



900 Church St. • Lynchburg, VA 24504 • T: (434) 455-3990 • F: (434) 847-1536 • www.lyncburgva.gov

The City of Lynchburg, Virginia

Report of Demographic Subgroup Comparisons 2006



National Research Center, Inc.
3005 30th St. • Boulder, CO 80301 • T: (303) 444-7863 • F: (303) 444-1145 • www.n-r-c.com

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

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

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

One of the add-on options that Lynchburg chose was to have crosstabulations of evaluative questions 1-16c by demographic questions 21 (rent/own home), 29 (race of respondent), 30 (age of respondent) and question 31 (gender 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 of the Report of Results. However, these responses have been removed from the analyses presented in this report. In other words, the tables display the responses from respondents who had an opinion about a specific item.

Putting Evaluations onto a 100-Point Scale

Although responses to many of the evaluative questions were made on a 4 point scale with 4 representing the best rating and 1 the worst, many of the results in this summary are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone reported “excellent,” then the result would be 100 on the 100-point scale. Likewise, if all respondents gave a “poor” rating, the result would be 0 on the 100-point scale. If the average rating for quality of life was “good,” then the result would be 67 on a 100-point scale; “fair” would be 33 on the 100-point scale.

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. Usually this number is the rating on a 100-point scale. Sometimes this scale was not appropriate to use. In these cases we have summarized responses to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who reported a crime, or the percent of respondents who felt the rate of growth was “about right.” For a few questions, we have shown the full set of responses: these include the policy questions and the question about respondents’ perceptions about the economy.

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

COMPARISONS

Quality of Life Ratings

	Is this house, apartment, or mobile home...		Race		In which category is your age?							What is your gender?	
	Rented for cash or occupied without cash payment?	Owned by you or someone in this house	white	non-white	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older	Female	Male
How do you rate Lynchburg as a place to live?	64	67	68	61	59	62	67	68	65	68	76	66	66
How do you rate your neighborhood as a place to live?	65	66	69	58	68	64	65	70	56	66	70	65	67
How do you rate Lynchburg as a place to raise children?	60	69	69	58	59	67	67	71	60	65	64	65	67
How do you rate Lynchburg as a place to work?	46	50	54	37	49	42	52	48	49	49	60	49	48
How do you rate Lynchburg as a place to retire?	59	58	59	58	56	51	51	64	55	67	71	57	60

Quality of Life Ratings

	Is this house, apartment, or mobile home...		Race		In which category is your age?							What is your gender?	
	Rented for cash or occupied without cash payment?	Owned by you or someone in this house	white	non-white	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older	Female	Male
How do you rate the overall quality of life in Lynchburg?	60	61	62	56	58	59	62	63	60	60	63	61	60
Average rating on a 100-point scale (100=Excellent, 0=Poor)													

The City of Lynchburg Citizen Survey

Comparisons

Characteristics of the Community													
Please rate each of the following characteristics as they relate to Lynchburg as a whole:	Is this house, apartment, or mobile home...		Race		In which category is your age?							What is your gender?	
	Rented for cash or occupied without cash payment?	Owned by you or someone in this house	white	non-white	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older	Female	Male
Sense of community	51	49	51	48	48	45	53	49	52	57	56	52	48
Openness and acceptance	43	39	43	38	39	28	47	45	46	49	49	40	42
Overall appearance of Lynchburg	54	57	57	55	48	55	57	58	59	58	60	57	56
Opportunities to attend cultural activities	47	40	46	37	32	38	40	41	50	52	63	44	43
Shopping opportunities	54	48	51	49	30	42	52	57	59	58	63	47	54
Air quality	61	60	62	56	67	62	62	60	56	57	56	58	63
Recreational opportunities	47	49	51	40	37	49	51	47	49	48	57	46	51
Job opportunities	31	36	38	26	30	32	36	35	34	34	46	34	35
Access to affordable quality housing	43	53	53	40	52	49	48	49	45	52	54	46	53
Access to affordable quality child care	45	46	48	42	46	45	38	49	50	47	56	44	49
Access to affordable quality health care	51	54	56	47	54	51	48	54	51	61	56	51	55
Ease of car travel in Lynchburg	49	55	52	54	34	55	52	57	54	55	58	55	50

The City of Lynchburg Citizen Survey

Comparisons

Characteristics of the Community

Please rate each of the following characteristics as they relate to Lynchburg as a whole:	Is this house, apartment, or mobile home...		Race		In which category is your age?							What is your gender?	
	Rented for cash or occupied without cash payment?	Owned by you or someone in this house	white	non-white	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older	Female	Male
Ease of bus travel in Lynchburg	50	38	43	46	42	44	35	50	46	44	39	45	42
Ease of bicycle travel in Lynchburg	43	36	39	40	31	40	33	42	38	42	52	40	38
Ease of walking in Lynchburg	49	45	47	48	42	46	41	50	47	50	60	47	47
Educational opportunities	61	64	67	54	65	62	59	62	65	65	67	62	64
Overall image/reputation of Lynchburg	52	56	57	49	45	56	53	58	51	58	60	55	54
Overall quality of new development in Lynchburg	55	49	54	49	52	53	42	54	54	55	58	52	51
Average rating on a 100-point scale (100=Excellent, 0=Poor)													

Ratings of Growth

Please rate the speed of growth in the following categories in Lynchburg over the past 2 years:	Is this house, apartment, or mobile home...		Race		In which category is your age?							What is your gender?	
	Rented for cash or occupied without cash payment?	Owned by you or someone in this house	white	non-white	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older	Female	Male
Population growth	59%	58%	59%	58%	61%	65%	60%	46%	53%	71%	52%	60%	57%
Retail growth (stores, restaurants etc.)	38%	52%	48%	47%	37%	52%	41%	52%	33%	49%	69%	44%	51%
Jobs growth	23%	29%	33%	13%	14%	39%	28%	22%	12%	31%	40%	23%	32%
Proportion of respondents rating as "About right"													

Ratings of Potential Problems in Lynchburg

To what degree, if at all, are the following in Lynchburg:	Is this house, apartment, or mobile home...		Race		In which category is your age?							What is your gender?	
	Rented for cash or occupied without cash payment?	Owned by you or someone in this house	white	non-white	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older	Female	Male
Crime	34	43	43	32	36	50	40	39	30	31	32	37	43
Drugs	27	28	31	21	25	40	21	28	19	19	24	25	30
Too much growth	64	57	57	67	69	69	52	52	53	58	56	58	62
Lack of growth	73	72	76	65	77	80	73	69	59	72	69	76	69
Graffiti	68	72	71	69	70	75	68	65	71	70	64	67	73
Noise	60	68	67	59	74	70	63	64	56	65	50	62	68
Run down buildings, weed lots, or junk vehicles	43	48	48	42	51	55	45	41	38	46	37	43	50
Taxes	42	36	38	40	45	38	42	33	38	41	37	38	39
Traffic congestion	44	44	42	50	29	46	43	50	41	50	44	45	43
Unsupervised youth	39	45	46	37	44	49	46	43	29	37	32	41	45
Homelessness	45	58	56	46	55	67	52	49	37	46	35	46	61
Weeds	52	62	61	49	58	72	64	50	45	54	37	54	62

Ratings of Potential Problems in Lynchburg

To what degree, if at all, are the following in Lynchburg:	Is this house, apartment, or mobile home...		Race		In which category is your age?							What is your gender?	
	Rented for cash or occupied without cash payment?	Owned by you or someone in this house	white	non-white	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older	Female	Male
Absence of communications from the City of Lynchburg translated into languages other than English	71	75	80	62	60	82	73	75	64	73	75	73	74
Unwanted local businesses	81	77	80	78	78	91	74	68	76	78	67	75	82
Average rating on a 100-point scale (100=Not a problem, 0=Major problem)													

Ratings of Safety from Various Problems

Please rate how safe you feel from the following occurring to you in Lynchburg:	Is this house, apartment, or mobile home...		Race		In which category is your age?							What is your gender?	
	Rented for cash or occupied without cash payment?	Owned by you or someone in this house	white	non-white	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older	Female	Male
Violent crime	54	69	66	55	50	72	69	60	52	58	67	59	68
Property crimes	49	60	58	50	43	56	66	55	47	53	67	54	58
Fire	69	75	74	70	60	71	80	75	70	75	79	69	78

Average rating on a 100-point scale (100=Very safe, 0=Very unsafe)

The City of Lynchburg Citizen Survey

Comparisons

Ratings of Feelings of Safety in Various Areas

Please rate how safe you feel:	Is this house, apartment, or mobile home...		Race		In which category is your age?							What is your gender?	
	Rented for cash or occupied without cash payment?	Owned by you or someone in this house	white	non-white	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older	Female	Male
In your neighborhood during the day	89	89	92	82	86	96	90	85	84	90	87	87	91
In your neighborhood after dark	70	76	77	64	74	74	80	72	65	75	71	71	76
In Lynchburg's downtown area during the day	71	79	76	77	67	83	81	73	66	77	74	74	78
In Lynchburg's downtown area after dark	37	41	37	47	27	38	45	42	40	41	39	35	45
In Lynchburg's parks during the day	71	73	72	73	78	80	75	67	67	66	65	68	78
In Lynchburg's parks after dark	26	32	27	36	28	34	38	26	22	28	25	25	36
Average rating on a 100-point scale (100=Very safe, 0=Very unsafe)													

Crime Victimization and Reporting

	Is this house, apartment, or mobile home...		Race		In which category is your age?						What is your gender?		
	Rented for cash or occupied without cash payment?	Owned by you or someone in this house	white	non-white	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older	Female	Male
During the past twelve months, were you or anyone in your household the victim of any crime?	12%	12%	14%	7%	7%	12%	17%	17%	7%	7%	7%	10%	14%
If yes, was this crime (these crimes) reported to the police?	68%	66%	70%	56%	100%	72%	56%	81%	19%	100%	36%	60%	74%
Percent of respondents whose households were victims of crime, and who reported the crime													

Use of Community Amenities

In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities?	Is this house, apartment, or mobile home...		Race		In which category is your age?							What is your gender?	
	Rented for cash or occupied without cash payment?	Owned by you or someone in this house	white	non-white	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older	Female	Male
Used Lynchburg public libraries or their services	72%	73%	71%	75%	51%	75%	84%	75%	66%	65%	73%	75%	67%
Used Lynchburg recreation centers	46%	49%	42%	60%	52%	47%	56%	56%	46%	33%	29%	46%	49%
Participated in a recreation program or activity	41%	49%	43%	50%	48%	54%	49%	44%	44%	31%	28%	41%	49%
Visited a Lynchburg park	85%	84%	85%	79%	95%	89%	92%	84%	83%	64%	53%	80%	86%
Ridden a local bus within Lynchburg	41%	15%	20%	41%	19%	28%	15%	27%	32%	34%	25%	23%	29%
Attended a meeting of local elected officials or other local public meeting	21%	34%	26%	32%	7%	24%	45%	34%	30%	22%	27%	23%	34%

The City of Lynchburg Citizen Survey

Comparisons

Use of Community Amenities

In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities?	Is this house, apartment, or mobile home...		Race		In which category is your age?							What is your gender?	
	Rented for cash or occupied without cash payment?	Owned by you or someone in this house	white	non-white	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older	Female	Male
Watched a meeting of local elected officials or other local public meeting on cable television	56%	64%	59%	63%	24%	43%	72%	69%	69%	79%	79%	62%	57%
Recycled used paper, cans or bottles from your home	59%	77%	73%	59%	53%	61%	71%	77%	75%	76%	74%	64%	76%
Volunteered your time to some group/activity in Lynchburg	46%	62%	58%	48%	41%	67%	56%	57%	49%	44%	50%	54%	56%
Read the City Source Newsletter	37%	43%	38%	47%	18%	29%	54%	46%	43%	45%	49%	39%	42%
Used the Internet for anything	66%	86%	81%	63%	93%	92%	88%	77%	59%	51%	38%	77%	75%
Used the Internet to conduct business with Lynchburg	36%	46%	45%	29%	54%	49%	52%	48%	28%	18%	12%	41%	40%

Use of Community Amenities

In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities?	Is this house, apartment, or mobile home...		Race		In which category is your age?							What is your gender?	
	Rented for cash or occupied without cash payment?	Owned by you or someone in this house	white	non-white	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older	Female	Male
Purchased an item over the Internet	52%	71%	67%	50%	76%	86%	73%	57%	50%	28%	22%	58%	67%

Proportion of respondents engaging in activity at least once in last 12 months

Quality of Service Ratings

How do you rate the quality of each of the following services?	Is this house, apartment, or mobile home...		Race		In which category is your age?							What is your gender?	
	Rented for cash or occupied without cash payment?	Owned by you or someone in this house	white	non-white	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older	Female	Male
Police services	64	64	68	55	46	61	64	66	68	69	81	66	62
Fire services	77	77	78	74	67	74	78	78	80	80	82	75	78
Ambulance/emergency medical services	72	72	74	66	70	66	73	72	74	75	82	70	74
Crime prevention	55	53	57	48	42	54	54	51	54	59	67	54	54
Fire prevention and education	63	63	63	63	42	58	63	69	66	67	77	61	65
Traffic enforcement	57	55	57	54	41	56	60	57	53	61	60	58	53
Garbage collection	69	64	67	63	78	59	65	66	68	66	76	69	62
Recycling	60	47	51	56	54	40	54	55	51	62	69	53	52
Yard waste pick-up	58	52	55	53	53	48	57	55	58	54	64	56	52
Street repair	44	40	41	43	43	39	43	43	42	45	43	42	43
Street cleaning	51	43	47	45	47	42	48	47	45	48	57	48	45
Street lighting	53	51	53	48	55	45	50	53	55	56	66	53	50
Snow removal	55	50	54	50	43	50	52	56	57	54	57	53	52
Sidewalk maintenance	49	44	48	43	45	46	50	45	45	43	52	47	45
Traffic signal timing	45	44	44	47	34	39	43	49	49	52	52	48	40

Quality of Service Ratings

How do you rate the quality of each of the following services?	Is this house, apartment, or mobile home...		Race		In which category is your age?							What is your gender?	
	Rented for cash or occupied without cash payment?	Owned by you or someone in this house	white	non-white	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older	Female	Male
Amount of public parking	42	42	43	39	30	42	40	51	38	40	47	44	39
Bus/transit services	55	52	53	54	45	58	43	54	56	56	53	50	56
Storm drainage	53	54	53	55	52	56	55	55	50	52	54	51	56
Drinking water	51	56	58	46	47	52	60	49	50	61	66	48	62
Sewer services	55	54	58	47	57	54	54	53	54	59	58	53	57
City parks	56	58	59	54	55	59	60	54	54	57	64	54	61
Recreation programs or classes	54	56	57	52	43	56	52	57	54	60	69	55	56
Range/variety of recreation programs and classes	53	51	53	49	30	50	51	55	55	60	66	52	52
Recreation centers/facilities	51	53	52	55	42	54	51	50	54	61	63	52	53
Accessibility of parks	59	60	62	55	55	61	62	55	61	62	65	58	63
Accessibility of recreation centers/facilities	56	54	55	54	42	55	59	51	60	61	61	56	54
Appearance/maintenance of parks	61	58	60	58	53	58	61	59	62	61	66	59	59
Appearance of recreation centers/facilities	56	56	55	57	46	57	58	54	59	58	57	57	55

Quality of Service Ratings

How do you rate the quality of each of the following services?	Is this house, apartment, or mobile home...		Race		In which category is your age?							What is your gender?	
	Rented for cash or occupied without cash payment?	Owned by you or someone in this house	white	non-white	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older	Female	Male
Land use, planning and zoning	38	32	32	41	29	29	40	35	34	38	44	35	34
Code enforcement (weeds, abandoned buildings, etc)	39	32	35	33	27	33	40	34	33	39	37	35	35
Animal control	49	48	50	45	48	52	53	43	42	50	58	49	49
Economic development	46	44	48	42	41	48	43	43	46	48	55	47	44
Health services	54	57	58	52	51	55	58	52	55	61	64	56	56
Services to seniors	56	50	53	52	44	58	53	48	50	58	50	50	56
Services to youth	49	39	47	37	39	46	37	39	44	49	56	40	47
Services to low-income people	45	45	50	39	38	52	46	41	38	47	47	42	49
Public library services	68	65	68	63	60	61	73	64	66	68	77	67	66
Variety of library materials	69	61	65	62	63	57	72	62	62	66	71	65	63
Public information services	64	53	59	56	50	56	60	58	57	60	67	59	56
Municipal courts	64	55	60	56	49	61	57	55	61	64	68	62	55
Public schools	59	55	56	60	52	54	56	59	58	61	68	56	58

Quality of Service Ratings

How do you rate the quality of each of the following services?	Is this house, apartment, or mobile home...		Race		In which category is your age?							What is your gender?	
	Rented for cash or occupied without cash payment?	Owned by you or someone in this house	white	non-white	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older	Female	Male
Cable television	44	33	37	40	49	43	31	34	29	31	48	37	38

Average rating on a 100-point scale (100=Excellent, 0=Poor)

The City of Lynchburg Citizen Survey

Comparisons

Ratings of Various Levels of Government

Overall, how would you rate the quality of services provided by...	Is this house, apartment, or mobile home...		Race		In which category is your age?							What is your gender?	
	Rented for cash or occupied without cash payment?	Owned by you or someone in this house	white	non-white	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older	Female	Male
The City of Lynchburg	55	55	56	54	44	54	54	55	51	63	63	57	53
The Federal Government	50	44	46	48	45	47	41	49	40	58	46	47	46
The State Government	53	47	49	52	46	51	48	48	43	57	51	48	51

Average rating on a 100-point scale (100=Excellent, 0=Poor)

Proportion of Population Having Contact with City Employees

	Is this house, apartment, or mobile home...		Race		In which category is your age?							What is your gender?	
	Rented for cash or occupied without cash payment?	Owned by you or someone in this house	white	non-white	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older	Female	Male
Have you had any in-person or phone contact with an employee of the City of Lynchburg within the last 12 months?	54%	70%	65%	58%	60%	66%	76%	63%	54%	63%	46%	58%	70%

Percent of respondents who reported contact with a City employee in the last 12 months

Ratings of Contact with City Employees

What was your impression of employees of the City of Lynchburg in your most recent contact?	Is this house, apartment, or mobile home...		Race		In which category is your age?							What is your gender?	
	Rented for cash or occupied without cash payment?	Owned by you or someone in this house	white	non-white	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older	Female	Male
Knowledge	71	64	69	62	59	61	72	65	71	69	78	70	62
Responsiveness	69	63	67	61	48	63	68	63	72	69	77	69	61
Courtesy	68	66	69	61	47	63	73	67	66	76	84	71	63
Overall Impression	65	64	66	61	43	60	69	66	68	72	74	68	60

Average rating on a 100-point scale (100=Excellent, 0=Poor)

The City of Lynchburg Citizen Survey

Comparisons

Ratings of Public Trust

Please rate the following statements:	Is this house, apartment, or mobile home...		Race		In which category is your age?							What is your gender?	
	Rented for cash or occupied without cash payment?	Owned by you or someone in this house	white	non-white	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older	Female	Male
I receive good value for the City of Lynchburg taxes I pay	57	49	54	49	50	42	56	50	54	65	70	56	48
I am pleased with the overall direction that the City of Lynchburg is taking	59	54	56	57	56	57	55	52	51	64	67	58	54
The City of Lynchburg government welcomes citizen involvement	64	54	57	62	51	51	64	54	61	70	68	61	54
The City of Lynchburg government listens to citizens	55	47	50	53	43	46	50	48	56	58	64	54	47

Average rating on a 100-point scale (100=Strongly agree, 0=Strongly disagree)

Perceptions of the Economy

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:	Is this house, apartment, or mobile home...		Race		In which category is your age?							What is your gender?	
	Rented for cash or occupied without cash payment?	Owned by you or someone in this house	white	non-white	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older	Female	Male
Very positive	4%	1%	3%	2%	0%	2%	2%	3%	4%	5%	7%	3%	4%
Somewhat positive	23%	17%	19%	22%	38%	21%	13%	21%	17%	22%	7%	19%	21%
Neutral	46%	43%	44%	45%	35%	52%	52%	29%	44%	42%	52%	47%	39%
Somewhat negative	20%	29%	28%	18%	27%	19%	23%	39%	27%	21%	23%	25%	25%
Very negative	6%	9%	6%	12%	0%	7%	10%	8%	8%	10%	12%	6%	11%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

The City of Lynchburg Citizen Survey

Comparisons

Policy Question #1

	Is this house, apartment, or mobile home...		Race		In which category is your age?							What is your gender?	
	Rented for cash or occupied without cash payment?	Owned by you or someone in this house	white	non-white	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older	Female	Male
Citizens now have the opportunity to conduct business over the Internet with the City. Such business includes applying for jobs with the City, paying utility bills, paying parking tickets and requesting services. Please indicate how likely or unlikely you are to conduct this kind of business with the City over the Internet:	48%	48%	50%	41%	76%	59%	60%	42%	40%	19%	13%	48%	46%
Percent rating "Somewhat" or "Very Likely"													

Policy Question #2

	Is this house, apartment, or mobile home...		Race		In which category is your age?							What is your gender?	
	Rented for cash or occupied without cash payment?	Owned by you or someone in this house	white	non-white	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older	Female	Male
To what degree do you support or oppose using public funds to provide incentives to businesses to boost economic development?	56%	61%	59%	57%	64%	65%	61%	52%	72%	42%	47%	54%	64%
Percent rating "Somewhat" or "Strongly support"													

Policy Question #3

	Is this house, apartment, or mobile home...		Race		In which category is your age?							What is your gender?	
	Rented for cash or occupied without cash payment?	Owned by you or someone in this house	white	non-white	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older	Female	Male
To what degree would you support or oppose the City in providing wireless Internet services for a fee to businesses or residents?	56%	55%	55%	54%	65%	63%	54%	53%	61%	37%	34%	46%	65%
Percent rating "Somewhat" or "Strongly support"													