



# 2016 Resident Survey Results

City of St. Charles

# Purpose of the Residents Survey

- **Has been administered since 1996**
- **Used to measure satisfaction with City initiatives and programs, guide future decisions and improve services**
- **Last survey conducted in 2013**

# Survey Background

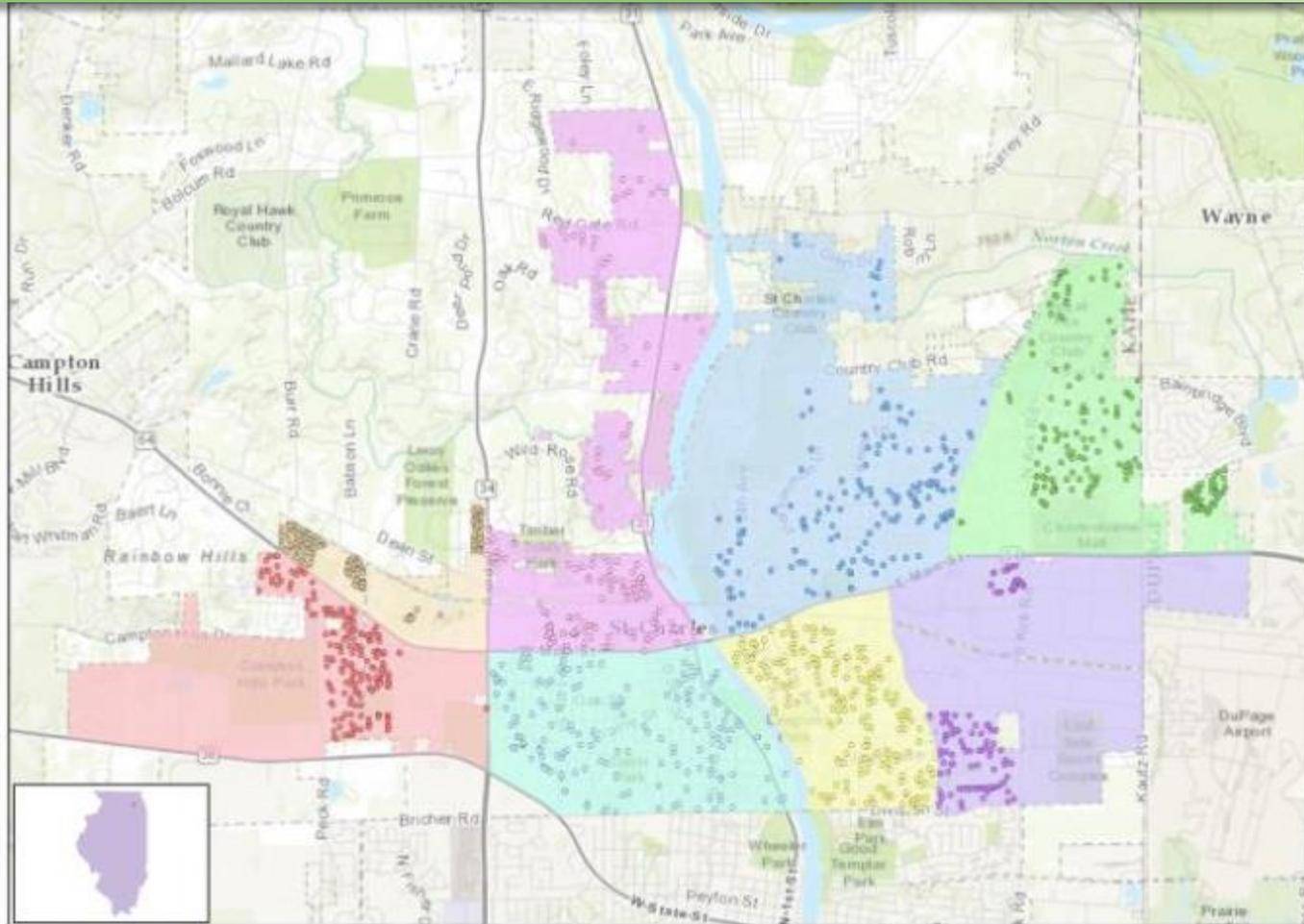
- **Once again, we used the National Citizen Survey™ (NCS)**
- **Has been used by more than 500 communities nationwide**
- **Our residents' survey responses were compared to those from similar communities across the country**



# Methodology

- **1500 surveys distributed to a statistically representative sample**
- **488 surveys completed = 34% response rate**
- **95% percent confidence level**

# Methodology



Location of Survey Recipients



*Heritage*

*Community*

*Service*

*Opportunity*

# Respondent Profile

- Homeowner who has as lived in St. Charles for more than 11 years.
- Works full-time, outside of St. Charles.
  - Average annual household income of respondents was split between 33% have an annual income of \$50,000 - \$99,999; 23% with \$100,000 - \$149,999; and 23% with \$150,000 or more.
- Identifies as white, is less than 55 years old
  - 35% have children living at home
- As a group, equally split between males and females.



# Benchmarks

**St. Charles ranked either Higher or Similar** to the national average for all but three survey questions.

Respondents were asked:

1. If they stocked supplies in preparation for an emergency
2. If they work in St. Charles
3. If they used public transportation

The percentages of respondents answering “yes” to these questions were Lower than the national average.



# Overall Snapshot

## Community Characteristics Rated Excellent or Good

Similar to previous survey results:

- St. Charles as a place to live: 96%
- Overall Quality of Life: 94%
- Quality of City Services overall: 91%
- 69% feel the City continues to move in the right direction

Lower than previous results:

- Value of services for taxes paid: 53% down from 69%



# Overall Snapshot

## Community Characteristics Rated Excellent or Good

Improved over previous results:

- Overall Image of St. Charles: 96% up from 89%
- St. Charles as a Place to Raise Children: 96% up from 90%
- Overall Appearance: 95% up from 88%
- Cleanliness: 97% from 92%



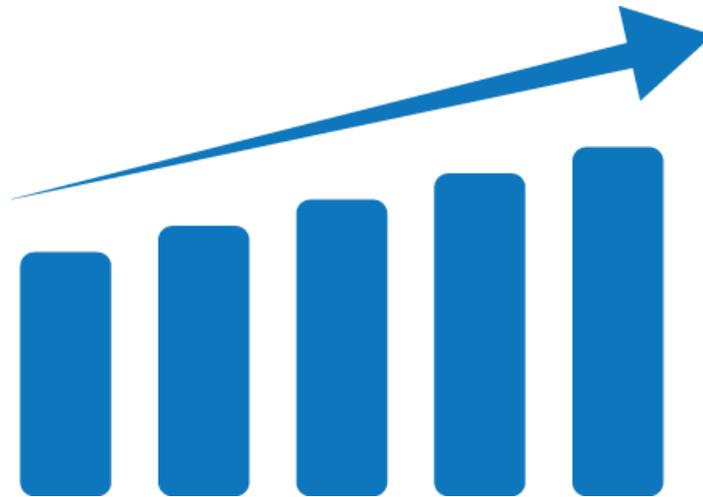
# Government

## View of City Government

- Honest: 75%
- Acts in the best interest of the community: 72%
- Welcomes citizen involvement: 67%

# Data Analysis

**Most areas either improved or stayed the same since the last survey.**



# Public Safety

## Police Services

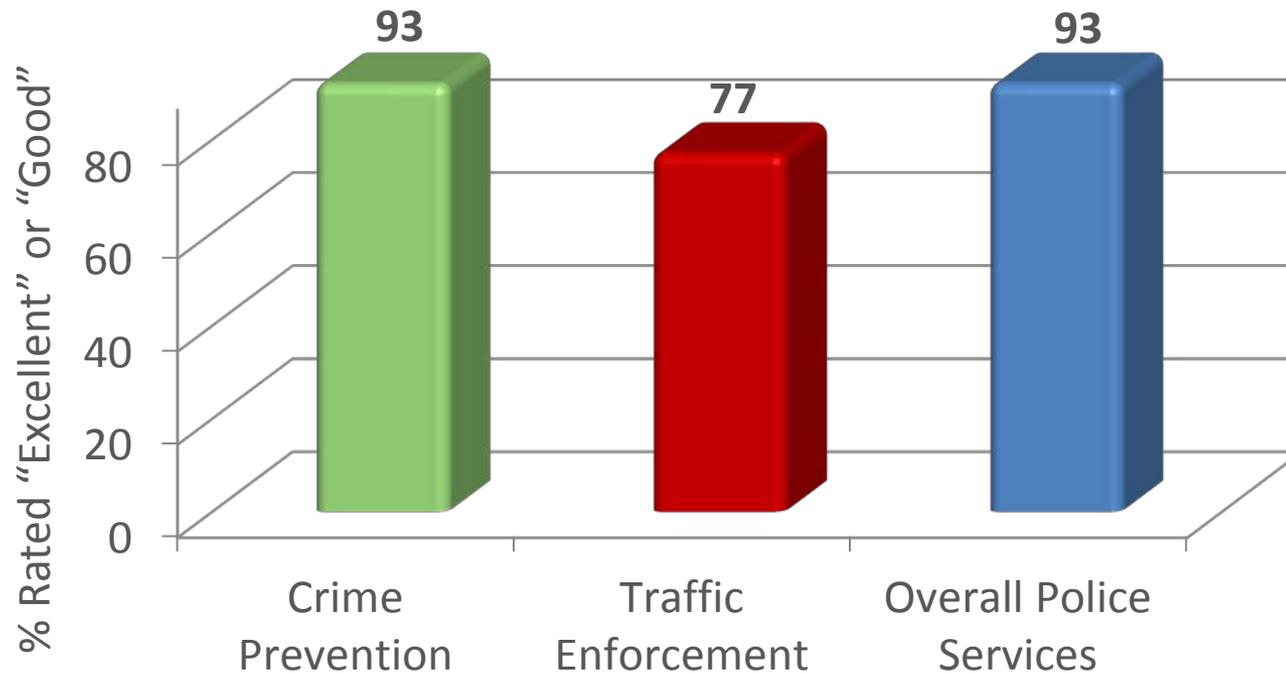


**Residents still feel St. Charles is a safe place to live and visit; safety rated similarly to previous results**



# Public Safety

## Police Services

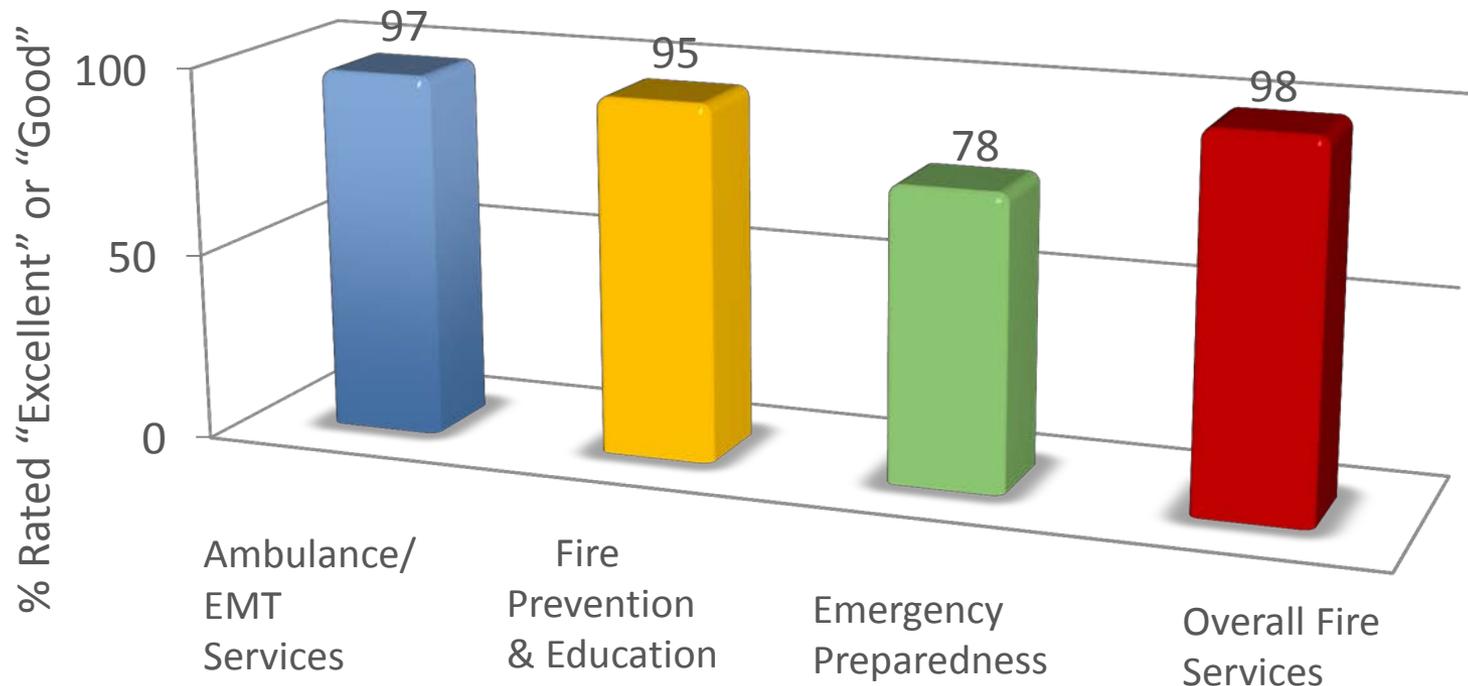


**Satisfaction with Crime Prevention services  
improved from 85% to 93%**



# Public Safety

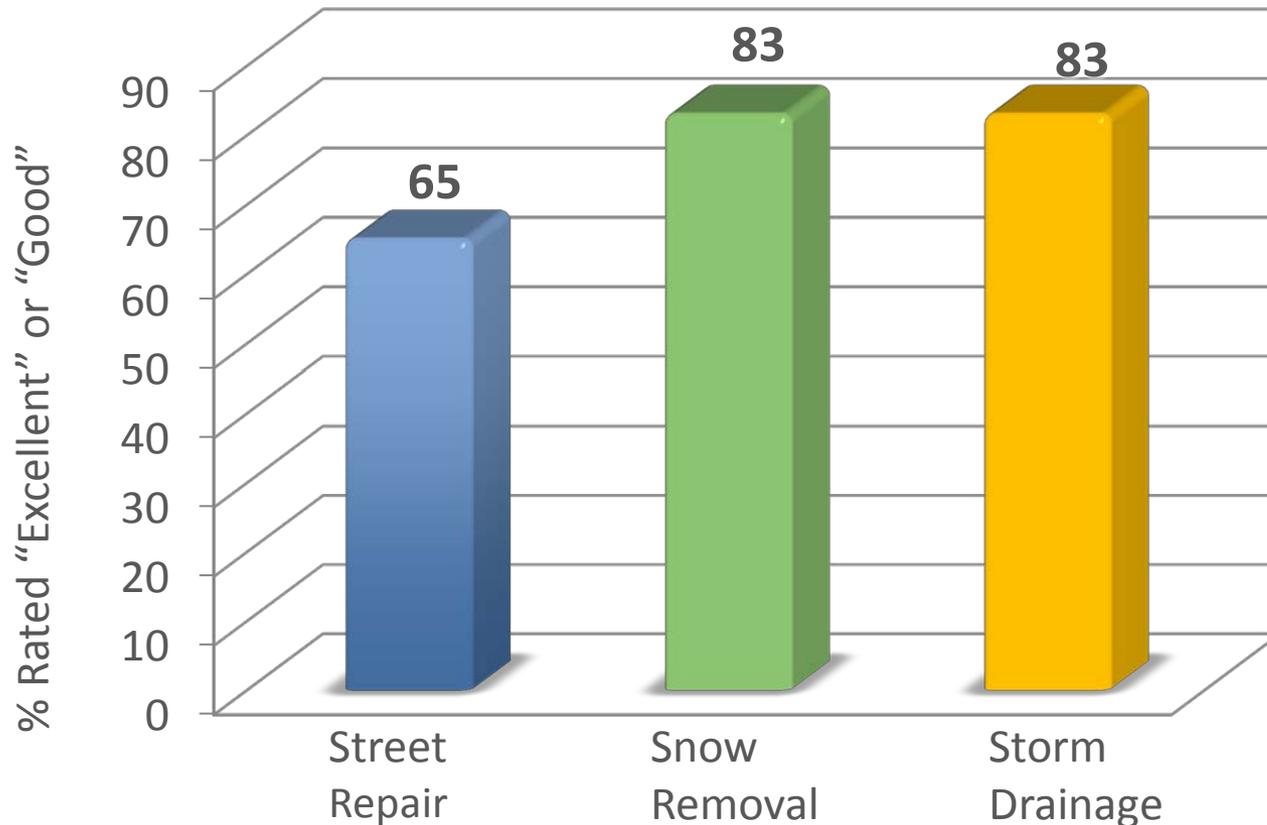
## Fire Services



**Satisfaction with Emergency Preparedness services improved from 69% to 78%**



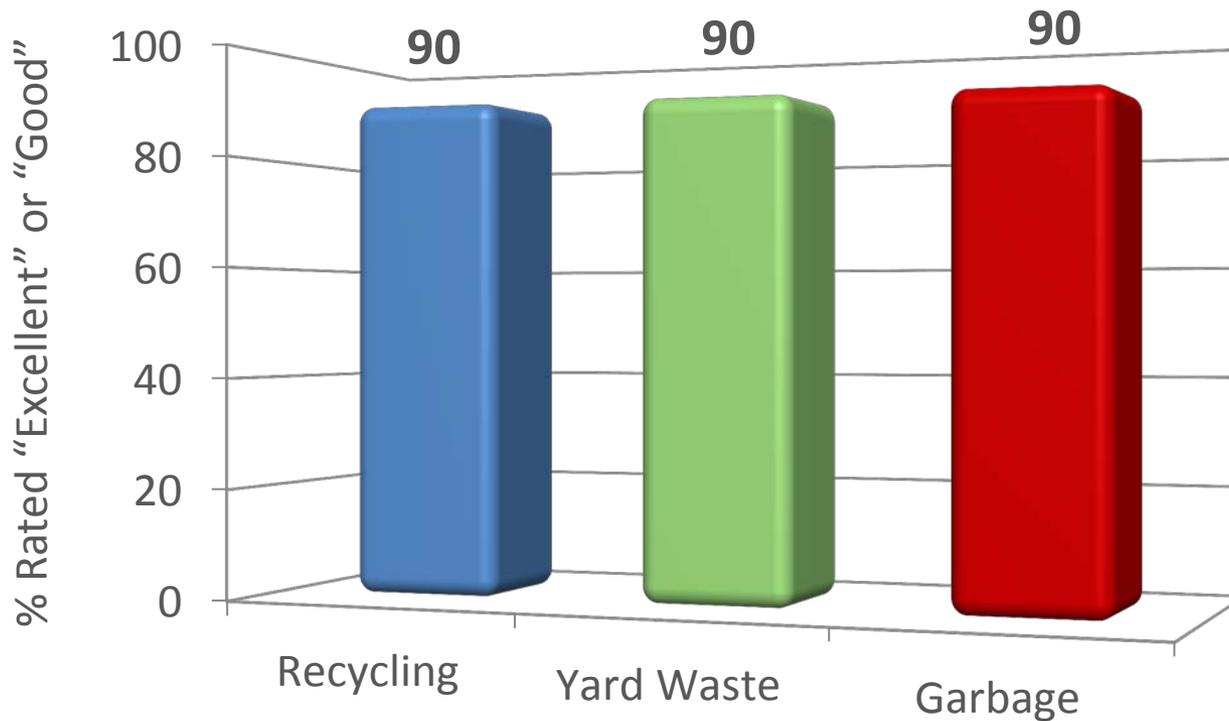
# Public Works



**Public Services continue to be rated highly by residents, rated similarly as previous years**



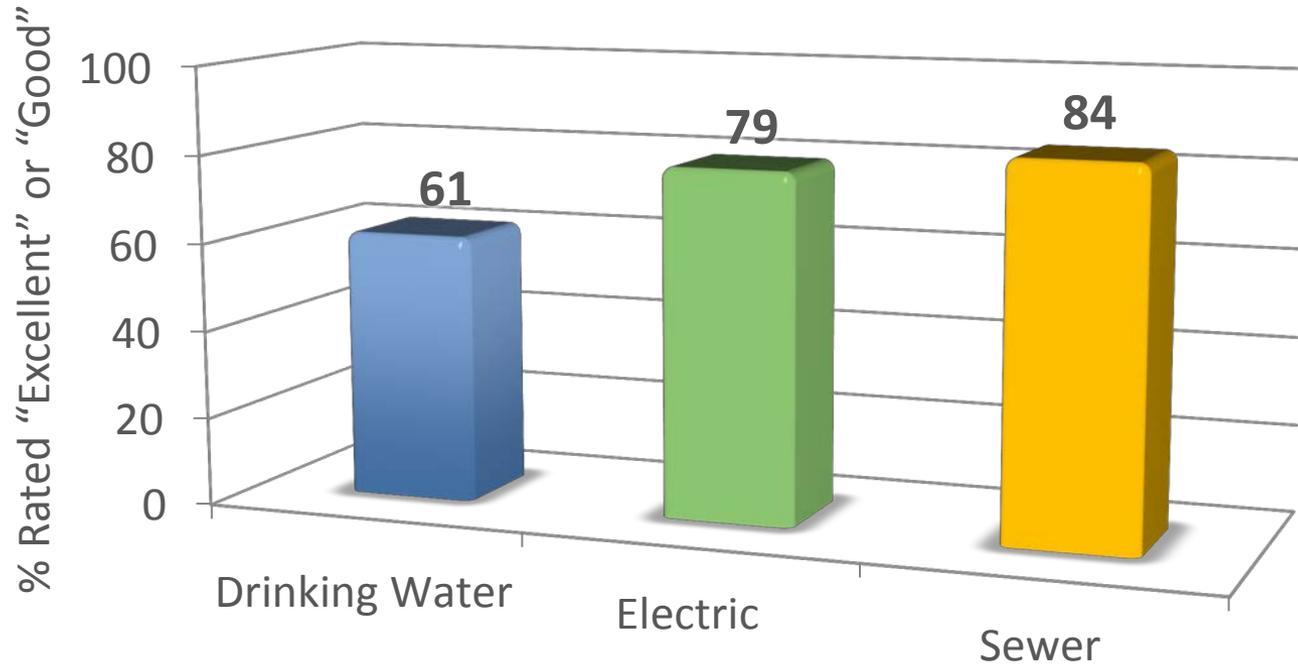
# Public Works



**Residents continue to value Refuse, Recycling and Yard Waste collection services**



# Utilities



**Residents rated the quality of St. Charles drinking water and sewer services similar to years past.**

**Satisfaction with the electric utility fell from 88% to 79%**



# Economic Development

## Residents like where Economic Development is headed in St. Charles:

- Quality of Economic Development: 57% up from 44%
- New Development in St. Charles: 63% slight dip from 66%
- Shopping Opportunities: 56% up from 48%
- Employment Opportunities: 45% from 36%



# Communication

## **78% think the City's Public Information Services are Excellent or Good**

How are residents getting their information? They cited their Major Sources of information:

- City Website: 57%
- Online News Outlets: 32%
- Local Printed Newspapers: 31%
- City's Den enews: 21%
- City Facebook page: 19%

# Customer Service

**55% of respondents reported contacting the City and overall had a great experience.**

Excellent or Good ratings:

- Overall experience: 85%
- Knowledge: 91%
- Courtesy: 90%
- Responsiveness: 88%



# E-Government

## Top e-government functions residents feel are Essential or Very Important

- Receive emergency communications/notifications: 81%
- Request city services/report non-emergency issues was tied with View/Pay utility bill: 66%
- Paying Parking tickets: 54%

# Active River Project

When asked if they support the Active River Project, 93% either **Strongly Support (61%)** or **Somewhat Support (32%)** it



# Other Highlights

## Rated Excellent or Good

- Opportunities to attend cultural/arts/music activities: 83%
- Ease of Car Travel: 75%
- Vibrant Downtown Area: 63%
- Overall Built Environment: 83%





Survey Results are posted on the City  
website [www.stcharlesil.gov](http://www.stcharlesil.gov)

Questions?