

THE NCSTM
The National Citizen SurveyTM

Gunnison County, CO

Community Livability Report

2017



NRC

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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.

About

The National Citizen Survey™ (The NCS) report is about the “livability” of Gunnison County. 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.

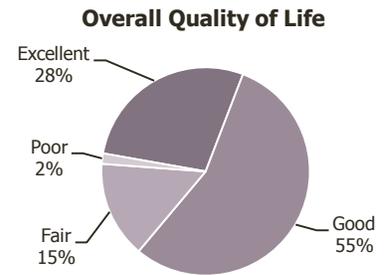
Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central 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 391 residents of Gunnison County. 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 Gunnison County

Most residents rated the quality of life in Gunnison County as excellent or good. This rating was similar to the national benchmark comparison (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.

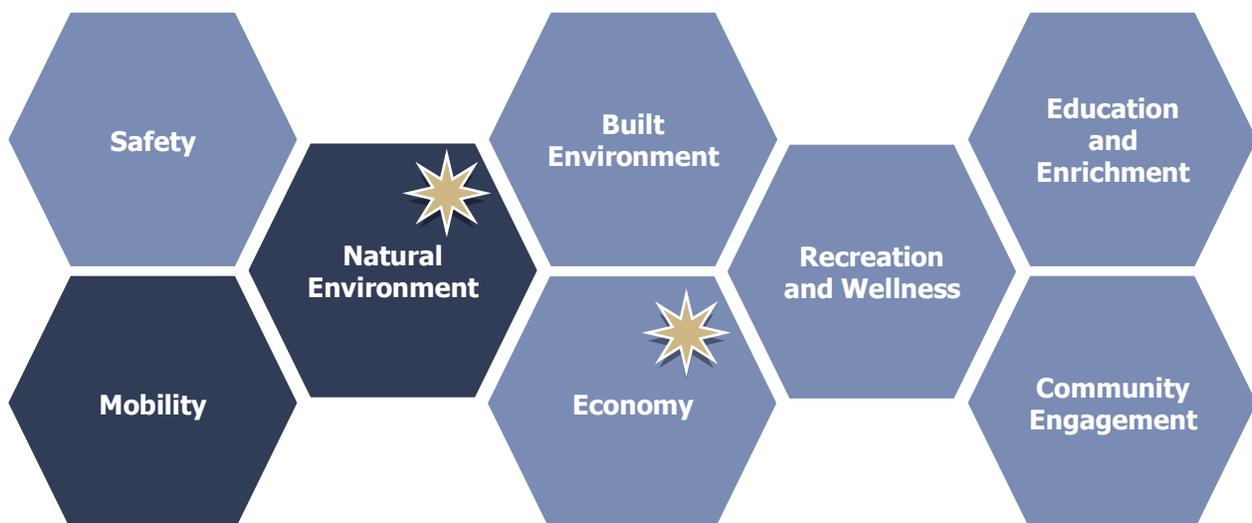
In addition to a summary of ratings, the image below includes one or more stars to indicate which community facets were the most important focus areas for the community. Residents identified Natural Environment and Economy as priorities for the Gunnison County community in the coming two years. Natural Environment and Mobility ratings were exceptionally strong and tended to be higher than the benchmarks. Ratings within all other facets tended to be positive and similar to ratings in comparison 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 Gunnison County’s unique questions.

Legend

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

★ Most important



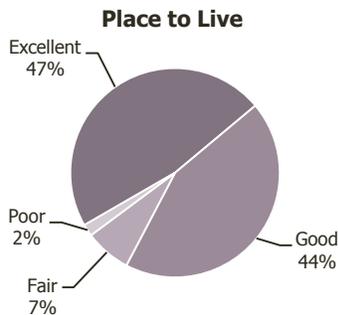
Community Characteristics

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 Gunnison County, 91% rated Gunnison County as an excellent or good place to live. Respondents' ratings of Gunnison County as a place to live were similar to ratings in other communities across the nation; however, when compared to 2015, this rating improved (see *Trends over Time* provided under separate cover).

In addition to rating the County as a place to live, respondents rated several aspects of community quality including Gunnison County as a place to raise children and to retire, their neighborhood as a place to live, the overall image or reputation of Gunnison County and its overall appearance. At least two-thirds of respondents rated each aspect positively and all ratings were similar to the national benchmarks.

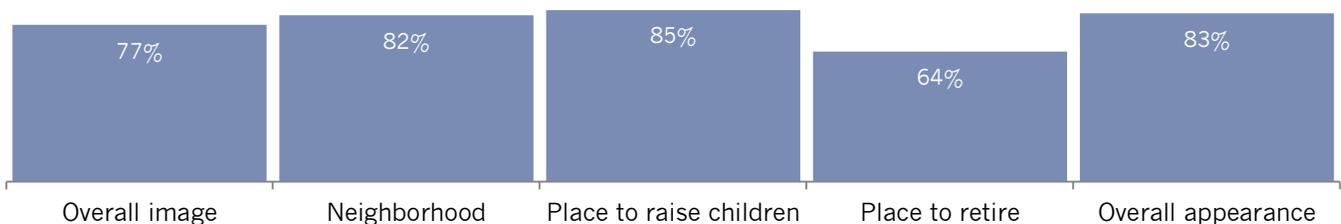
Delving deeper into Community Characteristics, survey respondents rated over 40 features of the community within the eight facets of Community Livability. Residents saw all aspects of Safety and Natural Environment positively, with about 9 in 10 or more awarding excellent or good ratings; even further, all aspects of Natural Environment were higher than the national comparison. Ratings within Economy varied, with nearly all residents awarding positive ratings to Gunnison County as a place to visit (yielding a rating above the benchmark), while fewer awarding positive ratings for cost of living, shopping opportunities and employment opportunities. The facet of Built Environment also housed some of the lower rated Community Characteristics including affordable quality housing and housing options with about one in ten residents giving a positive rating to each. While 8 in 10 or more residents gave positive ratings to recreational opportunities (also above the benchmark) and fitness opportunities, respondents rated other aspects of Recreation and Wellness with a mix of average and below average ratings.



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

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



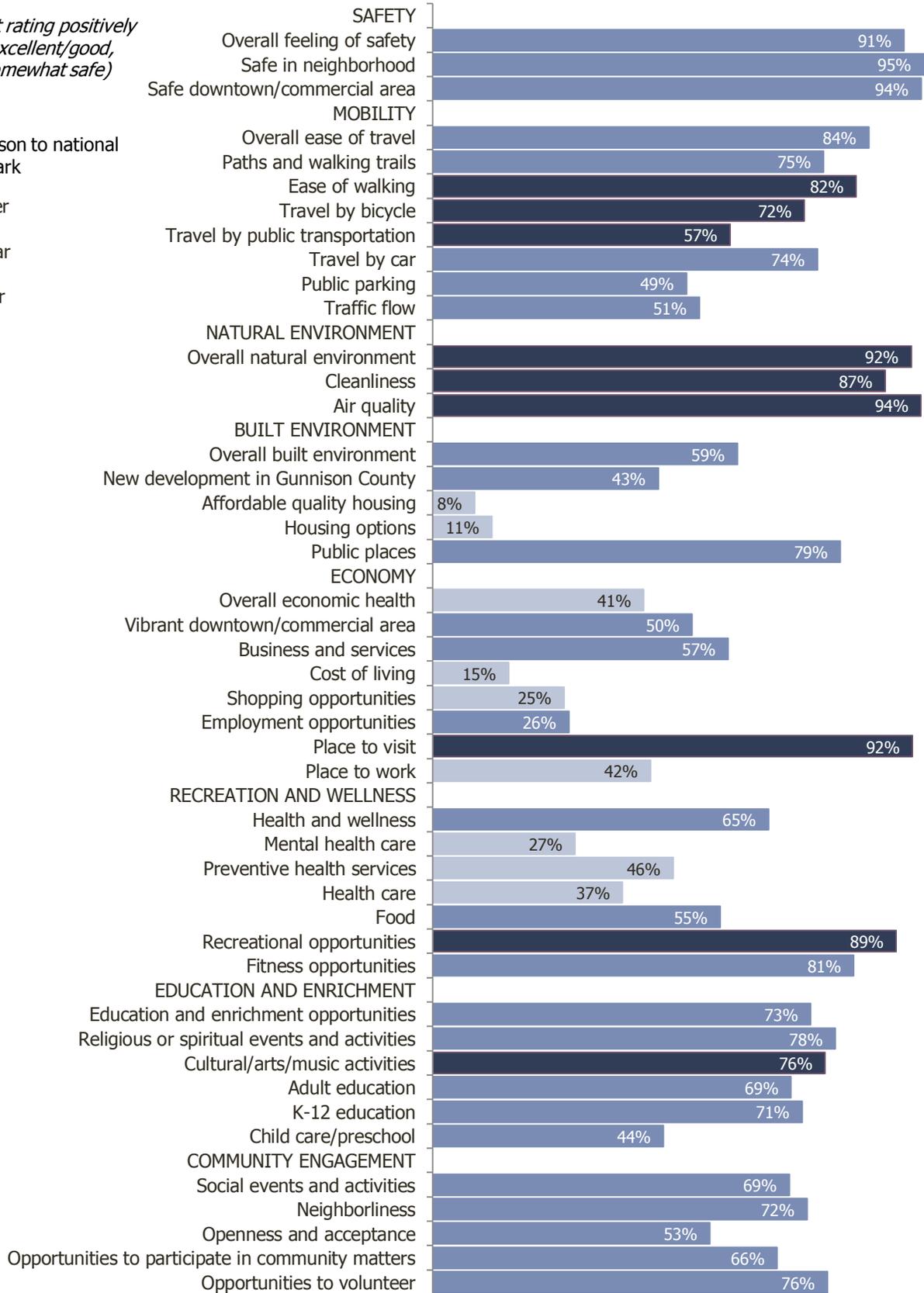
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Figure 1: Aspects of Community Characteristics

*Percent rating positively
(e.g., excellent/good,
very/somewhat safe)*

Comparison to national
benchmark

- Higher
- Similar
- Lower



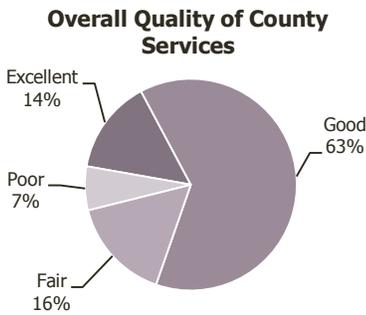
Governance

How well does the government of Gunnison County meet the needs and expectations of its residents?

The overall quality of the services provided by Gunnison County as well as the manner in which these services are provided are a key component of how residents rate their quality of life. About 78% gave excellent or good ratings to the overall quality of County services, while about 40% gave excellent or good ratings to the overall quality of services provided by the Federal Government. Both ratings were similar to ratings in comparison communities across the country.

Survey respondents also rated various aspects of Gunnison County’s leadership and governance. Between 46% and 78% of respondents rated each aspect positively and all ratings were similar to the national benchmarks; however, when compared to 2015, ratings for custom service provided by County employees, confidence in County government, acting in the best interest of Gunnison County, being honest and treating all residents fairly improved in 2017.

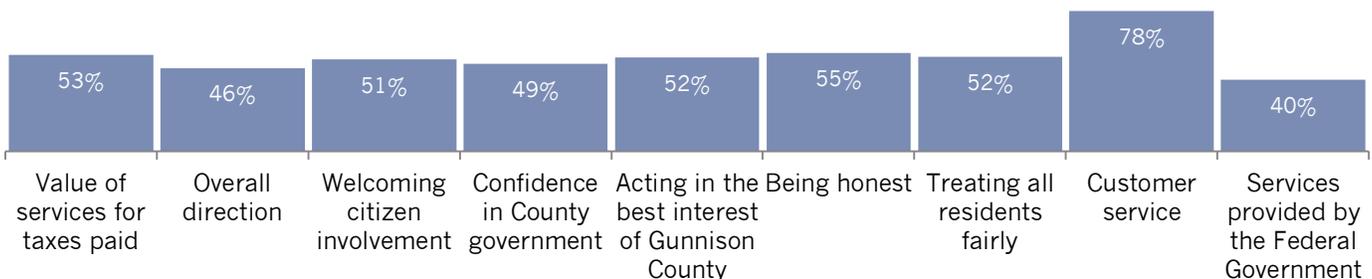
Respondents evaluated over 30 individual services and amenities available in Gunnison County. While most Governance ratings tended to be similar to the national comparisons, residents praised two aspects within both Mobility and Natural Environment (snow removal and bus or transit services and drinking water and open space, respectively as being above average. Residents were pleased with Safety services and gave positive ratings ranging from 60% for emergency preparedness to 92% for fire and ambulance/EMS services; each Safety service was rated similarly to the national averages. About one-third of respondents rated Economic development positively; this was the only aspect of Governance rated lower than the national comparison. Residents were generally pleased with Recreation and Wellness; recreation centers were above the national benchmark, while the remaining areas were similar to the benchmark (and the rating for health services has been on the rise since 2015).



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

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



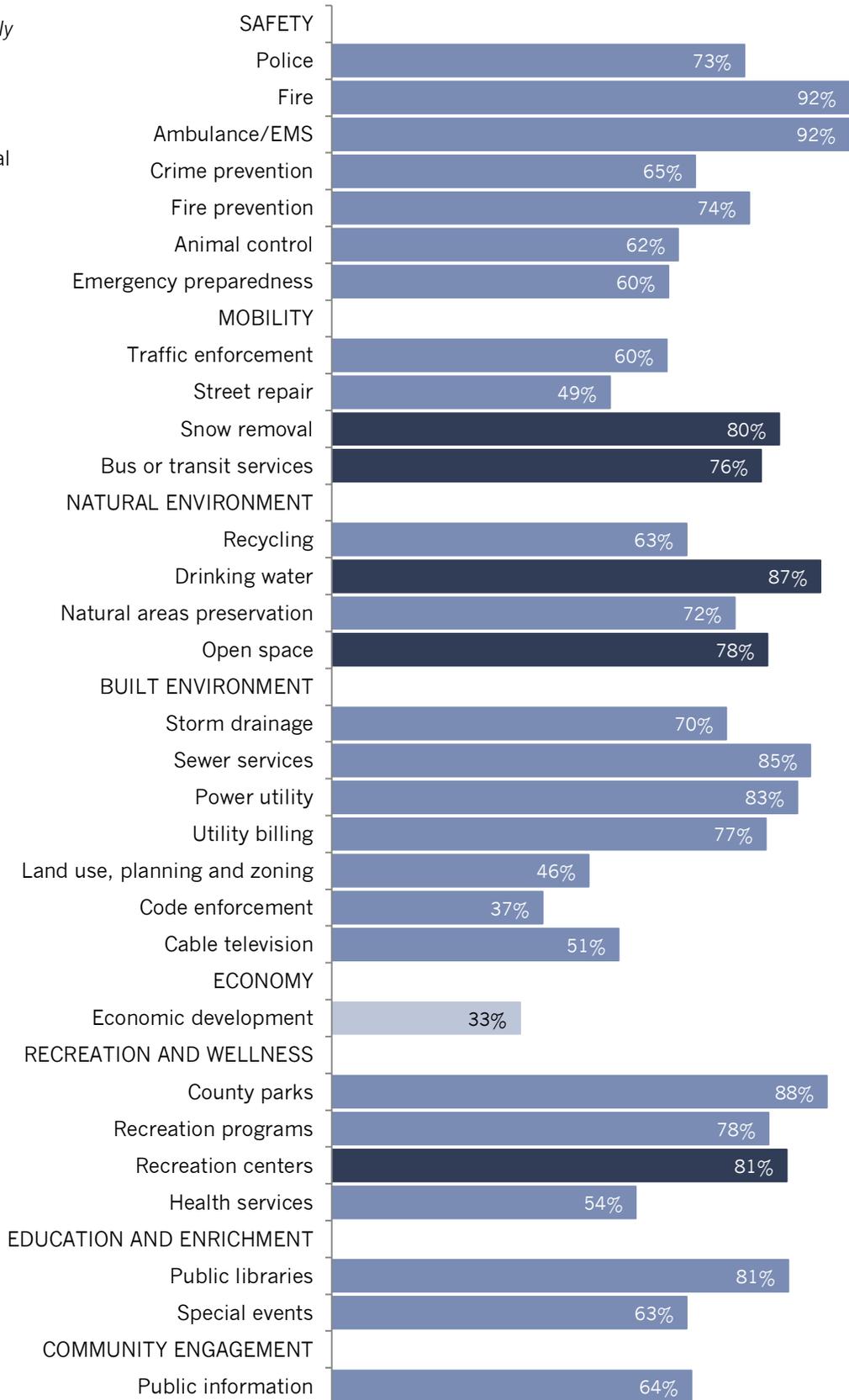
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Figure 2: Aspects of Governance

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

Comparison to national
benchmark

- Higher
- Similar
- Lower

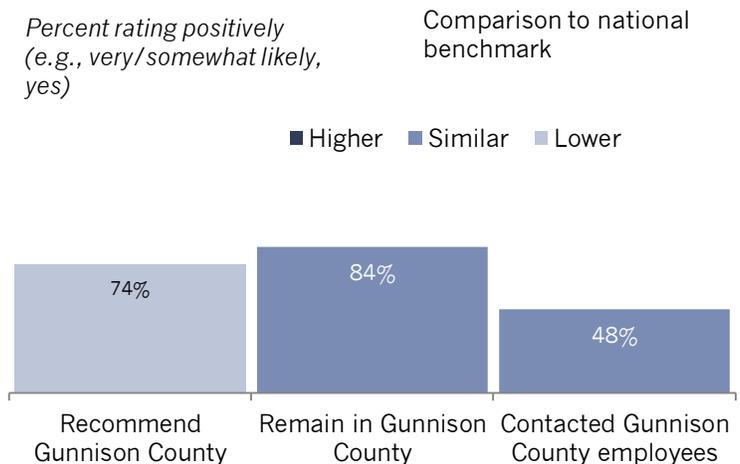
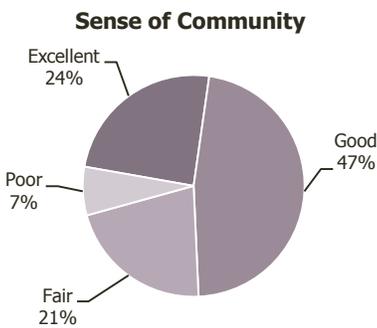


Participation

Are the residents of Gunnison County 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. About 7 in 10 respondents gave high marks to the sense of community in Gunnison County. A similar percentage of respondents were likely to recommend living in Gunnison County and 4 in 5 planned to remain in Gunnison County. Close to half reported that they had contacted a County employee in the last 12 months.

The survey included over 30 activities and behaviors for which respondents indicated how often they participated in or performed each, if at all. Compared to residents across the country, residents in Gunnison County reported higher levels of using public transportation instead of driving, carpooling instead of driving alone and walking or biking instead of driving. At least 7 in 10 residents reported recycling, conserving water and making efforts to make home more energy efficient; these levels of Participation were similar when compared to the national averages. Within Economy, more residents reported working in Gunnison County than nationwide, while nearly all residents purchased goods or services in the County and one-third agreed that the economy will have a positive impact on their income, both similar to the national comparison.



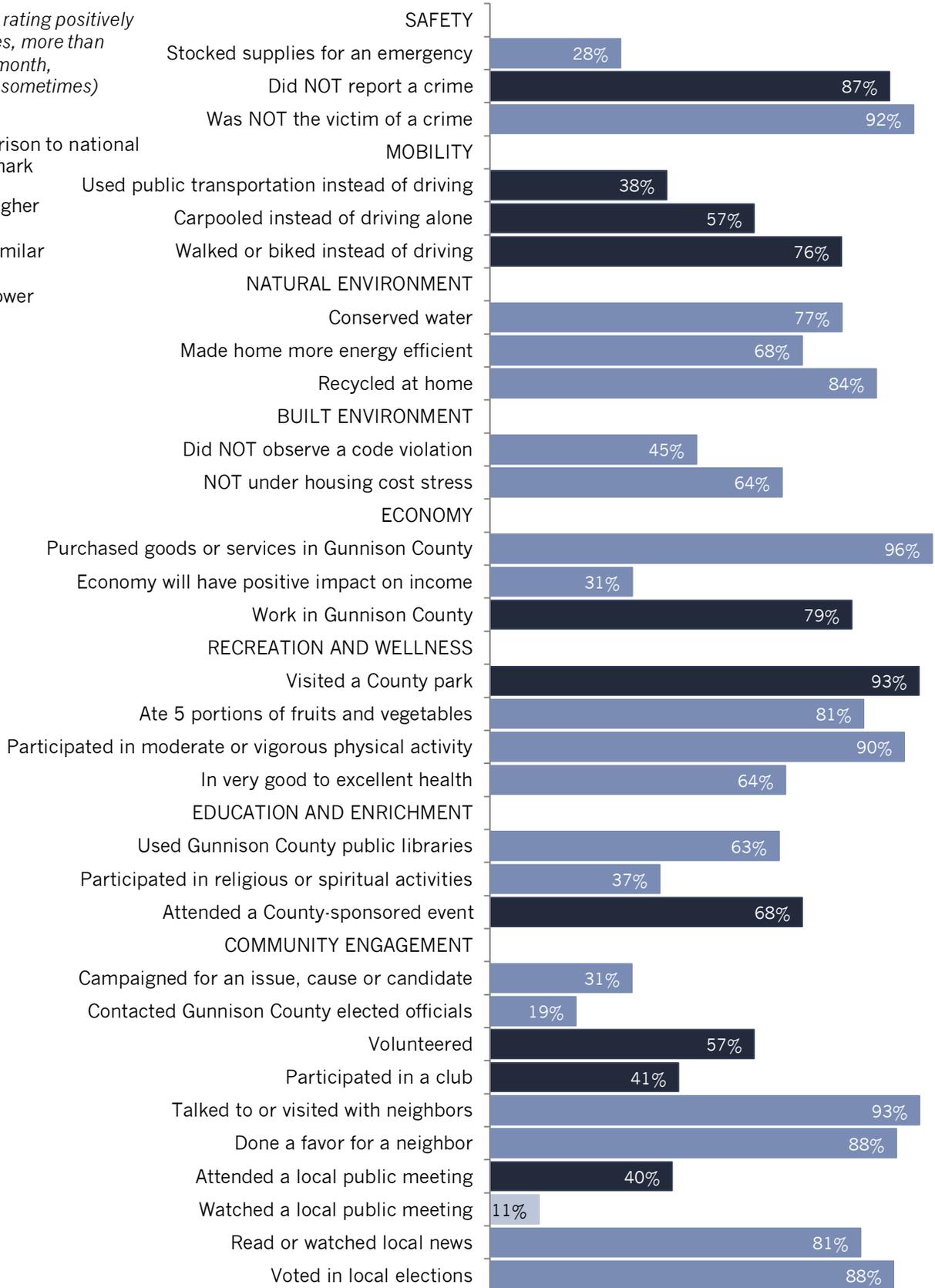
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Figure 3: Aspects of Participation

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

Comparison to national
benchmark

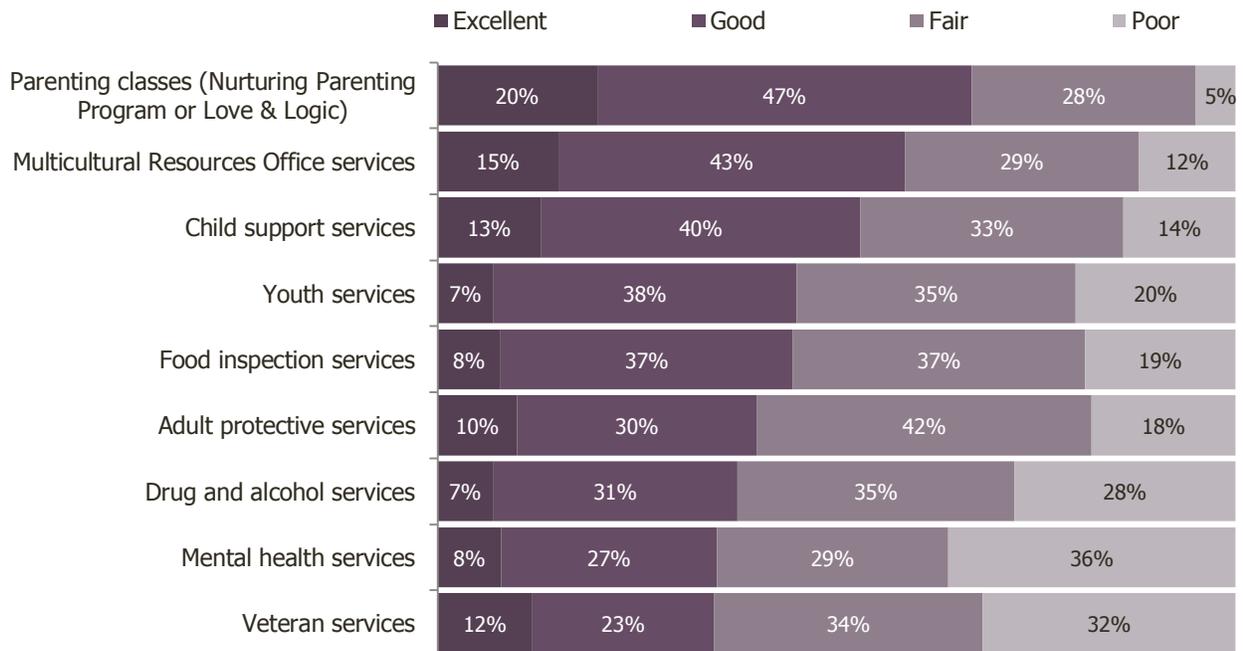
- Higher
- Similar
- Lower



Special Topics

Gunnison County included seven questions of special interest on The NCS. The first special topic question asked survey respondents to rate the quality of various County services. About 7 in 10 rated parenting classes as excellent or good, followed by Multicultural Resource Office services with 6 in 10 residents giving positive ratings. At the bottom of the list, about one-third of residents offered positive ratings to mental health services and veteran services. It is important to note that between 49% and 72% of respondents indicated “don’t know” for each of the services listed (Appendix A of the *Technical Appendices* provided under separate cover). “Don’t know” responses have been removed from the analyses presented in report so that tables and graphs display the responses from respondents who had an opinion about a specific item.

Figure 4: Quality of Additional County Services
Please rate the quality of each of the following services in Gunnison County:

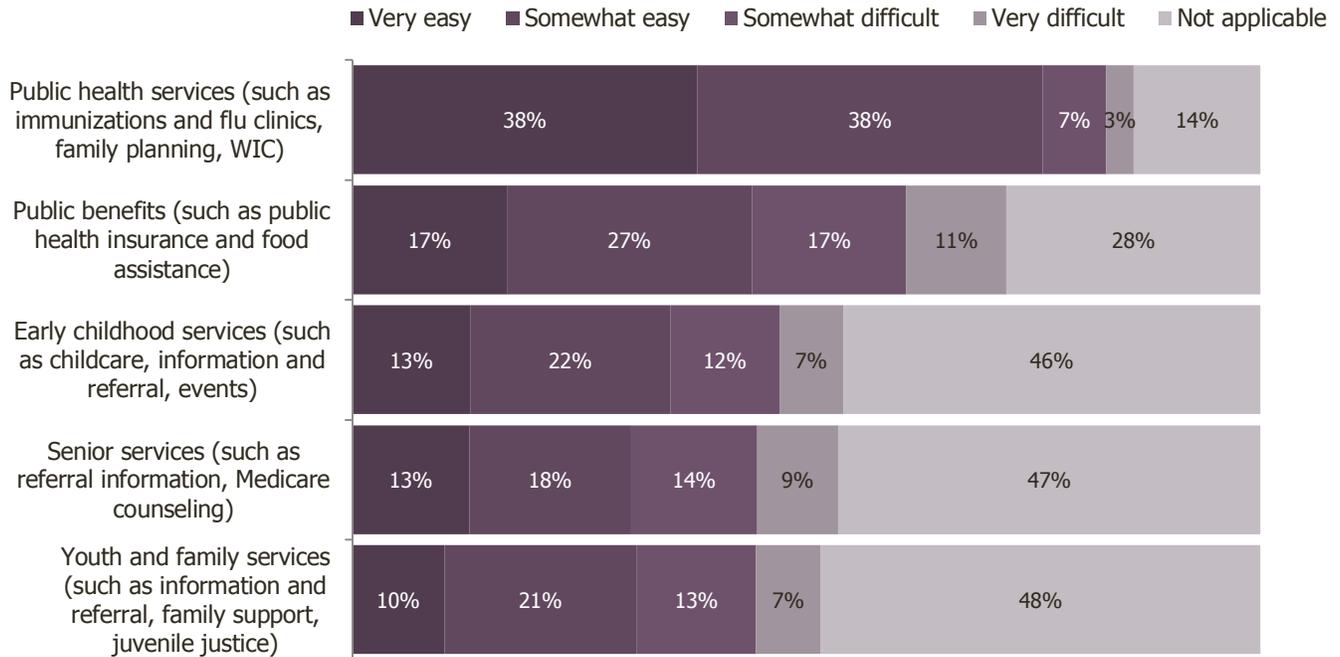


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Residents were asked to indicate the level of difficulty they have using or accessing various services in Gunnison County. Survey respondents indicated higher level of ease accessing or using public health services compared to the other listed services. While many residents indicated that the other listed services did not apply to them, those who offered a rating of ease/difficulty tended to lean toward very or somewhat easy instead of very or somewhat difficult. It is important to note that between 35% and 60% of respondents indicated “don’t know” for each of the services listed.

Figure 5: Level of Difficulty Accessing Services

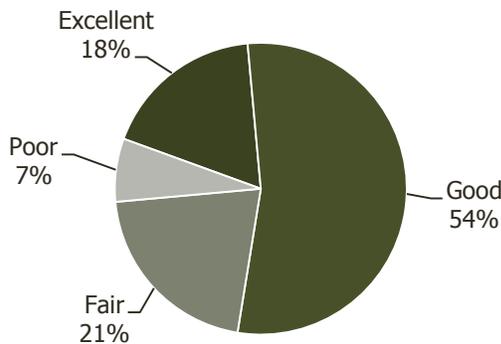
Please indicate how easy or difficult it is for you to use or access the following services:



When asked to rate the ease of finding information on the County Treasurer's office portion of the Gunnison County website, 72% of respondents offered a positive rating. It is important to note that 62% of respondents indicated “don’t know.”

Figure 6: Ease of Finding County Treasurer's Office Information Online

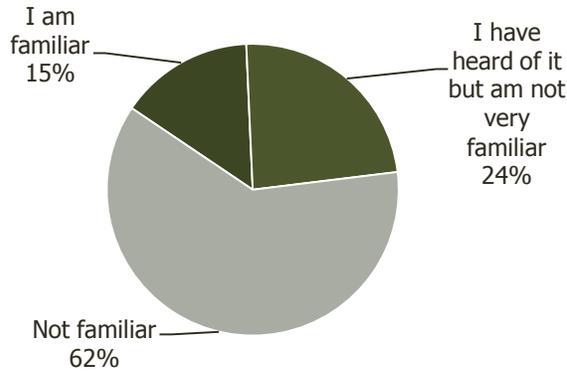
Please rate the ease of finding information on the County Treasurer's office portion of the Gunnison County website:



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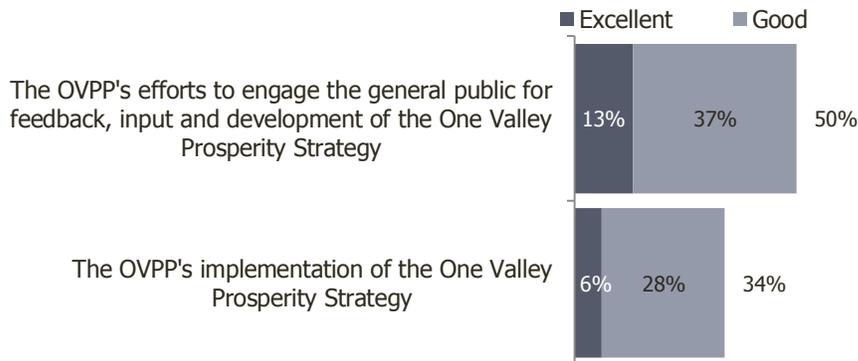
Residents were asked to indicate their level of familiarity with the One Valley Prosperity Project (OVPP). A majority of residents were not familiar, one-quarter had heard of it but were not very familiar and 15% were familiar.

Figure 7: Familiarity with the One Valley Prosperity Project
How familiar, if at all, are you with the One Valley Prosperity Project (OVPP):



After indicating their level of familiarity, residents were then asked to rate the quality of two aspects of the OVPP. About half of respondents gave positive ratings for the OVPP's efforts to engage the general public for feedback, input and development of the One Valley Prosperity Strategy and one-third gave positive ratings for The OVPP's implementation of the One Valley Prosperity Strategy. It is important to note that 69% and 78% indicated "don't know," respectively, for the quality of these listed aspects.

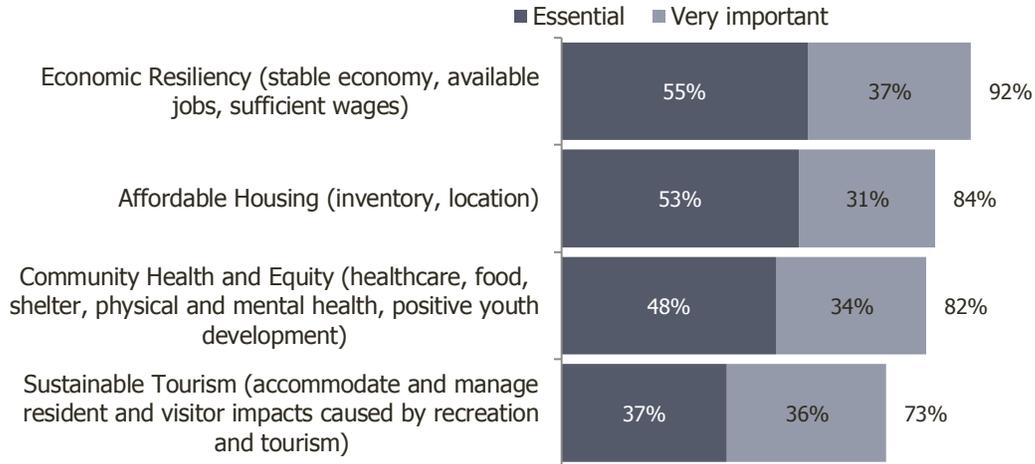
Figure 8: Quality of Aspects of One Valley Prosperity Project
Please rate the following aspects of the One Valley Prosperity Project (OVPP):



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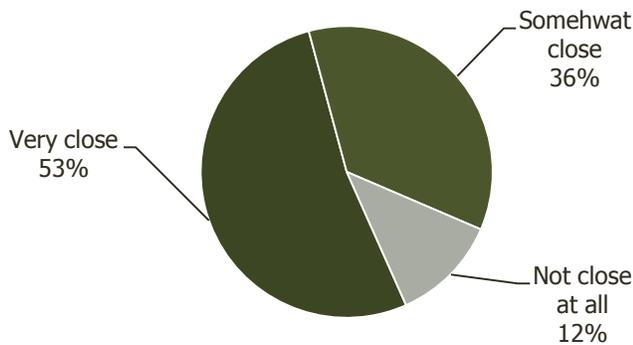
Another OVPP follow-up question asked residents about the importance of each of the four strategic areas. Each was rated as at least very important by three-quarters of residents, with 9 in 10 indicating Economic Resiliency was at least very important. It is important to note that about 3 in 10 respondents indicated “don’t know,” respectively, for the quality of these listed aspects.

Figure 9: Importance of Strategic Areas of the One Valley Prosperity Strategy
 Please rate the overall importance of each of the strategic areas of the One Valley Prosperity Strategy:



The final special interest question asked residents to indicate how closely they felt the four One Valley Prosperity Strategy areas listed represent the challenges they view as the most significant in Gunnison County. About half said that it was very close, an additional one-third thought it was somewhat close and one in ten felt it was not close at all. It is important to note that about 4 in 10 respondents indicated “don’t know.”

Figure 10: One Valley Prosperity Strategy Areas and the County
 How closely, if at all, do the four One Valley Prosperity Strategy areas (Economic Resiliency, Affordable Housing, Community Health and Equity, Sustainable Tourism) represent the challenges you view as the most significant in Gunnison County?



Conclusions

Residents enjoy a high quality of life and strong sense of safety.

Most residents rated their overall quality of life as excellent or good and would be likely to remain in Gunnison County for the next five years. Additionally, about three-quarters of residents would be likely to recommend the community to others. About 9 in 10 residents rated Gunnison County as an excellent or good place to live and at least two-thirds of respondents rated Gunnison County as a place to raise children and to retire, their neighborhood as a place to live, the overall image or reputation of Gunnison County and its overall appearance positively; all ratings that were similar to the national benchmarks.

Residents feel safe in general, as well as in their neighborhood and in downtown/commercial areas. Safety service ratings were strong and similar to the national averages and about 9 in 10 residents indicated they had not reported a crime or been the victim of a crime.

Natural Environment is a key part of Gunnison County's identity and a reason to live there.

Survey participants not only prioritized the facet of Natural Environment for Gunnison County to focus on in the coming years, but also rated aspects of this facet positively and in general, higher than the national averages. Within Community Characteristics, about 9 in 10 respondents felt positively about the County's overall natural environment, cleanliness and air quality. Drinking water and open space received strong ratings within Governance and at least 7 in 10 residents reported recycling, conserving water and making efforts to make home more energy efficient.

Further, 8 in 10 or more residents gave positive ratings to recreational opportunities, fitness opportunities, recreation programs, recreation centers and County parks; all ratings that were at least similar to the national comparisons.

The Economy is a priority and residents see opportunities for improvement.

Economy was selected by residents as a priority for the Gunnison County community. Ratings for overall economic health, cost of living, shopping opportunities, Gunnison County as a place to work and economic development in the County all were lower than the national comparisons. Meanwhile, over 9 in 10 positively rated the County as a place to visit which was rated much higher than the national comparison. Between 5 and 6 in 10 residents positively rated the quality of business and services in Gunnison County and the vibrant downtown/commercial areas; ratings that were both similar to ratings given in communities across the country. Within Built Environment, fewer residents in Gunnison County than in other parts of the country rated affordable quality housing and housing options positively. Similar to other communities, nearly all residents had purchased goods or services in the County and one-third expected the economy to have a positive impact on their income. The County has an above-average rate of those who both live and work in the community.

When asked the special interest questions related to the One Valley Prosperity Project, the strategic area given the highest importance rating was Economic Resiliency with 92% offering an essential or very important rating, followed by Affordable Housing (84%).

THE NCSTM
The National Citizen SurveyTM

Gunnison County, CO

Dashboard Summary of Findings

2017



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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 Gunnison County’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 Gunnison County’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 each facet within each pillar tended to be similar to the benchmark. Within the pillar of Community Characteristics, Natural Environment ratings tended to be higher than the benchmark. Governance ratings related to Mobility and Natural Environment tended to be higher than the benchmark but ratings related to Economy were lower. Mobility ratings within Participation were higher than the 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	9	34	9	5	34	1	10	23	2
General	0	7	0	0	3	0	0	2	1
Safety	0	3	0	0	7	0	1	2	0
Mobility	3	5	0	2	2	0	3	0	0
Natural Environment	3	0	0	2	2	0	0	3	0
Built Environment	0	3	2	0	7	0	0	2	0
Economy	1	3	4	0	0	1	1	2	0
Recreation and Wellness	1	3	3	1	3	0	1	3	0
Education and Enrichment	1	5	0	0	2	0	1	2	0
Community Engagement	0	5	0	0	8	0	3	7	1

Legend	
	Higher
	Similar
	Lower

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Figure 2: Detailed Dashboard

	Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
General	Overall appearance	↔	↔	83%	Customer service	↑	↔	78%	Recommend Gunnison County	↔	↓	74%
	Overall quality of life	↔	↔	83%	Services provided by Gunnison County	↔	↔	78%	Remain in Gunnison County	↔	↔	84%
	Place to retire	↔	↔	64%	Services provided by the Federal Government	↔	↔	40%	Contacted Gunnison County employees	↔	↔	48%
	Place to raise children	↔	↔	85%								
	Place to live	↑	↔	91%								
	Neighborhood	↔	↔	82%								
	Overall image	↔	↔	77%								
Safety	Overall feeling of safety	↔	↔	91%	Police	↔	↔	73%	Was NOT the victim of a crime	↔	↔	92%
	Safe in neighborhood	↔	↔	95%	Crime prevention	↔	↔	65%	Did NOT report a crime	↔	↑	87%
	Safe downtown/commercial area	↔	↔	94%	Fire	↔	↔	92%	Stocked supplies for an emergency	↔	↔	28%
					Fire prevention	↔	↔	74%				
					Ambulance/EMS	↑	↔	92%				
					Emergency preparedness	↔	↔	60%				
Mobility					Animal control	↔	↔	62%				
	Traffic flow	↓	↔	51%	Traffic enforcement	↔	↔	60%	Carpooled instead of driving alone	↔	↑	57%
	Travel by car	↔	↔	74%	Street repair	↔	↔	49%	Walked or biked instead of driving	↔	↑	76%
	Travel by bicycle	↔	↑	72%	Snow removal	↔	↑	80%	Used public transportation instead of driving	↔	↑	38%
	Ease of walking	↔	↑	82%	Bus or transit services	↔	↑	76%				
	Travel by public transportation	↔	↑	57%								
	Overall ease travel	↔	↔	84%								
Natural Environment	Public parking	↓	↔	49%								
	Paths and walking trails	↔	↔	75%								
	Overall natural environment	↔	↑	92%	Recycling	↔	↔	63%	Recycled at home	↔	↔	84%
	Air quality	↔	↑	94%	Drinking water	↔	↑	87%	Conserved water	↔	↔	77%
	Cleanliness	↔	↑	87%	Open space	↔	↑	78%	Made home more energy efficient	↔	↔	68%
				Natural areas preservation	↔	↔	72%					
Built Environment												
	New development in Gunnison County	↔	↔	43%	Sewer services	↔	↔	85%	NOT experiencing housing cost stress	↔	↔	64%
	Affordable quality housing	↔	↓↓	8%	Storm drainage	↔	↔	70%	Did NOT observe a code violation	↔	↔	45%
	Housing options	↔	↓↓	11%	Power utility	↔	↔	83%				
	Overall built environment	↓	↔	59%	Utility billing	↔	↔	77%				
	Public places	↔	↔	79%	Land use, planning and zoning	↔	↔	46%				
				Code enforcement	↔	↔	37%					
				Cable television	↔	↔	51%					

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	↑	↓	41%	Economic development	↔	↓	33%	Economy will have positive impact on income	↔	↔	31%
	Shopping opportunities	↔	↓	25%					Purchased goods or services in Gunnison County	↔	↔	96%
	Employment opportunities	↑	↔	26%					Work in Gunnison County	↔	↑↑	79%
	Place to visit	↔	↑↑	92%								
	Cost of living	↔	↓↓	15%								
	Vibrant downtown/commercial area	↑	↔	50%								
	Place to work	↔	↓	42%								
Recreation and Wellness	Business and services	↑	↔	57%								
	Fitness opportunities	↔	↔	81%	County parks	↔	↔	88%	In very good to excellent health	↔	↔	64%
	Recreational opportunities	↔	↑↑	89%	Recreation centers	↔	↑	81%	Visited a County park	↔	↑	93%
	Health care	↔	↓	37%	Recreation programs	↔	↔	78%	Ate 5 portions of fruits and vegetables	↔	↔	81%
	Food	↔	↔	55%	Health services	↑	↔	54%	Participated in moderate or vigorous physical activity	↔	↔	90%
	Mental health care	↔	↓	27%								
	Health and wellness	↔	↔	65%								
Education and Enrichment	Preventive health services	↔	↓	46%								
	K-12 education	↔	↔	71%	Public libraries	↔	↔	81%	Used Gunnison County public libraries	↔	↔	63%
	Cultural/arts/music activities	↔	↑	76%	Special events	↔	↔	63%	Participated in religious or spiritual activities	↔	↔	37%
	Child care/preschool	↔	↔	44%					Attended a County-sponsored event	↔	↑	68%
	Religious or spiritual events and activities	↔	↔	78%								
	Adult education	↔	↔	69%								
Community Engagement	Overall education and enrichment	↔	↔	73%								
	Opportunities to participate in community matters	↔	↔	66%	Public information	↔	↔	64%	Sense of community	↔	↔	72%
	Opportunities to volunteer	↔	↔	76%	Overall direction	↔	↔	46%	Voted in local elections	↔	↔	88%
	Openness and acceptance	↔	↔	53%	Value of services for taxes paid	↔	↔	53%	Talked to or visited with neighbors	↔	↔	93%
	Social events and activities	↔	↔	69%	Welcoming citizen involvement	↔	↔	51%	Attended a local public meeting	↔	↑	40%
	Neighborhoodness	↔	↔	72%	Confidence in County government	↑	↔	49%	Watched a local public meeting	↔	↓	11%
					Acting in the best interest of Gunnison County	↑	↔	52%	Volunteered	↔	↑	57%
					Being honest	↑	↔	55%	Participated in a club	↔	↑	41%
					Treating all residents fairly	↑	↔	52%	Campaigned for an issue, cause or candidate	↔	↔	31%
									Contacted Gunnison County elected officials	↔	↔	19%
								Read or watched local news	↔	↔	81%	
								Done a favor for a neighbor	↔	↔	88%	

Legend

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

THE NCSTM
The National Citizen SurveyTM

Gunnison County, CO

Trends over Time

2017



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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 2017 ratings for Gunnison County to its previous survey results in 2009, 2011, 2013 and 2015. Additional reports and technical appendices are available under separate cover.

Trend data for Gunnison County 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 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 Gunnison County for 2017 generally remained stable. Of the 127 items for which comparisons were available, 112 items were rated similarly in 2015 and 2017, three items showed a decrease in ratings and 12 showed an increase in ratings. Notable trends over time included the following:

- Within Community Characteristics, two aspects of Mobility declined (traffic flow and public parking), though the ratings were similar to the national averages. Built Environment saw a decline in the quality of Gunnison County's overall built environment; however, this rating was similar to the national comparison. Five Community Characteristics ratings improved in 2017 compared to 2015, four of which fell into the facet of Economy (overall economic health, employment opportunities, vibrant downtown/commercial areas and business and services).
- Seven ratings within Governance increased in 2017 compared to 2015, most related to government leadership (customer service by County employees, confidence in County government, acting in the best interest of Gunnison County, being honest and treating all residents fairly).
- Rates of Participation remained stable in Gunnison County from 2015 to 2017.

The National Citizen Survey™

Table 1: Community Characteristics General

	Percent rating positively (e.g., excellent/good)					2017 rating compared to 2015	Comparison to benchmark				
	2009	2011	2013	2015	2017		2009	2011	2013	2015	2017
Overall quality of life	80%	81%	85%	82%	83%	Similar	Similar	Similar	Higher	Similar	Similar
Overall image	77%	82%	83%	73%	77%	Similar	Much higher	Much higher	Much higher	Similar	Similar
Place to live	88%	87%	91%	83%	91%	Higher	Higher	Much higher	Higher	Similar	Similar
Neighborhood	83%	85%	84%	84%	82%	Similar	Higher	Much higher	Higher	Similar	Similar
Place to raise children	79%	83%	83%	81%	85%	Similar	Higher	Much higher	Higher	Similar	Similar
Place to retire	62%	65%	64%	60%	64%	Similar	Similar	Similar	Similar	Similar	Similar
Overall appearance	79%	78%	77%	86%	83%	Similar	Much higher	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				
		2009	2011	2013	2015	2017		2009	2011	2013	2015	2017
Safety	Overall feeling of safety	NA	NA	NA	87%	91%	Similar	NA	NA	NA	Similar	Similar
	Safe in neighborhood	98%	97%	96%	96%	95%	Similar	Much higher	Much higher	Much higher	Similar	Similar
	Safe downtown/commercial area	98%	96%	96%	95%	94%	Similar	Much higher	Much higher	Much higher	Similar	Similar
	Overall ease of travel	NA	NA	NA	84%	84%	Similar	NA	NA	NA	Similar	Similar
	Paths and walking trails	70%	76%	83%	71%	75%	Similar	Much higher	Much higher	Much higher	Similar	Similar
	Ease of walking	78%	84%	89%	86%	82%	Similar	Much higher	Much higher	Much higher	Higher	Higher
	Travel by bicycle	75%	84%	88%	79%	72%	Similar	Much higher	Much higher	Much higher	Much higher	Higher
	Travel by public transportation	NA	NA	NA	53%	57%	Similar	NA	NA	NA	Similar	Higher
Mobility	Travel by car	82%	80%	83%	80%	74%	Similar	Much higher	Much higher	Much higher	Higher	Similar
	Public parking	NA	NA	NA	58%	49%	Lower	NA	NA	NA	Similar	Similar
	Traffic flow	68%	78%	81%	70%	51%	Lower	Much higher	Much higher	Much higher	Higher	Similar
Natural Environment	Overall natural environment	94%	95%	94%	94%	92%	Similar	Much higher	Much higher	Much higher	Higher	Higher
	Cleanliness	80%	82%	80%	88%	87%	Similar	Much higher	Higher	Higher	Similar	Higher
	Air quality	92%	95%	96%	96%	94%	Similar	Much higher	Much higher	Much higher	Much higher	Higher
Built Environment	Overall built environment	NA	NA	NA	68%	59%	Lower	NA	NA	NA	Similar	Similar
	New development in Gunnison County	46%	46%	40%	40%	43%	Similar	Much lower	Much lower	Much lower	Lower	Similar

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		Percent rating positively (e.g., excellent/good, very/somewhat safe)					2017 rating compared to 2015	Comparison to benchmark				
		2009	2011	2013	2015	2017		2009	2011	2013	2015	2017
	Affordable quality housing	17%	23%	27%	13%	8%	Similar	Much lower	Much lower	Much lower	Much lower	Much lower
	Housing options	24%	28%	40%	15%	11%	Similar	Much lower	Much lower	Much lower	Much lower	Much lower
	Public places	NA	NA	NA	74%	79%	Similar	NA	NA	NA	Similar	Similar
Economy	Overall economic health	NA	NA	NA	29%	41%	Higher	NA	NA	NA	Lower	Lower
	Vibrant downtown/commercial area	NA	NA	NA	42%	50%	Higher	NA	NA	NA	Similar	Similar
	Business and services	40%	37%	54%	44%	57%	Higher	Much lower	Much lower	Lower	Lower	Similar
	Cost of living	NA	NA	NA	15%	15%	Similar	NA	NA	NA	Much lower	Much lower
	Shopping opportunities	16%	18%	23%	18%	25%	Similar	Much lower	Much lower	Much lower	Much lower	Lower
	Employment opportunities	12%	11%	16%	16%	26%	Higher	Much lower	Much lower	Much lower	Lower	Similar
	Place to visit	NA	NA	NA	91%	92%	Similar	NA	NA	NA	Much higher	Much higher
	Place to work	28%	29%	40%	36%	42%	Similar	Much lower	Much lower	Much lower	Lower	Lower
	Health and wellness	NA	NA	NA	60%	65%	Similar	NA	NA	NA	Similar	Similar
	Mental health care	NA	NA	NA	30%	27%	Similar	NA	NA	NA	Lower	Lower
Recreation and Wellness	Preventive health services	48%	45%	61%	46%	46%	Similar	Lower	Much lower	Similar	Lower	Lower
	Health care	29%	25%	44%	38%	37%	Similar	Much lower	Much lower	Much lower	Lower	Lower
	Food	42%	41%	56%	53%	55%	Similar	Much lower	Much lower	Lower	Similar	Similar
	Recreational opportunities	88%	95%	90%	88%	89%	Similar	Much higher	Much higher	Much higher	Much higher	Much higher
	Fitness opportunities	NA	NA	NA	82%	81%	Similar	NA	NA	NA	Higher	Similar
Education and Enrichment	Religious or spiritual events and activities	70%	78%	84%	81%	78%	Similar	Similar	Similar	Similar	Similar	Similar
	Cultural/arts/music activities	46%	49%	57%	78%	76%	Similar	Lower	Similar	Similar	Higher	Higher
	Adult education	NA	NA	NA	67%	69%	Similar	NA	NA	NA	Similar	Similar
	K-12 education	64%	68%	74%	66%	71%	Similar	Similar	Similar	Similar	Similar	Similar
	Child care/preschool	25%	25%	32%	45%	44%	Similar	Much lower	Much lower	Much lower	Similar	Similar
Community Engagement	Social events and activities	66%	77%	78%	67%	69%	Similar	Higher	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				
	2009	2011	2013	2015	2017		2009	2011	2013	2015	2017
Neighborhoodness	NA	NA	NA	67%	72%	Similar	NA	NA	NA	Similar	Similar
Openness and acceptance	56%	58%	64%	53%	53%	Similar	Similar	Similar	Similar	Similar	Similar
Opportunities to participate in community matters	70%	69%	71%	66%	66%	Similar	Much higher	Higher	Higher	Similar	Similar
Opportunities to volunteer	81%	85%	84%	79%	76%	Similar	Much higher	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				
	2009	2011	2013	2015	2017		2009	2011	2013	2015	2017
Services provided by Gunnison County	68%	69%	73%	72%	78%	Similar	Similar	Similar	Similar	Similar	Similar
Customer service	71%	75%	80%	67%	78%	Higher	Similar	Similar	Similar	Similar	Similar
Value of services for taxes paid	48%	58%	51%	48%	53%	Similar	Much lower	Similar	Lower	Similar	Similar
Overall direction	35%	42%	43%	44%	46%	Similar	Much lower	Much lower	Much lower	Lower	Similar
Welcoming citizen involvement	50%	46%	46%	50%	51%	Similar	Much lower	Similar	Lower	Similar	Similar
Confidence in County government	NA	NA	NA	40%	49%	Higher	NA	NA	NA	Similar	Similar
Acting in the best interest of Gunnison County	NA	NA	NA	43%	52%	Higher	NA	NA	NA	Similar	Similar
Being honest	NA	NA	NA	43%	55%	Higher	NA	NA	NA	Similar	Similar
Treating all residents fairly	NA	NA	NA	44%	52%	Higher	NA	NA	NA	Similar	Similar
Services provided by the Federal Government	32%	35%	42%	42%	40%	Similar	Much lower	Similar	Similar	Similar	Similar

Table 4: Governance by Facet

		Percent rating positively (e.g., excellent/good)					2017 rating compared to 2015	Comparison to benchmark				
		2009	2011	2013	2015	2017		2009	2011	2013	2015	2017
	Police	73%	82%	82%	69%	73%	Similar	Similar	Similar	Similar	Similar	Similar
	Fire	85%	84%	95%	85%	92%	Similar	Similar	Lower	Similar	Similar	Similar
	Ambulance/EMS	83%	88%	94%	84%	92%	Higher	Similar	Similar	Similar	Similar	Similar
	Crime prevention	67%	73%	74%	58%	65%	Similar	Similar	Higher	Similar	Similar	Similar
	Fire prevention	77%	75%	80%	73%	74%	Similar	Similar	Similar	Similar	Similar	Similar
	Animal control	62%	64%	60%	67%	62%	Similar	Similar	Similar	Similar	Similar	Similar
Safety	Emergency preparedness	61%	74%	67%	57%	60%	Similar	Similar	Much higher	Higher	Similar	Similar
	Traffic enforcement	62%	66%	76%	64%	60%	Similar	Similar	Similar	Higher	Similar	Similar
	Street repair	48%	47%	55%	47%	49%	Similar	Similar	Similar	Similar	Similar	Similar
Mobility	Snow removal	74%	80%	83%	83%	80%	Similar	Much higher	Much higher	Much higher	Higher	Higher

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		Percent rating positively (e.g., excellent/good)					2017 rating compared to 2015	Comparison to benchmark				
		2009	2011	2013	2015	2017		2009	2011	2013	2015	2017
	Bus or transit services	59%	64%	75%	75%	76%	Similar	Higher	Much higher	Much higher	Higher	Higher
	Recycling	61%	67%	77%	65%	63%	Similar	Lower	Lower	Similar	Similar	Similar
Natural Environment	Drinking water	85%	81%	87%	87%	87%	Similar	Much higher	Much higher	Much higher	Higher	Higher
	Natural areas preservation	70%	81%	80%	76%	72%	Similar	Much higher	Much higher	Much higher	Similar	Similar
	Open space	85%	86%	91%	78%	78%	Similar	Much higher	Much higher	Much higher	Higher	Higher
	Storm drainage	70%	74%	81%	72%	70%	Similar	Much higher	Much higher	Much higher	Similar	Similar
	Sewer services	80%	85%	88%	87%	85%	Similar	Much higher	Higher	Much higher	Similar	Similar
Built Environment	Power utility	73%	84%	85%	82%	83%	Similar	Similar	Higher	Higher	Similar	Similar
	Utility billing	NA	NA	NA	80%	77%	Similar	NA	NA	NA	Similar	Similar
	Land use, planning and zoning	34%	37%	44%	44%	46%	Similar	Lower	Lower	Similar	Similar	Similar
	Code enforcement	44%	34%	45%	43%	37%	Similar	Similar	Much lower	Lower	Similar	Similar
	Cable television	NA	54%	56%	46%	51%	Similar	NA	Lower	Similar	Similar	Similar
	Economy	Economic development	21%	16%	31%	28%	33%	Similar	Much lower	Much lower	Much lower	Lower
Recreation and Wellness	County parks	84%	89%	90%	85%	88%	Similar	Higher	Higher	Much higher	Similar	Similar
	Recreation programs	80%	89%	90%	72%	78%	Similar	Much higher	Much higher	Much higher	Similar	Similar
	Recreation centers	80%	85%	91%	81%	81%	Similar	Much higher	Much higher	Much higher	Similar	Higher
	Health services	49%	52%	60%	46%	54%	Higher	Lower	Lower	Lower	Lower	Similar
	Special events	NA	NA	NA	66%	63%	Similar	NA	NA	NA	Similar	Similar
Education and Enrichment	Public libraries	68%	81%	85%	84%	81%	Similar	Much lower	Lower	Similar	Similar	Similar
Community Engagement	Public information	55%	64%	71%	61%	64%	Similar	Lower	Similar	Similar	Similar	Similar

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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				
	2009	2011	2013	2015	2017		2009	2011	2013	2015	2017
Sense of community	74%	79%	78%	72%	72%	Similar	Much higher	Much higher	Much higher	Similar	Similar
Recommend Gunnison County	77%	84%	85%	80%	74%	Similar	Lower	Similar	Similar	Similar	Lower
Remain in Gunnison County	73%	81%	85%	77%	84%	Similar	Much lower	Similar	Similar	Similar	Similar
Contacted Gunnison County employees	76%	67%	70%	47%	48%	Similar	Much higher	Much higher	Much higher	Similar	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				
		2009	2011	2013	2015	2017		2009	2011	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	85%	87%	Similar	NA	NA	NA	Similar	Higher
	Was NOT victim of a crime	84%	84%	87%	89%	92%	Similar	Similar	Lower	Similar	Similar	Similar
Mobility	Used public transportation instead of driving	NA	NA	NA	42%	38%	Similar	NA	NA	NA	Higher	Higher
	Carpooled instead of driving alone	NA	NA	NA	53%	57%	Similar	NA	NA	NA	Similar	Higher
	Walked or biked instead of driving	NA	NA	NA	80%	76%	Similar	NA	NA	NA	Much higher	Higher
Natural Environment	Conserved water	NA	NA	NA	82%	77%	Similar	NA	NA	NA	Similar	Similar
	Made home more energy efficient	NA	NA	NA	72%	68%	Similar	NA	NA	NA	Similar	Similar
	Recycled at home	87%	90%	85%	83%	84%	Similar	Much higher	Much higher	Similar	Similar	Similar
Built Environment	Did NOT observe a code violation	NA	NA	NA	46%	45%	Similar	NA	NA	NA	Similar	Similar
	NOT under housing cost stress	51%	61%	65%	66%	64%	Similar	Much lower	Similar	Similar	Similar	Similar
Economy	Purchased goods or services in Gunnison County	NA	NA	NA	97%	96%	Similar	NA	NA	NA	Similar	Similar
	Economy will have positive impact on income	6%	9%	15%	28%	31%	Similar	Much lower	Much lower	Lower	Similar	Similar
	Work in Gunnison County	NA	NA	NA	82%	79%	Similar	NA	NA	NA	Much higher	Much higher
Recreation and Wellness	Visited a County park	94%	95%	94%	93%	93%	Similar	Much higher	Much higher	Much higher	Higher	Higher

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		Percent rating positively (e.g., always/sometimes, more than once a month, yes)					2017 rating compared to 2015	Comparison to benchmark				
		2009	2011	2013	2015	2017		2009	2011	2013	2015	2017
	Ate 5 portions of fruits and vegetables	NA	NA	NA	80%	81%	Similar	NA	NA	NA	Similar	Similar
	Participated in moderate or vigorous physical activity	NA	NA	NA	91%	90%	Similar	NA	NA	NA	Similar	Similar
	In very good to excellent health	NA	NA	NA	69%	64%	Similar	NA	NA	NA	Similar	Similar
Education and Enrichment	Used Gunnison County public libraries	72%	67%	74%	62%	63%	Similar	Similar	Lower	Similar	Similar	Similar
	Participated in religious or spiritual activities	50%	46%	44%	41%	37%	Similar	Similar	Much lower	Lower	Similar	Similar
	Attended a County-sponsored event	NA	NA	NA	75%	68%	Similar	NA	NA	NA	Much higher	Higher
Community Engagement	Campaigned for an issue, cause or candidate	NA	NA	NA	26%	31%	Similar	NA	NA	NA	Similar	Similar
	Contacted Gunnison County elected officials	NA	NA	NA	23%	19%	Similar	NA	NA	NA	Similar	Similar
	Volunteered	72%	74%	68%	61%	57%	Similar	Much higher	Much higher	Much higher	Much higher	Higher
	Participated in a club	48%	54%	46%	35%	41%	Similar	Much higher	Much higher	Much higher	Similar	Higher
	Talked to or visited with neighbors	NA	NA	NA	93%	93%	Similar	NA	NA	NA	Similar	Similar
	Done a favor for a neighbor	NA	NA	NA	89%	88%	Similar	NA	NA	NA	Similar	Similar
	Attended a local public meeting	47%	53%	41%	36%	40%	Similar	Much higher	Much higher	Much higher	Higher	Higher
	Watched a local public meeting	NA	16%	15%	14%	11%	Similar	NA	Much lower	Much lower	Lower	Lower
	Read or watched local news	NA	NA	NA	81%	81%	Similar	NA	NA	NA	Similar	Similar
	Voted in local elections	88%	87%	87%	87%	88%	Similar	Much higher	Much higher	Much higher	Similar	Similar