



**THE NCS**<sup>TM</sup>  
The National Community Survey<sup>TM</sup>

## Lynchburg, VA

Supplemental Online Survey Results

DRAFT  
2019



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NRC is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

# About this Report

As part of its participation in The National Community Survey™, the City of Lynchburg conducted a mailed survey of 1,700 residents. Surveys were mailed to randomly selected households on August 30, 2019 and data were collected through October 25, 2019 (see the report, *The National Community Survey: Community Livability Report, Lynchburg, VA, 2019*). The results from this main survey effort represent the most robust estimate of your residents’ opinions.

After the above data collection period was underway, the City made available a web-based survey to its residents through a link on the City’s website. Visitors to the site were able to complete the survey during October and 82 surveys were received. This report contains the results of this opt-in administration of the web-based survey. These data were not collected through a random sample and it is unknown who in the community was aware of link on the City’s website; therefore, a level of confidence in the representativeness of the sample cannot be estimated. However, to reduce bias where possible, these data were weighted to match the demographic characteristics of the 2010 Census and 2017 American Community Survey estimates for adults in the City of Lynchburg.

The results of the weighting scheme for the opt-in survey are presented in the following table.

Table 1: Lynchburg, VA 2019 Weighting Table

Characteristic	2010 Census	Unweighted Data	Weighted Data
<b>Housing</b>			
Rent home	50%	23%	44%
Own home	50%	77%	56%
Detached unit*	59%	82%	67%
Attached unit*	41%	18%	33%
<b>Race and Ethnicity</b>			
White	66%	89%	70%
Not white	34%	11%	30%
Not Hispanic	97%	100%	100%
Hispanic	3%	0%	0%
<b>Sex and Age</b>			
Female	54%	59%	57%
Male	46%	41%	43%
18-34 years of age	35%	28%	31%
35-54 years of age	31%	30%	34%
55+ years of age	34%	41%	35%
Females 18-34	18%	15%	12%
Females 35-54	16%	15%	20%
Females 55+	20%	29%	24%
Males 18-34	17%	13%	18%
Males 35-54	15%	15%	13%
Males 55+	14%	14%	12%
<b>Council Ward</b>			
Ward 1	27%	48%	33%
Ward 2	25%	15%	17%
Ward 3	21%	13%	20%
Ward 4	28%	24%	30%

\* U.S. Census Bureau, ACS 2017 5-year estimates

# Complete Survey Responses

The following pages contain a complete set of responses to each question on the survey, excluding the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

## Responses excluding “don’t know”

Table 2: Question 1

Please rate each of the following aspects of quality of life in Lynchburg:	Excellent		Good		Fair		Poor		Total	
Lynchburg as a place to live	14%	N=12	52%	N=43	24%	N=20	9%	N=8	100%	N=82
Your neighborhood as a place to live	30%	N=24	48%	N=38	14%	N=11	7%	N=6	100%	N=80
Lynchburg as a place to raise children	19%	N=14	53%	N=40	17%	N=13	11%	N=8	100%	N=76
Lynchburg as a place to work	6%	N=5	35%	N=28	36%	N=29	22%	N=18	100%	N=79
Lynchburg as a place to visit	17%	N=14	32%	N=26	39%	N=31	12%	N=10	100%	N=80
Lynchburg as a place to retire	28%	N=23	43%	N=35	20%	N=17	9%	N=7	100%	N=81
The overall quality of life in Lynchburg	14%	N=12	56%	N=46	21%	N=17	8%	N=7	100%	N=82

Table 3: Question 2

Please rate each of the following characteristics as they relate to Lynchburg as a whole:	Excellent		Good		Fair		Poor		Total	
Overall feeling of safety in Lynchburg	16%	N=13	46%	N=37	29%	N=23	9%	N=7	100%	N=81
Overall ease of getting to the places you usually have to visit	8%	N=7	36%	N=29	35%	N=28	20%	N=16	100%	N=80
Quality of overall natural environment in Lynchburg	38%	N=30	38%	N=30	24%	N=19	1%	N=1	100%	N=81
Overall "built environment" of Lynchburg (including overall design, buildings, parks and transportation systems)	5%	N=4	40%	N=31	43%	N=33	12%	N=10	100%	N=79
Health and wellness opportunities in Lynchburg	16%	N=13	41%	N=33	30%	N=24	13%	N=11	100%	N=80
Overall opportunities for education and enrichment	17%	N=13	49%	N=37	21%	N=16	12%	N=10	100%	N=76
Overall economic health of Lynchburg	4%	N=4	36%	N=29	33%	N=26	27%	N=21	100%	N=80
Sense of community	10%	N=8	26%	N=20	43%	N=33	21%	N=16	100%	N=77
Overall image or reputation of Lynchburg	7%	N=6	34%	N=27	31%	N=24	28%	N=22	100%	N=79

Table 4: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Recommend living in Lynchburg to someone who asks	19%	N=15	46%	N=36	12%	N=10	23%	N=18	100%	N=80
Remain in Lynchburg for the next five years	47%	N=35	26%	N=20	2%	N=1	24%	N=18	100%	N=74

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Table 5: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	59%	N=47	23%	N=19	10%	N=8	8%	N=7	0%	N=0	100%	N=80
In Lynchburg's downtown/commercial area during the day	43%	N=33	32%	N=25	10%	N=7	8%	N=6	7%	N=6	100%	N=77

Table 6: Question 5

Please rate each of the following characteristics as they relate to Lynchburg as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	4%	N=3	24%	N=18	28%	N=22	44%	N=34	100%	N=78
Ease of public parking	6%	N=4	35%	N=26	35%	N=26	24%	N=18	100%	N=74
Ease of travel by car in Lynchburg	12%	N=9	30%	N=23	32%	N=25	26%	N=20	100%	N=78
Ease of travel by public transportation in Lynchburg	0%	N=0	15%	N=5	20%	N=7	66%	N=23	100%	N=34
Ease of travel by bicycle in Lynchburg	2%	N=1	21%	N=9	35%	N=14	42%	N=18	100%	N=42
Ease of walking in Lynchburg	4%	N=3	38%	N=28	29%	N=21	29%	N=21	100%	N=73
Availability of paths and walking trails	16%	N=11	41%	N=30	31%	N=22	12%	N=9	100%	N=72
Air quality	30%	N=23	42%	N=32	22%	N=17	7%	N=5	100%	N=76
Cleanliness of Lynchburg	11%	N=8	50%	N=39	31%	N=24	8%	N=6	100%	N=78
Overall appearance of Lynchburg	10%	N=8	54%	N=42	34%	N=27	2%	N=2	100%	N=78
Public places where people want to spend time	10%	N=7	35%	N=27	39%	N=30	17%	N=13	100%	N=78
Variety of housing options	5%	N=3	42%	N=31	31%	N=23	23%	N=17	100%	N=74
Availability of affordable quality housing	12%	N=8	25%	N=16	30%	N=19	33%	N=22	100%	N=66
Fitness opportunities (including exercise classes and paths or trails, etc.)	23%	N=16	53%	N=37	13%	N=9	12%	N=8	100%	N=69
Recreational opportunities	11%	N=8	49%	N=37	26%	N=19	14%	N=11	100%	N=75
Availability of affordable quality food	9%	N=7	39%	N=30	24%	N=19	28%	N=21	100%	N=77
Availability of affordable quality health care	13%	N=10	38%	N=28	26%	N=19	23%	N=17	100%	N=73
Availability of preventive health services	7%	N=4	56%	N=36	19%	N=13	18%	N=12	100%	N=65
Availability of affordable quality mental health care	3%	N=2	32%	N=18	28%	N=16	37%	N=21	100%	N=56

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Table 7: Question 6

Please rate each of the following characteristics as they relate to Lynchburg as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	16%	N=5	13%	N=4	24%	N=8	46%	N=15	100%	N=32
K-12 education	14%	N=7	42%	N=21	14%	N=7	30%	N=15	100%	N=49
Adult educational opportunities	9%	N=6	65%	N=41	11%	N=7	14%	N=9	100%	N=63
Opportunities to attend cultural/arts/music activities	14%	N=9	46%	N=32	19%	N=13	21%	N=15	100%	N=68
Opportunities to participate in religious or spiritual events and activities	47%	N=33	37%	N=26	5%	N=3	11%	N=8	100%	N=70
Employment opportunities	4%	N=3	28%	N=19	38%	N=26	30%	N=20	100%	N=68
Shopping opportunities	1%	N=1	30%	N=22	32%	N=24	37%	N=28	100%	N=75
Cost of living in Lynchburg	16%	N=11	34%	N=25	27%	N=19	23%	N=17	100%	N=72
Overall quality of business and service establishments in Lynchburg	11%	N=8	50%	N=37	27%	N=20	12%	N=9	100%	N=74
Vibrant downtown/commercial area	4%	N=3	48%	N=33	35%	N=24	13%	N=9	100%	N=68
Overall quality of new development in Lynchburg	5%	N=3	43%	N=28	33%	N=21	18%	N=12	100%	N=65
Opportunities to participate in social events and activities	15%	N=11	43%	N=31	26%	N=19	16%	N=12	100%	N=72
Opportunities to volunteer	41%	N=26	38%	N=24	14%	N=9	7%	N=5	100%	N=64
Opportunities to participate in community matters	18%	N=11	57%	N=35	19%	N=12	6%	N=4	100%	N=61
Openness and acceptance of the community toward people of diverse backgrounds	18%	N=12	26%	N=18	25%	N=17	31%	N=21	100%	N=68
Neighborliness of residents in Lynchburg	12%	N=8	46%	N=32	27%	N=19	15%	N=10	100%	N=70

Table 8: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	28%	N=21	72%	N=53	100%	N=74
Made efforts to make your home more energy efficient	36%	N=27	64%	N=47	100%	N=74
Observed a code violation or other hazard in Lynchburg (weeds, abandoned buildings, etc.)	43%	N=32	57%	N=42	100%	N=74
Household member was a victim of a crime in Lynchburg	83%	N=61	17%	N=12	100%	N=74
Reported a crime to the police in Lynchburg	86%	N=63	14%	N=10	100%	N=74
Stocked supplies in preparation for an emergency	60%	N=44	40%	N=29	100%	N=74
Campaigned or advocated for an issue, cause or candidate	72%	N=53	28%	N=20	100%	N=74
Contacted the City of Lynchburg (in-person, phone, email or web) for help or information	51%	N=38	49%	N=36	100%	N=74
Contacted Lynchburg elected officials (in-person, phone, email or web) to express your opinion	79%	N=58	21%	N=16	100%	N=74

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Table 9: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Lynchburg?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Used Lynchburg recreation centers or their services	10%	N=7	14%	N=10	27%	N=20	49%	N=36	100%	N=73
Visited a local park	16%	N=12	22%	N=16	31%	N=22	31%	N=23	100%	N=72
Used Lynchburg public libraries or their services	13%	N=10	11%	N=8	32%	N=23	44%	N=32	100%	N=73
Participated in religious or spiritual activities in Lynchburg	12%	N=9	31%	N=22	11%	N=8	46%	N=33	100%	N=72
Attended a City-sponsored event	2%	N=1	8%	N=6	55%	N=40	35%	N=25	100%	N=72
Used bus, rail or other public transportation instead of driving	6%	N=4	7%	N=5	5%	N=4	82%	N=60	100%	N=73
Carpooled with other adults or children instead of driving alone	15%	N=11	9%	N=7	25%	N=18	51%	N=37	100%	N=72
Walked or biked instead of driving	10%	N=8	15%	N=11	15%	N=11	59%	N=43	100%	N=73
Volunteered your time to some group/activity in Lynchburg	9%	N=7	23%	N=17	25%	N=18	43%	N=31	100%	N=73
Participated in a club	2%	N=2	8%	N=6	17%	N=12	73%	N=53	100%	N=73
Talked to or visited with your immediate neighbors	26%	N=19	40%	N=29	24%	N=17	10%	N=7	100%	N=73
Done a favor for a neighbor	13%	N=10	35%	N=26	37%	N=27	15%	N=11	100%	N=73

Table 10: Question 9

Thinking about local public meetings (of local elected officials like City Council, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	0%	N=0	8%	N=6	24%	N=18	67%	N=49	100%	N=73
Watched (online or on television) a local public meeting	1%	N=1	8%	N=6	28%	N=20	63%	N=46	100%	N=72

Table 11: Question 10

Please rate the quality of each of the following services in Lynchburg:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Police services	27%	N=16	44%	N=26	25%	N=15	4%	N=3	100%	N=60
Fire services	44%	N=25	54%	N=31	2%	N=1	0%	N=0	100%	N=57
Ambulance or emergency medical services	29%	N=18	58%	N=36	11%	N=6	2%	N=1	100%	N=61
Crime prevention	18%	N=9	46%	N=24	19%	N=10	17%	N=9	100%	N=53
Fire prevention and education	17%	N=9	61%	N=32	11%	N=6	11%	N=6	100%	N=52
Traffic enforcement	16%	N=10	26%	N=17	26%	N=17	32%	N=20	100%	N=64
Street repair	6%	N=4	24%	N=17	34%	N=25	36%	N=26	100%	N=71
Street cleaning	13%	N=8	33%	N=22	44%	N=29	11%	N=7	100%	N=66
Street lighting	11%	N=8	42%	N=30	39%	N=28	9%	N=6	100%	N=72
Snow removal	16%	N=11	36%	N=25	36%	N=25	11%	N=8	100%	N=69
Sidewalk maintenance	14%	N=9	23%	N=16	45%	N=31	18%	N=13	100%	N=69

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Please rate the quality of each of the following services in Lynchburg:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Traffic signal timing	5%	N=4	28%	N=20	38%	N=27	29%	N=21	100%	N=72
Bus or transit services	8%	N=3	22%	N=7	20%	N=6	50%	N=17	100%	N=33
Garbage collection	11%	N=8	50%	N=35	31%	N=22	8%	N=6	100%	N=70
Recycling	7%	N=4	34%	N=20	33%	N=20	26%	N=16	100%	N=60
Yard waste pick-up	3%	N=2	26%	N=15	33%	N=19	38%	N=22	100%	N=57
Storm drainage	5%	N=3	47%	N=29	46%	N=28	2%	N=1	100%	N=62
Drinking water	20%	N=14	30%	N=21	34%	N=24	15%	N=11	100%	N=71
Sewer services	9%	N=6	57%	N=37	31%	N=20	2%	N=2	100%	N=65
Water utility billing	5%	N=4	37%	N=24	40%	N=26	18%	N=12	100%	N=66
City parks	33%	N=19	45%	N=26	22%	N=13	0%	N=0	100%	N=59
Recreation programs or classes	27%	N=14	38%	N=20	29%	N=15	6%	N=3	100%	N=53
Recreation centers or facilities	16%	N=9	39%	N=20	39%	N=21	5%	N=3	100%	N=52
Land use, planning and zoning	5%	N=3	33%	N=18	35%	N=20	27%	N=15	100%	N=56
Code enforcement (weeds, abandoned buildings, etc.)	2%	N=1	49%	N=25	21%	N=11	27%	N=14	100%	N=50
Animal control	24%	N=11	32%	N=14	15%	N=6	29%	N=13	100%	N=44
Economic development	12%	N=7	32%	N=19	36%	N=21	20%	N=11	100%	N=59
Health services	13%	N=8	51%	N=31	16%	N=9	20%	N=12	100%	N=60
Public library services	26%	N=15	57%	N=32	15%	N=8	2%	N=1	100%	N=56
Public information services	12%	N=7	61%	N=36	24%	N=14	3%	N=2	100%	N=58
Cable television	4%	N=2	17%	N=10	39%	N=23	40%	N=24	100%	N=59
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	17%	N=9	43%	N=24	16%	N=9	24%	N=13	100%	N=54
Preservation of natural areas such as open space, farmlands and greenbelts	19%	N=10	34%	N=18	30%	N=16	18%	N=9	100%	N=54
Lynchburg open space	12%	N=7	42%	N=23	35%	N=19	11%	N=6	100%	N=55
City-sponsored special events	17%	N=9	34%	N=18	37%	N=19	13%	N=7	100%	N=53
Overall customer service by Lynchburg employees (police, receptionists, planners, etc.)	16%	N=11	45%	N=31	25%	N=17	13%	N=9	100%	N=67

Table 12: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
The City of Lynchburg	10%	N=7	39%	N=26	42%	N=28	9%	N=6	100%	N=67
The Federal Government	0%	N=0	34%	N=21	38%	N=24	28%	N=17	100%	N=63



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Table 13: Question 12

Please rate the following categories of Lynchburg government performance:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
The value of services for the taxes paid to Lynchburg	4%	N=3	38%	N=24	21%	N=14	37%	N=24	100%	N=64
The overall direction that Lynchburg is taking	5%	N=3	36%	N=23	25%	N=16	34%	N=21	100%	N=64
The job Lynchburg government does at welcoming resident involvement	4%	N=2	40%	N=20	39%	N=19	17%	N=8	100%	N=49
Overall confidence in Lynchburg government	4%	N=3	28%	N=19	39%	N=26	29%	N=19	100%	N=67
Generally acting in the best interest of the community	4%	N=2	25%	N=17	42%	N=28	30%	N=20	100%	N=66
Being honest	4%	N=2	35%	N=18	34%	N=18	27%	N=14	100%	N=52
Treating all residents fairly	5%	N=3	33%	N=18	25%	N=14	37%	N=20	100%	N=54

Table 14: Question 13

Please rate how important, if at all, you think it is for the Lynchburg community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Lynchburg	48%	N=31	35%	N=23	16%	N=10	1%	N=1	100%	N=66
Overall ease of getting to the places you usually have to visit	43%	N=29	40%	N=26	16%	N=11	1%	N=0	100%	N=66
Quality of overall natural environment in Lynchburg	32%	N=21	39%	N=26	15%	N=10	14%	N=9	100%	N=66
Overall "built environment" of Lynchburg (including overall design, buildings, parks and transportation systems)	17%	N=11	42%	N=28	34%	N=22	7%	N=4	100%	N=66
Health and wellness opportunities in Lynchburg	21%	N=14	36%	N=23	43%	N=28	1%	N=0	100%	N=66
Overall opportunities for education and enrichment	40%	N=26	21%	N=14	36%	N=24	3%	N=2	100%	N=65
Overall economic health of Lynchburg	57%	N=37	33%	N=22	10%	N=7	0%	N=0	100%	N=66
Sense of community	23%	N=15	43%	N=28	34%	N=22	1%	N=0	100%	N=66

Table 15: Question 14

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City government and its activities, events and services?	Major source		Minor source		Not a source		Total	
	%	N	%	N	%	N	%	N
City web site (www.lynchburgva.gov)	50%	N=32	48%	N=31	2%	N=2	100%	N=65
Local news media (i.e., television, newspapers, etc.)	54%	N=35	39%	N=25	7%	N=5	100%	N=65
The local government Comcast Cable Channel 15	16%	N=10	37%	N=24	47%	N=30	100%	N=65
Monthly City newsletter in the News & Advance (City Source)	13%	N=8	52%	N=33	35%	N=22	100%	N=64
City Council meetings and other public meetings	24%	N=15	34%	N=22	41%	N=26	100%	N=64
City communications via social media (i.e. Facebook, Twitter, etc.)	50%	N=32	33%	N=21	17%	N=11	100%	N=64

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Table 16: Question 15

Lynchburg's population is projected to grow to over 90,000 by the year 2030. Please indicate if you feel there is too little, too much, or about the right amount of each of the following housing types in Lynchburg to meet the community's needs in the coming years:	Far too little		Somewhat too little		About right		Somewhat too much		Far too much		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Single-family detached homes	26%	N=15	23%	N=13	30%	N=17	1%	N=1	19%	N=11	100%	N=57
Townhouses	3%	N=2	26%	N=15	34%	N=19	23%	N=13	13%	N=7	100%	N=57
Multi-family housing (apartments/condominiums)	9%	N=5	24%	N=14	15%	N=9	32%	N=18	19%	N=11	100%	N=57
Housing options for seniors	33%	N=15	24%	N=11	26%	N=12	0%	N=0	17%	N=8	100%	N=47
Housing options for young residents	50%	N=26	19%	N=10	29%	N=15	0%	N=0	1%	N=1	100%	N=52

Table 17: Question 16 Part A

Please indicate how much of a priority, if at all, each of the following areas should be to the City and its community partners (businesses, academic institutions, non-profits, etc.):	High priority		Moderate priority		Low priority		Not a priority		Total	
	%	N	%	N	%	N	%	N	%	N
Building partnerships with the business community, surrounding counties, local institutions of higher learning and other organizations	42%	N=26	48%	N=30	10%	N=6	1%	N=0	100%	N=62
Reducing poverty	73%	N=45	21%	N=13	5%	N=3	2%	N=1	100%	N=63
Increasing access to out-of-school activities for children	44%	N=27	34%	N=21	17%	N=11	5%	N=3	100%	N=63
Ensuring children are kindergarten ready	46%	N=29	25%	N=16	16%	N=10	13%	N=8	100%	N=63
Providing a comprehensive transportation system (e.g., bikeways, trails, transit, etc.)	41%	N=25	43%	N=27	10%	N=6	6%	N=4	100%	N=63
Providing access to quality health care services	69%	N=43	15%	N=10	14%	N=9	2%	N=1	100%	N=63
Providing quality affordable housing for all income levels	77%	N=48	17%	N=11	4%	N=2	2%	N=1	100%	N=63
Providing stable, quality employment opportunities for residents	79%	N=50	17%	N=11	3%	N=2	1%	N=0	100%	N=63
Treating all residents fairly and equally regardless of race or any other factor	66%	N=41	15%	N=9	7%	N=5	13%	N=8	100%	N=63
Ensuring children are successful in school	63%	N=40	19%	N=12	18%	N=11	0%	N=0	100%	N=63

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Table 18: Question 16 Part B

Please rate to what extent progress has been made in each area in the last two years:	Significant progress		Some progress		Little progress		No progress		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Building partnerships with the business community, surrounding counties, local institutions of higher learning and other organizations	18%	N=11	67%	N=40	6%	N=4	9%	N=5	100%	N=60
Reducing poverty	2%	N=1	48%	N=29	41%	N=25	9%	N=6	100%	N=61
Increasing access to out-of-school activities for children	5%	N=3	67%	N=38	22%	N=12	6%	N=4	100%	N=57
Ensuring children are kindergarten ready	7%	N=4	66%	N=40	23%	N=14	4%	N=3	100%	N=60
Providing a comprehensive transportation system (e.g., bikeways, trails, transit, etc.)	14%	N=9	57%	N=34	20%	N=12	8%	N=5	100%	N=60
Providing access to quality health care services	5%	N=3	66%	N=40	27%	N=16	3%	N=2	100%	N=60
Providing quality affordable housing for all income levels	2%	N=1	29%	N=18	52%	N=32	16%	N=10	100%	N=61
Providing stable, quality employment opportunities for residents	7%	N=4	34%	N=20	44%	N=27	16%	N=10	100%	N=61
Treating all residents fairly and equally regardless of race or any other factor	21%	N=13	37%	N=23	30%	N=19	11%	N=7	100%	N=61
Ensuring children are successful in school	12%	N=7	50%	N=30	33%	N=20	6%	N=3	100%	N=61

Table 19: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Recycle at home	12%	N=8	11%	N=7	26%	N=16	14%	N=9	36%	N=22	100%	N=63
Purchase goods or services from a business located in Lynchburg	0%	N=0	1%	N=1	19%	N=12	66%	N=41	14%	N=9	100%	N=63
Eat at least 5 portions of fruits and vegetables a day	2%	N=2	30%	N=19	21%	N=13	32%	N=20	15%	N=9	100%	N=63
Participate in moderate or vigorous physical activity	9%	N=6	8%	N=5	33%	N=21	26%	N=16	24%	N=15	100%	N=63
Read or watch local news (via television, paper, computer, etc.)	0%	N=0	13%	N=8	25%	N=16	28%	N=18	33%	N=21	100%	N=63
Vote in local elections	6%	N=4	5%	N=3	1%	N=0	17%	N=11	71%	N=45	100%	N=63

Table 20: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	8%	N=5
Very good	52%	N=32
Good	35%	N=22
Fair	6%	N=4
Poor	0%	N=0
Total	100%	N=63

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Table 21: Question D3

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:	Percent	Number
Very positive	14%	N=9
Somewhat positive	16%	N=10
Neutral	45%	N=28
Somewhat negative	15%	N=9
Very negative	10%	N=6
Total	100%	N=63

Table 22: Question D4

What is your employment status?	Percent	Number
Working full time for pay	61%	N=38
Working part time for pay	5%	N=3
Unemployed, looking for paid work	9%	N=6
Unemployed, not looking for paid work	7%	N=4
Fully retired	18%	N=11
Total	100%	N=63

Table 23: Question D5

Do you work inside the boundaries of Lynchburg?	Percent	Number
Yes, outside the home	59%	N=36
Yes, from home	11%	N=6
No	30%	N=18
Total	100%	N=61

Table 24: Question D6

How many years have you lived in Lynchburg?	Percent	Number
Less than 2 years	14%	N=9
2 to 5 years	4%	N=2
6 to 10 years	26%	N=16
11 to 20 years	3%	N=2
More than 20 years	54%	N=34
Total	100%	N=63

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Table 25: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	67%	N=55
Building with two or more homes (duplex, townhome, apartment or condominium)	33%	N=27
Mobile home	0%	N=0
Other	0%	N=0
Total	100%	N=82

Table 26: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	44%	N=36
Owned	56%	N=46
Total	100%	N=82

Table 27: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	11%	N=7
\$300 to \$599 per month	17%	N=11
\$600 to \$999 per month	46%	N=28
\$1,000 to \$1,499 per month	11%	N=7
\$1,500 to \$2,499 per month	14%	N=9
\$2,500 or more per month	1%	N=0
Total	100%	N=62

Table 28: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	76%	N=45
Yes	24%	N=14
Total	100%	N=59

Table 29: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	79%	N=49
Yes	21%	N=13
Total	100%	N=62

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Table 30: Question D12

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.)	Percent	Number
Less than \$25,000	24%	N=15
\$25,000 to \$49,999	34%	N=21
\$50,000 to \$99,999	29%	N=18
\$100,000 to \$149,999	8%	N=5
\$150,000 or more	5%	N=3
Total	100%	N=63

Table 31: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	100%	N=63
Yes, I consider myself to be Spanish, Hispanic or Latino	0%	N=0
Total	100%	N=63

Table 32: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	13%	N=8
Asian, Asian Indian or Pacific Islander	0%	N=0
Black or African American	11%	N=7
White	76%	N=47
Other	6%	N=3

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

Table 33: Question D15

In which category is your age?	Percent	Number
18 to 24 years	4%	N=3
25 to 34 years	27%	N=22
35 to 44 years	17%	N=14
45 to 54 years	17%	N=14
55 to 64 years	19%	N=16
65 to 74 years	13%	N=11
75 years or older	2%	N=2
Total	100%	N=82

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Table 34: Question D16

What is your sex?	Percent	Number
Female	57%	N=46
Male	43%	N=35
Total	100%	N=80

Table 35: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	79%	N=49
Land line	7%	N=5
Both	14%	N=9
Total	100%	N=63

## Responses including “don’t know”

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 36: Question 1

Please rate each of the following aspects of quality of life in Lynchburg:	Excellent		Good		Fair		Poor		Don't know		Total	
Lynchburg as a place to live	14%	N=12	52%	N=43	24%	N=20	9%	N=8	0%	N=0	100%	N=82
Your neighborhood as a place to live	30%	N=24	47%	N=38	14%	N=11	7%	N=6	3%	N=2	100%	N=82
Lynchburg as a place to raise children	17%	N=14	49%	N=40	16%	N=13	10%	N=8	8%	N=6	100%	N=82
Lynchburg as a place to work	6%	N=5	34%	N=28	35%	N=29	22%	N=18	3%	N=3	100%	N=82
Lynchburg as a place to visit	16%	N=14	31%	N=26	38%	N=31	12%	N=10	3%	N=3	100%	N=82
Lynchburg as a place to retire	28%	N=23	42%	N=35	20%	N=17	9%	N=7	2%	N=1	100%	N=82
The overall quality of life in Lynchburg	14%	N=12	56%	N=46	21%	N=17	8%	N=7	0%	N=0	100%	N=82

Table 37: 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	
Overall feeling of safety in Lynchburg	16%	N=13	46%	N=37	29%	N=23	9%	N=7	0%	N=0	100%	N=81
Overall ease of getting to the places you usually have to visit	8%	N=7	36%	N=29	35%	N=28	20%	N=16	0%	N=0	100%	N=80
Quality of overall natural environment in Lynchburg	38%	N=30	38%	N=30	24%	N=19	1%	N=1	0%	N=0	100%	N=81
Overall "built environment" of Lynchburg (including overall design, buildings, parks and transportation systems)	5%	N=4	39%	N=31	41%	N=33	12%	N=10	3%	N=2	100%	N=81
Health and wellness opportunities in Lynchburg	16%	N=13	41%	N=33	30%	N=24	13%	N=11	0%	N=0	100%	N=80
Overall opportunities for education and enrichment	17%	N=13	46%	N=37	20%	N=16	12%	N=10	5%	N=4	100%	N=80
Overall economic health of Lynchburg	4%	N=4	36%	N=29	33%	N=26	27%	N=21	0%	N=0	100%	N=80
Sense of community	9%	N=8	25%	N=20	41%	N=33	20%	N=16	4%	N=3	100%	N=80
Overall image or reputation of Lynchburg	7%	N=6	33%	N=27	30%	N=24	27%	N=22	2%	N=1	100%	N=80

Table 38: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Recommend living in Lynchburg to someone who asks	19%	N=15	45%	N=36	12%	N=10	23%	N=18	1%	N=1	100%	N=80
Remain in Lynchburg for the next five years	44%	N=35	25%	N=20	2%	N=1	23%	N=18	6%	N=4	100%	N=79



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Table 39: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	59%	N=47	23%	N=19	10%	N=8	8%	N=7	0%	N=0	0%	N=0	100%	N=80
In Lynchburg's downtown/commercial area during the day	41%	N=33	31%	N=25	9%	N=7	8%	N=6	7%	N=6	4%	N=3	100%	N=80

Table 40: Question 5

Please rate each of the following characteristics as they relate to Lynchburg as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	4%	N=3	24%	N=18	28%	N=22	44%	N=34	0%	N=0	100%	N=78
Ease of public parking	6%	N=4	34%	N=26	33%	N=26	23%	N=18	4%	N=3	100%	N=78
Ease of travel by car in Lynchburg	12%	N=9	30%	N=23	32%	N=25	26%	N=20	0%	N=0	100%	N=78
Ease of travel by public transportation in Lynchburg	0%	N=0	6%	N=5	9%	N=7	29%	N=23	56%	N=43	100%	N=78
Ease of travel by bicycle in Lynchburg	1%	N=1	11%	N=9	19%	N=14	23%	N=18	46%	N=36	100%	N=78
Ease of walking in Lynchburg	4%	N=3	36%	N=28	28%	N=21	27%	N=21	6%	N=4	100%	N=77
Availability of paths and walking trails	14%	N=11	38%	N=30	29%	N=22	12%	N=9	7%	N=5	100%	N=78
Air quality	29%	N=23	41%	N=32	21%	N=17	7%	N=5	2%	N=2	100%	N=78
Cleanliness of Lynchburg	11%	N=8	50%	N=39	31%	N=24	8%	N=6	0%	N=0	100%	N=78
Overall appearance of Lynchburg	10%	N=8	54%	N=42	34%	N=27	2%	N=2	0%	N=0	100%	N=78
Public places where people want to spend time	10%	N=7	35%	N=27	39%	N=30	17%	N=13	0%	N=0	100%	N=78
Variety of housing options	4%	N=3	40%	N=31	29%	N=23	22%	N=17	4%	N=3	100%	N=78
Availability of affordable quality housing	10%	N=8	21%	N=16	25%	N=19	28%	N=22	15%	N=12	100%	N=78
Fitness opportunities (including exercise classes and paths or trails, etc.)	20%	N=16	47%	N=37	11%	N=9	10%	N=8	11%	N=8	100%	N=78
Recreational opportunities	11%	N=8	47%	N=37	25%	N=19	14%	N=11	4%	N=3	100%	N=78
Availability of affordable quality food	9%	N=7	39%	N=30	24%	N=19	27%	N=21	1%	N=1	100%	N=78
Availability of affordable quality health care	12%	N=10	36%	N=28	25%	N=19	21%	N=17	5%	N=4	100%	N=78
Availability of preventive health services	6%	N=4	47%	N=36	16%	N=13	15%	N=12	16%	N=12	100%	N=78
Availability of affordable quality mental health care	2%	N=2	23%	N=18	20%	N=16	27%	N=21	27%	N=21	100%	N=78

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Table 41: Question 6

Please rate each of the following characteristics as they relate to Lynchburg as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	7%	N=5	6%	N=4	11%	N=8	20%	N=15	56%	N=42	100%	N=74
K-12 education	9%	N=7	28%	N=21	9%	N=7	20%	N=15	34%	N=25	100%	N=75
Adult educational opportunities	8%	N=6	55%	N=41	9%	N=7	12%	N=9	16%	N=12	100%	N=74
Opportunities to attend cultural/arts/music activities	12%	N=9	42%	N=32	17%	N=13	20%	N=15	8%	N=6	100%	N=75
Opportunities to participate in religious or spiritual events and activities	44%	N=33	34%	N=26	4%	N=3	10%	N=8	7%	N=5	100%	N=75
Employment opportunities	4%	N=3	25%	N=19	35%	N=26	27%	N=20	9%	N=7	100%	N=75
Shopping opportunities	1%	N=1	30%	N=22	32%	N=24	37%	N=28	0%	N=0	100%	N=75
Cost of living in Lynchburg	15%	N=11	33%	N=25	26%	N=19	23%	N=17	3%	N=2	100%	N=75
Overall quality of business and service establishments in Lynchburg	11%	N=8	49%	N=37	27%	N=20	12%	N=9	1%	N=1	100%	N=75
Vibrant downtown/commercial area	4%	N=3	44%	N=33	32%	N=24	12%	N=9	9%	N=6	100%	N=75
Overall quality of new development in Lynchburg	5%	N=3	38%	N=28	29%	N=21	16%	N=12	12%	N=9	100%	N=74
Opportunities to participate in social events and activities	14%	N=11	41%	N=31	25%	N=19	16%	N=12	4%	N=3	100%	N=75
Opportunities to volunteer	35%	N=26	33%	N=24	12%	N=9	6%	N=5	14%	N=10	100%	N=75
Opportunities to participate in community matters	15%	N=11	46%	N=35	15%	N=12	5%	N=4	18%	N=14	100%	N=75
Openness and acceptance of the community toward people of diverse backgrounds	17%	N=12	24%	N=18	23%	N=17	29%	N=21	8%	N=6	100%	N=74
Neighborliness of residents in Lynchburg	11%	N=8	43%	N=32	25%	N=19	14%	N=10	7%	N=5	100%	N=75

Table 42: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	28%	N=21	72%	N=53	100%	N=74
Made efforts to make your home more energy efficient	36%	N=27	64%	N=47	100%	N=74
Observed a code violation or other hazard in Lynchburg (weeds, abandoned buildings, etc.)	43%	N=32	57%	N=42	100%	N=74
Household member was a victim of a crime in Lynchburg	83%	N=61	17%	N=12	100%	N=74
Reported a crime to the police in Lynchburg	86%	N=63	14%	N=10	100%	N=74
Stocked supplies in preparation for an emergency	60%	N=44	40%	N=29	100%	N=74
Campaigned or advocated for an issue, cause or candidate	72%	N=53	28%	N=20	100%	N=74
Contacted the City of Lynchburg (in-person, phone, email or web) for help or information	51%	N=38	49%	N=36	100%	N=74
Contacted Lynchburg elected officials (in-person, phone, email or web) to express your opinion	79%	N=58	21%	N=16	100%	N=74

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Table 43: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Lynchburg?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Used Lynchburg recreation centers or their services	10%	N=7	14%	N=10	27%	N=20	49%	N=36	100%	N=73
Visited a local park	16%	N=12	22%	N=16	31%	N=22	31%	N=23	100%	N=72
Used Lynchburg public libraries or their services	13%	N=10	11%	N=8	32%	N=23	44%	N=32	100%	N=73
Participated in religious or spiritual activities in Lynchburg	12%	N=9	31%	N=22	11%	N=8	46%	N=33	100%	N=72
Attended a City-sponsored event	2%	N=1	8%	N=6	55%	N=40	35%	N=25	100%	N=72
Used bus, rail or other public transportation instead of driving	6%	N=4	7%	N=5	5%	N=4	82%	N=60	100%	N=73
Carpooled with other adults or children instead of driving alone	15%	N=11	9%	N=7	25%	N=18	51%	N=37	100%	N=72
Walked or biked instead of driving	10%	N=8	15%	N=11	15%	N=11	59%	N=43	100%	N=73
Volunteered your time to some group/activity in Lynchburg	9%	N=7	23%	N=17	25%	N=18	43%	N=31	100%	N=73
Participated in a club	2%	N=2	8%	N=6	17%	N=12	73%	N=53	100%	N=73
Talked to or visited with your immediate neighbors	26%	N=19	40%	N=29	24%	N=17	10%	N=7	100%	N=73
Done a favor for a neighbor	13%	N=10	35%	N=26	37%	N=27	15%	N=11	100%	N=73

Table 44: Question 9

Thinking about local public meetings (of local elected officials like City Council, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	0%	N=0	8%	N=6	24%	N=18	67%	N=49	100%	N=73
Watched (online or on television) a local public meeting	1%	N=1	8%	N=6	28%	N=20	63%	N=46	100%	N=72

Table 45: Question 10

Please rate the quality of each of the following services in Lynchburg:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Police services	22%	N=16	37%	N=26	21%	N=15	4%	N=3	17%	N=12	100%	N=72
Fire services	35%	N=25	43%	N=31	2%	N=1	0%	N=0	20%	N=15	100%	N=72
Ambulance or emergency medical services	25%	N=18	50%	N=36	9%	N=6	1%	N=1	14%	N=10	100%	N=71
Crime prevention	13%	N=9	34%	N=24	14%	N=10	13%	N=9	26%	N=19	100%	N=72
Fire prevention and education	12%	N=9	45%	N=32	8%	N=6	8%	N=6	27%	N=20	100%	N=72
Traffic enforcement	14%	N=10	23%	N=17	23%	N=17	28%	N=20	11%	N=8	100%	N=72
Street repair	6%	N=4	24%	N=17	34%	N=25	36%	N=26	0%	N=0	100%	N=71
Street cleaning	12%	N=8	30%	N=22	40%	N=29	10%	N=7	8%	N=5	100%	N=72
Street lighting	11%	N=8	42%	N=30	39%	N=28	9%	N=6	0%	N=0	100%	N=72
Snow removal	16%	N=11	36%	N=25	36%	N=25	11%	N=8	1%	N=0	100%	N=69
Sidewalk maintenance	13%	N=9	22%	N=16	43%	N=31	17%	N=13	4%	N=3	100%	N=72

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Please rate the quality of each of the following services in Lynchburg:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic signal timing	5%	N=4	28%	N=20	38%	N=27	29%	N=21	0%	N=0	100%	N=72
Bus or transit services	4%	N=3	10%	N=7	9%	N=6	23%	N=17	54%	N=39	100%	N=72
Garbage collection	11%	N=8	49%	N=35	30%	N=22	8%	N=6	2%	N=2	100%	N=72
Recycling	6%	N=4	28%	N=20	27%	N=20	22%	N=16	16%	N=12	100%	N=72
Yard waste pick-up	2%	N=2	21%	N=15	26%	N=19	30%	N=22	21%	N=15	100%	N=72
Storm drainage	4%	N=3	41%	N=29	39%	N=28	2%	N=1	13%	N=9	100%	N=71
Drinking water	20%	N=14	30%	N=21	34%	N=24	15%	N=11	1%	N=0	100%	N=71
Sewer services	9%	N=6	52%	N=37	29%	N=20	2%	N=2	8%	N=6	100%	N=71
Water utility billing	5%	N=4	34%	N=24	37%	N=26	16%	N=12	8%	N=5	100%	N=71
City parks	27%	N=19	37%	N=26	18%	N=13	0%	N=0	18%	N=13	100%	N=72
Recreation programs or classes	20%	N=14	28%	N=20	21%	N=15	4%	N=3	27%	N=19	100%	N=72
Recreation centers or facilities	12%	N=9	28%	N=20	29%	N=21	4%	N=3	28%	N=20	100%	N=72
Land use, planning and zoning	4%	N=3	25%	N=18	27%	N=20	21%	N=15	22%	N=16	100%	N=72
Code enforcement (weeds, abandoned buildings, etc.)	2%	N=1	34%	N=25	15%	N=11	19%	N=14	30%	N=22	100%	N=72
Animal control	15%	N=11	19%	N=14	9%	N=6	18%	N=13	39%	N=28	100%	N=72
Economic development	10%	N=7	26%	N=19	30%	N=21	16%	N=11	18%	N=13	100%	N=72
Health services	11%	N=8	43%	N=31	13%	N=9	17%	N=12	17%	N=12	100%	N=72
Public library services	21%	N=15	45%	N=32	12%	N=8	1%	N=1	22%	N=15	100%	N=72
Public information services	10%	N=7	50%	N=36	19%	N=14	3%	N=2	19%	N=13	100%	N=72
Cable television	3%	N=2	14%	N=10	32%	N=23	34%	N=24	17%	N=12	100%	N=71
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	13%	N=9	33%	N=24	12%	N=9	18%	N=13	24%	N=18	100%	N=72
Preservation of natural areas such as open space, farmlands and greenbelts	14%	N=10	25%	N=18	22%	N=16	13%	N=9	25%	N=18	100%	N=72
Lynchburg open space	10%	N=7	34%	N=23	28%	N=19	9%	N=6	20%	N=14	100%	N=69
City-sponsored special events	12%	N=9	25%	N=18	27%	N=19	10%	N=7	26%	N=18	100%	N=71
Overall customer service by Lynchburg employees (police, receptionists, planners, etc.)	15%	N=11	43%	N=31	24%	N=17	12%	N=9	6%	N=4	100%	N=72

Table 46: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The City of Lynchburg	10%	N=7	38%	N=26	42%	N=28	9%	N=6	2%	N=1	100%	N=68
The Federal Government	0%	N=0	32%	N=21	36%	N=24	26%	N=17	7%	N=5	100%	N=68

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Table 47: Question 12

Please rate the following categories of Lynchburg government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The value of services for the taxes paid to Lynchburg	4%	N=3	36%	N=24	20%	N=14	35%	N=24	5%	N=4	100%	N=68
The overall direction that Lynchburg is taking	4%	N=3	34%	N=23	24%	N=16	32%	N=21	6%	N=4	100%	N=68
The job Lynchburg government does at welcoming resident involvement	3%	N=2	29%	N=20	28%	N=19	12%	N=8	27%	N=19	100%	N=68
Overall confidence in Lynchburg government	4%	N=3	28%	N=19	38%	N=26	28%	N=19	2%	N=1	100%	N=68
Generally acting in the best interest of the community	4%	N=2	24%	N=17	41%	N=28	29%	N=20	2%	N=1	100%	N=68
Being honest	3%	N=2	27%	N=18	26%	N=18	21%	N=14	23%	N=16	100%	N=68
Treating all residents fairly	4%	N=3	26%	N=18	20%	N=14	29%	N=20	20%	N=14	100%	N=68

Table 48: Question 13

Please rate how important, if at all, you think it is for the Lynchburg community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Lynchburg	48%	N=31	35%	N=23	16%	N=10	1%	N=1	100%	N=66
Overall ease of getting to the places you usually have to visit	43%	N=29	40%	N=26	16%	N=11	1%	N=0	100%	N=66
Quality of overall natural environment in Lynchburg	32%	N=21	39%	N=26	15%	N=10	14%	N=9	100%	N=66
Overall "built environment" of Lynchburg (including overall design, buildings, parks and transportation systems)	17%	N=11	42%	N=28	34%	N=22	7%	N=4	100%	N=66
Health and wellness opportunities in Lynchburg	21%	N=14	36%	N=23	43%	N=28	1%	N=0	100%	N=66
Overall opportunities for education and enrichment	40%	N=26	21%	N=14	36%	N=24	3%	N=2	100%	N=65
Overall economic health of Lynchburg	57%	N=37	33%	N=22	10%	N=7	0%	N=0	100%	N=66
Sense of community	23%	N=15	43%	N=28	34%	N=22	1%	N=0	100%	N=66

Table 49: Question 14

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City government and its activities, events and services?	Major source		Minor source		Not a source		Total	
	%	N	%	N	%	N	%	N
City web site (www.lynchburgva.gov)	50%	N=32	48%	N=31	2%	N=2	100%	N=65
Local news media (i.e., television, newspapers, etc.)	54%	N=35	39%	N=25	7%	N=5	100%	N=65
The local government Comcast Cable Channel 15	16%	N=10	37%	N=24	47%	N=30	100%	N=65
Monthly City newsletter in the News & Advance (City Source)	13%	N=8	52%	N=33	35%	N=22	100%	N=64
City Council meetings and other public meetings	24%	N=15	34%	N=22	41%	N=26	100%	N=64
City communications via social media (i.e. Facebook, Twitter, etc.)	50%	N=32	33%	N=21	17%	N=11	100%	N=64

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Table 50: Question 15

Lynchburg's population is projected to grow to over 90,000 by the year 2030. Please indicate if you feel there is too little, too much, or about the right amount of each of the following housing types in Lynchburg to meet the community's needs in the coming years:	Far too little		Somewhat too little		About right		Somewhat too much		Far too much		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Single-family detached homes	23%	N=15	20%	N=13	27%	N=17	1%	N=1	17%	N=11	12%	N=8	100%	N=65
Townhouses	3%	N=2	23%	N=15	30%	N=19	20%	N=13	11%	N=7	12%	N=8	100%	N=65
Multi-family housing (apartments/condominiums)	8%	N=5	21%	N=14	13%	N=9	28%	N=18	17%	N=11	12%	N=8	100%	N=65
Housing options for seniors	24%	N=15	18%	N=11	19%	N=12	0%	N=0	12%	N=8	27%	N=17	100%	N=64
Housing options for young residents	40%	N=26	16%	N=10	24%	N=15	0%	N=0	1%	N=1	19%	N=12	100%	N=65

Table 51: Question 16 Part A

Please indicate how much of a priority, if at all, each of the following areas should be to the City and its community partners (businesses, academic institutions, non-profits, etc.):	High priority		Moderate priority		Low priority		Not a priority		Total	
	%	N	%	N	%	N	%	N	%	N
Building partnerships with the business community, surrounding counties, local institutions of higher learning and other organizations	42%	N=26	48%	N=30	10%	N=6	1%	N=0	100%	N=62
Reducing poverty	73%	N=45	21%	N=13	5%	N=3	2%	N=1	100%	N=63
Increasing access to out-of-school activities for children	44%	N=27	34%	N=21	17%	N=11	5%	N=3	100%	N=63
Ensuring children are kindergarten ready	46%	N=29	25%	N=16	16%	N=10	13%	N=8	100%	N=63
Providing a comprehensive transportation system (e.g., bikeways, trails, transit, etc.)	41%	N=25	43%	N=27	10%	N=6	6%	N=4	100%	N=63
Providing access to quality health care services	69%	N=43	15%	N=10	14%	N=9	2%	N=1	100%	N=63
Providing quality affordable housing for all income levels	77%	N=48	17%	N=11	4%	N=2	2%	N=1	100%	N=63
Providing stable, quality employment opportunities for residents	79%	N=50	17%	N=11	3%	N=2	1%	N=0	100%	N=63
Treating all residents fairly and equally regardless of race or any other factor	66%	N=41	15%	N=9	7%	N=5	13%	N=8	100%	N=63
Ensuring children are successful in school	63%	N=40	19%	N=12	18%	N=11	0%	N=0	100%	N=63

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Table 52: Question 16 Part B

Please rate to what extent progress has been made in each area in the last two years:	Significant progress		Some progress		Little progress		No progress		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Building partnerships with the business community, surrounding counties, local institutions of higher learning and other organizations	18%	N=11	67%	N=40	6%	N=4	9%	N=5	100%	N=60
Reducing poverty	2%	N=1	48%	N=29	41%	N=25	9%	N=6	100%	N=61
Increasing access to out-of-school activities for children	5%	N=3	67%	N=38	22%	N=12	6%	N=4	100%	N=57
Ensuring children are kindergarten ready	7%	N=4	66%	N=40	23%	N=14	4%	N=3	100%	N=60
Providing a comprehensive transportation system (e.g., bikeways, trails, transit, etc.)	14%	N=9	57%	N=34	20%	N=12	8%	N=5	100%	N=60
Providing access to quality health care services	5%	N=3	66%	N=40	27%	N=16	3%	N=2	100%	N=60
Providing quality affordable housing for all income levels	2%	N=1	29%	N=18	52%	N=32	16%	N=10	100%	N=61
Providing stable, quality employment opportunities for residents	7%	N=4	34%	N=20	44%	N=27	16%	N=10	100%	N=61
Treating all residents fairly and equally regardless of race or any other factor	21%	N=13	37%	N=23	30%	N=19	11%	N=7	100%	N=61
Ensuring children are successful in school	12%	N=7	50%	N=30	33%	N=20	6%	N=3	100%	N=61

Table 53: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Recycle at home	12%	N=8	11%	N=7	26%	N=16	14%	N=9	36%	N=22	100%	N=63
Purchase goods or services from a business located in Lynchburg	0%	N=0	1%	N=1	19%	N=12	66%	N=41	14%	N=9	100%	N=63
Eat at least 5 portions of fruits and vegetables a day	2%	N=2	30%	N=19	21%	N=13	32%	N=20	15%	N=9	100%	N=63
Participate in moderate or vigorous physical activity	9%	N=6	8%	N=5	33%	N=21	26%	N=16	24%	N=15	100%	N=63
Read or watch local news (via television, paper, computer, etc.)	0%	N=0	13%	N=8	25%	N=16	28%	N=18	33%	N=21	100%	N=63
Vote in local elections	6%	N=4	5%	N=3	1%	N=0	17%	N=11	71%	N=45	100%	N=63

Table 54: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	8%	N=5
Very good	52%	N=32
Good	35%	N=22
Fair	6%	N=4
Poor	0%	N=0
Total	100%	N=63

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Table 55: Question D3

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:	Percent	Number
Very positive	14%	N=9
Somewhat positive	16%	N=10
Neutral	45%	N=28
Somewhat negative	15%	N=9
Very negative	10%	N=6
Total	100%	N=63

Table 56: Question D4

What is your employment status?	Percent	Number
Working full time for pay	61%	N=38
Working part time for pay	5%	N=3
Unemployed, looking for paid work	9%	N=6
Unemployed, not looking for paid work	7%	N=4
Fully retired	18%	N=11
Total	100%	N=63

Table 57: Question D5

Do you work inside the boundaries of Lynchburg?	Percent	Number
Yes, outside the home	59%	N=36
Yes, from home	11%	N=6
No	30%	N=18
Total	100%	N=61

Table 58: Question D6

How many years have you lived in Lynchburg?	Percent	Number
Less than 2 years	14%	N=9
2 to 5 years	4%	N=2
6 to 10 years	26%	N=16
11 to 20 years	3%	N=2
More than 20 years	54%	N=34
Total	100%	N=63



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Table 59: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	67%	N=55
Building with two or more homes (duplex, townhome, apartment or condominium)	33%	N=27
Mobile home	0%	N=0
Other	0%	N=0
Total	100%	N=82

Table 60: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	44%	N=36
Owned	56%	N=46
Total	100%	N=82

Table 61: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	11%	N=7
\$300 to \$599 per month	17%	N=11
\$600 to \$999 per month	46%	N=28
\$1,000 to \$1,499 per month	11%	N=7
\$1,500 to \$2,499 per month	14%	N=9
\$2,500 or more per month	1%	N=0
Total	100%	N=62

Table 62: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	76%	N=45
Yes	24%	N=14
Total	100%	N=59

Table 63: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	79%	N=49
Yes	21%	N=13
Total	100%	N=62

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Table 64: Question D12

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.)	Percent	Number
Less than \$25,000	24%	N=15
\$25,000 to \$49,999	34%	N=21
\$50,000 to \$99,999	29%	N=18
\$100,000 to \$149,999	8%	N=5
\$150,000 or more	5%	N=3
Total	100%	N=63

Table 65: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	100%	N=63
Yes, I consider myself to be Spanish, Hispanic or Latino	0%	N=0
Total	100%	N=63

Table 66: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	13%	N=8
Asian, Asian Indian or Pacific Islander	0%	N=0
Black or African American	11%	N=7
White	76%	N=47
Other	6%	N=3

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

Table 67: Question D15

In which category is your age?	Percent	Number
18 to 24 years	4%	N=3
25 to 34 years	27%	N=22
35 to 44 years	17%	N=14
45 to 54 years	17%	N=14
55 to 64 years	19%	N=16
65 to 74 years	13%	N=11
75 years or older	2%	N=2
Total	100%	N=82

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Table 68: Question D16

What is your sex?	Percent	Number
Female	57%	N=46
Male	43%	N=35
Total	100%	N=80

Table 69: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	79%	N=49
Land line	7%	N=5
Both	14%	N=9
Total	100%	N=63

## Verbatim Responses to Open Ended Question

The following pages contain the respondents' verbatim responses as entered in the web survey and have not been edited for spelling or grammar. Responses have been organized by coded alphabetical order.

**Is there a community issue or concern to you that is not addressed in this survey?  
Please explain.**

- 1) Lynchburg is NOT a good place to live if you happen to live on North Princeton Circle. The police have been contacted numerous times about the blatant code violation at 20 N. Princeton Circle. For well over a year there has been a large SUV sitting on the city street on jacks without any tags and without front wheels. This eyesore is affecting the property value of all the houses on this street, yet the police have repeatedly refused to do anything. 2) On a more general level, I believe the ultra-conservative radicalness of Jerry Falwell Jr affects the ability of Lynchburg to attract high tech and progressive companies, and that the city kowtows to Jerry Jr. 3) It concerns me that LU and Centra - non-profits - are acquiring more and more property in the city. 4) City code enforcement is weak.
- 1) No airline competition for LYH airport. 2) Not enough entry/exit points for LU campus, making Wards Rd increasingly congested.
- A major concern to many of us is the ongoing building of multi unit residences in the middle of single family neighborhoods. You're hurting home prices and increasing traffic in quiet neighborhoods that don't have the ability to address the traffic or the upkeep to the streets. There are at least half dozen residential neighborhoods with proposed rezoning for multi unit townhomes within city limits.
- Bike lane on Boonsboro Road not good. City parties not necessary. Raising garbage rates so much in one year unwise and not right.
- Bring new industry
- Concerned public schools are not better attended by families that can afford to send their children to private schools. I wish there was a campaign to advertise the merits of LCPS.
- Creating/paving new roads instead of taking care of the ones that are most used - i.e. Rivermont, downtown Lynchburg streets, etc.
- i feel that this survey lacked any questions related to energy services such as discussing need and desire for clean energy alternatives or purposed incentives for upgrading homes to be more energy efficient, building roof top solar energy panels and water conservation. Also what steps the local government and state are doing to pressure, or should be pressuring, the utilities to make steps to provide a more secure and robust energy infrastructure away from damaging fossil fuels.
- I work downtown on commerce street and there is an egregious amount of dog poop in every sidewalk tree square. These new apartments downtown all have dog owners that don't pick up their dog poop. **I would love it if some dog poop bags could be added to commerce street**
- I would like to address an issue. My neighbors have had NO TRASH decal nor city issued trash bags for over TWO YEARS and their trash is picked up EVERY WEEK! The rest of us who buy decals have seen an increase in price, I suppose to compensate for the non paying residents and the city trash employees who continue to look the other way.
- If Lynchburg can give up their soul for Liberty Univ. Why can't they for companies looking to come here? If a business or company wants to come here and they want such and such, the CITY should go out the way and appease them.
- If we expect to help our children be successful in school, we need to offer our teachers higher salaries, more autonomy, and less micromanagement from administration.
- Need more quality and affordable housing for low income and those living in poverty. I volunteer at an organization that helps with termination notices and the number of people we see is alarming.
- no
- No, the only other concern I would have as a citizen would be the school staff that are put in place in our Lynchburg city schools.
- No.

- overdevelopment is a concern... but I would like the city do its part to address global warming, encouraging residential solar, car charging stations, tax incentives for businesses to go green, the city itself using permeable pavement when roads are repaved, and going solar in schools and government buildings whenever possible. Encouraging businesses to change to permeable pavement in their lots when they next need paving or for new properties. I could go on and on.... also finding a solution for the recyclables problem.. can the city itself do something to recycle the recyclables?
- Please pick up bulk trash quicker.
- police need to be paid more money that why there is such a shortage of cops
- Rather than focusing on government-based (taxpayer-funded) solutions to problems like poverty and what children do after school, perhaps the City government can find solutions with local businesses or organizations that address these concerns with direct involvement of those impacted.
- Recent process to create & Council's deliberative process to adopt short term rental ordinance were poor and produced an ordinance that is toothless and provides zero protection of existing residential neighborhood character. It was bad on subjective reasoning without analysis of real data.
- Stop kowtowing to Liberty University.
- Streetlights need to be fixed and the police need to enforce the speedlimit because people are speeding and riding bumpers and making driving dangerous. The area's that need this is Campbell ave., wards road, fort ave. Has this town become a lawless town?
- The Bus system needs serious work. No one wants to ride a bus that only shows up to a stop once-an-hour. Bring the frequency of stops to every 10-15 mins would significantly improve ridership and traffic in the area. A reliable mass transit is the foundation of a bustling city and economy. Suburban sprawl, ample off-street parking destroy cities.
- The food tax is too high; tax money should be used to support public safety ( especially police needs) instead of building sidewalks, & roundabouts; scrutiny of spending should be increased and monitored at least monthly for each department in the city and every department should be monitored closely and held responsible for being over budget or any unnecessary spending....it is embarrassing to hear the people that represent the residents report a shortfall in finances because the money could not be found then city council turns around and starts spending ....I know some of the spending is from grants and in connection with the state....hope that covered some of the expense of Heritage High School that had to reduce teacher jobs because of lower student numbers than reported...hope the city can increase in population. Careful spending could allow for lower overall taxes; ways to shelter the homeless; help feed the children that do not have food except when in school or provided by soup kitchens, food banks, or churches; treat all city citizens the same...enforce the purchase of trash can labels for anyone that depends on city garbage pick-up; complete city projects ( we have been waiting about 15 years to receive the letter we were told would be mailed us, informing us that the sewage line project in our neighborhood would be complete ...with every phone call, we are informed the entire project has not been completed )...how long does it take....we probably will not live to see it. **It would be good if updates on projects could be communicated to the residents.** I would like to see the city look into having city council elected by the residents of Lynchburg. Lastly, I would like more attention paid to the city parks....more detailed weeding would really improve the looks of the parks.
- The lack of entertainment options and regional draw. The latest efforts such as SeaQuest are a complete waste of money and space.
- The poverty issue is still somewhat insurmountable. The health care system has financial issues that need to be resolved. And our school system needs improvement in several areas.
- There has been NO industrial development in Lynchburg for over 10 years. That needs to change NOW
- Too many construction project going on simultaneously. Need to finish one before starting on others. I have been avoiding downtown for about two years now because of the constant construction. And Wards Road is an absolute mess. I try to avoid that whenever possible. Timing of traffic lights around town is awful also, intersection of Link and Boonsboro/ Rivermont is a nightmare. Sections of town with weeds, overgrown yards, junk cars sitting in the yards, all need to be addressed to maintain and increase property values
- Traffic issues at at 221 /501 intersection and wards rd Repeated road closings/construction in downtown area
- Wish lynchburg had curbside recycling pickup along with garbage pickup
- Would be nice to have dedicated left turn light from Edgewood onto Fort Ave. Same at Meadowbrook onto Fort Ave. I'm still lost as to why the city replaced those traffic signals three years ago and didn't add those features.