

# FY20 I Value

**Citizen Feedback  
City Council, March 27, 2019**

# Public input sessions: 4

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## Mar. 7, Kecoughtan High School

- 16 people attended and polled

## Mar. 9, Phoebus High School

- 4 people attended and polled

## Mar. 12, Hampton High School

- 4 people attended and polled

## Online polling:

- 872 people



# Increased engagement through social media



## Online engagement through social media:

- Reached over 5K people across Hampton.
- Informational videos were viewed over 6K times
- Close to 100 online comments

# What our polling isn't – and what it is

- It isn't statistically valid
  - It isn't random
- It records what people who choose to speak say
  - It involves more people
  - It is proactive and saves time.
    - If all 872 people came to a public hearing and spoke for their 3 minutes, we would be here 44 hours

# What we were polling....

## **We only surveyed citizens on 2 questions:**

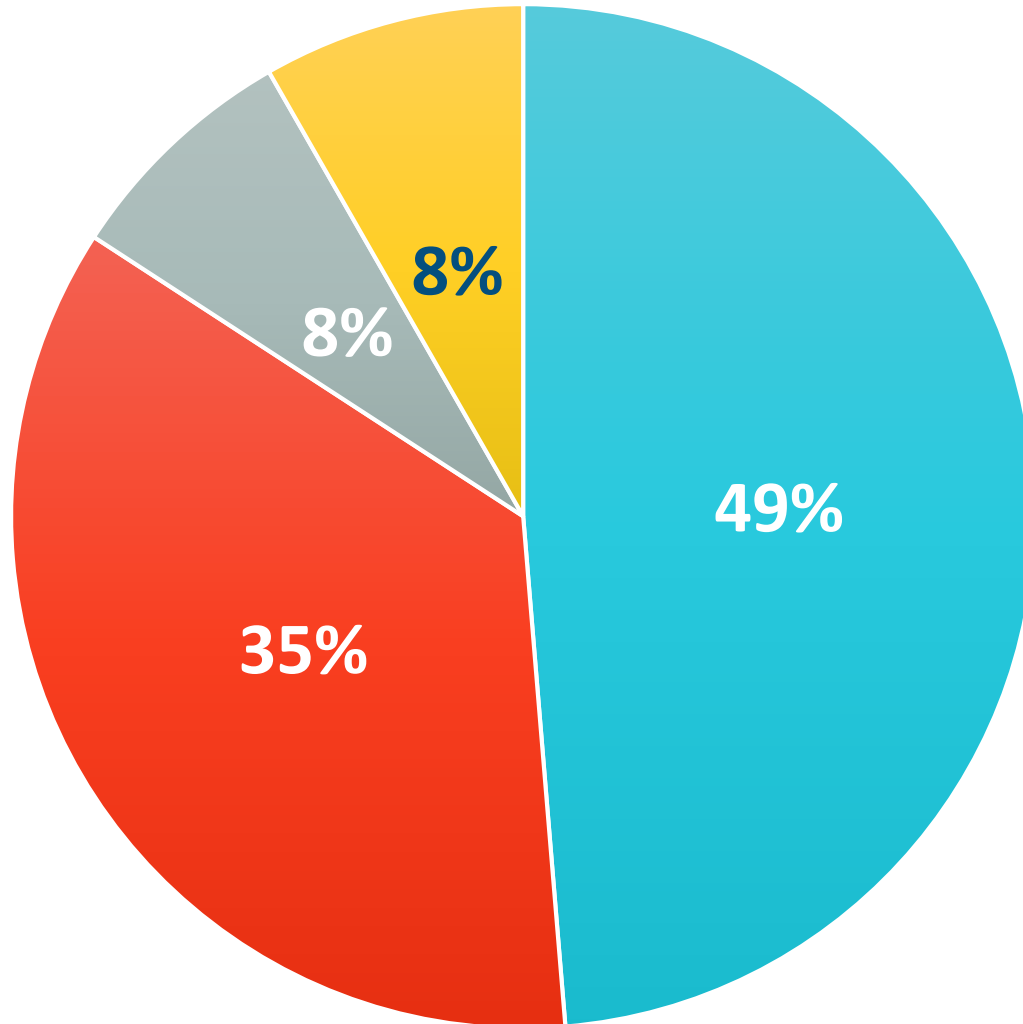
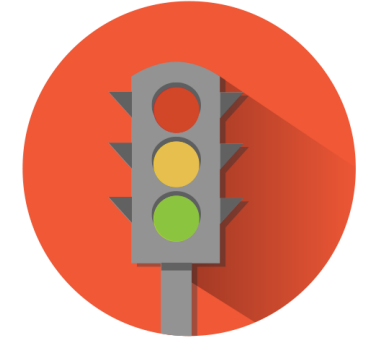
- **What is your preference for solid waste (in terms of fees)?**
- **What is your preference for stormwater (in terms of fees)?**

# What we were polling....

## **Citizens learned why solid waste fees needed to be increased:**

- Increased cost to collect and dispose of refuse.
- Most household waste is burned and turned into steam energy. Energy prices have fallen, forcing a decrease in the price we can charge for our steam.
- Increased cost to collect and dispose of recyclable materials, caused by worldwide oversupply and contamination of many materials.
- Need to invest in technology for more efficient operations and addressing customer service needs.

# What is your preference for solid waste?



- Maintain solid waste services at current level - \$7.25 weekly rate
- Reduce bulk/yard waste collections to every two weeks (keep recycling) - \$6.75 weekly rate
- Eliminate recycling (but keep bulk) - \$6.89 weekly rate
- Reduce bulk frequency and eliminate recycling - \$6.39 weekly rate

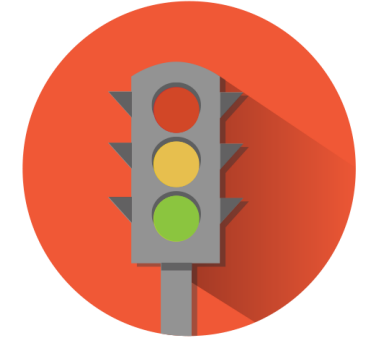
# What we were polling....

## **Citizens learned that Hampton could accelerate flood-reduction projects through an increase in the stormwater fee:**

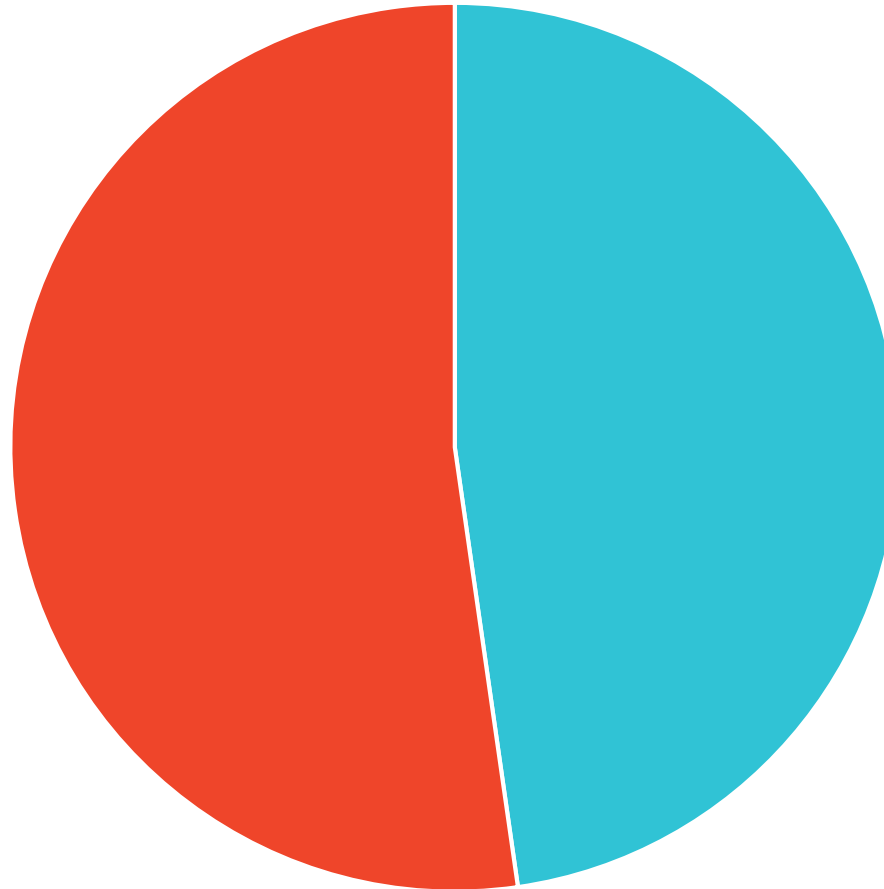
- \$1.00 per month would generate about \$1 million per year.
- The city would be able to obtain \$12-\$13 million in bonds in FY20 , which would be used to jump-start larger projects. The bonds would be paid back over time with the proceeds from the fee increase.
- This could be a source of funding for projects currently being developed as part of Resilient Hampton and the Dutch Dialogues process.



# What is your preference for stormwater?



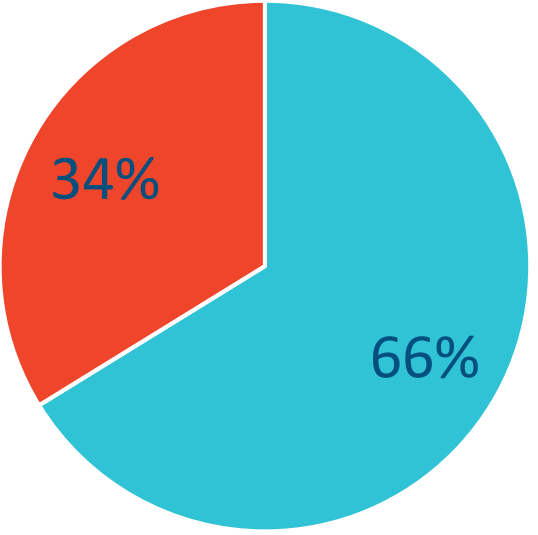
Escalate flood-  
reduction projects  
by raising the rate to  
\$8.83/month  
**52%**



Keep the rate at  
\$7.83/month  
**48%**

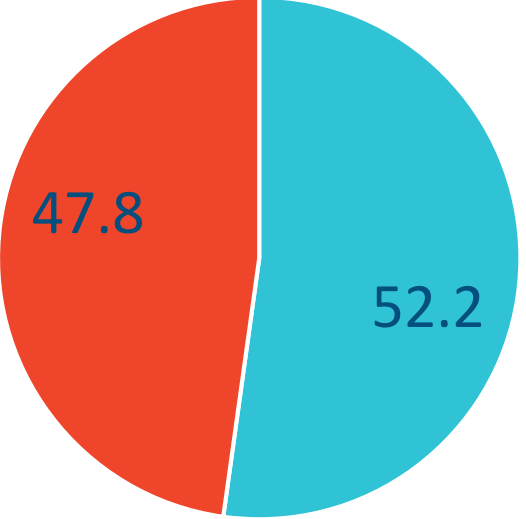
# Who participated: Gender

POLLING PARTICIPANTS



■ Female ■ Male

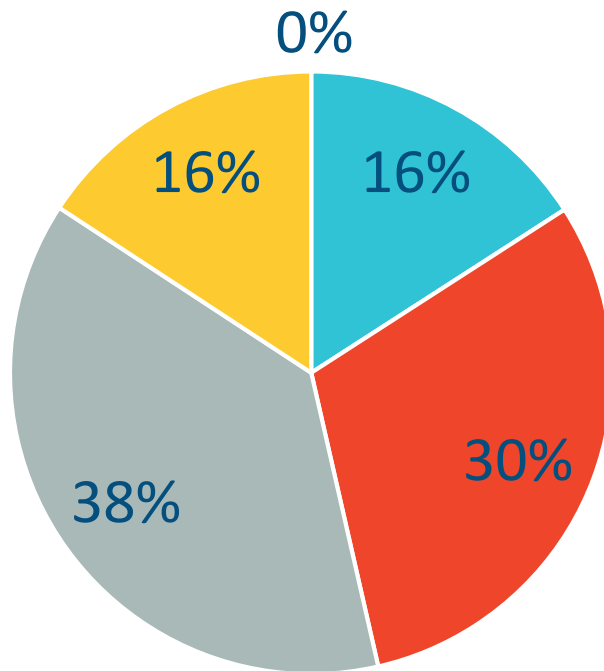
HAMPTON POPULATION



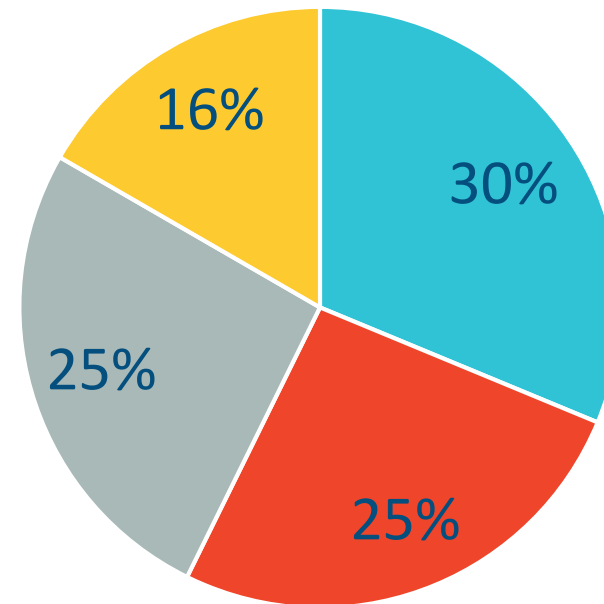
■ Female ■ Male

# Who participated: Age

POLLING PARTICIPANTS



HAMPTON POPULATION

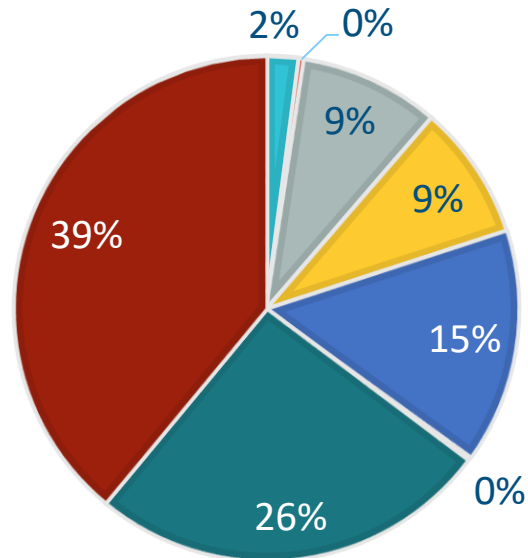


■ 19 & Under ■ 20 - 34 ■ 35 - 49 ■ 50 - 64 ■ 65 & Over

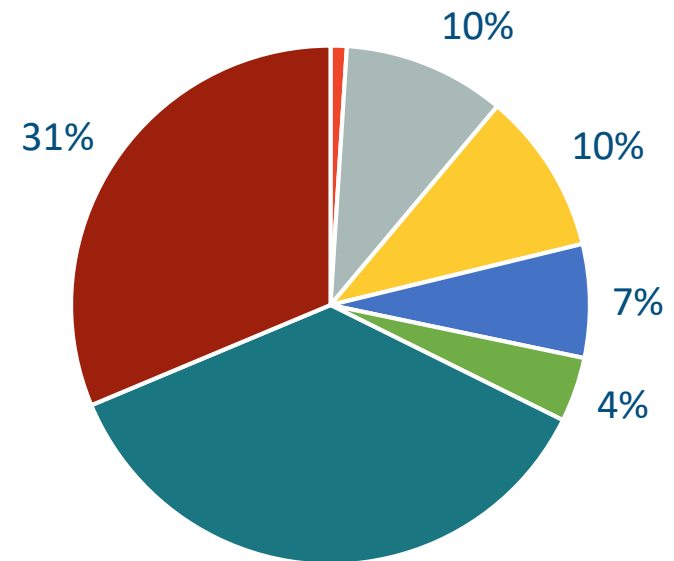
■ 20 - 34 ■ 35 - 49 ■ 50 - 64 ■ 65 & Over

# Who participated: Geography

POLLING PARTICIPANTS



HAMPTON POPULATION



■ 23605 - Small area near Newmarket

■ 23661 - Wythe

■ 23664 - Buckroe, Fox Hill

■ 23666 - Northampton, Riverdale, Coliseum



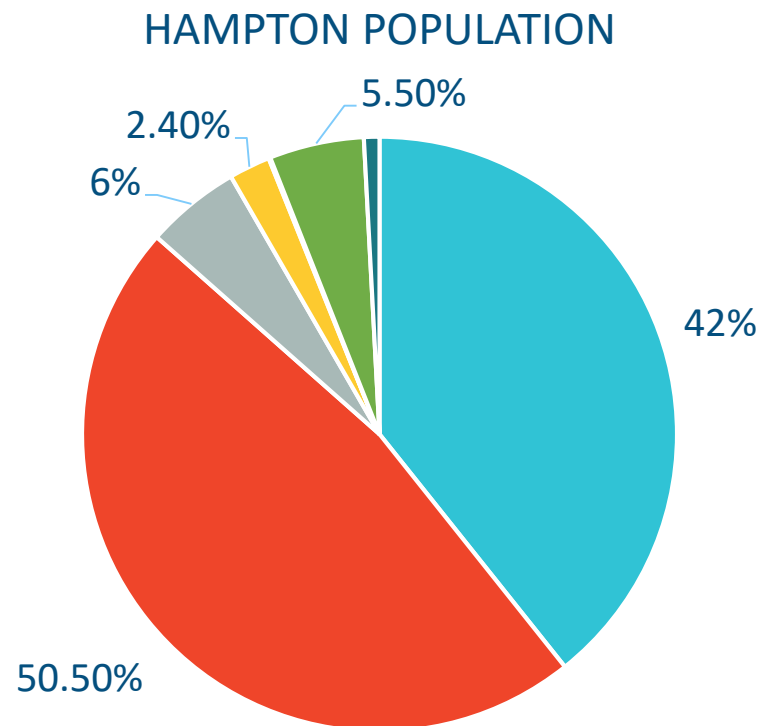
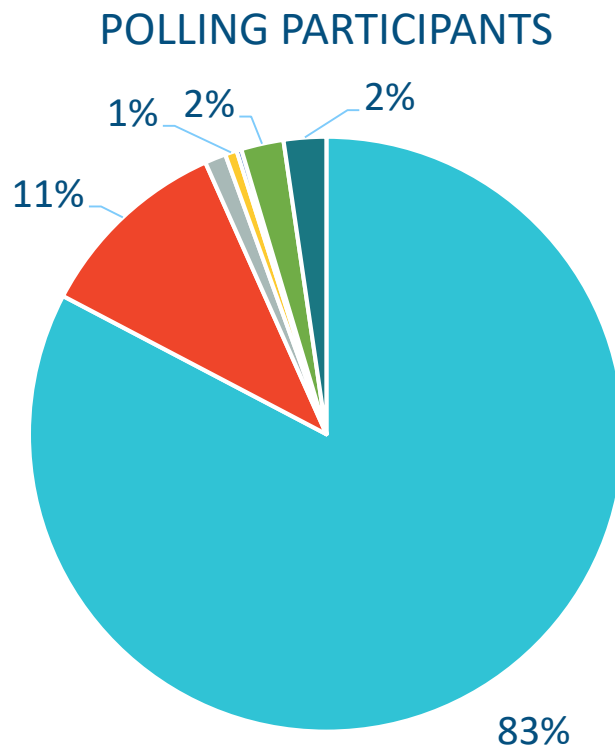
■ 23651 - Fort Monroe

■ 23663 - Phoebus

■ 23665 - LAFB

■ 23669 - Downtown, Willow Oaks, Fox Hill Rd.

# Who participated: Race



- White or European American
- Hispanic or Latino
- Native Hawaiian/Other Pacific Islander
- Another race not listed

- Black or African American
- Asian
- Two or more races

FY20 Budget Input Survey

	... recycling go. Further, I live on a street that does not offer bulk trash collection. I have to take my own bulk to the dump myself with my van or borrow a truck. It's free for me since I am a resident. Bulk trash collection is a luxury that is not needed as often, and that people should bring their own bulk to the dump. Finally, in many northern towns recycling is STRICTLY enforced/regulated to ensure the correct items are placed inside. I think more education on this matter would be beneficial utilizing different media platforms: social media, a color pamphlet sent out with our tax statements in May, stickers on the sides of recycling bins, etc. Another idea is to charge people for the convenience of bulk pickup, because that is what it is a convenience that again many places don't offer.	
57	It would be nice to stop the useless projects like the bridge to nowhere near HD or the bike path to Bass Pro. What a waste. Who's brother got those contracts?	3/21/2019 1:16 PM
58	help rebuild Smitty's. Hate to see that landmark disappear. Miss the burgers already.	3/21/2019 1:10 PM
59	No additional comments.	3/21/2019 1:08 PM
60	I feel the priority should be first responders and teachers. I also think Hampton is in desperate need of a new middle and high school.	3/21/2019 1:00 PM
61	Help rebuild Smitty's Better Burger!	3/21/2019 11:20 AM
62	As you all know our iconic Smitty's got damaged from a fire last week. I as a citizen would like the city, if possible, help them rebuild. This is a Hampton historic landmark and I would like it preserved for years to come. My grandmother took me there, my parents went on dates there, I take my grandchildren there. This part of Hampton needs to be preserved. Thank you	3/21/2019 10:57 AM
63	I hope there are provisional items to increase teacher salaries and better maintain schools and grounds.	3/21/2019 10:45 AM
64	Read my lips - No new taxes!!! Hampton revenues are up	3/21/2019 10:27 AM
65	Do help Smitty Open	3/21/2019 10:08 AM
66	I don't mind paying a extra \$1 if the city can keep the storm drains cleaned. City streets flooding after a average rainy day is stupid. We need to keep bulk pickup weekly. I do think adding a leaf vacuum truck would be amazing like NN has	3/21/2019 9:40 AM
67	Hampton has provided excellent waste removal services during the 30 years I have lived in Buckroe. I am a diligent recycler: clean containers, ONLY numbered plastics, NO bags or cellophane, no styrofoam etc... I do have a BIG problem with the citizens who do not follow the simple guidelines for recycling. It's so easy to do the right thing here. Your old bedspread is NOT recycleable!!! My other issue is citizens who put out too much bulk trash. People on my street run a business out of their home and put 8 foot piles of their unusable waste on the curb EVERY week and they put it out after trash day so it sits there for a week. Also, items that could go to Goodwill or the Restore are placed on the curb. Somebody could use that chair and that washer and dryer may be fixable. Common sense, common courtesy and responsible behavior...too much to ask of out citizens? For some, I guess so.	3/21/2019 9:38 AM
	This is a waterfront city at the mouth of the 2nd largest estuary in the world. The solutions offered are so run of the mill that you would think we are a land locked city in Ohio. How about banning plastic bags and, possibly, water bottles? How about trying to attract a company that manufactures products out of recyclables? This city takes its waterfront for granted and totally forgets its value. Stop patting yourself on the back for bringing in yet another chain retailer or strip mall and turn this city into a sustainable juggernaut that attracts its equal. That's the future!	3/21/2019 9:35
	Strong advocate of waste recycling and I believe that we as a city should make every effort to reduce landfill waste, even to the point of developing a better way of processing our	
	... recycling or stormwater issues???????	

# Comments varied widely

- Citizens are in support of businesses, recycling, and infrastructure.
- Tons of support for our beloved Smitty Better Burger!

# Next Steps



- **Manager's budget preview:** April 10
- **Manager's recommended budget posted:** April 15
- **Council public hearings:** April 24 & May 1
- **Council budget vote:** May 8

