

2008 Questionnaire

2008 City of Chesapeake Citizens' Survey

Hello, I'm _____ with Continental Research. We're doing a survey tonight for the City of Chesapeake to see how residents feel about several issues.

Screeners:

S1) Are you at least 18 years of age? **(If no, ask to speak to an adult in the household)**

S2) Is this a home or a business? **(If exclusively a business, politely TERM interview)**

1) How many years have you lived in Chesapeake? ____ ____ yrs. **(If 0, TERM interview)**

2) What is your home Zip Code? 2 3 3 ____ ____ **(Check quotas)**

3) Considering what's important to you personally, what is the single MOST important problem or greatest need facing the City of Chesapeake today? **(Probe)**

4) Thinking of your overall satisfaction with City services, are you:

4- Very Satisfied 3- Satisfied 2- Dissatisfied 1- Very Dissatisfied

When you think of the City services provided to Chesapeake residents, I'm sure some are more important to you than others. When you tell me how IMPORTANT the item is, we'll use a scale where 1 means Not Important and 5 means Extremely Important, and you can use any number from 1 to 5. (ROTATE ITEMS WITHIN GRID)

In your opinion, how important (fill in)? Again, 1 is Not Important and 5 is Extremely Important.

	Not Imp.			Ext. Imp.		
5)	1	2	3	4	5	Is the public school system in Chesapeake
6)	1	2	3	4	5	Are the City's parks, recreation areas, and community centers
7)	1	2	3	4	5	Are police services
8)	1	2	3	4	5	Are fire services
9)	1	2	3	4	5	Is the Chesapeake public library system
10)	1	2	3	4	5	Is trash collection
11)	1	2	3	4	5	Are the City's recycling services
12)	1	2	3	4	5	Is the rain water drainage from City streets
13)	1	2	3	4	5	Is improving the traffic flow on City roadways
14)	1	2	3	4	5	Is maintaining City roads
15)	1	2	3	4	5	Is maintaining the City's bridges
16)	1	2	3	4	5	Are human service programs for needy or disabled residents, the elderly, and people with substance abuse problems
17)	1	2	3	4	5	Is the quality of the drinking water
18)	1	2	3	4	5	Is keeping residents informed about City services & activities
19)	1	2	3	4	5	Is citizens having an opportunity to share their ideas or opinions before the City makes important decisions

Now, we'd like to measure your SATISFACTION with certain City services. We'll be using a scale where 1 means Not Satisfied and 5 means Extremely Satisfied... and you can use any number from 1 to 5. (ROTATE ITEMS WITHIN GRID)

How satisfied are you with (fill in)?

[INDICATE if D/K]

- | | Not Satis. | | | Ext. Satis. | | | |
|-----|---|---|---|-------------|---|--|---|
| 20) | 1 | 2 | 3 | 4 | 5 | | The public school system in Chesapeake |
| 21) | 1 | 2 | 3 | 4 | 5 | | The City's parks, recreation areas, and community centers |
| 22) | 1 | 2 | 3 | 4 | 5 | | The police services |
| 23) | 1 | 2 | 3 | 4 | 5 | | The fire services |
| 24) | 1 | 2 | 3 | 4 | 5 | | The Chesapeake public library system |
| 25) | 1 | 2 | 3 | 4 | 5 | | The trash collection |
| 26) | 1 | 2 | 3 | 4 | 5 | | The City's recycling services |
| 27) | 1 | 2 | 3 | 4 | 5 | | The rain water drainage from City streets |
| 28) | 1 | 2 | 3 | 4 | 5 | | The traffic flow on City roadways |
| 29) | 1 | 2 | 3 | 4 | 5 | | The maintenance of City roads |
| 30) | 1 | 2 | 3 | 4 | 5 | | The maintenance of City bridges |
| 31) | 1 | 2 | 3 | 4 | 5 | | The human service programs for needy or disabled residents, the elderly, and people with substance abuse problems |
| 32) | 1 | 2 | 3 | 4 | 5 | | The quality of the drinking water |
| 33) | 1 | 2 | 3 | 4 | 5 | | How the City keeps residents informed about City services & activities |
| 34) | 1 | 2 | 3 | 4 | 5 | | Citizens having the opportunity to share their ideas or opinions before the City makes important decisions |
| 35) | In the past 12 months, have you watched any programs on Chesapeake's WCTV-48, which is available on cable TV and over the Internet? | | | | | | |

1- Yes

2- No

36) Every city operates within a budget. When preparing the next budget for the City of Chesapeake, can you think of ONE thing you think the City should spend LESS on?

37) And, what is the ONE thing you'd like to see them spend MORE on?

38) In preparing the next budget for the City of Chesapeake, do you feel that they should allocate:

1- More money

2- The same amount, or

3- Less money to improve the traffic flow on City streets?

39) And, do you feel that they should allocate:

1- More money

2- The same amount, or

3- Less money for City roads and road maintenance?

40) In the next City budget, should they should allocate:

1- More money

2- The same amount, or

3- Less money for bridge maintenance?

41) In Chesapeake's next budget, do you feel that they should allocate:

1- More money

2- The same amount, or

3- Less money to deal with rain water drainage issues?

42) In the next budget, should they should allocate:

1- More money

2- The same amount, or

3- Less money for public safety, including police, fire, and emergency medical services?

- 43) And, do you feel that they should allocate:
- 1- More money
 - 2- The same amount, or
 - 3- Less money for parks and recreation?
- 44) When preparing the next City budget, do you feel that they should allocate:
- 1- More money
 - 2- The same amount, or
 - 3- Less money for programs and activities for teenagers?
- 45) And, should they should allocate:
- 1- More money
 - 2- The same amount, or
 - 3- Less money for the Chesapeake Public Library system?
- 46) And, do you feel the next City budget should allocate:
- 1- More money
 - 2- The same amount, or
 - 3- Less money for economic development efforts to attract new businesses & help businesses grow?
- 47) **(If Q38 = MORE)** You said that they should allocate MORE money to improve traffic flow on City streets. Would you still say “MORE” if the cost increased your property taxes?
- 1- Yes, still wants the City to allocate MORE
 - 2- No
- 48) **(If Q39 = MORE)** You said that they should allocate MORE money for City roads and road maintenance. Would you still say “MORE” if the cost increased your property taxes?
- 1- Yes, still wants the City to allocate MORE
 - 2- No

- 49) **(If Q40 = MORE)** You said that they should allocate MORE money for bridge maintenance. Would you still say “MORE” if the cost increased your property taxes?
- 1- Yes, still wants the City to allocate MORE
 - 2- No
- 50) **(If Q41 = MORE)** You said that they should allocate MORE money to deal with rain water drainage issues. Would you still say “MORE” if the cost increased your property taxes?
- 1- Yes, still wants the City to allocate MORE
 - 2- No
- 51) **(If Q42 = MORE)** You said that they should allocate MORE money for public safety such as police, fire, and emergency medical services. Would you still say “MORE” if the cost increased your property taxes?
- 1- Yes, still wants the City to allocate MORE
 - 2- No
- 52) **(If Q43 = MORE)** You said that they should allocate MORE money for parks and recreation. Would you still say “MORE” if the cost increased your property taxes?
- 1- Yes, still wants the City to allocate MORE
 - 2- No
- 53) **(If Q44 = MORE)** You said that they should allocate MORE money for teen programs and activities in Chesapeake. Would you still say “MORE” if the cost increased your property taxes?
- 1- Yes, still wants the City to allocate MORE
 - 2- No
- 54) **(If Q45 = MORE)** You said that they should allocate MORE money for the Chesapeake Public Library system. Would you still say “MORE” if the cost increased your property taxes?
- 1- Yes, still wants the City to allocate MORE
 - 2- No

55) (If Q46 = MORE) You said that they should allocate MORE money for economic development efforts to attract new businesses and help businesses grow. Would you still say “MORE” if the cost increased your property taxes?

1- Yes, still wants the City to allocate MORE

2- No

56) It has been suggested that Chesapeake expand the curbside recycling program so residents would have the larger 90-gallon wheeled containers and they could recycle a wider variety of materials. Naturally, this would cost more. If an expanded recycling service with bi-weekly pickups cost each household \$7.75 per month, would you want the recycling program to be expanded, or not?

1- Yes, expand recycling services at a cost of \$7.75 per month per household

2- No, don't expand the recycling program

My last few questions are just to make sure we interview all groups of people.

57) Are you in your: 2- 20's 3- 30's 4- 40's 5- 50's 6- 60's 7- 70's or older?

58) I realize that it may not be exactly where you live, but which of these seven areas in Chesapeake is closest to your home: **(Read All Choices)**

1- Deep Creek

2- Greenbrier

3- Indian River

4- Great Bridge

5- South Norfolk, incl. Portlock

6- Western Branch, or

7- The Hickory or Southern Chesapeake area?

59) And your ethnic background...are you: **(Read Choices)**

1- White 2- African American, or 3- Of another ethnic background?

60) Lastly, which LETTER includes your total family income per year - just stop me when I say it:

1- **A)** Under \$20,000

4- **D)** \$60,000 to \$79,999

7- **G)** \$125,000 or more

2- **B)** \$20,000 to \$39,999

5- **E)** \$80,000 to \$99,999

3- **C)** \$40,000 to \$59,999

6- **F)** \$100,000 to \$124,999

61) **GENDER (ask if unsure):** 1- Male 2-Female

Thanks for sharing your time with me today. We'll be reporting the results of this survey to City Council in late November.