

HAMPTON VA

NEWS RELEASE

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Survey shows residents satisfied with quality of life in Hampton, courtesy, work of city employees

Nov. 9, 2016 - A new survey shows that 86% of Hampton residents are satisfied or extremely satisfied with the overall quality of life in Hampton, and an impressive 92.3% are satisfied with the overall work performed by city employees.

City Manager Mary Bunting said she would share the survey results with employees. “If we didn’t have such a great work force, we wouldn’t have these great results,” said Bunting.

The Citizen Satisfaction Survey has been taken every two years since 1987. It’s designed to track how Hampton residents feel about their community and the services they receive. Results of the latest survey - taken this summer - were presented to City Council Wednesday afternoon by Nanci A. Glass of Continental Research Associates in Norfolk.

In explaining the numbers and what they represent, Glassman said: “This is wow impressive - not something you see in every community. From our point of view, this is really good stuff.”

Some of the highlights:

Citizen satisfaction:

- 93.6% of residents are satisfied with the overall courtesy of city employees
- Most city services received a satisfaction rating of 80% or more, including fire and rescue services (98.4%); public libraries (96.5%); 311 Customer Call Center (94.5%); and police services (89.1%).

“Characteristics ” of Hampton :

- 89.1% were satisfied with the information available on city services
- 79.7% were satisfied with the overall appearance of the City of Hampton
- 74.7% were satisfied with the ease of traffic flow on main roads

How city services are used:

- 80.5% said they had visited a city park in the past 12 months

- 66.4% said they had gone to an outdoor event or festival
- 61.3% said they had visited a public library in Hampton

Satisfaction with information:

- The number of residents who use the city's website as their main source of information about city government has grown from 22% in 2012 to 40% in 2016.
- 98.6% of residents who subscribe to Hampton's electronic newsletters said they are satisfied with the updates
- 97.6% of residents who follow the city on Facebook, Twitter or Instagram said they are satisfied with the information they receive.

The survey has a margin of error of plus or minus 5.06 percent.

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