



Albemarle County, VA

Technical Appendices

2015



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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	44%	N=164	51%	N=191	5%	N=17	0%	N=0	100%	N=372
Your neighborhood as a place to live	45%	N=169	42%	N=157	11%	N=43	1%	N=5	100%	N=374
Albemarle County as a place to raise children	50%	N=159	44%	N=142	6%	N=19	0%	N=0	100%	N=320
Albemarle County as a place to work	26%	N=87	47%	N=156	23%	N=75	4%	N=14	100%	N=332
Albemarle County as a place to visit	47%	N=171	40%	N=144	13%	N=47	0%	N=1	100%	N=363
Albemarle County as a place to retire	41%	N=131	40%	N=127	15%	N=46	5%	N=15	100%	N=318
The overall quality of life in Albemarle County	38%	N=141	55%	N=206	6%	N=23	0%	N=1	100%	N=371

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	27%	N=101	62%	N=230	11%	N=41	0%	N=2	100%	N=373
Overall ease of getting to the places you usually have to visit	11%	N=40	51%	N=188	31%	N=115	8%	N=28	100%	N=370
Quality of overall natural environment in Albemarle County	42%	N=152	50%	N=180	8%	N=28	0%	N=1	100%	N=361
Overall "built environment" of Albemarle County (including overall design, buildings, parks and transportation systems)	11%	N=39	50%	N=186	31%	N=116	8%	N=28	100%	N=369
Health and wellness opportunities in Albemarle County	37%	N=132	52%	N=184	10%	N=37	1%	N=2	100%	N=356
Overall opportunities for education and enrichment	44%	N=157	47%	N=168	9%	N=33	0%	N=1	100%	N=359
Overall economic health of Albemarle County	17%	N=59	61%	N=213	20%	N=68	2%	N=7	100%	N=347
Sense of community	15%	N=55	50%	N=179	32%	N=114	3%	N=12	100%	N=360
Overall image or reputation of Albemarle County	29%	N=107	60%	N=221	10%	N=37	1%	N=2	100%	N=367

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	58%	N=211	36%	N=132	4%	N=14	1%	N=5	100%	N=363
Remain in Albemarle County for the next five years	57%	N=204	28%	N=99	10%	N=37	5%	N=17	100%	N=357

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	74%	N=262	18%	N=62	6%	N=22	2%	N=8	0%	N=1	100%	N=355

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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	3%	N=9	33%	N=122	43%	N=158	21%	N=78	100%	N=367
Ease of public parking	4%	N=16	34%	N=122	41%	N=146	21%	N=74	100%	N=358
Ease of travel by car in Albemarle County	7%	N=27	47%	N=169	37%	N=133	8%	N=30	100%	N=359
Ease of travel by public transportation in Albemarle County	1%	N=2	24%	N=47	37%	N=72	39%	N=77	100%	N=198
Ease of travel by bicycle in Albemarle County	3%	N=7	24%	N=54	40%	N=91	32%	N=72	100%	N=225
Ease of walking in Albemarle County	8%	N=24	37%	N=119	31%	N=99	25%	N=79	100%	N=321
Availability of paths and walking trails	14%	N=47	46%	N=151	31%	N=101	9%	N=30	100%	N=329
Air quality	27%	N=97	57%	N=206	15%	N=53	1%	N=5	100%	N=360
Cleanliness of Albemarle County	17%	N=64	65%	N=241	15%	N=55	2%	N=8	100%	N=369
Overall appearance of Albemarle County	25%	N=94	62%	N=229	11%	N=40	2%	N=7	100%	N=370
Public places where people want to spend time	20%	N=72	54%	N=195	24%	N=87	2%	N=5	100%	N=359
Variety of housing options	7%	N=25	42%	N=143	34%	N=116	16%	N=56	100%	N=339
Availability of affordable quality housing	3%	N=9	25%	N=78	42%	N=133	31%	N=97	100%	N=317
Fitness opportunities (including exercise classes and paths or trails, etc.)	22%	N=76	52%	N=183	22%	N=77	4%	N=14	100%	N=350
Recreational opportunities	24%	N=84	49%	N=173	23%	N=82	5%	N=18	100%	N=356
Availability of affordable quality food	19%	N=69	53%	N=192	23%	N=81	5%	N=17	100%	N=360
Availability of affordable quality health care	26%	N=91	52%	N=183	20%	N=71	3%	N=9	100%	N=355
Availability of preventive health services	27%	N=89	54%	N=181	17%	N=58	2%	N=5	100%	N=334
Availability of affordable quality mental health care	13%	N=28	42%	N=92	32%	N=71	13%	N=28	100%	N=220

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	5%	N=8	44%	N=80	38%	N=69	13%	N=24	100%	N=181
K-12 public education	30%	N=81	55%	N=148	13%	N=36	2%	N=4	100%	N=270
Adult educational opportunities	24%	N=73	54%	N=161	20%	N=61	1%	N=2	100%	N=297
Opportunities to attend cultural/arts/music activities	37%	N=130	45%	N=159	15%	N=52	3%	N=11	100%	N=352
Opportunities to participate in religious or spiritual events and activities	33%	N=102	51%	N=157	14%	N=43	2%	N=6	100%	N=309
Employment opportunities	6%	N=17	41%	N=125	45%	N=139	9%	N=27	100%	N=308
Shopping opportunities	15%	N=53	53%	N=197	29%	N=106	3%	N=12	100%	N=368
Cost of living in Albemarle County	2%	N=8	21%	N=74	50%	N=180	27%	N=99	100%	N=361
Overall quality of business and service establishments in Albemarle County	9%	N=33	65%	N=231	24%	N=85	3%	N=9	100%	N=358
Overall quality of new development in Albemarle County	9%	N=32	46%	N=154	38%	N=127	7%	N=25	100%	N=338
Opportunities to participate in social events and activities	20%	N=69	53%	N=182	24%	N=83	3%	N=9	100%	N=343
Opportunities to volunteer	31%	N=105	52%	N=176	14%	N=46	2%	N=8	100%	N=335
Opportunities to participate in community matters	21%	N=70	56%	N=184	19%	N=63	3%	N=10	100%	N=328
Openness and acceptance of the community toward people of diverse backgrounds	11%	N=38	47%	N=163	33%	N=112	9%	N=31	100%	N=344
Neighborliness of residents in Albemarle County	12%	N=43	49%	N=178	34%	N=124	5%	N=16	100%	N=361

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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	18%	N=66	82%	N=306	100%	N=372
Made efforts to make your home more energy efficient	31%	N=114	69%	N=255	100%	N=369
Observed a code violation or other hazard in Albemarle County	65%	N=237	35%	N=127	100%	N=364
Household member was a victim of a crime in Albemarle County	92%	N=341	8%	N=30	100%	N=370
Reported a crime to the police in Albemarle County	84%	N=312	16%	N=59	100%	N=371
Stocked supplies in preparation for an emergency	65%	N=240	35%	N=131	100%	N=371
Campaigned or advocated for an issue, cause or candidate	76%	N=283	24%	N=87	100%	N=370
Contacted Albemarle County (in-person, phone, email or web) for help or information	62%	N=232	38%	N=140	100%	N=372
Contacted Albemarle County elected officials (in-person, phone, email or web) to express your opinion	82%	N=304	18%	N=67	100%	N=371

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	9%	N=32	13%	N=46	33%	N=122	45%	N=166	100%	N=365
Visited a neighborhood park or County park	18%	N=65	20%	N=73	42%	N=154	20%	N=75	100%	N=366
Used Albemarle County public libraries or their services	10%	N=35	25%	N=92	32%	N=118	33%	N=122	100%	N=368
Participated in religious or spiritual activities in Albemarle County	14%	N=53	24%	N=87	21%	N=77	41%	N=149	100%	N=367
Attended a County-sponsored event	1%	N=4	7%	N=24	42%	N=153	51%	N=185	100%	N=367
Used bus, rail, subway or other public transportation instead of driving	2%	N=7	3%	N=10	11%	N=40	85%	N=311	100%	N=368
Carpooled with other adults or children instead of driving alone	9%	N=34	13%	N=48	22%	N=80	56%	N=206	100%	N=367
Walked or biked instead of driving	6%	N=22	14%	N=51	19%	N=69	61%	N=226	100%	N=369
Volunteered your time to some group/activity in Albemarle County	9%	N=33	15%	N=55	30%	N=109	46%	N=170	100%	N=367
Participated in a club	6%	N=22	12%	N=43	21%	N=76	62%	N=227	100%	N=368
Talked to or visited with your immediate neighbors	37%	N=137	33%	N=124	23%	N=85	7%	N=25	100%	N=370
Done a favor for a neighbor	16%	N=60	29%	N=105	39%	N=143	16%	N=61	100%	N=369
Volunteered at a public school	4%	N=15	7%	N=25	13%	N=48	76%	N=283	100%	N=371

Table 9: Question 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		Total	
Attended a local public meeting	0%	N=1	2%	N=7	21%	N=78	76%	N=279	100%	N=366

Table 10: Question 10

Please rate the quality of each of the following services in Albemarle County:	Excellent		Good		Fair		Poor		Total	
Police services	19%	N=60	63%	N=200	16%	N=51	2%	N=6	100%	N=318
Fire services	33%	N=95	61%	N=172	6%	N=17	0%	N=0	100%	N=284
Ambulance or emergency medical services	35%	N=103	56%	N=164	9%	N=28	0%	N=1	100%	N=295
Crime prevention	15%	N=42	57%	N=158	25%	N=69	4%	N=10	100%	N=278
Fire prevention and education	20%	N=48	60%	N=146	18%	N=43	2%	N=6	100%	N=243
Traffic enforcement	8%	N=25	54%	N=173	23%	N=76	15%	N=49	100%	N=323

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Please rate the quality of each of the following services in Albemarle County:	Excellent		Good		Fair		Poor		Total	
Street lighting	7%	N=22	43%	N=148	35%	N=120	15%	N=51	100%	N=342
Bus or transit services	9%	N=18	39%	N=79	29%	N=59	22%	N=45	100%	N=201
Garbage collection	24%	N=78	53%	N=170	17%	N=54	6%	N=19	100%	N=321
Recycling	21%	N=68	48%	N=155	21%	N=67	10%	N=34	100%	N=324
Storm drainage	11%	N=31	54%	N=148	25%	N=68	10%	N=26	100%	N=273
Drinking water	19%	N=63	58%	N=193	19%	N=64	4%	N=14	100%	N=333
Sewer services	18%	N=51	65%	N=182	15%	N=43	1%	N=4	100%	N=280
Utility billing	13%	N=41	48%	N=157	35%	N=113	5%	N=16	100%	N=326
County parks	23%	N=77	60%	N=200	14%	N=47	2%	N=7	100%	N=331
Recreation programs or classes	20%	N=47	61%	N=141	16%	N=38	2%	N=4	100%	N=230
Recreation centers or facilities	18%	N=43	61%	N=145	17%	N=40	4%	N=10	100%	N=239
Land use, planning and zoning	7%	N=19	39%	N=103	37%	N=98	17%	N=46	100%	N=266
Code enforcement (weeds, abandoned buildings, etc.)	7%	N=14	41%	N=85	36%	N=76	16%	N=34	100%	N=210
Animal control	11%	N=26	54%	N=128	29%	N=68	6%	N=13	100%	N=235
Economic development	8%	N=21	47%	N=129	35%	N=96	10%	N=27	100%	N=273
Health services	25%	N=80	60%	N=189	14%	N=46	1%	N=2	100%	N=318
Public library services	37%	N=114	51%	N=158	12%	N=36	1%	N=2	100%	N=310
Public information services	13%	N=32	54%	N=131	27%	N=65	6%	N=15	100%	N=244
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	7%	N=15	56%	N=116	27%	N=55	10%	N=20	100%	N=206
Preservation of natural areas such as open space, farmlands and greenbelts	16%	N=48	53%	N=158	24%	N=70	6%	N=19	100%	N=295
Albemarle County open space	19%	N=56	52%	N=154	24%	N=72	5%	N=16	100%	N=298
County-sponsored special events	10%	N=22	53%	N=119	32%	N=71	6%	N=14	100%	N=226
Overall customer service by Albemarle County employees (police, receptionists, planners, etc.)	13%	N=40	55%	N=172	27%	N=85	4%	N=12	100%	N=310
Public schools	30%	N=82	55%	N=150	12%	N=32	3%	N=8	100%	N=272

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	13%	N=46	68%	N=238	19%	N=65	1%	N=3	100%	N=351
The Federal Government	3%	N=11	39%	N=129	43%	N=142	15%	N=50	100%	N=332
State of Virginia	5%	N=18	55%	N=186	36%	N=120	4%	N=13	100%	N=337

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	5%	N=18	42%	N=141	42%	N=138	10%	N=35	100%	N=331
The overall direction that Albemarle County is taking	5%	N=16	45%	N=148	39%	N=130	11%	N=35	100%	N=329
The job Albemarle County government does at welcoming citizen involvement	7%	N=19	42%	N=117	41%	N=114	9%	N=26	100%	N=276
Overall confidence in Albemarle County government	4%	N=14	40%	N=134	45%	N=152	10%	N=35	100%	N=335
Generally acting in the best interest of the community	3%	N=10	47%	N=154	40%	N=131	10%	N=34	100%	N=329
Being honest	4%	N=12	44%	N=126	42%	N=121	10%	N=29	100%	N=288
Treating all residents fairly	6%	N=17	40%	N=120	42%	N=125	12%	N=35	100%	N=296

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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	51%	N=189	38%	N=140	10%	N=38	1%	N=2	100%	N=368
Overall ease of getting to the places you usually have to visit	29%	N=108	51%	N=189	19%	N=69	1%	N=3	100%	N=369
Quality of overall natural environment in Albemarle County	37%	N=133	45%	N=164	17%	N=62	1%	N=5	100%	N=364
Overall "built environment" of Albemarle County (including overall design, buildings, parks and transportation systems)	29%	N=107	46%	N=169	21%	N=78	3%	N=12	100%	N=366
Health and wellness opportunities in Albemarle County	28%	N=101	48%	N=176	22%	N=81	2%	N=8	100%	N=366
Overall opportunities for education and enrichment	33%	N=120	46%	N=169	18%	N=66	3%	N=11	100%	N=367
Overall economic health of Albemarle County	39%	N=145	51%	N=189	9%	N=35	0%	N=0	100%	N=369
Sense of community	24%	N=88	50%	N=185	25%	N=91	1%	N=3	100%	N=367

Table 14: Question 14

Do you consider recycling to be an important service for County residents?	Percent	Number
Very important	70%	N=254
Somewhat important	27%	N=97
Not important	3%	N=12
Total	100%	N=362

Table 15: Question 15

The McIntire Recycling Center currently provides a "do it yourself" separation of recyclables by type (aluminum, cardboard, glass, etc.). If a "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	39%	N=138
Somewhat likely	31%	N=109
Not likely	30%	N=104
Total	100%	N=352

Table 16: Question 16a

What type of internet service do you have in your home? (Choose all that apply)	Percent	Number
DSL	27%	N=92
Fiber optic	8%	N=27
Cellular WiFi	20%	N=68
Dial-up	2%	N=7
Cable TV	48%	N=162
I do not have internet service	6%	N=20
WiFi	53%	N=181
Total	100%	N=341

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

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Table 17: Question 16b

If you do not have internet service in your home, please indicate why: (Choose all that apply)	Percent	Number
Don't want it	0%	N=0
Can't afford it	42%	N=2
Service is not available where I live	31%	N=2
Dissatisfied with services available	26%	N=1
Total	100%	N=6

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

Table 18: Question 17

How important, if at all, are the following services for Albemarle County to provide?	Essential		Very important		Somewhat important		Not at all important		Total	
Trails	19%	N=69	41%	N=145	35%	N=126	5%	N=16	100%	N=356
Sidewalks	36%	N=131	43%	N=158	19%	N=68	3%	N=9	100%	N=366
Bus service	30%	N=106	39%	N=137	22%	N=78	9%	N=30	100%	N=350
Preservation of the rural areas	37%	N=135	39%	N=143	19%	N=71	4%	N=14	100%	N=362
Bicycle paths	24%	N=86	39%	N=138	31%	N=110	6%	N=22	100%	N=356
Preschools	35%	N=115	38%	N=127	20%	N=66	7%	N=24	100%	N=332

Table 19: Question 18

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	
Trails	18%	N=61	44%	N=153	20%	N=68	19%	N=65	100%	N=347
Sidewalks	27%	N=93	46%	N=161	15%	N=53	12%	N=41	100%	N=348
Bus service	21%	N=73	46%	N=157	17%	N=58	16%	N=53	100%	N=342
Preservation of the rural areas	25%	N=88	46%	N=160	18%	N=62	11%	N=40	100%	N=350
Bicycle paths	20%	N=72	41%	N=144	22%	N=76	18%	N=63	100%	N=354
Preschools	34%	N=113	39%	N=132	14%	N=47	13%	N=45	100%	N=337

Table 20: Question 19

Please rate how important, if at all, you think it is for Albemarle County Public Schools to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Student performance	44%	N=160	45%	N=167	10%	N=37	1%	N=3	100%	N=367
Student to teacher/educator ratio	47%	N=174	42%	N=154	10%	N=37	1%	N=2	100%	N=367
Professional development for instructional staff	33%	N=120	49%	N=176	17%	N=60	1%	N=5	100%	N=361
Modern, efficient and well-maintained classrooms, schools and school grounds	36%	N=132	48%	N=176	15%	N=54	1%	N=5	100%	N=366
Enrichment opportunities like art, music, field trips and sports	40%	N=146	41%	N=151	17%	N=60	2%	N=7	100%	N=365
Parent involvement	50%	N=185	34%	N=126	14%	N=50	1%	N=5	100%	N=367
Special education/needs class	44%	N=162	36%	N=133	18%	N=67	1%	N=3	100%	N=366

Table 21: 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=50	14%	N=50	10%	N=36	22%	N=79	41%	N=147	100%	N=363
Purchase goods or services from a business located in Albemarle County	0%	N=1	2%	N=9	17%	N=63	55%	N=203	25%	N=91	100%	N=367

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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	
Eat at least 5 portions of fruits and vegetables a day	1%	N=5	9%	N=33	35%	N=129	35%	N=130	19%	N=70	100%	N=367
Participate in moderate or vigorous physical activity	3%	N=10	10%	N=35	27%	N=97	40%	N=145	21%	N=77	100%	N=363
Read or watch local news (via television, paper, computer, etc.)	4%	N=16	17%	N=62	15%	N=56	27%	N=100	36%	N=134	100%	N=369
Vote in local elections	11%	N=40	5%	N=17	11%	N=39	21%	N=79	53%	N=194	100%	N=369

Table 22: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	23%	N=83
Very good	50%	N=186
Good	24%	N=89
Fair	3%	N=10
Poor	0%	N=1
Total	100%	N=370

Table 23: 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	6%	N=24
Somewhat positive	20%	N=74
Neutral	55%	N=204
Somewhat negative	17%	N=61
Very negative	2%	N=6
Total	100%	N=369

Table 24: Question D4

What is your employment status?	Percent	Number
Working full time for pay	58%	N=211
Working part time for pay	15%	N=54
Unemployed, looking for paid work	1%	N=4
Unemployed, not looking for paid work	1%	N=5
Fully retired	25%	N=91
Total	100%	N=365

Table 25: Question D5

Do you work inside the boundaries of Albemarle County?	Percent	Number
Yes, outside the home	57%	N=196
Yes, from home	8%	N=27
No	36%	N=122
Total	100%	N=345

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Table 26: Question D6

How many years have you lived in Albemarle County?	Percent	Number
Less than 2 years	11%	N=40
2 to 5 years	23%	N=84
6 to 10 years	22%	N=82
11 to 20 years	13%	N=47
More than 20 years	32%	N=118
Total	100%	N=371

Table 27: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	67%	N=247
Building with two or more homes (duplex, townhome, apartment or condominium)	31%	N=117
Mobile home	1%	N=5
Other	1%	N=3
Total	100%	N=371

Table 28: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	33%	N=122
Owned	67%	N=247
Total	100%	N=368

Table 29: 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	4%	N=16
\$300 to \$599 per month	9%	N=31
\$600 to \$999 per month	18%	N=65
\$1,000 to \$1,499 per month	24%	N=88
\$1,500 to \$2,499 per month	26%	N=93
\$2,500 or more per month	18%	N=65
Total	100%	N=358

Table 30: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	68%	N=253
Yes	32%	N=118
Total	100%	N=371

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Table 31: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	67%	N=249
Yes	33%	N=121
Total	100%	N=370

Table 32: 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	8%	N=29
\$25,000 to \$49,999	19%	N=66
\$50,000 to \$99,999	30%	N=103
\$100,000 to \$149,999	21%	N=72
\$150,000 or more	22%	N=77
Total	100%	N=348

Table 33: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	97%	N=354
Yes, I consider myself to be Spanish, Hispanic or Latino	3%	N=10
Total	100%	N=364

Table 34: 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	1%	N=2
Asian, Asian Indian or Pacific Islander	6%	N=22
Black or African American	9%	N=33
White	86%	N=316
Other	2%	N=7

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

Table 35: Question D15

In which category is your age?	Percent	Number
18 to 24 years	1%	N=5
25 to 34 years	24%	N=89
35 to 44 years	14%	N=52
45 to 54 years	21%	N=79
55 to 64 years	14%	N=50
65 to 74 years	14%	N=50
75 years or older	12%	N=44
Total	100%	N=370

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Table 36: Question D16

What is your sex?	Percent	Number
Female	53%	N=195
Male	47%	N=174
Total	100%	N=369

Table 37: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	58%	N=214
Land line	25%	N=92
Both	18%	N=66
Total	100%	N=372

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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 38: 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	44%	N=164	51%	N=191	5%	N=17	0%	N=0	0%	N=0	100%	N=372
Your neighborhood as a place to live	45%	N=169	42%	N=157	11%	N=43	1%	N=5	0%	N=0	100%	N=374
Albemarle County as a place to raise children	43%	N=159	39%	N=142	5%	N=19	0%	N=0	13%	N=48	100%	N=368
Albemarle County as a place to work	23%	N=87	42%	N=156	20%	N=75	4%	N=14	10%	N=38	100%	N=370
Albemarle County as a place to visit	46%	N=171	39%	N=144	13%	N=47	0%	N=1	3%	N=9	100%	N=372
Albemarle County as a place to retire	35%	N=131	34%	N=127	13%	N=46	4%	N=15	14%	N=53	100%	N=371
The overall quality of life in Albemarle County	38%	N=141	55%	N=206	6%	N=23	0%	N=1	0%	N=0	100%	N=371

Table 39: 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	27%	N=101	62%	N=230	11%	N=41	0%	N=2	0%	N=0	100%	N=373
Overall ease of getting to the places you usually have to visit	11%	N=40	51%	N=188	31%	N=115	8%	N=28	0%	N=1	100%	N=371
Quality of overall natural environment in Albemarle County	42%	N=152	49%	N=180	8%	N=28	0%	N=1	1%	N=4	100%	N=365
Overall "built environment" of Albemarle County (including overall design, buildings, parks and transportation systems)	11%	N=39	50%	N=186	31%	N=116	8%	N=28	0%	N=2	100%	N=371
Health and wellness opportunities in Albemarle County	36%	N=132	50%	N=184	10%	N=37	1%	N=2	4%	N=15	100%	N=371
Overall opportunities for education and enrichment	43%	N=157	46%	N=168	9%	N=33	0%	N=1	2%	N=8	100%	N=367
Overall economic health of Albemarle County	16%	N=59	58%	N=213	18%	N=68	2%	N=7	6%	N=23	100%	N=370
Sense of community	15%	N=55	49%	N=179	31%	N=114	3%	N=12	2%	N=8	100%	N=368
Overall image or reputation of Albemarle County	29%	N=107	60%	N=221	10%	N=37	1%	N=2	1%	N=3	100%	N=370

Table 40: 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	57%	N=211	36%	N=132	4%	N=14	1%	N=5	2%	N=9	100%	N=371
Remain in Albemarle County for the next five years	55%	N=204	27%	N=99	10%	N=37	5%	N=17	4%	N=14	100%	N=371

Table 41: 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	74%	N=262	18%	N=62	6%	N=22	2%	N=8	0%	N=1	0%	N=0	100%	N=355

Table 42: 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	3%	N=9	33%	N=122	43%	N=158	21%	N=78	0%	N=1	100%	N=367
Ease of public parking	4%	N=16	33%	N=122	40%	N=146	20%	N=74	3%	N=9	100%	N=368
Ease of travel by car in Albemarle County	7%	N=27	47%	N=169	37%	N=133	8%	N=30	1%	N=3	100%	N=362

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Please rate each of the following characteristics as they relate to Albemarle County as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Ease of travel by public transportation in Albemarle County	0%	N=2	13%	N=47	20%	N=72	21%	N=77	45%	N=164	100%	N=362
Ease of travel by bicycle in Albemarle County	2%	N=7	15%	N=54	25%	N=91	20%	N=72	38%	N=136	100%	N=361
Ease of walking in Albemarle County	7%	N=24	33%	N=119	27%	N=99	22%	N=79	12%	N=42	100%	N=363
Availability of paths and walking trails	13%	N=47	41%	N=151	27%	N=101	8%	N=30	11%	N=41	100%	N=370
Air quality	26%	N=97	56%	N=206	14%	N=53	1%	N=5	3%	N=10	100%	N=370
Cleanliness of Albemarle County	17%	N=64	65%	N=241	15%	N=55	2%	N=8	0%	N=1	100%	N=369
Overall appearance of Albemarle County	25%	N=94	62%	N=229	11%	N=40	2%	N=7	0%	N=1	100%	N=371
Public places where people want to spend time	19%	N=72	53%	N=195	24%	N=87	1%	N=5	3%	N=12	100%	N=370
Variety of housing options	7%	N=25	39%	N=143	31%	N=116	15%	N=56	8%	N=30	100%	N=369
Availability of affordable quality housing	3%	N=9	21%	N=78	37%	N=133	27%	N=97	13%	N=47	100%	N=364
Fitness opportunities (including exercise classes and paths or trails, etc.)	21%	N=76	50%	N=183	21%	N=77	4%	N=14	5%	N=19	100%	N=369
Recreational opportunities	23%	N=84	47%	N=173	22%	N=82	5%	N=18	3%	N=11	100%	N=367
Availability of affordable quality food	19%	N=69	53%	N=192	22%	N=81	5%	N=17	2%	N=6	100%	N=366
Availability of affordable quality health care	25%	N=91	49%	N=183	19%	N=71	2%	N=9	4%	N=16	100%	N=371
Availability of preventive health services	24%	N=89	49%	N=181	16%	N=58	1%	N=5	9%	N=35	100%	N=369
Availability of affordable quality mental health care	8%	N=28	25%	N=92	19%	N=71	8%	N=28	40%	N=149	100%	N=369

Table 43: 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	2%	N=8	22%	N=80	19%	N=69	6%	N=24	51%	N=187	100%	N=368
K-12 public education	22%	N=81	40%	N=148	10%	N=36	1%	N=4	27%	N=97	100%	N=367
Adult educational opportunities	20%	N=73	44%	N=161	17%	N=61	1%	N=2	19%	N=71	100%	N=367
Opportunities to attend cultural/arts/music activities	36%	N=130	44%	N=159	14%	N=52	3%	N=11	4%	N=13	100%	N=365
Opportunities to participate in religious or spiritual events and activities	28%	N=102	43%	N=157	12%	N=43	2%	N=6	16%	N=60	100%	N=369
Employment opportunities	5%	N=17	34%	N=125	38%	N=139	7%	N=27	16%	N=57	100%	N=365
Shopping opportunities	14%	N=53	53%	N=197	29%	N=106	3%	N=12	0%	N=2	100%	N=370
Cost of living in Albemarle County	2%	N=8	20%	N=74	49%	N=180	27%	N=99	1%	N=4	100%	N=365
Overall quality of business and service establishments in Albemarle County	9%	N=33	63%	N=231	23%	N=85	3%	N=9	3%	N=11	100%	N=369
Overall quality of new development in Albemarle County	9%	N=32	42%	N=154	35%	N=127	7%	N=25	7%	N=27	100%	N=365
Opportunities to participate in social events and activities	19%	N=69	50%	N=182	23%	N=83	2%	N=9	6%	N=23	100%	N=366
Opportunities to volunteer	29%	N=105	48%	N=176	12%	N=46	2%	N=8	9%	N=32	100%	N=367
Opportunities to participate in community matters	19%	N=70	50%	N=184	17%	N=63	3%	N=10	10%	N=38	100%	N=366
Openness and acceptance of the community toward people of diverse backgrounds	10%	N=38	44%	N=163	31%	N=112	8%	N=31	6%	N=23	100%	N=367
Neighborliness of residents in Albemarle County	12%	N=43	48%	N=178	34%	N=124	4%	N=16	2%	N=8	100%	N=369

Table 44: 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	18%	N=66	82%	N=306	100%	N=372
Made efforts to make your home more energy efficient	31%	N=114	69%	N=255	100%	N=369
Observed a code violation or other hazard in Albemarle County	65%	N=237	35%	N=127	100%	N=364
Household member was a victim of a crime in Albemarle County	92%	N=341	8%	N=30	100%	N=370

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Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Reported a crime to the police in Albemarle County	84%	N=312	16%	N=59	100%	N=371
Stocked supplies in preparation for an emergency	65%	N=240	35%	N=131	100%	N=371
Campaigned or advocated for an issue, cause or candidate	76%	N=283	24%	N=87	100%	N=370
Contacted Albemarle County (in-person, phone, email or web) for help or information	62%	N=232	38%	N=140	100%	N=372
Contacted Albemarle County elected officials (in-person, phone, email or web) to express your opinion	82%	N=304	18%	N=67	100%	N=371

Table 45: 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	9%	N=32	13%	N=46	33%	N=122	45%	N=166	100%	N=365
Visited a neighborhood park or County park	18%	N=65	20%	N=73	42%	N=154	20%	N=75	100%	N=366
Used Albemarle County public libraries or their services	10%	N=35	25%	N=92	32%	N=118	33%	N=122	100%	N=368
Participated in religious or spiritual activities in Albemarle County	14%	N=53	24%	N=87	21%	N=77	41%	N=149	100%	N=367
Attended a County-sponsored event	1%	N=4	7%	N=24	42%	N=153	51%	N=185	100%	N=367
Used bus, rail, subway or other public transportation instead of driving	2%	N=7	3%	N=10	11%	N=40	85%	N=311	100%	N=368
Carpooled with other adults or children instead of driving alone	9%	N=34	13%	N=48	22%	N=80	56%	N=206	100%	N=367
Walked or biked instead of driving	6%	N=22	14%	N=51	19%	N=69	61%	N=226	100%	N=369
Volunteered your time to some group/activity in Albemarle County	9%	N=33	15%	N=55	30%	N=109	46%	N=170	100%	N=367
Participated in a club	6%	N=22	12%	N=43	21%	N=76	62%	N=227	100%	N=368
Talked to or visited with your immediate neighbors	37%	N=137	33%	N=124	23%	N=85	7%	N=25	100%	N=370
Done a favor for a neighbor	16%	N=60	29%	N=105	39%	N=143	16%	N=61	100%	N=369
Volunteered at a public school	4%	N=15	7%	N=25	13%	N=48	76%	N=283	100%	N=371

Table 46: Question 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		Total	
Attended a local public meeting	0%	N=1	2%	N=7	21%	N=78	76%	N=279	100%	N=366

Table 47: 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	16%	N=60	54%	N=200	14%	N=51	2%	N=6	14%	N=50	100%	N=368
Fire services	26%	N=95	47%	N=172	5%	N=17	0%	N=0	23%	N=83	100%	N=366
Ambulance or emergency medical services	28%	N=103	44%	N=164	8%	N=28	0%	N=1	20%	N=74	100%	N=369
Crime prevention	12%	N=42	44%	N=158	19%	N=69	3%	N=10	23%	N=82	100%	N=360
Fire prevention and education	13%	N=48	40%	N=146	12%	N=43	2%	N=6	34%	N=124	100%	N=367
Traffic enforcement	7%	N=25	48%	N=173	21%	N=76	13%	N=49	11%	N=41	100%	N=364
Street lighting	6%	N=22	41%	N=148	33%	N=120	14%	N=51	6%	N=21	100%	N=363
Bus or transit services	5%	N=18	22%	N=79	16%	N=59	12%	N=45	44%	N=157	100%	N=359
Garbage collection	22%	N=78	47%	N=170	15%	N=54	5%	N=19	11%	N=41	100%	N=362
Recycling	19%	N=68	43%	N=155	18%	N=67	9%	N=34	11%	N=41	100%	N=364
Storm drainage	9%	N=31	41%	N=148	19%	N=68	7%	N=26	25%	N=91	100%	N=364

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Please rate the quality of each of the following services in Albemarle County:	Excellent		Good		Fair		Poor		Don't know		Total	
Drinking water	17%	N=63	53%	N=193	17%	N=64	4%	N=14	9%	N=32	100%	N=366
Sewer services	14%	N=51	50%	N=182	12%	N=43	1%	N=4	23%	N=84	100%	N=364
Utility billing	11%	N=41	43%	N=157	31%	N=113	4%	N=16	10%	N=37	100%	N=363
County parks	21%	N=77	55%	N=200	13%	N=47	2%	N=7	9%	N=33	100%	N=363
Recreation programs or classes	13%	N=47	39%	N=141	10%	N=38	1%	N=4	36%	N=132	100%	N=362
Recreation centers or facilities	12%	N=43	40%	N=145	11%	N=40	3%	N=10	34%	N=122	100%	N=361
Land use, planning and zoning	5%	N=19	28%	N=103	27%	N=98	13%	N=46	27%	N=97	100%	N=363
Code enforcement (weeds, abandoned buildings, etc.)	4%	N=14	24%	N=85	21%	N=76	9%	N=34	42%	N=152	100%	N=362
Animal control	7%	N=26	35%	N=128	19%	N=68	4%	N=13	35%	N=128	100%	N=363
Economic development	6%	N=21	36%	N=129	27%	N=96	8%	N=27	23%	N=84	100%	N=357
Health services	22%	N=80	52%	N=189	13%	N=46	1%	N=2	12%	N=44	100%	N=362
Public library services	31%	N=114	43%	N=158	10%	N=36	1%	N=2	15%	N=56	100%	N=366
Public information services	9%	N=32	37%	N=131	18%	N=65	4%	N=15	32%	N=114	100%	N=358
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	4%	N=15	32%	N=116	15%	N=55	6%	N=20	43%	N=155	100%	N=361
Preservation of natural areas such as open space, farmlands and greenbelts	13%	N=48	44%	N=158	20%	N=70	5%	N=19	17%	N=62	100%	N=357
Albemarle County open space	16%	N=56	43%	N=154	20%	N=72	4%	N=16	17%	N=63	100%	N=360
County-sponsored special events	6%	N=22	33%	N=119	20%	N=71	4%	N=14	37%	N=132	100%	N=357
Overall customer service by Albemarle County employees (police, receptionists, planners, etc.)	11%	N=40	47%	N=172	23%	N=85	3%	N=12	15%	N=53	100%	N=363
Public schools	23%	N=82	41%	N=150	9%	N=32	2%	N=8	25%	N=93	100%	N=365

Table 48: 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	12%	N=46	65%	N=238	18%	N=65	1%	N=3	5%	N=17	100%	N=368
The Federal Government	3%	N=11	35%	N=129	39%	N=142	13%	N=50	10%	N=36	100%	N=367
State of Virginia	5%	N=18	51%	N=186	33%	N=120	4%	N=13	8%	N=30	100%	N=367

Table 49: 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	5%	N=18	38%	N=141	38%	N=138	9%	N=35	10%	N=35	100%	N=366
The overall direction that Albemarle County is taking	4%	N=16	41%	N=148	36%	N=130	10%	N=35	10%	N=36	100%	N=364
The job Albemarle County government does at welcoming citizen involvement	5%	N=19	32%	N=117	31%	N=114	7%	N=26	25%	N=90	100%	N=366
Overall confidence in Albemarle County government	4%	N=14	37%	N=134	42%	N=152	9%	N=35	9%	N=31	100%	N=366
Generally acting in the best interest of the community	3%	N=10	42%	N=154	36%	N=131	9%	N=34	10%	N=35	100%	N=364
Being honest	3%	N=12	34%	N=126	33%	N=121	8%	N=29	21%	N=79	100%	N=367
Treating all residents fairly	5%	N=17	33%	N=120	34%	N=125	9%	N=35	19%	N=71	100%	N=367

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Table 50: 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	51%	N=189	38%	N=140	10%	N=38	1%	N=2	100%	N=368
Overall ease of getting to the places you usually have to visit	29%	N=108	51%	N=189	19%	N=69	1%	N=3	100%	N=369
Quality of overall natural environment in Albemarle County	37%	N=133	45%	N=164	17%	N=62	1%	N=5	100%	N=364
Overall "built environment" of Albemarle County (including overall design, buildings, parks and transportation systems)	29%	N=107	46%	N=169	21%	N=78	3%	N=12	100%	N=366
Health and wellness opportunities in Albemarle County	28%	N=101	48%	N=176	22%	N=81	2%	N=8	100%	N=366
Overall opportunities for education and enrichment	33%	N=120	46%	N=169	18%	N=66	3%	N=11	100%	N=367
Overall economic health of Albemarle County	39%	N=145	51%	N=189	9%	N=35	0%	N=0	100%	N=369
Sense of community	24%	N=88	50%	N=185	25%	N=91	1%	N=3	100%	N=367

Table 51: Question 14

Do you consider recycling to be an important service for County residents?	Percent	Number
Very important	70%	N=254
Somewhat important	27%	N=97
Not important	3%	N=12
Total	100%	N=362

Table 52: Question 15

The McIntire Recycling Center currently provides a "do it yourself" separation of recyclables by type (aluminum, cardboard, glass, etc.). If a "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	39%	N=138
Somewhat likely	31%	N=109
Not likely	30%	N=104
Total	100%	N=352

Table 53: Question 16a

What type of internet service do you have in your home? (Choose all that apply)	Percent	Number
DSL	27%	N=92
Fiber optic	8%	N=27
Cellular WiFi	20%	N=68
Dial-up	2%	N=7
Cable TV	48%	N=162
I do not have internet service	6%	N=20
WiFi	53%	N=181
Total	100%	N=341

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

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Table 54: Question 16b

If you do not have internet service in your home, please indicate why: (Choose all that apply)	Percent	Number
Don't want it	0%	N=0
Can't afford it	42%	N=2
Service is not available where I live	31%	N=2
Dissatisfied with services available	26%	N=1
Total	100%	N=6

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

Table 55: Question 17

How important, if at all, are the following services for Albemarle County to provide?	Essential		Very important		Somewhat important		Not at all important		Total	
Trails	19%	N=69	41%	N=145	35%	N=126	5%	N=16	100%	N=356
Sidewalks	36%	N=131	43%	N=158	19%	N=68	3%	N=9	100%	N=366
Bus service	30%	N=106	39%	N=137	22%	N=78	9%	N=30	100%	N=350
Preservation of the rural areas	37%	N=135	39%	N=143	19%	N=71	4%	N=14	100%	N=362
Bicycle paths	24%	N=86	39%	N=138	31%	N=110	6%	N=22	100%	N=356
Preschools	35%	N=115	38%	N=127	20%	N=66	7%	N=24	100%	N=332

Table 56: Question 18

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	
Trails	18%	N=61	44%	N=153	20%	N=68	19%	N=65	100%	N=347
Sidewalks	27%	N=93	46%	N=161	15%	N=53	12%	N=41	100%	N=348
Bus service	21%	N=73	46%	N=157	17%	N=58	16%	N=53	100%	N=342
Preservation of the rural areas	25%	N=88	46%	N=160	18%	N=62	11%	N=40	100%	N=350
Bicycle paths	20%	N=72	41%	N=144	22%	N=76	18%	N=63	100%	N=354
Preschools	34%	N=113	39%	N=132	14%	N=47	13%	N=45	100%	N=337

Table 57: Question 19

Please rate how important, if at all, you think it is for Albemarle County Public Schools to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Student performance	44%	N=160	45%	N=167	10%	N=37	1%	N=3	100%	N=367
Student to teacher/educator ratio	47%	N=174	42%	N=154	10%	N=37	1%	N=2	100%	N=367
Professional development for instructional staff	33%	N=120	49%	N=176	17%	N=60	1%	N=5	100%	N=361
Modern, efficient and well-maintained classrooms, schools and school grounds	36%	N=132	48%	N=176	15%	N=54	1%	N=5	100%	N=366
Enrichment opportunities like art, music, field trips and sports	40%	N=146	41%	N=151	17%	N=60	2%	N=7	100%	N=365
Parent involvement	50%	N=185	34%	N=126	14%	N=50	1%	N=5	100%	N=367
Special education/needs class	44%	N=162	36%	N=133	18%	N=67	1%	N=3	100%	N=366

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Table 58: 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=50	14%	N=50	10%	N=36	22%	N=79	41%	N=147	100%	N=363
Purchase goods or services from a business located in Albemarle County	0%	N=1	2%	N=9	17%	N=63	55%	N=203	25%	N=91	100%	N=367
Eat at least 5 portions of fruits and vegetables a day	1%	N=5	9%	N=33	35%	N=129	35%	N=130	19%	N=70	100%	N=367
Participate in moderate or vigorous physical activity	3%	N=10	10%	N=35	27%	N=97	40%	N=145	21%	N=77	100%	N=363
Read or watch local news (via television, paper, computer, etc.)	4%	N=16	17%	N=62	15%	N=56	27%	N=100	36%	N=134	100%	N=369
Vote in local elections	11%	N=40	5%	N=17	11%	N=39	21%	N=79	53%	N=194	100%	N=369

Table 59: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	23%	N=83
Very good	50%	N=186
Good	24%	N=89
Fair	3%	N=10
Poor	0%	N=1
Total	100%	N=370

Table 60: 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	6%	N=24
Somewhat positive	20%	N=74
Neutral	55%	N=204
Somewhat negative	17%	N=61
Very negative	2%	N=6
Total	100%	N=369

Table 61: Question D4

What is your employment status?	Percent	Number
Working full time for pay	58%	N=211
Working part time for pay	15%	N=54
Unemployed, looking for paid work	1%	N=4
Unemployed, not looking for paid work	1%	N=5
Fully retired	25%	N=91
Total	100%	N=365

Table 62: Question D5

Do you work inside the boundaries of Albemarle County?	Percent	Number
Yes, outside the home	57%	N=196
Yes, from home	8%	N=27
No	36%	N=122
Total	100%	N=345

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Table 63: Question D6

How many years have you lived in Albemarle County?	Percent	Number
Less than 2 years	11%	N=40
2 to 5 years	23%	N=84
6 to 10 years	22%	N=82
11 to 20 years	13%	N=47
More than 20 years	32%	N=118
Total	100%	N=371

Table 64: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	67%	N=247
Building with two or more homes (duplex, townhome, apartment or condominium)	31%	N=117
Mobile home	1%	N=5
Other	1%	N=3
Total	100%	N=371

Table 65: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	33%	N=122
Owned	67%	N=247
Total	100%	N=368

Table 66: 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	4%	N=16
\$300 to \$599 per month	9%	N=31
\$600 to \$999 per month	18%	N=65
\$1,000 to \$1,499 per month	24%	N=88
\$1,500 to \$2,499 per month	26%	N=93
\$2,500 or more per month	18%	N=65
Total	100%	N=358

Table 67: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	68%	N=253
Yes	32%	N=118
Total	100%	N=371

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Table 68: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	67%	N=249
Yes	33%	N=121
Total	100%	N=370

Table 69: 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	8%	N=29
\$25,000 to \$49,999	19%	N=66
\$50,000 to \$99,999	30%	N=103
\$100,000 to \$149,999	21%	N=72
\$150,000 or more	22%	N=77
Total	100%	N=348

Table 70: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	97%	N=354
Yes, I consider myself to be Spanish, Hispanic or Latino	3%	N=10
Total	100%	N=364

Table 71: 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	1%	N=2
Asian, Asian Indian or Pacific Islander	6%	N=22
Black or African American	9%	N=33
White	86%	N=316
Other	2%	N=7

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

Table 72: Question D15

In which category is your age?	Percent	Number
18 to 24 years	1%	N=5
25 to 34 years	24%	N=89
35 to 44 years	14%	N=52
45 to 54 years	21%	N=79
55 to 64 years	14%	N=50
65 to 74 years	14%	N=50
75 years or older	12%	N=44
Total	100%	N=370

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Table 73: Question D16

What is your sex?	Percent	Number
Female	53%	N=195
Male	47%	N=174
Total	100%	N=369

Table 74: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	58%	N=214
Land line	25%	N=92
Both	18%	N=66
Total	100%	N=372

Appendix B: Benchmark Comparisons

Comparison Data

NRC's database of comparative resident opinion is comprised of 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 (Select University Communities and Peer Localities).

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," "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. 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 75: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Albemarle County	94%	87	375	Similar
Overall image or reputation of Albemarle County	89%	72	287	Higher
Albemarle County as a place to live	95%	106	327	Similar
Your neighborhood as a place to live	87%	77	254	Similar
Albemarle County as a place to raise children	94%	69	319	Higher
Albemarle County as a place to retire	81%	41	303	Higher
Overall appearance of Albemarle County	87%	79	299	Similar

Table 76: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Albemarle County	89%	96	202	Similar
	In your neighborhood during the day	91%	127	290	Similar
Mobility	Overall ease of getting to the places you usually have to visit	61%	108	120	Lower
	Availability of paths and walking trails	60%	149	252	Similar
	Ease of walking in Albemarle County	45%	222	240	Lower
	Ease of travel by bicycle in Albemarle County	27%	229	244	Lower
	Ease of travel by public transportation in Albemarle County	25%	94	110	Lower
	Ease of travel by car in Albemarle County	55%	179	241	Similar
	Ease of public parking	38%	75	96	Lower
	Traffic flow on major streets	36%	229	283	Similar
Natural Environment	Quality of overall natural environment in Albemarle County	92%	32	227	Higher
	Cleanliness of Albemarle County	83%	110	218	Similar
	Air quality	84%	69	202	Similar
Built Environment	Overall "built environment" of Albemarle County (including overall design, buildings, parks and transportation systems)	61%	69	115	Similar
	Overall quality of new development in Albemarle County	55%	140	233	Similar
	Availability of affordable quality housing	28%	215	245	Lower
	Variety of housing options	49%	172	223	Similar
	Public places where people want to spend time	74%	38	107	Similar
	Overall economic health of Albemarle County	78%	44	120	Similar
	Overall quality of business and service establishments in Albemarle County	74%	85	218	Similar
	Cost of living in Albemarle County	23%	98	113	Lower
Economy	Shopping opportunities	68%	87	243	Similar
	Employment opportunities	46%	53	256	Similar
	Albemarle County as a place to visit	87%	19	126	Higher
	Albemarle County as a place to work	73%	88	296	Similar
Recreation and Wellness	Health and wellness opportunities in Albemarle County	89%	14	117	Higher
	Availability of affordable quality mental health care	55%	33	99	Similar
	Availability of preventive health services	81%	20	180	Higher
	Availability of affordable quality health care	77%	26	210	Higher
	Availability of affordable quality food	73%	64	180	Similar
	Recreational opportunities	72%	101	251	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Fitness opportunities (including exercise classes and paths or trails, etc.)	74%	50	111	Similar
	Overall opportunities for education and enrichment	90%	14	114	Higher
	Opportunities to participate in religious or spiritual events and activities	84%	45	165	Similar
	Opportunities to attend cultural/arts/music activities	82%	17	242	Higher
	Adult educational opportunities	79%	11	102	Higher
	K-12 public education	85%	65	209	Similar
	Availability of affordable quality child care/preschool	49%	124	209	Similar
	Opportunities to participate in social events and activities	73%	46	207	Similar
	Neighborhoodness of Albemarle County	61%	57	109	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	58%	156	235	Similar
	Opportunities to participate in community matters	78%	32	217	Similar
	Opportunities to volunteer	84%	29	213	Similar

Table 77: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by Albemarle County	81%	178	367	Similar
Overall customer service by Albemarle County employees (police, receptionists, planners, etc.)	69%	245	303	Similar
Value of services for the taxes paid to Albemarle County	48%	222	336	Similar
Overall direction that Albemarle County is taking	50%	198	270	Similar
Job Albemarle County government does at welcoming citizen involvement	49%	143	256	Similar
Overall confidence in Albemarle County government	44%	70	115	Similar
Generally acting in the best interest of the community	50%	71	114	Similar
Being honest	48%	73	112	Similar
Treating all residents fairly	46%	70	114	Similar
Services provided by the Federal Government	42%	51	200	Similar

Table 78: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Police services	82%	233	357	Similar
	Fire services	94%	197	292	Similar
	Ambulance or emergency medical services	90%	181	289	Similar
	Crime prevention	72%	166	294	Similar
	Fire prevention and education	80%	144	235	Similar
	Animal control	65%	141	279	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	63%	152	229	Similar
	Traffic enforcement	61%	255	313	Similar
	Street lighting	50%	213	260	Similar
	Bus or transit services	48%	124	177	Similar
	Garbage collection	77%	250	290	Similar
	Recycling	69%	246	300	Similar
	Drinking water	77%	133	275	Similar
	Preservation of natural areas such as open space, farmlands and greenbelts	70%	69	210	Similar
	Albemarle County open space	70%	41	110	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Built Environment	Storm drainage	65%	187	301	Similar
	Sewer services	83%	118	264	Similar
	Utility billing	61%	73	104	Similar
	Land use, planning and zoning	46%	149	243	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	47%	178	298	Similar
Economy	Economic development	55%	102	232	Similar
Recreation and Wellness	County parks	84%	162	267	Similar
	Recreation programs or classes	82%	107	275	Similar
	Recreation centers or facilities	79%	108	226	Similar
	Health services	85%	21	156	Higher
Education and Enrichment	County-sponsored special events	62%	84	120	Similar
	Public library services	88%	120	281	Similar
Community Engagement	Public information services	67%	144	232	Similar

Table 79: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	65%	131	255	Similar
Recommend living in Albemarle County to someone who asks	95%	44	226	Similar
Remain in Albemarle County for the next five years	85%	111	222	Similar
Contacted Albemarle County (in-person, phone, email or web) for help or information	38%	207	259	Similar

Table 80: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	35%	56	101	Similar
	Did NOT report a crime to the police	84%	31	110	Similar
	Household member was NOT a victim of a crime	92%	54	220	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	15%	60	93	Lower
	Carpooled with other adults or children instead of driving alone	44%	49	107	Similar
	Walked or biked instead of driving	39%	100	111	Lower
Natural Environment	Made efforts to conserve water	82%	55	103	Similar
	Made efforts to make your home more energy efficient	69%	96	102	Similar
	Recycle at home	72%	171	207	Lower
Built Environment	Did NOT observe a code violation or other hazard in Albemarle County	65%	23	103	Higher
	NOT experiencing housing costs stress	70%	84	204	Similar
Economy	Purchase goods or services from a business located in Albemarle County	97%	48	107	Similar
	Economy will have positive impact on income	27%	88	206	Similar
	Work inside boundaries of Albemarle County	64%	15	107	Much higher
Recreation and Wellness	Used Albemarle County recreation centers or their services	55%	118	190	Similar
	Visited a neighborhood park or County park	80%	171	222	Similar
	Eat at least 5 portions of fruits and vegetables a day	90%	8	104	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Participate in moderate or vigorous physical activity	88%	28	105	Similar
	In very good to excellent health	73%	24	106	Similar
Education and Enrichment	Used Albemarle County public libraries or their services	67%	99	194	Similar
	Participated in religious or spiritual activities in Albemarle County	59%	32	161	Higher
	Attended County-sponsored event	49%	62	109	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	24%	35	99	Similar
	Contacted Albemarle County elected officials (in-person, phone, email or web) to express your opinion	18%	45	106	Similar
	Volunteered your time to some group/activity in Albemarle County	54%	35	213	Higher
	Participated in a club	38%	35	188	Similar
	Talked to or visited with your immediate neighbors	93%	30	107	Similar
	Done a favor for a neighbor	84%	39	103	Similar
	Attended a local public meeting	24%	79	213	Similar
	Read or watch local news (via television, paper, computer, etc.)	79%	99	106	Similar
	Vote in local elections	85%	50	206	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, CO441,603
 Airway Heights city, WA 6,114
 Albany city, OR 50,158
 Albemarle County, VA..... 98,970
 Albert Lea city, MN..... 18,016
 Algonquin village, IL..... 30,046
 Aliso Viejo city, CA 47,823
 Altoona city, IA 14,541
 American Canyon city, CA..... 19,454
 Ames city, IA 58,965
 Andover CDP, MA..... 8,762
 Ankeny city, IA 45,582
 Ann Arbor city, MI..... 113,934
 Annapolis city, MD 38,394
 Apple Valley town, CA 69,135
 Arapahoe County, CO..... 572,003
 Arkansas City city, AR..... 366
 Arlington city, TX 365,438
 Arlington County, VA..... 207,627
 Arvada city, CO 106,433
 Asheville city, NC 83,393
 Ashland city, OR 20,078
 Ashland town, VA..... 7,225
 Auburn city, AL 53,380
 Auburn city, WA..... 70,180
 Augusta CCD, GA 134,777
 Aurora city, CO 325,078
 Austin city, TX 790,390
 Bainbridge Island city, WA..... 23,025
 Baltimore city, MD..... 620,961
 Battle Creek city, MI..... 52,347

Bay City city, MI..... 34,932
 Baytown city, TX..... 71,802
 Bedford city, TX..... 46,979
 Bedford town, MA 13,320
 Bellevue city, WA 122,363
 Bellingham city, WA 80,885
 Beltrami County, MN 44,442
 Benbrook city, TX..... 21,234
 Bend city, OR..... 76,639
 Benicia city, CA 26,997
 Bettendorf city, IA..... 33,217
 Billings city, MT..... 104,170
 Blaine city, MN..... 57,186
 Bloomfield Hills city, MI 3,869
 Bloomington city, MN 82,893
 Blue Springs city, MO 52,575
 Boise City city, ID 205,671
 Boone County, KY 118,811
 Boulder city, CO..... 97,385
 Bowling Green city, KY 58,067
 Brentwood city, MO..... 8,055
 Brentwood city, TN 37,060
 Brighton city, CO..... 33,352
 Bristol city, TN..... 26,702
 Broken Arrow city, OK 98,850
 Brookfield city, WI 37,920
 Brookline CDP, MA 58,732
 Broomfield city, CO 55,889
 Brownsburg town, IN 21,285
 Bryan city, TX 76,201
 Burien city, WA 33,313

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Burleson city, TX.....	36,690	Dorchester County, MD	32,618
Cabarrus County, NC.....	178,011	Dothan city, AL	65,496
Cambridge city, MA.....	105,162	Douglas County, CO	285,465
Canton city, SD.....	3,057	Dover city, NH	29,987
Cape Coral city, FL.....	154,305	Dublin city, CA	46,036
Cape Girardeau city, MO.....	37,941	Duluth city, MN.....	86,265
Carlisle borough, PA.....	18,682	Duncanville city, TX.....	38,524
Carlsbad city, CA.....	105,328	Durham city, NC	228,330
Cartersville city, GA.....	19,731	Eagle town, CO	6,508
Cary town, NC	135,234	East Baton Rouge Parish, LA.....	440,171
Casa Grande city, AZ.....	48,571	East Grand Forks city, MN	8,601
Casper city, WY	55,316	East Lansing city, MI	48,579
Castine town, ME.....	1,366	Eau Claire city, WI	65,883
Castle Pines North city, CO	10,360	Eden Prairie city, MN.....	60,797
Castle Rock town, CO.....	48,231	Edgerton city, KS	1,671
Centennial city, CO.....	100,377	Edina city, MN	47,941
Centralia city, IL	13,032	Edmond city, OK	81,405
Chambersburg borough, PA.....	20,268	Edmonds city, WA.....	39,709
Chandler city, AZ	236,123	El Cerrito city, CA.....	23,549
Chanhassen city, MN.....	22,952	El Dorado County, CA.....	181,058
Chapel Hill town, NC	57,233	El Paso city, TX.....	649,121
Charlotte city, NC.....	731,424	Elk Grove city, CA	153,015
Charlotte County, FL	159,978	Elk River city, MN.....	22,974
Charlottesville city, VA.....	43,475	Elko New Market city, MN.....	4,110
Chattanooga city, TN.....	167,674	Elmhurst city, IL.....	44,121
Chesterfield County, VA.....	316,236	Encinitas city, CA	59,518
Chippewa Falls city, WI	13,661	Englewood city, CO.....	30,255
Citrus Heights city, CA.....	83,301	Erie town, CO	18,135
Clackamas County, OR	375,992	Escambia County, FL.....	297,619
Clarendon Hills village, IL	8,427	Estes Park town, CO.....	5,858
Clayton city, MO	15,939	Fairview town, TX	7,248
Clearwater city, FL	107,685	Farmington Hills city, MI.....	79,740
Cleveland Heights city, OH	46,121	Fayetteville city, NC.....	200,564
Clive city, IA	15,447	Fishers town, IN	76,794
Clovis city, CA.....	95,631	Flagstaff city, AZ.....	65,870
College Park city, MD	30,413	Flower Mound town, TX.....	64,669
College Station city, TX	93,857	Forest Grove city, OR	21,083
Colleyville city, TX	22,807	Fort Collins city, CO.....	143,986
Collinsville city, IL	25,579	Fort Smith city, AR.....	86,209
Columbia city, MO.....	108,500	Fort Worth city, TX.....	741,206
Columbia city, SC.....	129,272	Fountain Hills town, AZ	22,489
Columbus city, WI.....	4,991	Franklin city, TN.....	62,487
Commerce City city, CO.....	45,913	Fredericksburg city, VA.....	24,286
Concord city, CA	122,067	Fremont city, CA	214,089
Concord town, MA.....	17,668	Friendswood city, TX.....	35,805
Cookeville city, TN	30,435	Fruita city, CO.....	12,646
Coon Rapids city, MN	61,476	Gahanna city, OH.....	33,248
Copperas Cove city, TX.....	32,032	Gaithersburg city, MD.....	59,933
Coronado city, CA	18,912	Galveston city, TX	47,743
Corvallis city, OR.....	54,462	Gardner city, KS.....	19,123
Creve Coeur city, MO	17,833	Geneva city, NY	13,261
Cross Roads town, TX	1,563	Georgetown city, TX.....	47,400
Crystal Lake city, IL.....	40,743	Germantown city, TN	38,844
Dade City city, FL.....	6,437	Gilbert town, AZ.....	208,453
Dakota County, MN.....	398,552	Gillette city, WY	29,087
Dallas city, OR	14,583	Glendora city, CA	50,073
Dallas city, TX.....	1,197,816	Globe city, AZ	7,532
Danville city, KY	16,218	Golden Valley city, MN.....	20,371
Dardenne Prairie city, MO	11,494	Goodyear city, AZ	65,275
Davenport city, IA.....	99,685	Grafton village, WI.....	11,459
Davidson town, NC.....	10,944	Grand Blanc city, MI.....	8,276
Decatur city, GA.....	19,335	Grand Island city, NE	48,520
Del Mar city, CA.....	4,161	Grass Valley city, CA	12,860
Delray Beach city, FL.....	60,522	Greeley city, CO	92,889
Denison city, TX.....	22,682	Green Valley CDP, AZ	21,391
Denton city, TX.....	113,383	Greenwood Village city, CO.....	13,925
Denver city, CO.....	600,158	Greer city, SC	25,515
Derby city, KS.....	22,158	Guilford County, NC	488,406
Des Peres city, MO.....	8,373	Gunnison County, CO	15,324
Destin city, FL.....	12,305	Gurnee village, IL.....	31,295

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Hailey city, ID	7,960	League City city, TX	83,560
Haines Borough, AK	2,508	Lee's Summit city, MO	91,364
Hallandale Beach city, FL	37,113	Lehi city, UT	47,407
Hamilton city, OH	62,477	Lenexa city, KS	48,190
Hanover County, VA	99,863	Lewis County, NY	27,087
Harrisonburg city, VA	48,914	Lincoln city, NE	258,379
Harrisonville city, MO	10,019	Lindsborg city, KS	3,458
Hayward city, CA	144,186	Littleton city, CO	41,737
Henderson city, NV	257,729	Livermore city, CA	80,968
Herndon town, VA	23,292	Lombard village, IL	43,165
High Point city, NC	104,371	Lone Tree city, CO	10,218
Highland Park city, IL	29,763	Longmont city, CO	86,270
Highlands Ranch CDP, CO	96,713	Longview city, TX	80,455
Hillsborough town, NC	6,087	Los Alamos County, NM	17,950
Holland city, MI	33,051	Louisville city, CO	18,376
Honolulu County, HI	953,207	Lynchburg city, VA	75,568
Hooksett town, NH	13,451	Lynnwood city, WA	35,836
Hopkins city, MN	17,591	Madison city, WI	233,209
Hopkinton town, MA	14,925	Mankato city, MN	39,309
Hoquiam city, WA	8,726	Maple Grove city, MN	61,567
Hudson city, OH	22,262	Maple Valley city, WA	22,684
Hudson town, CO	2,356	Maricopa County, AZ	3,817,117
Hudsonville city, MI	7,116	Maryland Heights city, MO	27,472
Huntersville town, NC	46,773	Matthews town, NC	27,198
Hurst city, TX	37,337	McAllen city, TX	129,877
Hutchinson city, MN	14,178	McDonough city, GA	22,084
Hutto city, TX	14,698	McKinney city, TX	131,117
Hyattsville city, MD	17,557	McMinnville city, OR	32,187
Independence city, MO	116,830	Medford city, OR	74,907
Indian Trail town, NC	33,518	Menlo Park city, CA	32,026
Indianola city, IA	14,782	Mercer Island city, WA	22,699
Iowa City city, IA	67,862	Meridian charter township, MI	39,688
Issaquah city, WA	30,434	Meridian city, ID	75,092
Jackson County, MI	160,248	Merriam city, KS	11,003
James City County, VA	67,009	Mesa County, CO	146,723
Jefferson City city, MO	43,079	Miami Beach city, FL	87,779
Jefferson County, CO	534,543	Miami city, FL	399,457
Jefferson County, NY	116,229	Midland city, MI	41,863
Jerome city, ID	10,890	Milford city, DE	9,559
Johnson City city, TN	63,152	Milton city, GA	32,661
Johnston city, IA	17,278	Minneapolis city, MN	382,578
Jupiter town, FL	55,156	Mission Viejo city, CA	93,305
Kalamazoo city, MI	74,262	Modesto city, CA	201,165
Kansas City city, KS	145,786	Monterey city, CA	27,810
Kansas City city, MO	459,787	Montgomery County, VA	94,392
Keizer city, OR	36,478	Monument town, CO	5,530
Kenmore city, WA	20,460	Mooresville town, NC	32,711
Kennedale city, TX	6,763	Morristown city, TN	29,137
Kennett Square borough, PA	6,072	Morrisville town, NC	18,576
Kettering city, OH	56,163	Moscow city, ID	23,800
Key West city, FL	24,649	Mountain Village town, CO	1,320
King County, WA	1,931,249	Mountlake Terrace city, WA	19,909
Kirkland city, WA	48,787	Muscataine city, IA	22,886
La Mesa city, CA	57,065	Naperville city, IL	141,853
La Plata town, MD	8,753	Needham CDP, MA	28,886
La Porte city, TX	33,800	New Braunfels city, TX	57,740
La Vista city, NE	15,758	New Brighton city, MN	21,456
Lafayette city, CO	24,453	New Hanover County, NC	202,667
Laguna Beach city, CA	22,723	New Orleans city, LA	343,829
Laguna Hills city, CA	30,344	New Smyrna Beach city, FL	22,464
Laguna Niguel city, CA	62,979	Newberg city, OR	22,068
Lake Oswego city, OR	36,619	Newport Beach city, CA	85,186
Lake Zurich village, IL	19,631	Newport News city, VA	180,719
Lakeville city, MN	55,954	Newton city, IA	15,254
Lakewood city, CO	142,980	Noblesville city, IN	51,969
Lane County, OR	351,715	Nogales city, AZ	20,837
Larimer County, CO	299,630	Norfolk city, VA	242,803
Las Cruces city, NM	97,618	Northglenn city, CO	35,789
Las Vegas city, NV	583,756	Novato city, CA	51,904
Lawrence city, KS	87,643	Novi city, MI	55,224

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O'Fallon city, IL.....	28,281	Rolla city, MO	19,559
O'Fallon city, MO.....	79,329	Roselle village, IL.....	22,763
Oak Park village, IL.....	51,878	Roswell city, GA.....	88,346
Oakland Park city, FL	41,363	Round Rock city, TX.....	99,887
Oakley city, CA	35,432	Royal Oak city, MI.....	57,236
Ogdensburg city, NY	11,128	Saco city, ME.....	18,482
Oklahoma City city, OK.....	579,999	Sahuarita town, AZ	25,259
Olathe city, KS.....	125,872	Sammamish city, WA	45,780
Old Town city, ME.....	7,840	San Anselmo town, CA	12,336
Olmsted County, MN	144,248	San Antonio city, TX.....	1,327,407
Orland Park village, IL.....	56,767	San Carlos city, CA.....	28,406
Oshkosh city, WI.....	66,083	San Diego city, CA.....	1,307,402
Otsego County, MI.....	24,164	San Francisco city, CA	805,235
Overland Park city, KS.....	173,372	San Jose city, CA	945,942
Oviedo city, FL.....	33,342	San Juan County, NM.....	130,044
Paducah city, KY.....	25,024	San Marcos city, CA	83,781
Palm Coast city, FL.....	75,180	San Marcos city, TX.....	44,894
Palo Alto city, CA	64,403	San Rafael city, CA.....	57,713
Papillion city, NE.....	18,894	Sandy Springs city, GA	93,853
Park City city, UT	7,558	Sanford city, FL.....	53,570
Parker town, CO	45,297	Sangamon County, IL.....	197,465
Parkland city, FL	23,962	Santa Clarita city, CA.....	176,320
Pasadena city, CA	137,122	Santa Fe County, NM	144,170
Pasco city, WA.....	59,781	Santa Monica city, CA.....	89,736
Pasco County, FL	464,697	Sarasota County, FL	379,448
Pearland city, TX.....	91,252	Savage city, MN.....	26,911
Peoria city, AZ	154,065	Scarborough CDP, ME	4,403
Peoria city, IL	115,007	Schaumburg village, IL.....	74,227
Peoria County, IL	186,494	Scott County, MN.....	129,928
Petoskey city, MI	5,670	Scottsdale city, AZ	217,385
Pflugerville city, TX	46,936	Seaside city, CA	33,025
Phoenix city, AZ.....	1,445,632	SeaTac city, WA.....	26,909
Pinal County, AZ	375,770	Sevierville city, TN	14,807
Pinehurst village, NC.....	13,124	Shawnee city, KS	62,209
Piqua city, OH.....	20,522	Sheboygan city, WI.....	49,288
Pitkin County, CO.....	17,148	Shoreview city, MN	25,043
Platte City city, MO.....	4,691	Shorewood city, MN.....	7,307
Plymouth city, MN.....	70,576	Shorewood village, IL.....	15,615
Pocatello city, ID.....	54,255	Shorewood village, WI	13,162
Polk County, IA.....	430,640	Sioux Center city, IA	7,048
Port Huron city, MI.....	30,184	Sioux Falls city, SD.....	153,888
Port Orange city, FL	56,048	Skokie village, IL.....	64,784
Portland city, OR.....	583,776	Snellville city, GA	18,242
Post Falls city, ID	27,574	Snowmass Village town, CO.....	2,826
Prince William County, VA.....	402,002	South Kingstown town, RI.....	30,639
Prior Lake city, MN.....	22,796	South Lake Tahoe city, CA.....	21,403
Provo city, UT.....	112,488	South Portland city, ME	25,002
Pueblo city, CO	106,595	Southborough town, MA.....	9,767
Purcellville town, VA.....	7,727	Southlake city, TX.....	26,575
Queen Creek town, AZ	26,361	Sparks city, NV	90,264
Radnor township, PA.....	31,531	Spokane Valley city, WA	89,755
Ramsey city, MN.....	23,668	Spring Hill city, KS.....	5,437
Rapid City city, SD	67,956	Springboro city, OH.....	17,409
Raymore city, MO	19,206	Springfield city, MO.....	159,498
Redmond city, WA	54,144	Springfield city, OR	59,403
Rehoboth Beach city, DE	1,327	Springville city, UT	29,466
Reno city, NV.....	225,221	St. Charles city, IL.....	32,974
Reston CDP, VA	58,404	St. Cloud city, FL.....	35,183
Richmond city, CA.....	103,701	St. Cloud city, MN	65,842
Richmond Heights city, MO.....	8,603	St. Joseph city, MO	76,780
Rifle city, CO.....	9,172	St. Louis County, MN.....	200,226
River Falls city, WI	15,000	St. Louis Park city, MN	45,250
Riverdale city, UT.....	8,426	Stallings town, NC.....	13,831
Riverside city, CA	303,871	State College borough, PA	42,034
Riverside city, MO.....	2,937	Steamboat Springs city, CO	12,088
Rochester Hills city, MI.....	70,995	Sterling Heights city, MI	129,699
Rock Hill city, SC.....	66,154	Sugar Grove village, IL	8,997
Rockford city, IL	152,871	Sugar Land city, TX.....	78,817
Rockville city, MD.....	61,209	Summit city, NJ.....	21,457
Rogers city, MN	8,597	Summit County, UT.....	36,324

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Sunnyvale city, CA	140,081	Wauwatosa city, WI	46,396
Surprise city, AZ.....	117,517	Waverly city, IA	9,874
Suwanee city, GA.....	15,355	Weddington town, NC	9,459
Tacoma city, WA.....	198,397	Wentzville city, MO.....	29,070
Takoma Park city, MD	16,715	West Carrollton city, OH	13,143
Tamarac city, FL	60,427	West Chester borough, PA.....	18,461
Temecula city, CA	100,097	West Des Moines city, IA.....	56,609
Tempe city, AZ	161,719	West Richland city, WA.....	11,811
Temple city, TX.....	66,102	Westerville city, OH.....	36,120
The Woodlands CDP, TX.....	93,847	Westlake town, TX	992
Thornton city, CO.....	118,772	Westminster city, CO.....	106,114
Thousand Oaks city, CA.....	126,683	Weston town, MA.....	11,261
Tigard city, OR.....	48,035	Wheat Ridge city, CO	30,166
Tracy city, CA	82,922	White House city, TN	10,255
Tualatin city, OR	26,054	Wichita city, KS.....	382,368
Tulsa city, OK	391,906	Williamsburg city, VA.....	14,068
Twin Falls city, ID	44,125	Wilmington city, NC.....	106,476
Tyler city, TX	96,900	Wilsonville city, OR.....	19,509
Umatilla city, OR	6,906	Winchester city, VA	26,203
Upper Arlington city, OH.....	33,771	Windsor town, CO	18,644
Urbandale city, IA	39,463	Windsor town, CT	29,044
Vail town, CO.....	5,305	Winnetka village, IL	12,187
Vancouver city, WA.....	161,791	Winston-Salem city, NC	229,617
Vestavia Hills city, AL	34,033	Winter Garden city, FL.....	34,568
Victoria city, MN.....	7,345	Woodbury city, MN.....	61,961
Virginia Beach city, VA.....	437,994	Woodland city, CA.....	55,468
Wake Forest town, NC.....	30,117	Woodland city, WA.....	5,509
Walnut Creek city, CA.....	64,173	Wrentham town, MA	10,955
Washington County, MN.....	238,136	Yakima city, WA.....	91,067
Washoe County, NV	421,407	York County, VA.....	65,464
Watauga city, TX	23,497	Yorktown town, IN	9,405

Select University Communities and Peer Localities Benchmark Comparisons

Table 81: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Albemarle County	94%	11	73	Similar
Overall image or reputation of Albemarle County	89%	16	58	Similar
Albemarle County as a place to live	95%	17	64	Similar
Your neighborhood as a place to live	87%	7	52	Similar
Albemarle County as a place to raise children	94%	9	63	Higher
Albemarle County as a place to retire	81%	6	59	Higher
Overall appearance of Albemarle County	87%	15	60	Similar

Table 82: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Albemarle County	89%	21	45	Similar
	In your neighborhood during the day	91%	24	64	Similar
Mobility	Overall ease of getting to the places you usually have to visit	61%	28	33	Similar
	Availability of paths and walking trails	60%	25	49	Similar
	Ease of walking in Albemarle County	45%	48	52	Lower
	Ease of travel by bicycle in Albemarle County	27%	49	53	Lower
	Ease of travel by public transportation in Albemarle County	25%	27	31	Lower
	Ease of travel by car in Albemarle County	55%	38	53	Similar
	Ease of public parking	38%	15	27	Similar
	Traffic flow on major streets	36%	50	61	Similar
Natural Environment	Quality of overall natural environment in Albemarle County	92%	9	51	Higher
	Cleanliness of Albemarle County	83%	19	48	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Air quality	84%	18	48	Similar
Built Environment	Overall "built environment" of Albemarle County (including overall design, buildings, parks and transportation systems)	61%	18	31	Similar
	Overall quality of new development in Albemarle County	55%	32	52	Similar
	Availability of affordable quality housing	28%	45	53	Similar
	Variety of housing options	49%	36	50	Similar
	Public places where people want to spend time	74%	12	29	Similar
	Overall economic health of Albemarle County	78%	8	31	Similar
Economy	Overall quality of business and service establishments in Albemarle County	74%	24	49	Similar
	Cost of living in Albemarle County	23%	27	30	Lower
	Shopping opportunities	68%	20	50	Similar
	Employment opportunities	46%	12	55	Similar
	Albemarle County as a place to visit	87%	8	33	Higher
	Albemarle County as a place to work	73%	16	57	Similar
Recreation and Wellness	Health and wellness opportunities in Albemarle County	89%	2	32	Higher
	Availability of affordable quality mental health care	55%	9	26	Similar
	Availability of preventive health services	81%	4	40	Similar
	Availability of affordable quality health care	77%	5	43	Similar
	Availability of affordable quality food	73%	19	38	Similar
	Recreational opportunities	72%	25	51	Similar
Education and Enrichment	Fitness opportunities (including exercise classes and paths or trails, etc.)	74%	14	30	Similar
	Overall opportunities for education and enrichment	90%	9	31	Higher
	Opportunities to participate in religious or spiritual events and activities	84%	15	36	Similar
	Opportunities to attend cultural/arts/music activities	82%	8	56	Higher
	Adult educational opportunities	79%	10	27	Similar
	K-12 public education	85%	12	50	Similar
Community Engagement	Availability of affordable quality child care/preschool	49%	23	43	Similar
	Opportunities to participate in social events and activities	73%	16	49	Similar
	Neighborliness of Albemarle County	61%	15	30	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	58%	28	49	Similar
	Opportunities to participate in community matters	78%	9	48	Similar
	Opportunities to volunteer	84%	11	47	Similar

Table 83: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by Albemarle County	81%	31	73	Similar
Overall customer service by Albemarle County employees (police, receptionists, planners, etc.)	69%	41	52	Similar
Value of services for the taxes paid to Albemarle County	48%	41	64	Similar
Overall direction that Albemarle County is taking	50%	40	54	Similar
Job Albemarle County government does at welcoming citizen involvement	49%	28	55	Similar
Overall confidence in Albemarle County government	44%	19	33	Similar
Generally acting in the best interest of the community	50%	19	31	Similar
Being honest	48%	22	30	Similar
Treating all residents fairly	46%	19	31	Similar

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	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the Federal Government	42%	12	45	Similar

Table 84: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police services	82%	41	69	Similar
	Fire services	94%	38	59	Similar
	Ambulance or emergency medical services	90%	33	55	Similar
	Crime prevention	72%	23	57	Similar
	Fire prevention and education	80%	27	51	Similar
	Animal control	65%	26	51	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	63%	36	52	Similar
Mobility	Traffic enforcement	61%	47	60	Similar
	Street lighting	50%	44	53	Similar
	Bus or transit services	48%	40	44	Lower
Natural Environment	Garbage collection	77%	59	65	Similar
	Recycling	69%	52	63	Similar
	Drinking water	77%	29	60	Similar
	Preservation of natural areas such as open space, farmlands and greenbelts	70%	13	44	Similar
	Albemarle County open space	70%	8	26	Similar
Built Environment	Storm drainage	65%	28	57	Similar
	Sewer services	83%	22	51	Similar
	Utility billing	61%	19	27	Similar
	Land use, planning and zoning	46%	25	48	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	47%	30	56	Similar
Economy	Economic development	55%	19	50	Similar
Recreation and Wellness	County parks	84%	30	55	Similar
	Recreation programs or classes	82%	21	54	Similar
	Recreation centers or facilities	79%	23	50	Similar
	Health services	85%	8	38	Similar
Education and Enrichment	County-sponsored special events	62%	21	31	Similar
	Public library services	88%	28	61	Similar
Community Engagement	Public information services	67%	30	45	Similar

Table 85: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	65%	26	53	Similar
Recommend living in Albemarle County to someone who asks	95%	8	50	Higher
Remain in Albemarle County for the next five years	85%	14	49	Similar
Contacted Albemarle County (in-person, phone, email or web) for help or information	38%	40	51	Similar

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Table 86: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	35%	18	26	Similar
	Did NOT report a crime to the police	84%	7	28	Similar
	Household member was NOT a victim of a crime	92%	7	47	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	15%	17	24	Lower
	Carpooled with other adults or children instead of driving alone	44%	19	28	Similar
	Walked or biked instead of driving	39%	26	29	Much lower
Natural Environment	Made efforts to conserve water	82%	14	27	Similar
	Made efforts to make your home more energy efficient	69%	23	27	Similar
	Recycle at home	72%	40	47	Lower
Built Environment	Did NOT observe a code violation or other hazard in Albemarle County	65%	5	27	Higher
	NOT experiencing housing costs stress	70%	12	48	Similar
Economy	Purchase goods or services from a business located in Albemarle County	97%	14	29	Similar
	Economy will have positive impact on income	27%	16	47	Similar
	Work inside boundaries of Albemarle County	64%	9	29	Higher
Recreation and Wellness	Used Albemarle County recreation centers or their services	55%	31	42	Similar
	Visited a neighborhood park or County park	80%	37	48	Similar
	Eat at least 5 portions of fruits and vegetables a day	90%	1	29	Similar
	Participate in moderate or vigorous physical activity	88%	7	29	Similar
	In very good to excellent health	73%	5	29	Similar
Education and Enrichment	Used Albemarle County public libraries or their services	67%	26	44	Similar
	Participated in religious or spiritual activities in Albemarle County	59%	12	38	Similar
	Attended County-sponsored event	49%	20	29	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	24%	11	26	Similar
	Contacted Albemarle County elected officials (in-person, phone, email or web) to express your opinion	18%	12	27	Similar
	Volunteered your time to some group/activity in Albemarle County	54%	12	46	Similar
	Participated in a club	38%	11	43	Similar
	Talked to or visited with your immediate neighbors	93%	5	29	Similar
	Done a favor for a neighbor	84%	7	27	Similar
	Attended a local public meeting	24%	17	47	Similar
	Read or watch local news (via television, paper, computer, etc.)	79%	24	29	Similar
	Vote in local elections	85%	9	46	Similar

The National Citizen Survey™

Communities included in Select University Communities and Peer Localities comparisons

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

Albemarle County, VA.....	98,970	Herndon town, VA.....	23,292
Ames city, IA.....	58,965	High Point city, NC.....	104,371
Ann Arbor city, MI.....	113,934	Iowa City city, IA.....	67,862
Annapolis city, MD.....	38,394	James City County, VA.....	67,009
Arlington County, VA.....	207,627	Johnson City city, TN.....	63,152
Asheville city, NC.....	83,393	Kalamazoo city, MI.....	74,262
Ashland city, OR.....	20,078	La Mesa city, CA.....	57,065
Ashland town, VA.....	7,225	Las Cruces city, NM.....	97,618
Auburn city, AL.....	53,380	Lawrence city, KS.....	87,643
Bedford city, TX.....	46,979	Livermore city, CA.....	80,968
Bellingham city, WA.....	80,885	Lynchburg city, VA.....	75,568
Billings city, MT.....	104,170	Lynnwood city, WA.....	35,836
Boulder city, CO.....	97,385	Mankato city, MN.....	39,309
Bowling Green city, KY.....	58,067	Miami Beach city, FL.....	87,779
Bristol city, TN.....	26,702	Monterey city, CA.....	27,810
Brookline CDP, MA.....	58,732	Montgomery County, VA.....	94,392
Bryan city, TX.....	76,201	Moscow city, ID.....	23,800
Cambridge city, MA.....	105,162	Newport News city, VA.....	180,719
Casper city, WY.....	55,316	Norfolk city, VA.....	242,803
Castle Rock town, CO.....	48,231	Oak Park village, IL.....	51,878
Charlottesville city, VA.....	43,475	Pasadena city, CA.....	137,122
Chesterfield County, VA.....	316,236	Peoria city, IL.....	115,007
Clearwater city, FL.....	107,685	Pocatello city, ID.....	54,255
College Park city, MD.....	30,413	Prince William County, VA.....	402,002
Columbia city, MO.....	108,500	Purcellville town, VA.....	7,727
Columbia city, SC.....	129,272	Reston CDP, VA.....	58,404
Concord city, CA.....	122,067	Rochester Hills city, MI.....	70,995
Corvallis city, OR.....	54,462	Rock Hill city, SC.....	66,154
Davenport city, IA.....	99,685	Rockville city, MD.....	61,209
Denton city, TX.....	113,383	Royal Oak city, MI.....	57,236
Dothan city, AL.....	65,496	San Marcos city, TX.....	44,894
Dover city, NH.....	29,987	San Rafael city, CA.....	57,713
Duluth city, MN.....	86,265	Santa Monica city, CA.....	89,736
East Lansing city, MI.....	48,579	Skokie village, IL.....	64,784
Eau Claire city, WI.....	65,883	State College borough, PA.....	42,034
Edmond city, OK.....	81,405	Temple city, TX.....	66,102
Elmhurst city, IL.....	44,121	Twin Falls city, ID.....	44,125
Farmington Hills city, MI.....	79,740	Urbandale city, IA.....	39,463
Flagstaff city, AZ.....	65,870	Virginia Beach city, VA.....	437,994
Fort Smith city, AR.....	86,209	Wake Forest town, NC.....	30,117
Franklin city, TN.....	62,487	Walnut Creek city, CA.....	64,173
Fredericksburg city, VA.....	24,286	Westerville city, OH.....	36,120
Galveston city, TX.....	47,743	Williamsburg city, VA.....	14,068
Greeley city, CO.....	92,889	Wilmington city, NC.....	106,476
Hanover County, VA.....	99,863	Winchester city, VA.....	26,203
Harrisonburg city, VA.....	48,914	York County, VA.....	65,464

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 of the Albemarle County office at lw Wyatt@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."

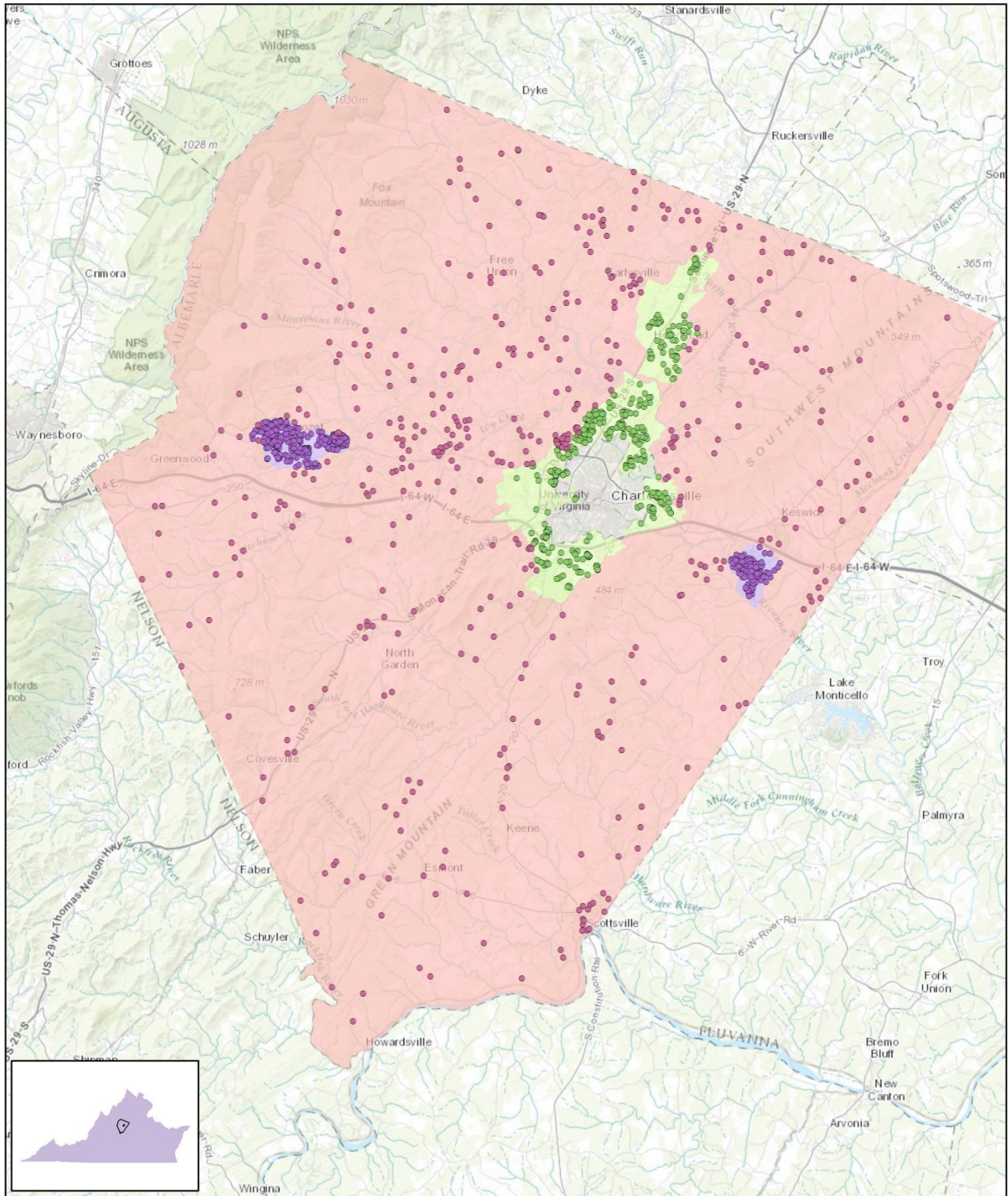
Survey Sampling

"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 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 of the three designated geographic subareas (urban ring, other developed areas or rural areas).

To choose the 1,400 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 over sampled 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 sampled 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.

Figure 1: Location of Survey Recipients



Survey Recipients in Albemarle County, VA

- In Area 1 ■ Area 1: Urban Ring
- In Area 2 ■ Area 2: Other Developed Areas
- In Area 3 ■ Area 3: Rural Areas

0 10 20 Miles



Survey Administration and Response

Selected households received three mailings, one week apart, beginning on April 27, 2015. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the 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. Completed surveys were collected over the following six weeks.

About 4% of the 1,400 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 1,351 households that received the survey, 375 completed the survey, providing an overall response rate of 28%. Of the 375 completed surveys, 23 were completed online. Additionally, responses were tracked by area; response rates by area ranged from 23% to 32%.

Table 87: Survey Response Rates by Area

	Number mailed	Undeliverable	Eligible	Returned	Response rate
Urban ring	467	21	446	104	23%
Other developed areas	466	7	459	146	32%
Rural areas	467	21	446	125	28%
Overall	1,400	49	1,351	375	28%

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.¹

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 the entire sample (375 completed surveys).

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

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.

Survey Data Weighting

The demographic characteristics of the survey sample 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 sample 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), ethnicity, race, sex and age. The results of the weighting scheme are presented in the following table.

¹ 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.

Table 88: Albemarle County, VA 2015 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	34%	17%	33%
Own home	66%	83%	67%
Detached unit	68%	74%	68%
Attached unit	32%	26%	32%
Race and Ethnicity			
White	83%	91%	82%
Not white	17%	9%	18%
Not Hispanic	95%	98%	97%
Hispanic	5%	2%	3%
Sex and Age			
Female	53%	55%	53%
Male	47%	45%	47%
18-34 years of age	27%	11%	26%
35-54 years of age	37%	25%	35%
55+ years of age	36%	64%	39%
Females 18-34	14%	5%	13%
Females 35-54	19%	15%	19%
Females 55+	20%	35%	22%
Males 18-34	13%	5%	13%
Males 35-54	17%	10%	17%
Males 55+	16%	29%	17%

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.

Appendix D: Survey Materials