

SATISFACTION RATINGS

Q20 - 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. How satisfied are you with the public school system in Chesapeake?

	<u>Number</u>	<u>Percentage</u>
5 Extremely Satisfied	91	29.5%
4	106	34.4%
3	84	27.3%
2	16	5.2%
1 Not Satisfied	11	3.6%
	308	100.0%

Mean (Average) = 3.81 (n=308)

Q21 - How satisfied are you with the City's parks, recreation areas, and community centers?

	<u>Number</u>	<u>Percentage</u>
5 Extremely Satisfied	67	21.8%
4	99	32.1%
3	109	35.4%
2	21	6.8%
1 Not Satisfied	12	3.9%
	308	100.0%

Mean (Average) = 3.61 (n=308)

Q22 - How satisfied are you with the police services?

	<u>Number</u>	<u>Percentage</u>
5 Extremely Satisfied	134	43.5%
4	112	36.4%
3	55	17.9%
2	6	1.9%
1 Not Satisfied	1	0.3%
	308	100.0%

Mean (Average) = 4.21 (n=308)

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Q23 - Using a scale where 1 means Not Satisfied and 5 means Extremely Satisfied, how satisfied are you with the fire services?

	<u>Number</u>	<u>Percentage</u>
5 Extremely Satisfied	184	59.7%
4	103	33.4%
3	18	5.8%
2	2	0.6%
1 Not Satisfied	<u>1</u>	<u>0.3%</u>
	308	100.0%

Mean (Average) = 4.52 (n=308)

Q24 - How satisfied are you with the Chesapeake public library system?

	<u>Number</u>	<u>Percentage</u>
5 Extremely Satisfied	129	41.9%
4	102	33.1%
3	68	22.1%
2	7	2.3%
1 Not Satisfied	<u>2</u>	<u>0.6%</u>
	308	100.0%

Mean (Average) = 4.13 (n=308)

Q25 - How satisfied are you with the trash collection?

	<u>Number</u>	<u>Percentage</u>
5 Extremely Satisfied	134	43.5%
4	104	33.8%
3	43	14.0%
2	18	5.8%
1 Not Satisfied	<u>9</u>	<u>2.9%</u>
	308	100.0%

Mean (Average) = 4.09 (n=308)

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Q26 - Using a scale where 1 means Not Satisfied and 5 means Extremely Satisfied, how satisfied are you with the City's recycling services?

	<u>Number</u>	<u>Percentage</u>
5 Extremely Satisfied	87	28.2%
4	81	26.3%
3	74	24.0%
2	35	11.4%
1 Not Satisfied	<u>31</u>	<u>10.1%</u>
	308	100.0%

Mean (Average) = 3.51 (n=308)

Q27 - How satisfied are you with the rain water drainage from City streets?

	<u>Number</u>	<u>Percentage</u>
5 Extremely Satisfied	51	16.6%
4	94	30.5%
3	91	29.5%
2	36	11.7%
1 Not Satisfied	<u>36</u>	<u>11.7%</u>
	308	100.0%

Mean (Average) = 3.29 (n=308)

Q28 - How satisfied are you with the traffic flow on City roadways?

	<u>Number</u>	<u>Percentage</u>
5 Extremely Satisfied	10	3.2%
4	57	18.5%
3	127	41.2%
2	54	17.5%
1 Not Satisfied	<u>60</u>	<u>19.5%</u>
	308	100.0%

Mean (Average) = 2.69 (n=308)

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Q29 - Using a scale where 1 means Not Satisfied and 5 means Extremely Satisfied, how satisfied are you with the maintenance of City roads?

	<u>Number</u>	<u>Percentage</u>
5 Extremely Satisfied	8	2.6%
4	73	23.7%
3	110	35.7%
2	67	21.8%
1 Not Satisfied	<u>50</u>	<u>16.2%</u>
	308	100.0%

Mean (Average) = 2.75 (n=308)

Q30 - How satisfied are you with the maintenance of City bridges?

	<u>Number</u>	<u>Percentage</u>
5 Extremely Satisfied	15	4.9%
4	62	20.1%
3	114	37.0%
2	51	16.6%
1 Not Satisfied	<u>66</u>	<u>21.4%</u>
	308	100.0%

Mean (Average) = 2.70 (n=308)

Q31 - How satisfied are you with the human service programs for needy or disabled residents, the elderly, and people with substance abuse problems?

	<u>Number</u>	<u>Percentage</u>
5 Extremely Satisfied	39	12.7%
4	94	30.5%
3	127	41.2%
2	30	9.7%
1 Not Satisfied	<u>18</u>	<u>5.8%</u>
	308	100.0%

Mean (Average) = 3.34 (n=308)

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Q32 - Using a scale where 1 means Not Satisfied and 5 means Extremely Satisfied, how satisfied are you with the quality of the drinking water?

	<u>Number</u>	<u>Percentage</u>
5 Extremely Satisfied	51	16.6%
4	92	29.9%
3	88	28.6%
2	44	14.3%
1 Not Satisfied	<u>33</u>	<u>10.7%</u>
	308	100.0%

Mean (Average) = 3.27 (n=308)

Q33 - How satisfied are you with how the City keeps residents informed about City services and activities?

	<u>Number</u>	<u>Percentage</u>
5 Extremely Satisfied	40	13.0%
4	83	26.9%
3	111	36.0%
2	54	17.5%
1 Not Satisfied	<u>20</u>	<u>6.5%</u>
	308	100.0%

Mean (Average) = 3.22 (n=308)

Q34 - How satisfied are you with citizens having the opportunity to share their ideas or opinions before the City makes important decisions?

	<u>Number</u>	<u>Percentage</u>
5 Extremely Satisfied	46	14.9%
4	75	24.4%
3	118	38.3%
2	49	15.9%
1 Not Satisfied	<u>20</u>	<u>6.5%</u>
	308	100.0%

Mean (Average) = 3.25 (n=308)