



CITY OF LYNCHBURG, VA 2013

Report of Open-ended Question



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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

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.

VERBATIMS

Respondents were asked to record their opinions about priority changes in Lynchburg in the following question:

- If you could change one single thing about the City of Lynchburg, what would it be?

The verbatim responses were categorized by topic area and those topics are reported in the following table with the percent of responses given in each category. Those verbatim responses are grouped by the first topic listed in each comment whenever a respondent mentioned more than a single topic.

Results from the open-ended question are best understood by reviewing the table of frequencies that summarize responses as well as the actual verbatim responses themselves.

Question #22d: If you could change one single thing about the City of Lynchburg, what would it be?	
	Percent of Respondents
Transportation and parking	22%
Taxes, spending and governance	20%
Development and jobs	14%
University relations	10%
Recreation, parks and community activities	9%
Revitalization and code enforcement	6%
Other	18%
Don't know/Nothing	3%
Total	100%

VERBATIM RESPONSES TO OPEN-ENDED QUESTIONS

The following pages contain the respondents' verbatim responses as written on the survey and have not been edited for spelling or grammar. Responses have been organized by coded topic areas.

IF YOU COULD CHANGE ONE SINGLE THING ABOUT THE CITY OF LYNCHBURG, WHAT WOULD IT BE?

Transportation and parking

- Construction on Rivermont Rd! I've lived off Rivermont for 2yrs, and there has been some road project the whole time!
- Road construction makes traffic terrible at times. Roughness of road on Rivermont in construction area is terrible.
- Lower permit parking fees for residential parking > increase was ridiculous!!
- Endless street & road construction / deconstruction lasting years. Stop taking or new road projects as the "midtown connector", while 5 or 6 other streets and border all torn up, crusting major masses and inability to us major streets necessary to getting downtown, to church to shopping, as anywhere you need to go, with inconvenient unsafe "detours". "Construction workers" standing around in dumps doing nothing as many torn up street projects, as not coming to work for days on end.
- Use smaller buses more often. Increase bus services to every help hour and stop using a central bus transfer location and create an express lope bus route. You can telephone me at [REDACTED] Lynchburg VA 24503
- Improve public transport.
- Better service & maintainance of roads. Construction on Rivermont going into downtown is taking entirely too long & they are doing a horrible job at patching up (repaving) the road. The construction seems very unorganized & poorly planned.
- Finish road work projects before starting new ones. Rivermont, 5th Street, Jefferson, and nearby areas a mess.
- Continue to improve transportation, including downtown ingress / egress & like / walking ways.
- Keep streets & roads clean of trash
- Do away with bus summer
- Lynchburg lacks consistency. It's important that all exit ramps have an accelerated lane onto the expressway/ highway.
- Make parking easier.
- Road repairs badly neglected.
- Quicker snow remove on side streets
- We live on Greenview or our house is night at corner Hermatage Dr where two lanes become one. We have had cars in our yard many times. The city put 7 reflector polls along the road, we have had lot of cars lose their right hand car mirrors. They have ran over the signs the city has replaced some. The signs where the cars hit the signs are no longer there so at least we don't pick up glass any more. Cars do not drive over to the left had lane at split and blow there horns at people that do. When we are out coming from Louisville Rd cars are going so fast behind us we have to stop in middle of road to get into our drive way the cars blow at us. This is a nightmare. Unless had to go on more blowth to a 4 lane Greenview Dr our neighborhood was good but with what we live with it is not. I have called the city engineers about this road. I believe the city needs to improve it.

- Traffic congestion, (speed limit on bypass to fast) expressways not 65 mph
- To decrease the traffic on Wards Ferry and Wards Road
- Wards Road
- The design of the streets, not enough entry/exit ramps. Traffic flow in most areas are flawed and poorly planned
- Major help to wards road traffic a terrible problem & some trash street needs widening so many businesses may not be possible?
- Fix traffic congestion on Timberlake, Wards Road, and Leesville Road.
- More sidewalk please
- Road work to be completed in a timely manner
- Build more bicycle/walking parks along the streets so that you could actually walk or ride your bike to the grocery store or a wherever you are going now, the city is really "unfriendly" to anyone not traveling in a car. This would probably be an investment that the private side (companies) could cosponsor.
- Improve more direct routes with the bus service and not to transfer to get there retire bus driver
- Cleaning sidewalks in residential areas require leaf clean up and not blocking walks with leaves. Trash & junk to be picked up.
- Better planning on street projects.
- I would change if to have more sidewalks & lighting
- That light coming out of Wards road Walmart was longer than just 35 cars coming out
- Acceleration lanes on the expressway! The few we have, most people don't know how to use them. It's much easier to merge with traffic when you're going close to the same speed than it is from a dead stop or yield.
- Pave main street, particularly the block of the city market
- A better exit from the parking lot where Kohls is located.
- Improve on down town night lighting & security.
- Put buses back to running on Sunday
- Fix the streets more better
- Woods road need three lanes. Fifth Street has been torn up to long. Muffler on my car was knocked off while driving up Fifth Street.
- The parking situation.
- Fix the streets once correctly!! Stop redoing them causing traffic problems traveling around the city.
- Accelerate the completion of 5th Street, Rivermont and Boonsboro roads projects!!
- The city drive
- Working and missing up the roads for long periods of time holding up traffic and they start something and never have the money to finish.
- Speed limits in residential areas and posted signs. Some streets are not wide enough for two way traffic with parked cars on both sides. May be some of the speeding concerns could be allocated if these streets were changed to one way streets.
- Get construction on Rivermont Ave. completed
- No parking meters downtown
- I would put a speed bump on Euclid to stop the speeder.
- Better timing for traffic lights.
- The ways the roads are designed all of a sudden right turn lanes show up on example Wards Rd Walmart: when entering at signal right lane must stop, next lane over continues. Accident waiting to happen. Same thing on Semins Rd. by Kohls, etc.
- Parking
- Speed up the time of street lights changing.

- Make the road better and revitalize downtown areas.
- Improve traffic flow on Wards Road and South Bound Rt 29 beyond airport.
- More parking
- Too many roads closed at the same time. Bottle-necks!
- Enforce law related to driving (1) signaling at turns (2) Texting while driving (3) use of headlights when it is dark, and when using wipers. Tickets! tickets!! tickets!!! This is your revenue.
- More lanes on Lakeside drive, Old Forest Rd.
- The roads lights. They are horrible the lights are not timed well at all, Danville, VA is much better about timing the lights better.
- Change interchanges around Liberty University & Thomas Road Baptist Church to make traffic flow better.
- No parking meters/pay to park facilities
- Traffic on Wards Rd, & Timberlake Rd, is too heavy.
- Bike lanes on main roads like old forest road, link road, Boonsboro road, etc.
- Make traffic patterns logical!
- Better regulation of traffic lights to avoid waste of gas & time
- Improve and make bill paying area in city hall quicker finish 5th Street !!!
- Change parking policies for downtown residents! 2hr. Parking signs were placed after I moved in (7th street bridge). Would you like to have to move your car every 2 hrs when you are home? More police presence downtown.
- Interstate accessibility & air services
- Fixing roads (example Rivermont Avenue toward downtown)
- The construction on streets are terrible, it would be to finish are job before tearing up and starting a new job.
- More sidewalks/cross walks/pedestrian accessability.
- Less Construction going on at the same time. Pool resources to get one project done faster and then start another one.
- More frequent bus service. I hate that the bus comes only once an hour.
- more disciplined zoning to avoid traffic issues like Wards Rd

Taxes, spending and governance

- All of the projects & road work is allowed to take too long. They tear up a section pave it and go back and tear up everything again. Expensive re-work the inefficient - and very inconvenient for both citizens and businesses. Rivermont Ave & 5th Street Hollius Mill road & Bedford Avenue have been a mess for years now. Make contractors finish one place before they mess up another.
- I would like to change the perception that the 24503 zip code is treated differently than other areas of the city.
- I would have the city stop spending money to revitalize the down town area in an effort to attract shoppers, etc. There won't be a good return for the money spent, in my opinion. For example, I believe the 5th Street round about was a useless waste of money; the light worked just as well for less. Lynchburg is spreading out, and leaving the downtown area, and there's nothing that will change that.
- Stop wasting tax dollars downtown.
- #19 - I also had a negative experience with city alert board member. Not willing to listen. Hold people accountable & responsible

- It seems to me that the City of Lynchburg is responsive to the needs of its citizen; however, I feel that the state of Virginia is not taking adequate responsibility in helping with education and roads/transportation. The state is passing too much financial responsibility to the cities/local govt.
- Reduce food and restaurant tax, 5.5% and 10.5% is excessive!
- Get city government working for the tax paying citizens of the city instead of playing politics
- Get ready of these extra taxes such as car tax after buying a car and then tax again. Why if you a senior citizen and in need would social services disregard them give to all these young people whom take their stamps for children and sale them or abuse them when a senior in case of emergency cannot get any. Yes I AM ANGRY.
- Cut property increase.
- Eliminate the storm water or "Rain water" runoff fee (tax). The rain water from the roof of the house and from the driveway runs into the ground. The water runoff does not enter the city's sewer or storm drains.
- 1) Real Estate & PP taxes should be more in line with surrounding counties 2) Give all Sr. citizens a tax (without income restrictions) 3) When dispensing services and development planning, Treat all citizens early regardless of area they live in.
- Cut programs that are more costly than beneficial. Decrease meal tax.
- Lower property taxes, too high for this cities
- Stop using money unnecessary projects (e.g. Traffic circles, Woods Rd bridge)
- Lower taxes on houses/homeowners
- Fiscally responsible i.e stay out of downtown revitalization owners responsibility
- 1. Not to have one single religion denomination influence the development of the city. 2. Become more liberal minded rather than conservative-minded politically. 3. Diversity of shopping districts increase that is attractive to trend setting youth & middle agers.
- Decrease real estate taxes
- Have city council quit wasting money on things like the traffic circle on 5th Street & all the so called improvement in this area.
- Do no cut services or raise revenue thru the senior centers.
- Spending of money within the city; ex. Instead of spending money on highways; roads; schools. I would put more money toward the debt or problems elsewhere (instead of paying so much in property taxes; what that money is spent on; put money that the city get toward whatever (taxes money) is paying for.
- Property tax of a purchased vehicle every year!
- The one thing i would change would be to eliminate the property tax on vehicles.
- Taxes too high already don't need them any higher
- The city's tendency to use out of town/state firms for architectural engineering services and questions in surveys such as "c" directly above and 22a need is specific question to general. Target tax for targeted need then end tax.
- City employee occupying the top three management echelons should be required to be city residents.
- People who have or share liberal moral and political views are a very small percentage. The City of Lynchburg, as a culture, is much too conservative. We need to encourage more diverse, alternative ways of thinking and living. Issues such as marriage, sexual orientation, family, ethnic and religious background ought to discussed with an open mind.
- Food tax
- Use more common sense in some of projects purposed get feedback before going forward just because "engineer" says something is plausible doesn't mean it is always sensible ie Del Ray area speed bumps would have done job w/ no maintenance and more pra

- For the officials in the city government to learn how to balance the city budget and live within these means just like the common people have to do. Then, the officials wouldn't be taking the City of Lynchburg residents at every turn. Good administrators doesn't keep their hands out begging for more money!
- Property owners (us renters) should not carry the primary responsibility of stabilizing the budget. Increase & should be tied to usage & permits that will be shared by users.
- Not have so many streets tax up at the same time!
- Stop fixing of downtime and spending money there, no one goes there speed that many on a new heritage.
- Too much religious involvement from TRBC! Not everyone here is a crazy bible thumper! Also, why do we have roundabouts that are pointless and a twenty thousand dollar a year fountain we don't need or want but still haven't finished the renovation of 5th Street or the intersection by the train station or Candler's Mtn road? Ridiculous
- Lower the taxes
- Lower the property tax
- Takes so long to get done eg vote on Heritage High, so much money spent on consultants then never go with what they say eg parking deck downtown.
- People that have no sidewalks or curbs shouldn't have the same real estate tax rate as people that do.
- The ancient laws still on the books
- The tax exempt status for churches that have more than 1 acre of land/property.
- I'm on a fixed income, if I have any more increased tax raises on anything, I will not be able to afford it. Please try and see that neighborhoods are kept cleaner and drug free corners.
- Eliminate wasteful money on food stamps, free dental + hospital, etc to unneeded people and stop giving for services to people who refuse to work. Restrict dispensing money and services to dead beats and people not deserving of any help every month. Some unemployed live better than our employed citizens.
- Taxes
- City employees stop abusing the power they have only because they work for the government. All city employees have abuse of authority towards it's citizens.
- Wasted spending like a circle in the middle of Fifth St that does nothing or a pipe shooting out a stream of water and I would fixed the roads, and get the lights so they change when you come up to them instead of staying red to long
- Look at pay & benefits of each employee, there has been no increase in income in this household in five years, and the cost of our benefits have gone up or benefits decreased. There was a drain put at the end of our street yet it catches no water. It was put 30ft from where the water puddles in the street. Wasted more!
- (1) Less entitlement programs. (2) Work at least 20 hrs/wk even if volunteer for adults < 65 on not severely disabled, those who really can but don't.
- Property taxes. It's not fair that you are taxed over and over again on a product that you already paid taxes on in the first place.
- Eliminate tax on my car get your road money and whatever area the way other states do it, I shouldn't have to pay taxes on a car I already paid an assinine amount of taxes on when I bought it.
- Reduce the size of government (state and fed) services. Reduce payments (compensation) to state workers. Stop the cost of living adjusted retirement. Benefits to city and state workers. Very unfair to tax payers. Stop spending & lower taxes
- Stop spending money!!
- That residents don't have to paid personal property taxes for things that they owned.

- Give true picture about Lynchburg. Do not lie. Before building new schools, be sure your teachers and staff have a new knowledge.
- Quit paying for hotel downtown when owner got almost a million dollar up front!! Same on the city.

Development and jobs

- Use building that are empty instead of building new buildings
- Better shopping @ the mall! More things for teens to do at night
- Job market Too much emphasis on the wrong side of town
- Job growth
- More jobs
- Provide more shopping / dining, most people travel to Roanoke or Charlottesville to enjoy shopping/dining. If there were more opportunities here, more citizens would spend money here in Lynchburg.
- That the city would somehow come to a solution to better Lynchburg jobs.
- Rapid and increasing development and commerce in south part of city (Wards Road)
- Add a Chili's restaurant & a Rita's Italian Ice
- Stop the city form growing
- Better shopping. People leave to go to Roanoke or Richmond to shop. Why not get better shopping so people will come here instead? It would create new jobs and boost our economy.
- Put more jobs into place!
- No convention center, we need one! Lack of cultural events, no plays, Broadway lack of fine dining!
- Less retail development in the traffic bottleneck areas (Wards Rd/Chandlers Mtn Rd, Timberlake Rd., Rt 221/Lakeside)
- Increase the variety and quality of shopping
- Better shopping; area is pathetic & getting worse every month.
- Larger employment opportunities. Spend tax dollars more wisely.
- Provide better job opportunity and wages for higher educated applicants. Why is this an out of state questionnaire agency? Aren't there any in state ones that could have been utilized?
- We need a Trader Joe's.
- More job opportunities
- Business development need new/increased industry to create job growth
- Stop putting low income families in one area, stop letting LU buy up Lynchburg (ie, name Lynchburg Liberty city)
- Stop allowing so much quick building & homes when there are so many empty & for sale.
- Job growth, bus service
- More jobs
- Job growth
- Cut back on opening restaurants and building apartment complexes.
- Availability of well-paying jobs (i.e. I can live off a full-time salary even modestly)
- More nightlife and small businesses or retail shops in areas other than Wards Road.
- More employment opportunities with better pay
- Need more local bars!! Continue to clean up downtown
- Job growth/more social services to the poor.
- Better planning and faster completion of city construction projects, especially in the downtown area.

- Get rid of unneeded government officials within the city government. Get jobs back in Lynchburg.

University relations

- Diminish the influence of Liberty Univ.
- Move Liberty University
- Wish Liberty University were not here.
- Not have Liberty University
- The presence of Liberty University, whose activities dominate the newspaper and color the impressions of non Lynchburgers, often in a negative way. The traffic and all the chain stores and chain restaurants Liberty Univ, has attracted have done nothing for the quality of Lynchburg life.
- Reduce the hold Liberty University has over the direction of the city. Liberty calls way too many shots in this town. The fence in 29 is a joke and a total waste of money (as is the fence on the Rivermont Bridge, too, but that has nothing to do w/LU) LU says "jump" & Lynchburg says "how high?"
- Stop Jerry Farewell from telling the city what to do.
- Restrict the ways that Liberty is getting such a stronghold on this city.
- The city of Lynchburg should not take orders from LU you should have the final say on what bussiness can and cant came to our town!
- LU mountain
- LU Is a good college and has helped in the growth of Lynchburg, but Lynchburg has to remember LU does not own Lynchburg
- More Liberty U somewhere else
- Stop letting Liberty University buy everything in Lynchburg
- Stop catering to religious interests and start acknowledging actual citizenry.
- Remove the huge LU on side of Candler's Mtn.
- To be more accepting and welcoming to people with diverse culture and religious backgrounds in order to negate the influence of Liberty University that does not demonstrate that attitude.
- Beautification - when some streets are in poor condition & schools don't have enough money, using brick for a street or sidewalk seems ludicrous (one example) be practical
- Stop meeting the demands of Liberty University and restrict its land grabbing tactics most recently the Sears building. The overall impression is that it is more powerful than city government and controls city council.
- Reduce the city's deference to Liberty U. + Jerry Falwell
- Liberty taking over the city.
- Sense of community between Lynchburg & Liberty University. Activities (Engaging & Relevant) for teenagers (Diverse)
- How much Liberty University is taking over.
- The Liberty Univ/Thomas Road B.C. Conglomerate that owns [REDACTED] everything & gives this town a bad reputation of bigotry & hatred. They have destroyed a beautiful mountain, they have totally overdeveloped our land. Their students / staff /parishioners are rude, filled w/hate, and feel entitled to anything they want, because, again, they own [REDACTED] everything.

Recreation, parks and community activities

- When using city parks & recreation areas have a better feeling of security.
- More activities/programs for our youth places where talent shows can be held to show off the talent here in Lynchburg.

- Offer things to do around the city other than movies or clubs, more user friendly events.
- More activities for young adults. And the police treat everyone like a criminal (they should stop!)
- The City of Lynchburg would have a civic center so residents would not have to travel to Roanoke, Salem or Richmond.
- To make available a civic center to be used for entertainment, etc. Lynchburg needs a place where we can bring people into our city that will spend monies while they are here like hotels, meal buying, gas as they travel monies spent to enter events and all else that we do when we are in other cities for entertainment. We need to not be so heavenly minded to be no earthy good
- Better entertainment for black people, look in the newspaper all stories about white people. I could go on & on. Look at the The News & Advance
- Cultural diversity programs/activities
- Make it safer for walking / bikes.
- More activities for adults
- More parks! More support for individual choice as to what one puts in front yard to allow freedom of expression.
- More cultural activities added
- Get on T.V. an let people know, some things for older people can do.
- An increase in services to older individuals who cannot afford same.
- More social public activities
- More activities for the youth provide assistant for people who work but are having difficulty.
- Planning committe why? Because we don't have enough for the youth to do, not enough good malls or store, were people would have jobs.
- More facilities play grounds for children
- Public indoor recreation facilities
- More things for senior citizens to do.
- Water recreation
- More & better bike paths!
- Lynchburg needs to leverage its outdoor/natural qualities. The Blackwater Creek system and various parks are a tremendous asset. Lynchburg needs to comprehensively build sidewalks, bike lanes, etc. so that Lynchburg becomes a healthier and more pedestrian/biking friendly community.

Revitalization and code enforcement

- More healthy food options. Cleaner neighborhoods. Get more business downtown (maintain abandoned buildings). Expand Rt. 29 or increase traffic flow.
- The city has allowed builders to continue building town homes/apartments all looking alike which many guests coming to town are commenting. Why can't designers look for something different like what other major cities do.
- Instead of new building for commercial to have companies look at buying old buildings & revitalize
- Historic preservation should be a higher priority (it is the draw of this city) : downtown policy more business friendly
- I live near a public nuisance. (Rockwell Rd). Yard is being used as a dump. Businesses are bring all kinds of waste to this home owner's yard and dropping off trash, etc. All kinds of animals (rat's, snakes, ground hogs are living in this mess and I can't sell my home. The city needs to

patrol neighborhoods or at least monitor neighborhoods before increasing taxes!!! Fine public nuisance

- Impose a heavy fine, say \$500.00, for littering. Post signage stating a minimum of \$500.00 fine for littering! Enforce a law for litter bugs!
- Turn all abandon buildings into either affordable housing, creational centers, for youth, or get rid of them. Possible turn the abandon buildings into shelters or rehab centers.
- Make use of vacant buildings, shopping centers, etc.
- Clean up trash away roads / sidewalks people throw too much trash out of their car.
- Make downtown Lynchburg a more safer and satisfying area to go to and even live.
- Continue to change & improve down town area.
- A strong need to enforce littering!
- Local college students would have to vote in junk home areas not in my city!
- Put more effort into economic development (jobs) and less money into beautification of a naturally beautiful city. (stop planting trees along major streets only to cast them down after a few years
- The whole out dated look downtown
- Neighborhoods would be nicer. They are very run down and "ghetto." Not kid friendly or safe enough, & no one maintains our neighborhood upkeep. Disgusting!!
- Make downtown riverfront more accessable to visitor and give more support to downtown businesses more support.
- Improve/clean-up/restore Rivermont Ave district (Bedford Ave to DT) and surrounding side-streets/areas

Other

- Current impact of history of slavery
- Public school system!!! Especially E.C. Glass. Reputation has gone downhill!!!
- Target gang activity downtown
- More airline service
- Too conservative
- Recycle pick up from home.
- Affordable safe quality housing
- Introducing morality back into the public school system by integrating things like prayer, teaching from the bible & the ten commandments. Understanding that the separation of church and state was purposed to protect religious freedom from the role of the state not the other way around.
- More programs for girls, not sewing, cooking, home ec. things like sports, fixing cars, things that girls should know as well as boys
- A safer place to live
- Provide more assistance to the elderly.
- Better housing for the low income family and more jobs.
- Discrimination at race & reverse discrimination make Lynchburg one of the most Racially charged cities I have lived in.
- Hold all citizens accountable to paying their garbage collection fees
- More assistance for the homeless true assistance not a hard out but a hand up.
- College students being allowed housing in neighborhoods mostly inhabited by senior families
- It back to local schools. Children seem to learn best from a computer start with school in 4 or 5 room houses with computer learning at their our rates. Almost like home schooling.
- Traffic violation fees to be reduced.

- More support for environmentally sound practices - curbside recycling or better maintenance of current recycling facilities; incentives for bike or foot travel or carpooling/use of public transport /incentives for use of reusable shopping bags.
- Poverty, and housing for all who need it!
- Friendliness welcoming for diveristy populations
- Its welfare state.
- Additional airlines and/or connecting heights to airport other than Charlotte, e.g., Dulles or Atlanta.
- Where I live. Neighborhood; location
- Have more programs to help sr citizens eg like in getting, food stamps energy help, I have tried 3 times applying for energy help I have never got help I am turned down, I don't feel like trying no more for I know the answer.
- To provide equality to private a better working status schooling for all (affordable)
- To make the school system better for the students as well as for the teachers.
- More security in and around the city schools.
- Grassroots support to help eliminate trash
- Finish sewer upgrade repair Dunbar Middle School
- Cost of living reduction. Compared to other areas of the country groceries, cable, housing is expensive
- Students be more responsible of cleaning & taking care of blds that are provided for them. Many bld, schools built early 1900s are still standing. Quality of work was much better then & children were responsible of care of schools for their free education, teachers were given authority to covert children.
- Use existing abanded building instead clearing & making news ones: example, reclaim Gardand Rhodes & Jones Library.
- Every thing
- The schools I've experienced quite a few schools across the country and have seen the bar lowered every year since I have been back (5years.) I have children 'stuck in the middle'; not being challenged or held to a higher standard. They have learned to 'cruise' through school. The emphasis to bring the bottom up has left the middle dangling. Our money should be going to hiring better teachers! New computer every year obviously doesn't work!
- More progressive environmental initiatives (recycling pickup)
- Increase higher income population
- The police needs to not have so much authority and African Americans are not all a threat.
- Cost of housing it's too high for rental property
- Fire the inspectors who passed the Heritage High School build & fine them for total amount
- Do something about the trash bags have a bill come once a months like the water bill it shouldn't be that much.
- Centra Health we need competition for medical service not a monopoly
- The cable company
- More support for city teachers and/or schools
- Welcoming a new resident from another state! It took 3yrs for me to feel and find the services I needed. To private community!
- 1\$9,000 and under is support of the town what are own services?
- Better living for seniors
- The fountain
- Mental health services.
- Equality in services and support for the education provided at Heritage High School

- My children attend E. C. Glass while I would rather not increase taxes, I certainly do not want more students at Glass. I would change more money/support of education. I would put bike lanes all over city.
- Invite in more high-speed internet providers (cable, DSL, or other) to compete with Comcast or force Comcast to provide a better internet service value (lower prices and/or higher speeds) to Lynchburg customers as a condition of keeping their monopoly. This will mitigate/eliminate one of the barriers for some high-tech firms that would otherwise consider establishing themselves here.

Don't know/Nothing

- Thank god for the city mayor
- Nothing
- Nothing
- I'm happy here.
- Don't know
- Nothing really like city
- I am satisfied with the city at present I don't have facts to make intelligent decision.
- Just can't think of a thing right now.
- Don't know
- I like it the way it is.
- I don't know
- Don't know
- Can't make up my mind.