



CITY OF LYNCHBURG, VA 2013

Benchmark Report

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UNDERSTANDING THE BENCHMARK COMPARISONS

COMPARISON DATA

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services and gave their opinion about the quality of community life. The comparison evaluations are from the most recent survey completed in each jurisdiction; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant.

The City of Lynchburg chose to have comparisons made to the entire database and a subset of similar jurisdictions from the database (jurisdictions in the Southern region with populations from 50,000 to 100,000). A benchmark comparison (the average rating from all the comparison jurisdictions where a similar question was asked) has been provided when a similar question on the City of Lynchburg Survey was included in NRC’s database and there were at least five jurisdictions in which the question was asked. For most questions compared to the entire dataset, there were more than 100 jurisdictions included in the benchmark comparison.

The jurisdictions in the database represent a wide geographic and population range as shown in the table below.

Jurisdiction Characteristic	Percent of Jurisdictions
Region	
West Coast ¹	17%
West ²	20%
North Central West ³	11%
North Central East ⁴	13%
South Central ⁵	7%
South ⁶	26%
Northeast West ⁷	2%
Northeast East ⁸	4%
Population	
Less than 40,000	46%
40,000 to 74,999	19%
75,000 to 149,000	17%
150,000 or more	18%

¹ Alaska, Washington, Oregon, California, Hawaii

² Montana, Idaho, Wyoming, Colorado, Utah, Nevada, Arizona, New Mexico

³ North Dakota, South Dakota, Nebraska, Kansas, Iowa, Missouri, Minnesota

⁴ Illinois, Indiana, Ohio, Michigan, Wisconsin

⁵ Oklahoma, Texas, Louisiana, Arkansas

⁶ West Virginia, Virginia, Kentucky, Tennessee, Mississippi, Alabama, Georgia, Florida, South Carolina, North Carolina, Maryland, Delaware, Washington DC

⁷ New York, Pennsylvania, New Jersey

⁸ Connecticut, Rhode Island, Massachusetts, New Hampshire, Vermont, Maine

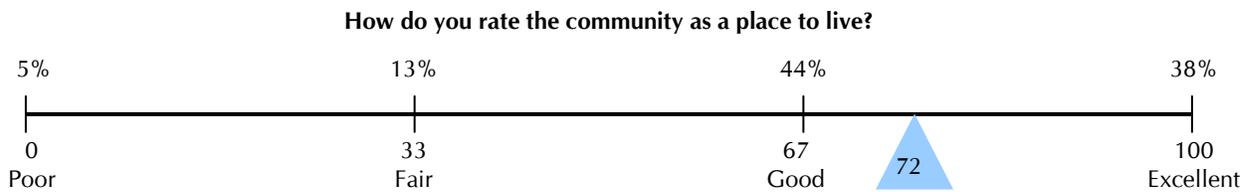
PUTTING EVALUATIONS ONTO THE 100-POINT SCALE

Although responses to many of the evaluative questions were made on a four point scale with 1 representing the best rating and 4 the worst, the benchmarks are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. The 95 percent confidence interval around an average score on the 100-point scale is no greater than plus or minus three points based on all respondents.

The 100-point scale is not a percent. It is a conversion of responses to an average rating. Each response option is assigned a value that is used in calculating the average score. For example, “excellent” = 100, “good” = 67, “fair” = 33 and “poor” = 0. If everyone reported “excellent,” then the average rating would be 100 on the 100-point scale. Likewise, if all respondents gave a “poor,” the result would be 0 on the 100-point scale. If half the respondents gave a score of “excellent” and half gave a score of “poor,” the average would be in the middle of the scale (like the center post of a teeter totter) between “fair” and “good.” An example of how to convert survey frequencies into an average rating appears below.

Example of Converting Responses to the 100-point Scale

How do you rate the community as a place to live?						
Response option	Total with “don’t know”	Step 1: Remove the percent of “don’t know” responses	Total without “don’t know”	Step 2: Assign scale values	Step 3: Multiply the percent by the scale value	Step 4: Sum to calculate the average rating
Excellent	36%	= 36 ÷ (100-5) =	38%	100	= 38% x 100 =	38
Good	42%	= 42 ÷ (100-5) =	44%	67	= 44% x 67 =	30
Fair	12%	= 12 ÷ (100-5) =	13%	33	= 13% x 33 =	4
Poor	5%	= 5 ÷ (100-5) =	5%	0	= 5% x 0 =	0
Don’t know	5%		--			
Total	100%		100%			72



INTERPRETING THE RESULTS

Average ratings are compared when similar questions are included in NRC’s database, and there are at least five jurisdictions in which the question was asked. Where comparisons are available, three numbers are provided in the table. The first column is your jurisdiction’s rating on the 100-point scale. The second column is the rank assigned to your jurisdiction’s rating among jurisdictions where a similar question was asked. The third column is the number of jurisdictions that asked a similar question. The fourth column shows the comparison of your jurisdiction’s average rating (column one) to the benchmark.

Where comparisons for quality ratings were available, the City of Lynchburg’s results were generally noted as being “above” the benchmark, “below” the benchmark or “similar” to the benchmark. For some questions – those related to resident behavior, circumstance or to a local problem – the comparison to the benchmark is designated as “more,” “similar” or “less” (for example, the percent of crime victims, residents visiting a park or residents identifying code enforcement as a problem). In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of “much,” (for example, “much less” or “much above”). These labels come from a statistical comparison of the City of Lynchburg’s rating to the benchmark where a rating is considered “similar” if it is within the margin of error; “above,” “below,” “more” or “less” if the difference between your jurisdiction’s rating and the benchmark is greater the margin of error; and “much above,” “much below,” “much more” or “much less” if the difference between your jurisdiction’s rating and the benchmark is more than twice the margin of error.

This report contains benchmarks at the national level, as well as for jurisdictions in the Southern region with populations from 50,000 to 100,000.

NATIONAL BENCHMARK COMPARISONS

Overall Community Quality Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Overall quality of life in Lynchburg	63	298	424	Below
Your neighborhood as place to live	67	186	286	Below
Lynchburg as a place to live	66	257	349	Much below
Recommend living in Lynchburg to someone who asks	69	158	219	Much below
Remain in Lynchburg for the next five years	70	185	218	Much below

Community Transportation Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Ease of car travel in Lynchburg	53	157	278	Similar
Ease of bus travel in Lynchburg	44	110	205	Similar
Ease of bicycle travel in Lynchburg	35	242	277	Much below
Ease of walking in Lynchburg	46	219	272	Much below
Availability of paths and walking trails	59	94	219	Above
Traffic flow on major streets	39	207	273	Much below

Frequency of Bus Use Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Ridden a local bus within Lynchburg	21	84	180	Similar

Drive Alone Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Average percent of work commute trips made by driving alone	82	40	205	Much more

Transportation and Parking Services Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Street repair	32	351	406	Much below
Street cleaning	45	239	276	Much below
Street lighting	49	225	302	Below
Snow removal	51	179	272	Below
Sidewalk maintenance	47	175	268	Below
Traffic signal timing	46	139	232	Similar
Bus or transit services	52	108	207	Similar
Amount of public parking	36	198	218	Much below

Housing Characteristics Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Availability of affordable quality housing	45	130	289	Similar
Variety of housing options	55	94	211	Similar

Housing Costs Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Experiencing housing costs stress (housing costs 30% or MORE of income)	30	136	208	Less

Built Environment Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Quality of new development in Lynchburg	52	159	265	Similar
Overall appearance of Lynchburg	55	221	324	Below

Population Growth Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Population growth seen as too fast	30	167	239	Much less

Nuisance Problems Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Run down buildings, weed lots and junk vehicles seen as a "major" problem	13	84	237	Similar

Planning and Community Code Enforcement Services Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Land use, planning and zoning	45	148	281	Similar
Code enforcement (weeds, abandoned buildings, etc.)	40	236	336	Below
Animal control	51	210	300	Below

Economic Sustainability and Opportunities Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Employment opportunities	38	142	288	Similar
Shopping opportunities	43	209	274	Much below
Lynchburg as a place to work	50	202	315	Below
Overall quality of business and service establishments in Lynchburg	53	141	209	Below

Economic Development Services Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Economic development	45	145	268	Similar

Job and Retail Growth Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Retail growth seen as too slow	36	119	239	Similar
Jobs growth seen as too slow	76	137	241	Similar

Personal Economic Future Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Positive impact of economy on household income	15	161	233	Similar

Community and Personal Public Safety Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
In your neighborhood during the day	88	177	321	Similar
In your neighborhood after dark	75	148	310	Similar
In Lynchburg's downtown area during the day	75	230	273	Much below
In Lynchburg's downtown area after dark	44	240	278	Much below
Violent crime (e.g., rape, assault, robbery)	67	191	276	Below
Property crimes (e.g., burglary, theft)	58	179	277	Below
Environmental hazards, including toxic waste	75	129	211	Similar

Crime Victimization and Reporting Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Victim of crime	11	136	248	Similar
Reported crimes	78	149	245	Similar

Public Safety Services Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Police services	67	214	395	Similar
Fire services	76	210	322	Similar
Ambulance or emergency medical services	72	217	304	Below
Crime prevention	56	204	324	Below
Fire prevention and education	62	200	268	Below
Traffic enforcement	53	257	343	Below
Courts	56	100	189	Similar
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	47	195	231	Much below

Contact with Police and Fire Departments Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Had contact with the City of Lynchburg Police Department	36	60	117	Similar
Overall impression of most recent contact with the City of Lynchburg Police Department	71	42	121	Above
Had contact with the City of Lynchburg Fire Department	11	72	89	Less
Overall impression of most recent contact with the City of Lynchburg Fire Department	84	49	91	Similar

Community Environment Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Cleanliness of Lynchburg	56	150	221	Much below
Quality of overall natural environment in Lynchburg	63	111	220	Similar
Preservation of natural areas such as open space, farmlands and greenbelts	52	127	218	Similar
Air quality	62	108	227	Similar

Frequency of Recycling Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Recycled used paper, cans or bottles from your home	72	183	232	Much less

Utility Services Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Power (electric and/or gas) utility	55	112	115	Much below
Sewer services	59	218	288	Below
Drinking water	56	205	297	Below
Storm drainage	57	161	340	Similar
Yard waste pick-up	60	169	241	Below
Recycling	52	284	321	Much below
Garbage collection	70	211	328	Similar

Community Recreational Opportunities Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Recreation opportunities	46	241	284	Much below

Participation in Parks and Recreation Opportunities Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Used Lynchburg recreation centers	56	104	202	Similar
Participated in a recreation program or activity	45	132	233	Similar
Visited a neighborhood park or City park	86	134	242	Similar

Parks and Recreation Services Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
City parks	66	204	296	Below
Recreation programs or classes	60	193	308	Below
Recreation centers or facilities	54	208	262	Much below

Cultural and Educational Opportunities Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Opportunities to attend cultural activities	41	243	288	Much below
Educational opportunities	61	93	253	Above

Participation in Cultural and Educational Opportunities Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Used Lynchburg public libraries or their services	62	184	211	Much less
Participated in religious or spiritual activities in Lynchburg	72	6	151	Much more

Cultural and Educational Services Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Public schools	56	143	230	Below
Public library services	65	256	314	Much below

Community Health and Wellness Access and Opportunities Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Availability of affordable quality health care	50	110	232	Similar
Availability of affordable quality food	56	110	183	Similar
Availability of preventive health services	52	95	163	Similar

Health and Wellness Services Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Health services	59	80	178	Similar

Community Quality and Inclusiveness Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Sense of community	53	205	291	Below
Openness and acceptance of the community toward people of diverse backgrounds	47	215	262	Much below
Availability of affordable quality child care	46	104	233	Similar
Lynchburg as a place to raise kids	69	188	350	Similar
Lynchburg as a place to retire	58	194	333	Similar

Services Provided for Population Subgroups Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Services to seniors	58	159	284	Similar
Services to youth	50	158	266	Below
Services to low income people	46	123	238	Similar

Civic Engagement Opportunities Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Opportunities to participate in community matters	53	139	210	Below
Opportunities to volunteer	65	103	211	Similar

Participation in Civic Engagement Opportunities Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Attended a meeting of local elected officials or other local public meeting	26	106	242	Similar
Watched a meeting of local elected officials or other public meeting on cable television, the Internet or other media	48	42	195	Much more
Volunteered your time to some group or activity in Lynchburg	56	41	239	Much more
Participated in a club or civic group in Lynchburg	36	53	178	Much more
Provided help to a friend or neighbor	95	78	177	Similar

Voter Behavior Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Registered to vote	84	130	243	Similar
Voted in last general election	77	88	243	More

Use of Information Sources Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Read Lynchburg Newsletter	39	167	172	Much less
Visited the City of Lynchburg Web site	68	55	207	Much more

Local Government Media Services and Information Dissemination Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Cable television	40	164	173	Much below
Public information services	58	150	262	Similar

Social Engagement Opportunities Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Opportunities to participate in social events and activities	49	159	201	Much below
Opportunities to participate in religious or spiritual events and activities	72	34	163	Above

Contact with Immediate Neighbors Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Has contact with neighbors at least several times per week	46	128	198	Less

Public Trust Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Value of services for the taxes paid to Lynchburg	43	300	378	Much below
The overall direction that Lynchburg is taking	49	192	312	Similar
Job Lynchburg government does at welcoming citizen involvement	46	174	304	Similar
Overall image or reputation of Lynchburg	56	207	309	Below

Services Provided by Local, State and Federal Governments Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Services provided by the City of Lynchburg	59	237	395	Similar
Services provided by the Federal Government	39	192	244	Below
Services provided by the State Government	46	86	245	Similar

Contact with City Employees Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Had contact with City employee(s) in last 12 months	49	158	278	Similar

Perceptions of City Employees (Among Those Who Had Contact) Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Knowledge	74	111	313	Above
Responsiveness	68	164	311	Similar
Courteousness	75	91	259	Above
Overall impression	72	111	354	Above

JURISDICTIONS INCLUDED IN NATIONAL BENCHMARK COMPARISONS

Valdez, AK	3,976	Laguna Beach, CA	22,723
Auburn, AL	53,380	Laguna Hills, CA	30,344
Dothan, AL	65,496	Livermore, CA	80,968
Gulf Shores, AL	9,741	Lodi, CA	62,134
Tuskegee, AL	9,865	Long Beach, CA	462,257
Vestavia Hills, AL	34,033	Marin County, CA	252,409
Fayetteville, AR	73,580	Menlo Park, CA	32,026
Fort Smith, AR	86,209	Mission Viejo, CA	93,305
Little Rock, AR	193,524	Newport Beach, CA	85,186
Casa Grande, AZ	48,571	Palm Springs, CA	44,552
Chandler, AZ	236,123	Palo Alto, CA	64,403
Cococino County, AZ	134,421	Pasadena, CA	137,122
Dewey-Humboldt, AZ	3,894	Richmond, CA	103,701
Flagstaff, AZ	65,870	San Carlos, CA	28,406
Florence, AZ	25,536	San Diego, CA	1,307,402
Fountain Hills, AZ	22,489	San Francisco, CA	805,235
Gilbert, AZ	208,453	San Jose, CA	945,942
Goodyear, AZ	65,275	San Luis Obispo County, CA	269,637
Green Valley, AZ	21,391	San Mateo, CA	97,207
Kingman, AZ	28,068	San Rafael, CA	57,713
Marana, AZ	34,961	Santa Clarita, CA	176,320
Maricopa, AZ	43,482	Santa Monica, CA	89,736
Maricopa County, AZ	3,817,117	Seaside, CA	33,025
Mesa, AZ	439,041	South Lake Tahoe, CA	21,403
Nogales, AZ	20,837	Stockton, CA	291,707
Peoria, AZ	154,065	Sunnyvale, CA	140,081
Phoenix, AZ	1,445,632	Temecula, CA	100,097
Pinal County, AZ	375,770	Thousand Oaks, CA	126,683
Prescott Valley, AZ	38,822	Visalia, CA	124,442
Queen Creek, AZ	26,361	Walnut Creek, CA	64,173
Scottsdale, AZ	217,385	Adams County, CO	441,603
Sedona, AZ	10,031	Arapahoe County, CO	572,003
Surprise, AZ	117,517	Archuleta County, CO	12,084
Tempe, AZ	161,719	Arvada, CO	106,433
Yuma, AZ	93,064	Aspen, CO	6,658
Yuma County, AZ	195,751	Aurora, CO	325,078
Apple Valley, CA	69,135	Boulder, CO	97,385
Benicia, CA	26,997	Boulder County, CO	294,567
Brea, CA	39,282	Broomfield, CO	55,889
Brisbane, CA	4,282	Castle Rock, CO	48,231
Burlingame, CA	28,806	Centennial, CO	100,377
Citrus Heights, CA	83,301	Clear Creek County, CO	9,088
Concord, CA	122,067	Colorado Springs, CO	416,427
Coronado, CA	18,912	Commerce City, CO	45,913
Cupertino, CA	58,302	Craig, CO	9,464
Davis, CA	65,622	Crested Butte, CO	1,487
Dublin, CA	46,036	Denver, CO	600,158
El Cerrito, CA	23,549	Douglas County, CO	285,465
Elk Grove, CA	153,015	Eagle County, CO	52,197
Fremont, CA	214,089	Edgewater, CO	5,170
Galt, CA	23,647	El Paso County, CO	622,263

Englewood, CO.....	30,255	Delray Beach, FL.....	60,522
Estes Park, CO.....	5,858	Destin, FL.....	12,305
Fort Collins, CO.....	143,986	Escambia County, FL.....	297,619
Frisco, CO.....	2,683	Gainesville, FL.....	124,354
Fruita, CO.....	12,646	Hillsborough County, FL.....	1,229,226
Georgetown, CO.....	1,034	Jupiter, FL.....	55,156
Gilpin County, CO.....	5,441	Lee County, FL.....	618,754
Golden, CO.....	18,867	Martin County, FL.....	146,318
Grand County, CO.....	14,843	Miami Beach, FL.....	87,779
Greeley, CO.....	92,889	North Palm Beach, FL.....	12,015
Gunnison County, CO.....	15,324	Oakland Park, FL.....	41,363
Highlands Ranch, CO.....	96,713	Ocala, FL.....	56,315
Hudson, CO.....	2,356	Oviedo, FL.....	33,342
Jackson County, CO.....	1,394	Palm Bay, FL.....	103,190
Jefferson County, CO.....	534,543	Palm Beach County, FL.....	1,320,134
Lafayette, CO.....	24,453	Palm Coast, FL.....	75,180
Lakewood, CO.....	142,980	Panama City, FL.....	36,484
Larimer County, CO.....	299,630	Pasco County, FL.....	464,697
Littleton, CO.....	41,737	Pinellas County, FL.....	916,542
Lone Tree, CO.....	10,218	Port Orange, FL.....	56,048
Longmont, CO.....	86,270	Port St. Lucie, FL.....	164,603
Louisville, CO.....	18,376	Sanford, FL.....	53,570
Loveland, CO.....	66,859	Sarasota, FL.....	51,917
Mesa County, CO.....	146,723	St. Cloud, FL.....	35,183
Montrose, CO.....	19,132	Titusville, FL.....	43,761
Northglenn, CO.....	35,789	Winter Garden, FL.....	34,568
Park County, CO.....	16,206	Albany, GA.....	77,434
Parker, CO.....	45,297	Alpharetta, GA.....	57,551
Pitkin County, CO.....	17,148	Cartersville, GA.....	19,731
Pueblo, CO.....	106,595	Conyers, GA.....	15,195
Rifle, CO.....	9,172	Decatur, GA.....	19,335
Salida, CO.....	5,236	McDonough, GA.....	22,084
Summit County, CO.....	27,994	Peachtree City, GA.....	34,364
Teller County, CO.....	23,350	Roswell, GA.....	88,346
Thornton, CO.....	118,772	Sandy Springs, GA.....	93,853
Vail, CO.....	5,305	Savannah, GA.....	136,286
Westminster, CO.....	106,114	Smyrna, GA.....	51,271
Wheat Ridge, CO.....	30,166	Snellville, GA.....	18,242
Windsor, CO.....	18,644	Valdosta, GA.....	54,518
Coventry, CT.....	2,990	Honolulu, HI.....	953,207
Hartford, CT.....	124,775	Altoona, IA.....	14,541
Dover, DE.....	36,047	Ames, IA.....	58,965
Milford, DE.....	9,559	Ankeny, IA.....	45,582
Rehoboth Beach, DE.....	1,327	Bettendorf, IA.....	33,217
Brevard County, FL.....	543,376	Cedar Falls, IA.....	39,260
Cape Coral, FL.....	154,305	Cedar Rapids, IA.....	126,326
Charlotte County, FL.....	159,978	Clive, IA.....	15,447
Clearwater, FL.....	107,685	Des Moines, IA.....	203,433
Collier County, FL.....	321,520	Dubuque, IA.....	57,637
Cooper City, FL.....	28,547	Indianola, IA.....	14,782
Dade City, FL.....	6,437	Muscataine, IA.....	22,886
Dania Beach, FL.....	30,183	Urbandale, IA.....	39,463
Daytona Beach, FL.....	61,005	West Des Moines, IA.....	56,609

Boise, ID	205,671	Burlington, MA	24,498
Hailey, ID	7,960	Cambridge, MA.....	105,162
Jerome, ID.....	10,890	Needham, MA	28,886
Meridian, ID.....	75,092	Annapolis, MD.....	38,394
Moscow, ID	23,800	Baltimore, MD	620,961
Pocatello, ID	54,255	Baltimore County, MD	805,029
Post Falls, ID	27,574	Dorchester County, MD	32,618
Twin Falls, ID.....	44,125	Gaithersburg, MD	59,933
Batavia, IL	26,045	La Plata, MD	8,753
Bloomington, IL.....	76,610	Montgomery County, MD	971,777
Centralia, IL.....	13,032	Prince George's County, MD	863,420
Collinsville, IL	25,579	Rockville, MD.....	61,209
Crystal Lake, IL.....	40,743	Takoma Park, MD	16,715
DeKalb, IL	43,862	Freeport, ME	1,485
Elmhurst, IL	44,121	Lewiston, ME	36,592
Evanston, IL	74,486	Saco, ME.....	18,482
Freeport, IL.....	25,638	Scarborough, ME.....	4,403
Highland Park, IL.....	29,763	South Portland, ME	25,002
Lincolnwood, IL	12,590	Ann Arbor, MI.....	113,934
Lyons, IL.....	10,729	Battle Creek, MI	52,347
Naperville, IL	141,853	Bloomfield Hills, MI.....	3,869
Normal, IL	52,497	Escanaba, MI.....	12,616
Oak Park, IL	51,878	Farmington Hills, MI	79,740
O'Fallon, IL	28,281	Flushing, MI.....	8,389
Orland Park, IL.....	56,767	Gladstone, MI	4,973
Palatine, IL	68,557	Howell, MI	9,489
Park Ridge, IL.....	37,480	Hudsonville, MI	7,116
Peoria County, IL.....	186,494	Jackson County, MI	160,248
Riverside, IL	8,875	Kalamazoo, MI.....	74,262
Sherman, IL	4,148	Kalamazoo County, MI	250,331
Shorewood, IL.....	15,615	Midland, MI.....	41,863
Skokie, IL	64,784	Novi, MI	55,224
Sugar Grove, IL	8,997	Otsego County, MI.....	24,164
Wilmington, IL	5,724	Petoskey, MI	5,670
Brownsburg, IN.....	21,285	Port Huron, MI.....	30,184
Fishers, IN	76,794	Rochester, MI.....	12,711
Munster, IN	23,603	South Haven, MI.....	4,403
Noblesville, IN.....	51,969	Albert Lea, MN	18,016
Abilene, KS	6,844	Beltrami County, MN	44,442
Arkansas City, KS.....	12,415	Blaine, MN	57,186
Fairway, KS	3,882	Bloomington, MN	82,893
Garden City, KS.....	26,658	Carver County, MN.....	91,042
Gardner, KS.....	19,123	Chanhassen, MN.....	22,952
Johnson County, KS.....	544,179	Coon Rapids, MN	61,476
Lawrence, KS.....	87,643	Dakota County, MN.....	398,552
Mission, KS	9,323	Duluth, MN	86,265
Olathe, KS.....	125,872	East Grand Forks, MN	8,601
Roeland Park, KS.....	6,731	Edina, MN.....	47,941
Wichita, KS	382,368	Elk River, MN	22,974
Bowling Green, KY.....	58,067	Fridley, MN	27,208
New Orleans, LA.....	343,829	Hutchinson, MN	14,178
Andover, MA.....	8,762	Inver Grove Heights, MN.....	33,880
Barnstable, MA.....	45,193	Mankato, MN.....	39,309

Maple Grove, MN	61,567	Summit, NJ	21,457
Mayer, MN.....	1,749	Albuquerque, NM.....	545,852
Minneapolis, MN	382,578	Farmington, NM.....	45,877
Olmsted County, MN	144,248	Los Alamos County, NM	17,950
Savage, MN.....	26,911	Rio Rancho, NM	87,521
Scott County, MN.....	129,928	San Juan County, NM.....	130,044
Shorewood, MN.....	7,307	Carson City, NV	55,274
St. Louis County, MN	200,226	Henderson, NV	257,729
Washington County, MN.....	238,136	North Las Vegas, NV.....	216,961
Woodbury, MN.....	61,961	Reno, NV	225,221
Blue Springs, MO	52,575	Sparks, NV	90,264
Branson, MO.....	10,520	Washoe County, NV	421,407
Cape Girardeau, MO.....	37,941	Geneva, NY	13,261
Clay County, MO	221,939	New York City, NY	8,175,133
Clayton, MO	15,939	Ogdensburg, NY	11,128
Columbia, MO	108,500	Blue Ash, OH	12,114
Ellisville, MO	9,133	Delaware, OH	34,753
Harrisonville, MO	10,019	Dublin, OH	41,751
Jefferson City, MO	43,079	Hamilton, OH.....	62,477
Lee's Summit, MO.....	91,364	Hudson, OH	22,262
Maryland Heights, MO.....	27,472	Kettering, OH	56,163
Platte City, MO	4,691	Orange Village, OH.....	3,323
Raymore, MO	19,206	Piqua, OH.....	20,522
Richmond Heights, MO	8,603	Springboro, OH	17,409
Riverside, MO	2,937	Sylvania Township, OH	18,965
Rolla, MO	19,559	Upper Arlington, OH	33,771
Wentzville, MO	29,070	West Carrollton, OH.....	12,692
Billings, MT.....	104,170	Westerville, OH	36,120
Bozeman, MT.....	37,280	Broken Arrow, OK	98,850
Missoula, MT	66,788	Edmond, OK	81,405
Asheville, NC.....	83,393	Norman, OK	110,925
Cabarrus County, NC	178,011	Oklahoma City, OK	579,999
Cary, NC	135,234	Stillwater, OK.....	45,688
Charlotte, NC.....	731,424	Tulsa, OK.....	391,906
Davidson, NC	10,944	Albany, OR.....	50,158
Durham, NC	228,330	Ashland, OR	20,078
High Point, NC.....	104,371	Bend, OR.....	76,639
Hillsborough, NC	6,087	Corvallis, OR	54,462
Huntersville, NC	46,773	Forest Grove, OR	21,083
Indian Trail, NC.....	33,518	Hermiston, OR.....	16,745
Mecklenburg County, NC.....	919,628	Jackson County, OR	203,206
Mooresville, NC.....	32,711	Keizer, OR.....	36,478
Stallings, NC	13,831	Lake Oswego, OR.....	36,619
Wake Forest, NC	30,117	Lane County, OR	351,715
Wilmington, NC.....	106,476	McMinnville, OR	32,187
Winston-Salem, NC.....	229,617	Medford, OR.....	74,907
Wahpeton, ND.....	7,766	Portland, OR.....	583,776
Grand Island, NE.....	48,520	Springfield, OR	59,403
La Vista, NE.....	15,758	Tualatin, OR	26,054
Lincoln, NE	258,379	Umatilla, OR.....	6,906
Papillion, NE	18,894	Wilsonville, OR	19,509
Dover, NH	29,987	Chambersburg, PA	20,268
Lebanon, NH	13,151	Cumberland County, PA	235,406

Kennett Square, PA.....	6,072	Salt Lake City, UT	186,440
Kutztown Borough, PA.....	5,012	Sandy, UT	87,461
Radnor Township, PA.....	30,878	Saratoga Springs, UT	17,781
State College, PA.....	42,034	Springville, UT	29,466
West Chester, PA.....	18,461	Washington City, UT.....	18,761
East Providence, RI.....	47,037	Albemarle County, VA	98,970
Newport, RI.....	24,672	Arlington County, VA.....	207,627
Greer, SC	25,515	Ashland, VA.....	7,225
Rock Hill, SC.....	66,154	Botetourt County, VA.....	33,148
Rapid City, SD.....	67,956	Chesapeake, VA.....	222,209
Sioux Falls, SD	153,888	Chesterfield County, VA.....	316,236
Cookeville, TN.....	30,435	Fredericksburg, VA.....	24,286
Germantown, TN	38,844	Hampton, VA.....	137,436
Johnson City, TN.....	63,152	Hanover County, VA.....	99,863
Morristown, TN.....	29,137	Herndon, VA	23,292
Nashville, TN.....	601,222	James City County, VA.....	67,009
White House, TN	10,255	Lexington, VA	7,042
Arlington, TX.....	365,438	Montgomery County, VA	94,392
Austin, TX	790,390	Newport News, VA.....	180,719
Benbrook, TX	21,234	Norfolk, VA	242,803
Bryan, TX	76,201	Purcellville, VA	7,727
Burleson, TX.....	36,690	Radford, VA	16,408
College Station, TX.....	93,857	Roanoke, VA.....	97,032
Colleyville, TX.....	22,807	Spotsylvania County, VA.....	122,397
Corpus Christi, TX	305,215	Virginia Beach, VA.....	437,994
Dallas, TX.....	1,197,816	Williamsburg, VA.....	14,068
Denton, TX.....	113,383	York County, VA.....	65,464
Duncanville, TX	38,524	Montpelier, VT.....	7,855
El Paso, TX	649,121	Airway Heights, WA	6,114
Flower Mound, TX	64,669	Auburn, WA	70,180
Fort Worth, TX	741,206	Bellevue, WA.....	122,363
Georgetown, TX.....	47,400	Clark County, WA.....	425,363
Houston, TX.....	2,099,451	Edmonds, WA.....	39,709
Hurst, TX.....	37,337	Federal Way, WA.....	89,306
Hutto, TX	14,698	Gig Harbor, WA.....	7,126
La Porte, TX.....	33,800	Hoquiam, WA.....	8,726
League City, TX	83,560	Kirkland, WA	48,787
McAllen, TX.....	129,877	Lynnwood, WA.....	35,836
McKinney, TX	131,117	Maple Valley, WA.....	22,684
New Braunfels, TX	57,740	Mountlake Terrace, WA	19,909
Plano, TX	259,841	Pasco, WA	59,781
Round Rock, TX	99,887	Redmond, WA	54,144
Rowlett, TX	56,199	Renton, WA.....	90,927
San Marcos, TX	44,894	Sammamish, WA	45,780
Southlake, TX.....	26,575	SeaTac, WA	26,909
Temple, TX.....	66,102	Shoreline, WA	53,007
The Woodlands, TX.....	93,847	Snoqualmie, WA.....	10,670
Tomball, TX	10,753	Spokane Valley, WA	89,755
Watauga, TX.....	23,497	Tacoma, WA.....	198,397
Westlake, TX.....	992	Vancouver, WA	161,791
Park City, UT.....	7,558	West Richland, WA.....	11,811
Provo, UT.....	112,488	Woodland, WA.....	5,509
Riverdale, UT.....	8,426	Yakima, WA.....	91,067

Chippewa Falls, WI.....	13,661	Racine, WI.....	78,860
Columbus, WI.....	4,991	Wauwatosa, WI.....	46,396
De Pere, WI.....	23,800	Wind Point, WI.....	1,723
Eau Claire, WI.....	65,883	Casper, WY.....	55,316
Madison, WI.....	233,209	Cheyenne, WY.....	59,466
Merrill, WI.....	9,661	Gillette, WY.....	29,087
Oshkosh, WI.....	66,083		

JURISDICTIONS IN THE SOUTHERN REGION WITH POPULATIONS FROM 50,000 TO 100,000 BENCHMARK COMPARISONS

Overall Community Quality Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Overall quality of life in Lynchburg	63	20	25	Below
Your neighborhood as place to live	67	14	20	Similar
Lynchburg as a place to live	66	20	24	Below
Recommend living in Lynchburg to someone who asks	69	14	17	Below
Remain in Lynchburg for the next five years	70	14	17	Below

Community Transportation Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Ease of car travel in Lynchburg	53	14	22	Similar
Ease of bus travel in Lynchburg	44	6	15	Similar
Ease of bicycle travel in Lynchburg	35	19	22	Much below
Ease of walking in Lynchburg	46	13	22	Similar
Availability of paths and walking trails	59	3	15	Much above
Traffic flow on major streets	39	14	20	Below

Frequency of Bus Use Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Ridden a local bus within Lynchburg	21	7	13	Similar

Drive Alone Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Average percent of work commute trips made by driving alone	82	3	17	Much more

Transportation and Parking Services Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Street repair	32	21	22	Much below
Street cleaning	45	15	18	Much below

Transportation and Parking Services Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Street lighting	49	16	20	Below
Snow removal	51	8	9	Below
Sidewalk maintenance	47	12	19	Similar
Traffic signal timing	46	5	14	Similar
Bus or transit services	52	6	15	Similar
Amount of public parking	36	15	17	Much below

Housing Characteristics Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Availability of affordable quality housing	45	10	20	Above
Variety of housing options	55	9	16	Above

Housing Costs Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Experiencing housing costs stress (housing costs 30% or MORE of income)	30	14	17	Much less

Built Environment Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Quality of new development in Lynchburg	52	15	21	Below
Overall appearance of Lynchburg	55	19	22	Much below

Population Growth Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Population growth seen as too fast	30	16	18	Much less

Nuisance Problems Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Run down buildings, weed lots and junk vehicles seen as a "major" problem	13	6	19	Similar

Planning and Community Code Enforcement Services Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Land use, planning and zoning	45	8	19	Similar
Code enforcement (weeds, abandoned buildings, etc.)	40	18	25	Below
Animal control	51	13	17	Below

Economic Sustainability and Opportunities Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Employment opportunities	38	12	18	Similar
Shopping opportunities	43	18	19	Much below
Lynchburg as a place to work	50	16	23	Similar
Overall quality of business and service establishments in Lynchburg	53	11	15	Below

Economic Development Services Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Economic development	45	11	19	Similar

Job and Retail Growth Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Retail growth seen as too slow	36	4	18	Much more
Jobs growth seen as too slow	76	12	18	Similar

Personal Economic Future Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Positive impact of economy on household income	15	12	17	Below

Community and Personal Public Safety Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
In your neighborhood during the day	88	8	24	Much above
In your neighborhood after dark	75	8	25	Much above
In Lynchburg's downtown area during the day	75	16	20	Much below
In Lynchburg's downtown area after dark	44	18	21	Much below

Community and Personal Public Safety Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Violent crime (e.g., rape, assault, robbery)	67	12	19	Similar
Property crimes (e.g., burglary, theft)	58	12	19	Similar
Environmental hazards, including toxic waste	75	11	17	Similar

Crime Victimization and Reporting Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Victim of crime	11	10	17	Similar
Reported crimes	78	13	17	Much less

Public Safety Services Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Police services	67	12	25	Similar
Fire services	76	16	20	Similar
Ambulance or emergency medical services	72	14	19	Below
Crime prevention	56	16	22	Similar
Fire prevention and education	62	13	17	Similar
Traffic enforcement	53	17	22	Below
Courts	56	8	10	Similar
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	47	15	18	Much below

Contact with Police and Fire Departments Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Had contact with the City of Lynchburg Police Department	36	2	10	More
Overall impression of most recent contact with the City of Lynchburg Police Department	71	4	10	Above
Had contact with the City of Lynchburg Fire Department	11	6	8	Less
Overall impression of most recent contact with the City of Lynchburg Fire Department	84	5	8	Similar

Community Environment Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Cleanliness of Lynchburg	56	9	14	Below
Quality of overall natural environment in Lynchburg	63	9	17	Similar
Preservation of natural areas such as open space, farmlands and greenbelts	52	8	13	Similar
Air quality	62	7	16	Similar

Frequency of Recycling Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Recycled used paper, cans or bottles from your home	72	12	16	Much less

Utility Services Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Power (electric and/or gas) utility	55	8	9	Much below
Sewer services	59	13	19	Similar
Drinking water	56	15	21	Similar
Storm drainage	57	7	25	Above
Yard waste pick-up	60	14	22	Similar
Recycling	52	22	24	Much below
Garbage collection	70	12	24	Similar

Community Recreational Opportunities Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Recreation opportunities	46	18	20	Much below

Participation in Parks and Recreation Opportunities Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Used Lynchburg recreation centers	56	7	17	Similar
Participated in a recreation program or activity	45	9	18	Similar
Visited a neighborhood park or City park	86	4	18	More

Parks and Recreation Services Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
City parks	66	13	19	Similar
Recreation programs or classes	60	15	22	Similar
Recreation centers or facilities	54	19	22	Much below

Cultural and Educational Opportunities Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Opportunities to attend cultural activities	41	22	23	Much below
Educational opportunities	61	11	19	Similar

Participation in Cultural and Educational Opportunities Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Used Lynchburg public libraries or their services	62	12	14	Much less
Participated in religious or spiritual activities in Lynchburg	72	1	8	Much more

Cultural and Educational Services Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Public schools	56	9	16	Similar
Public library services	65	15	18	Below

Community Health and Wellness Access and Opportunities Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Availability of affordable quality health care	50	7	13	Similar
Availability of affordable quality food	56	9	14	Similar
Availability of preventive health services	52	8	12	Below

Health and Wellness Services Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Health services	59	5	11	Similar

Community Quality and Inclusiveness Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Sense of community	53	16	20	Below
Openness and acceptance of the community toward people of diverse backgrounds	47	16	20	Much below
Availability of affordable quality child care	46	5	14	Similar
Lynchburg as a place to raise kids	69	11	24	Similar
Lynchburg as a place to retire	58	14	22	Below

Services Provided for Population Subgroups Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Services to seniors	58	10	19	Similar
Services to youth	50	12	20	Similar
Services to low income people	46	8	16	Similar

Civic Engagement Opportunities Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Opportunities to participate in community matters	53	15	18	Below
Opportunities to volunteer	65	11	16	Similar

Participation in Civic Engagement Opportunities Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Attended a meeting of local elected officials or other local public meeting	26	8	17	Similar
Watched a meeting of local elected officials or other public meeting on cable television, the Internet or other media	48	3	13	Much more
Volunteered your time to some group or activity in Lynchburg	56	2	16	Much more
Participated in a club or civic group in Lynchburg	36	5	12	More
Provided help to a friend or neighbor	95	5	9	Similar

Voter Behavior Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Registered to vote	84	8	18	Similar
Voted in last general election	77	8	18	More

Use of Information Sources Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Read Lynchburg Newsletter	39	11	12	Much less
Visited the City of Lynchburg Web site	68	2	16	Much more

Local Government Media Services and Information Dissemination Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Cable television	40	9	10	Much below
Public information services	58	14	20	Similar

Social Engagement Opportunities Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Opportunities to participate in social events and activities	49	12	14	Much below
Opportunities to participate in religious or spiritual events and activities	72	1	12	Above

Contact with Immediate Neighbors Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Has contact with neighbors at least several times per week	46	13	15	Less

Public Trust Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Value of services for the taxes paid to Lynchburg	43	22	26	Much below
The overall direction that Lynchburg is taking	49	12	20	Similar
Job Lynchburg government does at welcoming citizen involvement	46	15	22	Similar
Overall image or reputation of Lynchburg	56	19	22	Much below

Services Provided by Local, State and Federal Governments Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Services provided by the City of Lynchburg	59	18	25	Similar
Services provided by the Federal Government	39	16	18	Below
Services provided by the State Government	46	10	18	Similar

Contact with City Employees Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Had contact with City employee(s) in last 12 months	49	9	20	Similar

Perceptions of City Employees (Among Those Who Had Contact) Benchmarks				
	Lynchburg average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Knowledge	74	8	23	Similar
Responsiveness	68	15	23	Similar
Courteousness	75	7	22	Above
Overall impression	72	7	25	Above

JURISDICTIONS INCLUDED IN JURISDICTIONS IN THE SOUTHERN REGION WITH POPULATIONS FROM 50,000 TO 100,000 BENCHMARK COMPARISONS

Auburn, AL.....	53,380	Smyrna, GA	51,271
Dothan, AL.....	65,496	Valdosta, GA.....	54,518
Daytona Beach, FL	61,005	Bowling Green, KY	58,067
Delray Beach, FL.....	60,522	Gaithersburg, MD	59,933
Jupiter, FL.....	55,156	Rockville, MD.....	61,209
Miami Beach, FL	87,779	Asheville, NC.....	83,393
Ocala, FL.....	56,315	Rock Hill, SC	66,154
Palm Coast, FL.....	75,180	Johnson City, TN.....	63,152
Port Orange, FL	56,048	Albemarle County, VA	98,970
Sanford, FL	53,570	Hanover County, VA.....	99,863
Sarasota, FL	51,917	James City County, VA.....	67,009
Albany, GA	77,434	Montgomery County, VA	94,392
Alpharetta, GA	57,551	Roanoke, VA.....	97,032
Roswell, GA	88,346	York County, VA.....	65,464
Sandy Springs, GA.....	93,853		