An aerial photograph of Portsmouth, Virginia, showing a dense urban area with various buildings, a marina filled with boats, and a large white tent structure in the foreground. The city is situated along a waterfront. The image is overlaid with a blue gradient and a white wavy border at the bottom.

# 2012

## Citizen Satisfaction Survey Results

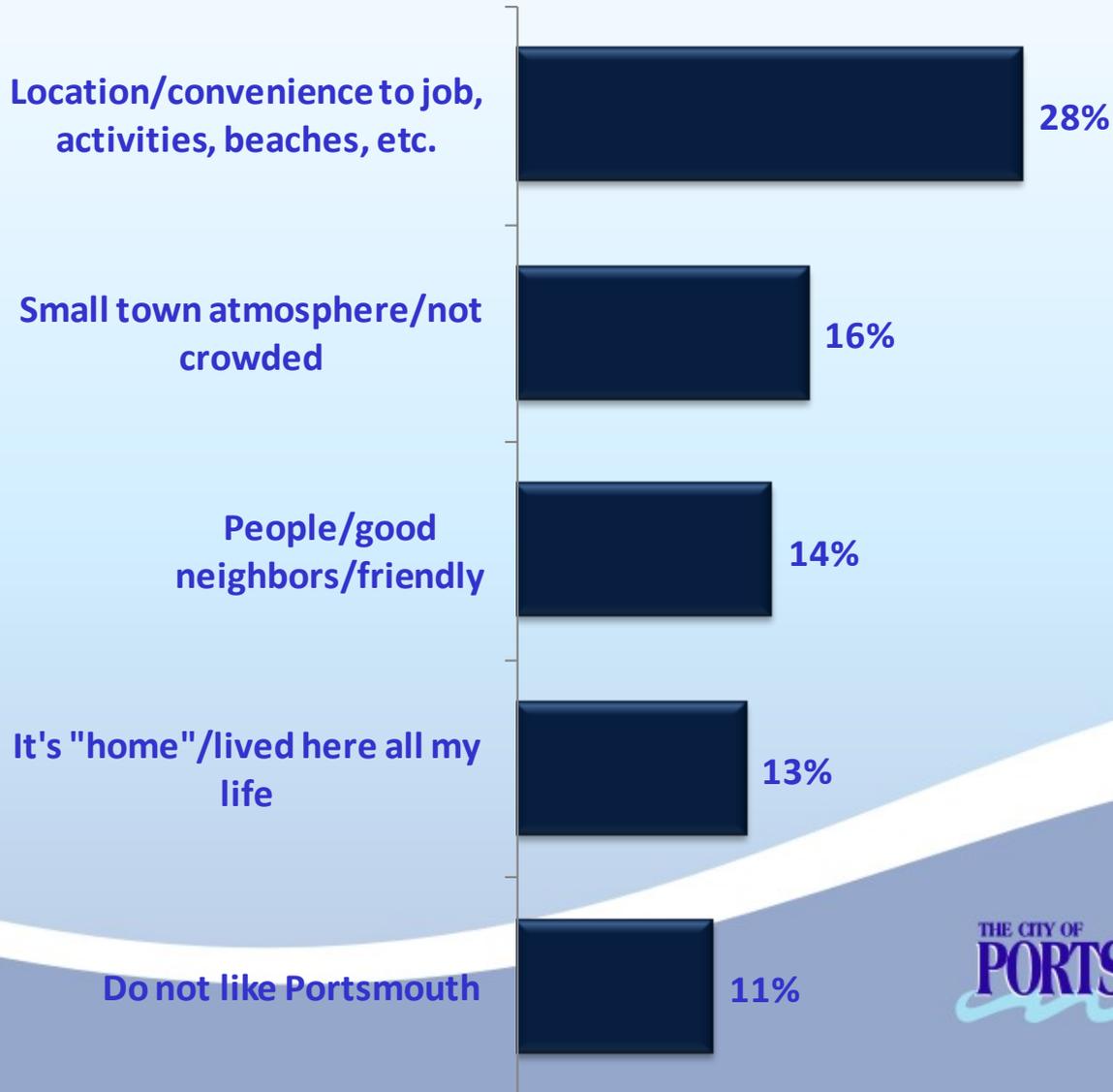
City of Portsmouth, VA

**Issues & Answers, Inc.**  
November 13, 2012

# Background & Objectives

- During the period from 1997 to 2007, the City of Portsmouth conducted a biennial citizen survey to measure resident satisfaction with a range of city services. In October 2012, through the competitive bid process (RFP), a survey was conducted with the goal of obtaining citizen feedback on services including:
  - Police & Fire Protection Services;
  - Parking, Traffic, & Road Conditions;
  - Public Transportation System;
  - Public Schools System;
  - Health Services;
  - Government Employment and efforts to attract more business and tourism;
  - Entertainment/Recreation; and,
  - Various government processes, such as tax collection and permit obtainment.
- Just as in previous years, the City of Portsmouth also wanted to gauge usage and satisfaction with the city's website and interactions with city employees, as well as gain a better understanding of residents' perceptions of the quality of life in Portsmouth.
- Issues & Answers Network, Inc. utilized a random sample to conduct 400 telephone interviews with Portsmouth residents.

# Best Things about Living in Portsmouth



# Satisfaction with Quality of Life

Overall  
satisfaction  
with quality of  
life in  
Portsmouth

84%

Overall  
satisfaction  
with  
neighborhood  
quality of life

87%

# Neighborhood Safety



# Overall Satisfaction with City Services

Overall satisfaction with city services

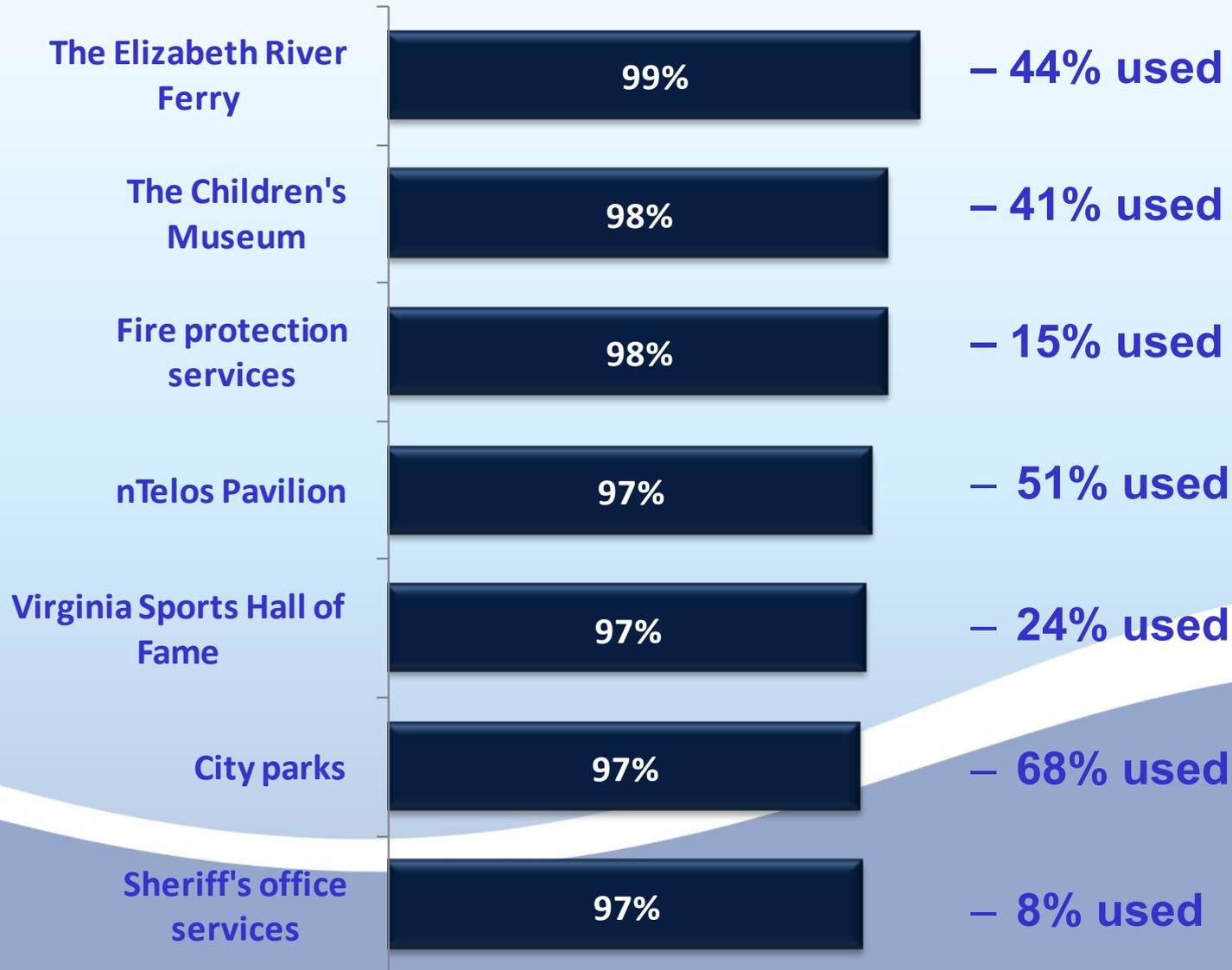
80%

Overall satisfaction with employees

79%

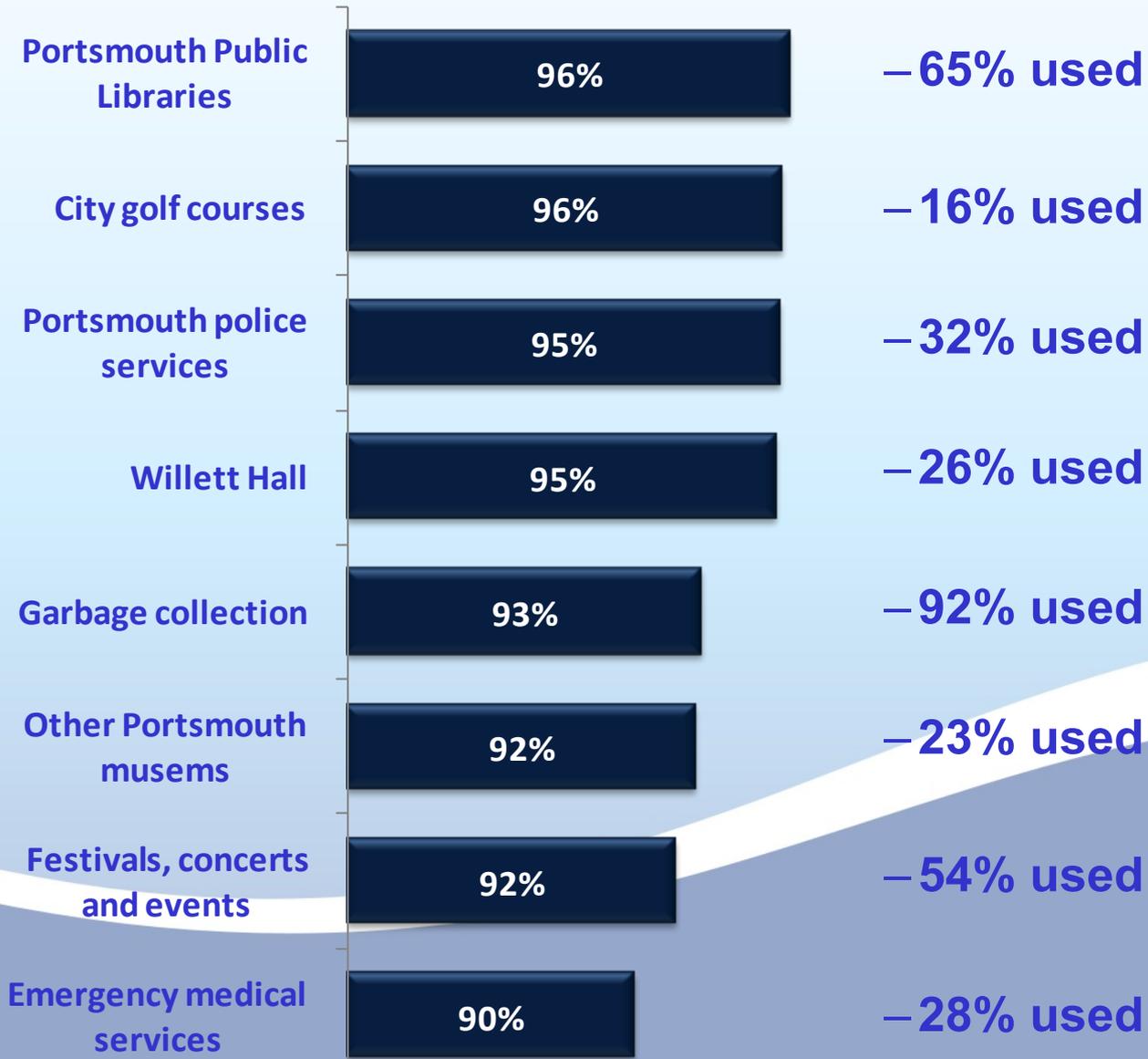
# Portsmouth All Stars

(% satisfied)



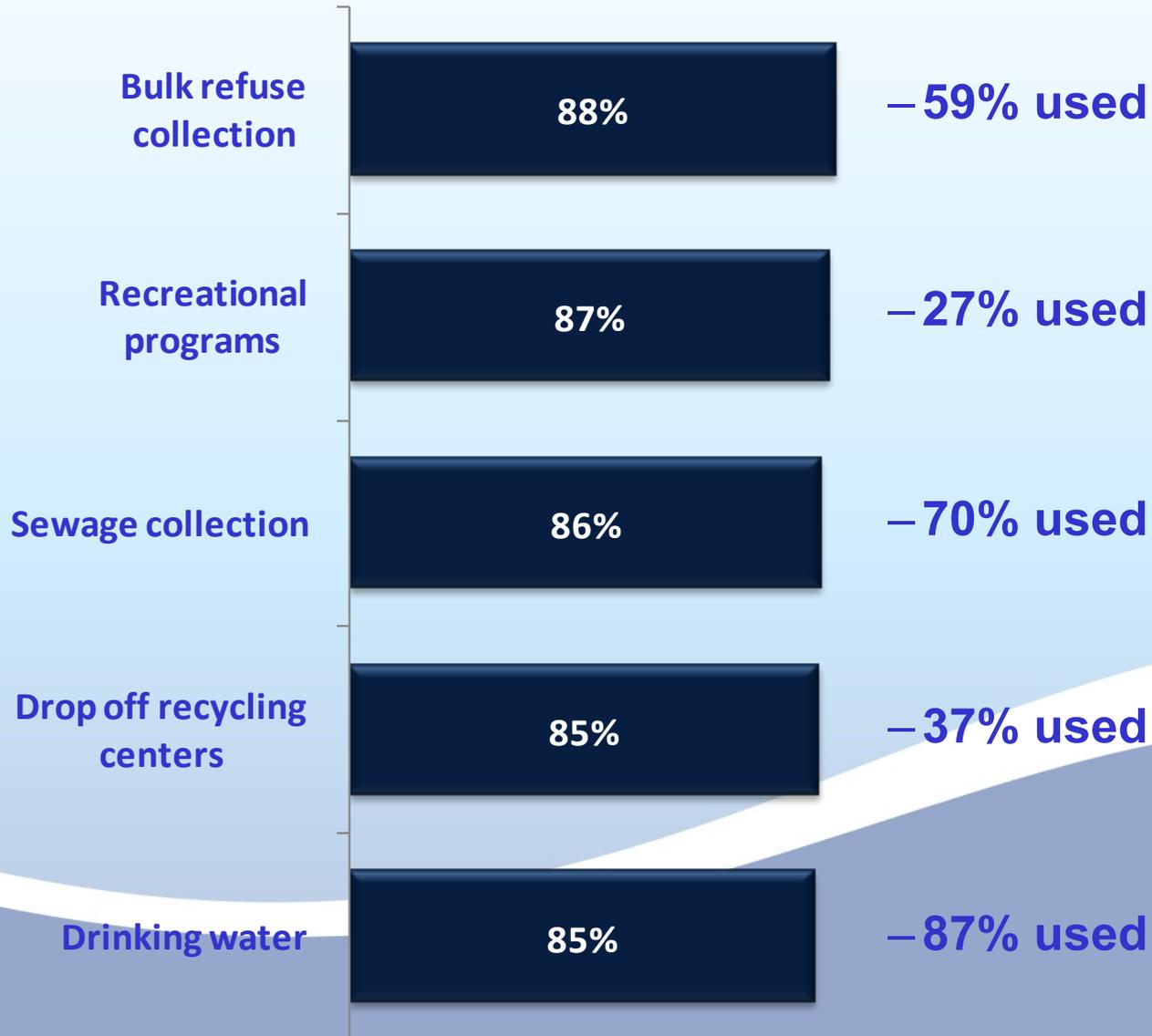
# Notable 90' s

(% satisfied)

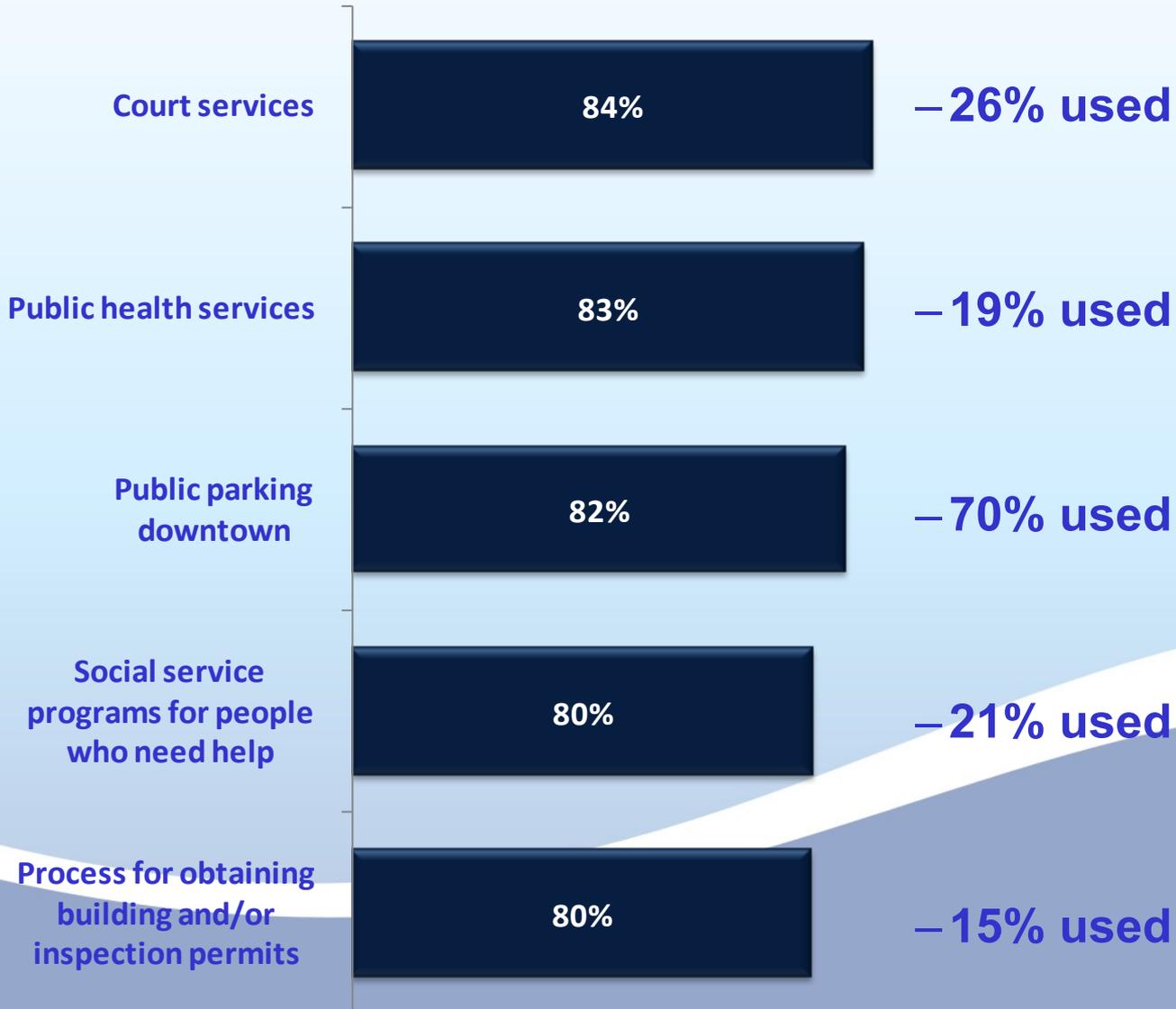


# Strong Leaders

(% satisfied)

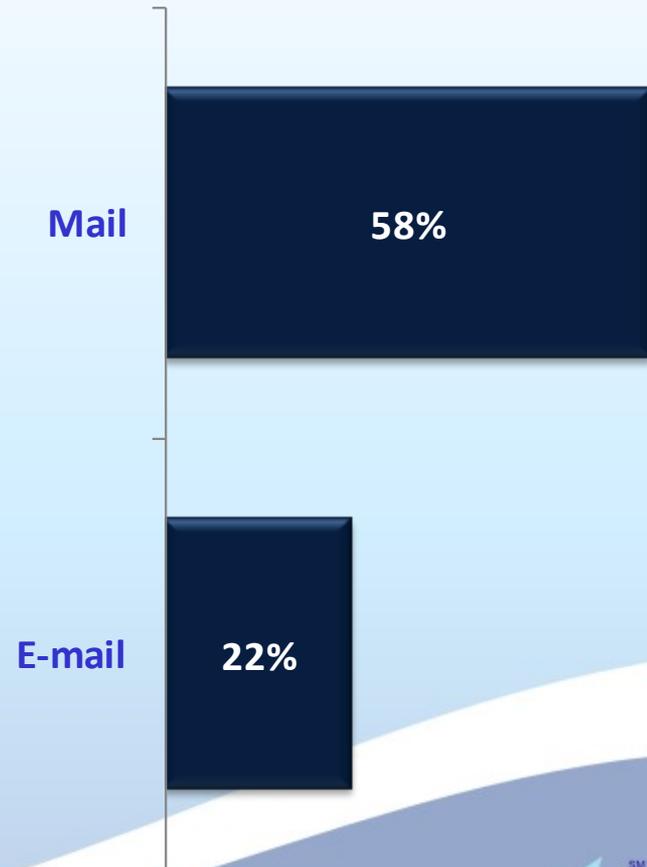


# Exceptional 80' s (% satisfied)

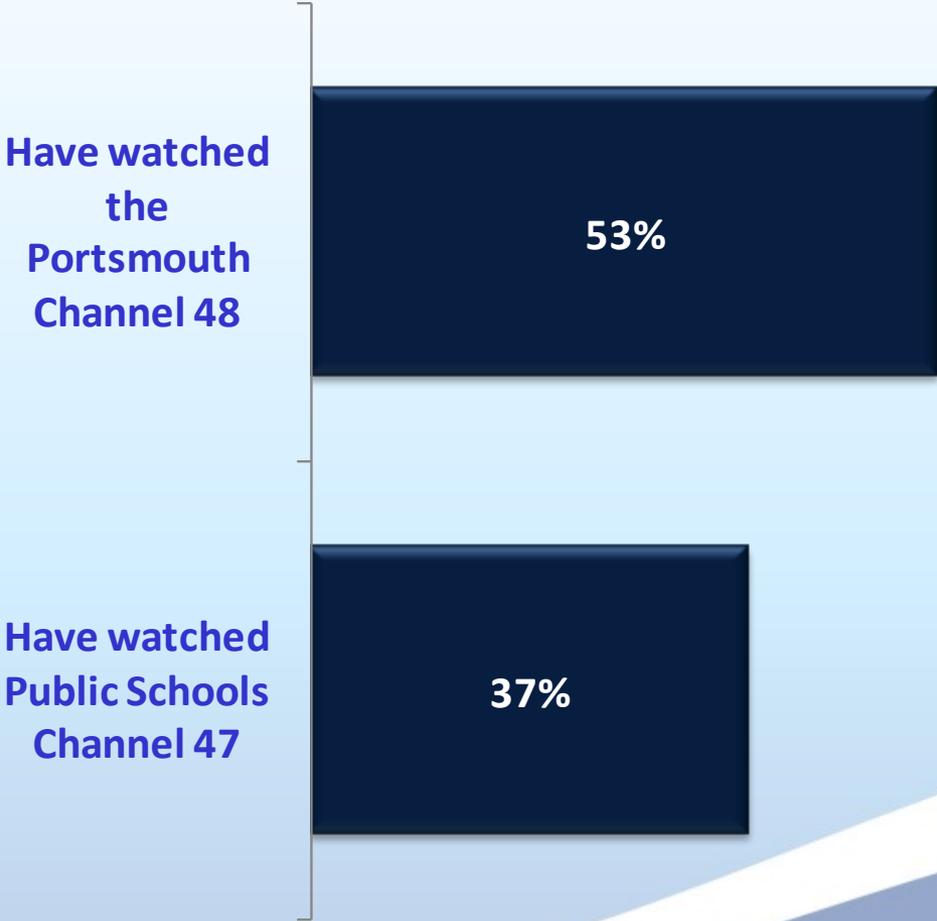


# Communication with Citizens

- How would you like to receive information about the City's programs and services?



# Communication with Citizens – cont' d



# City of Portsmouth Website Visitation

Have visited  
the City  
website  
[n=344]

65%

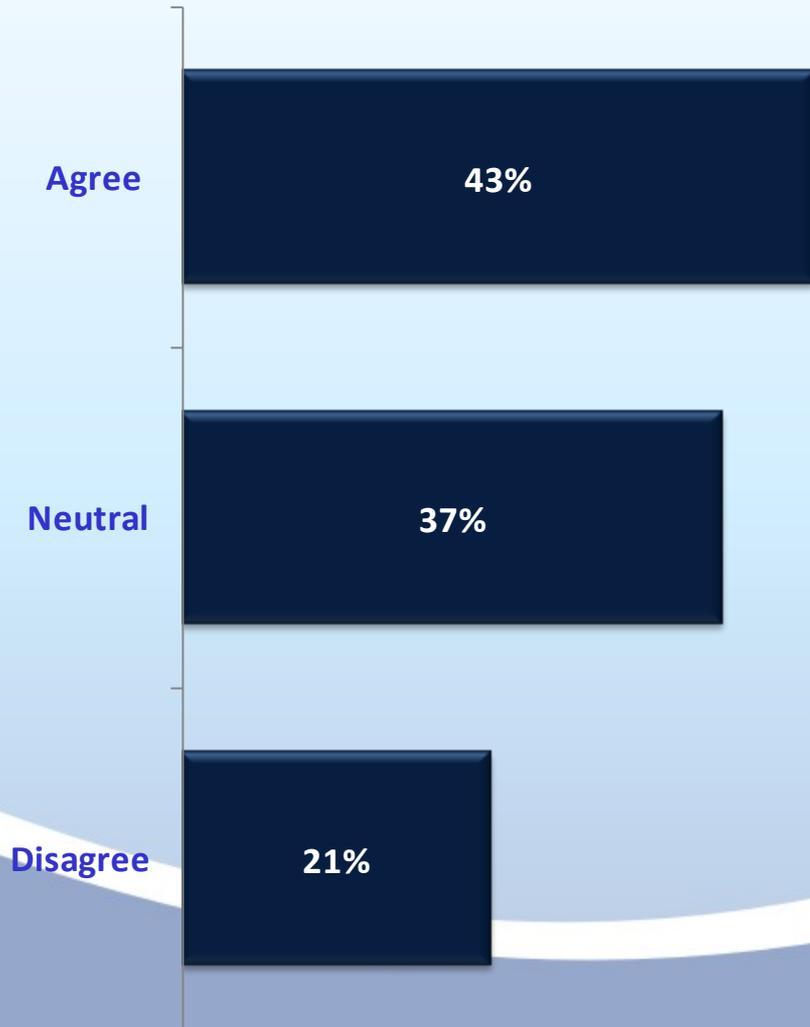
(asked of residents with  
internet access)

Satisfied with  
the City  
website  
[n=222]

88%

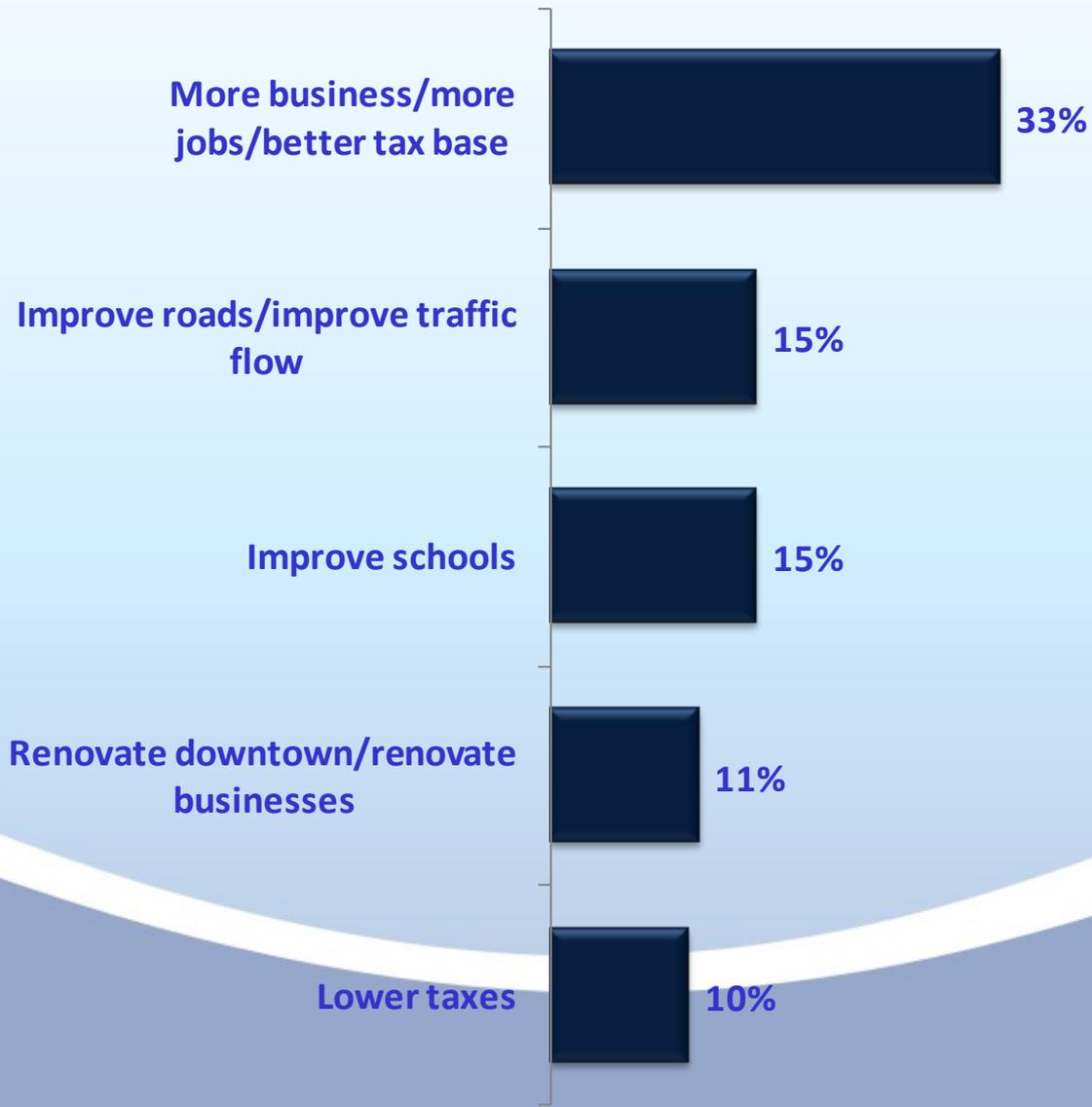
(asked of those answering  
yes above)

# Agreement That City Has Variety of Ways to Become Involved with Community



- “The City of Portsmouth has a variety of ways for me to become involved with my community such as through City Council Meetings, Budget Forums/Workshops and Quarterly Community Meetings to name a few.”

# Desired Changes in the Next 10 Years



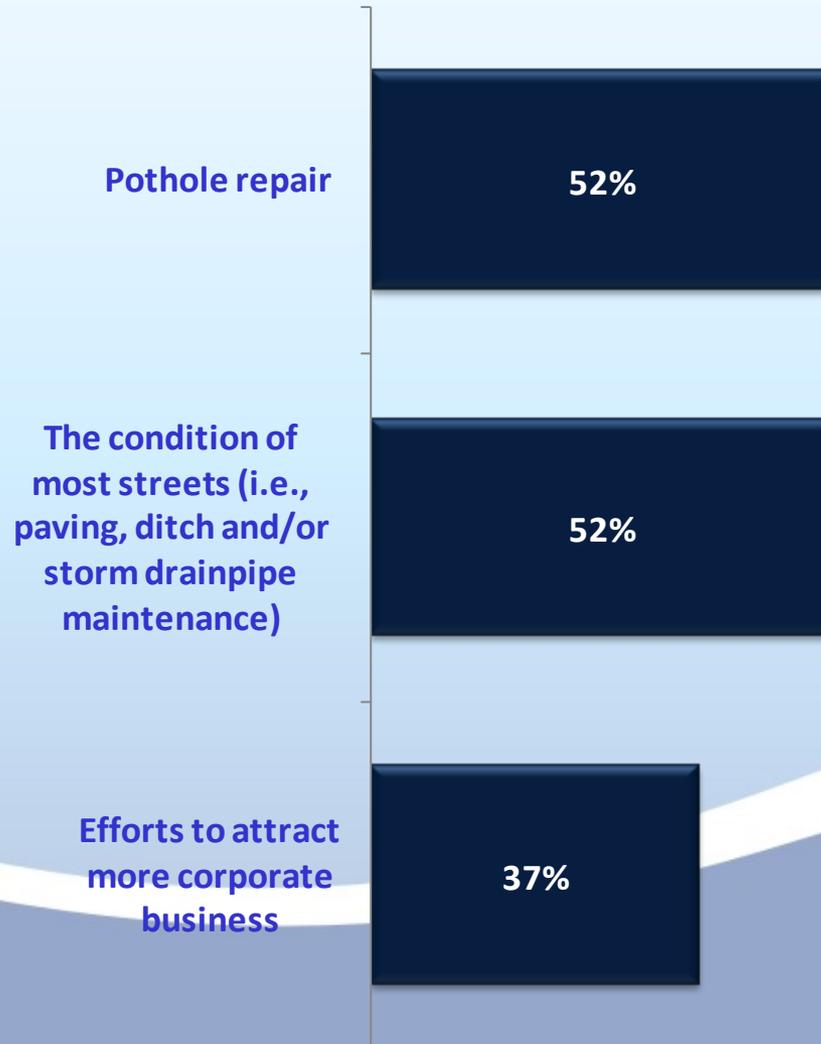
• What do you want to happen in the next 10 years to benefit the City of Portsmouth?



# Services in Need of Improvement

(% dissatisfied)

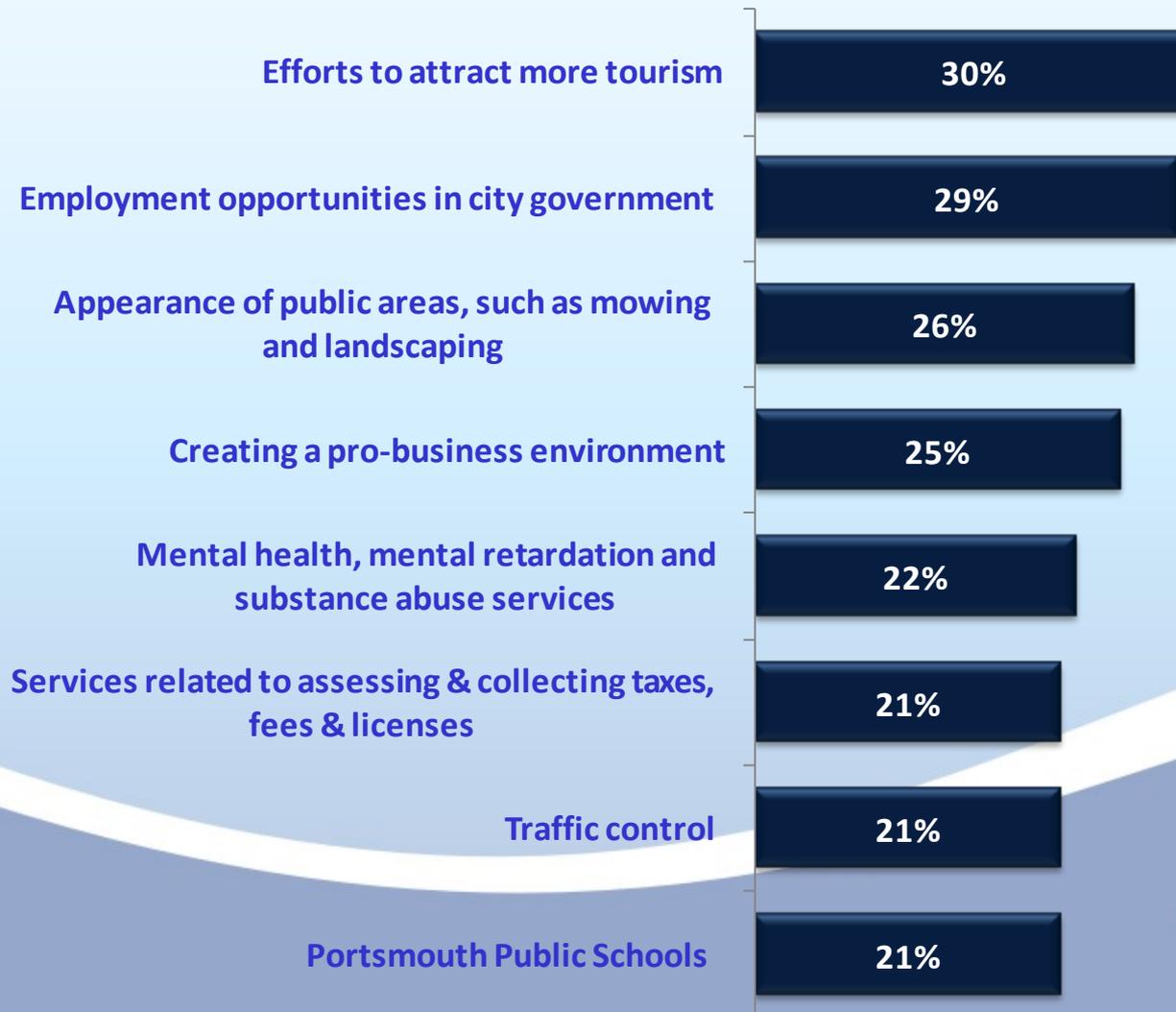
## 1<sup>st</sup> Priority



# Services in Need of Improvement – cont' d

(% dissatisfied)

## 2<sup>nd</sup> Level Priorities



# Next Steps

- **Address frequent complaints about street conditions and pothole repair**
- **Continue to improve government efforts – favorable environment for business and tourism**
- **Improve traffic flow**
- **Continue to collaborate with School Board to improve schools**
- **Ensure residents are informed about community meetings and workshops**
- **Raise awareness of employment opportunities in the City government**
- **Raise awareness of drop-off recycling centers (low usage)**
- **Continue to build awareness of entertainment and recreational activities (low usage)**
  - Recreational programs
  - Willett Hall
  - Virginia Sports Hall of Fame
  - Portsmouth Museums
  - nTelos Pavilion

