

**USE OF SELECTED CITY SERVICES/PROGRAMS  
(In descending order)**

**In the past 12 months, have you (fill in) ?**

	<u>Percentage Who Had</u>
Visited a Chesapeake public library (Q37)	74.1%
Visited a Chesapeake City park (Q38)	69.8%
Had any direct contact with City employees, either by phone or in person, as you conducted business with the City (Q34)	68.4%
Participated in the curbside recycling program (Q40)	62.5%
Gone on-line and looked at the City's Web site (Q43)	44.2%
Watched any programs on Chesapeake's WCTV, which is Channel 48 (Q49)	44.2%
Been inside a Chesapeake community center (Q39)	39.2%
Used the City's Web site to make payments, request services, apply for a job, or conduct other on-line transactions (Q44)	29.9%
Participated in any of the Chesapeake recreation programs or leagues (Q36)	22.6%
Used the drop-off recycling program at the Rokeby Avenue fire station or at Deep Creek Intermediate School (Q41)	8.3%
	(n=301)

NOTE: Percentages are of those who said "Yes."

**Q42 - Do you use the Internet?**

	<u>Number</u>	<u>Percentage</u>
Yes	226	75.1%
No	<u>75</u>	<u>24.9%</u>
	301	100.0%

**Q43 - The City has a Web site on the Internet. In the past 12 months, have you gone on-line and looked at the City's Web site?**

	<u>Number</u>	<u>Percentage</u>
Yes	133	44.2%
No	93	30.9%
No, I don't use the Internet	<u>75</u>	<u>24.9%</u>
	301	100.0%

**Q44 - Through the City's Web site, residents can make payments, request services, apply for a job, and conduct other on-line transactions. Have you, by chance, used the City's Web site for anything like that in the past 12 months?**

	<u>Number</u>	<u>Percentage</u>
Yes	90	29.9%
No	43	14.3%
No, I haven't looked at the City's Web site	93	30.9%
No, I don't use the Internet	<u>75</u>	<u>24.9%</u>
	301	100.0%

**Q46 - Have you ever called the City's Customer Contact Center at 382-CITY?**

	<u>Number</u>	<u>Percentage</u>
Yes	81	26.9%
No	<u>220</u>	<u>73.1%</u>
	301	100.0%