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# The City of Lynchburg, Virginia

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## Report of Results

### 2006



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# SURVEY BACKGROUND

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## About The National Citizen Survey™

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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 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 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

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## Survey Administration

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Following the mailing of a pre-survey notification postcard to a random sample of 1,200 households, surveys were mailed to the same residences approximately one week later. A reminder letter and a new survey were sent to the same households after two weeks. Of the mailed postcards, 59 were undeliverable due to vacant or “not found” addresses. Completed surveys were received from 411 residents, for a response rate of 36%. Typically, the response rates obtained on citizen surveys range from 25% to 40%.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” (or margin of error). The 95 percent confidence level for this survey of 1,200 residents is generally no greater than plus or minus 5 percentage points around any given percent reported for the entire sample.

The results were weighted to reflect the demographic profile of all residents in the City of Lynchburg. (For more information on the survey methodology, see Appendix B. A copy of the survey materials can be found in Appendix C.)

## Survey Validity

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The question of survey validity has two parts: 1) how can we be confident that the results from our sample are representative of the results we would have gotten had we administered the survey to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, we use the best survey research practices for the resources spent to assure that the results from the sample reflect the opinions of residents in the entire jurisdiction. These practices include:

1. Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent.
2. Selecting households at random within the jurisdiction.
3. Over-sampling attached units to improve response from hard-to-reach, lower income, or younger apartment dwellers.

4. Selecting the respondent within the household using an unbiased sampling procedure<sup>1</sup>.
5. Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
6. Soliciting response on jurisdiction letterhead signed by the highest ranking elected official or staff member.
7. Providing a self-addressed, postage-paid return envelope.
8. Offering the survey in Spanish when appropriate and requested by City officials.
9. Using the most recent available information about the characteristics of jurisdiction residents to re-weight the data to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g. reporting tolerant behaviors toward "oppressed groups," likelihood of voting a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), her confidence that she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g. driving habits), reported intentions to behave with observed future behavior (e.g. voting choices) or reported opinions about current community quality with objective characteristics of the community (e.g. feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g. family abuse or other

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<sup>1</sup> The birthday method requests that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.

illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality tend to be ambiguous, some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of fire fighters, breadth of services and training provided). Whether some research confirms or disconfirms that relationship between what residents think about a community and what can be seen "objectively" in a community, we have argued that resident opinion is a perspective that cannot be ignored by government administrators. Elsewhere we have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

## Use of the "Excellent, Good, Fair, Poor" Response Scale

The scale on which respondents are asked to record their opinions about service and community quality is "excellent," "good," "fair" or "poor" (EGFP). This scale has important advantages over other scale possibilities (very good to very bad; very satisfied to very dissatisfied; strongly agree to strongly disagree, as examples). EGFP is used by the plurality of jurisdictions conducting citizen surveys across the U.S. The advantage of familiarity is one we did not want to dismiss because elected officials, staff and residents already are acquainted with opinion surveys measured this way. EGFP also has the advantage of offering three positive options, rather than only two, over which a resident can offer an opinion. While symmetrical scales often are the right choice in other measurement tasks, we have found that ratings of almost every local government service in almost every jurisdiction tend, on average, to be positive (that is, above the scale midpoint). Therefore, to permit finer distinctions among positively rated services, EGFP offers three options across which to spread those ratings. EGFP is more neutral because it requires no positive statement of service quality to judge (as agree-disagree scales require) and, finally, EGFP intends to measure absolute quality of service delivery or community quality (unlike satisfaction scales which ignore residents' perceptions of quality in favor of their report on the acceptability of the level of service offered).

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## “Don’t Know” Responses

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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.

For two of the items related to crime victimization and crime reporting, “don’t know” responses were not removed. These questions were not evaluative; rather, respondents were asked if they or any member of their household had been a victim of a crime within the last year. If they were, they were then asked whether the crime had been reported to police.

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## Putting Evaluations Onto a 100-Point Scale

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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. The 95 percent confidence interval around an average score on the 100-point scale is no greater than plus or minus 5 points based on all respondents.

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## Interpreting Comparisons to Previous Years

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This report contains comparisons with prior years’ results. In this report, we are comparing 2006 data with 2004 data in the graphs. In the graphs, there are two separate representations labeled by year. The table following a graph contains 2006 data only, and is labeled accordingly. Differences between years can be considered “statistically significant” if they are greater than 5 percentage points or 5 points on a 100 point scale.

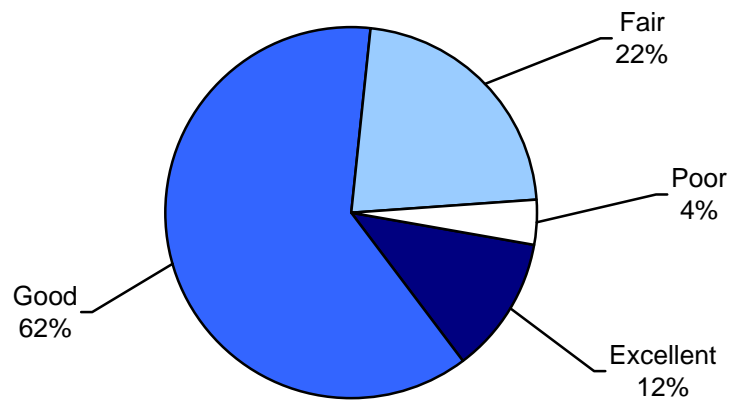
## COMMUNITY LIFE

The National Citizen Survey™ contained many questions related to the life of residents in the community. Survey participants were asked to rate their overall quality of life, as well as other aspects of quality of life in Lynchburg. They also evaluated characteristics of the community, and gave their perceptions of safety in the City of Lynchburg. The questionnaire assessed use of the amenities of the community and involvement by respondents in the civic and economic life of Lynchburg.

### Quality of Life

When asked to rate the overall quality of life in Lynchburg, 12% of respondents thought it was “excellent.” Only 4% rated overall quality of life as “poor.”

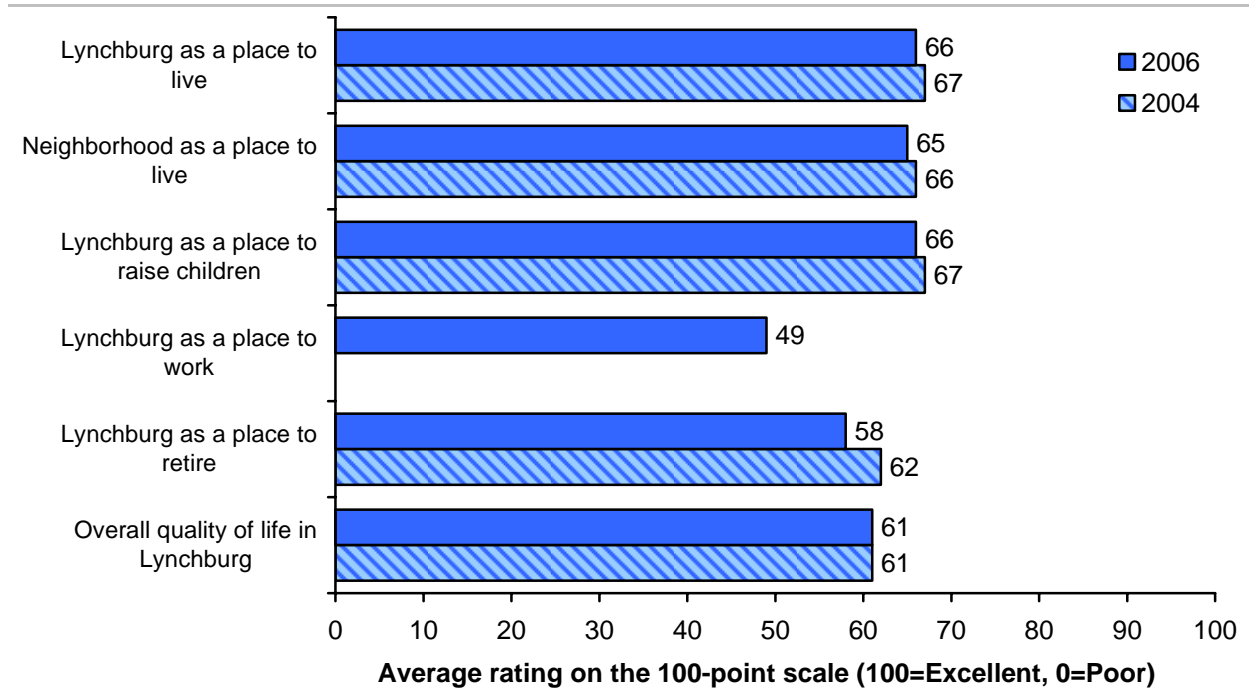
Figure 1: Overall Quality of Life in Lynchburg





The average rating of overall quality of life on a 100-point scale was 61 in 2004. In 2006, the rating was 61. Lynchburg as a place to raise children received an average rating of 67 on a 100-point scale in 2004, compared to 66 in 2006. Other ratings can be seen in the charts below.

Figure 2: Quality of Life Ratings



2006 Quality of Life Ratings						
	Excellent	Good	Fair	Poor	Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
How do you rate Lynchburg as a place to live?	25%	52%	20%	3%	100%	66
How do you rate your neighborhood as a place to live?	28%	47%	17%	8%	100%	65
How do you rate Lynchburg as a place to raise children?	27%	48%	20%	5%	100%	66
How do you rate Lynchburg as a place to work?	11%	39%	36%	15%	100%	49
How do you rate Lynchburg as a place to retire?	21%	43%	26%	10%	100%	58
How do you rate the overall quality of life in Lynchburg?	12%	62%	22%	4%	100%	61
Note: "don't know" responses have been removed.						

## Ratings of Community Characteristics in Lynchburg

In 2006, the highest rated characteristics of Lynchburg were educational opportunities, air quality, and overall appearance of Lynchburg. The average rating on a 100-point scale given to overall appearance of Lynchburg in 2006 was 57 compared to 55 in 2004. Average ratings given to all the characteristics are shown in Figures 3, 4 and 5.

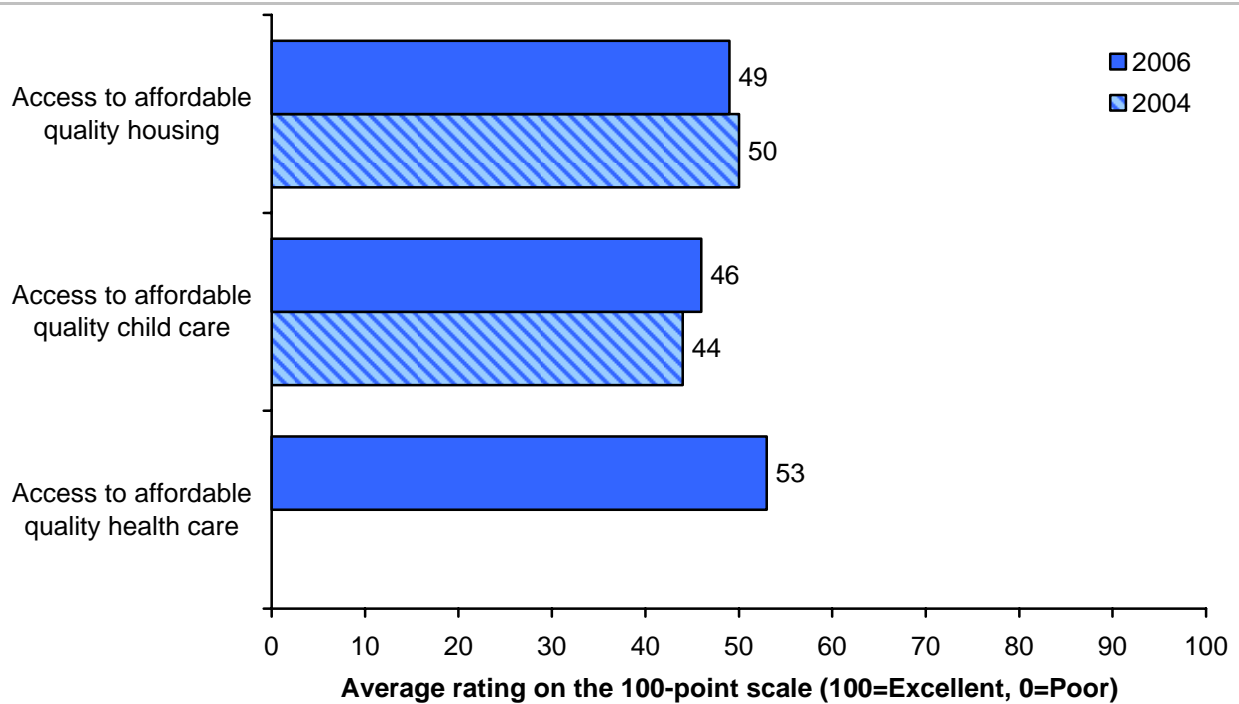
**Figure 3: Characteristics of the Community: General and Opportunities**



2006 Characteristics of the Community: General and Opportunities						
Please rate each of the following characteristics as they relate to Lynchburg as a whole:	Excellent	Good	Fair	Poor	Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
Sense of community	6%	46%	40%	8%	100%	50
Openness and acceptance of the community towards people of diverse backgrounds	7%	32%	39%	23%	100%	41
Overall appearance of Lynchburg	8%	57%	31%	4%	100%	57
Opportunities to attend cultural activities	7%	36%	38%	19%	100%	43

<b>2006 Characteristics of the Community: General and Opportunities</b>						
<b>Please rate each of the following characteristics as they relate to Lynchburg as a whole:</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Total</b>	<b>Average rating on a 100-point scale (100=Excellent, 0=Poor)</b>
Shopping opportunities	10%	46%	31%	14%	100%	51
Air quality	10%	63%	24%	3%	100%	60
Recreational opportunities	8%	43%	35%	14%	100%	48
Job opportunities	3%	25%	45%	27%	100%	35
Educational opportunities	21%	51%	24%	4%	100%	63
Overall image/reputation of Lynchburg	8%	57%	27%	8%	100%	55
Overall quality of new development in Lynchburg	8%	51%	30%	11%	100%	52
Note: "don't know" responses have been removed.						

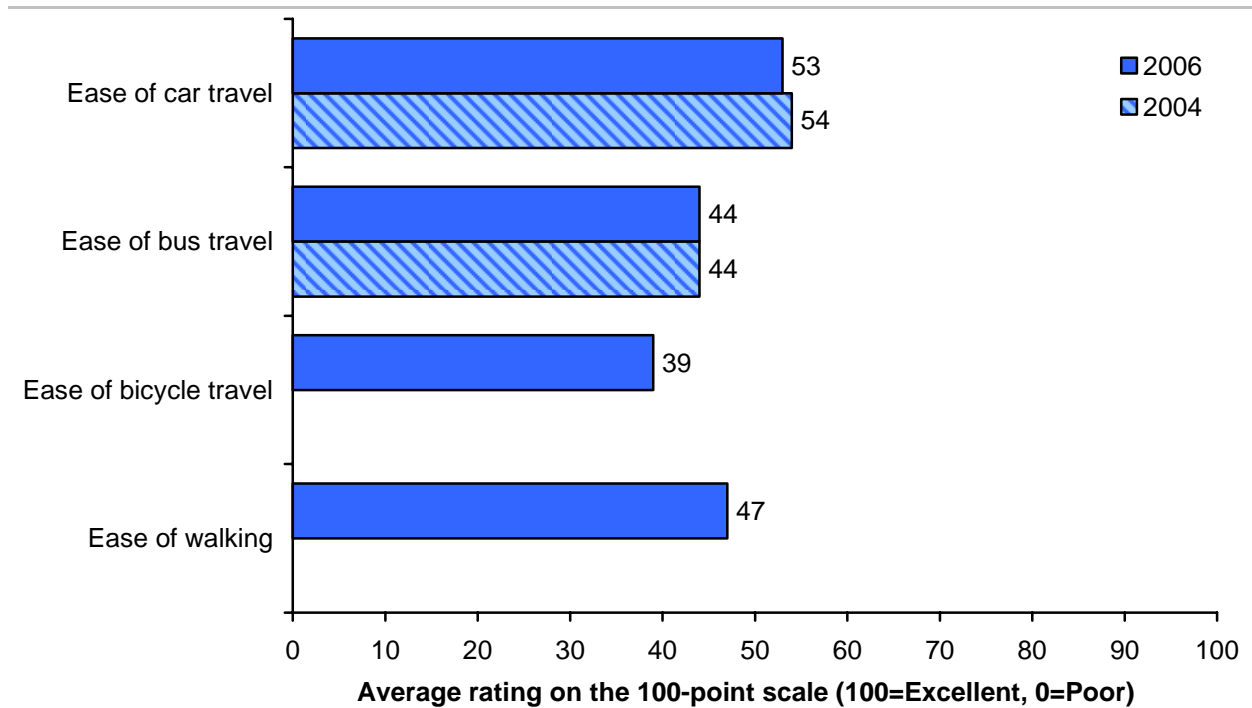
**Figure 4: Characteristics of the Community: Access**



2006 Characteristics of the Community: Access						
Please rate each of the following characteristics as they relate to Lynchburg as a whole:						Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor	Total	
Access to affordable quality housing	8%	45%	32%	14%	100%	49
Access to affordable quality child care	7%	40%	38%	15%	100%	46
Access to affordable quality health care	13%	42%	35%	10%	100%	53

Note: "don't know" responses have been removed.

**Figure 5: Characteristics of the Community: Mobility**

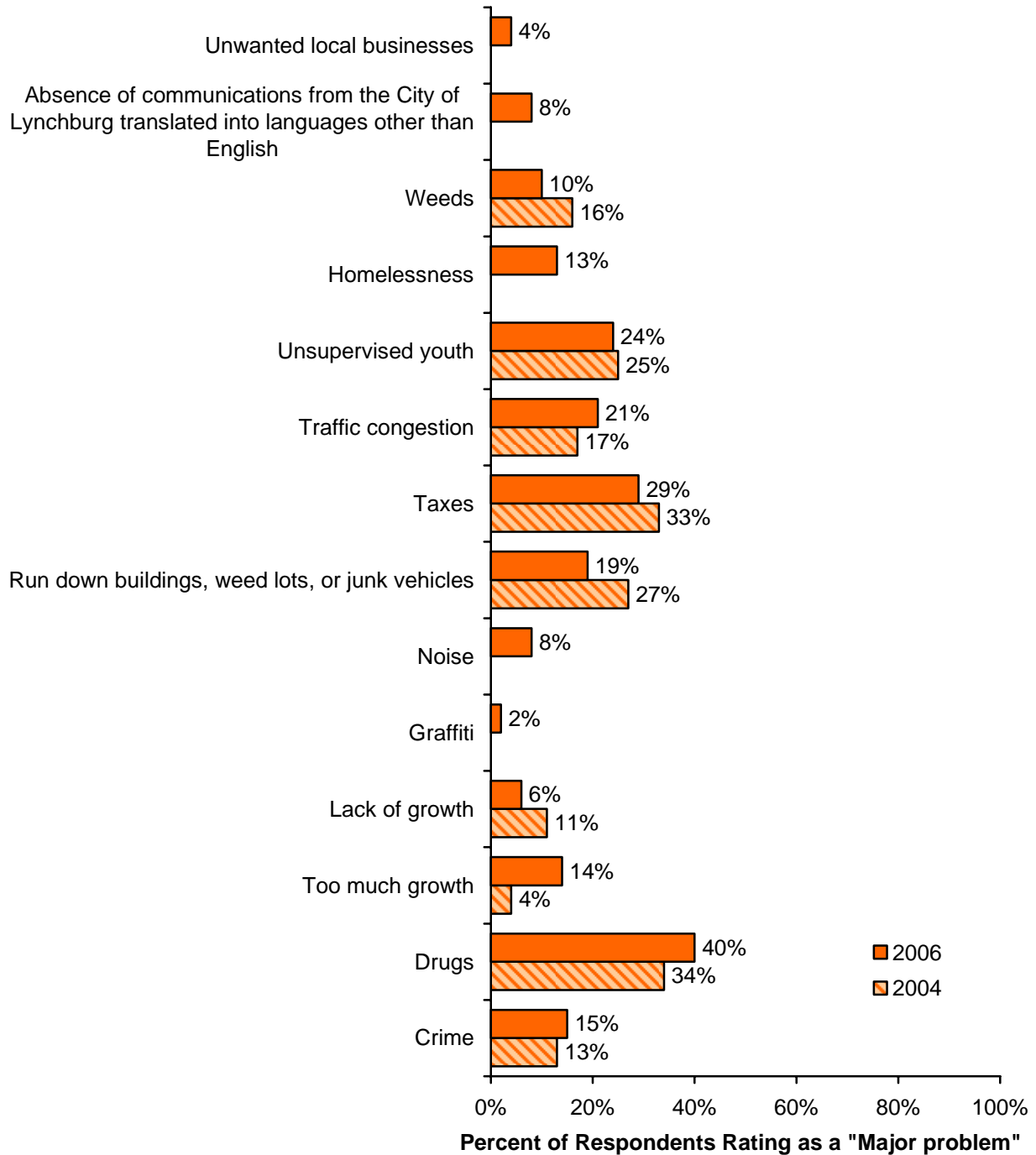


2006 Characteristics of the Community: Mobility						
Please rate each of the following characteristics as they relate to Lynchburg as a whole:						Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor	Total	
Ease of car travel in Lynchburg	10%	47%	34%	8%	100%	53
Ease of bus travel in Lynchburg	6%	38%	40%	17%	100%	44
Ease of bicycle travel in Lynchburg	5%	30%	40%	24%	100%	39
Ease of walking in Lynchburg	7%	42%	36%	15%	100%	47

Note: "don't know" responses have been removed.

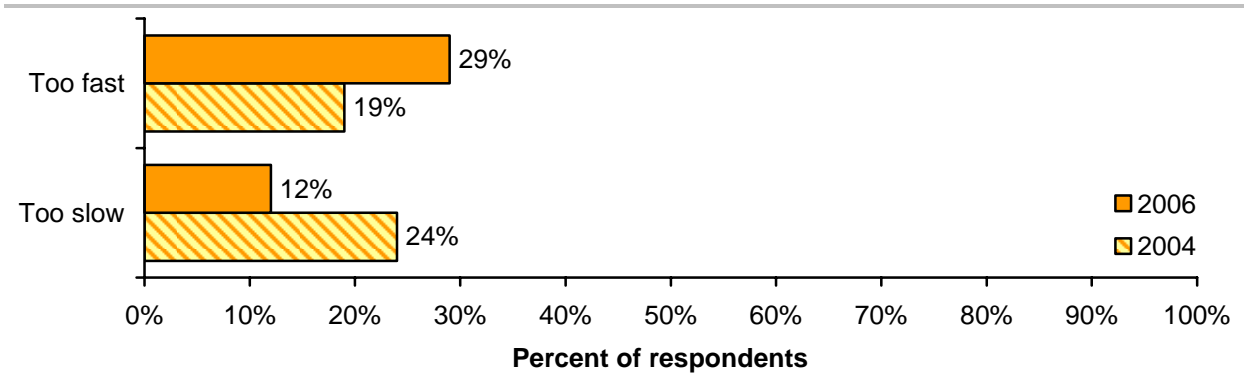
When asked about potential problems in Lynchburg, the three concerns rated by the highest proportion of respondents as a “major problem” in 2006 were drugs, taxes, and unsupervised youth. In 2006 40% rated drugs as a “major problem” compared to 34% in 2004.

Figure 6: Ratings of Potential Problems in Lynchburg



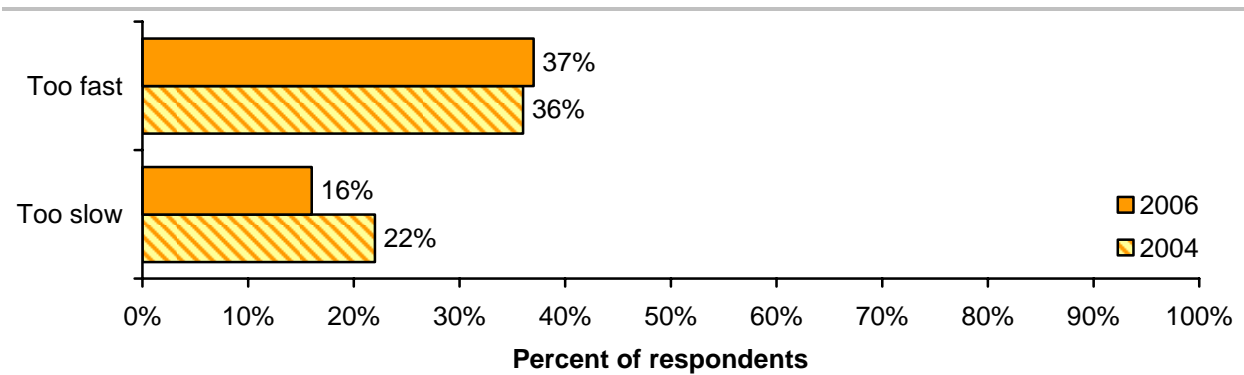
In 2006, the rate of population growth in Lynchburg was viewed as “too fast” by 29% of respondents, while 12% thought it was “too slow.”

**Figure 7a: Ratings of Population Growth by Year in Lynchburg**



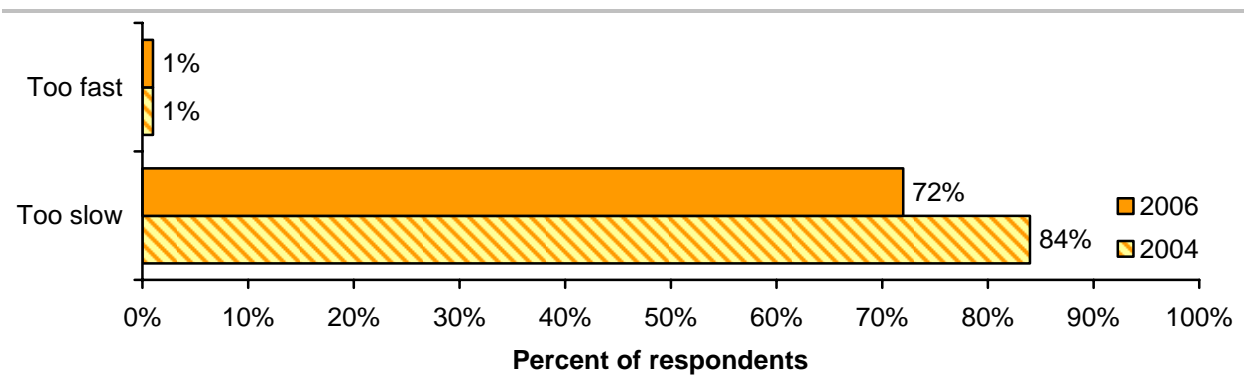
*Note: Responses of “about right” were omitted.*

**Figure 7b: Ratings of Retail Growth by Year in Lynchburg**



*Note: Responses of “about right” were omitted.*

**Figure 7c: Ratings of Jobs Growth by Year in Lynchburg**

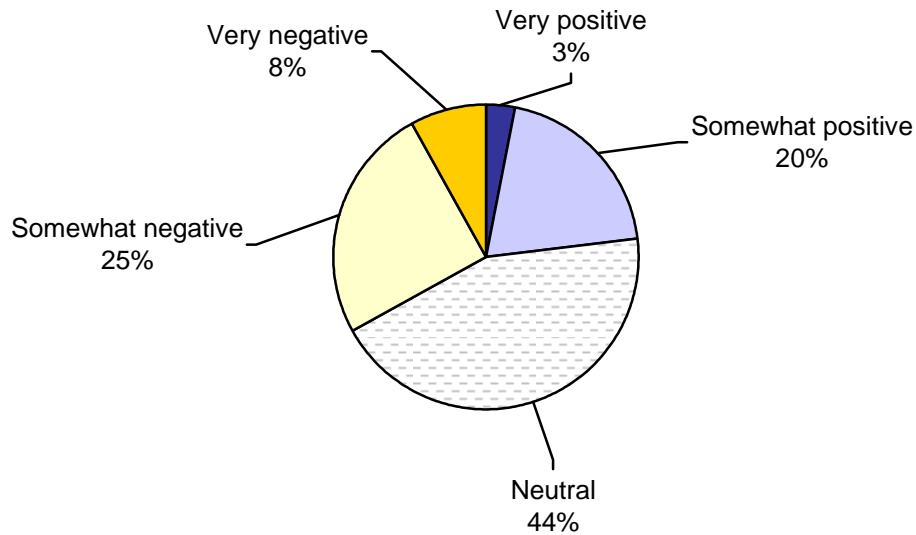


*Note: Responses of “about right” were omitted.*

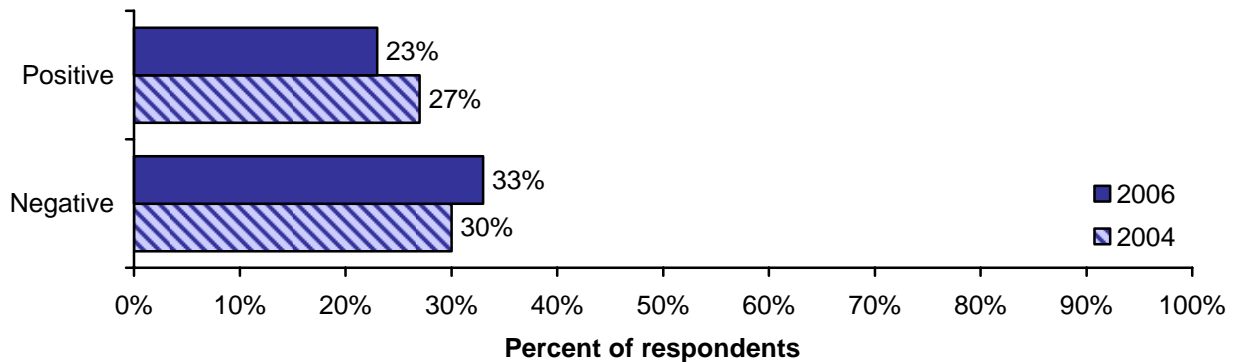
In 2006, 23% of respondents felt the impact of the economy would be positive on their family income in the next 12 months, while 33% felt it would be negative. In 2004, 27% of respondents felt the impact of the economy would be positive.

**Figure 8a: 2006 Perceptions of 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...



**Figure 8b: Comparisons of Perceptions of Economy by Year**



Note: Responses of "neutral" were omitted.

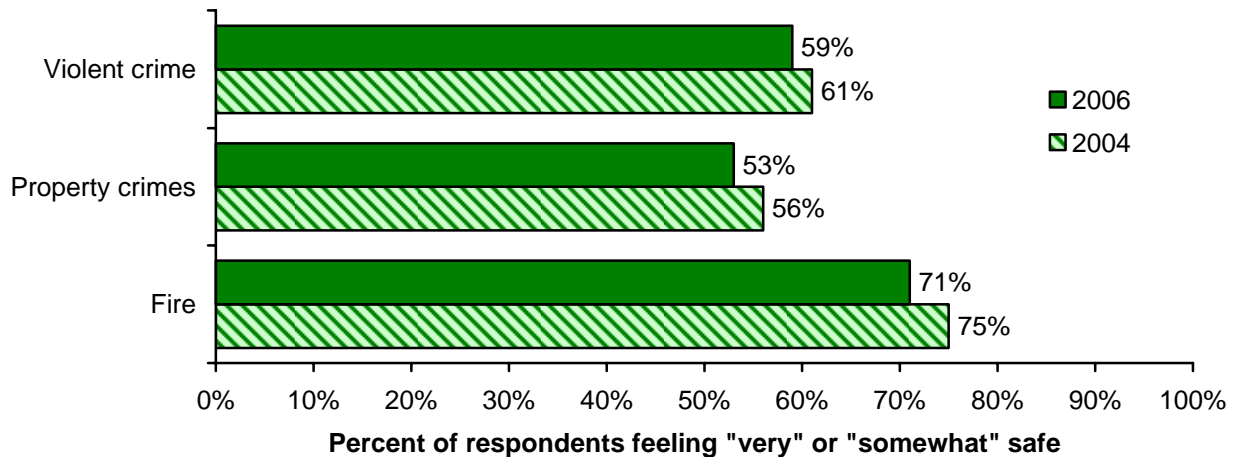


## Perceptions of Safety

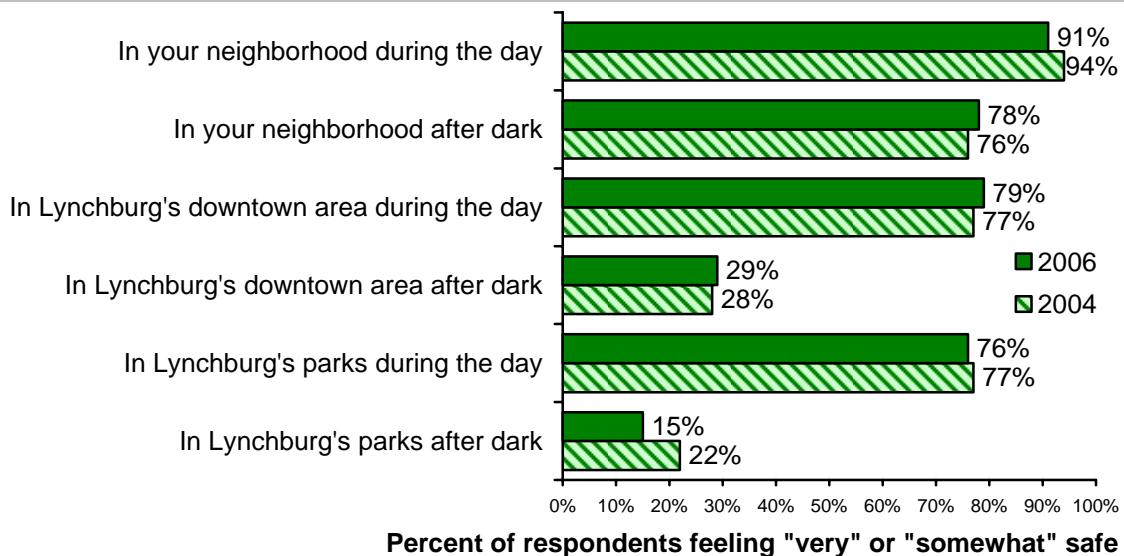
When evaluating safety in the community, 59% of respondents felt “somewhat” or “very safe” from violent crimes in Lynchburg in 2006, compared to 61% in 2004. In their neighborhood after dark, 78% of survey participants felt “somewhat” or “very safe” in 2006, compared to 76% in 2004.

In 2006, as assessed by the survey, 12% of households reported that at least one member had been the victim of one or more crimes in the past year. In 2004, 13% of households had reported that at least one member had been a crime victim. Of those who had been the victim of a crime in 2006, 67% had reported it to police.

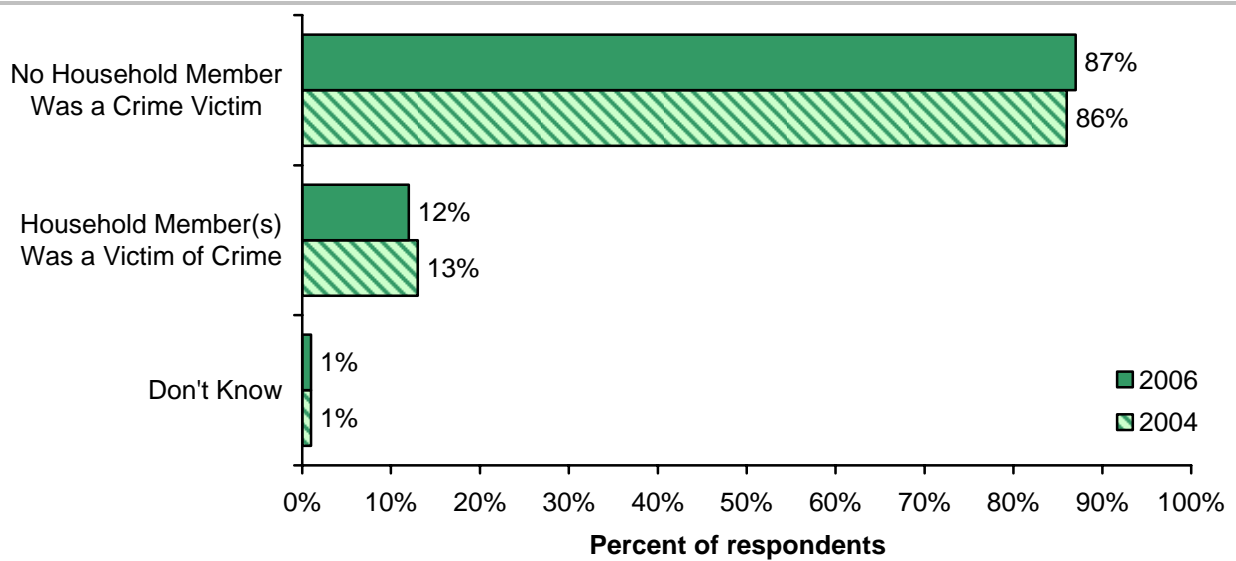
**Figure 9: Ratings of Safety from Various Problems in Lynchburg by Year**



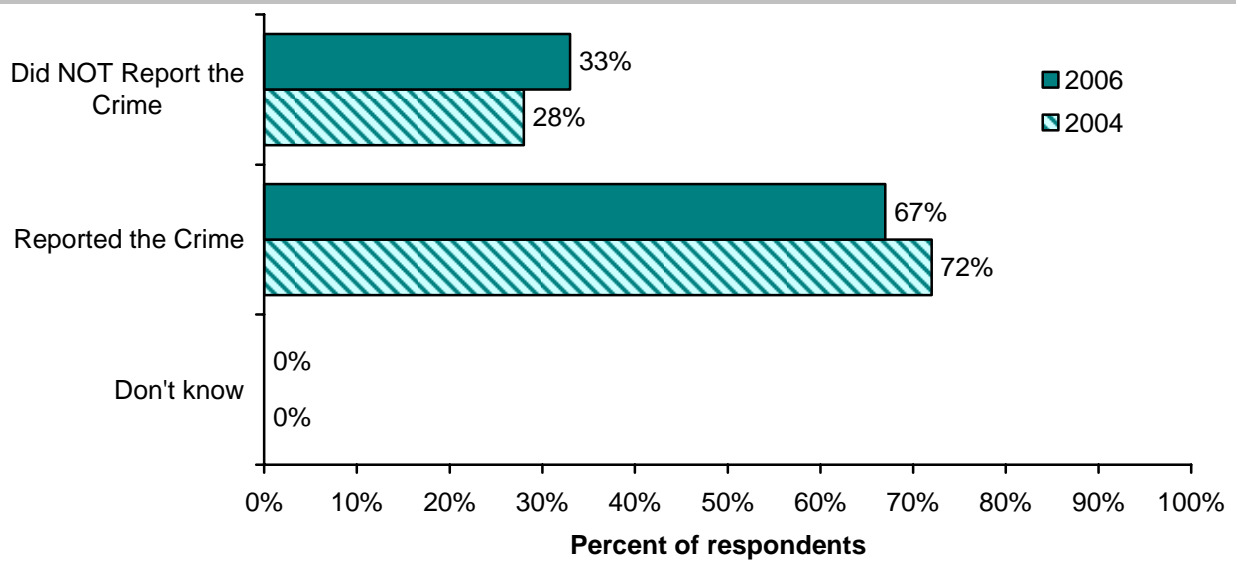
**Figure 10: Ratings of Safety in Various Areas in Lynchburg by Year**



**Figure 11: Percent of Respondents' Households That Were Victim of a Crime in the Last 12 Months by Year**



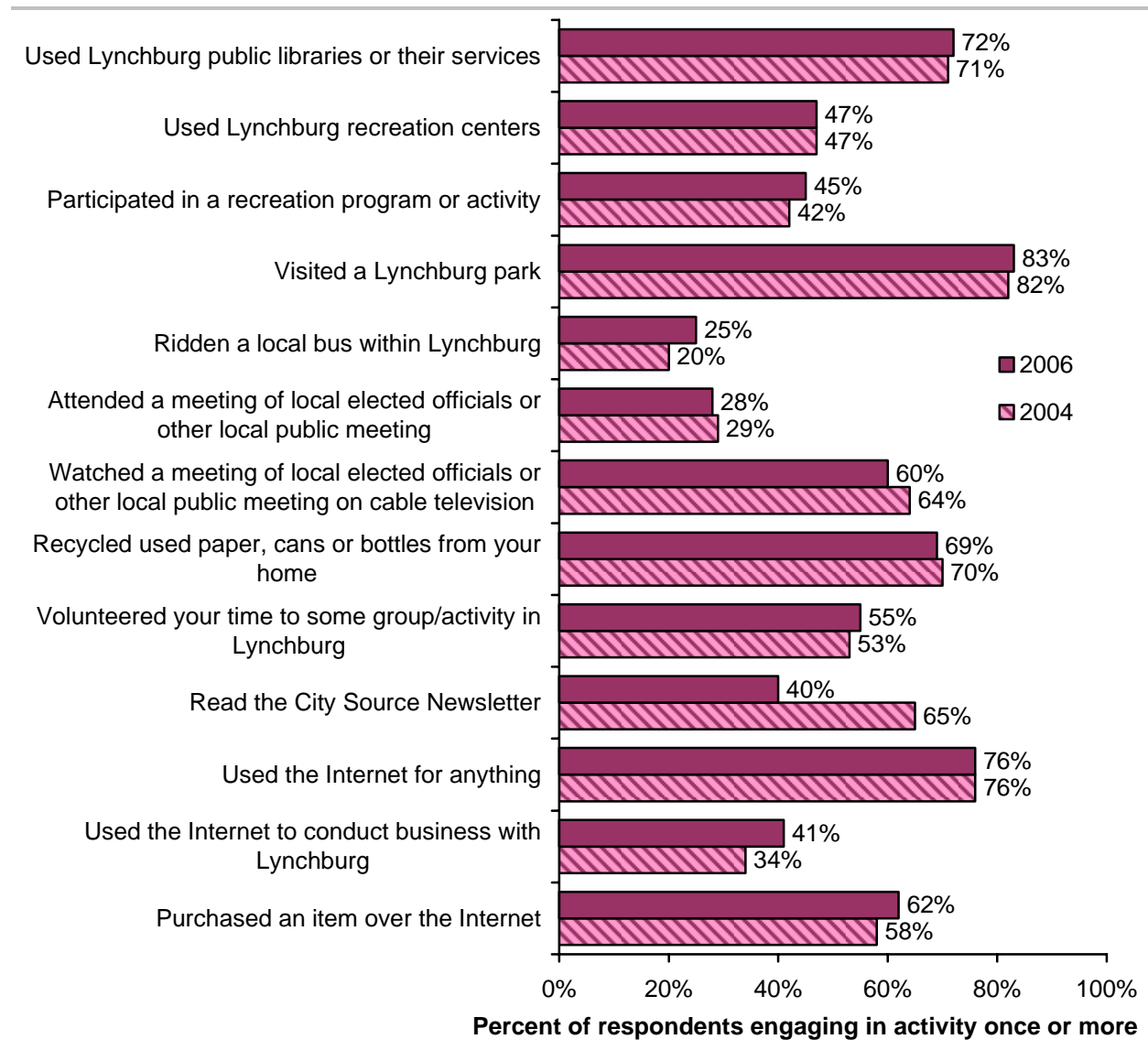
**Figure 12: Percent of Respondents' Households That Were Victim of a Crime Who Reported the Crime by Year**



## Community Participation

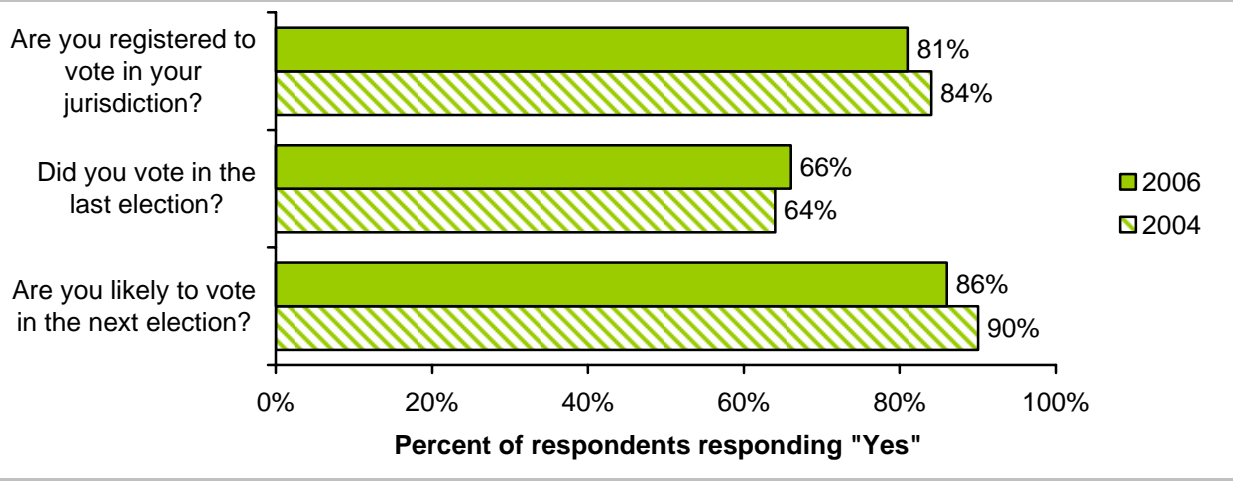
Participation in the civic, social and economic life of Lynchburg during the past year was assessed on the survey. The proportion of respondents engaging in various activities is shown in the chart below, with comparisons made between 2006 and 2004. Among those completing the questionnaire in 2006, 55% reported volunteering in the past year compared to 53% in 2004. Voter status was also estimated, and is shown on page 18.<sup>2</sup>

**Figure 13: Percent of Respondents Engaging in Various Activities in Lynchburg in the Last 12 Months by Year**



<sup>2</sup> In general on a survey, a greater proportion of people will report having voted, than actual voting records verify.

Figure 14: Voter Status and Activity by Year



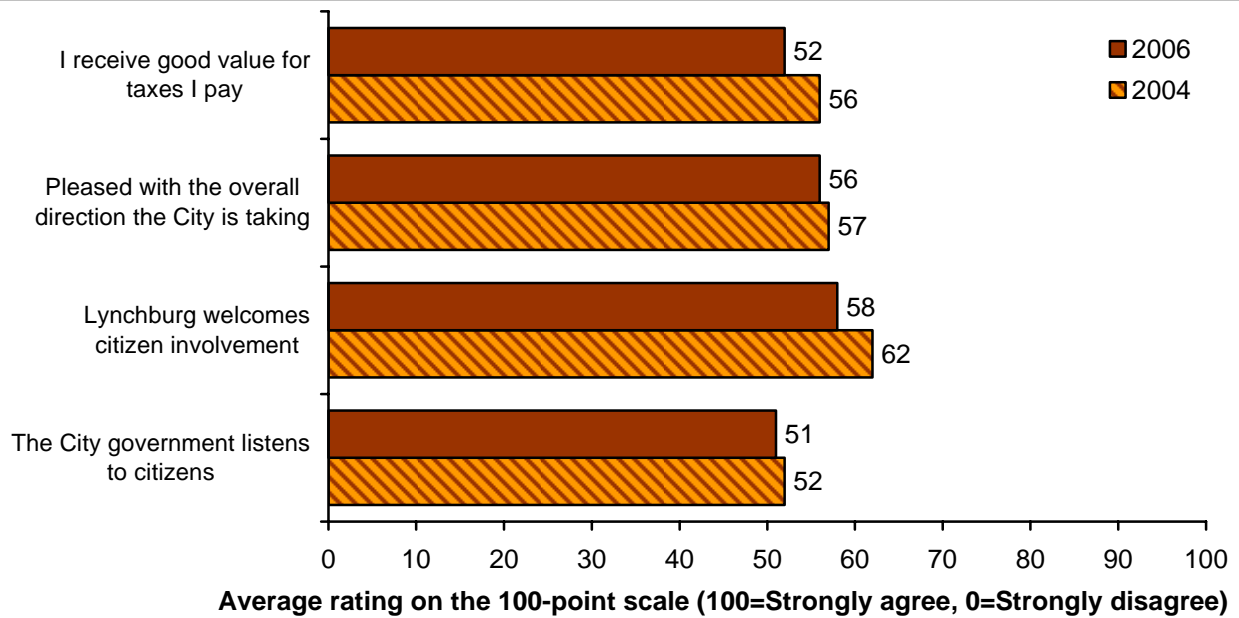
## LOCAL GOVERNMENT

Several aspects of the government of the City of Lynchburg were evaluated by residents completing The National Citizen Survey™. They were asked how much trust they placed in their local government, and what they felt about the services they receive from the City of Lynchburg. Those who had any contact with a City of Lynchburg employee in the past year gave their impressions of the most recent encounter.

### Public Trust

When asked to evaluate whether they were pleased with the overall direction taken by the City of Lynchburg, residents gave an average rating of 56 on a 100-point scale in 2006, compared to a rating of 57 in 2004.

Figure 15: Ratings of Public Trust by Year



# The City of Lynchburg Citizen Survey

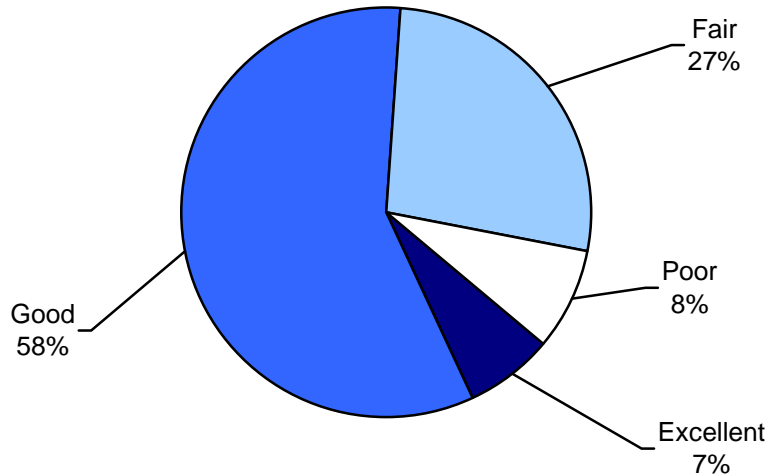
Local Government

2006 Public Trust Ratings							
Please rate the following statements:	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Total	Average rating on a 100-point scale (100=Strongly agree, 0=Strongly disagree)
I receive good value for the City of Lynchburg taxes I pay	11%	35%	20%	21%	13%	100%	52
I am pleased with the overall direction that the City of Lynchburg is taking	5%	50%	19%	16%	9%	100%	56
The City of Lynchburg government welcomes citizen involvement	11%	38%	30%	13%	8%	100%	58
The City of Lynchburg government listens to citizens	6%	35%	28%	18%	13%	100%	51
Note: "don't know" responses have been removed.							

## Service Provided by Lynchburg

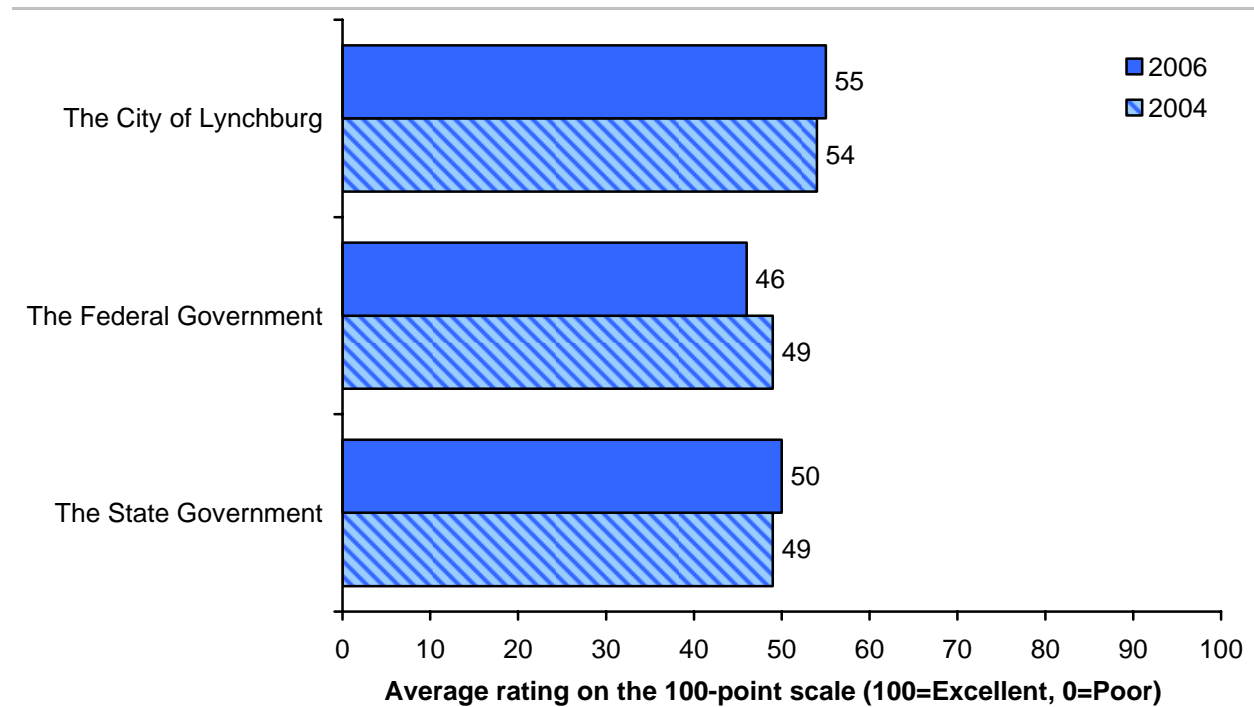
The overall quality of services provided by the City of Lynchburg was rated as 55 on a 100-point scale in 2006, compared to 54 in 2004. Ratings given to specific services are shown on the following pages.

**Figure 16: Overall Quality of Services Provided by the City of Lynchburg**



On average, residents of Lynchburg gave the highest evaluations to their own local government and the lowest average rating to the federal government.

**Figure 17: Rating of Overall Quality of Services Provided by Various Levels of Government by Year**

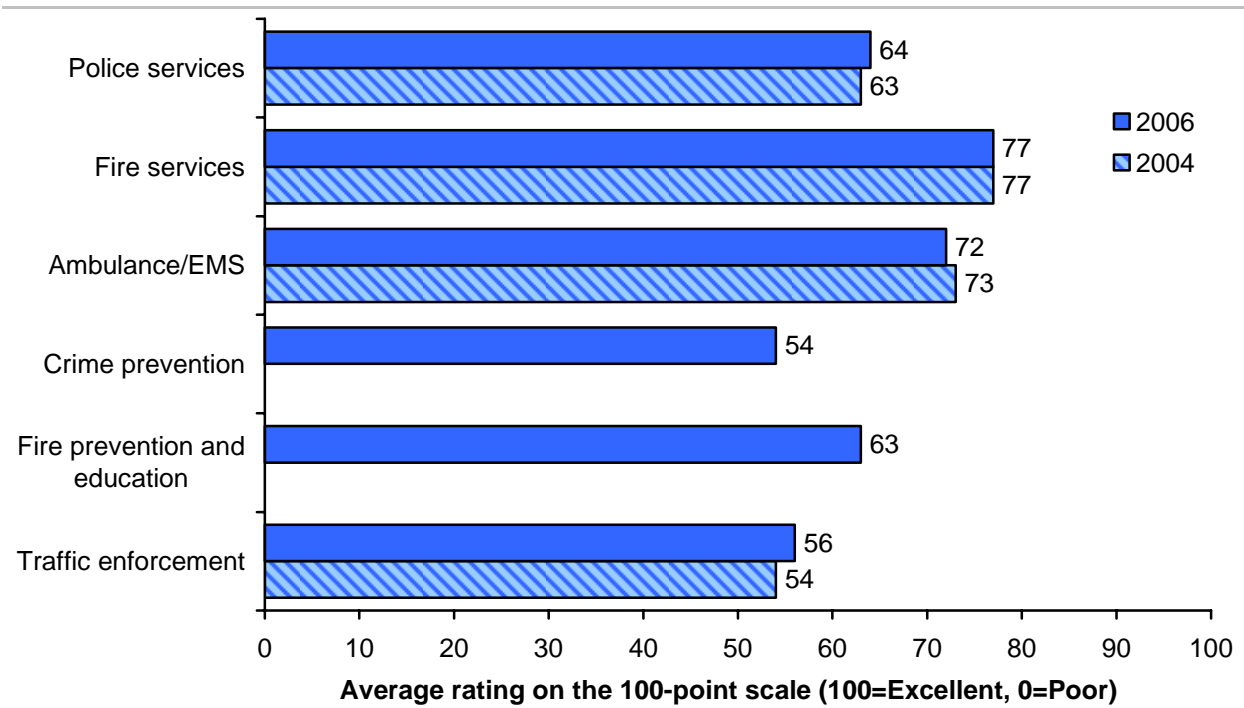


2006 Overall Quality of Services: City of Lynchburg, Federal Government and State Government						
Overall, how would you rate the quality of services provided by...	Excellent	Good	Fair	Poor	Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
The City of Lynchburg	7%	58%	27%	8%	100%	55
The Federal Government	6%	42%	39%	14%	100%	46
The State Government	6%	47%	38%	9%	100%	50

Note: "don't know" responses have been removed.



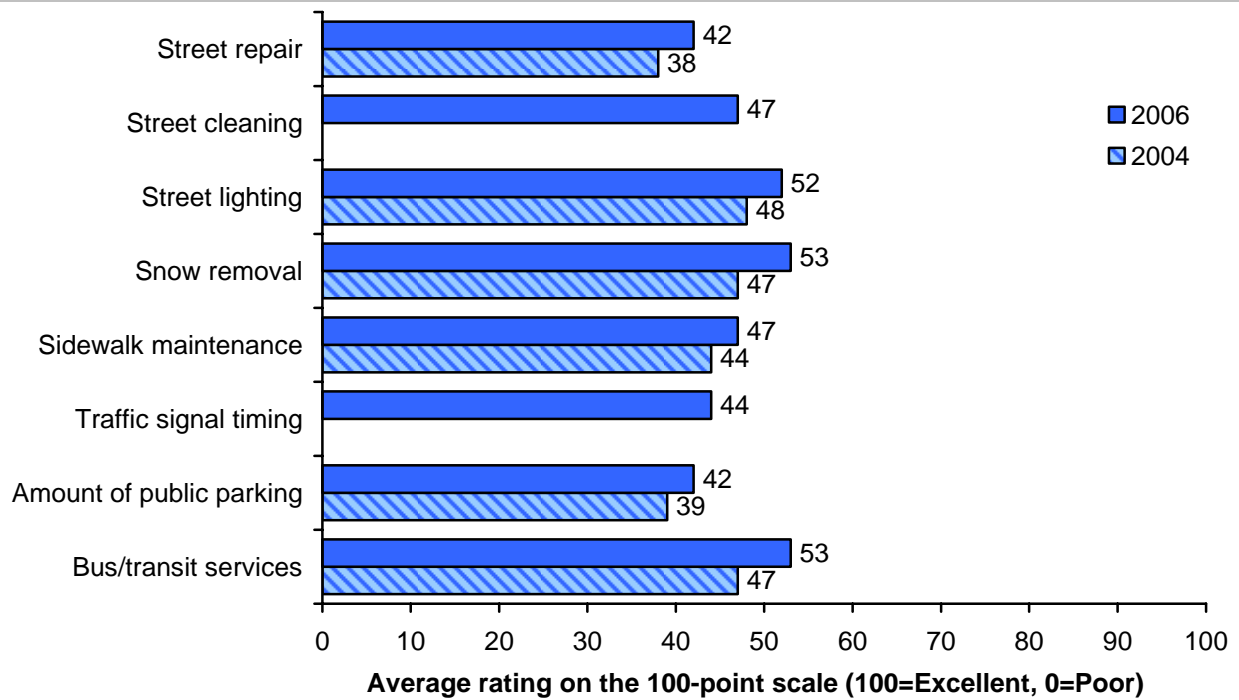
**Figure 18: Quality of Public Safety Services by Year**



2006 Quality of Public Safety Services						
How do you rate the quality of each of the following services?	Excellent	Good	Fair	Poor	Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
Police services	24%	51%	19%	6%	100%	64
Fire services	38%	55%	6%	0%	100%	77
Ambulance/emergency medical services	35%	49%	12%	4%	100%	72
Crime prevention	11%	49%	32%	9%	100%	54
Fire prevention and education	20%	52%	23%	4%	100%	63
Traffic enforcement	13%	51%	27%	10%	100%	56

Note: "don't know" responses have been removed.

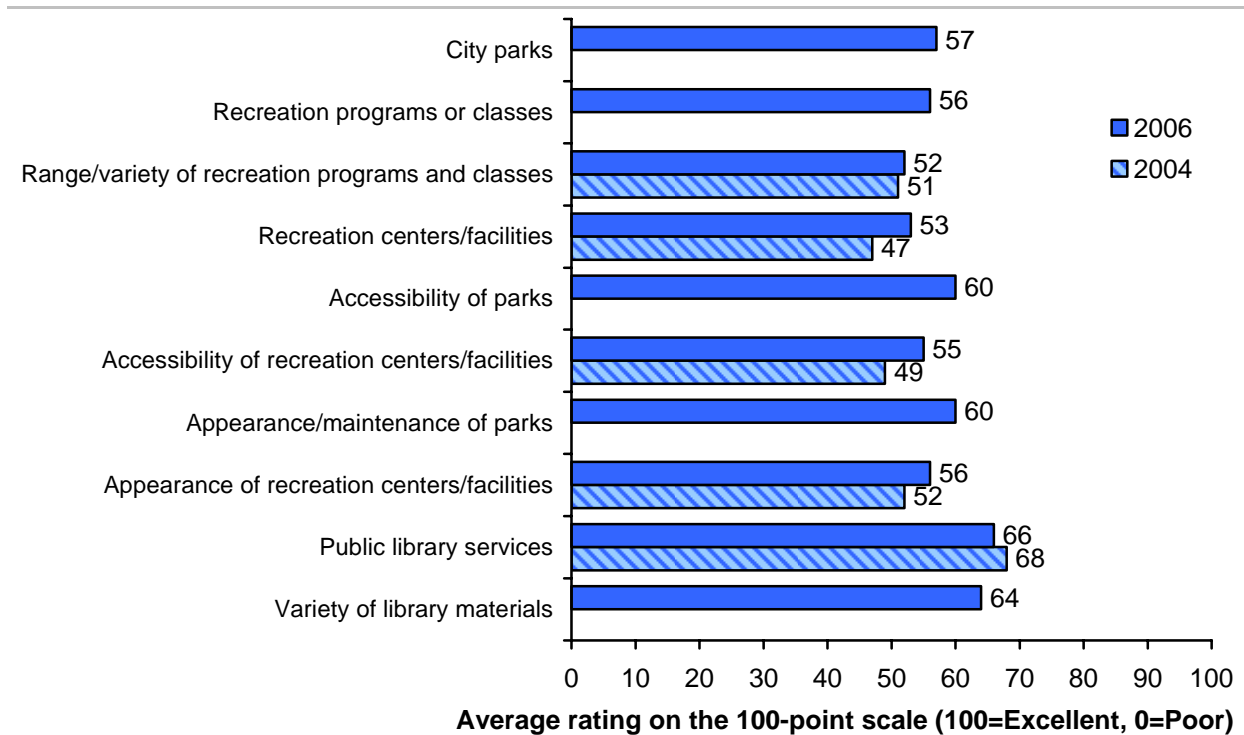
**Figure 19: Quality of Transportation Services by Year**



2006 Quality of Transportation Services						
How do you rate the quality of each of the following services?	Excellent	Good	Fair	Poor	Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
Street repair	5%	37%	38%	20%	100%	42
Street cleaning	8%	39%	38%	14%	100%	47
Street lighting	10%	47%	32%	11%	100%	52
Snow removal	12%	45%	31%	12%	100%	53
Sidewalk maintenance	7%	43%	34%	17%	100%	47
Traffic signal timing	5%	44%	31%	20%	100%	44
Amount of public parking	4%	38%	38%	20%	100%	42
Bus/transit services	11%	49%	29%	11%	100%	53

Note: "don't know" responses have been removed.

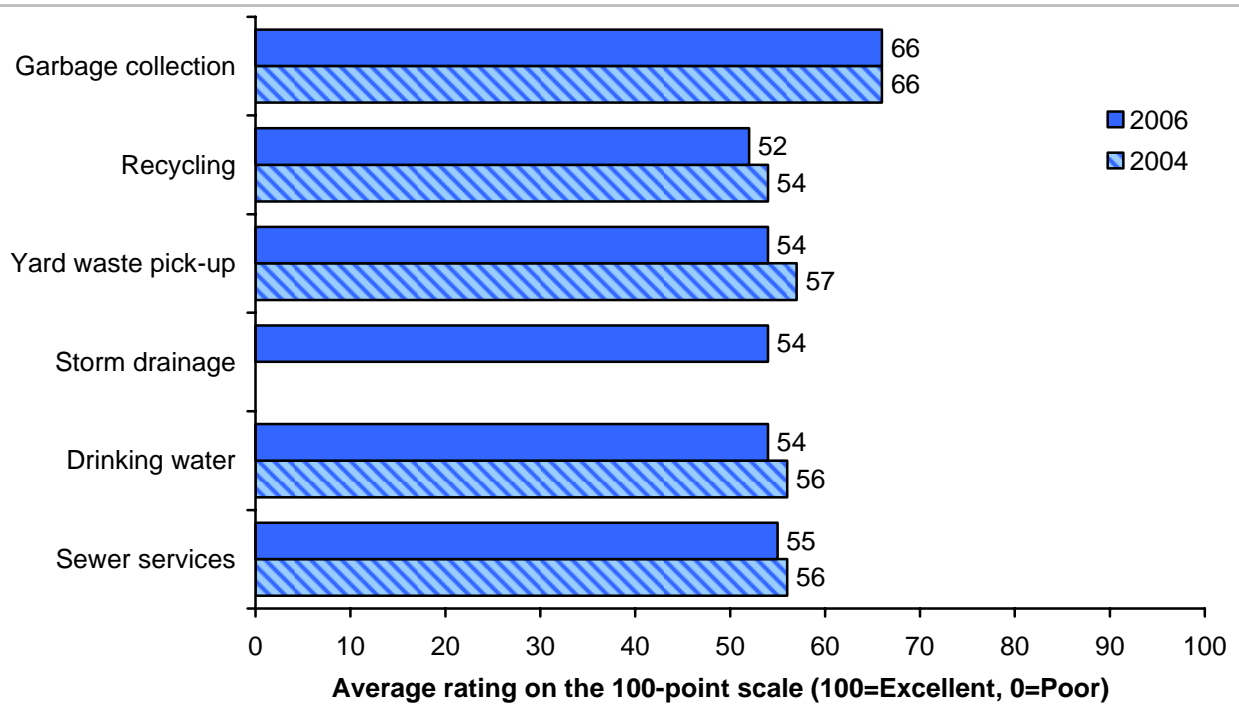
**Figure 20: Quality of Leisure Services by Year**



2006 Quality of Leisure Services						
How do you rate the quality of each of the following services?	Excellent	Good	Fair	Poor	Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
City parks	12%	56%	26%	7%	100%	57
Recreation programs or classes	12%	51%	31%	7%	100%	56
Range/variety of recreation programs and classes	10%	48%	31%	11%	100%	52
Recreation centers/facilities	10%	48%	33%	9%	100%	53
Accessibility of parks	15%	54%	27%	4%	100%	60
Accessibility of recreation centers/facilities	11%	52%	30%	8%	100%	55
Appearance/maintenance of parks	15%	56%	23%	6%	100%	60
Appearance of recreation centers/facilities	10%	53%	32%	5%	100%	56
Public library services	28%	46%	24%	2%	100%	66
Variety of library materials	25%	49%	20%	6%	100%	64

Note: "don't know" responses have been removed.

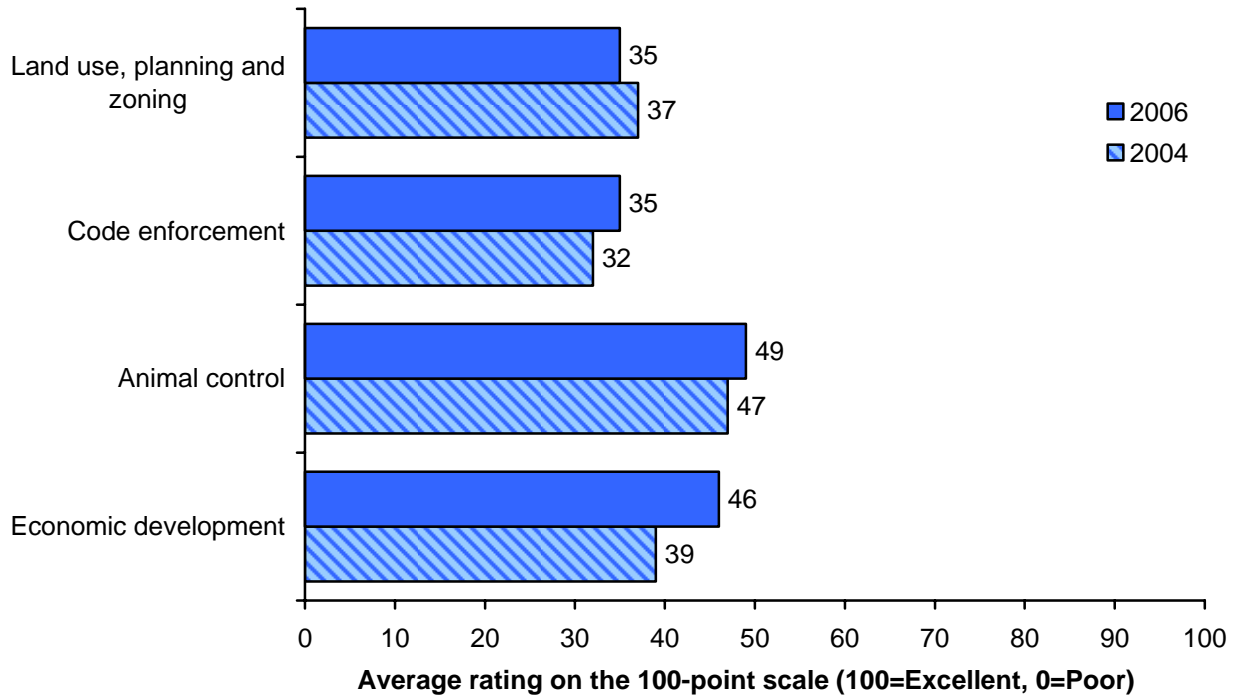
Figure 21: Quality of Utility Services by Year



2006 Quality of Utility Services						
How do you rate the quality of each of the following services?	Excellent	Good	Fair	Poor	Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
Garbage collection	28%	49%	17%	6%	100%	66
Recycling	16%	43%	23%	17%	100%	52
Yard waste pick-up	16%	44%	26%	13%	100%	54
Storm drainage	8%	52%	34%	7%	100%	54
Drinking water	17%	42%	28%	13%	100%	54
Sewer services	11%	52%	29%	8%	100%	55

Note: "don't know" responses have been removed.

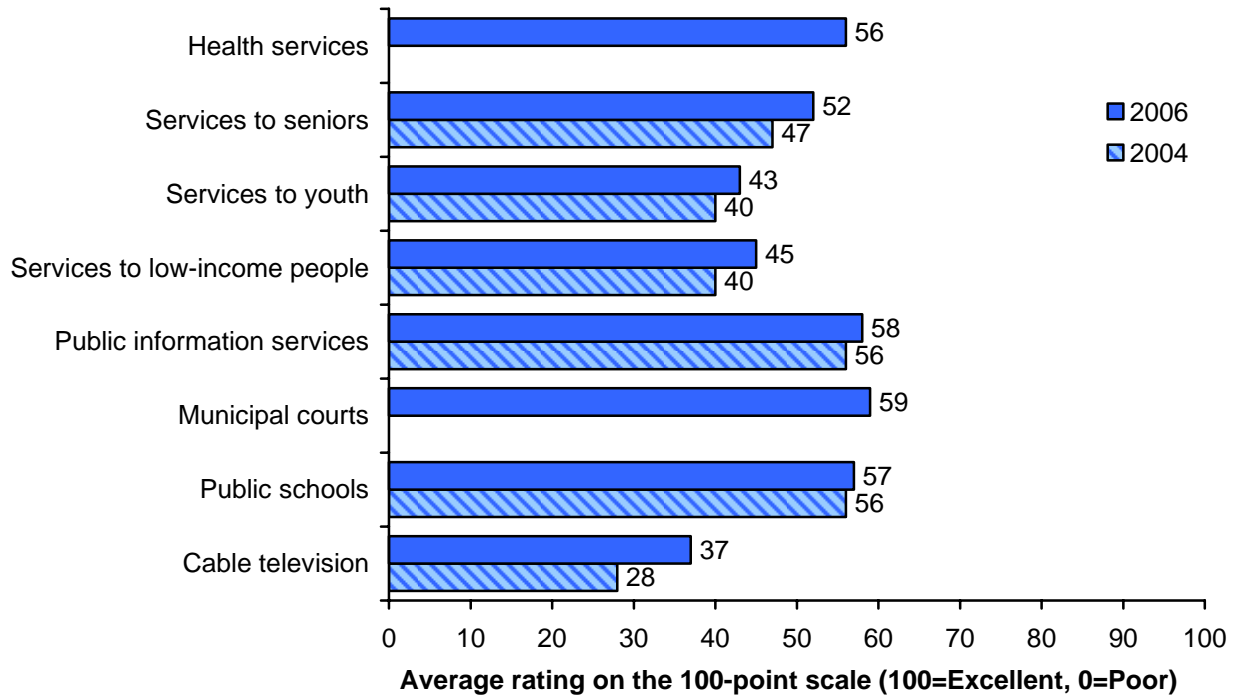
**Figure 22: Quality of Planning and Code Enforcement Services by Year**



2006 Quality of Planning and Code Enforcement Services						
How do you rate the quality of each of the following services?	Excellent	Good	Fair	Poor	Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
Land use, planning and zoning	3%	28%	39%	30%	100%	35
Code enforcement (weeds, abandoned buildings, etc)	3%	26%	44%	28%	100%	35
Animal control	7%	45%	34%	13%	100%	49
Economic development	5%	43%	37%	15%	100%	46

Note: "don't know" responses have been removed.

**Figure 23: Quality of Services to Special Populations and Other Services by Year**



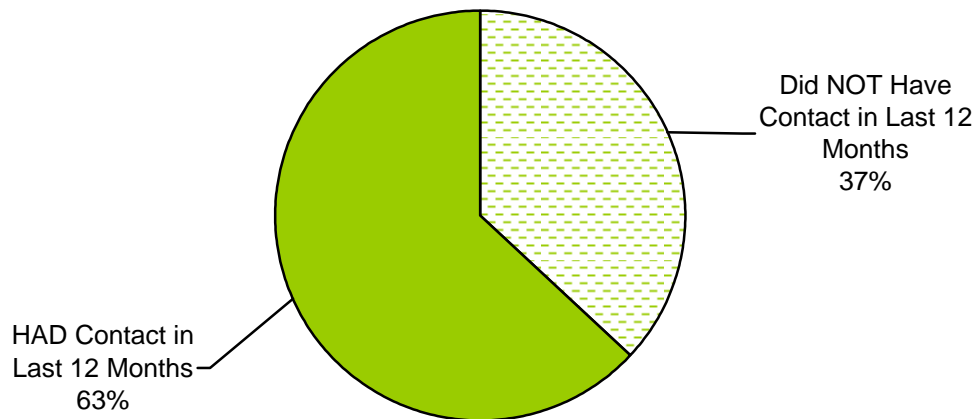
2006 Quality of Services to Special Populations and Other Services						
How do you rate the quality of each of the following services?	Excellent	Good	Fair	Poor	Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
Health services	12%	52%	28%	8%	100%	56
Services to seniors	11%	45%	34%	10%	100%	52
Services to youth	7%	34%	39%	20%	100%	43
Services to low-income people	12%	35%	29%	23%	100%	45
Public information services	14%	50%	31%	5%	100%	58
Municipal courts	14%	54%	28%	4%	100%	59
Public schools	14%	51%	27%	8%	100%	57
Cable television	5%	32%	32%	31%	100%	37

Note: "don't know" responses have been removed.

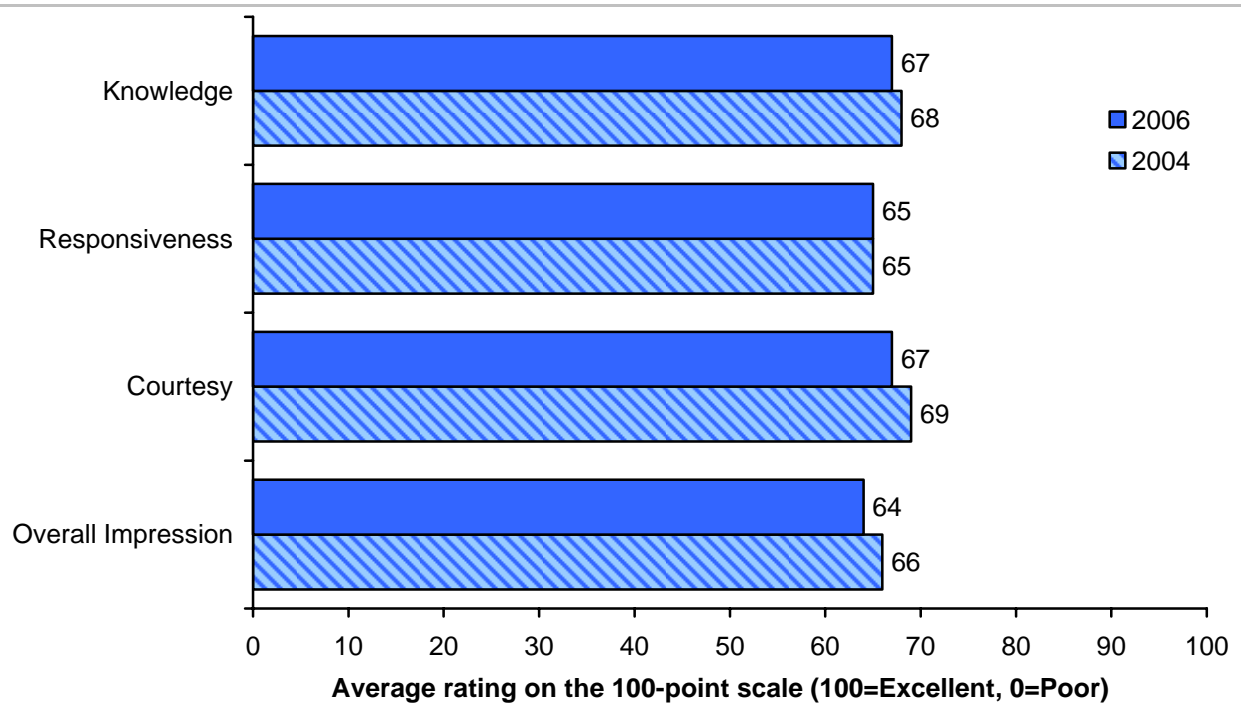
## The City of Lynchburg Employees

Impressions of the City of Lynchburg employees were assessed on the questionnaire. In 2006, those who had been in contact with a City of Lynchburg employee in the past year (63%) rated their overall impression as 64 on a 100-point scale, compared to an average rating of 66 received in 2004.

**Figure 24: Percent of Respondents Who Had Contact with a City of Lynchburg Employee in 2006**



**Figure 25: Ratings of Contact with the City of Lynchburg Employees by Year**



2006 Ratings of Contact with City of Lynchburg Employees						
What was your impression of employees of the City of Lynchburg in your most recent contact?	Excellent	Good	Fair	Poor	Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
Knowledge	24%	56%	13%	6%	100%	67
Responsiveness	27%	47%	21%	6%	100%	65
Courtesy	33%	43%	17%	8%	100%	67
Overall Impression	25%	49%	20%	6%	100%	64
Note: "don't know" responses have been removed.						



## ADDITIONAL QUESTIONS

Four additional questions were asked by the City of Lynchburg. The results for these questions are displayed below.

<b>Policy Question #1</b>	
	<b>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:</b>
Very likely	24%
Somewhat likely	28%
Somewhat unlikely	13%
Very unlikely	34%
Total	100%
Note: "don't know" responses have been removed.	

<b>Policy Question #2</b>	
	<b>To what degree do you support or oppose using public funds to provide incentives to businesses to boost economic development?</b>
Strongly support	17%
Somewhat support	51%
Somewhat oppose	16%
Very oppose	16%
Total	100%
Note: "don't know" responses have been removed.	

<b>Policy Question #3</b>	
	<b>To what degree would you support or oppose the City in providing wireless Internet services for a fee to businesses or residents?</b>
Strongly support	37%
Somewhat support	37%
Somewhat oppose	14%
Very oppose	12%
Total	100%
Note: "don't know" responses have been removed.	

**Policy Question #4**

<b>From the following list please indicate ALL the ways in which you learn about City government affairs. Check all that apply.</b>	<b>Percent of Respondents</b>
Newspaper	82%
Television News	80%
Cable Channel 7 (Public Access)	41%
Utility Bill Inserts	38%
Televised City Council Meetings	34%
Internet	30%
Talk Radio	27%
The City Source Newsletter	16%
Other	16%
Online forums (blogs)	3%
Total may exceed 100% as respondents could select more than one category.	

# APPENDIX A: FREQUENCY OF RESPONSES TO ALL SURVEY QUESTIONS

This appendix displays the complete distribution of responses to questions in 2006. The don't know responses are shown, where applicable.

Question 1: Quality of Life Ratings						
	Excellent	Good	Fair	Poor	Don't know	Total
How do you rate Lynchburg as a place to live?	24%	52%	20%	3%	0%	100%
How do you rate your neighborhood as a place to live?	28%	47%	17%	8%	0%	100%
How do you rate Lynchburg as a place to raise children?	25%	45%	19%	4%	7%	100%
How do you rate Lynchburg as a place to work?	10%	38%	35%	14%	3%	100%
How do you rate Lynchburg as a place to retire?	18%	38%	23%	9%	12%	100%
How do you rate the overall quality of life in Lynchburg?	12%	61%	22%	4%	1%	100%

**Question 2: Please rate each of the following characteristics as they relate to Lynchburg as a whole**

	Excellent	Good	Fair	Poor	Don't know	Total
Sense of community	6%	45%	39%	7%	4%	100%
Openness and acceptance of the community towards people of diverse backgrounds	6%	31%	37%	22%	5%	100%
Overall appearance of Lynchburg	8%	56%	31%	4%	1%	100%
Opportunities to attend cultural activities	6%	34%	35%	18%	7%	100%
Shopping opportunities	10%	46%	31%	14%	0%	100%
Recreational opportunities	8%	42%	35%	14%	2%	100%
Job opportunities	3%	24%	42%	25%	6%	100%
Access to affordable quality housing	8%	43%	30%	14%	4%	100%
Access to affordable quality child care	5%	26%	25%	10%	35%	100%
Access to affordable quality health care	13%	40%	33%	9%	6%	100%
Ease of car travel in Lynchburg	10%	47%	34%	8%	1%	100%
Ease of bus travel in Lynchburg	3%	22%	23%	10%	42%	100%
Ease of bicycle travel in Lynchburg	4%	19%	26%	16%	35%	100%
Ease of walking in Lynchburg	7%	39%	33%	14%	7%	100%
Educational opportunities	20%	49%	23%	4%	3%	100%
Overall image/reputation of Lynchburg	8%	56%	27%	8%	1%	100%
Overall quality of new development in Lynchburg	8%	48%	29%	11%	5%	100%

**Question 3: Please rate the speed of growth in the following categories in Lynchburg over the past two years**

	Much too slow	Somewhat too slow	Right amount	Somewhat too fast	Much too fast	Don't know	Total
Population growth	3%	7%	46%	15%	8%	21%	100%
Retail growth (stores, restaurants etc.)	2%	12%	43%	22%	13%	8%	100%
Jobs growth	18%	41%	22%	1%	0%	19%	100%

# The City of Lynchburg Citizen Survey

## Appendix A: Survey Frequencies

### Question 4: To what degree are the following problems in Lynchburg

	Not a problem	Minor problem	Moderate problem	Major problem	Don't know	Total
Crime	3%	25%	51%	14%	8%	100%
Drugs	2%	15%	35%	34%	14%	100%
Too much growth	27%	30%	21%	12%	10%	100%
Lack of growth	41%	28%	14%	6%	11%	100%
Graffiti	26%	43%	14%	2%	15%	100%
Noise	30%	36%	21%	7%	6%	100%
Run down buildings, weed lots, or junk vehicles	8%	39%	31%	18%	4%	100%
Taxes	10%	21%	35%	27%	7%	100%
Traffic congestion	11%	30%	35%	21%	3%	100%
Unsupervised youth	8%	27%	28%	19%	18%	100%
Homelessness	10%	38%	22%	11%	20%	100%
Weeds	16%	41%	22%	9%	12%	100%
Absence of communications from the City of Lynchburg translated into languages other than English	30%	15%	8%	5%	42%	100%
Unwanted local businesses	39%	23%	8%	3%	27%	100%

### Question 5: Please rate how safe you feel from the following occurring to you in Lynchburg

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know	Total
Violent crime (e.g., rape, assault, robbery)	22%	36%	18%	15%	7%	2%	100%
Property crimes (e.g., burglary, theft)	10%	42%	14%	24%	8%	2%	100%
Fire	31%	39%	19%	9%	1%	2%	100%

The City of Lynchburg Citizen Survey

Appendix A: Survey Frequencies

<b>Question 6: Please rate how safe you feel:</b>							
	<b>Very safe</b>	<b>Somewhat safe</b>	<b>Neither safe nor unsafe</b>	<b>Somewhat unsafe</b>	<b>Very unsafe</b>	<b>Don't know</b>	<b>Total</b>
In your neighborhood during the day	71%	20%	3%	4%	1%	0%	100%
In your neighborhood after dark	35%	42%	8%	8%	6%	1%	100%
In Lynchburg's downtown area during the day	37%	38%	10%	8%	3%	6%	100%
In Lynchburg's downtown area after dark	6%	19%	14%	29%	20%	11%	100%
In Lynchburg's parks during the day	29%	41%	10%	9%	4%	9%	100%
In Lynchburg's parks after dark	3%	10%	17%	26%	29%	16%	100%

**Question 7: During the past twelve months, were you or anyone in your household the victim of any crime?**

	<b>No</b>	<b>Yes</b>	<b>Don't know</b>	<b>Total</b>
During the past twelve months, were you or anyone in your household the victim of any crime?	87%	12%	1%	100%

**Question 8: If yes, was this crime (these crimes) reported to the police?**

	<b>No</b>	<b>Yes</b>	<b>Total</b>
If yes, was this crime (these crimes) reported to the police?	33%	67%	100%

**Question 9: In the last 12 months, about how many times, if ever, have you or other household members done the following things in the City of Lynchburg?**

	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times	Total
Used Lynchburg public libraries or their services	28%	28%	27%	9%	8%	100%
Used Lynchburg recreation centers	53%	25%	15%	3%	4%	100%
Participated in a recreation program or activity	55%	25%	12%	6%	2%	100%
Visited a Lynchburg park	17%	30%	30%	15%	8%	100%
Ridden a local bus within Lynchburg	75%	14%	4%	2%	5%	100%
Attended a meeting of local elected officials or other local public meeting	72%	19%	9%	1%	0%	100%
Watched a meeting of local elected officials or other local public meeting on cable television	40%	28%	23%	8%	1%	100%
Recycled used paper, cans or bottles from your home	31%	13%	16%	18%	23%	100%
Volunteered your time to some group/activity in Lynchburg	45%	20%	17%	7%	10%	100%
Read the City Source Newsletter	60%	20%	14%	3%	2%	100%
Used the Internet for anything	24%	6%	6%	6%	58%	100%
Used the Internet to conduct business with Lynchburg	59%	18%	13%	4%	7%	100%
Purchased an item over the Internet	38%	17%	25%	9%	11%	100%

<b>Question 10: How do you rate the quality of each of the following services in Lynchburg?</b>						
	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Don't know</b>	<b>Total</b>
Police services	23%	49%	18%	6%	4%	100%
Fire services	32%	48%	6%	0%	14%	100%
Ambulance/emergency medical services	31%	43%	11%	3%	12%	100%
Crime prevention	9%	42%	27%	7%	14%	100%
Fire prevention and education	16%	42%	19%	3%	19%	100%
Traffic enforcement	12%	48%	25%	9%	6%	100%
Garbage collection	26%	46%	16%	5%	7%	100%
Recycling	14%	39%	21%	16%	10%	100%
Yard waste pick-up	14%	37%	22%	11%	15%	100%
Street repair	5%	36%	37%	19%	3%	100%
Street cleaning	7%	37%	36%	14%	6%	100%
Street lighting	10%	46%	31%	11%	2%	100%
Snow removal	12%	43%	30%	11%	5%	100%
Sidewalk maintenance	6%	37%	29%	14%	14%	100%
Traffic signal timing	5%	42%	30%	20%	4%	100%
Amount of public parking	4%	35%	35%	18%	8%	100%
Bus/transit services	6%	26%	16%	6%	47%	100%
Storm drainage	7%	42%	27%	5%	19%	100%
Drinking water	16%	40%	28%	13%	3%	100%
Sewer services	9%	43%	24%	7%	17%	100%
City parks	11%	50%	23%	6%	9%	100%
Recreation programs or classes	7%	32%	19%	4%	38%	100%
Range/variety of recreation programs and classes	6%	30%	19%	7%	37%	100%
Recreation centers/facilities	6%	32%	22%	6%	33%	100%
Accessibility of parks	14%	49%	25%	4%	9%	100%
Accessibility of recreation centers/facilities	8%	38%	22%	6%	26%	100%
Appearance/maintenance of parks	13%	51%	21%	6%	9%	100%
Appearance of recreation centers/facilities	7%	38%	23%	4%	28%	100%
Land use, planning and zoning	2%	23%	31%	24%	20%	100%
Code enforcement (weeds, abandoned buildings, etc)	2%	21%	36%	23%	18%	100%
Animal control	6%	39%	29%	11%	14%	100%



<b>Question 10: How do you rate the quality of each of the following services in Lynchburg?</b>						
	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Don't know</b>	<b>Total</b>
Economic development	4%	38%	33%	14%	11%	100%
Health services	11%	47%	26%	7%	9%	100%
Services to seniors	7%	28%	21%	6%	38%	100%
Services to youth	5%	22%	25%	13%	35%	100%
Services to low-income people	8%	22%	18%	15%	37%	100%
Public library services	23%	39%	20%	2%	15%	100%
Variety of library materials	20%	40%	17%	5%	18%	100%
Public information services	12%	41%	25%	4%	19%	100%
Municipal courts	9%	36%	18%	3%	34%	100%
Public schools	11%	40%	22%	6%	21%	100%
Cable television	4%	27%	27%	26%	16%	100%

**Question 11: Overall, how would you rate the quality of the services provided by...**

	Excellent	Good	Fair	Poor	Don't know	Total
The City of Lynchburg	7%	56%	26%	8%	3%	100%
The Federal Government	5%	37%	34%	12%	12%	100%
The State Government	5%	42%	35%	8%	10%	100%

**Question 12: Have you had any in-person or phone contact with an employee of the City of Lynchburg within the last 12 months?**

	No	Yes	Total
Have you had any in-person or phone contact with an employee of the City of Lynchburg within the last 12 months?	37%	63%	100%

**Question 13: What was your impression of the employees of the City of Lynchburg in your most recent contact?**

	Excellent	Good	Fair	Poor	Don't know	Total
Knowledge	24%	56%	13%	6%	1%	100%
Responsiveness	26%	47%	21%	6%	1%	100%
Courtesy	33%	42%	17%	8%	0%	100%
Overall Impression	25%	48%	20%	6%	0%	100%

The City of Lynchburg Citizen Survey

Appendix A: Survey Frequencies

**Question 14: Please rate your agreement or disagreement with the following statements.**

	<b>Strongly agree</b>	<b>Somewhat agree</b>	<b>Neither agree nor disagree</b>	<b>Somewhat disagree</b>	<b>Strongly disagree</b>	<b>Don't know</b>	<b>Total</b>
I receive good value for the City of Lynchburg taxes I pay	10%	32%	19%	19%	12%	8%	100%
I am pleased with the overall direction that the City of Lynchburg is taking	5%	46%	18%	15%	9%	7%	100%
The City of Lynchburg government welcomes citizen involvement	9%	32%	24%	11%	6%	17%	100%
The City of Lynchburg government listens to citizens	5%	29%	24%	15%	11%	16%	100%

**Question 15: What impact, if any, do you think the economy will have on your family income in the next 6 months?**

	<b>Very positive</b>	<b>Somewhat positive</b>	<b>Neutral</b>	<b>Somewhat negative</b>	<b>Very negative</b>	<b>Total</b>
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:	3%	20%	44%	25%	8%	100%

The City of Lynchburg Citizen Survey

Appendix A: Survey Frequencies

**Question 16a: Policy Question 1**

	<b>Very likely</b>	<b>Somewhat likely</b>	<b>Somewhat unlikely</b>	<b>Very unlikely</b>	<b>Don't know</b>	<b>Total</b>
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:	22%	25%	12%	31%	10%	100%

**Question 16b: Policy Question 2**

	<b>Strongly support</b>	<b>Somewhat support</b>	<b>Somewhat oppose</b>	<b>Very oppose</b>	<b>Don't know</b>	<b>Total</b>
To what degree do you support or oppose using public funds to provide incentives to businesses to boost economic development?	15%	44%	13%	14%	14%	100%

**Question 16c: Policy Question 3**

	<b>Strongly support</b>	<b>Somewhat support</b>	<b>Somewhat oppose</b>	<b>Very oppose</b>	<b>Don't know</b>	<b>Total</b>
To what degree would you support or oppose the City in providing wireless Internet services for a fee to businesses or residents?	27%	27%	10%	9%	26%	100%

**Question 16d: Policy Question 4**

<b>From the following list please indicate ALL the ways in which you learn about City government affairs. Check all that apply.</b>	<b>Percent of Respondents</b>
Newspaper	82%
Other	16%
Cable Channel 7 (Public Access)	41%
Televised City Council Meetings	34%
Television News	80%
Internet	30%
The City Source Newsletter	16%
Utility Bill Inserts	38%
Talk Radio	27%
Online forums (blogs)	3%
Total may exceed 100% as respondents could select more than one category.	

**Question 17: Do you live within the City limits of the City of Lynchburg?**

	<b>No</b>	<b>Yes</b>	<b>Total</b>
Do you live within the limits of the City of Lynchburg?	3%	97%	100%

**Question 18: Employment Status**

	No	Yes	Total
Are you currently employed?	31%	69%	100%

**Question 18a: Usual Mode of Transportation to Work**

**What one method of transportation do you usually use (for the longest distance of your commute) to travel to work?**

Motorized vehicle	93%
Bus, Rail, Subway, or other public transportation	4%
Walk	1%
Work at home	2%
Other	0%
Total	100%

**Question 18b: Drive Alone or Carpool**

	No	Yes	Total
If you checked the motorized vehicle (e.g. car, truck, van, motorcycle, etc.) box in 18a, do other people usually ride with you to or from work?	84%	16%	100%

**Usual Mode of Transportation to Work, Including Carpooling**

Usual mode of transportation to work	
Motorized vehicle, no others (SOV)	79%
Motorized vehicle, with others (MOV)	14%
Bus, rail, subway, or other public transportation	4%
Walk	1%
Work at home	2%
Other	0%
Total	100%

**Question 19: Length of Residency**

**How many years have you lived in Lynchburg?**

Less than 2 years	12%
2 to 5 years	14%
6 to 10 years	14%
11 to 20 years	15%
More than 20 years	45%
Total	100%

**Question 20: Type of Housing Unit**

**Which best describes the building you live in?**

One family house detached from any other houses	59%
One family house attached to one or more houses	14%
Building with two or more apartments or condominiums	24%
Other	3%
Total	100%

**Question 21: Tenure Status**

	<b>Rented for cash or occupied without cash payment?</b>	<b>Owned by you or someone in this house</b>	<b>Total</b>
Is this house, apartment, or mobile home...	41%	59%	100%

**Questions 22 to 25: Household Characteristics**

	<b>No</b>	<b>Yes</b>	<b>Total</b>
Do any children age 12 or under live in your household?	72%	28%	100%
Do any teenagers ages 13 through 17 live in your household?	89%	11%	100%
Are you or any other members of your household aged 65 or older?	78%	22%	100%
Does any member of your household have a physical handicap or is anyone disabled?	82%	18%	100%

**Question 26: Education**

**What is the highest degree or level of school you have completed?**

12th Grade or less, no diploma	9%
High school diploma	17%
Some college, no degree	22%
Associate's degree (e.g. AA, AS)	8%
Bachelor's degree (e.g. BA, AB, BS)	24%
Graduate degree or professional degree	19%
Total	100%

**Question 27: Annual Household Income**

**How much do you anticipate your household's total income before taxes will be for the current year?**

Less than \$24,999	30%
\$25,000 to \$49,999	32%
\$50,000 to \$99,999	27%
\$100,000 or more	11%
Total	100%

**Question 28: Ethnicity**

	No	Yes	Total
Are you Spanish/Hispanic/Latino?	98%	2%	100%

**Question 29: Race**

What is your race?	Percent of Respondents
American Indian or Alaskan native	4%
Asian or Pacific Islander	3%
Black, African American	23%
White/Caucasian	76%
Other	3%

Total may exceed 100% as respondents could select more than one category.



**Question 30: Age**

**In which category is your age?**

18 to 24 years	10%
25 to 34 years	25%
35 to 44 years	16%
45 to 54 years	17%
55 to 64 years	12%
65 to 74 years	12%
75 years or older	9%
Total	100%

**Question 31: Gender**

	Female	Male	Total
What is your gender?	56%	44%	100%

**Questions 32 to 34: Voter Status and Activity**

	No	Yes	Don't know	Total
Are you registered to vote in your jurisdiction?	19%	78%	3%	100%
Did you vote in the last election?	34%	65%	1%	100%
Are you likely to vote in the next election?	13%	80%	8%	100%

## APPENDIX B: SURVEY METHODOLOGY

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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.

### Sampling

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Approximately 1,200 households were selected to participate in the survey using a stratified systematic sampling method.<sup>3</sup> An individual within each household was selected using the birthday method.<sup>4</sup>

### Survey Administration

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Selected households received three mailings, one week apart, beginning June 30, 2006. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the vice mayor inviting the household to participate, a questionnaire and postage-paid return envelope. The final mailing contained a reminder letter and another survey and postage-paid return envelope. Completed surveys were collected over the following 5 weeks.

### Response Rate and Confidence Intervals

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Of the 1,141 eligible households, 411 completed the survey providing a response rate of 36%. Approximately 59 addresses sampled were "vacant" or "not found."<sup>5</sup> In general, the response rates obtained on citizen surveys range from 25% to 40%. The sample of households was selected systematically and impartially from a list of residences in the

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<sup>3</sup> Systematic sampling is a method that closely approximates random sampling by selecting every Nth address until the desired number of households is chosen.

<sup>4</sup> The birthday method is a process to remove bias in the selection of a person within the household by asking the "person whose birthday has most recently passed" to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys but leaving selection of respondent to household members will lead to bias.

<sup>5</sup> "Eligible" households refer to addresses that belong to residences that are not vacant within the City of Lynchburg.

United States maintained by the U.S. postal service and sold to NRC through an independent vendor. For each household, one adult, selected in an unbiased fashion, was asked to complete the survey. The sample drawn for Lynchburg used USPS data to approximate the geographic boundaries of the jurisdiction, though some households just outside the city limits may have received surveys. The survey completers who technically do not reside in the jurisdiction may choose to respond to the survey because they feel an affiliation with the jurisdiction and its services. Local governments often have a sphere of influence – providing in-jurisdiction services that perimeter-residents use or even providing services outside the jurisdiction boundaries.

In theory, in 95 cases out of 100, the results based on such samples will differ by no more than 5 percentage points in either direction from what would have been obtained had responses been collected from all Lynchburg adults. This difference is also called a “margin of error.”<sup>6</sup> This difference from the presumed population finding is referred to as the sampling error. For subgroups of responses, the margin of sampling error is larger. In addition to sampling error, the practical difficulties of conducting any survey of the public may introduce other sources of error. For example, the failure of some of the selected adults to participate in the sample or the difficulty of including all sectors of the population, such as residents of some institutions or group residences, may lead to somewhat different results.

## Weighting and Analyzing the Data

The surveys were analyzed using the SPSS statistical package. Frequency distributions and average (mean) ratings are presented in the body of the report.

The demographic characteristics of the sample were compared to those of the City of Lynchburg as reflected in the information sent by staff to National Research Center, Inc. When necessary, survey results were statistically adjusted to reflect the known population profile.

Generally, only two variables are used in a weighting scheme. Known population characteristics are compared to the characteristics of survey respondents. Generally, characteristics chosen as weighting variables are selected because they are not in proportion to what is shown in a jurisdiction’s demographic profile and because differences in opinion are observed between subgroups of these characteristics. The two socioeconomic characteristics that were used to weight the survey results were gender/age and tenure. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics, although the percentages are not always identical in the sample compared to the population norms. The results of the weighting scheme are presented in the table on the following page.

<sup>6</sup> The margin of error was calculated using the following formula:  $1.96 * \text{square root}(0.25/400)$ . This margin of error is calculated in the most conservative way. The standard error was assumed to be the greatest for a binomial distribution: 50%/50%.

**Weighting Scheme for the City of Lynchburg Citizen Survey**

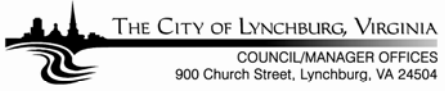
<b>Respondent Characteristics</b>	<b>Population Norm<sup>7</sup></b>	<b>Unweighted Survey Data</b>	<b>Weighted Survey Data</b>
<b>Tenure</b>			
Rent Home	41%	26%	42%
Own Home	59%	74%	58%
<b>Type of Housing Unit</b>			
Single-Family Detached	63%	71%	58%
Attached	37%	29%	42%
<b>Ethnicity</b>			
Non-Hispanic	99%	97%	97%
Hispanic	1%	3%	3%
<b>Race</b>			
White/Caucasian	67%	74%	63%
Non-White	33%	26%	37%
<b>Gender</b>			
Female	56%	59%	57%
Male	44%	41%	43%
<b>Age</b>			
18-34	36%	14%	35%
35-54	33%	33%	33%
55+	31%	53%	32%
<b>Gender and Age</b>			
Females 18-34	20%	10%	19%
Females 35-54	17%	18%	17%
Females 55+	19%	32%	20%
Males 18-34	16%	5%	16%
Males 35-54	16%	14%	15%
Males 55+	12%	22%	12%

<sup>7</sup> Source: 2000 Census

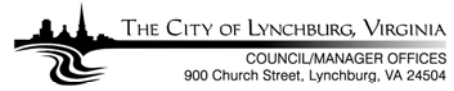
## APPENDIX C: SURVEY MATERIALS

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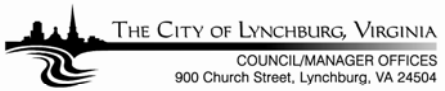
The following pages contain copies of the survey materials sent to randomly selected households within the City of Lynchburg. All households selected for inclusion in the study were first sent a prenotification postcard informing them that they would be receiving a questionnaire within the following week. A week later, a cover letter and survey were sent, with a postage paid return envelope. Two weeks later a second cover letter and survey were sent. The second cover letter asked that those who had responded not do so again, while urging those who had not yet returned their surveys to please do so.



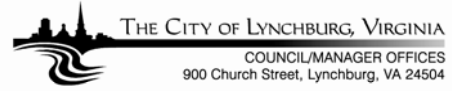
Presorted  
First Class Mail  
US Postage  
PAID  
Boulder, CO  
Permit NO. 94



Presorted  
First Class Mail  
US Postage  
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Boulder, CO  
Permit NO. 94



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First Class Mail  
US Postage  
PAID  
Boulder, CO  
Permit NO. 94

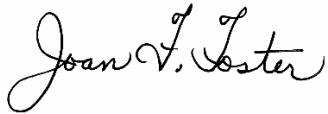


Presorted  
First Class Mail  
US Postage  
PAID  
Boulder, CO  
Permit NO. 94

Dear Lynchburg Resident,

Your household has been selected at random to participate in an anonymous citizen survey about the City of Lynchburg. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,

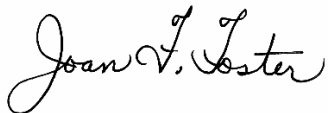


Joan F. Foster  
Vice Mayor

Dear Lynchburg Resident,

Your household has been selected at random to participate in an anonymous citizen survey about the City of Lynchburg. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,

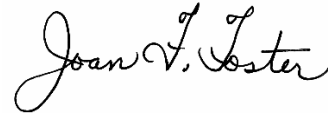


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Vice Mayor

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Sincerely,

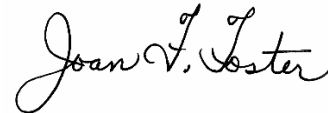


Joan F. Foster  
Vice Mayor

Dear Lynchburg Resident,

Your household has been selected at random to participate in an anonymous citizen survey about the City of Lynchburg. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,



Joan F. Foster  
Vice Mayor



THE CITY OF LYNCHBURG, VIRGINIA

900 Church Street, Lynchburg, VA 24504  
www.lynchburgva.gov  
TEL: 434-455-3990  
FAX: 434-847-1536

OFFICE OF THE MAYOR

July 2006

Dear Lynchburg Resident:

The City of Lynchburg wants to know what you think about our community and municipal government. You have been randomly selected to participate in Lynchburg's 2006 Citizen Survey.

Please take a few minutes to fill out the enclosed Citizen Survey. Your answers will help the City Council make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

**To get a representative sample of Lynchburg residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.**

Please have the appropriate member of the household spend a few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. If you have any questions about the Citizen Survey please call (434) 455-3801.

Please help us shape the future of Lynchburg. Thank you for your time and participation.

Sincerely,

Joan F. Foster  
Vice Mayor





OFFICE OF THE MAYOR

July 2006

Dear Lynchburg Resident:

About one week ago, you should have received a copy of the enclosed survey. **If you completed it and sent it back, we thank you for your time and ask you to discard this survey. Please do not respond twice.** If you have not had a chance to complete the survey, we would appreciate your response. The City of Lynchburg wants to know what you think about our community and municipal government. You have been randomly selected to participate in the City of Lynchburg's Citizen Survey.

Please take a few minutes to fill out the enclosed Citizen Survey. Your answers will help Lynchburg County Commissioners make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

**To get a representative sample of Lynchburg residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.**

Please have the appropriate member of the household spend a few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. If you have any questions about the Citizen Survey please call (434) 455-3801.

Please help us shape the future of Lynchburg. Thank you for your time and participation.

Sincerely,

Joan F. Foster  
Vice Mayor

# THE CITY OF LYNCHBURG 2006 CITIZEN SURVEY

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please circle the response that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

**1. Please circle the number that comes closest to your opinion for each of the following questions:**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
How do you rate Lynchburg as a place to live?.....	1	2	3	4	5
How do you rate your neighborhood as a place to live? .....	1	2	3	4	5
How do you rate Lynchburg as a place to raise children?.....	1	2	3	4	5
How do you rate Lynchburg as a place to work? .....	1	2	3	4	5
How do you rate Lynchburg as a place to retire?.....	1	2	3	4	5
How do you rate the overall quality of life in Lynchburg? .....	1	2	3	4	5

**2. Please rate each of the following characteristics as they relate to Lynchburg as a whole:**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Sense of community .....	1	2	3	4	5
Openness and acceptance of the community towards people of diverse backgrounds .....	1	2	3	4	5
Overall appearance of Lynchburg .....	1	2	3	4	5
Opportunities to attend cultural activities.....	1	2	3	4	5
Shopping opportunities .....	1	2	3	4	5
Air quality .....	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Job opportunities .....	1	2	3	4	5
Access to affordable quality housing.....	1	2	3	4	5
Access to affordable quality child care .....	1	2	3	4	5
Access to affordable quality health care.....	1	2	3	4	5
Ease of car travel in Lynchburg .....	1	2	3	4	5
Ease of bus travel in Lynchburg .....	1	2	3	4	5
Ease of bicycle travel in Lynchburg .....	1	2	3	4	5
Ease of walking in Lynchburg .....	1	2	3	4	5
Educational opportunities .....	1	2	3	4	5
Overall image/reputation of Lynchburg.....	1	2	3	4	5
Overall quality of new development in Lynchburg.....	1	2	3	4	5

**3. Please rate the speed of growth in the following categories in Lynchburg over the past 2 years:**

	<u>Much too slow</u>	<u>Somewhat too slow</u>	<u>Right amount</u>	<u>Somewhat too fast</u>	<u>Much too fast</u>	<u>Don't know</u>
Population growth.....	1	2	3	4	5	6
Retail growth (stores, restaurants etc.).....	1	2	3	4	5	6
Jobs growth .....	1	2	3	4	5	6

**4. To what degree, if at all, are the following problems in Lynchburg:**

	<u>Not a problem</u>	<u>Minor problem</u>	<u>Moderate problem</u>	<u>Major problem</u>	<u>Don't know</u>
Crime .....	1	2	3	4	5
Drugs .....	1	2	3	4	5
Too much growth.....	1	2	3	4	5
Lack of growth .....	1	2	3	4	5
Graffiti .....	1	2	3	4	5
Noise.....	1	2	3	4	5
Run down buildings, weed lots, or junk vehicles .....	1	2	3	4	5
Taxes .....	1	2	3	4	5
Traffic congestion .....	1	2	3	4	5
Unsupervised youth.....	1	2	3	4	5
Homelessness .....	1	2	3	4	5
Weeds.....	1	2	3	4	5
Absence of communications from the City of Lynchburg translated into languages other than English.....	1	2	3	4	5
Unwanted local businesses .....	1	2	3	4	5

5. Please rate how safe you feel from the following occurring to you in Lynchburg:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
Violent crime (e.g., rape, assault, robbery) .....	1	2	3	4	5	6
Property crimes (e.g., burglary, theft) .....	1	2	3	4	5	6
Fire .....	1	2	3	4	5	6

6. Please rate how safe you feel:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
In your neighborhood during the day .....	1	2	3	4	5	6
In your neighborhood after dark .....	1	2	3	4	5	6
In Lynchburg's downtown area during the day .....	1	2	3	4	5	6
In Lynchburg's downtown area after dark.....	1	2	3	4	5	6
In Lynchburg's parks during the day.....	1	2	3	4	5	6
In Lynchburg's parks after dark .....	1	2	3	4	5	6

7. During the past twelve months, were you or anyone in your household the victim of any crime?

- No → Go to question #9       Yes → Go to question #8       Don't know

8. If yes, was this crime (these crimes) reported to the police?

- No       Yes       Don't know

9. In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Lynchburg?

	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times
Used Lynchburg public libraries or their services.....	1	2	3	4	5
Used Lynchburg recreation centers.....	1	2	3	4	5
Participated in a recreation program or activity .....	1	2	3	4	5
Visited a neighborhood or City park .....	1	2	3	4	5
Ridden a local bus within Lynchburg .....	1	2	3	4	5
Attended a meeting of local elected officials or other local public meeting.....	1	2	3	4	5
Watched a meeting of local elected officials or other local public meeting on cable television.....	1	2	3	4	5
Recycled used paper, cans or bottles from your home .....	1	2	3	4	5
Volunteered your time to some group/activity in Lynchburg.....	1	2	3	4	5
Read the <i>City Source</i> Newsletter .....	1	2	3	4	5
Used the Internet for anything .....	1	2	3	4	5
Used the Internet to conduct business with Lynchburg.....	1	2	3	4	5
Purchased an item over the Internet .....	1	2	3	4	5

**10. How do you rate the quality of each of the following services in Lynchburg?**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Police services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Ambulance/emergency medical services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
Street repair.....	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Amount of public parking.....	1	2	3	4	5
Bus/transit services.....	1	2	3	4	5
Storm drainage.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Range/variety of recreation programs and classes.....	1	2	3	4	5
Recreation centers/facilities.....	1	2	3	4	5
Accessibility of parks.....	1	2	3	4	5
Accessibility of recreation centers/facilities.....	1	2	3	4	5
Appearance/maintenance of parks.....	1	2	3	4	5
Appearance of recreation centers/facilities.....	1	2	3	4	5
Land use, planning and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc).....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Health services.....	1	2	3	4	5
Services to seniors.....	1	2	3	4	5
Services to youth.....	1	2	3	4	5
Services to low-income people.....	1	2	3	4	5
Public library services.....	1	2	3	4	5
Variety of library materials.....	1	2	3	4	5
Public information services.....	1	2	3	4	5
Municipal courts.....	1	2	3	4	5
Public schools.....	1	2	3	4	5
Cable television.....	1	2	3	4	5

**11. Overall, how would you rate the quality of the services provided by...**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The City of Lynchburg?.....	1	2	3	4	5
The Federal Government?.....	1	2	3	4	5
The State Government?.....	1	2	3	4	5

**12. Have you had any in-person or phone contact with an employee of the City of Lynchburg within the last 12 months (including police, receptionists, planners or any others)?**

- No → Go to question #14       Yes → Go to question #13

**13. What was your impression of employees of the City of Lynchburg in your most recent contact? (Rate each characteristic below.)**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Knowledge.....	1	2	3	4	5
Responsiveness.....	1	2	3	4	5
Courtesy.....	1	2	3	4	5
Overall impression.....	1	2	3	4	5

**14. Please rate the following statements by circling the number that most clearly represents your opinion:**

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Don't know
I receive good value for the City of Lynchburg taxes I pay .....	1	2	3	4	5	6
I am pleased with the overall direction that the City of Lynchburg is taking .....	1	2	3	4	5	6
The City of Lynchburg government welcomes citizen involvement .....	1	2	3	4	5	6
The City of Lynchburg government listens to citizens .....	1	2	3	4	5	6

**15. 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:**

- Very positive
- Somewhat positive
- Neutral
- Somewhat negative
- Very negative

**16. Please check the response that comes closest to your opinion for each of the following questions:**

**a. 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:**

- Very likely
- Somewhat likely
- Somewhat unlikely
- Very unlikely
- Don't know

**b. To what degree do you support or oppose using public funds to provide incentives to businesses to boost economic development?**

- Strongly support
- Somewhat support
- Somewhat oppose
- Very oppose
- Don't know

**c. To what degree would you support or oppose the City in providing wireless Internet services for a fee to businesses or residents?**

- Strongly support
- Somewhat support
- Somewhat oppose
- Very oppose
- Don't know

**d. From the following list please indicate ALL the ways in which you learn about City government affairs. Check all that apply:**

- Newspaper
- Cable Channel 7 (Public Access)
- Televised City Council Meetings
- Television News
- Internet
- The *City Source* Newsletter
- Utility Bill inserts
- Talk Radio
- Online forums (Blogs)
- Other

**Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.**

**17. Do you live within the City limits of the City of Lynchburg?**

- No       Yes

**18. Are you currently employed?**

- No → Go to question #19  
 Yes → Go to question #18a

**18a. What one method of transportation do you usually use (for the longest distance of your commute) to travel to work?**

- Motorized vehicle (e.g. car, truck, van, motorcycle etc...)  
 Bus, Rail, Subway, or other public transportation  
 Walk  
 Work at home  
 Other

**18b. If you checked the motorized vehicle (e.g. car, truck, van, motorcycle, etc.) box in 18a, do other people (adults or children) usually ride with you to or from work?**

- No       Yes

**19. How many years have you lived in Lynchburg?**

- Less than 2 years       11-20 years  
 2-5 years       More than 20 years  
 6-10 years

**20. Which best describes the building you live in?**

- One family house detached from any other houses  
 House attached to one or more houses (e.g., a duplex or townhome)  
 Building with two or more apartments or condominiums  
 Mobile home  
 Other

**21. Is this house, apartment, or mobile home...**

- Rented for cash or occupied without cash payment?  
 Owned by you or someone in this house with a mortgage or free and clear?

**22. Do any children 12 or under live in your household?**

- No       Yes

**23. Do any teenagers aged between 13 and 17 live in your household?**

- No       Yes

**24. Are you or any other members of your household aged 65 or older?**

- No       Yes

**25. Does any member of your household have a physical handicap or is anyone disabled?**

- No       Yes

**26. What is the highest degree or level of school you have completed? (mark one box)**

- 12th Grade or less, no diploma  
 High school diploma  
 Some college, no degree  
 Associate's degree (e.g. AA, AS)  
 Bachelor's degree (e.g. BA, AB, BS)  
 Graduate degree or professional degree

**27. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)**

- Less than \$24,999  
 \$25,000 to \$49,999  
 \$50,000 to \$99,999  
 \$100,000 or more

**28. Are you Spanish/Hispanic/Latino?**

- No       Yes

**29. What is your race? (Mark one or more races to indicate what race you consider yourself to be)**

- American Indian or Alaskan native  
 Asian or Pacific Islander  
 Black, African American  
 White/Caucasian  
 Other

**30. In which category is your age?**

- 18-24 years       55-64 years  
 25-34 years       65-74 years  
 35-44 years       75 years or older  
 45-54 years

**31. What is your sex?**

- Female       Male

**32. Are you registered to vote in your jurisdiction?**

- No       Yes       Don't know

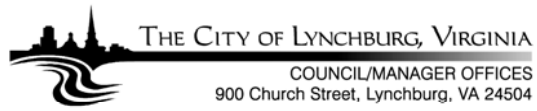
**33. Did you vote in the last election?**

- No       Yes       Don't know

**34. Are you likely to vote in the next election?**

- No       Yes       Don't know

**Thank you for completing this survey. Please return the completed survey in the postage paid envelope to:  
National Research Center, Inc., 3005 30th St., Boulder, CO 80301**



Presorted  
First Class Mail  
US Postage  
PAID  
Boulder, CO  
Permit NO.94





