

PORTSMOUTH CITIZEN SURVEY RESULTS



City of Portsmouth, Virginia

Citizen Survey...WHAT?

- Quantitative survey of citizen attitudes toward city government services
- Sixth biennial survey
Next one: 2009
- Random sample telephone survey.
 - 400 interviews completed
 - Heads of household
 - 4.9% sampling error
 - 95% confidence level



Citizen Survey...WHY?

- Snapshot of citizen attitudes about services
- Benchmark for planning and measurement
- Information for more research



Citizen Survey...HOW?

- Survey instrument developed internally in 1997
- Same questions and same research methodology
- Calls completed May 2007



Satisfaction with City Services

OVERALL

Overall quality of life in your neighborhood
(Satisfaction Percentage)

93%

Overall quality of life in
Portsmouth

90%



Overall Satisfaction

Courtesy and
responsiveness of city
employees

86%

Operation of city
services

87%



Portsmouth All Stars

(90%+ on all 6 surveys)

Fire protection services

99% (23% used)

Children's Museum of Virginia

96% (50% used)

The Elizabeth River Ferry

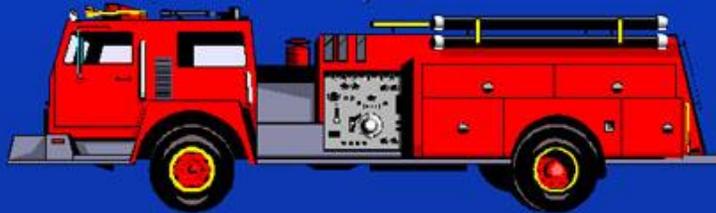
95% (51% used)

Garbage Collection

93% (93% used)

Public Library Services

90% (68% used)



Notable Nineties

(90%+ on 2007 survey)

***All Stars**

***Other Portsmouth Museums**

93% (41% used)

***City Golf Courses**

91% (19% used)

***City Parks**

91% (71% used)

***Visitor Information**

90%



Steady 80's

(80%+ on all 6 surveys)

*City Parks	91%
*Entertainment at Willett Hall	89%
*Bulk Refuse Collection	89%
*Emergency Medical Services	88%
*Sheriff's Office Services	88%
*Police Services	87%
*Sewage Collection	87%
*Court Services	84%
*Appearance of Public Areas	82%
*Process for Obtaining Permits	82%
*Public Health Services	81%
*Drinking Water	80%



**NTELOS Pavilion at Harbor
Center**

**40% attended an event in the last
year or two**

96% satisfied



Needs Improvement

The condition of most streets

56%

Street drainage

56%

The public school system

53%



General Questions

How safe from crime do you feel in your neighborhood?

- Very safe
43%
- Somewhat safe
48%
- Not very safe
7%
- Not safe at all
3%



General Questions

Have you watched all or part of any City Council meetings or other programs on Channel 48 within the last year?

49%

Have you watched all or part of any programs dealing with the public schools on Channel 47 within the last year?

34%



General Questions

Do you have access to the Internet at your home, work or at any other location?

73%

At home 64%

At work 34%

Other location
13%



General Questions

Have you visited the City of Portsmouth Web site on the Internet for any reason within the last year?

46%

Of those answering yes above, how satisfied are you with the web site?

93%



Open-Ended Questions

What do you like best about living in Portsmouth?

Location/Convenience	24%
Small town atmosphere	21%
People/friendly	19%
Quiet/peaceful	18%
Lived here all my life/Home	16%
Just like it	12%



Open-Ended Questions

What do you want to happen in the next ten years to benefit Portsmouth?

More business/jobs/Tax Base

31%

Improve roads/traffic flow

22%

Improve schools

21%

Lower Taxes

19%

Safer/more police

16%

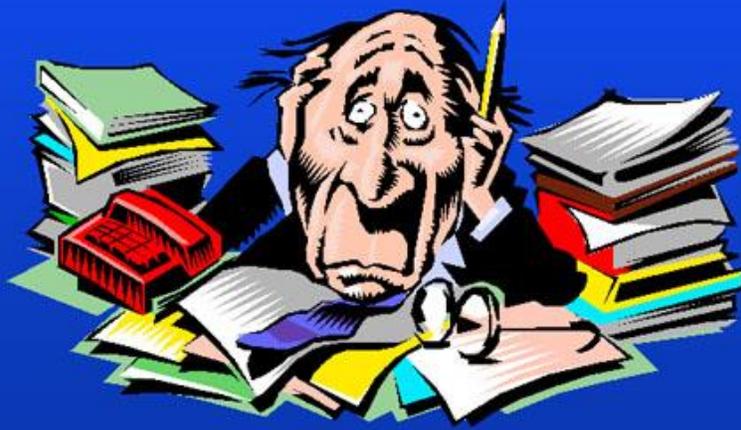
Cleaner City/Beautify

16%



Where Do We Go From Here?

- Department analysis • More cross-tabulations
- Additional research • Set goals



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