

THE NCS™

The National Community Survey™

Los Alamos County, NM

*Comparisons by Geographic Subgroups
2020*



POWERED BY POLCO

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About the Geographic Comparisons

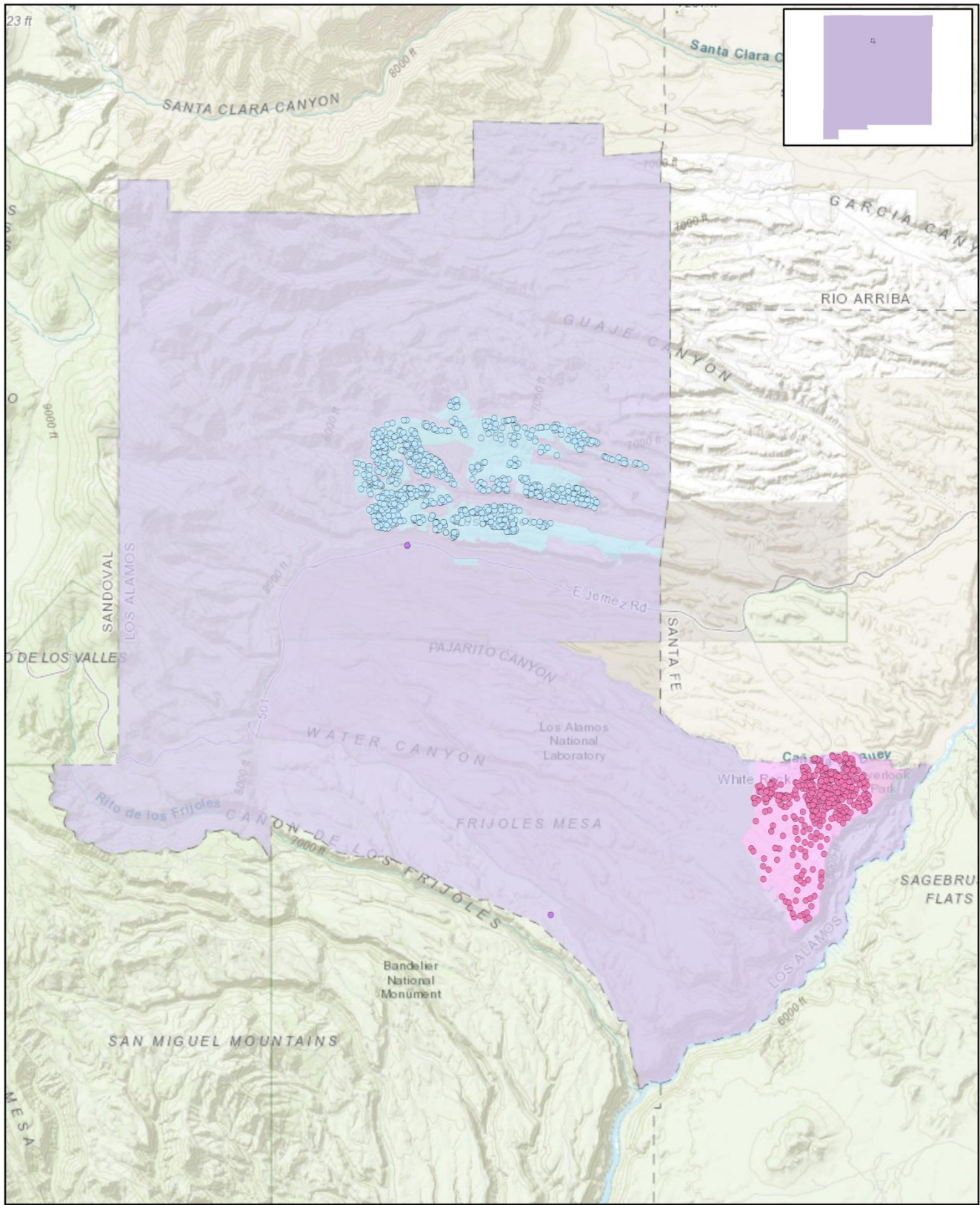
The National Community Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. Communities conducting The NCS can choose from a number of optional services to customize the reporting of survey results. Los Alamos County's Comparisons by Geographic Subgroups is part of a larger project for the County and additional reports are available under separate cover. This report discusses differences in opinion of survey respondents by geographic area (Los Alamos and White Rock).

Two geographic subareas were tracked for comparison and the number of completed surveys for each are in the figure below.

FIGURE 1: GEOGRAPHIC AREAS

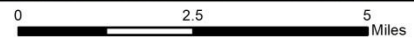
Area	Number of Completed Surveys
Los Alamos (City)	413
White Rock	160

FIGURE 2: LOCATION OF SURVEY RECIPIENTS



Survey Recipients in Los Alamos County, NM

- In Los Alamos
- In Unincorporated Los Alamos County
- Los Alamos
- Unincorporated Los Alamos County
- In White Rock
- White Rock



Understanding the Tables

For most of the questions, one number appears for each question. Responses have been summarized to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good,” or the percent of respondents who participated in an activity at least once. It should be noted that when a table that does include all responses (not a single number) for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

The subgroup comparison tables contain the crosstabulations of survey questions by geographic area. Chi-square or ANOVA tests of significance were applied to these breakdowns of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent “real” differences among those populations. As subgroups vary in size and each group (and each comparison to another group) has a unique margin of error, statistical testing is used to determine whether differences between subgroups are statistically significant.

Each column in the following tables is labeled with a letter for each subgroup being compared. The “Overall” column, which shows the ratings for all respondents, also has a column designation of “(A)”, but no statistical tests were done for the overall rating.

For each pair of subgroup ratings within a row (a single question item) that has a statistically significant difference, an uppercase letter denoting significance is shown in the cell with the larger column proportion. The letter denotes the subgroup with the smaller column proportion from which it is statistically different. Subgroups that have no uppercase letter denotation in their column and that are also not referred to in any other column were not statistically different.

For example, in Table 3, respondents in Los Alamos (A) gave significantly higher ratings to overall quality of business and service establishments in Los Alamos County than respondents in White Rock (B), as denoted by the “B” listed in the cell of the rating for Los Alamos.

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TABLE 1: QUALITY OF LIFE

Percent rating positively (e.g., excellent/good, very/somewhat likely)	Geographic Area		Overall (A)
	Los Alamos	White Rock	
	(A)	(B)	
Overall image or reputation of Los Alamos County	66%	62%	65%
The overall quality of life in Los Alamos County	85%	87%	86%
Los Alamos County as a place to live	90%	88%	89%
Recommend living in Los Alamos County to someone who asks	81%	82%	81%
Remain in Los Alamos County for the next five years	85%	87%	85%

TABLE 2: GOVERNANCE

Percent rating positively (e.g., excellent/good)	Geographic Area		Overall (A)
	Los Alamos	White Rock	
	(A)	(B)	
Overall confidence in Los Alamos County government	50%	47%	49%
The overall direction that Los Alamos County is taking	51%	42%	48%
The value of services for the taxes paid to Los Alamos County	69%	65%	68%
Generally acting in the best interest of the community	50%	51%	51%
Being honest	50%	53%	51%
Being open and transparent to the public	46%	47%	47%
Informing residents about issues facing the community	50%	53%	51%
The job Los Alamos County government does at welcoming resident involvement	51%	50%	51%
Treating all residents fairly	56%	56%	56%
Treating residents with respect	63%	63%	63%
Overall customer service by Los Alamos County employees (police, receptionists, planners, etc.)	84%	81%	83%
Public information services	73%	72%	73%
Overall, how would you rate the quality of the services provided by Los Alamos County?	76%	78%	76%

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TABLE 3: ECONOMY

Percent rating positively (e.g., excellent/good, very/somewhat positive)	Geographic Area		Overall
	Los Alamos	White Rock	(A)
	(A)	(B)	
Overall economic health of Los Alamos County	71%	67%	70%
Economic development	30%	29%	30%
Overall quality of business and service establishments in Los Alamos County	46%	31%	42%
Variety of business and service establishments in Los Alamos County	B		
Vibrancy of downtown/commercial area	17%	11%	15%
Shopping opportunities	24%	19%	23%
Los Alamos County as a place to visit	7%	7%	7%
Los Alamos County as a place to work	55%	62%	57%
Employment opportunities	83%	85%	84%
Cost of living in Los Alamos County	37%	34%	36%
Economy will have positive impact on income	20%	17%	19%
NOT under housing cost stress	13%	14%	13%
	83%	81%	82%

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TABLE 4: MOBILITY

Percent rating positively (e.g., excellent/good, yes in the last 12 months)	Geographic Area		Overall (A)
	Los Alamos (A)	White Rock (B)	
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Los Alamos County	88% B	76%
Traffic flow on major streets	76%	68%	74%
Ease of travel by car in Los Alamos County	89%	85%	88%
Ease of travel by public transportation in Los Alamos County	76%	75%	76%
Ease of travel by bicycle in Los Alamos County	75% B	53%	69%
Ease of walking in Los Alamos County	86%	80%	85%
Ease of public parking	87% B	75%	84%
Atomic City Transit	88%	86%	88%
Traffic enforcement	73%	69%	72%
Traffic signal timing	69%	66%	68%
Street repair	52% B	39%	48%
Street cleaning	84% B	73%	81%
Street lighting	79%	72%	77%
Snow removal	77%	80%	78%
Sidewalk maintenance	65% B	55%	63%
Used bus, rail, subway, or other public transportation instead of driving	39%	35%	38%
Carpooled with other adults or children instead of driving alone	45%	47%	45%
Walked or biked instead of driving	76% B	66%	73%

The National Community Survey™ - Geographic Subgroup Report

TABLE 5: COMMUNITY DESIGN

Percent rating positively (e.g., excellent/good)	Geographic Area		Overall (A)
	Los Alamos (A)	White Rock (B)	
	Overall design or layout of Los Alamos County's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	56%	55%
Overall appearance of Los Alamos County	61%	53%	59%
Your neighborhood as a place to live	91%	93%	91%
Overall quality of new development in Los Alamos County	26%	18%	24%
Well-planned residential growth	31%	27%	30%
Well-planned commercial growth	17%	13%	15%
Well-designed neighborhoods	43%	44%	43%
Preservation of the historical or cultural character of the community	79%	78%	79%
Public places where people want to spend time	74% B	65%	71%
Variety of housing options	20% B	11%	18%
Availability of affordable quality housing	10%	6%	9%
Land use, planning, and zoning	35%	35%	35%
Code enforcement (weeds, abandoned buildings, etc.)	36%	30%	34%

TABLE 6: UTILITIES

Percent rating positively (e.g., excellent/good)	Geographic Area		Overall (A)
	Los Alamos (A)	White Rock (B)	
	Overall quality of the utility infrastructure in Los Alamos County (water, sewer, storm water, electric/gas)	75%	71%
Affordable high-speed internet access	46% B	36%	44%
Power (electric and/or gas) utility	88%	88%	88%
Garbage collection	89%	90%	89%

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Percent rating positively (e.g., excellent/good)	Geographic Area		Overall (A)
	Los Alamos	White Rock	
	(A)	(B)	
Drinking water	86%	93% A	88%
Sewer services	89%	93%	90%
Storm water management (storm drainage, dams, etc.)	87%	86%	87%
Utility billing	71%	65%	69%

TABLE 7: SAFETY

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Geographic Area		Overall (A)
	Los Alamos	White Rock	
	(A)	(B)	
Overall feeling of safety in Los Alamos County	98%	95%	97%
Police services	85%	87%	86%
Crime prevention	86%	88%	86%
Animal control	81%	83%	82%
Ambulance or emergency medical services	91%	87%	90%
Fire services	94%	94%	94%
Fire prevention and education	87%	91%	88%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	76%	82%	77%
In your neighborhood during the day	99%	97%	99%
In Los Alamos County's downtown/commercial area during the day	98%	96%	98%
From property crime	94%	92%	94%
From violent crime	97% B	93%	96%
From fire, flood, or other natural disaster	69%	75%	71%

The National Community Survey™ - Geographic Subgroup Report

TABLE 8: NATURAL ENVIRONMENT

Percent rating positively (e.g., excellent/good)	Geographic Area		Overall (A)
	Los Alamos	White Rock	
	(A)	(B)	
Overall quality of natural environment in Los Alamos County	96%	93%	95%
Cleanliness of Los Alamos County	85%	85%	85%
Water resources (beaches, lakes, ponds, riverways, etc.)	82%	80%	81%
Air quality	93%	94%	93%
Preservation of natural areas (open space, farmlands, and greenbelts)	84%	78%	82%
Recycling	82%	78%	81%
Yard waste pick-up	88%	83%	86%

TABLE 9: PARKS AND RECREATION

Percent rating positively (e.g., excellent/good)	Geographic Area		Overall (A)
	Los Alamos	White Rock	
	(A)	(B)	
Overall quality of parks and recreation opportunities	88%	84%	87%
Availability of paths and walking trails	86%	89%	87%
County parks	88%	86%	88%
Recreational opportunities	60%	59%	60%
Recreation programs or classes	70%	72%	71%
Recreation centers or facilities	71%	69%	70%
Fitness opportunities (including exercise classes and paths or trails, etc.)	81%	81%	81%

The National Community Survey™ - Geographic Subgroup Report

TABLE 10: HEALTH AND WELLNESS

Percent rating positively (e.g., excellent/good, excellent/very good)	Geographic Area		Overall (A)
	Los Alamos	White Rock	
	(A)	(B)	
Overall health and wellness opportunities in Los Alamos County	79%	76%	78%
Health services	64%	61%	63%
Availability of affordable quality health care	50%	51%	50%
Availability of preventive health services	40%	43%	41%
Availability of affordable quality mental health care	48%	54%	50%
Availability of affordable quality food	49%	47%	49%
Would you say that in general your health is:	70%	78%	72%

TABLE 11: EDUCATION, ARTS, AND CULTURE

Percent rating positively (e.g., excellent/good)	Geographic Area		Overall (A)
	Los Alamos	White Rock	
	(A)	(B)	
Overall opportunities for education, culture, and the arts	69%	75%	70%
Opportunities to attend cultural/arts/music activities	59%	64%	60%
Community support for the arts	69%	70%	69%
Availability of affordable quality childcare/preschool	30%	31%	31%
K-12 education	86%	87%	86%
Adult educational opportunities	66%	64%	66%
Opportunities to attend special events and festivals	66%	71%	68%
Public library services	94%	93%	94%

TABLE 12: INCLUSIVITY AND ENGAGEMENT

Percent rating positively (e.g., excellent/good)	Geographic Area		Overall (A)
	Los Alamos (A)	White Rock (B)	
	Residents' connection and engagement with their community	66%	60%
Sense of community	67%	67%	67%
Sense of civic/community pride	71%	66%	70%
Neighborliness of residents in Los Alamos County	68%	61%	66%
Los Alamos County as a place to raise children	91%	90%	91%
Los Alamos County as a place to retire	65%	66%	66%
Openness and acceptance of the community toward people of diverse backgrounds	66%	66%	66%
Making all residents feel welcome	67%	67%	67%
Attracting people from diverse backgrounds	55%	46%	52%
Valuing/respecting residents from diverse backgrounds	65%	64%	65%
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	68%	66%	67%
Opportunities to participate in social events and activities	67%	64%	66%
Opportunities to volunteer	78%	75%	77%
Opportunities to participate in community matters	67%	67%	67%

TABLE 13: PARTICIPATION

Percent rating positively (e.g., yes in the last 12 months)	Geographic Area		Overall (A)
	Los Alamos (A)	White Rock (B)	
	Contacted the County of Los Alamos County (in-person, phone, email or web) for help or information	61%	65%
Contacted Los Alamos County elected officials (in-person, phone, email or web) to express your opinion	17%	22%	18%
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	22%	21%	22%
Watched (online or on television) a local public meeting	25%	30%	27%

The National Community Survey™ - Geographic Subgroup Report

Percent rating positively (e.g., yes in the last 12 months)	Geographic Area		Overall (A)
	Los Alamos (A)	White Rock (B)	
	Volunteered your time to some group/activity in Los Alamos County	42%	53% A
Campaigned or advocated for a local issue, cause or candidate	18%	20%	19%
Voted in your most recent local election	73%	88% A	77%

TABLE 14: ONLINE ENGAGEMENT

Percent rating positively (e.g., at least once every few weeks)	Geographic Area		Overall (A)
	Los Alamos (A)	White Rock (B)	
	Access the internet from your home using a computer, laptop or tablet computer	97%	98%
Access the internet from your cell phone	88%	94%	90%
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	70%	65%	68%
Use or check email	98%	96%	97%
Share your opinions online	25%	32%	27%
Shop online	59%	68% A	61%

TABLE 15: COMMUNITY FOCUS AREAS

Percent rating positively (e.g., essential/very important)	Geographic Area		Overall (A)
	Los Alamos (A)	White Rock (B)	
	Overall economic health of Los Alamos County	90%	89%
Overall quality of the transportation system (auto, bicycle, foot, bus) in Los Alamos County	68%	69%	68%
Overall design or layout of Los Alamos County's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	74%	72%	74%
Overall quality of the utility infrastructure in Los Alamos County (water, sewer, storm water, electric/gas)	81%	88% A	83%
Overall feeling of safety in Los Alamos County	72%	78%	74%
Overall quality of natural environment in Los Alamos County	81%	78%	80%
Overall quality of parks and recreation opportunities	74%	75%	74%
Overall health and wellness opportunities in Los Alamos County	76%	77%	76%
Overall opportunities for education, culture and the arts	68%	71%	69%
Residents' connection and engagement with their community	62%	66%	63%

TABLE 16: QUESTION 13

We know the COVID-19 pandemic is challenging in many ways. Please rate how much of a problem, if at all, the following are for your household CURRENTLY: (Percent rating as "major" or "moderate" problem).	Geographic Area		Overall (A)
	Los Alamos (A)	White Rock (B)	
	Household member(s) have COVID-19 or COVID-like symptoms (fever, shortness of breath, dry cough)	5%	4%
Access to medical services (e.g., emergency care, basic medical care and needed prescriptions)	14%	15%	14%
A shortage of food	8%	4%	7%
A shortage of sanitation and cleaning supplies (e.g., toilet paper, disinfectants, etc.)	22%	17%	21%
Loss of employment income	10%	7%	9%
Loss of income from retirement savings	10%	5%	8%
Trouble paying for food or housing	7%	4%	6%
Not being able to exercise	18%	17%	18%

The National Community Survey™ - Geographic Subgroup Report

We know the COVID-19 pandemic is challenging in many ways. Please rate how much of a problem, if at all, the following are for your household CURRENTLY: (Percent rating as "major" or "moderate" problem).	Geographic Area		Overall
	Los Alamos	White Rock	(A)
	(A)	(B)	
Feeling alone/isolated, not being able to socialize with other people	41%	32%	39%
Feeling nervous, anxious or on edge	30%	33%	31%
Boredom	31%	26%	29%
Not knowing when pandemic will end/not feeling in control	45%	41%	44%
Household members not getting along	8%	6%	7%
Lack of technology to perform online work (e.g., internet access, computer, tablet, etc.)	11%	16%	13%
Lack of technology to perform online schooling (e.g., internet access, computer, tablet, etc.)	9%	15% A	10%
Helping my children with on-line schooling	15%	18%	15%
Not knowing if schooling will be on-line (virtual)	23%	22%	23%
Lack of skills to use technology to communicate	7%	8%	7%
Providing financial, emotional, or other support for extended family not living with you	16%	14%	15%
Lack of childcare/supervision	13%	15%	14%
Not knowing enough about COVID-19 testing locations, costs, or eligibility to be tested	17%	14%	17%
Long wait times at COVID-19 testing facilities	11%	14%	12%
Long wait times to get COVID-19 tests back	20%	25%	21%
Not knowing how safe it is for my household to participate in reopening activities	31%	33%	32%

TABLE 17: QUESTION 14

How much do you support or oppose the following changes to policies and zoning regulations that will allow businesses to operate differently in the post-COVID-19 recovery: (Percent rating as "strongly" or "somewhat" support).	Geographic Area		Overall
	Los Alamos	White Rock	(A)
	(A)	(B)	
The use of vacant lots for outdoor dining	95%	95%	95%
Requiring temperature checks before entry to any business location	75%	69%	73%
Creating parklets or small areas on street where retail can sell outside	93%	95%	93%
Enhanced enforcement of mask requirements by local law enforcement	65%	63%	65%
Allowing businesses to sell liquor with to-go orders	78%	77%	78%
Changing zoning requirements to create easier access for food trucks	92%	98% A	94%