

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

# Bainbridge Island, WA

Trends over Time

2015



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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 2015 ratings for the City of Bainbridge Island to its previous survey results in 2013 and 2014. Additional reports and technical appendices are available under separate cover.

Trend data for Bainbridge Island 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 six percentage points between the 2014 and 2015 surveys, otherwise the comparison between 2014 and 2015 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 Bainbridge Island for 2015 generally remained stable. Of the 133 items for which comparisons were available, 104 items were rated similarly in 2014 and 2015, 4 items showed a decrease in ratings and 25 showed an increase in ratings. Notable trends over time included the following:

- Trends between 2014 and 2015 tended to be stable within the pillar of Community Characteristics, but there were a few exceptions. In the facet of Mobility, ratings in 2015 for availability of paths and walking trails were higher than in 2014, while ratings for ease of public parking and traffic flow on major streets were lower in 2015 than in 2014. Other items with higher ratings in 2015 compared to 2014 were availability of affordable mental health care, availability of affordable health care, adult educational opportunities, availability of affordable child care/preschool and opportunities to participate in community matters.
- In the pillar of Governance, ratings in 2015 tended to be similar to or higher than those in 2014; only one was lower. Items with higher ratings in 2015 than in 2014 were concentrated in the facet of Mobility and also included police services, sewer services, code enforcement and confidence in City government to name a few. The power utility was the only service that had lower ratings in 2015 than in 2014.
- Most of the items within the pillar of Participation received similar ratings between comparison years; however, four measures trended up in 2015 compared to 2014 and one measure declined. More residents reported that they had stocked supplies for an emergency, made efforts to conserve water, were not under housing cost stress and attended a local public meeting in 2015 compared to 2014. Meanwhile, fewer residents reported they had participated in religious or spiritual activities in 2015 than in 2014.

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Table 1: Community Characteristics General

	Percent rating positively (e.g., excellent/good)			2015 rating compared to 2014	Comparison to benchmark		
	2013	2014	2015		2013	2014	2015
Overall quality of life	92%	96%	95%	Similar	Much higher	Higher	Higher
Overall image	84%	84%	86%	Similar	Much higher	Higher	Higher
Place to live	94%	97%	97%	Similar	Much higher	Higher	Higher
Neighborhood	89%	93%	93%	Similar	Much higher	Higher	Higher
Place to raise children	92%	94%	94%	Similar	Much higher	Higher	Higher
Place to retire	75%	79%	76%	Similar	Much higher	Higher	Higher
Overall appearance	87%	95%	96%	Similar	Much higher	Higher	Much higher

Table 2: Community Characteristics by Facet

		Percent rating positively (e.g., excellent/good, very/somewhat safe)			2015 rating compared to 2014	Comparison to benchmark		
		2013	2014	2015		2013	2014	2015
Safety	Overall feeling of safety	NA	97%	98%	Similar	NA	Higher	Higher
	Safe in neighborhood	98%	99%	98%	Similar	Much higher	Similar	Similar
	Safe downtown/commercial area	98%	99%	99%	Similar	Much higher	Higher	Higher
Mobility	Overall ease of travel	NA	72%	70%	Similar	NA	Similar	Similar
	Paths and walking trails	62%	63%	72%	Higher	Similar	Similar	Similar
	Ease of walking	47%	51%	52%	Similar	Much lower	Similar	Similar
	Travel by bicycle	34%	39%	34%	Similar	Much lower	Lower	Lower
	Travel by public transportation	NA	28%	32%	Similar	NA	Lower	Similar
	Travel by car	66%	67%	66%	Similar	Higher	Similar	Similar
	Public parking	NA	37%	29%	Lower	NA	Lower	Lower
	Traffic flow	44%	52%	45%	Lower	Lower	Similar	Similar
Natural Environment	Overall natural environment	93%	91%	96%	Similar	Much higher	Higher	Higher
	Cleanliness	88%	95%	96%	Similar	Much higher	Higher	Higher
	Air quality	92%	95%	97%	Similar	Much higher	Much higher	Much higher
	Overall built environment	NA	61%	64%	Similar	NA	Similar	Similar
	New development in Bainbridge Island	50%	44%	40%	Similar	Lower	Lower	Lower
Built Environment	Affordable quality housing	20%	19%	19%	Similar	Much lower	Much lower	Much lower
	Housing options	37%	36%	36%	Similar	Much lower	Lower	Lower
	Public places	NA	83%	87%	Similar	NA	Higher	Higher
	Overall economic health	NA	72%	69%	Similar	NA	Similar	Similar
	Vibrant downtown/commercial area	NA	65%	69%	Similar	NA	Higher	Higher
Economy	Business and services	64%	64%	69%	Similar	Higher	Similar	Similar
	Cost of living	NA	19%	19%	Similar	NA	Lower	Lower
	Shopping opportunities	46%	46%	46%	Similar	Much lower	Similar	Similar
	Employment opportunities	16%	11%	16%	Similar	Much lower	Lower	Lower
	Place to visit	NA	89%	90%	Similar	NA	Higher	Much higher
	Place to work	53%	52%	51%	Similar	Lower	Similar	Similar
	Health and wellness	NA	76%	79%	Similar	NA	Similar	Similar
	Mental health care	NA	34%	41%	Higher	NA	Similar	Similar
Recreation and Wellness	Preventive health services	63%	66%	71%	Similar	Similar	Similar	Similar
	Health care	52%	58%	68%	Higher	Similar	Similar	Similar

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		Percent rating positively (e.g., excellent/good, very/somewhat safe)			2015 rating compared to 2014	Comparison to benchmark		
		2013	2014	2015		2013	2014	2015
	Food	65%	63%	64%	Similar	Higher	Similar	Similar
	Recreational opportunities	84%	84%	87%	Similar	Much higher	Higher	Higher
	Fitness opportunities	NA	85%	87%	Similar	NA	Higher	Higher
Education and Enrichment	Religious or spiritual events and activities	83%	90%	91%	Similar	Higher	Higher	Similar
	Cultural/arts/music activities	79%	82%	84%	Similar	Much higher	Higher	Higher
	Adult education	NA	62%	69%	Higher	NA	Similar	Similar
	K-12 education	89%	93%	96%	Similar	Much higher	Higher	Much higher
	Child care/preschool	41%	58%	67%	Higher	Lower	Similar	Higher
Community Engagement	Social events and activities	79%	76%	77%	Similar	Much higher	Similar	Higher
	Neighborliness	NA	67%	69%	Similar	NA	Similar	Similar
	Openness and acceptance	64%	57%	59%	Similar	Higher	Similar	Similar
	Opportunities to participate in community matters	77%	74%	81%	Higher	Much higher	Similar	Higher
	Opportunities to volunteer	87%	88%	88%	Similar	Much higher	Higher	Higher

Table 3: Governance General

	Percent rating positively (e.g., excellent/good)			2015 rating compared to 2014	Comparison to benchmark		
	2013	2014	2015		2013	2014	2015
Services provided by Bainbridge Island	61%	61%	68%	Higher	Much lower	Similar	Similar
Customer service	78%	70%	77%	Higher	Similar	Similar	Similar
Value of services for taxes paid	49%	48%	51%	Similar	Lower	Similar	Similar
Overall direction	44%	41%	43%	Similar	Much lower	Lower	Lower
Welcoming citizen involvement	59%	42%	47%	Similar	Much higher	Similar	Similar
Confidence in City government	NA	28%	35%	Higher	NA	Lower	Lower
Acting in the best interest of Bainbridge Island	NA	34%	41%	Higher	NA	Lower	Similar
Being honest	NA	33%	43%	Higher	NA	Lower	Similar
Treating all residents fairly	NA	38%	45%	Higher	NA	Lower	Similar
Services provided by the Federal Government	49%	43%	46%	Similar	Higher	Similar	Similar

Table 4: Governance by Facet

		Percent rating positively (e.g., excellent/good)			2015 rating compared to 2014	Comparison to benchmark		
		2013	2014	2015		2013	2014	2015
Safety	Police	70%	74%	88%	Higher	Much lower	Similar	Similar
	Fire	95%	97%	97%	Similar	Higher	Similar	Similar
	Ambulance/EMS	92%	94%	96%	Similar	Much higher	Similar	Higher
	Crime prevention	77%	78%	81%	Similar	Higher	Similar	Higher
	Fire prevention	84%	85%	87%	Similar	Higher	Similar	Similar
	Animal control	55%	51%	56%	Similar	Lower	Similar	Similar
	Emergency preparedness	45%	40%	52%	Higher	Much lower	Lower	Similar
Mobility	Traffic enforcement	55%	58%	65%	Higher	Much lower	Similar	Similar
	Street repair	23%	27%	39%	Higher	Much lower	Lower	Similar
	Street cleaning	52%	57%	66%	Higher	Much lower	Similar	Similar
	Street lighting	45%	41%	47%	Similar	Much lower	Similar	Similar
	Snow removal	42%	47%	48%	Similar	Much lower	Lower	Similar
	Sidewalk maintenance	51%	54%	57%	Similar	Similar	Similar	Similar
	Traffic signal timing	61%	57%	53%	Similar	Higher	Similar	Similar
Bus or transit services	50%	47%	55%	Higher	Lower	Similar	Similar	
Natural Environment	Garbage collection	89%	91%	91%	Similar	Higher	Similar	Similar
	Recycling	90%	89%	88%	Similar	Much higher	Similar	Similar

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		Percent rating positively (e.g., excellent/good)			2015 rating compared to 2014	Comparison to benchmark		
		2013	2014	2015		2013	2014	2015
	Drinking water	79%	77%	81%	Similar	Much higher	Similar	Similar
	Natural areas preservation	78%	76%	73%	Similar	Much higher	Higher	Higher
	Open space	NA	81%	78%	Similar	NA	Higher	Higher
Built Environment	Storm drainage	60%	68%	66%	Similar	Similar	Similar	Similar
	Sewer services	72%	60%	75%	Higher	Similar	Lower	Similar
	Power utility	73%	72%	48%	Lower	Similar	Similar	Lower
	Utility billing	NA	71%	71%	Similar	NA	Similar	Similar
	Land use, planning and zoning	37%	28%	29%	Similar	Much lower	Lower	Lower
	Code enforcement	49%	39%	48%	Higher	Similar	Similar	Similar
	Cable television	52%	46%	42%	Similar	Similar	Similar	Similar
	Economy	Economic development	39%	39%	44%	Similar	Lower	Similar
Recreation and Wellness	City parks	91%	91%	92%	Similar	Much higher	Similar	Higher
	Recreation programs	90%	90%	89%	Similar	Much higher	Higher	Higher
	Recreation centers	84%	86%	86%	Similar	Much higher	Similar	Higher
	Health services	68%	68%	74%	Higher	Similar	Similar	Similar
Education and Enrichment	Special events	NA	74%	76%	Similar	NA	Similar	Similar
	Public libraries	95%	94%	96%	Similar	Much higher	Higher	Higher
Community Engagement	Public information	67%	63%	66%	Similar	Similar	Similar	Similar

Table 5: Participation General

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)			2015 rating compared to 2014	Comparison to benchmark		
		2013	2014	2015		2013	2014	2015
Sense of community		81%	74%	78%	Similar	Much higher	Similar	Higher
Recommend Bainbridge Island		89%	89%	91%	Similar	Higher	Similar	Similar
Remain in Bainbridge Island		88%	92%	89%	Similar	Higher	Similar	Similar
Contacted Bainbridge Island employees		52%	44%	47%	Similar	Similar	Similar	Similar

Table 6: Participation by Facet

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)			2015 rating compared to 2014	Comparison to benchmark		
		2013	2014	2015		2013	2014	2015
Safety	Stocked supplies for an emergency	NA	46%	55%	Higher	NA	Similar	Higher
	Did NOT report a crime	NA	86%	87%	Similar	NA	Similar	Higher
	Was NOT the victim of a crime	91%	90%	95%	Similar	Higher	Similar	Similar
Mobility	Used public transportation instead of driving	NA	50%	47%	Similar	NA	Higher	Higher
	Carpooled instead of driving alone	NA	56%	58%	Similar	NA	Higher	Higher
	Walked or biked instead of driving	NA	73%	72%	Similar	NA	Higher	Higher
Natural Environment	Conserved water	NA	78%	86%	Higher	NA	Similar	Similar
	Made home more energy efficient	NA	74%	74%	Similar	NA	Similar	Similar
Built Environment	Recycled at home	98%	99%	99%	Similar	Much higher	Higher	Higher
	Did NOT observe a code violation	NA	62%	67%	Similar	NA	Similar	Higher
Economy	NOT under housing cost stress	65%	65%	73%	Higher	Similar	Similar	Similar
	Purchased goods or services in Bainbridge Island	NA	99%	98%	Similar	NA	Similar	Similar
	Economy will have positive impact on income	24%	35%	29%	Similar	Higher	Higher	Similar
Recreation and Wellness	Work in Bainbridge Island	NA	53%	49%	Similar	NA	Similar	Similar
	Used Bainbridge Island recreation centers	78%	78%	77%	Similar	Much higher	Much higher	Much higher
	Visited a City park	97%	94%	96%	Similar	Much higher	Higher	Higher
	Ate 5 portions of fruits and vegetables	NA	91%	91%	Similar	NA	Similar	Similar

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		Percent rating positively (e.g., always/sometimes, more than once a month, yes)			2015 rating compared to 2014	Comparison to benchmark		
		2013	2014	2015		2013	2014	2015
	Participated in moderate or vigorous physical activity	NA	95%	95%	Similar	NA	Higher	Higher
	In very good to excellent health	NA	75%	74%	Similar	NA	Similar	Similar
Education and Enrichment	Used Bainbridge Island public libraries	85%	83%	83%	Similar	Much higher	Higher	Higher
	Participated in religious or spiritual activities	48%	43%	36%	Lower	Lower	Similar	Lower
	Attended a City-sponsored event	NA	69%	68%	Similar	NA	Higher	Higher
Community Engagement	Campaigned for an issue, cause or candidate	NA	34%	33%	Similar	NA	Higher	Higher
	Contacted Bainbridge Island elected officials	NA	21%	21%	Similar	NA	Similar	Similar
	Volunteered	76%	66%	66%	Similar	Much higher	Much higher	Much higher
	Participated in a club	57%	42%	46%	Similar	Much higher	Higher	Higher
	Talked to or visited with neighbors	NA	97%	97%	Similar	NA	Similar	Similar
	Done a favor for a neighbor	NA	89%	90%	Similar	NA	Similar	Similar
	Attended a local public meeting	39%	29%	35%	Higher	Much higher	Similar	Higher
	Watched a local public meeting	26%	17%	18%	Similar	Much lower	Lower	Lower
	Read or watched local news	NA	91%	89%	Similar	NA	Similar	Similar
	Voted in local elections	89%	96%	94%	Similar	Much higher	Higher	Higher