

2019 CITIZEN SURVEY REPORT



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INTRODUCTION

The City of Staunton has conducted three citizen surveys in 2002, 2005, and 2019 in efforts to capture citizens' overall opinions about City services and the quality of life in Staunton. The 2002 and 2005 surveys had specific focuses on youth and senior programs, respectively. The feedback collected from these earlier surveys brought about a number of new initiatives and activities, including the additions of a skate park and a dog park at Gypsy Hill Park, an improved public transit system, and the option to make online, credit card payments for real estate taxes and utility bills.

The City of Staunton 2019 Citizen Survey is broader in scope, evaluating citizen perspectives on a variety of topics including quality of life, housing, transportation, safety, taxes, governance, community engagement, education, and services. The anonymous responses to the Citizen Survey tabulated and reported here will be reviewed by city leaders to enhance city services and operations.

METHODOLOGY

The 2002 and 2005 citizen surveys involved a paper questionnaire sent to a random sample of city homes and apartments. The 2019 survey was different in that the city piloted an online survey. In the spring of 2019, anyone who owned or leased property in the City of Staunton was invited to fill out the survey online. Paper copies were also provided at City Hall, the Utility Billing Desk, the City Manager's Office, and the Reference Desk at the Staunton Public Library. There were numerous calls from homebound and disabled persons who do not use a computer or could not get to the locations where paper surveys were available. A paper survey was mailed to their homes.

12,000

SURVEY CARDS MAILED

The survey was heavily promoted through mailings and social media. A two-sided card with a description of the survey and instructions for how to participate was inserted in every utility bill (approximately 12,000 bills) mailed in April and May.

The City Manager’s Office created a link on the city website to host the survey.

Respondents were directed to the citizen survey webpage to access the survey and to locations where paper copies were available.

An announcement about the upcoming survey was tweeted in April and advertised as an event on Facebook with reminders from April to June.

928

COMPLETED RESPONSES

The online survey was open from 8 a.m., April 15, 2019 until 5 p.m. June 15, 2019. Paper copies had to be returned by 4:30 p.m. on Friday, June 14, 2019 (the City Manager’s Office is closed on Saturdays).

13 MIN.

**AVERAGE TIME TO
COMPLETE SURVEY**

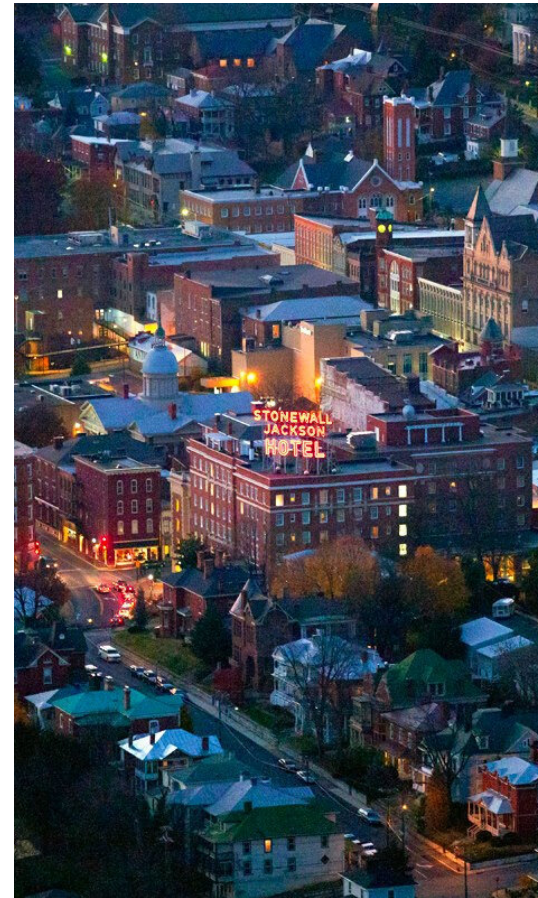
The 2005 questionnaire was mailed to 1,000 randomly selected homes and 494 were returned. In 2019, over 12,000 homes were contacted with instructions to have one adult (with the most recent birthday) complete the survey for each household contacted. A total of 1,126 people started the survey and 928 (82%) completed the survey. The survey took an average of just under 13 minutes to complete. There were 32 respondents who submitted a paper copy of the survey, and an additional six paper copies were not counted because the respondents did not follow the instructions.

The City of Staunton 2019 Citizen Survey did not use a random sample; therefore, even though there are nearly twice as many respondents compared to 2005, the results are not representative. In particular, whites are overrepresented despite efforts to encourage minority participation in the survey.

The U.S. Census Bureau population estimates for Staunton, last updated July 2018, reported 24,922 Staunton residents with the following demographic breakdown:

- 19.4% were below the age of 18
- 21.3% were over 65
- 54.1% of Staunton residents were female
- 83.2% were White
- 11.6% were African American
- 3.2% were Hispanic or Latino
- 1.5% were Asian
- 0.4% were Native American
- 83.3% of households in Staunton owned a computer

In the City of Staunton 2019 Citizen Survey, the respondents were overwhelmingly White, 91.9%, compared to only 1.3% African American. Women were also overrepresented (58.3% of respondents). Just over 24% of respondents were over 65 compared to only 6.6% who were 18-29. (See Appendix A for additional demographic information on respondents.)



EXECUTIVE SUMMARY



89% percent of survey respondents rated the quality of life in Staunton as Good or Excellent

The results of the City of Staunton 2019 Citizen Survey indicate high levels of citizen satisfaction with the quality of life and city services. Staunton is rated highly as an attractive city in which to live and work, both for families and retirees.

The city is perceived as safe and welcoming with effective services and popular amenities. Areas in need of improvement were most often noted in the open-ended comments, included in the analysis to follow.

89%

**RATE QUALITY OF LIFE IN
STAUNTON AS
GOOD OR EXCELLENT**

QUALITY OF LIFE

Overall, 89% percent of survey respondents rated the quality of life in Staunton as Good or Excellent. A majority of respondents (83%) rated the overall appearance of the city as Good or Excellent. Over two-thirds also highly rated the city for the availability of leisure activity, attractiveness to both retirees and families, and as a Good or Excellent place to raise a family. As a place to work, a plurality (45%) rated Staunton as Good or Excellent.

83%

**RATE EASE OF TRAVEL IN
STAUNTON AS GOOD OR
EXCELLENT**

TRANSPORTATION

The majority of respondents are satisfied with the overall ease of travel in Staunton: 15% are very satisfied, and an additional 81% are mostly or somewhat satisfied. Respondents are most satisfied with travel by car, and more satisfied than not with the traffic flow and public parking. Less than half of respondents are satisfied with public transit, and respondents are least satisfied with the availability of bike and pedestrian paths.



75%

**RATE HOUSING
AVAILABILITY &
AFFORDABILITY AS
GOOD OR FAIR**

HOUSING

About three-fourths of respondents rated the overall availability and affordability of housing in Staunton as Good or Fair. Less than half rated the availability of quality senior housing specifically, and about a third rated the affordability of senior housing as Good or Fair.

52%

**SAID CITY TAXES ARE
"ABOUT RIGHT"**

SERVICES & ACTIVITIES

The majority (52%) of respondents rated their taxes as “about right.” More respondents perceive Staunton taxes as High (44%) compared to Low (6%). Most respondents, however, do not want to receive fewer city services to lower taxes.

Overall, the Staunton city services that respondents are most familiar with are rated highly. The majority of survey respondents rated the following services as Good or Excellent: snow and ice removal (77%), trash and recycling (74%), leaf pickup (61%), heavy trash pickup (67%), traffic engineering and control (52%), and stormwater management (51%).

Respondents rated the cleanliness of streets and sidewalks in their neighborhoods more highly than the condition of sidewalks, street pavements, or street lighting.



SAFETY

Overall, Staunton is perceived as a safe place to live, and the Police Department and Fire & Rescue Department are rated very highly.

GOVERNANCE

The majority of respondents either Strongly Agree or Agree that Staunton's city government is effective in meeting community needs and that city employees are helpful and capable. Respondents reported that Staunton treats residents fairly and that the city government has a welcoming environment.

Most respondents rated the City Council's vision and direction for Staunton as Good or Excellent; however, a third rated it Fair or Poor and over a fifth responded "don't know."



EDUCATION

The majority of respondents with children in Staunton's public schools rated their children's education as Good or Excellent, with teacher quality and school leadership ranking above extracurricular activities, curriculum or facilities.

COMMUNITY ENGAGEMENT

Staunton's website is rated highly, including online library book reservations, recreation activity registration, city tax payment, utility bill payment, and the city calendar. The city newsroom and communication with city government were also rated highly, and most respondents were aware of Staunton's official Facebook page but not the Twitter page.

LIBRARY SERVICES

More than two-thirds of respondents (69%) have visited Staunton’s public library or used its services within the past 12 months. The most common use of services is to borrow materials. Respondents were the most satisfied with the overall condition of the facility and library parking. Adult collections, accessibility, and comfortable seating areas also all received high ratings of satisfaction.

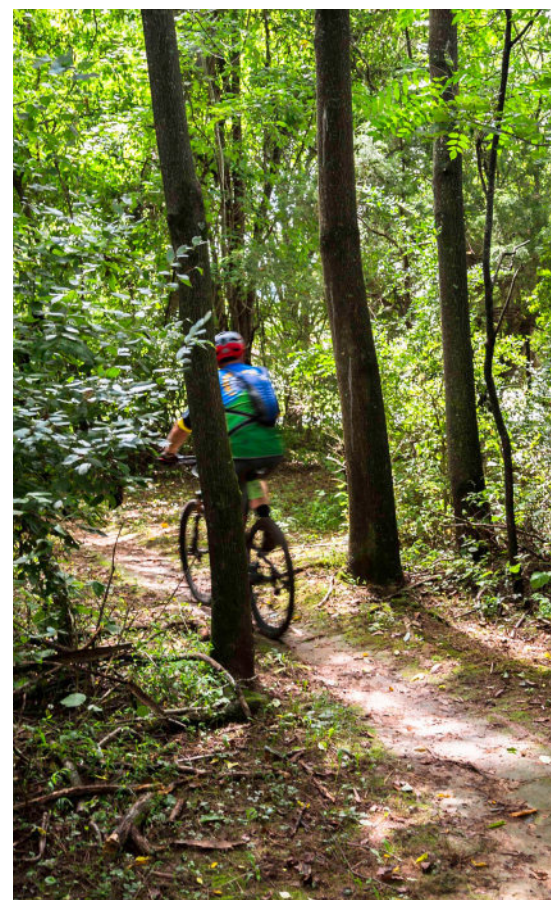
In open-ended responses, there were requests for more work areas and meeting rooms, more private spots for reading, more variety of books-on-tape, and expanded current book collections. Respondents also asked for more adult and youth programming.

PARKS & RECREATION

A majority of respondents rated Staunton parks highly on cleanliness, maintenance, safety, and accessibility.

Gypsy Hill Park was the most frequently visited park. Its most popular uses were walking and biking (82%), visiting the duck pond (58%), and activities at the bandstand (57%). At Montgomery Hall Park, the most popular amenities were playgrounds (70%), hiking and biking trails (58%), and picnic shelters (28%). Fifteen to 20% of respondents also used the pool and athletic fields at both Gypsy Hill and Montgomery Hall parks.

Communication about the programs offered by Staunton Parks & Recreation successfully reached a majority of respondents, with the Activity Guide as the number one source of information. About a third of respondents found information about programs on the city website. In the open-ended comments at the end of the survey, one of the most frequent responses was a request for a wider variety of activities, especially for youth.



OPEN-ENDED COMMENTS

Finally, some common themes emerged in the open-ended comments. Respondents were asked to comment on one thing the City of Staunton should do to improve its services. Issues mentioned more than 10 times are summarized below (See Appendix B for full analysis).

01

RECYCLING

The vast majority of open-ended comments focused on reinstating the recycling of plastic. This is not surprising given the timing of the survey after recent changes to the city's recycling program.

02

SIDEWALKS AND CROSSWALK SIGNALS

Respondents complained that Staunton is not very pedestrian-friendly. Suggestions were made to increase the enforcement of the pedestrian right-of-way law and to add more sidewalks and crosswalk signals. Numerous comments focused on the improvement of crosswalk signals in downtown, specifically.

03

BIKE LANES AND TRAILS

Respondents suggested creating bike lanes and biking trails throughout the city.

04

TRAFFIC FLOW AND ROAD REPAIR

Respondents complained about the timing of traffic lights, congestion, and the need for better road repair. A number of these comments addressed specific intersections and the downtown area.

05

YOUTH ACTIVITIES

Respondents commented that Staunton needs additional activities offered to youth, teens, and families, including both Parks & Recreation activities and commercial opportunities.

06

EDUCATION

Respondents suggested improvement in the quality of the city's public schools, particularly in teaching methods and disciplinary measures.

07**COMMUNICATION**

Respondents requested increased communication between local government and the public, including more notifications of events and services, modernized, user-friendly payment tools for transactions on the website and faster response time by staff for construction and building transactions.

08**DIVERSITY AND INCLUSION**

Respondents suggested more representation of diverse people in local government jobs and that the city devote more attention to creating an inclusive, equitable community for all citizens.

09**WEST END IMPROVEMENTS**

Respondents specifically requested that local government invest resources and attention in the revitalization of Staunton's West End.

10**ENVIRONMENTAL SUSTAINABILITY**

A number of respondents suggested the city take steps to encourage environmental sustainability, to include banning plastic straws and bags and rewarding citizens who make environmentally friendly property improvements.

SURVEY DISCUSSION & ANALYSIS



The City of Staunton 2019 Citizen Survey questionnaire divided questions into twelve areas: (1) Quality of Life in Staunton, (2) Transportation in Staunton, (3) Housing in Staunton, (4) Services & Activities in Staunton -- General, (5) Library Services in Staunton, (6) Parks & Recreation in Staunton, (7) Safety in Staunton, (8) Governance in Staunton, (9) Education in Staunton, (10) Community Engagement in Staunton, (11) Demographic Information, and (12) open-ended comments.

The results for each area are presented below in the same order as the questions appear on the questionnaire.

Additional demographic information about respondents is included in Appendix A - Demographic Profile of Survey Respondents. The results of the open-ended opportunity to comment on city government and other matters are included, with sample responses, in Appendix B - Citizen Comments. The actual questionnaire is included in this report as Appendix C - Questionnaire. The raw data responses are included in Appendix D - Raw Data. Note that the results reported here are percentages that are rounded to whole integers for clarity and may not necessarily add to 100%.

QUALITY OF LIFE IN STAUNTON

Q1: Please rate Staunton on the following subjects:

	EXCELLENT	GOOD	FAIR	POOR	DON'T KNOW	TOTAL
a. Quality of life	35.45% 329	53.23% 494	9.70% 90	1.29% 12	0.32% 3	928
b. Overall appearance	24.68% 229	58.62% 544	14.44% 134	1.83% 17	0.43% 4	928
c. Availability of leisure activities	20.71% 192	47.03% 436	23.19% 215	7.87% 73	1.19% 11	927
d. As a place to raise children	29.63% 275	37.61% 349	12.28% 114	3.77% 35	16.70% 155	928
e. As a place to retire	33.51% 311	35.78% 332	11.64% 108	4.96% 46	14.12% 131	928
f. As a place to work	10.24% 95	34.59% 321	28.23% 262	12.93% 120	14.01% 130	928

The majority of survey respondents rate the quality of life in Staunton as Good or Excellent in each category, with the exception of rating Staunton as a place to work. Overall, 89% percent of survey respondents rated the quality of life in Staunton as Good or Excellent. Of 928 respondents answering this question, only 12 gave a rating of Poor.

A majority of respondents (83%) rated the overall appearance of the city as Good or Excellent. The availability of leisure activities is also rated highly with 68% selecting Good or Excellent, although fewer respondents said Excellent (21%) than Good (47%).

The city is attractive to both retirees and families; 69% consider Staunton a Good or Excellent place to retire and 67% rate Staunton as Good or Excellent as a place to raise a family.

Respondents were more evenly divided in terms of rating Staunton as a place to work. A plurality (45%) rate Staunton as Good or Excellent, 41% selected Fair or Poor, while 14% did not know.

TRANSPORTATION IN STAUNTON

Q2: How satisfied are you with the following in Staunton:

	VERY SATISFIED	MOSTLY SATISFIED	SOMEWHAT SATISFIED	NOT AT ALL SATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. Traffic flow	18.75% 174	50.54% 469	23.49% 218	6.36% 59	0.86% 8	928	2.20
b. Public parking	15.32% 142	38.62% 358	29.45% 273	15.53% 144	1.08% 10	927	2.48
c. Public transit	8.62% 80	18.32% 170	19.07% 177	14.01% 130	39.98% 371	928	3.58
d. Travel by car	25.97% 241	53.66% 498	16.59% 154	2.91% 27	0.86% 8	928	1.99
e. Bike and pedestrian paths	3.99% 37	18.21% 169	25.54% 237	32.33% 300	19.94% 185	928	3.46
f. Overall ease of travel	15.19% 141	53.99% 501	26.62% 247	3.77% 35	0.43% 4	928	2.20

The majority of respondents are satisfied with the overall ease of travel in Staunton; 15% are Very Satisfied, and an additional 81% are Mostly or Somewhat Satisfied. Only 4% are Not At All Satisfied. Respondents are most satisfied with travel by car in Staunton, with 80% Very or Mostly Satisfied. A majority of respondents were also more satisfied than not at all satisfied with the traffic flow and public parking. There was more dissatisfaction with public parking (16%) than traffic flow (6%).

Public transit was rated with less satisfaction than travel by car (46% Satisfied and 14% Not At All Satisfied), although 40% selected “Don’t Know.” Respondents rated the least satisfaction with bike and pedestrian paths. Over a third of respondents were Not At All Satisfied compared to only 4% who were Very Satisfied.

HOUSING IN STAUNTON

Q3: Please rate the availability of the following in Staunton:

	EXCELLENT	GOOD	FAIR	POOR	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. Quality housing	14.44% 134	54.20% 503	20.80% 193	6.36% 59	4.20% 39	928	2.32
b. Quality senior housing	4.74% 44	20.58% 191	19.83% 184	9.59% 89	45.26% 420	928	3.70

Q4: Please rate the affordability of the following in Staunton:

	EXCELLENT	GOOD	FAIR	POOR	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. Quality housing	12.82% 119	45.47% 422	27.59% 256	9.70% 90	4.42% 41	928	2.47
b. Quality senior housing	2.26% 21	15.84% 147	19.07% 177	11.85% 110	50.97% 473	928	3.93

The survey included two questions related to housing in Staunton. The first question asked respondents to rate the availability of quality of housing generally and for senior housing specifically. Only 6% of respondents rated the availability of quality of housing in Staunton as Poor. The majority said quality housing availability was Fair or Good (75%) and an additional 14% selected Excellent. A large number of respondents did not have an opinion about the availability of quality senior housing (45%), but those who did rated the availability as Fair or Good (40%). Only 5% said Excellent.

The second question related to housing focused on the affordability of quality housing generally and for seniors specifically. The majority of respondents rated the affordability of quality housing in Staunton as Fair or Good (73%). An additional 13% said Excellent and less than 10% said Poor. A majority of respondents did not know how to rate the affordability of quality senior housing in Staunton. Of those who did, only 2% said Excellent and 35% said Fair or Good. Twelve percent rated the affordability of quality senior housing in Staunton as Poor.

SERVICES & ACTIVITIES IN STAUNTON

Q5: Generally speaking, do you think the taxes in Staunton are:

ANSWER CHOICES	RESPONSES	
High	43.64%	405
Low	5.71%	53
About right	52.37%	486
Total Respondents: 928		

Q6: Do you agree or disagree with the following statements:

	STRONGLY AGREE	AGREE	NEITHER	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
I would be willing to pay higher taxes in order to improve and increase City services.	11.26% 104	36.04% 333	21.54% 199	21.21% 196	9.96% 92	924	2.83
I would rather have lower taxes and fewer City services than to improve and increase City services.	6.80% 60	13.49% 119	22.68% 200	35.26% 311	21.77% 192	882	3.52

The majority of respondents rate the taxes as About Right (52%). Forty-four percent of respondents rate Staunton taxes as High (44%) compared to Low (6%).

A plurality of respondents indicated that they Agree or Strongly Agree with paying higher taxes to improve or increase city services.

Twenty-two percent are neutral on this issue. In contrast, the majority of respondents (57%) Disagree or Strongly Disagree with lowering taxes and providing fewer city services.

Q7: Please rate each of the following activities or services provided by the City of Staunton:

	EXCELLENT	GOOD	FAIR	POOR	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. Water and sewer services	29.96% 278	53.23% 494	11.85% 110	2.80% 26	2.16% 20	928	1.94
b. Building code enforcement	6.36% 59	25.75% 239	16.59% 154	7.11% 66	44.18% 410	928	3.57
c. Zoning code enforcement	5.71% 53	24.03% 223	15.52% 144	6.36% 59	48.38% 449	928	3.68
e. Snow and ice removal	31.25% 290	45.91% 426	15.84% 147	5.71% 53	1.29% 12	928	2.00
f. Trash and recycling pickup	30.71% 285	43.32% 402	15.84% 147	8.73% 81	1.40% 13	928	2.07
g. Leaf pickup (annually)	21.55% 200	39.44% 366	15.52% 144	4.63% 43	18.86% 175	928	2.60
h. Heavy trash pickup (annually)	28.13% 261	39.33% 365	14.33% 133	4.53% 42	13.69% 127	928	2.36
i. Traffic engineering and control	7.76% 72	44.94% 417	24.25% 225	9.70% 90	13.36% 124	928	2.76
j. Parking management	6.47% 60	41.27% 383	27.37% 254	11.64% 108	13.25% 123	928	2.84
k. Storm water management	9.27% 86	41.70% 387	16.70% 155	8.94% 83	23.38% 217	928	2.95

Overall, the Staunton city services that respondents are most familiar with are rated highly. The majority of survey respondents rated the following services as Good or Excellent: snow and ice removal (77%), trash and recycling (74%), leaf pickup (61%), heavy trash pickup (67%), traffic engineering and control (52%), and stormwater management (51%).

Respondents indicated that they were also the most familiar with these services, as these categories received low percentages of “Don’t Know” responses (between 2% to 24%).

Zoning code enforcement and building code enforcement received the lowest percentages of Good or Excellent responses, building code enforcement with 32% and zoning code enforcement with 26%. However, these are the services that respondents indicated were least familiar to them. Almost half of the respondents (48%) selected “Don’t Know” when asked about the quality of zoning code enforcement. Forty-four percent of respondents also selected “Don’t Know” when asked about the quality of building code enforcement.

Q8: Please rate each of the following:

	EXCELLENT	GOOD	FAIR	POOR	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. Cleanliness of streets and sidewalks in your neighborhood	28.56% 265	50.97% 473	14.76% 137	4.63% 43	1.08% 10	928	1.99
b. Condition of sidewalks in your neighborhood	11.21% 104	27.48% 255	22.09% 205	19.61% 182	19.61% 182	928	3.09
c. Condition of street pavement in your neighborhood	16.49% 153	43.53% 404	24.68% 229	14.76% 137	0.54% 5	928	2.39
d. Adequacy of street lighting in your neighborhood	11.21% 104	39.33% 365	25.54% 237	22.09% 205	1.83% 17	928	2.64

Respondents rate the cleanliness of streets and sidewalks in their neighborhoods more highly than the condition of sidewalks, street pavements, or street lighting. A majority of respondents (80%) rate the cleanliness of the streets and sidewalks in their neighborhood as Good or Excellent. Only 5% gave a Poor rating. The condition of street pavement was rated higher than the condition of sidewalks. Less than 1% rated the condition of street pavement in their neighborhood as Poor compared to 20% who rated the condition of their sidewalks as Poor.

Most respondents rated the condition of sidewalks and street pavement in their neighborhood as Fair or Good. Similarly, the adequacy of street lighting was rated as Fair or Good by 65% of respondents. Less than 2% rated the adequacy of their street lighting as Poor.

LIBRARY SERVICES IN STAUNTON

Q9: Have you or a member of your household visited the Staunton's public library or used its services in the past 12 months? If no, skip to question 13.

ANSWER CHOICES	RESPONSES	
Yes	68.97%	640
No	31.03%	288
TOTAL		928

Q10: How often do you use the following services at the Staunton Public Library?

	FREQUENTLY	OCCASIONALLY	RARELY	NOT AT ALL	TOTAL	WEIGHTED AVERAGE
a. Borrow materials	36.22% 276	30.97% 236	16.54% 126	16.27% 124	762	2.13
b. Public computer	3.29% 25	13.04% 99	22.92% 174	60.74% 461	759	3.41
c. Wi-Fi	6.34% 48	18.36% 139	21.27% 161	54.03% 409	757	3.23
d. Meeting rooms	4.47% 34	18.82% 143	21.05% 160	55.66% 423	760	3.28
e. Online collections and resources	11.45% 87	27.11% 206	19.34% 147	42.11% 320	760	2.92
f. Seating and workspace	5.12% 39	24.15% 184	22.83% 174	47.90% 365	762	3.14
g. Youth collections and materials	13.25% 101	16.14% 123	15.75% 120	54.86% 418	762	3.12
h. Programs, classes or special events	7.38% 56	29.64% 225	25.56% 194	37.42% 284	759	2.93

More than two-thirds of respondents (69%) have visited Staunton's public library or used its services within the past 12 months. The most common use of services is to borrow materials, as 67% responded that they do so Frequently or Occasionally.

Just over a third of respondents also report using the online collections and resources Frequently or Occasionally.

Q11: Please rate your satisfaction with the following concerning the Staunton Public Library:

	VERY SATISFIED	SOMEWHAT SATISFIED	NOT AT ALL SATISFIED	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
a. Overall layout of the facility	49.20% 369	35.73% 268	3.47% 26	11.60% 87	750	1.77
b. Overall condition of the facility	51.00% 383	35.15% 264	2.53% 19	11.32% 85	751	1.74
c. Accessibility	56.12% 422	24.20% 182	3.06% 23	16.62% 125	752	1.80
d. Parking	64.53% 484	21.87% 164	1.60% 12	12.00% 90	750	1.61
e. Comfortable seating areas	41.58% 311	31.15% 233	4.55% 34	22.73% 170	748	2.08
f. Computer access	28.70% 215	20.16% 151	0.80% 6	50.33% 377	749	2.73
g. Youth programs	22.68% 169	13.69% 102	1.34% 10	62.28% 464	745	3.03
h. Youth collections and materials	27.27% 204	15.64% 117	0.67% 5	56.42% 422	748	2.86
i. Adult collections and programs	37.92% 284	34.31% 257	1.47% 11	26.30% 197	749	2.16
j. Online collections	28.17% 211	23.23% 174	1.47% 11	47.13% 353	749	2.68

Youth collections and materials draw just under a third of respondents to the library Frequently or Occasionally. Respondents reported using the public computer only Occasionally or Rarely. Meeting rooms, seating and workspace, Wi-Fi, and Programs are more likely to be used Occasionally than Frequently.

The aspects of the public library that respondents indicated they were the most satisfied with are also the aspects that respondents are most familiar with.

Respondents were the most satisfied with the overall condition of the facility and library parking, with 85% and 87% of respondents reporting that they were Very Satisfied or Somewhat Satisfied with each.

Adult collections, accessibility, and comfortable seating areas all received high ratings of satisfaction.

Eighty percent of respondents stated that they were Very Satisfied or Somewhat Satisfied with library accessibility, and 72% indicated they were Very Satisfied or Somewhat Satisfied with both adult collections and programs as well as comfortable seating areas.

A high percentage of respondents selected “Not Applicable” for the following categories: online resources (44%), online collections (47%), computer access (50%), meeting rooms (54%), Wi-Fi access (55%), and youth programs (62%). Therefore, these categories also had the lowest satisfaction ratings.

Q12: What is one improvement you believe should be made to the Staunton Public Library, if any?

There were many, varied responses to this question; however, several trends emerged from the collection of responses.

A very large number of responses requested more study areas and improved meeting spaces within the library, such as “Expanding to make more room for study areas,” “More private spots for reading and studying,” “The meeting rooms could use an update,” and “More quiet reading areas.” Another frequently proposed suggestion from respondents was for the addition of more library materials, such as “Newer publications,” “More variety in books-on-tape,” and “Expand current book collections.”

One common request from citizens was that the library add more adult and youth programming, as seen in responses such as the following: “More classes for seniors—great way to make new acquaintances,” “More afterschool programming for kids,” and “More adult programming please.”

There were a variety of comments which suggested improving online services at the library, including “Access to JSTOR,” “More public computers,” “Better (greater) selection of eBooks.”

A smaller number requested reorganization of the library’s books, requesting such things as “Adult fiction moved to main floor” or “Children’s section should not be in the basement.” There were a small number of responses which offered praise, such as “Overall, a great place,” “Library is great,” and “Think it’s good.”

See Appendix C for a complete listing of the 420 responses received to this question.

"One common request from citizens was that the library add more adult and youth programming ..."

Q13: If you have not used the library in the last 12 months, please tell us why.

In the open-ended responses to this question, several trends emerged from the responses.

Largely, respondents indicated that they did not use the library because they had no need of its services; most responses of this type were simple, short statements, such as “Don’t really have a need to,” “No need to use,” or “Haven’t had the need.” Many others indicated in their responses that the reason they did not use the library was that they did not have time, particularly due to the time they spent working.

Some sample responses from this group are: “No time,” “Still working full time and too busy in the evenings with other responsibilities,” and “Time.”

Another major trend that emerged from the responses was that many used the internet instead of the library’s services, providing responses such as, “Use online services at home” or “Everything I need as a resource is online.”

A smaller number of responses cited access to other libraries as the reason they did not go to the Staunton one. Some responses from this group include, “All the books needed for our family can be rented at the school’s libraries” and “I go to the county library.”

See Appendix B for a complete listing of the 348 responses received to this question.

"Another major trend that emerged from the responses was that many used the internet instead of the library's services ..."

PARKS & RECREATION IN STAUNTON

Q14: How do you learn about Staunton Parks & Recreation's programs and facilities? Check all that apply:

ANSWER CHOICES	RESPONSES	
Activity Guide	77.37%	718
Website	31.79%	295
Social Media	37.50%	348
Friends or Family	32.76%	304
Local Media	23.92%	222
I am not aware of the programs offered by Parks & Recreation	5.39%	50
Other (please specify)	3.13%	29
Total Respondents: 928		

Q15: Have you or a member of your household registered for a class or program offered by Staunton Parks & Recreation within the past 12 months? If no, skip to Q17.

ANSWER CHOICES	RESPONSES	
Yes	21.34%	198
No	78.88%	732
Total Respondents: 928		

Communication about the programs offered by Staunton's Parks & Recreation successfully reached a majority of respondents. Only 5% reported being unaware of programming. In terms of learning about available programs, the Activity Guide published by Staunton Parks & Recreation was the most used source of information (77%) followed by social media (38%), friends or family (33%), the city website (32%), and local media (24%).

While the majority of respondents are aware of the offerings, only about one in five participated in a class or program within the last year.

The majority of respondents (79%) have not registered for a class or program offered by Staunton Parks & Recreation within the past 12 months, while 12% have.

Q16: Please check all of the activities you or a member of your household have participated in during the last 12 months.

ANSWER CHOICES	RESPONSES	
Youth sports	12.50%	41
Youth summer camps	15.85%	52
Youth afterschool programming	8.23%	27
Youth activities (clubs, classes)	16.77%	55
Adult activities (clubs, classes)	34.45%	113
Family activities (clubs, classes)	12.80%	42
Trips	14.33%	47
Other (please specify)	27.74%	91
Total Respondents: 328		

Q17: What programs would you like to see offered or expanded by Staunton's Parks & Recreation Department, if any?

Of those who reported participation in the last year, youth and family activities were the most common (66%), followed by adult activities (34%), and trips (14%). In the open-ended comments at the end of the survey, one of the most frequent responses was a request for a wider variety of activities, especially for youth (See Appendix A).

There were 368 open-ended responses provided to Question 17. Responses to this question varied greatly, ranging from none to cooking and yoga classes to more athletics, trips and activities for youth and adults.

See Appendix B for the complete listing of responses.

"[Add] activities (and) programming for young professionals ..."

"More trips!!!!"

"All the youth programs are wonderful and [I] would like to see more ..."

Q18: How often do you visit the following parks?

	FREQUENTLY	OCCASIONALLY	RARELY	NOT AT ALL	TOTAL	WEIGHTED AVERAGE
Gypsy Hill Park	57.76% 536	32.97% 306	8.08% 75	1.19% 11	928	1.53
Montgomery Hall Park	14.44% 134	35.34% 328	30.17% 280	20.04% 186	928	2.56
Betsy Bell & Mary Gray Wilderness Parks	2.05% 19	11.85% 110	31.57% 293	54.53% 506	928	3.39
Knowles Park (across from the Gypsy Hill Park main entrance)	1.29% 12	4.96% 46	13.90% 129	79.85% 741	928	3.72
Landes Park (on Middlebrook Ave.)	2.37% 22	9.70% 90	16.06% 149	71.88% 667	928	3.57
Men's Green Thumb Park (at the intersection of Richmond Ave. and Greenville Ave.)	0.75% 7	2.26% 21	12.39% 115	84.59% 785	928	3.81
Reservoir Hill Park	2.69% 25	8.08% 75	17.03% 158	72.20% 670	928	3.59
Woodrow Park (on Sears Hill)	3.02% 28	11.64% 108	21.88% 203	63.47% 589	928	3.46

Q19: If you have visited Gypsy Hill Park within the last 12 months, please check the activities you have participated in and the amenities you have used.

ANSWER CHOICES	RESPONSES
Pool	20.69% 185
Athletic fields or courts	16.55% 148
Golf course	7.49% 67
Picnic shelters	31.32% 280
Playgrounds	41.72% 373
Walking and biking	81.66% 730
Dog park	26.96% 241
Skate park	6.49% 58
Lake Tams	23.49% 210
Duck pond	57.61% 515
Activities at the bandstand	56.71% 507
Gypsy Hill Park Gymnasium	19.91% 178
Other (please specify)	10.74% 96
Total Respondents: 894	

Q20: If you have visited Montgomery Hall Park within the last 12 months, please check the activities you have participated in and the amenities you have used.

ANSWER CHOICES	RESPONSES	
Pool	17.55%	103
Athletic fields	15.16%	89
Disc golf	8.86%	52
Hiking and biking trails	57.92%	340
Picnic shelters	28.11%	165
Playground	35.95%	211
Nature Ridge natural playground	34.07%	200
Other (please specify)	14.14%	83
Total Respondents: 587		

Gypsy Hill Park, located in the heart of Staunton, is the most frequently visited park. Ninety-one percent of respondents reported that they visit Gypsy Hill Park Frequently or Occasionally. Montgomery Hall Park is the second most visited park. Half of the respondents reported that they visit Montgomery Hall Park Frequently or Occasionally.

Respondents were also asked what activities (check all that apply) they participated in within the last year at the two largest parks.

At Gypsy Hill Park, the most popular uses were walking and biking (82%), visiting the duck pond (58%), and activities at the bandstand (57%). Other popular amenities include playgrounds (41%), picnic shelters (31%), the dog park (26%), and the pool (21%).

At Montgomery Hall Park, the most popular amenities were playgrounds (70%), hiking and biking trails (58%), and picnic shelters (28%). Approximately 15-20% of respondents also used the pool and athletic fields at both parks.

Q21: Please rate the following:

	EXCELLENT	GOOD	FAIR	POOR	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. Park cleanliness	45.37% 421	44.40% 412	6.03% 56	0.86% 8	3.34% 31	928	1.72
b. Park maintenance	40.41% 375	45.58% 423	8.51% 79	1.51% 14	3.99% 37	928	1.83
c. Park safety	33.51% 311	44.18% 410	12.72% 118	3.02% 28	6.57% 61	928	2.05
d. Parks & Recreation customer service	19.94% 185	23.81% 221	5.93% 55	2.05% 19	48.28% 448	928	3.35
e. Parks & Recreation program fees	16.40% 152	25.89% 240	9.17% 85	2.37% 22	46.17% 428	927	3.36
f. Accessibility	31.79% 295	42.67% 396	7.76% 72	1.29% 12	16.49% 153	928	2.28
g. Availability of Parks & Recreation information	27.69% 257	40.19% 373	11.42% 106	3.99% 37	16.70% 155	928	2.42

The cleanliness and maintenance of Staunton parks are both rated highly—90% rated the cleanliness of the park as Good or Excellent and 86% rated the park maintenance as Good or Excellent. A majority also rated the safety (78%),

accessibility (74%), and availability of information (68%) as Good or Excellent. Forty-four percent rated customer service as Good or Excellent and 42% rated Parks & Recreation program fees as Good or Excellent.

SAFETY IN STAUNTON

Q22: How would you rate the overall performance of the following?

	EXCELLENT	GOOD	FAIR	POOR	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. Staunton's Police Department	35.34% 328	39.44% 366	11.64% 108	3.77% 35	9.81% 91	928	2.13
b. Staunton's Fire & Rescue Department	49.57% 460	32.97% 306	1.40% 13	0.43% 4	15.63% 145	928	2.00
c. Staunton's animal control	19.07% 177	28.66% 266	8.08% 75	3.99% 37	40.19% 373	928	3.18

Q23: Please tell us about your overall sense of wellbeing in Staunton.

	STRONGLY AGREE	AGREE	NEITHER	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
a. Staunton is a safe place to live	42.67% 396	49.03% 455	5.93% 55	1.62% 15	0.75% 7	928	1.69
b. I feel safe in my neighborhood during the day	58.84% 546	37.72% 350	2.37% 22	0.54% 5	0.54% 5	928	1.46
c. I feel safe in my neighborhood at night	41.27% 383	44.29% 411	7.44% 69	5.50% 51	1.51% 14	928	1.82

The overall performance of Staunton's Police Department and Staunton's Fire & Rescue Department are rated highly. Seventy-five percent of respondents rated Staunton's Police Department either Good or Excellent, and 83% rated Staunton's Fire & Rescue Department either Good or Excellent. In rating the overall performance of Staunton's animal control, about 40% (373) of respondents "Don't Know." Of the 555 respondents who did rate animal

control, 80% (443) responded Good or Excellent. Overall, Staunton is perceived as a safe place to live. Ninety-two percent of respondents Strongly Agree or Agree with this perception. Even more respondents stated that they feel safe in their neighborhood during the day (97%). Perceptions of safety decreased at night, but still, an overwhelming majority (85%) Strongly Agreed or Agreed that they feel safe in their neighborhood at night.

GOVERNANCE IN STAUNTON

Q24: Please indicate your level of agreement with each of the following:

	STRONGLY AGREE	AGREE	NEITHER	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
a. Staunton's city government is effective in meeting community needs	11.64% 108	49.14% 456	25.32% 235	10.45% 97	3.45% 32	928	2.45
b. City employees are helpful	22.09% 205	53.56% 497	19.61% 182	2.91% 27	1.83% 17	928	2.09
c. City employees are capable	20.04% 186	56.25% 522	19.50% 181	2.80% 26	1.40% 13	928	2.09
d. City government responds to my requests and questions promptly	16.49% 153	39.12% 363	33.84% 314	6.68% 62	3.88% 36	928	2.42

Q25: Please rate the following:

	EXCELLENT	GOOD	FAIR	POOR	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. City government's fair treatment of residents	12.61% 117	39.33% 365	16.16% 150	8.73% 81	23.17% 215	928	2.91
b. City government's welcoming environment	18.64% 173	40.52% 376	16.27% 151	8.51% 79	16.06% 149	928	2.63
c. City Council's vision and direction for Staunton	11.96% 111	33.62% 312	18.64% 173	14.33% 133	21.44% 199	928	3.00

The majority of respondents either Strongly Agree or Agree that Staunton's city government is effective in meeting community needs (61%), city employees are helpful (76%), and city employees are capable (76%). Just under half (45%) of respondents either Strongly Agree or Agree that city government responds to their requests and questions promptly, while another third neither Agree nor Disagree. Only 11% Disagreed or Disagreed Strongly that the city government responds to their requests and questions promptly.

The majority of respondents (52%) rated Staunton's fair treatment of residents Good or Excellent. Sixty percent of respondents rated the city government's welcoming environment as Good or Excellent.

Respondents are more divided over the City Council's vision and direction for Staunton. While 46% rated their vision as Good or Excellent, just over a third rated it Fair or Poor, and over a fifth responded "Don't Know."

EDUCATION IN STAUNTON

The next set of questions ask respondents to evaluate education in Staunton. Thirty percent of respondents reported that they have children 18 or younger in their household. Respondents who did not have children 18 or younger in their household were asked to skip the education section.

The majority of respondents with children in their household under 18 have children between 6-13 years old (58%). Forty-four percent of respondents have children between 0-5 years old, and 33% of respondents have children between 14-18 years old.

Seventy-two percent of the respondents' children attend public school, 22% attend private school and 12% are homeschooled.

When asked about educational stage, 46% of respondents reported that their children are at the elementary stage, 36% are at the daycare/pre-kindergarten stage, 32% are at the high school stage, and 31% are at the middle school stage.

*Q26: Do you have children 18 or younger in your household?
If no, please skip this entire section and click "next" at the bottom of the page:*

ANSWER CHOICES	RESPONSES	
Yes	29.85%	277
No	70.37%	653
Total Respondents: 928		

Q27: My child is/children are (check all that apply):

ANSWER CHOICES	RESPONSES	
0-5 years old	44.44%	128
6-13 years old	58.33%	168
14-18 years old	33.33%	96
Total Respondents: 288		

Q28: Please select the type of school your child attends/children attend.

ANSWER CHOICES	RESPONSES	
Public	72.20%	200
Private	22.02%	61
Homeschool	11.55%	32
Total Respondents: 277		

Q29: Please select the educational stage(s) of your child(ren).

ANSWER CHOICES	RESPONSES	
Daycare/Pre-kindergarten	35.69%	101
Elementary School	46.29%	131
Middle School	31.45%	89
High School	32.16%	91
Total Respondents: 283		

Q30: How would you rate the quality of education in Staunton's schools?

ANSWER CHOICES	RESPONSES	
Excellent	14.63%	48
Good	41.16%	135
Fair	29.88%	98
Poor	14.33%	47
TOTAL		328

Q31: How would you rate each of the following?

	EXCELLENT	GOOD	FAIR	POOR	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. Teacher quality	17.15% 59	40.99% 141	13.66% 47	6.40% 22	21.80% 75	344	2.75
b. School facilities	8.77% 30	34.21% 117	27.49% 94	12.57% 43	16.96% 58	342	2.95
c. Curriculum	8.16% 28	35.57% 122	20.41% 70	14.58% 50	21.28% 73	343	3.05
d. Extracurricular activities	9.33% 32	36.15% 124	21.57% 74	7.87% 27	25.07% 86	343	3.03
e. School leadership	14.49% 50	31.01% 107	16.23% 56	15.94% 55	22.32% 77	345	3.01

Questions 30 and 31 ask respondents who have their children in public schools to rate Staunton City Schools.

The data presented here only include the 194 respondents with children currently attending Staunton City Schools. Of these, 64% said the quality of their children's education is either Good or Excellent, 23% said Fair, and 13% rated their child's education as Poor.

Teacher quality and school leadership were overwhelmingly rated as Good or Excellent (74% and 61% respectively). A majority also rated extracurricular activities (58%), curriculum (57%), and school facilities (52%) as Good or Excellent.

The open-ended responses regarding education were widely varied in their topics, and there were few major trends.

Largely, responses called for the City to "Improve the quality of our schools." The recommendations for how to accomplish this varied; some suggested more funding for specific programs, such as "more art, music, and PE," while others recommended structural changes such as, "making [schools] more inquiry-based, not just focused on testing."

Others discussed personnel changes, which included asking for "more diversity in hiring." Others asked for "more funding for our schools."

There were also several responses which criticized the decision to change the name of the high school with feedback such as, "Give Lee High back its name! Biggest waste of time and money ever to appease carpetbaggers."

COMMUNITY ENGAGEMENT IN STAUNTON

Q32: Please rate the usefulness of Staunton's website:

ANSWER CHOICES	RESPONSES	
Very useful	36.31%	337
Somewhat useful	51.29%	476
Not at all useful	3.56%	33
Never used	8.84%	82
TOTAL		928

Q33: Please rate the usefulness of the following features of Staunton's website:

	EXCELLENT	GOOD	FAIR	POOR	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. Utility bill payment	18.32% 170	27.37% 254	8.94% 83	4.09% 38	41.27% 383	928	3.23
b. City tax payment	14.76% 137	26.40% 245	9.70% 90	4.09% 38	45.04% 418	928	3.38
c. Recreation activity registration	8.19% 76	23.81% 221	6.90% 64	2.91% 27	58.19% 540	928	3.79
d. Communication with city government	6.90% 64	22.84% 212	13.25% 123	6.90% 64	50.11% 465	928	3.70
e. Library book reservation	26.08% 242	17.35% 161	4.63% 43	1.08% 10	50.86% 472	928	3.33
f. City newsroom	6.57% 61	16.92% 157	8.84% 82	4.42% 41	63.25% 587	928	4.01
g. City calendar	10.88% 101	30.71% 285	13.47% 125	4.53% 42	40.41% 375	928	3.33

The overwhelming majority of respondents (87%) rated Staunton’s website as either Very Useful or Somewhat Useful. Only 4% find the website Not at all Useful, and less than 10% have never used Staunton’s website.

When asked to rate the usefulness of specific features of Staunton’s website, a large percentage of respondents (40-63%) reported “Don’t Know.” When these respondents are excluded from the analysis, a majority of respondents rate the specific features of Staunton’s website as Good or Excellent.

Online library book reservations were the highest-rated feature, with 88% responding Good or Excellent. Next came recreation activity registration (77%), city tax payment (75%), utility bill payment (72%), and the city calendar (70%). A majority also rated the city newsroom (64%) and communication with city government (60%) as Good or Excellent.

Q34: Are you aware of the City of Staunton's official Facebook page? (www.facebook.com/CityofStaunton)

ANSWER CHOICES	RESPONSES	
Yes	61.42%	570
No	38.58%	358
Total Respondents: 928		

Q35: Are you aware of the City of Staunton's official Twitter page? (www.twitter.com/StauntonCityVA)

ANSWER CHOICES	RESPONSES	
Yes	16.59%	154
No	83.41%	774
Total Respondents: 928		

The majority of respondents (62%) are aware of Staunton’s official Facebook page, while 38% reported that they are unaware.

The vast majority of respondents (83%) are not aware of Staunton’s official Twitter page; just 17% reported that they are aware.

APPENDIX A: DEMOGRAPHIC PROFILE OF SURVEY RESPONDENTS

The U.S. Census Bureau population estimates for Staunton, last updated July 2018, reported 24,922 Staunton residents. According to Census estimates, 19.4% were below the age of 18 and 21.3% were over 65. 54.1% of Staunton residents were female, 83.2% were White, 11.6% were African American, 3.2% were Hispanic or Latino, 1.5% were Asian, and .4% were American Indian.

About 83 percent of households in Staunton owned a computer, and 57.5% reside in an owner-occupied housing unit with a median value of \$162,500. Nearly 90 percent have a high school or higher education level and 33.8% have a Bachelor's degree or higher. The median household income in Staunton is reported as \$46,435 (<https://www.census.gov/quickfacts/stauntoncityvirginiacounty>).

In comparison, the respondents in the City of Staunton 2019 Citizen Survey are more likely to be White, female, and report higher levels of education and income.

- 91.9% of respondents were White, compared to only 1.3% African American
- Women comprised 58.3% of respondents
- 24.4% of respondents were over 65 compared to only 6.6% who were 18-29
- Most respondents (87%) own or lease a single-family detached property
- One in five completed high school, while just over 80% had some college or above
- 35% percent of respondents reported graduate-level education
- About half of respondents reported a total family income before taxes last year as below \$75,000
- Twenty percent reported a total family income before taxes last year as greater than \$75,000 but less than \$100,000
- 28% earned over \$100,000

Q37: What sort of property do you own or lease in the city?

ANSWER CHOICES	RESPONSES	
Single-family detached	86.64%	804
Duplex	1.40%	13
Townhouse	3.45%	32
Apartment	6.36%	59
Commercial property	3.56%	33
Other (please specify)	3.88%	36
Total Respondents: 928		

Q39: Your gender:

ANSWER CHOICES	RESPONSES	
Male	35.78%	332
Female	58.30%	541
Prefer not to say	5.60%	52
Not listed. Please type below.	0.32%	3
TOTAL		928

Q40: Your age:

ANSWER CHOICES	RESPONSES	
18-29	6.57%	61
30-49	37.50%	348
50-65	31.57%	293
66 or more years	24.35%	226
TOTAL		928

Q41: Your race:

ANSWER CHOICES	RESPONSES	
Native American	0.98%	9
Spanish/Hispanic/Latino	1.09%	10
White/Caucasian	91.92%	842
Black/African-American	1.31%	12
Asian or Pacific Islander	0.55%	5
Other (please specify)	4.15%	38
TOTAL		916

Q42: Your highest level of education:

ANSWER CHOICES	RESPONSES	
Some high school, no diploma	1.08%	10
High school diploma	19.50%	181
Associate's degree	14.44%	134
Bachelor's degree	31.14%	289
Graduate degree	34.59%	321
Total Respondents: 928		

Q43: Your total household income before taxes last year (include income of all members of your household):

ANSWER CHOICES	RESPONSES	
\$14,999 or less	2.69%	25
\$15,000 to \$24,999	4.74%	44
\$25,000 to \$34,999	8.41%	78
\$35,000 to \$49,999	11.64%	108
\$50,000 to \$74,999	24.35%	226
\$75,000 to \$99,999	20.47%	190
\$100,000 to \$149,999	18.32%	170
\$150,000 to \$199,999	5.28%	49
\$200,000 or more	4.53%	42
Total Respondents: 928		

APPENDIX B: CITIZEN COMMENTS

The City of Staunton 2019 Citizen Survey asked respondents, “If you could tell the City of Staunton one thing that would help improve its services, what would it be?” There were 647 citizen responses, some of which addressed multiple topics. The majority of responses were phrased as suggestions; however, some simply offered positive feedback. Suggestions covered a wide range of topics, including business, housing, economic development, roads, public transit, recreation, taxes, city services, education, local government, and law enforcement. Within these topics, respondents addressed general concerns, while other comments were more narrow in scope.

Three topics received the majority of comments, each receiving over 30 responses in the survey. Concerns about plastic recycling were the single largest group (58), with most responses asking for the reimplementing of Staunton’s plastic recycling program. Requests for the City to build more sidewalks and generally to make Staunton more pedestrian-friendly made up the second-largest group (40). The third most common response topic was requests for more bike lanes and trails to be added throughout the city (32).

Four topics drew a sizeable amount of attention, ranging from 20–30 responses each. Numerous responses (24) asked for stronger communication between local government and citizens, while others (24) cited concerns about road improvement,

mainly calling for better road repair. Another group of citizen responses (24) centered around providing more youth and young adult activities, and another group (21) wanted improvements to traffic flow and traffic light timing.

Seven topics drew a moderate amount of responses, ranging between 10 and 19 responses each. Topics on improving the quality of the public schools, particularly in terms of teaching methods and disciplinary issues, drew 18 responses. Seventeen comments centered around improving downtown stoplights and adding more walk signals downtown. Another 16 comments focused on improving the inclusivity of Staunton, specifically through more equality and representation of racial diversity in government jobs. Fifteen responses raised concerns about parking downtown, with most saying there was not as much as was needed. Fourteen comments were generally focused on improving the West End of the city, while another 13 responses asked for lower taxes. There were 12 responses related to the topic of improving environmental sustainability in Staunton.

There were 77 other topics which received a small number of comments, ranging between one and nine responses each. The topics were widely varied, and while some were mentioned in several responses, 40 of these topics had only one or two responses that mentioned them.

Some of these topics include the implementation of an online or automatic payment for water and utility bills (9), friendlier government staff (9), higher teacher salaries (8), a greater police presence (7), better accessibility for the disabled (6), eliminating government waste and lowering city administrator salaries (6), more affordable housing (5), and greater police accountability (4).

The general topics addressed by the hundreds of citizen comments are listed below, with many representative samples of those comments. Some were lightly edited for clarity. Duplicates and comments addressing individual or identifiable situations were not included in the sampling below.

BUSINESSES, HOUSING, AND ECONOMIC DEVELOPMENT

- Support small business by allowing owners to park downtown for free [and] lowering business license rates and taxes.
- More sustainability in stores – no straws, no plastic bags, and eliminate single-use plastic, especially because we cannot recycle it anymore.
- Work to achieve a greater balance of neighborhoods by continuing to concentrate on improving the streets, sidewalks, and city properties in the West End and Booker T neighborhoods.
- Our downtown is charming, but the sprawl of retail areas seems out of control and isn't getting proper attention.

- Reward citizens for improvements to property which help the environment (less water runoff, trash, planting native plants, pollinators, etc.).
- [The] City needs to place greater requirements on developers, so the proper infrastructure is put in place at the developer's expense.
- Continue to seek ways to engage with and promote small businesses and entrepreneurs.

ROADS, CONSTRUCTION, AND PUBLIC TRANSIT

- Better bus routes to service newly developing areas of housing.
- Make the city more pedestrian-friendly. Enforce rules/regulations [such as] stopping at crosswalks.
- Please improve pedestrian and bicycle access. The sidewalks downtown are narrow and full of obstacles.
- Improve traffic flow and parking downtown. Also more pedestrian crosswalk lights.
- Improved sidewalks, [add] sidewalks in more residential areas.
- Reevaluate the traffic lights downtown. There are often no cars going through the light while others are just waiting.
- Please begin implementing the Bike Pedestrian Safety Plan to make Staunton more bike/pedestrian-friendly.
- Don't do road work on major travel routes during commuting hours.
- Reserve downtown street parking for customers, NOT business owners or employees.

- More consistently enforced parking regulations-seems as if some businesses & individuals are allowed to ignore parking signs.

PARKS AND RECREATION

- Parks and Rec registration is very difficult for team sign-ups and individual activities.
- Improve [Gypsy Hill Park] – better pavement, restrict cars, open up golf course to public hiking and walking, improve football field parking lot.
- [Add] more green space.
- Find programs for tweens and teens to help occupy their time.

TAXES AND FINANCE

- Reduce/eliminate restaurant tax. Came from a state without this. Exorbitant-makes us eat out less frequently.
- Please do not lower taxes.
- Eliminate wasteful spending.
- More user-friendly online bill-paying system and the option to be paper-free by having your bills emailed to you.

CITY SERVICES

- Add a few more heavy trash / leaf / brush pick up days OR offer it as an extra paid service. Please keep looking into recycling alternatives.
- Make repair services to gas and water lines definitive the first time, instead of repeatedly digging up the streets.
- It would be great if we could recycle plastic again, but I realize the city has little control over this.

- Improve refuse pickup. I have many times had to clean up the street after trash pickup because trash has been haphazardly tossed from can to truck.

EDUCATION

- Change the academic year of the schools so that it is in line with the rest of the state and country- later start and end.
- School system needs to be overhauled, disruptive children need to be taken out of the classroom so others can learn.
- I would like to see a real concentration on the quality of education and teachers at Staunton High School.
- Put more funding toward our school system. Having a well-funded school [system] will encourage more families to move here.

GOVERNMENT AND ADMINISTRATION

- More visibility of officials, planned events, council meeting item follow-up and [better] availability of meeting minutes.
- Sensitivity training for all staff (city government, utility staff, teachers, everyone) regarding minorities: racial minorities, religious minorities, LGBTQ people, and people with disabilities (both visible and not).
- [Better] communicate events and things going on around town.
- Improve the building department's response time to residential builders and contractors needs and requests. I'm told and have experienced the response time of the residential building process.

- Be more inclusive in planning for all subgroups.
- Direct communication to all who purchase homes in one of the historic districts to inform [them] about preservation ordinance.
- Get rid of historic guidelines. We are living in modern days with modern and energy-efficient materials.

POLICING, FIRST RESPONDERS, AND LAW ENFORCEMENT

- [Fund] more training for first responders, especially regarding collaboration with licensed health care providers already on scene.
- Treat every citizen and neighborhood the same. My street rarely has cops patrolling, but other places get multiple drive-bys.

APPENDIX C: QUESTIONNAIRE

(Attached)

Citizen Survey 2019

Welcome

Please take a few minutes to let us know how you feel about the services the City of Staunton provides. Your time is greatly appreciated. If there are two or more adults in your household, please have this questionnaire filled out by the adult (18 or over) who most recently had a birthday. The year of their birth doesn't matter.

Remember that all your answers are completely anonymous and will be reported in group-form only.

Again, thank you for helping us learn how we can improve the services we offer to all of our citizens.

Citizen Survey 2019

Quality of Life in Staunton

* 1. Please rate Staunton on the following subjects:

	Excellent	Good	Fair	Poor	Don't know
a. Quality of life	☐	☐	☐	☐	☐
b. Overall appearance	☐	☐	☐	☐	☐
c. Availability of leisure activities	☐	☐	☐	☐	☐
d. As a place to raise children	☐	☐	☐	☐	☐
e. As a place to retire	☐	☐	☐	☐	☐
f. As a place to work	☐	☐	☐	☐	☐

Citizen Survey 2019

Transportation in Staunton

* 2. How satisfied are you with the following in Staunton?

	Very Satisfied	Mostly Satisfied	Somewhat Satisfied	Not at all Satisfied	Don't Know
a. Traffic flow	☐	☐	☐	☐	☐
b. Public parking	☐	☐	☐	☐	☐
c. Public transit	☐	☐	☐	☐	☐
d. Travel by car	☐	☐	☐	☐	☐
e. Bike and pedestrian paths	☐	☐	☐	☐	☐
f. Overall ease of travel	☐	☐	☐	☐	☐

Citizen Survey 2019

Housing in Staunton

* 3. Please rate the availability of the following in Staunton:

	Excellent	Good	Fair	Poor	Don't Know
a. Quality housing	☐	☐	☐	☐	☐
b. Quality senior housing	☐	☐	☐	☐	☐

* 4. Please rate the affordability of the following in Staunton:

	Excellent	Good	Fair	Poor	Don't Know
a. Quality housing	☐	☐	☐	☐	☐
b. Quality senior housing	☐	☐	☐	☐	☐

Citizen Survey 2019

Services & Activities in Staunton

* 5. Generally speaking, do you think the taxes in Staunton are:

- ☐ High
- ☐ Low
- ☐ About right

* 6. Do you agree or disagree with the following statements?

	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
I would be willing to pay higher taxes in order to improve and increase City services.	☐	☐	☐	☐	☐
I would rather have lower taxes and fewer City services than to improve and increase City services.	☐	☐	☐	☐	☐

* 7. Please rate each of the following activities or services provided by the City of Staunton:

	Excellent	Good	Fair	Poor	Don't Know
a. Water and sewer services	☐	☐	☐	☐	☐
b. Building code enforcement	☐	☐	☐	☐	☐
c. Zoning code enforcement	☐	☐	☐	☐	☐
e. Snow and ice removal	☐	☐	☐	☐	☐
f. Trash and recycling pickup	☐	☐	☐	☐	☐
g. Leaf pickup (annually)	☐	☐	☐	☐	☐
h. Heavy trash pickup (annually)	☐	☐	☐	☐	☐
i. Traffic engineering and control	☐	☐	☐	☐	☐
j. Parking management	☐	☐	☐	☐	☐
k. Storm water management	☐	☐	☐	☐	☐

* 8. Please rate each of the following:

	Excellent	Good	Fair	Poor	Don't Know
a. Cleanliness of streets and sidewalks in your neighborhood	☐	☐	☐	☐	☐
b. Condition of sidewalks in your neighborhood	☐	☐	☐	☐	☐
c. Condition of street pavement in your neighborhood	☐	☐	☐	☐	☐
d. Adequacy of street lighting in your neighborhood	☐	☐	☐	☐	☐

Services & Activities: Library Services in Staunton

* 9. Have you or a member of your household visited Staunton's public library or used its services within the past 12 months? If no, please skip to question 13.

☐ Yes

☐ No

10. How often do you use the following services at the Staunton Public Library?

	Frequently	Occasionally	Rarely	Not at all
a. Borrow materials	☐	☐	☐	☐
b. Public computer	☐	☐	☐	☐
c. Wi-Fi	☐	☐	☐	☐
d. Meeting rooms	☐	☐	☐	☐
e. Online collections and resources	☐	☐	☐	☐
f. Seating and workspace	☐	☐	☐	☐
g. Youth collections and materials	☐	☐	☐	☐
h. Programs, classes or special events	☐	☐	☐	☐

11. Please rate your satisfaction with the following concerning the Staunton Public Library:

	Very Satisfied	Somewhat Satisfied	Not at all Satisfied	Not Applicable
a. Overall layout of the facility	☐	☐	☐	☐
b. Overall condition of the facility	☐	☐	☐	☐
c. Accessibility	☐	☐	☐	☐
d. Parking	☐	☐	☐	☐
e. Comfortable seating areas	☐	☐	☐	☐
f. Computer access	☐	☐	☐	☐
g. Youth programs	☐	☐	☐	☐
h. Youth collections and materials	☐	☐	☐	☐
i. Adult collections and programs	☐	☐	☐	☐
j. Online collections	☐	☐	☐	☐
k. Online resources	☐	☐	☐	☐
l. Meeting rooms	☐	☐	☐	☐
m. Wi-Fi access	☐	☐	☐	☐

12. What is one improvement you believe should be made to the Staunton Public Library, if any?

13. If you have not used the library in the last 12 months, please tell us why.

Citizen Survey 2019

Services & Activities: Parks and Recreation in Staunton

* 14. How do you learn about Staunton's Parks & Recreation's programs and facilities? Check all that apply.

- ☐ Activity Guide
- ☐ Website
- ☐ Social Media
- ☐ Friends or Family
- ☐ Local Media
- ☐ I am not aware of the programs offered by Parks & Recreation
- ☐ Other (please specify)

* 15. Have you or a member of your household registered for a class or program offered by Staunton Parks & Recreation within the past 12 months? If no, skip to question 17.

- ☐ Yes
- ☐ No

16. Please check all of the activities you or a member of your household have participated in during the last 12 months.

- ☐ Youth sports
- ☐ Youth summer camps
- ☐ Youth afterschool programming
- ☐ Youth activities (clubs, classes)
- ☐ Adult activities (clubs, classes)
- ☐ Family activities (clubs, classes)
- ☐ Trips
- ☐ Other (please specify)

17. What programs would you like to see offered or expanded by Staunton's Parks & Recreation Department, if any?

* 18. How often do you visit the following parks?

	Frequently	Occasionally	Rarely	Not at all
Gypsy Hill Park	☐	☐	☐	☐
Montgomery Hall Park	☐	☐	☐	☐
Betsy Bell & Mary Gray Wilderness Parks	☐	☐	☐	☐
Knowles Park (across from the Gypsy Hill Park main entrance)	☐	☐	☐	☐
Landes Park (on Middlebrook Ave.)	☐	☐	☐	☐
Men's Green Thumb Park (at the intersection of Richmond Ave. and Greenville Ave.)	☐	☐	☐	☐
Reservoir Hill Park	☐	☐	☐	☐
Woodrow Park (on Sears Hill)	☐	☐	☐	☐

19. If you have visited Gypsy Hill Park within the past 12 months, please check the activities you have participated in and the amenities you have used.

- ☐ Pool
- ☐ Athletic fields or courts
- ☐ Golf course
- ☐ Picnic shelters
- ☐ Playgrounds
- ☐ Walking and biking
- ☐ Dog park
- ☐ Skate park
- ☐ Lake Tams
- ☐ Duck pond
- ☐ Activities at the bandstand
- ☐ Gypsy Hill Park Gymnasium
- ☐ Other (please specify)

20. If you have visited Montgomery Hall Park within the past 12 months, please check the activities you have participated in and the amenities you have used.

- ☐ Pool
- ☐ Athletic fields
- ☐ Disc golf
- ☐ Hiking and biking trails
- ☐ Picnic shelters
- ☐ Playground
- ☐ Nature Ridge natural playground
- ☐ Other (please specify)

* 21. Please rate the following:

	Excellent	Good	Fair	Poor	Don't Know
a. Park cleanliness	☐	☐	☐	☐	☐
b. Park maintenance	☐	☐	☐	☐	☐
c. Park safety	☐	☐	☐	☐	☐
d. Parks & Recreation customer service	☐	☐	☐	☐	☐
e. Parks & Recreation program fees	☐	☐	☐	☐	☐
f. Accessibility	☐	☐	☐	☐	☐
g. Availability of Parks & Recreation information	☐	☐	☐	☐	☐

Citizen Survey 2019

Safety in Staunton

* 22. How would you rate the overall performance of the following departments?

	Excellent	Good	Fair	Poor	Don't Know
a. Staunton's Police Department	☐	☐	☐	☐	☐
b. Staunton's Fire & Rescue Department	☐	☐	☐	☐	☐
c. Staunton's animal control	☐	☐	☐	☐	☐

* 23. Please tell us about your overall sense of wellbeing in Staunton:

	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
a. Staunton is a safe place to live	☐	☐	☐	☐	☐
b. I feel safe in my neighborhood during the day	☐	☐	☐	☐	☐
c. I feel safe in my neighborhood at night	☐	☐	☐	☐	☐

Citizen Survey 2019

Governance in Staunton

* 24. Please indicate your level of agreement with each of the following:

	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
a. Staunton's city government is effective in meeting community needs	☐	☐	☐	☐	☐
b. City employees are helpful	☐	☐	☐	☐	☐
c. City employees are capable	☐	☐	☐	☐	☐
d. City government responds to my requests and questions promptly	☐	☐	☐	☐	☐

* 25. Please rate the following:

	Excellent	Good	Fair	Poor	Don't Know
a. City government's fair treatment of residents	☐	☐	☐	☐	☐
b. City government's welcoming environment	☐	☐	☐	☐	☐
c. City Council's vision and direction for Staunton	☐	☐	☐	☐	☐

Education in Staunton

* 26. Do you have children 18 or younger in your household? If no, please skip this entire section and click "next" at the bottom of the page.

☐ Yes

☐ No

27. My child is/children are (check all that apply):

☐ 0-5 years old

☐ 6-13 years old

☐ 14-18 years old

28. Please select the type of school your child attends/children attend.

☐ Public

☐ Private

☐ Homeschool

29. Please select the educational stage(s) of your child(ren).

☐ Daycare/Pre-kindergarten

☐ Elementary School

☐ Middle School

☐ High School

30. How would you rate the quality of education in Staunton's schools?

☐ Excellent

☐ Good

☐ Fair

☐ Poor

31. How would you rate each of the following?

	Excellent	Good	Fair	Poor	Don't Know
a. Teacher quality	☐	☐	☐	☐	☐
b. School facilities	☐	☐	☐	☐	☐
c. Curriculum	☐	☐	☐	☐	☐
d. Extracurricular activities	☐	☐	☐	☐	☐
e. School leadership	☐	☐	☐	☐	☐

Citizen Survey 2019

Community Engagement in Staunton

* 32. Please rate the usefulness of Staunton's website:

- ☐ Very useful
- ☐ Somewhat useful
- ☐ Not at all useful
- ☐ Never used

* 33. Please rate the usefulness of the following features of Staunton's website:

	Excellent	Good	Fair	Poor	Don't Know
a. Utility bill payment	☐	☐	☐	☐	☐
b. City tax payment	☐	☐	☐	☐	☐
c. Recreation activity registration	☐	☐	☐	☐	☐
d. Communication with city government	☐	☐	☐	☐	☐
e. Library book reservation	☐	☐	☐	☐	☐
f. City newsroom	☐	☐	☐	☐	☐
g. City calendar	☐	☐	☐	☐	☐

* 34. Are you aware of the City of Staunton's official Facebook page? (www.facebook.com/CityofStaunton)

- ☐ Yes
- ☐ No

* 35. Are you aware of the City of Staunton's official Twitter page? (www.twitter.com/StauntonCityVA)

- ☐ Yes
- ☐ No

Citizen Survey 2019

Please tell us about yourself.

36. If you could tell the City of Staunton one thing that would help improve its services, what would it be?

* 37. What sort of property do you own or lease in the city?

- | | |
|---|--|
| ☐ Single-family detached | ☐ Apartment |
| ☐ Duplex | ☐ Commercial property |
| ☐ Townhouse | |
| ☐ Other (please specify) | |

* 38. How many years have you owned or leased property within Staunton City limits?

* 39. Your gender:

- ☐ Male
- ☐ Female
- ☐ Prefer not to say
- ☐ Not listed. Please type below.

* 40. Your age:

- ☐ 18-29
- ☐ 30-49
- ☐ 50-65
- ☐ 66 or more years

41. Your race:

- ☐ Native American
- ☐ Spanish/Hispanic/Latino
- ☐ White/Caucasian
- ☐ Black/African-American
- ☐ Asian or Pacific Islander
- ☐ Other (please specify)

* 42. Your highest level of education:

- ☐ Some high school, no diploma
- ☐ High school diploma
- ☐ Associate's degree
- ☐ Bachelor's degree
- ☐ Graduate degree

* 43. Your total household income before taxes last year (include income of all members of your household):

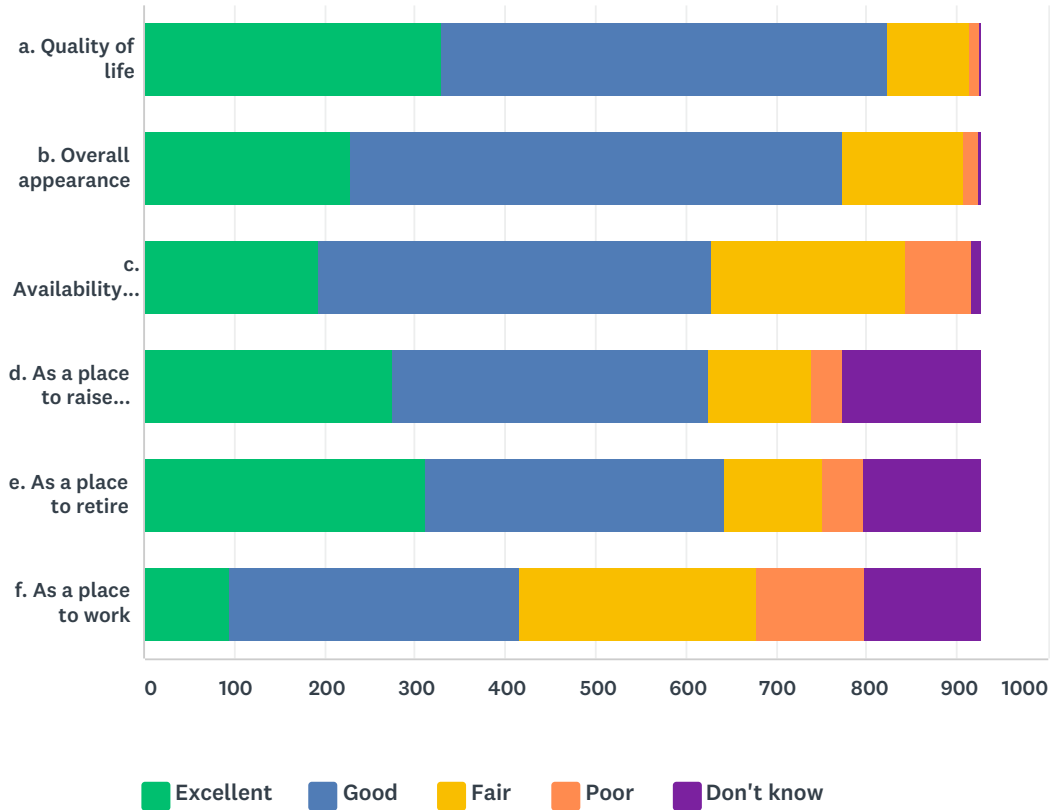
- ☐ \$14,999 or less
- ☐ \$15,000 to \$24,999
- ☐ \$25,000 to \$34,999
- ☐ \$35,000 to \$49,999
- ☐ \$50,000 to \$74,999
- ☐ \$75,000 to \$99,999
- ☐ \$100,000 to \$149,999
- ☐ \$150,000 to \$199,999
- ☐ \$200,000 or more

APPENDIX D: RAW DATA

(Attached)

Q1 Please rate Staunton on the following subjects:

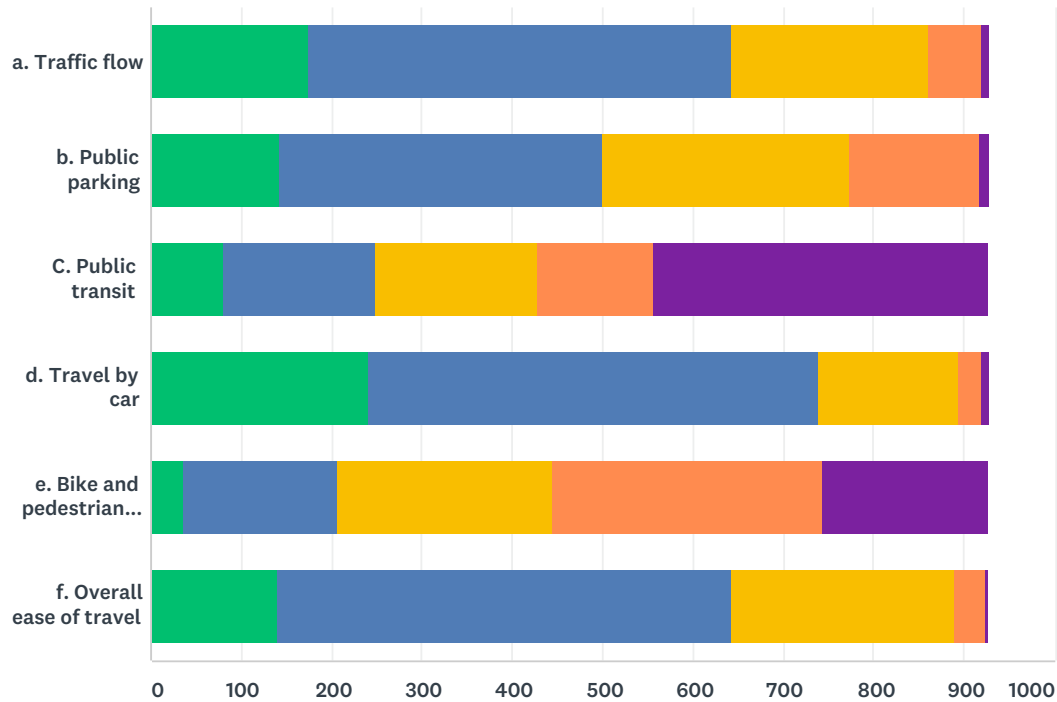
Answered: 928 Skipped: 0



	EXCELLENT	GOOD	FAIR	POOR	DON'T KNOW	TOTAL
a. Quality of life	35.45% 329	53.23% 494	9.70% 90	1.29% 12	0.32% 3	928
b. Overall appearance	24.68% 229	58.62% 544	14.44% 134	1.83% 17	0.43% 4	928
c. Availability of leisure activities	20.71% 192	47.03% 436	23.19% 215	7.87% 73	1.19% 11	927
d. As a place to raise children	29.63% 275	37.61% 349	12.28% 114	3.77% 35	16.70% 155	928
e. As a place to retire	33.51% 311	35.78% 332	11.64% 108	4.96% 46	14.12% 131	928
f. As a place to work	10.24% 95	34.59% 321	28.23% 262	12.93% 120	14.01% 130	928

Q2 How satisfied are you with the following in Staunton?

Answered: 928 Skipped: 0

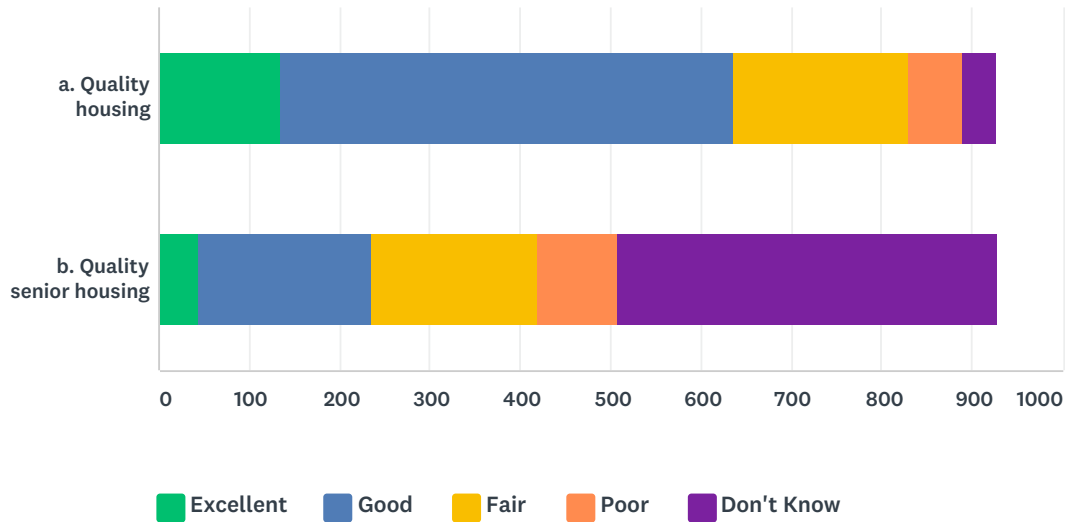


Very Satisfied Mostly Satisfied Somewhat Satisfied
Not at all Satisfied Don't Know

	VERY SATISFIED	MOSTLY SATISFIED	SOMEWHAT SATISFIED	NOT AT ALL SATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. Traffic flow	18.75% 174	50.54% 469	23.49% 218	6.36% 59	0.86% 8	928	2.20
b. Public parking	15.32% 142	38.62% 358	29.45% 273	15.53% 144	1.08% 10	927	2.48
C. Public transit	8.62% 80	18.32% 170	19.07% 177	14.01% 130	39.98% 371	928	3.58
d. Travel by car	25.97% 241	53.66% 498	16.59% 154	2.91% 27	0.86% 8	928	1.99
e. Bike and pedestrian paths	3.99% 37	18.21% 169	25.54% 237	32.33% 300	19.94% 185	928	3.46
f. Overall ease of travel	15.19% 141	53.99% 501	26.62% 247	3.77% 35	0.43% 4	928	2.20

Q3 Please rate the availability of the following in Staunton:

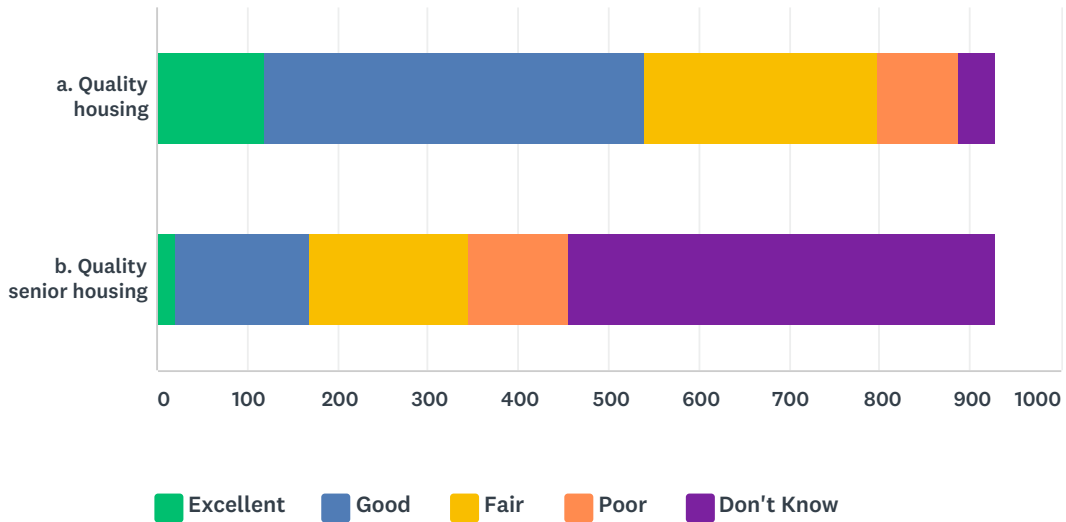
Answered: 928 Skipped: 0



	EXCELLENT	GOOD	FAIR	POOR	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. Quality housing	14.44% 134	54.20% 503	20.80% 193	6.36% 59	4.20% 39	928	2.32
b. Quality senior housing	4.74% 44	20.58% 191	19.83% 184	9.59% 89	45.26% 420	928	3.70

Q4 Please rate the affordability of the following in Staunton:

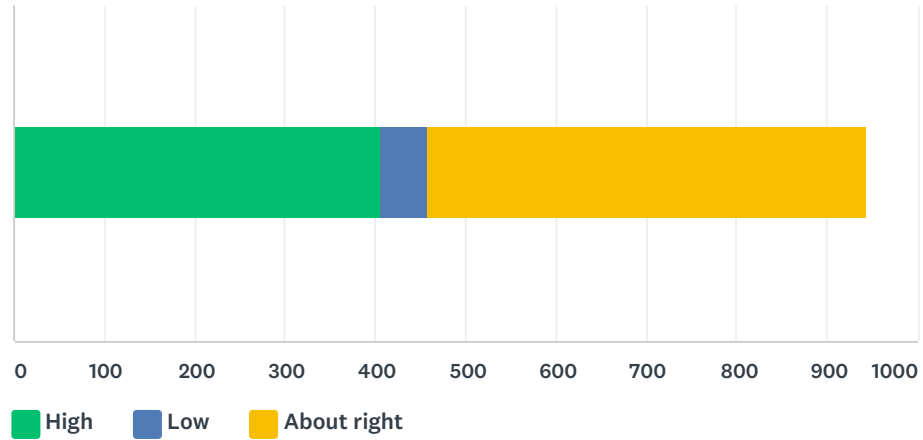
Answered: 928 Skipped: 0



	EXCELLENT	GOOD	FAIR	POOR	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. Quality housing	12.82% 119	45.47% 422	27.59% 256	9.70% 90	4.42% 41	928	2.47
b. Quality senior housing	2.26% 21	15.84% 147	19.07% 177	11.85% 110	50.97% 473	928	3.93

Q5 Generally speaking, do you think the taxes in Staunton are:

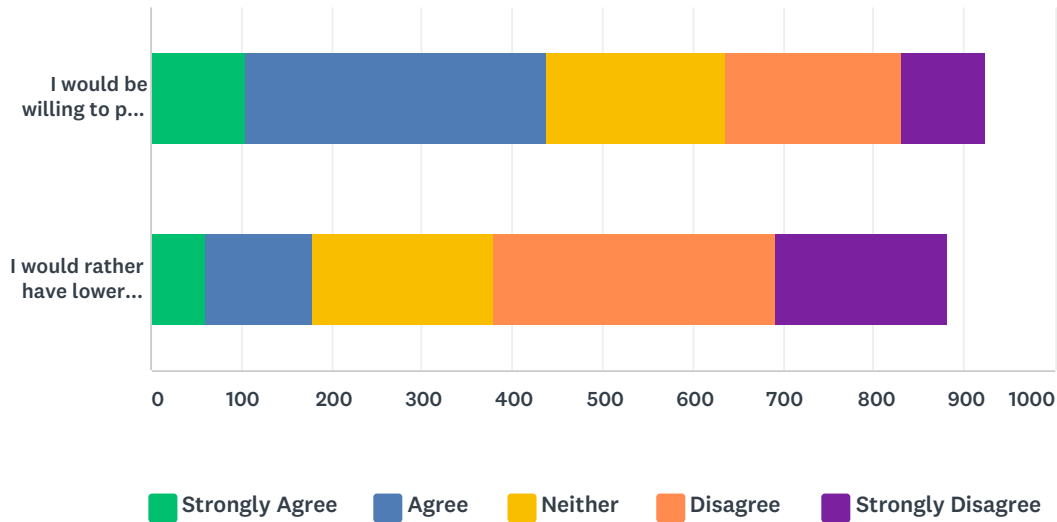
Answered: 928 Skipped: 0



ANSWER CHOICES	RESPONSES	
High	43.64%	405
Low	5.71%	53
About right	52.37%	486
Total Respondents: 928		

Q6 Do you agree or disagree with the following statements?

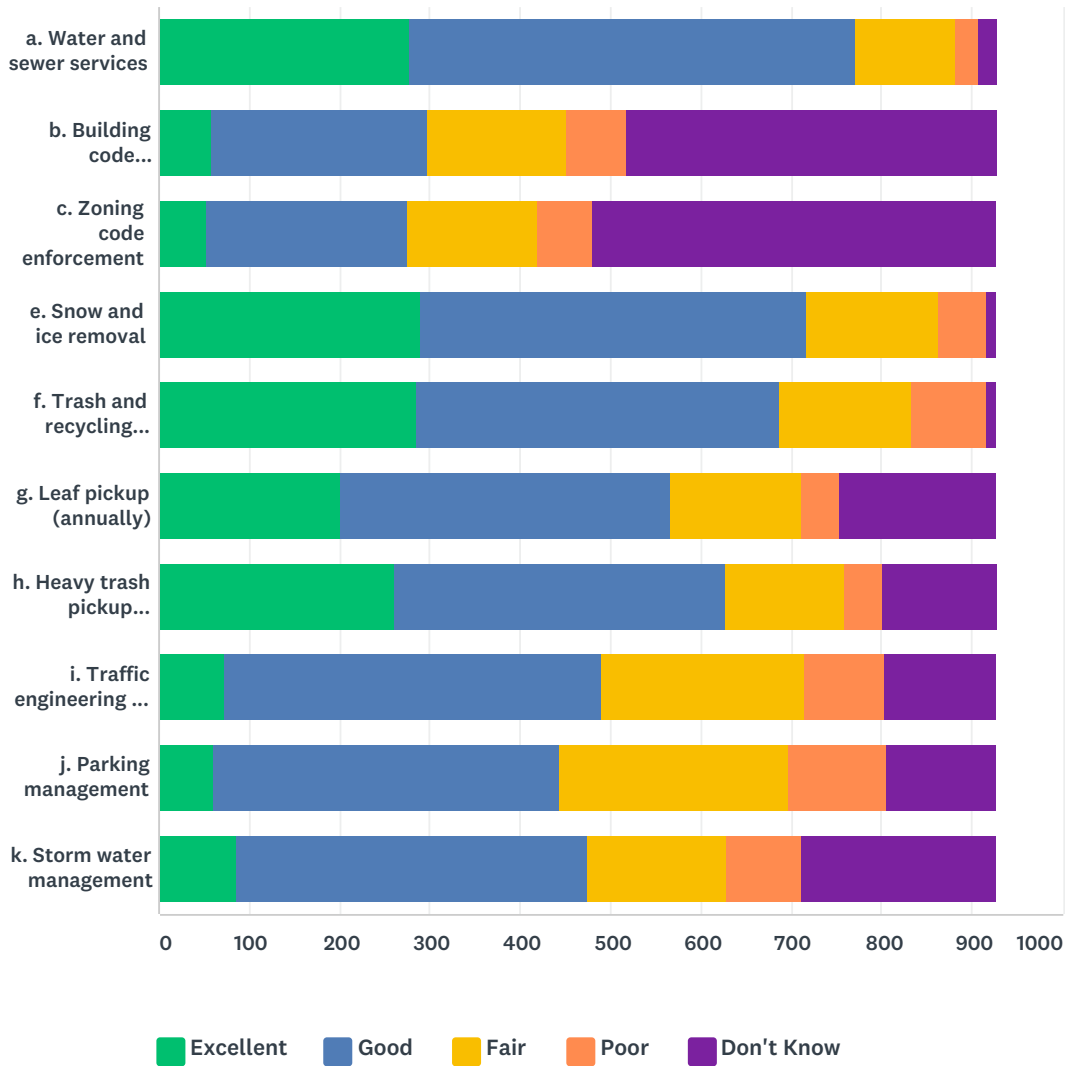
Answered: 928 Skipped: 0



	STRONGLY AGREE	AGREE	NEITHER	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
I would be willing to pay higher taxes in order to improve and increase City services.	11.26% 104	36.04% 333	21.54% 199	21.21% 196	9.96% 92	924	2.83
I would rather have lower taxes and fewer City services than to improve and increase City services.	6.80% 60	13.49% 119	22.68% 200	35.26% 311	21.77% 192	882	3.52

Q7 Please rate each of the following activities or services provided by the City of Staunton:

Answered: 928 Skipped: 0



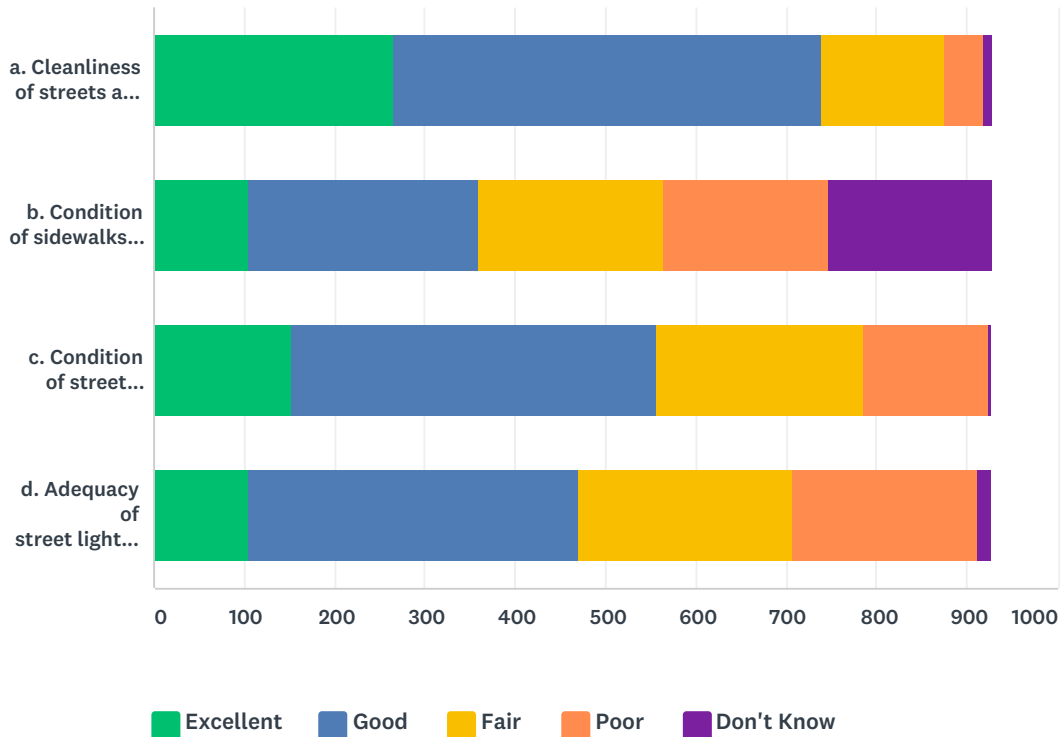
	EXCELLENT	GOOD	FAIR	POOR	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. Water and sewer services	29.96% 278	53.23% 494	11.85% 110	2.80% 26	2.16% 20	928	1.94
b. Building code enforcement	6.36% 59	25.75% 239	16.59% 154	7.11% 66	44.18% 410	928	3.57
c. Zoning code enforcement	5.71% 53	24.03% 223	15.52% 144	6.36% 59	48.38% 449	928	3.68
e. Snow and ice removal	31.25% 290	45.91% 426	15.84% 147	5.71% 53	1.29% 12	928	2.00
f. Trash and recycling pickup	30.71% 285	43.32% 402	15.84% 147	8.73% 81	1.40% 13	928	2.07
g. Leaf pickup (annually)	21.55% 200	39.44% 366	15.52% 144	4.63% 43	18.86% 175	928	2.60

Citizen Survey 2019

h. Heavy trash pickup (annually)	28.13% 261	39.33% 365	14.33% 133	4.53% 42	13.69% 127	928	2.36
i. Traffic engineering and control	7.76% 72	44.94% 417	24.25% 225	9.70% 90	13.36% 124	928	2.76
j. Parking management	6.47% 60	41.27% 383	27.37% 254	11.64% 108	13.25% 123	928	2.84
k. Storm water management	9.27% 86	41.70% 387	16.70% 155	8.94% 83	23.38% 217	928	2.95

Q8 Please rate each of the following:

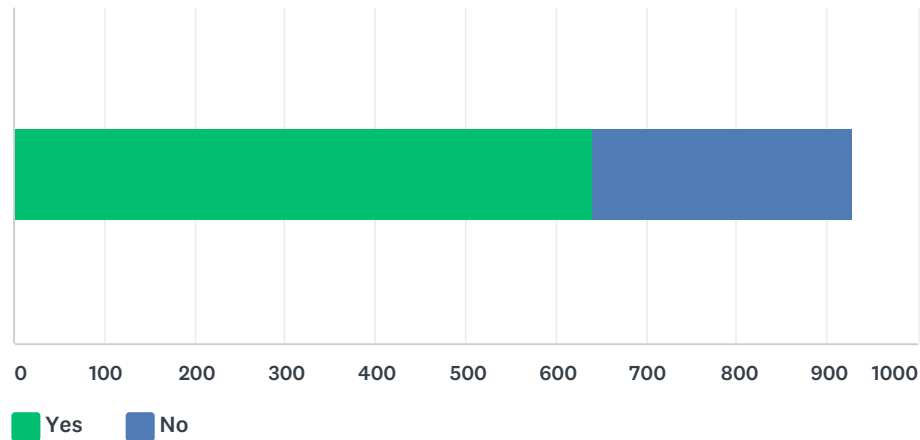
Answered: 928 Skipped: 0



	EXCELLENT	GOOD	FAIR	POOR	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. Cleanliness of streets and sidewalks in your neighborhood	28.56% 265	50.97% 473	14.76% 137	4.63% 43	1.08% 10	928	1.99
b. Condition of sidewalks in your neighborhood	11.21% 104	27.48% 255	22.09% 205	19.61% 182	19.61% 182	928	3.09
c. Condition of street pavement in your neighborhood	16.49% 153	43.53% 404	24.68% 229	14.76% 137	0.54% 5	928	2.39
d. Adequacy of street lighting in your neighborhood	11.21% 104	39.33% 365	25.54% 237	22.09% 205	1.83% 17	928	2.64

Q9 Have you or a member of your household visited Staunton's public library or used its services within the past 12 months? If no, please skip to question 13.

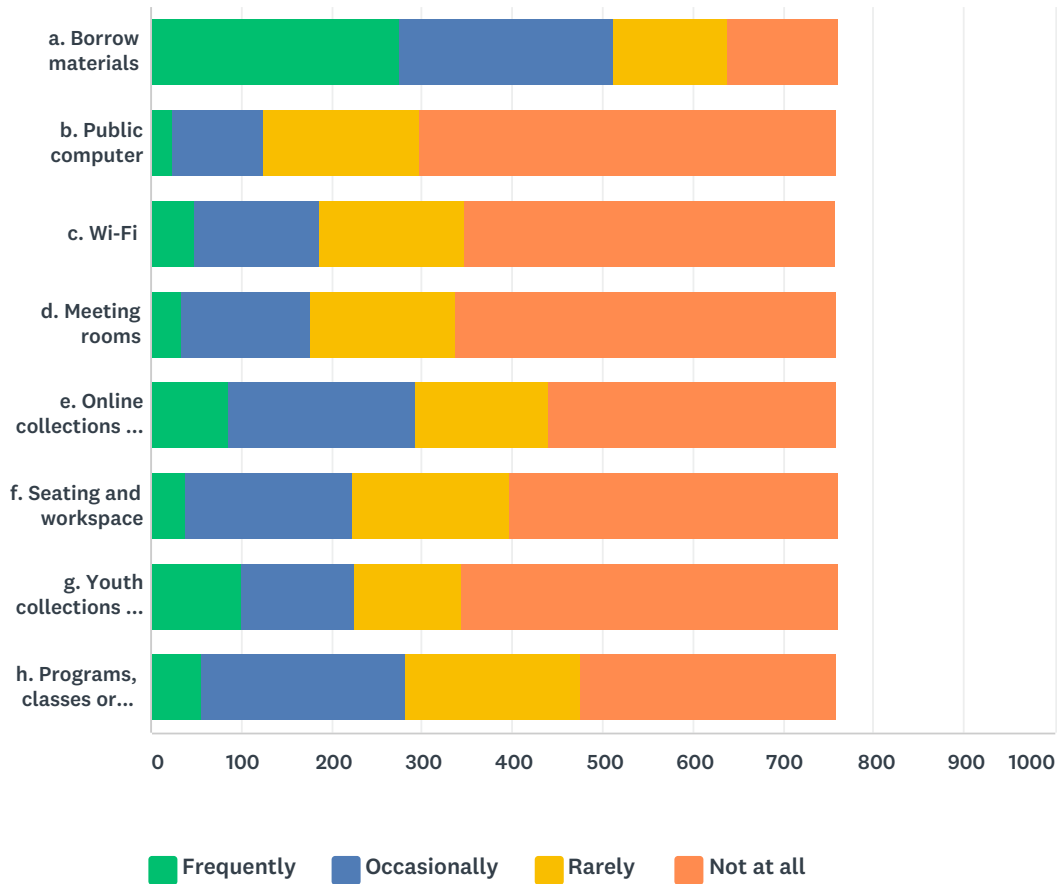
Answered: 928 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	68.97%	640
No	31.03%	288
TOTAL		928

Q10 How often do you use the following services at the Staunton Public Library?

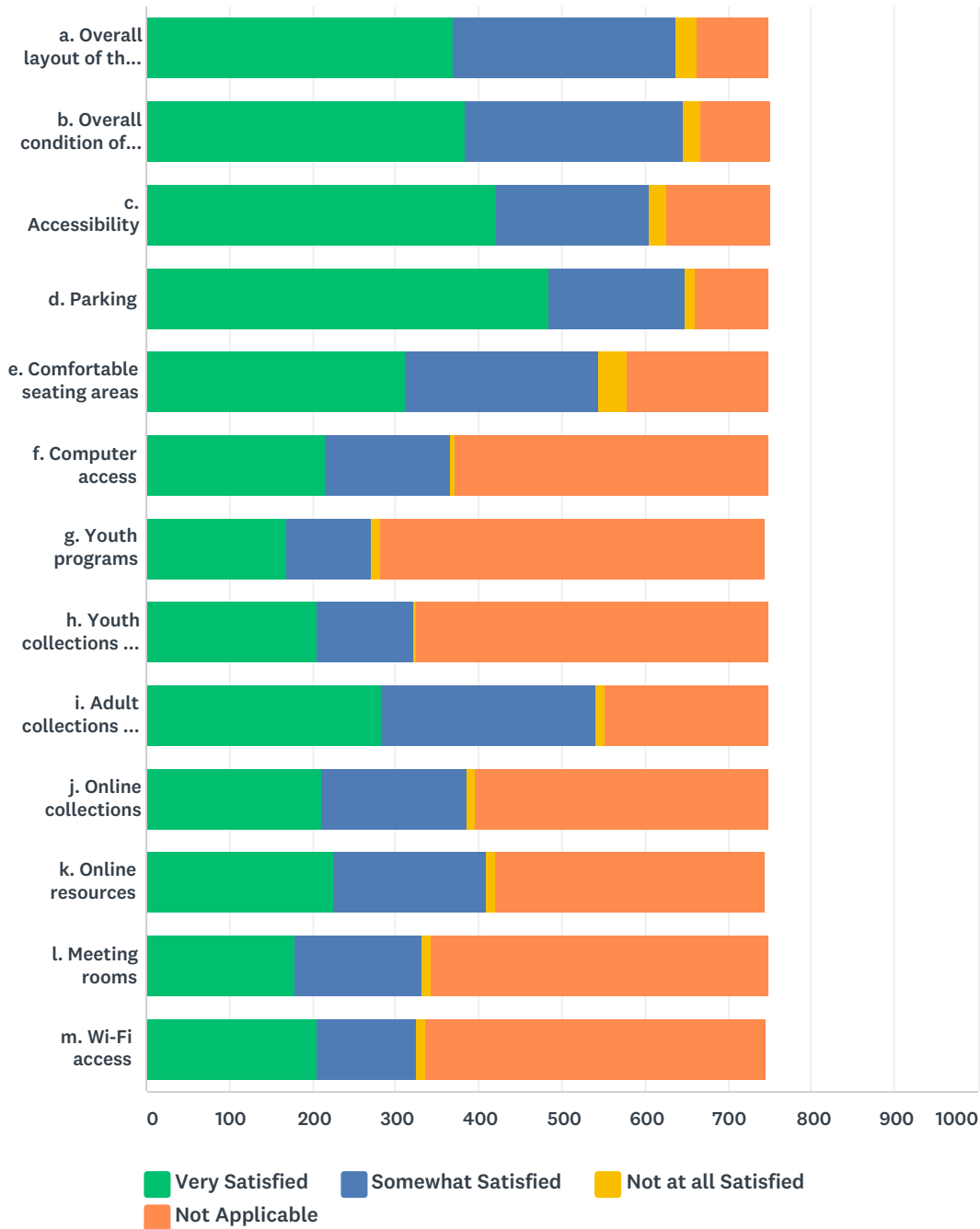
Answered: 764 Skipped: 164



	FREQUENTLY	OCCASIONALLY	RARELY	NOT AT ALL	TOTAL	WEIGHTED AVERAGE
a. Borrow materials	36.22% 276	30.97% 236	16.54% 126	16.27% 124	762	2.13
b. Public computer	3.29% 25	13.04% 99	22.92% 174	60.74% 461	759	3.41
c. Wi-Fi	6.34% 48	18.36% 139	21.27% 161	54.03% 409	757	3.23
d. Meeting rooms	4.47% 34	18.82% 143	21.05% 160	55.66% 423	760	3.28
e. Online collections and resources	11.45% 87	27.11% 206	19.34% 147	42.11% 320	760	2.92
f. Seating and workspace	5.12% 39	24.15% 184	22.83% 174	47.90% 365	762	3.14
g. Youth collections and materials	13.25% 101	16.14% 123	15.75% 120	54.86% 418	762	3.12
h. Programs, classes or special events	7.38% 56	29.64% 225	25.56% 194	37.42% 284	759	2.93

Q11 Please rate your satisfaction with the following concerning the Staunton Public Library:

Answered: 752 Skipped: 176



	VERY SATISFIED	SOMEWHAT SATISFIED	NOT AT ALL SATISFIED	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
a. Overall layout of the facility	49.20% 369	35.73% 268	3.47% 26	11.60% 87	750	1.77
b. Overall condition of the facility	51.00% 383	35.15% 264	2.53% 19	11.32% 85	751	1.74

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c. Accessibility	56.12% 422	24.20% 182	3.06% 23	16.62% 125	752	1.80
d. Parking	64.53% 484	21.87% 164	1.60% 12	12.00% 90	750	1.61
e. Comfortable seating areas	41.58% 311	31.15% 233	4.55% 34	22.73% 170	748	2.08
f. Computer access	28.70% 215	20.16% 151	0.80% 6	50.33% 377	749	2.73
g. Youth programs	22.68% 169	13.69% 102	1.34% 10	62.28% 464	745	3.03
h. Youth collections and materials	27.27% 204	15.64% 117	0.67% 5	56.42% 422	748	2.86
i. Adult collections and programs	37.92% 284	34.31% 257	1.47% 11	26.30% 197	749	2.16
j. Online collections	28.17% 211	23.23% 174	1.47% 11	47.13% 353	749	2.68
k. Online resources	30.20% 225	24.70% 184	1.34% 10	43.76% 326	745	2.59
l. Meeting rooms	23.90% 179	20.43% 153	1.47% 11	54.21% 406	749	2.86
m. Wi-Fi access	27.42% 204	16.40% 122	1.21% 9	54.97% 409	744	2.84

Q12 What is one improvement you believe should be made to the Staunton Public Library, if any?

Answered: 420 Skipped: 508

#	RESPONSES	DATE
1	First: I am a retired public librarian and have to say SPL is excellent! Great collections of books, DVDs and online resources. I attend 2 book groups. Going to the library makes me happy :) More space would be nice also a small private room for 2-4 people to meet.	6/17/2019 12:55 PM
2	Bathroom needed at upper picnic shelter	6/17/2019 12:48 PM
3	None	6/17/2019 12:26 PM
4	Move to expanded facilities	6/17/2019 12:13 PM
5	Too many older books are discarded to make room for newer of less value	6/17/2019 11:45 AM
6	More classes for seniors - great way to make new acquaintances :) !	6/17/2019 11:34 AM
7	friendlier people on the top floor. Basement (ground) wonderful	6/17/2019 11:15 AM
8	upon entering, perhaps a more 'spacious' feeling could be worked out? Organization?	6/17/2019 9:26 AM
9	library and people are very helpful	6/17/2019 8:43 AM
10	expand DVD collection	6/17/2019 8:04 AM
11	more book groups for seniors	6/17/2019 7:58 AM
12	more money for community outreach to let people know resources available	6/17/2019 7:44 AM
13	more comfortable furniture, especially the seating in the reading rooms - cushioned chair and small tables adjacent	6/17/2019 7:32 AM
14	great place to be	6/17/2019 7:24 AM
15	Am so glad to see the checkout area refinished. Looks great!	6/17/2019 7:02 AM
16	It seems fine, most adequate for the situation.	6/15/2019 10:36 AM
17	More after school programming for kids	6/15/2019 6:47 AM
18	Overall, a great place.	6/15/2019 3:37 AM
19	More adult education classes, but maybe I don't know about all of them.	6/14/2019 2:37 PM
20	More adult programming, please.	6/14/2019 1:37 PM
21	More space for sitting and reading, reconsideration of the layout of the space. The library overall and its staff is one of the gems of Staunton.	6/14/2019 11:43 AM
22	Addition of afternoon/evening scheduled programs for children	6/14/2019 11:26 AM
23	None	6/14/2019 11:00 AM
24	Better hours	6/14/2019 10:33 AM
25	Bigger community meeting room	6/14/2019 9:48 AM
26	Continue to increase collection of books on CD.	6/14/2019 9:16 AM
27	Renewing membership cards is a hassle	6/14/2019 7:47 AM
28	N/A	6/14/2019 7:33 AM
29	There should be a professional librarian out on each floor to assist patrons at all times. The staff could be more friendly and helpful, especially downstairs. There should be a children's reference desk and it should be staffed by professional librarians.	6/14/2019 7:32 AM

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30	Make the space more open and handicapped accessible. Unite the main floor stacks with the lower floor stacks instead of having a separate check out for the lower floor books.	6/14/2019 7:30 AM
31	Having actual librarians out on the floor and at the circulation desk downstairs. Friendlier staff.	6/14/2019 7:21 AM
32	Sunday hours all year	6/14/2019 7:08 AM
33	None.	6/14/2019 7:06 AM
34	NA	6/14/2019 6:56 AM
35	Maintain solid collection of excellent worthwhile books, not just so many of the same bestselling authors	6/13/2019 7:48 PM
36	Some people use it for a shelter	6/13/2019 12:39 PM
37	General maintenance and housekeeping	6/12/2019 6:03 PM
38	More programs for seniors ex.computer classes.	6/12/2019 4:49 AM
39	When renovations are finished I expect better seating	6/12/2019 2:03 AM
40	Kids toys lending.	6/11/2019 2:32 PM
41	n/a	6/11/2019 8:46 AM
42	Metal detector	6/10/2019 5:56 PM
43	Update the interior; expand physical collections.	6/10/2019 10:34 AM
44	Open all weekend	6/10/2019 3:30 AM
45	The homeless come there during the day. If they had someplace else to go for heat / air.	6/9/2019 10:47 PM
46	Longer times for dvd	6/9/2019 10:12 PM
47	More funding ,we love our library !	6/9/2019 5:58 PM
48	Na	6/9/2019 3:02 PM
49	Enlargement of spaces	6/9/2019 1:15 PM
50	Bigger meeting space, if possible	6/9/2019 12:35 PM
51	Remodeling/decorating. It looks exactly the same as it did 15 years ago. The only difference is the main desk has been moved and some sections rearranged.	6/9/2019 11:08 AM
52	I wish Sunday hours were year round.	6/9/2019 5:27 AM
53	More comfortable relaxed areas to work and meet.	6/9/2019 5:11 AM
54	Library is great!	6/8/2019 6:15 PM
55	N/A	6/8/2019 4:41 PM
56	-	6/8/2019 3:32 PM
57	Computer upgrades and couches like Augusta County library.	6/8/2019 2:27 PM
58	More online titles	6/8/2019 2:18 PM
59	Idk	6/8/2019 1:47 PM
60	More books	6/8/2019 11:49 AM
61	Expanding to make more room for study areas	6/8/2019 11:12 AM
62	Higher budget	6/8/2019 7:53 AM
63	More online books	6/8/2019 7:25 AM
64	More early childhood options	6/8/2019 6:36 AM
65	Online card renewal	6/8/2019 5:09 AM
66	Bigger collection	6/8/2019 3:50 AM
67	Don't go enough to make this comment	6/8/2019 3:36 AM
68	I think they should have more computers like a computer room maybe	6/8/2019 2:41 AM

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69	Harry potter is not a juvenile book, should be moved to ya	6/8/2019 2:19 AM
70	Maybe some kind of city wide get-together.... Make it fun to go there	6/7/2019 11:20 PM
71	The library is perfect already	6/7/2019 10:19 PM
72	More diversity in books	6/7/2019 8:43 PM
73	More programs for youth kids	6/7/2019 5:22 PM
74	More quiet reading areas	6/7/2019 4:46 PM
75	Not sure	6/7/2019 4:27 PM
76	Na	6/7/2019 2:55 PM
77	Couple more computers with access to the internet	6/7/2019 12:38 PM
78	Better movie selections	6/7/2019 12:12 PM
79	?	6/7/2019 12:11 PM
80	A easier guide of property records for residential houses	6/7/2019 7:21 AM
81	Seems to be doing very well to me.	6/7/2019 6:53 AM
82	Think it's good	6/7/2019 6:37 AM
83	more parking	6/6/2019 9:25 PM
84	Make the interior of the building more attractive and comfortable.	6/6/2019 9:22 PM
85	None	6/6/2019 8:06 PM
86	Loan out technology items, like free WiFi hotspots for people without home internet (if you don't already).	6/6/2019 7:49 PM
87	N/a	6/6/2019 6:06 PM
88	Allow me to check out materials at once regardless of what floor I have taken it from.	6/6/2019 5:39 PM
89	I don't borrow books but love the book sales	6/6/2019 5:26 PM
90	I think the children's library needs much improvement and should not be in the basement. Augusta's is far superior, with space, light, and more selection and activities and play areas. The outdoor playground is a bonus. Making a wonderful children's library is the first investment we should make. And then the city should do all it can to ensure free or affordable childcare for all children under 5.	6/6/2019 5:15 PM
91	None	6/6/2019 5:01 PM
92	keep the derelicts from congregating and making it unpleasant for others	6/6/2019 4:52 PM
93	Longer hours on Friday/Sat/Sunday year round.	6/6/2019 4:20 PM
94	More interactive youth programming. My child enjoyed the toddler time program, but it got boring and monotonous for him. He enjoys the stories but the kids aren't encouraged to play together much. There is a lot of parallel play after the stories where the kids play with puppets by themselves. I had hoped there would be more interaction among the children. I wish there were more activities such as arts and crafts, games, coloring, and music involved in the toddler time program.	6/6/2019 3:55 PM
95	N/A	6/6/2019 1:51 PM
96	None It's great thanks	6/6/2019 12:47 PM
97	More energetic children's programmers for the littles. Mother Goose is a snooze	6/6/2019 12:35 PM
98	Move the kids section to an area without other adults - the stacks creep me out down there. Too many places to lurk	6/6/2019 11:02 AM
99	Enlarge adult fiction collection.	6/6/2019 9:03 AM
100	Putting Fiction on main floor	6/6/2019 8:18 AM

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101	Can't think of anything specific; library is doing a very good job providing important community services on undoubtedly a limited budget. Perhaps a city-campaign to raise funds beyond the book sales.	6/6/2019 7:54 AM
102	None that I can think of I believe our focus should lie elsewhere away from the library	6/6/2019 6:51 AM
103	Access to JSTOR	6/6/2019 5:55 AM
104	More books about labor history, worker unions, anarchy	6/6/2019 5:33 AM
105	More activities	6/6/2019 5:20 AM
106	None I can think of	6/6/2019 4:54 AM
107	Sometimes the Children's Room helpers could be friendlier and more helpful of kids trying to be independent and check out themselves or ask questions. They mostly sit behind the desk while at other libraries in the county they are eager to help find a book or encourage.	6/6/2019 4:06 AM
108	N/A	6/6/2019 3:29 AM
109	None for me	6/6/2019 2:18 AM
110	More activities for children	6/5/2019 9:48 PM
111	Update if it's interior to make it more appealing.	6/5/2019 8:07 PM
112	None	6/5/2019 4:29 PM
113	Super high speed internet, more public computer work areas, more computers.	6/5/2019 3:24 PM
114	N/A	6/5/2019 3:22 PM
115	More strict age restrictions on programs. You get children often disrupt the older kids and distract them.	6/5/2019 2:39 PM
116	Better website navigation for ebook borrowing	6/5/2019 2:33 PM
117	most collections are old	6/5/2019 1:21 PM
118	The programs and things need to be mailed to the community so that we have a visual of things that are going to happen versus word of mouth and then you need to remember when and what is happening.	6/5/2019 12:58 PM
119	I wish Overdrive offered completed series! Luckily, I can usually borrow anything I need from the actual library	6/5/2019 12:53 PM
120	More private work space available like rooms at Waynesboro library	6/5/2019 12:34 PM
121	I don't frequent the Library, therefore i'm not prepared to make recommendations!	6/5/2019 12:22 PM
122	The new desk up front is a better location, but even the staff don't like it's layout, which doesn't make any sense.	6/5/2019 12:14 PM
123	Nothing. Great, friendly staff.	6/5/2019 12:03 PM
124	None	6/5/2019 11:46 AM
125	N/a	6/5/2019 11:32 AM
126	Traffic flow around the book drop off.	6/5/2019 10:51 AM
127	don't know	6/5/2019 10:50 AM
128	Would like to see an increase on the available audio books through the online channel. Frequently there are only 1 or 2 available books in a series.	6/5/2019 9:11 AM
129	i didn't see anything that needed improvement	6/5/2019 7:33 AM
130	don' know	6/5/2019 7:03 AM
131	More seating areas for work and research. Better use of space.	6/5/2019 7:00 AM
132	Area with comfortable chairs to sit and read.	6/5/2019 6:57 AM
133	new copier	6/5/2019 6:56 AM
134	Change in hours	6/5/2019 6:12 AM

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135	More comfortable seating on first floor	6/5/2019 5:54 AM
136	None, one of the best I've seen	6/5/2019 5:48 AM
137	There should be more seating for study and reading. However, the big problem is that the seating is never cleaned and smells bad. Honestly, most of the seats in the periodicals room smell like people who do not wash. I always take spray.	6/5/2019 5:06 AM
138	Update	6/3/2019 4:38 PM
139	Comfortable adult reading area	6/3/2019 7:06 AM
140	Better seating (comfy collections of seats) to just sit and read or browse.	6/2/2019 5:31 PM
141	I'm happy with the library and services. I am retired faculty from JMU, so I use their electronic resources and collections, in addition to the SPL, so I'm not the best person to ask this question.	6/2/2019 4:27 PM
142	expand what is available in the way of materials to check out, replace what does not get returned and improve the quality of the material itself when damaged	6/2/2019 3:03 PM
143	I don't use the Staunton library because they turned me over to collections for late fees.	6/2/2019 2:26 PM
144	Do not use the library.	6/1/2019 8:31 AM
145	Open second floor with accessible wifi for more work spaces	6/1/2019 7:49 AM
146	more special interest magazines	6/1/2019 6:50 AM
147	none	6/1/2019 4:44 AM
148	as a local author of 14 books with a "real" publisher--MacFarland--, it would be nice if they carried my book. I was told in the past to donate them if i wanted that to happen. No, that is not how a library should operate, I have also offer to give lectures as well, and after leaving my contact information was never contacted. And yet, I remain a friend of the Library because I believe in the institution, not the current administration.	6/1/2019 3:46 AM
149	None	5/31/2019 6:10 PM
150	Programming waxes and wanes, it brings the community in	5/31/2019 5:51 PM
151	Would love to see more ebooks and audible books with shorter wait list	5/31/2019 12:40 PM
152	Nothing at this time!	5/31/2019 11:18 AM
153	More private seating	5/31/2019 5:19 AM
154	I don't personally like paperbacks so hard back books would be better	5/31/2019 1:30 AM
155	More than 1 copy of a book	5/30/2019 11:03 PM
156	I love the library; please keep the books current and available.	5/30/2019 1:08 PM
157	Uodate video collection	5/30/2019 1:02 PM
158	Give the outstanding staff a raise!	5/30/2019 11:34 AM
159	A more comfortable and welcoming environment. Staff is great, but the atmosphere is lacking.	5/30/2019 6:07 AM
160	None	5/29/2019 3:14 PM
161	A Quiet Room.	5/29/2019 12:42 PM
162	More study space	5/28/2019 2:21 PM
163	none	5/27/2019 9:54 AM
164	Limited Sunday hours (12:00 or 1:00 until 5:00) all year.	5/27/2019 7:14 AM
165	New management! Unconscionable that library direction allowed one employee's dissatisfaction to end the career of another without regard for a diagnosed mental health condition. Probable ADA violation. At the very least mediation would have been a best practice. Lack of professionalism!	5/27/2019 5:55 AM
166	Just keep it going.	5/26/2019 4:20 AM
167	Looks like the needed improvements are happening!	5/25/2019 10:45 AM
168	Better online audiobooks,	5/25/2019 8:54 AM

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169	Better access for elderly and handicapped who can't reach top shelves or the lowest shelves	5/25/2019 6:22 AM
170	don't know	5/25/2019 3:50 AM
171	Expand audiobook availability through Libby	5/24/2019 3:06 PM
172	For the staff to set the example of being quiet in the library.	5/23/2019 8:04 AM
173	none at this time	5/23/2019 6:29 AM
174	Handicap parking gets you to the building but once in the building you have to walk up or down stairs. That needs to be changed.	5/22/2019 7:07 PM
175	Promote local authors and programs	5/22/2019 10:38 AM
176	parking	5/22/2019 8:49 AM
177	NA	5/22/2019 5:35 AM
178	Maybe a playground	5/21/2019 6:00 PM
179	More weekend events for families.	5/21/2019 5:32 PM
180	More modern spaces	5/20/2019 4:34 PM
181	Parking could be better	5/20/2019 10:39 AM
182	None	5/20/2019 10:23 AM
183	more comfortable and available seating	5/20/2019 7:14 AM
184	Complete the renovations from the space study done Year's ago.	5/18/2019 10:08 AM
185	I'd love to see more online resources (e.g. programs to learn Spanish) and an easier/more obvious way to request materials that the library doesn't have	5/18/2019 9:19 AM
186	N/a	5/18/2019 5:06 AM
187	None	5/17/2019 2:16 PM
188	More music enrichment	5/17/2019 10:16 AM
189	My family really enjoys the children's programs. Any expansion of those would be welcome.	5/17/2019 7:41 AM
190	More public events	5/17/2019 7:24 AM
191	none	5/17/2019 6:44 AM
192	?	5/16/2019 2:11 PM
193	None	5/16/2019 1:43 PM
194	can't think of anything at the moment	5/16/2019 12:28 PM
195	more public computers	5/16/2019 12:25 PM
196	Satisfied	5/16/2019 6:24 AM
197	I am satisfied with it.	5/16/2019 5:39 AM
198	None	5/15/2019 3:29 PM
199	rearrangement of total facility	5/15/2019 1:57 PM
200	Better (greater) selection of e-books	5/15/2019 12:35 PM
201	Don't use it enough to comment	5/15/2019 12:16 PM
202	Significant remodeling is needed. There was a plan that seems to have been abandoned. It is unattractive, uncomfortable, and not inviting.	5/15/2019 12:14 PM
203	More copies of new best sellers - the wait can be really long for anything new/popular.	5/15/2019 11:34 AM
204	increase online materials ie online videos and downloadable books	5/15/2019 9:57 AM
205	Open more hours.	5/15/2019 9:07 AM
206	none	5/15/2019 8:21 AM

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207	Comfortable seating/reading spaces such as the main Augusta Co. Library in Fishersville (their's is great). Also more welcoming attitudes by library personnel would also be in improvement.	5/15/2019 8:15 AM
208	Keep it open on Sunday afternoons year-round.	5/14/2019 11:48 AM
209	It needs updating desperately	5/14/2019 10:05 AM
210	None at this time	5/14/2019 7:01 AM
211	New building	5/13/2019 6:02 PM
212	Add occasional children's programming during school breaks. That's the only time some parents' work schedules allow them to go.	5/13/2019 5:04 PM
213	Better search engine for kids to find recommendations for books they might like. Link up library catalog to Amazon or Goodreads to help kids find books and recommendations, rather than just walking through the stacks.	5/13/2019 9:46 AM
214	Expanded children's activities	5/13/2019 9:03 AM
215	Increase collections. More up to date travel resources	5/13/2019 6:24 AM
216	I think the library is perfect, the librarians there are so helpful and kind to me.	5/13/2019 6:07 AM
217	Continue to meet the public needs.	5/12/2019 5:20 PM
218	More private spots for reading and studying	5/12/2019 7:42 AM
219	layout could be more functional	5/11/2019 2:55 PM
220	Continue to upgrade facilities and technologies but currently good	5/11/2019 9:00 AM
221	None	5/11/2019 8:50 AM
222	I can't think of one.	5/11/2019 8:11 AM
223	Just needs a little updating more digitalstuff	5/10/2019 9:01 PM
224	none	5/9/2019 4:10 AM
225	It would be nice if we inter-library loan extended to the UVA or JMU libraries. I understand this may not be possible.	5/8/2019 11:02 AM
226	More space for books. The organization is a little bit like a maze.	5/8/2019 6:36 AM
227	more books	5/7/2019 2:18 PM
228	Consolidation of adult materials on one floor	5/7/2019 1:22 PM
229	Better display of new books	5/6/2019 2:17 PM
230	more ebooks and more paper books	5/6/2019 12:14 PM
231	Better seating in meeting rooms and more meeting rooms.	5/6/2019 8:23 AM
232	N/A	5/6/2019 7:06 AM
233	None	5/6/2019 6:36 AM
234	Can't think of anything to suggest.	5/6/2019 5:31 AM
235	Many of us like books we can hold in our hands. Do not get carried away with electronic media at the loss of books!	5/5/2019 10:06 AM
236	I don't use the Library	5/5/2019 8:02 AM
237	extended hours	5/4/2019 10:38 AM
238	I love the new location for the main floor desk! I think it would benefit the library to have more full time employees.	5/4/2019 3:36 AM
239	Add a coffee shop	5/3/2019 5:08 PM
240	Don't know exactly. Overall it is good. The biggest problem Staunton has right now is the gripes with the Historical Preservation Committee. People simply can't afford to fix up their house to the historical specs required.	5/3/2019 11:42 AM
241	I think you are doing very well given your space restrictions.	5/3/2019 4:18 AM

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242	Nothing	5/2/2019 1:41 PM
243	I hope the library will be open on Sundays this summer.	5/2/2019 12:40 PM
244	Front stairs are too steep. Trip over them more often than not.	5/2/2019 10:57 AM
245	Adult fiction moved to main floor.	5/2/2019 8:32 AM
246	Don't know.	5/2/2019 5:29 AM
247	I'll know better when I retire.	5/2/2019 5:10 AM
248	More events should be held there.	5/1/2019 5:01 PM
249	A more dynamic Mother Goose story time.	5/1/2019 12:50 PM
250	To be able to reserve a room for a monthly meeting. Having a room one month and not the next isn't good.	5/1/2019 11:38 AM
251	newer editions	4/30/2019 5:21 PM
252	We have been very satisfied with the library. It's a great facility for a city the size of Staunton.	4/30/2019 5:09 PM
253	No idea	4/30/2019 4:35 PM
254	longer borrowing times would be nice, especially with books which take a while to read	4/30/2019 3:42 PM
255	Furniture face lift upstairs	4/30/2019 12:05 PM
256	none	4/30/2019 4:21 AM
257	The Public Library is amazing. One suggestion would be for it to become more of a meeting space for the community. For example, it would be great if the Public Library had more meeting space for nonprofit organizations to hold meetings on a regular basis.	4/30/2019 4:19 AM
258	More online, ebooks to download.	4/30/2019 3:33 AM
259	More availability of ebooks	4/30/2019 3:31 AM
260	,	4/29/2019 5:16 PM
261	None	4/29/2019 4:00 PM
262	Most books are tremendously old. Newer publications.	4/29/2019 3:20 PM
263	A new library building would be ideal because the current building is too small in my opinion.	4/29/2019 2:30 PM
264	More fiction - depth as opposed to new.	4/29/2019 2:22 PM
265	Remodel, it is rather musty. I use the library in Fishersville most of the time.	4/29/2019 1:15 PM
266	Longer Sunday hours.	4/29/2019 11:00 AM
267	we need a new library	4/29/2019 8:38 AM
268	N/A	4/29/2019 4:14 AM
269	At times, new resources (books, et al.) are listed in the collection of the Waynesboro or Augusta County libraries, but not at Staunton. Totally agree that the inter-library courier makes this a minor problem, and there's no reason for endless duplication of services. However, I've wondered whether Staunton's library budget forces it to be more dependent on other libraries in the Valley Libraries system?	4/28/2019 1:59 PM
270	City support to continue present efforts to rearrange library	4/28/2019 3:34 AM
271	The library is awesome. I particularly value the children's area and play space along with programming for children. Fantastic.	4/27/2019 4:15 PM
272	Sunday hours	4/27/2019 1:46 PM
273	na	4/27/2019 5:30 AM
274	Cleanliness	4/26/2019 7:32 PM
275	It is unfortunate that one has to check out of top before going to the bottom or vice versa. It could be solved easily with a dumb waiter that would take the books to the front desk We are older and do not use the facility as much as we did when our children were young.	4/26/2019 12:52 PM

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276	More reading materials.	4/26/2019 9:43 AM
277	More current book releases: more advertising regarding programs held at the library	4/25/2019 4:12 PM
278	Opportunities to recommend books to others, by category -- such as good new mysteries.	4/24/2019 12:37 PM
279	I think I might expand the DVD section. Overall the Library does an excellent job of serving the public, I am grateful for the library	4/24/2019 11:13 AM
280	More crafting for adults.	4/24/2019 8:32 AM
281	OK as is	4/23/2019 4:22 PM
282	Nothing I can identity	4/23/2019 8:54 AM
283	I wish the fiction section was upstairs. Not comfortable with steps nor feeling like I'm in the basement when looking for something to read. It is a bit stifling.	4/23/2019 5:21 AM
284	More individual desks outside the quiet room. Sometimes the room fills, and it would be nice to have some desks near windows.	4/22/2019 5:11 PM
285	More youth programs on the weekends	4/22/2019 1:06 PM
286	improvement	4/22/2019 7:02 AM
287	None	4/22/2019 5:48 AM
288	The library should promote itself even more to the public. There is so much there and so much they do and most people just don't know about it.	4/22/2019 5:19 AM
289	Childrens programs for toddlers need improvement	4/22/2019 4:38 AM
290	None	4/22/2019 3:12 AM
291	I don't use the library.	4/22/2019 2:52 AM
292	Youth programs later in the day or on weekends. With school, it is difficult to make 3:30-4:00 programs.	4/21/2019 3:40 PM
293	Nothing	4/21/2019 2:04 PM
294	I don't know	4/21/2019 1:37 PM
295	I don't know how I would improve. The resources I use are good.	4/21/2019 1:36 PM
296	Don't know - do not use	4/21/2019 12:54 PM
297	A kids option when a family has multiple ages, more homeschool directed programs during the week days.	4/21/2019 10:59 AM
298	More seating.	4/21/2019 9:53 AM
299	n/a	4/21/2019 6:56 AM
300	The building was a school and the space allocation for a library is different. The library needs a building that's designed as a library from the start.	4/20/2019 10:49 AM
301	No ideas	4/20/2019 9:21 AM
302	The meeting rooms could use an update and there should be a way to sign up for them online.	4/20/2019 8:42 AM
303	Capitalize the needs of adult students at MBC, as MBC does not seem inclined to do so on their own.	4/19/2019 8:09 PM
304	more welcome easy entrance.	4/19/2019 5:19 PM
305	expansion of the historical sections (not for checkout)	4/19/2019 4:49 PM
306	I think the online materials and resources (E books, etc.) are very scattered and difficult to use. I would like some of the materials streamlined into fewer online portals	4/19/2019 9:56 AM
307	Seem like it's running smoothly. ..staff is very friendly and helpful	4/19/2019 9:36 AM
308	I enjoy the library and have seen the programs to be very productive. Great book sales and volunteering options. Later hours if used	4/19/2019 6:43 AM

Citizen Survey 2019

309	I would love to see the adult fiction and genre sections moved upstairs eventually. I think the nonfiction sections that begin with religion, etc. are in a prime spot straight ahead from the door and it doesn't make a lot of sense to me. I would keep new nonfiction and history and biography upstairs if you had room but in general I think it's awkward the way the collections are divided between floors.	4/19/2019 3:54 AM
310	Can't think of any. Has good collections, and offers excellent programs.	4/19/2019 3:42 AM
311	Don't know	4/18/2019 7:05 PM
312	More audio books in the Sci-Fi & Fantasy genre.	4/18/2019 3:23 PM
313	n/a	4/18/2019 2:28 PM
314	N/a	4/18/2019 2:03 PM
315	Nothing	4/18/2019 12:43 PM
316	More meeting and group discussion space	4/18/2019 10:31 AM
317	N/a	4/18/2019 9:41 AM
318	full digital catalog	4/18/2019 9:35 AM
319	I can not think of anything	4/18/2019 8:19 AM
320	NA	4/18/2019 6:39 AM
321	Increase library funding in order for more community groups (such as A.A., etc.) to have access to the facility for meeting purposes.	4/18/2019 6:13 AM
322	More online options	4/18/2019 5:49 AM
323	More variety in books-on-tape.	4/18/2019 4:25 AM
324	?	4/18/2019 12:41 AM
325	Can't think of anything to improve	4/17/2019 7:27 PM
326	New building or expanded buildinh	4/17/2019 6:03 PM
327	Don't know.	4/17/2019 3:28 PM
328	Children's room should not be in the basement with heavy florescent lights. It should be in a bright, naturally-lit area with views of trees and perhaps access to an outdoor.seating area. The current area is fine, but does not make we want to sit with children and read.	4/17/2019 2:07 PM
329	Better local history section.	4/17/2019 2:01 PM
330	The library has benefited greatly from leadership of Ms. Skrobis. City would do well to fund her priorities.	4/17/2019 1:37 PM
331	Keep doing what you are doing.	4/17/2019 12:05 PM
332	I cannot think of one	4/17/2019 11:56 AM
333	Remodeling (painting, more convenient electrical outlets in meeting rooms, some of the furnishings/shelving need to be replaced, etc.)	4/17/2019 10:50 AM
334	I do not visit the library.	4/17/2019 9:07 AM
335	I just don't like the building at all. I really miss the last building. It doesn't have that feel the prior library had. I would prefer the adult fiction be upstairs and move the YA downstairs.	4/17/2019 8:46 AM
336	It would be really nice, for families that would like to take advantage of the public library but maybe can't get over there often due to schedules / lack of transportation, if there was more available online that is accessible from home.	4/17/2019 8:25 AM
337	Changes that are being made currently are excellent-comfortable seating areas and new layout. Love the self checkout too!	4/17/2019 8:17 AM
338	It's a wonderful library!!	4/17/2019 8:08 AM
339	better parking and accessibility for older adults	4/17/2019 7:35 AM
340	Haven't been yet.	4/17/2019 7:05 AM

Citizen Survey 2019

341	none	4/17/2019 7:03 AM
342	I feel like there are great programs for young children and for teens, but fewer for kids aged 6-12.	4/17/2019 6:56 AM
343	n/a	4/17/2019 6:41 AM
344	Have it updated to be more modern and flow friendly Allowing a smaller meeting room for smaller groups usage	4/17/2019 6:36 AM
345	Nothing	4/17/2019 6:35 AM
346	More pre-k - **elementary age** activities/storytimes.	4/17/2019 5:25 AM
347	NA	4/17/2019 5:03 AM
348	Parking lot needs to be one way in a circle.	4/17/2019 3:58 AM
349	coffee bar	4/17/2019 2:21 AM
350	Stay current won't more than 1 copy	4/16/2019 10:57 PM
351	I find the organization of early readers difficult to navigate. I had an easier time finding books organized by level at Wboro and Fishersville.	4/16/2019 7:40 PM
352	I have not been to the library for a very long time, but what i had seen was very nice. If it were me i would make a little section that was a training center for life, for people with nothing to guide them, in many ways, how to, problem solving, how to buy a home, what to expect, how to sew, how to basic's, what am i good at? Stuff that would really help people, maybe a nice idea, but not a good idea???	4/16/2019 7:07 PM
353	I wish they had children's events later than 3:45 in the evenings. We can't get there in time.	4/16/2019 6:35 PM
354	N/a	4/16/2019 6:16 PM
355	public should made more aware of what the facility has to offer	4/16/2019 5:15 PM
356	none	4/16/2019 5:09 PM
357	Our library is fully adequate and well stocked. The grounds are beautiful and well maintained.	4/16/2019 5:08 PM
358	Keep Sunday hours all year long	4/16/2019 4:52 PM
359	The layout can be a bit confusing, but that's a drawback of an old building. I'd like to see more e-books for checkout	4/16/2019 4:51 PM
360	Even more books! :) I can't always find what I want, but I always find what I need.	4/16/2019 4:27 PM
361	More welcoming, warm, comfortable spaces	4/16/2019 4:08 PM
362	N/A	4/16/2019 3:28 PM
363	Better parking.	4/16/2019 3:18 PM
364	More parking, and the entrance and exits are sometimes very unsafe with on coming traffic on the side streets	4/16/2019 3:11 PM
365	None	4/16/2019 1:49 PM
366	When looking up book locations while at the library, I have found the computer to be very slow.	4/16/2019 11:45 AM
367	It just seems very chopped up inside and confusing.	4/16/2019 10:40 AM
368	I would appreciate a private meeting room for a group of 4-6	4/16/2019 9:41 AM
369	All good	4/16/2019 8:47 AM
370	Maybe a branch in the west end	4/16/2019 8:41 AM
371	The library is great.	4/16/2019 8:39 AM
372	I LOVE the online collections and resources, and would love to see those expanded - especially those items that you can access through the Libby app (like audiobooks).	4/16/2019 8:11 AM
373	Larger on line book collection	4/16/2019 7:54 AM
374	None.	4/16/2019 7:33 AM

Citizen Survey 2019

375	I wish the children's programs started later. They usually begin 4, just as my son is just getting off the bus. We've never made it in for one unless it is on a Sunday.	4/16/2019 7:26 AM
376	More seating areas for adults to comfortably sit and read or use WiFi	4/16/2019 6:56 AM
377	N/A	4/16/2019 6:47 AM
378	N/A	4/16/2019 6:40 AM
379	Teenage activities	4/16/2019 6:23 AM
380	Na	4/16/2019 6:19 AM
381	NONE	4/16/2019 6:16 AM
382	N/A	4/16/2019 5:13 AM
383	Needs more space	4/16/2019 4:55 AM
384	The staff is fantastic!! I love the collections (provided through Valley Connection and joint cataloging). Please do not limit the budget in the library!!!	4/16/2019 4:42 AM
385	Better hours	4/16/2019 4:19 AM
386	No comment. Facility is great for our needs.	4/16/2019 4:17 AM
387	Revamp new book are to keep books on new book shelf for a longer period	4/16/2019 3:44 AM
388	Expand current book collections	4/16/2019 1:19 AM
389	The entrances are difficult	4/15/2019 7:37 PM
390	Loitering to be decreased	4/15/2019 7:24 PM
391	Get a new library!	4/15/2019 7:01 PM
392	Continue to expand resources and provide more areas for research not in public flow.	4/15/2019 6:53 PM
393	Upgrade science reference materials.	4/15/2019 6:26 PM
394	Make it larger	4/15/2019 6:19 PM
395	more handicapped parking	4/15/2019 6:08 PM
396	Expansion and an increase in the book capacity would be nice.	4/15/2019 6:02 PM
397	Have better access to materials outside of the valley library (interlibrary loan)	4/15/2019 5:58 PM
398	Unknown	4/15/2019 5:57 PM
399	More quiet space.	4/15/2019 5:36 PM
400	Sidewalks in areas frequently used for foot traffic. Bike lanes would be a huge improvement. Cyclist should have a safe place to ride that does not impede traffic flow.	4/15/2019 5:25 PM
401	Handicapped access	4/15/2019 5:21 PM
402	Modernize.....	4/15/2019 5:09 PM
403	I believe the Library is excellent and any changes should come from the people that work there.	4/15/2019 4:03 PM
404	None	4/15/2019 3:55 PM
405	Additional handicap entrance	4/15/2019 2:56 PM
406	Layout and updating to the building	4/15/2019 2:26 PM
407	More space both for the books and for the overall architectural feel and atmosphere.	4/15/2019 1:04 PM
408	I can't think of any	4/15/2019 12:36 PM
409	none	4/15/2019 11:46 AM
410	None	4/15/2019 11:39 AM
411	Bring the children's library out of the basement. Move the books away from the walls, so seating can be near windows.	4/15/2019 11:20 AM
412	Clean up outside	4/15/2019 11:16 AM

Citizen Survey 2019

413	Senior programs.	4/15/2019 10:40 AM
414	Better pedestrian approach from west/south	4/15/2019 10:39 AM
415	Public computers and Wifi access should be password-protected to protect computer security.	4/15/2019 10:05 AM
416	I love our library!	4/15/2019 8:05 AM
417	Perhaps the staff could be reminded to be more sensitive in their interactions w/others and avoid the appearance of being bothered with questions.	4/15/2019 6:54 AM
418	Even more programming!	4/15/2019 4:48 AM
419	Better access	4/15/2019 4:37 AM
420	Coffee dispenser	4/15/2019 4:11 AM

Q13 If you have not used the library in the last 12 months, please tell us why.

Answered: 348 Skipped: 580

#	RESPONSES	DATE
1	I buy books from yard sales at a very low cost, then I donate them	6/17/2019 12:48 PM
2	did not need it	6/17/2019 12:39 PM
3	I've been in the past 12 months	6/17/2019 12:26 PM
4	I don't drive and I have no internet	6/17/2019 8:43 AM
5	Not applicable. I just used it.	6/15/2019 10:36 AM
6	Buy used books	6/14/2019 2:43 PM
7	N/A	6/14/2019 2:37 PM
8	Buy my own books	6/14/2019 1:28 PM
9	buy my books	6/14/2019 11:18 AM
10	Poor hours	6/14/2019 10:33 AM
11	We use our home computer for our needs	6/14/2019 10:02 AM
12	I use the library weekly.	6/14/2019 9:16 AM
13	Don't know	6/14/2019 9:07 AM
14	No particular reason.	6/14/2019 7:33 AM
15	N/A	6/14/2019 7:30 AM
16	Na	6/14/2019 7:21 AM
17	Haven't thought about it.	6/14/2019 7:12 AM
18	NA	6/14/2019 6:56 AM
19	Use online	6/14/2019 6:43 AM
20	E books	6/14/2019 6:35 AM
21	I want to! I keep forgetting to go and get a library card. Really, there's no excuse and I will go now. Thanks for the reminder, citizen survey!	6/14/2019 6:33 AM
22	been busy	6/14/2019 4:48 AM
23	All resourses at library are available at home.	6/13/2019 6:49 AM
24	Time! Need to get over there!	6/12/2019 10:21 AM
25	Have not need to.	6/12/2019 8:44 AM
26	Weirdos come and go	6/10/2019 5:56 PM
27	We love the library and use it frequently, especially the children's section.	6/10/2019 10:34 AM
28	Not a reader	6/10/2019 9:52 AM
29	Not due to anything with the library just don't ever have time	6/10/2019 3:58 AM
30	I buy the books I want to read.	6/10/2019 3:30 AM
31	I have	6/9/2019 10:12 PM
32	Na	6/9/2019 3:02 PM
33	No need to	6/9/2019 1:55 PM

Citizen Survey 2019

34	Too busy	6/9/2019 1:16 PM
35	Haven't had the need.	6/8/2019 11:16 PM
36	Use school library	6/8/2019 7:46 PM
37	no need	6/8/2019 6:26 PM
38	No need	6/8/2019 4:41 PM
39	Didn't need to	6/8/2019 1:47 PM
40	N/a	6/8/2019 11:49 AM
41	We use it all the time	6/8/2019 6:36 AM
42	Honestly I forget we have a library so that's why I never go. Used to go a lot	6/8/2019 3:36 AM
43	N/a	6/8/2019 2:19 AM
44	No need to	6/8/2019 1:11 AM
45	Unfortunately, it's 2019..... Its outdated	6/7/2019 11:20 PM
46	Ebooks	6/7/2019 10:34 PM
47	N/A	6/7/2019 8:43 PM
48	No time	6/7/2019 6:52 PM
49	I have used it	6/7/2019 4:46 PM
50	Not applicable	6/7/2019 4:27 PM
51	No need in the last 12 months	6/7/2019 3:41 PM
52	Nothing needed there.	6/7/2019 3:18 PM
53	N/A	6/7/2019 2:55 PM
54	N/A	6/7/2019 2:32 PM
55	Currently work at a school with its own library.	6/7/2019 2:31 PM
56	Haven't needed it recently.	6/7/2019 12:11 PM
57	Mostly use internet	6/7/2019 11:00 AM
58	No time	6/7/2019 8:03 AM
59	No need	6/7/2019 6:37 AM
60	N/A	6/6/2019 10:44 PM
61	Busy middle aged person working, kids with activities and volunteering tons of hours per week In community	6/6/2019 6:06 PM
62	Na	6/6/2019 5:26 PM
63	N/A.	6/6/2019 4:20 PM
64	Just never go.	6/6/2019 2:56 PM
65	N/A	6/6/2019 1:51 PM
66	Just do not use it.	6/6/2019 10:29 AM
67	Order books online	6/6/2019 7:06 AM
68	I'm just busy. Im the mom of an infant with high medical needs so I dont do grocery shopping often more or less to the library	6/6/2019 6:51 AM
69	No need.	6/6/2019 6:24 AM
70	N/A	6/6/2019 5:20 AM
71	Just haven't had time. I do love the library when I go there.	6/6/2019 3:49 AM
72	N/A	6/6/2019 3:29 AM

Citizen Survey 2019

73	No need. We haven't read many books over the past year, but should!	6/5/2019 7:27 PM
74	Just starting a family - certainly plan to use the library in the near future	6/5/2019 5:39 PM
75	N/a	6/5/2019 4:29 PM
76	Difficult hours, not enough resources, not enough work areas.	6/5/2019 3:24 PM
77	I have used the library in the past 12 months.	6/5/2019 3:22 PM
78	No interest.	6/5/2019 3:10 PM
79	Library is getting outdated for this time period.	6/5/2019 3:07 PM
80	I have no reason to go	6/5/2019 2:59 PM
81	Have other resources	6/5/2019 12:40 PM
82	No resources I needed	6/5/2019 12:34 PM
83	I don't have a need.	6/5/2019 12:22 PM
84	n/a	6/5/2019 12:14 PM
85	N/A	6/5/2019 10:51 AM
86	n/a	6/5/2019 10:50 AM
87	Time, convenience. I also have access to online library services through my work with a college/university	6/5/2019 7:43 AM
88	i didn't need to	6/5/2019 7:33 AM
89	Moved to Waynesboro, but rent out my property in Staunton.	6/5/2019 7:03 AM
90	Because the Augusta Co. library is on my way home from work.	6/5/2019 7:03 AM
91	No need	6/5/2019 6:35 AM
92	I dont really like to read. Everything I need can be found online.	6/5/2019 6:10 AM
93	Just haven't had the time.	6/5/2019 5:55 AM
94	N/A	6/5/2019 5:48 AM
95	Haven't had a need since we moved here	6/5/2019 5:43 AM
96	Haven't had a need to.	6/4/2019 9:04 AM
97	NA	6/3/2019 7:06 AM
98	n/a use it frequently	6/2/2019 3:03 PM
99	Because, they turned me over to collections over late fees which I think is ridiculous. If materials are returned, financial repercussions should be negligible, not inhibitory and used as an intimidation factor.	6/2/2019 2:26 PM
100	We buy our books and read newspapers and books at home, mostly with kindle or online	6/2/2019 1:14 PM
101	No need	6/2/2019 11:13 AM
102	no need	6/2/2019 10:10 AM
103	JUST SIMPLY LACK OF FREE TIME; WE HAVE AN EXCELLENT LIBRARY	6/1/2019 7:48 PM
104	Do not have the need for the services offered.	6/1/2019 8:31 AM
105	Internet access; therefore, do not feel the need to go	6/1/2019 6:22 AM
106	Prefer to use internet. Also, purchase used books at a very low cost. Wife uses Kindle.	6/1/2019 3:47 AM
107	N/A	5/31/2019 6:10 PM
108	Meetings	5/31/2019 4:24 PM
109	Have been meaning to but just haven't gotten around to it	5/31/2019 10:11 AM
110	N/A	5/30/2019 11:03 PM
111	Nothing I need	5/30/2019 1:17 PM

Citizen Survey 2019

112	Have not had time	5/30/2019 1:05 PM
113	N/A	5/29/2019 3:14 PM
114	We just moved her 6 months ago and have not yet gone to the library, but we intend to.	5/29/2019 5:31 AM
115	Everything that you want is online .	5/28/2019 6:04 PM
116	I use the library to checkout resources but would use it more if there was more space to study & work in private areas as opposed to out in the open	5/28/2019 2:21 PM
117	Just not in my routine...	5/28/2019 12:21 AM
118	Use computer or iPad	5/27/2019 3:17 PM
119	I have no need to right now	5/27/2019 9:54 AM
120	I have internet and the majority of my reading is on my tablet	5/27/2019 1:54 AM
121	N/A	5/25/2019 6:22 AM
122	N/a	5/25/2019 3:50 AM
123	haven't had the need	5/24/2019 6:32 PM
124	No reason to	5/24/2019 7:43 AM
125	We have not needed it. Our children are all in college	5/23/2019 7:43 AM
126	Busy life...I anticipate reading more in future!	5/23/2019 6:29 AM
127	Too busy to get there and haven't need it.	5/22/2019 8:49 AM
128	I have	5/21/2019 6:00 PM
129	Not applicable.	5/21/2019 5:32 PM
130	have internet service in home	5/21/2019 3:44 PM
131	Have no need to	5/21/2019 5:04 AM
132	Even though the library is only one block away, the desire to check out a book has yet to materialize.	5/20/2019 5:25 PM
133	I am there weekly	5/20/2019 10:23 AM
134	I use the County Library. More comfortable & accessible than city.	5/20/2019 5:29 AM
135	Access at work already	5/19/2019 12:23 PM
136	Research on line.	5/18/2019 10:46 AM
137	Work at the Augusta County Library	5/18/2019 10:08 AM
138	n/a	5/18/2019 5:06 AM
139	Does not apply	5/17/2019 2:16 PM
140	no time	5/17/2019 12:53 PM
141	N/A	5/17/2019 7:41 AM
142	I have	5/17/2019 7:24 AM
143	Have internet at home, don't read as many books as I used to.	5/16/2019 4:43 PM
144	I have internet in my own apartment, and I haven't had leisure time for reading, watching movies, or watching tv shows that I could rent from the library.	5/16/2019 2:20 PM
145	No need	5/16/2019 2:11 PM
146	N/a	5/16/2019 1:43 PM
147	No need	5/16/2019 9:22 AM
148	We do!	5/16/2019 6:24 AM

Citizen Survey 2019

149	I was taking cancer treatments and it has been hard to get out but I am better now. I have a lot of reading material at home and do not need to go to the library for books. I would like to go and check out the movies. Thank you for the nudge.	5/15/2019 4:07 PM
150	I get most of my reading materials online.	5/15/2019 3:21 PM
151	We tend to purchase books at the local booksellers or we download onto our devises to read.	5/15/2019 1:22 PM
152	No needs.	5/15/2019 11:08 AM
153	disabled , have computer,internet	5/15/2019 10:21 AM
154	If I want to read,I purchase my own books.	5/15/2019 9:56 AM
155	na	5/15/2019 9:07 AM
156	I am in the library weekly.	5/14/2019 11:48 AM
157	I use it a lot!	5/14/2019 10:05 AM
158	"reading room" read local paper	5/14/2019 7:01 AM
159	N/A. I have used the library in the last 12 months (most recently, yesterday!)	5/11/2019 8:11 AM
160	Easy to get what I need online	5/9/2019 5:46 PM
161	No time.	5/9/2019 5:06 PM
162	not a priority	5/8/2019 1:10 PM
163	just haven't	5/8/2019 9:45 AM
164	N/a	5/8/2019 6:36 AM
165	Internet in sufficient and Amazon books	5/8/2019 6:15 AM
166	Illness	5/7/2019 4:52 AM
167	N/A	5/6/2019 7:06 AM
168	Use county library as I pass going to work	5/6/2019 6:36 AM
169	Use it frequently.	5/6/2019 5:31 AM
170	No good excuse, just have not done it, but hope to in the future.	5/5/2019 4:17 PM
171	no need	5/5/2019 12:23 PM
172	No need to use	5/5/2019 8:02 AM
173	Access to online materials	5/4/2019 10:09 AM
174	Don't read	5/3/2019 4:57 PM
175	No...I go about once a week.	5/3/2019 11:42 AM
176	out of the way	5/3/2019 9:09 AM
177	Used the computer and borrowed a dvd.	5/3/2019 4:18 AM
178	I use other services	5/3/2019 3:33 AM
179	I haven't had the need. I do most things online.	5/2/2019 4:20 PM
180	No needed resource	5/2/2019 1:42 PM
181	No need in this age to use a library.	5/2/2019 5:29 AM
182	Prefer to purchase books and be able to keep them if I so desire.	5/2/2019 5:13 AM
183	Still working full time and too busy in the evenings with other responsibilities.	5/2/2019 5:10 AM
184	I tried to use online borrowing of books and never was able to get one so I just quit trying. I don't need your library.	5/1/2019 11:38 AM
185	No need	4/30/2019 4:35 PM
186	n-a	4/30/2019 3:42 PM
187	Not convenient parking too hard to get to the location.	4/30/2019 1:28 PM

Citizen Survey 2019

188	Never had a reason to go.	4/30/2019 1:11 PM
189	I haven't had the need.	4/30/2019 6:03 AM
190	mostly check out books online which is very convenient	4/30/2019 4:21 AM
191	N/A	4/30/2019 4:19 AM
192	Use church library.	4/29/2019 5:39 PM
193	Don't need it.	4/29/2019 5:16 PM
194	NA	4/29/2019 4:00 PM
195	I used to visit quite frequently, but have had other interest recently.	4/29/2019 10:54 AM
196	Did not have a reason to go in.	4/29/2019 4:14 AM
197	No need!	4/27/2019 6:36 PM
198	I would rather purchase or rent my own books rather than dealing with the vagrants who often use the services provided, also I can afford to have my own wifi at my residence.	4/27/2019 5:30 AM
199	Not in need of any of their services at this time. Have internet and wi-fi at home, order books online.	4/26/2019 8:49 AM
200	Generally speaking I have Not needed to use however have used frequently a couple of years ago; currently they don't have a book I wanted to check out, so haven't not needed to use the library	4/25/2019 4:12 PM
201	N/A	4/24/2019 8:32 AM
202	More comfortable seating	4/24/2019 6:28 AM
203	N/a	4/23/2019 8:54 AM
204	I have been away at college however I used to use it a lot in high school and middle school. I would also attend meeting with some of my peers from school and we would talk about social injustice in America.	4/23/2019 8:18 AM
205	i prefer to own the books that i read	4/22/2019 11:50 AM
206	not needed	4/22/2019 11:03 AM
207	Time	4/22/2019 10:45 AM
208	have no need unless my grandchildren are visiting and I take them for story time ,etc.	4/22/2019 8:46 AM
209	Traveling	4/22/2019 5:48 AM
210	I am ashamed that I have not but I now read using my iPhone.	4/22/2019 4:37 AM
211	I purchase the books I want to read.	4/22/2019 4:12 AM
212	I use the internet	4/22/2019 3:49 AM
213	not interested, have internet at home	4/22/2019 2:54 AM
214	Everything I need as a resource is online. The library is just dirty and dingy overall	4/22/2019 2:52 AM
215	I use it regularly	4/21/2019 2:04 PM
216	N/a	4/21/2019 1:37 PM
217	N/a	4/21/2019 1:36 PM
218	Handicapped - internet much easier to use.	4/21/2019 12:54 PM
219	It is a great facility, however, I have not had the need of their services recently	4/21/2019 6:56 AM
220	Book fair	4/20/2019 1:07 PM
221	I'm there a lot!	4/20/2019 10:49 AM
222	Have not had the need.	4/20/2019 9:21 AM
223	No need	4/19/2019 5:53 PM
224	school/class research	4/19/2019 5:19 PM

Citizen Survey 2019

225	N/A	4/19/2019 9:56 AM
226	Don't need their services With the internet available anywhere and Google.	4/19/2019 9:49 AM
227	Time, easy access to internet resources from home	4/18/2019 7:05 PM
228	Don't go to the library,I have wifi at home.	4/18/2019 2:28 PM
229	Use online services at home	4/18/2019 2:27 PM
230	We have	4/18/2019 2:03 PM
231	Have a computer	4/18/2019 12:43 PM
232	e-readers abilities...dictionary, web search, translation. paper books cannot compete in the reader's assistance for comprehension and vocabulary building	4/18/2019 9:35 AM
233	Been meaning to get a library card	4/18/2019 9:10 AM
234	Never been an avid library user other than for school projects. Pre internet.	4/18/2019 8:25 AM
235	N/A	4/18/2019 8:19 AM
236	Location. It is not near my home. I have little need to travel there to find what I need. If I need a book, I buy them used at the downtown bookstore or online.	4/18/2019 7:16 AM
237	MY STEP SON HAS USED IT	4/18/2019 6:39 AM
238	I use the library several times a year.	4/18/2019 6:13 AM
239	Amazon	4/18/2019 5:49 AM
240	All the books needed for our family can be rented at the school's libraries	4/18/2019 5:43 AM
241	No need to do so	4/18/2019 4:05 AM
242	Most information is available online	4/18/2019 1:32 AM
243	No time	4/18/2019 12:41 AM
244	N/A	4/17/2019 7:27 PM
245	Did not need to.	4/17/2019 3:28 PM
246	Too busy. And info is mostly available on line. For reading, I have dozens, if not hundreds, of books at home, many of which have not been read.	4/17/2019 2:37 PM
247	Not applicable	4/17/2019 1:37 PM
248	I have been to library	4/17/2019 11:56 AM
249	No need	4/17/2019 9:16 AM
250	I have home internet and Wi-Fi, and I do not need to borrow books.	4/17/2019 9:07 AM
251	Scheduling / transportation	4/17/2019 8:25 AM
252	Not interested	4/17/2019 8:12 AM
253	Just too busy	4/17/2019 7:37 AM
254	Just moved to town and haven't had a chance.	4/17/2019 7:05 AM
255	i used the library in the last 12 months	4/17/2019 7:03 AM
256	No time to visit	4/17/2019 7:00 AM
257	We use it 3-4 times a week!	4/17/2019 6:56 AM
258	n/a	4/17/2019 6:41 AM
259	I use the Library once a week when I am in town I work out of town and am away for several days sometimes	4/17/2019 6:36 AM
260	I have used the library	4/17/2019 6:35 AM
261	I purchase books online	4/17/2019 6:11 AM
262	We utilize it all the time.	4/17/2019 5:25 AM

Citizen Survey 2019

263	Online alternatives: Kindle, Amazon, Audible seem easier to use.	4/17/2019 5:03 AM
264	Work	4/17/2019 5:03 AM
265	Have not been here long enough to have the opportunity go go.	4/17/2019 4:47 AM
266	HAD NOT HAD A REASON TOO	4/17/2019 4:14 AM
267	I buy the books I read. About 50 this year.	4/17/2019 4:14 AM
268	Have a PC, have internet, do not research & don't care to read books.	4/17/2019 2:54 AM
269	'LOVE the library!	4/17/2019 2:21 AM
270	N/A	4/16/2019 10:57 PM
271	Because somebody took my library card and used it and never returned the items, it has been years ago.	4/16/2019 7:07 PM
272	I use it often, so NA.	4/16/2019 6:35 PM
273	I work at a university and don't need to use it.	4/16/2019 6:16 PM
274	I have not needed to	4/16/2019 6:16 PM
275	Time constraints	4/16/2019 5:02 PM
276	N/a	4/16/2019 4:52 PM
277	N/A	4/16/2019 4:27 PM
278	My wife uses the library often but I don't use it myself	4/16/2019 3:18 PM
279	Because I use the county library	4/16/2019 3:11 PM
280	No need to	4/16/2019 2:00 PM
281	No need	4/16/2019 12:45 PM
282	Homebody. I know they have excellent programs	4/16/2019 12:34 PM
283	i dont use it at all.	4/16/2019 12:27 PM
284	Have no use for Staunton services.	4/16/2019 12:25 PM
285	N/A	4/16/2019 11:45 AM
286	Had no reason to	4/16/2019 11:31 AM
287	Not convenient.	4/16/2019 11:25 AM
288	Just have been lazy on reading lately	4/16/2019 11:12 AM
289	No need	4/16/2019 10:54 AM
290	I go to Fishersville because of the easy lay out	4/16/2019 10:40 AM
291	Out of my way	4/16/2019 9:44 AM
292	I access all my reading material on the web	4/16/2019 9:21 AM
293	I use internet at home	4/16/2019 8:43 AM
294	Check out audio books and regular books.	4/16/2019 7:33 AM
295	no need no good activities that interest me	4/16/2019 7:05 AM
296	I have	4/16/2019 6:56 AM
297	I read on my kindle or order books	4/16/2019 6:50 AM
298	N/A	4/16/2019 6:40 AM
299	Na	4/16/2019 6:19 AM
300	NO NEED	4/16/2019 6:16 AM
301	I do not have young children and rarely have the time.	4/16/2019 5:27 AM
302	I use online services to buy or trade books.	4/16/2019 5:13 AM

Citizen Survey 2019

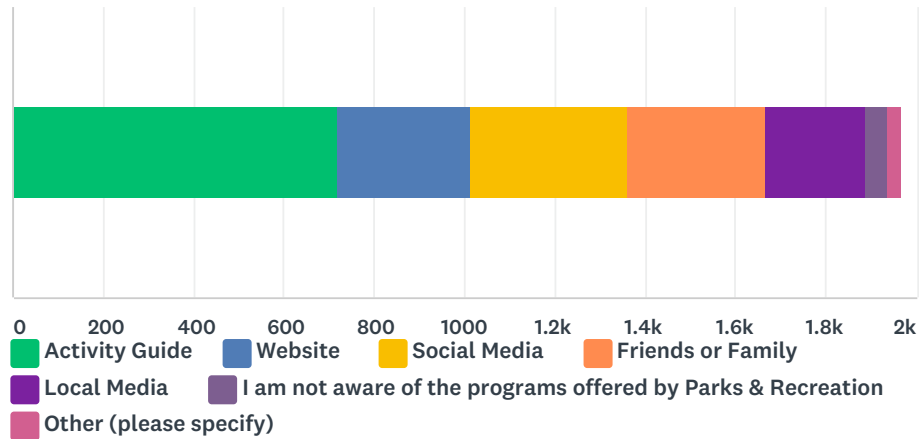
303	We plan to, but haven't gotten around to it.	4/16/2019 4:53 AM
304	I have	4/16/2019 4:19 AM
305	N/A	4/16/2019 4:17 AM
306	No need to.	4/16/2019 4:05 AM
307	I use online resources or buy books. But I know several people who are at the library nearly everyday!	4/16/2019 3:31 AM
308	Don't need to	4/16/2019 3:19 AM
309	Internet	4/16/2019 2:49 AM
310	N/A Visit the library multiple times per week with my family. My children have library cards.	4/16/2019 1:19 AM
311	I have a kindle.	4/15/2019 11:47 PM
312	The wait list is long for books I'm interested in	4/15/2019 7:37 PM
313	When I had a young child, I used a lot. I will be retiring this May and I will most likely use the library more. I used the talking books for my elderly mother for two years	4/15/2019 7:24 PM
314	I only go to FOL sales.	4/15/2019 7:01 PM
315	Secure reading and research material online	4/15/2019 6:26 PM
316	N/a	4/15/2019 5:58 PM
317	Haven't needed any materials recently	4/15/2019 5:57 PM
318	No need	4/15/2019 5:25 PM
319	Lack of time and typically order books on e reader	4/15/2019 5:25 PM
320	N/A	4/15/2019 5:21 PM
321	Online access at home	4/15/2019 5:14 PM
322	I have used it....just not often	4/15/2019 5:09 PM
323	Dont have children, research online. Order ebooks	4/15/2019 4:50 PM
324	I have used the library.	4/15/2019 4:03 PM
325	No need	4/15/2019 3:52 PM
326	since I have internet service at my apartment, I have not entered the Library	4/15/2019 3:14 PM
327	Have never used it	4/15/2019 2:42 PM
328	I used it just last week!	4/15/2019 2:26 PM
329	no need..	4/15/2019 2:00 PM
330	Dont need the services	4/15/2019 1:30 PM
331	I use it frequently to borrow reading materials.	4/15/2019 1:04 PM
332	N/a	4/15/2019 12:36 PM
333	have my own resources	4/15/2019 11:46 AM
334	N/A. (this could have been coded better, btw...)	4/15/2019 11:39 AM
335	My husband and I moved to Staunton from NoVa late last year. Many visits to the library are certainly on our list when things settle down	4/15/2019 11:32 AM
336	I have computer access at home and I read on a Kindle. I have attended a meeting or two at the library	4/15/2019 11:30 AM
337	I love the library, the people who work at the library and we use it all the time. The materials, programs and services are fantastic. The facility needs to be updated.	4/15/2019 11:20 AM
338	No need	4/15/2019 11:16 AM
339	no need to	4/15/2019 11:11 AM

Citizen Survey 2019

340	no time!	4/15/2019 11:10 AM
341	Internet	4/15/2019 11:05 AM
342	Augusta and Waynesboro better.	4/15/2019 10:40 AM
343	Use web	4/15/2019 9:17 AM
344	no need	4/15/2019 8:49 AM
345	I use the library every two weeks or so.	4/15/2019 8:05 AM
346	n/a	4/15/2019 6:54 AM
347	Everything is online	4/15/2019 4:37 AM
348	N/A	4/15/2019 4:11 AM

Q14 How do you learn about Staunton's Parks & Recreation's programs and facilities? Check all that apply.

Answered: 928 Skipped: 0



ANSWER CHOICES	RESPONSES	
Activity Guide	77.37%	718
Website	31.79%	295
Social Media	37.50%	348
Friends or Family	32.76%	304
Local Media	23.92%	222
I am not aware of the programs offered by Parks & Recreation	5.39%	50
Other (please specify)	3.13%	29
Total Respondents: 928		

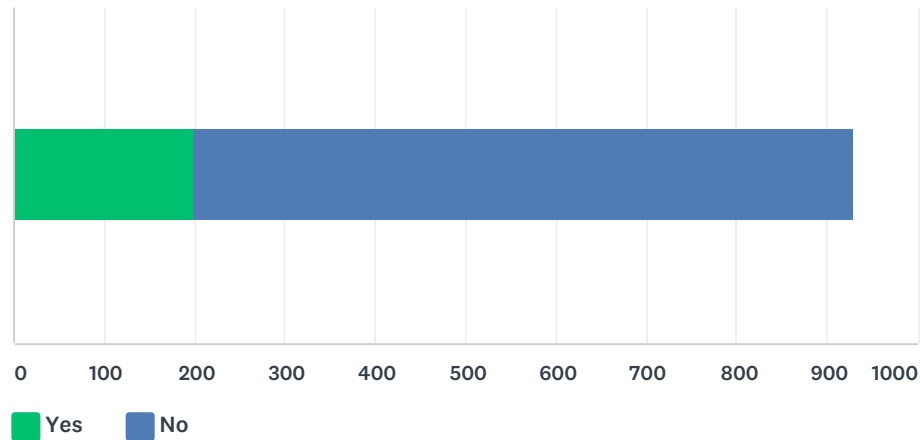
#	OTHER (PLEASE SPECIFY)	DATE
1	mailings	6/17/2019 7:33 AM
2	mailing	6/13/2019 7:12 AM
3	The community guide	6/12/2019 4:56 AM
4	Newspaper	6/10/2019 9:56 AM
5	Mailer	6/8/2019 2:22 AM
6	Email	6/5/2019 2:44 PM
7	Previously P&R employee	6/5/2019 12:24 PM
8	Mail pieces	6/5/2019 9:13 AM
9	Usually get something in the mail.	6/5/2019 7:01 AM
10	Mailed book	5/28/2019 6:09 PM
11	Signs at Gypsy Hill Park	5/21/2019 4:13 PM
12	Have known about it for years. I worked for Aug. Co and knew of the Dept.	5/20/2019 5:33 AM

Citizen Survey 2019

13	I have tried the website but it is not user-friendly and I was unable to find classes I heard about from the instructors so we did not sign up. If we could have even found the classes we would have enrolled	5/17/2019 7:34 AM
14	I frequent Gypsy Hill Park to walk	5/16/2019 12:30 PM
15	pamphlet in the mail	5/9/2019 5:09 PM
16	Mailer	5/6/2019 6:38 AM
17	I, like most folks get all of the info from social media. I do not think Staunton excels in this area	5/3/2019 11:46 AM
18	mailings	5/1/2019 11:42 AM
19	From brochure mailed out	4/30/2019 1:30 PM
20	emails	4/30/2019 6:54 AM
21	Please don't waste money on colored brochures	4/23/2019 4:26 PM
22	Summer Camp	4/22/2019 11:39 AM
23	Explorstion	4/21/2019 12:57 PM
24	I get a giude by mail with the seasons events an planned trips	4/18/2019 2:54 PM
25	seeing them happening	4/18/2019 10:35 AM
26	Local Photographers (Steve Rudolph, Mike Tripp)	4/17/2019 12:08 PM
27	Signs in Gypsy Hill Park (Especially banners on the Tennis Courts as I drive by).	4/16/2019 4:34 PM
28	Mailer through postal service	4/16/2019 4:55 AM
29	I get the brochure in mail	4/15/2019 7:31 PM

Q15 Have you or a member of your household registered for a class or program offered by Staunton Parks & Recreation within the past 12 months? If no, skip to question 17.

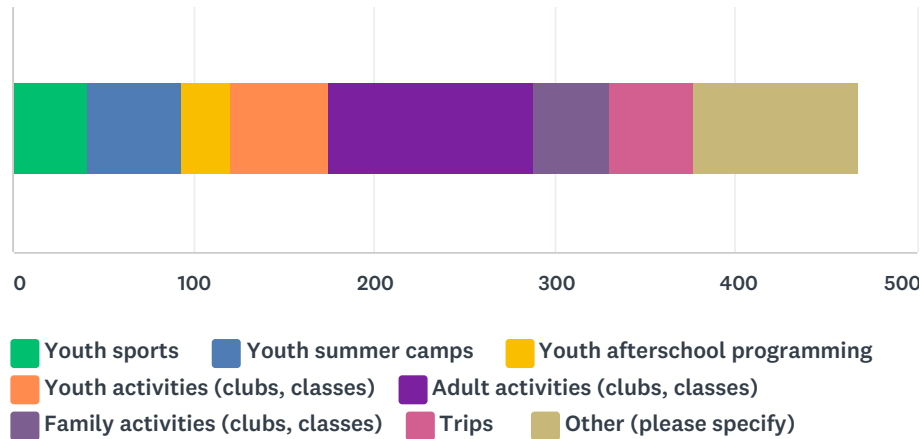
Answered: 928 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	21.34%	198
No	78.88%	732
Total Respondents: 928		

Q16 Please check all of the activities you or a member of your household have participated in during the last 12 months.

Answered: 328 Skipped: 600



ANSWER CHOICES	RESPONSES	
Youth sports	12.50%	41
Youth summer camps	15.85%	52
Youth afterschool programming	8.23%	27
Youth activities (clubs, classes)	16.77%	55
Adult activities (clubs, classes)	34.45%	113
Family activities (clubs, classes)	12.80%	42
Trips	14.33%	47
Other (please specify)	27.74%	91
Total Respondents: 328		

#	OTHER (PLEASE SPECIFY)	DATE
1	None	6/17/2019 12:53 PM
2	A Little Lunch Music - great fun!	6/17/2019 11:36 AM
3	Senior Health Fair	6/17/2019 11:22 AM
4	I enjoy walking through the park	6/17/2019 7:04 AM
5	None	6/14/2019 9:19 AM
6	None	6/14/2019 7:34 AM
7	None	6/12/2019 4:56 AM
8	None	6/10/2019 6:02 PM
9	None	6/10/2019 3:32 AM
10	None	6/9/2019 10:13 PM
11	Na	6/9/2019 3:05 PM
12	None	6/9/2019 2:40 PM

Citizen Survey 2019

13	Adult and youth member of gypsy hill golf course	6/9/2019 11:05 AM
14	None	6/9/2019 3:43 AM
15	Volleyball	6/8/2019 6:17 PM
16	Heart program	6/8/2019 2:19 PM
17	Attend parks and park events; use Gypsy hill pool	6/8/2019 11:51 AM
18	Illuminate 5k	6/8/2019 3:41 AM
19	Open gym	6/6/2019 7:44 PM
20	Music in the park, park facilities	6/6/2019 5:03 PM
21	Walk in GHP.	6/6/2019 4:22 PM
22	Swimming pools and parks	6/6/2019 11:07 AM
23	5k	6/6/2019 4:56 AM
24	None	6/5/2019 5:13 PM
25	None	6/5/2019 4:31 PM
26	None	6/5/2019 3:29 PM
27	Music in park	6/5/2019 11:34 AM
28	None	6/5/2019 10:53 AM
29	adult classes	6/5/2019 5:08 AM
30	advertised but not offered due to low response to Activity Guide	6/1/2019 6:17 PM
31	Concerts in the park	6/1/2019 4:48 AM
32	Free plant exchange	5/31/2019 5:54 PM
33	Physical activities	5/31/2019 1:35 AM
34	Music in the park. Art in the Park,	5/30/2019 1:05 PM
35	Senior Health Expo	5/22/2019 10:40 AM
36	music in park	5/22/2019 5:38 AM
37	Music in the park	5/20/2019 9:33 AM
38	disc golf, road bowling	5/18/2019 5:08 AM
39	Ballet, music classes	5/17/2019 7:34 AM
40	none not sure what they are.	5/17/2019 6:47 AM
41	none	5/16/2019 12:30 PM
42	health fair	5/15/2019 3:31 PM
43	music programs in the park	5/15/2019 9:36 AM
44	"JAZZ IN THE PARK"	5/14/2019 7:06 AM
45	Kids Matter, Earth Day, PopUp Playground, Senior Citizen fair	5/13/2019 5:09 PM
46	Morning Warm-ups with Jolene	5/12/2019 5:27 PM
47	None	5/8/2019 6:38 AM
48	nothing interesting	5/8/2019 6:17 AM
49	Exercise structures at Gypsy Hill Park	5/7/2019 1:26 PM
50	Christmas lights. Art in the park.	5/6/2019 8:31 AM
51	Not applicable	5/6/2019 6:38 AM
52	English Country Dance	5/6/2019 4:23 AM
53	Jazz in the part. Gypsy Hill park outings	5/3/2019 11:46 AM

Citizen Survey 2019

54	N/A	5/2/2019 5:13 AM
55	Toddler gym	5/1/2019 12:56 PM
56	None, but I have to answer this to finish survey	4/30/2019 4:37 PM
57	none	4/30/2019 4:25 AM
58	None	4/29/2019 5:19 PM
59	None.	4/29/2019 2:33 PM
60	Senior health expo	4/29/2019 3:30 AM
61	none	4/27/2019 5:34 AM
62	Music in the Park	4/24/2019 11:16 AM
63	none at the city	4/24/2019 4:16 AM
64	preschool activities	4/21/2019 5:49 PM
65	Nothing	4/21/2019 2:07 PM
66	pickle ball	4/21/2019 1:56 PM
67	None	4/20/2019 9:24 AM
68	None	4/18/2019 2:31 PM
69	mountain biking, hiking, swimming @ MHP	4/18/2019 10:35 AM
70	downtown live music events	4/18/2019 9:38 AM
71	None, it would not let me skip	4/18/2019 5:17 AM
72	We walk in the park, but no longer have children here.	4/18/2019 4:27 AM
73	None	4/18/2019 12:43 AM
74	none	4/17/2019 3:29 PM
75	Use of park for running, walking, pictures.	4/17/2019 12:08 PM
76	None	4/17/2019 8:16 AM
77	Youth sponsored sports: SYFL, Kiwanis, Youth Softball	4/17/2019 5:07 AM
78	None	4/17/2019 5:06 AM
79	None	4/16/2019 11:02 PM
80	None	4/16/2019 7:56 PM
81	None	4/16/2019 7:43 PM
82	None	4/16/2019 4:55 PM
83	pool	4/16/2019 3:34 PM
84	Youth fishing day	4/16/2019 3:14 PM
85	N/A	4/16/2019 5:18 AM
86	Have not used any activities	4/16/2019 4:58 AM
87	None	4/15/2019 5:59 PM
88	None of the above	4/15/2019 2:57 PM
89	none	4/15/2019 2:03 PM
90	Doggie class	4/15/2019 12:39 PM
91	None	4/15/2019 11:20 AM

Q17 What programs would you like to see offered or expanded by Staunton's Parks & Recreation Department, if any?

Answered: 368 Skipped: 560

#	RESPONSES	DATE
1	None	6/17/2019 12:53 PM
2	Breakfast Club - publicize more. It could use more members.	6/17/2019 11:36 AM
3	Free group activities for seniors	6/17/2019 11:22 AM
4	bread baking, Mexican cooking, Italian cooking, using herbs for health	6/17/2019 8:06 AM
5	More afternoon yoga classes for seniors - Y offers none	6/17/2019 7:59 AM
6	more affordable trips	6/17/2019 7:25 AM
7	Development of disc golf course at Montgomery Hall park	6/17/2019 7:20 AM
8	I think they are most adequate and I can't wait to have the time to try one.	6/15/2019 10:39 AM
9	Access to swimming for adults Day trips	6/15/2019 7:16 AM
10	Self defense class	6/15/2019 6:49 AM
11	Yoga, martial arts	6/14/2019 2:48 PM
12	Aikido, 5k preparation club	6/14/2019 2:39 PM
13	More adult programs and a wider variety. I know it's hard. I just like that kind of stuff.	6/14/2019 1:41 PM
14	An ability to use HEART as once off, say the facility to purchase 10 coupons per year to use as needed.	6/14/2019 11:46 AM
15	None	6/14/2019 10:53 AM
16	more frequent/diverse self-defense classes	6/14/2019 9:58 AM
17	Mtn bike camps and clinics!	6/14/2019 9:51 AM
18	There is a nice selection of activities for all ages and ability levels.	6/14/2019 9:19 AM
19	Youth (teen) biking safety course	6/14/2019 8:40 AM
20	Childbirth education classes (contact Queen City Birth Services) Music classes	6/14/2019 7:50 AM
21	Unsure	6/14/2019 7:34 AM
22	None.	6/14/2019 7:33 AM
23	I would love reformer Pilates classes.	6/14/2019 6:58 AM
24	NA	6/14/2019 6:58 AM
25	Not sure	6/14/2019 6:46 AM
26	MTB clinics!	6/14/2019 6:39 AM
27	Teens summer programs	6/14/2019 6:36 AM
28	I would love to see more clubs that aren't sport related- maybe a yoga club, walk/run club, movie fanatics club, other things than just sports.	6/14/2019 6:36 AM
29	Volleyball	6/14/2019 5:28 AM
30	aerobic classes, kickboxing classes	6/14/2019 4:50 AM
31	Outdoor volleyball courts (grass)	6/13/2019 7:57 PM
32	horticulture support, plant sales, regional and local varieties	6/13/2019 7:12 AM

Citizen Survey 2019

33	No comment	6/12/2019 6:07 PM
34	none	6/12/2019 10:25 AM
35	More recreational programs for youth and seniors.	6/12/2019 4:56 AM
36	Over 50 softball. Pickle Ball instruction. Bicycle club.	6/11/2019 7:13 PM
37	Disc Golf Competitions	6/10/2019 6:02 PM
38	Not sure. They offer a pretty good spread.	6/10/2019 10:38 AM
39	Bus trips	6/10/2019 9:56 AM
40	I think you have a good mixture already	6/10/2019 4:02 AM
41	More trips!!!!	6/10/2019 3:32 AM
42	More stuff for teens.	6/9/2019 10:49 PM
43	Na	6/9/2019 3:05 PM
44	More sports	6/9/2019 1:18 PM
45	Youth and adult golf	6/9/2019 11:05 AM
46	Summer drop in classes or programs for kids, like the toddler art that used to be on Thursdays but for all ages	6/9/2019 5:14 AM
47	All the youth programs are wonderful and would like to see more brought to those. I also really love the trips offered but unsure if I would attend since they don't seem family friendly.	6/9/2019 3:43 AM
48	n/a	6/8/2019 6:29 PM
49	Activities/ programming for young professionals or the 20-30 age group	6/8/2019 3:35 PM
50	More bus trips!	6/8/2019 2:35 PM
51	Not sure	6/8/2019 7:56 AM
52	More early childhood options/mother groups	6/8/2019 6:38 AM
53	Cooking classes, more little kid friendly activities	6/8/2019 5:24 AM
54	A third pool somewhere in staunton. The population is too big for only 2 pools.	6/8/2019 5:11 AM
55	All the classes seem interesting just finding the time with a full time job and busy life to fit some in can be hard	6/8/2019 3:41 AM
56	Hip hop dance classes	6/8/2019 2:45 AM
57	4th of july celebration like it used to be.... Its pretty pathetic now. Not fun at all	6/7/2019 11:25 PM
58	More adult and family trips	6/7/2019 10:22 PM
59	More trips	6/7/2019 8:45 PM
60	None	6/7/2019 6:31 PM
61	Something for the youth. They are getting involved in drugs bc there isn't anything for the youth to do. They cannot go to the mall bc it is worthless, no skating rink available anymore, no laser tag facility, go Karts nothing for the kids to do. Staunton is definitely a place for people to retire bc they have jazz in the park, etc	6/7/2019 5:26 PM
62	ASL, mommy/baby groups	6/7/2019 4:48 PM
63	Not sure	6/7/2019 4:30 PM
64	Na	6/7/2019 3:45 PM
65	N/A	6/7/2019 3:20 PM
66	N/A	6/7/2019 2:57 PM
67	I don't know	6/7/2019 2:37 PM
68	Work with Mr. James Corbett and save the adult softball league from dying out. Within the last ten years the league has went from 4-5 divisions down to just seven teams most of which are "travel ball" teams who just destroy the "rec" teams and make it not fun to come up there anymore	6/7/2019 12:43 PM

Citizen Survey 2019

69	Satisfied with current programs	6/7/2019 11:04 AM
70	Not sure	6/7/2019 8:05 AM
71	Think offers a nice selection	6/7/2019 6:39 AM
72	Art	6/6/2019 9:27 PM
73	N/A	6/6/2019 7:52 PM
74	Open Gym at Gypsy Hill for longer duration and through hot summer during noon heat.	6/6/2019 7:44 PM
75	Meal prepping classes for healthy lifestyle and exercise programs	6/6/2019 6:35 PM
76	Keep website updated and easy to use it sucks and takes forever for things to be posted I have had to call sever times to find out the date of annual events ie friday move night!	6/6/2019 5:29 PM
77	Science in the Park Science based movies, kids activities, ecology and biology lessons, nature appreciation and experiments.	6/6/2019 5:19 PM
78	Don't know	6/6/2019 5:03 PM
79	Reduce traffic in GHP. Too many vehicles.	6/6/2019 4:22 PM
80	More variety for swimming lessons. Classes for babies would be nice.	6/6/2019 4:01 PM
81	More opportunities for younger children to be introduced to sports (under 5).	6/6/2019 1:55 PM
82	More youth trips, classes, resources, local hikes maybe	6/6/2019 12:50 PM
83	Outdoor yoga sessions, detailed hiking guides, moms' walking groups	6/6/2019 12:37 PM
84	I really like the festivals offered in the bandstand area at GHP, and wish there was a similar venue at Montgomery Hall	6/6/2019 11:07 AM
85	Adult dance classes	6/6/2019 9:05 AM
86	I would like to see more focused environmental education related to the parks, i.e., its plants/trees, watershed characteristics, geology, etc. Installations that promote environmental awareness, etc.	6/6/2019 8:04 AM
87	Soccer teams, yoga classes, baby yoga, more activities for toddlers and youth like the art in the park gatherings and what not, more family oriented things	6/6/2019 6:55 AM
88	More art and yoga for adults Environmental and farming classes	6/6/2019 5:23 AM
89	Younger adult tap group (i.e. 25-40)	6/6/2019 4:56 AM
90	More art for tweens	6/6/2019 4:08 AM
91	More activities for retired	6/6/2019 3:28 AM
92	Offer canning class again and more gardening classes	6/6/2019 2:21 AM
93	Nature walking paths - perhaps converting the golf course at Gypsy Hill for general green space use	6/5/2019 5:43 PM
94	None	6/5/2019 5:13 PM
95	More toddler programs	6/5/2019 4:31 PM
96	Unsure, but none currently meet my interests.	6/5/2019 3:29 PM
97	More adult programs	6/5/2019 3:25 PM
98	None come to mind.	6/5/2019 3:15 PM
99	N/A	6/5/2019 3:10 PM
100	Swimming lessons in full sessions, not just a few steps. I would love for my grandchildren to learn to swim fully but I can't afford to take them to the YMCA for lessons.	6/5/2019 1:03 PM
101	More activities for families that work until 5 or six in the evenings	6/5/2019 12:55 PM
102	More affordable programs for seniors	6/5/2019 12:43 PM
103	Dance for exercise (various types)	6/5/2019 12:37 PM
104	Supplemental funding for youth who want to participate in programs but can't afford to.	6/5/2019 12:24 PM

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105	I'd like to see the youth program start closer to school letting out, end closer to school starting, and after school pickup be moved from 6:00 PM to 6:30 PM.	6/5/2019 12:17 PM
106	Development of greenway connecting the parks.	6/5/2019 12:06 PM
107	Magic lessons, more trips	6/5/2019 11:49 AM
108	None	6/5/2019 10:53 AM
109	don't know	6/5/2019 10:53 AM
110	Gardening	6/5/2019 8:05 AM
111	NA	6/5/2019 7:46 AM
112	No children in the home	6/5/2019 7:06 AM
113	don't know	6/5/2019 7:05 AM
114	Better hours for classes. Most are offered during 9-5 work hours which I can't attend.	6/5/2019 6:27 AM
115	Knitting classes	6/5/2019 6:22 AM
116	More computer-based activities for children	6/5/2019 6:07 AM
117	More activities and classes (not sports) geared toward Tweens & Teens	6/5/2019 5:56 AM
118	I don't know	6/5/2019 5:52 AM
119	I like the present offerings. It is amazing to me that there is so much variety. My only complaint is that the cost seems to be inching higher.	6/5/2019 5:08 AM
120	Nothing comes to mind.	6/4/2019 9:07 AM
121	If the golf course is to be closed, an arboretum could be established, with nice walking trails. Community garden spaces could be welcome by some in Gypsy Hill and Montgomery Hall parks.	6/3/2019 7:57 AM
122	more evening adult activities, I have been wanting to do the yoga, etc but there are no evening classes for those of us who work.	6/2/2019 3:07 PM
123	...	6/2/2019 10:13 AM
124	Youth Recreation programs: partner with schools to get more involvement, more effort to bring awareness of programs beyond mailing an Activity Guide.	6/1/2019 6:17 PM
125	Exercise for seniors.	6/1/2019 8:34 AM
126	Staunton Parks and Rec is FANTASTIC!! One of the best parts of living in Staunton.	6/1/2019 7:53 AM
127	More senior activities	6/1/2019 6:25 AM
128	none	6/1/2019 4:49 AM
129	LOVE the concerts in the park. Keep them going! extend the season.	6/1/2019 4:48 AM
130	Something for an adult between 30-50. "Fun for the Whole Family? never is. I would like "Adult Only" trips to places like the national Zoo. More day trips with more dates to choose from. I would rather go on 5 trips costing \$50 each than 1 big ticket trip.	6/1/2019 3:50 AM
131	Dancing, jewelry making, unique crafts or painting	5/31/2019 5:54 PM
132	Longer pool hours	5/31/2019 4:28 PM
133	None at this time.	5/31/2019 11:23 AM
134	The programs all seem really good	5/31/2019 10:12 AM
135	Programs that bring together 20 somethings, etc.	5/31/2019 5:21 AM
136	Senior Programs	5/30/2019 11:06 PM
137	tai-chi Fitness classes in the evenings Trips	5/30/2019 2:04 PM
138	None that I can think of.	5/30/2019 1:10 PM
139	More kid activities on weekends Expanded when pool opens for the season and closes for the season	5/30/2019 1:08 PM
140	I think they do an outstanding job!	5/30/2019 11:37 AM

Citizen Survey 2019

141	We just moved here.	5/29/2019 5:36 AM
142	Do not know	5/27/2019 3:21 PM
143	Anything for teens. We lose our teenagers here because we have nothing to offer them.	5/26/2019 4:22 AM
144	Karate for kids like in Augusta County YMCA	5/25/2019 6:26 AM
145	Cake decorating	5/25/2019 3:52 AM
146	no	5/24/2019 7:47 AM
147	Winter crafting and board/card game opportunities.	5/23/2019 6:32 AM
148	N/A	5/22/2019 10:40 AM
149	Yoga	5/22/2019 9:39 AM
150	na	5/22/2019 5:38 AM
151	More infant programs	5/21/2019 6:02 PM
152	It is awesome already!	5/21/2019 5:35 PM
153	Do not have a personal need for them. I am 80 and just do not venture out like I used to	5/21/2019 5:10 AM
154	gypsy hill criterium bike races, adult tennis lessons	5/20/2019 4:38 PM
155	All programs need to expand to hours in the evening for people that works after 4pm	5/20/2019 10:45 AM
156	I don't know of any.	5/20/2019 5:33 AM
157	N/A	5/18/2019 10:48 AM
158	I'd love to see homeschooling programming during the day (even an open-gym or homeschool meetup at a consistent time once/week would be a great offering, but classes could also be fun!)	5/18/2019 9:22 AM
159	disc golf tournament, some games I think.	5/18/2019 5:08 AM
160	none	5/17/2019 2:18 PM
161	I think what Parks & Rec offers at this time is adequate.	5/17/2019 7:43 AM
162	I think you have a lot of programs but they are hard to find and enroll in.	5/17/2019 7:34 AM
163	Volunteer Days to help with Parks Maintenance as needed	5/16/2019 4:45 PM
164	N/a	5/16/2019 1:45 PM
165	none	5/16/2019 12:30 PM
166	N/A	5/16/2019 6:26 AM
167	Senior activities	5/16/2019 5:41 AM
168	The use of small electrical equipment - drill, table saw, etc. I think a class was offered like this at one time but I could not attend at that time.	5/15/2019 4:19 PM
169	Pottery, painting, children activities.	5/15/2019 3:31 PM
170	senior trips and activities	5/15/2019 3:31 PM
171	None	5/15/2019 1:59 PM
172	Painting classes (plein air would be WONDERFUL). Horticultural classes as well. Learning about native species of flowers etc	5/15/2019 1:26 PM
173	Hikes at MHP- wildflowers in spring	5/15/2019 12:39 PM
174	Cooking classes	5/15/2019 12:17 PM
175	senior citizen movement programs or dance programs	5/15/2019 8:24 AM
176	Don't know	5/14/2019 11:50 AM
177	I don't have an opinion at this time	5/14/2019 10:07 AM
178	NONE AT THIS TIME	5/14/2019 7:06 AM

Citizen Survey 2019

179	Intergenerational programming (like a grandparent-grandchild kite flying day, or lego building contest). A water-feature park that is zero-entry (ie fully accessible) and has no need for lifeguards so can be open longer hours.	5/13/2019 5:09 PM
180	More programs for the profoundly gifted.	5/13/2019 6:10 AM
181	Tai Chi	5/12/2019 5:27 PM
182	It's a good interesting mix of programs	5/12/2019 7:46 AM
183	I can't think of any to suggest	5/11/2019 8:13 AM
184	I don't know	5/9/2019 5:49 PM
185	More programs for kids with special needs, more classes for kids 5-7	5/9/2019 4:13 AM
186	Some more adult hiking or activities (not senior, just non-kids activities for active adults).	5/8/2019 11:04 AM
187	Creative writing	5/8/2019 6:38 AM
188	exercise and dance programs 1 - 9pm , Tuesday, Wednesday or Thursday	5/7/2019 2:21 PM
189	The cooking classes were fun.	5/6/2019 2:21 PM
190	more fine art youth/teen and adult classes	5/6/2019 12:17 PM
191	Gardening, bonsai classes, better walking trails through GYPSY Hill Park. Walks should be updated in Gypsy Hill Park for the disabled. Nowhere in park is easy to walk for visually impaired or wheelchair access!	5/6/2019 8:31 AM
192	None	5/6/2019 6:38 AM
193	None I can think of.	5/6/2019 5:34 AM
194	Cooking classes, healthy eating.	5/5/2019 4:20 PM
195	More physical fitness classes offered in the evenings.	5/5/2019 8:06 AM
196	we loved the explorers club but have aged out of it. It would be cool to have a weekend version for kids a little older. *I LOVE what the parks & rec dept already does for our community. They plan so many great events.	5/3/2019 3:52 PM
197	Well...the internet exploded over the local golf course article. People clearly want it saved.	5/3/2019 11:46 AM
198	Guided walks in local parks or forested areas with an emphasis on their history.	5/3/2019 4:22 AM
199	Adult Education on Self Protection	5/3/2019 3:35 AM
200	Children's dance classes, I found some with Augusta County parks. Weekend activities for kids-learning things, not sports	5/2/2019 4:52 PM
201	Adult use of swimming pools during early morning and evening hours. More dog friendly-focused events; increased mulching of wet prone areas of the dog park	5/2/2019 1:47 PM
202	dont know	5/2/2019 1:43 PM
203	Music instruction, basic dance instruction at reasonable rates	5/2/2019 10:06 AM
204	Expansion to martial arts / women's self defense.	5/2/2019 8:35 AM
205	More diverse trips	5/2/2019 5:17 AM
206	N/A	5/2/2019 5:13 AM
207	Build a race course for motor vehicles!	5/1/2019 5:05 PM
208	Floor hockey sports program.	5/1/2019 12:56 PM
209	A lot of your facilities are not good for mobility problems so I don't try to go to your programs.	5/1/2019 11:42 AM
210	MORE DAY TRIPS ON WEEKENDS	5/1/2019 9:38 AM
211	Cost reduction	4/30/2019 4:37 PM
212	None	4/30/2019 1:13 PM
213	dancing (ballroom, swing, etc.)	4/30/2019 12:09 PM
214	I can't think of any.	4/30/2019 6:06 AM

Citizen Survey 2019

215	.	4/30/2019 4:25 AM
216	Kickball League	4/30/2019 4:21 AM
217	Local hiking opportunities, maps	4/30/2019 3:36 AM
218	None	4/29/2019 5:19 PM
219	NA	4/29/2019 4:04 PM
220	Fishing for kids	4/29/2019 2:45 PM
221	adult cooking classes, adult trips	4/29/2019 8:41 AM
222	More programs at night.	4/29/2019 4:17 AM
223	Square dancing, interest groups (e.g., photography, hiking, sketching, calligraphy). More opportunities for active seniors rather than "limited activity" seniors ;^)	4/28/2019 2:05 PM
224	dance classes - social dance, swing, zydeco, African.	4/27/2019 4:18 PM
225	don't really care	4/27/2019 5:34 AM
226	Big Brother Big Sister Adopt a dog - "Walk in the park" event	4/26/2019 7:35 PM
227	n/a	4/26/2019 9:45 AM
228	I feel they offer a good selection for those interested.	4/26/2019 8:53 AM
229	More trips, more free activities for youth, more programs/events at MHP.	4/25/2019 4:18 PM
230	Instant Pot cooking classes	4/24/2019 12:40 PM
231	Young adults, teenagers.	4/24/2019 8:36 AM
232	Senior exercise classes	4/24/2019 6:06 AM
233	More arts programming	4/23/2019 10:44 AM
234	Self Defense Classes	4/23/2019 8:20 AM
235	Sponsored trips to various places. Love one day or a few day trips	4/23/2019 5:24 AM
236	Adult activities in gardening and music	4/22/2019 1:28 PM
237	yoga classes	4/22/2019 11:50 AM
238	Tree Climbing Archery Wilderness first aid Survival skills	4/22/2019 11:39 AM
239	More trips for adults	4/22/2019 7:55 AM
240	elkgllrg	4/22/2019 7:04 AM
241	Toddler programs	4/22/2019 4:43 AM
242	I think the offerings are varied and comprehensive to meet a variety of interests. I would take a stained glass making course, if offered.	4/22/2019 4:15 AM
243	more personal development	4/22/2019 3:53 AM
244	civil war history	4/22/2019 2:56 AM
245	More certification courses	4/22/2019 2:54 AM
246	Trips	4/21/2019 2:07 PM
247	Unsure	4/21/2019 1:50 PM
248	Improvements to Betsy Bell & Mary Gray Wilderness Park	4/21/2019 7:02 AM
249	Tai chi	4/20/2019 6:00 PM
250	None	4/20/2019 1:09 PM
251	More evening yoga and/or zumba classes would be nice.	4/20/2019 8:45 AM
252	cant think of any offhand	4/19/2019 4:51 PM
253	Nothing, I am satisfied with the offerings. They do a great job of it.	4/19/2019 10:01 AM

Citizen Survey 2019

254	More social options	4/19/2019 6:46 AM
255	Don't know	4/18/2019 7:08 PM
256	More programs that does not cost a lot of money the cost of living is already high an people cant afford to keep paying large amounts of \$\$\$\$ for the activities the city already gets paid for!	4/18/2019 2:54 PM
257	Youth basketball at the gym	4/18/2019 2:31 PM
258	?	4/18/2019 2:05 PM
259	Trips	4/18/2019 12:46 PM
260	wildcrafting	4/18/2019 10:35 AM
261	live music, art gallery events	4/18/2019 9:38 AM
262	Hikes, more outdoor activities	4/18/2019 9:12 AM
263	No suggestions.	4/18/2019 8:29 AM
264	I like the programs. I just haven;t had time to register for any. Keep up the good work. I want to go soon!	4/18/2019 7:19 AM
265	PRETTY SATISFIED	4/18/2019 6:43 AM
266	More art classes of any kind, like pottery, jewelry, stained glass, etc.	4/18/2019 6:19 AM
267	Summer program for kids. So many use it as daycare it's hard to get grandkids in for a week or two. This community has lots of grandparents	4/18/2019 5:52 AM
268	Running clinics and races, like what the Waynesboro Park and Rec does with their Run the Valley series.	4/18/2019 5:17 AM
269	more art and exercise programs	4/18/2019 4:22 AM
270	I don't use	4/18/2019 4:13 AM
271	None	4/18/2019 12:43 AM
272	Love the variety of what's offered. Just can't seem to make it work with my work and family schedule.	4/17/2019 7:29 PM
273	don't knpow	4/17/2019 3:29 PM
274	not sure at this time	4/17/2019 2:10 PM
275	Would like to have more walking trails in Gypsy Hill Park so I don't have to share with car fumes, blasting radios.	4/17/2019 1:41 PM
276	Roller skating center, Ice Rink, a place for the kids to go instead of the street. Indoor pool besides the Y. We don;t like the Y.	4/17/2019 12:08 PM
277	More Saturday trips for working adults/children.	4/17/2019 10:56 AM
278	Better management of Lake Tams. Catfish added. Better algae control. Better goose control.	4/17/2019 9:57 AM
279	I'm not aware of any programs.	4/17/2019 9:09 AM
280	Trips. More trips offered on the weekends. So many of the trips are during the week when people are at work. People other than retired folks would like to be able to take more trips. Was very disappointed the trip to DC last summer was cancelled.	4/17/2019 8:49 AM
281	Volunteer / community service projects for children	4/17/2019 8:27 AM
282	Not interested	4/17/2019 8:16 AM
283	The programs are good	4/17/2019 7:41 AM
284	more music related programming	4/17/2019 7:39 AM
285	Adult Men's basketball. Maybe a bike race for charity or something like that.	4/17/2019 7:09 AM
286	more sport programs	4/17/2019 7:07 AM
287	I love the offerings, but it's frustrating when events are cancelled because too few people sign up. My son has signed up for at least 3 activities that were cancelled. It makes him not want to sign up anymore.	4/17/2019 7:01 AM

Citizen Survey 2019

288	Classes that aren't held on a Wednesday night	4/17/2019 6:41 AM
289	Ice skating / splash park	4/17/2019 6:37 AM
290	I think the city does a good job with it's array of offerings.	4/17/2019 5:07 AM
291	NA	4/17/2019 5:06 AM
292	Not sure	4/17/2019 4:52 AM
293	more trips!	4/17/2019 2:57 AM
294	None	4/16/2019 11:02 PM
295	I have one recipe that is to die for, cooking classes by a chef? Cooking contests? Dance classes? How to build tiny homes, to fight homelessness. A one time a year secret society that finds someone with potential and awards them a certain something, to get them on their way? The Library long ago had those mystery dinners where some crime was committed and it had to be solved? Hypnotherapy to quit smoking group or worse?	4/16/2019 7:56 PM
296	Kids soccer	4/16/2019 7:49 PM
297	More adult outdoor exercise classes	4/16/2019 7:43 PM
298	An arts and crafts festival might be nice	4/16/2019 6:20 PM
299	more classes offered to young people teaching them life skills	4/16/2019 5:18 PM
300	Na	4/16/2019 4:55 PM
301	Programs are high	4/16/2019 4:55 PM
302	Free meet ups for people with different outdoor or activity interests. Maybe a tour of the history of the park or more signage about the flora and fauna.	4/16/2019 4:34 PM
303	later times for people who work	4/16/2019 3:49 PM
304	More lap swims at Gypsy Hill Park pool.	4/16/2019 3:34 PM
305	More outdoor activities related to teaching young and mislead youngsters and adults about our southern Heritage and simpler times and self sustaining ways of life hunting fishing gardening raising your own food etc	4/16/2019 3:31 PM
306	more offered than just sports , activities county kids experience but stuff city kids wouldn't	4/16/2019 3:14 PM
307	Youth programs in the afternoons for kids and parents. Same for summertime that is not a full day camp.	4/16/2019 2:35 PM
308	Na	4/16/2019 2:02 PM
309	Bus trips	4/16/2019 12:48 PM
310	Fishing tips hints.	4/16/2019 12:39 PM
311	i done use parks and rec services	4/16/2019 12:29 PM
312	More art classes	4/16/2019 11:16 AM
313	None	4/16/2019 9:46 AM
314	A youth environmental series or club would be an excellent opportunity for middle school and high school students	4/16/2019 9:44 AM
315	N/a	4/16/2019 8:48 AM
316	Local history	4/16/2019 8:44 AM
317	Social dancing for the 50+ set.	4/16/2019 8:41 AM
318	Would love to see the offerings available more frequently than once or twice per program - quite a few items are of interest, but I am unable to sign up because they fall at inconvenient times or dates.	4/16/2019 8:15 AM
319	Better programs for children during times of no school. We used the summer program last year. Was not very happy with it. We are using YMCA this year	4/16/2019 7:59 AM
320	Yoga in the park	4/16/2019 7:56 AM

Citizen Survey 2019

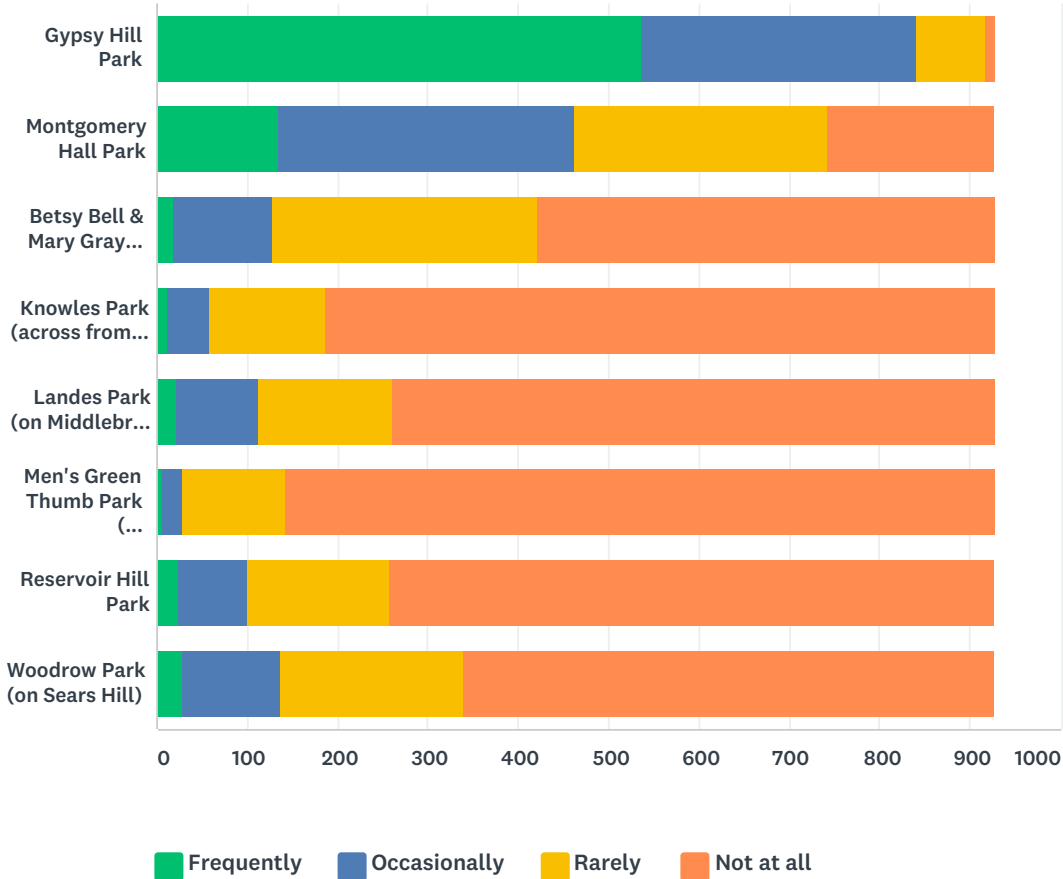
321	Gaming. My son would love a kid friendly / autism inclusive Minecraft group, starting after 5 on a weeknight or on a Sunday.	4/16/2019 7:30 AM
322	more affordable senior programs and exercise in evenings or afternoons	4/16/2019 7:08 AM
323	More outdoor exercise programs	4/16/2019 6:59 AM
324	N/A	4/16/2019 6:43 AM
325	Little league baseball needs an overhaul.	4/16/2019 6:27 AM
326	More tennis	4/16/2019 6:21 AM
327	More class times in the evenings for seniors	4/16/2019 5:30 AM
328	Tennis, greenway trails	4/16/2019 5:18 AM
329	more arts and music activities, and exercise activities for young people (household of two early 30-somethings, no children). We are not interested in family activities and often go out of town for activities for our age and social group.	4/16/2019 4:55 AM
330	City of Staunton does a great job with its programming. I would be interested in a creative writing class and always gardening classes. thanks.	4/16/2019 4:47 AM
331	Bird watching	4/16/2019 4:46 AM
332	Most anything	4/16/2019 4:21 AM
333	Continue to expand hiking and mountain biking opportunities throughout city parks. Begin greenway planning.	4/16/2019 4:21 AM
334	School Programs — Delays/No School	4/16/2019 1:21 AM
335	More learning or one day trips for 55+	4/15/2019 7:42 PM
336	Now that I am retiring soon, more for seniors ; also lost cost drawing classes, group plein air painters to paint at local locations, group low impact hiking, book clubs	4/15/2019 7:31 PM
337	Theatre	4/15/2019 7:04 PM
338	Crafts, science and nature offerings.	4/15/2019 6:57 PM
339	Trips to see unusual attractions in our state.	4/15/2019 6:31 PM
340	None	4/15/2019 6:29 PM
341	More science based activities for youths to increase interest and participation in the STEM fields.	4/15/2019 6:05 PM
342	Unknown	4/15/2019 6:00 PM
343	Rugby	4/15/2019 5:59 PM
344	Bus trips	4/15/2019 5:41 PM
345	More trips	4/15/2019 5:17 PM
346	More trips	4/15/2019 4:55 PM
347	I'm not sure. I believe they offer a wide range and it's only my laziness that prevents me from participating.	4/15/2019 4:05 PM
348	It has a good selection already.	4/15/2019 3:58 PM
349	Hiking and fencing	4/15/2019 2:28 PM
350	no comment	4/15/2019 2:03 PM
351	.	4/15/2019 1:32 PM
352	No suggestions at the moment.	4/15/2019 1:06 PM
353	Knitting	4/15/2019 12:39 PM
354	Summertime employment for students to assist with park maintenance	4/15/2019 12:06 PM
355	more senior trips, sporting events	4/15/2019 11:49 AM
356	Meditation, Tai Chi, classes during the day	4/15/2019 11:34 AM

Citizen Survey 2019

357	Programs they have are good	4/15/2019 11:34 AM
358	Parks and rec does a great job, but there could always be more children's programming. I know the challenge is getting people to register for classes.	4/15/2019 11:23 AM
359	Don't know	4/15/2019 11:20 AM
360	free exercise classes for seniors	4/15/2019 11:13 AM
361	None	4/15/2019 11:10 AM
362	Senior programs	4/15/2019 10:42 AM
363	I think they are doing great as is.	4/15/2019 8:07 AM
364	I liked the aerobics classes that used to be offered in the evenings at Gypsy Hill. The instructors were great. Made it easier for folks who commute and work out of town.	4/15/2019 6:59 AM
365	More spring and fall adult league sports with an easier way for individuals to find/join a team.	4/15/2019 4:51 AM
366	More tech classes	4/15/2019 4:42 AM
367	Martial Arts Classes More Art Classes Book of the Month Club	4/15/2019 4:14 AM
368	Chicken care	4/15/2019 4:12 AM

Q18 How often do you visit the following parks?

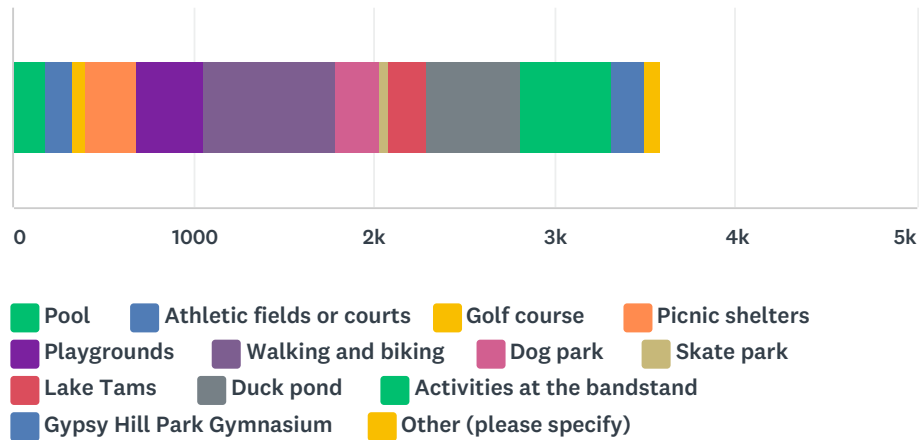
Answered: 928 Skipped: 0



	FREQUENTLY	OCCASIONALLY	RARELY	NOT AT ALL	TOTAL	WEIGHTED AVERAGE
Gypsy Hill Park	57.76% 536	32.97% 306	8.08% 75	1.19% 11	928	1.53
Montgomery Hall Park	14.44% 134	35.34% 328	30.17% 280	20.04% 186	928	2.56
Betsy Bell & Mary Gray Wilderness Parks	2.05% 19	11.85% 110	31.57% 293	54.53% 506	928	3.39
Knowles Park (across from the Gypsy Hill Park main entrance)	1.29% 12	4.96% 46	13.90% 129	79.85% 741	928	3.72
Landes Park (on Middlebrook Ave.)	2.37% 22	9.70% 90	16.06% 149	71.88% 667	928	3.57
Men's Green Thumb Park (at the intersection of Richmond Ave. and Greenville Ave.)	0.75% 7	2.26% 21	12.39% 115	84.59% 785	928	3.81
Reservoir Hill Park	2.69% 25	8.08% 75	17.03% 158	72.20% 670	928	3.59
Woodrow Park (on Sears Hill)	3.02% 28	11.64% 108	21.88% 203	63.47% 589	928	3.46

Q19 If you have visited Gypsy Hill Park within the past 12 months, please check the activities you have participated in and the amenities you have used.

Answered: 894 Skipped: 34



ANSWER CHOICES	RESPONSES	
Pool	20.69%	185
Athletic fields or courts	16.55%	148
Golf course	7.49%	67
Picnic shelters	31.32%	280
Playgrounds	41.72%	373
Walking and biking	81.66%	730
Dog park	26.96%	241
Skate park	6.49%	58
Lake Tams	23.49%	210
Duck pond	57.61%	515
Activities at the bandstand	56.71%	507
Gypsy Hill Park Gymnasium	19.91%	178
Other (please specify)	10.74%	96
Total Respondents: 894		

#	OTHER (PLEASE SPECIFY)	DATE
1	went to Art in the Park	6/17/2019 12:56 PM
2	July 4th	6/17/2019 12:44 PM
3	Restrooms - glad there are so many available	6/17/2019 11:36 AM
4	baseball field	6/17/2019 8:44 AM
5	Garden Center for English Country Dance	6/17/2019 8:23 AM

Citizen Survey 2019

6	Recycling boxes	6/17/2019 7:38 AM
7	Specials ie. African/American, July 4	6/15/2019 7:16 AM
8	recycling	6/14/2019 1:41 PM
9	I enjoy seeing all the activities even if I don't participate	6/13/2019 7:57 PM
10	Art in the Park show	6/13/2019 5:14 PM
11	Walking around the park	6/12/2019 4:56 AM
12	Love our park to drive through	6/10/2019 9:56 AM
13	Driving about and taking pride in its size and the number of people enjoying its use.	6/9/2019 1:19 PM
14	No lie, Pokémon Go (which ties into walking and biking, I guess.)	6/8/2019 7:56 AM
15	Only there to run besides some festivities that may go on	6/8/2019 3:41 AM
16	Use it for walking/exercise.	6/6/2019 4:22 PM
17	Programs held in the park, art, Earth Day, etc.	6/6/2019 8:04 AM
18	Blood drive at the gym	6/6/2019 6:55 AM
19	Enjoying the grass and trees	6/6/2019 5:23 AM
20	Tennis courts	6/5/2019 7:29 PM
21	Running	6/5/2019 5:13 PM
22	Lee High School Games	6/5/2019 3:29 PM
23	none	6/5/2019 7:05 AM
24	Recycling	6/5/2019 6:49 AM
25	Just riding thru	6/5/2019 6:12 AM
26	Haven't	6/4/2019 9:07 AM
27	We are new, will attend more as time passes	6/3/2019 7:57 AM
28	Train	5/31/2019 6:13 PM
29	Art in the park	5/31/2019 7:22 AM
30	recycling facilities	5/31/2019 5:54 AM
31	Special events	5/27/2019 7:30 AM
32	Lights at Christmas	5/25/2019 6:26 AM
33	Earth Day activities	5/21/2019 4:13 PM
34	art events, festivals	5/21/2019 3:47 PM
35	used to frequent recycling but no longer exist!!!	5/17/2019 12:55 PM
36	Stadium parking lot for young kids to learn to bike	5/16/2019 5:30 PM
37	we LOVE this park and its what attracted us to move here	5/15/2019 1:26 PM
38	Art in the Park	5/15/2019 8:19 AM
39	Booker T Washington Gym	5/14/2019 10:07 AM
40	Lee high name change meeting	5/13/2019 6:10 AM
41	Christmas light tour	5/11/2019 9:03 AM
42	just ride through	5/8/2019 9:48 AM
43	festivals	5/7/2019 4:56 AM
44	Recycling	5/6/2019 2:21 PM
45	Can't walk no trails for the disabled. Walking in traffic is very uncomfortable.	5/6/2019 8:31 AM
46	The Garden Center	5/6/2019 4:23 AM

Citizen Survey 2019

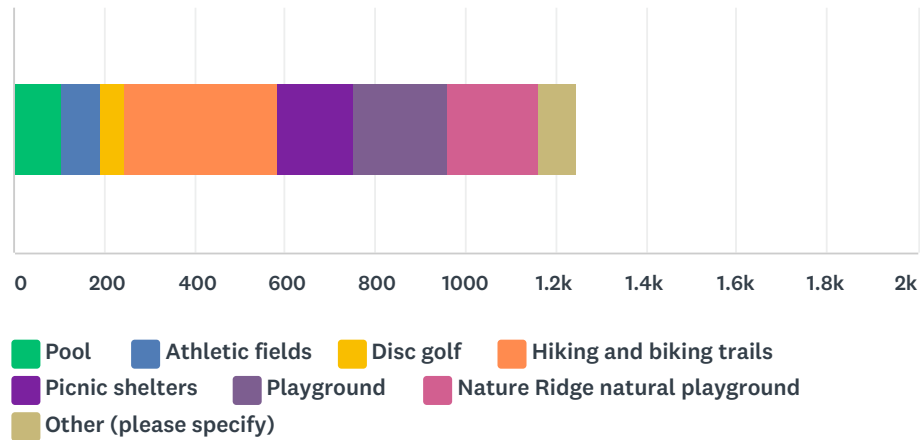
47	Train	5/2/2019 8:16 AM
48	Recycling	4/30/2019 4:37 PM
49	Art in the Park	4/30/2019 6:54 AM
50	Gypsy Express train	4/30/2019 3:33 AM
51	Recycling	4/29/2019 5:19 PM
52	festivals, Arts in the Park, July 4th celebration, music events in the summer	4/28/2019 2:05 PM
53	Happy Birthday America	4/27/2019 6:39 PM
54	always drive around to see Christmas lights. Do miss the baseball game. Removing it took away a great deal from the overall pleasure of the exhibition.	4/26/2019 12:58 PM
55	recycling depot	4/24/2019 11:16 AM
56	Fishing	4/23/2019 10:44 AM
57	Christmas display	4/22/2019 11:53 AM
58	organized events (earth day, 5K etc)	4/22/2019 11:50 AM
59	High School Sports Teams and Parade events	4/22/2019 5:23 AM
60	Christmas display	4/22/2019 3:53 AM
61	Nothing	4/21/2019 2:07 PM
62	special event days	4/21/2019 1:56 PM
63	recycling (sigh)	4/20/2019 10:53 AM
64	recycling dumpsters	4/20/2019 1:10 AM
65	Gathering second hand smoke and exhaust fumes from those cruising the park	4/19/2019 8:11 PM
66	Earth Day	4/19/2019 3:45 AM
67	Garden Center- Aikido	4/18/2019 3:27 PM
68	Field of deers	4/18/2019 2:54 PM
69	Plant giveaway, food trucks,	4/18/2019 9:12 AM
70	We love the creek	4/17/2019 8:39 PM
71	LOVE RESERVIOR HILL	4/17/2019 12:08 PM
72	Recycle	4/17/2019 11:58 AM
73	Gypsy Express Train	4/17/2019 10:56 AM
74	Christmas Lighting	4/17/2019 8:48 AM
75	Painting and drawing	4/17/2019 8:20 AM
76	None	4/17/2019 8:16 AM
77	Christmas display and lights	4/17/2019 4:52 AM
78	Lee High football game	4/17/2019 4:18 AM
79	4 of July and seen the beautiful Christmas decorations	4/16/2019 7:56 PM
80	Grill and picnic tables	4/16/2019 6:20 PM
81	Staunton Braves	4/16/2019 4:55 PM
82	Food truck events, Christmas displays,	4/16/2019 4:55 PM
83	Baseball games, July 4th parade, and walk dog at least once per week and 1-2 a month use small dog park (though it can get muddy and no shade).	4/16/2019 4:34 PM
84	African American festival, food trucks, art at the park, yoga	4/16/2019 3:49 PM
85	Drove through	4/16/2019 9:46 AM

Citizen Survey 2019

86	Special Events & Recycling	4/16/2019 8:15 AM
87	Art in the park. Food trucks.	4/16/2019 7:37 AM
88	Flea Market	4/16/2019 5:30 AM
89	voting	4/16/2019 4:55 AM
90	Voting	4/16/2019 4:07 AM
91	Great place to walk my dogs.	4/15/2019 11:49 PM
92	July 4th parade and Christmas lights	4/15/2019 7:04 PM
93	Art in the Park and the Train	4/15/2019 6:57 PM
94	Voting	4/15/2019 6:31 PM
95	Shows/Events	4/15/2019 4:55 PM
96	I do wish the traffic in Gypsy Hill could be addressed. Some times we find it very difficult to walk there. We had resorted to walking at MBU and will return there once they complete work on their track and field.	4/15/2019 6:59 AM

Q20 If you have visited Montgomery Hall Park within the past 12 months, please check the activities you have participated in and the amenities you have used.

Answered: 587 Skipped: 341



ANSWER CHOICES	RESPONSES	
Pool	17.55%	103
Athletic fields	15.16%	89
Disc golf	8.86%	52
Hiking and biking trails	57.92%	340
Picnic shelters	28.11%	165
Playground	35.95%	211
Nature Ridge natural playground	34.07%	200
Other (please specify)	14.14%	83
Total Respondents: 587		

#	OTHER (PLEASE SPECIFY)	DATE
1	Attended Juneteenth Celebration	6/17/2019 12:56 PM
2	none of the above, just a drive through	6/17/2019 12:49 PM
3	Irish Road Bowling	6/15/2019 7:16 AM
4	My brother made me go for a run.	6/14/2019 1:41 PM
5	Enjoyed a luncheon there	6/14/2019 11:04 AM
6	Drive through	6/10/2019 9:56 AM
7	None	6/10/2019 3:32 AM
8	Biracial worship at one of the picnic shelters	6/9/2019 1:19 PM
9	Don't go there	6/8/2019 3:41 AM
10	Area to run my dog	6/8/2019 2:22 AM
11	Basketball court and tennis court	6/7/2019 4:52 PM

Citizen Survey 2019

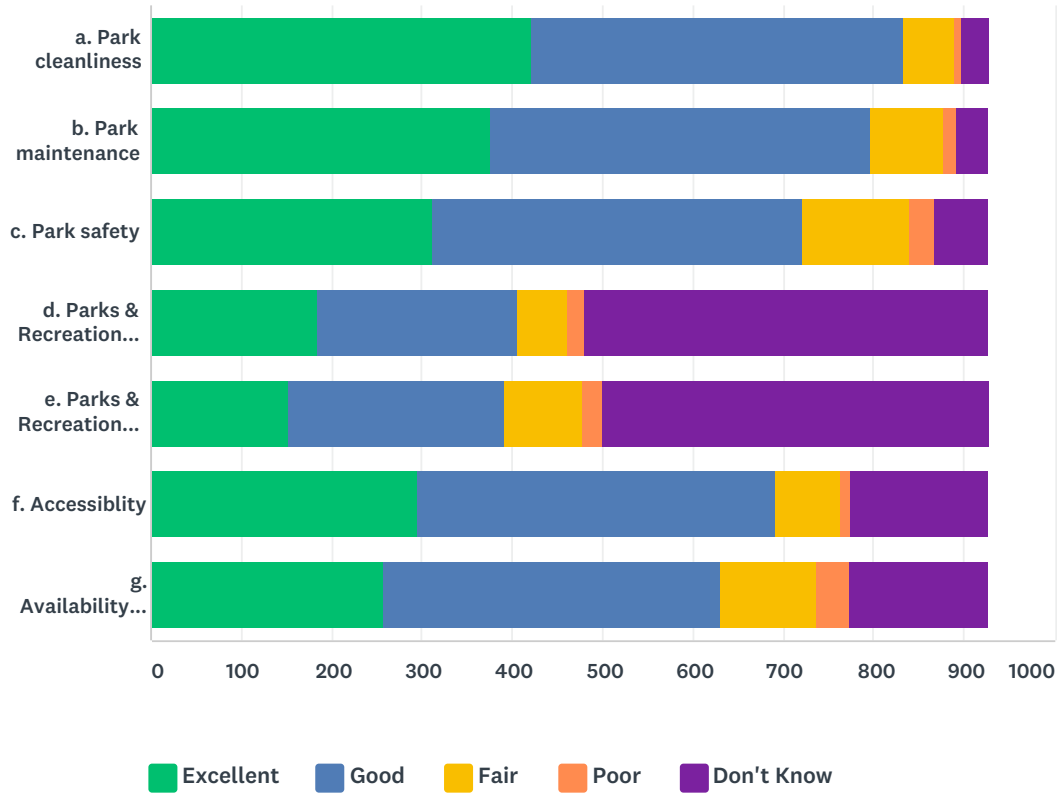
12	None	6/7/2019 3:20 PM
13	Npne	6/6/2019 9:56 AM
14	Tennis courts	6/5/2019 7:29 PM
15	NA	6/5/2019 3:29 PM
16	n/a	6/5/2019 10:53 AM
17	Haven't	6/4/2019 9:07 AM
18	Will likely visit as time passes	6/3/2019 7:57 AM
19	pickleball courts	6/2/2019 4:30 PM
20	N/a	6/2/2019 3:08 PM
21	Meeting	6/1/2019 8:34 AM
22	Drive through	6/1/2019 6:25 AM
23	a trapping of animals class lecture	6/1/2019 4:49 AM
24	Holiday Lights	5/31/2019 12:42 PM
25	classes	5/31/2019 8:17 AM
26	Pickleball courts	5/31/2019 1:35 AM
27	N/A	5/22/2019 10:40 AM
28	NA	5/22/2019 5:38 AM
29	none	5/17/2019 2:18 PM
30	n/a	5/17/2019 12:55 PM
31	none	5/16/2019 12:30 PM
32	health fair	5/15/2019 3:31 PM
33	Never visited park	5/15/2019 1:59 PM
34	we only just discovered this park and we LOVE LOVE LOVE it	5/15/2019 1:26 PM
35	House/office for classes	5/15/2019 12:39 PM
36	class inside building	5/12/2019 5:27 PM
37	Plant exchange	5/6/2019 8:31 AM
38	NA	5/6/2019 6:38 AM
39	events	5/5/2019 5:03 AM
40	Playing online game	5/2/2019 4:23 PM
41	none	5/2/2019 1:43 PM
42	Exercise class	5/2/2019 12:45 PM
43	N/A	5/2/2019 5:13 AM
44	Never been there	4/30/2019 4:37 PM
45	None, this not accepting an answer will skew your survey results	4/29/2019 5:19 PM
46	Baking class.	4/29/2019 2:24 PM
47	Went to Juneteenth there last year	4/29/2019 4:13 AM
48	We used to use the soccer fields extensively when our boys were young.	4/26/2019 12:58 PM
49	Dog walking on street and through grassy areas	4/25/2019 4:18 PM
50	The Old Mansion	4/24/2019 8:36 AM
51	Soccer	4/23/2019 10:51 AM
52	Easter event	4/22/2019 1:08 PM

Citizen Survey 2019

53	Birding	4/22/2019 5:51 AM
54	classes	4/22/2019 3:53 AM
55	Eggstravaganza	4/21/2019 3:43 PM
56	Nothing	4/21/2019 2:07 PM
57	Room for bridge	4/21/2019 12:57 PM
58	community programs	4/20/2019 10:53 AM
59	Parks an rec adminstration office	4/18/2019 2:54 PM
60	Rec department	4/18/2019 2:05 PM
61	berry picking :-)	4/18/2019 10:35 AM
62	None.	4/18/2019 8:29 AM
63	I have not used	4/18/2019 4:13 AM
64	None	4/18/2019 12:43 AM
65	none	4/17/2019 3:29 PM
66	Irish Road Bowling	4/17/2019 2:04 PM
67	No I have not been there	4/17/2019 8:16 AM
68	visited once to see	4/17/2019 4:52 AM
69	I have not visited	4/17/2019 2:57 AM
70	tennis	4/17/2019 2:24 AM
71	None	4/16/2019 7:56 PM
72	Pickleball	4/16/2019 4:42 PM
73	None	4/16/2019 2:02 PM
74	Don't use	4/16/2019 12:48 PM
75	Juneteenth	4/16/2019 8:41 AM
76	Tennis Courts	4/16/2019 8:15 AM
77	Na	4/16/2019 6:21 AM
78	classes for ASL and balance.	4/15/2019 6:31 PM
79	Ride through	4/15/2019 5:36 PM
80	Have not visited	4/15/2019 2:57 PM
81	Walking	4/15/2019 2:28 PM
82	none	4/15/2019 2:03 PM
83	Basketball	4/15/2019 12:06 PM

Q21 Please rate the following:

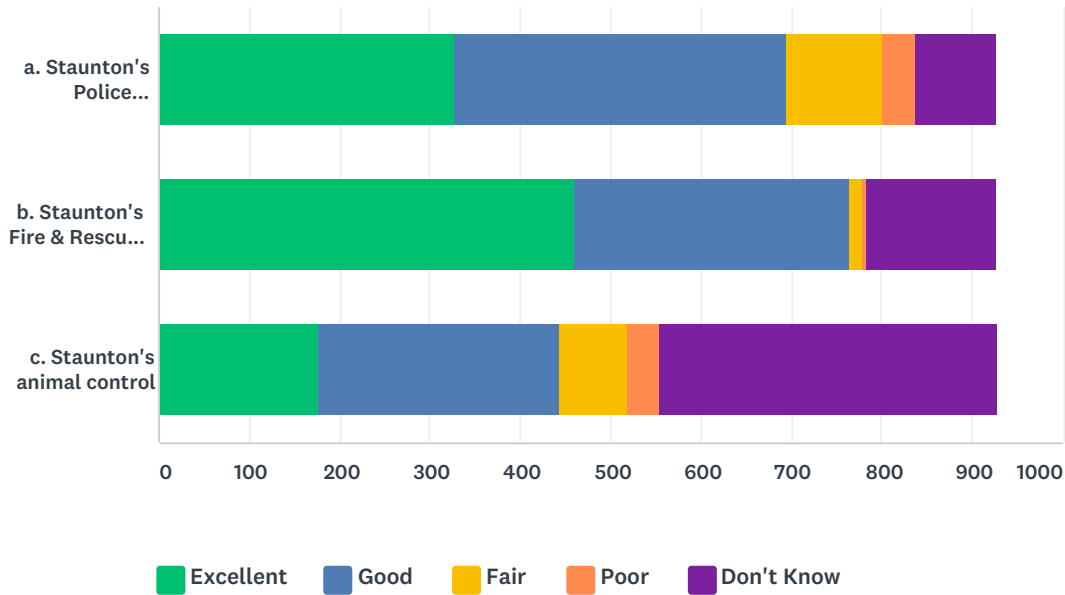
Answered: 928 Skipped: 0



	EXCELLENT	GOOD	FAIR	POOR	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. Park cleanliness	45.37% 421	44.40% 412	6.03% 56	0.86% 8	3.34% 31	928	1.72
b. Park maintenance	40.41% 375	45.58% 423	8.51% 79	1.51% 14	3.99% 37	928	1.83
c. Park safety	33.51% 311	44.18% 410	12.72% 118	3.02% 28	6.57% 61	928	2.05
d. Parks & Recreation customer service	19.94% 185	23.81% 221	5.93% 55	2.05% 19	48.28% 448	928	3.35
e. Parks & Recreation program fees	16.40% 152	25.89% 240	9.17% 85	2.37% 22	46.17% 428	927	3.36
f. Accessibility	31.79% 295	42.67% 396	7.76% 72	1.29% 12	16.49% 153	928	2.28
g. Availability of Parks & Recreation information	27.69% 257	40.19% 373	11.42% 106	3.99% 37	16.70% 155	928	2.42

Q22 How would you rate the overall performance of the following departments?

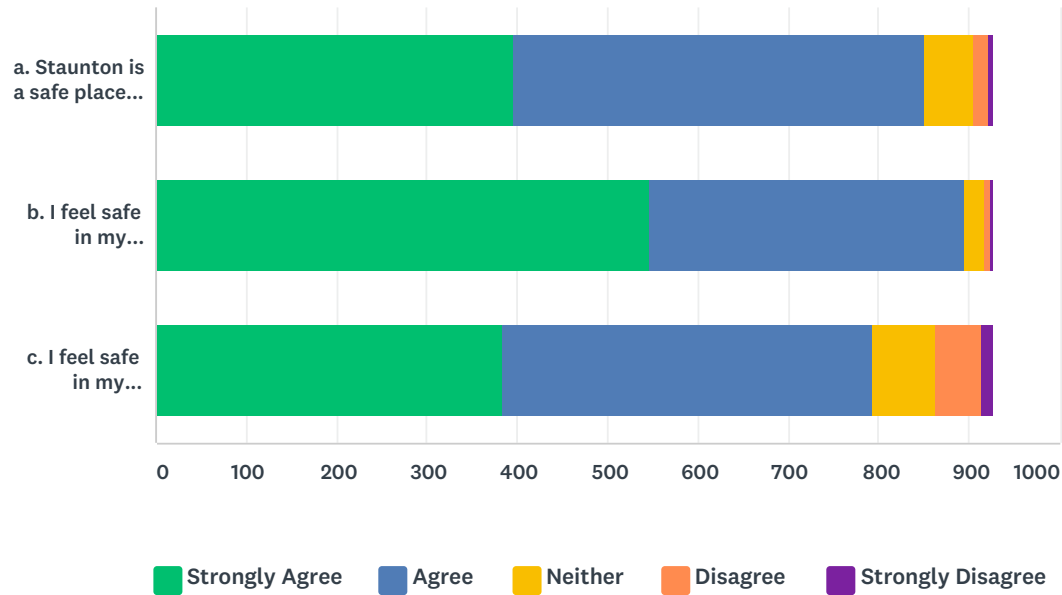
Answered: 928 Skipped: 0



	EXCELLENT	GOOD	FAIR	POOR	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. Staunton's Police Department	35.34% 328	39.44% 366	11.64% 108	3.77% 35	9.81% 91	928	2.13
b. Staunton's Fire & Rescue Department	49.57% 460	32.97% 306	1.40% 13	0.43% 4	15.63% 145	928	2.00
c. Staunton's animal control	19.07% 177	28.66% 266	8.08% 75	3.99% 37	40.19% 373	928	3.18

Q23 Please tell us about your overall sense of wellbeing in Staunton:

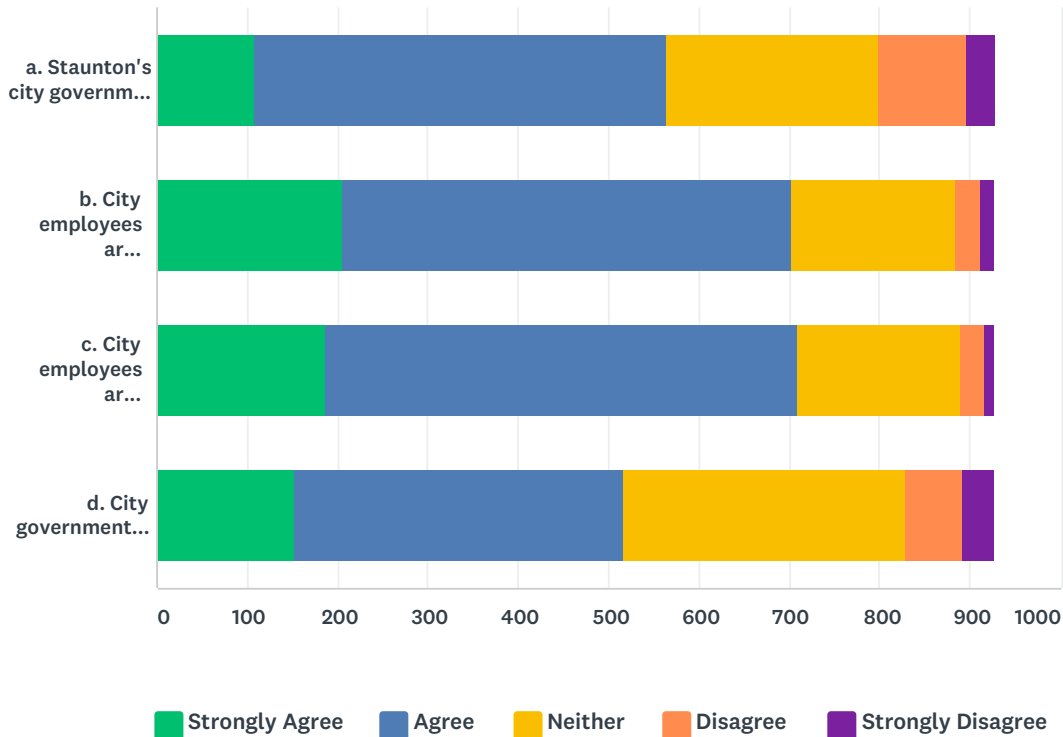
Answered: 928 Skipped: 0



	STRONGLY AGREE	AGREE	NEITHER	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
a. Staunton is a safe place to live	42.67% 396	49.03% 455	5.93% 55	1.62% 15	0.75% 7	928	1.69
b. I feel safe in my neighborhood during the day	58.84% 546	37.72% 350	2.37% 22	0.54% 5	0.54% 5	928	1.46
c. I feel safe in my neighborhood at night	41.27% 383	44.29% 411	7.44% 69	5.50% 51	1.51% 14	928	1.82

Q24 Please indicate your level of agreement with each of the following:

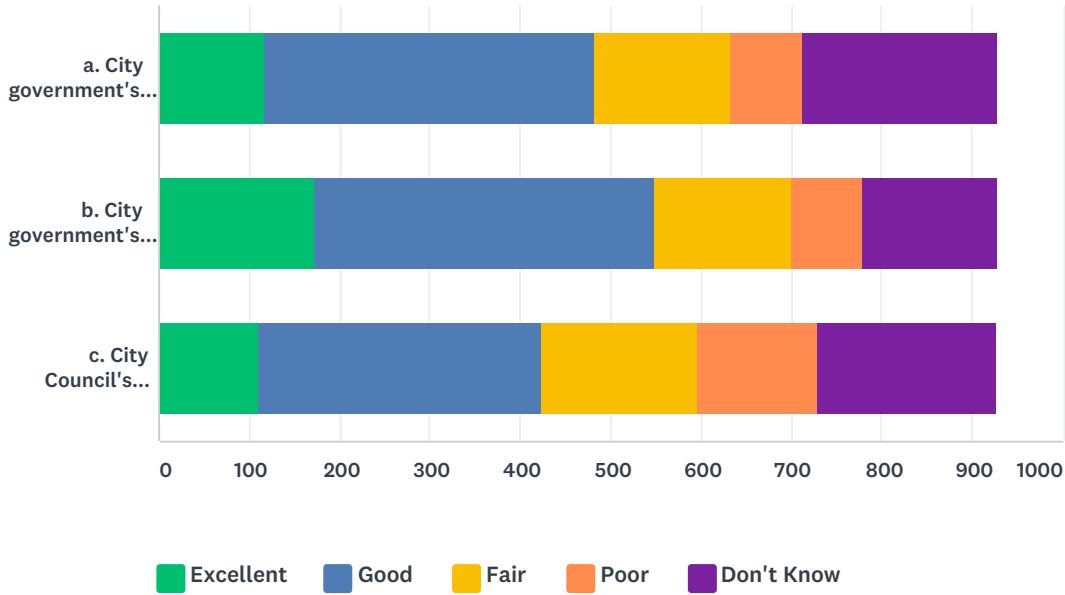
Answered: 928 Skipped: 0



	STRONGLY AGREE	AGREE	NEITHER	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
a. Staunton's city government is effective in meeting community needs	11.64% 108	49.14% 456	25.32% 235	10.45% 97	3.45% 32	928	2.45
b. City employees are helpful	22.09% 205	53.56% 497	19.61% 182	2.91% 27	1.83% 17	928	2.09
c. City employees are capable	20.04% 186	56.25% 522	19.50% 181	2.80% 26	1.40% 13	928	2.09
d. City government responds to my requests and questions promptly	16.49% 153	39.12% 363	33.84% 314	6.68% 62	3.88% 36	928	2.42

Q25 Please rate the following:

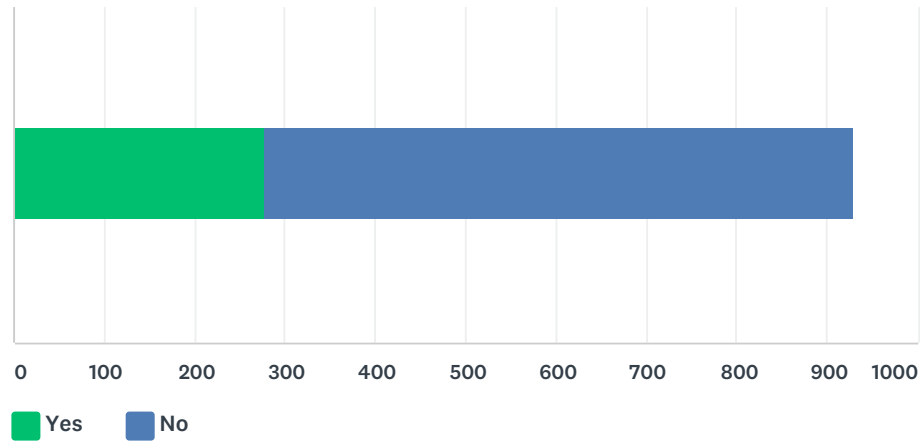
Answered: 928 Skipped: 0



	EXCELLENT	GOOD	FAIR	POOR	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. City government's fair treatment of residents	12.61% 117	39.33% 365	16.16% 150	8.73% 81	23.17% 215	928	2.91
b. City government's welcoming environment	18.64% 173	40.52% 376	16.27% 151	8.51% 79	16.06% 149	928	2.63
c. City Council's vision and direction for Staunton	11.96% 111	33.62% 312	18.64% 173	14.33% 133	21.44% 199	928	3.00

Q26 Do you have children 18 or younger in your household? If no, please skip this entire section and click "next" at the bottom of the page.

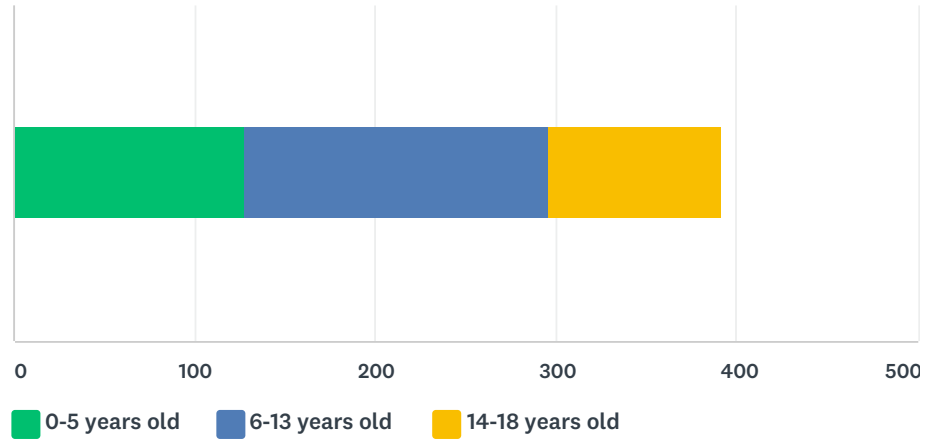
Answered: 928 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	29.85%	277
No	70.37%	653
Total Respondents: 928		

Q27 My child is/children are (check all that apply):

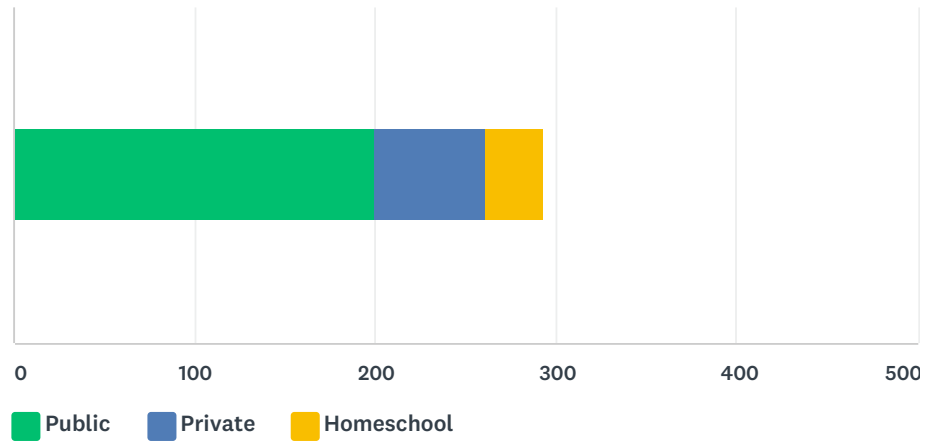
Answered: 288 Skipped: 640



ANSWER CHOICES	RESPONSES	
0-5 years old	44.44%	128
6-13 years old	58.33%	168
14-18 years old	33.33%	96
Total Respondents: 288		

Q28 Please select the type of school your child attends/children attend.

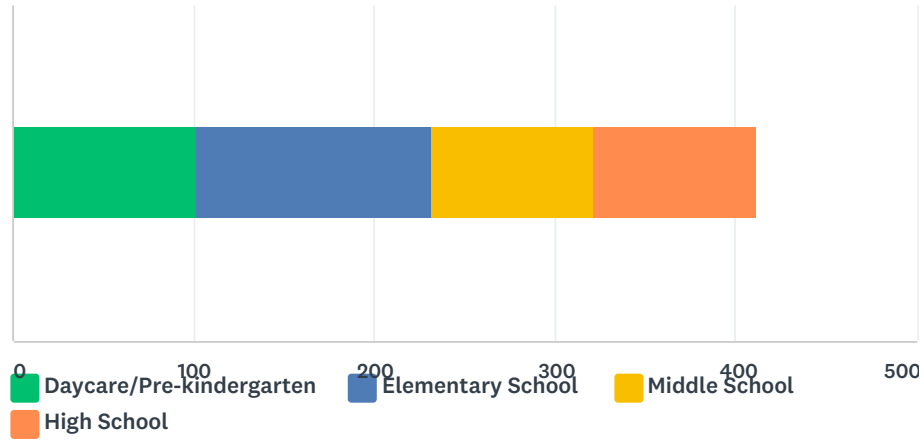
Answered: 277 Skipped: 651



ANSWER CHOICES	RESPONSES	
Public	72.20%	200
Private	22.02%	61
Homeschool	11.55%	32
Total Respondents: 277		

Q29 Please select the educational stage(s) of your child(ren).

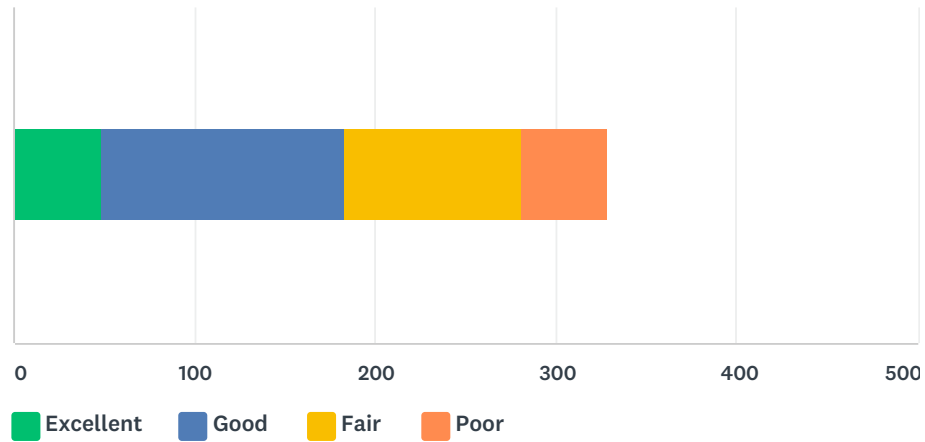
Answered: 283 Skipped: 645



ANSWER CHOICES	RESPONSES	
Daycare/Pre-kindergarten	35.69%	101
Elementary School	46.29%	131
Middle School	31.45%	89
High School	32.16%	91
Total Respondents: 283		

Q30 How would you rate the quality of education in Staunton's schools?

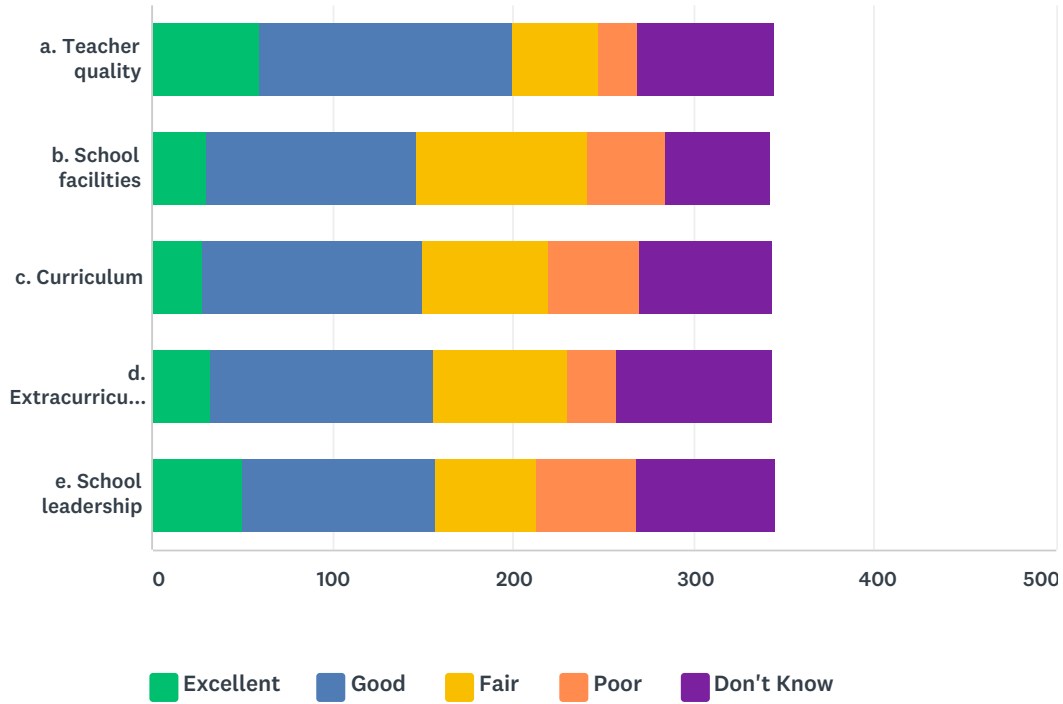
Answered: 328 Skipped: 600



ANSWER CHOICES	RESPONSES	
Excellent	14.63%	48
Good	41.16%	135
Fair	29.88%	98
Poor	14.33%	47
TOTAL		328

Q31 How would you rate each of the following?

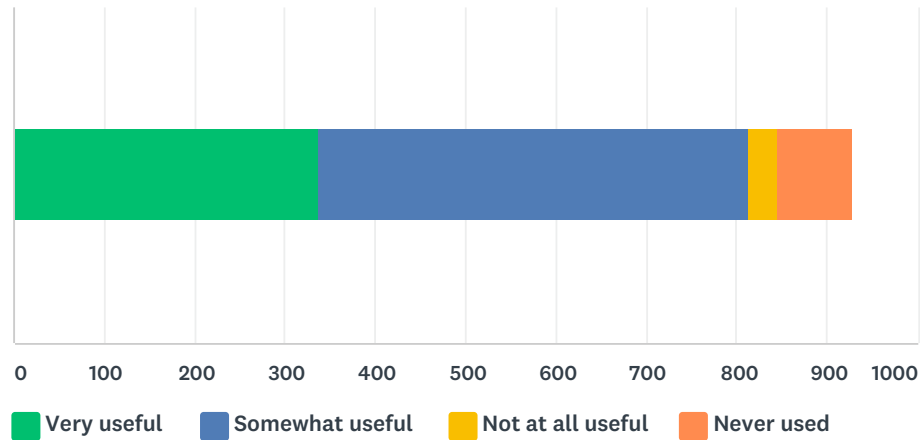
Answered: 346 Skipped: 582



	EXCELLENT	GOOD	FAIR	POOR	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. Teacher quality	17.15% 59	40.99% 141	13.66% 47	6.40% 22	21.80% 75	344	2.75
b. School facilities	8.77% 30	34.21% 117	27.49% 94	12.57% 43	16.96% 58	342	2.95
c. Curriculum	8.16% 28	35.57% 122	20.41% 70	14.58% 50	21.28% 73	343	3.05
d. Extracurricular activities	9.33% 32	36.15% 124	21.57% 74	7.87% 27	25.07% 86	343	3.03
e. School leadership	14.49% 50	31.01% 107	16.23% 56	15.94% 55	22.32% 77	345	3.01

Q32 Please rate the usefulness of Staunton's website:

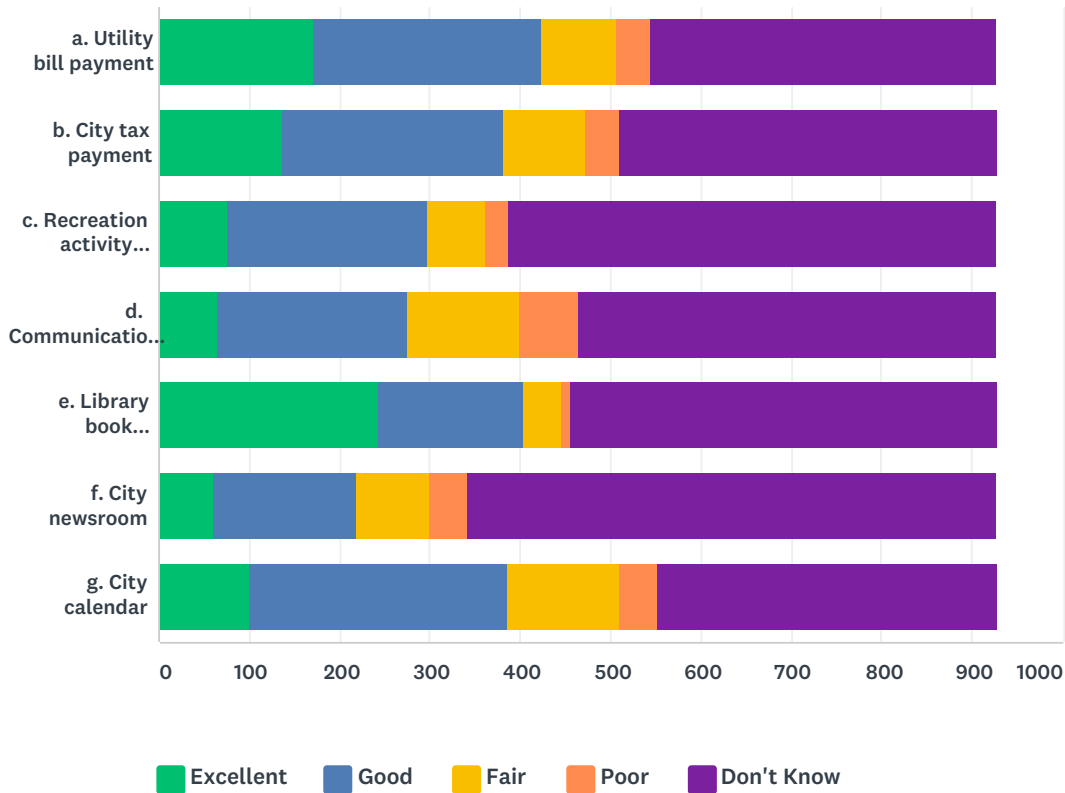
Answered: 928 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very useful	36.31%	337
Somewhat useful	51.29%	476
Not at all useful	3.56%	33
Never used	8.84%	82
TOTAL		928

Q33 Please rate the usefulness of the following features of Staunton's website:

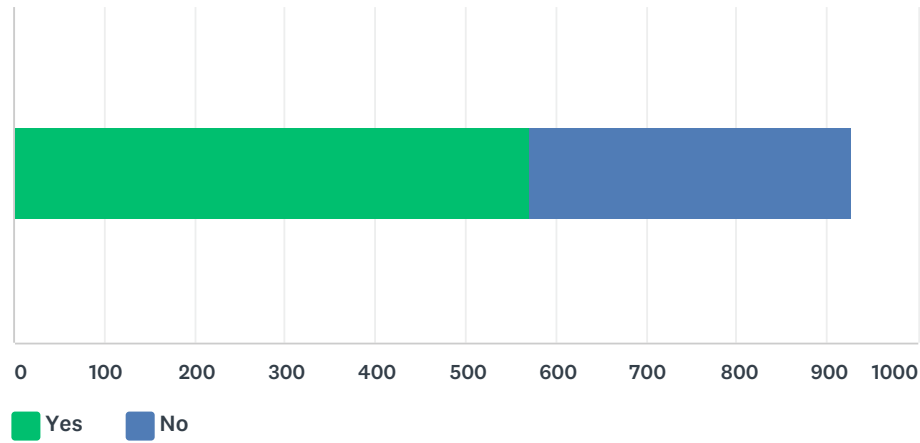
Answered: 928 Skipped: 0



	EXCELLENT	GOOD	FAIR	POOR	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. Utility bill payment	18.32% 170	27.37% 254	8.94% 83	4.09% 38	41.27% 383	928	3.23
b. City tax payment	14.76% 137	26.40% 245	9.70% 90	4.09% 38	45.04% 418	928	3.38
c. Recreation activity registration	8.19% 76	23.81% 221	6.90% 64	2.91% 27	58.19% 540	928	3.79
d. Communication with city government	6.90% 64	22.84% 212	13.25% 123	6.90% 64	50.11% 465	928	3.70
e. Library book reservation	26.08% 242	17.35% 161	4.63% 43	1.08% 10	50.86% 472	928	3.33
f. City newsroom	6.57% 61	16.92% 157	8.84% 82	4.42% 41	63.25% 587	928	4.01
g. City calendar	10.88% 101	30.71% 285	13.47% 125	4.53% 42	40.41% 375	928	3.33

Q34 Are you aware of the City of Staunton's official Facebook page? (www.facebook.com/CityofStaunton)

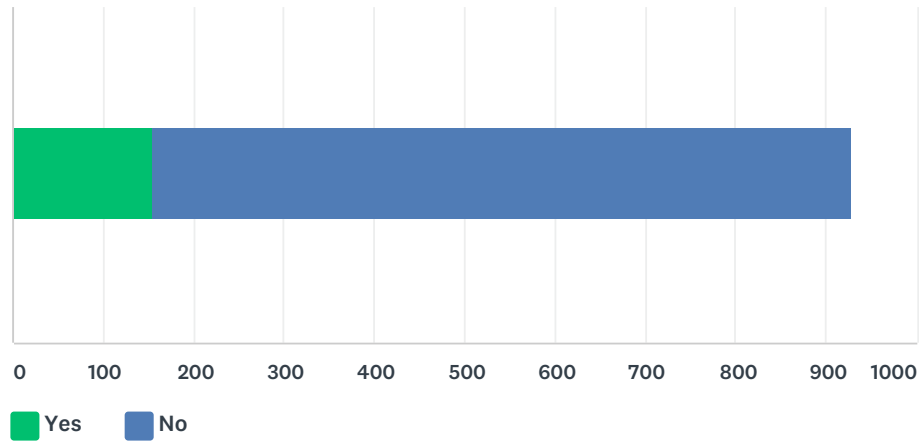
Answered: 928 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	61.42%	570
No	38.58%	358
Total Respondents: 928		

Q35 Are you aware of the City of Staunton's official Twitter page? (www.twitter.com/StauntonCityVA)

Answered: 928 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	16.59%	154
No	83.41%	774
Total Respondents: 928		

Q36 If you could tell the City of Staunton one thing that would help improve its services, what would it be?

Answered: 647 Skipped: 281

#	RESPONSES	DATE
1	Not sure	6/17/2019 2:28 PM
2	City should have more diversity in hiring - teachers, administrators, police, staff. Staunton is a good place to live because of the pace of life. There are some excellent city services, but some deficits. We expect due to lack of tax revenues to keep up with the needs of city residents. Although we don't ride bikes, we think there needs to be better access for bike riders. We walk a lot, but there needs to be more education for drivers who should always yield to pedestrians. We see public transit and that it has been improved but we don't use it. I park often in the lot at Beverley & Market. I've lost a lot of quarters in meters that are broken. It shouldn't be that hard to fix them or at least hang out of order signed on broken ones. There are times I've had to move 3 times to find a working meter.	6/17/2019 1:00 PM
3	Lower water bills. I live alone, senior citizen, my water bill is over \$100 for two months. Home owners should be more resonsdable for keeping grass mowed and property neat. Also the City needs to enforce this and to do more to keep City property neater. Such as the property ajacent to the cemetery on Lambert St.	6/17/2019 12:52 PM
4	Communicate tire/computer recycle. Recycle curbside is too costly now	6/17/2019 12:46 PM
5	Reduce noise pollution	6/17/2019 12:16 PM
6	My husband and I are recent transplants to Staunton (less than 1 yr) Perhaps devote some news for new arrivals/tips on settling in/brief facts on city services/info center, etc	6/17/2019 11:39 AM
7	more bike and/or recreation trails/lanes/routes	6/17/2019 11:31 AM
8	Resume plastic recycling even if it's not cost effective. Bolster all recycling, especially on city property.	6/17/2019 11:24 AM
9	Talk to the people and get their opinions and don't expect the citizens to pay for everything you all propose	6/17/2019 11:18 AM
10	Real estate taxes too high for senior citizens. City manager and all city hall employees get to high a salary. \$60.00 an hour?????	6/17/2019 9:44 AM
11	Worthwhile businesses. We need to see some 'growth' with new businesses (no more antique shops or 'eateries' ... enough-already) .. clothing shops (Old Navy, Talbot's, etc), "needed" businesses. Antique shops, tattoo enterprises, VAPE interspersed throughout perhaps ... downtown has always been parking-challenged, but it's gotten more congested ... it's losing it's appeal.	6/17/2019 9:32 AM
12	recycle my plastics and others	6/17/2019 8:49 AM
13	Expand underground wires. Staunton stands apart because of its architecture. Two of the buildings at Gypsy Hill - the Garden Center and the Pump House - and Montgomery Hall are architectural gems. I think these buildings should be renovated to high standards, going beyond a coat of paint.	6/17/2019 8:32 AM
14	Remove more deer!	6/17/2019 8:25 AM
15	BRING BACK PLASTIC RECYCLING & BINS IN THE PARK!	6/17/2019 8:07 AM
16	Please consider giving Forest Ridge Rd. snow removal services as other taxpayers receive	6/17/2019 8:01 AM
17	Support small business by allowing owners to park downtown for free, lowering business license rates and taxes. I'm a small business owner and for the last 20 years feel that my tax rate is too high. Fixture taxes and furniture is just silly.	6/17/2019 7:48 AM
18	Restart a complete recycling program, especially at curbside. MUST include plastics!	6/17/2019 7:41 AM
19	plastic recycle again	6/17/2019 7:34 AM

Citizen Survey 2019

20	parking - no time limit	6/17/2019 7:28 AM
21	Am upset by no recycling plastics. Deer are devouring my garden.	6/17/2019 7:07 AM
22	I have loved here a little over a year and love it. Keep up the good work. It is a fantastic retirement area.	6/15/2019 10:44 AM
23	Reduce/eliminate restaurant tax. Came from a state without this. Exorbitant - makes us eat out much less frequently	6/15/2019 9:09 AM
24	Enforce snow removal on Greenville Ave. sidewalks	6/15/2019 7:24 AM
25	Community food garden	6/15/2019 6:52 AM
26	Remove every member of city council. They are self-promoting and incompetent.	6/15/2019 3:46 AM
27	Invest in the West End	6/14/2019 2:42 PM
28	I want plastic recycling. Please?	6/14/2019 1:48 PM
29	The timing and length of the stop lights downtown are horrible. I feel trapped when i drive through downtown.	6/14/2019 1:34 PM
30	Change the academic year of the schools so that it is inline with the rest of the state and country - later start and end - and cut the middle and high school some slack by starting and ending their day later.	6/14/2019 11:50 AM
31	None	6/14/2019 11:08 AM
32	Do your part and getting rid of the feral cats in the neighborhoods! They're over running the neighborhood in the city acts like it doesn't care. Also, educate residence in the neighborhoods about where to put leaves for pick up in the fall! Residents are putting them in the street alongside the curb and they go everywhere when it rains! It is a real problem.	6/14/2019 11:00 AM
33	Communicate more with the working and retired class instead of the prestigious class.	6/14/2019 10:17 AM
34	Planning Department needs to be separated/pulled out from under Economic Development. Stop making bad planning decisions in the name of more revenue. We are losing our character and not standing firm on multi-modalism as a result. Make the city accessible and welcoming to pedestrians and cyclists.	6/14/2019 9:57 AM
35	Please shut down Bessie Weller and split the students between the two other schools. They deserve better. McSwain is one of the most well oiled schools I've ever witnessed. The leadership and teachers there are amazing and truly believe they could give the students of Bessie a better education. I don't have any first hand experience with AR Ware.	6/14/2019 8:47 AM
36	Funding more training for first responders, especially regarding collaboration with licensed health care providers already on scene.	6/14/2019 7:55 AM
37	More higher quality and affordable transportation options to Charlottesville and Harrisonburg.	6/14/2019 7:40 AM
38	Continue to be as transparent as possible.	6/14/2019 7:39 AM
39	Please make Gypsy Hill Park more pedestrian friendly and accessible. The main entrance needs a stop light or stop sign. Please enforce the no smoking rules at the park near the playground. Please monitor the park for other illicit behavior. We live very close to the park and often drive because of how dangerous it is to enter the park on foot. Please add a separate walking and biking trail at the park.	6/14/2019 7:38 AM
40	Be a leader in efforts to educate the community. Offer incentives for property owners to conserve natural resources. Look at other progressive cities and offer discounts on water bill for using rain barrels, more info and encouragement on recycling.	6/14/2019 7:30 AM
41	I would like to see friendlier staff in most departments.	6/14/2019 7:27 AM
42	Add a few more heavy trash / leaf / brush pick up days OR offer it as an extra paid service. Please keep looking into recycling alternatives.	6/14/2019 7:19 AM
43	For there be more for youth to do. More help and programs for our underprivileged community.	6/14/2019 7:05 AM
44	Bring back recycling!!!!	6/14/2019 6:50 AM
45	Lots of forward progress in past 5 years, however some eyesores still - e.g., Betsy Bell and W. Beverley blight.	6/14/2019 6:44 AM

Citizen Survey 2019

46	More sustainability in stores- no straws, no plastic bags, and eliminate single use plastic especially because we cannot recycle it anymore	6/14/2019 6:41 AM
47	Dedicated bike lanes from residential areas to the downtown or food stores	6/14/2019 5:33 AM
48	improve roads	6/14/2019 4:55 AM
49	more effective ways for people to know what's going on and give input and get involved	6/13/2019 8:12 PM
50	Find an affordable way to recycle plastic and glass; there must be a solution out there.	6/13/2019 5:20 PM
51	Pedestrian walk signals on Beverley St at every intersection.	6/13/2019 3:52 PM
52	Parking;more green space,	6/13/2019 12:46 PM
53	work to achieve a greater balance of neighborhoods by continuing to concentrate on improving the streets, sidewalks and city properties in the West End and Booker T neighborhoods. The appearance is that the city 'cares' more for our wealthier sections.	6/13/2019 7:18 AM
54	Make tax time different. Also, some employees need to be less judgmental over the people paying taxes	6/13/2019 6:58 AM
55	I don't understand why money is wasted repaving entire roads when a few patches would suffice. To my surprise, my entire subdivision was repaved a couple of years ago and the road wasn't even in bad shape.	6/13/2019 6:55 AM
56	More frequent leaf pickup, but honestly I am very happy.	6/12/2019 6:40 PM
57	Better walking/biking access throughout/between parts of town	6/12/2019 10:29 AM
58	not focus so much on the downtown and improve other areas like Greenville ave which has gone down hill and the West Beverly Street area needs a boost. Great area but needs some local business ie restaurants, local retail shops, and infrastructure.	6/12/2019 6:26 AM
59	Develops programs and activities that will meet the need of all cultures and ages. I know this can be challenging but a survey such as this could prove to be very beneficial.	6/12/2019 5:05 AM
60	Walk lights for pedestrians on Beverley Street and Johnston Street.	6/11/2019 7:19 PM
61	New plastic recycling program	6/11/2019 2:40 PM
62	better bus routes to service newly developing areas of housing i.e. North West end of Staunton	6/11/2019 8:56 AM
63	More information about crime so you can check before and after purchasing a home.	6/10/2019 6:07 PM
64	Traffic lights are too long. Waiting at traffic lights is annoying when going to work	6/10/2019 5:28 PM
65	Find ways to draw underrepresented groups of citizens downtown.	6/10/2019 10:43 AM
66	Overall good job. Some traffic lights are messed up, slow to change.	6/10/2019 10:02 AM
67	Walkability: Visibility, standardization and presence of pedestrian traffic signals urgently need beefing up downtown, along with continuous sidewalks on east side of Thornrose Avenue.	6/10/2019 5:10 AM
68	To treat every citizen and neighborhood the same. My street rarely has cops patrolling or lights or snow removal but other places get multiple drive bys.	6/10/2019 4:09 AM
69	More visibility of officials, planned events, council meeting item followup and availability of better meeting minutes.	6/10/2019 3:36 AM
70	More activities for the youth. More businesses for employment. More housing for the people who make too much money for apartments that are based on income. More mental health services in the schools. Big brother/ sister programs. Better biking paths.	6/9/2019 10:55 PM
71	Pay attention to other areas of the city not just Richmond Ave	6/9/2019 10:33 PM
72	More public transportation , better pay for good quality teachers, pay water bill online	6/9/2019 6:08 PM
73	Na	6/9/2019 3:07 PM
74	Fix all the pot holes in the streets as well as make sure the park lights work for those who walk in morning or late night.	6/9/2019 2:41 PM
75	Entirely new city council	6/9/2019 2:01 PM
76	Computer notification of holiday changes in garbage pickup, trash removal, etc. A number of residents no longer take the News-Leader, and many are old.	6/9/2019 1:27 PM

Citizen Survey 2019

77	Make the park smoke free	6/9/2019 1:20 PM
78	I realize it's beyond Staunton's control, but I'm really sad that we can't recycle plastic anymore. Hoping a resolution will come soon!	6/9/2019 12:41 PM
79	My biggest priority is being more eco-friendly and recycling plastic. Next, walking and biking paths would be an excellent addition.	6/9/2019 12:22 PM
80	Keep Staunton historic yet stop being a bunch of prudes. Property owners or leasees are scared to update or even rent store fronts due to harassment of various depts of government	6/9/2019 11:13 AM
81	Downtown is not the only part of Staunton	6/9/2019 9:54 AM
82	The road work and water line work is badly run. They often mess up and have to redo work, they have broken lines and made messy patchworks on the road and torn up yards. Water storm run off needs lots of improvement. Our yard and basement flood whenever it rains. There is a pipe that directly empties onto our property. We have contacted the city several times a year with no action ever taken by the city to correct it.	6/9/2019 5:22 AM
83	My street light has been out 5yrs Houston st	6/9/2019 4:51 AM
84	Bring more young kid/ teen entertainment to the area or younger families will be forced to leave. I have to either drive to Harrisonburg or Charlottesville typically for my children to be entertained (other than the park). I have a feeling that will only get worse as they get older.	6/9/2019 3:49 AM
85	Not change the name of the high school. And fix the roads!!	6/8/2019 11:20 PM
86	Fix potholes in neighborhoods!!	6/8/2019 7:53 PM
87	n/a	6/8/2019 6:33 PM
88	More light poles, working street lights at night in neighborhoods	6/8/2019 6:22 PM
89	Overall, there is a lack of economic development. There are very few high paying jobs in the area, which leads to a lower income population. City of Staunton has a higher poverty rate than the average in the US	6/8/2019 4:46 PM
90	More activities for 13 to 17 year olds! Safe and appropriate ones!	6/8/2019 2:42 PM
91	I would suggest roadside mowing earlier in the season to lessen littering.	6/8/2019 2:25 PM
92	Make the city more pedestrian friendly. Enforce rules/regulations re: vehicles stopping at crosswalks	6/8/2019 11:55 AM
93	More frequent trash pickup in residential areas	6/8/2019 11:29 AM
94	More affordable housing. I mean a small neighborhood with houses built costing 80,000 or so So that single parents or low income can afford a NICE place to live instead of in the being forced to live in bad areas of town.	6/8/2019 11:21 AM
95	Bring back recycling of plastics!!!!	6/8/2019 10:08 AM
96	Sensitivity training for all staff (city government, utility staff, teachers, everyone) regarding minorities: racial minorities, religious minorities, LGBTQ people, people with disabilities (both visible and not)	6/8/2019 8:01 AM
97	More sidewalks	6/8/2019 7:30 AM
98	We need to put more into our schools and activities that keep children out of trouble	6/8/2019 6:41 AM
99	rain water runoff through my front yard on the corner of Vinson and Norwood St.	6/8/2019 6:31 AM
100	Pave York Ave, and Albemarle.	6/8/2019 5:50 AM
101	Do better at listening to all residents and not just the voices of the few influential people in this town and we could flourish	6/8/2019 5:30 AM
102	Betsy Bell park is in terrible disrepair. Poison ivy and oak everywhere and the mosquitoes are out of control. This park needs some serious maintenance so it can be used by hikers!	6/8/2019 5:14 AM
103	Sidewalks on Springhill rd	6/8/2019 4:29 AM
104	Switch focus from tourism to residents	6/8/2019 3:54 AM
105	N/a	6/8/2019 3:46 AM

Citizen Survey 2019

106	Bring more things around for kids to do! Bring back a skating rink or build another ymca with affordable rates	6/8/2019 2:51 AM
107	School system needs to be overhauled, disruptive children need to be taken out the classroom so others can learn.	6/8/2019 1:20 AM
108	Something fun to do! Especially with kids. We have to go to (yuck) waynesboro, hburg, or cville. We use to have skatetown and the mall..... Now we dont have shit	6/7/2019 11:37 PM
109	Let the residents vote on changing the name instead of letting the board decide, because our taxes have to pay for it, and without a vote to all it isn't fair	6/7/2019 10:41 PM
110	Please make the side of town near Elizabeth Miller Gardens safer. Especially at night. We don't live on that side... to much gang activity.	6/7/2019 10:26 PM
111	Fire School Board. My house is for sale and if it doesn't sell by Fall my 16yr old will be homeschooled before going to the "former" Lee High	6/7/2019 8:51 PM
112	Try to keep taxes and utility bills affordable for senior citizens	6/7/2019 6:37 PM
113	A new principal at Shelburne, stop the exchange of drugs at Robert E. Lee & stop being so picky at who you let start businesses in Staunton. Stop the Harry Potter weekend & focus on the locals & give the youth something to do in this town.	6/7/2019 5:32 PM
114	Think about the citizens and not just the government.	6/7/2019 4:58 PM
115	Make dog registration available online	6/7/2019 4:51 PM
116	Not sure	6/7/2019 4:33 PM
117	Better traffic flow at the underpass of Greenville Ave and Coalter Streets. Improve paving schedule, George Street is in poor condition. Improve refuse pickup. I have many times had to clean up the street after trash pickup because trash has been haphazardly tossed from can to truck. Also city employees should take better care of personal property I have had to replace two trashcans in 4 years due to careless and them breaking the lids.	6/7/2019 3:56 PM
118	I don't feel like it would matter or count towards anything if I did give improvement suggestion.	6/7/2019 3:24 PM
119	N/A	6/7/2019 3:00 PM
120	I am a foster parent and this city does not meet the needs of our family's demographic.	6/7/2019 2:46 PM
121	Don't deny businesses that want to build in the city. You're denying revenue from the land sale, and taxes that would be collected.	6/7/2019 2:43 PM
122	Put more effort into the west end instead of just richmond road area	6/7/2019 12:47 PM
123	PLASTIC RECYCLING!!!!!!	6/7/2019 12:17 PM
124	Improve property tax costs way to much to live and drive in staunton	6/7/2019 12:16 PM
125	Listen to the applicant trying to get a building permit. Think out of box a little. Also ice storm cleanup was very slow	6/7/2019 12:00 PM
126	More Friday/Saturday night activities for teenagers. Stop raising taxes and not improving streets/ traffic flow. Stop raising utilities and not improving them. Stop changing the name of schools because a few want it.	6/7/2019 8:12 AM
127	Parking enforcement has mood swings, I work in downtown and have gotten a ticket for having my bumper on the white line(not over), I've gotten a ticket at 9:12pm on a Saturday while parked in a "no parking 9am-6pm". The food tax is still 12%, tourists are astounded by this and it puts them off. If it's going to be that high for renovations to schools etc, we need to see hard results and a break down of what it's going to and when we reach each goal. This isn't only for us but so we can have hard results for anyone who asks.	6/7/2019 7:34 AM
128	Stop focusing on old rich retirees moving here from other places. You already have amazing youths and young adults here. The young adults need more affordable housing and more things focused towards the 20-35 age group. Because besides bars, there's nothing. And every young person actually from here is just going to continue to leave if all you care about is money from old rich people from dc and New York.	6/7/2019 7:03 AM
129	Bring back plastic recycling program. Willing to pay more for this service. Need to look at our schools and making them more inquiry based not just focused on testing. Consistent and better discipline as well.	6/7/2019 6:42 AM

Citizen Survey 2019

130	The recycling center at Gypsy Hill is greatly missed, as well as plastic recycling. I understand there are larger reasons for discontinuing plastic recycling, but this falls into the category of things that I would pay higher taxes for. Camp Staunton/Heart program are both amazing programs, and help immensely for a household with two working parents. Staunton's parks are beautiful and City sponsored events like the Easter Egg hunt, Independence Day celebration, Food Trucks in the park, movies in the park, etc. are wonderful for bringing the community together. Things like this make me happy that we decided to move to Staunton.	6/7/2019 5:56 AM
131	I would like to see less Screen time in the classroom. I also think the middle school needs to be improved. We are thinking of putting our children in private school for middle school because of what we've heard from friends with children at Shelburne.	6/7/2019 4:30 AM
132	Get a traffic engineer that knows what they are doing. Streets don't have the crown to let water run off properly, Richmond Ave/Statler Blvd intersection is a crap show since the two right turn only lanes went in. Traffic lights aren't timed right and lines are painted crooked/off the correct specs. The traffic department needed to get with VDOT and follow their specifications when it comes to roads.	6/6/2019 10:50 PM
133	Street maintenance and warning for detours for downtown staunton when shut down Better parking options for downtown.	6/6/2019 9:31 PM
134	We need a city-wide universal ban on smoking indoors at public establishments (except for the cigar shop which is, by nature, for the purpose of smoking). The fact that there is a loophole for bars and restaurants is appalling, especially downtown, which is the big tourism draw.	6/6/2019 7:57 PM
135	Please address the many vehicular and pedestrian safety issues on the 900 block of W Beverley Street.	6/6/2019 7:07 PM
136	Plastic recycling	6/6/2019 5:35 PM
137	I realize that the school system is separate but the city should do all it can to provide all families with free or low cost daycare and preschool. As a full time working middle class mom, I'm stunned by how few secular day care options there are. If the city wants to attract new business and retain families they would best meet the needs of children and working mothers first.	6/6/2019 5:33 PM
138	More and better recycling	6/6/2019 5:06 PM
139	improve school facilities	6/6/2019 4:59 PM
140	Revitalize downtown -- too many closed businesses at west end.	6/6/2019 4:24 PM
141	Gypsy Hill Park needs to be more handicap accessible, and there needs to be crosswalks from the neighborhood near the baseball field for safety. Also, there needs to be more consideration for citizen concerns regarding habitual speeding vehicles through neighborhoods. Please look into complaints filed for Parkview Avenue, for example.	6/6/2019 4:13 PM
142	Pick up yard debris more frequently.	6/6/2019 2:25 PM
143	2 things. You need to be better prepared for excessive rainfall. When the sewers backed up last year A LOT of water ended up in my basement. It was costly. I know I'm not alone in this assessment. ALSO, we have young children who play in the yard. People speed through our 25mph neighborhood. It's reckless and dangerous. Youthful drivers have done so while I was trying to teach my son to ride a bike.	6/6/2019 2:03 PM
144	Fix the West end... there are families there. Retail would thrive if its cleaned up and cleared out... all the families that moves out in the far parts of the county pass by now ...with the loop in place... it is awful... how in a matter of a mile you go from vibrant down town to the slums on the west end... I am sick having having to travel across town to detail DAILY! Welcome change and growth dont back away in fear of preserving historical stuff... you need both Staunton! Welcome growth, embrace it. Add a Spray ground for the children. Get more programs for the 10-16 year olds.	6/6/2019 12:57 PM
145	We need to desegregate the town, and efforts to that end would be greatly appreciated.	6/6/2019 12:40 PM
146	Our downtown is charming, but the sprawl of retail areas seems out of control and isn't getting proper attention	6/6/2019 11:13 AM
147	Clean the city up! Why are you paving roads that don't need to be pave, but not pave the roads that need it?	6/6/2019 10:37 AM
148	Public works need to think big picture	6/6/2019 10:00 AM
149	FIND A WAY TO BEGIN RECYCLING PLASTIC AGAIN.	6/6/2019 9:11 AM

Citizen Survey 2019

150	I would like to see a real concentration on the quality of education and teachers st Staunton High School.	6/6/2019 8:25 AM
151	increase walkability beyond downtown	6/6/2019 8:24 AM
152	Litter on certain streets seems to be an endemic problem; I would like to see signage to start an anti-litter campaign.	6/6/2019 8:11 AM
153	Better public transportation to reach outlying areas and suburbs	6/6/2019 7:54 AM
154	The city is finally fixing the potholes and redoing all the roads, that was always my biggest complaint especially when I first began driving. I feel like we as a community need to express how inclusive we are, ontop of that focus on the bullying issue in our schools. The library is fine, the parks are fine, the dog park could use a shaded area specifically on the small dog side. The big dog park has a massive shade tree, maybe plant a smallish one for the small dogs or just get a small shade building with a picnic table or two? Asides that I have no complaints really, I love my town	6/6/2019 7:03 AM
155	Safe bicycle path along Richmond Ave. or create a new path using 714 & Anthony Street Etc. More bicycle parking downtown.	6/6/2019 6:14 AM
156	Better facilities for non motorized travel ie biking and pedestrian	6/6/2019 5:59 AM
157	Massive expansion of crosswalks and sidewalks city-wide; all crosswalks should have signals and require motorists to yield to pedestrians in those crosswalks, everywhere, at any time. Pedestrians on Greenville and Richmond and their feeder streets are subject to the whims and bumpers of motorists, with no ability to slow traffic.	6/6/2019 5:52 AM
158	Free Parking in one of the lots downtown	6/6/2019 5:36 AM
159	If the city is going to push a vision that includes a 'Green' and 'Diverse' future, then the city needs to start incentivizing and leading in that direction. Staunton Crossing doesn't seem to fit this vision and I am disappointed that the city puts so much effort into developing that environmental disaster. The plastic waste and emissions from the drive through lines are appalling. Put in a lot of green ways. Hire more People of Color.	6/6/2019 5:35 AM
160	Focus on being the cute city that you are and don't give in to all the political agendas that will cause tension in our city	6/6/2019 5:00 AM
161	I love Staunton and I'm very appreciate of the services the city provides. I do think we need more sidewalks and bike lanes. Especially a sidewalk on Statler Blvd from the 7-11 to Kroger Shopping Center. I see people walking in the grass and on the street and I do get worried about their safety.	6/6/2019 4:25 AM
162	Kindness goes far	6/6/2019 4:12 AM
163	Bring back plastic recycling. I would gladly pay more taxes to be able to recycle plastic easily.	6/6/2019 3:53 AM
164	Continued improvement for communications.	6/6/2019 3:39 AM
165	Honestly in engagement, quality in city workers, some transparency in public dealings/money concerns	6/6/2019 3:37 AM
166	Be more thoughtful about economic development to make sure efforts support quality of life, not short sighted goals of whatever is easiest	6/6/2019 2:27 AM
167	Over communicate events and things going on around town.	6/5/2019 8:16 PM
168	Please improve pedestrian and bicycle access. The sidewalks downtown are narrow and full of obstacles. It is so difficult to ride my bike from Fisher Circle to Beverly St.	6/5/2019 7:35 PM
169	I'd like for decisions to be made a bit quicker on the government level. I'd like for our city leadership to focus more on equity, especially for minority communities. I'd like for there to be more affordable rental housing for low income families. The school superintendent is amazing. Keep him happy.	6/5/2019 6:08 PM
170	Walking and biking paths could be greatly improved. Many neighborhoods have no sidewalks at all, and no way (other than walking along and across very busy roads) to access other parts of the city	6/5/2019 5:48 PM
171	Expand visitor reach to other areas of town besides downtown. Improve other areas of town to draw interest to other businesses.	6/5/2019 4:35 PM
172	Keep all taxes and fees low.	6/5/2019 3:34 PM

Citizen Survey 2019

173	Improve traffic flow and parking downtown. Also more pedestrian crosswalk lights.	6/5/2019 3:25 PM
174	Let us have our alley named and paved	6/5/2019 3:17 PM
175	It would be nice to have my street paved(currently gravel) and maintained during inclement weather.	6/5/2019 3:12 PM
176	Better communication BEFORE the event	6/5/2019 2:45 PM
177	make repair services to gas and water lines definitive the first time, instead of repeatedly digging up the streets	6/5/2019 1:33 PM
178	Make things affordable for the citizens that live in poverty PLEASE.	6/5/2019 1:09 PM
179	Simplifying bill payment through the website, particularly in that there are too many steps	6/5/2019 1:02 PM
180	More outdoor trails and mountain bike trails	6/5/2019 12:41 PM
181	The city does a great job of communicating on it's pages, but it does a poor job of monitoring citizen pages to get out in front of issues (rumors) and quelling them upon inception.	6/5/2019 12:24 PM
182	This survey needs more open-ended questions.	6/5/2019 12:10 PM
183	Improve streets which badly need re-paving.	6/5/2019 11:04 AM
184	None	6/5/2019 10:56 AM
185	Lower taxes especially for senior citizens!	6/5/2019 8:46 AM
186	When you have homes in two states and water usage is 0 gal, why your bill for trash charged.	6/5/2019 8:28 AM
187	Pedestrian crossing lights downtown need to work and exist at every crossing with W Beverley.	6/5/2019 8:11 AM
188	Stop allowing growth, building and destruction of land because you will be another terrible Charlottesville over run with people , crime, high expense and road rage.	6/5/2019 7:51 AM
189	NA	6/5/2019 7:50 AM
190	Go back to picking up all recycling	6/5/2019 7:21 AM
191	don't know	6/5/2019 7:08 AM
192	More biking and walking trails.	6/5/2019 7:05 AM
193	Listen to it's residence.	6/5/2019 7:05 AM
194	Direct communication to all who purchase homes in one of the historic districts to inform about preservation ordinance	6/5/2019 6:47 AM
195	Water run off from streets. I have sink holes in my back yard from the upper street.	6/5/2019 6:30 AM
196	Have signs and seating at bus stops	6/5/2019 6:28 AM
197	Sidewalks are not pedestrian friendly especially for those with strollers or wheelchairs.	6/5/2019 6:22 AM
198	More pedestrian paths and sidewalks, particularly around Gypsy Hill Park and the neighborhoods surrounding downtown	6/5/2019 6:10 AM
199	Updating their website in a timely manner, many times I see FB announcements with nothing on the site.	6/5/2019 6:00 AM
200	Put more funding toward our school system. Having a well funded school will encourage more families and businesses concerned about their employees' families to move here.	6/5/2019 5:59 AM
201	I don't know	6/5/2019 5:59 AM
202	Desperately need to put money towards sidewalks expanding further into neighborhoods around the gypsy hill park, it is a huge draw to those neighborhoods to be able to access the park easier. Also the road around gypsy hill park itself should be a very high priority to re-pave. Very excited to see the updates done to the entrance of gypsy hill park but the surface of the road should be of much higher importance, it is in terrible shape	6/5/2019 5:50 AM
203	Sorry to say this but I don't think the Council communicates its vision for Staunton. Recently, I read that there is discussion to close Gypsy Hill Golf Course. This is a big mistake. The revenue shortfall is resulting from a lack of vision and understanding of golf, not a declining interest in the sport.	6/5/2019 5:13 AM

Citizen Survey 2019

204	The traffic lights need to be synchronized so you don't have to sit at EVERY single light throughout the City. It seems they're intentionally set to stop you, and it is beyond frustrating.	6/4/2019 4:25 PM
205	More resident feedback	6/4/2019 9:13 AM
206	Get rid of your dumb historical commission as there turning this town into a dump	6/3/2019 4:45 PM
207	The traffic on New Street north of Beverly generally moves at a reasonable speed. However, some cars speed up especially after crossing Academy, and it is difficult to see the cars coming when crossing New Street on either Prospect or Points. Consideration might be given to 4-way stop signs on North New Street, or speed bumps. Thanks for considering this. We have been in Staunton about 4 months and are very happy here.	6/3/2019 8:05 AM
208	Make it much more business friendly. Building inspectors are not timely or consistent. Have spoken to several contractors and developers that Staunton is painful to deal with. The economic development office is weak. Need someone who is young, energetic innovative.	6/3/2019 7:35 AM
209	Increase in permitting/engineering staff	6/3/2019 7:11 AM
210	Time the traffic lights. Frequently they are set to stop at every one.	6/3/2019 6:45 AM
211	There's been trash and dog poop in areas around the downtown streets and sidewalks. I'd like to see increased visibility or communication to folks to not litter and maybe provide more trash receptacles and doggy-bag dispensers around the city. I pick up a lot of discarded trash near our building downtown.	6/2/2019 5:45 PM
212	I wish that we could set up automatic bill pay for utilities and taxes so that I don't have a problem if I'm a day or two late remembering to pay my bills.	6/2/2019 4:35 PM
213	Staunton is such a wonderful town but is not pedestrian and bicycle friendly and most people prefer to walk and bike around the town. I personally don't like that pedestrians and bicyclists have to share the road in Gypsy Hill, it is dangerous with all the children even at the slow speed.	6/2/2019 3:13 PM
214	I've lived here for over twenty years, and I've never felt like a valued citizen. The focus of Staunton is on tourists, not the people who live and work here every day. Government officials have only had a couple of reasons to interact with me, and they have always treated me in a chastising and derogatory manner. My fiancée has lived in the city with me for one year, and is disappointed in the unwelcoming environment here also. This could be such a wonderful place to live, if citizens were valued and appreciated the way tourists and visitors are.	6/2/2019 2:39 PM
215	Sidewalks are badly needed along main roads such as N. Augusta. This would reduce the need for driving short distances to downtown. This is also a safety issue.	6/2/2019 1:30 PM
216	Recycling!!	6/2/2019 11:19 AM
217	..	6/2/2019 10:18 AM
218	QUIT WASTING TAXPAYERS' MONEY ON NONSENSE; ROBERT E. LEE HIGH SCHOOL NAME CHANGE IS A PRIME EXAMPLE; WORST DECISION THIS CITY HAS EVER MADE AND WAS MADE WITHOUT THE CITIZENS' VOTE; SUCH A CONTROVERSIAL ISSUE WITH SUCH MAJOR COSTS INVOLVED NEEDED TO BE AND SHOULD HAVE BEEN VOTED ON BY THE CITIZENS; NO EXCUSES!!!!!!	6/1/2019 8:25 PM
219	Cut curbside recycling collection back to once a month; this saves environmental resources (truck fuel, emissions) and would meet the needs of the relatively small percentage of residents who recycle.	6/1/2019 6:25 PM
220	pay better wages to get quality employees	6/1/2019 9:47 AM
221	Although I feel that my kids are receiving a strong educational foundation at AR Ware, I wish that Staunton City Schools' leadership would consider adding more recess time for elementary school kids. Also, research has shown no correlation between homework for young kids and improved academic performance. On the contrary, research indicates that spending time playing outdoors, eating dinner with family, and relaxing after 7.5 hours in school are more highly correlated to academic performance than homework. Much of the time, esp during the short winter days, my kids have limited outdoor time because they have homework to do. One other thing: I accidentally forgot to pay my water bill a few months ago, and when the man from the utility dept came to shut it off, I was willing to pay him right then and there, but he said he couldn't take my payment and prevent my water from being shut off. The utility worker should be able to take payment.	6/1/2019 8:03 AM

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222	There needs to be more netting on May Field (baseball) Home runs hit spectators on the Tee Ball field. An increase in the height and width of the current netting should be made to avoid serious injury.	6/1/2019 6:59 AM
223	Storm and drainage and road conditions around and near Shelburne and AR Ware schools. The lines on Grubert are not centered causing traffic to go over the middle line near the 400 block; therefore, there has been many vehicles hit and run. The lines need centering. On road parking only! Also, the road going up the hill on Fifth street needs work! Also, the drainage on the corner of Fifth and Grubert needs to be replaced under the road. Not big enough drainage pipe; therefore, causing backup during downpours. Crossing the street on the corner of Fifth and Grubert is BAD! The lights have not worked for a long time. City is aware of this issue!	6/1/2019 6:35 AM
224	build more sidewalks and/or bike paths	6/1/2019 4:56 AM
225	Better recycling program	6/1/2019 4:51 AM
226	Honestly, I would like to see the politics taken out of everyday life. Can we not have that? Why do the few angry folks get to dictate what the sane, rational, yet quiet majority wants. If there is going to be a change, like, for example, the name of a school, I want to vote on that. I may not have children who attend it, but MY taxes keep that school up and running. If there is a statue in town, I want to vote on if it is removed because MY taxes keep the grounds of it neat and would also be used to remove it. And honestly, who has a say in monitoring the health and public safety hazard that has become the Staunton Mall? Maybe locals would go to it even without it having "big name" stores if the parking lot was not where pot holes went to mate and multiply. The theater is great, if you can get to it. Love the book store and \$20 Or less shop, its just dangerous to my car to go there. The building is falling apart, the roof in folding in, mold and mildew have to be rampant as I sneeze while I am there. Its right off the highway, visitors see it. When I moved here, it was literally 2 months before I realized it was even open. And i lived in Manchester Apts at the time. I LOVE Staunton, I have lived in 14 different cities in my life. I purchased a home here.	6/1/2019 4:37 AM
227	Park lacks recycling bins in areas people congregate such as above baseball fields. Need a solution to plastic bottles.	6/1/2019 3:55 AM
228	Wish we had a car wash that did interior daily. Peterson's is often not available. There is everything else we need here!	5/31/2019 6:16 PM
229	Keep on the direction of making decisions and celebrating actions and businesses that benefit and celebrate more inclusivity, diversity, and compassion/kindness towards others.	5/31/2019 6:02 PM
230	Adjust trash bill to size if household, please.	5/31/2019 4:38 PM
231	Seems to be allot of fast moving vehicles in our neighborhood	5/31/2019 4:32 PM
232	Would like for the city to figure out an affordable why to collect plastic again	5/31/2019 12:48 PM
233	My main concern right now is the fact that the city has stopped picking up plastic for recycling as of April 1st of this year. While there are various green activities going on which are trying to solve this problem, the city's participation in this pressing issue would be invaluable and greatly appreciated.	5/31/2019 11:36 AM
234	The leaf removal could be later in the year	5/31/2019 10:14 AM
235	Bike lanes and or paved bike trails	5/31/2019 7:27 AM
236	Parking downtown	5/31/2019 7:10 AM
237	Find a way to resume recycling/pickup of plastics for non-landfill deposit	5/31/2019 5:57 AM
238	More events to bring young people together.	5/31/2019 5:23 AM
239	Solution for plastic recycling	5/31/2019 4:44 AM
240	posted schedule of street cleaning	5/31/2019 2:37 AM
241	Recycle plastics	5/31/2019 1:39 AM
242	Remove all members of City Council & School Board. I currently have sold my home and both of my rental properties to move to the county. My daughter will not be attending this new high school.	5/30/2019 11:12 PM
243	One thing? Communication is the key. Please do not rely on the NewsLeader.	5/30/2019 2:08 PM
244	restore plastic re-cycling	5/30/2019 1:37 PM
245	Reduce tax and be more pet friendly	5/30/2019 1:24 PM

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246	College Circle needs storm water remedies.	5/30/2019 1:13 PM
247	More sidewalks	5/30/2019 1:09 PM
248	Free or low cost Transportation to go to and from the UVA hospitals.	5/30/2019 11:42 AM
249	Better schools. Had two children go from K-12 in Staunton schools, and feel that neither of them was prepared for college. Also, ALL students who wish to, are able to go to college. The staff acts like only those in honor classes are worth spending their time on. I went to a parent meeting on college prep, and the staff basically said even if you're taking advanced classes you might not go to college. How does that make parents feel if their student isn't taking those classes. And if they are so willing to say that to parents, I can't imagine that they're inspiring students.	5/30/2019 6:18 AM
250	Communication and notification: More Bulky Trash Pick Up Dates. Household Battery disposal. Electronic recycling / re-purposing (education, repair training, etc.) Gypsy Hill Dog Park is barren and bleak. Need more tables, seating. Agility training area (small hurdles, large tubes, ramps / stairs leading up/ down to walking board / platform. Small cooling off pool.	5/29/2019 12:59 PM
251	More appreciation, respect, and better services for veterans.	5/29/2019 12:15 PM
252	re-instate plastic recycling	5/29/2019 5:39 AM
253	I'm the great grandson of the late TJ Collins .I was born and raised here moving away to Athens , Pa in 1982 ..than on to Fort Lauderdale , FL in 1986 from Athens,Pa returning to the area in 1992.taking up residence in Afton, Va til year 2000 when moving back to Staunton to present	5/28/2019 6:29 PM
254	Lived here over 30 years	5/28/2019 2:28 PM
255	Can not think of anything in particular	5/27/2019 5:43 PM
256	Parking for the disabled	5/27/2019 3:27 PM
257	I'm very happy with Staunton's services	5/27/2019 10:00 AM
258	Be more efficient. City taxes and fees for services are too high relative to neighboring localities. I think salaries of City personnel may be higher than necessary to attract quality individuals. I think some City positions are not needed (Assistant City Manager).	5/27/2019 7:37 AM
259	On Grubert Ave between the fire department and 5th st, there is no sidewalk. I like to walk my dogs around the block and not having a sidewalk on that section forces us to walk in the street. Completing the sidewalk would greatly increase the safety of pedestrians	5/27/2019 5:17 AM
260	Keep shrubs trimmed at gypsy park.	5/26/2019 4:54 PM
261	15 year resident of Staunton. Life long Virginian. This is one of the most poorly lead cities I have ever lived in and I would move if not for family commitments. The scandals that were swept under the rug in Ed Dept are despicable. The overall employee base is sound. There is next to nothing for teens. Which is not uncommon for places of this size. Staunton is poor at attracting business. Poor at business sustainment. But the downtown seems to have stabilized. Pros and Cons. I look forward to leaving.	5/26/2019 4:28 AM
262	More free parking downtown.	5/25/2019 11:00 AM
263	bicycle lanes on streets, bike trails in Gypsy Hill Park	5/25/2019 9:03 AM
264	Improve the schools.... stop the fighting and bullying at Lee High, engage the children to learn and not treat them as they are stupid, but capable.... have a better dress code.... get rid of the teachers who care only for the paycheck and not the students	5/25/2019 6:38 AM
265	Stop putting all resources to the east part of the city and spread them out to the rest of the city	5/24/2019 6:42 PM
266	Ask me what I want to tell you, rather than the questions you think meet your charter	5/24/2019 3:15 PM
267	Have better pay for its services	5/24/2019 7:56 AM
268	Hire more qualified people in the engineering section (streets, paving, erosion control)	5/23/2019 3:17 PM
269	To make sure landlords of rental properties are complying with the law. And to let renters know what the recourses of non-compliance with the law are.	5/23/2019 8:11 AM
270	Keep up the good work.	5/23/2019 6:36 AM
271	I would say stop raising the water bill. But that's not going to happen just like not raising taxes. I've lived in a lot of places and this town's water bill is more than I pain in FL, LA, or TX and I had a pool.	5/22/2019 7:17 PM

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272	More programs that bring people together.	5/22/2019 10:43 AM
273	For the amount of tax citizens pay, we should have access to more amenities. I wonder if funds are being used in best manner or if there is room for improvement.	5/22/2019 9:45 AM
274	na	5/22/2019 5:41 AM
275	Free recycling bins/services	5/21/2019 6:08 PM
276	Figure out how to bring back plastic recycling! Please.	5/21/2019 5:40 PM
277	recycle my plastic, enforce building codes and have a vision for Staunton tourism and quality of life	5/21/2019 3:52 PM
278	The City does not take a lead, or even a good follower, in changing for the betterment of it's citizens. Examples: It took a couple of years after the County deleted it's windshield sticker for the location for the vehicle before Staunton followed suit. Presently every county and city around Staunton, including the other side of the mountain (Charlottesville, Albemarle County, etc.), has adopted a blinking yellow light for a left turn at a traffic light. Staunton has done nothing. Additionally, timing of lights which would improve traffic flow and gas consumption waiting for the light to change is antiquated at best. Additionally, I have had very little interaction with the Staunton Police Department, but what little I have had leads me to believe that we ARE NOT BLESSED by the way our police force interacts with our citizens and would welcome the opportunity to address their interaction with our citizens. To me, their MO is no different than what we observe on television.	5/21/2019 5:27 AM
279	If any service by Sonoco is no more, then excellent.	5/20/2019 5:35 PM
280	Parks and Rec registration is very difficult for team signups and individual activities. Auto billing for utility billing would be very nice.	5/20/2019 4:43 PM
281	Recycle plastic. Extremely upset plastic no longer included in recycling.	5/20/2019 10:29 AM
282	I think the City does an excellent job. I can't think of an improvement at the moment.	5/20/2019 9:48 AM
283	Find a replacement source for plastic recycling	5/20/2019 9:42 AM
284	Sidewalks are desperately needed as well as bike paths.	5/20/2019 7:20 AM
285	We really need more tax base. The elderly should not be it.	5/20/2019 5:37 AM
286	Please get a sidewalk on at least one side of every street!	5/18/2019 3:15 PM
287	Listen to the residents	5/18/2019 10:55 AM
288	Generally very happy. Was disappointed in how long it took to take care of the downed branches after the November 2018 ice storm, but otherwise quite pleased and impressed with Staunton city services.	5/18/2019 10:50 AM
289	I'd love to see walkability improve - more sidewalks leading to downtown, easier pedestrian crossings at lights. At some downtown intersections, pedestrians can't see whether lights are green/red and there are no walk signals.	5/18/2019 9:25 AM
290	I really do think you are doing a good job. I know its probably an economic problem, not a civic services issue but I really want to recycle plastic. I'm paying you to recycle my plastic and now its being thrown away.	5/18/2019 5:11 AM
291	Reject the Dollar General Store move to Springhill Road intersection and be very careful to have an appropriate building on that site.	5/17/2019 2:24 PM
292	BRING BACK RECYCLING!!!!	5/17/2019 12:59 PM
293	People drive too fast on my street and y'all have done nothing to address this	5/17/2019 10:24 AM
294	Please have recycling team stop smashing bottles one by one (about 10 bottles) at 6 in the morning, please help make the curve on 900 block of Beverley street safer for residents, please stop letting historic building details keep residents from being able to reasonably maintain their homes by making repairs unaffordable due to historic restriction details, please encourage residents to stop letting dogs poop on sidewalks,	5/17/2019 10:07 AM
295	It would be great if we could recycle plastic again, but I realize the city has little control over this.	5/17/2019 7:47 AM
296	Be more open ro companies wanting to come and bring jobs.	5/17/2019 6:54 AM
297	more night life, encouragement for downtown businesses and activities to stay open for college and high schoolers	5/16/2019 8:45 PM

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298	More sidewalks, please!	5/16/2019 5:33 PM
299	Our community is not pedestrian or bike friendly	5/16/2019 5:06 PM
300	Add a bike and walking path from Downtown to the commercial development at I-85 following Lewis Creek out across athletic fields of VAD&B school, Stuart Hall soccer fields, across farmland along New Hope to National Avenue, past old Western State to new shopping area. This would then connect to a master plan bike/ped maybe equestrian following US 250 to Goose Creek and parallel the CSX train corridor to Waynesboro, then up and over or through Afton Mtn connecting to same type of trail to Crozet and then to Charlottesville. To be called Three Notched Bike and Pedestrian Trail.	5/16/2019 4:57 PM
301	?	5/16/2019 2:17 PM
302	The loss of plastic recycling was a big hit. If we could find an alternate way to use plastics for the city that would be cost effective that would be great, or provide local businesses tax incentives for using paper or more easily biodegradable products instead of plastic bags.	5/16/2019 1:50 PM
303	Red lights are run at intersections of Augusta & Beverly & Augusta & Frederick Sts. It is dangerous. I walk downtown every day. Cars are never stopped.	5/16/2019 12:35 PM
304	Have the public VOTE on certain issues that cost taxpayer funds	5/16/2019 9:26 AM
305	More restaurants, more activities for residents	5/16/2019 6:32 AM
306	Continue to recycle plastic. At least 1 and 2 plastic. The city of Harrisonburg does.	5/15/2019 4:28 PM
307	Perhaps screen in downtown showing tourists the city map, activities, discounts, city programs, theater schedules...etc The city can also be helpful if it becomes more bike friendly by planning the roads.	5/15/2019 3:35 PM
308	I wish we could bring back plastic recycling.	5/15/2019 3:27 PM
309	Work with small business to make sure they succeed.	5/15/2019 3:02 PM
310	React positively to what the taxpayers are saying and not what a small group of demagogues are saying	5/15/2019 2:04 PM
311	PROTECT OUR TREES. All too often I see the power company or its affiliated tree service hacking the trees along the corridors with the utility lines. MAYBE instead of doing this time and again, we could begin to put the lines underground, and then we wouldn't need to continually patch, trim (hack) etc. When we first moved here in 2004, I feel that this was a City priority (to be a green "tree city" and I feel that we have lost that pride in our community.	5/15/2019 1:31 PM
312	Reward citizens for improvements to property which help the environment (less water runoff, trash, planting native plants, pollinators, etc).	5/15/2019 12:47 PM
313	We would love to see more bike lanes and bike/walking trails throughout the city.	5/15/2019 11:42 AM
314	Lower taxes	5/15/2019 11:12 AM
315	fix streets that have a drainage problem or repaved in 30+ years	5/15/2019 10:30 AM
316	Listen to all of your residents and not just a few transplants.	5/15/2019 10:07 AM
317	Too much lawn waste goes to landfill. Teach people how to compost, even have a compost competition, and special haul the rest to a city compost site.	5/15/2019 9:44 AM
318	road improvement in park. Bike lane in park	5/15/2019 8:46 AM
319	Make City Council agendas more easily accessible on the website. They take too long to download.	5/14/2019 11:54 AM
320	More large trash pickup would be helpful	5/14/2019 10:11 AM
321	pot hole repair	5/14/2019 7:10 AM
322	Need more resources for the lower-income and elderly	5/13/2019 5:13 PM
323	Recycling!	5/13/2019 5:12 PM
324	Greater equality and integration	5/13/2019 9:55 AM
325	bring back recycling	5/13/2019 9:11 AM

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326	I would like to see plastic recycling reinstated. I would like to see improvements in making Staunton a bicycle friendly environment. I would like to see renovations and improvements made to the Pump House where the Stonewall Brigade Band practices weekly October through March, and where much historic memorabilia is stored.	5/13/2019 6:36 AM
327	The west side, (where I live) is deplorable. There are no sidewalks, or places for youth to go. The west side alliance is doing their best, but the city council isn't listening.	5/13/2019 6:16 AM
328	Pick up waste, then compost; sell it back to residents.	5/12/2019 5:36 PM
329	Focus on affordable housing, limiting sprawl, & environmental protection/ encouraging renewable energy.	5/12/2019 7:52 AM
330	Post info about leaf collection where it can be found on city website.	5/12/2019 7:46 AM
331	more than one, sorry. communication (about what is happening with road work, etc). Timing on stop lights. sidewalks/safe pedestrian walkways within a mile of downtown. equity and representation for citizens of color.	5/11/2019 3:06 PM
332	None. Very pleased with city services to this point.	5/11/2019 9:07 AM
333	Need to attract more businesses to the west end	5/11/2019 8:56 AM
334	Add sidewalks in my neighborhood (we live between Reservoir Hill Park and Gypsy Hill Park). We love to walk but don't always feel safe on these streets, especially on the curvy streets on Reservoir Hill.	5/11/2019 8:24 AM
335	High speed internet all over town, make it easier for more living space downtown	5/10/2019 9:08 PM
336	Make city more biker and pedestrian friendly.	5/10/2019 8:35 AM
337	Storm Water management	5/9/2019 5:56 PM
338	More money for the high school renovation. Expand the offering for the arts.	5/9/2019 12:22 PM
339	Improved sidewalks, making sidewalks in more residential areas	5/9/2019 4:19 AM
340	Lower the sound volume of programs held at Gypsy Bandstand	5/8/2019 11:46 AM
341	I would LOVE to have automatic bill pay for the water bill.	5/8/2019 11:06 AM
342	Overall cleanliness seems to be a problem. Some residents go the extra mile but there are folks who litter or don't pick up after their dogs. These people should be fined. Property owners need to tend to their properties better. The old community garden in Newtown is a good example. It gets mowed once a year and the lot owner NEVER cleans his sidewalk. Lastly, please invest in more street lights.	5/8/2019 6:43 AM
343	improve GHPark - better pavement, restrict cars, open up golf course to public hiking and walking, improve football field parking lot	5/8/2019 6:22 AM
344	Fix the crumbling sidewalks and streets in my neighborhood, which is considered a "good" neighborhood, N. Madison St and its cross-streets. Phone calls about it have been ignored. Weeds in the street! Crumbling, dirty sidewalks! Problem is, digging too deep would make my fence fall down and would kill tree roots -- this has already happened to a beautiful old tree a few years ago. But at least scrub & repair them, and pave the streets so we don't get weeds. Looks very different from the streets that tourists see...	5/8/2019 6:11 AM
345	restore plastic recycling	5/7/2019 2:24 PM
346	Improve walking safety through crosswalk markings, more corner walk/don't walk lights, sidewalk repair, better snow removal from sidewalks, marked bike paths, marked walk paths in Gypsy Hill Park.	5/7/2019 1:32 PM
347	Reevaluate the traffic lights downtown. There are often no cars going through the light while others are just waiting.	5/7/2019 9:49 AM
348	I'm considering moving because of the difficulty of getting around in my wheelchair-- no sidewalks except downtown, some sidewalks are blocked by utility poles, traffic signs, etc, lack of crosswalks at some major intersections (want to go to John Knowles Park in a wheelchair? You can't. Want to cross Churchville to get to Gypsy Hill? There's no ramp or sidewalks on the park side of the street). Many building downtown are inaccessible from the street or, if you can get in the aisles aren't wide enough to allow the passage of a chair.	5/7/2019 5:10 AM
349	More handicapped parking spaces downtown.	5/6/2019 2:25 PM

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350	bring back the recycling of glass and plastic	5/6/2019 12:22 PM
351	Find a way to recycle plastic. Give composted and rain barrels out for free with the recycled plastic money and materials. Make plastic bottles have deposits or ask supermarkets to install recycle machines to chop soda bottles.	5/6/2019 8:39 AM
352	Have a cohesive plan that addresses transportation and traffic Ongoing housing issues for all levels	5/6/2019 6:42 AM
353	Improve the building department's response time to residential builders and contractors needs and requests. I'm told and have experienced the response time of the residential building process.	5/6/2019 5:41 AM
354	Bring back plastic recycling NOW!	5/5/2019 4:23 PM
355	Build a walking / biking path many miles long throughout the entire city.	5/5/2019 12:37 PM
356	Stop putting too much of your money on development and take care of the needs of the people. Money should not have to be raised for Gypsy Hill Park! Roads should be kept up better.	5/5/2019 10:23 AM
357	Stop focusing so much on tourism and take a look at the city itself. Have you looked at the poor condition of the west end of the city lately?	5/5/2019 8:11 AM
358	sidewalks	5/5/2019 7:24 AM
359	It is time to create ecologically sound practices, inclusive supports for all people, and to eliminate injustice for the poor, other-than -white citizens, and our environment	5/5/2019 5:08 AM
360	Work fairly with the County to keep the Courthouse in downtown Staunton. It drives the economic engine in downtown.	5/4/2019 10:47 AM
361	Make it much easier to reserve/acquire an interpreter for access to meetings and programs.	5/3/2019 5:17 PM
362	Have bike lanes.	5/3/2019 5:03 PM
363	I would like to see more bike lanes.	5/3/2019 4:46 PM
364	Pave some of the side streets that are in horrible shape. Please do not allow heavy trucks access to neighborhoods as a cut-thru option.	5/3/2019 11:57 AM
365	We need white collar employment here. Less fast food and antique stores. Many older folks are letting their house fall down because they can't afford to fix it up to the specifications the Historic Preservation Committee wants. Dozens of people have told me so. It's also been a terrible financial burden on me. Had I really known the big picture, I would never have moved here.	5/3/2019 11:54 AM
366	Reduce taxes!!!	5/3/2019 9:14 AM
367	The Tot Lot at Gypsy Hill Park is not very good. There are no swings for my five year old, she is too small for the bigger kid playground. The wheelchair swing, while inclusive, is not able to be accessed by wheelchairs due to the wood chips and children constantly play on it with the chains and is dangerous! We do enjoy the playground near the Boys & Girls Club though	5/2/2019 5:02 PM
368	Improved technology and an increase in the frequency of popular city services such as heavy trash pickup	5/2/2019 4:29 PM
369	Support local and small business development in the community	5/2/2019 1:54 PM
370	More handicap parking spaces downtown.	5/2/2019 1:47 PM
371	I strongly believe that Staunton needs sidewalks - not just downtown but everywhere. In my neighborhood, the children must walk in the street to go to and from the bus. Also, sidewalks encourage people to walk which is good for health and they shouldn't have to go to the park just to take a walk! Also, sidewalks encourage neatness and give a finished look to the streets. Thank you.	5/2/2019 1:00 PM
372	More fairness and transparency in city government.	5/2/2019 11:05 AM
373	Electronic transfer of payments from banking accounts. The check method is slow.	5/2/2019 10:11 AM
374	Better traffic control at: 1. Intersection of Ritchie Rd. & Greenville Ave. (add a traffic light already!) 2. Intersection of Greenville, Commerce, & E. Johnson (add a roundabout)	5/2/2019 8:41 AM
375	Do something to improve the neighborhood streets. They have been chopped up from utility work for years and are now like driving on "washboards". We have some of the highest taxes (prepared food) in the country. It's time we see something in return. Thanks.	5/2/2019 5:48 AM

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393	Recycling plastic. It really is imperative that we return to recycling plastic. It would be interesting if the City would provide incentives for locals to come up with proposals on how we are going to deal with all the plastic. The City could partner with a "local" company to reintroduce plastic recycling. Transportation is also an issue, particularly as it relates to homelessness. Homeless people want employment but have no means of getting there. The West End of Staunton needs more investment and more connection to Downtown Staunton. Cannot speak for other neighborhoods, but in mine, there are no sidewalks and many people walk on the street which is dangerous (top of West Frederick Street - between North Jefferson and West Beverley).	4/30/2019 4:36 AM
394	Wake up to the need to cultivate and encourage small businesses! I moved here & so wanted to locate my business in Staunton but unless you are a national company interested in Staunton Crossing, no one cares and has ANY resources, advice to offer. Super disappointing. Waynesboro is eating our lunch (literally) with the exploding artisanal food/drink businesses that bring tourists and promote great quality of life.	4/30/2019 3:41 AM
395	Please stop fluoridating my water. Please pay our teachers more.	4/30/2019 3:38 AM
396	Improve bicycling lanes in the city.	4/29/2019 6:27 PM
397	Can't think of anything.	4/29/2019 5:50 PM
398	Lower the taxes	4/29/2019 5:22 PM
399	More sidewalks	4/29/2019 4:31 PM
400	NA	4/29/2019 4:09 PM
401	Summer music at GH Park: The four types of music at the park are rated by the Recording Industry of America as the four lowest selling genres of music in the country. People now call the summer music on Monday-Thursday the "retirement group". Where is the classic rock and pop? Where is the blues-rock? Where is the blues? Nowhere! There is nothing for the teens through the late-forties age groups, the groups that are paying the most taxes and using the most services. Every year, marching band Monday, karaoke Christian Tuesday, bluegrass Wednesday where the rednecks come out from everywhere and jazz Thursday. Again, the lowest selling categories of music in the entire nation along with the last two other bottom dwellers, children music and classical. Ease up on your age-old and outdated rules around the park. Get the music in there that the younger age groups like, allow food trucks and craft beer/wine and cider to be sold. It's time to change the old current code to something that is much more attractive to the younger tax payers. Why always cool aid, lemonade, popcorn and funnel cake? Take a hint from Charlottesville Friday-after-Five setup.....Staunton has Victorian Days, Bridge Day and Earth Day downtown. These all need to be combined into one day since attendance at each is pitiful and a waste of time....If the golf course is running at a \$50,000 deficit, then Montgomery Hall Pool is running a higher deficit. Close that pool since its deficit is greater than the golf course. No more satisfying the "name hurts group". This is about money.... Christmas..The downtown Christmas wreaths with their blue-white LEDs are about as uninteresting and ugly as you could ever imagine or dream of. Why not some color? Why not alot of color? Why not make Staunton in to a North Pole and have visitors from all over the state come to town for the decorations, shopping and overnight stays? Don't we need more tourist money? Taxes. The city should be trying to compete with the county and Waynesboro on Real Estate Taxes. Instead Staunton has the highest real estate taxes coupled with the slowest population growth in the region and the state. Apparently City Council and the City Manager haven't figured out it's mostly the high real estate taxes that are keeping new residents from flooding into our city. High taxes, low population growth, a perfect setup for disaster, and that is what we have. It's creating a dying town as those of us with homes simply can't foot the bill for every increase and for those who rent. Go to Monster Jobs and see Harrisonburg, Waynesboro and Charlottesville listed. Not Staunton! Nothing here!	4/29/2019 3:56 PM
402	There are a few issues that are priorities to my and my family: 1.Conserving resources and protecting the environment. Staunton needs to find a recycling service that will accept plastic. 2. Education. We have been satisfied with many facets of our child's educational experience at McSwain, but are concerned for the experiences of students at Shelburne.	4/29/2019 3:04 PM
403	Raise taxes on the rich and use the revenue to help turn the homeless shelter into a day shelter.	4/29/2019 2:38 PM
404	Don't know, I am very happy here.	4/29/2019 1:24 PM
405	Fire dept. should stop harassing businesses for "inspections" for which they claim help reduce insurance costs. This is patently false. If the department has that much free time on its hands, they should consider downsizing rather than making up things to occupy their time.	4/29/2019 12:46 PM
406	find a way to recycle plastic again!	4/29/2019 8:46 AM

Citizen Survey 2019

407	Biking and walking trails	4/29/2019 7:32 AM
408	Trash and recycling drop-off location.	4/29/2019 4:24 AM
409	Plastic recycling	4/29/2019 4:16 AM
410	Wish there were a way to re-start plastic recycling '~'	4/28/2019 3:20 PM
411	Please begin implementing the Bike Pedestrian Safety Plan to make Staunton more bike/pedestrian friendly.	4/28/2019 3:42 AM
412	Work on tax rate! I do not believe that it is of any concern to anyone! Raising taxes and fees is done in every budget with no concern for residents!	4/27/2019 6:46 PM
413	Please do not lower taxes. I want more recycling and green initiatives from the city. I want more funding for teachers and education. I want more services for poor and homeless people here in town. I want initiatives designed to address the legacy of racism and segregation here.	4/27/2019 4:22 PM
414	Don't do road work on major travel routes during commuting hours.	4/27/2019 1:32 PM
415	First at the intersection of Fredrick and Augusta, heading west on Fredrick; that light goes from Green to Red in 18 seconds flat, which in short is ridiculous whoever set that up should be fired on the spot for being an idiot. Also, on Beyers street... either make it one way or remove the parking on the right side. Furthermore enforce the damn parking downtown, if people are parked illegally ticket them, not just for time violations but also for parking to far off the curve.	4/27/2019 5:40 AM
416	Many local neighborhood streets are in poor shape. If the city does repave, they are torn back up within a year.	4/26/2019 7:58 PM
417	Utilize the park for bigger events to create funds for city projects rather than exclusively increasing taxes. For example, charge an application fee to participate in the 4th of July event (creating better vendors, generating income for the city) & use the entire park like we used to. Or have a food truck battle at the park. The park is an awesome resource for a fundraising team. We live in such a good market for this!	4/26/2019 7:41 PM
418	Time the lights and use the boxes you have so people don't have to sit at a light when there is no one coming. Post speed limit signs on all the residential streets like the one on Donaghe Street. Make it possible for pedestrians and tourists to see the traffic lights and the crossing signals. (We want to attract these tourists and not let them get intimidated or hit by crossing the streets). Washington Post just described Staunton as an inviting and increasingly hip small city in the Shenandoah Valley!! Purchase more than one of the stand up signs that say that pedestrians have the Right Of Way and use these signs. Put bike lanes in. Make Beverley Street one lane if necessary. There is a Bike and Pedestrian plan. Put it into effect NOW.	4/26/2019 1:19 PM
419	Recycling.	4/26/2019 9:51 AM
420	Consistency of City's department decisions. I loved the bicycle police presence in Gypsy Hill Park.	4/26/2019 8:59 AM
421	Make improvements to West End sidewalks, buildings, poor lighting and pavement.	4/25/2019 4:26 PM
422	We don't do Facebook. Sometimes hard to get info on activities.	4/25/2019 10:45 AM
423	More festivals sponsored...	4/24/2019 12:44 PM
424	Bulk collection at least twice a year. Ability to have leaf compost delivered. I know of VA cities that deliver leaf mulch to residents for the cost of delivery (\$40-3 cubic yards, \$50-4 cubic yards. I cannot access leaf mulch- no truck and the site is difficult to access at MHP.	4/24/2019 11:22 AM
425	I am on a limited income.	4/24/2019 8:40 AM
426	Maintain accurate leaf pick up	4/24/2019 6:34 AM
427	I'm not sure	4/24/2019 6:11 AM
428	They need more things for middle age and youth to do. Just not a retirement city.	4/24/2019 4:26 AM
429	Raise income maximum for elderly real estate property tax relief from \$30,000 to \$40,000 or so and index it for inflation at least every five years.	4/23/2019 4:35 PM
430	Look in to the Facebook link does not work to register for recreational activities.	4/23/2019 3:19 PM
431	Better education,safety at Gypsy Hill Park, better roads	4/23/2019 10:58 AM
432	N/A	4/23/2019 8:24 AM

Citizen Survey 2019

433	Politeness of employees	4/23/2019 5:27 AM
434	pedestrian crosswalk signs, and buttons downtown! Tourists walk into traffic on a regular basis because they dont understad the	4/22/2019 9:09 PM
435	The City should do more to attract white-collar jobs. The focus on tourism is not enough.	4/22/2019 5:19 PM
436	More weekend activities for pre-K aged kids	4/22/2019 1:14 PM
437	There are several traffic lights that should trigger changing based on traffic flow. I sit at several and go through entire cycle when there is no other traffic.	4/22/2019 12:29 PM
438	BETTER/MORE REGULATIONS KEEPING VALLEY MISSION RESIDENTS FROM LOTTERING IN/ON TAXPAYING RESIDENTS PROPERTIES	4/22/2019 12:27 PM
439	friendlier police	4/22/2019 11:57 AM
440	City ordinance governing tree care in the city i.e. no topping	4/22/2019 11:44 AM
441	fix traffic lights downtown. Prior to May 17 they were fine . Now they are terrible. Remove the no right turn on red signs that are not needed(about half).	4/22/2019 11:11 AM
442	more parking restrictions on Beverley Street. Employees should not be using spaces, period.	4/22/2019 10:53 AM
443	would like to see more sidewalks in neighborhoods and a walking and biking trail around the city	4/22/2019 8:56 AM
444	I work for the schools and it was very upsetting when the city stopped recycling plastic. The kids at school have done an excellent job of putting recycle items in bins. As a citizen of the city it it very upsetting to me also. I am hopeful that something can be done about this	4/22/2019 8:01 AM
445	trash collectors need to be more careful in how they place trash cans after emptying. They often block the sidewalk and even the street.	4/22/2019 7:59 AM
446	Build sidewalks throughout the city and reinstall the stoplights that allowed pedestrians to judge car traffic.	4/22/2019 7:20 AM
447	As Transportation projects occur. Give great consideration to installing bike paths and walkways. Encourage people to pick up litter. Or fine them.	4/22/2019 5:57 AM
448	I am excited that we are improving our high school, so since that is being done, we have a real issue with traffic flow around downtown. I and many friends have noticed we sit at stop lights more than drive anywhere within 4 blocks of downtown Staunton.	4/22/2019 5:28 AM
449	Regulate the stop lights downtown on Beverley!	4/22/2019 5:00 AM
450	Be more reasonable and responsible to new home construction and renovation	4/22/2019 4:49 AM
451	To begin an honest and deep dialogue about the racial and economic disparities that exist in our City and then develop an authentic action plan to acknowledge and address those disparities.	4/22/2019 4:19 AM
452	I would like to see more Christian based activities	4/22/2019 3:58 AM
453	People want to recycle. We look at other cities and states making this a priority and we scratch our heads as to why Staunton is going backwards. I use the back portion of the landfill for my business and I see thousands of pounds of glass being pushed into the landfill hole along with plastics. The city has to do a better job with this. Also to have 10 people earning over \$1 million associated with the school system; Human Resources, principles, administration etc. is outrageous . We have some schools that can't even afford a copy machine that works and yet we have \$1 million tied up in salaries for 10 people. This doesn't make any sense.	4/22/2019 3:02 AM
454	better city council	4/22/2019 3:00 AM
455	More downtown activities	4/21/2019 5:54 PM
456	Clear my road in ice condition s	4/21/2019 2:12 PM
457	More community engagement	4/21/2019 2:05 PM
458	?????	4/21/2019 1:00 PM
459	Don't assume that everyone uses social media	4/21/2019 11:04 AM
460	Stop making changes that are not necessary and expensive... e.i. Changing the name of R. E. Lee High School.	4/21/2019 7:07 AM

Citizen Survey 2019

461	Have some smart entrepreneur figure out how to recycle our plastics now that China won't take them.	4/20/2019 6:06 PM
462	Quit wasting money	4/20/2019 1:15 PM
463	I have no suggestions.	4/20/2019 10:59 AM
464	We need more sidewalks and/or bike trails to safely connect more people to the parks and the downtown and to safely connect more children to their schools.	4/20/2019 8:55 AM
465	pedestrian signs (i.e. walk/don't walk) in downtown.	4/20/2019 3:02 AM
466	Use an accurate and fair method of assessing peraonal property value.	4/19/2019 8:14 PM
467	Lower the tax rate for property tax, owners cannot pay for every idea you come up with for tourists. Beverly st is not the only st in town.	4/19/2019 6:02 PM
468	1. try to get plastics back on recycling. 2. stop sirens, unless really needed, after midnight. 3. eliminate or repair some empty houses that are beyond repair.	4/19/2019 4:56 PM
469	Pay more attention to the West End	4/19/2019 3:33 PM
470	Make more areas walkable and bikeable. I read that there is a plan to build out the bike and pedestrian paths across the city. I think that this improvement would greatly increase the safety of transportation (right now, walking middlebrook Ave is difficult with kids, and walking to montgomery park with kids is difficult.) I would like to see dedicated paths.	4/19/2019 10:06 AM
471	Get rid of the historic guidelines. We are living in modern days with modern and energy efficient materials.	4/19/2019 10:05 AM
472	Snow removal on sidewalks on Greenville ave so peds don't have to walk in the road	4/19/2019 9:46 AM
473	Add curb and guttering for water storm water management. Stop raising the property values and not adding sidewalks. Why are we paying over \$170 k for a manager or a CFO. We don't need to compete with larger city salaries..	4/19/2019 6:54 AM
474	Can't think of anything, but I have to admit I learned a lot I didn't know from taking this survey, since I just moved here last August. Maybe some sort of welcome information packet for newcomers to the community? Or a referral to some organization that could help them get better acquainted with what itoffers?	4/19/2019 3:59 AM
475	Although you seem to do a great job with the tourism aspect of the city you seem very out of touch with what local citizens need and can afford as far as jobs, housing and retail options among other things.	4/18/2019 7:19 PM
476	We need better bike and pedestrian paths	4/18/2019 3:33 PM
477	Take care of maintenance of streets that really need it	4/18/2019 2:37 PM
478	We just retired here at the end of December and absolutely love it! So maybe next year we'll have better input.	4/18/2019 2:30 PM
479	Address housing & job needs for low income Stauntonians	4/18/2019 10:40 AM
480	City needs to place greater requirements on developers so the proper infrastructure is put in place at the developers expense.	4/18/2019 9:53 AM
481	Better, more open and specific communication as it relates to upcoming changes and activities around the town (projects, road construction/conditions, incoming plans) without the populace having to rely on local media	4/18/2019 9:47 AM
482	better recycling, better sustainable programs city wide	4/18/2019 9:43 AM
483	Roads and sidewalks in some parts of the city need repair.	4/18/2019 9:15 AM
484	Ask the citizens before decisions, not after.	4/18/2019 8:36 AM
485	better support and promotion of locally-owned businesses	4/18/2019 8:31 AM
486	Please maintain political neutrality. I don't want to see my neighbors divided over arbitrary political issues anymore. City officials should limit involvement when these issues arise.	4/18/2019 7:24 AM
487	Still need to find a plastics recycling vendor. Too much plastic is going to the landfill.	4/18/2019 7:12 AM

Citizen Survey 2019

488	SOME OF THE ROADS ARE BAD, NEED PAVING , WITHOUT WAITING UNTIL THERE ARE FALLING APART	4/18/2019 6:52 AM
489	Please do something worthwhile with the mostly vacant mall.	4/18/2019 6:23 AM
490	Garbage pickup personnel need to be more careful with cans. They are expensive and they are thrown back when empty. We aren't supposed to use heavy duty cans because they become too heavy. The same respect should be extended to customers. It would be really nice if city would upgrade trucks to use bigger cans.	4/18/2019 5:59 AM
491	Make Staunton a safer place for pedestrians to get around. Create safe paths to the schools and community centers so kids can walk or ride bikes. Have more bicycle parking at shopping centers and safe paths to get to the shopping centers on Statler and Richmond Road.	4/18/2019 5:22 AM
492	More sidewalks along North Augusta Street into the north end.	4/18/2019 4:31 AM
493	Bring in more economic development, make it friendlier for tourists with more events and encourage new businesses to grow	4/18/2019 4:25 AM
494	Reserve downtown street parking for customers, NOT business owners or employees.	4/18/2019 4:21 AM
495	I've been here just over a year. It's such a beautiful city with a healthy amount of diversity. I live near Gypsy Hill park and I'd love a few more trees planted along Churchville Ave to help hide the view of traffic and improve the sound barrier. Really, this is such a lovely place as is. I'm very happy to be here.	4/17/2019 8:47 PM
496	Add mountain bike trails to Betsy Bell & Mary Gray.	4/17/2019 7:32 PM
497	garbage collectors leave trash and trash cans strewn about, blocking driveways and trash cans in the road..would love to see this area improved upon.	4/17/2019 6:52 PM
498	Communication	4/17/2019 4:13 PM
499	more green space	4/17/2019 3:15 PM
500	Bring back recycling at Gypsy Hill Park. And if you can't do that, at least make full recycling available at the landfill. What about aluminum cans? Steel pet food cans? Nothing has been said about them.	4/17/2019 2:44 PM
501	add more bike paths; eliminate plastic bags in the downtown area; authorize the use of golf carts within city limits to ease traffic flow and reduce air and noise pollution (See this link on Texas codes: https://www.cityofrockport.com/ArchiveCenter/ViewFile/Item/892); Some streets need to be made one way, b/c they are too narrow for two-way traffic - people have to pull over to the let the other pass (Example: Madison Street); If Madison were made one-way angled parking could then be used to increase the number of parking on these particular streets which would be very helpful in high density areas	4/17/2019 2:20 PM
502	Ability to pay for parking with credit or debit card.	4/17/2019 1:45 PM
503	I have many. Put a traffic light at Ritchie BLVD. Retime ALL the city's signals, this is 2019 not 1819. Have police patrol MHP (out of state drug dealers and cops won't come when called) and police patrol is VERY VERY POOR on residential streets. Drag racing, construction trucks speed and NO RADAR. 9-1-1 dispatchers won;t send cops when called.	4/17/2019 12:13 PM
504	I would really like to see plastic recycling come back-	4/17/2019 12:01 PM
505	Get more information out to the public about your website and services. All residents should be getting mailings to their homes about services and dates of services. Not everyone subscribes to newspaper because of the cost or participates on social media, particularly older individuals. I only knew about this survey because a friend told me. I only knew about the heavy trash pickup date because a friend mentioned it. Why doesn't the City of Staunton do a joint mailer with Staunton Parks & Rec? One or 2 pages of the brochure could list these types of special dates and surveys. I always enjoying getting Staunton Parks & Rec periodic mailer and reviewing the events and information it contains.	4/17/2019 11:15 AM
506	Make more parking downtown.	4/17/2019 10:00 AM
507	Please, fix the roads. The potholes are so hard on our cars!	4/17/2019 9:13 AM
508	City Hall is not responsive to the business community's needs. It's not responsive to complaints and is too difficult to work with when compared to surrounding counties.	4/17/2019 8:56 AM
509	Listen to all citizens and not just a select few.	4/17/2019 8:54 AM

Citizen Survey 2019

510	It needs to be more walking friendly. I would love more sidewalks. I would walk more if we had more sidewalks.	4/17/2019 8:52 AM
511	Because schools were mentioned - there is a band instructor whose practices are rapidly decreasing retention at Lee High. I personally had my child removed from her class after she couldn't handle the abuse any longer, but this instructor, Ms Cole, has broken instruments, regularly and repeatedly verbally abuses the children she is charged with, even recently demanded a student with a broken foot worsen the injury on the recent trip to Florida, telling her to "remove the makeup" from her foot which was bruised from the break which occurred on the trip. She didn't get her medical attention. I have heard countless stories outside of my own daughter's experience with this woman of her abuse of the children, and I am perplexed that this woman whose behavior is almost cartoonishly bad is still allowed to not only remain employed but seems to not even be disciplined. One of these incidents alone should have been enough to put her on notice and force a correction but it truly seems that the school administration not only turns a blind eye to her behavior but actively endorses it.	4/17/2019 8:37 AM
512	Replace Gypsy Hill Park road. Potholes have been there for years and it's becoming a trip hazard for those who walk and ride bikes. Speed "humps" are more effective than speed "bumps". Vehicle speed needs monitoring in this park!	4/17/2019 8:28 AM
513	Make the entire city more pedestrian-friendly.	4/17/2019 8:17 AM
514	Keep up the good work.	4/17/2019 8:15 AM
515	To improve public transport. More available. Someone working different shifts to have transport. Or to improve taxi service which is not reliable.	4/17/2019 7:47 AM
516	more affordable senior housing options and availability within our area	4/17/2019 7:45 AM
517	I think it might be helpful to try to organize some kind of "new to town" event. Moved here from a big city and it's very hard to meet people I find if you don't want to go to bars. Also, I think the dog tag tax is excessive. Having a dog is a human, biological, evolved with nature, right. If the tax goes toward SPCA services those funds should just be added to property taxes. The symbolism is terrible.	4/17/2019 7:13 AM
518	To look for the best of own citizens and the city	4/17/2019 7:12 AM
519	More shopping to promote more revenue! Bike/walk paths. Ice skate park like Bridgewater in winter and then skate in summer	4/17/2019 7:07 AM
520	Please try to figure out a way to not cancel kid events even if only one child is registered. It means so much to them!	4/17/2019 7:05 AM
521	Not sure	4/17/2019 6:48 AM
522	Put the rest of downtown utilities underground	4/17/2019 6:20 AM
523	One recommendation I have is maybe not necessarily a service improvement suggestion. However, I would like to suggest that the Saturday Farmers Market go on until a little later than noon. I find that a lot of people tend to not get up and going until later on Saturday mornings, myself included. I love going down to the market, but typically am rushing to get there before noon. Also, maybe open one more day during the week...or have an afternoon market at some point...	4/17/2019 5:46 AM
524	A city portal which residents could log in to and see all pertinent information. Residents could set up the portal with neighborhood and work addresses and the portal could send alerts when there is scheduled city maintenance (paving, water line, etc., or emergency maintenance) that may impact resident's home, work or commute. The portal could provide one central login to pay utility bills, personal and real estate taxes and register for activities. The portal could allow residents to set "alerts" for upcoming activities. For example I could choose "Recreational Softball" as something I am interested in and I would receive an alert when softball signups hit the website. A one stop shop.	4/17/2019 5:20 AM
525	NA	4/17/2019 5:12 AM
526	I am not sure at this time, haven't been here long enough to experience many of it's services	4/17/2019 4:58 AM
527	Hire some minority cops and firemen.	4/17/2019 4:26 AM
528	BE MORE BUSINESS FRIENDLY	4/17/2019 4:21 AM
529	Improve sensibility of traffic control lights!! It doesn't make sense to wait at a long red light when there is zero traffic traveling or approaching the green light(s).	4/17/2019 3:04 AM

Citizen Survey 2019

530	Get rid of School Board. When this school year is over, my family is moving to the county. This Lee High nonsense was a waste of tax payers money	4/16/2019 11:08 PM
531	Homelessness Help people to succeed. The mission is very nice but limited to short stay help people buy their own home and stay in it. Never waste money, tho i am guilty about that i know but spending wisely is always good Mostly i lately am stuck on the homelessness problem, and safe child care so people can work and not miss work I feel like much thought should be put into these issues I also feel like local pastors could do more counseling if available for people who need to talk, that is not the city of Staunton, but putting it out there. I would say get expert opinions from successful tried and true methods I am soo sorry if these are not the answers you wanted, just what i am thinking	4/16/2019 8:19 PM
532	Gifted and Talented program in middle school. When my child was in public school and I asked what was available I was not given an answer, but told there was an advanced math class. I would also like to see the West side improve. I'm concerned about the old Big Lots location being abandoned so long. The parking lot is deteriorating, which will make investors less interested. I think this needs to be addressed to prevent blight (or further blight). I would like to see more assistance for the homeless and treatment options for substance abuse. My interactions with police have been very hit or miss. Either very positive when we have called for help or very dismissive. A greater consistency would be helpful. Also I requested welfare check for neighbor who has a lot if DV calls in past after porch lights get was flashing SOS. On that call police said the man (multiple protective orders against him in the past) answered door and said everyone was fine. Police did not lay eyes on the woman or her kids and took his word for it that everyone was ok and kids were messing with lights. That was extremely worrying. Other times the response was excellent. By the way, the landscaping around town, parks and library drew us to this area.	4/16/2019 7:57 PM
533	Street closures for downtown events, there are far too many closures that aren't communicated to local downtown business in an effective way	4/16/2019 7:43 PM
534	I would really like to feel like we have an innovative school system that celebrates diversity. I think there is a lot of work to be done to improve the quality of the schools. If our schools were more attractive to parents, more people would move into the area. If the schools were better, then that would improve all of the property values of our homes. It would be great if our schools were more innovative and inclusive. SOL scores are not of value in judging a quality school system. I really wish the schools were better. There are some fantastic teachers, but as a system I think there is a lot of room for improvement.	4/16/2019 6:54 PM
535	Consider ALL the residents.	4/16/2019 6:43 PM
536	We live in the Wharf and pushing for residents is becoming increasingly difficult.	4/16/2019 6:24 PM
537	more emphasis on safety in neighborhoods i.e. people speeding and running stop signs	4/16/2019 5:22 PM
538	I love living here. Staunton is my town. I don't know what to say other than it would be helpful to have more brighter streetlights or working streetlights on n Jefferson St area, and that the bark park needs more hay/straw to keep it from being a constant mud pit that isn't useable, and the panhandlers in front of Walmart need to be restricted. Otherwise, nothing bothers me here. I love our town. Wait! Madison needs to be a one way.(behind Stuart hall at the corner of Baldwin on the hill. That's dangerous.	4/16/2019 5:21 PM
539	I have a problem with the city not keeping up with my paid taxes.	4/16/2019 5:20 PM
540	Improve the looks of the west end of town, support new business in the west end, instead of all about downtown.	4/16/2019 5:11 PM
541	Water bill is to high, try to find solution for recycle issue	4/16/2019 5:01 PM
542	I have found the treasurers office and utilities billing to be a bit cantankerous. Less flexible and forgiving than any business/vendor I deal with	4/16/2019 5:01 PM
543	Na	4/16/2019 4:59 PM
544	Increased walking paths/sidewalks	4/16/2019 4:37 PM
545	Llsten to all the people, not just the ones with money	4/16/2019 3:56 PM
546	Eliminate wasteful spending	4/16/2019 3:55 PM
547	Make Gypsy Hill Park a pedestrian park.	4/16/2019 3:37 PM

Citizen Survey 2019

548	The city of Staunton was a friendly safe community until the city started making big city changes now the city is worried about school names, ect instead of focusing on the drug problems right in our neighborhoods and the pedophiles in our school zones and kid friendly activities such as the park pool	4/16/2019 3:19 PM
549	Find programs for tweens and teens to help occupy their time.	4/16/2019 2:38 PM
550	Take all residents into consideration in dealing with issues.	4/16/2019 2:06 PM
551	Need clean recycling bins and find a way to recycle plastic again	4/16/2019 12:54 PM
552	instead of repaving every few years why not switch to a top coat sealer or slurry topping, these methods work well in the county and are much cheaper then a total grind and resurface project.	4/16/2019 12:34 PM
553	Single stream recycling, or better recycling pickup. Items are commonly left in my bins and i have been told that the city does not accept cardboard. I live on Coalter Street and for the past two years I have received a note each time I try to leave cardboard out for recycling. My bins are often left blocking my driveway, so that when I get home I have to move them prior to pulling in.	4/16/2019 11:55 AM
554	Bowing down to the great Walmart has not helped other businesses in Staunton	4/16/2019 11:50 AM
555	Sidewalks in more areas than just downtown!	4/16/2019 11:46 AM
556	I live on the west end. I would like to see more improvements along West Beverley.	4/16/2019 11:21 AM
557	The pedestrian walk like on beverley and coalter. That is the busiest intersection and there is no walk sign going back towards city hall I think.	4/16/2019 10:59 AM
558	I would like to see the sidewalks along Beverley Street pressure-washed from time to time. They can look dingy and dirty.	4/16/2019 9:53 AM
559	Lighten up in building inspection office. People don't want to build homes in Staunton because of them.	4/16/2019 9:51 AM
560	If a plastic recycling resource/company can be found, I would especially appreciate being able to recycle these items.	4/16/2019 9:48 AM
561	Keep working the downtown area. Great progress. Area looks great as well.	4/16/2019 9:38 AM
562	We need much more diversity here, and many more diverse types of restaurants/food. Also need to lower taxes on restaurants in Staunton city so they are more apt to stay here instead of move to Waynesboro. Basically encourage ethnic diversity of restaurants and citizens here.	4/16/2019 9:35 AM
563	Need more heavy trash pickup. Need to recycle all recyclables. Trash men need to take care of my cans, sometimes found in the street. Need better Christmas decorations (wreaths) on Greenville ave. and Richmond Road	4/16/2019 8:54 AM
564	Tell the truth all the time.	4/16/2019 8:52 AM
565	More public transportation	4/16/2019 8:48 AM
566	Thank you for helping with the High School renovation .	4/16/2019 8:44 AM
567	The budget seems entirely mismanaged, and with the level of income that the city receives from personal taxes and taxes upon business (e.g., hotels, restaurants, etc.) - especially in light of the increased income from tourist events like QCMM and the increased amount of hotels, it is appalling that we still do not seem to have money for city operations, and the allocations of the current budget are completely lopsided.	4/16/2019 8:21 AM
568	Better school communication. Safer areas. Less crime	4/16/2019 8:04 AM
569	More consistently enforced parking regulations-seems as if some businesses & individuals are allowed to ignore parking signs, better snow removal on sidewalks, better enforcement of private entities snow removal	4/16/2019 8:00 AM
570	??	4/16/2019 7:37 AM
571	Better fund special and gifted education services.	4/16/2019 7:35 AM
572	Go back to recycling plastic and pay the bill	4/16/2019 7:23 AM

Citizen Survey 2019

573	There are a lot of hard-working people in Staunton that don't get a break. To get help or recognized you either have to be rich or poor. Well let me tell you some people make halfway decent wages and everything keeps going up there are times when we struggle. Can't get help make to much money to get any help, just live paycheck to paycheck making sure you have a roof over your head, can pay your water bill, send your kids to school and have food on the table. Don't have that extra to sign them up for fun things to do. Well I had my say, I am a widow who lives on SS and get too much to get any help from anyone, Can't get in a low-income apartment and don't make enough to go in assisted living. I live month to month paying to high rent because the owner can go up on the rent every year if they please! Is there something we can do about that? We need apartments for people like me, I know I'm not the only one in Staunton with this problem!	4/16/2019 7:21 AM
574	pave a lot of the roads	4/16/2019 7:12 AM
575	Put more information on website and make the website more user friendly.	4/16/2019 7:06 AM
576	More involvement of the community.	4/16/2019 6:57 AM
577	Better downtown parking, Little league baseball overhaul (see YMCA basketball program)	4/16/2019 6:32 AM
578	Give Lee High back its name! Biggest waste of time and money EVER to appease carpet baggers	4/16/2019 6:27 AM
579	Make sure every household is informed. Do not depend on the printed media or the radio/tv media. Local newspaper is worthless.	4/16/2019 6:25 AM
580	Learn to plow snow; teach meter enforcer manners and human-interaction skills; look for gaps in repaving programs.	4/16/2019 6:12 AM
581	1. Need to be more attractive to business. 2. Driving on Richmond Rd and Downtown is constant stop and go. Needs to be better traffic flow. And it has been in the past, so either your employees have become lazy or less smart.	4/16/2019 5:53 AM
582	Have owners spruce up and maintain their properties. I live in a rental unit on Baldwin Street; the property management companies need to take more pride in their investments, instead of neglecting exterior paint, gutters, yards. These properties absolutely look neglected. I can assure you that I take pride of the inside. But, the outside often does not reflect this.	4/16/2019 5:39 AM
583	N/A	4/16/2019 5:25 AM
584	we could use more activities, services, and businesses aimed at young adult residents. The town often feels both too old (senior citizens) and too young (children), and my spouse and I have difficulty finding interesting things to do locally.	4/16/2019 5:00 AM
585	Neighborhoods need more sidewalks.	4/16/2019 4:59 AM
586	Public parking lots should be for the public not city employees.	4/16/2019 4:56 AM
587	street lighting in neighborhoods (that also protects night skies). It would be nice is big trash pick up was a little later in Spring (when I do Spring clean up). It seems a bit early (when its still cold). I appreciate the service though, so this is just a suggestion, if it is possible.	4/16/2019 4:54 AM
588	More frequent surveys	4/16/2019 4:50 AM
589	Sidewalks north end	4/16/2019 4:44 AM
590	Maintain existing neighborhood. The street in my neighborhood hasn't be paved in 40 years and the pavement is crumbling. All of the entrance corridors need improvements, not just lip service. Invest in the West End as you do other areas. Your Econ Direct as with a lot of the top brass are over paid lets see results. Get businesses in here not just tourist businesses .	4/16/2019 4:31 AM
591	Focus on entrance corridor improvements and walking, biking, stream rehab improvements to improve quality of life, attract new families and boost tourism.	4/16/2019 4:28 AM
592	More vision for the future other than tourism	4/16/2019 4:10 AM
593	Figure out how to recycle plastic	4/16/2019 3:49 AM
594	Transitional housing for homeless and support system for same	4/16/2019 3:38 AM
595	More sidewalks out to stretches of the city that have expanded in recent years, i.e. Churchville Ave.	4/16/2019 2:05 AM
596	Quality of Education and Cirriculum.	4/16/2019 1:28 AM
597	Be more inclusive in planning for all subgroups	4/15/2019 7:48 PM

Citizen Survey 2019

598	Improve quality of schools	4/15/2019 7:41 PM
599	Continue to seek ways to engage with and promote small businesses and entrepreneurs. School access and services for all children should also be a top priority.	4/15/2019 7:04 PM
600	We need better traffic control on Richmond Rd. We like to see more police patrol in that area to help with reckless driving.	4/15/2019 6:43 PM
601	Continue such as Harry Potter day, African-American arts day, Downtown buying days, and celebrate a downtown businessperson in the News Leader every week. We need a grocer downtown.	4/15/2019 6:40 PM
602	Please reinstate plastic recycling!	4/15/2019 6:35 PM
603	Downsize administration	4/15/2019 6:20 PM
604	Please take care of the west end.	4/15/2019 6:08 PM
605	The education system has failed my child the last few years and I hope things get better once we transition to a new school in August. The no child left behind law has not been beneficial for my child.	4/15/2019 6:08 PM
606	Be bolder when confronting issues. Seem to skirt around things to much	4/15/2019 6:03 PM
607	Put more police on the road	4/15/2019 6:00 PM
608	Better use of employees would save money. Hear fire dept. running expensive equipment to check water leaks. Isn't that what Public works is for? Or you have police patrolling why not send them. I believe if you listen to the employees more, they have several ways/ideas to work better or save money.	4/15/2019 5:44 PM
609	Lower the taxes. Better jobs in the town. Waynesboro has out grown Staunton by leap's and bounds.	4/15/2019 5:35 PM
610	Slim choices on shopping choice, store variety poor. Need this when we have great activities within the city	4/15/2019 5:34 PM
611	Free parking	4/15/2019 5:28 PM
612	The City slapped the majority of citizens in the face by changing Robert E. Lee HS name	4/15/2019 5:21 PM
613	Ask and listen to the people that live here ,the police are out of control profiling people	4/15/2019 4:36 PM
614	Have a website that retains payment information so i don't have to enter it each time I make a utility payment.	4/15/2019 4:31 PM
615	I feel that the trash/recycling could be improved with a few changes.	4/15/2019 4:09 PM
616	Listen to community and business leaders. These folks have invested in the city and the city administration should listen to their thoughts on the future of the city as well as ongoing challenges the city faces.	4/15/2019 4:05 PM
617	Follow up on derelict properties. We've been reporting the house next door repeatedly. It's really bad.	4/15/2019 4:04 PM
618	Very happy with Staunton	4/15/2019 3:01 PM
619	Help your schools. I sold my house in Staunton to move just so my child could go to Augusta County schools. He got screwed during pre-k in the services and education. He is thriving so much and learning so much now.	4/15/2019 2:49 PM
620	I like it how it is! Maybe a more user friendly website	4/15/2019 2:31 PM
621	I don't know.. all is good	4/15/2019 2:11 PM
622	Stop expansion and use/improve what we have.	4/15/2019 1:49 PM
623	Storm water fees being used for city storm water improvements.	4/15/2019 1:39 PM
624	Re-setting of some of the traffic lights to better suit the times and flow of traffic.	4/15/2019 1:09 PM
625	Figure out the plastic recycling problem and outlaw single use plastic bags as well as Styrofoam containers.	4/15/2019 12:45 PM

Citizen Survey 2019

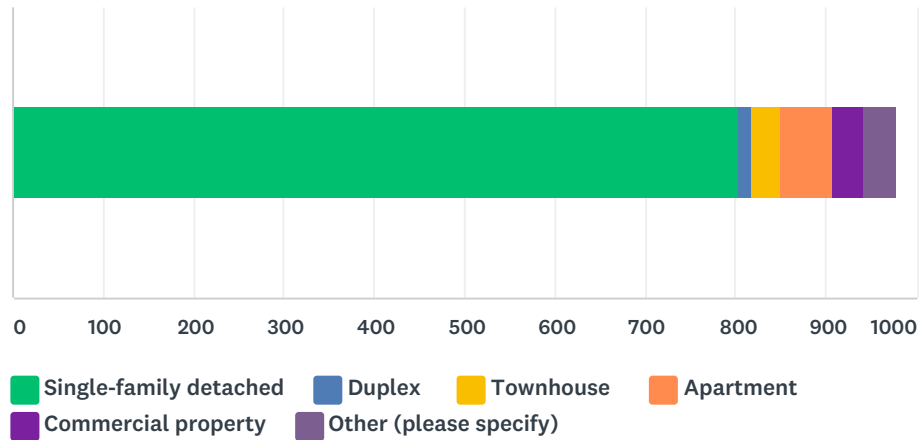
626	Remove Barbwire from pool, football field and make it more attractive rather than looking like a prison environment. All USA flags must me lit at night and it would be nice to have a flag on the flag poles at the baseball fields. This is very disappointing and unpatriotic and keep flags flying downtown all summer long.	4/15/2019 12:13 PM
627	better street lighting through out the city	4/15/2019 11:56 AM
628	More efficiency through online services	4/15/2019 11:46 AM
629	Improve police engagement with citizens. Many people only have contact with police when they are stopped at a speed trap.	4/15/2019 11:44 AM
630	Staunton is a lovely place but it sorely lacks retail establishments, the mall is a joke and from what I discovered, residents all drive to Waynesboro to shop. In the meantime, there are vacant businesses everywhere. Staunton could bring in so much income if it would move into the 21st century the way Waynesboro is doing. In NoVa, I could drive 5 miles in any direction and find anything in the world I wanted or needed. Here, I must rely on purchasing on the computer. A huge shock and source of dismay. So many vacant buildings and so many businesses that would most likely love to make Staunton home. Staunton needs to take a note from Waynesboro's book.	4/15/2019 11:42 AM
631	Staunton needs more sidewalks. Tree topping is an epidemic. The schools need more art, music, PE and recess.	4/15/2019 11:28 AM
632	People making over 130000 not get raises give it to the lower paid employees you get a 3 percent raise and 12 percent hike in the water bill	4/15/2019 11:27 AM
633	Enforce parking downtown. Merchant, employees and city employees should be forced to follow parking regulations or get rid of meter maids who only ticket customers.	4/15/2019 11:20 AM
634	more emphasis on economic development to fund improved services	4/15/2019 11:17 AM
635	Better paying jobs	4/15/2019 11:04 AM
636	Please fix the sanitary sewers along Churchville Ave between the library and the park. They overflow during heavy rains, flowing into yards and waterways. I guess the problem is that too many properties discharge their stormwater into the sanitary sewer. Also, please do not ever subsidize or otherwise promote development along the I-81 corridor, specifically the "Staunton Crossing" development. Any hotels, housing, retail, etc. must be entirely funded by the developers, without tax subsidies, environmental concessions, discounted property, right-of-ways, or other forms of corporate welfare. In addition, developers must pay their share to provide funding for additional needed city services like sewer, emergency services, and traffic control, as well as to offset environmental damage (including green space destruction). The litmus test for a truly profitable, longstanding, community-enhancing addition to a city is whether they are willing to build without subsidy. Localities who assist in funding development on their outskirts always end up losing in the long run.	4/15/2019 10:54 AM
637	Pay is way to high for city administrators for city size. Puts them out of touch with the mainstream citizens. Lawyers, law enforcement. Fire and rescue who put their life on the line should make more. Was so suprised by the salary disclosures recently.	4/15/2019 10:49 AM
638	More sidewalks or bike trails. Feel a little uncomfortable walking at Montgomery hall park (Isolated)	4/15/2019 10:24 AM
639	The West End has been severely neglected by Staunton City Council for years - this has to change!	4/15/2019 10:13 AM
640	The traffic pattern at Richmond and Statler especially in late afternoons and evenings does not work it's always backed up it worked better when both lanes went straight when traveling towards downtown and the lights are not timed properly sometimes only 5-6 vehicles get thru on one cycle just my two cents thank you.	4/15/2019 9:31 AM
641	Liberal mind sets will destroy this city- allow for other voices to be representation for what lives here	4/15/2019 8:54 AM
642	Try to keep up with the pothole situation a bit better.	4/15/2019 8:13 AM
643	it is essential to respond to Staunton residents concerns in a timely manner. We should not have to keep calling to find out things.	4/15/2019 7:04 AM
644	Water bills based wholly on use instead of the flat rate up to a certain usage currently in place for billing. I am conservation minded and have never gone over the lower limit. I prefer to pay for what I use and not subsidize other folks water consumption. There is little incentive for people to conserve water under the current billing system.	4/15/2019 5:17 AM

Citizen Survey 2019

645	More user friendly online bill paying system and the option to be paper free by having your bills emailed to you	4/15/2019 5:15 AM
646	Move out of town !	4/15/2019 4:47 AM
647	Bike Lanes Sidewalks in some of the residential areas (safety concern) Better zoning codes	4/15/2019 4:17 AM

Q37 What sort of property do you own or lease in the city?

Answered: 928 Skipped: 0



ANSWER CHOICES	RESPONSES	
Single-family detached	86.64%	804
Duplex	1.40%	13
Townhouse	3.45%	32
Apartment	6.36%	59
Commercial property	3.56%	33
Other (please specify)	3.88%	36
Total Respondents: 928		

#	OTHER (PLEASE SPECIFY)	DATE
1	user didn't answer	6/17/2019 9:32 AM
2	A home	6/17/2019 7:07 AM
3	Rent	6/15/2019 6:52 AM
4	None	6/14/2019 7:39 AM
5	Condo	6/13/2019 7:35 PM
6	Land	6/10/2019 4:09 AM
7	Rent because pricing is ridiculous in staunton to buy a home.	6/8/2019 5:30 AM
8	Additional land lot	6/7/2019 2:46 PM
9	Business	6/6/2019 7:50 PM
10	Condo	6/6/2019 5:42 PM
11	House	6/5/2019 3:17 PM
12	House	6/5/2019 3:12 PM
13	Commercial/residence combined	6/2/2019 5:45 PM
14	None	5/31/2019 2:09 PM
15	Just sold home and 2 rental properties	5/30/2019 11:12 PM
16	Assisted living home	5/24/2019 7:56 AM

Citizen Survey 2019

17	Old church that we live in	5/17/2019 10:24 AM
18	rental house	5/17/2019 6:54 AM
19	Single family with rental unit	5/6/2019 2:25 PM
20	condo as well as house with 5 apartments	5/3/2019 4:26 AM
21	Renting a house.	4/29/2019 2:38 PM
22	Condo	4/29/2019 7:32 AM
23	Single family detached with rental apartment	4/24/2019 12:44 PM
24	Second floor of historic house	4/23/2019 9:02 AM
25	house	4/22/2019 7:07 AM
26	SMALL RENTAL HOUSE	4/18/2019 6:52 AM
27	I do not own	4/16/2019 8:19 PM
28	Plus I own land in the city	4/16/2019 3:55 PM
29	rental properties [3]	4/16/2019 12:34 PM
30	own a condo	4/16/2019 9:53 AM
31	Condo at Old Y	4/16/2019 8:00 AM
32	house	4/16/2019 7:12 AM
33	Condo	4/16/2019 5:03 AM
34	Farm	4/15/2019 7:04 PM
35	Have lifetime living rights at our residence	4/15/2019 6:08 PM
36	Rental property	4/15/2019 5:35 PM

Q38 How many years have you owned or leased property within Staunton City limits?

Answered: 928 Skipped: 0

#	RESPONSES	DATE
1	7	6/17/2019 2:28 PM
2	6	6/17/2019 1:00 PM
3	24 yrs	6/17/2019 12:52 PM
4	55	6/17/2019 12:46 PM
5	5+ years	6/17/2019 12:41 PM
6	25 years	6/17/2019 12:33 PM
7	10	6/17/2019 12:26 PM
8	owned & lived - 80 years	6/17/2019 12:16 PM
9	2	6/17/2019 11:52 AM
10	33	6/17/2019 11:47 AM
11	less than one year (11 mos in June)	6/17/2019 11:39 AM
12	1	6/17/2019 11:31 AM
13	20 years	6/17/2019 11:24 AM
14	6 yrs	6/17/2019 11:18 AM
15	63	6/17/2019 9:44 AM
16	life	6/17/2019 9:32 AM
17	38	6/17/2019 9:19 AM
18	20+	6/17/2019 8:49 AM
19	39	6/17/2019 8:32 AM
20	35	6/17/2019 8:25 AM
21	12	6/17/2019 8:16 AM
22	not answered	6/17/2019 8:12 AM
23	7	6/17/2019 8:07 AM
24	40 years consecutively	6/17/2019 8:01 AM
25	20	6/17/2019 7:48 AM
26	26	6/17/2019 7:41 AM
27	13 years	6/17/2019 7:34 AM
28	40 years	6/17/2019 7:28 AM
29	48 Years	6/17/2019 7:21 AM
30	50	6/17/2019 7:14 AM
31	10 years	6/17/2019 7:07 AM
32	2.5 years	6/15/2019 10:44 AM
33	2 years	6/15/2019 10:28 AM
34	2 years rented, 1 year as homeowners	6/15/2019 9:09 AM

Citizen Survey 2019

35	Thirty	6/15/2019 7:24 AM
36	2 (rent)	6/15/2019 6:52 AM
37	43 years	6/15/2019 3:46 AM
38	20	6/14/2019 11:53 PM
39	10	6/14/2019 4:45 PM
40	3 years	6/14/2019 2:52 PM
41	16	6/14/2019 2:42 PM
42	8 years	6/14/2019 1:48 PM
43	40 years	6/14/2019 1:34 PM
44	7	6/14/2019 11:50 AM
45	11	6/14/2019 11:31 AM
46	13 years	6/14/2019 11:22 AM
47	14 years	6/14/2019 11:08 AM
48	34 years!	6/14/2019 11:00 AM
49	15	6/14/2019 10:37 AM
50	20 years	6/14/2019 10:17 AM
51	6	6/14/2019 10:16 AM
52	16	6/14/2019 10:04 AM
53	6	6/14/2019 9:57 AM
54	15	6/14/2019 9:23 AM
55	15 years	6/14/2019 9:16 AM
56	5 years own.	6/14/2019 9:11 AM
57	20 years	6/14/2019 9:08 AM
58	>1	6/14/2019 9:00 AM
59	10	6/14/2019 8:47 AM
60	3	6/14/2019 8:44 AM
61	18	6/14/2019 8:44 AM
62	1 year	6/14/2019 8:14 AM
63	1	6/14/2019 7:55 AM
64	Six	6/14/2019 7:40 AM
65	10+ years	6/14/2019 7:39 AM
66	10	6/14/2019 7:38 AM
67	27 years	6/14/2019 7:30 AM
68	10 years	6/14/2019 7:27 AM
69	11	6/14/2019 7:22 AM
70	10	6/14/2019 7:19 AM
71	45 years	6/14/2019 7:16 AM
72	Since 1988	6/14/2019 7:11 AM
73	15	6/14/2019 7:05 AM
74	6	6/14/2019 7:01 AM
75	10	6/14/2019 7:01 AM

Citizen Survey 2019

76	8	6/14/2019 6:50 AM
77	4	6/14/2019 6:44 AM
78	18 years	6/14/2019 6:42 AM
79	2 years	6/14/2019 6:41 AM
80	5	6/14/2019 6:39 AM
81	5	6/14/2019 6:36 AM
82	1 month	6/14/2019 6:36 AM
83	13	6/14/2019 6:35 AM
84	Technically zero since I live with my parents.	6/14/2019 5:33 AM
85	3	6/14/2019 4:55 AM
86	32	6/13/2019 8:12 PM
87	12	6/13/2019 7:35 PM
88	5-1/2 years	6/13/2019 5:20 PM
89	20	6/13/2019 3:52 PM
90	40y	6/13/2019 12:46 PM
91	40	6/13/2019 7:18 AM
92	11 years	6/13/2019 6:58 AM
93	9	6/13/2019 6:55 AM
94	7	6/12/2019 6:40 PM
95	2	6/12/2019 6:10 PM
96	19	6/12/2019 10:29 AM
97	since last annexation	6/12/2019 8:54 AM
98	27	6/12/2019 6:26 AM
99	30yrs	6/12/2019 5:05 AM
100	1	6/12/2019 2:08 AM
101	2 3/4 years.	6/11/2019 7:19 PM
102	5 years	6/11/2019 2:40 PM
103	3 years	6/11/2019 8:56 AM
104	6 mos	6/10/2019 6:07 PM
105	15	6/10/2019 5:28 PM
106	10	6/10/2019 10:43 AM
107	51 years	6/10/2019 10:02 AM
108	1	6/10/2019 5:18 AM
109	3 years	6/10/2019 5:10 AM
110	4	6/10/2019 4:09 AM
111	almost 2 years	6/10/2019 3:36 AM
112	17	6/9/2019 10:55 PM
113	4 years	6/9/2019 10:33 PM
114	4-6 years	6/9/2019 10:16 PM
115	8	6/9/2019 6:08 PM
116	3	6/9/2019 3:39 PM

Citizen Survey 2019

117	3	6/9/2019 3:07 PM
118	37 years	6/9/2019 2:46 PM
119	5	6/9/2019 2:41 PM
120	9	6/9/2019 2:01 PM
121	22 years	6/9/2019 1:27 PM
122	54 years	6/9/2019 1:27 PM
123	14	6/9/2019 1:20 PM
124	13	6/9/2019 12:41 PM
125	Four.	6/9/2019 12:22 PM
126	30+	6/9/2019 11:13 AM
127	18 years	6/9/2019 9:54 AM
128	11	6/9/2019 7:59 AM
129	18	6/9/2019 5:32 AM
130	Owned 7years	6/9/2019 5:22 AM
131	8	6/9/2019 4:51 AM
132	4	6/9/2019 3:49 AM
133	20	6/8/2019 11:20 PM
134	22 years	6/8/2019 7:53 PM
135	15 years	6/8/2019 6:33 PM
136	10 years in current house, 7 years prior in apartment rentals	6/8/2019 6:22 PM
137	7	6/8/2019 5:48 PM
138	2.5	6/8/2019 4:46 PM
139	3	6/8/2019 4:01 PM
140	15	6/8/2019 2:42 PM
141	1	6/8/2019 2:25 PM
142	2 1/2 years	6/8/2019 1:52 PM
143	9	6/8/2019 11:55 AM
144	5	6/8/2019 11:35 AM
145	6	6/8/2019 11:29 AM
146	15	6/8/2019 11:21 AM
147	3	6/8/2019 10:08 AM
148	3	6/8/2019 9:30 AM
149	4	6/8/2019 8:01 AM
150	1	6/8/2019 7:30 AM
151	4	6/8/2019 6:41 AM
152	31 years	6/8/2019 6:31 AM
153	19	6/8/2019 5:50 AM
154	8 yrs	6/8/2019 5:30 AM
155	13	6/8/2019 5:14 AM
156	2	6/8/2019 4:29 AM
157	3	6/8/2019 3:54 AM

Citizen Survey 2019

158	18	6/8/2019 3:46 AM
159	4 years	6/8/2019 2:51 AM
160	6 months	6/8/2019 2:26 AM
161	Less than a year	6/8/2019 1:20 AM
162	30+	6/7/2019 11:37 PM
163	7	6/7/2019 10:41 PM
164	3	6/7/2019 10:26 PM
165	27	6/7/2019 8:51 PM
166	1	6/7/2019 7:00 PM
167	1 y ar	6/7/2019 6:57 PM
168	40 years	6/7/2019 6:37 PM
169	5 year	6/7/2019 5:57 PM
170	12 years	6/7/2019 5:32 PM
171	0	6/7/2019 4:58 PM
172	5	6/7/2019 4:51 PM
173	6 yrs	6/7/2019 4:33 PM
174	Four	6/7/2019 3:56 PM
175	10	6/7/2019 3:24 PM
176	18	6/7/2019 3:00 PM
177	5	6/7/2019 2:46 PM
178	13	6/7/2019 2:43 PM
179	30	6/7/2019 12:47 PM
180	17 years	6/7/2019 12:17 PM
181	8	6/7/2019 12:16 PM
182	8	6/7/2019 12:00 PM
183	1 year	6/7/2019 11:10 AM
184	18 years	6/7/2019 8:12 AM
185	2	6/7/2019 7:34 AM
186	4	6/7/2019 7:26 AM
187	4	6/7/2019 7:03 AM
188	14	6/7/2019 6:42 AM
189	9	6/7/2019 5:56 AM
190	2	6/7/2019 4:30 AM
191	9	6/7/2019 3:59 AM
192	7	6/7/2019 3:37 AM
193	14	6/6/2019 10:50 PM
194	30 years	6/6/2019 9:32 PM
195	4	6/6/2019 9:31 PM
196	less than 1	6/6/2019 9:31 PM
197	10	6/6/2019 8:14 PM
198	10	6/6/2019 7:57 PM

Citizen Survey 2019

199	2	6/6/2019 7:50 PM
200	11	6/6/2019 7:47 PM
201	One	6/6/2019 7:07 PM
202	25 years	6/6/2019 7:05 PM
203	5	6/6/2019 6:40 PM
204	4	6/6/2019 5:42 PM
205	6+	6/6/2019 5:35 PM
206	9	6/6/2019 5:33 PM
207	16 years	6/6/2019 5:06 PM
208	38	6/6/2019 4:59 PM
209	19	6/6/2019 4:24 PM
210	5	6/6/2019 4:13 PM
211	3	6/6/2019 3:28 PM
212	5	6/6/2019 3:02 PM
213	3	6/6/2019 2:25 PM
214	2	6/6/2019 2:03 PM
215	8	6/6/2019 12:57 PM
216	6	6/6/2019 12:40 PM
217	25 years	6/6/2019 12:14 PM
218	39	6/6/2019 11:13 AM
219	5	6/6/2019 10:37 AM
220	4 yrs.	6/6/2019 10:15 AM
221	4	6/6/2019 10:01 AM
222	20	6/6/2019 10:00 AM
223	>1	6/6/2019 9:11 AM
224	36 years	6/6/2019 8:25 AM
225	3	6/6/2019 8:24 AM
226	About 2 years	6/6/2019 8:11 AM
227	16	6/6/2019 7:54 AM
228	8 years	6/6/2019 7:11 AM
229	18	6/6/2019 7:03 AM
230	1 year	6/6/2019 6:29 AM
231	4	6/6/2019 6:14 AM
232	18	6/6/2019 5:59 AM
233	16 years	6/6/2019 5:52 AM
234	23	6/6/2019 5:36 AM
235	10	6/6/2019 5:35 AM
236	10	6/6/2019 5:00 AM
237	20 years	6/6/2019 4:25 AM
238	3	6/6/2019 4:12 AM
239	5	6/6/2019 3:53 AM

Citizen Survey 2019

240	5 years	6/6/2019 3:39 AM
241	6 ish years	6/6/2019 3:37 AM
242	10 years	6/6/2019 3:32 AM
243	20	6/6/2019 2:28 AM
244	28	6/6/2019 2:27 AM
245	2	6/5/2019 10:19 PM
246	9	6/5/2019 9:53 PM
247	16	6/5/2019 9:49 PM
248	8	6/5/2019 9:22 PM
249	1	6/5/2019 8:16 PM
250	7	6/5/2019 7:54 PM
251	10	6/5/2019 7:35 PM
252	9 years	6/5/2019 7:01 PM
253	6	6/5/2019 6:08 PM
254	5	6/5/2019 5:48 PM
255	13	6/5/2019 5:38 PM
256	35 years	6/5/2019 5:30 PM
257	18	6/5/2019 5:16 PM
258	Over 10 years	6/5/2019 4:35 PM
259	Owned-7 years Leased-9 years	6/5/2019 4:24 PM
260	7	6/5/2019 3:45 PM
261	24	6/5/2019 3:34 PM
262	5	6/5/2019 3:27 PM
263	6.5 years	6/5/2019 3:25 PM
264	3 years	6/5/2019 3:17 PM
265	3 years	6/5/2019 3:12 PM
266	1	6/5/2019 2:48 PM
267	17 yrs	6/5/2019 2:45 PM
268	7	6/5/2019 2:44 PM
269	19	6/5/2019 2:35 PM
270	15	6/5/2019 1:33 PM
271	25 years	6/5/2019 1:23 PM
272	7 years	6/5/2019 1:09 PM
273	12	6/5/2019 1:02 PM
274	50	6/5/2019 12:48 PM
275	18 years	6/5/2019 12:41 PM
276	10	6/5/2019 12:27 PM
277	6 each	6/5/2019 12:24 PM
278	7	6/5/2019 12:10 PM
279	18	6/5/2019 11:52 AM
280	4	6/5/2019 11:43 AM

Citizen Survey 2019

281	8	6/5/2019 11:37 AM
282	Eight	6/5/2019 11:04 AM
283	5	6/5/2019 10:56 AM
284	2	6/5/2019 10:38 AM
285	17	6/5/2019 10:22 AM
286	11	6/5/2019 9:16 AM
287	7	6/5/2019 8:46 AM
288	32 years	6/5/2019 8:28 AM
289	20	6/5/2019 8:23 AM
290	2	6/5/2019 8:11 AM
291	5	6/5/2019 8:00 AM
292	3	6/5/2019 7:51 AM
293	11	6/5/2019 7:50 AM
294	10	6/5/2019 7:38 AM
295	4	6/5/2019 7:21 AM
296	20years	6/5/2019 7:09 AM
297	20 years	6/5/2019 7:08 AM
298	7	6/5/2019 7:05 AM
299	2.5	6/5/2019 7:05 AM
300	65 years	6/5/2019 7:00 AM
301	7	6/5/2019 6:52 AM
302	41	6/5/2019 6:47 AM
303	40 years	6/5/2019 6:39 AM
304	2	6/5/2019 6:34 AM
305	2	6/5/2019 6:30 AM
306	32 years	6/5/2019 6:28 AM
307	2.5	6/5/2019 6:22 AM
308	40	6/5/2019 6:16 AM
309	3	6/5/2019 6:10 AM
310	8	6/5/2019 6:04 AM
311	3 years	6/5/2019 6:00 AM
312	6	6/5/2019 5:59 AM
313	2 years	6/5/2019 5:59 AM
314	20 yrs	6/5/2019 5:51 AM
315	5	6/5/2019 5:51 AM
316	1	6/5/2019 5:50 AM
317	14	6/5/2019 5:13 AM
318	33 years	6/4/2019 4:25 PM
319	25-30 years	6/4/2019 9:13 AM
320	4	6/3/2019 4:45 PM
321	40 years	6/3/2019 2:21 PM

Citizen Survey 2019

322	Less than one.	6/3/2019 8:05 AM
323	37 years	6/3/2019 7:35 AM
324	4 years	6/3/2019 7:11 AM
325	19	6/3/2019 6:45 AM
326	15	6/2/2019 5:45 PM
327	8 years	6/2/2019 4:35 PM
328	5	6/2/2019 3:13 PM
329	14	6/2/2019 3:10 PM
330	20 years	6/2/2019 2:39 PM
331	3	6/2/2019 1:30 PM
332	2 years	6/2/2019 11:19 AM
333	15	6/2/2019 10:18 AM
334	19	6/2/2019 6:12 AM
335	19 YEARS	6/1/2019 8:25 PM
336	13	6/1/2019 6:25 PM
337	40 years	6/1/2019 9:47 AM
338	40+ years	6/1/2019 8:38 AM
339	16 years	6/1/2019 8:03 AM
340	4	6/1/2019 6:59 AM
341	65 years	6/1/2019 6:35 AM
342	over 30 years	6/1/2019 4:56 AM
343	1	6/1/2019 4:51 AM
344	5	6/1/2019 4:37 AM
345	45	6/1/2019 3:55 AM
346	2	5/31/2019 6:16 PM
347	20	5/31/2019 6:02 PM
348	2 years	5/31/2019 4:38 PM
349	5	5/31/2019 4:32 PM
350	48	5/31/2019 3:05 PM
351	0	5/31/2019 2:09 PM
352	12 Years	5/31/2019 12:48 PM
353	13	5/31/2019 11:36 AM
354	29	5/31/2019 10:52 AM
355	3 years	5/31/2019 10:14 AM
356	35	5/31/2019 8:20 AM
357	4	5/31/2019 7:27 AM
358	3 years	5/31/2019 7:10 AM
359	11	5/31/2019 5:57 AM
360	4	5/31/2019 5:23 AM
361	40	5/31/2019 4:44 AM
362	30	5/31/2019 2:37 AM

Citizen Survey 2019

363	11 years	5/31/2019 1:39 AM
364	28 years	5/30/2019 11:12 PM
365	13	5/30/2019 2:08 PM
366	27 years	5/30/2019 1:37 PM
367	12	5/30/2019 1:24 PM
368	15	5/30/2019 1:13 PM
369	3	5/30/2019 1:10 PM
370	7 years	5/30/2019 1:09 PM
371	3 years. Family owned the house for 65 years.	5/30/2019 11:42 AM
372	27 years	5/30/2019 6:18 AM
373	12	5/29/2019 3:50 PM
374	8 years	5/29/2019 12:59 PM
375	73	5/29/2019 12:15 PM
376	1 year	5/29/2019 5:39 AM
377	19 years	5/28/2019 6:29 PM
378	19 years	5/28/2019 2:28 PM
379	4 years	5/28/2019 12:44 PM
380	25 years	5/28/2019 12:33 AM
381	33	5/27/2019 5:43 PM
382	52 years	5/27/2019 3:27 PM
383	15	5/27/2019 10:00 AM
384	30	5/27/2019 7:37 AM
385	15	5/27/2019 6:00 AM
386	1	5/27/2019 5:17 AM
387	38 yrs	5/26/2019 4:54 PM
388	3	5/26/2019 2:33 PM
389	3	5/26/2019 1:13 PM
390	15	5/26/2019 4:28 AM
391	13 years	5/25/2019 11:00 AM
392	14	5/25/2019 9:03 AM
393	20 years	5/25/2019 6:38 AM
394	55	5/25/2019 3:55 AM
395	40	5/24/2019 6:42 PM
396	10	5/24/2019 3:15 PM
397	70 years	5/24/2019 7:56 AM
398	Over 10 years	5/24/2019 7:43 AM
399	1.5 years	5/23/2019 3:17 PM
400	1 1/2	5/23/2019 8:11 AM
401	21 years	5/23/2019 7:49 AM
402	6 years	5/23/2019 6:36 AM
403	65+ years	5/22/2019 7:17 PM

Citizen Survey 2019

404	3	5/22/2019 10:43 AM
405	Thirty	5/22/2019 9:45 AM
406	10 years	5/22/2019 5:41 AM
407	5	5/21/2019 6:08 PM
408	8	5/21/2019 5:40 PM
409	Since August 2018.	5/21/2019 4:17 PM
410	20 years	5/21/2019 3:52 PM
411	19	5/21/2019 5:27 AM
412	Forty-four years	5/20/2019 5:35 PM
413	3	5/20/2019 4:43 PM
414	20 years	5/20/2019 10:51 AM
415	10 years	5/20/2019 10:29 AM
416	12 years	5/20/2019 9:48 AM
417	14 years	5/20/2019 9:42 AM
418	13	5/20/2019 7:43 AM
419	16	5/20/2019 7:20 AM
420	54	5/20/2019 5:37 AM
421	2	5/19/2019 3:10 PM
422	20 years	5/19/2019 12:29 PM
423	8	5/18/2019 3:15 PM
424	10	5/18/2019 10:55 AM
425	2	5/18/2019 10:50 AM
426	31	5/18/2019 10:13 AM
427	2	5/18/2019 9:25 AM
428	three	5/18/2019 5:11 AM
429	40	5/17/2019 2:24 PM
430	18 YEARS	5/17/2019 12:59 PM
431	1	5/17/2019 10:24 AM
432	1	5/17/2019 10:07 AM
433	8	5/17/2019 7:47 AM
434	20+ yrs.	5/17/2019 6:54 AM
435	4	5/16/2019 8:45 PM
436	4	5/16/2019 5:33 PM
437	5	5/16/2019 5:06 PM
438	6+/-	5/16/2019 4:57 PM
439	3	5/16/2019 2:23 PM
440	11	5/16/2019 2:17 PM
441	3	5/16/2019 1:50 PM
442	22 years	5/16/2019 12:36 PM
443	1 year and 3 months	5/16/2019 12:35 PM
444	25	5/16/2019 9:26 AM

Citizen Survey 2019

445	40	5/16/2019 6:32 AM
446	15	5/16/2019 5:44 AM
447	6	5/16/2019 3:43 AM
448	Owned for 30 years and rented prior to that for 10 years	5/15/2019 4:28 PM
449	4	5/15/2019 3:35 PM
450	25	5/15/2019 3:33 PM
451	17	5/15/2019 3:27 PM
452	26	5/15/2019 3:02 PM
453	six years	5/15/2019 2:04 PM
454	15	5/15/2019 1:31 PM
455	30	5/15/2019 12:47 PM
456	45	5/15/2019 12:23 PM
457	12	5/15/2019 12:20 PM
458	3	5/15/2019 11:42 AM
459	3	5/15/2019 11:20 AM
460	10	5/15/2019 11:12 AM
461	30+years	5/15/2019 10:30 AM
462	11 years	5/15/2019 10:07 AM
463	19	5/15/2019 10:04 AM
464	45	5/15/2019 9:44 AM
465	35 years	5/15/2019 8:46 AM
466	38 years	5/15/2019 8:27 AM
467	Six	5/15/2019 8:23 AM
468	12 years	5/14/2019 11:54 AM
469	1	5/14/2019 10:11 AM
470	25	5/14/2019 7:36 AM
471	16 years	5/14/2019 7:10 AM
472	1 year	5/14/2019 4:43 AM
473	7	5/13/2019 6:10 PM
474	8	5/13/2019 5:13 PM
475	8 years	5/13/2019 5:12 PM
476	2 years	5/13/2019 9:55 AM
477	9	5/13/2019 9:11 AM
478	15	5/13/2019 6:36 AM
479	10 years.	5/13/2019 6:16 AM
480	10 years	5/13/2019 5:30 AM
481	owned 34 years	5/12/2019 5:36 PM
482	Nine	5/12/2019 7:52 AM
483	15	5/12/2019 7:46 AM
484	14	5/11/2019 3:06 PM
485	1.5	5/11/2019 9:07 AM

Citizen Survey 2019

486	14	5/11/2019 8:56 AM
487	4.5	5/11/2019 8:24 AM
488	27 years	5/10/2019 9:08 PM
489	4	5/10/2019 8:35 AM
490	23	5/9/2019 5:56 PM
491	7 years	5/9/2019 5:12 PM
492	46	5/9/2019 12:22 PM
493	7	5/9/2019 4:19 AM
494	2	5/8/2019 1:17 PM
495	35	5/8/2019 11:46 AM
496	3	5/8/2019 11:06 AM
497	40 yrs	5/8/2019 9:53 AM
498	1.5 years	5/8/2019 6:43 AM
499	6	5/8/2019 6:22 AM
500	15 years	5/8/2019 6:11 AM
501	8 years	5/7/2019 2:24 PM
502	7	5/7/2019 1:32 PM
503	3	5/7/2019 9:49 AM
504	17 years	5/7/2019 5:10 AM
505	19	5/6/2019 2:25 PM
506	15	5/6/2019 12:53 PM
507	1 year	5/6/2019 12:22 PM
508	15 years.	5/6/2019 8:39 AM
509	18 years	5/6/2019 7:13 AM
510	1	5/6/2019 6:42 AM
511	One year.	5/6/2019 5:41 AM
512	4	5/6/2019 4:26 AM
513	2	5/5/2019 4:23 PM
514	19 years	5/5/2019 12:37 PM
515	19 years	5/5/2019 10:23 AM
516	25+	5/5/2019 8:11 AM
517	38 yrs	5/5/2019 7:24 AM
518	24 years	5/5/2019 5:08 AM
519	7	5/4/2019 11:35 AM
520	15 years	5/4/2019 10:47 AM
521	5	5/4/2019 10:16 AM
522	2	5/4/2019 3:42 AM
523	10+	5/3/2019 7:21 PM
524	Fourty six	5/3/2019 5:17 PM
525	21 years	5/3/2019 5:03 PM
526	7	5/3/2019 4:46 PM

Citizen Survey 2019

527	20 plus years.	5/3/2019 4:42 PM
528	4	5/3/2019 3:56 PM
529	19	5/3/2019 11:57 AM
530	15 months or so.	5/3/2019 11:54 AM
531	15	5/3/2019 9:14 AM
532	24 years	5/3/2019 5:33 AM
533	1985	5/3/2019 4:26 AM
534	19	5/3/2019 3:38 AM
535	8	5/2/2019 5:02 PM
536	13	5/2/2019 4:29 PM
537	19	5/2/2019 4:29 PM
538	15 years	5/2/2019 1:54 PM
539	five	5/2/2019 1:47 PM
540	Since 1989	5/2/2019 1:00 PM
541	3	5/2/2019 11:05 AM
542	15 years	5/2/2019 10:11 AM
543	14	5/2/2019 8:41 AM
544	15	5/2/2019 8:20 AM
545	26 Years	5/2/2019 5:48 AM
546	17	5/2/2019 5:23 AM
547	5	5/2/2019 5:17 AM
548	5	5/2/2019 3:16 AM
549	25	5/1/2019 5:16 PM
550	Less than 1.	5/1/2019 1:04 PM
551	45	5/1/2019 11:56 AM
552	7	5/1/2019 9:41 AM
553	30	5/1/2019 6:34 AM
554	6 years	4/30/2019 5:28 PM
555	16	4/30/2019 5:27 PM
556	13	4/30/2019 4:47 PM
557	Many	4/30/2019 4:41 PM
558	9	4/30/2019 3:48 PM
559	30 plus years	4/30/2019 1:47 PM
560	23	4/30/2019 1:20 PM
561	22 years	4/30/2019 1:18 PM
562	12	4/30/2019 12:16 PM
563	48	4/30/2019 11:56 AM
564	30	4/30/2019 9:39 AM
565	7	4/30/2019 7:00 AM
566	15	4/30/2019 6:15 AM
567	42	4/30/2019 5:28 AM

Citizen Survey 2019

568	14	4/30/2019 5:18 AM
569	2 yrs	4/30/2019 4:46 AM
570	7 years	4/30/2019 4:36 AM
571	1	4/30/2019 3:41 AM
572	14	4/30/2019 3:38 AM
573	25	4/29/2019 6:27 PM
574	52	4/29/2019 5:50 PM
575	3	4/29/2019 5:22 PM
576	5	4/29/2019 4:31 PM
577	7	4/29/2019 4:09 PM
578	27	4/29/2019 3:56 PM
579	16 years	4/29/2019 3:04 PM
580	Nine years.	4/29/2019 2:38 PM
581	6 years	4/29/2019 2:29 PM
582	15 years	4/29/2019 1:24 PM
583	5 (aka too many)	4/29/2019 12:46 PM
584	35 years	4/29/2019 12:09 PM
585	38	4/29/2019 11:02 AM
586	15	4/29/2019 8:46 AM
587	43	4/29/2019 7:32 AM
588	Three years	4/29/2019 4:24 AM
589	17	4/29/2019 4:16 AM
590	2	4/29/2019 3:34 AM
591	32 years	4/28/2019 3:20 PM
592	42	4/28/2019 3:42 AM
593	24 years	4/27/2019 6:46 PM
594	7	4/27/2019 4:22 PM
595	25	4/27/2019 1:50 PM
596	28 years	4/27/2019 1:32 PM
597	2	4/27/2019 5:40 AM
598	13	4/26/2019 7:58 PM
599	1	4/26/2019 7:41 PM
600	29 years	4/26/2019 1:19 PM
601	6 years.	4/26/2019 9:51 AM
602	35 Years	4/26/2019 8:59 AM
603	6 years	4/26/2019 6:58 AM
604	14 years	4/25/2019 4:26 PM
605	4 years	4/25/2019 10:45 AM
606	45	4/25/2019 8:29 AM
607	19	4/24/2019 12:44 PM
608	2	4/24/2019 11:22 AM

Citizen Survey 2019

609	1	4/24/2019 10:27 AM
610	26 years.	4/24/2019 8:40 AM
611	22	4/24/2019 6:34 AM
612	40 yrs	4/24/2019 6:11 AM
613	thirty plus years	4/24/2019 4:26 AM
614	18 years	4/23/2019 4:35 PM
615	2 years	4/23/2019 3:19 PM
616	25	4/23/2019 11:40 AM
617	14 years	4/23/2019 10:58 AM
618	1	4/23/2019 10:46 AM
619	2	4/23/2019 9:02 AM
620	My parents have owned a house for 18 years.	4/23/2019 8:24 AM
621	33 years	4/23/2019 5:27 AM
622	owned a house for 9 years, rented properties since 1997	4/22/2019 9:09 PM
623	10	4/22/2019 5:19 PM
624	3	4/22/2019 1:44 PM
625	1	4/22/2019 1:14 PM
626	7 years	4/22/2019 12:29 PM
627	40 YEARS	4/22/2019 12:27 PM
628	8	4/22/2019 11:57 AM
629	3	4/22/2019 11:57 AM
630	10	4/22/2019 11:44 AM
631	22	4/22/2019 11:11 AM
632	2 years	4/22/2019 10:53 AM
633	30 yrs	4/22/2019 9:29 AM
634	35 years	4/22/2019 8:56 AM
635	30 years	4/22/2019 8:01 AM
636	13	4/22/2019 7:59 AM
637	31 years	4/22/2019 7:20 AM
638	12	4/22/2019 7:07 AM
639	24	4/22/2019 5:57 AM
640	19	4/22/2019 5:28 AM
641	22	4/22/2019 5:00 AM
642	36 years	4/22/2019 4:49 AM
643	25 years	4/22/2019 4:19 AM
644	8	4/22/2019 3:58 AM
645	15	4/22/2019 3:17 AM
646	23	4/22/2019 3:02 AM
647	50	4/22/2019 3:00 AM
648	9 months	4/21/2019 5:54 PM
649	11 yrs	4/21/2019 3:47 PM

Citizen Survey 2019

650	1.2 years	4/21/2019 2:12 PM
651	10	4/21/2019 2:05 PM
652	5	4/21/2019 2:00 PM
653	10 years	4/21/2019 1:53 PM
654	3	4/21/2019 1:00 PM
655	4	4/21/2019 11:04 AM
656	11 years	4/21/2019 9:59 AM
657	5	4/21/2019 7:35 AM
658	15 years	4/21/2019 7:07 AM
659	20	4/21/2019 4:37 AM
660	23	4/20/2019 6:06 PM
661	15	4/20/2019 1:15 PM
662	3	4/20/2019 12:13 PM
663	Five years	4/20/2019 10:59 AM
664	4 years	4/20/2019 9:28 AM
665	11	4/20/2019 8:55 AM
666	4 1/2 years	4/20/2019 3:02 AM
667	15	4/19/2019 8:14 PM
668	30+	4/19/2019 6:02 PM
669	22 years	4/19/2019 5:34 PM
670	2 years	4/19/2019 4:56 PM
671	3	4/19/2019 3:33 PM
672	4	4/19/2019 10:06 AM
673	27 years	4/19/2019 10:05 AM
674	13 yrs	4/19/2019 9:46 AM
675	22 years	4/19/2019 6:54 AM
676	I moved here in August 2018,so it is less than one year.	4/19/2019 3:59 AM
677	9	4/19/2019 3:58 AM
678	Property has been in my family for 55 years	4/18/2019 7:19 PM
679	9	4/18/2019 4:07 PM
680	3	4/18/2019 3:33 PM
681	29	4/18/2019 2:59 PM
682	16	4/18/2019 2:37 PM
683	Since December 2018	4/18/2019 2:30 PM
684	40	4/18/2019 12:52 PM
685	1	4/18/2019 12:19 PM
686	7	4/18/2019 10:40 AM
687	5 years	4/18/2019 9:53 AM
688	5	4/18/2019 9:47 AM
689	7 years	4/18/2019 9:43 AM
690	4	4/18/2019 9:15 AM

Citizen Survey 2019

691	Thirty	4/18/2019 8:36 AM
692	6 years	4/18/2019 8:31 AM
693	four years	4/18/2019 8:25 AM
694	2 and 1/2 years	4/18/2019 7:24 AM
695	36 years plus.	4/18/2019 7:12 AM
696	MY RENTAL HOUSE 30 YEARS, MY PRIMARY HOUSE 15 YEARS	4/18/2019 6:52 AM
697	9 years	4/18/2019 6:23 AM
698	5.5	4/18/2019 5:59 AM
699	24	4/18/2019 5:47 AM
700	18	4/18/2019 5:22 AM
701	36 years	4/18/2019 4:31 AM
702	15	4/18/2019 4:25 AM
703	Four years	4/18/2019 4:21 AM
704	1	4/18/2019 1:37 AM
705	1.5	4/18/2019 12:46 AM
706	1 year	4/17/2019 8:47 PM
707	13	4/17/2019 7:32 PM
708	seven	4/17/2019 6:52 PM
709	10	4/17/2019 6:08 PM
710	3 years	4/17/2019 5:19 PM
711	16	4/17/2019 4:13 PM
712	3	4/17/2019 3:32 PM
713	17	4/17/2019 3:15 PM
714	30 years	4/17/2019 2:57 PM
715	12 years	4/17/2019 2:44 PM
716	6 months	4/17/2019 2:20 PM
717	5	4/17/2019 2:07 PM
718	1	4/17/2019 2:04 PM
719	10	4/17/2019 1:45 PM
720	11	4/17/2019 12:13 PM
721	3	4/17/2019 12:01 PM
722	5	4/17/2019 11:16 AM
723	32 years	4/17/2019 11:15 AM
724	13 years	4/17/2019 10:00 AM
725	11yrs	4/17/2019 9:22 AM
726	15	4/17/2019 9:13 AM
727	30+	4/17/2019 8:56 AM
728	13	4/17/2019 8:54 AM
729	24 years	4/17/2019 8:52 AM
730	2	4/17/2019 8:37 AM
731	8	4/17/2019 8:28 AM

Citizen Survey 2019

732	31 yrs	4/17/2019 8:24 AM
733	5	4/17/2019 8:17 AM
734	15 years	4/17/2019 8:15 AM
735	30 years	4/17/2019 7:47 AM
736	24	4/17/2019 7:45 AM
737	<1	4/17/2019 7:13 AM
738	6 years	4/17/2019 7:12 AM
739	13	4/17/2019 7:07 AM
740	14	4/17/2019 7:05 AM
741	6	4/17/2019 6:59 AM
742	20	4/17/2019 6:48 AM
743	3.5 years	4/17/2019 6:45 AM
744	11	4/17/2019 6:40 AM
745	11	4/17/2019 6:20 AM
746	5	4/17/2019 5:46 AM
747	17 years	4/17/2019 5:20 AM
748	2	4/17/2019 5:12 AM
749	Almost a year	4/17/2019 4:58 AM
750	3 years	4/17/2019 4:26 AM
751	5	4/17/2019 4:21 AM
752	17	4/17/2019 4:05 AM
753	12 years	4/17/2019 3:04 AM
754	22	4/17/2019 2:27 AM
755	12 years	4/16/2019 11:08 PM
756	20 yrs	4/16/2019 9:52 PM
757	2	4/16/2019 8:19 PM
758	10 years	4/16/2019 7:57 PM
759	9	4/16/2019 7:55 PM
760	10	4/16/2019 7:46 PM
761	6	4/16/2019 7:43 PM
762	1 year	4/16/2019 7:09 PM
763	12	4/16/2019 6:54 PM
764	18 years owned and rented for 8 years.	4/16/2019 6:43 PM
765	2.5	4/16/2019 6:24 PM
766	3	4/16/2019 6:22 PM
767	41 years	4/16/2019 5:22 PM
768	Ten or more.	4/16/2019 5:21 PM
769	65	4/16/2019 5:20 PM
770	29	4/16/2019 5:11 PM
771	17 years owned	4/16/2019 5:01 PM
772	32 years	4/16/2019 5:01 PM

Citizen Survey 2019

773	12	4/16/2019 4:59 PM
774	20+	4/16/2019 4:46 PM
775	2	4/16/2019 4:37 PM
776	2 months	4/16/2019 4:15 PM
777	23	4/16/2019 3:56 PM
778	30 +	4/16/2019 3:55 PM
779	13	4/16/2019 3:37 PM
780	13	4/16/2019 3:34 PM
781	40	4/16/2019 3:19 PM
782	17	4/16/2019 2:38 PM
783	18	4/16/2019 2:06 PM
784	25	4/16/2019 1:55 PM
785	40	4/16/2019 12:57 PM
786	23	4/16/2019 12:54 PM
787	15	4/16/2019 12:43 PM
788	since 1997	4/16/2019 12:34 PM
789	17	4/16/2019 12:11 PM
790	2	4/16/2019 11:55 AM
791	17	4/16/2019 11:50 AM
792	1.5	4/16/2019 11:46 AM
793	0	4/16/2019 11:31 AM
794	14 years	4/16/2019 11:21 AM
795	15	4/16/2019 10:59 AM
796	25	4/16/2019 10:22 AM
797	5 years	4/16/2019 9:59 AM
798	Since 2006	4/16/2019 9:53 AM
799	2yrs	4/16/2019 9:51 AM
800	24	4/16/2019 9:48 AM
801	6	4/16/2019 9:44 AM
802	18 years	4/16/2019 9:42 AM
803	10	4/16/2019 9:38 AM
804	5+	4/16/2019 9:35 AM
805	30	4/16/2019 8:54 AM
806	25	4/16/2019 8:52 AM
807	4 years	4/16/2019 8:48 AM
808	17	4/16/2019 8:44 AM
809	22 years	4/16/2019 8:23 AM
810	3.5	4/16/2019 8:21 AM
811	30 years	4/16/2019 8:04 AM
812	6	4/16/2019 8:00 AM
813	5	4/16/2019 7:42 AM

Citizen Survey 2019

814	6	4/16/2019 7:40 AM
815	75	4/16/2019 7:37 AM
816	6	4/16/2019 7:36 AM
817	8	4/16/2019 7:35 AM
818	20	4/16/2019 7:23 AM
819	5	4/16/2019 7:21 AM
820	8 years	4/16/2019 7:12 AM
821	3	4/16/2019 7:06 AM
822	6 years	4/16/2019 6:58 AM
823	13	4/16/2019 6:57 AM
824	13 years	4/16/2019 6:32 AM
825	30	4/16/2019 6:27 AM
826	29	4/16/2019 6:26 AM
827	20 years	4/16/2019 6:25 AM
828	21	4/16/2019 6:12 AM
829	5 years	4/16/2019 5:53 AM
830	15	4/16/2019 5:39 AM
831	1 year	4/16/2019 5:39 AM
832	28 years	4/16/2019 5:36 AM
833	6	4/16/2019 5:25 AM
834	10	4/16/2019 5:03 AM
835	3	4/16/2019 5:00 AM
836	50 plus years	4/16/2019 5:00 AM
837	2	4/16/2019 4:59 AM
838	58	4/16/2019 4:57 AM
839	9 years	4/16/2019 4:56 AM
840	Owned since 2005. Rented in town from 1989-2004.	4/16/2019 4:54 AM
841	30 years	4/16/2019 4:50 AM
842	45	4/16/2019 4:44 AM
843	30 Years	4/16/2019 4:31 AM
844	5	4/16/2019 4:28 AM
845	25	4/16/2019 4:14 AM
846	25 years	4/16/2019 4:10 AM
847	4	4/16/2019 4:08 AM
848	49 years	4/16/2019 3:49 AM
849	4	4/16/2019 3:38 AM
850	27 years	4/16/2019 3:26 AM
851	2	4/16/2019 3:14 AM
852	24	4/16/2019 2:58 AM
853	2	4/16/2019 2:55 AM
854	23	4/16/2019 2:39 AM

Citizen Survey 2019

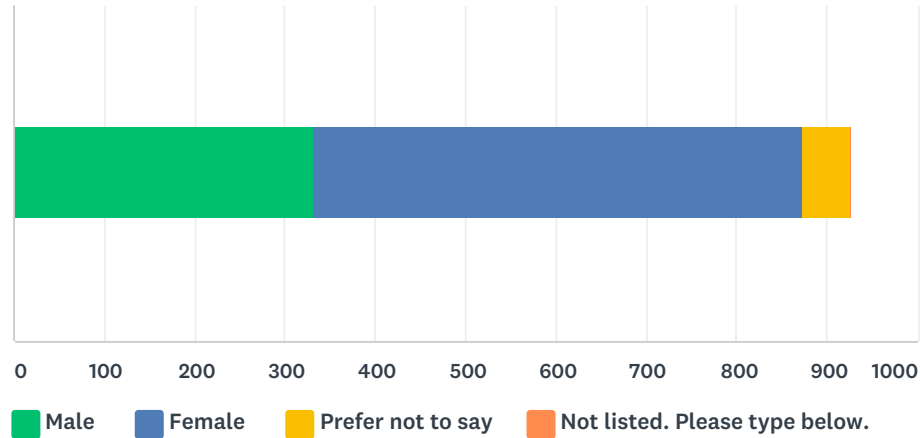
855	5	4/16/2019 2:05 AM
856	9	4/16/2019 1:28 AM
857	45 years	4/15/2019 11:53 PM
858	30+	4/15/2019 7:48 PM
859	25 years	4/15/2019 7:41 PM
860	4	4/15/2019 7:07 PM
861	4.5 years	4/15/2019 7:04 PM
862	35 years	4/15/2019 6:43 PM
863	Including my family home, 71 years.	4/15/2019 6:40 PM
864	48 years	4/15/2019 6:35 PM
865	20	4/15/2019 6:25 PM
866	42 years	4/15/2019 6:20 PM
867	20	4/15/2019 6:16 PM
868	50 years	4/15/2019 6:13 PM
869	20	4/15/2019 6:11 PM
870	4	4/15/2019 6:08 PM
871	7	4/15/2019 6:08 PM
872	4 years	4/15/2019 6:03 PM
873	33	4/15/2019 6:00 PM
874	6 years	4/15/2019 5:44 PM
875	62	4/15/2019 5:37 PM
876	50	4/15/2019 5:35 PM
877	20 years	4/15/2019 5:34 PM
878	5	4/15/2019 5:28 PM
879	47 years	4/15/2019 5:21 PM
880	36 years	4/15/2019 5:20 PM
881	13 yrs.	4/15/2019 5:02 PM
882	16 years	4/15/2019 4:36 PM
883	12	4/15/2019 4:31 PM
884	21	4/15/2019 4:09 PM
885	30 Years	4/15/2019 4:05 PM
886	13 years	4/15/2019 4:04 PM
887	20years	4/15/2019 3:23 PM
888	25 yrs.	4/15/2019 3:09 PM
889	12	4/15/2019 3:01 PM
890	12	4/15/2019 2:49 PM
891	2	4/15/2019 2:31 PM
892	6yrs	4/15/2019 2:11 PM
893	29	4/15/2019 1:49 PM
894	2	4/15/2019 1:39 PM
895	3	4/15/2019 1:09 PM

Citizen Survey 2019

896	3+	4/15/2019 12:45 PM
897	10	4/15/2019 12:13 PM
898	37 years	4/15/2019 11:56 AM
899	1	4/15/2019 11:46 AM
900	35 years	4/15/2019 11:44 AM
901	Less than a year.	4/15/2019 11:42 AM
902	10 years	4/15/2019 11:28 AM
903	10	4/15/2019 11:27 AM
904	10	4/15/2019 11:20 AM
905	25 years	4/15/2019 11:20 AM
906	49 years	4/15/2019 11:17 AM
907	24 yrs	4/15/2019 11:04 AM
908	10	4/15/2019 10:54 AM
909	3 years	4/15/2019 10:49 AM
910	15 years	4/15/2019 10:24 AM
911	12	4/15/2019 10:23 AM
912	42	4/15/2019 10:21 AM
913	65 years	4/15/2019 10:13 AM
914	8	4/15/2019 10:11 AM
915	13 years	4/15/2019 9:31 AM
916	3	4/15/2019 8:57 AM
917	2	4/15/2019 8:54 AM
918	14 years	4/15/2019 8:26 AM
919	2.5 years	4/15/2019 8:13 AM
920	1.5	4/15/2019 7:29 AM
921	26	4/15/2019 7:04 AM
922	5	4/15/2019 6:24 AM
923	1+	4/15/2019 5:17 AM
924	3	4/15/2019 5:15 AM
925	18	4/15/2019 4:59 AM
926	30 plus	4/15/2019 4:47 AM
927	20 + years	4/15/2019 4:17 AM
928	12 years	4/15/2019 4:14 AM

Q39 Your gender:

Answered: 928 Skipped: 0

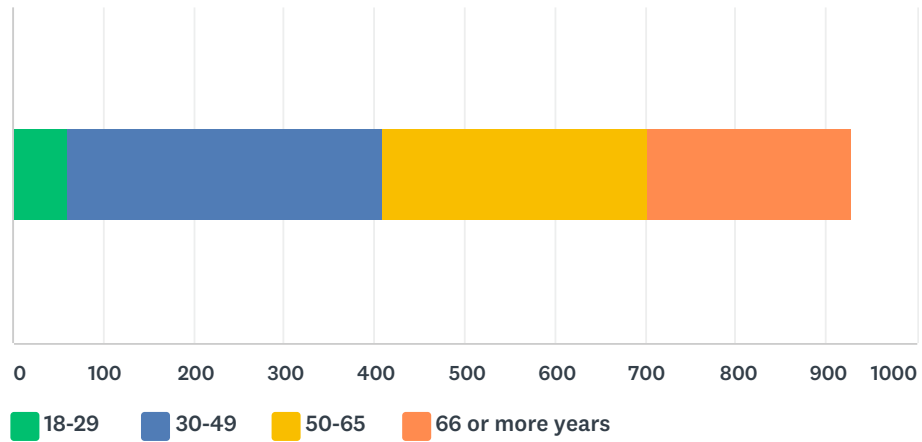


ANSWER CHOICES		RESPONSES	
Male		35.78%	332
Female		58.30%	541
Prefer not to say		5.60%	52
Not listed. Please type below.		0.32%	3
TOTAL			928

#	NOT LISTED. PLEASE TYPE BELOW.	DATE
1	Non-binary	6/8/2019 8:01 AM
2	Ma333r3tia3n	5/1/2019 5:16 PM
3	neither	4/15/2019 3:23 PM

Q40 Your age:

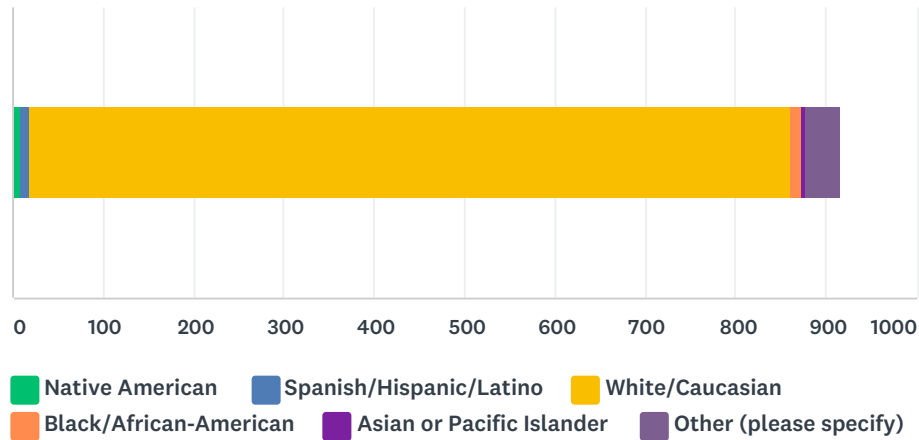
Answered: 928 Skipped: 0



ANSWER CHOICES	RESPONSES	
18-29	6.57%	61
30-49	37.50%	348
50-65	31.57%	293
66 or more years	24.35%	226
TOTAL		928

Q41 Your race:

Answered: 916 Skipped: 12



ANSWER CHOICES	RESPONSES	
Native American	0.98%	9
Spanish/Hispanic/Latino	1.09%	10
White/Caucasian	91.92%	842
Black/African-American	1.31%	12
Asian or Pacific Islander	0.55%	5
Other (please specify)	4.15%	38
TOTAL		916

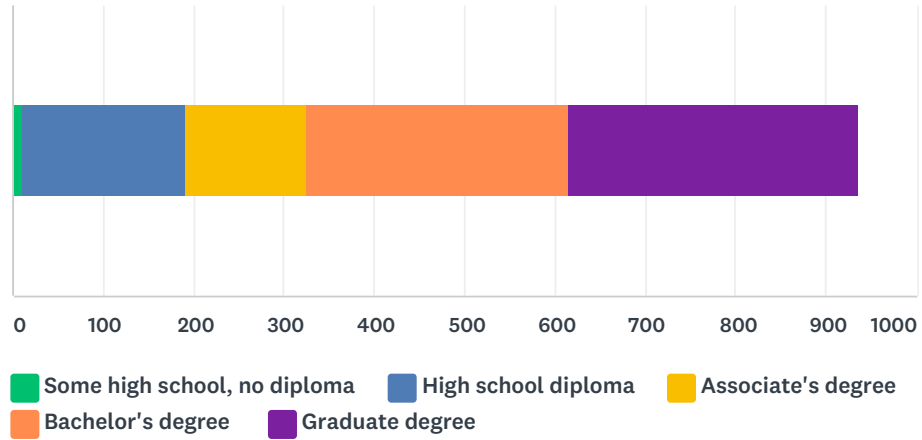
#	OTHER (PLEASE SPECIFY)	DATE
1	Native American/White	6/17/2019 7:48 AM
2	Human	6/14/2019 7:19 AM
3	Irrelevant	6/9/2019 5:22 AM
4	Multiracial	6/8/2019 4:01 PM
5	It shouldn't matter as long as my voice is heard what race I am, but I'm mixed race	6/8/2019 5:30 AM
6	Mixed race	6/7/2019 5:57 PM
7	Middle Eastern	6/7/2019 6:42 AM
8	Mixed native Mediterranean and others	6/6/2019 5:35 PM
9	Don't think that matters.	5/30/2019 6:18 AM
10	None of your business	5/26/2019 4:28 AM
11	Shouldn't make a difference in the answers	5/25/2019 6:38 AM
12	Human	5/17/2019 10:24 AM
13	prefer not to say	5/15/2019 3:33 PM
14	American	5/15/2019 11:12 AM
15	american	5/14/2019 7:36 AM
16	My household has white people and Asian-American people in it	5/11/2019 8:24 AM

Citizen Survey 2019

17	One or more races	5/8/2019 6:43 AM
18	doesnt matter	5/5/2019 7:24 AM
19	unimportant	5/4/2019 10:47 AM
20	Mixed	5/3/2019 5:17 PM
21	Martian	5/1/2019 5:16 PM
22	None of your business	4/30/2019 4:41 PM
23	None of your business	4/29/2019 5:22 PM
24	prefer not to say	4/27/2019 6:46 PM
25	Italian / Spanish	4/26/2019 9:51 AM
26	I am both Asian and White.	4/23/2019 8:24 AM
27	irish	4/22/2019 7:07 AM
28	Human Race	4/21/2019 1:00 PM
29	Not Applicable	4/18/2019 3:33 PM
30	white/Caucasian and Native American	4/17/2019 8:54 AM
31	Multiracial Family	4/17/2019 5:20 AM
32	mixed	4/16/2019 3:56 PM
33	Mixed race	4/16/2019 7:06 AM
34	Prefer not to answer. I Believe such info helps divide city.	4/16/2019 6:25 AM
35	Irrelevant question	4/15/2019 4:05 PM
36	Unspecified	4/15/2019 10:54 AM
37	Mutt	4/15/2019 6:24 AM
38	human	4/15/2019 5:15 AM

Q42 Your highest level of education:

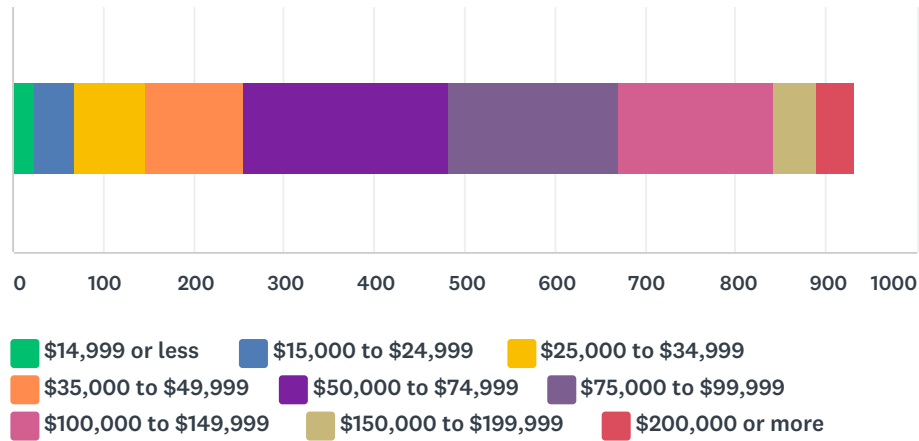
Answered: 928 Skipped: 0



ANSWER CHOICES	RESPONSES	
Some high school, no diploma	1.08%	10
High school diploma	19.50%	181
Associate's degree	14.44%	134
Bachelor's degree	31.14%	289
Graduate degree	34.59%	321
Total Respondents: 928		

Q43 Your total household income before taxes last year (include income of all members of your household):

Answered: 928 Skipped: 0



ANSWER CHOICES	RESPONSES	
\$14,999 or less	2.69%	25
\$15,000 to \$24,999	4.74%	44
\$25,000 to \$34,999	8.41%	78
\$35,000 to \$49,999	11.64%	108
\$50,000 to \$74,999	24.35%	226
\$75,000 to \$99,999	20.47%	190
\$100,000 to \$149,999	18.32%	170
\$150,000 to \$199,999	5.28%	49
\$200,000 or more	4.53%	42
Total Respondents: 928		