



CITY OF LYNCHBURG, VA 2013

Report of Demographic 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.

One of the add-on options that Lynchburg chose was to have crosstabulations of evaluative questions 1-22 by demographic questions D6 (rent or own home), D9 (annual household income), D11 (race of respondent), and D12 (age of respondent).

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 grey.

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:	Rent or own			Annual household income				Race			Age			
	Rent	Own	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	White	Not white	Overall	18-34	35-54	55+	Overall
Lynchburg as a place to live	72%	85%	79%	74%	75%	86%	80%	81%	73%	79%	71%	81%	87%	79%
Your neighborhood as a place to live	75%	81%	78%	73%	77%	83%	78%	77%	80%	78%	84%	71%	77%	78%
Lynchburg as a place to raise children	77%	83%	80%	85%	78%	82%	82%	80%	83%	81%	76%	83%	86%	81%
Lynchburg as a place to work	47%	61%	54%	30%	63%	68%	56%	59%	45%	54%	49%	52%	65%	55%
Lynchburg as a place to retire	53%	77%	66%	64%	68%	70%	68%	65%	69%	66%	53%	73%	78%	67%
The overall quality of life in Lynchburg	68%	81%	75%	69%	70%	85%	76%	78%	69%	75%	72%	73%	82%	75%

Question 2: Community Characteristics (Percent "excellent" or "good")														
Please rate each of the following characteristics as they relate to Lynchburg as a whole:	Rent or own			Annual household income				Race			Age			
	Rent	Own	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	White	Not white	Overall	18-34	35-54	55 +	Overall
Sense of community	55%	58%	56%	63%	57%	55%	58%	56%	59%	57%	50%	56%	69%	58%
Openness and acceptance of the community toward people of diverse backgrounds	51%	41%	45%	57%	50%	37%	46%	46%	45%	46%	39%	48%	53%	46%
Overall appearance of Lynchburg	58%	58%	58%	54%	67%	57%	59%	54%	67%	58%	55%	56%	65%	58%
Cleanliness of Lynchburg	62%	63%	63%	63%	61%	65%	63%	58%	73%	63%	59%	62%	67%	63%
Overall quality of new development in Lynchburg	66%	56%	60%	63%	58%	60%	60%	58%	66%	60%	65%	51%	63%	60%
Variety of housing options	51%	69%	61%	49%	70%	65%	62%	62%	57%	61%	53%	67%	66%	61%
Overall quality of business and service establishments in Lynchburg	61%	61%	61%	59%	64%	63%	62%	63%	58%	61%	59%	61%	66%	62%
Shopping opportunities	55%	32%	43%	55%	47%	33%	43%	41%	46%	43%	29%	53%	51%	43%
Opportunities to attend cultural activities	32%	38%	36%	30%	50%	32%	37%	42%	24%	36%	20%	37%	58%	37%

Question 2: Community Characteristics (Percent "excellent" or "good")														
Please rate each of the following characteristics as they relate to Lynchburg as a whole:	Rent or own			Annual household income				Race			Age			
	Rent	Own	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	White	Not white	Overall	18-34	35-54	55+	Overall
Recreational opportunities	36%	51%	44%	30%	56%	48%	46%	53%	27%	45%	33%	48%	59%	46%
Employment opportunities	29%	35%	32%	24%	34%	37%	32%	34%	26%	32%	26%	35%	36%	32%
Educational opportunities	69%	71%	70%	66%	83%	68%	72%	74%	63%	71%	62%	68%	83%	71%
Opportunities to participate in social events and activities	41%	54%	48%	35%	59%	51%	49%	53%	40%	49%	36%	50%	64%	49%
Opportunities to participate in religious or spiritual events and activities	77%	89%	84%	71%	87%	90%	84%	91%	70%	84%	79%	86%	88%	84%
Opportunities to volunteer	72%	81%	77%	68%	83%	80%	77%	82%	64%	77%	72%	77%	82%	76%
Opportunities to participate in community matters	52%	60%	57%	46%	66%	58%	57%	57%	56%	56%	51%	58%	62%	57%
Ease of car travel in Lynchburg	58%	61%	59%	58%	55%	62%	59%	58%	61%	59%	60%	53%	65%	59%
Ease of bus travel in Lynchburg	38%	41%	39%	34%	46%	42%	40%	41%	35%	39%	31%	37%	47%	39%
Ease of bicycle travel in Lynchburg	45%	28%	35%	46%	39%	27%	37%	30%	47%	35%	24%	45%	42%	36%
Ease of walking in Lynchburg	53%	47%	50%	58%	56%	44%	51%	48%	55%	50%	45%	49%	58%	50%

Question 2: Community Characteristics (Percent "excellent" or "good")														
Please rate each of the following characteristics as they relate to Lynchburg as a whole:	Rent or own			Annual household income				Race			Age			
	Rent	Own	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	White	Not white	Overall	18-34	35-54	55+	Overall
Availability of paths and walking trails	65%	69%	67%	54%	73%	71%	67%	69%	62%	67%	66%	68%	68%	67%
Traffic flow on major streets	33%	39%	36%	34%	40%	36%	37%	35%	39%	36%	28%	35%	50%	37%
Amount of public parking	33%	30%	32%	20%	34%	37%	31%	31%	31%	31%	36%	32%	25%	31%
Availability of affordable quality housing	40%	46%	44%	36%	37%	55%	45%	52%	26%	44%	45%	45%	43%	44%
Availability of affordable quality child care	37%	48%	43%	38%	46%	46%	43%	48%	37%	44%	38%	44%	53%	45%
Availability of affordable quality health care	43%	63%	55%	44%	62%	58%	55%	59%	47%	56%	51%	49%	66%	56%
Availability of affordable quality food	61%	62%	62%	62%	67%	59%	62%	65%	53%	62%	60%	57%	67%	62%
Availability of preventive health services	55%	62%	59%	55%	62%	63%	60%	62%	51%	59%	63%	49%	62%	59%
Air quality	71%	77%	74%	64%	66%	86%	74%	80%	61%	74%	79%	66%	75%	74%
Quality of overall natural environment in Lynchburg	69%	74%	72%	65%	78%	73%	72%	77%	59%	72%	74%	68%	73%	72%
Overall image or reputation of Lynchburg	62%	61%	62%	52%	70%	65%	63%	63%	58%	61%	59%	57%	70%	62%

Question 3: Growth (Percent of respondents)														
Please rate the speed of growth in the following categories in Lynchburg over the past 2 years:	Rent or own			Annual household income				Race			Age			
	Rent	Own	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	White	Not white	Overall	18-34	35-54	55+	Overall
Population growth too fast	29%	31%	30%	28%	26%	30%	28%	31%	25%	29%	34%	31%	22%	29%
Retail growth too slow	35%	39%	37%	43%	30%	39%	37%	36%	39%	37%	40%	33%	36%	37%
Job growth too slow	77%	75%	76%	85%	71%	76%	77%	74%	80%	76%	73%	78%	81%	77%

Question 4: Code Enforcement (Percent a "major" problem)														
	Rent or own			Annual household income				Race			Age			
	Rent	Own	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	White	Not white	Overall	18-34	35-54	55+	Overall
Run down buildings, weed lots or junk vehicle a major problem in Lynchburg	17%	10%	13%	21%	11%	10%	13%	13%	14%	14%	11%	17%	13%	13%

Question 5: Community Safety (Percent "very" or "somewhat" safe)														
Please rate how safe or unsafe you feel from the following in Lynchburg:	Rent or own			Annual household income				Race			Age			
	Rent	Own	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	White	Not white	Overall	18-34	35-54	55+	Overall
Violent crime (e.g., rape, assault, robbery)	61%	73%	68%	53%	69%	79%	69%	67%	68%	67%	67%	69%	67%	67%
Property crimes (e.g., burglary, theft)	54%	58%	56%	45%	63%	63%	58%	57%	55%	56%	55%	52%	62%	57%
Environmental hazards, including toxic waste	73%	78%	76%	70%	76%	79%	76%	76%	75%	76%	77%	75%	76%	76%

Question 6: Personal Safety (Percent "very" or "somewhat" safe)														
Please rate how safe or unsafe you feel:	Rent or own			Annual household income				Race			Age			
	Rent	Own	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	White	Not white	Overall	18-34	35-54	55+	Overall
In your neighborhood during the day	92%	92%	92%	90%	93%	94%	93%	91%	96%	92%	95%	90%	91%	92%
In your neighborhood after dark	79%	78%	79%	74%	82%	80%	79%	76%	86%	79%	81%	80%	76%	79%
In Lynchburg's downtown area during the day	77%	77%	77%	76%	78%	79%	78%	74%	83%	76%	78%	77%	75%	77%
In Lynchburg's downtown area after dark	41%	32%	36%	38%	34%	36%	36%	29%	51%	36%	33%	39%	38%	36%

Question 7: Contact with Police Department (Percent "yes")														
	Rent or own			Annual household income				Race			Age			
	Rent	Own	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	White	Not white	Overall	18-34	35-54	55+	Overall
Have you had any in-person or phone contact with an employee of the City of Lynchburg Police Department within the last 12 months?	39%	36%	37%	38%	31%	40%	37%	37%	36%	37%	46%	43%	20%	37%

Question 8: Ratings of Contact with Police Department (Percent "excellent" or "good")														
	Rent or own			Annual household income				Race			Age			
	Rent	Own	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	White	Not white	Overall	18-34	35-54	55+	Overall
What was your overall impression of your most recent contact with the City of Lynchburg Police Department?	87%	75%	81%	73%	90%	86%	83%	84%	73%	81%	85%	73%	85%	81%

Questions 9 and 10: Crime Victimization and Reporting (Percent "yes")														
	Rent or own			Annual household income				Race			Age			
	Rent	Own	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	White	Not white	Overall	18-34	35-54	55+	Overall
During the past 12 months, were you or anyone in your household the victim of any crime?	10%	11%	11%	16%	6%	9%	10%	11%	10%	11%	11%	16%	7%	11%
If yes, was this crime (these crimes) reported to the police?	88%	67%	76%	83%	91%	87%	86%	74%	83%	77%	60%	91%	81%	77%

Question 11: 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?	Rent or own			Annual household income				Race			Age			
	Rent	Own	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	White	Not white	Overall	18-34	35-54	55+	Overall
Used Lynchburg public libraries or their services	59%	65%	62%	68%	61%	56%	61%	54%	77%	61%	55%	63%	67%	61%
Used Lynchburg recreation centers	65%	50%	57%	65%	58%	47%	55%	47%	75%	56%	63%	57%	46%	56%
Participated in a recreation program or activity	45%	47%	46%	48%	47%	42%	45%	42%	52%	45%	48%	48%	41%	46%
Visited a neighborhood park or City park	87%	86%	87%	80%	87%	89%	86%	84%	90%	86%	96%	86%	73%	86%
Ridden a local bus within Lynchburg	31%	12%	21%	45%	19%	6%	21%	11%	42%	21%	14%	27%	25%	21%
Attended a meeting of local elected officials or other local public meeting	19%	32%	26%	26%	20%	28%	25%	24%	30%	26%	18%	32%	30%	26%
Watched a meeting of local elected officials or other City-sponsored public meeting on cable television, the Internet or other media	41%	55%	48%	53%	43%	49%	49%	43%	61%	48%	36%	46%	65%	48%
Read City Source Newsletter	38%	40%	39%	42%	46%	33%	39%	34%	50%	39%	26%	45%	52%	39%

Question 11: 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?	Rent or own			Annual household income				Race			Age			
	Rent	Own	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	White	Not white	Overall	18-34	35-54	55+	Overall
Visited the City of Lynchburg Web site (at www.lynchburgva.gov)	66%	73%	70%	52%	68%	80%	69%	72%	61%	68%	82%	76%	44%	68%
Recycled used paper, cans or bottles from your home	69%	75%	72%	64%	76%	75%	72%	75%	68%	73%	64%	75%	81%	72%
Volunteered your time to some group or activity in Lynchburg	54%	61%	58%	52%	58%	58%	56%	54%	62%	56%	60%	52%	54%	56%
Participated in religious or spiritual activities in Lynchburg	68%	77%	73%	71%	78%	70%	72%	71%	73%	72%	64%	76%	77%	71%
Participated in a club or civic group in Lynchburg	28%	44%	37%	37%	33%	35%	35%	34%	40%	36%	28%	38%	44%	36%
Provided help to a friend or neighbor	93%	97%	95%	95%	94%	95%	95%	94%	96%	95%	94%	96%	95%	95%

Question 12: Neighborliness (Percent at least several times a week)														
	Rent or own			Annual household income				Race			Age			
	Rent	Own	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	White	Not white	Overall	18-34	35-54	55 +	Overall
Visit with neighbors at least several times a week	43%	48%	46%	54%	46%	40%	46%	46%	49%	47%	40%	46%	55%	47%

Question 13: Service Quality (Percent "excellent" or "good")														
Please rate the quality of each of the following services in Lynchburg:	Rent or own			Annual household income				Race			Age			
	Rent	Own	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	White	Not white	Overall	18-34	35-54	55 +	Overall
Police services	74%	80%	77%	75%	73%	84%	78%	83%	63%	77%	70%	76%	87%	77%
Fire services	82%	95%	89%	82%	90%	94%	89%	92%	84%	89%	83%	87%	97%	89%
Ambulance or emergency medical services	73%	88%	81%	77%	87%	85%	83%	85%	76%	82%	70%	82%	94%	82%
Crime prevention	55%	64%	60%	54%	67%	61%	60%	63%	55%	61%	57%	55%	71%	61%
Fire prevention and education	64%	69%	67%	68%	70%	65%	68%	66%	69%	67%	56%	67%	79%	67%
Municipal courts	58%	66%	62%	59%	67%	63%	63%	62%	62%	62%	53%	59%	75%	62%
Traffic enforcement	59%	59%	59%	60%	63%	58%	60%	59%	61%	59%	53%	56%	70%	59%
Street repair	26%	28%	27%	22%	33%	29%	28%	31%	22%	28%	31%	23%	30%	28%
Street cleaning	44%	44%	44%	42%	42%	49%	45%	47%	39%	44%	42%	46%	46%	44%
Street lighting	46%	59%	53%	45%	51%	62%	54%	57%	43%	53%	47%	54%	60%	53%
Snow removal	52%	58%	56%	55%	64%	56%	58%	61%	47%	56%	52%	55%	63%	57%
Sidewalk maintenance	52%	42%	47%	47%	55%	45%	48%	49%	42%	47%	47%	45%	48%	47%

Question 13: Service Quality (Percent "excellent" or "good")														
Please rate the quality of each of the following services in Lynchburg:	Rent or own			Annual household income				Race			Age			
	Rent	Own	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	White	Not white	Overall	18-34	35-54	55 +	Overall
Traffic signal timing	46%	53%	50%	43%	64%	49%	51%	52%	45%	50%	49%	49%	54%	51%
Bus or transit services	55%	58%	56%	52%	68%	59%	58%	62%	51%	58%	73%	49%	50%	58%
Garbage collection	73%	85%	80%	77%	81%	85%	82%	85%	70%	81%	72%	85%	87%	81%
Recycling	59%	52%	55%	59%	77%	42%	56%	54%	58%	55%	41%	58%	71%	56%
Yard waste pick-up	67%	62%	64%	66%	65%	66%	66%	66%	63%	65%	56%	67%	72%	65%
Storm drainage	65%	67%	66%	62%	67%	69%	66%	72%	54%	66%	69%	61%	70%	67%
Drinking water	47%	69%	59%	50%	62%	65%	60%	64%	50%	60%	54%	55%	71%	60%
Sewer services	58%	73%	66%	60%	70%	70%	67%	73%	54%	67%	62%	68%	72%	67%
Power (electric and/or gas) utility	47%	66%	58%	56%	69%	54%	59%	63%	46%	58%	46%	54%	76%	58%
City parks	73%	81%	77%	66%	84%	83%	78%	79%	72%	77%	74%	77%	79%	76%
Recreation programs or classes	67%	70%	69%	57%	80%	71%	69%	72%	64%	69%	68%	66%	72%	69%
Recreation centers or facilities	62%	52%	57%	50%	73%	52%	58%	59%	51%	56%	53%	52%	65%	56%
Land use, planning and zoning	49%	35%	41%	37%	56%	35%	41%	39%	44%	41%	39%	39%	43%	41%
Code enforcement (weeds, abandoned buildings, etc.)	39%	34%	36%	28%	50%	38%	38%	36%	39%	37%	39%	37%	36%	37%
Animal control	54%	57%	56%	52%	62%	56%	56%	59%	47%	56%	59%	53%	56%	56%
Economic development	41%	43%	42%	33%	56%	39%	42%	45%	38%	42%	40%	36%	52%	42%
Health services	54%	71%	64%	51%	73%	66%	63%	69%	52%	63%	57%	56%	77%	63%

Question 13: Service Quality (Percent "excellent" or "good")														
Please rate the quality of each of the following services in Lynchburg:	Rent or own			Annual household income				Race			Age			
	Rent	Own	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	White	Not white	Overall	18-34	35-54	55+	Overall
Services to seniors	63%	68%	66%	58%	77%	65%	66%	70%	58%	66%	69%	62%	67%	66%
Services to youth	58%	44%	51%	48%	49%	58%	52%	56%	43%	51%	56%	45%	52%	51%
Services to low-income people	37%	48%	43%	33%	53%	54%	45%	56%	27%	45%	37%	46%	51%	45%
Public library services	79%	75%	77%	78%	83%	76%	78%	78%	74%	77%	75%	73%	82%	77%
Public information services	70%	64%	66%	69%	77%	61%	68%	65%	68%	66%	63%	62%	74%	67%
Public schools	58%	63%	61%	62%	65%	57%	61%	60%	63%	61%	45%	64%	76%	61%
Cable television	31%	45%	39%	36%	39%	40%	39%	46%	27%	40%	40%	31%	46%	40%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	54%	42%	47%	54%	58%	41%	49%	47%	52%	49%	44%	51%	55%	49%
Preservation of natural areas such as open space, farmlands and greenbelts	58%	50%	53%	49%	67%	51%	54%	53%	53%	53%	54%	57%	52%	54%

Question 14: Government Services Overall (Percent "excellent" or "good")														
Overall, how would you rate the quality of the services provided by each of the following?	Rent or own			Annual household income				Race			Age			
	Rent	Own	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	White	Not white	Overall	18-34	35-54	55+	Overall
The City of Lynchburg	65%	74%	70%	66%	78%	71%	71%	70%	70%	70%	69%	59%	81%	70%
The Federal Government	36%	39%	37%	46%	40%	33%	39%	34%	47%	38%	34%	32%	50%	38%
The State Government	41%	49%	45%	50%	51%	42%	47%	44%	49%	45%	41%	45%	53%	46%

Question 15: Recommendation and Longevity (Percent "somewhat" or "very" likely)														
Please indicate how likely or unlikely you are to do each of the following:	Rent or own			Annual household income				Race			Age			
	Rent	Own	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	White	Not white	Overall	18-34	35-54	55+	Overall
Recommend living in Lynchburg to someone who asks	80%	83%	81%	76%	82%	86%	82%	79%	86%	81%	78%	80%	87%	81%
Remain in Lynchburg for the next five years	62%	81%	72%	65%	72%	78%	73%	74%	71%	73%	58%	75%	92%	73%

Question 16: Impact of the Economy (Percent "somewhat" or "very" positive)														
	Rent or own			Annual household income				Race			Age			
	Rent	Own	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	White	Not white	Overall	18-34	35-54	55+	Overall
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:	15%	15%	15%	14%	15%	17%	16%	13%	21%	16%	10%	21%	18%	16%

Question 17: Contact with Fire Department (Percent "yes")														
	Rent or own			Annual household income				Race			Age			
	Rent	Own	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	White	Not white	Overall	18-34	35-54	55+	Overall
Have you had any in-person or phone contact with an employee of the City of Lynchburg Fire Department within the last 12 months?	11%	9%	10%	13%	11%	9%	11%	11%	10%	11%	7%	11%	17%	11%

Question 18: Ratings of Contact with Fire Department (Percent "excellent" or "good")														
	Rent or own			Annual household income				Race			Age			
	Rent	Own	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	White	Not white	Overall	18-34	35-54	55+	Overall
What was your overall impression of your most recent contact with the City of Lynchburg Fire Department?	93%	92%	93%	78%	100%	100%	93%	95%	90%	93%	85%	100%	94%	93%

Question 19: Contact with City Employees (Percent "yes")														
	Rent or own			Annual household income				Race			Age			
	Rent	Own	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	White	Not white	Overall	18-34	35-54	55+	Overall
Have you had any in-person, phone or email with an employee of the City of Lynchburg within the last 12 months (including police, receptionists, planners or any others)?	41%	58%	50%	35%	50%	59%	50%	54%	40%	50%	52%	53%	44%	50%

Question 20: City Employees (Percent "excellent" or "good")														
What was your impression of the employee(s) of the City of Lynchburg in your most recent contact?	Rent or own			Annual household income				Race			Age			
	Rent	Own	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	White	Not white	Overall	18-34	35-54	55 +	Overall
Knowledge	84%	85%	85%	76%	92%	88%	87%	83%	91%	85%	84%	81%	91%	85%
Responsiveness	79%	78%	78%	69%	83%	82%	80%	78%	78%	78%	80%	77%	80%	79%
Courtesy	87%	82%	84%	82%	87%	87%	86%	83%	88%	84%	86%	80%	88%	85%
Overall impression	79%	82%	81%	72%	89%	84%	83%	81%	84%	81%	81%	79%	87%	82%

Question 21: Government Performance (Percent "excellent" or "good")														
Please rate the following categories of Lynchburg government performance:	Rent or own			Annual household income				Race			Age			
	Rent	Own	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	White	Not white	Overall	18-34	35-54	55 +	Overall
The value of services for the taxes paid to Lynchburg	38%	40%	39%	40%	37%	44%	41%	39%	43%	40%	32%	38%	54%	41%
The overall direction that Lynchburg is taking	50%	45%	48%	48%	51%	49%	49%	49%	45%	48%	47%	44%	56%	49%
The job Lynchburg government does at welcoming citizen involvement	44%	51%	48%	37%	58%	54%	50%	51%	45%	49%	49%	43%	58%	50%

Question 22a: Custom Question 1 (Percent "somewhat" or "strongly" support)														
In order to cover the increasing costs of maintaining existing services and the shortage of revenue to provide these services, the City could increase local taxes and/or fees or make cuts to services and programs. Please indicate to what extent you support or oppose each of the following:	Rent or own			Annual household income				Race			Age			
	Rent	Own	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	White	Not white	Overall	18-34	35-54	55+	Overall
Property tax increase	23%	24%	24%	22%	17%	31%	24%	24%	23%	24%	17%	22%	33%	24%
Car tax increase	15%	25%	20%	17%	13%	28%	21%	21%	18%	20%	16%	15%	31%	20%
Meals tax increase	28%	35%	32%	31%	34%	32%	32%	31%	35%	32%	27%	37%	35%	32%
Increase user fees (e.g., trash collection fees, permits/licenses, recreation classes, etc.)	23%	45%	35%	23%	34%	41%	34%	37%	28%	34%	26%	41%	38%	34%

Question 22b: Custom Question 2 (Percent "somewhat" or "strongly" support)														
If the City's choice was to increase revenues to avoid cutting services, please indicate to what extent you would support or oppose the following:	Rent or own			Annual household income				Race			Age			
	Rent	Own	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	White	Not white	Overall	18-34	35-54	55+	Overall
Increase local taxes to maintain current services (e.g. property or meals taxes)	35%	39%	37%	41%	28%	40%	37%	34%	44%	37%	23%	45%	49%	37%
Increase fees to maintain services	47%	53%	50%	49%	48%	51%	50%	49%	51%	50%	43%	58%	54%	50%
Make cuts to services	35%	36%	36%	27%	38%	40%	36%	43%	21%	36%	38%	33%	34%	35%

Question 22c: Custom Question 3 (Percent "somewhat" or "strongly" support)														
	Rent or own			Annual household income				Race			Age			
	Rent	Own	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	White	Not white	Overall	18-34	35-54	55+	Overall
In the coming months, the City will have to make a decision regarding a new Heritage High School. To what extent would you support or oppose increasing local taxes for a new Heritage High School?	40%	41%	40%	49%	28%	45%	41%	38%	46%	41%	28%	48%	51%	41%