



ST. CHARLES
SINCE 1834

AGENDA ITEM EXECUTIVE SUMMARY

Title: Presentation of Resident Priority Survey – Information Only

Presenter: Mark Koenen

Please check appropriate box:

	Government Operations	X	Government Services 03.24.14
	Planning & Development		City Council

Estimated Cost:		Budgeted:	YES		NO	
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If NO, please explain how item will be funded:

Executive Summary:

The Residential Survey has been administered every two years since 1996. It is an information source used to measure satisfaction with community initiatives and programs, guide future decisions and improve services.

The previous survey was created in house and administered in 2011. In 2013, we used the National Citizen Survey™ (NCS), a collaborative effort between National Research Center, Inc. and the International City/County Management Association (ICMA). The NCS has been used by more than 500 communities in 45 states.

Both surveys gathered the perspectives of our residents on the overall quality of life in St. Charles. However, this 2013 survey compared the results from St. Charles to benchmarks created from survey results of approximately 500 communities across the country.

In general, St. Charles ranked ‘Much Above’ or ‘Above’ on the majority of topics surveyed. Residents generally feel the City is moving in the right direction, believe St. Charles is safe, clean and well-maintained, and see Economic Development growth as too slow.

Attachments: *(please list)*

None.

Recommendation / Suggested Action *(briefly explain):*

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Agenda Item Number: 4.a