Resident Satisfaction Survey

City of Pensacola 2020

November 4, 2020

Haas Center
UNIVERSITY *of* WEST FLORIDA

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About Us

Haas Center's Mission: we support communities with market research, workforce development, and industrial innovation. We are known for the breadth and depth of our data resources and have been for 25 years. We provide textured, meaningful analysis to an array of customers from the public and non-profit sectors to private industry, including manufacturing. Immersive public manufacturing laboratories, like Sea3D in Pensacola's Historic District, showcase what is possible when creative minds intersect with manufacturing and workforce partners. Our market research covers a variety of topics, including economic impact studies, consumer, and visitor profiles, as well as research on talent gaps. Our performance advisers collaborate to bring objective and reliable information and solutions to our customers.

The Haas Center combined with Sea3D and data visualization techniques allow accurate mapping of the region's industrial resources.

Executive Summary

The City of Pensacola provides essential community services to over 54,000 residents, also fostering economic growth, development and historic preservation for the Pensacola community. In an effort to measure the City's progress towards becoming a "City of Excellence," City leaders commissioned the University of West Florida's Haas Center to administer and analyze the 2020 Resident Satisfaction Survey. Comparable to the previous year's survey, the 2020 assessment measured residents' perceptions of the city's appearance, infrastructure, and service satisfaction levels.

New 2020 metrics include an assessment of the Mayor's Neighborhood Cleanup Program and the City of Pensacola's COVID-19 mitigation efforts. In addition to providing the City with indicators for residents' satisfaction levels and opportunities for improvement, outcomes from this survey may be utilized by leaders to inform process improvements for the City's outward facing departments.

University researchers provide analyses at both the district and city-wide levels, including cross tabulations located in the appendix of this report. Survey administration began in June 2020 and lasted four weeks.* The completion rate was 56 percent higher than that of 2019, which could be an indicator of residents taking more interest in local government initiatives.

The Haas Center's 2020 Resident Satisfaction Survey for the City of Pensacola utilized 1,777 responses and 1,259 completions in order to compare key city attributes. The assessment asked participants about neighborhood concerns, the economy, the ease of obtaining information, and infrastructure. Researchers included metrics for response times and customer service.

Year-over-year comparisons allow leaders and researchers to detect changes in residents' perceptions. Results that include 4 and 5 star ratings represent a large portion of the analysis shared in this report and the appendices.

At a glance, here are several takeaways from this year's research:

- Based on multiple questions and numerous responses, perceptions of neighborhood safety signify a relatively larger concern for the population surveyed in 2020.

- Neighborhood green spaces and community centers represent a top priority for residents queried this year.

- Pensacola Fire Department and the Pensacola International Airport topped the 2020 charts in both customer service and responsiveness.

- In year-over-year comparisons, participants in the 2020 survey responded slightly more favorably to a question asking how likely one would be to recommend living in Pensacola, but this remains an area for improvement.

- Residents agree that becoming a "City of Excellence" presents significant opportunity for growth.

- Residents' responses were not aligned in one direction or the other when queried about the City of Pensacola's response to COVID-19.

Sampling Procedures

The survey's population included Pensacola residents who were at least 18 years of age and lived within the city of Pensacola's boundaries in 2020. Over four weeks, outreach to the city of Pensacola residents was conducted via several modes. Social media outlets were utilized by both the City of Pensacola and the Haas Center to invite city of Pensacola resident participation and inform residents of the survey's purpose and availability. The Haas Center also invited 7,061 city of Pensacola residents ages 18 and over via short message service (SMS) to participate in the survey. In addition to the City of Pensacola's press release, the Haas Center obtained survey promotional support through community organizations such as the Greater Pensacola Chamber of Commerce, Pensacola Young Professionals, UWF's Florida Small Business Development Center (FSBDC), and UWF's College of Business.

*The 2019 Resident Satisfaction began in November 2019 and ended in January 2020.

The Haas Center mailed survey invitations to Pensacola residents, using a sample list of 26,385 addresses from a third-party database. Invitations were in the form of co-branded postcards with a QR code that linked to the online survey, the survey's web address, and the survey link's expiration date. With the addition of a phone number, the updated 2020 postcard enabled residents to contact a Haas Center research assistant directly in order to complete the survey over the phone.

Based on the publicly available voter registration record, the Haas Center emailed 3,822 Pensacola residents who were at least 18 years old and lived within the city's boundaries with unique survey links. In order to drive participation, the Haas Center also sent two emails with both a reminder and survey deadlines to recipients whose email addresses or unique survey links were not tabulated in the survey responses.

When looking at participation of both the 2019 and 2020 surveys, it's important to see the difference in time frames for the data collection. The 2019 survey data collection timeframe was extended from four weeks to eight weeks due to the NAS Pensacola shooting and a cyber-attack on the City of Pensacola. Although the 2020 survey was conducted in half the time of the 2019 survey, 1,259 surveys were completed. This is a 56 percent increase in 2020 survey completions when compared to that of 2019.

Survey Sample Representation

To obtain the City's most recent resident demographic statistics, the Haas Center gathered information from the U.S. Census Bureau's American Community Survey. The city of Pensacola is divided into seven council districts (as shown in **Figure A**) and is home to 45,245 residents ages 18 and over. As shown in **Table 1** on the next page, the sample representation of city residents consisted of 1,259 respondents. Because the resident participation was roughly 3 percent of the total population, survey results were weighted by age and race/ethnicity to more closely represent the city's overall population.

Although participants may typically identify as more than one race, the survey limited participants to only one option.

It's worth noting this could impact the overall distribution for race demographics in the survey. Surveys were designed to capture the respondents' demographics only and did not include demographics for households.

Accordingly, income data represents individuals rather than the entire household. Cross tabulations were performed to provide detailed analyses by question and district (Appendix A).

Figure A. City of Pensacola Districts
Source: City of Pensacola
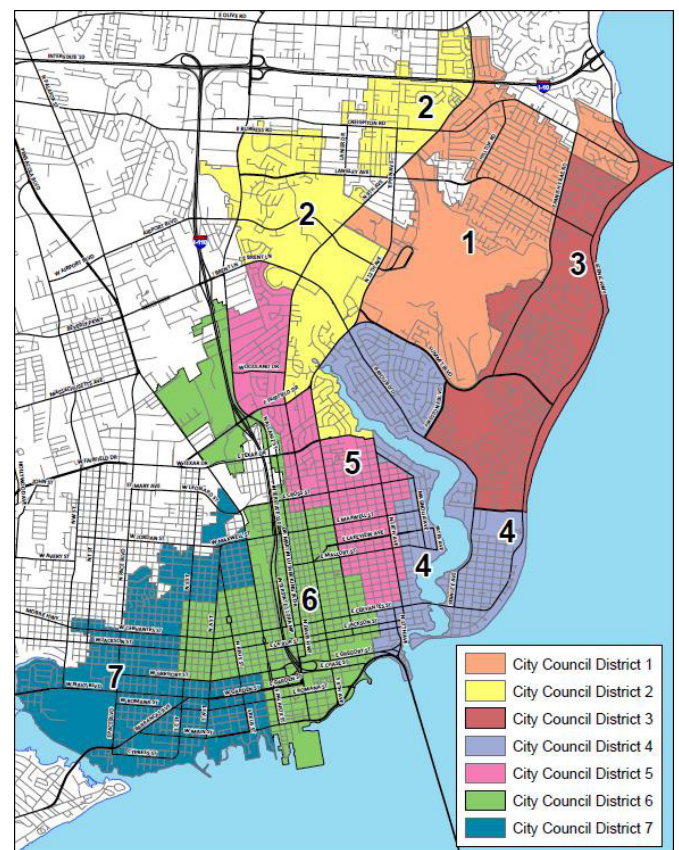
Table 1: Demographics by District
Source: EASI Demographics and UWF Haas Center

Demographics	1	2	3	4	5	6	7
Total Population 18+	3,282	1,292	8,441	7,283	8,820	7,084	9,043
Age 25+ Population	2,486	1,031	6,401	5,575	6,544	5,327	6,489
Total Households	1,394	749	3,782	3,528	3,898	3,298	3,903
White	82%	77%	85%	89%	46%	51%	36%
Black	9%	11%	6%	4%	49%	43%	53%
American Indian or Alaska Native	1%	1%	0%	1%	0%	1%	1%
Asian, Hawaiian/Other Pacific Islander	1%	6%	3%	3%	1%	2%	4%
Some Other Race	1%	3%	1%	1%	0%	1%	3%
Twor or More Races	3%	3%	3%	3%	3%	3%	4%
Hispanic	4%	4%	4%	3%	3%	3%	6%
Note Hispanic or Latino	96%	96%	96%	97%	97%	97%	94%
Male	52%	45%	48%	47%	46%	50%	50%
Female	48%	55%	52%	53%	54%	50%	50%
Average Household Income	$106,575	$91,742	$123,370	$106,672	$91,323	$86,302	$52,252
Median Household Income	$98,264	$66,906	$90,171	$80,634	$63,947	$48,953	$41,587
Per Capita Income	$45,374	$53,185	$56,784	$49,879	$42,322	$41,731	$24,342
Number of Respondents	186	120	242	217	100	121	75
Percent Population by Distribution	7.30%	2.90%	18.70%	16.10%	19.50%	15.70%	20%
Survey Sample Representation	14.20%	9.10%	18.40%	16.50%	7.60%	9.20%	5.70%

Key Findings

Many different factors create residents' overall perceptions of Pensacola. **Table 2** reports the breakdown of residents' opinions of the City's improvement in public safety service areas over the past year. Thirty-seven percent of respondents either agreed or strongly agreed that neighborhood safety had improved in the past year, while 24 percent either disagreed or strongly disagreed. With 36 percent of respondents neither agreeing nor disagreeing, it seems that perceived notions of neighborhood safety could be improved. In 2019, the top box ratings, which reports the percentage of respondents that rated a measure greater than a neutral score, totaled 41 percent either strongly agreeing or agreeing in the improvement of neighborhood safety.

While the top box rating only decreased by 4 percentage points from 2019 to 2020, neighborhood safety is trending in the wrong direction.

Another important factor attributing to public safety in the city is traffic safety. Traffic safety proved to be a challenging statistic with 28 percent of respondents indicating that they strongly disagreed or disagreed that traffic safety had improved.

However this is an improvement from the 33 percent who felt the same way when polled in 2019. **Figure B** provides a visual representation of these statistics.

The breakouts by district are provided in Appendix A, pages 31–32.

Table 2. Over the past year, the City of Pensacola improved:
Source: UWF Haas Center

Category	Strongly Agree	Agree	Neither agree or disagree	Disagree	Strongly Disagree	Unsure
Traffic Safety	6%	29%	34%	20%	8%	4%
Neighborhood Safety	6%	31%	36%	17%	7%	4%
Enforcement of building and property codes	4%	24%	39%	14%	6%	13%
Crime Reduction	3%	21%	34%	24%	13%	6%

Figure B. Over the past year, the City of Pensacola improved:
Source: UWF Haas Center
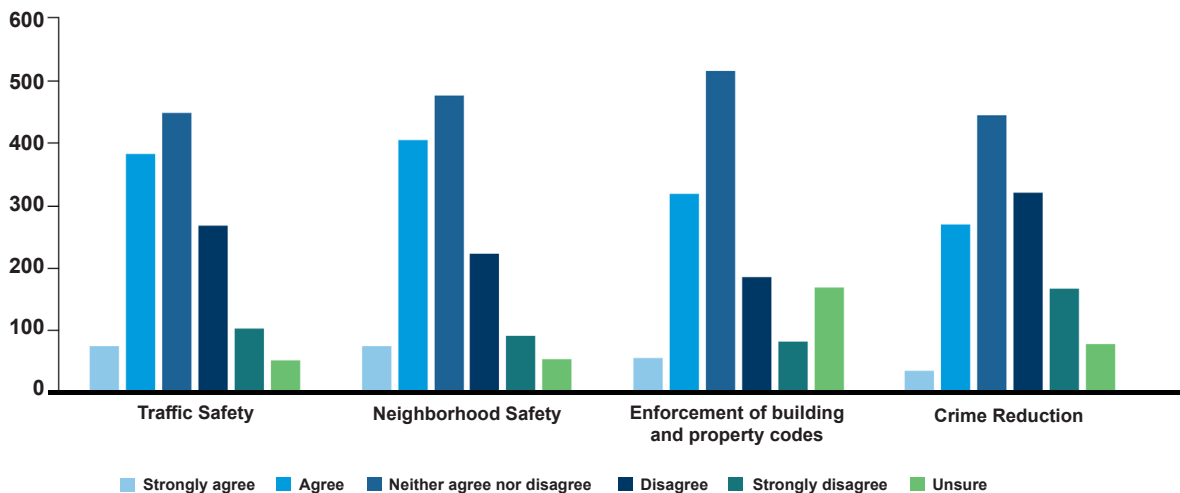
Continuing to think about City services, residents were asked to rate the City's performance on infrastructure improvements (**Table 3, Figure C**). Stormwater infrastructure scored the highest with top box ratings of 37 percent. This is up from the 30 percent in the 2019 survey.

It's worth noting that the two categories that go hand in hand, street lighting and sidewalks, are fairly evenly distributed across all the ratings, except the strongly agree rating.

This would suggest that very few participants, regardless of socioeconomic status or living in a specific neighborhood, are overly impressed with the improvement of sidewalks and streetlights.

While other factors like speed limits and reckless drivers could play a part in these ratings, it seems worthy of exploration.

The measure for roadway safety did not include the specification for respondents to reference roadway safety within their own neighborhoods. Street lighting actually improved in the top box ratings from 25 percent to 26 percent; however, sidewalk numbers weakened from 2019 to 2020 from 35 percent to 31 percent respectively.

As such, there is the possibility that this measure was thought of too broadly by participants and included ratings for roadways that were outside of the city limits. District level responses for these questions are available in Appendix A, pages 27–28.

Table 3. Over the past year, the City of Pensacola improved:
Source: UWF Haas Center

Category	Strongly Agree	Agree	Neither agree or disagree	Disagree	Strongly Disagree	Unsure
Sidewalks in your neighborhood	6%	25%	22%	25%	19%	2%
Street lighting in your neighborhood	6%	20%	31%	26%	14%	2%
Stormwater infrastructure in your neighborhood	8%	29%	29%	17%	12%	6%
Roadway Safety	5%	24%	33%	21%	12%	3%

Figure C. Over the past year, the City of Pensacola improved:
Source: UWF Haas Center
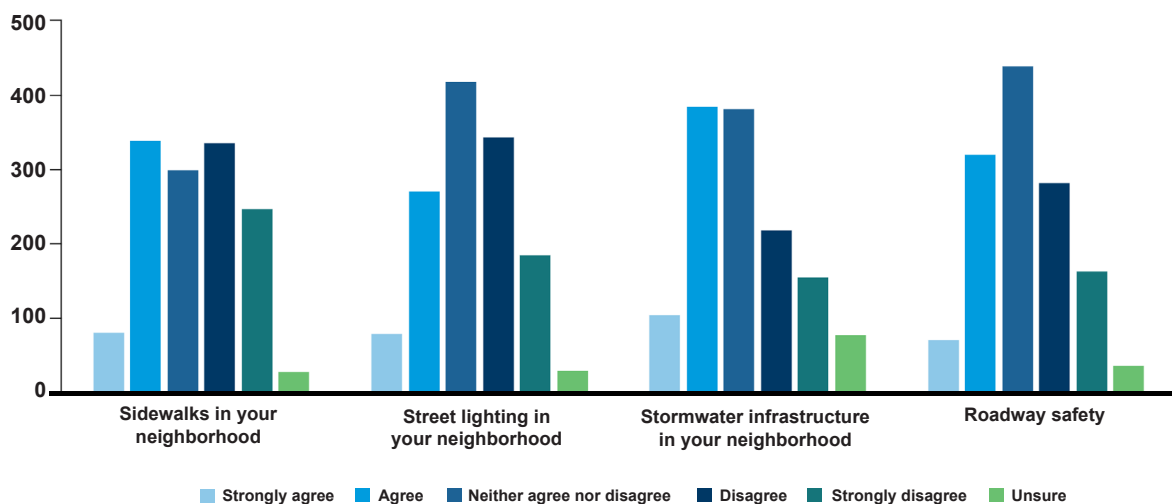
Table 4 shows resident perceptions of City services related to residents' neighborhoods in five different areas: preserving historical culture; coordinating needs of neighborhood associations; providing quality parks and community centers; providing quality police services; and supplying quality fire services.

Of these City services, quality fire services ranked the highest in top box scores with 69 percent of participants agreeing or strongly agreeing.

Another noteworthy point of discussion is the top box scores for the preservation of historical culture dropped 11 percentage points from 2019 to 2020.

Over half of the participants were either unsure or neither agreed nor disagreed when ranking the category of coordinated needs of neighborhood associations.

It would be interesting to see the reason why these residents didn't have strong feelings either way about this particular category. **Figure D** visualizes this data. District level responses are available in Appendix A, pages 29–30.

Table 4. Over the past year, the City of Pensacola improved:
Source: UWF Haas Center

Category	Strongly Agree	Agree	Neither agree or disagree	Disagree	Strongly Disagree	Unsure
Preserved historical culture (tree and building preservation)	8%	31%	28%	15%	14%	5%
Coordinated need of neighborhood associations	4%	19%	42%	11%	8%	15%
Provided quality parks and community center	15%	50%	17%	9%	7%	2%
Provided quality police services	16%	42%	21%	7%	10%	4%
Provided quality fire services	22%	47%	20%	2%	2%	7%

Figure D. Over the past year, the City of Pensacola improved:
Source: UWF Haas Center
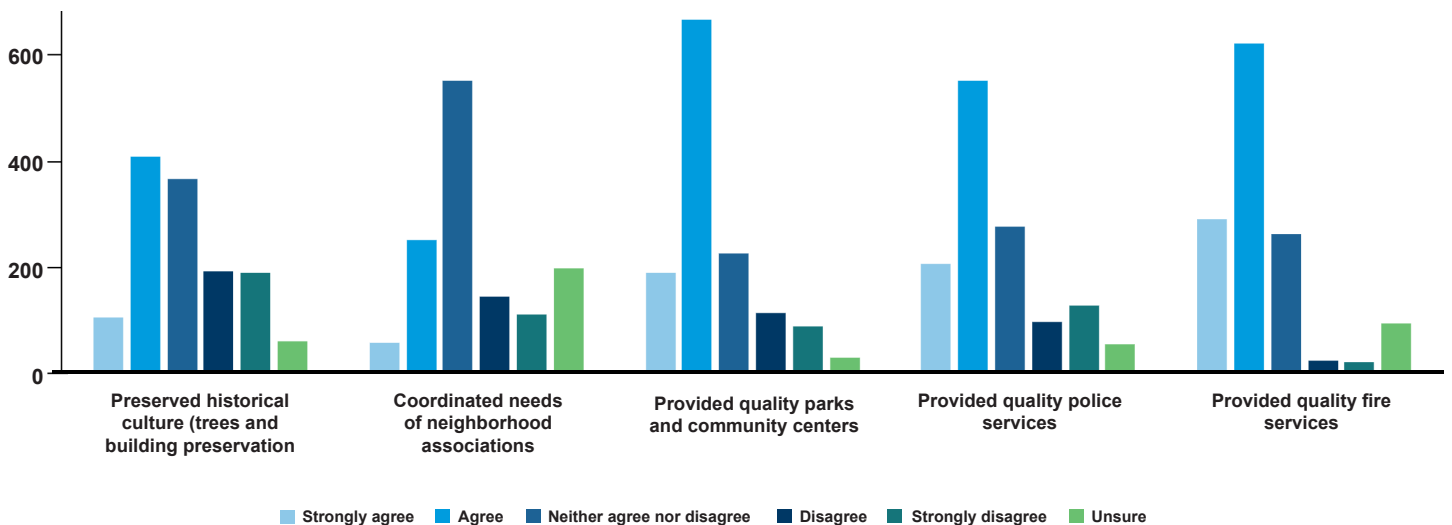
Table 5, shown right, provides breakdowns for resident satisfaction levels with the ease of obtaining information about City services. Fifty-seven percent of participants were either very satisfied or satisfied with the ease of obtaining information about City services, while only 17 percent rated their satisfaction levels as either dissatisfied or very dissatisfied. Only 5 percent responded to the question as being very dissatisfied. It's interesting to look at the top box scores in a year-over-year comparison. While the percentages of participants who were very satisfied decreased from 2018 to 2019 to 2020, the top box ratings, combined ratings of both very satisfied and satisfied, increased every year from 2018 to 2020. The percentage for the bottom two rankings stayed roughly the same over the three-year span.

Table 5. How satisfied are you with obtaining information about city services?
Source: UWF Haas Center

Rating	2018	2019	2020
Very Satisfied	20%	19%	13%
Satisfied	32%	37%	44%
Neutral	27%	30%	25%
Dissatisfied	12%	10%	12%
Very Dissatisfied	4%	3%	5%
Unsure	5%	2%	2%

Source: City of Pensacola

Table 6 and Figure E show the ratings associated with the City's economic development efforts over the prior 12 months. Regarding public access to waterfront, 54 percent of respondents were either very satisfied or satisfied.

This measure was the highest rated out of all economic development indicators, but there was a 5 percentage point drop when looking at the top box ratings from 2019 to 2020.

In fact, this decreasing satisfaction was the trend across every category with the exception of housing market affordability where in 2019 the top box percentage rating was 27 percent, but in 2020 the number rose to 31 percent.

This is still an area that could be considered an opportunity for improvement though, as it still has the lowest top box scores of all the categories. In fact, 36 percent of participants said they were either dissatisfied or very dissatisfied with the affordability of the housing market.

Bringing businesses to an area and keeping them there will be a challenging task after the devastating economic aftermath of COVID-19. It seems to be a good sign that despite the pandemic, 44 percent of respondents were either satisfied or very satisfied with the City's efforts to create a business-friendly environment. While this was a drop from the 52 percent in 2019, only 9 percent of respondents said they were very dissatisfied.

Table 6. Satisfaction with city's efforts to improve:
Source: UWF Haas Center

Category	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied	Unsure
Public access to waterfront	12%	42%	22%	13%	7%	4%
Housing market affordability	3%	28%	28%	21%	15%	4%
Neighborhood Revitalization	5%	33%	30%	19%	8%	4%
Attracting new businesses	6%	36%	27%	16%	10%	5%
Creating a business-friendly environment	8%	36%	27%	12%	9%	7%

Figure E. Over the past year, the City of Pensacola improved:
Source: UWF Haas Center

Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree ■ Unsure
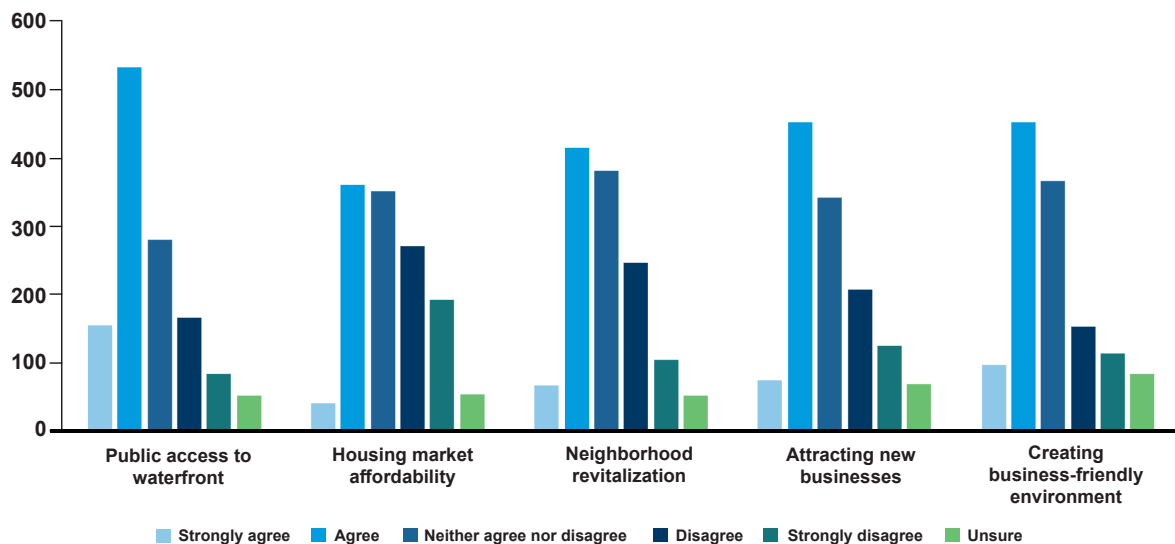
This could be a point of hope for rebuilding the local economy. Additional information is provided by district on pages 25–27, Appendix A.

In addition to perceptions, it's important to look at various examples of how Pensacola is performing as a government entity. **Table 7** and **Figure F** report respondents' satisfaction ratings for the City of Pensacola's performance in key categories.

While promoting the City's image had the highest top box score at 58 percent; it was also the category with the biggest drop in percentage, 10 points, when drawing comparisons between 2019 and 2020.

It seems that fostering economic growth and encouraging private sector investments in the city are also trending in the wrong direction when comparing top box scores from 2019 to 2020. On a brighter note, all of the categories saw relatively low percentages in the very dissatisfied rating. District responses for each category are available on pages 19–20 in Appendix A.

Table 7. Satisfaction with city's efforts to improve:
Source: UWF Haas Center

Category	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied	Unsure
Promote the city's image	11%	47%	23%	9%	7%	3%
Maintain a safe community	7%	43%	24%	17%	8%	1%
Effectively manage growth	5%	36%	29%	16%	9%	5%
Foster economic growth	5%	35%	29%	15%	11%	6%
Encourage private sector investments in the city	6%	29%	33%	12%	8%	12%
Increase city transparency to residents	7%	29%	28%	17%	13%	6%
Protecting the city's environment	5%	33%	25%	18%	14%	4%

Figure F. Over the past year, the City of Pensacola improved:
Source: UWF Haas Center
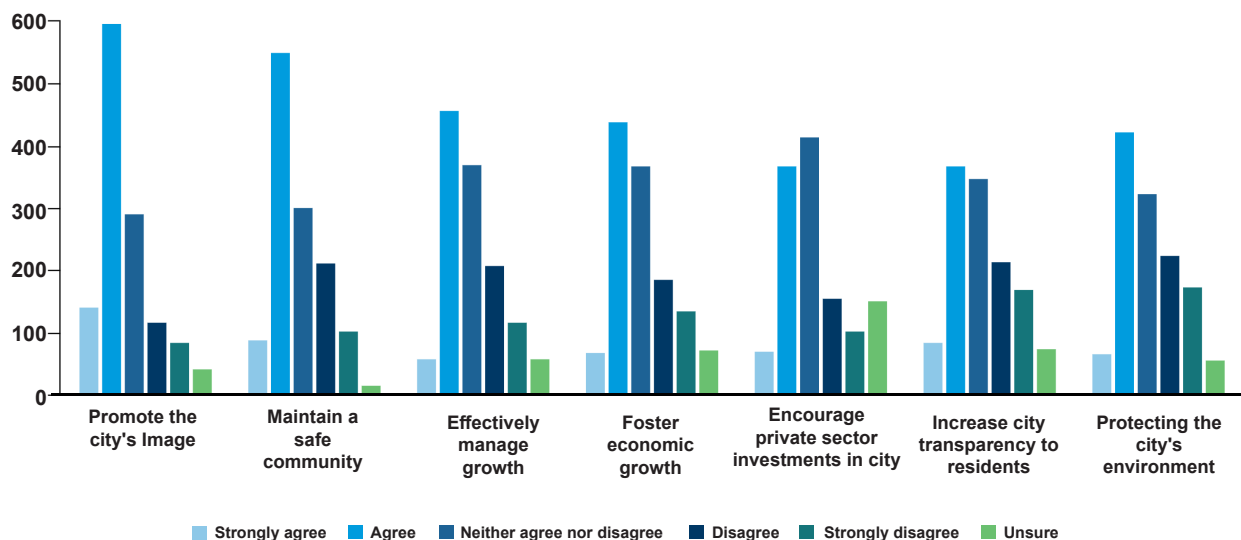
In order to see what a city needs, it's important to take a look at what its residents want. Respondents were asked to choose their top two priorities for the City. These results are visualized in **Figures G** and **H**. (2020) and **Figures Ia** and **Ib** (2019) on the next page.

It's worth noting that community safety topped the charts as both the number 1 and number 2 priority for Pensacola's residents in 2020, 35 percent and 24 percent respectively. In fact, when looking at year-over-year comparisons for the number 1 and number 2 priorities of 2019 and 2020, community safety was at the top in every spot with the exception of the 2019 #2 priority where it was second. One interesting change over the two years and over the two rankings is how important infrastructure is to residents.

When looking at the #1 priority question, infrastructure ranked 2nd in 2019 with 19 percent of respondents naming it their top priority. However, in 2020, infrastructure was the least chosen option with only 13 percent of respondents choosing it as their top priority. Although the percentages aren't drastically different, the shift in position is.

Another telling ranking is how people view neighborhood green spaces, programs, and services. While it didn't rank well as a first priority in 2019 or 2020, it did quite the opposite as a second priority in both years. In fact, it ranked third in 2019 with 18 percent of participants selecting it as their number 2 priority and second in 2020 with 22 percent of participants saying it was their second priority.

The popularity of this selection as a second priority over other categories like environmental issues, infrastructure and economic development, coupled with the prioritization of community safety, suggests that residents of Pensacola are very much interested in improving their immediate, neighborhood surroundings as opposed to improving the city as a whole.

Figure G. Number One Priority, 2020
Source: UWF Haas Center

Priority #1
2020

● Community Safety, 35% ● Economic Dev., 19% ● Environmental Issues, 17% (air and land quality%)
● Neighborhoods, 16% (green spaces) ● Infrastructure, 13%
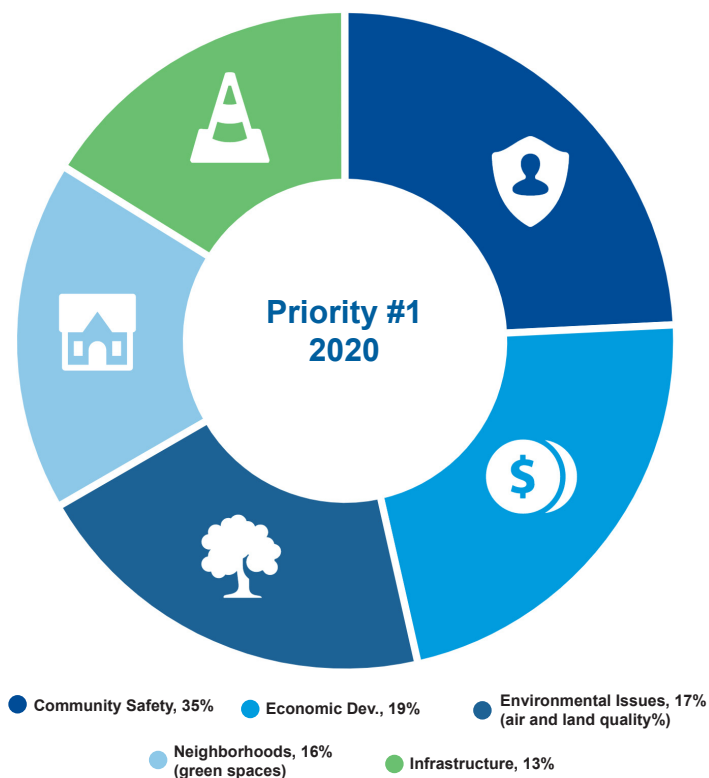
Figure H. Number Two Priority, 2020
Source: UWF Haas Center

Priority #2
2020

● Community Safety, 24% ● Economic Dev., 16% ● Environmental Issues, 17% (air and land quality%)
● Neighborhoods, 22% (green spaces) ● Infrastructure, 20%

Figure Ia. Number One Priority, 2019
Source: UWF Haas Center
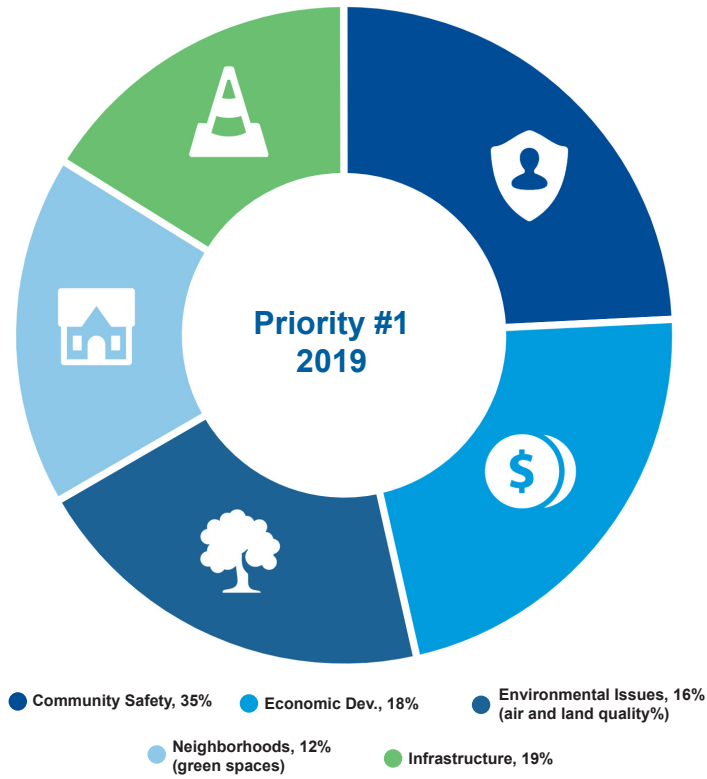
Figure Ib. Number Two Priority, 2019
Source: UWF Haas Center

Priority #1
2019

Priority #2
2019

- Community Safety, 35%
- Economic Dev., 18%
- Environmental Issues, 16% (air and land quality%)
- Neighborhoods, 12% (green spaces)
- Infrastructure, 19%

- Community Safety, 23%
- Economic Dev., 17%
- Environmental Issues, 24% (air and land quality%)
- Neighborhoods, 18% (green spaces)
- Infrastructure, 17%
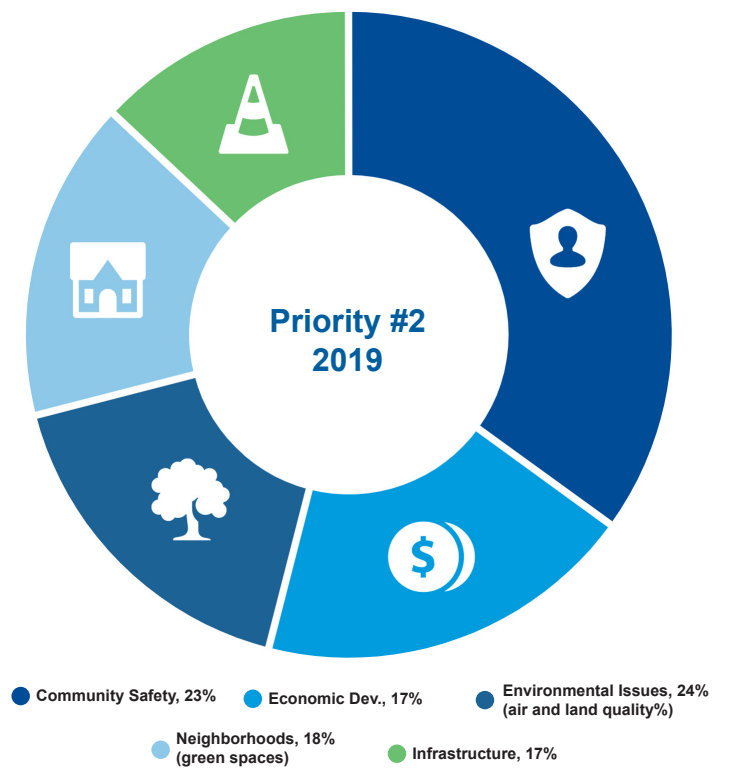
Source: University of West Florida

Having clear lines of communication is paramount when creating a harmonious relationship between a city and its residents. In order to obtain information about the amount of interaction residents have with City departments, participants were asked to identify each department they have interacted with over the last 12 months. As is the nature with communication, participants probably contacted more than one of these particular categories over the course of the year, so built into the survey structure, these participants had the ability to select multiple departments.

When looking at the percentages of people who contacted these various City entities, found in **Table 8** the airport received the greatest percentage of interplay at 62 percent. Parks and recreation ranked second with 48 percent of the respondents reporting some level of interaction with this sector of the City.

Sanitation and Pensacola Energy rounded out the top four with 46 percent and 43 percent of respondents reporting some level of interaction.

One major sector of the City where communication is unmeasurably important is that of public safety. When looking at the two components that make up public safety, fire and police departments, it's worth making note of the percentages of respondents who were in contact with each over the course of the year. **Table 8** shows 29 percent of participants reported having interaction with police while only 8 percent interacted with the fire department.

Table 8.Unit Interaction
Source: UWF Haas Center

Units	Percentage
Airport	62%
Parks and Recreation	48%
Sanitation	46%
Pensacola Energy	43%
Neighborhoods	31%
Police	29%
311	19%
Building Inspections	19%
Housing	14%
None of these	9%
Fire	8%
Planning	8%
Community Redevelopment Agency	6%

Source: University of West Florida

Although these weren't really large percentages, it's a great place to look at top box scores to see where these important City departments ranked in terms of customer service.

Participants rated each department's customer service on a Likert-type scale that ranged from 5 stars (excellent) to 1 star (very poor). District level responses are provided starting on page 21–25, 28, 33–34 in Appendix A for **Tables 8, 9, and 10**. Sample sizes – and thus margins of error – vary based on how many respondents were familiar with a service.

In 2019, the fire department had a customer service top box score of 97 percent, and while the top box score dropped to 85 percent in 2020, it still ranked near the top of the top box ratings. Police top box ratings dropped from 70 percent customer service satisfaction in 2019 to 67 percent in 2020. This isn't a huge drop, but it is definitely an opportunity for improvement (**Table 9**).

So, what City category had the highest customer service top box rating in 2020? The Pensacola International Airport not only had the most interaction with the respondents in 2020, but it also had the best customer service top box ratings at 87 percent. This was a 1 percentage point drop in the top box score from the previous year, but it was still enough to keep it at the top of the ratings.

There were several categories where customer service needs improvement. Neighborhoods, Community Redevelopment Agency (CRA), and building inspections all had low numbers in 5 star customer service ratings from both 2019 and 2020. Housing ranked last in customer service 5 star ratings in both years with no major changes across the board. Only 18 percent of participants gave housing a 5 star rating in customer service in both 2019 and 2020. However, when looking at top box scores for both 2019 and 2020, CRA ranked lowest in customer service both years, 34 percent and 40 percent respectively. This represents a 6 percentage point change in the right direction for improvement of the CRA.

Table 9. Customer Service Rating by Unit
Source: UWF Haas Center

Service	Rating %				
	5	4	3	2	1
311	46%	26%	14%	7%	7%
Airport	55%	32%	10%	2%	1%
Building Inspections	29%	25%	21%	13%	13%
Community Redevelopment Agency	19%	21%	21%	12%	27%
Fire	75%	10%	3%	6%	6%
Housing	18%	25%	27%	8%	22%
Neighborhoods	24%	27%	33%	8%	7%
Parks and Recreation	35%	32%	22%	5%	6%
Pensacola Energy	31%	33%	19%	10%	8%
Planning	33%	20%	17%	18%	10%
Police	49%	18%	12%	5%	13%
Public Works	28%	28%	26%	7%	12%
Sanitation	39%	31%	18%	6%	6%
None of these	0%	0%	0%	0%	0%

Source: University of West Florida

In addition to customer service ratings, residents were instructed to rate each of these same departments on their responsiveness. For this measure, the ratings responses ranged from 5 stars (highly responsive) to 1 star (not at all responsive).

As one would hope, the fire department received the highest 5 and 4 star ratings for responsiveness at 87 percent. For police, 69 percent of participants gave the police a 4 or 5 star rating in responsiveness. Percentages dropped in responsiveness in both fire and police from 2019 to 2020. Fire went from a 96 percent top box responsiveness rating to the 87 percent mentioned above, and police responsiveness fell from 75 percent to 69 percent. Although it was only a minor improvement, the airport was the only department in the top three to improve its top box rating from 2019 to 2020 going from 82 percent of respondents ranking it 4 or 5 stars to an 83 percent.

Housing, CRA, and planning departments found themselves at the bottom of the responsiveness top box ratings in both 2019 and 2020. However, CRA again made improvements, just like in customer service. This time they went from a 2019 top box rating of 41 percent in responsiveness to a 51 percent in 2020, trending 10 percentage points in the right direction.

Although it didn't have the lowest numbers of 5 star ratings, the planning department did have the most 1 and 2 star ratings with regards to responsiveness, as can be seen in **Table 10**.

There were two questions in this survey that were specific to 2020; therefore, there aren't year-over-year comparisons for these two. The first pertains to the global pandemic COVID-19 (page 37 of the Appendix). Participants were asked how satisfied they were with the City of Pensacola's handling of COVID-19. This question received a top box rating of 42 percent. The largest percentage of participants said they were moderately satisfied; however, the second largest group of participants answered they were extremely dissatisfied.

It would be interesting to see a comparison of a statewide or federal poll to see how the numbers compare. The comparison could give some insight as to whether the handling of this pandemic was perceived as problematic at the local, state, federal levels, or all of the above.

The second issue asked how effective the Mayor's Neighborhood Cleanup efforts have been in the participant's particular neighborhoods. As shown on page 38 of Appendix A, 52 percent say that the efforts have been extremely or very effective. When you add the 27 percent who said it was moderately effective, most of the participants had a positive view of the program. Perceptions of this could be multi-factorial. There could be issues with certain neighborhoods being overlooked, residents not buying into the program, or issues with participation in certain neighborhoods that could impact how people view this bulk cleanup effort. Overall though, the numbers suggest this is a good thing.

Table 10. Responsiveness Rating by Unit
Source: UWF Haas Center

	Rating %				
Service	**5**	**4**	**3**	**2**	**1**
Police	55%	14%	10%	7%	13%
Parks and Recreation	34%	32%	21%	6%	8%
Building Inspections	30%	26%	17%	12%	15%
Community Redevelopment Agency	26%	25%	16%	8%	25%
Fire	81%	6%	4%	3%	6%
Housing	20%	28%	23%	5%	24%
Neighborhoods	30%	23%	29%	8%	9%
Airport	54%	29%	13%	2%	2%
Pensacola Energy	36%	30%	17%	9%	8%
Planning	35%	14%	22%	14%	14%
311	47%	21%	11%	12%	9%
Public Works	29%	26%	22%	8%	15%
Sanitation	41%	28%	16%	8%	7%
None of these	0%	0%	0%	0%	0%

Net Promoter Score

A Net Promoter Scale is a customer loyalty scale that asks consumers a single question to determine a brand's likability. Utilizing Net Promoter Score (NPS) as a measure of satisfaction at the civic level has been replicated by only a handful of communities. NPS is measured on a scale from -100 to 100 and is derived by taking the percentage of respondents who are "promoters" and subtracting the percentage of respondents who are "detractors." While this question is asked on a scale from 0–10 (i.e., 0–6= Detractor; 7–8 = Passive; 9–10 = Promoter), resulting scores are provided as: -100–0 = "Needs to improve; "0–30 = "Good; " 30–70 = "Great; " and 70–100 = "Excellent."

This year, the City of Pensacola's resident satisfaction survey asked two such questions. Net Promoter Score Question 1 asked, "On a scale from 0–10, how likely are you to recommend to family and friends living in the city of Pensacola (rather than another community or in the county but outside the city limits)?"

Figure J shows that the overall NPS for this question was a -2. Since it is a negative score, it classifies as "Needs to improve." However, a "good" score begins at zero, so city residents did not rank it so low that it would be challenging to see improvement in another year.

As shown on **Figure K**, 34 percent of respondents were detractors, 34 percent were passive, and 32 percent were promoters.

Understanding the NPS Score

Figure J. NPS 1 Recommending Pensacola as a place to live.
Source: UWF Haas Center

Figure K. NPS 1 Breakdown of Respondents who are Promoters, Passive, or Detractors
Source: UWF Haas Center

Figure L. NPS Score #1
Source: UWF Haas Center

Also, the NPS in 2019 was a -3, so when looking at a year-by-year comparison, there is an improvement in overall NPS for Question 1. It is worth noting that 20 percent of respondents rated this question as 7 and 14 percent rated this question as an 8, as shown in **Figure L**. As such, it is reasonable to suggest that these passive raters could become promoters in the near future.

Net Promoter Score Question 2 asked "On a scale from 0–10, with 10 being excellent and 0 being terrible, how would you rate the City's progress in becoming a 'City of Excellence'?" The overall NPS for this question also received a negative score placing it in the "needs improvement" category. As shown in **Figure M**, this question received a -40 on the gauge chart.

When looking at the same question in 2019, the NPS for this particular question however, that when looking at the same question in 2019, the NPS for this particular question was a -25; therefore, the grade moved 15 points in the wrong direction. Additionally, **Figure N** shows the respondents to this question were more likely to respond as a detractor (51 percent) or be considered passive (38 percent) than a promoter (11 percent).
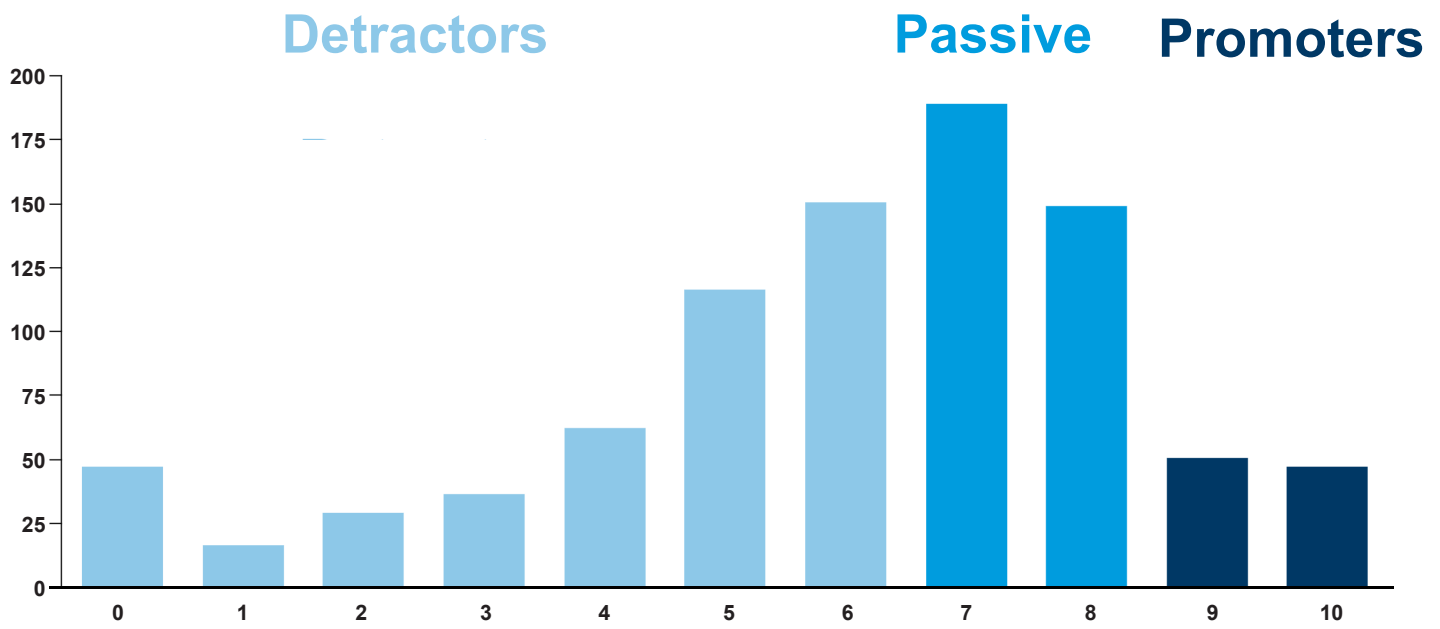
Figure O provides a bar chart of respondents by their individual numeric score. While the NPS for this particular question leaves room for improvement, it is worth noting that the most common response from 190 of the 902 respondents was a 7 out of 10.

Also, 8 and 6 were the next highest percentages of responses, accounting for 17 percent each. In fact, 66 percent of the respondents chose a number of 6 or higher, suggesting that respondents felt more positively about the direction the City is moving than perhaps the overall NPS may indicate.

Conclusion

With this survey, the City of Pensacola leaders sought to measure the quality of services and gauge the needs of the residents. In aggregate, responses to the 2020 assessment generated an impression of the City's performance, uncovered areas for improvement, and highlighted areas of excellence.

Residents are pleased with the responsiveness and positive customer service experiences with both the fire department and the airport. This is significant as the fire department's team routinely encounters residents faced with matters of life and death and the airport is an invaluable asset, especially with regards to the economy. If residents are pleased with the airport, tourists and business guests may find value in that asset too.

Pensacola residents are most concerned with issues of safety. City of Pensacola residents are interested in the development of green spaces and community centers. Implementing improvements to these immediate concerns of the residents may influence perceptions of other key city attributes in 2021.

Appendix A: Cross Tabulations by District

Infrastructure

Rating	District 1	District 2	District 3	Disctrict 4	District 5	District 6	District 7	Unsure/ Prefer not to Respond	Total
Over the past year, the City of Pensacola has improved: Street lighting in your neighborhood									
Strongly agree	11	8	26	11	3	4	1	10	73
Agree	31	29	63	47	14	19	8	37	248
Agree Subtotal	*42*	*37*	*88*	*58*	*17*	*23*	*9*	*47*	*321*
Neither agree nor disagree	58	29	74	81	38	39	24	44	386
Disagree	51	34	41	50	30	41	28	38	312
Strongly disagree	28	17	36	23	12	15	10	36	177
Disagree Subtotal	*79*	*51*	*77*	*72*	*42*	*56*	*38*	*74*	*489*
Unsure	5	4	3	4	4	2	2	4	29
Total Count	185	120	242	216	100	120	72	169	1225
Strongly agree	6.2%	6.4%	10.6%	5.0%	3.1%	3.2%	0.8%	5.7%	5.9%
Agree	16.6%	24.2%	25.9%	21.8%	13.8%	15.9%	11.4%	22.1%	20.3%
Agree Subtotal	*22.8%*	*30.6%*	*36.4%*	*26.9%*	*16.9%*	*19.1%*	*12.2%*	*27.8%*	*26.2%*
Neither agree nor disagree	31.4%	23.8%	30.5%	37.7%	37.7%	32.6%	32.6%	26.0%	31.6%
Disagree	27.7%	28.2%	16.9%	23.0%	29.9%	34.0%	38.3%	22.3%	25.5%
Strongly disagree	15.3%	14.0%	14.8%	10.6%	11.9%	12.3%	14.3%	21.5%	14.5%
Disagree Subtotal	*43.0%*	*42.2%*	*31.7%*	*33.5%*	*41.8%*	*46.3%*	*52.6%*	*43.8%*	*39.9%*
Unsure	2.8%	3.4%	1.4%	1.9%	3.7%	2.0%	2.5%	2.4%	2.3%
Total Count	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Rating	District 1	District 2	District 3	Disctrict 4	District 5	District 6	District 7	Unsure/ Prefer not to Respond	Total
Over the past year, the City of Pensacola has improved: Stormwater infrastructure in your neighborhood									
Strongly agree	10	11	28	26	5	5	2	13	100
Agree	59	31	68	71	33	28	18	43	351
Agree Subtotal	*69*	*41*	*97*	*97*	*37*	*34*	*19*	*56*	*451*
Neither agree nor disagree	56	38	72	58	23	39	17	42	346
Disagree	26	16	38	29	24	30	23	23	208
Strongly disagree	21	17	22	15	11	10	13	38	147
Disagree Subtotal	*47*	*33*	*61*	*44*	*34*	*39*	*36*	*61*	*355*
Unsure	11	7	13	16	6	5	1	10	68
Total Count	183	120	242	214	100	118	73	170	1220
Strongly agree	5.5%	9.0%	11.7%	12.0%	4.5%	4.6%	2.4%	7.7%	8.2%
Agree	32.2%	25.5%	28.1%	33.3%	32.7%	24.1%	24.0%	25.6%	28.8%
Agree Subtotal	*37.7%*	*34.4%*	*39.8%*	*45.3%*	*37.3%*	*28.7%*	*26.4%*	*33.3%*	*37.0%*
Neither agree nor disagree	30.7%	31.8%	29.9%	27.0%	22.7%	33.4%	23.9%	24.9%	28.4%
Disagree	14.2%	13.1%	15.8%	13.3%	24.0%	25.2%	30.9%	13.4%	17.0%
Strongly disagree	11.4%	14.6%	9.3%	7.0%	10.5%	8.4%	17.8%	22.4%	12.1%
Disagree Subtotal	*25.6%*	*27.7%*	*25.1%*	*20.4%*	*34.5%*	*33.5%*	*48.8%*	*35.8%*	*29.1%*
Unsure	6.0%	6.1%	5.2%	7.3%	5.6%	4.4%	1.0%	6.0%	5.6%
Total Count	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Over the past year, the City of Pensacola has improved: Sidewalks in your neighborhood

Rating	District 1	District 2	District 3	Disctrict 4	District 5	District 6	District 7	Unsure/ Prefer not to Respond	Total
Strongly agree	12	7	18	16	2	8	6	10	79
Agree	39	28	74	55	17	25	25	39	303
Agree Subtotal	*52*	*35*	*92*	*71*	*19*	*32*	*31*	*50*	*382*
Neither agree nor disagree	54	33	48	57	26	20	10	33	282
Disagree	40	29	53	53	32	37	17	48	309
Strongly disagree	38	21	42	32	22	28	15	34	232
Disagree Subtotal	*78*	*50*	*95*	*85*	*54*	*65*	*32*	*82*	*541*
Unsure	2	2	7	2	1	2	0	4	22
Total Count	186	120	242	215	100	120	72	170	1226
Strongly agree	6.7%	5.6%	7.6%	7.3%	1.7%	6.5%	8.4%	6.1%	6.4%
Agree	21.2%	23.5%	30.4%	25.8%	17.0%	20.5%	34.0%	23.2%	24.7%
Agree Subtotal	*27.9%*	*29.0%*	*38.0%*	*33.1%*	*18.7%*	*27.0%*	*42.4%*	*29.3%*	*31.1%*
Neither agree nor disagree	29.2%	27.3%	20.0%	26.4%	25.9%	16.8%	13.9%	19.6%	23.0%
Disagree	21.8%	24.3%	21.7%	24.8%	31.7%	30.7%	23.1%	28.4%	25.2%
Strongly disagree	20.3%	17.4%	17.4%	14.7%	22.3%	23.5%	20.6%	20.2%	18.9%
Disagree Subtotal	*42.1%*	*41.7%*	*39.1%*	*39.5%*	*54.0%*	*54.2%*	*43.7%*	*48.6%*	*44.1%*
Unsure	0.8%	2.0%	3.0%	1.0%	1.4%	2.0%	0.0%	2.5%	1.8%
Total Count	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Over the past year, the City of Pensacola has improved: Roadway safety

Rating	District 1	District 2	District 3	Disctrict 4	District 5	District 6	District 7	Unsure/ Prefer not to Respond	Total
Strongly agree	6	10	20	11	2	6	0	10	66
Agree	44	22	67	65	15	22	22	34	292
Agree Subtotal	*50*	*32*	*87*	*77*	*17*	*29*	*22*	*44*	*358*
Neither agree nor disagree	64	45	78	65	50	36	19	46	403
Disagree	45	23	45	42	22	28	20	40	265
Strongly disagree	20	17	30	22	9	16	6	31	151
Disagree Subtotal	*64*	*40*	*75*	*64*	*31*	*44*	*26*	*71*	*416*
Unsure	4	3	3	7	0	6	3	6	32
Total Count	183	120	242	213	98	115	70	167	1208
Strongly agree	3.2%	8.3%	8.4%	5.2%	1.8%	5.7%	0.0%	6.2%	5.5%
Agree	24.3%	18.4%	27.5%	30.7%	15.6%	19.5%	31.2%	20.3%	24.2%
Agree Subtotal	*27.5%*	*26.7%*	*35.9%*	*35.9%*	*17.3%*	*25.2%*	*31.2%*	*26.5%*	*29.6%*
Neither agree nor disagree	35.1%	37.4%	32.1%	30.5%	51.2%	31.3%	27.1%	27.5%	33.3%
Disagree	24.3%	18.8%	18.5%	19.8%	22.7%	24.6%	28.9%	24.2%	22.0%
Strongly disagree	10.8%	14.4%	12.3%	10.4%	8.8%	14.0%	8.8%	18.4%	12.5%
Disagree Subtotal	*35.2%*	*33.3%*	*30.8%*	*30.2%*	*31.5%*	*38.6%*	*37.7%*	*42.5%*	*34.4%*
Unsure	2.2%	2.7%	1.2%	3.4%	0.0%	4.9%	4.1%	3.5%	2.6%
Total Count	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Neighborhoods

Over the past year, the City of Pensacola: Coordinated needs of neighborhood associations									
Rating	District 1	District 2	District 3	Disctrict 4	District 5	District 6	District 7	Unsure/ Prefer not to Respond	Total
Strongly agree	9	8	14	12	0	2	1	7	53
Agree	32	25	55	49	12	30	8	31	241
Agree Subtotal	*40*	*33*	*68*	*61*	*12*	*32*	*9*	*38*	*294*
Neither agree nor disagree	74	54	84	87	54	57	29	62	502
Disagree	21	11	29	16	7	15	17	22	138
Strongly disagree	22	8	23	14	8	6	4	18	104
Disagree Subtotal	*43*	*19*	*52*	*30*	*16*	*20*	*21*	*39*	*241*
Unsure	27	14	34	37	18	9	14	28	180
Total Count	185	120	239	216	100	119	72	168	1218
Strongly agree	4.7%	6.5%	5.8%	5.8%	0.0%	1.8%	1.2%	4.4%	4.4%
Agree	17.2%	20.8%	22.9%	22.5%	12.4%	25.2%	11.3%	18.4%	19.8%
Agree Subtotal	*21.9%*	*27.3%*	*28.6%*	*28.3%*	*12.4%*	*27.0%*	*12.5%*	*22.8%*	*24.2%*
Neither agree nor disagree	40.1%	45.0%	35.4%	40.6%	54.0%	48.5%	39.6%	37.0%	41.2%
Disagree	11.5%	8.8%	12.2%	7.4%	7.4%	12.4%	23.2%	13.1%	11.3%
Strongly disagree	12.0%	7.1%	9.8%	6.6%	8.5%	4.7%	5.3%	10.5%	8.5%
Disagree Subtotal	*23.5%*	*15.9%*	*21.9%*	*14.0%*	*15.9%*	*17.0%*	*28.5%*	*23.5%*	*19.8%*
Unsure	14.6%	11.8%	14.0%	17.1%	17.8%	7.5%	19.4%	16.7%	14.8%
Total Count	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Over the past year, the City of Pensacola: Provided quality police services									
Rating	District 1	District 2	District 3	Disctrict 4	District 5	District 6	District 7	Unsure/ Prefer not to Respond	Total
Strongly agree	32	20	30	40	19	20	6	25	191
Agree	80	47	111	103	40	47	30	59	518
Agree Subtotal	*112*	*67*	*141*	*142*	*59*	*66*	*37*	*84*	*708*
Neither agree nor disagree	44	22	48	37	25	33	17	27	254
Disagree	8	17	14	13	4	5	10	16	86
Strongly disagree	15	10	28	9	10	10	6	36	123
Disagree Subtotal	*23*	*27*	*42*	*21*	*14*	*15*	*16*	*52*	*210*
Unsure	6	2	9	14	2	6	3	7	50
Total Count	185	119	240	215	100	120	72	170	1221
Strongly agree	17.2%	16.8%	12.5%	18.5%	18.8%	16.3%	8.4%	14.5%	15.6%
Agree	43.4%	39.9%	46.3%	47.7%	40.0%	38.8%	42.1%	34.9%	42.4%
Agree Subtotal	*60.5%*	*56.7%*	*58.7%*	*66.2%*	*58.8%*	*55.1%*	*50.5%*	*49.4%*	*58.0%*
Neither agree nor disagree	23.8%	18.7%	19.9%	17.2%	25.3%	27.8%	23.8%	15.8%	20.8%
Disagree	4.2%	14.2%	6.0%	6.0%	3.7%	3.8%	13.8%	9.5%	7.1%
Strongly disagree	8.1%	8.4%	11.5%	4.0%	10.4%	8.2%	8.1%	21.1%	10.1%
Disagree Subtotal	*12.3%*	*22.6%*	*17.5%*	*10.0%*	*14.1%*	*12.1%*	*21.9%*	*30.6%*	*17.2%*
Unsure	3.4%	1.9%	3.9%	6.6%	1.8%	5.1%	3.7%	4.2%	4.1%
Total Count	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Over the past year, the City of Pensacola: Provided quality parks and community centers

Rating	District 1	District 2	District 3	Disctrict 4	District 5	District 6	District 7	Unsure/ Prefer not to Respond	Total
Strongly agree	31	18	34	41	14	20	5	21	183
Agree	89	59	115	105	56	64	43	85	617
Agree Subtotal	*119*	*77*	*149*	*146*	*70*	*84*	*48*	*107*	*800*
Neither agree nor disagree	26	25	40	31	17	23	12	32	205
Disagree	17	8	27	19	6	7	7	16	108
Strongly disagree	20	8	16	12	6	5	4	10	81
Disagree Subtotal	*38*	*17*	*43*	*31*	*12*	*12*	*10*	*26*	*189*
Unsure	3	2	7	6	1	2	2	4	27
Total Count	186	120	240	214	100	120	72	169	1221
Strongly agree	16.4%	14.7%	14.2%	19.1%	14.0%	16.7%	6.6%	12.6%	15.0%
Agree	47.7%	49.4%	48.0%	49.1%	56.0%	53.1%	59.8%	50.6%	50.5%
Agree Subtotal	*64.2%*	*64.1%*	*62.2%*	*68.2%*	*70.1%*	*69.8%*	*66.4%*	*63.2%*	*65.5%*
Neither agree nor disagree	14.0%	20.7%	16.7%	14.3%	17.3%	18.8%	16.4%	19.0%	16.8%
Disagree	9.4%	7.0%	11.2%	9.0%	6.0%	6.2%	9.2%	9.5%	8.8%
Strongly disagree	10.9%	6.9%	6.8%	5.5%	5.6%	3.8%	5.0%	6.1%	6.6%
Disagree Subtotal	*20.3%*	*13.8%*	*18.0%*	*14.5%*	*11.7%*	*9.9%*	*14.2%*	*15.6%*	*15.5%*
Unsure	1.5%	1.4%	3.1%	3.0%	1.0%	1.5%	3.0%	2.2%	2.2%
Total Count	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Over the past year, the City of Pensacola: Provided quality fire services

Rating	District 1	District 2	District 3	Disctrict 4	District 5	District 6	District 7	Unsure/ Prefer not to Respond	Total
Strongly agree	40	30	62	48	22	23	8	32	266
Agree	81	52	123	109	40	60	35	83	583
Agree Subtotal	*121*	*82*	*185*	*156*	*62*	*84*	*43*	*115*	*849*
Neither agree nor disagree	40	22	37	38	22	28	19	36	242
Disagree	3	2	3	3	2	0	2	7	22
Strongly disagree	4	6	1	1	2	1	0	6	22
Disagree Subtotal	*7*	*8*	*5*	*4*	*5*	*1*	*2*	*13*	*44*
Unsure	15	8	11	17	10	8	9	6	84
Total Count	184	120	239	215	100	120	72	169	1219
Strongly agree	22.1%	25.4%	26.2%	22.1%	22.0%	19.5%	10.4%	19.0%	21.8%
Agree	44.0%	43.3%	51.5%	50.6%	40.4%	49.9%	48.4%	48.9%	47.8%
Agree Subtotal	*66.0%*	*68.7%*	*77.7%*	*72.6%*	*62.4%*	*69.4%*	*58.8%*	*67.9%*	*69.6%*
Neither agree nor disagree	21.7%	18.5%	15.6%	17.6%	22.4%	23.1%	25.9%	21.0%	19.8%
Disagree	1.5%	1.5%	1.4%	1.2%	2.5%	0.0%	2.5%	4.3%	1.8%
Strongly disagree	2.4%	5.0%	0.6%	0.7%	2.5%	0.7%	0.0%	3.3%	1.8%
Disagree Subtotal	*3.9%*	*6.5%*	*2.0%*	*1.9%*	*5.0%*	*0.7%*	*2.5%*	*7.7%*	*3.6%*
Unsure	8.3%	6.3%	4.8%	7.9%	10.2%	6.8%	12.7%	3.4%	6.9%
Total Count	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Over the past year, the City of Pensacola: Preserved historical culture (e.g., tree and building preservation)									
Rating	District 1	District 2	District 3	Disctrict 4	District 5	District 6	District 7	Unsure/ Prefer not to Respond	Total
Strongly agree	17	7	24	19	3	10	1	18	99
Agree	46	39	79	62	36	51	20	47	380
Agree Subtotal	*62*	*46*	*103*	*81*	*39*	*61*	*21*	*65*	*478*
Neither agree nor disagree	56	32	70	54	30	24	19	44	328
Disagree	26	17	27	34	14	20	22	21	182
Strongly disagree	35	22	29	28	15	14	7	31	181
Disagree Subtotal	*61*	*38*	*56*	*62*	*29*	*34*	*30*	*52*	*363*
Unsure	7	4	11	19	2	1	3	7	53
Total Count	186	120	240	216	100	120	72	168	1222
Strongly agree	8.9%	6.1%	10.0%	8.7%	3.2%	8.3%	1.3%	10.8%	8.1%
Agree	24.6%	32.1%	33.1%	28.7%	36.0%	42.4%	27.5%	28.0%	31.1%
Agree Subtotal	*33.5%*	*38.2%*	*43.1%*	*37.4%*	*39.2%*	*50.7%*	*28.8%*	*38.8%*	*39.1%*
Neither agree nor disagree	30.0%	26.9%	29.0%	25.0%	29.6%	19.7%	26.4%	26.1%	26.8%
Disagree	14.1%	13.7%	11.2%	16.0%	13.8%	17.0%	30.5%	12.7%	14.9%
Strongly disagree	18.9%	18.0%	12.3%	12.9%	15.0%	11.4%	10.3%	18.4%	14.8%
Disagree Subtotal	*32.9%*	*31.8%*	*23.5%*	*28.9%*	*28.8%*	*28.4%*	*40.8%*	*31.1%*	*29.7%*
Unsure	3.6%	3.1%	4.4%	8.8%	2.4%	1.2%	4.0%	4.0%	4.4%
Total Count	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Public Safety

Over the past year, the City of Pensacola has improved: Crime Reduction									
Rating	District 1	District 2	District 3	Disctrict 4	District 5	District 6	District 7	Unsure/ Prefer not to Respond	Total
Strongly agree	3	2	6	7	4	4	0	8	35
Agree	39	24	53	58	22	23	14	26	258
Agree Subtotal	*42*	*26*	*59*	*65*	*25*	*27*	*14*	*33*	*292*
Neither agree nor disagree	56	45	81	64	39	46	27	41	399
Disagree	53	34	53	45	19	27	18	45	294
Strongly disagree	20	13	36	24	10	9	7	39	158
Disagree Subtotal	*73*	*48*	*89*	*69*	*30*	*35*	*24*	*84*	*453*
Unsure	10	2	12	18	4	12	3	10	71
Total Count	181	120	241	216	99	119	70	169	1215
Strongly agree	1.8%	1.9%	2.7%	3.4%	3.7%	3.4%	0.0%	4.4%	2.9%
Agree	21.4%	19.7%	21.9%	26.6%	22.0%	19.0%	20.6%	15.3%	21.2%
Agree Subtotal	*23.2%*	*21.7%*	*24.6%*	*30.1%*	*25.7%*	*22.4%*	*20.6%*	*19.7%*	*24.0%*
Neither agree nor disagree	30.9%	37.3%	33.5%	29.6%	39.5%	38.4%	39.4%	24.4%	32.8%
Disagree	29.4%	28.5%	21.9%	21.0%	19.7%	22.3%	25.5%	26.6%	24.2%
Strongly disagree	11.1%	11.2%	14.9%	11.1%	10.6%	7.2%	9.5%	23.2%	13.0%
Disagree Subtotal	*40.5%*	*39.6%*	*36.8%*	*32.1%*	*30.3%*	*29.5%*	*35.0%*	*49.8%*	*37.3%*
Unsure	5.4%	1.3%	5.1%	8.2%	4.5%	9.8%	5.0%	6.1%	5.9%
Total Count	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Over the past year, the City of Pensacola has improved: Enforcement of Building and Property Codes

Rating	District 1	District 2	District 3	Disctrict 4	District 5	District 6	District 7	Unsure/ Prefer not to Respond	Total
Strongly agree	4	5	16	11	5	2	2	8	52
Agree	44	31	60	57	26	18	18	41	295
Agree Subtotal	*48*	*36*	*76*	*68*	*30*	*20*	*19*	*48*	*347*
Neither agree nor disagree	77	46	87	74	41	57	31	58	470
Disagree	27	12	33	31	17	21	9	24	173
Strongly disagree	10	9	11	11	4	9	4	17	77
Disagree Subtotal	*37*	*21*	*44*	*42*	*22*	*30*	*14*	*41*	*250*
Unsure	23	17	34	33	7	14	7	22	158
Total Count	**185**	**120**	**241**	**217**	**99**	**121**	**71**	**170**	**1225**
Strongly agree	2.1%	4.2%	6.6%	5.0%	4.6%	1.6%	2.5%	4.6%	4.2%
Agree	24.1%	26.2%	24.8%	26.2%	25.9%	15.2%	24.6%	23.9%	24.1%
Agree Subtotal	*26.2%*	*30.4%*	*31.5%*	*31.2%*	*30.5%*	*16.8%*	*27.1%*	*28.5%*	*28.3%*
Neither agree nor disagree	41.5%	38.0%	36.1%	34.0%	40.9%	47.0%	43.2%	34.2%	38.3%
Disagree	14.4%	9.8%	13.7%	14.2%	17.3%	17.2%	13.1%	13.9%	14.2%
Strongly disagree	5.5%	7.6%	4.6%	5.2%	4.4%	7.4%	6.2%	10.2%	6.3%
Disagree Subtotal	*19.9%*	*17.4%*	*18.4%*	*19.4%*	*21.8%*	*24.6%*	*19.3%*	*24.1%*	*20.4%*
Unsure	12.4%	14.2%	14.0%	15.4%	6.9%	11.7%	10.4%	13.2%	12.9%
Total Count	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**

Over the past year, the City of Pensacola has improved: Traffic Safety

Rating	District 1	District 2	District 3	Disctrict 4	District 5	District 6	District 7	Unsure/ Prefer not to Respond	Total
Strongly agree	8	6	20	13	5	7	0	14	73
Agree	55	35	84	63	33	29	20	37	356
Agree Subtotal	*63*	*41*	*104*	*76*	*38*	*36*	*20*	*51*	*429*
Neither agree nor disagree	61	41	70	80	33	45	32	43	405
Disagree	39	23	45	37	18	31	14	41	248
Strongly disagree	17	14	14	9	8	4	5	30	100
Disagree Subtotal	*56*	*37*	*59*	*45*	*27*	*35*	*19*	*70*	*347*
Unsure	4	2	8	16	2	4	3	6	44
Total Count	**184**	**120**	**241**	**216**	**99**	**121**	**74**	**170**	**1226**
Strongly agree	4.4%	4.7%	8.3%	6.0%	5.5%	5.7%	0.0%	8.2%	5.9%
Agree	29.8%	29.2%	34.9%	29.1%	32.7%	24.2%	26.7%	22.1%	29.1%
Agree Subtotal	*34.2%*	*33.8%*	*43.2%*	*35.0%*	*38.3%*	*29.9%*	*26.7%*	*30.2%*	*35.0%*
Neither agree nor disagree	33.0%	34.1%	29.2%	36.8%	33.0%	37.6%	43.7%	25.1%	33.0%
Disagree	21.3%	19.1%	18.5%	17.0%	18.3%	25.9%	19.5%	23.9%	20.2%
Strongly disagree	9.1%	11.4%	5.8%	4.0%	8.5%	3.1%	6.1%	17.4%	8.1%
Disagree Subtotal	*30.4%*	*30.5%*	*24.3%*	*21.0%*	*26.8%*	*28.9%*	*25.7%*	*41.4%*	*28.3%*
Unsure	2.4%	1.6%	3.3%	7.2%	1.9%	3.6%	3.9%	3.3%	3.6%
Total Count	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**

Over the past year, the City of Pensacola has improved: Neighborhood Safety

Rating	District 1	District 2	District 3	Disctrict 4	District 5	District 6	District 7	Unsure/ Prefer not to Respond	Total
Strongly agree	5	6	19	17	7	3	1	12	71
Agree	61	39	66	83	37	38	15	46	385
Agree Subtotal	*66*	*45*	*85*	*100*	*44*	*41*	*17*	*58*	*456*
Neither agree nor disagree	70	38	87	69	41	48	26	53	432
Disagree	29	25	39	27	3	21	22	32	198
Strongly disagree	14	12	18	10	9	3	5	19	89
Disagree Subtotal	*43*	*37*	*57*	*37*	*13*	*24*	*27*	*50*	*288*
Unsure	7	1	10	11	1	7	5	6	48
Total Count	186	120	239	217	99	120	74	168	1223
Strongly agree	2.9%	5.0%	7.9%	7.9%	7.0%	2.2%	1.9%	7.3%	5.8%
Agree	32.7%	32.2%	27.5%	38.1%	37.7%	32.1%	20.8%	27.5%	31.5%
Agree Subtotal	*35.7%*	*37.1%*	*35.4%*	*45.9%*	*44.7%*	*34.3%*	*22.8%*	*34.7%*	*37.3%*
Neither agree nor disagree	37.6%	31.7%	36.3%	31.9%	41.7%	40.1%	34.9%	31.5%	35.3%
Disagree	15.7%	20.7%	16.5%	12.5%	3.1%	17.6%	29.2%	19.0%	16.2%
Strongly disagree	7.3%	9.9%	7.5%	4.6%	9.5%	2.4%	6.8%	11.1%	7.3%
Disagree Subtotal	*23.1%*	*30.5%*	*24.0%*	*17.1%*	*12.7%*	*20.0%*	*35.9%*	*30.1%*	*23.5%*
Unsure	3.6%	0.7%	4.3%	5.1%	0.9%	5.6%	6.4%	3.8%	3.9%
Total Count	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Economic Development

When thinking about the City of Pensacola's economic development efforts over the past year: Promote the city's image

Rating	District 1	District 2	District 3	Disctrict 4	District 5	District 6	District 7	Unsure/ Prefer not to Respond	Total
Very satisfied	17	11	26	26	19	16	7	18	139
Satisfied	80	60	127	111	46	49	39	66	577
Satisfied Subtotal	*97*	*71*	*153*	*137*	*64*	*65*	*46*	*84*	*717*
Neither satisfied nor dissatisf	48	28	45	40	22	39	14	42	277
Dissatisfied	22	8	20	16	7	10	10	19	110
Very dissatisfied	12	12	15	14	4	4	1	19	82
Dissatisfied Subtotal	*34*	*20*	*35*	*30*	*11*	*14*	*10*	*38*	*192*
Unsure	7	1	10	9	3	2	2	4	38
Total Count	186	120	242	215	100	120	72	168	1224
Very satisfied	9.2%	9.2%	10.5%	12.0%	18.9%	13.5%	9.8%	10.6%	11.4%
Satisfied	43.1%	49.5%	52.4%	51.5%	45.6%	40.7%	53.8%	39.6%	47.2%
Satisfied Subtotal	*52.2%*	*58.7%*	*63.0%*	*63.5%*	*64.5%*	*54.2%*	*63.6%*	*50.1%*	*58.5%*
Neither satisfied nor dissatisf	25.8%	23.6%	18.5%	18.4%	21.6%	32.2%	19.3%	25.0%	22.6%
Dissatisfied	11.7%	6.7%	8.3%	7.2%	6.7%	8.0%	13.3%	11.1%	9.0%
Very dissatisfied	6.5%	10.2%	6.1%	6.7%	4.0%	3.6%	0.7%	11.4%	6.7%
Dissatisfied Subtotal	*18.3%*	*17.0%*	*14.4%*	*13.9%*	*10.7%*	*11.6%*	*14.0%*	*22.5%*	*15.7%*
Unsure	3.7%	0.7%	4.1%	4.1%	3.2%	2.1%	3.1%	2.3%	3.1%
Total Count	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

When thinking about the City of Pensacola's economic development efforts over the past year: Public Access to Waterfront

Rating	District 1	District 2	District 3	Disctrict 4	District 5	District 6	District 7	Unsure/ Prefer not to Respond	Total
Very satisfied	24	12	23	27	17	20	12	17	152
Satisfied	72	52	102	94	51	51	27	63	513
Satisfied Subtotal	*96*	*64*	*125*	*121*	*67*	*71*	*40*	*81*	*665*
Neither satisfied nor dissatisf	46	29	54	39	18	32	10	41	269
Dissatisfied	26	16	28	35	8	12	13	23	160
Very dissatisfied	10	9	14	14	7	5	3	19	82
Dissatisfied Subtotal	*37*	*25*	*42*	*49*	*15*	*16*	*16*	*41*	*242*
Unsure	7	2	19	8	0	2	6	5	50
Total Count	186	120	240	217	100	121	72	169	1226
Very satisfied	12.7%	10.3%	9.7%	12.5%	16.7%	16.2%	17.2%	10.2%	12.4%
Satisfied	39.0%	43.1%	42.6%	43.3%	50.7%	41.9%	37.6%	37.6%	41.8%
Satisfied Subtotal	*51.6%*	*53.4%*	*52.2%*	*55.8%*	*67.3%*	*58.1%*	*54.8%*	*47.8%*	*54.2%*
Neither satisfied nor dissatisf	24.7%	23.9%	22.4%	17.8%	17.6%	26.5%	14.4%	24.5%	21.9%
Dissatisfied	14.2%	12.9%	11.6%	16.0%	7.9%	9.6%	18.2%	13.5%	13.0%
Very dissatisfied	5.6%	7.9%	6.0%	6.6%	7.2%	3.8%	4.6%	11.1%	6.7%
Dissatisfied Subtotal	*19.8%*	*20.8%*	*17.6%*	*22.6%*	*15.1%*	*13.3%*	*22.8%*	*24.6%*	*19.8%*
Unsure	3.9%	2.0%	7.8%	3.8%	0.0%	2.0%	8.0%	3.1%	4.1%
Total Count	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

When thinking about the City of Pensacola's economic development efforts over the past year: Neighborhood revitalization

Rating	District 1	District 2	District 3	Disctrict 4	District 5	District 6	District 7	Unsure/ Prefer not to Respond	Total
Very satisfied	11	8	10	8	5	10	6	9	67
Satisfied	43	34	73	82	42	40	28	57	398
Satisfied Subtotal	*53*	*42*	*84*	*90*	*47*	*50*	*33*	*66*	*465*
Neither satisfied nor dissatisf	68	37	76	75	27	27	14	45	370
Dissatisfied	43	20	55	27	14	27	18	29	234
Very dissatisfied	13	15	17	10	7	14	5	22	102
Dissatisfied Subtotal	*56*	*35*	*72*	*38*	*21*	*41*	*22*	*51*	*336*
Unsure	8	6	10	14	5	3	2	4	51
Total Count	185	120	242	216	100	121	72	166	1222
Very satisfied	5.9%	6.7%	4.3%	3.6%	5.5%	8.4%	7.8%	5.2%	5.5%
Satisfied	23.0%	28.0%	30.3%	38.0%	41.7%	33.0%	38.8%	34.5%	32.6%
Satisfied Subtotal	*28.9%*	*34.7%*	*34.6%*	*41.6%*	*47.1%*	*41.4%*	*46.6%*	*39.7%*	*38.1%*
Neither satisfied nor dissatisf	36.6%	31.1%	31.4%	34.6%	27.3%	22.4%	19.5%	27.4%	30.2%
Dissatisfied	23.2%	16.7%	22.8%	12.6%	14.3%	22.6%	24.5%	17.4%	19.1%
Very dissatisfied	7.0%	12.7%	7.0%	4.8%	6.6%	11.2%	6.5%	13.3%	8.4%
Dissatisfied Subtotal	*30.2%*	*29.4%*	*29.8%*	*17.4%*	*20.9%*	*33.9%*	*31.0%*	*30.8%*	*27.5%*
Unsure	4.3%	4.8%	4.3%	6.4%	4.7%	2.4%	2.9%	2.2%	4.2%
Total Count	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

When thinking about the City of Pensacola's economic development efforts over the past year: Housing market affordability

Rating	District 1	District 2	District 3	Disctrict 4	District 5	District 6	District 7	Unsure/ Prefer not to Respond	Total
Very satisfied	11	3	8	3	3	3	3	6	40
Satisfied	46	31	73	63	30	29	24	51	347
Satisfied Subtotal	*57*	*34*	*81*	*66*	*33*	*32*	*27*	*57*	*387*
Neither satisfied nor dissatist	55	34	60	69	36	36	13	37	340
Dissatisfied	51	28	48	45	19	23	18	33	266
Very dissatisfied	14	23	37	26	11	24	13	34	182
Dissatisfied Subtotal	*66*	*52*	*85*	*71*	*30*	*47*	*31*	*66*	*448*
Unsure	8	1	16	10	0	6	2	8	51
Total Count	185	120	241	216	99	121	72	169	1225
Very satisfied	5.9%	2.2%	3.4%	1.5%	2.9%	2.2%	3.9%	3.7%	3.2%
Satisfied	24.7%	26.1%	30.1%	29.1%	30.7%	24.2%	33.1%	30.1%	28.4%
Satisfied Subtotal	*30.6%*	*28.2%*	*33.4%*	*30.6%*	*33.7%*	*26.4%*	*37.0%*	*33.9%*	*31.6%*
Neither satisfied nor dissatist	29.5%	28.3%	24.8%	32.0%	36.2%	29.8%	17.5%	21.9%	27.7%
Dissatisfied	27.7%	23.6%	19.8%	20.7%	19.0%	19.3%	25.4%	19.4%	21.7%
Very dissatisfied	7.7%	19.4%	15.3%	12.2%	11.1%	19.4%	17.6%	19.8%	14.8%
Dissatisfied Subtotal	*35.4%*	*43.0%*	*35.1%*	*32.9%*	*30.1%*	*38.8%*	*43.1%*	*39.2%*	*36.5%*
Unsure	4.5%	0.4%	6.7%	4.4%	0.0%	5.1%	2.4%	5.0%	4.2%
Total Count	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

When thinking about the City of Pensacola's economic development efforts over the past year: Creating a business friendly environment

Rating	District 1	District 2	District 3	Disctrict 4	District 5	District 6	District 7	Unsure/ Prefer not to Respond	Total
Very satisfied	15	6	14	19	8	9	11	13	95
Satisfied	55	47	78	78	48	56	24	49	435
Satisfied Subtotal	*70*	*53*	*92*	*96*	*57*	*65*	*35*	*62*	*530*
Neither satisfied nor dissatist	61	35	71	64	22	28	21	46	348
Dissatisfied	25	16	36	22	12	10	7	22	150
Very dissatisfied	16	13	24	13	5	11	4	27	114
Dissatisfied Subtotal	*40*	*29*	*60*	*36*	*17*	*21*	*11*	*49*	*264*
Unsure	12	4	16	18	4	7	6	12	79
Total Count	184	120	240	215	100	121	72	168	1221
Very satisfied	8.1%	4.9%	5.8%	8.8%	8.5%	7.7%	15.4%	7.5%	7.8%
Satisfied	29.9%	38.8%	32.6%	36.1%	48.5%	46.1%	32.5%	29.2%	35.6%
Satisfied Subtotal	*38.0%*	*43.7%*	*38.4%*	*44.8%*	*57.0%*	*53.8%*	*47.8%*	*36.7%*	*43.4%*
Neither satisfied nor dissatist	33.3%	29.0%	29.6%	29.9%	21.7%	22.8%	29.4%	27.3%	28.5%
Dissatisfied	13.5%	13.2%	15.1%	10.4%	11.9%	8.3%	9.1%	13.3%	12.3%
Very dissatisfied	8.5%	11.0%	10.0%	6.2%	5.3%	9.2%	6.0%	15.8%	9.3%
Dissatisfied Subtotal	*21.9%*	*24.3%*	*25.2%*	*16.7%*	*17.3%*	*17.5%*	*15.2%*	*29.1%*	*21.6%*
Unsure	6.7%	3.0%	6.8%	8.6%	4.0%	5.8%	7.6%	6.9%	6.5%
Total Count	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

When thinking about the City of Pensacola's economic development efforts over the past year: Attracting new business									
Rating	District 1	District 2	District 3	Disctrict 4	District 5	District 6	District 7	Unsure/ Prefer not to Respond	Total
Very satisfied	12	7	9	11	5	7	11	12	74
Satisfied	57	34	89	79	53	49	21	50	432
Satisfied Subtotal	*69*	*41*	*98*	*91*	*57*	*55*	*32*	*62*	*506*
Neither satisfied nor dissatisf	50	36	62	64	19	32	25	42	329
Dissatisfied	40	23	38	32	13	18	10	27	202
Very dissatisfied	18	16	28	14	7	10	4	28	125
Dissatisfied Subtotal	*58*	*39*	*67*	*46*	*20*	*28*	*14*	*55*	*327*
Unsure	8	5	13	15	3	6	1	11	63
Total Count	185	120	240	216	100	121	72	170	1225
Very satisfied	6.6%	6.1%	3.7%	5.2%	4.7%	5.6%	15.3%	6.8%	6.0%
Satisfied	30.5%	28.0%	37.2%	36.8%	52.8%	40.1%	29.0%	29.7%	35.2%
Satisfied Subtotal	*37.1%*	*34.1%*	*40.9%*	*42.0%*	*57.5%*	*45.7%*	*44.3%*	*36.5%*	*41.3%*
Neither satisfied nor dissatisf	26.9%	29.6%	25.9%	29.6%	19.1%	26.4%	34.9%	24.5%	26.9%
Dissatisfied	21.7%	19.4%	16.0%	14.8%	13.3%	15.0%	14.3%	15.7%	16.5%
Very dissatisfied	9.7%	13.0%	11.7%	6.5%	6.8%	8.2%	4.9%	16.7%	10.2%
Dissatisfied Subtotal	*31.4%*	*32.4%*	*27.7%*	*21.3%*	*20.1%*	*23.1%*	*19.2%*	*32.4%*	*26.7%*
Unsure	4.5%	3.9%	5.5%	7.1%	3.3%	4.8%	1.7%	6.6%	5.2%
Total Count	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

City Efforts To:

Over the past year, how satisfied were you with the city's efforts to: Effectively manage growth									
Rating	District 1	District 2	District 3	Disctrict 4	District 5	District 6	District 7	Unsure/ Prefer not to Respond	Total
Very satisfied	7	6	9	13	7	5	3	7	56
Satisfied	59	40	89	79	43	49	29	51	439
Satisfied Subtotal	*66*	*46*	*98*	*92*	*50*	*54*	*32*	*58*	*495*
Neither satisfied nor dissatisf	61	34	71	58	28	39	17	50	358
Dissatisfied	27	24	40	30	14	17	15	34	200
Very dissatisfied	23	12	21	20	5	6	6	21	114
Dissatisfied Subtotal	*49*	*36*	*61*	*49*	*19*	*23*	*21*	*55*	*314*
Unsure	10	4	11	16	3	4	2	4	55
Total Count	185	120	241	215	100	120	72	168	1222
Very satisfied	3.6%	5.0%	3.9%	6.0%	6.6%	4.2%	3.8%	4.1%	4.6%
Satisfied	31.8%	33.0%	36.8%	36.7%	43.3%	41.0%	40.7%	30.4%	35.9%
Satisfied Subtotal	*35.4%*	*37.9%*	*40.6%*	*42.7%*	*49.9%*	*45.2%*	*44.5%*	*34.5%*	*40.5%*
Neither satisfied nor dissatisf	32.7%	28.5%	29.5%	26.7%	27.9%	32.5%	23.4%	29.9%	29.3%
Dissatisfied	14.3%	20.2%	16.5%	13.9%	14.2%	13.8%	20.3%	20.5%	16.4%
Very dissatisfied	12.3%	9.9%	8.7%	9.1%	5.3%	5.2%	8.7%	12.4%	9.3%
Dissatisfied Subtotal	*26.7%*	*30.1%*	*25.1%*	*23.0%*	*19.5%*	*19.0%*	*29.0%*	*32.9%*	*25.7%*
Unsure	5.2%	3.4%	4.7%	7.6%	2.7%	3.3%	3.1%	2.7%	4.5%
Total Count	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Over the past year, how satisfied were you with the city's efforts to: Encourage private sector investments

Rating	District 1	District 2	District 3	Disctrict 4	District 5	District 6	District 7	Unsure/ Prefer not to Respond	Total
Very satisfied	9	7	15	16	5	5	4	9	70
Satisfied	48	35	61	68	37	47	21	38	354
Satisfied Subtotal	*57*	*42*	*76*	*84*	*41*	*52*	*25*	*47*	*424*
Neither satisfied nor dissatisf	66	41	84	67	26	35	26	52	398
Dissatisfied	29	14	29	20	11	12	12	23	150
Very dissatisfied	13	11	22	18	6	6	2	22	100
Dissatisfied Subtotal	*42*	*25*	*51*	*38*	*17*	*18*	*13*	*45*	*250*
Unsure	19	12	28	27	15	15	7	22	145
Total Count	185	120	238	215	100	120	72	167	1218

Rating	District 1	District 2	District 3	Disctrict 4	District 5	District 6	District 7	Unsure/ Prefer not to Respond	Total
Very satisfied	5.1%	5.9%	6.3%	7.3%	4.7%	4.2%	5.9%	5.3%	5.8%
Satisfied	25.8%	29.0%	25.6%	31.7%	36.8%	38.7%	29.0%	23.0%	29.1%
Satisfied Subtotal	*30.9%*	*34.9%*	*31.9%*	*39.0%*	*41.5%*	*42.9%*	*34.9%*	*28.3%*	*34.9%*
Neither satisfied nor dissatisf	35.9%	34.1%	35.3%	30.9%	26.0%	29.3%	36.3%	31.4%	32.7%
Dissatisfied	15.7%	11.9%	12.0%	9.4%	10.9%	10.1%	16.4%	13.9%	12.3%
Very dissatisfied	7.3%	8.7%	9.3%	8.1%	6.4%	5.2%	2.3%	13.3%	8.2%
Dissatisfied Subtotal	*23.0%*	*20.7%*	*21.3%*	*17.5%*	*17.3%*	*15.3%*	*18.7%*	*27.1%*	*20.5%*
Unsure	10.2%	10.3%	11.6%	12.5%	15.2%	12.5%	10.2%	13.1%	11.9%
Total Count	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Over the past year, how satisfied were you with the city's efforts to: Protect the city's environment

Rating	District 1	District 2	District 3	Disctrict 4	District 5	District 6	District 7	Unsure/ Prefer not to Respond	Total
Very satisfied	8	5	14	13	5	6	5	10	66
Satisfied	61	36	79	79	28	48	23	47	402
Satisfied Subtotal	*69*	*41*	*93*	*92*	*33*	*54*	*29*	*57*	*468*
Neither satisfied nor dissatisf	41	36	71	49	25	29	16	47	313
Dissatisfied	39	14	31	42	30	23	13	26	219
Very dissatisfied	26	21	34	23	8	9	10	35	166
Dissatisfied Subtotal	*66*	*35*	*66*	*65*	*38*	*32*	*23*	*60*	*385*
Unsure	10	8	12	9	4	5	3	4	54
Total Count	185	119	241	215	100	120	71	168	1220

Rating	District 1	District 2	District 3	Disctrict 4	District 5	District 6	District 7	Unsure/ Prefer not to Respond	Total
Very satisfied	4.4%	4.2%	5.7%	6.0%	5.2%	4.9%	7.6%	6.0%	5.4%
Satisfied	32.7%	30.5%	32.8%	36.9%	28.3%	40.1%	32.9%	27.7%	32.9%
Satisfied Subtotal	*37.0%*	*34.7%*	*38.4%*	*42.9%*	*33.5%*	*45.0%*	*40.5%*	*33.7%*	*38.4%*
Neither satisfied nor dissatisf	22.4%	29.9%	29.3%	22.8%	24.8%	24.2%	22.6%	27.8%	25.7%
Dissatisfied	21.2%	11.6%	13.1%	19.4%	30.2%	19.3%	18.3%	15.4%	17.9%
Very dissatisfied	14.2%	17.4%	14.3%	10.7%	7.8%	7.4%	14.6%	20.6%	13.6%
Dissatisfied Subtotal	*35.4%*	*29.0%*	*27.4%*	*30.2%*	*38.0%*	*26.7%*	*32.8%*	*36.0%*	*31.5%*
Unsure	5.3%	6.4%	4.9%	4.1%	3.7%	4.1%	4.1%	2.5%	4.4%
Total Count	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Over the past year, how satisfied were you with the city's efforts to: Maintain a safe community

Rating	District 1	District 2	District 3	Disctrict 4	District 5	District 6	District 7	Unsure/ Prefer not to Respond	Total
Very satisfied	10	9	21	22	7	7	3	10	89
Satisfied	78	43	108	109	52	50	34	54	529
Satisfied Subtotal	*88*	*52*	*129*	*131*	*59*	*57*	*37*	*64*	*617*
Neither satisfied nor dissatisf	49	40	53	34	20	39	15	40	290
Dissatisfied	33	20	42	27	16	17	16	34	204
Very dissatisfied	13	8	16	20	4	6	4	28	100
Dissatisfied Subtotal	*46*	*28*	*58*	*46*	*21*	*23*	*20*	*62*	*304*
Unsure	3	1	2	4	0	2	0	2	13
Total Count	186	120	242	215	100	120	72	168	1224
Very satisfied	5.5%	7.4%	8.6%	10.0%	7.1%	5.8%	4.3%	6.0%	7.2%
Satisfied	42.1%	35.9%	44.6%	50.6%	51.7%	41.8%	46.9%	32.2%	43.2%
Satisfied Subtotal	*47.6%*	*43.3%*	*53.3%*	*60.7%*	*58.8%*	*47.6%*	*51.2%*	*38.2%*	*50.4%*
Neither satisfied nor dissatisf	26.1%	33.1%	22.1%	15.8%	20.3%	32.1%	21.3%	24.0%	23.7%
Dissatisfied	17.5%	16.5%	17.2%	12.4%	16.5%	14.0%	22.5%	20.1%	16.7%
Very dissatisfied	7.2%	6.7%	6.7%	9.2%	4.4%	5.1%	5.0%	16.6%	8.1%
Dissatisfied Subtotal	*24.7%*	*23.2%*	*23.9%*	*21.6%*	*20.9%*	*19.1%*	*27.5%*	*36.7%*	*24.8%*
Unsure	1.7%	0.4%	0.8%	1.9%	0.0%	1.2%	0.0%	1.1%	1.1%
Total Count	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Over the past year, how satisfied were you with the city's efforts to: Increase city transparency to residents

Rating	District 1	District 2	District 3	Disctrict 4	District 5	District 6	District 7	Unsure/ Prefer not to Respond	Total
Very satisfied	8	7	18	24	7	14	3	4	85
Satisfied	51	35	66	66	33	39	20	41	352
Satisfied Subtotal	*59*	*41*	*83*	*91*	*40*	*54*	*23*	*45*	*437*
Neither satisfied nor dissatisf	49	37	65	55	26	36	22	49	339
Dissatisfied	39	21	39	29	20	18	18	20	205
Very dissatisfied	29	17	32	25	10	7	6	37	163
Dissatisfied Subtotal	*68*	*38*	*71*	*54*	*30*	*26*	*24*	*57*	*368*
Unsure	9	3	17	15	4	5	3	14	71
Total Count	186	119	237	214	100	120	71	166	1214
Very satisfied	4.4%	5.6%	7.5%	11.3%	7.5%	11.7%	3.6%	2.4%	7.0%
Satisfied	27.6%	29.3%	27.7%	30.9%	32.9%	32.8%	28.1%	24.8%	29.0%
Satisfied Subtotal	*31.9%*	*34.9%*	*35.2%*	*42.2%*	*40.4%*	*44.5%*	*31.7%*	*27.3%*	*36.0%*
Neither satisfied nor dissatisf	26.3%	31.1%	27.4%	25.6%	25.7%	29.8%	30.9%	29.8%	27.9%
Dissatisfied	21.1%	18.0%	16.6%	13.3%	19.7%	15.3%	25.7%	12.2%	16.9%
Very dissatisfied	15.7%	13.9%	13.5%	11.7%	10.5%	6.1%	7.7%	22.1%	13.4%
Dissatisfied Subtotal	*36.8%*	*31.9%*	*30.1%*	*25.0%*	*30.2%*	*21.4%*	*33.4%*	*34.3%*	*30.3%*
Unsure	4.9%	2.1%	7.3%	7.2%	3.7%	4.4%	4.1%	8.7%	5.8%
Total Count	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Over the past year, how satisfied were you with the city's efforts to: Foster economic growth

Rating	District 1	District 2	District 3	Disctrict 4	District 5	District 6	District 7	Unsure/ Prefer not to Respond	Total
Very satisfied	5	7	11	18	11	4	4	9	69
Satisfied	66	35	77	75	42	54	27	47	423
Satisfied Subtotal	*71*	*42*	*87*	*93*	*53*	*58*	*31*	*55*	*491*
Neither satisfied nor dissatisf	57	42	75	62	20	30	18	49	352
Dissatisfied	25	15	36	25	14	18	13	31	178
Very dissatisfied	22	13	30	23	6	10	5	24	132
Dissatisfied Subtotal	*47*	*28*	*66*	*48*	*20*	*28*	*19*	*55*	*310*
Unsure	11	9	14	11	6	4	5	9	68
Total Count	186	120	241	214	99	120	72	168	1221
Very satisfied	2.9%	6.1%	4.4%	8.6%	10.8%	3.0%	5.1%	5.2%	5.6%
Satisfied	35.6%	28.9%	31.8%	35.0%	42.3%	45.2%	37.4%	27.8%	34.6%
Satisfied Subtotal	*38.4%*	*35.0%*	*36.2%*	*43.6%*	*53.0%*	*48.3%*	*42.6%*	*33.0%*	*40.2%*
Neither satisfied nor dissatisf	30.7%	34.5%	30.9%	29.0%	20.5%	25.3%	24.6%	29.0%	28.9%
Dissatisfied	13.3%	12.0%	14.9%	11.9%	14.4%	15.2%	18.5%	18.5%	14.5%
Very dissatisfied	11.9%	11.1%	12.3%	10.6%	5.8%	7.9%	7.3%	14.0%	10.8%
Dissatisfied Subtotal	*25.2%*	*23.2%*	*27.2%*	*22.5%*	*20.3%*	*23.1%*	*25.8%*	*32.5%*	*25.3%*
Unsure	5.8%	7.3%	5.6%	5.0%	6.2%	3.3%	7.1%	5.5%	5.6%
Total Count	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Interaction:

Which of these units did you interact with over the past year?

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Unsure/Prefer not to respond	Total
311	36	27	27	44	25	33	19	21	233
Airport	108	72	141	140	69	87	43	101	760
Building Inspections	28	20	40	44	19	32	22	34	239
Community Redevelopment Agency	6	6	10	7	6	18	8	7	67
Fire	17	10	19	12	7	12	4	17	98
Housing	26	21	31	30	12	9	11	35	175
Neighborhoods	53	35	64	68	25	40	16	66	367
Parks and Recreation	91	58	107	106	50	52	36	82	582
Pensacola Energy	73	45	91	102	50	61	36	67	525
Planning	13	9	17	16	5	18	5	10	93
Police	51	41	64	53	26	42	24	54	353
Public Works	31	20	39	42	17	28	14	37	228
Sanitation	78	56	105	107	42	57	41	65	551
Total Count	610	421	756	770	351	488	282	596	4274
311	19.6%	22.6%	11.2%	20.5%	24.7%	27.0%	26.0%	12.6%	18.9%
Airport	58.0%	59.7%	58.1%	64.6%	68.9%	72.0%	57.5%	59.4%	61.8%
Building Inspections	15.1%	16.3%	16.5%	20.2%	19.2%	26.4%	29.7%	20.2%	19.4%
Community Redevelopment Agency	3.0%	5.2%	4.2%	3.0%	5.7%	14.5%	11.3%	4.1%	5.5%
Fire	9.3%	8.7%	8.0%	5.7%	6.6%	9.5%	5.4%	10.0%	8.0%
Housing	14.2%	17.3%	12.9%	13.6%	12.1%	7.3%	15.3%	20.3%	14.2%
Neighborhoods	28.6%	29.2%	26.6%	31.2%	24.8%	32.9%	22.0%	38.9%	29.8%
Parks and Recreation	49.0%	48.1%	44.3%	48.9%	49.8%	43.0%	48.5%	48.4%	47.3%
Pensacola Energy	39.1%	37.7%	37.7%	46.8%	49.9%	50.5%	49.0%	39.2%	42.7%
Planning	6.8%	7.5%	6.8%	7.4%	4.9%	15.0%	6.7%	6.2%	7.5%
Police	27.2%	33.8%	26.3%	24.3%	25.9%	34.6%	32.3%	31.5%	28.7%
Public Works	16.6%	17.0%	16.0%	19.4%	16.6%	23.0%	19.1%	22.1%	18.6%
Sanitation	41.8%	46.5%	43.4%	49.4%	42.3%	46.5%	55.1%	38.2%	44.7%

Customer Service:

Please rate each department on its customer service, with five stars being "excellent" customer service and one star being "very poor" customer service… 311									
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Unsure/Prefer not to respond	Total
1	5	1	3	1	1	2	1	3	17
2	1	6	2	4	1	1	1	1	17
3	8	2	2	7	6	5	2	2	33
4	9	9	7	6	6	8	7	8	61
5	14	9	13	27	11	17	8	6	106
Total Count	36	27	27	44	25	33	19	20	232
1	12.5%	2.7%	12.8%	2.1%	3.6%	5.4%	7.0%	15.1%	7.2%
2	2.3%	22.2%	7.1%	7.9%	4.2%	3.0%	4.6%	7.2%	7.2%
3	21.6%	9.0%	6.9%	14.8%	22.7%	14.6%	8.8%	8.1%	14.0%
4	24.7%	33.9%	25.6%	14.5%	24.3%	24.4%	38.0%	37.9%	26.1%
5	39.0%	32.1%	47.6%	60.6%	45.2%	52.6%	41.7%	31.6%	45.5%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Please rate each department on its customer service, with five stars being "excellent" customer service and one star being "very poor" customer service… Airport									
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Unsure/Prefer not to respond	Total
1	5	2	0	0	0	0	2	2	10
2	5	0	3	0	1	0	0	3	12
3	10	11	17	10	4	4	3	16	74
4	26	24	48	51	24	32	12	26	241
5	62	34	71	78	40	51	25	50	412
Total Count	107	70	138	139	69	87	43	97	750
1	4.3%	2.6%	0.0%	0.0%	0.0%	0.0%	4.9%	2.0%	1.4%
2	4.2%	0.0%	2.3%	0.0%	2.1%	0.0%	0.0%	3.3%	1.6%
3	9.1%	15.1%	12.0%	7.4%	5.5%	4.1%	7.9%	16.7%	9.9%
4	24.4%	34.0%	34.5%	36.4%	34.2%	36.5%	27.8%	26.7%	32.2%
5	57.9%	48.2%	51.3%	56.2%	58.3%	59.4%	59.4%	51.3%	54.9%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Please rate each department on its customer service, with five stars being "excellent" customer service and one star being "very poor" customer service... Building Inspections

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Unsure/Prefer not to respond	Total
1	6	4	5	0	2	4	2	9	32
2	1	3	5	10	1	3	3	6	30
3	2	5	9	9	2	6	6	10	48
4	11	1	8	12	5	9	7	4	58
5	8	6	14	13	9	10	4	6	69
Total Count	28	19	40	43	19	31	22	34	236
1	23.1%	21.6%	11.7%	0.0%	12.6%	11.9%	6.8%	25.6%	13.3%
2	3.2%	16.4%	12.5%	22.6%	4.6%	8.5%	12.0%	16.2%	12.9%
3	8.2%	24.4%	21.8%	19.9%	9.5%	18.3%	28.8%	27.8%	20.1%
4	37.5%	5.0%	20.1%	28.1%	28.5%	28.7%	33.6%	12.6%	24.4%
5	28.1%	32.6%	34.0%	29.4%	44.8%	32.6%	18.8%	17.8%	29.3%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Please rate each department on its customer service, with five stars being "excellent" customer service and one star being "very poor" customer service... Community Redevelopment Agency

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Unsure/Prefer not to respond	Total
1	4	2	2	0	1	2	1	4	17
2	1	0	1	0	0	2	3	1	8
3	0	0	6	1	0	5	1	1	14
4	1	2	0	1	2	5	2	0	13
5	0	0	0	5	3	3	2	0	12
Total Count	6	4	9	7	6	18	8	6	64
1	65.9%	45.7%	26.8%	0.0%	15.5%	13.5%	12.6%	69.4%	26.4%
2	16.8%	0.0%	10.4%	0.0%	0.0%	13.2%	35.6%	8.3%	12.2%
3	0.0%	0.0%	62.8%	8.1%	0.0%	27.8%	10.6%	22.3%	21.4%
4	17.3%	54.3%	0.0%	14.8%	39.5%	30.3%	20.4%	0.0%	21.1%
5	0.0%	0.0%	0.0%	77.2%	45.0%	15.2%	20.8%	0.0%	19.0%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Please rate each department on its customer service, with five stars being "excellent" customer service and one star being "very poor" customer service... Fire

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Unsure/Prefer not to respond	Total
1	3	2	0	0	0	1	0	1	6
2	0	1	2	1	0	0	0	2	6
3	3	0	0	0	0	0	0	0	3
4	0	0	0	2	1	0	1	5	9
5	12	8	17	10	6	11	3	7	73
Total Count	17	10	19	12	7	12	4	16	97
1	15.8%	17.6%	0.0%	0.0%	0.0%	7.7%	0.0%	6.3%	6.6%
2	0.0%	5.1%	12.0%	7.7%	0.0%	0.0%	0.0%	13.5%	6.1%
3	16.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%
4	0.0%	0.0%	0.0%	13.7%	8.1%	0.0%	33.7%	33.1%	9.0%
5	68.0%	77.4%	88.0%	78.7%	91.9%	92.3%	66.3%	47.0%	75.5%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Please rate each department on its customer service, with five stars being "excellent" customer service and one star being "very poor" customer service... Housing

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Unsure/Prefer not to respond	Total
1	7	7	5	5	2	0	2	10	38
2	0	3	2	3	2	0	1	3	14
3	4	4	14	9	3	3	5	4	44
4	12	5	9	3	2	2	3	9	44
5	3	1	2	10	3	5	1	6	31
Total Count	26	20	31	30	12	9	11	32	171
1	28.2%	34.2%	15.3%	15.8%	18.4%	0.0%	20.1%	32.2%	22.5%
2	0.0%	15.2%	5.0%	9.7%	15.7%	0.0%	8.5%	10.4%	8.0%
3	14.3%	18.1%	43.9%	30.7%	27.3%	29.0%	43.5%	11.1%	26.0%
4	45.4%	25.4%	28.1%	11.3%	15.3%	19.3%	23.3%	27.1%	25.7%
5	12.1%	7.1%	7.8%	32.5%	23.3%	51.7%	4.6%	19.2%	17.9%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Please rate each department on its customer service, with five stars being "excellent" customer service and one star being "very poor" customer service… Neighborhoods

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Unsure/Prefer not to respond	Total
1	9	3	5	0	0	0	1	8	26
2	1	5	5	7	0	7	1	5	31
3	11	14	18	18	15	7	11	24	118
4	19	8	18	21	5	11	1	17	100
5	13	6	19	22	5	14	3	10	90
Total Count	52	36	64	68	25	40	16	63	365
1	17.4%	7.1%	7.0%	0.0%	0.0%	0.0%	3.2%	12.8%	6.8%
2	2.2%	13.2%	8.0%	9.9%	0.0%	18.7%	5.9%	7.1%	8.4%
3	20.3%	40.4%	27.8%	26.4%	61.9%	18.8%	66.1%	38.3%	32.6%
4	35.9%	23.6%	28.2%	31.4%	19.6%	26.5%	7.4%	26.5%	27.4%
5	24.2%	15.7%	28.9%	32.3%	18.6%	36.0%	17.3%	15.2%	24.8%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Please rate each department on its customer service, with five stars being "excellent" customer service and one star being "very poor" customer service… Parks and Recreation

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Unsure/Prefer not to respond	Total
1	11	2	5	5	2	2	1	7	36
2	4	3	7	5	1	5	4	1	29
3	16	13	18	23	10	12	4	26	124
4	26	17	45	36	17	12	14	22	189
5	31	23	33	36	20	22	13	22	199
Total Count	89	58	107	105	50	52	36	80	577
1	12.5%	3.2%	4.5%	5.2%	4.7%	3.5%	2.9%	9.3%	6.2%
2	4.3%	5.7%	6.4%	4.4%	1.1%	9.4%	10.0%	1.7%	5.0%
3	18.6%	23.2%	17.0%	22.3%	20.4%	23.3%	11.0%	32.8%	21.5%
4	29.1%	28.8%	41.7%	34.3%	34.4%	22.2%	40.0%	28.0%	32.7%
5	35.5%	39.2%	30.3%	33.8%	39.4%	41.6%	36.1%	28.1%	34.5%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Please rate each department on its customer service, with five stars being "excellent" customer service and one star being "very poor" customer service… Pensacola Energy

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Unsure/Prefer not to respond	Total
1	6	6	5	4	3	2	1	11	37
2	4	2	9	11	6	4	4	8	48
3	14	5	24	18	11	7	3	18	100
4	28	16	26	30	14	25	19	16	175
5	20	17	27	39	15	23	10	10	160
Total Count	73	45	91	102	49	60	36	63	520
1	8.8%	12.2%	5.4%	3.8%	6.1%	2.5%	2.8%	17.6%	7.2%
2	5.0%	4.2%	9.9%	11.1%	12.7%	6.3%	11.6%	12.2%	9.2%
3	19.8%	10.4%	26.6%	17.3%	22.4%	12.4%	7.6%	27.9%	19.2%
4	38.9%	36.3%	28.6%	29.8%	28.1%	41.0%	51.6%	25.9%	33.6%
5	27.5%	36.9%	29.5%	37.9%	30.7%	37.9%	26.4%	16.3%	30.8%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Please rate each department on its customer service, with five stars being "excellent" customer service and one star being "very poor" customer service… Planning

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Unsure/Prefer not to respond	Total
1	3	2	1	2	0	2	0	2	12
2	2	1	5	2	0	1	3	3	17
3	3	1	4	2	0	3	1	1	15
4	3	2	1	2	3	5	0	4	19
5	2	3	6	8	2	7	1	1	31
Total Count	13	9	17	16	5	19	5	10	94
1	21.7%	20.6%	4.7%	11.9%	0.0%	7.6%	0.0%	19.1%	11.5%
2	15.0%	16.0%	28.8%	9.9%	0.0%	5.3%	54.9%	32.2%	18.0%
3	22.3%	10.5%	25.6%	13.9%	0.0%	19.1%	16.6%	5.1%	16.3%
4	21.8%	20.5%	4.8%	11.9%	64.0%	29.3%	0.0%	34.6%	20.9%
5	19.1%	32.5%	36.0%	52.4%	36.0%	38.6%	28.5%	9.0%	33.3%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Unsure/Prefer not to respond	Total
Please rate each department on its customer service, with five stars being "excellent" customer service and one star being "very poor" customer service... Police									
1	8	6	19	1	0	5	3	11	53
2	0	2	3	3	2	0	2	7	19
3	7	9	4	7	4	6	1	5	42
4	7	9	14	7	6	6	6	9	63
5	27	14	24	34	15	25	12	19	171
Total Count	50	40	64	52	26	42	24	51	349
1	17.1%	15.4%	29.4%	2.7%	0.0%	12.3%	10.7%	21.7%	15.3%
2	0.0%	4.4%	5.1%	6.3%	7.1%	0.0%	9.8%	13.1%	5.5%
3	13.5%	22.9%	5.8%	12.9%	15.1%	13.9%	4.0%	10.1%	12.1%
4	14.6%	22.6%	21.4%	14.0%	21.6%	13.3%	25.1%	17.4%	18.2%
5	54.8%	34.8%	38.3%	64.2%	56.2%	60.4%	50.3%	37.8%	48.9%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Unsure/Prefer not to respond	Total
Please rate each department on its customer service, with five stars being "excellent" customer service and one star being "very poor" customer service... Public Works									
1	7	5	4	4	0	0	1	6	27
2	2	1	3	1	1	0	4	2	13
3	9	2	13	9	6	11	3	6	60
4	5	8	9	9	5	6	4	15	63
5	8	4	10	18	5	10	3	5	63
Total Count	31	20	39	42	17	27	14	36	226
1	22.8%	24.1%	9.2%	9.6%	0.0%	0.0%	5.6%	17.9%	11.9%
2	6.0%	4.3%	7.2%	3.4%	3.2%	0.0%	25.5%	6.7%	6.0%
3	28.9%	11.8%	34.1%	22.4%	36.9%	41.5%	18.5%	17.8%	26.7%
4	16.3%	40.6%	24.2%	22.2%	31.8%	22.3%	27.5%	42.5%	27.7%
5	26.0%	19.2%	25.3%	42.4%	28.1%	36.1%	22.9%	15.1%	27.8%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Please rate each department on its customer service, with five stars being "excellent" customer service and one star being "very poor" customer service… Sanitation

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Unsure/Prefer not to respond	Total
1	6	4	9	4	1	0	1	10	35
2	5	8	2	5	3	4	0	7	33
3	9	4	26	13	10	7	7	20	95
4	28	15	37	28	12	19	16	13	168
5	29	24	31	58	17	26	16	14	216
Total Count	77	55	105	107	42	56	41	63	547
1	8.1%	7.2%	8.8%	3.3%	1.3%	0.0%	2.4%	16.0%	6.3%
2	6.6%	13.6%	1.8%	4.8%	6.8%	6.9%	0.0%	10.4%	6.0%
3	11.3%	7.0%	24.3%	12.2%	23.3%	12.7%	17.7%	31.1%	17.4%
4	35.8%	27.8%	35.4%	26.0%	28.9%	33.9%	39.9%	20.5%	30.8%
5	38.2%	44.4%	29.8%	53.7%	39.7%	46.5%	40.1%	22.1%	39.5%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Responsiveness:

Please rate each department on its customer service, with five stars being "highly responsive" to one star being "not at all responsive"… 311

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Unsure/Prefer not to respond	Total
1	5	2	3	2	1	1	1	6	21
2	5	5	2	5	3	4	1	3	27
3	6	4	2	4	4	3	2	1	25
4	9	4	9	5	6	6	7	4	49
5	13	11	10	28	10	19	9	7	107
Total Count	36	26	26	43	24	33	19	21	229
1	12.7%	9.0%	13.2%	4.1%	2.1%	2.7%	7.3%	26.6%	9.0%
2	12.4%	20.5%	9.3%	11.0%	12.1%	11.9%	4.2%	12.8%	12.0%
3	15.8%	13.6%	7.0%	8.6%	18.6%	9.9%	8.8%	5.0%	11.1%
4	23.5%	15.3%	34.1%	11.1%	24.4%	17.6%	35.3%	20.6%	21.4%
5	35.6%	41.5%	36.3%	65.1%	42.8%	57.8%	44.4%	35.0%	46.5%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Please rate each department on its customer service, with five stars being "highly responsive" to one star being "not at all responsive"… Airport

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Unsure/Prefer not to respond	Total
1	6	2	1	0	0	0	0	5	15
2	1	0	4	2	2	0	0	4	13
3	22	13	14	15	4	5	5	16	94
4	24	17	39	46	26	26	9	18	206
5	51	36	71	71	35	51	26	49	391
Total Count	105	68	130	135	67	82	41	91	718
1	6.1%	2.7%	1.1%	0.0%	0.0%	0.0%	0.0%	5.3%	2.0%
2	0.8%	0.0%	2.9%	1.7%	2.7%	0.0%	0.0%	4.5%	1.8%
3	20.9%	19.5%	10.7%	11.3%	5.7%	5.9%	12.4%	17.4%	13.1%
4	23.1%	25.3%	30.3%	34.2%	38.7%	31.4%	22.8%	19.6%	28.6%
5	49.0%	52.5%	55.0%	52.8%	52.9%	62.7%	64.9%	53.2%	54.5%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Please rate each department on its customer service, with five stars being "highly responsive" to one star being "not at all responsive"… Building Inspections

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Unsure/Prefer not to respond	Total
1	6	2	6	1	0	6	3	11	36
2	1	6	2	6	3	2	3	3	26
3	3	5	5	10	1	6	1	9	40
4	9	1	11	12	7	6	9	6	60
5	9	6	12	15	7	10	4	6	69
Total Count	28	20	38	44	18	30	21	34	232
1	23.1%	11.2%	17.0%	2.2%	0.0%	19.5%	16.2%	31.4%	15.5%
2	3.2%	29.7%	6.4%	13.9%	15.3%	7.4%	16.9%	7.8%	11.4%
3	11.6%	23.2%	13.7%	21.9%	5.1%	20.8%	6.9%	26.8%	17.3%
4	30.8%	4.8%	30.2%	26.9%	39.7%	19.1%	42.9%	16.7%	26.0%
5	31.4%	31.1%	32.8%	35.1%	40.0%	33.1%	17.1%	17.3%	29.9%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Please rate each department on its customer service, with five stars being "highly responsive" to one star being "not at all responsive"... Community Redevelopment Agency

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Unsure/Prefer not to respond	Total
1	4	2	3	0	1	2	1	4	15
2	1	0	0	0	0	3	1	0	5
3	0	0	4	1	0	1	2	2	10
4	1	3	0	2	2	5	3	0	16
5	0	1	2	4	3	6	1	0	17
Total Count	6	6	8	7	6	18	7	6	64
1	65.9%	29.2%	30.6%	0.0%	15.5%	10.5%	14.1%	60.5%	24.3%
2	16.8%	0.0%	0.0%	0.0%	0.0%	19.3%	11.8%	0.0%	8.2%
3	0.0%	0.0%	47.6%	8.1%	0.0%	7.7%	28.0%	39.5%	16.2%
4	17.3%	49.2%	0.0%	29.6%	39.5%	29.2%	34.6%	0.0%	25.2%
5	0.0%	21.6%	21.8%	62.4%	45.0%	33.4%	11.5%	0.0%	26.1%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Please rate each department on its customer service, with five stars being "highly responsive" to one star being "not at all responsive"... Fire

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Unsure/Prefer not to respond	Total
1	3	2	0	0	0	1	0	1	6
2	0	0	0	1	0	0	0	2	3
3	3	1	0	0	1	0	1	0	4
4	0	0	0	2	0	0	1	1	4
5	12	8	18	10	6	11	3	12	80
Total Count	17	10	18	12	7	12	4	17	98
1	15.8%	17.6%	0.0%	0.0%	0.0%	7.7%	0.0%	5.8%	6.6%
2	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	12.4%	3.1%
3	16.2%	5.1%	0.0%	0.0%	8.1%	0.0%	13.2%	0.0%	4.5%
4	0.0%	0.0%	0.0%	13.7%	0.0%	0.0%	20.5%	8.5%	4.0%
5	68.0%	77.4%	100.0%	78.7%	91.9%	92.3%	66.3%	73.4%	81.7%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Please rate each department on its customer service, with five stars being "highly responsive" to one star being "not at all responsive"... Housing

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Unsure/Prefer not to respond	Total
1	7	6	7	3	1	1	2	13	41
2	0	2	1	5	0	0	0	0	8
3	7	6	7	2	5	2	6	4	39
4	9	5	11	8	2	1	3	8	47
5	3	1	3	10	3	5	1	7	32
Total Count	26	20	30	27	11	9	11	33	167
1	28.2%	30.4%	24.0%	10.9%	8.3%	6.0%	20.1%	40.7%	24.4%
2	0.0%	11.1%	4.1%	17.1%	0.0%	0.0%	0.0%	0.0%	4.8%
3	26.7%	29.3%	23.8%	6.4%	43.1%	27.0%	52.0%	12.7%	23.3%
4	33.5%	22.4%	38.6%	28.0%	22.1%	16.0%	23.3%	25.1%	28.2%
5	11.6%	6.8%	9.5%	37.6%	26.5%	51.0%	4.6%	21.5%	19.3%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Please rate each department on its customer service, with five stars being "highly responsive" to one star being "not at all responsive"... Neighborhoods

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Unsure/Prefer not to respond	Total
1	7	3	7	3	1	4	1	7	33
2	4	3	4	3	1	4	2	7	29
3	11	9	14	22	15	8	5	19	104
4	16	6	16	13	1	12	1	12	78
5	14	13	19	23	5	11	6	14	105
Total Count	52	35	60	64	23	40	15	60	350
1	13.8%	9.8%	12.2%	5.2%	3.8%	9.4%	3.6%	11.2%	9.5%
2	8.1%	7.9%	7.2%	3.9%	6.2%	10.7%	11.2%	12.4%	8.2%
3	20.8%	27.0%	23.3%	34.1%	63.2%	21.0%	37.2%	32.4%	29.8%
4	31.3%	18.1%	26.6%	20.8%	3.5%	30.7%	6.0%	20.4%	22.4%
5	26.0%	37.2%	30.8%	35.9%	23.2%	28.2%	41.9%	23.6%	30.1%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Please rate each department on its customer service, with five stars being "highly responsive" to one star being "not at all responsive"… Parks and Recreation

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Unsure/Prefer not to respond	Total
1	11	4	8	2	5	1	3	9	43
2	5	5	3	5	1	5	4	4	31
3	17	10	21	24	10	11	8	17	116
4	24	21	37	30	19	13	7	26	177
5	31	18	32	38	13	18	12	20	182
Total Count	88	57	101	98	48	48	34	75	549
1	12.8%	6.5%	8.3%	1.6%	9.8%	2.2%	8.6%	12.2%	7.8%
2	5.2%	8.2%	2.6%	4.9%	2.8%	10.8%	12.7%	4.9%	5.7%
3	19.1%	17.5%	20.5%	24.4%	20.1%	22.1%	22.6%	22.4%	21.1%
4	27.2%	36.9%	36.6%	30.5%	40.0%	27.4%	21.6%	34.4%	32.3%
5	35.7%	31.0%	32.1%	38.5%	27.3%	37.5%	34.6%	26.0%	33.1%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Please rate each department on its customer service, with five stars being "highly responsive" to one star being "not at all responsive"… Pensacola Energy

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Unsure/Prefer not to respond	Total
1	8	5	7	4	4	3	1	10	42
2	8	2	8	12	1	5	4	6	45
3	14	8	16	16	5	5	3	20	87
4	22	11	24	22	21	22	16	15	153
5	20	18	30	45	18	23	11	15	180
Total Count	73	44	85	99	48	58	35	65	508
1	11.5%	10.5%	8.1%	3.9%	9.1%	5.9%	2.9%	15.0%	8.3%
2	10.6%	5.0%	9.9%	12.2%	1.1%	8.2%	10.1%	8.6%	8.8%
3	19.9%	19.0%	18.5%	16.0%	10.5%	8.4%	9.5%	30.2%	17.2%
4	30.3%	24.5%	28.1%	22.6%	42.5%	37.6%	44.9%	23.8%	30.1%
5	27.7%	41.0%	35.4%	45.2%	36.8%	39.9%	32.6%	22.5%	35.5%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Unsure/Prefer not to respond	Total
Please rate each department on its customer service, with five stars being "highly responsive" to one star being "not at all responsive"… Planning									
1	4	1	1	2	0	1	0	5	13
2	2	3	3	1	0	0	3	1	13
3	3	2	6	2	1	6	0	0	20
4	2	0	1	3	2	2	1	3	13
5	2	3	5	8	2	8	1	1	32
Total Count	13	9	17	16	5	17	5	10	91
1	29.2%	10.5%	4.7%	11.9%	0.0%	3.2%	0.0%	51.3%	14.5%
2	15.6%	36.6%	20.2%	3.3%	0.0%	0.0%	54.9%	8.5%	14.0%
3	21.3%	20.5%	39.1%	11.7%	18.0%	37.3%	0.0%	0.0%	21.9%
4	14.8%	0.0%	3.2%	20.7%	45.9%	11.1%	16.6%	26.1%	14.7%
5	19.1%	32.5%	32.8%	52.4%	36.0%	48.4%	28.5%	14.1%	35.0%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Unsure/Prefer not to respond	Total
Please rate each department on its customer service, with five stars being "highly responsive" to one star being "not at all responsive"… Police									
1	8	4	18	1	0	5	1	12	49
2	1	4	3	3	1	2	3	8	25
3	11	5	1	4	5	3	0	4	33
4	3	13	12	8	3	1	6	5	51
5	28	15	28	34	17	30	14	24	189
Total Count	50	39	62	51	26	41	24	53	346
1	15.4%	9.2%	29.3%	2.8%	0.0%	12.5%	3.4%	22.8%	14.2%
2	1.6%	9.0%	4.4%	6.6%	2.0%	4.4%	13.9%	16.0%	7.1%
3	21.1%	12.3%	2.3%	8.4%	18.5%	7.9%	0.0%	7.0%	9.5%
4	6.5%	31.9%	19.2%	15.7%	12.9%	3.3%	24.3%	8.8%	14.7%
5	55.4%	37.6%	44.7%	66.5%	66.5%	71.9%	58.4%	45.5%	54.6%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Unsure/Prefer not to respond	Total
Please rate each department on its customer service, with five stars being "highly responsive" to one star being "not at all responsive"… Public Works									
1	9	5	5	4	0	2	2	10	36
2	4	1	4	4	1	1	3	0	18
3	6	2	11	6	5	5	1	9	45
4	3	9	8	11	3	10	3	12	59
5	8	4	9	17	7	8	5	6	63
Total Count	31	20	36	42	17	26	13	37	222
1	28.3%	24.1%	13.7%	9.8%	0.0%	7.5%	12.6%	25.8%	16.1%
2	14.2%	4.3%	10.5%	10.1%	6.4%	3.8%	20.5%	0.0%	8.2%
3	20.4%	9.2%	30.5%	13.7%	33.2%	19.2%	8.0%	23.5%	20.3%
4	11.1%	43.2%	20.8%	26.3%	19.5%	40.0%	20.2%	33.5%	26.7%
5	26.0%	19.2%	24.5%	40.2%	40.9%	29.6%	38.8%	17.2%	28.6%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Unsure/Prefer not to respond	Total
Please rate each department on its customer service, with five stars being "highly responsive" to one star being "not at all responsive"… Sanitation									
1	8	6	7	4	1	1	1	10	38
2	2	4	12	11	1	0	3	8	42
3	13	5	16	14	6	9	5	18	86
4	23	15	29	22	11	19	17	12	147
5	29	26	36	54	21	24	13	15	218
Total Count	76	55	100	105	41	53	39	63	532
1	10.6%	10.4%	6.7%	3.7%	3.6%	1.9%	2.5%	16.2%	7.1%
2	3.1%	7.5%	12.3%	10.8%	3.5%	0.0%	6.7%	12.6%	7.9%
3	17.5%	8.9%	16.2%	13.2%	15.1%	17.3%	11.6%	28.8%	16.2%
4	30.3%	26.8%	29.2%	20.6%	26.1%	34.9%	44.7%	18.9%	27.7%
5	38.5%	46.4%	35.6%	51.7%	51.8%	45.9%	34.5%	23.5%	41.1%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

NP1

NP1: On a scale from 0-10, how likely are you to recommend to family and friends living in the City of Pensacola (rather than another community or in the county but outside the city limits)?								
	District 1	District 2	District 3	Disctrict 4	District 5	District 6	District 7	Unsure/ Prefer not to Respond	Total
Detractor	62	46	73	50	27	28	24	84	395
Passive	60	42	87	86	34	45	21	47	421
Promoter	62	31	82	79	38	48	30	38	407
Total Count	**184**	**118**	**241**	**216**	**100**	**121**	**75**	**169**	**1223**
Detractor	33.7%	38.6%	30.3%	23.4%	27.5%	23.4%	32.4%	49.6%	32.3%
Passive	32.8%	35.2%	35.8%	39.7%	34.5%	37.0%	27.9%	27.8%	34.4%
Promoter	33.5%	26.1%	33.9%	36.9%	38.0%	39.6%	39.7%	22.6%	33.3%
Total	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**

NP2

NP2: On a scale from 0-10, with 10 being excellent and 0 being terrible, how would you rate the city's progress in becoming a "City of Excellence?"								
	District 1	District 2	District 3	Disctrict 4	District 5	District 6	District 7	Unsure/ Prefer not to Respond	Total
Detractor	71	53	79	71	31	43	29	81	458
Passive		91	161	156	75	93	56	129	891
Promoter	12	8	17	25	4	9	7	15	98
Total Count		**91**	**161**	**156**	**75**	**93**	**56**	**129**	**891**
Detractor	54.3%	58.1%	49.1%	45.8%	41.1%	46.0%	52.8%	62.7%	51.4%
Passive	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Promoter	9.4%	9.3%	10.5%	15.8%	5.9%	10.2%	12.3%	11.6%	11.0%
Total	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**

Number 1 Priority

Of the following services, which option would you rank as your #1 priority?								
Service	District 1	District 2	District 3	Disctrict 4	District 5	District 6	District 7	Unsure/ Prefer not to Respond	Total
Community safety	72	48	96	74	31	31	14	56	424
Neighborhoods (green spaces, programs and services)	25	12	42	24	18	25	16	30	193
Economic development	38	26	44	34	19	20	19	39	239
Environmental issues (air and land quality)	24	20	35	53	17	20	9	28	206
Infrastructure	24	13	24	32	14	25	16	15	164
Total Count	184	119	241	217	100	121	75	168	1226
Community safety	39.4%	40.5%	39.7%	34.1%	31.5%	25.7%	19.3%	33.5%	34.6%
Neighborhoods (green spaces, programs and services)	13.7%	10.4%	17.5%	11.0%	18.4%	20.3%	21.4%	18.0%	15.8%
Economic development	20.7%	21.6%	18.1%	15.8%	18.9%	16.4%	25.7%	23.1%	19.5%
Environmental issues (air and land quality)	13.0%	16.6%	14.6%	24.4%	17.2%	16.6%	12.2%	16.4%	16.8%
Infrastructure	13.2%	10.9%	10.0%	14.6%	14.0%	20.9%	21.3%	8.9%	13.3%
Total Count	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Number 2 Priority

Of the following services, which option would you rank as your #2 priority?									
Service	District 1	District 2	District 3	Disctrict 4	District 5	District 6	District 7	Unsure/ Prefer not to Respond	Total
Community safety	51	25	64	46	21	27	26	39	299
Neighborhoods (green spaces, programs and services)	42	22	34	56	25	29	18	37	263
Economic development	22	22	49	35	13	21	10	26	197
Environmental issues (air and land quality)	31	19	32	35	23	19	11	44	213
Infrastructure	39	32	63	43	18	24	10	23	253
Total Count	**184**	**120**	**241**	**216**	**100**	**120**	**75**	**168**	**1225**
Community safety	27.6%	21.1%	26.4%	21.5%	21.3%	22.5%	34.4%	23.0%	24.4%
Neighborhoods (green spaces, programs and services)	22.8%	18.6%	14.1%	25.8%	24.5%	24.0%	24.1%	22.0%	21.4%
Economic development	11.9%	18.0%	20.2%	16.4%	12.7%	17.4%	13.1%	15.4%	16.1%
Environmental issues (air and land quality)	16.6%	15.5%	13.2%	16.2%	23.1%	15.7%	15.1%	26.0%	17.4%
Infrastructure	21.1%	26.7%	26.0%	20.1%	18.4%	20.3%	13.3%	13.6%	20.6%
Total Count	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**

COVID-19

How satisfied were you regarding the City of Pensacola's handling of COVID-19									
Rating	District 1	District 2	District 3	Disctrict 4	District 5	District 6	District 7	Unsure/ Prefer not to Respond	Total
Extremely satisfied	20	14	25	41	17	14	8	14	153
Moderately satisfied	56	45	86	64	26	39	19	30	366
Slightly satisfied	35	10	27	34	13	17	9	21	166
Satisfied Subtotal	*112*	*69*	*137*	*139*	*57*	*70*	*36*	*65*	*684*
Neither satisfied nor dissatisfied	10	7	17	12	5	10	3	16	78
Slightly dissatisfied	19	15	25	18	16	17	6	22	139
Moderately dissatisfied	20	8	15	18	7	8	9	24	108
Extremely dissatisfied	24	22	48	30	15	17	21	44	221
Dissatisfied Subtotal	*64*	*45*	*89*	*66*	*38*	*41*	*35*	*89*	*468*
Total Count	**186**	**120**	**242**	**217**	**100**	**121**	**75**	**170**	**1231**
Rating									
Extremely satisfied	10.9%	11.3%	10.2%	18.9%	17.5%	11.7%	10.3%	8.2%	12.4%
Moderately satisfied	30.4%	37.2%	35.3%	29.5%	25.9%	32.4%	26.2%	17.9%	29.7%
Slightly satisfied	19.1%	8.5%	11.0%	15.7%	13.2%	13.6%	11.7%	12.2%	13.5%
Satisfied Subtotal	*60.4%*	*57.0%*	*56.5%*	*64.1%*	*56.6%*	*57.7%*	*48.2%*	*38.2%*	*55.6%*
Neither satisfied nor dissatisfied	5.1%	5.5%	6.8%	5.4%	5.0%	8.1%	4.3%	9.2%	6.4%
Slightly dissatisfied	10.4%	12.7%	10.5%	8.5%	16.3%	13.6%	8.0%	12.7%	11.3%
Moderately dissatisfied	10.9%	6.5%	6.3%	8.1%	7.2%	6.6%	11.8%	13.9%	8.8%
Extremely dissatisfied	13.2%	18.3%	19.9%	13.9%	15.0%	13.9%	27.8%	25.9%	18.0%
Dissatisfied Subtotal	*34.5%*	*37.5%*	*36.6%*	*30.4%*	*38.4%*	*34.1%*	*47.5%*	*52.5%*	*38.0%*
Total Count	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**

Mayor's Bulk Cleanup

How effective is the monthly Mayor's Bulk Cleanup efforts in your neighborhood?									
Rating	District 1	District 2	District 3	Disctrict 4	District 5	District 6	District 7	Unsure/ Prefer not to Respond	Total
Extremely effective	30	23	42	46	24	23	8	27	222
Very effective	65	40	66	87	43	44	21	42	408
Greater Effective Subtotal	*94*	*63*	*108*	*133*	*67*	*67*	*30*	*68*	*630*
Moderately effective	49	30	80	42	21	35	29	41	326
Slightly effective	16	10	24	17	5	11	7	27	116
Not effective at all	24	17	26	24	7	4	4	29	136
Lesser Effective Subtotal	*40*	*27*	*50*	*40*	*12*	*15*	*11*	*56*	*252*
Total Count	**183**	**120**	**238**	**215**	**100**	**118**	**70**	**165**	**1208**
Extremely effective	16.1%	18.8%	17.6%	21.4%	24.2%	19.7%	12.1%	16.2%	18.4%
Very effective	35.3%	33.7%	27.7%	40.4%	43.3%	37.4%	30.4%	25.3%	33.8%
GreaterEffective Subtotal	*51.4%*	*52.5%*	*45.3%*	*61.8%*	*67.5%*	*57.1%*	*42.5%*	*41.4%*	*52.2%*
Moderately effective	26.7%	24.9%	33.6%	19.4%	20.6%	29.8%	41.3%	24.8%	27.0%
Slightly effective	8.6%	8.4%	10.0%	7.7%	4.8%	9.5%	10.7%	16.3%	9.6%
Not effective at all	13.3%	14.2%	11.1%	11.1%	7.2%	3.6%	5.4%	17.5%	11.2%
Lesser Effective Subtotal	*21.9%*	*22.5%*	*21.0%*	*18.8%*	*11.9%*	*13.0%*	*16.2%*	*33.8%*	*20.9%*
Total Count	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**

Obtaining Information About City Services

Rating	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Unsure/Prefer not to respond	Total
How satisfied are you with the ease of obtaining information about city services?									
Very satisfied	21	16	37	26	17	16	4	20	156
Satisfied	85	55	111	116	43	52	29	52	543
Satisfied Subtotal	*106*	*72*	*148*	*141*	*60*	*68*	*33*	*72*	*699*
Neutral	52	26	47	44	28	37	16	49	299
Dissatisfied	13	13	22	23	9	13	19	33	146
Very dissatisfied	12	7	18	3	2	2	2	11	58
Dissatisfied Subtotal	*24*	*21*	*40*	*26*	*11*	*15*	*22*	*45*	*203*
Unsure	3	2	7	4	1	1	2	5	25
Total Count	**186**	**120**	**242**	**216**	**100**	**121**	**72**	**170**	**1227**
Very satisfied	11.1%	13.5%	15.2%	11.9%	17.1%	13.1%	5.6%	11.6%	12.7%
Satisfied	45.9%	46.0%	45.8%	53.5%	42.7%	43.3%	39.6%	30.6%	44.2%
Satisfied Subtotal	*57.0%*	*59.5%*	*61.0%*	*65.5%*	*59.8%*	*56.4%*	*45.2%*	*42.2%*	*57.0%*
Neutral	28.0%	21.5%	19.5%	20.5%	28.1%	30.9%	22.1%	28.7%	24.4%
Dissatisfied	6.9%	11.1%	9.1%	10.7%	8.6%	10.6%	26.5%	19.7%	11.9%
Very dissatisfied	6.2%	6.0%	7.5%	1.3%	2.5%	1.6%	3.3%	6.6%	4.7%
Dissatisfied Subtotal	*13.2%*	*17.1%*	*16.6%*	*12.0%*	*11.1%*	*12.2%*	*29.8%*	*26.3%*	*16.6%*
Unsure	1.9%	1.9%	2.8%	2.0%	1.0%	0.4%	2.9%	2.8%	2.1%
Total Count	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**

City of Pensacola 2020

INT01 Informed Consent Form   **Introduction**
                              This study attempts to determine resident satisfaction levels with city services.   **Confidentiality**
                    All data obtained from participants will be kept confidential and will only be reported in an aggregate format (by reporting only combined results and never reporting individual ones). All questionnaires will be concealed, and no one other than the primary investigator and assistant researchers will have access to them. The data collected will be stored in the HIPAA-compliant, Qualtrics-secure database until it has been deleted by the primary investigator.   **Participation**
                    Participation in this research study is completely voluntary. You have the right to withdraw at any time or refuse to participate. There are no direct benefits to participating, nor are there any risks outside of activities associated with daily life.
          Questions about the Research
                    If you have questions regarding this study, you may contact Amy Newburn at 850 439 5414 or the Haas Center at 850 439 5400.

INT02 I have read and understood the above consent form and desire of my own free will to participate in this study.

○ Yes (1)

○ No (2)

Skip To: End of Survey If I have read and understood the above consent form and desire of my own free will to participate i... = No

INT03 Are you at least 18 years old?

○ Yes (1)

○ No (2)

Skip To: End of Survey If Are you at least 18 years old? = No

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INT04 Do you live within the city limits of Pensacola?

○ Yes (1)

○ No (2)

Skip To: End of Survey If Do you live within the city limits of Pensacola? = No

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QDISTRIC1 If you are unsure about which district you live in, you may find out your City District by using this tool.

QDISTRICT In which City of Pensacola district do you reside?

○ District 1 (1)

○ District 2 (2)

○ District 3 (3)

○ District 4 (4)

○ District 5 (5)

○ District 6 (6)

○ District 7 (7)

○ Unsure/Prefer not to respond (8)

End of Block: Screening

DEM In this first part of the survey, you are asked several questions for statistical purposes only. Again, all of your answers will remain confidential. If there's any question you'd prefer not to respond to, you may select "prefer not to respond."

DEM1 What age group do you belong to?

○ 18-24 (1)

○ 25-34 (2)

○ 35-44 (3)

○ 45-54 (4)

○ 55-64 (5)

○ 65-74 (6)

○ 75-84 (7)

○ 85+ (8)

○ Prefer not to respond (9)

DEM2 What is your gender?

○ Male (1)

○ Female (2)

○ Other (3) _____

○ Prefer not to respond (4)

X→

DEM3 What is your race?

○ Asian (2)

○ Black or African American (3)

○ American Indian or Alaska Native (4)

○ Native Hawaiian or Other Pacific Islander (5)

○ White or Caucasian (6)

○ More than one race (7)

○ Other race (8)

○ Prefer not to respond (9)

DEM3B Are you Spanish, Hispanic, or Latino or none of these?

○ Yes (1)

○ None of these (2)

DEM4 Please indicate your individual annual income.

○ Less than $15,000 (1)

○ $15,000 - $24,999 (2)

○ $25,000 - $34,999 (3)

○ $35,000 - $49,999 (4)

○ $50,000 - $74,999 (5)

○ $75,000 - $99,999 (6)

○ $100,000 + (7)

○ Prefer not to respond (8)

DEM5 Are you a registered voter?

○ Yes (4)

○ No (5)

○ Unsure (6)

○ Prefer not to respond (7)

End of Block: Demographics

Start of Block: Block 10

NP1 On a scale from 0-10, how likely are you to recommend to family and friends living in the City of Pensacola (rather than another community or in the county but outside the city limits)?

○ 0 (0)

○ 1 (1)

○ 2 (2)

○ 3 (3)

○ 4 (4)

○ 5 (5)

○ 6 (6)

○ 7 (7)

○ 8 (8)

○ 9 (9)

○ 10 (10)

End of Block: Block 10

Start of Block: Agree/Disagree

Q1 In the next part of the survey, you are asked to rate the City of Pensacola in several service areas. Again, all of your answers will remain confidential. If there's any question you'd prefer not to respond to, you may choose not to do so.

When thinking about public safety in the city, how strongly do you agree or disagree with the following statements? Over the past year the City of Pensacola has improved:

	Strongly agree (14)	Agree (15)	Neither agree nor disagree (16)	Disagree (17)	Strongly disagree (18)	Unsure (19)
Traffic safety (1)	○	○	○	○	○	○
Neighborhood safety (2)	○	○	○	○	○	○
Enforcement of building and property codes (3)	○	○	○	○	○	○
Crime reduction (4)	○	○	○	○	○	○

Q2 When thinking about the city's infrastructure, how strongly do you agree or disagree with the following statements? Over the past year, the City of Pensacola has improved:

	Strongly agree (28)	Agree (29)	Neither agree nor disagree (30)	Disagree (31)	Strongly disagree (32)	Unsure (33)
Sidewalks in your neighborhood (2)	○	○	○	○	○	○
Street lighting in your neighborhood (3)	○	○	○	○	○	○
Stormwater infrastructure in your neighborhood (4)	○	○	○	○	○	○
Roadway safety (1)	○	○	○	○	○	○

Q3 When thinking about your neighborhood, how strongly do you agree or disagree with each of the following statements? Over the past year, the City of Pensacola:

	Strongly agree (14)	Agree (15)	Neither agree nor disagree (16)	Disagree (17)	Strongly disagree (18)	Unsure (19)
Preserved historical culture (e.g., tree and building preservation) (1)	○	○	○	○	○	○
Coordinated needs of neighborhood associations (2)	○	○	○	○	○	○
Provided quality parks and community centers (3)	○	○	○	○	○	○
Provided quality police services (6)	○	○	○	○	○	○
Provided quality fire services (7)	○	○	○	○	○	○

End of Block: Agree/Disagree

Start of Block: Satisfaction

Q4a How satisfied are you with the ease of obtaining information about city services?

○ Very Satisfied (5)

○ Satisfied (4)

○ Neutral (3)

○ Dissatisfied (2)

○ Very Dissatisfied (1)

○ Unsure (6)

Q4b How effective is the monthly Mayor's Bulk Cleanup efforts in your neighborhood?

○ Extremely effective (11)

○ Very effective (12)

○ Moderately effective (13)

○ Slightly effective (14)

○ Not effective at all (15)

Q5A When thinking about the City of Pensacola's economic development efforts over the past year, how satisfied are you with:

	Very satisfied (18)	Satisfied (19)	Neither satisfied nor dissatisfied (20)	Dissatisfied (21)	Very dissatisfied (22)	Unsure (23)
Public access to waterfront (1)	○	○	○	○	○	○
Housing market affordability (2)	○	○	○	○	○	○
Neighborhood revitalization (3)	○	○	○	○	○	○
Attracting new businesses (4)	○	○	○	○	○	○
Creating a business-friendly environment (5)	○	○	○	○	○	○

Q5B Please rate the City of Pensacola's performance in the following key categories. Over the past year, how satisfied were you with the city's efforts to:

	Very Satisfied (18)	Satisfied (19)	Neither satisfied nor dissatisfied (20)	Dissatisfied (21)	Very Dissatisfied (22)	Unsure (23)
Promote the city's Image (1)	○	○	○	○	○	○
Maintain a safe community (2)	○	○	○	○	○	○
Effectively manage growth (3)	○	○	○	○	○	○
Foster economic growth (4)	○	○	○	○	○	○
Encourage private sector investments in the city (5)	○	○	○	○	○	○
Increase city transparency to residents (6)	○	○	○	○	○	○
Protecting the city's environment (7)	○	○	○	○	○	○

Q6A Of the following services, which option would you rank as your #1 priority?

○ Community safety (1)

○ Neighborhoods (green spaces, programs and services) (2)

○ Economic development (3)

○ Environmental issues (air and land quality) (4)

○ Infrastructure (5)

Carry Forward Unselected Choices from "Of the following services, which option would you rank as your #1 priority?"

X→

Q6B What option would you rank as #2?

○ Community safety (1)

○ Neighborhoods (green spaces, programs and services) (2)

○ Economic development (3)

○ Environmental issues (air and land quality) (4)

○ Infrastructure (5)

⤨

Q7A Which of these units did you interact with over the past year?

- [ ] 311 (19)
- [ ] Airport (14)
- [ ] Building Inspections (21)
- [ ] Community Redevelopment Agency (3)
- [ ] Fire (22)
- [ ] Housing (23)
- [ ] Neighborhoods (2)
- [ ] Parks and Recreation (24)
- [ ] Pensacola Energy (20)
- [ ] Planning (26)
- [ ] Police (11)
- [ ] Public Works (12)
- [ ] Sanitation (25)
- [ ] None of these (13)

Skip To: End of Block If Which of these units did you interact with over the past year? = None of these

- -

Carry Forward Selected Choices from "Which of these units did you interact with over the past year?"

X→

Q7B Please rate each department on its customer service, with five stars being "excellent" customer service and one star being "very poor" customer service.

311 (x19)	☆	☆	☆	☆	☆
Airport (x14)	☆	☆	☆	☆	☆
Building Inspections (x21)	☆	☆	☆	☆	☆
Community Redevelopment Agency (x3)	☆	☆	☆	☆	☆
Fire (x22)	☆	☆	☆	☆	☆
Housing (x23)	☆	☆	☆	☆	☆
Neighborhoods (x2)	☆	☆	☆	☆	☆
Parks and Recreation (x24)	☆	☆	☆	☆	☆
Pensacola Energy (x20)	☆	☆	☆	☆	☆
Planning (x26)	☆	☆	☆	☆	☆
Police (x11)	☆	☆	☆	☆	☆
Public Works (x12)	☆	☆	☆	☆	☆
Sanitation (x25)	☆	☆	☆	☆	☆
None of these (x13)	☆	☆	☆	☆	☆

Carry Forward Displayed Choices from "Please rate each department on its customer service, with five stars being "excellent" customer service and one star being "very poor" customer service."

X→

Q7C Please rate each department on its responsiveness, with five stars being "highly responsive" to one star being "not at all responsive."

311 (xx19)	☆	☆	☆	☆	☆
Airport (xx14)	☆	☆	☆	☆	☆
Building Inspections (xx21)	☆	☆	☆	☆	☆
Community Redevelopment Agency (xx3)	☆	☆	☆	☆	☆
Fire (xx22)	☆	☆	☆	☆	☆
Housing (xx23)	☆	☆	☆	☆	☆
Neighborhoods (xx2)	☆	☆	☆	☆	☆
Parks and Recreation (xx24)	☆	☆	☆	☆	☆
Pensacola Energy (xx20)	☆	☆	☆	☆	☆
Planning (xx26)	☆	☆	☆	☆	☆
Police (xx11)	☆	☆	☆	☆	☆
Public Works (xx12)	☆	☆	☆	☆	☆
Sanitation (xx25)	☆	☆	☆	☆	☆
None of these (xx13)	☆	☆	☆	☆	☆

End of Block: Customer Service Block

Start of Block: Final Questions

QNP2 On a scale from 0-10, with 10 being excellent and 0 being terrible, how would you rate the city's progress in becoming a "City of Excellence?"

○ 0 (0)

○ 1 (1)

○ 2 (2)

○ 3 (3)

○ 4 (4)

○ 5 (5)

○ 6 (6)

○ 7 (7)

○ 8 (8)

○ 9 (9)

○ 10 (10)

Q27 How satisfied were you regarding the City of Pensacola's handling of COVID-19?

○ Extremely satisfied (23)

○ Moderately satisfied (24)

○ Slightly satisfied (25)

○ Neither satisfied nor dissatisfied (26)

○ Slightly dissatisfied (27)

○ Moderately dissatisfied (28)

○ Extremely dissatisfied (29)