

Staunton, VA

The National Community Survey

Report of Results
2024

Report by:



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National Research Center at Polco is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Staunton. A livable community is a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live. The NCS was developed by the experts from National Research Center at Polco in partnership with the International City/County Management Association (ICMA) and has been administered in hundreds of communities across the United States.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS focuses on the livability of Staunton by categorizing survey questions into the ten main “facets” of community livability shown below, which have been identified through years of extensive survey research as those that are most impactful to residents’ quality of life.

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



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The report provides the opinions of a representative sample of 646 residents of the City of Staunton collected from January 5th, 2023 to February 16th, 2023. The margin of error around any reported percentage is 3.86% for all respondents and the response rate for the 2023 survey was 22%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Staunton.



How the results are reported

For the most part, the percentages presented in this report represent the “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, etc.). On many of the questions in the survey, respondents may answer “don’t know.” The proportion of respondents giving a “don’t know” response is shown in the full set of responses included in the “complete data” section; however, these responses have been removed from the analyses presented in the main body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Comparisons to benchmarks

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community in the last five years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. In each tab, Staunton’s results are noted as being “higher” than the benchmark, “lower” than the benchmark, or “similar” to the benchmark, meaning that the average rating given by Staunton residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Staunton’s average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then Staunton’s average rating was more than 20 points different when compared to the benchmark.

Methods

Selecting survey recipients

All households within the City of Staunton were eligible to participate in the survey. A list of all households within the zip codes serving Staunton was purchased from NRC's mailing vendor, Go-Dog Direct, based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Staunton households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file. Addresses located outside of Staunton boundaries were removed from the list of potential households to survey. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.

An individual within each household was randomly selected using the birthday method. The birthday method selects a person within the household by asking the "person who most recently had a birthday" to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the introduction of the survey.

Conducting the survey

The 3,000 randomly selected households received mailings beginning on January 5th, 2024 and data collection for the survey remained open for 6 weeks. The first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. All mailings included a web link to give residents the opportunity to respond to the survey online, as well as QR codes to further encourage participation. All follow-up mailings asked those who had not completed the survey to do so, and those who had already done so to refrain from completing the survey again.

About 3% of the 3,000 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,919 households that received the invitations to participate, 646 completed the survey, providing an overall response rate of 22%. The response rate was calculated using AAPOR's response rate #2 for mailed surveys of unnamed persons.¹

It is customary to describe the precision of estimates made from surveys by a "level of confidence" and accompanying "confidence interval" (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents' opinions are relied on to estimate all residents' opinions. The margin of error for the City of Staunton survey is no greater than plus or minus 3.86 percentage points around any given percent reported for all respondents (646 completed surveys).

In addition to the randomly selected "probability sample" of households, a link to an online open-participation survey was publicized by the City of Staunton. The open-participation survey was identical to the random sample survey, with two small updates; it asked a question to confirm the respondent was a resident of Staunton and also a question about where they heard about the survey. The open-participation survey was open to all city residents and became available on February 2nd, 2023. The survey remained open for 2 weeks. The data presented in the following tabs exclude the open participation survey data, but a tab at the end provides the complete frequency of responses to questions by the open-participation respondents.

Analyzing the data

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

The demographics of the survey respondents were compared to those found in the 2020 Census and 2022 American Community Survey estimates for adults in the City of Staunton. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were xxage, sex, race, Hispanic origin, housing type, and housing tenure. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.² The results of the weighting scheme for the probability sample are presented in the following table.

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

		Unweighted	Weighted	Target ⁴
Age	18-34	11%	28%	28%
	35-54	24%	30%	30%
	55+	66%	42%	42%
Hispanic origin	No, not of Hispanic, Latino/a/x, or Spanish origin	97%	97%	97%
	Yes, I consider myself to be of Hispanic, Latino/a/x, or Spanish origin	3%	3%	3%
Housing tenure	Own	76%	59%	59%
	Rent	24%	41%	41%
Housing type	Attached	24%	28%	28%
	Detached	76%	72%	72%
Race & Hispanic ori..	Not white alone	13%	18%	18%
	White alone, not Hispanic or Latino	87%	82%	82%
Sex	Man	43%	45%	45%
	Woman	57%	55%	55%
Sex/age	Man 18-34	5%	12%	12%
	Man 35-54	10%	15%	15%
	Man 55+	29%	18%	18%
	Woman 18-34	6%	16%	16%
	Woman 35-54	14%	15%	15%
	Woman 55+	37%	24%	24%

The survey datasets were analyzed using all or some of a combination of the Statistical Package for the Social Sciences (SPSS), R, Python, and Tableau. For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, essential/very important, etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey, respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the “complete data” section. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Contact

The City of Staunton funded this research. Please contact Amanda Kaufman of the City of Staunton at kaufmanac@ci.staunton.va.us if you have any questions about the survey.

Study Limitations

All public opinion research is subject to unmeasured error. While the methodologies employed for this survey were designed to minimize this error as much as possible, these other sources of potential error should be acknowledged, and can include non-response error, coverage error, recall bias and social desirability bias. Non-response error arises when those who were selected to participate in the survey did not do so, and may have different opinions or experiences than survey responders. For general resident surveys, where the results are meant to be generalized to the entire adult population living in households, the mailing lists based on the Delivery Sequence File from the United States Post Office may exclude certain types of housing units, such as those in multi-family buildings where mail is addressed to a named resident at the address rather than to a specific unit or where residents only receive their mail at a post office box and the geographic location of a residence cannot be determined, there may be a coverage error, although for most locations, this is minimal. Respondents may not perfectly remember their experiences in the past year (such as participation in social or civic events, for example), and for some survey items, they may answer in ways they think cast their responses in a more favorable light (recall bias and social desirability bias).

Survey Validity

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

1. See AAPOR's Standard Definitions for more information at <https://aapor.org/standards-and-ethics/standard-definitions/>
2. Pasek, J. (2014). ANES Weighting Algorithm. Retrieved from <https://surveyinsights.org/wp-content/uploads/2014/07/Full-anesrake-paper.pdf>
3. Targets come from the 2020 Census and 2022 American Community Survey

Key Findings

Staunton residents feel safe and experience a high quality of life.

Overall, residents gave positive ratings to many measures of the quality of life in Staunton. Over 8 in 10 favorably evaluated Staunton as a place to live. At least three-quarters were pleased with their neighborhood as a place to live, Staunton as a place to raise children, and the overall quality of life in Staunton. Additionally, most residents positively evaluated Staunton's overall image and reputation (78% excellent or good) and Staunton as a place to visit (85%). Finally, about 8 in 10 respondents gave excellent or good marks to Staunton as a place to retire, scoring higher than national benchmarks.

These relatively strong results for quality-of-life measures are likely correlated with the positive ratings provided for safety topics within Staunton. Nearly all residents reported feeling very or somewhat safe in their neighborhood during the day (96%) and in the city's downtown/commercial areas during the day (98%). Over 8 in 10 also reported feeling safe from both violent crime and property crime, in line with assessments from other comparison communities. Many safety-related services received favorable marks, including fire services (93% excellent or good), ambulance or emergency medical services (90%), and fire prevention and education efforts (82%). While results in this facet were largely positive and on par with national averages, 81% of residents stated that safety was an essential or very important issue for the Staunton community to focus on in the coming two years, indicating a need for continued attention in this area.

While ratings for street conditions and ease of travel in Staunton were strong, some aspects of alternative transportation may present opportunities for the City.

Most survey items related to mobility in Staunton scored similar to comparison communities across the country. Around half of respondents gave excellent or good marks to the overall quality of the transportation system in the city. About 8 in 10 praised the ease of travel by car in Staunton, while 7 in 10 offered above-average evaluations for traffic flow on major streets. Additionally, many services related to mobility received positive reviews from residents, including snow removal (77% excellent or good), street cleaning (71%), traffic enforcement (64%), sidewalk maintenance (58%), and street lighting (56%). Roughly half of respondents were pleased with the ease of walking, ease of public parking, and bus or transit services, all in line with national comparisons. However, one area which scored lower than the benchmark was the ease of travel by bicycle in Staunton (31%). Additionally, residents scored the availability of paths and walking trails in Staunton lower than in comparison communities (53%), suggesting an opportunity for growth.

The economy is a top priority and residents show concern about general affordability and their own economic outlook.

Residents offered high ratings of importance (93% essential or very important) to Staunton's overall economic health when asked to assess priorities for the coming two years. Roughly half of residents positively rated the quality of the city's overall economic health, in line with benchmark comparisons. About 7 in 10 provided excellent or good reviews of the overall quality of business and service establishments in the city and the vibrancy of the downtown/commercial areas, with the latter scoring higher than national averages. Economic development services and Staunton as a place to work both received positive evaluations from around half of respondents.

While most evaluations related to Staunton's economy were either similar to or higher than the national benchmarks, results indicated that residents were less optimistic about their own personal economic outlook and the affordability of resources within the city. When asked what impact the economy would likely have on their family income in the next six months, only 23% anticipated a very or somewhat positive impact. Additionally, the cost of living in Staunton earned favorable marks from less than half of respondents (45%). Other measures of affordability also showed signs of concern, with around half of residents positively evaluating the availability of affordable quality food and the availability of affordable health care, while about one-third provided excellent or good marks to the availability of affordable quality mental health care. Finally, just 2 in 10 residents positively assessed the availability of affordable quality housing.

Overall, residents are satisfied with the current local economy in Staunton; however, their high rankings for importance and low rankings for affordability and forward-looking indicators suggest that this area may warrant the City's continued focus.

Facets of Livability

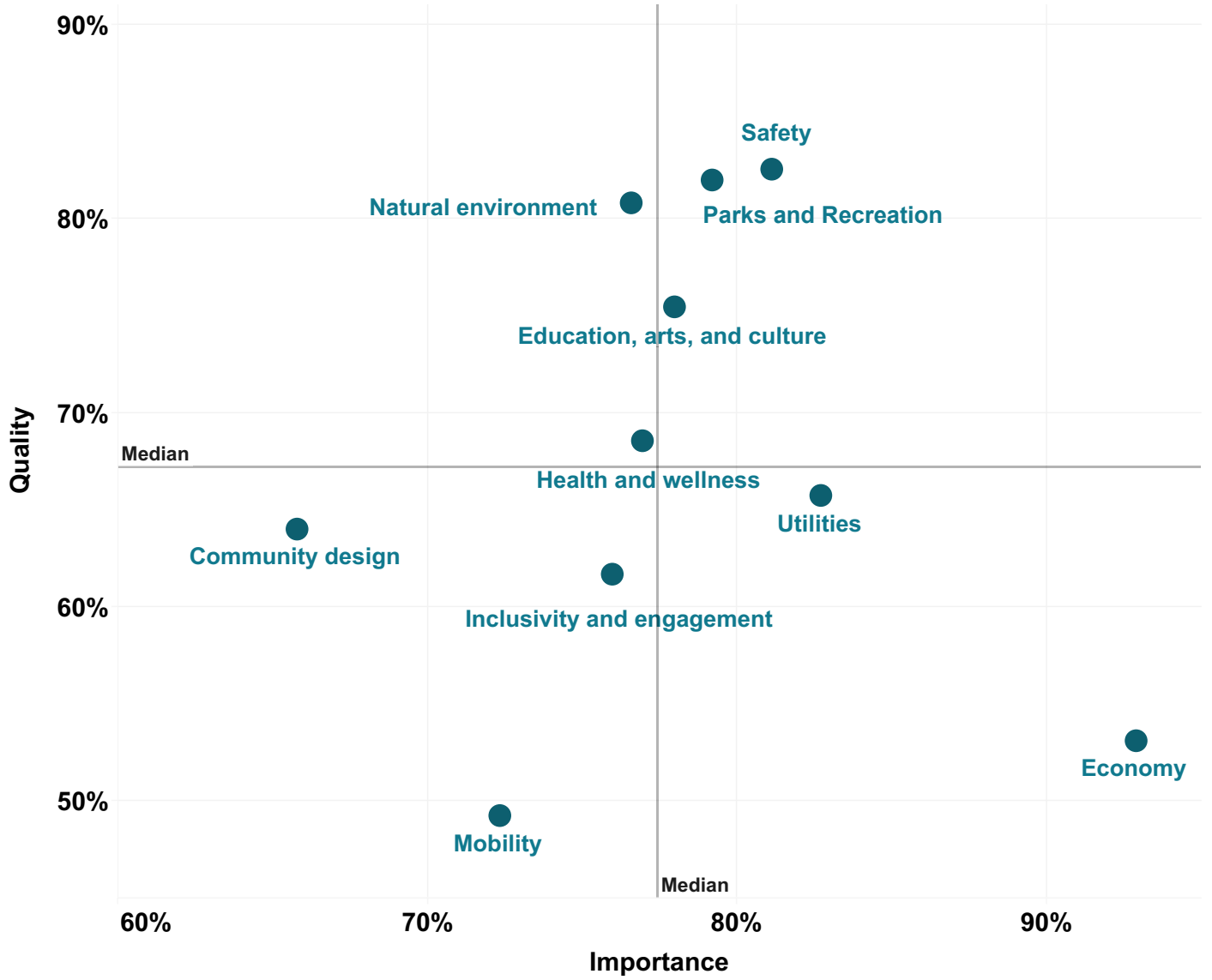
Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end, it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially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

Quality-Importance Matrix

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

Facets receiving quality ratings of excellent or good from 67% or more of respondents were considered of “higher quality” and those with ratings lower than 67% were considered to be of “lower quality.” Facets were classified as “more important” if they were rated as essential or very important by 77% or more of respondents. Facets were rated as “less important” if they received a rating of less than 77%. This classification uses the median ratings for quality and importance to divide the services in half, and thus are comparative ratings rather than absolute (e.g., a lower quality rating does not necessarily signal a “bad” rating, only that this facet was rated lower than the median across all facets).

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



Quality and Importance by the Numbers

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

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

		vs. benchmark ⁵
Overall economic health of Staunton	53%	Similar
Overall quality of the transportation system (auto, bicycle, foot, bus) in Staunton	49%	Similar
Overall design or layout of Staunton's residential and commercial areas (homes, buildings, streets, parks, etc.)	64%	Similar
Overall quality of the utility infrastructure in Staunton (water, sewer, storm water, electric/gas, broadband)	66%	Similar
Overall feeling of safety in Staunton	83%	Similar
Overall quality of natural environment in Staunton	81%	Similar
Overall quality of parks and recreation opportunities	82%	Similar
Overall health and wellness opportunities in Staunton	69%	Similar
Overall opportunities for education, culture, and the arts	75%	Similar
Residents' connection and engagement with their community	62%	Similar

**Please rate how important, if at all, you think it is for the Staunton community to focus on each of the following in the coming two years.
(% essential or very important)**

Overall economic health of Staunton	93%	Similar
Overall quality of the transportation system (auto, bicycle, foot, bus) in Staunton	72%	Similar
Overall design or layout of Staunton's residential and commercial areas (homes, buildings, streets, parks, etc.)	66%	Similar
Overall quality of the utility infrastructure in Staunton (water, sewer, storm water, electric/gas, broadband)	83%	Similar
Overall feeling of safety in Staunton	81%	Similar
Overall quality of natural environment in Staunton	77%	Similar
Overall quality of parks and recreation opportunities	79%	Similar
Overall health and wellness opportunities in Staunton	77%	Similar
Overall opportunities for education, culture, and the arts	78%	Similar
Residents' connection and engagement with their community	76%	Similar

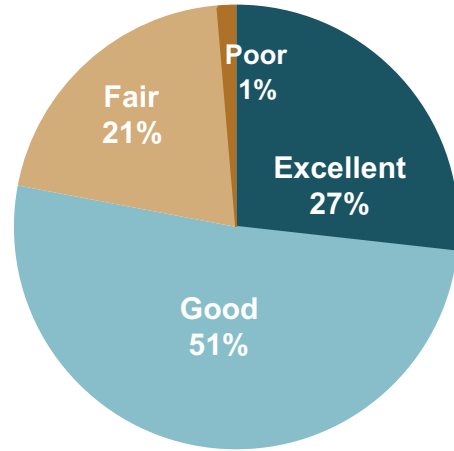
5. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.



The overall quality of life in Staunton, 2023

Quality of Life

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



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

		vs. benchmark ⁶
Staunton as a place to live	85%	Similar
The overall quality of life in Staunton	78%	Similar

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

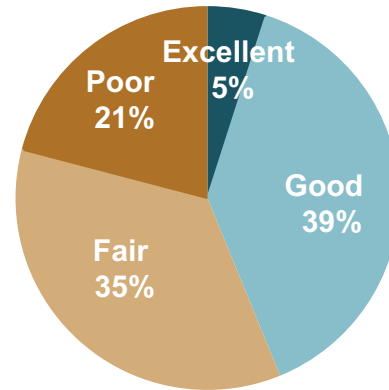
Recommend living in Staunton to someone who asks	82%	Similar
Remain in Staunton for the next five years	82%	Similar

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

Overall image or reputation of Staunton	78%	Similar
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6. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall confidence in Staunton government, 2023



Governance

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

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

		vs. benchmark ⁷
Overall customer service by Staunton employees	81%	Similar
Public information services	60%	Similar

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

Treating residents with respect	59%	Similar
The overall direction that Staunton is taking	57%	Similar
The job Staunton government does at welcoming resident involvement	49%	Similar
Treating all residents fairly	48%	Similar
Being honest	48%	Similar
Generally acting in the best interest of the community	47%	Similar
The value of services for the taxes paid to Staunton	46%	Similar
Overall confidence in Staunton government	44%	Similar
Being open and transparent to the public	42%	Similar
Informing residents about issues facing the community	41%	Similar

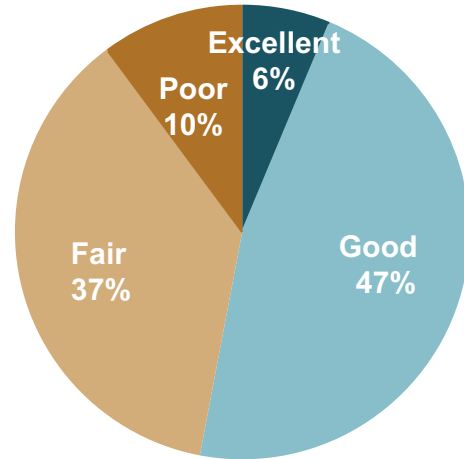
Overall, how would you rate the quality of the services provided by each of the following?
(% excellent or good)

The City of Staunton	70%	Similar
The Federal Government	39%	Similar

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

Economy

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



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

		vs. benchmark ^a
Staunton as a place to visit	85%	Higher
Staunton as a place to work	58%	Similar

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

Overall economic health of Staunton	53%	Similar
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Please rate each of the following in the Staunton community.
(% excellent or good)

Overall quality of business and service establishments in Staunton	71%	Similar
Vibrancy of downtown/commercial area	71%	Higher
Variety of business and service establishments in Staunton	52%	Similar
Cost of living in Staunton	45%	Similar
Shopping opportunities	43%	Similar
Employment opportunities	37%	Similar

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

Economic development	51%	Similar
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What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:
(% very or somewhat positive)

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



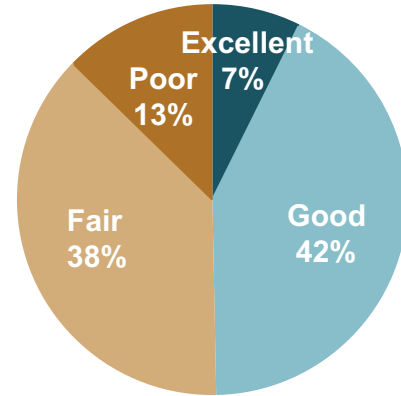
Similar

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

Overall quality of the transportation system in Staunton, 2023

Mobility

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



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

vs.
benchmark⁹

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

49%

Similar

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

Ease of travel by car in Staunton

82%

Similar

Traffic flow on major streets

72%

Higher

Ease of walking in Staunton

58%

Similar

Ease of public parking

53%

Similar

Ease of travel by public transportation in Staunton

43%

Similar

Ease of travel by bicycle in Staunton

31%

Lower

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

Walked or biked instead of driving

55%

Similar

Carpooled with other adults or children instead of driving alone

40%

Similar

Used bus, rail, or other public transportation instead of driving

15%

Similar

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

Snow removal	77%	Similar
Street cleaning	71%	Similar
Traffic enforcement	64%	Similar
Sidewalk maintenance	58%	Similar
Bus or transit services	57%	Similar
Street lighting	56%	Similar
Traffic signal timing	50%	Similar
Street repair	48%	Similar

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

Community Design

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



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

vs. benchmark¹⁰

Your neighborhood as a place to live	80%	Similar
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Please rate each of the following characteristics as they relate to Staunton as a whole.
(% excellent or good)

Overall design or layout of Staunton's residential and commercial areas (homes, buildings, streets, parks, etc.)	64%	Similar
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Please also rate each of the following in the Staunton community.
(% excellent or good)

Overall appearance of Staunton	80%	Similar
Preservation of the historical or cultural character of the community	77%	Higher
Public places where people want to spend time	64%	Similar
Well-designed neighborhoods	53%	Similar
Well-planned residential growth	43%	Similar
Overall quality of new development in Staunton	40%	Similar
Well-planned commercial growth	37%	Similar
Variety of housing options	35%	Similar
Availability of affordable quality housing	21%	Similar

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

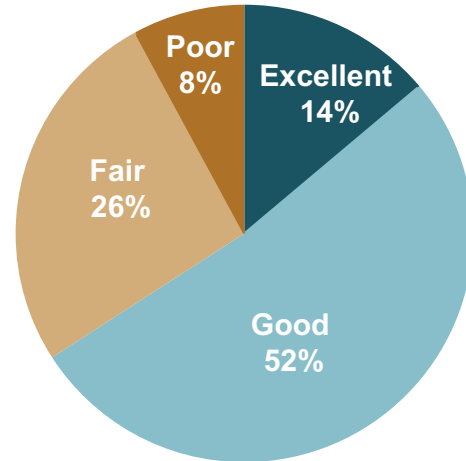
Land use, planning, and zoning	43%	Similar
Code enforcement (weeds, abandoned buildings, etc.)	36%	Similar

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

Overall quality of the utility infrastructure in Staunton, 2023

Utilities

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



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

		vs. benchmark ¹¹
Sewer services	83%	Similar
Power (electric and/or gas) utility	81%	Similar
Garbage collection	79%	Similar
Drinking water	75%	Similar
Affordable high-speed internet access	68%	Higher
Utility billing	67%	Similar
Storm water management (storm drainage, dams, levees, etc.)	56%	Similar

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

Overall quality of the utility infrastructure in Staunton (water, sewer, storm water, electric/gas, broadband)	66%	Similar
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11. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Safety

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

Overall feeling of safety in Staunton, 2023



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

		vs. benchmark ¹²
Overall feeling of safety in Staunton	83%	Similar

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

In Staunton's downtown/commercial area during the day	98%	Similar
In your neighborhood during the day	96%	Similar
From violent crime	89%	Similar
From property crime	84%	Similar
From fire, flood, or other natural disaster	82%	Similar

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

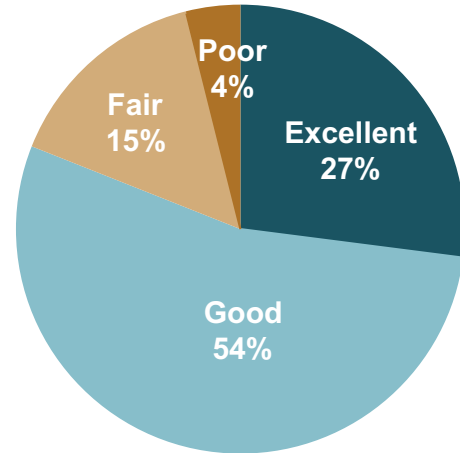
Fire services	93%	Similar
Ambulance or emergency medical services	90%	Similar
Fire prevention and education	82%	Similar
Police/Sheriff services	77%	Similar
Crime prevention	75%	Similar
Animal control	68%	Similar
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	61%	Similar

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

Overall quality of natural environment in Staunton, 2023

Natural Environment

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



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

		vs. benchmark ¹³
Overall quality of natural environment in Staunton	81%	Similar

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

Air quality	88%	Similar
Cleanliness of Staunton	80%	Similar
Water resources (lakes, ponds, riverways, etc.)	60%	Similar

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

Preservation of natural areas (open space, farmlands, and greenbelts)	63%	Similar
Staunton open space	59%	Similar
Yard waste pick-up	56%	Similar
Recycling	32%	Much lower

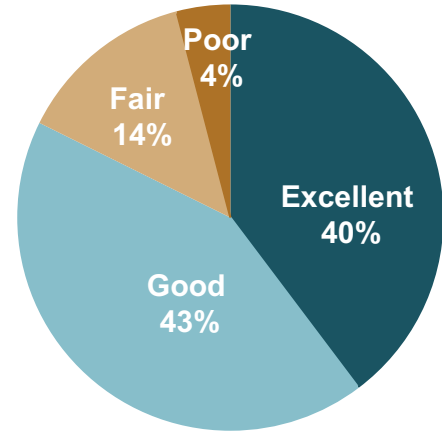
13. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall quality of the parks and recreation opportunities, 2023

Parks and Recreation

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

- National Recreation and Park Association



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

		vs. benchmark ¹⁴
Overall quality of parks and recreation opportunities	82%	Similar

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

Recreational opportunities	64%	Similar
Fitness opportunities (including exercise classes and paths or trails, etc.)	63%	Similar
Availability of paths and walking trails	53%	Lower

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

City parks	85%	Similar
Recreation programs or classes	77%	Similar
Recreation centers or facilities	71%	Similar

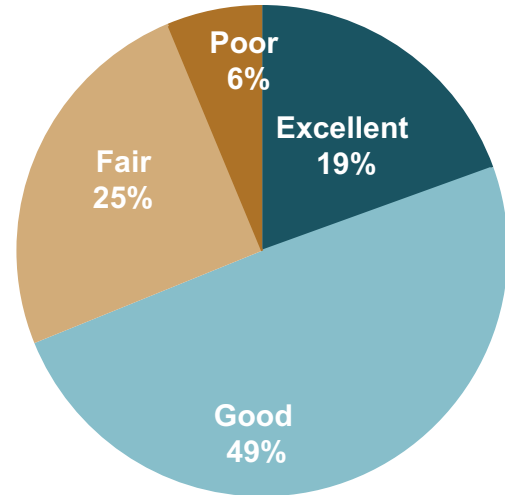
14. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.



Overall health and wellness opportunities in Staunton, 2023

Health and Wellness

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



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

		vs. benchmark ¹⁵
Overall health and wellness opportunities in Staunton	69%	Similar

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

Availability of affordable quality food	58%	Similar
Availability of affordable quality health care	52%	Similar
Availability of preventive health services	52%	Similar
Availability of affordable quality mental health care	36%	Similar

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

Health services	66%	Similar
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Please rate your overall health.
(% excellent or very good)

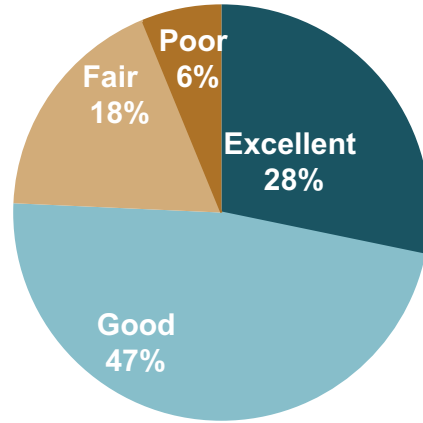
Please rate your overall health.	61%	Similar
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15. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall opportunities for education, culture and the arts, 2023

Education, Arts, and Culture

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



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

		vs. benchmark ¹⁶
Overall opportunities for education, culture, and the arts	75%	Similar

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

Community support for the arts	81%	Higher
Opportunities to attend cultural/arts/music activities	75%	Higher
Opportunities to attend special events and festivals	72%	Similar
K-12 education	57%	Similar
Adult educational opportunities	49%	Similar
Availability of affordable quality childcare/preschool	35%	Similar

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

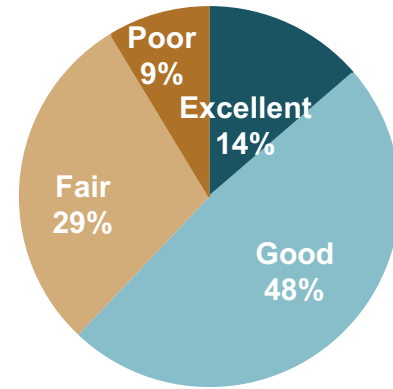
Public library services	90%	Similar
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16. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Residents' connection and engagement with their community, 2023

Inclusivity and Engagement

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



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

		vs. benchmark ¹⁷
Staunton as a place to retire	79%	Higher
Staunton as a place to raise children	78%	Similar
Sense of community	66%	Similar

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

Residents' connection and engagement with their community	62%	Similar
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Please rate the job you feel the Staunton community does at each of the following. (% excellent or good)

Making all residents feel welcome	71%	Similar
Valuing/respecting residents from diverse backgrounds	63%	Similar
Attracting people from diverse backgrounds	60%	Similar
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	44%	Similar

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

Opportunities to volunteer	71%	Similar
Neighborliness of residents in Staunton	68%	Similar
Opportunities to participate in social events and activities	67%	Similar
Sense of civic/community pride	66%	Similar
Opportunities to participate in community matters	63%	Similar

Openness and acceptance of the community toward people of diverse backgrounds

57%

Similar

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

Residents' Participation Levels



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

(% yes)

vs.
benchmark¹⁸

Voted in your most recent local election	78%	Similar
Contacted the City of Staunton (in-person, phone, email, or web) for help or information	51%	Similar
Volunteered your time to some group/activity in Staunton	40%	Similar
Campaigned or advocated for a local issue, cause, or candidate	22%	Similar
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town hall..	18%	Similar
Watched (online or on television) a local public meeting	18%	Similar
Contacted Staunton elected officials (in-person, phone, email, or web) to express your opinion	17%	Similar
In general, how many times do you: (% a few times a week or more)		
Use or check email	94%	Similar
Access the internet from your cell phone	91%	Similar
Access the internet from your home using a computer, laptop, or tablet computer	87%	Similar
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	77%	Similar
Shop online	44%	Lower
Share your opinions online	24%	Similar

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

National Benchmark Tables

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

			% positive	Rank	Number of communities	Percentile	
Quality of Life	Please rate each of the following aspects of quality of life in Staunton.	Staunton as a place to live	Similar	85%	197	378	46%
		The overall quality of life in Staunton	Similar	78%	224	394	41%
	Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Staunton to someone who asks	Similar	82%	201	326	38%
		Remain in Staunton for the next five years	Similar	82%	192	324	40%
	Please rate each of the following in the Staunton community.	Overall image or reputation of Staunton	Similar	78%	149	372	58%
Governance	Please rate the quality of each of the following services in Staunton.	Public information services	Similar	60%	213	326	34%
		Overall customer service by Staunton employees	Similar	81%	182	374	49%
	Please rate the following categories of Staunton government performance.	The value of services for the taxes paid to Staunton	Similar	46%	254	379	31%
		The overall direction that Staunton is taking	Similar	57%	191	354	45%
		The job Staunton government does at welcoming resident involvement	Similar	49%	208	346	40%
		Overall confidence in Staunton government	Similar	44%	231	318	27%

Governance	Please rate the following categories of Staunton government performance.	Generally acting in the best interest of the community	Similar	47%	226	322	30%
		Being honest	Similar	48%	223	313	29%
		Being open and transparent to the public	Similar	42%	203	269	24%
		Informing residents about issues facing the community	Similar	41%	209	273	23%
		Treating all residents fairly	Similar	48%	243	319	24%
		Treating residents with respect	Similar	59%	180	266	32%
		Overall, how would you rate the quality of the services provided by each of the following?	The City of Staunton	Similar	70%	218	373
	The Federal Government	Similar	39%	143	306	53%	
Economy	Please rate each of the following aspects of quality of life in Staunton.	Staunton as a place to work	Similar	58%	237	372	34%
		Staunton as a place to visit	Higher	85%	54	331	83%
	Please rate each of the following characteristics as they relate to Staunton as a whole.	Overall economic health of Staunton	Similar	53%	228	325	29%
		Please rate each of the following in the Staunton community.	Overall quality of business and service establishments in Staunton	Similar	71%	168	325
	Variety of business and service establishments in Staunton		Similar	52%	162	264	39%
	Vibrancy of downtown/commercial area		Higher	71%	61	305	80%
	Employment opportunities		Similar	37%	228	338	32%

Economy	Please rate each of the following in the Staunton community.	Shopping opportunities	Similar	43%	213	328	34%
		Cost of living in Staunton	Similar	45%	101	315	68%
	Please rate the quality of each of the following services in Staunton.	Economic development	Similar	51%	210	320	34%
		Please rate how important, if at all, you think it is for the Staunton community to focus on each of the following in the coming two years.	Overall economic health of Staunton	Similar	93%	71	299
		What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Similar	23%	112	308	63%
Mobility	Please rate each of the following characteristics as they relate to Staunton as a whole.	Overall quality of the transportation system (auto, bicycle, foot, bus) in Staunton	Similar	49%	139	272	49%
		Please also rate each of the following in the Staunton community.	Traffic flow on major streets	Higher	72%	41	346
	Ease of public parking		Similar	53%	184	305	39%
	Ease of travel by car in Staunton		Similar	82%	97	336	71%
	Ease of travel by public transportation in Staunton		Similar	43%	112	308	63%
	Ease of travel by bicycle in Staunton		Lower	31%	282	336	15%
	Ease of walking in Staunton		Similar	58%	208	340	38%
	Please indicate whether or not you have done each of the following in the last 12 months.		Used bus, rail, or other public transportation instead of driving	Similar	15%	145	290
		Carpooled with other adults or children instead of driving alone	Similar	40%	197	307	36%
		Walked or biked instead of driving	Similar	55%	179	309	42%

Mobility

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

Traffic enforcement	Similar	64%	165	367	54%
Traffic signal timing	Similar	50%	219	318	31%
Street repair	Similar	48%	163	359	54%
Street cleaning	Similar	71%	136	329	58%
Street lighting	Similar	56%	232	357	32%
Snow removal	Similar	77%	77	281	72%
Sidewalk maintenance	Similar	58%	169	329	48%
Bus or transit services	Similar	57%	85	297	71%

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

Overall quality of the transportation system (auto, bicycle, foot, bus) in Staunton	Similar	72%	153	262	41%
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Community Design

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

Your neighborhood as a place to live	Similar	80%	238	332	27%
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Please rate each of the following characteristics as they relate to Staunton as a whole.

Overall design or layout of Staunton's residential and commercial areas (homes, buildings, streets, parks, etc.)	Similar	64%	140	316	55%
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Please also rate each of the following in the Staunton community.

Well-planned residential growth	Similar	43%	142	266	46%
Well-planned commercial growth	Similar	37%	153	265	42%
Well-designed neighborhoods	Similar	53%	157	266	40%
Preservation of the historical or cultural character of the community	Higher	77%	15	262	94%

Community Design	Please also rate each of the following in the Staunton community.	Public places where people want to spend time	Similar	64%	125	310	60%
		Variety of housing options	Similar	35%	228	323	29%
		Availability of affordable quality housing	Similar	21%	213	345	37%
		Overall quality of new development in Staunton	Similar	40%	256	334	23%
		Overall appearance of Staunton	Similar	80%	126	348	63%
	Please rate the quality of each of the following services in Staunton.	Land use, planning, and zoning	Similar	43%	147	329	55%
		Code enforcement (weeds, abandoned buildings, etc.)	Similar	36%	241	359	30%
	Please rate how important, if at all, you think it is for the Staunton community to focus on each of the following in the coming two years.	Overall design or layout of Staunton's residential and commercial areas (homes, buildings, streets, parks, etc.)	Similar	66%	261	299	12%
	Utilities	Please rate each of the following characteristics as they relate to Staunton as a whole.	Overall quality of the utility infrastructure in Staunton (water, sewer, storm water, electric/gas, broadband)	Similar	66%	145	263
Please rate the quality of each of the following services in Staunton.		Affordable high-speed internet access	Higher	68%	26	260	90%
		Garbage collection	Similar	79%	207	339	38%
		Drinking water	Similar	75%	154	328	52%
		Sewer services	Similar	83%	152	325	53%
		Storm water management (storm drainage, dams, levees, etc.)	Similar	56%	273	339	18%
Power (electric and/or gas) utility	Similar	81%	140	284	51%		

Utilities	Please rate the quality of each of the following services in Staunton.	Utility billing	Similar	67%	185	304	38%
	Please rate how important, if at all, you think it is for the Staunton community to focus on each of the following in the coming two years.	Overall quality of the utility infrastructure in Staunton (water, sewer, storm water, electric/gas, broadband)	Similar	83%	237	262	9%
Safety	Please rate each of the following characteristics as they relate to Staunton as a whole.	Overall feeling of safety in Staunton	Similar	83%	167	364	53%
	Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	96%	159	343	53%
		In Staunton's downtown/commercial area during the day	Similar	98%	52	331	84%
		From property crime	Similar	84%	84	274	69%
		From violent crime	Similar	89%	105	274	61%
		From fire, flood, or other natural disaster	Similar	82%	160	264	39%
	Please rate the quality of each of the following services in Staunton.	Police/Sheriff services	Similar	77%	245	391	35%
	Crime prevention	Similar	75%	179	368	49%	
	Animal control	Similar	68%	181	340	45%	
	Ambulance or emergency medical services	Similar	90%	161	337	51%	
Fire services	Similar	93%	159	356	54%		
Fire prevention and education	Similar	82%	139	325	57%		
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Similar	61%	213	325	33%		

Safety	Please rate how important, if at all, you think it is for the Staunton community to focus on each of the following in the coming two years.	Overall feeling of safety in Staunton	Similar	81%	285	299	4%
Natural environment	Please rate each of the following characteristics as they relate to Staunton as a whole.	Overall quality of natural environment in Staunton	Similar	81%	164	325	49%
	Please also rate each of the following in the Staunton community.	Cleanliness of Staunton	Similar	80%	159	339	53%
		Water resources (lakes, ponds, riverways, etc.)	Similar	60%	134	246	45%
		Air quality	Similar	88%	110	312	65%
	Please rate the quality of each of the following services in Staunton.	Preservation of natural areas (open space, farmlands, and greenbelts)	Similar	63%	160	311	48%
Staunton open space		Similar	59%	189	309	39%	
	Recycling	Much lower	32%	322	343	4%	
	Yard waste pick-up	Similar	56%	236	305	22%	
	Please rate how important, if at all, you think it is for the Staunton community to focus on each of the following in the coming two years.	Overall quality of natural environment in Staunton	Similar	77%	268	299	10%
Parks and Recreation	Please rate each of the following characteristics as they relate to Staunton as a whole.	Overall quality of parks and recreation opportunities	Similar	82%	114	269	57%
	Please also rate each of the following in the Staunton community.	Availability of paths and walking trails	Lower	53%	271	340	18%
		Fitness opportunities (including exercise classes and paths or trails, etc.)	Similar	63%	215	312	31%
	Recreational opportunities	Similar	64%	207	330	37%	
	Please rate the quality of each of the following services in Staunton.	City parks	Similar	85%	71	336	79%

Parks and Recreation	Please rate the quality of each of the following services in Staunton.	Recreation programs or classes	Similar	77%	126	333	61%
		Recreation centers or facilities	Similar	71%	146	320	54%
	Please rate how important, if at all, you think it is for the Staunton community to focus on each of the following in the coming two years.	Overall quality of parks and recreation opportunities	Similar	79%	193	263	26%
Health and wellness	Please rate each of the following characteristics as they relate to Staunton as a whole.	Overall health and wellness opportunities in Staunton	Similar	69%	181	318	43%
	Please also rate each of the following in the Staunton community.	Availability of affordable quality food	Similar	58%	167	310	46%
		Availability of affordable quality health care	Similar	52%	197	317	38%
		Availability of preventive health services	Similar	52%	198	305	35%
		Availability of affordable quality mental health care	Similar	36%	175	309	43%
	Please rate the quality of each of the following services in Staunton.	Health services	Similar	66%	169	301	43%
	Please rate how important, if at all, you think it is for the Staunton community to focus on each of the following in the coming two years.	Overall health and wellness opportunities in Staunton	Similar	77%	166	299	44%
		Please rate your overall health.	Similar	61%	227	305	25%
Education, Arts and Culture	Please rate each of the following characteristics as they relate to Staunton as a whole.	Overall opportunities for education, culture, and the arts	Similar	75%	78	321	76%
	Please also rate each of the following in the Staunton community.	Opportunities to attend cultural/arts/music activities	Higher	75%	40	326	87%
		Community support for the arts	Higher	81%	18	262	93%
		Availability of affordable quality childcare/preschool	Similar	35%	233	318	27%

Education, Arts and Culture	Please also rate each of the following in the Staunton community.	K-12 education	Similar	57%	222	322	31%
		Adult educational opportunities	Similar	49%	193	312	38%
		Opportunities to attend special events and festivals	Similar	72%	121	316	61%
	Please rate the quality of each of the following services in Staunton.	Public library services	Similar	90%	118	335	64%
		Please rate how important, if at all, you think it is for the Staunton community to focus on each of the following in the coming two years.	Overall opportunities for education, culture, and the arts	Similar	78%	97	299
	Inclusivity and Engagement	Please rate each of the following aspects of quality of life in Staunton.	Staunton as a place to raise children	Similar	78%	229	382
Staunton as a place to retire			Higher	79%	57	377	84%
Sense of community			Similar	66%	137	343	59%
Please rate each of the following characteristics as they relate to Staunton as a whole.		Residents' connection and engagement with their community	Similar	62%	102	266	61%
		Please rate the job you feel the Staunton community does at each of the following.	Making all residents feel welcome	Similar	71%	134	268
Attracting people from diverse backgrounds			Similar	60%	123	265	53%
Valuing/respecting residents from diverse backgrounds	Similar		63%	132	266	50%	
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Similar		44%	174	262	33%	
Please also rate each of the following in the Staunton community.	Sense of civic/community pride	Similar	66%	111	262	58%	
	Neighborliness of residents in Staunton	Similar	68%	120	311	61%	





















Inclusivity and Engagement	Please also rate each of the following in the Staunton community.	Opportunities to participate in social events and activities	Similar	67%	139	321	56%
		Opportunities to volunteer	Similar	71%	129	316	59%
		Opportunities to participate in community matters	Similar	63%	158	316	50%
		Openness and acceptance of the community toward people of diverse backgrounds	Similar	57%	172	334	48%
		Please rate how important, if at all, you think it is for the Staunton community to focus on each of the following in the coming two years.	Residents' connection and engagement with their community	Similar	76%	68	299
Participation	Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Staunton (in-person, phone, email, or web) for help or information	Similar	51%	101	338	70%
		Contacted Staunton elected officials (in-person, phone, email, or web) to express your opinion	Similar	17%	105	309	66%
		Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	Similar	18%	161	312	48%
		Watched (online or on television) a local public meeting	Similar	18%	230	302	24%
		Volunteered your time to some group/activity in Staunton	Similar	40%	78	315	75%
		Campaigned or advocated for a local issue, cause, or candidate	Similar	22%	64	305	79%
		Voted in your most recent local election	Similar	78%	106	262	59%
		In general, how many times do you:	Access the internet from your home using a computer, laptop, or tablet computer	Similar	87%	241	261
	Access the internet from your cell phone	Similar	91%	218	263	17%	
	Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	Similar	77%	168	263	36%	

Participation In general, how many times do you:













Use or check email	Similar	94%	217	264	18%
Share your opinions online	Similar	24%	195	262	25%
Shop online	Lower	44%	236	261	9%

Complete Set of Frequencies













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

Please rate each of the following aspects of quality of life in Staunton.	Staunton as a place to live	Excellent		36% N=230	
		Good		49% N=314	
		Fair		14% N=89	
		Poor		1% N=5	
		Your neighborhood as a place to live		Excellent	
		Good		47% N=303	
		Fair		16% N=101	
		Poor		4% N=28	
	Staunton as a place to raise children		Excellent		28% N=137
		Good		51% N=253	
		Fair		17% N=87	
		Poor		4% N=20	
	Staunton as a place to work		Excellent		16% N=82
		Good		42% N=214	
		Fair		29% N=149	
		Poor		13% N=69	
	Staunton as a place to visit		Excellent		47% N=297
		Good		38% N=235	
		Fair		12% N=78	
		Poor		3% N=16	

























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

























Staunton as a place to retire	Excellent		36% N=189
	Good		43% N=230
	Fair		16% N=87
	Poor		5% N=27
The overall quality of life in Staunton	Excellent		27% N=171
	Good		51% N=326
	Fair		21% N=132
	Poor		1% N=9
Sense of community	Excellent		22% N=139
	Good		44% N=276
	Fair		26% N=165
	Poor		7% N=44

























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

























Overall economic health of Staunton	Excellent		6% N=35
	Good		47% N=262
	Fair		37% N=207
	Poor		10% N=57
Overall quality of the transportation system (auto, bicycle, foot, bus) in Staunton	Excellent		7% N=44
	Good		42% N=255
	Fair		38% N=226
	Poor		13% N=76
Overall design or layout of Staunton's residential and commercial areas (homes, buildings, streets, parks, etc.)	Excellent		10% N=64
	Good		54% N=340
	Fair		29% N=184
	Poor		7% N=41

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

Overall quality of the utility infrastructure in Staunton (water, sewer, storm water, electric/gas, broadband)	Excellent		14% N=86
	Good		52% N=322
	Fair		26% N=162
	Poor		8% N=49
Overall feeling of safety in Staunton	Excellent		30% N=189
	Good		52% N=331
	Fair		17% N=105
	Poor		1% N=7
Overall quality of natural environment in Staunton	Excellent		27% N=170
	Good		54% N=339
	Fair		15% N=95
	Poor		4% N=24
Overall quality of parks and recreation opportunities	Excellent		40% N=252
	Good		43% N=270
	Fair		14% N=86
	Poor		4% N=26
Overall health and wellness opportunities in Staunton	Excellent		19% N=117
	Good		49% N=297
	Fair		25% N=149
	Poor		6% N=38
Overall opportunities for education, culture, and the arts	Excellent		28% N=174
	Good		47% N=293
	Fair		18% N=112
	Poor		6% N=38

Please rate each of the following characteristics as they relate to Staunton as a whole.	Residents' connection and engagement with their community	Excellent		14% N=81
		Good		48% N=287
		Fair		29% N=173
		Poor		9% N=51
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Staunton to someone who asks	Very likely		44% N=283
		Somewhat likely		38% N=241
		Somewhat unlikely		11% N=67
		Very unlikely		7% N=45
	Remain in Staunton for the next five years	Very likely		58% N=354
		Somewhat likely		24% N=146
		Somewhat unlikely		9% N=55
		Very unlikely		9% N=52
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		74% N=477
		Somewhat safe		21% N=137
		Neither safe nor unsafe		3% N=17
		Somewhat unsafe		1% N=8
		Very unsafe		1% N=4
	In Staunton's downtown/commercial area during the day	Very safe		75% N=467
		Somewhat safe		23% N=141
		Neither safe nor unsafe		2% N=11
		Somewhat unsafe		1% N=5
	From property crime	Very safe		39% N=243
Somewhat safe			45% N=282	
Neither safe nor unsafe			8% N=48	

Please rate how safe or unsafe you feel:	From property crime	Somewhat unsafe		6% N=38
		Very unsafe		2% N=14
	From violent crime	Very safe		56% N=348
		Somewhat safe		33% N=203
		Neither safe nor unsafe		7% N=42
		Somewhat unsafe		4% N=22
		Very unsafe		1% N=5
	From fire, flood, or other natural disaster	Very safe		39% N=243
		Somewhat safe		44% N=273
		Neither safe nor unsafe		8% N=53
Somewhat unsafe			8% N=53	
Very unsafe			1% N=5	
Please rate the job you feel the Staunton community does at each of the following.	Making all residents feel welcome	Excellent		22% N=136
		Good		49% N=298
		Fair		21% N=131
		Poor		8% N=48
	Attracting people from diverse backgrounds	Excellent		17% N=99
		Good		43% N=243
		Fair		28% N=161
		Poor		12% N=68
	Valuing/respecting residents from diverse backgrounds	Excellent		19% N=104
		Good		45% N=250
		Fair		28% N=157
		Poor		9% N=48

Please rate the job you feel the Staunton community does at each of the following.	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Excellent		12% N=67
		Good		32% N=173
		Fair		39% N=212
		Poor		17% N=90
Please rate each of the following in the Staunton community.	Overall quality of business and service establishments in Staunton	Excellent		15% N=94
		Good		57% N=357
		Fair		24% N=152
		Poor		4% N=28
	Variety of business and service establishments in Staunton	Excellent		13% N=81
		Good		39% N=248
		Fair		35% N=219
		Poor		13% N=83
	Vibrancy of downtown/commercial area	Excellent		26% N=163
		Good		45% N=279
		Fair		24% N=150
		Poor		5% N=34
	Employment opportunities	Excellent		6% N=28
		Good		32% N=161
		Fair		42% N=213
		Poor		21% N=106
	Shopping opportunities	Excellent		11% N=68
		Good		32% N=201
		Fair		35% N=220
		Poor		23% N=143

Please rate each of the following in the Staunton community.

Cost of living in Staunton

Excellent



11%
N=69

Good



34%
N=216

Fair



35%
N=221

Poor



20%
N=130

Overall image or reputation of Staunton

Excellent



26%
N=165

Good



51%
N=320

Fair



17%
N=109

Poor



5%
N=29

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

Traffic flow on major streets

Excellent



15%
N=98

Good



56%
N=357

Fair



23%
N=148

Poor



5%
N=33

Ease of public parking

Excellent



14%
N=89

Good



38%
N=243

Fair



34%
N=216

Poor



13%
N=83

Ease of travel by car in Staunton

Excellent



23%
N=145

Good



59%
N=368

Fair



16%
N=102

Poor



2%
N=10

Ease of travel by public transportation in Staunton

Excellent



10%
N=36

Good



33%
N=118

Fair



























31%
N=111

Poor



























26%
N=94

























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

Ease of travel by bicycle in Staunton	Excellent		5% N=19
	Good		27% N=104
	Fair		39% N=153
	Poor		30% N=116
Ease of walking in Staunton	Excellent		15% N=90
	Good		43% N=257
	Fair		30% N=178
	Poor		12% N=74
Well-planned residential growth	Excellent		6% N=28
	Good		37% N=163
	Fair		38% N=168
	Poor		19% N=85
Well-planned commercial growth	Excellent		6% N=28
	Good		31% N=145
	Fair		39% N=183
	Poor		24% N=111
Well-designed neighborhoods	Excellent		7% N=37
	Good		46% N=246
	Fair		36% N=194
	Poor		11% N=61
Preservation of the historical or cultural character of the community	Excellent		37% N=227
	Good		41% N=248
	Fair		16% N=100
	Poor		6% N=37

























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

Public places where people want to spend time	Excellent		22% N=133
	Good		43% N=267
	Fair		26% N=162
	Poor		9% N=57
Variety of housing options	Excellent		6% N=32
	Good		29% N=172
	Fair		40% N=231
	Poor		25% N=147
Availability of affordable quality housing	Excellent		3% N=16
	Good		18% N=104
	Fair		40% N=226
	Poor		39% N=220
Overall quality of new development in Staunton	Excellent		5% N=27
	Good		34% N=174
	Fair		38% N=192
	Poor		22% N=112
Overall appearance of Staunton	Excellent		25% N=159
	Good		55% N=348
	Fair		16% N=99
	Poor		5% N=29
Cleanliness of Staunton	Excellent		25% N=159
	Good		55% N=353
	Fair		16% N=101
	Poor		4% N=25

























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

Water resources (lakes, ponds, riverways, etc.)	Excellent		15% N=88
	Good		46% N=268
	Fair		31% N=181
	Poor		9% N=52
Air quality	Excellent		30% N=178
	Good		59% N=355
	Fair		10% N=63
	Poor		1% N=7
Availability of paths and walking trails	Excellent		13% N=76
	Good		40% N=238
	Fair		36% N=210
	Poor		11% N=65
Fitness opportunities (including exercise classes and paths or trails, etc.)	Excellent		19% N=106
	Good		45% N=256
	Fair		29% N=168
	Poor		7% N=43
Recreational opportunities	Excellent		17% N=106
	Good		46% N=284
	Fair		27% N=167
	Poor		9% N=55
Availability of affordable quality food	Excellent		13% N=85
	Good		45% N=283
	Fair		32% N=203
	Poor		10% N=60













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

Availability of affordable quality health care	Excellent		11% N=64
	Good		42% N=245
	Fair		35% N=207
	Poor		12% N=71
Availability of preventive health services	Excellent		9% N=49
	Good		43% N=239
	Fair		36% N=200
	Poor		11% N=62
Availability of affordable quality mental health care	Excellent		8% N=33
	Good		29% N=127
	Fair		37% N=164
	Poor		27% N=118
Opportunities to attend cultural/arts/music activities	Excellent		33% N=205
	Good		42% N=259
	Fair		21% N=127
	Poor		4% N=26
Community support for the arts	Excellent		36% N=209
	Good		46% N=268
	Fair		15% N=89
	Poor		3% N=18
Availability of affordable quality childcare/preschool	Excellent		5% N=15
	Good		30% N=84
	Fair		35% N=100
	Poor		30% N=85













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

K-12 education	Excellent		11% N=42
	Good		46% N=175
	Fair		31% N=118
	Poor		11% N=43
Adult educational opportunities	Excellent		11% N=47
	Good		39% N=170
	Fair		35% N=154
	Poor		15% N=66
Sense of civic/community pride	Excellent		18% N=105
	Good		48% N=279
	Fair		26% N=150
	Poor		8% N=47
Neighborliness of residents in Staunton	Excellent		19% N=113
	Good		50% N=303
	Fair		24% N=146
	Poor		8% N=46
Opportunities to participate in social events and activities	Excellent		17% N=103
	Good		49% N=295
	Fair		24% N=145
	Poor		9% N=53
Opportunities to attend special events and festivals	Excellent		24% N=145
	Good		49% N=299
	Fair		21% N=131
	Poor		7% N=42

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

Opportunities to volunteer	Excellent		22% N=116
	Good		49% N=256
	Fair		24% N=125
	Poor		5% N=27
Opportunities to participate in community matters	Excellent		15% N=82
	Good		48% N=252
	Fair		27% N=141
	Poor		10% N=54
Openness and acceptance of the community toward people of diverse backgrounds	Excellent		15% N=80
	Good		42% N=230
	Fair		33% N=182
	Poor		9% N=51

















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

Contacted the City of Staunton (in-person, phone, email, or web) for help or information	No		49% N=312
	Yes		51% N=330
Contacted Staunton elected officials (in-person, phone, email, or web) to express your opinion	No		82% N=528
	Yes		18% N=114
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	No		82% N=522
	Yes		18% N=117
Watched (online or on television) a local public meeting	No		82% N=524
	Yes		18% N=116
Volunteered your time to some group/activity in Staunton	No		59% N=379
	Yes		41% N=263
Campaigned or advocated for a local issue, cause, or candidate	No		77% N=495
	Yes		23% N=145

























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

Voted in your most recent local election	No	 22% N=137
	Yes	 78% N=498
Used bus, rail, or other public transportation instead of driving	No	 85% N=547
	Yes	 15% N=95
Carpooled with other adults or children instead of driving alone	No	 60% N=383
	Yes	 40% N=259
Walked or biked instead of driving	No	 45% N=290
	Yes	 55% N=352

























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

Public information services	Excellent	 14% N=75
	Good	 47% N=255
	Fair	 33% N=182
	Poor	 7% N=37
Economic development	Excellent	 6% N=31
	Good	 44% N=220
	Fair	 33% N=166
	Poor	 16% N=80
Traffic enforcement	Excellent	 10% N=55
	Good	 53% N=289
	Fair	 28% N=153
	Poor	 8% N=45
Traffic signal timing	Excellent	 8% N=50
	Good	 41% N=251
	Fair	 32% N=192
	Poor	 19% N=114

























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

Street repair	Excellent		9% N=54
	Good		39% N=242
	Fair		34% N=211
	Poor		18% N=111
Street cleaning	Excellent		16% N=95
	Good		55% N=336
	Fair		24% N=145
	Poor		5% N=30
Street lighting	Excellent		13% N=79
	Good		43% N=273
	Fair		29% N=185
	Poor		15% N=92
Snow removal	Excellent		25% N=144
	Good		53% N=309
	Fair		18% N=106
	Poor		4% N=25
Sidewalk maintenance	Excellent		11% N=63
	Good		47% N=270
	Fair		30% N=172
	Poor		12% N=69
Bus or transit services	Excellent		15% N=53
	Good		42% N=148
	Fair		25% N=87
	Poor		18% N=62

























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

Land use, planning, and zoning	Excellent		9% N=33
	Good		35% N=134
	Fair		41% N=158
	Poor		16% N=63
Code enforcement (weeds, abandoned buildings, etc.)	Excellent		7% N=30
	Good		29% N=124
	Fair		35% N=149
	Poor		28% N=120
Affordable high-speed internet access	Excellent		22% N=126
	Good		47% N=269
	Fair		24% N=141
	Poor		7% N=42
Garbage collection	Excellent		31% N=189
	Good		48% N=300
	Fair		17% N=104
	Poor		4% N=26
Drinking water	Excellent		25% N=155
	Good		50% N=312
	Fair		20% N=123
	Poor		6% N=34
Sewer services	Excellent		25% N=150
	Good		58% N=343
	Fair		15% N=92
	Poor		1% N=8

























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

Storm water management (storm drainage, dams, levees, etc.)	Excellent		12% N=65
	Good		45% N=246
	Fair		33% N=179
	Poor		11% N=62
Power (electric and/or gas) utility	Excellent		22% N=139
	Good		59% N=367
	Fair		15% N=94
	Poor		4% N=26
Utility billing	Excellent		16% N=98
	Good		51% N=306
	Fair		25% N=149
	Poor		8% N=46
Police/Sheriff services	Excellent		26% N=139
	Good		51% N=273
	Fair		18% N=96
	Poor		5% N=29
Crime prevention	Excellent		20% N=103
	Good		55% N=283
	Fair		21% N=106
	Poor		4% N=23
Animal control	Excellent		18% N=75
	Good		50% N=208
	Fair		26% N=107
	Poor		6% N=25









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

Ambulance or emergency medical services	Excellent		37% N=170
	Good		53% N=248
	Fair		9% N=44
	Poor		1% N=3
Fire services	Excellent		45% N=208
	Good		48% N=224
	Fair		7% N=33
	Poor		0% N=1
Fire prevention and education	Excellent		28% N=101
	Good		53% N=190
	Fair		15% N=54
	Poor		3% N=11
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Excellent		16% N=65
	Good		45% N=181
	Fair		27% N=111
	Poor		12% N=47
Preservation of natural areas (open space, farmlands, and greenbelts)	Excellent		15% N=76
	Good		48% N=240
	Fair		26% N=130
	Poor		11% N=55
Staunton open space	Excellent		14% N=75
	Good		45% N=236
	Fair		29% N=150
	Poor		12% N=61

















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

Recycling	Excellent		8% N=46
	Good		24% N=137
	Fair		28% N=155
	Poor		40% N=226
Yard waste pick-up	Excellent		15% N=75
	Good		41% N=206
	Fair		31% N=153
	Poor		13% N=64
City parks	Excellent		43% N=268
	Good		43% N=267
	Fair		14% N=85
	Poor		1% N=5
Recreation programs or classes	Excellent		22% N=112
	Good		56% N=283
	Fair		17% N=88
	Poor		5% N=25
Recreation centers or facilities	Excellent		19% N=102
	Good		52% N=270
	Fair		23% N=121
	Poor		6% N=31
Health services	Excellent		14% N=74
	Good		53% N=285
	Fair		25% N=137
	Poor		8% N=44

























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

























Public library services	Excellent		46% N=267
	Good		44% N=256
	Fair		9% N=55
	Poor		1% N=3
Overall customer service by Staunton employees	Excellent		26% N=150
	Good		55% N=318
	Fair		17% N=96
	Poor		3% N=16

Please rate the following categories of Staunton government performance.

























The value of services for the taxes paid to Staunton	Excellent		8% N=46
	Good		38% N=219
	Fair		33% N=189
	Poor		21% N=117
The overall direction that Staunton is taking	Excellent		9% N=50
	Good		47% N=257
	Fair		30% N=166
	Poor		13% N=74
The job Staunton government does at welcoming resident involvement	Excellent		8% N=40
	Good		41% N=196
	Fair		35% N=170
	Poor		16% N=75
Overall confidence in Staunton government	Excellent		5% N=27
	Good		39% N=215
	Fair		35% N=195
	Poor		21% N=115

Please rate the following categories of Staunton government performance.

Generally acting in the best interest of the community	Excellent		6% N=35
	Good		41% N=226
	Fair		36% N=196
	Poor		17% N=94
Being honest	Excellent		9% N=43
	Good		39% N=194
	Fair		34% N=166
	Poor		18% N=89
Being open and transparent to the public	Excellent		6% N=31
	Good		36% N=182
	Fair		37% N=190
	Poor		21% N=108
Informing residents about issues facing the community	Excellent		8% N=41
	Good		33% N=171
	Fair		35% N=183
	Poor		24% N=127
Treating all residents fairly	Excellent		7% N=35
	Good		41% N=194
	Fair		31% N=147
	Poor		21% N=101
Treating residents with respect	Excellent		11% N=57
	Good		48% N=246
	Fair		30% N=155
	Poor		11% N=56

























Overall, how would you rate the quality of the services provided by each of the following?	The City of Staunton	Excellent		13% N=77
		Good		57% N=347
		Fair		25% N=154
		Poor		5% N=31
	The Federal Government	Excellent		4% N=23
		Good		35% N=196
		Fair		38% N=214
		Poor		24% N=134
Please rate how important, if at all, you think it is for the Staunton community to focus on each of the following in the coming two years.	Overall economic health of Staunton	Essential		48% N=305
		Very important		45% N=281
		Somewhat important		7% N=44
		Not at all important		0% N=1
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Staunton	Essential		26% N=164
		Very important		47% N=300
		Somewhat important		25% N=162
		Not at all important		2% N=12
	Overall design or layout of Staunton's residential and commercial areas (homes, buildings, streets, parks, etc.)	Essential		21% N=134
		Very important		45% N=283
		Somewhat important		31% N=199
		Not at all important		3% N=18
	Overall quality of the utility infrastructure in Staunton (water, sewer, storm water, electric/gas, broadband)	Essential		40% N=257
		Very important		43% N=272
		Somewhat important		16% N=99
		Not at all important		2% N=10

























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

Overall feeling of safety in Staunton	Essential		38% N=241
	Very important		44% N=279
	Somewhat important		17% N=106
	Not at all important		2% N=15
Overall quality of natural environment in Staunton	Essential		30% N=189
	Very important		47% N=299
	Somewhat important		21% N=134
	Not at all important		2% N=15
Overall quality of parks and recreation opportunities	Essential		26% N=164
	Very important		54% N=341
	Somewhat important		19% N=121
	Not at all important		2% N=10
Overall health and wellness opportunities in Staunton	Essential		28% N=175
	Very important		49% N=314
	Somewhat important		21% N=131
	Not at all important		2% N=15
Overall opportunities for education, culture, and the arts	Essential		32% N=202
	Very important		46% N=296
	Somewhat important		19% N=124
	Not at all important		2% N=16
Residents' connection and engagement with their community	Essential		27% N=173
	Very important		49% N=314
	Somewhat important		21% N=132
	Not at all important		3% N=20

In general, how many times do you:

Access the internet from your home using a computer, laptop, or tablet computer	Several times a day	70% N=436
	Once a day	10% N=65
	A few times a week	6% N=39
	Every few weeks	4% N=24
	Less often or never	9% N=58
Access the internet from your cell phone	Several times a day	82% N=507
	Once a day	4% N=28
	A few times a week	4% N=25
	Every few weeks	0% N=3
	Less often or never	9% N=55
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	Several times a day	55% N=341
	Once a day	13% N=81
	A few times a week	9% N=58
	Every few weeks	2% N=15
	Less often or never	20% N=126
Use or check email	Several times a day	74% N=453
	Once a day	15% N=91
	A few times a week	6% N=36
	Every few weeks	1% N=6
	Less often or never	5% N=30
Share your opinions online	Several times a day	9% N=53
	Once a day	3% N=19
	A few times a week	12% N=72
	Every few weeks	17% N=103

In general, how many times do you:	Share your opinions online	Less often or never		59% N=360
	Shop online	Several times a day		11% N=67
		Once a day		4% N=26
		A few times a week		29% N=181
		Every few weeks		36% N=222
		Less often or never		20% N=120
		Please rate your overall health.	Excellent	
Very good			41% N=262	
Good			31% N=193	
Fair			7% N=43	
Poor			1% N=9	
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Very positive		5% N=34	
	Somewhat positive		17% N=108	
	Neutral		44% N=275	
	Somewhat negative		26% N=163	
	Very negative		7% N=45	
How many years have you lived in Staunton?	Less than 2 years		14% N=90	
	2-5 years		20% N=124	
	6-10 years		16% N=98	
	11-20 years		18% N=111	
	More than 20 years		33% N=207	
Which best describes the building you live in?	Single-family detached home		71% N=448	
	Townhouse or duplex (may share walls but no units a..		4% N=27	
	Condominium or apartment (have units ab..		23% N=145	

Which best describes the building you live in?	Mobile home		0% N=
	Other		1% N=9
Do you rent or own your home?	Rent		41% N=255
	Own		59% N=375
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Less than \$300		4% N=22
	\$300 to \$599		12% N=72
	\$600 to \$999		29% N=180
	\$1,000 to \$1,499		31% N=188
	\$1,500 to \$2,499		18% N=110
	\$2,500 to \$3,999		4% N=27
	\$4,000 to \$6,999		2% N=12
	\$7,000 to \$9,999		1% N=4
	\$10,000 or more		0% N=2
Do any children 17 or under live in your household?	No		78% N=494
	Yes		22% N=136
Are you or any other members of your household aged 65 or older?	No		68% N=431
	Yes		32% N=200
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Less than \$25,000		14% N=82
	\$25,000 to \$49,999		20% N=122
	\$50,000 to \$74,999		19% N=118
	\$75,000 to \$99,999		19% N=114
	\$100,000 to \$149,999		16% N=99
	\$150,000 to \$199,999		7% N=40
	\$200,000 to \$299,999		4% N=25

for the current year? (Please include in your total income money from all sources for all persons living in your household.)	\$300,000 or more	1% N=7
Are you of Hispanic, Latino/a/x, or Spanish origin?	No, not of Hispanic, Latino/a/x, or Spanish ori..	97% N=608
	Yes, I consider myself to be of Hispanic, Latino/a/x,..	3% N=16
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaska Native	1% N=9
	Asian	2% N=11
	Black or African American	12% N=73
	Native Hawaiian or Other Pacific Islander	0% N=3
	White	87% N=543
	A race not listed	4% N=23
In which category is your age?	18-24 years	4% N=26
	25-34 years	24% N=152
	35-44 years	13% N=82
	45-54 years	17% N=107
	55-64 years	14% N=89
	65-74 years	17% N=105
	75 years or older	11% N=70
What is your gender?	Woman	55% N=347
	Man	45% N=281
	Identify in another way	0% N=2
If you identify in another way, how would you describe your gender?	Agender/I don't identify with any gender	100% N=2

Methods (Open Participation)



As part of its participation in The National Community Survey™ (The NCS™), the City of Staunton conducted a survey of 646 residents. Survey invitations were mailed to randomly selected households and data were collected from January 5th, 2024 to February 16th, 2023. The results from this main survey effort represent the most robust estimate of your residents' opinions.

After the above data collection period was underway, a link to an online open participation survey was publicized by the City of Staunton. The open participation survey was identical to the probability sample survey with two small updates; it included a map at the beginning asking where the respondent lives and also a question about where they heard about the survey. The open participation survey was open to all city residents and became available on February 2nd, 2023. The survey remained open for 2 weeks and there were 350 responses.

The open participation survey data were not collected through a random sample and it is unknown who in the community was aware of the survey; therefore, a level of confidence in the representativeness of the sample cannot be estimated. However, to reduce bias where possible, these data were statistically weighted to match the demographic characteristics of the 2020 Census and 2022 American Community Survey estimates for adults in the City of Staunton. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, and housing tenure. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.¹⁸ The results of the weighting scheme for the open participation survey are presented in the following table.















		Unweighted	Weighted	Target ¹⁹
Age	18-34	8%	26%	28%
	35-54	30%	31%	30%
	55+	62%	43%	42%
Hispanic	No, not of Hispanic, Latino/a/x, or Spanish origin	97%	97%	97%
	Yes, I consider myself to be of Hispanic, Latino/a/x, or Spanish origin	3%	3%	3%
Housing type	Attached	12%	28%	28%
	Detached	88%	72%	72%
Race/ethnic..	Not white alone	9%	18%	18%
	White alone, not Hispanic or Latino	91%	82%	82%
Sex	Man	38%	43%	45%
	Woman	62%	57%	55%
Sex/age	Man 18-34	2%	10%	12%
	Man 35-54	11%	15%	15%
	Man 55+	25%	19%	18%
	Woman 18-34	6%	17%	16%
	Woman 35-54	19%	16%	15%
	Woman 55+	37%	24%	24%
Tenure	Own	89%	59%	59%
	Rent	11%	41%	41%

18. Pasek, J. (2014). ANES Weighting Algorithm. Retrieved from <https://surveyinsights.org/wp-content/uploads/2014/07/Full-anesrake-paper.pdf>

















19. Targets come from the 2020 Census and 2022 American Community Survey.
















Open Participation Survey Results

















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

Quality of Life	Please rate each of the following aspects of quality of life in Staunton.	Staunton as a place to live	Excellent		36% N=112
			Good		46% N=143
			Fair		16% N=48
			Poor		2% N=7
		The overall quality of life	Excellent		23% N=70
			Good		60% N=183
			Fair		14% N=43
			Poor		4% N=11
	Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Staunton to someone who asks	Very likely		48% N=146
			Somewhat likely		34% N=106
			Somewhat unlikely		12% N=38
			Very unlikely		6% N=17
		Remain in Staunton for the next five years	Very likely		61% N=189
			Somewhat likely		20% N=62

















Quality of Life	Please indicate how likely or unlikely you are to do each of the following.	Remain in Staunton for the next five years	Somewhat unlikely		11% N=35
			Very unlikely		7% N=22
	Please rate each of the following in the Staunton community.	Overall image or reputation	Excellent		30% N=93
			Good		55% N=171
Fair				12% N=37	
Poor				3% N=9	
Governance	Please rate the quality of each of the following services in Staunton.	Public information services	Excellent		8% N=23
			Good		59% N=167
			Fair		24% N=69
			Poor		9% N=25
		Overall customer service by Staunton employees	Excellent		28% N=82
			Good		56% N=162
			Fair		14% N=39
			Poor		2% N=6
Please rate the following categories of Staunton government performance.	The value of services for the taxes paid to Staunton	Excellent		12% N=36	
		Good		41% N=124	

Governance	Please rate the following categories of Staunton government performance.	The value of services for the taxes paid to Staunton	Fair		32% N=96
			Poor		15% N=44
		The overall direction that Staunton is taking	Excellent		7% N=20
			Good		45% N=127
			Fair		35% N=99
			Poor		14% N=39
		The job Staunton government does at welcoming resident involvement	Excellent		9% N=25
			Good		46% N=123
			Fair		29% N=77
			Poor		16% N=42
		Overall confidence in Staunton government	Excellent		4% N=12
			Good		45% N=133
			Fair		28% N=84
			Poor		23% N=67
		Generally acting in the best interest of the community	Excellent		7% N=19
			Good		45% N=129

















Governance	Please rate the following categories of Staunton government performance.	Generally acting in the best interest of the community		30% N=86
		Fair		
		Poor		19% N=53
		Being honest		
		Excellent		6% N=15
		Good		44% N=118
		Fair		31% N=84
		Poor		20% N=54
		Being open and transparent to the public		
		Excellent		4% N=12
		Good		40% N=111
		Fair		31% N=86
		Poor		24% N=66
		Informing residents about issues facing the community		
		Excellent		7% N=20
		Good		40% N=113
		Fair		30% N=86
		Poor		23% N=66
		Treating all residents fairly		
		Excellent		6% N=15
		Good		42% N=109

















Governance	Please rate the following categories of Staunton government performance.	Treating all residents fairly	Fair		26% N=69
			Poor		26% N=66
		Treating residents with respect	Excellent		9% N=24
			Good		49% N=136
	Fair			27% N=76	
	Poor			15% N=41	
	Overall, how would you rate the quality of the services provided by each of the following?	The City of Staunton	Excellent		13% N=38
			Good		54% N=163
			Fair		27% N=81
			Poor		6% N=19
The Federal Government		Excellent		4% N=13	
		Good		27% N=80	
		Fair		37% N=109	
		Poor		31% N=91	
Economy	Please rate each of the following aspects of quality of life in Staunton.	Staunton as a place to work	Excellent		14% N=36
			Good		40% N=100

Economy

<p>Please rate each of the following aspects of quality of life in Staunton.</p>	<p>Staunton as a place to work</p>	Fair		<p>28% N=71</p>
		Poor		<p>18% N=45</p>
<p>Please rate each of the following characteristics as they relate to Staunton as a whole.</p>	<p>Overall economic health</p>	Excellent		<p>5% N=15</p>
		Good		<p>39% N=111</p>
		Fair		<p>45% N=131</p>
		Poor		<p>11% N=32</p>
<p>Please rate each of the following in the Staunton community.</p>	<p>Overall quality of business and service establishments</p>	Excellent		<p>16% N=51</p>
		Good		<p>57% N=176</p>
		Fair		<p>20% N=61</p>
		Poor		<p>7% N=23</p>
<p>Variety of business and service establishments</p>	Excellent		<p>11% N=34</p>	
	Good		<p>39% N=121</p>	
	Fair		<p>33% N=103</p>	
	Poor		<p>17% N=52</p>	
<p>Vibrancy of downtown/commercial area</p>	Excellent		<p>23% N=71</p>	
	Good		<p>52% N=159</p>	
















Economy

Please rate each of the following in the Staunton community.	Vibrancy of downtown/commercial area	Fair		19% N=60
		Poor		6% N=18
Employment opportunities		Excellent		3% N=6
		Good		36% N=84
		Fair		36% N=84
		Poor		26% N=61
Shopping opportunities		Excellent		8% N=24
		Good		37% N=115
		Fair		32% N=98
		Poor		23% N=72
Cost of living		Excellent		11% N=35
		Good		39% N=122
		Fair		33% N=103
		Poor		17% N=52
Please rate the quality of each of the following services in Staunton.	Economic development	Excellent		4% N=9
		Good		37% N=90

















Economy	Please rate the quality of each of the following services in Staunton.	Economic development	Fair		41% N=99
			Poor		18% N=43
	Please rate how important, if at all, you think it is for the Staunton community to focus on each of the following in the coming two years.	Overall economic health	Essential		63% N=183
			Very important		27% N=78
			Somewhat important		11% N=31
		What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Very positive		5% N=15
			Somewhat positive		21% N=65
			Neutral		49% N=152
			Somewhat negative		18% N=55
			Very negative		8% N=26
Mobility	Please rate each of the following characteristics as they relate to Staunton as a whole.	Overall quality of the transportation system	Excellent		6% N=17
			Good		29% N=84
			Fair		41% N=120
			Poor		25% N=72
	Please also rate each of the following in the Staunton community.	Traffic flow on major streets	Excellent		17% N=51
			Good		55% N=170

Mobility

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

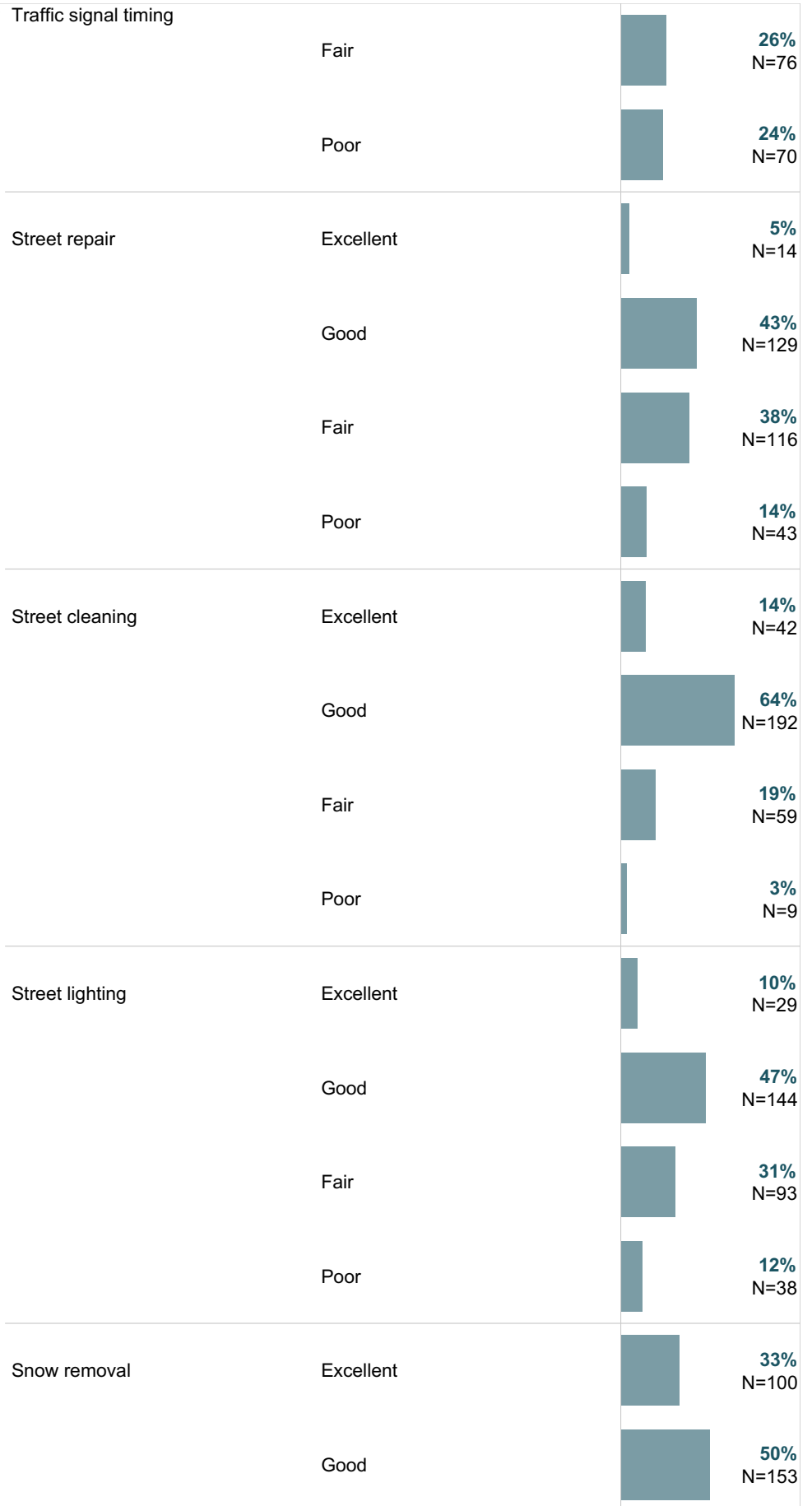
Traffic flow on major streets	Fair		21% N=64
	Poor		7% N=22
Ease of public parking	Excellent		20% N=62
	Good		45% N=139
	Fair		17% N=53
	Poor		17% N=52
Ease of travel by car	Excellent		30% N=92
	Good		50% N=154
	Fair		20% N=61
	Poor		1% N=2
Ease of travel by public transportation	Excellent		7% N=13
	Good		18% N=36
	Fair		40% N=81
	Poor		36% N=72
Ease of travel by bicycle	Excellent		11% N=24
	Good		11% N=24

















Mobility

















<p>Please also rate each of the following in the Staunton community.</p>	Ease of travel by bicycle	Fair		32% N=74
		Poor		46% N=105
	Ease of walking	Excellent		23% N=68
		Good		28% N=83
		Fair		34% N=103
		Poor		15% N=46
<p>Please indicate whether or not you have done each of the following in the last 12 months.</p>	Used public transportation instead of driving	No		84% N=262
		Yes		16% N=51
	Carpooled with other adults or children instead of driving alone	No		58% N=181
		Yes		42% N=130
<p>Please rate the quality of each of the following services in Staunton.</p>	Traffic enforcement	Excellent		9% N=22
		Good		58% N=152
		Fair		23% N=59
		Poor		11% N=29
	Traffic signal timing	Excellent		3% N=10
		Good		47% N=141

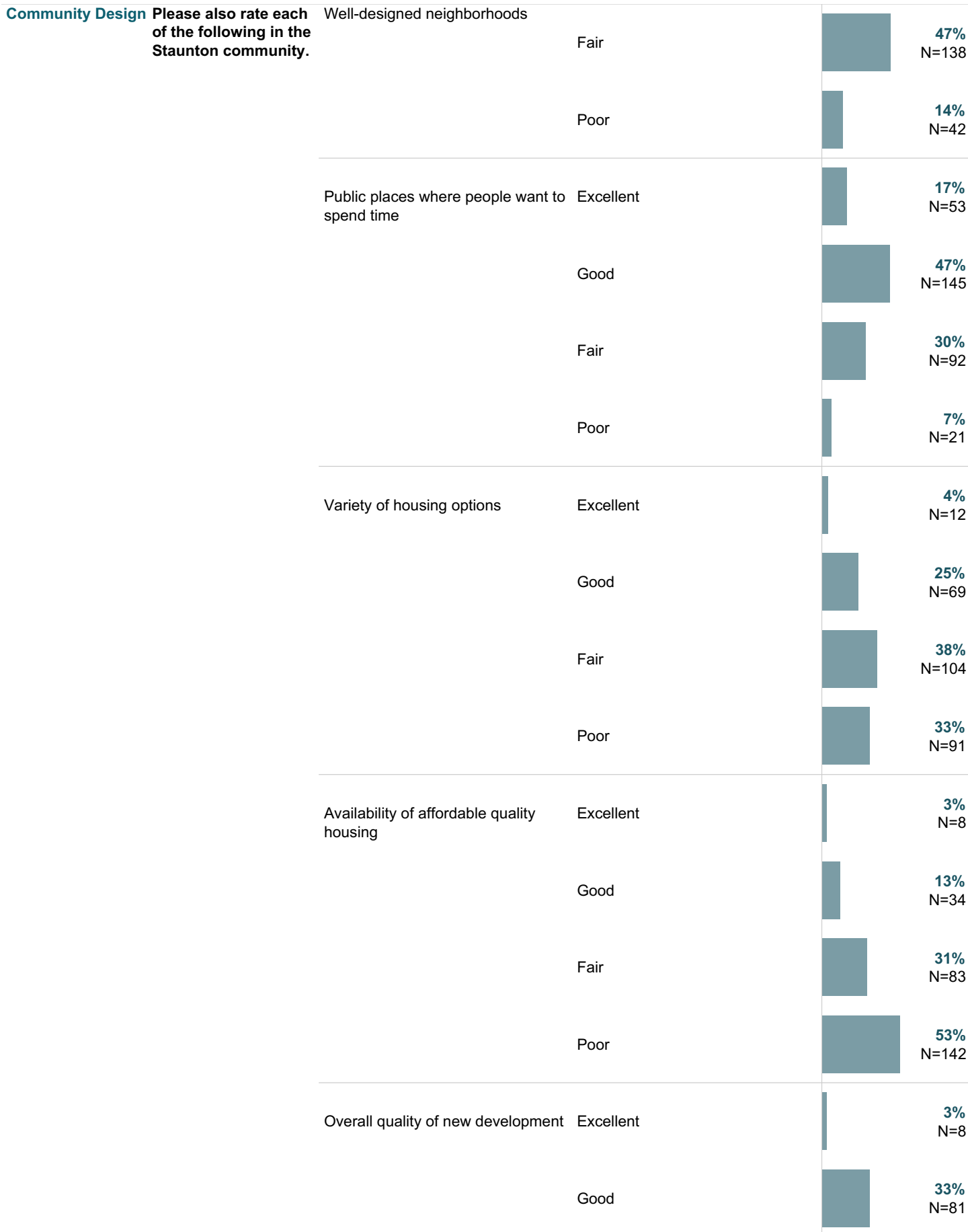
Mobility

















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



















Mobility	Please rate the quality of each of the following services in Staunton.	Snow removal	Fair		16% N=48
			Poor		2% N=6
		Sidewalk maintenance	Excellent		8% N=22
			Good		39% N=108
			Fair		39% N=109
			Poor		14% N=38
	Bus or transit services	Excellent		5% N=8	
		Good		33% N=54	
		Fair		40% N=64	
		Poor		22% N=35	
	Please rate how important, if at all, you think it is for the Staunton community to focus on each of the following in the coming two years.	Overall quality of the transportation system	Essential		36% N=111
			Very important		44% N=136
Somewhat important				18% N=56	
Not at all important				1% N=4	
Community Design	Please rate each of the following aspects of quality of life in Staunton.	Your neighborhood as a place to live	Excellent		34% N=105
			Good		46% N=143

Community Design Please rate each of the following aspects of quality of life in Staunton.	Your neighborhood as a place to live	Fair		17% N=54
		Poor		3% N=8
Please rate each of the following characteristics as they relate to Staunton as a whole.	Overall design or layout of residential and commercial areas	Excellent		10% N=30
		Good		49% N=148
		Fair		29% N=89
		Poor		12% N=37
Please also rate each of the following in the Staunton community.	Well-planned residential growth	Excellent		8% N=18
		Good		30% N=70
		Fair		37% N=87
		Poor		26% N=60
	Well-planned commercial growth	Excellent		7% N=17
		Good		27% N=67
		Fair		38% N=95
		Poor		28% N=69
	Well-designed neighborhoods	Excellent		6% N=19
		Good		32% N=95

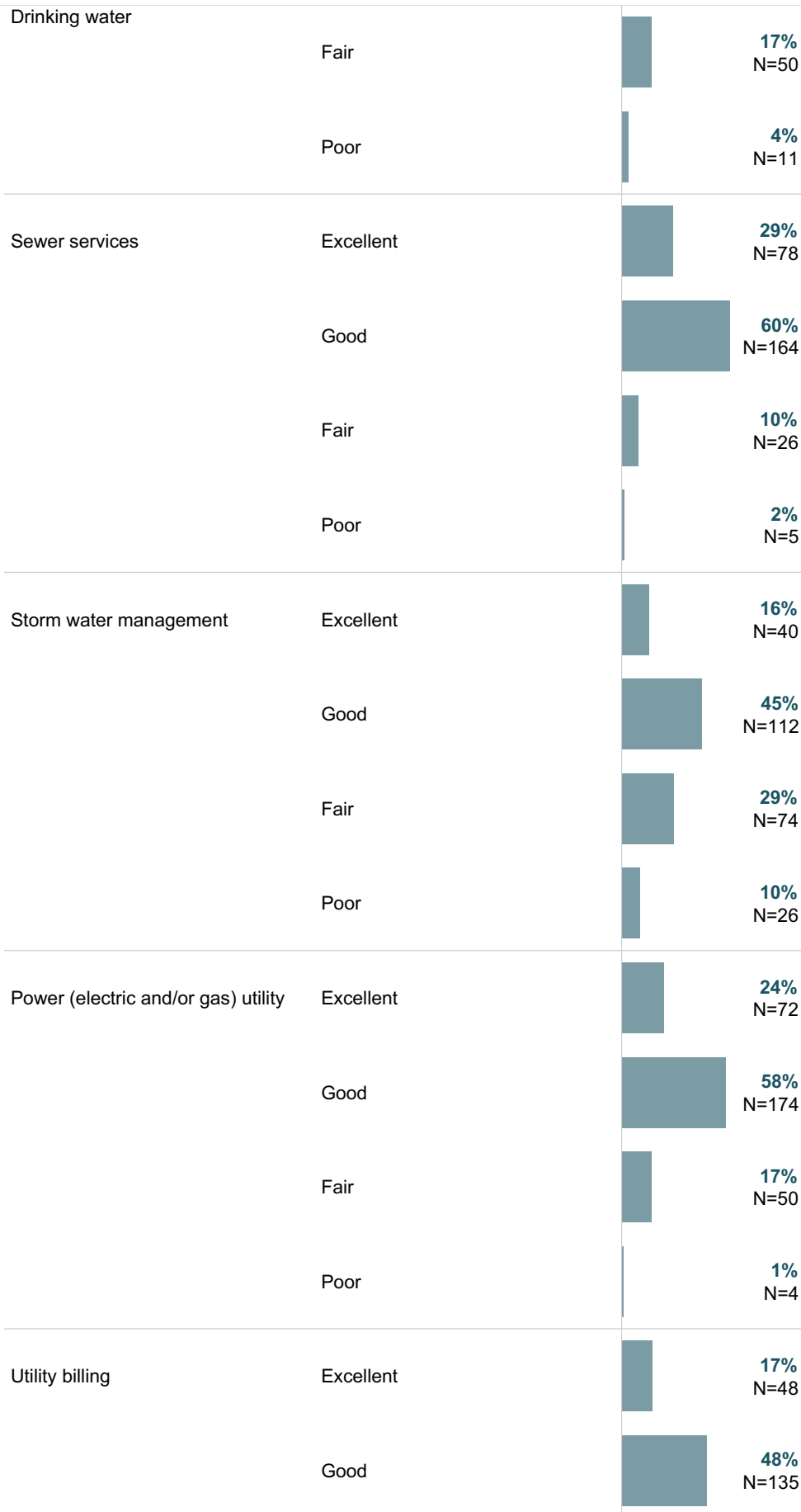


















Community Design Please also rate each of the following in the Staunton community.	Overall quality of new development	Fair		40% N=98
		Poor		24% N=58
	Overall appearance	Excellent		22% N=68
		Good		54% N=166
Fair			23% N=72	
Poor			1% N=3	
Please rate the quality of each of the following services in Staunton.	Land use, planning and zoning	Excellent		3% N=7
		Good		35% N=67
		Fair		45% N=86
		Poor		16% N=31
Code enforcement	Excellent		5% N=11	
	Good		27% N=56	
	Fair		39% N=81	
	Poor		29% N=60	
Please rate how important, if at all, you think it is for the Staunton community to focus on each of the following in the coming two years.	Overall design or layout of residential and commercial areas	Essential		25% N=77
		Very important		46% N=139

Community Design	Please rate how important, if at all, you think it is for the Staunton community to focus on each of the following in the coming two years.	Overall design or layout of residential and commercial areas	Somewhat important		27% N=82
			Not at all important		2% N=7
Utilities	Please rate each of the following characteristics as they relate to Staunton as a whole.	Overall quality of the utility infrastructure	Excellent		10% N=28
			Good		54% N=158
			Fair		24% N=69
			Poor		13% N=38
	Please rate the quality of each of the following services in Staunton.	Affordable high-speed internet access	Excellent		18% N=54
			Good		52% N=154
			Fair		17% N=49
			Poor		12% N=37
		Garbage collection	Excellent		37% N=109
			Good		50% N=149
			Fair		9% N=28
			Poor		4% N=13
		Drinking water	Excellent		31% N=92
			Good		49% N=147

Utilities

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

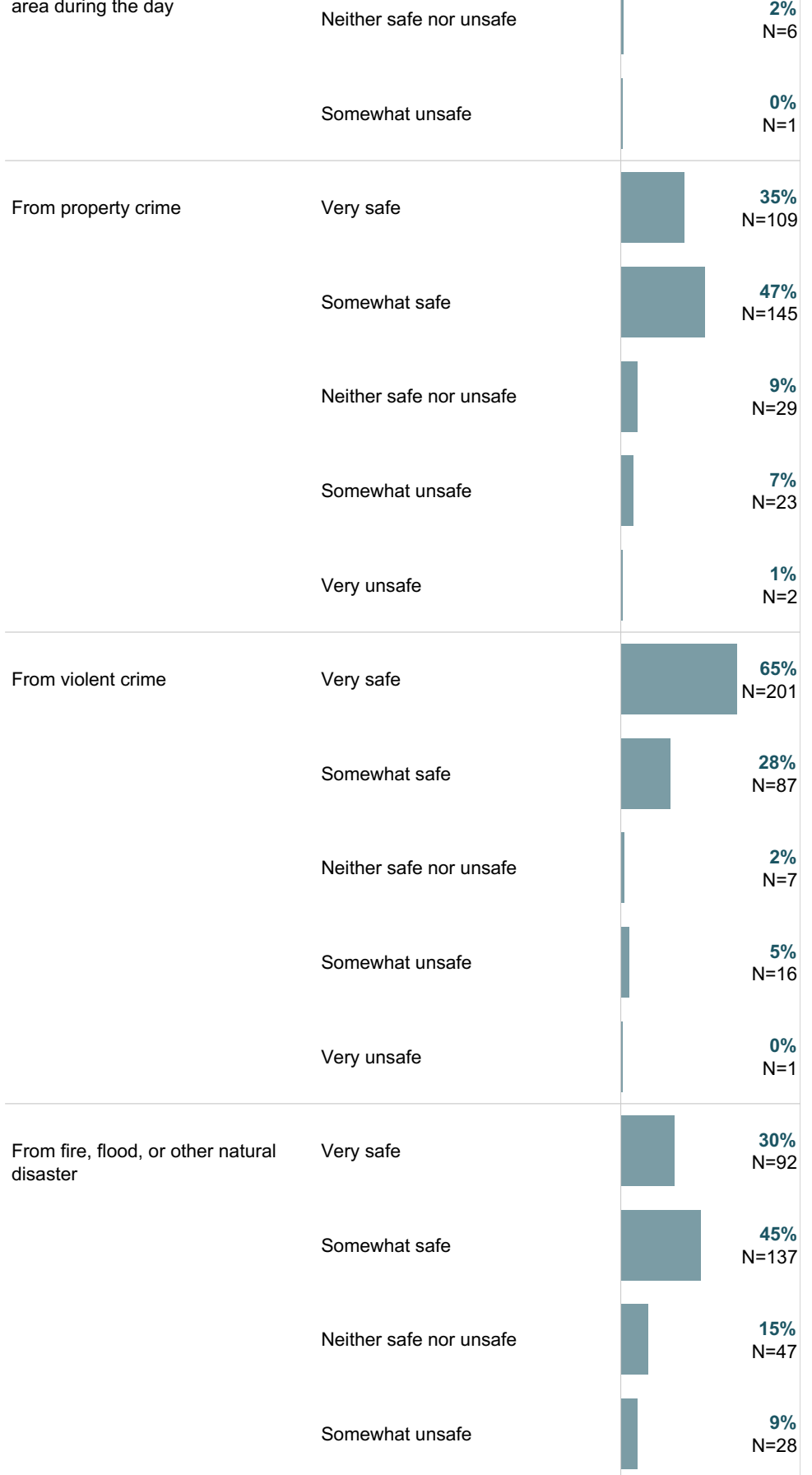


Utilities	Please rate the quality of each of the following services in Staunton.	Utility billing	Fair		30% N=86
			Poor		5% N=14
	Please rate how important, if at all, you think it is for the Staunton community to focus on each of the following in the coming two years.	Overall quality of the utility infrastructure	Essential		48% N=145
			Very important		41% N=124
Somewhat important				11% N=32	
Not at all important				0% N=	
Safety	Please rate each of the following characteristics as they relate to Staunton as a whole.	Overall feeling of safety	Excellent		31% N=95
			Good		58% N=175
			Fair		10% N=30
			Poor		2% N=5
	Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		82% N=254
			Somewhat safe		14% N=45
			Neither safe nor unsafe		3% N=10
			Somewhat unsafe		1% N=2
	In Staunton's downtown/commercial area during the day	Very safe		87% N=269	
		Somewhat safe		10% N=32	

Safety

Please rate how safe or unsafe you feel:

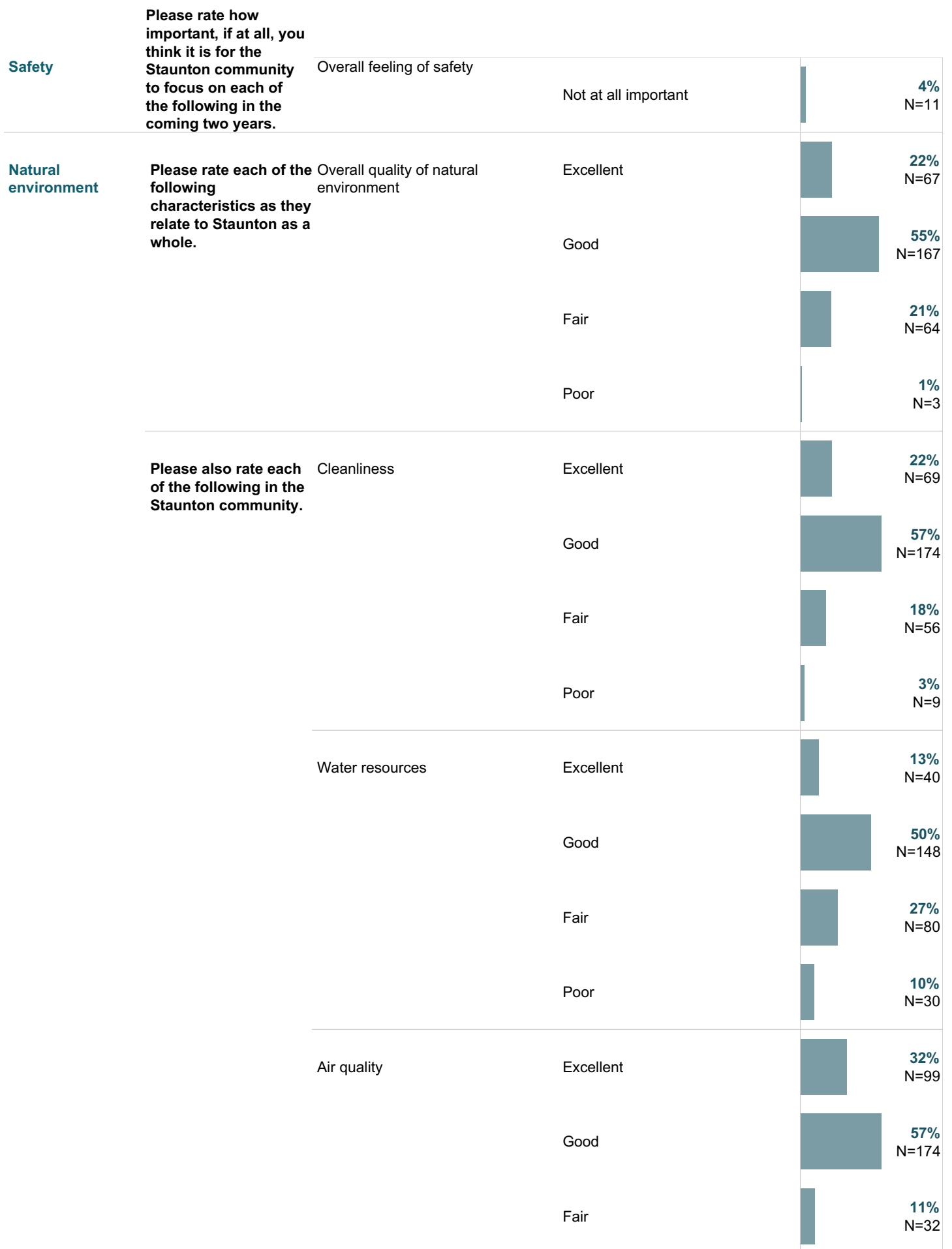
In Staunton's downtown/commercial area during the day



Safety	Please rate how safe or unsafe you feel:	From fire, flood, or other natural disaster	Very unsafe	1% N=2
	Please rate the quality of each of the following services in Staunton.	Police/Sheriff services	Excellent	23% N=66
Good			60% N=171	
Fair			15% N=43	
Poor			2% N=6	
Crime prevention			Excellent	16% N=41
		Good	68% N=173	
		Fair	14% N=35	
		Poor	3% N=7	
	Animal control	Excellent	21% N=42	
		Good	50% N=99	
		Fair	21% N=42	
		Poor	8% N=16	
	Ambulance or emergency medical services	Excellent	35% N=79	
		Good	58% N=130	
		Fair	5% N=12	

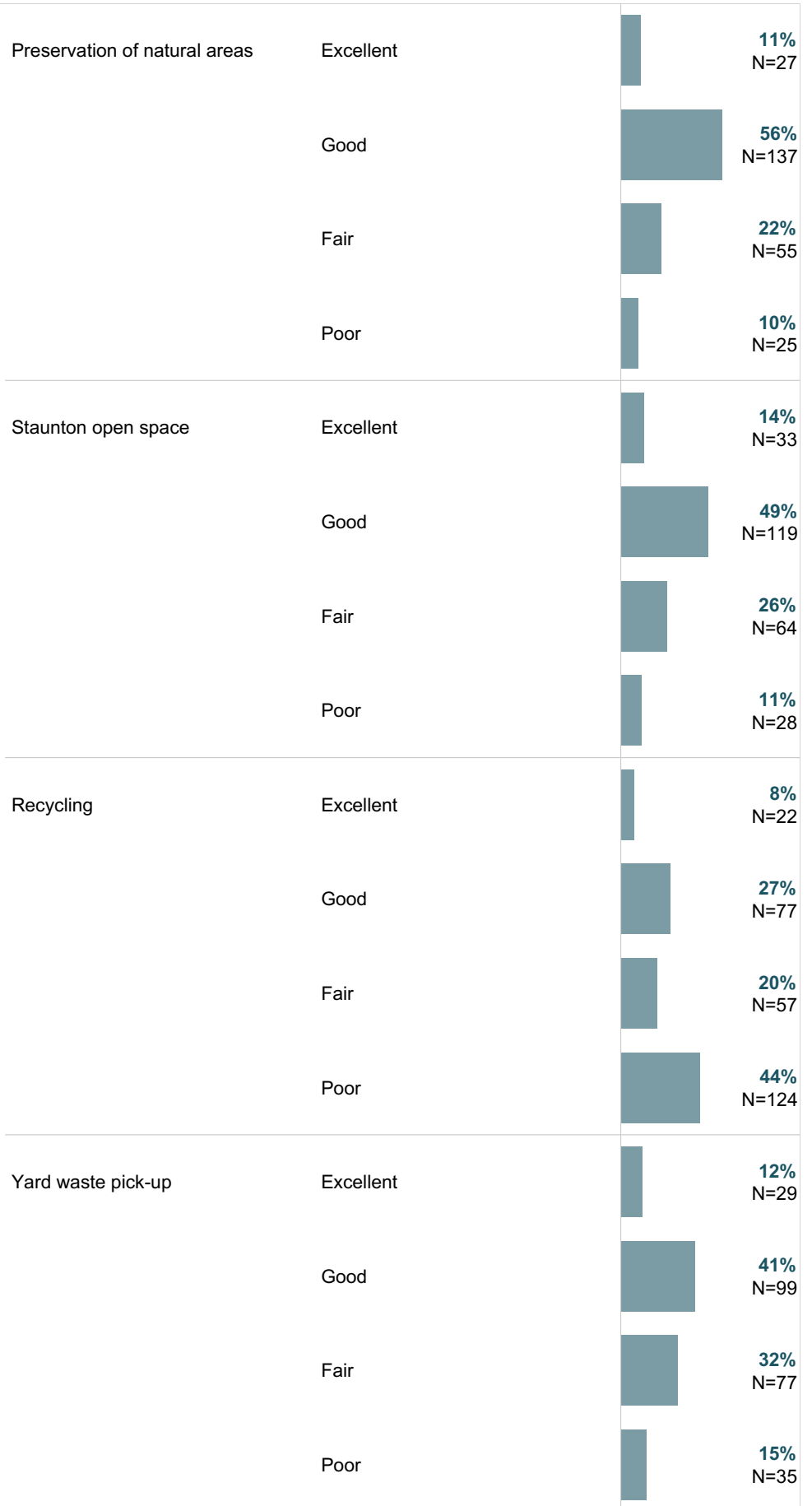
Safety

<p>Please rate the quality of each of the following services in Staunton.</p>	Ambulance or emergency medical services	Poor	1% N=3
	Fire services	Excellent	42% N=101
		Good	56% N=135
		Fair	2% N=4
		Poor	0% N=1
Fire prevention and education	Excellent	28% N=50	
	Good	58% N=104	
	Fair	11% N=19	
	Poor	3% N=5	
Emergency preparedness	Excellent	15% N=26	
	Good	41% N=74	
	Fair	28% N=50	
	Poor	16% N=30	
<p>Please rate how important, if at all, you think it is for the Staunton community to focus on each of the following in the coming two years.</p>	Overall feeling of safety	Essential	34% N=105
		Very important	38% N=114
		Somewhat important	24% N=75



Natural environment

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



Natural environment	Please rate how important, if at all, you think it is for the Staunton community to focus on each of the following in the coming two years.	Overall quality of natural environment	Essential		37% N=115
			Very important		44% N=136
			Somewhat important		17% N=51
			Not at all important		2% N=5
Parks and Recreation	Please rate each of the following characteristics as they relate to Staunton as a whole.	Overall quality of parks and recreation opportunities	Excellent		41% N=127
			Good		45% N=137
			Fair		11% N=35
			Poor		3% N=9
	Please also rate each of the following in the Staunton community.	Availability of paths and walking trails	Excellent		10% N=28
		Good		39% N=114	
		Fair		35% N=101	
		Poor		16% N=48	
		Fitness opportunities	Excellent		16% N=44
			Good		49% N=139
			Fair		28% N=79
			Poor		7% N=19

Parks and Recreation

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

Recreational opportunities

Excellent



17%
N=52

Good



54%
N=160

Fair



22%
N=65

Poor



7%
N=22

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

City parks

Excellent



50%
N=155

Good



40%
N=123

Fair



8%
N=26

Poor



2%
N=7

Recreation programs or classes

Excellent



32%
N=77

Good



52%
N=125

Fair



10%
N=25

Poor



6%
N=14

Recreation centers or facilities

Excellent



27%
N=66

Good



49%
N=120

Fair



19%
N=47

Poor



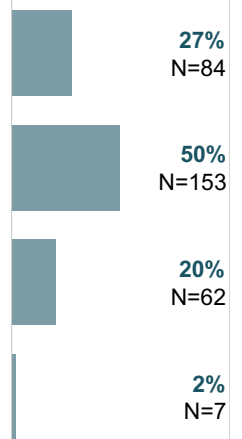
5%
N=13

Parks and Recreation

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

Overall quality of parks and recreation opportunities

- Essential
- Very important
- Somewhat important
- Not at all important

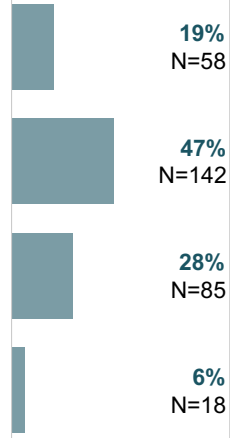


Health and wellness

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

Overall health and wellness opportunities

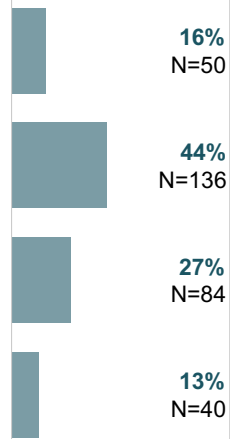
- Excellent
- Good
- Fair
- Poor



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

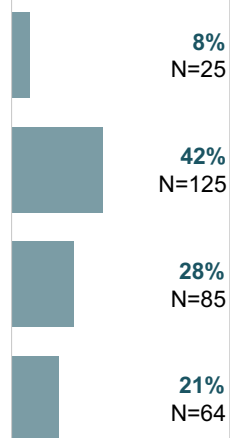
Availability of affordable quality food

- Excellent
- Good
- Fair
- Poor

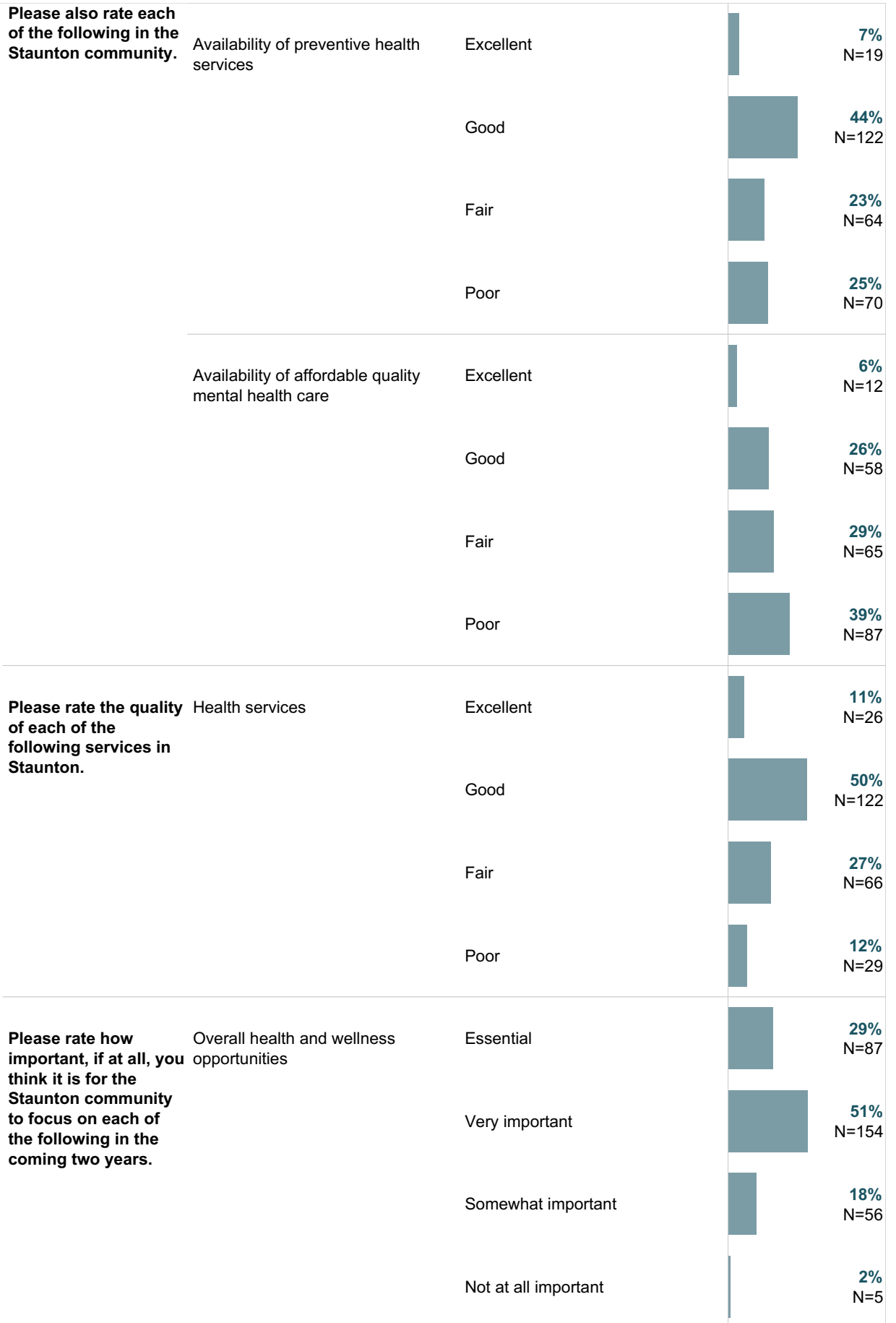


Availability of affordable quality health care

- Excellent
- Good
- Fair
- Poor

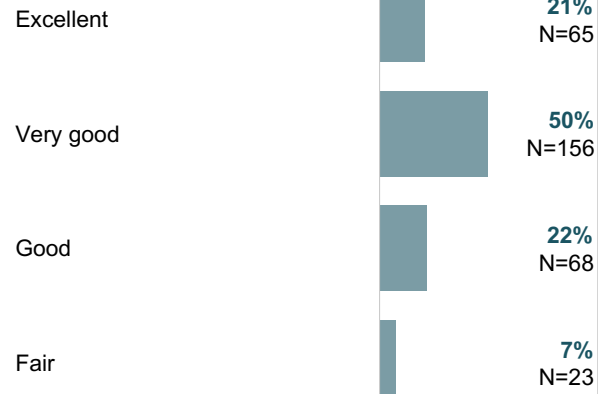


Health and wellness



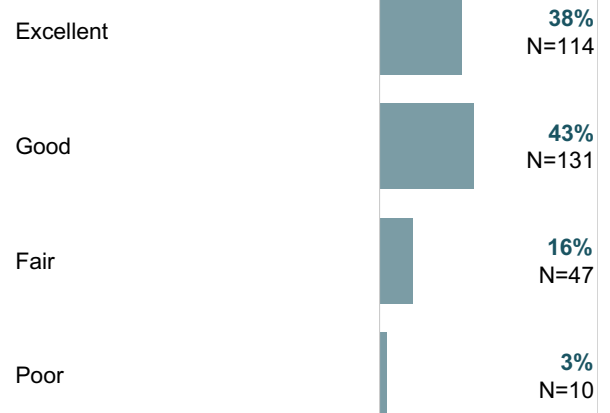
Health and wellness

Please rate your overall health.

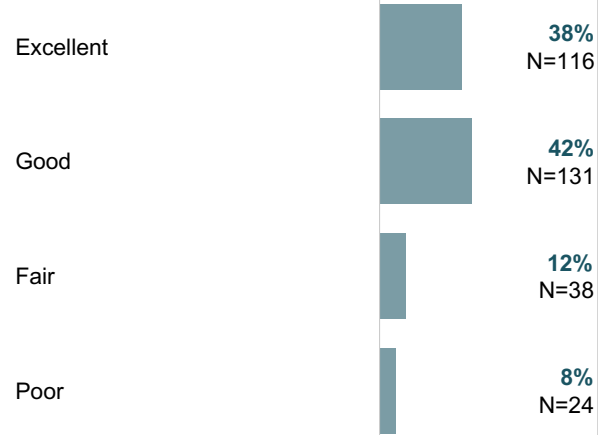


Education, Arts and Culture

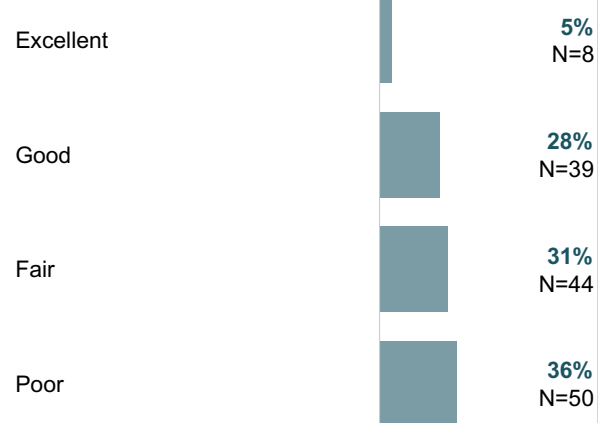
Please rate each of the following characteristics as they relate to Staunton as a whole. Overall opportunities for education, culture, and the arts



Please also rate each of the following in the Staunton community. Opportunities to attend cultural/arts/music activities



















Availability of affordable quality childcare/preschool



Education, Arts and Culture

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

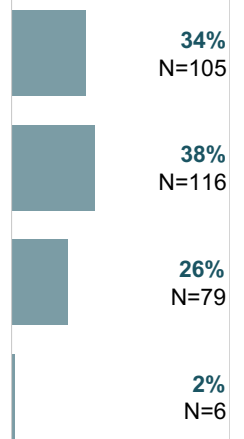
K-12 education	Excellent		11% N=18	
	Good		46% N=79	
	Fair		25% N=42	
	Poor		18% N=31	
Adult educational opportunities	Excellent		8% N=18	
	Good		42% N=93	
	Fair		36% N=79	
	Poor		14% N=32	
Opportunities to attend special events and festivals	Excellent		32% N=98	
	Good		40% N=121	
	Fair		22% N=66	
	Poor		6% N=18	
Please rate the quality of each of the following services in Staunton.	Public library services	Excellent		51% N=144
		Good		41% N=114
		Fair		6% N=17
		Poor		2% N=6

Education, Arts and Culture

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

Overall opportunities for education, culture, and the arts

- Essential
- Very important
- Somewhat important
- Not at all important

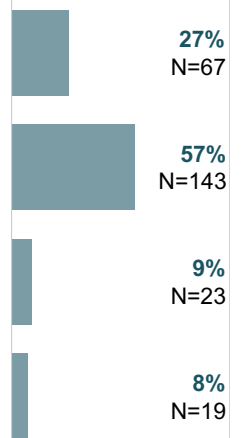


Inclusivity and Engagement

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

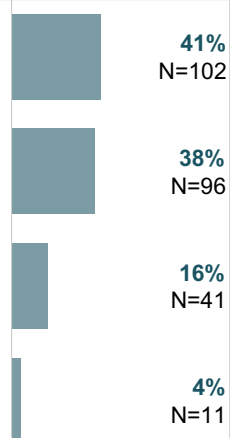
Staunton as a place to raise children

- Excellent
- Good
- Fair
- Poor



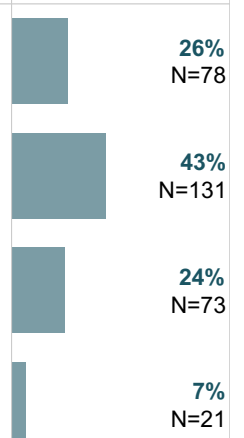
Staunton as a place to retire

- Excellent
- Good
- Fair
- Poor



Sense of community

- Excellent
- Good
- Fair
- Poor

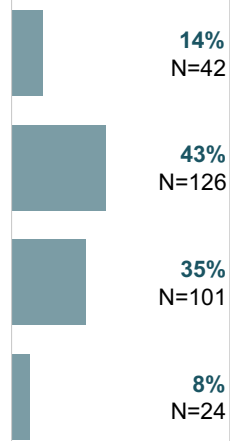


Inclusivity and Engagement

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

Residents' connection and engagement with their community

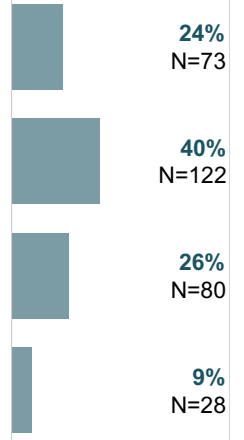
- Excellent
- Good
- Fair
- Poor



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

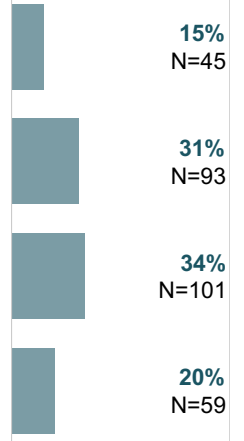
Making all residents feel welcome

- Excellent
- Good
- Fair
- Poor



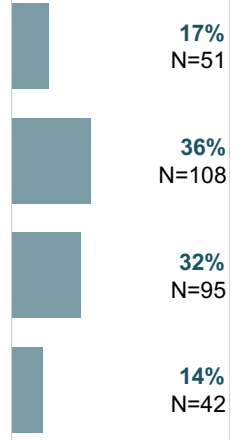
Attracting people from diverse backgrounds

- Excellent
- Good
- Fair
- Poor



Valuing/respecting residents from diverse backgrounds

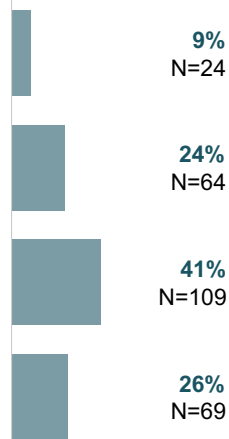
- Excellent
- Good
- Fair
- Poor



Inclusivity and Engagement

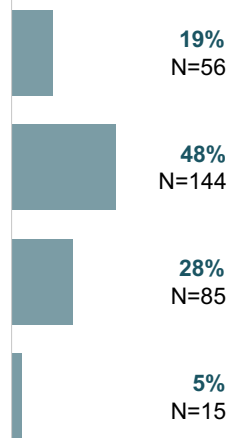
Please rate the job you feel the Staunton community does at each of the following.

Taking care of vulnerable residents Excellent

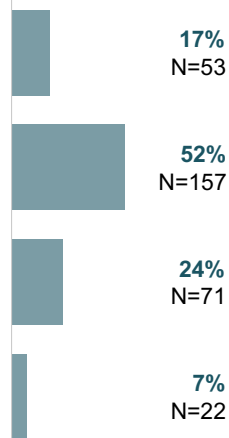


Please also rate each of the following in the Staunton community.

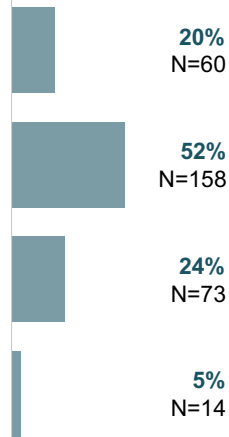
Sense of civic/community pride Excellent



Neighborhoodliness of residents Excellent

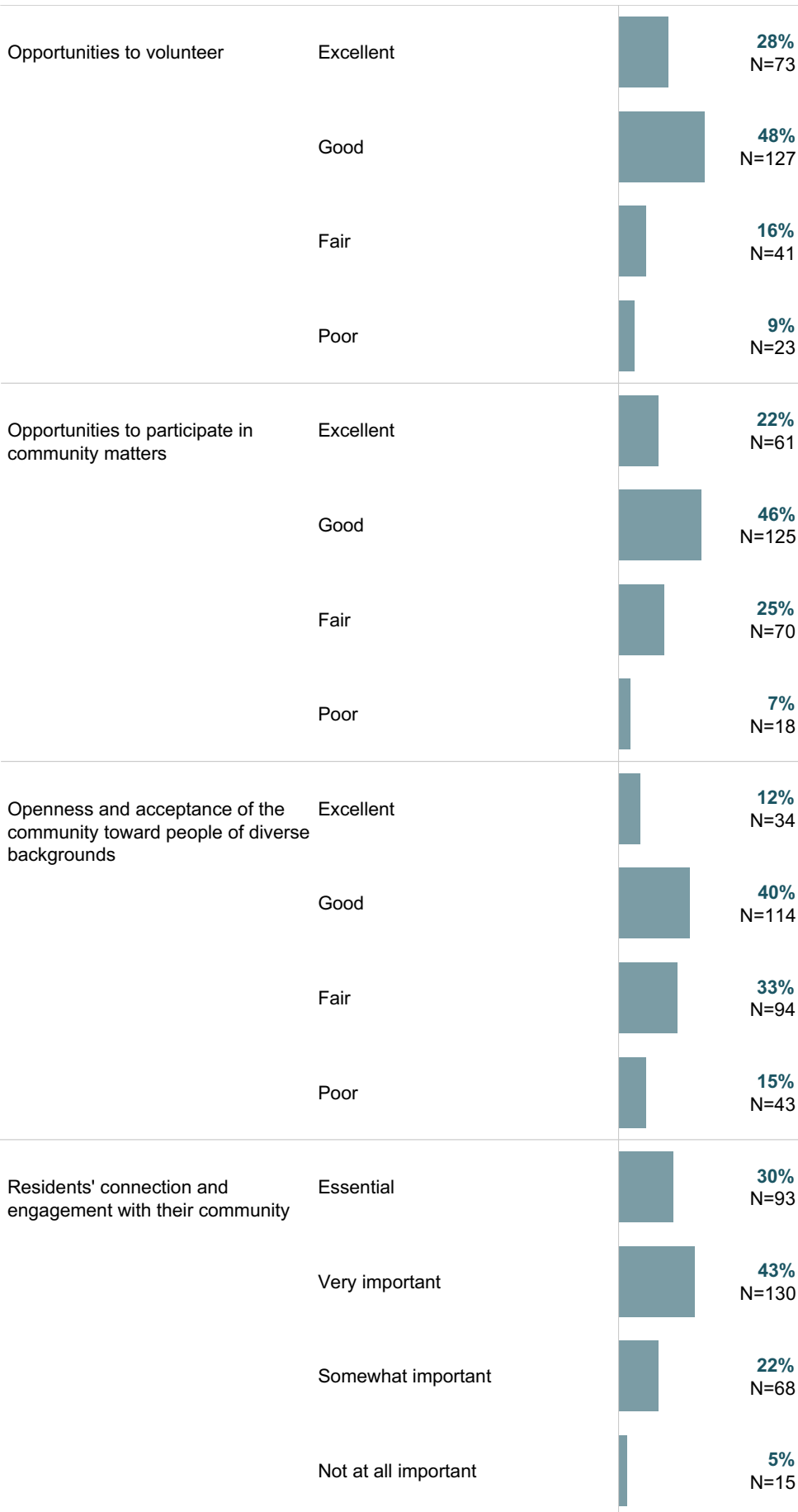


Opportunities to participate in social events and activities Excellent

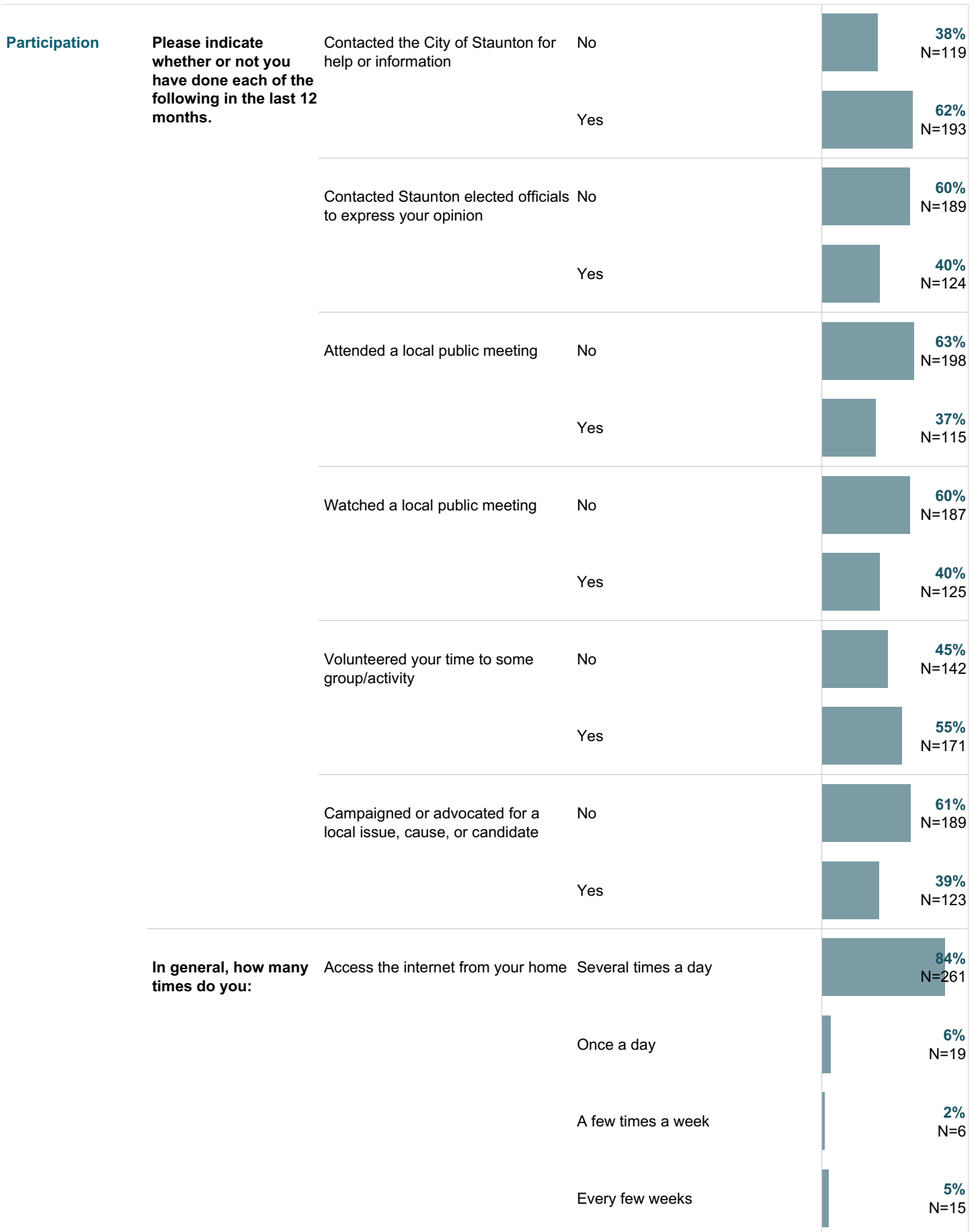


Inclusivity and Engagement

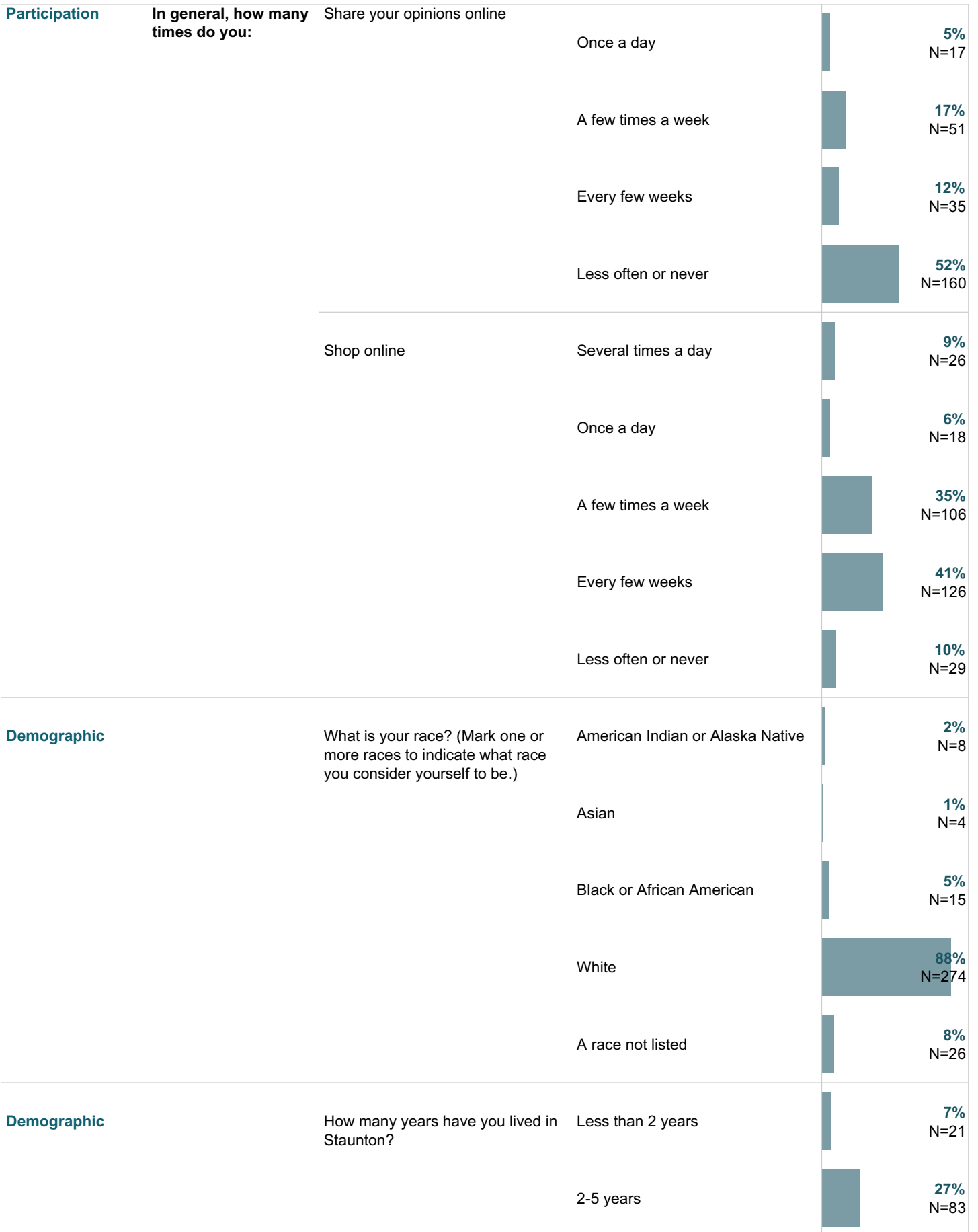
Please also rate each of the following in the Staunton community.



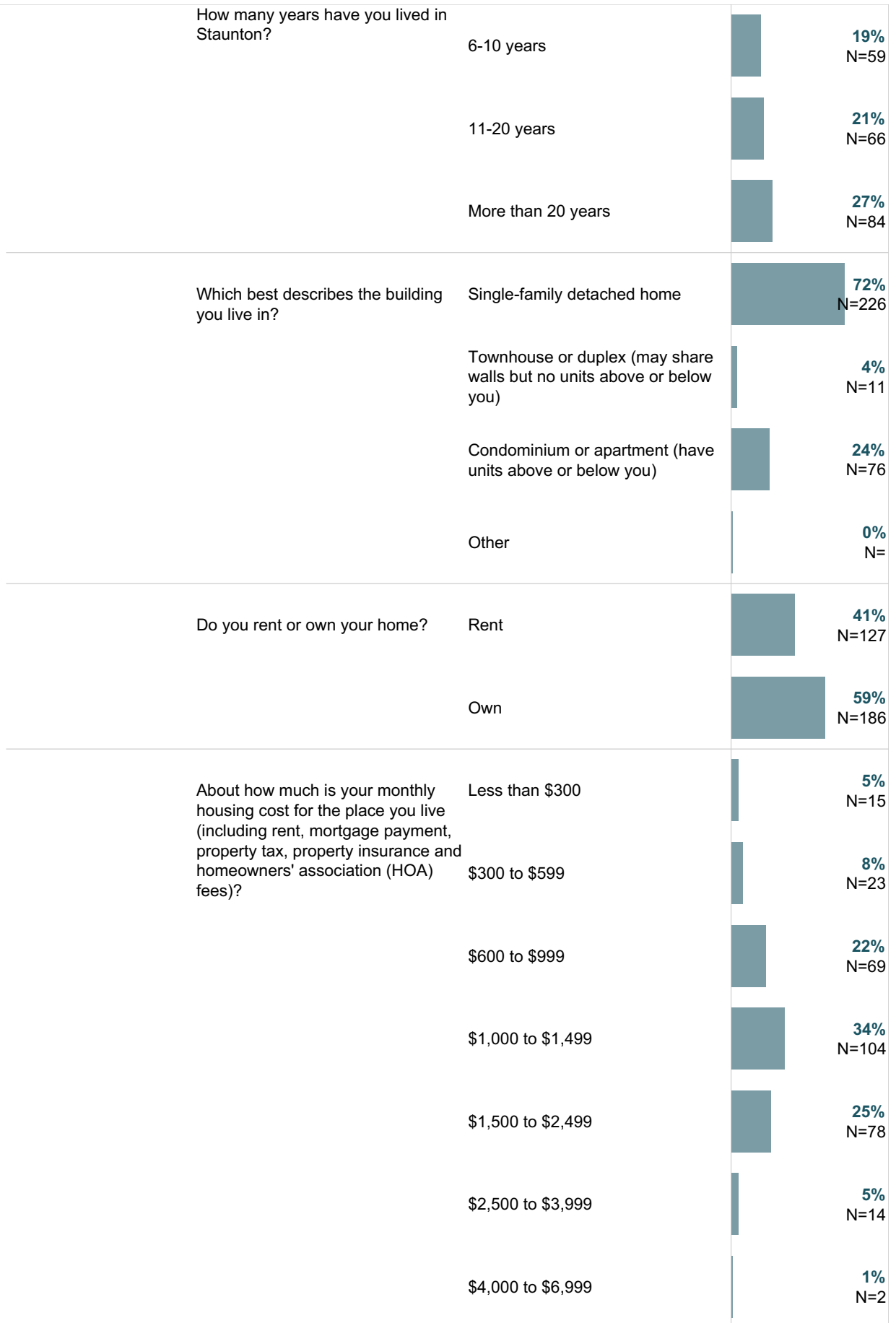
Please rate how important, if at all, you think it is for the Staunton community to focus on each of the following in the coming two years.



Participation	In general, how many times do you:	Access the internet from your home	
		Less often or never	3% N=10
		Several times a day	91% N=278
		Once a day	5% N=15
		A few times a week	2% N=6
		Every few weeks	0% N=1
		Less often or never	2% N=5
		Several times a day	58% N=181
		Once a day	17% N=53
		A few times a week	10% N=32
		Every few weeks	3% N=10
		Less often or never	12% N=36
		Several times a day	88% N=273
		Once a day	11% N=35
		A few times a week	1% N=3
		Every few weeks	0% N=1
		Several times a day	14% N=43
		Once a day	
		A few times a week	
		Every few weeks	
		Less often or never	



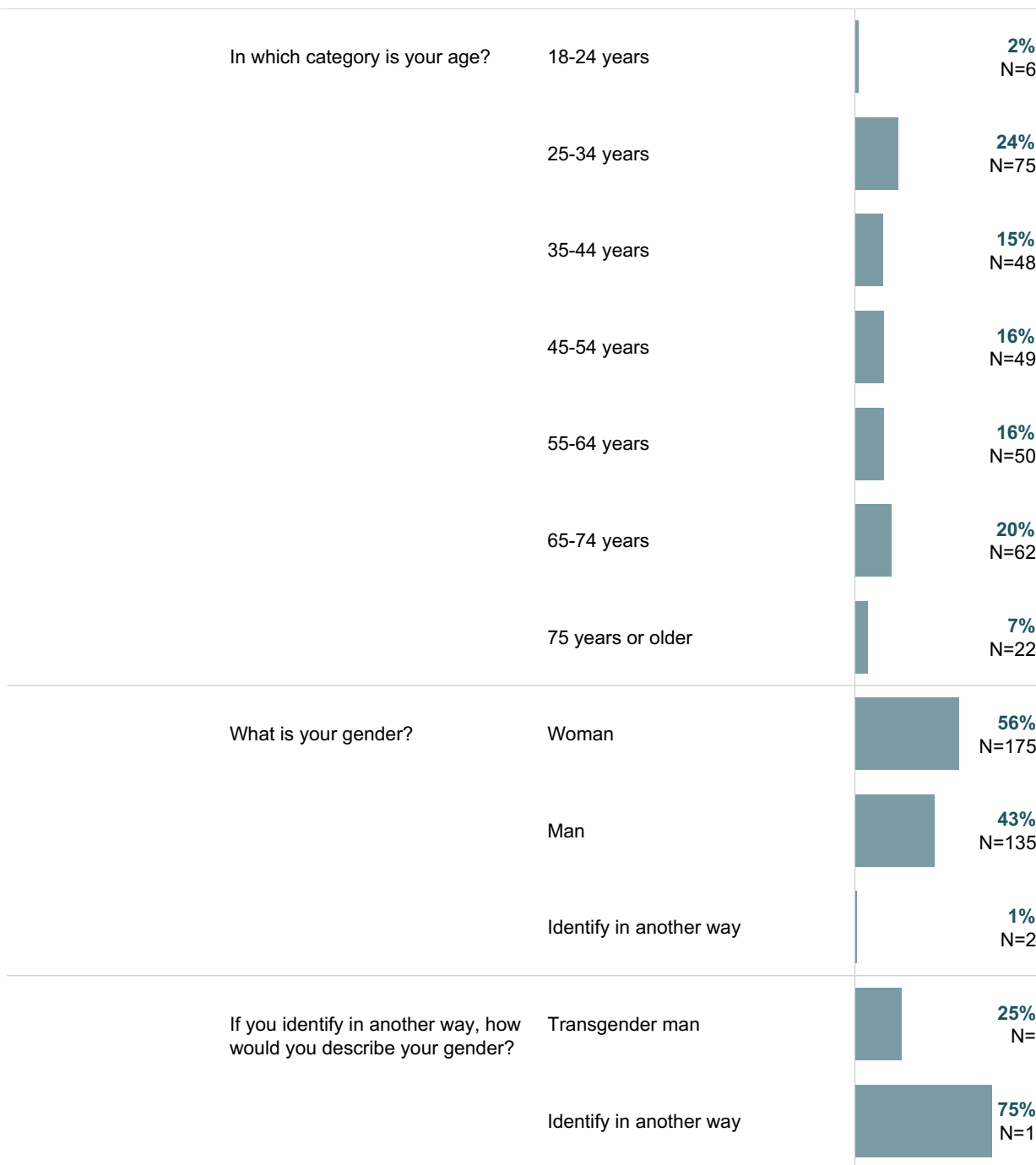
Demographic



Demographic

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	\$7,000 to \$9,999	0% N=
	\$10,000 or more	0% N=
Do any children 17 or under live in your household?	No	73% N=228
	Yes	27% N=85
Are you or any other members of your household aged 65 or older?	No	67% N=208
	Yes	33% N=104
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Less than \$25,000	7% N=21
	\$25,000 to \$49,999	19% N=59
	\$50,000 to \$74,999	17% N=53
	\$75,000 to \$99,999	15% N=46
	\$100,000 to \$149,999	24% N=73
	\$150,000 to \$199,999	7% N=23
	\$200,000 to \$299,999	9% N=26
	\$300,000 or more	2% N=5
Are you of Hispanic, Latino/a/x, or Spanish origin?	No, not of Hispanic, Latino/a/x, or Spanish origin	97% N=296
	Yes, I consider myself to be of Hispanic, Latino/a/x, or Spanish origin	3% N=10

Demographic



The City of Staunton 2024 Community Survey

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

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

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

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

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

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

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

4. Please rate how safe or unsafe you feel:

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

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

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

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

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

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

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

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

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

The City of Staunton 2024 Community Survey

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

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

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

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

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

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

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

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

The City of Staunton 2024 Community Survey

Our last questions are about you and your household.
 Again, all of your responses to this survey are confidential and no identifying information will be shared.

D1. In general, how many times do you:	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop, or tablet computer	1	2	3	4	5	6
Access the internet from your cell phone	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	1	2	3	4	5	6
Use or check email	1	2	3	4	5	6
Share your opinions online	1	2	3	4	5	6
Shop online	1	2	3	4	5	6

D2. Please rate your overall health.

- Excellent
 Very good
 Good
 Fair
 Poor

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

Do you think the impact will be:

- Very positive
 Somewhat positive
 Neutral
 Somewhat negative
 Very negative

D4. How many years have you lived in Staunton?

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

D5. Which best describes the building you live in?

- Single-family detached home
 Townhouse or duplex (may share walls but no units above or below you)
 Condominium or apartment (have units above or below you)
 Mobile home
 Other

D6. Do you rent or own your home?

- Rent
 Own

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

- Less than \$300 \$2,500 to \$3,999
 \$300 to \$599 \$4,000 to \$6,999
 \$600 to \$999 \$7,000 to \$9,999
 \$1,000 to \$1,499 \$10,000 or more
 \$1,500 to \$2,499

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

- No Yes

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

- No Yes

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

- Less than \$25,000 \$100,000 to \$149,999
 \$25,000 to \$49,999 \$150,000 to \$199,999
 \$50,000 to \$74,999 \$200,000 to \$299,999
 \$75,000 to \$99,999 \$300,000 or more

D11. Are you of Hispanic, Latino/a/x, or Spanish origin?

- No Yes

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

- American Indian or Alaskan Native
 Asian
 Black or African American
 Native Hawaiian or Other Pacific Islander
 White
 A race not listed

D13. In which category is your age?

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

D14. What is your gender?

- Woman
 Man
 Identify in another way → go to D14a

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

- Agender/I don't identify with any gender
 Genderqueer/gender fluid
 Non-binary
 Transgender man
 Transgender woman
 Two-spirit
 Identify in another way

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