



THE NCSTM
The National Citizen SurveyTM

Pearland, TX

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 Pearland to its previous survey results in 2009, 2011 and 2013, when comparisons were available. Additional reports and technical appendices are available under separate cover.

Differences that surfaced may or may not be meaningful, as wording changes between survey versions and the switch in methodology from a mail to a telephone survey may account, at least in part, for any shift in ratings. Differences between survey years have been noted within the following tables as being "higher" or "lower" if the differences are greater than 12 percentage points between the 2013 and 2015 surveys, otherwise the comparison between 2013 and 2015 are noted as being "similar."

Overall, ratings in Pearland for 2015 generally remained stable. Of the 28 items for which comparisons were available, 19 items were rated similarly in 2013 and 2015 while 9 items showed a decrease in ratings.

The National Citizen Survey™

Table 1: Community Characteristics General

	Percent rating positively (e.g., excellent/good)				2015 rating compared to 2013
	2009	2011	2013	2015	
Overall quality of life	91%	92%	92%	85%	Similar
Overall appearance	82%	82%	86%	74%	Similar

Table 2: Community Characteristics by Facet

		Percent rating positively (e.g., excellent/good, very/somewhat safe)				2015 rating compared to 2013
		2009	2011	2013	2015	
Safety	Safe in neighborhood	99%	98%	100%	95%	Similar
	Overall ease of travel	57%	61%	62%	56%	Similar
Mobility	Paths and walking trails	74%	69%	69%	39%	Lower
	Shopping opportunities	87%	86%	87%	74%	Lower
Economy	Employment opportunities	57%	52%	47%	46%	Similar

Table 3: Governance General

	Percent rating positively (e.g., excellent/good)				2015 rating compared to 2013
	2009	2011	2013	2015	
Services provided by Pearland	87%	83%	87%	78%	Similar
Value of services for taxes paid	79%	78%	83%	54%	Lower

Table 4: Governance by Facet

		Percent rating positively (e.g., excellent/good)				2015 rating compared to 2013
		2009	2011	2013	2015	
Safety	Police	81%	83%	89%	88%	Similar
	Fire	91%	92%	95%	93%	Similar
	Ambulance/EMS	88%	88%	92%	90%	Similar
	Crime prevention	80%	79%	78%	79%	Similar
	Fire prevention	84%	85%	82%	74%	Similar
	Animal control	84%	80%	85%	64%	Lower
	Emergency preparedness	80%	85%	87%	64%	Lower
Mobility	Traffic enforcement	73%	76%	72%	65%	Similar
	Street repair	69%	61%	65%	50%	Lower
	Street cleaning	81%	80%	79%	60%	Lower
	Street lighting	66%	69%	70%	59%	Similar
	Sidewalk maintenance	73%	66%	69%	50%	Lower
Natural Environment	Garbage collection	88%	88%	89%	89%	Similar
	Recycling	89%	88%	87%	85%	Similar
	Drinking water	69%	68%	73%	64%	Similar
Built Environment	Storm drainage	69%	71%	77%	72%	Similar
	Sewer services	83%	84%	86%	80%	Similar
	Land use, planning and zoning	59%	59%	62%	47%	Lower
Education and Enrichment	Public libraries	NA	78%	83%	79%	Similar