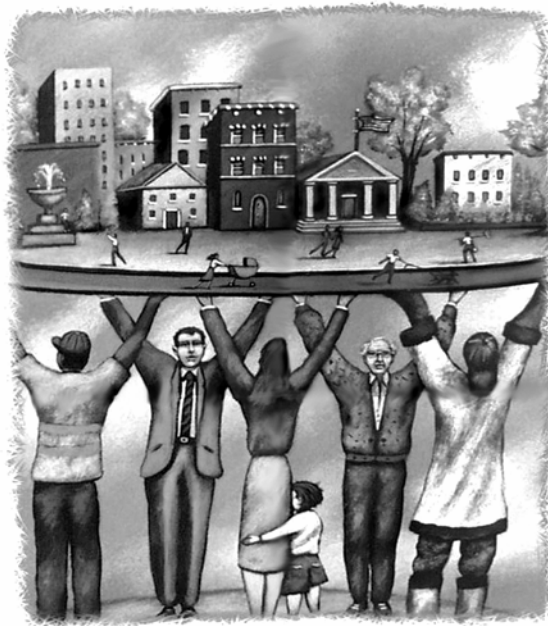


The National

CITIZEN SURVEY™

2004

Report of Open-Ended Question for the City of Lynchburg, Virginia



Submitted by:

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SURVEY BACKGROUND

ABOUT THE NATIONAL CITIZEN SURVEY™

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and The International City and County Management Association (ICMA).

The National Citizen Survey™ was developed to provide local jurisdictions an accurate, affordable and easy way to assess and interpret resident opinion about important community issues. While standardization of question wording and survey methods provide the rigor to assure valid results, each jurisdiction has enough flexibility to construct a customized version of The National Citizen Survey™ that asks residents about key local services and important local issues.

Results offer insight into residents' perspectives about local government performance and as such provide important benchmarks for jurisdictions working on performance measurement. The National Citizen Survey™ is designed to help with budget, land use and strategic planning as well as to communicate with local residents. The National Citizen Survey™ permits questions to test support for local policies and answers to its questions also speak to community trust and involvement in community-building activities as well as to resident demographic characteristics.

The survey and its administration are standardized to assure high quality survey methods and comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage paid envelopes. Results are statistically reweighted to reflect the proper demographic composition of the entire community.

The National Citizen Survey™ customized for this jurisdiction was developed in close cooperation with local jurisdiction staff. The City of Lynchburg staff selected items from a menu of questions about services and community problems; they defined the jurisdiction boundaries we used for sampling; and

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The National CITIZEN SURVEY™

they provided the appropriate letterhead and signatures for mailings. City of Lynchburg staff also determined local interest in a variety of add-on options for The National Citizen Survey™ Basic Service.

One of the add-on options that Lynchburg chose to include was an open-ended policy question.

About closed-ended and open-ended questions:

Questions can either be asked in a closed-ended or open-ended manner. A closed-ended question is one where a set of response options is listed on the survey. Those taking the survey respond to each option listed. Open-ended questions have no answer choices from which respondents select their response. Instead, respondents must “create” their own answers and state them in their own words. The verbatim responses are categorized by topic area using codes. An "other" category is used for responses falling outside the coded categories. In general, a code is assigned when at least 5-10% of responses will fit the code.

Advantages of an open-ended question include:

- Responses are not prompted, allowing respondents to provide answers that are not anticipated or well known.
- This type of question tends to capture response options that come to mind most quickly.
- The final result can be richer, since verbatim responses are included in an appendix, giving you and others a chance to “hear” the voice of respondents in their own words.
- There is a smaller risk of missing important dimensions.

UNDERSTANDING THE RESULTS

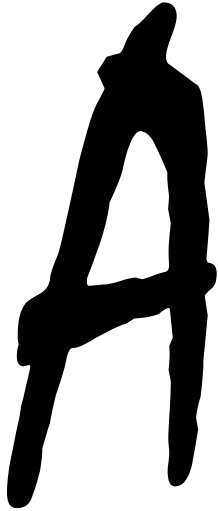
Verbatims

Respondents were asked to record their opinions about City of Lynchburg services in the following question:

What three services could the City of Lynchburg improve upon?

The verbatim responses were categorized by topic area using codes. In the following table, a full set of frequencies is shown. Appendix I includes a full set of verbatim responses. Data from the open-ended question is best understood by reviewing the table of frequencies as well as the actual verbatim responses.

Question 16d: What three services could the City of Lynchburg improve upon?	
Services:	Percent of Respondents
Roads / Traffic / Transportation	37%
Utilities / Recycling / Cable / Water / Snow removal	26%
Education / Children and Youth programs	21%
Waste pickup / Weeds / Litter	19%
Recreation / Land Use / Shops & Businesses	17%
City spending / Economic management / Taxes / Job Growth	17%
Police / Fire / EMS / Crime / Safety	15%
City services / Customer service / Ordinance enforcement	13%
Housing / Treatment of Mentally ill / Seniors / Low-income	12%
Other	3%
Don't Know / Nothing	1%
Total	100%



APPENDIX I: VERBATIM RESPONSES

- Retooling roads. Yard waste pickup. Better use of natural resources for recreation purposes ie clean river.
- Some type of daycare assistance for parents who cannot afford to pay all of the expenses but make enough not to be eligible for soc ser help.
- Greater litter pickup - Hollins Mill rd for example. Greater demolition of abandoned bldgs. Enact new sign ordinance.
- Using internet as a tool without fees involved. Stop charging fees for trash collection. Make a little faster to collect rubbish, trash etc along the curbside, a big eye sore to the neighborhood.
- Lower cost for property taxes. Improve community roads. Be more able to employ fewer workers.
- Give more tickets for speeding, running stop signs & following too close. Better acctg to precast a more accurate annual budget. Clearer marking of lanes prior to turning ie in time to get in correct lane.
- Road work and tree work cause delay and inconvenience when traveling thru the city. The closing of CraneHill St for 9 months doubles both mileage & gas consumption for many daily errands.
- Education spending. Economic dev. Cable tv.
- Fix the pot holes. Work on city sts when there is no traffic.
- Aid to the homeless population & grps servinc in this population. Svcs to youth at risk and troublemakers in public schools. Suppt community svcs board with larger funding of mentally ill citizens and promotion of anti suicide efforts.
- Expressway on ramps are very short and dangerous.
- Better weed control on sts and hwy. Blind spots in traffic downtown. Animal control, wild animals.
- Street maintenance
- Work on rundown property. Try to enforce existing ordinances on deer problems.
- Repave residential side sts. Planning where retail growth occurs so that traffic does not become such a problem in some areas. Luring businesses to the area that would pay/employ people at salaries above minimum wage.
- Police - numbers. Fire service - numbers.

- Recycling
- Response to telephone inquiries. Better trash collection sys. Spend as much tax money on outlying areas as is being spent in the downtown area.
- Street maintenance - public info - cable tv
- Traffic enforcement. Public library needs new materials. Land use, housing and retail dev are taking over when there is a wealth of empty businesses/homes that could be used.
- Downtown and make its access easier. Do a better job in competing with the surrounding counties. Household waste pickup.

- Reduce water/sewer bill. Open soccer fields at peaks view park to public. Widen side sts like Wiggington Rd.
- Schools. Street maintenance. Budget accountability. Provide good basic svcs before spending on frills.
- Helping senior citizens with home improvements. Giving more food stamps to senior citizens with low incomes. Help people laid off find jobs, because the city knows where the jobs are.
- Bus service and fixing streets.
- Police force
- Traffic jams, too many recordings reaching a party by phone, too many computers not enough real people.
- Repairs to sts esp in west end area. Lower water/sewer bills esp the sewer portion. Drug dealers - get rid of them.
- Roads - potholes. Parts of downtown esp water front area are rundown. Flexibility in working with lu & trbc, they are one of the main reasons for Lynchburg's growth.
- Economic development. Cable tv. Public relations.
- Taxes are too high for the city.
- Code enforcement. Water bills too high due to inclusion of some sewer charges, we have no access to sewers. Tax assessments too high when we have no access to sewer lines.
- Accept all credit cards at window. More payments over internet. Change perception that downtown is not safe.
- Cable tv rates. Svcs to seniors rates. Amt of public parking downtown.
- Public trans - taxes - traffic patterns - senior programs
- I really want a recycling prog where we use recycling bins at the curb, it would increase the number of people recycling and it would decrease the pounds of trash going to our landfills and its environmentally responsible.
- More of a police presence after dark or in early evening at parks. More public parking. Higher pay for police, they deserve it.
- Street repairs. Clean bridges. Keep city clean.
- Traffic signs are consistently confusing. Too much clutter along business districts. Clean up the expressway by clearing out tacky ads and too many plantings.
- Garbage collection. Free public recreation. Public schools need better and dedicated teachers.
- Recycling, city should offer sorted pickup. School (linkhorne).
- Recycling. Empty strip malls. Dishonest small business owners.
- Gltc service. Use of senior ctr. Service to low income people, check more closely.
- Retail shopping stores. Grocery store chains - need more. Upscale restaurants with gourmet dining.
- Animal control pickup dead from street. Code enforcement rundown homes. Cable tv very poor.
- Current cable monopoly by Adelphia. More cultural activities other than black history month.
- Cable - food stamps - recycling
- Cable tv. Street repair. Schools.
- Police force, had a break & entering took police 47 min to get to sight.
- Attention to eyesores. Street repair. Police presence, increase force size.
- Police services. Follow up on inspections ie landlords/rundown bldgs, garbage and weeds. Public services ie library and recreation for seniors and youth.
- Supporting nonprofit agencies. Recreation activities for 16 yrs and older or some place they go instead of the streets.
- Job opportunities. Public assistance. Better housing assistance.

Report of Multiple Response Question

- Improve paving of streets. Police should do a better job of monitoring and ticketing speeders and people who run red lights. Discipline in schools must improve before schools will produce educated students.
- Vacant lots having the grass cut after numerous calls. Recreation for those ages 16-20. Sunday morning bus svc.
- Restrict payments to nonprofits. Reschedule bus svc at night. Control school board spending.
- Public schools. Accessibility (aoa). Urban blight.
- Recycling esp curbside. Clean up abandoned housing. Add street lighting exp in lpd east division.
- Service at downtown city offices.
- City bus svc, street repair, to be more acceptable of people in various cultural and diverse backgrounds.
- Road upkeep. Sidewalks are in bad condition. Weeds & vacant lots. Sno & ice removal on sidewalks where there are no houses ice stays on sidewalks for months.
- Sewage plant smell. Take more interest in 460 east area. Better cable.
- After school programs and more tutorial help for our children. Better svcs for delinquent children to keep them in school. Increase pay for our policemen.
- Abandoned blgs, weed control and train police to be more courteous.
- Disability programs. Sidewalks more accessible to wheelchairs.
- Charging for sewer, my water bill costs and \$30 to belong to the sewer fee.
- Bus svc for those without their own transportation esp night to jobs. More fun things for all esp young people. Jobs - opportunities to lead decent healthy lives.
- Access to city council meetings, snow removal, wards rd traffic. Fine arts investment.
- Elderly - youth - cable tv
- Crime - jobs - schools
- Mental health and those who work there and do not respect their clients who deal with those services here.
- Street repairs and more side walks.
- Roads - streets and parks
- Not raising property taxes.
- Police need to reduce crime esp in town. Sewer relative to other city our size it is expensive. Snow removal actually lack of in residential areas. Recycling its a joke.
- Road maintenance. Extra curricular activities. Entertainment for both youth and adults.
- Recreation, parks. Bike trails. Sidewalks in residential neighborhoods.
- Clean up and safety. More fines for people who don't keep their property clean. More for the young people to do, maybe a place to dance & eat for underage in mall.
- Schools. Find more things for kids to do. Housing for low income families.
- Expressway onramps.
- Faster police response. More frequent paving of residential roads. Better ice removal from neighborhood streets.
- All svcs are good but too expensive. Losing high income families it is more cost effective to live outside city limits. What do taxes cover? We pay fees for everything and taxes cover what?
- Helping people with there home. Have more for kids to do. Better way to get job then vec.
- Race relations. Bus services. Get rid of trash tags.

Report of Multiple Response Question

- Garbage tags, direct billing to water bill for garbage more cost effective. Internet instant pay for county svcs would really help. Determine effectiveness & efficiency of city lighting & get lights to be energy efficient.
- Continue to revitalize downtown. Restoration of old historic houses. Help small businesses.
- Traffic, recycling and better use of taxpayers money.
- Making hud renters keep their grass cut and yards clean. Keep teenagers off the sts by 11:30 unless they work. Add more street lights on the dark sts.
- Jobs for homeless. Drug abuse - provide rehab that lasts more than 1-2 wks it takes a longer time. No drugs. No crime.
- Downtown revitalization. More cultural activities. Lower entertainment prices.
- The school sys needs much improvement. The sts need to be repaired more often, pot holes. More supervised recreation for black youth.
- Attracting substantial businesses, technology & industrial. Traffic on Ward Rd esp near Walmart. Another mall.
- Cut back on development because it appears that no thought is given to the traffic flow it generates. You don't seem to want to increase traffic lanes it would take to handle that traffic, wards rd for example.
- Recreation, safety belt law (oppose) and job opportunities.
- Police - gang problems. Education - better quality and methods. More economic job growth.
- Garbage collection. Taxes on food/restaurants. The cost of water.
- Water/sewage cost is out of control. Traffic flow. Better utilize police force.
- Making property owners keep up their own property. Weed control in the sts so asphalt and concrete don't pop up.
- Police dept/crime control. Humane society. Housing.
- Use of manpower on sts, landscaping. Police responsiveness for small crimes.
- Service to youth. Back off on cso project too big too fast. Street maintenance.
- Less taxes, less unnecessary svcs. Improve on look of Lynchburg, esp on major routes. Heavy increase on downtown restoration and legacy.
- Appearance svcs, weeds, abandoned rundown bldgs, large signs. Noise enforcement. More use of volunteer/nonprofit agencies to provide svcs generally at a lower cost than city agencies.
- Ped traffic lights on Memorial Ave & Oakley Ave by adding pedestrian crosswalk lights. Crack down on speeding & red light runners.
- Don't cut libraries operating hours. Keep the naturalist program of the parks and recreation dept operating. This is a wonderful service to our community.
- Road repair. Employ small public trans (van or small bus).
- Bus services, housing for single people with moderate income (owning a home).
- The main reason i would choose to leave Lynchburg would be the traffic is very heavy in certain parts of town & increase of taxes on homes or property value.
- Public schools. Housing to low income families. Things for young kids to do and teens.
- Transportation. Job opportunities. Recreation ctrs after school and during summer up to 16 yrs of age.
- Traffic, garbage and build civic ctr.

- Things for senior citizens. More public parking. Svcs to low income families.
 - Repair of sts. Spend less money on the riverfront. Garbage collection and yard water pickup.
 - Bus service bus service bus service
 - City council should not have given \$1,200,000 to the academy of music/fine arts ctr. Weed control/sight of distance at intersections. Traffic enforcement of running stop lights.
 - Enforcement of littering laws. Road kill pickup. Snow removal.
 - Sudden & spotty business overgrowth - congestion as a result - too much too soon without proper planning. We need to arrest & fine people who while driving use cell phones so are inattentive.
 - Drug control, cat control and littering.
 - Sidewalk improvement. Appearance of medians and bldg. More things for people to do.
 - Recycling would like to have curbside pickup. Cable tv, isnt there a better choice available? Their service is exasperating and price is ridiculous. Water, better tasting water would be great.
 - Children's rec area in other areas in Lynchburg. Street repair. Support for nonprofit orgs.
 - Recreation programs for youth. Crime prevention. Support to disadvantaged.
 - Cultural event opportunities and concert hall.
 - Schools, roads and shopping.
 - Trash collection is too much a year to pay. Sewage costs are to high based on the water usage. Need balance in taxes, increase and decrease different things.
 - Traffic congestion, public schools and police protection.
 - Street lights/ add sidewalks in blue ridge subdivision. Have lights available for peaks view & heritage hs tennis courts.
 - Streets
 - Improvements/maintenance of parks & rec. Planning & zoning for busy roads. Public schools more money.
 - Job market and opportunities. Quit trying to fix up downtown waste of money and time. Cut svcs & programs that most of us deem unnecessary & no new taxes.
 - Public transportation.
 - Street maintenance. Pedestrian traffic control (push button signal). Too many vacant houses needing repair.
 - Low & fixed-income senior citizens. Youth activities. Childcare for low-income families.
 - Trash collection -- recycling should be picked up curbside. Landfills -- rental property owners should be able to dump once per month. Contributions to non-profits should be reduced before city services are cut and/or taxes raised.
 - Better cable choices. Repairing streets/sidewalks. Recreation activities for families.
 - Public school system especially for the disabled children. My son got stuck in laurel & no matter what i do i can't get him out. So next year he won't go to school.
 - More nightlife! County green needs renovation.
-
- Cable. Bart the cart.
 - Taxes. Job opportunities for people with degrees. Childcare for children 0-4 -- more needed.

- Protect trees. Keep up good work downtown.
- Schools
- Snow removal in my neighborhood. Put up dead end signs on my street. Enlarge culdesac at dead end of street.
- Cut current services & spend within own means. No new taxes. Bring more companies to the area for job opportunities -- no new restaurants.
- Gltc. Children's programs cheaper. Offer more family programs for single parents.
- Eliminate or greatly reduce the deer population
- Flushing sewer lines. Noise ordinance (loud vehicle stereos). Potholes in streets.
- Inspection of rental properties desperately needed. Abandoned cars parked on city parking lot (5th & Polk).
- Crime! More police!
- Answering questions -- like why do we pay to receive a bill? Training homeless/low-income (teach them to fish). More awareness of worth of senior citizens (use their knowledge & wisdom).
- Trash collection methods (tags). Not changing public transportation (buses). More job fairs. More healthcare facilities.
- Code enforcement (property owners' weeds/grass). Focus on traffic congestion in certain areas. Skills in racial profiling. Understanding that a lot of residents of the inner city live there by choice & are productive/responsible citizens.
- Noise. Neighborhood watch. Social services.
- Job services. Medical services. Social services.
- Recreation/entertainment/shopping/v.e.c.
- Speed up road repair. Limit every household to three cars. Limit on all the babymakers who take advantage of the city/state government assistance when they are fully capable of working -- it's unfair to the ones who really need it.
- Income-based housing eligibility. Traffic.
- Employment. More department & grocery stores. Park for families only.
- Attract united airlines to service Lynchburg once again. Lower real estate taxes & personal property taxes for senior citizens. Allow bills to be paid over the phone by credit card.
- Trash collection. Housing. Snow removal.
- More services for youth. Street repair. Code enforcement (weeds/abandoned buildings & houses).
- We need more pedestrian crosswalks. I have two children & it's too much of a hassle for people to slow down.
- Get more lighting in annexed area of city. The landscape on expressways is beautiful but trash on outlying streets is real bad. Junk cars on 29 south entering -- mess.
- Traffic -- congestion/enforcement of speeding & running red lights. Cleaning up certain neighborhoods & downtown areas with rundown buildings. Drugs & other gang-related activity.
- Street care. Weed removal.
- Parking for downtown. No-kill animal shelters. Remodel old homes downtown & have loan assistance for low-income people.
- Traffic congestion especially wards road
- Bus service at wal-mart to let people off at the front of the store for handicapped & elderly persons. Buses to wait until all buses are in the plaza before leaving people behind. Young people & the language they use on buses.
- Attitude

- Cleanliness of the grounds around the city. Beautification of the city as a whole. We need a civic center here for all kinds of entertainment. This town is strictly a redneck town.
- Recycling -- curbside pickup!!!! Street conditions/potholes. Traffic flow problems (wards road).
- More police. More recreation for teens & pre-teens.
- Better control of deer population. More support of youth activities -- sports/jubilee center. After the train in riverside park is repaired preserve it or get rid of it -- give it to an organization that will take care of it.
- I've only lived here eight months -- i really have no idea.
- Snow removal. Economic development. Better city support for inner city intervention & support programs (white rock community center/etc. -- these need strong programs & support).
- Evening entertainment. Non-profit funding. School systems (buildings/programs).
- Street repairs. Schools. Library -- especially genealogy resources.
- Funding to the schools (teachers' salaries not administration). Pay increases for city employees. Street maintenance.
- Police response time
- Drugs. Clean streets. Low-cost water/sewer.
- Traffic/speeding/enforcement of laws. Stop r-1 code infringement.
- Schools. Administration.
- Bicycling lanes are absolutely needed. Road planning & intersections. Fewer services/less taxes.
- Economic development -- we have a wonderful safe city in which to live with very affordable housing & strong public schools -- let's go out & spread the message to the masses.
- Public schools by returning power to teachers & not being threatened by lawsuits. Involve parents more -- make them more responsible.
- Decrease enforcement of rules about private behavior -- increase use of laissez faire capitalism. This could most easily be applied where no one has been harmed or complained.
- Downtown area needs more litter pickup! Too many speeders in my neighborhood & police have not responded. Better snow removal.
- Police -- speed traps are not necessary. I've not received a ticket but believe they are unnecessary!
- All services
- Recycling -- not convenient. Public parking downtown.
- Recycling. Economic/job opportunities. Cooperation between local government & religious charities.
- Code enforcement of rental properties (especially low-income). Land use -- planning/zoning. Cable service.
- Drugs. Parking downtown (meters/etc.). Shopping stores replace those that have gone out of business.
- Retail stores downtown for shopping. Have direct flight to Dulles or Reagan airport. Put restaurant or fast food restaurant at or in airport. Another exit from Riverridge mall.
- Drug enforcement -- when i talk with a Lynchburg city policeman & tell him my next door neighbor is selling drugs out of his driveway i feel it should have been acted on!
- Buses. Trash pickup. Rundown buildings.
- The police department & court system. Community services. Public transportation.
- Street maintenance. Snow removal. City council needs to listen to the residents of the city more.
- Trash collection. Better streets (full of potholes).

Report of Multiple Response Question

- Cutting weeds & cleanup the streets
 - I feel that we should not have to buy garbage tags to go on trash cans that i am renting -- we are paying double!
 - City needs to reduce the cats people have or have them fenced in so they won't go where they are not wanted.
 - Schools. Buses.
 - Lower taxes. Trash pickup without all the fees & taxes.
 - Lower taxes. More police. Fight crime.
 - Police that patrol should issue tickets for running red lights & speeding & faulty equipment -- all of these i thought were illegal.
 - Reduce taxes -- real estate/amusement/personal property/alarms/trash/cars. Lynchburg appears to tax & not care! I am taxed beyond belief. My kids attend private schools so i pay twice for education. Reduce spending!
 - Snow/ice removal in neighborhoods not just main streets. Cable tv value. High speed internet.
 - Paving our road. Picking up our trash down the road.
 - Higher degree of police presence in my neighborhood. Enforce speed zones.
-
- The biggest service you can do for the Lynchburg citizens is to quit raising taxes. Do you not realize that the city taxes send people & businesses to the counties??!!
 - City stickers operation & (can't read) should require only one stop. This appears to be an attempt to justify hiring.
 - Police. Sewer is too costly. Recycling.
 - Services to elderly & handicapped
 - Downtown maintenance of trees on main street. Establish ordinance to control yard storage -- cars/trash/wood/car parts/tires/furniture in the inner city neighborhoods.
 - After-school programs for pre-teens & teens. Higher salary jobs for everyone. Better health benefits for senior citizens.
 - City should do regular inspections of rental properties & owners of apartment should inspect once every month. City should have a civic center.
 - Trash -- customer service & satisfaction & fees. Water -- billing courtesy.
 - Garbage collection because most of the time the garbage off the trucks ends up back on the streets. Recreational centers put in the good neighborhoods. Picking up more trash around Lynchburg.
 - Choice of cable tv -- the fee is too high. Street maintenance -- choose better (not busy) times. More recreation for mid- to low-income families.
 - More multi-cultural activities/events. Health food -- whole food stores. Public transportation?
 - Buses/transportation
 - Trash collection
 - Having less city employees -- administrative/school administration/downtown city hall
 - Cable tv. Trash pickup. Streets & snow removal.
 - To question a -- there are a lot of projects that are unnecessary like the creek by college drive -- unnecessary money wasted.
 - Larger/safer playgrounds. Police to respond to theft quicker.
 - Enforce no sales taxes on essentials such as food & clothing. We should do more for poor people. Reduce gas taxes.

- City inspectors will not do anything to enforce ordinances to property owners thoroughly.
- Job growth. Keeping clean. Inviting new businesses.
- Safety. Transportation. Gun control.
- Cleanup 1201 Toledo Avenue. Inspectors are not doing their job. Neighbors have been trying for 10 years with no satisfaction.
- Drugs. Traffic on Timberlake road. More recreation for kids.
- Garbage collection -- it still takes the same number of people on trucks & so often they don't use the lifts. Why then did we need special trash cans? Street lighting -- some residents have to pay to have street lights. Code enforcement of weeds.
- Prompt removal of large trash items from streets. Faster repair work on streets when replacing water lines. Street/road repairs.
- Real estate & personal property taxes should not be used to help the poor or the few. There should not be a \$5 fee in our water bill for the common good.
- Work more with old people. Work or have programs for the young people. Helping the old people at the bus stops getting in & out of the buses.
- More regular trash pickup
- Police department. Parking.
- Inspect rental properties inside. Abandoned vehicles in public parking lots (5th & Polk). Get new cable company!
- City parking violations. Left-turn arrows at problem intersections & signs for right-turn-on-red. Preserve our architectural heritage & prevent wasted space in landfill.
- Snow removal. Brush pickup. Street repair.
- Cable prices too high. \$5 charge each month on water bill -- i disagree with that & any other charges/taxes we have no control over.
- Services to low-income elderly. Decrease cost of handicapped van. Increase handicapped van service.
- Quality of education for 'middle of road' students. Enhance recycling efforts. Cable carrier.
- Make downtown look better! Keep working on it! Keep the downtown market open more & get more vendors. Need more to do here socially!
- Youth services. Garbage collection. Real estate taxes & personal property tax assessment service.
- Rundown buildings downtown. New schools. Traffic control.
- Recreation for young kids. Better lighting on all roads. Wards road traffic.
- Recycling!! Snow removal -- my street is never plowed or salted. Overall vision/leadership -- who's in charge here? This place is awful for younger single people! I'm escaping asap.
- More cultural events & entertainment. Senior citizen involvement. More police protection at shopping centers & parking lots.
- Not really a service but we need to be more conscious of developing new shopping facilities when the vacancy rate for older ones seems so high.
- Better jobs. Better pay. Housing & financial funds to help people get money from lenders even though their credit is not the best.
- Car sticker. Water/sewer.
- Code enforcement of rv parking/use of dwellings as dormitories/etc. Time delays in pickup of bulk trash & brush. Minimize use of sewer overflow funds for construction of curb/gutter/bricks/paving/other non-essential purposes!!!
- Programs & recreation for young children. Garbage collection & recycling -- larger cans & home pickup of recycling & automated trucks. Outreach

to new community members -- getting information to people in better ways.

- Garbage collection. Cutting grass. Cutting city jobs before they charge other people. Repairs on city streets takes too long.
- Please continue to make every effort to bring businesses & employers to Lynchburg. I support tax incentives to bring employers to this city. I support marketing our city to employers with our tax dollars.
- Availability of recreational activities/better theatres. Timeliness of road repairs. Snow removal.
- Police force -- courtesy & professionalism. Garbage collection -- do away with trash tags & charge a monthly fee only. Raise monthly fee to \$10 & allow a person to have two 32-gallon cans of garbage per week & no trash tags.
- Benefits for senior citizens. Public transportation. Better affordable housing for seniors.
- Get more jobs. Help homeless children & people in Lynchburg. Lower taxes. Help the ones who help themselves instead of helping the ones who don't do anything.
- Garbage collection -- my mother lives in Salem & their trash cans hold 2-3 times what our large cans hold. Fact: our large 'cants' don't hold even two full trash bags.

- Recreation for high school students & young adults
- Cleaning up downtown buildings so it can once again be #1. Cleaning up old buildings & old weeded lots to improve our beauty. Advertising downtown shopping more.
- More downtown parking. Bring/keep businesses in Lynchburg.
- Plan how to keep urban sprawl from taking over. Police need to step up radar patrols. Snow removal is sporadic at best.
- No increase in taxes. Have concerts at the renovated city stadium. The revenues generated from people coming into town would be astronomical. More cashiers at city hall during peak tax season. Eliminate financial data request from employment forms.
- Too much government control trying to make people use small signs. The trash pickup is good but the cost is too high. It used to be included in our taxes. Trash tags! The charge added to our water!
- Curbside recycling -- not having this is a major issue. Bicycle trails to allow people to bike to work. Better library especially a/v selection.
- Street repair. Recreation centers in different areas. Hire people who can speak correct English. Some employees i have had contact with seem uneducated!
- I'd like to see big-name brand stores such as home depot/old navy/kohles/etc.
- Maintain or increase public school funding. Playground equipment at riverside park needs paint & thicker mulch. Many stop signs & other road signs have become obscured by vegetation.
- Programs for elderly. Police.
- Housing. Taxes. Jobs.
- Trash pickup. Road clearing for snow removal. Cable tv -- not worth the money.
- Cutting late fees -- with the economy fees add to people's burdens when they already behind. People in the treasurer's office need to be more helpful & polite. Welcome federal government not jails in this area.
- Bus services (Deerwood apartments) -- night/weekend services. Better cable tv alternatives. More information on pre-school & funding for daycare.

Report of Multiple Response Question

- Cleaning around shopping centers -- brush/trash/etc. City bus drivers could be more careful pulling into traffic. Better standards for older trailer parks in city areas.
- Garbage collection. Reassessment of real estate. Taxes on water/sewer.
- The way the school system is conducted (turn negatives into positives). The way teaching assistants are treated at Lynchburg city schools (very poorly). The downtown neighborhoods need to be cleaned just like other areas.
- Street repairs. Public parking -- downtown area for handicapped.
- Homeless. Provide training programs for our youth 18-30 years old. Sponsored activities geared to 18-30-year-olds.
- Dissemination of information. Trash pickup.
- More affordable housing. More affordable childcare. More jobs that pay good. Make city events more affordable for a family to attend.
- Animals in need of help. Animal control. Old rundown houses.
- Everything is great!
- My husband & i are retired. He is in a nursing home (private pay) so increased taxes could really hurt us. My grown children would welcome using the internet to handle some of my business.
- Removal of weeds/trash/debris in inner city. Reduce flow of traffic on 5th street. Restore parking to 5th street.