



City of Providence Community Satisfaction Survey Results

The community satisfaction survey was distributed at the outset of the Smiley Administration to gauge the community's satisfaction with quality of life in Providence. The city used two methods for collecting data: a telephone and text-based poll conducted by Public Policy Polling (PPP) and an online survey that was translated into seven languages to encourage accessibility and participation (CSS). The telephone and text-based poll was conducted from February 16 through February 17, and respondents could complete the online poll from February 15 through March 15. The PPP survey reached 605 residents and the online survey received 3,425 responses.

Key Takeaways

- ❖ **Only 30% of respondents had ever used PVD 311.**
 - Mayor Smiley's FY24 budget included investments in a new 311 system that will be better promoted to residents and businesses and used to make data informed decisions.
- ❖ **71% of residents and 69% of business owner respondents told us that they were unsatisfied or very unsatisfied with the condition of sidewalks.**
 - Mayor Smiley's FY24 budget included investments in sidewalk repair, including hiring staff dedicated solely to sidewalk repair in the FY24 budget.
- ❖ **48% of respondents told us they were dissatisfied with the appearance of the city.**
 - Mayor Smiley's FY24 budget included hiring dedicated staff for trash, litter, and graffiti removal in the FY24 budget.
- ❖ **Local businesses noted public safety as the most important issue for their business.**
 - Mayor Smiley's FY24 budget included police and fire recruitment academies to make sure we have the staff we need to elevate public safety in our city.
- ❖ **The quality of public education as well as availability and affordability of housing are all priority issues for residents.**

Resident Responses:

Housing

Availability of Housing (PPP)

- *Very Satisfied:* 11%
- *Somewhat Satisfied:* 19%
- *Somewhat Dissatisfied:* 25%
- *Very Dissatisfied:* 32%
- *Not Sure:* 13%

Affordability of Housing (PPP)

- *Very Satisfied:* 8%
- *Somewhat Satisfied:* 16%
- *Somewhat Dissatisfied:* 24%
- *Very Dissatisfied:* 41%
- *Not Sure:* 11%

Infrastructure

Trash Pick-Up (PPP)

- *Very Satisfied:* 32%
- *Somewhat Satisfied:* 39%
- *Somewhat Dissatisfied:* 16%
- *Very Dissatisfied:* 9%
- *Not Sure:* 4%

Upkeep and Appearance of Parks (CSS)

- *Very Satisfied:* 6%
- *Satisfied:* 52%
- *Dissatisfied:* 21%
- *Very Dissatisfied:* 8%
- *Not Sure:* 11%

Snow Removal (PPP)

- *Very Satisfied:* 21%
- *Somewhat Satisfied:* 40%
- *Somewhat Dissatisfied:* 19%
- *Very Dissatisfied:* 13%
- *Not Sure:* 8%

Condition of Roads (CSS)

- *Very Satisfied:* 4%
- *Satisfied:* 24%
- *Dissatisfied:* 34%
- *Very Dissatisfied:* 37%
- *Not Sure:* 1%

Street Lighting (CSS)

- *Very Satisfied:* 16%
- *Satisfied:* 61%
- *Dissatisfied:* 15%
- *Very Dissatisfied:* 7%
- *Not Sure:* 1%

Condition of Sidewalks (CSS)

- *Very Satisfied:* 2%
- *Satisfied:* 26%
- *Dissatisfied:* 36%
- *Very Dissatisfied:* 35%
- *Not Sure:* 1%

Quality of Life

Overall Quality of Life (PPP)

- *Very Satisfied:* 13%
- *Somewhat Satisfied:* 41%
- *Somewhat Dissatisfied:* 24%
- *Very Dissatisfied:* 15%
- *Not Sure:* 7%

Appearance of the City (PPP)

- *Very Satisfied:* 9%
- *Somewhat Satisfied:* 39%
- *Somewhat Dissatisfied:* 30%
- *Very Dissatisfied:* 18%
- *Not Sure:* 5%

Public Safety (PPP)

- *Very Satisfied:* 21%
- *Somewhat Satisfied:* 30%
- *Somewhat Dissatisfied:* 20%

Place to Raise Children (PPP)

- *Very Satisfied:* 12%
- *Somewhat Satisfied:* 27%
- *Somewhat Dissatisfied:* 20%

- *Very Dissatisfied:* 23%
- *Not Sure:* 6%

- *Very Dissatisfied:* 23%
- *Not Sure:* 19%

Respect for Noise (PPP)

- *Very Satisfied:* 21%
- *Somewhat Satisfied:* 30%
- *Somewhat Dissatisfied:* 20%
- *Very Dissatisfied:* 23%
- *Not Sure:* 6%

Place to Retire (PPP)

- *Very Satisfied:* 10%
- *Somewhat Satisfied:* 20%
- *Somewhat Dissatisfied:* 18%
- *Very Dissatisfied:* 30%
- *Not Sure:* 21%

Have you ever used the city services tracker called PVD 311? (PPP)

- *Yes:* 30%
- *No:* 70%

Education

Quality of Public Education (PPP)

- *Very Satisfied:* 7%
- *Somewhat Satisfied:* 14%
- *Somewhat Dissatisfied:* 19%
- *Very Dissatisfied:* 40%
- *Not Sure:* 19%

Business Responses:

What do you think is the most important City issue for your business today?

- *Public safety:* 31%
- *Taxes:* 20%
- *Streets and sidewalks:* 19%
- *Economic investment:* 12%
- *Municipal regulations:* 9%

Satisfaction with Services

Effective and fair building inspections

- *Very/Somewhat Satisfied:* 42.1%
- *Very/Somewhat Dissatisfied:* 18.8%
- *Don't know/NA:* 39.1%

Effective and fair code enforcement

- *Very/Somewhat Satisfied:* 43.3%
- *Very/Somewhat Dissatisfied:* 23.2%
- *Don't know/NA:* 33.7%

Effective and fair fire inspections

- *Very/Somewhat Satisfied:* 51.5%
- *Very/Somewhat Dissatisfied:* 14%
- *Don't know/NA:* 34.5%

Effective and fair police patrol

- *Very/Somewhat Satisfied:* 46.9%
- *Very/Somewhat Dissatisfied:* 37.3%
- *Don't know/NA:* 15.7%

Business Owner Satisfaction (CSS)

Supporting business growth and development

- *Very/Somewhat Satisfied: 25%*
- *Very/Somewhat Dissatisfied: 60%*
- *Don't know/NA: 15%*

Availability of customer and employee parking around the business

- *Very/Somewhat Satisfied: 43%*
- *Very/Somewhat Dissatisfied: 43%*
- *Don't know/NA: 14%*

Image and appearance of streets and sidewalks

- *Very/Somewhat Satisfied: 26%*
- *Very/Somewhat Dissatisfied: 69%*
- *Don't know/NA: 5%*

Preserving historic or culturally significant sites

- *Very/Somewhat Satisfied: 48%*
- *Very/Somewhat Dissatisfied: 29%*
- *Don't know/NA: 24%*

Supporting recovery after significant weather events

- *Very/Somewhat Satisfied: 54%*
- *Very/Somewhat Dissatisfied: 27%*
- *Don't know/NA: 18%*