THE NCS™
The National Citizen Survey™

Albemarle County, VA

Technical Appendices

2017

NRC
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Contents

Appendix A: Complete Survey Responses

Responses excluding "don't know"

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=").

Table 1: Question 1

Please rate each of the following aspects of quality of life in Albemarle County:	Excellent		Good		Fair		Poor		Total	
Albemarle County as a place to live	48%	N=180	42%	N=157	9%	N=35	0%	N=0	100%	N=372
Your neighborhood as a place to live	50%	N=186	40%	N=149	9%	N=33	1%	N=4	100%	N=372
Albemarle County as a place to raise children	51%	N=161	42%	N=130	6%	N=20	0%	N=1	100%	N=312
Albemarle County as a place to work	29%	N=93	44%	N=140	23%	N=75	4%	N=12	100%	N=320
Albemarle County as a place to visit	51%	N=184	38%	N=135	9%	N=34	2%	N=5	100%	N=357
Albemarle County as a place to retire	44%	N=125	36%	N=103	14%	N=39	6%	N=18	100%	N=285
The overall quality of life in Albemarle County	38%	N=141	51%	N=192	10%	N=39	0%	N=2	100%	N=373

Table 2: Question 2

Please rate each of the following characteristics as they relate to Albemarle County as a whole:	Excellent		Good		Fair		Poor		Total	
Overall feeling of safety in Albemarle County	31%	N=115	58%	N=213	10%	N=36	2%	N=6	100%	N=370
Overall ease of getting to the places you usually have to visit	14%	N=51	48%	N=179	27%	N=99	12%	N=43	100%	N=372
Quality of overall natural environment in Albemarle County	43%	N=160	47%	N=174	9%	N=33	0%	N=1	100%	N=368
Overall "built environment" of Albemarle County (including overall design, buildings, parks and transportation systems)	10%	N=37	48%	N=175	35%	N=127	8%	N=29	100%	N=368
Health and wellness opportunities in Albemarle County	40%	N=142	45%	N=161	13%	N=45	2%	N=8	100%	N=355
Overall opportunities for education and enrichment	45%	N=161	44%	N=160	9%	N=33	2%	N=7	100%	N=361
Overall economic health of Albemarle County	24%	N=83	52%	N=178	21%	N=72	3%	N=11	100%	N=344
Sense of community	22%	N=79	41%	N=148	29%	N=103	8%	N=30	100%	N=360
Overall image or reputation of Albemarle County	33%	N=118	49%	N=176	16%	N=59	2%	N=8	100%	N=360

Table 3: 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 Albemarle County to someone who asks	56%	N=205	32%	N=116	10%	N=37	3%	N=9	100%	N=367
Remain in Albemarle County for the next five years	63%	N=230	24%	N=89	5%	N=19	8%	N=28	100%	N=366

Table 4: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
In your neighborhood during the day	76%	N=280	21%	N=77	3%	N=10	0%	N=2	0%	N=1	100%	N=370

Table 5: Question 5

Please rate each of the following characteristics as they relate to Albemarle County as a whole:	Excellent		Good		Fair		Poor		Total	
Traffic flow on major streets	6%	N=21	38%	N=140	40%	N=147	17%	N=63	100%	N=370
Ease of public parking	7%	N=27	35%	N=126	37%	N=135	20%	N=74	100%	N=362
Ease of travel by car in Albemarle County	11%	N=41	46%	N=169	31%	N=116	12%	N=43	100%	N=368
Ease of travel by public transportation in Albemarle County	8%	N=15	15%	N=27	33%	N=58	43%	N=76	100%	N=175
Ease of travel by bicycle in Albemarle County	6%	N=12	21%	N=45	33%	N=70	40%	N=83	100%	N=210
Ease of walking in Albemarle County	6%	N=21	28%	N=91	43%	N=138	23%	N=73	100%	N=322
Availability of paths and walking trails	14%	N=50	46%	N=159	29%	N=100	11%	N=39	100%	N=348
Air quality	39%	N=143	51%	N=187	9%	N=33	1%	N=4	100%	N=367
Cleanliness of Albemarle County	28%	N=105	55%	N=203	16%	N=59	1%	N=5	100%	N=372
Overall appearance of Albemarle County	32%	N=119	55%	N=206	12%	N=46	0%	N=0	100%	N=371
Public places where people want to spend time	24%	N=86	52%	N=186	18%	N=65	6%	N=23	100%	N=360
Variety of housing options	14%	N=49	29%	N=100	32%	N=110	24%	N=81	100%	N=338
Availability of affordable quality housing	3%	N=11	23%	N=74	33%	N=105	41%	N=131	100%	N=321
Fitness opportunities (including exercise classes and paths or trails, etc.)	31%	N=112	45%	N=163	21%	N=74	3%	N=10	100%	N=358
Recreational opportunities	31%	N=110	46%	N=165	20%	N=73	3%	N=11	100%	N=360
Availability of affordable quality food	26%	N=97	47%	N=175	24%	N=89	2%	N=7	100%	N=369
Availability of affordable quality health care	33%	N=113	41%	N=139	20%	N=70	6%	N=19	100%	N=341
Availability of preventive health services	34%	N=112	44%	N=146	19%	N=64	3%	N=11	100%	N=333
Availability of affordable quality mental health care	22%	N=51	32%	N=73	32%	N=73	15%	N=35	100%	N=232

Table 6: Question 6

Please rate each of the following characteristics as they relate to Albemarle County as a whole:	Excellent		Good		Fair		Poor		Total	
Availability of affordable quality child care/preschool	10%	N=18	27%	N=46	41%	N=70	21%	N=35	100%	N=170
Adult educational opportunities	29%	N=82	50%	N=145	17%	N=48	5%	N=13	100%	N=289
Opportunities to attend cultural/arts/music activities	42%	N=143	43%	N=147	13%	N=44	3%	N=9	100%	N=343
Opportunities to participate in religious or spiritual events and activities	37%	N=105	51%	N=145	11%	N=31	1%	N=4	100%	N=285
Employment opportunities	12%	N=39	42%	N=133	31%	N=98	15%	N=48	100%	N=317
Shopping opportunities	22%	N=81	48%	N=177	23%	N=85	6%	N=23	100%	N=366
Cost of living in Albemarle County	2%	N=7	23%	N=84	44%	N=160	30%	N=109	100%	N=360
Overall quality of business and service establishments in Albemarle County	15%	N=53	59%	N=211	25%	N=90	1%	N=5	100%	N=359
Overall quality of new development in Albemarle County	11%	N=38	43%	N=142	36%	N=119	10%	N=34	100%	N=333
Opportunities to participate in social events and activities	24%	N=85	49%	N=173	21%	N=74	5%	N=18	100%	N=350
Opportunities to volunteer	35%	N=108	50%	N=156	15%	N=46	1%	N=4	100%	N=314
Opportunities to participate in community matters	26%	N=80	51%	N=158	18%	N=55	5%	N=16	100%	N=310
Openness and acceptance of the community toward people of diverse backgrounds	15%	N=52	46%	N=154	30%	N=101	8%	N=27	100%	N=334
Neighborliness of residents in Albemarle County	16%	N=58	47%	N=168	30%	N=107	6%	N=21	100%	N=354

Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	19%	N=70	81%	N=302	100%	N=371
Made efforts to make your home more energy efficient	32%	N=120	68%	N=251	100%	N=371
Observed a code violation or other hazard in Albemarle County (weeds, abandoned buildings, etc.)	60%	N=221	40%	N=146	100%	N=367
Household member was a victim of a crime in Albemarle County	95%	N=351	5%	N=19	100%	N=370
Reported a crime to the police in Albemarle County	88%	N=324	12%	N=45	100%	N=369
Stocked supplies in preparation for an emergency	65%	N=240	35%	N=130	100%	N=370
Campaigned or advocated for an issue, cause or candidate	67%	N=249	33%	N=120	100%	N=369
Contacted Albemarle County (in-person, phone, email or web) for help or information	63%	N=234	37%	N=137	100%	N=371
Contacted Albemarle County elected officials (in-person, phone, email or web) to express your opinion	82%	N=303	18%	N=67	100%	N=370

Table 8: 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 Albemarle County?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Albemarle County recreation centers or their services	11%	N=40	15%	N=54	33%	N=123	41%	N=153	100%	N=369
Visited a neighborhood park or County park	10%	N=37	33%	N=124	40%	N=148	17%	N=63	100%	N=372
Used Albemarle County public libraries or their services	9%	N=34	30%	N=113	28%	N=104	32%	N=120	100%	N=372
Participated in religious or spiritual activities in Albemarle County	12%	N=45	23%	N=84	12%	N=46	53%	N=198	100%	N=373
Attended a County-sponsored event	2%	N=7	7%	N=28	32%	N=118	59%	N=216	100%	N=369
Used bus, rail, subway or other public transportation instead of driving	3%	N=10	1%	N=5	12%	N=43	84%	N=314	100%	N=372
Carpooled with other adults or children instead of driving alone	6%	N=22	13%	N=48	22%	N=82	59%	N=220	100%	N=371
Walked or biked instead of driving	7%	N=26	16%	N=59	19%	N=69	58%	N=217	100%	N=371
Volunteered your time to some group/activity in Albemarle County	7%	N=28	16%	N=59	25%	N=93	52%	N=193	100%	N=372
Participated in a club	7%	N=27	10%	N=37	14%	N=50	69%	N=253	100%	N=368
Talked to or visited with your immediate neighbors	36%	N=135	37%	N=140	19%	N=71	7%	N=27	100%	N=373
Done a favor for a neighbor	17%	N=61	29%	N=107	36%	N=132	19%	N=71	100%	N=371
Volunteered at a public school	4%	N=16	6%	N=23	10%	N=36	80%	N=296	100%	N=372

Table 9: Question 9

Thinking about local public meetings (of local elected officials like County Council or County Commissioners, 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	
Attended a local public meeting	0%	N=1	2%	N=6	17%	N=63	81%	N=300	100%	N=369
Watched (online or on television) a local public meeting	1%	N=4	7%	N=24	20%	N=74	72%	N=270	100%	N=372

Table 10: Question 10

Please rate the quality of each of the following services in Albemarle County:	Excellent		Good		Fair		Poor		Total	
Police services	34%	N=100	54%	N=160	11%	N=34	0%	N=1	100%	N=296
Fire services	49%	N=133	45%	N=121	5%	N=13	1%	N=2	100%	N=269
Ambulance or emergency medical services	55%	N=147	39%	N=104	6%	N=17	1%	N=2	100%	N=270
Crime prevention	21%	N=56	55%	N=144	18%	N=48	5%	N=14	100%	N=262
Fire prevention and education	27%	N=61	55%	N=125	16%	N=37	2%	N=6	100%	N=228

Please rate the quality of each of the following services in Albemarle County:	Excellent		Good		Fair		Poor		Total	
Traffic enforcement	13%	N=39	42%	N=130	34%	N=105	11%	N=35	100%	N=310
Street lighting	12%	N=41	40%	N=133	34%	N=111	14%	N=46	100%	N=331
Bus or transit services	7%	N=12	29%	N=49	39%	N=66	24%	N=41	100%	N=168
Garbage collection	34%	N=105	46%	N=143	12%	N=37	9%	N=27	100%	N=312
Recycling	28%	N=86	36%	N=111	18%	N=57	18%	N=56	100%	N=309
Storm drainage	16%	N=42	45%	N=120	27%	N=71	12%	N=30	100%	N=263
Drinking water	28%	N=91	45%	N=146	20%	N=65	7%	N=22	100%	N=324
Sewer services	25%	N=68	56%	N=153	15%	N=40	4%	N=12	100%	N=273
Utility billing	20%	N=64	47%	N=153	22%	N=72	11%	N=35	100%	N=323
County parks	36%	N=119	51%	N=169	12%	N=41	1%	N=4	100%	N=332
Recreation programs or classes	23%	N=48	55%	N=116	18%	N=38	4%	N=8	100%	N=209
Recreation centers or facilities	21%	N=50	55%	N=133	19%	N=45	5%	N=13	100%	N=241
Land use, planning and zoning	7%	N=21	34%	N=95	36%	N=101	23%	N=66	100%	N=283
Code enforcement (weeds, abandoned buildings, etc.)	11%	N=24	32%	N=69	41%	N=88	16%	N=35	100%	N=215
Animal control	18%	N=41	51%	N=114	24%	N=55	7%	N=16	100%	N=226
Economic development	10%	N=27	45%	N=124	31%	N=86	15%	N=40	100%	N=276
Health services	31%	N=94	49%	N=148	17%	N=52	3%	N=11	100%	N=305
Public library services	53%	N=167	38%	N=120	7%	N=23	1%	N=3	100%	N=314
Public information services	21%	N=51	54%	N=128	22%	N=52	3%	N=8	100%	N=239
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	17%	N=38	54%	N=116	20%	N=44	9%	N=19	100%	N=218
Preservation of natural areas such as open space, farmlands and greenbelts	21%	N=66	41%	N=128	27%	N=83	11%	N=33	100%	N=310
Albemarle County open space	19%	N=58	47%	N=142	25%	N=77	9%	N=28	100%	N=304
County-sponsored special events	15%	N=28	47%	N=87	28%	N=51	9%	N=17	100%	N=183
Overall customer service by Albemarle County employees (police, receptionists, planners, etc.)	21%	N=65	52%	N=159	24%	N=73	3%	N=9	100%	N=306
Public schools	30%	N=77	49%	N=126	20%	N=51	1%	N=2	100%	N=255

Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
Albemarle County	19%	N=67	62%	N=222	18%	N=64	2%	N=8	100%	N=361
The Federal Government	7%	N=23	36%	N=120	38%	N=127	19%	N=64	100%	N=335
State of Virginia	10%	N=33	47%	N=160	39%	N=135	5%	N=16	100%	N=344

Table 12: Question 12

Please rate the following categories of Albemarle County government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Albemarle County	10%	N=35	40%	N=136	33%	N=113	17%	N=58	100%	N=341
The overall direction that Albemarle County is taking	8%	N=27	40%	N=128	36%	N=115	17%	N=54	100%	N=323
The job Albemarle County government does at welcoming citizen involvement	11%	N=31	41%	N=116	34%	N=95	15%	N=42	100%	N=284
Overall confidence in Albemarle County government	8%	N=26	41%	N=130	36%	N=117	15%	N=49	100%	N=321
Generally acting in the best interest of the community	8%	N=26	44%	N=145	32%	N=104	16%	N=53	100%	N=328
Being honest	10%	N=31	44%	N=129	31%	N=91	15%	N=43	100%	N=293
Treating all residents fairly	10%	N=31	42%	N=125	32%	N=95	16%	N=47	100%	N=298

Table 13: Question 13

Please rate how important, if at all, you think it is for the Albemarle County community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Albemarle County	47%	N=176	35%	N=130	15%	N=56	3%	N=10	100%	N=373
Overall ease of getting to the places you usually have to visit	35%	N=128	50%	N=186	13%	N=50	2%	N=7	100%	N=371
Quality of overall natural environment in Albemarle County	40%	N=147	42%	N=158	16%	N=61	2%	N=6	100%	N=372
Overall "built environment" of Albemarle County (including overall design, buildings, parks and transportation systems)	29%	N=107	47%	N=175	20%	N=74	4%	N=15	100%	N=371
Health and wellness opportunities in Albemarle County	29%	N=109	49%	N=184	16%	N=60	5%	N=19	100%	N=372
Overall opportunities for education and enrichment	35%	N=127	41%	N=147	21%	N=76	3%	N=13	100%	N=363
Overall economic health of Albemarle County	44%	N=163	46%	N=169	9%	N=34	1%	N=6	100%	N=372
Sense of community	28%	N=105	43%	N=162	23%	N=86	6%	N=21	100%	N=374

Table 14: Question 14

How important a service, if at all, do you consider recycling to be for County residents?	Percent	Number
Essential	43%	N=160
Very important	34%	N=124
Somewhat important	21%	N=78
Not at all important	2%	N=7
Total	100%	N=369

Table 15: Question 15a - Likelihood of Recycling

The McIntire Recycling Center currently provides a "do it yourself" separation of recyclables by type (aluminum, cardboard, glass, etc.). If another "do it yourself" source separation recycling center was conveniently located, how likely would you be to bring your recyclables to the center?	Percent	Number
Very likely	36%	N=119
Somewhat likely	26%	N=88
Not likely	38%	N=126
Total	100%	N=333

Table 16: Question 15b - Preferred Location of Recycling

If such a center were to be built, to what extent, if at all, would you prefer it be located in the following spots?	Strongly prefer		Somewhat prefer		Would not prefer		No preference		Total	
Crozet area	25%	N=86	11%	N=37	26%	N=87	38%	N=127	100%	N=337
29 North – Hydraulic/Rio area	17%	N=57	18%	N=58	26%	N=85	39%	N=129	100%	N=329
29 North – Hollymead area	17%	N=54	16%	N=51	26%	N=83	42%	N=138	100%	N=326
Pantops area	11%	N=37	18%	N=58	26%	N=86	45%	N=148	100%	N=328
Scottsville area	6%	N=21	11%	N=37	32%	N=106	50%	N=163	100%	N=327

Table 17: Question 16

How important, if at all, are the following services for Albemarle County to provide?	Essential		Very important		Somewhat important		Not at all important		Total	
Expansion and improvement of trails	19%	N=66	34%	N=120	36%	N=129	11%	N=39	100%	N=355
New sidewalks	23%	N=80	39%	N=134	29%	N=100	10%	N=33	100%	N=347
Sidewalk/curb maintenance (e.g., snow removal, weeding)	19%	N=66	44%	N=154	31%	N=108	6%	N=23	100%	N=351
Increased roadway landscaping (e.g., flowerbeds, increased frequency of mowing)	8%	N=30	31%	N=110	42%	N=150	18%	N=63	100%	N=353
Expansion of the bus service	18%	N=50	31%	N=88	35%	N=98	16%	N=45	100%	N=282
Preservation of the rural area	37%	N=130	42%	N=149	17%	N=60	4%	N=13	100%	N=352
Expansion of bicycle paths	21%	N=70	38%	N=128	27%	N=91	15%	N=50	100%	N=339
Preschool funding	34%	N=103	33%	N=100	20%	N=60	14%	N=43	100%	N=306
Curbside recycling	19%	N=63	35%	N=116	33%	N=110	13%	N=42	100%	N=332
Composting	8%	N=27	26%	N=85	37%	N=120	29%	N=93	100%	N=325

Table 18: Question 17

Please indicate to what extent you would support or oppose paying higher taxes for the following services:	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Total	
Expansion and improvement of trails	19%	N=67	45%	N=159	18%	N=63	18%	N=61	100%	N=350
New sidewalks	20%	N=72	46%	N=162	18%	N=65	15%	N=51	100%	N=349
Sidewalk/curb maintenance (e.g., snow removal, weeding)	18%	N=63	48%	N=167	19%	N=67	14%	N=49	100%	N=347
Increased roadway landscaping (e.g., flowerbeds, increased frequency of mowing)	9%	N=31	42%	N=145	29%	N=102	20%	N=68	100%	N=345
Expansion of the bus service	17%	N=53	40%	N=125	23%	N=74	20%	N=63	100%	N=316
Preservation of the rural area	35%	N=121	38%	N=131	17%	N=57	10%	N=34	100%	N=343
Expansion of bicycle paths	21%	N=72	45%	N=155	17%	N=61	17%	N=59	100%	N=347
Preschool funding	39%	N=130	30%	N=100	15%	N=49	16%	N=55	100%	N=334
Curbside recycling	23%	N=78	35%	N=117	23%	N=77	19%	N=64	100%	N=336
Composting	12%	N=38	32%	N=103	29%	N=93	28%	N=91	100%	N=324

Table 19: Question 18

If you were interested in learning more about or making public comment on an issue, to what extent might each of the following prevent you from attending an in-person meeting?	Definitely would prevent		Might prevent		Would not prevent		Total	
Time of day (evening meetings not convenient)	35%	N=112	35%	N=110	30%	N=94	100%	N=316
Meeting location (too far)	28%	N=90	46%	N=147	25%	N=81	100%	N=318
Lack of transportation to meeting	9%	N=29	11%	N=36	80%	N=255	100%	N=320
Duration of meetings (too long)	18%	N=55	47%	N=146	35%	N=110	100%	N=311
Format of meetings does not meet my needs	20%	N=54	40%	N=109	40%	N=111	100%	N=274
Child/adult care responsibilities	21%	N=63	20%	N=61	59%	N=177	100%	N=301

Table 20: Question 19

To what extent would you prefer, if at all, to provide comments on local issues in each of the following ways:	Strongly prefer		Somewhat prefer		Would not prefer		No preference		Total	
In-person at a Board of Supervisors meeting/hearing	9%	N=34	30%	N=108	41%	N=150	20%	N=72	100%	N=364
In-person at a community meeting	12%	N=44	34%	N=123	35%	N=128	19%	N=68	100%	N=363
Online comment form posted by Albemarle County	37%	N=136	36%	N=129	13%	N=48	14%	N=50	100%	N=363
Email communication with the Board of Supervisors and/or staff	38%	N=137	35%	N=125	13%	N=48	14%	N=51	100%	N=361
Mail communication to Board of Supervisors and/or staff	9%	N=33	32%	N=114	41%	N=147	18%	N=66	100%	N=361
Social media (Facebook, Twitter)	8%	N=31	21%	N=75	50%	N=184	20%	N=75	100%	N=364
Local news online comment boxes	9%	N=34	29%	N=107	44%	N=159	18%	N=64	100%	N=363

Table 21: Question 20

If you were to participate in an online feedback system, to what extent, if at all, would you prefer each of the following formats?	Strongly prefer		Somewhat prefer		Would not prefer		No preference		Total	
Respond to questions using an online survey	46%	N=164	32%	N=115	9%	N=32	14%	N=50	100%	N=360
Direct email to staff and/or the Board of Supervisors	21%	N=75	38%	N=134	20%	N=71	21%	N=73	100%	N=353
Online public discussion forum (log-in required)	8%	N=27	20%	N=70	53%	N=186	20%	N=72	100%	N=354

Table 22: Question 21

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	
Daily Progress	32%	N=116	35%	N=125	32%	N=115	100%	N=356
C-ville weekly	26%	N=95	41%	N=148	33%	N=120	100%	N=363
Other local media outlets (radio, local television stations)	56%	N=204	30%	N=108	14%	N=50	100%	N=362
Charlottesville Tomorrow	11%	N=41	23%	N=81	66%	N=235	100%	N=356
Social media (Facebook, Twitter)	24%	N=85	27%	N=97	49%	N=177	100%	N=359
County "A-mail" (e-newsletter)	12%	N=42	21%	N=76	67%	N=238	100%	N=356
Public postings at local businesses/library/County offices	11%	N=41	36%	N=128	53%	N=188	100%	N=357
Word-of-mouth	33%	N=120	41%	N=149	25%	N=91	100%	N=360

Table 23: Question 22

How often, if ever, in the last 12 months have you used the County's website (www.albemarle.org)?	Percent	Number
Never	33%	N=114
Rarely	33%	N=114
Sometimes	28%	N=99
Frequently	6%	N=22
Total	100%	N=348

Table 24: Question 23

How often, if ever, in the last 12 months, have you used www.albemarle.org for the following?	Never		Rarely		Sometimes		Frequently		Total	
Pay a bill	56%	N=142	18%	N=44	17%	N=43	9%	N=23	100%	N=252
Watch a Board meeting	85%	N=216	10%	N=25	4%	N=11	1%	N=2	100%	N=255
Access public meeting materials (agendas, minutes)	76%	N=191	13%	N=34	9%	N=22	2%	N=6	100%	N=252
Book a park shelter	85%	N=216	8%	N=20	6%	N=14	1%	N=2	100%	N=253
Sign up for a Parks and Recreation class	79%	N=201	11%	N=29	6%	N=15	3%	N=9	100%	N=253
Find information about a property in the County	42%	N=106	22%	N=55	25%	N=62	12%	N=31	100%	N=253
Download a form	47%	N=117	31%	N=78	21%	N=52	2%	N=4	100%	N=251
Access building, licensing and permit applications	72%	N=184	14%	N=35	11%	N=28	3%	N=7	100%	N=254
Apply for energy, medical, food and/or other resource assistance	95%	N=240	4%	N=9	0%	N=1	1%	N=3	100%	N=252
Contact information for a department/staff person	62%	N=157	18%	N=46	16%	N=41	3%	N=8	100%	N=251
Learn more about an issue facing the community	61%	N=155	22%	N=56	16%	N=40	1%	N=3	100%	N=253
Learn more about a department within the County	57%	N=145	23%	N=58	18%	N=46	2%	N=4	100%	N=253
County job opportunities	68%	N=174	10%	N=26	18%	N=46	3%	N=8	100%	N=254
Access County public meeting calendar	78%	N=196	16%	N=40	6%	N=15	0%	N=1	100%	N=252

Table 25: 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	
Recycle at home	14%	N=53	10%	N=36	12%	N=44	22%	N=80	42%	N=154	100%	N=367
Purchase goods or services from a business located in Albemarle County	2%	N=9	1%	N=3	15%	N=54	58%	N=217	24%	N=89	100%	N=372
Eat at least 5 portions of fruits and vegetables a day	3%	N=11	6%	N=24	34%	N=128	35%	N=128	22%	N=81	100%	N=371
Participate in moderate or vigorous physical activity	2%	N=8	10%	N=36	27%	N=99	36%	N=132	26%	N=96	100%	N=371
Read or watch local news (via television, paper, computer, etc.)	4%	N=17	11%	N=42	25%	N=92	33%	N=121	27%	N=100	100%	N=371
Vote in local elections	10%	N=36	4%	N=13	13%	N=50	24%	N=87	50%	N=184	100%	N=370

Table 26: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	28%	N=104
Very good	46%	N=173
Good	17%	N=63
Fair	8%	N=29
Poor	1%	N=4
Total	100%	N=373

Table 27: 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	4%	N=16
Somewhat positive	21%	N=78
Neutral	55%	N=202
Somewhat negative	18%	N=67
Very negative	1%	N=4
Total	100%	N=367

Table 28: Question D4

What is your employment status?	Percent	Number
Working full time for pay	62%	N=228
Working part time for pay	9%	N=34
Unemployed, looking for paid work	6%	N=21
Unemployed, not looking for paid work	2%	N=7
Fully retired	21%	N=79
Total	100%	N=370

Table 29: Question D5

Do you work inside the boundaries of Albemarle County?	Percent	Number
Yes, outside the home	49%	N=169
Yes, from home	10%	N=35
No	41%	N=144
Total	100%	N=348

Table 30: Question D6

How many years have you lived in Albemarle County?	Percent	Number
Less than 2 years	18%	N=68
2 to 5 years	19%	N=70
6 to 10 years	12%	N=44
11 to 20 years	20%	N=72
More than 20 years	32%	N=118
Total	100%	N=372

Table 31: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	66%	N=243
Building with two or more homes (duplex, townhome, apartment or condominium)	31%	N=116
Mobile home	1%	N=3
Other	2%	N=7
Total	100%	N=369

Table 32: Question D8

Is this house, apartment or mobile home…	Percent	Number
Rented	32%	N=118
Owned	68%	N=251
Total	100%	N=370

Table 33: 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	6%	N=22
$300 to $599 per month	7%	N=25
$600 to $999 per month	11%	N=39
$1,000 to $1,499 per month	30%	N=108
$1,500 to $2,499 per month	30%	N=109
$2,500 or more per month	17%	N=62
Total	100%	N=365

Table 34: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	62%	N=228
Yes	38%	N=141
Total	100%	N=368

Table 35: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	69%	N=257
Yes	31%	N=113
Total	100%	N=370

Table 36: 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	9%	N=31
$25,000 to $49,999	12%	N=44
$50,000 to $99,999	31%	N=112
$100,000 to $149,999	21%	N=75
$150,000 or more	27%	N=95
Total	100%	N=357

Table 37: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	95%	N=351
Yes, I consider myself to be Spanish, Hispanic or Latino	5%	N=17
Total	100%	N=368

Table 38: 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	3%	N=11
Asian, Asian Indian or Pacific Islander	8%	N=28
Black or African American	4%	N=14
White	90%	N=330
Other	3%	N=12

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

Table 39: Question D15

In which category is your age?	Percent	Number
18 to 24 years	2%	N=6
25 to 34 years	22%	N=83
35 to 44 years	18%	N=66
45 to 54 years	19%	N=70
55 to 64 years	13%	N=50
65 to 74 years	16%	N=60
75 years or older	10%	N=37
Total	100%	N=373

Table 40: Question D16

What is your sex?	Percent	Number
Female	54%	N=201
Male	46%	N=169
Total	100%	N=370

Table 41: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	68%	N=252
Land line	19%	N=70
Both	13%	N=48
Total	100%	N=371

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 42: Question 1

Please rate each of the following aspects of quality of life in Albemarle County:	Excellent		Good		Fair		Poor		Don't know		Total	
Albemarle County as a place to live	48%	N=180	41%	N=157	9%	N=35	0%	N=0	2%	N=6	100%	N=378
Your neighborhood as a place to live	49%	N=186	39%	N=149	9%	N=33	1%	N=4	1%	N=4	100%	N=377
Albemarle County as a place to raise children	43%	N=161	35%	N=130	5%	N=20	0%	N=1	16%	N=61	100%	N=374
Albemarle County as a place to work	25%	N=93	38%	N=140	20%	N=75	3%	N=12	14%	N=51	100%	N=371
Albemarle County as a place to visit	49%	N=184	36%	N=135	9%	N=34	1%	N=5	4%	N=15	100%	N=372
Albemarle County as a place to retire	34%	N=125	28%	N=103	11%	N=39	5%	N=18	22%	N=82	100%	N=367
The overall quality of life in Albemarle County	37%	N=141	51%	N=192	10%	N=39	0%	N=2	1%	N=4	100%	N=377

Table 43: Question 2

Please rate each of the following characteristics as they relate to Albemarle County as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in Albemarle County	31%	N=115	57%	N=213	10%	N=36	2%	N=6	1%	N=4	100%	N=374
Overall ease of getting to the places you usually have to visit	13%	N=51	48%	N=179	26%	N=99	11%	N=43	1%	N=4	100%	N=376
Quality of overall natural environment in Albemarle County	43%	N=160	47%	N=174	9%	N=33	0%	N=1	1%	N=4	100%	N=372
Overall "built environment" of Albemarle County (including overall design, buildings, parks and transportation systems)	10%	N=37	47%	N=175	34%	N=127	8%	N=29	1%	N=5	100%	N=373
Health and wellness opportunities in Albemarle County	38%	N=142	43%	N=161	12%	N=45	2%	N=8	5%	N=18	100%	N=372
Overall opportunities for education and enrichment	43%	N=161	43%	N=160	9%	N=33	2%	N=7	3%	N=10	100%	N=371
Overall economic health of Albemarle County	22%	N=83	48%	N=178	19%	N=72	3%	N=11	7%	N=28	100%	N=372
Sense of community	21%	N=79	40%	N=148	28%	N=103	8%	N=30	3%	N=10	100%	N=370
Overall image or reputation of Albemarle County	32%	N=118	47%	N=176	16%	N=59	2%	N=8	3%	N=13	100%	N=373

Table 44: 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 Albemarle County to someone who asks	55%	N=205	31%	N=116	10%	N=37	2%	N=9	2%	N=7	100%	N=374
Remain in Albemarle County for the next five years	61%	N=230	24%	N=89	5%	N=19	7%	N=28	2%	N=9	100%	N=375

Table 45: 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	
In your neighborhood during the day	75%	N=280	21%	N=77	3%	N=10	0%	N=2	0%	N=1	1%	N=5	100%	N=375

Table 46: Question 5

Please rate each of the following characteristics as they relate to Albemarle County as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic flow on major streets	6%	N=21	37%	N=140	39%	N=147	17%	N=63	1%	N=5	100%	N=375
Ease of public parking	7%	N=27	34%	N=126	36%	N=135	20%	N=74	3%	N=12	100%	N=374
Ease of travel by car in Albemarle County	11%	N=41	45%	N=169	31%	N=116	12%	N=43	2%	N=6	100%	N=374
Ease of travel by public transportation in Albemarle County	4%	N=15	7%	N=27	16%	N=58	20%	N=76	53%	N=195	100%	N=369
Ease of travel by bicycle in Albemarle County	3%	N=12	12%	N=45	19%	N=70	23%	N=83	43%	N=159	100%	N=369
Ease of walking in Albemarle County	6%	N=21	25%	N=91	37%	N=138	20%	N=73	13%	N=49	100%	N=371
Availability of paths and walking trails	13%	N=50	43%	N=159	27%	N=100	11%	N=39	7%	N=25	100%	N=373
Air quality	38%	N=143	50%	N=187	9%	N=33	1%	N=4	2%	N=7	100%	N=374
Cleanliness of Albemarle County	28%	N=105	54%	N=203	16%	N=59	1%	N=5	1%	N=4	100%	N=376
Overall appearance of Albemarle County	32%	N=119	55%	N=206	12%	N=46	0%	N=0	1%	N=4	100%	N=375
Public places where people want to spend time	23%	N=86	50%	N=186	17%	N=65	6%	N=23	4%	N=13	100%	N=374
Variety of housing options	13%	N=49	27%	N=100	29%	N=110	22%	N=81	9%	N=35	100%	N=374
Availability of affordable quality housing	3%	N=11	20%	N=74	28%	N=105	35%	N=131	14%	N=50	100%	N=372
Fitness opportunities (including exercise classes and paths or trails, etc.)	30%	N=112	44%	N=163	20%	N=74	3%	N=10	4%	N=15	100%	N=373
Recreational opportunities	29%	N=110	44%	N=165	20%	N=73	3%	N=11	4%	N=14	100%	N=374
Availability of affordable quality food	26%	N=97	47%	N=175	24%	N=89	2%	N=7	1%	N=5	100%	N=374
Availability of affordable quality health care	30%	N=113	37%	N=139	19%	N=70	5%	N=19	9%	N=34	100%	N=375
Availability of preventive health services	30%	N=112	39%	N=146	17%	N=64	3%	N=11	10%	N=39	100%	N=372
Availability of affordable quality mental health care	14%	N=51	20%	N=73	20%	N=73	9%	N=35	38%	N=143	100%	N=374

Table 47: Question 6

Please rate each of the following characteristics as they relate to Albemarle County as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Availability of affordable quality child care/preschool	5%	N=18	12%	N=46	19%	N=70	9%	N=35	55%	N=204	100%	N=374
Adult educational opportunities	22%	N=82	39%	N=145	13%	N=48	3%	N=13	23%	N=85	100%	N=374
Opportunities to attend cultural/arts/music activities	38%	N=143	39%	N=147	12%	N=44	2%	N=9	8%	N=31	100%	N=374
Opportunities to participate in religious or spiritual events and activities	28%	N=105	39%	N=145	8%	N=31	1%	N=4	24%	N=89	100%	N=374
Employment opportunities	10%	N=39	36%	N=133	26%	N=98	13%	N=48	15%	N=55	100%	N=372
Shopping opportunities	22%	N=81	48%	N=177	23%	N=85	6%	N=23	2%	N=6	100%	N=371
Cost of living in Albemarle County	2%	N=7	22%	N=84	43%	N=160	29%	N=109	4%	N=15	100%	N=375
Overall quality of business and service establishments in Albemarle County	14%	N=53	57%	N=211	24%	N=90	1%	N=5	3%	N=13	100%	N=372
Overall quality of new development in Albemarle County	10%	N=38	38%	N=142	32%	N=119	9%	N=34	10%	N=39	100%	N=372
Opportunities to participate in social events and activities	23%	N=85	47%	N=173	20%	N=74	5%	N=18	5%	N=19	100%	N=369
Opportunities to volunteer	29%	N=108	42%	N=156	12%	N=46	1%	N=4	16%	N=59	100%	N=373
Opportunities to participate in community matters	22%	N=80	43%	N=158	15%	N=55	4%	N=16	17%	N=61	100%	N=371
Openness and acceptance of the community toward people of diverse backgrounds	14%	N=52	41%	N=154	27%	N=101	7%	N=27	11%	N=40	100%	N=373
Neighborliness of residents in Albemarle County	16%	N=58	45%	N=168	29%	N=107	6%	N=21	5%	N=20	100%	N=374

Table 48: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	19%	N=70	81%	N=302	100%	N=371
Made efforts to make your home more energy efficient	32%	N=120	68%	N=251	100%	N=371
Observed a code violation or other hazard in Albemarle County (weeds, abandoned buildings, etc.)	60%	N=221	40%	N=146	100%	N=367
Household member was a victim of a crime in Albemarle County	95%	N=351	5%	N=19	100%	N=370
Reported a crime to the police in Albemarle County	88%	N=324	12%	N=45	100%	N=369
Stocked supplies in preparation for an emergency	65%	N=240	35%	N=130	100%	N=370
Campaigned or advocated for an issue, cause or candidate	67%	N=249	33%	N=120	100%	N=369
Contacted Albemarle County (in-person, phone, email or web) for help or information	63%	N=234	37%	N=137	100%	N=371
Contacted Albemarle County elected officials (in-person, phone, email or web) to express your opinion	82%	N=303	18%	N=67	100%	N=370

Table 49: 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 Albemarle County?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Albemarle County recreation centers or their services	11%	N=40	15%	N=54	33%	N=123	41%	N=153	100%	N=369
Visited a neighborhood park or County park	10%	N=37	33%	N=124	40%	N=148	17%	N=63	100%	N=372
Used Albemarle County public libraries or their services	9%	N=34	30%	N=113	28%	N=104	32%	N=120	100%	N=372
Participated in religious or spiritual activities in Albemarle County	12%	N=45	23%	N=84	12%	N=46	53%	N=198	100%	N=373
Attended a County-sponsored event	2%	N=7	7%	N=28	32%	N=118	59%	N=216	100%	N=369
Used bus, rail, subway or other public transportation instead of driving	3%	N=10	1%	N=5	12%	N=43	84%	N=314	100%	N=372
Carpooled with other adults or children instead of driving alone	6%	N=22	13%	N=48	22%	N=82	59%	N=220	100%	N=371
Walked or biked instead of driving	7%	N=26	16%	N=59	19%	N=69	58%	N=217	100%	N=371
Volunteered your time to some group/activity in Albemarle County	7%	N=28	16%	N=59	25%	N=93	52%	N=193	100%	N=372
Participated in a club	7%	N=27	10%	N=37	14%	N=50	69%	N=253	100%	N=368
Talked to or visited with your immediate neighbors	36%	N=135	37%	N=140	19%	N=71	7%	N=27	100%	N=373
Done a favor for a neighbor	17%	N=61	29%	N=107	36%	N=132	19%	N=71	100%	N=371
Volunteered at a public school	4%	N=16	6%	N=23	10%	N=36	80%	N=296	100%	N=372

Table 50: Question 9

Thinking about local public meetings (of local elected officials like County Council or County Commissioners, 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	
Attended a local public meeting	0%	N=1	2%	N=6	17%	N=63	81%	N=300	100%	N=369
Watched (online or on television) a local public meeting	1%	N=4	7%	N=24	20%	N=74	72%	N=270	100%	N=372

Table 51: Question 10

Please rate the quality of each of the following services in Albemarle County:	Excellent		Good		Fair		Poor		Don't know		Total	
Police services	27%	N=100	43%	N=160	9%	N=34	0%	N=1	21%	N=77	100%	N=373
Fire services	36%	N=133	32%	N=121	3%	N=13	1%	N=2	28%	N=104	100%	N=373
Ambulance or emergency medical services	39%	N=147	28%	N=104	5%	N=17	0%	N=2	28%	N=105	100%	N=375
Crime prevention	15%	N=56	39%	N=144	13%	N=48	4%	N=14	30%	N=110	100%	N=372
Fire prevention and education	16%	N=61	34%	N=125	10%	N=37	2%	N=6	38%	N=140	100%	N=368

Please rate the quality of each of the following services in Albemarle County:	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic enforcement	11%	N=39	35%	N=130	28%	N=105	10%	N=35	17%	N=62	100%	N=372
Street lighting	11%	N=41	36%	N=133	30%	N=111	12%	N=46	11%	N=42	100%	N=373
Bus or transit services	3%	N=12	13%	N=49	18%	N=66	11%	N=41	55%	N=207	100%	N=375
Garbage collection	28%	N=105	38%	N=143	10%	N=37	7%	N=27	16%	N=61	100%	N=373
Recycling	23%	N=86	30%	N=111	15%	N=57	15%	N=56	17%	N=65	100%	N=374
Storm drainage	11%	N=42	32%	N=120	19%	N=71	8%	N=30	29%	N=105	100%	N=368
Drinking water	25%	N=91	39%	N=146	18%	N=65	6%	N=22	13%	N=46	100%	N=371
Sewer services	18%	N=68	42%	N=153	11%	N=40	3%	N=12	26%	N=96	100%	N=368
Utility billing	17%	N=64	41%	N=153	19%	N=72	9%	N=35	14%	N=51	100%	N=374
County parks	32%	N=119	46%	N=169	11%	N=41	1%	N=4	10%	N=38	100%	N=370
Recreation programs or classes	13%	N=48	31%	N=116	10%	N=38	2%	N=8	44%	N=165	100%	N=374
Recreation centers or facilities	14%	N=50	36%	N=133	12%	N=45	3%	N=13	35%	N=129	100%	N=371
Land use, planning and zoning	6%	N=21	26%	N=95	27%	N=101	18%	N=66	24%	N=88	100%	N=371
Code enforcement (weeds, abandoned buildings, etc.)	6%	N=24	18%	N=69	23%	N=88	9%	N=35	42%	N=159	100%	N=374
Animal control	11%	N=41	31%	N=114	15%	N=55	4%	N=16	40%	N=148	100%	N=373
Economic development	7%	N=27	33%	N=124	23%	N=86	11%	N=40	25%	N=93	100%	N=370
Health services	25%	N=94	40%	N=148	14%	N=52	3%	N=11	18%	N=68	100%	N=372
Public library services	45%	N=167	32%	N=120	6%	N=23	1%	N=3	15%	N=57	100%	N=371
Public information services	14%	N=51	35%	N=128	14%	N=52	2%	N=8	35%	N=127	100%	N=366
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	10%	N=38	31%	N=116	12%	N=44	5%	N=19	42%	N=155	100%	N=373
Preservation of natural areas such as open space, farmlands and greenbelts	18%	N=66	34%	N=128	22%	N=83	9%	N=33	17%	N=62	100%	N=373
Albemarle County open space	16%	N=58	38%	N=142	21%	N=77	8%	N=28	18%	N=66	100%	N=370
County-sponsored special events	8%	N=28	24%	N=87	14%	N=51	5%	N=17	49%	N=177	100%	N=360
Overall customer service by Albemarle County employees (police, receptionists, planners, etc.)	17%	N=65	43%	N=159	20%	N=73	2%	N=9	18%	N=67	100%	N=373
Public schools	21%	N=77	34%	N=126	14%	N=51	1%	N=2	31%	N=116	100%	N=371

Table 52: 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	
Albemarle County	18%	N=67	59%	N=222	17%	N=64	2%	N=8	4%	N=15	100%	N=376
The Federal Government	6%	N=23	32%	N=120	34%	N=127	17%	N=64	11%	N=41	100%	N=377
State of Virginia	9%	N=33	43%	N=160	36%	N=135	4%	N=16	8%	N=31	100%	N=375

Table 53: Question 12

Please rate the following categories of Albemarle County government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to Albemarle County	9%	N=35	36%	N=136	30%	N=113	15%	N=58	9%	N=34	100%	N=375
The overall direction that Albemarle County is taking	7%	N=27	34%	N=128	31%	N=115	14%	N=54	14%	N=53	100%	N=376
The job Albemarle County government does at welcoming citizen involvement	8%	N=31	31%	N=116	25%	N=95	11%	N=42	25%	N=92	100%	N=376
Overall confidence in Albemarle County government	7%	N=26	35%	N=130	31%	N=117	13%	N=49	15%	N=55	100%	N=376
Generally acting in the best interest of the community	7%	N=26	38%	N=145	27%	N=104	14%	N=53	13%	N=49	100%	N=377
Being honest	8%	N=31	34%	N=129	24%	N=91	11%	N=43	22%	N=83	100%	N=376
Treating all residents fairly	8%	N=31	33%	N=125	25%	N=95	13%	N=47	21%	N=78	100%	N=376

Table 54: Question 13

Please rate how important, if at all, you think it is for the Albemarle County community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Albemarle County	47%	N=176	35%	N=130	15%	N=56	3%	N=10	100%	N=373
Overall ease of getting to the places you usually have to visit	35%	N=128	50%	N=186	13%	N=50	2%	N=7	100%	N=371
Quality of overall natural environment in Albemarle County	40%	N=147	42%	N=158	16%	N=61	2%	N=6	100%	N=372
Overall "built environment" of Albemarle County (including overall design, buildings, parks and transportation systems)	29%	N=107	47%	N=175	20%	N=74	4%	N=15	100%	N=371
Health and wellness opportunities in Albemarle County	29%	N=109	49%	N=184	16%	N=60	5%	N=19	100%	N=372
Overall opportunities for education and enrichment	35%	N=127	41%	N=147	21%	N=76	3%	N=13	100%	N=363
Overall economic health of Albemarle County	44%	N=163	46%	N=169	9%	N=34	1%	N=6	100%	N=372
Sense of community	28%	N=105	43%	N=162	23%	N=86	6%	N=21	100%	N=374

Table 55: Question 14

How important a service, if at all, do you consider recycling to be for County residents?	Percent	Number
Essential	43%	N=160
Very important	33%	N=124
Somewhat important	21%	N=78
Not at all important	2%	N=7
Don't know	2%	N=7
Total	100%	N=377

Table 56: Question 15a - Likelihood of Recycling

The McIntire Recycling Center currently provides a "do it yourself" separation of recyclables by type (aluminum, cardboard, glass, etc.). If another "do it yourself" source separation recycling center was conveniently located, how likely would you be to bring your recyclables to the center?	Percent	Number
Very likely	32%	N=119
Somewhat likely	24%	N=88
Not likely	34%	N=126
Don't know	10%	N=38
Total	100%	N=370

Table 57: Question 15b - Preferred Location of Recycling

If such a center were to be built, to what extent, if at all, would you prefer it be located in the following spots?	Strongly prefer		Somewhat prefer		Would not prefer		No preference		Total	
Crozet area	25%	N=86	11%	N=37	26%	N=87	38%	N=127	100%	N=337
29 North – Hydraulic/Rio area	17%	N=57	18%	N=58	26%	N=85	39%	N=129	100%	N=329
29 North – Hollymead area	17%	N=54	16%	N=51	26%	N=83	42%	N=138	100%	N=326
Pantops area	11%	N=37	18%	N=58	26%	N=86	45%	N=148	100%	N=328
Scottsville area	6%	N=21	11%	N=37	32%	N=106	50%	N=163	100%	N=327

Table 58: Question 16

How important, if at all, are the following services for Albemarle County to provide?	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
Expansion and improvement of trails	18%	N=66	33%	N=120	35%	N=129	11%	N=39	4%	N=14	100%	N=369
New sidewalks	22%	N=80	36%	N=134	27%	N=100	9%	N=33	5%	N=20	100%	N=367
Sidewalk/curb maintenance (e.g., snow removal, weeding)	18%	N=66	42%	N=154	29%	N=108	6%	N=23	5%	N=17	100%	N=368
Increased roadway landscaping (e.g., flowerbeds, increased frequency of mowing)	8%	N=30	30%	N=110	41%	N=150	17%	N=63	4%	N=15	100%	N=368
Expansion of the bus service	14%	N=50	24%	N=88	27%	N=98	12%	N=45	22%	N=82	100%	N=363
Preservation of the rural area	35%	N=130	40%	N=149	16%	N=60	4%	N=13	5%	N=18	100%	N=371
Expansion of bicycle paths	19%	N=70	35%	N=128	25%	N=91	13%	N=50	8%	N=31	100%	N=370
Preschool funding	28%	N=103	27%	N=100	16%	N=60	12%	N=43	17%	N=63	100%	N=368
Curbside recycling	17%	N=63	31%	N=116	30%	N=110	11%	N=42	10%	N=39	100%	N=370
Composting	7%	N=27	23%	N=85	33%	N=120	25%	N=93	12%	N=44	100%	N=368

Table 59: Question 17

Please indicate to what extent you would support or oppose paying higher taxes for the following services:	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Don't know		Total	
Expansion and improvement of trails	18%	N=67	43%	N=159	17%	N=63	17%	N=61	5%	N=19	100%	N=369
New sidewalks	20%	N=72	44%	N=162	18%	N=65	14%	N=51	5%	N=17	100%	N=366
Sidewalk/curb maintenance (e.g., snow removal, weeding)	17%	N=63	45%	N=167	18%	N=67	13%	N=49	6%	N=22	100%	N=369
Increased roadway landscaping (e.g., flowerbeds, increased frequency of mowing)	8%	N=31	39%	N=145	28%	N=102	18%	N=68	6%	N=23	100%	N=369
Expansion of the bus service	14%	N=53	34%	N=125	20%	N=74	17%	N=63	15%	N=54	100%	N=370
Preservation of the rural area	33%	N=121	35%	N=131	15%	N=57	9%	N=34	7%	N=26	100%	N=369
Expansion of bicycle paths	20%	N=72	42%	N=155	16%	N=61	16%	N=59	6%	N=23	100%	N=369
Preschool funding	35%	N=130	27%	N=100	13%	N=49	15%	N=55	10%	N=38	100%	N=372
Curbside recycling	21%	N=78	32%	N=117	21%	N=77	17%	N=64	10%	N=36	100%	N=372
Composting	10%	N=38	28%	N=103	25%	N=93	24%	N=91	13%	N=49	100%	N=373

Table 60: Question 18

If you were interested in learning more about or making public comment on an issue, to what extent might each of the following prevent you from attending an in-person meeting?	Definitely would prevent		Might prevent		Would not prevent		Don't know		Total	
Time of day (evening meetings not convenient)	31%	N=112	30%	N=110	26%	N=94	13%	N=48	100%	N=364
Meeting location (too far)	25%	N=90	41%	N=147	22%	N=81	12%	N=44	100%	N=362

If you were interested in learning more about or making public comment on an issue, to what extent might each of the following prevent you from attending an in-person meeting?	Definitely would prevent		Might prevent		Would not prevent		Don't know		Total	
Lack of transportation to meeting	8%	N=29	10%	N=36	71%	N=255	11%	N=39	100%	N=359
Duration of meetings (too long)	15%	N=55	41%	N=146	31%	N=110	13%	N=48	100%	N=359
Format of meetings does not meet my needs	15%	N=54	30%	N=109	31%	N=111	24%	N=87	100%	N=361
Child/adult care responsibilities	17%	N=63	17%	N=61	49%	N=177	17%	N=61	100%	N=361

Table 61: Question 19

To what extent would you prefer, if at all, to provide comments on local issues in each of the following ways:	Strongly prefer		Somewhat prefer		Would not prefer		No preference		Total	
In-person at a Board of Supervisors meeting/hearing	9%	N=34	30%	N=108	41%	N=150	20%	N=72	100%	N=364
In-person at a community meeting	12%	N=44	34%	N=123	35%	N=128	19%	N=68	100%	N=363
Online comment form posted by Albemarle County	37%	N=136	36%	N=129	13%	N=48	14%	N=50	100%	N=363
Email communication with the Board of Supervisors and/or staff	38%	N=137	35%	N=125	13%	N=48	14%	N=51	100%	N=361
Mail communication to Board of Supervisors and/or staff	9%	N=33	32%	N=114	41%	N=147	18%	N=66	100%	N=361
Social media (Facebook, Twitter)	8%	N=31	21%	N=75	50%	N=184	20%	N=75	100%	N=364
Local news online comment boxes	9%	N=34	29%	N=107	44%	N=159	18%	N=64	100%	N=363

Table 62: Question 20

If you were to participate in an online feedback system, to what extent, if at all, would you prefer each of the following formats?	Strongly prefer		Somewhat prefer		Would not prefer		No preference		Total	
Respond to questions using an online survey	46%	N=164	32%	N=115	9%	N=32	14%	N=50	100%	N=360
Direct email to staff and/or the Board of Supervisors	21%	N=75	38%	N=134	20%	N=71	21%	N=73	100%	N=353
Online public discussion forum (log-in required)	8%	N=27	20%	N=70	53%	N=186	20%	N=72	100%	N=354

Table 63: Question 21

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	
Daily Progress	32%	N=116	35%	N=125	32%	N=115	100%	N=356
C-ville weekly	26%	N=95	41%	N=148	33%	N=120	100%	N=363
Other local media outlets (radio, local television stations)	56%	N=204	30%	N=108	14%	N=50	100%	N=362
Charlottesville Tomorrow	11%	N=41	23%	N=81	66%	N=235	100%	N=356
Social media (Facebook, Twitter)	24%	N=85	27%	N=97	49%	N=177	100%	N=359
County "A-mail" (e-newsletter)	12%	N=42	21%	N=76	67%	N=238	100%	N=356
Public postings at local businesses/library/County offices	11%	N=41	36%	N=128	53%	N=188	100%	N=357
Word-of-mouth	33%	N=120	41%	N=149	25%	N=91	100%	N=360

Table 64: Question 22

How often, if ever, in the last 12 months have you used the County's website (www.albemarle.org)?	Percent	Number
Never	33%	N=114
Rarely	33%	N=114
Sometimes	28%	N=99
Frequently	6%	N=22
Total	100%	N=348

Table 65: Question 23

How often, if ever, in the last 12 months, have you used www.albemarle.org for the following?	Never		Rarely		Sometimes		Frequently		Total	
Pay a bill	56%	N=142	18%	N=44	17%	N=43	9%	N=23	100%	N=252
Watch a Board meeting	85%	N=216	10%	N=25	4%	N=11	1%	N=2	100%	N=255
Access public meeting materials (agendas, minutes)	76%	N=191	13%	N=34	9%	N=22	2%	N=6	100%	N=252
Book a park shelter	85%	N=216	8%	N=20	6%	N=14	1%	N=2	100%	N=253
Sign up for a Parks and Recreation class	79%	N=201	11%	N=29	6%	N=15	3%	N=9	100%	N=253
Find information about a property in the County	42%	N=106	22%	N=55	25%	N=62	12%	N=31	100%	N=253
Download a form	47%	N=117	31%	N=78	21%	N=52	2%	N=4	100%	N=251
Access building, licensing and permit applications	72%	N=184	14%	N=35	11%	N=28	3%	N=7	100%	N=254
Apply for energy, medical, food and/or other resource assistance	95%	N=240	4%	N=9	0%	N=1	1%	N=3	100%	N=252
Contact information for a department/staff person	62%	N=157	18%	N=46	16%	N=41	3%	N=8	100%	N=251
Learn more about an issue facing the community	61%	N=155	22%	N=56	16%	N=40	1%	N=3	100%	N=253
Learn more about a department within the County	57%	N=145	23%	N=58	18%	N=46	2%	N=4	100%	N=253
County job opportunities	68%	N=174	10%	N=26	18%	N=46	3%	N=8	100%	N=254
Access County public meeting calendar	78%	N=196	16%	N=40	6%	N=15	0%	N=1	100%	N=252

Table 66: 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	
Recycle at home	14%	N=53	10%	N=36	12%	N=44	22%	N=80	42%	N=154	100%	N=367
Purchase goods or services from a business located in Albemarle County	2%	N=9	1%	N=3	15%	N=54	58%	N=217	24%	N=89	100%	N=372
Eat at least 5 portions of fruits and vegetables a day	3%	N=11	6%	N=24	34%	N=128	35%	N=128	22%	N=81	100%	N=371
Participate in moderate or vigorous physical activity	2%	N=8	10%	N=36	27%	N=99	36%	N=132	26%	N=96	100%	N=371
Read or watch local news (via television, paper, computer, etc.)	4%	N=17	11%	N=42	25%	N=92	33%	N=121	27%	N=100	100%	N=371
Vote in local elections	10%	N=36	4%	N=13	13%	N=50	24%	N=87	50%	N=184	100%	N=370

Table 67: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	28%	N=104
Very good	46%	N=173
Good	17%	N=63
Fair	8%	N=29
Poor	1%	N=4
Total	100%	N=373

Table 68: 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	4%	N=16
Somewhat positive	21%	N=78
Neutral	55%	N=202
Somewhat negative	18%	N=67
Very negative	1%	N=4
Total	100%	N=367

Table 69: Question D4

What is your employment status?	Percent	Number
Working full time for pay	62%	N=228
Working part time for pay	9%	N=34
Unemployed, looking for paid work	6%	N=21
Unemployed, not looking for paid work	2%	N=7
Fully retired	21%	N=79
Total	100%	N=370

Table 70: Question D5

Do you work inside the boundaries of Albemarle County?	Percent	Number
Yes, outside the home	49%	N=169
Yes, from home	10%	N=35
No	41%	N=144
Total	100%	N=348

Table 71: Question D6

How many years have you lived in Albemarle County?	Percent	Number
Less than 2 years	18%	N=68
2 to 5 years	19%	N=70
6 to 10 years	12%	N=44
11 to 20 years	20%	N=72
More than 20 years	32%	N=118
Total	100%	N=372

Table 72: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	66%	N=243
Building with two or more homes (duplex, townhome, apartment or condominium)	31%	N=116
Mobile home	1%	N=3
Other	2%	N=7
Total	100%	N=369

Table 73: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	32%	N=118
Owned	68%	N=251
Total	100%	N=370

Table 74: 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	6%	N=22
$300 to $599 per month	7%	N=25
$600 to $999 per month	11%	N=39
$1,000 to $1,499 per month	30%	N=108
$1,500 to $2,499 per month	30%	N=109
$2,500 or more per month	17%	N=62
Total	100%	N=365

Table 75: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	62%	N=228
Yes	38%	N=141
Total	100%	N=368

Table 76: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	69%	N=257
Yes	31%	N=113
Total	100%	N=370

Table 77: 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	9%	N=31
$25,000 to $49,999	12%	N=44
$50,000 to $99,999	31%	N=112
$100,000 to $149,999	21%	N=75
$150,000 or more	27%	N=95
Total	100%	N=357

Table 78: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	95%	N=351
Yes, I consider myself to be Spanish, Hispanic or Latino	5%	N=17
Total	100%	N=368

Table 79: 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	3%	N=11
Asian, Asian Indian or Pacific Islander	8%	N=28
Black or African American	4%	N=14
White	90%	N=330
Other	3%	N=12

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

Table 80: Question D15

In which category is your age?	Percent	Number
18 to 24 years	2%	N=6
25 to 34 years	22%	N=83
35 to 44 years	18%	N=66
45 to 54 years	19%	N=70
55 to 64 years	13%	N=50
65 to 74 years	16%	N=60
75 years or older	10%	N=37
Total	100%	N=373

Table 81: Question D16

What is your sex?	Percent	Number
Female	54%	N=201
Male	46%	N=169
Total	100%	N=370

Table 82: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	68%	N=252
Land line	19%	N=70
Both	13%	N=48
Total	100%	N=371

Appendix B: Benchmark Comparisons

Comparison Data

NRC's database of comparative resident opinion comprises resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on The National Citizen Survey™. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. Albemarle County chose to have comparisons made to the entire database and a subset of similar jurisdictions from the database (university communities with populations between 75,000 and 300,000).

Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is Albemarle County's "percent positive." The percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good," "very safe" and "somewhat safe," etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating "yes" or participating in an activity at least once a month. The second column is the rank assigned to Albemarle County's rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of Albemarle County's rating to the benchmark.

In that final column, Albemarle County's results are noted as being "higher" than the benchmark, "lower" than the benchmark or "similar" to the benchmark, meaning that the average rating given by Albemarle County residents is statistically similar to or different (greater or lesser) than the benchmark. More extreme differences are noted as "much higher" or "much lower."

Benchmark Database Characteristics	
Region	Percent
New England	3%
Middle Atlantic	5%
East North Central	15%
West North Central	13%
South Atlantic	22%
East South Central	3%
West South Central	7%
Mountain	16%
Pacific	16%
Population	Percent
Less than 10,000	10%
10,000 to 24,999	22%
25,000 to 49,999	23%
50,000 to 99,999	22%
100,000 or more	23%

National Benchmark Comparisons

Table 83: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Albemarle County	89%	115	439	Similar
Overall image or reputation of Albemarle County	81%	104	328	Similar
Albemarle County as a place to live	91%	113	375	Similar
Your neighborhood as a place to live	90%	54	294	Similar
Albemarle County as a place to raise children	93%	73	365	Higher
Albemarle County as a place to retire	80%	40	339	Higher
Overall appearance of Albemarle County	88%	71	342	Higher

Table 84: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Albemarle County	89%	136	313	Similar
	In your neighborhood during the day	97%	116	339	Similar
	Overall ease of getting to the places you usually have to visit	62%	192	221	Lower
	Availability of paths and walking trails	60%	184	295	Similar
	Ease of walking in Albemarle County	35%	262	280	Lower
	Ease of travel by bicycle in Albemarle County	27%	269	283	Lower
	Ease of travel by public transportation in Albemarle County	24%	147	187	Lower
	Ease of travel by car in Albemarle County	57%	202	284	Similar
	Ease of public parking	42%	135	184	Similar
Mobility	Traffic flow on major streets	43%	198	330	Similar
	Quality of overall natural environment in Albemarle County	91%	41	258	Higher
Natural Environment	Cleanliness of Albemarle County	83%	105	265	Similar
	Air quality	90%	45	224	Similar
	Overall "built environment" of Albemarle County (including overall design, buildings, parks and transportation systems)	58%	136	210	Similar
	Overall quality of new development in Albemarle County	54%	155	269	Similar
	Availability of affordable quality housing	26%	233	284	Lower
Built Environment	Variety of housing options	44%	196	260	Similar
	Public places where people want to spend time	76%	73	202	Similar
	Overall economic health of Albemarle County	76%	61	216	Similar
	Overall quality of business and service establishments in Albemarle County	73%	75	252	Similar
	Cost of living in Albemarle County	25%	185	213	Lower
	Shopping opportunities	71%	86	275	Similar
	Employment opportunities	54%	62	294	Similar
	Albemarle County as a place to visit	89%	32	230	Higher
Economy	Albemarle County as a place to work	73%	83	340	Similar
	Health and wellness opportunities in Albemarle County	85%	23	211	Higher
	Availability of affordable quality mental health care	53%	43	184	Similar
	Availability of preventive health services	78%	25	215	Higher
	Availability of affordable quality health care	74%	33	241	Higher
Recreation and Wellness	Availability of affordable quality food	74%	48	216	Similar
	Recreational opportunities	77%	72	281	Similar

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Fitness opportunities (including exercise classes and paths or trails, etc.)	77%	57	202	Similar
Education and Enrichment	Overall opportunities for education and enrichment	89%	23	212	Higher
	Opportunities to participate in religious or spiritual events and activities	88%	27	185	Similar
	Opportunities to attend cultural/arts/music activities	84%	17	279	Much higher
	Adult educational opportunities	79%	19	190	Higher
	Availability of affordable quality child care/preschool	38%	188	231	Similar
Community Engagement	Opportunities to participate in social events and activities	74%	50	241	Similar
	Neighborliness of Albemarle County	64%	97	205	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	62%	137	274	Similar
	Opportunities to participate in community matters	77%	39	253	Similar
	Opportunities to volunteer	84%	23	245	Higher

Table 85: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by Albemarle County	80%	178	415	Similar
Overall customer service by Albemarle County employees (police, receptionists, planners, etc.)	73%	196	356	Similar
Value of services for the taxes paid to Albemarle County	50%	228	383	Similar
Overall direction that Albemarle County is taking	48%	219	298	Similar
Job Albemarle County government does at welcoming citizen involvement	52%	163	300	Similar
Overall confidence in Albemarle County government	49%	136	214	Similar
Generally acting in the best interest of the community	52%	139	214	Similar
Being honest	54%	129	207	Similar
Treating all residents fairly	52%	127	212	Similar
Services provided by the Federal Government	43%	83	230	Similar

Table 86: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police services	88%	137	441	Similar
	Fire services	94%	124	364	Similar
	Ambulance or emergency medical services	93%	71	333	Similar
	Crime prevention	76%	140	338	Similar
	Fire prevention and education	81%	134	266	Similar
	Animal control	69%	119	324	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	71%	111	259	Similar
Mobility	Traffic enforcement	55%	277	354	Similar
	Street lighting	53%	205	309	Similar
	Bus or transit services	37%	158	208	Similar
	Garbage collection	80%	241	344	Similar
	Recycling	64%	297	342	Similar
	Drinking water	73%	127	310	Similar
Natural Environment	Preservation of natural areas such as open space, farmlands and greenbelts	62%	92	238	Similar
	Albemarle County open space	66%	70	192	Similar

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Storm drainage	61%	200	337	Similar
	Sewer services	81%	131	309	Similar
	Utility billing	67%	118	186	Similar
	Land use, planning and zoning	41%	203	286	Similar
Built Environment	Code enforcement (weeds, abandoned buildings, etc.)	43%	211	372	Similar
Economy	Economic development	54%	148	266	Similar
	County parks	87%	107	311	Similar
	Recreation programs or classes	78%	110	309	Similar
Recreation and Wellness	Recreation centers or facilities	76%	113	260	Similar
	Health services	79%	34	195	Similar
Education and Enrichment	County-sponsored special events	63%	151	232	Similar
	Public library services	92%	41	328	Similar
Community Engagement	Public information services	75%	78	265	Similar

Table 87: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	63%	144	294	Similar
Recommend living in Albemarle County to someone who asks	87%	147	265	Similar
Remain in Albemarle County for the next five years	87%	81	256	Similar
Contacted Albemarle County (in-person, phone, email or web) for help or information	37%	248	295	Similar

Table 88: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Stocked supplies in preparation for an emergency	35%	91	185	Similar
	Did NOT report a crime to the police	88%	16	208	Higher
Safety	Household member was NOT a victim of a crime	95%	13	255	Similar
	Used bus, rail, subway or other public transportation instead of driving	16%	97	169	Lower
	Carpooled with other adults or children instead of driving alone	41%	110	196	Similar
Mobility	Walked or biked instead of driving	42%	173	203	Lower
	Made efforts to conserve water	81%	96	191	Similar
Natural Environment	Made efforts to make your home more energy efficient	68%	181	191	Similar
	Recycle at home	76%	196	237	Lower
	Did NOT observe a code violation or other hazard in Albemarle County	60%	66	198	Similar
Built Environment	NOT experiencing housing costs stress	73%	78	235	Similar
	Purchase goods or services from a business located in Albemarle County	97%	108	201	Similar
	Economy will have positive impact on income	26%	160	236	Similar
Economy	Work inside boundaries of Albemarle County	59%	41	202	Higher
	Used Albemarle County recreation centers or their services	59%	101	219	Similar
	Visited a neighborhood park or County park	83%	146	250	Similar
Recreation and Wellness	Eat at least 5 portions of fruits and vegetables a day	91%	12	193	Similar

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Participate in moderate or vigorous physical activity	88%	64	197	Similar
	In very good to excellent health	74%	37	197	Similar
Education and Enrichment	Used Albemarle County public libraries or their services	68%	79	225	Similar
	Participated in religious or spiritual activities in Albemarle County	47%	89	183	Similar
	Attended County-sponsored event	41%	170	203	Lower
	Campaigned or advocated for an issue, cause or candidate	33%	19	184	Similar
	Contacted Albemarle County elected officials (in-person, phone, email or web) to express your opinion	18%	81	200	Similar
	Volunteered your time to some group/activity in Albemarle County	48%	60	243	Similar
	Participated in a club	31%	62	219	Similar
	Talked to or visited with your immediate neighbors	93%	73	197	Similar
	Done a favor for a neighbor	81%	114	192	Similar
	Attended a local public meeting	19%	150	243	Similar
	Watched (online or on television) a local public meeting	28%	69	208	Similar
Community Engagement	Read or watch local news (via television, paper, computer, etc.)	84%	141	202	Similar
	Vote in local elections	87%	65	237	Similar

Communities included in national comparisons

The communities included in Albemarle County's comparisons are listed on the following pages along with their population according to the 2010 Census.

Adams County, CO 441,603	Avon town, CO 6,447
Airway Heights city, WA 6,114	Avon town, IN 12,446
Albany city, OR 50,158	Avondale city, AZ 76,238
Albemarle County, VA.. 98,970	Azusa city, CA... 46,361
Albert Lea city, MN... 18,016	Bainbridge Island city, WA...................................... 23,025
Alexandria city, VA 139,966	Baltimore city, MD..620,961
Algonquin village, IL... 30,046	Bartonville town, TX... 1,469
Aliso Viejo city, CA 47,823	Battle Creek city, MI... 52,347
Altoona city, IA.. 14,541	Bay City city, MI 34,932
American Canyon city, CA.. 19,454	Bay Village city, OH... 15,651
Ames city, IA 58,965	Baytown city, TX.. 71,802
Andover CDP, MA.. 8,762	Bedford city, TX 46,979
Ankeny city, IA 45,582	Bedford town, MA 13,320
Ann Arbor city, MI...113,934	Bellevue city, WA 122,363
Annapolis city, MD 38,394	Bellingham city, WA 80,885
Apache Junction city, AZ... 35,840	Benbrook city, TX... 21,234
Arapahoe County, CO...572,003	Bend city, OR.. 76,639
Arkansas City city, AR.. 366	Bettendorf city, IA.. 33,217
Arlington city, TX 365,438	Billings city, MT..104,170
Arvada city, CO...106,433	Blaine city, MN.. 57,186
Asheville city, NC 83,393	Bloomfield Hills city, MI 3,869
Ashland city, OR 20,078	Bloomington city, IN 80,405
Ashland town, MA 16,593	Bloomington city, MN 82,893
Ashland town, VA 7,225	Blue Springs city, MO 52,575
Aspen city, CO 6,658	Boise City city, ID 205,671
Athens-Clarke County...115,452	Bonner Springs city, KS 7,314
Auburn city, AL 53,380	Boone County, KY..118,811
Augusta CCD, GA 134,777	Boulder city, CO.. 97,385
Aurora city, CO 325,078	Bowling Green city, KY 58,067
Austin city, TX 790,390	Bozeman city, MT 37,280

Brentwood city, MO	8,055
Brentwood city, TN	37,060
Brighton city, CO	33,352
Brighton city, MI	7,444
Bristol city, TN	26,702
Broken Arrow city, OK	98,850
Brookfield city, WI	37,920
Brookline CDP, MA	58,732
Brooklyn Center city, MN	30,104
Brooklyn city, OH	11,169
Broomfield city, CO	55,889
Brownsburg town, IN	21,285
Burien city, WA	33,313
Burleson city, TX	36,690
Burlingame city, CA	28,806
Cabarrus County, NC	178,011
Cambridge city, MA	105,162
Cannon Beach city, OR	1,690
Cañon City city, CO	16,400
Canton city, SD	3,057
Cape Coral city, FL	154,305
Cape Girardeau city, MO	37,941
Carlisle borough, PA	18,682
Carlsbad city, CA	105,328
Carroll city, IA	10,103
Cartersville city, GA	19,731
Cary town, NC	135,234
Castine town, ME	1,366
Castle Pines North city, CO	10,360
Castle Rock town, CO	48,231
Cedar Hill city, TX	45,028
Cedar Rapids city, IA	126,326
Celina city, TX	6,028
Centennial city, CO	100,377
Chandler city, AZ	236,123
Chandler city, TX	2,734
Chanhassen city, MN	22,952
Chapel Hill town, NC	57,233
Charles County, MD	146,551
Charlotte city, NC	731,424
Charlotte County, FL	159,978
Charlottesville city, VA	43,475
Chattanooga city, TN	167,674
Chautauqua town, NY	4,464
Chesterfield County, VA	316,236
Citrus Heights city, CA	83,301
Clackamas County, OR	375,992
Clarendon Hills village, IL	8,427
Clayton city, MO	15,939
Clearwater city, FL	107,685
Cleveland Heights city, OH	46,121
Clinton city, SC	8,490
Clive city, IA	15,447
Clovis city, CA	95,631
College Park city, MD	30,413
College Station city, TX	93,857
Colleyville city, TX	22,807
Columbia city, MO	108,500
Columbia city, SC	129,272
Columbia Falls city, MT	4,688
Concord city, CA	122,067
Concord town, MA	17,668
Coon Rapids city, MN	61,476
Copperas Cove city, TX	32,032
Coral Springs city, FL	121,096
Coronado city, CA	18,912
Corvallis city, OR	54,462
Cottonwood Heights city, UT	33,433
Creve Coeur city, MO	17,833
Cross Roads town, TX	1,563
Dacono city, CO	4,152
Dade City city, FL	6,437
Dakota County, MN	398,552
Dallas city, OR	14,583
Dallas city, TX	1,197,816
Danville city, KY	16,218
Dardenne Prairie city, MO	11,494
Darien city, IL	22,086
Davenport city, FL	2,888
Davenport city, IA	99,685
Davidson town, NC	10,944
Dayton city, OH	141,527
Dayton town, WY	757
Decatur city, GA	19,335
Del Mar city, CA	4,161
DeLand city, FL	27,031
Delaware city, OH	34,753
Delray Beach city, FL	60,522
Denison city, TX	22,682
Denton city, TX	113,383
Denver city, CO	600,158
Derby city, KS	22,158
Des Moines city, IA	203,433
Des Peres city, MO	8,373
Destin city, FL	12,305
Dothan city, AL	65,496
Douglas County, CO	285,465
Dover city, NH	29,987
Dublin city, CA	46,036
Dublin city, OH	41,751
Duluth city, MN	86,265
Durham city, NC	228,330
Durham County, NC	267,587
Eagan city, MN	64,206
Eagle Mountain city, UT	21,415
Eagle town, CO	6,508
East Grand Forks city, MN	8,601
East Lansing city, MI	48,579
Eau Claire city, WI	65,883
Eden Prairie city, MN	60,797
Edgerton city, KS	1,671
Edgewater city, CO	5,170
Edina city, MN	47,941
Edmond city, OK	81,405
Edmonds city, WA	39,709
El Cerrito city, CA	23,549
El Dorado County, CA	181,058
Elk Grove city, CA	153,015
Elko New Market city, MN	4,110
Elmhurst city, IL	44,121
Encinitas city, CA	59,518
Englewood city, CO	30,255
Erie town, CO	18,135
Escambia County, FL	297,619
Estes Park town, CO	5,858
Euclid city, OH	48,920
Fairview town, TX	7,248
Farmersville city, TX	3,301
Fayetteville city, NC	200,564
Fishers town, IN	76,794
Flagstaff city, AZ	65,870
Flower Mound town, TX	64,669
Forest Grove city, OR	21,083
Fort Collins city, CO	143,986
Fort Lauderdale city, FL	165,521
Fort Smith city, AR	86,209
Franklin city, TN	62,487
Fremont city, CA	214,089
Friendswood city, TX	35,805
Fruita city, CO	12,646

Gahanna city, OH	33,248	Keizer city, OR	36,478
Gaithersburg city, MD	59,933	Kenmore city, WA	20,460
Galveston city, TX	47,743	Kennedale city, TX	6,763
Gardner city, KS	19,123	Kennett Square borough, PA	6,072
Georgetown city, TX	47,400	Kent city, WA	92,411
Germantown city, TN	38,844	Kerrville city, TX	22,347
Gilbert town, AZ	208,453	Kettering city, OH	56,163
Gillette city, WY	29,087	Key West city, FL	24,649
Glendora city, CA	50,073	King City city, CA	12,874
Glenview village, IL	44,692	King County, WA	1,931,249
Globe city, AZ	7,532	Kirkland city, WA	48,787
Golden city, CO	18,867	Kirkwood city, MO	27,540
Golden Valley city, MN	20,371	Knoxville city, IA	7,313
Goodyear city, AZ	65,275	La Mesa city, CA	57,065
Grafton village, WI	11,459	La Plata town, MD	8,753
Grand Blanc city, MI	8,276	La Porte city, TX	33,800
Grants Pass city, OR	34,533	La Vista city, NE	15,758
Grass Valley city, CA	12,860	Lafayette city, CO	24,453
Greeley city, CO	92,889	Laguna Beach city, CA	22,723
Greenville city, NC	84,554	Laguna Niguel city, CA	62,979
Greenwich town, CT	61,171	Lake Forest city, IL	19,375
Greenwood Village city, CO	13,925	Lake in the Hills village, IL	28,965
Greer city, SC	25,515	Lake Oswego city, OR	36,619
Gunnison County, CO	15,324	Lake Stevens city, WA	28,069
Hailey city, ID	7,960	Lake Worth city, FL	34,910
Haines Borough, AK	2,508	Lake Zurich village, IL	19,631
Haltom City city, TX	42,409	Lakeville city, MN	55,954
Hamilton city, OH	62,477	Lakewood city, CO	142,980
Hamilton town, MA	7,764	Lakewood city, WA	58,163
Hanover County, VA	99,863	Lane County, OR	351,715
Harrisburg city, SD	4,089	Lansing city, MI	114,297
Harrisonburg city, VA	48,914	Laramie city, WY	30,816
Harrisonville city, MO	10,019	Larimer County, CO	299,630
Hayward city, CA	144,186	Las Cruces city, NM	97,618
Henderson city, NV	257,729	Las Vegas city, NV	583,756
Herndon town, VA	23,292	Lawrence city, KS	87,643
High Point city, NC	104,371	Lawrenceville city, GA	28,546
Highland Park city, IL	29,763	Lee's Summit city, MO	91,364
Highlands Ranch CDP, CO	96,713	Lehi city, UT	47,407
Holland city, MI	33,051	Lenexa city, KS	48,190
Homer Glen village, IL	24,220	Lewis County, NY	27,087
Honolulu County, HI	953,207	Lewiston city, ID	31,894
Hooksett town, NH	13,451	Lewisville city, TX	95,290
Hopkins city, MN	17,591	Lewisville town, NC	12,639
Hopkinton town, MA	14,925	Libertyville village, IL	20,315
Hoquiam city, WA	8,726	Lincoln city, NE	258,379
Horry County, SC	269,291	Lindsborg city, KS	3,458
Howard village, WI	17,399	Little Chute village, WI	10,449
Hudson city, OH	22,262	Littleton city, CO	41,737
Hudson town, CO	2,356	Livermore city, CA	80,968
Huntley village, IL	24,291	Lombard village, IL	43,165
Hurst city, TX	37,337	Lone Tree city, CO	10,218
Hutchinson city, MN	14,178	Long Grove village, IL	8,043
Hutto city, TX	14,698	Longmont city, CO	86,270
Independence city, MO	116,830	Longview city, TX	80,455
Indianola city, IA	14,782	Lonsdale city, MN	3,674
Indio city, CA	76,036	Los Alamos County, NM	17,950
Iowa City city, IA	67,862	Los Altos Hills town, CA	7,922
Irving city, TX	216,290	Louisville city, CO	18,376
Issaquah city, WA	30,434	Lower Merion township, PA	57,825
Jackson County, MI	160,248	Lynchburg city, VA	75,568
James City County, VA	67,009	Lynnwood city, WA	35,836
Jefferson County, NY	116,229	Macomb County, MI	840,978
Jefferson Parish, LA	432,552	Manassas city, VA	37,821
Johnson City city, TN	63,152	Manhattan Beach city, CA	35,135
Johnston city, IA	17,278	Manhattan city, KS	52,281
Jupiter town, FL	55,156	Mankato city, MN	39,309
Kalamazoo city, MI	74,262	Maple Grove city, MN	61,567
Kansas City city, KS	145,786	Maricopa County, AZ	3,817,117
Kansas City city, MO	459,787	Marion city, IA	34,768

Marshfield city, WI 19,118
Martinez city, CA 35,824
Marysville city, WA 60,020
Matthews town, NC 27,198
McAllen city, TX 129,877
McKinney city, TX..131,117
McMinnville city, OR 32,187
Menlo Park city, CA 32,026
Menomonee Falls village, WI 35,626
Mercer Island city, WA 22,699
Meridian charter township, MI 39,688
Meridian city, ID 75,092
Merriam city, KS.. 11,003
Mesa city, AZ...439,041
Mesa County, CO 146,723
Miami Beach city, FL 87,779
Miami city, FL 399,457
Middleton city, WI 17,442
Midland city, MI 41,863
Milford city, DE 9,559
Milton city, GA 32,661
Minneapolis city, MN 382,578
Missouri City city, TX 67,358
Modesto city, CA 201,165
Monterey city, CA 27,810
Montgomery city, MN 2,956
Monticello city, UT 1,972
Montrose city, CO 19,132
Monument town, CO 5,530
Mooresville town, NC... 32,711
Moraga town, CA 16,016
Morristown city, TN 29,137
Morrisville town, NC 18,576
Morro Bay city, CA 10,234
Mountain Village town, CO....................................... 1,320
Mountlake Terrace city, WA 19,909
Murphy city, TX 17,708
Naperville city, IL 141,853
Napoleon city, OH 8,749
Needham CDP, MA... 28,886
Nevada City city, CA 3,068
Nevada County, CA 98,764
New Braunfels city, TX 57,740
New Brighton city, MN 21,456
New Hanover County, NC 202,667
New Hope city, MN 20,339
New Orleans city, LA...343,829
New Port Richey city, FL.. 14,911
New Smyrna Beach city, FL 22,464
New Ulm city, MN 13,522
Newberg city, OR.. 22,068
Newport city, RI.. 24,672
Newport News city, VA..180,719
Newton city, IA... 15,254
Noblesville city, IN 51,969
Nogales city, AZ 20,837
Norcross city, GA 9,116
Norfolk city, VA...242,803
North Mankato city, MN.. 13,394
North Port city, FL... 57,357
North Richland Hills city, TX.................................. 63,343
North Yarmouth town, ME 3,565
Novato city, CA... 51,904
Novi city, MI 55,224
O'Fallon city, IL... 28,281
O'Fallon city, MO 79,329
Oak Park village, IL 51,878
Oakland city, CA 390,724
Oakley city, CA 35,432
Oklahoma City city, OK..579,999

Olathe city, KS 125,872
Old Town city, ME... 7,840
Olmsted County, MN 144,248
Olympia city, WA 46,478
Orland Park village, IL 56,767
Oshkosh city, WI 66,083
Oshtemo charter township, MI 21,705
Oswego village, IL... 30,355
Otsego County, MI 24,164
Ottawa County, MI..263,801
Paducah city, KY 25,024
Palm Beach Gardens city, FL.................................. 48,452
Palm Coast city, FL... 75,180
Palo Alto city, CA 64,403
Palos Verdes Estates city, CA 13,438
Papillion city, NE 18,894
Paradise Valley town, AZ 12,820
Park City city, UT 7,558
Parker town, CO 45,297
Parkland city, FL 23,962
Pasco city, WA.. 59,781
Pasco County, FL 464,697
Payette city, ID 7,433
Pearland city, TX.. 91,252
Peoria city, AZ 154,065
Peoria city, IL 115,007
Pflugerville city, TX 46,936
Phoenix city, AZ 1,445,632
Pinehurst village, NC 13,124
Piqua city, OH 20,522
Pitkin County, CO.. 17,148
Plano city, TX 259,841
Platte City city, MO... 4,691
Pleasant Hill city, IA 8,785
Pleasanton city, CA 70,285
Plymouth city, MN... 70,576
Polk County, IA...430,640
Pompano Beach city, FL 99,845
Port Orange city, FL 56,048
Portland city, OR...583,776
Post Falls city, ID 27,574
Powell city, OH 11,500
Prince William County, VA......................................402,002
Prior Lake city, MN.. 22,796
Pueblo city, CO...106,595
Purcellville town, VA.. 7,727
Queen Creek town, AZ 26,361
Raleigh city, NC 403,892
Ramsey city, MN 23,668
Raymond town, ME... 4,436
Raymore city, MO 19,206
Redmond city, OR.. 26,215
Redmond city, WA 54,144
Reno city, NV...225,221
Reston CDP, VA 58,404
Richland city, WA.. 48,058
Richmond Heights city, MO...................................... 8,603
Rio Rancho city, NM.. 87,521
River Falls city, WI 15,000
Riverside city, CA..303,871
Riverside city, MO 2,937
Roanoke city, VA... 97,032
Roanoke County, VA 92,376
Rochester Hills city, MI.. 70,995
Rock Hill city, SC.. 66,154
Rockville city, MD.. 61,209
Roeland Park city, KS 6,731
Rogers city, MN 8,597
Rohnert Park city, CA 40,971
Rolla city, MO 19,559

Roselle village, IL	22,763
Rosemount city, MN	21,874
Rosenberg city, TX	30,618
Roseville city, MN	33,660
Round Rock city, TX	99,887
Royal Oak city, MI	57,236
Saco city, ME	18,482
Sahuarita town, AZ	25,259
Salida city, CO	5,236
Sammamish city, WA	45,780
San Anselmo town, CA	12,336
San Carlos city, CA	28,406
San Diego city, CA	1,307,402
San Francisco city, CA	805,235
San Jose city, CA	945,942
San Juan County, NM	130,044
San Marcos city, CA	83,781
San Marcos city, TX	44,894
San Rafael city, CA	57,713
Sanford city, FL	53,570
Sangamon County, IL	197,465
Santa Clarita city, CA	176,320
Santa Fe city, NM	67,947
Santa Fe County, NM	144,170
Santa Monica city, CA	89,736
Sarasota County, FL	379,448
Savage city, MN	26,911
Schaumburg village, IL	74,227
Schertz city, TX	31,465
Scott County, MN	129,928
Scottsdale city, AZ	217,385
Seaside city, CA	33,025
Sevierville city, TN	14,807
Shakopee city, MN	37,076
Sharonville city, OH	13,560
Shawnee city, KS	62,209
Shawnee city, OK	29,857
Sherborn town, MA	4,119
Shoreview city, MN	25,043
Shorewood village, IL	15,615
Shorewood village, WI	13,162
Sierra Vista city, AZ	43,888
Silverton city, OR	9,222
Sioux Center city, IA	7,048
Sioux Falls city, SD	153,888
Skokie village, IL	64,784
Snellville city, GA	18,242
Snoqualmie city, WA	10,670
Somerset town, MA	18,165
South Jordan city, UT	50,418
South Lake Tahoe city, CA	21,403
Southlake city, TX	26,575
Spearfish city, SD	10,494
Spring Hill city, KS	5,437
Springboro city, OH	17,409
Springfield city, MO	159,498
Springville city, UT	29,466
St. Augustine city, FL	12,975
St. Charles city, IL	32,974
St. Cloud city, FL	35,183
St. Cloud city, MN	65,842
St. Joseph city, MO	76,780
St. Joseph town, WI	3,842
St. Louis County, MN	200,226
State College borough, PA	42,034
Steamboat Springs city, CO	12,088
Sterling Heights city, MI	129,699
Sugar Grove village, IL	8,997
Sugar Land city, TX	78,817
Suisun City city, CA	28,111
Summit city, NJ	21,457
Summit County, UT	36,324
Summit village, IL	11,054
Sunnyvale city, CA	140,081
Surprise city, AZ	117,517
Suwanee city, GA	15,355
Tacoma city, WA	198,397
Takoma Park city, MD	16,715
Tamarac city, FL	60,427
Temecula city, CA	100,097
Tempe city, AZ	161,719
Temple city, TX	66,102
Texarkana city, TX	36,411
The Woodlands CDP, TX	93,847
Thousand Oaks city, CA	126,683
Tigard city, OR	48,035
Tracy city, CA	82,922
Trinidad CCD, CO	12,017
Tualatin city, OR	26,054
Tulsa city, OK	391,906
Twin Falls city, ID	44,125
Tyler city, TX	96,900
University Heights city, OH	13,539
University Park city, TX	23,068
Upper Arlington city, OH	33,771
Urbandale city, IA	39,463
Vail town, CO	5,305
Vancouver city, WA	161,791
Ventura CCD, CA	111,889
Vernon Hills village, IL	25,113
Vestavia Hills city, AL	34,033
Victoria city, MN	7,345
Vienna town, VA	15,687
Virginia Beach city, VA	437,994
Walnut Creek city, CA	64,173
Washington County, MN	238,136
Washington town, NH	1,123
Washoe County, NV	421,407
Washougal city, WA	14,095
Wauwatosa city, WI	46,396
Waverly city, IA	9,874
Weddington town, NC	9,459
Wentzville city, MO	29,070
West Carrollton city, OH	13,143
West Chester borough, PA	18,461
West Des Moines city, IA	56,609
Western Springs village, IL	12,975
Westerville city, OH	36,120
Westlake town, TX	992
Westminster city, CO	106,114
Weston town, MA	11,261
White House city, TN	10,255
Wichita city, KS	382,368
Williamsburg city, VA	14,068
Willowbrook village, IL	8,540
Wilmington city, NC	106,476
Wilsonville city, OR	19,509
Windsor town, CO	18,644
Windsor town, CT	29,044
Winnetka village, IL	12,187
Winter Garden city, FL	34,568
Woodbury city, MN	61,961
Woodland city, CA	55,468
Wrentham town, MA	10,955
Wyandotte County, KS	157,505
Yakima city, WA	91,067
York County, VA	65,464
Yorktown town, IN	9,405
Yorkville city, IL	16,921
Yountville city, CA	2,933

University Communities with Populations Between 75,000 and 300,000 Benchmark Comparisons

Table 89: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Albemarle County	89%	9	43	Higher
Overall image or reputation of Albemarle County	81%	9	30	Higher
Albemarle County as a place to live	91%	7	35	Higher
Your neighborhood as a place to live	90%	2	30	Higher
Albemarle County as a place to raise children	93%	3	34	Higher
Albemarle County as a place to retire	80%	2	31	Higher
Overall appearance of Albemarle County	88%	3	35	Higher

Table 90: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Albemarle County	89%	7	31	Higher
	In your neighborhood during the day	97%	7	39	Similar
	Overall ease of getting to the places you usually have to visit	62%	16	21	Similar
	Availability of paths and walking trails	60%	14	26	Similar
	Ease of walking in Albemarle County	35%	25	27	Lower
	Ease of travel by bicycle in Albemarle County	27%	26	29	Lower
	Ease of travel by public transportation in Albemarle County	24%	19	22	Lower
	Ease of travel by car in Albemarle County	57%	14	29	Similar
	Ease of public parking	42%	8	21	Similar
Mobility	Traffic flow on major streets	43%	12	33	Similar
Natural Environment	Quality of overall natural environment in Albemarle County	91%	4	24	Higher
	Cleanliness of Albemarle County	83%	6	24	Higher
	Air quality	90%	3	22	Higher
Built Environment	Overall "built environment" of Albemarle County (including overall design, buildings, parks and transportation systems)	58%	10	19	Similar
	Overall quality of new development in Albemarle County	54%	12	23	Similar
	Availability of affordable quality housing	26%	23	28	Similar
	Variety of housing options	44%	17	21	Similar
	Public places where people want to spend time	76%	10	20	Similar
Economy	Overall economic health of Albemarle County	76%	5	19	Higher
	Overall quality of business and service establishments in Albemarle County	73%	8	20	Similar
	Cost of living in Albemarle County	25%	19	21	Lower
	Shopping opportunities	71%	11	24	Similar
	Employment opportunities	54%	9	29	Similar
	Albemarle County as a place to visit	89%	5	24	Higher
	Albemarle County as a place to work	73%	8	32	Similar
Recreation and Wellness	Health and wellness opportunities in Albemarle County	85%	4	19	Similar
	Availability of affordable quality mental health care	53%	4	16	Similar
	Availability of preventive health services	78%	3	17	Higher
	Availability of affordable quality health care	74%	4	21	Higher

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Availability of affordable quality food	74%	4	16	Similar
	Recreational opportunities	77%	8	24	Similar
	Fitness opportunities (including exercise classes and paths or trails, etc.)	77%	8	19	Similar
Education and Enrichment	Overall opportunities for education and enrichment	89%	6	19	Higher
	Opportunities to participate in religious or spiritual events and activities	88%	5	14	Similar
	Opportunities to attend cultural/arts/music activities	84%	6	28	Higher
	Adult educational opportunities	79%	6	17	Similar
	Availability of affordable quality child care/preschool	38%	16	19	Similar
Community Engagement	Opportunities to participate in social events and activities	74%	9	21	Similar
	Neighborliness of Albemarle County	64%	8	19	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	62%	9	24	Similar
	Opportunities to participate in community matters	77%	5	22	Similar
	Opportunities to volunteer	84%	5	21	Similar

Table 91: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by Albemarle County	80%	12	41	Similar
Overall customer service by Albemarle County employees (police, receptionists, planners, etc.)	73%	12	32	Similar
Value of services for the taxes paid to Albemarle County	50%	15	39	Similar
Overall direction that Albemarle County is taking	48%	20	28	Similar
Job Albemarle County government does at welcoming citizen involvement	52%	14	26	Similar
Overall confidence in Albemarle County government	49%	12	20	Similar
Generally acting in the best interest of the community	52%	10	19	Similar
Being honest	54%	10	18	Similar
Treating all residents fairly	52%	8	20	Similar
Services provided by the Federal Government	43%	8	19	Similar

Table 92: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police services	88%	2	41	Higher
	Fire services	94%	4	33	Similar
	Ambulance or emergency medical services	93%	1	26	Higher
	Crime prevention	76%	5	35	Higher
	Fire prevention and education	81%	6	27	Similar
	Animal control	69%	6	27	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	71%	7	21	Similar
Mobility	Traffic enforcement	55%	21	35	Similar
	Street lighting	53%	8	28	Similar
	Bus or transit services	37%	18	19	Lower
	Garbage collection	80%	20	33	Similar
	Recycling	64%	27	33	Similar
	Drinking water	73%	11	29	Similar
Natural Environment	Preservation of natural areas such as open space, farmlands and greenbelts	62%	7	20	Similar

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Albemarle County open space	66%	7	18	Similar
Built Environment	Storm drainage	61%	11	31	Similar
	Sewer services	81%	7	28	Similar
	Utility billing	67%	9	15	Similar
	Land use, planning and zoning	41%	16	24	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	43%	15	36	Similar
Economy	Economic development	54%	11	23	Similar
Recreation and Wellness	County parks	87%	9	28	Similar
	Recreation programs or classes	78%	11	31	Similar
	Recreation centers or facilities	76%	11	24	Similar
	Health services	79%	3	17	Similar
Education and Enrichment	County-sponsored special events	63%	9	19	Similar
	Public library services	92%	2	31	Higher
Community Engagement	Public information services	75%	3	21	Similar

Table 93: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	63%	8	23	Similar
Recommend living in Albemarle County to someone who asks	87%	9	23	Similar
Remain in Albemarle County for the next five years	87%	5	23	Similar
Contacted Albemarle County (in-person, phone, email or web) for help or information	37%	22	25	Similar

Table 94: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	35%	7	16	Similar
	Did NOT report a crime to the police	88%	1	20	Higher
	Household member was NOT a victim of a crime	95%	1	24	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	16%	12	19	Lower
	Carpooled with other adults or children instead of driving alone	41%	12	18	Similar
	Walked or biked instead of driving	42%	17	19	Lower
Natural Environment	Made efforts to conserve water	81%	10	17	Similar
	Made efforts to make your home more energy efficient	68%	16	17	Similar
	Recycle at home	76%	14	19	Similar
Built Environment	Did NOT observe a code violation or other hazard in Albemarle County	60%	3	18	Higher
	NOT experiencing housing costs stress	73%	5	19	Similar
Economy	Purchase goods or services from a business located in Albemarle County	97%	13	18	Similar
	Economy will have positive impact on income	26%	14	18	Similar
	Work inside boundaries of Albemarle County	59%	12	19	Similar
Recreation and Wellness	Used Albemarle County recreation centers or their services	59%	15	20	Similar
	Visited a neighborhood park or County park	83%	14	22	Similar

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Eat at least 5 portions of fruits and vegetables a day	91%	2	17	Similar
	Participate in moderate or vigorous physical activity	88%	4	18	Similar
	In very good to excellent health	74%	3	17	Similar
Education and Enrichment	Used Albemarle County public libraries or their services	68%	8	20	Similar
	Participated in religious or spiritual activities in Albemarle County	47%	10	14	Similar
	Attended County-sponsored event	41%	18	18	Lower
	Campaigned or advocated for an issue, cause or candidate	33%	4	16	Similar
	Contacted Albemarle County elected officials (in-person, phone, email or web) to express your opinion	18%	10	17	Similar
	Volunteered your time to some group/activity in Albemarle County	48%	12	21	Similar
	Participated in a club	31%	10	17	Similar
	Talked to or visited with your immediate neighbors	93%	4	19	Similar
	Done a favor for a neighbor	81%	8	18	Similar
	Attended a local public meeting	19%	12	19	Similar
	Watched (online or on television) a local public meeting	28%	10	19	Similar
Community Engagement	Read or watch local news (via television, paper, computer, etc.)	84%	14	19	Similar
	Vote in local elections	87%	5	19	Similar

Communities included in university community comparisons
The communities included in Albemarle County's custom comparisons are listed below along with their population according to the 2010 Census.

Community	Population
Albemarle County, VA	98,970
Ann Arbor city, MI	113,934
Asheville city, NC	83,393
Bellingham city, WA	80,885
Billings city, MT	104,170
Bloomington city, IN	80,405
Boise City city, ID	205,671
Boulder city, CO	97,385
Cambridge city, MA	105,162
Cedar Rapids city, IA	126,326
Chattanooga city, TN	167,674
Clearwater city, FL	107,685
Columbia city, MO	108,500
Columbia city, SC	129,272
Concord city, CA	122,067
Davenport city, IA	99,685
Dayton city, OH	141,527
Denton city, TX	113,383
Des Moines city, IA	203,433
Duluth city, MN	86,265
Durham city, NC	228,330
Edmond city, OK	81,405
Fort Collins city, CO	143,986
Fort Lauderdale city, FL	165,521
Fort Smith city, AR	86,209
Fremont city, CA	214,089
Greeley city, CO	92,889
Greenville city, NC	84,554
Hayward city, CA	144,186
Henderson city, NV	257,729
High Point city, NC	104,371
Irving city, TX	216,290
Kansas City city, KS	145,786
Lansing city, MI	114,297
Las Cruces city, NM	97,618
Lawrence city, KS	87,643
Lincoln city, NE	258,379
Livermore city, CA	80,968
Lynchburg city, VA	75,568
Miami Beach city, FL	87,779
Modesto city, CA	201,165
Naperville city, IL	141,853
Newport News city, VA	180,719
Norfolk city, VA	242,803
Peoria city, IL	115,007
Reno city, NV	225,221
Roanoke city, VA	97,032
Santa Clarita city, CA	176,320
Santa Monica city, CA	89,736
Sioux Falls city, SD	153,888
Springfield city, MO	159,498
Tacoma city, WA	198,397
Tempe city, AZ	161,719
Vancouver city, WA	161,791
Wilmington city, NC	106,476

Appendix C: Detailed Survey Methods

The National Citizen Survey (The NCS™), conducted by National Research Center, Inc., was developed to provide communities an accurate, affordable and easy way to assess and interpret resident opinion about important local topics. Standardization of common questions and survey methods provide the rigor to assure valid results, and each community has enough flexibility to construct a customized version of The NCS.

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents. Albemarle County funded this research. Please contact Louise Wyatt, Organization Development Manager with Albemarle County at lwyatt@albemarle.org if you have any questions about the survey.

Survey Validity

The question of survey validity has two parts: 1) how can a community be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire community. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the community to receive the survey to ensure that the households selected to receive the survey are representative of the larger community.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Inviting response in a compelling manner (using appropriate letterhead/logos and a signature of a visible leader) to appeal to recipients' sense of civic responsibility.
- Providing a pre-addressed, postage-paid return envelope.
- Offering the survey in Spanish or other language when requested by a given community.
- Weighting the results to reflect the demographics of the population.

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

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality

with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality vary, with some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of firefighters, breadth of services and training provided). Resident opinion commonly reflects objective performance data but is an important measure on its own. NRC principals have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

Selecting Survey Recipients

"Sampling" refers to the method by which households were chosen to receive the survey. All households within Albemarle County were eligible to participate in the survey. A list of all households within the zip codes serving Albemarle County was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve Albemarle County households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file (updated on a quarterly basis) and addresses located outside of Albemarle County boundaries were removed from consideration. Each address identified as being within County boundaries was further identified as being within one three designated subareas (urban ring, rural areas or other developed areas).

To choose the 1,500 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *Nth* one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were selected at a higher rate as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be selected at an actual rate that is slightly above or below that).

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the "person whose birthday has most recently passed" to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

In addition to the scientific, random selection of households, a link to an online "opt-in" survey was publicized and posted to the Albemarle County website. This opt-in survey was identical to the scientific survey and open to all County residents. (The data presented in this report exclude the opt-in survey data. These data can be found in the *Supplemental Web Results* provided under separate cover.)

Figure 1: Location of Survey Recipients
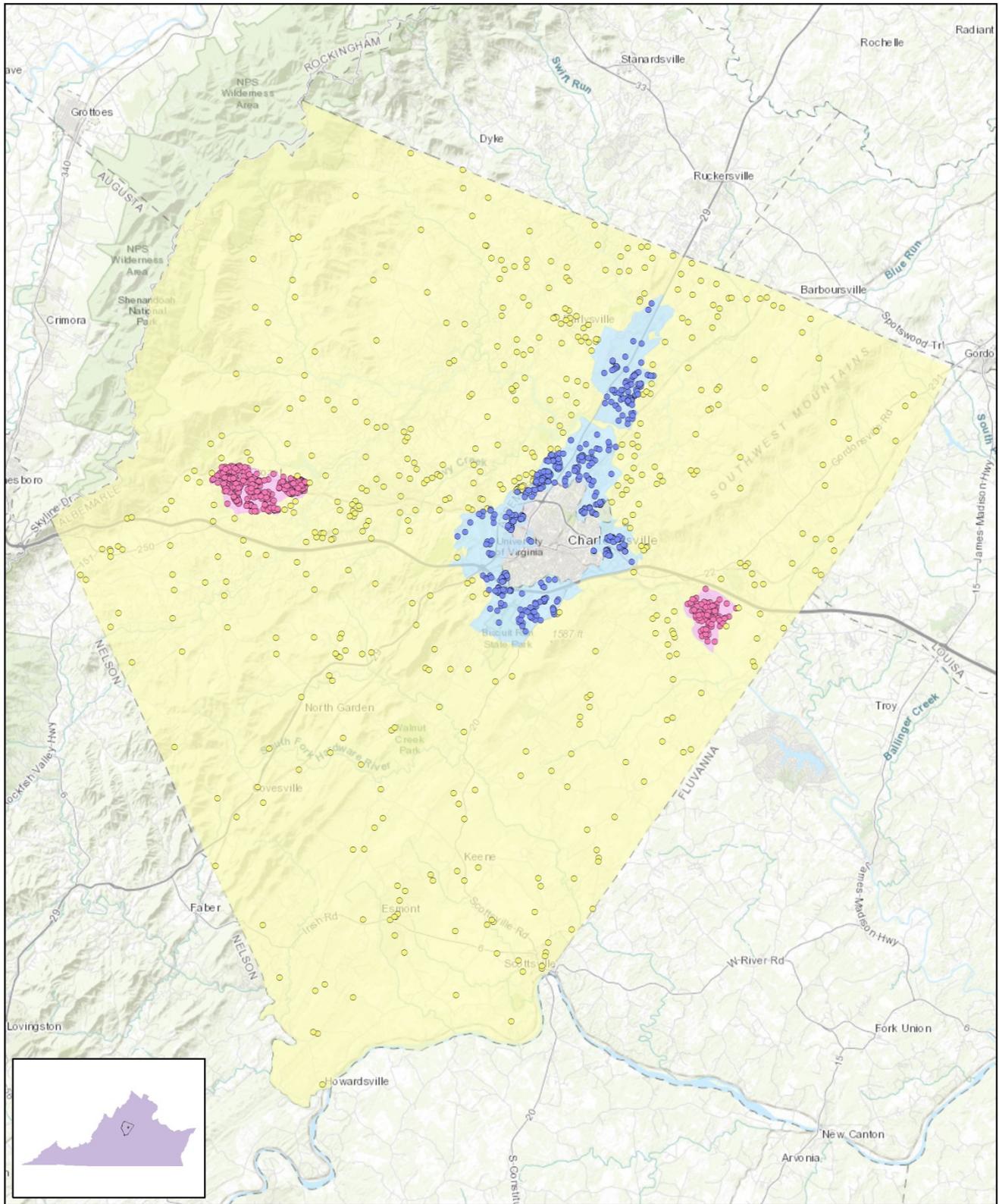
Survey Recipients in Albemarle County, VA

- In Urban Ring
- In Other Developed Areas
- Urban Ring
- Other Developed Areas
- In Rural Area
- Rural Area

Survey Administration and Response

Selected households received three mailings, one week apart, beginning on June 5th, 2017. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the Interim County Executive inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. The survey was available in English only. Respondents could opt to take the survey online as well. Completed surveys were collected over the following seven weeks. The online "opt-in" survey became available to all residents on July 17th, 2017 and remained open for two weeks.

About 3% of the 1,500 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 1,451 households that received the survey, 382 completed the survey, providing an overall response rate of 26%. Of the 382 completed surveys, 63 were completed online. Additionally, responses were tracked by subarea; response rates by subarea ranged from 20% to 30%. The response rates were calculated using AAPOR's response rate #2[1] for mailed surveys of unnamed persons. Additionally, 379 residents completed the online "opt-in" survey.

Table 95: Survey Response Rates by Subarea

	Urban Ring	Rural Areas	Other developed areas	Overall
Total sample used	500	500	500	1,500
I=Complete Interviews	95	138	141	374
P=Partial Interviews	1	1	6	8
R=Refusal and break off	0	0	0	0
NC=Non Contact	0	0	0	0
O=Other	0	0	0	0
UH=Unknown household	0	0	0	0
UO=Unknown other	383	345	341	1,069
Response rate: (I+P)/(I+P) + (R+NC+O) + (UH+UO)	20%	29%	30%	26%

Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a "level of confidence" and accompanying "confidence interval" (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents' opinions are relied on to estimate all residents' opinions.[2]

The margin of error for the Albemarle County survey is no greater than plus or minus five percentage points around any given percent reported for all respondents (382 completed surveys).

For subgroups of responses, the margin of error increases because the number of respondents for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

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[1] See AAPOR's Standard Definitions here: http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx for more information

[2] A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the "true" population response. This theory is applied in practice to mean that the "true" perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as "excellent" or "good," then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

Survey Processing (Data Entry)

Upon receipt, completed surveys were assigned a unique identification number. Additionally, each survey was reviewed and "cleaned" as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

NRC used Qualtrics, a web-based survey and analytics platform, to collect the online survey data. Use of an online system means all collected data are entered into the dataset when the respondents submit the surveys. Skip patterns are programmed into system so respondents are automatically "skipped" to the appropriate question based on the individual responses being given. Online programming also allows for more rigid control of the data format, making extensive data cleaning unnecessary.

A series of quality control checks were also performed in order to ensure the integrity of the web data. Steps may include and not be limited to reviewing the data for clusters of repeat IP addresses and time stamps (indicating duplicate responses) and removing empty submissions (questionnaires submitted with no questions answered).

Survey Data Weighting

The demographic characteristics of the survey respondents were compared to those found in the 2010 Census and American Community Survey estimates for adults in Albemarle County. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were housing tenure (rent or own), housing unit type (attached or detached), race, ethnicity, sex and age. No adjustments were made for design effects. The results of the weighting scheme are presented in the following table.

Table 96: Albemarle County, VA 2017 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	34%	18%	32%
Own home	66%	82%	68%
Detached unit	66%	74%	67%
Attached unit	34%	26%	33%
Race and Ethnicity			
White	83%	91%	84%
Not white	17%	9%	16%
Not Hispanic	95%	97%	95%
Hispanic	5%	3%	5%
Sex and Age			
Female	53%	56%	54%
Male	47%	44%	46%
18-34 years of age	27%	9%	24%
35-54 years of age	37%	27%	36%
55+ years of age	36%	64%	39%
Females 18-34	14%	7%	14%
Females 35-54	19%	15%	19%
Females 55+	20%	34%	21%
Males 18-34	13%	2%	10%
Males 35-54	17%	12%	17%
Males 55+	16%	30%	18%

Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). For the most part, the percentages presented in the reports represent the "percent positive." The percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good," "very safe" and "somewhat safe," "essential" and "very important," etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating "yes" or participating in an activity at least once a month.

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 reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item. The data for the opt-in survey are presented separately in the report titled *Supplemental Web Results*.

Appendix D: Survey Materials

Dear Albemarle County Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better county!

Sincerely,

Doug C. Walker
Interim County Executive

County of Albemarle
Office of the County Executive
401 McIntire Road
Charlottesville, VA 22902-4596

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COUNTY OF ALBEMARLE
Office of the County Executive
401 McIntire Road
Charlottesville, Virginia 22902-4596
(434) 296-5841   FAX (434) 296-5800

June 2017

Dear Albemarle County Resident:

Please help us shape the future of Albemarle County! You have been selected at random to participate in the 2017 Albemarle County Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Albemarle County make decisions that affect our county.

A few things to remember:
- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

  http://bit.ly/albemarlecounty2017

If you have any questions about the survey please call 434-296-5841.

Thank you for your time and participation!

Sincerely,

Doug C. Walker
Interim County Executive

COUNTY OF ALBEMARLE
Office of the County Executive
401 McIntire Road
Charlottesville, Virginia 22902-4596
(434) 296-5841   FAX (434) 296-5800

June 2017

Dear Albemarle County Resident:

Here's a second chance if you haven't already responded to the 2017 Albemarle County Citizen Survey! **(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)**

Please help us shape the future of Albemarle County! You have been selected at random to participate in the 2017 Albemarle County Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Albemarle County make decisions that affect our county.

A few things to remember:
- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

  http://bit.ly/albemarlecounty2017

If you have any questions about the survey please call 434-296-5841.

Thank you for your time and participation!

Sincerely,

Doug C. Walker
Interim County Executive

Albemarle County 2017 Citizen Survey

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

1. Please rate each of the following aspects of quality of life in Albemarle County:

	Excellent	Good	Fair	Poor	Don't know
Albemarle County as a place to live	1	2	3	4	5
Your neighborhood as a place to live	1	2	3	4	5
Albemarle County as a place to raise children	1	2	3	4	5
Albemarle County as a place to work	1	2	3	4	5
Albemarle County as a place to visit	1	2	3	4	5
Albemarle County as a place to retire	1	2	3	4	5
The overall quality of life in Albemarle County	1	2	3	4	5

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

	Excellent	Good	Fair	Poor	Don't know
Overall feeling of safety in Albemarle County	1	2	3	4	5
Overall ease of getting to the places you usually have to visit	1	2	3	4	5
Quality of overall natural environment in Albemarle County	1	2	3	4	5
Overall "built environment" of Albemarle County (including overall design, buildings, parks and transportation systems)	1	2	3	4	5
Health and wellness opportunities in Albemarle County	1	2	3	4	5
Overall opportunities for education and enrichment	1	2	3	4	5
Overall economic health of Albemarle County	1	2	3	4	5
Sense of community	1	2	3	4	5
Overall image or reputation of Albemarle County	1	2	3	4	5

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
Recommend living in Albemarle County to someone who asks	1	2	3	4	5
Remain in Albemarle County for the next five years	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
In your neighborhood during the day	1	2	3	4	5	6

5. Please rate each of the following characteristics as they relate to Albemarle County as a whole:

	Excellent	Good	Fair	Poor	Don't know
Traffic flow on major streets	1	2	3	4	5
Ease of public parking	1	2	3	4	5
Ease of travel by car in Albemarle County	1	2	3	4	5
Ease of travel by public transportation in Albemarle County	1	2	3	4	5
Ease of travel by bicycle in Albemarle County	1	2	3	4	5
Ease of walking in Albemarle County	1	2	3	4	5
Availability of paths and walking trails	1	2	3	4	5
Air quality	1	2	3	4	5
Cleanliness of Albemarle County	1	2	3	4	5
Overall appearance of Albemarle County	1	2	3	4	5
Public places where people want to spend time	1	2	3	4	5
Variety of housing options	1	2	3	4	5
Availability of affordable quality housing	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.)	1	2	3	4	5
Recreational opportunities	1	2	3	4	5
Availability of affordable quality food	1	2	3	4	5
Availability of affordable quality health care	1	2	3	4	5
Availability of preventive health services	1	2	3	4	5
Availability of affordable quality mental health care	1	2	3	4	5

6. Please rate each of the following characteristics as they relate to Albemarle County as a whole:

	Excellent	Good	Fair	Poor	Don't know
Availability of affordable quality child care/preschool	1	2	3	4	5
Adult educational opportunities	1	2	3	4	5
Opportunities to attend cultural/arts/music activities	1	2	3	4	5
Opportunities to participate in religious or spiritual events and activities	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Cost of living in Albemarle County	1	2	3	4	5
Overall quality of business and service establishments in Albemarle County	1	2	3	4	5
Overall quality of new development in Albemarle County	1	2	3	4	5
Opportunities to participate in social events and activities	1	2	3	4	5
Opportunities to volunteer	1	2	3	4	5
Opportunities to participate in community matters	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds	1	2	3	4	5
Neighborliness of residents in Albemarle County	1	2	3	4	5

7. Please indicate whether or not you have done each of the following in the last 12 months.

	No	Yes
Made efforts to conserve water	1	2
Made efforts to make your home more energy efficient	1	2
Observed a code violation or other hazard in Albemarle County (weeds, abandoned buildings, etc.)	1	2
Household member was a victim of a crime in Albemarle County	1	2
Reported a crime to the police in Albemarle County	1	2
Stocked supplies in preparation for an emergency	1	2
Campaigned or advocated for an issue, cause or candidate	1	2
Contacted Albemarle County (in-person, phone, email or web) for help or information	1	2
Contacted Albemarle County elected officials (in-person, phone, email or web) to express your opinion	1	2

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 Albemarle County?

	2 times a week or more	2-4 times a month	Once a month or less	Not at all
Used Albemarle County recreation centers or their services	1	2	3	4
Visited a neighborhood park or County park	1	2	3	4
Used Albemarle County public libraries or their services	1	2	3	4
Participated in religious or spiritual activities in Albemarle County	1	2	3	4
Attended a County-sponsored event	1	2	3	4
Used bus, rail, subway or other public transportation instead of driving	1	2	3	4
Carpooled with other adults or children instead of driving alone	1	2	3	4
Walked or biked instead of driving	1	2	3	4
Volunteered your time to some group/activity in Albemarle County	1	2	3	4
Participated in a club	1	2	3	4
Talked to or visited with your immediate neighbors	1	2	3	4
Done a favor for a neighbor	1	2	3	4
Volunteered at a public school	1	2	3	4

9. Thinking about local public meetings (of local elected officials like City Council or County Commissioners, 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
Attended a local public meeting	1	2	3	4
Watched (online or on television) a local public meeting	1	2	3	4

10. Please rate the quality of each of the following services in Albemarle County:

	Excellent	Good	Fair	Poor	Don't know
Police services	1	2	3	4	5
Fire services	1	2	3	4	5
Ambulance or emergency medical services	1	2	3	4	5
Crime prevention	1	2	3	4	5
Fire prevention and education	1	2	3	4	5
Traffic enforcement	1	2	3	4	5
Street lighting	1	2	3	4	5
Bus or transit services	1	2	3	4	5
Garbage collection	1	2	3	4	5
Recycling	1	2	3	4	5
Storm drainage	1	2	3	4	5
Drinking water	1	2	3	4	5
Sewer services	1	2	3	4	5
Utility billing	1	2	3	4	5
County parks	1	2	3	4	5
Recreation programs or classes	1	2	3	4	5
Recreation centers or facilities	1	2	3	4	5
Land use, planning and zoning	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.)	1	2	3	4	5
Animal control	1	2	3	4	5
Economic development	1	2	3	4	5
Health services	1	2	3	4	5
Public library services	1	2	3	4	5
Public information services	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	1	2	3	4	5
Preservation of natural areas such as open space, farmlands and greenbelts	1	2	3	4	5
Albemarle County open space	1	2	3	4	5
County-sponsored special events	1	2	3	4	5
Overall customer service by Albemarle County employees (police, receptionists, planners, etc.)	1	2	3	4	5
Public schools	1	2	3	4	5

11. Overall, how would you rate the quality of the services provided by each of the following?

	Excellent	Good	Fair	Poor	Don't know
Albemarle County	1	2	3	4	5
The Federal Government	1	2	3	4	5
State of Virginia	1	2	3	4	5

12. Please rate the following categories of Albemarle County government performance:

	Excellent	Good	Fair	Poor	Don't know
The value of services for the taxes paid to Albemarle County	1	2	3	4	5
The overall direction that Albemarle County is taking	1	2	3	4	5
The job Albemarle County government does at welcoming citizen involvement	1	2	3	4	5
Overall confidence in Albemarle County government	1	2	3	4	5
Generally acting in the best interest of the community	1	2	3	4	5
Being honest	1	2	3	4	5
Treating all residents fairly	1	2	3	4	5

13. Please rate how important, if at all, you think it is for the Albemarle County community to focus on each of the following in the coming two years:

	Essential	Very important	Somewhat important	Not at all important
Overall feeling of safety in Albemarle County	1	2	3	4
Overall ease of getting to the places you usually have to visit	1	2	3	4
Quality of overall natural environment in Albemarle County	1	2	3	4
Overall "built environment" of Albemarle County (including overall design, buildings, parks and transportation systems)	1	2	3	4
Health and wellness opportunities in Albemarle County	1	2	3	4
Overall opportunities for education and enrichment	1	2	3	4
Overall economic health of Albemarle County	1	2	3	4
Sense of community	1	2	3	4

14. How important a service, if at all, do you consider recycling to be for County residents?
  ○ Essential   ○ Very important   ○ Somewhat important   ○ Not at all important   ○ Don't know

15a. The McIntire Recycling Center currently provides a "do it yourself" separation of recyclables by type (aluminum, cardboard, glass, etc.). If another "do it yourself" source separation recycling center was conveniently located, how likely would you be to bring your recyclables to the center?
  ○ Very likely   ○ Somewhat likely   ○ Not likely   ○ Don't know

15b. If such a center were to be built, to what extent, if at all, would you prefer it be located in the following spots?

	Strongly prefer	Somewhat prefer	Would not prefer	No preference
Crozet area	1	2	3	4
29 North – Hydraulic/Rio area	1	2	3	4
29 North – Hollymead area	1	2	3	4
Pantops area	1	2	3	4
Scottsville area	1	2	3	4

16. How important, if at all, are the following services for Albemarle County to provide?

	Essential	Very important	Somewhat important	Not at all important	Don't know
Expansion and improvement of trails	1	2	3	4	5
New sidewalks	1	2	3	4	5
Sidewalk/curb maintenance (e.g., snow removal, weeding)	1	2	3	4	5
Increased roadway landscaping (e.g., flowerbeds, increased frequency of mowing)	1	2	3	4	5
Expansion of the bus service	1	2	3	4	5
Preservation of the rural area	1	2	3	4	5
Expansion of bicycle paths	1	2	3	4	5
Preschool funding	1	2	3	4	5
Curbside recycling	1	2	3	4	5
Composting	1	2	3	4	5

17. Please indicate to what extent you would support or oppose paying higher taxes for the following services:

	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Don't know
Expansion and improvement of trails	1	2	3	4	5
New sidewalks	1	2	3	4	5
Sidewalk/curb maintenance (e.g., snow removal, weeding)	1	2	3	4	5
Increased roadway landscaping (e.g., flowerbeds, increased frequency of mowing)	1	2	3	4	5
Expansion of the bus service	1	2	3	4	5
Preservation of the rural area	1	2	3	4	5
Expansion of bicycle paths	1	2	3	4	5
Preschool funding	1	2	3	4	5
Curbside recycling	1	2	3	4	5
Composting	1	2	3	4	5

Albemarle County 2017 Citizen Survey

18. If you were interested in learning more about or making public comment on an issue, to what extent might each of the following prevent you from attending an in-person meeting?

	Definitely would prevent	Might prevent	Would not prevent	Don't know
Time of day (evening meetings not convenient)	1	2	3	4
Meeting location (too far)	1	2	3	4
Lack of transportation to meeting	1	2	3	4
Duration of meetings (too long)	1	2	3	4
Format of meetings does not meet my needs	1	2	3	4
Child/adult care responsibilities	1	2	3	4

19. To what extent would you prefer, if at all, to provide comments on local issues in each of the following ways:

	Strongly prefer	Somewhat prefer	Would not prefer	No preference
In-person at a Board of Supervisors meeting/hearing	1	2	3	4
In-person at a community meeting	1	2	3	4
Online comment form posted by Albemarle County	1	2	3	4
Email communication with the Board of Supervisors and/or staff	1	2	3	4
Mail communication to Board of Supervisors and/or staff	1	2	3	4
Social media (Facebook, Twitter)	1	2	3	4
Local news online comment boxes	1	2	3	4

20. If you were to participate in an online feedback system, to what extent, if at all, would you prefer each of the following formats?

	Strongly prefer	Somewhat prefer	Would not prefer	No preference
Respond to questions using an online survey	1	2	3	4
Direct email to staff and/or the Board of Supervisors	1	2	3	4
Online public discussion forum (log-in required)	1	2	3	4

21. 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
Daily Progress	1	2	3
C-ville weekly	1	2	3
Other local media outlets (radio, local television stations)	1	2	3
Charlottesville Tomorrow	1	2	3
Social media (Facebook, Twitter)	1	2	3
County "A-mail" (e-newsletter)	1	2	3
Public postings at local businesses/library/County offices	1	2	3
Word-of-mouth	1	2	3

22. How often, if ever, in the last 12 months have you used the County's website (www.albemarle.org)?

◯ Never (skip question 23)   ◯ Rarely   ◯ Sometimes   ◯ Frequently

23. How often, if ever, in the last 12 months, have you used www.albemarle.org for the following?

	Never	Rarely	Sometimes	Frequently
Pay a bill	1	2	3	4
Watch a Board meeting	1	2	3	4
Access public meeting materials (agendas, minutes)	1	2	3	4
Book a park shelter	1	2	3	4
Sign up for a Parks & Recreation class	1	2	3	4
Find information about a property in the County	1	2	3	4
Download a form	1	2	3	4
Access building, licensing & permit applications	1	2	3	4
Apply for energy, medical, food and/or other resource assistance	1	2	3	4
Contact information for a department/staff person	1	2	3	4
Learn more about an issue facing the community	1	2	3	4
Learn more about a department within the County	1	2	3	4
County job opportunities	1	2	3	4
Access County public meeting calendar	1	2	3	4

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

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
Recycle at home	1	2	3	4	5
Purchase goods or services from a business located in Albemarle County	1	2	3	4	5
Eat at least 5 portions of fruits and vegetables a day	1	2	3	4	5
Participate in moderate or vigorous physical activity	1	2	3	4	5
Read or watch local news (via television, paper, computer, etc.)	1	2	3	4	5
Vote in local elections	1	2	3	4	5

D2. Would you say that in general your health is:
❍ Excellent ❍ Very good ❍ Good ❍ Fair ❍ Poor

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:
❍ Very positive ❍ Somewhat positive ❍ Neutral ❍ Somewhat negative ❍ Very negative

D4. What is your employment status?
❍ Working full time for pay
❍ Working part time for pay
❍ Unemployed, looking for paid work
❍ Unemployed, not looking for paid work
❍ Fully retired

D5. Do you work inside the boundaries of Albemarle County?
❍ Yes, outside the home
❍ Yes, from home
❍ No

D6. How many years have you lived in Albemarle County?
❍ Less than 2 years ❍ 11-20 years
❍ 2-5 years ❍ More than 20 years
❍ 6-10 years

D7. Which best describes the building you live in?
❍ One family house detached from any other houses
❍ Building with two or more homes (duplex, townhome, apartment or condominium)
❍ Mobile home
❍ Other

D8. Is this house, apartment or mobile home…
❍ Rented
❍ Owned

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)?
❍ Less than $300 per month
❍ $300 to $599 per month
❍ $600 to $999 per month
❍ $1,000 to $1,499 per month
❍ $1,500 to $2,499 per month
❍ $2,500 or more per month

D10. Do any children 17 or under live in your household?
❍ No ❍ Yes

D11. Are you or any other members of your household aged 65 or older?
❍ No ❍ Yes

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.)
❍ Less than $25,000
❍ $25,000 to $49,999
❍ $50,000 to $99,999
❍ $100,000 to $149,999
❍ $150,000 or more

Please respond to both questions D13 and D14:

D13. Are you Spanish, Hispanic or Latino?
❍ No, not Spanish, Hispanic or Latino
❍ Yes, I consider myself to be Spanish, Hispanic or Latino

D14. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)
❍ American Indian or Alaskan Native
❍ Asian, Asian Indian or Pacific Islander
❍ Black or African American
❍ White
❍ Other

D15. In which category is your age?
❍ 18-24 years ❍ 55-64 years
❍ 25-34 years ❍ 65-74 years
❍ 35-44 years ❍ 75 years or older
❍ 45-54 years

D16. What is your sex?
❍ Female ❍ Male

D17. Do you consider a cell phone or land line your primary telephone number?
❍ Cell ❍ Land line ❍ Both

Thank you for completing this survey. Please return the completed survey in the postage-paid envelope to: National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502

County of Albemarle
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