

1. Please rate your overall satisfaction with major categories of services provided by the city:

- (A) Overall quality of police, fire, and ambulance services
- (B) Overall quality of city parks and recreation programs and facilities
- (C) Overall maintenance of city streets, buildings and facilities
- (D) Overall quality of city water and sewer utilities
- (E) Overall enforcement of city codes and ordinances
- (F) Overall quality of customer service you receive from city employees
- (G) Overall effectiveness of city communication with the public
- (H) Overall quality of the city's stormwater runoff/stormwater management system
- (I) Overall flow of traffic and congestion management in ...

2. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO Years?

STRATEGIC PLANNING AREA: Quality of Life

3. How satisfied are you with:

- (A) Overall quality of services provided by the City
- (B) Overall image of the City
- (C) How well the City is planning growth
- (D) Overall quality of life in the City
- (E) Overall quality of new development in the City
- (F) Overall quality of public education
- (G) Overall quality of city libraries

4. How would you rate Newport:

- (A) As a place to live
- (B) As a place to raise children
- (C) As a place to work

5. Which of the following best describes the location of your home?

6. City Maintenance. Please rate your satisfaction with the following services:

- (A) Overall maintenance of city streets
- (B) Maintenance of streets in YOUR neighborhood
- (C) Maintenance of sidewalks in ...
- (D) Maintenance of street
- (E) Maintenance of traffic signals
- (F) Maintenance and preservation of downtown ...
- (G) Maintenance of city buildings
- (H) Cleanliness of city buildings
- (I) Snow removal on major city streets
- (J) Snow removal on neighborhood streets
- (K) Mowing and trimming along city streets and other public areas
- (L) Overall cleanliness of city streets and other public areas
- (M) Adequacy of city street lighting

7. Which TWO of the maintenance items listed above do you think should receive the most emphasis from city leaders over the next TWO Years

STRATEGIC PLANNING AREA: Public Services & Administration

8. Leadership. How satisfied are you with:

- (A) Overall quality of leadership provided by the City's elected officials
- (B) Overall effectiveness of appointed boards and commissions
- (C) Overall effectiveness of the city manager and appointed staff
- (D) Perception of the city of Newport as a leader in Rhode Island

9. Utility Services. How satisfied are you with:

- (A) Residential trash collection service
- (B) Curbside recycling services
- (C) Yardwaste removal services
- (D) Wastewater treatment services
- (E) Overall quality of your water service

10. Have you called or visited City Hall with a question, problem, or complaint during the past year?

10a. [Only if YES to Q#10] How easy was it to contact the person you needed to reach?

10b. [Only if YES to Q#10] Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the following behavior

- (1) They were courteous and polite
- (2) They gave prompt, accurate, and complete answers to questions
- (3) They did what they said they would do in a timely manner
- (4) They helped you resolve an issue to your satisfaction

11. Enforcement of City Codes and Ordinances. *How satisfied are you with:*

- (A) Enforcing the clean up of litter and debris on private property
- (B) Enforcing the mowing and cutting of weeds on private property
- (C) Enforcing the exterior maintenance of residential property
- (D) Enforcing the exterior maintenance and upkeep of rental homes and apartments
- (E) Enforcing the exterior maintenance of business property
- (F) Enforcing sign regulations

CITY COMMUNICATION

16. Which of the following are your primary sources of information about City issues, services, and events? (check all that apply)

- ____(1) Newport Daily News ____ (4) WADK ____ (7) City website
- ____(2) Providence Journal ____ (5) Providence TV ____ (8) Other: _____
- ____(3) Newport This Week ____ (6) City cable channel

17. How satisfied are you with the following aspects of CITY COMMUNICATION?

- (A) The availability of information about City programs and services
- (B) City efforts to keep you informed about local issues
- (C) The level of public involvement in local decision making
- (D) The quality of programming on the City's cable television channel
- (E) The quality of the City's web page
- (F) The quality of the City's citizen newsletter, Link
- (G) The amount of coverage about City issues & activities provided by local newspapers

STRATEGIC PLANNING AREA: Public Safety

18. Please rate how safe you feel in the following situation in Newport:

- (A) In your neighborhood during the day (C) In city parks
- (B) In your neighborhood at night (D) In other public areas
- (E) Overall feeling of safety

19. Please rate your satisfaction with the following public safety services provided by Newport:

- (A) Overall quality of local police protection (H) Visibility of fire department personnel
- (B) The visibility of police in neighborhoods (I) City efforts to enhance fire protection
- (C) The visibility of police in retail areas (J) Overall quality of local ambulance service
- (D) The City's efforts to prevent crime (K) How quickly public safety personnel respond to emergencies
- (E) Enforcement of local traffic laws
- (F) Overall quality of local fire protection (L) Public safety education programs
- (G) The number of fire stations (M) Quality of animal control

(N) The City's municipal courts

20. Which TWO of the public safety items listed above do you think should receive the most emphasis from Newport leaders over the next TWO Years?

STRATEGIC PLANNING AREA: Active Lifestyle

21. How satisfied are you with:

- (A) Maintenance of city parks
- (B) Number of city parks
- (C) Number of walking/biking trails
- (D) City swimming pools
- (E) Quality of outdoor athletic fields
- (F) Number of city soccer fields
- (G) Number of city baseball/softball fields
- (H) The City's youth athletic programs
- (I) The City's adult athletic programs
- (J) Other city recreation programs, such as classes, trips, and special events
- (K) Ease of registering for programs
- (L) Fees charged for recreation programs
- (M) Special events sponsored by the City, i.e., park concerts & July 4th Fireworks

22. Which TWO of the items listed above do you think should receive the most emphasis from city leaders over the next TWO Years.

STRATEGIC PLANNING AREA: Economic Sustainability

23. How satisfied are you with:

- (A) The overall value that you receive for your City tax dollars and fees
- (B) City efforts to diversify the local tax base
- (C) City efforts to involve the public in major financial decisions

STRATEGIC PLANNING AREA: Transportation

24. How satisfied are you with:

- (A) Ease of north/south travel in ...
- (B) Ease of east/west travel in ...
- (C) Ease of travel from your home to city parks
- (D) Ease of traveling from your home to work
- (E) Ease of traveling from your home to shopping areas in ...
- (F) Ease of traveling from Newport to other cities in Rhode Island
- (G) Availability of public transportation
- (H) Availability of bicycle lanes
- (I) Availability of pedestrian walkways

STRATEGIC PLANNING AREA: Diversity

25. Which of the following best describes your race/ethnicity (check all that apply)?

- ___(1) Asian/Pacific Islander
- ___(2) Black/African American
- ___(3) White
- ___(4) Hispanic
- ___(5) American Indian/Eskimo
- ___(6) Other: _____

26. During the past year, have you observed any form of discrimination in the City of?

- ___(1) Yes – answer 26a & 26b
- ___(2) No – go to 27

26a. If Yes, what kind(s) of discrimination did you observed?

- ___(1) Racial
- ___(2) Age
- ___(3) Ethnic/Nationality
- ___(4) Gender
- ___(5) Religious
- ___(6) Disability
- 9) Other: _____

