



CITY OF LYNCHBURG, VA 2008

Report of Geographic Subgroup Comparisons

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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/County Management Association (ICMA).

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

UNDERSTANDING THE RESULTS

“DON’T KNOW” RESPONSES

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

UNDERSTANDING THE TABLES

In this report, comparisons between demographic subgroups are shown. For most of the questions, we have shown only one number for each question. We have summarized responses to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good”, or the percent of respondents who felt the rate of growth was “about right.”

ANOVA and chi-square tests of significance were applied to these comparisons of survey questions by demographic subgroups. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are “real.” Where differences were statistically significant, they are marked in gray.

The 95 percent confidence level for this survey is generally no greater than plus or minus 5 percentage points around any given percent reported for the entire sample (357 completed surveys). For each Ward (1, 2, 3 or 4), the margin of error rises to approximately + or - 12% since sample sizes were approximately 81 for Ward 1, 67 for Ward 2, 101 for Ward 3, and 108 for Ward 4.

COMPARISONS

Cells shaded grey indicate statistically significant differences between subgroups.

Question 1: Quality of Life (Percent "excellent" or "good")				
Please rate each of the following aspects of quality of life in Lynchburg:	Ward			
	1	2	3	4
Lynchburg as a place to live	84%	70%	75%	85%
Your neighborhood as a place to live	92%	51%	66%	83%
Lynchburg as a place to raise children	86%	69%	72%	87%
Lynchburg as a place to work	52%	35%	53%	62%
Lynchburg as a place to retire	86%	72%	69%	74%
The overall quality of life in Lynchburg	81%	59%	72%	78%

Question 2: Community Characteristics (Percent "excellent" or "good")				
Please rate each of the following characteristics as they relate to Lynchburg as a whole:	Ward			
	1	2	3	4
Sense of community	55%	46%	50%	66%
Openness and acceptance of the community towards people of diverse backgrounds	49%	32%	49%	49%
Overall appearance of Lynchburg	67%	61%	52%	64%
Cleanliness of Lynchburg	69%	51%	49%	61%
Overall quality of new development in Lynchburg	52%	43%	55%	63%
Variety of housing options	70%	38%	60%	70%
Overall quality of business and service establishments in Lynchburg	65%	53%	72%	71%
Shopping opportunities	52%	57%	62%	59%
Opportunities to attend cultural activities	35%	38%	35%	50%
Recreational opportunities	50%	34%	44%	53%
Employment opportunities	30%	28%	36%	45%
Educational opportunities	83%	70%	76%	78%
Opportunities to participate in social events and activities	64%	50%	53%	60%
Opportunities to participate in religious or spiritual events and activities	93%	68%	78%	82%
Opportunities to volunteer	88%	66%	81%	79%
Opportunities to participate in community matters	67%	51%	60%	68%
Ease of car travel in Lynchburg	58%	50%	55%	62%
Ease of bus travel in Lynchburg	45%	49%	43%	48%
Ease of rail or subway travel in Lynchburg	18%	17%	22%	28%
Ease of bicycle travel in Lynchburg	27%	43%	23%	30%
Ease of walking in Lynchburg	64%	56%	42%	46%
Availability of paths and walking trails	67%	61%	53%	59%
Traffic flow on major streets	50%	43%	23%	50%
Amount of public parking	32%	27%	23%	43%
Availability of affordable quality housing	51%	30%	42%	62%
Availability of affordable quality child care	46%	28%	33%	57%
Availability of affordable quality health care	58%	43%	44%	58%
Availability of affordable quality food	64%	43%	61%	69%
Availability of preventive health services	54%	37%	52%	53%

Question 2: Community Characteristics (Percent "excellent" or "good")				
Please rate each of the following characteristics as they relate to Lynchburg as a whole:	Ward			
	1	2	3	4
Air quality	78%	62%	67%	76%
Quality of overall natural environment in Lynchburg	79%	52%	69%	82%
Overall image or reputation of Lynchburg	59%	51%	63%	77%

Question 3: Growth (Percent "too fast")				
Please rate the speed of growth in the following categories in Lynchburg over the past 2 years:	Ward			
	1	2	3	4
Population growth	25%	32%	31%	34%
Retail growth (stores, restaurants, etc.)	30%	39%	38%	37%
Jobs growth	3%	1%	0%	0%

Question 4: Code Enforcement (Percent at least a "minor" problem)				
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Lynchburg?	Ward			
	1	2	3	4
	99%	99%	90%	95%

Question 5: Community Safety (Percent "very" or "somewhat" safe)				
Please rate how safe or unsafe you feel from the following in Lynchburg:	Ward			
	1	2	3	4
Violent crime (e.g., rape, assault, robbery)	75%	42%	63%	66%
Property crimes (e.g., burglary, theft)	65%	32%	49%	63%
Environmental hazards, including toxic waste	77%	65%	71%	65%

Question 6: Personal Safety (Percent "very" or "somewhat" safe)				
Please rate how safe or unsafe you feel:	Ward			
	1	2	3	4
In your neighborhood during the day	98%	81%	90%	98%
In your neighborhood after dark	88%	56%	66%	80%
In Lynchburg's downtown area during the day	85%	82%	67%	67%
In Lynchburg's downtown area after dark	30%	52%	18%	22%

Questions 7 and 8: Crime Victimization and Reporting (Percent "yes")				
	Ward			
	1	2	3	4
During the past twelve months, were you or anyone in your household the victim of any crime?	5%	23%	13%	4%
If yes, was this crime (these crimes) reported to the police?	69%	86%	80%	27%

Question 9: Resident Behaviors (Percent at least once in past 12 months)				
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Lynchburg?	Ward			
	1	2	3	4
Used Lynchburg public libraries or their services	71%	78%	62%	71%
Used Lynchburg recreation centers	45%	56%	45%	54%
Participated in a recreation program or activity	42%	46%	28%	57%
Visited a neighborhood park or City park	84%	77%	72%	82%
Ridden a local bus within Lynchburg	23%	47%	14%	21%
Attended a meeting of local elected officials or other local public meeting	41%	30%	22%	19%
Watched a meeting of local elected officials or other local public meeting on the government channel on cable channel 15	63%	54%	43%	51%
Read City Source Newsletter	47%	44%	33%	41%
Visited the City of Lynchburg Web site (at www.lynchburgva.gov)	64%	49%	57%	49%
Recycled used paper, cans or bottles from your home	75%	68%	62%	74%
Volunteered your time to some group or activity in Lynchburg	70%	50%	48%	56%
Participated in religious or spiritual activities in Lynchburg	77%	76%	76%	74%
Participated in a club or civic group in Lynchburg	45%	35%	37%	36%
Provided help to a friend or neighbor	98%	88%	94%	92%

Question 10: Neighborliness (Percent at least once per month)				
	Ward			
	1	2	3	4
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	81%	81%	72%	79%

Question 11: Service Quality (Percent "excellent" or "good")				
Please rate the quality of each of the following services in Lynchburg:	Ward			
	1	2	3	4
Police services	82%	62%	68%	85%
Fire services	95%	87%	90%	92%
Ambulance or emergency medical services	96%	87%	84%	90%
Crime prevention	69%	36%	51%	54%
Fire prevention and education	79%	80%	80%	78%
Municipal courts	68%	70%	61%	75%
Traffic enforcement	65%	60%	54%	57%
Street repair	52%	27%	29%	46%
Street cleaning	56%	32%	35%	57%
Street lighting	61%	60%	43%	61%
Snow removal	65%	55%	44%	69%
Sidewalk maintenance	54%	36%	32%	51%
Traffic signal timing	55%	48%	39%	61%
Bus or transit services	62%	59%	59%	61%
Garbage collection	75%	69%	76%	79%
Recycling	51%	56%	46%	63%
Yard waste pick-up	57%	57%	58%	72%
Storm drainage	73%	48%	55%	70%
Drinking water	64%	46%	59%	67%
Sewer services	70%	53%	62%	73%
City parks	74%	69%	57%	71%
Recreation programs or classes	68%	64%	45%	68%
Recreation centers or facilities	67%	54%	47%	57%
Land use, planning and zoning	29%	38%	25%	40%
Code enforcement (weeds, abandoned buildings, etc)	27%	34%	18%	33%
Animal control	59%	46%	49%	60%
Economic development	41%	41%	39%	50%
Health services	67%	53%	60%	73%
Services to seniors	59%	49%	51%	61%

Question 11: Service Quality (Percent "excellent" or "good")				
Please rate the quality of each of the following services in Lynchburg:	Ward			
	1	2	3	4
Services to youth	45%	33%	36%	59%
Services to low-income people	48%	29%	28%	60%
Public library services	78%	81%	81%	86%
Public information services	75%	71%	62%	76%
Public schools	68%	57%	62%	82%
Cable television	50%	36%	42%	51%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	54%	56%	48%	64%
Preservation of natural areas such as open space, farmlands and greenbelts	44%	37%	42%	54%

Question 12: Government Services Overall (Percent "excellent" or "good")				
Overall, how would you rate the quality of the services provided by each of the following?	Ward			
	1	2	3	4
The City of Lynchburg	66%	53%	51%	72%
The Federal Government	35%	45%	36%	46%
The State Government	50%	43%	38%	52%

Question 13: Contact with City Employees (Percent "yes")				
	Ward			
	1	2	3	4
Have you had any in-person or phone contact with an employee of the City of Lynchburg within the last 12 months (including police, receptionists, planners or any others)?	73%	69%	67%	47%

Question 14: City Employees (Percent "excellent" or "good")				
What was your impression of the employee(s) of the City of Lynchburg in your most recent contact?	Ward			
	1	2	3	4
Knowledge	92%	83%	68%	84%
Responsiveness	86%	77%	64%	81%
Courtesy	91%	71%	67%	81%
Overall impression	85%	76%	66%	78%

Question 15: Government Performance (Percent "excellent" or "good")				
Please rate the following categories of Lynchburg government performance:	Ward			
	1	2	3	4
The value of services for the taxes paid to Lynchburg	54%	43%	32%	58%
The overall direction that Lynchburg is taking	48%	54%	39%	61%
The job Lynchburg government does at welcoming citizen involvement	41%	51%	34%	55%
The job Lynchburg government does at listening to citizens	37%	45%	28%	46%

Question 16: Recommendation and Longevity (Percent "somewhat" or "very" likely)				
Please indicate how likely or unlikely you are to do each of the following:	Ward			
	1	2	3	4
Recommend living in Lynchburg to someone who asks	88%	74%	74%	93%
Remain in Lynchburg for the next five years	81%	81%	67%	87%

Question 17: Impact of the Economy (Percent "somewhat" or "very" positive)				
	Ward			
	1	2	3	4
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	9%	28%	15%	21%

Question 18a: Policy Question 1 (Percent "somewhat" or "very" familiar)				
	Ward			
	1	2	3	4
Over the past year, the City has engaged in a Community Dialogue on Race and Racism. How familiar, if at all, are you with this initiative?	63%	75%	54%	58%

Question 18b: Policy Question 2 (Percent "somewhat" or "strongly" support)				
	Ward			
	1	2	3	4
The City is considering participating in an initiative that would create strategies to address issues of sustainability. This would include a focus on moving forward with innovative energy solutions that help curb global warming, save taxpayer dollars, and create a healthier Lynchburg. To what degree do you support or oppose the City participating in such an initiative?	95%	95%	89%	86%

Question 18c: Policy Question 3 (Percent "somewhat" or "strongly" support)				
	Ward			
	1	2	3	4
Currently, the City operates recycling bins throughout the City. To what degree would you support or oppose paying a fee between \$3.50 - \$3.75 per household per month to pay for curbside recycling?	56%	53%	40%	48%