



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

# Flower Mound, TX

Trends over Time

2019



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



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 discusses trends over time, comparing the 2019 ratings for the Town of Flower Mound to its previous survey results in 2009, 2011, 2014 and 2017. Additional reports and technical appendices are available under separate cover.

Trend data for Flower Mound 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 six percentage points between the 2017 and 2019 surveys, otherwise the comparisons between 2017 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 Flower Mound for 2019 generally remained stable. Of the 124 items for which comparisons were available, 98 items were rated similarly in 2017 and 2019, 11 items showed a decrease in ratings and 15 showed an increase in ratings. Notable trends over time included the following:

- Within the pillars of Community Characteristics and Governance, nine increases in 2019 were concentrated in the areas of Natural Environment (e.g., overall natural environment, open space and natural areas preservation), Education and Enrichment (e.g., opportunities to attend cultural/arts/music activities, adult education and Town-sponsored special events) and Economy (e.g., employment opportunities, vibrant downtown/commercial area and the city as a place to work). Conversely, evaluations for the cost of living and availability of affordable quality childcare/preschool decreased since the last survey administration.
- Other increases over time included the availability of paths and walking trails and emergency preparedness. Respondent also felt more positively about the government acting in the best interest of Flower Mound and being honest.
- Conversely, residents were less satisfied with some aspects of Built Environment, such as the availability of affordable quality housing and cable television.
- Overall, rates of Participation were similar across the two most recent survey iterations; however, there were a few notable differences. In 2019, more residents had used attended a Town-sponsored event than in 2017. Meanwhile, fewer Flower Mound participants were optimistic about the impact of the local economy on their incomes in the next six months; ate a healthy diet; attended a local public meeting; campaigned for an issue, cause or candidate; read or watched local news; or had done a favor for a neighbor. Additionally, a larger number of respondents were under housing cost stress in 2019 compared to 2017.

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Table 1: Community Characteristics General

	Percent rating positively (e.g., excellent/good)					2019 rating compared to 2017	Comparison to benchmark				
	2009	2011	2014	2017	2019		2009	2011	2014	2017	2019
Overall quality of life	94%	94%	94%	95%	96%	Similar	Much higher	Much higher	Higher	Higher	Higher
Overall image	92%	89%	92%	93%	95%	Similar	Much higher	Much higher	Higher	Higher	Much higher
Place to live	97%	96%	95%	96%	97%	Similar	Much higher	Much higher	Higher	Higher	Higher
Neighborhood	93%	93%	92%	94%	93%	Similar	Much higher	Much higher	Higher	Higher	Higher
Place to raise children	96%	96%	97%	97%	98%	Similar	Much higher	Much higher	Higher	Higher	Much higher
Place to retire	63%	66%	74%	72%	67%	Similar	Much higher	Higher	Similar	Similar	Similar
Overall appearance	90%	90%	93%	93%	94%	Similar	Much higher	Much higher	Higher	Higher	Higher

Table 2: Community Characteristics by Facet

		Percent rating positively (e.g., excellent/good, very/somewhat safe)					2019 rating compared to 2017	Comparison to benchmark				
		2009	2011	2014	2017	2019		2009	2011	2014	2017	2019
Safety	Overall feeling of safety	NA	NA	97%	98%	98%	Similar	NA	NA	Higher	Higher	Higher
	Safe in neighborhood	97%	97%	98%	99%	100%	Similar	Much higher	Much higher	Similar	Similar	Similar
	Safe downtown/commercial area	NA	NA	98%	99%	98%	Similar	NA	NA	Similar	Similar	Similar
Mobility	Overall ease of travel	NA	NA	83%	76%	80%	Similar	NA	NA	Similar	Similar	Similar
	Paths and walking trails	71%	70%	68%	73%	82%	Higher	Much higher	Much higher	Similar	Similar	Higher
	Ease of walking	NA	NA	67%	62%	61%	Similar	NA	NA	Similar	Similar	Similar
	Travel by bicycle	NA	NA	46%	40%	37%	Similar	NA	NA	Similar	Similar	Similar
	Travel by car	NA	NA	75%	64%	67%	Similar	NA	NA	Similar	Similar	Similar
	Traffic flow	30%	49%	70%	44%	49%	Similar	Much lower	Similar	Higher	Similar	Similar
	Overall natural environment	77%	78%	83%	77%	83%	Higher	Higher	Higher	Similar	Similar	Similar
Natural Environment	Cleanliness	NA	NA	91%	95%	94%	Similar	NA	NA	Higher	Higher	Higher
	Air quality	NA	NA	85%	86%	83%	Similar	NA	NA	Similar	Similar	Similar
Built Environment	Overall built environment	NA	NA	77%	73%	77%	Similar	NA	NA	Higher	Similar	Higher
	New development in Flower Mound	78%	74%	75%	66%	72%	Higher	Much higher	Much higher	Higher	Similar	Higher
	Affordable quality housing	NA	NA	65%	56%	43%	Lower	NA	NA	Higher	Similar	Similar
	Housing options	NA	NA	73%	67%	69%	Similar	NA	NA	Similar	Similar	Higher
	Public places	NA	NA	74%	75%	80%	Similar	NA	NA	Similar	Similar	Higher
Economy	Overall economic health	NA	NA	90%	91%	90%	Similar	NA	NA	Much higher	Much higher	Much higher
	Vibrant downtown/commercial area	NA	NA	65%	45%	53%	Higher	NA	NA	Higher	Similar	Similar

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		Percent rating positively (e.g., excellent/good, very/somewhat safe)					2019 rating compared to 2017	Comparison to benchmark				
		2009	2011	2014	2017	2019		2009	2011	2014	2017	2019
	Business and services	67%	69%	77%	78%	80%	Similar	Much higher	Much higher	Similar	Similar	Higher
	Cost of living	NA	NA	63%	63%	55%	Lower	NA	NA	Higher	Higher	Similar
	Shopping opportunities	59%	56%	68%	70%	74%	Similar	Much higher	Higher	Higher	Similar	Higher
	Employment opportunities	21%	27%	37%	40%	47%	Higher	Much lower	Lower	Similar	Similar	Similar
	Place to visit	NA	NA	60%	56%	60%	Similar	NA	NA	Similar	Similar	Similar
	Place to work	62%	58%	62%	61%	67%	Higher	Much higher	Higher	Similar	Similar	Similar
Recreation and Wellness	Health and wellness	NA	NA	88%	91%	87%	Similar	NA	NA	Higher	Higher	Higher
	Mental health care	NA	NA	72%	71%	72%	Similar	NA	NA	Higher	Higher	Higher
	Preventive health services	NA	NA	85%	89%	85%	Similar	NA	NA	Higher	Higher	Higher
	Health care	NA	NA	83%	88%	83%	Similar	NA	NA	Much higher	Higher	Higher
	Food	NA	NA	79%	87%	87%	Similar	NA	NA	Higher	Higher	Higher
	Recreational opportunities	66%	62%	75%	83%	82%	Similar	Higher	Similar	Similar	Similar	Higher
	Fitness opportunities	NA	NA	85%	85%	87%	Similar	NA	NA	Higher	Higher	Higher
Education and Enrichment	Education and enrichment opportunities	NA	NA	82%	86%	82%	Similar	NA	NA	Higher	Higher	Higher
	Cultural/arts/music activities	32%	31%	39%	40%	50%	Higher	Much lower	Much lower	Lower	Lower	Similar
	Adult education	NA	NA	55%	58%	66%	Higher	NA	NA	Similar	Similar	Similar
	Child care/preschool	NA	NA	77%	85%	77%	Lower	NA	NA	Much higher	Much higher	Higher
Community Engagement	Social events and activities	56%	53%	59%	61%	67%	Similar	Similar	Much lower	Similar	Similar	Similar
	Neighborliness	NA	NA	72%	73%	77%	Similar	NA	NA	Similar	Similar	Similar
	Openness and acceptance	NA	NA	69%	68%	73%	Similar	NA	NA	Similar	Similar	Similar
	Opportunities to participate in community matters	62%	64%	64%	68%	69%	Similar	Similar	Similar	Similar	Similar	Similar
	Opportunities to volunteer	63%	64%	64%	71%	69%	Similar	Much lower	Much lower	Similar	Similar	Similar

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Table 3: Governance General

	Percent rating positively (e.g., excellent/good)					2019 rating compared to 2017	Comparison to benchmark				
	2009	2011	2014	2017	2019		2009	2011	2014	2017	2019
Services provided by Flower Mound	90%	88%	85%	88%	89%	Similar	Much higher	Much higher	Similar	Higher	Higher
Customer service	87%	86%	81%	87%	87%	Similar	Much higher	Much higher	Similar	Higher	Higher
Value of services for taxes paid	71%	77%	69%	67%	65%	Similar	Much higher	Much higher	Similar	Similar	Similar
Overall direction	71%	68%	71%	59%	61%	Similar	Much higher	Much higher	Similar	Similar	Similar
Welcoming resident involvement	65%	68%	63%	58%	64%	Similar	Much higher	Much higher	Similar	Similar	Similar
Confidence in Town government	NA	NA	64%	59%	62%	Similar	NA	NA	Similar	Similar	Similar
Acting in the best interest of Flower Mound	NA	NA	68%	57%	66%	Higher	NA	NA	Similar	Similar	Similar
Being honest	NA	NA	67%	58%	65%	Higher	NA	NA	Similar	Similar	Similar
Treating all residents fairly	NA	NA	65%	64%	67%	Similar	NA	NA	Similar	Similar	Similar
Services provided by the Federal Government	NA	NA	34%	40%	46%	Similar	NA	NA	Similar	Similar	Similar

Table 4: Governance by Facet

		Percent rating positively (e.g., excellent/good)					2019 rating compared to 2017	Comparison to benchmark				
		2009	2011	2014	2017	2019		2009	2011	2014	2017	2019
Safety	Police	87%	89%	87%	94%	94%	Similar	Much higher	Much higher	Similar	Higher	Higher
	Fire	97%	98%	97%	99%	99%	Similar	Much higher	Much higher	Similar	Higher	Higher
	Ambulance/EMS	95%	97%	96%	98%	98%	Similar	Much higher	Much higher	Similar	Higher	Higher
	Crime prevention	NA	NA	87%	94%	91%	Similar	NA	NA	Higher	Much higher	Higher
	Fire prevention	NA	NA	85%	93%	89%	Similar	NA	NA	Similar	Higher	Higher
	Animal control	82%	80%	79%	90%	90%	Similar	Much higher	Much higher	Higher	Higher	Higher
	Emergency preparedness	77%	75%	66%	71%	78%	Higher	Much higher	Much higher	Similar	Similar	Higher
Mobility	Street repair	51%	60%	68%	64%	64%	Similar	Much higher	Much higher	Higher	Higher	Higher
	Street cleaning	NA	NA	74%	76%	76%	Similar	NA	NA	Similar	Higher	Higher
	Street lighting	55%	59%	68%	65%	69%	Similar	Lower	Similar	Similar	Similar	Similar
	Sidewalk maintenance	NA	NA	59%	57%	62%	Similar	NA	NA	Similar	Similar	Similar
	Traffic signal timing	NA	NA	56%	58%	60%	Similar	NA	NA	Similar	Similar	Similar
Natural Environment	Garbage collection	80%	93%	87%	92%	93%	Similar	Similar	Much higher	Similar	Similar	Higher
	Recycling	81%	91%	87%	91%	89%	Similar	Much higher	Much higher	Higher	Higher	Higher
	Yard waste pick-up	NA	NA	86%	91%	90%	Similar	NA	NA	Higher	Higher	Higher

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		Percent rating positively (e.g., excellent/good)					2019 rating compared to 2017	Comparison to benchmark					
		2009	2011	2014	2017	2019		2009	2011	2014	2017	2019	
	Drinking water	82%	83%	86%	88%	83%	Similar	Much higher	Much higher	Higher	Higher	Similar	
	Natural areas preservation	53%	57%	61%	60%	68%	Higher	Similar	Similar	Similar	Similar	Similar	
	Open space	NA	NA	59%	56%	68%	Higher	NA	NA	Similar	Similar	Similar	
Built Environment	Storm drainage	NA	NA	82%	81%	81%	Similar	NA	NA	Higher	Higher	Higher	
	Sewer services	NA	NA	86%	94%	90%	Similar	NA	NA	Similar	Higher	Higher	
	Utility billing	NA	NA	76%	81%	79%	Similar	NA	NA	Similar	Similar	Similar	
	Land use, planning and zoning	55%	53%	64%	51%	56%	Similar	Much higher	Much higher	Similar	Similar	Similar	
	Code enforcement	64%	62%	70%	74%	76%	Similar	Much higher	Much higher	Higher	Higher	Higher	
	Cable television	NA	NA	73%	58%	51%	Lower	NA	NA	Higher	Similar	Similar	
	Economy	Economic development	57%	53%	75%	72%	73%	Similar	Much higher	Much higher	Higher	Higher	Higher
	Recreation and Wellness	Town parks	86%	84%	88%	90%	92%	Similar	Much higher	Higher	Similar	Higher	Higher
Recreation programs		79%	78%	75%	84%	85%	Similar	Much higher	Higher	Similar	Higher	Higher	
Recreation centers		84%	89%	82%	85%	87%	Similar	Much higher	Much higher	Similar	Higher	Higher	
Health services		NA	NA	88%	90%	91%	Similar	NA	NA	Higher	Higher	Higher	
Education and Enrichment	Special events	NA	NA	67%	68%	82%	Higher	NA	NA	Similar	Similar	Higher	
	Public libraries	85%	85%	87%	92%	87%	Similar	Similar	Similar	Similar	Similar	Similar	
Community Engagement	Public information	76%	77%	74%	81%	84%	Similar	Much higher	Much higher	Similar	Similar	Higher	

Table 5: Participation General

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)					2019 rating compared to 2017	Comparison to benchmark				
	2009	2011	2014	2017	2019		2009	2011	2014	2017	2019
Sense of community	81%	77%	75%	76%	79%	Similar	Much higher	Much higher	Similar	Higher	Higher
Recommend Flower Mound	94%	94%	95%	95%	96%	Similar	Much higher	Much higher	Similar	Similar	Higher
Remain in Flower Mound	90%	90%	90%	88%	91%	Similar	Much higher	Much higher	Similar	Similar	Similar
Contacted Flower Mound employees	64%	54%	52%	51%	48%	Similar	Much higher	Similar	Similar	Similar	Similar

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Table 6: Participation by Facet

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)					2019 rating compared to 2017	Comparison to benchmark				
		2009	2011	2014	2017	2019		2009	2011	2014	2017	2019
Safety	Stocked supplies for an emergency	NA	NA	34%	25%	27%	Similar	NA	NA	Similar	Lower	Lower
	Did NOT report a crime	NA	NA	85%	87%	90%	Similar	NA	NA	Similar	Higher	Higher
	Was NOT the victim of a crime	NA	NA	94%	94%	95%	Similar	NA	NA	Similar	Similar	Similar
Mobility	Carpooled instead of driving alone	NA	NA	43%	43%	41%	Similar	NA	NA	Similar	Similar	Similar
	Walked or biked instead of driving	NA	NA	51%	53%	50%	Similar	NA	NA	Similar	Similar	Similar
Natural Environment	Conserved water	NA	NA	92%	87%	88%	Similar	NA	NA	Similar	Similar	Similar
	Made home more energy efficient	NA	NA	79%	77%	74%	Similar	NA	NA	Similar	Similar	Similar
	Recycled at home	90%	96%	96%	95%	95%	Similar	Much higher	Much higher	Higher	Similar	Similar
Built Environment	Did NOT observe a code violation	NA	NA	60%	61%	60%	Similar	NA	NA	Similar	Similar	Similar
	NOT under housing cost stress	NA	NA	81%	84%	76%	Lower	NA	NA	Higher	Higher	Similar
Economy	Purchased goods or services in Flower Mound	NA	NA	98%	98%	98%	Similar	NA	NA	Similar	Similar	Similar
	Economy will have positive impact on income	NA	NA	39%	49%	40%	Lower	NA	NA	Higher	Much higher	Similar
	Work in Flower Mound	NA	NA	33%	32%	31%	Similar	NA	NA	Lower	Lower	Lower
Recreation and Wellness	Used Flower Mound recreation centers	45%	56%	57%	64%	65%	Similar	Much lower	Similar	Similar	Similar	Similar
	Visited a Town park	86%	87%	82%	85%	88%	Similar	Similar	Similar	Similar	Similar	Similar
	Ate 5 portions of fruits and vegetables	NA	NA	86%	89%	83%	Lower	NA	NA	Similar	Similar	Similar
	Participated in moderate or vigorous physical activity	NA	NA	90%	90%	87%	Similar	NA	NA	Similar	Similar	Similar
	In very good to excellent health	NA	NA	76%	78%	75%	Similar	NA	NA	Similar	Similar	Similar
Education and Enrichment	Used Flower Mound public libraries	77%	70%	57%	58%	64%	Similar	Much higher	Similar	Lower	Similar	Similar
	Attended a Town-sponsored event	NA	NA	37%	50%	57%	Higher	NA	NA	Lower	Similar	Similar
Community Engagement	Campaigned for an issue, cause or candidate	NA	NA	17%	27%	18%	Lower	NA	NA	Similar	Similar	Similar

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	Percent rating positively (e.g., always/sometimes, more than once a month, yes)					2019 rating compared to 2017	Comparison to benchmark				
	2009	2011	2014	2017	2019		2009	2011	2014	2017	2019
Contacted Flower Mound elected officials	NA	NA	16%	20%	15%	Similar	NA	NA	Similar	Similar	Similar
Volunteered	NA	NA	33%	42%	38%	Similar	NA	NA	Lower	Similar	Similar
Participated in a club	NA	NA	25%	33%	28%	Similar	NA	NA	Similar	Similar	Similar
Talked to or visited with neighbors	NA	NA	96%	96%	93%	Similar	NA	NA	Similar	Similar	Similar
Done a favor for a neighbor	NA	NA	87%	89%	82%	Lower	NA	NA	Similar	Similar	Similar
Attended a local public meeting	27%	28%	21%	24%	18%	Lower	Similar	Similar	Similar	Similar	Similar
Watched a local public meeting	32%	32%	20%	24%	24%	Similar	Much lower	Much lower	Lower	Similar	Similar
Read or watched local news	NA	NA	90%	88%	79%	Lower	NA	NA	Similar	Similar	Similar
Voted in local elections	NA	NA	85%	85%	84%	Similar	NA	NA	Similar	Similar	Similar