

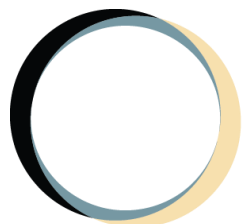


THE NCSTM
The National Citizen SurveyTM

Sioux Falls, SD

Trends over Time

2017



NRC
National Research Center Inc

2955 Valmont Road Suite 300
Boulder, Colorado 80301
n-r-c.com • 303-444-7863

ICMA

Leaders at the Core of Better Communities

777 North Capitol Street NE Suite 500
Washington, DC 20002
icma.org • 800-745-8780

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 2017 ratings for the City of Sioux Falls to its previous survey results in 2008, 2009, 2013 and 2015. Additional reports and technical appendices are available under separate cover.

Trend data for Sioux Falls 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 five percentage points between the 2015 and 2017 surveys, otherwise the comparison between 2015 and 2017 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 Sioux Falls for 2017 generally remained stable. Of the 134 items for which comparisons were available, 122 items were rated similarly in 2015 and 2017, six items showed a decrease in ratings and six showed an increase in ratings. Notable trends over time included the following:

- Within the pillar of Community Characteristics, ratings increased from 2015 to 2017 for ease of travel by bicycle, the cost of living in Sioux Falls and opportunities to attend social events and activities. No items were trending downward within Community Characteristics in 2017.
- In 2017, more residents gave excellent or good ratings to police services and the overall customer service provided by Sioux Falls employees than in 2015. However, ratings declined over time for ambulance/emergency medical services, street repair, street cleaning, snow removal, land use, planning and zoning and yard-waste pick-up.
- Residents' reported levels of Participation were generally stable over time; the only exception was that more residents reported using Sioux Falls recreation centers in 2017 than in 2015.

The National Citizen Survey™

Table 1: Community Characteristics General

	Percent rating positively (e.g., excellent/good)					2017 rating compared to 2015	Comparison to benchmark				
	2008	2009	2013	2015	2017		2008	2009	2013	2015	2017
Overall quality of life	NA	88%	90%	87%	88%	Similar	NA	Much higher	Much higher	Similar	Similar
Overall image	NA	85%	85%	84%	83%	Similar	NA	Much higher	Much higher	Similar	Similar
Place to live	NA	92%	93%	93%	91%	Similar	NA	Much higher	Much higher	Similar	Similar
Neighborhood	NA	82%	80%	83%	83%	Similar	NA	Higher	Similar	Similar	Similar
Place to raise children	NA	87%	91%	85%	89%	Similar	NA	Much higher	Much higher	Similar	Similar
Place to retire	NA	64%	61%	65%	67%	Similar	NA	Higher	Similar	Similar	Similar
Overall appearance	NA	81%	81%	83%	84%	Similar	NA	Much higher	Much higher	Similar	Similar

Table 2: Community Characteristics by Facet

		Percent rating positively (e.g., excellent/good, very/somewhat safe)					2017 rating compared to 2015	Comparison to benchmark				
		2008	2009	2013	2015	2017		2008	2009	2013	2015	2017
Safety	Overall feeling of safety	NA	NA	NA	79%	77%	Similar	NA	NA	NA	Similar	Similar
	Safe in neighborhood	NA	95%	97%	93%	95%	Similar	NA	Much higher	Much higher	Similar	Similar
	Safe downtown/commercial area	NA	89%	91%	85%	86%	Similar	NA	Similar	Similar	Similar	Similar
Mobility	Overall ease of travel	NA	NA	NA	73%	77%	Similar	NA	NA	NA	Similar	Similar
	Paths and walking trails	NA	77%	76%	77%	79%	Similar	NA	Much higher	Much higher	Similar	Higher
	Ease of walking	NA	74%	72%	66%	68%	Similar	NA	Much higher	Much higher	Similar	Similar
	Travel by bicycle	NA	65%	63%	50%	59%	Higher	NA	Much higher	Much higher	Similar	Similar
	Travel by public transportation	NA	NA	NA	45%	42%	Similar	NA	NA	NA	Similar	Similar
	Travel by car	NA	62%	67%	69%	72%	Similar	NA	Much higher	Much higher	Similar	Similar
	Public parking	NA	NA	NA	51%	51%	Similar	NA	NA	NA	Similar	Similar
	Traffic flow	NA	41%	45%	46%	49%	Similar	NA	Similar	Similar	Similar	Similar
	Overall natural environment	NA	77%	78%	80%	81%	Similar	NA	Similar	Similar	Similar	Similar
Natural Environment	Cleanliness	NA	81%	81%	81%	81%	Similar	NA	Much higher	Much higher	Similar	Similar
	Air quality	NA	NA	NA	87%	86%	Similar	NA	NA	NA	Higher	Similar
Built Environment	Overall built environment	NA	NA	NA	70%	69%	Similar	NA	NA	NA	Similar	Similar
	New development in Sioux Falls	NA	79%	81%	79%	78%	Similar	NA	Much higher	Much higher	Higher	Higher
	Affordable quality housing	NA	53%	54%	49%	45%	Similar	NA	Much higher	Much higher	Similar	Similar
	Housing options	NA	70%	69%	68%	67%	Similar	NA	Much higher	Much higher	Similar	Similar

The National Citizen Survey™

		Percent rating positively (e.g., excellent/good, very/somewhat safe)					2017 rating compared to 2015	Comparison to benchmark					
		2008	2009	2013	2015	2017		2008	2009	2013	2015	2017	
Economy	Public places	NA	NA	NA	78%	81%	Similar	NA	NA	NA	Similar	Similar	
	Overall economic health	NA	NA	NA	82%	82%	Similar	NA	NA	NA	Higher	Higher	
	Vibrant downtown/commercial area	NA	NA	NA	69%	74%	Similar	NA	NA	NA	Higher	Higher	
	Business and services	NA	82%	82%	79%	81%	Similar	NA	Much higher	Much higher	Similar	Higher	
	Cost of living	NA	NA	NA	58%	63%	Higher	NA	NA	NA	Similar	Higher	
	Shopping opportunities	NA	77%	79%	81%	86%	Similar	NA	Much higher	Much higher	Higher	Higher	
	Employment opportunities	NA	53%	63%	72%	76%	Similar	NA	Much higher	Much higher	Much higher	Much higher	
	Place to visit	NA	NA	NA	66%	71%	Similar	NA	NA	NA	Similar	Similar	
	Place to work	NA	73%	78%	81%	82%	Similar	NA	Much higher	Much higher	Higher	Higher	
	Recreation and Wellness	Health and wellness	NA	NA	NA	85%	88%	Similar	NA	NA	NA	Higher	Higher
Mental health care		NA	NA	NA	64%	66%	Similar	NA	NA	NA	Similar	Higher	
Preventive health services		NA	73%	73%	76%	80%	Similar	NA	Much higher	Much higher	Higher	Higher	
Health care		NA	64%	65%	74%	77%	Similar	NA	Much higher	Much higher	Higher	Higher	
Food		NA	76%	73%	76%	76%	Similar	NA	Much higher	Much higher	Similar	Similar	
Recreational opportunities		NA	71%	69%	73%	75%	Similar	NA	Much higher	Higher	Similar	Similar	
Fitness opportunities		NA	NA	NA	80%	84%	Similar	NA	NA	NA	Similar	Higher	
Education and Enrichment		Religious or spiritual events and activities	NA	88%	86%	87%	85%	Similar	NA	Much higher	Much higher	Similar	Similar
		Cultural/arts/music activities	NA	66%	67%	72%	73%	Similar	NA	Much higher	Much higher	Similar	Similar
		Adult education	NA	NA	NA	73%	74%	Similar	NA	NA	NA	Similar	Similar
	K-12 education	NA	81%	84%	82%	80%	Similar	NA	Much higher	Much higher	Similar	Similar	
	Child care/preschool	NA	50%	52%	57%	57%	Similar	NA	Much higher	Much higher	Similar	Similar	
Community Engagement	Social events and activities	NA	71%	73%	71%	78%	Higher	NA	Much higher	Much higher	Similar	Similar	
	Neighborhoodness	NA	NA	NA	61%	60%	Similar	NA	NA	NA	Similar	Similar	
	Openness and acceptance	NA	58%	61%	56%	55%	Similar	NA	Similar	Similar	Similar	Similar	
	Opportunities to participate in community matters	NA	64%	70%	68%	72%	Similar	NA	Similar	Much higher	Similar	Similar	

The National Citizen Survey™

	Percent rating positively (e.g., excellent/good, very/somewhat safe)					2017 rating compared to 2015	Comparison to benchmark				
	2008	2009	2013	2015	2017		2008	2009	2013	2015	2017
Opportunities to volunteer	NA	85%	86%	84%	83%	Similar	NA	Much higher	Much higher	Similar	Similar

Table 3: Governance General

	Percent rating positively (e.g., excellent/good)					2017 rating compared to 2015	Comparison to benchmark				
	2008	2009	2013	2015	2017		2008	2009	2013	2015	2017
Services provided by Sioux Falls	NA	78%	80%	81%	78%	Similar	NA	Much higher	Higher	Similar	Similar
Customer service	NA	80%	77%	74%	79%	Higher	NA	Higher	Similar	Similar	Similar
Value of services for taxes paid	NA	59%	67%	63%	62%	Similar	NA	Much higher	Much higher	Similar	Similar
Overall direction	NA	67%	72%	76%	73%	Similar	NA	Much higher	Much higher	Higher	Similar
Welcoming citizen involvement	NA	55%	60%	61%	60%	Similar	NA	Much higher	Much higher	Similar	Similar
Confidence in City government	NA	NA	NA	62%	59%	Similar	NA	NA	NA	Similar	Similar
Acting in the best interest of Sioux Falls	NA	NA	NA	64%	62%	Similar	NA	NA	NA	Similar	Similar
Being honest	NA	NA	NA	58%	56%	Similar	NA	NA	NA	Similar	Similar
Treating all residents fairly	NA	NA	NA	55%	58%	Similar	NA	NA	NA	Similar	Similar
Services provided by the Federal Government	NA	49%	48%	45%	50%	Similar	NA	Much higher	Much higher	Similar	Similar

Table 4: Governance by Facet

		Percent rating positively (e.g., excellent/good)					2017 rating compared to 2015	Comparison to benchmark				
		2008	2009	2013	2015	2017		2008	2009	2013	2015	2017
Safety	Police	NA	83%	83%	83%	89%	Higher	NA	Much higher	Higher	Similar	Similar
	Fire	NA	95%	96%	96%	97%	Similar	NA	Much higher	Much higher	Similar	Similar
	Ambulance/EMS	NA	91%	91%	92%	84%	Lower	NA	Similar	Similar	Similar	Similar
	Crime prevention	NA	74%	71%	71%	71%	Similar	NA	Much higher	Higher	Similar	Similar
	Fire prevention	NA	83%	84%	83%	85%	Similar	NA	Much higher	Higher	Similar	Similar
	Animal control	NA	71%	71%	73%	77%	Similar	NA	Much higher	Much higher	Similar	Similar
	Emergency preparedness	NA	70%	74%	72%	71%	Similar	NA	Much higher	Much higher	Similar	Similar
Mobility	Traffic enforcement	NA	64%	60%	64%	65%	Similar	NA	Similar	Lower	Similar	Similar
	Street repair	NA	32%	45%	37%	28%	Lower	NA	Much lower	Similar	Similar	Lower
	Street cleaning	NA	55%	60%	56%	49%	Lower	NA	Lower	Similar	Similar	Similar
	Street lighting	NA	65%	64%	64%	68%	Similar	NA	Higher	Higher	Similar	Similar

The National Citizen Survey™

		Percent rating positively (e.g., excellent/good)					2017 rating compared to 2015	Comparison to benchmark					
		2008	2009	2013	2015	2017		2008	2009	2013	2015	2017	
	Snow removal	NA	68%	71%	69%	63%	Lower	NA	Much higher	Much higher	Similar	Similar	
	Sidewalk maintenance	NA	59%	63%	58%	54%	Similar	NA	Higher	Much higher	Similar	Similar	
	Traffic signal timing	NA	47%	52%	46%	47%	Similar	NA	Similar	Similar	Similar	Similar	
	Bus or transit services	NA	61%	56%	59%	56%	Similar	NA	Higher	Similar	Similar	Similar	
Natural Environment	Garbage collection	NA	84%	85%	85%	85%	Similar	NA	Similar	Similar	Similar	Similar	
	Recycling	NA	78%	83%	82%	83%	Similar	NA	Much higher	Much higher	Similar	Similar	
	Yard waste pick-up	NA	71%	73%	77%	72%	Lower	NA	Similar	Similar	Similar	Similar	
	Drinking water	NA	80%	84%	85%	85%	Similar	NA	Much higher	Much higher	Similar	Similar	
	Natural areas preservation	NA	66%	64%	64%	61%	Similar	NA	Much higher	Similar	Similar	Similar	
	Open space	NA	NA	NA	61%	62%	Similar	NA	NA	NA	Similar	Similar	
	Storm drainage	NA	62%	64%	64%	63%	Similar	NA	Much higher	Similar	Similar	Similar	
	Sewer services	NA	80%	84%	83%	84%	Similar	NA	Much higher	Much higher	Similar	Similar	
Built Environment	Power utility	NA	83%	83%	81%	84%	Similar	NA	Much higher	Higher	Similar	Similar	
	Utility billing	NA	NA	NA	73%	75%	Similar	NA	NA	NA	Similar	Similar	
	Land use, planning and zoning	NA	55%	64%	62%	56%	Lower	NA	Much higher	Much higher	Similar	Similar	
	Code enforcement	NA	45%	57%	56%	51%	Similar	NA	Higher	Much higher	Similar	Similar	
	Cable television	NA	62%	58%	57%	54%	Similar	NA	Much higher	Higher	Similar	Similar	
	Economy	Economic development	NA	64%	75%	78%	77%	Similar	NA	Much higher	Much higher	Higher	Higher
	Recreation and Wellness	City parks	NA	92%	93%	88%	89%	Similar	NA	Much higher	Much higher	Similar	Similar
Recreation programs		NA	76%	88%	78%	80%	Similar	NA	Higher	Much higher	Similar	Similar	
Recreation centers		NA	76%	86%	76%	81%	Similar	NA	Much higher	Much higher	Similar	Similar	
Health services		NA	82%	83%	85%	84%	Similar	NA	Much higher	Much higher	Higher	Higher	

The National Citizen Survey™

		Percent rating positively (e.g., excellent/good)					2017 rating compared to 2015	Comparison to benchmark				
		2008	2009	2013	2015	2017		2008	2009	2013	2015	2017
Education and Enrichment	Special events	NA	NA	NA	69%	66%	Similar	NA	NA	NA	Similar	Similar
	Public libraries	NA	87%	90%	91%	87%	Similar	NA	Higher	Much higher	Similar	Similar
Community Engagement	Public information	NA	72%	77%	77%	76%	Similar	NA	Much higher	Much higher	Similar	Similar

Table 5: Participation General

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)					2017 rating compared to 2015	Comparison to benchmark				
	2008	2009	2013	2015	2017		2008	2009	2013	2015	2017
Sense of community	NA	72%	74%	66%	67%	Similar	NA	Much higher	Much higher	Similar	Similar
Recommend Sioux Falls	NA	93%	94%	93%	91%	Similar	NA	Much higher	Much higher	Similar	Similar
Remain in Sioux Falls	NA	89%	89%	90%	90%	Similar	NA	Much higher	Much higher	Similar	Similar
Contacted Sioux Falls employees	53%	53%	42%	37%	38%	Similar	NA	Much lower	Much lower	Lower	Similar

Table 6: Participation by Facet

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)					2017 rating compared to 2015	Comparison to benchmark				
		2008	2009	2013	2015	2017		2008	2009	2013	2015	2017
Safety	Stocked supplies for an emergency	NA	NA	NA	28%	28%	Similar	NA	NA	NA	Similar	Similar
	Did NOT report a crime	NA	NA	NA	77%	79%	Similar	NA	NA	NA	Similar	Similar
	Was NOT the victim of a crime	89%	88%	90%	88%	89%	Similar	NA	Higher	Higher	Similar	Similar
Mobility	Used public transportation instead of driving	NA	NA	NA	11%	9%	Similar	NA	NA	NA	Lower	Lower
	Carpooled instead of driving alone	NA	NA	NA	43%	45%	Similar	NA	NA	NA	Similar	Similar
	Walked or biked instead of driving	NA	NA	NA	46%	48%	Similar	NA	NA	NA	Lower	Similar
Natural Environment	Conserved water	NA	NA	NA	79%	78%	Similar	NA	NA	NA	Similar	Similar
	Made home more energy efficient	NA	NA	NA	75%	73%	Similar	NA	NA	NA	Similar	Similar
	Recycled at home	92%	93%	93%	90%	92%	Similar	NA	Much higher	Much higher	Similar	Similar
Built Environment	Did NOT observe a code violation	NA	NA	NA	53%	54%	Similar	NA	NA	NA	Similar	Similar

The National Citizen Survey™

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)					2017 rating compared to 2015	Comparison to benchmark				
		2008	2009	2013	2015	2017		2008	2009	2013	2015	2017
	NOT under housing cost stress	NA	75%	75%	77%	79%	Similar	NA	Much higher	Much higher	Similar	Higher
	Purchased goods or services in Sioux Falls	NA	NA	NA	97%	97%	Similar	NA	NA	NA	Similar	Similar
	Economy will have positive impact on income	18%	20%	26%	38%	38%	Similar	NA	Higher	Much higher	Higher	Higher
Economy	Work in Sioux Falls	NA	NA	NA	78%	78%	Similar	NA	NA	NA	Much higher	Much higher
	Used Sioux Falls recreation centers	87%	43%	80%	44%	64%	Higher	NA	Much lower	Much higher	Lower	Similar
	Visited a City park	92%	93%	90%	89%	89%	Similar	NA	Much higher	Much higher	Similar	Similar
	Ate 5 portions of fruits and vegetables	NA	NA	NA	77%	78%	Similar	NA	NA	NA	Similar	Similar
	Participated in moderate or vigorous physical activity	NA	NA	NA	82%	83%	Similar	NA	NA	NA	Similar	Similar
Recreation and Wellness	In very good to excellent health	NA	NA	NA	61%	63%	Similar	NA	NA	NA	Similar	Similar
	Used Sioux Falls public libraries	74%	69%	67%	60%	56%	Similar	NA	Lower	Much lower	Similar	Similar
	Participated in religious or spiritual activities	NA	75%	69%	71%	67%	Similar	NA	Much higher	Much higher	Much higher	Much higher
Education and Enrichment	Attended a City-sponsored event	NA	NA	NA	55%	56%	Similar	NA	NA	NA	Similar	Similar
	Campaigned for an issue, cause or candidate	NA	NA	NA	25%	22%	Similar	NA	NA	NA	Similar	Similar
	Contacted Sioux Falls elected officials	NA	NA	NA	13%	15%	Similar	NA	NA	NA	Similar	Similar
	Volunteered	57%	61%	62%	54%	55%	Similar	NA	Much higher	Much higher	Higher	Higher
	Participated in a club	NA	43%	41%	32%	36%	Similar	NA	Much higher	Much higher	Similar	Similar
	Talked to or visited with neighbors	NA	NA	NA	89%	91%	Similar	NA	NA	NA	Similar	Similar
	Done a favor for a neighbor	NA	NA	NA	82%	81%	Similar	NA	NA	NA	Similar	Similar
	Attended a local public meeting	20%	18%	19%	15%	13%	Similar	NA	Much lower	Much lower	Similar	Similar
Community Engagement	Watched a local public meeting	59%	57%	49%	36%	36%	Similar	NA	Much higher	Much higher	Similar	Similar
	Read or watched local news	NA	NA	NA	89%	90%	Similar	NA	NA	NA	Similar	Similar

The National Citizen Survey™

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)					2017 rating compared to 2015	Comparison to benchmark				
	2008	2009	2013	2015	2017		2008	2009	2013	2015	2017
Voted in local elections	71%	84%	79%	82%	84%	Similar	NA	Much higher	Much higher	Similar	Similar