



**MAYOR AND COUNCIL**  
CITY OF NEWARK

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220 South Main Street • Newark, Delaware 19711  
302.366.7000 • Fax 302.366.7067 • [www.cityofnewarkde.us](http://www.cityofnewarkde.us)

**Part One: 2016 Resident Survey Questionnaire**

March, 2016

Dear City Resident:

The City of Newark is requesting your help and a few minutes of your time. You have been randomly selected to participate in City of Newark's 2016 Resident Survey. The information you provide will be used in evaluating and improving the quality of City services, and assist City Council in making decisions that affect our community.

**To get a representative sample of Newark residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.**

Please have the appropriate member of the household spend a few minutes answering all the questions and return the survey in the enclosed postage-paid envelope by **April 15, 2016**. Your **responses will be completely confidential and no private information will be made available to the public**. To further protect your confidentiality, please remove the back sheet of the survey with your address on it, and return the survey in the postage paid envelope provided.

Thank you for helping us to improve our services to you. Should you have any questions or problems in completing the questionnaire, please contact Michael Fortner in the City's Planning and Development Department at (302) 366-7000 ex: 2041 or [mfortner@newark.de.us](mailto:mfortner@newark.de.us).

Sincerely,

Polly Sierer  
Mayor  
City of Newark

# CITY OF NEWARK • 2016 RESIDENT SURVEY

**Please complete this questionnaire if you are the adult (age 18 or over) in the household whose birthday most recently passed. The adult's year of birth does not matter. Please select the response that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.**

**1. Please circle the number that best represents your opinion.**

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
Taking all things into consideration, how satisfied are you with the overall quality of life in the City of Newark?	1	2	3	4	5
How satisfied are you with the overall quality of your residential area?	1	2	3	4	5
In general, how satisfied are you overall with City of Newark services?	1	2	3	4	5

**2. Please rate each of the following City services:**

	Excellent	Good	Fair	Poor	Don't Know
<b>Parks and Recreation</b>					
Parks in the City	1	2	3	4	5
Recreational Programs	1	2	3	4	5
Hiking and Bicycle Trails	1	2	3	4	5
On-Street Bicycle Lanes	1	2	3	4	5
Parks Maintenance	1	2	3	4	5
<b>Public Works</b>					
Repair – Residential Streets	1	2	3	4	5
Repair – Major Streets	1	2	3	4	5
Street Cleaning	1	2	3	4	5
Snow/Ice Removal	1	2	3	4	5
Trash/Garbage Collection	1	2	3	4	5
Recycling Collection	1	2	3	4	5
Yard Waste Collection	1	2	3	4	5
Spring/Fall Leaf Collection	1	2	3	4	5
Storm Drainage	1	2	3	4	5
<b>Utilities</b>					
Water Pressure	1	2	3	4	5
Water Taste	1	2	3	4	5
Water Odor	1	2	3	4	5
Sewer Service	1	2	3	4	5
Street Lighting	1	2	3	4	5
Electric Service	1	2	3	4	5
<b>Police</b>					
Police Protection	1	2	3	4	5
Traffic Control	1	2	3	4	5
Traffic Enforcement	1	2	3	4	5
Animal Control	1	2	3	4	5

**3. Please rate each of the following City services (continued):**

	Excellent	Good	Fair	Poor	Don't Know
<b>Other Services</b>					
Property Maintenance/ Code Enforcement	1	2	3	4	5
Land Use & Zoning	1	2	3	4	5
Economic Development	1	2	3	4	5
Business support	1	2	3	4	5
UNICITY Bus	1	2	3	4	5
City Customer Billing	1	2	3	4	5
City Web Site	1	2	3	4	5
City Newsletter	1	2	3	4	5
Communication with public	1	2	3	4	5

**4. Please rate Newark as a community:**

	Excellent	Good	Fair	Poor	Don't Know
As a place to live	1	2	3	4	5
As a place to raise children	1	2	3	4	5
As a place to attend school	1	2	3	4	5
As a place to work	1	2	3	4	5
As a place to retire	1	2	3	4	5
As a place that accepts people of all backgrounds	1	2	3	4	5
As a place safe for residents	1	2	3	4	5
Overall image and reputation	1	2	3	4	5

**5. Please rate the following housing characteristics of Newark**

	Excellent	Good	Fair	Poor	Don't Know
Variety of housing options	1	2	3	4	5
Availability of affordable quality housing	1	2	3	4	5
Maintenance of property	1	2	3	4	5
Safety of residential areas	1	2	3	4	5
Noise level of residential areas	1	2	3	4	5

**6. Please rate the following transportation characteristics of Newark**

	Excellent	Good	Fair	Poor	Don't Know
Ease of car travel	1	2	3	4	5
Ease of bicycle travel	1	2	3	4	5
Ease of walking	1	2	3	4	5
Ease of bus travel	1	2	3	4	5
Ease of train travel	1	2	3	4	5
Amount of public parking	1	2	3	4	5
Traffic flow on major streets	1	2	3	4	5
Availability of paths and walking trails	1	2	3	4	5
Traffic signal timing	1	2	3	4	5

**7. Please rate the following environmental characteristics of Newark**

	Excellent	Good	Fair	Poor	Don't Know
Air quality	1	2	3	4	5
Natural areas and open space	1	2	3	4	5
Availability and convenience of recycling	1	2	3	4	5
Communities overall visual attractiveness	1	2	3	4	5
Conservation efforts	1	2	3	4	5
Quality of overall natural environment	1	2	3	4	5

**8. Please rate the following economic characteristics of Newark**

	Excellent	Good	Fair	Poor	Don't Know
Employment opportunities	1	2	3	4	5
Educational system (K-12)	1	2	3	4	5
Diversity of shopping opportunities	1	2	3	4	5
Diversity of dining options	1	2	3	4	5
Support of businesses	1	2	3	4	5

**9. Please rate the following characteristics of downtown Newark**

	Excellent	Good	Fair	Poor	Don't Know
Cleanliness of downtown	1	2	3	4	5
Quality of restaurants	1	2	3	4	5
Quality of retail goods	1	2	3	4	5
Variety of businesses	1	2	3	4	5
Feeling of safety	1	2	3	4	5
Attractiveness of buildings	1	2	3	4	5
Helpfulness of business owners	1	2	3	4	5
Arts/Murals	1	2	3	4	5
Cost of parking	1	2	3	4	5
Availability of parking spaces for cars	1	2	3	4	5
Availability of parking spaces for bikes	1	2	3	4	5
Overall impression of downtown	1	2	3	4	5

**10. On average, how often do you go to downtown Newark to eat or shop? (Choose One.)**

- (1) 3 or more times a week    (2) 1 to 2 times a week    (3) 1 to 3 times a month    (4) Less than once a month

**11. Is there a park facility/amenity that you would like to see added to the City park system?**

\_\_\_\_\_

**12. Please rate the following parks and recreation characteristics of Newark**

	Excellent	Good	Fair	Poor	Don't Know
Recreational opportunities	1	2	3	4	5
Closeness of parks to your home	1	2	3	4	5
Feeling of safety	1	2	3	4	5
Attractiveness of parks	1	2	3	4	5
City's special events and festivals	1	2	3	4	5

**13. On average, how often do you visit a City park? (Choose One.)**

- (1) 3 or more times a week    (2) 1 to 2 times a week    (3) 1 to 3 times a month    (4) Less than once a month

**14. How many times have you experienced the following conditions in the past 12 months?**

- Discolored water \_\_\_\_\_  
 Chlorine taste in water \_\_\_\_\_  
 Low water pressure \_\_\_\_\_

*(Please call the Public Works & Water Resources Department at (302)366-7000 whenever you experience one of the above issues. This allows us to both address the issue and track them.)*

**15. Have you contacted the City with a question, problem, or complaint during the past year? \_\_\_\_\_ Yes    \_\_\_\_\_ No**

**16. Which City department or service have you had contact with most recently?**

\_\_\_\_\_

**17. Thinking about your most recent contact, please rate City employee(s) on each of the items below.**

	Excellent	Good	Fair	Poor	Don't Know
Courtesy	1	2	3	4	5
Promptness	1	2	3	4	5
Knowledge	1	2	3	4	5
Making you feel valued	1	2	3	4	5
Overall impression	1	2	3	4	5

**18. Please rate the City's performance in each of the following areas.**

	Excellent	Good	Fair	Poor	Don't Know
Welcoming citizen involvement	1	2	3	4	5
Listening to citizens	1	2	3	4	5
Managing and planning growth	1	2	3	4	5
Value of services for city taxes paid	1	2	3	4	5
Efficient operation of programs and services	1	2	3	4	5
Encouraging sustainability in the community	1	2	3	4	5
Overall direction of the City	1	2	3	4	5

**19. Please indicate how frequently, if ever, you or other members of your household use each of the following for information regarding City issues, services and programs.**

	Always	Frequently	Sometimes	Never
Delaware News Journal	1	2	3	4
Newark Post	1	2	3	4
Channel 22	1	2	3	4
Facebook	1	2	3	4
Twitter	1	2	3	4
City E-Newsletter	1	2	3	4
City Web Site	1	2	3	4

20. What City Council District do you live in?\* \_\_\_\_\_  
(If you are not sure, please refer to the map and chart on page vii.)

21. Please identify the area (development, street, etc.) in which you live.\*\*

\_\_\_\_\_

22. Do you currently own or rent your home? \_\_\_ Own \_\_\_ Rent

23. Are you likely to remain in Newark for the next five years? \_\_\_ Yes \_\_\_ No

24. Would you recommend living in Newark to someone who asks? \_\_\_ Yes \_\_\_ No

25. About how many years have you lived in Newark? (Please record "0" if you have lived here less than 1 year.) \_\_\_\_\_

26. Please check the appropriate gender and age for yourself.

Gender

Age

Male \_\_\_ Female \_\_\_ 18-25 \_\_\_ 26-35 \_\_\_ 36-45 \_\_\_ 46-55 \_\_\_ 56-65 \_\_\_ Over 65 \_\_\_

27. Please check the line that comes closest to describing your race and ethnicity.

Race

Ethnicity

\_\_\_ American Indian or Alaska Native

\_\_\_ Hispanic or Latino

\_\_\_ Asian

\_\_\_ Not Hispanic or Latino

\_\_\_ Black or African American

\_\_\_ Native Hawaiian or Pacific Islander

\_\_\_ White

\_\_\_ Other

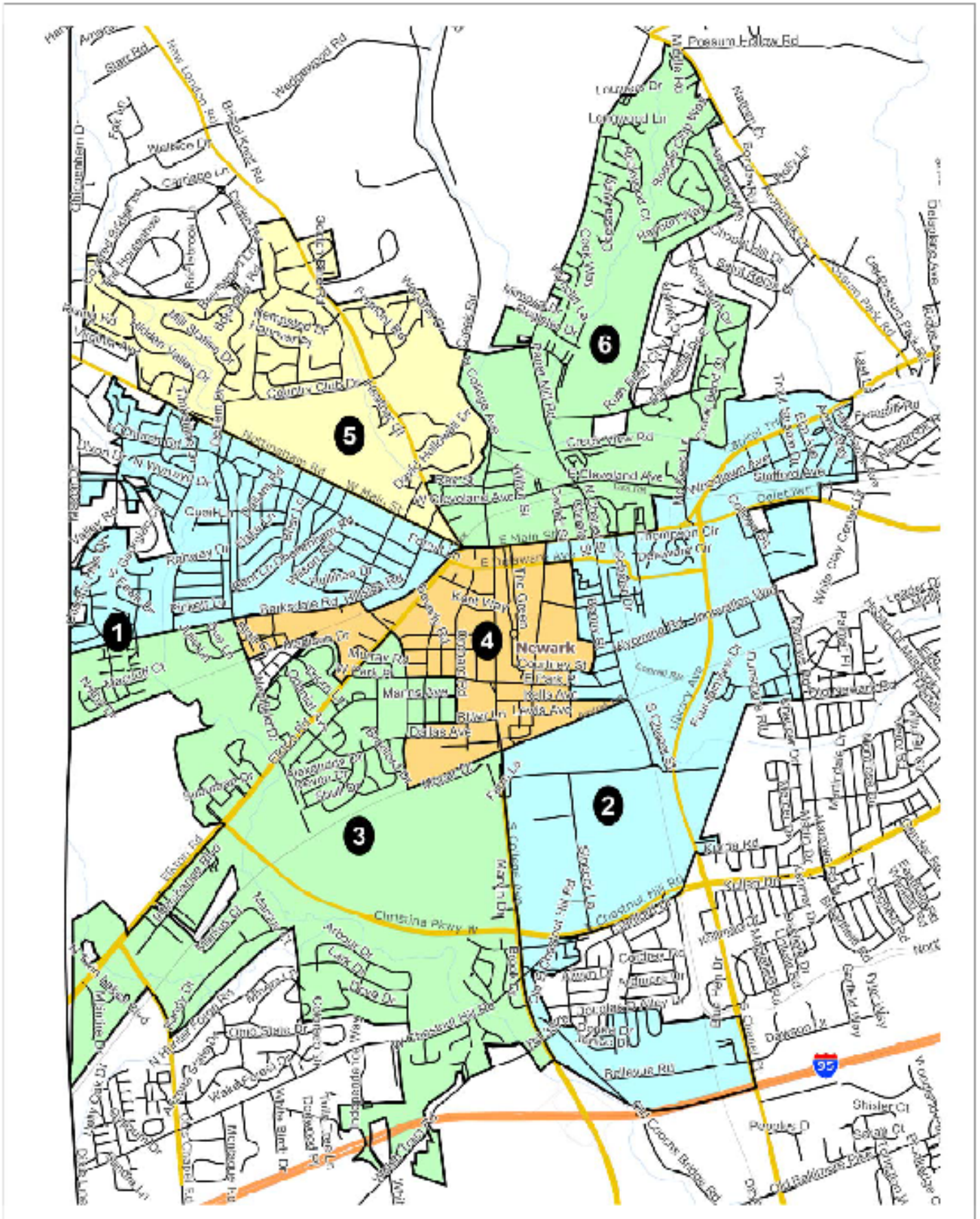
**D. COMMENT SECTION:**

Below please write any comment you might have pertaining to the quality of services that the City of Newark provides:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\*Allows City to generate Council specific reports.  
\*\*Allows City to identify specific residential area

# City of Newark Council Districts enacted 12-12-11



THANK YOU FOR YOUR SUPPORT



***City of Newark***

Planning Department  
220 S. Main St.  
Newark, DE 19711

**IMPORTANT:  
NEWARK RESIDENT SURVEY**

Place Mailing Label Here