

THE NCSTM
The National Citizen SurveyTM

Chardon, OH

Dashboard Summary of Findings

2017



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Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. The NCS captures residents’ opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report summarizes Chardon’s performance in the eight facets of community livability with the “General” rating as a summary of results from the overarching questions not shown within any of the eight facets. The “Overall” represents the community pillar in its entirety (the eight facets and general).

By summarizing resident ratings across the eight facets and three pillars of a livable community, a picture of Chardon’s community livability emerges. Below, the color of each community facet summarizes how residents rated each of the pillars that support it – Community Characteristics, Governance and Participation. When most ratings were higher than the benchmark, the color is the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

Broadly, ratings about the dimensions of community livability in Chardon were strong and similar to the national benchmark. Ratings for Education and Enrichment within the pillars of Governance and Participation were stronger than in other communities. This information can be helpful in identifying the areas that merit more attention.

Figure 1: Dashboard Summary

	Community Characteristics			Governance			Participation		
	Higher	Similar	Lower	Higher	Similar	Lower	Higher	Similar	Lower
Overall	7	43	0	5	32	0	3	28	2
General	2	5	0	0	3	0	0	3	0
Safety	1	2	0	2	4	0	0	3	0
Mobility	1	6	0	1	6	0	0	1	0
Natural Environment	1	2	0	0	4	0	0	2	1
Built Environment	1	4	0	0	4	0	0	2	0
Economy	0	8	0	0	1	0	0	2	1
Recreation and Wellness	1	6	0	0	3	0	0	4	0
Education and Enrichment	0	5	0	2	0	0	2	1	0
Community Engagement	0	5	0	0	7	0	1	10	0

Legend	
	Higher
	Similar
	Lower

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Figure 2: Detailed Dashboard

	Community Characteristics	Benchmark	Percent positive	Governance	Benchmark	Percent positive	Participation	Benchmark	Percent positive
General	Overall appearance	↑	89%	Customer service	↔	86%	Recommend Chardon	↔	89%
	Overall quality of life	↔	87%	Services provided by Chardon	↔	85%	Remain in Chardon	↔	89%
	Place to retire	↔	71%	Services provided by the Federal Government	↔	39%	Contacted Chardon employees	↔	45%
	Place to raise children	↔	89%						
	Place to live	↔	89%						
	Neighborhood	↔	85%						
	Overall image	↑	88%						
Safety	Overall feeling of safety	↑	93%	Police	↑	94%	Was NOT the victim of a crime	↔	93%
	Safe in neighborhood	↔	97%	Crime prevention	↑	90%	Did NOT report a crime	↔	85%
	Safe downtown/commercial area	↔	97%	Fire	↔	97%	Stocked supplies for an emergency	↔	28%
				Fire prevention	↔	89%			
				Ambulance/EMS	↔	96%			
			Emergency preparedness	↔	67%				
Mobility	Traffic flow	↔	50%	Traffic enforcement	↔	76%	Walked or biked instead of driving	↔	64%
	Travel by car	↔	69%	Street repair	↔	55%			
	Travel by bicycle	↔	59%	Street cleaning	↔	68%			
	Ease of walking	↔	76%	Street lighting	↑	77%			
	Overall ease of travel	↔	81%	Snow removal	↔	76%			
	Public parking	↔	54%	Sidewalk maintenance	↔	60%			
	Paths and walking trails	↑	82%	Traffic signal timing	↔	51%			
Natural Environment	Overall natural environment	↔	86%	Yard waste pick-up	↔	78%	Recycled at home	↓↓	61%
	Air quality	↔	88%	Drinking water	↔	66%	Conserved water	↔	77%
	Cleanliness	↑	91%	Open space	↔	67%	Made home more energy efficient	↔	77%
				Natural areas preservation	↔	67%			
Built Environment	New development in Chardon	↔	57%	Sewer services	↔	77%	NOT experiencing housing cost stress	↔	74%
	Affordable quality housing	↔	53%	Storm drainage	↔	70%	Did NOT observe a code violation	↔	55%
	Housing options	↔	65%	Land use, planning and zoning	↔	59%			
	Overall built environment	↔	69%	Code enforcement	↔	61%			
	Public places	↑	82%						

Legend

↑↑ Much higher ↑ Higher ↔ Similar ↓ Lower ↓↓ Much lower * Not available

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	Community Characteristics	Benchmark	Percent positive	Governance	Benchmark	Percent positive	Participation	Benchmark	Percent positive
Economy	Overall economic health	↔	72%	Economic development	↔	57%	Economy will have positive impact on income	↔	25%
	Shopping opportunities	↔	59%				Purchased goods or services in Chardon	↔	98%
	Employment opportunities	↔	43%				Work in Chardon	↓	30%
	Place to visit	↔	80%						
	Cost of living	↔	51%						
	Vibrant downtown/commercial area	↔	55%						
	Place to work	↔	71%						
Recreation and Wellness	Business and services	↔	67%						
	Fitness opportunities	↔	79%	City parks	↔	87%	In very good to excellent health	↔	58%
	Recreational opportunities	↔	70%	Recreation programs	↔	77%	Visited a City park	↔	85%
	Health care	↔	75%	Health services	↔	77%	Ate 5 portions of fruits and vegetables	↔	77%
	Food	↔	69%				Participated in moderate or vigorous physical activity	↔	81%
	Mental health care	↑	65%						
	Health and wellness	↔	77%						
Education and Enrichment	Preventive health services	↔	71%						
	K-12 education	↔	86%	Public libraries	↑	94%	Used Chardon public libraries	↑	74%
	Cultural/arts/music activities	↔	70%	Special events	↑	83%	Participated in religious or spiritual activities	↔	50%
	Child care/preschool	↔	61%				Attended a City-sponsored event	↑	71%
	Religious or spiritual events and activities	↔	86%						
Community Engagement	Overall education and enrichment	↔	68%						
	Opportunities to participate in community matters	↔	69%	Overall direction	↔	64%	Sense of community	↑	83%
	Opportunities to volunteer	↔	75%	Value of services for taxes paid	↔	55%	Voted in local elections	↔	84%
	Openness and acceptance	↔	58%	Welcoming citizen involvement	↔	58%	Talked to or visited with neighbors	↔	94%
	Social events and activities	↔	72%	Confidence in City government	↔	58%	Attended a local public meeting	↔	17%
	Neighborliness	↔	70%	Acting in the best interest of Chardon	↔	61%	Watched a local public meeting	↔	26%
				Being honest	↔	61%	Volunteered	↔	35%
				Treating all residents fairly	↔	62%	Participated in a club	↔	25%
							Campaigned for an issue, cause or candidate	↔	21%
							Contacted Chardon elected officials	↔	17%
						Read or watched local news	↔	87%	
						Done a favor for a neighbor	↔	84%	

Legend

↑↑ Much higher ↑ Higher ↔ Similar ↓ Lower ↓↓ Much lower * Not available