

The results of the City of Staunton 2019 Citizen Survey - completed by 928 residents - 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.

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

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.

52%

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

TAXES

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.

SERVICES & ACTIVITIES

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.

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.

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.

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.

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."

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.

SAFETY

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

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.