



THE NCSTM
The National Citizen SurveyTM

Pasco, WA

Comparisons by Geographic Subgroups

2018



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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. This report discusses differences in opinion of survey respondents by Pasco’s six City Council Districts.

Responses in the following tables show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good,” or the percent of respondents who attended a public meeting more than once a month. ANOVA and chi-square tests of significance were applied to these comparisons of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between Council District are due to chance; or in other words, a greater than 95% probability that the differences observed are “real.” Where differences were statistically significant, they have been shaded grey.

The margin of error for all respondents (215) is generally no greater than plus or minus seven percentage points around any given percent. The margin of error for subgroups is less precise. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points. Six Council Districts were tracked for comparison and the number of completed surveys for each are in the figure below.

Figure 1: Geographic Areas

Council District	Number of Completed Surveys
District 1	21
District 2	21
District 3	50
District 4	35
District 5	71
District 6	17

Notable differences between Council Districts included the following:

- While differences were observed among Council Districts across all facets of Community Livability, no clear pattern emerged. Further, differences should be interpreted with caution due to the high margin of error between Districts.
- Residents of Council District 6 gave lower ratings to all aspects of General Governance than residents in other Council Districts.
- When asked about their level of support for a property tax to fund new fire/EMS facilities, residents of District 6 displayed the lowest levels of support.

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Table 1: Community Characteristics - General

Percent rating positively (e.g., excellent/good)	Council District						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	
The overall quality of life in Pasco	55%	54%	88%	87%	66%	51%	69%
Overall image or reputation of Pasco	47%	45%	28%	37%	28%	27%	34%
Pasco as a place to live	83%	75%	80%	81%	74%	66%	77%
Your neighborhood as a place to live	55%	48%	84%	84%	92%	46%	73%
Pasco as a place to raise children	55%	48%	77%	54%	62%	58%	60%
Pasco as a place to retire	82%	49%	78%	70%	56%	57%	66%
Overall appearance of Pasco	50%	58%	30%	62%	43%	34%	45%

Table 2: Community Characteristics - Safety

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Council District						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	
Overall feeling of safety in Pasco	51%	49%	45%	64%	60%	43%	53%
In your neighborhood during the day	63%	99%	99%	96%	84%	78%	87%
In Pasco's downtown/commercial area during the day	71%	57%	69%	61%	56%	44%	61%

Table 3: Community Characteristics - Mobility

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Council District						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	
Overall ease of getting to the places you usually have to visit	84%	95%	58%	88%	74%	73%	77%
Traffic flow on major streets	66%	77%	37%	68%	23%	53%	49%
Ease of public parking	63%	66%	51%	59%	47%	72%	57%
Ease of travel by car in Pasco	92%	90%	49%	79%	51%	59%	66%
Ease of travel by public transportation in Pasco	70%	68%	56%	53%	60%	53%	62%
Ease of travel by bicycle in Pasco	51%	76%	51%	58%	38%	35%	52%
Ease of walking in Pasco	63%	71%	53%	61%	45%	53%	56%
Availability of paths and walking trails	69%	67%	47%	73%	58%	47%	60%

Table 4: Community Characteristics - Natural Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Council District						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	
Quality of overall natural environment in Pasco	83%	68%	35%	77%	65%	48%	62%
Air quality	61%	65%	51%	69%	78%	57%	65%
Cleanliness of Pasco	51%	56%	34%	57%	51%	35%	47%

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Table 5: Community Characteristics - Built Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Council District						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	
Overall "built environment" of Pasco (including overall design, buildings, parks and transportation systems)	75%	54%	29%	39%	27%	29%	41%
Public places where people want to spend time	49%	68%	28%	76%	41%	26%	46%
Variety of housing options	50%	34%	48%	75%	53%	30%	50%
Availability of affordable quality housing	29%	33%	45%	57%	50%	16%	41%
Overall quality of new development in Pasco	59%	83%	42%	60%	39%	41%	52%

Table 6: Community Characteristics - Economy

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Council District						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	
Overall economic health of Pasco	48%	54%	51%	46%	41%	25%	45%
Pasco as a place to work	94%	57%	89%	86%	54%	53%	72%
Pasco as a place to visit	62%	57%	37%	32%	27%	24%	39%
Employment opportunities	63%	53%	40%	42%	41%	26%	45%
Shopping opportunities	61%	63%	25%	38%	32%	33%	40%
Cost of living in Pasco	46%	53%	46%	67%	47%	22%	48%
Overall quality of business and service establishments in Pasco	58%	46%	32%	39%	41%	34%	42%
Vibrant downtown/commercial area	51%	45%	5%	23%	13%	12%	23%

Table 7: Community Characteristics - Recreation and Wellness

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Council District						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	
Health and wellness opportunities in Pasco	61%	56%	28%	61%	55%	25%	48%
Fitness opportunities (including exercise classes and paths or trails, etc.)	56%	76%	41%	76%	62%	45%	59%
Recreational opportunities	49%	46%	39%	72%	60%	17%	50%
Availability of affordable quality food	72%	55%	46%	74%	57%	57%	59%
Availability of affordable quality health care	65%	70%	53%	74%	53%	49%	60%
Availability of preventive health services	52%	68%	51%	72%	54%	49%	57%
Availability of affordable quality mental health care	50%	66%	37%	60%	36%	44%	49%

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Table 8: Community Characteristics - Education and Enrichment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Council District						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	
Overall opportunities for education and enrichment	57%	69%	63%	51%	54%	25%	55%
Availability of affordable quality child care/preschool	74%	83%	28%	31%	37%	23%	48%
K-12 education	74%	89%	37%	46%	45%	60%	55%
Adult educational opportunities	75%	72%	57%	56%	39%	45%	57%
Opportunities to attend cultural/arts/music activities	34%	47%	32%	44%	32%	5%	33%
Opportunities to participate in religious or spiritual events and activities	68%	89%	65%	70%	67%	14%	66%

Table 9: Community Characteristics - Community Engagement

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Council District						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	
Opportunities to participate in social events and activities	49%	78%	29%	52%	38%	28%	44%
Opportunities to volunteer	80%	72%	49%	67%	54%	28%	60%
Opportunities to participate in community matters	56%	49%	47%	68%	43%	14%	45%
Openness and acceptance of the community toward people of diverse backgrounds	85%	66%	62%	59%	76%	36%	66%
Neighborliness of residents in Pasco	52%	66%	44%	61%	52%	21%	50%

Table 10: Governance - General

Percent rating positively (e.g., excellent/good)	Council District						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	
The City of Pasco	75%	73%	60%	86%	55%	19%	63%
The value of services for the taxes paid to Pasco	69%	36%	28%	61%	22%	12%	37%
The overall direction that Pasco is taking	70%	52%	49%	62%	32%	8%	46%
The job Pasco government does at welcoming citizen involvement	69%	45%	41%	58%	39%	3%	44%
Overall confidence in Pasco government	69%	52%	39%	60%	31%	2%	44%
Generally acting in the best interest of the community	65%	50%	44%	64%	32%	1%	43%
Being honest	66%	55%	47%	66%	49%	15%	52%
Treating all residents fairly	66%	56%	48%	63%	51%	3%	50%
Overall customer service by Pasco employees (police, receptionists, planners, etc.)	68%	71%	65%	82%	51%	22%	61%
The Federal Government	73%	60%	21%	23%	28%	12%	36%

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Table 11: Governance - Safety

Percent rating positively (e.g., excellent/good)	Council District						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	
Police/Sheriff services	78%	93%	86%	80%	71%	59%	78%
Fire services	86%	100%	94%	99%	80%	82%	90%
Ambulance or emergency medical services	95%	100%	93%	96%	79%	99%	92%
Crime prevention	87%	57%	50%	57%	68%	46%	62%
Fire prevention and education	86%	76%	62%	81%	66%	33%	68%
Animal control	45%	70%	31%	66%	35%	38%	47%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	67%	57%	17%	78%	41%	1%	44%

Table 12: Governance - Mobility

Percent rating positively (e.g., excellent/good)	Council District						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	
Traffic enforcement	79%	87%	37%	57%	45%	41%	56%
Street repair	56%	84%	29%	53%	38%	47%	49%
Street cleaning	50%	84%	36%	80%	47%	58%	56%
Street lighting	54%	66%	31%	77%	29%	44%	47%
Snow removal	39%	73%	31%	39%	23%	18%	36%
Sidewalk maintenance	58%	75%	25%	42%	24%	44%	42%
Traffic signal timing	67%	55%	39%	76%	41%	44%	52%
Bus or transit services	82%	89%	46%	56%	72%	57%	69%

Table 13: Governance - Natural Environment

Percent rating positively (e.g., excellent/good)	Council District						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	
Garbage collection	71%	98%	93%	83%	75%	74%	82%
Recycling	53%	69%	47%	36%	46%	24%	46%
Yard waste pick-up	46%	86%	76%	79%	71%	54%	67%
Drinking water	68%	67%	80%	77%	65%	66%	71%
Preservation of natural areas such as open space, farmlands and greenbelts	75%	94%	23%	72%	39%	18%	51%
Pasco open space	67%	57%	28%	67%	29%	18%	43%

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Table 14: Governance - Built Environment

Percent rating positively (e.g., excellent/good)	Council District						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	
Storm drainage	74%	93%	77%	79%	65%	49%	73%
Sewer services	65%	82%	88%	81%	73%	57%	76%
Utility billing	59%	69%	85%	58%	53%	42%	62%
Land use, planning and zoning	50%	54%	30%	54%	25%	26%	38%
Code enforcement (weeds, abandoned buildings, etc.)	30%	81%	25%	47%	26%	24%	37%
Cable television	58%	79%	47%	44%	38%	21%	48%

Table 15: Governance - Economy

Percent rating positively (e.g., excellent/good)	Council District						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	
Economic development	47%	64%	33%	58%	34%	3%	40%

Table 16: Governance - Recreation and Wellness

Percent rating positively (e.g., excellent/good)	Council District						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	
City parks	71%	67%	75%	77%	57%	68%	68%
Recreation programs or classes	56%	64%	23%	77%	59%	33%	53%
Recreation centers or facilities	67%	59%	19%	63%	47%	37%	50%
Health services	45%	64%	65%	73%	62%	17%	55%

Table 17: Governance - Education and Enrichment

Percent rating positively (e.g., excellent/good)	Council District						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	
Public library services	86%	72%	78%	92%	74%	57%	77%
City-sponsored special events	52%	60%	19%	59%	30%	19%	39%

Table 18: Governance - Community Engagement

Percent rating positively (e.g., excellent/good)	Council District						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	
Public information services	58%	63%	41%	67%	60%	17%	53%

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Table 19: Participation General

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Council District						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	
Sense of community	56%	51%	28%	24%	25%	27%	34%
Recommend living in Pasco to someone who asks	93%	62%	95%	95%	76%	78%	84%
Remain in Pasco for the next five years	89%	74%	87%	92%	81%	72%	83%
Contacted the City of Pasco (in-person, phone, email or web) for help or information	40%	40%	60%	22%	49%	34%	43%

Table 20: Participation - Safety

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Council District						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	
Was NOT the victim of a crime	62%	72%	91%	79%	93%	84%	82%
Did NOT report a crime	54%	88%	60%	78%	74%	75%	70%
Stocked supplies in preparation for an emergency	21%	43%	34%	44%	29%	20%	31%

Table 21: Participation - Mobility

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Council District						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	
Walked or biked instead of driving	71%	68%	56%	40%	49%	82%	58%
Carpooled with other adults or children instead of driving alone	65%	37%	58%	54%	53%	68%	56%
Used bus, rail, subway or other public transportation instead of driving	38%	34%	15%	12%	8%	24%	20%

Table 22: Participation - Natural Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Council District						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	
Recycle at home	49%	50%	69%	63%	65%	76%	62%
Made efforts to make your home more energy efficient	71%	95%	70%	80%	65%	87%	75%
Made efforts to conserve water	84%	93%	84%	95%	67%	85%	83%

Table 23: Participation - Built Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Council District						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	
NOT under housing cost stress	47%	51%	55%	78%	77%	63%	63%
Did NOT observe a code violation	51%	47%	60%	42%	43%	47%	48%

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Table 24: Participation - Economy

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Council District						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	
Purchase goods or services from a business located in Pasco	70%	82%	100%	98%	97%	100%	92%
Economy will have positive impact on income	18%	19%	29%	38%	27%	24%	26%
Work in Pasco	45%	55%	47%	60%	31%	42%	45%

Table 25: Participation - Recreation and Wellness

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Council District						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	
Used Pasco recreation centers or their services	68%	63%	51%	53%	49%	46%	54%
Visited a neighborhood park or City park	93%	95%	93%	88%	79%	81%	88%
Eat at least 5 portions of fruits and vegetables a day	86%	85%	86%	89%	83%	93%	86%
Participate in moderate or vigorous physical activity	60%	91%	75%	73%	87%	62%	76%
Reported being in "very good" or "excellent" health	22%	61%	31%	59%	52%	36%	43%

Table 26: Participation - Education and Enrichment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Council District						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	
Used Pasco public libraries or their services	77%	56%	65%	81%	50%	88%	66%
Participated in religious or spiritual activities in Pasco	91%	50%	48%	47%	52%	72%	58%
Attended a City-sponsored event	51%	35%	40%	32%	50%	45%	43%

Table 27: Participation - Community Engagement

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Council District						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	
Campaigned or advocated for an issue, cause or candidate	13%	27%	25%	10%	20%	12%	18%
Contacted Pasco elected officials (in-person, phone, email or web) to express your opinion	9%	13%	17%	9%	15%	23%	14%
Volunteered your time to some group/activity in Pasco	8%	13%	22%	26%	27%	37%	22%
Participated in a club	18%	9%	23%	6%	15%	17%	15%
Talked to or visited with your immediate neighbors	41%	93%	82%	97%	88%	93%	82%
Done a favor for a neighbor	88%	93%	74%	91%	85%	70%	84%
Attended a local public meeting	26%	8%	27%	15%	17%	25%	20%
Watched (online or on television) a local public meeting	47%	61%	21%	23%	33%	41%	36%
Read or watch local news (via television, paper, computer, etc.)	80%	94%	84%	94%	87%	78%	86%

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	Council District						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	
Percent rating positively (e.g., always/sometimes, more than once a month, yes)							
Vote in local elections	23%	66%	81%	96%	79%	86%	72%

Table 28: Community Focus Areas

	Council District						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	
Percent rating positively (e.g., essential/very important)							
Overall feeling of safety in Pasco	100%	100%	74%	88%	83%	90%	87%
Overall ease of getting to the places you usually have to visit	93%	74%	75%	69%	80%	66%	77%
Quality of overall natural environment in Pasco	93%	60%	59%	88%	56%	76%	70%
Overall "built environment" of Pasco (including overall design, buildings, parks and transportation systems)	97%	79%	67%	75%	66%	64%	74%
Health and wellness opportunities in Pasco	100%	99%	67%	64%	74%	66%	77%
Overall opportunities for education and enrichment	97%	80%	76%	63%	77%	75%	78%
Overall economic health of Pasco	97%	99%	90%	96%	88%	71%	91%
Sense of community	97%	62%	71%	72%	75%	86%	77%

Table 29: Residential Code Enforcement

	Council District						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	
Percent rating would like considerable or somewhat more enforcement							
Responding to resident code enforcement complaints (e.g., trash, weeds, loud noise, barking dogs, etc.) the City handles approximately 3,000 code violations per year. Would you like to see code enforcement in Pasco increase, decrease or stay the same?	77%	47%	43%	56%	47%	38%	51%

Table 30: Property Tax to Fund New Fire/EMS Facilities

	Council District						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	
Percent strongly or somewhat support							
Two fire protection and emergency medical response facilities need to be replaced and relocated to better serve the community with improved response times and space for staffing and modern equipment. To what extent would you support or oppose a property tax to fund new fire/EMS facilities?	84%	60%	82%	86%	77%	44%	75%

Table 31: Interest in Recreation Categories

If a new community recreation center were to be constructed, it could support a number of different recreation interests. Please indicate your household’s likely level of interest, if any, in each of the following types of recreation categories: (Percent rating as very high or high interest).	Council District						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	
Recreational aquatic features	70%	82%	53%	69%	64%	79%	67%
Competition aquatic features	54%	62%	21%	50%	41%	62%	45%
Gymnasium	73%	58%	28%	27%	50%	32%	45%
Fitness/exercise	86%	63%	29%	59%	71%	61%	60%
Walking/jogging	93%	73%	52%	67%	76%	92%	74%
Meeting/activity rooms	76%	65%	37%	37%	45%	43%	50%