

The National Citizen Survey™

Charlottesville, VA

Comparisons by Demographic
Subgroups

2014

Summary

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 research methods and directly comparable results across The NCS communities. This report discusses differences in opinion of survey respondents by age, sex, race/ethnicity, housing tenure and housing unit type.

Responses in the following tables 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 attended a public meeting more than once a month. ANOVA and chi-square tests of significance were applied to these comparisons of survey questions. 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 have been shaded grey.

The margin of error for this report is generally no greater than plus or minus six percentage points around any given percent reported for the entire sample (269 completed surveys). For subgroups of responses, the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

Notable differences between demographic subgroups included the following:

- Community Characteristics related to Built Environment were given lower ratings by those 35 and older (variety of housing options and the availability of affordable quality housing) compared to ratings given by residents aged 18-34. Residents 55 and older, female, and Hispanic and/or other race rated the priority of having seniors live independently in safe affordable housing as a higher priority that the City should focus on compared to their counterparts.
- Residents who were aged 18-34 and White alone, not Hispanic, rated Charlottesville higher on six out of seven aspects of Community Characteristics compared to residents aged 35 and older and Hispanic and/or other race. These aspects included overall quality of life, overall image or reputation, Charlottesville as a place to live, Charlottesville as a place to raise children, Charlottesville as a place to retire and overall appearance of Charlottesville.
- Within Participation, aspects related to Community Engagement tended to receive the lowest rates of Participation from residents aged 18-34 compared to their counterparts. Among the 10 aspects listed, the eight that received lower rates from younger residents included the level of contact with Charlottesville’s elected officials, level of voting in local elections and rates of talking to or doing favors for neighbors, among others.
- Residents aged 18-34 tended to give lower ratings to general aspects of Governance compared to their counterparts. These lower ratings were seen in overall confidence in Charlottesville government, generally acting in the best interest of the community and being honest.
- Female residents and those that own their home rated the availability of affordable quality child care/preschool lower than male residents and those who rented their home.
- Where differences emerged, residents aged 18-34 rated Charlottesville more favorably than residents aged 35 and older on many aspects of Community Characteristics and Governance.

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Table 1: Community Characteristics - General

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
The overall quality of life in Charlottesville	93%	81%	77%	88%	86%	90%	80%	87%	88%	88%	86%	87%
Overall image or reputation of Charlottesville	93%	78%	72%	87%	83%	91%	76%	85%	86%	89%	82%	85%
Charlottesville as a place to live	93%	82%	81%	88%	88%	91%	81%	85%	92%	91%	85%	88%
Your neighborhood as a place to live	86%	81%	78%	81%	85%	83%	82%	80%	88%	89%	78%	83%
Charlottesville as a place to raise children	97%	85%	74%	88%	89%	91%	81%	85%	93%	91%	86%	89%
Charlottesville as a place to retire	94%	76%	72%	83%	84%	86%	78%	81%	87%	85%	82%	83%
Overall appearance of Charlottesville	92%	77%	75%	85%	84%	88%	79%	85%	84%	84%	85%	85%

Table 2: Community Characteristics - Safety

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Overall feeling of safety in Charlottesville	83%	74%	67%	76%	79%	80%	74%	76%	80%	86%	70%	78%
In your neighborhood during the day	98%	97%	89%	94%	98%	96%	95%	95%	97%	96%	96%	96%
In Charlottesville's downtown/commercial area during the day	95%	93%	74%	90%	90%	89%	91%	92%	88%	87%	93%	90%

Table 3: Community Characteristics - Mobility

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Overall ease of getting to the places you usually have to visit	62%	67%	70%	66%	66%	64%	69%	69%	61%	60%	72%	66%
Traffic flow on major streets	15%	33%	29%	20%	25%	22%	23%	22%	23%	22%	24%	23%
Ease of public parking	18%	25%	18%	21%	18%	19%	19%	17%	24%	20%	20%	21%
Ease of travel by car in Charlottesville	54%	41%	40%	43%	54%	46%	53%	51%	44%	45%	51%	48%
Ease of travel by public transportation in Charlottesville	45%	28%	46%	41%	40%	34%	53%	48%	28%	27%	55%	42%
Ease of travel by bicycle in Charlottesville	50%	44%	25%	39%	45%	42%	45%	55%	25%	36%	48%	43%
Ease of walking in Charlottesville	67%	61%	62%	62%	67%	69%	58%	69%	58%	65%	65%	65%
Availability of paths and walking trails	66%	61%	61%	60%	69%	67%	59%	64%	65%	65%	64%	65%

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Table 4: Community Characteristics - Natural Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Quality of overall natural environment in Charlottesville	90%	81%	80%	85%	86%	91%	74%	85%	87%	85%	87%	86%
Air quality	92%	77%	73%	83%	87%	90%	76%	84%	85%	83%	86%	85%
Cleanliness of Charlottesville	88%	72%	69%	80%	79%	86%	72%	81%	79%	79%	81%	80%

Table 5: Community Characteristics - Built Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Overall "built environment" of Charlottesville (including overall design, buildings, parks and transportation systems)	71%	53%	53%	66%	58%	68%	55%	66%	58%	61%	64%	63%
Public places where people want to spend time	81%	69%	67%	78%	72%	80%	68%	76%	74%	73%	78%	75%
Variety of housing options	54%	31%	29%	47%	38%	41%	48%	44%	41%	42%	43%	43%
Availability of affordable quality housing	37%	16%	21%	27%	30%	26%	34%	30%	27%	24%	33%	29%
Overall quality of new development in Charlottesville	55%	48%	44%	53%	50%	54%	47%	52%	50%	55%	47%	52%

Table 6: Community Characteristics - Economy

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Overall economic health of Charlottesville	72%	58%	53%	68%	60%	73%	45%	60%	71%	63%	67%	65%
Charlottesville as a place to work	77%	56%	60%	68%	70%	72%	63%	67%	71%	66%	72%	69%
Charlottesville as a place to visit	85%	83%	84%	85%	85%	91%	71%	84%	86%	86%	84%	85%
Employment opportunities	44%	37%	35%	37%	46%	47%	30%	41%	42%	39%	43%	41%
Shopping opportunities	73%	70%	60%	66%	74%	74%	62%	69%	71%	69%	71%	70%
Cost of living in Charlottesville	32%	21%	20%	25%	30%	31%	22%	32%	21%	25%	31%	29%
Overall quality of business and service establishments in Charlottesville	80%	66%	58%	72%	73%	81%	53%	72%	73%	74%	71%	73%
Vibrant downtown/commercial area	87%	66%	57%	76%	76%	84%	59%	75%	76%	74%	78%	76%

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Table 7: Community Characteristics - Recreation and Wellness

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Health and wellness opportunities in Charlottesville	89%	79%	78%	86%	83%	88%	78%	84%	86%	83%	86%	84%
Fitness opportunities (including exercise classes and paths or trails, etc.)	81%	68%	68%	78%	72%	81%	62%	77%	73%	69%	81%	76%
Recreational opportunities	80%	61%	65%	72%	73%	79%	59%	72%	73%	71%	74%	73%
Availability of affordable quality food	75%	51%	65%	67%	67%	73%	54%	66%	69%	65%	70%	67%
Availability of affordable quality health care	85%	60%	61%	71%	72%	78%	56%	67%	78%	70%	73%	71%
Availability of preventive health services	83%	63%	64%	73%	73%	80%	59%	70%	78%	67%	80%	73%
Availability of affordable quality mental health care	63%	42%	42%	50%	51%	53%	50%	52%	49%	48%	53%	51%

Table 8: Community Characteristics - Education and Enrichment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Overall opportunities for education and enrichment	95%	77%	86%	90%	89%	91%	83%	88%	92%	93%	86%	89%
Availability of affordable quality child care/preschool	44%	46%	47%	36%	54%	39%	57%	55%	36%	42%	53%	46%
K-12 education	82%	79%	70%	75%	80%	78%	78%	82%	72%	80%	76%	78%
Adult educational opportunities	92%	73%	75%	79%	86%	87%	74%	84%	81%	84%	81%	82%
Opportunities to attend cultural/arts/music activities	90%	71%	81%	81%	87%	89%	70%	81%	87%	82%	86%	84%

Table 9: Community Characteristics - Community Engagement

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Opportunities to participate in social events and activities	81%	69%	63%	75%	75%	80%	60%	74%	76%	74%	76%	75%
Opportunities to volunteer	86%	83%	81%	83%	86%	93%	59%	82%	87%	83%	86%	85%
Opportunities to participate in community matters	78%	72%	70%	74%	76%	82%	59%	72%	79%	72%	78%	75%
Openness and acceptance of the community toward people of diverse backgrounds	68%	55%	53%	57%	67%	67%	51%	57%	67%	60%	62%	61%
Neighborliness of residents in Charlottesville	63%	62%	58%	60%	64%	66%	51%	60%	66%	64%	60%	62%

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Table 10: Governance - General

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
The City of Charlottesville	83%	71%	69%	76%	78%	82%	67%	80%	74%	72%	83%	77%
The value of services for the taxes paid to Charlottesville	67%	64%	48%	62%	60%	66%	54%	67%	56%	53%	72%	62%
The overall direction that Charlottesville is taking	70%	55%	43%	60%	61%	62%	57%	63%	56%	58%	62%	60%
The job Charlottesville government does at welcoming citizen involvement	72%	60%	52%	61%	68%	73%	48%	64%	66%	65%	65%	65%
Overall confidence in Charlottesville government	72%	50%	39%	56%	63%	61%	58%	66%	50%	53%	66%	59%
Generally acting in the best interest of the community	73%	44%	39%	56%	59%	61%	52%	58%	57%	54%	62%	58%
Being honest	70%	51%	43%	54%	62%	65%	44%	63%	53%	50%	69%	59%
Treating all residents fairly	54%	45%	35%	52%	43%	52%	40%	46%	50%	41%	55%	48%
Overall customer service by Charlottesville employees (police, receptionists, planners, etc.)	84%	66%	69%	81%	70%	80%	66%	73%	80%	75%	76%	76%
The Federal Government	52%	51%	45%	45%	56%	44%	66%	54%	45%	45%	56%	50%

Table 11: Governance - Safety

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Police/Sheriff services	82%	63%	81%	79%	75%	83%	61%	69%	88%	82%	72%	77%
Fire services	97%	91%	96%	96%	95%	97%	91%	95%	96%	95%	96%	96%
Ambulance or emergency medical services	89%	88%	90%	92%	87%	92%	82%	92%	85%	87%	91%	89%
Crime prevention	45%	42%	60%	48%	49%	53%	43%	47%	52%	50%	49%	49%
Fire prevention and education	70%	70%	88%	86%	65%	78%	69%	69%	84%	78%	73%	76%
Animal control	67%	57%	63%	68%	60%	67%	60%	62%	67%	58%	72%	65%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	60%	55%	52%	54%	59%	61%	52%	58%	56%	51%	65%	58%

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Table 12: Governance - Mobility

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Traffic enforcement	58%	63%	58%	57%	61%	62%	55%	62%	56%	57%	63%	60%
Street repair	62%	58%	39%	52%	59%	56%	57%	55%	57%	58%	54%	56%
Street cleaning	72%	56%	46%	58%	67%	67%	55%	63%	62%	63%	63%	63%
Street lighting	46%	51%	52%	45%	52%	52%	41%	43%	56%	50%	48%	49%
Snow removal	38%	56%	56%	44%	51%	53%	34%	44%	51%	47%	49%	48%
Sidewalk maintenance	59%	54%	44%	54%	55%	54%	57%	57%	52%	57%	53%	55%
Traffic signal timing	43%	32%	35%	35%	43%	35%	48%	48%	25%	32%	46%	39%
Bus or transit services	63%	40%	63%	56%	57%	54%	61%	64%	44%	48%	65%	58%

Table 13: Governance - Natural Environment

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Garbage collection	77%	79%	78%	83%	71%	81%	71%	77%	79%	76%	80%	78%
Recycling	76%	81%	75%	79%	75%	80%	71%	75%	80%	77%	77%	77%
Yard waste pick-up	57%	79%	63%	66%	64%	67%	65%	69%	62%	65%	67%	66%
Drinking water	72%	58%	63%	62%	72%	71%	60%	62%	73%	71%	62%	67%
Preservation of natural areas such as open space, farmlands and greenbelts	69%	47%	46%	61%	57%	61%	58%	61%	56%	56%	63%	59%

Table 14: Governance - Built Environment

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Storm drainage	66%	57%	60%	61%	64%	65%	60%	59%	66%	67%	57%	63%
Sewer services	82%	71%	73%	74%	80%	84%	61%	76%	78%	80%	74%	78%
Power (electric and/or gas) utility	71%	71%	81%	67%	79%	74%	71%	70%	76%	73%	74%	73%
Utility billing	73%	70%	78%	71%	76%	76%	69%	73%	74%	70%	78%	74%
Land use, planning and zoning	45%	35%	39%	43%	38%	41%	41%	40%	42%	37%	46%	41%
Code enforcement (weeds, abandoned buildings, etc.)	51%	35%	44%	46%	44%	46%	46%	45%	45%	38%	53%	45%
Cable television	46%	29%	35%	36%	44%	42%	36%	47%	29%	31%	49%	40%

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Table 15: Governance - Economy

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Economic development	62%	51%	47%	60%	52%	60%	49%	57%	55%	57%	56%	57%

Table 16: Governance - Recreation and Wellness

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
City parks	87%	83%	77%	84%	84%	89%	75%	83%	86%	81%	87%	84%
Recreation programs or classes	81%	86%	73%	84%	77%	86%	69%	78%	84%	80%	82%	81%
Recreation centers or facilities	83%	76%	67%	81%	73%	82%	67%	78%	76%	74%	80%	77%
Health services	83%	70%	79%	74%	84%	83%	68%	78%	80%	77%	81%	79%

Table 17: Governance - Education and Enrichment

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Public library services	84%	84%	85%	80%	90%	87%	78%	81%	89%	87%	82%	84%
City-sponsored special events	81%	63%	62%	72%	72%	81%	55%	66%	81%	74%	71%	73%

Table 18: Governance - Community Engagement

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Public information services	89%	73%	62%	73%	81%	79%	75%	82%	70%	78%	76%	77%

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Table 19: Participation General

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Sense of community	69%	58%	53%	64%	63%	68%	56%	63%	64%	65%	62%	64%
Recommend living in Charlottesville to someone who asks	89%	88%	85%	88%	89%	88%	88%	85%	93%	90%	87%	88%
Remain in Charlottesville for the next five years	64%	82%	84%	73%	73%	70%	77%	64%	84%	80%	65%	72%
Contacted the City of Charlottesville (in-person, phone, email or web) for help or information	48%	59%	60%	48%	59%	58%	43%	48%	60%	55%	52%	53%

Table 20: Participation - Safety

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Was NOT the victim of a crime	91%	84%	84%	84%	93%	90%	82%	85%	92%	92%	85%	88%
Did NOT report a crime	83%	61%	81%	72%	83%	79%	71%	78%	76%	80%	75%	77%
Stocked supplies in preparation for an emergency	39%	36%	35%	34%	43%	35%	42%	42%	32%	37%	39%	38%

Table 21: Participation - Mobility

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Walked or biked instead of driving	90%	80%	63%	80%	83%	81%	84%	86%	75%	78%	85%	82%
Carpooled with other adults or children instead of driving alone	71%	45%	39%	56%	60%	61%	51%	60%	55%	61%	55%	58%
Used bus or other public transportation instead of driving	53%	51%	40%	50%	50%	44%	65%	64%	29%	38%	62%	50%

Table 22: Participation - Natural Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Recycle at home	86%	89%	91%	85%	91%	94%	74%	81%	97%	98%	78%	88%
Made efforts to make your home more energy efficient	68%	77%	69%	74%	65%	71%	68%	65%	78%	76%	65%	71%
Made efforts to conserve water	77%	84%	81%	82%	78%	81%	77%	77%	85%	85%	75%	80%

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Table 23: Participation - Built Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
NOT under housing cost stress	56%	62%	57%	59%	56%	65%	43%	47%	74%	65%	50%	58%
Did NOT observe a code violation	65%	48%	61%	60%	60%	60%	60%	60%	61%	57%	63%	60%

Table 24: Participation - Economy

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Purchase goods or services from a business located in Charlottesville	98%	95%	92%	95%	98%	99%	89%	94%	99%	98%	95%	96%
Economy will have positive impact on income	18%	11%	20%	21%	11%	20%	9%	13%	21%	18%	15%	17%
Work in Charlottesville	76%	72%	42%	74%	63%	69%	68%	69%	68%	72%	66%	68%

Table 25: Participation - Recreation and Wellness

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Used Charlottesville recreation centers or their services	69%	62%	38%	64%	57%	61%	59%	58%	63%	67%	53%	60%
Visited a neighborhood park or City park	95%	89%	74%	89%	90%	90%	88%	89%	90%	88%	91%	89%
Eat at least 5 portions of fruits and vegetables a day	84%	92%	80%	86%	83%	86%	81%	78%	93%	91%	78%	85%
Participate in moderate or vigorous physical activity	89%	92%	75%	87%	87%	91%	79%	85%	90%	92%	82%	87%
Reported being in "very good" or "excellent" health	81%	68%	46%	67%	74%	77%	54%	64%	80%	72%	68%	70%

Table 26: Participation - Education and Enrichment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Used Charlottesville public libraries or their services	44%	73%	57%	52%	55%	57%	45%	49%	60%	61%	47%	53%
Attended a City-sponsored event	69%	69%	47%	61%	68%	66%	61%	62%	68%	64%	66%	65%

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Table 27: Participation - Community Engagement

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Campaigned or advocated for an issue, cause or candidate	15%	32%	32%	23%	24%	27%	15%	20%	28%	24%	22%	23%
Contacted Charlottesville elected officials (in-person, phone, email or web) to express your opinion	6%	19%	28%	14%	14%	14%	12%	11%	18%	14%	14%	14%
Volunteered your time to some group/activity in Charlottesville	61%	63%	49%	56%	63%	65%	47%	60%	57%	61%	57%	59%
Participated in a club	41%	41%	36%	35%	45%	40%	39%	38%	42%	45%	35%	40%
Talked to or visited with your neighbors	80%	90%	94%	88%	84%	88%	79%	81%	93%	90%	82%	85%
Done a favor for a neighbor	70%	90%	85%	75%	82%	80%	73%	71%	88%	82%	75%	77%
Attended a local public meeting	13%	34%	29%	22%	22%	22%	21%	19%	27%	27%	18%	22%
Watched (online or on television) a local public meeting	22%	30%	42%	28%	30%	28%	31%	26%	32%	29%	29%	29%
Read or watch local news (via television, paper, computer, etc.)	72%	84%	91%	86%	72%	79%	80%	77%	83%	78%	82%	80%
Vote in local elections	68%	82%	89%	83%	67%	79%	71%	69%	85%	80%	72%	76%

Table 28: Community Focus Areas

Percent rating positively (e.g., essential/very important)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Overall feeling of safety in Charlottesville	76%	87%	91%	87%	76%	78%	91%	81%	83%	82%	82%	82%
Overall ease of getting to the places you usually have to visit	70%	80%	84%	81%	70%	80%	69%	69%	87%	76%	77%	76%
Quality of overall natural environment in Charlottesville	57%	85%	84%	72%	68%	70%	68%	69%	70%	68%	71%	70%
Overall "built environment" of Charlottesville (including overall design, buildings, parks and transportation systems)	58%	76%	67%	66%	64%	68%	58%	64%	66%	65%	65%	65%
Health and wellness opportunities in Charlottesville	51%	79%	81%	73%	55%	67%	58%	64%	65%	65%	65%	65%
Overall opportunities for education and enrichment	69%	79%	80%	78%	69%	72%	75%	78%	68%	72%	75%	74%
Overall economic health of Charlottesville	82%	91%	85%	85%	86%	85%	85%	82%	89%	90%	80%	85%
Sense of community	62%	79%	73%	73%	64%	69%	68%	69%	68%	65%	73%	69%

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Table 29: Priority Areas

For each of the following, please indicate how much of a priority, if at all, each area should be to the City and to what extent, if at all, you believe the City is making progress towards meeting each area. (Percent rating as "high" or "moderate" priority).	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Children arrive at Kindergarten healthy and ready to learn	88%	90%	94%	90%	91%	89%	90%	87%	94%	92%	88%	90%
Children are successful in school and prepared for adult life	93%	98%	96%	92%	98%	96%	92%	94%	97%	98%	92%	95%
All residents have safe and affordable housing	94%	91%	91%	92%	93%	94%	89%	95%	90%	91%	94%	93%
Residents in crisis have their needs met	89%	93%	90%	95%	84%	88%	93%	92%	87%	87%	93%	90%
Children have access to out-of-school activities	76%	86%	85%	84%	77%	74%	92%	78%	83%	82%	78%	80%
Residents have employment that is stable and adequate to meet their needs	95%	90%	95%	92%	96%	95%	92%	92%	97%	97%	91%	94%
Residents are treated fairly and equally regardless of race or any other factor	89%	93%	93%	90%	91%	92%	87%	89%	93%	93%	88%	91%
Seniors live as independently as possible in safe affordable housing	73%	87%	92%	87%	73%	74%	93%	78%	85%	84%	77%	81%
Residents are safe in the City of Charlottesville	95%	95%	95%	97%	93%	97%	91%	97%	92%	94%	97%	95%
The City has a comprehensive transportation system (e.g., bikeways, trails, transit)	87%	94%	85%	92%	85%	86%	95%	94%	82%	86%	91%	89%
Residents have access to health care services	88%	91%	91%	89%	90%	89%	90%	89%	91%	92%	88%	90%
Homeless individuals are able to obtain shelter	87%	80%	79%	85%	81%	80%	92%	88%	76%	78%	89%	83%
The City builds partnerships with Albemarle County, University of Virginia and other organizations	75%	78%	89%	78%	80%	79%	78%	79%	79%	80%	78%	79%

Table 30: Progress Toward Priority Areas

For each of the following, please indicate how much of a priority, if at all, each area should be to the City and to what extent, if at all, you believe the City is making progress towards meeting each area. (Percent rating as "significant" or "some" progress).	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Children arrive at Kindergarten healthy and ready to learn	79%	81%	78%	86%	74%	82%	71%	81%	77%	76%	83%	79%
Children are successful in school and prepared for adult life	80%	75%	64%	73%	79%	79%	70%	79%	71%	70%	80%	76%
All residents have safe and affordable housing	43%	47%	52%	44%	48%	52%	27%	42%	51%	48%	44%	46%
Residents in crisis have their needs met	66%	52%	64%	63%	62%	65%	53%	56%	70%	52%	72%	62%
Children have access to out-of-school activities	81%	68%	72%	79%	74%	79%	67%	68%	88%	83%	70%	76%
Residents have employment that is stable and adequate to meet their needs	60%	55%	40%	59%	49%	57%	46%	53%	55%	47%	61%	54%

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For each of the following, please indicate how much of a priority, if at all, each area should be to the City and to what extent, if at all, you believe the City is making progress towards meeting each area. (Percent rating as "significant" or "some" progress).	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Residents are treated fairly and equally regardless of race or any other factor	66%	57%	56%	71%	53%	64%	54%	54%	72%	68%	56%	62%
Seniors live as independently as possible in safe affordable housing	80%	64%	70%	73%	77%	73%	75%	73%	76%	70%	79%	74%
Residents are safe in the City of Charlottesville	62%	69%	75%	61%	72%	67%	63%	59%	73%	74%	57%	66%
The City has a comprehensive transportation system (e.g., bikeways, trails, transit)	80%	78%	82%	85%	76%	77%	87%	80%	81%	78%	82%	80%
Residents have access to health care services	61%	76%	77%	75%	62%	68%	68%	65%	72%	67%	70%	68%
Homeless individuals are able to obtain shelter	61%	47%	64%	54%	65%	69%	34%	54%	66%	59%	59%	59%
The City builds partnerships with Albemarle County, University of Virginia and other organizations	82%	67%	73%	85%	69%	80%	71%	82%	70%	67%	86%	77%

Table 31: Service Delivery Funding

Considering each of the areas of the City of Charlottesville's service delivery, please indicate whether you feel the City of Charlottesville should apply more funding, the same amount of funding or less funding toward each: (Percent rating more funding).	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Affordable Housing/Tax Relief & Grant Programs	39%	55%	56%	48%	45%	44%	51%	50%	41%	42%	50%	46%
Arts and Culture Programs	14%	10%	12%	16%	9%	11%	18%	17%	7%	11%	14%	13%
Capital Improvements	20%	32%	29%	21%	30%	28%	20%	17%	36%	27%	23%	25%
Economic Development/Employment/Tourism	27%	21%	32%	31%	21%	23%	34%	30%	22%	23%	29%	26%
Human Services and Juvenile Justice Programs	35%	31%	33%	39%	27%	23%	55%	38%	28%	31%	36%	33%
Neighborhood Planning, Zoning and Codes Enforcement	8%	19%	15%	14%	11%	11%	15%	13%	12%	10%	16%	13%
Parks and Recreation	27%	25%	19%	24%	26%	25%	25%	26%	23%	23%	26%	24%
Public Safety, Courts, Jail and Detention Center	26%	11%	30%	26%	20%	20%	30%	29%	14%	14%	34%	23%
Public Works	21%	21%	26%	23%	21%	20%	28%	25%	19%	21%	24%	22%
Schools, Continuing Education and Libraries	70%	61%	55%	68%	60%	61%	69%	73%	52%	57%	71%	64%
Transit - CAT and school transportation	33%	42%	37%	37%	35%	31%	45%	46%	22%	27%	46%	36%

The National Citizen Survey™

Charlottesville, VA

Comparisons by Geographic
Subgroups

2014

Summary

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 research methods and directly comparable results across The NCS communities. This report discusses differences in opinion of survey respondents by zip code of residency.

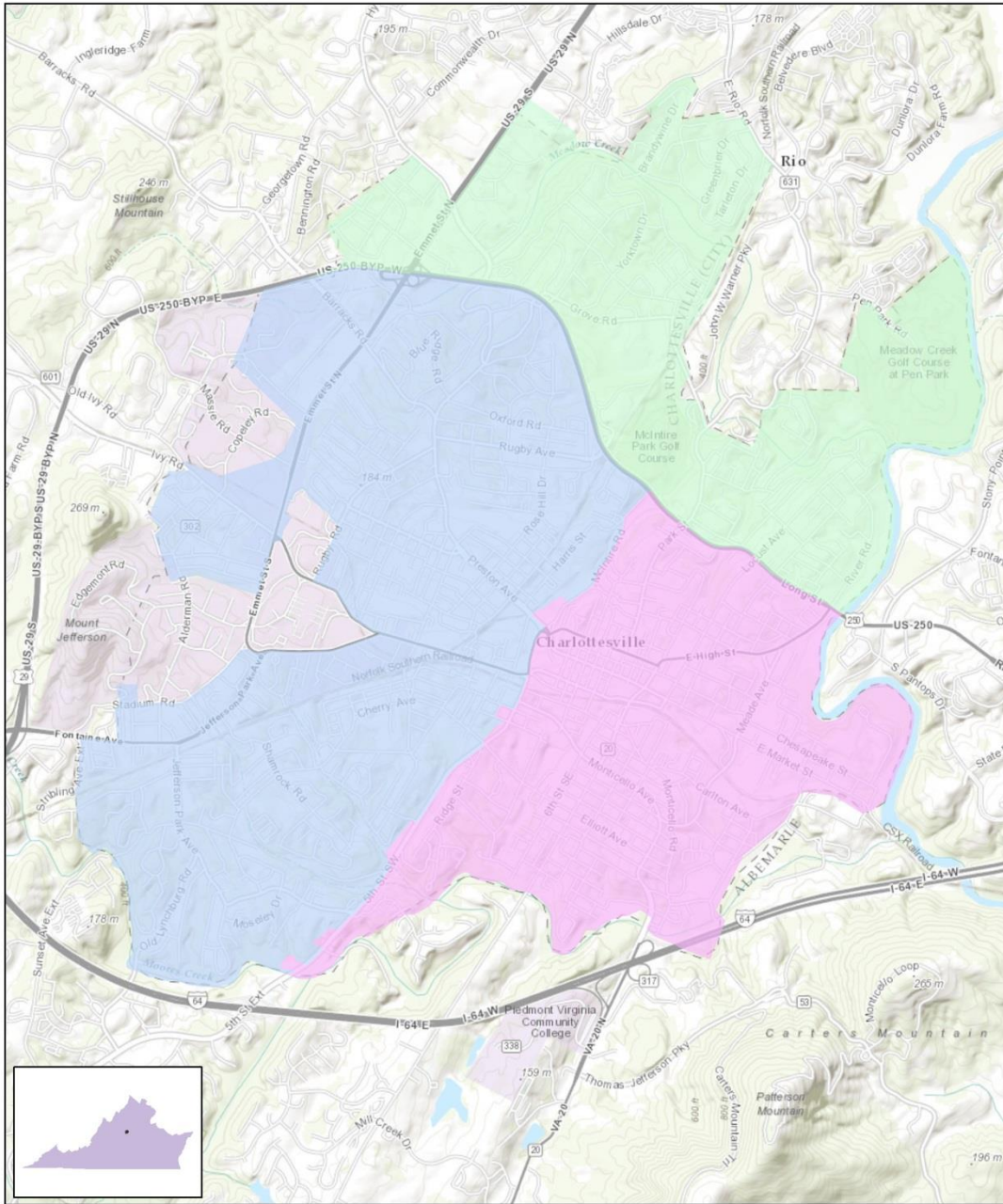
Responses in the following tables show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good,” or the percent of respondents who attended a public meeting more than once a month. ANOVA and chi-square tests of significance were applied to these comparisons of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between Districts 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 have been shaded grey.

The margin of error for this report is generally no greater than plus or minus six percentage points around any given percent reported for the entire sample (269 completed surveys). For each zip code (22901, 29902 and 22903), the margin of error rises to approximately plus or minus 15 percentage points since sample sizes were approximately 44 for zip code 22901, 111 for zip code 22902 and 114 for zip code 22903. Notable differences between zip codes included the following:

- Generally, residents tended to give similar ratings to a majority of aspects within each pillar regardless of which zip code they reside in.
- Residents living in the 22902 zip code tended to give lower ratings to Charlottesville as a place to raise children and as a place to work compared to residents living in other areas of the city. Charlottesville as a place to visit received the highest ratings from those living in the zip code 22901 compared to residents living within the other two zip codes serving Charlottesville.
- When asked to rate the importance of eight potential focus areas for the community, residents living in zip code 22901 and zip code 22903 rated the importance of half of the aspects lower than residents living in zip code 22902. These differences were noted in health and wellness opportunities, overall built environment, quality of overall natural environment, and overall ease of getting around.
- Residents living within the zip code 22901 were least likely to utilize alternative forms of transportation like carpooling and the bus or other public transportation compared to those living in zip code 22902 and zip code 22903. Residents of 22903 tended to give higher ratings to the ease of travel by bicycle and ease of walking in Charlottesville as well as to the quality of bus or transit services compared to residents living in other zip codes that serve Charlottesville.
- Within Community Characteristics, residents living in zip code 22901 tended to give lower ratings to the availability of affordable quality housing and cost of living compared to their counterparts.
- The largest differences in ratings within the pillar of Participation were found for aspects of Community Engagement. Residents living in zip code 22903 tended to indicate lower rates of Participation in talking or visiting with neighbors, doing a favor for a neighbor, attending or watching a local public meeting, reading or watching local news and voting in local elections compared to their counterparts.

The National Citizen Survey for Charlottesville, VA 2014

Geographic Comparison Areas



Zip Codes of Charlottesville, VA

- 22901
- 22902
- 22903

0 1.5 3 Miles



Table 1: Community Characteristics - General

Percent rating positively (e.g., excellent/good)	ZIP Codes			Overall
	22901	22902	22903	
The overall quality of life in Charlottesville	92%	82%	89%	87%
Overall image or reputation of Charlottesville	80%	83%	88%	85%
Charlottesville as a place to live	88%	87%	89%	88%
Your neighborhood as a place to live	90%	77%	86%	83%
Charlottesville as a place to raise children	93%	80%	93%	89%
Charlottesville as a place to retire	90%	76%	86%	83%
Overall appearance of Charlottesville	85%	84%	85%	85%

Table 2: Community Characteristics - Safety

Percent rating positively (e.g., excellent/good, very/somewhat safe)	ZIP Codes			Overall
	22901	22902	22903	
Overall feeling of safety in Charlottesville	84%	78%	76%	78%
In your neighborhood during the day	98%	96%	95%	96%
In Charlottesville's downtown/commercial area during the day	91%	90%	90%	90%

Table 3: Community Characteristics - Mobility

Percent rating positively (e.g., excellent/good, very/somewhat safe)	ZIP Codes			Overall
	22901	22902	22903	
Overall ease of getting to the places you usually have to visit	65%	65%	67%	66%
Traffic flow on major streets	32%	26%	18%	23%
Ease of public parking	18%	24%	19%	21%
Ease of travel by car in Charlottesville	44%	41%	54%	48%
Ease of travel by public transportation in Charlottesville	47%	34%	45%	42%
Ease of travel by bicycle in Charlottesville	37%	32%	52%	43%
Ease of walking in Charlottesville	58%	57%	73%	65%
Availability of paths and walking trails	70%	57%	69%	65%

Table 4: Community Characteristics - Natural Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	ZIP Codes			Overall
	22901	22902	22903	
Quality of overall natural environment in Charlottesville	91%	88%	83%	86%
Air quality	89%	82%	85%	85%
Cleanliness of Charlottesville	89%	82%	77%	80%

Table 5: Community Characteristics - Built Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	ZIP Codes			Overall
	22901	22902	22903	
Overall "built environment" of Charlottesville (including overall design, buildings, parks and transportation systems)	66%	64%	61%	63%
Public places where people want to spend time	63%	75%	78%	75%
Variety of housing options	52%	37%	45%	43%
Availability of affordable quality housing	15%	25%	36%	29%
Overall quality of new development in Charlottesville	59%	48%	52%	52%

Table 6: Community Characteristics - Economy

Percent rating positively (e.g., excellent/good, very/somewhat safe)	ZIP Codes			Overall
	22901	22902	22903	
Overall economic health of Charlottesville	64%	61%	68%	65%
Charlottesville as a place to work	83%	56%	74%	69%
Charlottesville as a place to visit	99%	81%	84%	85%
Employment opportunities	55%	35%	41%	41%
Shopping opportunities	76%	71%	67%	70%
Cost of living in Charlottesville	14%	25%	35%	29%
Overall quality of business and service establishments in Charlottesville	62%	72%	76%	73%
Vibrant downtown/commercial area	76%	81%	73%	76%

Table 7: Community Characteristics - Recreation and Wellness

Percent rating positively (e.g., excellent/good, very/somewhat safe)	ZIP Codes			Overall
	22901	22902	22903	
Health and wellness opportunities in Charlottesville	85%	84%	85%	84%
Fitness opportunities (including exercise classes and paths or trails, etc.)	75%	75%	76%	76%
Recreational opportunities	74%	70%	74%	73%
Availability of affordable quality food	62%	69%	68%	67%
Availability of affordable quality health care	74%	69%	72%	71%
Availability of preventive health services	79%	71%	74%	73%
Availability of affordable quality mental health care	57%	45%	55%	51%

Table 8: Community Characteristics - Education and Enrichment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	ZIP Codes			Overall
	22901	22902	22903	
Overall opportunities for education and enrichment	82%	85%	93%	89%
Availability of affordable quality child care/preschool	51%	37%	52%	46%
K-12 education	89%	71%	79%	78%
Adult educational opportunities	93%	71%	88%	82%
Opportunities to attend cultural/arts/music activities	77%	80%	89%	84%

Table 9: Community Characteristics - Community Engagement

Percent rating positively (e.g., excellent/good, very/somewhat safe)	ZIP Codes			Overall
	22901	22902	22903	
Opportunities to participate in social events and activities	77%	73%	76%	75%
Opportunities to volunteer	87%	82%	86%	85%
Opportunities to participate in community matters	79%	78%	73%	75%
Openness and acceptance of the community toward people of diverse backgrounds	65%	57%	64%	61%
Neighborhoodness of residents in Charlottesville	63%	67%	58%	62%

Table 10: Governance - General

Percent rating positively (e.g., excellent/good)	ZIP Codes			Overall
	22901	22902	22903	
The City of Charlottesville	78%	72%	81%	77%
The value of services for the taxes paid to Charlottesville	69%	59%	62%	62%
The overall direction that Charlottesville is taking	63%	59%	60%	60%
The job Charlottesville government does at welcoming citizen involvement	67%	66%	63%	65%
Overall confidence in Charlottesville government	58%	54%	64%	59%
Generally acting in the best interest of the community	58%	57%	58%	58%
Being honest	52%	64%	56%	59%
Treating all residents fairly	56%	45%	47%	48%
Overall customer service by Charlottesville employees (police, receptionists, planners, etc.)	81%	75%	75%	76%
The Federal Government	69%	42%	51%	50%

Table 11: Governance - Safety

Percent rating positively (e.g., excellent/good)	ZIP Codes			Overall
	22901	22902	22903	
Police/Sheriff services	83%	76%	77%	77%
Fire services	100%	94%	96%	96%
Ambulance or emergency medical services	98%	83%	91%	89%
Crime prevention	62%	52%	44%	49%
Fire prevention and education	81%	78%	73%	76%
Animal control	59%	62%	69%	65%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	68%	56%	56%	58%

Table 12: Governance - Mobility

Percent rating positively (e.g., excellent/good)	ZIP Codes			Overall
	22901	22902	22903	
Traffic enforcement	78%	50%	62%	60%
Street repair	51%	49%	63%	56%
Street cleaning	59%	63%	63%	63%
Street lighting	45%	49%	51%	49%
Snow removal	47%	50%	46%	48%
Sidewalk maintenance	46%	49%	63%	55%
Traffic signal timing	27%	39%	42%	39%
Bus or transit services	51%	45%	67%	58%

Table 13: Governance - Natural Environment

Percent rating positively (e.g., excellent/good)	ZIP Codes			Overall
	22901	22902	22903	
Garbage collection	73%	81%	78%	78%
Recycling	77%	84%	72%	77%
Yard waste pick-up	62%	73%	62%	66%
Drinking water	79%	64%	66%	67%
Preservation of natural areas such as open space, farmlands and greenbelts	52%	55%	65%	59%

Table 14: Governance - Built Environment

Percent rating positively (e.g., excellent/good)	ZIP Codes			Overall
	22901	22902	22903	
Storm drainage	60%	65%	63%	63%
Sewer services	73%	79%	78%	78%
Power (electric and/or gas) utility	78%	75%	70%	73%
Utility billing	73%	81%	70%	74%
Land use, planning and zoning	47%	43%	37%	41%
Code enforcement (weeds, abandoned buildings, etc.)	38%	41%	51%	45%
Cable television	37%	35%	44%	40%

Table 15: Governance - Economy

Percent rating positively (e.g., excellent/good)	ZIP Codes			Overall
	22901	22902	22903	
Economic development	57%	47%	63%	57%

Table 16: Governance - Recreation and Wellness

Percent rating positively (e.g., excellent/good)	ZIP Codes			Overall
	22901	22902	22903	
City parks	91%	82%	84%	84%
Recreation programs or classes	82%	81%	80%	81%
Recreation centers or facilities	76%	78%	76%	77%
Health services	86%	73%	81%	79%

Table 17: Governance - Education and Enrichment

Percent rating positively (e.g., excellent/good)	ZIP Codes			Overall
	22901	22902	22903	
Public library services	96%	79%	85%	84%
City-sponsored special events	64%	71%	77%	73%

Table 18: Governance - Community Engagement

Percent rating positively (e.g., excellent/good)	ZIP Codes			Overall
	22901	22902	22903	
Public information services	85%	68%	82%	77%

Table 19: Participation General

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	ZIP Codes			Overall
	22901	22902	22903	
Sense of community	69%	66%	61%	64%
Recommend living in Charlottesville to someone who asks	99%	84%	89%	88%
Remain in Charlottesville for the next five years	89%	71%	69%	72%
Contacted the City of Charlottesville (in-person, phone, email or web) for help or information	64%	56%	47%	53%

Table 20: Participation - Safety

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	ZIP Codes			Overall
	22901	22902	22903	
Was NOT the victim of a crime	89%	88%	88%	88%
Did NOT report a crime	81%	74%	79%	77%
Stocked supplies in preparation for an emergency	42%	35%	38%	38%

Table 21: Participation - Mobility

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	ZIP Codes			Overall
	22901	22902	22903	
Walked or biked instead of driving	70%	82%	85%	82%
Carpooled with other adults or children instead of driving alone	48%	50%	66%	58%
Used bus or other public transportation instead of driving	28%	53%	55%	50%

Table 22: Participation - Natural Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	ZIP Codes			Overall
	22901	22902	22903	
Recycle at home	91%	91%	85%	88%
Made efforts to make your home more energy efficient	60%	73%	72%	71%
Made efforts to conserve water	88%	81%	77%	80%

Table 23: Participation - Built Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	ZIP Codes			Overall
	22901	22902	22903	
NOT under housing cost stress	61%	64%	52%	58%
Did NOT observe a code violation	62%	53%	65%	60%

Table 24: Participation - Economy

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	ZIP Codes			Overall
	22901	22902	22903	
Purchase goods or services from a business located in Charlottesville	92%	95%	98%	96%
Economy will have positive impact on income	19%	16%	16%	17%
Work in Charlottesville	63%	70%	69%	68%

Table 25: Participation - Recreation and Wellness

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	ZIP Codes			Overall
	22901	22902	22903	
Used Charlottesville recreation centers or their services	70%	60%	57%	60%
Visited a neighborhood park or City park	98%	91%	85%	89%
Eat at least 5 portions of fruits and vegetables a day	87%	90%	80%	85%
Participate in moderate or vigorous physical activity	73%	91%	88%	87%
Reported being in "very good" or "excellent" health	68%	70%	71%	70%

Table 26: Participation - Education and Enrichment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	ZIP Codes			Overall
	22901	22902	22903	
Used Charlottesville public libraries or their services	77%	62%	41%	53%
Attended a City-sponsored event	58%	74%	61%	65%

Table 27: Participation - Community Engagement

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	ZIP Codes			Overall
	22901	22902	22903	
Campaigned or advocated for an issue, cause or candidate	17%	27%	22%	23%
Contacted Charlottesville elected officials (in-person, phone, email or web) to express your opinion	16%	19%	10%	14%
Volunteered your time to some group/activity in Charlottesville	47%	62%	61%	59%
Participated in a club	43%	43%	38%	40%
Talked to or visited with your immediate neighbors	100%	89%	78%	85%
Done a favor for a neighbor	96%	82%	70%	77%
Attended a local public meeting	23%	38%	11%	22%
Watched (online or on television) a local public meeting	41%	38%	20%	29%
Read or watch local news (via television, paper, computer, etc.)	93%	84%	73%	80%
Vote in local elections	82%	87%	67%	76%

Table 28: Community Focus Areas

Percent rating positively (e.g., essential/very important)	ZIP Codes			Overall
	22901	22902	22903	
Overall feeling of safety in Charlottesville	88%	78%	84%	82%
Overall ease of getting to the places you usually have to visit	80%	92%	64%	76%
Quality of overall natural environment in Charlottesville	69%	82%	62%	70%
Overall "built environment" of Charlottesville (including overall design, buildings, parks and transportation systems)	59%	77%	57%	65%
Health and wellness opportunities in Charlottesville	52%	82%	56%	65%
Overall opportunities for education and enrichment	69%	80%	71%	74%
Overall economic health of Charlottesville	75%	87%	87%	85%
Sense of community	77%	71%	65%	69%

Table 29: Priority Areas

For each of the following, please indicate how much of a priority, if at all, each area should be to the City and to what extent, if at all, you believe the City is making progress towards meeting each area. (Percent rating as "high" or "moderate" priority).	ZIP Codes			Overall
	22901	22902	22903	
Children arrive at Kindergarten healthy and ready to learn	94%	88%	90%	90%
Children are successful in school and prepared for adult life	95%	93%	96%	95%
All residents have safe and affordable housing	80%	94%	95%	93%
Residents in crisis have their needs met	78%	88%	95%	90%
Children have access to out-of-school activities	84%	83%	77%	80%
Residents have employment that is stable and adequate to meet their needs	96%	94%	93%	94%
Residents are treated fairly and equally regardless of race or any other factor	93%	91%	90%	91%
Seniors live as independently as possible in safe affordable housing	87%	88%	74%	81%
Residents are safe in the City of Charlottesville	96%	94%	96%	95%
The City has a comprehensive transportation system (e.g., bikeways, trails, transit)	82%	93%	88%	89%
Residents have access to health care services	82%	90%	92%	90%
Homeless individuals are able to obtain shelter	70%	83%	87%	83%
The City builds partnerships with Albemarle County, University of Virginia and other organizations	67%	88%	77%	79%

Table 30: Progress Toward Priority Areas

For each of the following, please indicate how much of a priority, if at all, each area should be to the City and to what extent, if at all, you believe the City is making progress towards meeting each area. (Percent rating as "significant" or "some" progress).	ZIP Codes			Overall
	22901	22902	22903	
Children arrive at Kindergarten healthy and ready to learn	95%	67%	81%	79%
Children are successful in school and prepared for adult life	78%	67%	80%	76%
All residents have safe and affordable housing	42%	40%	51%	46%
Residents in crisis have their needs met	74%	58%	61%	62%
Children have access to out-of-school activities	77%	74%	77%	76%
Residents have employment that is stable and adequate to meet their needs	63%	49%	55%	54%
Residents are treated fairly and equally regardless of race or any other factor	56%	75%	55%	62%
Seniors live as independently as possible in safe affordable housing	85%	82%	66%	74%
Residents are safe in the City of Charlottesville	78%	70%	59%	66%
The City has a comprehensive transportation system (e.g., bikeways, trails, transit)	80%	74%	85%	80%
Residents have access to health care services	72%	72%	65%	68%
Homeless individuals are able to obtain shelter	67%	52%	60%	59%
The City builds partnerships with Albemarle County, University of Virginia and other organizations	75%	78%	77%	77%

Table 31: Service Delivery Funding

Considering each of the areas of the City of Charlottesville's service delivery, please indicate whether you feel the City of Charlottesville should apply more funding, the same amount of funding or less funding toward each: (Percent rating more funding).	ZIP Codes			Overall
	22901	22902	22903	
Affordable Housing/Tax Relief & Grant Programs	57%	51%	40%	46%
Arts and Culture Programs	9%	8%	17%	13%
Capital Improvements	29%	32%	19%	25%
Economic Development/Employment/Tourism	20%	28%	26%	26%
Human Services and Juvenile Justice Programs	24%	32%	38%	33%
Neighborhood Planning, Zoning and Codes Enforcement	4%	13%	16%	13%
Parks and Recreation	7%	27%	28%	24%
Public Safety, Courts, Jail and Detention Center	6%	19%	32%	23%
Public Works	20%	26%	20%	22%
Schools, Continuing Education and Libraries	53%	58%	72%	64%
Transit - CAT and school transportation	40%	36%	35%	36%