

City of Crestview Hills

Summary of Resident Survey – 2019

The City Council in Crestview Hills commissioned a Citizen satisfaction survey in the fall of 2018 to gauge residents opinions on City services and how they perceive the future challenges to the community.

Approximately 276 surveys were received out of 1100 mailed to residential households for a return rate of 25.1%. This is about an average response rate of citizen surveys. (Note that return postage was pre-paid; the resident only had to tape the survey and drop it in the mail).

Summary of Data

The residents overall were very satisfied with the level and quality of City Services, as well as the quality of life in Crestview Hills.

The average rating for quality of life issues was 3.43 out of a total possible average score of 4.0. This reflects a high level of satisfaction and was nearly identical to the composite score in the 2012 survey. Residents were most satisfied with the community as a “Safe and Secure Place to live and “A great place to raise children.” Residents also favorably rated the community as a peaceful place, that is friendly and accepting and has community pride. The only item that received an overall lower rating was “Adequate cultural and recreational opportunities” which received an average score of 3.1/4.0.

City Services (both supplied and contracted) also received very favorable ratings. The overall rating was 3.4 out of 4.0 total score. The highest rated services were Police Protection (3.8). Following closely behind in terms of satisfaction were Fire Protection and EMS Services (3.7), Customer Service of City staff (3.6), and Economic Development (3.4).

Among the lower rated items in the survey, residents rated Code Enforcement at 3.3 of 4.0, and Planning and Permitting at 3.2. The lowest rated service, as in 2012, was street lighting (3.0/4.0). Residents continue to express interest in improved lighting for the community. In response to this continued concern, the City Council has set as a priority over the next two years developing the cost and implementation of improved lighting in City subdivisions, as well as along Dixie Highway.

We asked residents to comment on three items, what they like about the City and should build upon, what the City is lacking, and three challenges facing the City in the future. The most commonly mentioned items that residents like about the community were Safety & Security, the Town Center, and Low Taxes. Residents also noted they appreciated the beautification efforts in the community.

Residents noted many items that they thought were lacking in the community, but the most mentioned items were parks/greenspace. More activities for kids/seniors/teens were the second most mentioned item, followed by traffic improvements, and walking/bike trails. This is very consistent with the results of the 2012 citizen survey.

We also asked residents what they thought were the three most significant challenges facing the community in the future. The two most frequent responses were Traffic and maintaining the vibrancy of the Town Center. Interestingly, the City Council has been working diligently on both issues over the past few years, securing initial State funding for the Turkeyfoot Road congestion project, and

creating a new zoning/design code for the Town Center that would allow for mixed uses as part of a future redevelopment of the Center. Growth and development and aging infrastructure were also frequently mentioned by respondents.



Finally, we added several open response type questions centering on the City's summer concerts, regulations for short term rentals in

our neighborhoods, and how residents felt about the City Council's commitment to rebuilding our aging streets and sidewalks.

The majority of respondents indicated they had attended a concert at the Town Center. We received a number of suggestions for the concerts, the most frequent were having food and drink trucks at the event, finding a better location, and improved variety in the music offerings.

An overwhelming majority of residents supported the creation of regulations for short term rentals in our neighborhoods (83% of those responding to the survey). The City Council will be evaluating a set of new regulations in 2019 for possible adoption.

Finally, when residents were asked about their support for the City's commitment to rebuilding older streets and sidewalks, nearly 90% of respondents expressed support for this ongoing program. The support was strong, even with the fact that the City Council adopted a utility franchise tax a couple of years ago to help support the infrastructure investments.

The overall response rate was consistent with the 2012 survey. While the City would prefer to have a higher response rate, the input provided does give the City Council a good insight into the thoughts of the residents on both overall satisfaction with the community, and possible things to consider in the future.

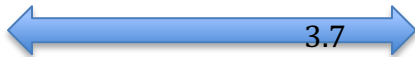
City of Crestview Hills Citizen Survey 2019 – Official Results

Quality of Life in Crestview Hills

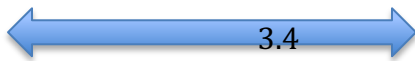
A Peaceful and Quiet Place to Live



A great place to raise children



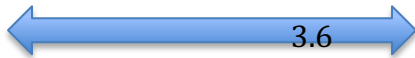
A place that respects the past but always plans for the future



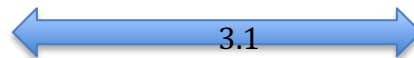
A strong sense of community pride



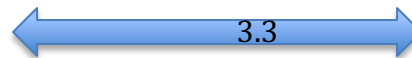
Safe to walk streets and secure neighborhoods



Adequate cultural and recreational opportunities



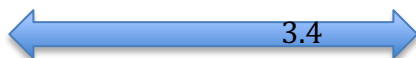
A low cost of living



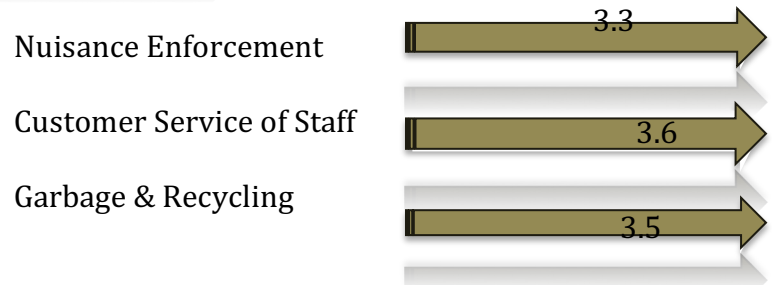
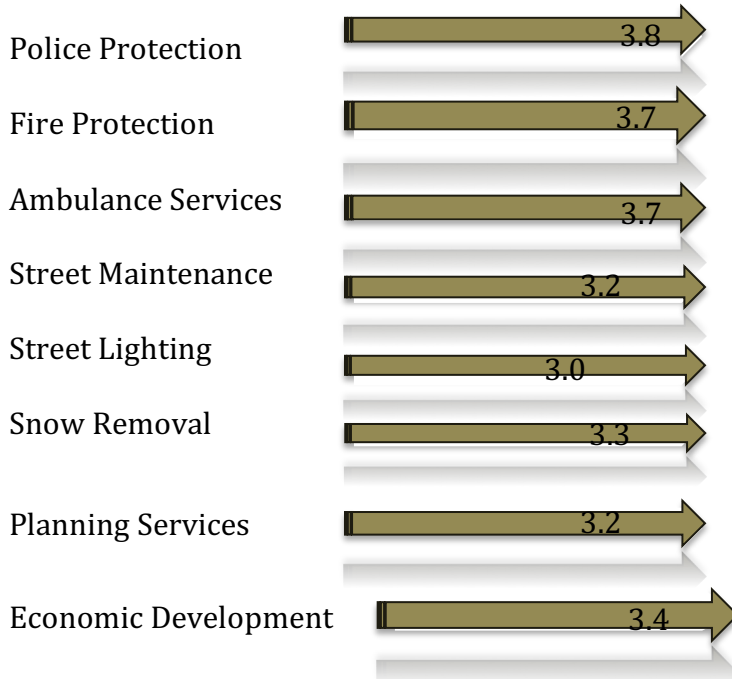
A place with friendly, accepting residents and strong values



A good educational system



Quality of City Services in Crestview Hills



Things the Community needs to Retain & Build Upon

Safety & Security (34)



Town Center (32)

Low Taxes (26)



**Aesthetically
Beautiful
Community
(21)**



**Green
Spaces/Sidewalks
(21)**



Street Maintenance (16)



Things the Community Lacks and You Would Like to See

Park/Greenspace
(56)



More Recreational Activities for
Seniors/Children/Teens (23)



Traffic
Improvements
(17)



More Sidewalks/Walking Trails (10)

More/Better Street
Lighting (10)



Leaf Pickup
(8)



Three Major Challenges Facing the Community in the Next Ten Years



Traffic (49)



Town Center Viability (28)

Growth & Development (14)



Aging Infrastructure (11)

Higher Taxes (16)



Safety (9)



Open Response Questions

Question – “The City began outdoor concerts at the Town Center several years ago. Have you attended a concert and do you have any suggestions for improvements?”

YES 54% NO 46%

Concert suggestions included adding food/drink vendors, moving to a better location, improving the variety of music, and improved parking. Some respondents wanted more concerts, and others wanted less concerts each summer.

Question – “The City’s Economic Development Committee recently discussed proposing regulations on short term rental properties, particularly for non-owner occupied residential properties. Do you think such an approach would protect property values and quality of life in the City?”

YES 83% NO 12%

Question – “The City Council instituted a franchise fee in 2016 to support the City’s investment in streets and roads. Over two million dollars has been invested since 2011 in reconstruction of old City street. Do you believe this is a good investment for the community given the added taxes to fund the program?”

YES 90% NO 10%

Miscellaneous Responses

Residents offered a number of miscellaneous responses with the survey. While there was no central theme to the responses, several mentioned vulgar signs posted in one subdivision, excessive noise at times due to the interstate, lack of public parks for residents, and a few complaints about snow removal.