



THE NCSTM
The National Citizen SurveyTM

Charlottesville, VA

Comparisons by Demographic Subgroups

2018



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About

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. Communities conducting The NCS can choose from a number of optional services to customize the reporting of survey results. Charlottesville’s Comparisons by Demographic Subgroups is part of a larger project for the City and additional reports are available under separate cover. This report discusses differences in opinion of survey respondents by age, sex, race/ethnicity, housing tenure (rent or own) and housing unit type (attached or detached).

Understanding the Tables

For most of the questions, one number appears for each question. Responses have been summarized to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good,” or the percent of respondents who participated in an activity at least once. It should be noted that when a table that does include all responses (not a single number) for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

The subgroup comparison tables contain the crosstabulations of survey questions by selected respondent characteristics. Chi-square or ANOVA tests of significance were applied to these breakdowns of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent “real” differences among those populations. As subgroups vary in size and each group (and each comparison to another group) has a unique margin of error, statistical testing is used to determine whether differences between subgroups are statistically significant. Statistical testing was not performed on multiple response questions.

Each column in the following tables is labeled with a letter for each subgroup being compared. The “Overall” column, which shows the ratings for all respondents, also has a column designation of “(A)”, but no statistical tests were done for the overall rating.

For each pair of subgroups ratings within a row (a single question item) that has a statistically significant difference, an upper case letter denoting significance is shown in the cell with the larger column proportion. The letter denotes the subgroup with the smaller column proportion from which it is statistically different. Subgroups that have no upper case letter denotation in their column and that are also not referred to in any other column were not statistically different.

For example, in Table A below, respondents age 55 and over (C) gave significantly higher rating to the overall quality of life than those age 18 to 34 (A) and 35 to 54 (B), as denoted by the “A B” listed in the cell of the ratings for those 55+. This was also true of women (A) over men (B); people who were white alone, not Hispanic (A) over those who were Hispanic and/or other race (B); homeowners (B) over renters (A); and those living in detached housing (A) over those living in attached housing (B).

Figure 1: Community Characteristics – General (Example Only)

	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Percent rating positively (e.g., excellent/good)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)
The overall quality of life in ABC	76%	78% A	82% A B	79% B	77%	81% B	71%	73%	81% A	79% B	76%	78%
Overall image or reputation of ABC	69%	69%	73% A B	71% B	69%	72% B	64%	68%	71% A	69%	71% A	70%
ABC as a place to live	81%	84% A	87% A B	85% B	83%	86% B	78%	79%	86% A	85% B	82%	84%

Findings

Notable differences between demographic subgroups included the following:

- In Community Characteristics, residents who lived in detached housing gave higher ratings to Safety-related aspects than residents who lived in attached housing and also gave higher ratings to aspects of Community Engagement, including opportunities to participate in social events and activities and opportunities to volunteer. Residents living in detached housing also participated in various activities (such as recycling at home, conserving water or making their homes energy-efficient) at higher rates compared to those in attached housing units.
- Those who lived in attached housing gave more positive marks than their counterparts to aspects of Built Environment such as public places where people want to spend time, variety of housing options and overall quality of new development. Charlottesville residents who rented their homes or who lived in attached housing tended to give higher ratings to aspects of public trust than their counterparts (such as being honest, treating all residents fairly and acting in the best interest of the community). These residents were also more likely to have participated in aspects of Community Engagement.
- Respondents who were white alone, not Hispanic were more likely to give favorable marks to ease of walking in Charlottesville and paths and walking trails than residents who were Hispanic and/or another race. White residents were also more likely than others to positively rate aspects of Economy and Built Environment-related services such as sewer services, power utility and utility billing than those who were Hispanic and/or another race.
- Those who owned their homes or lived in detached housing were more likely than others to have recycled at home, conserved water or made efforts to make their homes energy-efficient.
- When evaluating City priorities and the progress Charlottesville is making toward each, as might be expected, priorities varied by demographic subgroups (see Table 29 and Table 30 for more information).

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Table 1: Community Characteristics - General

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall (A)
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
The overall quality of life in Charlottesville	81%	82%	80%	83%	79%	83%	78%	77%	86% A	83%	79%	81%
Overall image or reputation of Charlottesville	59%	56%	63%	58%	62%	60%	60%	59%	59%	62%	57%	59%
Charlottesville as a place to live	87%	86%	88%	91% B	83%	90%	83%	85%	90%	90%	84%	87%
Your neighborhood as a place to live	86%	83%	91%	88%	85%	89% B	82%	85%	90%	89%	84%	87%
Charlottesville as a place to raise children	80%	85%	86%	84%	82%	85%	80%	79%	87%	86%	80%	83%
Charlottesville as a place to retire	79%	73%	73%	75%	76%	75%	78%	77%	74%	76%	75%	75%
Overall appearance of Charlottesville	88%	87%	81%	84%	88%	87%	84%	85%	87%	85%	87%	86%

Table 2: Community Characteristics - Safety

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall (A)
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Overall feeling of safety in Charlottesville	73%	82%	76%	74%	79%	79%	71%	73%	81%	81% B	71%	76%
In your neighborhood during the day	95%	90%	95%	94%	94%	96% B	90%	93%	95%	97% B	91%	94%
In Charlottesville's downtown/commercial area during the day	94%	87%	87%	88%	93%	91%	89%	90%	90%	92%	88%	90%

Table 3: Community Characteristics - Mobility

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall (A)
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Overall ease of getting to the places you usually have to visit	60%	68%	70%	64%	65%	66%	63%	61%	68%	68%	60%	64%
Traffic flow on major streets	25%	29%	36%	26%	33%	29%	29%	27%	31%	30%	28%	29%
Ease of public parking	21%	25%	19%	24%	18%	22%	20%	19%	24%	22%	21%	21%
Ease of travel by car in Charlottesville	54%	54%	44%	54%	50%	52%	53%	50%	53%	51%	52%	51%

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Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall (A)
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Ease of travel by public transportation in Charlottesville	42% B	27%	43%	44%	33%	37%	42%	44% B	27%	33%	44%	39%
Ease of travel by bicycle in Charlottesville	35%	26%	29%	31%	33%	30%	36%	33%	29%	23%	42% A	33%
Ease of walking in Charlottesville	63%	55%	67%	60%	64%	65% B	53%	62%	60%	59%	65%	62%
Availability of paths and walking trails	67%	68%	65%	65%	70%	71% B	58%	66%	67%	65%	69%	67%

Table 4: Community Characteristics - Natural Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall (A)
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Quality of overall natural environment in Charlottesville	89% C	81%	78%	87%	81%	84%	86%	84%	85%	83%	86%	85%
Air quality	91%	87%	87%	87%	91%	90%	88%	89%	88%	89%	89%	89%
Cleanliness of Charlottesville	81%	79%	80%	80%	81%	80%	83%	80%	80%	82%	78%	81%

Table 5: Community Characteristics - Built Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall (A)
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Overall "built environment" of Charlottesville (including overall design, buildings, parks and transportation systems)	57%	60%	55%	53%	62%	58%	56%	58%	55%	54%	61%	57%
Public places where people want to spend time	77%	77%	70%	74%	77%	80% B	67%	75%	75%	71%	80% A	75%
Variety of housing options	36% C	28%	22%	27%	34%	30%	34%	33%	28%	26%	37% A	30%
Availability of affordable quality housing	18%	20%	18%	16%	20%	16%	23%	19%	17%	17%	20%	18%
Overall quality of new development in Charlottesville	58% B C	44%	43%	51%	50%	52%	47%	52%	48%	43%	59% A	51%

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Table 6: Community Characteristics - Economy

	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall (A)
	18-34 (A)	35-54 (B)	55+ (C)	Female (A)	Male (B)	White alone, not Hispanic (A)	Hispanic and/or other race (B)	Rent (A)	Own (B)	Detached (A)	Attached (B)	
Percent rating positively (e.g., excellent/good, very/somewhat safe)												
Overall economic health of Charlottesville	64%	69%	69%	63%	70%	71% B	59%	64%	70%	66%	67%	67%
Charlottesville as a place to work	65%	71%	73%	69%	67%	72%	62%	65%	73%	70%	66%	69%
Charlottesville as a place to visit	91%	90%	91%	92%	88%	91%	88%	89%	91%	91%	89%	90%
Employment opportunities	55%	59%	58%	57%	56%	62% B	46%	51%	63% A	56%	57%	56%
Shopping opportunities	69%	68%	69%	71%	65%	71% B	61%	68%	70%	71%	65%	69%
Cost of living in Charlottesville	19%	28%	21%	20%	24%	20%	26%	20%	24%	25%	19%	22%
Overall quality of business and service establishments in Charlottesville	82% C	81% C	64%	80%	74%	84% B	62%	74%	83% A	81%	73%	78%
Vibrant downtown/commercial area	79% C	82% C	66%	78%	75%	81% B	67%	75%	80%	80%	74%	77%

Table 7: Community Characteristics - Recreation and Wellness

	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall (A)
	18-34 (A)	35-54 (B)	55+ (C)	Female (A)	Male (B)	White alone, not Hispanic (A)	Hispanic and/or other race (B)	Rent (A)	Own (B)	Detached (A)	Attached (B)	
Percent rating positively (e.g., excellent/good, very/somewhat safe)												
Health and wellness opportunities in Charlottesville	85%	82%	84%	80%	87%	86%	80%	81%	87%	85%	82%	84%
Fitness opportunities (including exercise classes and paths or trails, etc.)	82%	86%	82%	84%	82%	84%	82%	81%	86%	88% B	78%	83%
Recreational opportunities	87%	85%	79% A	84%	85%	88% B	78%	84%	86%	89% B	80%	85%
Availability of affordable quality food	61%	63%	75% A	64%	64%	64%	65%	61%	70%	68%	60%	64%
Availability of affordable quality health care	60%	57%	69%	58%	64%	61%	61%	61%	61%	58%	64%	61%
Availability of preventive health services	66%	69%	72%	66%	70%	70%	65%	67%	69%	67%	69%	68%
Availability of affordable quality mental health care	42%	50%	44%	43%	46%	46%	43%	47%	38%	43%	44%	44%

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Table 8: Community Characteristics - Education and Enrichment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)
Overall opportunities for education and enrichment	79%	86%	84%	86% B	77%	82%	82%	77%	89% A	81%	83%	83%
Availability of affordable quality child care/preschool	28%	38%	49% A	39%	37%	35%	46%	35%	40%	35%	43%	38%
K-12 education	64%	82% A	71%	74%	72%	76%	69%	63%	80% A	75%	68%	73%
Adult educational opportunities	73%	83%	77%	80%	71%	80%	72%	71%	83% A	82% B	70%	77%
Opportunities to attend cultural/arts/music activities	85%	92% C	81%	86%	86%	91% B	75%	81%	93% A	90% B	81%	86%

Table 9: Community Characteristics - Community Engagement

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)
Opportunities to participate in social events and activities	79%	83%	74%	82% B	74%	83% B	70%	76%	83%	83% B	74%	79%
Opportunities to volunteer	81%	86%	87%	85%	83%	86%	80%	78%	91% A	90% B	77%	84%
Opportunities to participate in community matters	77%	79%	75%	80%	72%	80%	73%	76%	78%	80%	73%	77%
Openness and acceptance of the community toward people of diverse backgrounds	53%	59%	55%	51%	58%	53%	59%	56%	54%	58%	52%	55%
Neighborliness of residents in Charlottesville	63%	69%	65%	67%	63%	68%	59%	61%	69%	72% B	56%	64%

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Table 10: Governance - General

	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall (A)
	18-34 (A)	35-54 (B)	55+ (C)	Female (A)	Male (B)	White alone, not Hispanic (A)	Hispanic and/or other race (B)	Rent (A)	Own (B)	Detached (A)	Attached (B)	
Percent rating positively (e.g., excellent/good)												
The City of Charlottesville	71%	76%	78%	75%	75%	77%	70%	73%	75%	77%	71%	74%
The value of services for the taxes paid to Charlottesville	59%	57%	57%	59%	57%	58%	57%	58%	57%	63% B	50%	57%
The overall direction that Charlottesville is taking	61% B C	43%	44%	55%	49%	52%	54%	58% B	44%	49%	55%	52%
The job Charlottesville government does at welcoming citizen involvement	51%	51%	47%	54%	47%	50%	52%	53%	46%	44%	58% A	50%
Overall confidence in Charlottesville government	56% B C	39%	35%	51%	43%	45%	53%	54% B	37%	42%	52%	47%
Generally acting in the best interest of the community	53% C	45%	35%	47%	47%	48%	44%	53% B	38%	39%	55% A	46%
Being honest	50% C	45%	33%	44%	48%	46%	43%	51% B	38%	37%	54% A	45%
Treating all residents fairly	44% C	35%	30%	38%	40%	42% B	30%	44% B	32%	33%	45% A	39%
Overall customer service by Charlottesville employees (police, receptionists, planners, etc.)	72%	73%	74%	74%	74%	76%	69%	73%	72%	73%	73%	73%
The Federal Government	31%	40%	58% A B	37%	43%	39%	42%	39%	40%	45% B	33%	40%

Table 11: Governance - Safety

	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall (A)
	18-34 (A)	35-54 (B)	55+ (C)	Female (A)	Male (B)	White alone, not Hispanic (A)	Hispanic and/or other race (B)	Rent (A)	Own (B)	Detached (A)	Attached (B)	
Percent rating positively (e.g., excellent/good)												
Police/Sheriff services	62%	61%	80% A B	63%	70%	71% B	57%	67%	64%	63%	70%	66%
Fire services	85%	92%	98% A	89%	92%	92%	88%	87%	95% A	92%	89%	91%
Ambulance or emergency medical services	90%	98% A	97% A	95%	92%	95%	94%	93%	94%	92%	95%	94%
Crime prevention	61%	62%	68%	59%	69%	61%	69%	64%	61%	63%	63%	63%
Fire prevention and education	66%	90% A	92% A	74%	88% A	82%	79%	76%	84%	80%	79%	80%
Animal control	85% B C	70%	67%	77%	74%	76%	77%	82% B	68%	72%	81%	75%

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Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	56%	58%	61%	59%	57%	63% B	49%	58%	57%	57%	57%	57%

Table 12: Governance - Mobility

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)
Traffic enforcement	55%	57%	57%	54%	60%	59%	51%	57%	54%	52%	60%	56%
Street repair	47%	57%	46%	50%	51%	51%	48%	50%	49%	48%	50%	49%
Street cleaning	69% C	68%	54%	66%	65%	65%	66%	67%	62%	63%	67%	65%
Street lighting	43%	52%	60% A	50%	48%	50%	48%	47%	50%	50%	47%	48%
Snow removal	56%	72% A	65%	60%	66%	63%	65%	61%	64%	62%	62%	62%
Sidewalk maintenance	49%	47%	51%	48%	52%	47%	55%	51%	46%	42%	57% A	49%
Traffic signal timing	48%	43%	47%	50%	43%	46%	50%	50%	40%	40%	53% A	46%
Bus or transit services	53%	50%	65%	61% B	47%	55%	55%	59%	48%	50%	59%	55%

Table 13: Governance - Natural Environment

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)
Garbage collection	79%	81%	86%	82%	81%	85% B	74%	79%	84%	80%	83%	81%
Recycling	66%	75%	85% A	70%	77%	75%	67%	67%	80% A	80% B	62%	72%
Yard waste pick-up	57%	82% A	77% A	69%	75%	72%	71%	64%	77% A	75%	65%	72%

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Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall (A)
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Drinking water	62%	79% A	81% A	66%	78% A	75% B	62%	68%	75%	75%	66%	71%
Preservation of natural areas such as open space, farmlands and greenbelts	50%	56%	51%	53%	50%	52%	52%	53%	49%	50%	54%	52%

Table 14: Governance - Built Environment

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall (A)
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Storm drainage	45%	58%	59% A	51%	52%	50%	56%	50%	53%	48%	55%	51%
Sewer services	77%	81%	81%	74%	86% A	86% B	66%	78%	80%	79%	80%	80%
Power (gas) utility	78%	89% A	82%	77%	89% A	87% B	73%	78%	86%	85%	78%	82%
Utility billing	71%	86% A	82% A	77%	78%	81% B	71%	71%	86% A	86% B	66%	78%
Land use, planning and zoning	36%	37%	36%	38%	35%	35%	39%	40%	31%	31%	45% A	36%
Code enforcement (weeds, abandoned buildings, etc.)	34%	43%	40%	38%	40%	39%	38%	40%	36%	38%	38%	38%
Cable television	42%	47%	56%	52%	44%	48%	49%	50%	45%	46%	50%	48%

Table 15: Governance - Economy

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall (A)
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Economic development	46%	46%	54%	50%	46%	51%	43%	45%	50%	46%	50%	48%

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Table 16: Governance - Recreation and Wellness

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall (A)
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
City parks	80%	88%	82%	84%	81%	89% B	69%	79%	87%	87% B	78%	83%
Recreation programs or classes	76%	86%	84%	82%	80%	85%	75%	79%	83%	87% B	73%	81%
Recreation centers or facilities	79%	85%	85%	83%	83%	84%	80%	81%	83%	85%	79%	82%
Health services	66%	74%	77%	71%	72%	75%	64%	66%	77% A	74%	69%	71%

Table 17: Governance - Education and Enrichment

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall (A)
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Public library services	91%	92%	91%	91%	91%	96% B	83%	91%	92%	94% B	87%	92%
City-sponsored special events	74%	76%	71%	78%	68%	77%	68%	76%	71%	77%	69%	74%

Table 18: Governance - Community Engagement

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall (A)
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Public information services	72%	67%	78%	74%	73%	74%	72%	72%	72%	74%	71%	72%

Table 19: Participation General

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall (A)
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Sense of community	62%	70% C	56%	69% B	55%	63%	64%	64%	61%	62%	64%	63%
Recommend living in Charlottesville to someone who asks	84%	83%	86%	86%	82%	87%	79%	83%	86%	88%	81%	84%

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Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall (A)
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Remain in Charlottesville for the next five years	53%	82% A	95% A B	68%	73%	73%	64%	57%	88% A	84% B	54%	69%
Contacted the City of Charlottesville (in-person, phone, email or web) for help or information	37%	60% A	55% A	49%	45%	50%	40%	39%	59% A	57% B	35%	47%

Table 20: Participation - Safety

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall (A)
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Was NOT the victim of a crime	90%	83%	93% B	90%	87%	89%	89%	90%	87%	87%	91%	89%
Did NOT report a crime	79%	75%	82%	79%	79%	78%	81%	77%	81%	75%	83%	79%
Stocked supplies in preparation for an emergency	51%	56%	45%	60% B	40%	48%	58%	53%	50%	49%	54%	51%

Table 21: Participation - Mobility

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall (A)
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Walked or biked instead of driving	86% C	81% C	66%	82%	80%	82%	78%	86% B	73%	80%	81%	81%
Carpooled with other adults or children instead of driving alone	56% C	48%	39%	56% B	43%	56% B	37%	50%	51%	54%	46%	50%
Used bus, rail, subway or other public transportation instead of driving	49% C	44%	36%	49%	40%	41%	54% A	54% B	33%	34%	58% A	45%

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Table 22: Participation - Natural Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall (A)
	18-34 (A)	35-54 (B)	55+ (C)	Female (A)	Male (B)	White alone, not Hispanic (A)	Hispanic and/or other race (B)	Rent (A)	Own (B)	Detached (A)	Attached (B)	
Recycle at home	86%	95% A	91%	87%	92%	91%	85%	83%	98% A	99% B	78%	89%
Made efforts to make your home more energy efficient	65%	79% A	75%	69%	71%	68%	76%	64%	80% A	80% B	59%	70%
Made efforts to conserve water	73%	82%	87% A	80%	76%	77%	79%	75%	83% A	84% B	71%	78%

Table 23: Participation - Built Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall (A)
	18-34 (A)	35-54 (B)	55+ (C)	Female (A)	Male (B)	White alone, not Hispanic (A)	Hispanic and/or other race (B)	Rent (A)	Own (B)	Detached (A)	Attached (B)	
NOT under housing cost stress	56%	78% A C	61%	57%	69% A	68% B	51%	56%	73% A	72% B	52%	63%
Did NOT observe a code violation	59%	49%	50%	58%	51%	50%	63% A	60% B	47%	46%	65% A	54%

Table 24: Participation - Economy

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall (A)
	18-34 (A)	35-54 (B)	55+ (C)	Female (A)	Male (B)	White alone, not Hispanic (A)	Hispanic and/or other race (B)	Rent (A)	Own (B)	Detached (A)	Attached (B)	
Purchase goods or services from a business located in Charlottesville	97%	99%	96%	97%	98%	99% B	93%	97%	99%	99% B	96%	97%
Economy will have positive impact on income	16%	34% A	29% A	21%	28%	21%	29%	19%	32% A	29% B	18%	24%
Work in Charlottesville	79% C	81% C	44%	74%	69%	76% B	61%	73%	70%	69%	75%	72%

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Table 25: Participation - Recreation and Wellness

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall (A)
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Used Charlottesville recreation centers or their services	55%	74% A C	47%	61%	54%	61%	52%	54%	64% A	67% B	48%	58%
Visited a neighborhood park or City park	85% C	92% C	73%	88% B	80%	87% B	79%	82%	87%	87%	81%	84%
Eat at least 5 portions of fruits and vegetables a day	80%	91% A	83%	84%	83%	84%	81%	78%	92% A	91% B	75%	83%
Participate in moderate or vigorous physical activity	88%	91%	82%	89%	87%	90% B	80%	86%	91%	90%	85%	88%
Reported being in "very good" or "excellent" health	75% C	74% C	56%	69%	73%	76% B	60%	69%	74%	70%	71%	71%

Table 26: Participation - Education and Enrichment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall (A)
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Used Charlottesville public libraries or their services	51%	69% A	66% A	61%	56%	60%	56%	52%	69% A	68% B	48%	59%
Attended a City-sponsored event	62%	72%	59%	69% B	57%	67% B	57%	59%	70% A	69% B	57%	64%

Table 27: Participation - Community Engagement

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall (A)
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Campaigned or advocated for an issue, cause or candidate	24%	44% A	39% A	35%	31%	35%	29%	28%	38% A	40% B	24%	33%
Contacted Charlottesville elected officials (in-person, phone, email or web) to express your opinion	13%	36% A	27% A	22%	21%	21%	24%	17%	30% A	28% B	15%	22%
Volunteered your time to some group/activity in Charlottesville	49%	68% A C	53%	57%	52%	59% B	46%	51%	61% A	61% B	49%	55%
Participated in a club	37%	35%	30%	38%	31%	37%	30%	34%	36%	36%	34%	35%
Talked to or visited with your immediate neighbors	71%	94% A	89% A	82%	79%	82%	78%	70%	96% A	90% B	70%	80%

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	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall (A)
	18-34 (A)	35-54 (B)	55+ (C)	Female (A)	Male (B)	White alone, not Hispanic (A)	Hispanic and/or other race (B)	Rent (A)	Own (B)	Detached (A)	Attached (B)	
Percent rating positively (e.g., always/sometimes, more than once a month, yes)												
Done a favor for a neighbor	60%	88% A	85% A	75%	69%	72%	74%	62%	88% A	79% B	65%	72%
Attended a local public meeting	22%	47% A C	29%	24%	37% A	30%	29%	24%	38% A	39% B	20%	29%
Watched (online or on television) a local public meeting	26%	60% A	58% A	37%	47% A	42%	41%	34%	52% A	48% B	35%	41%
Read or watch local news (via television, paper, computer, etc.)	68%	76%	92% A B	74%	76%	77%	74%	67%	86% A	85% B	64%	76%
Vote in local elections	77%	91% A	92% A	83%	86%	92% B	66%	75%	96% A	93% B	73%	84%

Table 28: Community Focus Areas

	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall (A)
	18-34 (A)	35-54 (B)	55+ (C)	Female (A)	Male (B)	White alone, not Hispanic (A)	Hispanic and/or other race (B)	Rent (A)	Own (B)	Detached (A)	Attached (B)	
Percent rating positively (e.g., essential/very important)												
Overall feeling of safety in Charlottesville	76%	80%	88% A	86% B	72%	75%	92% A	78%	81%	75%	85% A	80%
Overall ease of getting to the places you usually have to visit	73%	76%	87% A	78%	74%	75%	79%	79%	74%	76%	77%	77%
Quality of overall natural environment in Charlottesville	72%	83% A	82%	80%	73%	78%	74%	74%	81%	81% B	72%	76%
Overall "built environment" of Charlottesville (including overall design, buildings, parks and transportation systems)	70%	76%	77%	75%	70%	71%	77%	70%	79% A	75%	71%	73%
Health and wellness opportunities in Charlottesville	68%	63%	84% A B	78% B	61%	68%	76%	68%	73%	70%	70%	70%
Overall opportunities for education and enrichment	82%	78%	86%	88% B	75%	80%	87%	83%	80%	84%	79%	82%
Overall economic health of Charlottesville	84%	89%	93%	87%	88%	86%	91%	84%	92% A	91% B	84%	87%
Sense of community	76%	85%	88% A	85%	78%	82%	79%	77%	86% A	83%	79%	81%

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Table 29: City Priorities

For each of the following, please indicate how much of a priority, if at all, each area should be to the City and to what extent, if at all, you believe the City is making progress towards meeting each area: (Percent rating as "High priority" or "Moderate priority").	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)
Prepare students for academic and vocational success	95%	97%	96%	97%	94%	96%	94%	94%	98%	95%	96%	96%
Prepare residents for the workforce	91%	85%	93%	93% B	86%	88%	94%	92%	87%	86%	94% A	90%
Increase affordable housing options	90%	94%	91%	93%	89%	90%	93%	93%	88%	87%	95% A	91%
Enhance financial health of residents	84%	79%	78%	91% B	71%	78%	90% A	85%	77%	77%	87% A	81%
Intentionally address issues of race and equity	86%	85%	85%	90% B	81%	85%	87%	88%	82%	85%	87%	85%
Reduce adverse impact from sudden injury and illness and the effects of chronic disease	65%	57%	69%	72% B	54%	57%	79% A	66%	62%	60%	69%	64%
Meet the safety needs of victims and reduce the risk of re-occurrence/re-victimization	85%	81%	86%	89% B	78%	83%	87%	86%	83%	83%	86%	84%
Improve community health and safety outcomes by connecting residents with effective resources	84%	83%	87%	89% B	79%	82%	89%	83%	87%	84%	85%	85%
Reduce the occurrence of crime, traffic violations and accidents in the community	66%	69%	93% A B	74%	72%	72%	75%	71%	75%	71%	75%	73%
Engage in robust and context sensitive urban planning and implementation	79%	86%	88%	80%	86%	83%	82%	78%	90% A	90% B	76%	83%
Provide reliable and high quality infrastructure	81%	90% A	91% A	82%	89% A	83%	89%	79%	94% A	91% B	80%	85%
Provide a variety of transportation and mobility options	83%	88%	87%	86%	83%	83%	87%	83%	88%	89% B	80%	85%
Be responsible stewards of natural resources	86%	92%	90%	92% B	84%	87%	89%	85%	92% A	90%	86%	88%
Protect historic and cultural resources	73%	72%	87% A B	78%	73%	75%	77%	73%	79%	77%	75%	76%
Attract and cultivate a variety of businesses	81%	82%	89%	82%	84%	82%	84%	82%	85%	83%	83%	83%
Grow and retain viable businesses	79%	78%	90% A	78%	83%	79%	84%	77%	87% A	82%	79%	81%
Promote tourism through effective marketing	60%	62%	80% A B	60%	71% A	63%	68%	61%	71% A	71% B	58%	65%
Integrate effective business practices and strong fiscal policies	73%	75%	81%	72%	80%	78%	70%	74%	77%	73%	78%	75%
Provide responsive customer service	73%	83%	90% A	78%	79%	76%	86% A	74%	86% A	78%	81%	79%
Foster effective community engagement	79%	83%	84%	83%	78%	80%	82%	79%	84%	82%	80%	81%

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Table 30: Progress toward City Priorities

For each of the following, please indicate how much of a priority, if at all, each area should be to the City and to what extent, if at all, you believe the City is making progress towards meeting each area: (Percent rating as "Significant progress" or "Some progress").	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall (A)
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Prepare students for academic and vocational success	79%	77%	84%	80%	78%	82%	71%	82%	75%	77%	82%	79%
Prepare residents for the workforce	70%	64%	67%	67%	72%	68%	68%	70%	65%	61%	77% A	68%
Increase affordable housing options	37%	35%	40%	36%	39%	36%	40%	38%	36%	31%	45% A	37%
Enhance financial health of residents	36%	47%	33%	37%	40%	38%	41%	38%	38%	33%	45%	38%
Intentionally address issues of race and equity	55%	58%	62%	56%	59%	53%	72% A	58%	56%	55%	61%	57%
Reduce adverse impact from sudden injury and illness and the effects of chronic disease	46%	45%	50%	45%	49%	48%	42%	49%	42%	39%	55% A	46%
Meet the safety needs of victims and reduce the risk of re-occurrence/re-victimization	55%	49%	58%	54%	57%	56%	49%	53%	55%	52%	57%	54%
Improve community health and safety outcomes by connecting residents with effective resources	60%	60%	63%	59%	65%	65% B	50%	63%	57%	50%	73% A	60%
Reduce the occurrence of crime, traffic violations and accidents in the community	65%	66%	62%	68%	63%	67%	60%	65%	65%	65%	64%	65%
Engage in robust and context sensitive urban planning and implementation	46%	38%	49%	49%	42%	42%	53%	49%	39%	36%	55% A	45%
Provide reliable and high quality infrastructure	57%	59%	61%	60%	58%	60%	55%	56%	60%	55%	63%	58%
Provide a variety of transportation and mobility options	54%	61%	64%	59%	56%	57%	61%	66% B	47%	47%	71% A	58%
Be responsible stewards of natural resources	56%	54%	72%	52%	69% A	60%	56%	57%	60%	60%	56%	59%
Protect historic and cultural resources	65%	57%	54%	57%	68%	59%	65%	68% B	53%	58%	65%	61%
Attract and cultivate a variety of businesses	71%	68%	60%	68%	71%	71%	61%	74% B	60%	63%	75% A	68%
Grow and retain viable businesses	68%	62%	58%	63%	68%	68%	55%	69%	59%	60%	71%	64%
Promote tourism through effective marketing	67%	67%	73%	72%	64%	67%	73%	70%	66%	67%	70%	68%
Integrate effective business practices and strong fiscal policies	60%	59%	50%	61%	54%	57%	60%	65% B	49%	51%	66% A	58%
Provide responsive customer service	68%	59%	67%	63%	68%	69%	56%	67%	63%	66%	65%	65%
Foster effective community engagement	59%	48%	54%	63% B	49%	58%	51%	58%	52%	54%	57%	55%

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Table 31: Priority of Addressing Racial Equity

	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
How much of a priority, if at all, do you think it should be for local government to address racial equity gaps in jobs, health, and housing?	88%	84%	86%	94% B	78%	86%	88%	88%	84%	87%	86%	86%

Table 32: Progress toward Addressing Racial Equity

	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
To what extent, if any, do you believe the City is making progress towards addressing racial equity gaps in jobs, health, and housing?	47%	53%	62% A	52%	53%	53%	50%	53%	50%	48%	57%	52%