

SATISFACTION WITH CITY SERVICES/CHARACTERISTICS

<u>Service/Characteristic</u>	Percent Who Were Satisfied:*				
	<u>1998</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2006</u>
Fire Department	99.0%	n/a	98.1%	98.4%	99.7%
Public library system	96.7%	99.4%	n/a	97.0%	98.7%
Overall quality of life	92.7%	94.5%	92.5%	94.4%	97.0%
The level of safety in your neighborhood**	89.3%	91.0%	89.1%	90.8%	96.0%
Overall level of safety in Chesapeake**	91.7%	88.7%	89.1%	92.0%	95.0%
City parks	82.0%	81.7%	n/a	91.8%	94.7%
Police Department	91.7%	n/a	91.3%	91.0%	94.0%
Courtesy of City employees	92.7%	91.6%	93.5%	94.2%	93.7%
The City's cable TV station	91.3%	88.7%	84.8%	88.2%	93.4%
Race relations among residents of Chesapeake	n/a	n/a	n/a	90.6%	93.0%
Cleanliness & appearance of the City	90.7%	91.0%	85.7%	89.4%	91.0%
The City's Web site	n/a	89.2%	90.4%	n/a	91.0%
City services (overall)	92.7%	90.7%	90.7%	92.0%	90.4%
The action the City took in response to your request	n/a	89.9%	84.3%	87.8%	88.3%
Community centers	81.3%	84.6%	n/a	84.8%	87.2%
City trash collection	90.3%	95.2%	91.9%	82.6%	86.7%
Public school system	76.7%	81.4%	76.7%	82.0%	82.1%
Efforts to keep residents informed	n/a	81.4%	72.7%	78.0%	80.7%
Recreation programs/leagues	82.0%	89.4%	80.4%	83.8%	78.5%
Drop-off recycling program at Rokeby/Deep Creek	n/a	n/a	n/a	n/a	78.7%
Curbside recycling program	n/a	n/a	n/a	n/a	75.9%
Curbside/drop-off recycling program	86.3%	84.2%	n/a	85.6%	n/a

(continued)

**SATISFACTION WITH CITY SERVICES/CHARACTERISTICS
(continued)**

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	<u>1998</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2006</u>
The opportunity citizens have to share their ideas/opinions**	72.7%	69.1%	69.6%	74.6%	73.4%
The condition of roads in your neighborhood area	n/a	n/a	n/a	81.4%	69.8%
Rain water drainage in your neighborhood area	56.0%	69.5%	49.4%	69.2%	69.1%
The City's drinking water	26.0%	n/a	n/a	43.6%	68.1%
The condition of City roads & bridges	56.7%	57.9%	52.8%	63.6%	49.5%
The flow of traffic on roads in the City	n/a	n/a	n/a	42.0%	31.6%
	(s=300) (l=300)	(s=37) (l=311)	(s=52) (l=322)	(s=344) (l=500)	(s=81) (l=301)

NOTE: The (s=_) figure at the bottom of each column indicates the smallest number of people who responded to a particular question, and (l=_) indicates the largest.

*"Very Satisfied" and "Satisfied" combined.

**In 1998, an agreement scale was used.