City of New Port Richey, Florida

2012 Citizen Survey Feedback

Prepared by:

1539 Coppersmith Ct.
Lutz, Florida 33559
http://www.ciconsulting.us

Submitted on April 23, 2012
Contact: John L. Daly, PhD, President
E-mail: johndaly@ciconsulting.us
Cell : (813) 817-3974

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Executive Summary

This section provides an overview based on Citizens' feedback from the City of New Port Richey's 2012 Citizen Survey conducted in January and February of 2012. The results are based on a representative random sampling of 1,154 New Port Richey households selected for survey inclusion. In all, 434 surveys were returned, constituting a 37.6% response rate.

Brief narratives of survey outcomes by department/functional areas are provided below. Interpretation of survey results are only those of Dr. John Daly (of Creative Insights Corporation) and should not be attributed to the City leadership or administrative staff.

Dr. Daly wishes to express his thanks and appreciation to the New Port Richey City Council, City Manager, and his department staff for their support in developing and implementing this survey.

Citizens' Survey Feedback Summaries

Overall Services:
Citizens' service satisfaction levels were highest for City of New Port Richey's Fire & Emergency Medical, Recreation & Aquatic Center, Library, and City Park units. Lower satisfaction assessment levels were received for Code Enforcement, Appearance of the City, Developmental Services and City-related traffic flow.

Public Safety:
Citizens are concerned about the level of drug prevalence within the community. Unsupervised youths also ranked high for issues identified as problematic. Noise, graffiti and panhandling were perceived to be less of an issue. Citizens are satisfied with both police and fire-rescue personnel response times, but they desire increased visibility and frequency of police in their neighborhoods as well as a continued emphasis by the City's law enforcement units to prevent crime.

Maintenance of City facilities:
Feedback from respondents indicated that they were highly satisfied with the maintenance of City facilities and community traffic signals and street signs. Their greatest concern (dissatisfaction) was with the availability of reclaimed water in their neighborhood. In terms of the City's facilities maintenance over the next two years, respondents indicated a desire to see the City focus most on maintenance of local neighborhood streets and the City's street lighting.

City Utilities:
Citizens expressed highest satisfaction for residential trash collection services and for curbside recycling assistance. Satisfaction levels were considerably lower in the areas of stormwater/drainage services and in terms of the quality of the City's drinking water.

Parks & Recreation:
Respondents expressed high satisfaction levels for the City's fitness and associated equipment. They also were satisfied with NPR's rental facilities available for citizens' use. Citizens' satisfaction with the availability of walking trails was a bit lower, which may indicate a desire for more walking trails accessible within the community.

Quality of City Communication:
Citizens' ratings suggest an appreciation for the City's newsletter and website as sources for gaining information. Responses to the Nixie notification were also good, but only 118 individuals provided a rating, suggesting that many may not know of its existence. A number of citizens expressed dissatisfaction with the public's involvement in the City's decision making process. High dissatisfaction may also have resulted from policy decisions not reflecting their own preferred policy outcomes. Nevertheless, continued creative vehicles to assess citizen preferences and an increased ability to participate more fully in the policy decision making process should be considered.

Code Compliance:
Code Enforcement received the lowest level of satisfaction among all City service areas. Citizens are concerned with deteriorating conditions of residential housing, and what they perceive to be a lack of enforcement of City codes. There also is significant dissatisfaction with the City's control over stray animals (especially feral cats) within the neighborhoods. Citizens also indicated concern over the availability of reclaimed water.

Quality of Life factors:
Citizens were asked to rate New Port Richey as a place to live, work, raise a family, retire and start a business. Respondents perceive New Port Richey as a place to retire more than as a place to work, raise a family, or start a business. The image of City operations (in its transparency, environmental stewardship, and valuing community input and participation) also received lower positive support than might have been expected.

Economic Development:
Citizens understand the need for economic revitalization in the City of New Port Richey. Their top three choices for redevelopment strategies are redeveloping neighborhoods, improving the community's image, and bolstering code enforcement. Respondents also were highly in favor of improved economic planning and marketing to retain, expand and bring new business to the City.

Financing Public Services;
The survey asked two questions about strategies for increasing municipal revenues. When asked if non-residents should pay a slightly higher fee for use of Recreation & Aquatic facilities three out of four respondents agreed that higher fees for non-residents were in order. However, when asked if they as NPR citizens would pay slightly more to sustain existing municipal services seven in 10 opposed such increases.

Library Services:
With regards to personal use of the Library, almost half of the respondents indicated that they had not used library services over the past 12 months. When asked to rate which library services were most important, respondents ranked reading literacy programs, free public access to computers at the library, and book services for homebound patrons as most important. The lowest library service in terms of importance was the Special Collections (exercise equipment, etc.) program.

Introduction

In October 2011, Creative Insights Corporation of Lutz, Florida was contracted to conduct a citizen survey for the City of New Port Richey. The City had approached Dr. John Daly of Creative Insights Corporation in December 2010 about working with City officials to create, implement, collect, analyze and report results about New Port Richey's citizens' perception of City services.

Conducting citizen surveys is a popular and effective means for gaining a sense of the pulse of the citizens' perceptions about the quality of services being offered by municipal service providers. Moreover, it is a reliable tool for identifying future service needs that citizens seek. Survey research also provides a gauge to identify areas of municipal service excellence as well as areas where future growth, development and improvements may be warranted.

One note of caution is advised at this point in the report. As this is the first citizens' survey conducted within the City of New Port Richey in a number of years, the research results should be considered only as a baseline for comparison with future survey research, hopefully to be conducted on either an annual or bi-annual basis. The results provided within this report only serve as a "snapshot" of performance outcomes in terms of the quality of service delivery provided by current City employees. Even in cases where performance outcomes appear "below standard," these outcomes may reflect service improvements over results from unmeasured services delivered in the recent past.

Survey Methodology

The primary research goal sought to identify an accurate means for obtaining reliable feedback from New Port Richey's (as referred to as NPR) citizens. High quality feedback provides information needed for city leaders to plan programs better as well as allocate resources more effectively to achieve enhanced performance outcomes. Such information also aids in identifying and, hopefully, providing higher quality services, through improved and more responsive municipal service delivery.

Discussions with City Manager Schneiger and his team led to the decision to implement a mailed out citizen survey. The City provided Creative Insights Corporation (CIC) with a print out of its Utility mailing list. From this mailing list of New Port Richey households a sampling pool of 1,154 households was selected (through random sampling techniques). A postcard announcing the survey was mailed out to these households on January 17, 2012, with the survey being mailed out on January 20, 2012. Respondents were provided a self-addressed return envelope with prepaid returned postage provided. The City asked respondents to forward their feedback by February 14, 2012. The surveys included CIC 's John Daly's phone number in case questions seeking clarification were required or assistance requested.

Survey responses returned to the City of New Port Richey were placed immediately in a secured (that is, locked) box in its Development Service department. These surveys remained unopened and secured until John Daly of CIC and Lisa Fierce of NPR unlocked the box on February 16th.

Citizens not selected in the random sample were also offered the opportunity to complete a survey at City Hall, with appropriate verification of being a citizen of New Port Richey and not having been selected for inclusion in the random sample. This option was offered to all citizens in order that all might be granted the opportunity to provide individual feedback, if they felt such a need. These surveys were produced with green ink printing, as opposed to blue ink, to distinguish them from the "random sampling" surveys. In all, only four additional individuals exercised this option. These surveys were

included in the final analysis. This resulted in the reception of 434 usable surveys, which represented a respectable response rate of 37.6 percent.

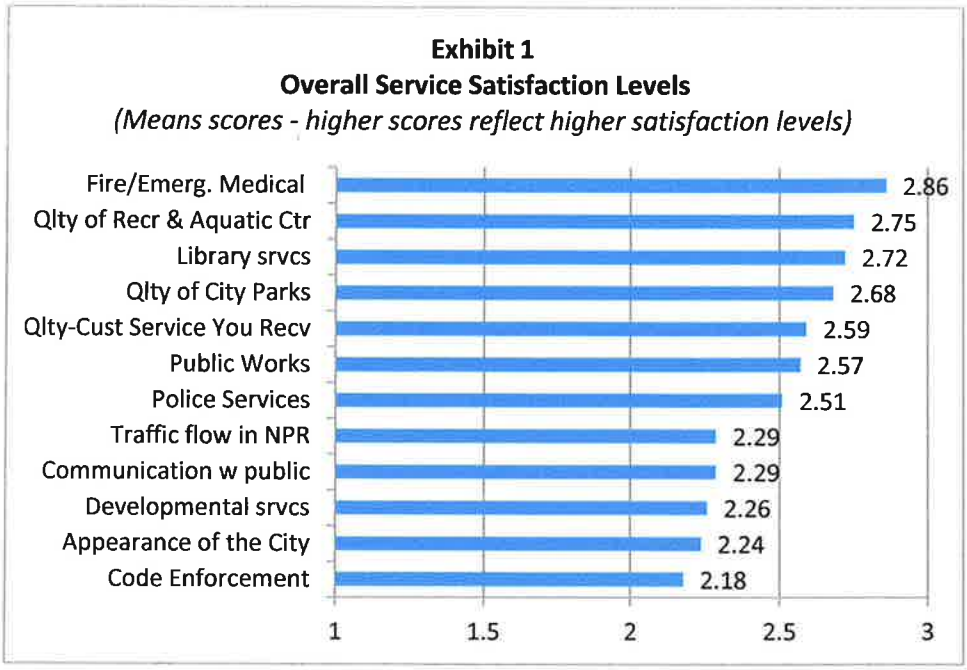
Citizens' Service Perceptions

Survey responses are reported here basically following the structure of the survey questionnaire. A copy of the survey questionnaire, with its summary frequency outcomes, is viewable in the Appendix A of this report.

Initial questions (that is Questions 1 and 2) seek to glean overall citizens' assessments of the levels of service satisfaction within New Port Richey departments (or functional areas within the departments). In subsequent sections of the report, specific service activities provided within each department as well as citizens' perceptions of service priority feedback are reported.

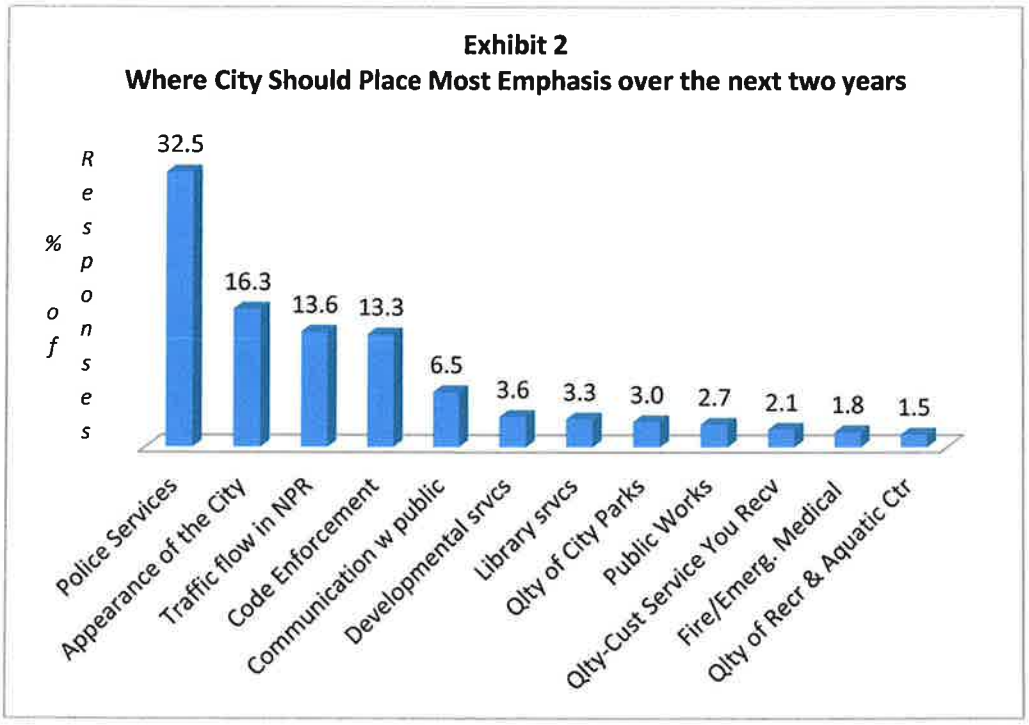
Overall Services

Question 1 asked citizens to rate their level of satisfaction (3-Satisfied, 2- Neutral, 1- Dissatisfied) within broad categories of services provided across a variety of NPR departments. Exhibit 1 below provides a ranked order of the mean statistic provided in each question anchor area. It should be noted that the higher the mean (average) score, the greater the level of satisfaction among the aggregate pool of citizens.



A review of Exhibit 1 indicates that the citizens' service satisfaction levels were highest in ranked order for satisfaction with Fire & Emergency Medical, Recreation & Aquatic Center, Library, and City Parks activities. Lowest satisfaction assessment levels were received for Code Enforcement, Appearance of the City, Developmental Services and City-related traffic flow. It should be noted, however, that in all categories the mean score reported were above 2.0 indicating at least modest to progressively greater levels of satisfaction for services in all categories.

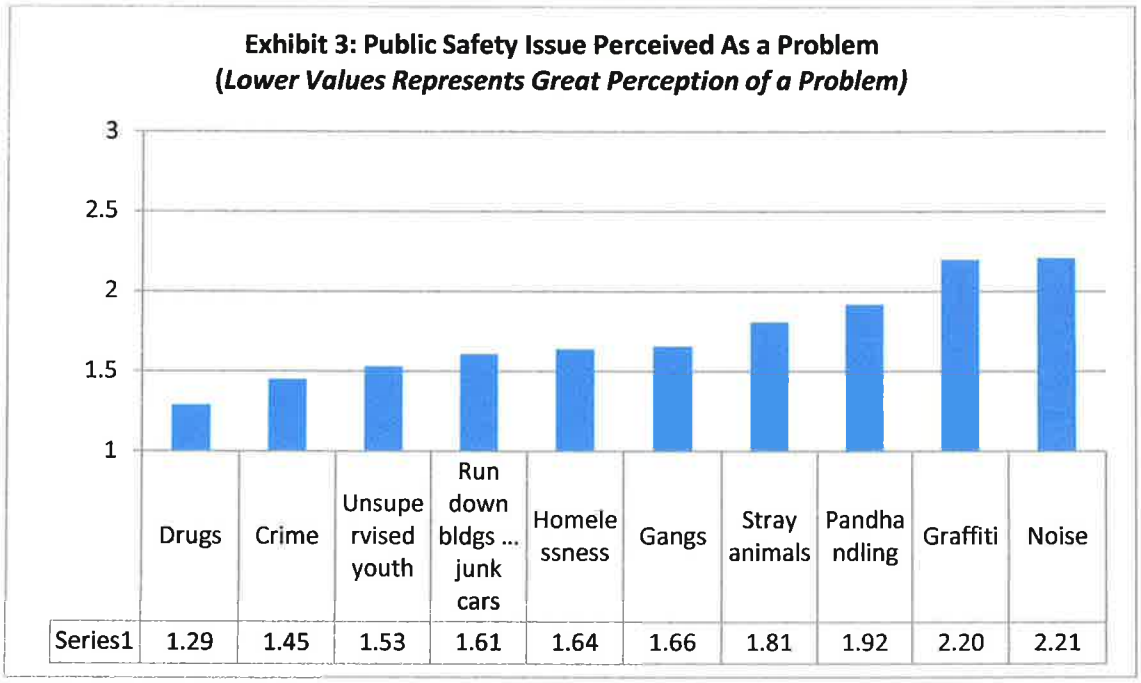
Citizens were also asked to indicate the area of service (as listed in Question 1) which should receive the most emphasis from the City over the next two years. Respondents indicated that the City should place its greatest emphasis in the delivery of police services (Category A) and control of traffic flow within the City (Category L). A breakdown of "highest priority" service frequency responses is provided in Exhibit 2.



Citizens typically place higher emphasis on police services, as living within safe communities and neighborhoods is among the highest sustained concern within most communities, large or small. New Port Richey citizens clearly are concerned about maintaining the appearance of their City as well as ensuring improved code compliance of properties through their Code Enforcement unit. As is witnessed in Exhibit 2, many of those service areas with significantly greater service satisfaction levels (e.g., Fire & Emergency services and the Recreation and Aquatic facilities) were not considered areas where significantly greater emphasis should be placed by the City over the next two years.

Public Safety (Police and Fire-Rescue)

In this section, citizens were queried about their major concerns affecting the public safety and well-being of their community. Question 3 asked respondents to evaluate the extent of the problem associated with 10 factors potentially creating public safety concerns for the community. Citizens were asked to evaluate the extent of the problem associated with public safety related issues (e.g., Drugs) within New Port Richey. Exhibit 3 provides a ranking of the most problematic to least problematic issues facing New Port Richey based on citizens' responses.



Clearly, citizens are concerned about the level of drug prevalence within the community. This point was amplified in written feedback from a number of individuals suggesting that the City and its police department need to do more to control drug distribution, including drug dealing within close proximity to City Hall. Unsupervised youths also ranked high for issues identified as problematic. On the lower end of the scale, concerns for noise, graffiti and panhandling, while still problematic, were perceived in relative terms to be less of an issue.

The City also sought feedback (through Question 4) from citizens about their perceived satisfaction/dissatisfaction with the level of public safety's units ability to prevent crime, visibility within the community, effectiveness of traffic law enforcement, and public safety service responsiveness when emergencies arose. Results are presented in Exhibit 4 below. Clearly, citizens appear to be satisfied with both police and fire-rescue personnel response time. In these instances, low percentages of citizens responded as being dissatisfied (only 1.1% did so for Fire-Rescue and 9.7% for Police units).

Exhibit 4: Satisfaction Levels with Public Safety Services

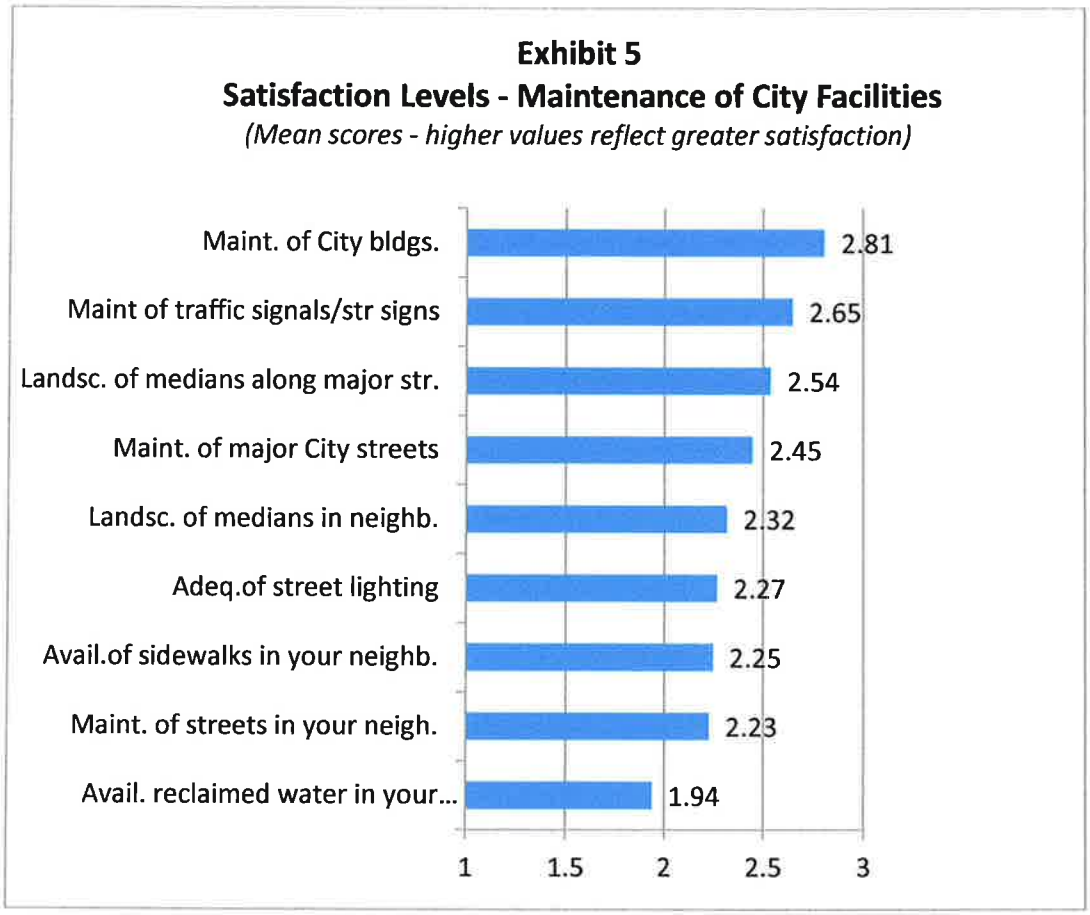
How Satisfied Are You With:		Satisfied	Neutral	Dissatisfied
A.	The visibility & frequency of police in neighborhoods	47.2%	26.5%	26.3%
B.	The visibility & frequency of police in commercial areas	49.9%	32.4%	17.8%
C.	The City's efforts to prevent crime	42.7%	38.1%	19.2%
D.	Enforcement of local traffic laws	51.8%	32.3%	16.0%
E.	How quickly police personnel respond to emergencies	68.7%	21.6%	9.7%
F.	How quickly fire-rescue personnel respond to fire emergencies	83.0%	15.8%	1.1%

Responses seem to indicate a desire for greater police presence and visibility with NPR neighborhoods. More than one in four respondents indicated dissatisfaction with the level of visibility and frequency of police units within the neighborhoods. Perception does not always equal reality, and police units may well be frequently perusing all of New Port Richey communities. The results do, nevertheless, point to concerns among a number of respondents.

Respondents again were asked where they felt the City should place the most emphasis over the next two years when addressing public safety issues. In these areas, 49.0% of citizens wanted the most effort placed in increased visibility and frequency of police in neighborhoods, followed by the next greatest emphasis (with 29.6% of respondents identifying it as their second highest priority) being placed on the City's continued efforts to prevent crime.

Maintenance of City Facilities

Maintaining City public infrastructures such as city structures, reclaimed water, neighborhood sidewalks, community street lighting, landscaping and maintenance of city streets all serve as critically important aspects of public safety and quality of life factors for New Port Richey citizens. Thus, through Question 6, respondents were asked to provide feedback about their level of satisfaction in these areas. Exhibit 5 indicates, from highest to lowest mean satisfaction levels, how citizens perceive service satisfaction within City public infrastructure areas.



Results of Question 6 indicate that citizens are most satisfied with the maintenance of City facilities and community traffic signals and street signs. Only one category fell below 2.0, that being satisfaction with the availability of reclaimed water in one's neighborhood. High dissatisfaction levels here may relate to individuals who seek reclaimed water access but have yet to be connected to the reclaimed water system. Given the costs to extend reclaimed water, the City may have limited abilities to meet these needs due to current local revenue constraints. In Question 7, citizens were asked where they wanted the City to place the most emphasis in terms of the maintenance of the City's infrastructure. Maintenance of streets in local neighborhoods was identified (by 24.0% of respondents) as the maintenance area where they wanted greatest emphasis placed, with the adequacy of City street lighting (by 20.3%) as being the next most pressing area of future City emphasis (for future facilities maintenance).

City Utilities

Survey respondents were asked to provide feedback to six utility service factors. Residential trash collection and curbside recycling garnered the highest satisfaction levels (with satisfaction levels of 88.2% and 66.9%, respectively). Lowest satisfaction levels were identified in the areas relating to stormwater/drainage services and the quality of the City's drinking water. In these two areas, more than one in four respondents expressed dissatisfaction with the service. Exhibit 6 provides a frequency breakdown of all utility service categories.

Exhibit 6: Utility Service Satisfaction Levels

How Satisfied Are You With:		*Satisfied*	*Neutral*	*Dissatisfied*
A.	Residential trash collection service *(provided by private company)*	88.2%	8.2%	3.6%
B.	Curbside recycle service *(provided by private company)*	66.9%	23.2%	9.9%
C.	Yard debris collection service	58.1%	23.1%	18.8%
D.	Bulk trash pickup service	48.9%	35.4%	15.7%
E.	Quality of drinking water	44.3%	28.8%	26.8%
F.	Quality of stormwater service (drainage)	41.1%	33.2%	25.8%

Parks and Recreation Services

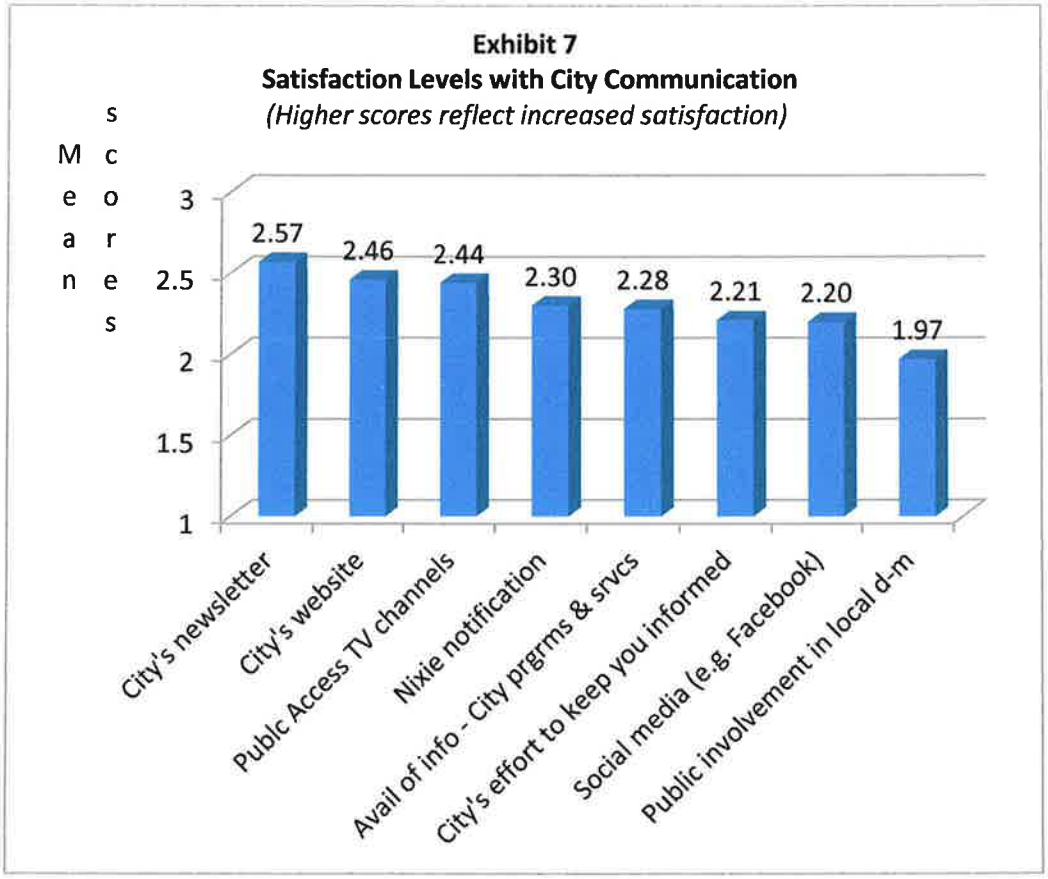
Survey Question 10 asked respondents to provide feedback about their level of satisfaction within 1) the size of the fitness center and satisfaction with its fitness equipment, 2) the sufficiency of rental facilities (rooms, picnic shelters and Peace Hall),and 3) the availability of NPR walking trails. Respondents expressed little dissatisfaction with the fitness center and its equipment (7.4% expressed dissatisfaction) or NPR's rental facilities available for citizens' use and pleasure (only 4.4% indicate dissatisfaction). Citizens' level of dissatisfaction with the availability of walking trails was a bit higher, with 18.6% respondents indicating their "dissatisfaction." This may reflect a desire for more walking trails accessible within the community.

Quality of City Communication

Cities like New Port Richey strive to communicate with their citizenry in order to ensure that citizens are aware of current services, new programs and items currently under consideration for future public policy decision-making. Governments like New Port Richey understand and appreciate the need to communicate with, and receive feedback from, residents living within the City. Question 10 of the citizens' survey sought to assess the level of satisfaction with communication networks and media vehicles currently in use within the City. City officials also wanted to know the level of accessibility that citizens have to receive information via the Internet at home, while at work and over their cellphone.

Survey respondents to Question 11 will be reported first, due to its simplicity. Based on survey responses, the highest level of accessibility to information sent via the Internet occurs through home computers (with 69.8% indicating home internet accessibility). Approximately 4 in 10 respondents (39.6%) also indicated that they had Internet capacity through their cellphones. In terms of accessibility to the Internet in the workplace, only 1 in 3 (33.9%) affirmed that they had Internet accessibility.

Question 10 addresses how satisfied citizens are with communication processes utilized within the City of New Port Richey government. New Port Richey utilizes a number of information sources to get the word out to their citizens; including: its City website, social media like Facebook, the City's newsletter, Public Access TV channels, and the Nixie notification system. Question 10 also sought to determine the level of satisfaction with the availability of information provided to citizens, how effective City efforts were in keeping citizens informed about local issues, and the public's perception of its level of involvement when local decision making occurs within the City. Exhibit 7 offers insights relating to the citizen satisfaction levels relating to the eight anchors used to gain their level of satisfaction with communication vehicles and sufficiency of access and participation in local issues affecting their lives. Higher mean scores in Exhibit 7 reflect greater levels of satisfaction, while lower mean score should be taken as reflecting greater potential dissatisfaction.



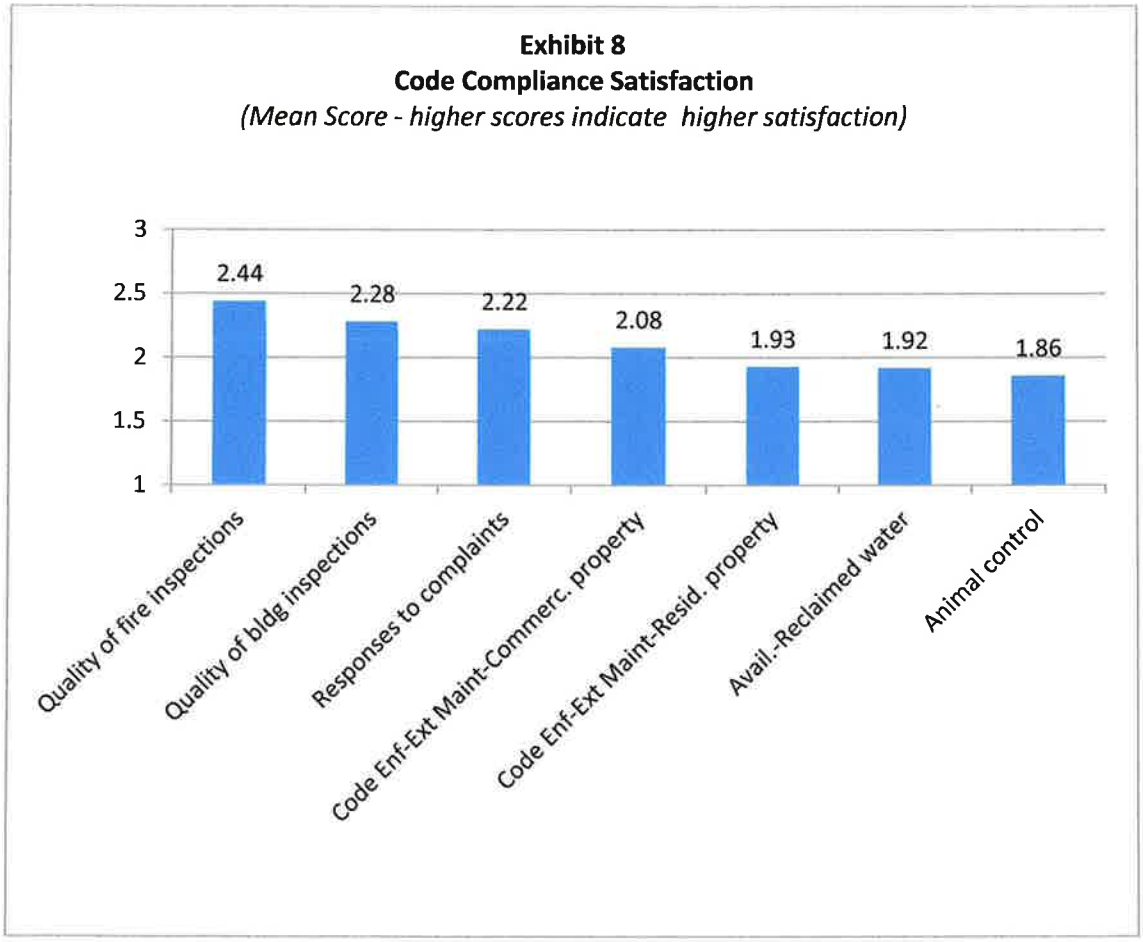
Satisfaction levels with communication vehicles may be influenced by the demographic age of the responding population. Clearly, respondents appreciate the City's newsletter and website as sources for gaining information. The level of satisfaction with the Nixie notification system was good, but only 118 respondents out of the 434 valid cases provided an answer. In all likelihood, those who use it are satisfied, but many in the City may not be using this service or are even aware of its existence. A number of citizens expressed dissatisfaction with the public's level of involvement in the decision making process within the City of New Port Richey. This may be a surrogate for respondents' dissatisfaction when local government decisions do not reflect their preferred policy outcomes. Possible additional efforts to secure the public's input, like the citizens' survey, might also be attempted (if not already tried) to provide citizens with the ability to participate more fully in policy decisions affecting their lives. Possible examples of future approaches might be "town hall" meetings, targeted focus groups for issues affecting

specific stakeholder groups, and officials meeting with individual neighborhood associations to discuss issues affecting their community.

Code Compliance

Question 12 was designed to determine the level of satisfaction that citizens held for the code enforcement compliance activities currently provided within the City of New Port Richey. As is indicated from respondents' feedback, this area of service received the greatest level of dissatisfaction among all City service areas. Exhibit 8 provides means scores for citizens' satisfaction levels. As with other survey results of satisfaction, higher mean scores reflect higher satisfaction perception. Of particular concern in terms of the feedback to this area are those categories which fall below a mean score of 2.0.

Citizens appear alarmed with the deteriorating conditions of residential homes and the lack of enforcement of City codes to maintain residential properties in compliance with these standards. Moreover, there appears to be substantial concern for the lack of animal control within the city. These points were supported with many written feedback in the "Other Comments" section at the end of the survey. *(Note: Extensive respondent written comments can be viewed in Appendix B at the end of this report)*. The lack of availability of reclaimed water also proved to be dissatisfying to many respondents. It is interesting to note that a similar question about reclaimed water was asked in question 6(i), with similar results.

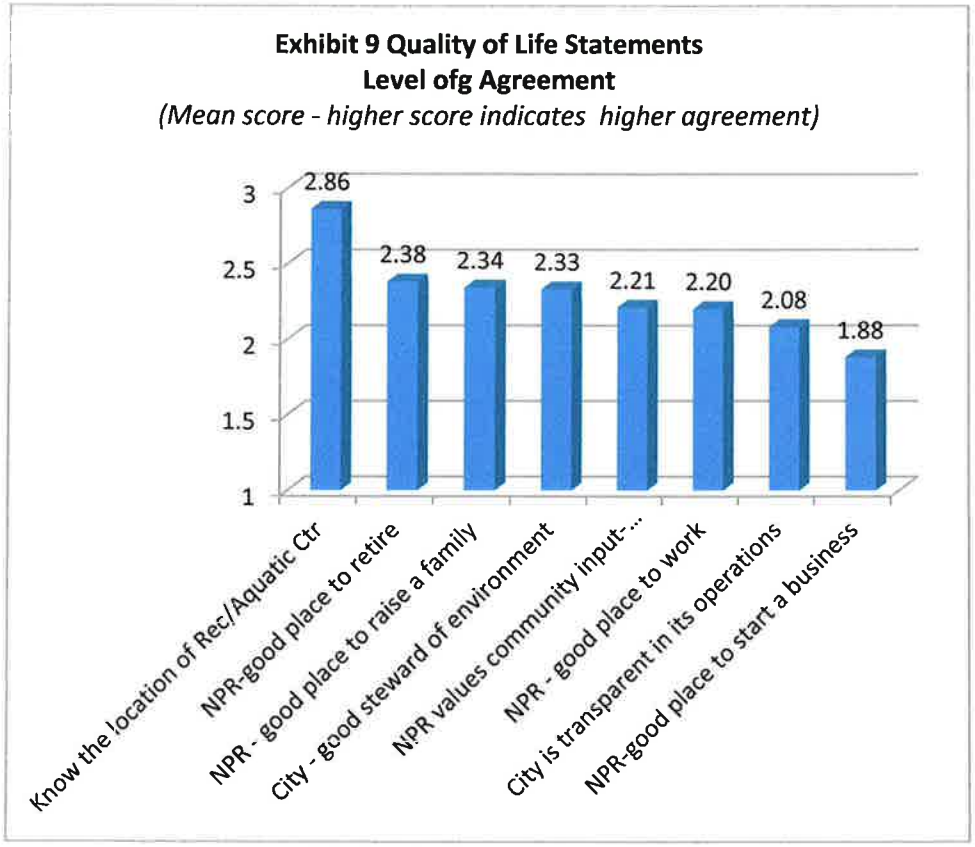


The highest satisfaction levels for code compliance occurred in the areas of fire and building inspections, but were still low compared to many other satisfaction response levels in other service areas.

Quality of Life Factors

The City wanted to gain a sense of how people felt about New Port Richey as a place to live, work, start a business, retire and raise a family. It also wanted to better understand how citizens perceived the image of the City in terms of maintaining transparency in its operation, how well it valued citizenry input and participation, and how well it was viewed as a good steward of the local environment. Last of all, it wanted to gauge if the community knew where its Recreation and Aquatic Center was located.

Question 13 asked respondents to rate their level of agreement to these areas. Higher agreement to questions resulted in mean scores of higher values (with agreement to each statement scoring a 3, neither agreeing/nor disagreeing (neutral) scoring a 2, and disagreeing with the statement receiving a score of 1). Mean score outcomes to the battery of statements offered is provided in Exhibit 9.



A significant number of respondents indicated knowing the location of the Recreation and Aquatic Center. The number of total respondents to this question was 386 out of 434, (with 89.1% of valid responses indicating that they know the Center's location).

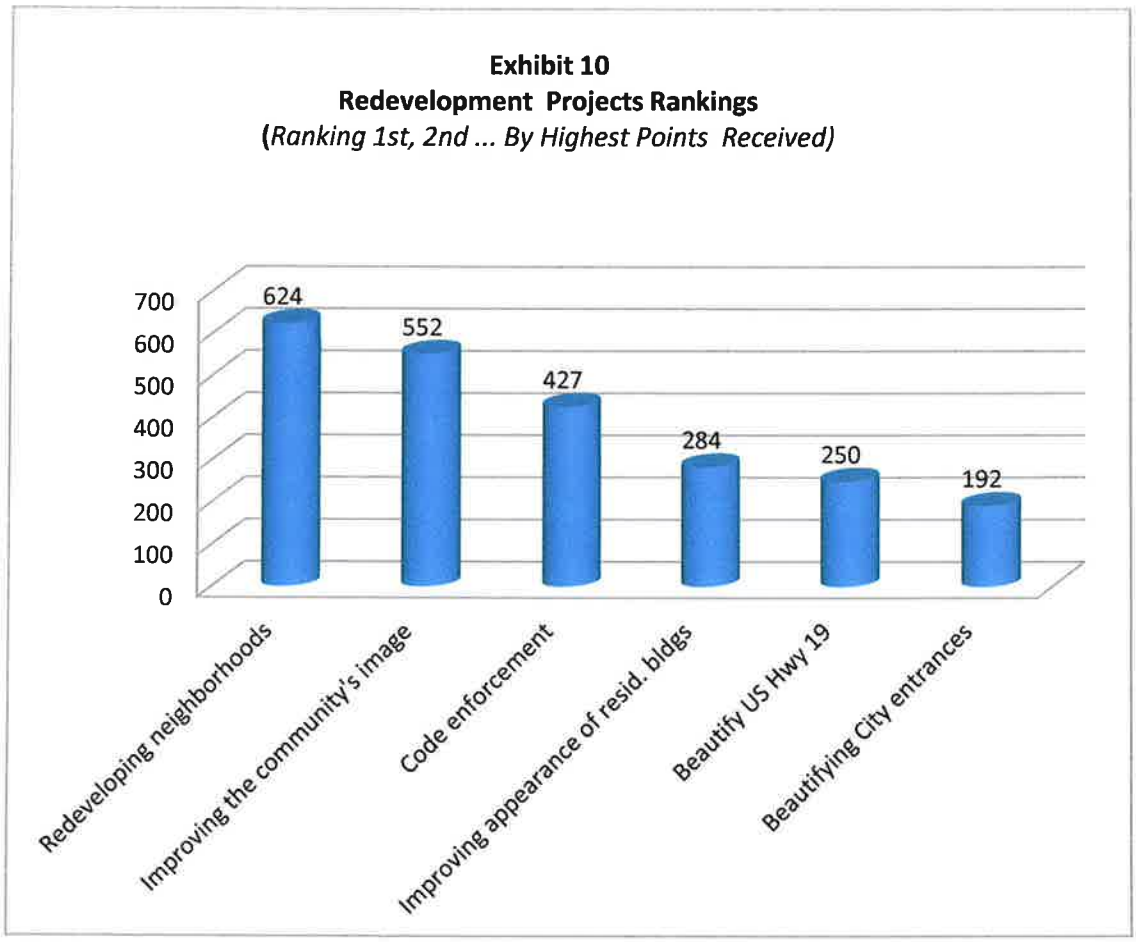
Responses to statements about the image of the City (as a place to live, work, raise a family, retire and start a business) and of the image of the City operations (transparency, environment stewardship, valuing community input and participation) resulted in lower agreement than might have

been expected. Clearly, respondents view New Port Richey better in terms of being a place to retire than a place to work or raise a family. Of particular concern, was the level of disagreement to the statement about the City being a good place to start a business, where the mean score of 1.88 indicates significant disagreement to the statement. Respondents' agreement to questions about City operations are also likely lower than desired but again with the caveat that this survey serves as a snapshot of citizen perception. In reality, the image of the City and City operations may well be improving, but that cannot be determined at this point without subsequent survey analysis of similar questions conducted bi-annually or annual over the next few years. Without such information, no trend up or down can be determined currently.

Economic Development

Respondents were also asked to provide their level of agreement to a battery of six statements (in Question 14 of the survey) associated with City's Economic Development. Question 15 also asked respondents to rank their top three "redevelopment components" from a list of six initiatives that they felt most important for the City to address.

Exhibit 10 provides rating feedback from respondents showing their ranked (aggregate) order of preference for City action. The aggregate rating was determined by a point system providing 3, 2, and 1 points each for 1st, 2nd, and 3rd ratings. No points were awarded for ratings below the top three ratings or for unrated projects. The point outcomes range for the six redevelopment projects varied from a high of 624 points to a low of 192 points.



The top three areas of project improvements are related and logically interrelated, especially when considering the fact that redeveloping neighborhoods, coupled with more aggressive code compliance, will work to create improving perception of the community as a good place to live, work, raise a family, retire and start a business. Improving the appearance of residential buildings also flows from increase code compliance. The bottom two categories – beautifying US Hwy 19 as well as City entrances – were given considerably lower ranking value. The citizens want neighborhoods that they value and can take pride in, as is witnessed by their ranking of redevelopment projects.

Question 15 asked respondents to indicate their level of agreement to six statements associated with how the City should pursue the growth and development of the local economy. Frequency feedback to these six statements is offered in Exhibit 11 (below).

Exhibit 11
Agreement with Economic Development Strategies

Rate Your Level Of Agreement With The Following Statements:		Agree	Neutral	Disagree
A.	Redevelopment is a critical issue facing the City	75.0%	18.5%	6.5%
B.	The City should provide more economic opportunities	75.4%	20.9%	3.7%
C.	The City should pursue annexation of property	38.0%	41.7%	20.3%
D.	The land use regulations should be revised	42.0%	45.3%	12.7%
E.	A plan to market the City is important	75.8%	19.0%	5.2%
F.	The City should retain, expand and recruit business	84.8%	11.9%	3.3%

The highest agreement (Item F with 84.8% affirming the statement) occurred with the strategy that the City should seek methods to retain and expand existing business as well as to identify methods to attract new businesses into the community. High agreement (75.0% for Item A and 75.8% for Item E) also indicates that citizens view redevelopment and a marketing plan for the City as both being critically important for New Port Richey's future. Respondents also agreed (Item B with 75.4%) that the City should seek to identify methods for expanding New Port Richey's economic base, through growth and development initiatives.

Citizens did not view annexation of property into the City (see Item C above) as a significant approach for spawning further economic growth. Likewise, respondents were less likely to agree that revisions of land use regulations as being among their most favorable economic development approach. Admittedly, however, the high levels of "neutral" responses to the question of annexation and land use regulations may reflect lessened understanding of their value to questions of economic development, as compared with the other four economic development approaches.

Financing Public Services

Issues of declining local revenues continue to threaten Florida cities' ability to provide high quality services within their communities. The City of New Port Richey faces the challenges of either finding additional revenues sources or considering the reduction of some of its existing services. The City felt it important to ask its citizens about their willingness to support new local revenues through a wide

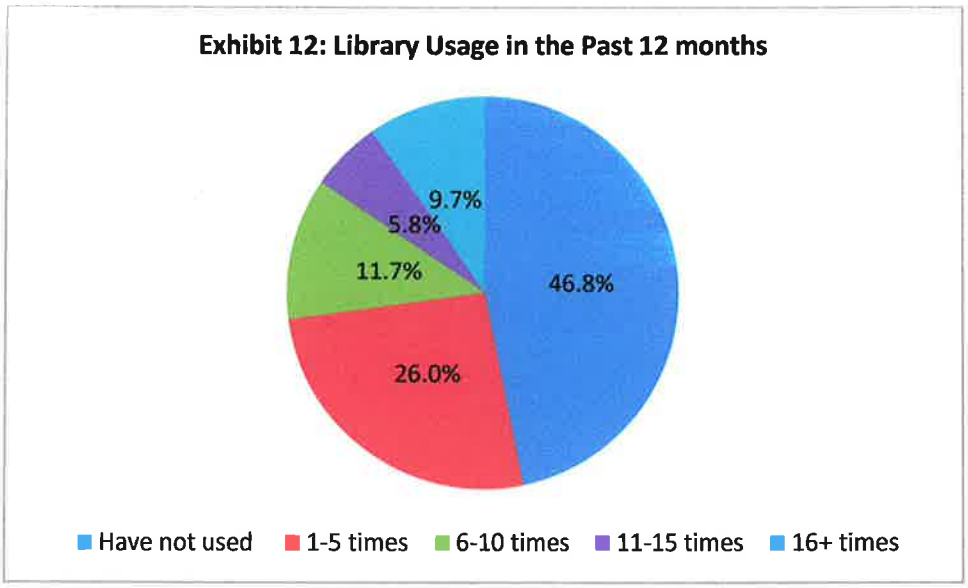
variety of approaches (e.g. modest tax increases, utilization of high fees structures for services, etc.) It also sought to determine citizens' feelings about charging non-residents modest fee increases for their use of New Port Richey's Recreation & Aquatic Center facilities.

Citizens' responses were almost "reversed mirror images" of each other. With regard to the question of increasing fees for non-residents use of the Recreation & Aquatic Center (Question 16), 75.0% indicated that they favored slight fee increases for non-residential uses of this facility, with 25.0% not favoring even slight fee increases for non-resident utilization of this facility.

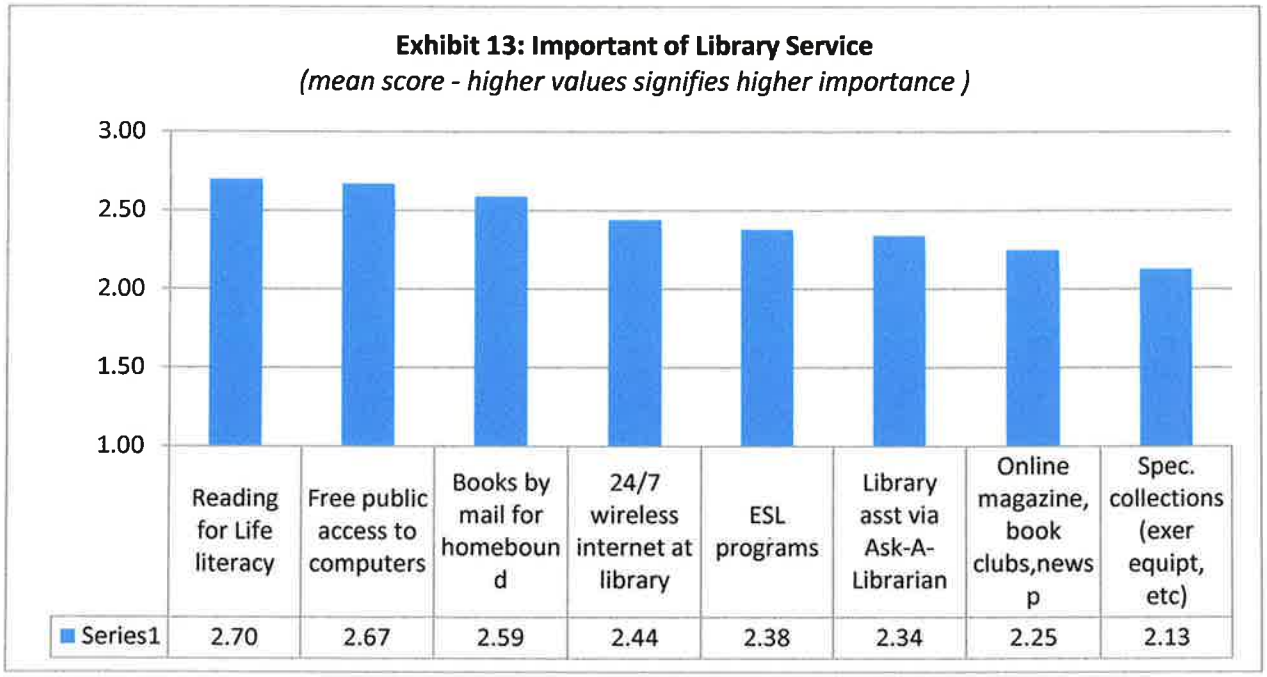
Question 17 sought to determine citizens' willingness (using survey respondents as the surrogate) to have their own local revenues increased slightly in order to sustain current service levels. In response to this question, 29.2% indicated the willingness for slight increases to support revenue enhancements for the City, while 70.8% opposed any structure which might increase their personal burden, even if it meant reduced service delivery from the city. Clearly, a significant majority of respondents are not opposed to increased taxation, as long as these increases do not come out of their own personal pocketbook.

Library Services

The last service area examined in the 2012 New Port Richey's Citizen Survey addresses services provided through New Port Richey's Public Library System. Two questions were asked of respondents. Question 18 asked individuals to report their level of usage of the New Port Richey Public Library over the past 12 months. Exhibit 12 provides a breakdown of utilization over this period. Approximately half of the respondents (46.8%) did not use library services over the past year. Another quarter of those surveyed indicated utilization of between one and five times. On the other end of the spectrum approximately 1 in 10 (9.7%) had visited the library or used its services 16 or more times in the past year.



Question 19 was designed to determine library service satisfaction rates in eight categories. An assessment of respondent satisfaction levels is graphically presented in Exhibit 13. It is discussed briefly below.



Respondents' feedback indicate that they perceived the City's literary program, free access to library computers, and books mailed to homebound patrons to be the most important services provided by the Library. Lessened importance was attributed to wireless services at the library, ESL programs,

and Ask-a-Librarian. Special Collections ranked lowest in importance to survey respondents. One might expect that Special Collections items (like exercise equipment) may be considered more in the domain of the Recreation & Aquatic Center, and thus given lowered consideration. In all, none of these areas fell below a mean score of 2.0, indicating they all pointed toward being neutral to important, but to varying degrees.

Demographic Data of the Sample

The survey demographic characteristics, obtained through survey Questions 20 - Questions 26, are presented in Exhibit 14. These results are compared with 2010 US Census Bureau data, where available. Comparative data was not available for "years lived in New Port Richey" (Question 20), "primary language spoken in the home" (Question 23), or "educational level" (Question 25). With regard to educational levels, however, the reported frequency for "college graduates" appears high. This may be due to respondents scoring Associate (AA) degrees as being equivalent with 4-year Bachelor degree completion.

Comparisons were not made for the "respondent age" (Question 26) and Census population age groupings, as individuals under the age of 18 did not participate in the survey. The respondent age in the sample, thus, is not equivalent to the age breakdown reported in Census data. The US Census mean age for New Port Richey is 46.33 years. It may suggest that the respondent age in the citizen survey may be slightly older than New Port Richey's true mean age.

Comparisons of demographic similarity can be offered for "housing occupancy type" (Question 21), "race" (Question 22), and "gender" (Question 24). These comparisons suggest that the sample is representative of the population in terms of home "ownership" versus "rental" residents, with slightly overrepresentation of "females" to "males." In terms of Race "whites" appear to be slightly overrepresented in the responding sample, with African Americans underrepresented.

Exhibit 14: Survey Demographics	Survey Data	2010 Census Data*
Q.20:Yrs Lived in NPR		
Less than one year	2.10%	n/a
One to five years	16.90%	n/a
Six to 10 years	16.90%	n/a
More than 10 years	64.10%	n/a
Q.21: Occupancy Type		
Own	85.00%	83.20%
Rent	14.70%	16.80%
Other	0.20%	----
Q.22: Race		
White	92.00%	88.90%
African American	0.90%	3.00%
Hispanic	2.80%	n/a
Native American	0.20%	0.50%
Asian/Pacific Islander	1.40%	1.40%
Other	2.60%	2.70%
Q.23:Primary Language		
English	96.30%	n/a
Spanish	1.20%	n/a
Other	2.60%	n/a
Q.24: Gender		
Male	42.30%	48.10%
Female	57.70%	51.90%
Q.25: Education Level		
Grade School or less	0.70%	
Some high school	2.30%	
H.S. graduate or GED	19.50%	n/a
Some technical school	5.90%	
Technical Sch. Graduate	8.20%	
Some College	28.60%	
College graduate	25.50%	
Post-graduate degree	9.20%	

Q.26: Age of Respondent		
18 to 21	0.50%	
22 to 34	5.70%	
35 to 44	11.60%	
45 to 54	20.90%	Mean age = 46.33
55 to 64	23.20%	
65 to 74	19.20%	*Source: 2010
75 to 84	15.40%	US Census Bureau
85 to 94	3.10%	
95+	0.50%	

In summary, the respondent sample does not significantly differ to that of the true populations for areas, where comparisons are available. New Port Richey population is highly homogenous in its characteristic, which also suggests that the survey data represents the true reflection of the community's demographic composition.

Conclusion

Many challenges face the City of New Port Richey in the upcoming years. Citizens will continue to demand high quality services but without commensurate revenues obtained through increases in their tax burdens. Thus, New Port Richey leaders and City employees must continue to find innovative methods for stretching constrained revenues as well as utilizing these limited resources wisely to achieve the services demanded by its citizenry.

Clearly, survey responses suggest that citizens want to live in a safer community, secure in the knowledge that such police services will continue to be available. New Port Richey respondents also seek improvements in code enforcement oversight in order to stem the potential for significant residential and commercial deterioration of New Port Richey's housing stock and commercial properties. Respondent feedback also indicates that they want better code compliance as a means for sustaining a higher "quality of life" image of their community.

Citizens unmistakably understand the importance of redeveloping New Port Richey as a robust and vital economic center. They are supportive of increased planning and marketing to create new opportunities for economic growth and expansion in the community, but they also want a say in the decision making process, so effective methods for inclusion should be employed.

Finally, respondents are concerned about crime in their neighborhoods, especially in terms of drug abuse and drug distribution. Clearly, the prevalence of drugs in the City is a significant concern to many respondents. The City needs to clean up this problem. Doing so will go a long way to protect citizens, including at-risk youths, from the negative effects associated with drug use and drug distribution within the community.

Appendix A: Survey Instrument – Frequency Responses

(Please turn to the next page)

2012 City of New Port Richey Citizen Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to identify and respond to the needs and concerns of residents. If you have questions, please call John Daly, our survey consultant, at Creative Insights at 813-817-3974.

1. **Overall Satisfaction.** Using a scale of 1 to 3 where 3 means "Satisfied" and 1 means "Dissatisfied," please rate your overall satisfaction with the following services provided by the City of New Port Richey.

How Satisfied Are You With:	Satisfied	Neutral	Dissatisfied	Missing/DK
A. Police services	64.5%	22.5%	13.0%	n=20
B. Code Enforcement services	42.9%	32.5%	24.7%	n=49
C. Fire services & emergency medical services	86.9%	12.3%	.8%	n=45
D. Development services (permitting, zoning, inspections)	42.9%	39.7%	17.4%	n=94
E. Library services	75.4%	21.2%	3.4%	n=52
F. Public Works services	63.6%	29.8%	6.6%	n=41
G. Overall quality of City parks	72.5%	23.0%	4.4%	n=26
H. Overall quality of Recreation & Aquatic Center	77.5%	19.6%	2.9%	n=92
I. Overall quality of customer service you receive from City employees	66.7%	25.4%	7.8%	n=25
J. City communication with the public	47.2%	34.9%	17.9%	n=42
K. Overall flow of traffic in the City	47.7%	33.3%	19.0%	n=13
L. Overall appearance of the City (streets, buildings & facilities)	46.4%	31.3%	22.4%	n=9

2. Which two (2) of these items above should receive the most emphasis from the City over the next two (2) years: [Write in the letters using the letters from the list in Question 1 above]. 1st A (32.5%) 2nd L (20.3%)

3. **Public Safety**. Using a scale of 1 to 3 where 3 means "Not a problem" and 1 means "Problem", please rate to what degree, there are concerns in the City:

To What Degree, If At All, Are The Following Problems In New Port Richey:	Not a Problem	Neutral	Problem	Missing/DK
A. Crime	8.2%	28.7%	63.1%	n=44
B. Drugs	7.8%	13.8%	78.4%	n=50
C. Graffiti	37.2%	45.9%	16.8%	n=64
D. Noise	41.9%	37.3%	20.8%	n=21
E. Run down buildings, weed lots or junk vehicles	16.9%	25.9%	56.9%	n=21
F. Unsupervised youth	11.3%	30.2%	58.6%	n=43
G. Homelessness	13.2%	37.4%	49.5%	n=54
H. Stray animals	23.6%	33.9%	42.5%	n=27
I. Panhandling	27.1%	37.9%	35.1%	n=46
J. Gangs	15.7%	34.8%	49.5%	n=121

4. For each of the following, please rate your satisfaction on a scale of 1 to 3 where 3 means "Satisfied" and 1 means "Dissatisfied."

How Satisfied Are You With:	Satisfied	Neutral	Dissatisfied	Missing/DK
A. The visibility & frequency of police in neighborhoods	47.2%	26.5%	26.3%	n=12
B. The visibility & frequency of police in commercial areas	49.9%	32.4%	17.8%	n=51
C. The City's efforts to prevent crime	42.7%	38.1%	19.2%	n=69
D. Enforcement of local traffic laws	51.8%	32.3%	16.0%	n=34
E. How quickly police personnel respond to emergencies	68.7%	21.6%	9.7%	n=63
F. How quickly fire-rescue personnel respond to fire emergencies	83.0%	15.8%	1.1%	n=86

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5. Which two (2) of these items above should receive the most emphasis from the City over the next two (2) years: [Write in the letters using the letters from the list in Question 4 above]. 1st A (49.0%) 2nd C (29.6%)

6. **Maintenance**. For each of the following, please rate your satisfaction on a scale of 1 to 3, where 3 means "Satisfied" and 1 means "Dissatisfied."

How Satisfied Are You With:	Satisfied	Neutral	Dissatisfied	Missing/DK
A. Maintenance of major City streets	58.8%	27.6%	13.7%	n=17
B. Maintenance of streets in your neighborhood	48.0%	27.4%	24.6%	n=15
C. Maintenance of traffic signals/street signs	70.7%	24.0%	5.4%	n=25
D. Landscaping of medians/public areas along major streets	64.6%	24.2%	11.1%	n=21
E. Landscaping of medians/public areas in your neighborhood	50.4%	30.8%	18.8%	n=25
F. Maintenance of City buildings (City Hall, Library, Rec center)	82.8%	15.0%	2.2%	n=26
G. Adequacy of City street lighting	51.0%	24.9%	24.2%	n=20
H. Availability of sidewalks in your neighborhood	51.7%	22.0%	26.3%	n=20
I. Availability of reclaimed water in your neighborhood	28.8%	35.9%	35.3%	n=125

7. Which two (2) of these items above should receive the most emphasis from the City over the next two (2) years: [Write in the letters using the letters from the list in Question 6 above]. 1st B (24.0%) 2nd G (20.3%)

8. **Utilities**. For each of the following, please rate your satisfaction on a scale of 1 to 3, where 3 means "Satisfied" and 1 means "Dissatisfied."

How Satisfied Are You With:	Satisfied	Neutral	Dissatisfied	Missing/DK
A. Residential trash collection service *(provided by private company)*	88.2%	8.2%	3.6%	n=19
B. Curbside recycle service *(provided by private company)*	66.9%	23.2%	9.9%	n=80
C. Yard debris collection service	58.1%	23.1%	18.8%	n=45
D. Bulk trash pickup service	48.9%	35.4%	15.7%	n=129
E. Quality of drinking water	44.3%	28.8%	26.8%	n=28
F. Quality of stormwater service (drainage)	41.1%	33.2%	25.8%	n=54

9. **Parks and Recreation**. For each of the following, please rate your satisfaction on a scale of 1 to 3, where 3 means "Satisfied" and 1 means "Dissatisfied."

How Satisfied Are You With:	Satisfied	Neutral	Dissatisfied	Missing/DK
A. Size of the fitness center & fitness equipment	63.0%	29.6%	7.4%	n=164
B. Rental facilities (rooms, picnic shelters, Peace Hall)	60.7%	34.8%	4.4%	n=164
C. Availability of walking trails	49.7%	31.7%	18.6%	n=122

10. **Communication**. For each of the following, please rate your satisfaction on a scale of 1 to 3, where 3 means "Satisfied" and 1 means "Dissatisfied."

How Satisfied Are You With:	Satisfied	Neutral	Dissatisfied	Missing/DK
A. Availability of information about City programs & services	46.6%	34.7%	18.7%	n=48
B. City efforts to keep you informed about local issues	43.8%	33.5%	22.8%	n=34
C. Level of public involvement in local decision making	27.3%	42.0%	30.7%	n=72
D. City's website, www.cityofnewportrichey.org	50.4%	39.0%	7.5%	n=142
E. Social media (e.g. Facebook)	28.8%	62.0%	9.2%	n=250
F. City's newsletter	62.9%	30.9%	6.2%	n=65
G. Public access cable channel (Bright House 615, Verizon 20)	52.3%	39.1%	8.6%	n=178
H. Nixle notification	36.4%	56.8%	6.8%	n=316

11. Do you have access to the internet at home or work? (Check all that apply): 69.8% (1) Yes, at home 33.9% (2) Yes, at work 39.6% (3) Yes, cell phone

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12. **Code Compliance**. For each of the following, please rate your satisfaction on a scale of 1 to 3, where 3 means "Satisfied" and 1 means "Dissatisfied."

How Satisfied Are You With:	Satisfied	Neutral	Dissatisfied	Missing/DK
A. Enforcement of exterior maintenance of residential property	30.0%	33.2%	36.8%	n=54
B. Enforcement of exterior maintenance of commercial property	31.9%	44.0%	24.2%	n=70
C. Quality of building inspection services	39.9%	48.0%	12.1%	n=153
D. Quality of fire inspection services	49.6%	44.8%	5.6%	n=186
E. Response to complaints	39.9%	42.6%	17.4%	n=136
F. Availability of reclaimed water	29.4%	32.8%	37.7%	n=169
G. Animal control	26.7%	33.0%	40.3%	n=82

13. **Quality of Life**. Using a scale of 1 to 3, where 3 means "Agree" and 1 means "Disagree," please rate your level of agreement with the following statements about the City of New Port Richey:

Rate Your Level Of Agreement With The Following Statements:	Agree	Neutral	Disagree	Missing/DK
A. The City is a good place to raise a family	50.5%	32.8%	16.7%	n=44
B. The City is a good place to work	41.5%	37.4%	21.2%	n=94
C. The City is a good place to start a business	27.9%	31.9%	40.2%	n=111
D. The City is a good place to retire	55.2%	27.6%	17.2%	n=50
E. The City is transparent in its operations	28.4%	51.3%	20.3%	n=124
F. The City values community input and participation	41.1%	39.3%	19.6%	n=93
G. The City is a good steward of the environment	44.8%	43.4%	11.8%	n=86
H. I know the location of the Recreation/Aquatic Center	89.1%	7.5%	3.4%	n=48

14. **Economic Development**. Using a scale of 1 to 3, where 3 means "Agree" and 1 means "Disagree," please rate your level of agreement with the following statements about the City of New Port Richey:

Rate Your Level Of Agreement With The Following Statements:	Agree	Neutral	Disagree	Missing/DK
A. Redevelopment is a critical issue facing the City	75.0%	18.5%	6.5%	n=50
B. The City should provide more economic opportunities	75.4%	20.9%	3.7%	n=60
C. The City should pursue annexation of property	38.0%	41.7%	20.3%	n=139
D. The land use regulations should be revised	42.0%	45.3%	12.7%	n=158
E. A plan to market the City is important	75.8%	19.0%	5.2%	n=49
F. The City should retain, expand and recruit business	84.8%	11.9%	3.3%	n=38

15. Please rate (1st, 2nd, 3rd) the top three (3) of the following redevelopment components you feel are most important in New Port Richey. ***(Rank/Total Points Received)***

3/427 (01) Code enforcement
6/192 (02) Beautifying City entrances
5/250 (03) Beautifying US Highway 19
1/624 (04) Redeveloping neighborhoods
2/552 (05) Improving the image of the community
4/284 (06) Improving the appearance of residential buildings
----- (07) No opinion

16. **Finance**. Would you agree to charging non-residents a slightly higher fee than residents, to use the Recreation & Aquatic Center? 75.0% (1) Yes, in favor 25.0% (2) No, not in favor (Missing/DK, n=26)

17. Based on current economic conditions, do you support or oppose increases in local revenues (e.g. taxes, fees, etc.) in order to maintain current services provided by the City? 29.2% (1) Support increased revenues 70.8% (2) Oppose increased revenues (Missing/DK, n=33)

18. **Library Services**.
How often have you used the New Port Richey Public Library in the past 12 months?
46.8% (1) Have not used 26.0% (2) 1-5 times 11.7% (3) 6-10 times 5.8% (4) 11-15 times 9.7% (5) 16 + times (Missing/DK, n=22)

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19. Please rate the importance of the variety of services offered by the library using a scale of 1 to 3, where 3 means "Important" and 1 means "Not Important".

Rate The Level Of Importance:	Important	Neutral	Not Important	Missing/DK
A. Reading for Life literacy	76.5%	16.9%	6.6%	n=85
B. ESL (English as a second language) programs	57.4%	22.9%	19.7%	n=84
C. Online magazines, book clubs, newspapers	41.3%	42.5%	16.2%	n=88
D. 24/7 wireless internet on library property	59.8%	24.5%	15.7%	n=71
E. Library assistance via email/on-line chat with Ask-A-Librarian	52.0%	29.8%	18.1%	n=92
F. Specialized collections for check out (exercise equipment, etc)	38.4%	36.5%	25.2%	n=116
G. Free public access to computers	74.5%	17.7%	7.8%	n=61
H. Books by mail for homebound	68.2%	22.4%	9.4%	n=72

20. **Demographics:** Information in this section will help the City provide quality services to meet the needs of its citizens. Approximately how many years have you lived in the City of New Port Richey?
2.1% (1) Less than one year 16.9% (3) Six to 10 years
16.9% (2) One to five years 64.1% (4) More than 10 years (Missing/DK, n=2)

21. Do you own or rent your place of residence?85.0% (1)Own 14.7% (2)Rent .2%(3) Other (Missing/DK, n=6)

22. Which of the following best describes your race:
92.0% (1) White .9% (2) African American 2.8% (3) Hispanic
.2% (4) Native American 1.4% (5) Asian/Pacific Islander 2.6% (6) Other: (Missing/DK, n= 7)

23. Which of the following is the primary language for members of your household:
96.3% (1) English 1.2% (2) Spanish 2.6% (3) Other: (Missing/DK, n=4)

24. Your gender: 42.3%(1) Male 57.7% (2) Female (Missing/DK, n=25)

25. What is your highest grade of school completed?
.7% (1) Grade school or less 8.2% (5) Technical school graduate
2.3% (2) Some high school 28.6% (6) Some college (Missing/DK, n=8)
19.5%(3) High school graduate or GED 25.6% (7) College graduate
5.9%(4) Some technical school 9.2% (8) Post-graduate or professional degree

26. What is your age?
.5%(1) 18 to 21 20.9%(4) 45 to 54 15.4%(7) 75 to 84 (Missing/DK, n=12)
5.7%(2) 22 to 34 23.2%(5) 55 to 64 3.1%(8) 85 to 94
11.6%(3) 35 to 44 19.2%(6) 65 to 74 .5%(9) 95+

Other comments you would like to provide (attach sheets as needed):

Information in report's Appendix

This concludes the survey. Thank you for your time! The City appreciates your feedback.
Please place your completed survey in the enclosed, postage paid envelope and mail or return to City Hall. City officials will forward the unopened/sealed envelopes to the consultant who will present a report on the responses at a City Council meeting in March/April. This will be used to determine priorities and the budget. ***The deadline to receive your survey is Tuesday, February 14, 2012.***

Please return your completed survey to: Survey Response, City of New Port Richey, City Hall, 5919 Main Street, New Port Richey, Florida, 34652

Appendix B: Other comments

(Please turn to the next page)

Case	Comments
1	None
2	None
3	None
4	Rec. Ctr. Is a jewel for our city & needs to be promoted, I'm concerned about the # of bars & saloons in downtown, is that all our city has to offer, I stopped going to Parades due to the drinking that goes on.
5	NPR Police Dept has an Officer Pascalli on the "DUI Team" even after he was involved in a "Hit and Run" DUI with another officer in 2008. What does that say about the Dept and it's leadership? Sheriff's Dept is very good!
6	Promote airsoft as a sport in the City of Port Richey
7	I feel that with the budget you have to work with - all of you do a Great job.
8	1) We live in the city - no access to reclaimed water. 2) We always get the runaround when calling for police or emergency because of lack of knowledge by dispatcher as to where city and county are.
9	Good questions.
10	None
11	We have been here one year and I still don't know too much about the city and the services it offers.
12	None
13	None
14	This city has so much potential. We moved here eight years ago with high hopes of it becoming a city similar to Dunedin only to watch it regress. Too many bars, need to bring in more businesses.
15	Sorry I have not been here long enough to give an accurate opinion on many aspects - hence a lot of neutral responses.
16	There is a very large (fat) policeman that use to go to the Suncoast Yogurt two - three times a day as we saw him and yogurt owner told us this. How can he protect us in any way??
17	Community is great, roads bad, crime getting worse. Miss beautification grants helped NPR look good.
18	None
19	On Q 14 - (1) reduce regulations (yes) (2) Provide funds (no) re: on Economic Development
20	None
21	Apartments that leave their garbage cans curbside all the time. They get knocked over into the street. Bags get torn open by animals and become unsanitary
22	Shrubs are dangerous at some intersections. Get those eyesores "pink cofins" off the Cotee River bridge (Ugly and impede traffic). Complete or tear down project at River Road. Put speed bumb on Cecelia Dr. Safe city for all age groups imperative.
23	Best thing to me is the trash pick up.
24	I worry about the drug activity in the area.
25	I would like to see more business in downtown and a dog friendly park as well.

26 None

27 My only real complaint would be I wish the city would pick up rubbish more often, not just on the main roads but the side streets also. Lightpole replacements needed for years. The power company is dragging their feet. I made reports over the past 10 years. City officials
28 ignore my reports.
29 None
30 None

31 This is America. We should all speak English. I spent twenty-four years in the Air Force to protect this country from foreign usage.
32 None
33 None
34 None
35 None

36 I think the city should get the residents' opinions before destroying buildings which contributed to the city's history and beauty. Poor people with a lot of kids should not have to pay to go to the beach. Police should come with blue lights off to see complaints. Enough with the traffic cameras. Are you just trying to make more money? What's with the accidents, and you block off the whole streets with your cars, especially SR54 on the way to the airports or new hospital???? The casino boats dump their toilets in the water and ruin Reese
37 Park's water. I know you can think of a way to stop them.
38 Please rein in the city police department and turn their duties over to Pasco Sheriff Dept.
39 None
40 Events help the city. I highly support the city sponsoring Chasco Fiesta.
41 None
42 None
43 None
We think the city should trim the palm trees that they planted in front of the houses. Most of them are bad looking, and a lot of us cannot
44 afford to have them trimmed.
45 None

46 It is frustrating when Main Street is blocked anytime there is an event downtown. The high school (Gulf HS) is horrible for raising a family.
47 I have searched the internet and seen that there are an abundance of sex offenders.
48 None
49 None
50 None

51 Law Enforcement needs to crack down harder on drug dealers. Prescription pill abuse has become an epidemic in this community
52 None
53 We should be able to maintain current or better services by eliminating waste and duplication and if necessary some reduction of benefits for city employees.
54 Add comments - lengthy.See Appendix B - # 54
55 None
56 RVs should not be allowed,they squat Cecilia Avenue - needs to be improved - unsafe for children going to school. Better fireworks display so people won't use them in residential areas. You need to improve safety for kids walking to school. You are lucky that nothing has happened.
57 None
58 None
59 The Public Library Childrens' book selection is weak. I always use the Pasco County Library instead. Police respond quickly but are usually seen sitting in fields or parking lots together
60 None
61 None
62 I would love NPR to be more like downtown Dunedin. Get rid of the bars, put in places (restaurants, shops) that all members of family can enjoy. Make city more appealing so we can get respectable businesses to come to NPR, so more respectable people will live here and crime will go down.
63 None
64 Have always felt at home (resident 38 years) in NPR
65 None
66 Some police officers are very disrespectful.

67 The availability of reclaimed water is great, the expense to access it is the problem. Running the lines the distance requires.
68 If downtown loses any parades or festivals it would cause me to consider moving.

69 Why is it necessary for street sweepers to run on multiple days every week? The streets are clean, $$$$ could be put to better used. You ask questions about the library. I was upset there is nothing on the survey pertaining to the childrens' section. I have been here almost 11 years and NPR Library has one of the most inadequate children dept that I have ever seen.
70 House next to mine has been abandoned for two years. The city has only mowed it one time! It also has an unsecured pool and abandoned trash trailer in the driveway. Address of abandoned house 6105 Lafayette St.
71 None
72 None

73 None
74 None
75 None
76 None
77 None

I am opposed to the proposal allowing drinking on public streets. What entity will assume liability for accidents/incidence? Since it is the
78 city's ordinance, would the city (hence the taxpayers) pay when a drunk knocks someone down?

79 Check handicap violators. Healthy people think they can use a space because the car has a handicap ticket without a handicapped person.
80 Overall satisfied / but too many rental properties and poor code enforcement.
When I contact city employees with a question or problem, they respond quickly (police, code enf., road & drainage). Unfortunately, in
81 many case, I should not have to call. They should be on top of things.
82 None
I see a need to clean up US 19. Encounter a lot of problem people along it. Police Dept. seems to be getting better and tougher with the
83 new chief. Code enforcement has to get tougher, lean on banks that hold forclosure property.
84 None
85 None

I am a believer in"nothing is free". Therefore, I know that in order to receive services , live w. a profound quality of life and have forward
86 thinking government agents, I need to pay for it. Just don't squeeze too hard! Also, keep us informed of how $$$ is used.
87 None
Would like waterways cleared of overgrowth and garbage. Would like to improve and repair the erosion to our surrounding properties, etc.
88 Shirley C. Hudson.
89 More neighborhood police patrol, keep juveniles and homeless off streets in front of City Hall
90 None
91 None
Thank you for trying to move things in a positive direction. The city is known as Pasco's Ghetto - how it became this way by past city
92 council, etc, They should be ashamed. This city needs much help.
1) The City should get out of the real estate business 2) City needs to focus on economic development by key areas 3) City should strive to
93 eliminate the "blight tag" for the area.
94 None
95 None
96 None

97 Would like more police help in neighborhood. Ms. Lucille Lise (unsure of last name - address withheld)
98 None
99 We own a condo in NP Richey - winter in NPR - we appreciate the weather. Our main residence is in Ohio. We are thankful for the Police and Fire Depts. We feel safe in the Wilds.
100 Downtown is sad. The store acrossed from the Library is scary. The store attracts some bad people, the park has its challenges too. I would be glad to get involved. Signature by Jack Howard *(address is withheld).*

101 You made sidewalks and not many people use them. Should be a law for me to use the sidewalks. They would be safer for them.
102 I appreciate the opportunity to provide feedback.
103 Please sell PCPT bus passes. Sims Park is dirty -- used condoms last three visits. Lots of street lights do not work. Yard debris collection is "assumeness" (??)! Walking trail - only Orange Lake? Stray animals everywhere.
104 None
105 None
106 None
107 None
108 None

109 Start by enforcing laws you already have, like policing up illegal aliens - not wasting city money on stupid ideas like condos on Main Street.
110 None
111 None
112 The City needs a place for teens to gather socially, with adult supervision. This may help keep them off the streets and causing less vandalism and graffiti
113 none
114 The police and fire rescue programs need to be maintained and enhanced for the protection of the city.

115 Three of the most needed improvements for the look of the city is the Hacienda (remodel it), Orange Lake Apartments (do something else), and Main Street Landings (tear it down and start again). Biggest problem in my neighborhood is drugs.
116 Kids at Gulf High School are out of control! Many, many fights on my front yawn with 10 or more teachers watching. This happens often (up to 30 or 40 kids)
117 None
118 I severely dislike all the repossessed homes just laying there looking terrible.
119 None
120 None

121 I think apartment owners should have bug inspections more often. Police officers should do more walking around the city.

122 Bring business for more jobs. Tax more when property value improves. Recycle is important/should have containers. Trees... sidewalks. Get something for kids to do off the streets. Canoe/paddleboats on river. Get all these tax free churches involved!!!

123 None

124 I live on the corner of Polk and Delaware. After they paved in 2003 it did not rain for months and when it started to I called to complain of flooding, standing waters problems. The person on phone told me it was too late to complain. So all these years I am still paying the street assessment and everytime it rains there is standing water on the corner. I also have called Water Company about high bills for one person. The girl told me that the meters are not read every month. I have a real concern with the high cost of our water. Kimberly Karel-Lairn.

125 Walking downtown is a hazard with bike riders who don't warn you that they are coming by. What happen to bells on bikes? I thought that was a law!

126 None

127 Overall, I enjoy living in NPR but I hate dealing with city employees. They are so rude and condescending - like when my water bill showed a 400 percent rise in usage in one month - no leaks - it was a change out of the meter so it was a mistake, and I had to contact the Mayor and then only got $15 credit. Should have gotten $60 credit!

128 Sound control of bands in park in downtown taverns.

129 None

130 None

131 None

132 None

133 None

134 Appearance of city is important. Garbage, old junk cars, abandoned homes with broken windows-big problem. If residents are at homes these homes should be cleaned up

135 None

136 None

137 None

138 Would like set schedule for yard debris pick up. Need large household item pick up at curbside. Need more activities for working seniors in evenings.

139 City keeps things looking very nice and pretty!

140 As I drive through parts of the city, I find poor street conditions, street flooding when we get heavy rain, seems there is a lack of authority to enforce code violators.

141 I have call the police several times for barking dog complaint. They never follow up or call you back when they say they will. I am a retired officer and we would never treat the public like they do!! Not at all impressed with their department.
142 Control of cats - this is the greatest problem.
143 None
144 None

145 Too much emphasis on traffic violations - not on real issues of drug abuse, homelessness, lights poorly timed. Legislations states camera "for safety" but all city focuses on revenue. Makes city seem untrustworthy and shady. Priorities should be for residents!

146 Dissatisfied with police presence in Tanglewood Terrace to enforce laws and codes. Need lighting by schools and Madison St. Where are recycle bins in streets. Poor dump site cleanup. Unregistered vehicles on streets. Homeless cats. A very poor water, filthy casings.
147 The drug haven you all know about is the store right in City Hall's face. It is - - - I can even say. Look out City Hall's window to the south and tell me if any city council or mayor would go into that store!
148 None
149 None
150 Repave Manatee Pt. Dr. -- City needs a redevelopment plan for Hwy 19 from Bridge to Main St. - It is an eye sore and hookers walking the highway day and night, but the old hotels and building/cleaned up.
151 Library services are not important now. Close Library. Rental populations are being less desirable people into neighborhood. We see gang symbols and graffati done. More police presence needed, this is #1 priority at this time.
152 Clean up US 19 to bridge (Prostitutes, drug addicts). Maybe businesses will want to be there. Also, this new trend of "gangs" of people loitering outside of City Hall and store across the street is a complete eye sore.
153 I like this city - its charms, events and artists.
154 No more cuts to the Parks and Recreation budget. The city has gone too far with cuts.
155 Opening and operating a business is difficult in the incorporated city limits of NPR. Can't put up signage to advertise, have to pay way-way too much in "business tax receipts." I would not have to pay if I was one block further away.
156 None
157 This city is very lax in code enforcement. The city needs to be cleaned up.
158 Make people on River Road keep up their yards!!!
159 I would like city noise ordinances and threats made to persons be taken seriously by law enforcement. Also, persons that use motorized vehicles - motorcycles, go-carts and mini-bikes, should be licensed and tagged.

160 I have lived in this community for 16 years, and the last two years have gone completely downhill. The prescription pill epidemic causing my family to search for a new city to live in. I have young children and this is not the place to raise a family anymore.
161 Not happy about the redlight cameras on US 19. I feel they make the intersection more dangerous.

162 1) Need a lighting code for the regulation of commercial and residential properties, 2) enforcement of noise codes in residential areas (pets, mowers, boomboxes,) and 3) lack of river patrol (in last two years) enforcement of no wake zones - boats and watercraft speeding.
163 From this survey I learned of services I did not know existed. I really enjoy living in New Port Richey.
164 Lived here all my life and cannot stand to hear people "talk down" about my city. Love it here!
165 No opinion = have not needed the service - so don't know.
166 We have ordinances not being enforced such as "landlord-tenant" ordinance. Section 8 renters and slumlords are changing the demographics of the city and escalating crime in the neighborhoods. More police involvement and more aggressive code enforcement on landlords are needed and substandard housing rentals should be shutdown.
167 None
168 None
169 The building on the bridge of condos was not a wise choice. It ruined a beautiful view.
170 I wish there were more resources for the city to help people start businesses that would bring culture and attention to the city (Especially those that would help revitalize downtown Main Street.)
171 Please clean up and repair, etc. the Hacienda.
172 None
173 Too many low income apartments in downtown area. Need to control number of available and where!
174 NPR was always a quaint little city. Now with the crime and homeless it's very bad! I have two children - 8 and 10 - if I was not upside down on my home I would consider moving, so sad!!
175 None
176 None
177 None
178 None
179 Overall, generally speaking, I am quite happy living here in NPR. Most problem areas that I perceive to exist are actually quite trivial in nature. Good luck!
180 No!!!! Red Light Camera!!!
181 None

182 Police Dept. needs class in resident etiquette. What a bunch of lazy, rude, unprofessionals. We need real officers of the law.
183 Glad to see something happening to that condo at River and Main. I think city should stay out of owning property, other than for its own use.
184 Love this city
185 None