



2024 Resident Survey Results



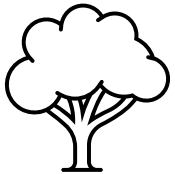
2024 Norfolk Resident Survey



Simple Random Sample of Resident Households



Residents could return the paper survey with the included envelope or complete an online version



Five-page survey covering a wide variety of areas to capture resident input on:

- Overall feelings about Norfolk
- Quality of life in Norfolk
- Specific city services

Resident Survey Sample Frame

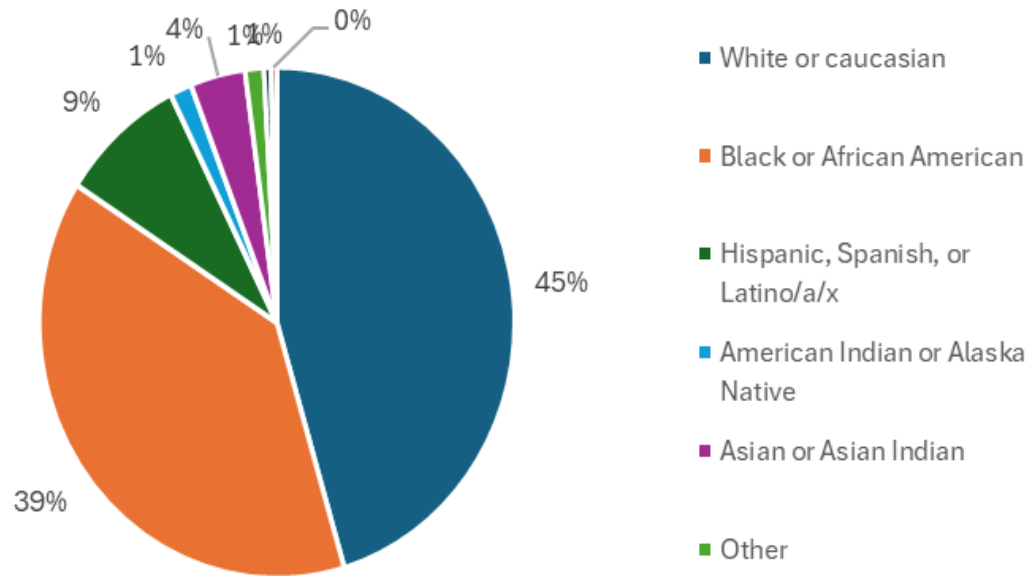
The survey vendor contacted 5,000 Norfolk households and 917 completed the survey

A sample of 917 yields a margin of error of at most ± 3.2 percent at the 95 percent confidence level. Which means, if the survey was repeated, 95 percent of the time the results would be within 3.2% the same responses.

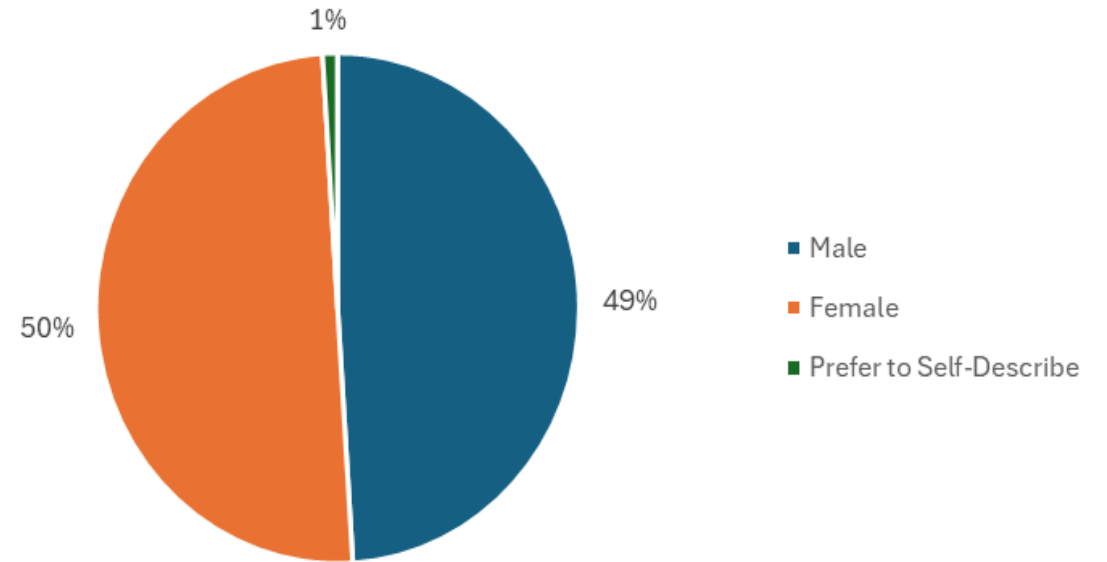
The return included at least 150 surveys from each ward to allow comparison by ward and across the city

Demographics of Respondents

RACE OF RESPONDENTS

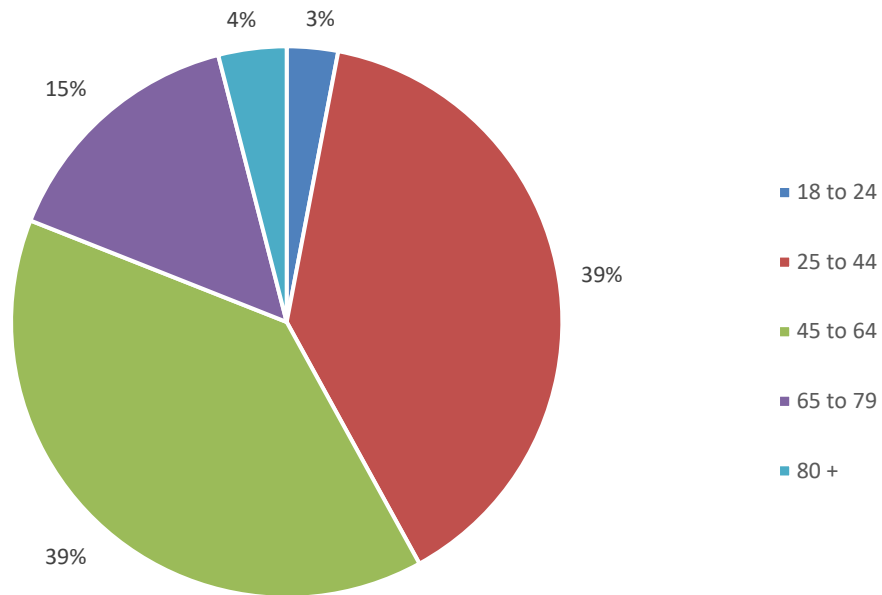


IDENTIFY OF RESPONDENTS

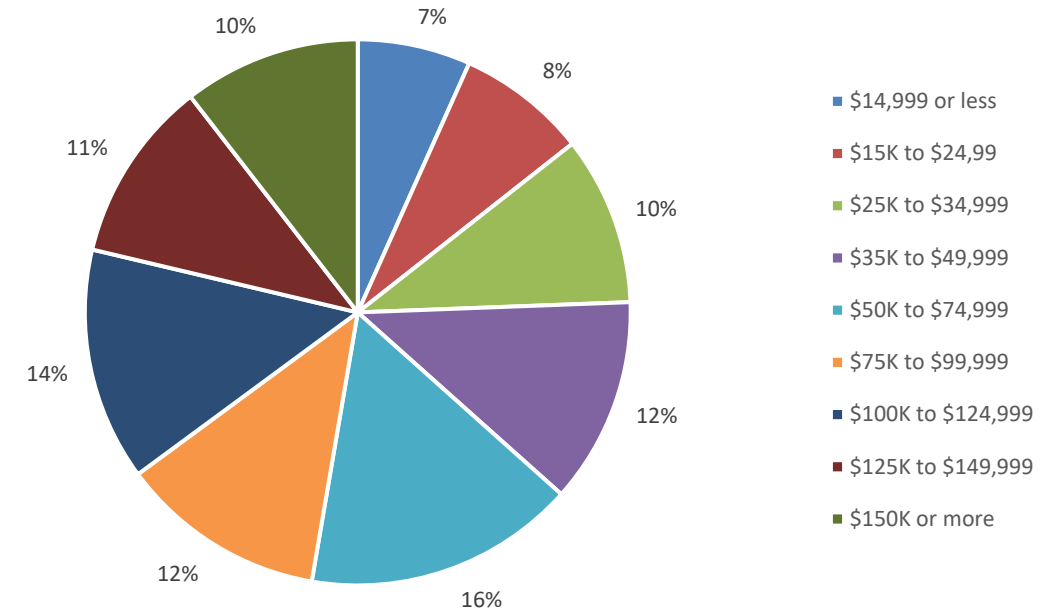


Demographics of Respondents

AGE OF RESPONDENTS



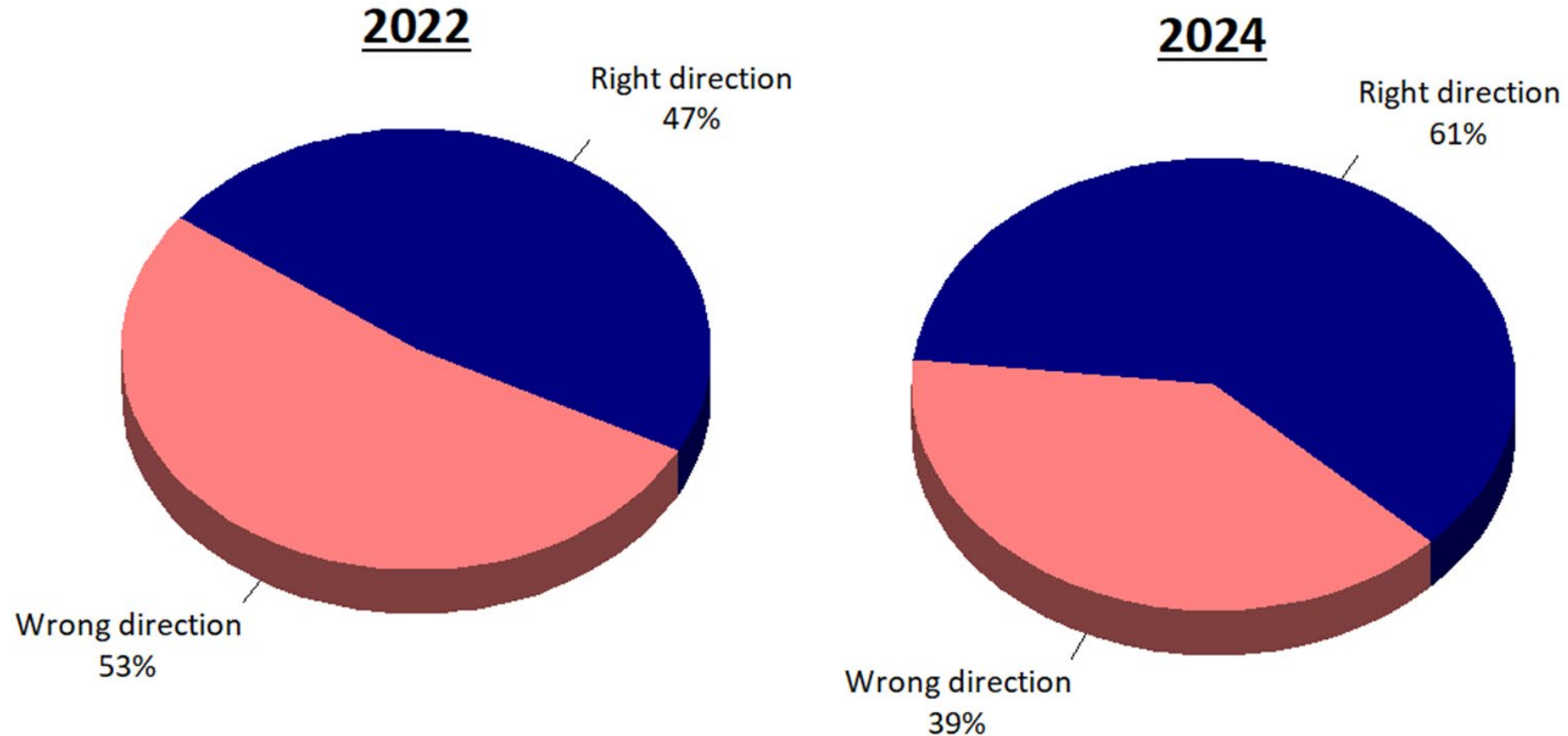
TOTAL HOUSEHOLD INCOME BEFORE TAXES



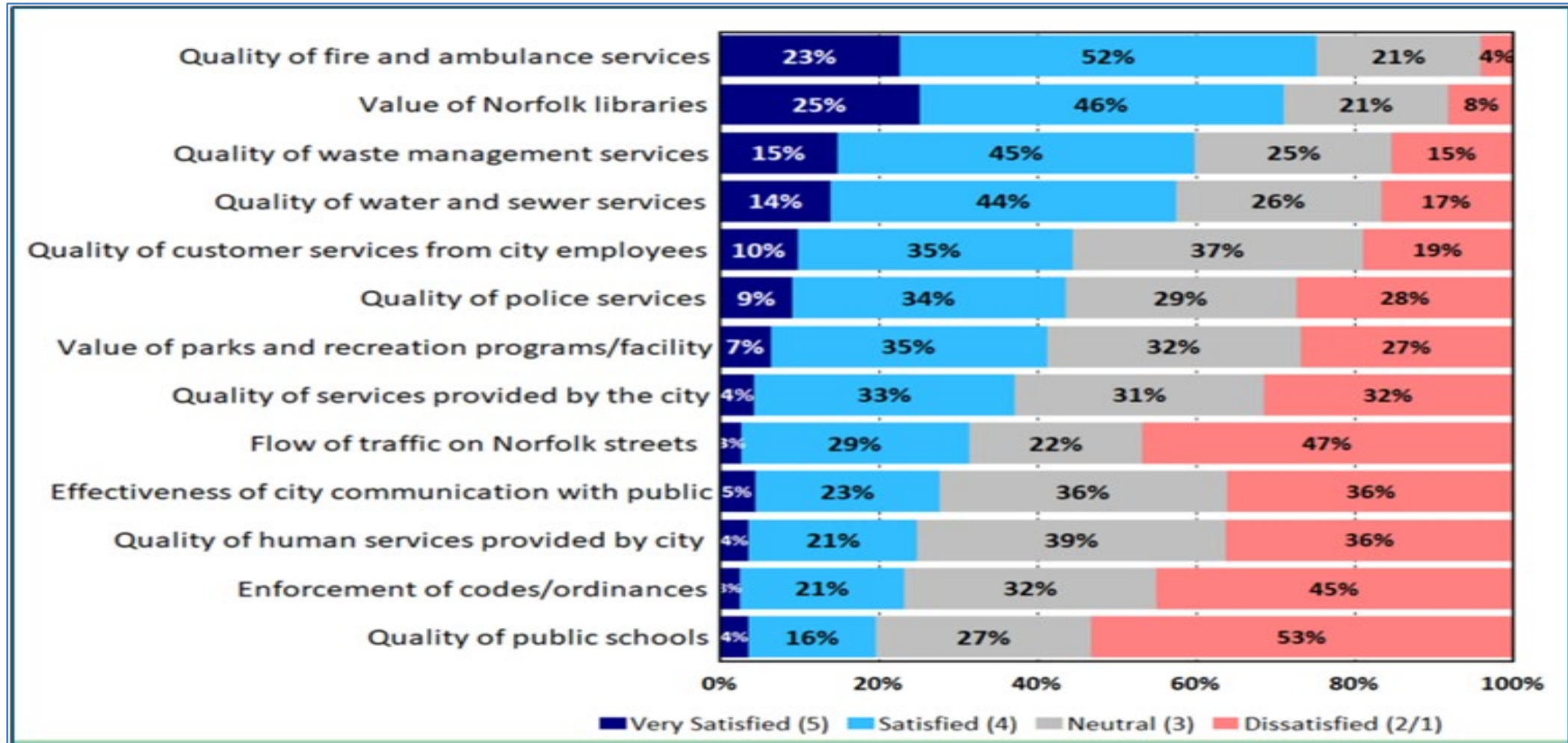
Highlights of 2024 Survey

- Overall, satisfaction ratings are similar to 2022
- Significant increases in satisfaction
 - ✦ Overall police services and feeling of safety in Norfolk
 - ✦ 61% Feel the city is moving in the right direction
- Top priorities for focus in the next two years
 - ✦ Public schools
 - ✦ Traffic flow
 - ✦ Enforcing codes and ordinances
 - ✦ Human services (adult services, family services, juvenile services, public assistance, homelessness)

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

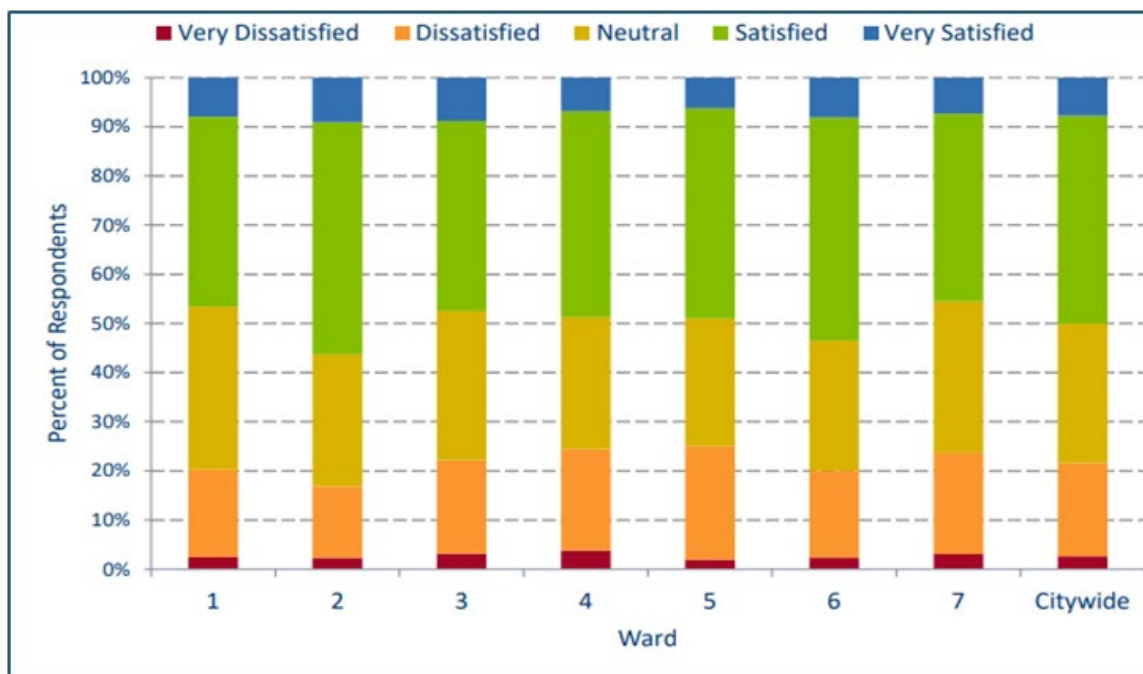


Satisfaction with Major City Services-2024

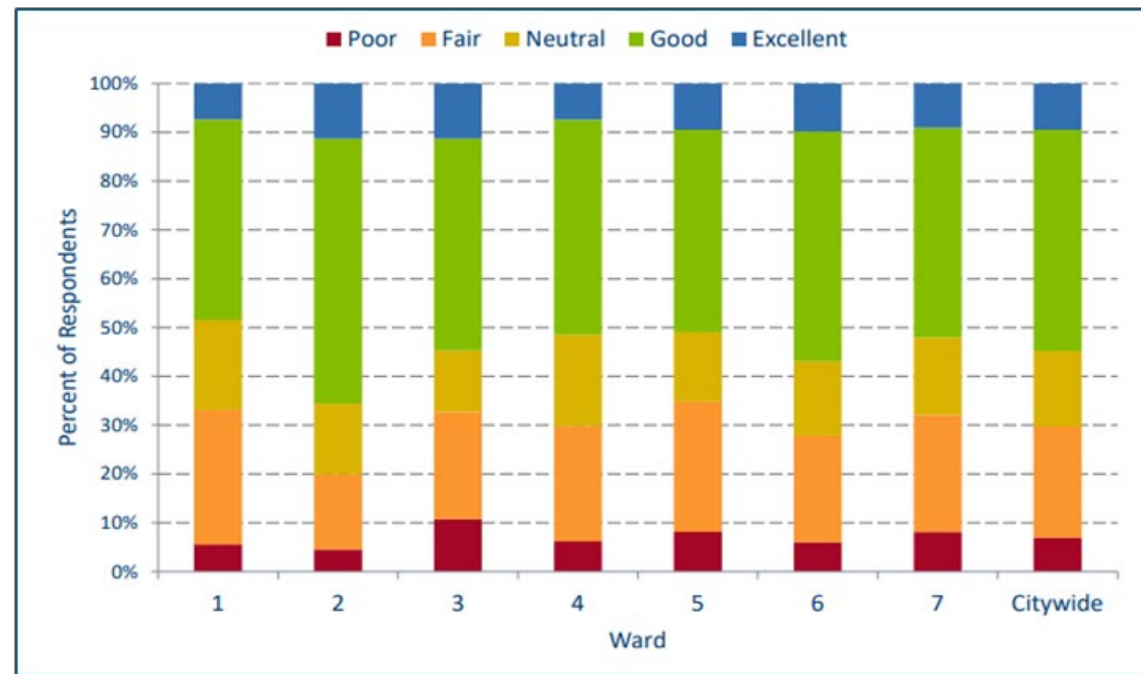


Perceptions of City by Ward and Superward

Overall Quality of Life

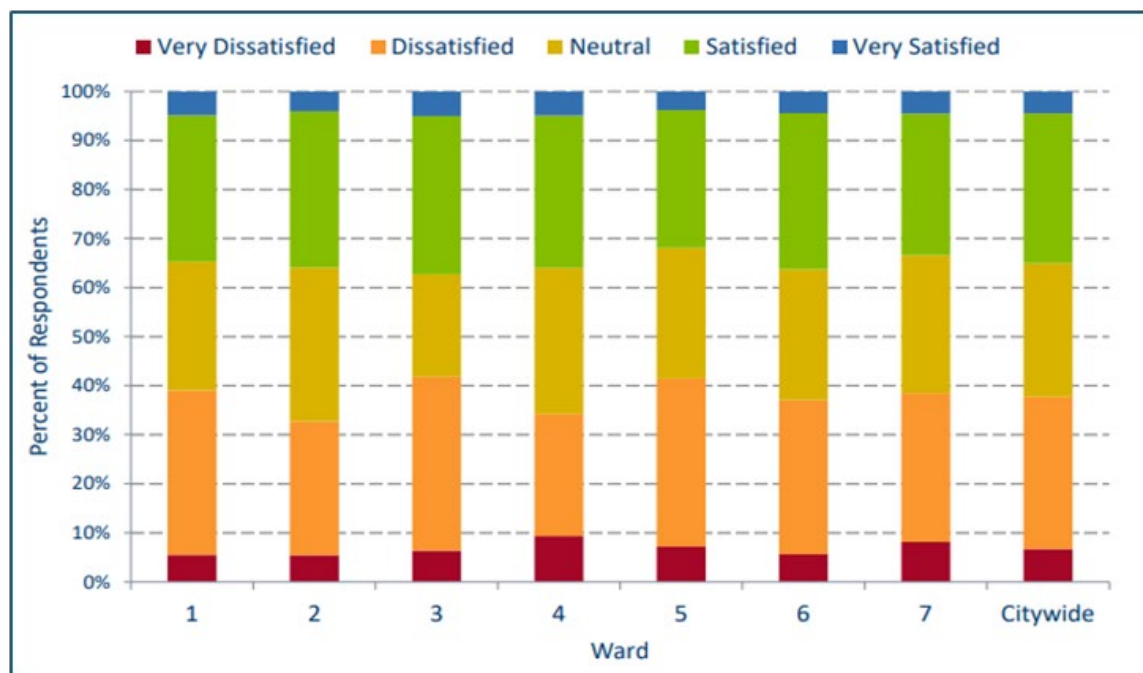


Norfolk as a place to live

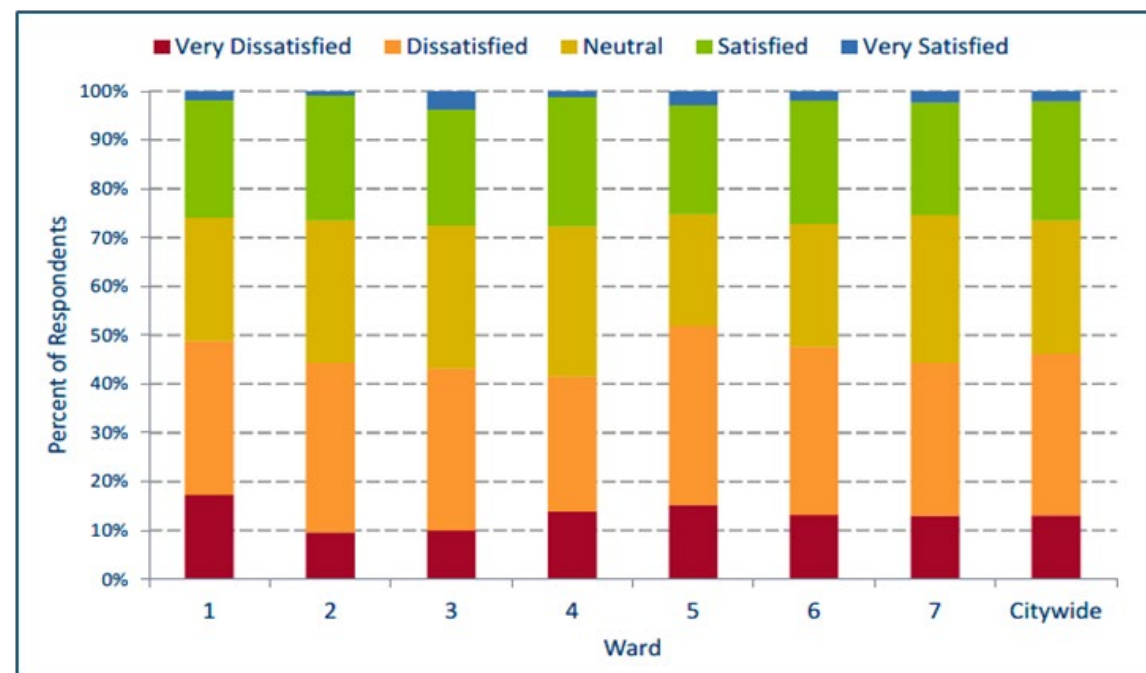


Perceptions of City by Ward and Superward

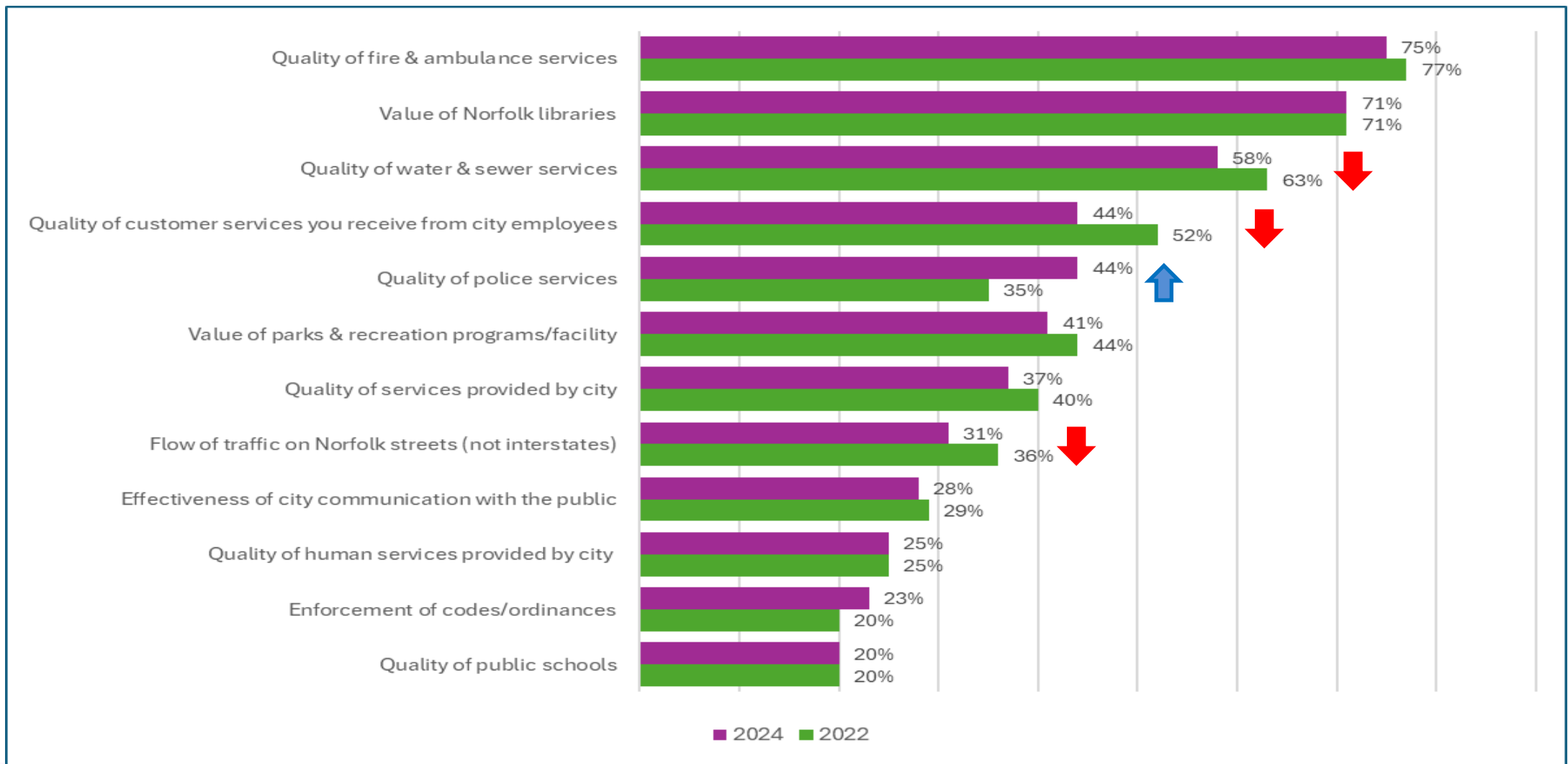
Overall Appearance



Feeling of Safety



Satisfaction with City Services : Change from 2022



Shows "Very satisfied" and "satisfied" responses. Percentages exclude "don't know" responses

Public Safety Investments in 2024 Budget

Policing Smarter

- 652 sworn officer positions retained
- Continue public safety salaries implemented in FY 2023
- New Public Safety Aide classification
- Real Time Crime Center equipment
- Wellness support

Public Safety Investments in 2024 Budget

- **Police**

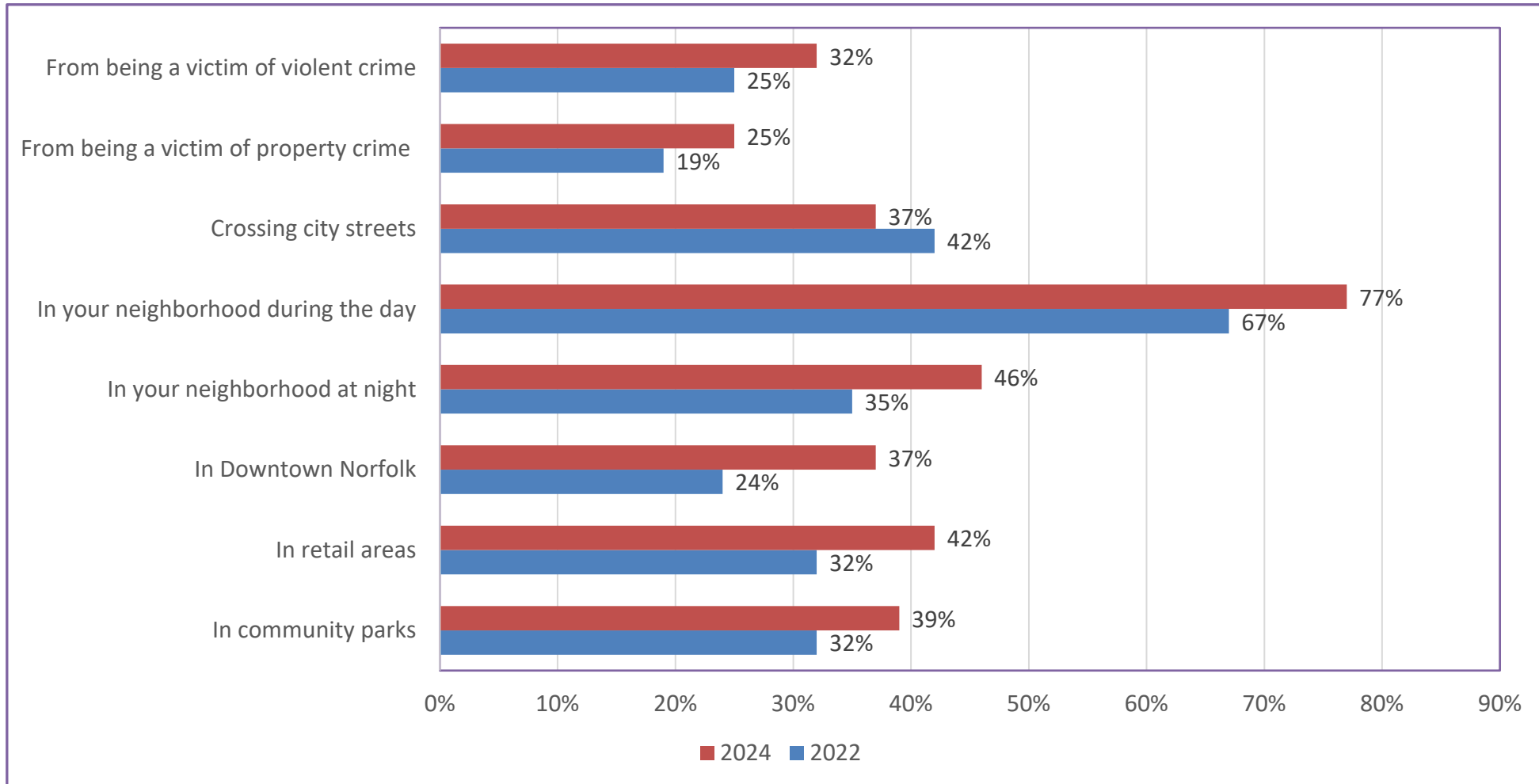
Department redesign, enhanced training, equipment, and new software systems for innovative emergency management, and crime analysis

- **Emergency Response/911**

- New computers for 911 dispatchers
- Move 911 Telecommunicators to Pay Plan 5

- **A new anti-violence street safety program**

Feeling of Safety : 2022 to 2024



By percentage of respondents who rate item as feeling "safe" or "very safe"

Investment in Resident Services in 2024 Budget

- **Norfolk Public Libraries and Slover** – Additional positions
- **Parks and Recreation**
 - Increased hours of operation to at least 40 per week
 - Enhanced outdoor recreation programming
 - Additional park rangers and event security for youth sports events



- **Human Services**

Complete trauma-informed improvements to the Human Services building

Investment in Resident Services in 2024 Budget

Capital Improvement Plan

- **Norfolk Fitness and Wellness Center**

\$65.5M for construction in FY 2024

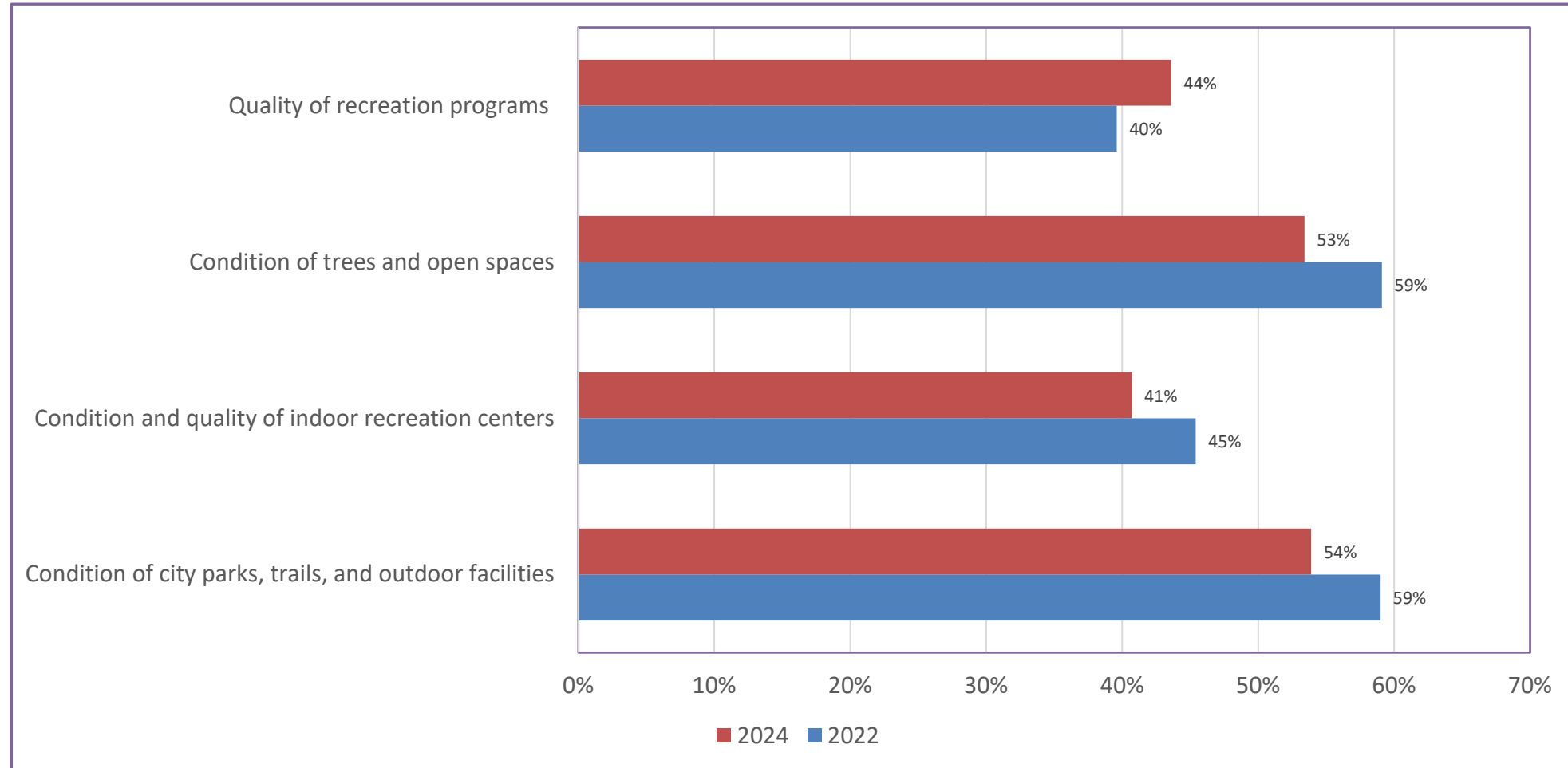
- **Improve Tennis Courts**

Booker T. Washington and Lake Taylor High Schools
will be improved in FY 2024

- **Relocation of Norfolk Boxing Center to Rosna Theater**

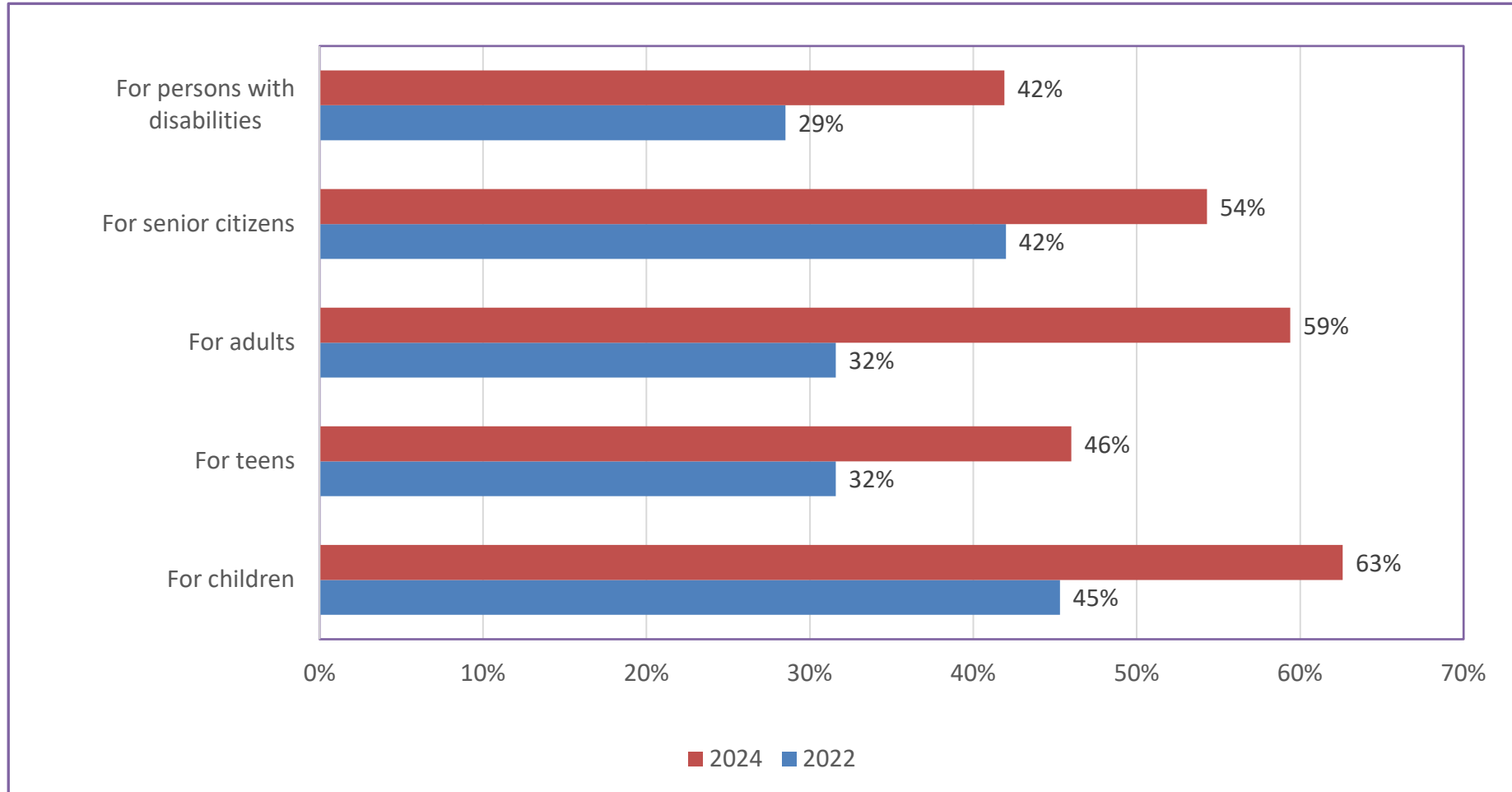


Satisfaction with Parks and Recreation Services: 2022 to 2024



By percentage of respondents who rate item as "satisfied" or "very satisfied"

Satisfaction with Libraries and Recreation Programming : 2022 to 2024



By percentage of respondents who rate item as "satisfied" or "very satisfied"

Investment in Neighborhood Quality in 2024 Budget

- **Enhanced transportation infrastructure maintenance**
 - Positions and funds for maintenance of pedestrian and bike infrastructure
 - Project management positions and funding
- **Enhanced street sweeping**
- **Enhanced nuisance abatement in the public right-of-way**
- **Neighborhood and gateway signs**
- **Conditional Use Permit Planner position**



Investment in Neighborhood Quality in 2024 Budget

- **Code Enforcement Expansion**
 - Additional positions
 - Expanded operating hours and services
- **Support Inclusionary Zoning and Homeownership Goals**
- **Fully Staff Business Compliance Unit**

Investment in Infrastructure in 2024 Budget

Capital Improvement Plan

- **Investments in new facilities**
 - Funds for design and construction of a new Norfolk Animal Care Center
 - Funds for the expansion of the Half Moone Cruise terminal
- **Funds for critical maintenance**
 - Repairing the Hague bulkhead
 - Restoring Riverside Memorial Park shoreline
 - Repairing Pagoda Basin Waterfront
- **Investing in citywide dredging**
 - Tanner's Creek in FY 2024
 - \$660K annually for dredging

Investment in Infrastructure in 2024 Budget

Capital Improvement Plan

- **Water and Wastewater infrastructure investments**
 - Updating water treatment plants, wastewater collection system, water distribution system
 - Water and Wastewater infrastructure in Kindred
- **Street Infrastructure Maintenance**
 - Repair of street infrastructure citywide
 - Installation of ADA ramps
 - Funds for downtown traffic study

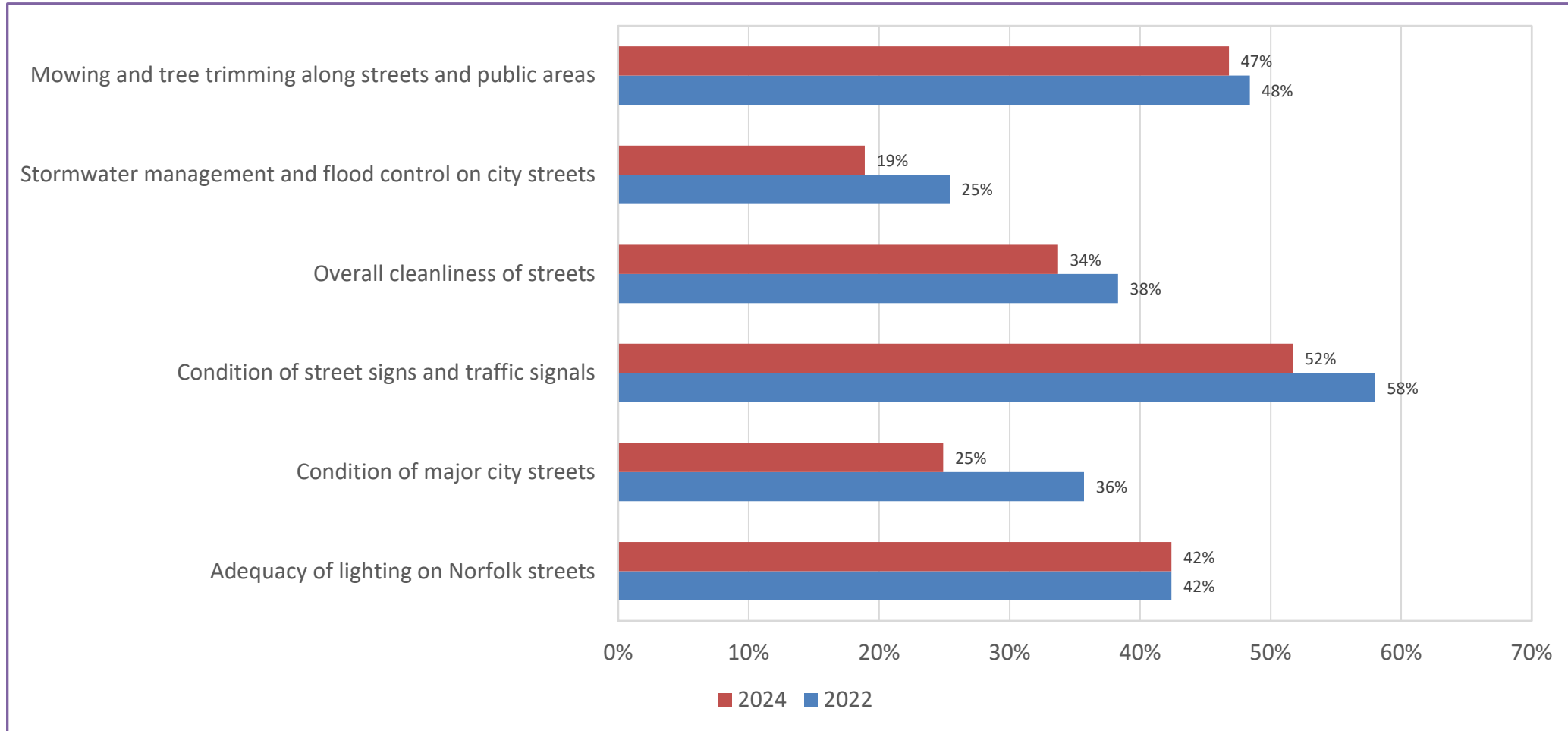
Investment in Infrastructure in 2024 Budget

Capital Improvement Plan

- Transform approximately 26 acres in the St. Paul's area to create a water eco-center comprised of parks and green spaces to treat and store storm water
- Reallocate citywide flood reserve to support “behind the wall flooding” by investing in the Blue/Green Way and neighborhood flooding projects
- Fund eight Neighborhood Flooding/Drainage Improvement projects

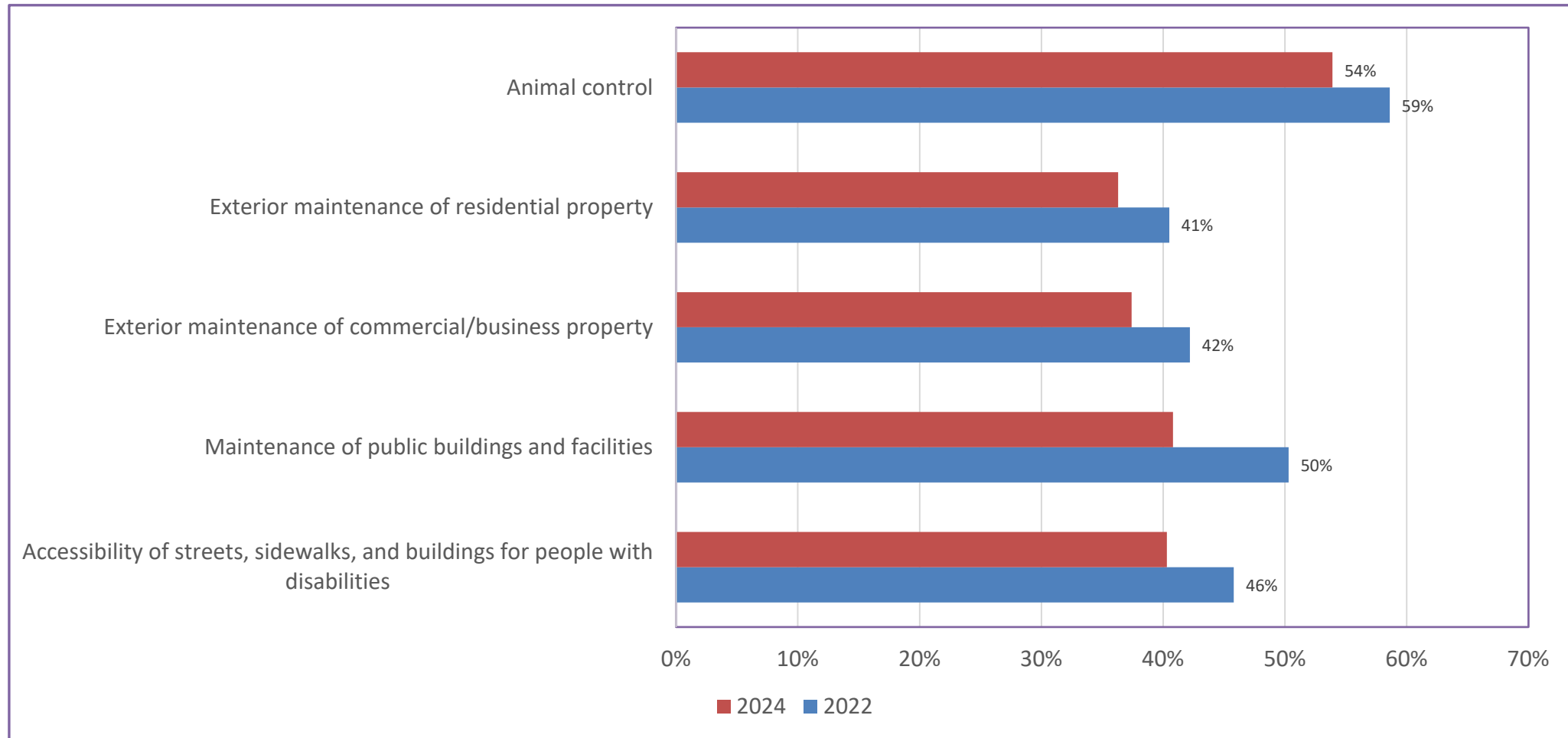


Satisfaction with Maintenance and Appearance of City Streets : 2022 to 2024



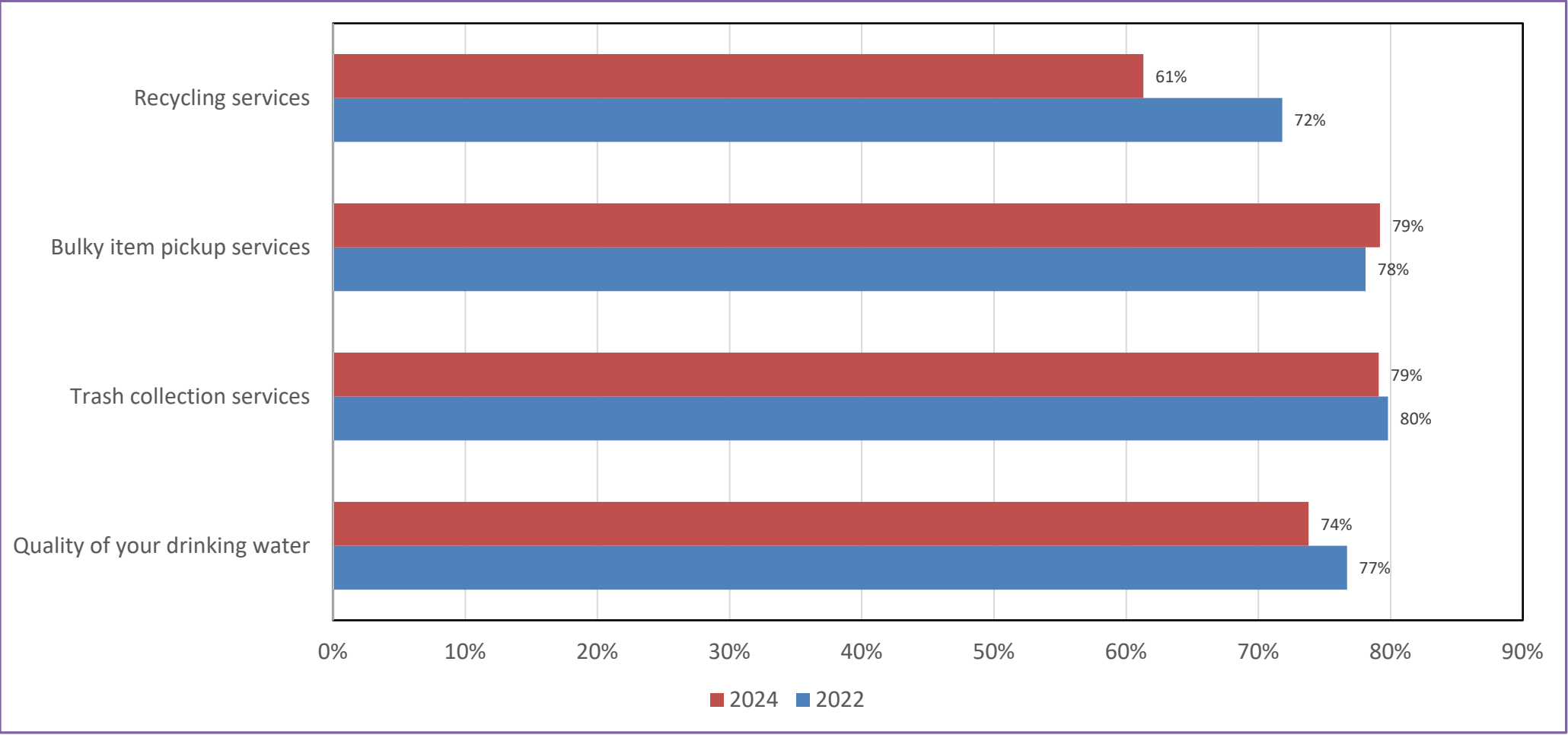
By percentage of respondents who rate item as “satisfied” or “very satisfied”

Satisfaction with Maintenance and Appearance of the City : 2022 to 2024



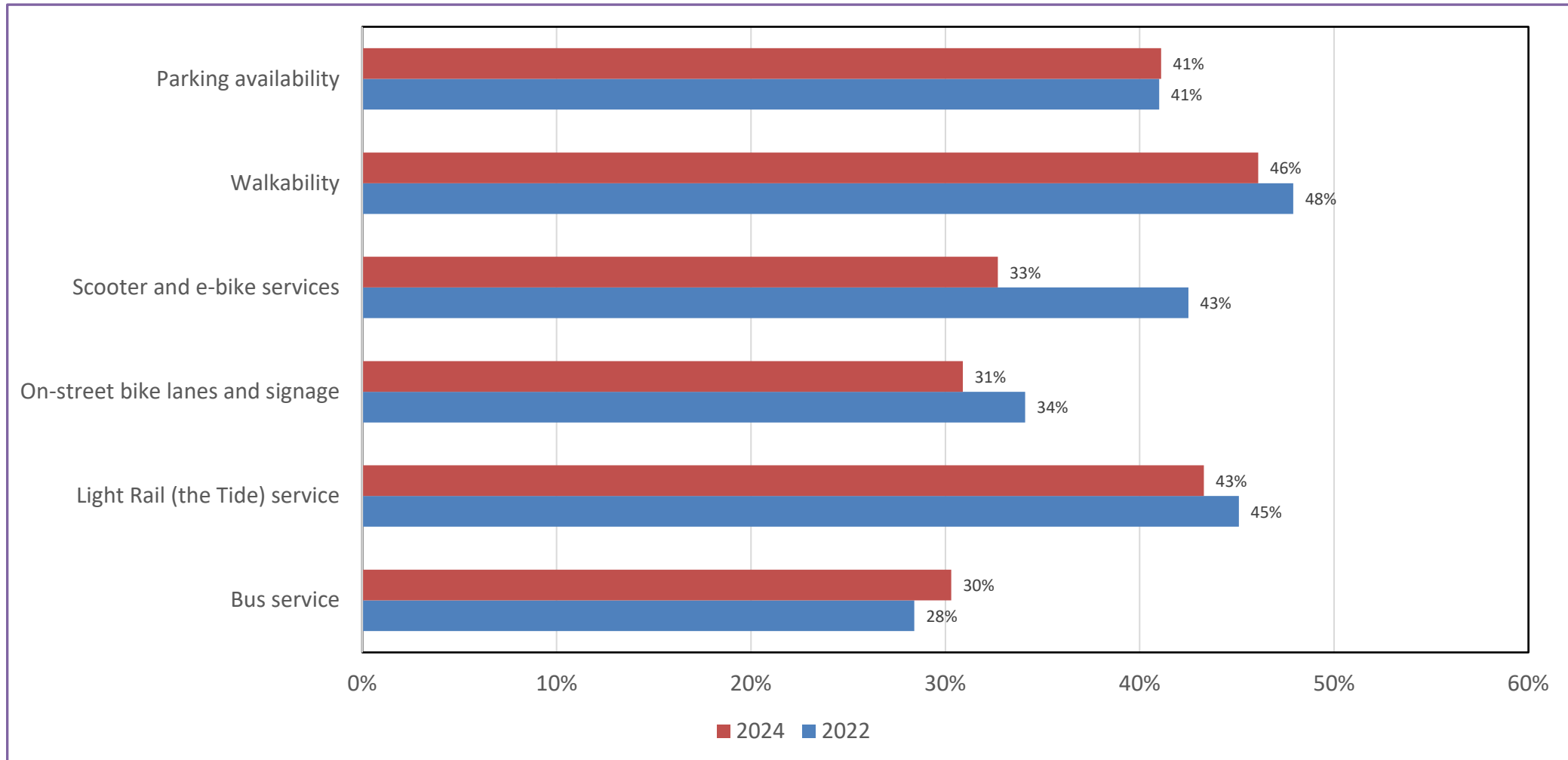
By percentage of respondents who rate item as "satisfied" or "very satisfied"

Satisfaction with Utilities and Solid Waste Services: 2022 to 2024



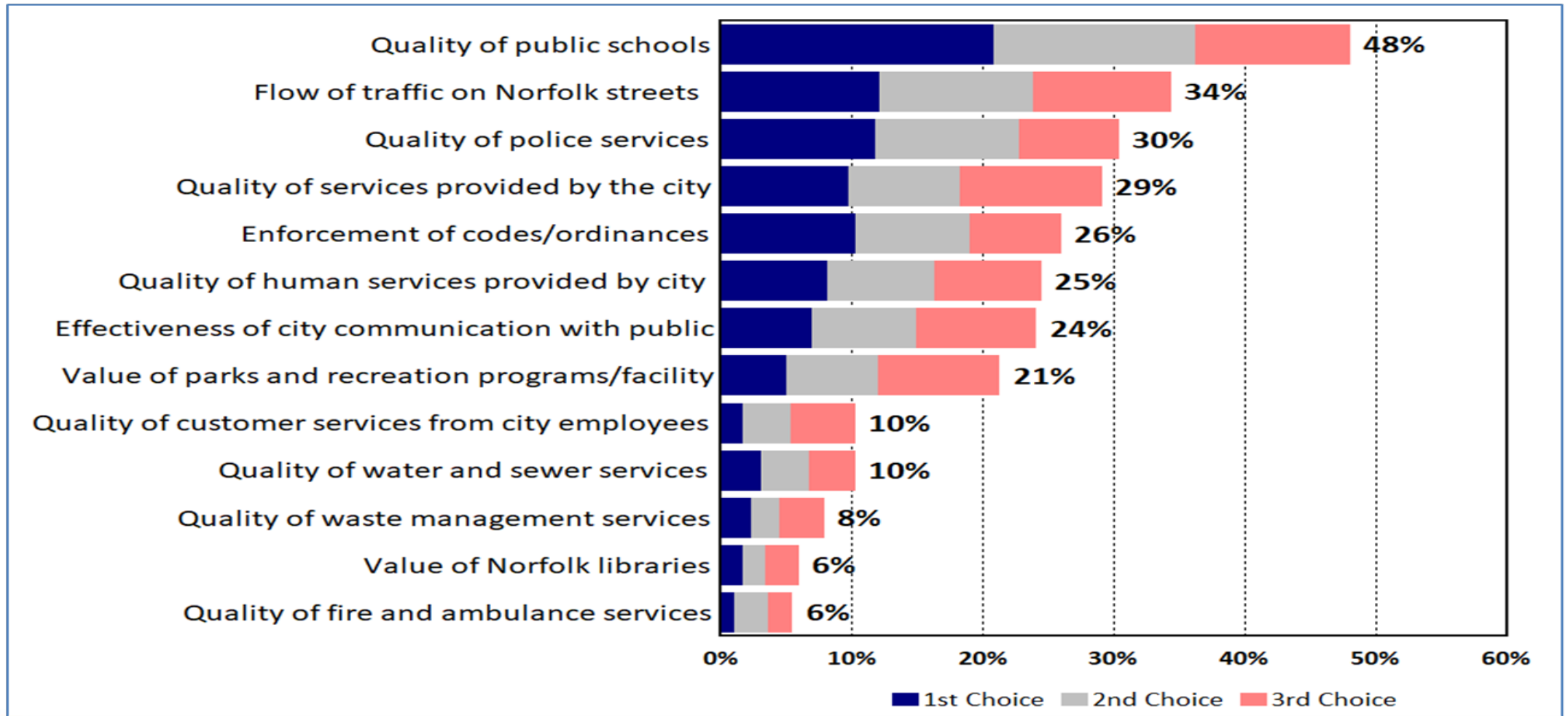
By percentage of respondents who rate item as “satisfied” or “very satisfied”

Satisfaction with Transportation: 2022 to 2024



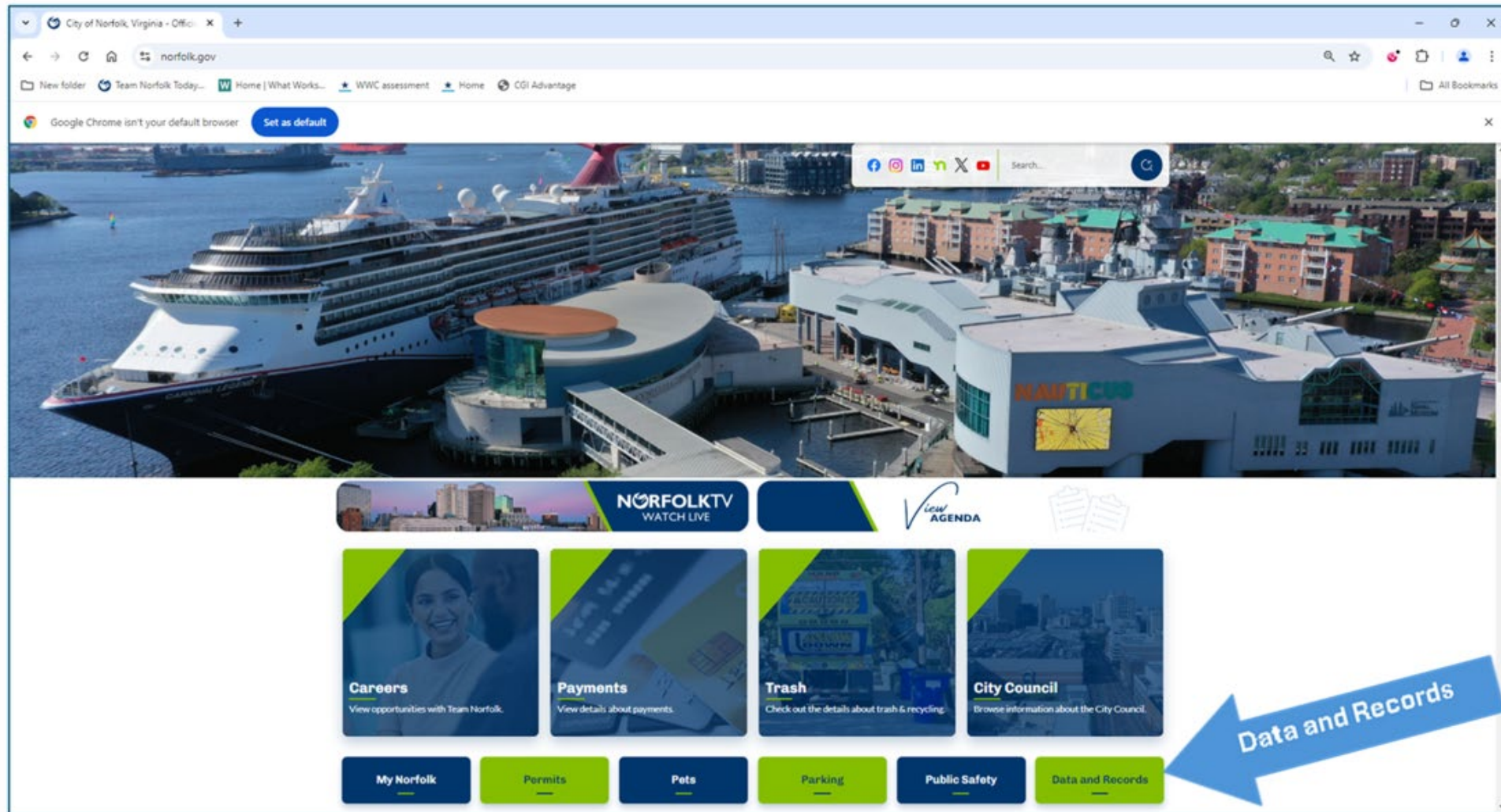
By percentage of respondents who rate item as “satisfied” or “very satisfied”

The Three Major City Services that are Most Important to Improve



By percentage of respondents who selected the items as one of their top three choices

How to Explore the Resident Survey Data




norfolk.gov/5609/Data-Records

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Data & Records

The City of Norfolk is committed to making its data and records publicly available and easy to use. There are several platforms you can use to access important information about the work of the city through data, maps, dashboards, and documents. These resources are free and available for anyone to use to spark innovation, encourage community collaboration, and inform decision-making. Click on the tiles below to access the data you need.




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Want to understand the data limitations and what you can and can't do with the City's data? Click [here](#) to read our disclaimer.

Have questions? Want to sign up for our newsletter? Email us at OpenData@norfolk.gov

City of Norfolk Data | Open Data

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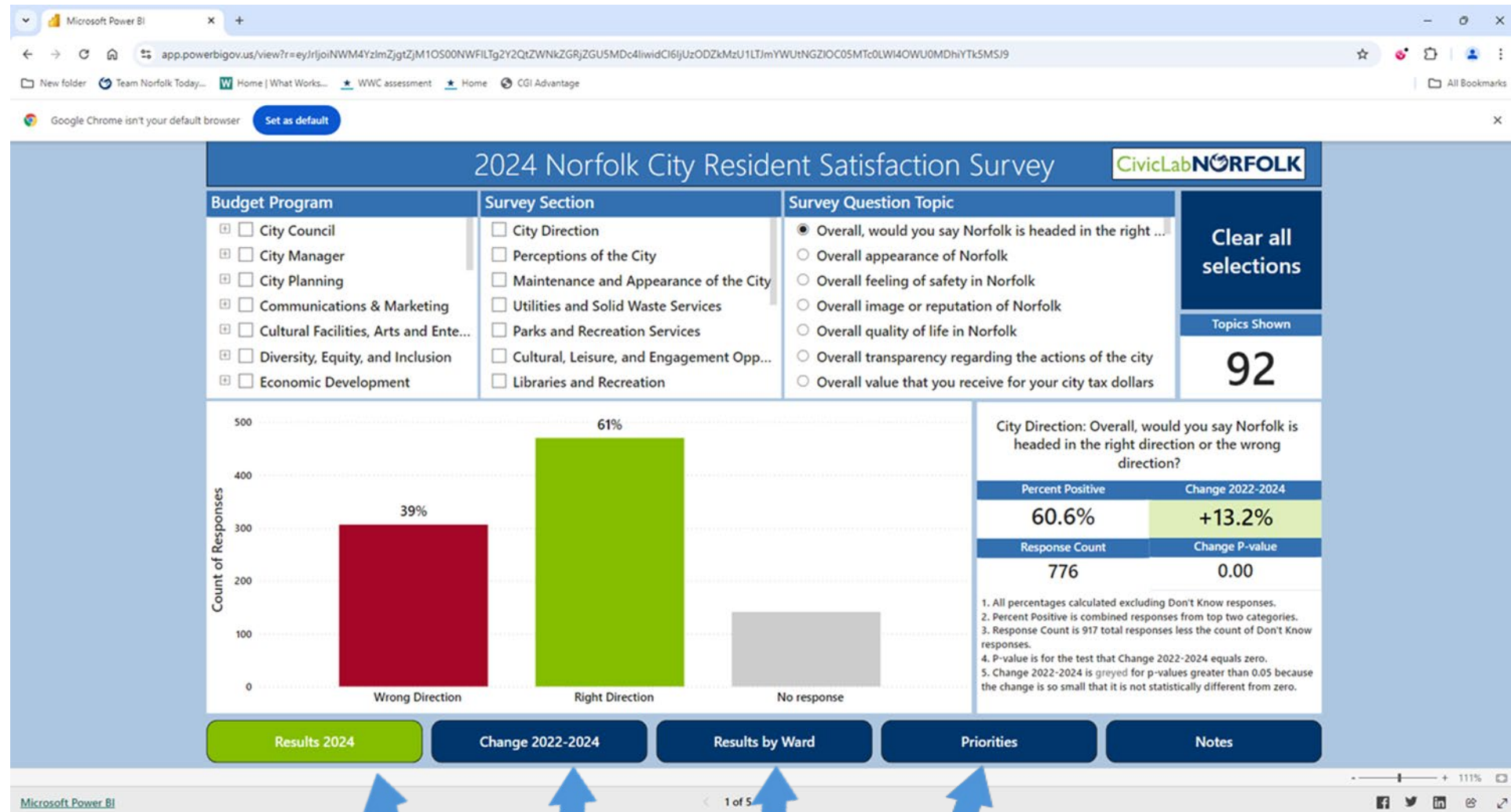
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2024 Norfolk Resident Survey – More Information

<https://www.norfolk.gov/5331/Resident-Survey>