



CITY OF CHARLOTTESVILLE, VA 2012

Report of Geographic Subgroup Comparisons



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SURVEY BACKGROUND

ABOUT THE NATIONAL CITIZEN SURVEY™

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA).

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

The National Citizen Survey™ customized for this jurisdiction was developed in close cooperation with local jurisdiction staff. The City of Charlottesville 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 Charlottesville staff also determined local interest in a variety of add-on options to The National Citizen Survey™ Basic Service.

UNDERSTANDING THE RESULTS

“DON’T KNOW” RESPONSES

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

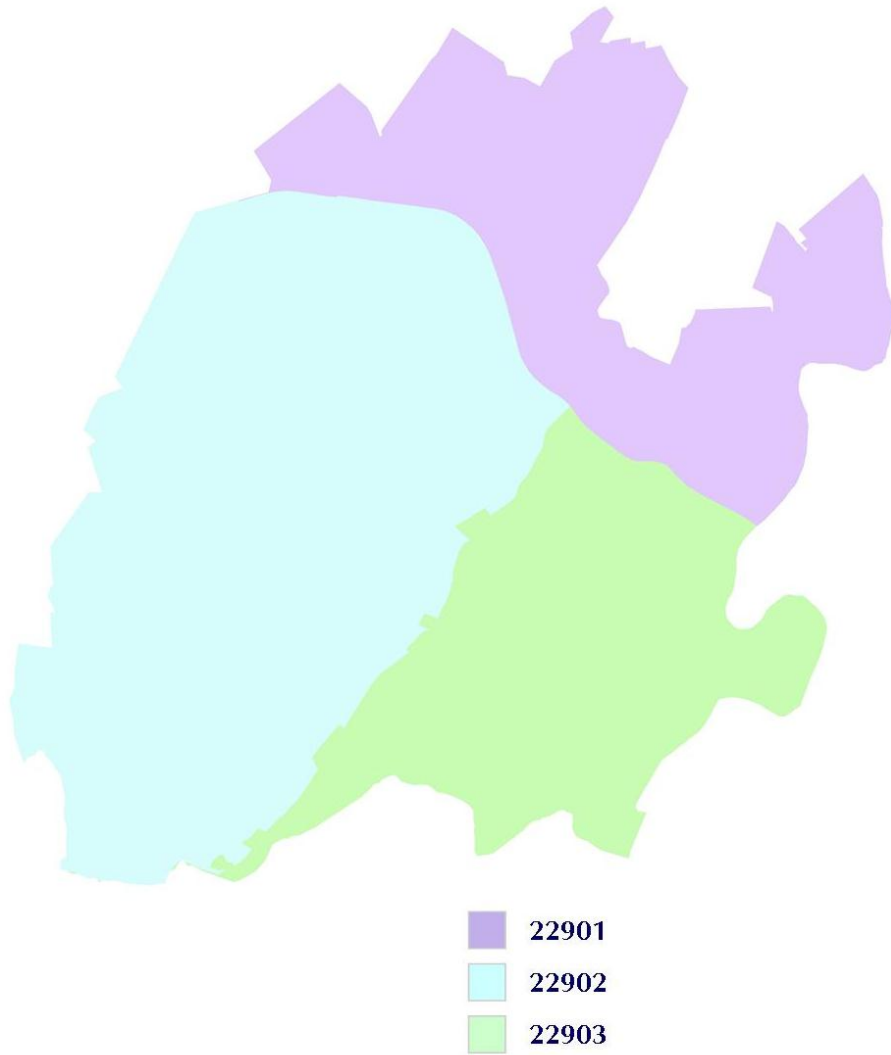
UNDERSTANDING THE TABLES

In this report, comparisons between geographic subgroups are shown. For most of the questions, we have shown only one number for each question. We have summarized responses to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good”, or the percent of respondents who felt the rate of growth was “about right.”

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

The 95 percent confidence level for this survey is generally no greater than plus or minus five percentage points around any given percent reported for the entire sample (315 completed surveys). For each zip code (22901, 22902 or 22903), the margin of error rises to approximately + or - 15% since sample sizes were approximately 41 for zip code 22901, 80 for zip code 22902 and 194 for zip code 22903.

The National Citizen Survey™ Charlottesville, VA Geographic Comparison Areas



COMPARISONS

Cells shaded grey indicate statistically significant differences between subgroups.

Question 1: Quality of Life (Percent "excellent" or "good")				
Please rate each of the following aspects of quality of life in Charlottesville:	Zip Code			
	22901	22902	22903	Overall
Charlottesville as a place to live	94%	79%	91%	88%
Your neighborhood as a place to live	94%	77%	82%	82%
Charlottesville as a place to raise children	85%	82%	91%	88%
Charlottesville as a place to work	72%	62%	74%	71%
Charlottesville as a place to retire	79%	73%	78%	77%
The overall quality of life in Charlottesville	92%	72%	87%	84%

Question 2: Community Characteristics (Percent "excellent" or "good")				
Please rate each of the following characteristics as they relate to Charlottesville as a whole:	Zip Code			
	22901	22902	22903	Overall
Sense of community	72%	66%	85%	79%
Openness and acceptance of the community toward people of diverse backgrounds	73%	67%	68%	68%
Overall appearance of Charlottesville	92%	79%	84%	84%
Cleanliness of Charlottesville	93%	67%	85%	82%
Overall quality of new development in Charlottesville	72%	45%	66%	62%
Variety of housing options	54%	44%	51%	50%
Overall quality of business and service establishments in Charlottesville	73%	74%	75%	75%
Shopping opportunities	82%	56%	59%	62%
Opportunities to attend cultural activities	83%	75%	81%	80%
Recreational opportunities	78%	62%	83%	77%
Employment opportunities	46%	42%	44%	44%
Educational opportunities	93%	83%	91%	89%
Opportunities to participate in social events and activities	85%	72%	84%	81%
Opportunities to volunteer	96%	85%	86%	87%
Opportunities to participate in community matters	79%	71%	79%	77%

Question 2: Community Characteristics (Percent "excellent" or "good")				
Please rate each of the following characteristics as they relate to Charlottesville as a whole:	Zip Code			
	22901	22902	22903	Overall
Ease of car travel in Charlottesville	46%	43%	51%	48%
Ease of bus travel in Charlottesville	52%	48%	61%	57%
Ease of bicycle travel in Charlottesville	43%	35%	51%	46%
Ease of walking in Charlottesville	58%	63%	74%	69%
Availability of paths and walking trails	62%	59%	73%	68%
Traffic flow on major streets	33%	30%	29%	30%
Amount of public parking	34%	33%	26%	29%
Availability of affordable quality housing	35%	28%	32%	31%
Availability of affordable quality child care	34%	32%	43%	39%
Availability of affordable quality health care	76%	66%	66%	68%
Availability of affordable quality food	85%	60%	75%	72%
Availability of preventive health services	77%	59%	80%	74%
Air quality	94%	70%	91%	86%
Quality of overall natural environment in Charlottesville	93%	76%	90%	87%
Overall image or reputation of Charlottesville	93%	78%	93%	89%

Question 3: Growth (Percent of respondents)				
Please rate the speed of growth in the following categories in Charlottesville over the past 2 years:	Zip Code			
	22901	22902	22903	Overall
Population growth too fast	45%	44%	37%	40%
Retail growth too slow	7%	18%	15%	14%
Job growth too slow	78%	73%	67%	70%

Question 4: Code Enforcement (Percent a "major" problem)				
	Zip Code			
	22901	22902	22903	Overall
Run down buildings, weed lots or junk vehicle a major problem in Charlottesville	1%	7%	2%	4%

Question 5: Community Safety (Percent "very" or "somewhat" safe)				
Please rate how safe or unsafe you feel from the following in Charlottesville:	Zip Code			
	22901	22902	22903	Overall
Violent crime (e.g., rape, assault, robbery)	77%	71%	66%	69%
Property crimes (e.g., burglary, theft)	74%	60%	60%	62%
Environmental hazards, including toxic waste	75%	78%	86%	82%
Fire and arson	80%	83%	88%	86%

Question 6: Personal Safety (Percent "very" or "somewhat" safe)				
Please rate how safe or unsafe you feel:	Zip Code			
	22901	22902	22903	Overall
In your neighborhood during the day	95%	93%	93%	94%
In your neighborhood after dark	84%	67%	72%	72%
In Charlottesville's downtown area during the day	90%	94%	87%	89%
In Charlottesville's downtown area after dark	53%	52%	42%	46%

Question 7: Contact with Police Department (Percent "yes")				
	Zip Code			
	22901	22902	22903	Overall
Have you had any in-person or phone contact with an employee of the City of Charlottesville Police Department within the last 12 months?	37%	46%	39%	41%

Question 8: Ratings of Contact with Police Department (Percent "excellent" or "good")				
	Zip Code			
	22901	22902	22903	Overall
What was your overall impression of your most recent contact with the City of Charlottesville Police Department?	100%	79%	81%	82%

Questions 9 and 10: Crime Victimization and Reporting (Percent "yes")				
	Zip Code			
	22901	22902	22903	Overall
During the past 12 months, were you or anyone in your household the victim of any crime?	15%	16%	18%	17%
If yes, was this crime (these crimes) reported to the police?	92%	84%	73%	78%

Question 11: Resident Behaviors (Percent at least once in past 12 months)				
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Charlottesville?	Zip Code			
	22901	22902	22903	Overall
Used Charlottesville public libraries or their services	72%	74%	59%	65%
Used Charlottesville recreation centers	47%	45%	57%	53%
Participated in a recreation program or activity	35%	46%	53%	49%
Visited a neighborhood park or City park	93%	95%	92%	93%
Ridden a local bus within Charlottesville	26%	57%	70%	61%
Attended a meeting of local elected officials or other local public meeting	52%	46%	22%	32%
Watched a meeting of local elected officials or other City-sponsored public meeting on cable television, the Internet or other media	57%	53%	39%	45%
Read Charlottesville Newsletter	84%	63%	51%	58%
Visited the City of Charlottesville Web site (at www.charlottesville.org)	83%	75%	73%	75%
Recycled used paper, cans or bottles from your home	96%	84%	88%	88%
Volunteered your time to some group or activity in Charlottesville	62%	61%	59%	60%
Participated in a club or civic group in Charlottesville	58%	32%	35%	37%
Provided help to a friend or neighbor	97%	99%	95%	96%
Attended a school event	49%	53%	62%	58%

Question 12: Neighborliness (Percent at least several times a week)				
	Zip Code			
	22901	22902	22903	Overall
Visit with neighbors at least several times a week	55%	60%	47%	52%

Question 13: Service Quality (Percent "excellent" or "good")				
Please rate the quality of each of the following services in Charlottesville:	Zip Code			
	22901	22902	22903	Overall
Police services	96%	70%	83%	81%
Fire services	100%	87%	96%	94%
Ambulance or emergency medical services	97%	83%	95%	92%
Crime prevention	66%	54%	62%	61%
Fire prevention and education	76%	78%	85%	82%
Municipal courts	81%	59%	75%	71%
Traffic enforcement	68%	56%	55%	57%
Street repair	61%	57%	51%	54%
Street cleaning	62%	64%	66%	65%
Street lighting	68%	60%	53%	57%
Snow removal	54%	61%	58%	58%
Sidewalk maintenance	64%	51%	56%	55%
Traffic signal timing	39%	41%	43%	42%
Bus or transit services	53%	61%	74%	68%
Garbage collection	92%	79%	86%	85%
Recycling	91%	84%	83%	84%
Yard waste pick-up	74%	83%	68%	73%
Storm drainage	74%	69%	63%	66%
Drinking water	79%	62%	64%	65%
Sewer services	87%	77%	78%	79%
Power (electric and/or gas) utility	92%	76%	71%	75%
City parks	90%	83%	84%	84%
Recreation programs or classes	91%	76%	84%	83%
Recreation centers or facilities	84%	61%	83%	78%
Land use, planning and zoning	49%	24%	45%	40%
Code enforcement (weeds, abandoned buildings, etc.)	41%	53%	58%	54%
Animal control	61%	63%	69%	66%
Economic development	64%	52%	58%	57%

Question 13: Service Quality (Percent "excellent" or "good")				
Please rate the quality of each of the following services in Charlottesville:	Zip Code			
	22901	22902	22903	Overall
Health services	94%	76%	87%	85%
Services to seniors	80%	67%	73%	73%
Services to youth	70%	47%	71%	64%
Services to low-income people	66%	49%	53%	54%
Public library services	91%	85%	89%	88%
Public information services	85%	72%	70%	72%
Public schools	93%	56%	70%	70%
Cable television	66%	36%	53%	51%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	77%	70%	72%	72%
Preservation of natural areas such as open space, farmlands and greenbelts	70%	61%	69%	67%

Question 14: Government Services Overall (Percent "excellent" or "good")				
Overall, how would you rate the quality of the services provided by each of the following?	Zip Code			
	22901	22902	22903	Overall
The City of Charlottesville	85%	73%	84%	81%
The Federal Government	50%	50%	52%	51%
The State Government	54%	48%	55%	53%

Question 15: Recommendation and Longevity (Percent "somewhat" or "very" likely)				
Please indicate how likely or unlikely you are to do each of the following:	Zip Code			
	22901	22902	22903	Overall
Recommend living in Charlottesville to someone who asks	88%	78%	88%	85%
Remain in Charlottesville for the next five years	78%	70%	68%	70%

Question 16: Impact of the Economy (Percent "somewhat" or "very" positive)				
	Zip Code			
	22901	22902	22903	Overall
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	16%	28%	19%	21%

Question 17: Contact with Fire Department (Percent "yes")				
	Zip Code			
	22901	22902	22903	Overall
Have you had any in-person or phone contact with an employee of the City of Charlottesville Fire Department within the last 12 months?	10%	17%	12%	13%

Question 18: Ratings of Contact with Fire Department (Percent "excellent" or "good")				
	Zip Code			
	22901	22902	22903	Overall
What was your overall impression of your most recent contact with the City of Charlottesville Fire Department?	44%	79%	100%	87%

Question 19: Contact with City Employees (Percent "yes")				
	Zip Code			
	22901	22902	22903	Overall
Have you had any in-person, phone or email with an employee of the City of Charlottesville within the last 12 months (including police, receptionists, planners or any others)?	61%	61%	55%	57%

Question 20: City Employees (Percent "excellent" or "good")				
What was your impression of the employee(s) of the City of Charlottesville in your most recent contact?	Zip Code			
	22901	22902	22903	Overall
Knowledge	94%	81%	90%	88%
Responsiveness	86%	78%	82%	82%
Courtesy	89%	83%	88%	87%
Overall impression	89%	78%	86%	84%

Question 21: Government Performance (Percent "excellent" or "good")				
Please rate the following categories of Charlottesville government performance:	Zip Code			
	22901	22902	22903	Overall
The value of services for the taxes paid to Charlottesville	62%	53%	65%	62%
The overall direction that Charlottesville is taking	63%	55%	70%	65%
The job Charlottesville government does at welcoming citizen involvement	72%	57%	65%	64%

Question 22a Part 1: Custom Question 1 (Percent at least a moderate priority)				
For each of the following goals please indicate how much of a priority, if at all, each goal should be to the City and to what extent, if at all, you believe the City is making progress toward meeting each goal.	Zip Code			
	22901	22902	22903	Overall
Children arrive at Kindergarten healthy and ready to learn	91%	95%	86%	89%
Children are successful in school and prepared for adult life	95%	97%	91%	93%
All residents have safe and affordable housing	85%	89%	86%	87%
Residents in crisis have their needs met	90%	89%	92%	91%
Children have access to out-of-school activities	81%	78%	85%	83%
Residents have employment that is stable and adequate to meet their needs	78%	91%	91%	89%
Residents are treated fairly and equally regardless of race or any other factor	93%	90%	91%	91%
Seniors live as independent as possible in safe affordable housing	90%	86%	78%	82%
Residents are safe in the City	98%	95%	97%	97%
The City has a comprehensive transportation systems (e.g., bikeways, trails, transit)	92%	88%	90%	90%
Residents have access to health care services	94%	91%	91%	91%

Question 22a Part 2: Custom Question 2 (Percent at least some progress)				
For each of the following goals please indicate how much of a priority, if at all, each goal should be to the City and to what extent, if at all, you believe the City is making progress toward meeting each goal.	Zip Code			
	22901	22902	22903	Overall
Children arrive at Kindergarten healthy and ready to learn	88%	67%	84%	81%
Children are successful in school and prepared for adult life	82%	62%	81%	77%
All residents have safe and affordable housing	72%	43%	67%	63%
Residents in crisis have their needs met	78%	60%	73%	71%
Children have access to out-of-school activities	94%	80%	74%	79%
Residents have employment that is stable and adequate to meet their needs	54%	49%	64%	59%
Residents are treated fairly and equally regardless of race or any other factor	72%	71%	79%	76%
Seniors live as independent as possible in safe affordable housing	93%	67%	85%	82%
Residents are safe in the City	92%	82%	81%	83%
The City has a comprehensive transportation systems (e.g., bikeways, trails, transit)	74%	62%	75%	72%
Residents have access to health care services	74%	72%	80%	77%

Question 22b: Custom Question 3 (Percent "excellent" or "good")				
Please rate the following categories of Charlottesville City Schools performance:	Zip Code			
	22901	22902	22903	Overall
The value of services for the taxes paid for public schools	67%	62%	64%	64%
The overall direction that the school division is taking	58%	53%	65%	60%
The job that the school division does in educating all students	51%	49%	51%	51%
The adequacy of school facilities for meeting student needs	68%	52%	63%	61%