

2016 Citizen Satisfaction Survey

Presented April 5, 2016

Purposes

- Educate survey takers
 - City services, facilities, and issues
- Measure satisfaction levels
- Solicit input

Survey Stats

- **Online Survey – March 7 – 21**
 - 3 UPDATES mailings (6,500 subscribers)
 - Web Site & Facebook – City, Police & Fire, CVB, The Fred, The Bubble (over 5,000 exposures)
 - Emails to FSS, Sports Associations
 - Local newspapers
- **962 Total Responses**
 - 1,936 responses in 2011
 - 2,077 voted in 2015 Municipal Election
 - 28 surveys from non-residents – 3% (32 in 2011)
 - *Fayette & Coweta Counties*

Household Information

- 56.35% - no children in household

63% in 2011

- Head of Household

16.5% under age 40

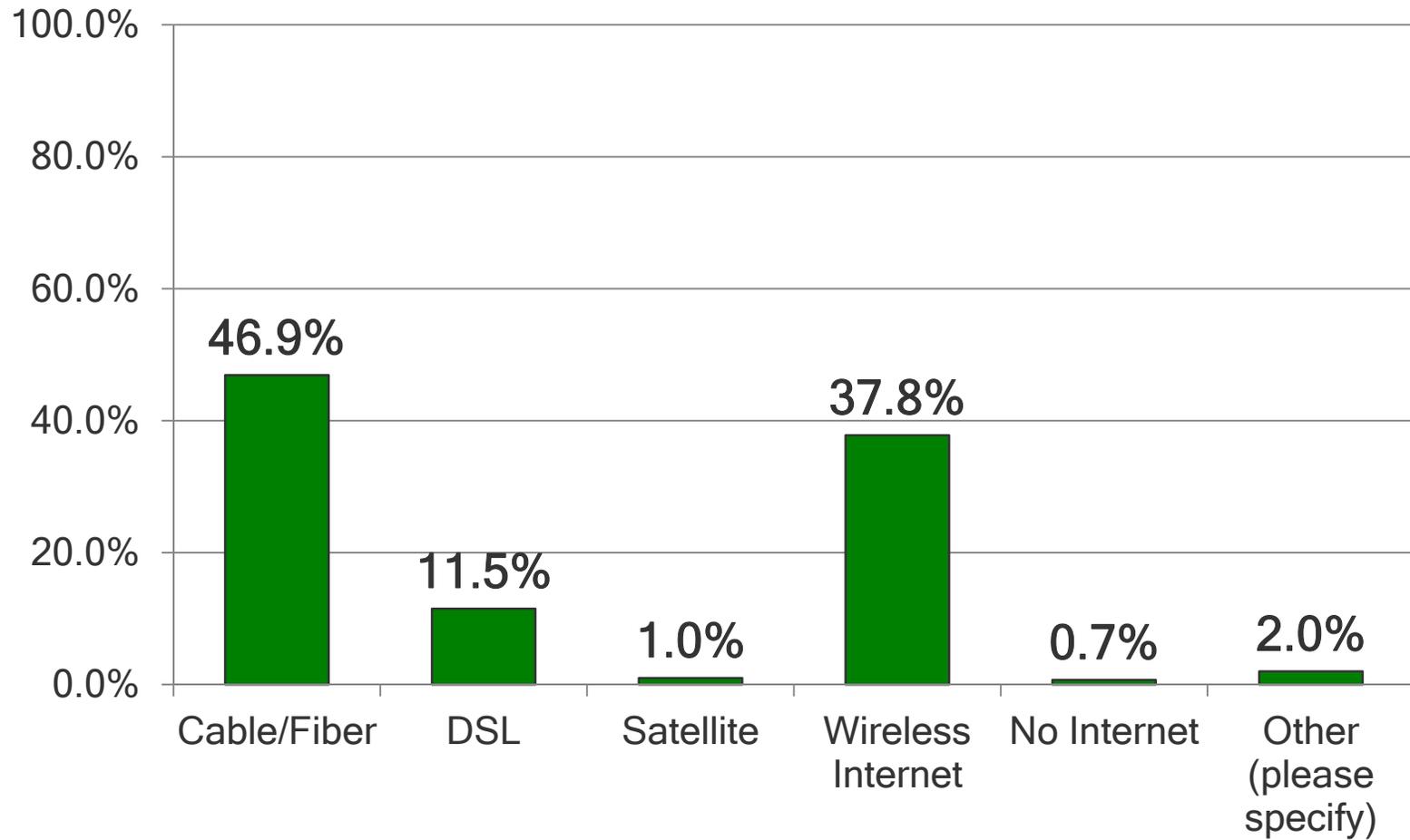
20.0% ages 40 – 49

27.4% ages 50 – 59

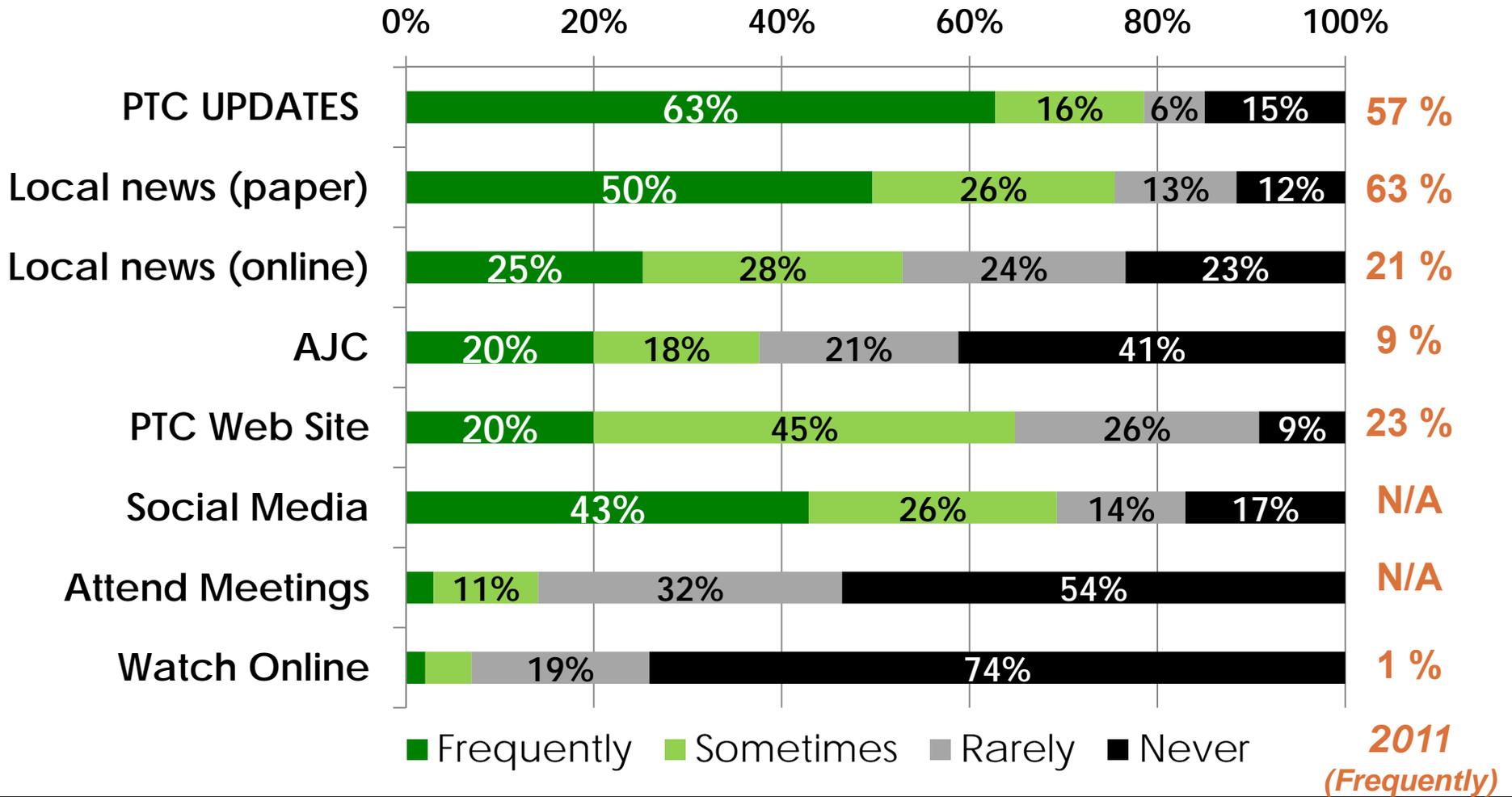
22.62% ages 60 – 69

13.5% age 70+

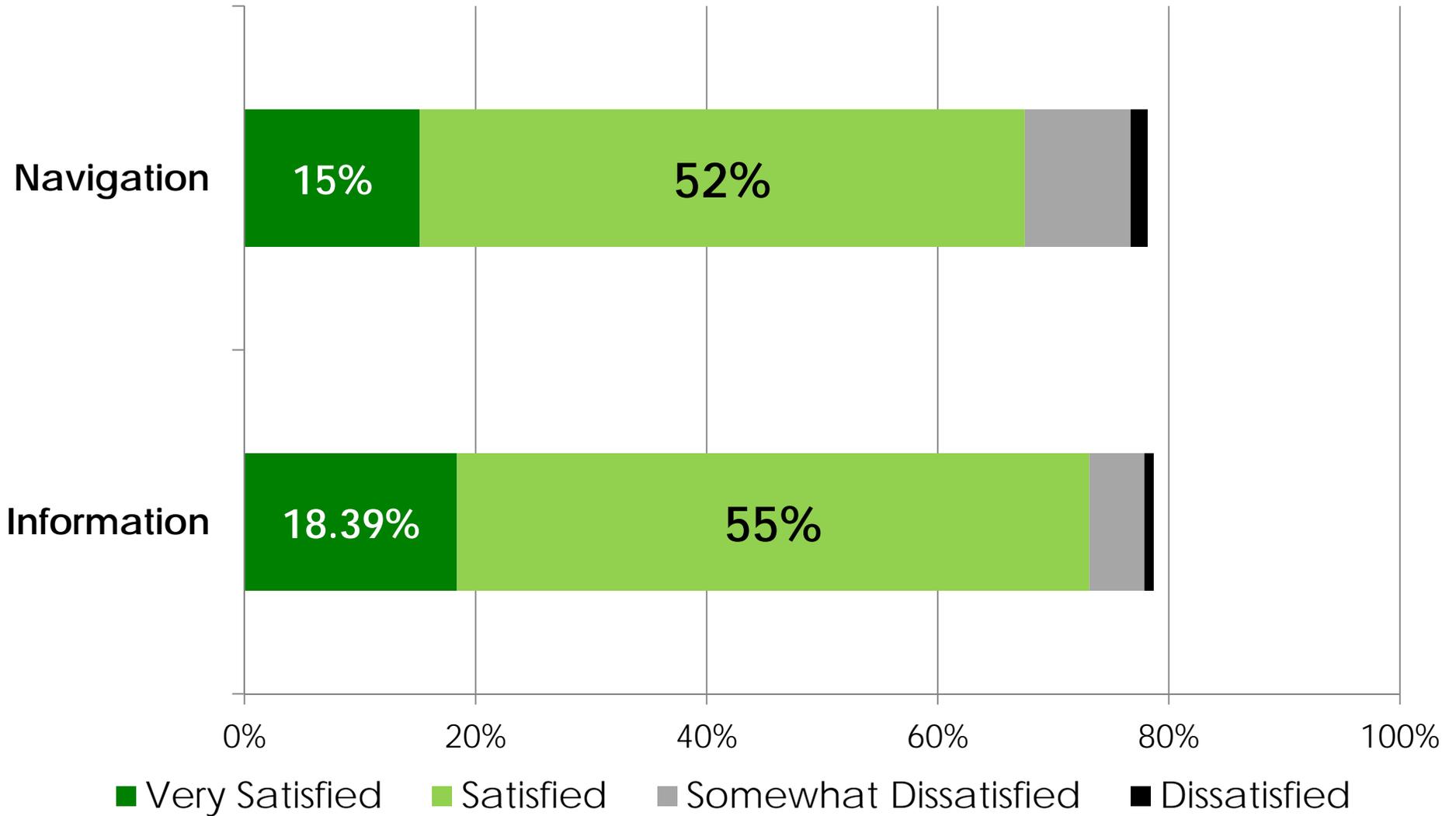
Type of Internet



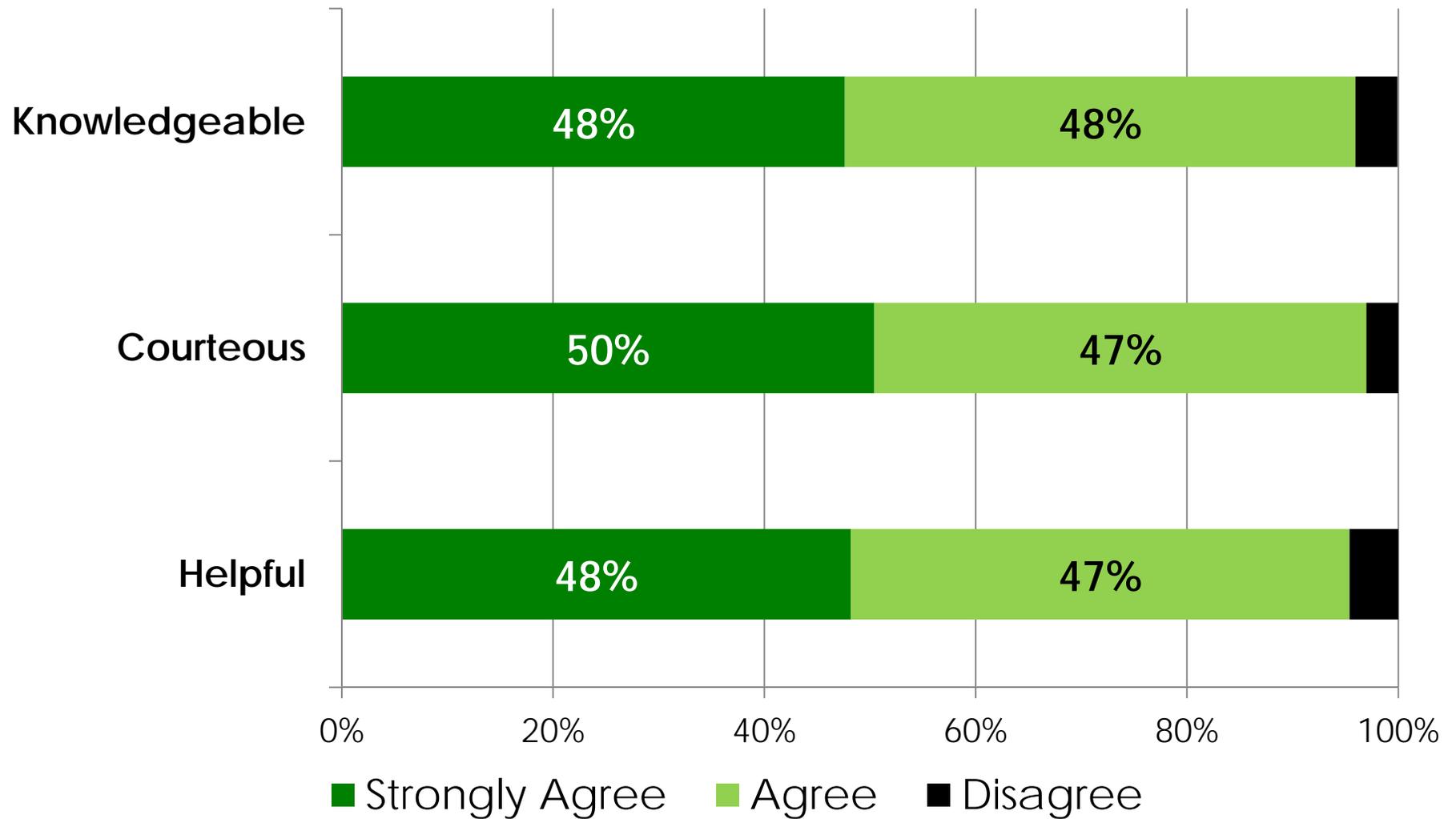
Information sources for City services, activities, events, and local issues:



Satisfaction with Peachtree City web site

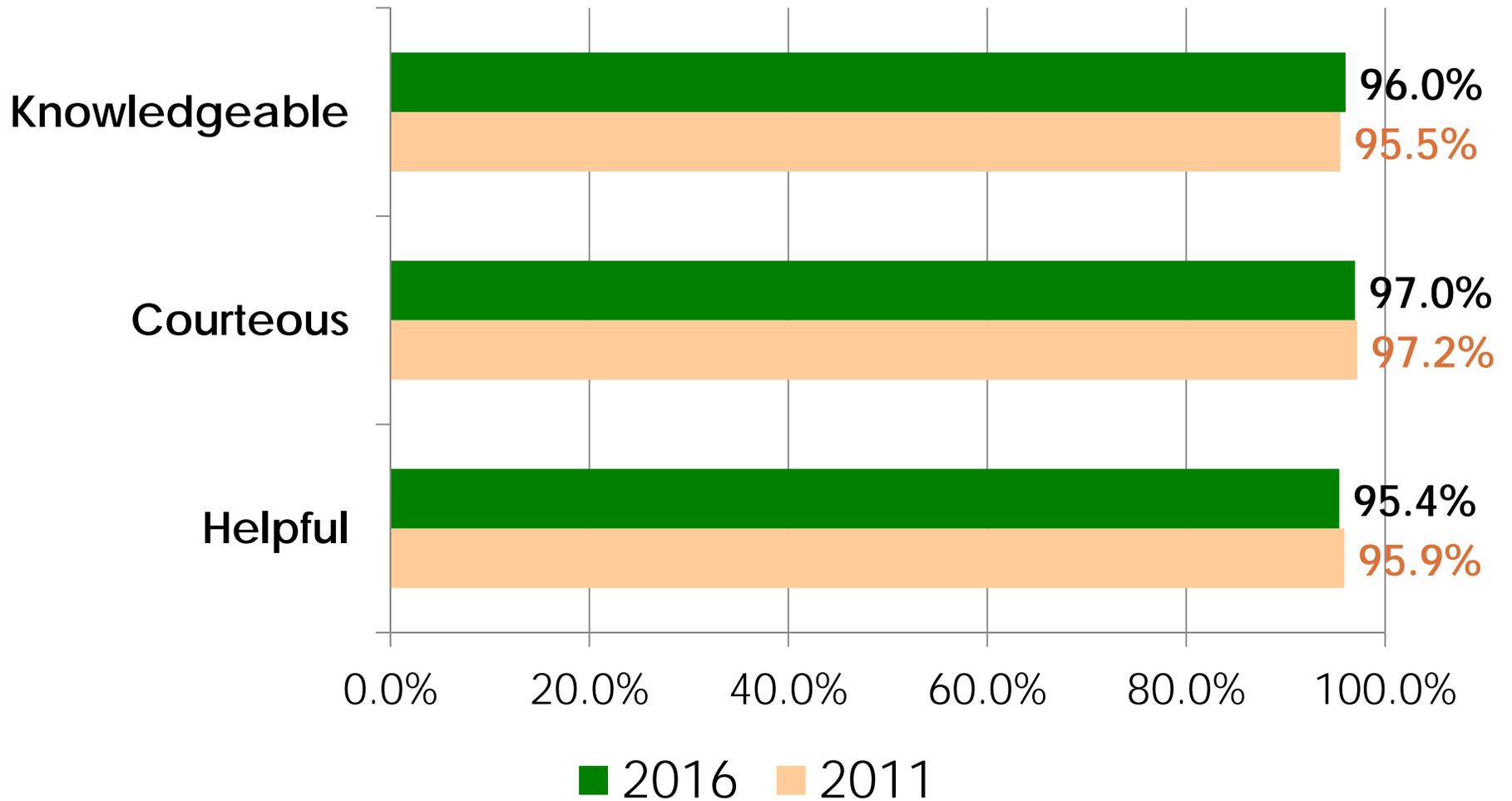


In the past year, City staff was . . .

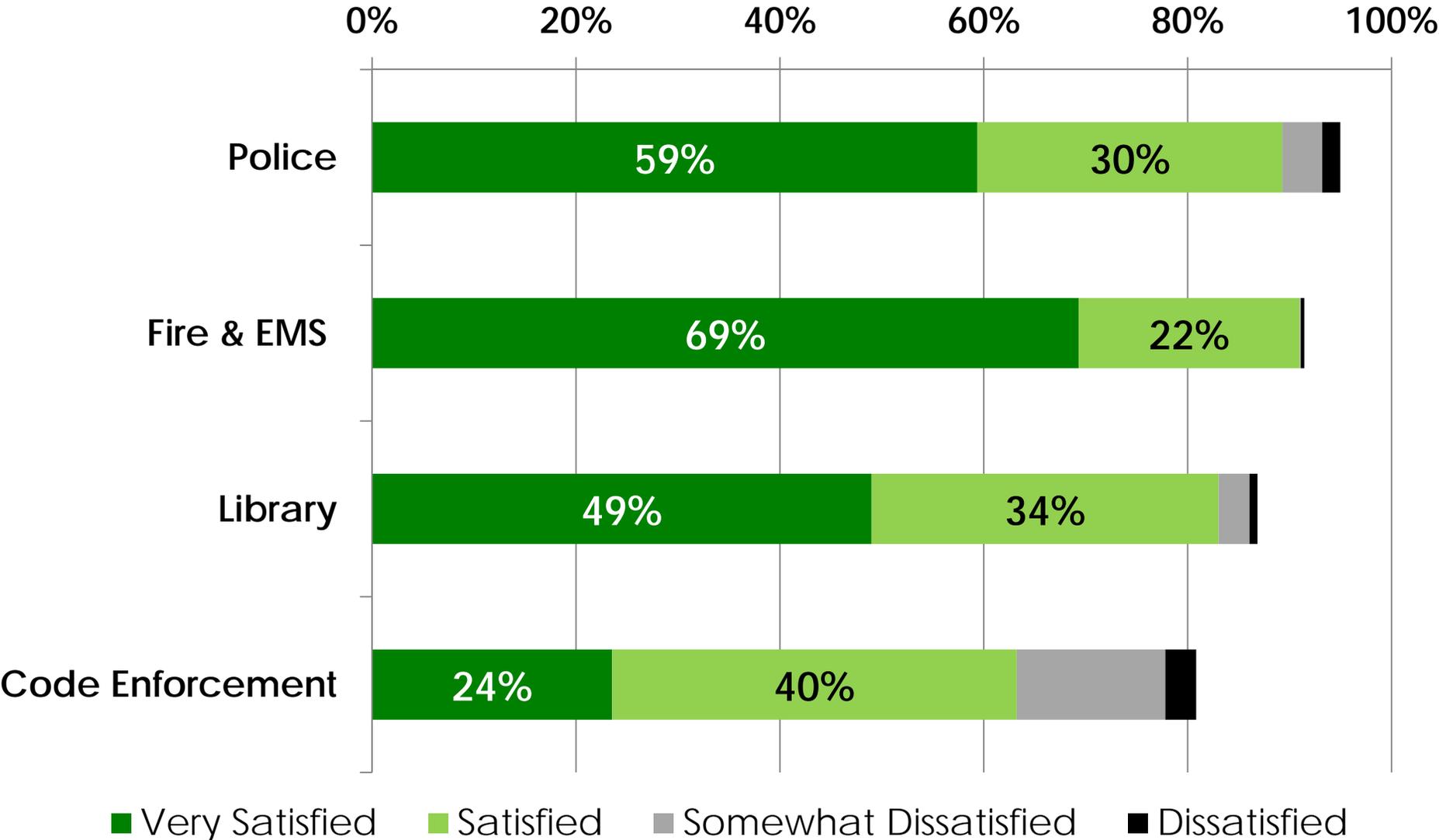


City Staff

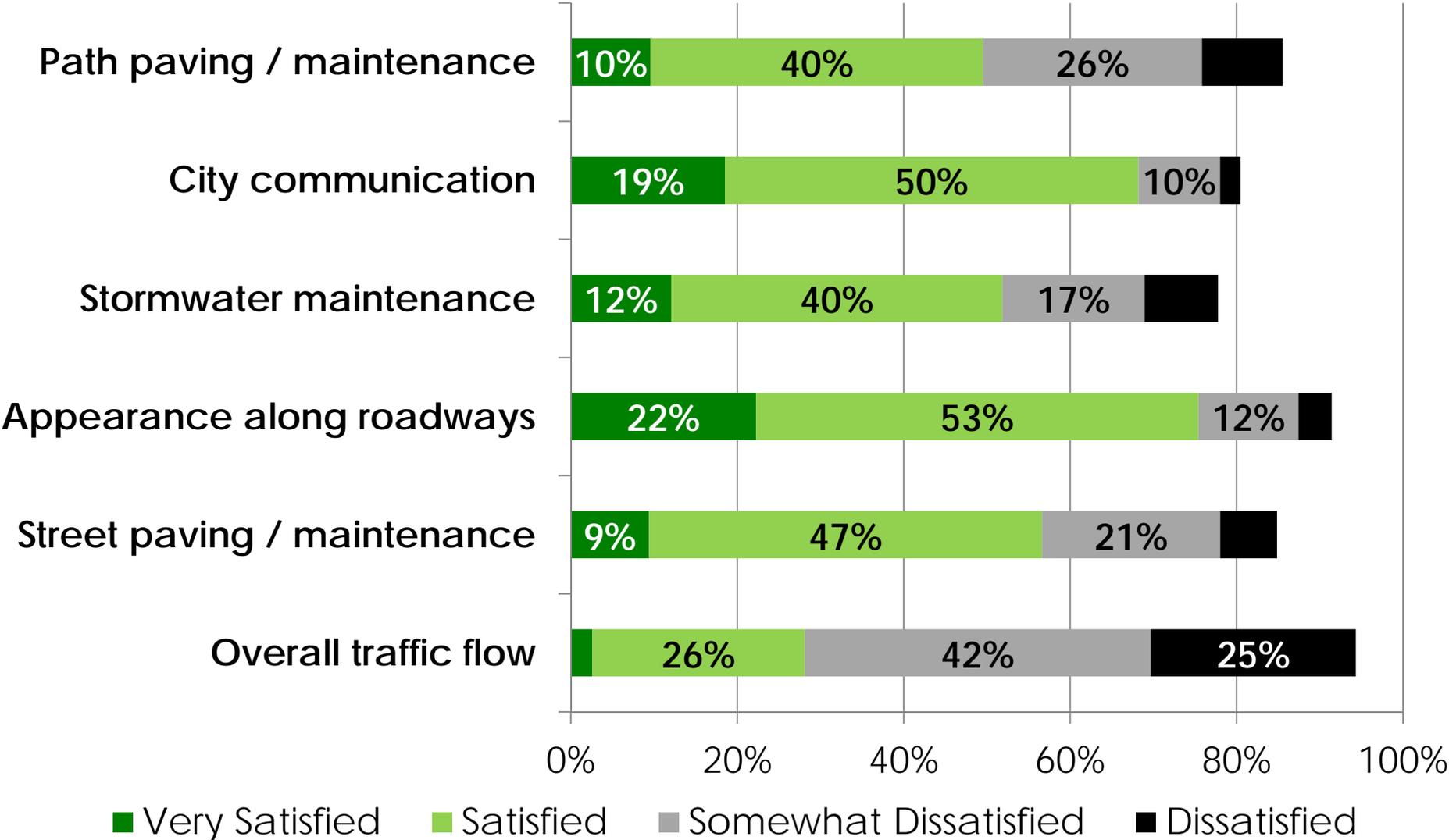
(Strongly Agree and Agree)



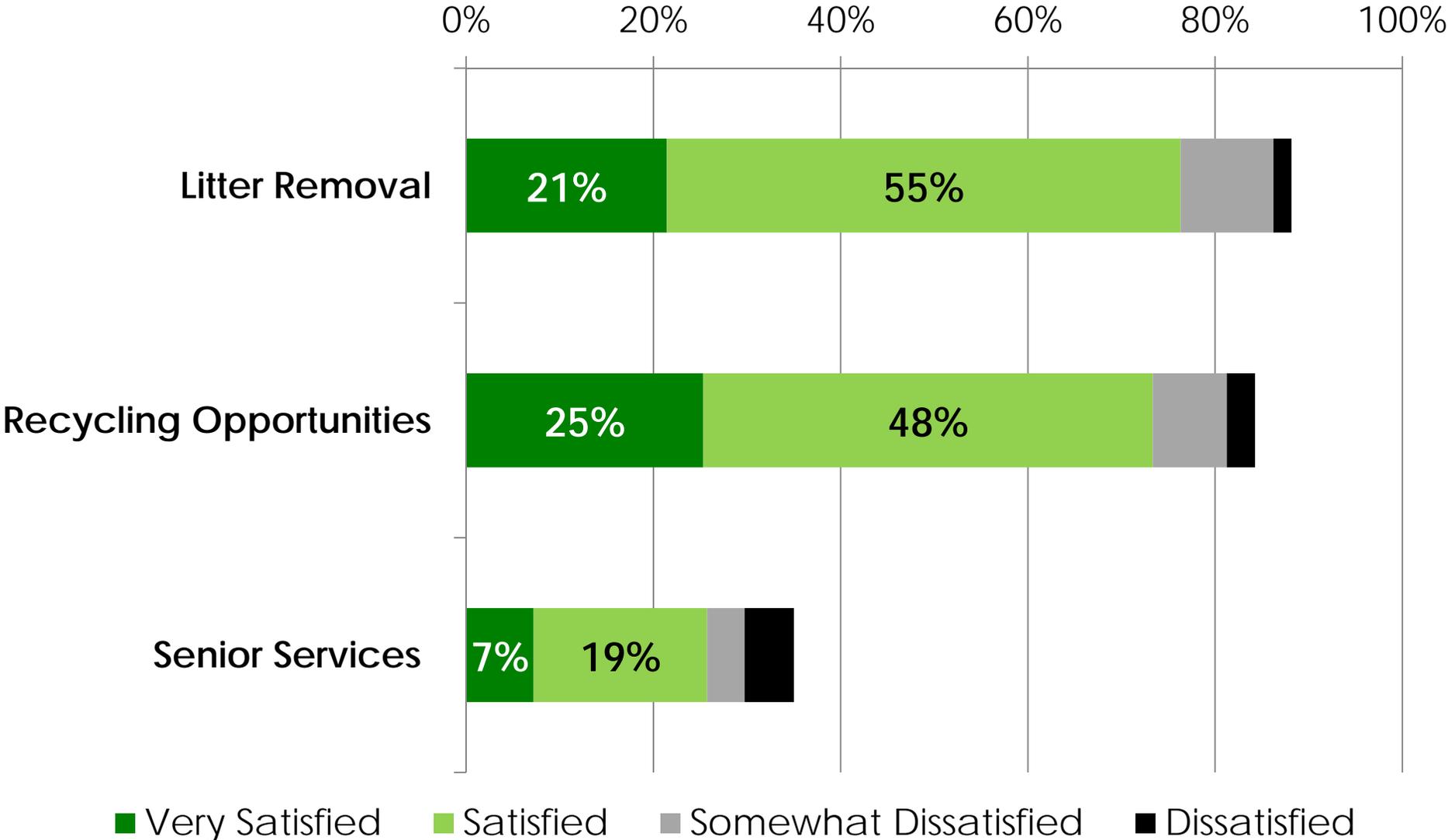
Satisfaction with City services:



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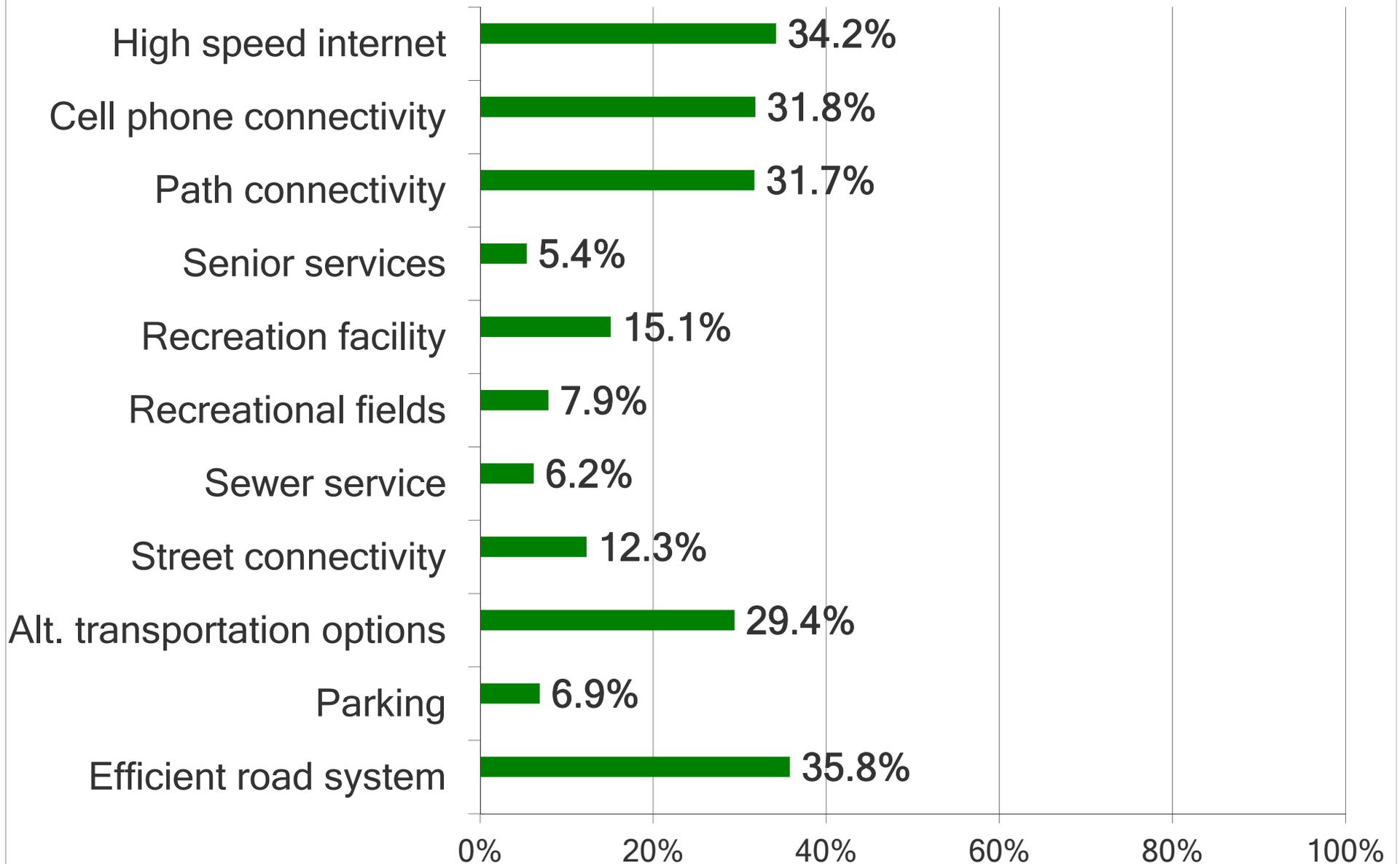


Satisfaction with . . .

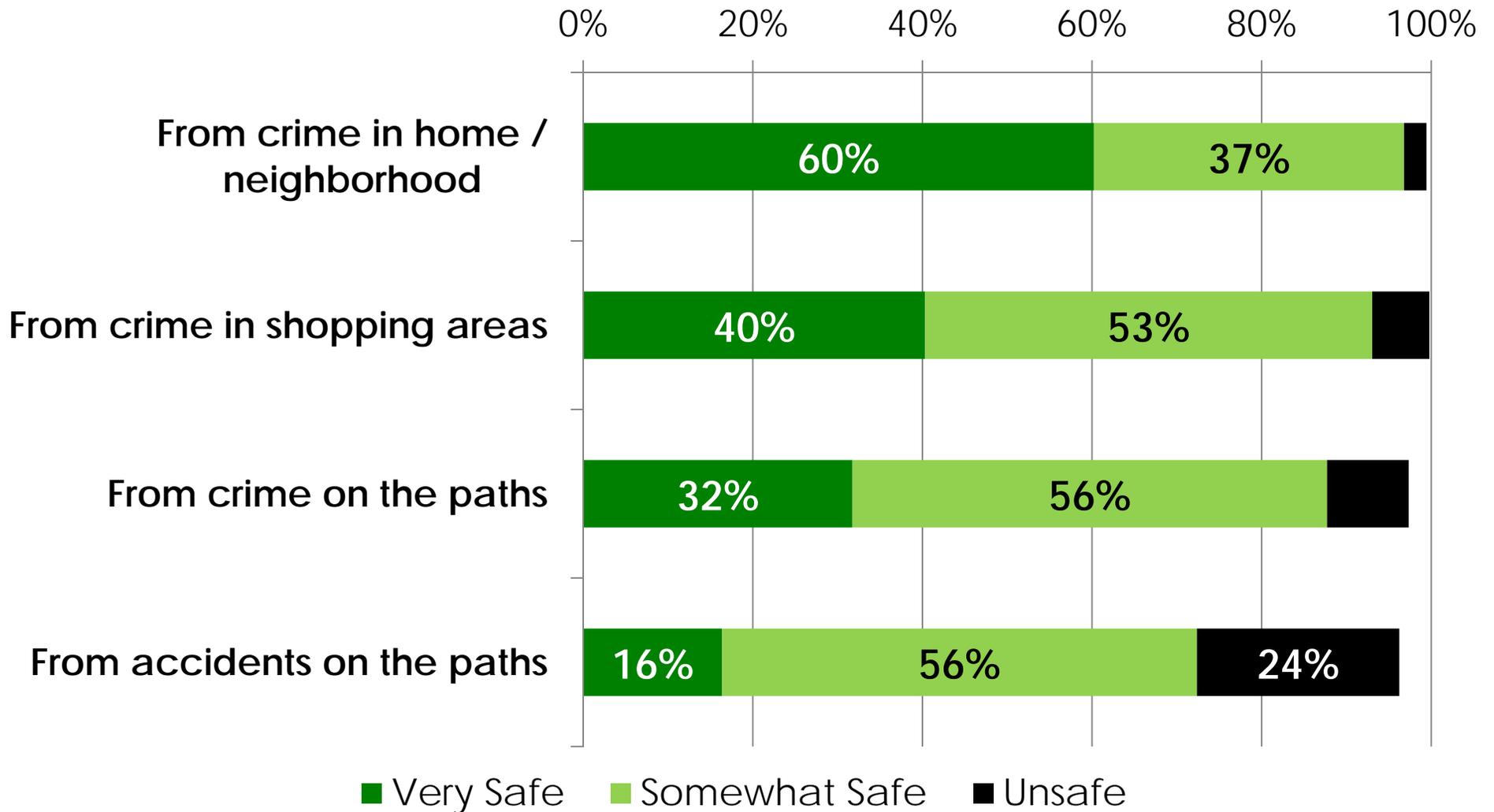
(selected “Right Amount”)

	<u>2016</u>	<u>2011</u>
<u>Number of</u>		
Recreation Facilities	77.6%	83.5%
Special Events	77.5%	90.0%
<ul style="list-style-type: none"> • <i>“Too Few” went from 6.9% to 21.5%</i> 		
<u>Hours of Operation</u>		
Kedron	84.1%	86.5%
Library	86.4%	85.5%

What infrastructure is lacking? *(choose 3)*



Feeling of Safety



Public Safety

Feel Safe from Crime

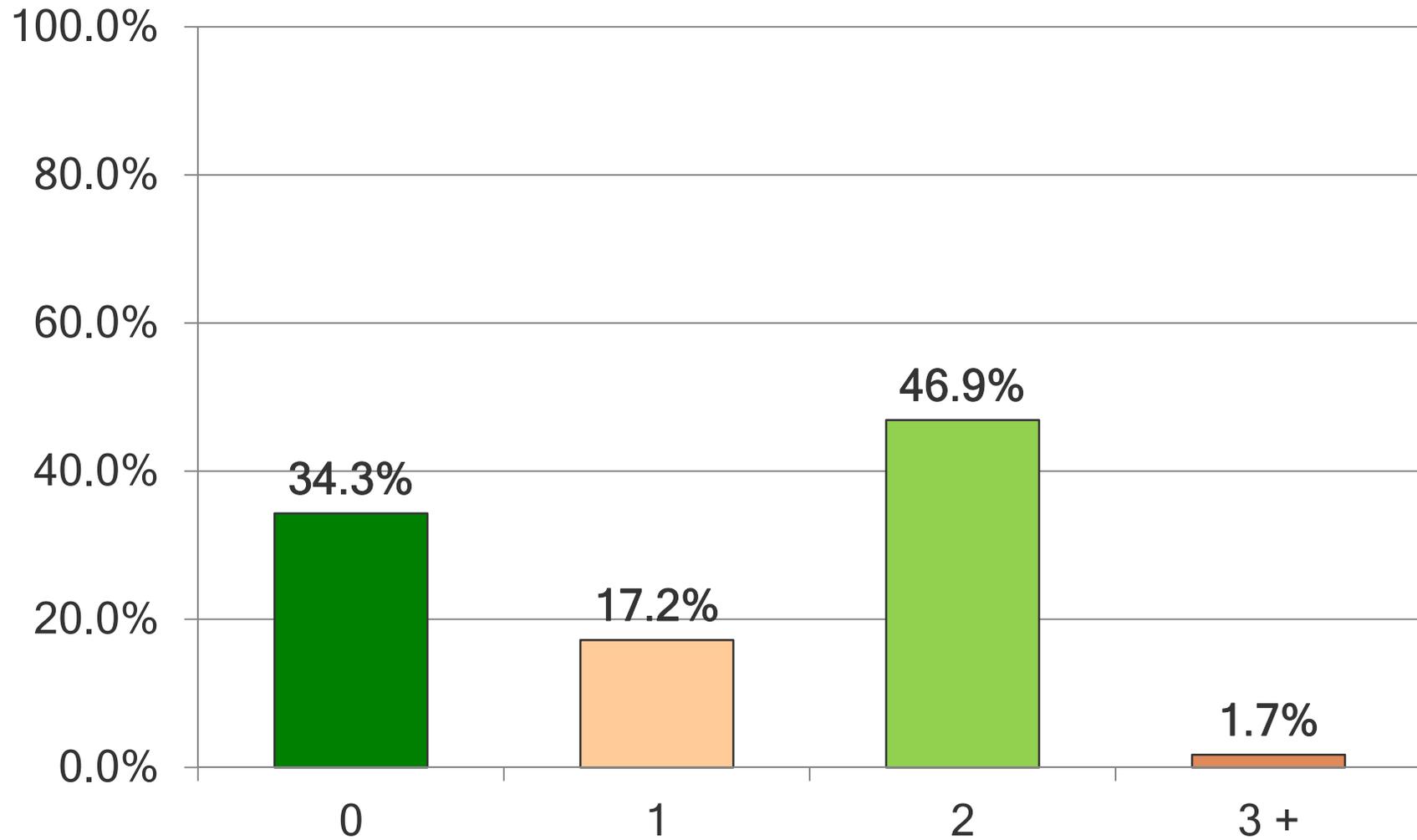
Very /
Somewhat Safe 2011

- In their home 96.8% 96.2%
- In shopping areas 93.0% 94.0%
- On the paths 87.7% 81.9%

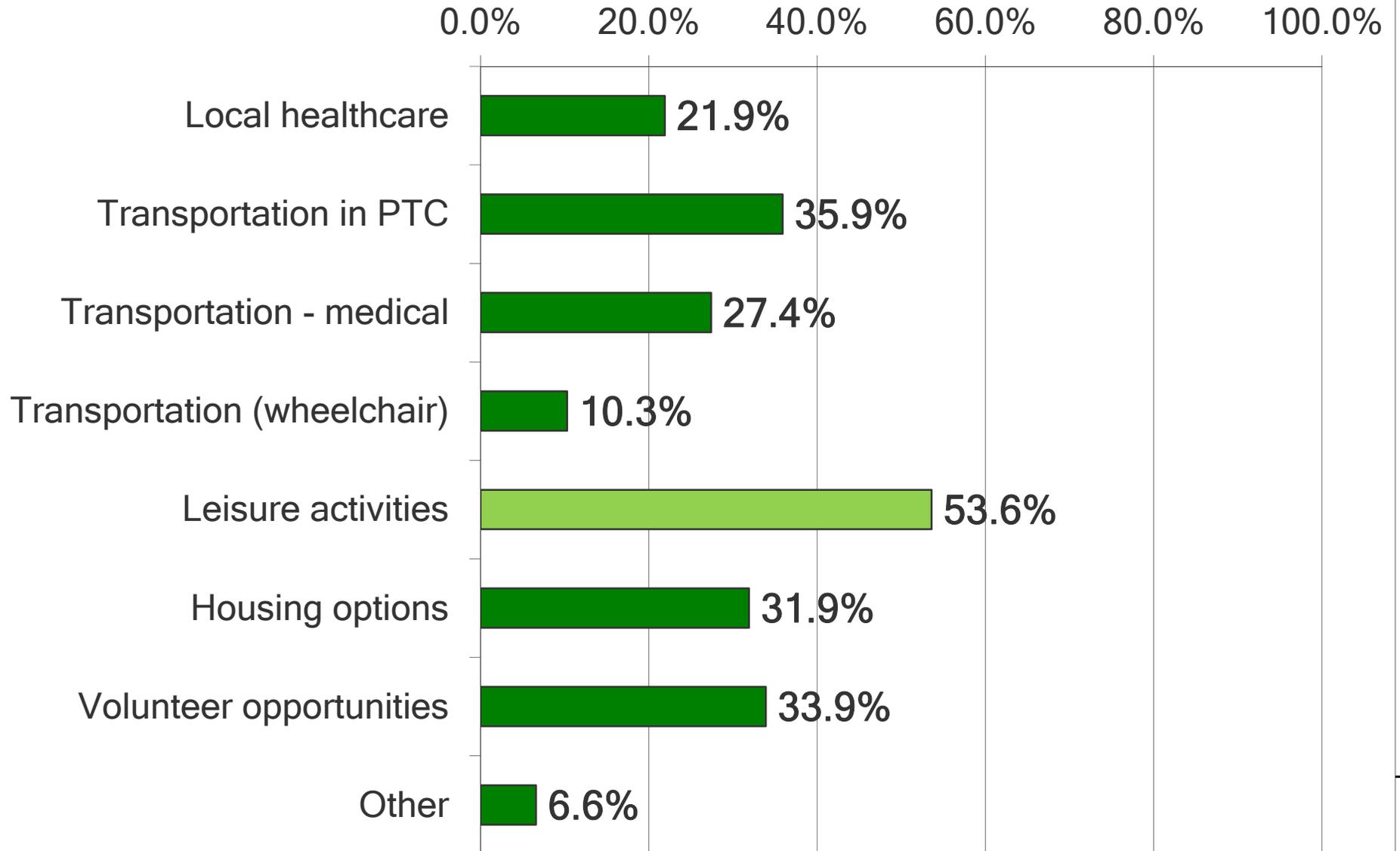
From accidents on paths 72.4% 66.4%

Senior Services

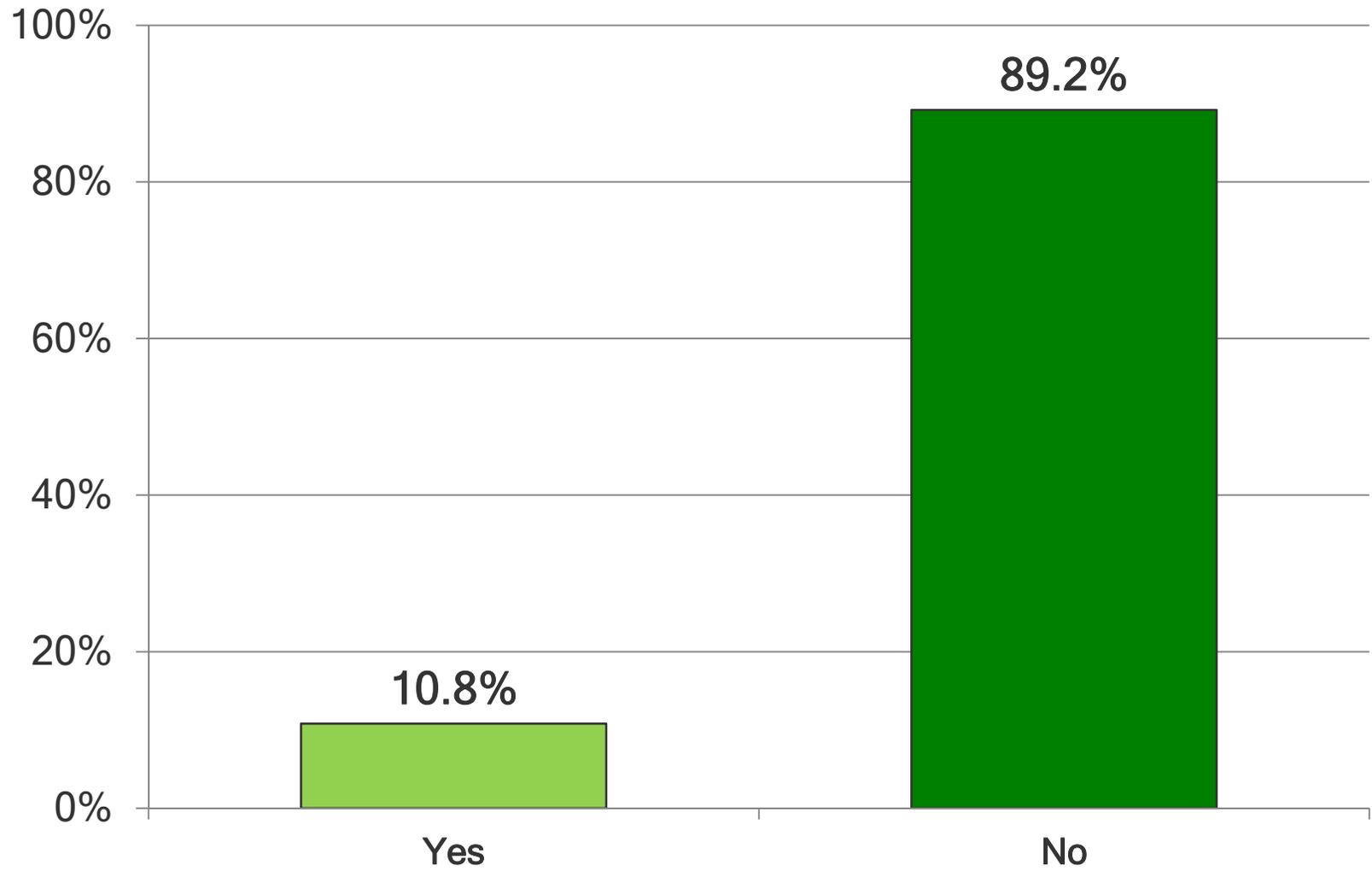
People in household age 50+



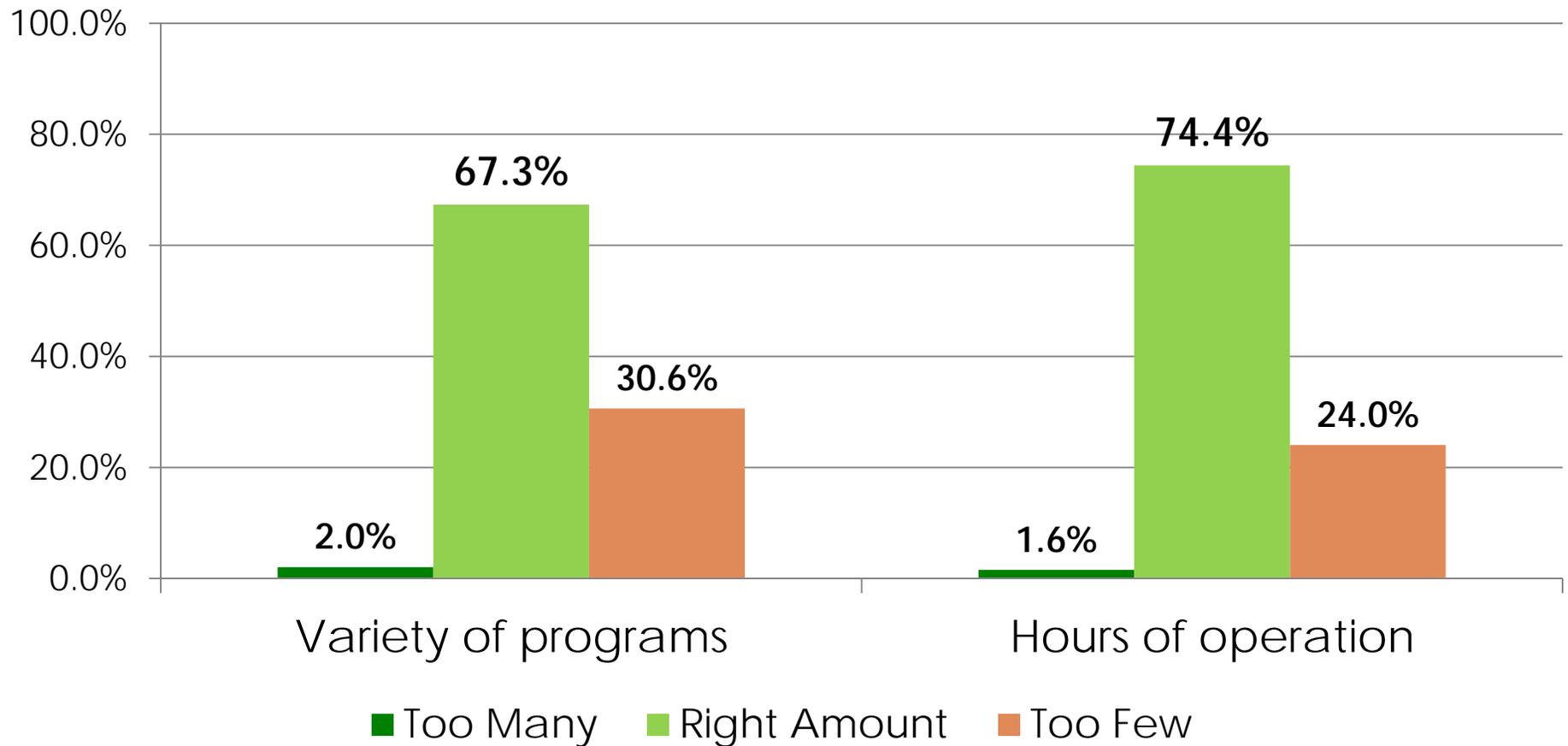
Services, amenities, features needed for older residents



50+ using FSS



Satisfaction with The Gathering Place / McIntosh Place

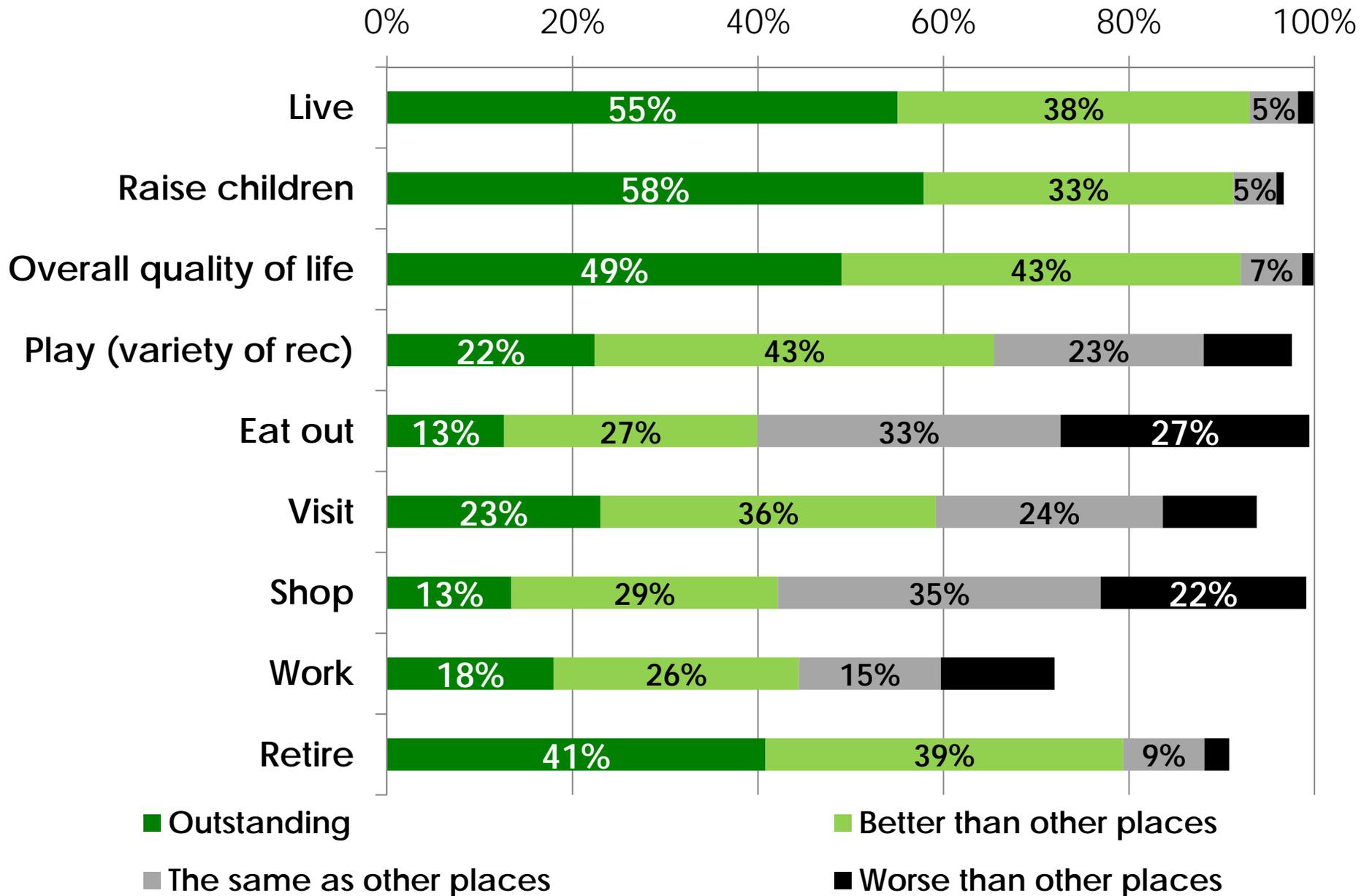


75.7% of 50+ respondents
"Don't Know / N/A"

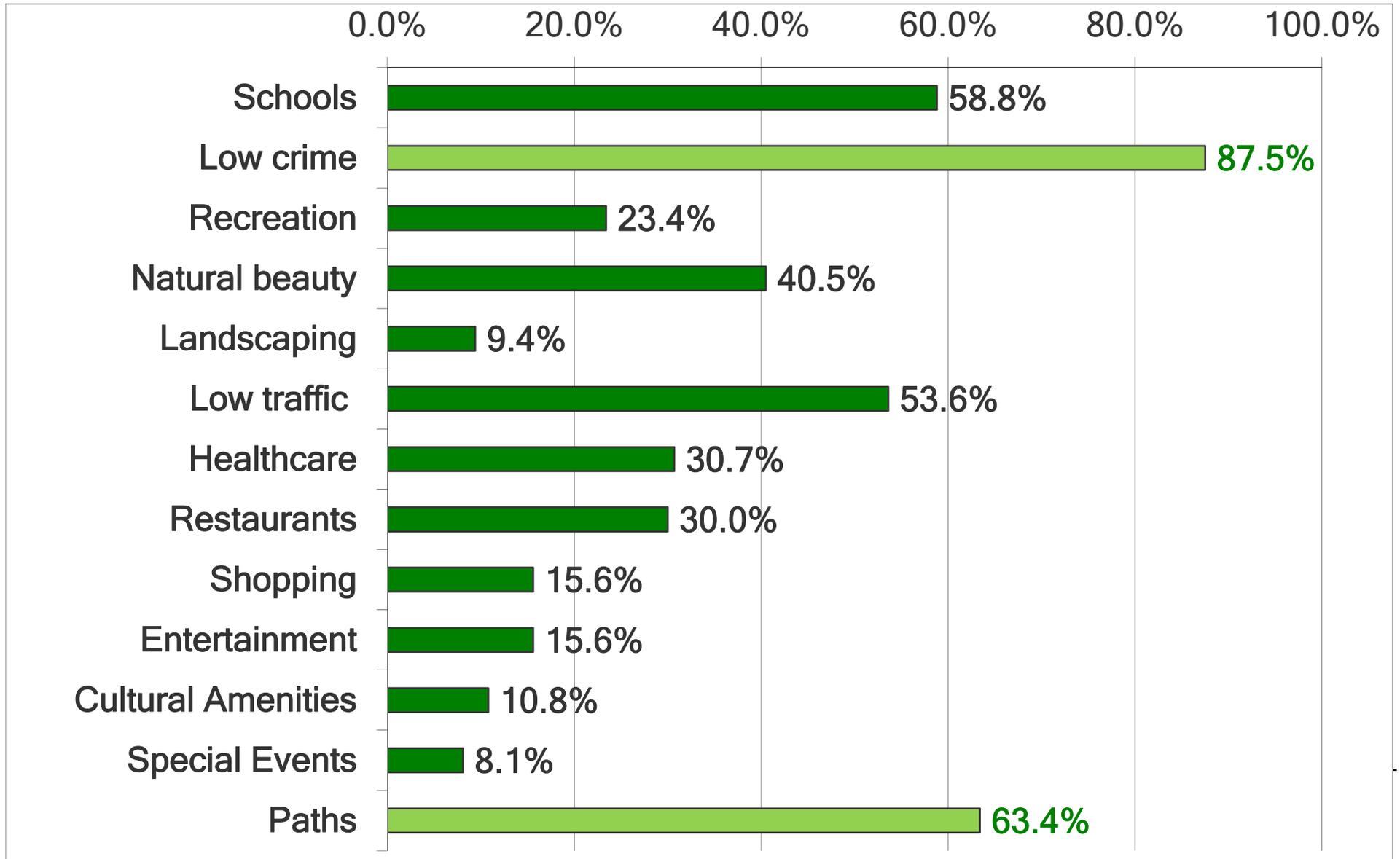
78.5% of 50+ respondents
"Don't Know / N/A"

Community Perceptions & Priorities

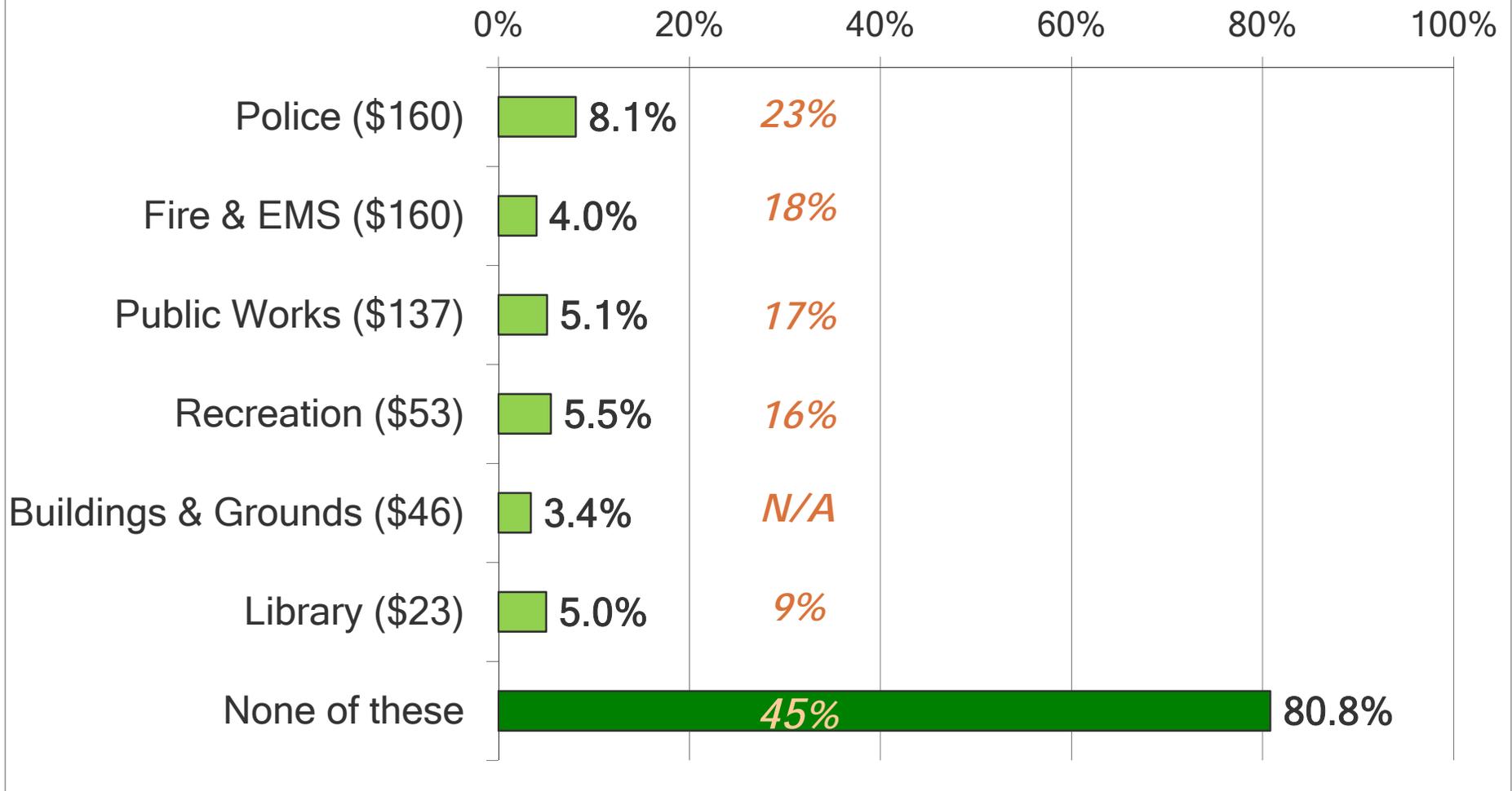
Rate Peachtree City in 2016 as a place to . . .



Top Components for “Quality of Life” (choose 4)

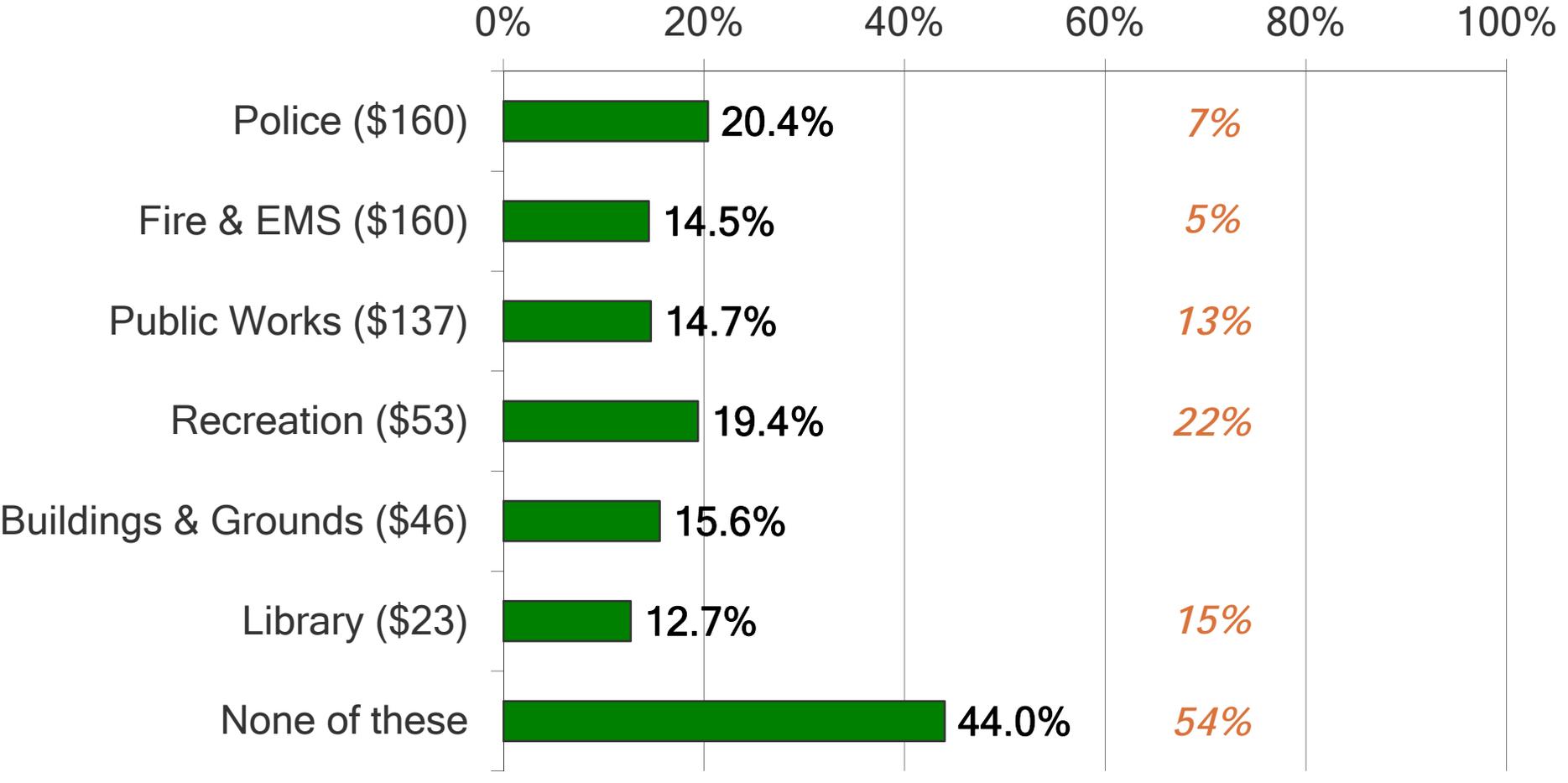


Current spending too HIGH



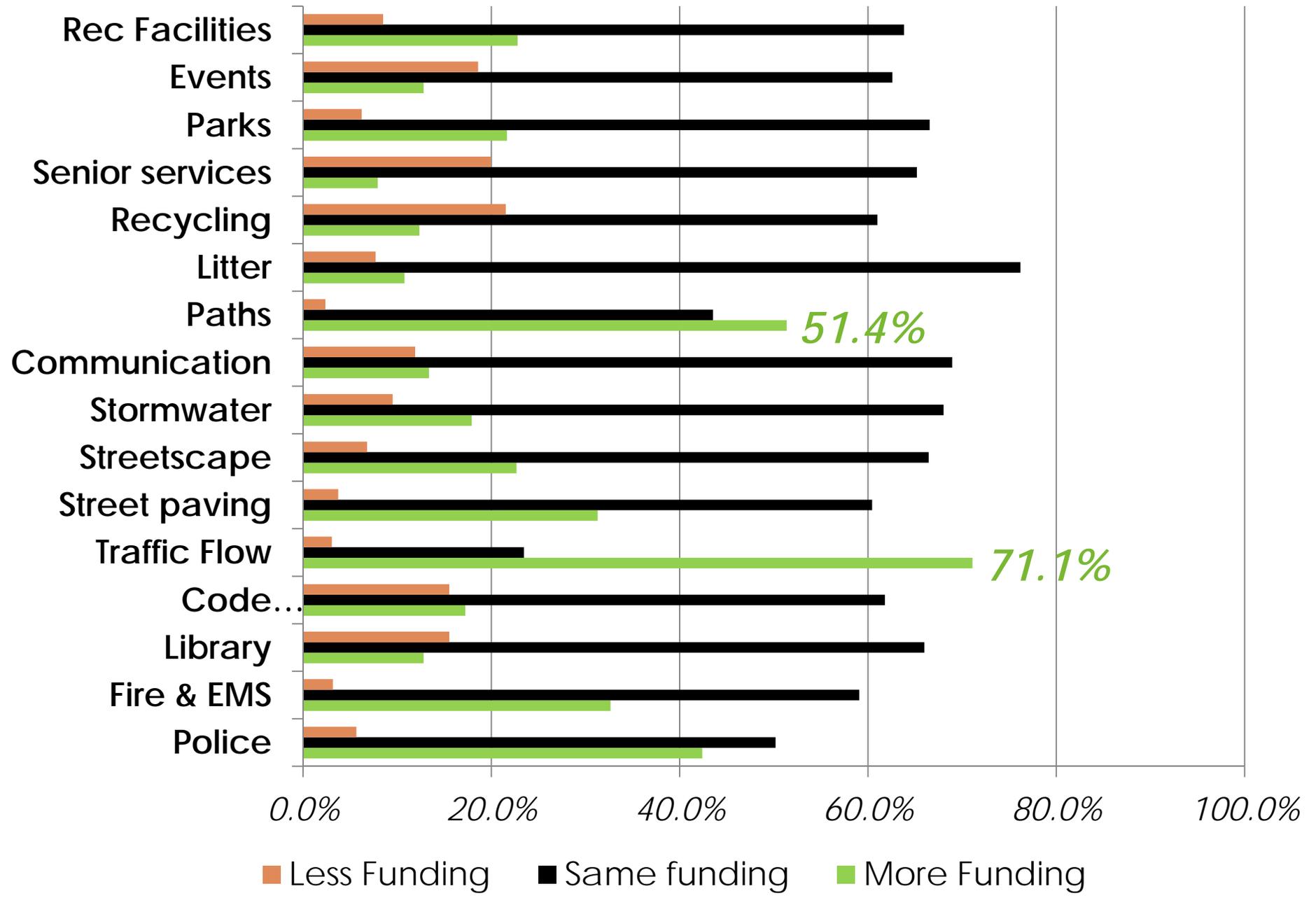
2013 Needs Assessment Survey Comparison

Current spending too LOW

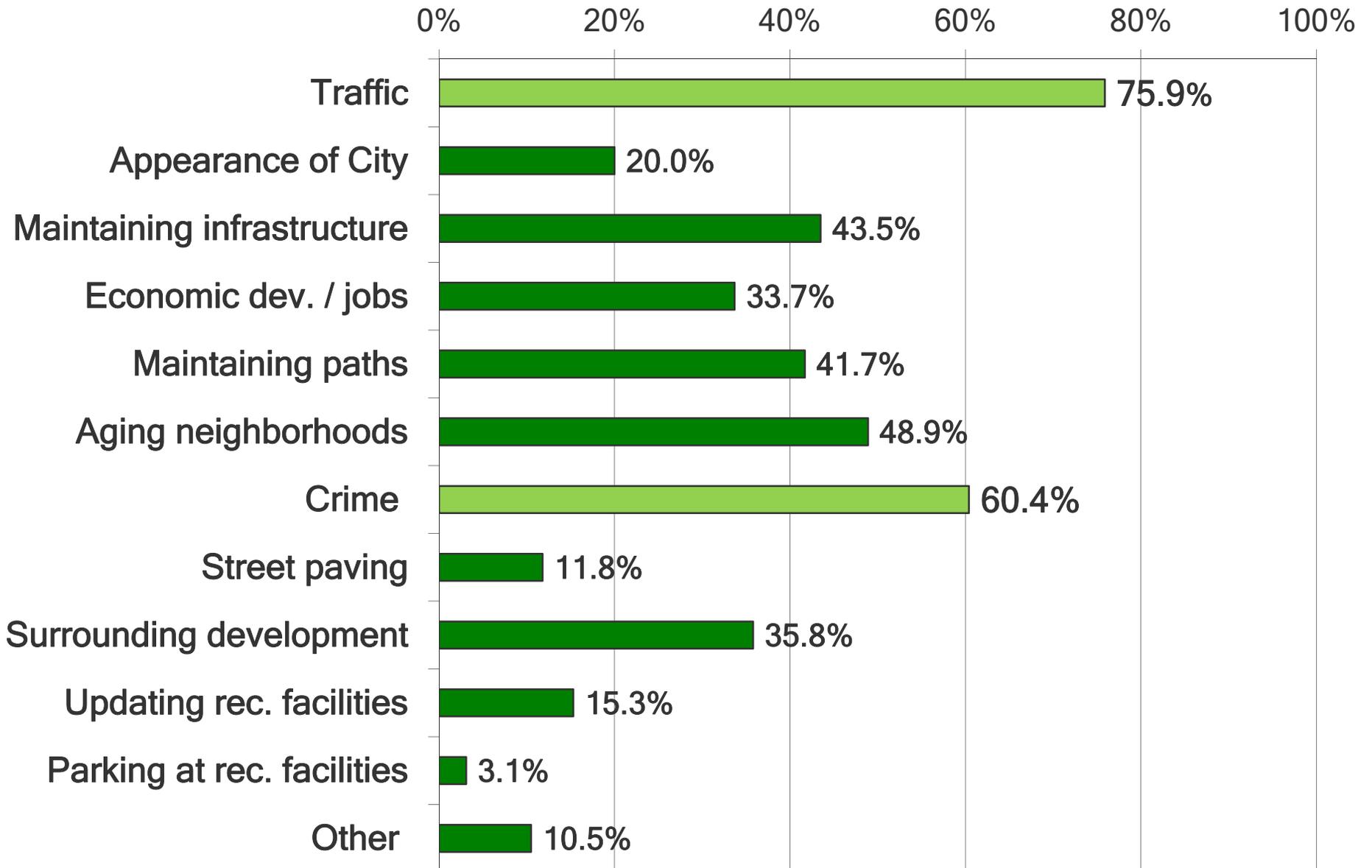


2013 Needs Assessment Survey Comparison

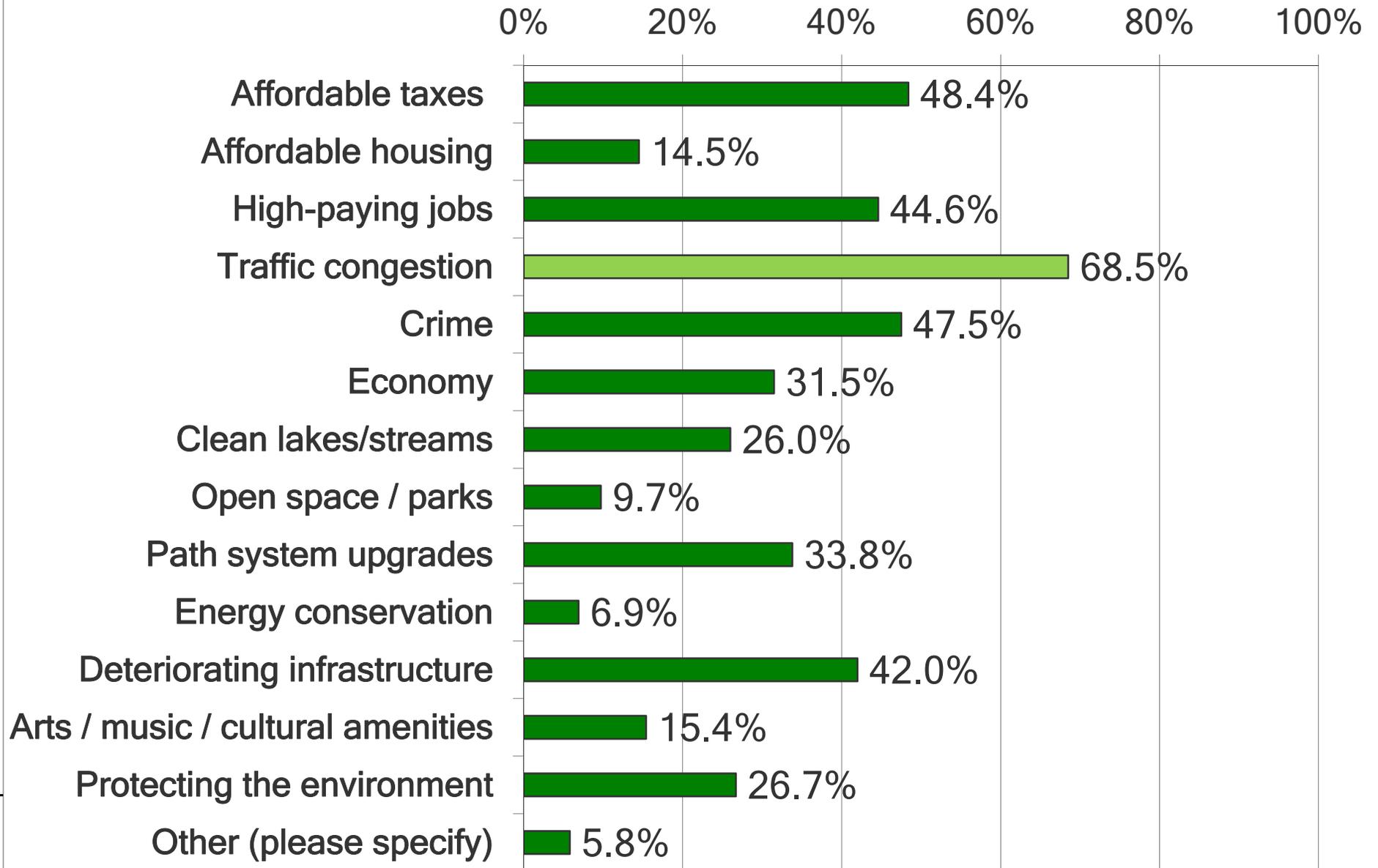
2-Year Spending focus



Biggest challenges next 10 years (choose 4)



Planning focus - next 20 years (choose 4)



Questions?