

Member update

Many Shine in Citizen Satisfaction Survey

Every two years since 1995 the City has conducted a *Citizen Satisfaction Survey*. In November/December 2017, Issues & Answers, a local research firm, conducted the survey for the first time (they also conducted the last two Member Surveys). They gained input via phone interviews with 500 randomly selected residents.

Click [here](#) to review a presentation that summarizes the results.

The highest satisfaction rankings are:

- ▶ Fire Department, **98.8%**
- ▶ Libraries, **98.5%**
- ▶ Paramedic/Rescue Squad Services, **98.1%**
- ▶ Recreation Centers, **97.1%**
- ▶ Museums, Aquarium & Cultural Arts Activities, **96.3%**
- ▶ Parks, **92.3%**
- ▶ Police Department, **91.9%**
- ▶ Horticulture & Agriculture Services, **91.4%**
- ▶ 911 Center, **90.0%**

A couple of things to note:

94% of residents are satisfied with living in Virginia Beach

90.8% are satisfied overall with City services

Localities often seek satisfaction levels of 80% or higher – **19 of 32 City services/characteristics rated above 80%.**

Congratulations for all of the hard work you do to help the City achieve such high levels of satisfaction!

One more item worth noting is that the level of satisfaction about the courtesy of City employees actually fell 5.2% from 2015 to 2017 (91% in 2015; 85.8% in 2017). Both are great scores. But, the decrease is considered significant by the research firm. This ranking serves as a small wake-up call for all of us to be as courteous as possible when dealing with citizens and with one another.

To review the entire report of the results, please click [here](#).

IRS Withholding Calculator Available

In January we communicated with you about new legislation that changed federal income taxes. Finance/Payroll began using the new income-tax withholding tables in our February 9 paycheck. **The IRS has now released a withholding tax calculator and a revised W-4 Form.**

The IRS encourages employees to use the withholding calculator to perform a quick “paycheck checkup.” You can protect against having too little or too much tax withheld.

Among those who should check their withholdings are:

- ▶ Two-income families
- ▶ Those with two or more jobs at the same time or who only work for part of the year
- ▶ Those with children who claim credits such as the Child Tax Credit
- ▶ Those who itemized deductions in 2017
- ▶ Those with high incomes and more complex tax returns

To change your withholdings, complete a new W-4 Form online via **InSITE Self-Service** or provide a **copy** to Payroll. For more details about a “paycheck checkup,” please visit the IRS’s website [here](#).

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Weigh In on Mt. Trashmore Stairway Mural & Three Major Projects in Entertainment District

STAIRWAY MURAL ART FOR MOUNT TRASHMORE – VOTE BY MARCH 7

The City’s Cultural Affairs Office, with help from Parks and Recreation, sought local artists to propose art concepts for a temporary painted mural on the stairwell next to Kids Cove. The submissions for the Mount Trashmore stairway mural have come in, and now the City needs input. Please click [here](#) to review the three mural designs and descriptions. Then vote for your favorite design. You have until March 7 to vote.

GET INFORMATION & PROVIDE INPUT ON THREE MAJOR PROJECTS – MARCH 15

Three projects are proposed for development in the Entertainment District: the Dome Site, a Sports Center and the Pier Project. The Entertainment District is the area of the Oceanfront between 14th and 20th streets. The City is also working on plans for more parking. A public workshop, where you can learn more and provide your views, concerns and recommendations, is being held **March 15 at the Convention Center, Suite 1, from 6 p.m. to 8 p.m.**

Celebrate Agriculture at Farmers Market

You’re invited to enjoy a celebration of agriculture, art, music and fun for all ages on Saturday, March 24 from 10 a.m. to 4 p.m. Enjoy a day shopping at the craft show and at the merchants at Farmers Market.

A band will perform in the center circle and line dancers are encouraged to attend. The Rural Heritage Center and education gardens will be open. A children’s carnival will be on the front lawn. Food will be available.

Spaces are still available in the craft show if you or someone you know would like to participate. Craft show applications are [here](#). If you have any questions about this event, please call the Farmers Market at **385-4388**.

