

Charlottesville, VA

The National Community Survey

Report of Results
2022

Report by:



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About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Charlottesville. A livable community is a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live. The survey was developed by the experts from National Research Center at Polco.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions considering ten central facets of a community:

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts, and Culture
- Inclusivity and Engagement

The report provides the opinions of a representative sample of 371 residents of the City of Charlottesville collected from November 9th, 2022 to December 22nd, 2022. The margin of error around any reported percentage is 5.1% for all respondents and the response rate for the 2022 survey was 14%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Charlottesville.

How the results are reported

For the most part, the percentages presented in the following tabs represent the “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, etc.). 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 the tab “Complete data.” However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Comparisons to benchmarks

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community in the last five 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. In each tab, Charlottesville’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 Charlottesville residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Charlottesville’s average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then Charlottesville’s average rating was more than 20 points different when compared to the benchmark.

The survey was administered during the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to national benchmarks, it is important to note that much of the benchmark data was collected prior to the pandemic. This may impact how your City’s 2022 ratings compare to other communities’ ratings from the past five years.



Trends over time

Trend data for Charlottesville represent important comparison data and should be examined for improvements or declines*. Deviations from stable trends over time represent opportunities for understanding how local policies, programs, or public information may have affected residents' opinions. Changes between survey years have been noted with an arrow and the percent difference. If the difference is greater than seven percentage points between the 2018 and 2022 surveys, the change is statistically significant.

* In 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

Methods

Selecting survey recipients

All households within the City of Charlottesville were eligible to participate in the survey. A list of all households within the zip codes serving Charlottesville was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Charlottesville 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. Addresses located outside of the City of Charlottesville boundaries were removed from the list of potential households to survey. Each address identified as being within city boundaries was further identified as being within one of the 6 areas. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 1:1 compared to single family housing units.

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 introduction of the survey.

Conducting the survey

The 2,800 randomly selected households received mailings beginning on November 9th, 2022 and the survey remained open for 7 weeks. The first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. All mailings included a web link to give residents the opportunity to respond to the survey online. All follow-up mailings asked those who had not completed the survey to do so and those who had already done so to refrain from completing the survey again.

About 4% of the 2,800 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,682 households that received the invitations to participate, 371 completed the survey, providing an overall response rate of 14%. The response rate was calculated using AAPOR’s response rate #2* for mailed surveys of unnamed persons.

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. The margin of error for the City of Charlottesville survey is no greater than plus or minus 5.1 percentage points around any given percent reported for all respondents (371 completed surveys).

In addition to the randomly selected “probability sample” of households, a link to an online open participation survey was publicized by the City of Charlottesville. The open participation survey was identical to the probability sample survey with two small updates; it included a map at the beginning asking where the respondent lives and a question about where they heard about the survey. The open participation survey was open to all city residents and became available on December 7th, 2022. The survey remained open for 2 weeks. The data presented in the following tabs exclude the open participation survey data, but a tab at the end provides the complete frequency of responses to questions by the open participation respondents.

Analyzing the data

Responses from mailed surveys were entered into an electronic dataset using a “key and verify” method, where all responses are entered twice and compared to each other. Any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed. Responses from surveys completed on Polco were downloaded and merged with the mailed survey responses.

The demographics of the survey respondents were compared to those found in the 2010 Census and 2020 American Community Survey estimates for adults in the City of Charlottesville. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.* The results of the weighting scheme for the probability sample are presented in the following table.

NRC aligns demographic labels with those used by the U.S. Census for reporting purposes, when possible. Some categories (e.g., age, race/Hispanic origin, housing type, and length of residency) are combined into smaller subgroups.

		Unweighted	Weighted	Target*
Age	18-34	18%	47%	47%
	35-54	28%	27%	27%
	55+	54%	26%	26%
Area	Greenbrier, Barracks/Rugby, Meadows	19%	11%	11%
	JPA, Fry’s Springs, Johnson Village	17%	20%	20%
	North Downtown, Locust Grove, Martha Je..	25%	19%	19%
	Ridge, Belmont, Woolen Mills	23%	20%	20%
	Rose Hill, 10th and Page, Starr Hill and Fif..	10%	16%	16%
	Venable, Lewis Mountain, Barracks Road	6%	14%	14%
Hispanic origin	No, not Spanish, Hispanic, or Latino	96%	95%	95%
	Spanish, Hispanic, or Latino	4%	5%	5%
Housing tenure	Own	71%	40%	40%
	Rent	29%	60%	60%
Housing type	Attached	29%	54%	54%
	Detached	71%	46%	46%
Race & Hispanic origin	Not white alone	16%	32%	32%
	White alone, not Hispanic or Latino	84%	68%	68%
Sex	Man	46%	48%	48%
	Woman	54%	52%	52%
Sex/age	Man 18-34	8%	23%	23%
	Man 35-54	16%	13%	13%
	Man 55+	23%	12%	12%
	Woman 18-34	11%	24%	24%
	Woman 35-54	13%	14%	14%
	Woman 55+	31%	14%	14%

The survey datasets were analyzed using all or some of a combination of the Statistical Package for the Social Sciences (SPSS), R, Python and Tableau. 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/good, very safe/somewhat safe, essential/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 the tab “Complete data”. 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.

Contact

The City of Charlottesville funded this research. Please contact Ashley Reynolds Marshall of the City of Charlottesville at marshalla@charlottesville.gov if you have any questions about the survey.

Survey Validity

See the Polco Knowledge Base article on survey validity at <https://info.polco.us/knowledge/statistical-vali>

* See AAPOR’s Standard Definitions for more information at

<https://www.aapor.org/Publications-Media/AAPOR-Journals/Standard-Definitions.aspx>

* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from

<https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

* Targets come from the 2010 Census and 2020 American Community Survey

Key Findings

Residents generally feel safe in Charlottesville but have some concerns about police services.

Residents ranked safety as their overall top priority for Charlottesville in the next two years, and a majority of survey participants indicated that they felt safe in Charlottesville. About 9 in 10 residents stating that they felt very safe or somewhat safe in their neighborhood during the day as well as from fire, flood, or other natural disaster. Residents' feeling of safety in Charlottesville's downtown/commercial area during the day declined by 11 points to 79% since the 2018 iteration of The NCS but remained on par with comparable communities in the nation. 68% of residents felt very or somewhat safe from property crime and violent crime, but the latter rating was lower than the national average. Similarly, about half of survey participants favorably reviewed the overall feeling of safety in Charlottesville, a 21-point decrease since 2018. Fire services and emergency medical services were rated positively by about 9 in 10 residents, while the quality of fire prevention and education received positive reviews by 8 in 10 participants. 71% of survey respondents favorably rated the quality of animal control, while 63% offered the same for the quality of emergency preparedness in Charlottesville.

While most services relating to safety in Charlottesville received reviews similar to those of other communities across the nation, residents offered below average reviews for some police-related services. 52% of residents rated the overall quality of police/sheriff services positively, down 14 points since 2018 and 27 points since 2016. The overall quality of crime prevention also declined since 2018, with 37% of respondents rating it excellent or good compared to 63% in 2018. Improving the quality of police services is also important to residents. In a series of questions unique to Charlottesville, about three-quarters of residents indicated that they wanted the City to focus on reducing crime and disorder. Additionally, 70% of residents suggested that it is essential or very important for the City to increase service levels for police patrol and investigative services in Charlottesville.

Residents appreciate Charlottesville's natural environment and recreational opportunities.

Ratings for survey items related to Charlottesville's natural environment tended to be positive and on par with national averages. More than 8 in 10 of respondents gave excellent or good reviews to the overall quality of natural environment in the city, with the highest rating going to the air quality of Charlottesville (87%). Nearly two-thirds offered positive evaluations of Charlottesville's open space, preservation of natural areas, recycling, and water resources. Reviews for the preservation of natural spaces increased by 14 points since the 2018 iteration of The NCS (from 52% to 66%). In a question unique to Charlottesville, 66% of respondents also named improving environmental quality as essential or very important for the City to address within the next two years.

A majority of residents were also pleased with Charlottesville's parks and recreational opportunities, with three-quarters positively rating their overall quality. Fitness opportunities and the availability of paths and walking trails received high marks from about 8 in 10 residents, on par with the national average. There was also interest in further strengthening City parks; about half of survey respondents stated it was essential or very important for the City to focus on providing more parks and open space and improving park conditions within the next two years.

Charlottesville residents widely use alternative forms of transport and support increasing transportation options.

Charlottesville residents reported more frequent use of alternative forms of transportation than other communities across the nation, but their comparatively lower ratings of quality could suggest an area for additional focus for the city in coming years. Nearly 8 in 10 residents reported walking or biking instead of driving, 6 in 10 carpooled with others, and 4 in 10 used bus, rail, subway, or other public transportation instead of driving. Each of these is higher than the national average. The ease of walking received positive reviews from 60% of respondents, remaining steady with the 2018 survey. 29% of survey participants viewed the quality of bus or transit services as excellent or good. A quarter of residents viewed the ease of biking and the ease of travel by public transportation favorably, lower than comparable communities. In a question unique to the City, about three-quarters of residents stated it was essential or very important to increase transportation options (i.e. car/bike share, shuttles) in the next two years.

While ratings for utilities are strong overall, Charlottesville residents point to affordable high-speed internet access as an area of opportunity.

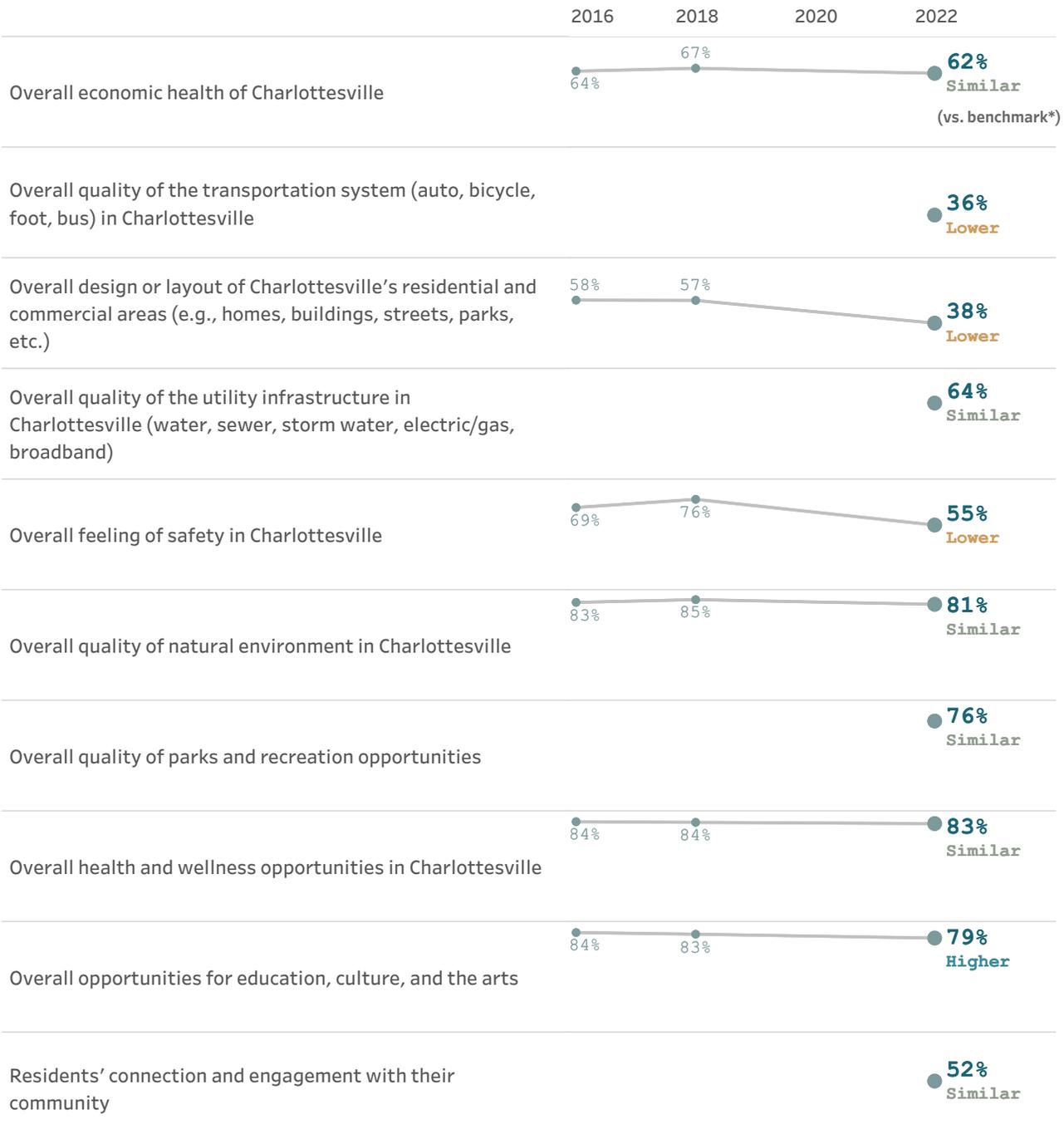
When asked which aspects of the community the City should focus on in the next two years, 81% of residents identified the overall utility infrastructure as a priority. Sewer service quality remained strong since the previous survey, with more than 8 in 10 favorable reviews. The quality of Charlottesville drinking water saw a 12-point increase since the 2018 survey, with 83% of survey participants rating it positively, a score similar to the national average. Positive ratings were given by about 7 in 10 residents for the City's garbage collection, storm water management, power utility, utility billing. About two-thirds of respondents gave high marks to the overall quality of the utility infrastructure in Charlottesville, on par with the national average. More than half of residents positively rated affordable high-speed internet access in the city, which was also similar to benchmark communities.

Facets of livability

Resident perceptions of quality and importance for each of the facets of community livability provide an overview of community strengths and challenges that are useful for planning, budgeting and performance evaluation.

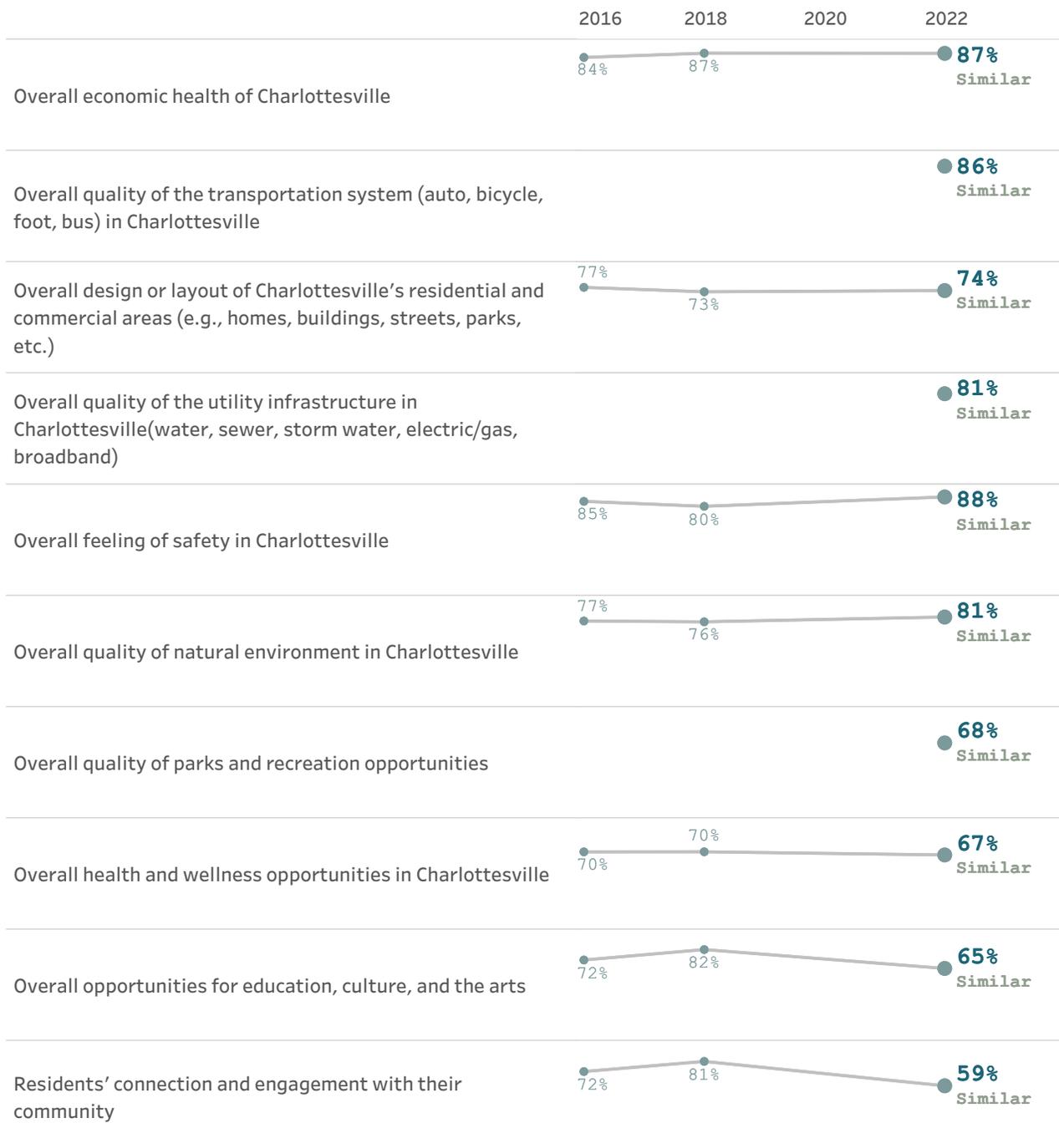
The charts below show the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local ratings were lower, similar, or higher than communities across the country (the national benchmark).

Please rate each of the following characteristics as they relate to Charlottesville as a whole.
(% excellent or good)



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

(% essential or very important)



* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

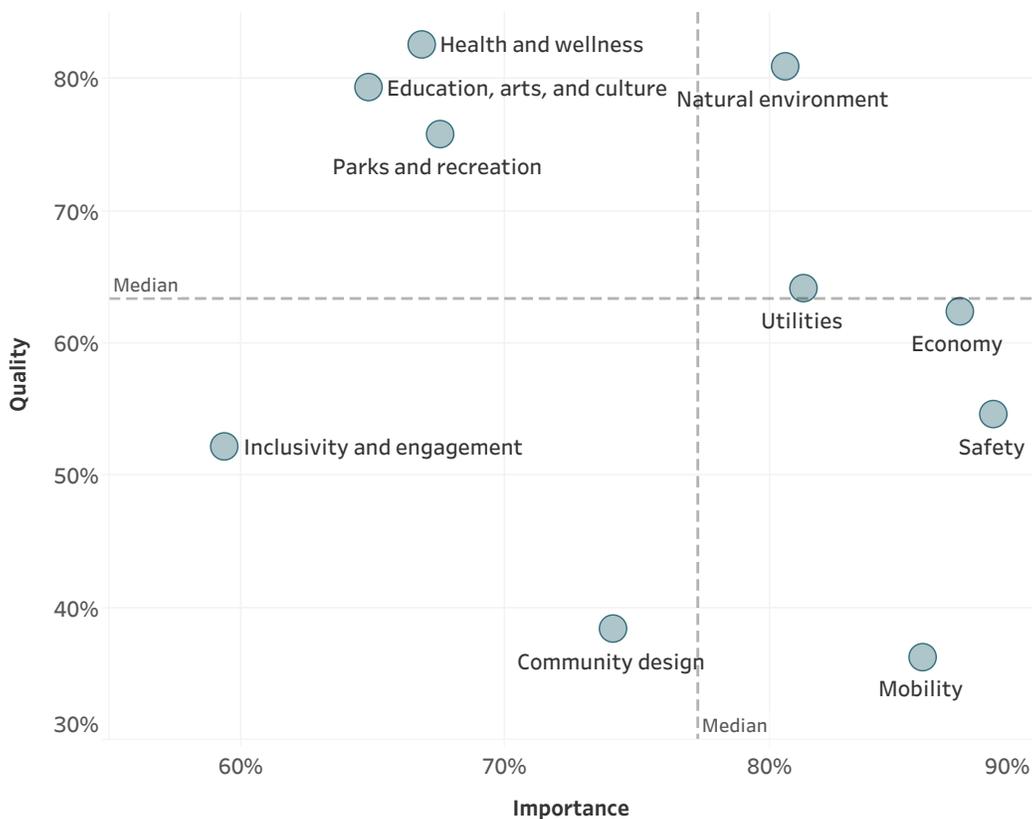
Balancing performance and importance

Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end, it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as lower quality, as this should be a top priority to address.

To help guide City staff and officials with decisions on future resource allocation, resident ratings of the importance of services were compared to their ratings of the quality of these services. To identify the services perceived by residents to have relatively lower quality at the same time as relatively higher importance, all services were ranked from highest perceived quality to lowest perceived quality and from highest perceived importance to lowest perceived importance. Some services were in the top half of both lists (higher quality and higher importance); some were in the top half of one list but the bottom half of the other (higher quality and lower importance or lower quality and higher importance); and some services were in the bottom half of both lists.

Services receiving quality ratings of excellent or good by 63% or more of respondents were considered of “higher quality” and those with ratings lower than 63% were considered to be of “lower quality.” Services were classified as “more important” if they were rated as essential or very important by 77% or more of respondents. Services were rated as “less important” if they received a rating of less than 77%. This classification uses the median ratings for quality and importance to divide the services in half.

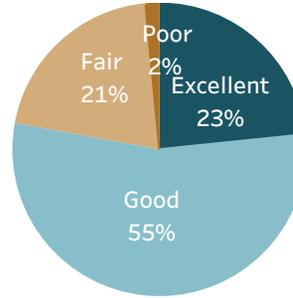
The quadrants in the figure below show which community facets were given higher or lower importance ratings (right-left) and which had higher or lower quality ratings (up-down). Facets of livability falling closer to a diagonal line from the lower left to the upper right are those where performance ratings are more commensurate with resident priorities. Facets scoring closest to the lower right hand corner of the matrix (higher in importance and lower in quality) are those that may warrant further investigation to see if changes to their delivery are necessary to improve their performance. This is the key part of this chart on which to focus. Facets falling in the top left hand corner of the chart (lower in importance but higher in quality) are areas where performance may outscore resident priorities, and may be a consideration for lower resource allocation.



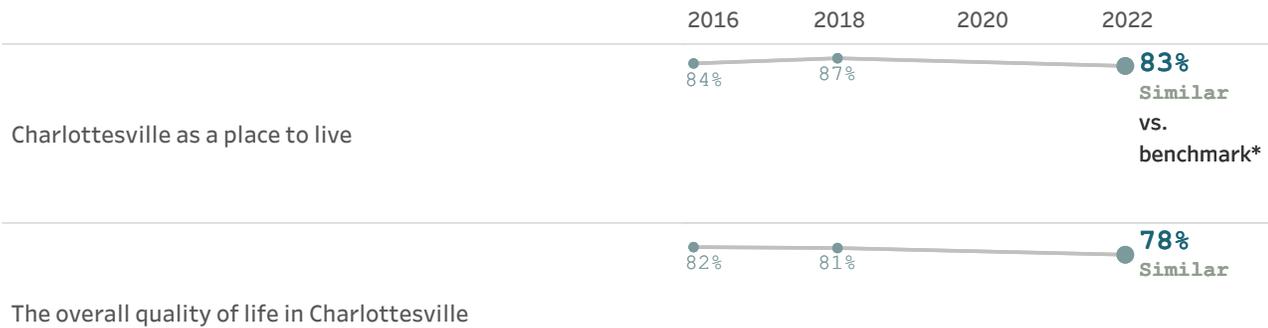
Quality of life

Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.

The overall quality of life in Charlottesville, 2022



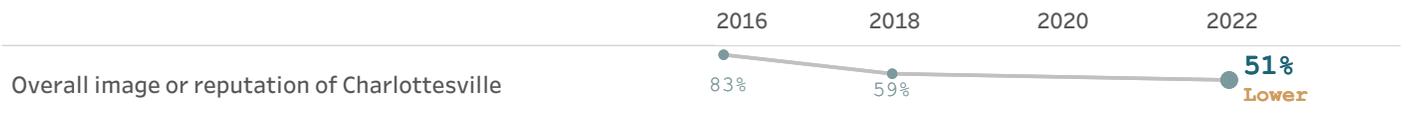
Please rate each of the following aspects of quality of life in Charlottesville.
(% excellent or good)



Please indicate how likely or unlikely you are to do each of the following.
(% very or somewhat likely)



Please rate each of the following in the Charlottesville community.
(% excellent or good)

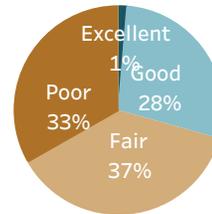


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

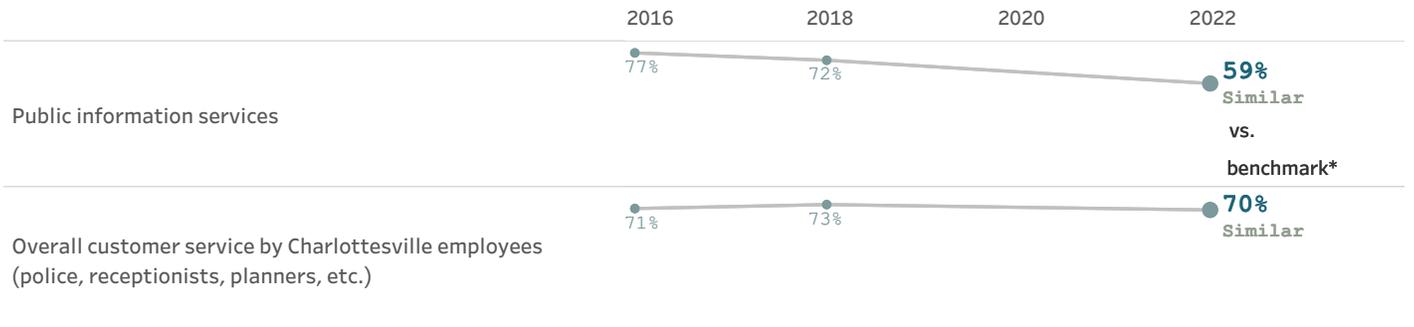
Governance

Strong local governments produce results that meet the needs of residents while making the best use of available resources, and are responsive to the present and future needs of the community as a whole.

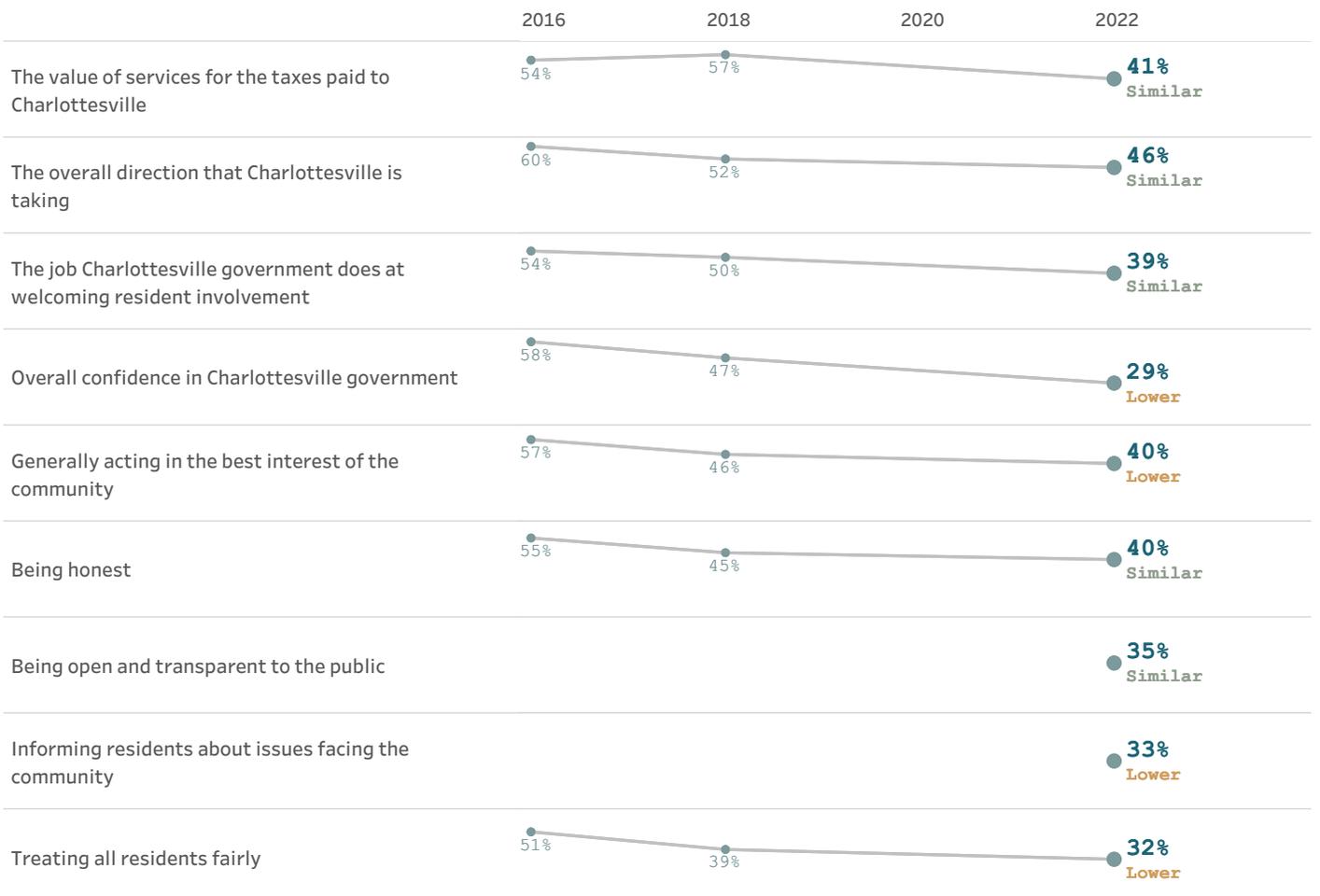
Overall confidence in Charlottesville government, 2022



Please rate the quality of each of the following services in Charlottesville.
(% excellent or good)



Please rate the following categories of Charlottesville government performance.
(% excellent or good)



45%
Lower

Treating residents with respect

Overall, how would you rate the quality of the services provided by each of the following?
(% excellent or good)

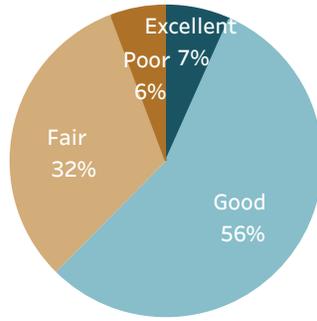


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

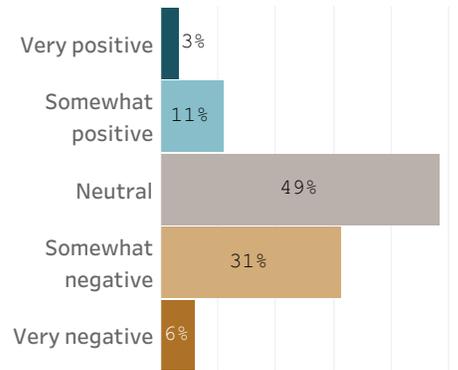
Economy

Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.

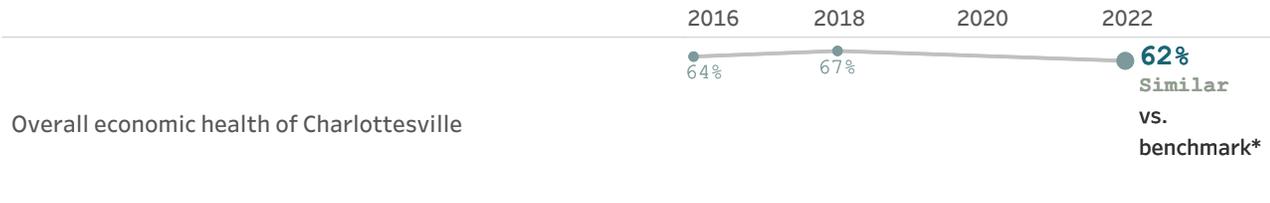
Overall economic health of Charlottesville, 2022



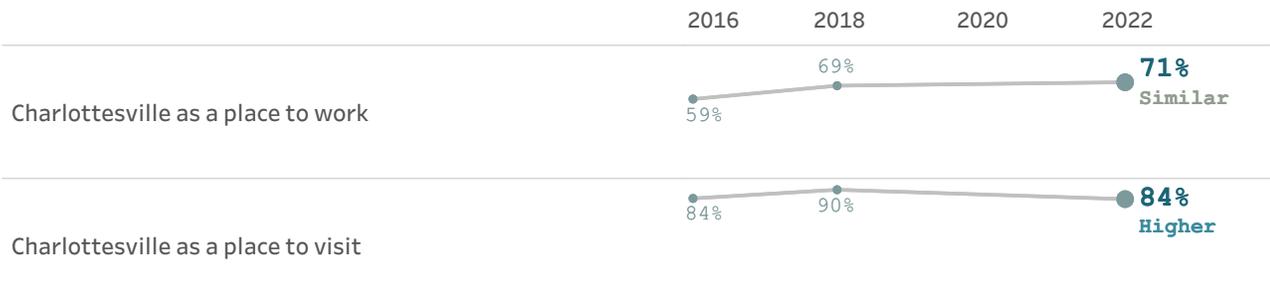
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:



Please rate each of the following characteristics as they relate to Charlottesville as a whole. (% excellent or good)



Please rate each of the following aspects of quality of life in Charlottesville. (% excellent or good)



Please rate each of the following in the Charlottesville community. (% excellent or good)

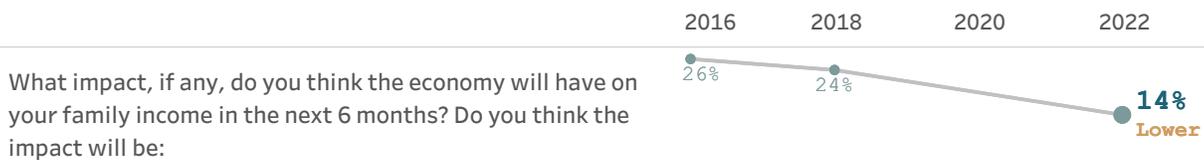




Please rate the quality of each of the following services in Charlottesville.
(% excellent or good)



What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:
(% very or somewhat positive)

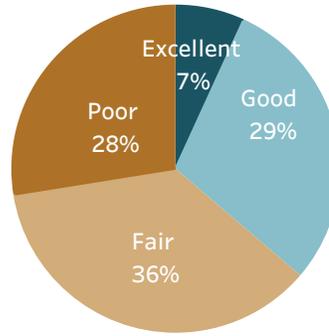


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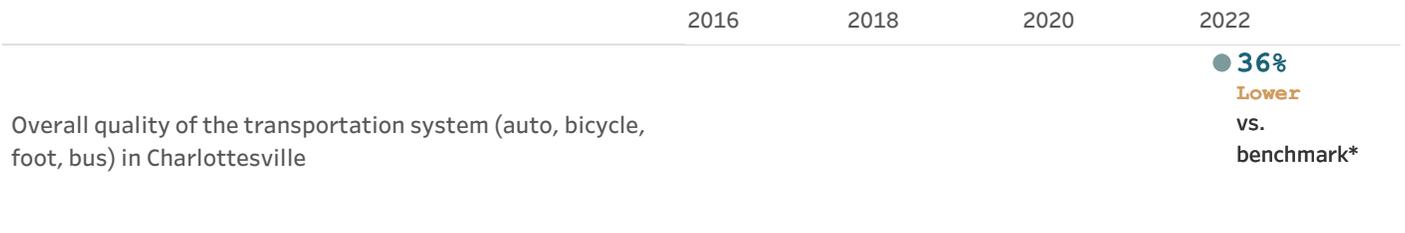
Mobility

The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community.

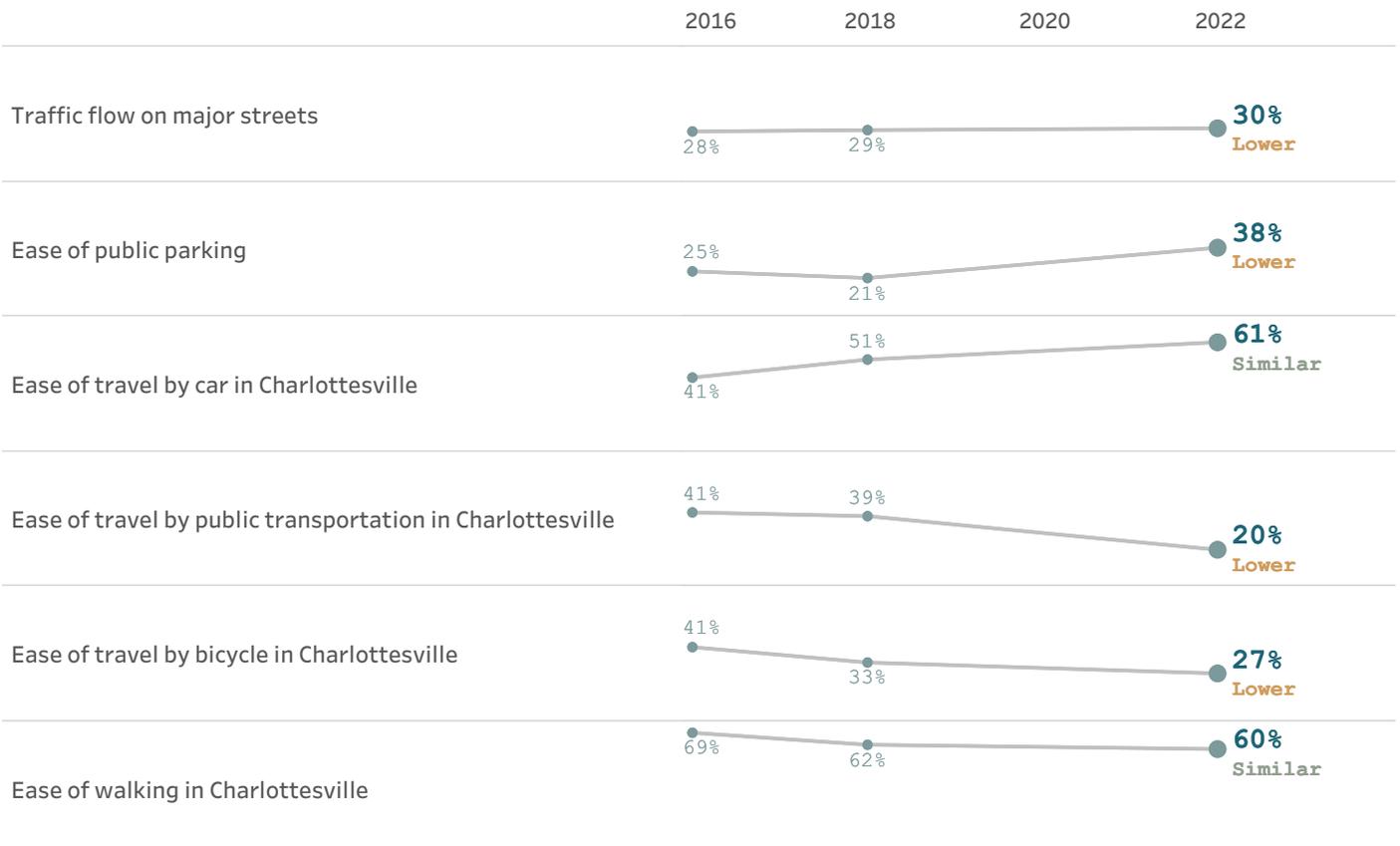
Overall quality of the transportation system in Charlottesville, 2022



Please rate each of the following characteristics as they relate to Charlottesville as a whole.
(% excellent or good)

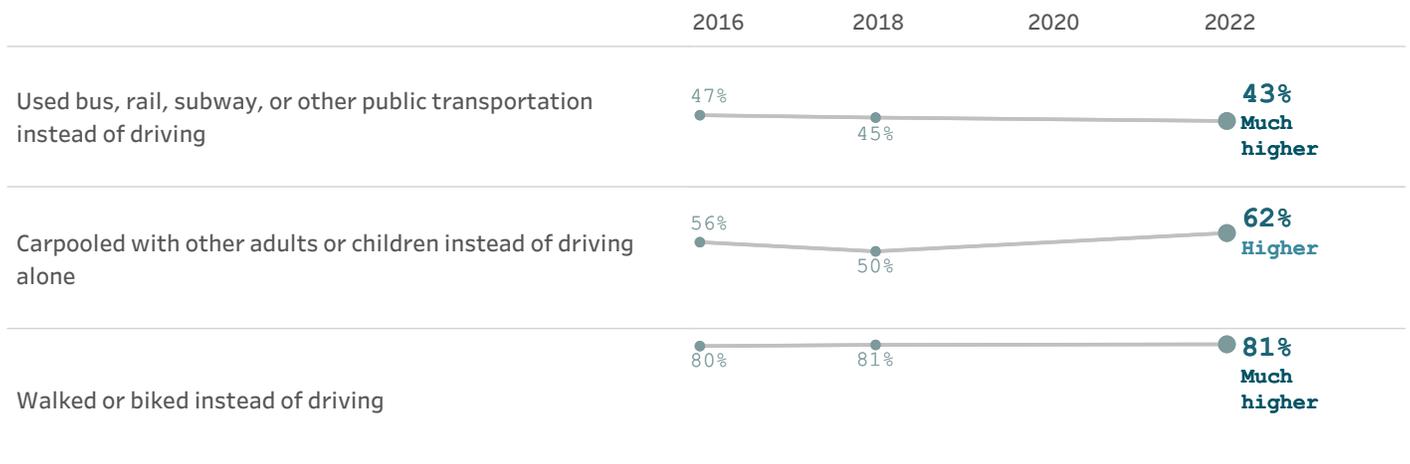


Please also rate each of the following in the Charlottesville community.
(% excellent or good)



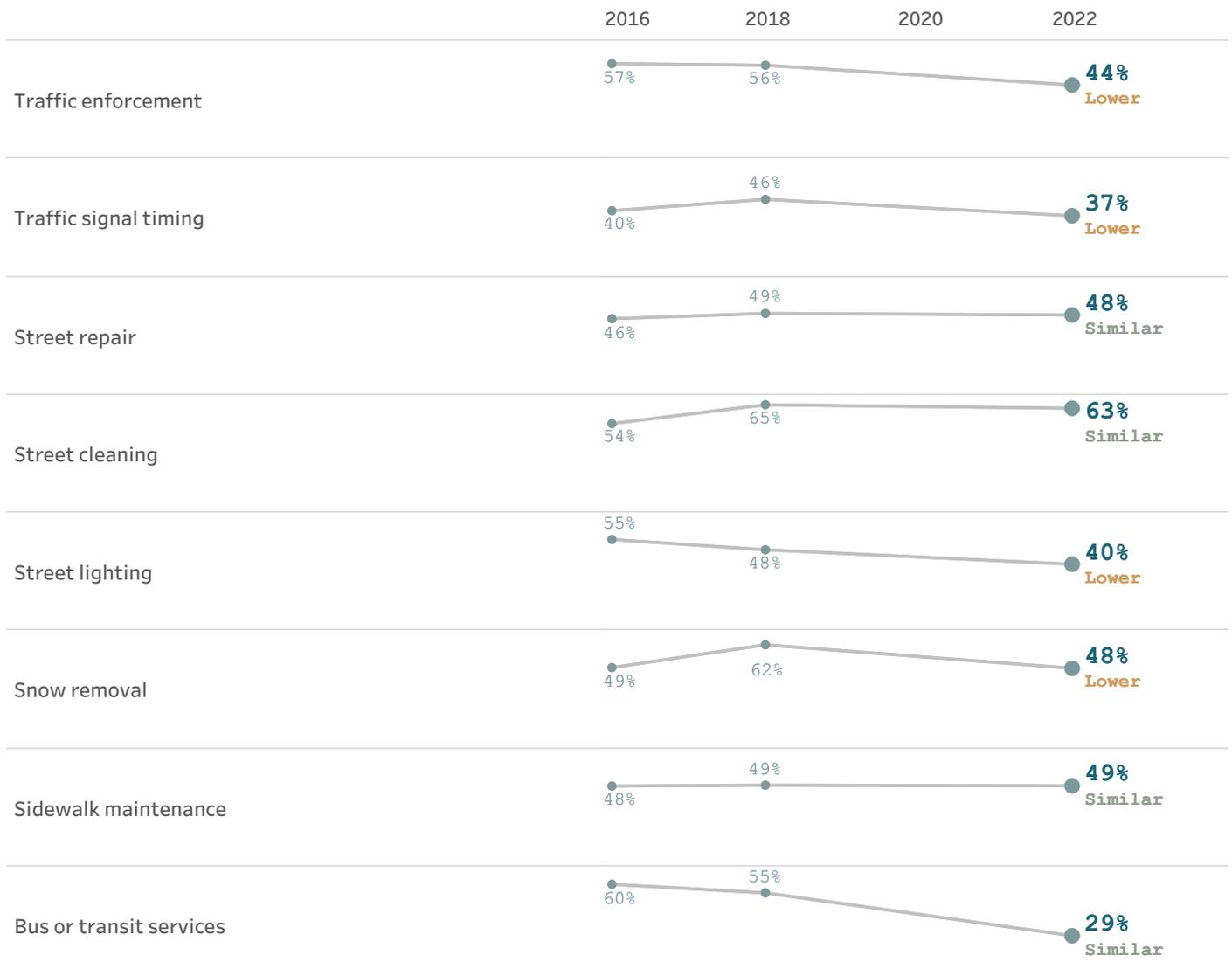
Please indicate whether or not you have done each of the following in the last 12 months.

(% yes)



Please rate the quality of each of the following services in Charlottesville.

(% excellent or good)

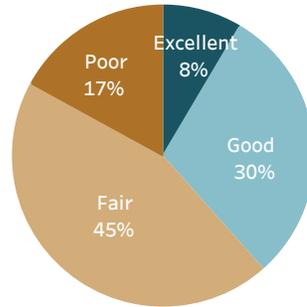


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Community design

A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.

Overall design or layout of Charlottesville's residential and commercial areas, 2022



Please rate each of the following characteristics as they relate to Charlottesville as a whole.

(% excellent or good)



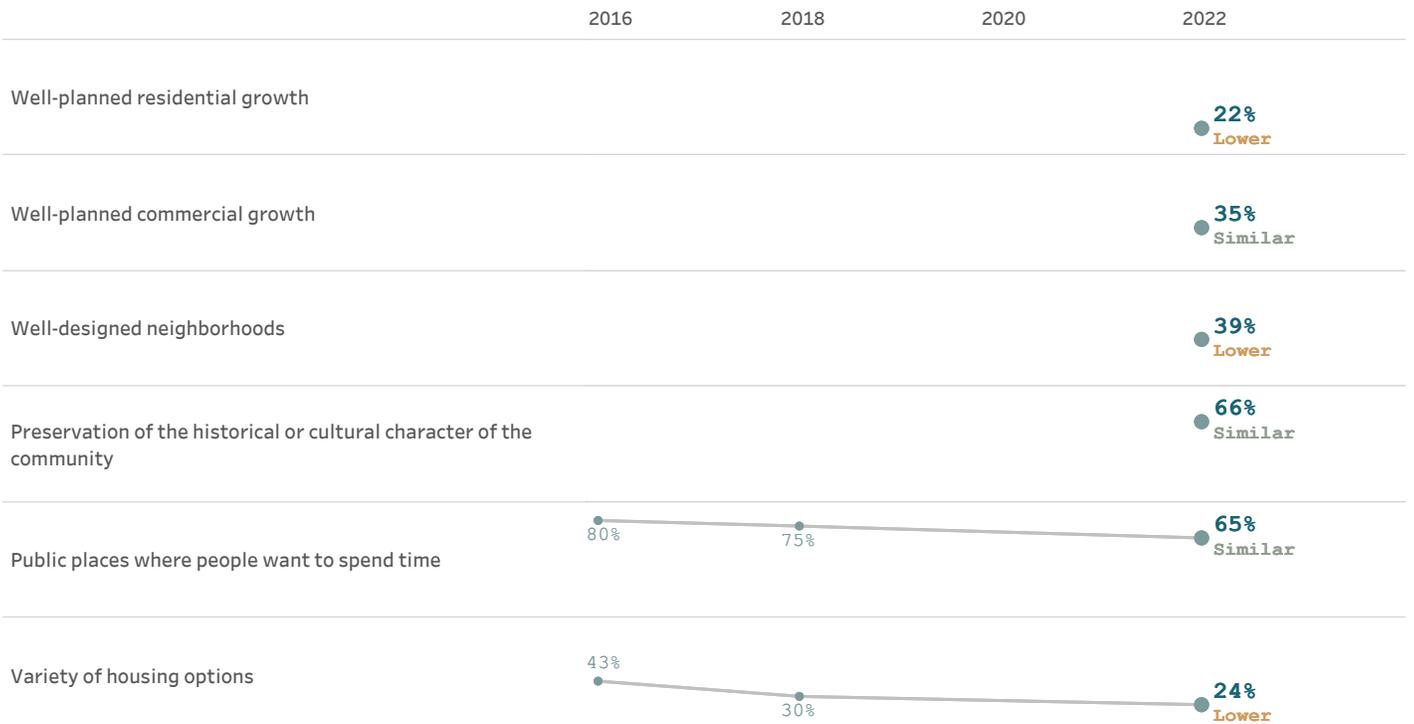
Please rate each of the following aspects of quality of life in Charlottesville.

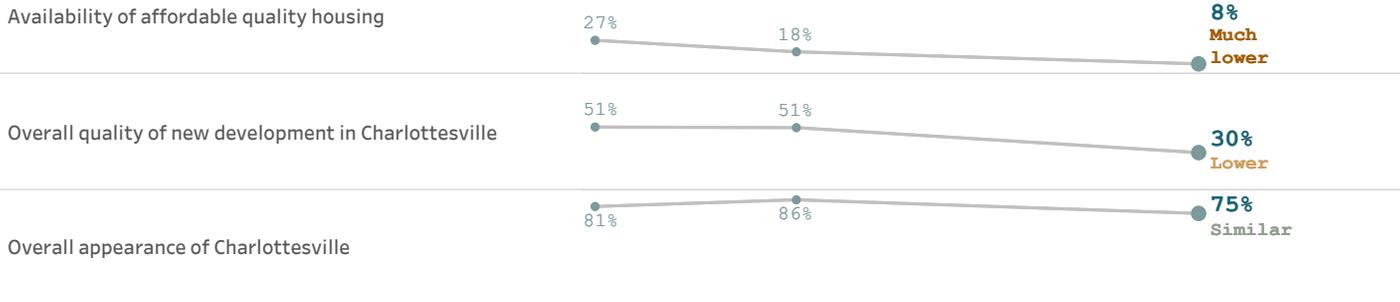
(% excellent or good)



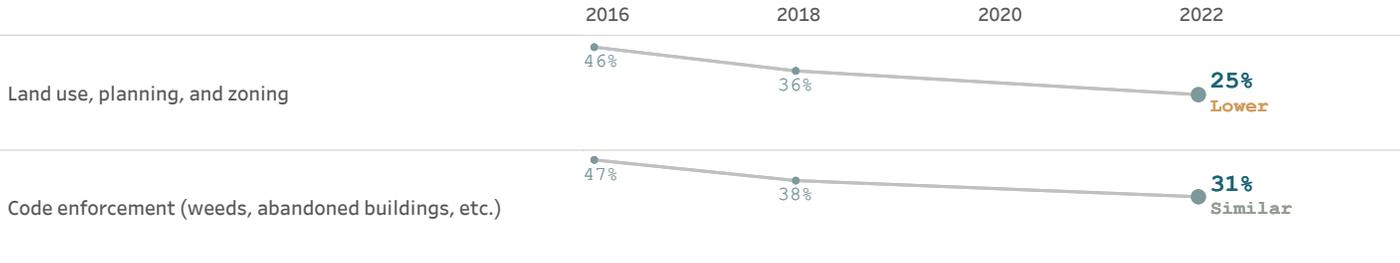
Please also rate each of the following in the Charlottesville community.

(% excellent or good)



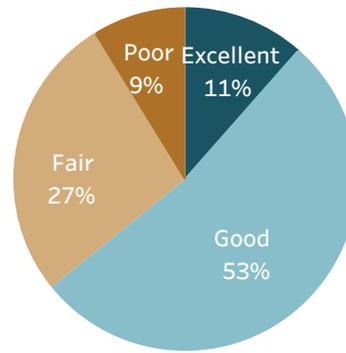


Please rate the quality of each of the following services in Charlottesville.
 (% excellent or good)



* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

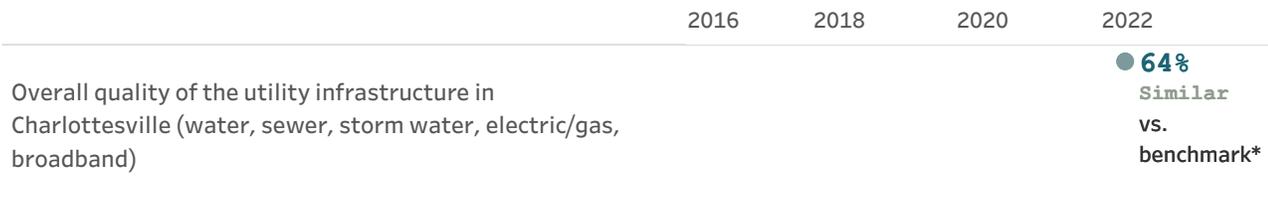
Overall quality of the utility infrastructure in Charlottesville, 2022



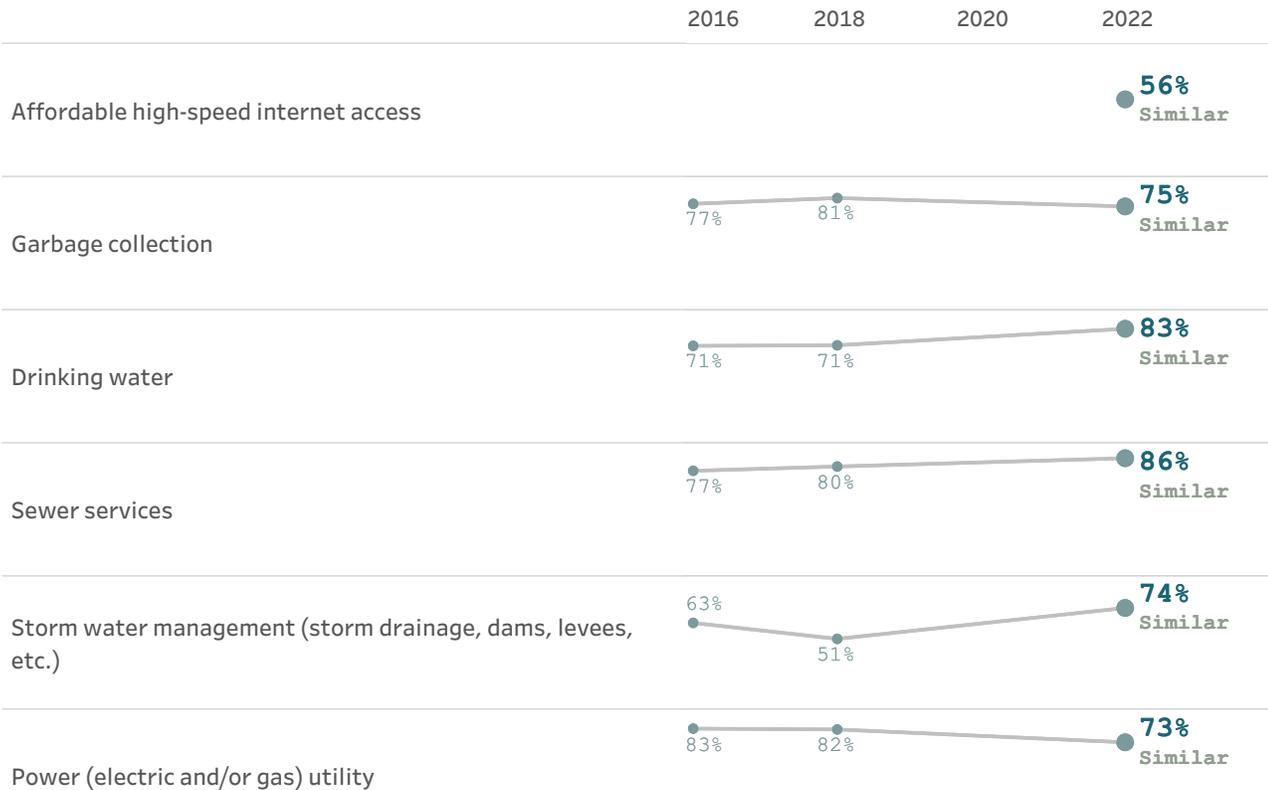
Utilities

Services such as water, gas, electricity, and internet access play a vital role in ensuring the physical and economic health and well-being of the communities they serve.

Please rate each of the following characteristics as they relate to Charlottesville as a whole. (% excellent or good)



Please rate the quality of each of the following services in Charlottesville. (% excellent or good)



Utility billing

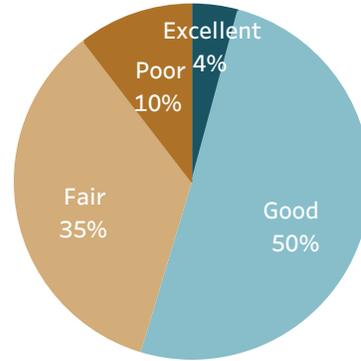


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall feeling of safety in Charlottesville, 2022

Safety

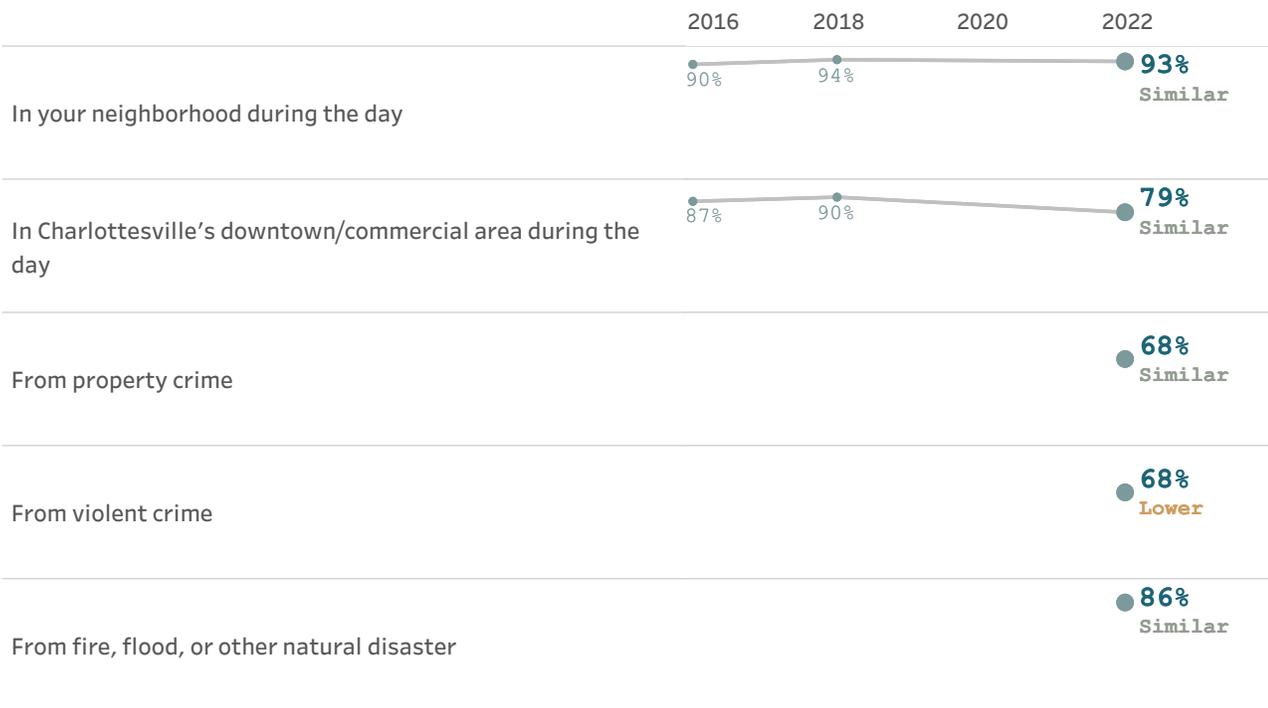
Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust safety-related services is essential to residents' quality of life.



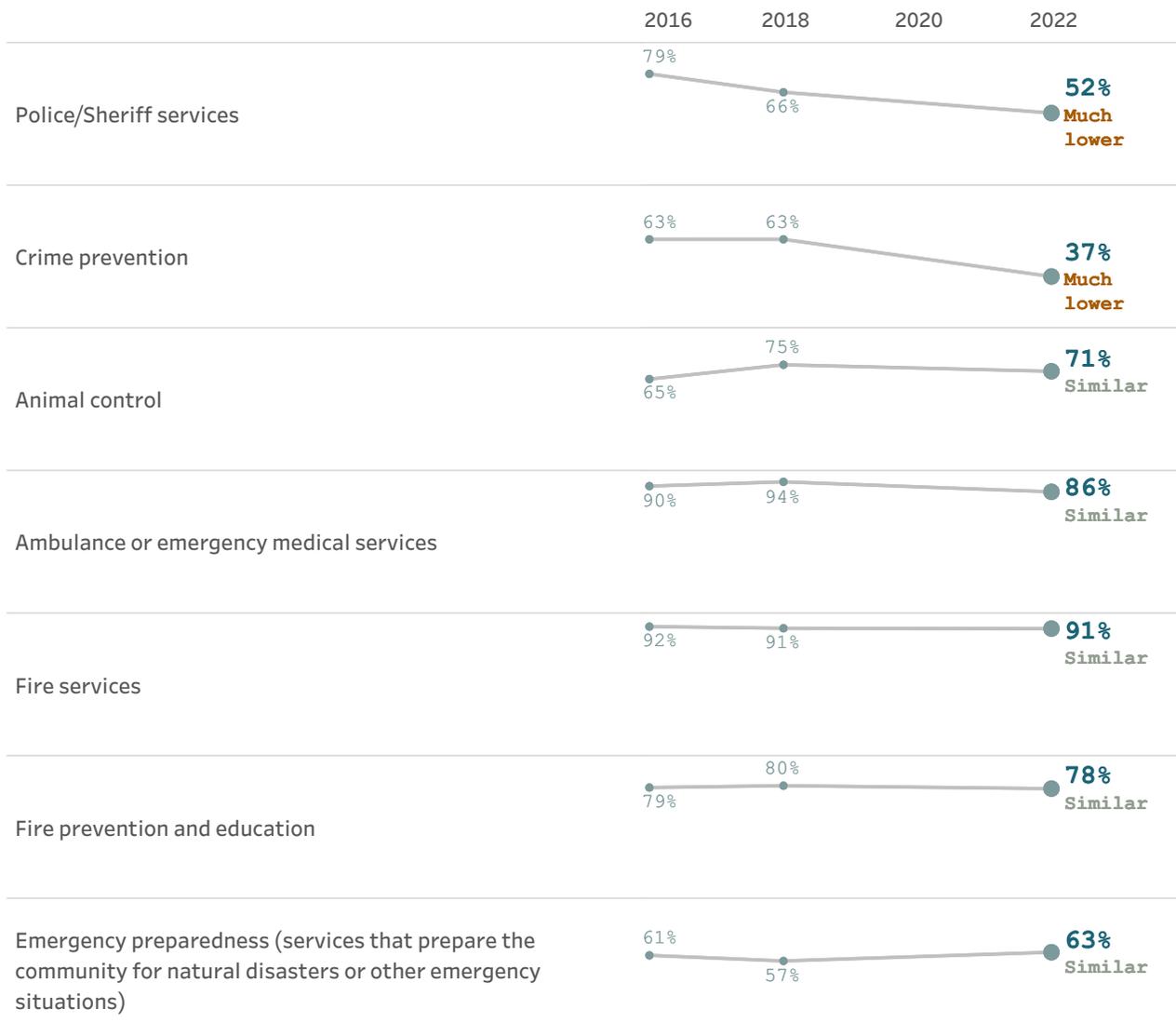
Please rate each of the following characteristics as they relate to Charlottesville as a whole. (% excellent or good)



Please rate how safe or unsafe you feel: (% very or somewhat safe)



**Please rate the quality of each of the following services in Charlottesville.
(% excellent or good)**

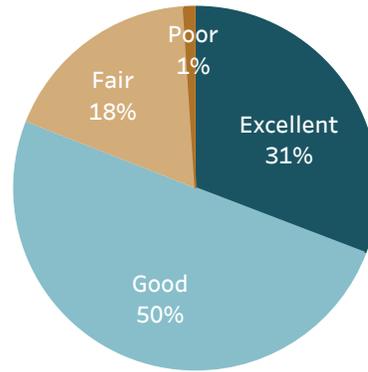


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

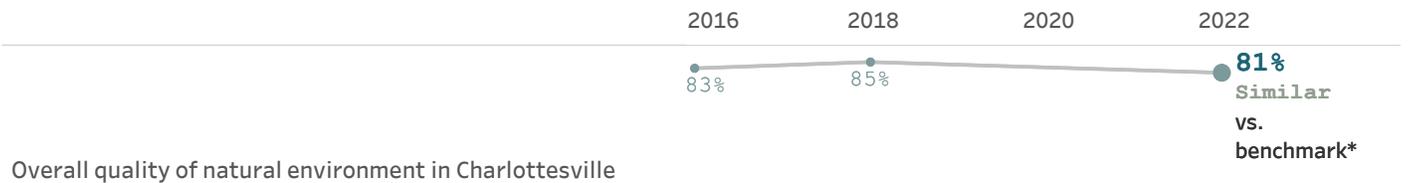
Overall quality of natural environment in Charlottesville, 2022

Natural environment

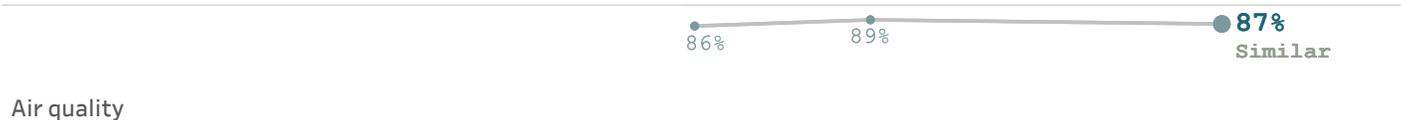
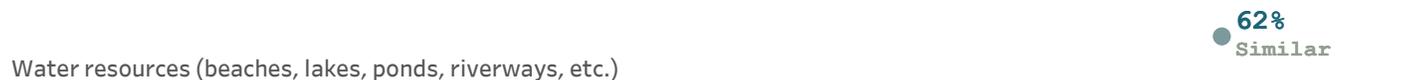
The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.



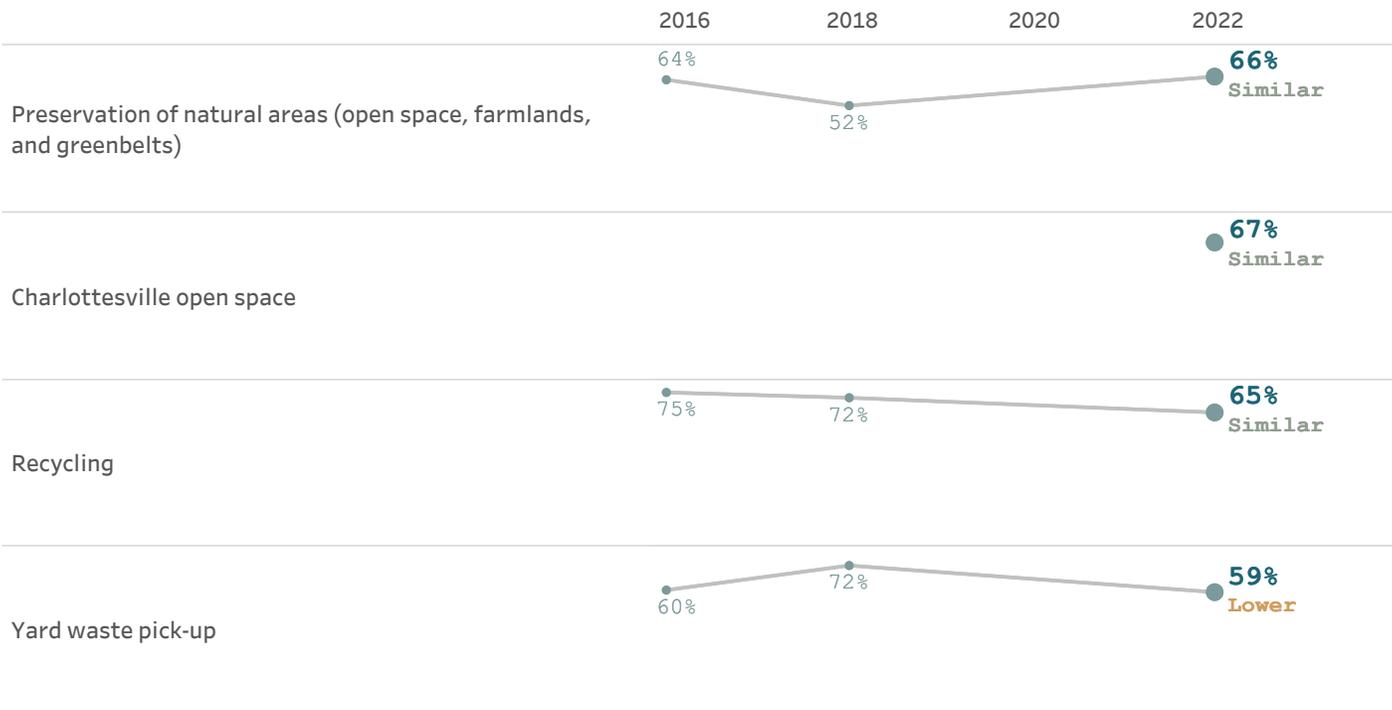
Please rate each of the following characteristics as they relate to Charlottesville as a whole. (% excellent or good)



Please also rate each of the following in the Charlottesville community. (% excellent or good)



**Please rate the quality of each of the following services in Charlottesville.
(% excellent or good)**



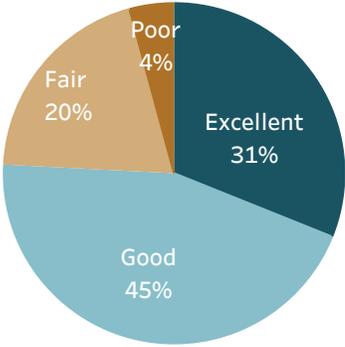
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall quality of parks and recreation opportunities, 2022

Parks and recreation

“There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation programs for public use and enjoyment.”

- National Recreation and Park Association



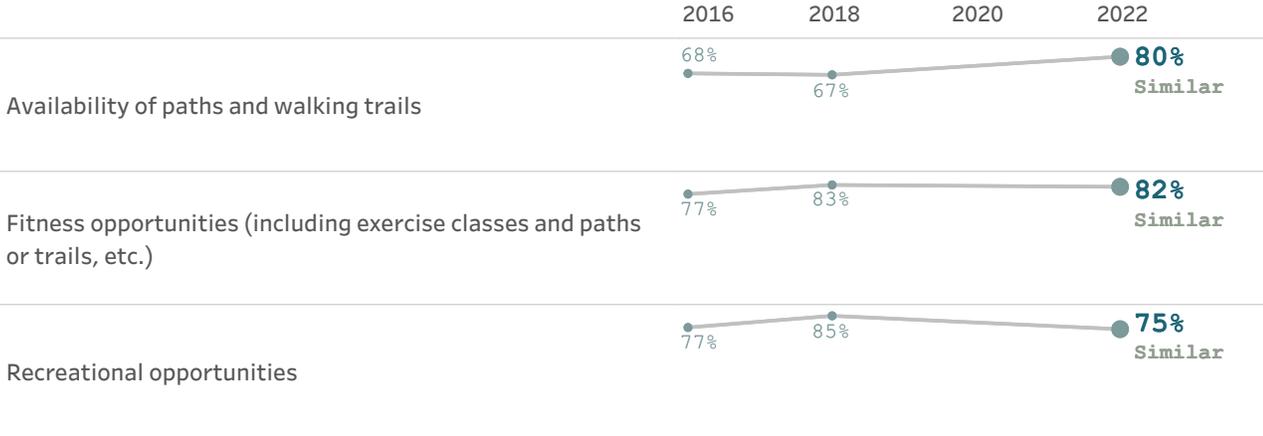
Please rate each of the following characteristics as they relate to Charlottesville as a whole.

(% excellent or good)



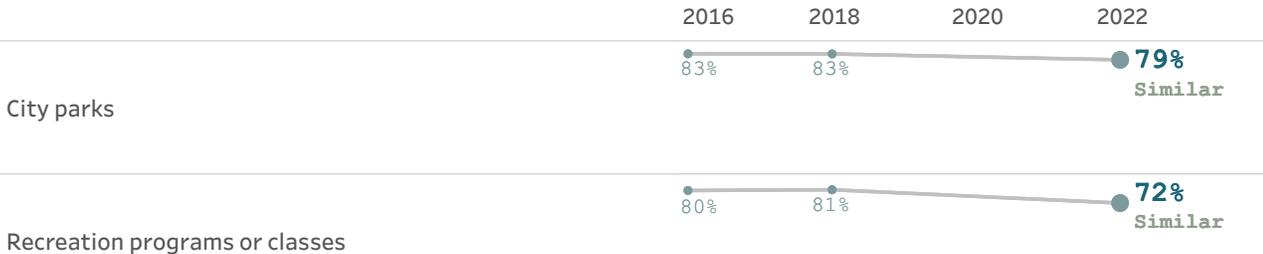
Please also rate each of the following in the Charlottesville community.

(% excellent or good)



Please rate the quality of each of the following services in Charlottesville.

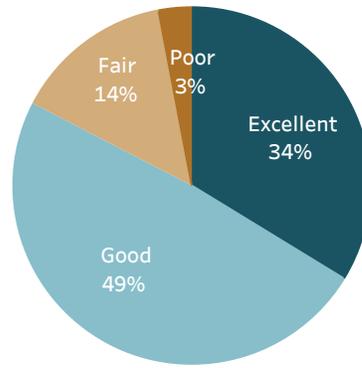
(% excellent or good)





* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall health and wellness opportunities in Charlottesville, 2022



Health and wellness

The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.

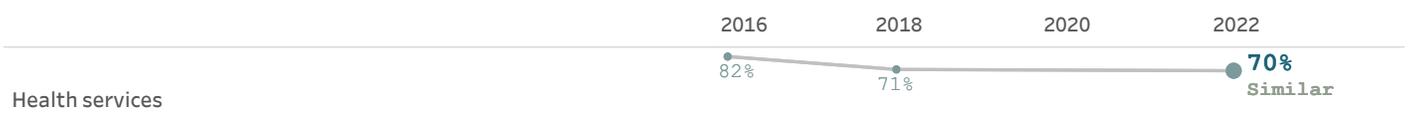
Please rate each of the following characteristics as they relate to Charlottesville as a whole. (% excellent or good)



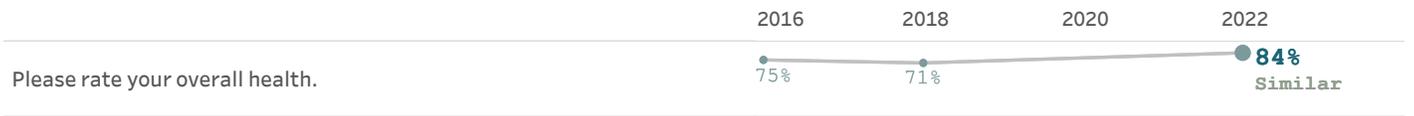
Please also rate each of the following in the Charlottesville community. (% excellent or good)



Please rate the quality of each of the following services in Charlottesville. (% excellent or good)

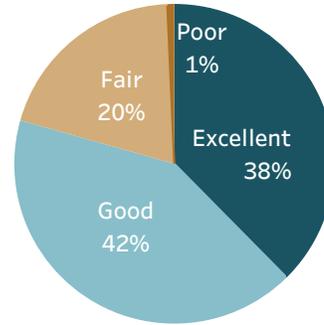


Please rate your overall health.
(% excellent or very good)



* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

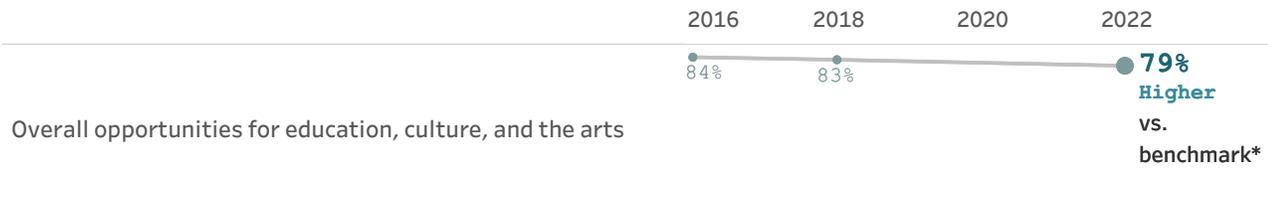
Overall opportunities for education, culture and the arts, 2022



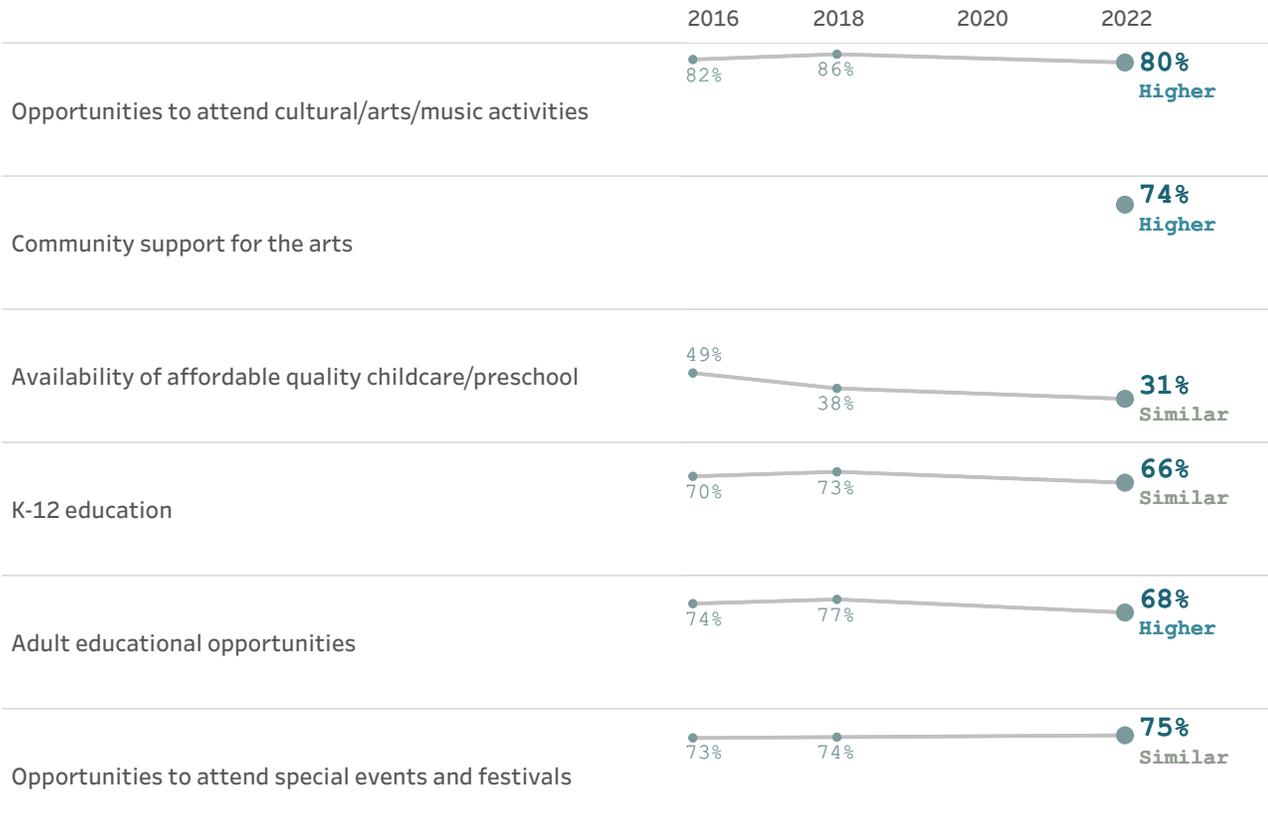
Education, arts, and culture

Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.

Please rate each of the following characteristics as they relate to Charlottesville as a whole.
(% excellent or good)

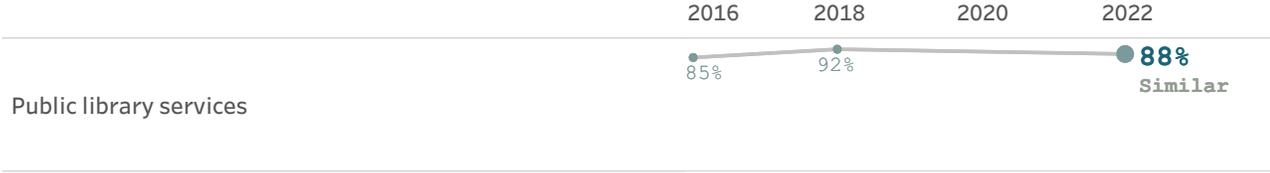


Please also rate each of the following in the Charlottesville community.
(% excellent or good)



Please rate the quality of each of the following services in Charlottesville.

(% excellent or good)

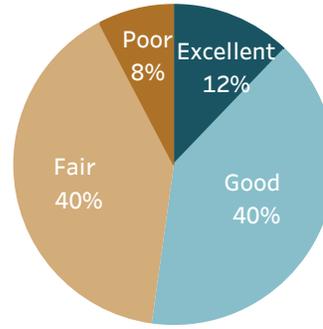


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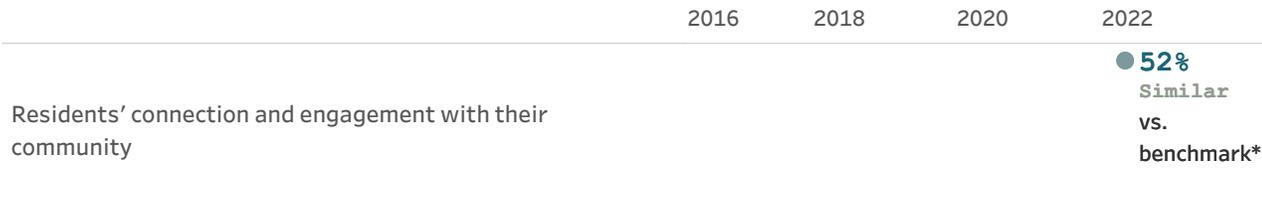
Residents' connection and engagement with their community, 2022

Inclusivity and engagement

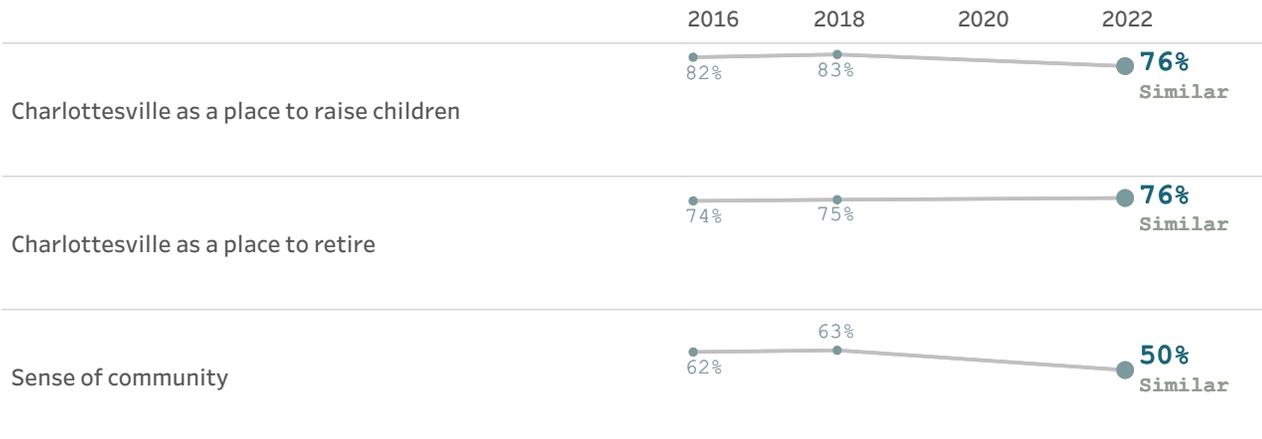
Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.



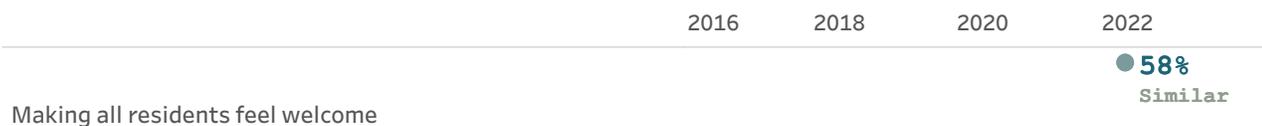
Please rate each of the following characteristics as they relate to Charlottesville as a whole. (% excellent or good)



Please rate each of the following aspects of quality of life in Charlottesville. (% excellent or good)



Please rate the job you feel the Charlottesville community does at each of the following. (% excellent or good)



● **53%**
Similar

Attracting people from diverse backgrounds

● **56%**
Similar

Valuing/respecting residents from diverse backgrounds

● **34%**
Lower

Taking care of vulnerable residents (elderly, disabled, homeless, etc.)

**Please also rate each of the following in the Charlottesville community.
(% excellent or good)**

2016 2018 2020 2022

● **61%**
Similar

Sense of civic/community pride

● **63%**
Similar

Neighborliness of residents in Charlottesville

64% 64%

● **70%**
Similar

Opportunities to participate in social events and activities

76% 79%

● **81%**
Similar

Opportunities to volunteer

83% 84%

● **67%**
Similar

Opportunities to participate in community matters

73% 77%

● **58%**
Similar

Openness and acceptance of the community toward people of diverse backgrounds

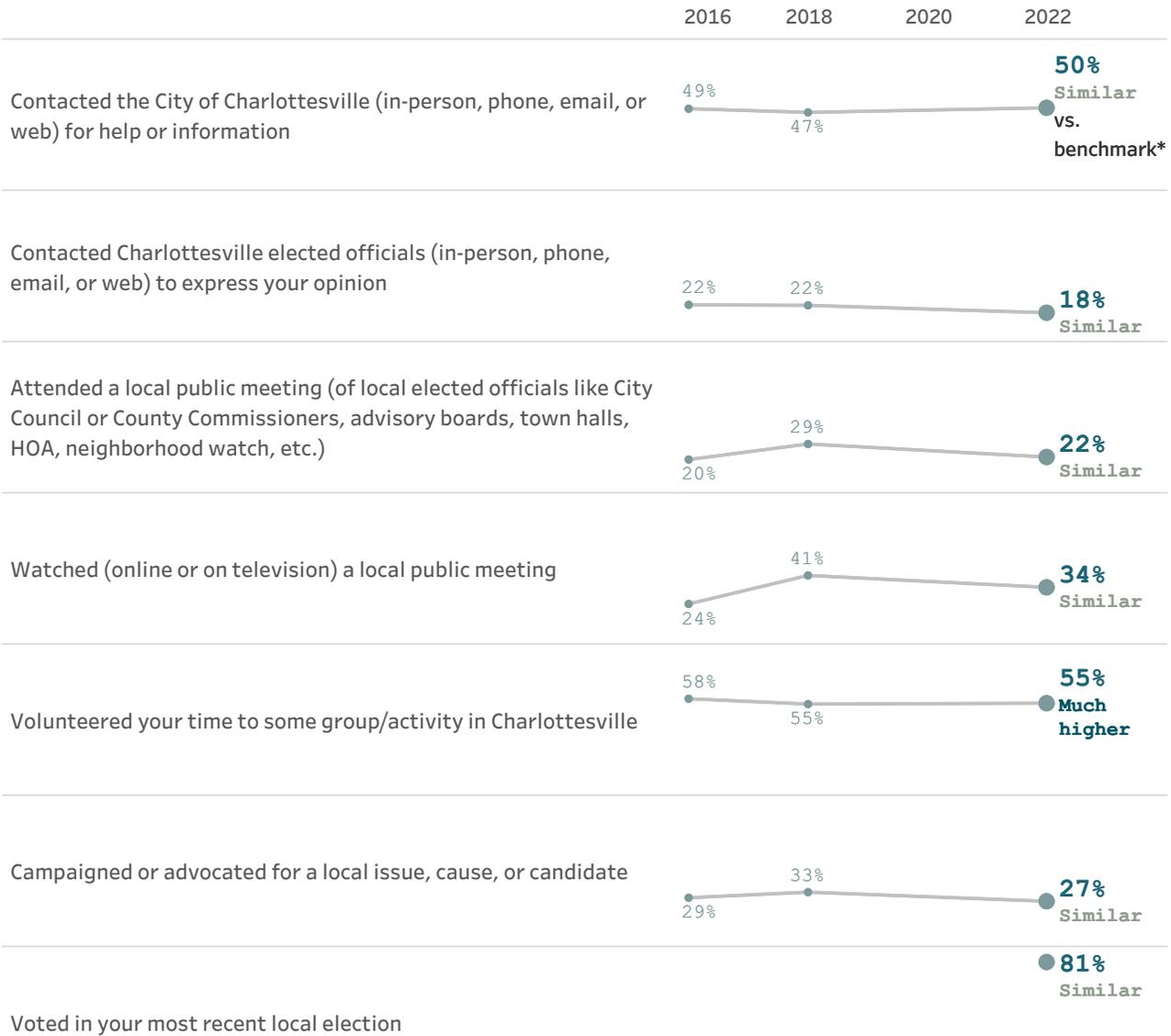
59% 55%

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

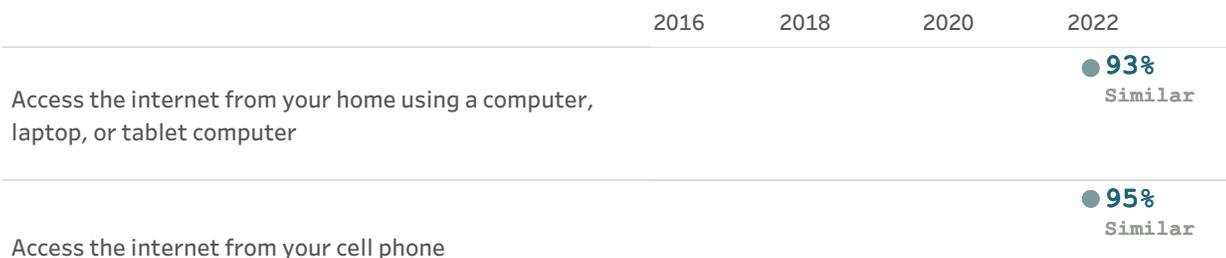
Residents' participation levels

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

(% yes)



In general, how many times do you:
(% a few times a week or more)

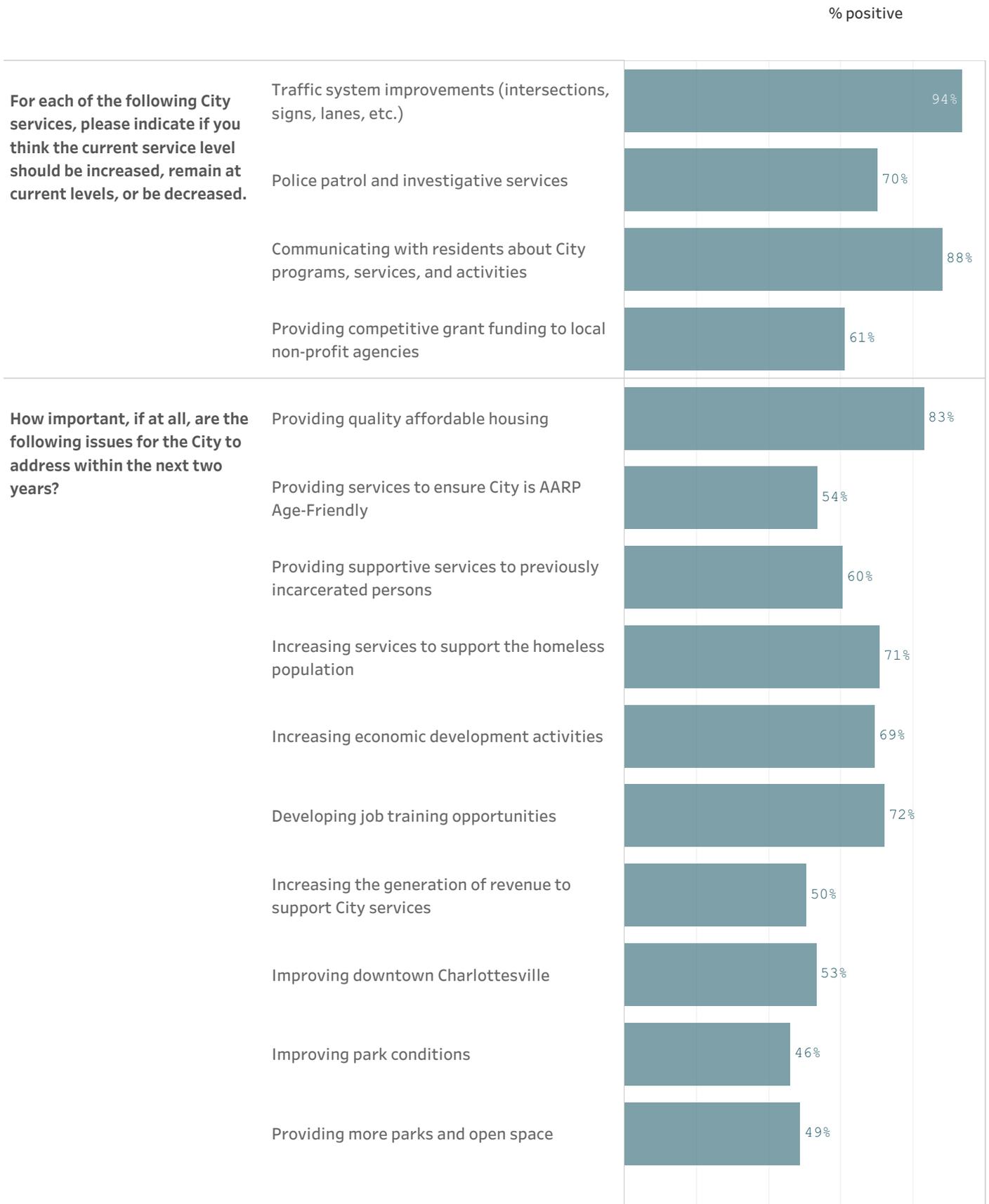


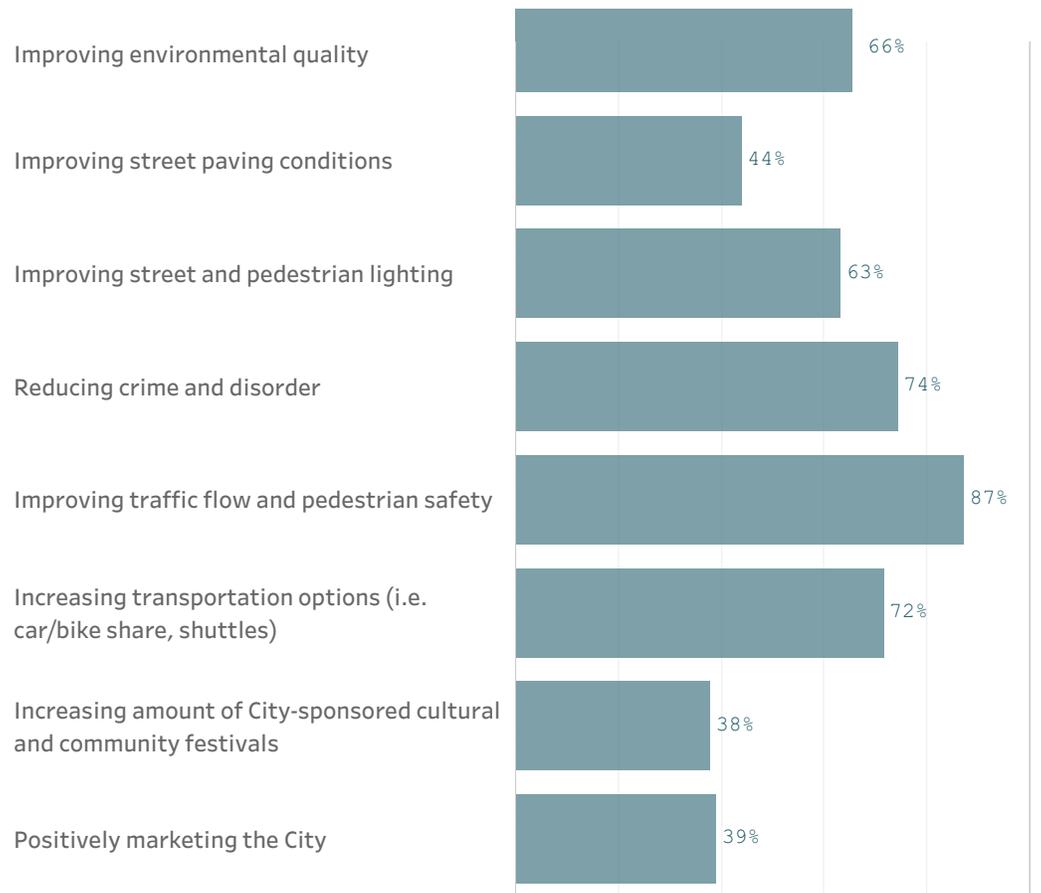
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	● 80% Similar
Use or check email	● 98% Similar
Share your opinions online	● 25% Similar
Shop online	● 49% Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Custom questions

Below are the results of each custom question on the survey. The percentage of positive responses (Essential/Very important or Increase service/Keep current service) is shown.





National benchmark tables

This table contains the comparisons of Charlottesville’s results to those from other communities. The first column shows the comparison of Charlottesville’s rating to the benchmark. Charlottesville’s results are noted as being “higher”, “lower” or “similar” to the benchmark, meaning that the average rating given by Charlottesville residents is statistically similar to or different than the benchmark. The second column is Charlottesville’s “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good). The third column is the rank assigned to Charlottesville’s rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for Charlottesville’s result -- that is what percent of surveyed communities had a lower rating than Charlottesville.

			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in Charlottesville.	Charlottesville as a place to live	Similar	83%	228	368	38
	Your neighborhood as a place to live	Similar	80%	222	320	30
	Charlottesville as a place to raise children	Similar	76%	215	372	42
	Charlottesville as a place to work	Similar	71%	100	363	72
	Charlottesville as a place to visit	Higher	84%	51	321	84
	Charlottesville as a place to retire	Similar	76%	67	368	82
	The overall quality of life in Charlottesville	Similar	78%	248	393	36
	Sense of community	Similar	50%	230	320	28
Please rate each of the following characteristics as they relate to Charlottesville as a whole.	Overall economic health of Charlottesville	Similar	62%	195	308	37
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Charlottesville	Lower	36%	164	206	20
	Overall design or layout of Charlottesville’s residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Lower	38%	274	301	9
	Overall quality of the utility infrastructure in Charlottesville (water, sewer, storm water, electric/gas, broadband)	Similar	64%	131	201	35
	Overall feeling of safety in Charlottesville	Lower	55%	323	358	10
	Overall quality of natural environment in Charlottesville	Similar	81%	131	310	58
	Overall quality of parks and recreation opportunities	Similar	76%	122	206	41
	Overall health and wellness opportunities in Charlottesville	Similar	83%	62	303	79
	Overall opportunities for education, culture, and the arts	Higher	79%	35	305	88
	Residents’ connection and engagement with their community	Similar	52%	111	203	45

Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Charlottesville to someone who asks	Similar	80%	229	312	26
	Remain in Charlottesville for the next five years	Lower	66%	303	309	2
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	93%	219	339	35
	In Charlottesville's downtown/commercial area during the day	Similar	79%	272	323	16
	From property crime	Similar	68%	152	211	28
	From violent crime	Lower	68%	182	211	13
	From fire, flood, or other natural disaster	Similar	86%	72	201	64
Please rate the job you feel the Charlottesville community does at each of the following.	Making all residents feel welcome	Similar	58%	161	209	23
	Attracting people from diverse backgrounds	Similar	53%	124	206	40
	Valuing/respecting residents from diverse backgrounds	Similar	56%	150	207	28
	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Lower	34%	182	203	10
Please rate each of the following in the Charlottesville community.	Overall quality of business and service establishments in Charlottesville	Similar	82%	59	310	81
	Variety of business and service establishments in Charlottesville	Similar	67%	65	204	68
	Vibrancy of downtown/commercial area	Similar	65%	84	289	71
	Employment opportunities	Similar	52%	124	324	62
	Shopping opportunities	Similar	62%	113	315	64
	Cost of living in Charlottesville	Much lower	12%	286	302	5
	Overall image or reputation of Charlottesville	Lower	51%	297	363	18
Please also rate each of the following in the Charlottesville community.	Traffic flow on major streets	Lower	30%	289	335	14
	Ease of public parking	Lower	38%	239	284	16
	Ease of travel by car in Charlottesville	Similar	61%	253	323	21
	Ease of travel by public transportation in Charlottesville	Lower	20%	222	284	22
	Ease of travel by bicycle in Charlottesville	Lower	27%	300	325	8
	Ease of walking in Charlottesville	Similar	60%	195	326	40
	Well-planned residential growth	Lower	22%	191	205	7
	Well-planned commercial growth	Similar	35%	152	205	26

Please also rate each of the following in the Charlottesville community.					
	Rating	Percentage	Count	Count	Count
Well-designed neighborhoods	Lower	39%	173	202	14
Preservation of the historical or cultural character of the community	Similar	66%	100	201	50
Public places where people want to spend time	Similar	65%	135	296	54
Variety of housing options	Lower	24%	274	308	11
Availability of affordable quality housing	Much lower	8%	307	330	7
Overall quality of new development in Charlottesville	Lower	30%	273	320	15
Overall appearance of Charlottesville	Similar	75%	191	342	44
Cleanliness of Charlottesville	Similar	73%	200	331	39
Water resources (beaches, lakes, ponds, riverways, etc.)	Similar	62%	96	185	48
Air quality	Similar	87%	92	296	69
Availability of paths and walking trails	Similar	80%	101	326	69
Fitness opportunities (including exercise classes and paths or trails, etc.)	Similar	82%	75	296	75
Recreational opportunities	Similar	75%	96	317	70
Availability of affordable quality food	Similar	51%	225	291	23
Availability of affordable quality health care	Similar	64%	115	301	62
Availability of preventive health services	Similar	69%	90	287	68
Availability of affordable quality mental health care	Similar	43%	135	288	53
Opportunities to attend cultural/arts/music activities	Higher	80%	18	313	94
Community support for the arts	Higher	74%	14	202	93
Availability of affordable quality childcare/preschool	Similar	31%	199	298	33
K-12 education	Similar	66%	184	301	39
Adult educational opportunities	Higher	68%	32	293	89
Sense of civic/community pride	Similar	61%	94	202	53
Neighborliness of residents in Charlottesville	Similar	63%	146	298	51
Opportunities to participate in social events and activities	Similar	70%	59	305	80
Opportunities to attend special events and festivals	Similar	75%	65	302	78

Please also rate each of the following in the Charlottesville community.	Opportunities to volunteer	Similar	81%	38	301	87
	Opportunities to participate in community matters	Similar	67%	93	303	69
	Openness and acceptance of the community toward people of diverse backgrounds	Similar	58%	133	320	58
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Charlottesville (in-person, phone, email, or web) for help or information	Similar	50%	116	338	65
	Contacted Charlottesville elected officials (in-person, phone, email, or web) to express your opinion	Similar	18%	111	296	62
	Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HO..	Similar	22%	99	299	67
	Watched (online or on television) a local public meeting	Similar	34%	45	280	84
	Volunteered your time to some group/activity in Charlottesville	Much higher	55%	14	302	95
	Campaigned or advocated for a local issue, cause, or candidate	Similar	27%	38	291	87
	Voted in your most recent local election	Similar	81%	62	204	70
	Used bus, rail, subway, or other public transportation instead of driving	Much higher	43%	31	270	88
	Carpooled with other adults or children instead of driving alone	Higher	62%	7	293	97
	Walked or biked instead of driving	Much higher	81%	21	297	93
	Please rate the quality of each of the following services in Charlottesville.	Public information services	Similar	59%	245	315
Economic development		Similar	47%	207	309	33
Traffic enforcement		Lower	44%	325	357	9
Traffic signal timing		Lower	37%	285	301	5
Street repair		Similar	48%	201	351	43
Street cleaning		Similar	63%	214	315	32
Street lighting		Lower	40%	324	344	5
Snow removal		Lower	48%	220	262	16
Sidewalk maintenance		Similar	49%	218	312	30
Bus or transit services		Similar	29%	210	280	25
Land use, planning, and zoning		Lower	25%	295	317	7
Code enforcement (weeds, abandoned buildings, etc.)		Similar	31%	287	350	18
Affordable high-speed internet access		Similar	56%	67	199	66

Please rate the quality of each of the following services in Charlottesville.	Garbage collection	Similar	75%	256	334	23
	Drinking water	Similar	83%	85	313	73
	Sewer services	Similar	86%	62	316	80
	Storm water management (storm drainage, dams, levees, etc.)	Similar	74%	142	328	57
	Power (electric and/or gas) utility	Similar	73%	194	257	24
	Utility billing	Similar	72%	161	282	43
	Police/Sheriff services	Much lower	52%	375	384	2
	Crime prevention	Much lower	37%	336	356	5
	Animal control	Similar	71%	204	327	37
	Ambulance or emergency medical services	Similar	86%	178	322	45
	Fire services	Similar	91%	224	347	35
	Fire prevention and education	Similar	78%	195	312	37
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Similar	63%	199	311	36
	Preservation of natural areas (open space, farmlands, and greenbelts)	Similar	66%	103	294	65
	Charlottesville open space	Similar	67%	101	287	65
	Recycling	Similar	65%	238	336	29
	Yard waste pick-up	Lower	59%	238	292	18
	City parks	Similar	79%	206	329	37
	Recreation programs or classes	Similar	72%	135	323	58
	Recreation centers or facilities	Similar	73%	98	305	68
	Health services	Similar	70%	95	281	66
	Public library services	Similar	88%	120	326	63
	Overall customer service by Charlottesville employees (police, receptionists, planners, etc.)	Similar	70%	250	372	32
Please rate the following categories of Charlottesville government performance.	The value of services for the taxes paid to Charlottesville	Similar	41%	297	376	21
	The overall direction that Charlottesville is taking	Similar	46%	269	341	21
	The job Charlottesville government does at welcoming resident involvement	Similar	39%	281	339	17

Please rate the following categories of Charlottesville government performance.	Overall confidence in Charlottesville government	Lower	29%	295	306	3
	Generally acting in the best interest of the community	Lower	40%	265	310	14
	Being honest	Similar	40%	248	301	17
	Being open and transparent to the public	Similar	35%	173	208	17
	Informing residents about issues facing the community	Lower	33%	189	213	11
	Treating all residents fairly	Lower	32%	285	307	7
	Treating residents with respect	Lower	45%	182	205	11
Overall, how would you rate the quality of the services provided by each of the following?	The City of Charlottesville	Similar	59%	315	368	14
	The Federal Government	Similar	43%	30	290	90
Please rate how important, if at all, you think it is for the Charlottesville community to focus on each of the following in the coming two years.	Overall economic health of Charlottesville	Similar	87%	249	284	12
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Charlottesville	Similar	86%	9	201	96
	Overall design or layout of Charlottesville's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Similar	74%	164	284	42
	Overall feeling of safety in Charlottesville	Similar	88%	177	284	37
	Overall quality of natural environment in Charlottesville	Similar	81%	194	284	31
	Overall quality of parks and recreation opportunities	Similar	68%	197	201	2
	Overall health and wellness opportunities in Charlottesville	Similar	67%	245	284	13
	Overall opportunities for education, culture, and the arts	Similar	65%	259	284	8
	Residents' connection and engagement with their community	Similar	59%	271	284	4
	Overall quality of the utility infrastructure in Charlottesville (water, sewer, storm water, electric/gas, broadband)	Similar	81%	191	200	5
In general, how many times do you:	Access the internet from your home using a computer, laptop, or tablet computer	Similar	93%	131	201	35
	Access the internet from your cell phone	Similar	95%	62	201	69
	Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	Similar	80%	93	200	54
	Use or check email	Similar	98%	69	201	66
	Share your opinions online	Similar	25%	157	201	22
	Shop online	Similar	49%	152	200	24
	Please rate your overall health.	Similar	84%	20	292	93

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:

Lower

14%

259

294

12

Complete set of frequencies

This dashboard contains a complete set of responses to each question on the survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. In some tables, the percentages may not sum to 100%; this is either because the question permitted the respondent to "choose all that apply", or for a question that asked the respondent to select one answer, it is due to the customary practice of rounding values to the nearest whole number.

Please rate each of the following aspects of quality of life in Charlottesville.				
Charlottesville as a place to live	Excellent		33%	N=121
	Good		50%	N=184
	Fair		16%	N=59
	Poor		1%	N=3
Your neighborhood as a place to live	Excellent		35%	N=128
	Good		45%	N=167
	Fair		14%	N=53
	Poor		5%	N=19
Charlottesville as a place to raise children	Excellent		39%	N=111
	Good		36%	N=102
	Fair		20%	N=56
	Poor		4%	N=12
Charlottesville as a place to work	Excellent		28%	N=96
	Good		43%	N=149
	Fair		27%	N=94
	Poor		1%	N=4
Charlottesville as a place to visit	Excellent		48%	N=173
	Good		36%	N=129
	Fair		13%	N=46
	Poor		4%	N=13
Charlottesville as a place to retire	Excellent		37%	N=96
	Good		40%	N=105
	Fair		17%	N=43
	Poor		7%	N=19
The overall quality of life in Charlottesville	Excellent		23%	N=85
	Good		55%	N=198
	Fair		21%	N=75
	Poor		2%	N=5
Sense of community	Excellent		20%	N=70
	Good		30%	N=107

Please rate each of the following aspects of quality of life in Charlottesville.	Sense of community	Fair		40% N=141
		Poor		10% N=37
Please rate each of the following characteristics as they relate to Charlottesville as a whole.	Overall economic health of Charlottesville	Excellent		7% N=22
		Good		56% N=185
		Fair		32% N=106
		Poor		6% N=19
Overall quality of the transportation system (auto, bicycle, foot, bus) in Charlottesville	Overall quality of the transportation system (auto, bicycle, foot, bus) in Charlottesville	Excellent		7% N=25
		Good		29% N=106
		Fair		36% N=130
		Poor		28% N=99
Overall design or layout of Charlottesville's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Overall design or layout of Charlottesville's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Excellent		8% N=30
		Good		30% N=107
		Fair		45% N=160
		Poor		17% N=61
Overall quality of the utility infrastructure in Charlottesville (water, sewer, storm water, electric/gas, broadband)	Overall quality of the utility infrastructure in Charlottesville (water, sewer, storm water, electric/gas, broadband)	Excellent		11% N=40
		Good		53% N=183
		Fair		27% N=94
		Poor		9% N=30
Overall feeling of safety in Charlottesville	Overall feeling of safety in Charlottesville	Excellent		4% N=15
		Good		50% N=186
		Fair		35% N=128
		Poor		10% N=38
Overall quality of natural environment in Charlottesville	Overall quality of natural environment in Charlottesville	Excellent		31% N=112
		Good		50% N=182
		Fair		18% N=65
		Poor		1% N=4
Overall quality of parks and recreation opportunities	Overall quality of parks and recreation opportunities	Excellent		31% N=109
		Good		45% N=156
		Fair		20% N=70
		Poor		4% N=15
Overall health and wellness opportunities in Charlottesville	Overall health and wellness opportunities in Charlottesville	Excellent		34% N=115
		Good		49% N=167
		Fair		14% N=49

Please rate each of the following characteristics as they relate to Charlottesville as a whole.	Overall health and wellness opportunities in Charlottesville	Poor		3% N=10
	Overall opportunities for education, culture, and the arts	Excellent		38% N=138
		Good		42% N=153
		Fair		20% N=73
		Poor		1% N=3
Residents' connection and engagement with their community	Excellent		12% N=43	
	Good		40% N=142	
	Fair		40% N=142	
	Poor		8% N=27	
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Charlottesville to someone who asks	Very likely		36% N=128
		Somewhat likely		44% N=156
		Somewhat unlikely		15% N=52
		Very unlikely		6% N=20
Remain in Charlottesville for the next five years	Very likely		39% N=138	
	Somewhat likely		28% N=98	
	Somewhat unlikely		18% N=63	
	Very unlikely		16% N=56	
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		68% N=251
		Somewhat safe		24% N=90
		Neither safe nor unsafe		4% N=14
		Somewhat unsafe		3% N=12
		Very unsafe		0% N=2
In Charlottesville's downtown/commercial area during the day	Very safe		40% N=147	
	Somewhat safe		38% N=140	
	Neither safe nor unsafe		8% N=31	
	Somewhat unsafe		11% N=41	
	Very unsafe		2% N=6	
From property crime	Very safe		22% N=76	
	Somewhat safe		47% N=164	
	Neither safe nor unsafe		14% N=48	
	Somewhat unsafe		14% N=48	
	Very unsafe		5% N=17	
From violent crime	Very safe		24% N=87	

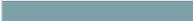
Please rate how safe or unsafe you feel:	From violent crime	Somewhat safe		44% N=157
		Neither safe nor unsafe		14% N=50
		Somewhat unsafe		12% N=43
		Very unsafe		6% N=22
		From fire, flood, or other natural disaster	Very safe	
		Somewhat safe		35% N=125
		Neither safe nor unsafe		11% N=40
		Somewhat unsafe		2% N=8
		Very unsafe		1% N=3
Please rate the job you feel the Charlottesville community does at each of the following.	Making all residents feel welcome	Excellent		14% N=48
		Good		44% N=150
		Fair		34% N=116
		Poor		8% N=26
	Attracting people from diverse backgrounds	Excellent		15% N=51
		Good		38% N=133
		Fair		34% N=118
		Poor		13% N=45
	Valuing/respecting residents from diverse backgrounds	Excellent		15% N=52
		Good		41% N=139
		Fair		32% N=109
		Poor		12% N=42
	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Excellent		6% N=16
		Good		29% N=82
		Fair		35% N=101
		Poor		31% N=88
Please rate each of the following in the Charlottesville community.	Overall quality of business and service establishments in Charlottesville	Excellent		23% N=84
		Good		59% N=214
		Fair		17% N=60
		Poor		1% N=5
	Variety of business and service establishments in Charlottesville	Excellent		23% N=85
		Good		44% N=160
		Fair		25% N=92
		Poor		7% N=27

Please rate each of the following in the Charlottesville community.	Vibrancy of downtown/commercial area	Excellent		18% N=65
		Good		47% N=173
		Fair		28% N=101
		Poor		7% N=25
	Employment opportunities	Excellent		8% N=24
		Good		44% N=136
		Fair		39% N=121
		Poor		9% N=27
	Shopping opportunities	Excellent		18% N=67
		Good		43% N=156
		Fair		29% N=106
		Poor		9% N=32
	Cost of living in Charlottesville	Excellent		1% N=3
		Good		11% N=42
		Fair		39% N=143
		Poor		49% N=179
	Overall image or reputation of Charlottesville	Excellent		9% N=32
		Good		42% N=153
		Fair		38% N=138
		Poor		10% N=37
Please also rate each of the following in the Charlottesville community.	Traffic flow on major streets	Excellent		2% N=8
		Good		27% N=97
		Fair		39% N=137
		Poor		31% N=111
	Ease of public parking	Excellent		10% N=37
		Good		28% N=99
		Fair		35% N=122
		Poor		27% N=96
	Ease of travel by car in Charlottesville	Excellent		10% N=34
		Good		51% N=181
		Fair		26% N=94
		Poor		13% N=46
	Ease of travel by public transportation in Charlottesville	Excellent		1% N=2

Please also rate each of the following in the Charlottesville community.

Ease of travel by public transportation in Charlottesville	Good		20% N=54
	Fair		36% N=99
	Poor		44% N=123
Ease of travel by bicycle in Charlottesville	Excellent		6% N=16
	Good		21% N=58
	Fair		34% N=94
	Poor		40% N=110
Ease of walking in Charlottesville	Excellent		16% N=57
	Good		44% N=159
	Fair		31% N=111
	Poor		10% N=35
Well-planned residential growth	Excellent		4% N=11
	Good		18% N=52
	Fair		40% N=116
	Poor		38% N=110
Well-planned commercial growth	Excellent		4% N=12
	Good		31% N=87
	Fair		36% N=101
	Poor		28% N=79
Well-designed neighborhoods	Excellent		5% N=15
	Good		34% N=109
	Fair		43% N=139
	Poor		18% N=59
Preservation of the historical or cultural character of the community	Excellent		15% N=51
	Good		51% N=174
	Fair		23% N=78
	Poor		11% N=39
Public places where people want to spend time	Excellent		17% N=63
	Good		48% N=174
	Fair		27% N=97
	Poor		8% N=29
Variety of housing options	Excellent		4% N=15
	Good		19% N=65

Please also rate each of the following in the Charlottesville community.

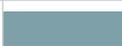
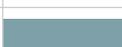
Variety of housing options	Fair		41% N=137
	Poor		36% N=120
Availability of affordable quality housing	Excellent		2% N=6
	Good		6% N=21
	Fair		26% N=87
	Poor		66% N=221
Overall quality of new development in Charlottesville	Excellent		5% N=15
	Good		25% N=71
	Fair		51% N=147
	Poor		18% N=52
Overall appearance of Charlottesville	Excellent		17% N=62
	Good		58% N=213
	Fair		21% N=76
	Poor		4% N=15
Cleanliness of Charlottesville	Excellent		20% N=72
	Good		54% N=196
	Fair		24% N=87
	Poor		3% N=11
Water resources (beaches, lakes, ponds, riverways, etc.)	Excellent		18% N=57
	Good		44% N=142
	Fair		30% N=98
	Poor		7% N=24
Air quality	Excellent		37% N=134
	Good		50% N=179
	Fair		12% N=44
	Poor		1% N=4
Availability of paths and walking trails	Excellent		32% N=113
	Good		48% N=170
	Fair		18% N=64
	Poor		2% N=8
Fitness opportunities (including exercise classes and paths or trails, etc.)	Excellent		31% N=101
	Good		51% N=170
	Fair		16% N=54

Please also rate each of the following in the Charlottesville community.

Fitness opportunities (including exercise classes and paths or trails, etc.)	Poor		2% N=6
Recreational opportunities	Excellent		29% N=100
	Good		47% N=161
	Fair		22% N=75
	Poor		3% N=10
Availability of affordable quality food	Excellent		11% N=41
	Good		40% N=142
	Fair		37% N=134
	Poor		11% N=40
Availability of affordable quality health care	Excellent		23% N=74
	Good		41% N=133
	Fair		25% N=81
	Poor		11% N=35
Availability of preventive health services	Excellent		24% N=71
	Good		45% N=135
	Fair		25% N=74
	Poor		7% N=20
Availability of affordable quality mental health care	Excellent		16% N=39
	Good		28% N=69
	Fair		29% N=73
	Poor		28% N=70
Opportunities to attend cultural/arts/music activities	Excellent		36% N=128
	Good		44% N=156
	Fair		16% N=57
	Poor		4% N=14
Community support for the arts	Excellent		38% N=123
	Good		36% N=116
	Fair		23% N=75
	Poor		3% N=9
Availability of affordable quality childcare/preschool	Excellent		14% N=19
	Good		17% N=24
	Fair		46% N=65
	Poor		23% N=33

Please also rate each of the following in the Charlottesville community.

K-12 education	Excellent		19% N=33
	Good		46% N=81
	Fair		28% N=49
	Poor		6% N=10
Adult educational opportunities	Excellent		28% N=68
	Good		40% N=96
	Fair		28% N=69
	Poor		4% N=9
Sense of civic/community pride	Excellent		17% N=57
	Good		44% N=151
	Fair		33% N=113
	Poor		6% N=20
Neighborliness of residents in Charlottesville	Excellent		17% N=58
	Good		46% N=154
	Fair		31% N=104
	Poor		6% N=19
Opportunities to participate in social events and activities	Excellent		23% N=78
	Good		47% N=162
	Fair		26% N=89
	Poor		4% N=14
Opportunities to attend special events and festivals	Excellent		25% N=89
	Good		50% N=181
	Fair		21% N=76
	Poor		4% N=13
Opportunities to volunteer	Excellent		29% N=91
	Good		52% N=163
	Fair		17% N=52
	Poor		2% N=7
Opportunities to participate in community matters	Excellent		19% N=60
	Good		49% N=156
	Fair		25% N=81
	Poor		7% N=23
Openness and acceptance of the community toward people of diverse backgrounds	Excellent		18% N=60

Please also rate each of the following in the Charlottesville community.	Openness and acceptance of the community toward people of diverse backgrounds	Good		40% N=137
		Fair		33% N=113
		Poor		8% N=28
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Charlottesville (in-person, phone, email, or web) for help o..	No		50% N=185
		Yes		50% N=182
	Contacted Charlottesville elected officials (in-person, phone, email, or web) to expres..	No		82% N=304
		Yes		18% N=65
	Attended a local public meeting (of local elected officials like City Council or County Commissione..	No		78% N=288
		Yes		22% N=80
	Watched (online or on television) a local public meeting	No		66% N=243
		Yes		34% N=126
	Volunteered your time to some group/activity in Charlottesville	No		45% N=164
		Yes		55% N=202
	Campaigned or advocated for a local issue, cause, or candidate	No		73% N=268
		Yes		27% N=101
	Voted in your most recent local election	No		19% N=68
		Yes		81% N=298
	Used bus, rail, subway, or other public transportation instead of driving	No		57% N=209
		Yes		43% N=158
	Carpooled with other adults or children instead of driving alone	No		38% N=142
		Yes		62% N=228
Walked or biked instead of driving	No		19% N=70	
	Yes		81% N=300	
Please rate the quality of each of the following services in Charlottesville.	Public information services	Excellent		8% N=23
		Good		51% N=151
		Fair		32% N=95
		Poor		9% N=26
	Economic development	Excellent		5% N=13
		Good		42% N=105
		Fair		44% N=110
		Poor		10% N=24
	Traffic enforcement	Excellent		4% N=11
		Good		41% N=123

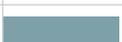
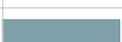
Please rate the quality of each of the following services in Charlottesville.

Traffic enforcement	Fair		38% N=114
	Poor		18% N=54
Traffic signal timing	Excellent		3% N=11
	Good		34% N=119
	Fair		39% N=138
	Poor		24% N=86
Street repair	Excellent		2% N=9
	Good		46% N=159
	Fair		35% N=120
	Poor		17% N=60
Street cleaning	Excellent		6% N=22
	Good		56% N=193
	Fair		28% N=95
	Poor		9% N=32
Street lighting	Excellent		4% N=14
	Good		36% N=127
	Fair		39% N=138
	Poor		21% N=76
Snow removal	Excellent		5% N=15
	Good		43% N=128
	Fair		38% N=113
	Poor		14% N=41
Sidewalk maintenance	Excellent		5% N=16
	Good		44% N=147
	Fair		38% N=127
	Poor		13% N=45
Bus or transit services	Excellent		4% N=11
	Good		25% N=65
	Fair		41% N=108
	Poor		30% N=77
Land use, planning, and zoning	Excellent		1% N=3
	Good		24% N=60
	Fair		42% N=106

Please rate the quality of each of the following services in Charlottesville.

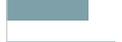
Land use, planning, and zoning	Poor		33% N=83
	Excellent		3% N=8
	Good		27% N=63
	Fair		42% N=98
	Poor		27% N=62
Affordable high-speed internet access	Excellent		16% N=57
	Good		40% N=137
	Fair		30% N=102
	Poor		14% N=48
Garbage collection	Excellent		27% N=93
	Good		49% N=170
	Fair		21% N=74
	Poor		4% N=14
Drinking water	Excellent		33% N=118
	Good		50% N=180
	Fair		12% N=45
	Poor		5% N=17
Sewer services	Excellent		37% N=119
	Good		48% N=154
	Fair		13% N=42
	Poor		1% N=4
Storm water management (storm drainage, dams, levees, etc.)	Excellent		22% N=68
	Good		51% N=158
	Fair		21% N=63
	Poor		6% N=18
Power (electric and/or gas) utility	Excellent		17% N=60
	Good		56% N=195
	Fair		24% N=85
	Poor		3% N=11
Utility billing	Excellent		17% N=58
	Good		55% N=185
	Fair		21% N=72
	Poor		7% N=23

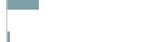
Please rate the quality of each of the following services in Charlottesville.

Police/Sheriff services	Excellent		8% N=23
	Good		44% N=126
	Fair		28% N=79
	Poor		21% N=60
Crime prevention	Excellent		4% N=13
	Good		33% N=97
	Fair		37% N=111
	Poor		26% N=77
Animal control	Excellent		13% N=23
	Good		58% N=109
	Fair		19% N=36
	Poor		10% N=18
Ambulance or emergency medical services	Excellent		40% N=98
	Good		46% N=113
	Fair		12% N=30
	Poor		1% N=3
Fire services	Excellent		41% N=98
	Good		50% N=121
	Fair		8% N=20
	Poor		1% N=3
Fire prevention and education	Excellent		23% N=43
	Good		55% N=100
	Fair		19% N=35
	Poor		3% N=5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Excellent		14% N=28
	Good		49% N=99
	Fair		28% N=57
	Poor		9% N=17
Preservation of natural areas (open space, farmlands, and greenbelts)	Excellent		22% N=67
	Good		44% N=132
	Fair		27% N=81
	Poor		7% N=23
Charlottesville open space	Excellent		19% N=60

		Excellent		
Please rate the quality of each of the following services in Charlottesville.	Charlottesville open space	Good		42% N=146
		Fair		30% N=95
		Poor		3% N=10
		Excellent		
Recycling	Excellent		18% N=61	
	Good		47% N=162	
	Fair		24% N=82	
	Poor		11% N=37	
Yard waste pick-up	Excellent		13% N=30	
	Good		46% N=110	
	Fair		28% N=67	
	Poor		13% N=32	
City parks	Excellent		22% N=78	
	Good		56% N=197	
	Fair		19% N=68	
	Poor		2% N=7	
Recreation programs or classes	Excellent		22% N=54	
	Good		50% N=125	
	Fair		25% N=63	
	Poor		3% N=7	
Recreation centers or facilities	Excellent		25% N=66	
	Good		48% N=129	
	Fair		26% N=69	
	Poor		1% N=3	
Health services	Excellent		25% N=74	
	Good		45% N=132	
	Fair		28% N=83	
	Poor		2% N=7	
Public library services	Excellent		43% N=132	
	Good		45% N=136	
	Fair		12% N=36	
Overall customer service by Charlottesville employees (police, receptionists, planners, etc.)	Excellent		23% N=72	
	Good		47% N=147	
	Fair		28% N=87	
	Poor		2% N=6	

Please rate the following categories of Charlottesville government performance.

The value of services for the taxes paid to Charlottesville	Excellent		6% N=18
	Good		35% N=103
	Fair		40% N=119
	Poor		19% N=57
The overall direction that Charlottesville is taking	Excellent		7% N=23
	Good		38% N=120
	Fair		33% N=103
	Poor		21% N=67
The job Charlottesville government does at welcoming resident involvement	Excellent		5% N=14
	Good		33% N=88
	Fair		41% N=107
	Poor		20% N=54
Overall confidence in Charlottesville government	Excellent		1% N=4
	Good		28% N=87
	Fair		37% N=117
	Poor		33% N=104
Generally acting in the best interest of the community	Excellent		4% N=11
	Good		36% N=108
	Fair		38% N=112
	Poor		22% N=66
Being honest	Excellent		7% N=16
	Good		33% N=81
	Fair		43% N=104
	Poor		17% N=42
Being open and transparent to the public	Excellent		6% N=17
	Good		29% N=78
	Fair		43% N=119
	Poor		22% N=59
Informing residents about issues facing the community	Excellent		3% N=10
	Good		30% N=89
	Fair		39% N=114
	Poor		28% N=82

Please rate the following categories of Charlottesville government performance.	Treating all residents fairly	Excellent		5% N=14
		Good		27% N=73
		Fair		43% N=118
		Poor		25% N=67
	Treating residents with respect	Excellent		6% N=17
		Good		39% N=112
		Fair		41% N=117
		Poor		14% N=41
Overall, how would you rate the quality of the services provided by each of the following?	The City of Charlottesville	Excellent		8% N=25
		Good		51% N=168
		Fair		32% N=106
		Poor		9% N=30
	The Federal Government	Excellent		5% N=15
		Good		39% N=120
		Fair		49% N=152
		Poor		8% N=24
Please rate how important, if at all, you think it is for the Charlottesville community to focus on each of the following in the coming two years.	Overall economic health of Charlottesville	Essential		37% N=130
		Very important		51% N=181
		Somewhat important		13% N=46
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Charlottesville	Essential		43% N=155
		Very important		43% N=152
		Somewhat important		13% N=46
		Not at all important		1% N=5
	Overall design or layout of Charlottesville's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Essential		31% N=112
		Very important		43% N=155
		Somewhat important		24% N=85
		Not at all important		2% N=9
	Overall feeling of safety in Charlottesville	Essential		53% N=186
		Very important		36% N=128
		Somewhat important		11% N=39
		Not at all important		1% N=2
	Overall quality of natural environment in Charlottesville	Essential		33% N=120
Very important			47% N=170	

Please rate how important, if at all, you think it is for the Charlottesville community to focus on each of the following in the coming two years.	Overall quality of natural environment in Charlottesville	Somewhat important		19% N=68
		Not at all important		0% N=2
	Overall quality of parks and recreation opportunities	Essential		25% N=89
		Very important		43% N=154
		Somewhat important		30% N=110
		Not at all important		2% N=7
	Overall health and wellness opportunities in Charlottesville	Essential		25% N=88
		Very important		42% N=151
		Somewhat important		30% N=107
		Not at all important		3% N=12
	Overall opportunities for education, culture, and the arts	Essential		25% N=89
		Very important		40% N=144
		Somewhat important		32% N=113
		Not at all important		4% N=13
	Residents' connection and engagement with their community	Essential		18% N=65
		Very important		41% N=149
		Somewhat important		38% N=136
		Not at all important		3% N=10
	Overall quality of the utility infrastructure in Charlottesville (water, sewer, storm water, electric/gas, broadband)	Essential		35% N=125
Very important			46% N=165	
Somewhat important			19% N=67	
For each of the following City services, please indicate if you think the current service level should be increased, remain at current levels, or be decreased.	Building permit and inspection services	Increase service		41% N=26
		Keep current service level		59% N=38
		Decrease service		0% N=
	Street and sidewalk maintenance and repairs	Increase service		37% N=61
		Keep current service level		63% N=104
	Park maintenance	Increase service		16% N=25
		Keep current service level		83% N=128
		Decrease service		1% N=2
	Traffic system improvements (intersections, signs, lanes, etc.)	Increase service		52% N=177
		Keep current service level		47% N=160
		Decrease service		2% N=6
	Bicycle and pedestrian infrastructure	Increase service		70% N=138

For each of the following City services, please indicate if you think the current service level should be increased, remain at current levels, or be decreased.

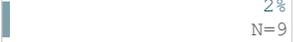
Bicycle and pedestrian infrastructure	Keep current service level		28% N=54
	Decrease service		2% N=5
Police patrol and investigative services	Increase service		44% N=127
	Keep current service level		42% N=124
	Decrease service		14% N=41
Proactive code enforcement	Increase service		25% N=30
	Keep current service level		58% N=69
	Decrease service		17% N=20
Communicating with residents about City programs, services, and activities	Increase service		52% N=167
	Keep current service level		46% N=148
	Decrease service		2% N=6
Providing competitive grant funding to local non-profit agencies	Increase service		41% N=102
	Keep current service level		48% N=117
	Decrease service		11% N=27
Downtown parking management/enforcement	Increase service		15% N=24
	Keep current service level		53% N=84
	Decrease service		32% N=50

How important, if at all, are the following issues for the City to address within the next two years?

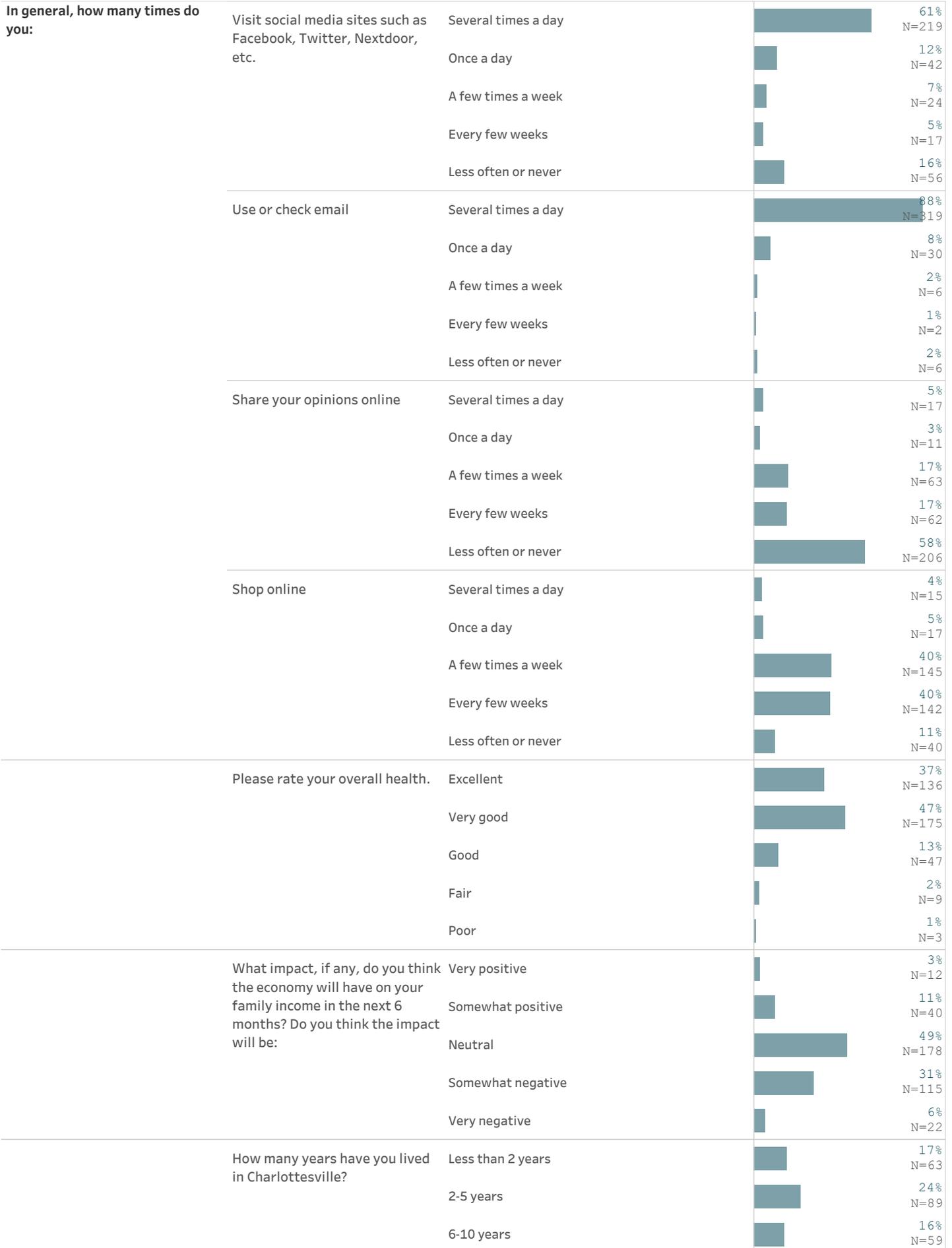
Providing quality affordable housing	Essential		63% N=226
	Very important		20% N=74
	Somewhat important		14% N=51
	Not at all important		3% N=10
Providing services to ensure City is AARP Age-Friendly	Essential		20% N=73
	Very important		33% N=120
	Somewhat important		36% N=129
	Not at all important		10% N=38
Providing supportive services to previously incarcerated persons	Essential		20% N=70
	Very important		41% N=147
	Somewhat important		33% N=120
	Not at all important		6% N=23
Increasing services to support the homeless population	Essential		35% N=126
	Very important		36% N=130
	Somewhat important		26% N=94
	Not at all important		3% N=12

How important, if at all, are the following issues for the City to address within the next two years?

Increasing economic development activities	Essential		30% N=108
	Very important		39% N=142
	Somewhat important		28% N=101
	Not at all important		3% N=10
Developing job training opportunities	Essential		24% N=85
	Very important		49% N=175
	Somewhat important		23% N=82
	Not at all important		5% N=18
Increasing the generation of revenue to support City services	Essential		17% N=60
	Very important		34% N=122
	Somewhat important		39% N=141
	Not at all important		10% N=37
Improving downtown Charlottesville	Essential		23% N=82
	Very important		31% N=111
	Somewhat important		37% N=135
	Not at all important		9% N=33
Improving park conditions	Essential		14% N=50
	Very important		32% N=115
	Somewhat important		48% N=173
	Not at all important		6% N=22
Providing more parks and open space	Essential		19% N=68
	Very important		30% N=108
	Somewhat important		41% N=149
	Not at all important		10% N=36
Improving environmental quality	Essential		27% N=97
	Very important		39% N=139
	Somewhat important		32% N=115
	Not at all important		2% N=9
Improving street paving conditions	Essential		17% N=61
	Very important		27% N=97
	Somewhat important		49% N=175
	Not at all important		7% N=26
Improving street and pedestrian lighting	Essential		32% N=116

How important, if at all, are the following issues for the City to address within the next two years?	Improving street and pedestrian lighting	Very important		31% N=112
		Somewhat important		32% N=114
		Not at all important		5% N=19
	Reducing crime and disorder	Essential		50% N=180
		Very important		25% N=88
		Somewhat important		22% N=80
		Not at all important		3% N=12
	Improving traffic flow and pedestrian safety	Essential		41% N=147
		Very important		47% N=168
		Somewhat important		13% N=46
		Not at all important		0% N=1
	Increasing transportation options (i.e. car/bike share, shuttles)	Essential		38% N=135
Very important			34% N=123	
Somewhat important			20% N=73	
Not at all important			8% N=29	
Increasing amount of City-sponsored cultural and community festivals	Essential		9% N=32	
	Very important		29% N=104	
	Somewhat important		43% N=156	
	Not at all important		19% N=67	
Positively marketing the City	Essential		13% N=46	
	Very important		26% N=93	
	Somewhat important		34% N=123	
	Not at all important		27% N=96	
In general, how many times do you:	Access the internet from your home using a computer, laptop, or tablet computer	Several times a day		88% N=319
		Once a day		2% N=9
		A few times a week		3% N=10
		Every few weeks		1% N=2
		Less often or never		6% N=22
	Access the internet from your cell phone	Several times a day		91% N=327
		Once a day		2% N=5
		A few times a week		3% N=10
		Every few weeks		1% N=3
		Less often or never		4% N=14

In general, how many times do you:



How many years have you lived in Charlottesville?	11-20 years		15% N=54
	More than 20 years		28% N=105
Which best describes the building you live in?	One family house detached from any other houses		45% N=167
	Building with two or more homes (duplex, townhome, apartment or condominium)		54% N=198
	Other		1% N=4
Do you rent or own your home?	Rent		60% N=219
	Own		40% N=147
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association fees (HOA) fees)?	Less than \$500		4% N=14
	\$500 to \$999		13% N=48
	\$1,000 to \$1,499		21% N=76
	\$1,500 to \$1,999		23% N=82
	\$2,000 to \$2,499		22% N=79
	\$2,500 to \$2,999		8% N=30
	\$3,000 to \$3,499		5% N=18
	\$3,500 or more		3% N=12
	Do any children 17 or under live in your household?	No	
Yes			17% N=63
Are you or any other members of your household aged 65 or older?	No		77% N=285
	Yes		23% N=85
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Less than \$25,000		13% N=47
	\$25,000 to \$49,999		18% N=66
	\$50,000 to \$74,999		14% N=51
	\$75,000 to \$99,999		15% N=52
	\$100,000 to \$149,999		20% N=70
	\$150,000 or more		19% N=69
Are you Spanish, Hispanic, or Latino?	No, not Spanish, Hispanic, or Latino		95% N=344
	Yes, I consider myself to be Spanish, Hispanic, or Latino		5% N=16
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan Native		1% N=3
	Asian, Asian Indian, or Pacific Islander		9% N=31
	Black or African American		13% N=47
	White		76% N=276
	Other		7% N=25
In which category is your age?	18-24 years		13% N=49

In which category is your age?	25-34 years		34% N=125
	35-44 years		17% N=62
	45-54 years		10% N=38
	55-64 years		7% N=25
	65-74 years		13% N=49
	75 years or older		6% N=21
What is your gender?	Woman		52% N=192
	Man		48% N=176
	Identify in another way		0% N=1
If you identify in another way, how would you describe your gender?	Non-binary		83% N=1
	Two-spirit		17% N=

Full trends

This table contains the trends over time for the City of Charlottesville. The combined "percent positive" responses for each survey year are presented (e.g., excellent/good or yes). If an item was not included during an administration of the survey, no percentage will be shown in the table. If the difference between the 2018 and 2022 surveys is greater than seven percentage points, the change is statistically significant.

It is important to note that in 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

		2016	2018	2022
Please rate each of the following aspects of quality of life in Charlottesville.	Charlottesville as a place to live	84%	87%	83%
	Your neighborhood as a place to live	79%	87%	80%
	Charlottesville as a place to raise children	82%	83%	76%
	Charlottesville as a place to work	59%	69%	71%
	Charlottesville as a place to visit	84%	90%	84%
	Charlottesville as a place to retire	74%	75%	76%
	The overall quality of life in Charlottesville	82%	81%	78%
	Sense of community	62%	63%	50%
Please rate each of the following characteristics as they relate to Charlottesville as a whole.	Overall economic health of Charlottesville	64%	67%	62%
	Overall quality of the transportation system (auto, bicycle, foot, bu..			36%
	Overall design or layout of Charlottesville's residential and comme..	58%	57%	38%
	Overall quality of the utility infrastructure in Charlottesville (wate..			64%
	Overall feeling of safety in Charlottesville	69%	76%	55%
	Overall quality of natural environment in Charlottesville	83%	85%	81%
	Overall quality of parks and recreation opportunities			76%
	Overall health and wellness opportunities in Charlottesville	84%	84%	83%
	Overall opportunities for education, culture, and the arts	84%	83%	79%
	Residents' connection and engagement with their community			52%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Charlottesville to someone who asks	85%	84%	80%

Please indicate how likely or unlikely you are to do each of the following.	Remain in Charlottesville for the next five years	67%	69%	66%
	Please rate how safe or unsafe you feel:	In your neighborhood during the day	90%	94%
	In Charlottesville's downtown/commercial area during the day	87%	90%	79%
	From property crime			68%
	From violent crime			68%
	From fire, flood, or other natural disaster			86%
Please rate the job you feel the Charlottesville community does at each of the following.	Making all residents feel welcome			58%
	Attracting people from diverse backgrounds			53%
	Valuing/respecting residents from diverse backgrounds			56%
	Taking care of vulnerable residents (elderly, disabled, homeless, et..			34%
Please rate each of the following in the Charlottesville community.	Overall quality of business and service establishments in Charlotte..	70%	78%	82%
	Variety of business and service establishments in Charlottesville			67%
	Vibrancy of downtown/commercial area	78%	77%	65%
	Employment opportunities	49%	56%	52%
	Shopping opportunities	71%	69%	62%
	Cost of living in Charlottesville	31%	22%	12%
	Overall image or reputation of Charlottesville	83%	59%	51%
Please also rate each of the following in the Charlottesville community.	Traffic flow on major streets	28%	29%	30%
	Ease of public parking	25%	21%	38%
	Ease of travel by car in Charlottesville	41%	51%	61%
	Ease of travel by public transportation in Charlottesville	41%	39%	20%
	Ease of travel by bicycle in Charlottesville	41%	33%	27%
	Ease of walking in Charlottesville	69%	62%	60%
	Well-planned residential growth			22%
	Well-planned commercial growth			35%
	Well-designed neighborhoods			39%

Please also rate each of the following in the Charlottesville community.

Preservation of the historical or cultural character of the community	66%
Public places where people want to spend time	80% 75% 65%
Variety of housing options	43% 30% 24%
Availability of affordable quality housing	27% 18% 8%
Overall quality of new development in Charlottesville	51% 51% 30%
Overall appearance of Charlottesville	81% 86% 75%
Cleanliness of Charlottesville	74% 81% 73%
Water resources (beaches, lakes, ponds, riverways, etc.)	62%
Air quality	86% 89% 87%
Availability of paths and walking trails	68% 67% 80%
Fitness opportunities (including exercise classes and paths or trail..	77% 83% 82%
Recreational opportunities	77% 85% 75%
Availability of affordable quality food	75% 64% 51%
Availability of affordable quality health care	75% 61% 64%
Availability of preventive health services	76% 68% 69%
Availability of affordable quality mental health care	53% 44% 43%
Opportunities to attend cultural/arts/music activities	82% 86% 80%
Community support for the arts	74%
Availability of affordable quality childcare/preschool	49% 38% 31%
K-12 education	70% 73% 66%
Adult educational opportunities	74% 77% 68%
Sense of civic/community pride	61%
Neighborliness of residents in Charlottesville	64% 64% 63%
Opportunities to participate in social events and activities	76% 79% 70%
Opportunities to attend special events and festivals	73% 74% 75%
Opportunities to volunteer	83% 84% 81%

Please also rate each of the following in the Charlottesville community.	Opportunities to participate in community matters	73%	77%	67%
	Openness and acceptance of the community toward people of diver..	59%	55%	58%
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Charlottesville (in-person, phone, email, or w..	49%	47%	50%
	Contacted Charlottesville elected officials (in-person, phone, email..	22%	22%	18%
	Attended a local public meeting (of local elected officials like City C..	20%	29%	22%
	Watched (online or on television) a local public meeting	24%	41%	34%
	Volunteered your time to some group/activity in Charlottesville	58%	55%	55%
	Campaigned or advocated for a local issue, cause, or candidate	29%	33%	27%
	Voted in your most recent local election			81%
	Used bus, rail, subway, or other public transportation instead of dr..	47%	45%	43%
	Carpooled with other adults or children instead of driving alone	56%	50%	62%
	Walked or biked instead of driving	80%	81%	81%
	Please rate the quality of each of the following services in Charlottesville.	Public information services	77%	72%
Economic development		61%	48%	47%
Traffic enforcement		57%	56%	44%
Traffic signal timing		40%	46%	37%
Street repair		46%	49%	48%
Street cleaning		54%	65%	63%
Street lighting		55%	48%	40%
Snow removal		49%	62%	48%
Sidewalk maintenance		48%	49%	49%
Bus or transit services		60%	55%	29%
Land use, planning, and zoning		46%	36%	25%
Code enforcement (weeds, abandoned buildings, etc.)		47%	38%	31%
Affordable high-speed internet access				56%
Garbage collection		77%	81%	75%

Please rate the quality of each of the following services in Charlottesville.	Drinking water	71%	71%	83%
	Sewer services	77%	80%	86%
	Storm water management (storm drainage, dams, levees, etc.)	63%	51%	74%
	Power (electric and/or gas) utility	83%	82%	73%
	Utility billing	75%	78%	72%
	Police/Sheriff services	79%	66%	52%
	Crime prevention	63%	63%	37%
	Animal control	65%	75%	71%
	Ambulance or emergency medical services	90%	94%	86%
	Fire services	92%	91%	91%
	Fire prevention and education	79%	80%	78%
	Emergency preparedness (services that prepare the community for..	61%	57%	63%
	Preservation of natural areas (open space, farmlands, and greenbe..	64%	52%	66%
	Charlottesville open space			67%
	Recycling	75%	72%	65%
	Yard waste pick-up	60%	72%	59%
	City parks	83%	83%	79%
	Recreation programs or classes	80%	81%	72%
	Recreation centers or facilities	84%	82%	73%
	Health services	82%	71%	70%
Public library services	85%	92%	88%	
Overall customer service by Charlottesville employees (police, rece..	71%	73%	70%	
Please rate the following categories of Charlottesville government performance.	The value of services for the taxes paid to Charlottesville	54%	57%	41%
	The overall direction that Charlottesville is taking	60%	52%	46%
	The job Charlottesville government does at welcoming resident inv..	54%	50%	39%
	Overall confidence in Charlottesville government	58%	47%	29%

Please rate the following categories of Charlottesville government performance.	Generally acting in the best interest of the community	57% 46% 40%
	Being honest	55% 45% 40%
	Being open and transparent to the public	35%
	Informing residents about issues facing the community	33%
	Treating all residents fairly	51% 39% 32%
	Treating residents with respect	45%
Overall, how would you rate the quality of the services provided by each of the following?	The City of Charlottesville	73% 74% 59%
	The Federal Government	46% 40% 43%
Please rate how important, if at all, you think it is for the Charlottesville community to focus on each of the following in the coming two years.	Overall economic health of Charlottesville	84% 87% 87%
	Overall quality of the transportation system (auto, bicycle, foot, bu..	86%
	Overall design or layout of Charlottesville's residential and comme..	77% 73% 74%
	Overall feeling of safety in Charlottesville	85% 80% 88%
	Overall quality of natural environment in Charlottesville	77% 76% 81%
	Overall quality of parks and recreation opportunities	68%
	Overall health and wellness opportunities in Charlottesville	70% 70% 67%
	Overall opportunities for education, culture, and the arts	72% 82% 65%
	Residents' connection and engagement with their community	72% 81% 59%
	Overall quality of the utility infrastructure in Charlottesville(water..	81%
In general, how many times do you:	Access the internet from your home using a computer, laptop, or ta..	93%
	Access the internet from your cell phone	95%
	Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	80%
	Use or check email	98%
	Share your opinions online	25%
	Shop online	49%
	Please rate your overall health.	75% 71% 84%
	What impact, if any, do you think the economy will have on your fa..	26% 24% 14%

Methods (open participation)

As part of its participation in The National Community Survey™ (The NCST™), the City of Charlottesville conducted a survey of 371 residents. Survey invitations were mailed to randomly selected households and data were collected from November 9th, 2022 to December 22nd, 2022. The results from this main survey effort represent the most robust estimate of your residents’ opinions.

After the above data collection period was underway, a link to an online open participation survey was publicized by the City of Charlottesville. The open participation survey was identical to the probability sample survey with two small updates; it included a map at the beginning asking where the respondent lives and also a question about where they heard about the survey. The open participation survey was open to all city residents and became available on December 7th, 2022. The survey remained open for 2 weeks and there were 195 responses.

The open participation survey data were not collected through a random sample and it is unknown who in the community was aware of the survey; therefore, a level of confidence in the representativeness of the sample cannot be estimated. However, to reduce bias where possible, these data were statistically weighted to match the demographic characteristics of the 2010 Census and 2020 American Community Survey estimates for adults in the City of Charlottesville. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.* The results of the weighting scheme for the open participation survey are presented in the following table.

* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from <https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

		Unweighted	Weighted	Target*
Age	18-34	12%	45%	47%
	35-54	34%	27%	27%
	55+	54%	28%	26%
Area	Greenbrier, Barracks/Rugby, Meadows	24%	12%	11%
	JPA, Fry’s Springs, Johnson Village	13%	20%	20%
	North Downtown, Locust Grove, Martha Je..	25%	18%	19%
	Ridge, Belmont, Woolen Mills	19%	19%	20%
	Rose Hill, 10th and Page, Starr Hill and Fif..	7%	16%	16%
	Venable, Lewis Mountain, Barracks Road	13%	15%	14%
Hispanic origin	No, not Spanish, Hispanic, or Latino	96%	95%	95%
	Yes, I consider myself to be Spanish, Hispana..	4%	5%	5%
Housing tenure	Own	89%	45%	40%
	Rent	11%	55%	60%
Housing type	Attached	18%	54%	54%
	Detached	82%	46%	46%
Race & Hispanic origin	Not white alone	13%	33%	32%
	White alone, not Hispanic or Latino	87%	67%	68%
Sex	Man	43%	48%	48%
	Woman	57%	52%	52%
Sex/age	Man 18-34	6%	22%	23%
	Man 35-54	16%	14%	13%
	Man 55+	20%	13%	12%
	Woman 18-34	6%	24%	24%
	Woman 35-54	18%	14%	14%
	Woman 55+	33%	14%	14%

Open participation survey results

This dashboard contains a complete set of responses to each question on the open participation survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. In some tables, the percentages may not sum to 100%; this is either because the question permitted the respondent to "choose all that apply", or for a question that asked the respondent to select one answer, it is due to the customary practice of rounding values to the nearest whole number.

	In which area of Charlottesville do you live?	1-Greenbrier, Barracks/Rugby, Meadows		11% N=40
		2-JPA, Fry's Springs, Johnson Village		19% N=68
		3-North Downtown, Locust Grove, Martha Jefferson		17% N=60
		4-Ridge, Belmont, Woolen Mills		18% N=64
		5-Rose Hill, 10th and Page, Starr Hill and Fifeville		15% N=52
		6-Venable, Lewis Mountain, Barracks Road		14% N=49
		None of these/I don't live in Charlottesville		7% N=23
Please rate each of the following aspects of quality of life in Charlottesville.	Charlottesville as a place to live	Excellent		15% N=52
		Good		43% N=148
		Fair		29% N=100
		Poor		13% N=46
Your neighborhood as a place to live	Excellent		30% N=104	
	Good		43% N=150	
	Fair		18% N=63	
	Poor		8% N=29	
Charlottesville as a place to raise children	Excellent		19% N=52	
	Good		45% N=122	
	Fair		25% N=67	
	Poor		10% N=28	
Charlottesville as a place to work	Excellent		14% N=44	
	Good		35% N=109	
	Fair		35% N=110	
	Poor		17% N=53	
Charlottesville as a place to visit	Excellent		39% N=130	
	Good		37% N=123	
	Fair		17% N=57	

Please rate each of the following aspects of quality of life in Charlottesville.	Charlottesville as a place to visit	Poor		6% N=18
	Charlottesville as a place to retire	Excellent		10% N=25
		Good		43% N=107
		Fair		23% N=58
The overall quality of life	Poor		24% N=59	
	Excellent		8% N=29	
	Good		50% N=176	
	Fair		32% N=112	
Sense of community	Poor		10% N=34	
	Excellent		6% N=21	
	Good		38% N=130	
	Fair		31% N=104	
Please rate each of the following characteristics as they relate to Charlottesville as a whole.	Overall economic health	Poor		24% N=82
		Fair		31% N=104
		Good		38% N=130
		Excellent		6% N=21
Overall quality of the transportation system	Poor		21% N=69	
	Fair		47% N=155	
	Good		27% N=88	
	Excellent		5% N=17	
Overall design or layout of residential and commercial areas	Poor		48% N=172	
	Fair		34% N=122	
	Good		13% N=47	
	Excellent		4% N=15	
Overall quality of the utility infrastructure	Poor		32% N=111	
	Fair		43% N=152	
	Good		24% N=85	
	Excellent		1% N=3	
Overall quality of the utility infrastructure	Poor		17% N=56	
	Fair		41% N=136	
	Good		34% N=114	
	Excellent		9% N=29	

Please rate each of the following characteristics as they relate to Charlottesville as a whole.

Overall feeling of safety	Excellent		5% N=18	
	Good		37% N=133	
	Fair		33% N=118	
	Poor		24% N=86	
Overall quality of natural environment	Excellent		20% N=69	
	Good		40% N=139	
	Fair		29% N=102	
	Poor		12% N=40	
Overall quality of parks and recreation opportunities	Excellent		27% N=92	
	Good		41% N=138	
	Fair		24% N=82	
	Poor		8% N=28	
Overall health and wellness opportunities	Excellent		22% N=72	
	Good		43% N=141	
	Fair		22% N=72	
	Poor		14% N=45	
Overall opportunities for education, culture, and the arts	Excellent		25% N=89	
	Good		44% N=155	
	Fair		17% N=61	
	Poor		13% N=46	
Residents' connection and engagement with their community	Excellent		9% N=32	
	Good		34% N=114	
	Fair		34% N=117	
	Poor		23% N=77	
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Charlottesville to someone who asks	Very likely		20% N=70
		Somewhat likely		39% N=137
		Somewhat unlikely		16% N=55
		Very unlikely		25% N=86
Remain in Charlottesville for the next five years	Very likely		35% N=122	

Please indicate how likely or unlikely you are to do each of the following.	Remain in Charlottesville for the next five years	Somewhat likely		39% N=135
		Somewhat unlikely		9% N=30
		Very unlikely		18% N=61
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		72% N=247
		Somewhat safe		19% N=65
		Neither safe nor unsafe		3% N=10
		Somewhat unsafe		3% N=10
		Very unsafe		4% N=12
	In Charlottesville's downtown/commercial area during the day	Very safe		38% N=134
		Somewhat safe		38% N=136
		Neither safe nor unsafe		7% N=26
		Somewhat unsafe		11% N=40
		Very unsafe		5% N=18
	From property crime	Very safe		29% N=101
		Somewhat safe		30% N=107
		Neither safe nor unsafe		15% N=52
		Somewhat unsafe		15% N=55
		Very unsafe		11% N=39
From violent crime	Very safe		24% N=84	
	Somewhat safe		31% N=111	
	Neither safe nor unsafe		22% N=77	
	Somewhat unsafe		12% N=43	
	Very unsafe		11% N=38	
From fire, flood, or other natural disaster	Very safe		56% N=192	
	Somewhat safe		25% N=87	
	Neither safe nor unsafe		9% N=32	
	Somewhat unsafe		8% N=27	
	Very unsafe		2% N=6	
Please rate the job you feel the Charlottesville community does at each of the following.	Making all residents feel welcome	Excellent		6% N=21

Please rate the job you feel the Charlottesville community does at each of the following.	Making all residents feel welcome	Good		33% N=112
		Fair		37% N=127
		Poor		24% N=83
	Attracting people from diverse backgrounds	Excellent		15% N=51
		Good		29% N=100
		Fair		27% N=93
		Poor		28% N=95
	Valuing/respecting residents from diverse backgrounds	Excellent		14% N=46
		Good		27% N=92
		Fair		31% N=103
		Poor		28% N=96
	Taking care of vulnerable residents	Excellent		9% N=29
Good			17% N=54	
Fair			30% N=97	
Poor			44% N=143	
Please rate each of the following in the Charlottesville community.	Overall quality of business and service establishments	Excellent		16% N=57
		Good		54% N=193
		Fair		26% N=92
		Poor		4% N=13
	Variety of business and service establishments	Excellent		16% N=57
		Good		41% N=145
		Fair		31% N=109
		Poor		12% N=43
	Vibrancy of downtown/commercial area	Excellent		16% N=55
		Good		43% N=149
		Fair		21% N=72
		Poor		20% N=70
	Employment opportunities	Excellent		6% N=20
		Good		42% N=137

Please rate each of the following in the Charlottesville community.	Employment opportunities	Fair		31% N=102
		Poor		20% N=66
	Shopping opportunities	Excellent		18% N=63
		Good		44% N=153
		Fair		24% N=82
		Poor		14% N=50
	Cost of living	Excellent		0% N=
		Good		8% N=29
Fair			28% N=100	
Poor			64% N=226	
Overall image or reputation	Excellent		2% N=8	
	Good		37% N=130	
	Fair		39% N=137	
	Poor		21% N=74	
Please also rate each of the following in the Charlottesville community.	Traffic flow on major streets	Excellent		5% N=16
		Good		16% N=56
		Fair		32% N=111
		Poor		47% N=162
Ease of public parking	Excellent		14% N=49	
	Good		20% N=70	
	Fair		28% N=96	
	Poor		38% N=130	
Ease of travel by car	Excellent		13% N=44	
	Good		35% N=122	
	Fair		34% N=117	
	Poor		18% N=61	
Ease of travel by public transportation	Excellent		3% N=10	
	Good		11% N=33	
	Fair		28% N=82	

Please also rate each of the following in the Charlottesville community.

Ease of travel by public transportation	Poor		58% N=173
	Excellent		2% N=5
Ease of travel by bicycle	Good		14% N=38
	Fair		25% N=69
	Poor		59% N=161
	Excellent		14% N=47
Ease of walking	Good		27% N=95
	Fair		32% N=112
	Poor		27% N=95
	Excellent		2% N=6
Well-planned residential growth	Good		9% N=27
	Fair		29% N=87
	Poor		60% N=184
	Excellent		2% N=6
Well-planned commercial growth	Good		11% N=34
	Fair		44% N=130
	Poor		43% N=127
	Excellent		1% N=3
Well-designed neighborhoods	Good		15% N=47
	Fair		43% N=139
	Poor		41% N=133
	Excellent		1% N=3
Preservation of the historical or cultural character of the community	Good		41% N=135
	Fair		25% N=83
	Poor		24% N=77
	Excellent		10% N=34
Public places where people want to spend time	Good		36% N=124
	Fair		32% N=111
	Poor		26% N=91
	Excellent		7% N=23

Please also rate each of the following in the Charlottesville community.

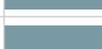
Variety of housing options	Excellent	4% N=12
	Good	9% N=30
	Fair	20% N=70
	Poor	68% N=235
Availability of affordable quality housing	Excellent	3% N=8
	Good	5% N=15
	Fair	9% N=29
	Poor	84% N=280
Overall quality of new development	Excellent	4% N=11
	Good	17% N=54
	Fair	39% N=119
	Poor	40% N=123
Overall appearance	Excellent	8% N=26
	Good	48% N=166
	Fair	31% N=108
	Poor	14% N=49
Cleanliness	Excellent	18% N=62
	Good	42% N=149
	Fair	28% N=98
	Poor	13% N=45
Water resources	Excellent	9% N=29
	Good	43% N=142
	Fair	32% N=104
	Poor	16% N=53
Air quality	Excellent	20% N=69
	Good	56% N=193
	Fair	22% N=75
	Poor	2% N=6
Availability of paths and walking trails	Excellent	24% N=86

Please also rate each of the following in the Charlottesville community.

Availability of paths and walking trails	Good		43% N=153
	Fair		16% N=55
	Poor		17% N=61
Fitness opportunities	Excellent		23% N=78
	Good		51% N=169
	Fair		18% N=59
	Poor		8% N=27
Recreational opportunities	Excellent		24% N=81
	Good		47% N=158
	Fair		16% N=54
	Poor		12% N=39
Availability of affordable quality food	Excellent		10% N=35
	Good		26% N=92
	Fair		36% N=127
	Poor		29% N=101
Availability of affordable quality health care	Excellent		13% N=44
	Good		25% N=83
	Fair		36% N=120
	Poor		25% N=84
Availability of preventive health services	Excellent		18% N=56
	Good		30% N=93
	Fair		37% N=116
	Poor		15% N=48
Availability of affordable quality mental health care	Excellent		3% N=9
	Good		15% N=41
	Fair		29% N=78
	Poor		53% N=143
Opportunities to attend cultural/arts/music activities	Excellent		29% N=101
	Good		41% N=146

Please also rate each of the following in the Charlottesville community.

Opportunities to attend cultural/arts/music activities	Fair		18% N=63
	Poor		13% N=45
Community support for the arts	Excellent		38% N=124
	Good		37% N=121
	Fair		20% N=64
	Poor		6% N=18
Availability of affordable quality childcare/preschool	Excellent		3% N=6
	Good		21% N=47
	Fair		28% N=62
	Poor		49% N=110
K-12 education	Excellent		11% N=25
	Good		36% N=84
	Fair		35% N=82
	Poor		17% N=40
Adult educational opportunities	Excellent		17% N=46
	Good		40% N=107
	Fair		29% N=77
	Poor		13% N=35
Sense of civic/community pride	Excellent		12% N=40
	Good		33% N=112
	Fair		30% N=101
	Poor		26% N=90
Neighborliness of residents	Excellent		9% N=30
	Good		42% N=146
	Fair		27% N=94
	Poor		22% N=74
Opportunities to participate in social events and activities	Excellent		19% N=63
	Good		44% N=144
	Fair		22% N=73

Please also rate each of the following in the Charlottesville community.	Opportunities to participate in social events and activities	Poor		15% N=49
	Opportunities to attend special events and festivals	Excellent		21% N=69
		Good		49% N=159
		Fair		19% N=61
		Poor		11% N=35
Opportunities to volunteer	Excellent		38% N=115	
	Good		44% N=131	
	Fair		14% N=43	
	Poor		4% N=11	
Opportunities to participate in community matters	Excellent		19% N=61	
	Good		32% N=100	
	Fair		29% N=92	
	Poor		20% N=64	
Openness and acceptance of the community toward people of diverse backgrounds	Excellent		13% N=45	
	Good		31% N=107	
	Fair		30% N=103	
	Poor		25% N=87	
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Charlottesville for help or information	No		32% N=112
		Yes		68% N=237
	Contacted Charlottesville elected officials to express your opinion	No		58% N=200
		Yes		42% N=146
	Attended a local public meeting	No		61% N=214
		Yes		39% N=136
	Watched a local public meeting	No		36% N=125
		Yes		64% N=220
	Volunteered your time to some group/activity	No		45% N=157
		Yes		55% N=192
	Campaigned or advocated for a local issue, cause, or candidate	No		57% N=196
		Yes		43% N=150

Please indicate whether or not you have done each of the following in the last 12 months.	Voted in your most recent local election	No		10% N=36
		Yes		90% N=308
	Used public transportation instead of driving	No		52% N=182
		Yes		48% N=167
	Carpooled with other adults or children instead of driving alone	No		46% N=158
		Yes		54% N=188
Walked or biked instead of driving	No		22% N=78	
	Yes		78% N=271	
Please rate the quality of each of the following services in Charlottesville.	Public information services	Excellent		4% N=13
		Good		43% N=131
		Fair		35% N=107
		Poor		17% N=51
	Economic development	Excellent		5% N=13
		Good		23% N=61
		Fair		37% N=97
		Poor		35% N=90
	Traffic enforcement	Excellent		6% N=15
		Good		26% N=73
		Fair		33% N=93
		Poor		35% N=97
	Traffic signal timing	Excellent		2% N=6
		Good		21% N=69
		Fair		31% N=102
		Poor		47% N=156
Street repair	Excellent		2% N=6	
	Good		25% N=82	
	Fair		34% N=110	
	Poor		40% N=130	
Street cleaning	Excellent		12% N=36	

Please rate the quality of each of the following services in Charlottesville.

Street cleaning	Good		40% N=127
	Fair		33% N=103
	Poor		15% N=48
Street lighting	Excellent		3% N=9
	Good		31% N=102
	Fair		39% N=130
	Poor		28% N=92
Snow removal	Excellent		2% N=7
	Good		45% N=135
	Fair		31% N=93
	Poor		22% N=67
Sidewalk maintenance	Excellent		0% N=1
	Good		28% N=95
	Fair		31% N=104
	Poor		41% N=138
Bus or transit services	Excellent		4% N=10
	Good		18% N=50
	Fair		34% N=93
	Poor		44% N=119
Land use, planning and zoning	Excellent		2% N=5
	Good		12% N=33
	Fair		26% N=73
	Poor		60% N=166
Code enforcement	Excellent		3% N=6
	Good		19% N=40
	Fair		31% N=65
	Poor		47% N=99
Affordable high-speed internet access	Excellent		7% N=24
	Good		37% N=118

Please rate the quality of each of the following services in Charlottesville.

Affordable high-speed internet access	Fair		26% N=82
	Poor		30% N=96
Garbage collection	Excellent		23% N=75
	Good		54% N=174
	Fair		17% N=55
	Poor		6% N=20
Drinking water	Excellent		26% N=86
	Good		57% N=189
	Fair		14% N=48
	Poor		3% N=11
Sewer services	Excellent		26% N=81
	Good		59% N=183
	Fair		11% N=34
	Poor		4% N=12
Storm water management	Excellent		19% N=52
	Good		56% N=158
	Fair		17% N=46
	Poor		8% N=23
Power (electric and/or gas) utility	Excellent		15% N=50
	Good		53% N=174
	Fair		20% N=66
	Poor		11% N=37
Utility billing	Excellent		15% N=48
	Good		52% N=165
	Fair		23% N=72
	Poor		10% N=32
Police/Sheriff services	Excellent		7% N=19
	Good		31% N=87
	Fair		34% N=95

Please rate the quality of each of the following services in Charlottesville.			
Police/Sheriff services	Poor		28% N=79
Crime prevention	Excellent		0% N=1
	Good		20% N=62
	Fair		33% N=105
	Poor		47% N=148
Animal control	Excellent		8% N=15
	Good		43% N=82
	Fair		28% N=54
	Poor		21% N=40
Ambulance or emergency medical services	Excellent		38% N=88
	Good		48% N=112
	Fair		12% N=28
	Poor		2% N=6
Fire services	Excellent		52% N=117
	Good		38% N=87
	Fair		10% N=23
Fire prevention and education	Excellent		24% N=49
	Good		57% N=120
	Fair		13% N=26
	Poor		7% N=14
Emergency preparedness	Excellent		11% N=26
	Good		50% N=115
	Fair		25% N=57
	Poor		14% N=31
Preservation of natural areas	Excellent		16% N=48
	Good		34% N=103
	Fair		29% N=86
	Poor		21% N=63
Charlottesville open space	Excellent		11% N=35

Please rate the quality of each of the following services in Charlottesville.

Charlottesville open space	Good		33% N=101
	Fair		36% N=111
	Poor		20% N=63
Recycling	Excellent		20% N=65
	Good		38% N=124
	Fair		23% N=74
	Poor		18% N=59
Yard waste pick-up	Excellent		15% N=33
	Good		48% N=110
	Fair		20% N=47
	Poor		17% N=38
City parks	Excellent		23% N=74
	Good		49% N=160
	Fair		20% N=65
	Poor		9% N=29
Recreation programs or classes	Excellent		25% N=65
	Good		57% N=147
	Fair		9% N=24
	Poor		9% N=23
Recreation centers or facilities	Excellent		28% N=73
	Good		51% N=132
	Fair		13% N=34
	Poor		7% N=19
Health services	Excellent		17% N=48
	Good		46% N=130
	Fair		30% N=85
	Poor		7% N=20
Public library services	Excellent		54% N=169
	Good		31% N=97

Please rate the quality of each of the following services in Charlottesville.	Public library services	Fair		9% N=29
		Poor		6% N=19
	Overall customer service by Charlottesville employees	Excellent		17% N=49
		Good		42% N=125
		Fair		25% N=75
Poor			16% N=46	
Please rate the following categories of Charlottesville government performance.	The value of services for the taxes paid to Charlottesville	Excellent		5% N=16
		Good		33% N=98
		Fair		28% N=84
		Poor		33% N=97
	The overall direction that Charlottesville is taking	Excellent		3% N=11
		Good		28% N=88
		Fair		26% N=84
		Poor		43% N=136
	The job Charlottesville government does at welcoming resident involvement	Excellent		4% N=12
		Good		26% N=76
		Fair		27% N=80
		Poor		43% N=127
	Overall confidence in Charlottesville government	Excellent		2% N=6
Good			13% N=42	
Fair			31% N=102	
Poor			54% N=179	
Generally acting in the best interest of the community	Excellent		5% N=16	
	Good		24% N=78	
	Fair		26% N=84	
	Poor		45% N=145	
Being honest	Excellent		4% N=11	
	Good		22% N=67	
	Fair		34% N=102	

Please rate the following categories of Charlottesville government performance.	Being honest	Poor		41% N=124
	Being open and transparent to the public	Excellent		2% N=7
		Good		14% N=43
		Fair		35% N=104
		Poor		49% N=148
Informing residents about issues facing the community	Excellent		2% N=7	
	Good		26% N=80	
	Fair		30% N=91	
	Poor		42% N=131	
Treating all residents fairly	Excellent		7% N=22	
	Good		20% N=59	
	Fair		31% N=93	
	Poor		42% N=127	
Treating residents with respect	Excellent		9% N=27	
	Good		31% N=96	
	Fair		26% N=80	
	Poor		35% N=107	
Overall, how would you rate the quality of the services provided by each of the following?	The City of Charlottesville	Excellent		2% N=7
		Good		38% N=121
		Fair		32% N=101
		Poor		28% N=89
	The Federal Government	Excellent		5% N=14
		Good		34% N=99
		Fair		37% N=108
		Poor		24% N=68
Please rate how important, if at all, you think it is for the Charlottesville community to focus on each of the following in the coming two years.	Overall economic health	Essential		42% N=146
		Very important		41% N=142
		Somewhat important		15% N=50
		Not at all important		2% N=6

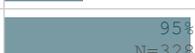
Please rate how important, if at all, you think it is for the Charlottesville community to focus on each of the following in the coming two years.

Overall quality of the transportation system	Essential		54% N=187
	Very important		33% N=112
	Somewhat important		13% N=43
	Not at all important		0% N=1
Overall design or layout of residential and commercial areas	Essential		42% N=141
	Very important		31% N=105
	Somewhat important		25% N=85
	Not at all important		2% N=7
Overall quality of the utility infrastructure	Essential		36% N=123
	Very important		40% N=139
	Somewhat important		23% N=80
	Not at all important		1% N=2
Overall feeling of safety	Essential		58% N=196
	Very important		22% N=75
	Somewhat important		16% N=53
	Not at all important		4% N=12
Overall quality of natural environment	Essential		39% N=135
	Very important		32% N=110
	Somewhat important		28% N=95
	Not at all important		1% N=3
Overall quality of parks and recreation opportunities	Essential		22% N=74
	Very important		44% N=153
	Somewhat important		32% N=109
	Not at all important		2% N=8
Overall health and wellness opportunities	Essential		31% N=108
	Very important		36% N=123
	Somewhat important		21% N=73
	Not at all important		12% N=40
Overall opportunities for education, culture, and the arts	Essential		29% N=101

Please rate how important, if at all, you think it is for the Charlottesville community to focus on each of the following in the coming two years.	Overall opportunities for education, culture, and the arts	Very important		38% N=131
		Somewhat important		24% N=83
		Not at all important		8% N=29
Residents' connection and engagement with their community	Essential		41% N=139	
	Very important		31% N=105	
	Somewhat important		24% N=84	
	Not at all important		4% N=15	
For each of the following City services, please indicate if you think the current service level should be increased, remain at current levels, or be decreased.	Building permit and inspection services	Increase service		57% N=127
		Keep current service level		38% N=85
		Decrease service		5% N=10
Street and sidewalk maintenance and repairs	Increase service		67% N=201	
	Keep current service level		31% N=92	
	Decrease service		2% N=5	
Park maintenance	Increase service		23% N=70	
	Keep current service level		76% N=228	
	Decrease service		1% N=2	
Traffic system improvements (intersections, signs, lanes, etc.)	Increase service		69% N=224	
	Keep current service level		23% N=73	
	Decrease service		8% N=26	
Bicycle and pedestrian infrastructure	Increase service		74% N=235	
	Keep current service level		23% N=74	
	Decrease service		3% N=10	
Police patrol and investigative services	Increase service		50% N=159	
	Keep current service level		31% N=99	
	Decrease service		20% N=63	
Proactive code enforcement	Increase service		34% N=78	
	Keep current service level		50% N=116	
	Decrease service		16% N=37	
Communicating with residents about City programs, services, and activities	Increase service		66% N=209	

For each of the following City services, please indicate if you think the current service level should be increased, remain at current levels, or be decreased.	Communicating with residents about City programs, services, and activities	Keep current service level		32% N=102
		Decrease service		2% N=5
	Providing competitive grant funding to local non-profit agencies	Increase service		50% N=129
		Keep current service level		35% N=90
		Decrease service		16% N=41
	Downtown parking management/enforcement	Increase service		24% N=71
		Keep current service level		48% N=144
		Decrease service		28% N=82
	How important, if at all, are the following issues for the City to address within the next two years?	Providing quality affordable housing	Essential	
Very important				11% N=39
Somewhat important				12% N=40
Not at all important				5% N=16
Providing services to ensure City is AARP Age-Friendly		Essential		28% N=97
		Very important		24% N=84
		Somewhat important		32% N=110
		Not at all important		15% N=53
Providing supportive services to previously incarcerated persons		Essential		29% N=101
		Very important		38% N=130
		Somewhat important		21% N=74
		Not at all important		11% N=40
Increasing services to support the homeless population	Essential		55% N=190	
	Very important		21% N=72	
	Somewhat important		15% N=51	
	Not at all important		9% N=30	
Increasing economic development activities	Essential		31% N=107	
	Very important		39% N=135	
	Somewhat important		22% N=77	
	Not at all important		7% N=24	
Developing job training opportunities	Essential		36% N=125	

How important, if at all, are the following issues for the City to address within the next two years?	Issue	Importance Level	
		Percentage	Count (N)
Developing job training opportunities	Very important	33%	N=112
	Somewhat important	27%	N=93
	Not at all important	4%	N=14
Increasing the generation of revenue to support City services	Essential	23%	N=79
	Very important	31%	N=104
	Somewhat important	33%	N=112
	Not at all important	13%	N=44
Improving downtown Charlottesville	Essential	34%	N=115
	Very important	25%	N=84
	Somewhat important	23%	N=78
	Not at all important	18%	N=62
Improving park conditions	Essential	12%	N=42
	Very important	30%	N=104
	Somewhat important	48%	N=165
	Not at all important	10%	N=33
Providing more parks and open space	Essential	20%	N=67
	Very important	26%	N=89
	Somewhat important	36%	N=125
	Not at all important	18%	N=63
Improving environmental quality	Essential	32%	N=109
	Very important	34%	N=116
	Somewhat important	24%	N=82
	Not at all important	11%	N=37
Improving street paving conditions	Essential	28%	N=95
	Very important	24%	N=82
	Somewhat important	38%	N=129
	Not at all important	11%	N=38
Improving street and pedestrian lighting	Essential	32%	N=109
	Very important	33%	N=114

How important, if at all, are the following issues for the City to address within the next two years?	Improving street and pedestrian lighting	Somewhat important		29% N=100
		Not at all important		6% N=20
	Reducing crime and disorder	Essential		54% N=186
		Very important		22% N=77
		Somewhat important		15% N=53
		Not at all important		8% N=28
	Improving traffic flow and pedestrian safety	Essential		51% N=171
		Very important		34% N=112
		Somewhat important		13% N=42
		Not at all important		2% N=8
	Increasing transportation options (i.e. car/bike share, shuttles)	Essential		40% N=138
		Very important		33% N=113
		Somewhat important		25% N=85
		Not at all important		2% N=7
	Increasing amount of City-sponsored cultural and community festivals	Essential		16% N=56
		Very important		18% N=63
Somewhat important			38% N=131	
Not at all important			27% N=94	
Positively marketing the City	Essential		14% N=48	
	Very important		20% N=68	
	Somewhat important		26% N=88	
	Not at all important		40% N=137	
In general, how many times do you:	Access the internet from your home	Several times a day		95% N=328
		Once a day		3% N=9
		A few times a week		2% N=7
		Every few weeks		0% N=
		Less often or never		0% N=
	Access the internet from your cell phone	Several times a day		95% N=327
		Once a day		3% N=10

In general, how many times do you:	Access the internet from your cell phone	A few times a week	0% N=
		Every few weeks	0% N=
		Less often or never	2% N=6
Visit social media sites		Several times a day	70% N=239
		Once a day	9% N=30
		A few times a week	7% N=23
		Every few weeks	4% N=13
		Less often or never	11% N=38
Use or check email		Several times a day	91% N=312
		Once a day	6% N=21
		A few times a week	3% N=11
Share your opinions online		Several times a day	16% N=52
		Once a day	1% N=2
		A few times a week	24% N=80
		Every few weeks	24% N=80
		Less often or never	36% N=119
Shop online		Several times a day	12% N=42
		Once a day	8% N=29
		A few times a week	41% N=140
		Every few weeks	31% N=106
		Less often or never	8% N=28
Please rate your overall health.		Excellent	31% N=107
		Very good	46% N=160
		Good	18% N=62
		Fair	3% N=10
		Poor	1% N=5
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:		Very positive	2% N=5
		Somewhat positive	8% N=28
		Neutral	47% N=163

	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:	Somewhat negative		25% N=85
		Very negative		18% N=62
	How many years have you lived in Charlottesville?	Less than 2 years		8% N=26
		2-5 years		25% N=87
		6-10 years		14% N=49
		11-20 years		18% N=61
		More than 20 years		36% N=125
	Which best describes the building you live in?	One family house detached from any other houses		45% N=155
		Building with two or more homes (duplex, townhome, apartment or condominium)		53% N=184
		Other		2% N=7
	Do you rent or own your home?	Rent		55% N=187
		Own		45% N=152
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association fees (HOA) fees)?	About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Less than \$500		3% N=11
		\$500 to \$999		12% N=42
		\$1,000 to \$1,499		23% N=80
		\$1,500 to \$1,999		28% N=97
		\$2,000 to \$2,499		11% N=37
		\$2,500 to \$2,999		6% N=20
		\$3,000 to \$3,499		10% N=35
		\$3,500 or more		6% N=19
	Do any children 17 or under live in your household?	No		73% N=255
		Yes		27% N=94
	Are you or any other members of your household aged 65 or older?	No		83% N=291
		Yes		17% N=58
	How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Less than \$25,000		6% N=20
		\$25,000 to \$49,999		12% N=42
		\$50,000 to \$74,999		18% N=63
		\$75,000 to \$99,999		17% N=59
		\$100,000 to \$149,999		20% N=69

	\$150,000 or more		26% N=90
Are you Spanish, Hispanic, or Latino?	Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic, or Latino	 95% N=332
		Yes, I consider myself to be Spanish, Hispanic, or Latino	 5% N=17
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan Native	 5% N=16	
	Asian, Asian Indian, or Pacific Islander	 10% N=34	
	Black or African American	 10% N=35	
	White	 80% N=276	
	Other	 8% N=28	
In which category is your age?	18-24 years	 3% N=10	
	25-34 years	 43% N=151	
	35-44 years	 18% N=62	
	45-54 years	 9% N=33	
	55-64 years	 14% N=49	
	65-74 years	 9% N=33	
	75 years or older	 3% N=11	
What is your gender?	Woman	 50% N=173	
	Man	 46% N=160	
	Identify in another way	 4% N=13	
If you identify in another way, how would you describe your gender?	Agender/I don't identify with any gender	 12% N=2	
	Non-binary	 76% N=10	
	Not listed, I identify in another way:	 12% N=2	
How did you hear about this survey? (Select all that apply.)	The City's website	 7% N=24	
	The City's social media (Facebook, Twitter, Instagram, etc.)	 22% N=75	
	Received an email from the City	 27% N=95	
	In a City newsletter or utility bill	 2% N=5	
	Received a postcard or letter from the City	 0% N=	
	Nextdoor	 7% N=23	
	In my Facebook feed	 3% N=11	
	Saw it on a video of a public meeting or at a meeting I attended	 1% N=5	

How did you hear about this survey? (Select all that apply.)		
Saw it on the City's cable channel		0% N=1
Saw it in a newspaper article or ad (hard copy or online)		7% N=23
Saw a flyer or poster about it		0% N=1
Heard about it from a family member, friend or neighbor		12% N=43
Heard about it from a business or social organization in my community		10% N=34
Polco's weekly email		0% N=
Polco social media post		2% N=6
On my Polco feed		0% N=
Other		9% N=32

The City of Charlottesville 2022 Community Survey

Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). Your responses are confidential and no identifying information will be shared.

1. Please rate each of the following aspects of quality of life in Charlottesville.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Charlottesville as a place to live	1	2	3	4	5
Your neighborhood as a place to live	1	2	3	4	5
Charlottesville as a place to raise children	1	2	3	4	5
Charlottesville as a place to work.....	1	2	3	4	5
Charlottesville as a place to visit.....	1	2	3	4	5
Charlottesville as a place to retire	1	2	3	4	5
The overall quality of life in Charlottesville	1	2	3	4	5
Sense of community.....	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Charlottesville as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of Charlottesville.....	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in Charlottesville.....	1	2	3	4	5
Overall design or layout of Charlottesville's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4	5
Overall quality of the utility infrastructure in Charlottesville (water, sewer, storm water, electric/gas, broadband).....	1	2	3	4	5
Overall feeling of safety in Charlottesville	1	2	3	4	5
Overall quality of natural environment in Charlottesville	1	2	3	4	5
Overall quality of parks and recreation opportunities.....	1	2	3	4	5
Overall health and wellness opportunities in Charlottesville	1	2	3	4	5
Overall opportunities for education, culture, and the arts.....	1	2	3	4	5
Residents' connection and engagement with their community	1	2	3	4	5

3. Please indicate how likely or unlikely you are to do each of the following.

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
Recommend living in Charlottesville to someone who asks.....	1	2	3	4	5
Remain in Charlottesville for the next five years.....	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
In your neighborhood during the day.....	1	2	3	4	5	6
In Charlottesville's downtown/commercial area during the day	1	2	3	4	5	6
From property crime.....	1	2	3	4	5	6
From violent crime.....	1	2	3	4	5	6
From fire, flood, or other natural disaster	1	2	3	4	5	6

5. Please rate the job you feel the Charlottesville community does at each of the following.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Making all residents feel welcome	1	2	3	4	5
Attracting people from diverse backgrounds.....	1	2	3	4	5
Valuing/respecting residents from diverse backgrounds.....	1	2	3	4	5
Taking care of vulnerable residents (elderly, disabled, homeless, etc.).....	1	2	3	4	5

6. Please rate each of the following in the Charlottesville community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall quality of business and service establishments in Charlottesville.....	1	2	3	4	5
Variety of business and service establishments in Charlottesville	1	2	3	4	5
Vibrancy of downtown/commercial area	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Cost of living in Charlottesville	1	2	3	4	5
Overall image or reputation of Charlottesville.....	1	2	3	4	5

7. Please also rate each of the following in the Charlottesville community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Traffic flow on major streets.....	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in Charlottesville	1	2	3	4	5
Ease of travel by public transportation in Charlottesville	1	2	3	4	5
Ease of travel by bicycle in Charlottesville	1	2	3	4	5
Ease of walking in Charlottesville.....	1	2	3	4	5
Well-planned residential growth	1	2	3	4	5
Well-planned commercial growth.....	1	2	3	4	5
Well-designed neighborhoods	1	2	3	4	5
Preservation of the historical or cultural character of the community	1	2	3	4	5
Public places where people want to spend time	1	2	3	4	5
Variety of housing options.....	1	2	3	4	5
Availability of affordable quality housing	1	2	3	4	5
Overall quality of new development in Charlottesville	1	2	3	4	5
Overall appearance of Charlottesville.....	1	2	3	4	5
Cleanliness of Charlottesville.....	1	2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.)	1	2	3	4	5
Air quality.....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.) ...	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food	1	2	3	4	5
Availability of affordable quality health care.....	1	2	3	4	5
Availability of preventive health services	1	2	3	4	5
Availability of affordable quality mental health care	1	2	3	4	5
Opportunities to attend cultural/arts/music activities	1	2	3	4	5
Community support for the arts.....	1	2	3	4	5
Availability of affordable quality childcare/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities	1	2	3	4	5
Sense of civic/community pride.....	1	2	3	4	5
Neighborliness of residents in Charlottesville	1	2	3	4	5
Opportunities to participate in social events and activities	1	2	3	4	5
Opportunities to attend special events and festivals	1	2	3	4	5
Opportunities to volunteer	1	2	3	4	5
Opportunities to participate in community matters	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5

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

	<u>No</u>	<u>Yes</u>
Contacted the City of Charlottesville (in-person, phone, email, or web) for help or information	1	2
Contacted Charlottesville elected officials (in-person, phone, email, or web) to express your opinion.....	1	2
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	1	2
Watched (online or on television) a local public meeting.....	1	2
Volunteered your time to some group/activity in Charlottesville	1	2
Campaigned or advocated for a local issue, cause, or candidate.....	1	2
Voted in your most recent local election	1	2
Used bus, rail, subway, or other public transportation instead of driving.....	1	2
Carpooled with other adults or children instead of driving alone	1	2
Walked or biked instead of driving.....	1	2

The City of Charlottesville 2022 Community Survey

9. Please rate the quality of each of the following services in Charlottesville.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Public information services.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Street repair.....	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Land use, planning, and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.).....	1	2	3	4	5
Affordable high-speed internet access.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Storm water management (storm drainage, dams, levees, etc.).....	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing.....	1	2	3	4	5
Police/Sheriff services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Preservation of natural areas (open space, farmlands, and greenbelts).....	1	2	3	4	5
Charlottesville open space.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Recreation centers or facilities.....	1	2	3	4	5
Health services.....	1	2	3	4	5
Public library services.....	1	2	3	4	5
Overall customer service by Charlottesville employees (police, receptionists, planners, etc.).....	1	2	3	4	5

10. Please rate the following categories of Charlottesville government performance.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The value of services for the taxes paid to Charlottesville.....	1	2	3	4	5
The overall direction that Charlottesville is taking.....	1	2	3	4	5
The job Charlottesville government does at welcoming resident involvement.....	1	2	3	4	5
Overall confidence in Charlottesville government.....	1	2	3	4	5
Generally acting in the best interest of the community.....	1	2	3	4	5
Being honest.....	1	2	3	4	5
Being open and transparent to the public.....	1	2	3	4	5
Informing residents about issues facing the community.....	1	2	3	4	5
Treating all residents fairly.....	1	2	3	4	5
Treating residents with respect.....	1	2	3	4	5

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The City of Charlottesville.....	1	2	3	4	5
The Federal Government.....	1	2	3	4	5

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

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Overall economic health of Charlottesville.....	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in Charlottesville.....	1	2	3	4
Overall design or layout of Charlottesville’s residential and commercial areas (e.g., homes, buildings, streets, parks, etc.).....	1	2	3	4
Overall quality of the utility infrastructure in Charlottesville (water, sewer, storm water, electric/gas, broadband).....	1	2	3	4
Overall feeling of safety in Charlottesville.....	1	2	3	4
Overall quality of natural environment in Charlottesville.....	1	2	3	4
Overall quality of parks and recreation opportunities.....	1	2	3	4
Overall health and wellness opportunities in Charlottesville.....	1	2	3	4
Overall opportunities for education, culture, and the arts.....	1	2	3	4
Residents’ connection and engagement with their community.....	1	2	3	4

13. For each of the following City services, please indicate if you think the current service level should be increased, remain at current levels, or be decreased.

	<u>Increase service</u>	<u>Keep current service level</u>	<u>Decrease service</u>	<u>Don’t Know</u>
Building permit and inspection services.....	1	2	3	4
Street and sidewalk maintenance and repairs.....	1	2	3	4
Park maintenance.....	1	2	3	4
Traffic system improvements (intersections, signs, lanes, etc.).....	1	2	3	4
Bicycle and pedestrian infrastructure.....	1	2	3	4
Police patrol and investigative services.....	1	2	3	4
Proactive code enforcement.....	1	2	3	4
Communicating with residents about City programs, services, and activities.....	1	2	3	4
Providing competitive grant funding to local non-profit agencies.....	1	2	3	4
Downtown parking management/enforcement.....	1	2	3	4

14. How important, if at all, are the following issues for the City to address within the next two years?

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Providing quality affordable housing.....	1	2	3	4
Providing services to ensure City is AARP Age-Friendly.....	1	2	3	4
Providing supportive services to previously incarcerated persons.....	1	2	3	4
Increasing services to support the homeless population.....	1	2	3	4
Increasing economic development activities.....	1	2	3	4
Developing job training opportunities.....	1	2	3	4
Increasing the generation of revenue to support City services.....	1	2	3	4
Improving downtown Charlottesville.....	1	2	3	4
Improving park conditions.....	1	2	3	4
Providing more parks and open space.....	1	2	3	4
Improving environmental quality.....	1	2	3	4
Improving street paving conditions.....	1	2	3	4
Improving street and pedestrian lighting.....	1	2	3	4
Reducing crime and disorder.....	1	2	3	4
Improving traffic flow and pedestrian safety.....	1	2	3	4
Increasing transportation options (i.e. car/bike share, shuttles).....	1	2	3	4
Increasing amount of City-sponsored cultural and community festivals.....	1	2	3	4
Positively marketing the City.....	1	2	3	4

The City of Charlottesville 2022 Community Survey

Our last questions are about you and your household.

Again, all of your responses to this survey are confidential and no identifying information will be shared.

D1. In general, how many times do you:

	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop, or tablet computer	1	2	3	4	5	6
Access the internet from your cell phone.....	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	1	2	3	4	5	6
Use or check email.....	1	2	3	4	5	6
Share your opinions online.....	1	2	3	4	5	6
Shop online.....	1	2	3	4	5	6

D2. Please rate your overall health.

- Excellent
 Very good
 Good
 Fair
 Poor

D3. What impact, if any, do you think the economy will have on your family income in the next 6 months?

Do you think the impact will be:

- Very positive
 Somewhat positive
 Neutral
 Somewhat negative
 Very negative

D4. How many years have you lived in Charlottesville?

- Less than 2 years
 2-5 years
 6-10 years
 11-20 years
 More than 20 years

D5. Which best describes the building you live in?

- One family house detached from any other houses
 Building with two or more homes (duplex, townhome, apartment, or condominium)
 Mobile home
 Other

D6. Do you rent or own your home?

- Rent
 Own

D7. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?

- Less than \$500 \$2,000 to \$2,499
 \$500 to \$999 \$2,500 to \$2,999
 \$1,000 to \$1,499 \$3,000 to \$3,499
 \$1,500 to \$1,999 \$3,500 or more

D8. Do any children 17 or under live in your household?

- No Yes

D9. Are you or any other members of your household aged 65 or older?

- No Yes

D10. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- Less than \$25,000 \$75,000 to \$99,999
 \$25,000 to \$49,999 \$100,000 to \$149,999
 \$50,000 to \$74,999 \$150,000 or more

D11. Are you Spanish, Hispanic or Latino?

- No, not Spanish, Hispanic, or Latino
 Yes, I consider myself to be Spanish, Hispanic, or Latino

D12. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- American Indian or Alaskan Native
 Asian, Asian Indian, or Pacific Islander
 Black or African American
 White
 Other

D13. In which category is your age?

- 18-24 years 55-64 years
 25-34 years 65-74 years
 35-44 years 75 years or older
 45-54 years

D14. What is your gender?

- Woman
 Man
 Identify in another way → go to D14a

D14a. If you identify in another way, how would you describe your gender?

- Agender/I don't identify with any gender
 Genderqueer/gender fluid
 Non-binary
 Transgender man
 Transgender woman
 Two-spirit
 Not listed, I identify as: _____

Thank you!

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



November 2022

Dear City of Charlottesville Resident:

Please help us shape the future of Charlottesville! You have been selected at random to participate in the 2022 Charlottesville Community Survey. **If you've already completed the survey online, thank you. Please do not respond twice.**

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

A few things to remember:

- **Your responses are confidential and no identifying information will be shared.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

<https://polco.us/xxplaceholder>

Please do not share your survey link. This survey is for randomly selected households only. The City will conduct a separate survey that is open to all residents just a few weeks from now.

If you have any questions about the survey, please call 434-970-3101.

Thank you for your time and participation!

Sincerely,

Michael C. Rogers
Interim City Manager/Provisional Administrador de la Ciudad

Estimado Residente de la ciudad de Charlottesville:

¡Por favor ayúdenos a moldear el futuro de Charlottesville! Usted ha sido seleccionado al azar para participar en la Encuesta de la Comunidad de Charlottesville del 2022. **Si ya completó la encuesta en línea, gracias. Por favor no responda dos veces.**

Por favor tome unos minutos para completar la encuesta adjunta; si usted preferiría completar la encuesta en español, por favor siga las instrucciones abajo para acceder a la encuesta en español por medio de la red. Su participación en esta encuesta es muy importante—especialmente porque su hogar es uno de solamente un número pequeño de hogares que se están encuestando. Sus observaciones le ayudarán a Charlottesville tomar decisiones que afectarán a nuestra ciudad.

Algunas cosas para recordar:

- **Sus respuestas son confidenciales y no se compartirá ninguna información de identificación.**
- Para poder escuchar a un grupo diverso de residentes, el adulto de 18 años o más en su hogar que haya celebrado su cumpleaños más recientemente debe completar esta encuesta.
- **Puede devolver la encuesta en inglés por correo en el sobre pre-pagado adjunto, o puede completar la encuesta en línea en español en:**

<https://polco.us/xxplaceholder>

Por favor no comparta el enlace de su encuesta.

Esta encuesta es solamente para hogares seleccionados al azar. La Ciudad conducirá una encuesta separada que está abierta a todos los residentes dentro de unas semanas.

Si tiene alguna pregunta sobre la encuesta, por favor llame al 434-970-3101.

¡Gracias por su tiempo y participación!

Atentamente,