



AGENDA ITEM EXECUTIVE SUMMARY

Agenda Item number: 7a

Title:

Presentation of 2016 Resident Survey Results – Information Only

Presenter:

Mark Koenen, City Administrator

Meeting: City Council

Date: March 6, 2017

Proposed Cost: \$

Budgeted Amount: \$

Not Budgeted:

Executive Summary *(if not budgeted please explain):*

Staff will present the results from the latest Resident Survey, which has been used since 1996 to gather feedback on the quality of City services and guide future decisions to improve services. In October 2016, surveys were mailed to a statistical sample of 1500 St. Charles households.

The 2016 survey tool applied a standardized format that utilizes benchmarks for comparing the City’s performance to 500 comparable communities nationwide. This is the second time the City has used this standardized survey tool from the National Citizen Survey™ (NCS).

Attachments *(please list):*

Recommendation/Suggested Action *(briefly explain):*

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