

City of Port Orange, Florida
Citizen Survey Report
February 2010

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SURVEY BACKGROUND AND METHODOLOGY

For the past seven years, the Citizen Survey has been conducted annually as part of the City's budgeting process. In previous years, the results of the survey have provided valuable information for measuring how citizens rate the quality and performance of City services.

Building on survey results from prior years, the 2010 Citizen Survey serves as a tool for measuring performance and soliciting feedback on key budget goals and objectives.

During January 2010, the City of Port Orange Finance Department surveyed by mail, a randomly selected sample of adult residents living within the City. In order to obtain statistically valid results with a high degree of accuracy, a total of 1,105 survey questionnaires were mailed. The survey sample was randomly generated by computer from two separate database sources. A total of 935 addresses were randomly selected from the City's utility billing system while 170 addresses were chosen from the Parks and Recreation youth recreational program database.

The 2010 Citizen Survey drew a response rate of 29% as 317 respondents replied to the questionnaire. This is a slight decrease from last year's response rate of 32%. The maximum sampling margin of error for this sample size, at the 95% confidence level is + or - 5.0 percentage points.

The 2010 survey instrument was comprised of (44) questions pertaining to City programs and services; (9) questions regarding aspects of life in Port Orange; (8) questions about participation in city meetings, sponsored events and utilization of city services; (1) question about the value of City services in relation to property tax costs; (6) questions concerning key City goals and objectives; and (6) questions regarding the demographics of the sample population. A copy of the survey instrument is included in [Appendix-A](#).

- In evaluating City programs and services, citizens were asked to rate their level of satisfaction with each. The satisfaction levels were ranked using a scale of 1 to 5, with one being a "very low" level of satisfaction and five being a "very high" level of satisfaction. In order to measure historical trends, this section of the survey is revised only slightly from year to year.

Next, survey participants were asked to rate nine aspects of living in Port Orange for the purpose of measuring their opinions on quality of life matters. The same scale of 1 to 5 was used to rank these various aspects.

The section where citizens were asked 8 questions about participating in a City meeting or function, a sponsored event or utilized a City service was based on how many times a year they did so.

In 2008, a question regarding property taxes was added to gauge citizen opinions regarding property taxes a typical homeowner pays for City provided services in comparison with the value they receive for their money. Participants were asked to rate value of services ranging from "poor value" to "excellent value".

Finally, the last section of the 2010 survey asked survey participants their viewpoints on the six current goals listed in the City's Vision Statement. In this section, respondents rated each vision goal by level of importance, on a scale of one to four with one being "Not Important" and four being "Extremely Important".

CITY PROGRAMS AND SERVICES

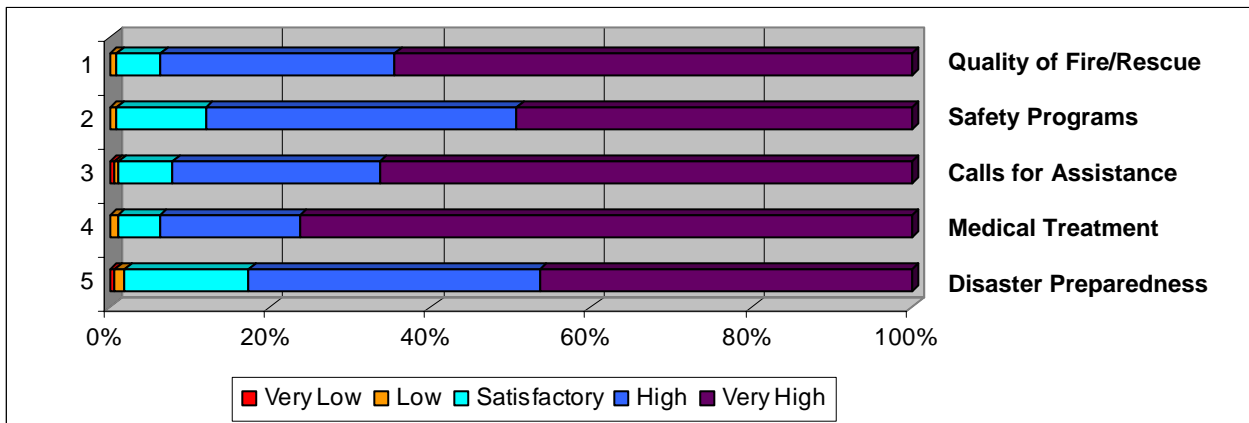
Fire / Rescue Services

All 5 service areas under the City's Fire/Rescue Services received at least a 98 percent satisfaction rating. The overall quality of these services scored a 99.1 percent satisfaction rating. Safety programs such as CPR training, fire safety and flu vaccinations received a 99.1 percent satisfaction rating as well. Calls for assistance and aid had a 98.8 percent satisfaction rating. The quality of medical treatment received a satisfaction rating of 99.0 percent, including "high" or "very high" ratings from 93.8 percent of survey respondents. The City's role in disaster preparedness received an overall satisfaction rating of 98.2 percent.

Table - 1

Program / Service	Very Low	Low	Satisfactory	High	Very High	Total %	Percent Satisfied	Percent High / Very High
Quality of Fire / Rescue Services	0.0%	0.9%	5.5%	29.1%	64.5%	100.0%	99.1%	93.6%
Safety Programs (CPR, Fire Safety, Flu Vaccination)	0.0%	0.9%	11.1%	38.7%	49.3%	100.0%	99.1%	88.0%
Calls for Assistance and Aid	0.6%	0.6%	6.6%	25.9%	66.3%	100.0%	98.8%	92.2%
If you received medical treatment from Fire / Rescue, rate the level of satisfaction with the care you received.	0.0%	1.0%	5.2%	17.5%	76.3%	100.0%	99.0%	93.8%
Disaster Preparedness (Emergency Management)	0.6%	1.2%	15.5%	36.3%	46.4%	100.0%	98.2%	82.7%

Figure - 1 (Fire/Rescue Services)



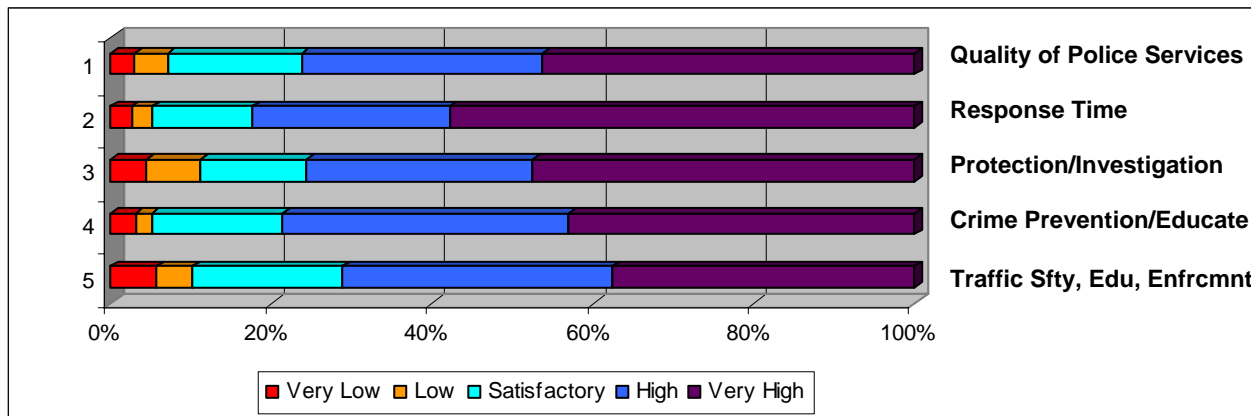
Police Services

Police Services were rated in four areas. The overall quality of Police Services received a satisfaction rating of 92.9 percent, including “high” and “very high” satisfaction ratings from over 76 percent of survey participants. Almost 95 percent of respondents rated response time to emergency situations as satisfactory or better. Police protection and investigations scored a satisfaction rating of 88.8 percent. Crime prevention and education received a 94.9 percent satisfaction rating. Traffic safety, awareness, education and enforcement showed an 89.8 percent satisfaction rating.

Table - 2

Program / Service	Very Low	Low	Satisfactory	High	Very High	Total %	Percent Satisfied	Percent High / Very High
Quality of Police Services	3.0%	4.1%	16.7%	30.0%	46.2%	100.0%	92.9%	76.2%
Response Time to Emergency Situations	2.6%	2.6%	12.5%	24.5%	57.8%	100.0%	94.8%	82.3%
Police Protection and Investigation	4.4%	6.8%	13.1%	28.2%	47.5%	100.0%	88.8%	75.7%
Crime Prevention and Education	3.1%	2.0%	16.3%	35.5%	43.1%	100.0%	94.9%	78.6%
Traffic Safety Awareness, Education and Enforcement	5.8%	4.4%	18.6%	33.6%	37.6%	100.0%	89.8%	71.2%

Figure - 2 (Police Services)



Parks and Recreation

Survey respondents were asked to assess parks and recreation services in seven areas. With regards to the appearance of City parks and recreational facilities, 99.0 percent rated overall appearance as satisfactory or better, including “high” and “very high” ratings from 86.7 percent of the survey respondents. The total number of City parks and recreational facilities scored a satisfaction rating of 96.4 percent.

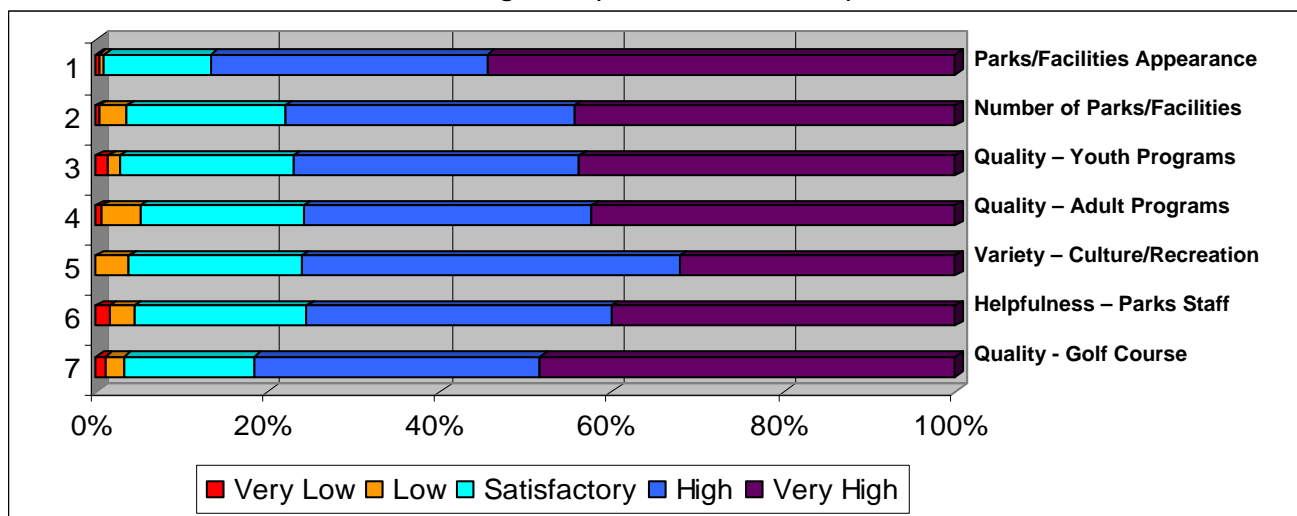
In past surveys, the quality of recreational activities offered by the City was evaluated as a single question. This is the third year that quality was evaluated in terms of both youth and adult activities. The quality of youth camps, leagues, and other recreational programs received a satisfaction rating of 97.2 percent. The quality of adult leagues, classes, and other recreational programs received a satisfaction rating of 94.9 percent. The overall helpfulness of program leaders and staff received a 95.5 percent satisfaction rating.

Cultural activities were evaluated on variety of activities offered by the City, and received a 96.2 satisfaction rating. Lastly, the Golf Course at Cypress Head received a 96.7 percent satisfaction rating for overall quality, including 81.6 percent who rated it in the “high” or “very high” satisfaction categories.

Table - 3

Program / Service	Very Low	Low	Satisfactory	High	Very High	Total %	Percent Satisfied	Percent High / Very High
Appearance of City Parks and Recreational Facilities	0.3%	0.7%	12.3%	32.2%	54.5%	100.0%	99.0%	86.7%
Number of City Parks and Recreational Facilities	0.4%	3.2%	18.4%	33.6%	44.4%	100.0%	96.4%	78.0%
Quality of Youth Camps, Recreation and Leagues	1.4%	1.4%	20.1%	33.3%	43.8%	100.0%	97.2%	77.1%
Quality of Adult Leagues, Clubs, and Rec Classes	0.7%	4.4%	19.0%	33.6%	42.3%	100.0%	94.9%	75.9%
Variety of Recreational and Cultural Activities	0.0%	3.8%	20.1%	44.0%	32.1%	100.0%	96.2%	76.1%
Helpfulness of Program Leaders and Staff	1.5%	3.0%	20.0%	35.5%	40.0%	100.0%	95.5%	75.5%
Quality of City Golf Course	1.1%	2.2%	15.1%	33.3%	48.3%	100.0%	96.7%	81.6%

Figure - 3 (Parks and Recreation)



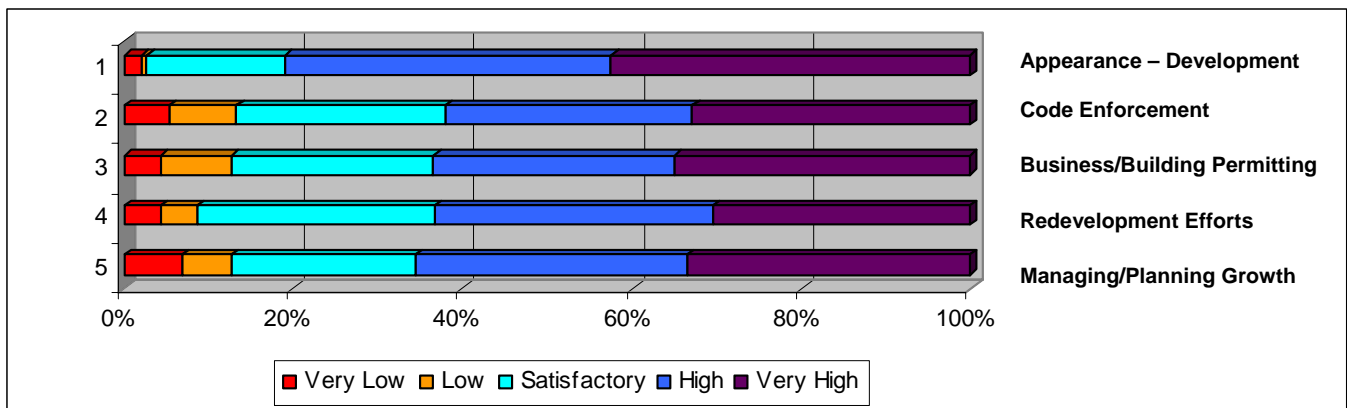
Community Development

Survey respondents rated Community Development services in five areas. In the area of development, 97.3 percent of citizens rated the appearance and quality of new development as satisfactory or better. With regards to City redevelopment efforts, survey respondents assessed a 91.4 percent satisfaction rating. Managing and planning for future growth received an 87.3 percent satisfaction rating. Services such as code enforcement and business/building permitting were assessed satisfaction ratings of 86.7 percent and 87.3 percent, respectively.

Table - 4

Program / Service	Very Low	Low	Satisfactory	High	Very High	Total %	Percent Satisfied	Percent High / Very High
Appearance/Quality of New Development in the City	2.0%	0.7%	16.3%	38.6%	42.4%	100.0%	97.3%	81.0%
Code Enforcement (illegal signs, tall grass, etc)	5.4%	7.9%	24.6%	29.3%	32.8%	100.0%	86.7%	62.1%
Business and Building Permitting	4.4%	8.3%	23.9%	28.4%	35.0%	100.0%	87.3%	63.4%
City Redevelopment Efforts	4.3%	4.3%	28.1%	32.9%	30.4%	100.0%	91.4%	63.3%
Managing and Planning for Growth	6.8%	5.9%	21.7%	32.1%	33.5%	100.0%	87.3%	65.6%

Figure - 4 (Community Development)



Public Information

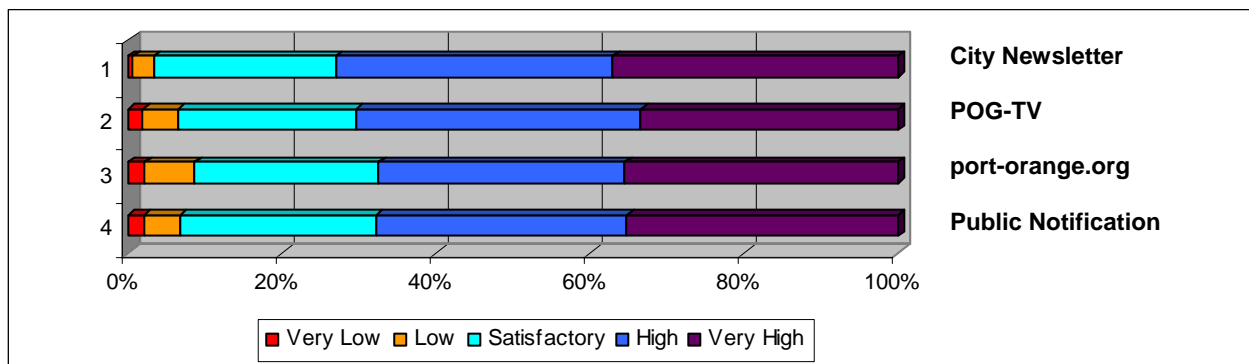
The City’s public information services were evaluated in four areas. The City’s quarterly newsletter, which is distributed to over 22,000 households, received a satisfactory or higher rating from 96.6 percent of survey respondents. Participants assessed a 91.2 percent satisfaction rating with regards to information made available through the City’s website, port-orange.org.

Public programming on the City’s POG-TV (Channel 199) received a satisfaction rating of 93.5 percent. Lastly, public notification of City meetings, workshops, and other city sponsored events received a 93.2 percent satisfaction rating.

Table - 5

Program / Service	Very Low	Low	Satisfactory	High	Very High	Total %	Percent Satisfied	Percent High / Very High
Quality of Information Presented in City Newsletter	0.7%	2.7%	23.6%	36.0%	37.0%	100.0%	96.6%	73.0%
Quality of POG-TV Channel 199 Programming	1.9%	4.6%	23.1%	37.0%	33.4%	100.0%	93.5%	70.4%
Information Available on City Website (port-orange.org)	2.2%	6.6%	23.8%	32.0%	35.4%	100.0%	91.2%	67.4%
Public Notification of City Meetings and Workshops	2.1%	4.7%	25.4%	32.6%	35.2%	100.0%	93.2%	67.8%

Figure - 5 (Public Information)



Public Utilities

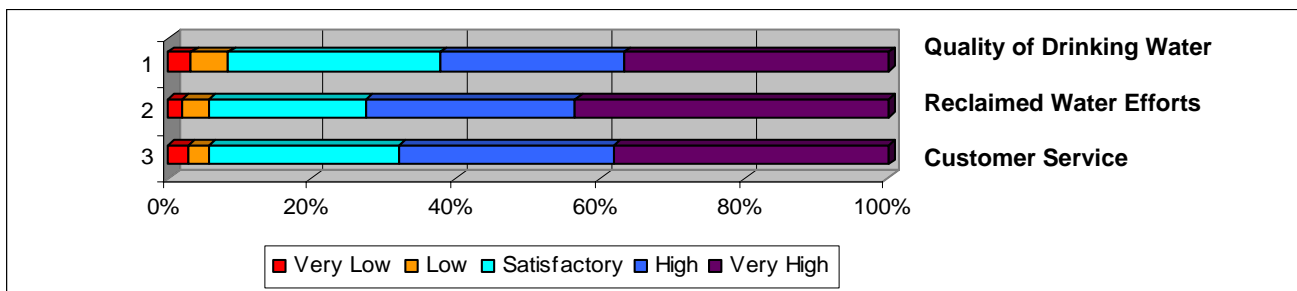
Public Utilities were rated in three areas of service. On the subject of utility customer service, 94.3 percent of survey respondents rated overall service as satisfactory or better. The quality of the City’s drinking water received a 91.6 percent satisfaction rating.

With regards to reclaimed water efforts, survey respondents assessed a 94.3 percent overall satisfaction rating.

Table - 6

Program / Service	Very Low	Low	Satisfactory	High	Very High	Total %	Percent Satisfied	Percent High / Very High
Quality of Drinking Water	3.2%	5.2%	29.4%	25.6%	36.6%	100.0%	91.6%	62.2%
City Reclaimed Water Efforts	1.9%	3.8%	21.7%	29.2%	43.4%	100.0%	94.3%	72.6%
Utility Customer Service	2.8%	2.8%	26.4%	29.9%	38.0%	99.9%	94.3%	67.9%

Figure - 6 (Public Utilities)



Public Works

Survey respondents rated Public Works services in seven areas. The general appearance and attractiveness of City streets and major road corridors within the City received an overall satisfaction rating of 95.9 percent. Visibility and maintenance of street signs along with maintenance of streetlights received overall satisfaction ratings of 95.2 percent and 95.8 percent, respectively. The quality of street paving and maintenance programs was rated satisfactory or higher by 95.1 percent of survey respondents. The quality of garbage collection and recycling services received an overall satisfaction rating of 95.3 percent.

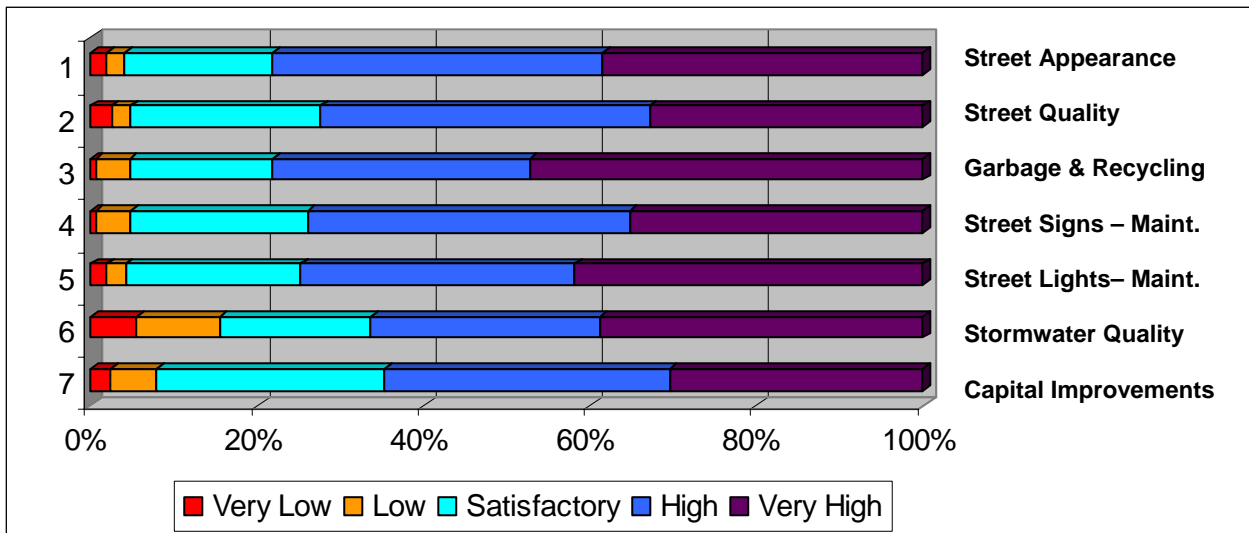
The satisfaction rating for stormwater drainage was only 84.5% which reflects a 6% decrease when compared to last year's rating. This can be directly related to the unprecedented rain event we had in May 2009 where over 30" of rain flooded many areas of the City and led to multiple road closings and homes flooded.

Capital improvements attained a 92.0 percent satisfaction rating which is a 5.4% increase from 5 years ago. This can be credited, in part, to traffic and safety improvements completed along Taylor Rd at the I-95 interchange, Dunlawton Avenue, Clyde Morris Boulevard, Williamson Boulevard and Summertrees Road.

Table - 7

Program / Service	Very Low	Low	Satisfactory	High	Very High	Total %	Percent Satisfied	Percent High / Very High
General Appearance along City Streets, Corridors	1.9%	2.2%	17.8%	39.7%	38.4%	100.0%	95.9%	78.1%
Quality of City Streets (I.e. street paving, maintenance)	2.6%	2.3%	22.8%	39.5%	32.8%	100.0%	95.1%	72.3%
Quality of Garbage Collection and Recycling Services	0.6%	4.1%	17.2%	30.9%	47.2%	100.0%	95.3%	78.1%
Visibility and Maintenance of Street Signs	0.6%	4.2%	21.3%	38.7%	35.2%	100.0%	95.2%	73.9%
Maintenance of Street Lights	1.9%	2.3%	21.1%	32.8%	41.9%	100.0%	95.8%	74.7%
Quality of Stormwater Drainage in your Area	5.6%	9.9%	18.2%	27.5%	38.8%	100.0%	84.5%	66.3%
Capital Improvements (streets, bike paths, sidewalks)	2.4%	5.6%	27.3%	34.3%	30.4%	100.0%	92.0%	64.7%

Figure - 7 (Public Works)



General Services

Under the category of general services, survey respondents were asked to rate eight aspects of conducting business with the City and interacting with City staff and officials. With regards to customer service, 94.0 percent of survey respondents rated courtesy and helpfulness of city employees as satisfactory or better.

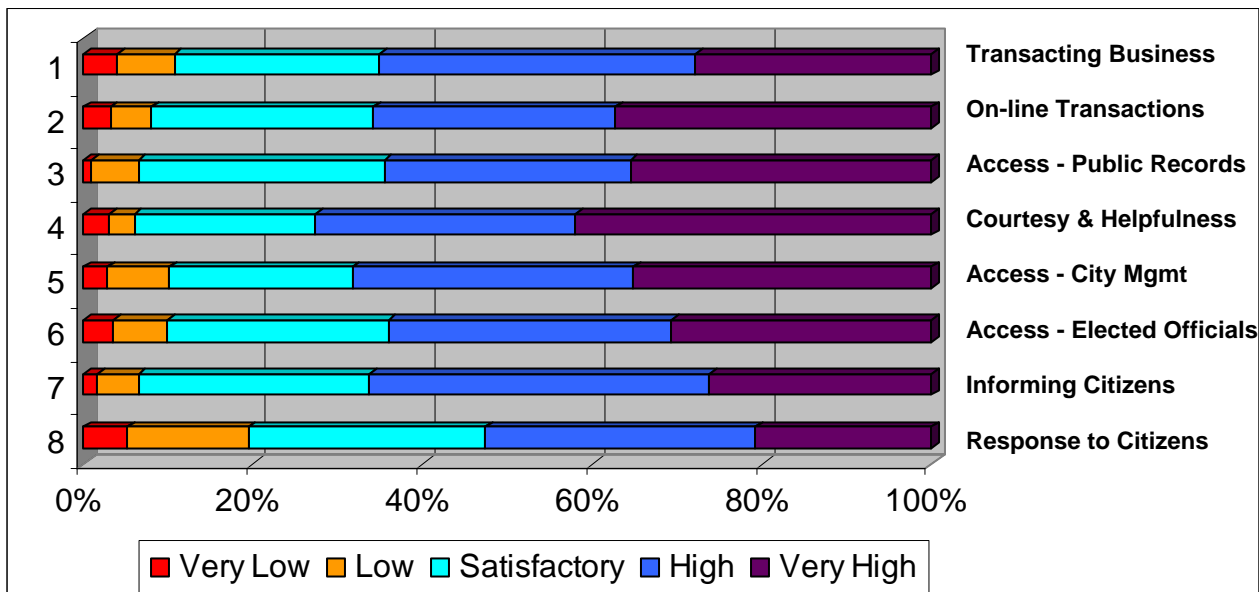
With respect to transacting business with the City, survey respondents assessed a satisfaction rating of 89.3 percent. Ease of access to public records received a satisfaction rating of 93.5 percent. Meanwhile, those who have used the services available on-line through the Port Orange website (port-orange.org) rated the ease of transacting business at 92.0 percent satisfaction. This service showed an increase of 7.2% in citizen satisfaction when compared with 2 years ago.

In other aspects of general services, respondents assessed satisfaction ratings for informing citizens of city programs, services, and related issues (93.5 percent); accessibility of City management (89.9 percent); accessibility of elected officials (90.1 percent); and response to citizen opinions and concerns (80.5 percent).

Table - 8

Program / Service	Very Low	Low	Satisfactory	High	Very High	Total %	Percent Satisfied	Percent High / Very High
Ease of Transacting Business with the City	4.0%	6.7%	24.2%	37.2%	27.9%	100.0%	89.3%	65.1%
Ease of On-line Transactions through City Website	3.2%	4.8%	26.2%	28.6%	37.2%	100.0%	92.0%	65.8%
Ease of Access to Public Records	0.9%	5.6%	29.0%	29.0%	35.5%	100.0%	93.5%	64.5%
Courtesy and Helpfulness of City Employees	3.0%	3.0%	21.4%	30.6%	42.0%	100.0%	94.0%	72.6%
Accessibility of City Management	2.9%	7.2%	21.6%	33.1%	35.2%	100.0%	89.9%	68.3%
Accessibility of Elected Officials	3.6%	6.3%	26.1%	33.3%	30.7%	100.0%	90.1%	64.0%
Informing Citizens of City Programs, Services, Issues	1.6%	4.9%	27.3%	40.0%	26.2%	100.0%	93.5%	66.2%
Responding to Citizen Opinions and Concerns	5.2%	14.3%	27.9%	31.8%	20.8%	100.0%	80.5%	52.6%

Figure - 8 (General Services)



Value of City Services

A question to gauge the citizens’ point of view regarding property taxes and the value of the City services they receive was revised in last year’s survey in an attempt to clarify the question and increase the response rate. We tried to emphasize that the services we were asking about were City services only, not County services. Survey respondents were asked to provide their opinion for the following:

City Property Tax Question:

“A house with an assessed value of \$200,000 and a homestead exemption of \$50,000 costs a homeowner \$690/yr or \$1.89 per day for City Police, Fire, Parks, Recreation, Street Maintenance, and other community services. How do you feel about the value of these City services?” (Please note: This example regards City Services only, not County.)

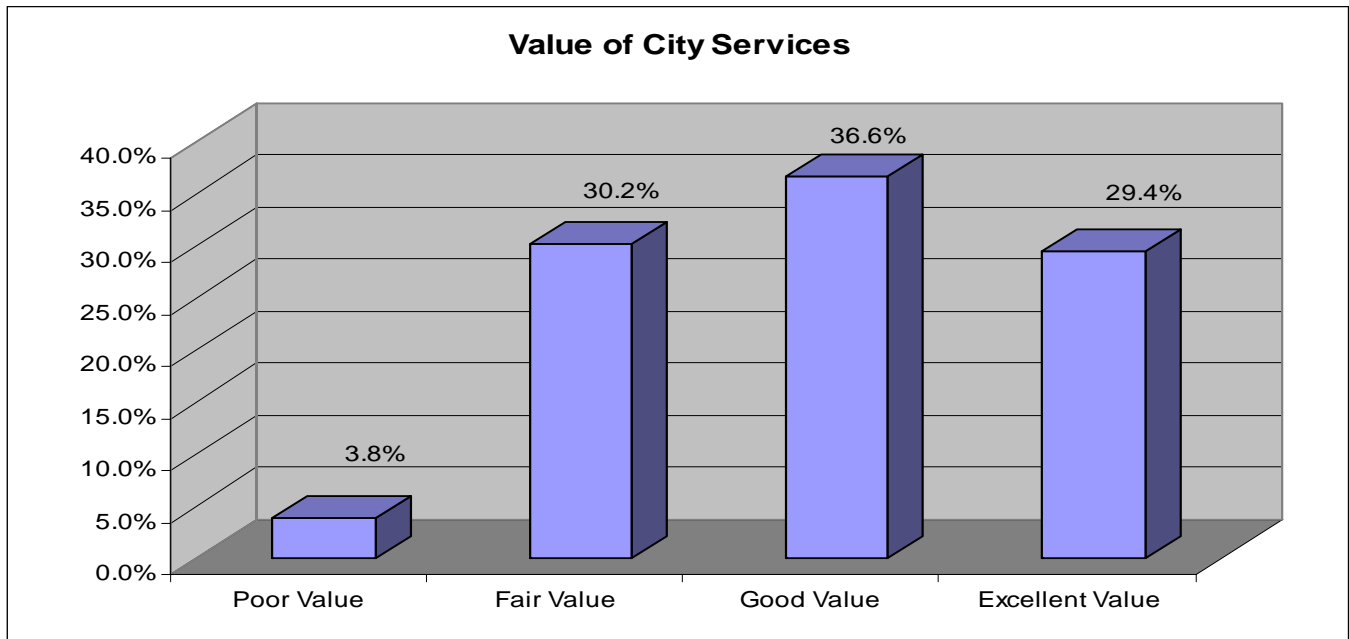
Poor Value _____ Fair Value _____ Good Value _____ Excellent Value _____

84% of participants (265 of 317) replied to this question which is a 3% decrease over last year but is still 2% better than 2 years ago. Of those responding, the results were as follows:

Table 9

City Tax Question	Poor Value	Fair Value	Good Value	Excellent Value	Total %	Percent Fair or Better	Percent Good / Excellent
How do you feel about the value of City Services?	3.8%	30.2%	36.6%	29.4%	100.0%	96.2%	66.0%

Figure - 9 (City Property Tax)



This question was based on the current City operating millage rate of 4.60 mills and the cost a homeowner would have actually paid this past year in property taxes for City-provided services. The purpose of the question was to measure citizens’ opinion of value in relation to these services.

The results indicate that 96.2 percent of respondents feel the value of City services are fair or better with 66.0 percent saying the value was either good or excellent.

PORT ORANGE AS A COMMUNITY

Survey respondents were asked to evaluate Port Orange as a community in which to live. Nine “quality of life” issues were rated by participants.

In considering Port Orange as a place to live, survey respondents assessed a 97.2 percent overall satisfaction rating, with almost 88 percent expressing high and very high satisfaction ratings. As a place to raise children, Port Orange attained a 96.4 percent satisfaction score. As a place for shopping, dining, and entertainment, survey respondents assessed a 94.3 percent satisfaction rating. In assessing Port Orange as a place to work, 77.0 percent of survey respondents rated Port Orange as satisfactory or higher. As a place to retire, 94.9 percent rated Port Orange satisfactory or better.

In assessing overall safety of area residents, 97.4 percent of respondents rated it as satisfactory or better. With regards to the overall economic health of the City, survey respondents assessed a satisfaction rating of 90.6. In evaluating driving conditions, survey respondents assessed an overall satisfaction rating of 93.7. And finally, the participants gave the overall quality of life in Port Orange a satisfaction rating of 98.5%.

Table - 10

Question	Very Low	Low	Satisfactory	High	Very High	Total %	Percent Satisfied	Percent High / Very High
As a Place to Live	0.9%	1.9%	9.5%	27.2%	60.5%	100.0%	97.2%	87.7%
As a Place to Raise Children	1.4%	2.2%	9.1%	26.4%	60.9%	100.0%	96.4%	87.3%
As a Place for Shopping, Dining, Entertainment	2.2%	3.5%	18.7%	36.1%	39.5%	100.0%	94.3%	75.6%
As a Place to Work	10.5%	12.5%	21.0%	22.5%	33.5%	100.0%	77.0%	56.0%
As a Place to Retire	1.7%	3.4%	14.1%	25.1%	55.7%	100.0%	94.9%	80.8%
Overall Safety of Residents	1.0%	1.6%	15.6%	35.4%	46.4%	100.0%	97.4%	81.8%
Overall Economic Health of Port Orange	1.8%	7.6%	20.9%	36.5%	33.2%	100.0%	90.6%	69.7%
Ease of Driving within Port Orange	2.5%	3.8%	19.1%	35.4%	39.2%	100.0%	93.7%	74.6%
Overall Quality of Life in Port Orange	0.6%	0.9%	13.6%	38.2%	46.7%	100.0%	98.5%	84.9%

Port Orange as a Community

Figure – 10

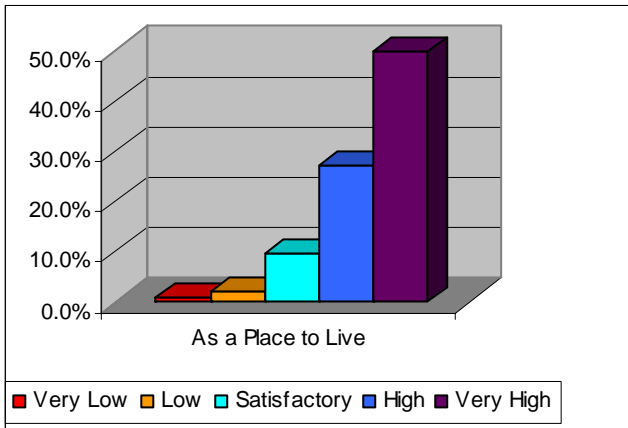


Figure - 11

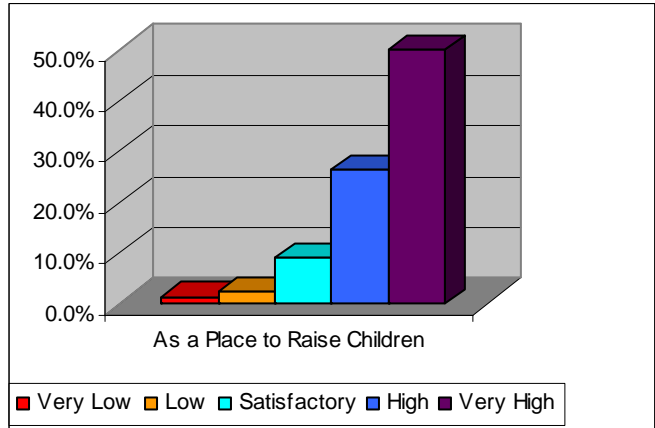


Figure – 12

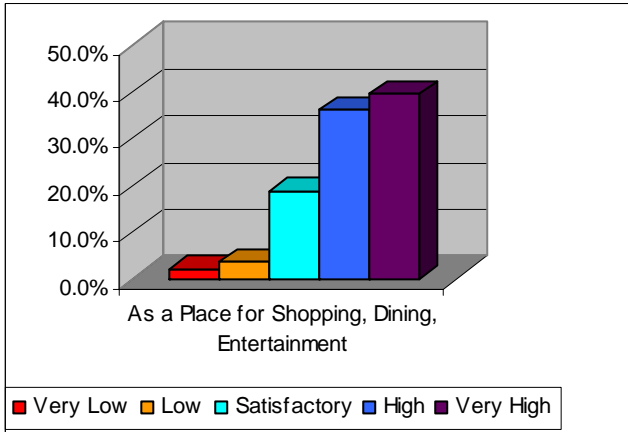


Figure - 13

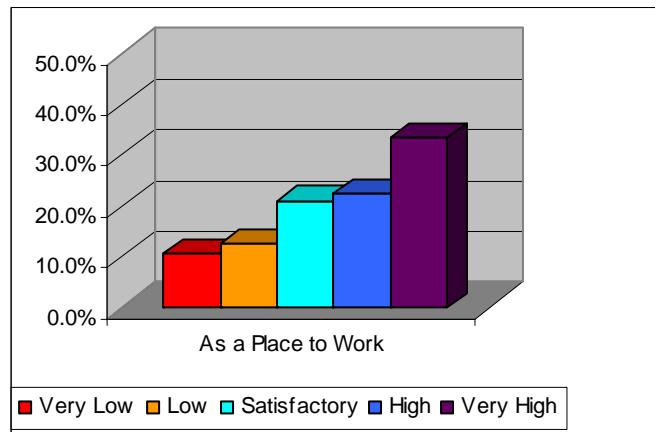


Figure – 14

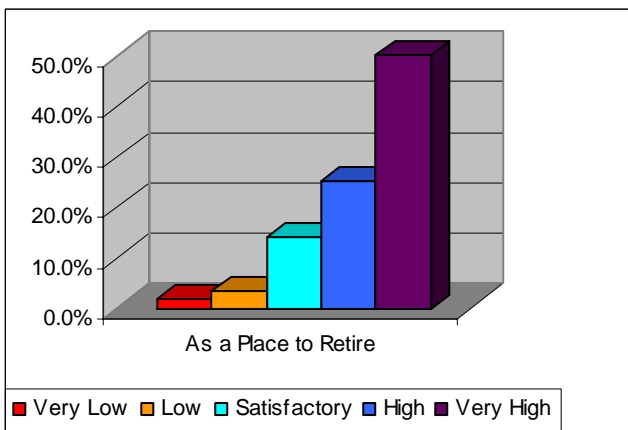
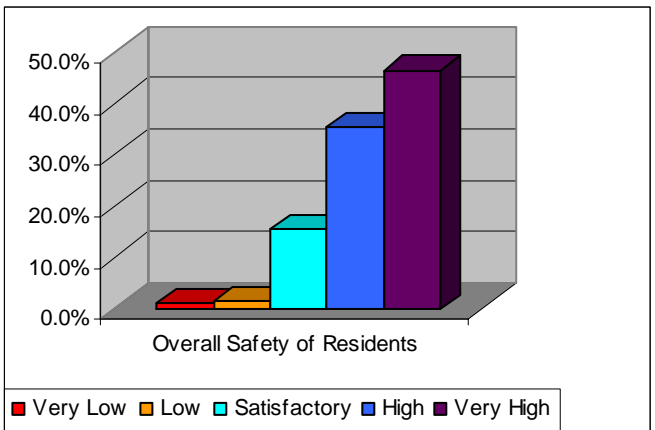


Figure - 15



Port Orange as a Community (continued)

Figure – 16

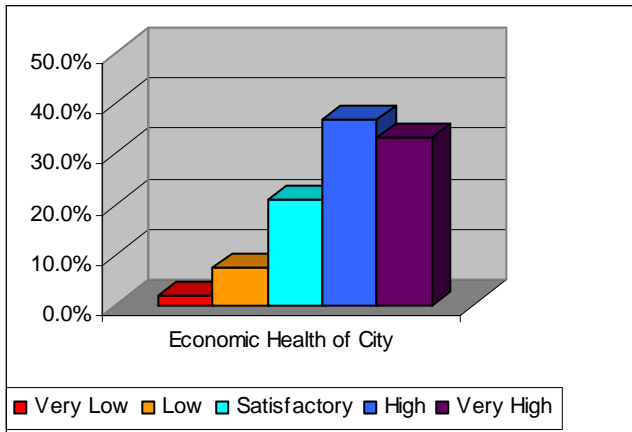


Figure - 17

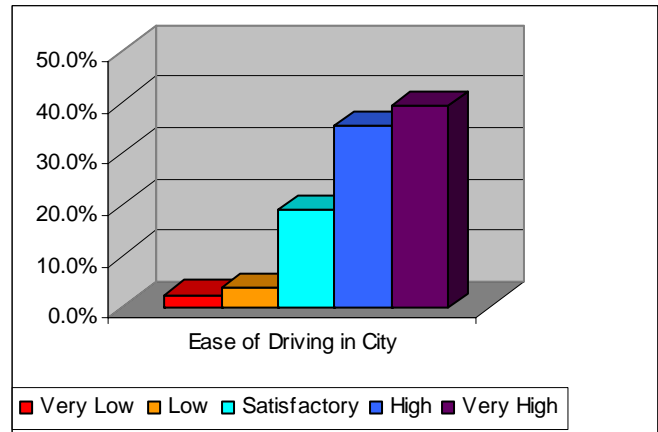
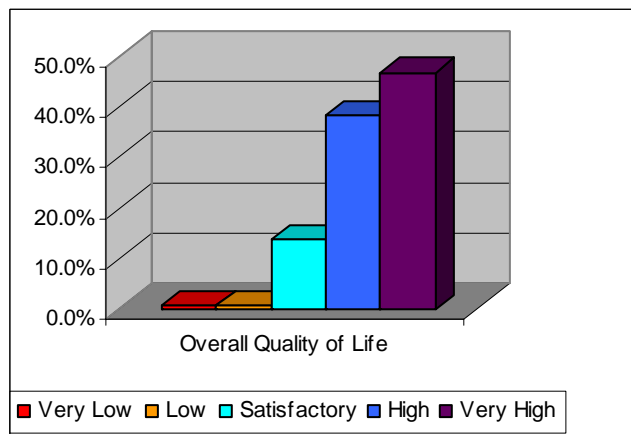


Figure – 18



RATING GOALS OF CITY VISION STATEMENT

In the final section of the 2010 survey, participants were asked to evaluate (6) goals of the City’s Vision Statement and rate each by their level of importance. The following goals were evaluated:

1. Education – Provide an environment of life long learning opportunities—not limited to traditional school settings; all aspects of the community will benefit from the resources and activities of education, including internet, POG-TV and other technology.
2. Community Character - To create a progressive, exemplary community where residents are true participants in the creation of community pride, and provide a safe, welcoming environment, cultural & historical richness, diverse activities, and a hometown feel valued by all.
3. Growth and Development - Through sound planning and financial responsibility, and in conjunction with stewardship and enhancement of natural resources: manage growth and development opportunities and promote redevelopment to enhance the quality of life; retain and attract economic engines (businesses and well-paying jobs), including high technology; provide infra-structure; and meet residential needs of citizens.
4. Natural Resources - To acquire, restore and protect natural systems, including renewable & non-renewable resources, with an emphasis on water. To manage them as a public trust, sustainable in stewardship and for the use and enjoyment of our community.
5. City Services and Effective Government - To provide and maintain a stable, open, responsive and fiscally sound government, committed to achieving the community’s vision for its future; that provides easily accessible, technologically advanced, quality, cost effective services; works in partnerships with civic groups and other governments; and fosters active and involved citizenry.
6. Healthy Community - To provide a variety of outstanding healthcare and wellness services for the citizens of Port Orange with the focus being placed on a healthy community.

For each of the six goals, the majority of respondents rated each goal as either “very important” or “extremely important”. Only a very small percentage indicated these goals to be “not important”.

Table - 11

Vision Goals	Not Important	Somewhat Important	Very Important	Extremely Important	Total	Percent Very / Extremely Important
Education	3.5%	14.7%	31.9%	49.9%	100.0%	81.8%
Community Character	1.7%	10.7%	38.3%	49.3%	100.0%	87.6%
Growth and Development	1.0%	6.7%	32.0%	60.3%	100.0%	92.3%
Natural Resources	1.7%	7.0%	29.9%	61.4%	100.0%	91.3%
City Services / Effective Government	0.3%	6.7%	37.4%	55.6%	100.0%	93.0%
Healthy Community	1.0%	9.1%	34.3%	55.6%	100.0%	89.9%

SERVICE SATISFACTION – HISTORICAL COMPARISON

A key objective of the annual Citizens Survey is to maintain a high level of survey subject consistency in order to evaluate service performance from year to year.

Table - 12 provides a historical comparison of overall satisfaction by subject category. The “Change” columns represent differences in the satisfaction rate between 2009 and 2010, between the two-year period 2008 through 2010 and between the five-year period 2005 through 2010. The maximum sampling margin of error for this sample size, at the 95% confidence level is + or – 5.0 percentage points.

Between 2009 and 2010, one question resulted in a statistically significant increase in overall satisfaction level. It was the accessibility of elected officials which showed a 10.8% increase in satisfaction over last year. Satisfaction with stormwater drainage was the one question that resulted in a 6% decrease in satisfaction over the one-year comparative period.

Over the two-year comparative period, 2008 to 2010, eight questions resulted in statistically significant increases in overall satisfaction levels. They were quality of adult leagues, clubs and classes (+6.1%); business and building permitting (+5.9%); managing and planning for growth (+7.8%); ease of online transactions through the website (+7.2%); ease of access to public records (+5.1%); accessibility of elected officials (10.2%); as a place for shopping, dining and entertainment (+5.1%); ease of driving within Port Orange (+5.9%). The only subject area that resulted in a statistically significant decrease in satisfaction, over the two-year comparative period, pertained to information available on the City website which showed a 6.4% decrease.

Of the 22 questions that we have been tracking over a five year period, 2005 to 2010, eight questions yielded significant increases in satisfaction. They were quality of fire and medical services (+6.7%); safety programs (+7.5%); calls for assistance and aid (+6.0%); disaster preparedness / emergency management (+7.8%); variety of recreational and cultural activities (+6.7%); appearance of new development (+5.4%); quality of drinking water (+8.8%); capital improvements (+5.4%). There were no subject areas that resulted in statistically significant decreases in satisfaction over the five-year comparative period.

Additional comments included by survey respondents provide some insight into some of the reasons for the changes. These comments will also help establish City levels of service and priorities for the coming year. The details of these comments are included in [Appendix-B](#).

Table - 12 Comparison of Satisfaction Ratings by Category

Fire/Rescue Services	2005	2006	2007	2008	2009	2010	1-yr Change	2-yr Change	5-yr Change
Quality of Fire & Medical	92.40%	99.30%	98.10%	98.80%	99.20%	99.10%	-0.10%	0.30%	6.70%
Safety Programs (CPR, Fire Safety, Flu Vaccination)	91.60%	95.60%	99.00%	98.30%	99.20%	99.10%	-0.10%	0.80%	7.50%
Calls For Assistance and Aid	92.80%	100.00%	96.70%	98.30%	99.00%	98.80%	-0.20%	0.50%	6.00%
Medical Treatment by Fire/Rescue	-	98.80%	97.70%	98.00%	99.00%	99.00%	0.00%	1.00%	-
Disaster Preparedness / Emergency Mgmt	90.40%	93.00%	96.50%	96.10%	95.00%	98.20%	3.20%	2.10%	7.80%
Police Services	2005	2006	2007	2008	2009	2010	1-yr Change	2-yr Change	5-yr Change
Quality of Police Services	-	-	89.90%	94.20%	95.10%	92.90%	-2.20%	-1.30%	-
Response Time to Emergency Situations	91.50%	97.50%	95.70%	95.10%	95.80%	94.80%	-1.00%	-0.30%	3.30%
Police Protection/Investigations	92.10%	93.70%	88.00%	92.80%	92.10%	88.80%	-3.30%	-4.00%	-3.30%
Crime Prevention and Education	-	-	-	91.60%	92.90%	94.90%	2.00%	3.30%	-
Traffic Safety Awareness, Education and Enforcement	-	-	-	-	93.40%	89.80%	-3.60%	-	-
Parks and Recreation	2005	2006	2007	2008	2009	2010	1-yr Change	2-yr Change	5-yr Change
Appearance of Parks & Recreational Facilities	96.10%	97.30%	96.00%	99.00%	99.10%	99.00%	-0.10%	0.00%	2.90%
Number of Parks/Recreational Facilities	93.20%	93.40%	95.80%	94.10%	94.50%	96.40%	1.90%	2.30%	3.20%
Quality of Youth Camps, Recreation, and Leagues	-	-	-	94.90%	93.80%	97.20%	3.40%	2.30%	-
Quality of Adult Leagues, Clubs, and Classes	-	-	-	88.80%	92.00%	94.90%	2.90%	6.10%	-
Variety of Recreational and Cultural Activities	89.50%	91.60%	93.20%	92.60%	93.70%	96.20%	2.50%	3.60%	6.70%
Helpfulness of Program Leaders and Staff	-	-	-	93.20%	96.20%	95.50%	-0.70%	2.30%	-
Quality of City Golf Course	93.80%	96.20%	92.50%	97.60%	97.30%	96.70%	-0.60%	-0.90%	2.90%
Community Development	2005	2006	2007	2008	2009	2010	1-yr Change	2-yr Change	5-yr Change
Appearance of New Development	91.90%	94.90%	91.60%	96.10%	94.80%	97.30%	2.50%	1.20%	5.40%
Code Enforcement (illegal signs, tall grass, junk cars)	88.00%	82.10%	80.90%	82.30%	83.80%	86.70%	2.90%	4.40%	-1.30%
Business and Building Permitting	-	-	-	81.40%	86.90%	87.30%	0.40%	5.90%	-
City Redevelopment Efforts	86.60%	85.10%	79.80%	88.00%	89.40%	91.40%	2.00%	3.40%	4.80%
Managing and Planning for Growth	-	-	77.10%	79.50%	84.50%	87.30%	2.80%	7.80%	-

Significant Satisfaction Increase: 

Significant Satisfaction Decrease: 

Table - 12 Comparison of Satisfaction Ratings by Category (continued)

Public Information	2005	2006	2007	2008	2009	2010	1-yr Change	2-yr Change	5-yr Change
Quality of Information in City Newsletter	93.60%	99.10%	92.90%	97.70%	96.90%	96.60%	-0.30%	-1.10%	3.00%
Quality of POG-TV Channel 199 Programming	-	89.00%	92.70%	95.60%	93.70%	93.50%	-0.20%	-2.10%	-
Information Available on City Website	91.60%	89.90%	89.20%	97.60%	93.50%	91.20%	-2.30%	-6.40%	-0.40%
Public Notification - City Meetings/Workshops	-	88.20%	89.10%	92.90%	90.30%	93.20%	2.90%	0.30%	-
Public Utilities	2005	2006	2007	2008	2009	2010	1-yr Change	2-yr Change	5-yr Change
Quality of Drinking Water	82.80%	85.00%	84.50%	89.60%	92.70%	91.60%	-1.10%	2.00%	8.80%
City Reclaimed Water Efforts	90.10%	89.20%	80.00%	89.60%	90.00%	94.30%	4.30%	4.70%	4.20%
Utility Customer Service	92.30%	94.10%	91.10%	93.90%	93.10%	94.30%	1.20%	0.40%	2.00%
Public Works	2005	2006	2007	2008	2009	2010	1-yr Change	2-yr Change	5-yr Change
General Appearance along Streets and Corridors)	98.30%	96.60%	94.70%	97.30%	97.30%	95.90%	-1.40%	-1.40%	-2.40%
Quality of City Streets (street paving, maintenance)	-	-	89.60%	94.90%	94.30%	95.10%	0.80%	0.20%	-
Quality of Garbage Collection	92.50%	92.20%	88.00%	94.40%	94.30%	95.30%	1.00%	0.90%	2.80%
Visibility/Maintenance of Street Signs	91.40%	94.70%	93.30%	96.70%	97.90%	95.20%	-2.70%	-1.50%	3.80%
Maintenance of Street Lights	92.40%	94.20%	90.10%	95.50%	95.80%	95.80%	0.00%	0.30%	3.40%
Stormwater Drainage	83.20%	85.50%	80.00%	87.20%	90.50%	84.50%	-6.00%	-2.70%	1.30%
Capital Imprvs. (Streets, bike paths, sidewalks)	86.60%	88.70%	85.80%	90.90%	92.10%	92.00%	-0.10%	1.10%	5.40%
General Services	2005	2006	2007	2008	2009	2010	1-yr Change	2-yr Change	5-yr Change
Ease of Transacting Business with the City	-	-	89.30%	91.10%	90.00%	89.30%	-0.70%	-1.80%	-
Ease of On-line transactions through Website	-	-	91.50%	84.80%	92.20%	92.00%	-0.20%	7.20%	-
Ease of Access to Public Records	-	-	-	88.40%	89.70%	93.50%	3.80%	5.10%	-
Courtesy and Helpfulness of City Employees	-	-	92.50%	92.30%	92.50%	94.00%	1.50%	1.70%	-
Accessibility of City Management	-	-	86.70%	86.70%	87.50%	89.90%	2.40%	3.20%	-
Accessibility of Elected Officials	-	-	84.20%	79.90%	79.30%	90.10%	10.80%	10.20%	-
Informing Citizens about Programs, Services, Issues	-	-	87.30%	90.50%	92.90%	93.50%	0.60%	3.00%	-
Responding to Citizen Opinions and Concerns	-	-	74.10%	76.50%	81.70%	80.50%	-1.20%	4.00%	-

Significant Satisfaction Increase: 

Significant Satisfaction Decrease: 

Table - 12 Comparison of Satisfaction Ratings by Category (continued)

Port Orange Community Ratings	2005	2006	2007	2008	2009	2010	1-yr Change	2-yr Change	5-yr Change
As a Place to Live			96.30%	98.20%	98.50%	97.20%	-1.30%	-1.00%	-
As a Place to Raise Children			96.50%	97.80%	97.90%	96.40%	-1.50%	-1.40%	-
As a Place for Shopping, Dining, and Entertainment			-	89.20%	93.40%	94.30%	0.90%	5.10%	-
As a Place to Work			-	80.90%	80.50%	77.00%	-3.50%	-3.90%	-
As a Place to Retire			92.80%	94.90%	97.10%	94.90%	-2.20%	0.00%	-
Overall Safety of Residents			96.20%	98.20%	97.90%	97.40%	-0.50%	-0.80%	-
Overall Economic Health of Port Orange			89.40%	95.40%	91.30%	90.60%	-0.70%	-4.80%	-
Ease of Driving within Port Orange			88.10%	87.80%	91.50%	93.70%	2.20%	5.90%	-
Overall Quality of Life			-	98.80%	97.90%	98.50%	0.60%	-0.30%	-

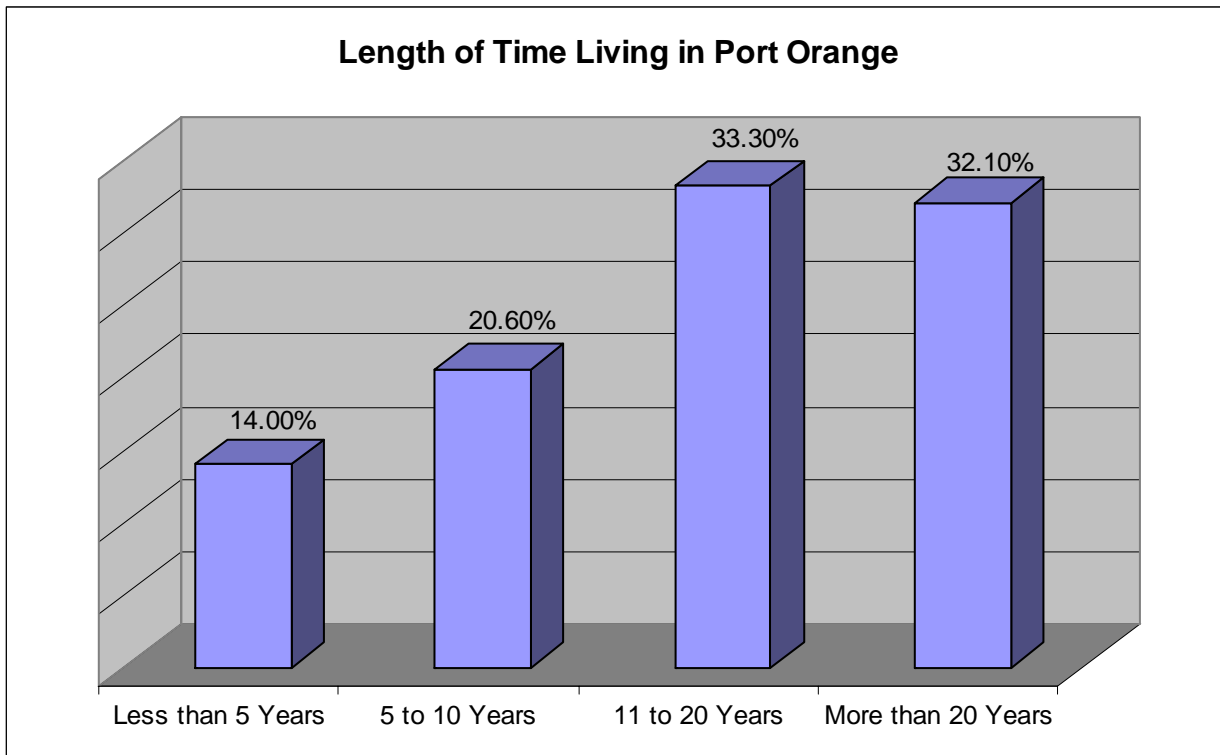
Significant Satisfaction Increase:

Significant Satisfaction Decrease:

ABOUT THE SURVEY RESPONDENTS

In order to ensure the survey was representative of the citizens of Port Orange, survey respondents were asked to supply general demographic information. These factors were respondent age groups, household size, resident status, and length of time living in Port Orange.

Figure - 19



ABOUT THE SURVEY RESPONDENTS (continued)

Figure - 20

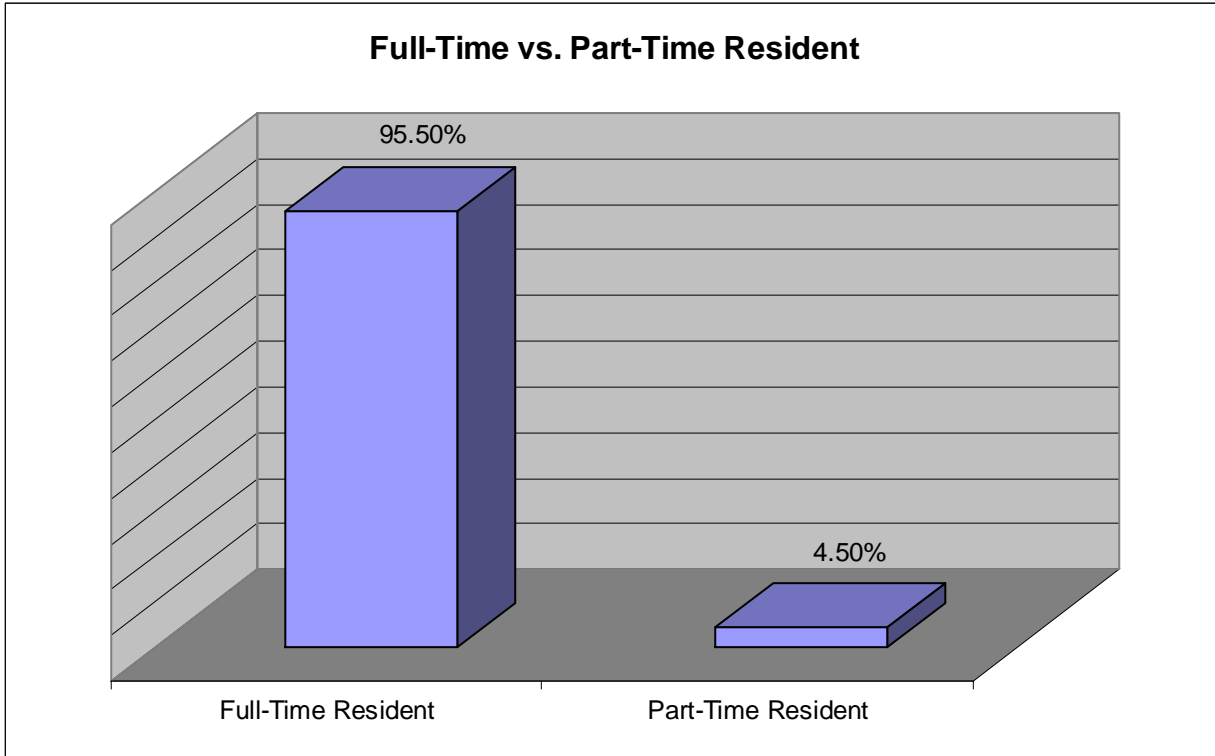
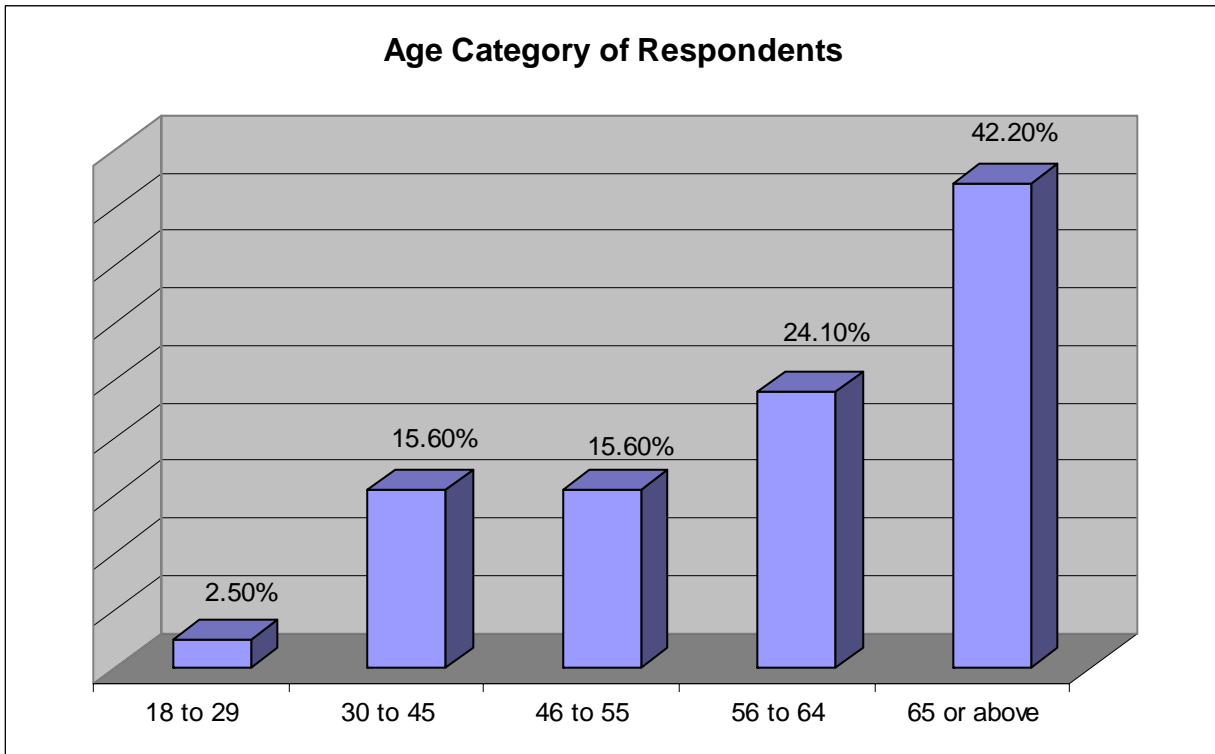


Figure - 21



ABOUT THE SURVEY RESPONDENTS (continued)

Figure - 22

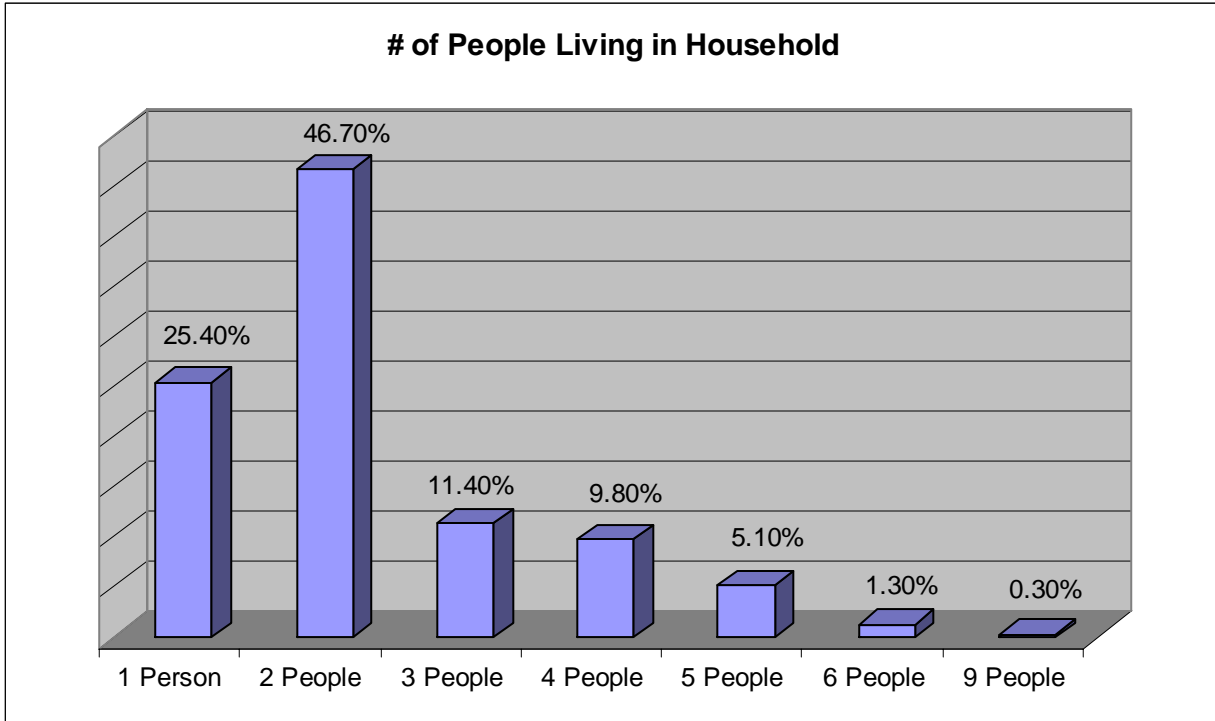
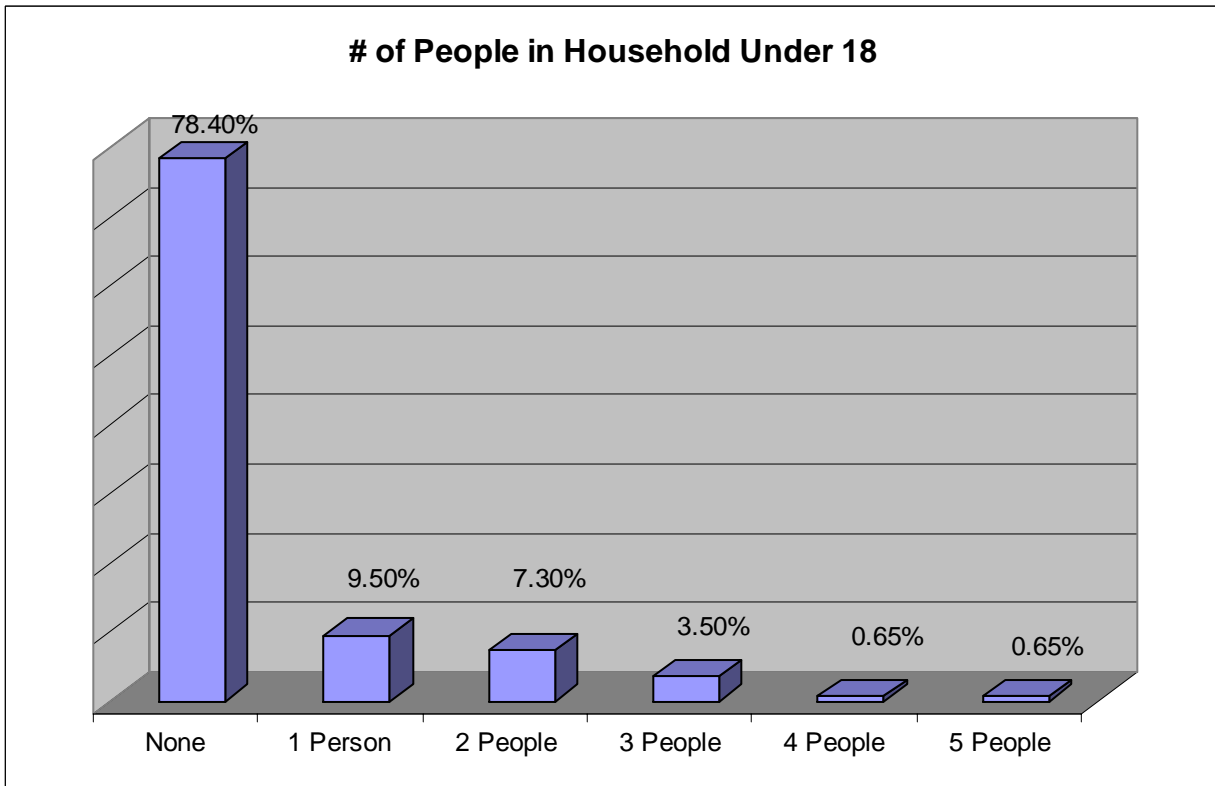


Figure - 23



ABOUT THE SURVEY RESPONDENTS (continued)

In addition to demographic information, survey respondents provided information on the ways in which they access City information; utilize city services; participate in city-sponsored events; and attend public meetings and workshops.

With regards to public information, respondents were asked how often they read the City's quarterly newsletter, watched POG-TV and accessed the City's website (port-orange.org). Almost 96% of respondents indicated they have read the City's newsletter in the past year. Meanwhile, only 33% watched POG-TV programming at least once during the past year. While this is an increase of 3% over last year, viewership has dropped considerable since POG-TV's move to cable channel 199. As far as accessing the City's website, 58% of the respondents have visited the site at least once over the last 12 months.

A total of 75.9 percent of respondents attended a city-sponsored event while 89.8 percent visited a Park or recreational facility this past year. Only 38.9 percent required Police or Fire/Rescue Services, 42.4 percent participated in a recreational activity or program and 19.2 percent attended a City meeting or workshop.

Table - 13

Item	> 25	11 - 25	3 - 10	1 - 2	Never	Total	At Least Once
Watched POG-TV - Times/Year	1.3%	2.5%	10.8%	18.5%	66.9%	100.0%	33.1%
Visited City Website port-orange.com - Times/Year	4.2%	9.7%	23.4%	20.8%	41.9%	100.0%	58.1%
Read City Newsletter - Times/Year	9.2%	16.6%	53.2%	16.9%	4.1%	100.0%	95.9%
Attended City Sponsored Event - Times/Year	0.6%	3.2%	36.5%	35.6%	24.1%	100.0%	75.9%
Visit Parks/Recreational Facilities - Times/Year	14.1%	15.0%	38.3%	22.4%	10.2%	100.0%	89.8%
Require Police or Fire/Rescue Srvcs - Times/Year	0.3%	0.6%	4.8%	33.2%	61.1%	100.0%	38.9%
Participated in Recreational Program/Activity - Times/Year	1.3%	1.9%	11.7%	27.5%	57.6%	100.0%	42.4%
Attend City Meetings & Workshops - Times/Year	0.0%	0.3%	4.5%	14.4%	80.8%	100.0%	19.2%

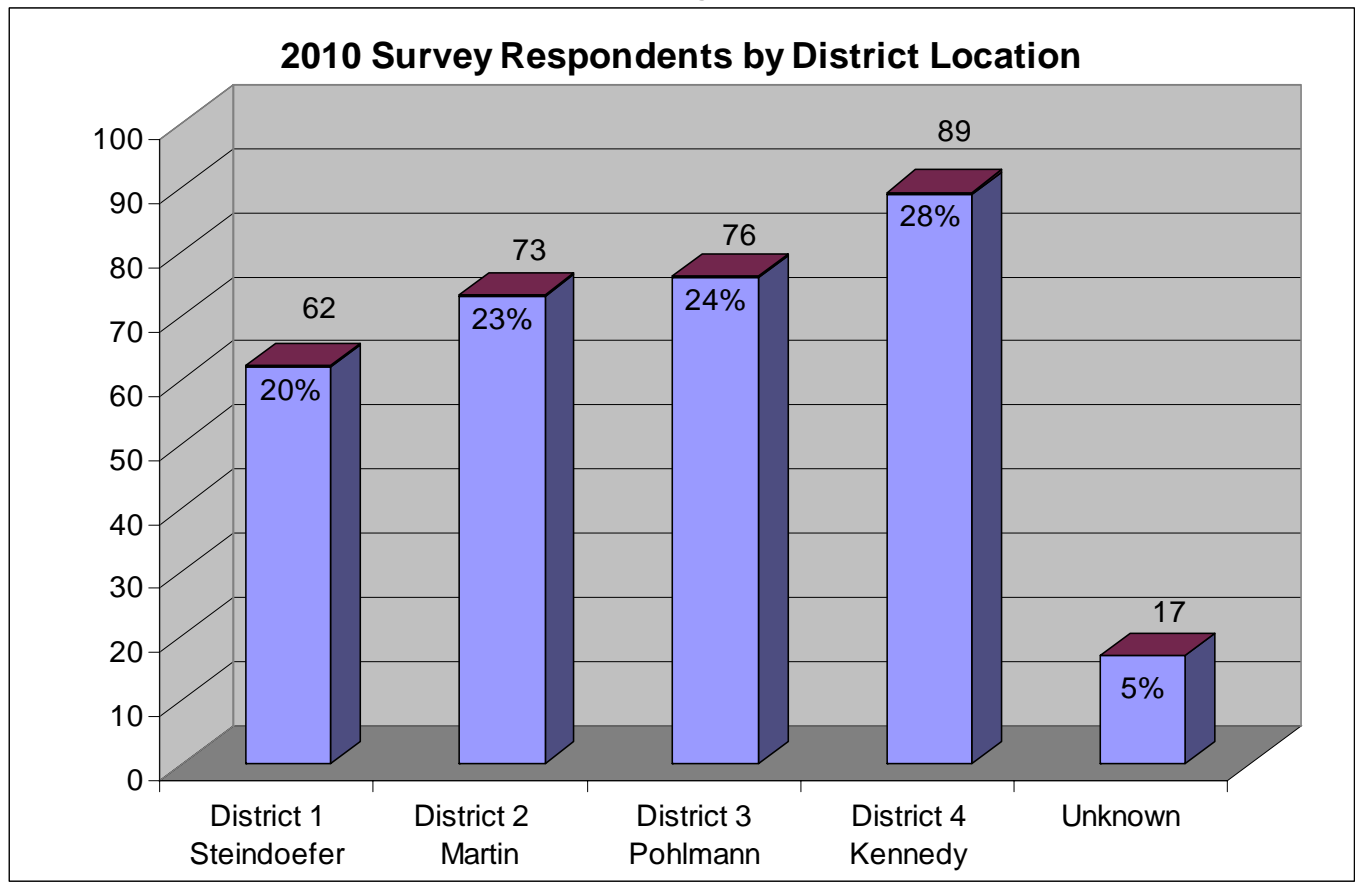
Table 14 shows the comparison between the current year and previous year with regards to how our citizens access City information.

Table - 14

Item	Current Year Survey: At Least Once	Previous Year Survey: At Least Once
Watched POG-TV	33%	30%
Visited City Website port-orange.com	58%	49%
Read City Newsletter	96%	94%
Attended City Sponsored Event	76%	82%
Visit Parks/Recreational Facilities	90%	90%
Require Police or Fire/Rescue Srvcs	39%	41%
Participated in Recreational Program/Activity	42%	42%
Attend City Meetings & Workshops	19%	23%

ABOUT THE SURVEY RESPONDENTS (continued)

Figure - 24



CONCLUSION

The annual City of Port Orange Citizen Survey provides valuable information for measuring the quality and performance of City services. It is an important part of the annual budgeting process as survey respondents provide vital feedback for establishing budget goals and objectives.

As in past years, survey respondents have rated the performance of City services. Measuring levels of citizen satisfaction from year to year help to identify trends, especially those in which satisfaction ratings may have significantly increased or decreased over a period of time. In some instances, written comments by survey respondents help provide additional perspective as to why a specific service area's satisfaction rating has increased or decreased. While the survey results help to identify these trends, further investigation is often necessary to properly analyze a problem and recommend appropriate corrective measures.

The annual Citizen Survey helps to obtain citizen viewpoints of our community as well as their overall interest and participation in public meetings, workshops, sponsored events, and other City related activities. Results and information obtained from these questions help in developing new and improved methods for communicating important community issues and encouraging continued citizen participation.

Appendix-A Survey Instrument Page 1

You have been selected as part of a control group to participate in this year's annual Citizen Survey. Your responses are very important in helping establish City levels of service and priorities for this coming year. Your time in taking this survey is

In your opinion, how would you rate the programs and services provided by the City of Port Orange. If you are unable to respond to any specific statement because you don't know about a specific topic, please circle "DK" after the statement.

Please use the following scale for responding to questions in this section.

Rating: 1 = Very Low, 2 = Low, 3 = Satisfactory, 4 = High, 5 = Very High DK = Don't Know

Fire/Rescue Services and Programs

- Quality of Fire/Rescue Services 1 2 3 4 5 DK
- Safety Programs (CPR, Fire Safety, Flu Vaccination) 1 2 3 4 5 DK
- Calls for assistance and aid 1 2 3 4 5 DK
- If you received medical treatment from Fire Rescue, rate the level of satisfaction with the care you received 1 2 3 4 5 DK
- Disaster Preparedness (Emergency Management) 1 2 3 4 5 DK

Police Services

- Quality of Police Services 1 2 3 4 5 DK
- Response time to emergency situations 1 2 3 4 5 DK
- Police Protection and Investigations 1 2 3 4 5 DK
- Crime Prevention and Education 1 2 3 4 5 DK
- Traffic Safety Awareness, Education and Enforcement 1 2 3 4 5 DK

Parks and Recreation

- Appearance of City parks and recreational facilities 1 2 3 4 5 DK
- Number of City parks and recreational facilities 1 2 3 4 5 DK
- Quality of youth camps, recreation, and athletic leagues 1 2 3 4 5 DK
- Quality of adult leagues, clubs and recreational classes 1 2 3 4 5 DK
- Variety of recreational and cultural activities offered 1 2 3 4 5 DK
- Helpfulness of Program Leaders and Staff 1 2 3 4 5 DK
- Quality of City Golf Course (Cypress Head) 1 2 3 4 5 DK

Community Development

- Appearance and quality of new development in the City 1 2 3 4 5 DK
- Code Enforcement (illegal signs, tall grass, junk cars) 1 2 3 4 5 DK
- Business and Building permitting 1 2 3 4 5 DK
- City Redevelopment efforts 1 2 3 4 5 DK
- Managing and planning for growth 1 2 3 4 5 DK

Public Information

- Quality of information presented in City Newsletter 1 2 3 4 5 DK
- Quality of pogTV Channel 199 programming 1 2 3 4 5 DK
- Information available on City website (port-orange.org) 1 2 3 4 5 DK
- Public notification for City Council meetings, workshops, Code Enforcement, and Planning Commission meetings 1 2 3 4 5 DK

Public Utilities

- Quality of drinking water 1 2 3 4 5 DK
- If using City reclaimed water, please rate quality of service 1 2 3 4 5 DK
- Utility Customer Service 1 2 3 4 5 DK

Public Works

- General appearance along City streets and major corridors 1 2 3 4 5 DK
- Quality of City streets (i.e. street paving, maintenance) 1 2 3 4 5 DK
- Quality of garbage collection and recycling services 1 2 3 4 5 DK
- Visibility and maintenance of street signs 1 2 3 4 5 DK
- Maintenance of street lights 1 2 3 4 5 DK
- Quality of stormwater drainage in your area 1 2 3 4 5 DK
- Capital improvements (streets, bike paths/sidewalks..) 1 2 3 4 5 DK

General Services

- Ease of transacting business with the City 1 2 3 4 5 DK
- Ease of on-line transactions through the City website 1 2 3 4 5 DK
- Ease of access to public records 1 2 3 4 5 DK
- Courtesy and helpfulness of City employees 1 2 3 4 5 DK
- Accessibility of City management 1 2 3 4 5 DK
- Accessibility of elected officials 1 2 3 4 5 DK
- Informing citizens about City programs, services, issues 1 2 3 4 5 DK
- Responding to citizen opinions and concerns 1 2 3 4 5 DK

Please rate Port Orange as a community for each of the items listed below:

- As a place to live 1 2 3 4 5 DK
- As a place to raise children 1 2 3 4 5 DK
- As a place for shopping, dining, and entertainment 1 2 3 4 5 DK
- As a place to work 1 2 3 4 5 DK
- As a place to retire 1 2 3 4 5 DK
- Overall safety of residents 1 2 3 4 5 DK
- Overall economic health of Port Orange 1 2 3 4 5 DK
- Ease of driving within Port Orange 1 2 3 4 5 DK
- Overall Quality of Life in Port Orange 1 2 3 4 5 DK

Please Continue Survey on Other Side

Appendix-A Survey Instrument Page 2

Other Information

Please check how many times, in the past 12 months, you or other household members have done the following things in the City of Port Orange.

<u>City Function / Events / Service</u>	<u>Never</u>	<u>1-2</u>	<u>3-10</u>	<u>11-25</u>	<u>More Than 25</u>
Attended a City sponsored event (Art Show, Concert in Park, Family Days, JazzFest, July 4th, Christmas Parade)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Participated in a City recreational program or activity.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visited a Port Orange City park	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Required Police or Fire/Rescue Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attended a City Council meeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Read the City's Quarterly Newsletter (mailed to all utility customers)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Watched any of the programming on cable-TV Channel 199 (pogTV)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visited City website (port-orange.org)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

City Property Tax Question: A house with an assessed value of \$200,000, and a homestead exemption of \$50,000, costs a homeowner \$690/yr, or \$1.89 per day, for City Police, Fire/Rescue, Parks, Recreation, Street Maintenance, and other community services. How do you feel about the value of these City services?

Poor Value ___ Fair Value ___ Good Value ___ Excellent Value ___

To ensure the survey is representative of the citizens of Port Orange, we request some information about you. Please check the appropriate response.

- How long have you lived in the City of Port Orange?
 Less than 5 yrs 5-10 yrs 11-20 yrs More than 20yrs
- Do you reside in Port Orange the entire year? Yes No
- Which age group best describes you?
 18-29 30-45 46-55 56-64 65 or above
- Counting yourself, how many people are living in your household? _____
- How many in your household are under the age of 18? _____
- Name of subdivision or street you reside: _____

▼▼▼▼ Port Orange Citizen Survey 2010

City Council Goals

The table below lists the (6) goals of the City's Vision Statement. Please rate the following issues in terms of what you think their importance should be to Port Orange over the next 5 years.

Please rate each goal by level of importance
1 = Not Important 2 = Somewhat Important 3 = Very Important 4 = Extremely Important

<u>Vision Goals</u>	<u>Rating Scale</u>
<u>Education</u> - Provide an environment of life long learning opportunities—not limited to traditional school settings; all aspects of the community will benefit from the resources and activities of education, <i>including internet, pogTV and other technology.</i>	1 2 3 4 DK
<u>Community Character</u> - To create a progressive, exemplary community where residents are true participants in the creation of community pride, and provides a safe, welcoming environment, cultural & historical richness, diverse activities, and a hometown fee	1 2 3 4 DK
<u>Growth and Development</u> - Through sound planning and financial responsibility, and in conjunction with stewardship and enhancement of natural resources: manage growth and development opportunities and promote redevelopment to enhance the quality of life; r	1 2 3 4 DK
<u>Natural Resources</u> - To acquire, restore and protect natural systems, including renewable & non-renewable resources, with an emphasis on water. To manage them as a public trust, sustainable in stewardship and for the use and enjoyment of our community.	1 2 3 4 DK
<u>City Services and Effective Government</u> - To provide and maintain a stable, open, responsive and fiscally sound government, committed to achieving the community's vision for its future; that provides easily accessible, technologically advanced, quality, co	1 2 3 4 DK
<u>Healthy Community</u> - To provide a variety of outstanding healthcare and wellness services for the citizens of Port Orange with the focus being placed on a healthy community.	1 2 3 4 DK

Thank you for taking the time to complete the 2010 Port Orange Citizen Survey.
 If you have any comments or suggestions, please use the space below, or write them on a separate sheet of paper and enclose it with your completed questionnaire.

Appendix-B Citizen Comments

(Note: Each comment is followed by the subdivision or street of the respondent if provided. The number following each comment represents a number assigned to the survey for reference purposes.)

I think the Police should have a better response time when vehicles are stolen. When I asked the officer if I should list things in my truck he said do not worry it's not going to be there if you get it back. (Cedar Street/Harbor Oaks) (5)

Clean up the streets. Mow the grass. Madeline Avenue starting to look like NJ, NY. (Southwinds) (6)

I recently discovered a leak from my sprinkler system. I have a separate meter for sprinkler. When I called to see about an adjustment to my bill, I was told an adjustment could only be done for sewer water. Only a sewer adjustment - why not a sprinkler adjustment? (Cross Creek) (10) (Citizen gave name and account information.)

Thank you very much for the new Dog Park. (Water Bridge / Oak Crest Circle) (11)

We regret the demolition of Sweetwater's Restaurant since nothing has replaced it and Riverwalk remains dormant! (Sky Meadows) (14)

Why do you not clear the growth at the corner of Jackson & Herbert Street? The east side of Herbert Street. Cars do not stop entering on Jackson into Herbert most times. It is difficult to see when going west. (2nd Street) (16)

Don't let developers build on every square inch that is left here. (Autumn Trail) (19)

Concerning the stop sign at Hickory Lane and Hill Top Circle - I have felt for years that a yield sign would be sufficient. There is almost no traffic on Hill Top Circle. All the traffic is on Hickory Lane. (Summer Trees / Magnolia Loop) (21)

I'd like to know which council members represent which zones. (Summer Trees) (22)

We need better cops! Not these idiots we have now!!! (Brandy Hills) (25)

Port Orange is a lovely place to live! (Royal Palm) (29)

(We have) the best City Manager in Florida. (Morning Drive) (33) (Citizen gave their name.)

Great City. (Sweetwater Hills / Tumblebrook Dr.) (35)

I think the City needs more right turn lanes. (Twin Gates) (43)

Please stress consistency of ticketing (auto) procedures by officers. There have been a lot of people talking about "are they making quotas" or just inconsistent. (Leisure Villas) (46)

I think the water bill is too high. An older community. Resources are good. (Springwood Square) (50)

Good job. (Crane Lakes) (52)

The "Vision Goals" segment is so slanted! How could anyone say "No" or 1 (not important) to these questions! I think this whole survey is designed to make someone at City Hall feel good about themselves. You want to do something for me and my neighbors? Enforce the pooper scooper laws & get rid of the ducks! Same comment last survey so...blah, blah, blah. (Commonwealth Estates) (53)

This is the best City I have ever lived in!! Thanks. Keep up the good work. (54)

Thanks to all employees and Merry Christmas. (Crane Lakes) (56)

During May & our 30" of rainfall, residents in Deep Forest at 909 Bentwood Lave did nothing to contain water on their property. As a result, we had to run 4 sump pumps 24/7 & we lost 2 days of work. When the City was called we were told they could do nothing! (Deep Forest) (57)

Slow the growth, it's already too crowded. (Leisure Villas) (61)

Appendix-B Citizen Comments

Keep up the good work. Merry Christmas & Happy New Year. (Reilly's Road) (62)

I wish the City Council showed more support for Fire & Police services. I want a Council with vision & the ability to say "No" to crappy ideas! (Citizen enclosed News Journal editorial dated 12/14/09 titled "Port Orange should have rejected marina plan" and stated they agree with the editorial.) Our water tastes bad!! We will have to wait & see on this one! (The citizen is referring to the question about "responding to citizen opinions and concerns".) Protect Natural Resources – Not develop!! All of the above (vision goals) is the reason I moved to Port Orange from Rochester, NY. Please do not allow development on Sea Bird Island. We do not need a marina at this location. What happened to River Walk? I love that the City is just the right size, not too big. (Ken Bern) (64)

I question the wisdom of the river front development. The number of times sidewalks are torn up along Dunlawton – seems like at least twice a year. (Azalea Pointe Drive) (67)

What went wrong with Gamble Place? (68)

Community Development needs to be open until 5 p.m. every day. Fire & Rescue involved in too many non-essential services. Too much overlap/duplication of police zones. Why use two or three squad cars when one will do? Do we have too many police officers? (Broken Bow Lane) (71)

We need more lighting in Commonwealth. I don't go out at night too much but when I do it's very dark on Isabelle St. & in our Service Roads. I myself have had to put out outside lighting at my home to protect me & my daughter against thieves & safety of street walkers & big boys out late at night. Some people have more than 2 dogs that bark that can, in some cases, be good because of dark streets out here. (Commonwealth) (74)

The \$2.00 surcharge to play the golf course was intended to (1) offset an anticipated deficit for the year it was implemented and (2) to improve the facility. Several years have passed since implementation and a "new look" needs attention by the City Council which has had little interest in golf course operations in the past. The contract approach is fine but how it relates to the improvement of the facilities needs the City's attention. (Cypress Head) (75)

I thoroughly enjoy residing in Port Orange. The City is a very safe, clean & excellent place to bring up a family or retire in. The City is outstanding in keeping it so well maintained. Good job Port Orange! (Brandy Hills) (81)

Let's build a park on land along Farmbrook just west of Lancewood Circle North and keep it natural instead of swings and slides. More nature trails etc. (Lancewood Dr.) (89)

The police on Airport Road are obnoxious. I can understand during the day when children are present and construction is ongoing but it appears many people are getting pulled over at night and faced with extreme rudeness by the cops. (Waters Edge / Calistoga Circle) (93)

Keep up the good work. Doing what is right is always good. (Oak Crest Circle) (95)

The City of Port Orange is a safe, beautiful, and wonderful place to live! Thank you! (Harbor Oaks) (96)

Hopefully surrounding cities (communities) can keep up clean streets (no trash)...beautification is important. (Harbor Point Drive) (97)

The City is doing a very good job. (Brandy Hills / Tumbler Dr.) (100)

The City of Port Orange should leave the Christmas lights on the entire year round. The City Island lake is safer and prettier. I noticed that more people are exercising at the lake since the Christmas lights are on. Please forbid Rottweiler's in the City Island park/lake. (The Groves / Bayside) (103)

Need Vo-Tech school, for trained personnel, for new business to come to area. Expand employment, grads starting their own business, hiring other grads creating more industry. Companies come to areas that have trained work force. (Park Ridge Circle) (104)

Your volunteers at the Port Orange Boat ramps need to be better educated on how to direct boaters in and out of the ramps. They also could have better attitudes. Traffic congestion is getting worse. (Potato Patch) (105)

Appendix-B Citizen Comments

Stop cutting programs from our schools! Let the teachers teach and discipline if needed. Put prayer back in the schools! (Deer Springs Road) (106)

Goals are admirable but probably not doable in some cases. (Riverwood Plantation / Everglades Drive) (111)

Litter control – police cruiser should pick up or advise City Maintenance Dept. when spotted. Enforce law. Building Department should not issue permits for new commercial space until available space is less than 5%. Promote renovation projects. (Hensel Hill) (113)

The chlorine level in the drinking water is atrocious. It stinks and tastes terrible. Taxes are way too high. (Cypress Head / Longlake Drive) (114)

Christmas parade needs revamping / upgrading. (Riverwood Plantation) (115)

I love Port Orange, the YMCA especially. The flooding in area needs some help! Please, NO park at the end of Spruce Creek Road on creek. There is enough traffic already! Thank you! (Riverwood Plantation / Klondike Drive) (119)

What is that horrible smell near Dunlawton & Clyde Morris, near City Center, near Village Trail and down Spruce Creek? It is very offensive and a poor reflection on our town. Something must be done to fix the odor problem. (Countryside West) (124)

We are so lucky to have the services of our City Manager who offers stability and quality to all operations of our great City. (Deep Forest) (125)

I especially commend the Police Department (and Crime Victim Advocate Department) for their assistance in the harassment situation I found myself in. The suggested NTO has helped keep the person from my yard and house/door. Vertical street signs are hard to read. Thank you for including me in the survey. I have watched Port Orange grow since the 60's and am really proud to live here. All services from the City are well above expected on the average. Excellent! (Golden Pond) (127) (Citizen provided name.)

I would really like to see the cemetery taken better care of. Our founding fathers are buried in Port Orange. I don't think the City provides enough care. Also, do not let Gamble Place deteriorate. Port Orange should purchase! (Spruce Creek Woods Drive) (128)

Please don't overbuild or lose all our green or our wooded areas. (Deep Forest) (129)

It would be helpful if "the Powers that Be" actually listened to the community and not just a certain few who, due to friendship or finances, have the ears of the Mayor and Council. (Spruce Creek Village) (130)

Port Orange needs a Quilting Guild. The closest one is Ormond. (Peppermint Way) (132)

Every 3 – 4 months we have to hire a plumber to unplug the sewer pipe between our house and the street. Every plumber states it is the responsibility of Port Orange to ensure adequate gradient in this pipe. I have complained to the City but they ignore me. (Harbor Oaks) (133) (Citizen gave their street address.)

I am married to a Port Orange police officer and am so proud of our cities police/fire services. They do an exceptional job of ensuring our safety. I love being a resident of Port Orange. (Dunlawton Ave.) (137)

Not happy with the road construction or quality of the road. (Waters Edge) (138)

Merry Christmas! (Jackson Street) (142)

(Business and building permitting) is too slow. Good healthcare is extremely important. I chose a "1" (not important) on the "Healthy Community" goal because it is not the City's job to provide it! (Bentwood / Needlerush Road) (144)

Your Police Department employs many very capable and compassionate workers. Their interaction with kids is great and I appreciate their common sense and helpful attitude with my sons over the year. Very good role models. Thanks! (Windsor Hills) (146) (Citizen provided their name.)

Appendix-B Citizen Comments

Would like the amount owed put on late charge warning cards. Thank you for the work you do! Love the Port Orange Recreation Department and Jazz Festival. Can we do something about Gamble House? It is a great treasure. (Forest Lake Preserve) (148)

Why do I have to go to another City to let my dogs run free? And they can't even be on a leash in other parks!! (Riverside Drive) (149)

The storm water problems in our area are a hot topic and I would like to thank the City for their efforts and quick response in emergency situations. Pumping & trucking storm water out of our area 24 hours a day for several days was a monumental effort by the City and employees. It was greatly appreciated. (River Oaks) (151)

(Citizen rated Police Services low due to the following 2 items.) Slowness to act on endangerment to resident by another resident's driving habits and not listening when first called about a lawn man's abuse of another resident. Reinstatement, since Hurricanes of 2004, of speed limit 15 mph signs on streets of (Old) Harbor Oaks Subdivision. None appear to be in place and younger drivers use S. Willow as a race track! I think I explained my 3 areas of great concern for our neighborhood. I believe the problem with the lawn man is being addressed as we speak. Currently the house (which was racing cars) is quiet – no cars. I don't know if he's arrested or what. Just shaking in shoes for when he is back – he is a danger to all! Thank you for listening! (Old Harbor Oaks) (152) (Citizen gave addresses.)

Foxboro streets and cul-de-sacs need repaving. (Foxboro) (155)

Empty trash – don't leave some in the cans. Don't throw trash cans, they cost us to replace when cracked. (Commonwealth) (157)

Overall, Port Orange is a great place to live. The only problem in this area is a lack of good jobs in Volusia County. I must travel to Flagler County to work but I'd rather live here in Port Orange so I have not moved. (Southwinds) (161)

I love Port Orange. We need a 2nd fountain in the pond at Dunlawton and Nova. (Beacon Woods) (162)

Police Services: a) On S. Williamson Blvd. I have noticed a serious situation taking place that demands instant correction by the County & City of Port Orange to avoid an accident. Just 300 ft. south of the exit from the new Walgreens Drug Store to S. Williamson there is a break in the median to allow vehicles leaving the VFW and nearby strip mall to make a left turn onto S. Williamson and proceed in a northerly direction. On several, several occasions I have noticed vehicles from Walgreens, also wishing to proceed north on Williamson, using this break in the median to make a U-Turn. The problem is that they do not have a legal left turn lane to perform this maneuver in. Consequently they are sticking out into the traffic lane on the west side of the boulevard forcing the vehicles in that lane to have to brake and/or swerve around them to avoid a rear-end collision. Often they give so little warning that the reaction time for the following auto is often quite short and the braking time is greatly shortened. This is an area that should be watched for violators as it can cause a terrible rear-end collision. I suggest that a large NO U-TURN sign be installed well before that median break and as quickly as possible to avoid a bad accident. b) In the same area is the intersection of S. Williamson & Taylor Road. When it is unsafe for autos turning right from S. Williamson east onto Taylor Road they have thoughtfully installed a lighted "No Right Turn" sign to avoid an accident. The problem is many motorists either don't see it because of its size or ignore its existence and turn right any way. This is an area that should be watched for violators as it can cause a terrible head-on collision with vehicles across Taylor that are legally turning left. c) I would like to see more safety enforcement take place on Port Orange streets. With the new S. Williamson road completed the 40 mph speed limit is greatly ignored and it is now being called "Williamson Speedway" by some. When you adhere to the posted speed many vehicles are passing you with great speed. This is also true on other streets in the City and when you don't drive at the speed they want to achieve they love to "tailgate" you as their way of "pushing" you to go faster. A very bad practice when you are doing speeds of 30-50 mph and the car behind you is 1 car length away, at best. **Public Information:** The City Newsletter needs to explain better when a winter visitor, returning to the north for the summer, can reduce their garbage collection fees during their absence. A newspaper article 7-8 months ago, discussing the Council's decision to reduce those fees, was not accurate. It also did not state that when you applied for the reduced garbage fee you would also be subject to having your City water shut off – which may not be practical if that water is needed to keep the pool filled due to evaporation. Why does the water have to be shut off to avoid an unnecessary garbage collection cost? The question about broadcasting City Hall news information on Channel 199 is wonderful – except not every citizen has access to this high-end channel. For those with basic and expanded basic cable service it is impossible for them to ever see this information, rendering it less than useful. Why not put this on a lower channel number that is not occupied with other programming and available to a much larger percentage of our citizens? **Public Works:** I was a member of a Public Works department before moving here. It was our duty each day to observe and police the right-of-ways in our City to avoid the abundance of trash often found on the

Appendix-B Citizen Comments

side of the roadways. I don't see that same concern and elimination of trash by the crews here as it often remains there for many days before some action is finally taken. The major thoroughfares are the avenues which visitors to our City use and I'm often embarrassed that they have to see our disregard for simple cleanliness, especially when a Public Works truck drives by the same trash I am witnessing and continues on its way without stopping. I see no reason why City and County inmates can't be used to remove the waste that proliferates our roadways. In an effort to reduce the quantity of waste along Williamson we walk its sidewalk 3-4 times a week and have collected over 4,200 grocery store size shopping bags since 2005 and average 17 bags/week in a 1.5 mile stretch. I wish our City administrators had insisted on some degree of street lighting on the new Williamson Blvd. when it was designed and built. It is a very dark street and not at all conforming to the same lighting standards of other City streets. It is not a safe practice and does not give a visitor a "welcome" and "warm feeling". Yes, it is a County road but it runs through our City but does it compare with the same degree of lighting as other County roads in Port Orange, especially those that serve residential areas like Nova and Clyde Morris do? If it weren't for a business sign or a development's entrance lighting it might well be called "black as pitch". Is there any possibility that we can install some lighting along this primary artery in the near future for our safety? (Sawgrass Point) (164)

Preserve for nature and no more houses. Please always keep the 4th of July fireworks, we love it!!! Have 1 less carnival a year and use the money saved to fund subdivision retention pond chemical treatments designed to reduce weeds and algae growth. The money saved could be rotated each year to different subdivisions to reduce or eliminate the cost to residents. (Cross Creek) (165)

Big problem – no jobs! (Sugar Forest) (168)

Stormwater drains are covered. Need more bike paths/sidewalks. I formerly lived in a community where water services were billed only quarterly and we were given 30 days to pay. Many of us only get paid twice a month and can't immediately pay. This method contributed to a saving for both the homeowner and for the utility commission. (For example: minimum \$90 x 4 = \$360 yearly) The savings for the billing was passed on to us, the consumer. For seasonal residents, another method would be advisable – monthly billings. (Monticello Lane) (177)

We need a crossing guard and police office at Creekside Middle School. Also, there are very few businesses here to attract educated homeowners. Need a large manufacturing company. (There is) little to offer the educated young people. Lastly, the construction on Airport Road continues to take place late into the evening. We've heard large trucks at 12 midnight and later. Very dark! Few lights! The recreational programs in Port Orange are excellent! (Sterling Chase) (180)

Our major concern in Town Park is the lack of police presence, failure to respond on non-emergency issues. Our HOA was forced to pay for police services, which is disgraceful. (They are) non responsive to violating parking violations. (Town Park Estates) (181)

We need Votran to stay after 6:00 p.m. like in Daytona. More programs for the blind people in Port Orange. (Leisure Villas Quail Court) (183)

Observing the sewer crew work – the teamwork was super, they repaired three sanitary drains and they all seemed to enjoy their work. (Red Pontiac Drive) (184)

As a resident of Maple, we appreciate that Police Officer Miller comes to our association meetings to give us safety tips. (Maplewood Mobile Estates) (193)

Just wish that when a promise is made by the City to start a job that is destroying homeowners' property that it would be started and finished in a timely manner and not started and placed on the back burner. Homeowners in Sleepy Hollow are being very patient while we're losing our land that we are paying taxes on. Thank you! Happy New Year! (Sleepy Hollow) (194)

Preserve more stretches of trees and nature in between. We need more signs threatening imposing fines for littering. Also please find a way to discourage residents from constantly parking vehicles on the street instead of their driveways. They do it to avoid blocking each other in but it's inconsiderate to neighbors driving by because it blocks the street so much – people do this everywhere. (Sugar Mill) (195)

It is ridiculous to have to pay another deposit for water service when you have been a customer in good standing for 8+ years at previous home that you own and then have to wait six weeks to get a refund on your previous deposit. This system needs to be changed! (Crane Lakes) (197)

Appendix-B Citizen Comments

Port Orange becomes less and less “unique” as shopping centers take over and green space is lost. Did you ever notice how much cooler trees make it? Check the home page of P.O. web site describing how “unique” the “neighborhoods” are. (Vagabond Drive) (202)

Your fees for use of ball fields (softball) for seniors are extremely high and nowhere close to surrounding communities. The basic attitude of Recreation in Port Orange appears to be pro-youth and anti-senior. Other communities near and far in this state provide sport complexes that support senior softball activities that involve thousands! (Commonwealth) (205)

At times, police have a tendency to become over zealous in the performance of their duties...i.e. “you did not make a full stop at the stop sign” Area in question, Yorktowne and Hidden Lake. Merry Christmas! (Foxboro) (211) (Anonymous Retired Police Officer)

I’ve been stopped by P.O. Police twice (in the) last four years while riding my bicycle. I was given a bogus reason – neighborhood crime. I ride to work daily and also recreationally. I’ve ridden in former communist countries and never been pulled over by Police there. Next time I get a lawyer. Also, why do I see so many police cars driving around the City late at night? Police – please be kind. (Banbury Drive) (213)

The Police are rather rude and at times border on harassment. (Deep Forest) (219)

As being senior citizens living here for ten years, we are very satisfied to be residents and property owners of Port Orange. On the negative side, we have found some permits for remodeling, etc. excessive fees and really not practical for the average citizen. Thank you. (Herbert Street) (224)

We love Port Orange. It’s clean, well thought out and well maintained. (Briarwood) (225)

Parks and Family events should be non-smoking. Police volunteers who drive the “police-like cars” should not be permitted to smoke on “job” – bad example for small children asking why “policemen” are smoking. (Sanctuary) (230)

I think that the Gamble House situation (should) be resolved so that it can re-open soon! Is the new shopping plaza at the corner of Taylor Branch & Dunlawton ever going to be built? (Skylake) (231)

Sheriff’s Office asked Port Orange Police to notify me that my father had passed away. (in Holly Hill) Apparently they came once and I was not home. No phone call or second attempt was made. Sheriff’s Office blamed Port Orange Police. Very disgusting that no one notified me. Found out from father’s neighbor. (Sanctuary) (232)

I’ve been a Port Orange resident since the ‘40’s when the town had one traffic light and one Town Marshall – Harold Green, (Allen’s Uncle) As long as no Govt. Housing Projects are build, it will remain a nice place to live. Where the City, County and recycle contractor have dropped the ball is there’s no incentive for people to recycle! I asked the driver how many bins he picks up on my street (40 homes) and he said 7 or 8. If \$1.50 was deducted each month from their water bill (\$18.00 year) everyone benefits. City – cost .50 cents (less garbage to the landfill) – County – cost .50 cents (less fill-up of land fill) – Collector – cost .50 cents (more truckloads every trip). Once monthly a truck rider could leave a sticker on the bin – thanking them for their cooperation, good for a water bill discount. I’m 93 years old and have recycled since the day it started. No benefit to me! Newspaper, coca-colas and canned or bottled veggies are higher cost now. (Bayview Lane) (235)

My husband travels for his job in Florida and I go with him some times. Based on what I see out there I wouldn’t want to live anywhere else! (Skylake) (236)

Need sidewalk on Herbert Street for school children east bound. (Briarwood Mobile Estates) (237)

It should be easier to pull building permits – we have a real problem in this area here in Port Orange. (Summer Trees South) (239)

So far we have only been spending a week approx. every other month in Port Orange. As of 12/31/09 we will be spending each winter. We hope to take advantage of the many services. We are favorably impressed. (Tanglewood Mobile Home Park) (240)

(Garbage collection) good except for throwing cans wherever. I think the drain system should be cleaned out to prevent flooding and hardship on the community. Based on Spruce Creek Road. (Kokomo Circle) (241)

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I work weekends so miss a lot of great things. They need to change the letters of the new Port Orange Police Dept to black; you can't see the silver ones. Great Job! Thanks. (Stillwood Court) (244)

Hensel Road needs higher speed limit. Make neighboring people keep their places up. Education has taken away the childhood for children as they are pushed too early in life for things they wouldn't use later on in their life. Basic reading, writing and arithmetic are all. (Windsor Drive) (248)

The schools are also very high (good) in Port Orange. Both my children went to Sweetwater, Creekside and Spruce Creek High. Both went to college and are doing fine. (Countryside) (250)

The City needs to stop approving new shopping centers until all or most of the existing developments are occupied at least 90%. Too many new empty stores and more are under construction. (Lone Oak) (251)

We love the hominess of Port Orange. Been here 40 years & watched it grow. Hope it stays this way. (Williams Road) (252)

My property value is \$85,416 and my tax bill was \$1,922 for 2009 – that is \$5.27 a day! Poor Value! It seems like if you are not a resident they “stick it to you”! (Seminole Ave.) (255)

Reclaimed water - too expensive. (Park Ridge Dr.) (256)

We don't need twice a week trash pickup - once a week is enough. That “Deaf Child” sign at the NW corner of Clyde Morris and Madeline needs to be removed as it is no longer applicable. (Windsor Hill) (258)

Port Orange is a wonderful place to live! (Sugarplum Lane) (265)

The Police give tickets to hard working citizens of Port Orange but if you watch a police officer in his or her patrol car they break the traffic laws all the time. I would like to give them a ticket. (Forest Lake Preserve) (266)

1) I have a 5 year old child and the park that was redone on Central Park was a total waste of money. Plus, why a dog park next to a child's park? What about the park next to Horizon elementary as it needs some upgrade and since the school uses it there could be some grant funds that both would benefit from in the long run. 2) The “Flashing Light” at Willow Run Blvd. needs to be a full three signal light before someone gets killed there again. People sit and sit there and no way to cross and the caution light just makes you think the people are slowing down but they are not at all. 3) The new Pavilion development is the best and a nice edition to Port Orange – great work. 4) The new Police Department is top notched and great planning. 5) Okay back to children, why does little old South Daytona have two great children's parks with artificial turf and a water park and Port Orange nothing. We need some planning in this area. 6) I was driving in Daytona in a neighborhood every day to drop off my daughter and the street sweeper was in the area at least once or twice a month. In Willow Run there is a total lack of sweeping streets. 7) The roads seem to be better taken care of to me than the other areas so nice job. (Willow Run) (268)

The general appearance of the house at the end of Cedar Street & Seminole Street in Harbor Oaks distracts from the value and appearance of the rest of the street. I am surprised that this would be acceptable to City codes as there has been trash & junk stuff piled all over & facing the street for quite a while now! (Harbor Oaks) (269)

(Ease of driving within Port Orange. Citizen gave very low rating due to...) Lights on Dunlawton. New marina plans poor. (Halifax Drive) (274)

I love living in Port Orange. (Town Homes) (276)

Terrible! (Quality of drinking water.) Lost the lid of our garbage can. (Quality of garbage collection.) Can't find a job. (Port Orange as a place to work.) If you have money. (Good place to retire.) Need jobs but not all this land usage. (Growth and Development) Have already achieved. (Healthy Community) Too much building up of Port Orange, not enough jobs, not enough preservation of landscape. There is nothing here in Port Orange to attract people/or jobs. Everything is in or around Halifax Hospital and beaches! (Woodside) (277)

Property taxes – my humble hole in the wall home assessed at under \$50,000. Why did I pay over \$600 in property taxes? The example on this page is excellent. Very excellent. (Sugar Forest) (281)

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Port Orange is a great City to live in. Would not like to live any place (nearby City's) but Port Orange. Well kept City. (Jasmine Vine Drive) (288)

More sports activities for children. Example – Ormond has improvement workshops (9 weeks) for softball/volleyball etc. (The Woods) (294)

Compared with other cities in Florida, I think Port Orange is a nice place to live. (Sky Meadows) (297)

Have only lived in Port Orange for 1 ½ years. (Laurelwood Estates) (299)

Dunlawton Avenue looks okay - US1 is substandard. Cultural activities in Port Orange are paled by those in surrounding communities. Shopping is atrocious – the Pavilion is long overdue. The number of City vehicles cruising the area (with no worksite) is a waste. (Allandale) (305)

Our opinion of our Code Enforcement people seems that for whatever reason their performance seems to be rather slack in being more observant and taking appropriate action without being called to. Changed certain situations – some being allowed to exist far too long without quicker appropriate direction! Is it too much work for too few people in this field! Another thought comes to mind! Why couldn't the Police be trained on routine patrols through our neighborhood to be aware of various derelict vehicles being allowed to sit for unlengthy periods and other abnormal situations of junk accumulating around home sites? Two such situations now are a cargo trailer with flat tires - and never used in the driveway and a pickup truck in the grass in front – both for quite a few months at 207 Devon. And then a car apparently damaged a couple of times in front of 267 Devon for at least 6 to 7 months now covered with a grey cloth the last several weeks. Oh yes, a grey minivan parked in the grass by the driveway for the last couple of months at 244 Devon with no evidence of anyone living there anymore. As officers patrol occasionally through the neighborhoods I'm sure they become aware of repeatedly seeing such situations they could check and assist with! (Hamlet) (312)

Though I am here only part of the year, I find Port Orange to be an outstanding community with outstanding services. I have never felt like an outsider here. (Tanglewood) (313)

I think that the City should make citizens aware of different programs that help families in finding food and gifts for kids like churches that give food out for needy families for these tough times. (Leone Lane) (314)

Congratulations to the officers for making the City of Port Orange a better place to live in. (Pheasant Run) (315)

We need a recreational facility to include a football stadium for the high school and POYFA at City Center. (Sterling Chase) (316)

Water Company employees are rude and tend to overcharge on bills – very difficult to work with. Taxes are too high. Taxes are higher here than anywhere else around the area. (Palm Avenue) (317)

Comments from Citizens taking On-Line Survey:

You should terminate both Connie Young and John Shelley. Your public utilities are fleecing the citizens. My water usage was 200.00 in Nov and 200.00 in Dec however Mr. Shelley has bullied me and my family out of over 1100.00. I was told that If I did not pay my services would be disconnected and they were a day before Thanksgiving and Christmas. Despite me having an infant child that depended on water for milk. I've contacted the media! I want my account audited right away!

I am overall pleased with the City of Port Orange and its services however, your Police Department and how they treat the residents needs a lot of work. They are not approachable and lack compassion. I am not a resident that has it out for the Police Department but, having lived here for a long time our Police have gone down hill. A day does not go by that I do not hear a complaint about the way the Police department has handled a situation or treated a resident.

Thanks for keeping Port Orange a great place to live!

We LOVE Port Orange! This is a great place to live. We are pleased that visionary and dedicated people have helped develop such a community.

We don't need another CVS, Walgreens or any banks! We have enough. Stop allowing them to build!!!

Appendix-B Citizen Comments

Comments from Citizens taking On-Line Survey (continued):

Most Disappointed in the Lack of Holiday Displays on Dunlawton. Please, let's buy new decorations and run them down Dunlawton, just like ORMOND BEACH did, they decorated beautifully, and that is where we spent many holiday nights, make our citizens enjoy the area, and show off as much as Ormond did. PLEASE, clean up on Spruce Creek Road between Greenbriar and Laurie east side, growing out of control, called several times not received a return call. Can we stress people planting against fence lines, then over growth becomes someone else's problems, not fair for those who truly care by keeping their trees and bushes trimmed, can this not be written into code enforcement??? I continually have to hire someone to cut my neighbor's mess, so unfair. Thank You and Happy New Year! Hope these surveys get read, and we could look forward to these changes.

Feel the police enforcement of parking and overall traffic law enforcement is very poor.

Would like to have zoning changes frozen for about 10 years.

I think the City Council should NOT have approved the Seabird Island Marina and that to save money we should go to once a week Garbage Collection. If we go to once a week collection we should NOT use those big Green Ugly hard to handle garbage cans.

Need more police present's in traffic control, a lot of speeding and lack of use of signals to change lanes and making turns. People in too much of a rush.

There is nothing about renewable Energy and its value to the city or any "Green" concerns. I do not know of any Solar or Wind Energy projects in the City, no attempt to be carbon neutral. Mass Transit, light rail, we have tracks going thru the city, there should be future plans to develop passenger service.

I want to thank the city for the new dog park. I had mentioned this in the survey a couple of years ago. I wish there were a few more benches there but otherwise it is very good.

Need to work on getting city employee pensions under control especially high hazard. The pension costs are not sustainable, move away from a guaranteed plan to a 401k or similar type.