

2021 St. Helens Community Survey Summary



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Introduction

The City of St. Helens conducted a community survey from October 4 - November 15, 2021, to gather information about how we are doing and how we can better serve St. Helens residents. This is the second community input survey in recent years and the results are used to inform Council level strategic planning, and department level improvement plans and project prioritization.

We set out to better understand:

- What residents think of the current services we provide
- What our community expects of City leadership and services
- If voters think we are heading in the right direction
- How citizens engage with city government
- If there has been any change in perception since the last survey (2020)

Responses

The survey was distributed nine different ways, which included posters, newspaper advertising, hardcopies, and electronic methods. There were **678 responses**. The largest response groups included:

- Ages 35-44 (23.9%)
- People living in St. Helens more than 21 years (44.2%)
- People who work locally or from home (43%)
- Live in detached single-family homes (84.5%)

Below is a word cloud depicting the most common responses to the question what you like most about living in St. Helens.

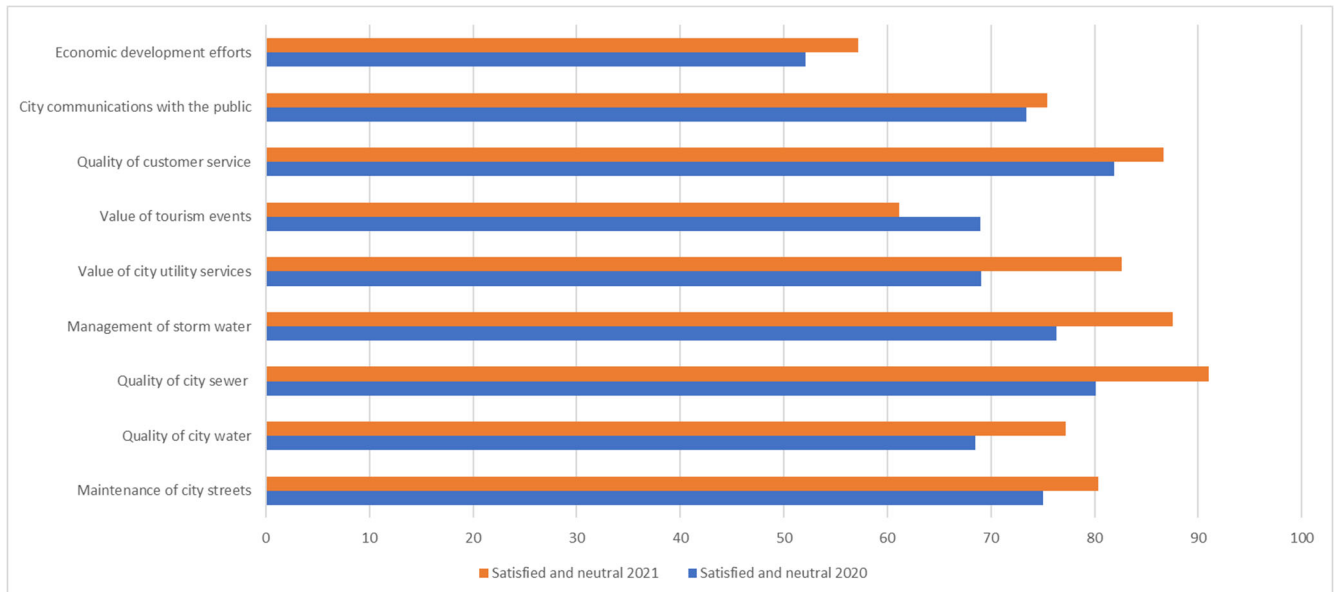


Summary of Findings

Survey respondents felt that the City of St. Helens does a solid job of delivering its core services. Positive and neutral responses for nearly all City services increased from the prior survey. Areas for improvement, indicated by the highest dissatisfied responses, included the City's economic development efforts, value of tourism events, and planning for growth.

- Positive and neutral rankings of at least 75% or higher were given for street maintenance, sewer, stormwater management, and communications
- Approximately 90% satisfaction rate with the quality of police services
- Customer service from City employees was ranked at 86% satisfaction
- 82% were satisfied with the value of utility services
- The Library received an excellent or good overall rating from approximately 78% of respondents
- Residents were least satisfied with City's economic development efforts (57% satisfaction)
- The value of tourism events was ranked at 61% satisfaction

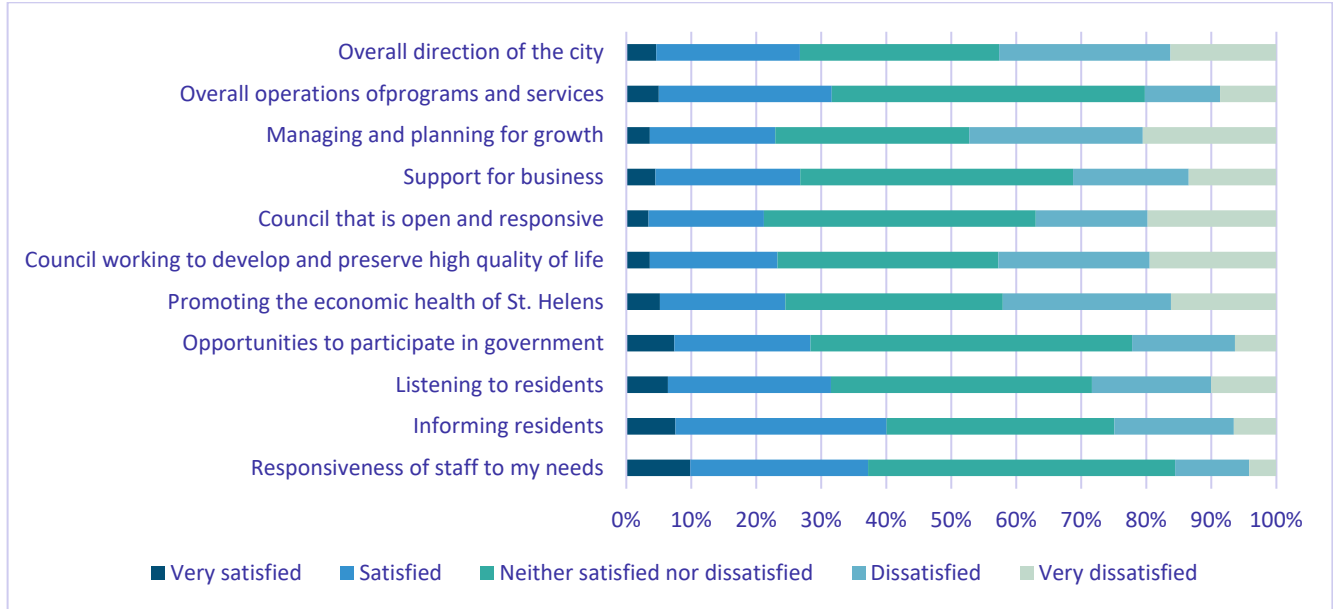
Comparison of Positive and Neutral Responses from 2020 and 2021 Survey



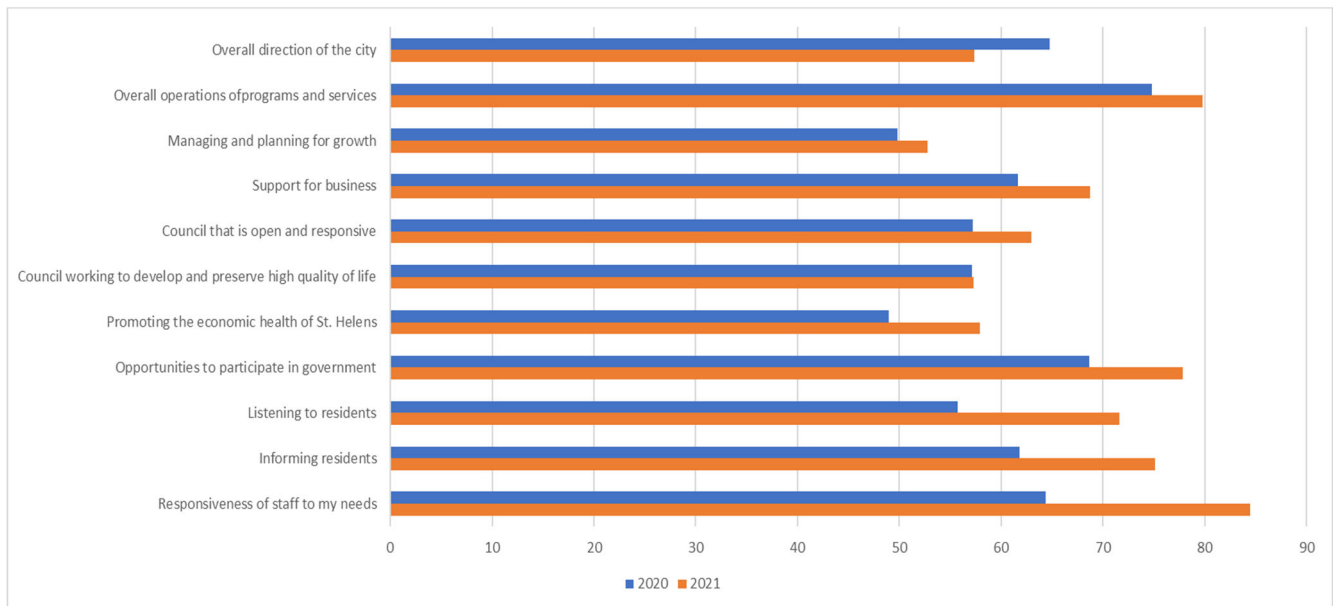
Interpretation Note: Questions were asked using a five-point scale with one being very dissatisfied, three being neutral, and five being very satisfied. A response of three or higher is being used to show satisfaction when interpreting the data. A response of three indicates that the respondent believes improvements could be made, but the respondent does not have either mild or strong feelings of dissatisfaction.

Graphs

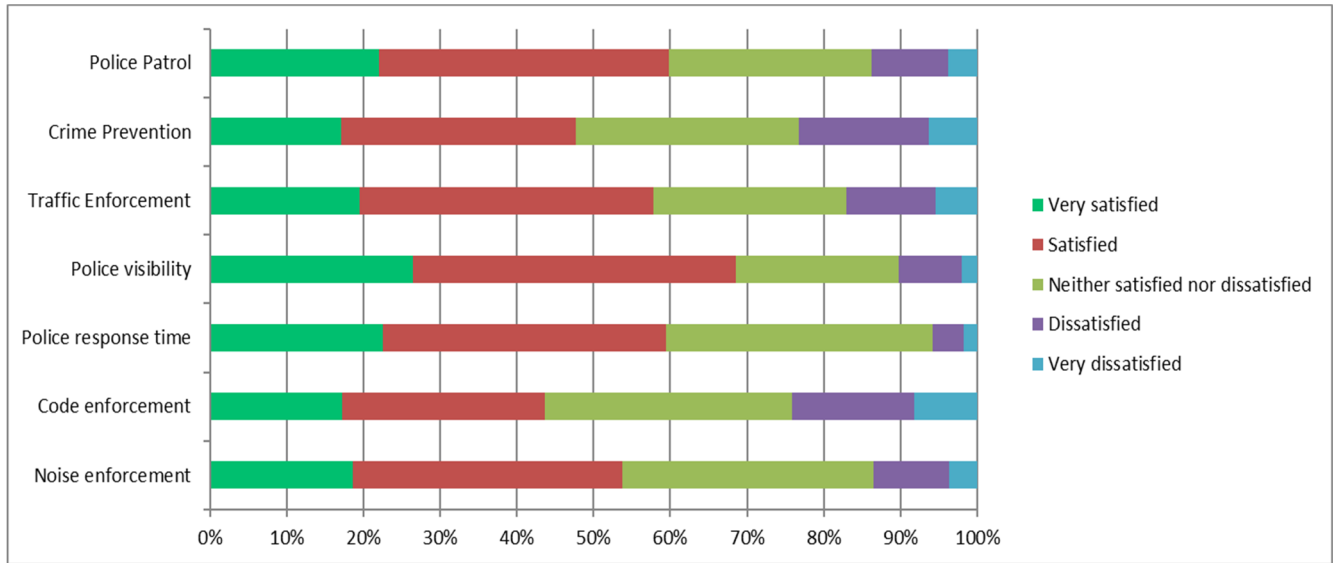
Elected and Staff Leadership



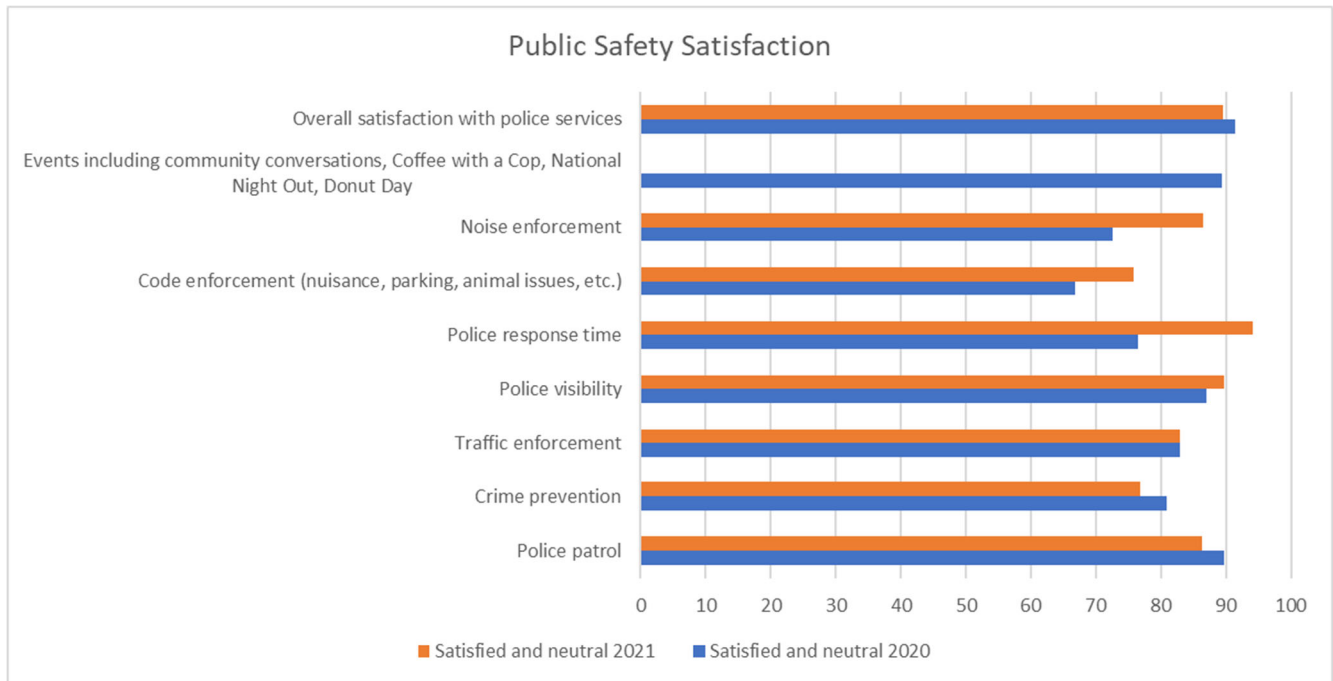
Elected and Staff Leadership 2020/2021 Comparison



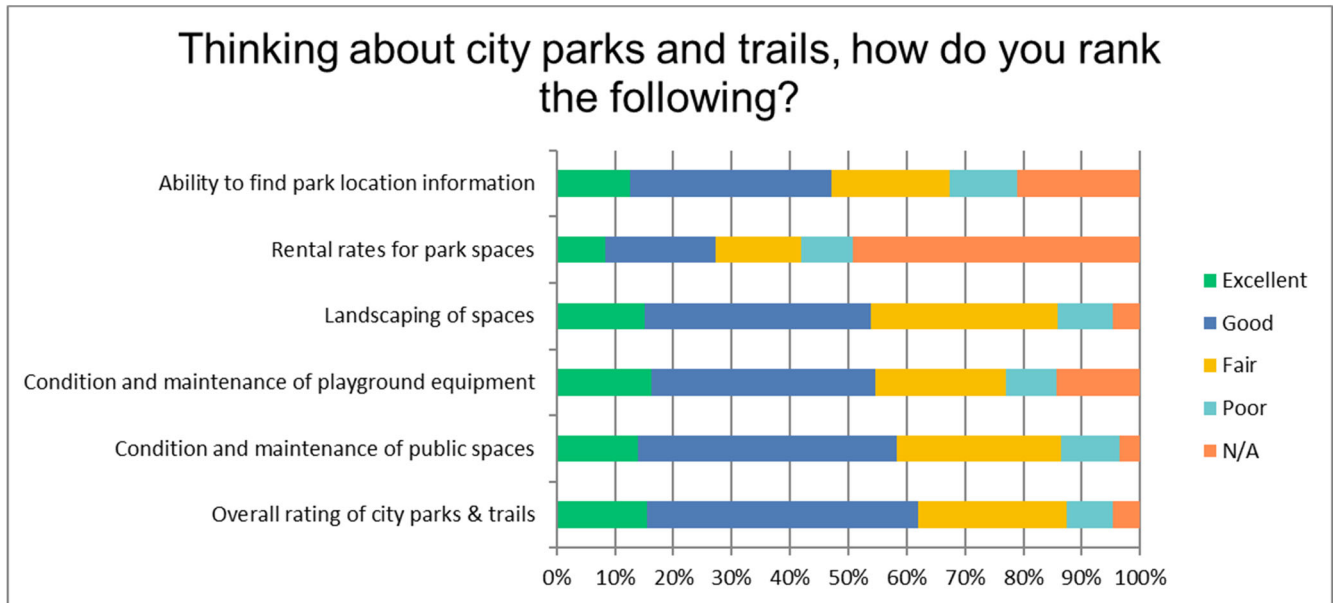
Public Safety



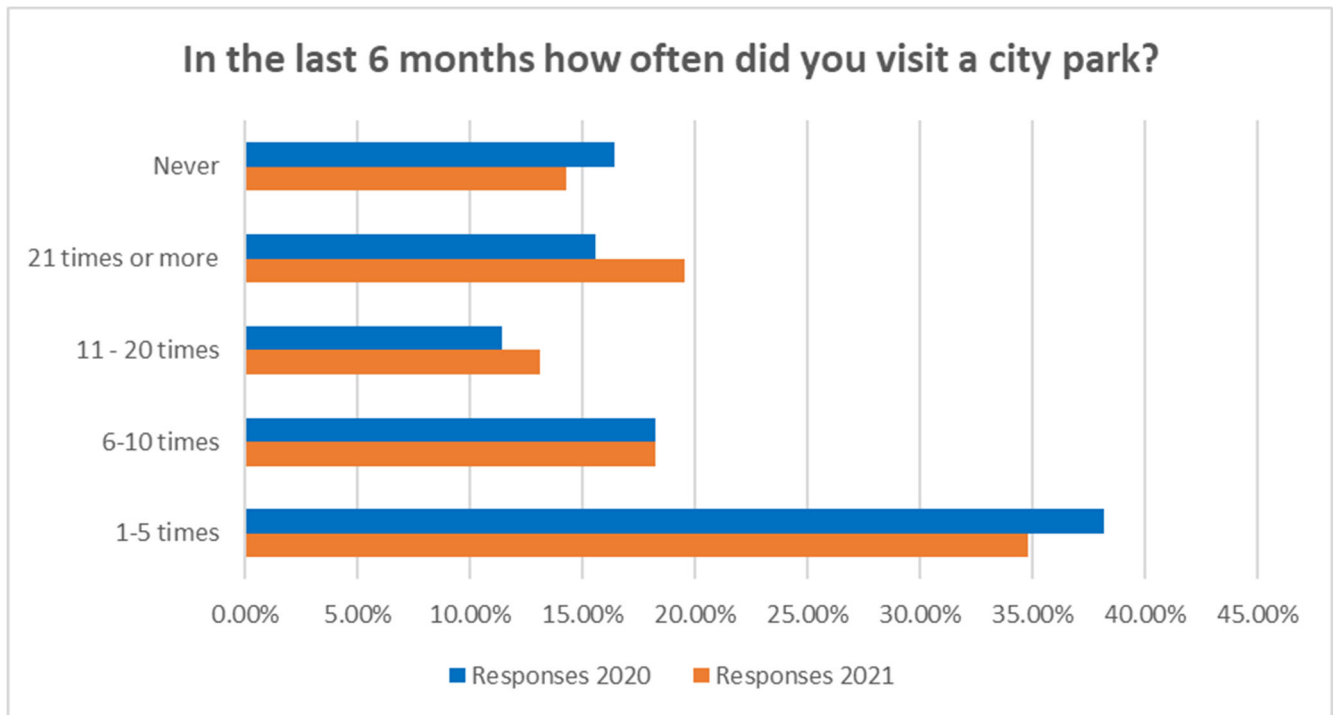
Public Safety 2020/2021 Comparison



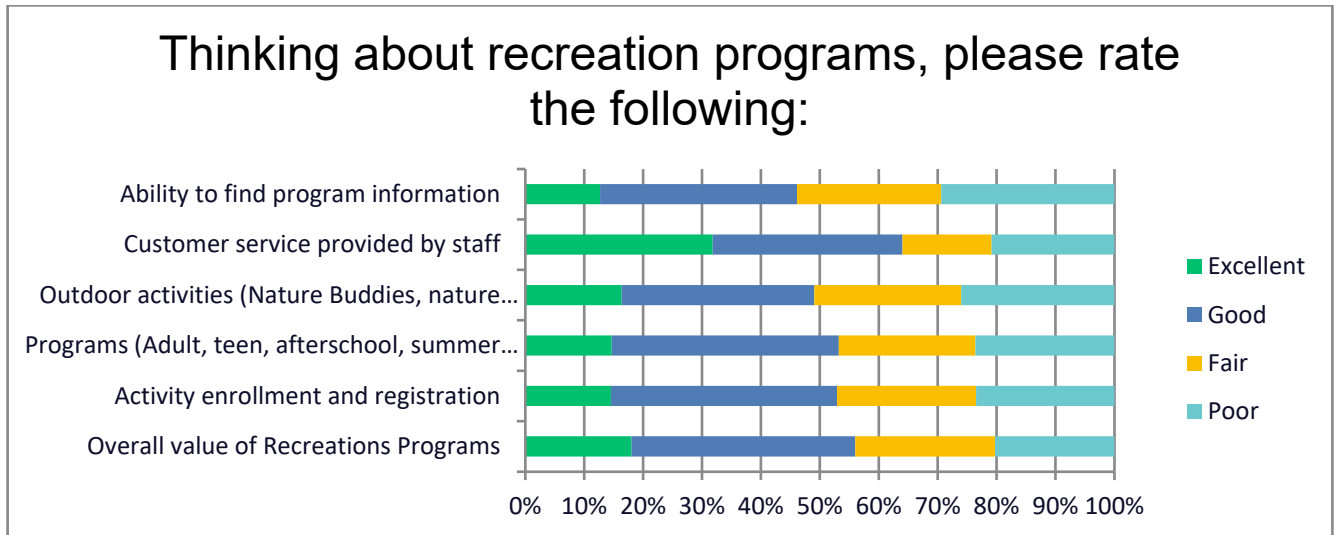
Park System



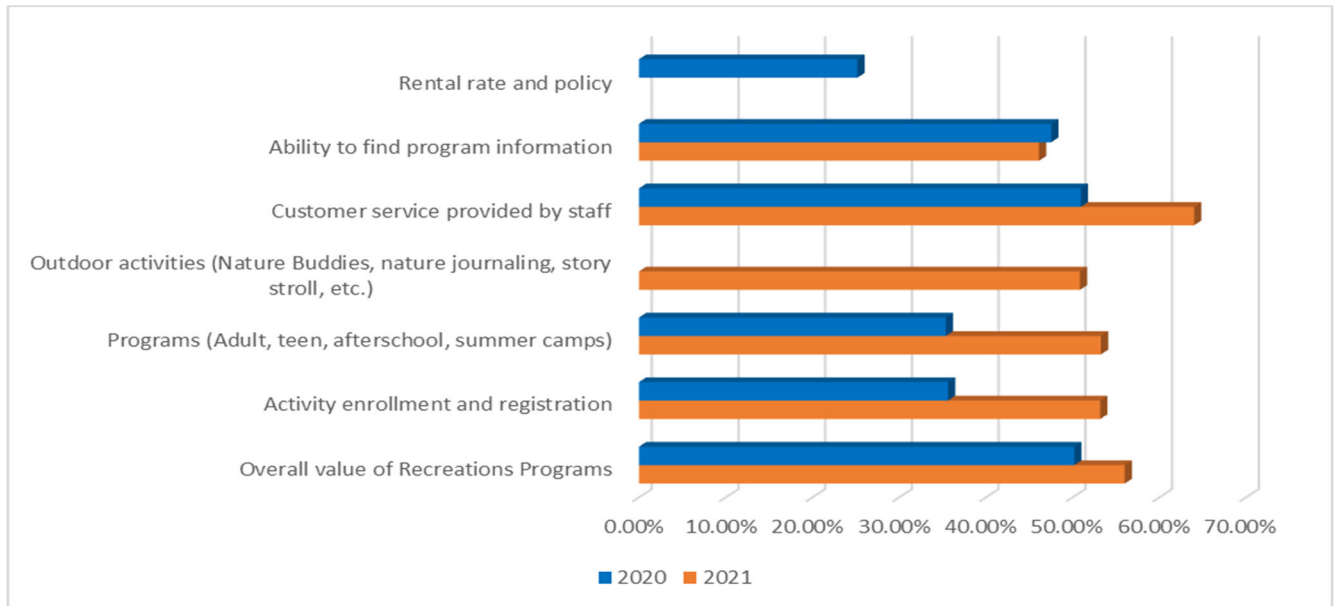
Park System 2020/2021 Comparison



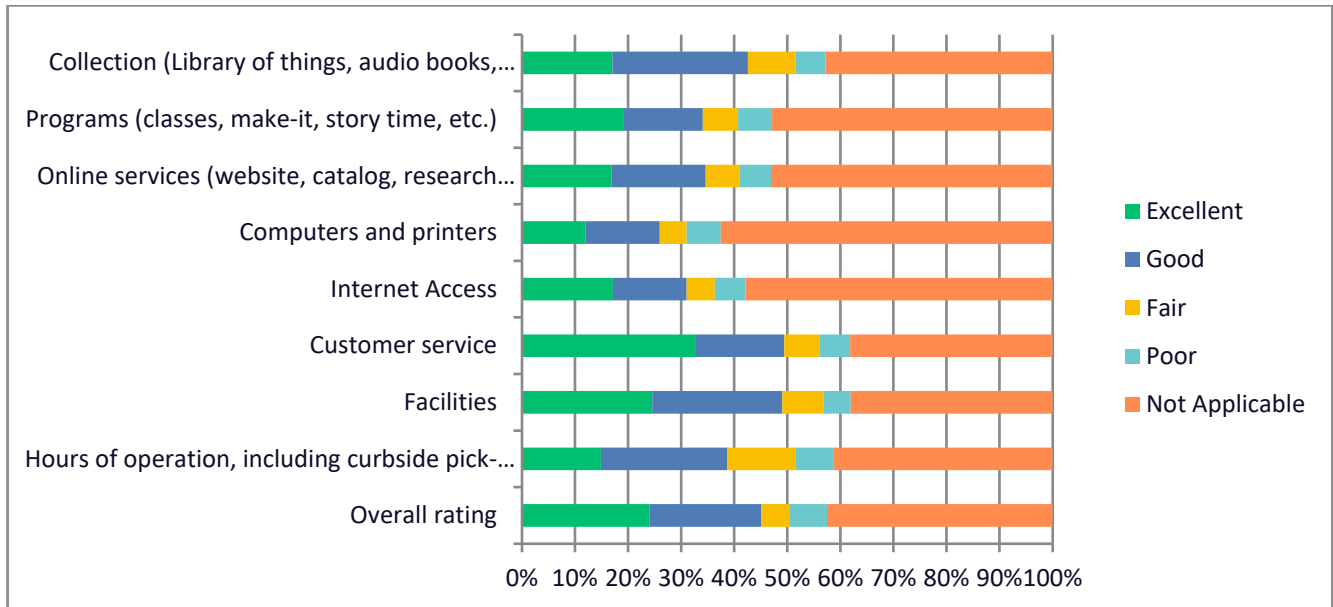
Recreation Program



Recreation Program 2020/2021 Comparison



St. Helens Public Library



St. Helens Public Library 2020/2021 Comparison

