# Charlotte County Citizen Survey Results

### BCC Workshop Jan. 15, 2019

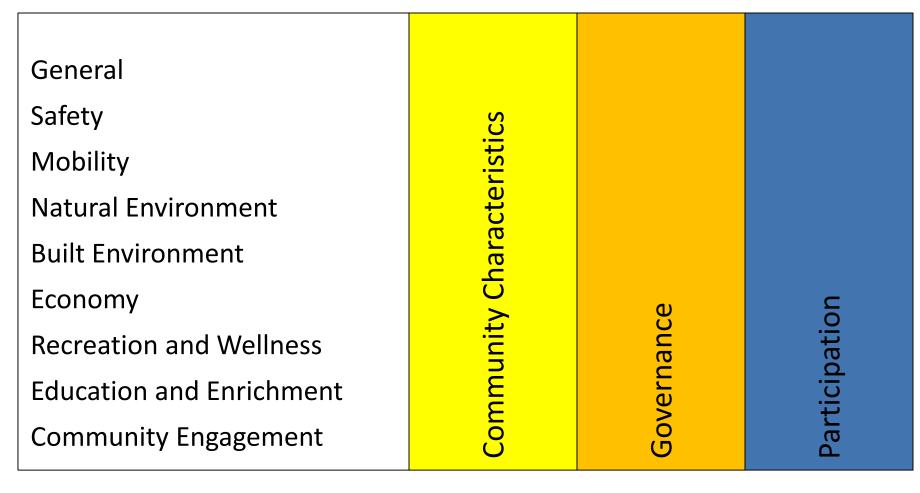


### Survey Summary

- Standardized random sample survey
- Conducted by ICMA and National Research Center (NRC)
- Comparison of ratings from 2007, 2010, 2012, 2014 and 2016
- Benchmark comparison with other jurisdictions nationwide and statewide



### **Survey Elements**





### **Benchmark Comparisons**

	Higher	Similar	Lower
<b>Community Characteristics</b>	1	44	6
Governance	3	37	1
Participation	2	29	3



### **Trend Comparisons Over Time**

- Dramatic improvement from 2007 to 2010 (Best overall improvement nationwide)
- Little statistically valid change for each 2 year cycle since 2010
- Cumulatively there has been significant change since 2010 – especially in benchmark comparison



### **Benchmark Comparisons**

#### 2010 - 2018

		Higher	Similar	Lower
Community Characteristics	2010	1	8	19
	2018	1	24	3
Governance	2010	5	17	10
	2018	3	28	1
Participation	2010	4	10	1
	2018	0	15	0



### Governance

#### 2010 - 2018

Quality of life	+10%
Services provided	+ 9%
Overall direction	+ 22%
Value for taxes paid	+ 18%
Opportunities to participate	+ 19%
Welcome citizen involvement	+ 8%
Public information	+ 11%



# **Citizen Participation**

#### 2010 - 2018

Recommend Charlotte County	+ 7%
Sense of community	- 7%
Contacted County employees	- 9%
Contacted elected officials	- 8%
Volunteered	- 18%
Watched public meeting	- 28%
Attended public meeting	- 11%
Use of public library	- 15%

\* 94% of citizens read or watch local news



## Mobility

2014 - 2018

	2018	2016	2014
Overall ease of travel	79%	72%	78%
Travel by car	64%	56%	68%
Public parking	68%	58%	69%
Traffic flow	50%	46%	63%
Sidewalk maintenance	57%	46%	56%
Street repair	53%	44%	49%
Street lighting	64%	51%	56%
Traffic signal timing	50%	44%	43%

