



## CITY COUNCIL AGENDA ITEM STAFF REPORT

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<b>MEETING DATE:</b>	JUNE 23, 2026
<b>TITLE:</b>	OVERVIEW OF THE 2026 NATIONAL COMMUNITY SURVEY RESULTS
<b>DEPARTMENT:</b>	ADMINISTRATION
<b>PROJECT MANAGER:</b>	JESSICA SHORT, ASSISTANT CITY MANAGER/ECONOMIC DEVELOPMENT MANAGER
<b>REQUESTED ACTION:</b>	DISCUSSION
<b>STRATEGIC PLAN GOAL(S):</b>	#7: SUPPORT EXCELLENT MUNICIPAL SERVICES
<b>ATTACHMENTS:</b>	THE NATIONAL COMMUNITY SURVEY REPORT OF RESULTS 2026

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### OVERVIEW

The National Community Survey (NCS; formerly known as the National Citizen Survey) is a benchmark survey used across the United States to collect feedback from residents regarding their perspectives and experience living in a specific City. The NCS refers to this as “livability.” Collinsville has used the NCS in the past (2007, 2009, 2011, 2019, 2023) and again this year. The survey provides benchmarks for Collinsville against our own previous NCS surveys as well as those completed nationally. A summary of the survey follows:

### EXECUTIVE SUMMARY

- Survey responses were collected between March 17 – April 28, 2026
- Random households were selected by survey administrators, POLCO (March 17, 2023 – April 28, 2026)
  - Open survey was also made available on the City’s website and social media platforms (April 14 – April 28, 2026); those results are not reflected in this dataset
- 456 responses received (over 13% response rate)
- Survey collected opinions on “Quality of Life,” “Confidence in Collinsville’s Governance,” and “10 Facets of Livability,” with a five-point Likert scale of Excellent, Good, Fair, Poor, and Don’t Know
- Results were weighted to reflect the actual demographics of Collinsville
- Benchmarking is used to show how Collinsville compares to other communities that have engaged in the National Community Survey in the last five years
  - “Lower” or “higher” than national benchmark means 10 percentage points difference, “*Much Lower*” or “*much higher*” than national benchmark means 20 percentage points difference

### OVERALL QUALITY OF LIFE

- 63% rated *Excellent or Good*
- Rated *Lower* than national benchmark
- Quality of life is comprised of overall opinion of Collinsville as a place to live, to recommend as a place to live, to remain in for the next five years, and Collinsville’s image/reputation.

**OVERALL CONFIDENCE IN COLLINSVILLE GOVERNANCE:**

- 39% rated excellent or good
- Rated *Similar* to national benchmark
- Governance is comprised of public communication, customer service, value of services for taxes, transparency, equality, and overall confidence.

**COLLINSVILLE'S "FACETS OF LIVABILITY"**

- Collinsville's livability is further broken down into the following 10 "Facets of Livability" which provide a more granular look at Collinsville citizens' experiences living in the City.
- Each "Facet" has multiple components that make up the overall ratings presented below. Individual components and their ratings are detailed in the 2026 NCS Report.
- Participants were asked to rate the quality of each "Facet" on a scale of excellent, good, fair, and poor.
- Participants were asked to rate the importance of the City focusing on each "facet" in the next two years on a four-point Likert scale of Essential, Very Important, Somewhat Important, and Not At All Important.

**1. UTILITY INFRASTRUCTURE QUALITY:**

- 33% rated *Excellent or Good*
- Decreased 26% since 2023\*
- Quality rated *Much Lower* than Benchmark
- 92% rated *Essential or Very Important*

**2. FEELING OF SAFETY:**

- 63% rated *Excellent or Good*
- Increased 4% since 2023
- Quality rated *Similar* to Benchmark
- 91% rated *Essential or Very Important*

**3. ECONOMIC HEALTH:**

- 44% rated *Excellent or Good*
- Decreased 3% points since 2023
- Quality rated *Lower* than Benchmark
- 89% rated *Essential or Very Important*

**4. NATURAL ENVIRONMENT QUALITY:**

- 57% rated *Excellent or Good*
- Increased 3% since 2023
- Quality rated *Lower* than Benchmark
- 82% rated *Essential or Very Important*

**5. PARKS AND RECREATION OPPORTUNITIES:**

- 64% rated *Excellent or Good*
- Increased 3% since 2023
- Quality rated *Similar* to Benchmark
- 76% rated *Essential or Very Important*

**6. EDUCATION, ARTS, & CULTURE OPPORTUNITIES:**

- 43% rated *Excellent or Good*
- Increased 10% since 2023\*
- Quality rated *Lower* than Benchmark
- 75% rated *Essential or Very Important*

**7. RESIDENTS' CONNECTION AND ENGAGEMENT:**

- 47% rated *Excellent or Good*
- Increased 5% since 2023
- Quality rated *Similar* to Benchmark
- 74% rated *Essential or Very Important*

**8. HEALTH AND WELLNESS OPPORTUNITIES:**

- 56% rated *Excellent or Good*
- Increased 5% since 2023
- Quality rated *Similar* to Benchmark
- 72% rated *Essential or Very Important*

**9. CITY DESIGN/LAYOUT:**

- 56% rated *Excellent or Good*
- Increased 1% since 2023
- Quality rated *Similar* to Benchmark
- 70% rated *Essential or Very Important*

**10. TRANSPORTATION SYSTEM QUALITY:**

- 60% rated *Excellent or Good*
- Increased 7% since 2023
- Quality rated *Similar* to Benchmark
- 69% rated *Essential or Very Important*

\*Differences greater than 7% between 2023 and 2026 surveys are statistically significant, meaning the probability of the results being due to chance are very low.

**KEY FINDINGS**

The 2026 NCS revealed the following:

- Utilities moved to the top priority position for residents compared to Safety in 2019 and 2023
  - Utilities also experienced the widest gap between ranking of importance (92%) versus ranking of quality (33%)
- Residents overall report feeling safe in Collinsville
- Opportunities for connection and community participation show improvement from 2023
- Mobility and transportation were rated favorably
- Economy continues to be an area for improvement
- Housing affordability and community design showed decline from 2023
- Education, culture, and arts have improved, but leave room for continued improvement
- New questions were included in this year's survey relating to residents' reliance on various sources for information about the City. The City's social media and newsletter scored very high (81% and 89% respectively) as reliable sources of information for activities, events, and services.

**RELATIONSHIP TO STRATEGIC PLAN**

- The City of Collinsville will be developing a new Strategic Plan this year and will use these findings to inform the development of the Plan.

**NEXT STEPS**

Staff will be posting the NCS results on the City's website so that they are viewable to the public. Additionally, staff will put out a social media post summarizing the findings of the NCS. The NCS results will be factored into upcoming planning efforts, including finalization of the 2045 Comprehensive Plan and the development of the new Strategic Plan.

Website Link: <https://www.collinsvilleil.org/community/national-citizen-survey-ncs>

**DEPARTMENT REVIEW**

Administration