	100%	N=205
Preservation of natural areas such as open space, farmlands and greenbelts	11%	N=22	27%	N=54	23%	N=48	12%	N=24	28%	N=56	100%	N=203
Pasco open space	9%	N=18	22%	N=45	29%	N=59	12%	N=25	28%	N=56	100%	N=203
City-sponsored special events	10%	N=21	16%	N=33	29%	N=60	12%	N=24	33%	N=67	100%	N=205
Overall customer service by Pasco employees (police, receptionists, planners, etc.)	16%	N=34	41%	N=84	24%	N=50	12%	N=26	7%	N=14	100%	N=208

Table 44: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The City of Pasco	16%	N=34	44%	N=90	28%	N=56	9%	N=18	3%	N=7	100%	N=205
The Federal Government	10%	N=21	20%	N=41	38%	N=79	14%	N=29	17%	N=35	100%	N=205

The National Citizen Survey™

Table 45: Question 12

Please rate the following categories of Pasco government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to Pasco	8%	N=16	25%	N=53	32%	N=67	24%	N=50	11%	N=22	100%	N=207
The overall direction that Pasco is taking	11%	N=24	31%	N=64	25%	N=52	25%	N=51	8%	N=17	100%	N=208
The job Pasco government does at welcoming citizen involvement	12%	N=25	25%	N=52	23%	N=48	25%	N=51	15%	N=32	100%	N=208
Overall confidence in Pasco government	9%	N=18	31%	N=65	29%	N=61	23%	N=47	8%	N=16	100%	N=208
Generally acting in the best interest of the community	10%	N=22	30%	N=62	28%	N=58	25%	N=51	7%	N=16	100%	N=208
Being honest	10%	N=20	35%	N=73	23%	N=48	19%	N=40	13%	N=27	100%	N=208
Treating all residents fairly	10%	N=21	35%	N=73	22%	N=46	23%	N=48	10%	N=20	100%	N=208

Table 46: Question 13

Please rate how important, if at all, you think it is for the Pasco community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Pasco	44%	N=93	43%	N=92	12%	N=25	1%	N=1	100%	N=211
Overall ease of getting to the places you usually have to visit	30%	N=63	48%	N=100	22%	N=46	1%	N=2	100%	N=211
Quality of overall natural environment in Pasco	23%	N=48	47%	N=99	25%	N=54	5%	N=10	100%	N=211
Overall "built environment" of Pasco (including overall design, buildings, parks and transportation systems)	28%	N=58	46%	N=97	21%	N=43	6%	N=12	100%	N=211
Health and wellness opportunities in Pasco	29%	N=60	49%	N=101	21%	N=45	1%	N=2	100%	N=208
Overall opportunities for education and enrichment	36%	N=76	42%	N=88	20%	N=43	2%	N=3	100%	N=210
Overall economic health of Pasco	43%	N=91	47%	N=99	9%	N=18	1%	N=2	100%	N=210
Sense of community	23%	N=49	53%	N=112	21%	N=43	3%	N=6	100%	N=210

Table 47: Question 14

Responding to resident code enforcement complaints (e.g., trash, weeds, loud noise, barking dogs, etc.) the City handles approximately 3,000 code violations per year. Would you like to see code enforcement in Pasco increase, decrease or stay the same?	Percent	Number
Would like considerably more enforcement	18%	N=38
Would like somewhat more enforcement	28%	N=59
Would like about the same amount of enforcement	36%	N=77
Would like somewhat less enforcement	2%	N=5
Would like considerable less enforcement	6%	N=12
Don't know	9%	N=20
Total	100%	N=211

Table 48: Question 15

Two fire protection and emergency medical response facilities need to be replaced and relocated to better serve the community with improved response times and space for staffing and modern equipment. To what extent would you support or oppose a property tax to fund new fire/EMS facilities?	Percent	Number
Strongly support	37%	N=79
Somewhat support	34%	N=72
Somewhat oppose	12%	N=25
Strongly oppose	12%	N=25
Don't know	5%	N=10
Total	100%	N=211

The National Citizen Survey™

Table 49: Question 16

If a new community recreation center were to be constructed, it could support a number of different recreation interests. Please indicate your household's likely level of interest, if any, in each of the following types of recreation categories:	Very high interest		High interest		Some interest		Very little interest		No interest		Total	
Recreational aquatic features	33%	N=70	23%	N=49	17%	N=37	10%	N=22	16%	N=33	100%	N=210
Competition aquatic features	21%	N=43	14%	N=28	27%	N=56	16%	N=33	23%	N=47	100%	N=208
Gymnasium	20%	N=41	18%	N=37	33%	N=68	14%	N=28	16%	N=32	100%	N=207
Fitness/exercise	28%	N=59	25%	N=52	27%	N=57	8%	N=16	11%	N=24	100%	N=208
Walking/jogging	36%	N=74	30%	N=63	19%	N=40	4%	N=9	11%	N=22	100%	N=208
Meeting/activity rooms	17%	N=35	23%	N=48	27%	N=57	13%	N=28	20%	N=42	100%	N=210

Table 50: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	21%	N=45	16%	N=34	26%	N=55	15%	N=32	21%	N=43	100%	N=209
Purchase goods or services from a business located in Pasco	0%	N=1	8%	N=16	21%	N=44	50%	N=104	22%	N=46	100%	N=211
Eat at least 5 portions of fruits and vegetables a day	1%	N=2	13%	N=26	47%	N=97	25%	N=51	15%	N=31	100%	N=208
Participate in moderate or vigorous physical activity	4%	N=9	20%	N=42	42%	N=88	24%	N=50	10%	N=22	100%	N=210
Read or watch local news (via television, paper, computer, etc.)	3%	N=7	11%	N=22	20%	N=43	32%	N=68	34%	N=71	100%	N=210
Vote in local elections	19%	N=39	10%	N=20	8%	N=17	20%	N=42	44%	N=92	100%	N=211

Table 51: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	15%	N=32
Very good	28%	N=59
Good	46%	N=95
Fair	6%	N=13
Poor	5%	N=11
Total	100%	N=209

Table 52: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	8%	N=16
Somewhat positive	19%	N=39
Neutral	59%	N=123
Somewhat negative	10%	N=22
Very negative	5%	N=9
Total	100%	N=210

The National Citizen Survey™

Table 53: Question D4

What is your employment status?	Percent	Number
Working full time for pay	65%	N=137
Working part time for pay	9%	N=19
Unemployed, looking for paid work	3%	N=6
Unemployed, not looking for paid work	5%	N=11
Fully retired	18%	N=37
Total	100%	N=210

Table 54: Question D5

Do you work inside the boundaries of Pasco?	Percent	Number
Yes, outside the home	40%	N=82
Yes, from home	5%	N=11
No	55%	N=114
Total	100%	N=207

Table 55: Question D6

How many years have you lived in Pasco?	Percent	Number
Less than 2 years	10%	N=21
2 to 5 years	15%	N=32
6 to 10 years	15%	N=31
11 to 20 years	23%	N=49
More than 20 years	37%	N=78
Total	100%	N=211

Table 56: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	77%	N=162
Building with two or more homes (duplex, townhome, apartment or condominium)	21%	N=44
Mobile home	2%	N=3
Other	1%	N=2
Total	100%	N=211

Table 57: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	33%	N=68
Owned	67%	N=140
Total	100%	N=208

The National Citizen Survey™

Table 58: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	7%	N=14
\$300 to \$599 per month	11%	N=23
\$600 to \$999 per month	27%	N=54
\$1,000 to \$1,499 per month	32%	N=63
\$1,500 to \$2,499 per month	19%	N=38
\$2,500 or more per month	4%	N=8
Total	100%	N=199

Table 59: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	50%	N=105
Yes	50%	N=106
Total	100%	N=211

Table 60: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	83%	N=175
Yes	17%	N=35
Total	100%	N=210

Table 61: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	25%	N=50
\$25,000 to \$49,999	21%	N=43
\$50,000 to \$99,999	32%	N=65
\$100,000 to \$149,999	15%	N=30
\$150,000 or more	6%	N=12
Total	100%	N=200

Table 62: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	52%	N=107
Yes, I consider myself to be Spanish, Hispanic or Latino	48%	N=99
Total	100%	N=206

The National Citizen Survey™

Table 63: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	3%	N=7
Asian, Asian Indian or Pacific Islander	3%	N=5
Black or African American	2%	N=4
White	63%	N=129
Other	40%	N=81

Total may exceed 100% as respondents could select more than one option.

Table 64: Question D15

In which category is your age?	Percent	Number
18 to 24 years	5%	N=10
25 to 34 years	36%	N=76
35 to 44 years	21%	N=43
45 to 54 years	15%	N=32
55 to 64 years	8%	N=16
65 to 74 years	11%	N=23
75 years or older	5%	N=10
Total	100%	N=210

Table 65: Question D16

What is your sex?	Percent	Number
Female	48%	N=99
Male	52%	N=108
Total	100%	N=207

Table 66: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	71%	N=149
Land line	13%	N=26
Both	17%	N=35
Total	100%	N=210

Appendix B: Benchmark Comparisons

Comparison Data

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on The National Citizen Survey™. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. The City of Pasco chose to have comparisons made to the entire database.

Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is Pasco's "percent positive." The percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good," "very safe" and "somewhat safe," etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating "yes" or participating in an activity at least once a month. The second column is the rank assigned to Pasco's rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of Pasco's rating to the benchmark.

In that final column, Pasco's results are noted as being "higher" than the benchmark, "lower" than the benchmark or "similar" to the benchmark, meaning that the average rating given by Pasco residents is statistically similar to or different (greater or lesser) than the benchmark. More extreme differences are noted as "much higher" or "much lower."

Benchmark Database Characteristics	
Region	Percent
New England	3%
Middle Atlantic	5%
East North Central	15%
West North Central	13%
South Atlantic	22%
East South Central	3%
West South Central	7%
Mountain	16%
Pacific	16%
Population	Percent
Less than 10,000	10%
10,000 to 24,999	22%
25,000 to 49,999	23%
50,000 to 99,999	22%
100,000 or more	23%

National Benchmark Comparisons

Table 67: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Pasco	69%	374	455	Similar
Overall image or reputation of Pasco	34%	316	346	Much lower
Pasco as a place to live	77%	330	391	Lower
Your neighborhood as a place to live	73%	264	311	Similar
Pasco as a place to raise children	60%	321	382	Lower
Pasco as a place to retire	66%	193	357	Similar
Overall appearance of Pasco	45%	328	358	Lower

Table 68: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Pasco	53%	298	332	Lower
	In your neighborhood during the day	87%	286	354	Similar
	In Pasco's downtown/commercial area during the day	61%	302	311	Much lower
Mobility	Overall ease of getting to the places you usually have to visit	77%	145	240	Similar
	Availability of paths and walking trails	60%	181	311	Similar
	Ease of walking in Pasco	56%	211	299	Similar
	Ease of travel by bicycle in Pasco	52%	163	302	Similar
	Ease of travel by public transportation in Pasco	62%	21	203	Higher
	Ease of travel by car in Pasco	66%	118	302	Similar
	Ease of public parking	57%	83	200	Similar
	Traffic flow on major streets	49%	174	343	Similar
	Quality of overall natural environment in Pasco	62%	246	275	Lower
Natural Environment	Cleanliness of Pasco	47%	240	282	Lower
	Air quality	65%	195	241	Similar
Built Environment	Overall "built environment" of Pasco (including overall design, buildings, parks and transportation systems)	41%	196	229	Lower
	Overall quality of new development in Pasco	52%	175	286	Similar
	Availability of affordable quality housing	41%	170	301	Similar
	Variety of housing options	50%	182	277	Similar
	Public places where people want to spend time	46%	187	221	Lower
Economy	Overall economic health of Pasco	45%	171	235	Similar
	Vibrant downtown/commercial area	23%	188	212	Lower
	Overall quality of business and service establishments in Pasco	42%	240	269	Lower
	Cost of living in Pasco	48%	100	232	Similar
	Shopping opportunities	40%	209	292	Similar
	Employment opportunities	45%	78	310	Similar
	Pasco as a place to visit	39%	221	249	Lower
	Pasco as a place to work	72%	145	358	Similar
	Health and wellness opportunities in Pasco	48%	200	230	Lower
Recreation and Wellness	Availability of affordable quality mental health care	49%	111	201	Similar
	Availability of preventive health services	57%	147	231	Similar
	Availability of affordable quality health care	60%	152	257	Similar
	Availability of affordable quality food	59%	152	235	Similar
	Recreational opportunities	50%	243	297	Similar
	Fitness opportunities (including exercise classes and paths or trails, etc.)	59%	173	220	Similar

The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Education and Enrichment	Overall opportunities for education and enrichment	55%	181	231	Lower
	Opportunities to participate in religious or spiritual events and activities	66%	174	198	Similar
	Opportunities to attend cultural/arts/music activities	33%	261	296	Lower
	Adult educational opportunities	57%	116	207	Similar
	K-12 education	55%	204	267	Lower
	Availability of affordable quality child care/preschool	48%	130	247	Similar
Community Engagement	Opportunities to participate in social events and activities	44%	226	258	Lower
	Neighborhoodness of Pasco	50%	194	224	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	66%	123	290	Similar
	Opportunities to participate in community matters	45%	236	270	Similar
	Opportunities to volunteer	60%	193	262	Similar

Table 69: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Pasco	63%	319	432	Similar
Overall customer service by Pasco employees (police, receptionists, planners, etc.)	61%	321	376	Similar
Value of services for the taxes paid to Pasco	37%	340	401	Similar
Overall direction that Pasco is taking	46%	253	316	Similar
Job Pasco government does at welcoming citizen involvement	44%	252	316	Similar
Overall confidence in Pasco government	44%	179	234	Similar
Generally acting in the best interest of the community	43%	182	233	Similar
Being honest	52%	162	226	Similar
Treating all residents fairly	50%	169	231	Similar
Services provided by the Federal Government	36%	84	246	Similar

Table 70: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police/Sheriff services	78%	259	459	Similar
	Fire services	90%	230	383	Similar
	Ambulance or emergency medical services	92%	164	352	Similar
	Crime prevention	62%	247	357	Similar
	Fire prevention and education	68%	227	283	Similar
	Animal control	47%	302	340	Lower
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	44%	241	274	Lower
	Traffic enforcement	56%	262	372	Similar
	Street repair	49%	199	395	Similar
	Street cleaning	56%	227	321	Similar
Mobility	Street lighting	47%	253	326	Similar
	Snow removal	36%	281	295	Lower
	Sidewalk maintenance	42%	213	321	Similar
	Traffic signal timing	52%	121	259	Similar
	Bus or transit services	69%	33	223	Higher
Natural	Garbage collection	82%	187	360	Similar

The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Environment	Recycling	46%	354	361	Much lower
	Yard waste pick-up	67%	206	275	Similar
	Drinking water	71%	193	322	Similar
	Preservation of natural areas such as open space, farmlands and greenbelts	51%	193	253	Similar
	Pasco open space	43%	179	210	Lower
Built Environment	Storm drainage	73%	51	352	Similar
	Sewer services	76%	157	324	Similar
	Utility billing	62%	159	203	Similar
	Land use, planning and zoning	38%	217	303	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	37%	287	387	Similar
	Cable television	48%	127	200	Similar
Economy	Economic development	40%	193	283	Similar
Recreation and Wellness	City parks	68%	263	327	Similar
	Recreation programs or classes	53%	270	323	Lower
	Recreation centers or facilities	50%	247	273	Lower
	Health services	55%	135	211	Similar
Education and Enrichment	City-sponsored special events	39%	237	251	Lower
	Public library services	77%	256	342	Similar
Community Engagement	Public information services	53%	239	281	Similar

Table 71: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	34%	282	311	Lower
Recommend living in Pasco to someone who asks	84%	186	283	Similar
Remain in Pasco for the next five years	83%	164	274	Similar
Contacted Pasco (in-person, phone, email or web) for help or information	43%	185	315	Similar

Table 72: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	31%	117	202	Similar
	Did NOT report a crime to the police	70%	187	226	Similar
	Household member was NOT a victim of a crime	82%	236	271	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	20%	92	183	Similar
	Carpooled with other adults or children instead of driving alone	56%	22	214	Higher
	Walked or biked instead of driving	58%	100	222	Similar
Natural Environment	Made efforts to conserve water	83%	92	209	Similar
	Made efforts to make your home more energy efficient	75%	114	210	Similar
	Recycle at home	62%	244	255	Much lower
Built Environment	Did NOT observe a code violation or other hazard in Pasco	48%	136	216	Similar
	NOT experiencing housing costs stress	63%	191	252	Similar
Economy	Purchase goods or services from a business located in Pasco	92%	203	220	Similar

The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Economy will have positive impact on income	26%	171	253	Similar
	Work inside boundaries of Pasco	45%	84	221	Similar
Recreation and Wellness	Used Pasco recreation centers or their services	54%	147	231	Similar
	Visited a neighborhood park or City park	88%	89	266	Similar
	Eat at least 5 portions of fruits and vegetables a day	86%	58	212	Similar
	Participate in moderate or vigorous physical activity	76%	206	216	Similar
	In very good to excellent health	43%	202	216	Similar
	Used Pasco public libraries or their services	66%	98	241	Similar
Education and Enrichment	Participated in religious or spiritual activities in Pasco	58%	37	195	Higher
	Attended City-sponsored event	43%	181	222	Lower
Community Engagement	Campaigned or advocated for an issue, cause or candidate	18%	154	203	Similar
	Contacted Pasco elected officials (in-person, phone, email or web) to express your opinion	14%	151	219	Similar
	Volunteered your time to some group/activity in Pasco	22%	244	261	Lower
	Participated in a club	15%	222	235	Lower
	Talked to or visited with your immediate neighbors	82%	209	217	Similar
	Done a favor for a neighbor	84%	77	212	Similar
	Attended a local public meeting	20%	147	260	Similar
	Watched (online or on television) a local public meeting	36%	35	223	Higher
	Read or watch local news (via television, paper, computer, etc.)	86%	106	221	Similar
	Vote in local elections	72%	229	254	Lower

Communities included in national comparisons

The communities included in Pasco's comparisons are listed on the following pages along with their population according to the 2010 Census.

Adams County, CO441,603
 Airway Heights city, WA 6,114
 Albany city, OR 50,158
 Albemarle County, VA..... 98,970
 Albert Lea city, MN..... 18,016
 Alexandria city, VA139,966
 Algonquin village, IL..... 30,046
 Aliso Viejo city, CA 47,823
 Altoona city, IA 14,541
 American Canyon city, CA..... 19,454
 Ames city, IA 58,965
 Andover CDP, MA..... 8,762
 Ankeny city, IA 45,582
 Ann Arbor city, MI.....113,934
 Annapolis city, MD 38,394
 Apache Junction city, AZ..... 35,840
 Arapahoe County, CO572,003
 Arkansas City city, AR..... 366
 Arlington city, TX365,438
 Arvada city, CO.....106,433
 Asheville city, NC 83,393
 Ashland city, OR 20,078
 Ashland town, MA..... 16,593

Ashland town, VA..... 7,225
 Aspen city, CO 6,658
 Athens-Clarke County, GA115,452
 Auburn city, AL 53,380
 Augusta CCD, GA134,777
 Aurora city, CO325,078
 Austin city, TX790,390
 Avon town, CO 6,447
 Avon town, IN 12,446
 Avondale city, AZ 76,238
 Azusa city, CA..... 46,361
 Bainbridge Island city, WA..... 23,025
 Baltimore city, MD.....620,961
 Bartonville town, TX 1,469
 Battle Creek city, MI..... 52,347
 Bay City city, MI..... 34,932
 Bay Village city, OH..... 15,651
 Baytown city, TX 71,802
 Bedford city, TX 46,979
 Bedford town, MA 13,320
 Bellevue city, WA122,363
 Bellingham city, WA 80,885
 Benbrook city, TX..... 21,234

The National Citizen Survey™

Bend city, OR.....	76,639	College Park city, MD	30,413
Bettendorf city, IA.....	33,217	College Station city, TX	93,857
Billings city, MT.....	104,170	Columbia city, MO.....	108,500
Blaine city, MN.....	57,186	Columbia city, SC.....	129,272
Bloomfield Hills city, MI	3,869	Columbia Falls city, MT.....	4,688
Bloomington city, IN	80,405	Commerce City city, CO.....	45,913
Bloomington city, MN	82,893	Concord city, CA	122,067
Blue Springs city, MO	52,575	Concord town, MA.....	17,668
Boise City city, ID	205,671	Conshohocken borough, PA.....	7,833
Bonner Springs city, KS	7,314	Coon Rapids city, MN	61,476
Boone County, KY	118,811	Copperas Cove city, TX.....	32,032
Boulder city, CO.....	97,385	Coral Springs city, FL.....	121,096
Bowling Green city, KY	58,067	Coronado city, CA	18,912
Bozeman city, MT	37,280	Corvallis city, OR.....	54,462
Brentwood city, MO.....	8,055	Cottonwood Heights city, UT	33,433
Brentwood city, TN	37,060	Creve Coeur city, MO	17,833
Brighton city, CO.....	33,352	Cross Roads town, TX	1,563
Brighton city, MI	7,444	Dacono city, CO.....	4,152
Bristol city, TN.....	26,702	Dade City city, FL.....	6,437
Broken Arrow city, OK	98,850	Dakota County, MN.....	398,552
Brookfield city, WI	37,920	Dallas city, OR	14,583
Brookline CDP, MA	58,732	Dallas city, TX.....	1,197,816
Brooklyn Center city, MN	30,104	Danville city, KY.....	16,218
Brooklyn city, OH	11,169	Dardenne Prairie city, MO.....	11,494
Broomfield city, CO	55,889	Darien city, IL.....	22,086
Brownsburg town, IN	21,285	Davenport city, FL.....	2,888
Buffalo Grove village, IL	41,496	Davenport city, IA.....	99,685
Burien city, WA.....	33,313	Davidson town, NC.....	10,944
Burleson city, TX.....	36,690	Dayton city, OH	141,527
Burlingame city, CA.....	28,806	Dayton town, WY	757
Cabarrus County, NC.....	178,011	Decatur city, GA.....	19,335
Cambridge city, MA.....	105,162	Del Mar city, CA.....	4,161
Cannon Beach city, OR.....	1,690	DeLand city, FL.....	27,031
Cañon City city, CO	16,400	Delaware city, OH	34,753
Canton city, SD.....	3,057	Delray Beach city, FL.....	60,522
Cape Coral city, FL.....	154,305	Denison city, TX.....	22,682
Cape Girardeau city, MO.....	37,941	Denton city, TX.....	113,383
Carlisle borough, PA.....	18,682	Denver city, CO.....	600,158
Carlsbad city, CA.....	105,328	Derby city, KS.....	22,158
Carroll city, IA.....	10,103	Des Moines city, IA	203,433
Cartersville city, GA.....	19,731	Des Peres city, MO.....	8,373
Cary town, NC	135,234	Destin city, FL.....	12,305
Castine town, ME	1,366	Dothan city, AL	65,496
Castle Pines North city, CO	10,360	Douglas County, CO	285,465
Castle Rock town, CO.....	48,231	Dover city, NH	29,987
Cedar Hill city, TX	45,028	Dublin city, CA	46,036
Cedar Rapids city, IA.....	126,326	Dublin city, OH	41,751
Celina city, TX.....	6,028	Duluth city, MN.....	86,265
Centennial city, CO.....	100,377	Durham city, NC	228,330
Chandler city, AZ	236,123	Durham County, NC	267,587
Chandler city, TX	2,734	Dyer town, IN	16,390
Chanhassen city, MN.....	22,952	Eagan city, MN	64,206
Chapel Hill town, NC	57,233	Eagle Mountain city, UT.....	21,415
Chardon city, OH	5,148	Eagle town, CO.....	6,508
Charles County, MD	146,551	East Grand Forks city, MN	8,601
Charlotte city, NC.....	731,424	East Lansing city, MI	48,579
Charlotte County, FL	159,978	Eau Claire city, WI	65,883
Charlottesville city, VA.....	43,475	Eden Prairie city, MN.....	60,797
Chattanooga city, TN.....	167,674	Edgerton city, KS	1,671
Chautauqua town, NY	4,464	Edgewater city, CO	5,170
Chesterfield County, VA.....	316,236	Edina city, MN	47,941
Citrus Heights city, CA.....	83,301	Edmond city, OK.....	81,405
Clackamas County, OR.....	375,992	Edmonds city, WA.....	39,709
Clarendon Hills village, IL	8,427	El Cerrito city, CA.....	23,549
Clayton city, MO	15,939	El Dorado County, CA.....	181,058
Clearwater city, FL	107,685	El Paso de Robles (Paso Robles) city, CA	29,793
Cleveland Heights city, OH	46,121	Elk Grove city, CA	153,015
Clinton city, SC	8,490	Elko New Market city, MN.....	4,110
Clive city, IA	15,447	Elmhurst city, IL.....	44,121
Clovis city, CA.....	95,631	Encinitas city, CA	59,518

The National Citizen Survey™

Englewood city, CO.....	30,255	Howard village, WI.....	17,399
Erie town, CO.....	18,135	Hudson city, OH.....	22,262
Escambia County, FL.....	297,619	Hudson town, CO.....	2,356
Estes Park town, CO.....	5,858	Huntley village, IL.....	24,291
Euclid city, OH.....	48,920	Hurst city, TX.....	37,337
Fairview town, TX.....	7,248	Hutchinson city, MN.....	14,178
Farmersville city, TX.....	3,301	Hutto city, TX.....	14,698
Farmington Hills city, MI.....	79,740	Independence city, MO.....	116,830
Fayetteville city, NC.....	200,564	Indianola city, IA.....	14,782
Fernandina Beach city, FL.....	11,487	Indio city, CA.....	76,036
Fishers town, IN.....	76,794	Iowa City city, IA.....	67,862
Flagstaff city, AZ.....	65,870	Irving city, TX.....	216,290
Flower Mound town, TX.....	64,669	Issaquah city, WA.....	30,434
Forest Grove city, OR.....	21,083	Jackson County, MI.....	160,248
Fort Collins city, CO.....	143,986	James City County, VA.....	67,009
Fort Lauderdale city, FL.....	165,521	Jefferson County, NY.....	116,229
Fort Smith city, AR.....	86,209	Jefferson Parish, LA.....	432,552
Franklin city, TN.....	62,487	Johnson City city, TN.....	63,152
Fremont city, CA.....	214,089	Johnston city, IA.....	17,278
Friendswood city, TX.....	35,805	Jupiter town, FL.....	55,156
Fruita city, CO.....	12,646	Kalamazoo city, MI.....	74,262
Gahanna city, OH.....	33,248	Kansas City city, KS.....	145,786
Gaithersburg city, MD.....	59,933	Kansas City city, MO.....	459,787
Galveston city, TX.....	47,743	Keizer city, OR.....	36,478
Gardner city, KS.....	19,123	Kenmore city, WA.....	20,460
Georgetown city, TX.....	47,400	Kennedale city, TX.....	6,763
Germantown city, TN.....	38,844	Kennett Square borough, PA.....	6,072
Gilbert town, AZ.....	208,453	Kent city, WA.....	92,411
Gillette city, WY.....	29,087	Kerrville city, TX.....	22,347
Glen Ellyn village, IL.....	27,450	Kettering city, OH.....	56,163
Glendora city, CA.....	50,073	Key West city, FL.....	24,649
Glenview village, IL.....	44,692	King City city, CA.....	12,874
Globe city, AZ.....	7,532	King County, WA.....	1,931,249
Golden city, CO.....	18,867	Kirkland city, WA.....	48,787
Golden Valley city, MN.....	20,371	Kirkwood city, MO.....	27,540
Goodyear city, AZ.....	65,275	Knoxville city, IA.....	7,313
Grafton village, WI.....	11,459	La Plata town, MD.....	8,753
Grand Blanc city, MI.....	8,276	La Porte city, TX.....	33,800
Grants Pass city, OR.....	34,533	La Vista city, NE.....	15,758
Grass Valley city, CA.....	12,860	Lafayette city, CO.....	24,453
Greeley city, CO.....	92,889	Laguna Beach city, CA.....	22,723
Greenville city, NC.....	84,554	Laguna Niguel city, CA.....	62,979
Greenwich town, CT.....	61,171	Lake Forest city, IL.....	19,375
Greenwood Village city, CO.....	13,925	Lake in the Hills village, IL.....	28,965
Greer city, SC.....	25,515	Lake Stevens city, WA.....	28,069
Gunnison County, CO.....	15,324	Lake Worth city, FL.....	34,910
Hailey city, ID.....	7,960	Lake Zurich village, IL.....	19,631
Haines Borough, AK.....	2,508	Lakeville city, MN.....	55,954
Haltom City city, TX.....	42,409	Lakewood city, CO.....	142,980
Hamilton city, OH.....	62,477	Lakewood city, WA.....	58,163
Hamilton town, MA.....	7,764	Lane County, OR.....	351,715
Hanover County, VA.....	99,863	Lansing city, MI.....	114,297
Harrisburg city, SD.....	4,089	Laramie city, WY.....	30,816
Harrisonburg city, VA.....	48,914	Larimer County, CO.....	299,630
Harrisonville city, MO.....	10,019	Las Cruces city, NM.....	97,618
Hastings city, MN.....	22,172	Las Vegas city, NM.....	13,753
Hayward city, CA.....	144,186	Las Vegas city, NV.....	583,756
Henderson city, NV.....	257,729	Lawrence city, KS.....	87,643
Herndon town, VA.....	23,292	Lawrenceville city, GA.....	28,546
High Point city, NC.....	104,371	Lee's Summit city, MO.....	91,364
Highland Park city, IL.....	29,763	Lehi city, UT.....	47,407
Highlands Ranch CDP, CO.....	96,713	Lenexa city, KS.....	48,190
Holland city, MI.....	33,051	Lewis County, NY.....	27,087
Homer Glen village, IL.....	24,220	Lewiston city, ID.....	31,894
Honolulu County, HI.....	953,207	Lewisville city, TX.....	95,290
Hooksett town, NH.....	13,451	Lewisville town, NC.....	12,639
Hopkins city, MN.....	17,591	Libertyville village, IL.....	20,315
Hopkinton town, MA.....	14,925	Lincoln city, NE.....	258,379
Hoquiam city, WA.....	8,726	Lincolnwood village, IL.....	12,590
Horry County, SC.....	269,291	Lindsborg city, KS.....	3,458

The National Citizen Survey™

Little Chute village, WI	10,449	New Orleans city, LA	343,829
Littleton city, CO	41,737	New Port Richey city, FL	14,911
Livermore city, CA	80,968	New Smyrna Beach city, FL	22,464
Lombard village, IL	43,165	New Ulm city, MN	13,522
Lone Tree city, CO	10,218	Newberg city, OR	22,068
Long Grove village, IL	8,043	Newport city, RI	24,672
Longmont city, CO	86,270	Newport News city, VA	180,719
Longview city, TX	80,455	Newton city, IA	15,254
Lonsdale city, MN	3,674	Noblesville city, IN	51,969
Los Alamos County, NM	17,950	Nogales city, AZ	20,837
Los Altos Hills town, CA	7,922	Norcross city, GA	9,116
Louisville city, CO	18,376	Norfolk city, VA	242,803
Lower Merion township, PA	57,825	North Mankato city, MN	13,394
Lynchburg city, VA	75,568	North Port city, FL	57,357
Lynnwood city, WA	35,836	North Richland Hills city, TX	63,343
Macomb County, MI	840,978	North Yarmouth town, ME	3,565
Manassas city, VA	37,821	Novato city, CA	51,904
Manhattan Beach city, CA	35,135	Novi city, MI	55,224
Manhattan city, KS	52,281	O'Fallon city, IL	28,281
Mankato city, MN	39,309	O'Fallon city, MO	79,329
Maple Grove city, MN	61,567	Oak Park village, IL	51,878
Maricopa County, AZ	3,817,117	Oakland city, CA	390,724
Marion city, IA	34,768	Oakley city, CA	35,432
Marshfield city, WI	19,118	Oklahoma City city, OK	579,999
Martinez city, CA	35,824	Olathe city, KS	125,872
Marysville city, WA	60,020	Old Town city, ME	7,840
Matthews town, NC	27,198	Olmsted County, MN	144,248
McAllen city, TX	129,877	Olympia city, WA	46,478
McKinney city, TX	131,117	Orange village, OH	3,323
McMinnville city, OR	32,187	Orland Park village, IL	56,767
Menlo Park city, CA	32,026	Orleans Parish, LA	343,829
Menomonee Falls village, WI	35,626	Oshkosh city, WI	66,083
Mercer Island city, WA	22,699	Oshemo charter township, MI	21,705
Meridian charter township, MI	39,688	Oswego village, IL	30,355
Meridian city, ID	75,092	Otsego County, MI	24,164
Merriam city, KS	11,003	Ottawa County, MI	263,801
Mesa city, AZ	439,041	Paducah city, KY	25,024
Mesa County, CO	146,723	Palm Beach Gardens city, FL	48,452
Miami Beach city, FL	87,779	Palm Coast city, FL	75,180
Miami city, FL	399,457	Palo Alto city, CA	64,403
Middleton city, WI	17,442	Palos Verdes Estates city, CA	13,438
Midland city, MI	41,863	Papillion city, NE	18,894
Milford city, DE	9,559	Paradise Valley town, AZ	12,820
Milton city, GA	32,661	Park City city, UT	7,558
Minneapolis city, MN	382,578	Parker town, CO	45,297
Missouri City city, TX	67,358H^	Parkland city, FL	23,962
Modesto city, CA	201,165	Pasco city, WA	59,781
Monterey city, CA	27,810	Pasco County, FL	464,697
Montgomery city, MN	2,956	Payette city, ID	7,433
Montgomery County, MD	971,777	Pearland city, TX	91,252
Monticello city, UT	1,972	Peoria city, AZ	154,065
Montrose city, CO	19,132	Peoria city, IL	115,007
Monument town, CO	5,530	Pflugerville city, TX	46,936
Mooresville town, NC	32,711	Phoenix city, AZ	1,445,632
Moraga town, CA	16,016	Pinehurst village, NC	13,124
Morristown city, TN	29,137	Piqua city, OH	20,522
Morrisville town, NC	18,576	Pitkin County, CO	17,148
Morro Bay city, CA	10,234	Plano city, TX	259,841
Mountain Village town, CO	1,320	Platte City city, MO	4,691
Mountlake Terrace city, WA	19,909	Pleasant Hill city, IA	8,785
Murphy city, TX	17,708	Pleasanton city, CA	70,285
Naperville city, IL	141,853	Plymouth city, MN	70,576
Napoleon city, OH	8,749	Polk County, IA	430,640
Needham CDP, MA	28,886	Pompano Beach city, FL	99,845
Nevada City city, CA	3,068	Port Orange city, FL	56,048
Nevada County, CA	98,764	Portland city, OR	583,776
New Braunfels city, TX	57,740	Post Falls city, ID	27,574
New Brighton city, MN	21,456	Powell city, OH	11,500
New Hanover County, NC	202,667	Prince William County, VA	402,002
New Hope city, MN	20,339	Prior Lake city, MN	22,796

The National Citizen Survey™

Pueblo city, CO	106,595	Sioux Center city, IA	7,048
Purcellville town, VA	7,727	Sioux Falls city, SD	153,888
Queen Creek town, AZ	26,361	Skokie village, IL	64,784
Raleigh city, NC	403,892	Snellville city, GA	18,242
Ramsey city, MN	23,668	Snoqualmie city, WA	10,670
Raymond town, ME	4,436	Somerset town, MA	18,165
Raymore city, MO	19,206	South Jordan city, UT	50,418
Redmond city, OR	26,215	South Lake Tahoe city, CA	21,403
Redmond city, WA	54,144	Southlake city, TX	26,575
Reno city, NV	225,221	Spearfish city, SD	10,494
Reston CDP, VA	58,404	Spring Hill city, KS	5,437
Richland city, WA	48,058	Springboro city, OH	17,409
Richmond city, CA	103,701	Springfield city, MO	159,498
Richmond Heights city, MO	8,603	Springville city, UT	29,466
Rio Rancho city, NM	87,521	St. Augustine city, FL	12,975
River Falls city, WI	15,000	St. Charles city, IL	32,974
Riverside city, CA	303,871	St. Cloud city, FL	35,183
Riverside city, MO	2,937	St. Cloud city, MN	65,842
Roanoke city, VA	97,032	St. Joseph city, MO	76,780
Roanoke County, VA	92,376	St. Joseph town, WI	3,842
Rochester Hills city, MI	70,995	St. Louis County, MN	200,226
Rock Hill city, SC	66,154	State College borough, PA	42,034
Rockville city, MD	61,209	Steamboat Springs city, CO	12,088
Roeland Park city, KS	6,731	Sterling Heights city, MI	129,699
Rogers city, MN	8,597	Sugar Grove village, IL	8,997
Rohnert Park city, CA	40,971	Sugar Land city, TX	78,817
Rolla city, MO	19,559	Suisun City city, CA	28,111
Roselle village, IL	22,763	Summit city, NJ	21,457
Rosemount city, MN	21,874	Summit County, UT	36,324
Rosenberg city, TX	30,618	Summit village, IL	11,054
Roseville city, MN	33,660	Sunnyvale city, CA	140,081
Round Rock city, TX	99,887	Surprise city, AZ	117,517
Royal Oak city, MI	57,236	Suwanee city, GA	15,355
Saco city, ME	18,482	Tacoma city, WA	198,397
Sahuarita town, AZ	25,259	Takoma Park city, MD	16,715
Salida city, CO	5,236	Tamarac city, FL	60,427
Sammamish city, WA	45,780	Temecula city, CA	100,097
San Anselmo town, CA	12,336	Tempe city, AZ	161,719
San Diego city, CA	1,307,402	Temple city, TX	66,102
San Francisco city, CA	805,235	Texarkana city, TX	36,411
San Jose city, CA	945,942	The Woodlands CDP, TX	93,847
San Juan County, NM	130,044	Thousand Oaks city, CA	126,683
San Marcos city, CA	83,781	Tigard city, OR	48,035
San Marcos city, TX	44,894	Tracy city, CA	82,922
San Rafael city, CA	57,713	Trinidad CCD, CO	12,017
Sanford city, FL	53,570	Tualatin city, OR	26,054
Sangamon County, IL	197,465	Tulsa city, OK	391,906
Santa Clarita city, CA	176,320	Twin Falls city, ID	44,125
Santa Fe city, NM	67,947	Tyler city, TX	96,900
Santa Fe County, NM	144,170	Unalaska city, AK	4,376
Santa Monica city, CA	89,736	University Heights city, OH	13,539
Sarasota County, FL	379,448	University Park city, TX	23,068
Savage city, MN	26,911	Upper Arlington city, OH	33,771
Schaumburg village, IL	74,227	Urbandale city, IA	39,463
Schertz city, TX	31,465	Vail town, CO	5,305
Scott County, MN	129,928	Vancouver city, WA	161,791
Scottsdale city, AZ	217,385	Ventura CCD, CA	111,889
Seaside city, CA	33,025	Vernon Hills village, IL	25,113
Sedona city, AZ	10,031	Vestavia Hills city, AL	34,033
Sevierville city, TN	14,807	Victoria city, MN	7,345
Shakopee city, MN	37,076	Vienna town, VA	15,687
Sharonville city, OH	13,560	Virginia Beach city, VA	437,994
Shawnee city, KS	62,209	Walnut Creek city, CA	64,173
Shawnee city, OK	29,857	Washington County, MN	238,136
Sherborn town, MA	4,119	Washington town, NH	1,123
Shoreview city, MN	25,043	Washoe County, NV	421,407
Shorewood village, IL	15,615	Washougal city, WA	14,095
Shorewood village, WI	13,162	Wauwatosa city, WI	46,396
Sierra Vista city, AZ	43,888	Waverly city, IA	9,874
Silverton city, OR	9,222	Weddington town, NC	9,459

The National Citizen Survey™

Wentzville city, MO.....	29,070	Windsor town, CO.....	18,644
West Carrollton city, OH	13,143	Windsor town, CT	29,044
West Chester borough, PA.....	18,461	Winnetka village, IL	12,187
West Des Moines city, IA.....	56,609	Winter Garden city, FL.....	34,568
Western Springs village, IL	12,975	Woodbury city, MN.....	61,961
Westerville city, OH.....	36,120	Woodinville city, WA.....	10,938
Westlake town, TX.....	992	Woodland city, CA.....	55,468
Westminster city, CO.....	106,114	Wrentham town, MA	10,955
Weston town, MA.....	11,261	Wyandotte County, KS	157,505
White House city, TN	10,255	Yakima city, WA.....	91,067
Wichita city, KS.....	382,368	York County, VA.....	65,464
Williamsburg city, VA.....	14,068	Yorktown town, IN	9,405
Willowbrook village, IL	8,540	Yorkville city, IL	16,921
Wilmington city, NC.....	106,476	Yountville city, CA	2,933
Wilsonville city, OR.....	19,509		

Appendix C: Detailed Survey Methods

The National Citizen Survey (The NCS™), conducted by National Research Center, Inc., was developed to provide communities an accurate, affordable and easy way to assess and interpret resident opinion about important local topics. Standardization of common questions and survey methods provide the rigor to assure valid results, and each community has enough flexibility to construct a customized version of The NCS.

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents. The City of Pasco funded this research. Please contact Stan Strebel of the City of Pasco at strebel@pasco-wa.gov if you have any questions about the survey.

Survey Validity

The question of survey validity has two parts: 1) how can a community be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire community. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the community to receive the survey to ensure that the households selected to receive the survey are representative of the larger community.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Inviting response in a compelling manner (using appropriate letterhead/logos and a signature of a visible leader) to appeal to recipients' sense of civic responsibility.
- Providing a pre-addressed, postage-paid return envelope.
- Offering the survey in Spanish or other language when requested by a given community.
- Weighting the results to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward "oppressed groups," likelihood of voting for a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality

with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality vary, with some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of firefighters, breadth of services and training provided). Resident opinion commonly reflects objective performance data but is an important measure on its own. NRC principals have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

Selecting Survey Recipients

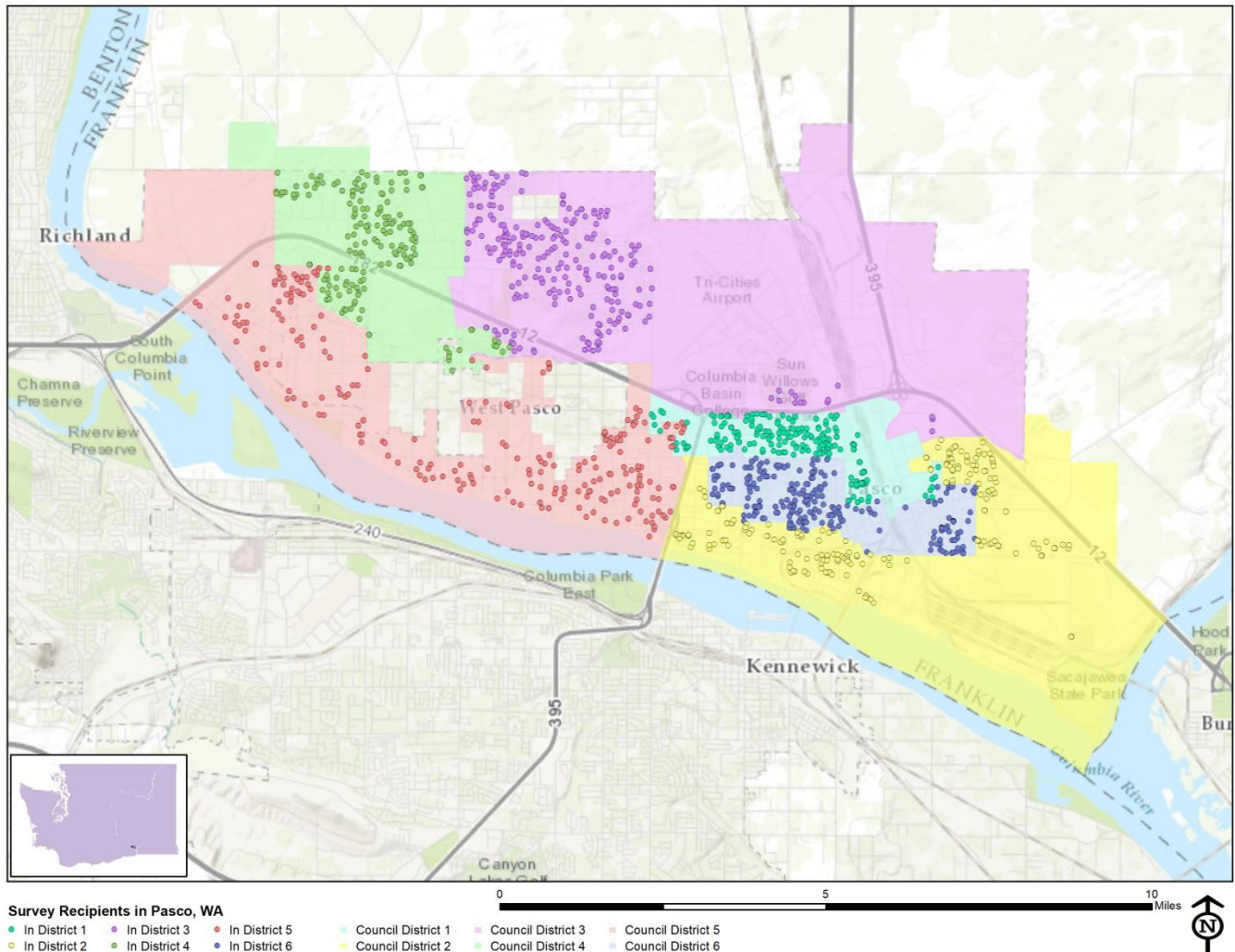
"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of Pasco were eligible to participate in the survey. A list of all households within the zip codes serving Pasco was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Pasco households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file (updated on a quarterly basis) and addresses located outside of the City of Pasco boundaries were removed from consideration. Each address identified as being within City boundaries was further identified as being within one of the six Council Districts.

To choose the 1,500 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *Nth* one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were selected at a higher rate as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be selected at an actual rate that is slightly above or below that).

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the "person whose birthday has most recently passed" to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

In addition to the scientific, random selection of households, a link to an online "opt-in" survey was publicized and posted to the City of Pasco website. This opt-in survey was identical to the scientific survey and open to all City residents. (The data presented in this report exclude the opt-in survey data. These data can be found in the *Supplemental Online Survey Results* provided under separate cover.)

Figure 1: Location of Survey Recipients



Survey Administration and Response

Selected households received three mailings, one week apart, beginning on November 6, 2017. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the Mayor inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. Both cover letters contained paragraphs in Spanish instructing participants to complete the survey online in Spanish; respondents could opt to take the survey online in English or Spanish. Completed surveys were collected over the following 12 weeks. The online “opt-in” survey became available to all residents on December 12, 2017 and remained open for seven weeks.

About 3% of the 1,500 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 1,456 households that received the survey, 215 completed the survey, providing an overall response rate of 15%. Of the 215 completed surveys, three were completed in Spanish and 16 were completed online. Additionally, responses were tracked by Council District; response rates by Council District ranged from 7% to 28%. The response rate(s) were using AAPOR’s response rate #2¹ for mailed surveys of unnamed persons. Additionally, 131 residents completed the online opt-in survey (2 of these responses were in Spanish); results of the opt-in survey can be found in the *Supplemental Online Survey Results* report provided under separate cover.

¹ See AAPOR’s Standard Definitions here: [http://www.aapor.org/Standards-Ethics/Standard-Definitions-\(1\).aspx](http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx) for more information

Table 73: Survey Response Rates by Council District

	District 1	District 2	District 3	District 4	District 5	District 6	Overall
Total sample used	247	260	246	235	262	250	1,500
I=Complete Interviews	21	21	50	35	71	17	215
P=Partial Interviews	0	0	0	0	0	0	0
R=Refusal and break off	0	0	0	0	0	0	0
NC=Non Contact	0	0	0	0	0	0	0
O=Other	0	0	0	0	0	0	0
UH=Unknown household	0	0	0	0	0	0	0
UO=Unknown other	212	225	196	197	183	228	1,241
Response rate: (I+P)/(I+P) + (R+NC+O) + (UH+UO)	9%	9%	20%	15%	28%	7%	15%

Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions.²

The margin of error for the City of Pasco survey is no greater than plus or minus seven percentage points around any given percent reported for all respondents (215 completed surveys).

For subgroups of responses, the margin of error increases because the number of respondents for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

Survey Processing (Data Entry)

Upon receipt, completed surveys were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

NRC used Qualtrics, a web-based survey and analytics platform, to collect the online survey data. Use of an online system means all collected data are entered into the dataset when the respondents submit the surveys. Skip patterns are programmed into system so respondents are automatically “skipped” to the appropriate question based on the individual responses being given. Online programming also allows for more rigid control of the data format, making extensive data cleaning unnecessary.

A series of quality control checks were also performed in order to ensure the integrity of the web data. Steps may include and not be limited to reviewing the data for clusters of repeat IP addresses and time stamps (indicating duplicate responses) and removing empty submissions (questionnaires submitted with no questions answered).

Survey Data Weighting

The demographic characteristics of the survey respondents were compared to those found in the 2010 Census and American Community Survey estimates for adults in the City of Pasco. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were housing tenure, housing unit type, ethnicity and sex and age. No adjustments were made for design effects. The results of the weighting scheme are presented in the following table.

² A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

Table 74: Pasco, WA 2017 Weighting Table

Characteristic	2010 Census	Unweighted Data	Weighted Data
Housing			
Rent home	35%	16%	33%
Own home	65%	84%	67%
Detached unit*	78%	86%	78%
Attached unit*	22%	14%	22%
Race and Ethnicity			
White	60%	73%	57%
Not white	40%	27%	43%
Not Hispanic	51%	75%	52%
Hispanic	49%	25%	48%
Sex and Age			
Female	50%	52%	48%
Male	50%	48%	52%
18-34 years of age	43%	15%	41%
35-54 years of age	35%	31%	36%
55+ years of age	22%	54%	24%
Females 18-34	21%	8%	20%
Females 35-54	17%	15%	17%
Females 55+	11%	29%	11%
Males 18-34	22%	7%	21%
Males 35-54	18%	16%	18%
Males 55+	11%	25%	13%
Council District			
District 1	15%	10%	16%
District 2	16%	10%	13%
District 3	19%	23%	21%
District 4	15%	16%	14%
District 5	20%	33%	26%
District 6	14%	8%	10%

* American Community Survey 2011 5-year estimates

Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

The data for the opt-in survey are presented separately in the report titled *Supplemental Online Survey Results*.

Appendix D: Survey Materials

Dear Pasco Resident,

Estimado Residente de Pasco,

It won't take much of your time to make a big difference!

iNo le tomará mucho de su tiempo para marcar una gran diferencia!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Su hogar ha sido elegido al azar para participar en una encuesta sobre su comunidad. Su encuesta le llegará dentro de pocos días.

Thank you for helping create a better city!

iGracias por ayudar a crear una Pasco mejor!

Sincerely,

Atentamente,



Matt Watkins
Mayor

Dear Pasco Resident,

Estimado Residente de Pasco,

It won't take much of your time to make a big difference!

iNo le tomará mucho de su tiempo para marcar una gran diferencia!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Su hogar ha sido elegido al azar para participar en una encuesta sobre su comunidad. Su encuesta le llegará dentro de pocos días.

Thank you for helping create a better city!

iGracias por ayudar a crear una Pasco mejor!

Sincerely,

Atentamente,



Matt Watkins
Mayor

Dear Pasco Resident,

Estimado Residente de Pasco,

It won't take much of your time to make a big difference!

iNo le tomará mucho de su tiempo para marcar una gran diferencia!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Su hogar ha sido elegido al azar para participar en una encuesta sobre su comunidad. Su encuesta le llegará dentro de pocos días.

Thank you for helping create a better city!

iGracias por ayudar a crear una Pasco mejor!

Sincerely,

Atentamente,



Matt Watkins
Mayor

Dear Pasco Resident,

Estimado Residente de Pasco,

It won't take much of your time to make a big difference!

iNo le tomará mucho de su tiempo para marcar una gran diferencia!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Su hogar ha sido elegido al azar para participar en una encuesta sobre su comunidad. Su encuesta le llegará dentro de pocos días.

Thank you for helping create a better city!

iGracias por ayudar a crear una Pasco mejor!

Sincerely,

Atentamente,



Matt Watkins
Mayor



City of Pasco
P.O. Box 293
525 N. 3rd Avenue
Pasco, WA 99301

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



City of Pasco
P.O. Box 293
525 N. 3rd Avenue
Pasco, WA 99301

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



City of Pasco
P.O. Box 293
525 N. 3rd Avenue
Pasco, WA 99301

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



City of Pasco
P.O. Box 293
525 N. 3rd Avenue
Pasco, WA 99301

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



MAYOR (509) 545-3404 / Fax (509) 545-3403

P.O. Box 293 (525 N. 3rd Avenue) Pasco, WA 99301 / www.pasco-wa.gov

November 2017

Dear City of Pasco Resident:

Please help us shape the future of Pasco! You have been selected at random to participate in the 2017 Pasco Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Pasco make decisions that affect our city.

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

<http://bit.ly/2gtBVns>

If you have any questions about the survey please call 509-545-3404.

Thank you for your time and participation!

Sincerely,

Estimado Residente de la Ciudad de Pasco:

¡Por favor ayúdenos a moldear el futuro de Pasco! Usted ha sido seleccionado al azar para participar en la Encuesta de Ciudadanos de Pasco del 2017.

Por favor tome unos minutos para completar la encuesta adjunta; si usted preferiría completar la encuesta en español, por favor siga las instrucciones abajo para acceder a la encuesta en español por medio de la red. Su participación en esta encuesta es muy importante – especialmente porque su hogar es uno de solamente un número pequeño de hogares que se están encuestando. Sus observaciones le ayudarán a Pasco tomar decisiones que afectarán a nuestra ciudad.

Algunas cosas para recordar:

- **Sus respuestas son completamente anónimas.**
- Para poder escuchar a un grupo diverso de residentes, el adulto de 18 años o más en su hogar que haya celebrado su cumpleaños más recientemente debe completar esta encuesta.
- **Puede devolver la encuesta por correo en el sobre pre-pagado adjunto, o puede completar la encuesta en línea en español en:**

<http://bit.ly/2gtBVns>

Para la versión en español haga clic en “Español” en la esquina superior a mano derecha.

Si tiene alguna pregunta sobre la encuesta por favor llame al 509-545-3404.

¡Gracias por su tiempo y participación!

Atentamente,

Matt Watkins
Mayor



MAYOR (509) 545-3404 / Fax (509) 545-3403

P.O. Box 293 (525 N. 3rd Avenue) Pasco, WA 99301 / www.pasco-wa.gov

November 2017

Dear City of Pasco Resident:

Here's a second chance if you haven't already responded to the 2017 Pasco Citizen Survey! **(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)**

Please help us shape the future of Pasco! You have been selected at random to participate in the 2017 Pasco Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Pasco make decisions that affect our city.

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

<http://bit.ly/2xSB5Z2>

If you have any questions about the survey please call 509-545-3404.

Thank you for your time and participation!

Sincerely,

Estimado Residente de la Ciudad de Pasco:

¡Aquí tiene una segunda oportunidad si usted aún no ha respondido a la Encuesta de Ciudadanos de Pasco del 2017! **(Si usted la completó y la devolvió, le damos las gracias por su tiempo y le pedimos que recicle esta encuesta. Por favor no responda dos veces.)**

¡Por favor ayúdenos a moldear el futuro de Pasco! Usted ha sido seleccionado al azar para participar en la Encuesta de Ciudadanos de Pasco del 2017.

Por favor tome unos minutos para completar la encuesta adjunta; si usted preferiría completar la encuesta en español, por favor siga las instrucciones abajo para acceder a la encuesta en español por medio de la red. Su participación en esta encuesta es muy importante – especialmente porque su hogar es uno de solamente un número pequeño de hogares que se están encuestando. Sus observaciones le ayudarán a Pasco tomar decisiones que afectarán a nuestra ciudad.

Algunas cosas para recordar:

- **Sus respuestas son completamente anónimas.**
- Para poder escuchar a un grupo diverso de residentes, el adulto de 18 años o más en su hogar que haya celebrado su cumpleaños más recientemente debe completar esta encuesta.
- **Puede devolver la encuesta por correo en el sobre pre-pagado adjunto, o puede completar la encuesta en línea en español en:**

<http://bit.ly/2xSB5Z2>

Para la versión en español haga clic en "Español" en la esquina superior a mano derecha.

Si tiene alguna pregunta sobre la encuesta por favor llame al 509-545-3404.

¡Gracias por su tiempo y participación!

Atentamente,

Matt Watkins
Mayor

The City of Pasco 2017 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in Pasco:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Pasco as a place to live	1	2	3	4	5
Your neighborhood as a place to live.....	1	2	3	4	5
Pasco as a place to raise children	1	2	3	4	5
Pasco as a place to work.....	1	2	3	4	5
Pasco as a place to visit	1	2	3	4	5
Pasco as a place to retire	1	2	3	4	5
The overall quality of life in Pasco	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Pasco as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Overall feeling of safety in Pasco	1	2	3	4	5
Overall ease of getting to the places you usually have to visit	1	2	3	4	5
Quality of overall natural environment in Pasco	1	2	3	4	5
Overall "built environment" of Pasco (including overall design, buildings, parks and transportation systems)	1	2	3	4	5
Health and wellness opportunities in Pasco	1	2	3	4	5
Overall opportunities for education and enrichment.....	1	2	3	4	5
Overall economic health of Pasco.....	1	2	3	4	5
Sense of community.....	1	2	3	4	5
Overall image or reputation of Pasco	1	2	3	4	5

3. Please indicate how likely or unlikely you are to do each of the following:

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>	<i>Don't know</i>
Recommend living in Pasco to someone who asks	1	2	3	4	5
Remain in Pasco for the next five years	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
In your neighborhood during the day.....	1	2	3	4	5	6
In Pasco's downtown/commercial area during the day	1	2	3	4	5	6

5. Please rate each of the following characteristics as they relate to Pasco as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Traffic flow on major streets	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in Pasco.....	1	2	3	4	5
Ease of travel by public transportation in Pasco	1	2	3	4	5
Ease of travel by bicycle in Pasco.....	1	2	3	4	5
Ease of walking in Pasco	1	2	3	4	5
Availability of paths and walking trails	1	2	3	4	5
Air quality	1	2	3	4	5
Cleanliness of Pasco	1	2	3	4	5
Overall appearance of Pasco	1	2	3	4	5
Public places where people want to spend time	1	2	3	4	5
Variety of housing options	1	2	3	4	5
Availability of affordable quality housing	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.)	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food.....	1	2	3	4	5
Availability of affordable quality health care	1	2	3	4	5
Availability of preventive health services	1	2	3	4	5
Availability of affordable quality mental health care	1	2	3	4	5

6. Please rate each of the following characteristics as they relate to Pasco as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Availability of affordable quality child care/preschool	1	2	3	4	5
K-12 education	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities	1	2	3	4	5
Opportunities to participate in religious or spiritual events and activities	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities.....	1	2	3	4	5
Cost of living in Pasco.....	1	2	3	4	5
Overall quality of business and service establishments in Pasco	1	2	3	4	5
Vibrant downtown/commercial area	1	2	3	4	5
Overall quality of new development in Pasco.....	1	2	3	4	5
Opportunities to participate in social events and activities	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds	1	2	3	4	5
Neighborliness of residents in Pasco	1	2	3	4	5

7. Please indicate whether or not you have done each of the following in the last 12 months.

	<i>No</i>	<i>Yes</i>
Made efforts to conserve water	1	2
Made efforts to make your home more energy efficient	1	2
Observed a code violation or other hazard in Pasco (weeds, abandoned buildings, etc.).....	1	2
Household member was a victim of a crime in Pasco.....	1	2
Reported a crime to the police in Pasco	1	2
Stocked supplies in preparation for an emergency	1	2
Campaigned or advocated for an issue, cause or candidate	1	2
Contacted the City of Pasco (in-person, phone, email or web) for help or information	1	2
Contacted Pasco elected officials (in-person, phone, email or web) to express your opinion.....	1	2

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 Pasco?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
Used Pasco recreation centers or their services.....	1	2	3	4
Visited a neighborhood park or City park	1	2	3	4
Used Pasco public libraries or their services	1	2	3	4
Participated in religious or spiritual activities in Pasco	1	2	3	4
Attended a City-sponsored event	1	2	3	4
Used bus, rail, subway or other public transportation instead of driving.....	1	2	3	4
Carpooled with other adults or children instead of driving alone.....	1	2	3	4
Walked or biked instead of driving	1	2	3	4
Volunteered your time to some group/activity in Pasco	1	2	3	4
Participated in a club	1	2	3	4
Talked to or visited with your immediate neighbors	1	2	3	4
Done a favor for a neighbor.....	1	2	3	4

9. Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
<u>Attended</u> a local public meeting	1	2	3	4
<u>Watched</u> (online or on television) a local public meeting.....	1	2	3	4

The City of Pasco 2017 Citizen Survey

10. Please rate the quality of each of the following services in Pasco:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Police/Sheriff services	1	2	3	4	5
Fire services.....	1	2	3	4	5
Ambulance or emergency medical services	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Traffic enforcement	1	2	3	4	5
Street repair	1	2	3	4	5
Street cleaning	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal	1	2	3	4	5
Sidewalk maintenance	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Garbage collection	1	2	3	4	5
Recycling	1	2	3	4	5
Yard waste pick-up	1	2	3	4	5
Storm drainage	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services	1	2	3	4	5
Utility billing	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Recreation centers or facilities	1	2	3	4	5
Land use, planning and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.)	1	2	3	4	5
Animal control	1	2	3	4	5
Economic development	1	2	3	4	5
Health services	1	2	3	4	5
Public library services	1	2	3	4	5
Public information services	1	2	3	4	5
Cable television.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Preservation of natural areas such as open space, farmlands and greenbelts.....	1	2	3	4	5
Pasco open space	1	2	3	4	5
City-sponsored special events	1	2	3	4	5
Overall customer service by Pasco employees (police, receptionists, planners, etc.).....	1	2	3	4	5

11. Overall, how would you rate the quality of the services provided by each of the following?

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The City of Pasco.....	1	2	3	4	5
The Federal Government	1	2	3	4	5

12. Please rate the following categories of Pasco government performance:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The value of services for the taxes paid to Pasco	1	2	3	4	5
The overall direction that Pasco is taking	1	2	3	4	5
The job Pasco government does at welcoming citizen involvement	1	2	3	4	5
Overall confidence in Pasco government.....	1	2	3	4	5
Generally acting in the best interest of the community	1	2	3	4	5
Being honest.....	1	2	3	4	5
Treating all residents fairly	1	2	3	4	5

13. Please rate how important, if at all, you think it is for the Pasco community to focus on each of the following in the coming two years:

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
Overall feeling of safety in Pasco	1	2	3	4
Overall ease of getting to the places you usually have to visit	1	2	3	4
Quality of overall natural environment in Pasco	1	2	3	4
Overall “built environment” of Pasco (including overall design, buildings, parks and transportation systems)	1	2	3	4
Health and wellness opportunities in Pasco	1	2	3	4
Overall opportunities for education and enrichment.....	1	2	3	4
Overall economic health of Pasco.....	1	2	3	4
Sense of community.....	1	2	3	4

14. Responding to resident code enforcement complaints (e.g., trash, weeds, loud noise, barking dogs, etc.) the City handles approximately 3,000 code violations per year. Would you like to see code enforcement in Pasco increase, decrease or stay the same?

- ☐ Would like considerably more enforcement
- ☐ Would like somewhat more enforcement
- ☐ Would like about the same amount of enforcement
- ☐ Would like somewhat less enforcement
- ☐ Would like considerably less enforcement
- ☐ Don't know

15. Two fire protection and emergency medical response facilities need to be replaced and relocated to better serve the community with improved response times and space for staffing and modern equipment. To what extent would you support or oppose a property tax to fund new fire/EMS facilities?

- ☐ Strongly support
- ☐ Somewhat support
- ☐ Somewhat oppose
- ☐ Strongly oppose
- ☐ Don't know

16. If a new community recreation center were to be constructed, it could support a number of different recreation interests. Please indicate your household's likely level of interest, if any, in each of the following types of recreation categories:

	<i>Very high interest</i>	<i>High interest</i>	<i>Some interest</i>	<i>Very little interest</i>	<i>No interest</i>
Recreational aquatic features.....	1	2	3	4	5
Competition aquatic features.....	1	2	3	4	5
Gymnasium	1	2	3	4	5
Fitness/exercise.....	1	2	3	4	5
Walking/jogging.....	1	2	3	4	5
Meeting/activity rooms	1	2	3	4	5

The City of Pasco 2017 Citizen Survey

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. How often, if at all, do you do each of the following, considering all of the times you could?

	<i>Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Usually</i>	<i>Always</i>
Recycle at home	1	2	3	4	5
Purchase goods or services from a business located in Pasco	1	2	3	4	5
Eat at least 5 portions of fruits and vegetables a day	1	2	3	4	5
Participate in moderate or vigorous physical activity	1	2	3	4	5
Read or watch local news (via television, paper, computer, etc.)	1	2	3	4	5
Vote in local elections.....	1	2	3	4	5

D2. Would you say that in general your health is:

- ☐ Excellent ☐ Very good ☐ Good ☐ Fair ☐ Poor

D3. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

- ☐ Very positive ☐ Somewhat positive ☐ Neutral ☐ Somewhat negative ☐ Very negative

D4. What is your employment status?

- ☐ Working full time for pay
☐ Working part time for pay
☐ Unemployed, looking for paid work
☐ Unemployed, not looking for paid work
☐ Fully retired

D5. Do you work inside the boundaries of Pasco?

- ☐ Yes, outside the home
☐ Yes, from home
☐ No

D6. How many years have you lived in Pasco?

- ☐ Less than 2 years ☐ 11-20 years
☐ 2-5 years ☐ More than 20 years
☐ 6-10 years

D7. Which best describes the building you live in?

- ☐ One family house detached from any other houses
☐ Building with two or more homes (duplex, townhome, apartment or condominium)
☐ Mobile home
☐ Other

D8. Is this house, apartment or mobile home...

- ☐ Rented
☐ Owned

D9. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?

- ☐ Less than \$300 per month
☐ \$300 to \$599 per month
☐ \$600 to \$999 per month
☐ \$1,000 to \$1,499 per month
☐ \$1,500 to \$2,499 per month
☐ \$2,500 or more per month

D10. Do any children 17 or under live in your household?

- ☐ No ☐ Yes

D11. Are you or any other members of your household aged 65 or older?

- ☐ No ☐ Yes

D12. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- ☐ Less than \$25,000
☐ \$25,000 to \$49,999
☐ \$50,000 to \$99,999
☐ \$100,000 to \$149,999
☐ \$150,000 or more

Please respond to both questions D13 and D14:

D13. Are you Spanish, Hispanic or Latino?

- ☐ No, not Spanish, Hispanic or Latino
☐ Yes, I consider myself to be Spanish, Hispanic or Latino

D14. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- ☐ American Indian or Alaskan Native
☐ Asian, Asian Indian or Pacific Islander
☐ Black or African American
☐ White
☐ Other

D15. In which category is your age?

- ☐ 18-24 years ☐ 55-64 years
☐ 25-34 years ☐ 65-74 years
☐ 35-44 years ☐ 75 years or older
☐ 45-54 years

D16. What is your sex?

- ☐ Female ☐ Male

D17. Do you consider a cell phone or land line your primary telephone number?

- ☐ Cell ☐ Land line ☐ Both

Thank you for completing this survey. Please return the completed survey in the postage-paid envelope to: National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502



City of Pasco
P. O. Box 293
525 N. 3rd Avenue
Pasco, WA 99301

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO.94