

**THE NCS**<sup>TM</sup>  
The National Citizen Survey<sup>TM</sup>

## Davidson, NC

Dashboard Summary of Findings

2019



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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 Davidson’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 Davidson’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 were strong and either similar to or higher than communities across the nation. Ratings for items within the pillar of Community Characteristics were especially positive, while scores for Participation tended to be similar to comparison communities. Ratings within the facets of Safety, Education and Enrichment, and Community Engagement were exceptionally high. This information can be helpful in identifying the areas of community strength or areas that may merit more attention.

Figure 1: Dashboard Summary

	Community Characteristics			Governance			Participation		
	Higher	Similar	Lower	Higher	Similar	Lower	Higher	Similar	Lower
Overall	29	17	3	17	22	0	10	25	1
General	7	0	0	2	1	0	0	3	0
Safety	2	1	0	5	1	0	2	1	0
Mobility	2	3	3	1	7	0	1	1	1
Natural Environment	1	1	0	0	5	0	0	3	0
Built Environment	1	4	0	1	3	0	1	1	0
Economy	5	3	0	0	1	0	0	3	0
Recreation and Wellness	2	4	0	0	3	0	0	5	0
Education and Enrichment	5	0	0	1	0	0	1	2	0
Community Engagement	4	1	0	7	1	0	5	6	0

National Benchmark	
	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	↔	↑↑	96%	Customer service	↔	↑	88%	Recommend Davidson	↔	↔	94%
	Overall quality of life	↔	↑	94%	Services provided by Davidson	↔	↑	89%	Remain in Davidson	↔	↔	89%
	Place to retire	↔	↑↑	84%	Services provided by the Federal Government	↔	↔	40%	Contacted Davidson employees	↔	↔	51%
	Place to raise children	↔	↑↑	97%								
	Place to live	↔	↑	98%								
	Neighborhood	↔	↑	96%								
	Overall image	↔	↑↑	95%								
Safety	Overall feeling of safety	↔	↑	97%	Police	↔	↑	95%	Was NOT the victim of a crime	↔	↔	94%
	Safe in neighborhood	↔	↔	98%	Crime prevention	↔	↑↑	94%	Did NOT report a crime	↔	↑	89%
	Safe downtown/commercial areas	↔	↑	99%	Fire	↔	↑	99%	Stocked supplies for an emergency	↑	↑	55%
					Fire prevention	↔	↑	93%				
					Emergency preparedness	↑	↔	76%				
				Animal control	↔	↑	79%					
Mobility	Traffic flow	↔	↓	27%	Traffic enforcement	↔	↑	77%	Carpooled instead of driving alone	↔	↔	43%
	Travel by car	↔	↓	43%	Street repair	↔	↔	52%	Walked or biked instead of driving	↔	↑	73%
	Travel by bicycle	↑	↔	66%	Street cleaning	↓	↔	68%	Used public transportation instead of driving	↔	↓	12%
	Ease of walking	↑	↑↑	89%	Street lighting	↔	↔	65%				
	Travel by public transportation	↑	↔	30%	Snow removal	↔	↔	72%				
	Overall ease travel	↔	↔	67%	Sidewalk maintenance	↔	↔	64%				
	Public parking	↔	↓	31%	Traffic signal timing	↔	↔	68%				
	Paths and walking trails	↑	↑	84%	Bus or transit services	↔	↔	56%				
Natural Environment	Overall natural environment	↔	↔	88%	Garbage collection	↓	↔	74%	Recycled at home	↔	↔	97%
	Cleanliness	↔	↑	95%	Recycling	↓	↔	69%	Conserved water	↔	↔	78%
					Yard waste pick-up	↔	↔	74%	Made home more energy efficient	↑	↔	81%
					Open space	↔	↔	67%				
				Natural areas preservation	↔	↔	65%					
Built Environment	New development in Davidson	↔	↔	56%	Storm drainage	↓	↔	71%	NOT experiencing housing cost stress	↔	↔	79%
	Affordable quality housing	↔	↔	36%	Land use, planning and zoning	↔	↔	45%	Did NOT observe a code violation	↓	↑	69%
	Housing options	↔	↔	54%	Code enforcement	↔	↑	73%				
	Overall built environment	↔	↔	70%	Cable television	↔	↔	44%				
	Public places	↔	↑	87%								

**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	↔	↑	86%	Economic development	↔	↔	65%	Economy will have positive impact on income	↓	↔	31%
	Shopping opportunities	↔	↔	55%					Purchased goods or services in Davidson	↔	↔	95%
	Employment opportunities	↔	↔	41%					Work in Davidson	↔	↔	36%
	Place to visit	↔	↑	87%								
	Cost of living	↔	↔	34%								
	Vibrant downtown/commercial areas	↔	↑↑	81%								
	Place to work	↔	↑	80%								
	Business and services	↔	↑	78%								
Recreation and Wellness	Fitness opportunities	↔	↔	80%	Town parks	↔	↔	89%	In very good to excellent health	↔	↔	78%
	Recreational opportunities	↔	↔	77%	Recreation centers	↑	↔	74%	Used Davidson recreation centers	↑	↔	61%
	Food	↔	↔	71%	Recreation programs	↔	↔	84%	Visited a Town park	↔	↔	87%
	Mental health care	↔	↑	57%					Ate 5 portions of fruits and vegetables	↔	↔	89%
	Health and wellness	↔	↔	82%					Participated in moderate or vigorous physical activity	↔	↔	93%
	Preventive health services	↔	↑	80%								
Education and Enrichment	Cultural/arts/music activities	↑	↑	86%	Special events	↑	↑	91%	Used Davidson public libraries	↔	↔	65%
	Child care/preschool	↔	↑	66%					Participated in religious or spiritual activities	↔	↔	51%
	Religious or spiritual events and activities	↔	↑	92%					Attended a Town-sponsored event	↔	↑↑	81%
	Adult education	↔	↑	78%								
	Overall education and enrichment	↔	↑	87%								
Community Engagement	Opportunities to participate in community matters	↔	↑	86%	Public information	↔	↑	81%	Sense of community	↔	↑	87%
	Opportunities to volunteer	↔	↑	84%	Overall direction	↑	↔	65%	Voted in local elections	↔	↑	95%
	Openness and acceptance	↔	↔	72%	Value of services for taxes paid	↔	↑	70%	Talked to or visited with neighbors	↔	↔	98%
	Social events and activities	↔	↑	81%	Welcoming citizen involvement	↑	↑	79%	Attended a local public meeting	↔	↑	41%
	Neighborliness	↔	↑	79%	Confidence in Town government	↑	↑	72%	Watched a local public meeting	↑	↔	26%
					Acting in the best interest of Davidson	↑	↑	72%	Volunteered	↔	↔	49%
					Being honest	↑	↑	75%	Participated in a club	↓	↔	26%
					Treating all residents fairly	↑	↑	73%	Campaigned for an issue, cause or candidate	↓	↑	37%
									Contacted Davidson elected officials	↔	↔	26%
									Read or watched local news	↔	↔	87%
								Done a favor for a neighbor	↔	↑	93%	

**Legend**

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