

SUMMARY TABLE: SATISFACTION
(In descending order based on the first column)

Using a scale where 1 means Not Satisfied and 5 means Extremely Satisfied, how satisfied are you with (fill in) ?

| | <u>% Who Rated Satisfaction as a "5"</u> | <u>% Who Rated Satisfaction as a "4" or "5"</u> |
|---|--|---|
| ... fire services (Q23) | 59.7% | 93.2% |
| ... police services (Q22) | 43.5% | 79.9% |
| ... trash collection (Q25) | 43.5% | 77.3% |
| ... the Chesapeake public library system (Q24) | 41.9% | 75.0% |
| ... the public school system in Chesapeake (Q20) | 29.5% | 64.0% |
| ... the City's recycling services (Q26) | 28.2% | 54.5% |
| ... the City's parks, recreation areas, and community centers (Q21) | 21.8% | 53.9% |
| ... the rain water drainage from City streets (Q27) | 16.6% | 47.1% |
| ... the quality of the drinking water (Q32) | 16.6% | 46.4% |
| ... citizens having an opportunity to share their ideas or opinions before the City makes important decisions (Q34) | 14.9% | 39.3% |
| ... keeping residents informed about City services and activities (Q33) | 13.0% | 39.9% |
| ... human service programs for needy or disabled residents, the elderly, and people with substance abuse problems (Q31) | 12.7% | 43.2% |
| ... the maintenance of City bridges (Q30) | 4.9% | 25.0% |
| ... the traffic flow on City roadways (Q28) | 3.2% | 21.8% |
| ... the maintenance of City roads (Q29) | 2.6% | 26.3% |
| | (n=308) | (n=308) |