



2024 City of Norfolk Resident Survey



The City of Norfolk needs to hear from you! Your input is an important part of the city's efforts to identify and respond to residents' concerns. You may send the completed survey back in the postage-paid envelope or complete the survey online at NorfolkSurvey.org. Thank you for your time.

| 1. Perceptions of the City. Please rate your satisfaction with the following. | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|--|----------------|-----------|---------|--------------|-------------------|------------|
| 1. Overall appearance of Norfolk | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. Overall feeling of safety in Norfolk | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. Overall image or reputation of Norfolk | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. Overall quality of life in Norfolk | 5 | 4 | 3 | 2 | 1 | 9 |
| 5. Overall value that you receive for your city tax dollars | 5 | 4 | 3 | 2 | 1 | 9 |
| 6. Overall transparency regarding the actions of the city | 5 | 4 | 3 | 2 | 1 | 9 |

| 2. Quality of Life in Norfolk. Please rate the city in each of the following categories. | Excellent | Good | Neutral | Fair | Poor | Don't Know |
|---|-----------|------|---------|------|------|------------|
| 1. As a place to live | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. As a place to raise children | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. As a place to work | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. As a place to retire | 5 | 4 | 3 | 2 | 1 | 9 |
| 5. As a place to visit | 5 | 4 | 3 | 2 | 1 | 9 |
| 6. As a place to start a business | 5 | 4 | 3 | 2 | 1 | 9 |
| 7. As a place to find affordable housing | 5 | 4 | 3 | 2 | 1 | 9 |

| 3. Major City Services. Please rate your satisfaction with the following. | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|----------------|-----------|---------|--------------|-------------------|------------|
| 01. Overall quality of services provided by the city | 5 | 4 | 3 | 2 | 1 | 9 |
| 02. Overall effectiveness of city communication with the public | 5 | 4 | 3 | 2 | 1 | 9 |
| 03. Overall enforcement of codes/ordinances | 5 | 4 | 3 | 2 | 1 | 9 |
| 04. Overall flow of traffic on Norfolk streets (not interstates) | 5 | 4 | 3 | 2 | 1 | 9 |
| 05. Overall value of Norfolk libraries | 5 | 4 | 3 | 2 | 1 | 9 |
| 06. Overall quality of customer services you receive from city employees | 5 | 4 | 3 | 2 | 1 | 9 |
| 07. Overall quality of human services provided by the city (such as: adult services, family services, juvenile services, public assistance, homelessness) | 5 | 4 | 3 | 2 | 1 | 9 |
| 08. Overall value of parks and recreation programs/facility | 5 | 4 | 3 | 2 | 1 | 9 |
| 09. Overall quality of police services | 5 | 4 | 3 | 2 | 1 | 9 |
| 10. Overall quality of fire and ambulance services | 5 | 4 | 3 | 2 | 1 | 9 |
| 11. Overall quality of public schools | 5 | 4 | 3 | 2 | 1 | 9 |
| 12. Overall quality of water and sewer services | 5 | 4 | 3 | 2 | 1 | 9 |
| 13. Overall quality of waste management services | 5 | 4 | 3 | 2 | 1 | 9 |

4. **Which THREE of the services in Question 3 do you think are the MOST IMPORTANT for the city to IMPROVE?** [Write in your answers below using the numbers from Question 3.]

1st: ____ 2nd: ____ 3rd: ____

| 5. Diversity, Equity, and Inclusion. Please rate your agreement with the following statements regarding the city. | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know |
|--|----------------|-------|---------|----------|-------------------|------------|
| 1. The city welcomes everyone. | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. The city provides customer service in a fair manner. | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. The city provides economic opportunity for all its residents. | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. The city has a strong sense of community and belonging. | 5 | 4 | 3 | 2 | 1 | 9 |
| 5. The city provides an opportunity for all voices to be heard and draws upon community diversity in decision making. | 5 | 4 | 3 | 2 | 1 | 9 |

| 6. Public Safety Services. Please rate your satisfaction with the following | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|--|----------------|-----------|---------|--------------|-------------------|------------|
| 1. Your ability to engage with police in crime prevention activities | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. Visibility of police in neighborhoods | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. Visibility of police in commercial and retail areas | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. The amount of information the Norfolk Police shares with the public | 5 | 4 | 3 | 2 | 1 | 9 |
| 5. 9-1-1 dispatch services | 5 | 4 | 3 | 2 | 1 | 9 |
| 6. Response time for ambulance/emergency medical services personnel | 5 | 4 | 3 | 2 | 1 | 9 |
| 7. Response time for fire services personnel | 5 | 4 | 3 | 2 | 1 | 9 |

7. Which **THREE** of the services in Question 6 do you think are the **MOST IMPORTANT** for the city to **IMPROVE**? *[Write in your answers below using the numbers from Question 6.]*

1st: _____ 2nd: _____ 3rd: _____

| 8. Safety and Security. Please rate how safe you feel in the following situations. | Very Safe | Safe | Neutral | Unsafe | Very Unsafe | Don't Know |
|---|-----------|------|---------|--------|-------------|------------|
| 1. Overall feeling of safety in your neighborhood | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. In community parks | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. In retail areas | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. In Downtown Norfolk | 5 | 4 | 3 | 2 | 1 | 9 |
| 5. In your neighborhood at night | 5 | 4 | 3 | 2 | 1 | 9 |
| 6. In your neighborhood during the day | 5 | 4 | 3 | 2 | 1 | 9 |
| 7. Crossing city streets | 5 | 4 | 3 | 2 | 1 | 9 |
| 8. From being a victim of property crime (such as larceny, burglary, auto theft) | 5 | 4 | 3 | 2 | 1 | 9 |
| 9. From being a victim of violent crime (such as robbery, assault, malicious wounding) | 5 | 4 | 3 | 2 | 1 | 9 |

| 9. Transportation. Please rate your satisfaction with the following. | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|----------------|-----------|---------|--------------|-------------------|------------|
| 1. Bus service | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. Light rail (the Tide) service | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. On-street bike lanes and signage | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. Scooter and e-bike services | 5 | 4 | 3 | 2 | 1 | 9 |
| 5. Walkability | 5 | 4 | 3 | 2 | 1 | 9 |
| 6. Parking availability | 5 | 4 | 3 | 2 | 1 | 9 |

| 10. | Maintenance and Appearance of the City. Please rate your satisfaction with the following. | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|-----|--|----------------|-----------|---------|--------------|-------------------|------------|
| 01. | Accessibility of streets, sidewalks, and buildings for people with disabilities | 5 | 4 | 3 | 2 | 1 | 9 |
| 02. | Adequacy of lighting on Norfolk streets | 5 | 4 | 3 | 2 | 1 | 9 |
| 03. | Condition of major city streets | 5 | 4 | 3 | 2 | 1 | 9 |
| 04. | Condition of street signs and traffic signals | 5 | 4 | 3 | 2 | 1 | 9 |
| 05. | Maintenance of public buildings and facilities | 5 | 4 | 3 | 2 | 1 | 9 |
| 06. | Mowing and tree trimming along streets and public areas | 5 | 4 | 3 | 2 | 1 | 9 |
| 07. | Overall cleanliness of streets | 5 | 4 | 3 | 2 | 1 | 9 |
| 08. | Parking facilities | 5 | 4 | 3 | 2 | 1 | 9 |
| 09. | Stormwater management and flood control on city streets | 5 | 4 | 3 | 2 | 1 | 9 |
| 10. | Exterior maintenance of commercial/business property | 5 | 4 | 3 | 2 | 1 | 9 |
| 11. | Exterior maintenance of residential property | 5 | 4 | 3 | 2 | 1 | 9 |
| 12. | Animal control | 5 | 4 | 3 | 2 | 1 | 9 |

11. Which THREE of the items in Question 10 do you think are the MOST IMPORTANT for the city to IMPROVE? [Write in your answers below using the numbers from Question 10.]

1st: ____ 2nd: ____ 3rd: ____

| 12. | Utilities and Solid Waste Services. Please rate your satisfaction with the following. | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|-----|--|----------------|-----------|---------|--------------|-------------------|------------|
| 1. | Quality of your drinking water | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. | Trash collection services | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. | Bulky item pickup services | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. | Recycling services | 5 | 4 | 3 | 2 | 1 | 9 |

| 13. | Parks and Recreation Services. Please rate your satisfaction with the following. | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|-----|---|----------------|-----------|---------|--------------|-------------------|------------|
| 1. | Condition of city parks, trails, and outdoor facilities | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. | Condition and quality of indoor recreation centers | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. | Condition of trees and open spaces | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. | Quality of recreation programs that you or your family have participated in during the past 12 months | 5 | 4 | 3 | 2 | 1 | 9 |

| 14. | Cultural, Leisure, and Engagement Opportunities. Please rate your satisfaction with the following. | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|-----|---|----------------|-----------|---------|--------------|-------------------|------------|
| 1. | City performance venues (Attucks, Scope, etc.) | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. | Condition of city beaches | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. | Outdoor city festivals | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. | City attractions (Zoo, Nauticus, Chrysler Museum, etc.) | 5 | 4 | 3 | 2 | 1 | 9 |
| 5. | Opportunities to participate in city sponsored activities and workshops | 5 | 4 | 3 | 2 | 1 | 9 |
| 6. | Opportunities to volunteer with the city | 5 | 4 | 3 | 2 | 1 | 9 |
| 7. | Opportunities to volunteer with community organizations | 5 | 4 | 3 | 2 | 1 | 9 |
| 8. | Opportunities to attend a meeting of elected officials or other public meeting | 5 | 4 | 3 | 2 | 1 | 9 |
| 9. | Ability to contact elected officials | 5 | 4 | 3 | 2 | 1 | 9 |

| 15. Libraries and Recreation. Please rate your satisfaction with the following. Availability of libraries or recreation programming... | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|--|----------------|-----------|---------|--------------|-------------------|------------|
| 1. For children | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. For teens | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. For adults | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. For senior citizens | 5 | 4 | 3 | 2 | 1 | 9 |
| 5. For persons with disabilities | 5 | 4 | 3 | 2 | 1 | 9 |

| 16. Service Accessibility. Please rate your satisfaction with the following. Access to... | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|----------------|-----------|---------|--------------|-------------------|------------|
| 1. Job opportunities that match your skills | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. Financial literacy education | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. Quality childcare you can afford | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. Quality affordable rental housing | 5 | 4 | 3 | 2 | 1 | 9 |
| 5. Quality healthcare you can afford | 5 | 4 | 3 | 2 | 1 | 9 |
| 6. Quality mental health care you can afford | 5 | 4 | 3 | 2 | 1 | 9 |
| 7. Healthy food you can afford | 5 | 4 | 3 | 2 | 1 | 9 |

17. **Overall, would you say Norfolk is headed in the right direction or the wrong direction?**

____(1) Right direction ____ (2) Wrong direction

18. **Is there anything else Norfolk should be doing, or anything not addressed in this survey you would like city leaders to know? This text will be shared word-for-word, so please don't include identifying information.**

19. **Which of the following sources do you use to obtain/receive information about the City of Norfolk? [Check all that apply.]**

____(1) City website ____ (4) Local television ____ (7) Norfolk Alert
 ____ (2) Social media ____ (5) Word of mouth ____ (8) Newsletters
 ____ (3) Newspaper ____ (6) Radio ____ (9) Other: _____

Our last questions are about you and your household. All responses are anonymous unless you included identifying information in response to question 18.

20. **What is your age?**

____(1) 18-24 years ____ (3) 45-64 years ____ (5) 80+ years
 ____ (2) 25-44 years ____ (4) 65-79 years

21. **How many people in your household, including yourself, are in the following age groups?**

0-17 years: _____ 25-44 years: _____ 65-79 years: _____
 18-24 years: _____ 45-64 years: _____ 80+ years: _____

22. **What is your gender/gender-identity?**

____(1) Male ____ (2) Female ____ (3) Prefer to self-describe: _____

23. What is your race? [Check ALL that apply.]

- | | |
|--|---|
| <input type="checkbox"/> (01) Asian or Asian Indian | <input type="checkbox"/> (05) Native Hawaiian or other Pacific Islander |
| <input type="checkbox"/> (02) Black or African American | <input type="checkbox"/> (06) Hispanic, Spanish, or Latino/a/x |
| <input type="checkbox"/> (03) American Indian or Alaska Native | <input type="checkbox"/> (07) Middle Eastern or North African |
| <input type="checkbox"/> (04) White or Caucasian | <input type="checkbox"/> (99) Other: _____ |

24. Are you or a member of your household living with a disability?

- ☐ (1) Yes ☐ (2) No

25. Have you or a member of your household ever served on active duty in the U.S. Armed Forces?

- ☐ (1) Yes, active duty now ☐ (3) No, never
☐ (2) Yes, active duty in the past but not now

26. Do you own or rent your current residence? ☐ (1) Own ☐ (2) Rent

27. Do you own a business in Norfolk? ☐ (1) Yes ☐ (2) No

28. About how much was your household's total income before taxes last year?

- | | | |
|---|--|---|
| <input type="checkbox"/> (1) \$14,999 or less | <input type="checkbox"/> (4) \$35,000-\$49,999 | <input type="checkbox"/> (7) \$100,000 to \$124,999 |
| <input type="checkbox"/> (2) \$15,000 to \$24,999 | <input type="checkbox"/> (5) \$50,000-\$74,999 | <input type="checkbox"/> (8) \$125,000 to \$149,999 |
| <input type="checkbox"/> (3) \$25,000 to \$34,999 | <input type="checkbox"/> (6) \$75,000-\$99,999 | <input type="checkbox"/> (9) \$150,000 or more |

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed return-reply envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information to the right will only be used to help identify the level of need in your area. Thank you!