

THE NCSTM

The National Community SurveyTM

Pasco, WA

Trends Over Time

2019



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Summary

The National Community Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. The NCS captures residents' opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report discusses trends over time, comparing the 2020 ratings for the City of Pasco to its previous survey results in 2005, 2007, 2009, 2011, 2013, 2015, and 2017. Additional reports and technical appendices are available under separate cover.

Trend data for Pasco represent important comparison data and should be examined for improvements or declines. Deviations from stable trends over time, especially, represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions.

Meaningful differences between survey years have been noted within the following tables as being "higher" or "lower" if the differences are greater than 10 percentage points between the 2017 and 2019 surveys, otherwise the comparisons between 2017 and 2019 are noted as being "similar." Additionally, benchmark comparisons for all survey years are presented for reference. Changes in the benchmark comparison over time can be impacted by various trends, including varying survey cycles for the individual communities that comprise the benchmarks, regional and national economic or other events, as well as emerging survey methodologies.

Overall, ratings in Pasco for 2019 generally remained stable. Of the 139 items for which comparisons were available, 83 items were rated similarly in 2017 and 2019, 13 items showed a decrease in ratings and 16 showed an increase in ratings. Notable trends over time included the following:

- In 2019, Pasco residents gave more positive scores to the overall direction Pasco is taking and the value of services for the taxes paid to Pasco than in 2017. All other governance evaluations were similar to 2017.
- Scores for most aspects of Mobility remained stable from 2017 to 2019, however some changes were observed. Survey respondents were more likely to have carpooled, walked or biked instead of driving, and used public transportation in 2019 compared to 2017, and gave lower marks to the overall quality of the transportation system (auto, bicycle, foot, bus) in Pasco.
- Pasco residents gave more positive ratings to several aspects of Economy. Residents were more optimistic about the impact of the local economy on their income in the six months following the survey and tended to give more favorable reviews to the overall economic health of Pasco, economic development, and the overall quality of business and service establishments in Pasco in 2019 compared to 2017. Residents were less likely to give high marks to Pasco as a place to work in 2019 than in 2017.
- Compared to 2017, more residents indicated that the overall design or layout of Pasco's residential and commercial areas (e.g., homes, building, streets, parks, etc.) and the overall quality of natural environment were essential or very important focus areas for the community to focus on in the coming two years in 2019.

Table 1: Quality of Life

Quality of Life Items Percent rating positively (e.g., excellent/good, very/somewhat likely)	2005	2007	2009	2011	2013	2015	2017	2019	2019 rating compared to 2017	Comparison to benchmark
Overall image or reputation of Pasco	46%	35%	37%	32%	28%	23%	34%	35%	Similar	Much lower
The overall quality of life in Pasco	64%	52%	76%	64%	69%	59%	69%	61%	Similar	Lower
Pasco as a place to live	75%	59%	78%	73%	69%	66%	77%	85%	Similar	Similar
Recommend living in Pasco to someone who asks	NA	NA	83%	79%	77%	76%	84%	78%	Similar	Similar
Remain in Pasco for the next five years	NA	NA	85%	83%	85%	80%	83%	81%	Similar	Similar

Table 2: Governance

Governance Items Percent rating positively (e.g., excellent/good)	2005	2007	2009	2011	2013	2015	2017	2019	2019 rating compared to 2017	Comparison to benchmark
Overall confidence in Pasco government	NA	NA	NA	NA	39%	34%	44%	43%	Similar	Similar
Overall direction that Pasco is taking	61%	54%	60%	45%	51%	42%	46%	56%	Higher	Similar
Value of services for the taxes paid to Pasco	52%	51%	53%	49%	34%	45%	37%	50%	Higher	Similar
Generally acting in the best interest of the community	NA	NA	NA	NA	40%	43%	43%	51%	Similar	Similar
Being honest	NA	NA	NA	NA	40%	39%	52%	51%	Similar	Similar
Being open and transparent to the public	NA	NA	NA	NA	NA	NA	NA	46%	NA	NA
Informing residents about issues facing the community	NA	NA	NA	NA	NA	NA	NA	40%	NA	NA
Job Pasco government does at welcoming resident involvement	56%	48%	47%	40%	34%	38%	44%	49%	Similar	Similar
Treating all residents fairly	NA	NA	NA	NA	46%	42%	50%	45%	Similar	Similar
Treating residents with respect	NA	NA	NA	NA	NA	NA	NA	60%	NA	NA
Overall customer service by Pasco employees (police, receptionists, planners, etc.)	58%	60%	68%	71%	55%	57%	61%	59%	Similar	Similar
Public information services	55%	58%	65%	57%	51%	63%	53%	55%	Similar	Similar
Overall quality of City services	69%	58%	69%	61%	64%	60%	63%	62%	Similar	Similar
Services provided by the Federal Government	50%	41%	50%	42%	36%	44%	36%	39%	Similar	Similar

Table 3: Economy

Economy Items Percent rating positively (e.g., excellent/good, very/somewhat positive)	2005	2007	2009	2011	2013	2015	2017	2019	2019 rating compared to 2017	Comparison to benchmark
Overall economic health of Pasco	NA	NA	NA	NA	44%	40%	45%	63%	Higher	Similar
Economic development	49%	53%	47%	46%	43%	41%	40%	55%	Higher	Similar
Overall quality of business and service establishments in Pasco	NA	NA	58%	54%	38%	43%	42%	59%	Higher	Similar
Variety of business and service establishments in Pasco	NA	NA	NA	NA	NA	NA	NA	54%	NA	NA
Vibrancy of downtown/commercial area	NA	NA	NA	NA	18%	14%	23%	29%	Similar	Lower
Shopping opportunities	35%	38%	38%	35%	31%	35%	40%	35%	Similar	Lower
Pasco as a place to visit	NA	NA	NA	NA	43%	34%	39%	33%	Similar	Much lower
Pasco as a place to work	65%	57%	64%	63%	56%	47%	72%	56%	Lower	Similar
Employment opportunities	39%	33%	48%	40%	28%	37%	45%	47%	Similar	Similar
Cost of living in Pasco	NA	NA	NA	NA	48%	49%	48%	45%	Similar	Similar
Economy will have positive impact on income	32%	23%	25%	25%	25%	30%	26%	38%	Higher	Similar
NOT experiencing housing costs stress	NA	NA	68%	65%	61%	68%	63%	52%	Lower	Lower

Table 4: Mobility

Mobility Items Percent rating positively (e.g., excellent/good, yes in the last 12 months)	2005	2007	2009	2011	2013	2015	2017	2019	2019 rating compared to 2017	Comparison to benchmark
Overall quality of the transportation system (auto, bicycle, foot, bus) in Pasco	NA	NA	NA	NA	67%	72%	77%	57%	Lower	Lower
Traffic flow on major streets	65%	53%	54%	55%	47%	47%	49%	41%	Similar	Similar
Ease of travel by car in Pasco	73%	64%	72%	72%	67%	72%	66%	74%	Similar	Similar
Ease of travel by public transportation in Pasco	NA	NA	NA	NA	55%	59%	62%	62%	Similar	Higher
Ease of travel by bicycle in Pasco	63%	55%	67%	53%	35%	57%	52%	44%	Similar	Similar
Ease of walking in Pasco	67%	57%	61%	55%	47%	57%	56%	49%	Similar	Lower
Ease of public parking	NA	NA	NA	NA	63%	66%	57%	66%	Similar	Similar
Bus or transit services	NA	77%	68%	73%	69%	64%	69%	70%	Similar	Higher
Traffic enforcement	63%	59%	63%	57%	61%	50%	56%	55%	Similar	Similar

Mobility Items Percent rating positively (e.g., excellent/good, yes in the last 12 months)	2005	2007	2009	2011	2013	2015	2017	2019	2019 rating compared to 2017	Comparison to benchmark
Traffic signal timing	57%	44%	49%	57%	41%	48%	52%	51%	Similar	Similar
Street repair	54%	57%	53%	53%	39%	46%	49%	51%	Similar	Similar
Street cleaning	62%	59%	62%	60%	49%	59%	56%	57%	Similar	Similar
Street lighting	57%	54%	57%	51%	46%	50%	47%	53%	Similar	Similar
Snow removal	45%	46%	51%	47%	45%	51%	36%	42%	Similar	Lower
Sidewalk maintenance	53%	51%	47%	50%	49%	48%	42%	53%	Higher	Similar
Used bus, rail, subway, or other public transportation instead of driving	NA	NA	NA	NA	26%	28%	20%	33%	Higher	Similar
Carpooled with other adults or children instead of driving alone	NA	NA	NA	NA	47%	45%	56%	55%	Similar	Higher
Walked or biked instead of driving	NA	NA	NA	NA	52%	41%	58%	49%	Similar	Similar

Table 5: Community Design

Community Design Items Percent rating positively (e.g., excellent/good)	2005	2007	2009	2011	2013	2015	2017	2019	2019 rating compared to 2017	Comparison to benchmark
Overall design or layout of Pasco's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	NA	NA	NA	NA	45%	42%	41%	51%	Higher	Similar
Overall appearance of Pasco	48%	33%	46%	37%	33%	44%	45%	52%	Similar	Lower
Your neighborhood as a place to live	68%	63%	77%	71%	77%	74%	73%	77%	Similar	Similar
Overall quality of new development in Pasco	73%	65%	73%	66%	54%	44%	52%	62%	Higher	Similar
Well-planned residential growth	NA	NA	NA	NA	NA	NA	NA	45%	NA	NA
Well-planned commercial growth	NA	NA	NA	NA	NA	NA	NA	43%	NA	NA
Well-designed neighborhoods	NA	NA	NA	NA	NA	NA	NA	53%	NA	Lower
Preservation of the historical or cultural character of the community	NA	NA	NA	NA	NA	NA	NA	50%	NA	NA
Public places where people want to spend time	NA	NA	NA	NA	31%	41%	46%	30%	Lower	Much lower
Variety of housing options	NA	NA	70%	57%	57%	52%	50%	44%	Similar	Similar
Availability of affordable quality housing	55%	52%	66%	52%	54%	48%	41%	36%	Similar	Similar
Land use, planning, and zoning	53%	46%	45%	46%	36%	33%	38%	43%	Similar	Similar
Code enforcement (weeds, abandoned buildings, etc.)	38%	39%	30%	27%	33%	31%	37%	37%	Similar	Lower

Table 6: Utilities

Utilities Items Percent rating positively (e.g., excellent/good)	2005	2007	2009	2011	2013	2015	2017	2019	2019 rating compared to 2017	Comparison to benchmark
Overall quality of the utility infrastructure in Pasco (water, sewer, storm water, electric/gas)	NA	NA	NA	NA	NA	NA	NA	74%	NA	NA
Affordable high-speed internet access	NA	NA	NA	NA	NA	NA	NA	45%	NA	NA
Garbage collection	85%	84%	83%	84%	76%	84%	82%	86%	Similar	Similar
Drinking water	56%	54%	62%	65%	63%	64%	71%	82%	Higher	Similar
Sewer services	69%	71%	73%	76%	65%	77%	76%	81%	Similar	Similar
Storm water management	66%	63%	65%	68%	60%	69%	73%	71%	Similar	Higher
Utility billing	NA	NA	NA	NA	56%	66%	62%	54%	Similar	Similar

Table 7: Safety

Safety Items Percent rating positively (e.g., excellent/good, very/somewhat safe)	2005	2007	2009	2011	2013	2015	2017	2019	2019 rating compared to 2017	Comparison to benchmark
Overall feeling of safety in Pasco	NA	NA	NA	NA	48%	53%	53%	64%	Higher	Lower
Police/Sheriff services	70%	63%	71%	74%	67%	63%	78%	73%	Similar	Similar
Crime prevention	56%	43%	57%	56%	50%	45%	62%	61%	Similar	Similar
Animal control	53%	45%	43%	37%	46%	36%	47%	53%	Similar	Similar
Ambulance or emergency medical services	87%	73%	87%	84%	73%	85%	92%	82%	Similar	Similar
Fire services	89%	87%	88%	88%	78%	87%	90%	85%	Similar	Similar
Fire prevention and education	NA	NA	68%	70%	62%	65%	68%	69%	Similar	Similar
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	NA	NA	53%	47%	32%	40%	44%	43%	Similar	Lower
In your neighborhood during the day	85%	80%	92%	91%	92%	85%	87%	90%	Similar	Similar
In Pasco's downtown/commercial area during the day	69%	64%	60%	61%	60%	59%	61%	66%	Similar	Lower
Property crimes (e.g., burglary, theft)	40%	32%	44%	44%	NA	NA	NA	65%	NA	Similar
Violent crime (e.g., rape, assault, robbery)	53%	41%	51%	54%	NA	NA	NA	62%	NA	Lower
Safety from fire, flood, or other natural disaster	NA	NA	NA	NA	NA	NA	NA	88%	NA	NA

Table 8: Natural Environment

Natural Environment Items Percent rating positively (e.g., excellent/good)	2005	2007	2009	2011	2013	2015	2017	2019	2019 rating compared to 2017	Comparison to benchmark
Quality of overall natural environment in Pasco	NA	NA	56%	55%	57%	58%	62%	61%	Similar	Lower
Cleanliness of Pasco	NA	NA	45%	38%	32%	52%	47%	47%	Similar	Lower
Water resources (beaches, lakes, ponds, riverways, etc.)	NA	NA	NA	NA	NA	NA	NA	62%	NA	NA
Air quality	64%	59%	62%	56%	56%	64%	65%	71%	Similar	Similar
Preservation of natural areas such as open space, farmlands and greenbelts	NA	NA	57%	51%	42%	46%	51%	49%	Similar	Similar
Pasco open space	NA	NA	NA	NA	37%	47%	43%	54%	Higher	Similar
Recycling	65%	52%	51%	43%	34%	32%	46%	24%	Lower	Much lower
Yard waste pick-up	61%	56%	65%	66%	65%	66%	67%	55%	Lower	Lower

Table 9: Parks and Recreation

Parks and Recreation Items Percent rating positively (e.g., excellent/good)	2005	2007	2009	2011	2013	2015	2017	2019	2019 rating compared to 2017	Comparison to benchmark
Overall quality of the parks and recreation opportunities	NA	NA	NA	NA	NA	NA	NA	59%	NA	NA
Availability of paths and walking trails	NA	NA	62%	59%	47%	61%	60%	57%	Similar	Similar
City parks	70%	68%	65%	65%	56%	66%	68%	57%	Lower	Lower
Recreational opportunities	47%	48%	47%	45%	42%	42%	50%	43%	Similar	Lower
Recreation programs or classes	69%	59%	56%	53%	45%	50%	53%	44%	Similar	Lower
Recreation centers or facilities	59%	53%	51%	53%	38%	56%	50%	32%	Lower	Much lower
Fitness opportunities (including exercise classes and paths or trails, etc.)	NA	NA	NA	NA	53%	49%	59%	53%	Similar	Lower

Table 10: Health and Wellness

Health and Wellness Items Percent rating positively (e.g., excellent/good, excellent/very good)	2005	2007	2009	2011	2013	2015	2017	2019	2019 rating compared to 2017	Comparison to benchmark
Overall health and wellness opportunities in Pasco	NA	NA	NA	NA	49%	40%	48%	46%	Similar	Lower
Health services	NA	NA	54%	58%	57%	48%	55%	51%	Similar	Similar
Availability of affordable quality health care	42%	45%	54%	43%	51%	47%	60%	52%	Similar	Similar
Availability of preventive health services	NA	NA	53%	49%	43%	53%	57%	53%	Similar	Similar

Health and Wellness Items Percent rating positively (e.g., excellent/good, excellent/very good)	2005	2007	2009	2011	2013	2015	2017	2019	2019 rating compared to 2017	Comparison to benchmark
Availability of affordable quality mental health care	NA	NA	NA	NA	30%	38%	49%	29%	Lower	Lower
Availability of affordable quality food	58%	59%	NA	NA	NA	NA	59%	66%	Similar	Similar
In very good to excellent health	NA	NA	NA	NA	55%	47%	43%	68%	Higher	Similar

Table 11: Education, Arts, and Culture

Education, Arts, and Culture Items Percent rating positively (e.g., excellent/good)	2005	2007	2009	2011	2013	2015	2017	2019	2019 rating compared to 2017	Comparison to benchmark
Overall opportunities for education, culture, and the arts	NA	NA	NA	NA	52%	40%	55%	47%	Similar	Lower
Opportunities to attend cultural/arts/music activities	49%	51%	47%	45%	27%	36%	33%	33%	Similar	Much lower
Opportunities to attend special events and festivals	NA	NA	NA	NA	37%	39%	39%	47%	Similar	Lower
Community support for the arts	NA	NA	NA	NA	NA	NA	NA	30%	NA	NA
Public library services	68%	74%	76%	61%	69%	79%	77%	75%	Similar	Similar
Availability of affordable quality child care/preschool	41%	40%	54%	47%	38%	46%	48%	30%	Lower	Lower
K-12 education	62%	50%	63%	53%	54%	53%	55%	54%	Similar	Lower
Adult educational opportunities	NA	NA	NA	NA	54%	59%	57%	51%	Similar	Similar

Table 12: Inclusivity and Engagement

Inclusivity and Engagement Items Percent rating positively (e.g., excellent/good)	2005	2007	2009	2011	2013	2015	2017	2019	2019 rating compared to 2017	Comparison to benchmark
Residents' connection and engagement with their community	NA	NA	NA	NA	NA	NA	NA	33%	NA	NA
Sense of community	56%	46%	53%	48%	33%	38%	34%	43%	Similar	Similar
Sense of civic/community pride	NA	NA	NA	NA	NA	NA	NA	31%	NA	NA
Neighborliness of Pasco	NA	NA	NA	NA	40%	41%	50%	49%	Similar	Similar
Pasco as a place to raise children	66%	49%	62%	63%	63%	61%	60%	73%	Higher	Similar
Pasco as a place to retire	54%	45%	60%	59%	59%	45%	66%	54%	Lower	Similar
Openness and acceptance of the community toward people of diverse backgrounds	54%	56%	63%	57%	45%	48%	66%	49%	Lower	Similar
Making all residents feel welcome	NA	NA	NA	NA	NA	NA	NA	63%	NA	NA
Attracting people from diverse backgrounds	NA	NA	NA	NA	NA	NA	NA	54%	NA	NA
Valuing/respecting residents from diverse backgrounds	NA	NA	NA	NA	NA	NA	NA	67%	NA	NA

Inclusivity and Engagement Items Percent rating positively (e.g., excellent/good)	2005	2007	2009	2011	2013	2015	2017	2019	2019 rating compared to 2017	Comparison to benchmark
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	NA	NA	NA	NA	NA	NA	NA	44%	NA	NA
Opportunities to participate in social events and activities	NA	NA	57%	50%	29%	41%	44%	42%	Similar	Lower
Opportunities to volunteer	NA	NA	72%	58%	45%	53%	60%	55%	Similar	Similar
Opportunities to participate in community matters	NA	NA	58%	51%	37%	47%	45%	34%	Lower	Lower

Table 13: Participation

Participation Items Percent having done each in last 12 months, or having done each a few times a week or more	2005	2007	2009	2011	2013	2015	2017	2019	2019 rating compared to 2017	Comparison to benchmark
Contacted Pasco (in-person, phone, email or web) for help or information	61%	71%	56%	46%	45%	44%	43%	44%	Similar	Similar
Contacted Pasco elected officials (in-person, phone, email or web) to express your opinion	NA	NA	NA	NA	15%	15%	14%	9%	Similar	Similar
Attended a local public meeting	31%	19%	19%	22%	14%	21%	20%	22%	Similar	Similar
Watched (online or on television) a local public meeting	45%	41%	39%	47%	30%	29%	36%	26%	Similar	Similar
Volunteered your time to some group/activity in Pasco	41%	43%	40%	38%	35%	37%	22%	31%	Similar	Similar
Campaigned or advocated for an issue, cause or candidate	NA	NA	NA	NA	20%	27%	18%	15%	Similar	Similar
Voted in your most recent local election	NA	NA	NA	NA	NA	NA	NA	68%	NA	NA
Access the internet from your home using a computer, laptop or tablet computer	NA	NA	NA	NA	NA	NA	NA	88%	NA	NA
Access the internet from your cell phone	NA	NA	NA	NA	NA	NA	NA	90%	NA	NA
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	NA	NA	NA	NA	NA	NA	NA	81%	NA	NA
Use or check email	NA	NA	NA	NA	NA	NA	NA	92%	NA	NA
Share your opinions online	NA	NA	NA	NA	NA	NA	NA	35%	NA	NA
Shop online	NA	NA	NA	NA	NA	NA	NA	50%	NA	NA

Table 14: Focus Areas

Focus Areas Percent rating each as "essential" or "very important"	2005	2007	2009	2011	2013	2015	2017	2019	2019 rating compared to 2017	Comparison to benchmark
Overall economic health of Pasco	NA	NA	NA	NA	83%	89%	91%	92%	Similar	Similar
Overall quality of the transportation system (auto, bicycle, foot, bus) in Pasco	NA	NA	NA	NA	68%	73%	77%	75%	Similar	Similar
Overall design or layout of Pasco's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	NA	NA	NA	NA	56%	74%	74%	87%	Higher	Higher
Overall quality of the utility infrastructure in Pasco (water, sewer, storm water, electric/gas)	NA	NA	NA	NA	NA	NA	NA	92%	NA	NA
Overall feeling of safety in Pasco	NA	NA	NA	NA	94%	91%	87%	94%	Similar	Similar
Overall quality of natural environment in Pasco	NA	NA	NA	NA	68%	75%	70%	88%	Higher	Similar
Overall quality of the parks and recreation opportunities	NA	NA	NA	NA	NA	NA	NA	91%	NA	NA
Overall health and wellness opportunities in Pasco	NA	NA	NA	NA	74%	73%	77%	86%	Similar	Higher
Overall opportunities for education, culture, and the arts	NA	NA	NA	NA	81%	81%	78%	86%	Similar	Higher
Residents' connection and engagement with their community	NA	NA	NA	NA	70%	82%	77%	76%	Similar	Similar