



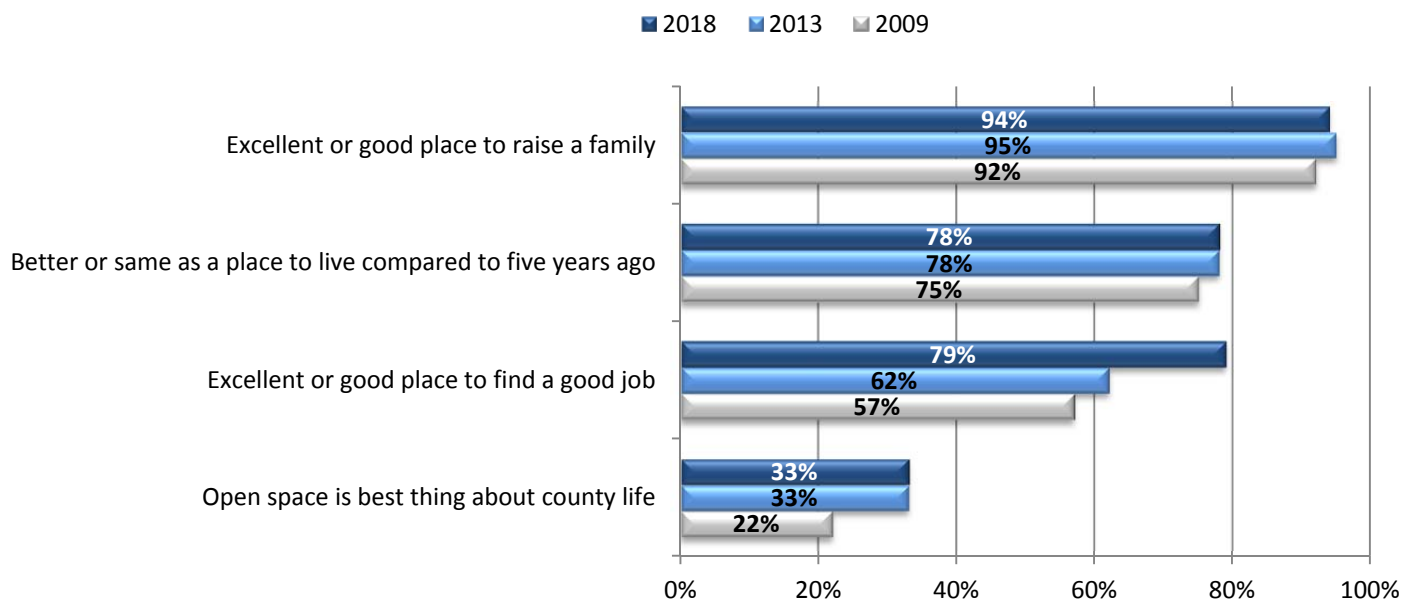
CHESTER COUNTY CITIZEN SURVEY COMPARISON 2018/2013/2009

METHODOLOGY

	2018	2013	2009
Timeframe	September 11-26, 2018	May 27–June 12, 2013	December 5-21, 2008
Sample Size	1,256 submitted responses (paper or online) from randomly selected adults in Chester County. Sample was drawn from 12,000 randomly selected households, or 7.5% of all residences in the County.	1,125 submitted responses (paper or online) from randomly selected adults in Chester County. Sample was drawn from 12,000 randomly selected households, or 7.7% of all residences in the County.	1,336 completed telephone interviews of randomly selected adults in Chester County. Sample was drawn from telephone numbers selected using random digit dialing.
Sample Error	Plus or minus 2.8%	Plus or minus 2.9%	Plus or minus 2.7%
Survey Method	Mailed survey conducted by West Chester University’s Center for Social & Economic Policy Research	Mailed survey conducted by West Chester University’s Center for Social & Economic Policy Research	Telephone survey conducted by Franklin & Marshall College’s Center for Opinion Research

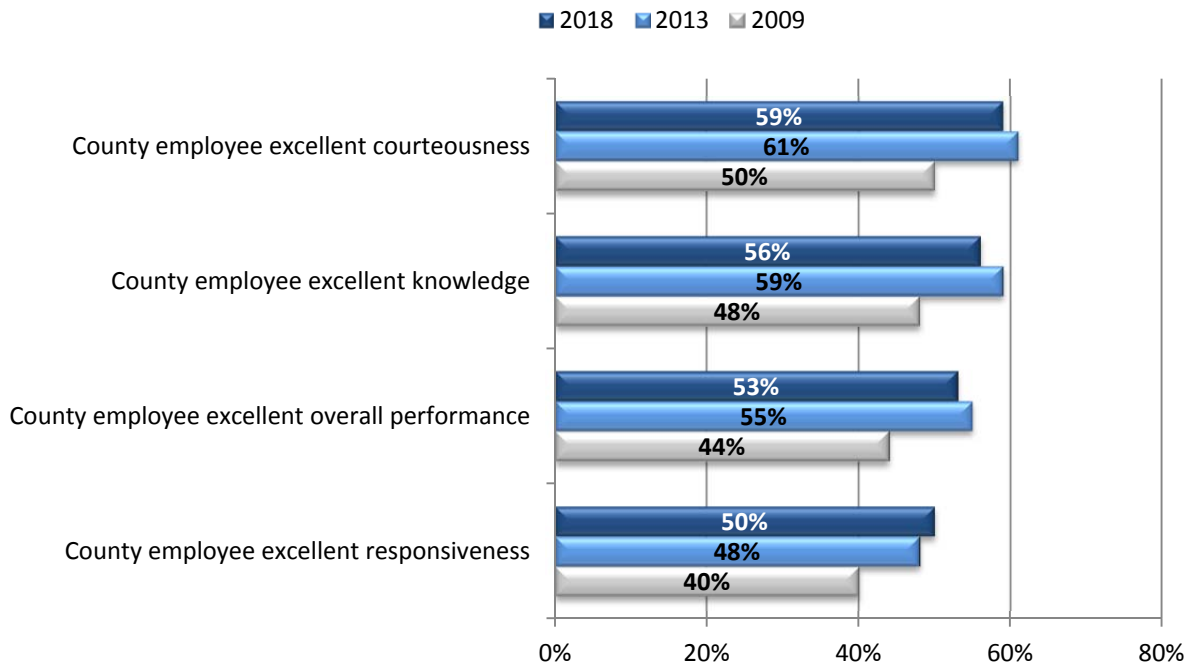
QUALITY OF LIFE

Chester County residents continue to report high levels of satisfaction with their quality of life. The 2018 survey found that 94% of residents surveyed indicated the County is “excellent or good” as a place to raise a family. There was a significant increase in those who found the County an “excellent or good” place to find a good job, increasing from 62% in 2013 to 79% in 2018. Overall, 78% of respondents again indicated that Chester County was “better or same” as a place to live when compared to five years ago, however the percentage of residents describing the County as “better” increased from 25% to 33%. Open space, scenery, and rural areas continue to be described by respondents as the best thing about county life (see page 7). Maintaining the quality of our water and providing quality services while maintaining low taxes were cited as the two most important issues facing Chester County (see page 3).



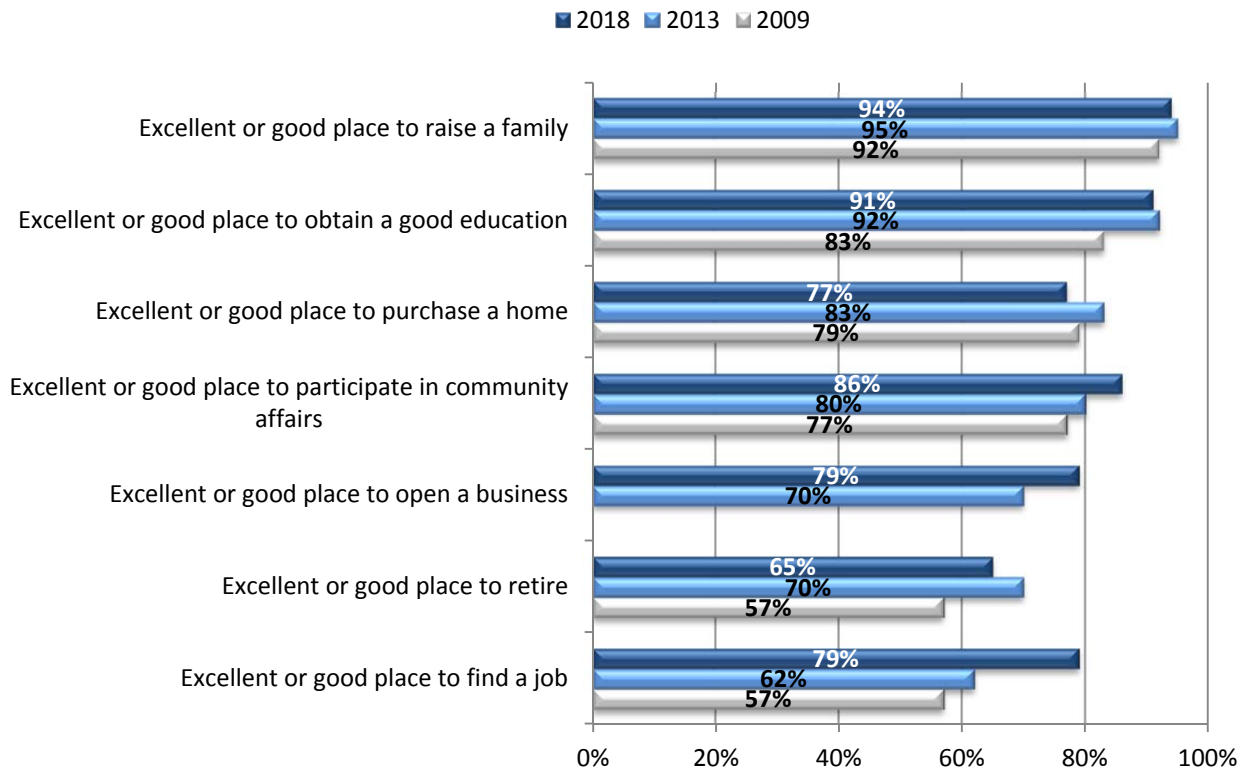
PERFORMANCE

In 2018, 38% of residents surveyed had contact with a County employee in the 12 months preceding the survey which is the same as indicated by respondents in 2013. Those residents that rated employee responsiveness as “excellent” continued to increase; from 40% in 2009, to 48% in 2013, to 50% in 2018. In terms of overall performance, County employees received a slightly lower percentage of “excellent” ratings from residents related to overall performance in 2018 (53%) when compared to 2013 (55%).



ATTRIBUTES

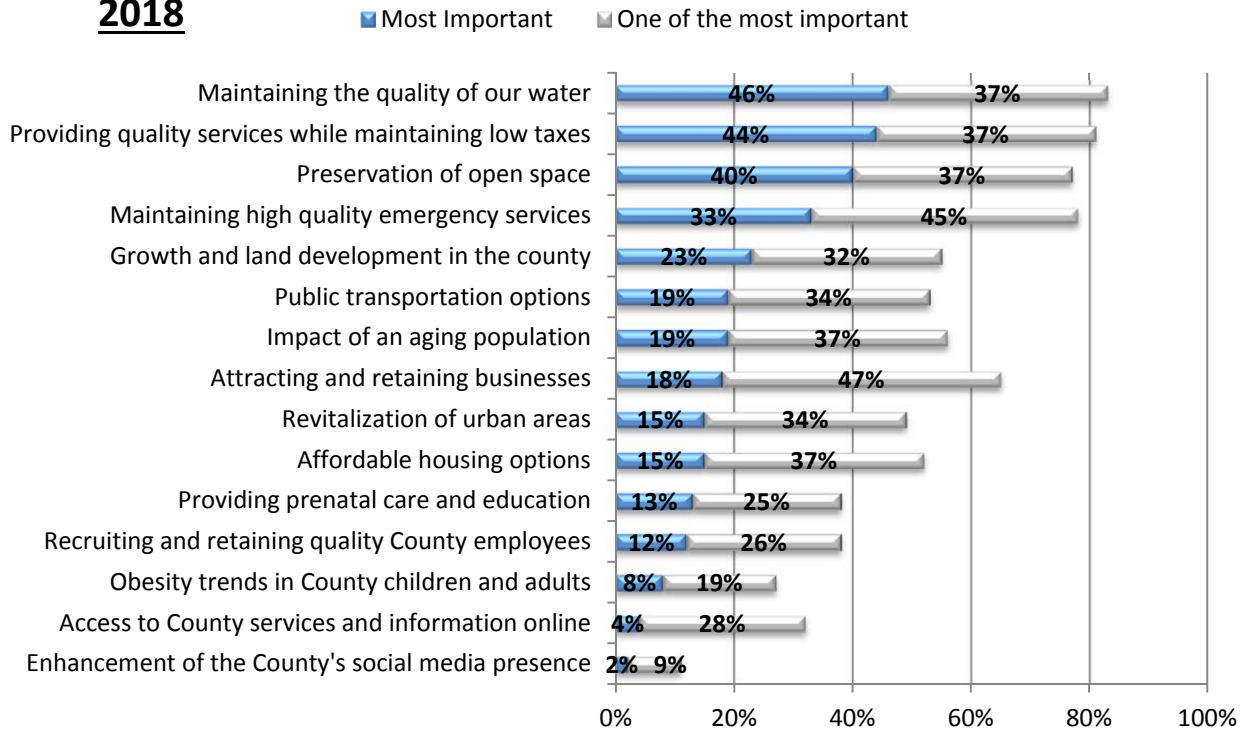
Question: Which best describes the kind of job Chester County is doing in the following areas?



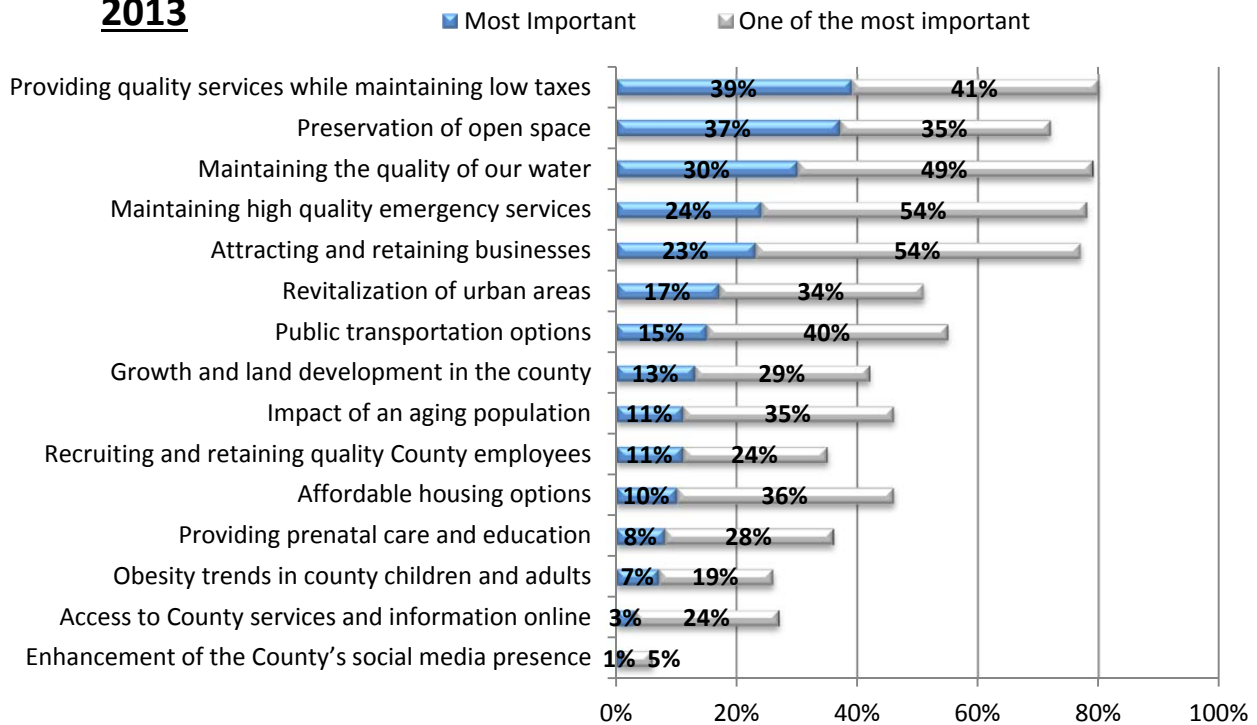
ISSUE PRIORITIES

Question: What is the level of importance of the following issues facing Chester County?

2018



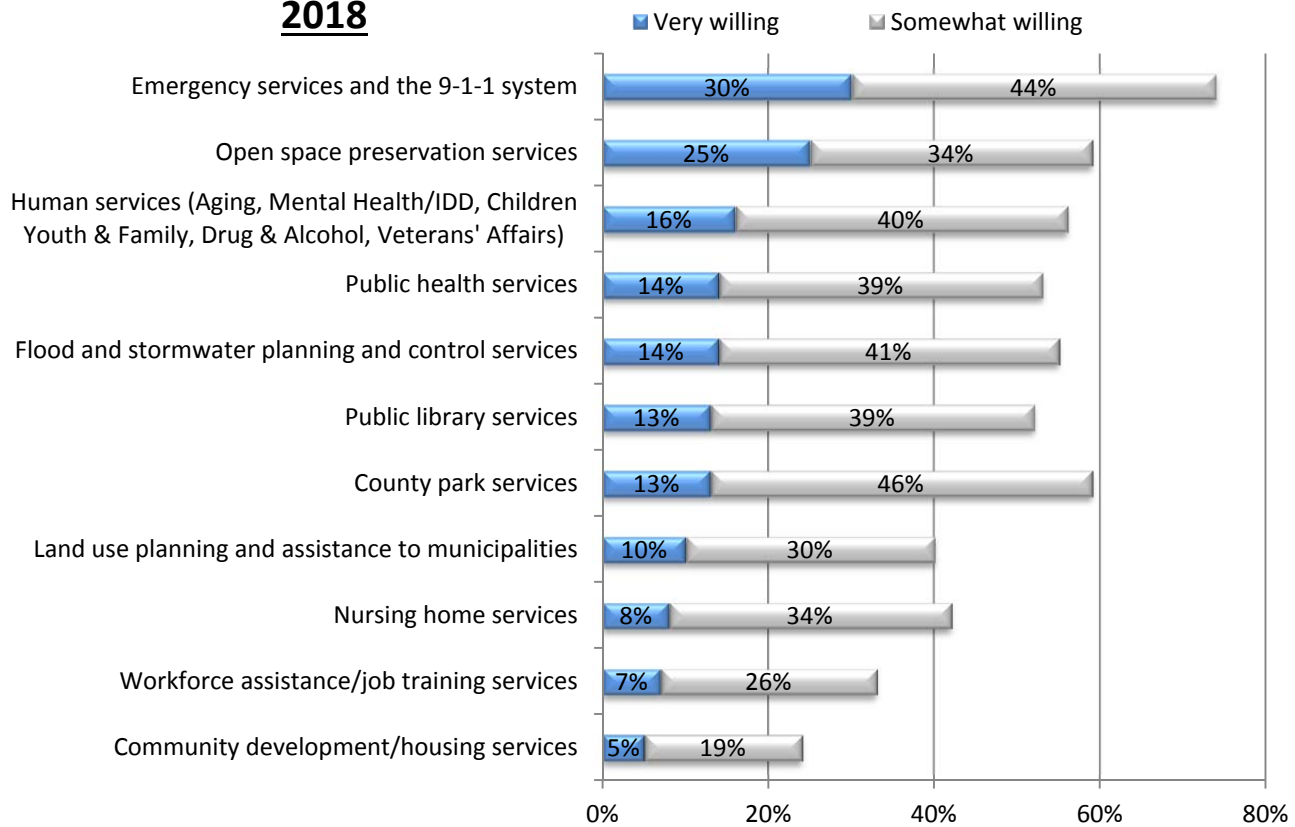
2013



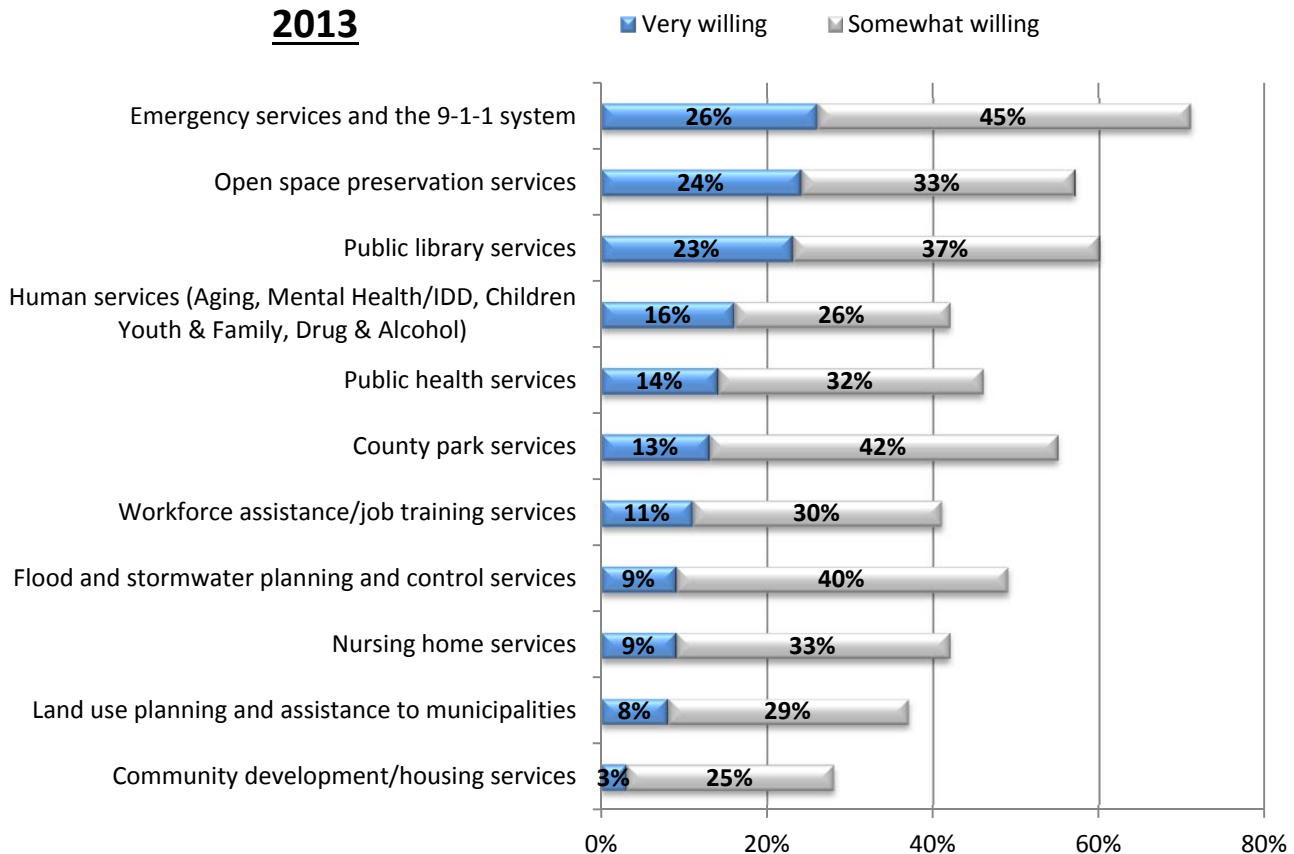
HIGHER TAXES FOR COUNTY SERVICES

Question: Would you be willing to pay more county taxes for each of the following?

2018



2013



IMPORTANCE OF and SATISFACTION WITH COUNTY SERVICES

Question: How important to you is each of the following services? How well has Chester County done at providing these services?

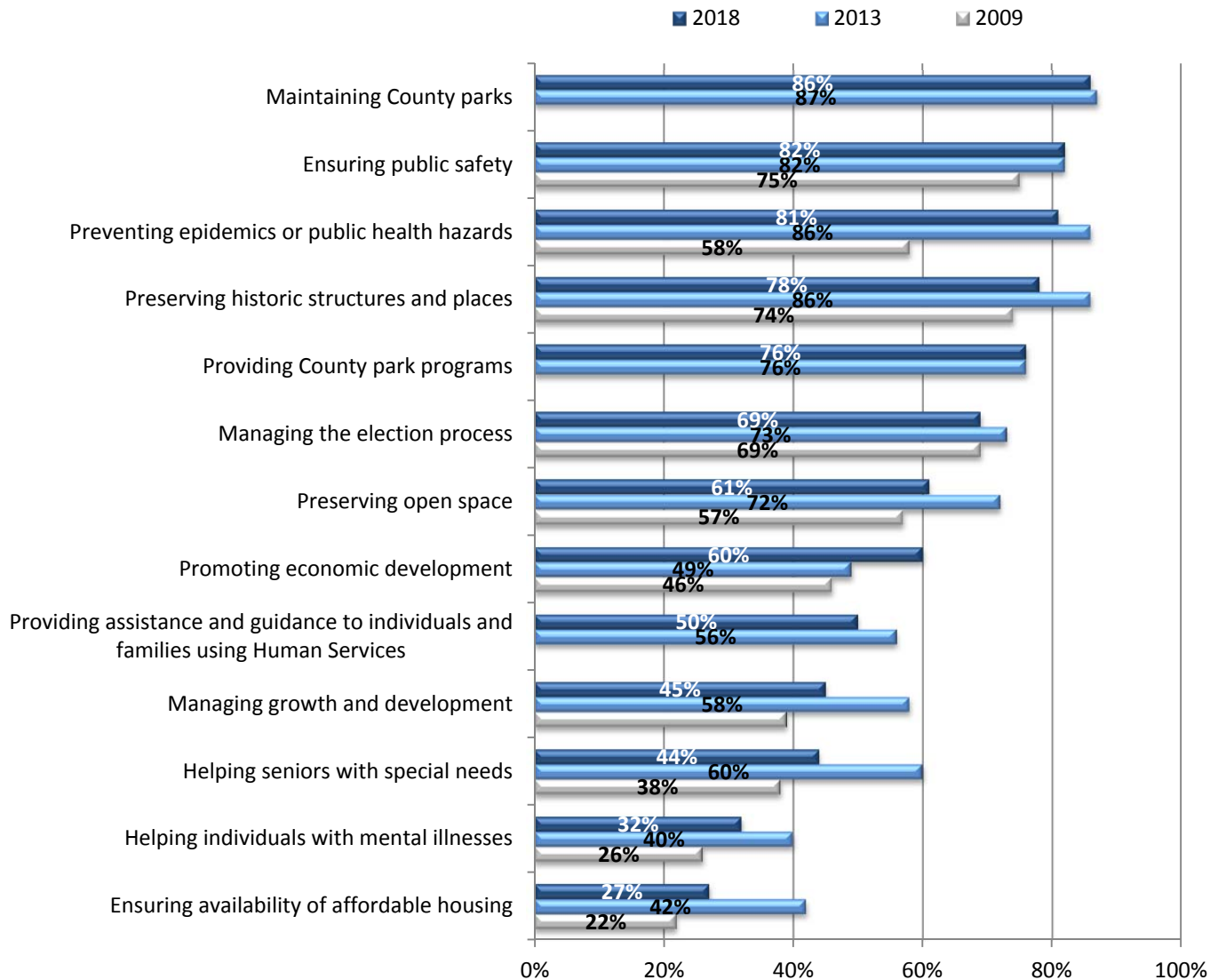
County Service	% Very Important			Mean Satisfaction Rating		
	2018	2013	Change	2018	2013	Change
Emergency services and the 9-1-1 system	85%	81%	+4.0	8.3	8.3	0.0
Open space preservation services	60%	48%	+12.0	6.6	6.9	-0.3
Flood and stormwater planning and control services	56%	48%	+8.0	6.4	7.0	-0.6
County park services	49%	41%	+8.0	7.9	7.7	-0.2
Land use planning and assistance to municipalities	45%	35%	+10.0	6.0	6.4	-0.4
Human services (Aging, Mental Health/IDD, Children Youth & Family, Drug & Alcohol, Veterans' Affairs [VA added in 2018])	44%	31%	+13.0	6.3	6.4	-0.1
Public health services	44%	31%	+13.0	6.7	6.7	0.0
Public library services	38%	53%	-15.0	8.0	8.0	0.0
Community development/housing services	25%	15%	+10.0	5.7	5.8	-0.1
Nursing home services	24%	22%	+2.0	5.9	6.2	-0.3
Workforce assistance/job training services	22%	25%	-3.0	5.9	5.9	0.0

County Service	% Very Important			Mean Satisfaction Rating		
	2013	2009	Change	2013	2009	Change
Emergency services and the 9-1-1 system	81%	87%	-6.0	8.3	7.8	+0.5
Public library services	53%	Not asked	n/a	8.0	Not asked	n/a
Flood and stormwater planning and control services	48%	42%	+6.0	7.0	5.9	+1.1
Open space preservation services	48%	59%	-11.0	6.9	6.4	+0.5
County park services	41%	43%	-2.0	7.7	7.6	+0.1
Land use planning and assistance to municipalities	35%	51%	-16.0	6.4	6.0	+0.4
Human services (Aging, Mental Health/IDD, Children Youth & Family, Drug & Alcohol)	31%	53%	-22.0	6.4	6.7	-0.3
Public health services	31%	51%	-20.0	6.7	6.5	+0.2
Workforce assistance/job training services	25%	Not asked	n/a	5.9	Not asked	n/a
Nursing home services	22%	42%	-5.0	6.2	6.5	-0.3
Community development/housing services	15%	27%	-12.0	5.8	6.0	-0.2

QUALITY OF COUNTY SERVICES

Question: What kind of job is the County doing in each of the following areas?

Chester County does an excellent or good job at...



USE OF COUNTY SERVICES

Question: How many times in the last 12 months, if at all, have you or other household members...

	2018		2013		2009	
	Mean	Zero Uses	Mean	Zero Uses	Mean	Zero Uses
Visited a County park or participated in a recreation program or activity offered by the County	12.1	18%	13	24%	23.0	25%
Used a County library	11.0	33%	14	30%	18.0	33%
Visited the Chester County website	5.2	33%	5.5	30%	11.0	50%
Obtained services at the County Public Health Clinic	1.1	95%	1.3	89%	1.0	91%
Visited another County government office for a service	2.4	61%	2.3	56%	Not asked in 2009	
Contacted human services (Aging, Mental Health/IDD, Children Youth & Family, Drug & Alcohol, Veterans' Affairs[VA added in 2018])	1.7	85%	1.5	85%		

LIVING IN CHESTER COUNTY

Question: Which County services, if any, should be eliminated? Which enhanced?

Enhance/Add Services		Reduce/Eliminate Services	
2018		2018	
	%		%
Open space preservation and parks	28%	None or don't know	65%
Health and human services	21%	Job training and workforce assistance	9%
Job training and workforce assistance	9%	Open space preservation	4%
Library	5%	Parks	2%
2013		2013	
	%		%
Open space preservation and parks	22%	None or don't know	63%
Job training and workforce assistance	8%	Open space preservation	4%
Public health	4%	Job training and workforce assistance	3%
2009		2009	
	%		%
None or don't know	40%	None or don't know	86%
Oversee development/land, manage growth	11%	Public safety, emergency services	2%
Transportation services	9%	Oversee development/land, manage growth	2%

Question: What do you like most about living in Chester County? What do you like least?

Best Things...	2018	2013	2009
Open space, scenery, rural areas	33%	33%	30%
Convenience and proximity to metro areas	17%	14%	15%
Good schools	10%	6%	7%
Parks and community	9%	11%	0%
Don't know	n/a	n/a	5%
Worst Things...	2018	2013	2009
Traffic and roads	34%	30%	23%
Taxes	19%	23%	19%
Cost of living	8%	9%	7%
Overdevelopment	8%	0%	13%
Public Transportation	0%	7%	4%
Don't know	n/a	n/a	10%

RESPONDENTS BY CHESTER COUNTY COMMUNITY

A spatially-stratified sampling method was used to randomly select 12,000 households that would receive a mailed invitation to complete the survey. Respondents were asked to identify where in Chester County they lived by community. To remain consistent with other studies done by Chester County, the county was divided into six communities based on school districts.

Chester County Communities	% of County	% of Respondents
Central/Western	27%	29%
Eastern	21%	21%
Northern	7%	9%
Southeastern	10%	7%
Southwestern	14%	9%
West Chester	20%	26%

Chester County Communities (Zones)



- | | |
|--|---|
| <p>Central/Western</p> <ul style="list-style-type: none"> Cain Township City of Coatesville Downingtown Borough East Brandywine Township East Cain Township East Fallowfield Township Moxiers Borough Sadsbury Township South Coatesville Borough Upper Uwchlan Township Uwchlan Township Valley Township Wallace Township West Bradford Township West Brandywine Township West Cain Township West Pikeland Township <p>Eastern</p> <ul style="list-style-type: none"> Charlestown Township East Pikeland Township East Whiteland Township Easttown Township Malvern Borough Phoenixville Borough Schuylkill Township Tredyffrin Township Willistown Township <p>Northern</p> <ul style="list-style-type: none"> East Coventry Township East Nantmeal Township East Vincent Township Everson Borough Honey Brook Borough Honey Brook Township North Coventry Township South Coventry Township Spring City Borough Warwick Township West Nantmeal Township West Vincent Township | <p>Southeastern</p> <ul style="list-style-type: none"> Birmingham Township East Marlborough Township Kennett Square Borough Kennett Township New Garden Township Newlin Township Pennsbury Township Pocapon Township West Marlborough Township <p>Southwestern</p> <ul style="list-style-type: none"> Atglen Borough Avondale Borough East Nottingham Township Elk Township Franklin Township Highland Township London Britain Township London Grove Township Londonderry Township Lower Oxford Township New London Township Oxford Borough Parkesburg Borough Pirmin Township Upper Oxford Township West Fallowfield Township West Grove Borough West Nottingham Township West Sadsbury Township <p>West Chester</p> <ul style="list-style-type: none"> East Bradford Township East Goshen Township Thornbury Township West Chester Borough West Goshen Township West Whiteland Township Westtown Township |
|--|---|



Data Source:
Chester County Planning Commission, 2013