

THE NCS™

The National Citizen Survey™

La Vista, NE

Community Livability Report

FINAL
2016



NRC

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About

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

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement).

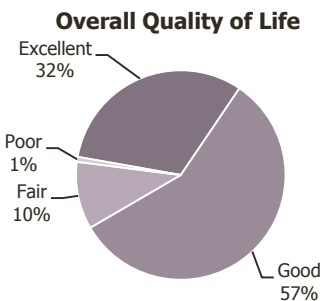
The Community Livability Report provides the opinions of a representative sample of 341 residents of the City of La Vista. The margin of error around any reported percentage is 5% for the entire sample. The full description of methods used to garner these opinions can be found in the *Technical Appendices* provided under separate cover.



Quality of Life in La Vista

A vast majority of residents rated the quality of life in La Vista as excellent or good. This rating was similar to those seen in other communities (see Appendix B of the *Technical Appendices* provided under separate cover).

Shown below are the eight facets of community. The color of each community facet summarizes how residents rated it across the three sections of the survey that represent the pillars of a community – Community Characteristics, Governance and Participation. When most ratings across the three pillars were higher than the benchmark, the color for that facet is the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

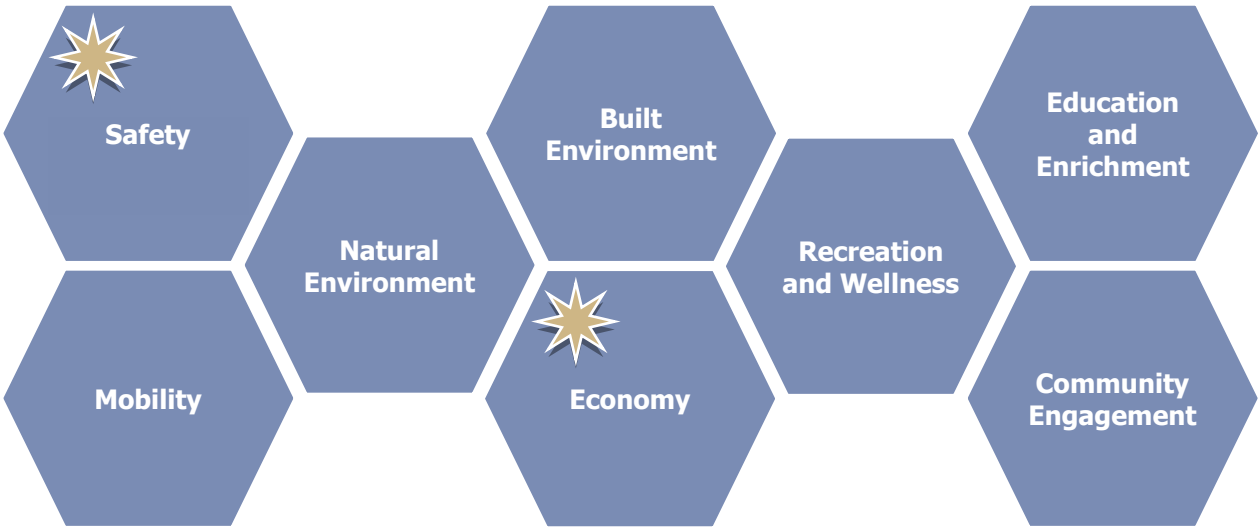


In addition to a summary of ratings, the image below includes one or more stars to indicate which community facets were the most important focus areas for the community. Residents identified Safety and Economy as priorities for the La Vista community in the coming two years. La Vista residents gave favorable ratings to both of these facets of community. Ratings for Mobility, Natural Environment, Built Environment, Recreation and Wellness, Education and Enrichment and Community Engagement were also positive and similar to other communities. This overview of the key aspects of community quality provides a quick summary of where residents see exceptionally strong performance and where performance offers the greatest opportunity for improvement. Linking quality to importance offers community members and leaders a view into the characteristics of the community that matter most and that seem to be working best.

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

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

★ Most important



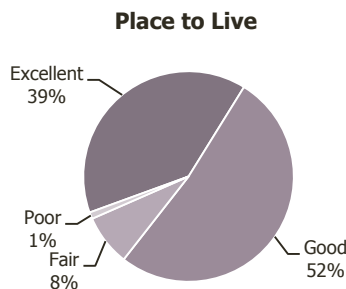
Community Characteristics

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

Overall quality of community life represents the natural ambience, services and amenities that make for an attractive community. How residents rate their overall quality of life is an indicator of the overall health of a community. In the case of La Vista, 91% rated the City as an excellent or good place to live. Respondents' ratings of La Vista as a place to live were similar to ratings in other communities across the nation.

In addition to rating the City as a place to live, respondents rated several aspects of community quality including La Vista as a place to raise children and to retire, their neighborhood as a place to live, the overall image or reputation of La Vista and its overall appearance. About 4 in 5 respondents gave positive ratings to their neighborhoods as places to live and to La Vista as a place to raise children. Additionally, about two-thirds of participants gave excellent or good marks to La Vista as a place to retire and the City's overall image and appearance. All of these ratings were similar to those given in comparison communities.

Delving deeper into Community Characteristics, survey respondents rated over 40 features of the community within the eight facets of Community Livability. Generally, ratings for aspects of Community Characteristics were strong across each of the eight facets. Around 9 in 10 residents gave positive ratings to their overall feelings of safety and almost all residents gave favorable marks to their feelings of safety in their neighborhoods (97% excellent or good) and in the downtown/commercial area of La Vista (94%). Ratings for Mobility were strong with about 8 in 10 or more residents positively rating the overall ease of travel, ease of travel by car, public parking and traffic flow and all the aforementioned aspects received a rating higher than the national benchmarks. Within Built Environment, a majority of survey participants highly rated all aspects and availability of affordable quality housing received a rating higher than the national comparison. Ratings for Economy were mixed; about 3 in 5 residents positively evaluated the cost of living in La Vista (a rating higher than communities across the nation), as well as the overall economic health of the City and La Vista as a place to work. Ratings for La Vista's vibrant downtown/commercial area were lower than the national benchmark, with about one-quarter of participants awarding excellent or good scores. Most aspects of Education and Enrichment received positive ratings from a majority of respondents and K-12 education and availability of affordable quality child care/preschool were rated higher than levels seen in comparison communities. Aspects of Community Engagement were awarded high marks by at least half of participants and these evaluations were similar to municipalities elsewhere, with the exception of opportunities to volunteer which was rated lower than the national benchmark.

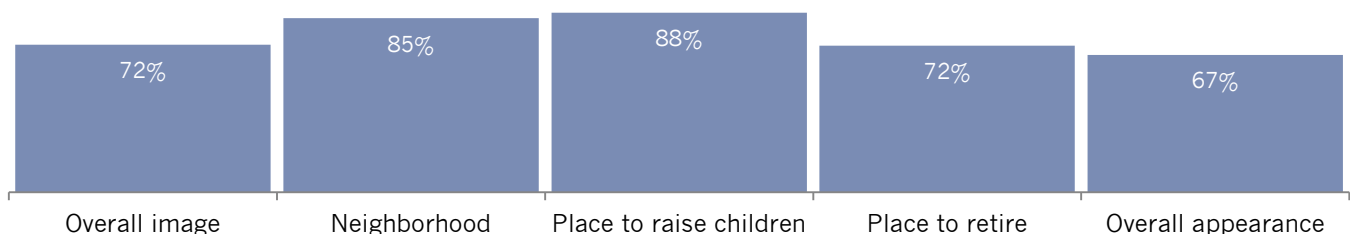


Compared to the 2013 survey, ratings decreased for overall quality of new development in La Vista, availability of affordable quality housing and variety of housing options in 2016. Meanwhile, ratings increased for traffic flow, cleanliness, employment opportunities, recreational opportunities, availability of affordable quality health care, opportunities to attend cultural/arts/music activities, availability of affordable quality child care/preschool and La Vista as a place to retire. For additional information regarding the trends please review the *Trends Report* under separate cover.

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

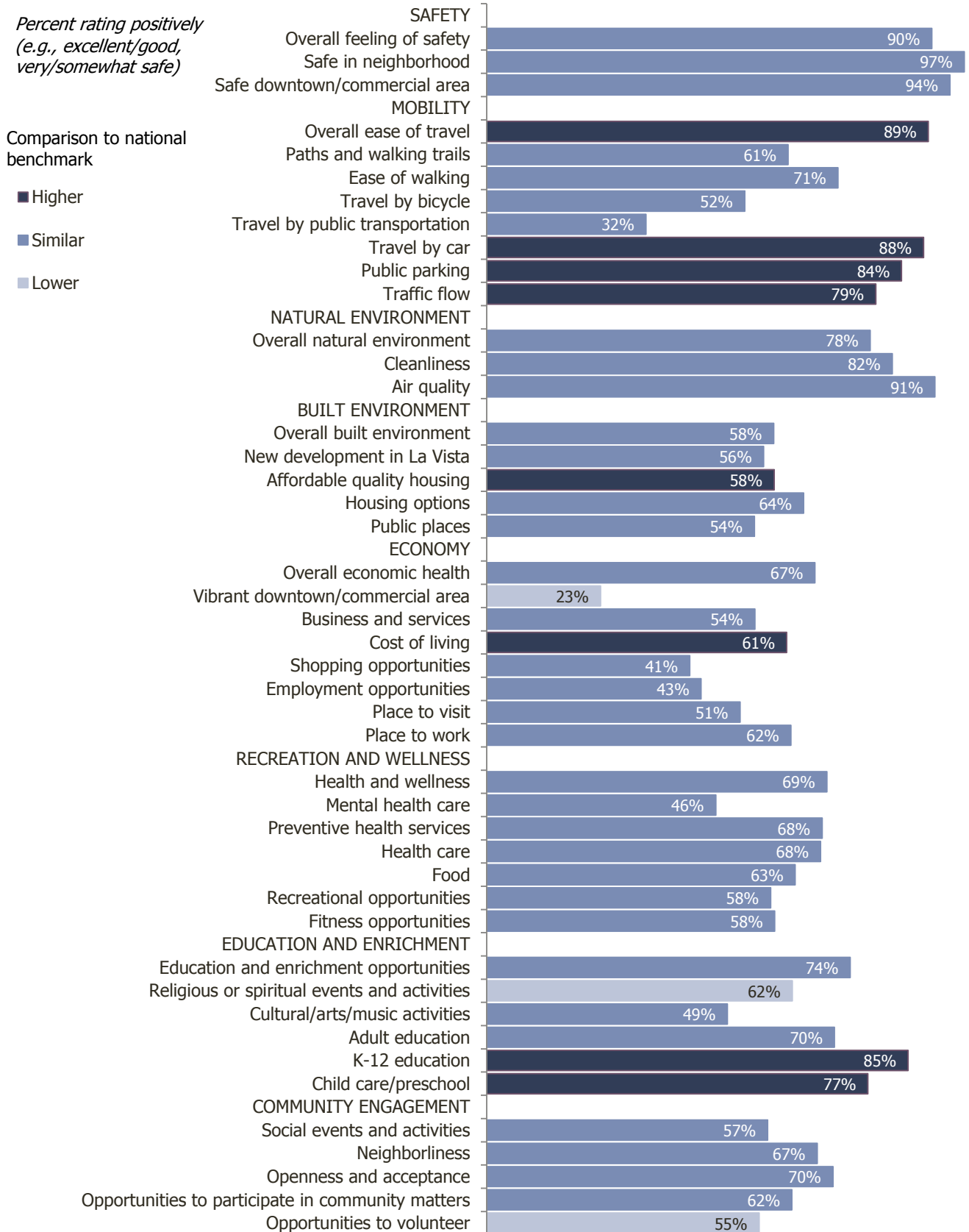
Comparison to national benchmark

■ Higher ■ Similar ■ Lower



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Figure 1: Aspects of Community Characteristics



Governance

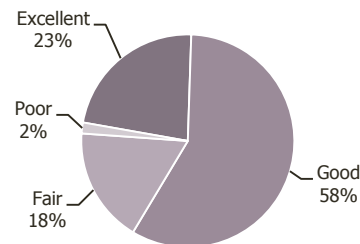
How well does the government of La Vista meet the needs and expectations of its residents?

The overall quality of the services provided by La Vista as well as the manner in which these services are provided are a key component of how residents rate their quality of life. The overall quality of services provided by the City of La Vista received excellent or good ratings by around 8 in 10 residents, while the Federal Government received positive ratings by about one-third of respondents. Both of these ratings were similar to the national benchmark.

Survey respondents also rated various aspects of La Vista's leadership and governance. Close to 7 in 10 or more residents gave favorable ratings to the overall direction the City was taking, confidence in City government, City government acting in the best interest of La Vista, the government being honest and treating all residents fairly. About 8 in 10 residents were pleased with the customer service provided by La Vista employees. All of these ratings were similar to other communities with the exception of the City treating all residents fairly, which was rated higher than the national benchmark.

Respondents evaluated over 30 individual services and amenities available in La Vista. A majority of residents gave positive ratings to most aspects of Governance, and ratings were similar to or higher than ratings in comparison communities. Within the facet of Safety, respondents rated La Vista's crime prevention efforts higher than the national benchmark, with around 4 in 5 awarding high marks. The remaining Safety services were similar to the national benchmark and given positive scores by at least 6 in 10 residents. Within Mobility, about 8 in 10 residents positively rated traffic enforcement, a rating that was higher than seen in comparison communities. Within Natural Environment, about 8 in 10 residents favorably evaluated garbage collection, yard waste pick-up and drinking water. Close to 4 in 5 residents gave high marks to sewer services and power utility services within the facet of Built Environment. Of the remaining services and amenities, all were rated positively by a majority of residents and were similar to the national benchmark comparisons.

Overall Quality of City Services

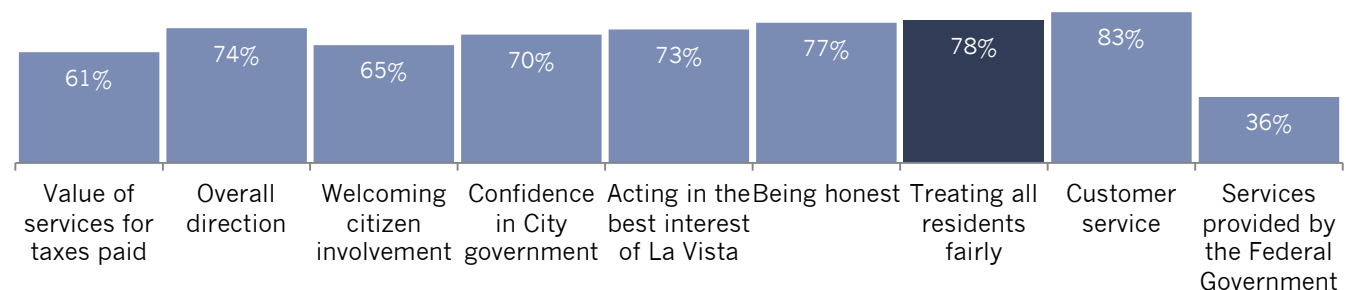


Compared to the 2013 survey, ratings decreased for street repair, street cleaning, traffic signal timing, recreation centers and recreation programs. Meanwhile, ratings increased for economic development, overall direction that the City is taking and the government welcoming citizen involvement.

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

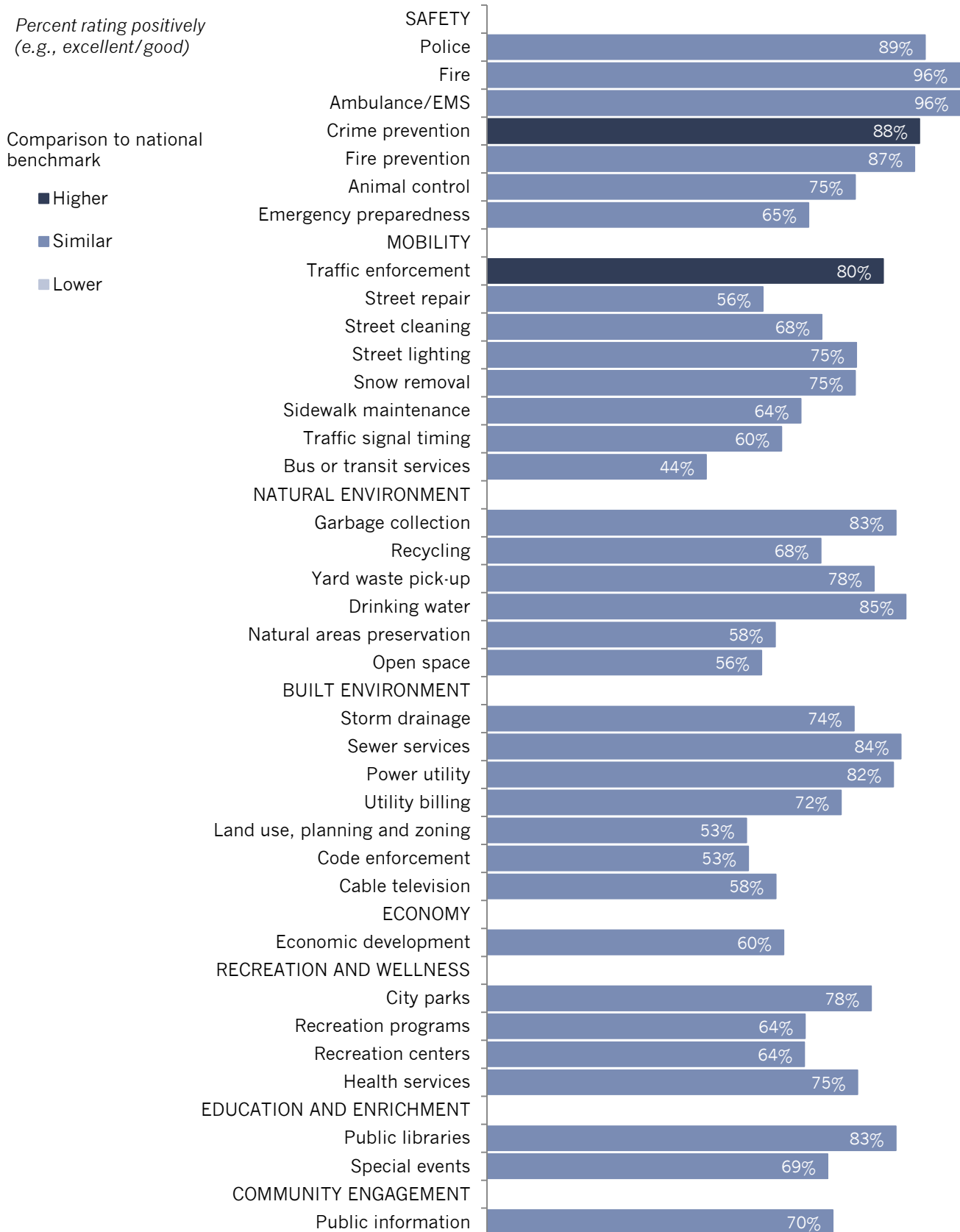
Comparison to national benchmark

■ Higher ■ Similar ■ Lower



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Figure 2: Aspects of Governance

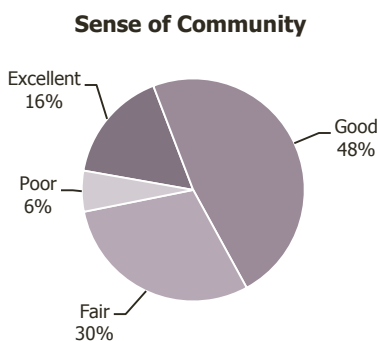


Participation

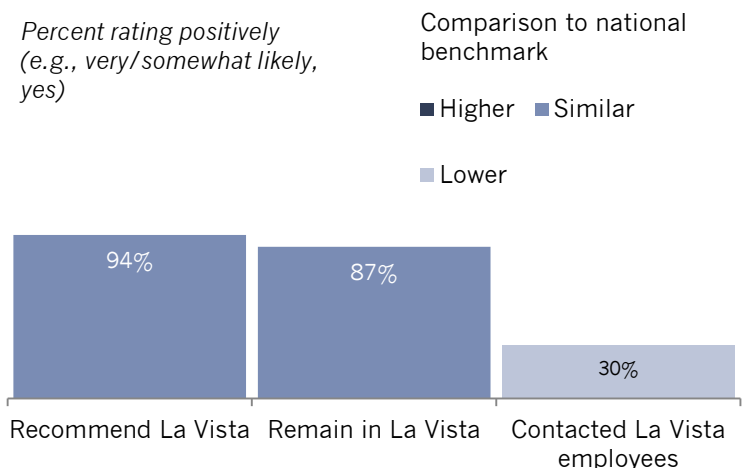
Are the residents of La Vista connected to the community and each other?

An engaged community harnesses its most valuable resource, its residents. The connections and trust among residents, government, businesses and other organizations help to create a sense of community; a shared sense of membership, belonging and history. Almost two-thirds of residents gave a positive rating to the overall sense of community in La Vista and this level was similar to what was seen in benchmark communities. Almost all residents would recommend living in La Vista to others (94%) and around 4 in 5 planned to remain in La Vista for the next five years.

The survey included over 30 activities and behaviors for which respondents indicated how often they participated in or performed each, if at all. Rates of Participation were mixed across the different facets; however, most aspects of Participation were similar to levels reported in other benchmark communities. Almost all residents had purchased goods or services in La Vista (96%). About 8 in 10 or more residents indicated that they had not reported a crime and were not the victim of a crime in the 12 months prior to the survey and a similar proportion reported that they were not under housing cost stress. Similarly, close to 8 in 10 or more respondents also indicated that they had participated in moderate or vigorous physical activity, talked to or visited with neighbors, read or watched local news or had voted in a local election. These levels of participation were similar to the national benchmark with the exception of the proportion of respondents who reported that they were not under housing cost, which was higher than the national benchmark. On the other hand, La Vista residents were less likely to report that they had used public transportation instead of driving, walked or biked instead of driving, recycled at home, worked in La Vista, used La Vista recreation centers or public libraries, participated in religious or spiritual activities, volunteered, participated in a club or had attended or watched a local public meeting than residents in communities across the nation.



Fewer residents report that they had used La Vista public libraries in 2016 compared to 2013. However, more residents reported that they had recycled at home in 2016.



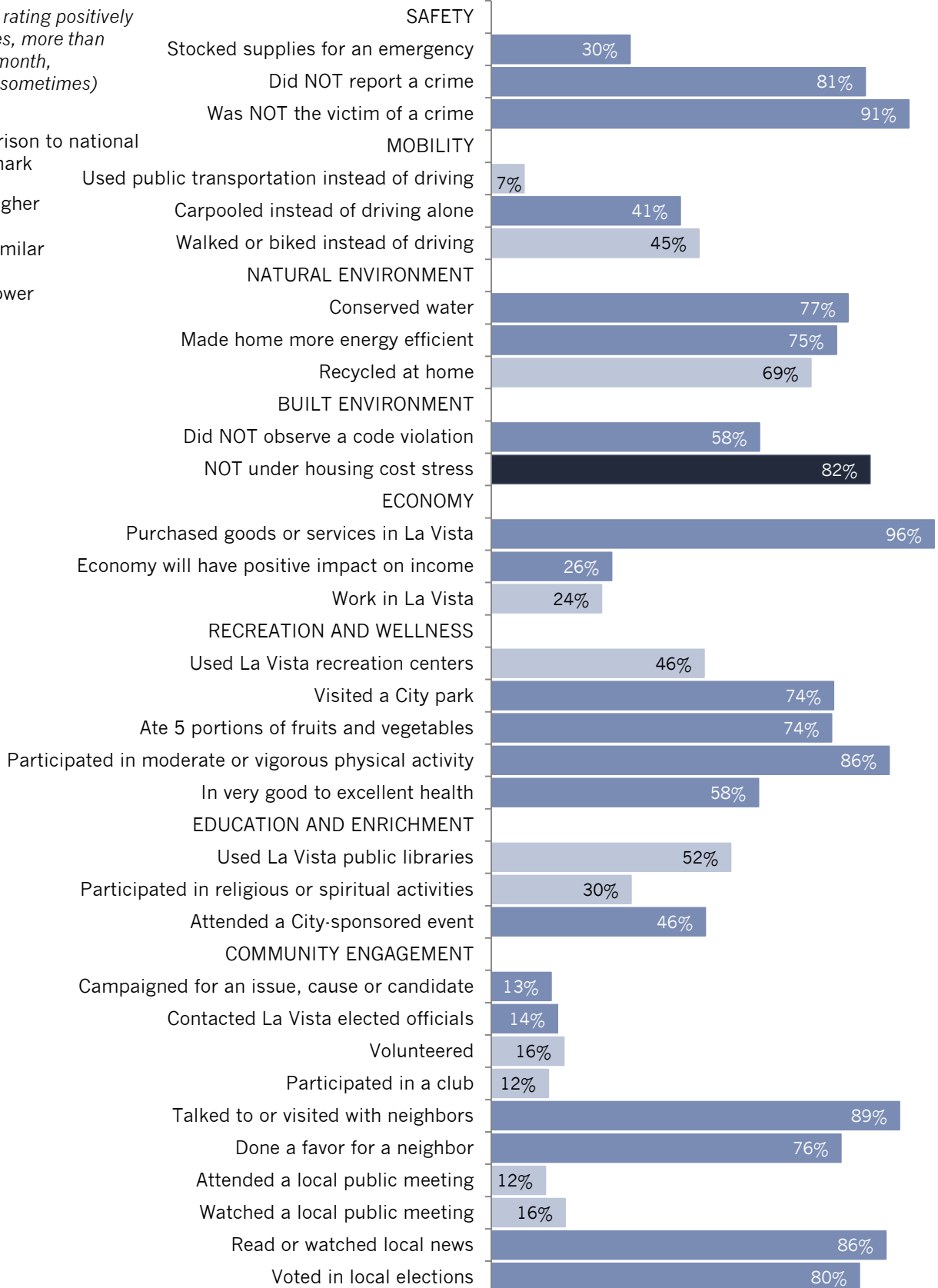
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Figure 3: Aspects of Participation

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

Comparison to national
benchmark

- Higher
- Similar
- Lower

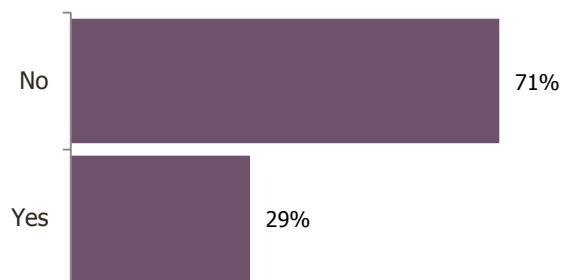


Special Topics

The City of La Vista included several questions of special interest on The NCS. The first question asked if the respondents or anyone in the respondents' households had participated in any of La Vista's parks and recreation programs or events in the 12 months prior to the survey. About three-quarters of residents reported that they had not participated in any of the programs or events in the past year.

Figure 4: La Vista Parks and Recreation Participation

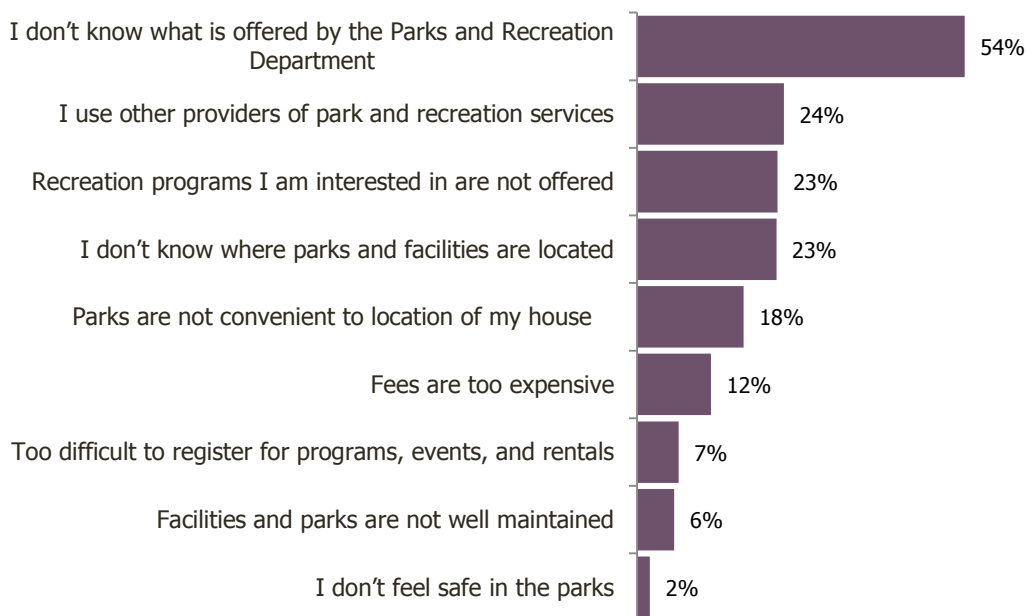
Have you or anyone in your household participated in any La Vista parks and recreation programs or events during the last 12 months?



Those who indicated that they had not participated in the City's parks and recreation programs were asked to select all the reasons why they had not participated or visited a program or park. More than half selected that they did not know what was offered by the Parks and Recreation Department. About 1 in 5 survey participants indicated that they used other providers of park and recreation centers, the recreation programs they were interested in were not offered or that they didn't know where parks and facilities were located. Respondents were least likely to report that they had not participated because they did not feel safe in La Vista parks.

Figure 5: Reasons for Not Participation in La Vista Parks and Recreation Programs

If you have not participated or visited a program or park, why not? (Select all that apply.)



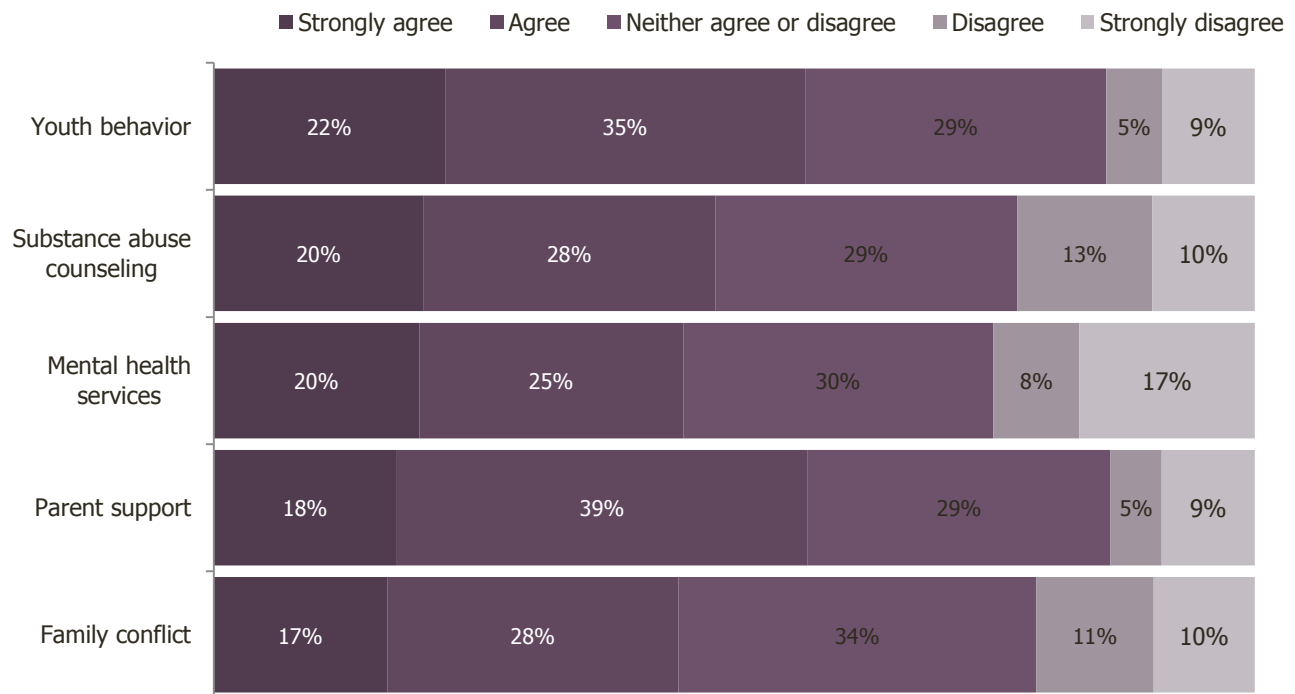
Total may exceed 100% as respondents could select more than one option.

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The third special topics question asked residents about their level of agreement with the adequacy of several support services that were available within Sarpy County. A majority of residents reported that they agreed that youth behavior and parent support services were adequate. Less than half of respondents reported that they agreed that the other services including substance abuse counseling, mental health services and family conflict services were adequate. However, about 3 in 10 neither agreed nor disagreed that these services were adequate.

Figure 6: Adequacy of Support Services

Please indicate your level of agreement or disagreement with the adequacy of support services that are available to parents, families, and students through a variety of sources within Sarpy County:

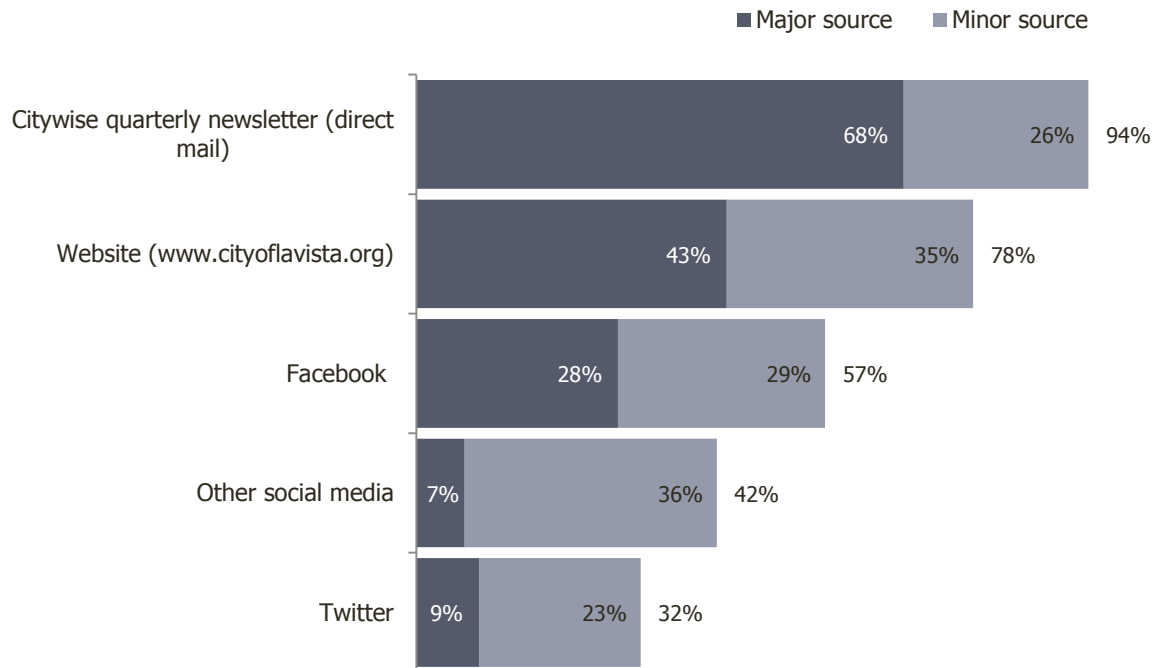


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La Vista residents were asked to indicate which methods they prefer to receive information about City government, its activities, events and services. Almost all respondents reported that the City quarterly newsletter was at least a minor source of information for them (94%). About three-quarters of residents considered the City website to be a source and over half indicated that Facebook was a major or minor source of information. Twitter was considered a major or minor source of information by 32% of residents and was the least likely source for obtaining information about the City government.

Figure 6: Sources of Information about the City

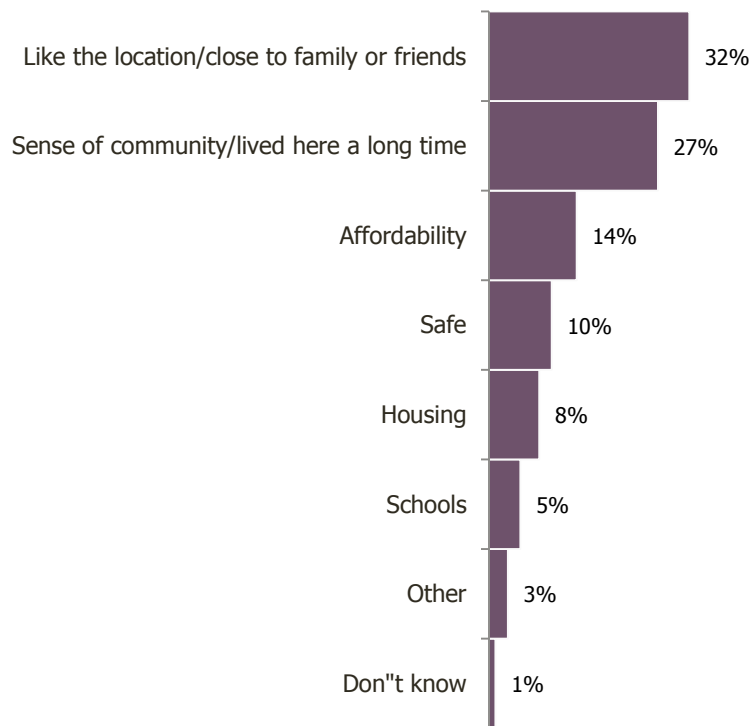
Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City government and its activities, events and services:



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Survey recipients were also asked to write in their own words why they chose to live in La Vista. Of the 292 residents who wrote in a response, the most common response was that residents like the location of La Vista or the City was close to family and friends (32% of respondents). About one-quarter of survey respondents enjoyed the sense of community or had lived in La Vista for a long period of time. Less than 1 in 10 residents indicated that they chose to live in La Vista due to housing or schools.

Figure 8: Life in La Vista
Why do you choose to live in La Vista?



Conclusions

La Vista continues to be a great place to live.

Nearly 9 in 10 survey respondents felt positively about the overall quality of life in La Vista and the City as a place to live. Roughly 8 in 10 residents favorably rated their neighborhood as places to live and La Vista as a place to raise children positively. La Vista's overall appearance and image and La Vista as a place to retire received high marks from about two-thirds of residents. Additionally, almost all residents would recommend living in La Vista to others and 8 in 10 planned to remain in the community for the next five years. Ratings for aspects of quality of life were similar to the ratings from the City's 2013 iteration of the survey.

Residents feel safe in the City.

Safety was identified an important feature of the community for residents in the future. Nearly all residents felt safe in their neighborhoods and in the downtown/commercial area of the city and about 9 in 10 residents gave positive ratings to their overall feeling of safety in La Vista. Close to 8 in 10 or more respondents gave high marks to safety services such as police, fire, ambulance/EMS, fire prevention services and crime prevention services (rated higher than seen in comparison communities). Moreover, about 8 in 10 residents or more had not reported a crime or were not the victim of a crime in the 12 months prior to the survey. Finally, when asked why they chose to live in La Vista, about 1 in 10 indicated they lived in the community because they felt safe.

Economy is a main focus area for the community.

Residents indicated that Economy was an important area for the La Vista community to focus on in the next two years. Many aspects of Economy were rated positively by a majority of residents. Residents especially appreciated the cost of living in La Vista, a rating that was higher than in other communities in the U.S with 6 in 10 rating this aspect as excellent or good, and almost all residents reported that they had purchased goods or services in La Vista. However, the vibrancy of La Vista's downtown and commercial area was not rated as favorably, with about one-quarter of respondents awarding high marks and was rated lower than communities across the nation. Economic development was positively rated by about 6 in 10 residents and this rating increased in 2016 compared to the 2013 survey iteration. About 1 in 10 residents also indicated that they chose to live in La Vista because of the affordability of the community.

Mobility ratings are strong, but there are still opportunities for improvement.

Overall, most measures for Mobility were positively rated by a majority of residents. La Vista performed exceptionally well in evaluations for overall ease of travel, ease of travel by car, public parking, traffic flow and traffic enforcement services with all of these aspects being scored as excellent or good by about 8 in 10 or more and each receiving higher ratings than other communities across the nation. Potential areas for improvement were in the area of Participation with fewer residents reporting that they had walked or biked or used public transportation instead of driving when compared to other communities.

THE NCS™

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La Vista, NE

Trends over Time

FINAL
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Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. The NCS captures residents' opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report discusses trends over time, comparing the 2016 ratings for the City of La Vista to its previous survey results in 2013 and 2007. Additional reports and technical appendices are available under separate cover.

Trend data for La Vista 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 seven percentage points between the 2013 and 2016 surveys, otherwise the comparison between 2013 and 2016 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 La Vista for 2016 generally remained stable. Of the 78 items for which comparisons were available, 57 items were rated similarly in 2013 and 2016, 9 items showed a decrease in ratings and 12 showed an increase in ratings. Notable trends over time included the following:

- While most ratings within the pillar of Community Characteristics remained stable from 2013 to 2016, there were several that were trending down. Ratings that decreased included overall quality of new development in La Vista, availability of affordable quality housing and variety of housing options. However, several aspects including traffic flow, cleanliness, employment and recreational opportunities, availability of affordable quality health care, opportunities to attend cultural/arts/music activities, availability of affordable quality child care/preschool and La Vista as a place to retire received higher ratings in 2016 compared to 2013.
- Within the pillar of Governance, several changes were noted from 2013 to 2016. Ratings decreased for street repair, street cleaning, traffic signal timing, recreation centers and recreation programs. Ratings increased from 2013 to 2016 for economic development, the overall direction the City is taking and the government welcoming citizen involvement.
- Within Participation, fewer residents in La Vista reported that they had used the La Vista public libraries or its services from 2013 to 2016. However, more residents indicated that they had recycled at home in 2016 compared to 2013.

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Table 1: Community Characteristics General

	Percent rating positively (e.g., excellent/good)			2016 rating compared to 2013	Comparison to benchmark		
	2007	2013	2016		2007	2013	2016
Overall quality of life	89%	90%	89%	Similar	Much higher	Much higher	Similar
Overall image	76%	72%	72%	Similar	Much higher	Similar	Similar
Place to live	93%	95%	91%	Similar	Much higher	Much higher	Similar
Neighborhood	85%	90%	85%	Similar	Higher	Much higher	Similar
Place to raise children	90%	92%	88%	Similar	Much higher	Much higher	Similar
Place to retire	65%	65%	72%	Higher	Higher	Similar	Similar
Overall appearance	73%	65%	67%	Similar	Much higher	Similar	Similar

Table 2: Community Characteristics by Facet

		Percent rating positively (e.g., excellent/good, very/somewhat safe)			2016 rating compared to 2013	Comparison to benchmark		
		2007	2013	2016		2007	2013	2016
Safety	Overall feeling of safety	NA	NA	90%	NA	NA	NA	Similar
	Safe in neighborhood	94%	98%	97%	Similar	Much higher	Much higher	Similar
	Safe downtown/commercial area	94%	93%	94%	Similar	Much higher	Higher	Similar
Mobility	Overall ease of travel	NA	NA	89%	NA	NA	NA	Higher
	Paths and walking trails	NA	57%	61%	Similar	NA	Lower	Similar
	Ease of walking	69%	67%	71%	Similar	Much higher	Higher	Similar
	Travel by bicycle	46%	48%	52%	Similar	Similar	Similar	Similar
	Travel by public transportation	NA	NA	32%	NA	NA	NA	Similar
	Travel by car	NA	NA	88%	NA	NA	NA	Higher
	Public parking	NA	NA	84%	NA	NA	NA	Higher
	Traffic flow	76%	71%	79%	Higher	NA	Much higher	Higher
	Overall natural environment	NA	NA	78%	NA	NA	NA	Similar
	Cleanliness	NA	74%	82%	Higher	NA	Higher	Similar
Natural Environment	Air quality	NA	NA	91%	NA	NA	NA	Similar
	Overall built environment	NA	NA	58%	NA	NA	NA	Similar
	New development in La Vista	84%	64%	56%	Lower	Much higher	Higher	Similar
Built Environment	Affordable quality housing	67%	70%	58%	Lower	Much higher	Much higher	Higher
	Housing options	NA	74%	64%	Lower	NA	Much higher	Similar
	Public places	NA	NA	54%	NA	NA	NA	Similar
	Overall economic health	NA	NA	67%	NA	NA	NA	Similar
	Vibrant downtown/commercial area	NA	NA	23%	NA	NA	NA	Much lower
Economy	Business and services	NA	55%	54%	Similar	NA	Lower	Similar
	Cost of living	NA	NA	61%	NA	NA	NA	Higher
	Shopping opportunities	51%	35%	41%	Similar	Similar	Much lower	Similar
	Employment opportunities	33%	31%	43%	Higher	Higher	Similar	Similar
	Place to visit	NA	NA	51%	NA	NA	NA	Similar
	Place to work	62%	63%	62%	Similar	Higher	Higher	Similar
	Health and wellness	NA	NA	69%	NA	NA	NA	Similar
	Mental health care	NA	NA	46%	NA	NA	NA	Similar
	Preventive health services	NA	NA	68%	NA	NA	NA	Similar
	Health care	55%	NA	68%	Higher	Much higher	NA	Similar
Recreation and Wellness	Food	NA	NA	63%	NA	NA	NA	Similar

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		Percent rating positively (e.g., excellent/good, very/somewhat safe)			2016 rating compared to 2013	Comparison to benchmark		
		2007	2013	2016		2007	2013	2016
	Recreational opportunities	42%	46%	58%	Higher	Much lower	Much lower	Similar
	Fitness opportunities	NA	NA	58%	NA	NA	NA	Similar
Education and Enrichment	Religious or spiritual events and activities	NA	68%	62%	Similar	NA	Much lower	Lower
	Cultural/arts/music activities	37%	31%	49%	Higher	Much lower	Much lower	Similar
	Adult education	NA	NA	70%	NA	NA	NA	Similar
	K-12 education	NA	NA	85%	NA	NA	NA	Higher
	Child care/preschool	56%	61%	77%	Higher	Much higher	Much higher	Higher
	Social events and activities	NA	58%	57%	Similar	NA	Similar	Similar
	Neighborliness	NA	NA	67%	NA	NA	NA	Similar
	Openness and acceptance	NA	70%	70%	Similar	NA	Higher	Similar
Community Engagement	Opportunities to participate in community matters	NA	57%	62%	Similar	NA	Similar	Similar
	Opportunities to volunteer	NA	58%	55%	Similar	NA	Much lower	Lower

Table 3: Governance General

	Percent rating positively (e.g., excellent/good)			2016 rating compared to 2013	Comparison to benchmark		
	2007	2013	2016		2007	2013	2016
Services provided by La Vista	83%	86%	81%	Similar	Much higher	Much higher	Similar
Customer service	80%	89%	83%	Similar	Much higher	Much higher	Similar
Value of services for taxes paid	61%	67%	61%	Similar	Higher	Much higher	Similar
Overall direction	72%	66%	74%	Higher	Much higher	Much higher	Similar
Welcoming citizen involvement	62%	55%	65%	Higher	Much higher	Higher	Similar
Confidence in City government	NA	NA	70%	NA	NA	NA	Similar
Acting in the best interest of La Vista	NA	NA	73%	NA	NA	NA	Similar
Being honest	NA	NA	77%	NA	NA	NA	Similar
Treating all residents fairly	NA	NA	78%	NA	NA	NA	Higher
Services provided by the Federal Government	45%	40%	36%	Similar	Higher	Similar	Similar

Table 4: Governance by Facet

		Percent rating positively (e.g., excellent/good)			2016 rating compared to 2013	Comparison to benchmark		
		2007	2013	2016		2007	2013	2016
Safety	Police	89%	90%	89%	Similar	Much higher	Much higher	Similar
	Fire	94%	91%	96%	Similar	Much higher	Similar	Similar
	Ambulance/EMS	93%	91%	96%	Similar	Much higher	Higher	Similar
	Crime prevention	81%	85%	88%	Similar	Much higher	Much higher	Higher
	Fire prevention	87%	84%	87%	Similar	Much higher	Higher	Similar
	Animal control	75%	75%	75%	Similar	Much higher	Much higher	Similar
	Emergency preparedness	NA	70%	65%	Similar	NA	Higher	Similar
	Traffic enforcement	76%	82%	80%	Similar	Much higher	Much higher	Higher
Mobility	Street repair	65%	72%	56%	Lower	Much higher	Much higher	Similar
	Street cleaning	72%	77%	68%	Lower	Much higher	Much higher	Similar
	Street lighting	76%	77%	75%	Similar	Much higher	Much higher	Similar
	Snow removal	71%	79%	75%	Similar	Much higher	Much higher	Similar
	Sidewalk maintenance	66%	66%	64%	Similar	Much higher	Much higher	Similar
	Traffic signal timing	61%	69%	60%	Lower	Much higher	Much higher	Similar
	Bus or transit services	NA	38%	44%	Similar	NA	Much lower	Similar
	Garbage collection	NA	NA	83%	NA	NA	NA	Similar
Natural Environment	Recycling	NA	NA	68%	NA	NA	NA	Similar
	Yard waste pick-up	NA	NA	78%	NA	NA	NA	Similar

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		Percent rating positively (e.g., excellent/good)			2016 rating compared to 2013	Comparison to benchmark		
		2007	2013	2016		2007	2013	2016
	Drinking water	NA	NA	85%	NA	NA	NA	Similar
	Natural areas preservation	NA	56%	58%	Similar	NA	Similar	Similar
	Open space	NA	NA	56%	NA	NA	NA	Similar
Built Environment	Storm drainage	76%	78%	74%	Similar	Much higher	Much higher	Similar
	Sewer services	85%	83%	84%	Similar	Much higher	Much higher	Similar
	Power utility	NA	NA	82%	NA	NA	NA	Similar
	Utility billing	NA	NA	72%	NA	NA	NA	Similar
	Land use, planning and zoning	66%	55%	53%	Similar	Much higher	Much higher	Similar
	Code enforcement	67%	59%	53%	Similar	Much higher	Much higher	Similar
	Cable television	NA	NA	58%	NA	NA	NA	Similar
	Economic development	69%	51%	60%	Higher	Much higher	Higher	Similar
Economy								
Recreation and Wellness	City parks	80%	82%	78%	Similar	Higher	Similar	Similar
	Recreation programs	78%	77%	64%	Lower	Much higher	Similar	Similar
	Recreation centers	78%	76%	64%	Lower	Much higher	Similar	Similar
	Health services	NA	NA	75%	NA	NA	NA	Similar
	Special events	NA	NA	69%	NA	NA	NA	Similar
Education and Enrichment	Public libraries	86%	87%	83%	Similar	Much higher	Higher	Similar
Community Engagement	Public information	74%	76%	70%	Similar	Much higher	Higher	Similar

Table 5: Participation General

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)			2016 rating compared to 2013	Comparison to benchmark		
	2007	2013	2016		2007	2013	2016
Sense of community	70%	70%	64%	Similar	Higher	Similar	Similar
Recommend La Vista	NA	95%	94%	Similar	NA	Much higher	Similar
Remain in La Vista	NA	86%	87%	Similar	NA	Similar	Similar
Contacted La Vista employees	47%	33%	30%	Similar	NA	Much lower	Lower

Table 6: Participation by Facet

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)			2016 rating compared to 2013	Comparison to benchmark		
		2007	2013	2016		2007	2013	2016
Safety	Stocked supplies for an emergency	NA	NA	30%	NA	NA	NA	Similar
	Did NOT report a crime	NA	NA	81%	NA	NA	NA	Similar
	Was NOT the victim of a crime	87%	92%	91%	Similar	NA	Higher	Similar
Mobility	Used public transportation instead of driving	NA	NA	7%	NA	NA	NA	Lower
	Carpooled instead of driving alone	NA	NA	41%	NA	NA	NA	Similar
	Walked or biked instead of driving	NA	NA	45%	NA	NA	NA	Lower
Natural Environment	Conserved water	NA	NA	77%	NA	NA	NA	Similar
	Made home more energy efficient	NA	NA	75%	NA	NA	NA	Similar
	Recycled at home	NA	60%	69%	Higher	NA	Much lower	Lower
Built Environment	Did NOT observe a code violation	NA	NA	58%	NA	NA	NA	Similar
	NOT under housing cost stress	NA	81%	82%	Similar	NA	Much higher	Higher
	Purchased goods or services in La Vista	NA	NA	96%	NA	NA	NA	Similar
Economy	Economy will have positive impact on income	14%	21%	26%	Similar	NA	Higher	Similar
	Work in La Vista	NA	NA	24%	NA	NA	NA	Lower
Recreation and Wellness	Used La Vista recreation centers	37%	46%	46%	Similar	NA	Much lower	Lower
	Visited a City park	76%	77%	74%	Similar	NA	Much lower	Similar
	Ate 5 portions of fruits and vegetables	NA	NA	74%	NA	NA	NA	Similar

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		Percent rating positively (e.g., always/sometimes, more than once a month, yes)			2016 rating compared to 2013	Comparison to benchmark		
		2007	2013	2016		2007	2013	2016
	Participated in moderate or vigorous physical activity	NA	NA	86%	NA	NA	NA	Similar
	In very good to excellent health	NA	NA	58%	NA	NA	NA	Similar
Education and Enrichment	Used La Vista public libraries	60%	60%	52%	Lower	NA	Much lower	Lower
	Participated in religious or spiritual activities	NA	25%	30%	Similar	NA	Much lower	Lower
	Attended a City-sponsored event	NA	NA	46%	NA	NA	NA	Similar
	Campaigned for an issue, cause or candidate	NA	NA	13%	NA	NA	NA	Similar
Community Engagement	Contacted La Vista elected officials	NA	NA	14%	NA	NA	NA	Similar
	Volunteered	16%	16%	16%	Similar	NA	Much lower	Much lower
	Participated in a club	NA	11%	12%	Similar	NA	Much lower	Lower
	Talked to or visited with neighbors	NA	NA	89%	NA	NA	NA	Similar
	Done a favor for a neighbor	NA	NA	76%	NA	NA	NA	Similar
	Attended a local public meeting	17%	15%	12%	Similar	NA	Much lower	Lower
	Watched a local public meeting	NA	NA	16%	NA	NA	NA	Lower
	Read or watched local news	NA	NA	86%	NA	NA	NA	Similar
	Voted in local elections	68%	74%	80%	Similar	NA	Similar	Similar

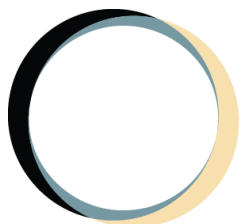
THE NCSTM

The National Citizen SurveyTM

La Vista, NE

Open Ended Responses

FINAL
2016



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The National Citizen Survey™
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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.

Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. This report includes the verbatim responses to an open ended question included on The NCS 2016 survey for La Vista. Additional reports and the technical appendices are available under separate cover.

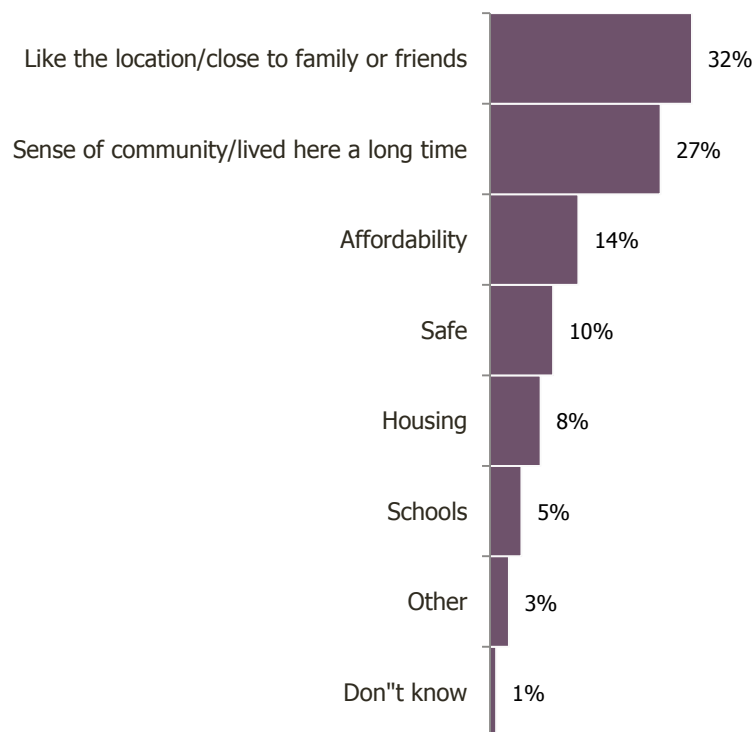
Respondents were asked to record their opinions about their life in La Vista in the following question:

- Why do you choose to live in La Vista?

The verbatim responses were categorized by topic area and those topics are reported in the following chart with the percent of responses given in each category. Because some comments from residents covered more than a single topic, those verbatim responses are grouped by the first topic listed in each comment whenever a respondent mentioned more than a single topic.

Results from the open-ended question are best understood by reviewing the frequencies that summarize responses as well as the actual verbatim responses themselves. A total of 341 surveys were completed by La Vista residents; of these 292 respondents wrote in responses for the open-ended question. The most common response (32% of respondents) was that residents liked the location of La Vista or the City was close to family or friends. About one-quarter of survey respondents enjoyed the sense of community or had lived in La Vista for a long time. Less than 1 in 10 residents indicated that they chose to live in La Vista due to housing or schools.

Figure 1: Life in La Vista
Why do you choose to live in La Vista?



Verbatim Responses to Open Ended Question

The following pages contain the respondents' verbatim responses as written on the survey and have not been edited for spelling or grammar. Responses have been organized by coded topic areas.

Why do you choose to live in La Vista?

Like the location/close to family or friends

- Apartment I moved to is located within the La Vista city limits; Safety
- Because everything is close shopping, grocery's, and going out to eat and my doctors.
- Before moving here in 2003, we lived nearby in omaha and liked the area so wanted to stay nearby.
- Builder had lot here; close to work.
- Central location in the Metro Area. Low cost of living.
- Central Location.
- Centrally located, Papillion close.
- Clean quiet easy access.
- Close to family in Papillion & Bellevue.
- Close to family, school district.
- Close to grandchildren's schools.
- Close to interstate.
- Close to work in. Is safe and beautiful
- Close to work, quieter place to live.
- Close to work, taxes are reasonable for area, Feel safe as a single woman. Quiet community.
- Close to work.
- Close to work.
- Closer to work and affordable housing.
- Convenience & quality.
- Convenience of the area.
- Convenient location to one of us working in Lincoln & the others DT Omaha.
- Easy access to I-80.
- Easy to work, church, shopping along 72nd St corridor N & S of Harrison. The best Condo flat in the midwest build more just like mine - somewhere else in La Vista - Thank you.
- Family ties.
- Family.
- Family.
- For now it's the best place for my wife and I.
- Found a house & neighborhood we thought would be nice when we downsized.
- good location, nice neighborhoods, always growing and improving.
- Good place to raise a family. Close to interstate so easy to get to places in Omaha & metro area.
- Great location to get anywhere in Omaha. Close to interstate.
- Great location to my place of work, and close to businesses, and looking forward to the new city center project. Variety of housing choices, although I would like to see an option of condos for purchase, as it would be a better buying option for some people instead of a house, myself included, I also love Cabela a Costco is a major positive.
- I am on the edge of La Vista & the ease of travel on the interstate, as well as ease to Sarpy co.
- I grew up here and have family here. It is very safe here and everything is easy to get to. The library is awesome. Also, the roads are always cleared quickly after bad weather.
- I like living in Sarpy not Douglas county, less dense population but we need to have more affordable or some kind of rent control apartments housing with elevators and an organized bus service for people of all ages without cars to get around from La Vista to Papillion and to Bellevue, shopping and hospital and doctor offices. This survey is a very good idea and should be done on a regular basis.
- I like the area and the city has been well run in the 30 year I have lived here

- I like the location in relations to near by communities to Omaha. I like the overall community of people.
- I like the location.
- I moved to La Vista, because I grew up right down the street in Omaha. It has a small town feel with all the advantages of Omaha not far away. But, I would like to see better quality retail such as Younkers or Macy's in La Vista. We have way too many Goodwill, Walmart and convenient stores which gives La Vista a bad overall impression. I still do my shopping at Oakview. I hope the new Main Street changes that and raises La Vista's reputation. Don't misunderstand me, I know Goodwill is a great Christian organization, but some variety would be nice and would bring in people from all walks of life.
- I raised my kid here & plan to retire here.
- If my family didn't live here I wouldn't.
- It is a great place to raise a family.
- It is close to my family. Taxes are cheaper than Omaha.
- It is close to where I work so I chose to build a home here.
- It is half way between work for my husband and myself and close to family.
- It is located to shopping and is a good place to live.
- It was close to our work places, and we felt the area we chose was safe.
- It was close to work.
- It's a great place to raise a family.
- It's close to my children, and all areas convenient to me.
- It's convenient for work.
- It's not in Douglas county!
- La Vista is where my daughter lives and my son lives fairly close.
- Like location - like the schools - like the recreation offer when kids were younger, neighbor feel safe here.
- Located close to accesses to interstate. Good education for my children.
- Location at time I was working. Love Val Verde & how it is kept up. Covenants very important!
- Location in city , community.
- Location in metro area; safety.
- Location in Sarpy county, cost of living, feeling of safety.
- Location to interstate.
- Location to my job.
- Location to work. I am most concerned about property taxes. My home is valued at \$200K/ taxes \$4,100 per year. But in Oma a \$600K house pays \$9,100 property taxes (in Regency). Just half again what I pay on a \$400K Less valued home. Way too high. Will move out of NE when I retire. Plus - there are too many sex offenders in La Vista!
- Location, easy to get anywhere in Sarpy or Douglas County.
- Location, housing within our price that fit our needs, close to many stores ect that we use regularly, no ban on bully breed ka's.
- Location.
- Loved the neighborhood - Price of home - close to I-80 & now easy to get to I-29 so to Kc - plenty of grocery shopping - taxes.
- Moved there to be closer to my grand daughter but have stayed because I love it.
- My children & grand children live in Omaha and La Vista is close to them!
- My daughter live here.
- My daughter live here.
- My fiancé lived here when we got married, looking to move to another area now
- Nice apartment complex, not far from work, easy access to I-80.
- Our daughter and family live in Millard we lived in La Vista 10 years - 3 years in TX and came back here in Feb 2016.
- Proximity to work.
- Smaller, easy access to where we go or need to go.
- The area is nice and we feel safe we like our neighbors.
- This is where my wife lived when I moved here. She lived in Omaha and wanted out of their school system.
- to be closer to family

- To be closer to family.
- Wanted to be South of Omaha.
- We are not in Douglas County!
- We are retired - Lived in La Vista 2002-2012. Moved to TX for 3 year for grandchildren. Lived at 55t in TX so when we returned to Omaha last Febr. We chose this 55t for activities and proximity to daughter in Millard and son in Lincoln.
- We bought a home in Southwind in July. We love the area.
- We like apartment and it's near the interstate and work.
- We liked the locations to build a new house. City & county taxes are too high - You did not ask.
- When Douglas Co. took our house to widen the road we found this house and liked the location & close to relatives.
- Work
- Work in area
- Work in Papillion.

Sense of community/lived here a long time

- 55 years why move now.
- After living here comfortably for more than 30 years, I neither desire nor could afford to live anywhere else.
- Back in the day, 25+ years ago, the police would patrol the neighborhoods 2-3 times a day. Since the new police station was built, rarely, if ever do we see a police vehicle patrol our neighborhood. Criminals know this why do you think we have the bank and gas station robberies, that the police can't solve.
- Because it has everything that is important to me. The best.
- Because it is where I came, but now feel the city has gone down hill, people don't take care of their property, complaints go uncared for, I see no results when I call about things. Our streets are in very poor shape. Patching is not doing the job.
- Because its fantastic! taxes = good - convenient = great. Snow removal = outstanding. Emergency response = amazing.
- Because of the overall sense of "Home".
- Because when I first moved here 25 years ago there was good shopping, and a great golf course, the cost of living was good also.
- Because you still offer the "small town" feel - opportunities to be involved in community. Police citizen's academy, rain water barrel program, ornaments from the old city Christmas tree, all wonderful examples.
- Been here 50 years - raised kids here. Call it home!
- Been here since I was five I am now thirty it used to be a great place, now it's always changing and moving west with no hope of fixing the wet lands walmart took out for hobby lobby and so forth. Cranes no longer stop wetlands gone and empty buildings sit.
- Being here since 1975, I feel safe, its quite & very peaceful.
- Born & raised here! Live in my parents house.
- Brought our first house here. I'm still in the first house, I've been in this house 55 years, raised all there of my children in this house. In fact one of my daughter lives in La Vista. I wouldn't live any place but La Vista. I loved the area would till any one to live here.
- Built a house 16 yr ago at edge of town & country.
- Clean well kept neighborhood - close to library, stores, physical therapy. Walking is great - need park benches along walking trails for 60t with limitations-
- Clean, safe neighborhoods with excellent schools but still easy to get into Omaha.
- Close to everything needed from big city, but don't have to live in that big city. Sense of community.
- Feeling of a small town.
- Friendliness, affordable housing education.
- Great community & friendly people. A feeling of safety is key here, and everything is up kept well.
- Great place to live. Nice size city.
- Grew up here - safe area.
- Grew up here!
- Had to move here due to job and was looking for a place to stay. This place here responded to my needs right away.

- Have lived here since 1982, own my home, retired, won't move.
- I came from Puerto Rico and it was hard to find a place. I prayed, drove and this is our perfect place. I choose La Vista cuz of the beauty of the town and people. I feel loved by my community and Major Douglas. As a Hispanic I don't feel left behind! In progress.
- I grew up here, very nice community. Also own a home here!
- I grew up in the La Vista- Ralston area and wanted to stay in this area.
- I have always felt La Vista has the small town atmosphere and a good place to raise kids.
- I like my apartment and have lived here in La Vista 17 years. It was close to the schools I taught in.
- I like that small town feeling.
- I like the people, being a small community, if my needs can't be met here. Omaha is right next door. Have lived here over 50 years.
- I like the relative quiet of my neighborhood & the small town feeling.
- I like the small town atmosphere with everything close at hand.
- I like the small town feel and that the city wants to move forward. It is close to places I go.
- I like the smaller size of La Vista-much more of a community feel than the bigger cities. I feel safer in La Vista & appreciate the wonderful police & fire departments the city has.
- I liked my neighborhood and schools.
- I live here before it's a great city to raise a family with high crime rate.
- I love La Vista, the cops keep the crime down, its kids and parks & shopping (soon) Its a great place to live. People are so reserve & friendly. I can't wait for the shopping mall! It has really grown in a great way & its a wonderful place to raise children! I love all the parks & there center & library & all the wonderful people of La Vista! We need a new pool & walking & bike trails! Love live La Vista!
- I love the community.
- I love the small town feeling, the school district, especially love the library (Miss Jodi) overall I love La Vista. Lived in Omaha most of my life & since living here it's felt more like home than Omaha ever has!
- I moved from Las Vegas & it is quieter.
- I moved here in 1961 so I am used to the city.
- I was born and raised in La Vista. It will be my home forever. I love the community and all that La Vista has to offer, with the new developments coming up, La Vista will just keep getting better and better.
- I'm happy there-quiet and calm area.
- In no particular order. - Excellent snow removal. Excellent road maintenance . La Vista cleanup days. Great police & fire services. Feeling of safety & security. Small town feel. Papillion-La Vista school district is excellent. Close proximity to major retailers & restaurants. Metro Community College. Public library.
- It is a growing area and is close to my work and schooling.
- It is a smaller community with access to the things we need.
- It is like a small town but in a city.
- It's a great place to live and raise children. Right in the heart of Omaha.
- I've lived here for over 40 years. I used to like the hometown atmosphere and I would move if I could find a similar area at a similar cost to what I am now paying. Code enforcement is non-existent and the neighborhoods are deteriorating. The city is oly interested in new business structure and doesn't seem to care one bit about the residences. They seem to cater to the idiots that run a business out of their homes. I still don't think they should have gotten involved with the salvage of the Walmart omplex. Council Bluffs is letting the businesses sort out the problem of the Mall of the midlands. Their job is to govern and not bail out a greedy business man.
- I've lived here since Feb 23,1980. I cannot think of a better place to raise my family and convenience to market's, entertainments and closeness to the jobs or employment and churches and schools, parks, sports events and everything else.
- LaVista is a "neighbor" community, with great people and many fun events. LaVista is not a big city, but is close enough to one to enjoy the best of both worlds. We have many events that are city sponsored that bring out everyone to enjoy and participat in and show our pride in living in such a nice community with a positive vision of the future!
- Like small community feeling, feel safe. Excellent snow removal, Adequate shopping, easy to get places, I think rec center is excellent! When I was younger used it all the time! Excellent library! City is kept clean.
- Like the small community feeling. People in community friendly.

- Lived here 40 yrs. Good education/ schools. Businesses doctors offices & retail close by/ Handy.
- Lived here and in Papillion 1/2 my life in both cities they are perfect for me. Love the small town feel.
- Love our subdivision.
- Love the area - originally our neighborhood, however the street lights are dim and the streets are rough now.
- Love the community. Close to schools, parks very clean, crime level is low.
- Moved here & bought our first (& current!) home in 1978 (38 yrs). Schools!! Safety , friendliness community feeling.
- Moved here in 1985, own my home, pretty much like the area.
- Neighborhood, community, safety.
- Our family grew up here, we raised our family here and plan on dying here.
- Overall quality of the community.
- Purchased a home here years ago.
- Quiet and comfortable living also people are very friendly.
- Raised here. Moved back with fiance after time in Army.
- Seems to be a clean, safe place to live with friendly people has that small town feel.
- Small town atmosphere with a sense of security and belonging.
- Small town feel with access to major city - close to amenities.
- Small town feel within Omaha, love the neighborhood and schools, safe, central location to everything
- Small town feel!
- Small town feel.
- Small town feeling of well patrolled, neighborly relationships. Good school system w/ lots to offer to students.
- Small town living. Quiet, schools, close to the country, traffic ease, security.
- Smaller community and a good place to raise children.
- The community is small and close
- Was raised here. Good sense of community in my neighborhood. However, City officials are very slow in following through on development promises i.e. 84th Street corridor. 10 years and still no progress. Really!!
- Was raised in the resident been here 51 yrs. It's too busy now. Taxes on original new house that developed La Vista are taxed over what a home of that size should be. I'm very unhappy about unnecessary added charges to utility bills that had never been on our bills before. La vista has chose to give up the volunteer fire dept. and merge with Papillions who are paid firemen. All the development has used up all open land La Vista has. No more farms or county all city. I'm very disappointed to see that we couldn't accept to stay a smaller community to keep taxes and prices down. La Vista was a good community. Too much dishonest real estate going on.
- We have been residents since 1970. Raised our family here and now grand-children attend school in the Papillion/ La Vista schools - There is not any place else we wish to live - quality of life is good-
- We have lived here 50 years, All for good reasons fire-rescue police protection. The East side of La Vista is where we live! It could use some clean up yards especially.
- We have lived here since 1966. I am now retired and unable to leave my house. My son takes me to senior center. Shopping, and family gatherings. My son lives in Papillion. I always loved La Vista. I feel safe and love being in my home. Just not able to get involved in many activities.
- We have lived in La Vista 48 years and have enjoyed most of those 48 yrs. There were lawn & yardcore regulations when we moved here but that has stopped now. I wish these regulations would be enforced now. I can't believe that someone can let their yard be overgrown by weeds and nothing is done about it by the city regulations. There is a house on the corner of Park Crest Drive & so Glenview too. The owner has let it go to all weeds & nothing is ever done about it. I wonder what kind of negative feelings that gives to someone looking for a house in the neighborhood. Very disgusted with the [?] for not enforcing the regulations of La Vista these days!!
- We have lived, here for 45 years our house is paid off. We are close to family and we like the community.
- We like living in La Vista.
- We like the shall town feel with being so close to the "big city".
- We live in an older part that the neighbors are working people that aren't noisy or pretensions. It's safe and we look out for each other. Santa on thanks giving weekend is the best!
- We lived here 18 years in the same house, we watched La Vista grow & improve. We're staying here loved the lot me built in & the builder & the community!

- We moved here 28 years ago (military PCS move) and we stay here because we established roots here; our family is here-kids & grand kids.
- We purchased a house in La Vista over 20 years ago. It's now our home.
- When we moved here 30+ years ago. All the neighbors kept their yards up. But now renters don't care. And we keep hoping the city of La Vista will step up. Start holding centers accountable for their property.

Affordability

- A good balance of cost and safety.
- affordable good community
- Affordable & close to my church.
- Affordable home ownership in Papillion - La Vista School District.
- Affordable housing, proximity to son/ daughter-in-law.
- Affordable, friendly, close to everything, safe.
- Can't afford to move in this economy.
- Can't afford to move.
- Cheaper apartment than West O, closer to current job situations.
- Cost compared to Omaha.
- Cost of living, sense of community upscale look with home town feel professional services, EMS/ Police/ Fire. Reasonable tax rates.
- Cost of our home & proximity to events, shopping and activities in Omaha metro. Small town feel but benefits of city.
- Cost, safety, location is key!
- Found a home for a reasonable price, love the small town feel.
- Found a nice affordable house to rent and later purchase here about 16 years. Love the neighborhood and people in it.
- Found a reasonable priced apt.
- Found affordable housing.
- Found an affordable house in a good neighborhood.
- Home was least expensive yet large enough, though too far from work. After living here for 5 years we discovered we should have chosen closer to work and farther from Omaha.
- Housing available for any age.
- Housing cost!
- Housing prices - Central location in metro area.
- I did not want to live in Douglas County (Taxes are too high & I wanted to be in a smaller community).
- I found a cheap apartment a reasonable distance from my job.
- I like the area I live in. The rent was pretty reasonable but seems to be getting to high for an apartment.
- It's affordable, clean, safe, down-to-earth, and has a lot of great events for the people that live here.
- Low property tax, excellent school district, low income rate, central location to family activities.
- New resident, affordable housing.
- Reasonable housing.
- Retirement opportunity affordable.
- The house was available for & it fit my income. Plus I wanted to get out of Omaha with all it's problems. I am very impressed with the snow removal - I worked nights & was able to get to the main roads with no problems.
- The quality of living for the price you pay is pretty good.
- When I came to this part of this city, I found a house I could afford, & I was happy be part of La Vista.
- When I moved here, it was the price of my apartment, not anymore.

Safe

- Clean, safe, excellent snow removal, good streets, nice neighborhoods, convenient location to Omaha and surrounding areas. Close to where my kids go to private school.
- Even though Omaha has neighborhoods with cheaper having, La Vista is safer overall and has resources that are easily accessed. The area links quickly & easily to neighboring areas for work needs & events.
- Feel safe in La Vista.

- I feel safe. I can take a walk at night. Neighbors are nice.
- It feels safe. Driving is easy. Comfortable pretty area.
- It is safe, near my daughter, house was what I could afford. I am 63 and plan to live here from now on. Love transport for elderly although I have not used it. Love online grocery shopping that is available here.
- It's a safe, clean, beautiful area.
- It's quiet, safe, and easy to get to any part of the metro area.
- It's safe, beautiful, near places I like to go, and has lots of affordable housing.
- Less crime and worries than living in Omaha
- Life is good & easy, safe, good schools, friendly. Very unfortunate that the 84th St corridor is abandoned.
- Low crime rate, good schools, better environment to raise kids just moved to La Vista - not familiar with area yet.
- Makes me feel safe.
- Nice, safe, pretty affordable, not too big.
- Relatively safe.
- Safe place to live with friendly people and businesses and it's not too far away from the interstate.
- Safe, clean community with easy access to work. Good school district.
- Safe, clean, and location.
- Safe, convenient, usually clean. Residents have to pay for anything extra like trash pickup.
- Safe, low cost and close to everyone I want.
- Safety & good place to raise kids.
- Safety and close to family.
- Safety and quite.
- Safety, community center, library, groceries & dining.
- Safety, sense of community/ "small town feel", close to my work.
- The City is well kept and safe. Also hoping the bike trail by the sports complex extends down 66th Street to give residents of Ardmore safe passage to the trail system.
- Used to be a safe, clean community, now it is a run down ghetto to live in.

Housing

- Apartment complex is fairly well maintained & affordable. (Even those prices are going up to become unaffordable quickly).
- Because my house is paid for.
- Bought a house 8 yrs ago, Wason LVFD...
- Chose an apartment, happened to be in La Vista. Worked for the best.
- Found a house we loved, but the taxes are very high might have to sell.
- Found house in good neighborhood in good school district.
- Got a nice apt. clean place to live.
- Housing at time was best option available in relationship to location, price, type of home. I was looking for.
- Housing fitting my needs.
- Housing, schools, safe community, relative quick transport to various places in Omaha
- Housing, taxes, school district.
- I live in an apartment and the apartment we found fit our needs.
- It was the only place that had a 2 bedroom - 2 bath apartment available on internet search we needed it when we relocated be closer to family 5 years ago, and now we love our apartment complex.
- It was where we found the house we liked.
- Liked the house & its location. Taxes are too high in La Vista.
- Quality of housing we found. We don't know where 'La Vista' is. Looking forward to city ctr.
- Smaller house.
- The Condo I live in. I think the city of La Vista could have ask better & simpler questions.
- We were moving from out-of-state and liked the house.
- When I relocated to the Omaha area, I chose La Vista because of the Shadow ridge apartments.

Schools

- Close to a great school.
- Education excellent - so & friendly. Quite been here since 60's & see improvement all time. Need movie theaters & more activity for youth. Ruts ruts, skating this side East of 84th. Tired of going to Papillion for. Entertainment & shopping. Shows to Bellevue Youth Activities are too expensive for middle & lower class here. A lot of single parents here & rent [?].
- Education, safety, atmosphere.
- Good school, good access to I-80.
- Good schools and neighbors
- Great school district and sense of safety however we have started seeing more crime closer to home that has us concerned.
- Quality schools, location, economic growth, well sought - after neighborhoods.
- School district is the the best for my child who has a disability.
- School system. Quality education for children.
- School, community center.
- Schools, feeling safe, convenience of location.
- Schools, good neighborhood, convenient to Omaha & activities.
- The Papillion La Vista school system is excellent.
- The school system, the smaller town feel.
- We chose La Vista because of the schools and it was near the base.
- We moved here at first for the school district. We stayed because of the low amount of crime, sense of community and how close everything we need is. Love it here.

Other

- All positives already married.
- Convenience
- Job brought me to Omaha.
- Retirement facility.
- The trees.
- We never lose power when there's a storm. My street gets plowed in the snow - feels new & love police always driving around.

Don't know

- Haven't lived in La Vista for 6 months hard to give you any answers.
- I really wonder sometimes!!
- Nice.
- No particular reason.
- No particular reason. We needed a house and this one fit our needs and our budget. It has been a good fit for over 30 yrs.

THE NCSTM

The National Citizen SurveyTM

La Vista, NE

Dashboard Summary of Findings

FINAL
2016



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Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. The NCS captures residents' opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report summarizes La Vista's performance in the eight facets of community livability with the "General" rating as a summary of results from the overarching questions not shown within any of the eight facets. The "Overall" represents the community pillar in its entirety (the eight facets and general).

By summarizing resident ratings across the eight facets and three pillars of a livable community, a picture of La Vista's community livability emerges. Below, the color of each community facet summarizes how residents rated each of the pillars that support it – Community Characteristics, Governance and Participation. When most ratings were higher than the benchmark, the color is the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

Overall, ratings for the dimensions of community livability were strong and similar to comparison communities. Within Community Characteristics, the facet of Mobility was especially strong compared to other communities. Ratings for Built Environment within the pillar of Participation tended to receive high ratings, while ratings for Mobility and Education and Enrichment tended to receive lower ratings than the national benchmark. This information can be helpful in identifying the areas that merit more attention.

Figure 1: Dashboard Summary

	Community Characteristics			Governance			Participation		
	Higher	Similar	Lower	Higher	Similar	Lower	Higher	Similar	Lower
Overall	8	41	3	3	43	0	1	23	12
General	0	7	0	0	3	0	0	2	1
Safety	0	3	0	1	6	0	0	3	0
Mobility	4	4	0	1	7	0	0	1	2
Natural Environment	0	3	0	0	6	0	0	2	1
Built Environment	1	4	0	0	7	0	1	1	0
Economy	1	6	1	0	1	0	0	2	1
Recreation and Wellness	0	7	0	0	4	0	0	4	1
Education and Enrichment	2	3	1	0	2	0	0	1	2
Community Engagement	0	4	1	1	7	0	0	7	4

Legend	
	Higher
	Similar
	Lower

The National Citizen Survey™

Figure 2: Detailed Dashboard

	Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
General	Overall appearance	↔	↔	67%	Customer service	↔	↔	83%	Recommend La Vista	↔	↔	94%
	Overall quality of life	↔	↔	89%	Services provided by La Vista	↔	↔	81%	Remain in La Vista	↔	↔	87%
	Place to retire	↑	↔	72%	Services provided by the Federal Government	↔	↔	36%	Contacted La Vista employees	↔	↓	30%
	Place to raise children	↔	↔	88%								
	Place to live	↔	↔	91%								
	Neighborhood	↔	↔	85%								
	Overall image	↔	↔	72%								
Safety	Overall feeling of safety	*	↔	90%	Police	↔	↔	89%	Was NOT the victim of a crime	↔	↔	91%
	Safe in neighborhood	↔	↔	97%	Crime prevention	↔	↑	88%	Did NOT report a crime	*	↔	81%
	Safe downtown/commercial area	↔	↔	94%	Fire	↔	↔	96%	Stocked supplies for an emergency	*	↔	30%
					Fire prevention	↔	↔	87%				
					Ambulance/EMS	↔	↔	96%				
					Emergency preparedness	↔	↔	65%				
					Animal control	↔	↔	75%				
Mobility	Traffic flow	↑	↑	79%	Traffic enforcement	↔	↑	80%	Carpooled instead of driving alone	*	↔	41%
	Travel by car	*	↑	88%	Street repair	↓	↔	56%	Walked or biked instead of driving	*	↓	45%
	Travel by bicycle	↔	↔	52%	Street cleaning	↓	↔	68%	Used public transportation instead of driving	*	↓	7%
	Ease of walking	↔	↔	71%	Street lighting	↔	↔	75%				
	Travel by public transportation	*	↔	32%	Snow removal	↔	↔	75%				
	Overall ease travel	*	↑	89%	Sidewalk maintenance	↔	↔	64%				
	Public parking	*	↑	84%	Traffic signal timing	↓	↔	60%				
Natural Environment	Paths and walking trails	↔	↔	61%	Bus or transit services	↔	↔	44%				
	Overall natural environment	*	↔	78%	Garbage collection	*	↔	83%	Recycled at home	↑	↓	69%
	Air quality	*	↔	91%	Recycling	*	↔	68%	Conserved water	*	↔	77%
	Cleanliness	↑	↔	82%	Yard waste pick-up	*	↔	78%	Made home more energy efficient	*	↔	75%
					Drinking water	*	↔	85%				
					Open space	*	↔	56%				
					Natural areas preservation	↔	↔	58%				
Built Environment	New development in La Vista	↓	↔	56%	Sewer services	↔	↔	84%	NOT experiencing housing cost stress	↔	↑	82%
	Affordable quality housing	↓	↑	58%	Storm drainage	↔	↔	74%	Did NOT observe a code violation	*	↔	58%
	Housing options	↓	↔	64%	Power utility	*	↔	82%				
	Overall built environment	*	↔	58%	Utility billing	*	↔	72%				
	Public places	*	↔	54%	Land use, planning and zoning	↔	↔	53%				
					Code enforcement	↔	↔	53%				
					Cable television	*	↔	58%				

Legend

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

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	Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
Economy	Overall economic health	*	↔	67%	Economic development	↑	↔	60%	Economy will have positive impact on income	↔	↔	26%
	Shopping opportunities	↔	↔	41%					Purchased goods or services in La Vista	*	↔	96%
	Employment opportunities	↑	↔	43%					Work in La Vista	*	↓	24%
	Place to visit	*	↔	51%								
	Cost of living	*	↑	61%								
	Vibrant downtown/commercial area	*	↓↓	23%								
	Place to work	↔	↔	62%								
Recreation and Wellness	Business and services	↔	↔	54%								
	Fitness opportunities	*	↔	58%	City parks	↔	↔	78%	In very good to excellent health	*	↔	58%
	Recreational opportunities	↑	↔	58%	Recreation centers	↓	↔	64%	Used La Vista recreation centers	↔	↓	46%
	Health care	↑	↔	68%	Recreation programs	↓	↔	64%	Visited a City park	↔	↔	74%
	Food	*	↔	63%	Health services	*	↔	75%	Ate 5 portions of fruits and vegetables	*	↔	74%
	Mental health care	*	↔	46%					Participated in moderate or vigorous physical activity	*	↔	86%
	Health and wellness	*	↔	69%								
Education and Enrichment	Preventive health services	*	↔	68%								
	K-12 education	*	↑	85%	Public libraries	↔	↔	83%	Used La Vista public libraries	↓	↓	52%
	Cultural/arts/music activities	↑	↔	49%	Special events	*	↔	69%	Participated in religious or spiritual activities	↔	↓	30%
	Child care/preschool	↑	↑	77%					Attended a City-sponsored event	*	↔	46%
	Religious or spiritual events and activities	↔	↓	62%								
	Adult education	*	↔	70%								
	Overall education and enrichment	*	↔	74%								
Community Engagement	Opportunities to participate in community matters	↔	↔	62%	Public information	↔	↔	70%	Sense of community	↔	↔	64%
	Opportunities to volunteer	↔	↓	55%	Overall direction	↑	↔	74%	Voted in local elections	↔	↔	80%
	Openness and acceptance	↔	↔	70%	Value of services for taxes paid	↔	↔	61%	Talked to or visited with neighbors	*	↔	89%
	Social events and activities	↔	↔	57%	Welcoming citizen involvement	↑	↔	65%	Attended a local public meeting	↔	↓	12%
	Neighborliness	*	↔	67%	Confidence in City government	*	↔	70%	Watched a local public meeting	*	↓	16%
					Acting in the best interest of La Vista	*	↔	73%	Volunteered	↔	↓↓	16%
					Being honest	*	↔	77%	Participated in a club	↔	↓	12%
					Treating all residents fairly	*	↑	78%	Campaigned for an issue, cause or candidate	*	↔	13%
									Contacted La Vista elected officials	*	↔	14%
									Read or watched local news	*	↔	86%
									Done a favor for a neighbor	*	↔	76%

Legend

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

THE NCSTM

The National Citizen SurveyTM

La Vista, NE

Technical Appendices
FINAL
2016



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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 La Vista:	Excellent		Good		Fair		Poor		Total	
La Vista as a place to live	39%	N=131	52%	N=172	8%	N=26	1%	N=3	100%	N=333
Your neighborhood as a place to live	40%	N=132	46%	N=154	14%	N=46	1%	N=3	100%	N=335
La Vista as a place to raise children	46%	N=130	42%	N=121	11%	N=32	0%	N=1	100%	N=284
La Vista as a place to work	22%	N=45	40%	N=83	26%	N=54	12%	N=25	100%	N=207
La Vista as a place to visit	16%	N=51	35%	N=109	35%	N=108	14%	N=44	100%	N=311
La Vista as a place to retire	28%	N=69	44%	N=110	20%	N=51	8%	N=19	100%	N=250
The overall quality of life in La Vista	32%	N=104	57%	N=187	10%	N=34	1%	N=2	100%	N=328

Table 2: Question 2

Please rate each of the following characteristics as they relate to La Vista as a whole:	Excellent		Good		Fair		Poor		Total	
Overall feeling of safety in La Vista	41%	N=139	49%	N=164	9%	N=29	1%	N=4	100%	N=335
Overall ease of getting to the places you usually have to visit	43%	N=144	46%	N=156	8%	N=27	3%	N=8	100%	N=335
Quality of overall natural environment in La Vista	27%	N=89	50%	N=164	20%	N=64	3%	N=8	100%	N=326
Overall "built environment" of La Vista (including overall design, buildings, parks and transportation systems)	17%	N=55	41%	N=135	32%	N=103	10%	N=34	100%	N=327
Health and wellness opportunities in La Vista	22%	N=63	47%	N=130	28%	N=77	4%	N=10	100%	N=280
Overall opportunities for education and enrichment	28%	N=78	46%	N=128	25%	N=70	1%	N=4	100%	N=280
Overall economic health of La Vista	22%	N=64	45%	N=131	26%	N=77	7%	N=21	100%	N=293
Sense of community	16%	N=52	48%	N=152	30%	N=95	6%	N=19	100%	N=318
Overall image or reputation of La Vista	21%	N=69	51%	N=166	22%	N=72	6%	N=18	100%	N=326

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 La Vista to someone who asks	61%	N=195	33%	N=106	4%	N=12	3%	N=9	100%	N=322
Remain in La Vista for the next five years	58%	N=186	28%	N=90	8%	N=26	5%	N=16	100%	N=319

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	81%	N=271	16%	N=52	3%	N=8	0%	N=0	1%	N=2	100%	N=334
In La Vista's downtown/commercial area during the day	63%	N=187	31%	N=93	5%	N=15	1%	N=3	0%	N=0	100%	N=298

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Table 5: Question 5

Please rate each of the following characteristics as they relate to La Vista as a whole:	Excellent		Good		Fair		Poor		Total	
Traffic flow on major streets	19%	N=63	60%	N=197	17%	N=58	4%	N=12	100%	N=330
Ease of public parking	30%	N=91	54%	N=162	14%	N=41	2%	N=7	100%	N=300
Ease of travel by car in La Vista	36%	N=120	52%	N=174	9%	N=28	3%	N=10	100%	N=333
Ease of travel by public transportation in La Vista	13%	N=19	19%	N=27	26%	N=38	41%	N=59	100%	N=144
Ease of travel by bicycle in La Vista	16%	N=32	36%	N=71	32%	N=64	15%	N=30	100%	N=197
Ease of walking in La Vista	26%	N=77	46%	N=137	21%	N=64	8%	N=23	100%	N=301
Availability of paths and walking trails	23%	N=64	38%	N=106	28%	N=79	11%	N=29	100%	N=278
Air quality	31%	N=99	60%	N=191	9%	N=29	0%	N=0	100%	N=319
Cleanliness of La Vista	25%	N=83	57%	N=187	14%	N=47	4%	N=12	100%	N=329
Overall appearance of La Vista	19%	N=64	48%	N=158	26%	N=85	7%	N=22	100%	N=329
Public places where people want to spend time	18%	N=55	36%	N=112	32%	N=98	14%	N=43	100%	N=308
Variety of housing options	19%	N=57	46%	N=139	27%	N=83	9%	N=26	100%	N=305
Availability of affordable quality housing	14%	N=40	45%	N=131	32%	N=95	9%	N=27	100%	N=293
Fitness opportunities (including exercise classes and paths or trails, etc.)	16%	N=48	42%	N=123	36%	N=104	6%	N=18	100%	N=294
Recreational opportunities	17%	N=48	41%	N=118	34%	N=98	9%	N=25	100%	N=290
Availability of affordable quality food	20%	N=65	43%	N=139	29%	N=95	8%	N=27	100%	N=326
Availability of affordable quality health care	19%	N=52	49%	N=139	28%	N=79	4%	N=13	100%	N=283
Availability of preventive health services	16%	N=43	52%	N=135	27%	N=70	5%	N=14	100%	N=262
Availability of affordable quality mental health care	13%	N=20	33%	N=50	28%	N=43	25%	N=38	100%	N=152

Table 6: Question 6

Please rate each of the following characteristics as they relate to La Vista as a whole:	Excellent		Good		Fair		Poor		Total	
Availability of affordable quality child care/preschool	33%	N=49	45%	N=67	21%	N=31	2%	N=3	100%	N=150
K-12 education	41%	N=95	44%	N=102	14%	N=32	1%	N=1	100%	N=231
Adult educational opportunities	19%	N=42	51%	N=112	27%	N=59	2%	N=5	100%	N=218
Opportunities to attend cultural/arts/music activities	11%	N=31	38%	N=105	36%	N=100	15%	N=43	100%	N=278
Opportunities to participate in religious or spiritual events and activities	13%	N=30	49%	N=114	32%	N=74	6%	N=14	100%	N=232
Employment opportunities	10%	N=21	34%	N=75	44%	N=98	12%	N=27	100%	N=221
Shopping opportunities	13%	N=43	28%	N=93	36%	N=121	22%	N=74	100%	N=331
Cost of living in La Vista	12%	N=38	49%	N=160	36%	N=117	3%	N=11	100%	N=326
Overall quality of business and service establishments in La Vista	12%	N=40	42%	N=138	36%	N=119	9%	N=31	100%	N=329
Vibrant downtown/commercial area	5%	N=15	18%	N=57	27%	N=83	50%	N=157	100%	N=312
Overall quality of new development in La Vista	14%	N=42	42%	N=121	32%	N=93	12%	N=35	100%	N=291
Opportunities to participate in social events and activities	12%	N=33	45%	N=119	34%	N=92	9%	N=24	100%	N=268
Opportunities to volunteer	11%	N=22	44%	N=87	32%	N=64	13%	N=25	100%	N=197
Opportunities to participate in community matters	14%	N=32	48%	N=107	29%	N=65	9%	N=21	100%	N=225
Openness and acceptance of the community toward people of diverse backgrounds	16%	N=40	54%	N=132	24%	N=59	6%	N=14	100%	N=246
Neighborliness of residents in La Vista	16%	N=51	51%	N=164	26%	N=82	7%	N=24	100%	N=320

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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	23%	N=76	77%	N=259	100%	N=335
Made efforts to make your home more energy efficient	25%	N=83	75%	N=249	100%	N=332
Observed a code violation or other hazard in La Vista	58%	N=193	42%	N=139	100%	N=332
Household member was a victim of a crime in La Vista	91%	N=301	9%	N=31	100%	N=332
Reported a crime to the police in La Vista	81%	N=269	19%	N=63	100%	N=332
Stocked supplies in preparation for an emergency	70%	N=231	30%	N=99	100%	N=330
Campaigned or advocated for an issue, cause or candidate	87%	N=287	13%	N=43	100%	N=330
Contacted the City of La Vista (in-person, phone, email or web) for help or information	70%	N=230	30%	N=101	100%	N=331
Contacted La Vista elected officials (in-person, phone, email or web) to express your opinion	86%	N=283	14%	N=48	100%	N=331

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 La Vista?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used La Vista recreation centers or their services	3%	N=11	11%	N=36	32%	N=107	54%	N=179	100%	N=333
Visited a neighborhood park or City park	13%	N=42	23%	N=75	39%	N=130	26%	N=85	100%	N=332
Used La Vista public libraries or their services	5%	N=16	17%	N=55	30%	N=101	48%	N=159	100%	N=331
Participated in religious or spiritual activities in La Vista	8%	N=27	8%	N=26	14%	N=48	70%	N=231	100%	N=332
Attended a City-sponsored event	1%	N=3	4%	N=12	42%	N=139	54%	N=178	100%	N=332
Used bus, rail, subway or other public transportation instead of driving	1%	N=3	0%	N=1	6%	N=19	93%	N=307	100%	N=331
Carpooled with other adults or children instead of driving alone	16%	N=53	7%	N=24	18%	N=59	59%	N=196	100%	N=332
Walked or biked instead of driving	10%	N=32	13%	N=43	22%	N=74	55%	N=183	100%	N=332
Volunteered your time to some group/activity in La Vista	4%	N=12	4%	N=13	8%	N=27	84%	N=279	100%	N=332
Participated in a club	2%	N=7	3%	N=9	7%	N=25	88%	N=289	100%	N=330
Talked to or visited with your immediate neighbors	39%	N=130	30%	N=100	20%	N=66	11%	N=38	100%	N=333
Done a favor for a neighbor	18%	N=61	22%	N=72	36%	N=119	24%	N=80	100%	N=332

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	0%	N=0	1%	N=2	11%	N=36	88%	N=288	100%	N=327
Watched (online or on television) a local public meeting	0%	N=0	3%	N=9	13%	N=44	84%	N=278	100%	N=331

Table 10: Question 10

Please rate the quality of each of the following services in La Vista:	Excellent		Good		Fair		Poor		Total	
Police/Sheriff services	47%	N=136	42%	N=120	9%	N=27	2%	N=6	100%	N=289
Fire services	52%	N=131	44%	N=110	4%	N=11	0%	N=0	100%	N=252
Ambulance or emergency medical services	51%	N=117	45%	N=105	4%	N=10	0%	N=0	100%	N=232
Crime prevention	30%	N=78	57%	N=149	11%	N=27	2%	N=5	100%	N=260
Fire prevention and education	30%	N=60	57%	N=114	13%	N=25	1%	N=2	100%	N=201
Traffic enforcement	33%	N=90	48%	N=131	16%	N=43	4%	N=11	100%	N=276

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Please rate the quality of each of the following services in La Vista:	Excellent		Good		Fair		Poor		Total	
Street repair	10%	N=31	46%	N=145	30%	N=95	14%	N=45	100%	N=316
Street cleaning	16%	N=49	51%	N=154	23%	N=68	10%	N=29	100%	N=299
Street lighting	19%	N=59	56%	N=178	20%	N=65	5%	N=15	100%	N=317
Snow removal	32%	N=96	42%	N=125	20%	N=61	5%	N=15	100%	N=298
Sidewalk maintenance	12%	N=35	52%	N=151	24%	N=69	13%	N=37	100%	N=291
Traffic signal timing	12%	N=35	48%	N=148	28%	N=87	12%	N=37	100%	N=307
Bus or transit services	10%	N=12	34%	N=40	22%	N=25	34%	N=39	100%	N=115
Garbage collection	29%	N=82	54%	N=152	16%	N=46	1%	N=3	100%	N=283
Recycling	20%	N=50	48%	N=120	19%	N=49	13%	N=33	100%	N=251
Yard waste pick-up	25%	N=58	53%	N=122	17%	N=38	5%	N=12	100%	N=229
Storm drainage	20%	N=56	54%	N=154	20%	N=57	5%	N=15	100%	N=283
Drinking water	26%	N=82	59%	N=187	13%	N=41	2%	N=7	100%	N=318
Sewer services	24%	N=72	59%	N=174	15%	N=45	1%	N=2	100%	N=293
Power (electric and/or gas) utility	23%	N=72	60%	N=190	17%	N=54	1%	N=2	100%	N=319
Utility billing	17%	N=53	55%	N=171	24%	N=75	4%	N=13	100%	N=312
City parks	25%	N=69	53%	N=149	20%	N=56	2%	N=6	100%	N=280
Recreation programs or classes	16%	N=31	49%	N=93	27%	N=52	8%	N=16	100%	N=193
Recreation centers or facilities	16%	N=33	48%	N=99	25%	N=51	11%	N=23	100%	N=206
Land use, planning and zoning	10%	N=24	43%	N=101	29%	N=69	18%	N=43	100%	N=237
Code enforcement (weeds, abandoned buildings, etc.)	11%	N=25	42%	N=98	31%	N=71	16%	N=38	100%	N=232
Animal control	16%	N=36	59%	N=135	22%	N=51	3%	N=7	100%	N=228
Economic development	10%	N=26	50%	N=131	27%	N=70	13%	N=35	100%	N=261
Health services	16%	N=39	59%	N=140	22%	N=53	3%	N=6	100%	N=238
Public library services	30%	N=74	53%	N=130	15%	N=37	2%	N=6	100%	N=245
Public information services	19%	N=41	51%	N=108	27%	N=57	3%	N=7	100%	N=213
Cable television	12%	N=32	46%	N=124	28%	N=74	14%	N=36	100%	N=266
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	18%	N=28	47%	N=76	29%	N=46	6%	N=10	100%	N=160
Preservation of natural areas such as open space, farmlands and greenbelts	13%	N=28	46%	N=99	33%	N=72	9%	N=19	100%	N=218
La Vista open space	11%	N=29	44%	N=113	34%	N=87	10%	N=26	100%	N=256
City-sponsored special events	17%	N=39	52%	N=120	23%	N=53	8%	N=18	100%	N=231
Overall customer service by La Vista employees (police, receptionists, planners, etc.)	28%	N=70	55%	N=141	15%	N=39	2%	N=5	100%	N=256

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 La Vista	23%	N=66	58%	N=168	18%	N=51	2%	N=5	100%	N=288
The Federal Government	4%	N=12	32%	N=86	42%	N=113	22%	N=59	100%	N=270

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Table 12: Question 12

Please rate the following categories of La Vista government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to La Vista	9%	N=26	51%	N=145	27%	N=76	12%	N=35	100%	N=282
The overall direction that La Vista is taking	20%	N=60	54%	N=162	19%	N=57	7%	N=21	100%	N=300
The job La Vista government does at welcoming citizen involvement	13%	N=28	52%	N=114	29%	N=64	6%	N=14	100%	N=219
Overall confidence in La Vista government	11%	N=31	59%	N=166	20%	N=57	9%	N=26	100%	N=281
Generally acting in the best interest of the community	13%	N=37	60%	N=170	21%	N=59	6%	N=17	100%	N=283
Being honest	16%	N=41	61%	N=156	15%	N=37	8%	N=22	100%	N=256
Treating all residents fairly	17%	N=42	61%	N=151	15%	N=37	7%	N=17	100%	N=247

Table 13: Question 13

Please rate how important, if at all, you think it is for the La Vista 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 La Vista	59%	N=197	31%	N=105	10%	N=33	0%	N=0	100%	N=335
Overall ease of getting to the places you usually have to visit	31%	N=104	48%	N=159	18%	N=60	3%	N=9	100%	N=332
Quality of overall natural environment in La Vista	28%	N=93	42%	N=138	26%	N=86	3%	N=11	100%	N=327
Overall "built environment" of La Vista (including overall design, buildings, parks and transportation systems)	30%	N=99	41%	N=136	28%	N=94	0%	N=1	100%	N=331
Health and wellness opportunities in La Vista	24%	N=77	42%	N=137	32%	N=106	3%	N=9	100%	N=329
Overall opportunities for education and enrichment	28%	N=90	47%	N=155	22%	N=72	3%	N=10	100%	N=328
Overall economic health of La Vista	46%	N=152	45%	N=150	8%	N=28	0%	N=1	100%	N=331
Sense of community	26%	N=85	50%	N=166	20%	N=67	4%	N=13	100%	N=331

Table 14: Question 14

Have you or anyone in your household participated in any La Vista parks and recreation programs or events during the last 12 months?	Percent	Number
Yes	29%	N=96
No	71%	N=229
Total	100%	N=325

Table 15: Question 15

If you have not participated or visited a program or park, why not? (Select all that apply.)	Percent	Number
Parks are not convenient to location of my house	18%	N=32
I use other providers of park and recreation services	24%	N=44
I don't know what is offered by the Parks and Recreation Department	54%	N=99
I don't feel safe in the parks	2%	N=4
I don't know where parks and facilities are located	23%	N=42
Facilities and parks are not well maintained	6%	N=11
Recreation programs I am interested in are not offered	23%	N=43
Too difficult to register for programs, events, and rentals	7%	N=13
Fees are too expensive	12%	N=22
Total	100%	N=183

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

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Table 16: Question 16

Please indicate your level of agreement or disagreement with the adequacy of support services that are available to parents, families, and students through a variety of sources within Sarpy County:	Strongly agree		Agree		Neither agree or disagree		Disagree		Strongly disagree		Total	
Mental health services	20%	N=25	25%	N=32	30%	N=38	8%	N=10	17%	N=21	100%	N=126
Substance abuse counseling	20%	N=25	28%	N=34	29%	N=36	13%	N=16	10%	N=12	100%	N=123
Family conflict	17%	N=21	28%	N=35	34%	N=43	11%	N=14	10%	N=12	100%	N=124
Parent support	18%	N=23	39%	N=51	29%	N=38	5%	N=6	9%	N=12	100%	N=130
Youth behavior	22%	N=29	35%	N=45	29%	N=38	5%	N=7	9%	N=12	100%	N=130

Table 17: Question 17

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City government and its activities, events and services:	Major source		Minor source		Not a source		Total	
Citywise quarterly newsletter (direct mail)	68%	N=223	26%	N=85	6%	N=19	100%	N=327
Facebook	28%	N=89	29%	N=93	43%	N=135	100%	N=317
Twitter	9%	N=27	23%	N=71	68%	N=212	100%	N=310
Website (www.cityoflavista.org)	43%	N=138	35%	N=111	22%	N=70	100%	N=318
Other social media	7%	N=20	36%	N=105	58%	N=170	100%	N=294

Table 18: 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	17%	N=57	14%	N=45	13%	N=42	15%	N=50	41%	N=137	100%	N=331
Purchase goods or services from a business located in La Vista	0%	N=1	4%	N=12	33%	N=108	46%	N=152	18%	N=58	100%	N=332
Eat at least 5 portions of fruits and vegetables a day	7%	N=22	19%	N=64	36%	N=119	25%	N=83	12%	N=40	100%	N=329
Participate in moderate or vigorous physical activity	2%	N=5	12%	N=40	46%	N=152	26%	N=88	14%	N=46	100%	N=331
Read or watch local news (via television, paper, computer, etc.)	7%	N=23	7%	N=25	21%	N=69	32%	N=108	33%	N=109	100%	N=333
Vote in local elections	10%	N=34	10%	N=33	12%	N=40	28%	N=95	39%	N=131	100%	N=333

Table 19: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	15%	N=50
Very good	43%	N=144
Good	36%	N=119
Fair	5%	N=18
Poor	1%	N=3
Total	100%	N=334

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Table 20: 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	5%	N=18
Somewhat positive	21%	N=69
Neutral	56%	N=185
Somewhat negative	15%	N=50
Very negative	3%	N=10
Total	100%	N=332

Table 21: Question D4

What is your employment status?	Percent	Number
Working full time for pay	77%	N=258
Working part time for pay	4%	N=13
Unemployed, looking for paid work	1%	N=5
Unemployed, not looking for paid work	2%	N=6
Fully retired	16%	N=53
Total	100%	N=334

Table 22: Question D5

Do you work inside the boundaries of La Vista?	Percent	Number
Yes, outside the home	19%	N=63
Yes, from home	5%	N=16
No	76%	N=249
Total	100%	N=327

Table 23: Question D6

How many years have you lived in La Vista?	Percent	Number
Less than 2 years	23%	N=76
2 to 5 years	18%	N=60
6 to 10 years	20%	N=66
11 to 20 years	23%	N=78
More than 20 years	16%	N=55
Total	100%	N=334

Table 24: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	60%	N=200
Building with two or more homes (duplex, townhome, apartment or condominium)	39%	N=131
Mobile home	0%	N=1
Other	1%	N=2
Total	100%	N=333

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Table 25: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	43%	N=143
Owned	57%	N=190
Total	100%	N=332

Table 26: 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	1%	N=5
\$300 to \$599 per month	6%	N=18
\$600 to \$999 per month	48%	N=157
\$1,000 to \$1,499 per month	25%	N=82
\$1,500 to \$2,499 per month	16%	N=52
\$2,500 or more per month	3%	N=10
Total	100%	N=325

Table 27: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	68%	N=225
Yes	32%	N=108
Total	100%	N=334

Table 28: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	83%	N=277
Yes	17%	N=58
Total	100%	N=334

Table 29: 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	7%	N=22
\$25,000 to \$49,999	30%	N=94
\$50,000 to \$99,999	34%	N=109
\$100,000 to \$149,999	18%	N=58
\$150,000 or more	11%	N=35
Total	100%	N=319

Table 30: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	98%	N=319
Yes, I consider myself to be Spanish, Hispanic or Latino	2%	N=8
Total	100%	N=327

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Table 31: 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	1%	N=4
Asian, Asian Indian or Pacific Islander	4%	N=12
Black or African American	3%	N=11
White	91%	N=298
Other	5%	N=16

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

Table 32: Question D15

In which category is your age?	Percent	Number
18 to 24 years	10%	N=35
25 to 34 years	25%	N=83
35 to 44 years	19%	N=63
45 to 54 years	18%	N=61
55 to 64 years	11%	N=37
65 to 74 years	10%	N=33
75 years or older	6%	N=20
Total	100%	N=330

Table 33: Question D16

What is your sex?	Percent	Number
Female	54%	N=175
Male	46%	N=149
Total	100%	N=324

Table 34: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	74%	N=248
Land line	16%	N=54
Both	10%	N=32
Total	100%	N=334

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 35: Question 1

Please rate each of the following aspects of quality of life in La Vista:	Excellent		Good		Fair		Poor		Don't know		Total	
La Vista as a place to live	39%	N=131	52%	N=172	8%	N=26	1%	N=3	0%	N=0	100%	N=333
Your neighborhood as a place to live	40%	N=132	46%	N=154	14%	N=46	1%	N=3	0%	N=0	100%	N=335
La Vista as a place to raise children	39%	N=130	36%	N=121	10%	N=32	0%	N=1	14%	N=47	100%	N=331
La Vista as a place to work	14%	N=45	25%	N=83	17%	N=54	8%	N=25	37%	N=121	100%	N=329
La Vista as a place to visit	15%	N=51	33%	N=109	33%	N=108	13%	N=44	5%	N=17	100%	N=329
La Vista as a place to retire	21%	N=69	33%	N=110	15%	N=51	6%	N=19	24%	N=81	100%	N=331
The overall quality of life in La Vista	31%	N=104	56%	N=187	10%	N=34	1%	N=2	2%	N=6	100%	N=334

Table 36: Question 2

Please rate each of the following characteristics as they relate to La Vista as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in La Vista	41%	N=139	49%	N=164	9%	N=29	1%	N=4	0%	N=0	100%	N=335
Overall ease of getting to the places you usually have to visit	43%	N=144	46%	N=156	8%	N=27	3%	N=8	0%	N=0	100%	N=335
Quality of overall natural environment in La Vista	27%	N=89	49%	N=164	19%	N=64	2%	N=8	2%	N=8	100%	N=334
Overall "built environment" of La Vista (including overall design, buildings, parks and transportation systems)	16%	N=55	41%	N=135	31%	N=103	10%	N=34	2%	N=5	100%	N=332
Health and wellness opportunities in La Vista	19%	N=63	39%	N=130	23%	N=77	3%	N=10	16%	N=51	100%	N=331
Overall opportunities for education and enrichment	24%	N=78	38%	N=128	21%	N=70	1%	N=4	16%	N=52	100%	N=332
Overall economic health of La Vista	19%	N=64	39%	N=131	23%	N=77	6%	N=21	12%	N=39	100%	N=332
Sense of community	16%	N=52	46%	N=152	28%	N=95	6%	N=19	5%	N=15	100%	N=333
Overall image or reputation of La Vista	21%	N=69	50%	N=166	21%	N=72	6%	N=18	2%	N=8	100%	N=333

Table 37: 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 La Vista to someone who asks	59%	N=195	32%	N=106	4%	N=12	3%	N=9	4%	N=12	100%	N=334
Remain in La Vista for the next five years	56%	N=186	27%	N=90	8%	N=26	5%	N=16	5%	N=15	100%	N=334

Table 38: 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	81%	N=271	16%	N=52	2%	N=8	0%	N=0	1%	N=2	0%	N=1	100%	N=335
In La Vista's downtown/commercial area during the day	56%	N=187	28%	N=93	5%	N=15	1%	N=3	0%	N=0	10%	N=33	100%	N=331

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Table 39: Question 5

Please rate each of the following characteristics as they relate to La Vista as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic flow on major streets	19%	N=63	60%	N=197	17%	N=58	4%	N=12	0%	N=0	100%	N=330
Ease of public parking	27%	N=91	48%	N=162	12%	N=41	2%	N=7	10%	N=33	100%	N=333
Ease of travel by car in La Vista	36%	N=120	52%	N=174	8%	N=28	3%	N=10	1%	N=2	100%	N=334
Ease of travel by public transportation in La Vista	6%	N=19	8%	N=27	11%	N=38	18%	N=59	57%	N=187	100%	N=331
Ease of travel by bicycle in La Vista	10%	N=32	22%	N=71	19%	N=64	9%	N=30	40%	N=129	100%	N=326
Ease of walking in La Vista	23%	N=77	41%	N=137	19%	N=64	7%	N=23	9%	N=30	100%	N=331
Availability of paths and walking trails	19%	N=64	32%	N=106	24%	N=79	9%	N=29	16%	N=52	100%	N=330
Air quality	30%	N=99	57%	N=191	9%	N=29	0%	N=0	4%	N=15	100%	N=334
Cleanliness of La Vista	25%	N=83	56%	N=187	14%	N=47	4%	N=12	1%	N=4	100%	N=333
Overall appearance of La Vista	19%	N=64	48%	N=158	26%	N=85	7%	N=22	0%	N=1	100%	N=329
Public places where people want to spend time	17%	N=55	34%	N=112	30%	N=98	13%	N=43	7%	N=25	100%	N=333
Variety of housing options	17%	N=57	42%	N=139	25%	N=83	8%	N=26	9%	N=29	100%	N=334
Availability of affordable quality housing	12%	N=40	39%	N=131	29%	N=95	8%	N=27	12%	N=40	100%	N=333
Fitness opportunities (including exercise classes and paths or trails, etc.)	14%	N=48	37%	N=123	31%	N=104	5%	N=18	12%	N=38	100%	N=332
Recreational opportunities	15%	N=48	36%	N=118	30%	N=98	8%	N=25	12%	N=39	100%	N=329
Availability of affordable quality food	20%	N=65	42%	N=139	29%	N=95	8%	N=27	2%	N=6	100%	N=332
Availability of affordable quality health care	16%	N=52	42%	N=139	24%	N=79	4%	N=13	15%	N=49	100%	N=332
Availability of preventive health services	13%	N=43	41%	N=135	21%	N=70	4%	N=14	21%	N=69	100%	N=331
Availability of affordable quality mental health care	6%	N=20	15%	N=50	13%	N=43	12%	N=38	54%	N=179	100%	N=331

Table 40: Question 6

Please rate each of the following characteristics as they relate to La Vista as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Availability of affordable quality child care/preschool	15%	N=49	20%	N=67	9%	N=31	1%	N=3	54%	N=179	100%	N=329
K-12 education	29%	N=95	31%	N=102	10%	N=32	0%	N=1	30%	N=98	100%	N=329
Adult educational opportunities	13%	N=42	34%	N=112	18%	N=59	2%	N=5	34%	N=113	100%	N=331
Opportunities to attend cultural/arts/music activities	9%	N=31	32%	N=105	30%	N=100	13%	N=43	16%	N=53	100%	N=331
Opportunities to participate in religious or spiritual events and activities	9%	N=30	35%	N=114	23%	N=74	4%	N=14	29%	N=96	100%	N=328
Employment opportunities	6%	N=21	23%	N=75	30%	N=98	8%	N=27	33%	N=111	100%	N=331
Shopping opportunities	13%	N=43	28%	N=93	36%	N=121	22%	N=74	0%	N=1	100%	N=332
Cost of living in La Vista	12%	N=38	48%	N=160	35%	N=117	3%	N=11	1%	N=4	100%	N=331
Overall quality of business and service establishments in La Vista	12%	N=40	42%	N=138	36%	N=119	9%	N=31	1%	N=2	100%	N=331
Vibrant downtown/commercial area	5%	N=15	17%	N=57	25%	N=83	48%	N=157	6%	N=18	100%	N=330
Overall quality of new development in La Vista	13%	N=42	37%	N=121	28%	N=93	11%	N=35	11%	N=37	100%	N=328
Opportunities to participate in social events and activities	10%	N=33	36%	N=119	28%	N=92	7%	N=24	19%	N=63	100%	N=331
Opportunities to volunteer	7%	N=22	26%	N=87	19%	N=64	7%	N=25	40%	N=133	100%	N=330
Opportunities to participate in community matters	10%	N=32	33%	N=107	20%	N=65	6%	N=21	31%	N=101	100%	N=326
Openness and acceptance of the community toward people of diverse backgrounds	12%	N=40	40%	N=132	18%	N=59	4%	N=14	26%	N=85	100%	N=330
Neighborliness of residents in La Vista	15%	N=51	49%	N=164	25%	N=82	7%	N=24	4%	N=13	100%	N=333

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Table 41: 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	23%	N=76	77%	N=259	100%	N=335
Made efforts to make your home more energy efficient	25%	N=83	75%	N=249	100%	N=332
Observed a code violation or other hazard in La Vista	58%	N=193	42%	N=139	100%	N=332
Household member was a victim of a crime in La Vista	91%	N=301	9%	N=31	100%	N=332
Reported a crime to the police in La Vista	81%	N=269	19%	N=63	100%	N=332
Stocked supplies in preparation for an emergency	70%	N=231	30%	N=99	100%	N=330
Campaigned or advocated for an issue, cause or candidate	87%	N=287	13%	N=43	100%	N=330
Contacted the City of La Vista (in-person, phone, email or web) for help or information	70%	N=230	30%	N=101	100%	N=331
Contacted La Vista elected officials (in-person, phone, email or web) to express your opinion	86%	N=283	14%	N=48	100%	N=331

Table 42: 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 La Vista?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used La Vista recreation centers or their services	3%	N=11	11%	N=36	32%	N=107	54%	N=179	100%	N=333
Visited a neighborhood park or City park	13%	N=42	23%	N=75	39%	N=130	26%	N=85	100%	N=332
Used La Vista public libraries or their services	5%	N=16	17%	N=55	30%	N=101	48%	N=159	100%	N=331
Participated in religious or spiritual activities in La Vista	8%	N=27	8%	N=26	14%	N=48	70%	N=231	100%	N=332
Attended a City-sponsored event	1%	N=3	4%	N=12	42%	N=139	54%	N=178	100%	N=332
Used bus, rail, subway or other public transportation instead of driving	1%	N=3	0%	N=1	6%	N=19	93%	N=307	100%	N=331
Carpooled with other adults or children instead of driving alone	16%	N=53	7%	N=24	18%	N=59	59%	N=196	100%	N=332
Walked or biked instead of driving	10%	N=32	13%	N=43	22%	N=74	55%	N=183	100%	N=332
Volunteered your time to some group/activity in La Vista	4%	N=12	4%	N=13	8%	N=27	84%	N=279	100%	N=332
Participated in a club	2%	N=7	3%	N=9	7%	N=25	88%	N=289	100%	N=330
Talked to or visited with your immediate neighbors	39%	N=130	30%	N=100	20%	N=66	11%	N=38	100%	N=333
Done a favor for a neighbor	18%	N=61	22%	N=72	36%	N=119	24%	N=80	100%	N=332

Table 43: 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	0%	N=0	1%	N=2	11%	N=36	88%	N=288	100%	N=327
Watched (online or on television) a local public meeting	0%	N=0	3%	N=9	13%	N=44	84%	N=278	100%	N=331

Table 44: Question 10

Please rate the quality of each of the following services in La Vista:	Excellent		Good		Fair		Poor		Don't know		Total	
Police/Sheriff services	42%	N=136	37%	N=120	8%	N=27	2%	N=6	11%	N=37	100%	N=326
Fire services	40%	N=131	34%	N=110	3%	N=11	0%	N=0	23%	N=73	100%	N=326
Ambulance or emergency medical services	36%	N=117	32%	N=105	3%	N=10	0%	N=0	29%	N=94	100%	N=326
Crime prevention	24%	N=78	46%	N=149	8%	N=27	2%	N=5	19%	N=62	100%	N=322
Fire prevention and education	19%	N=60	35%	N=114	8%	N=25	1%	N=2	38%	N=123	100%	N=323
Traffic enforcement	28%	N=90	41%	N=131	13%	N=43	3%	N=11	14%	N=46	100%	N=322

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Please rate the quality of each of the following services in La Vista:	Excellent		Good		Fair		Poor		Don't know		Total	
Street repair	10%	N=31	45%	N=145	29%	N=95	14%	N=45	2%	N=8	100%	N=324
Street cleaning	15%	N=49	47%	N=154	21%	N=68	9%	N=29	8%	N=25	100%	N=324
Street lighting	18%	N=59	55%	N=178	20%	N=65	5%	N=15	3%	N=8	100%	N=325
Snow removal	30%	N=96	39%	N=125	19%	N=61	5%	N=15	8%	N=26	100%	N=324
Sidewalk maintenance	11%	N=35	47%	N=151	21%	N=69	11%	N=37	10%	N=32	100%	N=323
Traffic signal timing	11%	N=35	46%	N=148	27%	N=87	12%	N=37	5%	N=15	100%	N=323
Bus or transit services	4%	N=12	12%	N=40	8%	N=25	12%	N=39	64%	N=205	100%	N=321
Garbage collection	25%	N=82	47%	N=152	14%	N=46	1%	N=3	13%	N=43	100%	N=326
Recycling	15%	N=50	37%	N=120	15%	N=49	10%	N=33	23%	N=74	100%	N=325
Yard waste pick-up	18%	N=58	38%	N=122	12%	N=38	4%	N=12	29%	N=96	100%	N=325
Storm drainage	18%	N=56	48%	N=154	18%	N=57	5%	N=15	12%	N=38	100%	N=321
Drinking water	25%	N=82	58%	N=187	13%	N=41	2%	N=7	2%	N=6	100%	N=325
Sewer services	22%	N=72	54%	N=174	14%	N=45	1%	N=2	10%	N=31	100%	N=325
Power (electric and/or gas) utility	23%	N=72	59%	N=190	17%	N=54	1%	N=2	1%	N=2	100%	N=321
Utility billing	17%	N=53	53%	N=171	23%	N=75	4%	N=13	3%	N=9	100%	N=322
City parks	22%	N=69	47%	N=149	18%	N=56	2%	N=6	12%	N=39	100%	N=318
Recreation programs or classes	10%	N=31	29%	N=93	16%	N=52	5%	N=16	40%	N=127	100%	N=320
Recreation centers or facilities	10%	N=33	31%	N=99	16%	N=51	7%	N=23	35%	N=112	100%	N=318
Land use, planning and zoning	7%	N=24	31%	N=101	22%	N=69	13%	N=43	26%	N=85	100%	N=322
Code enforcement (weeds, abandoned buildings, etc.)	8%	N=25	30%	N=98	22%	N=71	12%	N=38	28%	N=89	100%	N=321
Animal control	11%	N=36	42%	N=135	16%	N=51	2%	N=7	29%	N=93	100%	N=322
Economic development	8%	N=26	41%	N=131	22%	N=70	11%	N=35	19%	N=59	100%	N=321
Health services	12%	N=39	44%	N=140	17%	N=53	2%	N=6	26%	N=82	100%	N=320
Public library services	23%	N=74	41%	N=130	12%	N=37	2%	N=6	23%	N=73	100%	N=318
Public information services	13%	N=41	34%	N=108	18%	N=57	2%	N=7	33%	N=106	100%	N=319
Cable television	10%	N=32	38%	N=124	23%	N=74	11%	N=36	18%	N=57	100%	N=323
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	9%	N=28	24%	N=76	14%	N=46	3%	N=10	50%	N=160	100%	N=320
Preservation of natural areas such as open space, farmlands and greenbelts	9%	N=28	31%	N=99	23%	N=72	6%	N=19	32%	N=101	100%	N=318
La Vista open space	9%	N=29	35%	N=113	27%	N=87	8%	N=26	20%	N=65	100%	N=321
City-sponsored special events	13%	N=39	39%	N=120	17%	N=53	6%	N=18	25%	N=79	100%	N=309
Overall customer service by La Vista employees (police, receptionists, planners, etc.)	22%	N=70	45%	N=141	12%	N=39	2%	N=5	19%	N=61	100%	N=317

Table 45: 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 La Vista	21%	N=66	53%	N=168	16%	N=51	1%	N=5	10%	N=31	100%	N=319
The Federal Government	4%	N=12	27%	N=86	36%	N=113	19%	N=59	15%	N=48	100%	N=318

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Table 46: Question 12

Please rate the following categories of La Vista government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to La Vista	8%	N=26	45%	N=145	24%	N=76	11%	N=35	13%	N=40	100%	N=323
The overall direction that La Vista is taking	19%	N=60	50%	N=162	18%	N=57	7%	N=21	7%	N=22	100%	N=322
The job La Vista government does at welcoming citizen involvement	9%	N=28	36%	N=114	20%	N=64	4%	N=14	31%	N=99	100%	N=318
Overall confidence in La Vista government	10%	N=31	52%	N=166	18%	N=57	8%	N=26	13%	N=41	100%	N=322
Generally acting in the best interest of the community	12%	N=37	53%	N=170	18%	N=59	5%	N=17	12%	N=40	100%	N=323
Being honest	13%	N=41	48%	N=156	12%	N=37	7%	N=22	21%	N=67	100%	N=322
Treating all residents fairly	13%	N=42	47%	N=151	11%	N=37	5%	N=17	23%	N=75	100%	N=322

Table 47: Question 13

Please rate how important, if at all, you think it is for the La Vista 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 La Vista	59%	N=197	31%	N=105	10%	N=33	0%	N=0	100%	N=335
Overall ease of getting to the places you usually have to visit	31%	N=104	48%	N=159	18%	N=60	3%	N=9	100%	N=332
Quality of overall natural environment in La Vista	28%	N=93	42%	N=138	26%	N=86	3%	N=11	100%	N=327
Overall "built environment" of La Vista (including overall design, buildings, parks and transportation systems)	30%	N=99	41%	N=136	28%	N=94	0%	N=1	100%	N=331
Health and wellness opportunities in La Vista	24%	N=77	42%	N=137	32%	N=106	3%	N=9	100%	N=329
Overall opportunities for education and enrichment	28%	N=90	47%	N=155	22%	N=72	3%	N=10	100%	N=328
Overall economic health of La Vista	46%	N=152	45%	N=150	8%	N=28	0%	N=1	100%	N=331
Sense of community	26%	N=85	50%	N=166	20%	N=67	4%	N=13	100%	N=331

Table 48: Question 14

Have you or anyone in your household participated in any La Vista parks and recreation programs or events during the last 12 months?	Percent	Number
Yes	29%	N=96
No	71%	N=229
Total	100%	N=325

Table 49: Question 15

If you have not participated or visited a program or park, why not? (Select all that apply.)	Percent	Number
Parks are not convenient to location of my house	18%	N=32
I use other providers of park and recreation services	24%	N=44
I don't know what is offered by the Parks and Recreation Department	54%	N=99
I don't feel safe in the parks	2%	N=4
I don't know where parks and facilities are located	23%	N=42
Facilities and parks are not well maintained	6%	N=11
Recreation programs I am interested in are not offered	23%	N=43
Too difficult to register for programs, events, and rentals	7%	N=13
Fees are too expensive	12%	N=22
Total	100%	N=183

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

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Table 50: Question 16

Please indicate your level of agreement or disagreement with the adequacy of support services that are available to parents, families, and students through a variety of sources within Sarpy County:	Strongly agree		Agree		Neither agree or disagree		Disagree		Strongly disagree		Don't know		Total	
Mental health services	8%	N=25	10%	N=32	12%	N=38	3%	N=10	7%	N=21	61%	N=196	100%	N=322
Substance abuse counseling	8%	N=25	11%	N=34	11%	N=36	5%	N=16	4%	N=12	62%	N=199	100%	N=322
Family conflict	7%	N=21	11%	N=35	13%	N=43	4%	N=14	4%	N=12	61%	N=194	100%	N=318
Parent support	7%	N=23	16%	N=51	12%	N=38	2%	N=6	4%	N=12	59%	N=187	100%	N=317
Youth behavior	9%	N=29	14%	N=45	12%	N=38	2%	N=7	4%	N=12	60%	N=192	100%	N=322

Table 51: Question 17

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City government and its activities, events and services:	Major source		Minor source		Not a source		Total	
Citywise quarterly newsletter (direct mail)	68%	N=223	26%	N=85	6%	N=19	100%	N=327
Facebook	28%	N=89	29%	N=93	43%	N=135	100%	N=317
Twitter	9%	N=27	23%	N=71	68%	N=212	100%	N=310
Website (www.cityoflavista.org)	43%	N=138	35%	N=111	22%	N=70	100%	N=318
Other social media	7%	N=20	36%	N=105	58%	N=170	100%	N=294

Table 52: 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	17%	N=57	14%	N=45	13%	N=42	15%	N=50	41%	N=137	100%	N=331
Purchase goods or services from a business located in La Vista	0%	N=1	4%	N=12	33%	N=108	46%	N=152	18%	N=58	100%	N=332
Eat at least 5 portions of fruits and vegetables a day	7%	N=22	19%	N=64	36%	N=119	25%	N=83	12%	N=40	100%	N=329
Participate in moderate or vigorous physical activity	2%	N=5	12%	N=40	46%	N=152	26%	N=88	14%	N=46	100%	N=331
Read or watch local news (via television, paper, computer, etc.)	7%	N=23	7%	N=25	21%	N=69	32%	N=108	33%	N=109	100%	N=333
Vote in local elections	10%	N=34	10%	N=33	12%	N=40	28%	N=95	39%	N=131	100%	N=333

Table 53: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	15%	N=50
Very good	43%	N=144
Good	36%	N=119
Fair	5%	N=18
Poor	1%	N=3
Total	100%	N=334

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Table 54: 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	5%	N=18
Somewhat positive	21%	N=69
Neutral	56%	N=185
Somewhat negative	15%	N=50
Very negative	3%	N=10
Total	100%	N=332

Table 55: Question D4

What is your employment status?	Percent	Number
Working full time for pay	77%	N=258
Working part time for pay	4%	N=13
Unemployed, looking for paid work	1%	N=5
Unemployed, not looking for paid work	2%	N=6
Fully retired	16%	N=53
Total	100%	N=334

Table 56: Question D5

Do you work inside the boundaries of La Vista?	Percent	Number
Yes, outside the home	19%	N=63
Yes, from home	5%	N=16
No	76%	N=249
Total	100%	N=327

Table 57: Question D6

How many years have you lived in La Vista?	Percent	Number
Less than 2 years	23%	N=76
2 to 5 years	18%	N=60
6 to 10 years	20%	N=66
11 to 20 years	23%	N=78
More than 20 years	16%	N=55
Total	100%	N=334

Table 58: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	60%	N=200
Building with two or more homes (duplex, townhome, apartment or condominium)	39%	N=131
Mobile home	0%	N=1
Other	1%	N=2
Total	100%	N=333

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Table 59: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	43%	N=143
Owned	57%	N=190
Total	100%	N=332

Table 60: 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	1%	N=5
\$300 to \$599 per month	6%	N=18
\$600 to \$999 per month	48%	N=157
\$1,000 to \$1,499 per month	25%	N=82
\$1,500 to \$2,499 per month	16%	N=52
\$2,500 or more per month	3%	N=10
Total	100%	N=325

Table 61: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	68%	N=225
Yes	32%	N=108
Total	100%	N=334

Table 62: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	83%	N=277
Yes	17%	N=58
Total	100%	N=334

Table 63: 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	7%	N=22
\$25,000 to \$49,999	30%	N=94
\$50,000 to \$99,999	34%	N=109
\$100,000 to \$149,999	18%	N=58
\$150,000 or more	11%	N=35
Total	100%	N=319

Table 64: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	98%	N=319
Yes, I consider myself to be Spanish, Hispanic or Latino	2%	N=8
Total	100%	N=327

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Table 65: 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	1%	N=4
Asian, Asian Indian or Pacific Islander	4%	N=12
Black or African American	3%	N=11
White	91%	N=298
Other	5%	N=16

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

Table 66: Question D15

In which category is your age?	Percent	Number
18 to 24 years	10%	N=35
25 to 34 years	25%	N=83
35 to 44 years	19%	N=63
45 to 54 years	18%	N=61
55 to 64 years	11%	N=37
65 to 74 years	10%	N=33
75 years or older	6%	N=20
Total	100%	N=330

Table 67: Question D16

What is your sex?	Percent	Number
Female	54%	N=175
Male	46%	N=149
Total	100%	N=324

Table 68: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	74%	N=248
Land line	16%	N=54
Both	10%	N=32
Total	100%	N=334

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 La Vista 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 La Vista'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," "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. The second column is the rank assigned to La Vista'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 La Vista's rating to the benchmark.

In that final column, La Vista'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 La Vista 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 69: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in La Vista	89%	155	416	Similar
Overall image or reputation of La Vista	72%	172	311	Similar
La Vista as a place to live	91%	164	354	Similar
Your neighborhood as a place to live	85%	112	278	Similar
La Vista as a place to raise children	88%	114	341	Similar
La Vista as a place to retire	72%	118	320	Similar
Overall appearance of La Vista	67%	200	321	Similar

Table 70: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in La Vista	90%	87	265	Similar
	In your neighborhood during the day	97%	68	320	Similar
	In La Vista's downtown/commercial area during the day	94%	116	272	Similar
Mobility	Overall ease of getting to the places you usually have to visit	89%	18	185	Higher
	Availability of paths and walking trails	61%	144	277	Similar
	Ease of walking in La Vista	71%	101	259	Similar
	Ease of travel by bicycle in La Vista	52%	131	264	Similar
	Ease of travel by public transportation in La Vista	32%	110	156	Similar
	Ease of travel by car in La Vista	88%	9	270	Higher
	Ease of public parking	84%	6	152	Higher
	Traffic flow on major streets	79%	11	318	Higher
	Quality of overall natural environment in La Vista	78%	120	246	Similar
Natural Environment	Cleanliness of La Vista	82%	109	244	Similar
	Air quality	91%	58	222	Similar
Built Environment	Overall "built environment" of La Vista (including overall design, buildings, parks and transportation systems)	58%	100	174	Similar
	Overall quality of new development in La Vista	56%	136	253	Similar
	Availability of affordable quality housing	58%	57	272	Higher
	Variety of housing options	64%	72	246	Similar
	Public places where people want to spend time	54%	118	168	Similar
Economy	Overall economic health of La Vista	67%	79	180	Similar
	Vibrant downtown/commercial area	23%	152	164	Much lower
	Overall quality of business and service establishments in La Vista	54%	165	242	Similar
	Cost of living in La Vista	61%	16	176	Higher
	Shopping opportunities	41%	192	263	Similar
	Employment opportunities	43%	87	281	Similar
	La Vista as a place to visit	51%	132	189	Similar
	La Vista as a place to work	62%	170	320	Similar
	Health and wellness opportunities in La Vista	69%	89	177	Similar
	Availability of affordable quality mental health care	46%	82	151	Similar
	Availability of preventive health services	68%	86	207	Similar
	Availability of affordable quality health care	68%	83	230	Similar
Recreation and Wellness	Availability of affordable quality food	63%	127	209	Similar
	Recreational opportunities	58%	178	272	Similar
	Fitness opportunities (including exercise classes and paths or trails, etc.)	58%	122	169	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Education and Enrichment	Overall opportunities for education and enrichment	74%	67	177	Similar
	Opportunities to participate in religious or spiritual events and activities	62%	169	180	Lower
	Opportunities to attend cultural/arts/music activities	49%	171	262	Similar
	Adult educational opportunities	70%	40	158	Similar
	K-12 education	85%	55	236	Higher
	Availability of affordable quality child care/preschool	77%	4	225	Higher
Community Engagement	Opportunities to participate in social events and activities	57%	136	229	Similar
	Neighborliness of La Vista	67%	71	169	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	70%	75	257	Similar
	Opportunities to participate in community matters	62%	144	244	Similar
	Opportunities to volunteer	55%	215	235	Lower

Table 71: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of La Vista	81%	145	401	Similar
Overall customer service by La Vista employees (police, receptionists, planners, etc.)	83%	119	335	Similar
Value of services for the taxes paid to La Vista	61%	159	366	Similar
Overall direction that La Vista is taking	74%	40	286	Similar
Job La Vista government does at welcoming citizen involvement	65%	58	281	Similar
Overall confidence in La Vista government	70%	39	176	Similar
Generally acting in the best interest of the community	73%	29	176	Similar
Being honest	77%	26	170	Similar
Treating all residents fairly	78%	18	175	Higher
Services provided by the Federal Government	36%	144	222	Similar

Table 72: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police/Sheriff services	89%	54	411	Similar
	Fire services	96%	87	337	Similar
	Ambulance or emergency medical services	96%	78	315	Similar
	Crime prevention	88%	57	319	Higher
	Fire prevention and education	87%	87	254	Similar
	Animal control	75%	91	306	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	65%	118	253	Similar
	Traffic enforcement	80%	16	334	Higher
Mobility	Street repair	56%	164	377	Similar
	Street cleaning	68%	137	288	Similar
	Street lighting	75%	46	286	Similar
	Snow removal	75%	42	270	Similar
	Sidewalk maintenance	64%	118	293	Similar
	Traffic signal timing	60%	58	229	Similar
	Bus or transit services	44%	154	195	Similar
Natural Environment	Garbage collection	83%	207	319	Similar
	Recycling	68%	281	326	Similar
	Yard waste pick-up	78%	124	243	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Drinking water	85%	80	305	Similar
	Preservation of natural areas such as open space, farmlands and greenbelts	58%	135	232	Similar
	La Vista open space	56%	105	161	Similar
Built Environment	Storm drainage	74%	86	319	Similar
	Sewer services	84%	101	294	Similar
	Power (electric and/or gas) utility	82%	66	147	Similar
	Utility billing	72%	81	159	Similar
	Land use, planning and zoning	53%	132	271	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	53%	170	336	Similar
	Cable television	58%	68	174	Similar
	Economic development	60%	112	255	Similar
Recreation and Wellness	City parks	78%	194	300	Similar
	Recreation programs or classes	64%	232	310	Similar
Education and Enrichment	Recreation centers or facilities	64%	176	252	Similar
	Health services	75%	73	181	Similar
Community Engagement	City-sponsored special events	69%	100	190	Similar
	Public library services	83%	223	315	Similar
	Public information services	70%	113	257	Similar

Table 73: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	64%	146	277	Similar
Recommend living in La Vista to someone who asks	94%	66	251	Similar
Remain in La Vista for the next five years	87%	88	243	Similar
Contacted La Vista (in-person, phone, email or web) for help or information	30%	266	276	Lower

Table 74: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	30%	108	157	Similar
	Did NOT report a crime to the police	81%	71	172	Similar
	Household member was NOT a victim of a crime	91%	96	245	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	7%	117	140	Lower
	Carpooled with other adults or children instead of driving alone	41%	90	163	Similar
	Walked or biked instead of driving	45%	131	168	Lower
Natural Environment	Made efforts to conserve water	77%	115	158	Similar
	Made efforts to make your home more energy efficient	75%	108	159	Similar
	Recycle at home	69%	202	229	Lower
Built Environment	Did NOT observe a code violation or other hazard in La Vista	58%	68	164	Similar
	NOT experiencing housing costs stress	82%	12	225	Higher
Economy	Purchase goods or services from a business located in La Vista	96%	105	166	Similar
	Economy will have positive impact on income	26%	128	227	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Recreation and Wellness	Work inside boundaries of La Vista	24%	151	166	Lower
	Used La Vista recreation centers or their services	46%	195	211	Lower
	Visited a neighborhood park or City park	74%	212	242	Similar
	Eat at least 5 portions of fruits and vegetables a day	74%	160	162	Similar
	Participate in moderate or vigorous physical activity	86%	69	165	Similar
	In very good to excellent health	58%	111	165	Similar
Education and Enrichment	Used La Vista public libraries or their services	52%	189	212	Lower
	Participated in religious or spiritual activities in La Vista	30%	160	178	Lower
	Attended City-sponsored event	46%	114	168	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	13%	144	154	Similar
	Contacted La Vista elected officials (in-person, phone, email or web) to express your opinion	14%	112	166	Similar
	Volunteered your time to some group/activity in La Vista	16%	232	233	Much lower
	Participated in a club	12%	206	213	Lower
	Talked to or visited with your immediate neighbors	89%	114	164	Similar
	Done a favor for a neighbor	76%	131	159	Similar
	Attended a local public meeting	12%	224	234	Lower
	Watched (online or on television) a local public meeting	16%	162	199	Lower
	Read or watch local news (via television, paper, computer, etc.)	86%	95	167	Similar
	Vote in local elections	80%	132	227	Similar

Communities included in national comparisons

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

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
 Apple Valley town, CA 69,135
 Arapahoe County, CO.....572,003
 Arkansas City city, AR..... 366
 Arlington County, VA.....207,627
 Arvada city, CO106,433
 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
 Auburn city, WA..... 70,180
 Augusta CCD, GA134,777
 Aurora city, CO325,078
 Austin city, TX790,390
 Avon town, CO 6,447
 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
 Baytown city, TX..... 71,802
 Bedford city, TX 46,979
 Bedford town, MA 13,320
 Bellevue city, WA122,363
 Bellingham city, WA 80,885
 Beltrami County, MN 44,442
 Benbrook city, TX..... 21,234
 Bend city, OR..... 76,639
 Bettendorf city, IA..... 33,217
 Billings city, MT.....104,170
 Blaine city, MN..... 57,186

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Bloomfield Hills city, MI	3,869	Concord town, MA.....	17,668
Bloomington city, MN	82,893	Coon Rapids city, MN	61,476
Blue Springs city, MO	52,575	Copperas Cove city, TX.....	32,032
Boise City city, ID	205,671	Coronado city, CA	18,912
Boone County, KY	118,811	Corvallis city, OR.....	54,462
Boulder city, CO.....	97,385	Creve Coeur city, MO	17,833
Bowling Green city, KY	58,067	Cross Roads town, TX	1,563
Bozeman city, MT	37,280	Dacono city, CO.....	4,152
Brentwood city, MO.....	8,055	Dade City city, FL.....	6,437
Brentwood city, TN	37,060	Dakota County, MN.....	398,552
Brighton city, CO.....	33,352	Dallas city, OR	14,583
Brighton city, MI	7,444	Dallas city, TX.....	1,197,816
Bristol city, TN	26,702	Danville city, KY.....	16,218
Broken Arrow city, OK	98,850	Dardenne Prairie city, MO.....	11,494
Brookfield city, WI	37,920	Davenport city, IA.....	99,685
Brookline CDP, MA	58,732	Davidson town, NC.....	10,944
Broomfield city, CO	55,889	Decatur city, GA.....	19,335
Brownsburg town, IN	21,285	Del Mar city, CA.....	4,161
Burien city, WA.....	33,313	Delaware city, OH.....	34,753
Burleson city, TX.....	36,690	Delray Beach city, FL.....	60,522
Cabarrus County, NC.....	178,011	Denison city, TX.....	22,682
Cambridge city, MA.....	105,162	Denton city, TX.....	113,383
Cannon Beach city, OR.....	1,690	Denver city, CO.....	600,158
Cañon City city, CO	16,400	Derby city, KS.....	22,158
Canton city, SD.....	3,057	Des Moines city, IA	203,433
Cape Coral city, FL	154,305	Des Peres city, MO.....	8,373
Cape Girardeau city, MO.....	37,941	Destin city, FL.....	12,305
Carlisle borough, PA	18,682	Dothan city, AL	65,496
Carlsbad city, CA.....	105,328	Douglas County, CO	285,465
Carroll city, IA.....	10,103	Dover city, NH	29,987
Cartersville city, GA.....	19,731	Dublin city, CA	46,036
Cary town, NC	135,234	Dublin city, OH	41,751
Casper city, WY	55,316	Duluth city, MN.....	86,265
Castine town, ME.....	1,366	Duncanville city, TX.....	38,524
Castle Pines North city, CO	10,360	Durham city, NC	228,330
Castle Rock town, CO.....	48,231	Durham County, NC	267,587
Cedar Hill city, TX	45,028	Eagle town, CO.....	6,508
Cedar Rapids city, IA.....	126,326	East Baton Rouge Parish, LA.....	440,171
Celina city, TX.....	6,028	East Grand Forks city, MN	8,601
Centennial city, CO.....	100,377	East Lansing city, MI	48,579
Chambersburg borough, PA.....	20,268	Eau Claire city, WI	65,883
Chandler city, AZ	236,123	Eden Prairie city, MN.....	60,797
Chandler city, TX	2,734	Edgerton city, KS	1,671
Chanhassen city, MN.....	22,952	Edgewater city, CO	5,170
Chapel Hill town, NC	57,233	Edina city, MN	47,941
Charles County, MD	146,551	Edmond city, OK.....	81,405
Charlotte city, NC.....	731,424	Edmonds city, WA.....	39,709
Charlotte County, FL	159,978	El Cerrito city, CA.....	23,549
Charlottesville city, VA.....	43,475	El Dorado County, CA.....	181,058
Chattanooga city, TN.....	167,674	El Paso city, TX.....	649,121
Chesterfield County, VA.....	316,236	Elk Grove city, CA	153,015
Chippewa Falls city, WI	13,661	Elk River city, MN.....	22,974
Citrus Heights city, CA.....	83,301	Elko New Market city, MN.....	4,110
Clackamas County, OR	375,992	Elmhurst city, IL.....	44,121
Clarendon Hills village, IL	8,427	Encinitas city, CA	59,518
Clayton city, MO	15,939	Englewood city, CO.....	30,255
Clearwater city, FL	107,685	Erie town, CO	18,135
Cleveland Heights city, OH	46,121	Escambia County, FL.....	297,619
Clinton city, SC	8,490	Estes Park town, CO.....	5,858
Clive city, IA	15,447	Fairview town, TX.....	7,248
Clovis city, CA.....	95,631	Farmersville city, TX.....	3,301
College Park city, MD	30,413	Farmington Hills city, MI.....	79,740
College Station city, TX	93,857	Fayetteville city, NC.....	200,564
Colleyville city, TX	22,807	Fishers town, IN	76,794
Collinsville city, IL	25,579	Flower Mound town, TX.....	64,669
Columbia city, SC.....	129,272	Forest Grove city, OR	21,083
Columbia Falls city, MT.....	4,688	Fort Collins city, CO.....	143,986
Columbus city, WI.....	4,991	Fort Lauderdale city, FL.....	165,521
Commerce City city, CO.....	45,913	Fort Smith city, AR.....	86,209
Concord city, CA	122,067	Fort Worth city, TX.....	741,206

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Fountain Hills town, AZ	22,489	Johnson City city, TN.....	63,152
Franklin city, TN.....	62,487	Johnston city, IA.....	17,278
Fredericksburg city, VA.....	24,286	Jupiter town, FL.....	55,156
Fremont city, CA.....	214,089	Kansas City city, KS.....	145,786
Friendswood city, TX.....	35,805	Kansas City city, MO.....	459,787
Fruita city, CO.....	12,646	Keizer city, OR.....	36,478
Gahanna city, OH.....	33,248	Kenmore city, WA.....	20,460
Gaithersburg city, MD.....	59,933	Kennedale city, TX.....	6,763
Galveston city, TX.....	47,743	Kennett Square borough, PA.....	6,072
Gardner city, KS.....	19,123	Kettering city, OH.....	56,163
Geneva city, NY.....	13,261	Key West city, FL.....	24,649
Georgetown city, TX.....	47,400	King City city, CA.....	12,874
Germantown city, TN.....	38,844	King County, WA.....	1,931,249
Gilbert town, AZ.....	208,453	Kirkland city, WA.....	48,787
Gillette city, WY.....	29,087	Kirkwood city, MO.....	27,540
Glendora city, CA.....	50,073	Knoxville city, IA.....	7,313
Glenview village, IL.....	44,692	La Mesa city, CA.....	57,065
Globe city, AZ.....	7,532	La Plata town, MD.....	8,753
Golden city, CO.....	18,867	La Porte city, TX.....	33,800
Golden Valley city, MN.....	20,371	La Vista city, NE.....	15,758
Goodyear city, AZ.....	65,275	Lafayette city, CO.....	24,453
Grafton village, WI.....	11,459	Laguna Beach city, CA.....	22,723
Grand Blanc city, MI.....	8,276	Laguna Hills city, CA.....	30,344
Grand Island city, NE.....	48,520	Laguna Niguel city, CA.....	62,979
Grants Pass city, OR.....	34,533	Lake Forest city, IL.....	19,375
Grass Valley city, CA.....	12,860	Lake Oswego city, OR.....	36,619
Greenville city, NC.....	84,554	Lake Stevens city, WA.....	28,069
Greenwich town, CT.....	61,171	Lake Worth city, FL.....	34,910
Greenwood Village city, CO.....	13,925	Lake Zurich village, IL.....	19,631
Greer city, SC.....	25,515	Lakeville city, MN.....	55,954
Guilford County, NC.....	488,406	Lakewood city, CO.....	142,980
Gunnison County, CO.....	15,324	Lakewood city, WA.....	58,163
Hailey city, ID.....	7,960	Lane County, OR.....	351,715
Haines Borough, AK.....	2,508	Lansing city, MI.....	114,297
Hallandale Beach city, FL.....	37,113	Laramie city, WY.....	30,816
Hamilton city, OH.....	62,477	Larimer County, CO.....	299,630
Hanover County, VA.....	99,863	Las Vegas city, NV.....	583,756
Harrisburg city, SD.....	4,089	Lawrence city, KS.....	87,643
Harrisonburg city, VA.....	48,914	Lee's Summit city, MO.....	91,364
Harrisonville city, MO.....	10,019	Lehi city, UT.....	47,407
Hayward city, CA.....	144,186	Lenexa city, KS.....	48,190
Henderson city, NV.....	257,729	Lewis County, NY.....	27,087
Herndon town, VA.....	23,292	Lewiston city, ID.....	31,894
High Point city, NC.....	104,371	Lewisville city, TX.....	95,290
Highland Park city, IL.....	29,763	Libertyville village, IL.....	20,315
Highlands Ranch CDP, CO.....	96,713	Lincoln city, NE.....	258,379
Holland city, MI.....	33,051	Lindsborg city, KS.....	3,458
Honolulu County, HI.....	953,207	Little Chute village, WI.....	10,449
Hooksett town, NH.....	13,451	Littleton city, CO.....	41,737
Hopkins city, MN.....	17,591	Livermore city, CA.....	80,968
Hopkinton town, MA.....	14,925	Lone Tree city, CO.....	10,218
Hoquiam city, WA.....	8,726	Long Grove village, IL.....	8,043
Horry County, SC.....	269,291	Longmont city, CO.....	86,270
Hudson city, OH.....	22,262	Longview city, TX.....	80,455
Hudson town, CO.....	2,356	Lonsdale city, MN.....	3,674
Hudsonville city, MI.....	7,116	Los Altos Hills town, CA.....	7,922
Huntersville town, NC.....	46,773	Louisville city, CO.....	18,376
Hurst city, TX.....	37,337	Lynchburg city, VA.....	75,568
Hutchinson city, MN.....	14,178	Lynnwood city, WA.....	35,836
Hutto city, TX.....	14,698	Macomb County, MI.....	840,978
Hyattsville city, MD.....	17,557	Manhattan Beach city, CA.....	35,135
Independence city, MO.....	116,830	Manhattan city, KS.....	52,281
Indian Trail town, NC.....	33,518	Mankato city, MN.....	39,309
Indianola city, IA.....	14,782	Maple Grove city, MN.....	61,567
Iowa City city, IA.....	67,862	Marshfield city, WI.....	19,118
Irving city, TX.....	216,290	Martinez city, CA.....	35,824
Issaquah city, WA.....	30,434	Marysville city, WA.....	60,020
Jackson County, MI.....	160,248	Matthews town, NC.....	27,198
James City County, VA.....	67,009	McAllen city, TX.....	129,877
Jefferson County, NY.....	116,229	McDonough city, GA.....	22,084

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McMinnville city, OR	32,187	Paradise Valley town, AZ	12,820
Menlo Park city, CA	32,026	Park City city, UT	7,558
Mercer Island city, WA	22,699	Parker town, CO	45,297
Meridian charter township, MI	39,688	Parkland city, FL	23,962
Meridian city, ID	75,092	Pasadena city, CA	137,122
Merriam city, KS	11,003	Pasco city, WA	59,781
Mesa County, CO	146,723	Pasco County, FL	464,697
Miami Beach city, FL	87,779	Pearland city, TX	91,252
Miami city, FL	399,457	Peoria city, AZ	154,065
Middleton city, WI	17,442	Peoria city, IL	115,007
Midland city, MI	41,863	Peoria County, IL	186,494
Milford city, DE	9,559	Pflugerville city, TX	46,936
Milton city, GA	32,661	Phoenix city, AZ	1,445,632
Minneapolis city, MN	382,578	Pinehurst village, NC	13,124
Mission Viejo city, CA	93,305	Piqua city, OH	20,522
Modesto city, CA	201,165	Pitkin County, CO	17,148
Monterey city, CA	27,810	Plano city, TX	259,841
Montgomery County, VA	94,392	Platte City city, MO	4,691
Monticello city, UT	1,972	Plymouth city, MN	70,576
Monument town, CO	5,530	Pocatello city, ID	54,255
Mooreville town, NC	32,711	Polk County, IA	430,640
Morristown city, TN	29,137	Pompano Beach city, FL	99,845
Morrisville town, NC	18,576	Port Orange city, FL	56,048
Morro Bay city, CA	10,234	Portland city, OR	583,776
Mountain Village town, CO	1,320	Post Falls city, ID	27,574
Mountlake Terrace city, WA	19,909	Powell city, OH	11,500
Murphy city, TX	17,708	Prince William County, VA	402,002
Naperville city, IL	141,853	Prior Lake city, MN	22,796
Napoleon city, OH	8,749	Pueblo city, CO	106,595
Needham CDP, MA	28,886	Purcellville town, VA	7,727
New Braunfels city, TX	57,740	Queen Creek town, AZ	26,361
New Brighton city, MN	21,456	Radnor township, PA	31,531
New Hanover County, NC	202,667	Ramsey city, MN	23,668
New Orleans city, LA	343,829	Raymond town, ME	4,436
New Smyrna Beach city, FL	22,464	Raymore city, MO	19,206
New Ulm city, MN	13,522	Redmond city, WA	54,144
Newberg city, OR	22,068	Rehoboth Beach city, DE	1,327
Newport city, RI	24,672	Reno city, NV	225,221
Newport News city, VA	180,719	Reston CDP, VA	58,404
Newton city, IA	15,254	Richmond city, CA	103,701
Noblesville city, IN	51,969	Richmond Heights city, MO	8,603
Nogales city, AZ	20,837	Rifle city, CO	9,172
Norcross city, GA	9,116	Rio Rancho city, NM	87,521
Norfolk city, VA	242,803	River Falls city, WI	15,000
North Port city, FL	57,357	Riverside city, CA	303,871
North Richland Hills city, TX	63,343	Riverside city, MO	2,937
Northglenn city, CO	35,789	Roanoke County, VA	92,376
Novato city, CA	51,904	Rochester Hills city, MI	70,995
Novi city, MI	55,224	Rock Hill city, SC	66,154
O'Fallon city, IL	28,281	Rockville city, MD	61,209
O'Fallon city, MO	79,329	Rogers city, MN	8,597
Oak Park village, IL	51,878	Rolla city, MO	19,559
Oakland city, CA	390,724	Roselle village, IL	22,763
Oakley city, CA	35,432	Rosemount city, MN	21,874
Ogdensburg city, NY	11,128	Rosenberg city, TX	30,618
Oklahoma City city, OK	579,999	Roseville city, MN	33,660
Olathe city, KS	125,872	Round Rock city, TX	99,887
Old Town city, ME	7,840	Royal Oak city, MI	57,236
Olmsted County, MN	144,248	Saco city, ME	18,482
Olympia city, WA	46,478	Sahuarita town, AZ	25,259
Orland Park village, IL	56,767	Salida city, CO	5,236
Oshkosh city, WI	66,083	Sammamish city, WA	45,780
Oshtego charter township, MI	21,705	San Anselmo town, CA	12,336
Otsego County, MI	24,164	San Antonio city, TX	1,327,407
Oviedo city, FL	33,342	San Carlos city, CA	28,406
Paducah city, KY	25,024	San Diego city, CA	1,307,402
Palm Beach Gardens city, FL	48,452	San Francisco city, CA	805,235
Palm Coast city, FL	75,180	San Jose city, CA	945,942
Palo Alto city, CA	64,403	San Juan County, NM	130,044
Papillion city, NE	18,894	San Marcos city, CA	83,781

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San Marcos city, TX.....	44,894	Thornton city, CO.....	118,772
San Rafael city, CA.....	57,713	Thousand Oaks city, CA.....	126,683
Sanford city, FL.....	53,570	Tigard city, OR.....	48,035
Sangamon County, IL.....	197,465	Tracy city, CA.....	82,922
Santa Clarita city, CA.....	176,320	Trinidad CCD, CO.....	12,017
Santa Fe County, NM.....	144,170	Tualatin city, OR.....	26,054
Santa Monica city, CA.....	89,736	Tulsa city, OK.....	391,906
Sarasota County, FL.....	379,448	Twin Falls city, ID.....	44,125
Savage city, MN.....	26,911	Tyler city, TX.....	96,900
Schaumburg village, IL.....	74,227	Umatilla city, OR.....	6,906
Scott County, MN.....	129,928	University Park city, TX.....	23,068
Scottsdale city, AZ.....	217,385	Upper Arlington city, OH.....	33,771
Seaside city, CA.....	33,025	Urbandale city, IA.....	39,463
Sevierville city, TN.....	14,807	Vail town, CO.....	5,305
Shawnee city, KS.....	62,209	Vancouver city, WA.....	161,791
Sheboygan city, WI.....	49,288	Ventura CCD, CA.....	111,889
Sherborn town, MA.....	4,119	Vernon Hills village, IL.....	25,113
Shoreview city, MN.....	25,043	Vestavia Hills city, AL.....	34,033
Shorewood city, MN.....	7,307	Victoria city, MN.....	7,345
Shorewood village, IL.....	15,615	Vienna town, VA.....	15,687
Shorewood village, WI.....	13,162	Virginia Beach city, VA.....	437,994
Sierra Vista city, AZ.....	43,888	Wake Forest town, NC.....	30,117
Sioux Center city, IA.....	7,048	Walnut Creek city, CA.....	64,173
Sioux Falls city, SD.....	153,888	Washington County, MN.....	238,136
Skokie village, IL.....	64,784	Washington town, NH.....	1,123
Snellville city, GA.....	18,242	Washougal city, WA.....	14,095
South Lake Tahoe city, CA.....	21,403	Watauga city, TX.....	23,497
Southborough town, MA.....	9,767	Wauwatosa city, WI.....	46,396
Southlake city, TX.....	26,575	Waverly city, IA.....	9,874
Spokane Valley city, WA.....	89,755	Weddington town, NC.....	9,459
Spring Hill city, KS.....	5,437	Wentzville city, MO.....	29,070
Springboro city, OH.....	17,409	West Carrollton city, OH.....	13,143
Springfield city, MO.....	159,498	West Chester borough, PA.....	18,461
Springville city, UT.....	29,466	West Des Moines city, IA.....	56,609
St. Augustine city, FL.....	12,975	Western Springs village, IL.....	12,975
St. Charles city, IL.....	32,974	Westerville city, OH.....	36,120
St. Cloud city, FL.....	35,183	Westlake town, TX.....	992
St. Cloud city, MN.....	65,842	Westminster city, CO.....	106,114
St. Joseph city, MO.....	76,780	Weston town, MA.....	11,261
St. Louis County, MN.....	200,226	White House city, TN.....	10,255
St. Louis Park city, MN.....	45,250	Wichita city, KS.....	382,368
Stallings town, NC.....	13,831	Williamsburg city, VA.....	14,068
State College borough, PA.....	42,034	Willowbrook village, IL.....	8,540
Steamboat Springs city, CO.....	12,088	Wilmington city, NC.....	106,476
Sterling Heights city, MI.....	129,699	Wilsonville city, OR.....	19,509
Sugar Grove village, IL.....	8,997	Winchester city, VA.....	26,203
Sugar Land city, TX.....	78,817	Windsor town, CO.....	18,644
Suisun City city, CA.....	28,111	Windsor town, CT.....	29,044
Summit city, NJ.....	21,457	Winnetka village, IL.....	12,187
Summit County, UT.....	36,324	Winston-Salem city, NC.....	229,617
Sunnyvale city, CA.....	140,081	Winter Garden city, FL.....	34,568
Surprise city, AZ.....	117,517	Woodbury city, MN.....	61,961
Suwanee city, GA.....	15,355	Woodland city, CA.....	55,468
Tacoma city, WA.....	198,397	Wrentham town, MA.....	10,955
Takoma Park city, MD.....	16,715	Wyandotte County, KS.....	157,505
Tamarac city, FL.....	60,427	Yakima city, WA.....	91,067
Temecula city, CA.....	100,097	York County, VA.....	65,464
Tempe city, AZ.....	161,719	Yorktown town, IN.....	9,405
Texarkana city, TX.....	36,411	Yountville city, CA.....	2,933
The Woodlands CDP, TX.....	93,847		

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 La Vista funded this research. Please contact Jeff Calentine with the City Administrator's Office at jcalentine@cityoflavista.org 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."

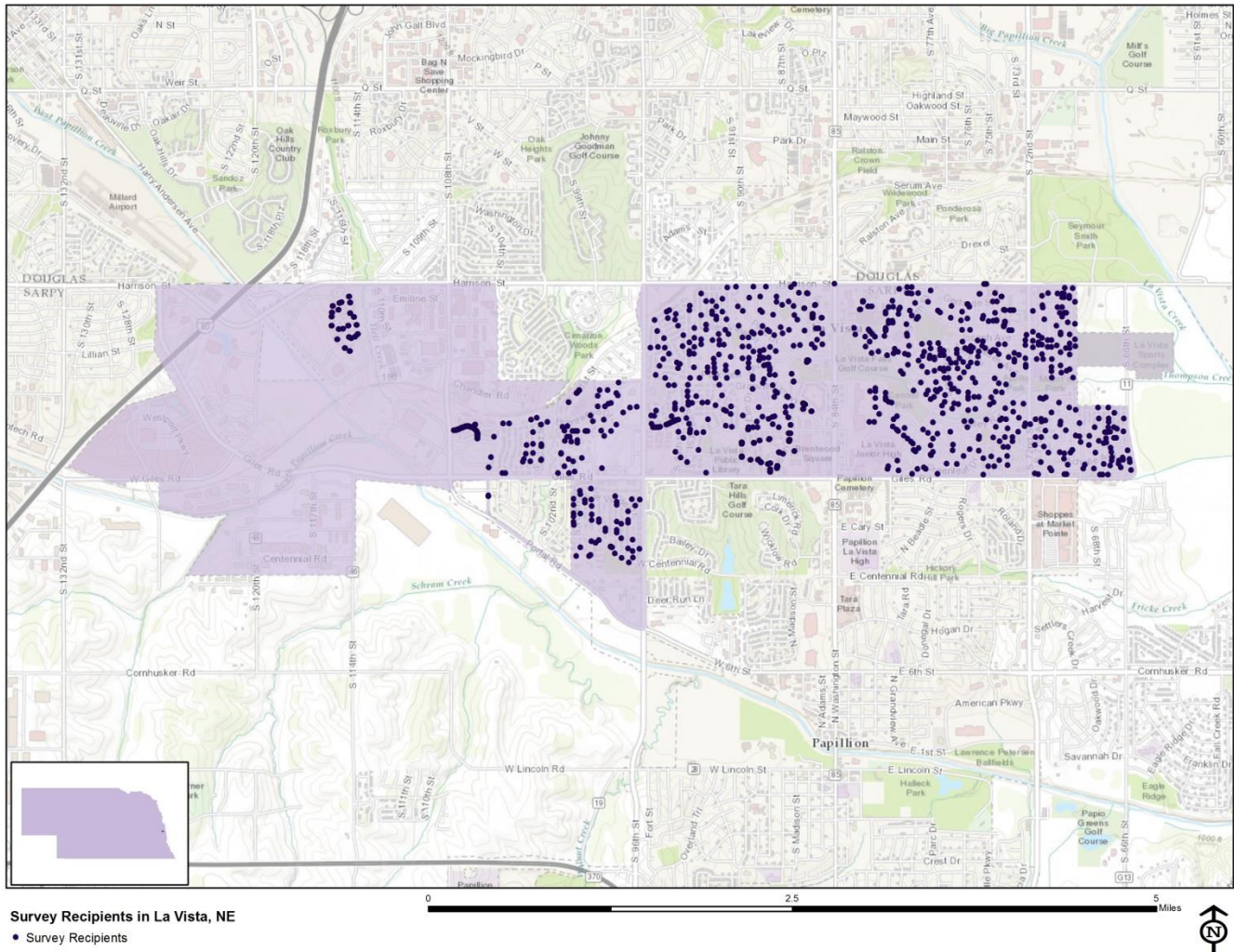
Survey Sampling

"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of La Vista were eligible to participate in the survey. A list of all households within the zip codes serving La Vista was purchased based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of La Vista 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 La Vista boundaries were removed from consideration.

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 over sampled 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 sampled 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.

Figure 1: Location of Survey Recipients



Survey Administration and Response

Selected households received three mailings, one week apart, beginning on August 19, 2016. 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. Completed surveys were collected over the following nine weeks.

About 4% 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 1,443 households that received the survey, 341 completed the survey, providing an overall response rate of 24%. Of the 341 completed surveys, 34 were completed online.

Table 75: Survey Response Rates

	Number mailed	Undeliverable	Eligible	Returned	Response rate
Overall	1,500	57	1,443	341	24%

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.¹

The margin of error for the City of La Vista survey is no greater than plus or minus five percentage points around any given percent reported for the entire sample (341 completed surveys).

For subgroups of responses, the margin of error increases because the sample size 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.

Survey Data Weighting

The demographic characteristics of the survey sample were compared to those found in the 2010 Census and American Community Survey estimates for adults in the City of La Vista. The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. The characteristics used for weighting were housing tenure (rent or own), housing type (attached or detached), race/ethnicity, sex and age. The results of the weighting scheme are presented in the following table.

¹ 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 76: La Vista, NV 2016 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	45%	32%	43%
Own home	55%	68%	57%
Detached unit	60%	69%	60%
Attached unit	40%	31%	40%
Race and Ethnicity			
White	89%	91%	89%
Not white	11%	9%	11%
Not Hispanic	95%	97%	98%
Hispanic	5%	3%	2%
Sex and Age			
Female	53%	63%	54%
Male	47%	37%	46%
18-34 years of age	38%	12%	35%
35-54 years of age	38%	28%	37%
55+ years of age	24%	60%	27%
Females 18-34	20%	8%	20%
Females 35-54	20%	16%	20%
Females 55+	13%	38%	14%
Males 18-34	18%	4%	16%
Males 35-54	18%	12%	18%
Males 55+	11%	21%	12%

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.

Appendix D: Survey Materials

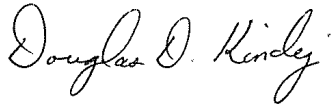
Dear La Vista Resident,

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

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

Thank you for helping create a better City!

Sincerely,

A handwritten signature in black ink that reads "Douglas D. Kindig". The script is cursive and fluid, with the first name "Douglas" being more prominent.

Douglas D. Kindig
Mayor

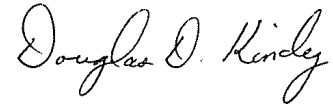
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Douglas D. Kindig
Mayor

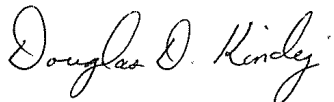
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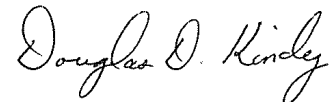
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Douglas D. Kindig
Mayor



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8116 Park View Blvd.
La Vista, NE 68128

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First Class Mail
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Permit NO. 94



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August 2016



Dear City of La Vista Resident:

Please help us shape the future of La Vista! You have been selected at random to participate in the 2016 La Vista 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 La Vista 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:**

www.n-r-c.com/survey/lavista2016.htm

If you have any questions about the survey please call 402-331-4343.

Thank you for your time and participation!

Sincerely,

Douglas D. Kindig
Mayor

City Hall
8116 Park View Blvd.
La Vista, NE 68128-2198
p: 402-331-4343
f: 402-331-4375

Community Development
8116 Park View Blvd.
p: 402-331-4343
f: 402-331-4375

Fire
8110 Park View Blvd.
p: 402-331-4748
f: 402-331-0410

Golf Course
8305 Park View Blvd.
p: 402-339-9147

Library
9110 Giles Rd.
p: 402-537-3900
f: 402-537-3902

Police
7701 South 96th St.
p: 402-331-1582
f: 402-331-7210

Public Works
9900 Portal Rd.
p: 402-331-8927
f: 402-331-1051

Recreation
8116 Park View Blvd.
p: 402-331-3455
f: 402-331-0299

September 2016



Dear City of La Vista Resident:

Here's a second chance if you haven't already responded to the 2016 La Vista 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 La Vista! You have been selected at random to participate in the 2016 La Vista 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 La Vista make decisions that affect our City.

A few things to remember:

- **Your responses are completely anonymous.**
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f: 402-331-0299

The City of La Vista 2016 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 La Vista:

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

2. Please rate each of the following characteristics as they relate to La Vista 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 La Vista	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 La Vista.....	1	2	3	4	5
Overall "built environment" of La Vista (including overall design, buildings, parks and transportation systems).....	1	2	3	4	5
Health and wellness opportunities in La Vista.....	1	2	3	4	5
Overall opportunities for education and enrichment.....	1	2	3	4	5
Overall economic health of La Vista.....	1	2	3	4	5
Sense of community	1	2	3	4	5
Overall image or reputation of La Vista.....	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 La Vista to someone who asks	1	2	3	4	5
Remain in La Vista 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 La Vista'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 La Vista 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 La Vista	1	2	3	4	5
Ease of travel by public transportation in La Vista.....	1	2	3	4	5
Ease of travel by bicycle in La Vista.....	1	2	3	4	5
Ease of walking in La Vista.....	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 La Vista	1	2	3	4	5
Overall appearance of La Vista	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 La Vista 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 La Vista	1	2	3	4	5
Overall quality of business and service establishments in La Vista.....	1	2	3	4	5
Vibrant downtown/commercial area.....	1	2	3	4	5
Overall quality of new development in La Vista	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 La Vista.....	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 La Vista (weeds, abandoned buildings, etc.).....	1	2
Household member was a victim of a crime in La Vista.....	1	2
Reported a crime to the police in La Vista.....	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 La Vista (in-person, phone, email or web) for help or information.....	1	2
Contacted La Vista 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 La Vista?

	<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 La Vista recreation centers or their services	1	2	3	4
Visited a neighborhood park or City park.....	1	2	3	4
Used La Vista public libraries or their services.....	1	2	3	4
Participated in religious or spiritual activities in La Vista	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 La Vista	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 La Vista 2016 Citizen Survey

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

	<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
Power (electric and/or gas) utility.....	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
La Vista open space.....	1	2	3	4	5
City-sponsored special events.....	1	2	3	4	5
Overall customer service by La Vista 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 La Vista.....	1	2	3	4	5
The Federal Government.....	1	2	3	4	5

12. Please rate the following categories of La Vista 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 La Vista.....	1	2	3	4	5
The overall direction that La Vista is taking.....	1	2	3	4	5
The job La Vista government does at welcoming citizen involvement.....	1	2	3	4	5
Overall confidence in La Vista 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 La Vista 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 La Vista	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 La Vista	1	2	3	4
Overall “built environment” of La Vista (including overall design, buildings, parks and transportation systems)	1	2	3	4
Health and wellness opportunities in La Vista	1	2	3	4
Overall opportunities for education and enrichment	1	2	3	4
Overall economic health of La Vista	1	2	3	4
Sense of community	1	2	3	4

14. Have you or anyone in your household participated in any La Vista parks and recreation programs or events during the last 12 months?

☐ Yes → Go to question 16 ☐ No → Go to question 15

15. If you have not participated or visited a program or park, why not? (Select all that apply.)

- ☐ Parks are not convenient to location of my house
- ☐ I use other providers of park and recreation services
- ☐ I don’t know what is offered by the Parks and Recreation Department
- ☐ I don’t feel safe in the parks
- ☐ I don’t know where parks and facilities are located
- ☐ Facilities and parks are not well maintained
- ☐ Recreation programs I am interested in are not offered
- ☐ Too difficult to register for programs, events, and rentals
- ☐ Fees are too expensive

16. Please indicate your level of agreement or disagreement with the adequacy of support services that are available to parents, families, and students through a variety of sources within Sarpy County:

	<i>Strongly agree</i>	<i>Agree</i>	<i>Neither agree or disagree</i>	<i>Disagree</i>	<i>Strongly disagree</i>	<i>Don’t know</i>
Mental health services	1	2	3	4	5	6
Substance abuse counseling	1	2	3	4	5	6
Family conflict	1	2	3	4	5	6
Parent support	1	2	3	4	5	6
Youth behavior	1	2	3	4	5	6

17. Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City government and its activities, events and services:

	<i>Major source</i>	<i>Minor source</i>	<i>Not a source</i>
Citywise quarterly newsletter (direct mail)	1	2	3
Facebook	1	2	3
Twitter	1	2	3
Website (www.cityoflavista.org)	1	2	3
Other social media	1	2	3

18. Why do you choose to live in La Vista?

The City of La Vista 2016 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 La Vista.....	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 La Vista?

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

D6. How many years have you lived in La Vista?

- ☐ 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



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