

Survey Results: Communications

Survey Info - This survey was sent on behalf of the City of Portsmouth to the FlashVote community for Portsmouth, NH.

These FlashVote results are shared with local officials

387

Total Participants

373 of 736 initially invited (51%)
14 others
Margin of error: ± 5%

Applied Filter:
Locals only

Participants for filter:
337

Response Time (hours)

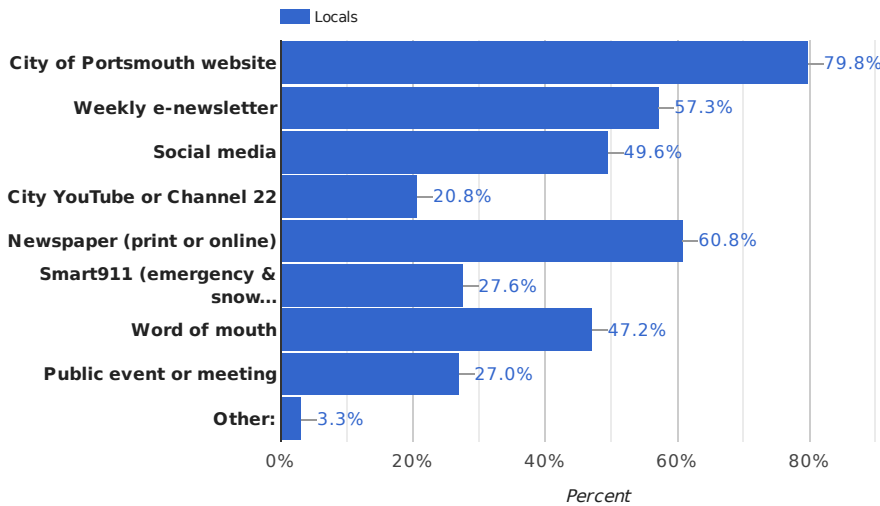
Started:
Mar 13, 2024 11:07am EDT

Ended:
Mar 15, 2024 11:00am EDT

Target Participants:
All Portsmouth

Q1 In the last 12 months, which of the following, if any, have you used to get information about City of Portsmouth government activities or services? (Choose all that apply, if any)
(337 responses by)

Options	Locals (337)
City of Portsmouth website	79.8% (269)
Weekly e-newsletter	57.3% (193)
Social media	49.6% (167)
City YouTube or Channel 22	20.8% (70)
Newspaper (print or online)	60.8% (205)
Smart911 (emergency & snow notifications)	27.6% (93)
Word of mouth	47.2% (159)
Public event or meeting	27.0% (91)
Other:	3.3% (11)





Meeting with staff

Email

how do I sign up for the newsletter?

Personal observations

library

Communication with city staff

Friends

City Hall

Phone calls to city hall departments

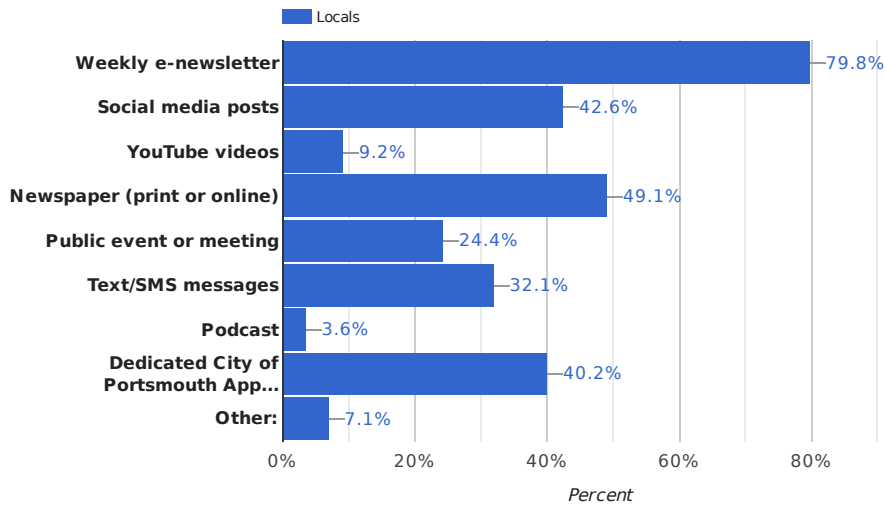
Portsmouth pulse

Facebook

Q2 How would you most like to receive information from the City of Portsmouth about government activities or services? (You can choose up to FIVE, if any)

(336 responses by)

Options	Locals (336)
Weekly e-newsletter	79.8% (268)
Social media posts	42.6% (143)
YouTube videos	9.2% (31)
Newspaper (print or online)	49.1% (165)
Public event or meeting	24.4% (82)
Text/SMS messages	32.1% (108)
Podcast	3.6% (12)
Dedicated City of Portsmouth App notifications	40.2% (135)
Other:	7.1% (24)



Open the comments back up on seacoastonline

email

Website, Smart911

City's Website

email

Interactive chatbot driven by AI i.e. Large Language model

Text message for emergency info only

e-newsletter but weekly is too frequent - monthly?

The city's website

City web site

Minutes of meetings posted on website; newspaper needs to be OBJECTIVE (which is not the case)

Web sit

Please increase font size on newsletter, thank you!

Emails on specific topics (housing, bike/ped planning, etc)

email

In Person

Email

City website

I'd love the newspaper but it's not a Portsmouth centric newspaper anymore so I rely on alternative

see click fix

I don't subscribe to Portsmouth Herald, so relying on that outlet for information does not work.

Website

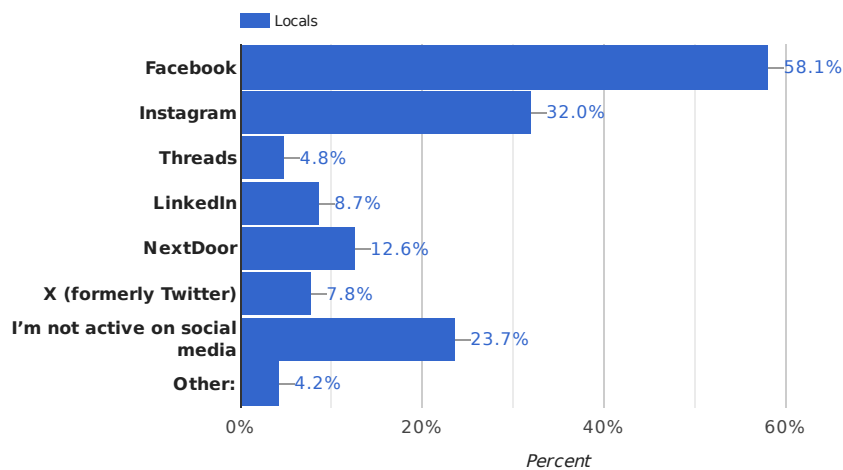
Email

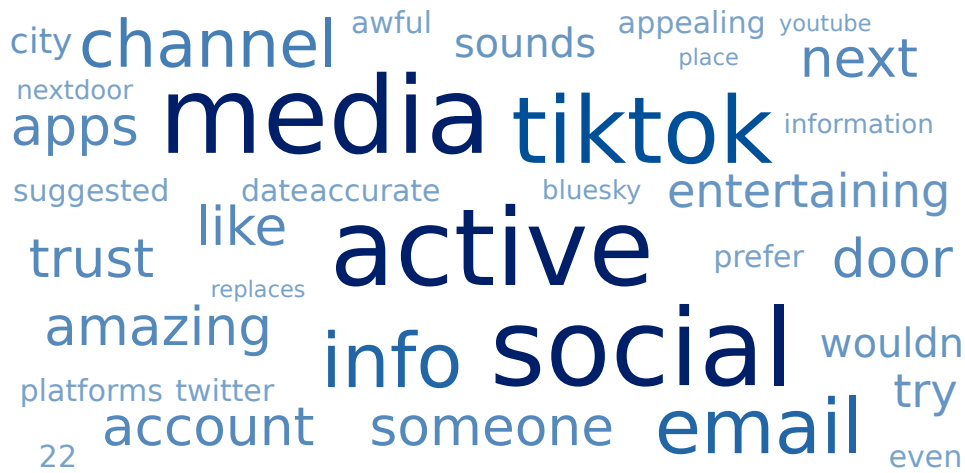
US Mail

Q3 If you are active on social media, what are your preferred channels for getting information about the City of Portsmouth, if any? (You can choose up to THREE, if any)

(334 responses by)

Options	Locals (334)
Facebook	58.1% (194)
Instagram	32.0% (107)
Threads	4.8% (16)
LinkedIn	8.7% (29)
NextDoor	12.6% (42)
X (formerly Twitter)	7.8% (26)
I'm not active on social media	23.7% (79)
Other:	4.2% (14)





Mastodon

A TikTok account with someone entertaining would be amazing

I'm active on Social Media but wouldn't trust these suggested apps for accurate info

Tiktok

YouTube

city should have dedicated social media channel, even as subset of Facebook, for official communica
e-newsletter that is current and up-to-date before sending it out.

Not active

I'd like further info re Next Door as it sounds appealing.

I'm active on platforms but I would prefer to get information from the email newsletter

Try Bluesky (replaces Twitter). Nextdoor is awful

Portsmouth pulse, flash vote, email

Tiktok

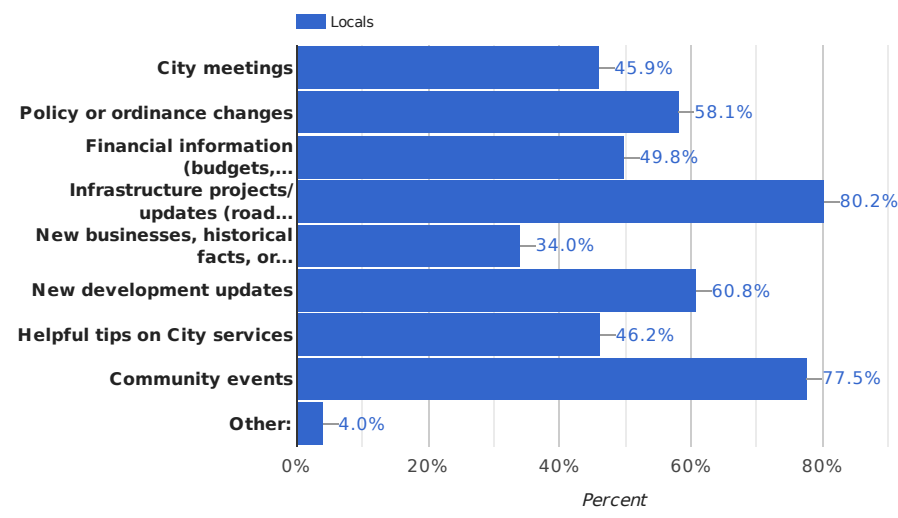
i'm active but not the place to support your community. Be inclusive for those not on social media.

Q4 Which of the following topics, if any, are you most interested in receiving information about from the City of Portsmouth? (You can choose up to FIVE, if any)

(329 responses by)

Options	Locals (329)
City meetings	45.9% (151)
Policy or ordinance changes	58.1% (191)
Financial information (budgets, property tax rates, assessments)	49.8% (164)
Infrastructure projects/updates (road construction, buildings, bridges, parks)	80.2% (264)
New businesses, historical facts, or community member spotlights	34.0% (112)
New development updates	60.8% (200)
Helpful tips on City services	46.2% (152)

Options	Locals (329)
Community events	77.5% (255)
Other:	4.0% (13)



- All of the above. Plus climate resilience. Plus what financial benefits for house upgrades

- Election information

- environmental activities/energy/climate change

- housing committee

- I think there is a need for community outreach/education regarding city policies & procedures

- Library

- Upcoming local elections

- The trick is to keep it short so people will read it ... the newsletter does a good job of that.

- all of the above, would love to see the City take the direct lead in providing info to community.

- Sustainability / Climate Change Actions

- Night Out and from the Citywide Neighborhood Committee

School changes such as curriculum updates (eg foreign language programs)

Support for retailers over restaurants

Q5 Any other comments or suggestions about improving communications from the City of Portsmouth?

(65 responses by)



would help if the website could be updated more often

I would like messages left on city employees phones to be returned. Three separate occasions I have left messages and never gotten a call back.

The current weekly newsletter (via email) is very useful and informative.

Text messages about floods , fires, road issues, snow alerts, trash collection delays etc. are all good over text.

Personal-subscription, keyword-driven City "push" updates via text/email

I wish there was a way to subscribe to particle issues. And subscribe based on your neighborhood. That way I wouldn't miss what impacts me vs filtering through looking for what might be impactful & constantly checking for an update on the issue/announcement/ neighborhood project.

Nope

You all are great.

I think the Portsmouth website events calendar could use some improvement. There are lots of good event aggregators for the Seacoast area but I don't think the Portsmouth site one is best for discovering new events

- Making the navigation easy for those who want to get involved and contribute in certain areas of the community. - Making it easy for home owners to know what sort of upgrades the city encourages and what are the associated financial benefits. - Making new comers feel more welcome and assist with their integration. Thank you :)

Considering the difficulties that the Portsmouth Herald is facing, I think that a good Newsletter from the city of Portsmouth is more important than ever. Additionally, a good newsletter and city website can help to dispel information that may be spread on social media. The existing newsletter and web site are very informative.

I would like to see a summary of the city council meetings and all the decisions they finalize from each meeting.

Advanced notice on important articles. Not 1 day before the vote

Why was there so little official info posted by the city about this week's Ward 1 state rep election? We only found out about it last week through from another Portsmouth resident's post on Facebook. We voted!

The city should put serving it's people over serving business.

Updates on major projects going before land use boards would be helpful. As a councilor, I more and more value seacoastonline.com or other non-city media to provide context, forward spin, backwards spin and opinion/analysis. But they have only two city reporters!. I don't know who takes up that role. The city newsletter does a great job informing residents of what's happening. Maybe a regular feature on what big projects are like Sagamore sewer, Market Square redo, etc

It used to be the local newspaper had extensive coverage of city meetings - those days are gone. This makes it difficult to find information that is accurate but critical (in the sense of analytical thought, not necessarily opposition to an idea). The city cannot be relied upon to provide analysis of its actions or differing viewpoints of the proposals it is considering. Social media participants can offer differing opinions but they are often not well-supported and often based on inaccurate knowledge. Portsmouth Pulse is too interested in clever sound bites that criticize people they don't like, with little analysis. NH Bulletin focuses on state issues - but that would be an example of what is needed at a local level. I do not trust the city to be honest about the advantages and disadvantages of proposals it considers. The staff clearly has to be careful about criticizing the actions of the governing bodies.

Doing less removes the need for communications, and saves our tax money. The city council should do less. The city bureaucracy should shrink.

Glad you're using flash vote

I love receiving the weekly newsletter! Thank you!

Project timelines along with a larger citywide dashboard of all projects segmented by size with their progress and updates.

Thank you for acknowledging that not everyone chooses to use social media. I appreciate more conventional communication. Connect with the Herald (e-version) to provide enhanced city topics coverage.

Seems fairly well put together to me, but I also take the time to look for information, check meetings schedules, etc.

We often hear about the first instance of an issue (first reading, first hearing, for example) but rarely about the follow up or subsequent steps.

Give the new social media manager a raise. Engagement with personality is a good look for the city.

Great job! I always feel well-informed. Keep on!

Offer subscription to City newsletters at car registration so new residents know about them and have a chance to sign up! :)

Don't assume that residents are not interested/unconcerned or incapable of understanding complex issues that are not "black and white", and only City staff know the best solution.

I get more info from the Portsmouth Pulse than local news media.

I think the electronic highway/street signs were also successful.

Please increase font size on newsletter, thank you!

I'm most interested in Bike/Ped projects and related development, and have to read a lot of meeting agendas and watch YouTube videos to track down information. The City Planning webpages on these topics are often out of date, and while the DPW "project page" attempts to be more current it also is imperfect. To better communicate the big picture around bike/ped plan progress the Planning Department should present an annual report to council in writing and in person, and hold a meeting for public input more often than every 10 years. Secondly, the general city newsletter is good, along with Library and Rec Dept newsletters. The housing dialogues showed an interest in a periodic housing newsletter as well.

Thanks for asking ... if I could hear about community events from you, I wouldn't have to get the herald which has gone downhill!

Send our concerns , feed back , recommendations to city councilors and city manager, city departments (fire, police, public reworks etc (send city residents info to all those city officials involved with issue

It would be helpful to indicate how long sidewalks will be unavailable. Seems like the sidewalks have been shut down between Dennett Street and Islington Street on Maplewood Avenue to some degree for over a decade because of construction.

Standardize budget presentations.

No

On the former question, I would've picked ALL if it were possible to select more than 5. Since it was not I picked the top 5.

I think the communications are very good, especially the weekly newsletter.

Not at this time

Anyway to get school board meeting transcripts out to the public? The newspaper doesn't carry important info, just dribble and sensationalism.

Streamline and have one sponsored go-to site that has everything in one spot

Mayor's updates on Facebook are great. He makes sure everyone can stay up to date on council meetings in various ways and it's appreciated

Terrific job is done in the weekly newsletter. What a joy to read proper usage of the English language as well.

The newsletter is very generic and boring to read. Anything to make it catch my attention. Photos, historical facts or maybe feature one event or activity each week.

Parking ban phone message is terrible. State the date first, then the message. Update the twitter account— it's not hard. Thx.

I think the city dos a pretty good job now with communications.

I think it's been pretty good! Thanks!

Keep up the good work

Interested in anything about Affordable Housing in my community. Anything at all.

Communications have improved greatly since Monte came on board. Keep it going!

Citizens seem to have to turn to a patchwork of information sources. Also, we are often dependent on the Herald, which involves a paid subscription to a large media chain, not supporting a local business. Would love to see the City take more of a lead in helping us find out what's going on or where to turn to get more information. Thank you for this good survey!!

Use all departments' communications channels (print newsletters, calendars, social media, etc.) to spread the word about how the city functions and how to use city services. More "hey, did you know?" information like where to figure out trash schedule changes, when road work starts, etc.

I would like to attend city meetings but they are in the evenings and I have a baby so I can't attend. I know some meetings (like city council) is on zoom but I wish all meetings were on zoom or at least recorded and put on the website?

Blue-sky suggestion: encourage more participation, perhaps with an incentive scheme. How about - if you engage, and also vote in local elections , you get a "democracy participation incentive" of a 2% cut to your property taxes.

Nada Rien Keep it up!

This is a great communications/engagement survey, keep up the good work!

Where is the Citywide Neighborhood Committee?

When the city makes changes to city ordinancs give more info on what the change effects not ust the line change!

Organize City Council meetings so that the items that have generated the most advance comment (or controversy) appear first on the agenda.

Give more than 24 hours to post meetings!

Please do not use Facebook or Nextdoor. I do not and will not ever sign up for those platforms. It would also be a waste of money to build a city of Portsmouth app.

Add the Police log back, stay focused on the City of Portsmouth and the residents.

too much vibrancy and support for restaurants help retailers they have no voice. Stop giving. up parking for a pittance to support restaurants.

It wasn't an option to click, but I always appreciate the chance to meet with city council folks at the Farmer's Market - maybe have them occasionally at the library and senior center as well? Thank you for being engaged and curious about this.