THE NCS™

The National Citizen Survey™

Albemarle County, VA

Dashboard Summary of Findings

2015

NRC
National Research Center Inc

2955 Valmont Road Suite 300
Boulder, Colorado 80301
n-r-c.com • 303-444-7863

ICMA
Leaders at the Core of Better Communities

777 North Capitol Street NE Suite 500
Washington, DC 20002
icma.org • 800-745-8780

Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. The NCS captures residents' opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report summarizes Albemarle County's performance in the eight facets of community livability with the "General" rating as a summary of results from the overarching questions not shown within any of the eight facets. The "Overall" represents the community pillar in its entirety (the eight facets and general).

By summarizing resident ratings across the eight facets and three pillars of a livable community, a picture of Albemarle County's community livability emerges. Below, the color of each community facet summarizes how residents rated each of the pillars that support it – Community Characteristics, Governance and Participation. When most ratings were higher than the benchmark, the color is the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

Aspects of Education and Enrichment within the pillar of Community Characteristics saw exceptionally high ratings, as did Built Environment within the pillar of Participation. Mobility ratings within the pillars of Community Characteristics and Participation were lower than in other communities. The majority of ratings across all facets and pillars were strong and similar to other communities across the nation. This information can be helpful in identifying the areas that merit more attention.

Figure 1: Dashboard Summary

	Community Characteristics			Governance			Participation		
	Higher	Similar	Lower	Higher	Similar	Lower	Higher	Similar	Lower
Overall	11	32	7	1	37	0	4	28	3
General	3	4	0	0	3	0	0	3	0
Safety	0	2	0	0	7	0	0	3	0
Mobility	0	3	5	0	3	0	0	1	2
Natural Environment	1	2	0	0	5	0	0	2	1
Built Environment	0	4	1	0	5	0	1	1	0
Economy	1	5	1	0	1	0	1	2	0
Recreation and Wellness	3	4	0	1	3	0	0	5	0
Education and Enrichment	3	3	0	0	2	0	1	2	0
Community Engagement	0	5	0	0	8	0	1	9	0

Legend	
	Higher
	Similar
	Lower

Figure 2: Detailed Dashboard

	Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
General	Overall appearance	↔	↔	87%	Customer service	↓	↔	69%	Recommend Albemarle County	↔	↔	95%
	Overall quality of life	↔	↔	94%	Services provided by Albemarle County	↔	↔	81%	Remain in Albemarle County	↔	↔	85%
	Place to retire	↔	↑	81%	Services provided by the Federal Government	↔	↔	42%	Contacted Albemarle County employees	↓	↔	38%
	Place to raise children	↔	↑	94%								
	Place to live	↔	↔	95%								
	Neighborhood	↔	↔	87%								
	Overall image	↔	↑	89%								
Safety	Overall feeling of safety	*	↔	89%	Police	↓	↔	82%	Was NOT the victim of a crime	↔	↔	92%
	Safe in neighborhood	↔	↔	91%	Crime prevention	↔	↔	72%	Did NOT report a crime	*	↔	84%
					Fire	↔	↔	94%	Stocked supplies for an emergency	*	↔	35%
					Fire prevention	↔	↔	80%				
					Ambulance/EMS	↔	↔	90%				
					Emergency preparedness	↔	↔	63%				
					Animal control	↔	↔	65%				
Mobility	Traffic flow	↔	↔	36%	Traffic enforcement	↔	↔	61%	Carpooled instead of driving alone	*	↔	44%
	Travel by car	↔	↔	55%	Street lighting	*	↔	50%	Walked or biked instead of driving	*	↓	39%
	Travel by bicycle	↓	↓	27%	Bus or transit services	↔	↔	48%	Used public transportation instead of driving	*	↓	15%
	Ease of walking	↔	↓	45%								
	Travel by public transportation	↔	↓	25%								
	Overall ease travel	*	↓	61%								
	Public parking	*	↓	38%								
	Paths and walking trails	↔	↔	60%								
Natural Environment	Overall natural environment	↔	↑	92%	Garbage collection	↔	↔	77%	Recycled at home	↔	↓	72%
	Air quality	↔	↔	84%	Recycling	↔	↔	69%	Conserved water	*	↔	82%
	Cleanliness	↔	↔	83%	Drinking water	↔	↔	77%	Made home more energy efficient	*	↔	69%
					Open space	↔	↔	70%				
					Natural areas preservation	↔	↔	70%				
Built Environment	New development in Albemarle County	↓	↔	55%	Sewer services	↔	↔	83%	NOT experiencing housing cost stress	↔	↔	70%
	Affordable quality housing	↓	↓	28%	Storm drainage	↔	↔	65%	Did NOT observe a code violation	*	↑	65%
	Housing options	↓	↔	49%	Utility billing	*	↔	61%				
	Overall built environment	*	↔	61%	Land use, planning and zoning	↔	↔	46%				
	Public places	*	↔	74%	Code enforcement	↔	↔	47%				

Legend

↑↑ Much higher ↑ Higher ↔ Similar ↓ Lower ↓↓ Much lower * Not available

	Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
Economy	Overall economic health	*	↔	78%	Economic development	↔	↔	55%	Economy will have positive impact on income	↔	↔	27%
	Shopping opportunities	↔	↔	68%					Purchased goods or services in Albemarle County	*	↔	97%
	Employment opportunities	↔	↔	46%					Work in Albemarle County	*	↑↑	64%
	Place to visit	*	↑	87%								
	Cost of living	*	↓	23%								
	Place to work	↔	↔	73%								
	Business and services	↔	↔	74%								
Recreation and Wellness	Fitness opportunities	*	↔	74%	County parks	↔	↔	84%	In very good to excellent health	*	↔	73%
	Recreational opportunities	↔	↔	72%	Recreation centers	↔	↔	79%	Used Albemarle County recreation centers	↔	↔	55%
	Health care	↑	↑	77%	Recreation programs	↔	↔	82%	Visited a County park	↔	↔	80%
	Food	↔	↔	73%	Health services	↔	↑	85%	Ate 5 portions of fruits and vegetables	*	↔	90%
	Mental health care	*	↔	55%					Participated in moderate or vigorous physical activity	*	↔	88%
	Health and wellness	*	↑	89%								
	Preventive health services	↑	↑	81%								
Education and Enrichment	K-12 education	↔	↔	85%	Public libraries	↔	↔	88%	Used Albemarle County public libraries	↔	↔	67%
	Cultural/arts/music activities	↔	↑	82%	Special events	*	↔	62%	Participated in religious or spiritual activities	↑	↑	59%
	Child care/preschool	↑	↔	49%					Attended a County-sponsored event	*	↔	49%
	Religious or spiritual events and activities	↔	↔	84%								
	Adult education	*	↑	79%								
	Overall education and enrichment	*	↑	90%								
Community Engagement	Opportunities to participate in community matters	↔	↔	78%	Public information	↓	↔	67%	Sense of community	↓	↔	65%
	Opportunities to volunteer	↔	↔	84%	Overall direction	↔	↔	50%	Voted in local elections	↔	↔	85%
	Openness and acceptance	↓	↔	58%	Value of services for taxes paid	↓	↔	48%	Talked to or visited with neighbors	*	↔	93%
	Social events and activities	↓	↔	73%	Welcoming citizen involvement	↔	↔	49%	Attended a local public meeting	↔	↔	24%
	Neighborliness	*	↔	61%	Confidence in County government	*	↔	44%	Volunteered	↓	↑	54%
					Acting in the best interest of Albemarle County	*	↔	50%	Participated in a club	↔	↔	38%
					Being honest	*	↔	48%	Campaigned for an issue, cause or candidate	*	↔	24%
					Treating all residents fairly	*	↔	46%	Contacted Albemarle County elected officials	*	↔	18%
									Read or watched local news	*	↔	79%
									Done a favor for a neighbor	*	↔	84%

Legend

↑↑ Much higher ↑ Higher ↔ Similar ↓ Lower ↓↓ Much lower * Not available