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INFORMATION:

City to Participate in National Citizen Survey

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The City will soon begin conducting research in order to provide a baseline of how the organization is serving residents, gauge perceptions of the City, and benchmark with other peer cities. Currently some City departments conduct research to assess service delivery and to assist in making strategic business decisions. However, the City has not conducted research on the organization as a whole since 2008 and will utilize the study data to enhance program planning, budgeting, goal setting and performance management.

The City has contracted with the National Research Center to participate in the National Citizen Survey, a survey instrument that was developed with the assistance of the International City/County Management Association in 2001 to provide cities a low-cost citizen survey. The National Citizen Survey is a uniform survey tool used by diverse local jurisdictions in 41 states to assess resident satisfaction with community amenities and government service provision. The survey includes questions about the quality of life in the community, local policies, demographics, quality of local government services, and resident use of services.

Charlotte intends to participate in the survey every two years to benchmark with peer cities and cities on the cutting-edge of service delivery. The survey will be distributed randomly to 3,000 households and will be offered in English and Spanish. An online option is also available in order to help achieve a high level of participation.

Survey notifications will be mailed to households around November 19 with surveys arriving by December 3. A final report will be available early February, 2014.