

THE NCSTM
The National Community SurveyTM

West Chester, OH

Dashboard Summary of Findings

2019



NRC
National Research Center Inc.

2955 Valmont Road Suite 300
Boulder, Colorado 80301
n-r-c.com • 303-444-7863



Leaders at the Core of Better Communities

777 North Capitol Street NE Suite 500
Washington, DC 20002
icma.org • 800-745-8780

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 summarizes West Chester’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 West Chester’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 generally positive and similar to those given in other communities across the nation; however, the pillar of Community Characteristics housed a vast majority of ratings that were higher than the national comparisons. 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	25	22	3	6	27	0	4	25	5
General	4	3	0	0	3	0	1	1	1
Safety	1	2	0	2	4	0	0	2	1
Mobility	1	2	3	0	7	0	0	1	2
Natural Environment	1	2	0	0	2	0	0	1	2
Built Environment	3	2	0	1	3	0	2	0	0
Economy	7	1	0	1	0	0	1	2	0
Recreation and Wellness	5	2	0	0	1	0	0	4	0
Education and Enrichment	3	3	0	0	1	0	0	3	0
Community Engagement	0	5	0	2	6	0	0	11	0

National Benchmark	
	Higher
	Similar
	Lower

The National Community Survey™

Figure 2: Detailed Dashboard

	Community Characteristics	Benchmark	Percent positive	Governance	Benchmark	Percent positive	Participation	Benchmark	Percent positive
General	Overall appearance	↑	89%	Customer service	↔	84%	Recommend West Chester	↑	96%
	Overall quality of life	↑	95%	Services provided by West Chester	↔	83%	Remain in West Chester	↔	91%
	Place to retire	↔	71%	Services provided by the Federal Government	↔	46%	Contacted West Chester employees	↓	28%
	Place to raise children	↑	96%						
	Place to live	↔	96%						
	Neighborhood	↔	91%						
	Overall image	↑	92%						
Safety	Overall feeling of safety	↑	93%	Police	↑	91%	Was NOT the victim of a crime	↔	92%
	Safe in neighborhood	↔	98%	Crime prevention	↑	85%	Did NOT report a crime	↔	84%
	Safe commercial areas	↔	98%	Fire	↔	98%	Stocked supplies for an emergency	↓	26%
				Fire prevention	↔	86%			
				Ambulance/EMS	↔	97%			
			Emergency preparedness	↔	69%				
Mobility	Traffic flow	↔	51%	Traffic enforcement	↔	76%	Carpooled instead of driving alone	↔	38%
	Travel by car	↔	70%	Street repair	↔	53%	Walked or biked instead of driving	↓↓	30%
	Travel by bicycle	↓↓	25%	Street cleaning	↔	60%			
	Ease of walking	↓↓	36%	Street lighting	↔	60%			
	Overall ease of travel	↑	84%	Snow removal	↔	72%			
	Paths and walking trails	↓	42%	Sidewalk maintenance	↔	60%			
			Traffic signal timing	↔	61%				
Natural Environment	Overall natural environment	↔	82%	Open space	↔	53%	Recycled at home	↓	77%
	Air quality	↔	84%	Natural areas preservation	↔	54%	Conserved water	↓	66%
	Cleanliness	↑	90%				Made home more energy efficient	↔	75%
Built Environment	New development in West Chester	↑	76%	Storm drainage	↔	70%	NOT experiencing housing cost stress	↑	84%
	Affordable quality housing	↑	62%	Land use, planning and zoning	↑	65%	Did NOT observe a code violation	↑	66%
	Housing options	↑	78%	Code enforcement	↔	61%			
	Overall built environment	↔	70%	Cable television	↔	60%			
	Public places	↔	77%						

Legend

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

The National Community Survey™

	Community Characteristics	Benchmark	Percent positive	Governance	Benchmark	Percent positive	Participation	Benchmark	Percent positive
Economy	Overall economic health	↑	88%	Economic development	↑	71%	NOT experiencing housing cost stress	↑	84%
	Shopping opportunities	↑↑	83%				Did NOT observe a code violation	↑	66%
	Employment opportunities	↑↑	80%				NOT experiencing housing cost stress	↑	84%
	Place to visit	↑	77%						
	Cost of living	↑	68%						
	Vibrant downtown/commercial area	↔	54%						
	Place to work	↑	85%						
Recreation and Wellness	Business and services	↑	86%						
	Fitness opportunities	↔	68%	Township parks	↔	86%	In very good to excellent health	↔	70%
	Recreational opportunities	↔	62%				Visited a public park	↔	87%
	Health care	↑↑	87%				Ate 5 portions of fruits and vegetables	↔	86%
	Food	↑	86%				Participated in moderate or vigorous physical activity	↔	85%
	Mental health care	↑↑	77%						
	Health and wellness	↑	83%						
Education and Enrichment	Preventive health services	↑	86%						
	K-12 education	↑	90%	Special events	↔	74%	Used West Chester public libraries	↔	70%
	Cultural/arts/music activities	↔	54%				Participated in religious or spiritual activities	↔	49%
	Child care/preschool	↑	72%				Attended a Township-sponsored event	↔	48%
	Religious or spiritual events and activities	↔	84%						
	Adult education	↔	62%						
Community Engagement	Overall education and enrichment	↑	82%						
	Opportunities to participate in community matters	↔	60%	Public information	↔	64%	Sense of community	↔	71%
	Opportunities to volunteer	↔	65%	Overall direction	↑	74%	Voted in local elections	↔	87%
	Openness and acceptance	↔	66%	Value of services for taxes paid	↔	64%	Talked to or visited with neighbors	↔	93%
	Social events and activities	↔	69%	Welcoming resident involvement	↔	55%	Attended a local public meeting	↔	14%
	Neighborliness	↔	67%	Confidence in Township government	↔	64%	Watched a local public meeting	↔	17%
				Acting in the best interest of West Chester	↔	66%	Volunteered	↔	33%
				Being honest	↔	69%	Participated in a club	↔	24%
				Treating all residents fairly	↑	72%	Campaigned for an issue, cause or candidate	↔	16%
							Contacted West Chester elected officials	↔	12%
						Read or watched local news	↔	77%	
						Done a favor for a neighbor	↔	86%	

Legend

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