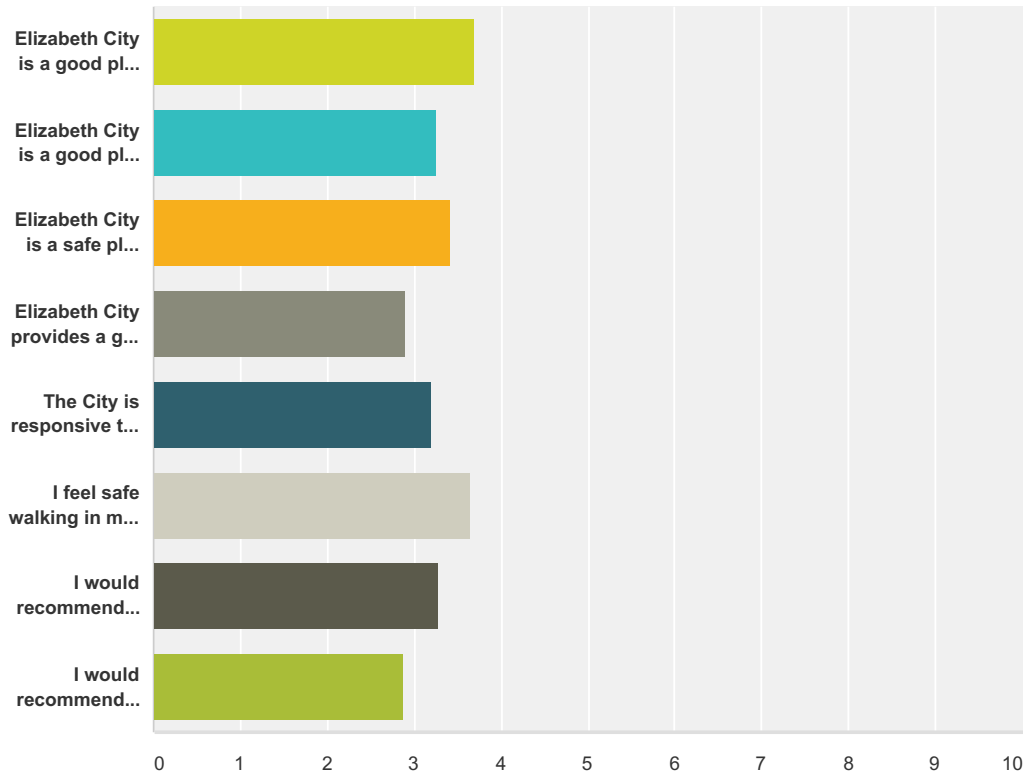


### Q1 Rate Your Perceptions of Elizabeth City

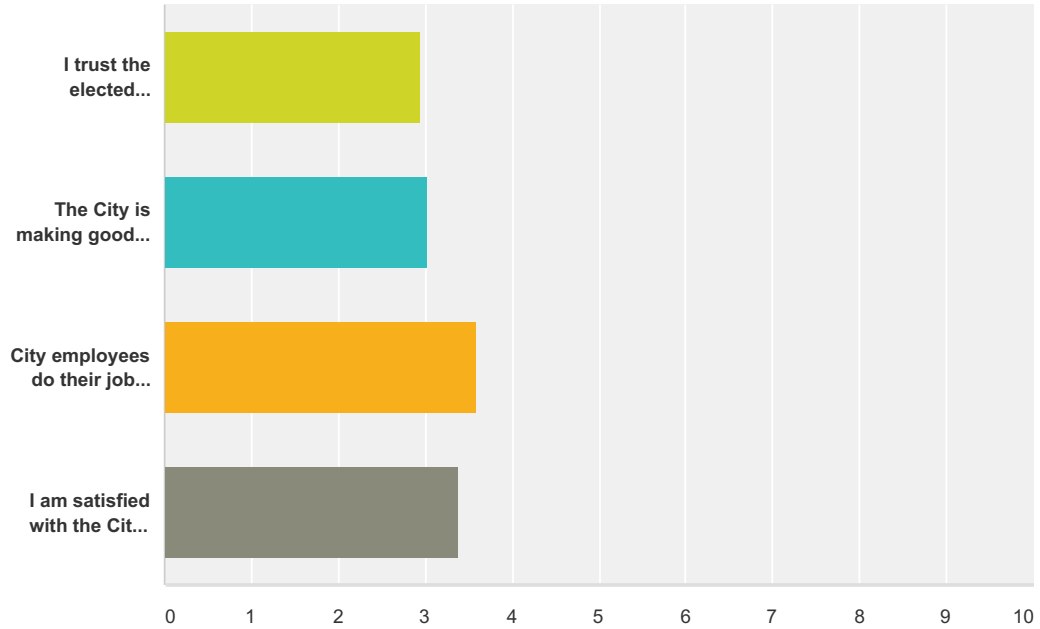
Answered: 353 Skipped: 5



	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total	Weighted Average
Elizabeth City is a good place to live	20.17% 71	46.31% 163	19.89% 70	11.08% 39	2.56% 9	352	3.70
Elizabeth City is a good place to raise children	12.00% 42	34.00% 119	30.00% 105	16.29% 57	7.71% 27	350	3.26
Elizabeth City is a safe place to live	11.14% 39	39.71% 139	32.86% 115	12.57% 44	3.71% 13	350	3.42
Elizabeth City provides a good environment for businesses to succeed	5.16% 18	25.21% 88	33.81% 118	27.22% 95	8.60% 30	349	2.91
The City is responsive to the needs of citizens	9.77% 34	31.90% 111	33.62% 117	17.82% 62	6.90% 24	348	3.20
I feel safe walking in my neighborhood	23.21% 81	40.40% 141	20.34% 71	11.46% 40	4.58% 16	349	3.66
I would recommend Elizabeth City as a place to live to my friends	16.24% 57	33.05% 116	24.22% 85	15.95% 56	10.54% 37	351	3.28
I would recommend Elizabeth City as a place to open or relocate a business	9.14% 32	20.57% 72	34.00% 119	22.57% 79	13.71% 48	350	2.89

## Q2 Rate your Perceptions of City Leadership (Elected Officials & Executive Staff)

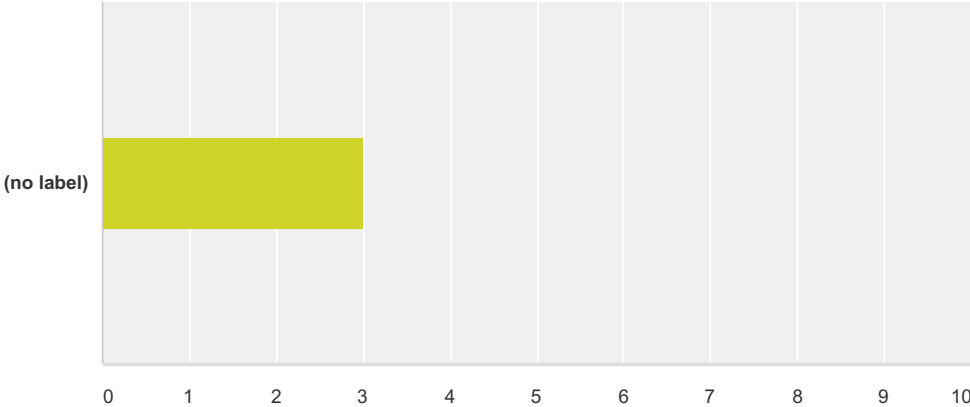
Answered: 355 Skipped: 3



	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total	Weighted Average
I trust the elected officials to make the best decisions for the city as a whole, even if I personally disagree with a decision	7.49% 26	27.09% 94	29.68% 103	23.92% 83	11.82% 41	347	2.95
The City is making good decisions about development	8.29% 29	26.86% 94	33.71% 118	21.14% 74	10.00% 35	350	3.02
City employees do their jobs in a professional manner	18.21% 63	43.64% 151	23.41% 81	8.09% 28	6.65% 23	346	3.59
I am satisfied with the City's overall current level of services	11.01% 38	42.32% 146	26.96% 93	12.75% 44	6.96% 24	345	3.38

**Q3 How satisfied are you with the overall appearance of Elizabeth City as a city?**

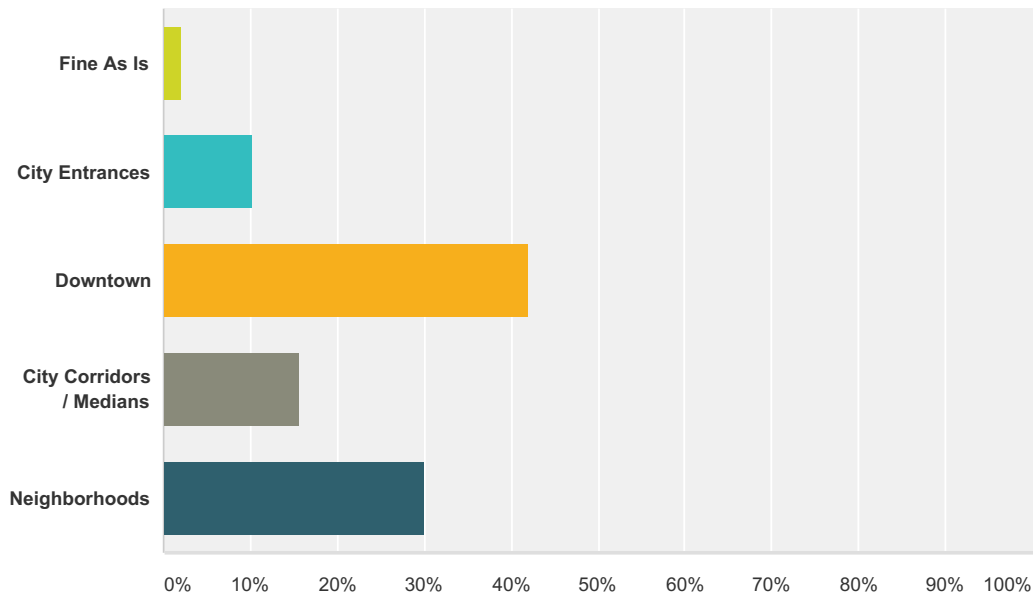
Answered: 323 Skipped: 35



	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Total	Weighted Average
(no label)	7.74% 25	38.70% 125	12.69% 41	28.48% 92	12.38% 40	323	3.01

### Q4 Where do you think the City should focus its beautification efforts?

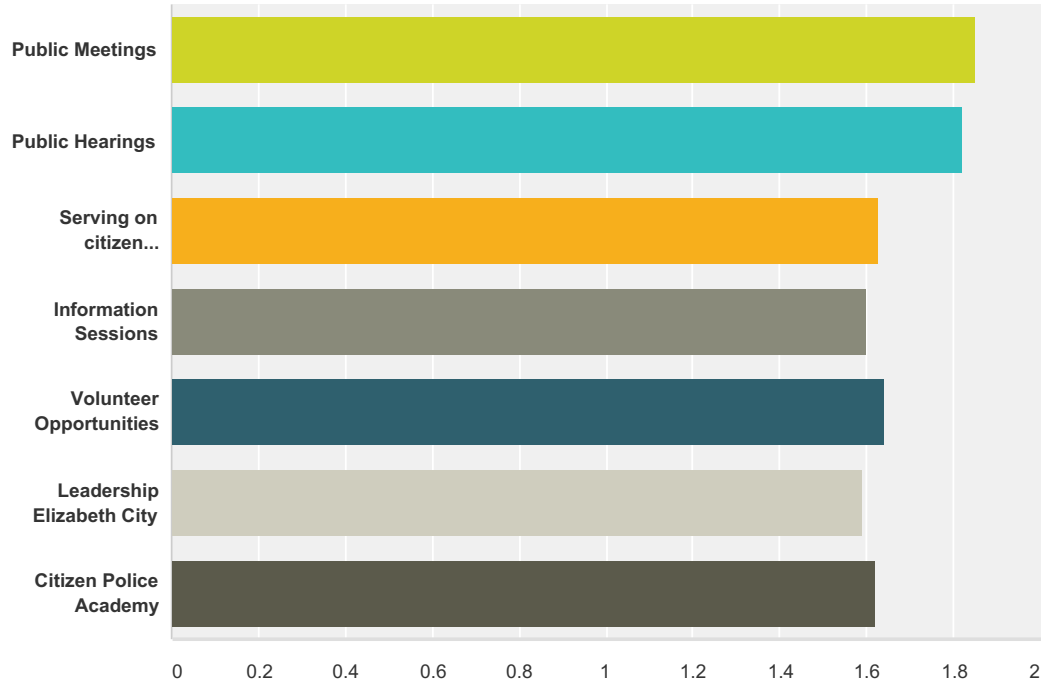
Answered: 340 Skipped: 18



Answer Choices	Responses
Fine As Is	2.06% 7
City Entrances	10.29% 35
Downtown	42.06% 143
City Corridors / Medians	15.59% 53
Neighborhoods	30.00% 102
<b>Total</b>	<b>340</b>

**Q5 Please indicate whether you are aware of the following opportunities that are offered by the City of Elizabeth City to involve residents in the City's decision-making.**

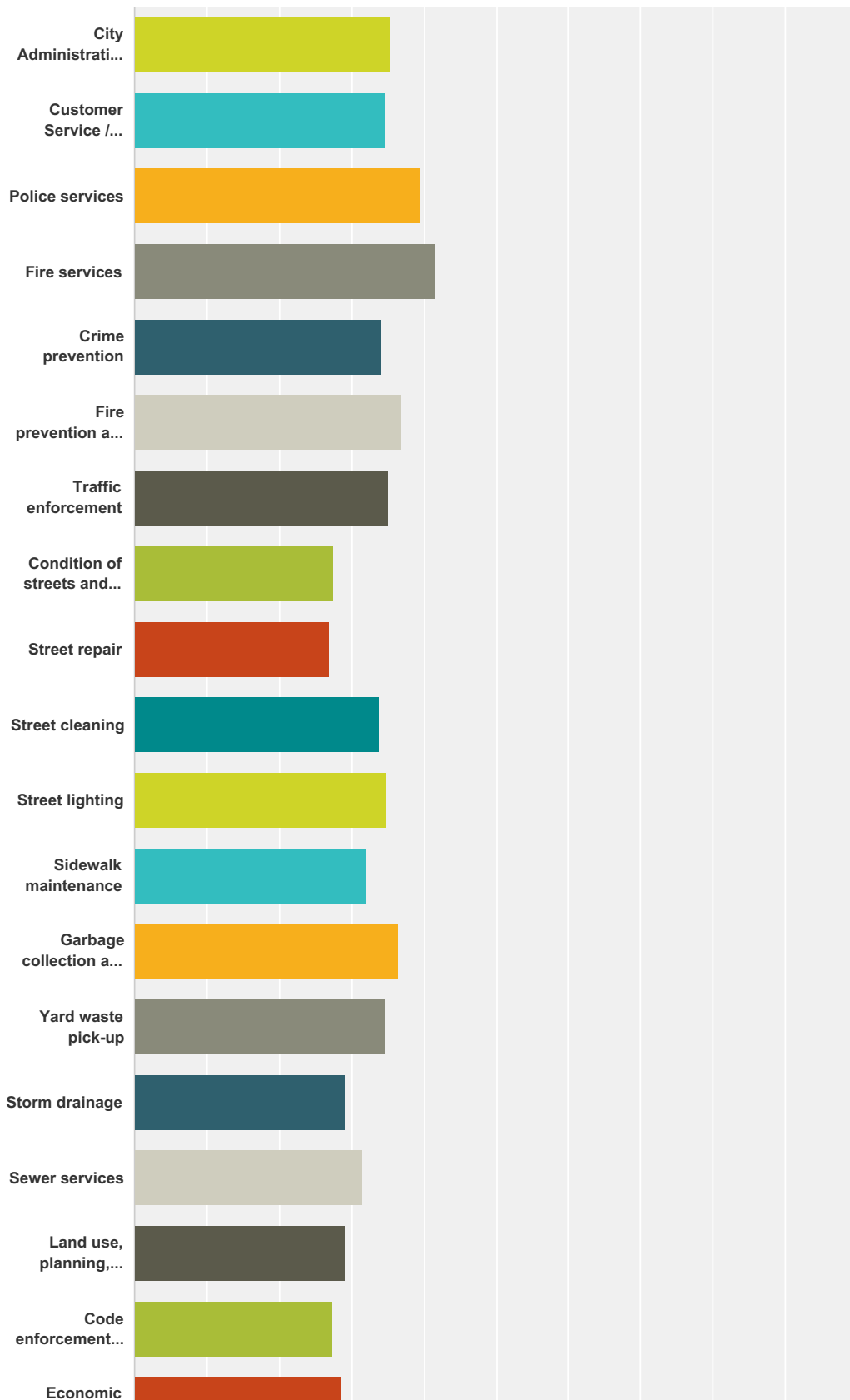
Answered: 330 Skipped: 28



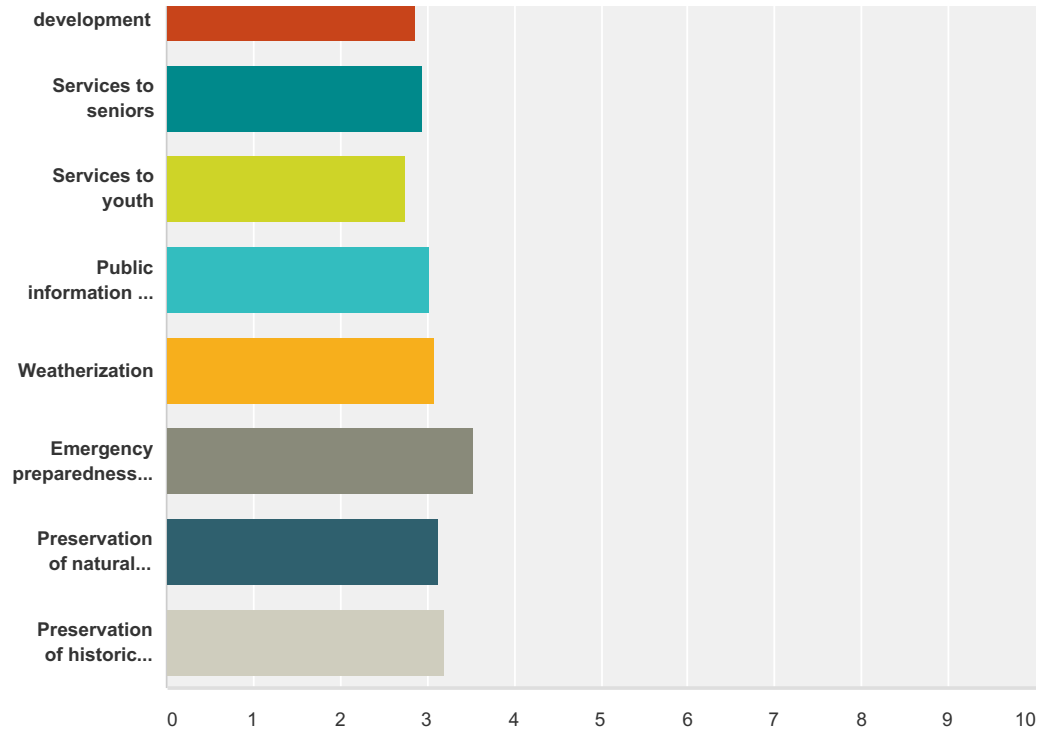
	Yes	No	Total	Weighted Average
Public Meetings	85.37% 280	14.63% 48	328	1.85
Public Hearings	81.54% 265	18.46% 60	325	1.82
Serving on citizen committees	62.77% 204	37.23% 121	325	1.63
Information Sessions	60.49% 196	39.51% 128	324	1.60
Volunteer Opportunities	64.31% 209	35.69% 116	325	1.64
Leadership Elizabeth City	59.32% 191	40.68% 131	322	1.59
Citizen Police Academy	62.11% 200	37.89% 122	322	1.62

### Q6 Please rate the quality of each of the following in Elizabeth City:

Answered: 334 Skipped: 24



## 2016 Citizen Satisfaction Survey



	Excellent	Good	Fair	Poor	No Opinion	Total	Weighted Average
City Administration/Manager/Clerk/Staff	22.80% 75	37.08% 122	20.67% 68	11.25% 37	8.21% 27	329	3.55
Customer Service / Utility Payment Center	17.07% 56	42.07% 138	19.82% 65	13.11% 43	7.93% 26	328	3.47
Police services	33.23% 110	41.99% 139	16.01% 53	4.53% 15	4.23% 14	331	3.95
Fire services	46.50% 153	37.69% 124	7.90% 26	1.22% 4	6.69% 22	329	4.16
Crime prevention	13.72% 45	41.77% 137	22.56% 74	16.46% 54	5.49% 18	328	3.42
Fire prevention and education	29.05% 95	43.12% 141	8.87% 29	5.20% 17	13.76% 45	327	3.69
Traffic enforcement	13.46% 44	49.24% 161	18.65% 61	12.54% 41	6.12% 20	327	3.51
Condition of streets and alleyways, their maintenance and repair	3.35% 11	15.85% 52	35.98% 118	42.38% 139	2.44% 8	328	2.75
Street repair	3.00% 10	13.81% 46	34.83% 116	47.15% 157	1.20% 4	333	2.70
Street cleaning	12.16% 40	39.21% 129	27.36% 90	18.24% 60	3.04% 10	329	3.39
Street lighting	12.16% 40	41.03% 135	31.00% 102	13.98% 46	1.82% 6	329	3.48
Sidewalk maintenance	7.25% 24	37.16% 123	29.91% 99	21.15% 70	4.53% 15	331	3.21
Garbage collection and recycling	27.41% 91	38.86% 129	16.57% 55	6.33% 21	10.84% 36	332	3.66

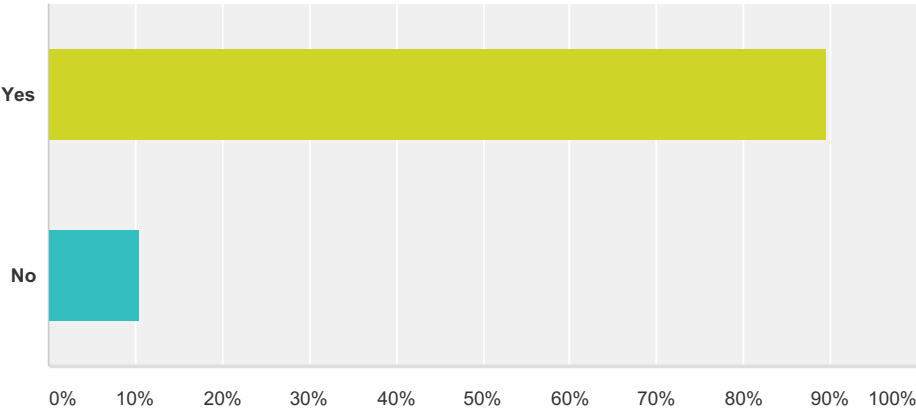
## 2016 Citizen Satisfaction Survey

Yard waste pick-up	<b>22.19%</b> 73	<b>40.73%</b> 134	<b>14.89%</b> 49	<b>5.47%</b> 18	<b>16.72%</b> 55	329	3.46
Storm drainage	<b>7.55%</b> 25	<b>25.08%</b> 83	<b>25.98%</b> 86	<b>35.35%</b> 117	<b>6.04%</b> 20	331	2.93
Sewer services	<b>10.61%</b> 35	<b>35.76%</b> 118	<b>26.06%</b> 86	<b>13.94%</b> 46	<b>13.64%</b> 45	330	3.16
Land use, planning, zoning, and permitting	<b>7.62%</b> 25	<b>31.10%</b> 102	<b>25.61%</b> 84	<b>17.07%</b> 56	<b>18.60%</b> 61	328	2.92
Code enforcement (weeds, abandoned buildings, junk vehicles, etc.)	<b>3.63%</b> 12	<b>21.75%</b> 72	<b>29.61%</b> 98	<b>35.05%</b> 116	<b>9.97%</b> 33	331	2.74
Economic development	<b>4.86%</b> 16	<b>25.84%</b> 85	<b>27.66%</b> 91	<b>33.43%</b> 110	<b>8.21%</b> 27	329	2.86
Services to seniors	<b>8.26%</b> 27	<b>32.11%</b> 105	<b>25.99%</b> 85	<b>14.07%</b> 46	<b>19.57%</b> 64	327	2.95
Services to youth	<b>5.52%</b> 18	<b>24.54%</b> 80	<b>25.46%</b> 83	<b>27.91%</b> 91	<b>16.56%</b> 54	326	2.75
Public information / Outreach	<b>8.98%</b> 29	<b>28.79%</b> 93	<b>29.72%</b> 96	<b>21.36%</b> 69	<b>11.15%</b> 36	323	3.03
Weatherization	<b>14.68%</b> 48	<b>30.28%</b> 99	<b>24.16%</b> 79	<b>12.23%</b> 40	<b>18.65%</b> 61	327	3.10
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	<b>19.45%</b> 64	<b>40.43%</b> 133	<b>21.28%</b> 70	<b>10.94%</b> 36	<b>7.90%</b> 26	329	3.53
Preservation of natural areas such as open space and greenbelt	<b>8.56%</b> 28	<b>39.45%</b> 129	<b>23.55%</b> 77	<b>14.37%</b> 47	<b>14.07%</b> 46	327	3.14
Preservation of historic landmarks, buildings and landscapes	<b>10.43%</b> 34	<b>37.12%</b> 121	<b>25.15%</b> 82	<b>16.87%</b> 55	<b>10.43%</b> 34	326	3.20



**Q7 Have you visited ANY of the City's parks or recreation centers in the last year?**

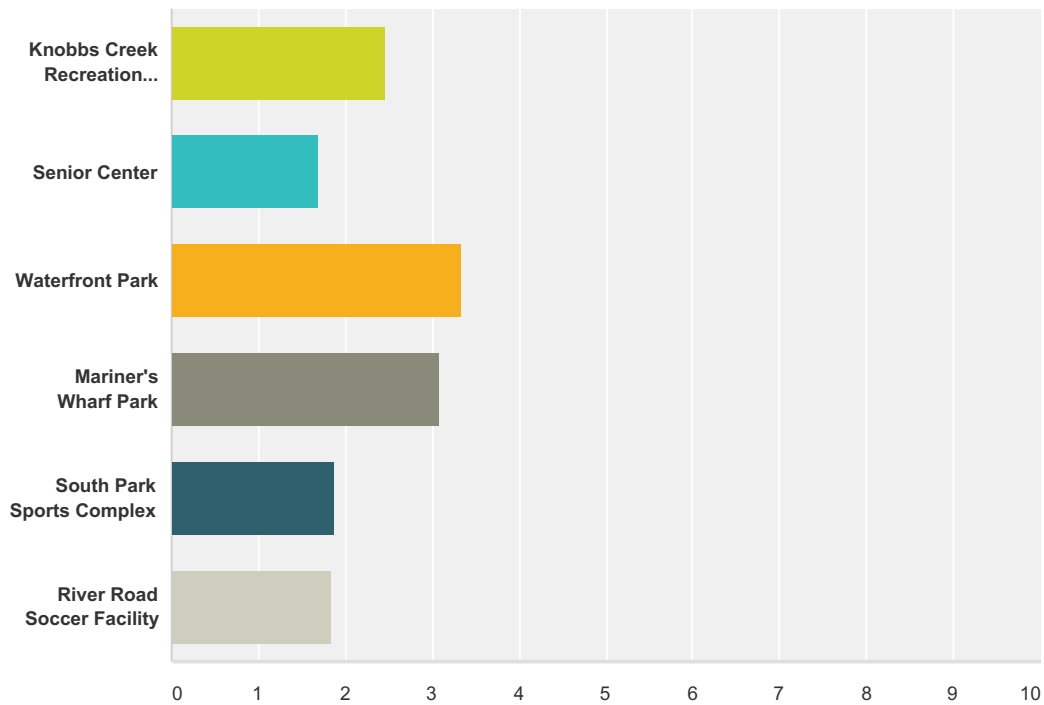
Answered: 315 Skipped: 43



Answer Choices	Responses
Yes	89.52% 282
No	10.48% 33
<b>Total</b>	<b>315</b>

### Q8 If you answered 'YES', on average, how often do you visit each of the following?

Answered: 298 Skipped: 60



	At least once a month	Once every 3 months	Once a year	I have never used	Total	Weighted Average
Knobbs Creek Recreation Center	20.83% 60	23.61% 68	37.15% 107	18.40% 53	288	2.47
Senior Center	14.98% 43	6.27% 18	11.85% 34	66.90% 192	287	1.69
Waterfront Park	51.53% 152	33.90% 100	11.53% 34	3.05% 9	295	3.34
Mariner's Wharf Park	47.08% 137	27.49% 80	13.06% 38	12.37% 36	291	3.09
South Park Sports Complex	13.75% 40	13.06% 38	19.93% 58	53.26% 155	291	1.87
River Road Soccer Facility	14.68% 43	12.29% 36	15.70% 46	57.34% 168	293	1.84

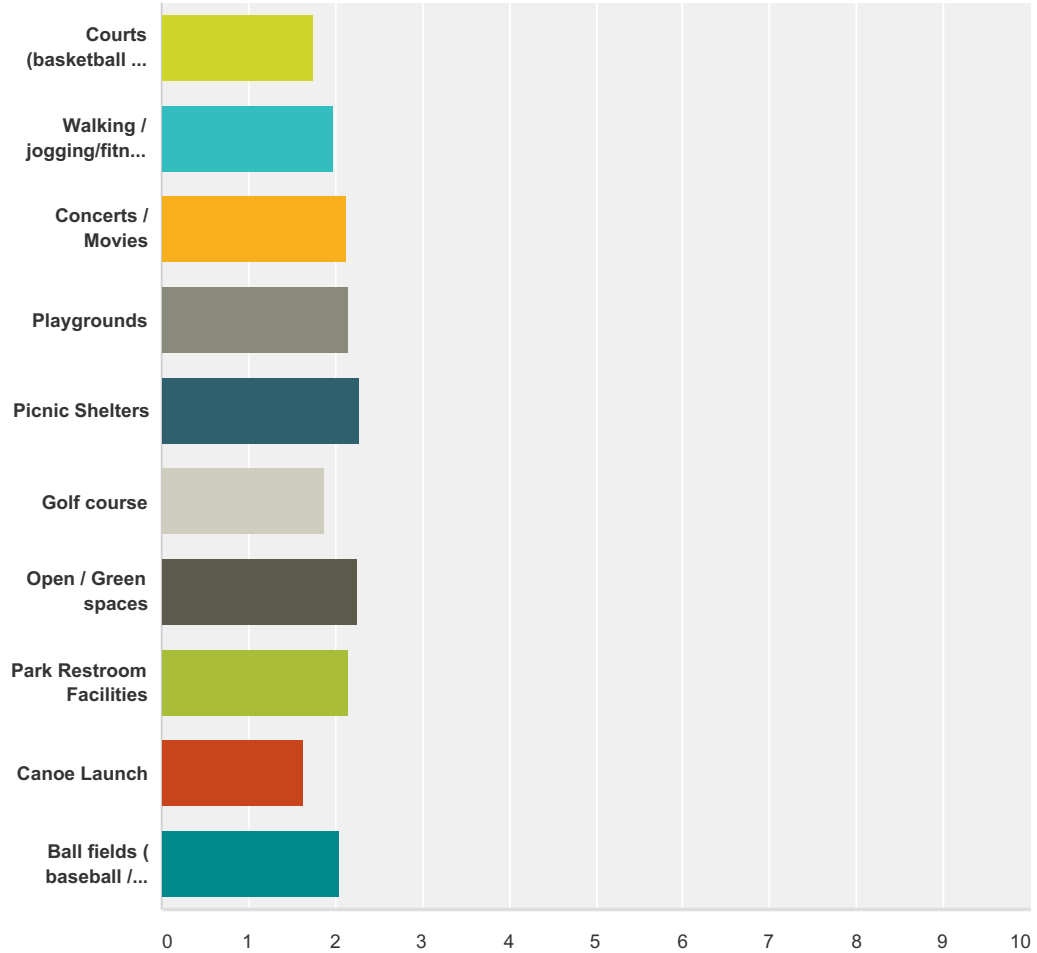
#	Other (please specify)	Date
1	Charles Creek Park and Fun Junktion	1/27/2017 6:36 PM
2	Charles Creek Park -- At least once a month	1/23/2017 12:12 PM
3	Walnut Park	1/16/2017 12:15 PM
4	Coming from Hampton roads, I have been disappointed with the parks I've seen thus far very little to no equipment, poor landscaping. Debris including broken glass all over an area of one of the parks we visited. I feel that tell me the parks have poorly selected placement. Our family has never run into another family while at a local park', which is odd	1/8/2017 12:48 AM
5	Charles creek park, tennis courts on Harney and Elizabeth Streets- at least once a month	12/18/2016 9:11 AM

## 2016 Citizen Satisfaction Survey

6	fun junction	11/21/2016 8:07 PM
7	Charles Creek (once every three months)	11/16/2016 4:43 PM
8	Fun Junktion	11/16/2016 4:25 PM
9	Dog Corner (at least once a month)	11/16/2016 3:36 PM
10	Senior Center very outdated programs baby boomers are here and expect better activities and trip options They are stuck in 1960 More sports programs for children as well as arts and music keep them busy and away from drugs Lots of room for improvement	11/16/2016 3:00 PM
11	Charles Creek Park	11/15/2016 7:52 PM
12	Just walking the neighborhood and downtown at least weekly	11/11/2016 12:31 PM
13	Ride signed city bike routes and paddle river paddle trail	11/5/2016 10:11 PM
14	Tot lot	11/5/2016 6:27 AM
15	Fun Junction	11/4/2016 9:53 PM
16	Knobbs Creek Par 3 golf course	11/4/2016 8:27 PM
17	Enfield Softball fields, Northeastern Tennis Courts	11/4/2016 7:09 PM
18	Fun Junction is a joke, how do kids get to it and it is nasty. This could have been in a outlying area of the city and been great, even at Knobbs creek	11/4/2016 10:19 AM
19	Historic Sites, Statues	11/3/2016 4:21 AM
20	Fun Junktion	11/2/2016 12:59 PM
21	Northeastern Tennis Courts....weekly	11/2/2016 9:54 AM
22	small neighborhood parks	11/2/2016 9:37 AM
23	Charles Creek Park,	11/2/2016 5:25 AM
24	Charles Creek Park	11/2/2016 12:30 AM
25	City boat launch every week during nice weather. Also take part in every downtown activity like movies and music that we can attend.	11/1/2016 6:52 PM

**Q9 In this section, we would like your opinion regarding amenities within our parks.**

Answered: 316 Skipped: 42



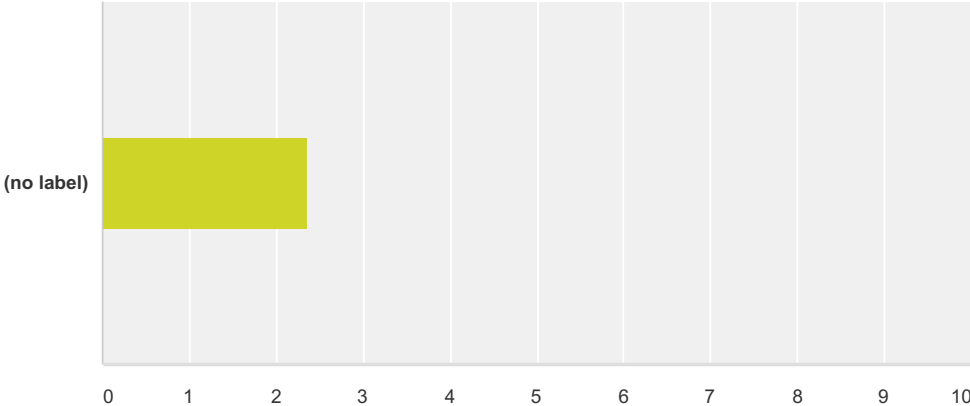
	Have not visited or used	Good as is	Needs improvement	No Opinion	Total	Weighted Average
Courts (basketball / tennis)	40.63% 128	20.32% 64	24.13% 76	14.92% 47	315	1.76
Walking / jogging/fitness / bicycle paths	28.43% 89	27.48% 86	32.91% 103	11.18% 35	313	1.99
Concerts / Movies	21.94% 68	32.58% 101	33.55% 104	11.94% 37	310	2.12
Playgrounds	21.97% 69	35.99% 113	28.66% 90	13.38% 42	314	2.16
Picnic Shelters	21.09% 66	45.69% 143	21.41% 67	11.82% 37	313	2.28
Golf course	40.06% 125	30.45% 95	8.33% 26	21.15% 66	312	1.88
Open / Green spaces	20.39% 63	42.72% 132	22.98% 71	13.92% 43	309	2.26

## 2016 Citizen Satisfaction Survey

Park Restroom Facilities	<b>22.19%</b> 69	<b>34.41%</b> 107	<b>29.26%</b> 91	<b>14.15%</b> 44	311	2.14
Canoe Launch	<b>45.16%</b> 140	<b>17.10%</b> 53	<b>13.23%</b> 41	<b>24.52%</b> 76	310	1.63
Ball fields ( baseball / softball / football)	<b>35.28%</b> 109	<b>39.16%</b> 121	<b>9.71%</b> 30	<b>15.86%</b> 49	309	2.05

**Q10 How often do you visit Downtown?**

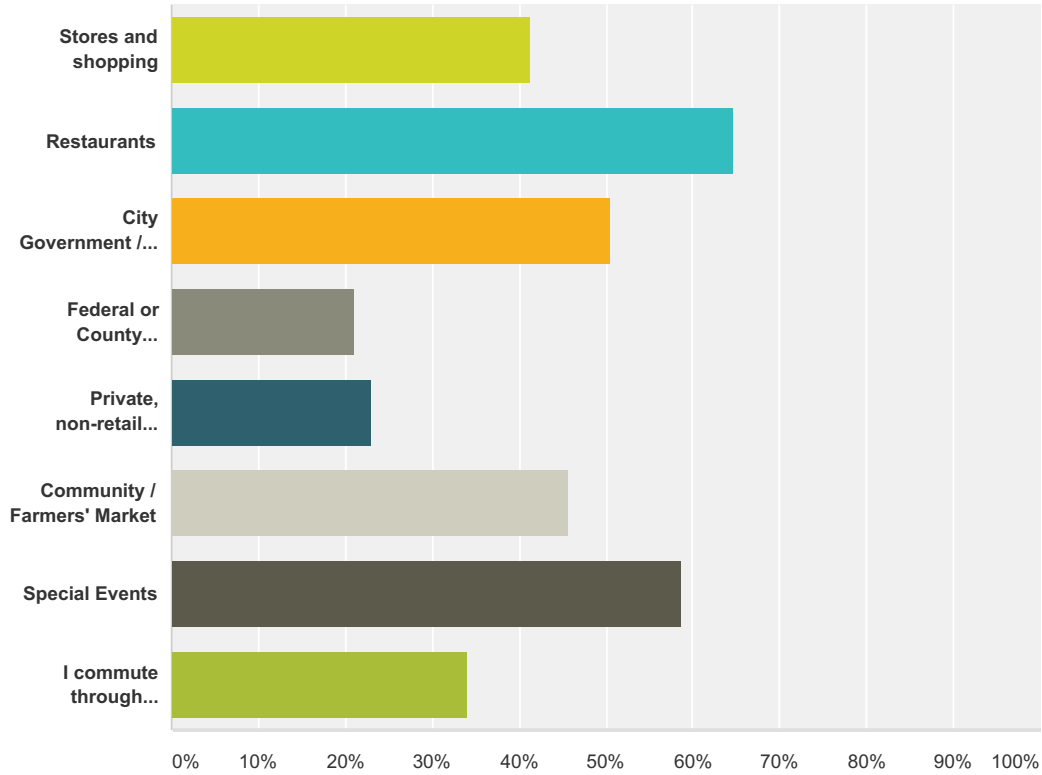
Answered: 322 Skipped: 36



	Once a month	2-5 times a month	Once a year	2-6 times a year	6-12 times per year	Total	Weighted Average
(no label)	23.29% 75	52.48% 169	3.42% 11	7.14% 23	13.66% 44	322	2.35

### Q11 Which of the following takes you to Downtown Elizabeth City? (Check all that apply)

Answered: 317 Skipped: 41



Answer Choices	Responses
Stores and shopping	41.32% 131
Restaurants	64.67% 205
City Government / Utility Payments	50.47% 160
Federal or County Government	21.14% 67
Private, non-retail offices and services (e.g. attorney, accountant, medical, etc.)	23.03% 73
Community / Farmers' Market	45.74% 145
Special Events	58.68% 186
I commute through downtown	34.07% 108
<b>Total Respondents: 317</b>	

#	Other (please specify)	Date
1	Church	1/22/2017 2:20 PM
2	Personal walk route	1/16/2017 12:34 PM
3	Library, Register of Deeds	1/13/2017 4:00 PM

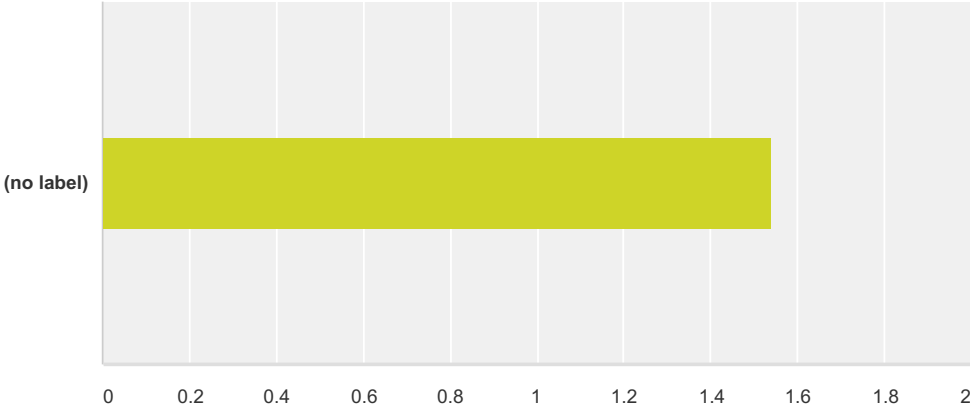
## 2016 Citizen Satisfaction Survey

4	Coffee shop	12/28/2016 6:31 PM
5	I work downtown	12/18/2016 9:11 AM
6	I live downtown	12/16/2016 1:16 PM
7	plays at AOA	12/2/2016 5:36 PM
8	Library	11/27/2016 4:41 PM
9	work	11/23/2016 7:46 PM
10	work	11/22/2016 1:50 PM
11	library	11/21/2016 8:07 PM
12	Work	11/21/2016 7:42 AM
13	Library	11/21/2016 7:17 AM
14	job related	11/19/2016 5:44 PM
15	Library	11/16/2016 4:25 PM
16	I live downtown	11/15/2016 5:06 PM
17	work	11/15/2016 4:15 PM
18	Business owner	11/15/2016 2:36 PM
19	Performances (Arts of the Albemarle)	11/15/2016 2:00 PM
20	Walking around, Church	11/11/2016 12:31 PM
21	Travel to Boat Ramp	11/10/2016 5:07 PM
22	library	11/9/2016 11:20 AM
23	Public Library, Potato Festival	11/8/2016 1:27 PM
24	Antique shops	11/7/2016 6:02 PM
25	Own a business downtown	11/7/2016 10:37 AM
26	Visit the public library	11/7/2016 8:36 AM
27	Library	11/7/2016 8:23 AM
28	AoA, Encore	11/5/2016 10:11 PM
29	Check on rental properties	11/5/2016 7:30 AM
30	The Center Players	11/4/2016 10:39 PM
31	Pharmacy	11/4/2016 7:09 PM
32	tp pay my taxes, use to go to crimewatch meetings	11/4/2016 6:09 PM
33	Employment	11/4/2016 6:07 PM
34	Work	11/4/2016 10:19 AM
35	Library	11/3/2016 5:20 PM
36	Church, Museum, Historic Walks, Statues, Flower Gardens	11/3/2016 4:21 AM
37	Arts events	11/2/2016 9:07 PM
38	Local gym	11/2/2016 7:03 PM
39	Museum of Albemarle	11/2/2016 12:59 PM
40	Live downtown	11/2/2016 10:14 AM
41	AOA	11/2/2016 9:13 AM
42	I live downtown	11/2/2016 8:05 AM
43	Muddy's, Quality Seafood	11/2/2016 7:15 AM
44	We try to go to arts of the albemarle events, food, ghost walk, concerts and boating events.	11/1/2016 6:52 PM



### Q12 Is parking adequate when you visit Downtown?

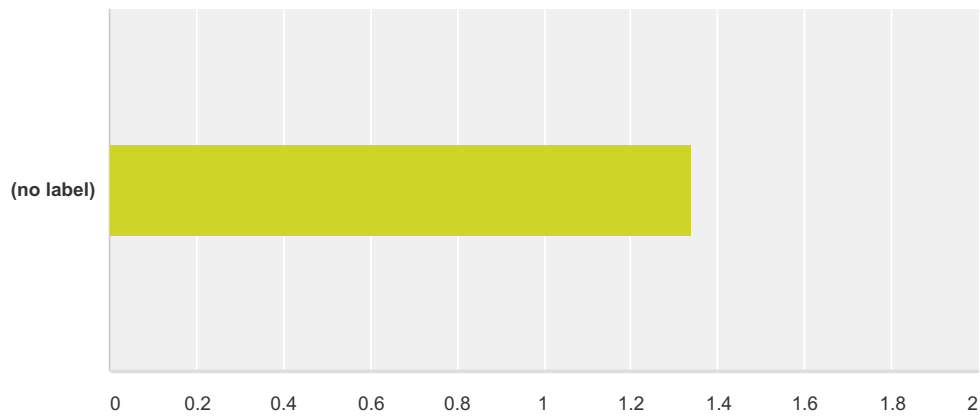
Answered: 322 Skipped: 36



	Yes	No	N/A	Total	Weighted Average
(no label)	52.80% 170	44.41% 143	2.80% 9	322	1.54

**Q13 If you answered 'NO', is this due to:  
(Check all that apply)**

Answered: 142 Skipped: 216

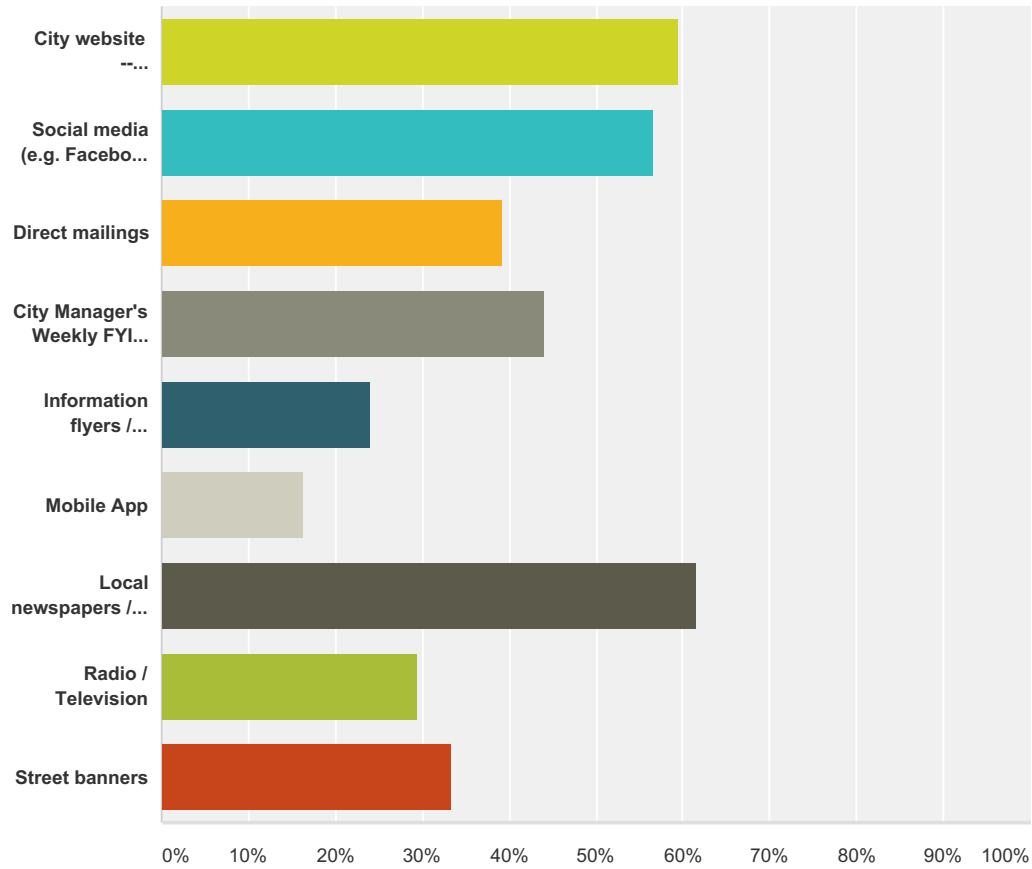


	Total number of parking spaces available	Proximity to destination	Access to disabled parking	Total	Weighted Average
(no label)	69.72% 99	26.76% 38	3.52% 5	142	1.34

#	Other (please specify)	Date
1	Parking is an overblown excuse / problem.	1/29/2017 12:32 PM
2	Lack of number of spaces available	1/29/2017 10:57 AM
3	Live within walking distance	1/27/2017 6:36 PM
4	Lost license; went to apply again, but got the run around	1/16/2017 12:15 PM
5	You planted trees where there were parking spaces on Main St.	11/18/2016 4:18 PM
6	to many business employees park on the streets	11/15/2016 4:07 PM
7	All apply for the above question	11/11/2016 8:30 AM
8	Residents that live and work downtown, should be exempt from parking tickets if parking is NOT provided at their building.	11/2/2016 10:14 AM
9	construction, one-way streets, etc. make parking difficult.	11/2/2016 9:37 AM
10	need angle parking on main and remove concrete weed planters	11/2/2016 8:55 AM
11	I've only had an issue finding parking downtown on court days.	11/2/2016 5:50 AM
12	Please ensure cars don't block boat trailer parking. People park in designated trailer spaces instead of car spaces	11/1/2016 6:52 PM

**Q14 Please tell us which of the following are good ways to get information to YOU about city projects or issues. (Check all that apply)**

Answered: 309 Skipped: 49



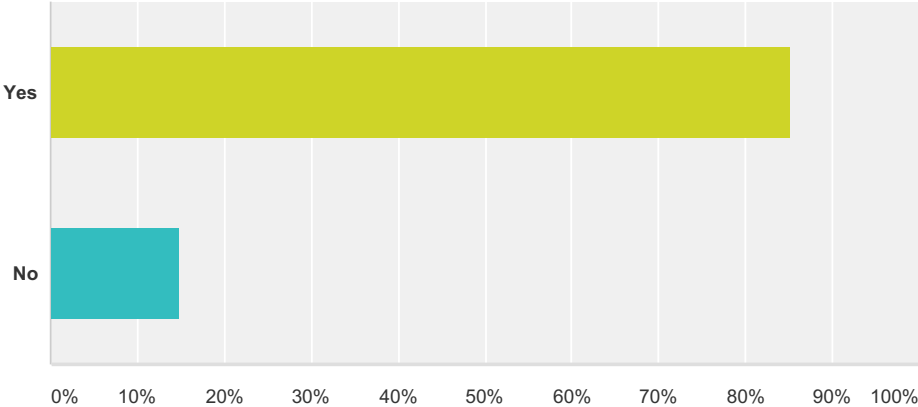
Answer Choices	Responses	Count
City website -- www.cityofec.com	59.55%	184
Social media (e.g. Facebook, Twitter, Instagram)	56.63%	175
Direct mailings	39.16%	121
City Manager's Weekly FYI (email distribution)	44.01%	136
Information flyers / pamphlets at City locations	23.95%	74
Mobile App	16.18%	50
Local newspapers / magazines	61.49%	190
Radio / Television	29.45%	91
Street banners	33.33%	103
<b>Total Respondents: 309</b>		

## 2016 Citizen Satisfaction Survey

#	Other (please specify)	Date
1	First, you should start with the TRUTH!! The "park" on consolidated road was nothing more than a damn parking lot! And the only jobs it brought were that paved the parking lot. And they were mostly from out of town!	12/26/2016 8:37 AM
2	city cell	11/19/2016 5:45 PM
3	Central area for announcements	11/16/2016 4:53 PM
4	Need several locations to have communication with community of events	11/16/2016 3:02 PM
5	Big Signs	11/16/2016 2:47 PM
6	signs	11/16/2016 2:35 PM
7	e-mails	11/11/2016 12:33 PM
8	Website is difficult to move aroound and find things	11/11/2016 8:43 AM
9	Announcement on utility bills, At events at schools, colleges, and universities, and churches	11/3/2016 4:25 AM
10	Dailyadvance.com	11/2/2016 10:21 PM
11	I really think the City needs to start a Facebook page which can be used to notify residents of public meetingschools, hearings, board openings, roadwork etc. Many people "like" their local government and various media outlets pages so they can have their news in one place.	11/2/2016 5:53 AM

### Q15 Have you visited the City's website, [www.cityofec.com](http://www.cityofec.com)?

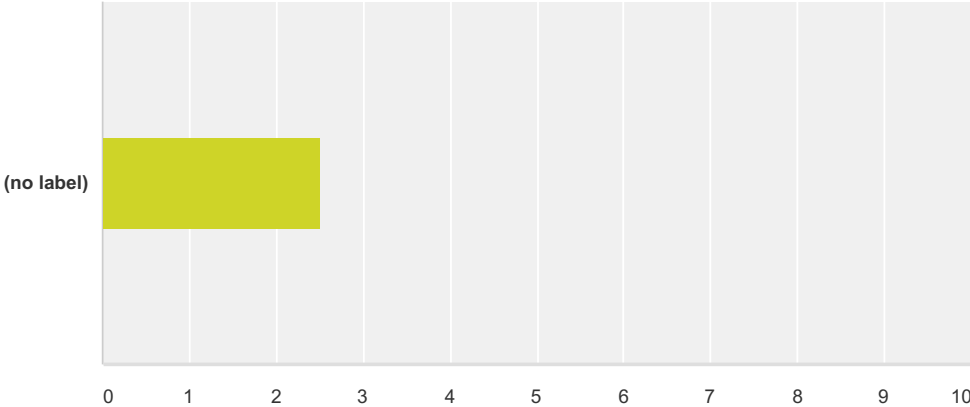
Answered: 317 Skipped: 41



Answer Choices	Responses	
Yes	85.17%	270
No	14.83%	47
<b>Total</b>		<b>317</b>

**Q16 If 'YES', how often do you visit the City's website?**

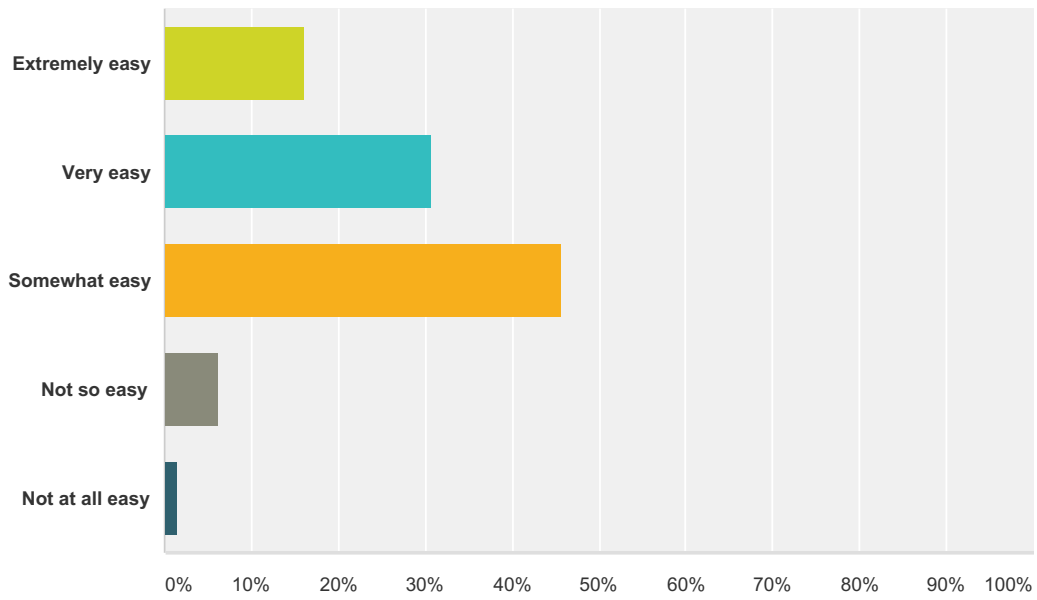
Answered: 270 Skipped: 88



	Daily	Weekly	Monthly	< Once per month	Do not remember	Total	Weighted Average
(no label)	3.70% 10	15.56% 42	29.63% 80	30.74% 83	20.37% 55	270	2.51

### Q17 Does the website appear easy to navigate?

Answered: 274 Skipped: 84



Answer Choices	Responses
Extremely easy	16.06% 44
Very easy	30.66% 84
Somewhat easy	45.62% 125
Not so easy	6.20% 17
Not at all easy	1.46% 4
<b>Total</b>	<b>274</b>

2016 Citizen Satisfaction Survey

**Q18 If you selected "Not so easy" or "Not at all easy" to Question 17, which page or section did you find confusing?**

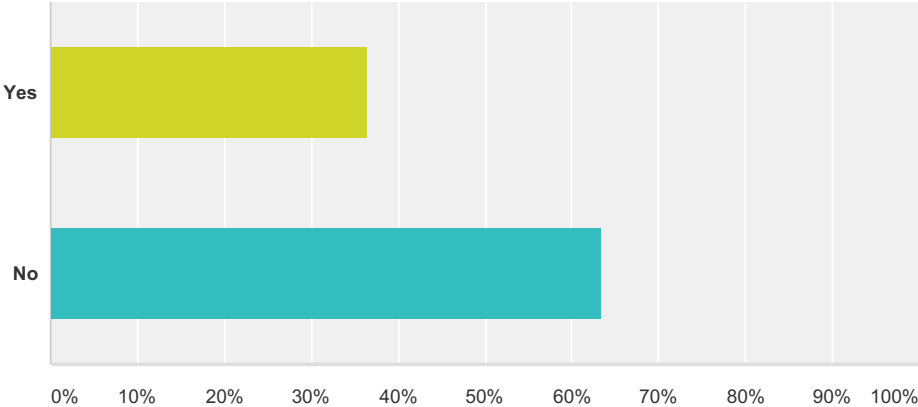
Answered: 16 Skipped: 342

#	Responses	Date
1	Was not aware of the website	1/31/2017 1:29 PM
2	City Government	1/30/2017 12:37 PM
3	most pages have no links one to another. Search feature is not sitewide. Utility pae has confliction info.	1/21/2017 2:40 PM
4	All of them, but especially Administration, Planning, Finance and Customer Service	1/16/2017 12:36 PM
5	Weird layout... dull	12/1/2016 5:16 AM
6	info aboyt power outages or hurricane info also utility payment	11/15/2016 2:36 PM
7	finding needed information, and making sure it is accurate	11/9/2016 11:21 AM
8	It isn't that it is hard to use I just have a difficult time finding the information I am looking for.	11/7/2016 5:27 PM
9	Home page has a lot going on, make it hard to understand the options.	11/7/2016 8:25 AM
10	Not specific. Most sections.	11/4/2016 5:35 PM
11	could not locate what I was looking	11/2/2016 8:05 PM
12	Public Utilities - trying to find bill when mailing delayed	11/2/2016 11:04 AM
13	Contact information, i.e. phone numbers and emails should be displayed for all county departments without having to click through each department - only to find only the main number listed - not individual extensions.	11/2/2016 10:16 AM
14	Hard to navigate without searching.	11/2/2016 8:16 AM
15	Utilities	11/2/2016 7:46 AM
16	Finding ddepartments	11/2/2016 6:02 AM



### Q19 Do you receive the City Manager's Weekly FYI?

Answered: 309 Skipped: 49



Answer Choices	Responses	
Yes	36.57%	113
No	63.43%	196
<b>Total</b>		<b>309</b>