



# The National Citizen Survey

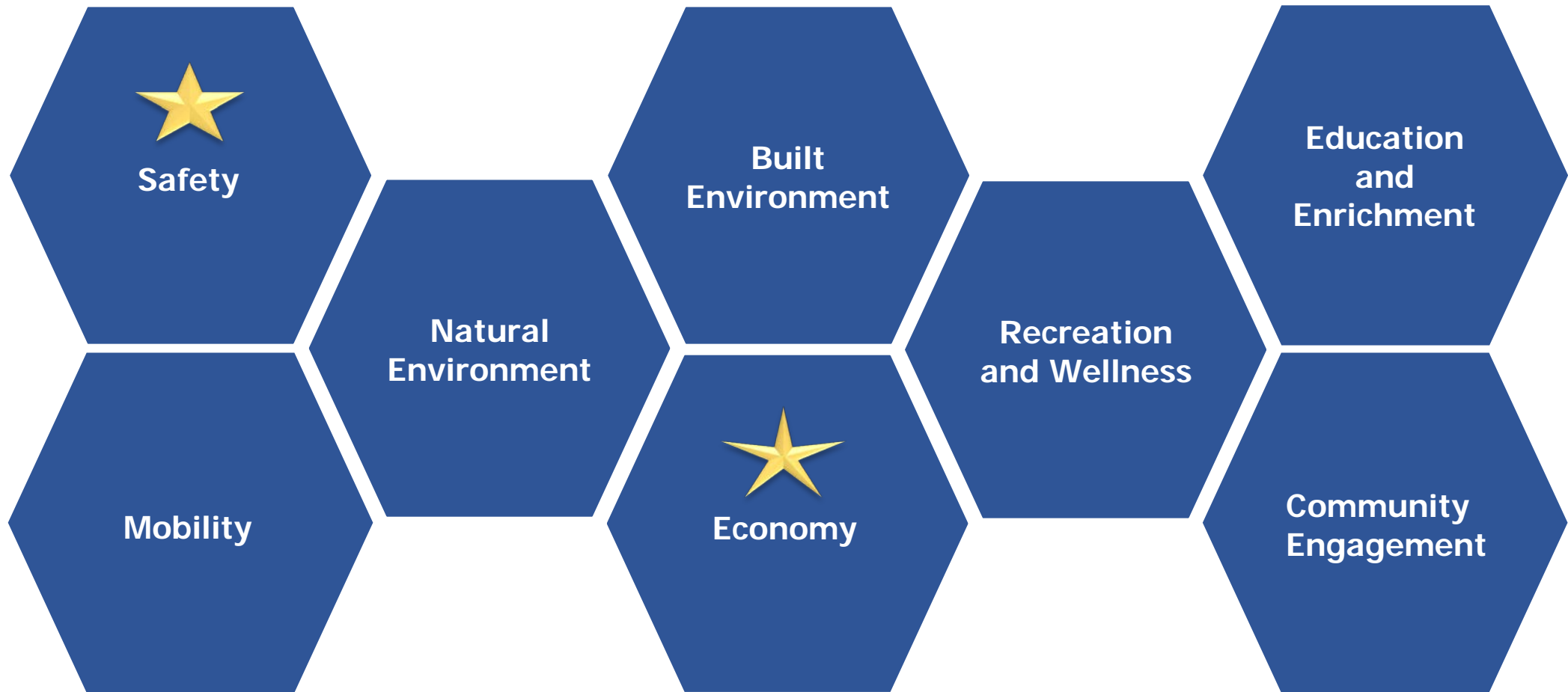
City of Chardon NCS Survey Results 2017

# SURVEY ADMINISTRATION

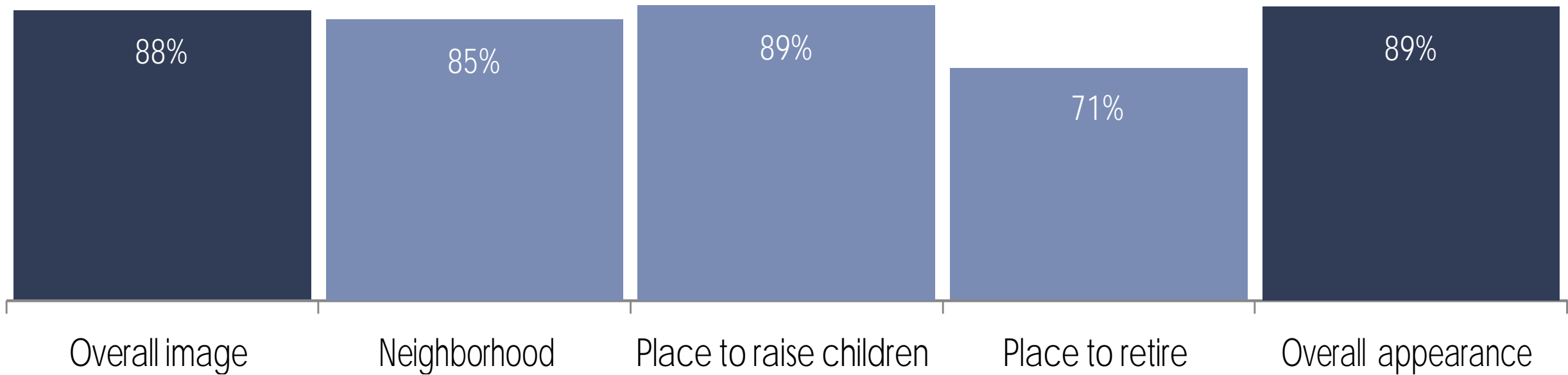
- Randomly selected households received three (3) mailings, one week apart, beginning June 23, 2017
- Recommend follow-up survey every three – five years to compare data

Survey Method	Mailed survey and online option
Number of surveys mailed	1,500
Completed surveys	495 (+ 12 online submittals) 35% Response Rate <i>(57% female / 43% male)</i>
Approximate number of undeliverable surveys	75
Margin of error	+/- 4%

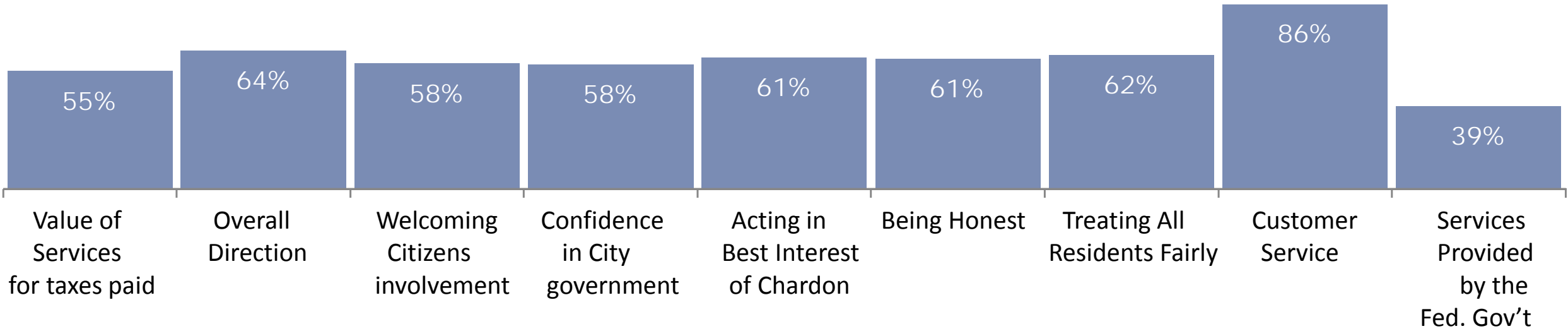
# SURVEY FOCUS



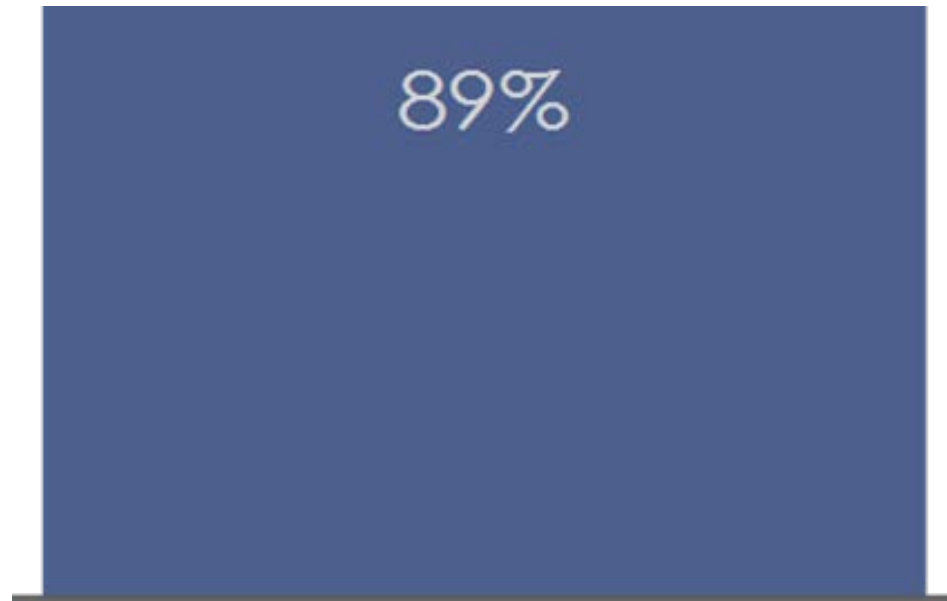
# SURVEY FOCUS – Community Characteristics



# SURVEY FOCUS - Governance



# SURVEY FOCUS - Participation



**Remain in Chardon**



# COMMUNITY ENGAGEMENT

77% of the responses say there is opportunity to participate in activities.



- 94% talk with or visit with neighbors.
- 75% of the responses say the opportunities to volunteer are excellent or good.
  - Chardon Tomorrow, Chardon Chamber of Commerce, Chardon Square Association all encourage community participation.
- 74% use Chardon Public Library.
- 71% Attend a City-sponsored event.
- 30% work in Chardon.

# INFORMATION

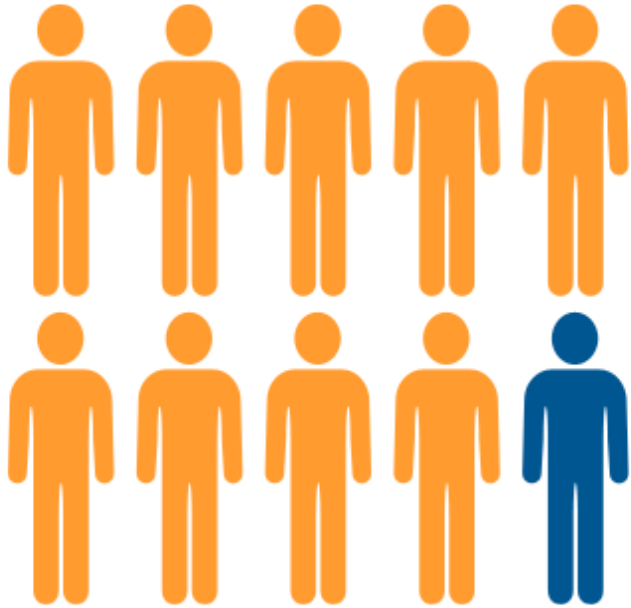
- 88% of the responses are getting their information from the newsletter.



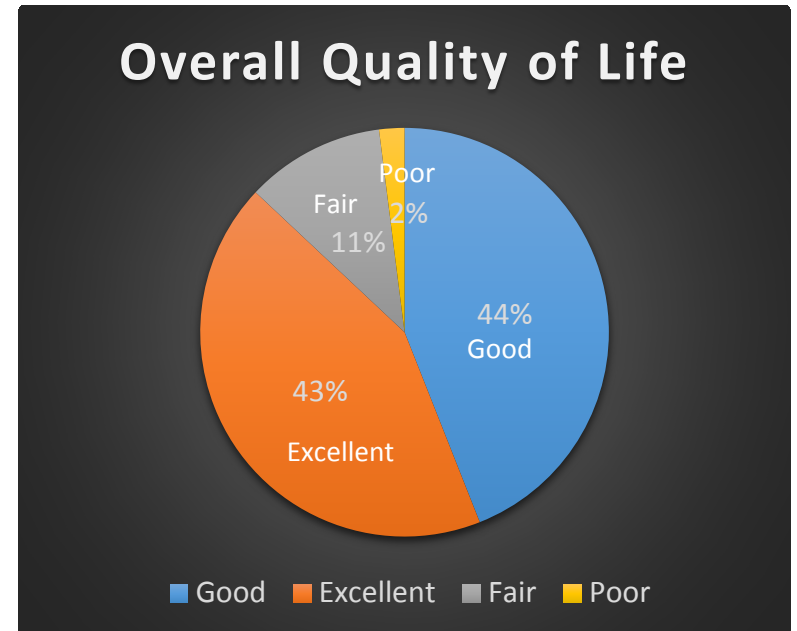
- 84% use the Sign Board as a source of information.
- 68% use the website.
  - The website will be undergoing an update in the near future.
- 52% use GTV.
- 51% use social media.



# LIVABILITY



9 in 10 responses rate Chardon  
as an excellent or good place  
to live.



# Livability (cont.)

- 90% of the responses recommend raising children in Chardon.
- 89% of the responses will recommend Chardon as a place to live to others.
- 88% of the responses state that the image or reputation of Chardon is excellent or good

Where to improve? Chardon as a place to retire and place to work. Both rated 71% for excellent or good.



# EDUCATION and ENRICHMENT



86% of the responses say the K-12 education in Chardon is excellent or good.

- 94% of the responses show the public library services is excellent or good.
- 70% say there are opportunities to attend cultural, art and music activities in Chardon.

# RECREATION and WELLNESS



8 in 10 responses rate the quality of fitness opportunities in Chardon as excellent or good.

- City parks ranked high in the survey.
  - 85% of responses visited a city park.
  - 84% of the responses say the natural of the environment is essential or very important.
  - 70% of the responses feel that there are recreational opportunities.

# ECONOMY

87% of the responses demonstrate it is essential or very important to focus on having a healthy economy in Chardon.



- 98% of residents purchase goods and services in Chardon.
- 87% of the responses said it is essential or very important to focus on the overall economic health of Chardon in the coming two years.
- 78% of the responses said it is essential or very important to focus on the “built environment” (including overall design, buildings, parks and transportation systems) in the coming two years.

Where to improve? 57% of the responses rated Chardon’s economic development as excellent or good.

# SERVICES

55% of the responses say street repairs are excellent or good.



Where to improve? 61% responded that they recycle at home always/sometimes which is much lower than the national average

## SERVICES (cont.) Mobility



54% of the responses say parking is excellent or good.

- Chardon Tomorrow has conducted a study of available parking.
- 59% of the responses say traveling by bicycle is excellent or good.

Where to improve? 51% of the responses view the flow of traffic as excellent or good.

## SERVICES (cont.) SAFETY

9 in 10 responses gave favorable ratings for Safety.

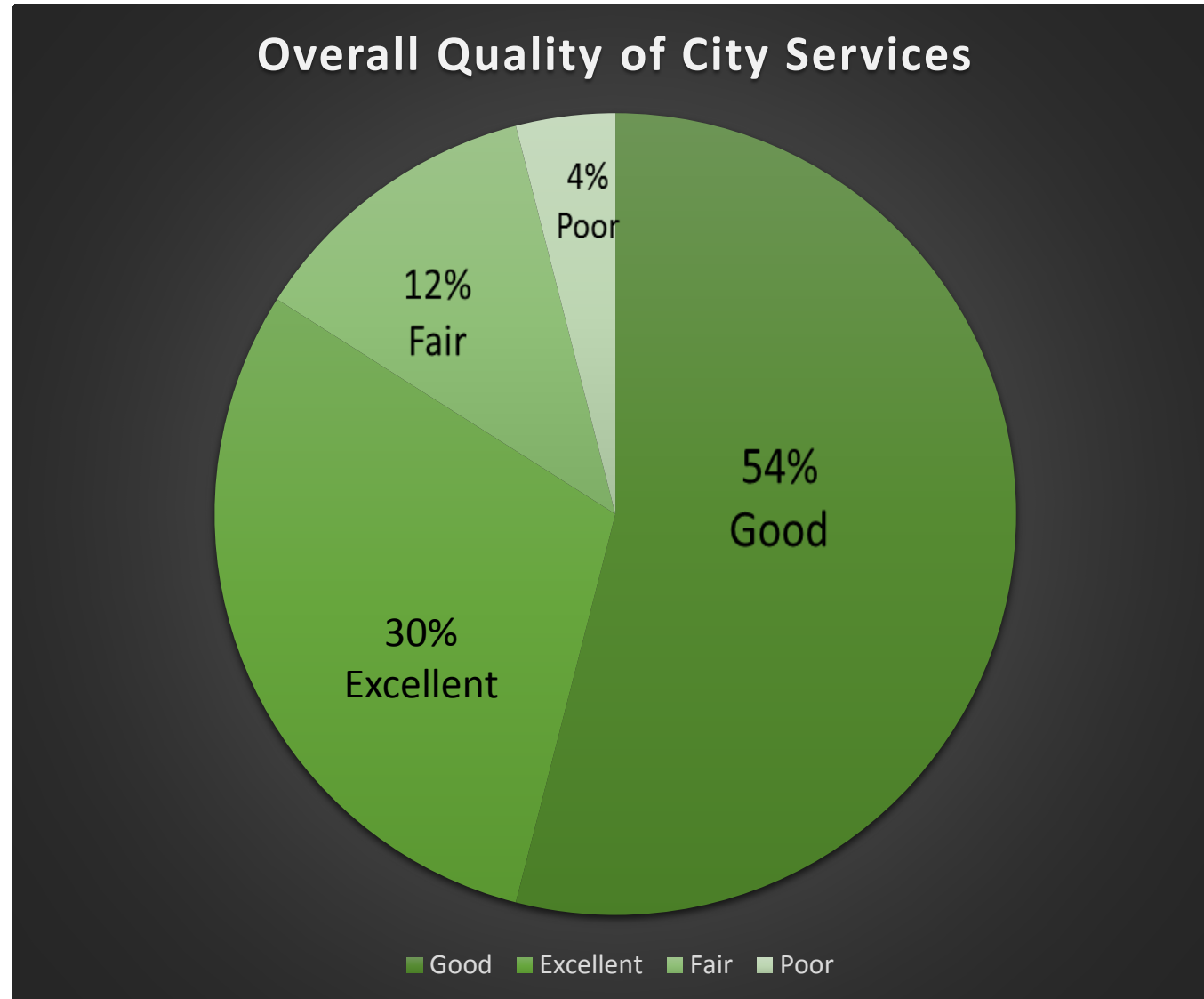


- 98% of the responses say that the uptown area is safe during the day & 92% at night.
- 97% of the responses say their neighborhood is safe during the day & 93% at night.
- 87% rate the quality of the Smoke Detector Program as excellent or good
- 86% rate the Knox Box Program as excellent or good.
- Chardon Square foot patrol was rated 50% as excellent or good.

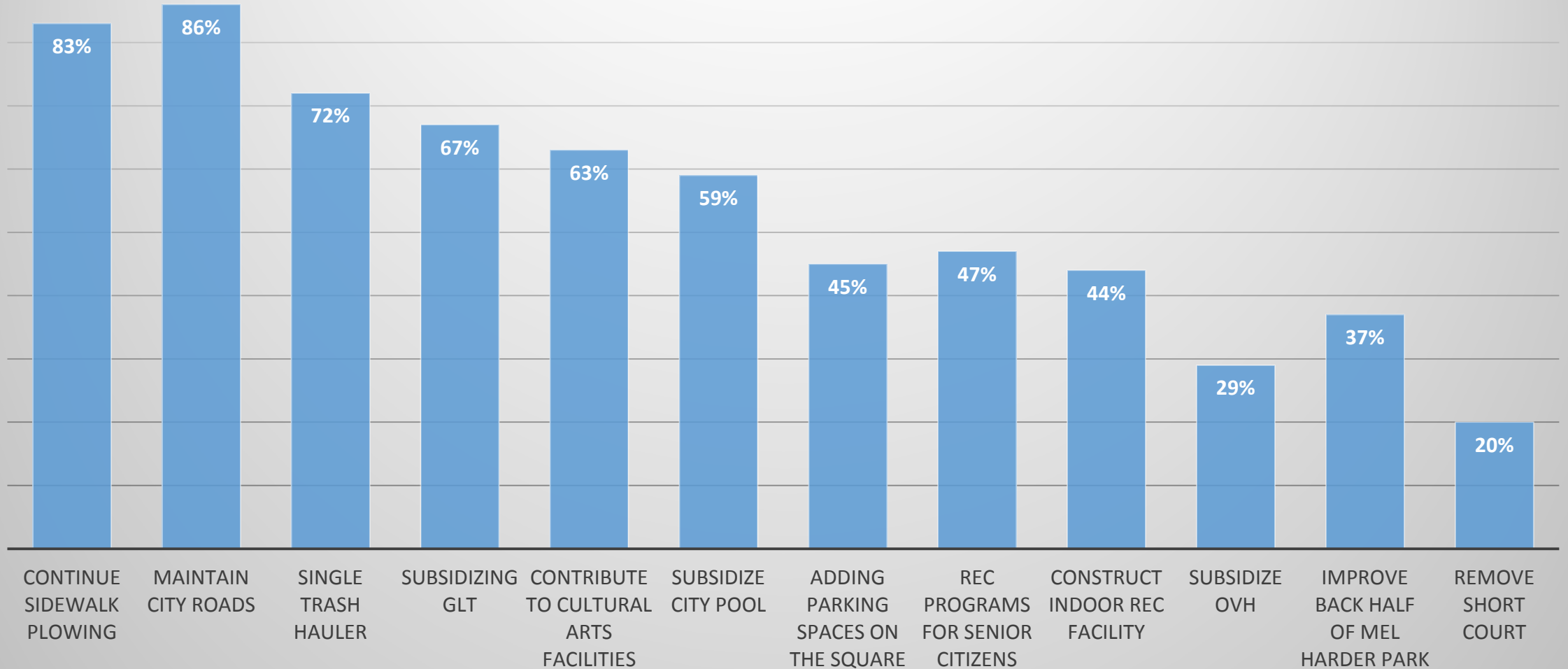
Where to improve? Not many survey participants were aware of the Chardon Fire Department's Knox Box Program, Smoke Detector Program or Foot Patrol.



# SERVICES (cont.)

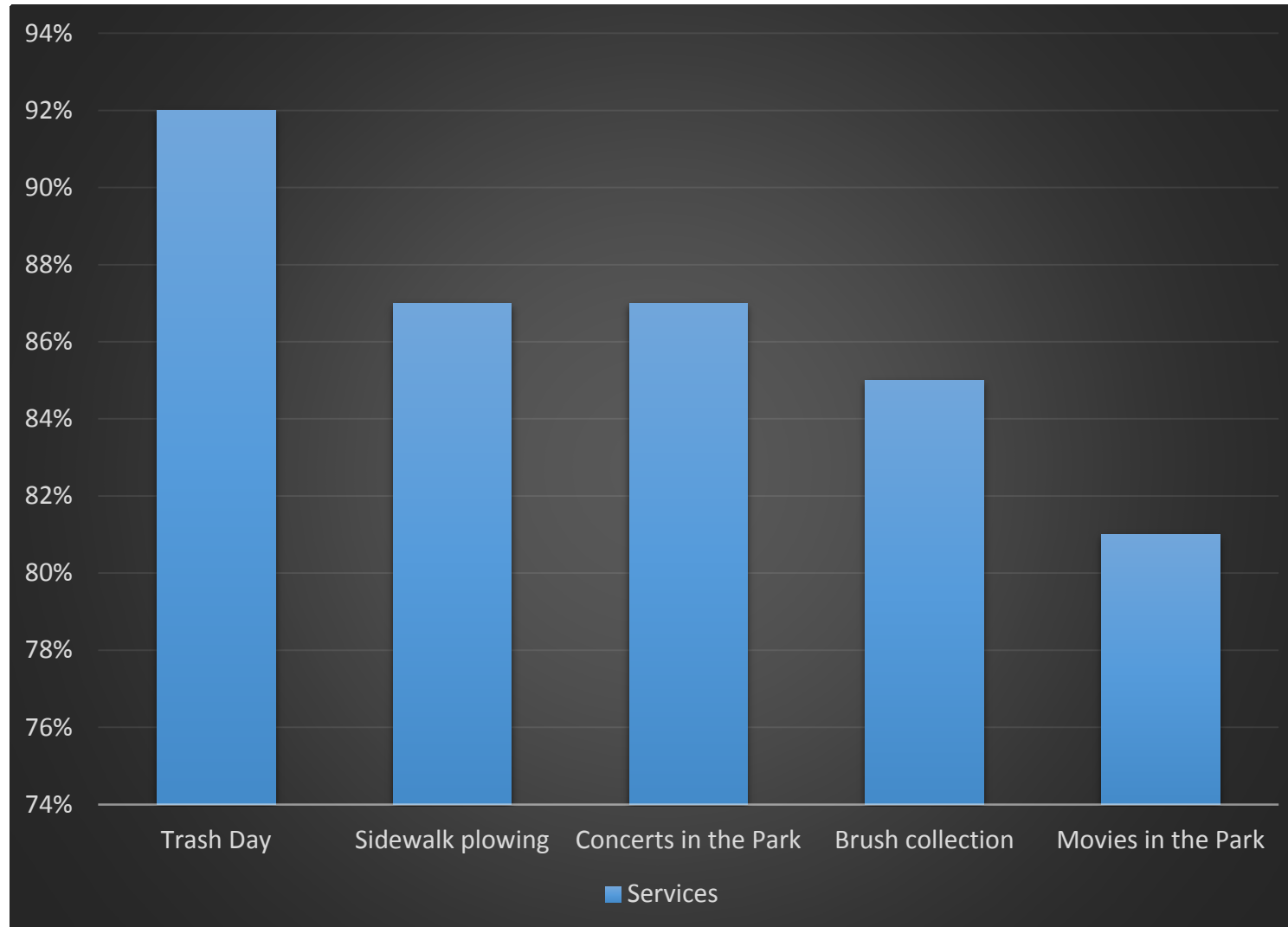


# City Priorities



■ Issues

# To what extent do you support devoting additional funds to maintain services at their current level?

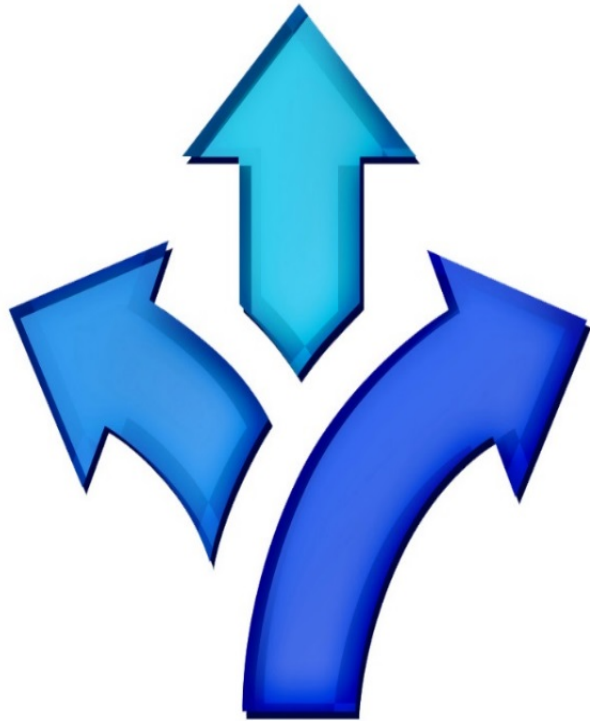


# Areas where Chardon ranks higher than the national benchmark:

- \* Overall appearance
- \* Overall feeling of safety
- \* Paths and walking trails
- \* Cleanliness
- \* Public places (Built Environment)
- \* Mental health care
  
- \* Police
- \* Crime Prevention
- \* Street lighting
- \* City-sponsored special events
  
- \* Public library
- \* Attended a City-sponsored Event



# FUTURE OF CHARDON



64% of the responses say the direction of the City is excellent or good.