

THE ARPA EP

THE AMERICAN RESCUE PLAN ACT ENGAGEMENT PACKAGE

Staunton, VA

Resident Survey Report of Results

January 2022



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Section 1: Methods

Introduction

In March 2021, the federal government funded the American Rescue Plan Act (ARPA), a \$1.9 trillion aid package that provides financial aid to families, governments, businesses, schools, and nonprofits impacted by the COVID-19 public health crisis. As part of this package, every local government is provided funding to help with COVID-19 recovery.

The ARPA Engagement Package, a toolkit of community survey instruments and analyses, was designed by National Research Center at Polco with two objectives in mind:

- Provide opportunities for local governments to collaborate with their residents and businesses to identify focus areas for the ARPA funding
- Evaluate the impact of the funding on community recovery by gathering regular community input over a four-year period

The survey results provide three lenses that local governments can use to determine spending priorities for the ARPA funding. Each of these sources can provide valuable insight on their own, but we recommend considering all three (focusing particularly on any overlapping areas or recurring themes) to better inform the decision-making process. The three ways to look at the results to determine spending priorities include:

1. Which community livability topics were identified as critical focus areas (those topics on which residents in the Staunton community placed greater importance but considered to have lower quality relative to the other community livability topics),
2. What the greatest challenges are that residents are facing due to the impacts of the COVID-19 pandemic, and
3. Which ARPA spending "buckets" (as identified in the federal legislation) were given the highest priority by residents.

All survey participants (both residents and business owners/managers) were asked to evaluate specific topics of community livability that local governments influence and

ARPA funding was designed to help in recovery; evaluations were given for both the importance of each topic and the quality.



This report shows the survey results from residents of the Staunton community.

The results from businesses are shown in a separate report. Resident respondents were also asked to report on the challenges their households have faced as a result of the COVID-19 pandemic and to prioritize the ways they felt ARPA funding should be spent.

This was the baseline resident survey implementation, with additional surveys to be conducted over the next 4 years.

The City of Staunton funded this research. Please contact Michelle Bixler, Communications Manager, at bixlerms@ci.staunton.va.us if you have any questions about the survey.

Conducting the survey

The survey was hosted on Polco, an online civic engagement platform. It was available in English and Spanish. All households within Staunton were eligible to participate in the survey. Two methods were used to recruit survey participants. The first method (the probability sample, where survey recipients have a known probability of being selected to participate in the survey) was a random selection of households who were mailed a postcard invitation to the online survey. A list of all households within the zip codes serving Staunton was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve Staunton 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 and addresses located outside of Staunton boundaries were removed from consideration. From the list of addresses within the community boundaries, 4000 households were randomly selected to receive the postcard invitation. Because those who live in multi-family housing units tend to respond at a lower rate than those in single-family housing units, multi-family addresses (defined as those addresses with a unit number or other unit designation) were oversampled compared to single-family addresses (defined as those addresses without a unit designation) at a rate of 5:3. The postcard was mailed on 11/10/21.

The second recruitment method was to invite all adult community members to participate in the survey online. The open participation survey instrument was identical to the probability sample survey. The City of Staunton conducted all outreach, after receiving guidance on best practices for conducting such outreach from Polco. This guidance suggested the use of social media, press releases, newsletters and e-newsletters, existing resident email lists, printed materials, and invitations publicized at local and virtual meetings. The City of Staunton was encouraged to consider extra outreach to underrepresented members of the community. The outreach methods used by the City of Staunton included Media release, Facebook Posts, Paid Facebook Ads, Website, Discussion by Council at Public Meeting, Provided Printed Surveys. In addition, community members who were already subscribed to Staunton's Polco profile were invited to participate in the survey. This survey became available to all residents on 11/10/2021 and remained open until 12/31/2021.

About 3.1% of the 4000 mailed invitations were returned because the household address was vacant or the postal service was unable to deliver the survey as

addressed. Of the remaining 3877 households that received the invitations to participate, 257 completed the survey, providing an overall response rate of 6.6% to the probability sample survey. The response rate was calculated using AAPOR's (American Association for Public Opinion Research) response rate #2 for mailed surveys of unnamed persons.

A total of 109 residents completed the open participation survey. The open participation survey results were combined with responses from the probability sample survey, for a total of 366 completed surveys.

For probability sample surveys, 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 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the "true" population response. This theory is applied in practice to mean that the "true" perspective of the target population lies within the confidence interval created for a single survey. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. For the 257 responses from the random probability sample, the 95% confidence interval would be plus or minus +/-5.1 percentage points. With the inclusion of the open participation survey participants, it is likely that the precision of the responses would be even greater.

Analyzing survey results

Weighting survey responses (balancing respondent demographics to match population demographics)

For both the probability sample and open participation (non-probability) surveys, the demographics of each dataset were separately compared to those found in the 2010 Census and 2019 American Community Survey estimates for adults in Staunton. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. Both survey datasets were weighted independently to best match the Census. The characteristics used for weighting were age, ethnicity, housing type, race, gender, and rent or own home. In addition, the open participation survey was weighted to adjust for differences in public trust between the probability and non-probability samples. No adjustments were made

for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES (American National Election Study) Weighting Algorithm. The results of the weighting scheme are presented in the table at the bottom of this section. When blending the probability and open participation, an assessment was made to the quality of the open participation sample based on respondent demographics, responses to the survey questions, and the total number of responses. Open participation samples of higher quality receive higher weights in the analysis than those more disparate.

Multiple response questions

For some questions, respondents were permitted to select multiple responses. When the total exceeds 100% in a table for a multiple response question, it is because some respondents are counted in multiple categories.

Rounding

Excluding the participants tab, percentages shown are rounded to the nearest whole number. This can sometimes mean that the percent of responses across all the possible response categories may sum to something other than exactly 100%. It also means that in some instances, the “percent positive,” “percent important,” or other summaries of data may not equal the rounded percentages of the two categories. For example, if 30.4% of respondents rated quality of life as excellent, and 20.4% of respondents rated it as good, a display of all the responses will show 30% excellent and 20% good. However, a display of the percent rating quality of life as excellent or good will show 51% (as $30.4\% + 20.4\%$ equals 50.8% , which rounds to 51%).

Making comparisons to benchmarks

Polco’s database of comparative resident opinion consists of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics included on this survey. The comparison evaluations are from the most recent survey completed in each community. Polco adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. Ratings are compared when there are at least five communities in which a similar question was asked.

Reporting statistical significance

For the crosstabs of survey results by selected respondent characteristic, chi-square or ANOVA (Analysis of Variance) tests of significance were applied to these breakdowns of selected survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent “real” differences among those populations. However, it should be noted that while these tests of statistical significance were used to help guide readers and policy makers to differences that are likely not due to chance alone, these types of probabilistic inferences were designed for use when results come from random sampling alone (see for example: Hirschauer, N., Gruner, S., Mußhoff, O., Becker, C., & Jantsch, A. (2020). Can p-values be meaningfully interpreted without random sampling? *Statistics Surveys*, 14, 71-91).

Demographic group	Population norm	Unweighted	Weighted
Age			
18-34	27%	13%	27%
35-54	30%	34%	30%
55+	43%	53%	43%
Ethnicity			
Not Hispanic	97%	98%	97%
Hispanic	3%	2%	3%
Gender			
Female	56%	56%	56%
Male	44%	44%	45%
Housing type			
Detached unit	68%	83%	68%
Attached unit	32%	17%	32%
Race			
White	85%	90%	83%
Not White	15%	10%	17%
Rent or own home			
Rent	43%	19%	43%
Own	57%	82%	57%

Section 2: Understanding the Report

Throughout this report, iconography is used to denote trends and benchmarks. While some pages will show the legend, others like the Section 3: Overview, won't for the sake of space. Keep this page handy for reference

Trends

**More favorable**

At least 7 percentage points more favorable than last measure

**Similar**

No statistically significant difference

**Less favorable**

At least 7 percentage points less favorable than last measure

Benchmarks

**Much more favorable**

At least 20 points more favorable than benchmark

**More favorable**

10-20 points more favorable than benchmark

**Similar**

No statistically significant difference

**Less favorable**

10-20 points less favorable than benchmark

**Much less favorable**

At least 20 points less favorable than benchmark

Section 3: Overview

Summary of quality ratings by community livability topic

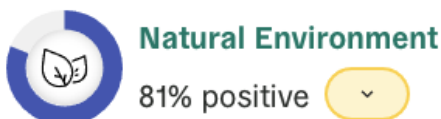
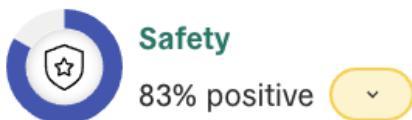
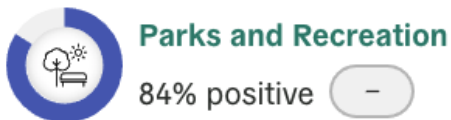
This section shows the community livability topics that received the highest and lowest quality ratings, as well as trends (how these evaluations have changed over time) and benchmarks (how they compare to ratings from other communities across the country). The percentages shown are the proportion of respondents who rated each as excellent or good (on a scale of excellent, good, fair, poor).

Trends unavailable

Because Staunton, VA doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

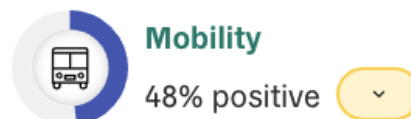
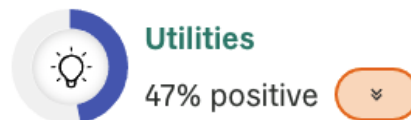
Highest-quality topics

Respondents rated these topics as highest in quality



Lowest-quality topics

Respondents rated these topics as lowest in quality



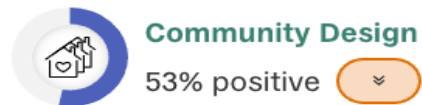
Best-performing topics compared to benchmark

These topics have performed the best against benchmark. To qualify for this list, topics must be significantly different from and more favorable than benchmark.

No topics to show

Worst-performing topics compared to benchmark

These topics have performed the worst against benchmark. To qualify for this list, topics must be significantly different from and less favorable than benchmark.



Intersection of quality and importance

To prioritize your efforts and funding, look at the intersection of each topic's importance and quality ratings.

Here quality ratings are measured in percent positive, the proportion of respondents who rated each topic's quality as excellent or good. Percent important is the proportion of respondents who rated each topic as essential or very important.

Critical focus topics are topics that are considered more important and of lower quality relative to other topics. Staunton's critical focus topics are



Economy

43% positive, 89% important



Utilities

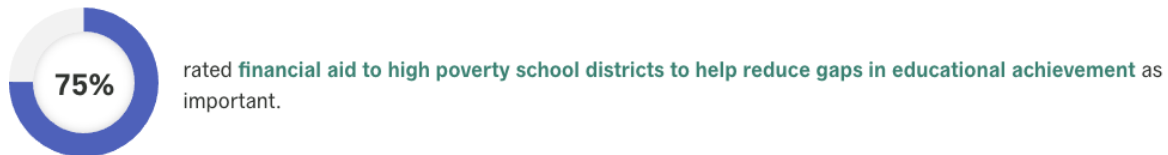
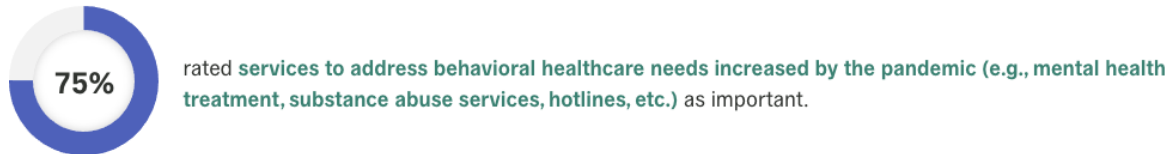
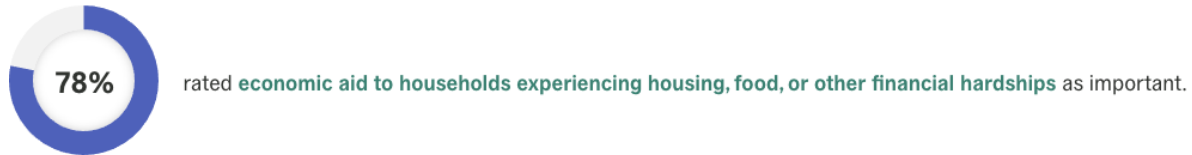
47% positive, 86% important

ARPA funding priorities

The American Rescue Plan Act specifies the ways in which local governments can spend the funds received from the federal government. This section shows what funding categories respondents rated as most important and the biggest challenges. A graph of disparities amongst demographic included to bring attention to community inequities, for which ARPA funds may also be useful.

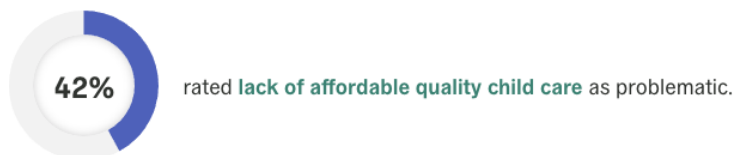
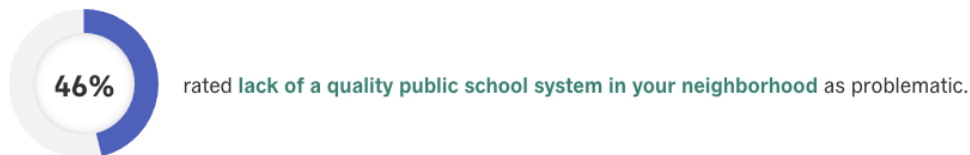
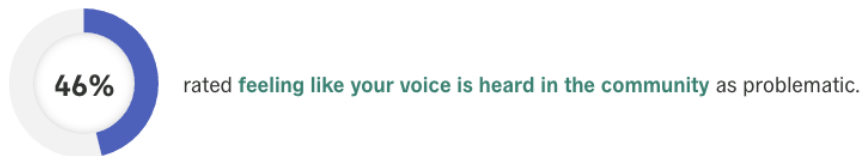
Most important funding categories

The percentages displayed are the proportion of respondents that rated the funding category as *essential* or *very important*.



Biggest challenges

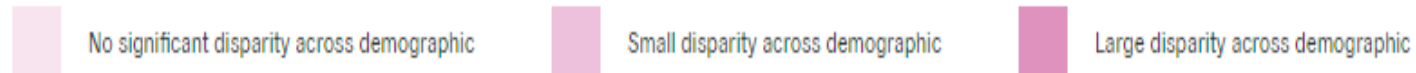
The percentages displayed are the proportion of respondents that rated the challenge as *major problem* or *moderate problem*.



Severity of Resident Disparities

Summary index scores were created for the ratings of the challenges faced by residents. Differences in these scores were then examined by resident annual household income, housing tenure, race of respondent and the geographic area in which the respondent lived. The chart below highlights if disparities existed (if they did not, the cell is labeled No disparity), and if they did, whether these disparities were small or large

Legend



ARPA Challenge	Income Level	Location	Race	Rent or Own Home
Behavioral Health Challenges	No disparity	Large	Small	Large
Economic Challenges	Large	Large	Large	Large
Educational/Child Care Challenges	Large	Large	Large	Large
Employment Challenges	Large	Large	Large	Large
Food Security Challenges	Large	Large	No disparity	Small
Health Challenges	No disparity	Large	No disparity	Small
Inclusion Challenges	Small	Large	Large	Small
Technology Challenges	Large	Large	No disparity	Large
Water and Sanitation Challenges	Large	Large	No disparity	Small

Section 4: Quality-Importance

The tables below show how the community rated the quality and importance of each topic of community livability. These tables can be sorted by the percent rating each received as excellent or good (quality) or essential or very important (importance). Critical focus topics highlight topics that were rated as more important and lower quality by respondents.

Quality

Percent positive is the percentage of respondents that said the characteristic's overall quality was *excellent* or *good*.

Topic	% positive ▼
Parks and Recreation	84%
Safety	83%
Natural Environment	81%
Education, Arts and Culture	69%
Health and Wellness	62%
Inclusivity	54%
Community Design	53%
Mobility	48%
Utilities	 Critical focus topic 47%
Economy	 Critical focus topic 43%

Importance

Percent important is the percentage of respondents that said the characteristic was *essential* or *very important* to focus on in the next 12 months.

Topic	% important ▼
Economy	 Critical focus topic 89%
Utilities	 Critical focus topic 86%
Inclusivity	79%
Education, Arts and Culture	73%
Safety	69%
Parks and Recreation	69%
Natural Environment	69%
Health and Wellness	67%
Mobility	66%
Community Design	57%

Section 5: Community Livability Topics

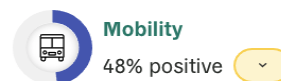
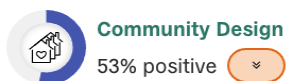
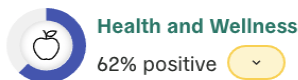
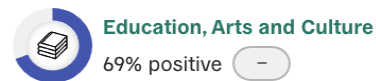
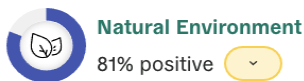
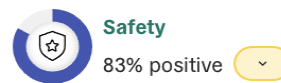
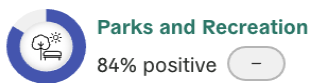
This is a high-level summary of Staunton's overall performance related to each topic. The percent positive values show the proportion of respondents who rated each as excellent or good (on a scale of excellent, good, fair, poor).

Critical focus topics highlight topics that were rated as more important and lower quality by respondents. For more on how critical focus topics are determined, visit [Quality-Importance](#).

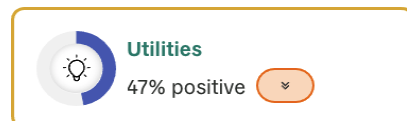
For a difference to be statistically significant, it must be at least a 7-percentage-point difference for trends and 10-point difference for benchmarks.

Trends unavailable

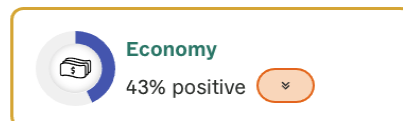
Because Staunton, VA doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.



Critical focus topic

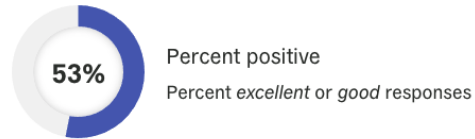
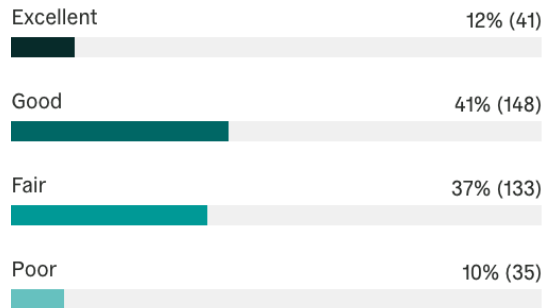


Critical focus topic

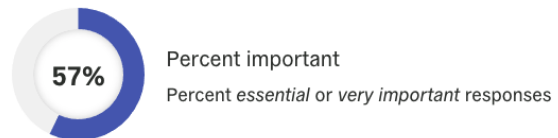
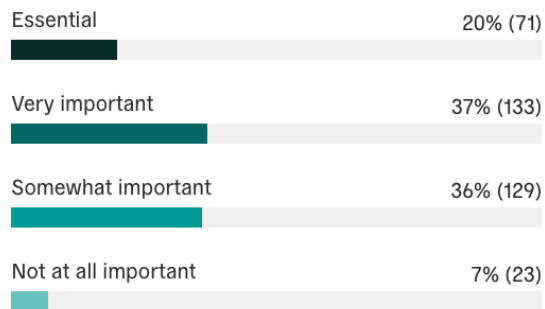


Section 6: Community Design

Quality of overall design or layout of Staunton's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)



Importance of overall design or layout of Staunton's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)



Related Survey Results

The characteristics below are associated with the Community Design topic

Trends unavailable

Because Staunton, VA doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

Certain benchmarks unavailable

Because this survey includes new characteristics, we can't determine your benchmark performance on the new characteristics until a sufficient number of communities have completed surveying. We'll email you when we've determined more of your benchmark performances.

Quality of Community

Comparisons are based on percent positive: the percentage of responses that rated the characteristic as *excellent* or *good*.

Characteristic	% positive 	National Benchmark 
Overall design or layout of Staunton's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	53%	

Importance of Community

Comparisons are based on percent important: the percentage of responses that rated the characteristic as *essential* or *very important*.

Characteristic	% important 	National Benchmark 
Overall design or layout of Staunton's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	57%	

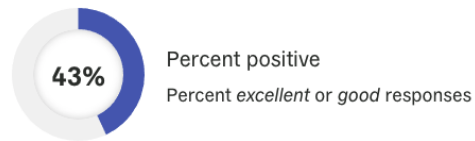
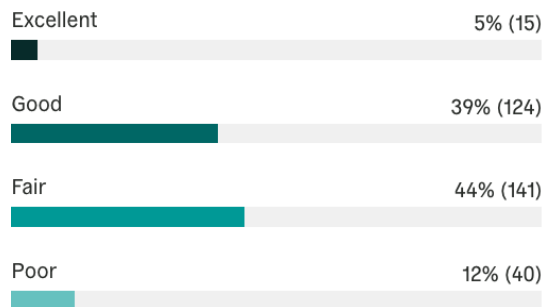
Housing Challenges

Comparisons are based on percent problematic: the percentage of responses that rated the characteristic as *major problem* or *moderate problem*.

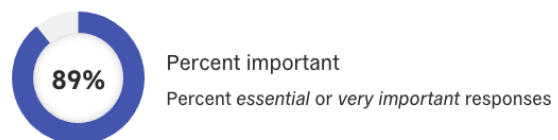
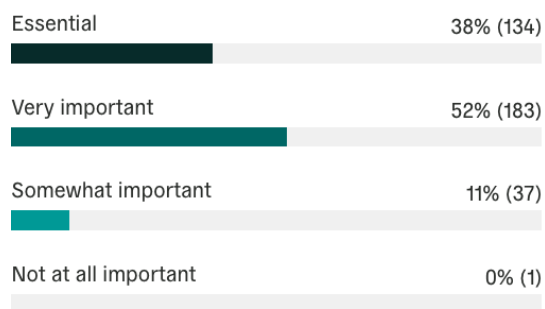
Characteristic	% problematic ▼	National Benchmark ⓘ
Finding affordable, quality housing	45%	N/A
Making rent or mortgage payments	22%	N/A

Section 7: Economy

Quality of overall economic health of Staunton



Importance of overall economic health of Staunton



Related Survey Results

The characteristics below are associated with the Economy topic

Trends unavailable

Because Staunton, VA doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

Certain benchmarks unavailable

Because this survey includes new characteristics, we can't determine your benchmark performance on the new characteristics until a sufficient number of communities have completed surveying. We'll email you when we've determined more of your benchmark performances.

Quality of Community

Comparisons are based on percent positive: the percentage of responses that rated the characteristic as *excellent* or *good*.

Characteristic	% positive ▾	National Benchmark ⓘ
Overall economic health of Staunton	43%	

Importance of Community

Comparisons are based on percent important: the percentage of responses that rated the characteristic as *essential* or *very important*.

Characteristic	% important ▾	National Benchmark ⓘ
Overall economic health of Staunton	89%	

Business Climate

Comparisons are based on percent positive: the percentage of responses that rated the characteristic as *excellent* or *good*.

Characteristic	% positive ▼	National Benchmark ⓘ
Staunton as a place to visit	87%	—
Staunton as a place to work	60%	▼

Economic Challenges

Comparisons are based on percent problematic: the percentage of responses that rated the characteristic as *major problem* or *moderate problem*.

Characteristic	% problematic ▼	National Benchmark ⓘ
The lack of local government services available to help your household recover from the pandemic	33%	N/A
Reduced household income	32%	N/A
Paying taxes	24%	N/A

Employment Challenges

Comparisons are based on percent problematic: the percentage of responses that rated the characteristic as *major problem* or *moderate problem*.

Characteristic	% problematic ▼	National Benchmark ⓘ
Loss of job(s)	26%	N/A
Lack of skills/training to get a job that pays a livable wage	24%	N/A
Fear of losing job	23%	N/A

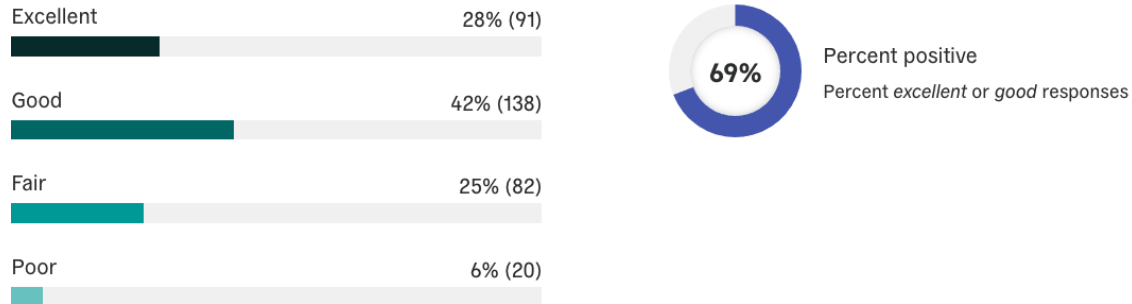
Household Challenges

Comparisons are based on percent positive: the percentage of responses that rated the characteristic as *very positive* or *somewhat positive*.

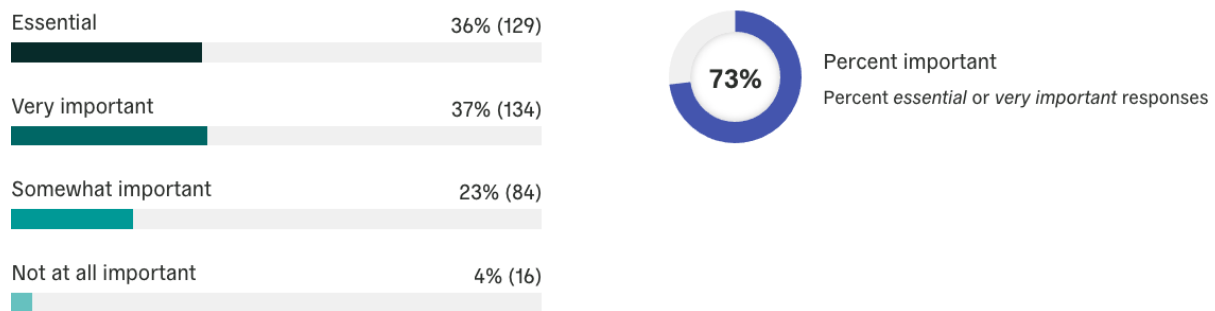
Characteristic	% positive ▼	National Benchmark ⓘ
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	21%	⌵

Section 8: Education, Arts and Culture

Quality of overall opportunities for education, culture and the arts



Importance of overall opportunities for education, culture and the arts



Related Survey Results

The characteristics below are associated with the Education, Arts and Culture topic

Trends unavailable

Because Staunton, VA doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

Certain benchmarks unavailable

Because this survey includes new characteristics, we can't determine your benchmark performance on the new characteristics until a sufficient number of communities have completed surveying. We'll email you when we've determined more of your benchmark performances.

Quality of Community

Comparisons are based on percent positive: the percentage of responses that rated the characteristic as *excellent* or *good*.

Characteristic	% positive ▾	National Benchmark ⓘ
Overall opportunities for education, culture and the arts	69%	

Importance of Community

Comparisons are based on percent important: the percentage of responses that rated the characteristic as *essential* or *very important*.

Characteristic	% important ▾	National Benchmark ⓘ
Overall opportunities for education, culture and the arts	73%	

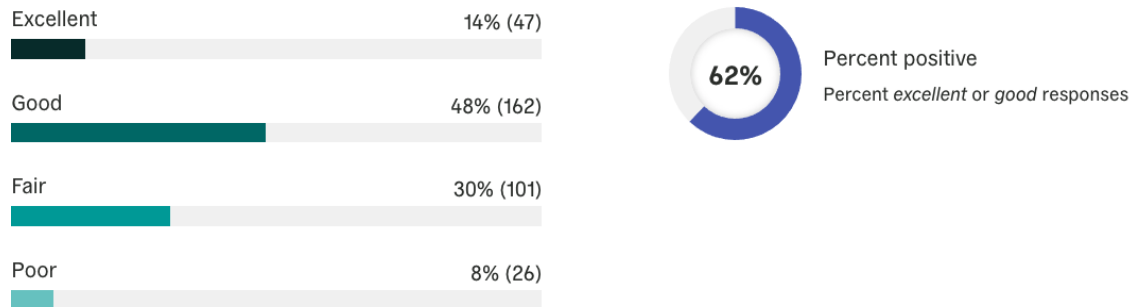
Educational/Child Care Challenges

Comparisons are based on percent problematic: the percentage of responses that rated the characteristic as *major problem* or *moderate problem*.

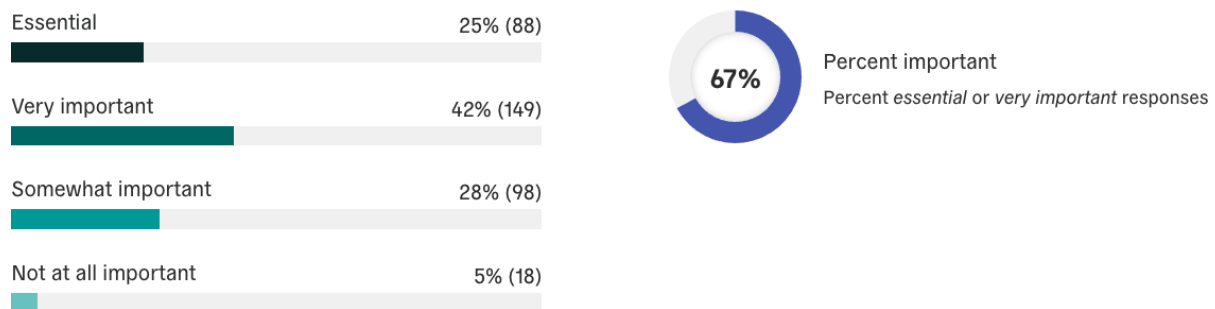
Characteristic	% problematic ▼	National Benchmark ⓘ
Lack of a quality public school system in your neighborhood	46%	N/A
Lack of affordable quality child care	42%	N/A
Lack of affordable options for higher education (e.g. universities, community colleges)	29%	N/A

Section 9: Health and Wellness

Quality of overall health and wellness opportunities in Staunton



Importance of overall health and wellness opportunities in Staunton



Related Survey Results

The characteristics below are associated with the Health and Wellness topic

Trends unavailable

Because Staunton, VA doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

Certain benchmarks unavailable

Because this survey includes new characteristics, we can't determine your benchmark performance on the new characteristics until a sufficient number of communities have completed surveying. We'll email you when we've determined more of your benchmark performances.

Quality of Community

Comparisons are based on percent positive: the percentage of responses that rated the characteristic as *excellent* or *good*.

Characteristic	% positive 	National Benchmark 
Overall health and wellness opportunities in Staunton	62%	

Importance of Community

Comparisons are based on percent important: the percentage of responses that rated the characteristic as *essential* or *very important*.

Characteristic	% important 	National Benchmark 
Overall health and wellness opportunities in Staunton	67%	

Behavioral Health Challenges

Comparisons are based on percent problematic: the percentage of responses that rated the characteristic as *major problem* or *moderate problem*.

Characteristic	% problematic ▼	National Benchmark ⓘ
The emotional health of household members	40%	N/A
Lack of affordable quality mental health care	35%	N/A
Drug or alcohol abuse	6%	N/A

Food Security Challenges

Comparisons are based on percent problematic: the percentage of responses that rated the characteristic as *major problem* or *moderate problem*.

Characteristic	% problematic ▼	National Benchmark ⓘ
Finding affordable, quality food	25%	N/A
Paying for food	22%	N/A

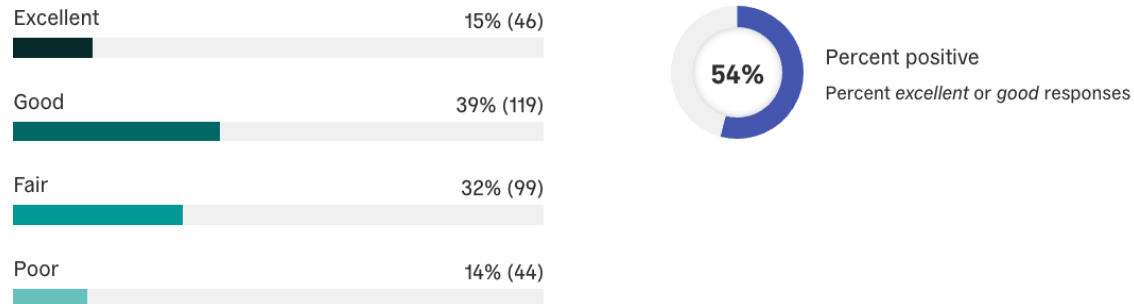
Health Challenges

Comparisons are based on percent problematic: the percentage of responses that rated the characteristic as *major problem* or *moderate problem*.

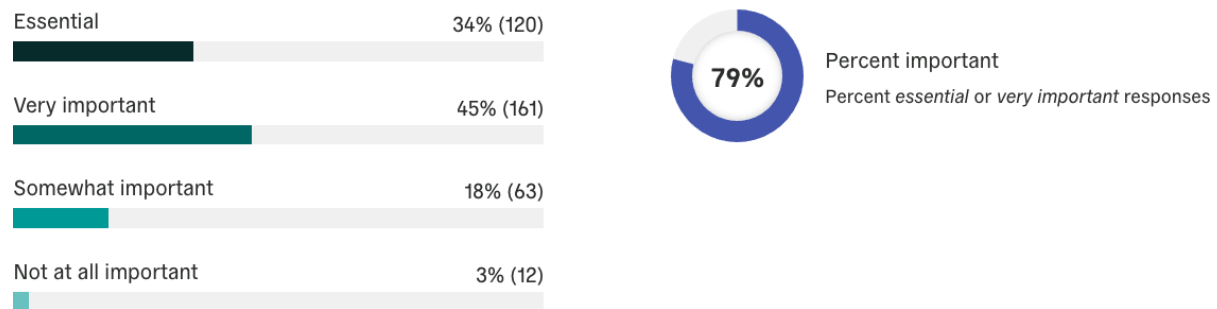
Characteristic	% problematic ▼	National Benchmark ⓘ
Exposure to COVID-19	37%	N/A
Paying for health care	29%	N/A
Lack of affordable quality health care	29%	N/A
The physical health of household members	23%	N/A
Access to medical services (e.g., emergency care, basic medical care and needed prescriptions)	16%	N/A

Section 10: Inclusivity

Quality of residents' connection and engagement with their community



Importance of residents' connection and engagement with their community



Related Survey Results

The characteristics below are associated with the Inclusivity topic

Trends unavailable

Because Staunton, VA doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

Certain benchmarks unavailable

Because this survey includes new characteristics, we can't determine your benchmark performance on the new characteristics until a sufficient number of communities have completed surveying. We'll email you when we've determined more of your benchmark performances.

Quality of Community

Comparisons are based on percent positive: the percentage of responses that rated the characteristic as *excellent* or *good*.

Characteristic	% positive 	National Benchmark 
Staunton as a place to retire	81%	
Staunton as a place to raise children	68%	
Sense of community	61%	
Residents' connection and engagement with their community	54%	

Importance of Community

Comparisons are based on percent important: the percentage of responses that rated the characteristic as *essential* or *very important*.

Characteristic	% important ▼	National Benchmark ⓘ
Residents' connection and engagement with their community	79%	

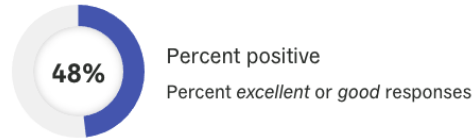
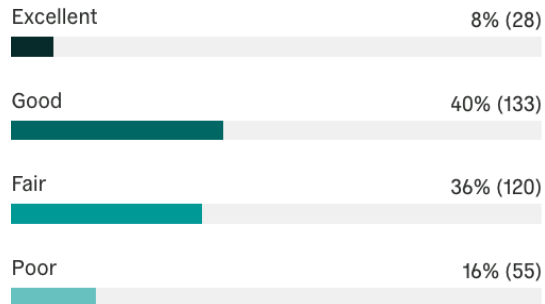
Inclusion Challenges

Comparisons are based on percent problematic: the percentage of responses that rated the characteristic as *major problem* or *moderate problem*.

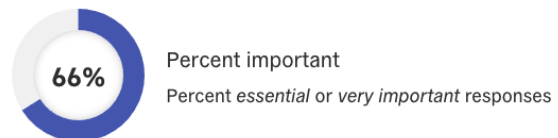
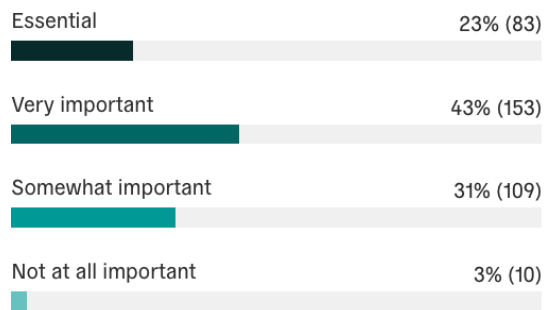
Characteristic	% problematic ▼	National Benchmark ⓘ
Feeling like your voice is heard in the community	46%	N/A
Not knowing what services are available in your community	38%	N/A
Feeling like you don't fit in or belong	22%	N/A
Being treated unfairly or discriminated against because of your age	13%	N/A

Section 11: Mobility

Quality of overall quality of the transportation system (auto, bicycle, foot, bus) in Staunton



Importance of overall quality of the transportation system (auto, bicycle, foot, bus) in Staunton



Related Survey Results

The characteristics below are associated with the Mobility topic

Trends unavailable

Because Staunton, VA doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

Quality of Community

Comparisons are based on percent positive: the percentage of responses that rated the characteristic as *excellent* or *good*.

Characteristic	% positive ▼	National Benchmark ⓘ
Overall quality of the transportation system (auto, bicycle, foot, bus) in Staunton	48%	

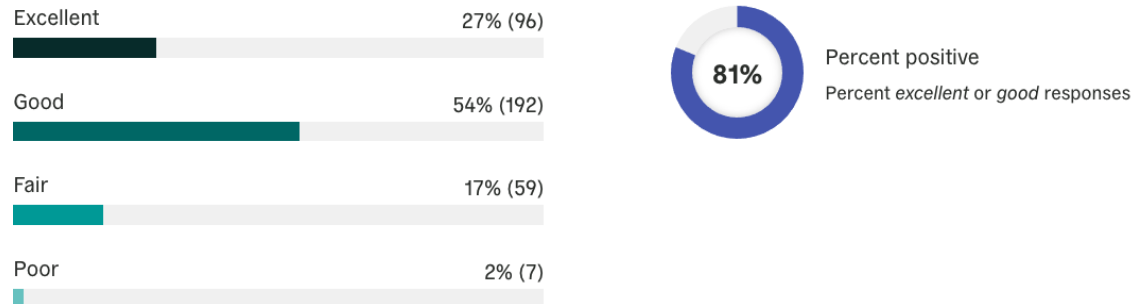
Importance of Community

Comparisons are based on percent important: the percentage of responses that rated the characteristic as *essential* or *very important*.

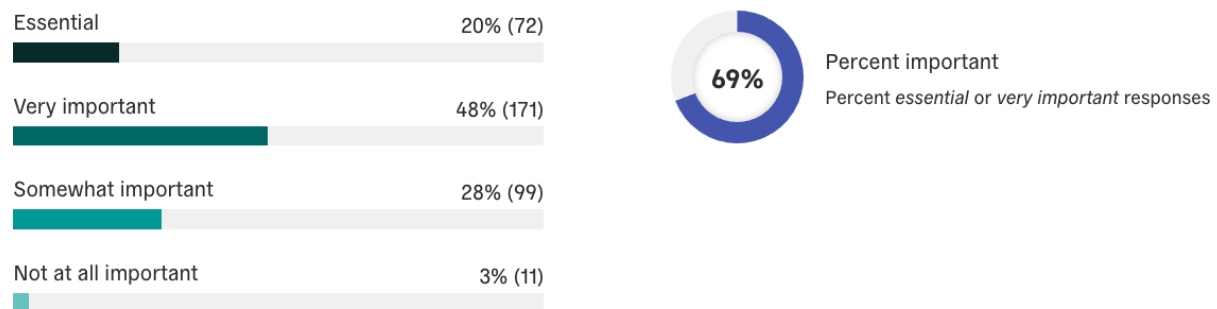
Characteristic	% important ▼	National Benchmark ⓘ
Overall quality of the transportation system (auto, bicycle, foot, bus) in Staunton	66%	

Section 12: Natural Environment

Quality of overall quality of natural environment in Staunton



Importance of overall quality of natural environment in Staunton



Related Survey Results

The characteristics below are associated with the Natural Environment topic

Trends unavailable

Because Staunton, VA doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

Quality of Community

Comparisons are based on percent positive: the percentage of responses that rated the characteristic as *excellent* or *good*.

Characteristic	% positive ▾	National Benchmark ⓘ
Overall quality of natural environment in Staunton	81%	

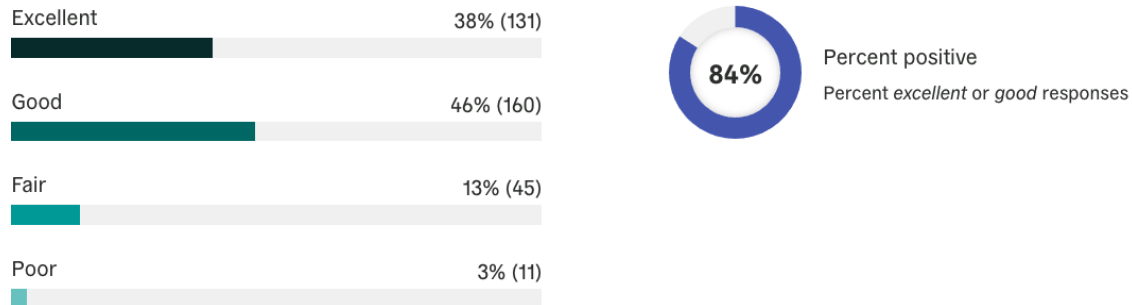
Importance of Community

Comparisons are based on percent important: the percentage of responses that rated the characteristic as *essential* or *very important*.

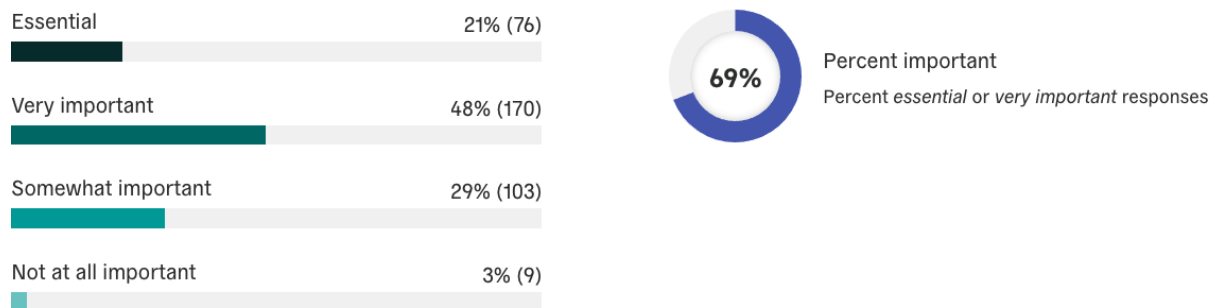
Characteristic	% important ▾	National Benchmark ⓘ
Overall quality of natural environment in Staunton	69%	

Section 13: Parks and Recreation

Quality of overall quality of parks and recreation opportunities



Importance of overall quality of parks and recreation opportunities



Related Survey Results

The characteristics below are associated with the Parks and Recreation topic

Trends unavailable

Because Staunton, VA doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

Certain benchmarks unavailable

Because this survey includes new characteristics, we can't determine your benchmark performance on the new characteristics until a sufficient number of communities have completed surveying. We'll email you when we've determined more of your benchmark performances.

Quality of Community

Comparisons are based on percent positive: the percentage of responses that rated the characteristic as *excellent* or *good*.

Characteristic	% positive ▾	National Benchmark ⓘ
Overall quality of parks and recreation opportunities	84%	

Importance of Community

Comparisons are based on percent important: the percentage of responses that rated the characteristic as *essential* or *very important*.

Characteristic	% important ▾	National Benchmark ⓘ
Overall quality of parks and recreation opportunities	69%	

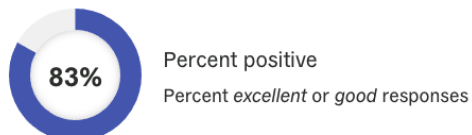
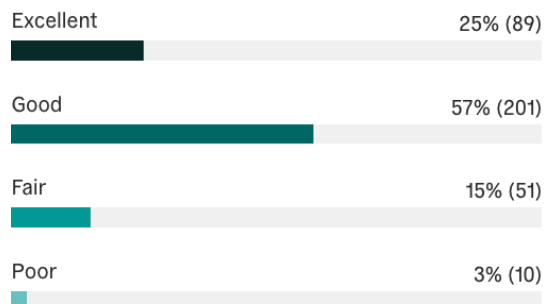
Additional Parks and Recreation Questions

Comparisons are based on percent problematic: the percentage of responses that rated the characteristic as *major problem* or *moderate problem*.

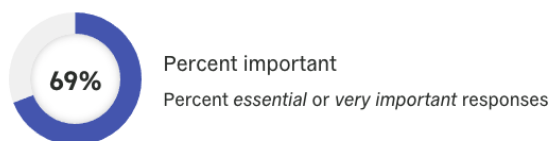
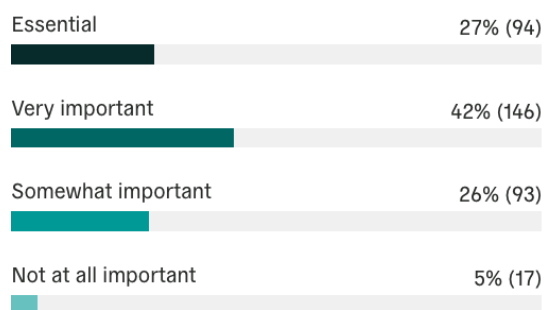
Characteristic	% problematic ▼	National Benchmark ⓘ
Lack of parks or outdoor spaces for recreation and leisure	7%	N/A

Section 14: Safety

Quality of overall feeling of safety in Staunton



Importance of overall feeling of safety in Staunton



Related Survey Results

The characteristics below are associated with the Safety topic

Trends unavailable

Because Staunton, VA doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

Quality of Community

Comparisons are based on percent positive: the percentage of responses that rated the characteristic as *excellent* or *good*.

Characteristic	% positive ▾	National Benchmark ⓘ
Overall feeling of safety in Staunton	83%	

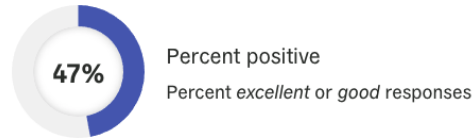
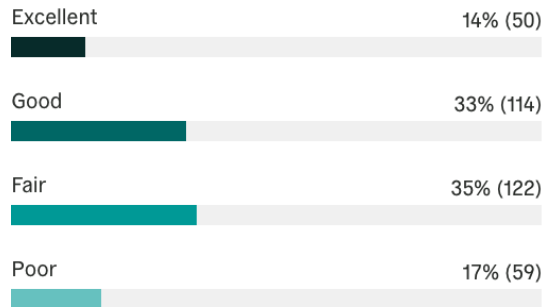
Importance of Community

Comparisons are based on percent important: the percentage of responses that rated the characteristic as *essential* or *very important*.

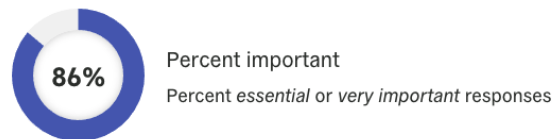
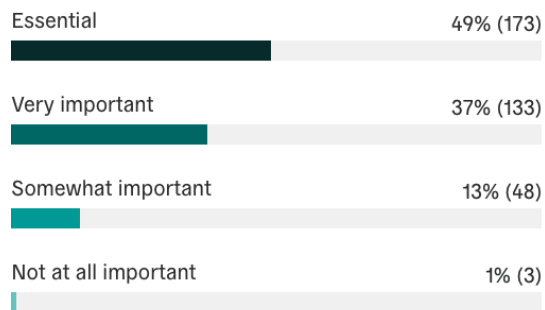
Characteristic	% important ▾	National Benchmark ⓘ
Overall feeling of safety in Staunton	69%	

Section 15: Utilities

Quality of overall quality of the utility infrastructure in Staunton (water, sewer, storm water, electric/gas, broadband)



Importance of overall quality of the utility infrastructure in Staunton (water, sewer, storm water, electric/gas, broadband)



Related Survey Results

The characteristics below are associated with the Utilities topic

Trends unavailable

Because Staunton, VA doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

Certain benchmarks unavailable

Because this survey includes new characteristics, we can't determine your benchmark performance on the new characteristics until a sufficient number of communities have completed surveying. We'll email you when we've determined more of your benchmark performances.

Quality of Community

Comparisons are based on percent positive: the percentage of responses that rated the characteristic as *excellent* or *good*.

Characteristic	% positive ▼	National Benchmark ⓘ
Overall quality of the utility infrastructure in Staunton (water, sewer, storm water, electric/gas, broadband)	47%	

Importance of Community

Comparisons are based on percent important: the percentage of responses that rated the characteristic as *essential* or *very important*.

Characteristic	% important ▼	National Benchmark ⓘ
Overall quality of the utility infrastructure in Staunton (water, sewer, storm water, electric/gas, broadband)	86%	

Technology Challenges

Comparisons are based on percent problematic: the percentage of responses that rated the characteristic as *major problem* or *moderate problem*.

Characteristic	% problematic ▼	National Benchmark ⓘ
Affording good internet/broadband service	31%	N/A
Having access to good internet/broadband service	25%	N/A
Lack of technology to do work or school work from home	16%	N/A

Water and Sanitation Challenges

Comparisons are based on percent problematic: the percentage of responses that rated the characteristic as *major problem* or *moderate problem*.

Characteristic	% problematic ▼	National Benchmark ⓘ
Having a safe and reliable sewer system	14%	N/A
Having safe and reliable tap/drinking water	14%	N/A

Section 16: Full Responses to Survey Questions (Including No Opinion)

These results include all questions. The results include the percentage that responded for each answer choice and the number of responses. If the choices included a choice with no opinion (like don't know or not applicable), they will be shown in this section. The following section shows the results without no opinion choices.

1. Do You Live in Staunton?

Answer Choice	Percent
Yes	100% (364)
No	0% (0)

2. Do You Own or Manage a Business in Staunton?

Answer Choice	Percent
Yes	12% (44)
No	88% (319)

3. Please rate each of the following aspects of quality of life in Staunton.

Characteristic	Excellent	Good	Fair	Poor	Don't Know
Staunton as a place to live	34% (123)	50% (177)	16% (56)	0% (1)	0% (0)
Your neighborhood as a place to live	33% (119)	49% (176)	12% (44)	6% (21)	0% (0)
Staunton as a place to raise children	20% (72)	35% (126)	21% (76)	5% (17)	18% (65)
Staunton as a place to work	16% (59)	31% (112)	25% (88)	7% (27)	20% (73)
Staunton as a place to visit	46% (162)	40% (140)	10% (36)	3% (10)	2% (6)
Staunton as a place to retire	29% (105)	40% (143)	13% (47)	3% (11)	15% (53)
Overall quality of life in Staunton	26% (93)	51% (182)	22% (80)	0% (1)	1% (2)
Sense of community	17% (61)	42% (148)	27% (96)	11% (39)	3% (11)

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

Characteristic	Excellent	Good	Fair	Poor	Don't Know
Overall economic health of Staunton	4% (15)	35% (124)	39% (141)	11% (40)	11% (39)
Overall quality of the transportation system (auto, bicycle, foot, bus) in Staunton	8% (28)	37% (133)	34% (120)	16% (55)	6% (20)
Overall design or layout of Staunton's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	12% (41)	41% (148)	37% (133)	10% (35)	0% (2)
Overall quality of the utility infrastructure (water, sewer, storm water, electric/gas, broadband)	14% (50)	32% (114)	34% (122)	17% (59)	4% (13)
Overall feeling of safety in Staunton	25% (89)	57% (201)	14% (51)	3% (10)	1% (4)
Overall quality of the natural environment in Staunton	27% (96)	54% (192)	16% (59)	2% (7)	1% (5)
Overall quality of parks and recreation opportunities	37% (131)	45% (160)	13% (45)	3% (11)	3% (9)
Overall health and wellness opportunities in Staunton	13% (47)	45% (162)	28% (101)	7% (26)	6% (23)
Overall opportunities for education, culture and the arts	25% (91)	38% (138)	23% (82)	6% (20)	8% (28)
Residents' connection and engagement with their community	13% (46)	34% (119)	28% (99)	12% (44)	13% (46)

5. Please rate following categories of Staunton government performance.

Characteristic	Excellent	Good	Fair	Poor	Don't Know
The overall quality of services provided by the City of Staunton	9% (32)	39% (141)	34% (124)	12% (45)	6% (22)
The overall direction that Staunton is taking	8% (28)	27% (96)	29% (107)	22% (81)	14% (50)
The job Staunton government does at welcoming resident involvement	6% (23)	17% (60)	31% (110)	31% (113)	15% (54)
Overall confidence in Staunton government	7% (25)	19% (69)	36% (131)	30% (108)	7% (27)
Being open and transparent to the public	7% (26)	18% (65)	24% (86)	37% (136)	14% (50)
Informing residents about issues facing the community	7% (25)	19% (69)	36% (128)	29% (106)	9% (32)
Treating all residents fairly	7% (27)	19% (68)	23% (83)	30% (107)	21% (76)
Spending public dollars wisely	4% (16)	18% (64)	25% (91)	30% (108)	22% (79)

6. Please rate how likely or unlikely you are to do the following:

Characteristic	Very Likely	Somewhat Likely	Somewhat Unlikely	Very Unlikely	Don't Know
Recommend living in Staunton to someone who asks	34% (122)	44% (160)	11% (38)	9% (34)	2% (6)

7. Please rate how important, if at all, you think it is for the Staunton community to focus on each of the following in the next 12 months.

Characteristic	Essential	Very Important	Somewhat Important	Not at All Important
Overall economic health of Staunton	38% (134)	52% (183)	11% (37)	0% (1)
Overall quality of the transportation system (auto, bicycle, foot, bus) in Staunton	23% (83)	43% (153)	31% (109)	3% (10)
Overall design or layout of Staunton's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	20% (71)	37% (133)	36% (129)	7% (23)
Overall quality of the utility infrastructure (water, sewer, storm water, electric/gas, broadband)	49% (173)	37% (133)	13% (48)	1% (3)
Overall feeling of safety in Staunton	27% (94)	42% (146)	26% (93)	5% (17)
Overall quality of the natural environment in Staunton	20% (72)	48% (171)	28% (99)	3% (11)
Overall quality of parks and recreation opportunities	21% (76)	48% (170)	29% (103)	3% (9)
Overall health and wellness opportunities in Staunton	25% (88)	42% (149)	28% (98)	5% (18)
Overall opportunities for education, culture and the arts	36% (129)	37% (134)	23% (84)	4% (16)
Residents' connection and engagement with their community	34% (120)	45% (161)	18% (63)	3% (12)

8. We know the COVID-19 pandemic has been challenging in many ways. Please rate how much of a problem, if at all, the following are for your household CURRENTLY.

Characteristic	Major Problem	Moderate Problem	Minor Problem	Not a Problem	Not Applicable
Exposure to COVID-19	9% (29)	26% (90)	23% (78)	38% (128)	5% (16)
The physical health of household members	7% (26)	14% (51)	18% (65)	56% (199)	5% (17)
The emotional health of household members	14% (49)	25% (89)	23% (82)	35% (126)	3% (10)
Drug or alcohol abuse	2% (6)	3% (11)	8% (27)	71% (252)	17% (60)
Access to medical services (e.g., emergency care, basic medical care and needed prescriptions)	4% (15)	11% (41)	13% (48)	68% (242)	3% (11)
Lack of affordable quality health care	15% (55)	13% (45)	13% (46)	55% (198)	4% (15)
Lack of affordable quality mental health care	15% (53)	15% (54)	13% (45)	43% (156)	14% (52)
Loss of job(s)	9% (33)	10% (36)	9% (33)	47% (169)	24% (87)
Fear of losing job	11% (39)	7% (26)	15% (53)	44% (157)	24% (84)
Reduced household income	12% (42)	16% (57)	18% (66)	41% (147)	13% (46)

Characteristic	Major Problem	Moderate Problem	Minor Problem	Not a Problem	Not Applicable
Paying for food	8% (30)	13% (47)	21% (73)	55% (195)	3% (10)
Making rent or mortgage payments	7% (26)	13% (46)	14% (48)	56% (202)	10% (37)
Paying taxes	14% (50)	9% (32)	22% (79)	50% (176)	5% (16)
Paying for health care	9% (31)	19% (68)	17% (62)	50% (180)	5% (18)
The lack of local government services available to help your household recover from the pandemic	13% (47)	13% (48)	14% (50)	40% (144)	19% (70)
Lack of skills/training to get a job that pays a livable wage	9% (31)	7% (26)	6% (22)	44% (157)	34% (122)
Lack of affordable quality child care	8% (30)	9% (34)	5% (18)	19% (69)	58% (209)
Lack of a quality public school system in your neighborhood	11% (40)	12% (41)	5% (18)	22% (77)	51% (181)
Lack of affordable options for higher education (e.g. universities, community colleges)	9% (31)	6% (23)	7% (24)	29% (105)	49% (174)
Finding affordable, quality housing	24% (87)	11% (38)	15% (53)	28% (101)	22% (78)
Finding affordable, quality food	10% (36)	13% (48)	21% (73)	52% (183)	4% (14)

Characteristic	Major Problem	Moderate Problem	Minor Problem	Not a Problem	Not Applicable
Having safe and reliable tap/drinking water	5% (19)	8% (29)	12% (42)	70% (250)	5% (17)
Having a safe and reliable sewer system	6% (20)	8% (29)	12% (44)	70% (250)	4% (15)
Having access to good internet/broadband service	11% (39)	14% (48)	20% (70)	53% (187)	2% (6)
Affording good internet/broadband service	15% (53)	15% (55)	22% (78)	46% (164)	2% (8)
Lack of technology to do work or school work from home	3% (12)	10% (35)	14% (51)	54% (193)	19% (68)
Feeling like your voice is heard in the community	21% (74)	18% (66)	19% (66)	28% (101)	14% (51)
Not knowing what services are available in your community	16% (57)	20% (72)	29% (104)	31% (110)	3% (12)
Being treated unfairly or discriminated against because of your age	6% (22)	6% (20)	12% (41)	70% (248)	7% (24)
Feeling like you don't fit in or belong	7% (26)	14% (50)	17% (60)	57% (204)	5% (16)
Lack of parks or outdoor spaces for recreation and leisure	3% (11)	4% (15)	15% (54)	75% (271)	2% (9)

9. How would you rate your current knowledge of American Rescue Plan Act (ARPA)?

Characteristic	Very informed	Somewhat informed	Slightly informed	Not at all informed
How would you rate your current knowledge of American Rescue Plan Act (ARPA)?	12% (43)	33% (119)	29% (104)	26% (96)

10. Federal guidelines have been established for local government use of ARPA funds. Please rate how important, if at all, you think it is for the City of Staunton to spend the community-level ARPA funds on each of the following.

Characteristic	Essential	Very Important	Somewhat Important	Not at All Important	Don't Know
Services and programs to reduce the spread of COVID-19 (e.g., vaccinations, testing, purchases for personal protective gear, etc.)	32% (117)	28% (99)	23% (83)	14% (52)	3% (9)
Services to address behavioral healthcare needs increased by the pandemic (e.g., mental health treatment, substance abuse services, hotlines, etc.)	37% (136)	36% (132)	19% (67)	6% (20)	2% (8)
Economic aid to households experiencing housing, food, or other financial hardships	40% (146)	37% (134)	18% (66)	3% (11)	2% (6)

Characteristic	Essential	Very Important	Somewhat Important	Not at All Important	Don't Know
Investments in housing (e.g., services for individuals experiencing homelessness, affordable housing development, housing vouchers, etc.)	43% (156)	29% (105)	23% (81)	2% (9)	2% (8)
Increased services and programs to address the health of communities and residents hardest hit by pandemic (e.g., increased funding for community health workers, community violence intervention programs)	36% (129)	34% (122)	21% (75)	5% (18)	4% (14)
Financial aid to high poverty school districts to help reduce gaps in educational achievement	34% (125)	37% (135)	17% (61)	7% (24)	5% (18)
Services or programs to promote healthy childhood environments (e.g., expanded childcare, enhanced services for child welfare-involved families and foster youth)	40% (142)	31% (110)	21% (75)	5% (18)	4% (14)
Assistance to workers who lost jobs or wages due to the pandemic (e.g., aid to unemployed workers, job training)	23% (82)	33% (120)	30% (108)	8% (30)	6% (23)
Economic aid and assistance to small businesses and non-profits experiencing financial hardships due to the pandemic	26% (94)	39% (140)	28% (101)	1% (5)	5% (16)
Economic aid to speed the recovery of the tourism, travel, and hospitality sectors	11% (40)	22% (78)	44% (158)	16% (58)	7% (25)
Assistance to employers to help pay health care and safety workers dedicated to COVID-19 response	25% (87)	34% (121)	29% (103)	8% (28)	4% (15)

Characteristic	Essential	Very Important	Somewhat Important	Not at All Important	Don't Know
Assistance to employers to help provide premium pay to essential workers who face the greatest health risks due to their service (e.g. teachers, bus drivers, grocery store employees)	36% (129)	35% (124)	19% (70)	7% (26)	3% (10)
Replace lost revenues of your local government due to COVID-19 so that local government services return to pre-COVID level	14% (51)	24% (87)	44% (160)	13% (49)	5% (17)
Investments in the water and sewer system	33% (119)	29% (103)	31% (114)	5% (18)	2% (9)
Investments in broadband infrastructure (e.g., high speed internet)	27% (97)	37% (134)	24% (86)	9% (34)	4% (13)
Investments in parks, public plazas, and other public outdoor recreation spaces	14% (49)	32% (116)	42% (152)	12% (42)	1% (3)

11. 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:

Answer Choice	Percent
Very positive	4% (13)
Somewhat positive	16% (59)
Neutral	38% (140)
Somewhat negative	29% (104)
Very negative	8% (29)
Don't Know	5% (20)

12. What is your gender?

Answer Choice	Percent
Female	55% (198)
Male	44% (159)
Identify in another way	1% (3)

13. 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.)

Answer Choice	Percent
Less than \$25,000	17% (59)
\$25,000 to \$49,999	19% (67)
\$50,000 to \$74,999	32% (113)
\$75,000 to \$99,999	16% (57)
\$100,000 to \$149,999	12% (42)
\$150,000 to \$199,999	2% (8)
\$200,000 or more.	3% (10)

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

Answer Choice	Percent
No	70% (251)
Yes	30% (110)

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

Answer Choice	Percent
No	66% (240)
Yes	34% (122)

16. Do you rent or own your home?

Answer Choice	Percent
Rent	43% (155)
Own	57% (207)

17. Which best describes the building you live in?

Answer Choice	Percent
One family house detached from any other houses	67% (244)
Building with two or more homes (duplex, townhome, apartment or condominium)	32% (115)
Mobile home	0% (1)
Other	1% (3)

18. What is your highest completed level of education?

Answer Choice	Percent
Some high school	1% (5)
Completed high school/GED	15% (54)
Some college/technical degree/associates degree	22% (81)
Bachelor's degree	30% (109)
Master's degree or Doctoral degree/Professional degree	31% (113)

19. In which category is your age?

Answer Choice	Percent
18-24 years	4% (16)
18-24 years	23% (82)
35-44 years	19% (69)
45-54 years	11% (41)
55-64 years	15% (55)
65-74 years	18% (66)
75 years or older	9% (34)

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

Answer Choice	Percent
American Indian or Alaska Native	3% (10)
Asian	2% (8)
Black or African American	6% (23)
Native Hawaiian or Other Pacific Islander	1% (3)
White	83% (311)
A race not listed	5% (20)

21. Are you of Hispanic, Latino/a/x, or Spanish origin?

Answer Choice	Percent
No, not of Hispanic, Latino/a/x, or Spanish origin	97% (331)
Yes, I consider myself to be of Hispanic, Latino/a/x, or Spanish origin	3% (11)

22. Using the map above, please tell us which area your residence is located in.

Not including don't know

Answer Choice	Percent
Census Tract 1	6% (21)
Census Tract 2	18% (62)
Census Tract 3	20% (69)
Census Tract 4.01	15% (52)
Census Tract 4.02	14% (48)
Census Tract 5	9% (31)
Census Tract 6	18% (62)

23. Do you work in the boundaries of Staunton?

Answer Choice	Percent
Yes	36% (130)
No	64% (229)

24. How did you hear about this survey? (Select all that apply.)

Answer Choice	Percent
The city's website	2% (16)
The city's social media (Facebook, Twitter, Instagram, etc.)	5% (47)
Received an email from the city	7% (72)
In a city newsletter or utility bill	0% (3)
Received a postcard or letter from the city	60% (577)
Nextdoor	0% (3)
In my Facebook feed	6% (55)
Saw it on a video of a public meeting or at a meeting I attended	1% (7)
Saw it on the city's cable channel	0% (0)
Saw it in a newspaper article or ad (hard copy or online)	3% (32)
Saw a flyer or poster about it	0% (1)
Heard about it from a family member, friend or neighborhood	2% (17)
Heard about it from a business or social organization in my community	2% (16)
Polco's weekly email	0% (2)
Polco social media post	0% (0)
On my Polco feed	0% (2)
Other	5% (47)
Received an invitation in the mail	7% (69)

25. If you selected an “other” way, in what other way did you hear about this survey?

Answer Choice

This was the first time I have ever been given a chance to do a survey, I didn't know they existed for the city. I know it was random but Thank You for including me!

We need More soccer fields. 1000's of children and hundreds of adults play in the SAW region. Build sport complex at the crossing. Saturday food revenue from youth and tournaments. Weeknight revenue from adult leagues.

Another Facebook page that I follow posted the link.

On a private group, owned by a city council member

WHSV TV on-air news story whsv.com news story

WHSV website WHSV news article

No place to write comments WHSV

A friend on Facebook

It is unlikely that the responses to this survey will accurately reflect the full diversity of Staunton's residential population. Lower income families as well as very busy young families (esp single parents) will be far less likely to take the time to complete this survey. It will be important to reach out in a proactive way to these people in order to gauge the full range of responses.

Email from city council member sent to a commission, on which I am a member.

From City COuncil meeting I attended

News report WHSV

WHSV whsv

Friend sent it to me In a FB group I follow.

Section 16: Full Responses to Survey Questions (Excluding No Opinion)

These results include all questions. The results include the percentage that responded for each answer choice and the number of responses. If the choices included a choice with no opinion (like don't know or not applicable), the tables in the prior section show the results with those no opinion choices. This section shows the results without those choices.

1. Do You Live in Staunton?

Answer Choice	Percent
Yes	100% (364)
No	0% (0)

2. Do You Own or Manage a Business in Staunton?

Answer Choice	Percent
Yes	12% (44)
No	88% (319)

3. Please rate each of the following aspects of quality of life in Staunton.

Not including don't know

Characteristic	Excellent	Good	Fair	Poor
Staunton as a place to live	34% (123)	50% (177)	16% (56)	0% (1)
Your neighborhood as a place to live	33% (119)	49% (176)	12% (44)	6% (21)
Staunton as a place to raise children	25% (72)	43% (126)	26% (76)	6% (17)
Staunton as a place to work	21% (59)	39% (112)	31% (88)	9% (27)
Staunton as a place to visit	47% (162)	40% (140)	10% (36)	3% (10)
Staunton as a place to retire	34% (105)	47% (143)	15% (47)	4% (11)
Overall quality of life in Staunton	26% (93)	51% (182)	22% (80)	0% (1)
Sense of community	18% (61)	43% (148)	28% (96)	11% (39)

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

Not including don't know

Characteristic	Excellent	Good	Fair	Poor
Overall economic health of Staunton	5% (15)	39% (124)	44% (141)	12% (40)
Overall quality of the transportation system (auto, bicycle, foot, bus) in Staunton	8% (28)	40% (133)	36% (120)	16% (55)
Overall design or layout of Staunton's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	12% (41)	41% (148)	37% (133)	10% (35)
Overall quality of the utility infrastructure (water, sewer, storm water, electric/gas, broadband)	14% (50)	33% (114)	35% (122)	17% (59)
Overall feeling of safety in Staunton	25% (89)	57% (201)	15% (51)	3% (10)
Overall quality of the natural environment in Staunton	27% (96)	54% (192)	17% (59)	2% (7)
Overall quality of parks and recreation opportunities	38% (131)	46% (160)	13% (45)	3% (11)
Overall health and wellness opportunities in Staunton	14% (47)	48% (162)	30% (101)	8% (26)
Overall opportunities for education, culture and the arts	28% (91)	42% (138)	25% (82)	6% (20)
Residents' connection and engagement with their community	15% (46)	39% (119)	32% (99)	14% (44)

5. Please rate following categories of Staunton government performance.

Not including don't know

Characteristic	Excellent	Good	Fair	Poor
The overall quality of services provided by the City of Staunton	9% (32)	41% (141)	36% (124)	13% (45)
The overall direction that Staunton is taking	9% (28)	31% (96)	34% (107)	26% (81)
The job Staunton government does at welcoming resident involvement	8% (23)	20% (60)	36% (110)	37% (113)
Overall confidence in Staunton government	8% (25)	21% (69)	39% (131)	32% (108)
Being open and transparent to the public	8% (26)	21% (65)	27% (86)	43% (136)
Informing residents about issues facing the community	8% (25)	21% (69)	39% (128)	32% (106)
Treating all residents fairly	9% (27)	24% (68)	29% (83)	38% (107)
Spending public dollars wisely	6% (16)	23% (64)	33% (91)	39% (108)

6. Please rate how likely or unlikely you are to do the following:

Not including don't know

Characteristic	Very likely	Somewhat likely	Somewhat unlikely	Very Unlikely
Recommend living in Staunton to someone who asks	34% (122)	45% (160)	11% (38)	10% (34)

7. Please rate how important, if at all, you think it is for the Staunton community to focus on each of the following in the next 12 months.

Not including don't know

Characteristic	Essential	Very Important	Somewhat important	Not at all important
Overall economic health of Staunton	38% (134)	52% (183)	11% (37)	0% (1)
Overall quality of the transportation system (auto, bicycle, foot, bus) in Staunton	23% (83)	43% (153)	31% (109)	3% (10)
Overall design or layout of Staunton's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	20% (71)	37% (133)	36% (129)	7% (23)
Overall quality of the utility infrastructure (water, sewer, storm water, electric/gas, broadband)	49% (173)	37% (133)	13% (48)	1% (3)
Overall feeling of safety in Staunton	27% (94)	42% (146)	26% (93)	5% (17)
Overall quality of the natural environment in Staunton	20% (72)	48% (171)	28% (99)	3% (11)
Overall quality of parks and recreation opportunities	21% (76)	48% (170)	29% (103)	3% (9)
Overall health and wellness opportunities in Staunton	25% (88)	42% (149)	28% (98)	5% (18)
Overall opportunities for education, culture and the arts	36% (129)	37% (134)	23% (84)	4% (16)
Residents' connection and engagement with their community	34% (120)	45% (161)	18% (63)	3% (12)

8. We know the COVID-19 pandemic has been challenging in many ways. Please rate how much of a problem, if at all, the following are for your household CURRENTLY.

Not including don't know

Characteristic	Major problem	Moderate problem	Minor Problem	Not a Problem
Exposure to COVID-19	9% (29)	28% (90)	24% (78)	39% (128)
The physical health of household members	8% (26)	15% (51)	19% (65)	58% (199)
The emotional health of household members	14% (49)	26% (89)	24% (82)	36% (126)
Drug or alcohol abuse	2% (6)	4% (11)	9% (27)	85% (252)
Access to medical services (e.g., emergency care, basic medical care and needed prescriptions)	4% (15)	12% (41)	14% (48)	70% (242)
Lack of affordable quality health care	16% (55)	13% (45)	13% (46)	58% (198)
Lack of affordable quality mental health care	17% (53)	18% (54)	15% (45)	51% (156)
Loss of job(s)	12% (33)	13% (36)	12% (33)	62% (169)
Fear of losing job	14% (39)	9% (26)	19% (53)	57% (157)
Reduced household income	14% (42)	18% (57)	21% (66)	47% (147)

Characteristic	Major problem	Moderate problem	Minor Problem	Not a Problem
Paying for food	9% (30)	14% (47)	21% (73)	57% (195)
Making rent or mortgage payments	8% (26)	14% (46)	15% (48)	63% (202)
Paying taxes	15% (50)	10% (32)	23% (79)	52% (176)
Paying for health care	9% (31)	20% (68)	18% (62)	53% (180)
The lack of local government services available to help your household recover from the pandemic	16% (47)	16% (48)	17% (50)	50% (144)
Lack of skills/training to get a job that pays a livable wage	13% (31)	11% (26)	9% (22)	67% (157)
Lack of affordable quality child care	20% (30)	22% (34)	12% (18)	46% (69)
Lack of a quality public school system in your neighborhood	22% (40)	23% (41)	10% (18)	44% (77)
Lack of affordable options for higher education (e.g. universities, community colleges)	17% (31)	13% (23)	13% (24)	57% (105)
Finding affordable, quality housing	31% (87)	14% (38)	19% (53)	36% (101)
Finding affordable, quality food	11% (36)	14% (48)	22% (73)	54% (183)

Characteristic	Major problem	Moderate problem	Minor Problem	Not a Problem
Having safe and reliable tap/drinking water	6% (19)	9% (29)	12% (42)	74% (250)
Having a safe and reliable sewer system	6% (20)	8% (29)	13% (44)	73% (250)
Having access to good internet/broadband service	11% (39)	14% (48)	20% (70)	54% (187)
Affording good internet/broadband service	15% (53)	16% (55)	22% (78)	47% (164)
Lack of technology to do work or school work from home	4% (12)	12% (35)	18% (51)	66% (193)
Feeling like your voice is heard in the community	24% (74)	21% (66)	22% (66)	33% (101)
Not knowing what services are available in your community	17% (57)	21% (72)	30% (104)	32% (110)
Being treated unfairly or discriminated against because of your age	7% (22)	6% (20)	12% (41)	75% (248)
Feeling like you don't fit in or belong	8% (26)	15% (50)	18% (60)	60% (204)
Lack of parks or outdoor spaces for recreation and leisure	3% (11)	4% (15)	15% (54)	77% (271)

9. How would you rate your current knowledge of American Rescue Plan Act (ARPA)?

Not including don't know

Characteristic	Very informed	Somewhat informed	Slightly informed	Not at all informed
How would you rate your current knowledge of American Rescue Plan Act (ARPA)?	12% (43)	33% (119)	29% (104)	26% (96)

10. Federal guidelines have been established for local government use of ARPA funds. Please rate how important, if at all, you think it is for the City of Staunton to spend the community-level ARPA funds on each of the following.

Not including don't know

Characteristic	Essential	Very Important	Somewhat Important	Not at all important
Services and programs to reduce the spread of COVID-19 (e.g., vaccinations, testing, purchases for personal protective gear, etc.)	33% (117)	28% (99)	24% (83)	15% (52)
Services to address behavioral healthcare needs increased by the pandemic (e.g., mental health treatment, substance abuse services, hotlines, etc.)	38% (136)	37% (132)	19% (67)	6% (20)
Economic aid to households experiencing housing, food, or other financial hardships	41% (146)	38% (134)	18% (66)	3% (11)

Characteristic	Essential	Very Important	Somewhat Important	Not at all important
Investments in housing (e.g., services for individuals experiencing homelessness, affordable housing development, housing vouchers, etc.)	44% (156)	30% (105)	23% (81)	2% (9)
Increased services and programs to address the health of communities and residents hardest hit by pandemic (e.g., increased funding for community health workers, community violence intervention programs)	37% (129)	35% (122)	22% (75)	5% (18)
Financial aid to high poverty school districts to help reduce gaps in educational achievement	36% (125)	39% (135)	18% (61)	7% (24)
Services or programs to promote healthy childhood environments (e.g., expanded childcare, enhanced services for child welfare-involved families and foster youth)	41% (142)	32% (110)	22% (75)	5% (18)
Assistance to workers who lost jobs or wages due to the pandemic (e.g., aid to unemployed workers, job training)	24% (82)	35% (120)	32% (108)	9% (30)
Economic aid and assistance to small businesses and non-profits experiencing financial hardships due to the pandemic	28% (94)	41% (140)	30% (101)	1% (5)
Economic aid to speed the recovery of the tourism, travel, and hospitality sectors	12% (40)	23% (78)	47% (158)	17% (58)
Assistance to employers to help pay health care and safety workers dedicated to COVID-19 response	26% (87)	36% (121)	30% (103)	8% (28)

Characteristic	Essential	Very Important	Somewhat Important	Not at all important
Assistance to employers to help provide premium pay to essential workers who face the greatest health risks due to their service (e.g. teachers, bus drivers, grocery store employees)	37% (129)	36% (124)	20% (70)	7% (26)
Replace lost revenues of your local government due to COVID-19 so that local government services return to pre-COVID level	15% (51)	25% (87)	46% (160)	14% (49)
Investments in the water and sewer system	34% (119)	29% (103)	32% (114)	5% (18)
Investments in broadband infrastructure (e.g., high speed internet)	28% (97)	38% (134)	25% (86)	10% (34)
Investments in parks, public plazas, and other public outdoor recreation spaces	14% (49)	32% (116)	42% (152)	12% (42)

11. 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:

Not including don't know

Answer Choice	Percent
Very positive	4% (13)
Somewhat positive	17% (59)
Neutral	41% (140)
Somewhat negative	30% (104)
Very negative	8% (29)

12. What is your gender?

Not including don't know

Answer Choice	Percent
Female	55% (198)
Male	44% (159)
Identify in another way	1% (3)

13. 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.)

Not including don't know

Answer Choice	Percent
Less than \$25,000	17% (59)
\$25,000 to \$49,999	19% (67)
\$50,000 to \$74,999	32% (113)
\$75,000 to \$99,999	16% (57)
\$100,000 to \$149,999	12% (42)
\$150,000 to \$199,999	2% (8)
\$200,000 or more.	3% (10)

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

Not including don't know

Answer Choice	Percent
No	70% (251)
Yes	30% (110)

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

Not including don't know

Answer Choice	Percent
No	66% (240)
Yes	34% (122)

16. Do you rent or own your home?

Not including don't know

Answer Choice	Percent
Rent	43% (155)
Own	57% (207)

17. Which best describes the building you live in?

Not including don't know

Answer Choice	Percent
One family house detached from any other houses	67% (244)
Building with two or more homes (duplex, townhome, apartment or condominium)	32% (115)
Mobile home	0% (1)
Other	1% (3)

18. What is your highest completed level of education?

Not including don't know

Answer Choice	Percent
Some high school	1% (5)
Completed high school/GED	15% (54)
Some college/technical degree/associates degree	22% (81)
Bachelor's degree	30% (109)
Master's degree or Doctoral degree/Professional degree	31% (113)

19. In which category is your age?

Not including don't know

Answer Choice	Percent
18-24 years	4% (16)
18-24 years	23% (82)
35-44 years	19% (69)
45-54 years	11% (41)
55-64 years	15% (55)
65-74 years	18% (66)
75 years or older	9% (34)

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

Not including don't know

Answer Choice	Percent
American Indian or Alaska Native	3% (10)
Asian	2% (8)
Black or African American	6% (23)
Native Hawaiian or Other Pacific Islander	1% (3)
White	83% (311)
A race not listed	5% (20)

21. Are you of Hispanic, Latino/a/x, or Spanish origin?

Not including don't know

Answer Choice	Percent
No, not of Hispanic, Latino/a/x, or Spanish origin	97% (331)
Yes, I consider myself to be of Hispanic, Latino/a/x, or Spanish origin	3% (11)

22. Using the map above, please tell us which area your residence is located in.

Not including don't know

Answer Choice	Percent
Census Tract 1	6% (21)
Census Tract 2	18% (62)
Census Tract 3	20% (69)
Census Tract 4.01	15% (52)
Census Tract 4.02	14% (48)
Census Tract 5	9% (31)
Census Tract 6	18% (62)

23. Do you work in the boundaries of Staunton?

Not including don't know

Answer Choice	Percent
Yes	36% (130)
No	64% (229)

24. How did you hear about this survey? (Select all that apply.)

Not including don't know

Answer Choice	Percent
The city's website	3% (10)
The city's social media (Facebook, Twitter, Instagram, etc.)	6% (23)
Received an email from the city	3% (13)
In a city newsletter or utility bill	0% (0)
Received a postcard or letter from the city	65% (259)
Nextdoor	0% (0)
In my Facebook feed	7% (26)
Saw it on a video of a public meeting or at a meeting I attended	0% (0)
Saw it on the city's cable channel	2% (6)
Saw it in a newspaper article or ad (hard copy or online)	4% (15)
Saw a flyer or poster about it	0% (0)
Heard about it from a family member, friend or neighborhood	0% (1)
Heard about it from a business or social organization in my community	0% (2)
Polco's weekly email	0% (0)
Polco social media post	0% (0)
On my Polco feed	0% (0)
Other	5% (19)
Received an invitation in the mail	6% (25)

25. If you selected an “other” way, in what other way did you hear about this survey?

Answer Choice

This was the first time I have ever been given a chance to do a survey, I didn't know they existed for the city. I know it was random but Thank You for including me!

We need More soccer fields. 1000's of children and hundreds of adults play in the SAW region. Build sport complex at the crossing. Saturday food revenue from youth and tournaments. Weeknight revenue from adult leagues.

Another Facebook page that I follow posted the link.

On a private group, owned by a city council member

WHSV TV on-air news story whsv.com news story

WHSV website WHSV news article

No place to write comments WHSV

A friend on Facebook

It is unlikely that the responses to this survey will accurately reflect the full diversity of Staunton's residential population. Lower income families as well as very busy young families (esp single parents) will be far less likely to take the time to complete this survey. It will be important to reach out in a proactive way to these people in order to gauge the full range of responses.

Email from city council member sent to a commission, on which I am a member.

From City COuncil meeting I attended

News report WHSV

WHSV whsv

Friend sent it to me In a FB group I follow.

Section 17: National benchmark comparisons

Rated characteristics are eligible for trend and benchmark comparisons. For trends, the characteristic must have been asked in a prior survey, and to be statistically significant the difference between the last measurement and current measurements must be at least 7 percentage points. All characteristics should have benchmarks, and to be statistically significant (more/less favorable), the difference must be at least 10 points. To be much more favorable/unfavorable, difference must be at least 20 points.

Demographic questions aren’t eligible for trend and benchmark comparisons. Though all survey questions are listed in this section, demographic questions are noted as not having trends or benchmarks.

1. Do You Live in Staunton?

Because this is a demographic question, it doesn’t have trends or benchmarks.

2. Do You Own or Manage a Business in Staunton?

Because this is a demographic question, it doesn’t have trends or benchmarks.

3. Please rate each of the following aspects of quality of life in Staunton.

Percent positive is the percentage of responses that rated the characteristic as excellent or good.

Characteristic	% positive	National Benchmark	Rank	# of Compared Communities
Staunton as a place to live	84%		17	21
Your neighborhood as a place to live	82%		18	20
Staunton as a place to raise children	68%		17	20

Characteristic	% positive	National Benchmark	Rank	# of Compared Communities
Staunton as a place to work	60%		19	23
Staunton as a place to visit	87%		12	20
Staunton as a place to retire	81%		15	20
Overall quality of life in Staunton	77%		19	23
Sense of community	61%		18	21

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

Percent positive is the percentage of responses that rated the characteristic as excellent or good.

Characteristic	% positive	National Benchmark	Rank	# of Compared Communities
Overall economic health of Staunton	43%		13	16
Overall quality of the transportation system (auto, bicycle, foot, bus) in Staunton	48%		18	23
Overall design or layout of Staunton's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	53%		17	20
Overall quality of the utility infrastructure (water, sewer, storm water, electric/gas, broadband)	47%		16	20

Characteristic	% positive	National Benchmark	Rank	# of Compared Communities
Overall feeling of safety in Staunton	83%		23	27
Overall quality of the natural environment in Staunton	81%		15	18
Overall quality of parks and recreation opportunities	84%		16	20
Overall health and wellness opportunities in Staunton	62%		18	21
Overall opportunities for education, culture and the arts	69%		13	19
Residents' connection and engagement with their community	54%		20	24

5. Please rate following categories of Staunton government performance.

Percent positive is the percentage of responses that rated the characteristic as excellent or good.

Characteristic	% positive	National Benchmark	Rank	# of Compared Communities
The overall quality of services provided by the City of Staunton	51%		19	21
The overall direction that Staunton is taking	40%		17	19
The job Staunton government does at welcoming resident involvement	27%		19	20
Overall confidence in Staunton government	28%		20	21

Characteristic	% Positive	National Benchmark	Rank	# of Compared Communities
Being open and transparent to the public	29%		20	21
Informing residents about issues facing the community	29%		18	19
Treating all residents fairly	33%		18	19
Spending public dollars wisely	29%		-	-

6. Please indicate how likely or unlikely you are to do the following:

Percent positive is the percentage of responses that rated the characteristic as *likely* or *somewhat likely*.

Characteristic	% positive	National Benchmark	Rank	# of Compared Communities
Recommend living in Staunton to someone who asks	80%		16	18

7. Please rate how important, if at all, you think it is for the Staunton community to focus on each of the following in the next 12 months.

Percent positive is the percentage of responses that rated the characteristic as *Essential* or *Very important*.

Characteristic	% positive	National Benchmark	Rank	# of Compared Communities
Overall economic health of Staunton	89%		19	22

Characteristic	% positive	National Benchmark	Rank	# of Compared Communities
Overall quality of the transportation system (auto, bicycle, foot, bus) in Staunton	66%		18	22
Overall design or layout of Staunton's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	57%		18	21
Overall quality of the utility infrastructure (water, sewer, storm water, electric/gas, broadband)	86%		17	21
Overall feeling of safety in Staunton	69%		22	22
Overall quality of the natural environment in Staunton	69%		19	21
Overall quality of parks and recreation opportunities	69%		20	22
Overall health and wellness opportunities in Staunton	67%		22	23
Overall opportunities for education, culture and the arts	73%		16	21
Residents' connection and engagement with their community	79%		19	23

8. We know the COVID-19 pandemic has been challenging in many ways. Please rate how much of a problem, if at all, the following are for your household CURRENTLY.

Percent positive is the percentage of responses that rated the characteristic as *major problem* or *moderate problem*.

Characteristic	% positive	National Benchmark	Rank	# of Compared Communities
Exposure to COVID-19	37%	-	-	-
The physical health of household members	23%	-	-	-
The emotional health of household members	40%	-	-	-
Drug or alcohol abuse	6%	-	-	-
Access to medical services (e.g., emergency care, basic medical care and needed prescriptions)	16%	-	-	-
Lack of affordable quality health care	29%	-	-	-
Lack of affordable quality mental health care	35%	-	-	-
Loss of job(s)	26%	-	-	-
Fear of losing job	23%	-	-	-
Reduced household income	32%	-	-	-
Paying for food	22%	-	-	-
Making rent or mortgage payments	22%	-	-	-

Characteristic	% positive	National Benchmark	Rank	# of Compared Communities
Paying taxes	24%		-	-
Paying for health care	29%		-	-
The lack of local government services available to help your household recover from the pandemic	33%		-	-
Lack of skills/training to get a job that pays a livable wage	24%		-	-
Lack of affordable quality child care	42%		-	-
Lack of a quality public school system in your neighborhood	46%		-	-
Lack of affordable options for higher education (e.g. universities, community colleges)	29%		-	-
Finding affordable, quality housing	45%		-	-
Finding affordable, quality food	25%		-	-
Having safe and reliable tap/drinking water	14%		-	-
Having a safe and reliable sewer system	14%		-	-
Having access to good internet/broadband service	25%		-	-
Affording good internet/broadband service	31%		-	-

Characteristic	% positive	National Benchmark	Rank	# of Compared Communities
Lack of technology to do work or school work from home	16%		-	-
Feeling like your voice is heard in the community	46%		-	-
Not knowing what services are available in your community	38%		-	-
Being treated unfairly or discriminated against because of your age	13%		-	-
Feeling like you don't fit in or belong	22%		-	-
Lack of parks or outdoor spaces for recreation and leisure	7%		-	-

9. How would you rate your current knowledge of American Rescue Plan Act (ARPA)?

Percent positive is the percentage of responses that rated the characteristic as *very informed* or *somewhat informed*.

Characteristic	% positive	National Benchmark	Rank	# of Compared Communities
The overall quality of services provided by the City of Staunton	45%		-	-

10. Federal guidelines have been established for local government use of ARPA funds. Please rate how important, if at all, you think it is for the City of Staunton to spend the community-level ARPA funds on each of the following.

Percent positive is the percentage of responses that rated the characteristic as *essential* or *very important*.

Characteristic	% positive	National Benchmark	Rank	# of Compared Communities
Services and programs to reduce the spread of COVID-19 (e.g., vaccinations, testing, purchases for personal protective gear, etc.)	62%		-	-
Services to address behavioral healthcare needs increased by the pandemic (e.g., mental health treatment, substance abuse services, hotlines, etc.)	75%		-	-
Economic aid to households experiencing housing, food, or other financial hardships	78%		-	-
Investments in housing (e.g., services for individuals experiencing homelessness, affordable housing development, housing vouchers, etc.)	74%		-	-
Increased services and programs to address the health of communities and residents hardest hit by pandemic (e.g., increased funding for community health workers, community violence intervention programs)	73%		-	-
Financial aid to high poverty school districts to help reduce gaps in educational achievement	75%		-	-
Services or programs to promote healthy childhood environments (e.g., expanded childcare, enhanced services for child welfare-involved families and foster youth)	73%		-	-
Assistance to workers who lost jobs or wages due to the pandemic (e.g., aid to unemployed workers, job training)	59%		-	-

Characteristic	% positive	National Benchmark	Rank	# of Compared Communities
Economic aid and assistance to small businesses and non-profits experiencing financial hardships due to the pandemic	69%		-	-
Economic aid to speed the recovery of the tourism, travel, and hospitality sectors	35%		-	-
Assistance to employers to help pay health care and safety workers dedicated to COVID-19 response	61%		-	-
Assistance to employers to help provide premium pay to essential workers who face the greatest health risks due to their service (e.g. teachers, bus drivers, grocery store employees)	73%		-	-
Replace lost revenues of your local government due to COVID-19 so that local government services return to pre-COVID level	40%		-	-
Investments in the water and sewer system	63%		-	-
Investments in broadband infrastructure (e.g., high speed internet)	66%		-	-
Investments in parks, public plazas, and other public outdoor recreation spaces	46%		-	-

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

Percent positive is the percentage of responses that rated the characteristic as *very positive* or *somewhat positive*.

Characteristic	% positive	National Benchmark	Rank	# of Compared Communities
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:	21%		20%	20%

12. What is your gender?

Because this is a demographic question, it doesn't have trends or benchmarks.

13. 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.)

Because this is a demographic question, it doesn't have trends or benchmarks.

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

Because this is a demographic question, it doesn't have trends or benchmarks.

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

Because this is a demographic question, it doesn't have trends or benchmarks.

16. Do you rent or own your home?

Because this is a demographic question, it doesn't have trends or benchmarks.

17. Which best describes the building you live in?

Because this is a demographic question, it doesn't have trends or benchmarks.

18. What is your highest completed level of education?

Because this is a demographic question, it doesn't have trends or benchmarks.

19. In which category is your age?

Because this is a demographic question, it doesn't have trends or benchmarks.

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

Because this is a demographic question, it doesn't have trends or benchmarks.

21. Are you of Hispanic, Latino/a/x, or Spanish origin?

Because this is a demographic question, it doesn't have trends or benchmarks.

22. Using the map above, please tell us which area your residence is located in.

Because this is a demographic question, it doesn't have trends or benchmarks.

23. Do you work in the boundaries of Staunton?

Because this is a demographic question, it doesn't have trends or benchmarks.