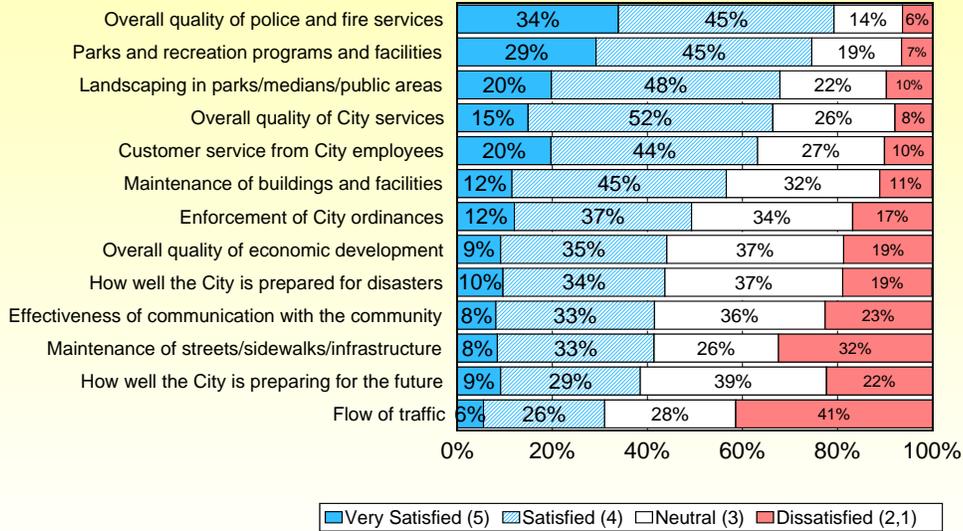


Section 1:
Charts and Graphs

Q1. Overall Satisfaction With City Services by Major Category

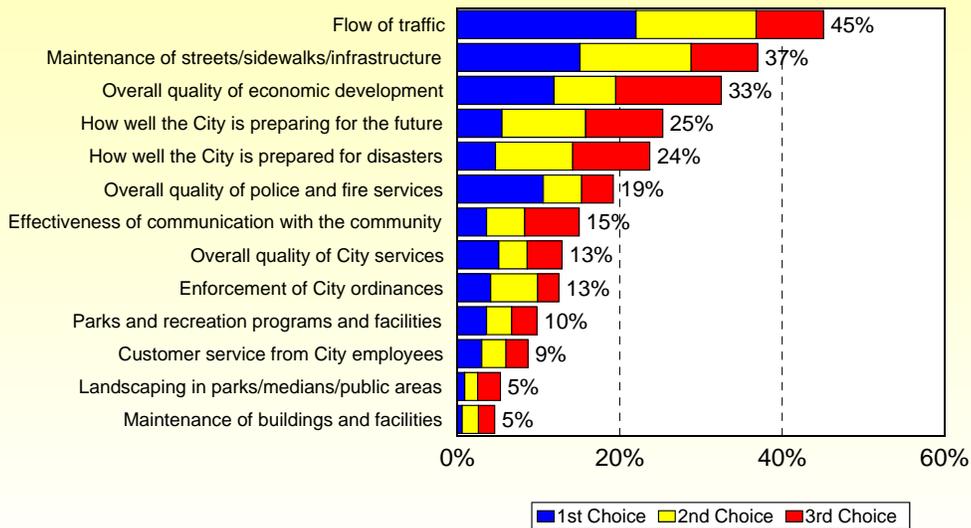
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2013 - Newport News, VA)

Q2. City Issues That Should Receive the Most Emphasis Over the Next Two Years

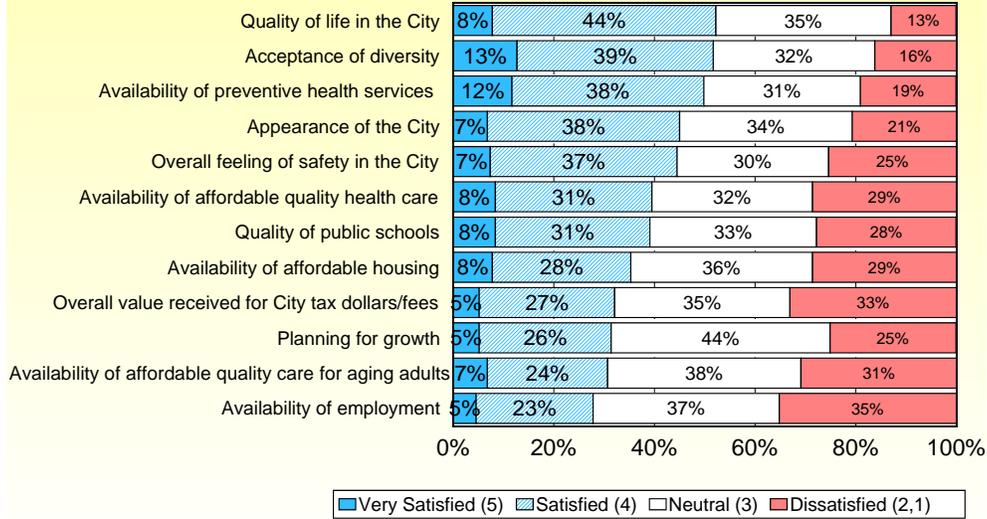
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2013 - Newport News, VA)

Q3. Overall Perception

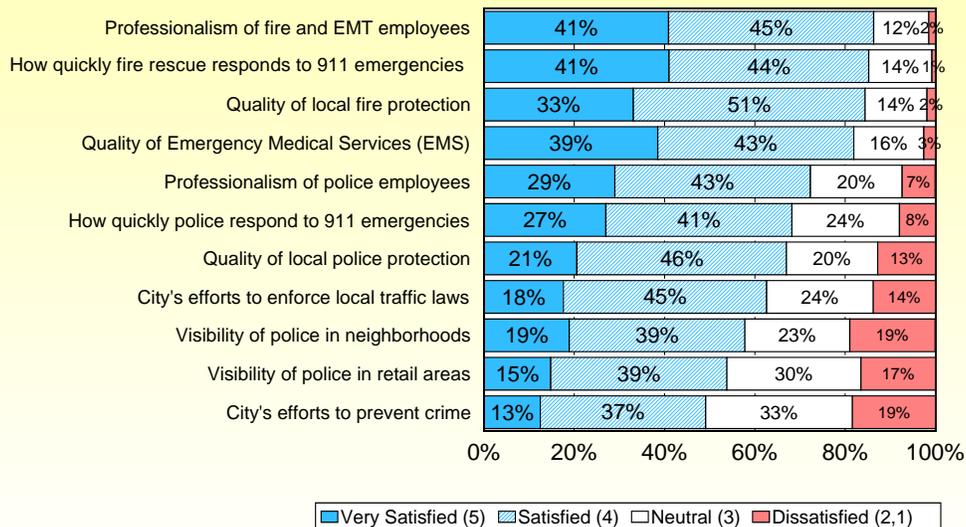
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2013 - Newport News, VA)

Q4. Satisfaction with Public Safety: Police and Fire

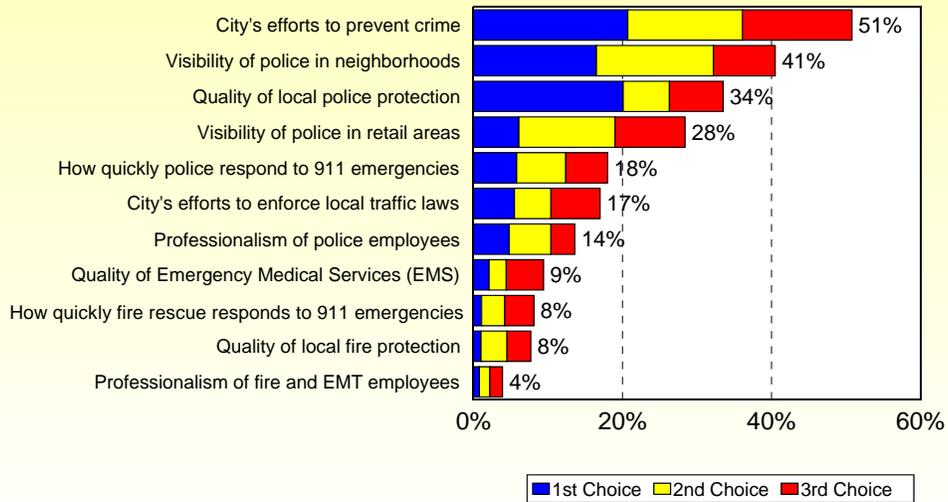
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2013 - Newport News, VA)

Q5. Public Safety Issues That Should Receive the Most Emphasis Over the Next Two Years

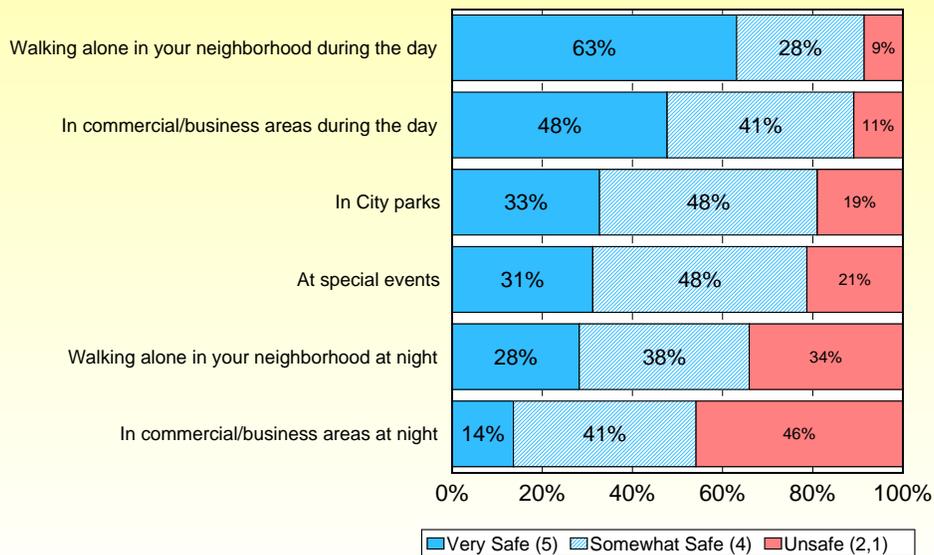
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2013 - Newport News, VA)

Q6. Perceptions of Safety

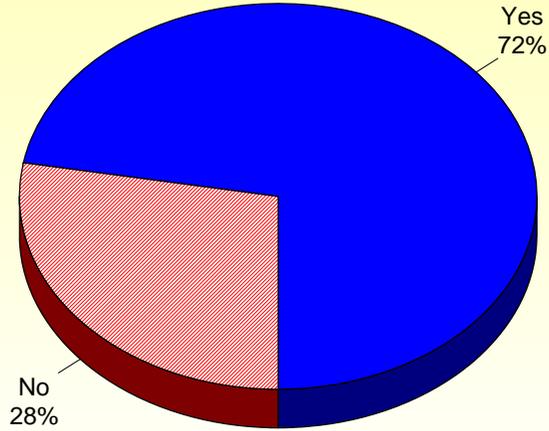
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2013 - Newport News, VA)

Q7. Are there any areas of town where you do not feel safe?

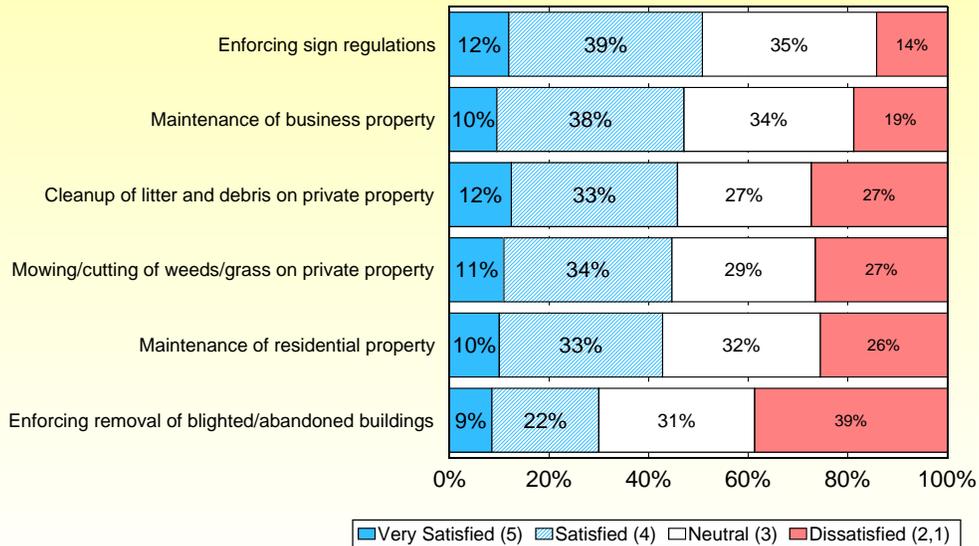
by percentage of respondents



Source: ETC Institute DirectionFinder (2013 - Newport News, VA)

Q8. Satisfaction with Codes and Ordinances

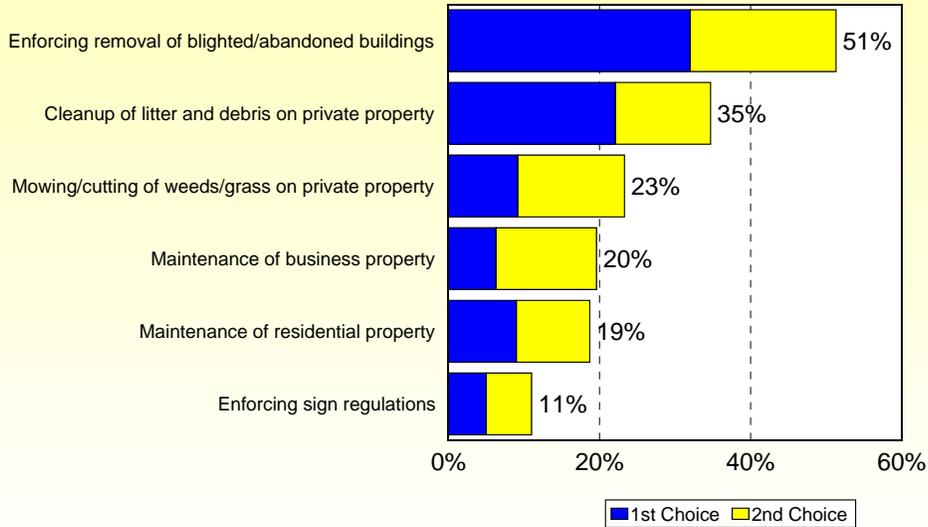
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2013 - Newport News, VA)

Q9. Codes and Ordinance Items That Should Receive the Most Emphasis Over the Next Two Years

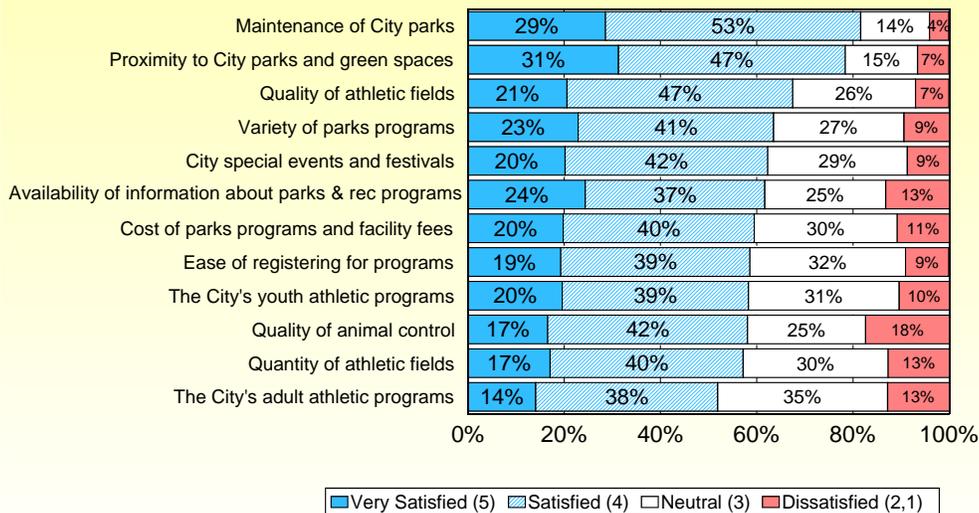
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2013 - Newport News, VA)

Q10. Satisfaction with Various Aspects of Parks and Recreation

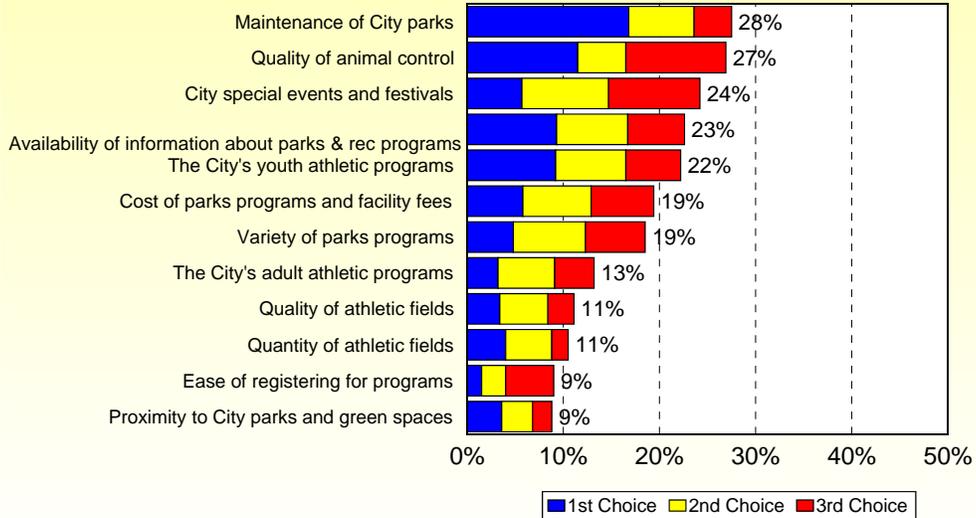
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2013 - Newport News, VA)

Q11. Parks and Recreation Issues That Should Receive the Most Emphasis Over the Next Two Years

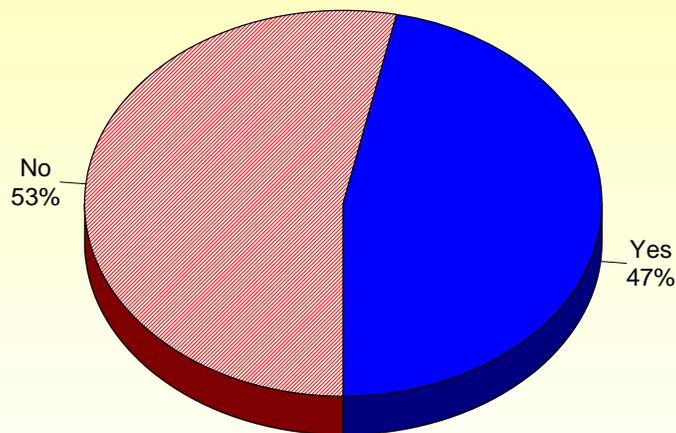
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2013 - Newport News, VA)

Q12. Have you contacted the City during the past year?

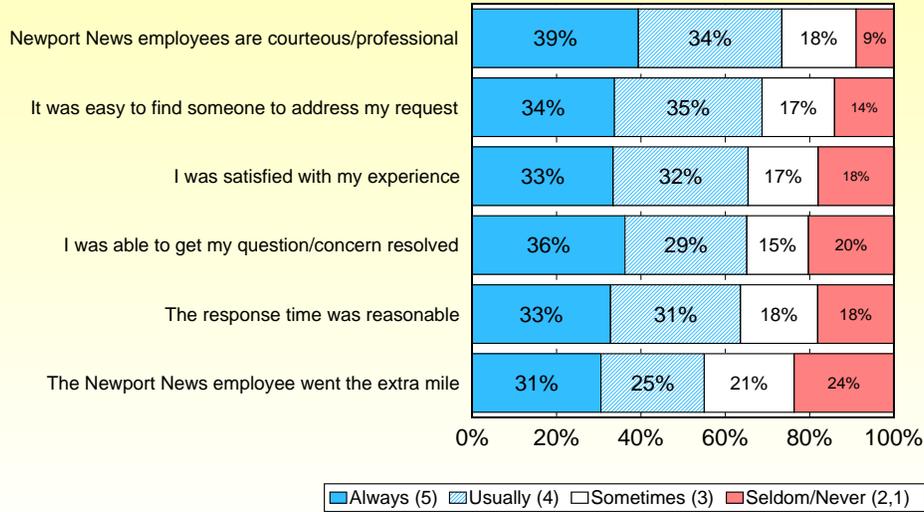
by percentage of respondents



Source: ETC Institute DirectionFinder (2013 - Newport News, VA)

Q12a-f. Satisfaction with City Employees on the Following Behaviors

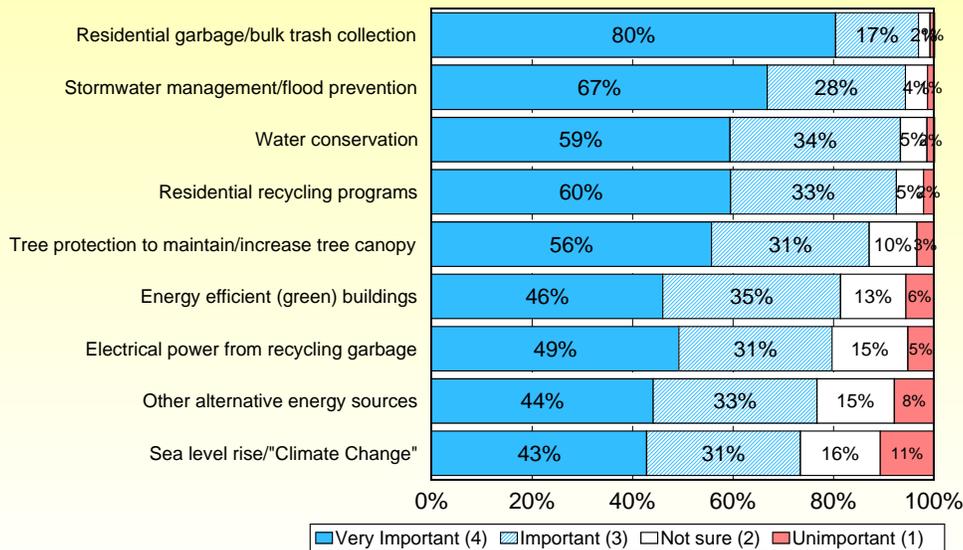
by percentage of respondents who answered "yes" to Question 12 and rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2013 - Newport News, VA)

Q13. Level of Importance of Various Environmental and Sustainability Issues

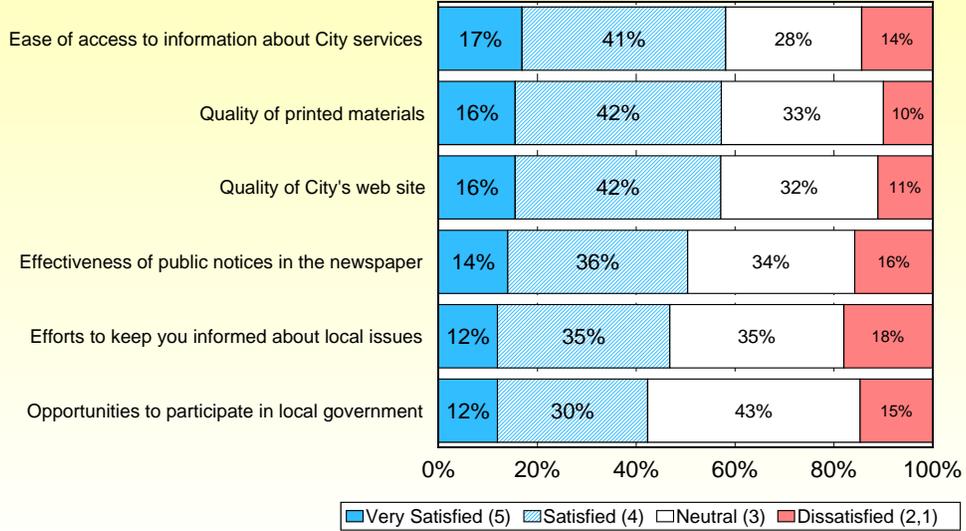
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2013 - Newport News, VA)

Q14. Satisfaction with Various Aspects of Public Communication and Outreach

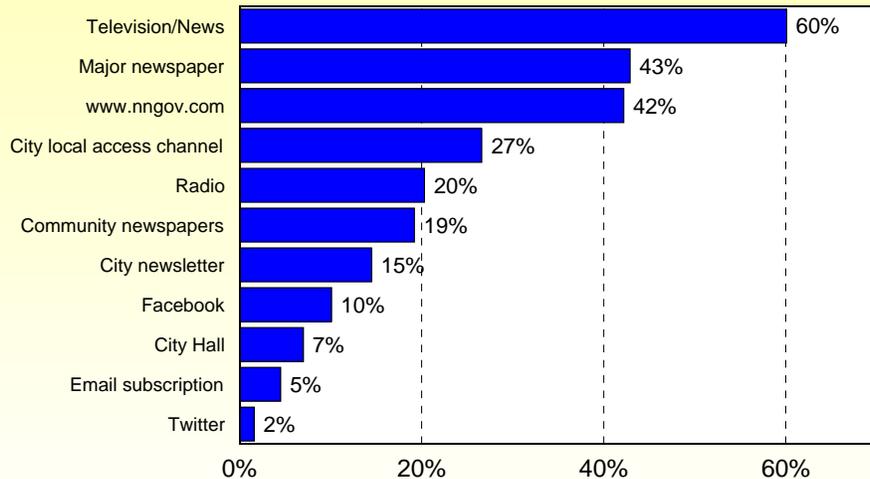
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2013 - Newport News, VA)

Q15. Primary Sources of Information About City Issues, Services, and Events

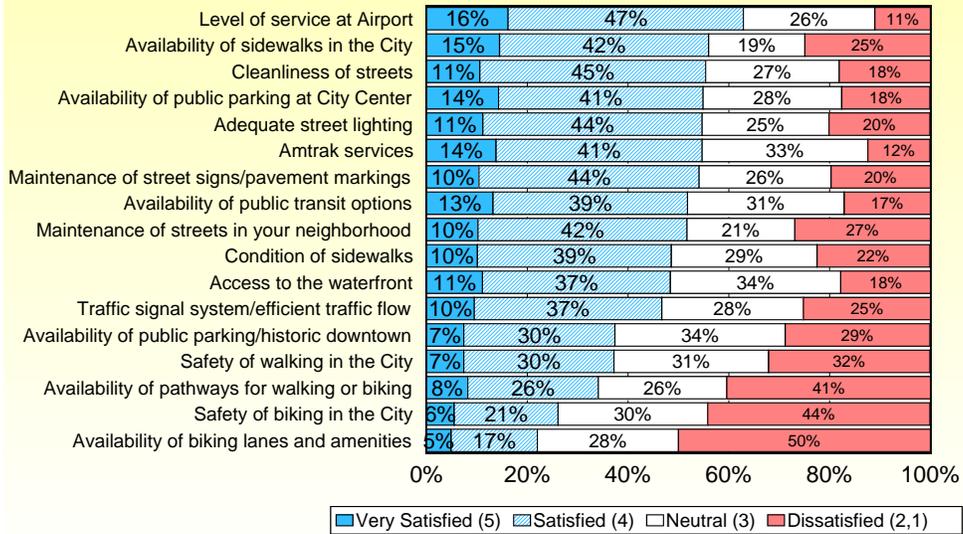
by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2013 - Newport News, VA)

Q16. Satisfaction with Various Aspects of Transportation and Mobility

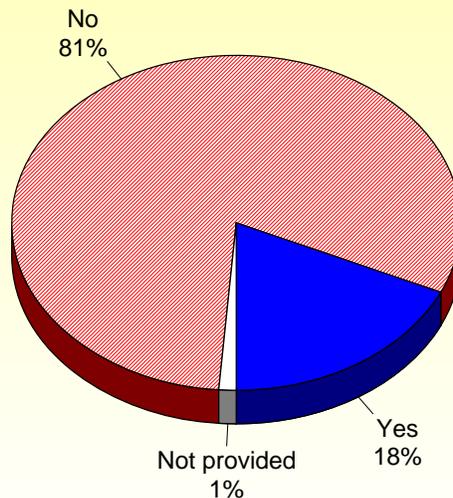
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2013 - Newport News, VA)

Q17. Do you or does any member of your household use public transportation options?

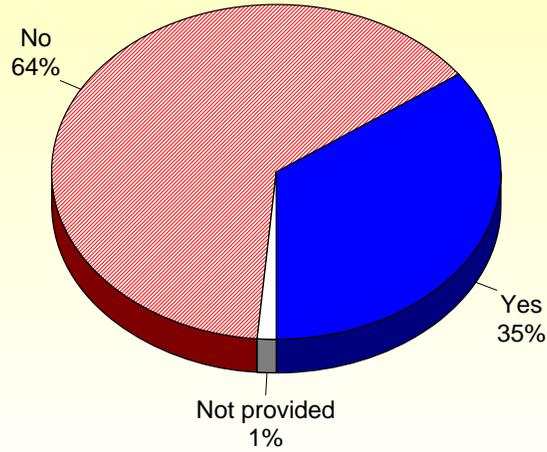
by percentage of respondents



Source: ETC Institute DirectionFinder (2013 - Newport News, VA)

Q18. Does anyone in your household regularly ride a bicycle?

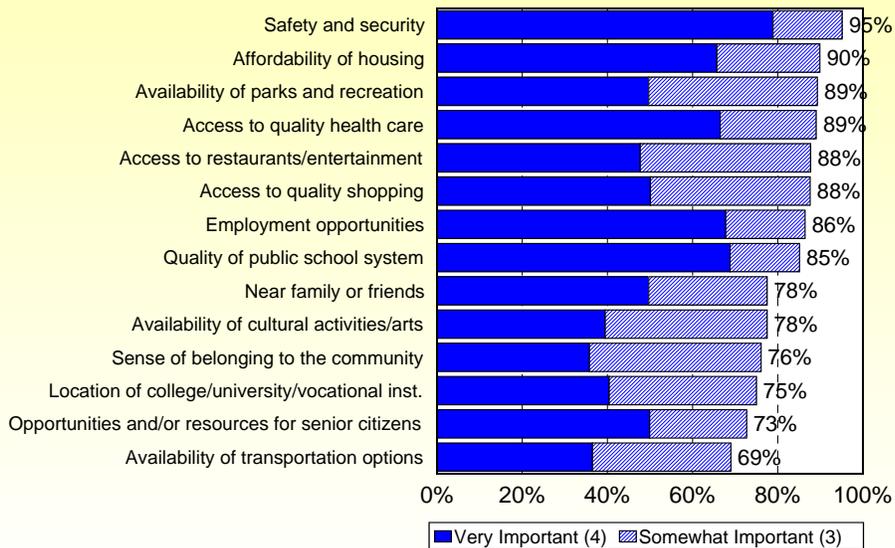
by percentage of respondents



Source: ETC Institute DirectionFinder (2013 - Newport News, VA)

Q19. Importance of Various Factors in Your Decision to Live in Newport News

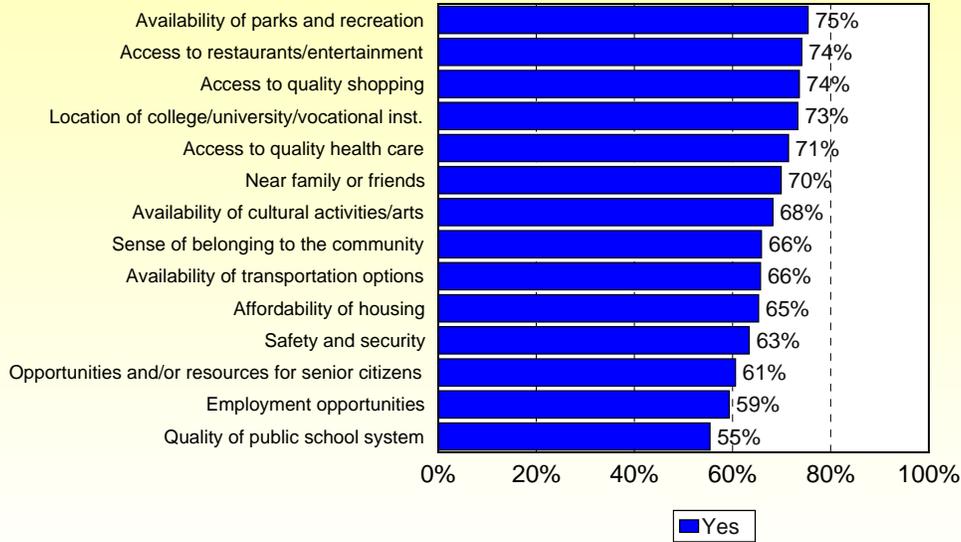
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2013 - Newport News, VA)

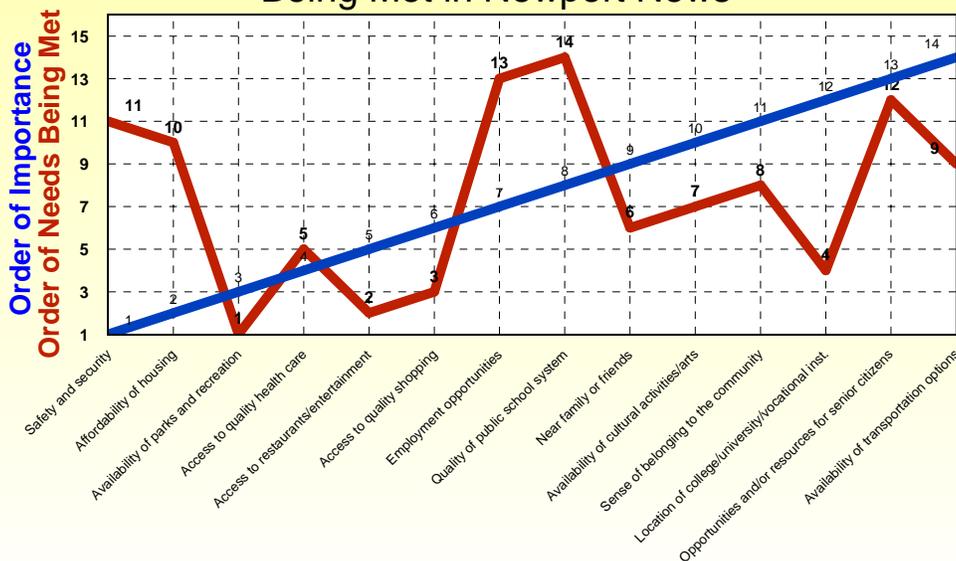
Q19a. Are your needs being met in Newport News?

by percentage of respondents



Source: ETC Institute DirectionFinder (2013 - Newport News, VA)

The Importance of Various Reasons for Choosing to Live in Newport News vs. Needs Being Met in Newport News

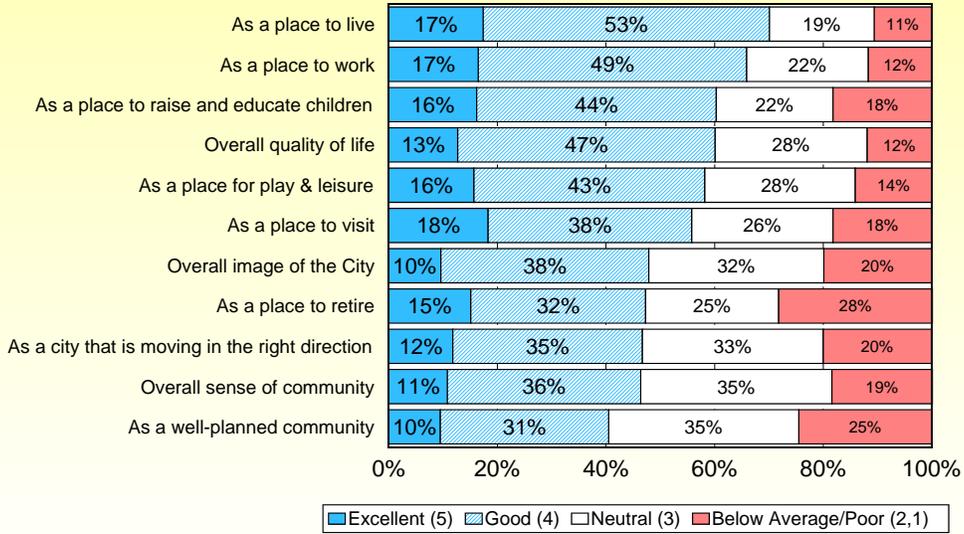


Red points above the blue line are needs that are not being met relative to their importance.

Source: ETC Institute DirectionFinder (2013 - Newport News, VA)

Q20. Overall Opinion of the City

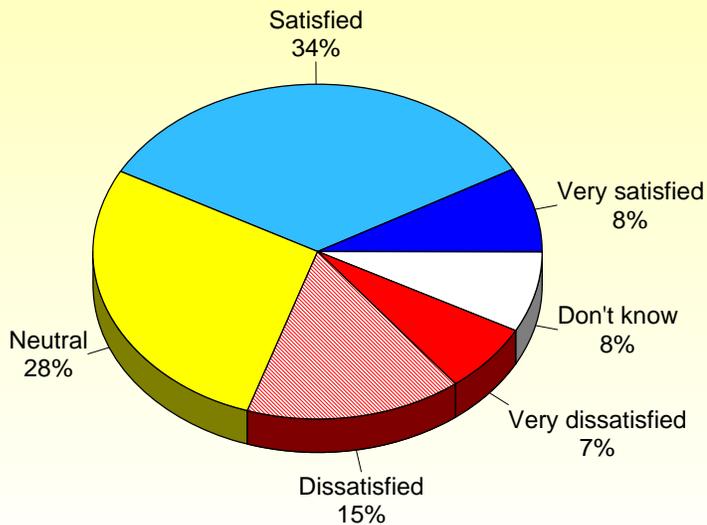
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2013 - Newport News, VA)

Q21. Satisfaction With Value of Services Received for Property Taxes That Fund the City's Operating Budget

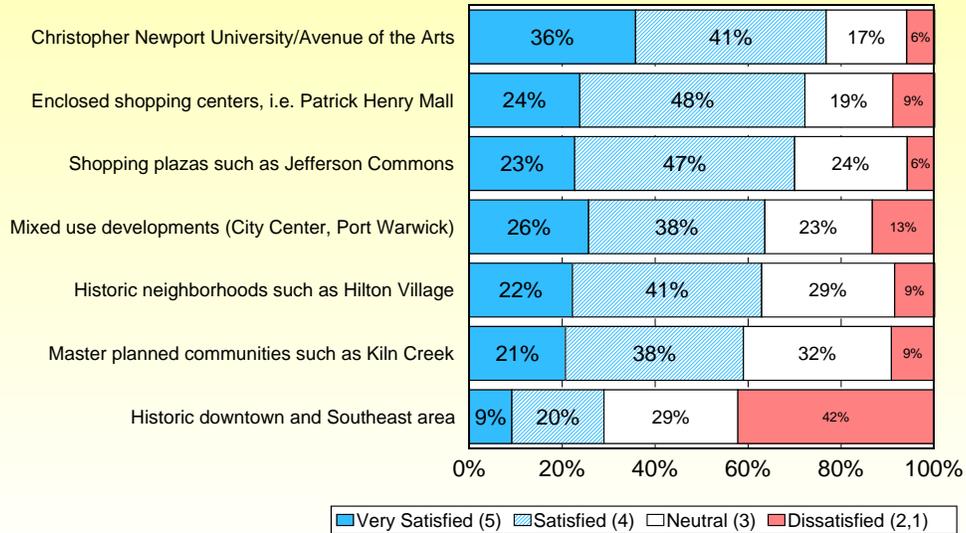
by percentage of respondents



Source: ETC Institute DirectionFinder (2013 - Newport News, VA)

Q22. Satisfaction With Land Use and Development

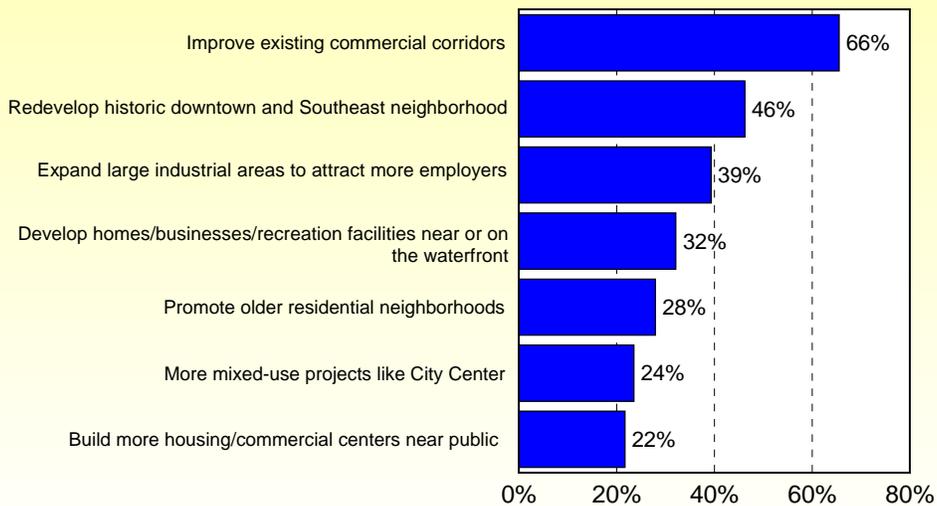
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2013 - Newport News, VA)

Q23. Actions Concerning Land Use That Respondents Would Most Like the City to Encourage

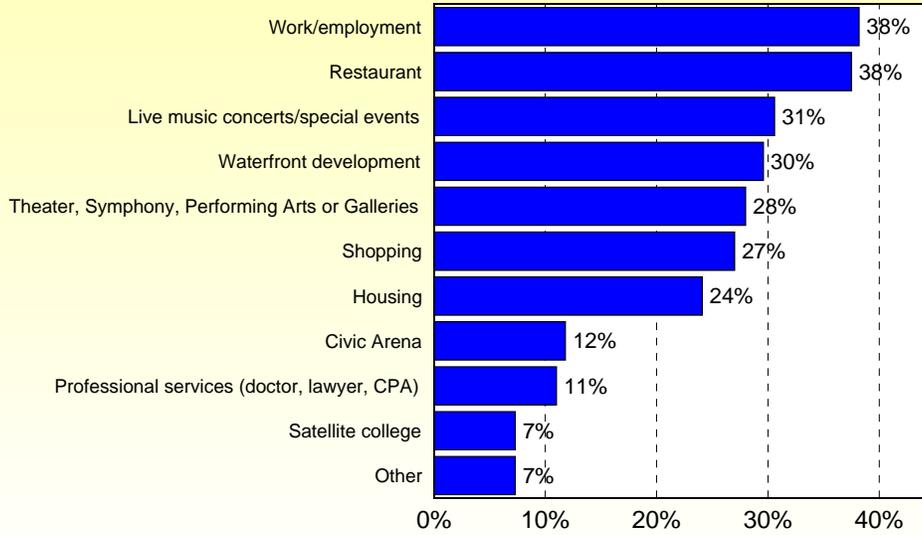
by percentage of respondents (respondents were allowed three selections)



Source: ETC Institute DirectionFinder (2013 - Newport News, VA)

Q24. Uses or Activities Respondents Would Like to See in Historic Downtown

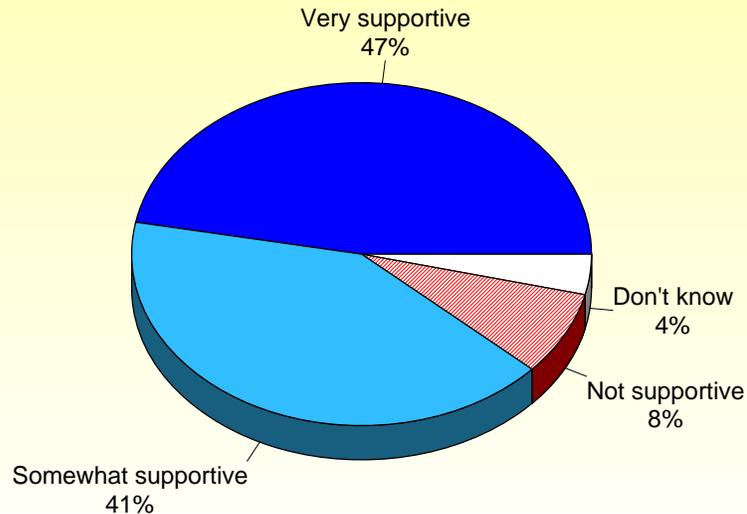
by percentage of respondents (respondents were allowed three selections)



Source: ETC Institute DirectionFinder (2013 - Newport News, VA)

Q25. Support for City Programs That Encourage New Development in Older Areas of the City

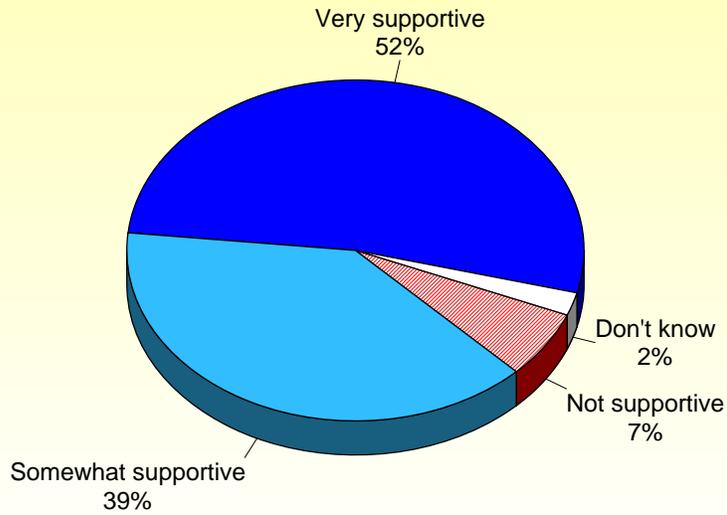
by percentage of respondents



Source: ETC Institute DirectionFinder (2013 - Newport News, VA)

Q26. Support for City Programs That Encourage Repair of Older Areas to Preserve Historical Properties

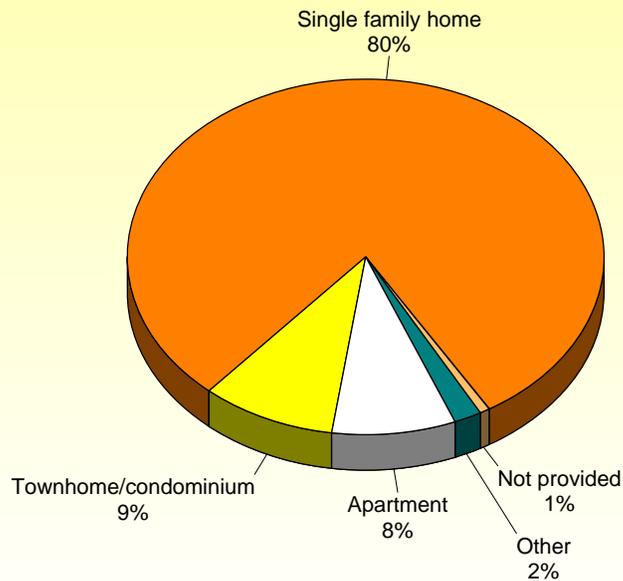
by percentage of respondents



Source: ETC Institute DirectionFinder (2013 - Newport News, VA)

Q27. In what type of residence do you live?

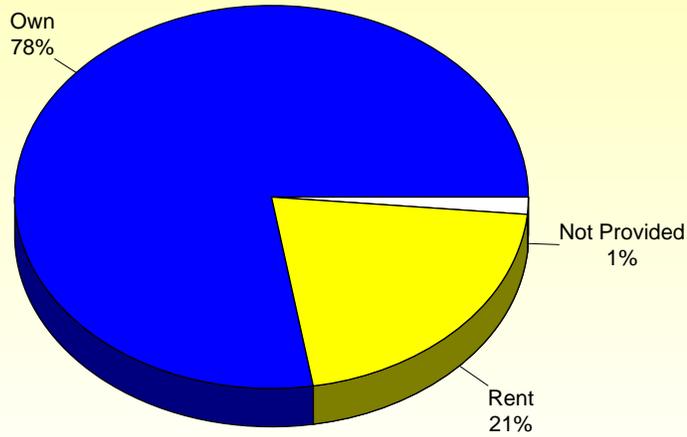
by percentage of respondents



Source: ETC Institute DirectionFinder (2013 - Newport News, VA)

Q28. Do you own or rent your current residence?

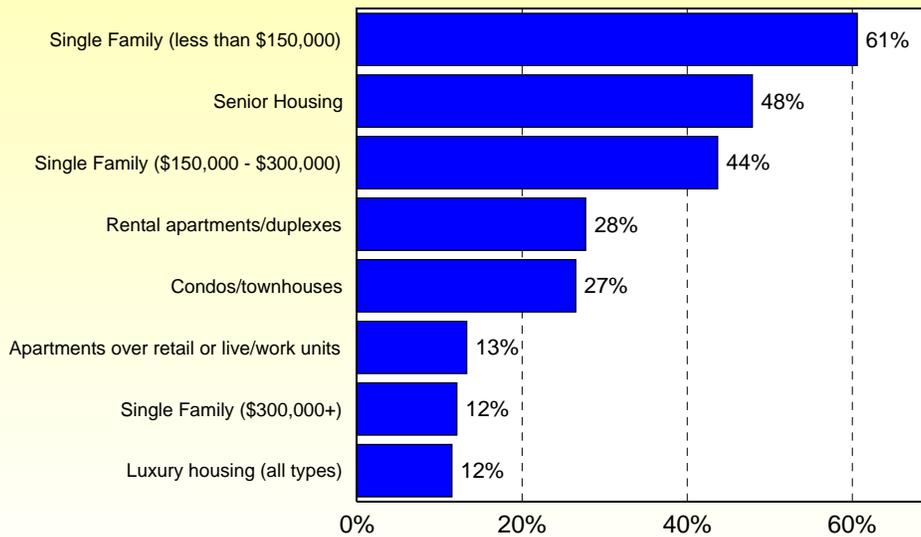
by percentage of respondents



Source: ETC Institute DirectionFinder (2013 - Newport News, VA)

Q29. Types of Housing That Respondents Feel Are Most Needed in Newport News

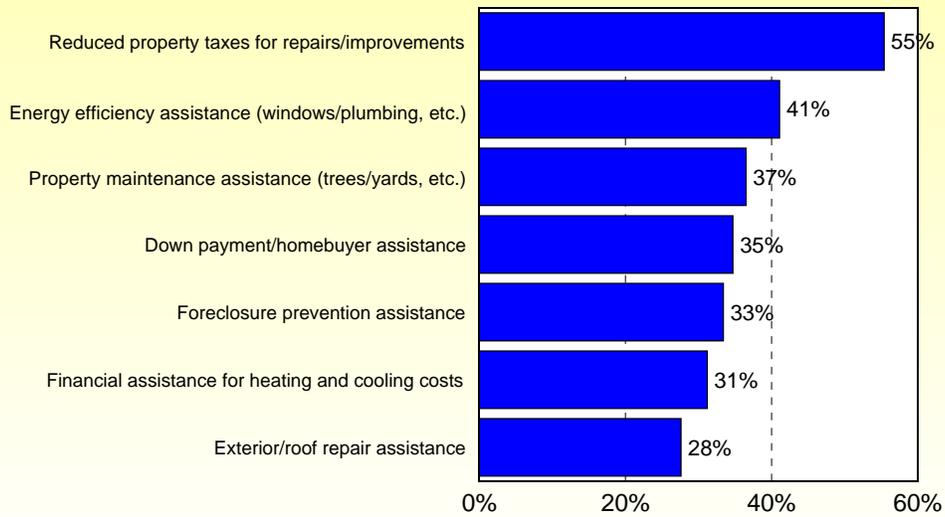
by percentage of respondents (respondents were allowed three selections)



Source: ETC Institute DirectionFinder (2013 - Newport News, VA)

Q30. Housing Programs That Respondents Feel Are Most Needed in Newport News

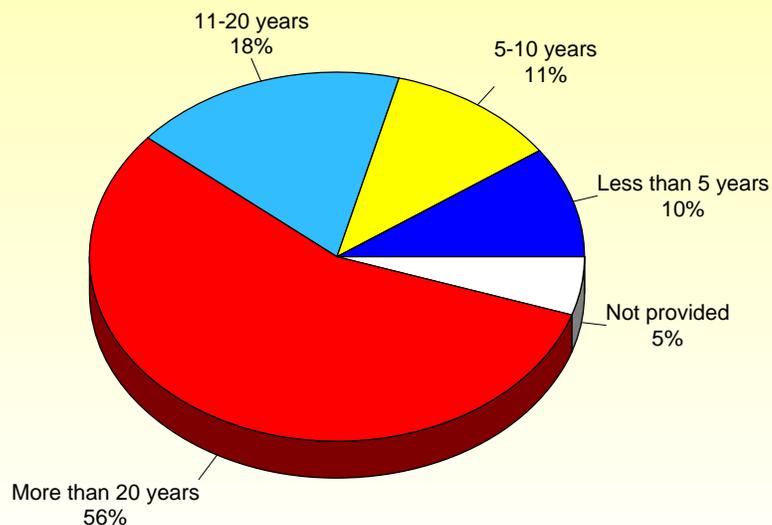
by percentage of respondents (respondents were allowed three selections)



Source: ETC Institute DirectionFinder (2013 - Newport News, VA)

Q31. Approximately how many years have you lived in the City of Newport News?

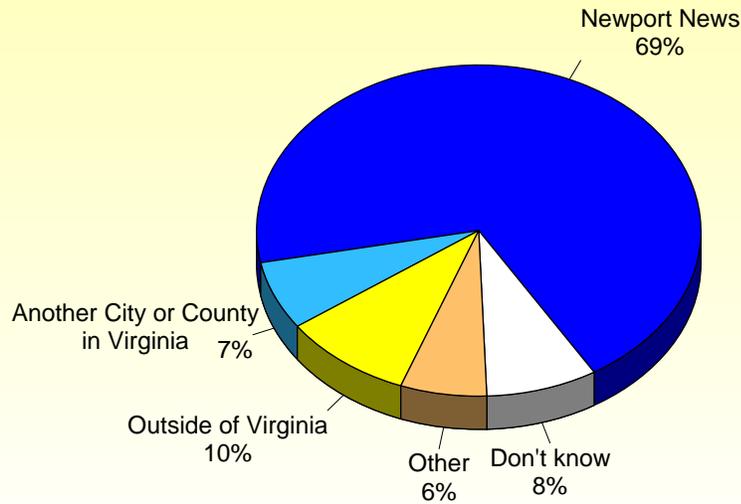
by percentage of respondents



Source: ETC Institute DirectionFinder (2013 - Newport News, VA)

Q32. Where do you plan to be living in the next 2-5 years?

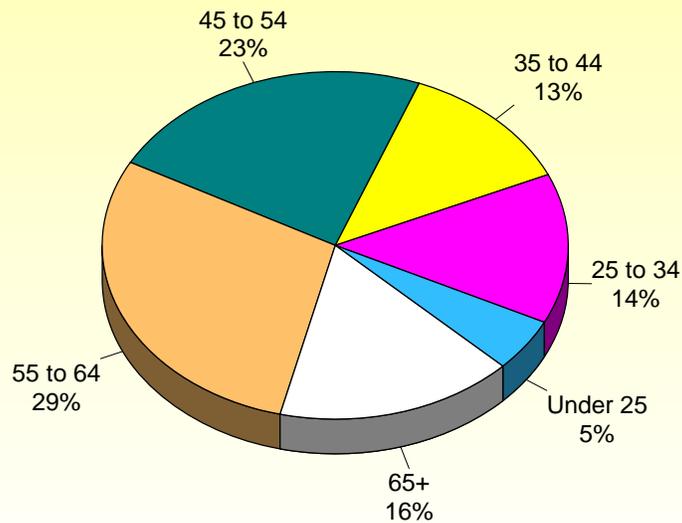
by percentage of respondents



Source: ETC Institute DirectionFinder (2013 - Newport News, VA)

Q33. Age of respondents

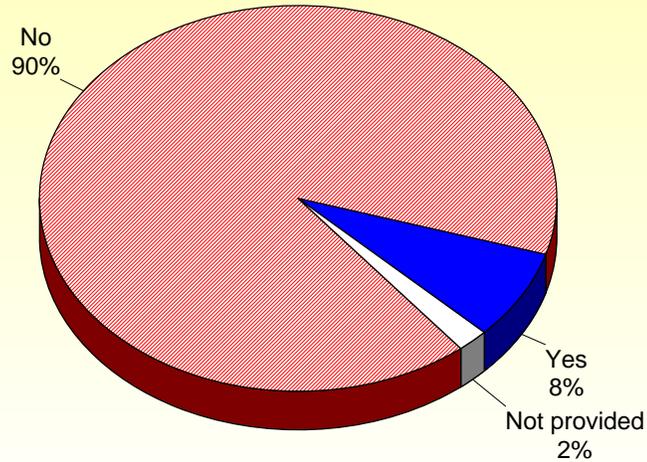
by percentage of respondents



Source: ETC Institute DirectionFinder (2013 - Newport News, VA)

Q34. Are you or other members of your household of Hispanic or Latino ancestry?

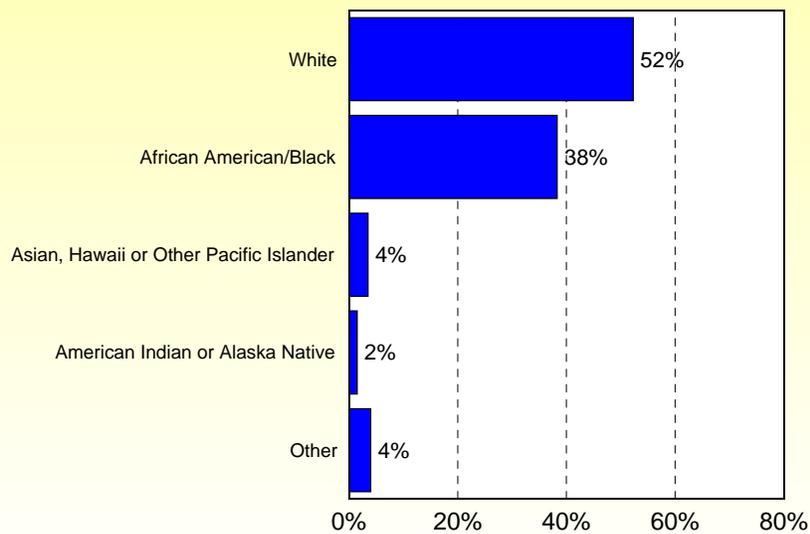
by percentage of respondents



Source: ETC Institute DirectionFinder (2013 - Newport News, VA)

Q35. Which of the following best describes your race?

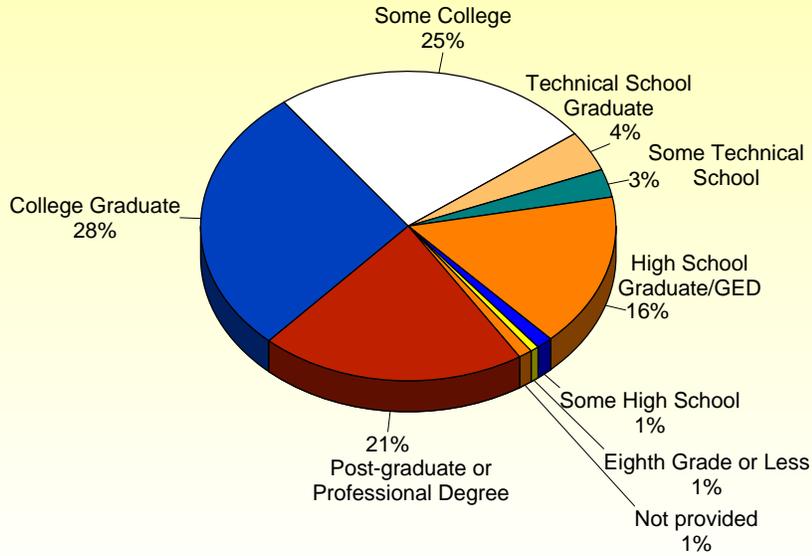
by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2013 - Newport News, VA)

Q36. What is your highest grade of school completed?

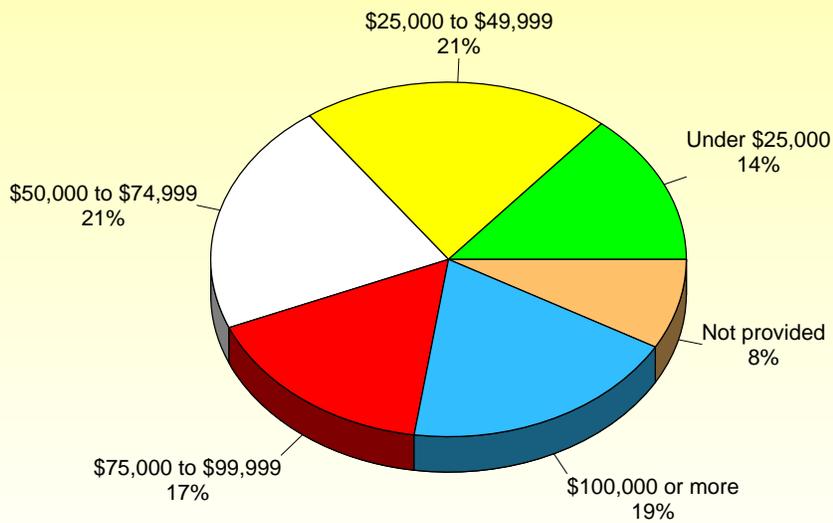
by percentage of respondents



Source: ETC Institute DirectionFinder (2013 - Newport News, VA)

Q37. Would you say your household income is:

by percentage of respondents



Source: ETC Institute DirectionFinder (2013 - Newport News, VA)

