



2024 Resident Survey Results



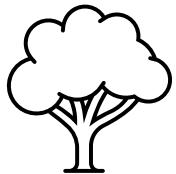
2024 Norfolk Resident Survey



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

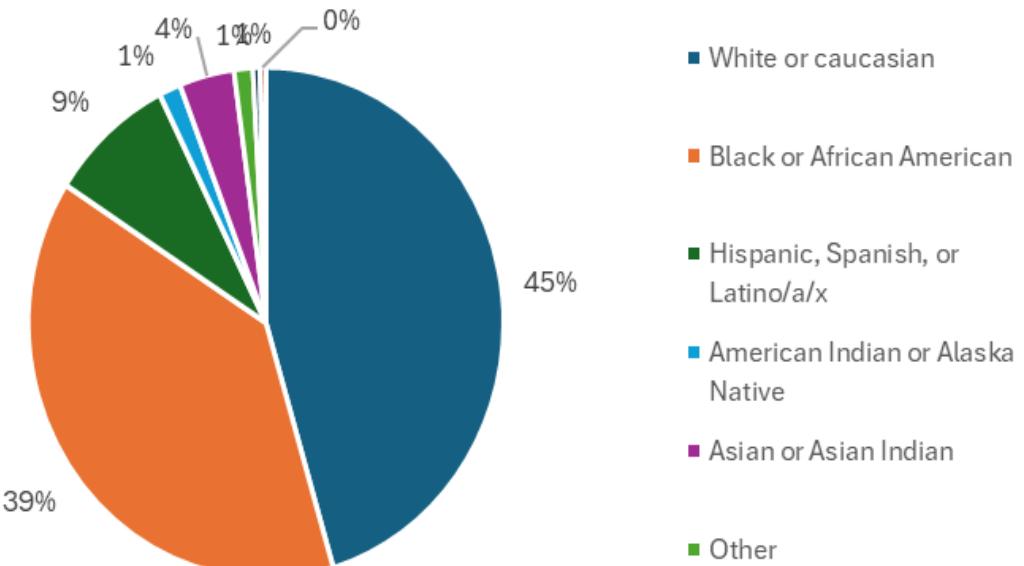
The survey vendor contacted 5,000 Norfolk households and 917 completed the survey

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.

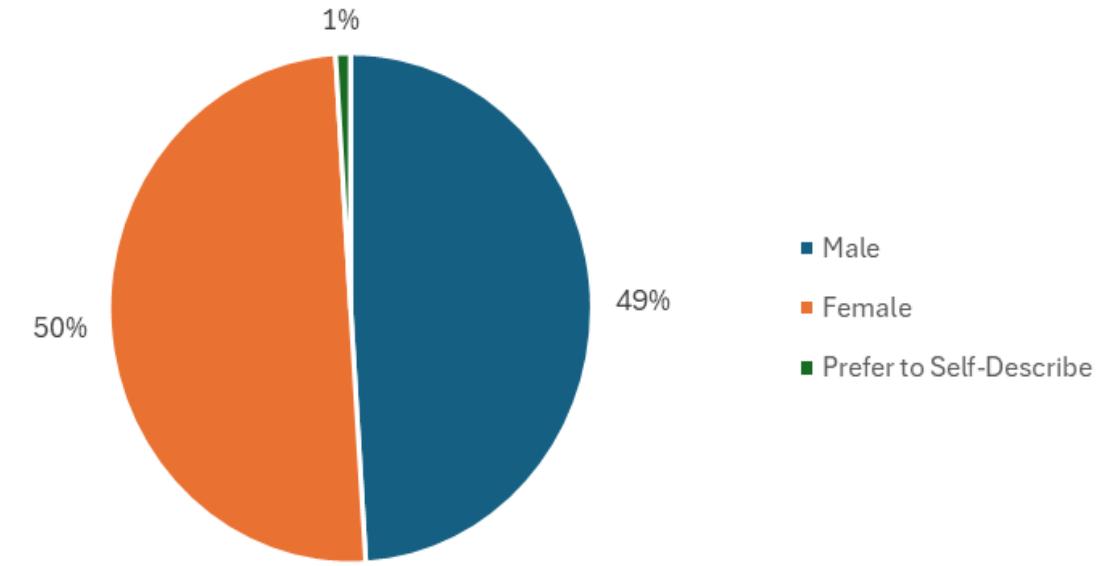
The return included at least 150 surveys from each ward to allow comparison by ward and across the city

Demographics of Respondents

RACE OF RESPONDENTS

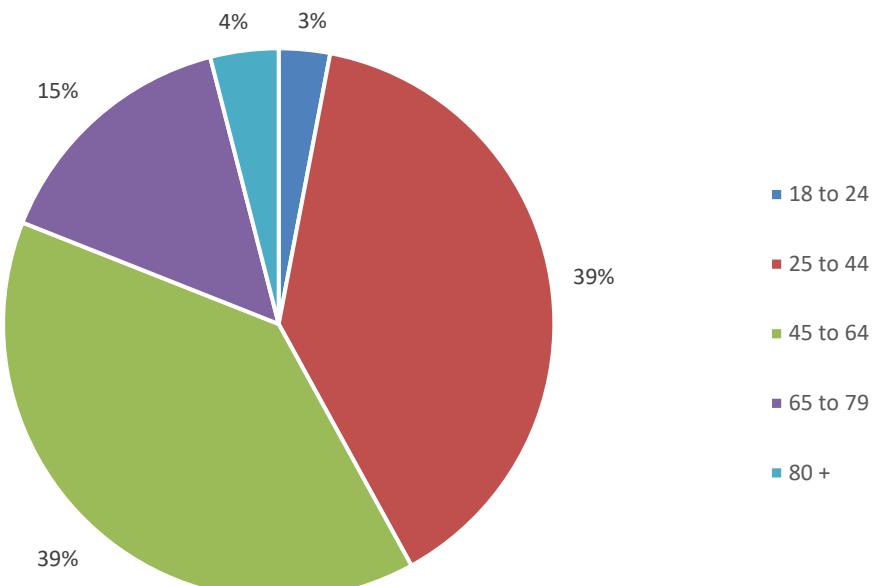


IDENTIFY OF RESPONDENTS

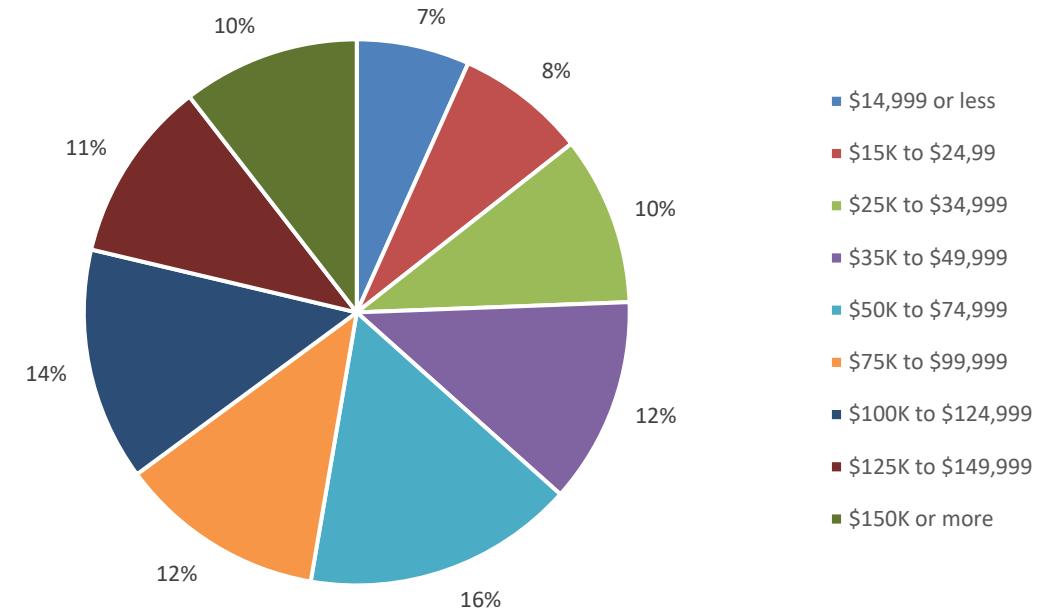


Demographics of Respondents

AGE OF RESPONDENTS



TOTAL HOUSEHOLD INCOME BEFORE TAXES

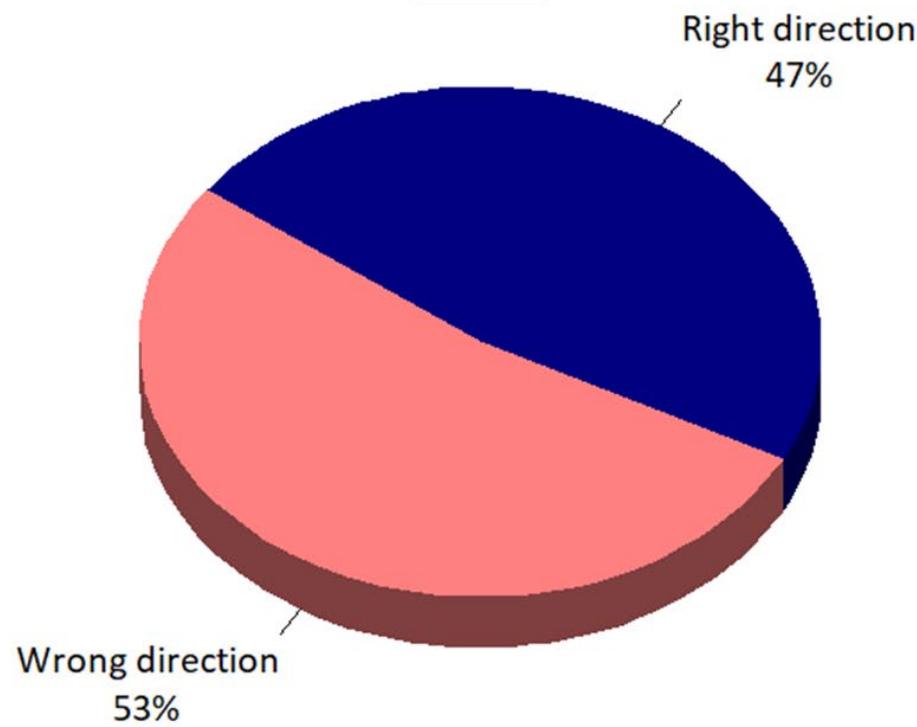


Highlights of 2024 Survey

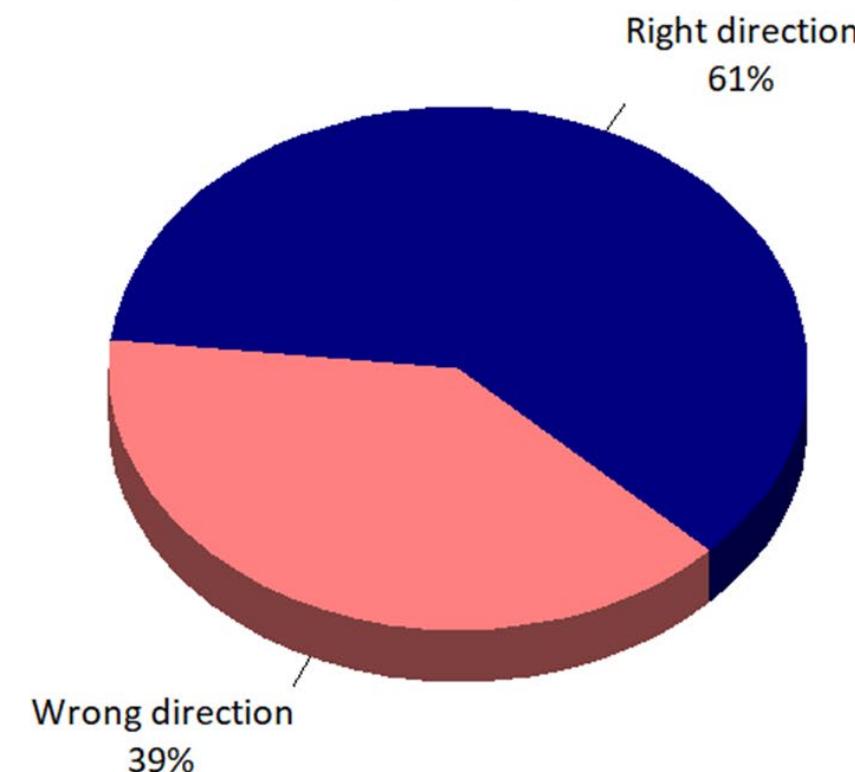
- Overall, satisfaction ratings are similar to 2022
- Significant increases in satisfaction
 - ▲ Overall police services and feeling of safety in Norfolk
 - ▲ 61% Feel the city is moving in the right direction
- Top priorities for focus in the next two years
 - ▲ Public schools
 - ▲ Traffic flow
 - ▲ 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?

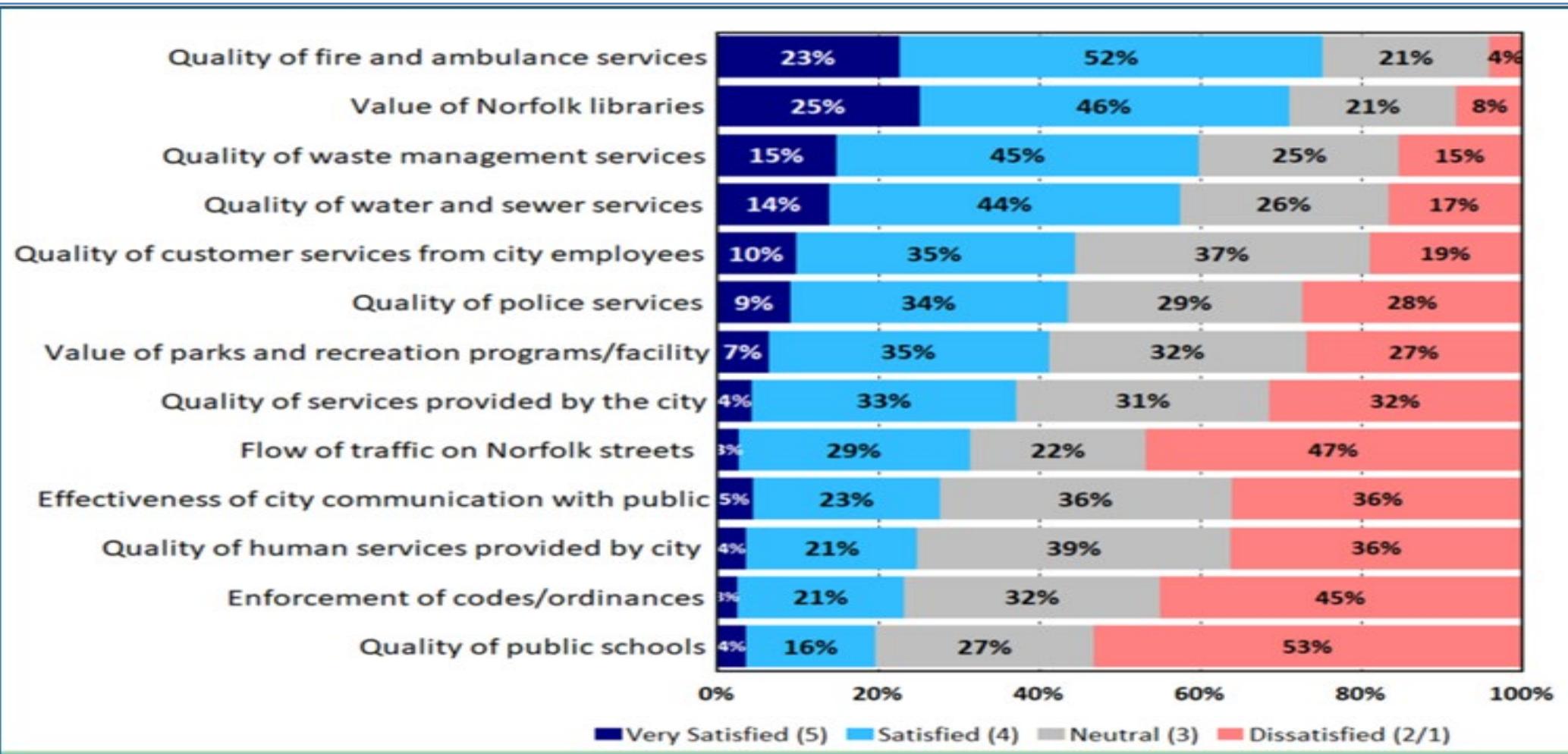
2022



2024

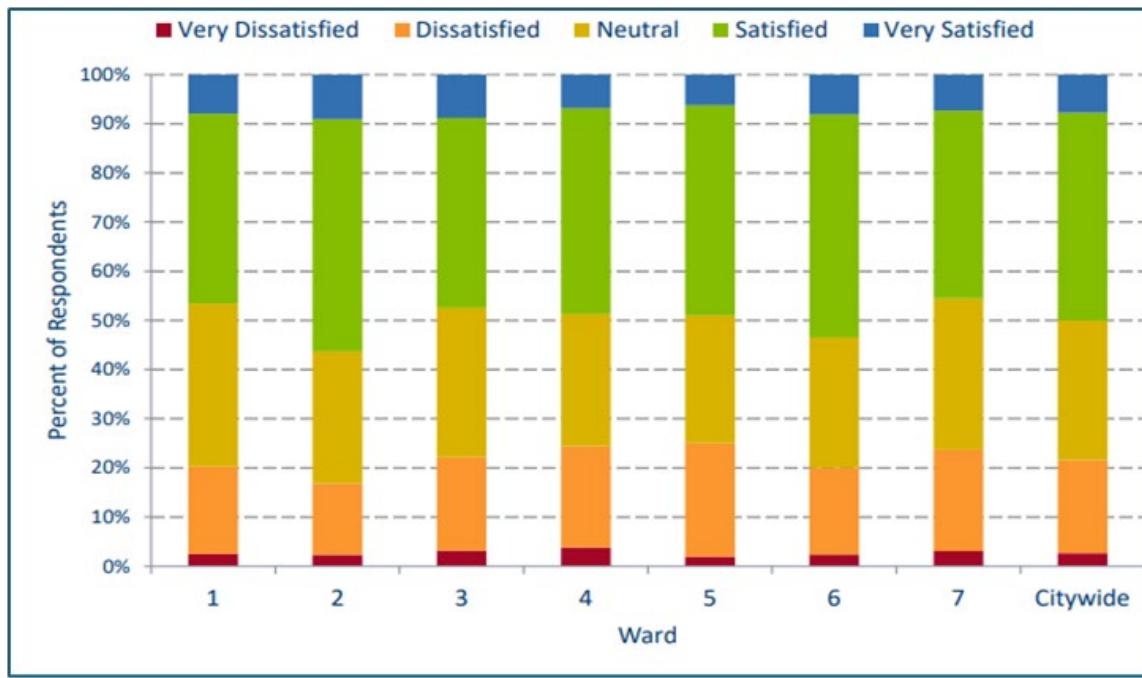


Satisfaction with Major City Services-2024

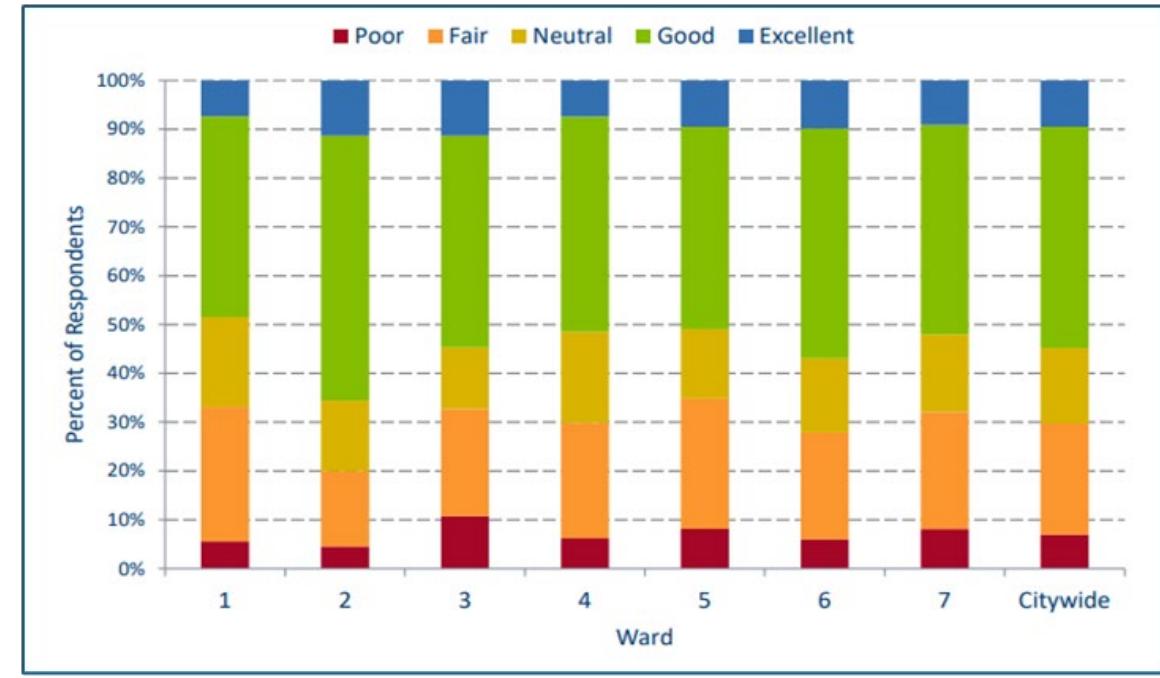


Perceptions of City by Ward and Superward

Overall Quality of Life

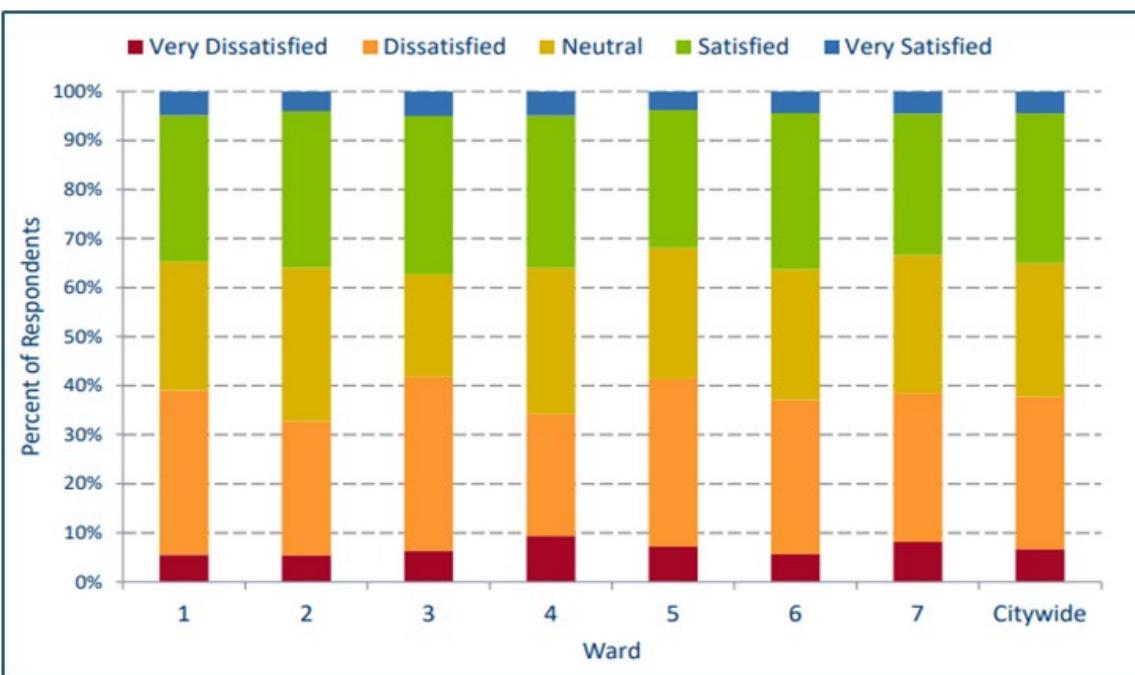


Norfolk as a place to live

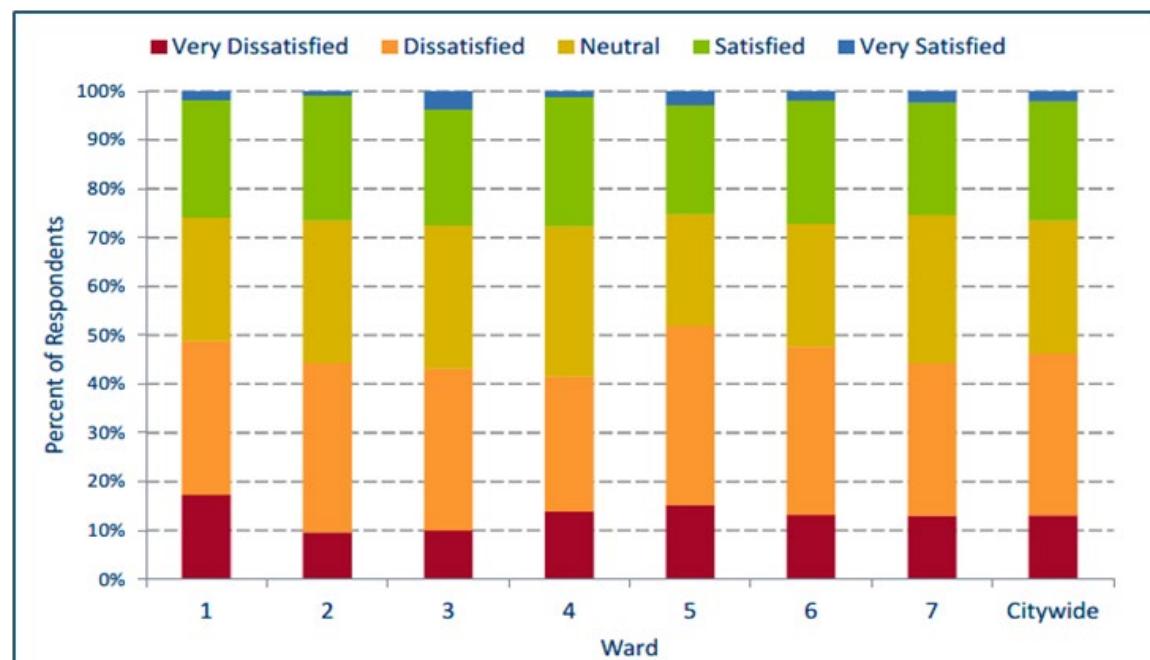


Perceptions of City by Ward and Superward

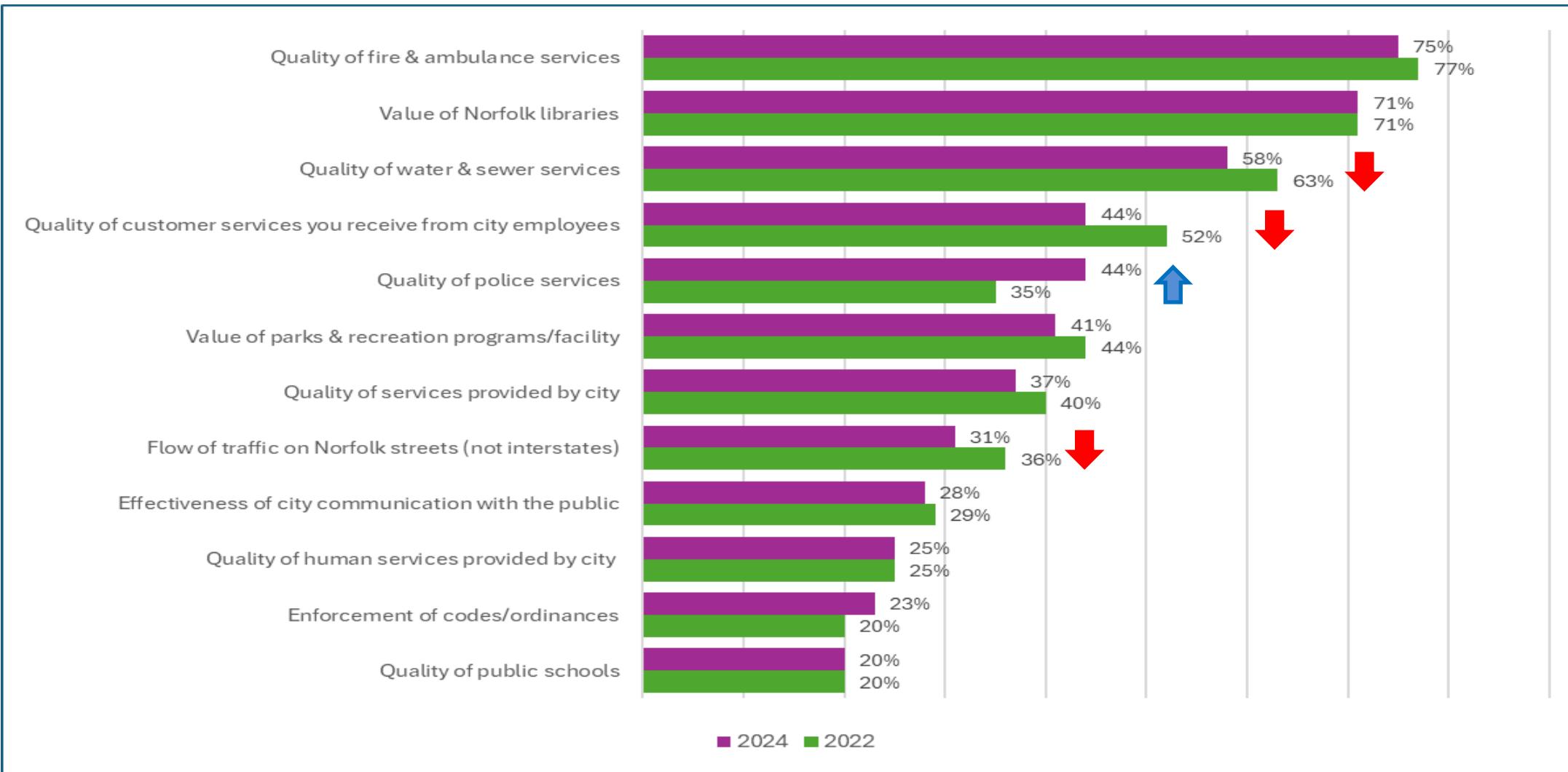
Overall Appearance



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**

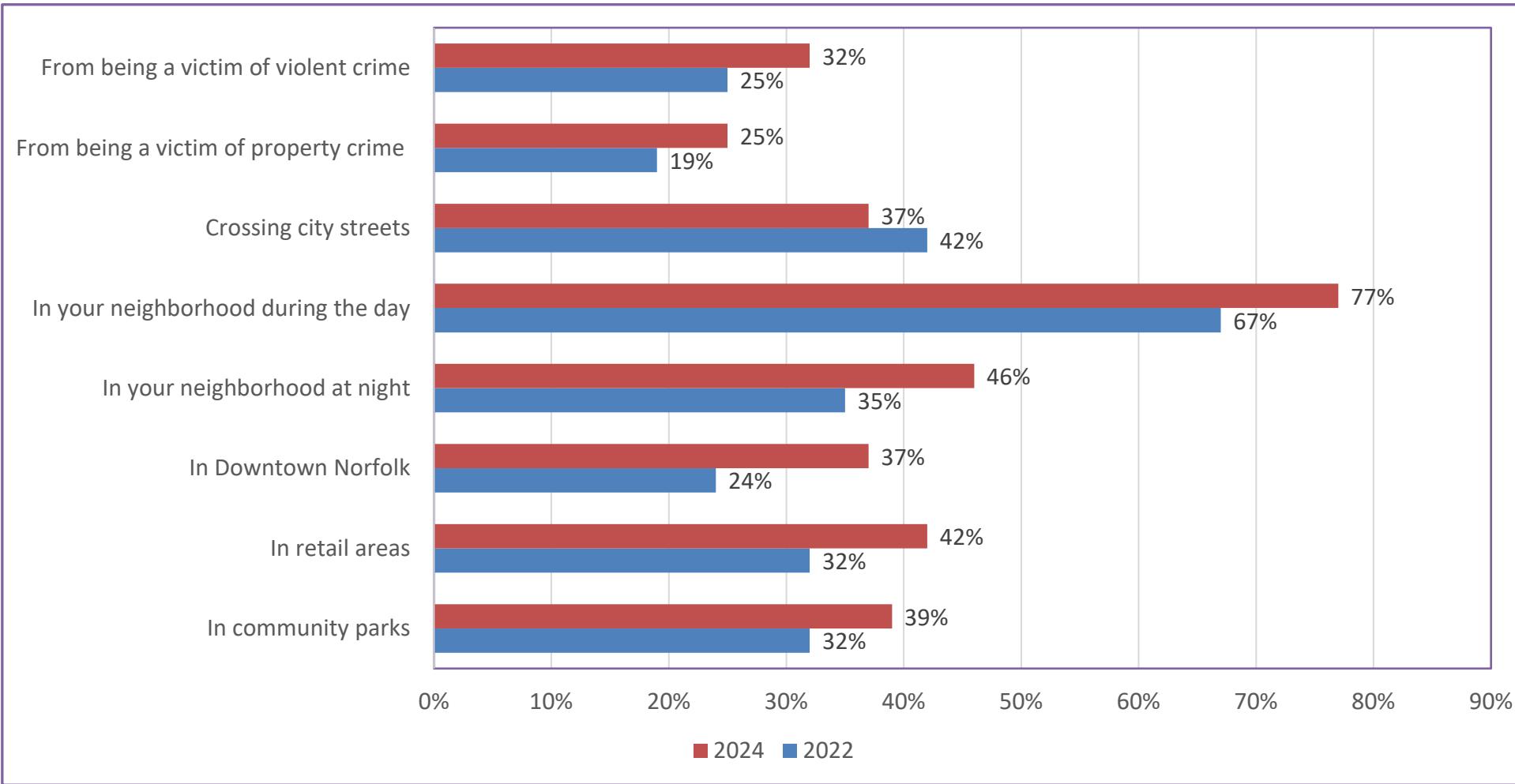
Department redesign, enhanced training, equipment, and new software systems for innovative emergency management, and crime analysis

- **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

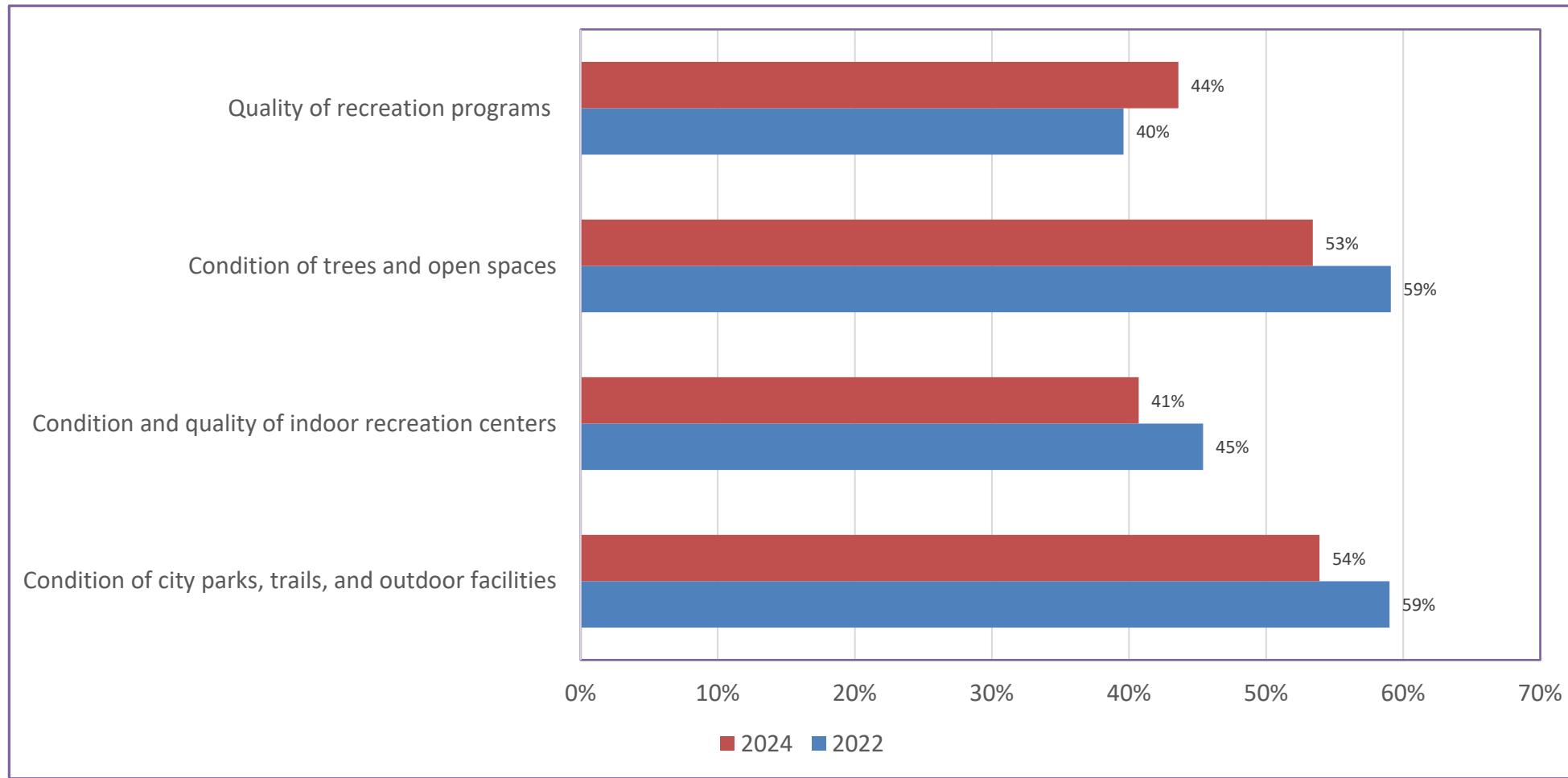
- **Improve Tennis Courts**

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

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

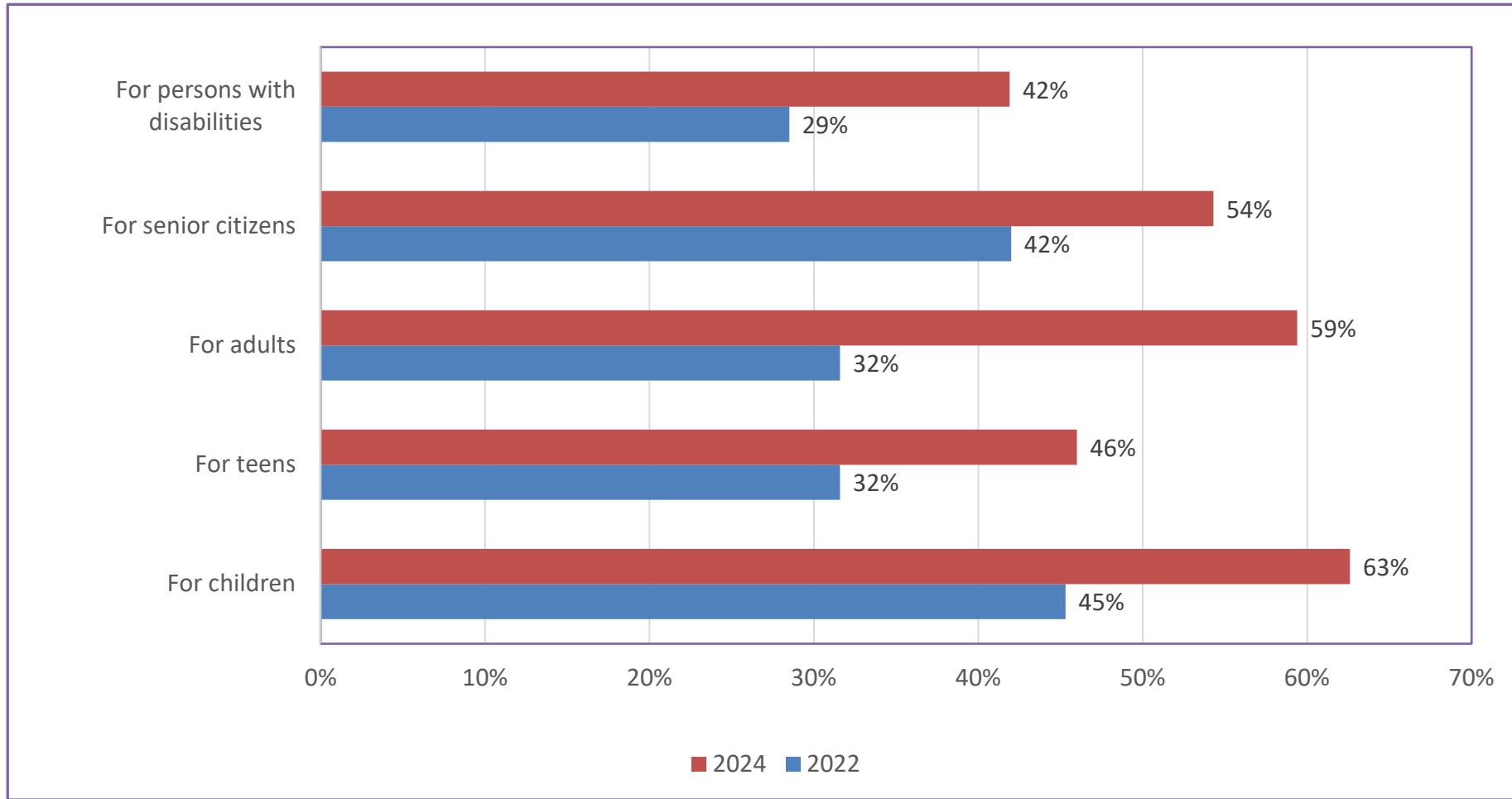


Satisfaction with Parks and Recreation Services: 2022 to 2024



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

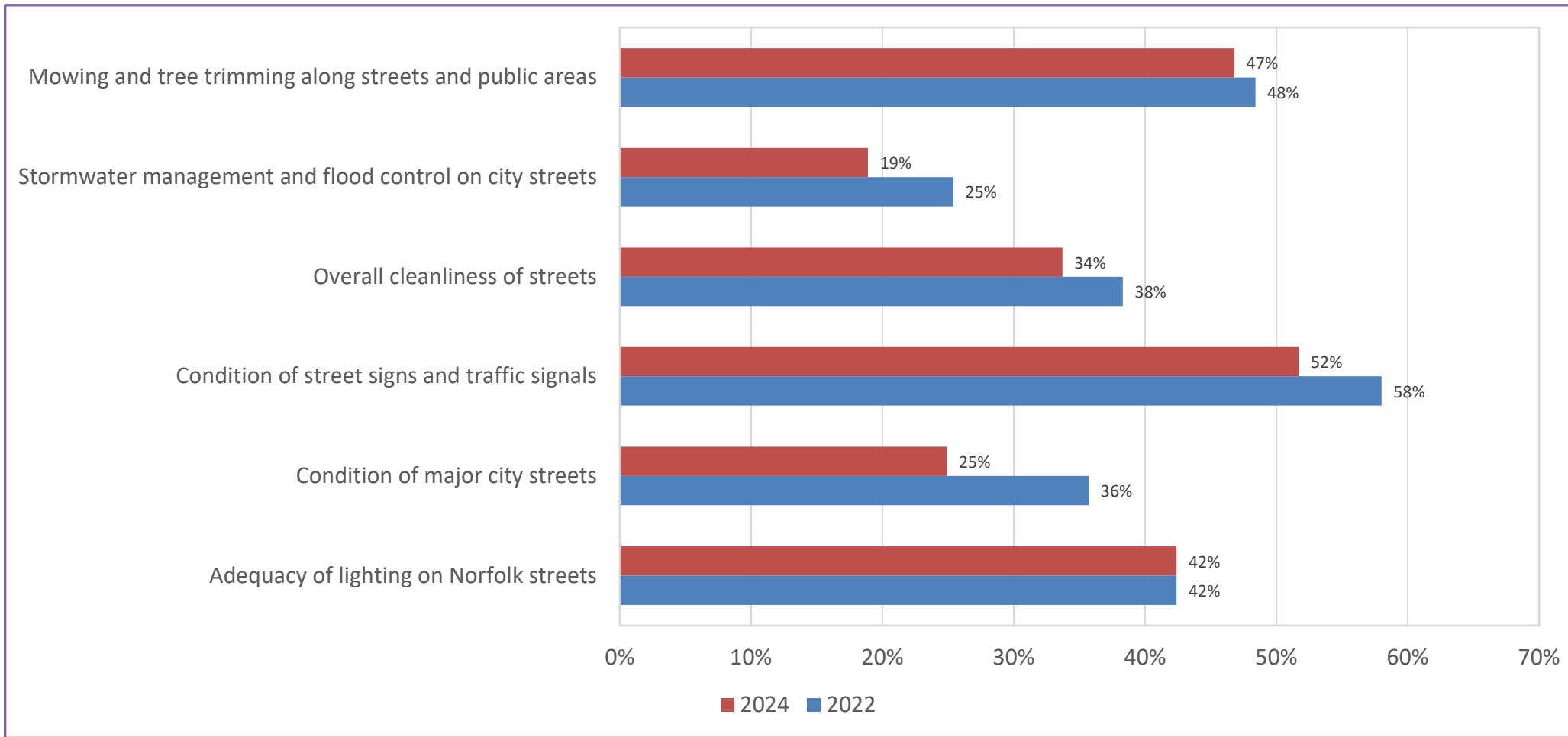
Investment in Infrastructure in 2024 Budget

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

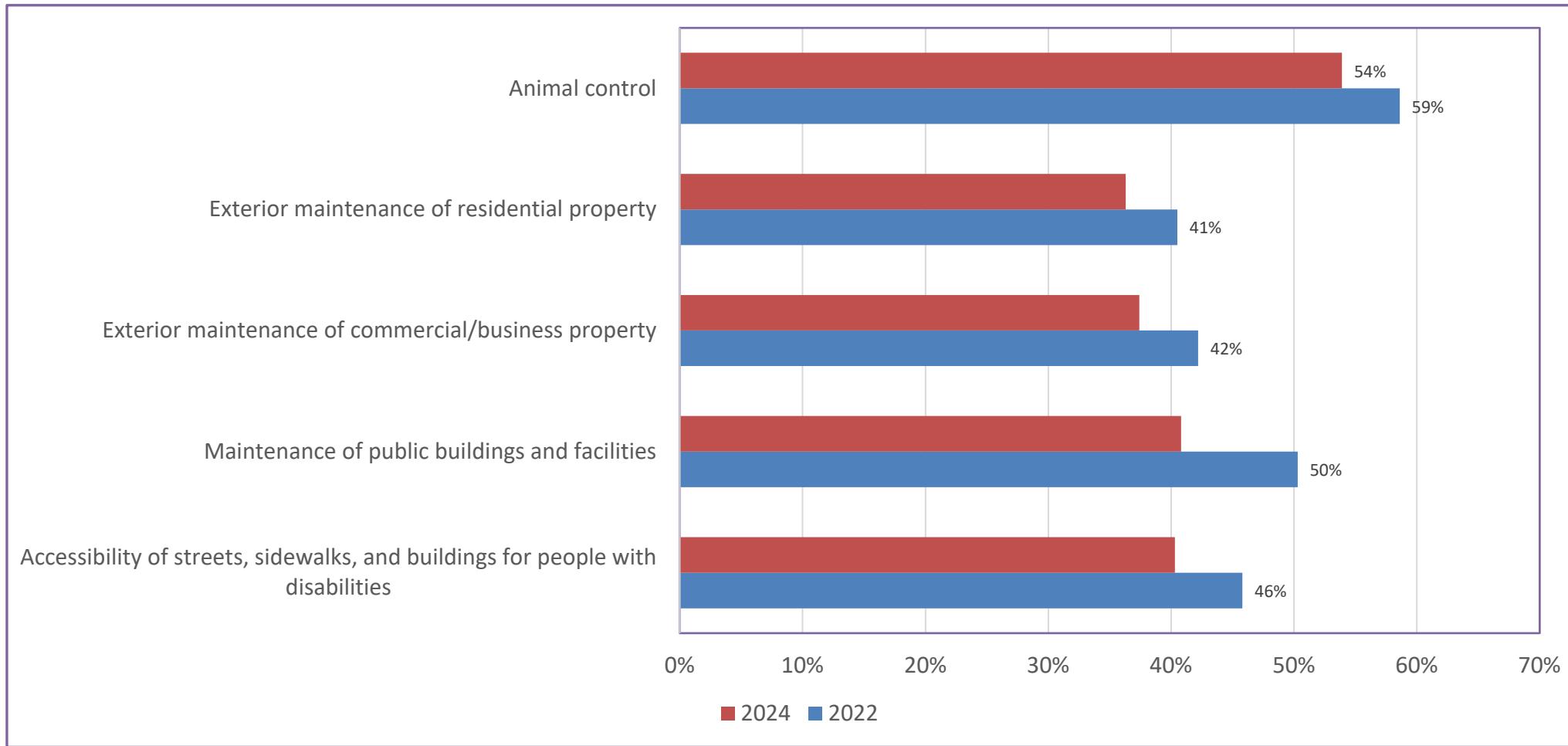


Satisfaction with Maintenance and Appearance of City Streets : 2022 to 2024



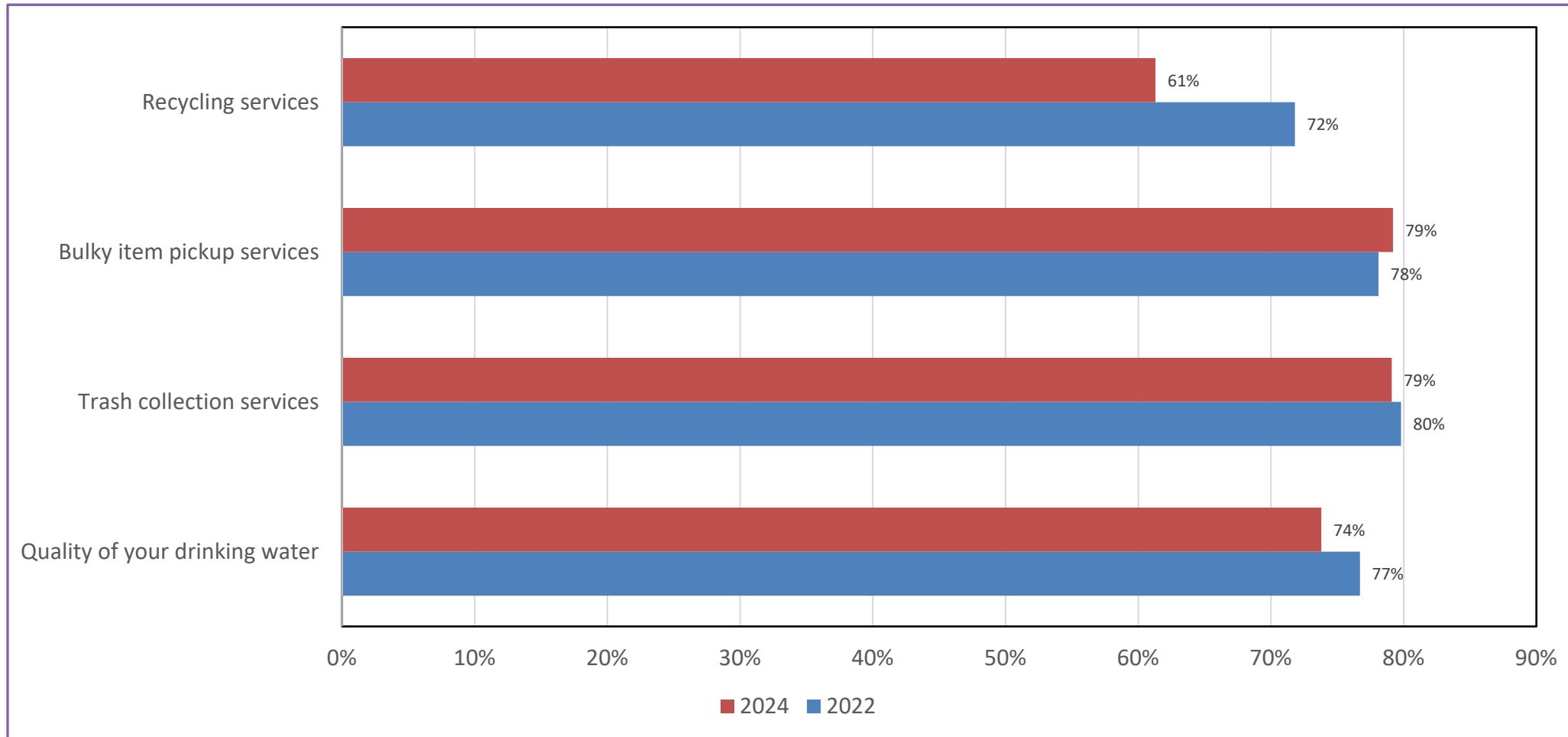
By percentage of respondents who rate item as “satisfied” or “very satisfied”

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



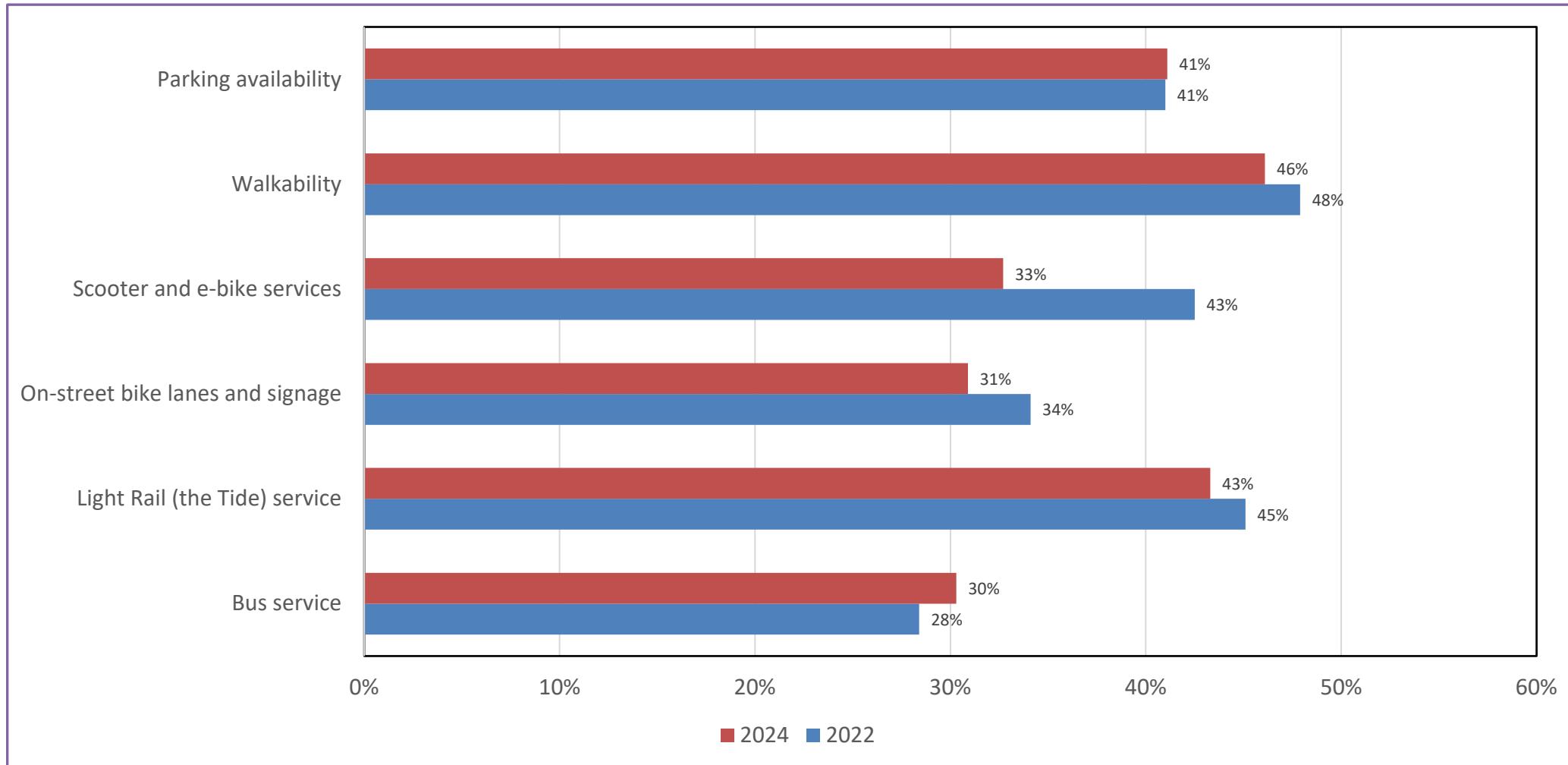
By percentage of respondents who rate item as "satisfied" or "very satisfied"

Satisfaction with Utilities and Solid Waste Services: 2022 to 2024



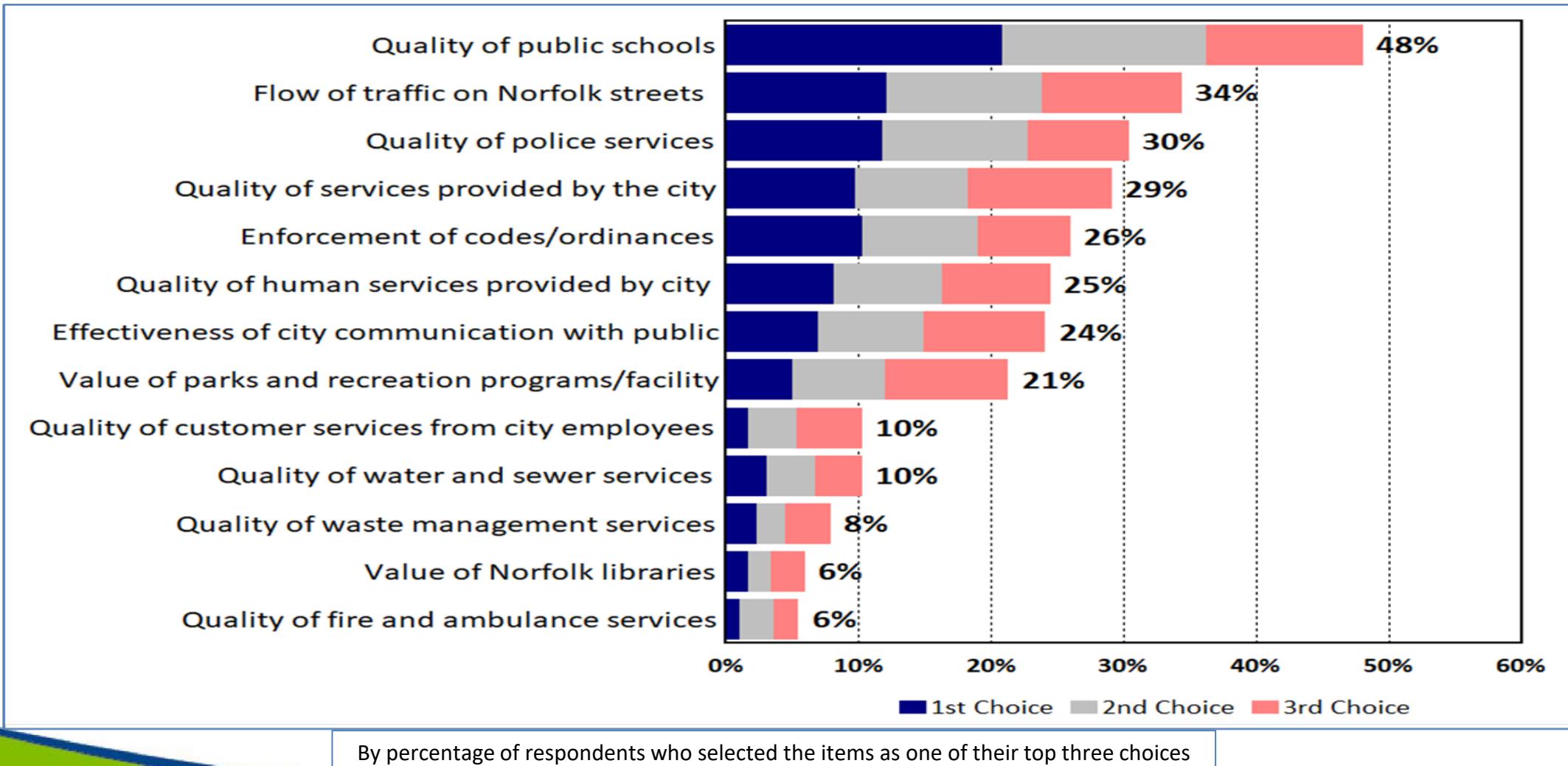
By percentage of respondents who rate item as “satisfied” or “very satisfied”

Satisfaction with Transportation: 2022 to 2024

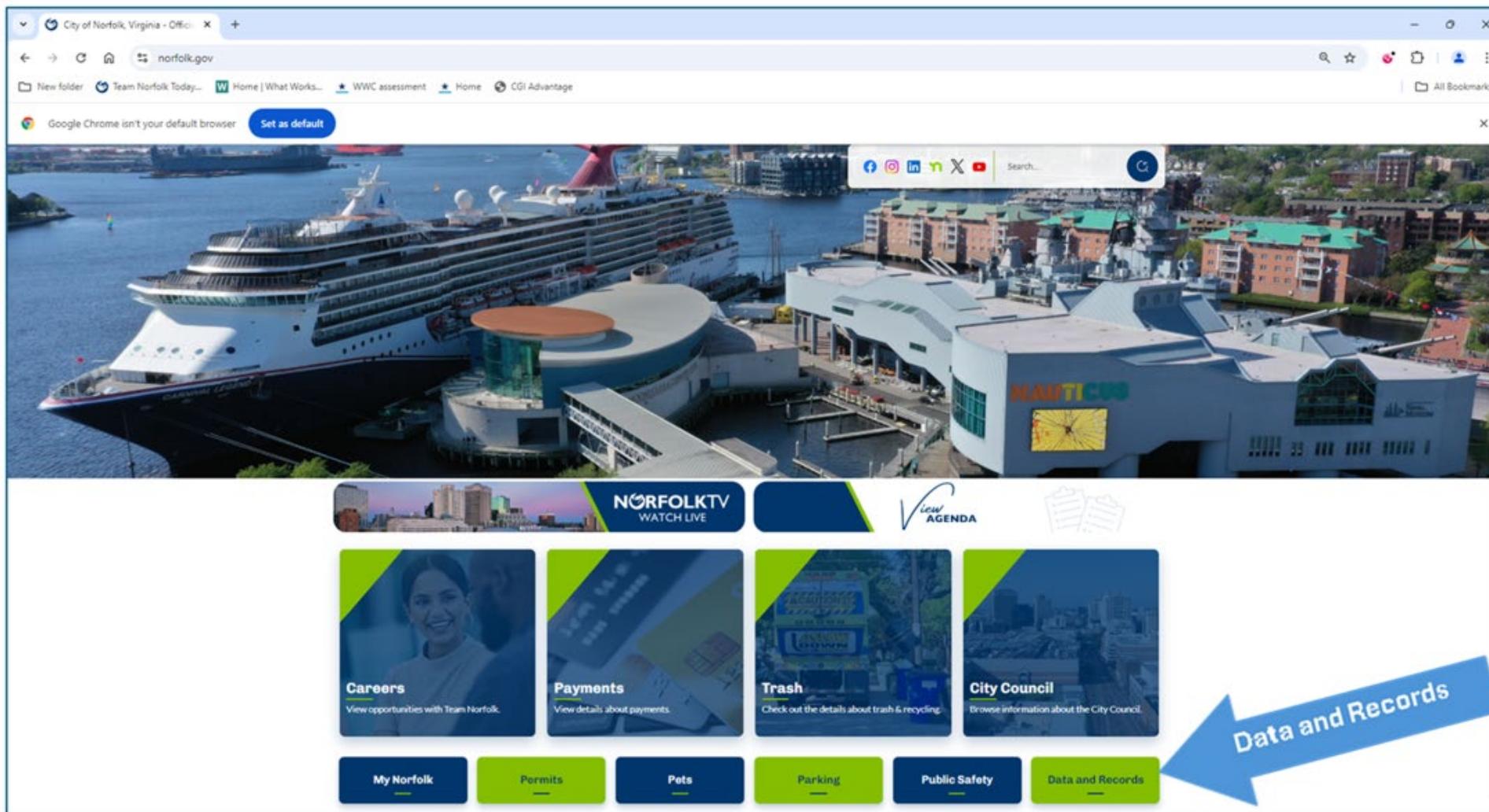


By percentage of respondents who rate item as "satisfied" or "very satisfied"

The Three Major City Services that are Most Important to Improve



How to Explore the Resident Survey Data



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[norfolk.gov/5609/Data-Records](#)

Budget & Strategic Planning
Data & Records
Open Data Norfolk
City Data
Open Data Portal
CivicLab Annual Report
Hampton Roads Datathon 2024

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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.

OPEN DATA PORTAL
Explore a wealth of publicly available information and datasets.

OPEN GIS
Access interactive maps and geospatial data for comprehensive insights.

NORFOLK AIR
Find details about properties and addresses throughout Norfolk.

PUBLIC RECORDS PORTAL
Discover official records and documents for transparency.

SARGEANT MEMORIAL COLLECTION
Immerse yourself in the City's collection of historical archives.

DASHBOARD AND WEB MAPS
Discover data through informative and interactive visuals.

MAKE A FOIA REQUEST
Obtain access to government information with ease.

FINANCIAL REPORTS
Stay informed with transparent and detailed financial records.

Not sure where to start? [Click here](#) to read our how-to guide! [Click here](#) to use our Data & Records Search Tool! 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

data.norfolk.gov

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NORFOLKOPENDATA

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This site may be unavailable for routine maintenance from Saturday, September 21, 2024 5:00 PM EDT to Saturday, September 21, 2024 9:00 PM EDT.

Resident Survey Dashboard

Welcome to Norfolk Open Data!

This portal offers free and easy access to data and information about Norfolk, Virginia.

Search for Data

New to the portal? Click here.



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Catalog View all Norfolk Open Data.

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2024 Norfolk City Resident Satisfaction Survey

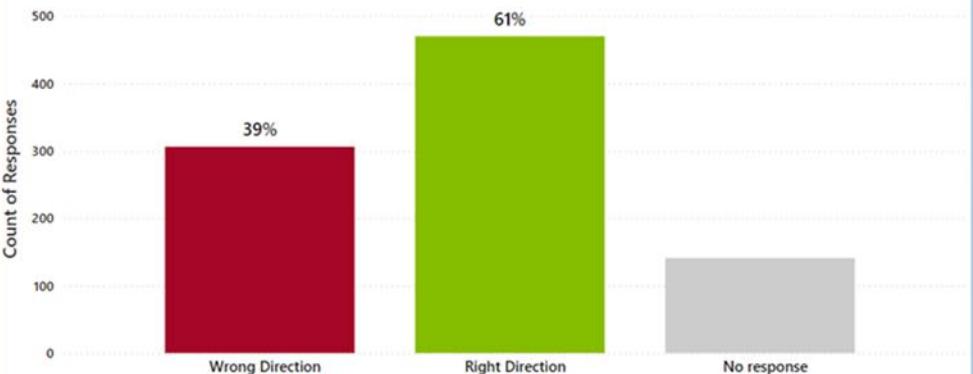
CivicLab NORFOLK

Budget Program	Survey Section	Survey Question Topic
<input type="checkbox"/> City Council	<input type="checkbox"/> City Direction	<input checked="" type="radio"/> Overall, would you say Norfolk is headed in the right ...
<input type="checkbox"/> City Manager	<input type="checkbox"/> Perceptions of the City	<input type="radio"/> Overall appearance of Norfolk
<input type="checkbox"/> City Planning	<input type="checkbox"/> Maintenance and Appearance of the City	<input type="radio"/> Overall feeling of safety in Norfolk
<input type="checkbox"/> Communications & Marketing	<input type="checkbox"/> Utilities and Solid Waste Services	<input type="radio"/> Overall image or reputation of Norfolk
<input type="checkbox"/> Cultural Facilities, Arts and Ente...	<input type="checkbox"/> Parks and Recreation Services	<input type="radio"/> Overall quality of life in Norfolk
<input type="checkbox"/> Diversity, Equity, and Inclusion	<input type="checkbox"/> Cultural, Leisure, and Engagement Opp...	<input type="radio"/> Overall transparency regarding the actions of the city
<input type="checkbox"/> Economic Development	<input type="checkbox"/> Libraries and Recreation	<input type="radio"/> Overall value that you receive for your city tax dollars

Clear all selections

Topics Shown 92

Count of Responses



Category	Count	Percentage
Wrong Direction	39	39%
Right Direction	61	61%
No response	0	0%

City Direction: Overall, would you say Norfolk is headed in the right direction or the wrong direction?

Percent Positive	Change 2022-2024
60.6%	+13.2%

Response Count	Change P-value
776	0.00

1. All percentages calculated excluding Don't Know responses.
2. Percent Positive is combined responses from top two categories.
3. Response Count is 917 total responses less the count of Don't Know responses.
4. P-value is for the test that Change 2022-2024 equals zero.
5. Change 2022-2024 is greyed for p-values greater than 0.05 because the change is so small that it is not statistically different from zero.

Results 2024 Change 2022-2024 Results by Ward Priorities Notes

Choose a tab to explore results of survey

2024 Norfolk Resident Survey – More Information

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