

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

# Lower Merion Township, PA

Dashboard Summary of Findings

2016



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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 summarizes Lower Merion Township’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 Lower Merion Township’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 for community livability were strong and similar to or higher than communities across the nation. Within the pillar of Community Characteristics, general aspects and aspects related to Economy, Recreation and Wellness, and Education and Enrichment were higher than the national benchmark. Ratings were also higher than the benchmark for aspects within Education and Enrichment and Safety in the pillar of Governance. Finally, Lower Merion Township residents were more likely than residents of other communities to participate in activities related to Mobility and Built Environment.

Figure 1: Dashboard Summary

	Community Characteristics			Governance			Participation		
	Higher	Similar	Lower	Higher	Similar	Lower	Higher	Similar	Lower
Overall	18	32	1	9	36	0	6	27	2
General	6	1	0	1	2	0	0	3	0
Safety	1	2	0	4	3	0	0	3	0
Mobility	0	7	1	0	8	0	2	1	0
Natural Environment	0	3	0	0	6	0	1	2	0
Built Environment	0	5	0	1	5	0	2	0	0
Economy	4	4	0	0	1	0	0	3	0
Recreation and Wellness	4	3	0	1	3	0	0	4	1
Education and Enrichment	3	2	0	1	1	0	0	1	1
Community Engagement	0	5	0	1	7	0	1	10	0

  

Legend	
	Higher
	Similar
	Lower

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Figure 2: Detailed Dashboard

	Community Characteristics	Benchmark	Percent positive	Governance	Benchmark	Percent positive	Participation	Benchmark	Percent positive
General	Overall appearance	↑	90%	Customer service	↔	86%	Recommend Lower Merion Township	↔	95%
	Overall quality of life	↑	95%	Services provided by Lower Merion Township	↑	88%	Remain in Lower Merion Township	↔	87%
	Place to retire	↔	66%	Services provided by the Federal Government	↔	50%	Contacted Lower Merion Township employees	↔	54%
	Place to raise children	↑	96%						
	Place to live	↑	97%						
	Neighborhood	↑	96%						
	Overall image	↑↑	94%						
Safety	Overall feeling of safety	↑	94%	Police	↑	93%	Was NOT the victim of a crime	↔	91%
	Safe in neighborhood	↔	97%	Crime prevention	↑	88%	Did NOT report a crime	↔	84%
	Safe downtown/commercial areas	↔	97%	Fire	↑	98%	Stocked supplies for an emergency	↔	28%
				Fire prevention	↑	90%			
				Ambulance/EMS	↔	96%			
				Emergency preparedness	↔	78%			
Mobility				Animal control	↔	76%			
	Traffic flow	↔	44%	Traffic enforcement	↔	67%	Carpooled instead of driving alone	↔	45%
	Travel by car	↔	61%	Street repair	↔	48%	Walked or biked instead of driving	↑	70%
	Travel by bicycle	↓	32%	Street cleaning	↔	64%	Used public transportation instead of driving	↑↑	64%
	Ease of walking	↔	63%	Street lighting	↔	62%			
	Travel by public transportation	↔	47%	Snow removal	↔	73%			
	Overall ease of travel	↔	78%	Sidewalk maintenance	↔	56%			
Public parking	↔	42%	Traffic signal timing	↔	56%				
Paths and walking trails	↔	65%	Bus or transit services	↔	63%				
Natural Environment	Overall natural environment	↔	88%	Garbage collection	↔	85%	Recycled at home	↑	96%
	Air quality	↔	83%	Recycling	↔	78%	Conserved water	↔	77%
	Cleanliness	↔	88%	Yard waste pick-up	↔	74%	Made home more energy efficient	↔	77%
				Drinking water	↔	83%			
				Open space	↔	62%			
Built Environment				Natural areas preservation	↔	64%			
	New development in Lower Merion Township	↔	56%	Sewer services	↔	85%	NOT experiencing housing cost stress	↑	79%
	Affordable quality housing	↔	34%	Storm drainage	↔	72%	Did NOT observe a code violation	↑	69%
	Housing options	↔	61%	Power utility	↔	77%			
	Overall built environment	↔	72%	Land use, planning and zoning	↔	53%			
	Public places	↔	75%	Code enforcement	↔	63%			
				Cable television	↑	68%			

**Legend**

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

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	Community Characteristics	Benchmark	Percent positive	Governance	Benchmark	Percent positive	Participation	Benchmark	Percent positive
Economy	Overall economic health	↑↑	90%	Economic development	↔	67%	Economy will have positive impact on income	↔	30%
	Shopping opportunities	↑	76%				Purchased goods or services in Lower Merion Township	↔	98%
	Employment opportunities	↑	54%				Work in Lower Merion Township	↔	33%
	Place to visit	↔	74%						
	Cost of living	↔	39%						
	Vibrant downtown/commercial areas	↔	59%						
	Place to work	↑	80%						
Recreation and Wellness	Business and services	↔	79%						
	Fitness opportunities	↔	68%	Township parks	↔	87%	In very good to excellent health	↔	75%
	Recreational opportunities	↔	71%	Recreation centers	↔	74%	Used Lower Merion Township recreation centers	↓	46%
	Health care	↑	82%	Recreation programs	↔	82%	Visited a Township park	↔	85%
	Food	↔	78%	Health services	↑	85%	Ate 5 portions of fruits and vegetables	↔	90%
	Mental health care	↑	66%				Participated in moderate or vigorous physical activity	↔	90%
	Health and wellness	↑	82%						
Education and Enrichment	Preventive health services	↑	83%						
	K-12 education	↑↑	95%	Public libraries	↑	92%	Used Lower Merion Township public libraries	↔	72%
	Cultural/arts/music activities	↔	66%	Special events	↔	69%	Attended a Township-sponsored event	↓	39%
	Child care/preschool	↔	62%						
	Adult education	↑	78%						
Community Engagement	Overall education and enrichment	↑↑	91%						
	Opportunities to participate in community matters	↔	68%	Public information	↑	85%	Sense of community	↔	67%
	Opportunities to volunteer	↔	69%	Overall direction	↔	66%	Voted in local elections	↑	91%
	Openness and acceptance	↔	59%	Value of services for taxes paid	↔	65%	Talked to or visited with neighbors	↔	91%
	Social events and activities	↔	62%	Welcoming citizen involvement	↔	59%	Attended a local public meeting	↔	22%
	Neighborliness	↔	61%	Confidence in Township government	↔	68%	Watched a local public meeting	↔	25%
				Acting in the best interest of Lower Merion Township	↔	67%	Volunteered	↔	35%
				Being honest	↔	67%	Participated in a club	↔	24%
				Treating all residents fairly	↔	65%	Campaigned for an issue, cause or candidate	↔	30%
							Contacted Lower Merion Township elected officials	↔	23%
							Read or watched local news	↔	82%
						Done a favor for a neighbor	↔	83%	

**Legend**

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