

Comprehensive Changes to The National Citizen Survey™ Instrument

The table below details the nature of the changes made to The NCS as of September 2013. Revised items (e.g., minor changes to question wording and/or response scale) often will have their trend lines maintained. However, some revisions were significant enough to warrant the establishment of a new trend line in future administrations. In these cases, such items have been noted as having been “replaced” and the trend line having been dropped.

Common reasons for removal or replacement of a survey item include high percentages of “don’t know” responses once the data came in and numerous requests by participating communities to remove an item. Some items were removed based on feedback from The NCS community; participants did not find the item useful.

New question set	Old question set	Current wording	Nature of change
q1		ABC as a place to visit	New
q2		Overall feeling of safety in ABC	New
q2		Overall ease of getting to the places you usually have to visit	New
q2		Overall “built environment” of ABC (including overall design, buildings, parks and transportation systems)	New
q2		Health and wellness opportunities in ABC	New
q2		Overall opportunities for education and enrichment	New
q2		Overall economic health of ABC	New
q5		Ease of public parking	New
q5	q2	Ease of travel by public transportation in ABC	Changed from “Ease of rail or subway travel in ABC”
q5		Public places where people want to spend time	New
q5		Fitness opportunities (including exercise classes and paths or trails, etc.)	New
q5		Availability of affordable quality mental health care	New
q6	q2	Availability of affordable quality child care/preschool	Added “preschool”
q6	q11	K-12 education	Changed from “Public schools” and removed from City services question
q6		Adult educational opportunities	New
q6		Cost of living in ABC	New
q6		Vibrant downtown/commercial area	New

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New question set	Old question set	Current wording	Nature of change
q7		Made efforts to conserve water	New
q7		Made efforts to make your home more energy efficient	New
q7		Observed a code violation or other hazard in ABC	New
q7		Reported a crime to the police	New
q7		Stocked supplies in preparation for an emergency	New
q7		Campaigned or advocated for an issue, cause or candidate	New
q7	q13	Contacted ABC (in-person, phone, email or web) for help or information Contacted ABC elected officials (in-person, phone, email or web) to express your opinion	Changed from "Have you had any in-person, phone or email contact with an employee of the XYZ of ABC within the last 12 months (including police, receptionists, planners or any others)?" New
q8	q9	Used ABC recreation centers or their services	Added "or their services"; response scale changed
q8	q9	Visited a neighborhood park or XYZ park	Response scale changed
q8	q9	Used ABC public libraries or their services	Response scale changed
q8	q9	Participated in religious or spiritual activities in ABC	Response scale changed
q8		Attended a XYZ-sponsored event	New
q8		Used bus, rail, subway or other public transportation instead of driving	New
q8		Carpooled with other adults or children instead of driving alone	New
q8		Walked or biked instead of driving	New
q8	q9	Volunteered your time to some group/activity in ABC	Response scale changed
q8	q9	Participated in a club	Removed "or civic group"; response scale changed
q8	q10	Talked to or visited with your immediate neighbors	Reworded from "About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?"; response scale changed
q8	q9	Done a favor for a neighbor	Reworded from "Provided help to a friend or neighbor"; response scale changed
q9	q9	Attended a local public meeting	Question stem revised to include more types of public meetings; response scale changed
q9	q9	Watched (online or on television) a local public meeting	Question stem revised to include more types of public meetings; response scale changed
q10		Utility billing	New
q10		XYZ-sponsored special events	New
q10	q14	Overall customer service by ABC employees (police, receptionists, planners, etc.)	Reworded from "Overall impression" in employee question set; asked of all respondents, not just those who had contacted employees
q12		Overall confidence in ABC government	New

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New question set	Old question set	Current wording	Nature of change
q12		Generally acting in the best interest of the community	New
q12		Being honest	New
q12		Treating all residents fairly	New
d1	q9	Recycled at home	Reworded from "Recycled used paper, cans or bottles from your home"; response scale changed
d1		Purchase goods or services from a business located in ABC	New
d1		Eat at least 5 portions of fruits and vegetables a day	New
d1		Participate in moderate or vigorous physical activity	New
d1		Read or watch local news (via television, paper, computer, etc.)	New
d1	d15	Voted in local elections	Reworded from "Many people don't have time to vote in elections. Did you vote in the last general election?"; response scale changed
d2		Would you say that in general your health is:	New
d5		Do you work inside the boundaries of ABC?	New
d4	d4	What is your employment status?	Response scale changed
d7	d7	Which best describes the building you live in?	Response scale changed
d8	d8	Is this house, apartment or mobile home...	Response scale changed
d17	d18	Do you consider a cell phone or landline your primary telephone number?	Reworded from "If you have both a cell phone and a land line, which do you consider your primary telephone number?"
--	q2	Educational opportunities	Replaced by "Adult educational opportunities"; trend dropped
--	q2	Ease of bus travel in ABC	Replaced by "Ease of travel by public transportation in ABC"
--	q2	Amount of public parking	Replaced by "Ease of public parking"; trend dropped
--	q3	Population growth	Removed from survey
--	q3	Retail growth (stores, restaurants, etc.)	Removed from survey
--	q3	Jobs growth	Removed from survey
--	q4	To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in ABC?	Removed from survey
--	q5	Violent crime (e.g., rape, assault, robbery)	Removed from survey
--	q5	Property crimes (e.g., burglary, theft)	Removed from survey
--	q5	Environmental hazards, including toxic waste	Removed from survey
--	q6	In your neighborhood after dark	Removed from survey
--	q6	In ABCs downtown area after dark	Removed from survey
--	q7	Reported a crime to the police	Now asked of all respondents, not just those who had been the victim of a crime; trend dropped
--	q8	If yes, was this crime (these crimes) reported to the police?	Removed from survey

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--	q9	Participated in a recreation program or activity	Replaced by "Used ABC recreation centers or their services"
--	q9	Ridden a local bus within ABC	Replaced by "Used bus, rail, subway or other public transportation instead of driving"; new trend established
--	q9	Read ABC Newsletter	Removed from survey
--	q9	Visited the XYZ of ABC Web site (at xx.com)	Removed from survey
--	q11	Municipal courts	Removed from survey
--	q11	Services to seniors	Removed from survey
--	q11	Services to youth	Removed from survey
--	q11	Services to low-income people	Removed from survey
--	q12	The State Government	Removed from survey
--	q12	CCC County Government	Removed from survey
--	q14	[Employee] Knowledge	Removed from survey
--	q14	[Employee] Responsiveness	Removed from survey
--	q14	[Employee] Courtesy	Removed from survey
--	d2a	Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) by myself	Removed from survey
--	d2b	Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) with other children or adults	Replaced by "Carpooled with other adults or children instead of driving alone"; new trend established
--	d2c	Bus, rail, subway or other public transportation	Replaced by "Used bus, rail, subway or other public transportation instead of driving" ; new trend established
--	d2d	Walk	Replaced by "Walked or biked instead of driving" ; new trend established
--	d2e	Bicycle	Replaced by "Walked or biked instead of driving" ; new trend established
--	d2f	Work at home	Removed from survey
--	d2g	Other	Removed from survey
--	d14	Are you registered to vote in your jurisdiction?	Removed from survey
--	d16	Do you have a cell phone?	Removed from survey
--	d17	Do you have a land line at home?	Removed from survey