

FY19 I Value

Early look at citizen feedback
City Council, Feb. 28, 2018

Public input sessions: 3

Feb. 20, Hampton High School

- 6 people attended; 3 polled

Feb 25, Kecoughtan High School

- 7 people attended and polled

Online polling:

- 624 people

What our polling isn't – and what it is

- It isn't statistically valid
- It isn't random
- Records what people who choose to speak say
- Involve more people
- Proactive
- If all 624 people came to a public hearing and spoke for their 3 minutes, we would be here 31 hours

What we polling, by category

49 individual services

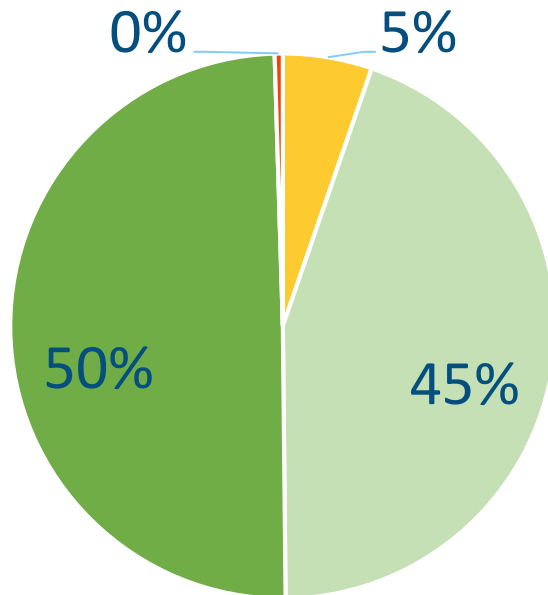
- Within these 6 major city service clusters
- Public schools
- Outside agencies

- **The city provides more than I really need. I'd be OK with less (hours, facilities, etc.) = TRIM**
 - *Example: I bought a new Cadillac, which I like, but I would have been fine with a sedan and had money for other needs.*
- **This service level is right where it needs to be = MAINTAIN**
 - *Example: I'm paying for and getting the exact car I need. However, I realize I may have to pay a little more to replace it or maintain it, because costs go up.*
- **This service does not meet my need. It needs to be improved, even if it costs me more = INCREASE**
 - *Example: I'm driving a Ford Focus, but I have 3 kids and need a minivan.*
- **This service is not something the city should do at all = CUT**
 - *Example: A car isn't essential; I can walk to work.*

PUBLIC SAFETY

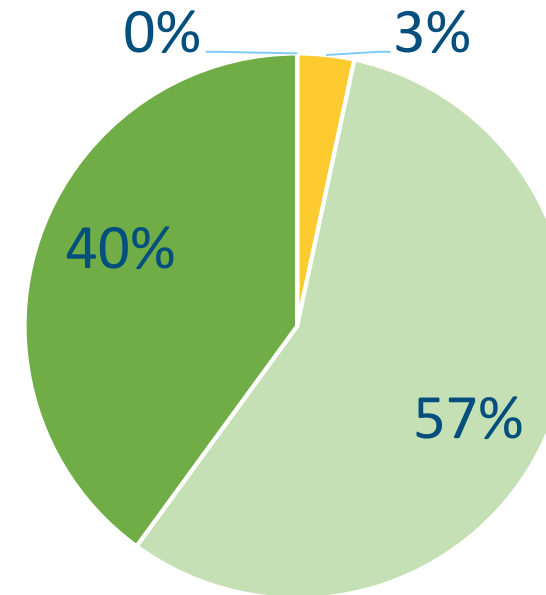


Uniform Patrol



■ TRIM ■ MAINTAIN ■ INCREASE ■ STOP

Crime Investigation

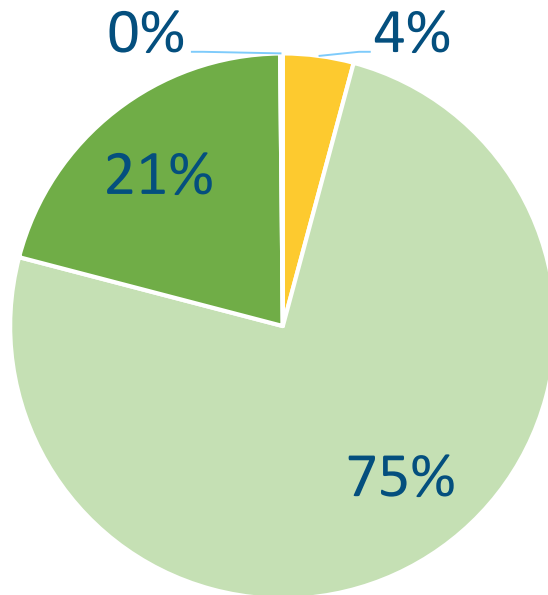


■ TRIM ■ MAINTAIN ■ INCREASE ■ STOP

PUBLIC SAFETY

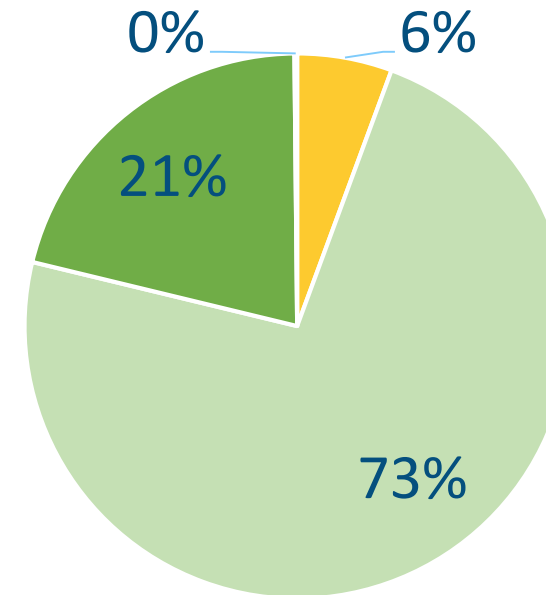


911/Dispatch



■ TRIM ■ MAINTAIN ■ INCREASE ■ STOP

EMS & Fire Response

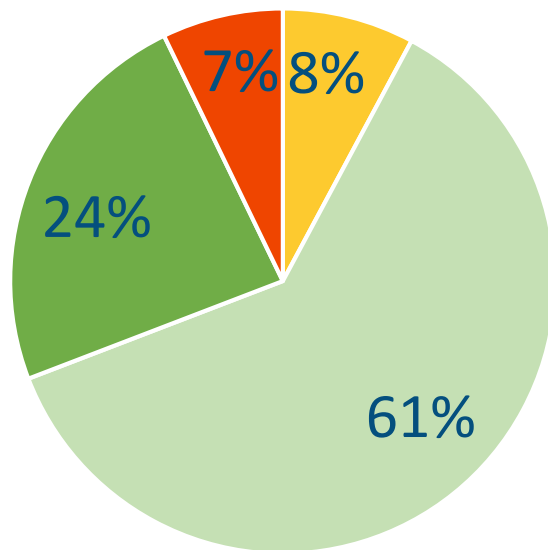


■ TRIM ■ MAINTAIN ■ INCREASE ■ STOP

PUBLIC SAFETY

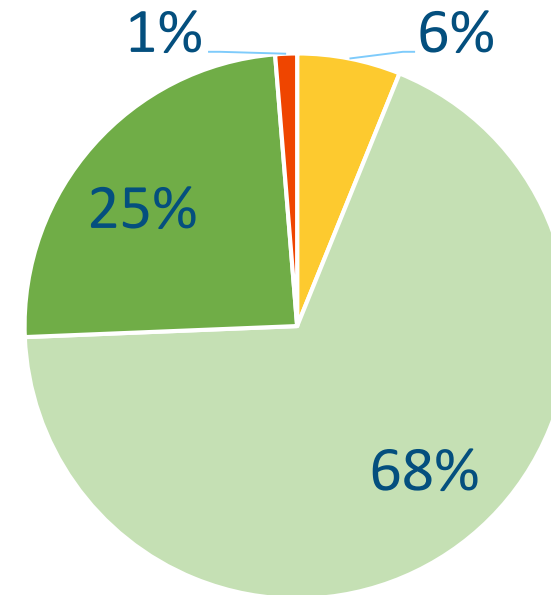


Volunteer Firefighter Support



TRIM MAINTAIN INCREASE STOP

Disaster Preparedness & Mgmt.

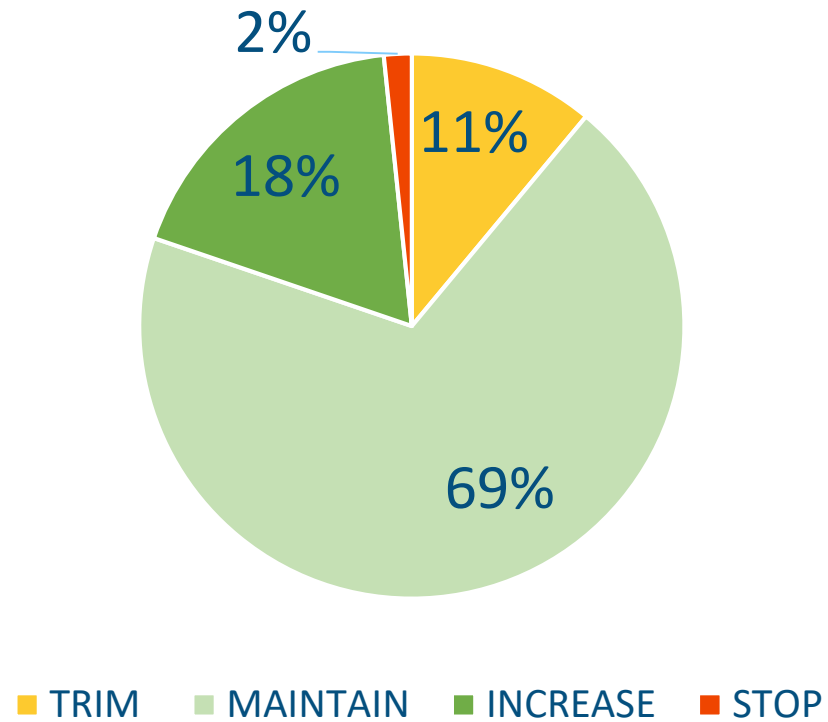


TRIM MAINTAIN INCREASE STOP

PUBLIC SAFETY



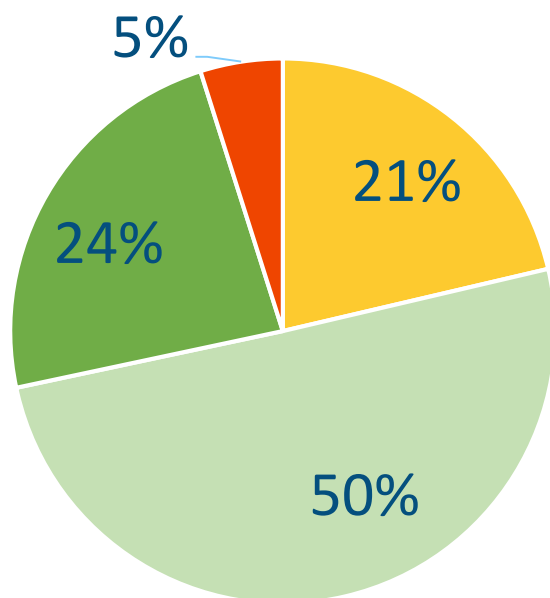
Animal Control



LEISURE, ARTS, CULTURE

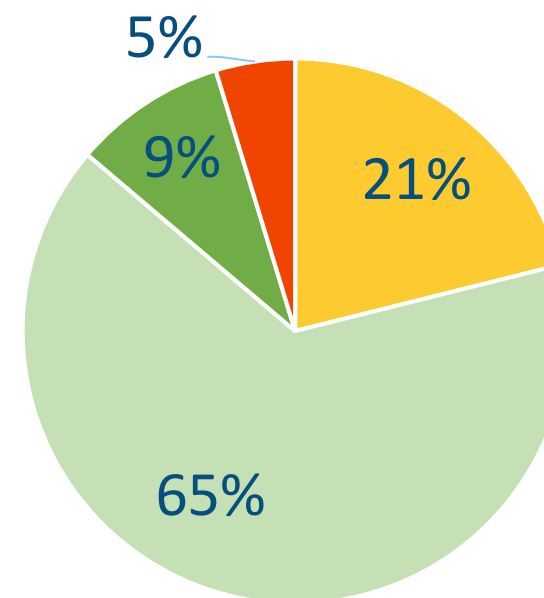


Community & Neighborhood Centers



■ TRIM ■ MAINTAIN ■ INCREASE ■ STOP

Hampton History Museum

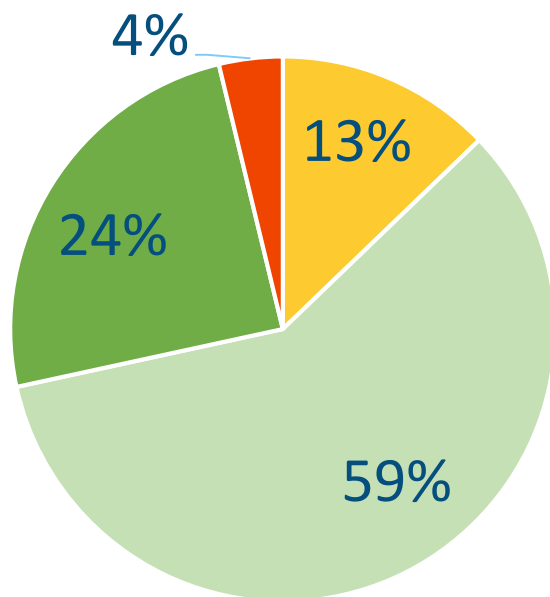


■ TRIM ■ MAINTAIN ■ INCREASE ■ STOP

LEISURE, ARTS, CULTURE

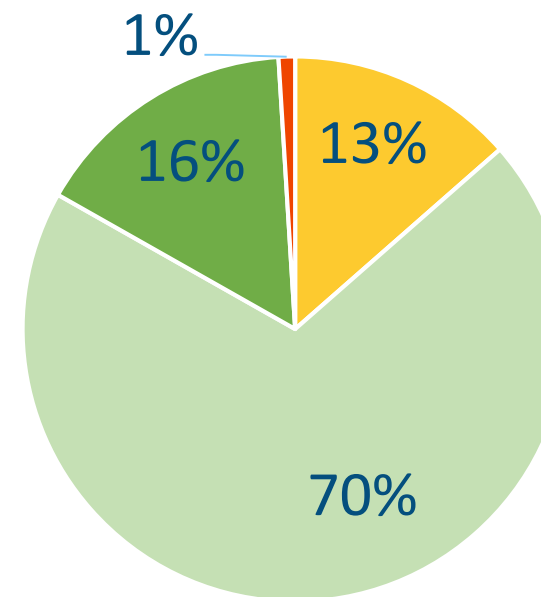


Youth Sports Programs



■ TRIM ■ MAINTAIN ■ INCREASE ■ STOP

Public Libraries

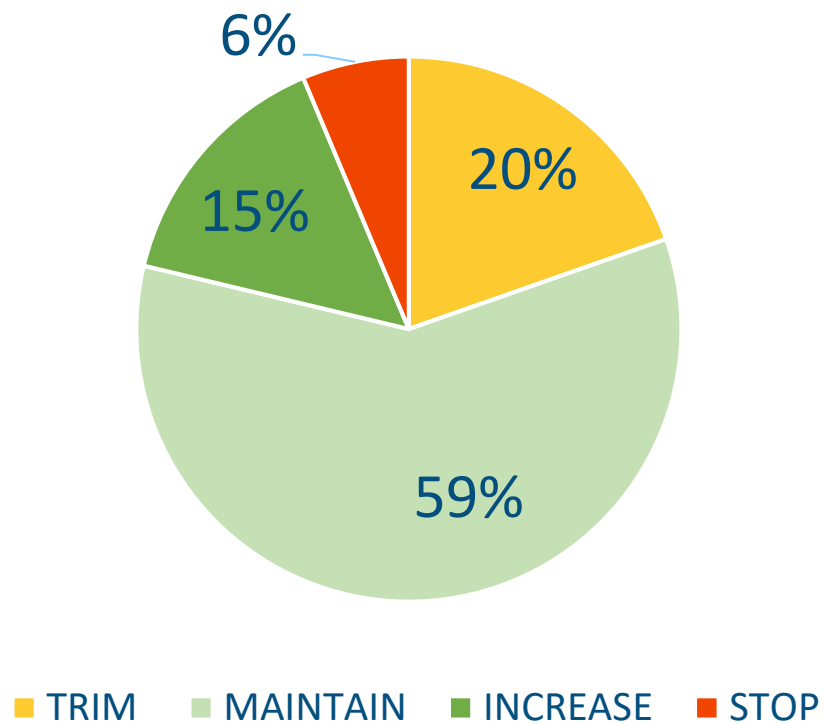


■ TRIM ■ MAINTAIN ■ INCREASE ■ STOP

LEISURE, ARTS, CULTURE



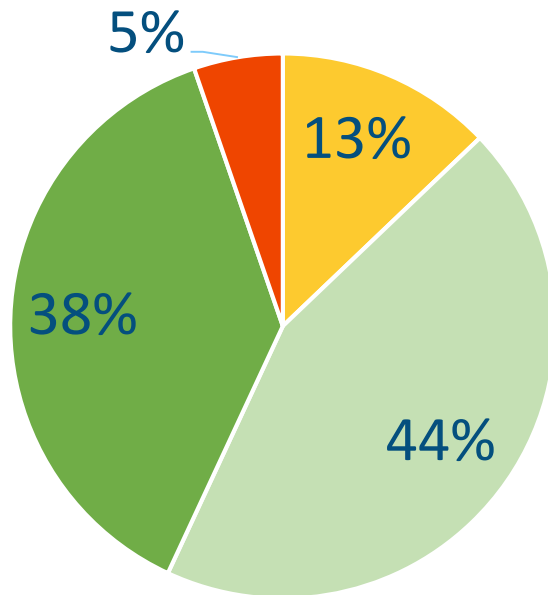
Arts & Entertainment



ECONOMIC VITALITY & NEIGHBORHOODS

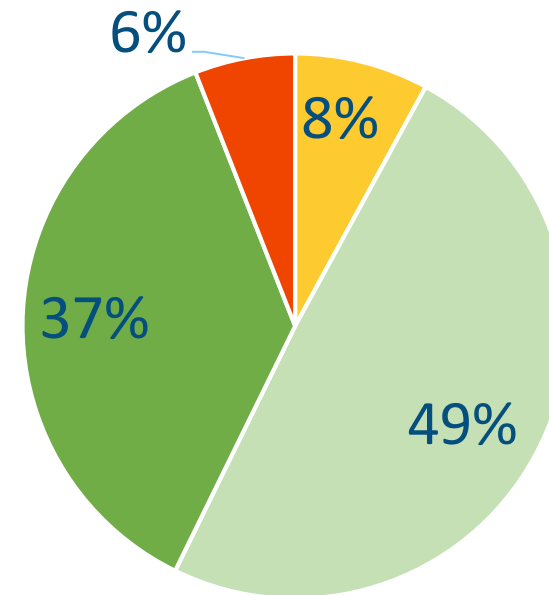


Attract Tourists & Conventions



■ TRIM ■ MAINTAIN ■ INCREASE ■ STOP

Retain & Expand Existing Businesses

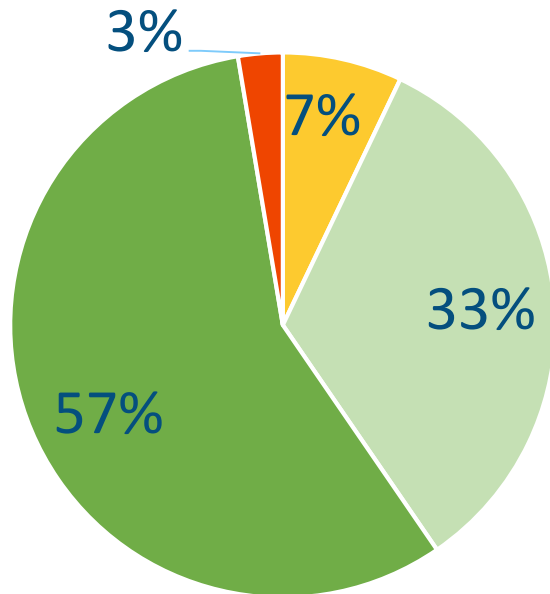


■ TRIM ■ MAINTAIN ■ INCREASE ■ STOP

ECONOMIC VITALITY & NEIGHBORHOODS

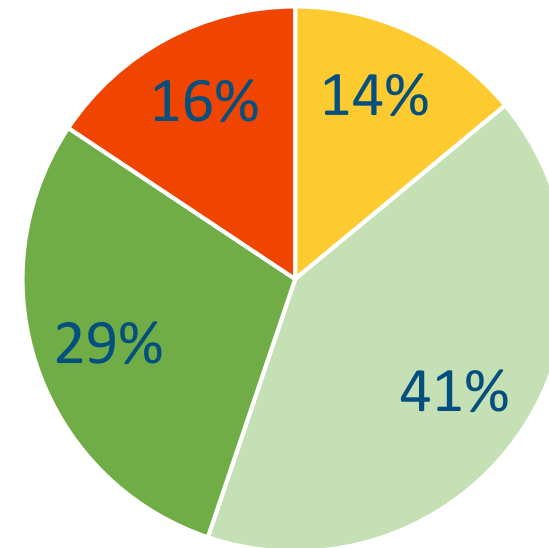


Attract New Business



■ TRIM ■ MAINTAIN ■ INCREASE ■ STOP

Minority Business Development

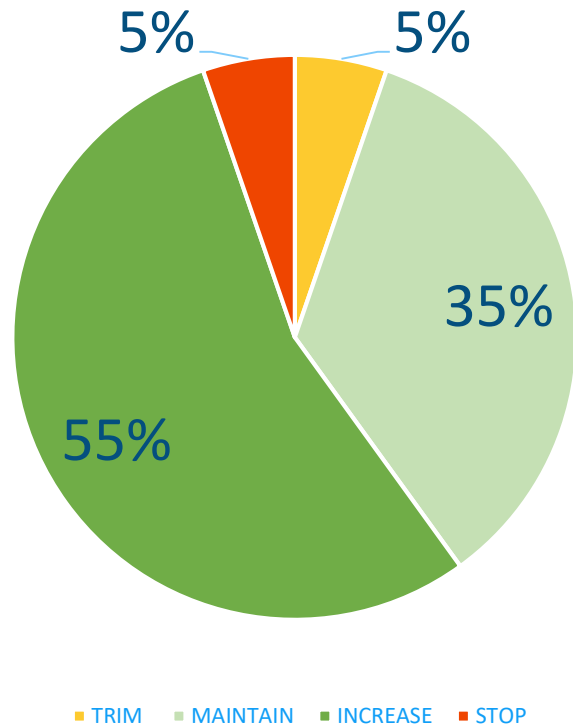


■ TRIM ■ MAINTAIN ■ INCREASE ■ STOP

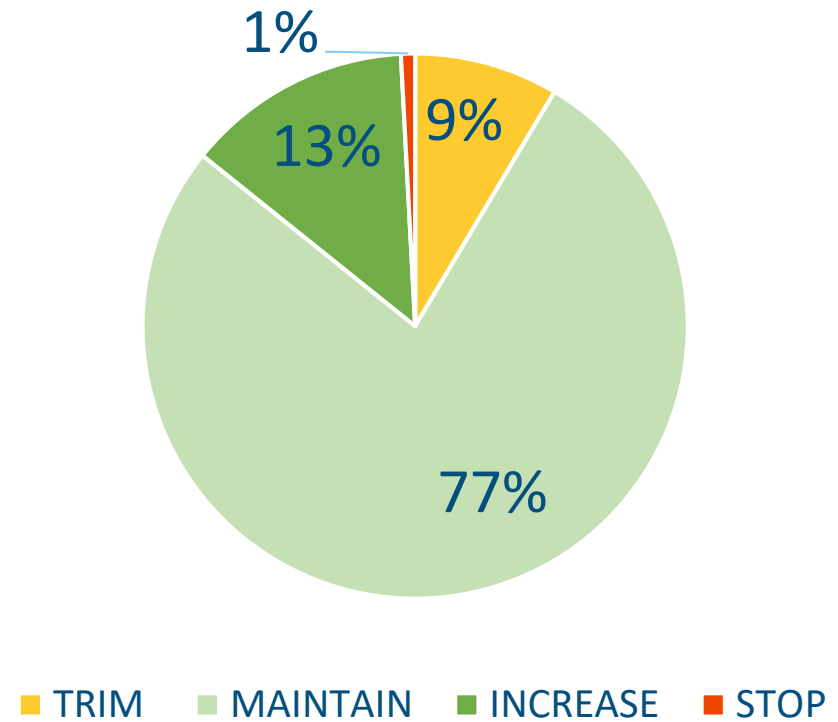
ECONOMIC VITALITY & NEIGHBORHOODS



Remove Blighted Property



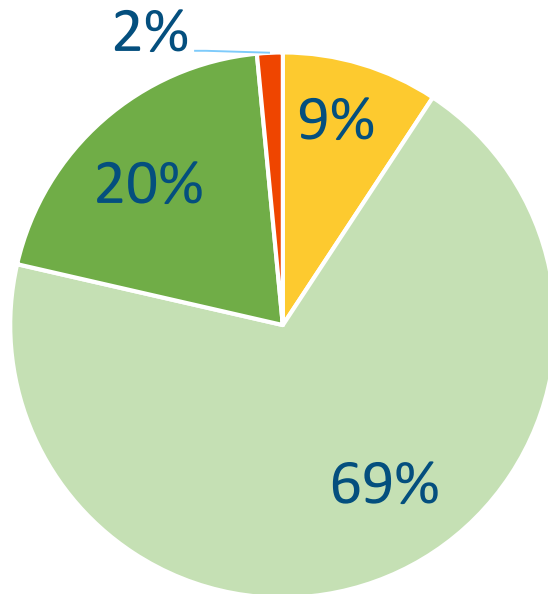
Building Inspections



ECONOMIC VITALITY & NEIGHBORHOODS

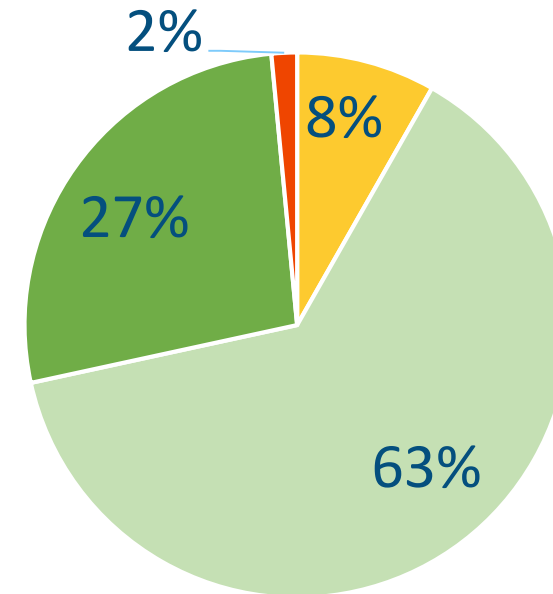


Building & Land Use Plan Review



■ TRIM ■ MAINTAIN ■ INCREASE ■ STOP

Property Maintenance/Codes

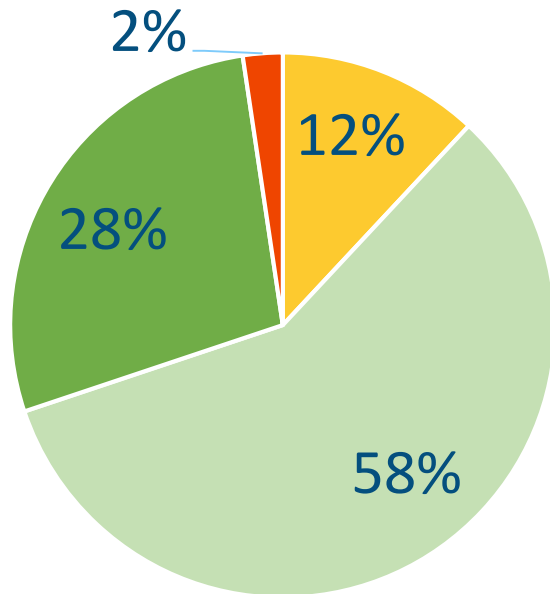


■ TRIM ■ MAINTAIN ■ INCREASE ■ STOP

ECONOMIC VITALITY & NEIGHBORHOODS

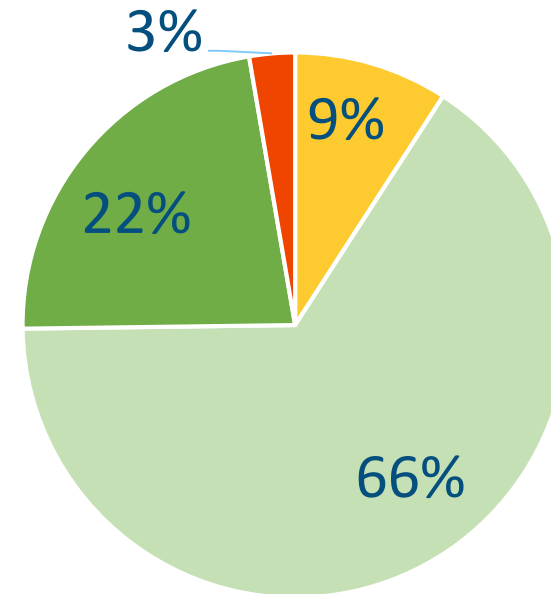


Strategic Community Planning



■ TRIM ■ MAINTAIN ■ INCREASE ■ STOP

Enforcing Zoning Ordinances

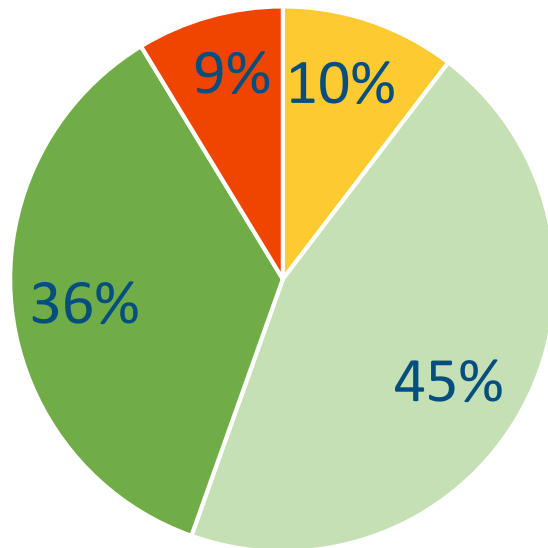


■ TRIM ■ MAINTAIN ■ INCREASE ■ STOP

ECONOMIC VITALITY & NEIGHBORHOODS

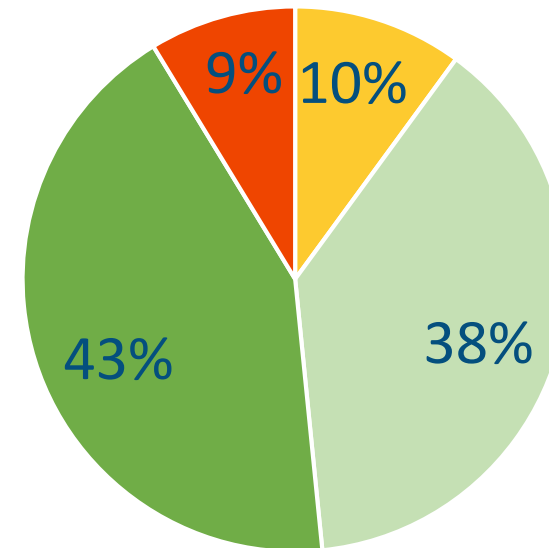


Services to Support Neighborhoods



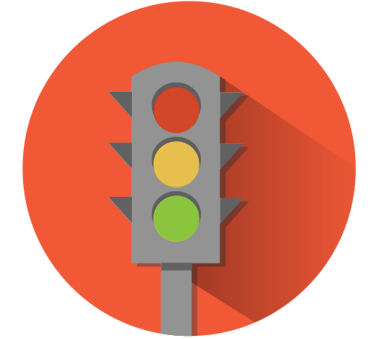
■ TRIM ■ MAINTAIN ■ INCREASE ■ STOP

Improving Image of Neighborhoods

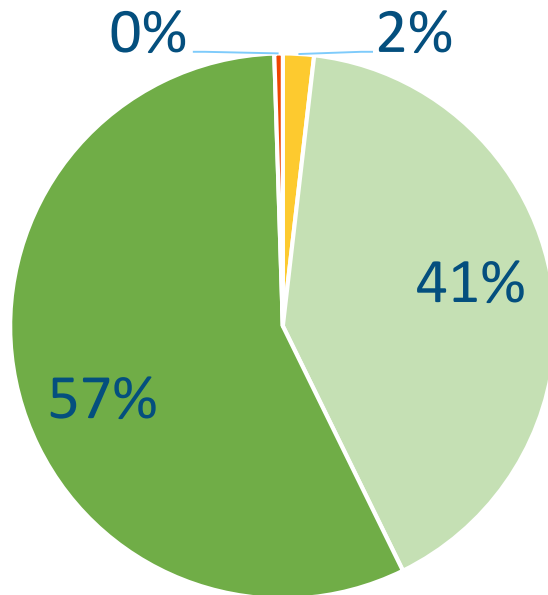


■ TRIM ■ MAINTAIN ■ INCREASE ■ STOP

INFRASTRUCTURE

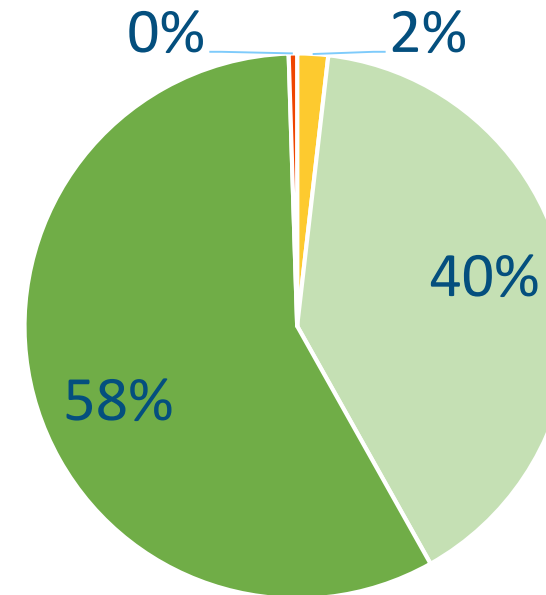


Improve Drainage for Heavy Rains



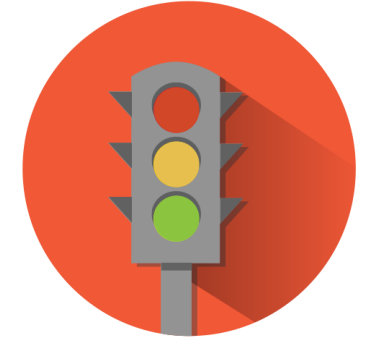
TRIM MAINTAIN INCREASE STOP

Maintain Streets & Bridges

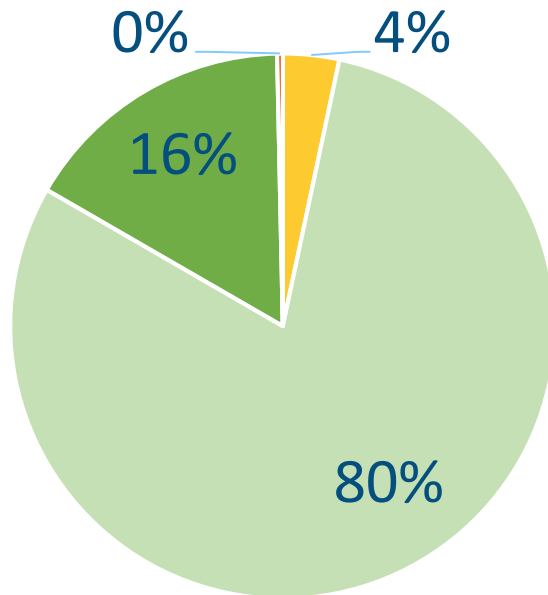


TRIM MAINTAIN INCREASE STOP

INFRASTRUCTURE

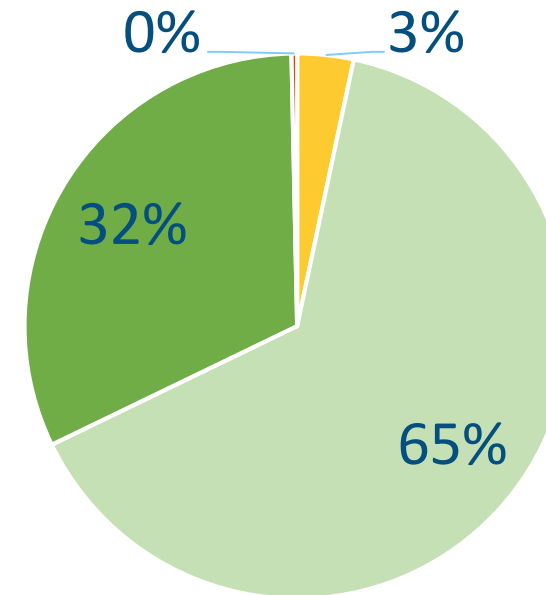


Maintain Traffic Signals



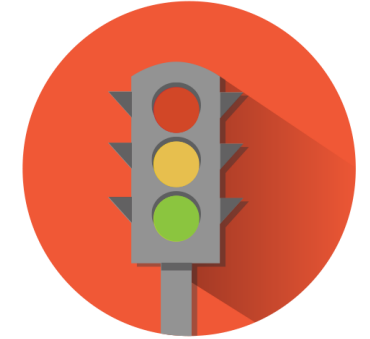
TRIM MAINTAIN INCREASE STOP

Maintain Street Lighting

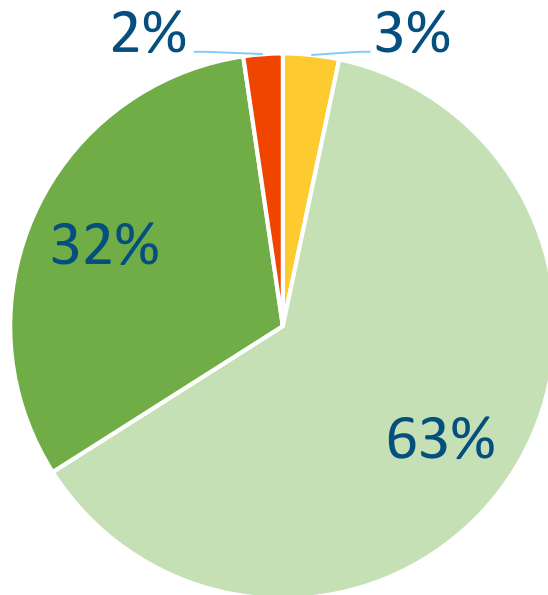


TRIM MAINTAIN INCREASE STOP

INFRASTRUCTURE

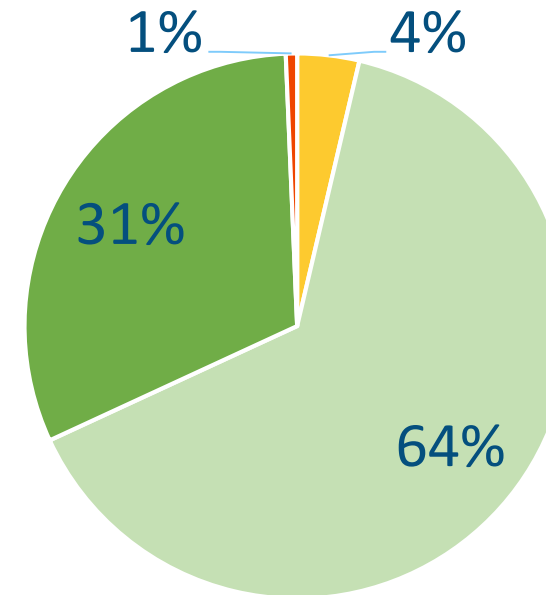


Insect & Mosquito Control



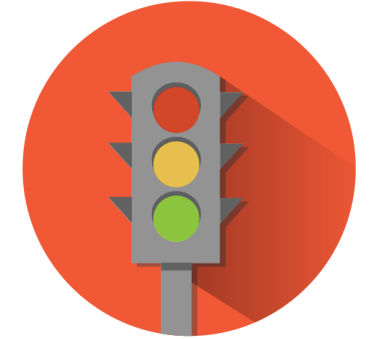
TRIM MAINTAIN INCREASE STOP

Maintain Parks & Playgrounds

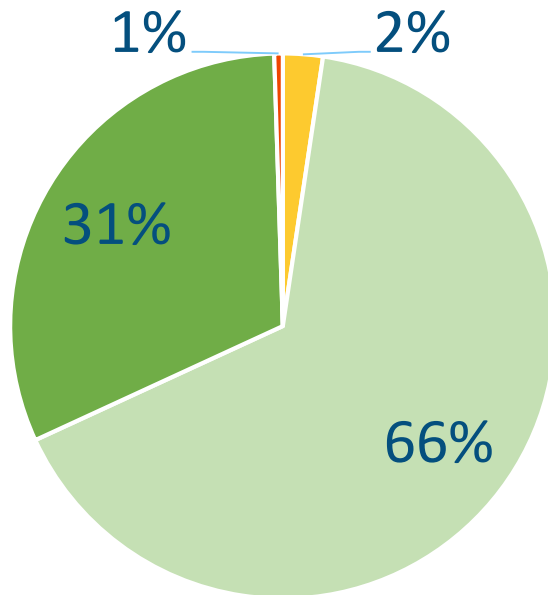


TRIM MAINTAIN INCREASE STOP

INFRASTRUCTURE

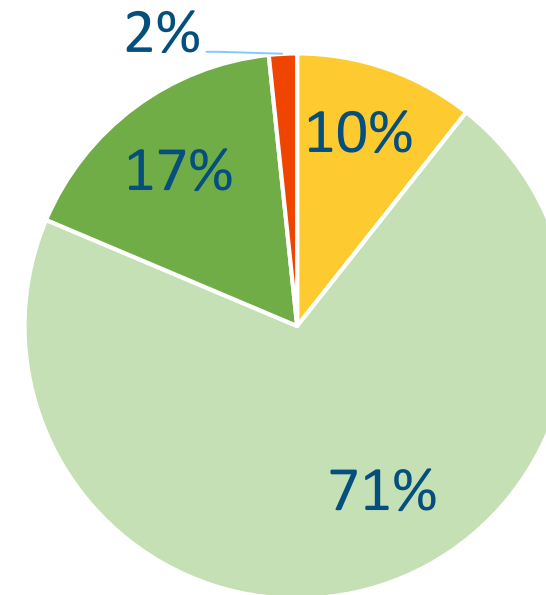


Upkeep of Public Facilities



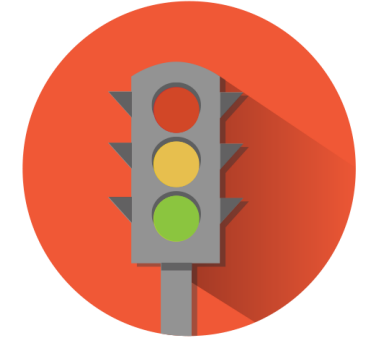
■ TRIM ■ MAINTAIN ■ INCREASE ■ STOP

Maintain Medians

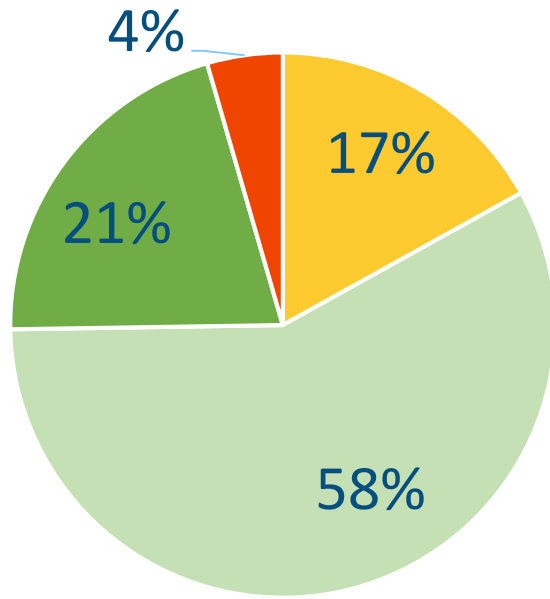


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INFRASTRUCTURE

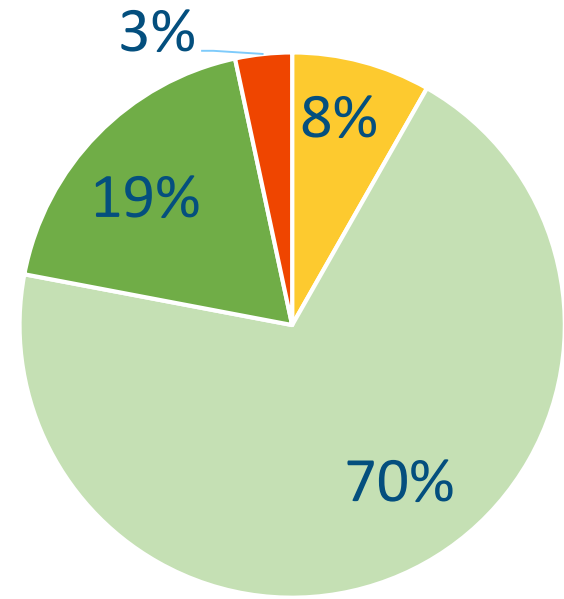


Enhance Landscaping



■ TRIM ■ MAINTAIN ■ INCREASE ■ STOP

Maintain Athletic fields

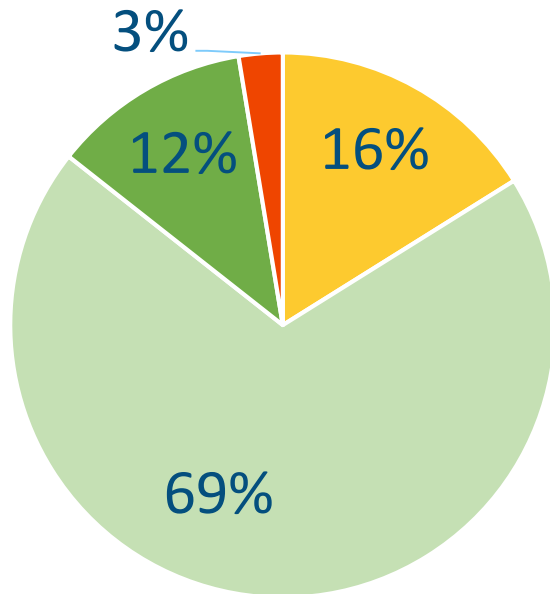


■ TRIM ■ MAINTAIN ■ INCREASE ■ STOP

QUALITY GOVERNMENT

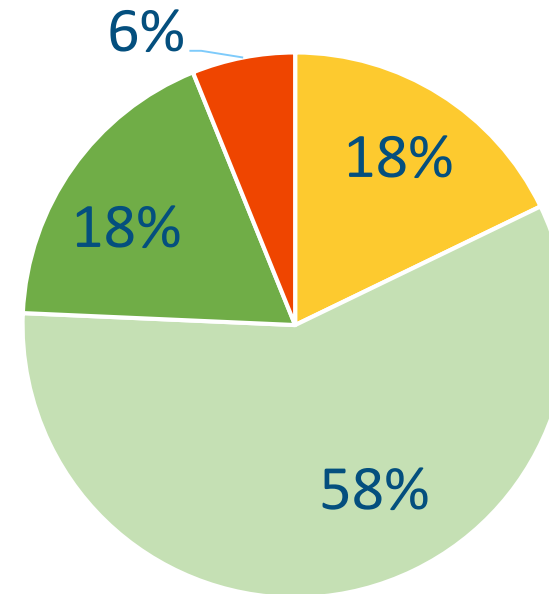


Internal Government Support



■ TRIM ■ MAINTAIN ■ INCREASE ■ STOP

Foster Civic Engagement

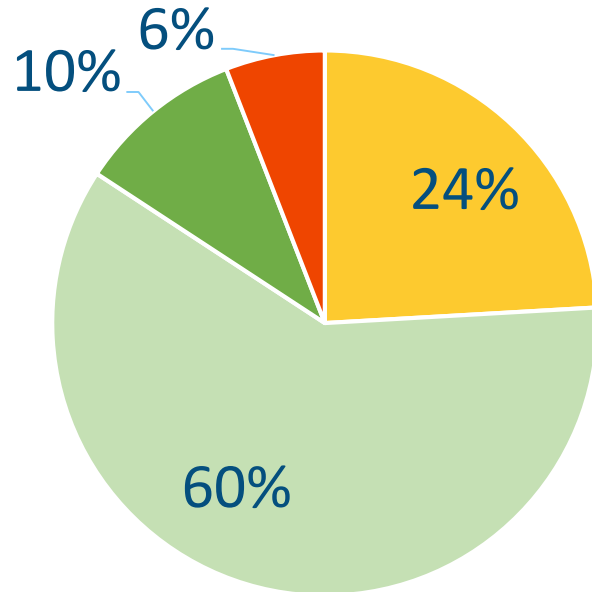


■ TRIM ■ MAINTAIN ■ INCREASE ■ STOP

QUALITY GOVERNMENT

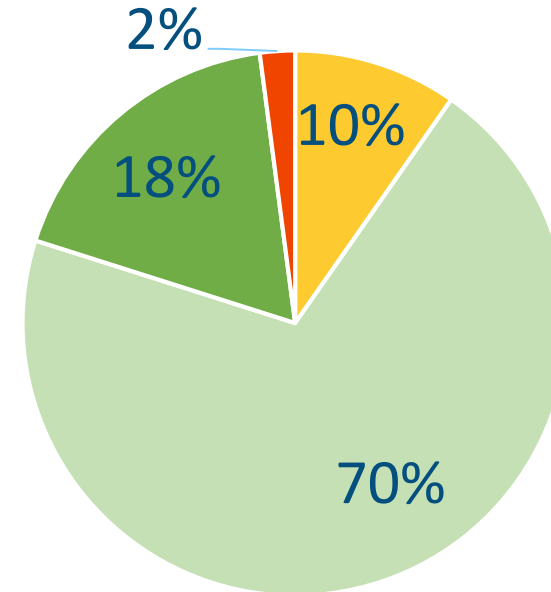


TV/Video Broadcast of Meetings & Information



■ TRIM ■ MAINTAIN ■ INCREASE ■ STOP

Communicating with Public, Media

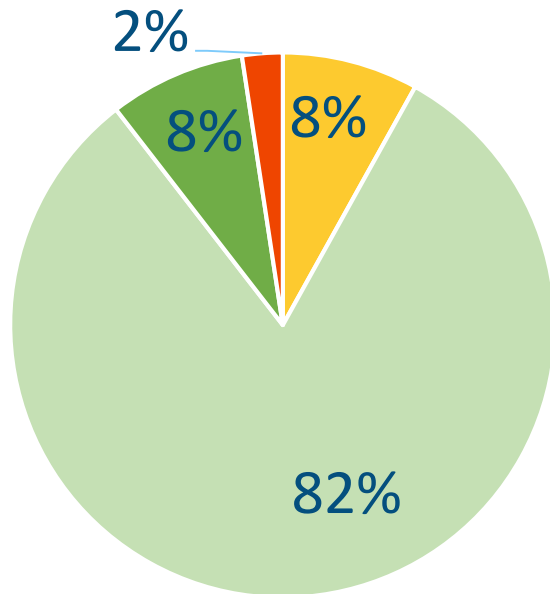


■ TRIM ■ MAINTAIN ■ INCREASE ■ STOP

QUALITY GOVERNMENT

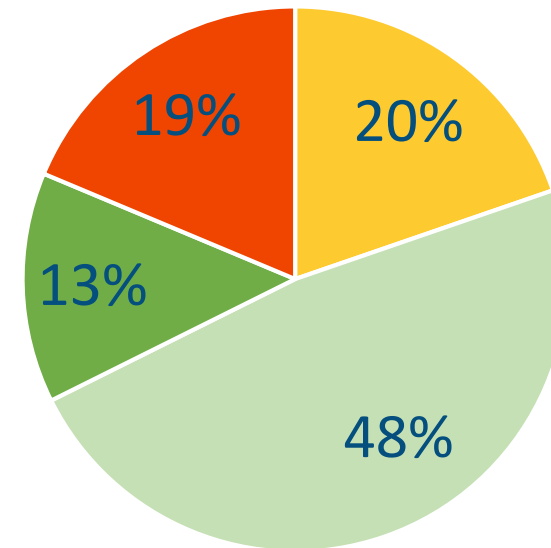


311 Citizen Contact Center



■ TRIM ■ MAINTAIN ■ INCREASE ■ STOP

Community Outreach on Diversity

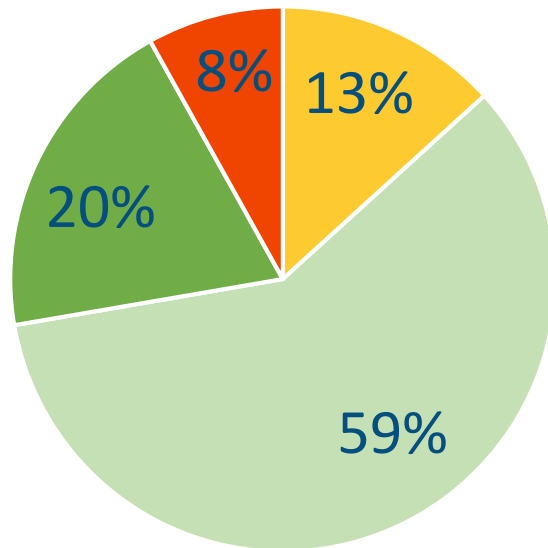


■ TRIM ■ MAINTAIN ■ INCREASE ■ STOP

YOUTH & FAMILIES

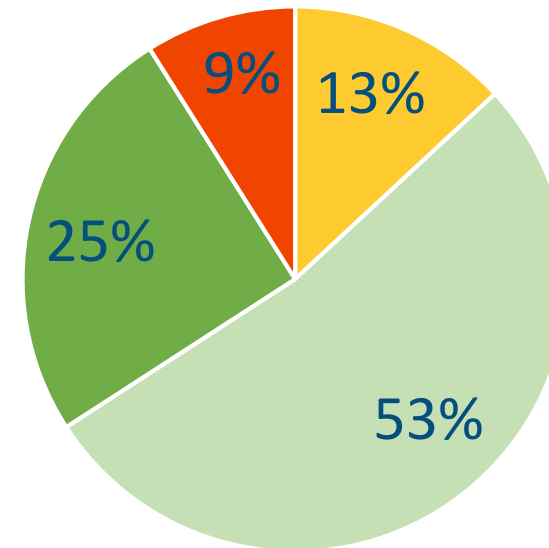


Healthy Start Program



■ TRIM ■ MAINTAIN ■ INCREASE ■ STOP

Parenting Programs

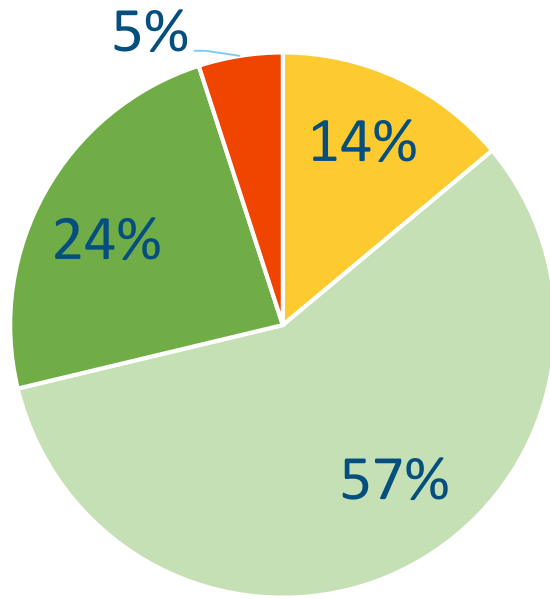


■ TRIM ■ MAINTAIN ■ INCREASE ■ STOP

YOUTH & FAMILIES

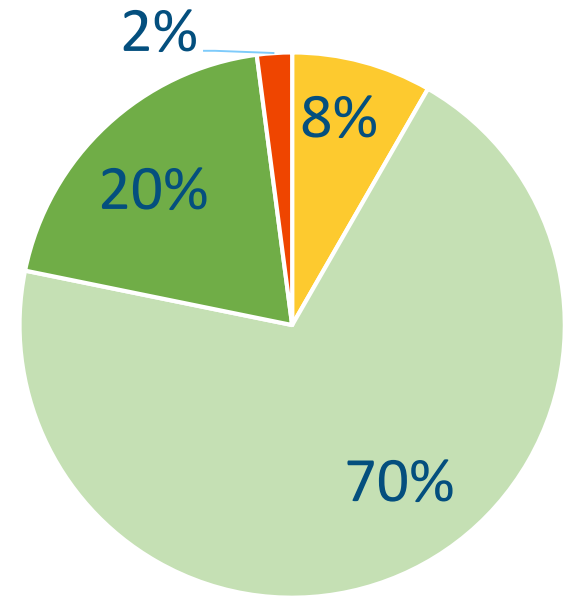


Social Service Programs



■ TRIM ■ MAINTAIN ■ INCREASE ■ STOP

Health Department

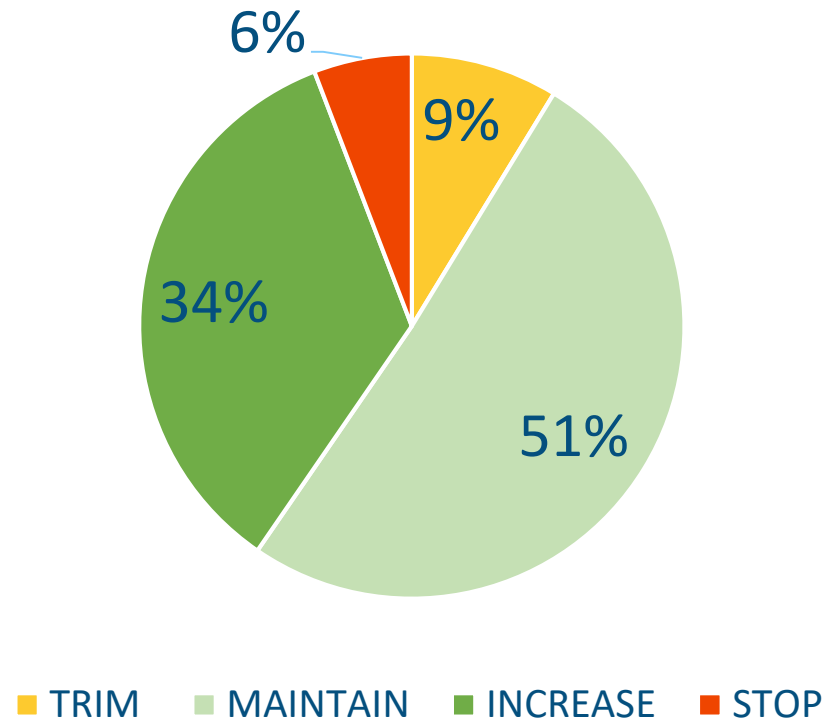


■ TRIM ■ MAINTAIN ■ INCREASE ■ STOP

YOUTH & FAMILIES



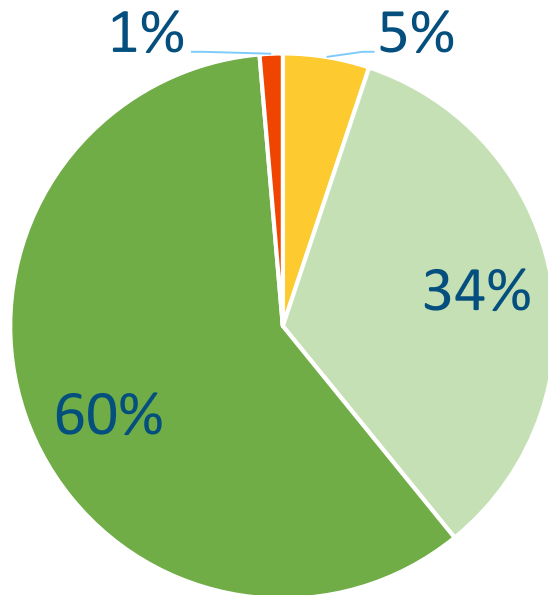
Youth & Young Adult Opportunities



PUBLIC SCHOOLS

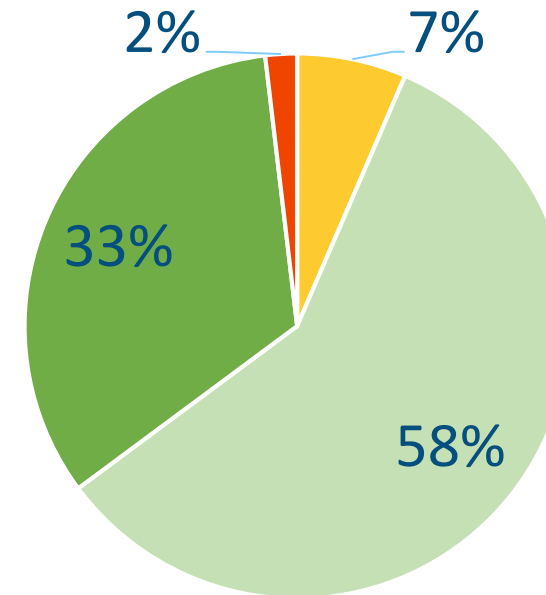


Funding for Schools (Pre-K-12)



TRIM MAINTAIN INCREASE STOP

Maintain School Grounds

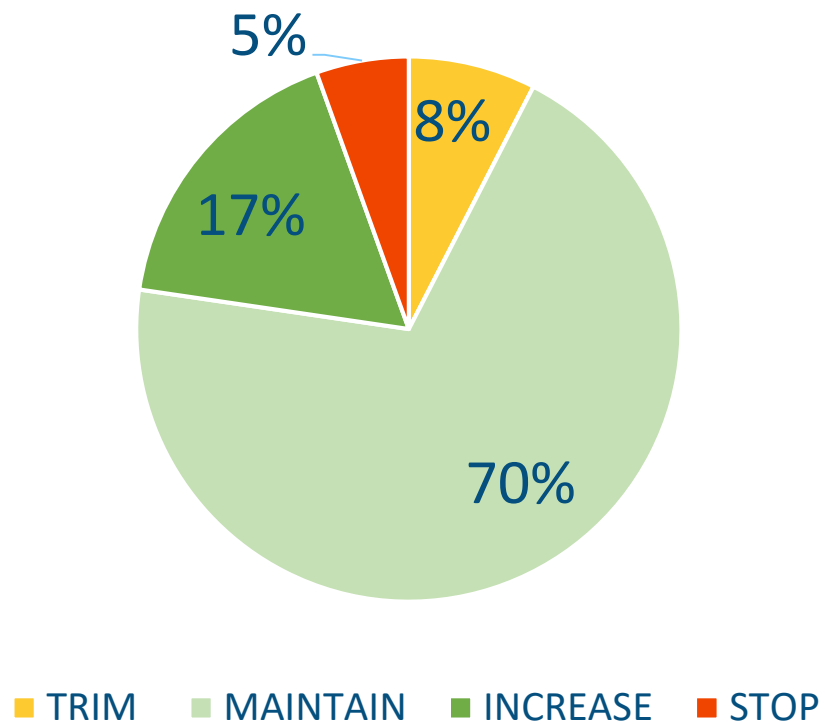


TRIM MAINTAIN INCREASE STOP

PUBLIC SCHOOLS



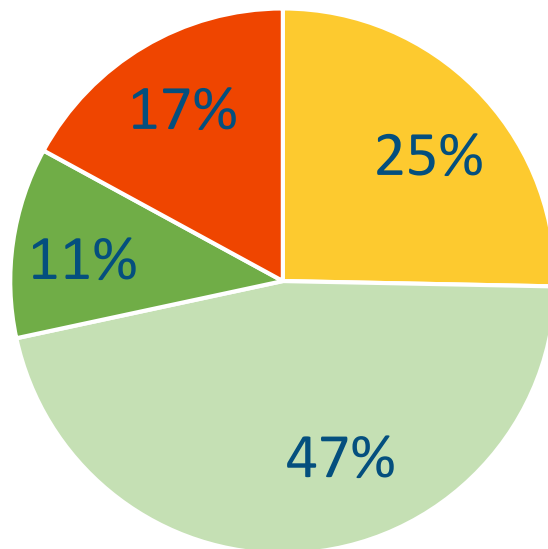
School Crossing Guards



OUTSIDE AGENCIES



Outside Agency Funding



■ TRIM ■ MAINTAIN ■ INCREASE ■ STOP

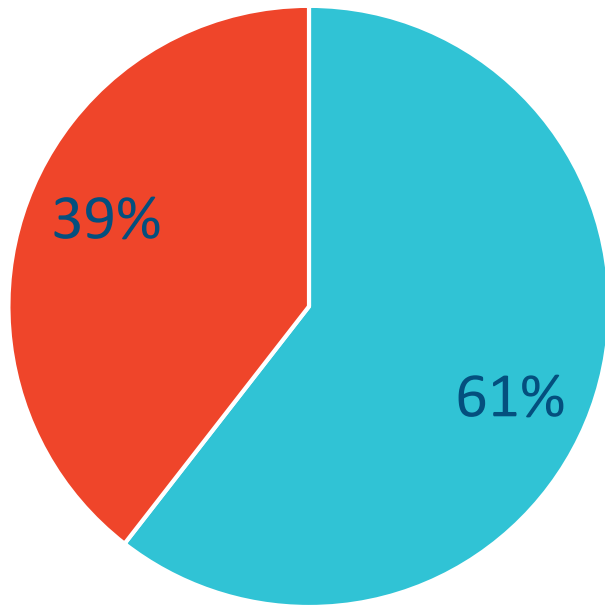
Majority Support for Increasing

- Public Schools 60%
- Streets & Bridges 58%
- Drainage 57%
- Attract New Businesses 57%
- Reduce Blight 55%
- Uniform Patrol 50%

... EVEN IF IT COSTS ME MORE

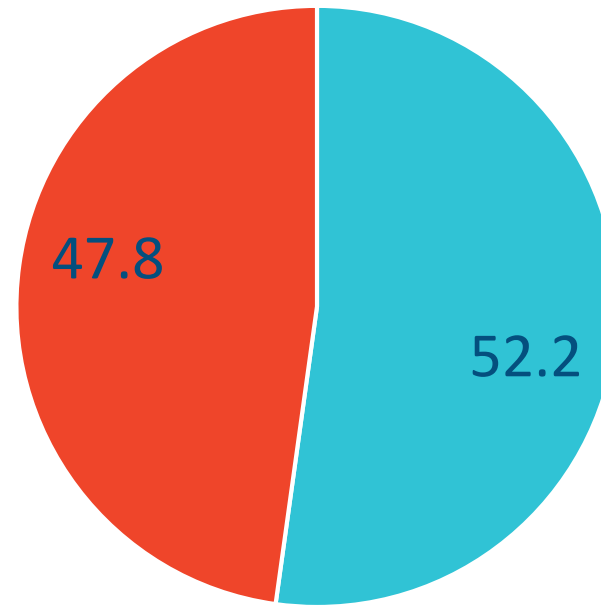
Who participated: Gender

POLLING PARTICIPANTS



■ Female ■ Male

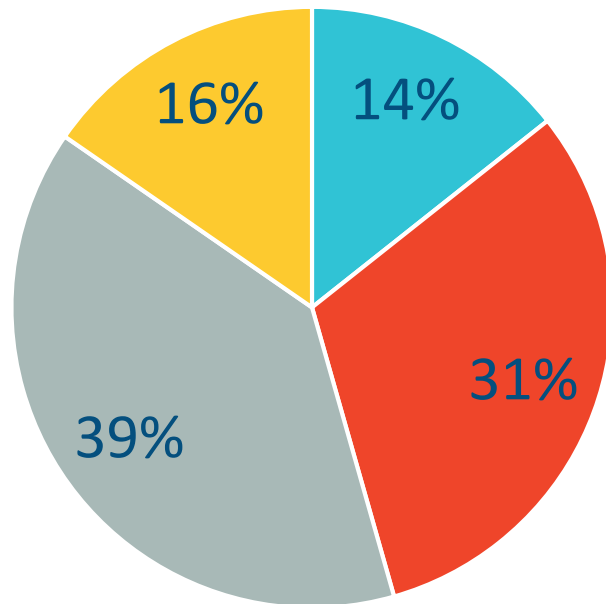
HAMPTON POPULATION



■ Female ■ Male

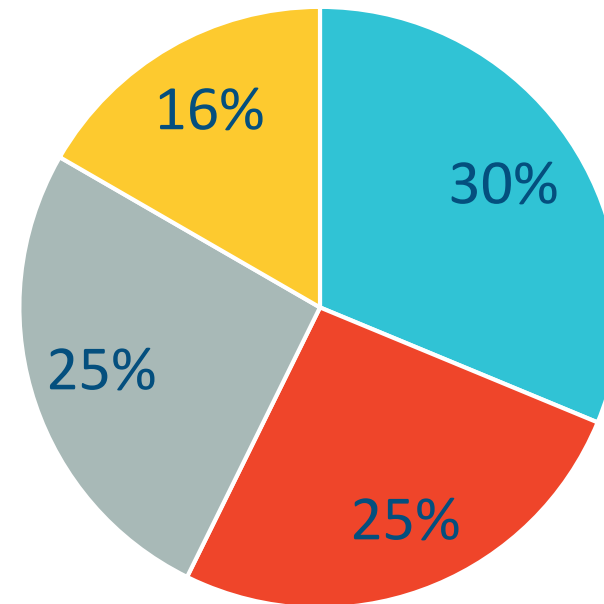
Who participated: Age

POLLING PARTICIPANTS



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

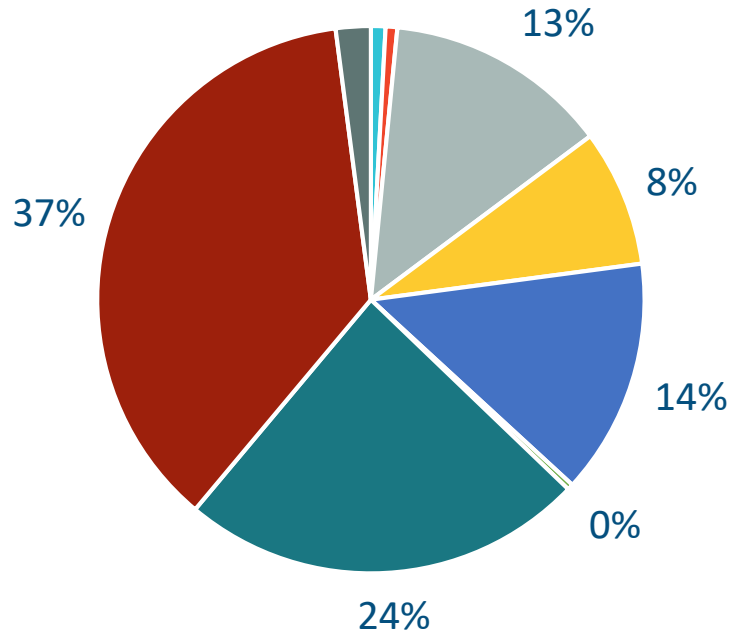
HAMPTON POPULATION



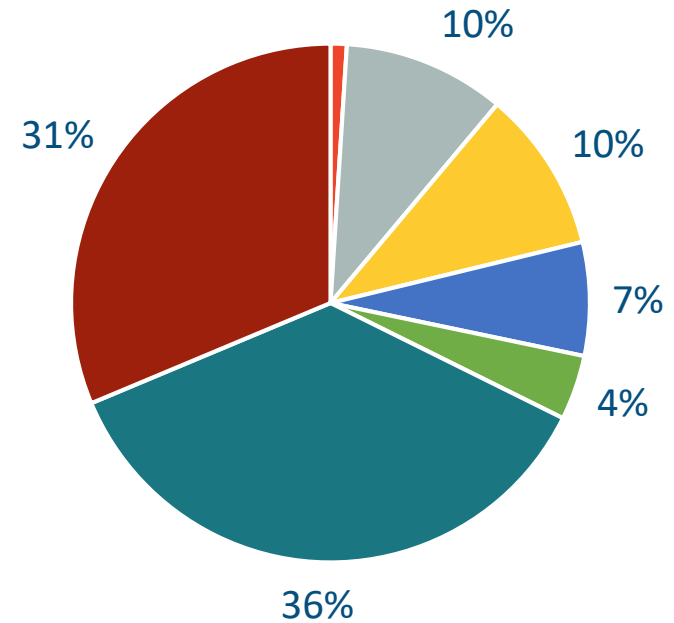
■ 20 – 34 ■ 35 – 49 ■ 50 – 64 ■ 65 & Over

Who participated: Geography

POLLING PARTICIPANTS



HAMPTON POPULATION



■ 23605 - Small area near Newmarket

■ 23661 - Wythe

■ 23664 - Buckroe, Fox Hill

■ 23666 - Northampton, Riverdale, Coliseum

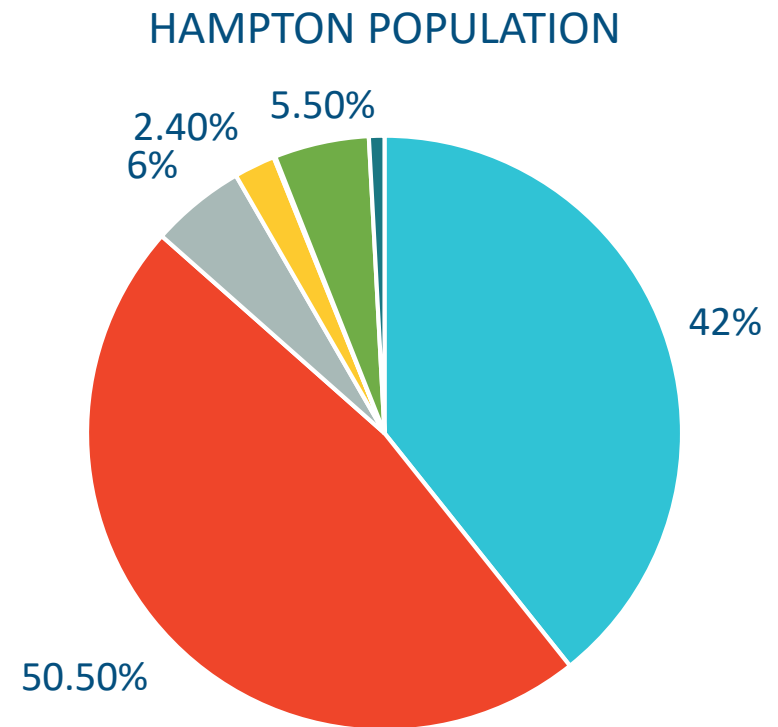
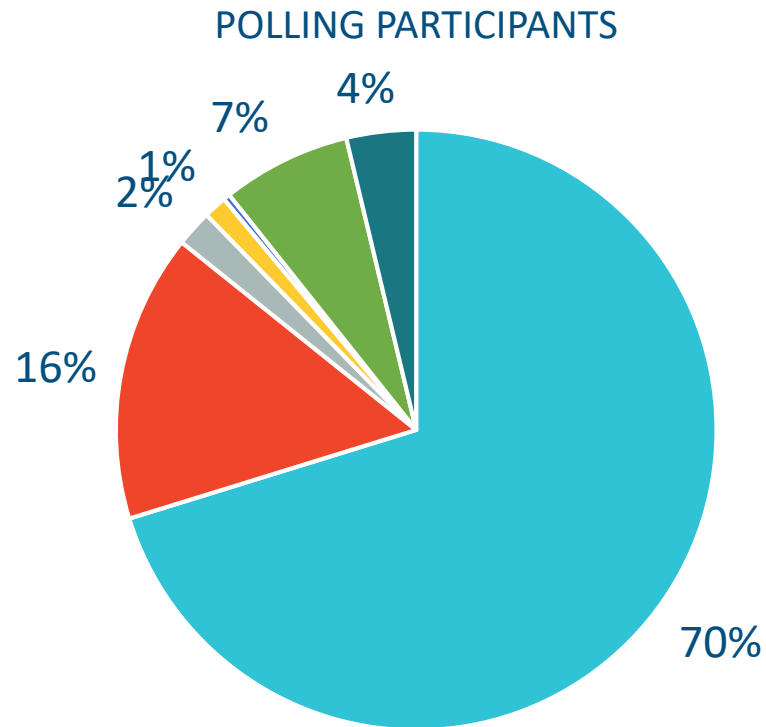
■ 23651 - Fort Monroe

■ 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

Where did people answer differently?

Responses were weighted to create a composite score from 1-4. People of color were more favorable of increasing or maintaining these services:

- Community and neighborhood centers (3.11 vs. 2.85)
- Encourage minority business development (3.13 vs. 2.71)
- Outreach on diversity (2.78 vs. 2.46)
- Youth and young adult opportunities (3.29 vs. 3.07)

Next Steps



- **Manager's recommended budget:** April 15
- **Council public hearings:** April 25 & May 2
- **Council budget vote:** May 9