



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

# Kingman, AZ

Trends over Time

2019



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# Summary

The National Community 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 2019 ratings for the City of Kingman to its previous survey results in 2018. Additional reports and technical appendices are available under separate cover.

Trend data for Kingman 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 2018 and 2019 surveys, otherwise the comparisons between 2018 and 2019 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 Kingman for 2019 generally remained stable. Of the 134 items for which comparisons were available, 121 items were rated similarly in 2018 and 2019, eight items showed a decrease in ratings and five showed an increase in ratings. Notable trends over time included the following:

- Within the pillar of Community Characteristics, ratings decreased from 2018 to 2019 for ease of travel by public transportation, air quality, and K-12 education, while ratings increased for employment opportunities.
- In Governance, evaluations for snow removal, recycling, open space, and City-sponsored special events decreased from 2018 to 2019; however, assessments of crime prevention, street cleaning, bus or transit services, and storm drainage improved.
- Participation rates in Kingman were generally stable over time, though fewer respondents reported reading or watching the local news in 2019.

## The National Community Survey™

Table 1: Community Characteristics General

	Percent rating positively (e.g., excellent/good)		2019 rating compared to 2018	Comparison to benchmark	
	2018	2019		2018	2019
Overall quality of life	62%	63%	Similar	Lower	Lower
Overall image	34%	34%	Similar	Much lower	Much lower
Place to live	65%	69%	Similar	Lower	Lower
Neighborhood	76%	75%	Similar	Similar	Similar
Place to raise children	46%	47%	Similar	Much lower	Much lower
Place to retire	74%	73%	Similar	Similar	Similar
Overall appearance	37%	37%	Similar	Much lower	Much lower

Table 2: Community Characteristics by Facet

		Percent rating positively (e.g., excellent/good, very/somewhat safe)		2019 rating compared to 2018	Comparison to benchmark	
		2018	2019		2018	2019
Safety	Overall feeling of safety	66%	64%	Similar	Lower	Lower
	Safe in neighborhood	93%	90%	Similar	Similar	Similar
	Safe downtown/commercial area	86%	86%	Similar	Similar	Similar
Mobility	Overall ease of travel	62%	69%	Similar	Similar	Similar
	Paths and walking trails	47%	44%	Similar	Lower	Lower
	Ease of walking	52%	51%	Similar	Similar	Similar
	Travel by bicycle	37%	36%	Similar	Lower	Lower
	Travel by public transportation	31%	24%	Lower	Similar	Similar
	Travel by car	55%	53%	Similar	Similar	Similar
	Public parking	57%	59%	Similar	Similar	Similar
	Traffic flow	25%	24%	Similar	Lower	Lower
	Overall natural environment	68%	67%	Similar	Similar	Lower
Natural Environment	Cleanliness	35%	37%	Similar	Much lower	Much lower
	Air quality	81%	73%	Lower	Similar	Similar
Built Environment	Overall built environment	34%	35%	Similar	Lower	Lower
	New development in Kingman	38%	40%	Similar	Lower	Lower
	Affordable quality housing	45%	43%	Similar	Similar	Similar
	Housing options	37%	41%	Similar	Similar	Similar
	Public places	39%	41%	Similar	Lower	Lower
Economy	Overall economic health	25%	26%	Similar	Much lower	Much lower
	Vibrant downtown/commercial area	41%	40%	Similar	Similar	Similar
	Business and services	33%	38%	Similar	Lower	Lower
	Cost of living	54%	54%	Similar	Similar	Similar

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		Percent rating positively (e.g., excellent/good, very/somewhat safe)		2019 rating compared to 2018	Comparison to benchmark	
		2018	2019		2018	2019
	Shopping opportunities	18%	19%	Similar	Much lower	Much lower
	Employment opportunities	17%	25%	Higher	Lower	Lower
	Place to visit	48%	45%	Similar	Lower	Lower
	Place to work	35%	35%	Similar	Lower	Lower
Recreation and Wellness	Health and wellness	41%	37%	Similar	Much lower	Much lower
	Mental health care	25%	24%	Similar	Lower	Lower
	Preventive health services	32%	30%	Similar	Much lower	Much lower
	Health care	34%	33%	Similar	Much lower	Much lower
	Food	45%	47%	Similar	Lower	Lower
	Recreational opportunities	49%	48%	Similar	Lower	Lower
	Fitness opportunities	55%	57%	Similar	Similar	Similar
Education and Enrichment	Education and enrichment opportunities	31%	31%	Similar	Much lower	Much lower
	Religious or spiritual events and activities	68%	70%	Similar	Similar	Similar
	Cultural/arts/music activities	28%	25%	Similar	Much lower	Much lower
	Adult education	33%	28%	Similar	Lower	Lower
	K-12 education	44%	35%	Lower	Much lower	Much lower
Community Engagement	Child care/preschool	37%	37%	Similar	Lower	Similar
	Social events and activities	42%	44%	Similar	Lower	Lower
	Neighborliness	44%	42%	Similar	Lower	Lower
	Openness and acceptance	39%	40%	Similar	Lower	Lower
	Opportunities to participate in community matters	48%	48%	Similar	Lower	Lower
	Opportunities to volunteer	62%	63%	Similar	Similar	Similar

Table 3: Governance General

	Percent rating positively (e.g., excellent/good)		2019 rating compared to 2018	Comparison to benchmark	
	2018	2019		2018	2019
Services provided by Kingman	52%	56%	Similar	Lower	Lower
Customer service	60%	57%	Similar	Similar	Lower
Value of services for taxes paid	34%	38%	Similar	Lower	Similar
Overall direction	35%	37%	Similar	Lower	Lower
Welcoming resident involvement	28%	33%	Similar	Lower	Lower

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	Percent rating positively (e.g., excellent/good)		2019 rating compared to 2018	Comparison to benchmark	
	2018	2019		2018	2019
Confidence in City government	26%	29%	Similar	Lower	Lower
Acting in the best interest of Kingman	28%	33%	Similar	Lower	Lower
Being honest	28%	31%	Similar	Lower	Lower
Treating all residents fairly	32%	38%	Similar	Lower	Lower
Services provided by the Federal Government	33%	35%	Similar	Similar	Similar

Table 4: Governance by Facet

		Percent rating positively (e.g., excellent/good)		2019 rating compared to 2018	Comparison to benchmark	
		2018	2019		2018	2019
Safety	Police	71%	74%	Similar	Similar	Similar
	Fire	87%	89%	Similar	Similar	Similar
	Ambulance/EMS	79%	77%	Similar	Similar	Similar
	Crime prevention	46%	54%	Higher	Lower	Lower
	Fire prevention	63%	64%	Similar	Lower	Lower
	Animal control	41%	42%	Similar	Lower	Lower
	Emergency preparedness	30%	34%	Similar	Lower	Much lower
Mobility	Traffic enforcement	50%	49%	Similar	Similar	Lower
	Street repair	17%	20%	Similar	Much lower	Lower
	Street cleaning	24%	31%	Higher	Much lower	Lower
	Street lighting	26%	32%	Similar	Much lower	Much lower
	Snow removal	49%	33%	Lower	Similar	Much lower
	Sidewalk maintenance	34%	35%	Similar	Lower	Lower
	Traffic signal timing	35%	33%	Similar	Lower	Lower
Natural Environment	Bus or transit services	35%	48%	Higher	Similar	Similar
	Garbage collection	87%	85%	Similar	Similar	Similar
	Recycling	39%	26%	Lower	Much lower	Much lower
	Yard waste pick-up	53%	56%	Similar	Lower	Lower
	Drinking water	55%	52%	Similar	Lower	Lower
	Natural areas preservation	31%	33%	Similar	Lower	Lower
	Open space	47%	35%	Lower	Similar	Lower
Built Environment	Storm drainage	25%	34%	Higher	Much lower	Lower
	Sewer services	59%	61%	Similar	Lower	Lower
	Power utility	69%	69%	Similar	Similar	Similar
	Utility billing	56%	60%	Similar	Similar	Similar
	Land use, planning and zoning	20%	25%	Similar	Lower	Lower
	Code enforcement	18%	19%	Similar	Much lower	Much lower
	Cable television	34%	33%	Similar	Lower	Lower
Economy	Economic development	21%	25%	Similar	Much lower	Lower

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		Percent rating positively (e.g., excellent/good)		2019 rating compared to 2018	Comparison to benchmark	
		2018	2019		2018	2019
Recreation and Wellness	City parks	69%	72%	Similar	Similar	Similar
	Recreation programs	48%	53%	Similar	Lower	Lower
	Recreation centers	43%	47%	Similar	Lower	Lower
	Health services	31%	37%	Similar	Much lower	Much lower
Education and Enrichment	Special events	55%	43%	Lower	Similar	Lower
	Public libraries	66%	66%	Similar	Lower	Lower
Community Engagement	Public information	39%	43%	Similar	Lower	Lower

Table 5: Participation General

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)		2019 rating compared to 2018	Comparison to benchmark	
		2018	2019		2018	2019
Sense of community		42%	41%	Similar	Lower	Lower
Recommend Kingman		66%	73%	Similar	Lower	Lower
Remain in Kingman		77%	82%	Similar	Similar	Similar
Contacted Kingman employees		37%	41%	Similar	Similar	Similar

Table 6: Participation by Facet

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)		2019 rating compared to 2018	Comparison to benchmark	
		2018	2019		2018	2019
Safety	Stocked supplies for an emergency	40%	42%	Similar	Similar	Similar
	Did NOT report a crime	74%	69%	Similar	Similar	Similar
	Was NOT the victim of a crime	86%	80%	Similar	Similar	Similar
Mobility	Used public transportation instead of driving	8%	10%	Similar	Lower	Lower
	Carpooled instead of driving alone	35%	37%	Similar	Similar	Similar
	Walked or biked instead of driving	39%	42%	Similar	Lower	Lower
Natural Environment	Conserved water	88%	89%	Similar	Similar	Similar
	Made home more energy efficient	76%	79%	Similar	Similar	Similar
	Recycled at home	73%	66%	Similar	Lower	Much lower
Built Environment	Did NOT observe a code violation	34%	31%	Similar	Lower	Much lower
	NOT under housing cost stress	77%	79%	Similar	Similar	Similar
Economy	Purchased goods or services in Kingman	97%	96%	Similar	Similar	Similar
	Economy will have positive impact on income	30%	30%	Similar	Similar	Similar
	Work in Kingman	55%	56%	Similar	Higher	Higher
Recreation and Wellness	Used Kingman recreation centers	51%	51%	Similar	Similar	Similar
	Visited a City park	77%	78%	Similar	Similar	Similar
	Ate 5 portions of fruits and vegetables	76%	81%	Similar	Similar	Similar

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		Percent rating positively (e.g., always/sometimes, more than once a month, yes)		2019 rating compared to 2018	Comparison to benchmark	
		2018	2019		2018	2019
	Participated in moderate or vigorous physical activity	79%	78%	Similar	Similar	Similar
	In very good to excellent health	56%	49%	Similar	Similar	Similar
	Used Kingman public libraries	51%	54%	Similar	Lower	Similar
Education and Enrichment	Participated in religious or spiritual activities	43%	48%	Similar	Similar	Similar
	Attended a City-sponsored event	59%	57%	Similar	Similar	Similar
Community Engagement	Campaigned for an issue, cause or candidate	21%	19%	Similar	Similar	Similar
	Contacted Kingman elected officials	17%	17%	Similar	Similar	Similar
	Volunteered	38%	45%	Similar	Similar	Similar
	Participated in a club	24%	31%	Similar	Similar	Similar
	Talked to or visited with neighbors	93%	92%	Similar	Similar	Similar
	Done a favor for a neighbor	79%	79%	Similar	Similar	Similar
	Attended a local public meeting	22%	21%	Similar	Similar	Similar
	Watched a local public meeting	32%	26%	Similar	Similar	Similar
	Read or watched local news	80%	73%	Lower	Similar	Similar
	Voted in local elections	85%	85%	Similar	Similar	Similar