

# City of Winston-Salem 2006 Citizen Satisfaction Survey Report

## Methodology

The City of Winston-Salem's 2006 Citizen Satisfaction Survey was conducted from October 6<sup>th</sup> through October 20<sup>th</sup> of 2006. The survey instrument is included in Appendix A. BKL Research & Consulting administered the telephone survey to 601 residents of the City of Winston-Salem. This resulted in a  $\pm 4.0\%$  margin of error. Both listed and unlisted telephone numbers with Winston-Salem exchanges were included in the sampling frame and contacted using a random selection process. A minimum of four separate callbacks was attempted on each number not screened (eliminated) from the sampling frame. The potential respondents were screened with regards to residence in the City and whether they were over the age of 18. The average survey completion time was approximately 14 minutes, and the refusal rate was 29.2%. A web version of the survey was also made available on the City's website. A web sample has limitations including but not limited to self-selection bias and representativeness. For that reason, it would not be appropriate to calculate margins of error for this sample of 119 respondents.

The survey consisted of 31 core questions and related subparts. Respondents were asked to rate a number of service dimensions including the Police, Fire, City staff, and the overall programs/services provided by the City. The survey also examined sanitation, recreation, entertainment, transportation, streets/public areas, zoning/building, and water/sewer. Other sections included communication methods, voice response system, and the City's website/web-based services. There were open-ended questions for suggestions to improve attendance at entertainment facilities, increase use of recreation facilities, encourage City bus usage, and suggestions to improve the City's overall service level. Demographic information was collected for age, race, gender, years in Winston-Salem, and ward. The survey used a five-point rating scale reflecting a standard grading system of A (very good), B (good), C (average), D (poor), and F (very poor).

### *Demographic Characteristics – Telephone Sample*

The demographic profile of the telephone sample is exhibited in Figures 1-5. The age profile of the sample indicates a large percentage of the respondents (57.1%) fell between the ages of 26 to 55 with the largest portion (22.3%) in the 36-45 year-old category (Figure 1). Figure 2 shows the number of years the respondents had lived in Winston-Salem. The respondents tended to be long-time residents with 49.5% residing in the City for more than 20 years. Figure 3 shows the

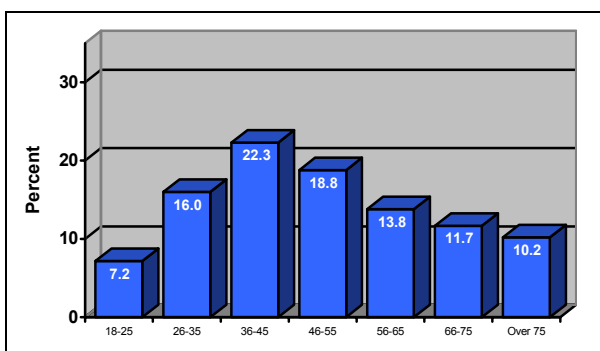


Figure 1. Telephone Sample: Age Distribution.

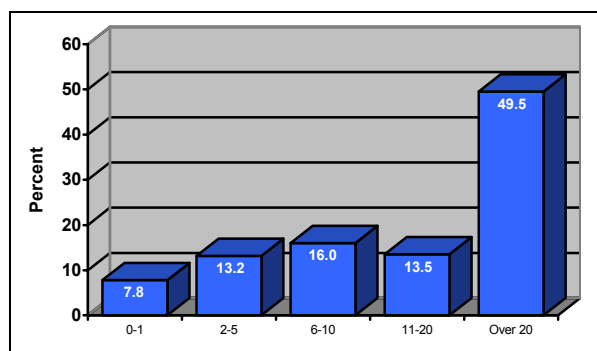


Figure 2. Telephone Sample: Years in Winston-Salem.

racial breakdown of the sample. Approximately 65% of the respondents were Caucasian, 24.1% were African-American, and 8.9% were Hispanic. Figure 4 shows 54.9% of the sample were female and 45.1% male. In regards to the respondent's wards, there were higher levels of participation from the West (16.9%), South (16.5%), and Northwest (16.2%) wards (Figure 5).

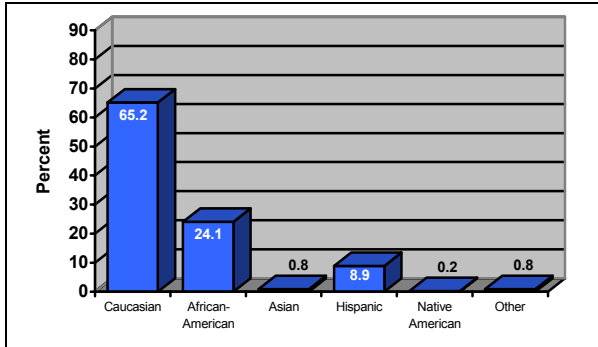


Figure 3. Telephone Sample: Race.

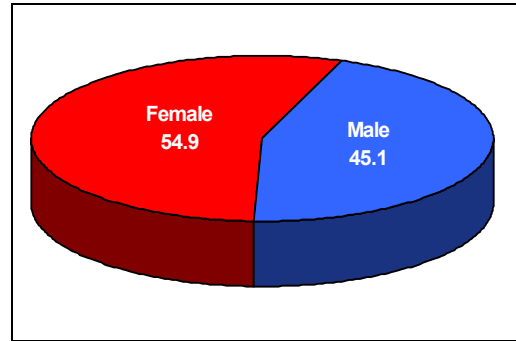


Figure 4. Telephone Sample: Gender.

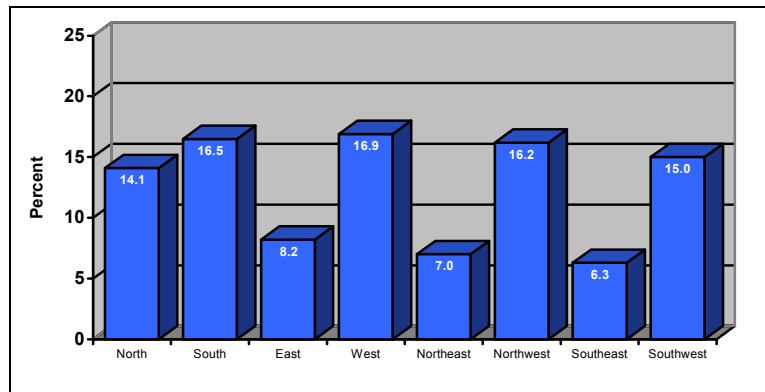


Figure 5. Telephone Sample: Wards.

### Demographic Characteristics – Web Sample

The demographic profile of the web sample is exhibited in Figures 6-10. The age profile of the sample is illustrated in Figure 6. A large percentage of the respondents (59.6%) fell between the ages of 36 to 55 with the largest portion (32.1%) in the 46-55 year-old category. Figure 7

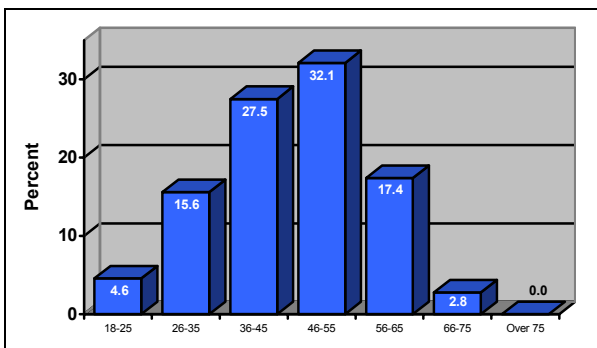


Figure 6. Web Sample: Age Distribution.

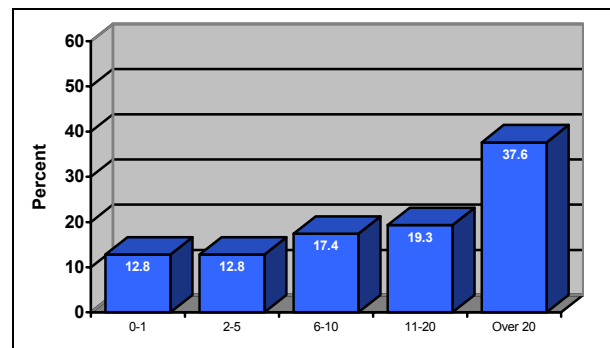


Figure 7. Web Sample: Years in Winston-Salem.

illustrates the number of years the respondents had lived in Winston-Salem. A large percentage lived in the City 11-20 years (19.3%) and over 20 years (37.6%). Figure 8 shows the racial breakdown of the sample. A very large portion of the respondents were Caucasian (81.9%) and only 9.5% were African-American with no Hispanics being represented in the sample. Figure 9 shows a larger percentage were male (53.3%) as opposed to female (46.7%). Figure 10 indicates higher levels of participation from the Southwest (21.5%), West (20.6%), and South (16.8%) wards.

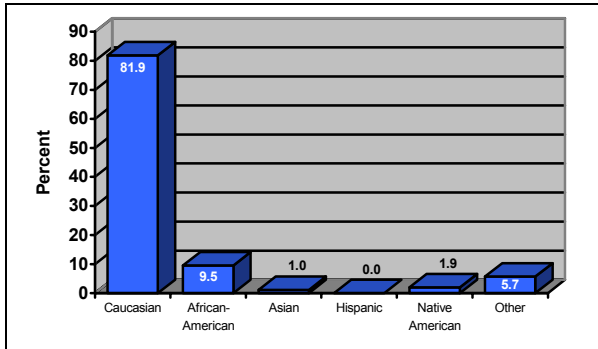


Figure 8. Web Sample: Race.

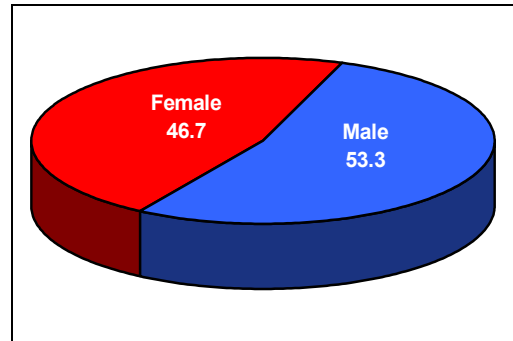


Figure 9. Web Sample: Gender.

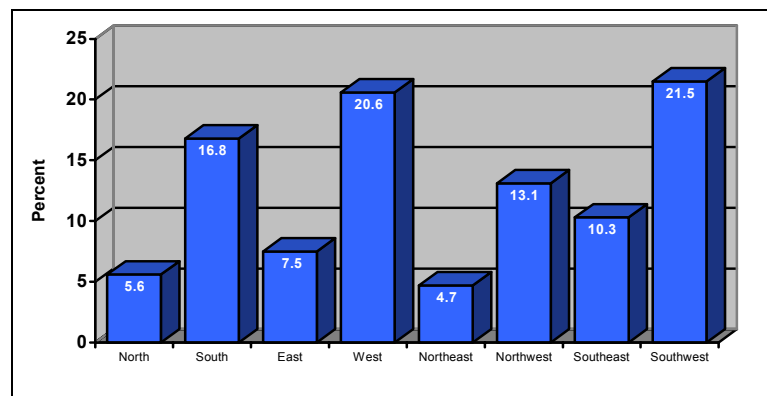


Figure 10. Web Sample: Wards.

The telephone and web sample demographics show several important differences. As discussed earlier, web surveys tend to have issues with representativeness of the sample, whereas the telephone survey utilizes a random selection process to derive a more representative sample. Note the web sample tended to obtain most of the responses in the 36-55 age group with less representation from other age groups especially the 18-25, 66-75, and over 75 age groups. The race breakdown indicates more significant differences. The web sample is predominately Caucasian with a low percentage of African-Americans and no Hispanics in the sample. In addition, the web sample also had a larger percentage of males to females which does not represent the demographics of the area. Web respondents can be more negative in their evaluations due to the fact that those with issues with the City will tend to self-select themselves into the survey when it is available on the website.

## Crosstabulations and Grading

The report will include selected crosstabulations for age, race, gender, and ward (Appendix B). It is important to exercise caution in the interpretation of crosstabulations. They will act to segment or slice up the sample size and in turn increase the margin of error for that particular question. Table 1 illustrates the minimum error rates for the telephone sample for the various demographic breakdowns included in the crosstabulations. Keep in mind, any reduction in the sample sizes within a crosstabulation would serve to further increase this margin of error. For that reason, the crosstabulations will not be discussed within the report and are included in the appendices for exploratory purposes only. Due to sampling concerns and small sample size, crosstabulations will not be calculated for the web version of the survey. One other note on the crosstabulations, the Native-Americans were combined into the other category due to limited sample size.

**Table 1. Minimum Margins of Error for Demographic Breakdowns – Telephone Survey.**

Age	Margin of Error	Race	Margin of Error	Gender	Margin of Error	Ward	Margin of Error
18-25	14.9	Caucasian	5.0	Male	5.9	North	10.9
26-35	10.0	African-American	8.2	Female	5.4	South	10.0
36-45	8.5	Asian	43.8	--	--	East	14.3
46-55	9.2	Hispanic	13.4	--	--	West	9.9
56-65	10.7	Other	40.0	--	--	Northeast	15.5
66-75	11.7	--	--	--	--	Northwest	10.1
Over 75	12.5	--	--	--	--	Southeast	16.3
--	--	--	--	--	--	Southwest	10.6

The percentages shown in all the tables within the report are rounded off to one decimal place. Due to rounding, this may result in row totals that do not always add up to exactly 100.0% in every instance. The grading scale was converted into a 4.0 scale by assigning numerical equivalents to the grades of A (4), B (3), C (2), D (1), F (0). The means shown in the ratings tables were converted to grades using the following standard grade conversion table (Table 2).

**Table 2. Grade Conversion Table.**

GPA	Grade	GPA	Grade
3.80-4.00	A	1.90-2.19	C
3.50-3.79	A-	1.50-1.89	C-
3.20-3.49	B+	1.20-1.49	D+
2.90-3.19	B	.90-1.19	D
2.50-2.89	B-	.50-.89	D-
2.20-2.49	C+	< .50	F

A total of 53 of 78 Hispanics contacted (25 refusals or screened) were surveyed in the telephone sample. Of the 53 Hispanics surveyed randomly, there were 13 who completed the survey in English and 40 in Spanish.

## Communication Methods

The first set of questions examined the familiarity and usage of five of the City’s primary communication methods. In the telephone sample (Table 3), the respondents were most familiar with Channel 13 (69.7%) and the City Page (57.7%). There were also relatively high levels of familiarity with the City’s website (46.3%) and City Line (40.9%). However, there was much less knowledge of the Fraud Hot Line (9.7%).

As for the web sample, there were generally higher levels of familiarity with the communication methods than in the telephone sample (Table 4). The highest familiarity was with the City’s website (83.9%), Channel 13 (82.4%), and the City Page (78.0%). In addition, City Line (57.6%) and the Fraud Hot Line (50.8%) also had relatively high levels of familiarity.

**Table 3. Familiarity with City’s Communication Methods (Telephone Sample).**

Communication Method	% Yes	% No
Channel 13	69.7	30.3
City Line (water bill insert)	40.9	59.1
City’s website	46.3	53.7
City Page (W-S Journal page)	57.7	42.3
Fraud Hot Line	9.7	90.3

**Table 4. Familiarity with City’s Communication Methods (Web Sample).**

Communication Method	% Yes	% No
Channel 13	82.4	17.6
City Line (water bill insert)	57.6	42.4
City’s website	83.9	16.1
City Page (W-S Journal page)	78.0	22.0
Fraud Hot Line	50.8	49.2

The respondents who indicated they were familiar with a communication method were then asked how often they used that particular source (Table 5). The communication source with the highest usage by the telephone sample was the City Page with 28.8% using it daily and 29.7% weekly. Although Channel 13 had the highest familiarity, it was used much less frequently than the City Page. In this case, 13.8% used Channel 13 daily and 19.3% used it weekly. As for the other communication methods, City Line was used primarily on a monthly basis (51.9%) coinciding with its distribution to residents. The City’s website demonstrated somewhat less usage that was generally monthly (24.8%) or several times a year (35.6%). There was minimal use of the Fraud Hot Line with 87.7% of the respondents indicating they never used it. The crosstabulations for the communication methods are shown in Tables B1-B24 in Appendix B.

The results from the web sample indicated the highest usage was for the City Page, the City’s website, and Channel 13. The City Page had very high daily (20.2%) and weekly (23.6%) usage (Table 6). Although the City’s website had relatively low usage in the telephone sample, the website had high daily (15.5%) and weekly usage (24.7%) from this sample as expected. Channel 13 had similar usage to the website with 12.4% using it daily and 28.9% weekly. City Line was used generally on a monthly basis (29.4%). Although the Fraud Hot Line had higher levels of familiarity, it generated very limited usage from the web sample.

**Table 5. Usage of City’s Communication Methods (Telephone Sample).**

<b>Communication Method</b>	<b>Daily</b>	<b>Weekly</b>	<b>Monthly</b>	<b>Several Times a Year</b>	<b>Never</b>
Channel 13 (n=414)	13.8	19.3	19.3	30.2	17.4
City Line (n=239)	1.7	1.7	51.9	26.4	18.4
City’s website (n=270)	1.5	3.3	24.8	35.6	34.8
City Page (n=340)	28.8	29.7	15.6	16.2	9.7
Fraud Hot Line (n=57)	0.0	1.8	5.3	5.3	87.7

**Table 6. Usage of City’s Communication Methods (Web Sample).**

<b>Communication Method</b>	<b>Daily</b>	<b>Weekly</b>	<b>Monthly</b>	<b>Several Times a Year</b>	<b>Never</b>
Channel 13 (n=97)	12.4	28.9	19.6	5.2	34.0
City Line (n=68)	1.5	5.9	29.4	2.9	60.3
City’s website (n=97)	15.5	24.7	34.0	17.5	8.2
City Page (n=89)	20.2	23.6	32.6	4.5	19.1
Fraud Hot Line (n=60)	0.0	1.7	5.0	1.7	91.7

## Sanitation Services

The next section in the survey consisted of nine questions that examined the sanitation services offered in the City including several pickup services (backyard garbage, curbside garbage, leaf, yard cart, curbside recycling, brush, and bulky item). The respondents were first asked about their usage of these services in the past year. In the telephone sample (Table 7), the highest usage was for curbside garbage pickup (56.1%) and curbside recycling (53.7%). There was also frequent usage of bulky item pickup (39.1%), leaf pickup (37.8%), and brush pickup (36.7%). The services used the least were backyard garbage pickup (27.3%) and yard cart pickup (27.0%).

The results from the web sample are similar to the telephone sample; although, the usage percentages tended to be much higher (Table 8). Curbside garbage pickup (71.9%), curbside recycling (67.5%), and bulky item pickup (64.4%) had the highest overall usage. There were also relatively high levels of usage for brush pickup (51.7%), leaf pickup (50.8%), backyard garbage pickup (46.6%), and yard cart pickup (38.1%).

**Table 7. Usage of City’s Sanitation Services (Telephone Sample).**

Sanitation Services	% Yes	% No
Backyard garbage pickup	27.3	72.7
Curbside garbage pickup	56.1	43.9
Leaf pickup	37.8	62.2
Yard cart pickup	27.0	73.0
Curbside recycling	53.7	46.3
Brush pickup	36.7	63.3
Bulky item pickup	39.1	60.9

**Table 8. Usage of City’s Sanitation Services (Web Sample).**

Sanitation Services	% Yes	% No
Backyard garbage pickup	46.6	53.4
Curbside garbage pickup	71.9	28.1
Leaf pickup	50.8	49.2
Yard cart pickup	38.1	61.9
Curbside recycling	67.5	32.5
Brush pickup	51.7	48.3
Bulky item pickup	64.4	35.6

The respondents were asked to rate or grade the pickup services they had used. In the telephone sample, all the services received very good marks (Table 9). The highest ratings of A- were given to yard cart pickup (3.64), curbside recycling (3.53), and curbside garbage pickup (3.51). Bulky item pickup (3.42), backyard garbage pickup (3.41), and brush pickup (3.40) all earned impressive grades of B+. The lowest rated service was leaf pickup (3.18) which earned an above average grade of B.

The ratings for the sanitation services were lower in the web sample (Table 10). The highest rating of B+ was given to bulky item pickup (3.21). Curbside recycling (3.16), yard cart pickup (3.11), and curbside garbage pickup (2.98) all earned a mark of B. Brush pickup (2.70) and leaf pickup (2.54) were graded somewhat lower with a grade of B- from the web sample.

**Table 9. Rating of City’s Sanitation Services (Telephone Sample).**

Sanitation Services	Mean	A	B	C	D	F	Grade
Backyard garbage pickup (n=165)	3.41	67.3	15.2	11.5	3.6	2.4	B+
Curbside garbage pickup (n=332)	3.51	67.2	21.1	8.1	2.4	1.2	A-
Leaf pickup (n=227)	3.18	48.5	30.8	14.1	3.5	3.1	B
Yard cart pickup (n=164)	3.64	73.8	19.5	4.9	0.6	1.2	A-
Curbside recycling (n=323)	3.53	68.7	21.7	5.3	2.8	1.5	A-
Brush pickup (n=219)	3.40	59.4	26.9	10.0	1.8	1.8	B+
Bulky item pickup (n=230)	3.42	66.1	18.7	9.1	3.0	3.0	B+

**Table 10. Rating of City’s Sanitation Services (Web Sample).**

Sanitation Services	Mean	A	B	C	D	F	Grade
Backyard garbage pickup (n=55)	2.91	41.8	32.7	9.1	7.3	9.1	B
Curbside garbage pickup (n=64)	2.98	46.9	25.0	14.1	7.8	6.3	B
Leaf pickup (n=59)	2.54	23.7	32.2	27.1	8.5	8.5	B-
Yard cart pickup (n=44)	3.11	54.5	20.5	13.6	4.5	6.8	B
Curbside recycling (n=79)	3.16	53.2	30.4	3.8	5.1	7.6	B
Brush pickup (n=61)	2.70	34.4	21.3	31.1	6.6	6.6	B-
Bulky item pickup (n=76)	3.21	51.3	27.6	15.8	1.3	3.9	B+

The respondents who had not used curbside garbage pickup were asked if they were aware of this option and the fact it can include free rollout for seniors and the disabled. Approximately 67% in the telephone sample and 55% in the web sample were aware of curbside garbage pickup service (Table 11). These respondents who were not familiar with this method were subsequently asked if they would consider converting to curbside garbage pickup (Table 12). Approximately 41% in the telephone sample and only 14% in the web sample would consider conversion. The crosstabulations for sanitation services are shown in Tables B25-B64 in Appendix B.

**Table 11. Familiarity with Curbside Garbage Pickup Which Includes Free Rollout for Seniors/Disabled.**

Curbside Pickup Familiarity	% Yes	% No
Telephone Sample (n=122)	67.2	32.8
Web Sample (n=95)	54.7	45.3

**Table 12. Consider Converting to Curbside Garbage Pickup.**

<b>Curbside Pickup Conversion</b>	<b>% Yes</b>	<b>% No</b>
Telephone Sample (n=34)	41.2	58.8
Web Sample (n=77)	14.3	85.7

## LJVM Coliseum

The next set of eight questions examined the LJVM Coliseum including attendance and the services offered. The respondents were first asked if they had attended an event at the Coliseum in the past year (Table 13). Approximately 36% of the telephone sample and 62% of the web sample had attended an event.

**Table 13. Attendance at LJVM Coliseum Event in the Past Year.**

LJVM Coliseum Attendance	% Yes	% No
Telephone Sample	35.5	64.5
Web Sample	61.9	38.1

The respondents who had attended an event in the past year were then asked to rate several of the Coliseum services including cleanliness, food, parking, safety, and condition of the facility (Table 14). In the telephone sample, the grades were very good for the safety (3.44), condition of the facility (3.36), and cleanliness (3.33) all earning a mark of B+. However, food (2.93) and parking (2.89) were graded somewhat lower with grades of B and B-, respectively.

In the web sample, the grades were lower (Table 15). The highest rated service was safety (2.90) earning a grade of B. Cleanliness (2.83) and condition of the facility (2.77) both earned a mark of B-. The grade for food (2.37) was a C+ while parking (2.14) garnered the lowest grade (C) for any of the LJVM services.

**Table 14. Rating of LJVM Services (Telephone Sample).**

LJVM Coliseum Services	Mean	A	B	C	D	F	Grade
Cleanliness (n=213)	3.33	44.1	46.5	8.0	0.9	0.5	B+
Food (n=174)	2.93	28.7	40.8	26.4	2.3	1.7	B
Parking (n=215)	2.89	33.0	36.7	19.5	7.4	3.3	B-
Safety (n=220)	3.44	54.5	35.9	8.2	1.4	0.0	B+
Condition of the facility (n=218)	3.36	47.2	42.7	9.2	0.9	0.0	B+

**Table 15. Rating of LJVM Services (Web Sample).**

LJVM Coliseum Services	Mean	A	B	C	D	F	Grade
Cleanliness (n=70)	2.83	24.3	47.1	17.1	10.0	1.4	B-
Food (n=62)	2.37	12.9	32.3	38.7	11.3	4.8	C+
Parking (n=73)	2.14	15.1	31.5	21.9	15.1	16.4	C
Safety (n=70)	2.90	31.4	41.4	15.7	8.6	2.9	B
Condition of the facility (n=69)	2.77	23.2	49.3	15.9	4.3	7.2	B-

The respondents were also asked if they attended the Dixie Classic Fair. Approximately 41% of the telephone sample and 52% of the web sample attended the Fair (Table 16). Those who attended were then asked to rate the Fair. The Fair earned a very high mark from the telephone sample respondents garnering a B+ with a mean of 3.28 and a lower grade of B- with a mean of 2.74 from the web sample (Table 17). The crosstabulations for LJVM Coliseum and the Dixie Classic Fair are shown in Tables B65-B96 (Appendix B).

**Table 16. Attendance at Dixie Classic Fair.**

<b>Dixie Classic Fair Attendance</b>	<b>% Yes</b>	<b>% No</b>
Telephone Sample	41.3	58.7
Web Sample	51.7	48.3

**Table 17. Rating of Dixie Classic Fair.**

<b>Dixie Classic Fair Rating</b>	<b>Mean</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>F</b>	<b>Grade</b>
Telephone Sample (n=250)	3.28	48.8	33.6	14.8	2.0	0.8	B+
Web Sample (n=61)	2.74	21.3	42.6	27.9	4.9	3.3	B-

## Benton Convention Center

A series of six questions examined the attendance and the services (cleanliness, food, parking, safety, and condition of the facility) provided at the Benton Convention Center. Approximately 29% of the telephone sample and 49% of the web sample attended an event at the Benton Convention Center in the past year (Table 18). The services offered at the Center earned very high marks from the telephone sample (Table 19). Condition of the facility (3.40), cleanliness (3.37), and safety (3.37) received a B+ from the respondents while parking (2.91) and food (3.14) were graded with a B. The crosstabulations for the Benton Convention Center are shown in Tables B97-B120 (Appendix B).

The web sample was somewhat less positive about the services offered at the Center (Table 20). The service earning the highest grade was cleanliness (3.09) with a grade of B. The other services received somewhat lower marks. Safety (2.83), condition of the facility (2.69), and food (2.52) all earned a grade of B-. Parking (2.21) had the lowest grade of C+ given by the web respondents.

**Table 18. Attendance at Benton Convention Center Event in the Past Year.**

Benton Center Attendance	% Yes	% No
Telephone Sample	28.6	71.4
Web Sample	49.2	50.8

**Table 19. Rating of Benton Convention Center Services (Telephone Sample).**

Benton Center Services	Mean	A	B	C	D	F	Grade
Cleanliness (n=166)	3.37	50.6	38.0	10.2	0.6	0.6	B+
Food (n=134)	3.14	38.1	41.8	17.2	2.2	0.7	B
Parking (n=162)	2.91	36.4	29.0	26.5	5.6	2.5	B
Safety (n=166)	3.37	54.8	29.5	13.3	2.4	0.0	B+
Condition of the facility (n=166)	3.40	51.8	39.8	6.0	1.2	1.2	B+

**Table 20. Rating of Benton Convention Center Services (Web Sample).**

Benton Center Services	Mean	A	B	C	D	F	Grade
Cleanliness (n=58)	3.09	37.9	44.8	6.9	8.6	1.7	B
Food (n=50)	2.52	22.0	30.0	30.0	14.0	4.0	B-
Parking (n=57)	2.21	17.5	19.3	40.4	12.3	10.5	C+
Safety (n=58)	2.83	31.0	36.2	22.4	5.2	5.2	B-
Condition of the facility (n=58)	2.69	15.5	53.4	22.4	1.7	6.9	B-

*Suggestions to Encourage Attendance at the Coliseum and Convention Center*

An open-ended question was included asking the respondents how the City could encourage attendance at the Coliseum and Convention Center. Table 21 summarizes the suggestions for the telephone sample and indicates the most prevalent suggestion was to add more events (84 comments), especially for children and senior citizens. Other events suggested included cultural events, concerts, events for the Hispanic community, and Christian events. The second most frequent suggestion was to publicize or advertise the events better (61 comments) including several remarks suggesting the use of City Magazine and various other media to publicize the events (in Spanish as well). The third most common suggestion to encourage attendance focused on parking concerns (combined 66 comments) with 37 comments indication parking was too expensive and 29 comments to improve/increase parking. Other suggestions were focused on booking better entertainment/bigger names (22 comments) as well as adding more variety of events (21 comments). There were 19 comments indicating the prices of events need to be decreased and 10 comments to improve security. It was also suggested the Dixie Classic Fair could be improved (9 comments) with several of the respondents having the perception the Fair is always the same. Other less frequent suggestions included the food prices are too high (6 comments) and improving handicap access (6 comments).

In the web sample, the pattern of responses was very similar to the telephone sample (Table 22). The most frequent response from the web sample was to lower the parking fees (21 comments). Adding more events and publicizing/advertising more both garnered 11 comments. Other suggestions include booking better entertainment/bigger names (8 comments), more variety of events (6 comments), lower prices (5 comments), improving parking (5 comments), and the food prices are too high (2 comments). See Appendix C for a separate listing of all the telephone and web sample responses.

**Table 21. Suggestions to Encourage Attendance at the Coliseum or Convention Center (Telephone Sample).**

<b>Suggestions to Improve Attendance</b>	<b>#</b>
Add more events	84
Publicize/advertise events	61
Parking too expensive	37
Improve/add more parking	29
Book better entertainment/bigger names	22
Add more variety of events	21
Lower prices	19
Improve security	10
Improve the Dixie Classic Fair	9
Good job	9
Food prices too high	6
Improve handicap access	6

**Table 22. Suggestions to Encourage Attendance at the Coliseum or Convention Center (Web Sample).**

<b>Suggestions to Improve Attendance</b>	<b>#</b>
Parking too expensive	21
Add more events	11
Publicize/advertise events	11
Book better entertainment/bigger names	8
Add more variety of events	6
Lower prices	5
Improve parking	5
Food prices too high	2

## City Parks

The next set of six questions examined the City parks and several aspects related to the parks. Approximately 55% of the telephone sample and 64% of the web sample visited a City park in the past year (Table 23). The respondents who had visited a park were then asked the number of times they had visited the park(s) in the past year (Table 24). In the telephone sample, the mean number of visits was approximately 25 a year with a large percentage visiting 3-5 times (27.9%) and 6-12 times (26.8%). Note the large percentage of very frequent visitors who went over 20 times last year (19.1%).

In the web sample (Table 24), the mean number of visits was approximately 28 times a year with high percentages visiting 1-2 times (23.9%) and 3-5 times (22.5%). As with the telephone sample, there were also a large percentage of frequent visitors who went over 20 times (19.7%).

**Table 23. Visited a City Park in the Past Year.**

City Park Visitation	% Yes	% No
Telephone Sample	55.2	44.8
Web Sample	64.4	35.6

**Table 24. Number of Times Visiting a City Park in the Past Year.**

City Park Visitation	Mean	1-2	3-5	6-12	13-20	Over 20
Telephone Sample (n=298)	24.7	17.8	27.9	26.8	8.4	19.1
Web Sample (n=76)	27.9	23.9	22.5	19.7	14.1	19.7

Several aspects of the City parks were rated by the respondents who had visited a park within the past year including cleanliness, appearance, condition of equipment, safety, and overall satisfaction. In the telephone sample, all the aspects earned a very high mark of B+ (Table 25). All the means were high ranging from the lowest mean of 3.20 for condition of equipment to the highest mean of 3.38 for overall satisfaction. In totality, the parks earned impressive marks. The crosstabulations for the City parks are shown in Tables B121-B148 of Appendix B.

The ratings in the web sample ratings were slightly lower (Table 26). Appearance (3.00) and cleanliness (2.95) earned the highest marks with a grade of B. The other aspects earned grades of B- including overall satisfaction (2.80), condition of equipment (2.69), and safety (2.64).

**Table 25. Rating of City Park Aspects (Telephone Sample).**

City Park Aspects	Mean	A	B	C	D	F	Grade
Cleanliness (n=327)	3.33	48.6	38.2	11.0	1.5	0.6	B+
Appearance (n=326)	3.37	50.3	38.7	9.2	1.2	0.6	B+
Condition of equipment (n=320)	3.20	41.6	39.7	16.9	1.3	0.6	B+
Safety (n=324)	3.30	48.8	36.7	11.4	2.2	0.9	B+
Overall satisfaction (n=327)	3.38	50.2	39.4	9.2	0.3	0.9	B+

**Table 26. Rating of City Park Aspects (Web Sample).**

<b>City Park Aspects</b>	<b>Mean</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>F</b>	<b>Grade</b>
Cleanliness (n=76)	2.95	26.3	47.4	21.1	5.3	0.0	B
Appearance (n=74)	3.00	28.4	52.7	10.8	6.8	1.4	B
Condition of equipment (n=74)	2.69	18.9	48.6	18.9	9.5	4.1	B-
Safety (n=75)	2.64	21.3	41.3	20.0	14.7	2.7	B-
Overall satisfaction (n=76)	2.80	25.0	44.7	18.4	9.2	2.6	B-

## City Pools

The next set of eight questions examined visitation and several aspects related to the City's pools. Approximately 12% of the telephone sample and 13% of the web sample visited a City pool in the past year (Table 27). Table 28 shows the telephone sample respondents visited the City pool(s) an average of 7.5 times during the year with the most frequent visitation 1-2 times (36.2%), 3-5 times (25.9%), and 6-12 times (24.1%).

As for the web sample, the average number of visits mirrored the telephone sample at 7.5 times a year (Table 28). The most frequent visitation was in the 1-2 times (42.9%) and 3-5 times (28.6%) a year categories, and the percentages in these categories were slightly higher than in the telephone sample.

**Table 27. Visited a City Pool in the Past Year.**

City Pool Visitation	% Yes	% No
Telephone Sample	11.7	88.3
Web Sample	12.6	87.4

**Table 28. Number of Times Visiting a City Pool in the Past Year.**

City Pool Visitation	Mean	1-2	3-5	6-12	13-20	Over 20
Telephone Sample (n=58)	7.5	36.2	25.9	24.1	10.3	3.4
Web Sample (n=15)	7.5	42.9	28.6	14.3	7.1	7.1

The respondents who had visited a City pool during the past year were then asked to rate several aspects of the pool including hours of operation, safety, cleanliness, condition of equipment, admission fees, food, and overall satisfaction. In the telephone sample, safety (3.37) ranked the highest with a B+ grade (Table 29). Most of the other aspects earned a solid grade of B including hours of operation (3.18), admission fees (3.15), overall satisfaction (3.15), condition of equipment (3.06), and cleanliness (3.03). The only aspect receiving a slightly lower grade was the food sold at the pool with a mean of 2.89 and grade of B-. The crosstabulations for the City pools are shown in Tables B149-B184 (Appendix B).

The web sample respondents were somewhat more critical of the pool aspects (Table 30). The highest grades were the B- marks given to hours of operation (2.73) and admission fees (2.60). All the other aspects earned grades in the C range. Safety (2.40) and overall satisfaction (2.27) were graded with a C+. The pool's condition of equipment (2.07) and cleanliness (2.00) only earned marks of C from the web respondents. The lowest overall grade was given to the food (1.62) provided at the pools with a mark of C-. Note that several of the grades were a full letter grade lower in the web sample compared to the telephone sample.

**Table 29. Rating of City Pool Aspects (Telephone Sample).**

<b>City Pool Aspects</b>	<b>Mean</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>F</b>	<b>Grade</b>
Hours of operation (n=66)	3.18	37.9	45.5	13.6	3.0	0.0	B
Safety (n=67)	3.37	50.7	38.8	7.5	3.0	0.0	B+
Cleanliness (n=67)	3.03	32.8	44.8	16.4	4.5	1.5	B
Condition of equipment (n=66)	3.06	34.8	39.4	22.7	3.0	0.0	B
Admission fees (n=68)	3.15	39.7	35.3	25.0	0.0	0.0	B
Food (n=47)	2.89	25.5	40.4	31.9	2.1	0.0	B-
Overall satisfaction (n=66)	3.15	37.9	43.9	13.6	4.5	0.0	B

**Table 30. Rating of City Pool Aspects (Web Sample).**

<b>City Pool Aspects</b>	<b>Mean</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>F</b>	<b>Grade</b>
Hours of operation (n=15)	2.73	40.0	20.0	20.0	13.3	6.7	B-
Safety (n=15)	2.40	33.3	20.0	20.0	6.7	20.0	C+
Cleanliness (n=15)	2.00	26.7	6.7	26.7	20.0	20.0	C
Condition of equipment (n=15)	2.07	6.7	40.0	20.0	20.0	13.3	C
Admission fees (n=15)	2.60	26.7	40.0	13.3	6.7	13.3	B-
Food (n=13)	1.62	0.0	38.5	7.7	30.8	23.1	C-
Overall satisfaction (n=15)	2.27	20.0	33.3	20.0	6.7	20.0	C+

## City Recreation Centers

The City Recreation Centers were the subject of a set of seven questions examining visitation and several dimensions of the Centers. As for visiting a Center in the past year, 19.0% of the telephone sample and 26.1% of the web sample have been to a Recreation Center (Table 31). In the telephone sample, the average number of visits was 11.0 times a year with 46.3% visiting 1-2 times and 25.3% visiting 3-5 times (Table 32).

As for the web sample shown in Table 32, this group visited the Recreation Centers less often averaging only 5 times a year with 50.0% visiting 1-2 times and 25.0% visiting 3-5 times.

**Table 31. Visited a City Recreation Center in the Past Year.**

City Recreation Center Visitation	% Yes	% No
Telephone Sample	19.0	81.0
Web Sample	26.1	73.9

**Table 32. Number of Times Visiting a City Recreation Center in the Past Year.**

City Recreation Center Visitation	Mean	1-2	3-5	6-12	13-20	Over 20
Telephone Sample (n=95)	11.0	46.3	25.3	11.6	4.2	12.6
Web Sample (n=30)	5.0	50.0	25.0	17.9	3.6	3.6

Several aspects of the Recreation Centers were rated including hours of operation, program variety, safety, cleanliness, condition of facilities, and overall satisfaction. In the telephone sample, the ratings were very good with overall satisfaction (3.39), cleanliness (3.34), hours of operation (3.30), and condition of facilities (3.30) all earning B+ grades (Table 33). Safety (3.19) and variety of programs (3.15) both received a solid grade of B. The crosstabulations for the City Recreation Centers are shown in Tables B185-B216 (Appendix B).

The ratings for the Recreation Center were not as positive in the web sample (Table 34). The highest grade was given to the Center's cleanliness (3.14) with a grade of B. All the other aspects earned a grade of B- including safety (2.69), overall satisfaction (2.69), hours of operation (2.67), condition of facilities (2.69), and variety of programs (2.62).

**Table 33. Rating of City Recreation Center Aspects (Telephone Sample).**

City Recreation Center Aspects	Mean	A	B	C	D	F	Grade
Hours of operation (n=114)	3.30	42.1	48.2	7.9	0.9	0.9	B+
Variety of programs (n=110)	3.15	42.7	32.7	21.8	1.8	0.9	B
Safety (n=115)	3.19	40.0	40.9	17.4	1.7	0.0	B
Cleanliness (n=115)	3.34	43.5	47.8	7.8	0.9	0.0	B+
Condition of facilities (n=115)	3.30	42.6	48.7	6.1	1.7	0.9	B+
Overall satisfaction (n=116)	3.39	46.6	45.7	7.8	0.0	0.0	B+

**Table 34. Rating of City Recreation Center Aspects (Web Sample).**

<b>City Recreation Aspects</b>	<b>Mean</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>F</b>	<b>Grade</b>
Hours of operation (n=27)	2.67	18.5	48.1	22.2	3.7	7.4	B-
Variety of programs (n=26)	2.62	19.2	42.3	26.9	3.8	7.7	B-
Safety (n=29)	2.69	31.0	24.1	31.0	10.3	3.4	B-
Cleanliness (n=29)	3.14	41.4	31.0	27.6	0.0	0.0	B
Condition of facilities (n=30)	2.67	20.0	40.0	30.0	6.7	3.3	B-
Overall satisfaction (n=29)	2.69	13.8	55.2	20.7	6.9	3.4	B-

## City Recreation Services

Several additional recreation services were also examined including the public golf course, Salem Lake, Joe White Tennis Center, greenways/strollways, Coliseum Annex ice skating, and PAR courses. The respondents were first asked if they had used any of these recreation services in the past year. In the telephone survey, Salem Lake (25.8%) and greenways/strollways (17.0%) had the highest overall usage (Table 35). In addition, the public golf course (11.3%) and PAR courses (10.0%) had a relatively high degree of usage. However, there was much less usage of the Joe White Tennis Center (4.5%) and ice skating at the Coliseum Annex (3.7%).

Table 36 shows the recreation services usage for web sample. The highest usage was for greenways/strollways (33.6%) and Salem Lake (25.2%). There was relatively high use of PAR courses (16.0%), the public golf course (13.4%), ice skating at the Coliseum Annex (10.9%) and Joe White Tennis Center (8.4%). The web sample tended to have higher overall usage than the telephone sample with the only exception being slightly less usage of Salem Lake.

**Table 35. Usage of City’s Recreation Services in the Past Year (Telephone Sample).**

Recreation Services	% Yes	% No
Played at public golf course	11.3	88.7
Visited Salem Lake	25.8	74.2
Used Joe White Tennis Center	4.5	95.5
Used greenways or strollways	17.0	83.0
Ice skated at the Coliseum Annex	3.7	96.3
Used the PAR courses	10.0	90.0

**Table 36. Usage of City’s Recreation Services in the Past Year (Web Sample).**

Recreation Services	% Yes	% No
Played at public golf course	13.4	86.6
Visited Salem Lake	25.2	74.8
Used Joe White Tennis Center	8.4	91.6
Used greenways or strollways	33.6	66.4
Ice skated at the Coliseum Annex	10.9	89.1
Used the PAR courses	16.0	84.0

The recreation services were subsequently rated by those who had used them. In the telephone sample, all of the recreation services earned very high marks (Table 37). Receiving an impressive grade of A- were the Joe White Tennis Center (3.59), greenways/strollways (3.52), and PAR courses (3.50). There were also high marks of B+ for the public golf course (3.46), Salem Lake (3.43), and Coliseum Annex ice skating (3.38). The crosstabulations for the recreation services are shown in Tables B217-B264 (Appendix B).

The web sample ratings were again not as positive as in the telephone sample (Table 38). Several of the recreation services earned grades of B- including greenways/strollways (2.88), Salem Lake (2.87), and the public golf course (2.75). The other services also scored lower with a grade of C+ for PAR courses (2.47), ice skating at Coliseum Annex (2.38), and Joe White Tennis Center (2.30). Note how much lower the means were from the web sample as compared to the telephone sample.

**Table 37. Rating of City’s Recreation Services (Telephone Sample).**

Recreation Services	Mean	A	B	C	D	F	Grade
Public golf course (n=71)	3.46	54.9	39.4	4.2	0.0	1.4	B+
Salem Lake (n=156)	3.43	55.1	34.0	9.6	1.3	0.0	B+
Joe White Tennis Center (n=32)	3.59	59.4	40.6	0.0	0.0	0.0	A-
Greenways/strollways (n=103)	3.52	56.3	39.8	3.9	0.0	0.0	A-
Ice skating at Coliseum Annex (n=24)	3.38	58.3	25.0	12.5	4.2	0.0	B+
PAR courses (n=58)	3.50	58.6	34.5	5.2	1.7	0.0	A-

**Table 38. Rating of City’s Recreation Services (Web Sample).**

Recreation Services	Mean	A	B	C	D	F	Grade
Public golf course (n=16)	2.75	18.8	56.3	12.5	6.3	6.3	B-
Salem Lake (n=30)	2.87	46.7	23.3	6.7	16.7	6.7	B-
Joe White Tennis Center (n=10)	2.30	0.0	50.0	30.0	20.0	0.0	C+
Greenways/strollways (n=40)	2.88	32.5	37.5	17.5	10.0	2.5	B-
Ice skating at Coliseum Annex (n=13)	2.38	30.8	23.1	7.7	30.8	7.7	C+
PAR courses (n=19)	2.47	21.1	42.1	15.8	5.3	15.8	C+

*Suggestions to Encourage Usage of Recreation Facilities*

An open-ended question was included asking the respondents how the City could encourage the use of the recreational facilities. Table 39 summarizes the suggestions for the telephone sample and indicates the most frequent suggestion was overwhelmingly to increasing advertising/publicity (80 comments). It appears a multimedia mix of communication methods would be most effective judging from the numerous information sources suggested. The second most frequent suggestion was to increase events/activities. Several events/activities were mentioned but the most common was a call for more children/young adult and senior citizen events/activities. In addition, there were also a number of responses indicating the need for events/activities for the disabled. Other suggestions to encourage recreation facilities usage included better maintenance/updating of the facilities (24 comments), improve security (20 comments), and better lighting (9 comments). To a lesser degree, the need for more sidewalks (6 comments) and more biking activities (5 comments) were mentioned.

**Table 39. Suggestions to Encourage Usage of City Recreation Facilities (Telephone Sample).**

<b>Suggestions to Increase Usage</b>	<b>#</b>
Advertise/publicize more	80
More events/activities	34
Maintain/update	24
Improve security	20
Better lighting	9
Doing a good job	8
More sidewalks	6
More biking activities	5

There was a more limited number of responses in the web sample (Table 40). The most frequent suggestion was to advertise/publicize the facilities more (9 comments). In addition, maintaining/updating the facilities (7 comments) and improving security (6 comments) were frequent suggestions. Other comments including lowering fees (5 comments), more events/activities (4 comments), and adding more parks/facilities (4 comments). See Appendix D for a separate listing of the telephone and web sample comments.

**Table 40. Suggestions to Encourage Usage of City Recreation Facilities (Web Sample).**

<b>Suggestions to Improve Usage</b>	<b>#</b>
Advertise/publicize more	9
Maintain/update	7
Improve security	6
Lower fees	5
More events/activities	4
Add more parks/facilities	4

## Transportation Services

Several of the City’s transportation services including parking decks, van pooling, TransAid, and bus service were examined. The respondents were first asked if they had used any of the services in the past year. In the telephone sample, city parking decks (33.7%) and City bus service (12.0%) were the most used (Table 41). There was limited use of van pooling (1.2%) and TransAid (4.2%).

In the web sample, there was much higher usage for city parking decks (72.2%) and somewhat higher usage of City bus service (17.2%) compared to the telephone sample (Table 42). There was limited use of TransAid (3.4%) and no web respondents indicated they used van pooling.

**Table 41. Usage of City’s Transportation Services in the Past Year (Telephone Sample).**

Transportation Services	% Yes	% No
City parking decks	33.7	66.3
Van pooling	1.2	98.8
TransAid	4.2	95.8
City bus service	12.0	88.0

**Table 42. Usage of City’s Transportation Services in the Past Year (Web Sample).**

Transportation Services	% Yes	% No
City parking decks	72.2	27.8
Van pooling	0.0	100.0
TransAid	3.4	96.6
City bus service	17.2	82.8

The City’s bus service was examined in more detail in a series of eight questions examining hours of operation, schedule, safety, cleanliness, convenience, fare, condition of buses, and overall satisfaction. These questions were only asked of those who had used the service (12.0% in the telephone sample and 17.2% in the web sample). In the telephone sample (Table 43), the highest rated aspect was safety (3.25) receiving a B+. Most of the other aspects earned a grade of B including overall satisfaction (3.13), condition of buses (3.13), fare (3.11), convenience (3.04), and cleanliness (3.03). The two aspects that earned a slightly lower grade of B- were hours of operation (2.69) and schedule (2.70). The crosstabulations for the City bus service are shown in Tables B265-B300 (Appendix B).

The ratings from the web sample were more critical of the bus service (Table 44). The highest rated aspects received only a B- including fare (2.88), cleanliness (2.71), and condition of the buses (2.69). Safety (2.42) was graded with a C+ while hours of operation (1.94) earned a mark of C. The lowest rated aspects were convenience (1.89), overall satisfaction (1.82), and schedule (1.78) with grades of C-.

**Table 43. Rating of City’s Bus Service Aspects (Telephone Sample).**

City Bus Service Aspects	Mean	A	B	C	D	F	Grade
Hours of operation (n=71)	2.69	28.2	33.8	23.9	7.0	7.0	B-
Schedule (n=71)	2.70	29.6	29.6	28.2	7.0	5.6	B-
Safety (n=72)	3.25	48.6	33.3	13.9	2.8	1.4	B+
Cleanliness (n=71)	3.03	39.4	35.2	19.7	0.0	5.6	B
Convenience (n=72)	3.04	40.3	36.1	15.3	4.2	4.2	B
Fare (n=71)	3.11	40.8	33.8	21.1	4.2	0.0	B
Condition of the buses (n=69)	3.13	36.2	42.0	20.3	1.4	0.0	B
Overall satisfaction (n=71)	3.13	38.0	40.8	18.3	1.4	1.4	B

**Table 44. Rating of City’s Bus Service Aspects (Web Sample).**

City Bus Service Aspects	Mean	A	B	C	D	F	Grade
Hours of operation (n=17)	1.94	11.8	29.4	17.6	23.5	17.6	C
Schedule (n=18)	1.78	11.1	16.7	27.8	27.8	16.7	C-
Safety (n=19)	2.42	26.3	26.3	15.8	26.3	5.3	C+
Cleanliness (n=17)	2.71	41.2	5.9	35.3	17.6	0.0	B-
Convenience (n=18)	1.89	11.1	27.8	11.1	38.9	11.1	C-
Fare (n=16)	2.88	43.8	18.8	25.0	6.3	6.3	B-
Condition of the buses (n=16)	2.69	18.8	43.8	25.0	12.5	0.0	B-
Overall satisfaction (n=17)	1.82	0.0	35.3	29.4	17.6	17.6	C-

### *Suggestions to Encourage Ridership in the City Bus System*

An open-ended question was included asking the respondents how the City could encourage more ridership on the City bus system. Table 45 summarizes the suggestions from the telephone sample. The most common response was to improve or expand the bus routes (56 comments) with several suggestions to extend the routes out farther to other regions of the City. The next most frequent response was to improve the hours of operation especially adding later hours, more Sunday hours, and later hours on the weekends. There were also numerous suggestions (28 comments) to publicize/advertise the bus service more. In regards to what to publicize, the respondents desired information on the routes, how to use the bus service, and schedules. The respondents also indicated the need for more stops/more convenient stops (23 comments) and better schedules (19 comments). There was also a call to run the buses more often (11 comments), lower the fares (7 comments), improve the security (6 comments), and clean up the buses (5 comments).

**Table 45. Suggestions to Encourage Ridership in City Bus System (Telephone Sample).**

<b>Suggestions to Increase Usage</b>	<b>#</b>
Improve/expand routes	56
Better hours	28
Publicize/advertise	28
Need more stops/more convenient stops	23
Better schedules	19
Run more often/more buses	11
Lower fare	7
Improve security	6
Cleaner buses	5

There was a more limited number of suggestions in the web sample (Table 46). The most frequent was to improve the schedules (11 comments). Most of the scheduling comments focused on adding more bus service at night. The second most frequent suggestion was to expand routes in the City (10 comment). The web respondents also suggested the City run the buses more often/add more buses (9 comments). Other suggestions included publicize/advertise more (6 comments), use smaller buses (5 comments), and improving security (4 comments). All the suggestions from the telephone and web samples are listed separately in Appendix E.

**Table 46. Suggestions to Encourage Ridership in City Bus System (Web Sample).**

<b>Suggestions to Increase Usage</b>	<b>#</b>
Better schedules	11
Improve/expand routes	10
Run more often/more buses	9
Publicize/advertise	6
Smaller buses	5
Improve security	4

## City Streets

A large set of 14 questions examined several aspects of the City streets including appearance issues. The first series looked at numerous aspects including traffic flow, pavement condition, lighting, signal lights (i.e., crosswalk signs), traffic lights, on-street parking, snow removal, and sidewalk availability. These aspects of streets tend to receive somewhat lower grades in municipal surveys since traffic can be a contentious issue and that is somewhat the case here. In the telephone sample (Table 47), the highest grades of B were given for signal lights (3.05), traffic lights (3.03), lighting (2.95), and snow removal (2.91). Several areas received a B- including availability of sidewalks (2.66), traffic flow (2.56), and condition of pavement (2.56). One of the lowest grades received by the City overall from the telephone sample was for on-street parking (2.41) with a grade of C+. The crosstabulations for the City street aspects are shown in Tables B301-B332 (Appendix B).

In the web sample, the grades were again lower than the telephone sample (Table 48). The highest overall grades of B- were earned by signal lights (2.65), lighting (2.63), and traffic lights (2.59). Snow removal (2.43) and traffic flow (2.27) earned a mark of C+ while the condition of the pavement (2.09) was rated with an average grade of C. The lowest rated aspects of the streets were on-street parking (1.84) and availability of sidewalks (1.78) both graded with a C-.

**Table 47. Rating of City Street Aspects (Telephone Sample).**

City Street Aspects	Mean	A	B	C	D	F	Grade
Traffic flow	2.56	15.1	39.8	34.3	7.6	3.2	B-
Condition of the pavement	2.56	13.8	43.6	31.6	7.3	3.7	B-
Lighting	2.95	26.7	48.5	19.7	3.6	1.5	B
Signal lights	3.05	31.0	46.9	19.0	2.4	0.7	B
Traffic lights	3.03	30.6	46.9	17.9	3.7	0.9	B
On-street parking	2.41	16.6	25.5	42.3	13.1	2.5	C+
Snow removal	2.91	25.1	47.7	21.7	3.8	1.7	B
Availability of sidewalks	2.66	23.0	36.3	28.4	8.7	3.6	B-

**Table 48. Rating of City Street Aspects (Web Sample).**

City Street Aspects	Mean	A	B	C	D	F	Grade
Traffic flow	2.27	7.6	40.0	31.4	13.3	7.6	C+
Condition of the pavement	2.09	9.4	29.2	33.0	17.9	10.4	C
Lighting	2.63	17.9	45.3	22.6	10.4	3.8	B-
Signal lights	2.65	16.8	46.5	25.7	6.9	4.0	B-
Traffic lights	2.59	15.0	45.0	28.0	8.0	4.0	B-
On-street parking	1.84	7.9	25.7	25.7	23.8	16.8	C-
Snow removal	2.43	17.7	35.4	26.0	13.5	7.3	C+
Availability of sidewalks	1.78	9.6	25.0	22.1	20.2	23.1	C-

*Reasons for Below Average Grades for Street Aspects*

An open-ended question was included asking the respondents who gave grades of D or F to any aspect of the streets the reason for the low grade. Table 49 summarizes the results. The two most common themes were to add more sidewalks (71 comments) and the difficulty of parking (66 comments), especially in the downtown area. The next most frequent suggestion was to improve street maintenance (59 comments) with potholes being the primary concern. There were also 48 comments concerning poor traffic flow and 24 comments regarding poor street lighting. Snow removal issues garnered 22 comments from the respondents. Other less frequent comments included the need for better traffic light timing (11), more traffic lights (7 comments), need for sidewalk repair (5 comments), and poor drivers (5 comments).

**Table 49. Reasons for Below Average Grades for Streets (Telephone Sample).**

<b>Reason for Low Grades</b>	<b>#</b>
Add sidewalks	71
Difficulty parking	66
Improve street maintenance	59
Poor traffic flow	48
Poor street lighting	24
Poor snow removal	22
Poor traffic light timing	11
Need more traffic lights	7
Repair sidewalks	5
Poor drivers	5

The reasons for the low grades from the web sample are shown in Table 50. The top three reasons are the same as in the telephone sample. Adding sidewalks (27 comments), difficulty parking (20 comments), and improving street maintenance (19 comments) were the three key reasons for lower grades. Other reasons include poor traffic light timing (14 comments), poor snow removal (10 comments), poor street lighting (5 comments), and poor traffic flow (4 comments). A separate listing of all the telephone and web sample comments is shown in Appendix F.

**Table 50. Reasons for Below Average Grades for Streets (Web Sample).**

<b>Reason for Low Grades</b>	<b>#</b>
Add sidewalks	27
Difficulty parking	20
Improve street maintenance	19
Poor traffic light timing	14
Poor snow removal	10
Poor street lighting	5
Poor traffic flow	4

The City streets were also examined in relation to appearance issues that include cleanliness, landscaping, grass areas mowed regularly, vacant lots cleared, maintenance/appearance of sidewalks, and maintenance/appearance of City streets/buildings. The grades for these aspects were very good from the telephone sample (Table 51). Grass areas mowed regularly (3.24) and landscaping (3.22) both earned high marks of B+. All the other appearance aspects received a solid grade of B including cleanliness (3.09), maintenance of City streets/buildings (3.06), maintenance/appearance of sidewalks (3.03), and vacant lots cleared (2.93). The City street crosstabulations for appearance issues are shown in Tables B333-B356 in Appendix B.

The appearance ratings from the web sample were not as positive as the telephone sample (Table 52). The highest rated appearance aspect was grass areas mowed regularly (2.94) with a grade of B. A majority of the other appearance issues earned grades of B- including landscaping (2.87), maintenance/appearance of City streets/buildings (2.65), and cleanliness (2.61). Lower grades of C+ were given to maintenance/appearance of sidewalks (2.41) and C to vacant lots cleared (2.11).

**Table 51. Rating of City Street Appearance (Telephone Sample).**

City Street Appearance	Mean	A	B	C	D	F	Grade
Cleanliness	3.09	32.2	49.1	15.3	2.6	0.9	B
Landscaping	3.22	40.1	44.6	13.1	1.9	0.3	B+
Grass areas mowed regularly	3.24	41.1	45.1	10.9	2.1	0.7	B+
Vacant lots cleared	2.93	27.7	42.0	25.9	3.8	0.5	B
Maintenance/appearance of sidewalks	3.03	29.2	48.9	18.4	2.9	0.5	B
Maintenance/appearance of City streets/buildings	3.06	29.5	49.8	17.7	3.0	0.0	B

**Table 52. Rating of City Street Appearance (Web Sample).**

City Street Appearance	Mean	A	B	C	D	F	Grade
Cleanliness	2.61	11.2	48.6	30.8	8.4	0.9	B-
Landscaping	2.87	24.3	48.6	18.7	6.5	1.9	B-
Grass areas mowed regularly	2.94	29.5	42.9	22.9	1.9	2.9	B
Vacant lots cleared	2.11	5.0	30.7	40.6	17.8	5.9	C
Maintenance/appearance of sidewalks	2.41	8.6	41.9	34.3	12.4	2.9	C+
Maintenance/appearance of City streets/buildings	2.65	13.6	51.5	25.2	5.8	3.9	B-

## Police Department

The performance of the Winston-Salem Police Department was assessed with three questions examining contact with the Department and an overall performance rating. Approximately 30% of the respondents in the telephone sample and 54% in the web sample had contact (for police business) with the Department in the past year (Table 53). The ratings given by those who had contact were very good with a mean of 3.22 and grade of B+ for the telephone sample. However, the grade from the web sample was somewhat lower with a mean of 2.81 and a grade of B- (Table 54).

The final question in the set asked the respondents to rate the Police Department based on everything they had seen, heard, or read (Table 55). This was asked of all respondents not just those who had contact. Again, the mean and grade were very good in the telephone sample. In this case, the mean was 3.28 and the grade was B+. However, the web sample rating was lower with a mean of 2.86 and grade of B-. The crosstabulations for the Police are shown in Tables B357-B368 (Appendix B).

**Table 53. Contact with W-S Police Department in the Past Year.**

W-S Police Contact	% Yes	% No
Telephone Sample	29.7	70.3
Web Sample	54.2	45.8

**Table 54. Rating of Contact with Winston-Salem Police Department.**

W-S Police Contact Rating	Mean	A	B	C	D	F	Grade
Telephone Sample (n=179)	3.22	57.0	21.2	11.2	7.8	2.8	B+
Web Sample (n=64)	2.81	39.1	25.0	20.3	9.4	6.3	B-

**Table 55. Overall Rating of Winston-Salem Police Department Based on Everything Seen, Heard, or Read.**

W-S Police Overall Rating	Mean	A	B	C	D	F	Grade
Telephone Sample	3.28	48.3	36.9	10.7	2.7	1.4	B+
Web Sample	2.86	35.6	31.7	20.2	8.7	3.8	B-

### *Reasons for Below Average Grades for the Police Department*

An open-ended question was included asking the respondents who gave grades of D or F to the Police the reason for the low grade. Since there were few lower grades, the number of responses was limited. In the telephone sample (Table 56), the most common responses were slow response time (8 comments) and the need for more patrols (5 comments). Other reasons were the need for more officers, poor follow-up, and poor investigation all mentioned 4 times as well as 3 comments referring to profiling concerns.

**Table 56. Reasons for Below Average Grades for Police (Telephone Sample).**

<b>Reason for Low Grades</b>	<b>#</b>
Slow response time	8
Need for more patrols	5
Need for more officers	4
Poor follow-up	4
Poor investigation	4
Profiling concerns	3

In the web sample, the reasons for the lower grades focused on slow response time, controlling speeding, and unprofessional officers all with 4 comments (Table 57). Other comments included the need for more patrols, the need for more officers, and the officers are underpaid with 2 comments each. Again, the number of responses was somewhat limited. See Appendix G for a separate listing of all the reasons for lower grades from the telephone and web samples.

**Table 57. Reasons for Below Average Grades for Police (Web Sample).**

<b>Reason for Low Grades</b>	<b>#</b>
Slow response time	4
Control speeding	4
Unprofessional	4
Need for more patrols	2
Need for more officers	2
Officers are underpaid	2

## Fire Department

The Fire Department was assessed with the same three question format used for the Police Department. Approximately 10% of the telephone sample and 32% of the web sample had contact with the Fire Department in the past year (Table 58). Those with contact were subsequently asked to rate that contact. The means and grades were very impressive for the Fire Department. The mean was 3.75 and the grade was A- for the telephone sample. The mean was 3.37 and the grade B+ for the web sample (Table 59).

**Table 58. Contact with W-S Fire Department in the Past Year.**

W-S Fire Department Contact	% Yes	% No
Telephone Sample	10.2	89.8
Web Sample	32.2	67.8

**Table 59. Rating of Contact with Winston-Salem Fire Department.**

W-S FD Contact Rating	Mean	A	B	C	D	F	Grade
Telephone Sample (n=59)	3.75	79.7	16.9	1.7	1.7	0.0	A-
Web Sample (n=38)	3.37	63.2	21.1	7.9	5.3	2.6	B+

Just as with the Police Department, all the respondents were asked to rate the Fire Department based on everything they had seen, heard, or read (Table 60). Again, the marks were impressive with a mean of 3.61 and a grade of A- for the telephone sample and a mean of 3.42 and grade of B+ for the web sample. The crosstabulations for Fire Department are shown in Tables B369-B380 (Appendix B).

**Table 60. Overall Rating of Winston-Salem Fire Department Based on Everything Seen, Heard, or Read.**

W-S FD Overall Rating	Mean	A	B	C	D	F	Grade
Telephone Sample	3.61	65.9	29.1	4.9	0.0	0.2	A-
Web Sample	3.42	58.9	30.1	6.8	2.7	1.4	B+

### *Reasons for Below Average Grades for the Fire Department*

An open-ended question was included asking the respondents who gave grades of D or F to the Fire Department the reason for the low grade. However, there was a limited number of below average grades given to the Department in either sample. This resulted in very few reasons or comments concerning below average grades and subsequently there were not enough responses evident to establish a pattern or theme in the response set. See Appendix H for a separate listing of both the telephone and web survey responses.

## Zoning and Building

A set of four questions examined the zoning and building of the City. The respondents first were asked if they were aware of the City zoning and building requirements (Table 61). There was a high degree of awareness for the requirements. In the telephone sample, 81.2% indicated they were aware of the requirements and 93.2% were aware in the web sample.

**Table 61. Awareness of City Zoning & Building Requirements.**

Zoning & Building Awareness	% Yes	% No
Telephone Sample	81.2	18.8
Web Sample	93.2	6.8

The respondents were next asked if they had contact with the City’s building inspectors (Table 62). In the telephone sample, only 9.0% had contact with the inspectors and in the web sample it was much higher at 18.6%. Those who had contact were then asked the nature of the contact. In both the telephone and web sample (Table 63), a large percentage of the contact was for the home (81.1% and 81.8%, respectively). As to business contact, only 18.9% of the telephone sample compared to 45.5% of the web sample had this form of building inspector contact (Table 64). Those who had either home or business contact were then asked to rate the service provided by the inspectors. The ratings were very positive for home contact in the telephone sample with a grade of B+. However, the grade from the web sample was a full letter grade lower at C+ (Table 65). The ratings for the business inspection also differed greatly between the two samples (Table 66). The grade for telephone sample was a solid mark of B while the grade for the web sample was much lower at C-. The crosstabulations for zoning and building are shown in Tables B381-B404 (Appendix B).

**Table 62. Contact with City Building Inspectors.**

Zoning & Building Contact	% Yes	% No
Telephone Sample	9.0	91.0
Web Sample	18.6	81.4

**Table 63. Home Contact with City Building Inspectors.**

Home Contact	% Yes	% No
Telephone Sample (n=53)	81.1	18.9
Web Sample (n=18)	81.8	18.2

**Table 64. Business Contact with City Building Inspectors.**

Business Contact	% Yes	% No
Telephone Sample (n=56)	18.9	81.1
Web Sample (n=10)	45.5	54.5

**Table 65. Rating of Home Service Rendered by City Building Inspectors.**

<b>Home Contact Rating</b>	<b>Mean</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>F</b>	<b>Grade</b>
Telephone Sample (n=43)	3.40	51.2	37.2	11.6	0.0	0.0	B+
Web Sample (n=18)	2.33	27.8	33.3	5.6	11.1	22.2	C+

**Table 66. Rating of Business Service Rendered by City Building Inspectors.**

<b>Business Contact Rating</b>	<b>Mean</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>F</b>	<b>Grade</b>
Telephone Sample (n=10)	2.90	30.0	50.0	0.0	20.0	0.0	B
Web Sample (n=10)	1.60	20.0	20.0	10.0	0.0	50.0	C-

## Water & Sewer

The Water & Sewer Department was examined with a set of seven questions. The first three questions pertained to aspects of the water bill including accuracy, readability and overall service provided. In the telephone sample, all the aspects examined received very high marks (Table 67). The accuracy of the bill (3.30), readability of the bill (3.42), and overall service (3.39) all earned a mark of B+.

In the web sample, the marks were relatively good as well (Table 68). Readability (3.27) received the highest mark of B+. The grades for accuracy and overall service represented a slight drop off from the telephone sample. Accuracy (3.07) earned a B and overall service (2.75) earned a B- from the web respondents.

**Table 67. Rating of Aspects of City Water & Sewer Service (Telephone Sample).**

Water & Sewer Aspects	Mean	A	B	C	D	F	Grade
Accuracy of bill (n=450)	3.30	47.6	38.0	11.6	2.2	0.7	B+
Readability of bill (n=453)	3.42	53.4	37.1	7.5	1.5	0.4	B+
Overall service (n=456)	3.39	50.2	40.1	8.1	1.5	0.0	B+

**Table 68. Rating of Aspects of City Water & Sewer Service (Web Sample).**

Water & Sewer Aspects	Mean	A	B	C	D	F	Grade
Accuracy of bill (n=97)	3.07	45.4	25.8	20.6	7.2	1.0	B
Readability of bill (n=96)	3.27	51.0	29.2	16.7	2.1	1.0	B+
Overall service (n=99)	2.75	35.4	27.3	23.2	5.1	9.1	B-

The respondents were also asked about any direct contact they had with the Water & Sewer Department. Table 69 indicates that approximately 14% of the telephone sample and 47% of the web sample had contact in the past year. Several aspects of the contact (helpfulness, friendliness, and responsiveness) all received very high marks from the telephone sample (Table 70). Friendliness (3.55) earned an A- from the respondents while responsiveness (3.31) and helpfulness (3.30) garnered a grade of B+. The crosstabulations for the Water & Sewer Department are shown in Tables B405-B432 (Appendix B).

In the web sample, the grades were much lower (Table 71). Friendliness (2.80) and helpfulness (2.71) earned grades of B- and responsiveness (2.40) earned a grade of C+. Note that the grades for friendliness and responsiveness are a full letter grade lower in the web sample.

**Table 69. Contact with City Water & Sewer Department in the Past Year.**

Water & Sewer Contact	% Yes	% No
Telephone Sample	14.2	85.8
Web Sample	46.6	53.4

**Table 70. Rating of Contact with City Water & Sewer Department (Telephone Sample).**

<b>Water &amp; Sewer Contact Aspects</b>	<b>Mean</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>F</b>	<b>Grade</b>
Helpfulness (n=81)	3.30	63.0	19.8	7.4	3.7	6.2	B+
Friendliness (n=80)	3.55	72.5	17.5	5.0	2.5	2.5	A-
Responsiveness (n=81)	3.31	65.4	18.5	4.9	3.7	7.4	B+

**Table 71. Rating of Contact with City Water & Sewer Department (Web Sample).**

<b>Water &amp; Sewer Contact Aspects</b>	<b>Mean</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>F</b>	<b>Grade</b>
Helpfulness (n=55)	2.71	29.1	34.5	18.2	14.5	3.6	B-
Friendliness (n=55)	2.80	34.5	32.7	14.5	14.5	3.6	B-
Responsiveness (n=55)	2.40	25.5	23.6	27.3	12.7	10.9	C+

## City's Website

A set of seven questions examined visitation and several aspects concerning usage of the City's website. Table 72 indicates that approximately 24% of the telephone sample visited the City's website in the past six months. A more recent visitation window of six months was used due to updating of the website in that timeframe.

**Table 72. Visited the City's Website in the Past Six Months.**

Website Visit	% Yes	% No
Telephone Sample	24.2	75.8

The respondents who had visited the website were then asked to rate several aspects of the visit including finding what you want, quality of information, ability to accomplish what you wanted to do, and overall satisfaction. In the telephone sample, all of these aspects received very high marks of B+ (Table 73). Note the consistent high means for quality of information (3.48), finding what you want (3.46), ability to accomplish what you wanted to do (3.46), and overall satisfaction (3.42). The crosstabulations for City's website are shown in Tables B433-B452.

In the web sample, the ratings were somewhat lower (Table 74). Quality of information (3.09), finding what you want (3.03), and overall satisfaction (3.01) received a grade of B. However, the ability to accomplish what you wanted to do received the slightly lower grade of B- from the web respondents. Appendix I includes reasons for below average grades for website aspects by the web respondents. The respondents suggested several services and types of information they would like included on the website. There were also a couple concerns about slow response times to emails.

**Table 73. Rating of Aspects of the City's Website (Telephone Sample).**

City Website Aspects	Mean	A	B	C	D	F	Grade
Finding what you want (n=142)	3.46	56.3	34.5	8.5	0.7	0.0	B+
Quality of information (n=142)	3.48	57.7	33.1	8.5	0.7	0.0	B+
Ability to accomplish what you wanted to do (n=142)	3.46	58.5	31.7	7.7	2.1	0.0	B+
Overall satisfaction (n=142)	3.42	50.0	41.5	8.5	0.0	0.0	B+

**Table 74. Rating of Aspects of the City's Website (Web Sample).**

City Website Aspects	Mean	A	B	C	D	F	Grade
Finding what you want (n=89)	3.03	29.2	51.7	13.5	4.5	1.1	B
Quality of information (n=89)	3.09	33.7	46.1	16.9	2.2	1.1	B
Ability to accomplish what you wanted to do (n=89)	2.87	31.5	39.3	18.0	6.7	4.5	B-
Overall satisfaction (n=86)	3.01	27.9	48.8	19.8	3.5	0.0	B

The respondents were also asked if they had used the City’s web payment services. In this case, 29.1% of the telephone sample and 32.2 of the web sample had used the service (Table 75). The respondents who had used the service were then asked to rate that service (Table 76). The grades were very good for the telephone sample but not in the web sample. The mean for the telephone sample was 3.73 equating to an A- grade. For the web sample, the mean was only 1.68 and the grade C-. The crosstabulations for web payment services are shown in Tables B453-B460 (Appendix B).

**Table 75. Usage of City Web Payment Services.**

<b>Web Payment Service Usage</b>	<b>% Yes</b>	<b>% No</b>
Telephone Sample	29.1	70.9
Web Sample	32.2	67.8

**Table 76. Rating of City Web Payment Services.**

<b>Web Payment Service Rating</b>	<b>Mean</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>F</b>	<b>Grade</b>
Telephone Sample (n=41)	3.73	73.2	26.8	0.0	0.0	0.0	A-
Web Sample (n=38)	1.68	52.6	21.1	10.5	10.5	5.3	C-

## Contact with the City

A set of four questions examined contact with the City in past year for specific purposes of buying a yard cart sticker, purchasing a business license, paying a water bill/parking ticket, or assessment. Approximately 22% of the telephone sample and 45% of the web sample had such contact (Table 77).

**Table 77. Contact with the City for Yard Cart Sticker, Business License, Pay Bill/Ticket, or Assessment.**

City Contact	% Yes	% No
Telephone Sample	21.9	78.1
Web Sample	44.9	55.1

Those respondents who had contact were then asked to rate several aspects of that contact including access to someone for the service, knowledge of that person, and overall satisfaction. In the telephone sample, all the aspects received an impressive grade of A- (Table 78). Note the exceptionally high means for access to someone for the service (3.70), knowledge of that person (3.71), and overall satisfaction (3.60). The contact and ratings crosstabulations are included in Tables B461-B476 (Appendix B).

There was a decline in City contact ratings for the web sample (Table 79). Knowledge of that person (3.08) and access to someone for the service (2.96) earned grades of B. However, overall satisfaction received a lower grade of B-.

**Table 78. Rating of Contact with the City for Yard Cart Sticker, Business License, Pay Bill/Ticket, or Assessment (Telephone Sample).**

City Contact Aspects	Mean	A	B	C	D	F	Grade
Access to someone for the service (n=132)	3.70	76.5	18.9	3.0	0.8	0.8	A-
Knowledge of that person (n=129)	3.71	76.7	19.4	3.1	0.0	0.8	A-
Overall satisfaction (n=134)	3.60	70.1	23.1	4.5	1.5	0.7	A-

**Table 79. Rating of Contact with the City for Yard Cart Sticker, Business License, Pay Bill/Ticket, or Assessment (Web Sample).**

City Contact Aspects	Mean	A	B	C	D	F	Grade
Access to someone for the service (n=53)	2.96	43.4	22.6	24.5	5.7	3.8	B
Knowledge of that person (n=53)	3.08	43.4	30.2	18.9	5.7	1.9	B
Overall satisfaction (n=53)	2.87	37.7	26.4	26.4	3.8	5.7	B-

## Voice Response System

There were two questions that examined the use of the City’s voice response system which is used for paying water bills. There was low usage for the system in the telephone sample but somewhat higher usage in the web sample. Note that only 1.7% of the telephone sample used the service compared to 10.2% of the web sample (Table 80). The limited number of respondents who used the service were then asked to rate the system. The service earned a grade of B with a mean of 2.91 in the telephone sample. However, the rating was a full letter grade lower in web sample with a grade of C for the mean of 2.17 (Table 81). The crosstabulations for the voice response system are shown in Tables B477-B484 (Appendix B).

**Table 80. Usage of Voice Response System.**

Voice Response System Usage	% Yes	% No
Telephone Sample	1.7	98.3
Web Sample	10.2	89.8

**Table 81. Rating of Voice Response System.**

Voice Response System Rating	Mean	A	B	C	D	F	Grade
Telephone Sample (n=11)	2.91	45.5	36.4	0.0	0.0	18.2	B
Web Sample (n=12)	2.17	16.7	41.7	0.0	25.0	16.7	C

## City Staff

The survey included a set of five questions that examined contact with a City staff person for any reason in the past year. Approximately 14% of the telephone sample and 45% of the web sample had contact with a staff person (Table 82). The respondents who had contact were then asked to rate several dimensions of that contact including registering a complaint, requesting service/assistance, requesting information, and overall satisfaction. The respondents were generally satisfied with the contact. Requesting information (3.13), requesting service/assistance (3.06), and overall satisfaction (3.00) all earned a grade of B in the telephone sample (Table 83). The grade for registering a complaint (2.57) was slightly lower at B-. Keep in mind, complaint contacts tend to earn lower marks since resolution issues are generally associated with the contact by the respondent. The crosstabulations for the City staff are included in Tables B485-504 (Appendix B).

The grades in the web sample were generally lower (Table 84). The grades for requesting information (2.68), registering a complaint (2.63), and requesting service/assistance (2.51) earned a grade of B- while the grade for overall satisfaction (2.43) was a C+.

**Table 82. Contact with the City Staff Person.**

City Staff Contact	% Yes	% No
Telephone Sample	13.5	86.5
Web Sample	44.9	55.1

**Table 83. Rating of Contact with City Staff Person (Telephone Sample).**

City Staff Contact Aspects	Mean	A	B	C	D	F	Grade
Registering complaint (n=35)	2.57	42.9	20.0	5.7	14.3	17.1	B-
Requesting service/assistance (n=69)	3.06	53.6	23.2	8.7	4.3	10.1	B
Requesting information (n=53)	3.13	60.4	17.0	9.4	1.9	11.3	B
Overall satisfaction (n=78)	3.00	53.8	19.2	11.5	3.8	11.5	B

**Table 84. Rating of Contact with City Staff Person (Web Sample).**

City Staff Contact Aspects	Mean	A	B	C	D	F	Grade
Registering complaint (n=38)	2.63	31.6	23.7	26.3	13.2	5.3	B-
Requesting service/assistance (n=53)	2.51	22.6	34.0	22.6	13.2	7.5	B-
Requesting information (n=44)	2.68	31.8	25.0	27.3	11.4	4.5	B-
Overall satisfaction (n=53)	2.43	30.2	18.9	26.4	13.2	11.3	C+

## Winston-Salem Services and Programs

The final question in the survey asked the respondents to rate the overall services and programs offered by the City to residents. The grades were very positive with a mean of 3.16 and grade of B in the telephone sample. However, the web sample was not as positive with a mean of 2.54 and grade of B- (Table 85). The crosstabulations for Winston-Salem services and programs are included in Tables B505-B508 of Appendix B.

**Table 85. Overall Rating of Winston-Salem Services and Programs.**

W-S Overall Rating	Mean	A	B	C	D	F	Grade
Telephone Sample	3.16	33.4	51.5	12.8	1.7	0.5	B
Web Sample	2.54	12.6	49.4	21.8	11.5	4.6	B-

### *Suggestions to Improve the Services the City Provides*

A final open-ended question asked the respondents how the City could improve the services they offered to citizens. Table 86 summarizes the suggestions from the telephone sample. The most common response was the City was doing a good job with 61 comments. This is over twice the number of comments for the next most frequent response. Some other key responses were the taxes are high (26 comments), informing the public better (24 comments), improving security (23 comments), more sidewalks (22 comments), and more frequent bulky item collection (19 comments). There were also a number of responses for improving/maintaining streets (14 comments), better leaf collection (10 comments), and the water bill is too high (10 comments).

**Table 86. Suggestions to Improve the Services the City Provides (Telephone Sample).**

Suggestions to Improve Services	#	Suggestions to Improve Services (Cont.)	#
Doing a good job	61	More events/entertainment	8
Taxes too high	26	Improve brush pickup	7
Inform the public better	24	Improve/maintain parks	7
Improve security	23	Improve City appearance/cleanliness	7
More sidewalks	22	Good job revitalization downtown	7
Pick up bulky items more often	19	Limit annexation	7
Improve/maintain streets	14	Take more types of garbage at the curb	7
Better leaf collection	10	Improve the Police	6
Water bill is too high	10	More bike friendly	6
More recycling	9	Make residents keep up yards better	6
More Police patrols	9	Have one contact person at the City	6
More consistent garbage pickup	9	Create more jobs	5

In the web sample, there were fewer total responses as compared telephone sample (Table 87). The most frequent suggestions were to respond to calls/emails (7 comments), be more friendly/customer oriented (5 comments), more consistent garbage collection (4 comments), and improve services to annexed areas (3 comments). Several other suggestions were mentioned twice including installing sewer lines, adding more web-based services, improving the library, reducing taxes, and adding more sidewalks. See Appendix J for a separate listing of all the telephone and web sample responses to improving the services.

**Table 87. Suggestions to Improve the Services the City Provides (Web Sample).**

<b>Suggestions to Improve Services</b>	<b>#</b>
Respond to calls/emails	7
Be more friendly/customer oriented	5
Have consistent garbage collection	4
Improve services to annexed areas	3
Install sewer lines	2
Add web-based services	2
Improve library	2
Reduce taxes	2
More sidewalks	2

## Summary

### *Telephone Survey*

The results of the telephone survey of 601 residents generated very positive ratings on the service dimensions examined. The survey findings indicated the respondents were familiar with most of the communication methods used by the City especially Channel 13, City Page, City's website, and City Line. However, there was limited familiarity with the Fraud Hot Line. In terms of usage, the City Page and to a lesser degree Channel 13 were used the most frequently. They both had higher levels of daily and weekly usage. City Line was used on a monthly basis and the City's website was used generally monthly or several times a year. The Fraud Hot Line had negligible overall use.

All the City's sanitation services had some degree of usage with the highest for curbside garbage pickup and curbside recycling. All the services earned high marks including curbside garbage pickup (A-), curbside recycling (A-), yard cart pickup (A-), backyard garbage pickup (B+), brush pickup (B+), bulky item pickup (B+), and leaf pickup (B). The respondents who indicated they had not used curbside garbage pickup were asked if they were familiar with the service which can include free rollout for seniors/disabled, in this case 67.2% were familiar. When those not familiar were asked if they would consider converting to the service, 41.2% responded yes.

Approximately 36% of the respondents had attended an event at the LJV Coliseum in the past year. The services offered at the Coliseum earned good marks including cleanliness (B+), safety (B+), condition of the facility (B+), and food (B). The lowest rated service was a B- grade for parking. As for the Dixie Classic Fair, approximately 41% of the respondents attended the Fair, and they rated it with a B+. In relation to the Benton Convention Center, approximately 29% of the respondents attended an event at the Center last year. The services provided at the Center received high marks for cleanliness (B+), safety (B+), condition of the facility (B+), food (B), and parking (B). The suggestions made by the respondents to improve attendance at these entertainment venues included adding more events especially for children and seniors. Other suggestions were to publicize/advertise more, improving parking (especially cost), bringing in bigger names, and more variety of events.

Approximately 55% of the respondents indicated they visited a City park in the past year. The average number of visits was 25 times during that time frame. All aspects of the park received high marks of B+ for cleanliness, appearance, condition of equipment, safety, and overall satisfaction.

The recreation services were rated highly by the respondents. As for City pools, approximately 12% of the respondents visited a City pool in the past year on average about 8 times. The aspects of the City's pools earned good marks including safety (B+), hours of operation (B), cleanliness (B), condition of equipment (B), admission fees (B), and overall satisfaction (B). The only slightly lower mark was for food with a grade of B-. The City's Recreation Centers were visited by 19.0% of the respondents on average 11 times in the past year. All aspects of the Centers received very good marks by the respondents including hours of operation (B+), cleanliness (B+), condition of facilities (B+), overall satisfaction (B+), variety of programs (B), and safety (B). Several other City recreation services had relatively high levels of usage including Salem Lake, greenways/strollways, the public golf course, and PAR courses. There was lower usage for the Joe White Tennis Center and ice skating at the Coliseum Annex. When

these services were rated, all received very high grades including Joe White Tennis Center (A-), greenways/strollways (A-), PAR courses (A-), the public golf course (B+), Salem Lake (B+), and ice skating at Coliseum Annex (B+). When the respondents were asked how to encourage more usage of the recreation facilities they suggested more advertising/publicity, increasing events/activities (especially children, seniors, and disabled), better maintenance/updating of facilities, and improve security.

The City's transportation services demonstrated varying degrees of usage with the highest for the City parking decks. In addition, City bus service showed relatively good usage. However, there was much lower usage for TransAid and van pooling. Those who used the City's bus service rated several aspects of service relatively high including safety (B+), cleanliness (B), convenience (B), fare (B), and condition of the buses (B). Hours of operation and schedule earned somewhat lower marks of B-. When asked how to encourage ridership of City buses, the respondents suggested expanding/improving routes (farther out from downtown), improve hours of operation (later hours especially weekends – in particular Sundays), publicize more (routes, schedules, how to use buses), more stops, better schedules, and run more often.

The City's streets received relatively good marks. Lighting, signal lights, traffic lights, and snow removal all received a grade of B. Three areas received slightly lower marks including traffic flow (B-), condition of pavement (B-), and availability of sidewalks (B-). However, the availability of on-street parking received the lowest grade (C+) given to any City service in the survey. When the respondents were asked their reasons for below average grades, they indicated the need for more sidewalks and the difficulty of parking (especially downtown). There were also concerns about street maintenance (especially potholes), traffic flow, street lighting, and snow removal. The appearance of City streets earned higher marks including landscaping (B+), grass areas mowed regularly (B+), cleanliness (B), vacant lots cleared (B), maintenance/appearance of sidewalks (B), and maintenance/appearance of City streets/buildings (B).

The Police and Fire Departments both received very good ratings. Approximately 30% of the respondents had contact with the Police in the past year. They rated both their contact with the Police and overall rating (based on everything, seen, heard, or read) with a grade of B+. The limited number of respondents who gave below average grades indicated slow response time and the need for more patrols as the main reasons. As for the Fire Department, approximately 10% of the respondents had contact in the past year. They rated both their contact with the Fire Department and overall rating (based on everything, seen, heard, or read) with an impressive grade of A-. The limited number of below average marks for the Fire Department made it difficult to establish a theme as to the reason for those grades.

The City zoning & building received good marks. When asked about awareness of the City's zoning and building requirements, approximately 81% indicated familiarity. In addition, 9.0% of the respondents had contact with a City building inspector in the past year. A majority of the contact was for home as opposed to business inspections. However, the ratings for the home contact (B+) were slightly higher than for business contact (B).

The Water & Sewer Department had very positive ratings. Accuracy of the bill, readability of the bill, and overall service all rated a B+. Approximately 14% of the respondents had contact with the Department in the past year. The aspects of the contact rated with impressive grades for friendliness (A-), helpfulness (B+), and responsiveness (B+).

The website of the City earned very high marks in the survey. Approximately 24% of the respondents visited the website in the past six months. All aspects of the contact received a B+ including finding what you want, quality of information, ability to accomplish what you wanted to do, and overall satisfaction. In addition, approximately 29% of the respondents used the City's web payment service and rated the service with an A-.

High marks were also earned for contact with the City for specific purposes of buying a yard cart sticker, purchasing a business license, paying a water bill/parking ticket, or assessment. Approximately 22% of the respondents had done so in the past year. Aspects of that contact were rated very high with an A- for access to someone for the service, knowledge of that person, and overall satisfaction. In addition, the limited number of respondents who had used the voice response system (1.7%) rated that service with a grade of B. The respondents also rated contact with the City for any reason in the past year with relatively high marks. The 13.5% who had such contact rated several aspects of that contact with a B including requesting service/assistance, requesting information, and overall satisfaction. The only aspect that rated somewhat lower with a B- was registering a complaint.

Finally, the overall services and programs offered by the City to the residents earned a solid grade of B. The respondents were also asked how to improve the services the City provides. It was impressive that the most common response was the City was doing a good job overall. However, there were areas of concern expressed by the respondents including the taxes are too high, inform the public better, improve security, add more sidewalks, pick up bulky items more often, improve/maintain streets, improve leaf collection, and the water bill is too high.

Overall, the results from the telephone survey were very positive. A good measure of the City's performance in totality is to calculate an overall mean from all the service dimensions rated. In this case 88 service dimensions were graded in the survey, and the overall mean was 3.23 which equates to an impressive grade of B+. Due to the high marks given to the City, it would seem appropriate to choose the grade of B as a cutoff point for potential improvement efforts. In this case, only 9 of the service dimensions fell below that mark. This included the C+ given to on-street parking which was the lowest grade given to the City from the telephone sample. In addition, there were also 8 service dimensions that received a grade of B-. These were LJVM parking, City pool food, City bus hours of operation, City bus schedule, traffic flow, condition of street pavement (i.e., potholes), availability of sidewalks, and registering a complaint with the City staff.

## *Web Survey*

The results of the web survey of 119 residents were generally positive. However, the overall results were more critical of the City than the ratings expressed in the telephone survey. Virtually all the grades for the service dimensions examined were graded lower than those in the telephone survey.

The survey findings indicated the respondents were very familiar with all the communication methods used by Winston-Salem especially the City's website, City Page, and Channel 13. In addition, there were relatively high levels of familiarity with City Line and the Fraud Hot Line. The levels of familiarity were significantly higher than those expressed in the telephone sample. In terms of usage, the City Page, City's website, and Channel 13 were the most frequently used with high daily and weekly usage. City Line was mainly used on a monthly basis and the Fraud Hot Line had negligible use by the web respondents.

All the City's sanitation services had some degree of usage with the highest for curbside garbage pickup, curbside recycling and bulky item pickup. All the services earned relatively good marks including bulky item pickup (B+), backyard garbage pickup (B), curbside garbage pickup (B), curbside recycling (B), yard cart pickup (B), leaf pickup (B-), and brush pickup (B-). The respondents who indicated they had not used curbside garbage pickup were asked if they were familiar with the service which can include free rollout for seniors/disabled, in this case 54.7% were familiar. When those not familiar were asked if they would consider converting to the service, only 14.3% responded yes.

Approximately 62% of the respondents had attended an event at the LJVM Coliseum in the past year. The services offered at the Coliseum earned mixed grades from the web respondents. Safety (B), cleanliness (B-), and condition of the facility (B-) earned the highest grades while food (C+) and parking (C) were viewed somewhat less favorably. As for the Dixie Classic Fair, approximately 52% of the web respondents attended the Fair, and they rated it with a B-. In relation to the Benton Convention Center, approximately 49% of the respondents attended an event at the Center in the past year. Most of the services provided at the Center received relatively good marks including cleanliness (B), food (B-), safety (B-), and condition of the facility (B-). However, parking was more of a concern and received a grade of C+. The suggestions made by the respondents to improve attendance at these entertainment venues were to reducing the parking fees, adding more events, publicize/advertise more, bringing in bigger names, and more variety of events.

Approximately 64% of the respondents indicated they visited a City park in the past year. The average number of visits was 28 times. The cleanliness and appearance of the parks earned solid marks of B. Rated slightly lower with a grade of B- were condition of equipment, safety, and overall satisfaction.

Several recreation services were rated by the respondents. As for City pools, approximately 13% of the respondents visited a City pool in the past year on average about 8 times. The aspects of the City's pools earned mixed grades from the web sample. The highest grades were given to hours of operation (B-) and admission fees (B-). Several aspects earned lower marks including safety (C+), overall satisfaction (C+), cleanliness (C), condition of equipment (C), and food (C-). The City's Recreation Centers were visited by 26.1% of the respondents on average 5 times in the past year. All aspects of the Centers received relatively good marks including cleanliness

(B), hours of operation (B-), variety of programs (B-), safety (B-), condition of facilities (B-), and overall satisfaction (B-). Several other City recreation services had a fairly high level of usage including greenways/strollways, Salem Lake, and PAR courses. There was also a degree of usage for the public golf course, ice skating at the Coliseum Annex, and the Joe White Tennis Center. The web respondents gave mixed grades when rating these services. The public golf course, Salem Lake, and greenways/strollways rated highest with a B-. Rating lower with a C+ were the Joe White Tennis Center, ice skating at Coliseum Annex, and PAR courses. When the respondents were asked how to encourage more usage of the recreation facilities, they suggested more advertising/publicity, better maintenance/updating of facilities, improved security, and lower the fees.

The City's transportation services demonstrated varying degrees of usage. There was especially high use of the parking decks by the web respondents. City bus service also showed a degree of usage; however, there was very low usage for TransAid and none for van pooling. Those who used the City's bus service rated several aspects of service with average grades. The highest rated bus aspects earning a B- were cleanliness, fare, and condition of the buses. Several other aspects rated somewhat lower including safety (C+), hours of operation (C), schedule (C-), convenience (C-), and overall satisfaction (C-). When asked how to encourage ridership of City buses, the respondents suggested better schedules (night bus service), improve/expand routes, run more often/more buses, and publicize/advertise more.

The City's streets also received mixed ratings from the web respondents. Lighting, signal lights, and traffic lights all received a grade of B-. However, lower marks were given to traffic flow (C+), snow removal (C+), condition of pavement (C), on-street parking (C-), and the availability of sidewalks (C-). When the respondents were asked their reasons for below average grades, they responded with the need for more sidewalks, difficulty of parking, poor street maintenance, poor traffic light timing, and poor snow removal. The appearance of City streets earned slightly better marks. These include the grass areas mowed regularly (B), cleanliness (B-), landscaping (B-), and maintenance/appearance of City streets/buildings (B-). However, there were two aspects of street appearance that earned lower marks including maintenance/appearance of sidewalks (C+) and vacant lots cleared (C)

The Police Departments received moderately good ratings. Approximately 54% of the web respondents had contact with the Police in the past year. They rated both their contact with the Police and overall rating (based on everything, seen, heard, or read) with a grade of B-. The limited number of respondents who gave below average grades indicated slow response time, need to control speeding, and unprofessionalism as the main reasons. As for the Fire Department, approximately 32% of the respondents had contact in the past year. They rated both their contact with the Fire Department and overall rating (based on everything, seen, heard, or read) with very good grade of B+. The limited number of below average marks for the Fire Department made it difficult to establish a theme as to the reason for those grades.

There was a high degree of awareness of the City's zoning and building requirements with 93% of the web respondents indicating awareness of the requirements. There were approximately 19% of the respondents who had contact with a City building inspector in the past year. A majority of the contact was for home as opposed to business inspections. However, the ratings for the home contact (C+) were slightly higher than for business contact (C-).

The web respondents were positive in rating the Water & Sewer Department. There were generally high ratings for readability of the bill (B+), accuracy of the bill (B), and overall service (B-). Approximately 47% of the respondents had contact with the Department in the past year. Several aspects of that contact rated somewhat lower including helpfulness (B-), friendliness (B-), and responsiveness (C+).

The City's website earned high marks from the web respondents. Most aspects of the contact received a grade of B including finding what you want, quality of information, and overall satisfaction. The ability to accomplish what you wanted to do was graded slightly lower with a B-. In addition, approximately 32% of the respondents used the City's web payment service and rated the service a C-.

Earning moderately high marks was contact with the City for specific purposes of buying a yard cart sticker, purchasing a business license, paying a water bill/parking ticket, or assessment. Approximately 45% of the respondents had done so in the past year. Aspects of that contact were rated with a solid grade of B for access to someone for the service and knowledge of that person. However, overall satisfaction was rated somewhat lower with a grade of B-. In addition, approximately 10% used the City's voice response system, and they rated that service with a grade of C. The web respondents also rated their contact with the City for any reason in the past year. Approximately 45% of the respondents had such contact last year. They rated several aspects of that contact with a B- including registering a complaint, requesting service/assistance, and requesting information while overall satisfaction rated lower with a C+.

Finally, the overall services and programs offered the respondents earned a grade of B-. The web respondents were also asked how to improve the services the City provides. The main suggestions were respond to calls/emails, be more friendly/customer oriented, more consistent garbage collection, and improve services to annexed areas.

Overall, the results from the web survey were generally positive in many respects. A good measure of the City's performance in totality is to calculate an overall mean from all the service dimensions rated. In this case 88 service dimensions were graded in the survey and the overall mean was 2.66 which equates to a grade of B-. This mean is significantly lower than the telephone sample mean of 3.23. If the same telephone sample cutoff point of B is used, then the number of areas for improvement efforts grows significantly. In the web sample, there were 8 grades of C-, 7 grades of C, 14 grades of C+, and 41 grades of B-. To some degree, this reflects the self-selection bias of web samples. Those individuals who have issues or complaints to air with the City may self-select themselves into the web sample and rate the City with lower marks due to their dissatisfaction. For that reason, the results of this sample should not be used to discern areas for improvement for the City.

## Appendix A

### City of Winston-Salem 2006 Citizen Satisfaction Survey

Hello, my name is \_\_\_\_\_ and I am calling for the City of Winston-Salem. On a regular basis Winston-Salem conducts a citizen survey so that we can improve the services that the City offers you. The results will be available on the City's website and the newspaper in the near future.

Are you a resident of the City of Winston-Salem?

- Yes (Continue)                       No (Stop and thank the respondent)

Are you over the age of 18?

- Yes (Continue)                       No (Ask politely to speak with someone over 18)

1. The City of Winston-Salem uses several methods of communicating with the public about city services and programs. Please tell me whether you have heard of? (If yes, then ask how often they use the method by reading the choices)

		Daily	Weekly	Monthly	Several times a year	Never
Yes	No					
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Please let us know if you have used the following sanitation services in the past twelve months? If you have used a service please rate on a 5-point grading scale where A is very good, B is good, C is average, D is poor, and F is very poor.

		Very Good	Good	Average	Poor	Very Poor
Yes	No					
<input type="checkbox"/>	<input type="checkbox"/>	A	B	C	D	F
<input type="checkbox"/>	<input type="checkbox"/>	A	B	C	D	F
<input type="checkbox"/>	<input type="checkbox"/>	A	B	C	D	F
<input type="checkbox"/>	<input type="checkbox"/>	A	B	C	D	F
<input type="checkbox"/>	<input type="checkbox"/>	A	B	C	D	F
<input type="checkbox"/>	<input type="checkbox"/>	A	B	C	D	F

If you have not used curbside garbage pickup, are you aware of this option which also can include free roll-out of the container by the City for seniors or people with disabilities?

- Yes  
 No – would you consider converting to curbside garbage pickup?     Yes     No

3. Thinking about the City's entertainment facilities, have you attended an event at LJVM Coliseum in the past 12 months?

Yes (Continue)  No (Skip to #4)

Please rate your satisfaction with the following aspects of your experience at the Coliseum using the same A through F grading scale (Remind if necessary).

	Very Good	Good	Average	Poor	Very Poor
Cleanliness	A	B	C	D	F
Food	A	B	C	D	F
Parking	A	B	C	D	F
Safety	A	B	C	D	F
Condition of the facility	A	B	C	D	F

4. Did you attend the Dixie Classic Fair?

Yes (Continue)  No (Skip to #5)

Please rate your satisfaction with the Fair using the same grading scale.

A	B	C	D	F
Very Good	Good	Average	Very Poor	Poor

5. Have you attended an event at the Benton Convention Center?

Yes (Continue)  No (Skip to #6)

Please rate your satisfaction with the following aspects of your experience at the Convention Center using the same grading scale.

	Very Good	Good	Average	Poor	Very Poor
Cleanliness	A	B	C	D	F
Food	A	B	C	D	F
Parking	A	B	C	D	F
Safety	A	B	C	D	F
Condition of the facility	A	B	C	D	F

6. What do you feel the City could do to encourage attendance in the Coliseum and Convention Center?
- 

7. Have you visited a City park in the past twelve months?

Yes How many times \_\_\_\_\_  No (Skip to #8)

Please rate your satisfaction with the following aspects of your experience at a City park using the same grading scale.

	Very Good	Good	Average	Poor	Very Poor
Cleanliness	A	B	C	D	F
Appearance	A	B	C	D	F
Condition of equipment	A	B	C	D	F
Safety	A	B	C	D	F
Your overall satisfaction	A	B	C	D	F

8. Have you visited a City pool in the past twelve months?  
 Yes How many times \_\_\_\_  No (Skip to #9)

Please rate your satisfaction with the following aspects of your experience at the City pool using the same grading scale.

	Very Good	Good	Average	Poor	Very Poor
Hours of operation	A	B	C	D	F
Safety	A	B	C	D	F
Cleanliness	A	B	C	D	F
Condition of equipment	A	B	C	D	F
Admission fees	A	B	C	D	F
Food	A	B	C	D	F
Your overall satisfaction	A	B	C	D	F

9. Have you visited a City recreation center in the past twelve months?  
 Yes How many times \_\_\_\_  No (Skip to #10)

Please rate your satisfaction with the following aspects of your experience at a City recreation center using the same grading scale.

	Very Good	Good	Average	Poor	Very Poor
Hours of operation	A	B	C	D	F
Variety of programs	A	B	C	D	F
Safety	A	B	C	D	F
Cleanliness	A	B	C	D	F
Condition of facilities	A	B	C	D	F
Your overall satisfaction	A	B	C	D	F

10. Thinking about other recreational services the City provides, please let us know if you have used the following recreation services in the past twelve months? If you have used a service, then please rate on the same grading scale.

Yes	No		Very Good	Good	Average	Poor	Very Poor
<input type="checkbox"/>	<input type="checkbox"/>	Played at public golf course	A	B	C	D	F
<input type="checkbox"/>	<input type="checkbox"/>	Visited Salem Lake	A	B	C	D	F
<input type="checkbox"/>	<input type="checkbox"/>	Used Joe White Tennis Center	A	B	C	D	F
<input type="checkbox"/>	<input type="checkbox"/>	Used greenways or strollways	A	B	C	D	F
<input type="checkbox"/>	<input type="checkbox"/>	Ice skated at the Coliseum Annex	A	B	C	D	F
<input type="checkbox"/>	<input type="checkbox"/>	Used the PAR course	A	B	C	D	F

11. What do you feel the City could do to encourage the use of the recreational facilities?
- 

12. During the past twelve months, have you or anyone in your family used the following transportation services:

	Yes	No
City parking decks	<input type="checkbox"/>	<input type="checkbox"/>
Van pooling	<input type="checkbox"/>	<input type="checkbox"/>
TransAid (bus system for handicapped)	<input type="checkbox"/>	<input type="checkbox"/>
City bus service	<input type="checkbox"/> (Continue)	<input type="checkbox"/> (Skip to #14)

13. Please rate your satisfaction with following aspects of the City bus service using the same grading scale.

	Very Good	Good	Average	Poor	Very Poor
Hours of operation	A	B	C	D	F
Schedule	A	B	C	D	F
Safety	A	B	C	D	F
Cleanliness	A	B	C	D	F
Convenience	A	B	C	D	F
Fare	A	B	C	D	F
Condition of the buses	A	B	C	D	F
Your overall satisfaction	A	B	C	D	F

14. What do you feel could be done to encourage you to ride the City bus system, or ride it more often?
- 

15. Please rate your satisfaction with the following aspects of the City's streets using the same grading scale.

	Very Good	Good	Average	Poor	Very Poor
Traffic flow	A	B	C	D	F
Condition of the pavement	A	B	C	D	F
Lighting	A	B	C	D	F
Signal lights	A	B	C	D	F
Traffic lights	A	B	C	D	F
On-street parking downtown	A	B	C	D	F
Snow removal	A	B	C	D	F
Availability of sidewalks	A	B	C	D	F

If the respondent answered with D or F to any aspect, ask why.

---

16. Thinking about the general appearance of the City streets and public areas, please rate your satisfaction with the following aspects using the same grading scale:

	Very Good	Good	Average	Poor	Very Poor
Cleanliness	A	B	C	D	F
Landscaping	A	B	C	D	F
Grass areas mowed regularly	A	B	C	D	F
Vacant lots cleared	A	B	C	D	F
Maintenance/appearance of sidewalks	A	B	C	D	F
Maintenance/appearance of City streets & buildings	A	B	C	D	F

17. Within the past twelve months, have you had contact with the Winston-Salem Police Department for police business including 911 calls?

Yes (Continue)                       No (Skip to #18)

Please rate your satisfaction with the police service you received using the same grading scale.

A	B	C	D	F
Very Good	Good	Average	Poor	Very Poor

18. Thinking about everything you have seen, read, or heard about the Winston-Salem Police Department, overall how satisfied are you with the job they are doing? Use the same grading scale.

A                      B                      C                      D                      F  
 Very Good          Good                  Average              Poor                  Very Poor

If the respondent answered with D or F to any aspect, ask why.

---

19. Within the past twelve months, have you had contact with the Winston-Salem Fire Department, including 911 calls?

Yes (Continue)                       No (Skip to #20)

Please rate your satisfaction with the fire service you received using the same grading scale.

A                      B                      C                      D                      F  
 Very Good          Good                  Average              Poor                  Very Poor

20. Thinking about everything you have seen, read, or heard about the Winston-Salem Fire Department, overall how satisfied are you with the job they are doing? Use the same grading scale.

A                      B                      C                      D                      F  
 Very Good          Good                  Average              Poor                  Very Poor

If the respondent answered with D or F to any aspect, ask why.

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21. Are you aware that there are zoning and building permit requirements in the City?

Yes     No

22. During the past twelve months, have you had any contact with any of the City's building inspectors, such as for electrical or gas line connections, construction, or renovations?

Yes (Continue)                       No (Skip to #23)

Was that contact for your home or business?

Home     Business

How satisfied were you with the service you received for your home or business? Use the same grading scale.

A                      B                      C                      D                      F  
 Very Good          Good                  Average              Poor                  Very Poor

23. Thinking about the City Water & Sewer service, please rate your satisfaction with the following aspects using the same grading scale:

	Very Good	Good	Average	Poor	Very Poor
The accuracy of your bill	A	B	C	D	F
The readability of your bill	A	B	C	D	F
The Water & Sewer service overall	A	B	C	D	F

24. Within the past twelve months, have you had contact with the staff of the Water & Sewer Department?

- Yes (Continue)  No (Skip to #25)

Please rate your satisfaction with the following aspects of the contact using the same grading scale.

	Very Good	Good	Average	Poor	Very Poor
Helpfulness	A	B	C	D	F
Friendliness	A	B	C	D	F
Responsiveness	A	B	C	D	F

25. During the past six months, have you visited the City's website?

- Yes (Continue)  No (Skip to #27)

Please rate your satisfaction with the following aspects of the visit using the same grading scale.

	Very Good	Good	Average	Poor	Very Poor
Finding what you want	A	B	C	D	F
Quality of information	A	B	C	D	F
Ability to accomplish what you wanted to do	A	B	C	D	F
Overall satisfaction with the website	A	B	C	D	F

26. Have you used the City's web payment services?

- Yes (Continue)  No (Skip to #27)

Please rate your satisfaction with the web payment services using the same grading scale.

A	B	C	D	F
Very Good	Good	Average	Poor	Very Poor

27. During the past twelve months, have you visited or called the City in order to buy a yard cart sticker, purchase a business license, or pay a water bill/parking ticket, or assessment?

- Yes (Continue)  No (Skip to #28)

Please rate your satisfaction with the following aspects of the experience using the same grading scale.

	Very Good	Good	Average	Poor	Very Poor
Access to someone for the service	A	B	C	D	F
Knowledge of that person	A	B	C	D	F
Overall satisfaction with the experience	A	B	C	D	F

28. Have you used the City's voice response system for paying water bills?

- Yes (Continue)  No (Skip to #29)

Please rate your satisfaction with the system using the same grading scale.

A	B	C	D	F
Very Good	Good	Average	Poor	Very Poor

29. During the past twelve months, have you had contact with a City staff person for any reason?  
 Yes (Continue)  No (Skip to #30)

Please rate your satisfaction with the following aspects of the contact using the same grading scale.

	Very Good	Good	Average	Poor	Very Poor	
Registering a complaint	A	B	C	D	F	NA
Requesting a service or assistance	A	B	C	D	F	NA
Requesting information	A	B	C	D	F	NA
Overall satisfaction with the contact	A	B	C	D	F	

30. Overall, how satisfied are you with the services and programs the City of Winston-Salem provides?  

A	B	C	D	F
Very Good	Good	Average	Poor	Very Poor

31. What would you recommend that the City should do to improve the services it provides to you?  


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That concludes our questions about the City of Winston-Salem. Now tell us a little about yourself.

32. How many years have you lived in Winston-Salem?  
 0-1     2-5     6-10     11-20     Over 20

33. May I ask your race?  
 Caucasian     African-American     Native-American     Asian     Hispanic     Other

34. Stop me when I reach the age group you fall in.  
 18-25     26-35     36-45     46-55     56-65     66-75     Over 75

35. Do you know which ward you live in?  
 North     South     East     West     Northeast     Northwest     Southeast     Southwest

If the respondent is not sure, then ask closest intersection \_\_\_\_\_ and \_\_\_\_\_

36. Gender (by voice)     Male     Female

That concludes our survey and we want to thank you for your valuable input

## Appendix B

### Telephone Sample Crosstabulations

#### Communication Methods: Familiarity Crosstabulations

**Table B1. Familiarity with City's Communication Methods by Age.**

Age Group	n	Channel 13 % Yes	City Line % Yes	City Website % Yes	City Page % Yes	Fraud Hotline % Yes
18-25	43	72.1	11.6	39.5	44.2	0.0
26-35	96	63.5	24.0	42.7	42.7	7.3
36-45	133	67.9	34.3	54.5	54.5	10.5
46-55	113	76.1	55.8	60.2	62.8	11.5
56-65	83	77.1	49.4	51.8	67.5	12.0
66-75	70	70.0	52.9	27.1	62.9	5.7
Over 75	61	59.0	49.2	26.2	68.9	16.4

**Table B2. Familiarity with City's Communication Methods by Race.**

Race	n	Channel 13 % Yes	City Line % Yes	City Website % Yes	City Page % Yes	Fraud Hotline % Yes
Caucasian	390	68.7	46.2	49.2	62.8	9.8
African-American	144	75.0	38.9	52.1	61.8	11.8
Asian	5	60.0	20.0	80.0	80.0	0.0
Hispanic	53	67.9	13.2	5.7	13.2	1.9
Other	6	50.0	33.3	33.3	16.7	33.3

**Table B3. Familiarity with City's Communication Methods by Gender.**

Gender	n	Channel 13 % Yes	City Line % Yes	City Website % Yes	City Page % Yes	Fraud Hotline % Yes
Male	270	70.5	35.4	48.3	55.7	10.4
Female	330	69.1	45.5	44.5	59.4	9.1

**Table B4. Familiarity with City's Communication Methods by Ward.**

Ward	n	Channel 13 % Yes	City Line % Yes	City Website % Yes	City Page % Yes	Fraud Hotline % Yes
North	81	71.6	34.6	56.8	64.2	11.1
South	95	71.6	38.9	35.8	56.8	6.3
East	47	61.7	31.9	42.6	48.9	12.8
West	97	74.2	42.3	52.6	55.7	14.4
Northeast	40	75.0	42.5	37.5	45.0	2.5
Northwest	92	66.7	51.6	48.4	68.8	12.0
Southeast	36	75.0	38.9	38.9	50.0	11.1
Southwest	86	69.8	48.8	51.2	59.3	7.0

## Communication Methods: Channel 13 Usage Crosstabulations

**Table B5. Usage of Channel 13 by Age.**

Age Group	n	Daily	Weekly	Monthly	Several times a year	Never
18-25	31	12.9	19.4	9.7	45.2	12.9
26-35	60	28.3	11.7	15.0	25.0	20.0
36-45	91	12.1	25.3	19.8	26.4	16.5
46-55	86	14.0	19.8	22.1	25.6	18.6
56-65	61	13.1	16.4	23.0	31.1	16.4
66-75	48	6.3	12.5	16.7	47.9	16.7
Over 75	36	5.6	30.6	25.0	22.2	16.7

**Table B6. Usage of Channel 13 by Race.**

Race	n	Daily	Weekly	Monthly	Several times a year	Never
Caucasian	265	7.5	14.3	21.1	34.7	22.3
African-American	1.6	7.5	31.1	20.8	28.3	12.3
Asian	3	0.0	33.3	33.3	33.3	0.0
Hispanic	35	77.1	17.1	2.9	2.9	0.0
Other	4	25.0	50.0	0.0	25.0	0.0

**Table B7. Usage of Channel 13 by Gender.**

Gender	n	Daily	Weekly	Monthly	Several times a year	Never
Male	191	13.6	22.5	18.3	27.7	17.8
Female	223	13.9	16.6	20.2	32.3	17.0

**Table B8. Usage of Channel 13 by Ward.**

Ward	n	Daily	Weekly	Monthly	Several times a year	Never
North	58	12.1	17.2	22.4	34.5	13.8
South	70	21.4	24.3	17.1	25.7	11.4
East	26	15.4	34.6	7.7	19.2	23.1
West	70	14.3	12.9	20.0	30.0	22.9
Northeast	30	10.0	20.0	36.7	20.0	13.3
Northwest	61	6.6	18.0	16.4	37.7	21.3
Southeast	26	19.2	23.1	11.5	30.8	15.4
Southwest	60	10.0	13.3	23.3	33.3	20.0

## Communication Methods: City Line Usage Crosstabulations

**Table B9. Usage of City Line by Age.**

Age Group	n	Daily	Weekly	Monthly	Several times a year	Never
18-25	5	0.0	0.0	20.0	20.0	60.0
26-35	23	0.0	0.0	39.1	34.8	26.1
36-45	47	4.3	2.1	53.2	23.4	17.0
46-55	62	0.0	1.6	53.2	24.2	21.0
56-65	36	0.0	2.8	55.6	25.0	16.7
66-75	35	5.7	0.0	54.3	31.4	8.6
Over 75	30	0.0	3.3	56.7	23.3	16.7

**Table B10. Usage of City Line by Race.**

Race	n	Daily	Weekly	Monthly	Several times a year	Never
Caucasian	174	1.1	2.3	53.4	25.3	17.8
African-American	55	3.6	0.0	40.0	34.5	21.8
Asian	1	0.0	0.0	100.0	0.0	0.0
Hispanic	7	0.0	0.0	85.7	0.0	14.3
Other	2	0.0	0.0	100.0	0.0	0.0

**Table B11. Usage of City Line by Gender.**

Gender	n	Daily	Weekly	Monthly	Several times a year	Never
Male	94	2.1	1.1	47.9	28.7	20.2
Female	145	1.4	2.1	54.5	24.8	17.2

**Table B12. Usage of City Line by Ward.**

Ward	n	Daily	Weekly	Monthly	Several times a year	Never
North	27	3.7	0.0	44.4	25.9	25.9
South	38	2.6	2.6	57.9	21.1	15.8
East	13	0.0	0.0	53.8	23.1	23.1
West	38	2.6	2.6	52.6	26.3	15.8
Northeast	17	0.0	0.0	47.1	41.2	11.8
Northwest	46	0.0	2.2	58.7	30.4	8.7
Southeast	14	0.0	7.1	50.0	0.0	42.9
Southwest	42	0.0	0.0	45.2	31.0	23.8

## Communication Methods: City Website Usage Crosstabulations

**Table B13. Usage of City’s Website by Age.**

Age Group	n	Daily	Weekly	Monthly	Several times a year	Never
18-25	17	0.0	0.0	17.6	64.7	17.6
26-35	41	0.0	2.4	48.8	29.3	19.5
36-45	72	0.0	4.2	31.9	34.7	29.2
46-55	66	3.0	4.5	15.2	42.4	34.8
56-65	37	2.7	2.7	16.2	35.1	43.2
66-75	20	5.0	0.0	20.0	25.0	50.0
Over 75	16	0.0	0.0	6.3	12.5	81.3

**Table B14. Usage of City’s Website by Race.**

Race	n	Daily	Weekly	Monthly	Several times a year	Never
Caucasian	186	1.6	3.2	25.3	37.6	32.3
African-American	73	1.4	2.7	26.0	27.4	42.5
Asian	4	0.0	25.0	0.0	25.0	50.0
Hispanic	3	0.0	0.0	0.0	100.0	0.0
Other	2	0.0	0.0	0.0	50.0	50.0

**Table B15. Usage of City’s Website by Gender.**

Gender	n	Daily	Weekly	Monthly	Several times a year	Never
Male	129	1.6	4.7	26.4	38.8	28.7
Female	141	1.4	2.1	23.4	32.6	40.4

**Table B16. Usage of City’s Website by Ward.**

Ward	n	Daily	Weekly	Monthly	Several times a year	Never
North	45	2.2	0.0	15.6	31.1	51.1
South	34	0.0	0.0	26.5	32.4	41.2
East	18	0.0	0.0	38.9	27.8	33.3
West	46	0.0	2.2	23.9	41.3	32.6
Northeast	16	6.3	6.3	6.3	43.8	37.5
Northwest	44	0.0	6.8	20.5	43.2	29.5
Southeast	14	0.0	0.0	21.4	28.6	50.0
Southwest	44	2.3	4.5	36.4	34.1	22.7

## Communication Methods: City Page Usage Crosstabulations

**Table B17. Usage of City Page by Age.**

Age Group	n	Daily	Weekly	Monthly	Several times a year	Never
18-25	19	26.3	36.8	10.5	21.1	5.3
26-35	41	22.0	29.3	24.4	17.1	7.3
36-45	72	19.4	36.1	19.4	13.9	11.1
46-55	69	29.0	30.4	17.4	11.6	11.6
56-65	52	38.5	21.2	11.5	15.4	13.5
66-75	44	34.1	27.3	4.5	31.8	2.3
Over 75	42	33.3	28.6	16.7	9.5	11.9

**Table B18. Usage of City Page by Race.**

Race	n	Daily	Weekly	Monthly	Several times a year	Never
Caucasian	240	30.0	28.8	16.7	14.6	10.0
African-American	87	25.3	28.7	12.6	23.0	10.3
Asian	4	25.0	75.0	0.0	0.0	0.0
Hispanic	7	28.6	42.9	28.6	0.0	0.0
Other	1	0.0	100.0	0.0	0.0	0.0

**Table B19. Usage of City Page by Gender.**

Gender	n	Daily	Weekly	Monthly	Several times a year	Never
Male	149	28.2	26.2	19.5	16.1	10.1
Female	191	29.3	32.5	12.6	16.2	9.4

**Table B20. Usage of City Page by Ward.**

Ward	n	Daily	Weekly	Monthly	Several times a year	Never
North	52	44.2	26.9	7.7	13.5	7.7
South	53	20.8	32.1	18.9	15.1	13.2
East	22	36.4	22.7	13.6	22.7	4.5
West	50	26.0	26.0	22.0	14.0	12.0
Northeast	18	27.8	27.8	11.1	16.7	16.7
Northwest	63	30.2	28.6	15.9	19.0	6.3
Southeast	18	22.2	38.9	11.1	16.7	11.1
Southwest	51	19.6	35.3	19.6	13.7	11.8

## Communication Methods: Fraud Hot Line Usage Crosstabulations

**Table B21. Usage of Fraud Hot Line by Age.**

Age Group	n	Daily	Weekly	Monthly	Several times a year	Never
18-25	0	--	--	--	--	--
26-35	8	0.0	0.0	0.0	12.5	87.5
36-45	14	0.0	0.0	7.1	0.0	92.9
46-55	11	0.0	9.1	0.0	9.1	81.8
56-65	10	0.0	0.0	0.0	0.0	100.0
66-75	4	0.0	0.0	25.0	0.0	75.0
Over 75	10	0.0	0.0	10.0	10.0	80.0

**Table B22. Usage of Fraud Hot Line by Race.**

Race	n	Daily	Weekly	Monthly	Several times a year	Never
Caucasian	38	0.0	2.6	7.9	7.9	81.6
African-American	16	0.0	0.0	0.0	0.0	100.0
Asian	0	--	--	--	--	--
Hispanic	1	0.0	0.0	0.0	0.0	100.0
Other	2	0.0	0.0	0.0	0.0	100.0

**Table B23. Usage of Fraud Hot Line by Gender.**

Gender	n	Daily	Weekly	Monthly	Several times a year	Never
Male	28	0.0	0.0	7.1	7.1	85.7
Female	29	0.0	3.4	3.4	3.4	89.7

**Table B24. Usage of Fraud Hot Line by Ward.**

Ward	n	Daily	Weekly	Monthly	Several times a year	Never
North	9	0.0	0.0	0.0	0.0	100.0
South	5	0.0	20.0	20.0	0.0	60.0
East	6	0.0	0.0	0.0	16.7	83.3
West	14	0.0	0.0	0.0	14.3	85.7
Northeast	1	0.0	0.0	0.0	0.0	100.0
Northwest	11	0.0	0.0	9.1	0.0	90.9
Southeast	4	0.0	0.0	25.0	0.0	75.0
Southwest	6	0.0	0.0	0.0	0.0	100.0

## Sanitation Services: Usage Crosstabulations

**Table B25. Usage of City's Sanitation Services by Age.**

Age Group	n	Backyard Pickup % Yes	Curbside Pickup % Yes	Leaf Pickup % Yes	Yard Cart Pickup % Yes	Curbside Recycling % Yes	Brush Pickup % Yes	Bulky Item Pickup % Yes
18-25	43	16.3	55.8	20.9	9.3	27.9	16.3	16.3
26-35	96	11.5	66.7	22.9	17.7	45.8	22.9	28.1
36-45	133	19.4	59.7	34.3	28.4	51.5	32.8	42.9
46-55	111	25.7	55.8	44.2	31.9	54.0	38.1	46.8
56-65	82	33.7	55.4	43.4	37.8	65.1	48.2	45.8
66-75	69	45.7	41.4	54.3	30.0	65.7	52.9	46.4
Over 75	60	49.2	49.2	41.0	23.0	58.3	43.3	31.7

**Table B26. Usage of City's Sanitation Services by Race.**

Race	n	Backyard Pickup % Yes	Curbside Pickup % Yes	Leaf Pickup % Yes	Yard Cart Pickup % Yes	Curbside Recycling % Yes	Brush Pickup % Yes	Bulky Item Pickup % Yes
Caucasian	386	31.0	56.7	44.6	32.4	64.0	45.0	44.8
African-American	143	26.4	44.4	30.6	20.1	41.7	27.8	36.4
Asian	5	0.0	80.0	40.0	60.0	80.0	40.0	40.0
Hispanic	53	7.5	81.1	5.7	3.8	11.3	3.8	5.7
Other	6	0.0	50.0	50.0	16.7	16.7	16.7	33.3

**Table B27. Usage of City's Sanitation Services by Gender.**

Gender	n	Backyard Pickup % Yes	Curbside Pickup % Yes	Leaf Pickup % Yes	Yard Cart Pickup % Yes	Curbside Recycling % Yes	Brush Pickup % Yes	Bulky Item Pickup % Yes
Male	271	24.7	52.8	38.4	25.1	54.2	37.3	39.1
Female	329	29.4	58.8	37.3	28.6	53.2	36.2	39.1

**Table B28. Usage of City's Sanitation Services by Ward.**

Ward	n	Backyard Pickup % Yes	Curbside Pickup % Yes	Leaf Pickup % Yes	Yard Cart Pickup % Yes	Curbside Recycling % Yes	Brush Pickup % Yes	Bulky Item Pickup % Yes
North	81	24.7	43.2	33.3	18.5	41.3	27.5	31.3
South	93	29.5	68.4	34.7	25.3	56.8	36.8	45.2
East	47	29.8	61.7	19.1	17.0	36.2	21.3	31.9
West	96	25.8	64.9	51.5	37.5	61.9	48.5	46.4
Northeast	40	30.0	52.5	37.5	15.0	47.5	40.0	32.5
Northwest	92	25.8	51.6	47.3	38.7	62.4	44.1	48.9
Southeast	36	38.9	55.6	44.4	19.4	55.6	41.7	36.1
Southwest	85	26.7	45.3	34.9	29.1	54.7	33.7	35.3

## Sanitation Services: Backyard Garbage Pickup Rating Crosstabulations

**Table B29. Rating of Backyard Garbage Pickup by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	7	2.71	14.3	42.9	42.9	0.0	0.0	B-
26-35	12	3.00	66.7	8.3	0.0	8.3	16.7	B
36-45	26	3.50	69.2	11.5	19.2	0.0	0.0	A-
46-55	29	3.55	75.9	10.3	10.3	0.0	3.4	A-
56-65	28	3.61	71.4	17.9	10.7	0.0	0.0	A-
66-75	32	3.38	71.9	9.4	6.3	9.4	3.1	B+
Over 75	30	3.37	60.0	23.3	10.0	6.7	0.0	B+

**Table B30. Rating of Backyard Garbage Pickup by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	121	3.34	63.6	17.4	11.6	4.1	3.3	B+
African-American	38	3.58	76.3	7.9	13.2	2.6	0.0	A-
Asian	0	--	--	--	--	--	--	--
Hispanic	5	3.80	80.0	20.0	0.0	0.0	0.0	A
Other	0	--	--	--	--	--	--	--

**Table B31. Rating of Backyard Garbage Pickup by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	68	3.41	72.1	10.3	8.8	4.4	4.4	B+
Female	97	3.41	63.9	18.6	13.4	3.1	1.0	B+

**Table B32. Rating of Backyard Garbage Pickup by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	20	3.40	70.0	5.0	20.0	5.0	0.0	B+
South	28	3.11	53.6	17.9	17.9	7.1	3.6	B
East	14	3.64	78.6	14.3	0.0	7.1	0.0	A-
West	26	3.46	65.4	19.2	11.5	3.8	0.0	B+
Northeast	12	3.00	50.0	16.7	25.0	0.0	8.3	B
Northwest	24	3.58	75.0	16.7	4.2	0.0	4.2	A-
Southeast	14	3.64	85.7	0.0	7.1	7.1	0.0	A-
Southwest	23	3.43	65.2	21.7	8.7	0.0	4.3	B+

## Sanitation Services: Curbside Garbage Pickup Rating Crosstabulations

**Table B33. Rating of Curbside Garbage Pickup by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	22	3.27	45.5	40.9	9.1	4.5	0.0	B+
26-35	63	3.38	63.5	20.6	9.5	3.2	3.2	B+
36-45	80	3.38	58.8	23.8	13.8	3.8	0.0	B+
46-55	62	3.66	74.2	21.0	3.2	0.0	1.6	A-
56-65	46	3.74	82.6	10.9	4.3	2.2	0.0	A-
66-75	29	3.62	75.9	17.2	3.4	0.0	3.4	A-
Over 75	29	3.48	65.5	20.7	10.3	3.4	0.0	B+

**Table B34. Rating of Curbside Garbage Pickup by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	220	3.46	65.9	20.9	8.6	2.7	1.8	B+
African-American	63	3.49	65.1	22.2	9.5	3.2	0.0	B+
Asian	4	3.50	75.0	0.0	25.0	0.0	0.0	A-
Hispanic	40	3.75	77.5	20.0	2.5	0.0	0.0	A-
Other	3	3.67	66.7	33.3	0.0	0.0	0.0	A-

**Table B35. Rating of Curbside Garbage Pickup by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	141	3.45	65.2	20.6	9.9	2.8	1.4	B+
Female	191	3.54	68.6	21.5	6.8	2.1	1.0	A-

**Table B36. Rating of Curbside Garbage Pickup by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	35	3.37	51.4	37.1	8.6	2.9	0.0	B+
South	65	3.34	58.5	23.1	12.3	6.2	0.0	B+
East	27	3.74	81.5	11.1	7.4	0.0	0.0	A-
West	61	3.54	70.5	19.7	4.9	3.3	1.6	A-
Northeast	21	3.52	66.7	19.0	14.3	0.0	0.0	A-
Northwest	48	3.50	66.7	20.8	10.4	0.0	2.1	A-
Southeast	20	3.60	75.0	15.0	5.0	5.0	0.0	A-
Southwest	39	3.59	71.8	20.5	5.1	0.0	2.6	A-

## Sanitation Services: Leaf Pickup Rating Crosstabulations

**Table B37. Rating of Leaf Pickup by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	9	2.89	22.2	44.4	33.3	0.0	0.0	B-
26-35	22	3.41	59.1	27.3	9.1	4.5	0.0	B+
36-45	46	3.33	47.8	39.1	10.9	2.2	0.0	B+
46-55	50	3.10	48.0	28.0	16.0	2.0	6.0	B
56-65	36	3.33	52.8	33.3	11.1	0.0	2.8	B+
66-75	38	2.89	44.7	23.7	15.8	7.9	7.9	B-
Over 75	25	3.16	48.0	28.0	16.0	8.0	0.0	B

**Table B38. Rating of Leaf Pickup by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	174	3.13	45.4	32.2	15.5	3.4	3.4	B
African-American	44	3.32	59.1	22.7	11.4	4.5	2.3	B+
Asian	2	3.50	50.0	50.0	0.0	0.0	0.0	A-
Hispanic	3	3.67	66.7	33.3	0.0	0.0	0.0	A-
Other	3	3.33	33.3	66.7	0.0	0.0	0.0	B+

**Table B39. Rating of Leaf Pickup by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	104	3.13	47.1	30.8	15.4	1.9	4.8	B
Female	123	3.22	49.6	30.9	13.0	4.9	1.6	B+

**Table B40. Rating of Leaf Pickup by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	27	2.96	33.3	37.0	25.9	0.0	3.7	B
South	33	3.24	48.5	39.4	6.1	0.0	6.1	B+
East	9	3.44	66.7	22.2	0.0	11.1	0.0	B+
West	50	3.22	50.0	28.0	18.0	2.0	2.0	B+
Northeast	15	3.00	40.0	33.3	13.3	13.3	0.0	B
Northwest	44	3.18	52.3	29.5	6.8	6.8	4.5	B
Southeast	16	3.13	56.3	18.8	12.5	6.3	6.3	B
Southwest	30	3.30	50.0	30.0	20.0	0.0	0.0	B+

## Sanitation Services: Yard Cart Pickup Rating Crosstabulations

**Table B41. Rating of Yard Cart Pickup by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	4	3.75	75.0	25.0	0.0	0.0	0.0	A-
26-35	18	3.67	72.2	22.2	5.6	0.0	0.0	A-
36-45	38	3.68	73.7	21.1	5.3	0.0	0.0	A-
46-55	37	3.46	67.6	18.9	8.1	2.7	2.7	B+
56-65	31	3.84	87.1	9.7	3.2	0.0	0.0	A
66-75	21	3.48	66.7	23.8	4.8	0.0	4.8	B+
Over 75	14	3.71	71.4	28.6	0.0	0.0	0.0	A-

**Table B42. Rating of Yard Cart Pickup by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	127	3.65	74.8	18.1	5.5	0.0	1.6	A-
African-American	30	3.57	66.7	26.7	3.3	3.3	0.0	A-
Asian	3	4.00	100.0	0.0	0.0	0.0	0.0	A
Hispanic	2	4.00	100.0	0.0	0.0	0.0	0.0	A
Other	1	4.00	100.0	0.0	0.0	0.0	0.0	A

**Table B43. Rating of Yard Cart Pickup by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	68	3.54	72.1	17.6	5.9	1.5	2.9	A-
Female	96	3.71	75.0	20.8	4.2	0.0	0.0	A-

**Table B44. Rating of Yard Cart Pickup by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	15	3.67	73.3	20.0	6.7	0.0	0.0	A-
South	24	3.50	70.8	8.3	20.8	0.0	0.0	A-
East	8	3.50	75.0	12.5	0.0	12.5	0.0	A-
West	37	3.73	75.7	21.6	2.7	0.0	0.0	A-
Northeast	7	3.43	42.9	57.1	0.0	0.0	0.0	B+
Northwest	36	3.75	83.3	13.9	0.0	0.0	2.8	A-
Southeast	7	3.29	71.4	14.3	0.0	0.0	14.3	B+
Southwest	25	3.80	80.0	20.0	0.0	0.0	0.0	A

## Sanitation Services: Curbside Recycling Rating Crosstabulations

**Table B45. Rating of Curbside Recycling by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	12	3.58	58.3	41.7	0.0	0.0	0.0	A-
26-35	44	3.48	63.6	27.3	2.3	6.8	0.0	B+
36-45	69	3.49	65.2	24.6	5.8	2.9	1.4	B+
46-55	62	3.56	71.0	19.4	6.5	1.6	1.6	A-
56-65	54	3.54	74.1	13.0	7.4	3.7	1.9	A-
66-75	46	3.57	71.7	17.4	8.7	0.0	2.2	A-
Over 75	35	3.54	68.6	25.7	0.0	2.9	2.9	A-

**Table B46. Rating of Curbside Recycling by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	251	3.48	65.3	24.3	5.2	3.2	2.0	B+
African-American	59	3.69	79.7	11.9	6.8	1.7	0.0	A-
Asian	4	4.00	100.0	0.0	0.0	0.0	0.0	A
Hispanic	6	3.67	66.7	33.3	0.0	0.0	0.0	A-
Other	1	4.00	100.0	0.0	0.0	0.0	0.0	A

**Table B47. Rating of Curbside Recycling by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	147	3.55	70.7	19.7	5.4	2.0	2.0	A-
Female	176	3.52	67.0	23.3	5.1	3.4	1.1	A-

**Table B48. Rating of Curbside Recycling by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	33	3.52	66.7	21.2	9.1	3.0	0.0	A-
South	54	3.30	59.3	25.9	3.7	7.4	3.7	B+
East	17	3.59	76.5	11.8	5.9	5.9	0.0	A-
West	61	3.62	68.9	26.2	3.3	1.6	0.0	A-
Northeast	19	3.53	63.2	26.3	10.5	0.0	0.0	A-
Northwest	58	3.57	70.7	20.7	5.2	1.7	1.7	A-
Southeast	20	3.55	80.0	5.0	10.0	0.0	5.0	A-
Southwest	47	3.66	76.6	17.0	4.3	0.0	2.1	A-

## Sanitation Services: Brush Pickup Rating Crosstabulations

**Table B49. Rating of Brush Pickup by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	7	3.29	28.6	71.4	0.0	0.0	0.0	B+
26-35	22	3.45	63.6	22.7	9.1	4.5	0.0	B+
36-45	43	3.30	48.8	32.6	18.6	0.0	0.0	B+
46-55	43	3.30	58.1	20.9	16.3	2.3	2.3	B+
56-65	40	3.53	67.5	25.0	2.5	2.5	2.5	A-
66-75	37	3.49	70.3	16.2	8.1	2.7	2.7	B+
Over 75	26	3.38	53.8	38.5	3.8	0.0	3.8	B+

**Table B50. Rating of Brush Pickup by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	174	3.35	55.7	29.3	10.9	2.3	1.7	B+
African-American	40	3.58	72.5	17.5	7.5	0.0	2.5	A-
Asian	2	3.50	50.0	50.0	0.0	0.0	0.0	A-
Hispanic	2	4.00	100.0	0.0	0.0	0.0	0.0	A
Other	1	4.00	100.0	0.0	0.0	0.0	0.0	A

**Table B51. Rating of Brush Pickup by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	100	3.36	57.0	28.0	11.0	2.0	2.0	B+
Female	119	3.44	61.3	26.1	9.2	1.7	1.7	B+

**Table B52. Rating of Brush Pickup by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	22	3.32	50.0	31.8	18.2	0.0	0.0	B+
South	35	3.46	57.1	37.1	2.9	0.0	2.9	B+
East	10	3.50	80.0	0.0	10.0	10.0	0.0	A-
West	47	3.43	61.7	21.3	14.9	2.1	0.0	B+
Northeast	16	3.44	68.8	18.8	6.3	0.0	6.3	B+
Northwest	41	3.54	65.9	26.8	4.9	0.0	2.4	A-
Southeast	14	2.86	35.7	35.7	14.3	7.1	7.1	B-
Southwest	29	3.48	62.1	27.6	6.9	3.4	0.0	B+

## Sanitation Services: Bulky Item Pickup Rating Crosstabulations

**Table B53. Rating of Bulky Item Pickup by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	7	3.00	42.9	42.9	0.0	0.0	14.3	B
26-35	27	3.44	63.0	18.5	18.5	0.0	0.0	B+
36-45	56	3.30	60.7	21.4	8.9	5.4	3.6	B+
46-55	50	3.46	70.0	16.0	6.0	6.0	2.0	B+
56-65	38	3.63	78.9	10.5	7.9	0.0	2.6	A-
66-75	32	3.34	62.5	18.8	12.5	3.1	3.1	B+
Over 75	19	3.42	63.2	26.3	5.3	0.0	5.3	B+

**Table B54. Rating of Bulky Item Pickup by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	171	3.50	66.7	22.2	7.6	1.8	1.8	A-
African-American	51	3.24	64.7	9.8	13.7	7.8	3.9	B+
Asian	2	2.00	50.0	0.0	0.0	0.0	50.0	C
Hispanic	3	3.33	66.7	0.0	33.3	0.0	0.0	B+
Other	2	4.00	100.0	0.0	0.0	0.0	0.0	A

**Table B55. Rating of Bulky Item Pickup by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	104	3.40	63.5	22.1	8.7	2.9	2.9	B+
Female	126	3.43	68.3	15.9	9.5	3.2	3.2	B+

**Table B56. Rating of Bulky Item Pickup by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	25	3.32	60.0	16.0	20.0	4.0	0.0	B+
South	42	3.26	64.3	16.7	7.1	4.8	7.1	B+
East	14	3.00	57.1	14.3	14.3	0.0	14.3	B
West	45	3.58	75.6	13.3	6.7	2.2	2.2	A-
Northeast	13	3.31	61.5	15.4	15.4	7.7	0.0	B+
Northwest	45	3.64	75.6	20.0	0.0	2.2	2.2	A-
Southeast	12	3.58	66.7	25.0	8.3	0.0	0.0	A-
Southwest	29	3.31	55.2	24.1	17.2	3.4	0.0	B+

## Curbside Garbage Pickup: Familiarity Crosstabulations

**Table B57. Familiarity with Curbside Garbage Pickup Which Includes Free Rollout for Seniors/Disabled by Age.**

Age Group	n	% Yes	% No
18-25	4	66.7	33.3
26-35	11	61.1	38.9
36-45	19	79.2	20.8
46-55	13	76.5	23.5
56-65	10	62.5	37.5
66-75	12	48.0	52.0
Over 75	13	81.3	18.8

**Table B58. Familiarity with Curbside Garbage Pickup Which Includes Free Rollout for Seniors/Disabled by Race.**

Race	n	% Yes	% No
Caucasian	87	66.7	33.3
African-American	26	69.2	30.8
Asian	1	0.0	100.0
Hispanic	7	71.4	28.6
Other	0	0.0	0.0

**Table B59. Familiarity with Curbside Garbage Pickup Which Includes Free Rollout for Seniors/Disabled by Gender.**

Gender	n	% Yes	% No
Male	52	65.4	34.6
Female	70	68.6	31.4

**Table B60. Familiarity with Curbside Garbage Pickup Which Includes Free Rollout for Seniors/Disabled by Ward.**

Ward	n	% Yes	% No
North	19	68.4	31.6
South	15	73.3	26.7
East	6	66.7	33.3
West	19	68.4	31.6
Northeast	10	50.0	50.0
Northwest	23	65.2	34.8
Southeast	9	88.9	11.1
Southwest	15	73.3	26.7

## Curbside Garbage Pickup: Conversion Crosstabulations

**Table B61. Consider Converting to Curbside Garbage Pickup by Age.**

Age Group	n	% Yes	% No
18-25	2	50.0	50.0
26-35	3	0.0	100.0
36-45	4	25.0	75.0
46-55	4	0.0	100.0
56-65	6	33.3	66.7
66-75	12	75.0	25.0
Over 75	3	33.3	66.7

**Table B62. Consider Converting to Curbside Garbage Pickup by Race.**

Race	n	% Yes	% No
Caucasian	24	37.5	62.5
African-American	6	66.7	33.3
Asian	1	0.0	100.0
Hispanic	3	33.3	66.7
Other	0	--	--

**Table B63. Consider Converting to Curbside Garbage Pickup by Gender.**

Gender	n	% Yes	% No
Male	16	31.3	68.8
Female	18	50.0	50.0

**Table B64. Consider Converting to Curbside Garbage Pickup by Ward.**

Ward	n	% Yes	% No
North	5	80.0	20.0
South	3	0.0	100.0
East	2	100.0	0.0
West	5	40.0	60.0
Northeast	5	60.0	40.0
Northwest	7	42.9	57.1
Southeast	1	0.0	100.0
Southwest	4	0.0	100.0

## LJVM Coliseum: Attendance Crosstabulations

**Table B65. Attendance at LJVM Coliseum Event in the Past Year by Age.**

Age Group	n	% Yes	% No
18-25	43	48.8	51.2
26-35	96	41.7	58.3
36-45	134	38.8	61.2
46-55	113	40.7	59.3
56-65	83	30.1	69.9
66-75	69	27.5	72.5
Over 75	61	16.4	83.6

**Table B66. Attendance at LJVM Coliseum Event in the Past Year by Race.**

Race	n	% Yes	% No
Caucasian	389	33.7	66.3
African-American	144	34.0	66.0
Asian	5	40.0	60.0
Hispanic	53	50.9	49.1
Other	6	50.0	50.0

**Table B67. Attendance at LJVM Coliseum Event in the Past Year by Gender.**

Gender	n	% Yes	% No
Male	271	37.3	62.7
Female	329	34.0	66.0

**Table B68. Attendance at LJVM Coliseum Event in the Past Year by Ward.**

Ward	n	% Yes	% No
North	81	35.8	64.2
South	95	36.8	63.2
East	47	34.0	66.0
West	97	41.2	58.8
Northeast	40	30.0	70.0
Northwest	92	39.1	60.9
Southeast	36	27.8	72.2
Southwest	86	30.2	69.8

## LJVM Coliseum: Cleanliness Rating Crosstabulations

**Table B69. Rating of LJVM Cleanliness by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	20	3.35	45.0	45.0	10.0	0.0	0.0	B+
26-35	40	3.30	40.0	50.0	10.0	0.0	0.0	B+
36-45	53	3.25	43.4	43.4	9.4	1.9	1.9	B+
46-55	45	3.36	44.4	48.9	4.4	2.2	0.0	B+
56-65	25	3.32	44.0	44.0	12.0	0.0	0.0	B+
66-75	20	3.50	55.0	40.0	5.0	0.0	0.0	A-
Over 75	10	3.40	40.0	60.0	0.0	0.0	0.0	B+

**Table B70. Rating of LJVM Cleanliness by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	131	3.36	47.3	43.5	7.6	0.8	0.8	B+
African-American	48	3.48	56.3	37.5	4.2	2.1	0.0	B+
Asian	2	3.50	50.0	50.0	0.0	0.0	0.0	A-
Hispanic	28	2.93	7.1	78.6	14.3	0.0	0.0	B
Other	3	3.00	33.3	33.3	33.3	0.0	0.0	B

**Table B71. Rating of LJVM Cleanliness by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	102	3.28	37.3	54.9	6.9	1.0	0.0	B+
Female	111	3.37	50.5	38.7	9.0	0.9	0.9	B+

**Table B72. Rating of LJVM Cleanliness by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	29	3.45	55.2	34.5	10.3	0.0	0.0	B+
South	35	3.14	34.3	51.4	11.4	0.0	2.9	B
East	17	3.47	47.1	52.9	0.0	0.0	0.0	B+
West	40	3.40	47.5	45.0	7.5	0.0	0.0	B+
Northeast	12	3.08	25.0	66.7	0.0	8.3	0.0	B
Northwest	36	3.31	41.7	50.0	5.6	2.8	0.0	B+
Southeast	10	3.20	50.0	20.0	30.0	0.0	0.0	B+
Southwest	25	3.44	44.0	56.0	0.0	0.0	0.0	B+

## LJVM Coliseum: Food Rating Crosstabulations

**Table B73. Rating of LJVM Food by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	19	2.89	26.3	47.4	21.1	0.0	5.3	B-
26-35	34	2.88	20.6	47.1	32.4	0.0	0.0	B-
36-45	43	2.81	27.9	39.5	23.3	4.7	4.7	B-
46-55	38	2.95	26.3	44.7	26.3	2.6	0.0	B
56-65	20	3.10	45.0	25.0	25.0	5.0	0.0	B
66-75	13	3.00	30.8	38.5	30.8	0.0	0.0	B
Over 75	7	3.14	42.9	28.6	28.6	0.0	0.0	B

**Table B74. Rating of LJVM Food by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	98	2.95	34.7	32.7	27.6	3.1	2.0	B
African-American	44	3.09	34.1	47.7	13.6	2.3	2.3	B
Asian	0	--	--	--	--	--	--	--
Hispanic	28	2.57	0.0	57.1	42.9	0.0	0.0	B-
Other	3	3.00	33.3	33.3	33.3	0.0	0.0	B

**Table B75. Rating of LJVM Food by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	78	2.83	21.8	46.2	28.2	1.3	2.6	B-
Female	96	3.00	34.4	36.5	25.0	3.1	1.0	B

**Table B76. Rating of LJVM Food by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	26	3.12	34.6	42.3	23.1	0.0	0.0	B
South	30	2.87	26.7	40.0	30.0	0.0	3.3	B-
East	13	2.62	23.1	38.5	23.1	7.7	7.7	B-
West	30	3.10	33.3	43.3	23.3	0.0	0.0	B
Northeast	12	3.00	16.7	66.7	16.7	0.0	0.0	B
Northwest	28	2.82	28.6	35.7	25.0	10.7	0.0	B-
Southeast	8	2.63	25.0	12.5	62.5	0.0	0.0	B-
Southwest	19	2.84	26.3	42.1	26.3	0.0	5.3	B-

## LJVM Coliseum: Parking Rating Crosstabulations

**Table B77. Rating of LJVM Parking by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	21	2.90	28.6	38.1	28.6	4.8	0.0	B
26-35	40	2.73	27.5	37.5	20.0	10.0	5.0	B-
36-45	53	3.08	41.5	35.8	15.1	3.8	3.8	B
46-55	46	3.04	37.0	39.1	17.4	4.3	2.2	B
56-65	25	2.92	32.0	40.0	16.0	12.0	0.0	B
66-75	20	2.45	20.0	30.0	30.0	15.0	5.0	C+
Over 75	10	2.60	30.0	30.0	20.0	10.0	10.0	B-

**Table B78. Rating of LJVM Parking by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	133	2.87	34.6	34.6	18.0	9.0	3.8	B-
African-American	48	2.98	43.8	27.1	16.7	8.3	4.2	B
Asian	2	3.00	50.0	0.0	50.0	0.0	0.0	B
Hispanic	28	2.79	7.1	64.3	28.6	0.0	0.0	B-
Other	3	2.67	0.0	66.7	33.3	0.0	0.0	B-

**Table B79. Rating of LJVM Parking by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	102	2.89	31.4	39.2	19.6	6.9	2.9	B-
Female	113	2.89	34.5	34.5	19.5	8.0	3.5	B-

**Table B80. Rating of LJVM Parking by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	29	3.03	44.8	31.0	13.8	3.4	6.9	B
South	35	2.91	28.6	45.7	17.1	5.7	2.9	B
East	17	2.53	17.6	35.3	29.4	17.6	0.0	B-
West	41	3.05	34.1	41.5	19.5	4.9	0.0	B
Northeast	12	2.67	16.7	50.0	16.7	16.7	0.0	B-
Northwest	36	2.83	36.1	33.3	16.7	5.6	8.3	B-
Southeast	10	3.00	40.0	30.0	20.0	10.0	0.0	B
Southwest	27	2.81	33.3	33.3	18.5	11.1	3.7	B-

## LJVM Coliseum: Safety Rating Crosstabulations

**Table B81. Rating of LJVM Safety by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	21	3.48	66.7	19.0	9.5	4.8	0.0	B+
26-35	41	3.27	43.9	39.0	17.1	0.0	0.0	B+
36-45	54	3.46	59.3	29.6	9.3	1.9	0.0	B+
46-55	47	3.40	46.8	48.9	2.1	2.1	0.0	B+
56-65	25	3.56	60.0	36.0	4.0	0.0	0.0	A-
66-75	22	3.59	63.6	31.8	4.5	0.0	0.0	A-
Over 75	10	3.40	50.0	40.0	10.0	0.0	0.0	B+

**Table B82. Rating of LJVM Safety by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	135	3.50	57.8	35.6	5.2	1.5	0.0	A-
African-American	50	3.56	68.0	22.0	8.0	2.0	0.0	A-
Asian	3	3.67	66.7	33.3	0.0	0.0	0.0	A-
Hispanic	28	2.93	17.9	57.1	25.0	0.0	0.0	B
Other	3	3.33	33.3	66.7	0.0	0.0	0.0	B+

**Table B83. Rating of LJVM Safety by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	104	3.37	48.1	43.3	5.8	2.9	0.0	B+
Female	116	3.50	60.3	29.3	10.3	0.0	0.0	A-

**Table B84. Rating of LJVM Safety by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	30	3.63	66.7	30.0	3.3	0.0	0.0	A-
South	36	3.25	47.2	30.6	22.2	0.0	0.0	B+
East	17	3.18	41.2	41.2	11.8	5.9	0.0	B
West	41	3.56	61.0	34.1	4.9	0.0	0.0	A-
Northeast	13	3.23	30.8	61.5	7.7	0.0	0.0	B+
Northwest	37	3.46	54.1	40.5	2.7	2.7	0.0	B+
Southeast	10	3.50	60.0	30.0	10.0	0.0	0.0	A-
Southwest	27	3.52	55.6	40.7	3.7	0.0	0.0	A-

## LJVM Coliseum: Condition of the Facility Rating Crosstabulations

**Table B85. Rating of LJVM Condition of the Facility by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	21	3.43	57.1	28.6	14.3	0.0	0.0	B+
26-35	41	3.20	31.7	56.1	12.2	0.0	0.0	B+
36-45	54	3.33	46.3	42.6	9.3	1.9	0.0	B+
46-55	46	3.39	45.7	47.8	6.5	0.0	0.0	B+
56-65	25	3.52	56.0	40.0	4.0	0.0	0.0	A-
66-75	21	3.38	57.1	28.6	9.5	4.8	0.0	B+
Over 75	10	3.50	60.0	30.0	10.0	0.0	0.0	A-

**Table B86. Rating of LJVM Condition of the Facility by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	134	3.43	52.2	39.6	7.5	0.7	0.0	B+
African-American	49	3.37	53.1	32.7	12.2	2.0	0.0	B+
Asian	3	2.67	0.0	66.7	33.3	0.0	0.0	B-
Hispanic	28	3.11	17.9	75.0	7.1	0.0	0.0	B
Other	3	3.00	33.3	33.3	33.3	0.0	0.0	B

**Table B87. Rating of LJVM Condition of the Facility by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	104	3.38	44.2	49.0	6.7	0.0	0.0	B+
Female	114	3.35	50.0	36.8	11.4	1.8	0.0	B+

**Table B88. Rating of LJVM Condition of the Facility by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	30	3.53	60.0	33.3	6.7	0.0	0.0	A-
South	36	3.22	38.9	47.2	11.1	2.8	0.0	B+
East	17	3.24	35.3	52.9	11.8	0.0	0.0	B+
West	41	3.39	46.3	46.3	7.3	0.0	0.0	B+
Northeast	12	3.00	16.7	75.0	0.0	8.3	0.0	B
Northwest	36	3.47	55.6	36.1	8.3	0.0	0.0	B+
Southeast	10	3.30	50.0	30.0	20.0	0.0	0.0	B+
Southwest	27	3.52	55.6	40.7	3.7	0.0	0.0	A-

## Dixie Classic Fair: Attendance Crosstabulations

**Table B89. Attendance at Dixie Classic Fair by Age.**

Age Group	n	% Yes	% No
18-25	43	55.8	44.2
26-35	96	58.3	41.7
36-45	134	47.0	53.0
46-55	113	36.3	63.7
56-65	83	32.5	67.5
66-75	70	32.9	67.1
Over 75	61	23.0	77.0

**Table B90. Attendance at Dixie Classic Fair by Race.**

Race	n	% Yes	% No
Caucasian	390	38.2	61.8
African-American	144	37.5	62.5
Asian	5	60.0	40.0
Hispanic	53	77.4	22.6
Other	6	16.7	83.3

**Table B91. Attendance at Dixie Classic Fair by Gender.**

Gender	n	% Yes	% No
Male	271	42.4	57.6
Female	330	40.3	59.7

**Table B92. Attendance at Dixie Classic Fair by Ward.**

Ward	n	% Yes	% No
North	81	48.1	51.9
South	95	55.8	44.2
East	47	34.0	66.0
West	97	40.2	59.8
Northeast	40	37.5	62.5
Northwest	93	38.7	61.3
Southeast	36	27.8	72.2
Southwest	86	36.0	64.0

## Dixie Classic Fair: Rating Crosstabulations

**Table B93. Rating of Dixie Classic Fair by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	25	3.40	52.0	36.0	12.0	0.0	0.0	B+
26-35	57	3.05	36.8	36.8	21.1	5.3	0.0	B
36-45	63	3.16	39.7	42.9	14.3	0.0	3.2	B
46-55	41	3.29	53.7	24.4	19.5	2.4	0.0	B+
56-65	27	3.44	59.3	25.9	14.8	0.0	0.0	B+
66-75	23	3.57	69.6	21.7	4.3	4.3	0.0	A-
Over 75	14	3.64	64.3	35.7	0.0	0.0	0.0	A-

**Table B94. Rating of Dixie Classic Fair by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	149	3.41	59.1	27.5	10.1	2.0	1.3	B+
African-American	55	3.40	52.7	34.5	12.7	0.0	0.0	B+
Asian	3	3.00	0.0	100.0	0.0	0.0	0.0	B
Hispanic	42	2.71	11.9	50.0	35.7	2.4	0.0	B-
Other	1	1.00	0.0	0.0	0.0	100.0	0.0	D

**Table B95. Rating of Dixie Classic Fair by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	115	3.27	47.8	35.7	13.0	2.6	0.9	B+
Female	135	3.28	49.6	31.9	16.3	1.5	0.7	B+

**Table B96. Rating of Dixie Classic Fair by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	39	3.26	46.2	35.9	15.4	2.6	0.0	B+
South	54	2.93	31.5	40.7	20.4	3.7	3.7	B
East	16	3.13	50.0	12.5	37.5	0.0	0.0	B
West	40	3.43	55.0	35.0	7.5	2.5	0.0	B+
Northeast	15	3.27	46.7	40.0	6.7	6.7	0.0	B+
Northwest	36	3.58	66.7	25.0	8.3	0.0	0.0	A-
Southeast	10	3.30	60.0	10.0	30.0	0.0	0.0	B+
Southwest	31	3.39	48.4	41.9	9.7	0.0	0.0	B+

## Benton Convention Center: Attendance Crosstabulations

**Table B97. Attendance at Benton Convention Center Event in the Past Year by Age.**

Age Group	n	% Yes	% No
18-25	43	32.6	67.4
26-35	96	24.0	76.0
36-45	134	24.6	75.4
46-55	113	38.9	61.1
56-65	83	31.3	68.7
66-75	70	25.7	74.3
Over 75	61	23.0	77.0

**Table B98. Attendance at Benton Convention Center Event in the Past Year by Race.**

Race	n	% Yes	% No
Caucasian	390	26.9	73.1
African-American	144	31.9	68.1
Asian	5	20.0	80.0
Hispanic	53	32.1	67.9
Other	6	33.3	66.7

**Table B99. Attendance at Benton Convention Center Event in the Past Year by Gender.**

Gender	n	% Yes	% No
Male	271	25.8	74.2
Female	330	30.9	69.1

**Table B100. Attendance at Benton Convention Center Event in the Past Year by Ward.**

Ward	n	% Yes	% No
North	81	28.4	71.6
South	95	28.4	71.6
East	47	34.0	66.0
West	97	33.0	67.0
Northeast	40	20.0	80.0
Northwest	93	31.2	68.8
Southeast	36	16.7	83.3
Southwest	86	27.9	72.1

## Benton Convention Center: Cleanliness Rating Crosstabulations

**Table B101. Rating of Benton Convention Center Cleanliness by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	14	3.43	57.1	28.6	14.3	0.0	0.0	B+
26-35	23	3.26	43.5	39.1	17.4	0.0	0.0	B+
36-45	32	3.44	46.9	50.0	3.1	0.0	0.0	B+
46-55	42	3.31	45.2	40.5	14.3	0.0	0.0	B+
56-65	25	3.40	56.0	32.0	8.0	4.0	0.0	B+
66-75	17	3.47	64.7	29.4	0.0	0.0	5.9	B+
Over 75	13	3.38	53.8	30.8	15.4	0.0	0.0	B+

**Table B102. Rating of Benton Convention Center Cleanliness by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	104	3.36	51.9	34.6	11.5	1.0	1.0	B+
African-American	42	3.52	59.5	33.3	7.1	0.0	0.0	A-
Asian	1	3.00	0.0	100.0	0.0	0.0	0.0	B
Hispanic	16	3.13	18.8	75.0	6.3	0.0	0.0	B
Other	2	3.00	50.0	0.0	50.0	0.0	0.0	B

**Table B103. Rating of Benton Convention Center Cleanliness by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	65	3.38	53.8	33.8	10.8	0.0	1.5	B+
Female	101	3.37	48.5	40.6	9.9	1.0	0.0	B+

**Table B104. Rating of Benton Convention Center Cleanliness by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	21	3.71	71.4	28.6	0.0	0.0	0.0	A-
South	26	3.31	46.2	38.5	15.4	0.0	0.0	B+
East	16	3.19	31.3	56.3	12.5	0.0	0.0	B
West	31	3.39	54.8	35.5	6.5	0.0	3.2	B+
Northeast	7	3.29	42.9	42.9	14.3	0.0	0.0	B+
Northwest	28	3.50	57.1	35.7	7.1	0.0	0.0	A-
Southeast	6	3.17	33.3	50.0	16.7	0.0	0.0	B
Southwest	24	3.25	45.8	37.5	12.5	4.2	0.0	B+

## Benton Convention Center: Food Rating Crosstabulations

**Table B105. Rating of Benton Convention Center Food by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	13	3.00	38.5	30.8	23.1	7.7	0.0	B
26-35	18	3.22	33.3	55.6	11.1	0.0	0.0	B+
36-45	26	3.08	26.9	53.8	19.2	0.0	0.0	B
46-55	36	2.86	27.8	38.9	27.8	2.8	2.8	B-
56-65	14	3.57	57.1	42.9	0.0	0.0	0.0	A-
66-75	15	3.33	53.3	33.3	6.7	6.7	0.0	B+
Over 75	12	3.42	58.3	25.0	16.7	0.0	0.0	B+

**Table B106. Rating of Benton Convention Center Food by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	78	3.18	42.3	37.2	16.7	3.8	0.0	B
African-American	36	3.19	44.4	36.1	16.7	0.0	2.8	B
Asian	0	--	--	--	--	--	--	--
Hispanic	17	2.94	5.9	82.4	11.8	0.0	0.0	B
Other	2	3.00	50.0	0.0	50.0	0.0	0.0	B

**Table B107. Rating of Benton Convention Center Food by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	54	3.02	35.2	38.9	20.4	3.7	1.9	B
Female	80	3.23	40.0	43.8	15.0	1.3	0.0	B+

**Table B108. Rating of Benton Convention Center Food by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	17	3.41	58.8	23.5	17.6	0.0	0.0	B+
South	19	3.11	26.3	57.9	15.8	0.0	0.0	B
East	14	3.00	28.6	42.9	28.6	0.0	0.0	B
West	27	3.19	40.7	48.1	3.7	3.7	3.7	B
Northeast	7	3.43	57.1	28.6	14.3	0.0	0.0	B+
Northwest	22	2.91	31.8	31.8	31.8	4.5	0.0	B
Southeast	5	3.00	40.0	40.0	0.0	20.0	0.0	B
Southwest	17	3.18	29.4	58.8	11.8	0.0	0.0	B

## Benton Convention Center: Parking Rating Crosstabulations

**Table B109. Rating of Benton Convention Center Parking by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	14	3.00	35.7	28.6	35.7	0.0	0.0	B
26-35	22	3.05	31.8	40.9	27.3	0.0	0.0	B
36-45	31	2.81	29.0	29.0	38.7	0.0	3.2	B-
46-55	41	2.71	26.8	34.1	24.4	12.2	2.4	B-
56-65	25	2.92	44.0	20.0	24.0	8.0	4.0	B
66-75	17	3.18	52.9	23.5	17.6	0.0	5.9	B
Over 75	12	3.17	58.3	16.7	8.3	16.7	0.0	B

**Table B110. Rating of Benton Convention Center Parking by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	100	2.89	39.0	24.0	27.0	7.0	3.0	B-
African-American	42	2.98	40.5	26.2	26.2	4.8	2.4	B
Asian	1	3.00	0.0	100.0	0.0	0.0	0.0	B
Hispanic	16	2.88	12.5	62.5	25.0	0.0	0.0	B-
Other	2	3.50	50.0	50.0	0.0	0.0	0.0	A-

**Table B111. Rating of Benton Convention Center Parking by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	63	3.03	42.9	27.0	23.8	3.2	3.2	B
Female	99	2.84	32.3	30.3	28.3	7.1	2.0	B-

**Table B112. Rating of Benton Convention Center Parking by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	21	3.24	57.1	14.3	23.8	4.8	0.0	B+
South	26	2.81	30.8	34.6	26.9	0.0	7.7	B-
East	15	2.53	26.7	20.0	40.0	6.7	6.7	B-
West	31	2.81	29.0	32.3	29.0	9.7	0.0	B-
Northeast	7	3.14	57.1	14.3	14.3	14.3	0.0	B
Northwest	27	3.00	44.4	25.9	18.5	7.4	3.7	B
Southeast	6	3.33	50.0	33.3	16.7	0.0	0.0	B+
Southwest	22	2.82	18.2	45.5	36.4	0.0	0.0	B-

## Benton Convention Center: Safety Rating Crosstabulations

**Table B113. Rating of Benton Convention Center Safety by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	14	3.29	57.1	14.3	28.6	0.0	0.0	B+
26-35	23	3.52	56.5	39.1	4.3	0.0	0.0	A-
36-45	32	3.19	46.9	31.3	15.6	6.3	0.0	B
46-55	42	3.29	42.9	45.2	9.5	2.4	0.0	B+
56-65	25	3.48	64.0	20.0	16.0	0.0	0.0	B+
66-75	17	3.76	82.4	11.8	5.9	0.0	0.0	A-
Over 75	13	3.15	53.8	15.4	23.1	7.7	0.0	B

**Table B114. Rating of Benton Convention Center Safety by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	104	3.38	57.7	26.9	11.5	3.8	0.0	B+
African-American	42	3.45	59.5	26.2	14.3	0.0	0.0	B+
Asian	1	2.00	0.0	0.0	100.0	0.0	0.0	C
Hispanic	16	3.06	25.0	56.3	18.8	0.0	0.0	B
Other	2	3.50	50.0	50.0	0.0	0.0	0.0	A-

**Table B115. Rating of Benton Convention Center Safety by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	65	3.42	60.0	23.1	15.4	1.5	0.0	B+
Female	101	3.34	51.5	33.7	11.9	3.0	0.0	B+

**Table B116. Rating of Benton Convention Center Safety by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	21	3.52	61.9	28.6	9.5	0.0	0.0	A-
South	26	3.12	46.2	26.9	19.2	7.7	0.0	B
East	16	3.06	43.8	25.0	25.0	6.3	0.0	B
West	31	3.48	61.3	25.8	12.9	0.0	0.0	B+
Northeast	7	3.43	57.1	28.6	14.3	0.0	0.0	B+
Northwest	28	3.46	57.1	32.1	10.7	0.0	0.0	B+
Southeast	6	3.67	66.7	33.3	0.0	0.0	0.0	A-
Southwest	24	3.46	54.2	37.5	8.3	0.0	0.0	B+

## Benton Convention Center: Condition of the Facility Rating Crosstabulations

**Table B117. Rating of Benton Convention Center Condition of the Facility by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	14	3.43	57.1	28.6	14.3	0.0	0.0	B+
26-35	23	3.43	47.8	47.8	4.3	0.0	0.0	B+
36-45	32	3.25	40.6	50.0	6.3	0.0	3.1	B+
46-55	42	3.36	47.6	42.9	7.1	2.4	0.0	B+
56-65	25	3.48	60.0	32.0	4.0	4.0	0.0	B+
66-75	17	3.47	64.7	29.4	0.0	0.0	5.9	B+
Over 75	13	3.54	61.5	30.8	7.7	0.0	0.0	A-

**Table B118. Rating of Benton Convention Center Condition of the Facility by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	104	3.38	53.8	36.5	5.8	1.9	1.9	B+
African-American	42	3.52	59.5	33.3	7.1	0.0	0.0	A-
Asian	1	2.00	0.0	0.0	100.0	0.0	0.0	C
Hispanic	16	3.19	18.8	81.3	0.0	0.0	0.0	B
Other	2	3.50	50.0	50.0	0.0	0.0	0.0	A-

**Table B119. Rating of Benton Convention Center Condition of the Facility by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	65	3.37	52.3	36.9	7.7	1.5	1.5	B+
Female	101	3.42	51.5	41.6	5.0	1.0	1.0	B+

**Table B120. Rating of Benton Convention Center Condition of the Facility by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	21	3.62	66.7	28.6	4.8	0.0	0.0	A-
South	26	3.12	42.3	38.5	11.5	3.8	3.8	B
East	16	3.31	37.5	56.3	6.3	0.0	0.0	B+
West	31	3.39	51.6	41.9	3.2	0.0	3.2	B+
Northeast	7	3.29	42.9	42.9	14.3	0.0	0.0	B+
Northwest	28	3.57	57.1	42.9	0.0	0.0	0.0	A-
Southeast	6	3.67	66.7	33.3	0.0	0.0	0.0	A-
Southwest	24	3.46	54.2	37.5	8.3	0.0	0.0	B+

## City Parks: Visitation Crosstabulations

**Table B121. Visited a City Park in the Past Year by Age.**

Age Group	n	% Yes	% No
18-25	43	60.5	39.5
26-35	96	68.8	31.3
36-45	134	67.2	32.8
46-55	113	56.6	43.4
56-65	83	39.8	60.2
66-75	70	45.7	54.3
Over 75	61	32.8	67.2

**Table B122. Visited a City Park in the Past Year by Race.**

Race	n	% Yes	% No
Caucasian	390	52.6	47.4
African-American	144	51.4	48.6
Asian	5	100.0	0.0
Hispanic	53	81.1	18.9
Other	6	50.0	50.0

**Table B123. Visited a City Park in the Past Year by Gender.**

Gender	n	% Yes	% No
Male	271	59.8	40.2
Female	330	51.5	48.5

**Table B124. Visited a City Park in the Past Year by Ward.**

Ward	n	% Yes	% No
North	81	56.8	43.2
South	95	64.2	35.8
East	47	44.7	55.3
West	97	60.8	39.2
Northeast	40	42.5	57.5
Northwest	93	61.3	38.7
Southeast	36	33.3	66.7
Southwest	86	54.7	45.3

## City Parks: Visitation Number Crosstabulations

**Table B125. Number of Times Visited a City Park in the Past Year by Age.**

Age Group	n	Mean	1-2	3-5	6-12	13-20	Over 20
18-25	26	11.5	11.5	30.8	38.5	0.0	19.2
26-35	62	13.1	12.9	29.0	30.6	9.7	17.7
36-45	78	33.1	15.4	29.5	23.1	12.8	19.2
46-55	58	29.2	15.5	22.4	34.5	3.4	24.1
56-65	29	29.2	31.0	24.1	13.8	10.3	20.7
66-75	25	9.16	28.0	32.0	20.0	12.0	8.0
Over 75	19	46.8	26.3	31.6	15.8	5.3	21.1

**Table B126. Number of Times Visited a City Park in the Past Year by Race.**

Race	n	Mean	1-2	3-5	6-12	13-20	Over 20
Caucasian	182	31.1	20.3	24.2	26.9	7.1	21.4
African-American	65	16.0	18.5	41.5	15.4	9.2	15.4
Asian	4	12.5	0.0	25.0	25.0	25.0	25.0
Hispanic	42	12.7	9.5	26.2	42.9	7.1	14.3
Other	3	18.3	0.0	0.0	33.3	33.3	33.3

**Table B127. Number of Times Visited a City Park in the Past Year by Gender.**

Gender	n	Mean	1-2	3-5	6-12	13-20	Over 20
Male	146	27.1	17.1	24.0	28.1	10.3	20.5
Female	152	22.4	18.4	31.6	25.7	6.6	17.8

**Table B128. Number of Times Visited a City Park in the Past Year by Ward.**

Ward	n	Mean	1-2	3-5	6-12	13-20	Over 20
North	41	39.4	12.2	31.7	26.8	0.0	29.3
South	56	25.8	19.6	23.2	30.4	10.7	16.1
East	17	13.6	17.6	35.3	23.5	5.9	17.6
West	56	17.5	23.2	28.6	23.2	10.7	14.3
Northeast	17	8.94	23.5	47.1	11.8	0.0	17.6
Northwest	51	35.1	13.7	25.5	29.4	11.8	19.6
Southeast	11	47.8	9.1	36.4	27.3	9.1	18.2
Southwest	39	13.6	20.5	15.4	33.3	7.7	23.1

## City Parks: Cleanliness Rating Crosstabulations

**Table B129. Rating of Cleanliness of City Parks by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	26	3.19	42.3	34.6	23.1	0.0	0.0	B
26-35	66	3.30	39.4	51.5	9.1	0.0	0.0	B+
36-45	90	3.28	45.6	41.1	10.0	2.2	1.1	B+
46-55	62	3.40	53.2	35.5	9.7	1.6	0.0	B+
56-65	30	3.43	63.3	23.3	10.0	0.0	3.3	B+
66-75	32	3.41	56.3	31.3	9.4	3.1	0.0	B+
Over 75	20	3.25	50.0	30.0	15.0	5.0	0.0	B+

**Table B130. Rating of Cleanliness of City Parks by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	201	3.38	52.2	36.8	8.5	1.5	1.0	B+
African-American	73	3.32	56.2	21.9	19.2	2.7	0.0	B+
Asian	5	3.80	80.0	20.0	0.0	0.0	0.0	A
Hispanic	43	3.00	11.6	76.7	11.6	0.0	0.0	B
Other	3	4.00	100.0	0.0	0.0	0.0	0.0	A

**Table B131. Rating of Cleanliness of City Parks by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	159	3.38	50.3	39.6	7.5	2.5	0.0	B+
Female	168	3.28	47.0	36.9	14.3	0.6	1.2	B+

**Table B132. Rating of Cleanliness of City Parks by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	47	3.32	55.3	25.5	14.9	4.3	0.0	B+
South	60	3.12	35.0	45.0	16.7	3.3	0.0	B
East	20	3.30	45.0	40.0	15.0	0.0	0.0	B+
West	59	3.39	52.5	37.3	8.5	0.0	1.7	B+
Northeast	16	3.13	37.5	50.0	6.3	0.0	6.3	B
Northwest	55	3.36	49.1	40.0	9.1	1.8	0.0	B+
Southeast	11	3.36	36.4	63.6	0.0	0.0	0.0	B+
Southwest	47	3.43	53.2	36.2	10.6	0.0	0.0	B+

## City Parks: Appearance Rating Crosstabulations

**Table B133. Rating of Appearance of City Parks by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	26	3.38	50.0	38.5	11.5	0.0	0.0	B+
26-35	66	3.38	45.5	47.0	7.6	0.0	0.0	B+
36-45	90	3.27	42.2	45.6	10.0	1.1	1.1	B+
46-55	61	3.36	50.8	36.1	11.5	1.6	0.0	B+
56-65	30	3.53	66.7	26.7	3.3	0.0	3.3	A-
66-75	32	3.41	56.3	31.3	9.4	3.1	0.0	B+
Over 75	20	3.45	65.0	20.0	10.0	5.0	0.0	B+

**Table B134. Rating of Appearance of City Parks by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	200	3.40	53.0	36.5	8.5	1.0	1.0	B+
African-American	73	3.44	58.9	28.8	9.6	2.7	0.0	B+
Asian	5	3.60	80.0	0.0	20.0	0.0	0.0	A-
Hispanic	43	3.07	18.6	69.8	11.6	0.0	0.0	B
Other	3	3.67	66.7	33.3	0.0	0.0	0.0	A-

**Table B135. Rating of Appearance of City Parks by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	159	3.38	48.4	42.1	8.2	1.3	0.0	B+
Female	167	3.36	52.1	35.3	10.2	1.2	1.2	B+

**Table B136. Rating of Appearance of City Parks by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	47	3.47	57.4	31.9	10.6	0.0	0.0	B+
South	60	3.17	36.7	46.7	13.3	3.3	0.0	B
East	20	3.30	40.0	50.0	10.0	0.0	0.0	B+
West	59	3.41	55.9	32.2	10.2	0.0	1.7	B+
Northeast	16	3.06	37.5	50.0	0.0	6.3	6.3	B
Northwest	55	3.42	52.7	38.2	7.3	1.8	0.0	B+
Southeast	11	3.36	36.4	63.6	0.0	0.0	0.0	B+
Southwest	46	3.46	56.5	32.6	10.9	0.0	0.0	B+

## City Parks: Condition of Equipment Rating Crosstabulations

**Table B137. Rating of Condition of Equipment in City Parks by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	26	3.19	42.3	34.6	23.1	0.0	0.0	B
26-35	66	3.17	37.9	42.4	18.2	1.5	0.0	B
36-45	90	3.19	42.2	38.9	15.6	2.2	1.1	B
46-55	59	3.19	35.6	50.8	11.9	0.0	1.7	B
56-65	30	3.23	46.7	30.0	23.3	0.0	0.0	B+
66-75	29	3.31	48.3	37.9	10.3	3.4	0.0	B+
Over 75	19	3.21	47.4	26.3	26.3	0.0	0.0	B+

**Table B138. Rating of Condition of Equipment in City Parks by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	195	3.24	45.1	36.9	15.9	1.0	1.0	B+
African-American	72	3.28	48.6	33.3	15.3	2.8	0.0	B+
Asian	5	3.80	80.0	20.0	0.0	0.0	0.0	A
Hispanic	43	2.81	7.0	67.4	25.6	0.0	0.0	B-
Other	3	4.00	100.0	0.0	0.0	0.0	0.0	A

**Table B139. Rating of Condition of Equipment in City Parks by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	158	3.25	39.9	46.8	12.0	0.6	0.6	B+
Female	162	3.16	43.2	32.7	21.6	1.9	0.6	B

**Table B140. Rating of Condition of Equipment in City Parks by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	45	3.36	55.6	24.4	20.0	0.0	0.0	B+
South	60	3.02	30.0	46.7	20.0	1.7	1.7	B
East	19	3.11	31.6	52.6	10.5	5.3	0.0	B
West	56	3.23	41.1	41.1	17.9	0.0	0.0	B+
Northeast	16	2.88	37.5	31.3	18.8	6.3	6.3	B-
Northwest	55	3.22	41.8	40.0	16.4	1.8	0.0	B+
Southeast	11	3.27	36.4	54.5	9.1	0.0	0.0	B+
Southwest	46	3.26	43.5	39.1	17.4	0.0	0.0	B+

## City Parks: Safety Rating Crosstabulations

**Table B141. Rating of Safety of City Parks by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	26	3.35	53.8	26.9	19.2	0.0	0.0	B+
26-35	66	3.20	37.9	47.0	12.1	3.0	0.0	B+
36-45	89	3.18	40.4	43.8	12.4	0.0	3.4	B
46-55	60	3.47	56.7	35.0	6.7	1.7	0.0	B+
56-65	30	3.33	56.7	26.7	10.0	6.7	0.0	B+
66-75	32	3.53	65.6	25.0	6.3	3.1	0.0	A-
Over 75	20	3.20	50.0	25.0	20.0	5.0	0.0	B+

**Table B142. Rating of Safety of City Parks by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	198	3.38	54.0	34.3	8.1	2.5	1.0	B+
African-American	73	3.29	50.7	32.9	12.3	2.7	1.4	B+
Asian	5	3.80	80.0	20.0	0.0	0.0	0.0	A
Hispanic	43	2.86	14.0	58.1	27.9	0.0	0.0	B-
Other	3	3.67	66.7	33.3	0.0	0.0	0.0	A-

**Table B143. Rating of Safety of City Parks by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	157	3.38	51.0	39.5	7.6	0.6	1.3	B+
Female	167	3.23	46.7	34.1	15.0	3.6	0.6	B+

**Table B144. Rating of Safety of City Parks by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	47	3.32	51.1	34.0	12.8	0.0	2.1	B+
South	60	3.07	35.0	43.3	16.7	3.3	1.7	B
East	20	3.15	45.0	35.0	10.0	10.0	0.0	B
West	59	3.36	52.5	33.9	10.2	3.4	0.0	B+
Northeast	16	3.13	43.8	37.5	12.5	0.0	6.3	B
Northwest	53	3.42	52.8	35.8	11.3	0.0	0.0	B+
Southeast	11	3.27	45.5	45.5	0.0	9.1	0.0	B+
Southwest	46	3.41	52.2	37.0	10.9	0.0	0.0	B+

## City Parks: Overall Satisfaction Rating Crosstabulations

**Table B145. Rating of Overall Satisfaction with City Parks by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	26	3.50	61.5	26.9	11.5	0.0	0.0	A-
26-35	66	3.38	43.9	50.0	6.1	0.0	0.0	B+
36-45	90	3.23	42.2	43.3	12.2	0.0	2.2	B+
46-55	61	3.48	55.7	36.1	8.2	0.0	0.0	B+
56-65	30	3.47	63.3	30.0	0.0	3.3	3.3	B+
66-75	33	3.45	54.5	36.4	9.1	0.0	0.0	B+
Over 75	20	3.25	45.0	35.0	20.0	0.0	0.0	B+

**Table B146. Rating of Overall Satisfaction with City Parks by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	201	3.40	52.7	36.8	9.0	0.5	1.0	B+
African-American	73	3.45	58.9	30.1	9.6	0.0	1.4	B+
Asian	5	3.60	80.0	0.0	20.0	0.0	0.0	A-
Hispanic	43	3.07	16.3	74.4	9.3	0.0	0.0	B
Other	3	4.00	100.0	0.0	0.0	0.0	0.0	A

**Table B147. Rating of Overall Satisfaction with City Parks by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	160	3.40	49.4	42.5	7.5	0.0	0.6	B+
Female	167	3.35	50.9	36.5	10.8	0.6	1.2	B+

**Table B148. Rating of Overall Satisfaction with City Parks by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	47	3.43	57.4	31.9	8.5	0.0	2.1	B+
South	60	3.17	33.3	51.7	13.3	1.7	0.0	B
East	20	3.45	55.0	35.0	10.0	0.0	0.0	B+
West	59	3.37	50.8	39.0	8.5	0.0	1.7	B+
Northeast	16	3.13	37.5	50.0	6.3	0.0	6.3	B
Northwest	56	3.43	51.8	39.3	8.9	0.0	0.0	B+
Southeast	11	3.36	36.4	63.6	0.0	0.0	0.0	B+
Southwest	46	3.48	58.7	30.4	10.9	0.0	0.0	B+

## City Pools: Visitation Crosstabulations

**Table B149. Visited a City Pool in the Past Year by Age.**

Age Group	n	% Yes	% No
18-25	43	14.0	86.0
26-35	96	33.3	66.7
36-45	134	14.9	85.1
46-55	113	6.2	93.8
56-65	83	2.4	97.6
66-75	69	2.9	97.1
Over 75	61	1.6	98.4

**Table B150. Visited a City Pool in the Past Year by Race.**

Race	n	% Yes	% No
Caucasian	389	8.2	91.8
African-American	144	11.1	88.9
Asian	5	20.0	80.0
Hispanic	53	39.6	60.4
Other	6	0.	100.0

**Table B151. Visited a City Pool in the Past Year by Gender.**

Gender	n	% Yes	% No
Male	270	11.5	88.5
Female	330	11.8	88.2

**Table B152. Visited a City Pool in the Past Year by Ward.**

Ward	n	% Yes	% No
North	81	12.3	87.7
South	95	15.8	84.2
East	47	4.3	95.7
West	97	13.4	86.6
Northeast	40	15.0	85.0
Northwest	92	9.8	90.2
Southeast	36	8.3	91.7
Southwest	86	10.5	89.5

## City Pools: Visitation Number Crosstabulations

**Table B153. Number of Times Visited a City Pool in the Past Year by Age.**

Age Group	n	Mean	1-2	3-5	6-12	13-20	Over 20
18-25	6	2.83	50.0	33.3	0.0	16.7	0.0
26-35	26	3.38	34.6	15.4	30.8	15.4	3.8
36-45	16	2.94	37.5	37.5	18.8	6.3	0.0
46-55	6	3.17	33.3	16.7	50.0	0.0	0.0
56-65	2	3.00	0.0	100.0	0.0	0.0	0.0
66-75	1	2.00	100.0	0.0	0.0	0.0	0.0
Over 75	1	6.00	0.0	0.0	0.0	0.0	100.0

**Table B154. Number of Times Visited a City Pool in the Past Year by Race.**

Race	n	Mean	1-2	3-5	6-12	13-20	Over 20
Caucasian	26	3.12	42.3	26.9	15.4	7.7	7.7
African-American	12	2.92	41.7	33.3	16.7	8.3	0.0
Asian	1	4.00	0.0	0.0	100.0	0.0	0.0
Hispanic	19	3.42	26.3	21.1	36.8	15.8	0.0
Other	0	--	--	--	--	--	--

**Table B155. Number of Times Visited a City Pool in the Past Year by Gender.**

Gender	n	Mean	1-2	3-5	6-12	13-20	Over 20
Male	28	3.25	35.7	25.0	25.0	7.1	7.1
Female	30	3.13	36.7	26.7	23.3	13.3	0.0

**Table B156. Number of Times Visited a City Pool in the Past Year by Ward.**

Ward	n	Mean	1-2	3-5	6-12	13-20	Over 20
North	8	2.75	50.0	25.0	25.0	0.0	0.0
South	13	3.31	30.8	23.1	30.8	15.4	0.0
East	2	4.00	0.0	0.0	100.0	0.0	0.0
West	13	3.23	46.2	15.4	15.4	15.4	7.7
Northeast	6	2.67	50.0	33.3	16.7	0.0	0.0
Northwest	6	3.50	33.3	33.3	0.0	16.7	16.7
Southeast	3	3.67	0.0	66.7	0.0	33.3	0.0
Southwest	6	3.00	33.3	33.3	33.3	0.0	0.0

## City Pools: Hours of Operation Rating Crosstabulations

**Table B157. Rating of Hours of Operation of City Pools by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	4	3.25	25.0	75.0	0.0	0.0	0.0	B+
26-35	31	3.19	41.9	38.7	16.1	3.2	0.0	B
36-45	20	3.05	25.0	55.0	20.0	0.0	0.0	B
46-55	7	3.00	28.6	57.1	0.0	14.3	0.0	B
56-65	2	4.00	100.0	0.0	0.0	0.0	0.0	A
66-75	1	4.00	100.0	0.0	0.0	0.0	0.0	A
Over 75	1	4.00	100.0	0.0	0.0	0.0	0.0	A

**Table B158. Rating of Hours of Operation of City Pools by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	30	3.27	53.3	23.3	20.0	3.3	0.0	B+
African-American	16	3.31	43.8	43.8	12.5	0.0	0.0	B+
Asian	1	3.00	0.0	100.0	0.0	0.0	0.0	B
Hispanic	19	2.95	10.5	78.9	5.3	5.3	0.0	B
Other	0	--	--	--	--	--	--	--

**Table B159. Rating of Hours of Operation of City Pools by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	29	3.07	31.0	51.7	10.3	6.9	0.0	B
Female	37	3.27	43.2	40.5	16.2	0.0	0.0	B+

**Table B160. Rating of Hours of Operation of City Pools by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	8	2.88	25.0	50.0	12.5	12.5	0.0	B-
South	15	3.00	20.0	66.7	6.7	6.7	0.0	B
East	2	3.00	0.0	100.0	0.0	0.0	0.0	B
West	12	3.42	50.0	41.7	8.3	0.0	0.0	B+
Northeast	6	3.33	33.3	66.7	0.0	0.0	0.0	B+
Northwest	8	3.25	62.5	0.0	37.5	0.0	0.0	B+
Southeast	3	3.00	0.0	100.0	0.0	0.0	0.0	B
Southwest	9	3.11	44.4	22.2	33.3	0.0	0.0	B

## City Pools: Safety Rating Crosstabulations

**Table B161. Rating of Safety of City Pools by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	5	3.00	20.0	60.0	20.0	0.0	0.0	B
26-35	32	3.56	68.8	21.9	6.3	3.1	0.0	A-
36-45	19	3.05	26.3	57.9	10.5	5.3	0.0	B
46-55	7	3.29	28.6	71.4	0.0	0.0	0.0	B+
56-65	2	4.00	100.0	0.0	0.0	0.0	0.0	A
66-75	1	4.00	100.0	0.0	0.0	0.0	0.0	A
Over 75	1	4.00	100.0	0.0	0.0	0.0	0.0	A

**Table B162. Rating of Safety of City Pools by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	30	3.37	53.3	36.7	3.3	6.7	0.0	B+
African-American	15	3.27	46.7	33.3	20.0	0.0	0.0	B+
Asian	1	4.00	100.0	0.0	0.0	0.0	0.0	A
Hispanic	21	3.43	47.6	47.6	4.8	0.0	0.0	B+
Other	0	--	--	--	--	--	--	--

**Table B163. Rating of Safety of City Pools by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	29	3.31	44.8	41.4	13.8	0.0	0.0	B+
Female	38	3.42	55.3	36.8	2.6	5.3	0.0	B+

**Table B164. Rating of Safety of City Pools by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	9	3.11	33.3	44.4	22.2	0.0	0.0	B
South	15	3.27	46.7	40.0	6.7	6.7	0.0	B+
East	2	3.50	50.0	50.0	0.0	0.0	0.0	A-
West	12	3.50	50.0	50.0	0.0	0.0	0.0	A-
Northeast	6	3.33	33.3	66.7	0.0	0.0	0.0	B+
Northwest	9	3.22	55.6	22.2	11.1	11.1	0.0	B+
Southeast	3	3.67	66.7	33.3	0.0	0.0	0.0	A-
Southwest	8	3.50	62.5	25.0	12.5	0.0	0.0	A-

## City Pools: Cleanliness Rating Crosstabulations

**Table B165. Rating of Cleanliness of City Pools by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	5	2.80	20.0	40.0	40.0	0.0	0.0	B-
26-35	32	3.06	28.1	56.3	12.5	0.0	3.1	B
36-45	19	2.84	31.6	31.6	26.3	10.5	0.0	B-
46-55	7	3.00	28.6	57.1	0.0	14.3	0.0	B
56-65	2	4.00	100.0	0.0	0.0	0.0	0.0	A
66-75	1	4.00	100.0	0.0	0.0	0.0	0.0	A
Over 75	1	4.00	100.0	0.0	0.0	0.0	0.0	A

**Table B166. Rating of Cleanliness of City Pools by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	30	3.17	40.0	43.3	13.3	0.0	3.3	B
African-American	15	2.80	33.3	26.7	26.7	13.3	0.0	B-
Asian	1	3.00	0.0	100.0	0.0	0.0	0.0	B
Hispanic	21	3.00	23.8	57.1	14.3	4.8	0.0	B
Other	0	--	--	--	--	--	--	--

**Table B167. Rating of Cleanliness of City Pools by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	29	3.24	41.4	44.8	10.3	3.4	0.0	B+
Female	38	2.87	26.3	44.7	21.1	5.3	2.6	B-

**Table B168. Rating of Cleanliness of City Pools by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	9	3.00	44.4	22.2	22.2	11.1	0.0	B
South	15	2.93	26.7	53.3	13.3	0.0	6.7	B
East	2	3.00	0.0	100.0	0.0	0.0	0.0	B
West	12	3.17	41.7	41.7	8.3	8.3	0.0	B
Northeast	6	2.67	16.7	50.0	16.7	16.7	0.0	B-
Northwest	9	3.00	33.3	33.3	33.3	0.0	0.0	B
Southeast	3	3.67	66.7	33.3	0.0	0.0	0.0	A-
Southwest	8	2.88	12.5	62.5	25.0	0.0	0.0	B-

## City Pools: Condition of Equipment Rating Crosstabulations

**Table B169. Rating of Condition of Equipment at City Pools by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	5	2.60	0.0	60.0	40.0	0.0	0.0	B-
26-35	32	3.09	34.4	40.6	25.0	0.0	0.0	B
36-45	18	2.94	33.3	33.3	27.8	5.6	0.0	B
46-55	7	3.00	28.6	57.1	0.0	14.3	0.0	B
56-65	2	4.00	100.0	0.0	0.0	0.0	0.0	A
66-75	1	4.00	100.0	0.0	0.0	0.0	0.0	A
Over 75	1	4.00	100.0	0.0	0.0	0.0	0.0	A

**Table B170. Rating of Condition of Equipment at City Pools by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	29	3.28	48.3	31.0	20.7	0.0	0.0	B+
African-American	15	2.93	33.3	33.3	26.7	6.7	0.0	B
Asian	1	3.00	0.0	100.0	0.0	0.0	0.0	B
Hispanic	21	2.86	19.0	52.4	23.8	4.8	0.0	B-
Other	0	--	--	--	--	--	--	--

**Table B171. Rating of Condition of Equipment at City Pools by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	29	3.17	41.4	37.9	17.2	3.4	0.0	B
Female	37	2.97	29.7	40.5	27.0	2.7	0.0	B

**Table B172. Rating of Condition of Equipment at City Pools by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	9	2.56	11.1	55.6	11.1	22.2	0.0	B-
South	15	3.13	33.3	46.7	20.0	0.0	0.0	B
East	2	3.00	50.0	0.0	50.0	0.0	0.0	B
West	12	3.08	33.3	41.7	25.0	0.0	0.0	B
Northeast	6	2.67	16.7	33.3	50.0	0.0	0.0	B-
Northwest	8	3.25	50.0	25.0	25.0	0.0	0.0	B+
Southeast	3	3.33	33.3	66.7	0.0	0.0	0.0	B+
Southwest	8	3.25	50.0	25.0	25.0	0.0	0.0	B+

## City Pools: Admission Fees Rating Crosstabulations

**Table B173. Rating of Admission Fees at City Pools by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	5	2.60	0.0	60.0	40.0	0.0	0.0	B-
26-35	32	3.13	40.6	31.3	28.1	0.0	0.0	B
36-45	20	3.10	35.0	40.0	25.0	0.0	0.0	B
46-55	7	3.57	57.1	42.9	0.0	0.0	0.0	A-
56-65	2	3.00	50.0	0.0	50.0	0.0	0.0	B
66-75	1	4.00	100.0	0.0	0.0	0.0	0.0	A
Over 75	1	4.00	100.0	0.0	0.0	0.0	0.0	A

**Table B174. Rating of Admission Fees at City Pools by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	30	3.37	56.7	23.3	20.0	0.0	0.0	B+
African-American	16	3.19	43.8	31.3	25.0	0.0	0.0	B
Asian	1	4.00	100.0	0.0	0.0	0.0	0.0	A
Hispanic	21	2.76	9.5	57.1	33.3	0.0	0.0	B-
Other	0	--	--	--	--	--	--	--

**Table B175. Rating of Admission Fees at City Pools by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	29	3.10	41.4	27.6	31.0	0.0	0.0	B
Female	39	3.18	38.5	41.0	20.5	0.0	0.0	B

**Table B176. Rating of Admission Fees at City Pools by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	9	3.11	33.3	44.4	22.2	0.0	0.0	B
South	15	2.93	26.7	40.0	33.3	0.0	0.0	B
East	2	2.50	0.0	50.0	50.0	0.0	0.0	B-
West	12	3.58	66.7	25.0	8.3	0.0	0.0	A-
Northeast	6	3.00	33.3	33.3	33.3	0.0	0.0	B
Northwest	9	3.11	44.4	22.2	33.3	0.0	0.0	B
Southeast	3	3.33	33.3	66.7	0.0	0.0	0.0	B+
Southwest	9	3.00	33.3	33.3	33.3	0.0	0.0	B

## City Pools: Food Rating Crosstabulations

**Table B177. Rating of Food at City Pools by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	5	2.40	0.0	40.0	60.0	0.0	0.0	C+
26-35	21	2.71	19.0	38.1	38.1	4.8	0.0	B-
36-45	12	3.08	33.3	41.7	25.0	0.0	0.0	B
46-55	6	3.33	33.3	66.7	0.0	0.0	0.0	B+
56-65	2	3.00	50.0	0.0	50.0	0.0	0.0	B
66-75	0	--	--	--	--	--	--	--
Over 75	1	4.00	100.0	0.0	0.0	0.0	0.0	A

**Table B178. Rating of Food at City Pools by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	15	3.07	33.3	40.0	26.7	0.0	0.0	B
African-American	10	3.20	50.0	20.0	30.0	0.0	0.0	B+
Asian	1	4.00	100.0	0.0	0.0	0.0	0.0	A
Hispanic	21	2.57	4.8	52.4	38.1	4.8	0.0	B-
Other	0	--	--	--	--	--	--	--

**Table B179. Rating of Food at City Pools by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	18	2.83	22.2	38.9	38.9	0.0	0.0	B-
Female	29	2.93	27.6	41.4	27.6	3.4	0.0	B

**Table B180. Rating of Food at City Pools by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	6	2.83	16.7	50.0	33.3	0.0	0.0	B-
South	14	2.71	14.3	42.9	42.9	0.0	0.0	B-
East	2	1.50	0.0	0.0	50.0	50.0	0.0	C-
West	7	3.14	42.9	28.6	28.6	0.0	0.0	B
Northeast	5	3.20	20.0	80.0	0.0	0.0	0.0	B+
Northwest	3	3.00	33.3	33.3	33.3	0.0	0.0	B
Southeast	2	3.00	0.0	100.0	0.0	0.0	0.0	B
Southwest	5	2.60	20.0	20.0	60.0	0.0	0.0	B-

## City Pools: Overall Satisfaction Rating Crosstabulations

**Table B181. Rating of Overall Satisfaction with City Pools by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	5	2.80	20.0	40.0	40.0	0.0	0.0	B-
26-35	32	3.16	34.4	50.0	12.5	3.1	0.0	B
36-45	19	3.11	42.1	36.8	10.5	10.5	0.0	B
46-55	6	3.17	33.3	50.0	16.7	0.0	0.0	B
56-65	2	3.50	50.0	50.0	0.0	0.0	0.0	A-
66-75	1	4.00	100.0	0.0	0.0	0.0	0.0	A
Over 75	1	4.00	100.0	0.0	0.0	0.0	0.0	A

**Table B182. Rating of Overall Satisfaction with City Pools by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	29	3.34	48.3	44.8	0.0	6.9	0.0	B+
African-American	15	3.00	40.0	26.7	26.7	6.7	0.0	B
Asian	1	4.00	100.0	0.0	0.0	0.0	0.0	A
Hispanic	21	2.95	19.0	57.1	23.8	0.0	0.0	B
Other	0	--	--	--	--	--	--	--

**Table B183. Rating of Overall Satisfaction with City Pools by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	29	3.24	37.9	48.3	13.8	0.0	0.0	B+
Female	37	3.08	37.8	40.5	13.5	8.1	0.0	B

**Table B184. Rating of Overall Satisfaction with City Pools by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	9	2.78	22.2	33.3	44.4	0.0	0.0	B-
South	14	3.14	42.9	35.7	14.3	7.1	0.0	B
East	2	3.00	0.0	100.0	0.0	0.0	0.0	B
West	12	3.25	41.7	50.0	0.0	8.3	0.0	B+
Northeast	6	3.33	33.3	66.7	0.0	0.0	0.0	B+
Northwest	9	2.89	33.3	33.3	22.2	11.1	0.0	B-
Southeast	3	3.33	33.3	66.7	0.0	0.0	0.0	B+
Southwest	8	3.25	37.5	50.0	12.5	0.0	0.0	B+

## City Recreation Centers: Visitation Crosstabulations

**Table B185. Visited a City Recreation Center in the Past Year by Age.**

Age Group	n	% Yes	% No
18-25	43	18.6	81.4
26-35	96	28.1	71.9
36-45	134	21.6	78.4
46-55	113	19.5	80.5
56-65	83	10.8	89.2
66-75	70	12.9	87.1
Over 75	61	16.4	83.6

**Table B186. Visited a City Recreation Center in the Past Year by Race.**

Race	n	% Yes	% No
Caucasian	390	11.0	89.0
African-American	144	29.2	70.8
Asian	5	0.0	100.0
Hispanic	53	54.7	45.3
Other	6	0.0	100.0

**Table B187. Visited a City Recreation Center in the Past Year by Gender.**

Gender	n	% Yes	% No
Male	271	18.8	81.2
Female	330	19.1	80.9

**Table B188. Visited a City Recreation Center in the Past Year by Ward.**

Ward	n	% Yes	% No
North	81	27.2	72.8
South	95	28.4	71.6
East	47	12.8	87.2
West	97	16.5	83.5
Northeast	40	20.0	80.0
Northwest	93	14.0	86.0
Southeast	36	19.4	80.6
Southwest	86	14.0	86.0

## City Recreation Centers: Visitation Number Crosstabulations

**Table B189. Number of Times Visited a City Recreation Center in the Past Year by Age.**

Age Group	n	Mean	1-2	3-5	6-12	13-20	Over 20
18-25	7	2.14	85.7	14.3	0.0	0.0	0.0
26-35	21	2.57	61.9	28.6	4.8	0.0	4.8
36-45	27	3.22	44.4	22.2	14.8	3.7	14.8
46-55	18	3.33	44.4	22.2	5.6	11.1	16.7
56-65	7	3.57	28.6	14.3	42.9	0.0	14.3
66-75	6	3.17	33.3	50.0	0.0	0.0	16.7
Over 75	9	4.00	11.1	33.3	22.2	11.1	22.2

**Table B190. Number of Times Visited a City Recreation Center in the Past Year by Race.**

Race	n	Mean	1-2	3-5	6-12	13-20	Over 20
Caucasian	36	3.53	30.6	25.0	25.0	0.0	19.4
African-American	35	3.29	42.9	25.7	5.7	11.4	14.3
Asian	0	--	--	--	--	--	--
Hispanic	24	2.25	75.0	25.0	0.0	0.0	0.0
Other	0	--	--	--	--	--	--

**Table B191. Number of Times Visited a City Recreation Center in the Past Year by Gender.**

Gender	n	Mean	1-2	3-5	6-12	13-20	Over 20
Male	43	2.93	51.2	23.3	14.0	4.7	7.0
Female	52	3.27	42.3	26.9	9.6	3.8	17.3

**Table B192. Number of Times Visited a City Recreation Center in the Past Year by Ward.**

Ward	n	Mean	1-2	3-5	6-12	13-20	Over 20
North	15	3.40	40.0	33.3	0.0	0.0	26.7
South	23	2.74	69.6	4.3	13.0	8.7	4.3
East	6	3.17	50.0	16.7	16.7	0.0	16.7
West	14	3.36	35.7	35.7	7.1	0.0	21.4
Northeast	8	3.50	37.5	12.5	25.0	12.5	12.5
Northwest	11	3.09	36.4	36.4	18.2	0.0	9.1
Southeast	6	3.17	33.3	50.0	0.0	0.0	16.7
Southwest	10	3.00	40.0	30.0	20.0	10.0	0.0

## City Recreation Centers: Hours of Operation Rating Crosstabulations

**Table B193. Rating of Hours of Operation of City Recreation Centers by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	8	3.13	25.0	62.5	12.5	0.0	0.0	B
26-35	28	3.21	28.6	64.3	7.1	0.0	0.0	B+
36-45	29	3.28	41.4	48.3	6.9	3.4	0.0	B+
46-55	22	3.59	59.1	40.9	0.0	0.0	0.0	A-
56-65	9	3.11	55.6	22.2	11.1	0.0	11.1	B
66-75	7	3.43	42.9	57.1	0.0	0.0	0.0	B+
Over 75	11	3.18	45.5	27.3	27.3	0.0	0.0	B

**Table B194. Rating of Hours of Operation of City Recreation Centers by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	42	3.31	50.0	35.7	11.9	0.0	2.4	B+
African-American	42	3.45	57.1	33.3	7.1	2.4	0.0	B+
Asian	0	--	--	--	--	--	--	--
Hispanic	30	3.07	10.0	86.7	3.3	0.0	0.0	B
Other	0	--	--	--	--	--	--	--

**Table B195. Rating of Hours of Operation of City Recreation Centers by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	50	3.34	48.0	42.0	8.0	0.0	2.0	B+
Female	64	3.27	37.5	53.1	7.8	1.6	0.0	B+

**Table B196. Rating of Hours of Operation of City Recreation Centers by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	23	3.52	56.5	39.1	4.3	0.0	0.0	A-
South	27	3.30	37.0	55.6	7.4	0.0	0.0	B+
East	6	3.50	50.0	50.0	0.0	0.0	0.0	A-
West	15	2.87	33.3	40.0	13.3	6.7	6.7	B-
Northeast	8	3.63	62.5	37.5	0.0	0.0	0.0	A-
Northwest	13	3.62	61.5	38.5	0.0	0.0	0.0	A-
Southeast	7	2.86	0.0	85.7	14.3	0.0	0.0	B-
Southwest	12	3.00	25.0	50.0	25.0	0.0	0.0	B

## City Recreation Centers: Variety of Programs Rating Crosstabulations

**Table B197. Rating of Variety of Programs at City Recreation Centers by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	8	3.38	50.0	37.5	12.5	0.0	0.0	B+
26-35	28	2.89	25.0	42.9	28.6	3.6	0.0	B-
36-45	28	3.04	35.7	35.7	25.0	3.6	0.0	B
46-55	22	3.45	59.1	27.3	13.6	0.0	0.0	B+
56-65	7	3.29	57.1	14.3	28.6	0.0	0.0	B+
66-75	6	3.33	50.0	33.3	16.7	0.0	0.0	B+
Over 75	11	3.09	54.5	18.2	18.2	0.0	9.1	B

**Table B198. Rating of Variety of Programs at City Recreation Centers by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	39	3.23	51.3	25.6	20.5	0.0	2.6	B+
African-American	41	3.29	56.1	22.0	17.1	4.9	0.0	B+
Asian	0	--	--	--	--	--	--	--
Hispanic	30	2.83	13.3	56.7	30.0	0.0	0.0	B-
Other	0	--	--	--	--	--	--	--

**Table B199. Rating of Variety of Programs at City Recreation Centers by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	48	3.19	45.8	29.2	22.9	2.1	0.0	B
Female	62	3.11	40.3	35.5	21.0	1.6	1.6	B

**Table B200. Rating of Variety of Programs at City Recreation Centers by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	23	3.13	52.2	17.4	21.7	8.7	0.0	B
South	26	3.19	38.5	42.3	19.2	0.0	0.0	B
East	6	3.50	50.0	50.0	0.0	0.0	0.0	A-
West	13	3.23	38.5	46.2	15.4	0.0	0.0	B+
Northeast	7	3.29	57.1	14.3	28.6	0.0	0.0	B+
Northwest	13	3.38	61.5	15.4	23.1	0.0	0.0	B+
Southeast	7	2.43	14.3	42.9	28.6	0.0	14.3	C+
Southwest	12	2.83	25.0	33.3	41.7	0.0	0.0	B-

## City Recreation Centers: Safety Rating Crosstabulations

**Table B201. Rating of Safety of City Recreation Centers by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	8	3.25	37.5	50.0	12.5	0.0	0.0	B+
26-35	28	2.89	21.4	53.6	17.9	7.1	0.0	B-
36-45	29	3.21	31.0	58.6	10.3	0.0	0.0	B+
46-55	22	3.45	59.1	27.3	13.6	0.0	0.0	B+
56-65	9	3.33	66.7	0.0	33.3	0.0	0.0	B+
66-75	8	3.38	50.0	37.5	12.5	0.0	0.0	B+
Over 75	11	3.09	45.5	18.2	36.4	0.0	0.0	B

**Table B202. Rating of Safety of City Recreation Centers by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	43	3.16	48.8	20.9	27.9	2.3	0.0	B
African-American	42	3.48	52.4	42.9	4.8	0.0	0.0	B+
Asian	0	--	--	--	--	--	--	--
Hispanic	30	2.83	10.0	66.7	20.0	3.3	0.0	B-
Other	0	--	--	--	--	--	--	--

**Table B203. Rating of Safety of City Recreation Centers by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	50	3.18	38.0	46.0	12.0	4.0	0.0	B
Female	65	3.20	41.5	36.9	21.5	0.0	0.0	B+

**Table B204. Rating of Safety of City Recreation Centers by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	23	3.35	43.5	47.8	8.7	0.0	0.0	B+
South	27	3.07	29.6	48.1	22.2	0.0	0.0	B
East	6	3.33	33.3	66.7	0.0	0.0	0.0	B+
West	16	3.19	43.8	31.3	25.0	0.0	0.0	B
Northeast	8	3.50	62.5	25.0	12.5	0.0	0.0	A-
Northwest	13	3.31	61.5	15.4	15.4	7.7	0.0	B+
Southeast	7	3.00	14.3	71.4	14.3	0.0	0.0	B
Southwest	12	2.83	33.3	25.0	33.3	8.3	0.0	B-

## City Recreation Centers: Cleanliness Rating Crosstabulations

**Table B205. Rating of Cleanliness of City Recreation Centers by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	8	3.13	25.0	62.5	12.5	0.0	0.0	B
26-35	28	3.25	28.6	67.9	3.6	0.0	0.0	B+
36-45	29	3.38	51.7	37.9	6.9	3.4	0.0	B+
46-55	22	3.59	59.1	40.9	0.0	0.0	0.0	A-
56-65	9	3.44	55.6	33.3	11.1	0.0	0.0	B+
66-75	8	3.25	37.5	50.0	12.5	0.0	0.0	B+
Over 75	11	3.09	36.4	36.4	27.3	0.0	0.0	B

**Table B206. Rating of Cleanliness of City Recreation Centers by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	43	3.26	46.5	34.9	16.3	2.3	0.0	B+
African-American	42	3.57	61.9	33.3	4.8	0.0	0.0	A-
Asian	0	--	--	--	--	--	--	--
Hispanic	30	3.13	13.3	86.7	0.0	0.0	0.0	B
Other	0	--	--	--	--	--	--	--

**Table B207. Rating of Cleanliness of City Recreation Centers by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	50	3.40	46.0	48.0	6.0	0.0	0.0	B+
Female	65	3.29	41.5	47.7	9.2	1.5	0.0	B+

**Table B208. Rating of Cleanliness of City Recreation Centers by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	23	3.52	56.5	39.1	4.3	0.0	0.0	A-
South	27	3.33	44.4	48.1	3.7	3.7	0.0	B+
East	6	3.33	33.3	66.7	0.0	0.0	0.0	B+
West	16	3.25	37.5	50.0	12.5	0.0	0.0	B+
Northeast	8	3.38	50.0	37.5	12.5	0.0	0.0	B+
Northwest	13	3.46	61.5	23.1	15.4	0.0	0.0	B+
Southeast	7	3.00	14.3	71.4	14.3	0.0	0.0	B
Southwest	12	3.17	25.0	66.7	8.3	0.0	0.0	B

## City Recreation Centers: Condition of Facilities Rating Crosstabulations

**Table B209. Rating of Condition of Facilities at City Recreation Centers by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	8	3.38	37.5	62.5	0.0	0.0	0.0	B+
26-35	28	3.32	35.7	60.7	3.6	0.0	0.0	B+
36-45	29	3.07	37.9	44.8	6.9	6.9	3.4	B
46-55	22	3.55	54.5	45.5	0.0	0.0	0.0	A-
56-65	9	3.33	44.4	44.4	11.1	0.0	0.0	B+
66-75	8	3.38	50.0	37.5	12.5	0.0	0.0	B+
Over 75	11	3.27	45.5	36.4	18.2	0.0	0.0	B+

**Table B210. Rating of Condition of Facilities at City Recreation Centers by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	43	3.26	51.2	27.9	16.3	4.7	0.0	B+
African-American	42	3.43	50.0	47.6	0.0	0.0	2.4	B+
Asian	0	--	--	--	--	--	--	--
Hispanic	30	3.20	20.0	80.0	0.0	0.0	0.0	B+
Other	0	--	--	--	--	--	--	--

**Table B211. Rating of Condition of Facilities at City Recreation Centers by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	50	3.34	42.0	50.0	8.0	0.0	0.0	B+
Female	65	3.28	43.1	47.7	4.6	3.1	1.5	B+

**Table B212. Rating of Condition of Facilities at City Recreation Centers by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	23	3.39	52.2	43.5	0.0	0.0	4.3	B+
South	27	3.15	33.3	55.6	3.7	7.4	0.0	B
East	6	3.33	33.3	66.7	0.0	0.0	0.0	B+
West	16	3.19	31.3	56.3	12.5	0.0	0.0	B
Northeast	8	3.38	37.5	62.5	0.0	0.0	0.0	B+
Northwest	13	3.46	61.5	23.1	15.4	0.0	0.0	B+
Southeast	7	3.29	28.6	71.4	0.0	0.0	0.0	B+
Southwest	12	3.33	50.0	33.3	16.7	0.0	0.0	B+

## City Recreation Centers: Overall Satisfaction Rating Crosstabulations

**Table B213. Rating of Overall Satisfaction with City Recreation Centers by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	9	3.33	33.3	66.7	0.0	0.0	0.0	B+
26-35	28	3.39	42.9	53.6	3.6	0.0	0.0	B+
36-45	29	3.24	41.4	41.4	17.2	0.0	0.0	B+
46-55	22	3.59	59.1	40.9	0.0	0.0	0.0	A-
56-65	9	3.44	55.6	33.3	11.1	0.0	0.0	B+
66-75	8	3.50	62.5	25.0	12.5	0.0	0.0	A-
Over 75	11	3.27	36.4	54.5	9.1	0.0	0.0	B+

**Table B214. Rating of Overall Satisfaction with City Recreation Centers by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	42	3.29	47.6	33.3	19.0	0.0	0.0	B+
African-American	43	3.53	55.8	41.9	2.3	0.0	0.0	A-
Asian	0	--	--	--	--	--	--	--
Hispanic	31	3.32	32.3	67.7	0.0	0.0	0.0	B+
Other	0	--	--	--	--	--	--	--

**Table B215. Rating of Overall Satisfaction with City Recreation Centers by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	51	3.37	45.1	47.1	7.8	0.0	0.0	B+
Female	65	3.40	47.7	44.6	7.7	0.0	0.0	B+

**Table B216. Rating of Overall Satisfaction with City Recreation Centers by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	24	3.58	58.3	41.7	0.0	0.0	0.0	A-
South	26	3.35	46.2	42.3	11.5	0.0	0.0	B+
East	7	3.29	28.6	71.4	0.0	0.0	0.0	B+
West	16	3.19	37.5	43.8	18.8	0.0	0.0	B
Northeast	8	3.50	50.0	50.0	0.0	0.0	0.0	A-
Northwest	13	3.54	61.5	30.8	7.7	0.0	0.0	A-
Southeast	7	3.14	14.3	85.7	0.0	0.0	0.0	B
Southwest	12	3.25	41.7	41.7	16.7	0.0	0.0	B+

## City Recreation Services: Public Golf Course Usage Crosstabulations

**Table B217. Usage of Public Golf Course in the Past Year by Age.**

Age Group	n	% Yes	% No
18-25	43	4.7	95.3
26-35	96	15.6	84.4
36-45	134	15.7	84.3
46-55	113	7.1	92.9
56-65	83	13.3	86.7
66-75	70	7.1	92.9
Over 75	61	9.8	90.2

**Table B218. Usage of Public Golf Course in the Past Year by Race.**

Race	n	% Yes	% No
Caucasian	390	15.6	84.4
African-American	144	3.5	96.5
Asian	5	0.0	100.0
Hispanic	53	3.8	96.2
Other	6	0.0	100.0

**Table B219. Usage of Public Golf Course in the Past Year by Gender.**

Gender	n	% Yes	% No
Male	271	18.5	81.5
Female	330	5.5	94.5

**Table B220. Usage of Public Golf Course in the Past Year by Ward.**

Ward	n	% Yes	% No
North	81	7.4	92.6
South	95	9.5	90.5
East	47	2.1	97.9
West	97	19.6	80.4
Northeast	40	5.0	95.0
Northwest	93	19.4	80.6
Southeast	36	2.8	97.2
Southwest	86	12.8	87.2

## City Recreation Services: Salem Lake Visitation Crosstabulations

**Table B221. Visited Salem Lake in the Past Year by Age.**

Age Group	n	% Yes	% No
18-25	43	27.9	72.1
26-35	96	30.2	69.8
36-45	134	33.6	66.4
46-55	113	36.3	63.7
56-65	83	15.7	84.3
66-75	70	14.3	85.7
Over 75	61	6.6	93.4

**Table B222. Visited Salem Lake in the Past Year by Race.**

Race	n	% Yes	% No
Caucasian	390	22.6	77.4
African-American	144	27.1	72.9
Asian	5	40.0	60.0
Hispanic	53	41.5	58.5
Other	6	66.7	33.3

**Table B223. Visited Salem Lake in the Past Year by Gender.**

Gender	n	% Yes	% No
Male	271	30.3	69.7
Female	330	22.1	77.9

**Table B224. Visited Salem Lake in the Past Year by Ward.**

Ward	n	% Yes	% No
North	81	30.9	69.1
South	95	31.6	68.4
East	47	25.5	74.5
West	97	20.6	79.4
Northeast	40	35.0	65.0
Northwest	93	20.4	79.6
Southeast	36	11.1	88.9
Southwest	86	27.9	72.1

**City Recreation Services: Joe White Tennis Center Usage Crosstabulations**

**Table B225. Used Joe White Tennis Center in the Past Year by Age.**

<b>Age Group</b>	<b>n</b>	<b>% Yes</b>	<b>% No</b>
18-25	43	0.0	100.0
26-35	96	5.2	94.8
36-45	133	7.5	92.5
46-55	112	3.6	96.4
56-65	83	1.2	98.8
66-75	70	2.9	97.1
Over 75	61	6.6	93.4

**Table B226. Used Joe White Tennis Center in the Past Year by Race.**

<b>Race</b>	<b>n</b>	<b>% Yes</b>	<b>% No</b>
Caucasian	389	6.2	93.8
African-American	143	0.0	100.0
Asian	5	20.0	80.0
Hispanic	53	3.8	96.2
Other	6	0.0	100.0

**Table B227. Used Joe White Tennis Center in the Past Year by Gender.**

<b>Gender</b>	<b>n</b>	<b>% Yes</b>	<b>% No</b>
Male	270	5.2	94.8
Female	329	4.0	96.0

**Table B228. Used Joe White Tennis Center in the Past Year by Ward.**

<b>Ward</b>	<b>n</b>	<b>% Yes</b>	<b>% No</b>
North	81	0.0	100.0
South	95	4.2	95.8
East	47	0.0	100.0
West	97	10.3	89.7
Northeast	40	0.0	100.0
Northwest	93	8.6	91.4
Southeast	35	0.0	100.0
Southwest	86	4.7	95.3

## City Recreation Services: Greenways or Strollways Usage Crosstabulations

**Table B229. Used Greenways or Strollways in the Past Year by Age.**

Age Group	n	% Yes	% No
18-25	43	7.0	93.0
26-35	96	9.4	90.6
36-45	134	17.9	82.1
46-55	113	29.2	70.8
56-65	83	13.3	86.7
66-75	70	17.1	82.9
Over 75	61	14.8	85.2

**Table B230. Used Greenways or Strollways in the Past Year by Race.**

Race	n	% Yes	% No
Caucasian	390	19.2	80.8
African-American	144	16.0	84.0
Asian	5	20.0	80.0
Hispanic	53	1.9	98.1
Other	6	33.3	66.7

**Table B231. Used Greenways or Strollways in the Past Year by Gender.**

Gender	n	% Yes	% No
Male	271	16.2	83.8
Female	330	17.6	82.4

**Table B232. Used Greenways or Strollways in the Past Year by Ward.**

Ward	n	% Yes	% No
North	81	14.8	85.2
South	95	13.7	86.3
East	47	6.4	93.6
West	97	18.6	81.4
Northeast	40	17.5	82.5
Northwest	93	28.0	72.0
Southeast	36	11.1	88.9
Southwest	86	17.4	82.6

## City Recreation Services: Coliseum Annex Ice Skating Usage Crosstabulations

**Table B233. Ice Skated at Coliseum Annex in the Past Year by Age.**

Age Group	n	% Yes	% No
18-25	43	9.3	90.7
26-35	96	4.2	95.8
36-45	134	6.7	93.3
46-55	112	2.7	97.3
56-65	83	0.0	100.0
66-75	70	1.4	98.6
Over 75	61	1.6	98.4

**Table B234. Ice Skated at Coliseum Annex in the Past Year by Race.**

Race	n	% Yes	% No
Caucasian	389	3.6	96.4
African-American	144	4.9	95.1
Asian	5	0.0	100.0
Hispanic	53	1.9	98.1
Other	6	0.0	100.0

**Table B235. Ice Skated at Coliseum Annex in the Past Year by Gender.**

Gender	n	% Yes	% No
Male	270	3.7	96.3
Female	330	3.6	96.4

**Table B236. Ice Skated at Coliseum Annex in the Past Year by Ward.**

Ward	n	% Yes	% No
North	81	4.9	95.1
South	95	4.2	95.8
East	47	0.0	100.0
West	97	2.1	97.9
Northeast	40	0.0	100.0
Northwest	93	6.5	93.5
Southeast	35	2.9	97.1
Southwest	86	3.5	96.5

## City Recreation Services: PAR Course Usage Crosstabulations

**Table B237. Used PAR Course in the Past Year  
by Age.**

Age Group	n	% Yes	% No
18-25	43	0.0	100.0
26-35	96	6.3	93.8
36-45	134	16.4	83.6
46-55	113	13.3	86.7
56-65	83	13.3	86.7
66-75	70	4.3	95.7
Over 75	61	4.9	95.1

**Table B238. Used PAR Course in the Past Year  
by Race.**

Race	n	% Yes	% No
Caucasian	390	10.5	89.5
African-American	144	10.4	89.6
Asian	5	0.0	100.0
Hispanic	53	5.7	94.3
Other	6	0.0	100.0

**Table B239. Used PAR Course in the Past Year  
by Gender.**

Gender	n	% Yes	% No
Male	271	10.3	89.7
Female	330	9.7	90.3

**Table B240. Used PAR Course in the Past Year  
by Ward.**

Ward	n	% Yes	% No
North	81	8.6	91.4
South	95	11.6	88.4
East	47	4.3	95.7
West	97	12.4	87.6
Northeast	40	5.0	95.0
Northwest	93	17.2	82.8
Southeast	36	2.8	97.2
Southwest	86	7.0	93.0

## City Recreation Services: Public Golf Course Rating Crosstabulations

**Table B241. Rating of Public Golf Course by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	2	4.00	100.0	0.0	0.0	0.0	0.0	A
26-35	17	3.53	52.9	47.1	0.0	0.0	0.0	A-
36-45	22	3.50	54.5	40.9	4.5	0.0	0.0	A-
46-55	9	3.44	55.6	33.3	11.1	0.0	0.0	B+
56-65	10	3.60	60.0	40.0	0.0	0.0	0.0	A-
66-75	5	2.80	40.0	40.0	0.0	0.0	20.0	B-
Over 75	6	3.33	50.0	33.3	16.7	0.0	0.0	B+

**Table B242. Rating of Public Golf Course by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	63	3.44	52.4	42.9	3.2	0.0	1.6	B+
African-American	5	3.60	80.0	0.0	20.0	0.0	0.0	A-
Asian	0	--	--	--	--	--	--	--
Hispanic	3	3.67	66.7	33.3	0.0	0.0	0.0	A-
Other	0	--	--	--	--	--	--	--

**Table B243. Rating of Public Golf Course by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	52	3.42	51.9	42.3	3.8	0.0	1.9	B+
Female	19	3.58	63.2	31.6	5.3	0.0	0.0	A-

**Table B244. Rating of Public Golf Course by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	6	3.83	83.3	16.7	0.0	0.0	0.0	A
South	9	3.56	55.6	44.4	0.0	0.0	0.0	A-
East	1	4.00	100.0	0.0	0.0	0.0	0.0	A
West	18	3.33	38.9	55.6	5.6	0.0	0.0	B+
Northeast	3	3.33	66.7	0.0	33.3	0.0	0.0	B+
Northwest	18	3.22	44.4	44.4	5.6	0.0	5.6	B+
Southeast	3	4.00	100.0	0.0	0.0	0.0	0.0	A
Southwest	11	3.64	63.6	36.4	0.0	0.0	0.0	A-

## City Recreation Services: Salem Lake Rating Crosstabulations

**Table B245. Rating of Salem Lake by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	12	3.58	58.3	41.7	0.0	0.0	0.0	A-
26-35	29	3.24	44.8	37.9	13.8	3.4	0.0	B+
36-45	46	3.52	63.0	28.3	6.5	2.2	0.0	A-
46-55	41	3.37	53.7	29.3	17.1	0.0	0.0	B+
56-65	14	3.50	57.1	35.7	7.1	0.0	0.0	A-
66-75	9	3.44	44.4	55.6	0.0	0.0	0.0	B+
Over 75	4	3.50	50.0	50.0	0.0	0.0	0.0	A-

**Table B246. Rating of Salem Lake by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	87	3.40	52.9	36.8	8.0	2.3	0.0	B+
African-American	39	3.41	51.3	38.5	10.3	0.0	0.0	B+
Asian	3	4.00	100.0	0.0	0.0	0.0	0.0	A
Hispanic	23	3.52	65.2	21.7	13.0	0.0	0.0	A-
Other	4	3.25	50.0	25.0	25.0	0.0	0.0	B+

**Table B247. Rating of Salem Lake by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	80	3.45	57.5	31.3	10.0	1.3	0.0	B+
Female	76	3.41	52.6	36.8	9.2	1.3	0.0	B+

**Table B248. Rating of Salem Lake by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	25	3.68	76.0	16.0	8.0	0.0	0.0	A-
South	30	3.37	56.7	26.7	13.3	3.3	0.0	B+
East	11	3.55	72.7	9.1	18.2	0.0	0.0	A-
West	22	3.59	63.6	31.8	4.5	0.0	0.0	A-
Northeast	14	3.36	42.9	50.0	7.1	0.0	0.0	B+
Northwest	19	3.26	42.1	42.1	15.8	0.0	0.0	B+
Southeast	5	2.80	0.0	80.0	20.0	0.0	0.0	B-
Southwest	23	3.35	47.8	43.5	4.3	4.3	0.0	B+

## City Recreation Services: Joe White Tennis Center Rating Crosstabulations

**Table B249. Rating of Joe White Tennis Center by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	0	--	--	--	--	--	--	--
26-35	7	3.57	57.1	42.9	0.0	0.0	0.0	A-
36-45	11	3.64	63.6	36.4	0.0	0.0	0.0	A-
46-55	5	3.80	80.0	20.0	0.0	0.0	0.0	A
56-65	2	3.00	0.0	100.0	0.0	0.0	0.0	B
66-75	2	3.50	50.0	50.0	0.0	0.0	0.0	A-
Over 75	4	3.50	50.0	50.0	0.0	0.0	0.0	A-

**Table B250. Rating of Joe White Tennis Center by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	26	3.54	53.8	46.2	0.0	0.0	0.0	A-
African-American	2	4.00	100.0	0.0	0.0	0.0	0.0	A
Asian	1	4.00	100.0	0.0	0.0	0.0	0.0	A
Hispanic	3	3.67	66.7	33.3	0.0	0.0	0.0	A-
Other	0	--	--	--	--	--	--	--

**Table B251. Rating of Joe White Tennis Center by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	15	3.67	66.7	33.3	0.0	0.0	0.0	A-
Female	17	3.53	52.9	47.1	0.0	0.0	0.0	A-

**Table B252. Rating of Joe White Tennis Center by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	1	4.00	100.0	0.0	0.0	0.0	0.0	A
South	4	3.75	75.0	25.0	0.0	0.0	0.0	A-
East	0	--	--	--	--	--	--	--
West	11	3.64	63.6	36.4	0.0	0.0	0.0	A-
Northeast	0	--	--	--	--	--	--	--
Northwest	8	3.38	37.5	62.5	0.0	0.0	0.0	B+
Southeast	2	3.50	50.0	50.0	0.0	0.0	0.0	A-
Southwest	4	3.75	75.0	25.0	0.0	0.0	0.0	A-

## City Recreation Services: Greenways or Strollways Rating Crosstabulations

**Table B253. Rating of Greenways or Strollways by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	3	3.33	33.3	66.7	0.0	0.0	0.0	B+
26-35	10	3.40	50.0	40.0	10.0	0.0	0.0	B+
36-45	24	3.58	58.3	41.7	0.0	0.0	0.0	A-
46-55	32	3.59	65.6	28.1	6.3	0.0	0.0	A-
56-65	12	3.50	50.0	50.0	0.0	0.0	0.0	A-
66-75	12	3.42	41.7	58.3	0.0	0.0	0.0	B+
Over 75	9	3.44	55.6	33.3	11.1	0.0	0.0	B+

**Table B254. Rating of Greenways or Strollways by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	75	3.55	57.3	40.0	2.7	0.0	0.0	A-
African-American	23	3.48	56.5	34.8	8.7	0.0	0.0	B+
Asian	1	3.00	0.0	100.0	0.0	0.0	0.0	B
Hispanic	2	3.50	50.0	50.0	0.0	0.0	0.0	A-
Other	2	3.50	50.0	50.0	0.0	0.0	0.0	A-

**Table B255. Rating of Greenways or Strollways by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	44	3.59	59.1	40.9	0.0	0.0	0.0	A-
Female	59	3.47	54.2	39.0	6.8	0.0	0.0	B+

**Table B256. Rating of Greenways or Strollways by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	12	3.50	58.3	33.3	8.3	0.0	0.0	A-
South	13	3.69	69.2	30.8	0.0	0.0	0.0	A-
East	3	3.33	33.3	66.7	0.0	0.0	0.0	B+
West	19	3.63	63.2	36.8	0.0	0.0	0.0	A-
Northeast	7	3.14	14.3	85.7	0.0	0.0	0.0	B
Northwest	26	3.50	53.8	42.3	3.8	0.0	0.0	A-
Southeast	5	3.00	20.0	60.0	20.0	0.0	0.0	B
Southwest	15	3.67	73.3	20.0	6.7	0.0	0.0	A-

## City Recreation Services: Coliseum Annex Ice Skating Rating Crosstabulations

**Table B257. Rating of Coliseum Annex Ice Skating by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	4	3.50	50.0	50.0	0.0	0.0	0.0	A-
26-35	4	4.00	100.0	0.0	0.0	0.0	0.0	A
36-45	9	2.89	44.4	11.1	33.3	11.1	0.0	B-
46-55	4	4.00	100.0	0.0	0.0	0.0	0.0	A
56-65	1	3.00	0.0	100.0	0.0	0.0	0.0	B
66-75	1	3.00	0.0	100.0	0.0	0.0	0.0	B
Over 75	1	3.00	0.0	100.0	0.0	0.0	0.0	B

**Table B258. Rating of Coliseum Annex Ice Skating by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	16	3.25	56.3	18.8	18.8	6.3	0.0	B+
African-American	7	3.71	71.4	28.6	0.0	0.0	0.0	A-
Asian	0	--	--	--	--	--	--	--
Hispanic	1	3.00	0.0	100.0	0.0	0.0	0.0	B
Other	0	--	--	--	--	--	--	--

**Table B259. Rating of Coliseum Annex Ice Skating by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	11	3.55	63.6	27.3	9.1	0.0	0.0	A-
Female	13	3.23	53.8	23.1	15.4	7.7	0.0	B+

**Table B260. Rating of Coliseum Annex Ice Skating by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	4	3.00	25.0	50.0	25.0	0.0	0.0	B
South	4	3.00	50.0	25.0	0.0	25.0	0.0	B
East	0	--	--	--	--	--	--	--
West	3	3.67	66.7	33.3	0.0	0.0	0.0	A-
Northeast	0	--	--	--	--	--	--	--
Northwest	6	3.17	50.0	16.7	33.3	0.0	0.0	B
Southeast	2	4.00	100.0	0.0	0.0	0.0	0.0	A
Southwest	3	3.67	66.7	33.3	0.0	0.0	0.0	A-

## City Recreation Services: PAR Course Rating Crosstabulations

**Table B261. Rating of PAR Courses by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	0	--	--	--	--	--	--	--
26-35	6	3.83	83.3	16.7	0.0	0.0	0.0	A
36-45	22	3.55	59.1	36.4	4.5	0.0	0.0	A-
46-55	14	3.21	50.0	28.6	14.3	7.1	0.0	B+
56-65	10	3.50	50.0	50.0	0.0	0.0	0.0	A-
66-75	3	4.00	100.0	0.0	0.0	0.0	0.0	A
Over 75	3	3.33	33.3	66.7	0.0	0.0	0.0	B+

**Table B262. Rating of PAR Courses by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	39	3.51	59.0	35.9	2.6	2.6	0.0	A-
African-American	15	3.40	53.3	33.3	13.3	0.0	0.0	B+
Asian	0	--	--	--	--	--	--	--
Hispanic	3	3.67	66.7	33.3	0.0	0.0	0.0	A-
Other	0	--	--	--	--	--	--	--

**Table B263. Rating of PAR Courses by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	27	3.48	55.6	40.7	0.0	3.7	0.0	B+
Female	31	3.52	61.3	29.0	9.7	0.0	0.0	A-

**Table B264. Rating of PAR Courses by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	7	3.00	28.6	57.1	0.0	14.3	0.0	B
South	10	3.40	50.0	40.0	10.0	0.0	0.0	B+
East	2	3.00	50.0	0.0	50.0	0.0	0.0	B
West	11	3.64	63.6	36.4	0.0	0.0	0.0	A-
Northeast	2	3.50	50.0	50.0	0.0	0.0	0.0	A-
Northwest	16	3.56	62.5	31.3	6.3	0.0	0.0	A-
Southeast	1	3.00	0.0	100.0	0.0	0.0	0.0	B
Southwest	6	3.83	83.3	16.7	0.0	0.0	0.0	A

## Transportation Services: Usage Crosstabulations

**Table B265. Usage of the City's Transportation Services in the Past Year by Age.**

Age Group	n	Parking Decks % Yes	Van Pooling % Yes	TransAid % Yes	Bus Service % Yes
18-25	43	25.6	2.3	2.3	20.9
26-35	96	34.4	2.1	1.0	10.4
36-45	134	37.3	0.0	2.2	12.7
46-55	113	36.3	1.8	6.2	16.8
56-65	83	43.4	0.0	4.8	6.0
66-75	69	29.0	1.4	1.4	11.4
Over 75	60	16.4	1.7	13.1	6.6

**Table B266. Usage of the City's Transportation Services in the Past Year by Race.**

Race	n	Parking Decks % Yes	Van Pooling % Yes	TransAid % Yes	Bus Service % Yes
Caucasian	389	39.8	0.5	2.3	5.4
African-American	144	26.4	2.1	10.4	29.9
Asian	5	20.0	20.0	0.0	0.0
Hispanic	53	3.8	1.9	1.9	11.3
Other	6	66.7	0.0	0.0	16.7

**Table B267. Usage of the City's Transportation Services in the Past Year by Gender.**

Gender	n	Parking Decks % Yes	Van Pooling % Yes	TransAid % Yes	Bus Service % Yes
Male	271	36.9	0.7	3.3	13.3
Female	329	31.0	1.5	4.8	10.9

**Table B268. Usage of the City's Transportation Services in the Past Year by Ward.**

Ward	n	Parking Decks % Yes	Van Pooling % Yes	TransAid % Yes	Bus Service % Yes
North	81	28.4	1.2	6.2	27.2
South	94	31.9	1.1	1.1	7.4
East	47	29.8	2.1	8.5	14.9
West	97	36.1	2.1	2.1	9.3
Northeast	40	30.0	0.0	10.0	10.0
Northwest	93	41.9	1.1	4.3	6.5
Southeast	35	25.0	0.0	5.6	13.9
Southwest	86	39.5	1.2	2.3	9.3

## City Bus Service: Hours of Operation Rating Crosstabulations

**Table B269. Rating of Hours of Operation of City Bus Service by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	9	2.56	22.2	33.3	33.3	0.0	11.1	B-
26-35	10	2.90	30.0	40.0	20.0	10.0	0.0	B
36-45	17	2.47	17.6	29.4	41.2	5.9	5.9	C+
46-55	19	3.00	36.8	36.8	15.8	10.5	0.0	B
56-65	4	2.50	25.0	50.0	0.0	0.0	25.0	B-
66-75	8	2.75	37.5	25.0	25.0	0.0	12.5	B-
Over 75	4	2.00	25.0	25.0	0.0	25.0	25.0	C

**Table B270. Rating of Hours of Operation of City Bus Service by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	20	2.55	30.0	20.0	30.0	15.0	5.0	B-
African-American	43	2.74	30.2	37.2	18.6	4.7	9.3	B-
Asian	0	--	--	--	--	--	--	--
Hispanic	6	2.67	0.0	66.7	33.3	0.0	0.0	B-
Other	1	2.00	0.0	0.0	100.0	0.0	0.0	C

**Table B271. Rating of Hours of Operation of City Bus Service by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	34	2.82	23.5	44.1	26.5	2.9	2.9	B-
Female	37	2.57	32.4	24.3	21.6	10.8	10.8	B-

**Table B272. Rating of Hours of Operation of City Bus Service by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	22	2.82	22.7	50.0	18.2	4.5	4.5	B-
South	7	2.57	0.0	57.1	42.9	0.0	0.0	B-
East	7	3.57	57.1	42.9	0.0	0.0	0.0	A-
West	11	2.45	27.3	18.2	36.4	9.1	9.1	C+
Northeast	4	2.50	50.0	0.0	25.0	0.0	25.0	B-
Northwest	4	2.00	25.0	0.0	50.0	0.0	25.0	C
Southeast	4	1.75	0.0	50.0	0.0	25.0	25.0	C-
Southwest	8	2.88	37.5	25.0	25.0	12.5	0.0	B-

## City Bus Service: Schedule Rating Crosstabulations

**Table B273. Rating of Schedule of City Bus Service by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	9	2.57	33.3	22.2	22.2	11.1	11.1	B-
26-35	10	2.70	30.0	20.0	40.0	10.0	0.0	B-
36-45	17	2.82	17.6	47.1	35.3	0.0	0.0	B-
46-55	19	2.89	36.8	26.3	26.3	10.5	0.0	B-
56-65	4	2.25	25.0	25.0	25.0	0.0	25.0	C+
66-75	8	2.75	37.5	25.0	25.0	0.0	12.5	B-
Over 75	4	2.00	25.0	25.0	0.0	25.0	25.0	C

**Table B274. Rating of Schedule of City Bus Service by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	20	2.65	30.0	25.0	30.0	10.0	5.0	B-
African-American	43	2.81	34.9	30.2	23.3	4.7	7.0	B-
Asian	0	--	--	--	--	--	--	--
Hispanic	6	2.17	0.0	33.3	50.0	16.7	0.0	C
Other	1	3.00	0.0	100.0	0.0	0.0	0.0	B

**Table B275. Rating of Schedule of City Bus Service by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	34	2.88	32.4	26.5	38.2	2.9	0.0	B-
Female	37	2.54	27.0	32.4	18.9	10.8	10.8	B-

**Table B276. Rating of Schedule of City Bus Service by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	22	2.95	36.4	27.3	31.8	4.5	0.0	B
South	7	2.57	0.0	57.1	42.9	0.0	0.0	B-
East	7	3.29	42.9	42.9	14.3	0.0	0.0	B+
West	11	2.73	27.3	36.4	27.3	0.0	9.1	B-
Northeast	4	2.25	25.0	25.0	25.0	0.0	25.0	C+
Northwest	4	2.00	25.0	0.0	50.0	0.0	25.0	C
Southeast	4	1.50	0.0	25.0	25.0	25.0	25.0	C-
Southwest	8	2.63	37.5	12.5	25.0	25.0	0.0	B-

## City Bus Service: Safety Rating Crosstabulations

**Table B277. Rating of Safety of City Bus Service by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	9	2.44	33.3	11.1	33.3	11.1	11.1	C+
26-35	10	3.20	40.0	40.0	20.0	0.0	0.0	B+
36-45	17	3.29	47.1	41.2	5.9	5.9	0.0	B+
46-55	19	3.47	63.2	21.1	15.8	0.0	0.0	B+
56-65	5	3.40	40.0	60.0	0.0	0.0	0.0	B+
66-75	8	3.38	37.5	62.5	0.0	0.0	0.0	B+
Over 75	4	3.50	75.0	0.0	25.0	0.0	0.0	A-

**Table B278. Rating of Safety of City Bus Service by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	21	3.43	57.1	28.6	14.3	0.0	0.0	B+
African-American	43	3.16	48.8	27.9	16.3	4.7	2.3	B
Asian	0	--	--	--	--	--	--	--
Hispanic	6	3.00	0.0	100.0	0.0	0.0	0.0	B
Other	1	4.00	100.0	0.0	0.0	0.0	0.0	A

**Table B279. Rating of Safety of City Bus Service by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	35	3.31	54.3	28.6	11.4	5.7	0.0	B+
Female	37	3.19	43.2	37.8	16.2	0.0	2.7	B

**Table B280. Rating of Safety of City Bus Service by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	22	3.14	45.5	27.3	22.7	4.5	0.0	B
South	7	3.00	14.3	71.4	14.3	0.0	0.0	B
East	7	3.29	57.1	28.6	0.0	14.3	0.0	B+
West	11	3.18	45.5	45.5	0.0	0.0	9.1	B
Northeast	4	3.25	50.0	25.0	25.0	0.0	0.0	B+
Northwest	5	3.60	80.0	0.0	20.0	0.0	0.0	A-
Southeast	4	3.25	50.0	25.0	25.0	0.0	0.0	B+
Southwest	8	3.38	50.0	37.5	12.5	0.0	0.0	B+

## City Bus Service: Cleanliness Rating Crosstabulations

**Table B281. Rating of Cleanliness of City Bus Service by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	9	2.89	44.4	22.2	22.2	0.0	11.1	B-
26-35	10	2.90	40.0	30.0	20.0	0.0	10.0	B
36-45	17	3.06	41.2	35.3	17.6	0.0	5.9	B
46-55	19	3.16	36.8	42.1	21.1	0.0	0.0	B
56-65	4	2.50	25.0	50.0	0.0	0.0	25.0	B-
66-75	8	3.25	37.5	50.0	12.5	0.0	0.0	B+
Over 75	4	3.00	50.0	0.0	50.0	0.0	0.0	B

**Table B282. Rating of Cleanliness of City Bus Service by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	21	3.14	42.9	28.6	28.6	0.0	0.0	B
African-American	42	2.90	38.1	33.3	19.0	0.0	9.5	B
Asian	0	--	--	--	--	--	--	--
Hispanic	6	3.17	16.7	83.3	0.0	0.0	0.0	B
Other	1	4.00	100.0	0.0	0.0	0.0	0.0	A

**Table B283. Rating of Cleanliness of City Bus Service by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	34	3.12	44.1	29.4	23.5	0.0	2.9	B
Female	37	2.95	35.1	40.5	16.2	0.0	8.1	B

**Table B284. Rating of Cleanliness of City Bus Service by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	21	2.90	33.3	33.3	28.6	0.0	4.8	B
South	7	3.00	28.6	42.9	28.6	0.0	0.0	B
East	7	3.43	42.9	57.1	0.0	0.0	0.0	B+
West	11	3.00	36.4	45.5	9.1	0.0	9.1	B
Northeast	4	3.50	50.0	50.0	0.0	0.0	0.0	A-
Northwest	5	3.00	60.0	20.0	0.0	0.0	20.0	B
Southeast	4	1.50	0.0	0.0	75.0	0.0	25.0	C-
Southwest	8	3.38	50.0	37.5	12.5	0.0	0.0	B+

## City Bus Service: Convenience Rating Crosstabulations

**Table B285. Rating of Convenience of City Bus Service by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	9	2.78	33.3	33.3	22.2	0.0	11.1	B-
26-35	10	2.90	30.0	40.0	20.0	10.0	0.0	B
36-45	17	3.06	35.3	41.2	17.6	5.9	0.0	B
46-55	19	3.37	47.4	42.1	10.5	0.0	0.0	B+
56-65	5	3.40	60.0	20.0	20.0	0.0	0.0	B+
66-75	8	3.00	50.0	25.0	12.5	0.0	12.5	B
Over 75	4	2.00	25.0	25.0	0.0	25.0	25.0	C

**Table B286. Rating of Convenience of City Bus Service by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	21	2.81	33.3	33.3	19.0	9.5	4.8	B-
African-American	43	3.16	48.8	30.2	14.0	2.3	4.7	B
Asian	0	--	--	--	--	--	--	--
Hispanic	6	3.00	0.0	100.0	0.0	0.0	0.0	B
Other	1	2.00	0.0	0.0	100.0	0.0	0.0	C

**Table B287. Rating of Convenience of City Bus Service by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	35	3.14	42.9	34.3	17.1	5.7	0.0	B
Female	37	2.95	37.8	37.8	13.5	2.7	8.1	B

**Table B288. Rating of Convenience of City Bus Service by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	22	3.23	45.5	36.4	13.6	4.5	0.0	B+
South	7	2.57	0.0	57.1	42.9	0.0	0.0	B-
East	7	3.57	57.1	42.9	0.0	0.0	0.0	A-
West	11	3.09	36.4	54.5	0.0	0.0	9.1	B
Northeast	4	2.50	50.0	0.0	25.0	0.0	25.0	B-
Northwest	5	2.40	40.0	0.0	40.0	0.0	20.0	C+
Southeast	4	3.00	50.0	25.0	0.0	25.0	0.0	B
Southwest	8	3.13	37.5	50.0	0.0	12.5	0.0	B

## City Bus Service: Fare Rating Crosstabulations

**Table B289. Rating of Fare of City Bus Service by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	9	3.00	22.2	55.6	22.2	0.0	0.0	B
26-35	10	3.00	30.0	50.0	10.0	10.0	0.0	B
36-45	17	3.18	47.1	23.5	29.4	0.0	0.0	B
46-55	19	2.95	36.8	31.6	21.1	10.5	0.0	B
56-65	4	4.00	100.0	0.0	0.0	0.0	0.0	A
66-75	8	3.00	37.5	25.0	37.5	0.0	0.0	B
Over 75	4	3.50	50.0	50.0	0.0	0.0	0.0	A-

**Table B290. Rating of Fare of City Bus Service by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	21	3.10	38.1	33.3	28.6	0.0	0.0	B
African-American	42	3.12	45.2	28.6	19.0	7.1	0.0	B
Asian	0	--	--	--	--	--	--	--
Hispanic	6	2.83	0.0	83.3	16.7	0.0	0.0	B-
Other	1	4.00	100.0	0.0	0.0	0.0	0.0	A

**Table B291. Rating of Fare of City Bus Service by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	34	3.18	35.3	47.1	17.6	0.0	0.0	B
Female	37	3.05	37.1	37.1	22.9	2.9	0.0	B

**Table B292. Rating of Fare of City Bus Service by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	21	3.10	42.9	33.3	14.3	9.5	0.0	B
South	7	2.57	14.3	28.6	57.1	0.0	0.0	B-
East	7	3.14	42.9	28.6	28.6	0.0	0.0	B
West	11	3.18	27.3	63.6	9.1	0.0	0.0	B
Northeast	4	3.00	50.0	0.0	50.0	0.0	0.0	B
Northwest	5	3.60	80.0	0.0	20.0	0.0	0.0	A-
Southeast	4	3.25	25.0	75.0	0.0	0.0	0.0	B+
Southwest	8	2.88	37.5	25.0	25.0	12.5	0.0	B-

## City Bus Service: Condition of the Buses Rating Crosstabulations

**Table B293. Rating of Condition of the Buses of City Bus Service by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	9	3.11	44.4	22.2	33.3	0.0	0.0	B
26-35	10	2.90	20.0	50.0	30.0	0.0	0.0	B
36-45	17	3.00	23.5	58.8	11.8	5.9	0.0	B
46-55	17	3.24	47.1	29.4	23.5	0.0	0.0	B+
56-65	4	3.25	50.0	25.0	25.0	0.0	0.0	B+
66-75	8	3.25	37.5	50.0	12.5	0.0	0.0	B+
Over 75	4	3.50	50.0	50.0	0.0	0.0	0.0	A-

**Table B294. Rating of Condition of the Buses of City Bus Service by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	20	3.15	35.0	45.0	20.0	0.0	0.0	B
African-American	41	3.10	39.0	34.1	24.4	2.4	0.0	B
Asian	0	--	--	--	--	--	--	--
Hispanic	6	3.17	16.7	83.3	0.0	0.0	0.0	B
Other	1	3.00	0.0	100.0	0.0	0.0	0.0	B

**Table B295. Rating of Condition of the Buses of City Bus Service by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	34	3.18	35.3	47.1	17.6	0.0	0.0	B
Female	35	3.09	37.1	37.1	22.9	2.9	0.0	B

**Table B296. Rating of Condition of the Buses of City Bus Service by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	21	3.10	38.1	33.3	28.6	0.0	0.0	B
South	7	3.00	14.3	71.4	14.3	0.0	0.0	B
East	7	3.29	28.6	71.4	0.0	0.0	0.0	B+
West	10	2.80	20.0	50.0	20.0	10.0	0.0	B-
Northeast	3	3.33	66.7	0.0	33.3	0.0	0.0	B+
Northwest	5	3.60	80.0	0.0	20.0	0.0	0.0	A-
Southeast	4	3.00	25.0	50.0	25.0	0.0	0.0	B
Southwest	8	3.25	37.5	50.0	12.5	0.0	0.0	B+

## City Bus Service: Overall Satisfaction Rating Crosstabulations

**Table B297. Rating of Overall Satisfaction of City Bus Service by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	9	2.78	33.3	33.3	22.2	0.0	11.1	B-
26-35	10	3.10	30.0	50.0	20.0	0.0	0.0	B
36-45	17	3.06	29.4	47.1	23.5	0.0	0.0	B
46-55	18	3.39	50.0	38.9	11.1	0.0	0.0	B+
56-65	5	3.20	40.0	40.0	20.0	0.0	0.0	B+
66-75	8	3.13	50.0	25.0	12.5	12.5	0.0	B
Over 75	4	3.00	25.0	50.0	25.0	0.0	0.0	B

**Table B298. Rating of Overall Satisfaction of City Bus Service by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	20	3.15	35.0	45.0	20.0	0.0	0.0	B
African-American	43	3.09	41.9	32.6	20.9	2.3	2.3	B
Asian	0	--	--	--	--	--	--	--
Hispanic	6	3.17	16.7	83.3	0.0	0.0	0.0	B
Other	1	3.00	0.0	100.0	0.0	0.0	0.0	B

**Table B299. Rating of Overall Satisfaction of City Bus Service by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	35	3.23	37.1	48.6	14.3	0.0	0.0	B+
Female	36	3.03	38.9	33.3	22.2	2.8	2.8	B

**Table B300. Rating of Overall Satisfaction of City Bus Service by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	22	3.10	31.8	45.5	22.7	0.0	0.0	B
South	7	2.71	0.0	71.4	28.6	0.0	0.0	B-
East	7	3.43	57.1	28.6	14.3	0.0	0.0	B+
West	10	3.20	50.0	40.0	0.0	0.0	10.0	B+
Northeast	4	3.00	50.0	25.0	0.0	25.0	0.0	B
Northwest	5	2.80	40.0	0.0	60.0	0.0	0.0	B-
Southeast	4	3.00	25.0	50.0	25.0	0.0	0.0	B
Southwest	8	3.38	50.0	37.5	12.5	0.0	0.0	B+

## City Street Aspects: Traffic Flow Rating Crosstabulations

**Table B301. Rating of Traffic Flow of City Streets by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	43	2.58	16.3	32.6	44.2	7.0	0.0	B-
26-35	95	2.55	10.5	41.1	42.1	5.3	1.1	B-
36-45	131	2.64	11.5	49.6	32.1	5.3	1.5	B-
46-55	111	2.59	15.3	42.3	31.5	7.2	3.6	B-
56-65	81	2.32	13.6	28.4	42.0	8.6	7.4	C+
66-75	70	2.54	20.0	37.1	25.7	11.4	5.7	B-
Over 75	59	2.64	23.7	35.6	25.4	11.9	3.4	B-

**Table B302. Rating of Traffic Flow of City Streets by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	383	2.55	15.4	39.9	32.6	8.1	3.9	B-
African-American	141	2.55	14.9	36.9	39.0	7.1	2.1	B-
Asian	5	3.20	40.0	40.0	20.0	0.0	0.0	B+
Hispanic	53	2.64	11.3	45.3	39.6	3.8	0.0	B-
Other	6	1.83	0.0	50.0	0.0	33.3	16.7	C-

**Table B303. Rating of Traffic Flow of City Streets by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	270	2.63	16.7	41.5	31.9	7.8	2.2	B-
Female	321	2.50	13.7	38.3	36.4	7.5	4.0	B-

**Table B304. Rating of Traffic Flow of City Streets by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	80	2.38	10.0	38.8	35.0	11.3	5.0	C+
South	94	2.49	11.7	37.2	41.5	7.4	2.1	C+
East	45	2.31	8.9	44.4	26.7	8.9	11.1	C+
West	96	2.65	13.5	46.9	32.3	5.2	2.1	B-
Northeast	40	2.65	22.5	30.0	40.0	5.0	2.5	B-
Northwest	91	2.64	17.6	38.5	36.3	5.5	2.2	B-
Southeast	35	2.54	22.9	37.1	17.1	17.1	5.7	B-
Southwest	84	2.67	17.9	40.5	33.3	7.1	1.2	B-

## City Street Aspects: Condition of the Pavement Rating Crosstabulations

**Table B305. Rating of Condition of the Pavement of City Streets by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	43	2.72	7.0	65.1	20.9	7.0	0.0	B-
26-35	94	2.62	9.6	52.1	28.7	9.6	0.0	B-
36-45	130	2.59	11.5	51.5	25.4	7.7	3.8	B-
46-55	111	2.42	13.5	33.3	42.3	3.6	7.2	C+
56-65	81	2.44	13.6	34.6	39.5	7.4	4.9	C+
66-75	70	2.57	17.1	38.6	32.9	7.1	4.3	B-
Over 75	59	2.71	27.1	33.9	25.4	10.2	3.4	B-

**Table B306. Rating of Condition of the Pavement of City Streets by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	383	2.54	13.3	42.6	33.2	6.8	4.2	B-
African-American	141	2.53	17.0	35.5	34.8	9.2	3.5	B-
Asian	5	3.00	20.0	60.0	20.0	0.0	0.0	B
Hispanic	51	2.76	7.8	68.6	15.7	7.8	0.0	B-
Other	6	2.50	0.0	83.3	0.0	0.0	16.7	B-

**Table B307. Rating of Condition of the Pavement of City Streets by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	269	2.69	16.4	46.5	29.0	6.3	1.9	B-
Female	320	2.46	11.6	41.3	33.8	8.1	5.3	C+

**Table B308. Rating of Condition of the Pavement of City Streets by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	80	2.70	17.5	46.3	26.3	8.8	1.3	B-
South	94	2.47	10.6	42.6	34.0	8.5	4.3	C+
East	45	2.24	6.7	35.6	37.8	15.6	4.4	C+
West	96	2.73	15.6	46.9	33.3	3.1	1.0	B-
Northeast	40	2.50	12.5	45.0	27.5	10.0	5.0	B-
Northwest	91	2.55	12.1	44.0	36.3	2.2	5.5	B-
Southeast	34	2.44	20.6	26.5	38.2	5.9	8.8	C+
Southwest	83	2.59	14.5	45.8	26.5	10.8	2.4	B-

## City Street Aspects: Lighting Rating Crosstabulations

**Table B309. Rating of Lighting of City Streets by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	43	2.84	18.6	53.5	20.9	7.0	0.0	B-
26-35	95	2.88	21.1	52.6	21.1	4.2	1.1	B-
36-45	129	2.90	22.5	55.0	14.7	5.4	2.3	B
46-55	108	2.96	27.8	44.4	25.0	1.9	0.9	B
56-65	80	2.86	23.8	45.0	26.3	3.8	1.3	B-
66-75	70	3.19	40.0	42.9	14.3	1.4	1.4	B
Over 75	59	3.07	35.6	44.1	15.3	1.7	3.4	B

**Table B310. Rating of Lighting of City Streets by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	380	3.03	29.2	49.7	17.1	2.4	1.6	B
African-American	139	2.91	26.6	45.3	22.3	4.3	1.4	B
Asian	5	2.20	20.0	20.0	40.0	0.0	20.0	C+
Hispanic	52	2.58	7.7	53.8	26.9	11.5	0.0	B-
Other	6	3.00	33.3	33.3	33.3	0.0	0.0	B

**Table B311. Rating of Lighting of City Streets by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	267	3.07	27.3	53.6	18.0	1.1	0.0	B
Female	318	2.85	26.1	44.3	21.1	5.7	2.8	B-

**Table B312. Rating of Lighting of City Streets by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	77	2.90	23.4	50.6	19.5	5.2	1.3	B
South	94	2.81	20.2	50.0	23.4	3.2	3.2	B-
East	43	2.81	23.3	41.9	27.9	7.0	0.0	B-
West	96	2.96	24.0	53.1	18.8	3.1	1.0	B
Northeast	40	2.90	20.0	57.5	17.5	2.5	2.5	B
Northwest	91	2.97	31.9	39.6	23.1	4.4	1.1	B
Southeast	35	2.91	40.0	28.6	20.0	5.7	5.7	B
Southwest	83	3.17	32.5	53.0	13.3	1.2	0.0	B

## City Street Aspects: Signal Lights Rating Crosstabulations

**Table B313. Rating of Signal Lights of City Streets by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	43	3.14	37.2	39.5	23.3	0.0	0.0	B
26-35	94	3.01	25.5	53.2	18.1	3.2	0.0	B
36-45	129	3.02	27.1	50.4	20.2	2.3	0.0	B
46-55	109	3.09	33.0	46.8	17.4	1.8	0.9	B
56-65	80	3.04	33.8	42.5	18.8	3.8	1.3	B
66-75	70	3.03	32.9	42.9	20.0	2.9	1.4	B
Over 75	58	3.07	32.8	46.6	17.2	1.7	1.7	B

**Table B314. Rating of Signal Lights of City Streets by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	379	3.02	29.8	46.7	20.1	2.4	1.1	B
African-American	138	3.05	34.8	39.1	22.5	3.6	0.0	B
Asian	5	3.40	40.0	60.0	0.0	0.0	0.0	B+
Hispanic	53	3.17	22.6	71.7	5.7	0.0	0.0	B
Other	6	3.67	66.7	33.3	0.0	0.0	0.0	A-

**Table B315. Rating of Signal Lights of City Streets by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	263	3.14	33.8	48.7	15.2	1.9	0.4	B
Female	321	2.98	28.7	45.5	22.1	2.8	0.9	B

**Table B316. Rating of Signal Lights of City Streets by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	78	3.03	30.8	44.9	21.8	1.3	1.3	B
South	94	3.00	28.7	46.8	20.2	4.3	0.0	B
East	45	3.02	33.3	42.2	20.0	2.2	2.2	B
West	94	3.03	26.6	50.0	23.4	0.0	0.0	B
Northeast	40	2.95	15.0	67.5	15.0	2.5	0.0	B
Northwest	89	2.98	28.1	44.9	23.6	3.4	0.0	B
Southeast	35	2.97	37.1	37.1	17.1	2.9	5.7	B
Southwest	83	3.27	41.0	45.8	12.0	1.2	0.0	B+

## City Street Aspects: Traffic Lights Rating Crosstabulations

**Table B317. Rating of Traffic Lights of City Streets by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	43	3.12	39.5	34.9	23.3	2.3	0.0	B
26-35	95	3.03	29.5	50.5	14.7	4.2	1.1	B
36-45	130	2.97	25.4	50.0	20.8	3.8	0.0	B
46-55	110	3.08	30.0	51.8	15.5	1.8	0.9	B
56-65	81	3.01	32.1	44.4	17.3	4.9	1.2	B
66-75	70	2.99	34.3	38.6	20.0	5.7	1.4	B
Over 75	58	3.03	31.0	48.3	15.5	3.4	1.7	B

**Table B318. Rating of Traffic Lights of City Streets by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	382	2.99	29.3	46.9	18.8	3.7	1.3	B
African-American	139	3.03	33.8	41.0	19.4	5.8	0.0	B
Asian	5	3.20	40.0	40.0	20.0	0.0	0.0	B+
Hispanic	53	3.23	28.3	66.0	5.7	0.0	0.0	B+
Other	6	3.17	33.3	50.0	16.7	0.0	0.0	B

**Table B319. Rating of Traffic Lights of City Streets by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	267	3.09	33.3	47.2	15.7	3.0	0.7	B
Female	321	2.97	28.3	46.7	19.6	4.4	0.9	B

**Table B320. Rating of Traffic Lights of City Streets by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	78	2.97	29.5	46.2	17.9	5.1	1.3	B
South	94	2.89	27.7	41.5	24.5	5.3	1.1	B
East	45	3.00	35.6	37.8	20.0	4.4	2.2	B
West	96	3.01	27.1	49.0	21.9	2.1	0.0	B
Northeast	40	3.00	17.5	67.5	12.5	2.5	0.0	B
Northwest	90	2.99	26.7	48.9	21.1	3.3	0.0	B
Southeast	35	3.00	37.1	42.9	8.6	5.7	5.7	B
Southwest	84	3.29	40.5	48.8	9.5	1.2	0.0	B+

## City Street Aspects: On-Street Parking Rating Crosstabulations

**Table B321. Rating of On-Street Parking on City Streets by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	40	2.38	15.0	20.0	55.0	7.5	2.5	C+
26-35	83	2.41	9.6	37.3	38.6	13.3	1.2	C+
36-45	121	2.45	19.0	24.8	40.5	13.2	2.5	C+
46-55	97	2.29	13.4	22.7	44.3	18.6	1.0	C+
56-65	67	2.22	17.9	17.9	40.3	16.4	7.5	C+
66-75	61	2.57	18.0	27.9	49.2	3.3	1.6	B-
Over 75	48	2.56	25.0	25.0	33.3	14.6	2.1	B-

**Table B322. Rating of On-Street Parking on City Streets by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	330	2.41	18.2	21.8	45.5	12.1	2.4	C+
African-American	125	2.29	16.0	22.4	39.2	19.2	3.2	C+
Asian	5	2.80	20.0	40.0	40.0	0.0	0.0	B-
Hispanic	50	2.64	10.0	52.0	32.0	4.0	2.0	B-
Other	5	2.40	0.0	60.0	20.0	20.0	0.0	C+

**Table B323. Rating of On-Street Parking on City Streets by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	241	2.44	17.0	26.1	42.7	12.0	2.1	C+
Female	277	2.38	16.2	24.9	41.9	14.1	2.9	C+

**Table B324. Rating of On-Street Parking on City Streets by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	66	2.39	15.2	27.3	40.9	15.2	1.5	C+
South	84	2.37	13.1	27.4	46.4	9.5	3.6	C+
East	39	2.26	10.3	20.5	53.8	15.4	0.0	C+
West	84	2.39	11.9	29.8	46.4	9.5	2.4	C+
Northeast	33	2.27	12.1	24.2	42.4	21.2	0.0	C+
Northwest	82	2.55	24.4	20.7	42.7	9.8	2.4	B-
Southeast	30	2.53	30.0	23.3	26.7	10.0	10.0	B-
Southwest	76	2.39	18.4	26.3	34.2	18.4	2.6	C+

## City Street Aspects: Snow Removal Rating Crosstabulations

**Table B325. Rating of Snow Removal on City Streets by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	35	2.91	22.9	48.6	25.7	2.9	0.0	B
26-35	83	2.94	24.1	51.8	20.5	1.2	2.4	B
36-45	115	2.91	23.5	49.6	22.6	3.5	0.9	B
46-55	100	2.88	23.0	48.0	24.0	4.0	1.0	B-
56-65	70	2.94	28.6	47.1	17.1	4.3	2.9	B
66-75	65	2.86	21.5	53.8	16.9	4.6	3.1	B-
Over 75	57	2.88	33.3	31.6	26.3	7.0	1.8	B-

**Table B326. Rating of Snow Removal on City Streets by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	342	2.87	24.0	46.5	24.0	3.2	2.3	B-
African-American	125	2.94	28.8	44.8	19.2	6.4	0.8	B
Asian	4	3.25	25.0	75.0	0.0	0.0	0.0	B+
Hispanic	46	3.09	26.1	58.7	13.0	2.2	0.0	B
Other	6	3.00	16.7	66.7	16.7	0.0	0.0	B

**Table B327. Rating of Snow Removal on City Streets by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	235	2.98	25.5	52.3	18.3	2.6	1.3	B
Female	291	2.85	24.7	44.0	24.4	4.8	2.1	B-

**Table B328. Rating of Snow Removal on City Streets by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	71	2.97	26.8	46.5	23.9	2.8	0.0	B
South	85	2.89	24.7	49.4	20.0	2.4	3.5	B-
East	42	2.76	23.8	47.6	16.7	4.8	7.1	B-
West	80	2.94	17.5	60.0	21.3	1.3	0.0	B
Northeast	37	2.73	18.9	40.5	35.1	5.4	0.0	B-
Northwest	86	2.90	26.7	43.0	24.4	4.7	1.2	B
Southeast	32	2.94	40.6	25.0	25.0	6.3	3.1	B
Southwest	70	2.94	25.7	51.4	15.7	5.7	1.4	B

## City Street Aspects: Availability of Sidewalks Rating Crosstabulations

**Table B329. Rating of Availability of Sidewalks on City Streets by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	42	2.95	31.0	38.1	26.2	4.8	0.0	B
26-35	93	2.74	23.7	41.9	24.7	4.3	5.4	B-
36-45	121	2.67	16.5	45.5	28.1	8.3	1.7	B-
46-55	103	2.66	24.3	33.0	29.1	11.7	1.9	B-
56-65	73	2.44	24.7	21.9	35.6	8.2	9.6	C+
66-75	64	2.61	17.2	40.6	29.7	10.9	1.6	B-
Over 75	56	2.70	32.1	26.8	25.0	10.7	5.4	B-

**Table B330. Rating of Availability of Sidewalks on City Streets by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	354	2.58	20.3	34.5	32.5	8.5	4.2	B-
African-American	136	2.76	29.4	32.4	25.7	9.6	2.9	B-
Asian	5	3.00	40.0	40.0	0.0	20.0	0.0	B
Hispanic	49	3.00	26.5	55.1	12.2	4.1	2.0	B
Other	6	2.33	0.0	66.7	0.0	33.3	0.0	C+

**Table B331. Rating of Availability of Sidewalks on City Streets by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	250	2.74	23.6	40.4	25.6	7.6	2.8	B-
Female	303	2.60	22.4	33.0	30.7	9.6	4.3	B-

**Table B332. Rating of Availability of Sidewalks on City Streets by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	75	2.61	24.0	30.7	29.3	14.7	1.3	B-
South	87	2.57	19.5	41.4	20.7	13.8	4.6	B-
East	42	2.69	16.7	47.6	26.2	7.1	2.4	B-
West	89	2.61	19.1	38.2	31.5	6.7	4.5	B-
Northeast	38	2.76	28.9	34.2	26.3	5.3	5.3	B-
Northwest	87	2.56	17.2	33.3	39.1	9.2	1.1	B-
Southeast	31	2.42	25.8	25.8	25.8	9.7	12.9	C+
Southwest	78	2.94	33.3	35.9	24.4	3.8	2.6	B

## City Street Appearance: Cleanliness Rating Crosstabulations

**Table B333. Rating of Cleanliness of City Streets by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	42	3.02	23.8	57.1	16.7	2.4	0.0	B
26-35	94	3.06	24.5	57.4	18.1	0.0	0.0	B
36-45	128	3.13	32.8	50.8	14.1	0.8	1.6	B
46-55	111	3.08	30.6	49.5	17.1	2.7	0.0	B
56-65	80	3.06	36.3	40.0	18.8	3.8	1.3	B
66-75	68	2.99	35.3	42.6	10.3	8.8	2.9	B
Over 75	57	3.28	42.1	45.6	10.5	1.8	0.0	B+

**Table B334. Rating of Cleanliness of City Streets by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	376	3.09	30.9	51.6	14.6	1.9	1.1	B
African-American	139	3.09	39.6	37.4	16.5	5.8	0.7	B
Asian	5	3.80	80.0	20.0	0.0	0.0	0.0	A
Hispanic	52	2.96	15.4	65.4	19.2	0.0	0.0	B
Other	6	3.17	33.3	50.0	16.7	0.0	0.0	B

**Table B335. Rating of Cleanliness of City Streets by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	264	3.14	33.7	48.9	15.2	1.9	0.4	B
Female	317	3.05	30.9	49.2	15.5	3.2	1.3	B

**Table B336. Rating of Cleanliness of City Streets by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	79	3.14	41.8	38.0	13.9	5.1	1.3	B
South	94	2.95	26.6	45.7	24.5	2.1	1.1	B
East	45	2.93	17.8	64.4	13.3	2.2	2.2	B
West	94	3.17	30.9	56.4	11.7	1.1	0.0	B
Northeast	39	2.92	17.9	61.5	15.4	5.1	0.0	B
Northwest	87	3.15	37.9	43.7	14.9	2.3	1.1	B
Southeast	35	2.97	31.4	45.7	14.3	5.7	2.9	B
Southwest	82	3.23	37.8	47.6	14.6	0.0	0.0	B+

## City Street Appearance: Landscaping Rating Crosstabulations

**Table B337. Rating of Landscaping of City Streets by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	42	3.12	26.2	59.5	14.3	0.0	0.0	B
26-35	94	3.18	34.0	52.1	11.7	2.1	0.0	B
36-45	128	3.29	45.3	39.8	13.3	1.6	0.0	B+
46-55	111	3.21	36.0	50.5	11.7	1.8	0.0	B+
56-65	80	3.23	40.0	45.0	12.5	2.5	0.0	B+
66-75	68	3.13	41.2	41.2	10.3	4.4	2.9	B
Over 75	57	3.37	56.1	24.6	19.3	0.0	0.0	B+

**Table B338. Rating of Landscaping of City Streets by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	376	3.21	39.4	44.9	13.6	1.6	0.5	B+
African-American	139	3.27	46.0	38.1	12.2	3.6	0.0	B+
Asian	5	3.80	80.0	20.0	0.0	0.0	0.0	A
Hispanic	52	3.12	25.0	61.5	13.5	0.0	0.0	B
Other	6	3.17	33.3	50.0	16.7	0.0	0.0	B

**Table B339. Rating of Landscaping of City Streets by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	264	3.24	40.2	45.5	12.9	1.1	0.4	B+
Female	317	3.21	40.1	43.8	13.2	2.5	0.3	B+

**Table B340. Rating of Landscaping of City Streets by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	79	3.35	53.2	32.9	10.1	3.8	0.0	B+
South	95	3.09	32.6	47.4	16.8	3.2	0.0	B
East	45	3.09	31.1	51.1	15.6	0.0	2.2	B
West	94	3.28	36.2	55.3	8.5	0.0	0.0	B+
Northeast	39	3.13	30.8	53.8	12.8	2.6	0.0	B
Northwest	86	3.24	44.2	38.4	15.1	2.3	0.0	B+
Southeast	35	3.14	40.0	40.0	17.1	0.0	2.9	B
Southwest	82	3.33	46.3	41.5	11.0	1.2	0.0	B+

## City Street Appearance: Grass Areas Mowed Regularly Rating Crosstabulations

**Table B341. Rating of Grass Areas Mowed Regularly on City Streets by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	42	3.36	40.5	54.8	4.8	0.0	0.0	B+
26-35	93	3.18	35.5	50.5	11.8	1.1	1.1	B
36-45	127	3.34	44.1	46.5	8.7	0.8	0.0	B+
46-55	111	3.22	37.8	47.7	12.6	1.8	0.0	B+
56-65	79	3.23	43.0	40.5	12.7	3.8	0.0	B+
66-75	66	3.03	33.3	45.5	13.6	6.1	1.5	B
Over 75	57	3.32	56.1	28.1	10.5	1.8	3.5	B+

**Table B342. Rating of Grass Areas Mowed Regularly on City Streets by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	371	3.21	40.2	43.1	14.0	2.2	0.5	B+
African-American	139	3.33	48.9	41.0	5.8	2.9	1.4	B+
Asian	5	3.80	80.0	20.0	0.0	0.0	0.0	A
Hispanic	52	3.15	21.2	73.1	5.8	0.0	0.0	B
Other	6	3.50	50.0	50.0	0.0	0.0	0.0	A-

**Table B343. Rating of Grass Areas Mowed Regularly on City Streets by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	262	3.24	40.1	46.2	11.5	1.9	0.4	B+
Female	314	3.24	42.0	44.3	10.5	2.2	1.0	B+

**Table B344. Rating of Grass Areas Mowed Regularly on City Streets by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	79	3.38	55.7	30.4	10.1	3.8	0.0	B+
South	93	3.05	30.1	50.5	14.0	5.4	0.0	B
East	45	3.18	33.3	55.6	8.9	0.0	2.2	B
West	93	3.19	30.1	59.1	10.8	0.0	0.0	B
Northeast	39	3.13	35.9	48.7	10.3	2.6	2.6	B
Northwest	84	3.30	45.2	39.3	15.5	0.0	0.0	B+
Southeast	35	3.20	40.0	48.6	5.7	2.9	2.9	B+
Southwest	82	3.41	54.9	35.4	7.3	1.2	1.2	B+

## City Street Appearance: Vacant Lots Cleared Rating Crosstabulations

**Table B345. Rating of Vacant Lots Cleared on City Streets by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	42	3.07	23.8	59.5	16.7	0.0	0.0	B
26-35	89	2.99	23.6	52.8	22.5	1.1	0.0	B
36-45	121	2.91	23.1	48.8	24.0	4.1	0.0	B
46-55	105	2.88	27.6	40.0	24.8	7.6	0.0	B-
56-65	75	2.85	30.7	28.0	37.3	4.0	0.0	B-
66-75	65	2.91	29.2	36.9	30.8	1.5	1.5	B
Over 75	54	2.94	40.7	25.9	24.1	5.6	3.7	B

**Table B346. Rating of Vacant Lots Cleared on City Streets by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	350	2.86	26.3	38.3	30.9	4.0	0.6	B-
African-American	137	3.01	33.6	39.4	21.9	4.4	0.7	B
Asian	5	3.60	60.0	40.0	0.0	0.0	0.0	A-
Hispanic	51	3.06	15.7	74.5	9.8	0.0	0.0	B
Other	6	3.00	33.3	50.0	0.0	16.7	0.0	B

**Table B347. Rating of Vacant Lots Cleared on City Streets by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	249	2.93	28.1	41.8	25.7	4.0	0.4	B
Female	303	2.92	27.4	42.2	26.1	3.6	0.7	B

**Table B348. Rating of Vacant Lots Cleared on City Streets by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	76	3.08	36.8	39.5	18.4	5.3	0.0	B
South	92	2.72	19.6	39.1	34.8	6.5	0.0	B-
East	42	2.76	16.7	52.4	23.8	4.8	2.4	B-
West	86	2.88	24.4	41.9	31.4	2.3	0.0	B-
Northeast	39	2.82	17.9	51.3	28.2	0.0	2.6	B-
Northwest	84	3.02	36.9	29.8	32.1	1.2	0.0	B
Southeast	32	3.03	31.3	46.9	18.8	0.0	3.1	B
Southwest	76	2.99	30.3	46.1	15.8	7.9	0.0	B

## City Street Appearance: Maintenance/Appearance of Sidewalks Rating Crosstabulations

**Table B349. Rating of Maintenance/Appearance of Sidewalks on City Streets by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	42	3.17	33.3	50.0	16.7	0.0	0.0	B
26-35	91	3.05	27.5	56.0	12.1	3.3	1.1	B
36-45	125	3.02	26.4	50.4	21.6	1.6	0.0	B
46-55	105	3.02	28.6	48.6	20.0	1.9	1.0	B
56-65	74	2.91	29.7	39.2	23.0	8.1	0.0	B
66-75	63	2.95	25.4	50.8	19.0	3.2	1.6	B
Over 75	53	3.23	39.6	45.3	13.2	1.9	0.0	B+

**Table B350. Rating of Maintenance/Appearance of Sidewalks on City Streets by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	354	3.00	27.7	48.3	21.2	2.3	0.6	B
African-American	135	3.09	36.3	42.2	15.6	5.9	0.0	B
Asian	5	3.20	40.0	40.0	20.0	0.0	0.0	B+
Hispanic	51	3.12	21.6	68.6	9.8	0.0	0.0	B
Other	6	2.67	16.7	66.7	0.0	0.0	16.7	B-

**Table B351. Rating of Maintenance/Appearance of Sidewalks on City Streets by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	254	3.04	28.7	50.4	17.7	2.0	1.2	B
Female	300	3.03	29.7	47.7	19.0	3.7	0.0	B

**Table B352. Rating of Maintenance/Appearance of Sidewalks on City Streets by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	72	3.19	38.9	45.8	11.1	4.2	0.0	B
South	93	2.89	24.7	47.3	21.5	5.4	1.1	B-
East	42	2.81	16.7	54.8	23.8	2.4	2.4	B-
West	93	3.03	25.8	51.6	22.6	0.0	0.0	B
Northeast	38	2.87	18.4	55.3	21.1	5.3	0.0	B-
Northwest	82	3.12	32.9	47.6	18.3	1.2	0.0	B
Southeast	30	2.90	23.3	50.0	20.0	6.7	0.0	B
Southwest	79	3.14	35.4	48.1	12.7	2.5	1.3	B

**City Street Appearance: Maintenance/Appearance of City Streets/Buildings Rating Crosstabulations**

**Table B353. Rating of Maintenance/Appearance of City Streets/Buildings on City Streets by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	42	3.29	35.7	57.1	7.1	0.0	0.0	B+
26-35	93	3.08	26.9	55.9	15.1	2.2	0.0	B
36-45	125	3.01	24.0	55.2	18.4	2.4	0.0	B
46-55	106	3.08	31.1	47.2	19.8	1.9	0.0	B
56-65	73	2.97	30.1	39.7	27.4	2.7	0.0	B
66-75	69	3.00	26.1	55.1	11.6	7.2	0.0	B
Over 75	57	3.11	40.4	35.1	19.3	5.3	0.0	B

**Table B354. Rating of Maintenance/Appearance of City Streets/Buildings on City Streets by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	366	3.01	27.6	49.5	19.7	3.3	0.0	B
African-American	136	3.09	35.3	41.9	19.1	3.7	0.0	B
Asian	5	3.00	20.0	60.0	20.0	0.0	0.0	B
Hispanic	50	3.30	30.0	70.0	0.0	0.0	0.0	B+
Other	6	3.00	16.7	66.7	16.7	0.0	0.0	B

**Table B355. Rating of Maintenance/Appearance of City Streets/Buildings on City Streets by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	257	3.09	30.7	50.6	16.0	2.7	0.0	B
Female	309	3.03	28.5	49.2	19.1	3.2	0.0	B

**Table B356. Rating of Maintenance/Appearance of City Streets/Buildings on City Streets by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	75	3.20	38.7	44.0	16.0	1.3	0.0	B+
South	94	2.93	24.5	48.9	21.3	5.3	0.0	B
East	43	2.95	18.6	60.5	18.6	2.3	0.0	B
West	92	3.08	26.1	55.4	18.5	0.0	0.0	B
Northeast	37	2.95	18.9	62.2	13.5	5.4	0.0	B
Northwest	88	3.06	34.1	42.0	19.3	4.5	0.0	B
Southeast	33	3.06	30.3	51.5	12.1	6.1	0.0	B
Southwest	80	3.14	33.8	48.8	15.0	2.5	0.0	B

## Police Department: Contact Crosstabulations

**Table B357. Contact with W-S Police Department by Age.**

Age Group	n	% Yes	% No
18-25	43	18.6	81.4
26-35	96	30.2	69.8
36-45	133	29.3	70.7
46-55	113	35.4	64.6
56-65	83	30.1	69.9
66-75	70	28.6	71.4
Over 75	61	27.9	72.1

**Table B358. Contact with W-S Police Department by Race.**

Race	n	% Yes	% No
Caucasian	389	30.8	69.2
African-American	144	27.8	72.2
Asian	5	40.0	60.0
Hispanic	53	24.5	75.5
Other	6	50.0	50.0

**Table B359. Contact with W-S Police Department by Gender.**

Gender	n	% Yes	% No
Male	271	31.0	69.0
Female	329	28.6	71.4

**Table B360. Contact with W-S Police Department by Ward.**

Ward	n	% Yes	% No
North	81	29.6	70.4
South	95	41.1	58.9
East	47	10.6	89.4
West	96	22.9	77.1
Northeast	40	40.0	60.0
Northwest	93	30.1	69.9
Southeast	36	19.4	80.6
Southwest	86	30.2	69.8

## Police Department: Contact Rating Crosstabulations

**Table B361. Rating of Contact with W-S Police Department by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	8	3.00	50.0	25.0	12.5	0.0	12.5	B
26-35	30	2.93	46.7	23.3	13.3	10.0	6.7	B
36-45	39	2.90	41.0	28.2	12.8	15.4	2.6	B
46-55	40	3.35	65.0	15.0	10.0	10.0	0.0	B+
56-65	25	3.52	64.0	24.0	12.0	0.0	0.0	A-
66-75	20	3.45	70.0	15.0	10.0	0.0	5.0	B+
Over 75	17	3.53	70.6	17.6	5.9	5.9	0.0	A-

**Table B362. Rating of Contact with W-S Police Department by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	120	3.31	61.7	19.2	10.0	6.7	2.5	B+
African-American	41	3.07	51.2	22.0	14.6	7.3	4.9	B
Asian	2	3.50	50.0	50.0	0.0	0.0	0.0	A-
Hispanic	13	2.85	30.8	38.5	15.4	15.4	0.0	B-
Other	3	3.00	66.7	0.0	0.0	33.3	0.0	B

**Table B363. Rating of Contact with W-S Police Department by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	85	3.24	58.8	20.0	9.4	9.4	2.4	B+
Female	94	3.20	55.3	22.3	12.8	6.4	3.2	B+

**Table B364. Rating of Contact with W-S Police Department by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	23	2.96	52.2	17.4	13.0	8.7	8.7	B
South	38	3.34	63.2	18.4	7.9	10.5	0.0	B+
East	5	3.60	60.0	40.0	0.0	0.0	0.0	A-
West	23	3.17	43.5	39.1	8.7	8.7	0.0	B
Northeast	16	2.75	31.3	31.3	18.8	18.8	0.0	B-
Northwest	28	3.61	75.0	17.9	0.0	7.1	0.0	A-
Southeast	7	3.00	42.9	14.3	42.9	0.0	0.0	B
Southwest	28	3.18	57.1	17.9	17.9	0.0	7.1	B

## Police Department: Overall Rating Crosstabulations

**Table B365. Overall Rating of W-S Police Department Based on Everything Seen, Heard, or Read by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	41	3.15	31.7	56.1	9.8	0.0	2.4	B
26-35	94	3.19	46.8	34.0	13.8	2.1	3.2	B
36-45	130	3.23	44.6	40.0	10.0	4.6	0.8	B+
46-55	108	3.27	48.1	38.0	8.3	3.7	1.9	B+
56-65	78	3.26	46.2	37.2	12.8	3.8	0.0	B+
66-75	69	3.39	55.1	31.9	11.6	0.0	1.4	B+
Over 75	61	3.52	63.9	26.2	8.2	1.6	0.0	A-

**Table B366. Overall Rating of W-S Police Department Based on Everything Seen, Heard, or Read by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	373	3.36	53.1	35.1	8.0	2.7	1.1	B+
African-American	142	3.10	38.7	41.5	13.4	3.5	2.8	B
Asian	5	3.00	20.0	60.0	20.0	0.0	0.0	B
Hispanic	53	3.17	41.5	35.8	20.8	1.9	0.0	B
Other	6	3.33	50.0	33.3	16.7	0.0	0.0	B+

**Table B367. Overall Rating of W-S Police Department Based on Everything Seen, Heard, or Read by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	264	3.30	50.8	34.1	10.6	3.4	1.1	B+
Female	318	3.26	46.2	39.3	10.7	2.2	1.6	B+

**Table B368. Overall Rating of W-S Police Department Based on Everything Seen, Heard, or Read by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	78	3.18	46.2	33.3	15.4	2.6	2.6	B
South	92	3.09	39.1	39.1	16.3	2.2	3.3	B
East	46	3.22	41.3	43.5	10.9	4.3	0.0	B+
West	95	3.38	49.5	41.1	7.4	2.1	0.0	B+
Northeast	38	3.32	44.7	44.7	7.9	2.6	0.0	B+
Northwest	91	3.48	58.2	34.1	5.5	2.2	0.0	B+
Southeast	33	3.09	33.3	48.5	12.1	6.1	0.0	B
Southwest	83	3.37	60.2	24.1	10.8	2.4	2.4	B+

## Fire Department: Contact Crosstabulations

**Table B369. Contact with W-S Fire Department by Age.**

Age Group	n	% Yes	% No
18-25	43	9.3	90.7
26-35	95	10.5	89.5
36-45	133	13.5	86.5
46-55	113	8.0	92.0
56-65	83	9.6	90.4
66-75	70	11.4	88.6
Over 75	61	6.6	93.4

**Table B370. Contact with W-S Fire Department by Race.**

Race	n	% Yes	% No
Caucasian	389	11.1	88.9
African-American	144	8.3	91.7
Asian	5	0.0	100.0
Hispanic	52	7.7	92.3
Other	6	33.3	66.7

**Table B371. Contact with W-S Fire Department by Gender.**

Gender	n	% Yes	% No
Male	270	10.0	90.0
Female	329	10.3	89.7

**Table B372. Contact with W-S Fire Department by Ward.**

Ward	n	% Yes	% No
North	81	11.1	88.9
South	95	8.4	91.6
East	47	8.5	91.5
West	95	8.4	91.6
Northeast	40	12.5	87.5
Northwest	93	10.8	89.2
Southeast	36	8.3	91.7
Southwest	86	15.1	84.9

## Fire Department: Contact Rating Crosstabulations

**Table B373. Rating of Contact with W-S Fire Department by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	1	3.00	0.0	100.0	0.0	0.0	0.0	B
26-35	12	3.67	66.7	33.3	0.0	0.0	0.0	A-
36-45	20	3.70	80.0	15.0	0.0	5.0	0.0	A-
46-55	10	3.90	90.0	10.0	0.0	0.0	0.0	A
56-65	8	4.00	100.0	0.0	0.0	0.0	0.0	A
66-75	4	3.50	75.0	0.0	25.0	0.0	0.0	A-
Over 75	4	3.75	75.0	25.0	0.0	0.0	0.0	A-

**Table B374. Rating of Contact with W-S Fire Department by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	40	3.68	75.0	20.0	2.5	2.5	0.0	A-
African-American	13	4.00	100.0	0.0	0.0	0.0	0.0	A
Asian	0	--	--	--	--	--	--	--
Hispanic	4	3.75	75.0	25.0	0.0	0.0	0.0	A-
Other	2	3.50	50.0	50.0	0.0	0.0	0.0	A-

**Table B375. Rating of Contact with W-S Fire Department by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	27	3.67	77.8	14.8	3.7	3.7	0.0	A-
Female	32	3.81	81.3	18.8	0.0	0.0	0.0	A

**Table B376. Rating of Contact with W-S Fire Department by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	9	3.89	88.9	11.1	0.0	0.0	0.0	A
South	7	3.14	42.9	42.9	0.0	14.3	0.0	B
East	3	4.00	100.0	0.0	0.0	0.0	0.0	A
West	8	3.75	75.0	25.0	0.0	0.0	0.0	A-
Northeast	6	3.67	66.7	33.3	0.0	0.0	0.0	A-
Northwest	9	3.78	88.9	0.0	11.1	0.0	0.0	A-
Southeast	3	3.67	66.7	33.3	0.0	0.0	0.0	A-
Southwest	13	3.92	92.3	7.7	0.0	0.0	0.0	A

## Fire Department: Overall Rating Crosstabulations

**Table B377. Overall Rating of W-S Fire Department Based on Everything Seen, Heard, or Read by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	42	3.52	54.8	42.9	2.4	0.0	0.0	A-
26-35	93	3.66	71.0	23.7	5.4	0.0	0.0	A-
36-45	126	3.57	61.9	33.3	4.8	0.0	0.0	A-
46-55	106	3.61	66.0	31.1	1.9	0.0	0.9	A-
56-65	79	3.56	65.8	24.1	10.1	0.0	0.0	A-
66-75	70	3.56	61.4	32.9	5.7	0.0	0.0	A-
Over 75	60	3.75	78.3	18.3	3.3	0.0	0.0	A-

**Table B378. Overall Rating of W-S Fire Department Based on Everything Seen, Heard, or Read by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	371	3.63	66.8	28.8	4.3	0.0	0.0	A-
African-American	139	3.47	56.8	34.5	7.9	0.0	0.7	B+
Asian	5	3.20	20.0	80.0	0.0	0.0	0.0	B+
Hispanic	53	3.85	86.8	11.3	1.9	0.0	0.0	A
Other	6	3.67	66.7	33.3	0.0	0.0	0.0	A-

**Table B379. Overall Rating of W-S Fire Department Based on Everything Seen, Heard, or Read by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	259	3.59	64.9	30.5	4.2	0.0	0.4	A-
Female	318	3.61	66.7	28.0	5.3	0.0	0.0	A-

**Table B380. Overall Rating of W-S Fire Department Based on Everything Seen, Heard, or Read by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	78	3.63	66.7	29.5	3.8	0.0	0.0	A-
South	92	3.53	64.1	27.2	7.6	0.0	1.1	A-
East	46	3.59	63.0	32.6	4.3	0.0	0.0	A-
West	91	3.55	60.4	34.1	5.5	0.0	0.0	A-
Northeast	39	3.64	66.7	30.8	2.6	0.0	0.0	A-
Northwest	92	3.65	68.5	28.3	3.3	0.0	0.0	A-
Southeast	33	3.70	69.7	30.3	0.0	0.0	0.0	A-
Southwest	80	3.64	72.5	18.8	8.8	0.0	0.0	A-

## Zoning & Building: Requirements Awareness Crosstabulations

**Table B381. Awareness of City Zoning & Building Requirements by Age.**

Age Group	n	% Yes	% No
18-25	43	55.8	44.2
26-35	96	74.0	26.0
36-45	134	82.8	17.2
46-55	112	85.7	14.3
56-65	83	92.8	7.2
66-75	70	85.7	14.3
Over 75	61	75.4	24.6

**Table B382. Awareness of City Zoning & Building Requirements by Race.**

Race	n	% Yes	% No
Caucasian	390	89.5	10.5
African-American	143	74.1	25.9
Asian	5	40.0	60.0
Hispanic	53	47.2	52.8
Other	6	50.0	50.0

**Table B383. Awareness of City Zoning & Building Requirements by Gender.**

Gender	n	% Yes	% No
Male	270	82.6	17.4
Female	330	79.7	20.3

**Table B384. Awareness of City Zoning & Building Requirements by Ward.**

Ward	n	% Yes	% No
North	81	80.2	19.8
South	94	77.7	22.3
East	47	78.7	21.3
West	97	84.5	15.5
Northeast	40	70.0	30.0
Northwest	93	88.2	11.8
Southeast	36	83.3	16.7
Southwest	86	81.4	18.6

## Zoning & Building: City Building Inspector Contact Crosstabulations

**Table B385. Contact with City Building Inspector by Age.**

Age Group	n	% Yes	% No
18-25	43	2.3	97.7
26-35	96	6.3	93.8
36-45	134	9.0	91.0
46-55	113	11.5	88.5
56-65	83	15.7	84.3
66-75	70	5.7	94.3
Over 75	61	8.2	91.8

**Table B386. Contact with City Building Inspector by Race.**

Race	n	% Yes	% No
Caucasian	390	10.8	89.2
African-American	144	2.8	97.2
Asian	5	0.0	100.0
Hispanic	53	13.2	86.8
Other	6	16.7	83.3

**Table B387. Contact with City Building Inspector by Gender.**

Gender	n	% Yes	% No
Male	271	10.7	89.3
Female	330	7.6	92.4

**Table B388. Contact with City Building Inspector by Ward.**

Ward	n	% Yes	% No
North	81	3.7	96.3
South	95	9.5	90.5
East	47	14.9	85.1
West	97	7.2	92.8
Northeast	40	7.5	92.5
Northwest	93	5.4	94.6
Southeast	36	8.3	91.7
Southwest	86	15.1	84.9

## Zoning & Building: Home Contact with City Building Inspector Crosstabulations

**Table B389. Home Contact with City Building Inspector by Age.**

Age Group	n	% Yes	% No
18-25	1	100.0	0.0
26-35	6	66.7	33.3
36-45	12	83.3	16.7
46-55	13	76.9	23.1
56-65	12	83.3	16.7
66-75	4	75.0	25.0
Over 75	5	100.0	0.0

**Table B390. Home Contact with City Building Inspector by Race.**

Race	n	% Yes	% No
Caucasian	41	78.0	22.0
African-American	4	75.0	25.0
Asian	0	--	--
Hispanic	7	100.0	0.0
Other	1	100.0	0.0

**Table B391. Home Contact with City Building Inspector by Gender.**

Gender	n	% Yes	% No
Male	28	82.1	17.9
Female	25	80.0	20.0

**Table B392. Home Contact with City Building Inspector by Ward.**

Ward	n	% Yes	% No
North	3	100.0	0.0
South	9	66.7	33.3
East	7	71.4	28.6
West	7	85.7	14.3
Northeast	2	100.0	0.0
Northwest	5	100.0	0.0
Southeast	3	100.0	0.0
Southwest	13	69.2	30.8

**Zoning & Building: Business Contact with City Building Inspector Crosstabulations**

**Table B393. Business Contact with City Building Inspector by Age.**

Age Group	n	% Yes	% No
18-25	1	0.0	100.0
26-35	6	33.3	66.7
36-45	12	16.7	83.3
46-55	13	23.1	76.9
56-65	12	16.7	83.3
66-75	4	25.0	75.0
Over 75	5	0.0	100.0

**Table B394. Business Contact with City Building Inspector by Race.**

Race	n	% Yes	% No
Caucasian	41	22.0	78.0
African-American	4	25.0	75.0
Asian	0	--	--
Hispanic	7	0.0	100.0
Other	1	0.0	100.0

**Table B395. Business Contact with City Building Inspector by Gender.**

Gender	n	% Yes	% No
Male	28	17.9	82.1
Female	25	20.0	80.0

**Table B396. Business Contact with City Building Inspector by Ward.**

Ward	n	% Yes	% No
North	3	0.0	100.0
South	9	33.3	66.7
East	7	28.6	71.4
West	7	14.3	85.7
Northeast	2	0.0	100.0
Northwest	5	0.0	100.0
Southeast	3	0.0	100.0
Southwest	13	30.8	69.2

## Zoning & Building: Home Inspection Service Rendered Rating Crosstabulations

**Table B397. Rating of Home Service Rendered by City Building Inspector by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	1	4.00	100.0	0.0	0.0	0.0	0.0	A
26-35	4	2.75	0.0	75.0	25.0	0.0	0.0	B-
36-45	10	3.70	70.0	30.0	0.0	0.0	0.0	A-
46-55	10	3.60	60.0	40.0	0.0	0.0	0.0	A-
56-65	10	3.30	50.0	30.0	20.0	0.0	0.0	B+
66-75	3	3.33	33.3	66.7	0.0	0.0	0.0	B+
Over 75	5	3.00	40.0	20.0	40.0	0.0	0.0	B

**Table B398. Rating of Home Service Rendered by City Building Inspector by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	32	3.44	59.4	25.0	15.6	0.0	0.0	B+
African-American	3	3.67	66.7	33.3	0.0	0.0	0.0	A-
Asian	0	--	--	--	--	--	--	--
Hispanic	7	3.14	14.3	85.7	0.0	0.0	0.0	B
Other	1	3.00	0.0	100.0	0.0	0.0	0.0	B

**Table B399. Rating of Home Service Rendered by City Building Inspector by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	23	3.35	47.8	39.1	13.0	0.0	0.0	B+
Female	20	3.45	55.0	35.0	10.0	0.0	0.0	B+

**Table B400. Rating of Home Service Rendered by City Building Inspector by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	3	3.00	0.0	100.0	0.0	0.0	0.0	B
South	6	3.17	16.7	83.3	0.0	0.0	0.0	B
East	5	3.40	60.0	20.0	20.0	0.0	0.0	B+
West	6	3.50	66.7	16.7	16.7	0.0	0.0	A-
Northeast	2	3.50	50.0	50.0	0.0	0.0	0.0	A-
Northwest	5	3.80	80.0	20.0	0.0	0.0	0.0	A
Southeast	3	3.67	66.7	33.3	0.0	0.0	0.0	A-
Southwest	9	3.44	66.7	11.1	22.2	0.0	0.0	B+

## Zoning & Building: Business Inspection Service Rendered Rating Crosstabulations

**Table B401. Rating of Business Service Rendered by City Building Inspector by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	0	--	--	--	--	--	--	--
26-35	2	2.00	0.0	50.0	0.0	50.0	0.0	C
36-45	2	3.00	0.0	100.0	0.0	0.0	0.0	B
46-55	3	3.33	33.3	66.7	0.0	0.0	0.0	B+
56-65	2	2.50	50.0	0.0	0.0	50.0	0.0	B-
66-75	1	4.00	100.0	0.0	0.0	0.0	0.0	A
Over 75	0	--	--	--	--	--	--	--

**Table B402. Rating of Business Service Rendered by City Building Inspector by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	9	3.11	33.3	55.6	0.0	11.1	0.0	B
African-American	1	1.00	0.0	0.0	0.0	100.0	0.0	D
Asian	0	--	--	--	--	--	--	--
Hispanic	0	--	--	--	--	--	--	--
Other	0	--	--	--	--	--	--	--

**Table B403. Rating of Business Service Rendered by City Building Inspector by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	5	3.00	40.0	40.0	0.0	20.0	0.0	B
Female	5	2.90	20.0	60.0	0.0	20.0	0.0	B

**Table B404. Rating of Business Service Rendered by City Building Inspector by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	0	--	--	--	--	--	--	--
South	3	3.67	66.7	33.3	0.0	0.0	0.0	A-
East	2	2.00	0.0	50.0	0.0	50.0	0.0	C
West	1	3.00	0.0	100.0	0.0	0.0	0.0	B
Northeast	0	--	--	--	--	--	--	--
Northwest	0	--	--	--	--	--	--	--
Southeast	0	--	--	--	--	--	--	--
Southwest	4	2.75	25.0	50.0	0.0	25.0	0.0	B-

## Water & Sewer: Accuracy of Bill Rating Crosstabulations

**Table B405. Rating of Accuracy of City Water & Sewer Bill by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	25	3.36	36.0	64.0	0.0	0.0	0.0	B+
26-35	72	3.29	43.1	44.4	11.1	1.4	0.0	B+
36-45	97	3.28	45.4	39.2	13.4	2.1	0.0	B+
46-55	82	3.44	56.1	31.7	12.2	0.0	0.0	B+
56-65	69	3.39	56.5	29.0	11.6	2.9	0.0	B+
66-75	58	3.19	39.7	44.8	12.1	1.7	1.7	B
Over 75	47	3.04	46.8	27.7	12.8	8.5	4.3	B

**Table B406. Rating of Accuracy of City Water & Sewer Bill by Age by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	305	3.32	49.5	36.1	12.1	1.6	0.7	B+
African-American	87	3.30	52.9	32.2	8.0	5.7	1.1	B+
Asian	4	3.25	50.0	25.0	25.0	0.0	0.0	B+
Hispanic	45	3.00	15.6	68.9	15.6	0.0	0.0	B
Other	6	3.83	83.3	16.7	0.0	0.0	0.0	A

**Table B407. Rating of Accuracy of City Water & Sewer Bill by Age by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	191	3.27	46.6	36.6	14.7	1.6	0.5	B+
Female	259	3.31	48.3	39.0	9.3	2.7	0.8	B+

**Table B408. Rating of Accuracy of City Water & Sewer Bill by Age by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	54	3.39	55.6	31.5	9.3	3.7	0.0	B+
South	84	3.20	36.9	47.6	14.3	1.2	0.0	B+
East	32	3.38	50.0	43.8	3.1	0.0	3.1	B+
West	78	3.21	44.9	34.6	17.9	1.3	1.3	B+
Northeast	30	3.17	50.0	26.7	13.3	10.0	0.0	B
Northwest	70	3.31	48.6	40.0	7.1	2.9	1.4	B+
Southeast	28	3.36	50.0	35.7	14.3	0.0	0.0	B+
Southwest	55	3.33	49.1	36.4	12.7	1.8	0.0	B+

## Water & Sewer: Readability of Bill Rating Crosstabulations

**Table B409. Rating of Readability of City Water & Sewer Bill by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	25	3.36	36.0	64.0	0.0	0.0	0.0	B+
26-35	73	3.38	46.6	45.2	8.2	0.0	0.0	B+
36-45	98	3.41	53.1	35.7	10.2	1.0	0.0	B+
46-55	81	3.51	56.8	37.0	6.2	0.0	0.0	A-
56-65	70	3.53	62.9	28.6	7.1	1.4	0.0	A-
66-75	59	3.36	50.8	39.0	6.8	1.7	1.7	B+
Over 75	47	3.26	57.4	23.4	8.5	8.5	2.1	B+

**Table B410. Rating of Readability of City Water & Sewer Bill by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	307	3.45	56.4	34.5	7.5	1.0	0.7	B+
African-American	87	3.45	58.6	32.2	4.6	4.6	0.0	B+
Asian	4	3.50	50.0	50.0	0.0	0.0	0.0	A-
Hispanic	46	3.02	17.4	67.4	15.2	0.0	0.0	B
Other	6	3.83	83.3	16.7	0.0	0.0	0.0	A

**Table B411. Rating of Readability of City Water & Sewer Bill by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	193	3.41	53.9	35.8	8.8	1.0	0.5	B+
Female	260	3.42	53.1	38.1	6.5	1.9	0.4	B+

**Table B412. Rating of Readability of City Water & Sewer Bill by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	55	3.55	65.5	27.3	3.6	3.6	0.0	A-
South	83	3.27	41.0	47.0	9.6	2.4	0.0	B+
East	32	3.44	46.9	50.0	3.1	0.0	0.0	B+
West	80	3.38	51.3	37.5	10.0	0.0	1.3	B+
Northeast	31	3.29	51.6	32.3	9.7	6.5	0.0	B+
Northwest	70	3.50	57.1	35.7	7.1	0.0	0.0	A-
Southeast	28	3.29	60.7	17.9	14.3	3.6	3.6	B+
Southwest	55	3.53	58.2	36.4	5.5	0.0	0.0	A-

## Water & Sewer: Overall Service Rating Crosstabulations

**Table B413. Rating of Overall Service of City Water & Sewer by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	25	3.40	40.0	60.0	0.0	0.0	0.0	B+
26-35	73	3.40	45.2	49.3	5.5	0.0	0.0	B+
36-45	98	3.36	46.9	42.9	9.2	1.0	0.0	B+
46-55	83	3.41	56.6	31.3	8.4	3.6	0.0	B+
56-65	70	3.44	57.1	32.9	7.1	2.9	0.0	B+
66-75	60	3.33	45.0	43.3	11.7	0.0	0.0	B+
Over 75	47	3.41	55.3	31.9	10.6	2.1	0.0	B+

**Table B414. Rating of Overall Service of City Water & Sewer by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	310	3.40	52.3	37.1	8.7	1.9	0.0	B+
African-American	87	3.49	57.5	35.6	5.7	1.1	0.0	B+
Asian	4	3.50	50.0	50.0	0.0	0.0	0.0	A-
Hispanic	46	3.09	17.4	73.9	8.7	0.0	0.0	B
Other	6	3.50	66.7	16.7	16.7	0.0	0.0	A-

**Table B415. Rating of Overall Service of City Water & Sewer by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	194	3.38	50.5	38.1	9.8	1.5	0.0	B+
Female	262	3.41	50.0	41.6	6.9	1.5	0.0	B+

**Table B416. Rating of Overall Service of City Water & Sewer by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	55	3.51	60.0	30.9	9.1	0.0	0.0	A-
South	85	3.28	41.2	48.2	8.2	2.4	0.0	B+
East	33	3.39	48.5	45.5	3.0	3.0	0.0	B+
West	80	3.26	42.5	43.8	11.3	2.5	0.0	B+
Northeast	31	3.35	48.4	41.9	6.5	3.2	0.0	B+
Northwest	70	3.41	51.4	38.6	10.0	0.0	0.0	B+
Southeast	28	3.57	64.3	28.6	7.1	0.0	0.0	A-
Southwest	55	3.44	54.5	36.4	7.3	1.8	0.0	B+

## Water & Sewer: Contact Crosstabulations

**Table B417. Contact with City Water & Sewer Department by Age.**

Age Group	n	% Yes	% No
18-25	43	4.7	95.3
26-35	96	11.5	88.5
36-45	134	14.9	85.1
46-55	113	11.5	88.5
56-65	83	21.7	78.3
66-75	70	17.1	82.9
Over 75	61	14.8	85.2

**Table B418. Contact with City Water & Sewer Department by Race.**

Race	n	% Yes	% No
Caucasian	389	14.1	85.9
African-American	144	11.1	88.9
Asian	5	40.0	60.0
Hispanic	53	18.9	81.1
Other	6	0.0	100.0

**Table B419. Contact with City Water & Sewer Department by Gender.**

Gender	n	% Yes	% No
Male	270	14.8	85.2
Female	330	13.6	86.4

**Table B420. Contact with City Water & Sewer Department by Ward.**

Ward	n	% Yes	% No
North	81	12.3	87.7
South	95	18.9	81.1
East	47	6.4	93.6
West	97	13.4	86.6
Northeast	40	10.0	90.0
Northwest	93	16.1	83.9
Southeast	36	13.9	86.1
Southwest	85	15.3	84.7

## Water & Sewer: Helpfulness Rating Crosstabulations

**Table B421. Rating of Helpfulness of City Water & Sewer Department by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	1	4.00	100.0	0.0	0.0	0.0	0.0	A
26-35	10	3.00	50.0	30.0	0.0	10.0	10.0	B
36-45	22	3.45	63.6	22.7	9.1	4.5	0.0	B+
46-55	12	3.08	66.7	8.3	8.3	0.0	16.7	B
56-65	17	3.35	58.8	29.4	5.9	0.0	5.9	B+
66-75	10	3.70	80.0	10.0	10.0	0.0	0.0	A-
Over 75	9	2.89	55.6	11.1	11.1	11.1	11.1	B-

**Table B422. Rating of Helpfulness of City Water & Sewer Department by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	53	3.19	56.6	22.6	9.4	5.7	5.7	B
African-American	15	3.27	66.7	20.0	0.0	0.0	13.3	B+
Asian	2	4.00	100.0	0.0	0.0	0.0	0.0	A
Hispanic	9	3.78	88.9	0.0	11.1	0.0	0.0	A-
Other	0	--	--	--	--	--	--	--

**Table B423. Rating of Helpfulness of City Water & Sewer Department by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	39	3.38	71.8	10.3	10.3	0.0	7.7	B+
Female	42	3.21	54.8	28.6	4.8	7.1	4.8	B+

**Table B424. Rating of Helpfulness of City Water & Sewer Department by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	9	3.00	33.3	55.6	0.0	0.0	11.1	B
South	16	3.38	68.8	18.8	0.0	6.3	6.3	B+
East	3	2.67	66.7	0.0	0.0	0.0	33.3	B-
West	12	2.92	50.0	16.7	16.7	8.3	8.3	B
Northeast	4	3.50	50.0	50.0	0.0	0.0	0.0	A-
Northwest	15	3.47	60.0	26.7	13.3	0.0	0.0	B+
Southeast	5	3.40	80.0	0.0	0.0	20.0	0.0	B+
Southwest	13	3.54	84.6	0.0	7.7	0.0	7.7	A-

## Water & Sewer: Friendliness Rating Crosstabulations

**Table B425. Rating of Friendliness of City Water & Sewer Department by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	1	4.00	100.0	0.0	0.0	0.0	0.0	A
26-35	10	3.50	70.0	20.0	0.0	10.0	0.0	A-
36-45	21	3.48	61.9	23.8	14.3	0.0	0.0	B+
46-55	12	3.83	83.3	16.7	0.0	0.0	0.0	A
56-65	17	3.53	70.6	23.5	0.0	0.0	5.9	A-
66-75	10	3.90	90.0	10.0	0.0	0.0	0.0	A
Over 75	9	3.00	66.7	0.0	11.1	11.1	11.1	B

**Table B426. Rating of Friendliness of City Water & Sewer Department by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	52	3.50	69.2	19.2	5.8	3.8	1.9	A-
African-American	15	3.47	73.3	13.3	6.7	0.0	6.7	B+
Asian	2	4.00	100.0	0.0	0.0	0.0	0.0	A
Hispanic	9	3.89	88.9	11.1	0.0	0.0	0.0	A
Other	0	--	--	--	--	--	--	--

**Table B427. Rating of Friendliness of City Water & Sewer Department by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	39	3.74	84.6	10.3	2.6	0.0	2.6	A-
Female	41	3.37	61.0	24.4	7.3	4.9	2.4	B+

**Table B428. Rating of Friendliness of City Water & Sewer Department by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	9	3.33	44.4	44.4	11.1	0.0	0.0	B+
South	16	3.75	81.3	12.5	6.3	0.0	0.0	A-
East	3	2.67	66.7	0.0	0.0	0.0	33.3	B-
West	11	3.18	72.7	0.0	9.1	9.1	9.1	B
Northeast	4	3.50	50.0	50.0	0.0	0.0	0.0	A-
Northwest	15	3.60	66.7	26.7	6.7	0.0	0.0	A-
Southeast	5	3.40	80.0	0.0	0.0	20.0	0.0	B+
Southwest	13	3.92	92.3	7.7	0.0	0.0	0.0	A

## Water & Sewer: Responsiveness Rating Crosstabulations

**Table B429. Rating of Responsiveness of City Water & Sewer Department by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	1	4.00	100.0	0.0	0.0	0.0	0.0	A
26-35	12	3.00	41.7	41.7	0.0	8.3	8.3	B
36-45	20	3.65	70.0	25.0	5.0	0.0	0.0	A-
46-55	12	3.08	66.7	8.3	8.3	0.0	16.7	B
56-65	17	3.41	76.5	11.8	0.0	0.0	11.8	B+
66-75	10	3.40	70.0	10.0	10.0	10.0	0.0	B+
Over 75	9	2.89	55.6	11.1	11.1	11.1	11.1	B-

**Table B430. Rating of Responsiveness of City Water & Sewer Department by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	52	3.19	59.6	21.2	5.8	5.8	7.7	B
African-American	16	3.31	68.8	18.8	0.0	0.0	12.5	B+
Asian	2	4.00	100.0	0.0	0.0	0.0	0.0	A
Hispanic	9	3.78	88.9	0.0	11.1	0.0	0.0	A-
Other	0	--	--	--	--	--	--	--

**Table B431. Rating of Responsiveness of City Water & Sewer Department by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	40	3.25	67.5	12.5	7.5	2.5	10.0	B+
Female	41	3.37	63.4	24.4	2.4	4.9	4.9	B+

**Table B432. Rating of Responsiveness of City Water & Sewer Department by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	10	3.10	40.0	50.0	0.0	0.0	10.0	B
South	15	3.33	66.7	20.0	0.0	6.7	6.7	B+
East	3	2.67	66.7	0.0	0.0	0.0	33.3	B-
West	12	2.92	50.0	16.7	16.7	8.3	8.3	B
Northeast	5	3.60	60.0	40.0	0.0	0.0	0.0	A-
Northwest	14	3.50	71.4	21.4	0.0	0.0	7.1	A-
Southeast	5	3.40	80.0	0.0	0.0	20.0	0.0	B+
Southwest	13	3.54	84.6	0.0	7.7	0.0	7.7	A-

## City Website: Visitation Crosstabulations

**Table B433. Visited the City's Website in the Past Six Months by Age.**

Age Group	n	% Yes	% No
18-25	43	16.3	83.7
26-35	96	33.3	66.7
36-45	134	29.9	70.1
46-55	113	32.7	67.3
56-65	83	25.3	74.7
66-75	70	8.6	91.4
Over 75	61	3.3	96.7

**Table B434. Visited the City's Website in the Past Six Months by Race.**

Race	n	% Yes	% No
Caucasian	389	24.9	75.1
African-American	144	22.9	77.1
Asian	5	60.0	40.0
Hispanic	53	17.0	83.0
Other	6	33.3	66.7

**Table B435. Visited the City's Website in the Past Six Months by Gender.**

Gender	n	% Yes	% No
Male	270	28.1	71.9
Female	330	20.9	79.1

**Table B436. Visited the City's Website in the Past Six Months by Ward.**

Ward	n	% Yes	% No
North	81	18.5	81.5
South	95	16.8	83.2
East	47	27.7	72.3
West	97	20.6	79.4
Northeast	40	17.5	82.5
Northwest	93	33.3	66.7
Southeast	36	16.7	83.3
Southwest	85	35.3	64.7

## City Website: Finding What You Want Rating Crosstabulations

**Table B437. Rating of Finding What You Want on the City's Website by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	7	3.14	28.6	57.1	14.3	0.0	0.0	B
26-35	32	3.34	46.9	40.6	12.5	0.0	0.0	B+
36-45	40	3.60	62.5	35.0	2.5	0.0	0.0	A-
46-55	35	3.51	57.1	37.1	5.7	0.0	0.0	A-
56-65	21	3.43	66.7	14.3	14.3	4.8	0.0	B+
66-75	5	3.40	60.0	20.0	20.0	0.0	0.0	B+
Over 75	2	3.50	50.0	50.0	0.0	0.0	0.0	A-

**Table B438. Rating of Finding What You Want on the City's Website by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	96	3.42	53.1	36.5	9.4	1.0	0.0	B+
African-American	33	3.52	60.6	30.3	9.1	0.0	0.0	A-
Asian	3	3.67	66.7	33.3	0.0	0.0	0.0	A-
Hispanic	9	3.78	77.8	22.2	0.0	0.0	0.0	A-
Other	0	--	--	--	--	--	--	--

**Table B439. Rating of Finding What You Want on the City's Website by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	74	3.45	54.1	37.8	6.8	1.4	0.0	B+
Female	68	3.49	58.8	30.9	10.3	0.0	0.0	B+

**Table B440. Rating of Finding What You Want on the City's Website by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	14	3.50	57.1	35.7	7.1	0.0	0.0	A-
South	15	3.67	73.3	20.0	6.7	0.0	0.0	A-
East	13	3.15	38.5	38.5	23.1	0.0	0.0	B
West	19	3.26	36.8	52.6	10.5	0.0	0.0	B+
Northeast	7	3.57	71.4	14.3	14.3	0.0	0.0	A-
Northwest	31	3.48	61.3	29.0	6.5	3.2	0.0	B+
Southeast	6	3.67	66.7	33.3	0.0	0.0	0.0	A-
Southwest	30	3.47	53.3	40.0	6.7	0.0	0.0	B+

## City Website: Quality of Information Rating Crosstabulations

**Table B441. Rating of Quality of Information on the City’s Website by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	7	3.57	57.1	42.9	0.0	0.0	0.0	A-
26-35	32	3.28	43.8	40.6	15.6	0.0	0.0	B+
36-45	40	3.58	67.5	25.0	5.0	2.5	0.0	A-
46-55	35	3.54	60.0	34.3	5.7	0.0	0.0	A-
56-65	21	3.48	57.1	33.3	9.5	0.0	0.0	B+
66-75	5	3.60	60.0	40.0	0.0	0.0	0.0	A-
Over 75	2	3.00	50.0	0.0	50.0	0.0	0.0	B

**Table B442. Rating of Quality of Information on the City’s Website by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	96	3.45	55.2	35.4	8.3	1.0	0.0	B+
African-American	33	3.45	57.6	30.3	12.1	0.0	0.0	B+
Asian	3	4.00	100.0	0.0	0.0	0.0	0.0	A
Hispanic	9	3.78	77.8	22.2	0.0	0.0	0.0	A-
Other	0	--	--	--	--	--	--	--

**Table B443. Rating of Quality of Information on the City’s Website by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	74	3.50	56.8	36.5	6.8	0.0	0.0	A-
Female	68	3.46	58.8	29.4	10.3	1.5	0.0	B+

**Table B444. Rating of Quality of Information on the City’s Website by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	14	3.64	71.4	21.4	7.1	0.0	0.0	A-
South	15	3.87	86.7	13.3	0.0	0.0	0.0	A
East	13	3.15	38.5	46.2	7.7	7.7	0.0	B
West	19	3.21	36.8	47.4	15.8	0.0	0.0	B+
Northeast	7	3.43	57.1	28.6	14.3	0.0	0.0	B+
Northwest	31	3.45	58.1	29.0	12.9	0.0	0.0	B+
Southeast	6	3.67	66.7	33.3	0.0	0.0	0.0	A-
Southwest	30	3.47	53.3	40.0	6.7	0.0	0.0	B+

## City Website: Ability to Accomplish What You Wanted To Do Rating Crosstabulations

**Table B445. Rating of Ability to Accomplish What You Wanted to do on the City's Website by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	7	3.43	42.9	57.1	0.0	0.0	0.0	B+
26-35	33	3.18	39.4	45.5	9.1	6.1	0.0	B
36-45	40	3.60	67.5	25.0	7.5	0.0	0.0	A-
46-55	34	3.65	67.6	29.4	2.9	0.0	0.0	A-
56-65	21	3.48	61.9	23.8	14.3	0.0	0.0	B+
66-75	5	3.40	60.0	20.0	20.0	0.0	0.0	B+
Over 75	2	2.50	50.0	0.0	0.0	50.0	0.0	B-

**Table B446. Rating of Ability to Accomplish What You Wanted to do on the City's Website by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	96	3.46	57.3	32.3	9.4	1.0	0.0	B+
African-American	33	3.39	57.6	30.3	6.1	6.1	0.0	B+
Asian	3	3.67	66.7	33.3	0.0	0.0	0.0	A-
Hispanic	9	3.78	77.8	22.2	0.0	0.0	0.0	A-
Other	0	--	--	--	--	--	--	--

**Table B447. Rating of Ability to Accomplish What You Wanted to do on the City's Website by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	73	3.58	63.0	31.5	5.5	0.0	0.0	A-
Female	69	3.35	53.6	31.9	10.1	4.3	0.0	B+

**Table B448. Rating of Ability to Accomplish What You Wanted to do on the City's Website by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	15	3.47	60.0	33.3	0.0	6.7	0.0	B+
South	15	3.80	80.0	20.0	0.0	0.0	0.0	A
East	13	3.31	46.2	38.5	15.4	0.0	0.0	B+
West	18	3.33	50.0	38.9	5.6	5.6	0.0	B+
Northeast	7	3.43	57.1	28.6	14.3	0.0	0.0	B+
Northwest	31	3.45	58.1	29.0	12.9	0.0	0.0	B+
Southeast	6	3.67	66.7	33.3	0.0	0.0	0.0	A-
Southwest	30	3.37	53.3	33.3	10.0	3.3	0.0	B+

## City Website: Overall Satisfaction Rating Crosstabulations

**Table B449. Rating of Overall Satisfaction with the City's Website by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	7	3.29	42.9	42.9	14.3	0.0	0.0	B+
26-35	32	3.22	34.4	53.1	12.5	0.0	0.0	B+
36-45	40	3.50	55.0	40.0	5.0	0.0	0.0	A-
46-55	35	3.49	54.3	40.0	5.7	0.0	0.0	B+
56-65	21	3.48	57.1	33.3	9.5	0.0	0.0	B+
66-75	5	3.40	60.0	20.0	20.0	0.0	0.0	B+
Over 75	2	3.50	50.0	50.0	0.0	0.0	0.0	A-

**Table B450. Rating of Overall Satisfaction with the City's Website by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	96	3.43	51.0	40.6	8.3	0.0	0.0	B+
African-American	33	3.33	45.5	42.4	12.1	0.0	0.0	B+
Asian	3	3.33	33.3	66.7	0.0	0.0	0.0	B+
Hispanic	9	3.67	66.7	33.3	0.0	0.0	0.0	A-
Other	0	--	--	--	--	--	--	--

**Table B451. Rating of Overall Satisfaction with the City's Website by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	74	3.47	52.7	41.9	5.4	0.0	0.0	B+
Female	68	3.35	47.1	41.2	11.8	0.0	0.0	B+

**Table B452. Rating of Overall Satisfaction with the City's Website by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	14	3.50	57.1	35.7	7.1	0.0	0.0	A-
South	15	3.73	73.3	26.7	0.0	0.0	0.0	A-
East	13	3.08	23.1	61.5	15.4	0.0	0.0	B
West	19	3.32	36.8	57.9	5.3	0.0	0.0	B+
Northeast	7	3.43	57.1	28.6	14.3	0.0	0.0	B+
Northwest	31	3.48	54.8	38.7	6.5	0.0	0.0	B+
Southeast	6	3.67	66.7	33.3	0.0	0.0	0.0	A-
Southwest	30	3.23	40.0	43.3	16.7	0.0	0.0	B+

## City Web Payment Services: Usage Crosstabulations

**Table B453. Used the City's Web Payment Services by Age.**

Age Group	n	% Yes	% No
18-25	7	14.3	85.7
26-35	32	34.4	65.6
36-45	41	39.0	61.0
46-55	38	21.1	78.9
56-65	22	22.7	77.3
66-75	6	33.3	66.7
Over 75	2	0.0	100.0

**Table B454. Used the City's Web Payment Services by Race.**

Race	n	% Yes	% No
Caucasian	99	20.2	79.8
African-American	34	44.1	55.9
Asian	3	33.3	66.7
Hispanic	9	66.7	33.3
Other	2	50.0	50.0

**Table B455. Used the City's Web Payment Services by Gender.**

Gender	n	% Yes	% No
Male	78	23.1	76.9
Female	70	35.7	64.3

**Table B456. Used the City's Web Payment Services by Ward.**

Ward	n	% Yes	% No
North	15	33.3	66.7
South	16	31.3	68.8
East	14	50.0	50.0
West	22	31.8	68.2
Northeast	7	28.6	71.4
Northwest	31	22.6	77.4
Southeast	6	0.0	100.0
Southwest	30	30.0	70.0

## City Web Payment Services: Rating Crosstabulations

**Table B457. Rating of City's Web Payment Services by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	0	--	--	--	--	--	--	--
26-35	11	3.64	63.6	36.4	0.0	0.0	0.0	A-
36-45	16	3.81	81.3	18.8	0.0	0.0	0.0	A
46-55	8	3.63	62.5	37.5	0.0	0.0	0.0	A-
56-65	4	3.75	75.0	25.0	0.0	0.0	0.0	A-
66-75	2	4.00	100.0	0.0	0.0	0.0	0.0	A
Over 75	0	--	--	--	--	--	--	--

**Table B458. Rating of City's Web Payment Services by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	19	3.74	73.7	26.3	0.0	0.0	0.0	A-
African-American	14	3.64	64.3	35.7	0.0	0.0	0.0	A-
Asian	1	4.00	100.0	0.0	0.0	0.0	0.0	A
Hispanic	6	3.83	83.3	16.7	0.0	0.0	0.0	A
Other	1	4.00	100.0	0.0	0.0	0.0	0.0	A

**Table B459. Rating of City's Web Payment Services by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	18	3.89	88.9	11.1	0.0	0.0	0.0	A
Female	23	3.61	60.9	39.1	0.0	0.0	0.0	A-

**Table B460. Rating of City's Web Payment Services by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	5	4.00	100.0	0.0	0.0	0.0	0.0	A
South	5	3.80	80.0	20.0	0.0	0.0	0.0	A
East	7	3.43	42.9	57.1	0.0	0.0	0.0	B+
West	7	3.86	85.7	14.3	0.0	0.0	0.0	A
Northeast	2	3.00	0.0	100.0	0.0	0.0	0.0	B
Northwest	7	3.57	57.1	42.9	0.0	0.0	0.0	A-
Southeast	0	--	--	--	--	--	--	--
Southwest	7	4.00	100.0	0.0	0.0	0.0	0.0	A

## Contact with the City: Contact Crosstabulations

**Table B461. Contact with the City for Yard Cart Sticker, Business License, Pay Bill/ Ticket, or Assessment by Age.**

Age Group	n	% Yes	% No
18-25	43	25.6	74.4
26-35	96	27.1	72.9
36-45	134	28.4	71.6
46-55	112	21.4	78.6
56-65	83	18.1	81.9
66-75	70	18.6	81.4
Over 75	61	6.6	93.4

**Table B462. Contact with the City for Yard Cart Sticker, Business License, Pay Bill/ Ticket, or Assessment by Race.**

Race	n	% Yes	% No
Caucasian	388	17.8	82.2
African-American	144	17.4	82.6
Asian	5	40.0	60.0
Hispanic	53	62.3	37.7
Other	6	16.7	83.3

**Table B463. Contact with the City for Yard Cart Sticker, Business License, Pay Bill/ Ticket, or Assessment by Gender.**

Gender	n	% Yes	% No
Male	269	23.0	77.0
Female	330	20.9	79.1

**Table B464. Contact with the City for Yard Cart Sticker, Business License, Pay Bill/ Ticket, or Assessment by Ward.**

Ward	n	% Yes	% No
North	81	22.2	77.8
South	95	26.3	73.7
East	46	17.4	82.6
West	97	25.8	74.2
Northeast	40	15.0	85.0
Northwest	93	25.8	74.2
Southeast	36	13.9	86.1
Southwest	85	20.0	80.0

## Contact with the City: Access Rating Crosstabulations

**Table B465. Rating of Access to Someone for the Service in Order to Buy a Yard Cart Sticker, Business License, Pay Bill/Ticket, or Assessment by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	11	3.91	90.9	9.1	0.0	0.0	0.0	A
26-35	26	3.69	73.1	23.1	3.8	0.0	0.0	A-
36-45	40	3.68	70.0	27.5	2.5	0.0	0.0	A-
46-55	23	3.96	95.7	4.3	0.0	0.0	0.0	A
56-65	15	3.40	66.7	20.0	6.7	0.0	6.7	B+
66-75	13	3.38	61.5	23.1	7.7	7.7	0.0	B+
Over 75	4	4.00	100.0	0.0	0.0	0.0	0.0	A

**Table B466. Rating of Access to Someone for the Service in Order to Buy a Yard Cart Sticker, Business License, Pay Bill/Ticket, or Assessment by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	70	3.56	67.1	25.7	4.3	1.4	1.4	A-
African-American	26	3.85	84.6	15.4	0.0	0.0	0.0	A
Asian	2	4.00	100.0	0.0	0.0	0.0	0.0	A
Hispanic	32	3.84	87.5	9.4	3.1	0.0	0.0	A
Other	1	4.00	100.0	0.0	0.0	0.0	0.0	A

**Table B467. Rating of Access to Someone for the Service in Order to Buy a Yard Cart Sticker, Business License, Pay Bill/Ticket, or Assessment by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	62	3.71	72.6	25.8	1.6	0.0	0.0	A-
Female	70	3.69	80.0	12.9	4.3	1.4	1.4	A-

**Table B468. Rating of Access to Someone for the Service in Order to Buy a Yard Cart Sticker, Business License, Pay Bill/Ticket, or Assessment by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	18	3.56	61.1	33.3	5.6	0.0	0.0	A-
South	25	3.60	72.0	20.0	4.0	4.0	0.0	A-
East	8	4.00	100.0	0.0	0.0	0.0	0.0	A
West	25	3.68	80.0	16.0	0.0	0.0	4.0	A-
Northeast	6	4.00	100.0	0.0	0.0	0.0	0.0	A
Northwest	24	3.67	75.0	16.7	8.3	0.0	0.0	A-
Southeast	5	4.00	100.0	0.0	0.0	0.0	0.0	A
Southwest	18	3.67	66.7	33.3	0.0	0.0	0.0	A-

## Contact with the City: Knowledge Rating Crosstabulations

**Table B469. Rating of Knowledge of Person in Order to Buy a Yard Cart Sticker, Business License, Pay Bill/Ticket, or Assessment by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	11	3.91	90.9	9.1	0.0	0.0	0.0	A
26-35	26	3.65	69.2	26.9	3.8	0.0	0.0	A-
36-45	38	3.66	71.1	23.7	5.3	0.0	0.0	A-
46-55	23	3.78	91.3	4.3	0.0	0.0	4.3	A-
56-65	14	3.71	71.4	28.6	0.0	0.0	0.0	A-
66-75	13	3.62	69.2	23.1	7.7	0.0	0.0	A-
Over 75	4	4.00	100.0	0.0	0.0	0.0	0.0	A

**Table B470. Rating of Knowledge of Person in Order to Buy a Yard Cart Sticker, Business License, Pay Bill/Ticket, or Assessment by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	68	3.59	66.2	29.4	2.9	0.0	1.5	A-
African-American	25	3.84	88.0	8.0	4.0	0.0	0.0	A
Asian	2	4.00	100.0	0.0	0.0	0.0	0.0	A
Hispanic	32	3.84	87.5	9.4	3.1	0.0	0.0	A
Other	1	4.00	100.0	0.0	0.0	0.0	0.0	A

**Table B471. Rating of Knowledge of Person in Order to Buy a Yard Cart Sticker, Business License, Pay Bill/Ticket, or Assessment by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	61	3.64	72.1	23.0	3.3	0.0	1.6	A-
Female	68	3.78	80.9	16.2	2.9	0.0	0.0	A-

**Table B472. Rating of Knowledge of Person in Order to Buy a Yard Cart Sticker, Business License, Pay Bill/Ticket, or Assessment by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	18	3.56	61.1	33.3	5.6	0.0	0.0	A-
South	25	3.52	68.0	24.0	4.0	0.0	4.0	A-
East	8	4.00	100.0	0.0	0.0	0.0	0.0	A
West	24	3.75	79.2	16.7	4.2	0.0	0.0	A-
Northeast	6	4.00	100.0	0.0	0.0	0.0	0.0	A
Northwest	24	3.71	75.0	20.8	4.2	0.0	0.0	A-
Southeast	5	4.00	100.0	0.0	0.0	0.0	0.0	A
Southwest	16	3.75	75.0	25.0	0.0	0.0	0.0	A-

## Contact with the City: Overall Satisfaction Rating Crosstabulations

**Table B473. Rating of Overall Satisfaction with the Experience in Order to Buy a Yard Cart Sticker, Business License, Pay Bill/Ticket, or Assessment by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	11	3.91	90.9	9.1	0.0	0.0	0.0	A
26-35	28	3.61	67.9	25.0	7.1	0.0	0.0	A-
36-45	40	3.55	62.5	32.5	2.5	2.5	0.0	A-
46-55	23	3.83	87.0	8.7	4.3	0.0	0.0	A
56-65	15	3.33	53.3	40.0	0.0	0.0	6.7	B+
66-75	13	3.31	61.5	15.4	15.4	7.7	0.0	B+
Over 75	4	4.00	100.0	0.0	0.0	0.0	0.0	A

**Table B474. Rating of Overall Satisfaction with the Experience in Order to Buy a Yard Cart Sticker, Business License, Pay Bill/Ticket, or Assessment by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	71	3.44	57.7	32.4	7.0	1.4	1.4	B+
African-American	27	3.74	81.5	14.8	0.0	3.7	0.0	A-
Asian	2	3.50	50.0	50.0	0.0	0.0	0.0	A-
Hispanic	32	3.84	87.5	9.4	3.1	0.0	0.0	A
Other	1	4.00	100.0	0.0	0.0	0.0	0.0	A

**Table B475. Rating of Overall Satisfaction with the Experience in Order to Buy a Yard Cart Sticker, Business License, Pay Bill/Ticket, or Assessment by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	63	3.57	66.7	25.4	6.3	1.6	0.0	A-
Female	71	3.63	73.2	21.1	2.8	1.4	1.4	A-

**Table B476. Rating of Overall Satisfaction with the Experience in Order to Buy a Yard Cart Sticker, Business License, Pay Bill/Ticket, or Assessment by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	19	3.58	68.4	26.3	0.0	5.3	0.0	A-
South	25	3.48	68.0	16.0	12.0	4.0	0.0	B+
East	8	4.00	100.0	0.0	0.0	0.0	0.0	A
West	25	3.56	68.0	28.0	0.0	0.0	4.0	A-
Northeast	7	3.71	71.4	28.6	0.0	0.0	0.0	A-
Northwest	24	3.54	62.5	29.2	8.3	0.0	0.0	A-
Southeast	5	4.00	100.0	0.0	0.0	0.0	0.0	A
Southwest	18	3.56	61.1	33.3	5.6	0.0	0.0	A-

## City Voice Response System: Usage Crosstabulations

**Table B477. Used the City's Voice Response System by Age.**

Age Group	n	% Yes	% No
18-25	43	2.3	97.7
26-35	96	3.1	96.9
36-45	134	1.5	98.5
46-55	113	2.7	97.3
56-65	83	1.2	98.8
66-75	70	0.0	100.0
Over 75	61	0.0	100.0

**Table B478. Used the City's Voice Response System by Race.**

Race	n	% Yes	% No
Caucasian	389	1.5	98.5
African-American	144	2.8	97.2
Asian	5	0.0	100.0
Hispanic	53	0.0	100.0
Other	6	0.0	100.0

**Table B479. Used the City's Voice Response System by Gender.**

Gender	n	% Yes	% No
Male	270	1.5	98.5
Female	330	1.8	98.2

**Table B480. Used the City's Voice Response System by Ward.**

Ward	n	% Yes	% No
North	81	1.2	98.8
South	95	3.2	96.8
East	47	2.1	97.9
West	97	1.0	99.0
Northeast	40	0.0	100.0
Northwest	93	1.1	98.9
Southeast	36	0.0	100.0
Southwest	85	2.4	97.6

## Voice Response System: Rating Crosstabulations

**Table B481. Rating of the City's Voice Response System by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	1	3.00	0.0	100.0	0.0	0.0	0.0	B
26-35	3	3.33	33.3	66.7	0.0	0.0	0.0	B+
36-45	1	4.00	100.0	0.0	0.0	0.0	0.0	A
46-55	3	2.67	66.7	0.0	0.0	0.0	33.3	B-
56-65	1	0.00	0.0	0.0	0.0	0.0	100.0	F
66-75	2	3.50	50.0	50.0	0.0	0.0	0.0	A-
Over 75	0	--	--	--	--	--	--	--

**Table B482. Rating of the City's Voice Response System by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	6	3.00	50.0	33.3	0.0	0.0	16.7	B
African-American	5	2.80	40.0	40.0	0.0	0.0	20.0	B-
Asian	0	--	--	--	--	--	--	--
Hispanic	0	--	--	--	--	--	--	--
Other	0	--	--	--	--	--	--	--

**Table B483. Rating of the City's Voice Response System by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	3	2.67	66.7	0.0	0.0	0.0	33.3	B-
Female	8	3.00	37.5	50.0	0.0	0.0	12.5	B

**Table B484. Rating of the City's Voice Response System by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	1	0.00	0.0	0.0	0.0	0.0	100.0	F
South	2	3.50	50.0	50.0	0.0	0.0	0.0	A-
East	1	4.00	100.0	0.0	0.0	0.0	0.0	A
West	2	3.50	50.0	50.0	0.0	0.0	0.0	A-
Northeast	1	3.00	0.0	100.0	0.0	0.0	0.0	B
Northwest	1	0.00	0.0	0.0	0.0	0.0	100.0	F
Southeast	0	--	--	--	--	--	--	--
Southwest	2	3.50	50.0	50.0	0.0	0.0	0.0	A-

## City Staff: Contact Crosstabulations

**Table B485. Contact with City Staff Person by Age.**

Age Group	n	% Yes	% No
18-25	43	14.0	86.0
26-35	96	8.3	91.7
36-45	134	16.4	83.6
46-55	113	14.2	85.8
56-65	83	16.9	83.1
66-75	70	8.6	91.4
Over 75	61	14.8	85.2

**Table B486. Contact with City Staff Person by Race.**

Race	N	% Yes	% No
Caucasian	389	13.1	86.9
African-American	144	10.4	89.6
Asian	5	40.0	60.0
Hispanic	53	18.9	81.1
Other	6	16.7	83.3

**Table B487. Contact with City Staff Person by Gender.**

Gender	n	% Yes	% No
Male	270	11.9	88.1
Female	330	14.8	85.2

**Table B488. Contact with City Staff Person by Ward.**

Ward	n	% Yes	% No
North	81	8.6	91.4
South	95	10.5	89.5
East	47	17.0	83.0
West	97	16.5	83.5
Northeast	40	17.5	82.5
Northwest	93	16.1	83.9
Southeast	36	11.1	88.9
Southwest	85	12.9	87.1

## City Staff: Registering a Complaint Rating Crosstabulations

**Table B489. Rating of Registering a Complaint with City Staff by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	0	--	--	--	--	--	--	--
26-35	2	3.50	50.0	50.0	0.0	0.0	0.0	A-
36-45	8	2.50	37.5	12.5	25.0	12.5	12.5	B-
46-55	5	1.40	0.0	40.0	0.0	20.0	40.0	D+
56-65	8	2.63	50.0	12.5	0.0	25.0	12.5	B-
66-75	5	3.60	60.0	40.0	0.0	0.0	0.0	A-
Over 75	7	2.43	57.1	0.0	0.0	14.3	28.6	C+

**Table B490. Rating of Registering a Complaint with City Staff by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	24	2.63	45.8	16.7	4.2	20.8	12.5	B-
African-American	7	2.29	28.6	28.6	14.3	0.0	28.6	C+
Asian	0	--	--	--	--	--	--	--
Hispanic	3	3.67	66.7	33.3	0.0	0.0	0.0	A-
Other	1	0.00	0.0	0.0	0.0	0.0	100.0	F

**Table B491. Rating of Registering a Complaint with City Staff by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	10	2.50	30.0	30.0	10.0	20.0	10.0	C+
Female	25	2.60	48.0	16.0	4.0	12.0	20.0	B-

**Table B492. Rating of Registering a Complaint with City Staff by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	4	1.25	0.0	0.0	50.0	25.0	25.0	D+
South	6	2.17	50.0	0.0	0.0	16.7	33.3	C
East	2	0.00	0.0	0.0	0.0	0.0	100.0	F
West	7	3.29	57.1	28.6	0.0	14.3	0.0	B+
Northeast	4	2.75	50.0	25.0	0.0	0.0	25.0	B-
Northwest	6	3.00	33.3	50.0	0.0	16.7	0.0	B
Southeast	2	4.00	100.0	0.0	0.0	0.0	0.0	A
Southwest	4	3.00	50.0	25.0	0.0	25.0	0.0	B

## City Staff: Requesting a Service or Assistance Rating Crosstabulations

**Table B493. Rating of Requesting a Service or Assistance with City Staff by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	6	3.00	50.0	33.3	0.0	0.0	16.7	B
26-35	7	3.57	71.4	14.3	14.3	0.0	0.0	A-
36-45	17	2.82	29.4	41.2	17.6	5.9	5.9	B-
46-55	14	3.00	57.1	21.4	0.0	7.1	14.3	B
56-65	10	3.10	70.0	0.0	10.0	10.0	10.0	B
66-75	6	3.50	50.0	50.0	0.0	0.0	0.0	A-
Over 75	9	2.89	66.7	0.0	11.1	0.0	22.2	B-

**Table B494. Rating of Requesting a Service or Assistance with City Staff by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	41	3.00	48.8	24.4	12.2	7.3	7.3	B
African-American	15	2.87	53.3	20.0	6.7	0.0	20.0	B-
Asian	2	4.00	100.0	0.0	0.0	0.0	0.0	A
Hispanic	8	3.63	62.5	37.5	0.0	0.0	0.0	A-
Other	1	0.00	0.0	0.0	0.0	0.0	100.0	F

**Table B495. Rating of Requesting a Service or Assistance with City Staff by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	28	3.21	53.6	25.0	14.3	3.6	3.6	B+
Female	41	2.95	53.7	22.0	4.9	4.9	14.6	B

**Table B496. Rating of Requesting a Service or Assistance with City Staff by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	7	2.57	42.9	0.0	42.9	0.0	14.3	B-
South	6	2.00	33.3	16.7	0.0	16.7	33.3	C
East	7	2.71	57.1	14.3	0.0	0.0	28.6	B-
West	14	3.07	50.0	28.6	7.1	7.1	7.1	B
Northeast	7	3.29	71.4	14.3	0.0	0.0	14.3	B+
Northwest	12	3.58	75.0	16.7	0.0	8.3	0.0	A-
Southeast	4	2.75	25.0	25.0	50.0	0.0	0.0	B-
Southwest	10	3.40	40.0	60.0	0.0	0.0	0.0	B+

## City Staff: Requesting Information Rating Crosstabulations

**Table B497. Rating of Requesting Information with City Staff by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	4	3.00	75.0	0.0	0.0	0.0	25.0	B
26-35	6	4.00	100.0	0.0	0.0	0.0	0.0	A
36-45	12	2.92	41.7	25.0	25.0	0.0	8.3	B
46-55	14	3.00	57.1	21.4	0.0	7.1	14.3	B
56-65	8	3.50	62.5	25.0	12.5	0.0	0.0	A-
66-75	3	3.67	66.7	33.3	0.0	0.0	0.0	A-
Over 75	6	2.33	50.0	0.0	16.7	0.0	33.3	C+

**Table B498. Rating of Requesting Information with City Staff by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	32	3.09	56.3	18.8	12.5	3.1	9.4	B
African-American	10	2.40	40.0	20.0	10.0	0.0	30.0	C+
Asian	2	4.00	100.0	0.0	0.0	0.0	0.0	A
Hispanic	7	3.86	85.7	14.3	0.0	0.0	0.0	A
Other	0	--	--	--	--	--	--	--

**Table B499. Rating of Requesting Information with City Staff by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	20	3.55	75.0	15.0	5.0	0.0	5.0	A-
Female	33	2.88	51.5	18.2	12.1	3.0	15.2	B-

**Table B500. Rating of Requesting Information with City Staff by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	5	3.20	60.0	0.0	40.0	0.0	0.0	B+
South	8	2.38	37.5	12.5	25.0	0.0	25.0	C+
East	8	2.63	37.5	37.5	0.0	0.0	25.0	B-
West	8	3.38	75.0	12.5	0.0	0.0	12.5	B+
Northeast	4	2.75	50.0	25.0	0.0	0.0	25.0	B-
Northwest	12	3.58	75.0	16.7	0.0	8.3	0.0	A-
Southeast	2	3.00	50.0	0.0	50.0	0.0	0.0	B
Southwest	5	3.80	80.0	20.0	0.0	0.0	0.0	A

## City Staff: Overall Satisfaction Rating Crosstabulations

**Table B501. Rating of Overall Satisfaction with City Staff by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	6	3.33	83.3	0.0	0.0	0.0	16.7	B+
26-35	8	3.75	87.5	0.0	12.5	0.0	0.0	A-
36-45	21	2.71	33.3	28.6	23.8	4.8	9.5	B-
46-55	15	2.80	53.3	20.0	0.0	6.7	20.0	B-
56-65	14	3.29	57.1	21.4	14.3	7.1	0.0	B+
66-75	6	2.67	33.3	33.3	16.7	0.0	16.7	B-
Over 75	8	2.88	62.5	12.5	0.0	0.0	25.0	B-

**Table B502. Rating of Overall Satisfaction with City Staff by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	50	2.90	46.0	24.0	14.0	6.0	10.0	B
African-American	13	2.69	53.8	7.7	15.4	0.0	23.1	B-
Asian	2	4.00	100.0	0.0	0.0	0.0	0.0	A
Hispanic	10	3.80	80.0	20.0	0.0	0.0	0.0	A
Other	1	0.00	0.0	0.0	0.0	0.0	100.0	F

**Table B503. Rating of Overall Satisfaction with City Staff by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	31	3.26	51.6	32.3	9.7	3.2	3.2	B+
Female	47	2.83	55.3	10.6	12.8	4.3	17.0	B-

**Table B504. Rating of Overall Satisfaction with City Staff by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	7	2.71	42.9	14.3	28.6	0.0	14.3	B-
South	10	2.50	40.0	10.0	30.0	0.0	20.0	C+
East	8	2.63	37.5	37.5	0.0	0.0	25.0	B-
West	16	2.88	50.0	18.8	12.5	6.3	12.5	B-
Northeast	6	3.17	66.7	16.7	0.0	0.0	16.7	B
Northwest	15	3.33	66.7	20.0	0.0	6.7	6.7	B+
Southeast	4	2.75	25.0	25.0	50.0	0.0	0.0	B-
Southwest	9	3.44	66.7	22.2	0.0	11.1	0.0	B+

## City Services and Programs: Overall Rating Crosstabulations

**Table B505. Overall Rating of Winston-Salem Services and Programs by Age.**

Age Group	n	Mean	A	B	C	D	F	Grade
18-25	43	3.14	34.9	48.8	14.0	0.0	2.3	B
26-35	94	3.09	21.3	66.0	12.8	0.0	0.0	B
36-45	130	3.18	37.7	45.4	13.8	3.1	0.0	B
46-55	112	3.16	33.9	50.0	14.3	1.8	0.0	B
56-65	80	3.19	37.5	46.3	13.8	2.5	0.0	B
66-75	69	3.12	26.1	63.8	7.2	1.4	1.4	B
Over 75	58	3.24	44.8	39.7	12.1	1.7	1.7	B+

**Table B506. Overall Rating of Winston-Salem Services and Programs by Race.**

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	379	3.19	34.0	53.0	11.1	1.6	0.3	B
African-American	140	3.06	34.3	42.9	18.6	2.9	1.4	B
Asian	5	3.40	40.0	60.0	0.0	0.0	0.0	B+
Hispanic	53	3.13	24.5	64.2	11.3	0.0	0.0	B
Other	6	3.33	33.3	66.7	0.0	0.0	0.0	B+

**Table B507. Overall Rating of Winston-Salem Services and Programs by Gender.**

Gender	n	Mean	A	B	C	D	F	Grade
Male	261	3.16	33.7	51.7	12.6	1.1	0.8	B
Female	325	3.15	33.2	51.4	12.9	2.2	0.3	B

**Table B508. Overall Rating of Winston-Salem Services and Programs by Ward.**

Ward	n	Mean	A	B	C	D	F	Grade
North	80	3.19	33.8	52.5	12.5	1.3	0.0	B
South	92	3.09	28.3	53.3	17.4	1.1	0.0	B
East	46	2.83	15.2	63.0	15.2	2.2	4.3	B-
West	96	3.23	37.5	51.0	8.3	3.1	0.0	B+
Northeast	36	3.22	33.3	55.6	11.1	0.0	0.0	B+
Northwest	92	3.25	42.4	43.5	12.0	1.1	1.1	B+
Southeast	34	3.24	35.3	52.9	11.8	0.0	0.0	B+
Southwest	84	3.12	31.0	53.6	11.9	3.6	0.0	B

## Appendix C

#6. What do you feel the City could do to encourage attendance in the Coliseum and Convention Center?

- More events for children.
- The Fair needs to improve.
- The Fair every year is worse.
- Present more events; the Fair needs to improve; every year it is the same.
- Better information about the events for the Spanish community, like a magazine.
- More security especially at night.
- More events for children.
- More activities for young teenagers.
- Better prices for the Fair.
- The City needs a magazine to announce all the events.
- Need to improve the Fair; every year it is the same.
- Need to have a direct information source like a City magazine with events.
- Better prices and announce the events through many channels.
- Better information to the public about events.
- Better prices for the Dixie Fair.
- More events for children; Fair is the same every year.
- Announce the events through a City magazine.
- Need more information about events.
- Dixie Classic Fair should be during the summer time.
- Better prices for the Fair.
- Have better prices.
- Needs to have better events; the Fair is getting worse every year.
- Dixie Classic Fair should be in August.
- Inform the public in advance.
- Better and more advertisement – never know when some events are happening until after the fact.
- More advertisement for young people.
- Feature article of events.
- Needs to be cleaner; more events.
- Free parking would have a lot more people coming; \$5 is too much.
- Wider variety of events.
- Create a City magazine with all of the events.
- More events.
- Stop charging for parking and events.
- Improve traffic flow; could be more modernized; more events; put a restaurant in the quarter area; expand more things downtown.
- Mark entrances and exits better so it's not so confusing; mark levels as well.
- Wider range of events; lower cost of parking at the Coliseum.
- Have more current events such as home shows and boat shows.
- Wider variety of activities; lower the cost.
- Need more transportation; bus service is bad; they never pick up in our area anymore.
- Paying to get in should be lower.

- The sound was terrible when I went to a concert years ago; I would not waste my money again.
- Reduce pricing.
- They do pretty good already; great advertisement.
- More parking if possible.
- Better safety overall.
- Reduce or eliminate parking price; bring good entertainment (big names); more advertising.
- Need better food pricing; reduce price of parking at the Coliseum.
- Advertise more.
- Parking could be better.
- Make ticket pricing more affordable.
- Would like more events – jazz; celebrate African-American events more than every two years.
- More events.
- They should advertise on the sign and public service announcements on regular TV; lower parking cost at the Coliseum.
- More air shows.
- More women’s basketball; more advertisement; would like to see black watch come back; tennis – would love to see the Davis cup.
- Parking at both places is too pricey; Convention Center should allow alcohol to be brought into it.
- More events for children; better Fair; the Fair is always the same.
- Bring the right events to the area.
- More events and more health fairs.
- Lower parking prices and better events.
- Advertise on TV or radio more.
- More events.
- More events for the elderly.
- Lower parking.
- Have high profile events and better parking.
- Bring back the hockey team.
- More advertisement.
- Win more ballgames; better artists.
- Parking is a big problem; cost is too high for parking; Police need to help with the parking.
- I think lots of people attend.
- Lower parking rate at the Coliseum; advertise more.
- Bring in more big names.
- More variety.
- Parking is too expensive; more TV advertisements; more African-American events.
- Diversity of events and time.
- Parking cost is too high.
- They do a fine job.
- More elderly music and events; Manhattan Transfer or Four Freshman.
- Have bigger names.

- Advertising far enough in advance.
- The cost is too much and parking is too far to walk.
- Bring interesting events.
- Better acts; bigger names.
- Add parking.
- Costs too much.
- More variety of shows; very costly.
- More advertising.
- Increase advertising.
- It's always packed; more wrestling.
- Costs too much; have discount prices.
- There's always a big turnout.
- Advertise; more variety.
- Send out a calendar of events.
- Church events are good.
- More bands and concerts.
- Parking takes a while at the Coliseum – bottleneck; should be able to pay in advance.
- Ceramic shows.
- Advertise.
- The Center's name was changed to someone not even from North Carolina.
- Contract with a promoter.
- Advertising might help.
- Lower parking price.
- Lower parking price at LJVM and have more events and concerts.
- Reduce pricing.
- Advertise more; put it out there; not everyone gets the paper.
- More variety.
- Advertise more.
- Bring more variety.
- More advertising.
- Have more shows and variety.
- Lower price; more variety and advertising.
- Handicap accessibility.
- More advertising.
- Free parking; better advertising.
- Get better entertainment; more variety.
- People will go if they want to.
- More events; concerts.
- More shows.
- Offer selections; wide variety.
- More activities; advertising.
- It's good for seniors.
- Advertise more.
- More educational shows.
- Bring more celebrities.
- Have more interesting things for families.

- Do not schedule Wake Forest games and events at the same time.
- I like going; I do not know why people do not go.
- Better parking; cheaper fees.
- The City needs to add or change some parts of the Fair; it is always the same.
- Better food.
- Could have more themed events; would like to see people I knew when I was growing up; would like to have district-themed events to hopefully pull in people that I know so you can see old friends.
- I would not go near any of these places; a woman got stabbed at LJVM last year.
- Have more programs for ages (seniors) during the days and families during the weekends.
- Very happy with everything.
- Better venues.
- Have more dynamic events; advertise more; make the area more aesthetically pleasing.
- Better parking and security.
- A little bit more advertising; I never know what's going on.
- More advertising for the public to see what is going on in the town; you have to go to the website all the time.
- I go frequently and enjoy it; I don't know why others won't go.
- Have more events there that people would like.
- Have more events like Greensboro has; nothing is interesting in Winston-Salem.
- Transportation is a problem.
- Widen the venue.
- It depends on what you are interested in.
- Have better attractions; not interested in what is going on there.
- Don't charge so much.
- Parking.
- Parking.
- Variety of shows.
- Cheaper parking.
- Cheaper parking.
- Advertise more.
- Give discounts for disabilities and seniors.
- Offer shuttle service.
- Handrails on stairs; advertising; improve parking.
- Wider range of events.
- Flyers.
- Seating and parking for the disabled.
- Provide more parking.
- Give away free admissions periodically.
- More cultural events.
- Have programs during the day for older people; cheaper parking.
- Reduce the parking cost.
- Better entertainment.
- Cut down on the parking costs.

- More accommodations for the disabled.
- Enlarge the facility to meet needs.
- Advertise; cheaper parking.
- Events geared toward the elderly.
- Wider variety of events.
- More big name people.
- Cheaper parking; more events.
- More family oriented with events you can take the kids to.
- Have gospel shows.
- Need a sign to say what is going on at Benton; they took down the sign that tells what the events are.
- More events for seniors.
- Better and cheaper parking.
- Improve the parking; there are too many events at one time.
- Advertising.
- Move it to where it's more accessible.
- Something appealing to all ages.
- Free admission.
- More outdoor concerts for summer weekends.
- Harley conventions.
- Concerts with popular stars.
- Center is always a failure because of no advertising; no one knows what is going on.
- We live beside the Coliseum and they have no parking signs and people park on the street and block everyone's driveways.
- Advertise the functions.
- Advertise more; you never know what is going on.
- Better parking.
- More parking; it's too frustrating to go because of parking.
- More musical events.
- Improve the parking; the safety and condition of the facility is poor; you go and you never want to go back.
- Make it more known what is going on.
- No parking fees.
- I only go to the pancake breakfasts.
- Advertising.
- More parking.
- More new events like Greensboro has; a little bit of everything.
- More events; music acts; bring in acts that will bring in the wealthy.
- More events for kids.
- Better parking; lower the cost; more advertising.
- More well-known entertainment throughout the year.
- More interesting events; more theatre plays.
- More advertisement on Channel 14 or 13.
- Christian concerts.
- More kids concerts – Barney, Wiggles, etc.
- Make parking free or at least cheaper especially for school programs.

- Different things for Asian people.
- Better parking and less parking fees.
- Helpful events for disabled children.
- Bigger and better events.
- Bring live shows for the kids like Barney and Disney.
- More comedy shows.
- More Christian events.
- More concerts; more fight nights.
- Good ole country music events.
- More variety; more events like in Greensboro.
- More plays; more cultural diversity.
- More diversity.
- More concerts – jazz, etc.
- Bring in more national acts.
- R&B events.
- Bands and plays.
- More handicap accessibility.
- More security.
- More kid events.
- Better parking.
- Gospel and religious events.
- Variety of concerts.
- Mexican music bands.
- Larger coliseum would help.
- So far it's a good variety.
- More old school music groups.
- Market to convention holders.
- More advertisements of activities offered.
- They are doing a good job already.
- Citizens just need to find time to go.
- Parking fees should be less because of the price of the tickets and foods.
- More day activities.
- The community doesn't support it.
- Bucky does a good job.
- Get more popular attractions – example would be a gun show.
- Good programs and advertisement.
- More advertisement of attractions.
- Everyone seems to go and enjoy it.
- More events toward 30-40 year old age groups.
- Parking is an issue.
- Different acts at the Coliseum.
- Get the best events around.
- It's more for the young people.
- Parking is terrible.
- Drop the charge on parking.
- More information in Spanish about the events.

- More events for children.
- More security at the Fair.
- More cultural events.
- More cultural events; more Spanish information.
- American events need to be announced in Spanish.
- The Fair needs to be in the summertime.
- Announce more events in Spanish.
- Need more advertisements.
- Advertisement is poor.
- Advertise on TV.
- More favorable attractions.
- Make costs more efficient for families.
- More R&B concerts.
- More events for children.
- More events like what Greensboro offers; truck or tractor pulls; back-to-back concerts.
- Food costs too much.
- Art exhibits.
- More music events.
- Advertise more.
- Advertise more.
- More events for children.
- Advertise more.
- Increase parking; better programs.
- More advertising.
- Parking is a problem.
- Seems good already.
- Seems fine.
- Events for the elderly.
- Should not have taken down the marker.
- Lower the cost.
- Draw big names; expand Coliseum.
- Elderly events.
- More events.
- Improve the Fair.
- Better venues; too much country and religious, not enough big names.
- LJVM Coliseum – parking charge is too much.
- Dixie Classic Fair cost too much and average safety.
- Need better pricing of food at the Convention Center.
- Should not charge for parking at the Coliseum.
- Getting out of the parking lot of the Coliseum is tough.
- The parking cost is too much for the Coliseum and Dixie Fair; the parking lot does not have enough lighting at the Coliseum.
- The Coliseum parking is too far away; too much traffic; parking fees too high.
- Dixie Classic Fair should not charge to have someone paged who is lost.
- Don't like paying for parking at the Coliseum.

- The food costs too much at the Convention Center.
- The Coliseum food pricing and parking fee is too high; lack of safety – had something stolen there.
- Parking fees at the Coliseum are too high.
- Don't like the type of people who go to the Dixie Classic.

### **Web Sample Comments**

- Come up with inexpensive activities that involve community involvement.
- Provide better parking arrangements such as valet, etc.
- Lower parking fees; better facilities/food.
- Eliminate parking fees by adding \$0.50 cents to the ticket sales.
- Sponsor family-oriented events.
- More security.
- Parking should be free.
- Parking is too expensive.
- Consider spotlighting local artists and remind citizens that it benefits City/citizens – make it a first choice for entertaining.
- Cheaper prices and parking at Coliseum; student pricing.
- Diversify the events.
- Better advertising.
- Parking fees are a rip-off; food in the Coliseum is bland and too expensive.
- Recruit.
- Offer city of W-S residents free parking.
- Bigger name attractions.
- More events for seniors.
- Better communication of events.
- Much improvement is needed in the speed of getting people in and out of this facility. The wait to get out has at times seemed longer than the event itself. This has discouraged my family and some acquaintances that I know from attending events there.
- Keep prices where low income families can afford; quantity brings in more.
- Better publicity; better and cheaper parking.
- Discount for residents of Forsyth County.
- Better performances. Greensboro has more popular attractions, performances, concerts, etc. Not a lot of interest in events at LJVM or the Convention Center.
- More pop, light rock concerts and lower that \$8 parking fee.
- Free parking.
- Different activities besides country music and monster truck races.
- Stop having loud music bands there; I won't go to them if they are too loud; too many illegals lurking around; jail or deport them.
- Reduce parking fees.
- Have more interesting things happening.
- Free parking.
- Need to announce it, I'm not aware of the activities.
- Have more events.

- I myself don't or can't walk that far for parking that is why I don't go. Do you have shuttle service from the parking lot to the events?
- I think something needs to be done to draw a younger population to the City of Winston-Salem other than bars in the downtown area.
- Lower parking prices and advertise events more.
- Go out and find more events. We continue to put money into the Convention Center and have very few events in respect to the money going into it. Someone needs to try to figure out why Greensboro gets so many more events than we do now that the two cities are almost the same size in population. What is Greensboro doing different and how to fill more dates is very important to our economy. Also the Coliseum which was built this size even though other options to make it bigger were out there. Small thinking and being scared of Greensboro in not wanting to be too big seems to hurt us a lot. Maybe the leaders did not have confidence in the bookers that they could compete. Both facilities now seem too small for our size and what we could and should be able to recruit and bring to W-S. You people need to start thinking bigger and more positive and then and only then are we going to get our fair share. We seem to be losing more events every year than we are replacing. Example, the Baptist State Convention. Wake Forest basketball, Frank Spencer and just a handful of events the rest of the year does not seem like you are even wanting to open the doors. Bull riding, motorcross, boxing, religious events, circuses, why not go after B&B Circus. Does Greensboro have a lock on all these events? We use to have these. All of them in a year's time. What about wrestling? More than one national organization. What happened to the outdoor concerts at Groves Stadium or Ernie Shore Field? People will go if you will make an honest effort to bring more events here. It just seems like you just count on Wake Forest basketball for your profits and that is it. I have been to many of the events I have mentioned above that we no longer have. I even went to the ice motorcycle event you had at the Annex. That was different but I enjoyed it. What happened to hockey? A lot of these events can come in before Wake basketball and after. I know you have had a few other things. But out of 365 days you only have around 50 days of events and that includes the Fair days. Total complex. That's really bad and not very professional. I may be a couple of days off but pretty close. Greensboro at their complex had 105 days I think that's pretty close. Let's see. That's 2 to 1. Wow! Maybe someone needs to hire their PR people. Size does matter. But you need to learn to work with what you have a lot better. Well I know you can't handle criticism very well by the stupid comments and remarks that I have received from other inquires. I have an Associate Degree and apparently that tops anything else anyone else has that I have talked to except the City Manager. It is the "I am smarter than you attitude" that so many City employees have and they can't be that smart because they can't answer my little ole questions or just totally don't have a clue about what I am asking. So why is the above mentioned problems booking things just might be partly attitude and lacking in skill. I don't know. I just feel like I could promote the City better than whoever is doing it, if anyone is.
- Have more events appealing to age 50 and up; also more family-oriented programs; publicity.
- Advertise more.
- Decrease the parking fees.
- The Convention Center needs to be expanded. I don't know how this could be accommodated, but it needs to expand to contend with competition.

- Lower parking prices or do something with the money that shows why it's so high!
- More attractive bookings.
- Lower prices and parking fees.
- Give events that are diverse in nature.
- Have a large spectrum of events, every year same old things.
- I think the better question is – should the City encourage attendance at the Coliseum and Convention Center, or sell off these historically unprofitable sites?
- More age appropriate shows; concerts and events for people for ages 18- 40; not just for the young people.
- Bring events that appeal to a broad range of interest and backgrounds.
- The Coliseum needs to solicit some big name acts into the city. I very seldom go to our Coliseum due to this problem. I think Winston-Salem shot itself in the foot when they decided to build the smaller arena instead of the big one. Also, Wake Forest's control over the facility is a disgrace. It has prohibited a lot of conventions, etc. that would have come to the city had we had the proper facility. I either go to the new arena in Charlotte or the RBC in Raleigh and in summer the outdoor amphitheaters. Winston-Salem really doesn't host anything of interest.....mostly has-been acts and shows no one wants to see anyway.
- Use every means of advertising possible. Need for more attention to events, this would make people more aware of the events and let them know you are getting the type that they want to see according to their attendance.
- Get good entertainers in.
- Eliminate parking fees.
- Reduce the amount you want to park my car at the Coliseum; the Convention Center needs a designated place to park.
- Free parking.
- Free parking; better publicity.
- Go private.
- Start to bring in bigger acts on a more frequent basis and notify people further in advance. I would love to take my family to see the Globetrotters or go to the circus but sometimes they are not coming or we don't know till the last minute and we already have plans. One other thing I have a real problem with is the cost of concessions. I would come to a lot more of the functions at the Coliseum but I can't afford the food and you know how children are about food at functions. They want everything.
- More concerts, with better promotion, using local TV and radio. Less "artsy" stuff, more sports. The money and arts are thing of the past.
- Re-evaluate parking rates.
- Parking prices are too high; this parking lot has been paid for many times; cut wasteful spending.
- Attract better events.

## Appendix D

#11. What do you feel the City could do to encourage the use of the recreational facilities?

- Do some programs in the winter.
- Advertise.
- More parks near Peace Haven Road.
- Create programs for children – swimming, training.
- More sidewalks so people can walk more.
- To have better care of the parks; some parks are in bad condition.
- Everything is good; need parks with more lighting.
- More places to ride bikes – sidewalks.
- Parks need more security.
- Parks need more lights and more security.
- City needs more sidewalks, lights and security.
- Improve parks; more lights.
- The City needs more parks with good security.
- The City needs more sidewalks or places just to walk.
- Some parks need more lighting; City needs more sidewalks; you can't walk anywhere.
- Open more facilities to exercise in the winter.
- A facility to do exercise.
- More routes to ride bicycles.
- City needs more winter recreation places.
- Have more walking areas.
- There are many parks without equipment for children.
- More security in some parks in the City.
- Install some equipment for children.
- Inform the public.
- More parks for sports.
- More places to exercise – gym.
- Have more lights in some parks.
- More public advertisements.
- More public events such as walks for the City.
- Have convenient locations.
- More information on schedules.
- Need to make them better known; need to know which courses dogs can come to.
- None – people just need to be interested.
- Love them being in the area and letting it be known about and it's for all ages.
- I am partially disabled and would like transportation help.
- Should put a security guard at Salem Lake; would use so much more.
- Make them more convenient for wheelchairs.
- Most people know about them already and just choose not to use them.
- Build one close to my area.
- Put a guard or Police to watch or patrol the area to make it feel safe.
- More advertisement through the school.
- More advertising.

- More promotions on TV.
- Make things for disabled people.
- Nothing – they do a good job.
- Advertise more; there's not much more they could do in the golf course areas.
- They charge too much to play a team.
- Nothing – they do a great job.
- Keep the pool open longer.
- Exercise programs for the elderly and younger people.
- Advertise.
- Clean up the facilities.
- Keep it cleaned up.
- Make it cleaner and a friendlier staff.
- Advertisement.
- They do a good job; extend the hours.
- More senior events.
- More bikeways.
- Maintain bathrooms; advertise.
- Advertise more.
- Keep working on public awareness.
- More security so the elderly can come out after hours.
- Keep the maintenance better; more events for the elderly.
- Send out event calendars; "Relish" is very difficult to read because of how it's listed; list by the city or county.
- Location gets a lot of vandalism; more security.
- Publicize more; the people don't know about it.
- Free classes.
- More information; don't know much about them.
- Advertising.
- More advertising.
- Add more things for kids at the parks; add horseshoes; resurface the basketball court.
- More dirt instead of asphalt at the PAR course; maintain equipment at the PAR course.
- They're doing alright.
- Tell people about it.
- Parking is horrible.
- Lower prices; keep sending "We Play" magazine.
- Publicize computers available; open on the weekends; lighting is not the best; have different schedules on programs.
- Senior programs would be good.
- Promote more.
- They are too far away.
- Advertise more.
- Advertise; description/welcome packet for new residents.
- Advertising.
- Advertise; not sure what is available.
- Offer more activities.

- Advertise in the high schools.
- Hold events.
- Advertise.
- More advertising/schedules.
- Update equipment.
- Keep the areas clean and kept up.
- Advertise more.
- Maintenance and upkeep better; no charge to go.
- Have community activities to pull people in.
- Advertise more.
- I love to go and play bridge.
- I use them to play softball and stuff.
- Make them safe for the public.
- Engaging people to get involved in senior entertainment; after hours family programs and such for people in their 30's that is not smut.
- Most neighborhoods have their own facilities.
- Make them more accessible and dynamic for children; lower class can't use them because there are no programs for the lower class to use that doesn't cost.
- More security; better upkeep of facilities.
- Advertise, but not on Channel 13; no one watches that.
- Have open houses or an event with music and food.
- Clean them up; Washington Park (dog park) is awful; it has turned me off to going to parks.
- If you have no transportation to get there, then it is a problem.
- Have events at the parks to promote the parks.
- Special activities to attract people to the parks.
- More security; fear of being mugged.
- Advertise them more.
- Increase advertising.
- Publicize more.
- Need more pools and activities (East Winston).
- More variety.
- More activities for disabled.
- Offer more for young children; "Mommy and Me" programs.
- Advertise hours.
- Make it public knowledge of what's available.
- More publicity.
- Have more for the kids (ex. basketball).
- More variety for all ages.
- More accommodations and events for the elderly and disabled.
- Make more precautions.
- Advertise.
- More activities for seniors.
- Put up signs along the roadsides so people can see what is available when moving around town.
- Advertise; put up flyers; offer classes to encourage use.

- Have more dog parks.
- I don't go to Salem Lake because people are known to lurk in the bushes.
- Advertise; let people know they exist.
- Advertise.
- Advertise.
- Advertise the facilities.
- Advertise; people don't know all the things that are around.
- Tanglewood Golf Course – most rude staff of any golf course.
- I only go to the dog park.
- Have computer classes for seniors; seniors love Recreation Centers and need computer education.
- More things for younger people; advertise for kids.
- Advertise; a lot of the stuff you have to stumble on it.
- Advertise; most people are not aware of what is available.
- Advertise.
- Improve the facility; advertise.
- The parks are creepy and dirty; you can't go and feel safe; that is why I don't go.
- I only go when they are having something about food.
- Build more tennis courts.
- Can't go – handicapped.
- Advertise; would like to see more greenways and strollways.
- Programs like workshops for home buying; something for all ages.
- More non-athletic programs for children; clean up the Centers and update the facilities.
- Offer more things; don't make it so limited.
- More greenways.
- More advertisement about what's in the parks; a better bike-type park.
- Better upkeep of the soccer and football fields.
- Outside skating rink.
- More available for the disabled; blind accessible.
- Put out more information; make it more known.
- More advertising.
- Doing pretty good already; needs better advertising.
- More activities for the children.
- More bike parks.
- Should fix the PAR exercise spots.
- Advertise.
- Advertise what's available.
- Publicize programs.
- Plays and theatres.
- Advertise what's available.
- Excellent Recreation Department; needs more funding; needs something like Cary's Bond Park; better maintenance.
- Advertise what's offered.
- Don't charge me more on property taxes.
- Advertise.

- It's more for the young, not the old; happy with the basketball improvements.
- More accessible for the elderly.
- Need more advertising.
- They do a good job.
- More accessible for the elderly.
- More patrolling of the bike parks.
- Build more and bigger recreation facilities.
- Make the public more aware of them.
- Need a map of the bus routes to them.
- Not enough advertisement.
- They do a pretty good job.
- Well kept secret; get the public more informed.
- They do a fine job.
- More facilities.
- Make the public more aware of what is out there.
- I use them often.
- Don't feel there is anything they can do.
- Better parks with more lights; Bolton Street needs more security.
- The City needs better public swimming pools.
- The parks need more security.
- More activities for teenagers.
- More lights in some parks.
- The pool at Bolton has very dirty kids in the pool with runny, dirty noses.
- Advertisement; put up ads; there is no communication.
- Advertise; didn't know they exist.
- Some of the greens are bad, but they are getting better.
- More supervision in summer kid programs.
- Afterschool and tutoring programs are great.
- Expand them to rural areas.
- Advertise.
- Advertise; I just found out about them.
- Advertise.
- More advertisement.
- More publicity about ice skating.
- Advertise.
- More advertisement.
- Too expensive at the ice skating rink.
- Advertise; have free nights; lower the admission fee.
- Advertise more.
- Make them better.
- Cheaper cost to rent out the recreation center.
- Public golf course is always busy.
- Extend hours – earlier in the morning.
- They are nice and are all over; not sure why people don't use them.
- Advertise.
- Make them better known.

- Parks – bathroom facilities should be better taken care of.
- They don't pick up the trash in the parks; homeless people and kids are out running the park.
- Salem Lake needs patrolling; should not lock the park gates and should not charge for light use.
- Joe White Tennis Center needs better sprinkler system and courts need to be brushed more often.
- People litter the parks.
- Could work a little harder to make the parks more pleasing to the public.
- Need to fix the drainage ditches at Hanes Park.
- Better patrolling at Salem Lake; cars have been broken into; need to trim the landscaping at the PAR courses; it is growing wild.
- Lockland Park needs lighting; the trees make it too dark.
- The City Recreation Center pool is open weird times in the year; it should be open sooner and longer; make use of the pool or why have it.

### **Web Sample Comments**

- Encourage and advertise different types of activities involving community involvement.
- Have more security officers around.
- Improve them having a greenway along sewer lines is repulsive at best.
- Eliminate fees for Winston Salem residents; we already pay for this in the budget.
- Better upkeep and control usage by requiring to be a City resident.
- Safety patrols more frequently - greenways and PAR courses.
- Think that is a family choice; don't know that anything could be done to encourage use.
- Salem Lake is closed too often; It should be on a similar schedule as the county parks.
- Use events and competitions to show off facilities and local talent; sponsor or encourage sponsorship of clinics.
- Safety and lighting could be improved; police foot patrols at parks.
- To have more accessible Centers.
- More greenways; they are a safe place to exercise; I wish I had one in my backyard (Ardmore).
- Fee free days
- I read the park guide, saw things of interest, but didn't remember them.
- Events such as arts & crafts shows; music.
- Virtual online tour of the activities offered would be helpful.
- You are doing fine in this area; word of mouth is the best advertiser.
- Directed publicity; extended hours.
- Advertise.
- The dog park is wonderful; very nice for kids and dogs to run around and socialize. Its success could point the way to others.
- Add more bike trails at parks.
- Have special days where fees are reduced; create a family discount, etc., to allow citizens a chance to "try out" the facility; if they like the experience, they may be willing to come again and pay regular fees.

- Jail or deport the illegals who use them.
- Expand into more neighborhood areas.
- Build in nicer places.
- Have more bike paths to them; keep police presence in the parking lots keeping the drug dealers out.
- Just have A-1 facilities; having things for all ages to do I feel is the key; you do seem to try for that.
- Make it possible to walk to them safely by installing sidewalks in all residential neighborhoods.
- I didn't know about all these recreations; please send me information and site address.
- Salem Lake is in very bad shape. The area for picnics is disgraceful; all the roots exposed make it very difficult and unsafe to walk on. The trash cans are overflowing usually. The unpaved path needs to be resurfaced. More benches for resting on are needed. The boats are dirty and unkempt, as are the life jackets. That whole facility would be used a lot more if it were better maintained. Not everyone wants to go downtown. Why not concentrate on other areas of Winston? The ice skating rink is poorly run and dirty. There is little if any supervision on the rink while kids are skating. The floors are dirty and the concessions are poorly done. If you upgraded this, you would get more people coming back. How about lowering the price if you are not skating for the whole session? The staff was not very helpful or public oriented.
- Is the Salem Lake area safe for walkers, particularly "senior" women?
- Not have the parks right in the middle of all the Mexicans and have the parks in a better area.
- Allow dogs on a leash at the PAR courses; provide dog waste bags and gloves.
- E-mail newsletters about upcoming events, be very friendly.
- Promotional activities.
- Improve the staff and courts at Joe White. I played in the USTA league on Saturday mornings and the courts were in terrible shape most of the time. The courts were not groomed and the lines were not swept. Tanglewood does a much better job of keeping the courts in shape.
- Events that are community based.
- I think the better question is: Should the City encourage use of these facilities or sell off these sites to private groups (Rotary Club, Moose Lodge, etc.) who would then maintain and promote these facilities?
- Get recreational areas in areas that do not have them and near the neighborhoods not somewhere you have to drive 30 minutes to get to.
- Keep the grass mowed and maintained more frequently and not allow parents to drop off their children and leave them unattended.
- Keep them cleaner, pick up trash regularly, keep them maintained (free of brush, erosion and trash).
- Strollways needs more benches and landscaping.
- Stay open later and provide security.
- Update the parks. Change your policy on booking shelters. I called on Thursday for a Saturday shelter and they told me report goes out on Thursday and it was too late. Used the shelter anyway because it wasn't booked. You are losing money on this policy.

- I live on the outskirts of the City and we have no city parks or recreation or pool that I am aware of on our side of the City. We live in the Sedge Garden area. I might would try but I am not that familiar with these locations around the city. I do feel this is something good to provide in the City especially during the summer when the kids are out of school. It keeps them busy and out of trouble. I would like to recommend a drop-off program where maybe kids could be dropped off at the pool or Recreation Center for the day sometimes. That might help.
- Upgrade the facilities. The strollway downtown is very uneven and hard to walk/run on.
- W-S People who chose to play at these areas should pay a reduced rate. County people should pay full price.
- I think Parks & Recreation does a fantastic job.

## Appendix E

#14. What do you feel could be done to encourage you to ride the City bus system or ride it more often?

- Be clean.
- Need to be very clean.
- Expand the routes; better schedules.
- Better schedules.
- Better schedules.
- Better routes and schedules.
- Better schedules.
- Better schedules.
- Better schedules.
- Better hours or schedules.
- Better routes and schedules.
- More routes.
- Should do away with buses and get taxi service.
- Better schedules and more advertisements.
- Market it better.
- It's a waste of money; nobody uses it because there are not many stops, bad routes and hours.
- City needs a rail connecting all cities.
- Bus system needs to go more places.
- Have night routes for the younger adults to use if they want to have fun without the worry; extend routes our farther for better convenience; should have an easier route to the mall; overall just easier routes rather than going through downtown.
- Need to change routes and make it more convenient with more bus stops.
- Service to different areas and better hours.
- Bus needs to have more services like in the late afternoon.
- More convenient stops; have a good PR campaign.
- Flyers of where the stops are, pricing, timing and benefits of the use.
- More convenient stops.
- Should have more buses going in more areas at many different times.
- Have benches to sit on.
- It would have to go to my job.
- Make the bus feel more secure.
- Better timing; not having to wait for one hour before a bus finally shows up; more frequent stops.
- Running service 24-hours a day.
- Frequency of stops; need more buses so it can be more convenient.
- There are no buses in my area; would love to have a bus to go to the mall.
- Change or improve the schedule; make them arrive more frequently.
- Have smaller buses because not a lot of people ride them.
- Should not be cutting bus service; better routes are needed; should have a bus service on Sunday; this would get more riders.
- More advertising about the routes and hours.

- Have buses that go to houses.
- More times and routes.
- More routes.
- It's impossible to get people to use it if they only run once-an-hour.
- Lower the fare.
- Don't put in street cars.
- I would ride if they would pick me up close to my home and job.
- I only use it if I can't get a ride.
- I would ride if they came to annexed areas.
- Having more routes.
- More routes, more buses, more information.
- Information on how to use the bus system.
- Would ride if there was a convenient pickup at my house and job.
- Buses have too much pollution.
- Put bus schedule or printouts at the bus stop; have hours after 5 p.m. and 6 p.m.; smaller bus fleet.
- Expand routes to Jonestown Road.
- Advertise routes and schedules.
- Expand routes all around and longer schedules on Sundays.
- Hours are not convenient for me to ride.
- Expand routes to make it more of an option.
- Expands the hours and more stops.
- Expand routes into the county.
- It would help with gas; advertise and show the benefits.
- Expand boundaries.
- Provide more buses.
- Take it out of downtown.
- Extend Sunday hours.
- Advertise.
- It's so far spread; make the City bigger or expand routes; get more younger people to use it.
- It would help traffic during busy hours.
- It's up to the individual.
- Have to step high to reach the steps – too high.
- Expand routes.
- I use it all the time; it works for me.
- Publish more information on how to use the bus; more people would use them if they knew what to do and how it worked.
- Make it easy to get where you need to go.
- I use the senior bus and it works fine.
- More buses are needed; they don't go around enough; lower fare; not enough connections.
- Get rid of everyone's cars; it's just so convenient to use your own transportation.
- Lower the fare; come every quarter of the hour.
- More connections.

- They don't run out my way; they should run the whole Southward; Heather Hills is as far as it goes.
- Don't know if you can do anything; the City is designed to have to use cars, not the bus system.
- Better security.
- Everything is good.
- Have better and more convenient routes.
- Make routes more convenient; they do not go to all places; it is hard to get where you need to go.
- Bus stops are inconvenient; the times are bad for pickups; I stopped riding them because the service was bad.
- The bus system is all I have.
- Have a free day to help promote.
- I would ride if it was in my area.
- I would want safety if I had to ride it.
- More frequent routes.
- Make it more convenient for all areas.
- Needs to go farther out.
- I would ride if gas prices go back up.
- Might would consider riding if routes were longer.
- Run buses later and earlier for all schedules.
- More convenient stops; better fare prices.
- Make schedules a little earlier and midday hours.
- Better weekend hours; add limited service on Sundays.
- Closer bus stops; you have to walk 15 minutes to get to a bus stop.
- Not enough runs; stop running too early.
- Could use more routes; not enough to be useful to the public.
- More advertising.
- Expand the routes.
- Advertise.
- More schedules readily available for people to see; not a lot of direct bus service.
- Put flyers in the mail about routes and fares.
- Make it easier to get information on routes; bus schedules are very hard to read; color-coded maps are needed.
- Routes need to be better advertised; more stops.
- Lower fare.
- More advertising of routes and how to use it.
- Have information about how it works.
- Run on Sundays; even Greensboro runs on Sundays.
- TransAid – hours of operation need to be extended (also for the City bus); TransAid will say they will pick you up at 11:00 and not show up until 2:00; need later hours on the weekdays and Sunday hours.
- Need night service; I usually have to walk home if I work past 6 p.m.; bus does not run late enough.
- Buses don't go where people need to go.

- I have never used the bus; wouldn't know how to use it; maybe have instructions for people.
- The conditions of the bus are bad; not enough bus routes.
- Would like weekend service and later runs during the weekdays.
- Advertise; this town tells you nothing.
- Buses back up traffic; they need better places to pull over to pick up people.
- Extend the time it runs; needs to run later and on the weekends; people have to have their errands completed by the weekend; people who ride the bus system do not have cars and depend on the bus service.
- Advertise.
- Advertise; educate the public.
- Go to Greensboro on a route.
- Have never tried the bus service because have only heard bad things about it.
- Shorter waiting times; need to reroute; should not have to change buses in middle of route.
- More routes.
- Better scheduling; more advertising about routes.
- Routes should not have to go back through downtown.
- Run more routes and farther out; more buses are needed.
- Extend the bus line service.
- Need a better bus system; should run on Sunday and run later than 12 p.m.; run 24-hour service; need to update bus service.
- More bus stops throughout the City.
- Advertising.
- Cleaner buses.
- Should not have to change buses at the hub; should go from one point to the very next stop.
- Expand routes and hours on weekends; should be longer and run on Sundays.
- Expand routes to Forsythe Tech.
- Expand routes.
- More scheduled stops.
- Have Sunday service.
- Extend hours; Sunday operation.
- More handicap friendly drivers; work on people skills; expand routes.
- There are no routes in my area.
- More routes; more pickups; longer hours.
- Cleanliness.
- I already ride it.
- Need later hours for Saturday and Sunday – to midnight; the buses break down.
- Make it safer.
- There is no place for people to wait; no shelter; it's not only for poor people; make is accessible.
- I use it all the time.
- They don't stop in our area.
- Identify the bus stops.
- Need a map of where they go and stop.

- The bus doesn't come by my house, too far to walk to the stop.
- No line my way.
- I ride it some now.
- Lower the fare.
- Afraid of the bus station.
- I use it now.
- Make it free.
- Need to have more stops near my home.
- Get smaller buses; need more convenient times; schedules are poor.
- Pay fifty cents both ways for TransAid; they do not accept Medicare.
- It doesn't come by my house.
- Better routes.
- I always use it.
- Longer routes by South Main.
- Worry about the schedules; normally they run late; where will they pick you up or drop you off.
- Offer to pick us up in Kernersville where we work.
- They don't come by my house.
- More frequent stops; more areas.
- Make it more known about.
- Put a restaurant in the waiting area at the hub.
- I might would ride if gas continues to rise.
- It's not convenient for my work location; expand the routes.
- Expand to Coliseum area from the mall area.
- I use it when I can.
- No routes to my jobs.
- It doesn't come to my home.
- Would ride if it went to places I wanted to go; better schedules.
- I ride it all the time.
- I used it before and loved it; just no longer need it now.
- The bus is not safe enough.
- They need to have people on the bus who can help the handicapped; they need to have a belting system to strap them down so they do not slide around (on the regular bus and also on TransAid); the bus ride is very dangerous with handicapped people.
- Would like a bench for waiting on the bus.
- TransAid is too long of a waiting period.

### **Web Sample Comments**

- Better and more expansive routes throughout the county are needed and advertise these changes so they are known.
- Provide a better time schedule including evenings like larger cities.
- Better schedules/routes more efficient perhaps smaller buses two-way lines as opposed to circular routes.
- Cleanliness of transportation center and bus stops along routes; more frequent (if can keep cost down/same).
- Better advertisement.

- I just like my car.
- Go where I need to go and when I need to go.
- The bus station needs to be more appealing; doesn't look safe.
- Courtesy, safety, cleanliness and being on time.
- Run the buses longer at night. We can take the bus to work but cannot get back home because we get off after the bus stops running. Ex: from Stratford to GMAC.
- Smaller buses, better schedules and routes.
- More direct routes.
- Make it free on ozone alert days; have the route information more easily accessible on the web (not a separate PDF for each route).
- A reduced rate day to encourage riders to save gas.
- Publish the schedules on TV 13; the community can see where the buses go and the scheduled stops/locations.
- Jail or deport the illegals.
- I wish that there were more buses, that they ran more frequently, and later into the evening. And on weekends. And while I don't mind walking 4+ blocks to the nearest bus stop, I know that most of my neighbors wouldn't consider it. When I first moved to W-S more than ten years ago and was looking for employment, several temp agencies and Human Resources representatives told me flat out that they would not consider someone who relied on the bus service for transportation, as they would only be willing to hire or place someone with "reliable transportation." Having said that, however, I think that the WSTA does an admirable job with the resources it has. The buses are always clean and pleasant, I always feel safe on them, and I love that there are bike racks and wheelchair lifts on all buses. And the fare is cheap, with no confusing rush hour surcharges, etc. given the limitations of the schedule, I think that it is efficiently planned with a minimum of waiting for transfer buses, etc.
- If there were more buses and routes going at more hours I would choose to ride the buses to and from shopping but there is difficulty in getting schedules and understanding the routes and times
- Buses should run more often.
- Easier access to the neighborhoods that are not on a main street. Most folks in our area have to walk well over a 1/4 mile just to get the bus.
- If the schedules were easier to figure out, I would ride the bus.
- Better safety.
- TransAid buses need to be more timely in their schedules.
- Longer routes.
- Have smaller buses running longer at night.
- Privatize the system. Business will not waste money on routes that people don't use. Right now the bus system, particularly TransAid, is a giant waist of taxpayer money.
- More routes, more frequency running routes, smaller buses.
- My car being broke down.
- The schedule time, who wants to get up and be on the bus stop 1.5 hours before work; you may as well drive.
- Buses should run seven days a week and all have hours 6am-midnight; not every person lives in the projects; not every person works the 9 to 5 shift.
- Stop changing the routes and increase the amount of buses running at one time.
- Smaller buses with more frequent pick-ups.

- Cleaner buses more routes or stop times to the outside parts of the city.
- Express routes for downtown office commuters.
- Offer more service on evenings and weekends.
- Extend the routes; they do not reach my house.

## Appendix F

#15. Reason responded with a D or F to satisfaction with the City's streets.

- Traffic is very bad; need more street lighting.
- Should be more sidewalks and more street lighting.
- Parking is very difficult and very expensive.
- In the mornings, traffic is heavy.
- There is no good parking downtown and it is very expensive.
- Streets need better care and better street lighting.
- Need more street lighting.
- There are some streets in bad conditions and poor street lighting.
- Some streets are in poor condition and need better street lighting.
- Lack of sidewalks.
- No sidewalks or bad sidewalks in the City.
- No sidewalks and very little snow removal.
- No sidewalks.
- Traffic controlled lights need to be throughout the City and need to be timed better; need more sidewalks in area neighborhoods.
- Roads have many potholes.
- There are no sidewalks and bad snow removal on secondary roads.
- Too much traffic in the area.
- Hard to find on-street parking downtown; need lighting on the interstate and a number of streets; bad flow of traffic because all lights change at different times causing stop-and-go's.
- Bad traffic; no lighting at night, no traffic lights; too many gravel roads need paving; no sidewalks; need to work more on side roads.
- Too much traffic; speeding; no street lighting; no sidewalks.
- Heavy traffic flow; no sidewalks.
- No parking is available most of the time.
- Really bad in the morning, people cutoff school buses; speeding; tree limbs need to be cut.
- Would like a light at 158 and Old Blues Creek Road; need more night lights; more sidewalks.
- Could get more trucks out to get snow removed a little faster.
- Streets are very bad with potholes; no lighting; no sidewalks.
- Would love to be able to park on the street downtown, but there's just no room.
- No sidewalks in the area.
- Hard to find a space for on-street parking downtown.
- Overall everything needs work; even though the streets were widened, they are still having issues.
- Too crowded to park downtown.
- No sidewalks.
- There is just no parking downtown; should park the big buses somewhere else; this would give so many more spots to park.
- Can't park downtown – too hard and never any spots.

- Potholes, cracks, and bumps everywhere; availability of sidewalks – waste of money; makes people have a reason not to go to the parks.
- It's hard parking anywhere downtown.
- Should not allow big tour buses to park in the area.
- Street lights are too dim.
- It's getting rough on Country Club Road due to street work; need a traffic light at Little Richard's Barbeque – it's hard to get out; more sidewalks are needed.
- A lot of areas don't have sidewalks.
- The City only removes snow on the main roads; however, on the side roads the snow is very bad.
- Bad traffic.
- Heavy traffic flow; need sidewalks.
- The traffic light hold is red too long in some areas; very poor parking – makes people not even to want to go downtown.
- Would like to see street lights on my block because it gets really too dark on the road.
- Would like to see sidewalks; would like a pipe to keep water out of my ditches.
- Would like sidewalks in my area.
- No sidewalks; would love to see some; too much traffic through residential areas; streets are in very bad condition due to traffic volume; parking downtown is almost impossible.
- Bad parking downtown; no sidewalks.
- No sidewalks; would like to see some put in my area.
- Very poor street lighting.
- No sidewalks.
- Needs new pavement or at least patched; too much traffic in area due to building up the area.
- Poor lighting; no sidewalks.
- Roads need to be widened.
- Always in a traffic jam; not enough parking downtown.
- Lights stay red too long; can't find place to park downtown.
- Potholes and no repairs; come days later for snow removal; no sidewalks in the areas.
- No sidewalks available in my neighborhood.
- No snow removal on the side streets.
- Some places are not lit up at all; not enough downtown parking when busy; no sidewalks available where I live.
- Not enough parking downtown and all are metered; not enough sidewalks.
- Too many potholes; not enough parking downtown.
- Pavement is not kept up well.
- Not enough parking downtown and everything is no parking; snow trucks plow too late.
- Too much traffic.
- No sidewalks available in residential areas.
- It's hard to find a place to park downtown and it's too expensive.
- They get to our street last for snow removal.
- Too many potholes; what parking downtown? There's not enough.

- Traffic is very congested; cars fly by and very little police; there are no sidewalks in my area.
- Silas Creek Parkway is backed up during rush hour.
- 109 there is no light; someone will get killed; taxes should go toward the light; no sidewalks on Thomasville Road.
- There's very limited parking downtown.
- Money isn't going to roads; workers sleep on the job; there are no sidewalks in my area, but I don't want any.
- Traffic is too congested; potholes and manholes covers; not enough parking downtown.
- Too many cars for the few places there are to park downtown.
- There aren't many sidewalks.
- Need more sidewalks.
- Too many potholes.
- The traffic lights stay red or green too long; lights need sensors; sidewalks were added to the new neighborhoods but not the old ones.
- Traffic is too congested; too many potholes and cracked sidewalks; too many cars for the few spots of downtown parking.
- No sidewalks available.
- The signal lights haven't worked; not enough parking downtown; takes too long to plow the snow.
- Traffic flow is very congested; the lights stay red longer than they should and they don't turn soon enough on side streets.
- Not enough parking downtown; a lot of neighbors don't have sidewalks.
- Full of potholes; not enough parking downtown and you get tickets.
- Congested traffic flow; overgrown trees and shrubs block the signs and traffic lights; no place to park downtown; some streets snow removal is done very late or not at all.
- Red lights are too long; have blinking lights; shouldn't have to pay all the time for downtown parking.
- Too many potholes.
- More sidewalks in new subdivisions.
- Not enough sidewalks or lights in rural newer areas.
- Not enough downtown parking.
- Jonestown Road needs sidewalks.
- Too many potholes and bad repairs; not enough parking downtown.
- Bad traffic flow and pavement.
- More lighting for rainy nights; more parking meters on side streets would be good.
- Traffic flow is too busy.
- Traffic is bad at certain times.
- Traffic jams at peak hours; bad road conditions; fix the streets before adding sidewalks; enforce litter laws.
- Miserable traffic and potholes.
- No lighting at all for back roads; no sidewalks.
- Since the lottery, the roads and pavement should be better.
- It is hard to get around one-way streets; can't find anything; need more sidewalks; no lights; a lot of accidents.

- Manhole covers.
- Work on the traffic in general; back and side roads need street lights, too.
- Need more street lights on back roads; nowhere to park downtown.
- We don't have any sidewalks.
- Bad pavement – needs repair; need more sidewalks.
- Some streets are okay while others need construction; we avoid on-street parking; good help when one-way changed to two-way.
- Rush hour is bad morning and evening.
- Need repair of potholes; more multi-lanes.
- Pavement is not maintained; potholes; not enough sidewalks.
- Hanes Mall Boulevard area and the building up is horrible.
- The roads suck and too much traffic.
- There is no strategy of the placement of sidewalks.
- The condition of the streets is declining fast; they are not keeping it up.
- No parking downtown and no sidewalks.
- Traffic is so bad at times; bad pavement; no on-street parking; no sidewalks.
- Need to pave in neighborhood; no parking downtown; no sidewalks in neighborhood.
- Streets are full of potholes; parking is almost zero downtown.
- Too many potholes.
- Trucks need to have their own route; they are tearing up the roads and they use up the street space.
- Sidewalks (Everette Street) are bad; bike riders should be encouraged to not cycle during peak hours.
- Traffic is bad all the time.
- Don't have a sidewalk to walk on; the City needs more.
- Parking is bad; roads have potholes; and traffic is bad.
- More parking; more decks.
- More sidewalks are needed; I can't walk with my kids around the area.
- I had to call for snow removal.
- Need sidewalks in neighborhoods; no parking downtown.
- Can't rate the streets because it depends on the section; some are good and some are bad but all of it needs improvements.
- More parking needed downtown.
- Need more turn signals at intersections.
- Too much traffic; roads always under construction; not enough parking, especially handicap parking,
- Poor drivers; not enough parking downtown, not enough sidewalks.
- Too many potholes; need more sidewalks.
- Need to snow plow more places.
- Downtown parking a mess; could improve snow plowing.
- Traffic too congested; need a beltway.
- More available parking downtown; roads are torn up.
- Potholes are everywhere.
- Bad drivers; a lot of potholes; snow removal not efficient.
- Too slow at removal of snow; not plowing efficiently in reference to location of equipment versus residents.

- Traffic too congested; too many potholes.
- No sidewalks where I live.
- Need more sidewalks.
- Not enough street parking.
- They can't clean the streets for nothing (snow removal).
- No parking downtown; more sidewalks are needed.
- Do not feel that certain neighborhoods are being kept up; ice on streets for days; no sidewalks.
- Roads need paving.
- Roads are dumpy; too many signal lights and traffic lights; no street parking; they do not remove snow in the neighborhoods.
- Too many potholes.
- Too many potholes; not enough lighting; not enough sidewalks for the kids.
- Snow removal is awful.
- Parking is null.
- Lack of downtown parking.
- No parking downtown.
- Traffic is so bad in the morning and afternoon.
- Academy Street sidewalks are never kept up.
- Hanes Mall area and Silas Creek roads are awful.
- No parking downtown; they don't remove snow in the neighborhoods; they push the snow into the exit of neighborhood.
- More downtown parking needed.
- Need more street lights; very dark at night.
- Ramps are too short, can't merge; streets are always torn up; more lights in places other than downtown.
- They need to check the signal lights at Polo Street; it has been out for a couple of days.
- Keep up the roads; too many potholes and too many traffic lights.
- Potholes are bad and bumpy; more downtown parking needed.
- Bad traffic; buses back it up; signal lights are not set appropriately.
- No sidewalks.
- Not enough parking downtown.
- More sidewalks especially north of Hanes Mall.
- A lot of potholes in streets downtown; almost never find a parking place downtown; back roads are not cleaned of snow and ice.
- There are only sidewalks downtown; need to put them throughout the City.
- Heavily traveled roads have a lot of bad spots, need more sidewalks.
- Not much patrolling; people get away with running signs and lights because the cops aren't around enough.
- Too many patches causing bumpy roads; no downtown parking,
- Very terrible traffic on University Parkway; just not enough parking spots downtown.
- Need more sidewalks like University Parkway, Reynolda, Bethabara.
- Shut down 52; not enough downtown parking.
- Traffic is bad during rush hour; not enough free parking.
- Traffic is too congested; not enough parking.

- Need more sidewalks in neighborhoods; reroute traffic.
- More lighting in high crime areas; more people are using scooters now.
- Poor road conditions and too much traffic.
- Need funding for roads, etc.; all the money is going toward the economy; not enough on-street parking.
- Not enough parking downtown; more sidewalks are needed.
- Traffic is terrible; not enough parking downtown.
- Bad potholes; keep up the roads.
- Sidewalks are in bad shape.
- Set up timing of lights due to traffic flow – ex. schools.
- 158 is awful.
- Latin people don't know how to drive; Broad Street is very bad.
- All the lights are on a timer and it takes forever.
- Mexicans can't drive.
- Parking is a major problem downtown.
- A lot of potholes.
- Streets are very dark; need more street lights; not enough sidewalks.
- Hanes Mall Boulevard and Costco are missing lines on the street at a stoplight in a 4-way intersection; it's causing accidents; need to put all new lines in that area.
- No parking downtown.
- It's really crowded during the day downtown; not enough parking.
- Traffic is too congested; they are always working on the roads; too many potholes.
- Not enough parking downtown.
- Not enough sidewalks.
- There are no sidewalks.
- Don't put anti-skids down on the side of the roads and then scrape the snow on it; it turns to ice.
- Very congested (52 – sitting there forever); rough riding.
- There are no sidewalks.
- Not enough downtown parking.
- Complained several times to City staff person regarding limbs in the road; no action taken.

### **Web Sample Comments**

- Don't use either one.
- Traffic lights need to be timed better; on-street, no parking areas need to be defined better; maybe red and yellow curbs would help; signage is awful; the whole City and neighborhoods need more sidewalks.
- Often not enough on street parking.
- Limited meter parking/inconvenient decks; no pedestrian walkways were necessary; City planning is a mess!
- Traffic congestion is not addressed when new development is added.
- Too many potholes and bad spots; insufficient street parking downtown.
- Snow removal never happened on our street!
- Downtown is tight.

- Need more sidewalks connecting neighborhood streets to parks; for example; Sherwood Forest neighborhood to Shaffner Park.
- Not enough on street parking and not enough sidewalks.
- There are no sidewalks in our neighborhood; annexed 10-15 years.
- There are some areas that really need sidewalks; try to walk by Forsyth Hospital on Silas Creek or Hawthorne; you are forced into the road; also the Five Points intersection; its almost impossible to cross safely in any direction.
- No reason why it should take 3+ days to plow snow.
- Peters Creek Parkway lights are timed so that you have to stop at every one. I avoid downtown because of the parking.
- Sidewalks are not well maintained by property owners; some streets are crumbling.
- Traffic light timing; blinking when not high traffic times.
- Not enough on-street parking and lots charge too much; pavement downtown needs repair.
- Traffic flow and lights do not seem to be synchronized as efficiently as they could be. The downtown parking should be for those who work downtown. Visitors should have at least one hour of free parking. One-way streets were a bad idea downtown.
- Need more pedestrian sidewalks around Hanes Mall Road and Stratford. I live near Atwood and cannot walk to the Mall because there are no sidewalks.
- Volume of traffic far exceeds traffic flow needs and signals are not the way to "control" traffic; we also seem to think sidewalks are a luxury instead of a means to a better lifestyle.
- More sidewalks would be nice.
- Extremely difficult to find an on-street parking space downtown during business hours that is close to where one may need to go; people use the spaces for more than the time allotted.
- Not able to turn left on Cherry off of 5<sup>th</sup> and roads ending into a one-way street in the opposite direction.
- Traffic here is fine compared to other places I've lived, but the pedestrian situation is horrible. Sidewalks are completely absent in many places, and it's too difficult to cross streets around Baptist Medical Center, to walk to lunch or to Walgreens or Whole Foods.
- It is hard to find parking on-street in the downtown area, it is hard to walk in busy areas where there is not a sidewalk, there are many roads with cracks and holes and uneven surface.
- Major thoroughfares get attention, but side streets often become a barrier to getting to the major streets.
- Snow removal in the greenway neighborhood is minimal and downtown on-street parking is almost nonexistent.
- Need more sidewalks to encourage more pedestrian use.
- More traffic than the roads can handle.
- We need more bike lanes and a traffic light at Link and Peters Creek. Sidewalk up Miller from Cloverdale to Five Points so we can walk to Whole Foods. Crossovers from Lowes to Home Depot something to make walking a possibility at "hell corner" i.e., Hanes Mall and Stratford.
- Winston-Salem is a dying rathole. No young people want to live in this illegal infested city. Little or no good employment like Raleigh or Charlotte. Too many

people living off working taxpayers. Way too much litter on the streets and no litter enforcement. It is a free for all when it comes to placing litter on the side of the road. The Mayor could speak to this at news conferences, as well as, other opportunities. Why would anyone live here instead of Raleigh or Charlotte where there are opportunities?

- I don't drive very often, but I don't generally have many complaints. There are quite a few places that I avoid, as a pedestrian, on account of the lack of sidewalks combined with heavy traffic and busy intersections with lights that don't leave enough time to cross the street. Snow removal, given the amount it snows here, is not a huge problem. I'm not sure that improving it to the point where it's all gone within a day would be worth the expense to the City.
- Collect parking tickets and balance the budget sidewalks owned by City; homeowner liable. Snow melts before plow gets to side streets. Enforce handicap parking.
- Jonestown Bridge extremely dangerous for pedestrians. It is a sure death waiting to happen.
- Traffic backs up daily on Silas Creek because of signals. Same other places, short time in wrong directions. Bad pavement and repaving all over City, example; Reynolda Road Bridge at swamp area, bumpy and rough ever since replaced.
- There are no sidewalks in many residential neighborhoods, and the cars regularly speed through them. We are essentially forced to be non-pedestrians.
- My street there could be better lighting the streets there are some potholes. There isn't too many places to park on the street. On my street we've some of the very last streets to get the snow removed. Some sides of my street there isn't any sidewalks.
- Lights are not timed well. More areas need street lights for safety, especially on the SE side of town. Sprague Street is exceptionally bad where it meets with Old Lexington Road; it has been this way since we moved here in 1999. But I'm sure that the folks over in Reynolda and Sherwood etc. have more pressing problems, like their grass on the median needs cutting. Bitter? You bet I am. Since we moved here, we have seen no improvements to the SE part of town, but you have been pushing to get downtown fixed up. You have maintained the north side of town. I would like to see you concentrate on this side of town. You can't even walk on the sidewalks along Waughtown and Sprague because of tree limbs, broken sidewalks, and washed away dirt covering them. The litter is disgusting, but I know you can't do much about that. Perhaps a campaign by the "hip" rappers, singers, athletes to discourage litter. My point is that we matter too on this side of town, we just don't drive the fancy cars, or have the \$200,000 houses. If you want folks to come downtown, then you had better make it easier to park there. You can't have it both ways, loads of people and no parking. And the lack of sidewalks is terrible. You have the authority to tell developers to include sidewalks, but you don't. You are allowing this overgrowth and my child's classroom last year was the old teacher lounge area. They even have to use the stage as a classroom. We moved from Northern Virginia to get away from the sprawl. We moved right back into it. Take a look at your northern neighbors and learn from them. It is grid lock no matter what time of day. The children deserve better, we deserve better. Think further than your pockets and maybe this will be a good place to live.
- Need connector from Bolton St. to Mall, hospital. Dangerous gap between Bolton and Mall. Notice worn dirt paths, show need.

- The City of WS has more potholes and unevenly paved roads. But of course NC in general has lousy roads. You can immediately tell the difference when you drive from NC into either VA or SC.
- I live in Ardmore; we need more sidewalks, for safety and for recreational walking.
- Roads are in very poor condition; the City's whole transportation system needs a total remake. More turn lights are needed.
- Lighting needs to come further down Peter's Creek. I also don't understand why W-S won't light I-40; sidewalks need to be connected and the parkways need walkways.
- Traffic signals are not synchronized; amber street lights cause much glare when rainy.
- Parking downtown is terrible, sometimes if you need to run an errand, and you do not have any money, you are kinda stuck. I just think the times on the meters should be longer before you have to pay; meaning I have enough time to run in and pay a tax bill on lunch and come right back out without being robbed to park.
- I grew up in a Midwestern town where all City streets had sidewalks. The builder/developer was responsible for putting in the sidewalk when they built a house. I just don't understand why it's not required in W-S.
- On-street parking downtown is terrible. You have to park and walk a long way to where you are going. The snow removal for secondary streets are terrible. The working class people need to get to work and oftentimes their streets are the last to be maintained.
- Many of the City streets have pot holes or raised manhole covers that are not properly paved over.
- Most of the annexed areas are still waiting for the City to install street lights. This is the annexation that happened over seven years ago. Most of those in these areas just feel abandoned.
- The pavement is so patched it really makes for a bumpy ride and it is next to impossible to find on-street parking unless it is Sunday.
- Sidewalks would be nice in neighborhoods as well as along thoroughfares.
- There are a lot of rough roads in Winston-Salem, I drive down Broad Street from downtown to Acardia Avenue everyday and I'm very unsatisfied with condition of road; there are a lot of streets in W-S that do not have sidewalks although I do not believe that the sidewalks should take priority of City streets.
- Some streets in the City are very poor and the streets that are good are being paved; City needs a better system. Sidewalks - the City needs more sidewalks; there should be a law if xxx many houses are being build there should be sidewalks I know the builders don't like that idea that's were the City should help out .
- Parking and traffic are terrible throughout many parts of the city, especially around Hawthorne, as well as, Hanes Mall Blvd. and Stratford Road. The lights do not seem to be on a routine that fits the traffic pattern. Sometimes only two cars get through a light.
- Traffic lights hold you much too long and then only four cars can turn; you have people in the left lanes traveling 45 mph and not keeping up with traffic; do like other states – post signs of minimum speed limit, slower traffic keep to left. Potholes everywhere. There are very few sidewalks, which will also help with recreation; you drive around forever looking for a park and then you get a parking ticket.
- We live at a remote area of the City and really don't receive the full benefit of living in the City.

- There are a lot of potholes and broken pavement. There's plenty at night, but not enough during the day.
- Traffic flow throughout the City is fair but highways to get into the City are poorly laid out. Examples being Business 40 Main Street exit, Business 40 & 52 exchange, Business 40 Cherry Street exit. I'm afraid of getting into an accident every time I use one of these exits or exchanges.
- The City's streets have not kept up with the growth in the City; Highway 52 is ridiculously outdated and Business 40 could cause damage to your vehicle. Everything in the City seems to be stuck on Hanes Mall Blvd. with barely any new development on the East side which does not have the terrible congestion.
- 4th Street is too narrow for the amount of traffic, should have kept it one way, same is true of 5th Street. Hanes Mall Blvd is too narrow and waited too late to widen the part from the Target Shopping Center to Wal-Mart. Still haven't widened Country Club Road which needs it desperately. Need to widen Jonestown Road. Pavement has too many potholes. Should fix those before re-paving other streets. Not enough signal lights (caution) in the Ardmore area where I live. Should have done those instead of 4-way stops. Not enough on-street parking downtown, too often meters don't work.
- Need more sidewalks in neighborhoods. My neighborhood does not have sidewalks.
- Irregular availability of sidewalks makes it difficult to walk anywhere – therefore, I always use my car.
- Need to add more turn lights; fix road that are in poor condition which is every street in City.
- First, we do not have any sidewalks and we have been in the City for awhile. I was under the impression the City would put sidewalks in. The West side (Buena Vista area) has lots of sidewalks but we don't have any. As for the snow removal, it seems like we don't get snow removal in the Rockbridge development off Hastings Hill Rd.
- Snow removal is almost nonexistent. I live off of Ebert and while it gets plowed no side streets. At least put the Bromine solution on side streets if you're not going to plow. Sidewalks are in the goofiest of places. Hanes Mall Blvd. has sidewalks (which no one uses) while most residential streets don't.
- The traffic lighting in this town sucks! If you don't arrive at a left turn lane 5 minutes before the light change you don't get an arrow and you don't get to go. One must sit and wait and wait and wait. If you had green lights with left turn yield, traffic would flow much quicker and smoother. You all are living in the dark ages!
- There are several traffic lights (Polo and Robinhood; Buena Vista and Robinhood) that I have sat at a red light for over 15 minutes waiting for the light to turn green. There is never enough parking downtown when I try to patronize businesses or attend events.
- Snow removal downtown pushes to the side of 4th Street, stays there and blocks sidewalks, what little parking there is.
- For the taxes we pay we have the poorest streets that may be in the whole state.
- I have reviewed the sidewalk plan, and it does not address problems around NCBH. Also, most traffic signals do not provide protected "walk" for pedestrians, around NCBH and downtown, particularly at the Central Library where its parking lot is catty-corner.

## Appendix G

#18 Responded with a D or F to overall how satisfied are you with the job the Winston-Salem Police Department are doing?

- It took one hour for them to arrive.
- Contacted them months ago and still have not heard back from them – has to do with elderly abuse; Police do not patrol areas enough.
- The Police were very nice but did not attempt to solve the problem.
- They were not professional, more so the younger cops.
- The Police were not very quick at getting back with me.
- Hard to get a reply from the Police.
- Had a break-in and the Police came too late; the door was unlocked and they didn't check to see if anyone was inside.
- People fly through the neighborhood and don't stop at signs and don't signal.
- We need more Police; there are not enough of them since annexing.
- The Police are prejudice and target black people.
- Response time is horrible; they are too short handed; they don't have enough to do criminal control.
- Need to not profile and assume crimes are only committed by non-Caucasian.
- I have a friend who is incarcerated and she has a spider bite and the Police will not take her to the emergency room.
- Don't want anything to do with the Police; I got beat up and the Police acted like I was the one who was breaking the law.
- Improve on prejudices; picking on non-white people seems to be the practice.
- Police are not very sympathetic when called.
- Police gave me a ticket for no reason.
- Police officer was not interested in hearing about what happened; the officer just wanted to assume what happened.
- There are crack houses all over the place – that is why the bad grade; they are great with everyone else and all other areas.
- They didn't answer calls, put on hold; theft problem.
- Officer was a total (expletive); was scarred from handcuffs.
- A member of my family was killed and it was on the news before the family was notified; lack of investigation.
- The Police told me that my situation was not an emergency and it took 5 hours to get to me (car was stolen).
- Should be more patrolling though the streets; keep teenagers off the streets after 9 p.m. at night.
- Lack of follow-up with a case.
- Lacked urgency; kids had wrecked a car into my woods; one child ran; the car was being driven by minors; it took over 15 minutes for Police arrival and 20 more minutes before the ambulance got there; also at a break-in that was called in – no one showed up to get the report; I was told it was very busy that night.
- Things are being covered up too much; was called down for disciplining my child and then the Police told the neighbors before they even spoke to me; now there are rumors in the community.

- Police didn't help with punishing people who vandalized property; they said my daughter had vandalized the other people's property; they didn't do their job.
- My house was broken into while I was gone and the officer showed up and did a report; the officer left and did not leave number for me to contact him when I got home to find that my back patio door was gone; I did not have direct contact with the officer but was very disappointed that they did not stay for me to return home; he also did not leave me a badge number so I could tell who was there.
- It was a one-hour response time; they put all the Police in high-crime districts.

#### Police Department Comments (did not grade D or F)

- Need more patrols; house has been broken in two times; the Police are quick when called.
- Response time isn't always the fastest; traffic stops – shouldn't have a quota for tickets.
- Language barrier sometimes.
- Understaffed due to annexing; more patrols of West Salem area.
- Understaffed especially since annexation.
- Ms. Sykes murder was terrible; Police seems to be improving.
- Police should take care of the gang problem downtown; it's causing people to move away from downtown; should bring more Police to downtown music nights.
- The Police were contacted when I was working; very great job; quick response time.
- My community has Police meetings.
- I had to be persistent (stay on top of them) in order for them to get the job done.
- Handle real crimes instead of traffic issues.
- More patrolling at the schools.
- The Police are not paid enough; they shouldn't need a second job.
- They never found the guy who stole my handicap van.
- Need a better watch over people running red lights – use cameras.
- Very quick response time.
- The Police are underpaid.
- The Police Department is understaffed.
- Police presence is good.

#### Web Sample Comments

- The speeding on Silas Creek Pkwy and Business 40 is out of control.
- Speeding and unsafe driving are ignored.
- Allistair Road has been taken over by speeders. For an area with the number of homes back there, there is little or no speed coverage. And the Police Dept. doesn't seem to care despite repeated contacts. Some young people open it up to 70-80 miles per hour on Allistair/Bryans Place/Cedar Trails. If my responding does nothing else, please help us by getting some action by the Police Department or by reducing the speed limit to 25, putting in a stop sign or speed bump. There is a park on the road as well, with all kinds of kids that are at risk. Does anyone care? Please help.
- I worked in a store and had an incident, I called 911 it took them about 25 minutes to respond the emergency.
- Chief is corrupt.

- I would like to see more available access to Police reports and crime information on the website. There is prostitution around the Patterson Ave., Glen Ave., Chestnut Street area in addition to the drug activity. Everyday I see the same women walking the streets. It is awful and as I often say – this does not happen in 27104. I am looking at moving to the county.
- Police Department seems to be doing a good job.
- When officer of the year wins for falling backwards over curb during crowd control, this certainly says we are not L.A. or NYC. Officers keep playing the 9-11 card for pay increases. Underpaid, check W-2's instead of base starting salaries as several other governments have, you may be surprised.
- If you gave them more money, maybe you would attract more employees. We'd like to see a patrol come by every once in awhile at the very least. But I'm sure there are not enough police officers to that with.
- I would be interested in knowing how promotions are made within the Department; we need an "independent" investigation.
- They are too slow to respond to calls. Police officers spend too much time working for churches etc. and not enough time doing their real job; most cops do not follow the traffic laws of the City. We have one of the most incompetent, ineffective, and unprofessional departments in the nation.
- I believe that the Police Department is being overburdened by the City due to insufficient funding and officer pay.
- Two words – Darryl Hunt.
- My son had an involved in an incident and the Police handled the situation as bad as it could have been handled.
- Too slow, unprofessional.
- We had property stolen and upon arriving at the Magistrate's Office, the Police couldn't come to us we had to go to them. No one seemed interested in helping us but finally a policeman took the report. When he told us to bring all witnesses to complete the filing and we did, no one but the officer who originally wrote up the report could finish completing it. He worked third shift and all of us worked first shift. What a joke. So several thousand dollars have been taken and the thief is not being prosecuted. Thanks W-S police for no help. By the way, the lady behind the glass is rude and unprofessional and has no people skills.
- I don't think that the Police Department is focusing on the issues that are necessary to keep the City safe. The police officers I have come in contact with have not been very professional in their handling of various situations.
- I do think they could patrol the problem streets better – like Silas Creek Parkway; there's no excuse for the excessive speed on that road and Police could just patrol to slow it down, they don't have to be out there running radar and stopping cars.
- Had an unknown trespasser attempt to take my car, then refused to leave. Took WSPD 20 minutes to respond. Trespasser was 10-73 and was involuntary commitment. When he got out, was never charged with trespassing, etc., etc.
- Understaffed to handle the area. Lots of officers working overtime = burnout and lack of customer service.
- They are very responsive and friendly!

## Appendix H

#20. Responded with a D or F to overall how satisfied are you with the job the Winston-Salem Fire Department are doing?

- It took the Fire Department 14 minutes to get to a brush fire the weekend of October 1, 2006; they could not find the area because it was annexed and not on the City maps yet; the City should have figured this mapping out first before jumping to annex areas.
- The only thing they do is show up.

Fire Department Comments (did not grade D or F)

- Need to pay them more.
- They are very professional.
- The Fire Department is understaffed.

### Web Sample Comments

- I live very close to the Ardmore Station, and barely know they're there. They are very courteous with the sirens and drive slowly down residential streets.
- Again pay raises, the number of high rises in the city are certainly not NYC. Risk of fighting house fires cannot to compare to high rise cities. The show of force at the Council meeting and newspaper interviews over pay issues should not be tolerated. This could be considered in the line of insubordination.
- To slow to respond to calls.
- I believe that the Fire Department is being overburdened by the City due to insufficient funding and pay.
- We live very close to the station on Academy and find them to be terrific neighbors.

## Appendix I

Responded with a D or F to overall how satisfied are you with the visit to the City's website.

### Web Sample Comments

- Parking ticket could not be paid, it's unavailable.
- Minutes of Council meetings not posted in a timely fashion.
- Need easy access to the City directory where addresses, telephone and email are combined for that person/department.
- It took seven days to get a return email.
- Previous question did not give me a chance to explain the D – water cut off even though paid by deadline, in person, at the office. The website is a huge improvement in my eyes. I've become a member and have submitted suggestions and always get a timely response. Makes me feel more involved and that someone is listening.
- The Police Department does not care to receive emails about citizen concerns.
- Why does the website make your credit card security code visible instead of using stars like all other websites do? I stopped using it when I saw it happening. I don't want to see my code visible in this day of identity fraud.
- I would like an easier way to get information on projects – who is doing what? Like what is happening with the Southeast gateway. Who is building what on any block or plot of land I am interested. When the new Lowes will be built, etc.
- Tried three different days to connect to this survey and link was not available.
- I want to start a small home-based business and it's difficult to determine which permits I need to complete and where I need to go to file them. It would be nice to have all the info in one spot and the ability to complete and send in on-line.
- Attempted to report missed collection and the website advised that I did not live in the City.
- Have trouble finding the codes I want to look up.
- Old site was better.
- The website has seen a huge improvement with the new system. However, it is still missing some obvious things, like the form for automatically paying my water bill from my checking account.

## Appendix J

#31 What would you recommend that the City should do to improve the services it provides to you?

- To inform the public about services; needs more park lights.
- Everything is good; maybe the City needs to have more sidewalks; everything is for the car, not walking.
- Improve security around the area we live on Peace Haven Road.
- Very happy with all the services; the City needs more security.
- Need more recycling facilities; more parks for sports and more security.
- Need improvement in some streets; the pavement is not very good; Police need to be more efficient especially at night.
- More information available for the Spanish community.
- Likes all the services; City needs to have more security.
- City needs to provide more security at night; more street lights.
- Some streets and parks need a lot of improvements.
- The City needs more parks, more lights and security.
- Happy with all the services; however, this City needs more sidewalks.
- The City needs more security.
- More lighting; more security; more parks and sidewalks.
- City needs more sidewalks; you want to walk – however, there are no sidewalks unless you go to downtown; in Europe you can walk everywhere.
- Increase security; more patrols at night; better parks and sidewalks.
- To have more security in the streets at night; better parks.
- Some streets are in very bad condition; need more lighting in some areas.
- Improve streets; have more patrols at night.
- To improve security at night; have experienced vandalism.
- There are open holes in the parks and the City has not done anything to fix them.
- Have more security and better streets.
- Have more Police around South and West; provide more security.
- City needs to improve streets, pavements, and lighting.
- Very good services; City needs to improve security.
- Need to improve security especially at night.
- Some streets need better pavement; better lighting in some areas.
- Wish the City had a taxi service that is clean, nice, and safe.
- Continue to revitalize downtown.
- Revitalize downtown; zoning and controlling in areas; put restrictions on certain buildings; make it more of an exciting place to visit; bring bigger businesses around who will keep it people friendly.
- Need to make things like yard waste and yard cart sticker easier to find information about.
- Would like sidewalks off Peace Haven Road on both sides.
- Work on traffic lights and pavement on side roads.
- Could do bulky item pickup more often and garbage pickup twice-a-week; need to have the City cut down dangerous trees around houses.

- Limit annexations; fix what is already messed up; the State needs to do something more productive.
- More sidewalks and more bike friendly.
- Lower taxes.
- They are doing a good job.
- More bike paths.
- Need to hire people who really want to work for the City.
- The City is really good about helping me with any problems that I have; no need to change anything; just more patrolling to keep kids off the streets.
- Should send out yard cart renewal notices and put their phone number on the sticker so we know who to call.
- Would like to see more people install wheelchair ramps like Westbrook Grocery.
- WinstonNet – kids who want to go here are not able to go because there is no one there to watch them or help the children or they are understaffed; teachers send kids to the WinstonNet; why have equipment for the kids to use if they aren't able to get into there to use it; if WinstonNet would be open to kids, they would make better grades; they need to advertise or ask for volunteers; no child left behind – then why are they being left behind.
- A lot of trees are down between the park and library; it looks trashy; stop wasting money on landscaping the City when you say you don't have money; stop taxing so much to spend it on stupid things; City should do something with all the illegal immigrants throughout the area.
- Lower taxes.
- Better brush pickup.
- Don't like the forced annexation on people; should make the area more affordable not just for the rich people; need to provide adequate parking and affordable services.
- Love what is going on downtown; great idea.
- They do a good job.
- Don't put in a streetcar system; seems like a waste of money.
- Should take a vote from the citizens who are being annexed; taxes are ridiculous causing people to go into debt to pay 21 months of taxes in advance; feels like I have been screwed by getting annexed; I wish the City would contact me so I can give them a word of advice.
- Lower taxes.
- Need to attract younger people.
- More lighting on my block and in dark areas; more patrolling on side streets.
- Be more helpful to City residents.
- Stop charging fees for something they take taxes for already.
- Solve the traffic problems.
- The new taxes are too high now that I have been annexed.
- More sidewalks in residential areas.
- Don't annex people without telling them; if I wanted to live in the City, I would have moved to the City; lower taxes and stop annexing people to bring in more tax dollars to build the City; use funds from those who want to live in the City; I am upset that I got annexed but the people behind me did not get annexed; taxes are doubling because of annexing; I think Winston Salem is a nice City but I don't want to live in the City due to taxes and they are building up there too much.

- Why even consider trolleys; it's a waste of money; Country Club getting widened makes no sense.
- Would like a sidewalk on Coliseum Drive.
- Advertise.
- Make the public more aware; public service announcements.
- Consistency of snow removal and garbage pickup.
- The City is fine.
- Lower the taxes; why is it so much more expensive than other cities.
- I've been happy with the City.
- The City is doing a good job.
- They are doing a good job; keep up the roads better; they are not as good as they use to be.
- Being able to talk to a person not an automated service.
- Sometimes it's too many services.
- Generate more citizen support; more positive, not so much negative.
- Add events for the elderly.
- The library on 5<sup>th</sup> street could use cleaning (sandblasted).
- They do a great job.
- Do updates and improvements.
- Do improvements.
- Clean up the City; signs should be put up that reads clean up or get out; get people who speak English and not Spanish.
- Too often the yard waste isn't picked up weekly.
- Lower taxes; they keep increasing the taxes and I hate it.
- Improve the appearance.
- Stop taking away services.
- Make the Convention Center and Coliseum better.
- Better information to the citizens and more flexibility with the people; improve on recycling; it's not picked up; what is the website?
- More prompt attention and thorough job.
- The City is always prompt and great.
- Lower parking prices.
- The services are fine.
- More Spanish flyers.
- The school systems are horrible; we need more.
- Post trash removal and leaf removal on the can.
- Police information is hard to understand because neighborhood is in two districts; hard to encounter people who don't know what the City does; educate people on what the City does; the City level should be easier to understand; have weekly or monthly printouts passed out to everyone with details of what to know.
- People are great; no changes.
- The City gets off on giveaway programs; they renovate section 8 instead of destroying them; they are bringing section 8 into the better neighborhoods; stop catering to all the low income folks; others don't seem to count anymore; trash pickup is horrible because they miss me all the time; it should be backyard, but I have to drag it to the curb.

- More sidewalks.
- Drugs are taking over; people are having to move out of their homes; young people are taking over with drugs especially in the East area.
- More lights.
- Salem Lake is run over with geese; need more sidewalks.
- Better facilities for AAU; larger parks like with four or five fields for softball, etc.
- More emphasis on Citywide recycling.
- Streets and traffic flow need work.
- There's always room for improvements.
- Have more for young professionals; housing costs downtown are crazy.
- More sidewalks.
- Very glad of the work uptown; building condos and charging too much for young people; not enough jobs with higher salaries.
- Landscaping at intersections is blocking the view; hard to see oncoming traffic.
- Pay my taxes or lower my taxes.
- Annexing and tax effect; charging two years of taxes at one time; either break down to only one year or break down payments.
- More entertainment and more variety.
- Senior service or senior center.
- More attention to detail.
- Lower water bill.
- Need more building inspectors for the size of City growth.
- Be proactive.
- More sidewalks; City is not as clean; City has fallen down over the last 15 years; Silas Creek Parkway use to be beautiful; it's dead trees now; finish working on streets quickly; do one job and then finish before moving on; clean up the City; air quality is not good – smog.
- Provide more of the same.
- Improve Police and traffic.
- Bulky item pickup looks bad during pickup and people go through your stuff; City looks trashy; behind my property section 8 was put up and property value went down; couldn't recoup anything; more violence in the area.
- Take more garbage at the curb; recycle more items; bulky items picked up more often.
- More of the same; keep upgrading web pages; automated is good; put programs that are on Channel 13 on the web – historical for example.
- Add hours to the bus transportation.
- More bike lanes, sidewalks and upkeep.
- Improve recycling.
- Try to get more jobs; more help for East Winston; Mayor is okay; Sheriff's Office needs help.
- Taxing is because the Federal Government has pulled some of our funds; get back the money; tax cutbacks affect the streets.
- Keep doing the same.
- Everything is fine.
- More public relations.

- Don't raise taxes; more events and advertising.
- Taxes are increasing crazily.
- More street lights on highways.
- Let citizens know what's going on.
- More rural street lights.
- Foreigners are taking over too fast.
- Faster completion of roadwork.
- I think they do fairly well overall considering it is such a big City.
- I think everyone is doing a good job.
- Need a northern loop.
- I've been here for 32 years so I suspect I think it is a great place to be.
- I think everything is fine.
- All the roads should be paved and more sidewalks.
- See more collaboration of Winston-Salem, Greensboro and High Point; there are a lot of business opportunities if they would work together instead of against each other.
- The City can improve on the appearance and cleanliness of the City.
- Better leaf and limbs pickup.
- The public is very unprotected; the officials are making us pay for everything.
- Recreation area; more places for the children to keep them off the streets.
- Too many unrelated people living in a home (zoning laws); hate to see eight cars outside one home all the time.
- I think everything is fine.
- I have not had much contact with the City; when I have, I think they are very nice.
- Beef up the Police force; better response times; have a more courteous staff when calling for information about City issues; they are charging excessively for water and sewer; when picking up the garbage, stop dragging the trash all over the road; have to pay \$50 a year for yard cart; not everyone can afford to have yard waste (sticks, etc.) picked up at a price when you are on a fixed income; now people just leave things around because they do not own a yard cart from the City or pay for the sticker yearly; would like to use bus system but it does not run in the annexed areas; we still have to pay the same taxes as someone else who gets all the amenities.
- Complete the street work faster; I think they are using the roads to store the orange cones.
- Pay teachers better.
- Focus more on East Winston and help keep Downtown Health Plaza open.
- Taxes are too high.
- I think the City is good.
- Clean the streets after the snow; it is the worse downtown.
- The City could do a little better at keeping the City cleaner.
- I think they are doing a good job.
- No opinion; was just annexed.
- The roads are awful bumpy and hard to drive on.
- They need more things for kids.
- Improve the school services for disabled children; the schools are not up to par.
- The recycling people throw the buckets and damage the flowers and throw them in the yards; it's awful.

- Talk with the citizens; we need someone to complain to.
- Everything is good.
- More security.
- Improve taxes; need more Police.
- Need more pickups for trash and don't be so picky about the trash; too many rules; make people abide by the trash rules.
- Start funding downtown health facilities; increase funding for the Police and Firefighters.
- Need more City staff.
- Keep doing what they're doing.
- They are doing a pretty good job.
- Bulky item pickup needs better schedule and pickup and better workers.
- Traffic in some sections is very bad; need to fix it; you have to sit through four stoplights before turning.
- They are doing a good job.
- Mainly treat all areas equally with maintenance and programs.
- Have more town meetings at Recreational Center; rotate City Council meetings to different locations.
- Overall the services are average.
- Everything is fine.
- Just remember there are handicap people who live here in the City.
- I like the City and am not unhappy with anything.
- Continue to be sensitive to racial relations.
- Very satisfied.
- Lower prices for parking and events.
- Later hours of businesses.
- Do more in the health industry for older citizens.
- Take care of the elderly communities even if they are small.
- Keep well used areas clean and public safety first.
- Make the services available.
- More things for senior citizens.
- More grocery stores; more convenience for people without transportation.
- Spend more money on roads; get up brush and leaves faster.
- More fast food downtown.
- More lighting on the streets because you do not feel really safe outside when it is dark.
- We lose power frequently on our street; it is a pain; that is the only issue I have.
- They should make people keep up their yards; I have rats bigger than a tomcat; I have called and called the City, and the City will do nothing.
- This is a great town.
- The City is not making people keep their lots cleared.
- Keep the grass cut; in the field behind me is really good, but the one in front not so good.
- Forest Park is filthy; have newsletter on how to keep the City clean; force the people to keep up the City.
- Keep the kids off the streets; pray and get right with God.

- Taxes go up and up every year; I call about it and no one will help me on answering why taxes go up every year.
- Improvements downtown are great; when going downtown to pay something (yard cart), downtown is much more convenient; the employees seem happier; the atmosphere is much nicer.
- I've only lived here for 30 days; I love it here; everything looks great; very pleased with the City.
- Help create more jobs.
- Lower the taxes; you have to pay to put a sewer line off your property to connect to where it ended down the street.
- In favor of curbside garbage pickup; need broadband wireless internet.
- Bring more jobs to town.
- Advertise on regular networks and TV and radio about concerts bus service, etc.; fees are rising but the services are not getting better.
- They do not keep up the water drains; they back up into the street (Elm Street).
- I'm pretty content with things.
- Everything is fine.
- In residential areas, the City needs to enforce beautification; there is trash in the yards.
- Wish there was better transportation for people who don't have their own; I am stuck in this apartment on Sundays and in the evenings.
- Definitely need lights in the streets; keep teenagers busy; not enough stuff for them to do; more activities for younger people.
- The City is much better than Greensboro about keeping gang activity down.
- They have done a lot for the highways since Michael Woods.
- Revamp and revitalize downtown; they need to go to a big city and see how you revitalize a city.
- I think this place is great.
- Safety in the areas are a real issue; Police cannot respond quickly; more educational things for the kids.
- Lower the sewer and water rates; when you call the City, you have to talk to 15 people to get an answer.
- Everything is good.
- Improve the meters and parking downtown.
- When you go to Baptist Hospital, you have to park in a Winston-Salem parking deck; it cost you every time you go to the doctor.
- More sidewalks, especially the bridge on Healy Drive.
- Need to make programs more known about through advertising on Channel 13, flyers in the mail, etc.
- Don't abandon what they are doing; keep going strong so the City doesn't disappear; should not lose it's people; should keep the City more alive even after 9 p.m.; bring better jobs to bring the wealthy.
- Always remember public relations.
- Downtown should have trolley systems run all night on the weekends.
- More trash pickup.
- Should put a rail system from here to Greensboro and Charlotte to connect the cities.
- Should allow cats to run outside if they are fixed.

- More things throughout the year downtown to keep people coming year round; love the summer events downtown.
- Bike paths or lanes throughout the City.
- More events for the deaf.
- Downtown area needs more upscale restaurants.
- Patrol side streets more often because people are riding four wheelers and running stop signs.
- Extend the bus line.
- Bulky item pickup needs to be more often.
- Have the parks open for people to have get-togethers or birthday parties at night.
- Better bus service; put more money into the parks in the lower income areas; more animal control workers.
- Need to make TransAid more time efficient so they are not late to appointments.
- Try to bring more business to the downtown area.
- Bulky item pickup needs to be more often.
- Stop raising taxes.
- Explain to the public why they need to stop for traffic signs and explain that I have to close the road for safety reasons not as an inconvenience to citizens; should make it more aware to the public how dangerous it is for the workers when people don't pay attention.
- More recycling abilities.
- Better Police skills; they should go back to Police school.
- They don't pick up the leaves quick enough because they blow back into the yard; you have to call to get the come and pick up the brush.
- The water bill keeps going up.
- Pick up more trash at the stops; offer more free dumping.
- Improve the drug problems.
- More things to do for singles; events that are free or lower in cost.
- Court system wastes too much time in court; judges take too many breaks; more programs advertising of what's available.
- Improve bike lanes and bike routes; continue to be open to finding parking downtown.
- Focus on downtown and improving nightlife.
- Recycling for apartments.
- Leaf pickup – leaves blow away.
- Mail something out if trash or recycling will not be picked up; advertise schedule changes.
- Curbside garbage pickup should be twice-a-week.
- Fine people \$200 if caught driving and on a cell phone; this should be illegal.
- Many don't have computers; use the mail and flyers.
- Improve downtown; have more stores available.
- Lacks nightlife; no street life; get some nice hangouts for older adults without younger folks around.
- Winston-Salem needs to be wiped out and started all over again; if a bill was created, they enforce it 100%; stop cell phone usage while driving; Southside is very neglected; no Police patrol; patrol speeding; lower taxes.

- Better pay for the Police and Firefighters; funding for parks and schools; no complaints on tax rate.
- Everything is fine with us.
- I am are pleased with Winston-Salem; I have lived in another city that wasn't so good.
- Get better Police officers.
- Bulky item pickup takes too long to pickup.
- I'm happy here.
- Advertise what is available in the City; make it a point to advise what's offered.
- We use to live in Manhattan; we think we've died and went to heaven.
- The bus system is hard to figure out; map routes and bus fare listed would be helpful.
- We love the neighborhood watch; concerned about backyard pickup being cancelled.
- I missed the library closing at the shopping center; not satisfied with garbage collection.
- Would like to be able to pay for services online.
- Offer more things for 30-age group crowd.
- Lower the light bills.
- Bulky item pickup needs to be more than twice-a-year.
- Pretty well satisfied.
- I was annexed without my approval; they are going to charge \$45 a foot to run something I never asked for; they want to raise my personal property taxes by \$800; annexed citizens taxes are going towards inner City not helping the 17,000 annexed homes; no voting on annexation is wrong; they are charging me \$1,500 for a meter; I don't need the sewer, I have a septic tank; if I wanted to live in the City, I would have moved there; it costs me more for no reason; fire the Mayor and Councilmen.
- Continue doing an excellent job.
- I am still trying to figure out what the City does for me now.
- They do a very good job.
- More information on what's available.
- They forget to pick up the trash sometimes.
- Paying too much in taxes.
- The City is good.
- Basically they are taking on more than they can handle.
- Taxes are high.
- More security at the parks.
- The City needs better parks with security.
- I'm happy living in this City.
- More sidewalks would be good.
- This is a very good City.
- Speed limit in some areas should be lowered.
- Need more healthcare centers.
- Better lighting in the City.
- More security in some areas.
- Lines at the parking decks can be an issue; lower taxes.
- Needs a leaf pickup schedule.
- Some parks need better care and more security.

- Need more walkways and sidewalks; it is dark everywhere you go; need leaf containers; need new green bin for recycling.
- Better road signs; you get in the City and you don't know how to get out (ex. to I-40); poor leaf collections; would like trams with great schedules.
- Still learning; good welcome packet.
- Bulky item pickup should be more times a year.
- Advertise what the City has to offer.
- We are pretty happy with everything.
- Don't charge us \$45 fee for a sewer line; the taxes are too high.
- 52 has way too much traffic.
- More sidewalks in the neighborhoods.
- More interest in schools with monetary support.
- Animal control would not come for wild animals around my house; noise problems with neighbors; Police need to patrol more often.
- Improve the bus service and events at the Coliseum.
- Run sewer at my area.
- Run-off water problems from construction and development.
- Water drains should be cleaned out more often.
- The City should come through neighborhoods to make sure that citizens are keeping the area around their homes clean; more Police patrolling as well.
- The homeless need more assistance; there is nowhere for them to go.
- I commend them for keeping Winston-Salem beautiful; they are doing a great job.
- City buses aren't full; downgrade to vans to cut down on gas and fumes; it wastes the City's money.
- More streetlights would be good.
- Improve the brick sidewalks on Main Street and Old Salem.
- Bulky item pickup needs a better schedule.
- Give 110% and listen to citizen's feelings and don't shrug the citizens off.
- I'm satisfied,
- I've been here 85 years and the City is doing good.
- To save energy, don't run the lights all the time.
- Police need to be more helpful.
- Be more conscious of problems and fix them.
- I have a problem with them only coming once for leaf pickup.
- Make people aware of programs.
- Pickup all the trash and recycling; need bike lanes on the roads.
- I don't know much about what's going on; I need more information.
- Concerned about warning systems concerning tornados.
- Run a different schedule on Saturdays for the buses.
- On the website there are a lot of departments and numbers – can there be a way to call a number and just be transferred to the department you need.
- Make the citizens more aware of what the City has to offer.
- Water bill is too high.
- Pickup the trash every week.
- There are too many big potholes on the streets; who do you call about these problems.
- Bulky item pickup need to be at least two times a year.

- The Winston-Salem magazine is great.
- Bring more entertainment.
- Not much to do.
- Pretty satisfied.
- More sidewalks in residential areas.
- I think they spend too much money on paving.
- I am pleased.
- I think they do a nice job.
- I am happy with Winston-Salem.
- Bus stops are in bad places; need more sidewalks; more traffic lights and more speed bumps.
- Sanitation workers – very great City workers.
- People should be a little more careful with recycling bins.
- City staff – tried to contact someone to get recycling bin information and don't know who to call; called several places and no one knows.
- Leaf pickup – need to let people know what day is pickup.
- City's building inspectors are illegal people; they can pass it one day and refuse it the next; just depends if the person who comes out likes you or not.
- Water & Sewer Department – I never understand the bill and when I call in for help, they don't know much either.
- Bulky item pickup needs to be more often.
- Don't agree that you have to purchase a yard cart sticker every year. It should be included because I pay taxes.
- Called the City to buy a yard cart sticker, purchase a business license or pay a water bill/parking ticker or assessment – never could get in touch with anyone; very disappointed.
- I sometimes have to call them to come and pick up my backyard garbage; it takes several attempts to get someone to come out.
- The water price went up.
- Water bill is too high.
- Once-a-year bulky item pickup is not enough.
- Currently still having issues with the City staff.
- City should not charge for storm water.
- Brush pickup takes too long to get picked up; need to pickup more often and have a regular schedule.
- The City staff never came back out to fix the drain ditch in my yard.
- Leaf pickup and brush pickup needs to be more often.
- The house by the fire house needs to be taken down; it has been hit by a car and is condemned.
- Brush pickup more often.
- The web page is down quite a bit.
- Had to call the City staff 3 times.
- Called the City to purchase a yard cart sticker and the staff was very nice.
- Sanitation services – they come to the back to get it except when there is bad weather then it can set for weeks.
- Slow response time for the City's building inspectors for my business.

- Should pickup curbside garbage more often; too picky on what they will or will not pickup; some of the workers are rude.
- Curbside pickup more often.
- The City website should list jobs available.
- Bulky item pickup needs to be more often; certain things they won't pickup.
- Couldn't find zoning classifications on the website.
- Brush pickup needs to be more often.
- Water and sewer bill is too much.
- I ordered a new trashcan six months ago and haven't received it yet.
- Bulky item pickup needs to be more often.
- They forget the trash sometimes.
- Water bill is getting higher and higher.
- The front yards rotted out last year due to leaves being left for six weeks.
- Rude garbage workers; need bulky item pickup more often.
- We don't have City sewer.
- People go through your items that are waiting to be picked up by bulky item pickup; the curbside recycling people are bad drivers; they rut the yards and never drive between the lines.
- Bulky item pickup needs to be more often.
- People rummage through the bulky items waiting to be picked up.
- Curbside garbage pickup and curbside recycling – they don't pickup everything.

### **Web Sample Comments**

- Get us the sewer line, we have been waiting for the last 10 years.
- No emergency calls should also have email available in order to report. The yard cart fee is a bit high for a lot of folks may want to reconsider fees so more folks can use the service.
- More enforcement for apartment codes standards.
- Hire people without attitudes. I hate it when you go to a City office and the employee is on the phone with a friend and ignores you to finish their conversation. Hire better older employees with experience.
- Educate citizens on services available and how they can participate in building "Community", and a City they are glad to live in and to be a part of.
- Fulfill promises to areas that have been annexed.
- We need at-large Council members who will consider the City as a whole and not just one section.
- More Parks & Recreation Centers perhaps incorporating what Virginia Beach did when they made Mt. Trashmore Park.
- Newer homes a block away have sewers. I have to petition and pay for sewers. Lay the sewers and let the ones that want to pay and hook on do so.
- Sign zoning office hard to contact, lots of voice mail and seems they take forever and a day to make someone take down illegal signs.
- Control illegal parking on sidewalks and against traffic; control dogs running loose and harassing pedestrians; put trash cans and lids back where found; discourage driveway car wash businesses; control yard sale signs; enforce pet waste pickup by owners.

- This is a timely survey. My calls to utilities division to have a damaged water meter cover replaced by sewer crews have yielded no results, 817 Prince Edward Road, which needs to be paved.
- Give employees more customer services training. Some are very rude and condescending.
- I have been waiting since July 1 for a curbside trash cart.
- The City delivered new garbage cans to my neighborhood 7 times I am aware of, only after each person requested them and one time, it was at 5:28 pm, employees obviously receiving overtime, what a waste of taxpayers money from labor to gas!
- Continue to improved web-based services and communication; consider merging with county government. Improve downtown library! Gbo is under City government.
- Pick up my curbside garbage every time. Occasionally it is not picked up even though it is placed at the curb early in the morning at 6:30. The last time the pickup was missed, it took two more days for someone to pick it up after calling City services. Additionally after calling several times, City workers have not left the recycle bin in the middle of my driveway. When they do that, I cannot turn into my driveway. I have to drive down the street, park, then go move the recycle bin out of my driveway. I'm finally glad they have started doing it right.
- Go to curbside waste collection only, as the "backyard" trash pickup has never happened in our neighborhood in the 7 years we've been in the City. Increase the number of local neighborhood City parks and greenways/strollways.
- Less people sitting in or on vehicles asleep. I hate to see tax dollars at rest. Also race should have no place in this survey.
- Reduce taxes.
- More links on site to things happening in the City.
- More sidewalks.
- City spending out of control, more money spent in the past 15 years. Build, build, tax, bonds, and property revaluations. Open arms to illegal immigrants, how much more can taxpayers with the new residential tax base theory afford?
- Fix trash pickup; Friday pickup is bad, the workers are rushing to get route done they miss picking up trash or leave a mess. Trashcan lids thrown off cans and left 4 to 6 feet away.
- First having people that answer the phones know what they are talking about, having a good attitude, not arguing with the person, not acting like they are smarter than God and you are dumber than dirt when in fact just the opposite would be closer to being right, nothing worst than going from phone tag with people answering the phones not even knowing what department to transfer you to – to answer your questions. Very unprofessional situation.
- All I want is sidewalks or speed bumps, and I will be a happy lady.
- I'm sure with the complaints they get they know what needs to be improved.
- Quit incorporating residents that do not wish to be part of the City. It is ridiculous that you would make someone be part of the City when they do not want to be. The City isn't great to some people and there are too many restrictions. You need to leave the county alone and quit expanding. I am a new resident and I'm very disappointed. I hope to be moving soon to Davidson where I will not have to be a part of your not so great city.

- The neighborhood inspector for our area is a most unfriendly man. He acts like it is a big chore when I report a violation. I would like them to come around on a more regular basis. And more importantly, I would like the laws that are on the books enforced. Like no commercial trucks parked in residential areas. Or what about cars and (that same truck) being parked on the sidewalks blocking the pedestrian right of way. Why don't you raise the fine for that from \$5.00 to say \$25.00, you might be able to "curb" them. Have everyone use the street side pick-up for garbage. It will reduce the time it takes the men to get around and it will stop people from not using the closed container (another law not enforced). Overall, I think that W-S City services are better than most other places I have lived, and the price we pay for them is a lot less. But if you would only enforce and improve what we already have I would be willing to up my property taxes. Yes, I am a homeowner and a registered voter. Thank you for the opportunity to express my opinions. I hope that someone really reads this and takes at least some of my suggestions to heart.
- Instruct employees to return calls. Have people available to answer phones. Raise the salaries of Police and Fire officers
- Everything. I plan on moving out of this City the first chance I get.
- Continue to be very professional.
- When overall planning is done for the City, the need to manage growth with responsible use of the land is of utmost importance. Even in semi-rural areas the land use issue remains very vague when presented with housing growth.
- City Council acts in a very arrogant and condescending fashion to people, particularly to those whom they have annexed by force. This is a real problem. I am not allowed to vote on the annexation and, once annexed, the Council in a backroom meeting (that I am not allowed to even speak at) dilutes my vote. We have got some real problems here in Winston-Salem about the way people are treated by this City Council.
- Update information and furnishings in the main library and reprimand the people that seem to "live" at the library; you can hardly gain access to computers or tables because so many people are using the libraries as hotels or lounges.
- Missed garbage pickup. Called and was told the supervisor was in a meeting, couldn't get pickup until the supervisor came to inspect because must be something in there that wasn't supposed to be. Never got a call back from anyone. When trash wasn't picked up by the next day, went online to check that nothing in there was forbidden. Took way too long to find the info, but finally did. Called my City Councilman who contacted them by email and got pick up that day. Wouldn't have happened otherwise. Need to better train staff, especially in the Sanitation Department. Spend money on infrastructure first.
- I would like to see more bus service in the Sedge Garden area and as for the Coliseum, I do like to take my family out and do things with them. The Coliseum is a great place to take the family that is safe. I just don't know what is going on out there unless I ride by the front of the Coliseum and really the cost of the concessions is outrageous. I have missed some garbage pickups due to not knowing about the change in service dates due to holidays. It would be nice to see a mailing once-a-year with the list of holidays and changes in the garbage pickup.
- I would like to see improvement in snow removal. I'd like to see a graduated yard waste cart/basket. I don't need a big 96 gallon. My yard is so small I'd fill it maybe once-a-season. But I'd like to be able to bag and dispose of grass clippings.

- Change the left turn arrow lights to yield and get the Police to be more people oriented.
- On the water bill, give one cut-off date.
- That last D was in response to repeated efforts to get brush pickup before leaf season and still waiting on that. I wrote Johnnie Taylor on Monday.