



2023-24 City of Winston-Salem Resident Survey Cross-Tabular Data

Presented to the City of Winston-Salem,
North Carolina

February 2024



ETC
INSTITUTE



Contents

Cross-Tabular Data by: Age & Gender Identity 1

Cross-Tabular Data by: Number of Years Lived in the City & Annual Household Income95

Cross-Tabular Data by: Hispanic, Latino, or Other Spanish Ancestry and Race/Ethnicity189

Cross-Tabular Data by: Ward..... 286

Q1. Rating Winston-Salem. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate Winston-Salem, North Carolina with regard to each of the following. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q1-1. As a place to live</u>									
Excellent	17.2%	27.2%	31.7%	32.5%	37.7%	41.7%	33.4%	34.2%	33.6%
Good	72.4%	59.2%	54.8%	55.8%	56.3%	49.8%	57.0%	54.1%	55.6%
Neutral	10.3%	9.2%	10.6%	11.2%	5.5%	8.1%	7.5%	10.1%	8.9%
Below average	0.0%	4.3%	2.5%	0.5%	0.5%	0.5%	2.2%	1.3%	1.8%
Poor	0.0%	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%	0.2%	0.1%
<u>Q1-2. As a place to raise children</u>									
Excellent	41.2%	23.1%	27.2%	23.9%	28.7%	33.5%	26.5%	28.9%	27.4%
Good	35.3%	50.0%	48.3%	55.7%	53.4%	49.5%	51.9%	50.2%	51.2%
Neutral	17.6%	18.8%	15.0%	14.8%	15.5%	14.4%	16.5%	14.6%	15.5%
Below average	5.9%	6.9%	8.9%	5.1%	1.7%	2.7%	4.2%	5.9%	5.1%
Poor	0.0%	1.3%	0.6%	0.6%	0.6%	0.0%	0.9%	0.4%	0.8%

Q1. Rating Winston-Salem. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate Winston-Salem, North Carolina with regard to each of the following. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q1-3. As a place to work</u>									
Excellent	7.7%	13.1%	24.0%	22.7%	32.2%	24.7%	24.0%	22.1%	22.7%
Good	57.7%	51.4%	48.0%	47.6%	51.9%	55.7%	51.4%	50.9%	51.2%
Neutral	23.1%	25.7%	19.4%	21.1%	13.1%	16.0%	18.4%	19.5%	19.2%
Below average	7.7%	9.1%	8.7%	7.0%	2.7%	3.6%	5.0%	7.5%	6.4%
Poor	3.8%	0.6%	0.0%	1.6%	0.0%	0.0%	1.3%	0.0%	0.6%

Q2. Perceptions of the Community. Please rate your satisfaction with each of the following items that may influence your perception of the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q2-1. Overall image of City</u>									
Very satisfied	10.3%	12.6%	13.5%	11.6%	20.0%	16.6%	14.1%	14.9%	14.4%
Satisfied	51.7%	56.8%	56.5%	59.6%	62.0%	64.5%	58.5%	60.6%	59.5%
Neutral	27.6%	20.8%	19.5%	23.7%	12.0%	13.7%	18.6%	18.5%	18.6%
Dissatisfied	10.3%	9.3%	9.5%	5.1%	6.0%	4.7%	8.4%	5.5%	7.0%
Very dissatisfied	0.0%	0.5%	1.0%	0.0%	0.0%	0.5%	0.4%	0.4%	0.4%
 <u>Q2-2. Overall quality of life in City</u>									
Very satisfied	3.4%	19.0%	17.0%	15.7%	20.6%	21.3%	17.1%	19.3%	17.9%
Satisfied	55.2%	53.8%	55.5%	59.9%	61.8%	62.6%	58.7%	58.7%	58.9%
Neutral	27.6%	19.0%	20.5%	19.8%	14.6%	11.8%	18.9%	16.6%	17.7%
Dissatisfied	13.8%	7.6%	6.5%	4.6%	3.0%	4.3%	5.3%	5.2%	5.3%
Very dissatisfied	0.0%	0.5%	0.5%	0.0%	0.0%	0.0%	0.0%	0.2%	0.2%

Q2. Perceptions of the Community. Please rate your satisfaction with each of the following items that may influence your perception of the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q2-3. Overall feeling of safety in City</u>									
Very satisfied	13.8%	7.6%	9.0%	5.1%	14.6%	9.0%	10.6%	7.5%	9.0%
Satisfied	41.4%	40.8%	43.7%	41.6%	29.1%	44.1%	38.8%	41.4%	39.7%
Neutral	17.2%	23.9%	26.1%	30.5%	35.2%	28.0%	28.0%	28.4%	28.3%
Dissatisfied	27.6%	20.1%	16.6%	19.3%	17.6%	15.2%	18.2%	18.2%	18.6%
Very dissatisfied	0.0%	7.6%	4.5%	3.6%	3.5%	3.8%	4.3%	4.6%	4.5%
 <u>Q2-4. Availability of jobs in City</u>									
Very satisfied	0.0%	3.0%	13.7%	9.2%	10.7%	7.5%	8.6%	8.8%	8.5%
Satisfied	27.3%	40.2%	31.1%	39.9%	45.9%	47.5%	39.5%	41.4%	40.7%
Neutral	45.5%	32.3%	37.7%	29.5%	35.8%	38.1%	35.7%	34.0%	34.9%
Dissatisfied	27.3%	20.1%	15.8%	19.1%	6.9%	6.9%	14.3%	14.4%	14.2%
Very dissatisfied	0.0%	4.3%	1.6%	2.3%	0.6%	0.0%	1.8%	1.4%	1.7%

Q2. Perceptions of the Community. Please rate your satisfaction with each of the following items that may influence your perception of the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q2-5. Overall perception of local economy/business environment</u>									
Very satisfied	10.7%	6.2%	10.2%	10.8%	13.9%	10.9%	11.0%	9.9%	10.3%
Satisfied	50.0%	51.4%	43.9%	45.1%	55.2%	55.4%	48.9%	51.1%	50.2%
Neutral	25.0%	31.1%	33.2%	28.7%	24.2%	28.5%	29.5%	29.0%	29.1%
Dissatisfied	10.7%	9.6%	11.7%	14.4%	6.2%	4.7%	9.0%	9.9%	9.5%
Very dissatisfied	3.6%	1.7%	1.0%	1.0%	0.5%	0.5%	1.6%	0.2%	1.0%
<u>Q2-6. Overall openness & acceptance of the community toward people of diverse backgrounds</u>									
Very satisfied	32.1%	20.2%	17.9%	12.5%	15.5%	11.7%	17.7%	14.0%	15.9%
Satisfied	32.1%	36.0%	45.8%	42.2%	46.0%	43.9%	43.9%	42.1%	42.9%
Neutral	17.9%	27.5%	23.7%	32.8%	29.9%	30.6%	26.6%	30.2%	28.5%
Dissatisfied	17.9%	14.0%	11.1%	11.5%	7.5%	13.8%	10.5%	12.8%	11.6%
Very dissatisfied	0.0%	2.2%	1.6%	1.0%	1.1%	0.0%	1.2%	1.0%	1.1%

Q2. Perceptions of the Community. Please rate your satisfaction with each of the following items that may influence your perception of the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q2-7. Availability of affordable housing in City</u>									
Very satisfied	0.0%	4.9%	8.0%	6.3%	3.0%	4.9%	6.6%	4.0%	5.3%
Satisfied	20.8%	16.0%	18.3%	19.9%	27.3%	26.4%	24.3%	19.2%	21.6%
Neutral	8.3%	31.3%	30.3%	30.7%	35.2%	30.8%	33.6%	29.4%	31.4%
Dissatisfied	45.8%	34.4%	31.4%	30.1%	25.5%	30.8%	28.3%	33.0%	30.7%
Very dissatisfied	25.0%	13.5%	12.0%	13.1%	9.1%	7.1%	7.3%	14.4%	11.1%
<u>Q2-8. Overall quality of the natural environment in City</u>									
Very satisfied	10.3%	10.0%	13.3%	11.3%	15.0%	15.3%	12.5%	13.3%	12.9%
Satisfied	41.4%	46.1%	45.9%	49.2%	55.4%	55.0%	51.5%	49.1%	50.1%
Neutral	27.6%	27.2%	26.0%	27.7%	20.2%	21.1%	24.7%	24.3%	24.7%
Dissatisfied	20.7%	15.0%	13.8%	11.3%	8.8%	8.1%	10.5%	12.5%	11.5%
Very dissatisfied	0.0%	1.7%	1.0%	0.5%	0.5%	0.5%	0.8%	0.8%	0.8%

Q2. Perceptions of the Community. Please rate your satisfaction with each of the following items that may influence your perception of the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q2-9. Overall quality of services provided by City</u>									
Very satisfied	10.7%	9.4%	11.6%	10.8%	17.2%	13.9%	12.4%	13.0%	12.5%
Satisfied	39.3%	43.3%	44.7%	51.5%	52.0%	51.9%	47.2%	50.3%	48.8%
Neutral	21.4%	31.7%	24.6%	24.7%	17.7%	16.8%	23.3%	21.9%	22.7%
Dissatisfied	25.0%	12.8%	14.6%	11.3%	9.6%	13.9%	13.7%	11.8%	12.8%
Very dissatisfied	3.6%	2.8%	4.5%	1.5%	3.5%	3.4%	3.4%	3.1%	3.2%
 <u>Q2-10. Overall value you receive for your City tax dollars & fees</u>									
Very satisfied	0.0%	5.0%	10.4%	9.3%	8.1%	9.2%	7.6%	8.7%	8.0%
Satisfied	24.0%	33.0%	28.0%	30.9%	44.7%	37.2%	32.4%	36.8%	34.7%
Neutral	56.0%	28.5%	32.6%	32.5%	23.9%	29.5%	31.8%	28.5%	30.0%
Dissatisfied	20.0%	26.3%	17.6%	18.6%	18.8%	21.3%	20.7%	19.6%	20.5%
Very dissatisfied	0.0%	7.3%	11.4%	8.8%	4.6%	2.9%	7.6%	6.3%	6.8%

Q2. Perceptions of the Community. Please rate your satisfaction with each of the following items that may influence your perception of the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q2-11. How well City is managing growth & development</u>									
Very satisfied	14.3%	6.4%	8.5%	6.4%	8.7%	10.7%	8.6%	8.1%	8.2%
Satisfied	32.1%	38.7%	31.7%	35.6%	44.4%	34.0%	36.9%	36.5%	36.8%
Neutral	25.0%	30.6%	37.0%	37.2%	30.6%	37.1%	33.6%	35.3%	34.5%
Dissatisfied	21.4%	16.8%	19.0%	16.0%	15.3%	16.2%	17.1%	16.4%	16.6%
Very dissatisfied	7.1%	7.5%	3.7%	4.8%	1.0%	2.0%	3.9%	3.7%	3.9%
 <u>Q2-12. Access to healthy food options within City</u>									
Very satisfied	17.9%	10.5%	15.5%	14.2%	22.2%	20.5%	15.8%	17.7%	16.6%
Satisfied	42.9%	49.7%	40.4%	44.7%	55.2%	49.8%	50.2%	45.2%	47.8%
Neutral	25.0%	20.4%	24.9%	26.3%	15.5%	18.5%	22.9%	20.0%	21.4%
Dissatisfied	10.7%	15.5%	15.0%	11.1%	5.7%	10.7%	8.5%	14.1%	11.5%
Very dissatisfied	3.6%	3.9%	4.1%	3.7%	1.5%	0.5%	2.6%	2.9%	2.8%

Q3. Communications Services. Please rate your satisfaction with the following services the City of Winston-Salem, North Carolina provides. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q3-1. Overall effectiveness of City communications with the public</u>									
Very satisfied	4.0%	4.2%	10.9%	7.3%	10.7%	12.9%	9.0%	9.4%	9.1%
Satisfied	44.0%	41.3%	39.4%	43.5%	48.7%	47.8%	44.5%	44.2%	44.1%
Neutral	16.0%	31.7%	33.7%	32.6%	26.9%	26.9%	29.8%	30.6%	30.2%
Dissatisfied	32.0%	16.8%	13.5%	15.0%	13.2%	10.4%	14.1%	13.6%	14.1%
Very dissatisfied	4.0%	6.0%	2.6%	1.6%	0.5%	2.0%	2.7%	2.2%	2.5%
<u>Q3-2. Availability of information about City programs/services</u>									
Very satisfied	8.0%	4.1%	12.4%	7.2%	10.7%	14.5%	10.0%	10.0%	9.8%
Satisfied	40.0%	37.3%	39.2%	41.2%	51.3%	45.5%	43.2%	42.5%	42.6%
Neutral	16.0%	39.6%	28.4%	35.1%	26.9%	31.0%	32.4%	30.7%	31.6%
Dissatisfied	32.0%	15.4%	17.5%	15.5%	10.7%	9.0%	13.0%	15.0%	14.2%
Very dissatisfied	4.0%	3.6%	2.6%	1.0%	0.5%	0.0%	1.4%	1.8%	1.7%

Q3. Communications Services. Please rate your satisfaction with the following services the City of Winston-Salem, North Carolina provides. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q3-3. Overall usefulness of City's website</u>									
Very satisfied	10.0%	2.6%	11.9%	8.1%	11.7%	15.5%	9.9%	10.3%	10.0%
Satisfied	35.0%	39.1%	45.2%	45.4%	47.2%	43.8%	43.8%	44.6%	44.2%
Neutral	15.0%	39.1%	27.1%	34.6%	32.2%	32.0%	34.1%	30.4%	32.4%
Dissatisfied	25.0%	14.6%	12.4%	10.3%	7.8%	8.8%	9.0%	13.1%	11.3%
Very dissatisfied	15.0%	4.6%	3.4%	1.6%	1.1%	0.0%	3.1%	1.5%	2.3%

Q3-4. Overall effectiveness of City's use of social media

Very satisfied	11.8%	5.5%	9.1%	8.6%	5.8%	11.7%	6.6%	9.8%	8.1%
Satisfied	35.3%	33.6%	33.5%	32.7%	40.3%	37.0%	34.0%	36.8%	35.4%
Neutral	47.1%	46.1%	47.0%	50.6%	45.5%	42.2%	49.9%	43.4%	46.5%
Dissatisfied	5.9%	10.2%	6.7%	7.4%	7.1%	8.4%	6.6%	8.8%	8.0%
Very dissatisfied	0.0%	4.7%	3.7%	0.6%	1.3%	0.6%	2.9%	1.2%	2.0%

Q3. Communications Services. Please rate your satisfaction with the following services the City of Winston-Salem, North Carolina provides. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q3-5. Opportunities to engage/provide input into decisions made by City</u>									
Very satisfied	5.0%	2.7%	7.7%	3.5%	6.3%	5.3%	5.4%	5.0%	5.1%
Satisfied	25.0%	22.7%	24.3%	26.0%	32.2%	23.5%	25.2%	26.4%	25.8%
Neutral	40.0%	49.3%	39.1%	41.6%	39.7%	51.3%	43.8%	43.9%	43.5%
Dissatisfied	25.0%	18.0%	23.7%	22.0%	20.1%	16.6%	20.7%	20.0%	20.6%
Very dissatisfied	5.0%	7.3%	5.3%	6.9%	1.7%	3.2%	4.9%	4.8%	4.9%
 <u>Q3-6. Effectiveness of communications during severe weather</u>									
Very satisfied	19.0%	9.9%	18.9%	15.7%	18.6%	19.6%	13.9%	19.5%	16.6%
Satisfied	52.4%	45.0%	48.3%	50.8%	53.7%	52.3%	46.5%	54.3%	50.2%
Neutral	19.0%	34.4%	25.6%	25.9%	21.8%	23.1%	32.2%	18.9%	25.8%
Dissatisfied	4.8%	7.3%	6.1%	5.9%	5.3%	4.5%	5.9%	5.9%	5.9%
Very dissatisfied	4.8%	3.3%	1.1%	1.6%	0.5%	0.5%	1.5%	1.5%	1.5%

Q4. How do you currently get your information about programs and services the City of Winston-Salem, North Carolina offers?

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q4. How do you currently get information about programs & services City offers</u>									
City website	31.0%	50.3%	55.5%	52.8%	43.5%	46.0%	52.3%	46.5%	49.2%
Newspapers	10.3%	10.8%	17.0%	21.1%	40.5%	37.1%	25.9%	25.1%	25.3%
Utility bill inserts	17.2%	21.6%	29.5%	28.6%	45.0%	40.8%	31.5%	35.8%	33.3%
City social media	51.7%	46.5%	39.5%	31.7%	18.0%	24.4%	30.5%	33.7%	32.0%
Local radio	24.1%	18.9%	20.0%	28.6%	23.0%	21.1%	24.3%	20.8%	22.5%
Word of mouth	82.8%	53.0%	38.5%	28.1%	30.5%	30.5%	38.5%	34.7%	36.9%
TV13	3.4%	1.1%	2.5%	2.5%	6.0%	5.2%	3.5%	3.4%	3.4%
Local TV news	24.1%	33.0%	44.5%	56.8%	66.5%	65.3%	51.2%	55.2%	52.9%
eNotifications	10.3%	8.1%	7.5%	11.6%	12.0%	13.6%	10.5%	10.7%	10.7%
Events/activity lists	20.7%	13.0%	8.5%	9.0%	10.0%	13.6%	9.7%	12.2%	11.0%
Mailings	27.6%	25.4%	21.5%	22.6%	22.5%	30.0%	25.9%	23.0%	24.2%
Other	13.8%	2.2%	1.0%	3.0%	2.0%	2.8%	1.8%	3.4%	2.5%

Q5. From which THREE of the following would you prefer to get information about programs and services the City of Winston-Salem, North Carolina offers?

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q5. From which following would you prefer to get information about programs & services City offers</u>									
City website	41.4%	44.3%	52.5%	53.8%	41.0%	43.2%	47.9%	45.9%	46.3%
Newspapers	0.0%	5.4%	9.5%	11.1%	29.0%	26.8%	16.1%	16.2%	16.1%
Utility bill inserts	17.2%	21.1%	22.5%	21.6%	32.0%	34.3%	26.5%	26.5%	26.5%
City social media	58.6%	60.5%	48.5%	33.7%	18.0%	23.0%	33.5%	38.7%	36.2%
Local radio	31.0%	17.3%	14.5%	16.1%	14.5%	16.4%	17.7%	14.5%	16.1%
Word of mouth	31.0%	12.4%	5.5%	2.0%	2.5%	1.4%	5.1%	5.7%	5.4%
TV13	3.4%	0.5%	4.0%	1.5%	3.5%	1.9%	1.9%	2.7%	2.3%
Local TV news	20.7%	27.0%	38.5%	50.8%	58.0%	57.3%	43.4%	48.8%	45.7%
eNotifications	27.6%	37.8%	30.5%	32.7%	27.0%	28.2%	33.3%	28.6%	30.8%
Events/activity lists	13.8%	13.5%	14.0%	13.1%	15.0%	8.9%	11.5%	13.7%	12.7%
Mailings	44.8%	41.1%	34.5%	33.2%	32.0%	32.4%	37.0%	32.2%	34.9%
Other	0.0%	0.5%	1.0%	0.5%	0.5%	1.4%	0.0%	1.5%	0.8%

Q5a. If you answered "City social media" in Question 5, please rank the preferred platform from 1 to 6, where 1 is "Most Important" and 6 is "Least Important." (without "not provided")

N=383	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q5a-1. Facebook</u>									
Most important	35.3%	42.7%	60.0%	64.6%	71.4%	68.9%	50.0%	62.9%	57.0%
2	17.6%	30.9%	21.1%	16.9%	17.1%	17.8%	22.4%	23.2%	22.3%
3	23.5%	14.5%	4.2%	10.8%	2.9%	2.2%	9.4%	7.7%	8.9%
4	23.5%	3.6%	4.2%	3.1%	0.0%	6.7%	5.9%	3.1%	4.6%
5	0.0%	4.5%	4.2%	4.6%	5.7%	0.0%	5.9%	2.1%	3.8%
Least important	0.0%	3.6%	6.3%	0.0%	2.9%	4.4%	6.5%	1.0%	3.5%
<u>Q5a-2. Instagram</u>									
Most important	52.9%	41.8%	25.3%	7.0%	15.6%	12.8%	24.7%	27.8%	26.5%
2	29.4%	34.5%	37.9%	26.3%	12.5%	38.5%	27.2%	36.9%	32.7%
3	11.8%	10.0%	24.2%	19.3%	28.1%	23.1%	22.8%	15.5%	18.6%
4	5.9%	7.3%	2.1%	21.1%	9.4%	0.0%	8.0%	6.4%	7.3%
5	0.0%	0.9%	5.3%	7.0%	6.3%	2.6%	4.3%	3.2%	3.7%
Least important	0.0%	5.5%	5.3%	19.3%	28.1%	23.1%	13.0%	10.2%	11.3%

Q5a. If you answered "City social media" in Question 5, please rank the preferred platform from 1 to 6, where 1 is "Most Important" and 6 is "Least Important." (without "not provided")

N=383	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q5a-3. X (formerly Twitter)</u>									
Most important	5.9%	10.4%	8.9%	3.7%	3.4%	2.8%	12.1%	2.9%	7.1%
2	35.3%	11.3%	10.0%	7.4%	6.9%	16.7%	15.3%	8.0%	11.9%
3	35.3%	30.2%	20.0%	11.1%	13.8%	11.1%	24.2%	18.4%	20.8%
4	0.0%	20.8%	17.8%	18.5%	17.2%	13.9%	11.5%	21.8%	17.2%
5	5.9%	17.0%	18.9%	29.6%	24.1%	27.8%	21.0%	21.8%	21.1%
Least important	17.6%	10.4%	24.4%	29.6%	34.5%	27.8%	15.9%	27.0%	22.0%
<u>Q5a-4. Nextdoor</u>									
Most important	0.0%	1.9%	5.7%	17.9%	6.5%	7.7%	7.6%	5.6%	6.4%
2	12.5%	13.9%	13.8%	10.7%	22.6%	10.3%	10.8%	15.7%	13.5%
3	12.5%	16.7%	20.7%	14.3%	22.6%	28.2%	15.3%	23.0%	19.3%
4	37.5%	23.1%	23.0%	30.4%	19.4%	20.5%	26.8%	23.6%	24.6%
5	25.0%	36.1%	23.0%	19.6%	25.8%	25.6%	28.0%	25.3%	27.2%
Least important	12.5%	8.3%	13.8%	7.1%	3.2%	7.7%	11.5%	6.7%	9.1%

Q5a. If you answered "City social media" in Question 5, please rank the preferred platform from 1 to 6, where 1 is "Most Important" and 6 is "Least Important." (without "not provided")

N=383	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q5a-5. Flickr</u>									
Most important	0.0%	0.0%	0.0%	2.0%	3.3%	2.9%	1.3%	0.6%	0.9%
2	0.0%	0.0%	1.2%	7.8%	10.0%	5.9%	3.2%	3.0%	3.0%
3	0.0%	2.9%	7.0%	11.8%	6.7%	5.9%	7.1%	4.8%	5.8%
4	0.0%	10.5%	9.3%	9.8%	23.3%	26.5%	12.9%	11.4%	12.2%
5	47.1%	21.0%	34.9%	21.6%	26.7%	26.5%	27.7%	26.9%	27.4%
Least important	52.9%	65.7%	47.7%	47.1%	30.0%	32.4%	47.7%	53.3%	50.6%

Q5a-6. YouTube

Most important	5.9%	3.8%	3.5%	3.8%	6.7%	5.4%	5.1%	2.9%	4.2%
2	5.9%	10.4%	16.3%	30.2%	36.7%	16.2%	22.9%	12.9%	17.7%
3	17.6%	26.4%	23.3%	30.2%	20.0%	24.3%	20.4%	28.7%	25.1%
4	35.3%	34.0%	41.9%	17.0%	26.7%	27.0%	33.8%	31.6%	32.3%
5	17.6%	19.8%	12.8%	17.0%	6.7%	18.9%	12.7%	19.3%	15.9%
Least important	17.6%	5.7%	2.3%	1.9%	3.3%	8.1%	5.1%	4.7%	4.8%

Q6. Quality of City Services. Please rate your satisfaction with the overall quality of the following major categories of services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q6-1. Police services</u>									
Very satisfied	25.0%	7.8%	22.7%	16.3%	25.9%	29.2%	18.8%	23.1%	20.6%
Satisfied	25.0%	37.7%	37.1%	44.7%	52.3%	48.5%	43.5%	44.4%	43.8%
Neutral	37.5%	30.5%	26.3%	27.9%	14.0%	16.3%	23.7%	22.1%	23.3%
Dissatisfied	12.5%	18.0%	10.8%	8.4%	7.3%	4.5%	10.3%	8.8%	9.6%
Very dissatisfied	0.0%	6.0%	3.1%	2.6%	0.5%	1.5%	3.6%	1.6%	2.6%
<u>Q6-2. Fire services (including medical responses by Fire Department)</u>									
Very satisfied	40.0%	29.7%	35.4%	31.5%	51.1%	42.3%	37.3%	38.7%	37.7%
Satisfied	40.0%	53.5%	51.9%	55.8%	39.2%	49.0%	51.5%	48.5%	50.1%
Neutral	20.0%	16.8%	12.2%	11.6%	9.7%	8.8%	10.9%	12.1%	11.8%
Dissatisfied	0.0%	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%	0.6%	0.3%
Very dissatisfied	0.0%	0.0%	0.6%	0.0%	0.0%	0.0%	0.2%	0.0%	0.1%

Q6. Quality of City Services. Please rate your satisfaction with the overall quality of the following major categories of services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q6-3. Maintenance of City streets & sidewalks</u>									
Very satisfied	3.4%	2.2%	7.2%	6.1%	6.1%	8.3%	5.3%	6.4%	5.8%
Satisfied	24.1%	34.8%	29.7%	23.4%	27.3%	27.7%	27.6%	28.9%	28.3%
Neutral	24.1%	17.7%	22.1%	29.4%	24.7%	28.2%	25.2%	23.6%	24.5%
Dissatisfied	31.0%	28.7%	25.1%	25.9%	31.8%	26.7%	25.2%	30.5%	28.0%
Very dissatisfied	17.2%	16.6%	15.9%	15.2%	10.1%	9.2%	16.6%	10.5%	13.5%
 <u>Q6-4. Solid waste services (e.g. residential trash/recycling collection)</u>									
Very satisfied	25.0%	22.8%	24.1%	21.5%	33.0%	33.8%	24.6%	29.1%	26.6%
Satisfied	28.6%	43.9%	45.1%	51.3%	46.2%	42.4%	45.5%	46.1%	45.9%
Neutral	25.0%	15.6%	16.4%	15.9%	12.7%	13.8%	15.2%	14.9%	15.3%
Dissatisfied	21.4%	9.4%	9.7%	7.7%	5.1%	9.0%	11.2%	6.0%	8.5%
Very dissatisfied	0.0%	8.3%	4.6%	3.6%	3.0%	1.0%	3.6%	3.9%	3.8%

Q6. Quality of City Services. Please rate your satisfaction with the overall quality of the following major categories of services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q6-5. City water & sewer services</u>									
Very satisfied	17.9%	18.3%	19.0%	19.6%	28.1%	27.8%	21.2%	23.5%	22.5%
Satisfied	42.9%	51.7%	52.3%	54.1%	51.0%	44.9%	52.1%	49.5%	50.7%
Neutral	28.6%	19.4%	21.0%	17.5%	15.3%	20.5%	19.4%	18.6%	19.0%
Dissatisfied	10.7%	8.3%	4.6%	6.2%	5.1%	5.4%	5.2%	6.7%	6.0%
Very dissatisfied	0.0%	2.2%	3.1%	2.6%	0.5%	1.5%	2.0%	1.8%	1.8%
 <u>Q6-6. Community services (e.g. code enforcement, neighborhood & housing development)</u>									
Very satisfied	16.7%	6.1%	8.6%	5.3%	6.5%	7.9%	7.8%	7.1%	7.3%
Satisfied	29.2%	28.6%	27.4%	27.2%	34.3%	29.2%	28.2%	30.3%	29.2%
Neutral	33.3%	42.2%	40.0%	49.7%	40.2%	45.5%	43.8%	41.7%	43.1%
Dissatisfied	12.5%	14.3%	16.6%	14.8%	15.4%	16.3%	15.1%	16.3%	15.5%
Very dissatisfied	8.3%	8.8%	7.4%	3.0%	3.6%	1.1%	5.0%	4.6%	4.8%

Q6. Quality of City Services. Please rate your satisfaction with the overall quality of the following major categories of services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q6-7. City recreation & parks programs/facilities</u>									
Very satisfied	24.1%	21.1%	20.5%	12.3%	20.6%	19.4%	18.9%	18.7%	18.7%
Satisfied	41.4%	39.2%	39.5%	48.7%	48.9%	47.6%	42.9%	46.1%	44.7%
Neutral	24.1%	27.5%	31.1%	29.4%	23.9%	29.3%	29.1%	27.6%	28.2%
Dissatisfied	10.3%	8.8%	8.4%	7.5%	6.1%	2.1%	7.2%	6.4%	6.9%
Very dissatisfied	0.0%	3.5%	0.5%	2.1%	0.6%	1.6%	1.9%	1.2%	1.5%
 <u>Q6-8. City's 311 service (City Link)</u>									
Very satisfied	18.2%	12.8%	23.0%	16.4%	25.3%	23.0%	16.3%	23.9%	20.0%
Satisfied	45.5%	44.4%	38.5%	43.6%	41.6%	41.4%	40.8%	43.6%	42.4%
Neutral	9.1%	29.9%	28.4%	32.7%	25.9%	24.7%	31.9%	23.9%	27.5%
Dissatisfied	9.1%	8.5%	8.1%	6.7%	5.4%	6.9%	7.7%	6.2%	7.2%
Very dissatisfied	18.2%	4.3%	2.0%	0.6%	1.8%	4.0%	3.3%	2.2%	2.9%

Q6. Quality of City Services. Please rate your satisfaction with the overall quality of the following major categories of services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q6-9. Overall effectiveness of City communications with the public</u>									
Very satisfied	7.4%	4.3%	9.3%	5.8%	10.0%	9.8%	7.7%	8.1%	7.8%
Satisfied	29.6%	38.0%	40.2%	35.6%	39.5%	40.2%	35.2%	41.3%	38.2%
Neutral	33.3%	39.9%	33.0%	41.9%	40.0%	40.2%	41.9%	36.4%	39.1%
Dissatisfied	22.2%	13.5%	16.0%	15.2%	8.9%	7.7%	12.5%	12.0%	12.6%
Very dissatisfied	7.4%	4.3%	1.5%	1.6%	1.6%	2.1%	2.7%	2.2%	2.4%
 <u>Q6-10. City's stormwater runoff/stormwater management system</u>									
Very satisfied	13.6%	10.7%	12.2%	8.8%	9.2%	10.6%	8.0%	12.5%	10.2%
Satisfied	45.5%	40.9%	40.9%	40.6%	39.7%	33.5%	42.5%	35.7%	38.9%
Neutral	27.3%	36.9%	28.0%	34.1%	32.2%	37.4%	33.0%	34.6%	34.0%
Dissatisfied	4.5%	8.1%	12.2%	10.6%	12.1%	13.4%	10.2%	12.1%	11.3%
Very dissatisfied	9.1%	3.4%	6.7%	5.9%	6.9%	5.0%	6.4%	5.1%	5.6%

Q6. Quality of City Services. Please rate your satisfaction with the overall quality of the following major categories of services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q6-11. Permitting & inspection services</u>									
Very satisfied	0.0%	11.2%	14.1%	7.5%	10.0%	10.6%	9.3%	10.9%	10.1%
Satisfied	46.2%	32.7%	36.7%	33.6%	43.3%	30.5%	37.0%	35.3%	36.2%
Neutral	23.1%	44.9%	39.8%	50.7%	39.3%	48.9%	43.2%	45.6%	44.6%
Dissatisfied	30.8%	7.1%	8.6%	6.0%	4.7%	7.8%	7.9%	6.3%	7.0%
Very dissatisfied	0.0%	4.1%	0.8%	2.2%	2.7%	2.1%	2.5%	1.9%	2.2%
<u>Q6-12. Public transit services (WSTA-City bus systems)</u>									
Very satisfied	10.5%	4.4%	6.8%	11.5%	11.5%	9.6%	7.0%	11.3%	8.8%
Satisfied	21.1%	22.2%	18.4%	23.8%	39.8%	23.5%	28.8%	23.0%	25.7%
Neutral	15.8%	37.8%	38.8%	50.0%	36.3%	49.6%	40.5%	43.8%	42.6%
Dissatisfied	36.8%	23.3%	23.3%	13.1%	10.6%	13.0%	19.1%	14.3%	16.7%
Very dissatisfied	15.8%	12.2%	12.6%	1.6%	1.8%	4.3%	4.7%	7.5%	6.2%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q7-1. Police services</u>									
Most important	27.6%	36.0%	64.0%	67.6%	74.6%	74.9%	60.4%	66.4%	63.1%
2	13.8%	21.9%	14.8%	18.6%	14.3%	14.0%	17.3%	16.2%	16.6%
3	0.0%	11.2%	5.3%	3.7%	4.2%	3.9%	5.7%	5.0%	5.4%
4	10.3%	3.4%	3.7%	3.7%	1.6%	2.4%	3.7%	2.6%	3.1%
5	3.4%	3.4%	2.6%	1.6%	1.6%	0.5%	2.4%	1.4%	1.9%
6	3.4%	2.2%	2.1%	0.5%	0.5%	1.0%	2.0%	0.8%	1.4%
7	6.9%	3.4%	0.5%	0.5%	0.0%	0.5%	1.0%	1.2%	1.2%
8	6.9%	3.4%	0.5%	1.1%	0.5%	0.5%	1.2%	1.2%	1.3%
9	6.9%	1.1%	0.5%	0.0%	0.5%	0.0%	1.0%	0.2%	0.6%
10	6.9%	1.7%	1.1%	1.1%	1.1%	1.0%	1.2%	1.4%	1.3%
11	3.4%	2.2%	1.6%	1.6%	0.0%	0.5%	1.6%	0.6%	1.2%
Least important	10.3%	10.1%	3.2%	0.0%	1.1%	1.0%	2.4%	3.0%	3.1%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q7-2. Fire services (including medical responses by Fire Department)</u>									
Most important	20.7%	23.0%	15.1%	16.1%	16.8%	12.0%	16.1%	16.6%	16.5%
2	20.7%	38.8%	59.7%	67.8%	69.4%	71.4%	57.1%	64.1%	60.5%
3	13.8%	10.1%	10.2%	6.7%	5.2%	7.3%	10.4%	5.7%	8.1%
4	0.0%	8.4%	3.2%	1.7%	4.6%	2.6%	4.4%	3.8%	4.0%
5	10.3%	5.6%	3.8%	1.7%	2.9%	3.1%	4.4%	2.7%	3.6%
6	17.2%	3.9%	2.7%	1.7%	0.0%	0.5%	2.5%	1.9%	2.3%
7	6.9%	1.7%	2.2%	1.7%	0.0%	0.5%	1.1%	1.7%	1.3%
8	6.9%	1.1%	1.1%	1.7%	0.0%	0.0%	1.3%	0.6%	0.9%
9	0.0%	2.8%	0.5%	0.0%	0.0%	0.5%	0.4%	1.1%	0.7%
10	3.4%	2.2%	0.5%	0.6%	0.6%	0.0%	1.3%	0.4%	0.8%
11	0.0%	1.7%	0.5%	0.6%	0.0%	0.5%	0.6%	0.6%	0.6%
Least important	0.0%	0.6%	0.5%	0.0%	0.6%	1.6%	0.4%	0.8%	0.6%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q7-3. Maintenance of City streets & sidewalks</u>									
Most important	10.3%	7.5%	4.4%	5.0%	2.3%	5.2%	5.7%	4.3%	4.9%
2	10.3%	13.8%	7.7%	4.4%	6.9%	3.7%	8.2%	6.5%	7.5%
3	13.8%	31.6%	30.8%	33.1%	43.1%	40.3%	36.5%	34.6%	35.0%
4	17.2%	13.8%	19.8%	14.4%	11.5%	16.2%	15.1%	15.1%	14.8%
5	10.3%	12.6%	14.8%	13.3%	16.7%	14.1%	14.7%	14.0%	14.5%
6	10.3%	6.9%	8.8%	10.5%	5.7%	8.4%	8.2%	7.7%	8.2%
7	6.9%	4.0%	3.3%	8.3%	2.9%	4.2%	3.6%	6.0%	4.8%
8	0.0%	2.3%	2.7%	1.1%	4.6%	2.1%	2.7%	2.2%	2.6%
9	13.8%	2.3%	3.3%	3.3%	0.6%	2.1%	2.5%	2.8%	2.6%
10	3.4%	2.3%	2.2%	4.4%	4.0%	1.0%	1.5%	3.7%	2.7%
11	3.4%	1.7%	0.5%	0.6%	1.7%	1.0%	1.0%	1.3%	1.1%
Least important	0.0%	1.1%	1.6%	1.7%	0.0%	1.6%	0.4%	1.9%	1.1%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q7-4. Solid waste services (e.g. residential trash/recycling collection)</u>									
Most important	0.0%	4.0%	2.2%	0.6%	0.6%	1.1%	2.3%	0.9%	1.6%
2	6.9%	7.4%	6.0%	3.4%	5.4%	3.2%	6.4%	3.7%	4.9%
3	13.8%	15.3%	17.9%	20.7%	18.5%	18.8%	15.5%	21.2%	18.3%
4	13.8%	34.7%	31.5%	38.5%	38.7%	43.5%	36.4%	36.3%	36.3%
5	24.1%	15.9%	22.3%	17.3%	14.9%	14.5%	16.8%	17.7%	17.1%
6	10.3%	8.5%	8.2%	5.6%	8.9%	7.0%	8.5%	6.9%	7.8%
7	10.3%	4.5%	2.2%	2.8%	4.8%	3.8%	4.5%	3.2%	4.0%
8	10.3%	5.1%	3.8%	3.4%	1.2%	3.8%	2.6%	4.8%	3.7%
9	6.9%	1.7%	3.3%	3.9%	3.0%	1.6%	3.8%	1.9%	2.9%
10	3.4%	1.1%	1.1%	2.2%	1.2%	0.5%	1.7%	0.9%	1.4%
11	0.0%	1.1%	1.1%	0.6%	1.8%	0.5%	0.4%	1.5%	0.9%
Least important	0.0%	0.6%	0.5%	1.1%	1.2%	1.6%	1.1%	1.1%	1.1%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q7-5. City water & sewer services</u>									
Most important	6.9%	6.2%	6.0%	4.6%	3.6%	2.7%	6.4%	3.5%	5.0%
2	3.4%	5.1%	3.3%	2.3%	1.8%	4.3%	4.5%	1.7%	3.3%
3	20.7%	13.0%	12.6%	23.1%	17.2%	20.1%	15.0%	18.7%	17.3%
4	13.8%	17.5%	18.1%	20.2%	26.0%	15.8%	18.2%	20.9%	19.4%
5	3.4%	26.6%	30.2%	31.8%	29.6%	37.5%	31.5%	29.4%	30.1%
6	13.8%	11.9%	10.4%	4.6%	7.1%	9.8%	7.9%	10.0%	8.8%
7	6.9%	6.8%	8.2%	2.9%	4.7%	4.3%	5.2%	5.7%	5.5%
8	6.9%	5.1%	4.9%	2.3%	3.6%	2.2%	4.1%	3.3%	3.7%
9	10.3%	2.3%	3.3%	2.9%	3.0%	1.1%	2.6%	2.8%	2.7%
10	3.4%	4.0%	2.2%	3.5%	1.2%	0.5%	2.1%	2.6%	2.3%
11	6.9%	1.1%	0.5%	1.2%	0.6%	0.0%	1.1%	0.7%	0.9%
Least important	3.4%	0.6%	0.0%	0.6%	1.8%	1.6%	1.3%	0.7%	1.0%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q7-6. Community services (e.g. code enforcement, neighborhood & housing development)</u>									
Most important	10.3%	2.9%	0.0%	2.9%	0.0%	1.1%	1.7%	1.5%	1.6%
2	10.3%	1.1%	3.9%	0.0%	1.8%	1.6%	1.1%	2.8%	1.9%
3	0.0%	0.6%	2.2%	1.7%	3.0%	1.6%	1.7%	1.5%	1.7%
4	10.3%	2.9%	4.5%	4.0%	2.4%	2.7%	3.5%	3.7%	3.5%
5	3.4%	10.9%	6.2%	8.7%	10.1%	8.6%	6.6%	10.4%	8.7%
6	3.4%	13.7%	19.7%	19.1%	25.0%	23.1%	21.8%	17.8%	19.7%
7	3.4%	13.1%	18.5%	12.1%	12.5%	14.5%	15.3%	12.1%	13.6%
8	6.9%	9.7%	11.2%	20.8%	7.7%	15.1%	12.7%	13.0%	12.9%
9	17.2%	12.0%	7.3%	9.8%	10.1%	14.5%	11.8%	10.8%	11.2%
10	17.2%	12.6%	9.6%	11.0%	11.9%	4.3%	9.8%	10.0%	9.9%
11	10.3%	12.6%	9.6%	5.8%	8.9%	8.1%	8.1%	9.8%	9.2%
Least important	6.9%	8.0%	7.3%	4.0%	6.5%	4.8%	5.9%	6.5%	6.1%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q7-7. City recreation & parks programs/facilities</u>									
Most important	6.9%	9.7%	2.8%	0.0%	0.0%	0.5%	2.6%	2.9%	2.7%
2	6.9%	4.5%	1.7%	1.8%	0.0%	0.5%	2.0%	1.8%	1.8%
3	27.6%	7.4%	4.5%	4.8%	4.8%	3.8%	8.1%	3.8%	5.9%
4	0.0%	6.8%	7.3%	7.2%	6.1%	6.0%	5.2%	7.3%	6.6%
5	6.9%	8.0%	6.2%	4.2%	11.5%	5.4%	7.2%	6.7%	6.9%
6	17.2%	14.8%	17.5%	19.9%	17.6%	19.6%	17.2%	18.0%	17.5%
7	10.3%	18.8%	22.6%	17.5%	20.6%	23.9%	19.0%	22.0%	20.5%
8	20.7%	9.7%	14.1%	10.8%	11.5%	11.4%	12.7%	10.9%	11.7%
9	0.0%	8.0%	7.9%	12.0%	10.9%	8.2%	10.7%	7.6%	9.1%
10	3.4%	4.5%	4.5%	8.4%	7.9%	9.2%	7.6%	6.2%	6.8%
11	0.0%	4.5%	7.9%	5.4%	4.8%	7.6%	4.4%	7.8%	6.2%
Least important	0.0%	3.4%	2.8%	7.8%	4.2%	3.8%	3.3%	5.1%	4.2%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q7-8. City's 311 service (City Link)</u>									
Most important	3.4%	0.0%	0.6%	0.0%	1.2%	1.1%	0.7%	0.7%	0.7%
2	3.4%	1.7%	0.6%	0.0%	0.0%	0.0%	0.4%	0.7%	0.5%
3	0.0%	1.1%	3.5%	2.9%	1.2%	3.3%	2.0%	2.7%	2.3%
4	3.4%	1.7%	4.7%	1.2%	4.3%	1.7%	2.9%	2.7%	2.7%
5	3.4%	2.3%	5.3%	4.1%	3.1%	2.8%	3.5%	4.0%	3.7%
6	0.0%	7.4%	2.4%	8.2%	8.6%	7.7%	6.0%	7.4%	6.8%
7	10.3%	10.8%	10.6%	14.1%	13.5%	11.6%	11.9%	12.3%	12.0%
8	6.9%	11.9%	14.7%	14.1%	20.9%	21.0%	17.9%	15.2%	16.6%
9	10.3%	12.5%	12.4%	11.8%	16.0%	9.9%	11.3%	12.8%	12.3%
10	13.8%	13.1%	13.5%	8.2%	11.7%	16.6%	10.8%	13.9%	12.4%
11	17.2%	15.3%	14.1%	17.1%	9.2%	13.3%	15.2%	12.5%	13.8%
Least important	27.6%	22.2%	17.6%	18.2%	10.4%	11.0%	17.4%	15.2%	16.2%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q7-9. Overall effectiveness of City communications with the public</u>									
Most important	0.0%	6.3%	2.9%	1.2%	0.6%	0.6%	1.7%	2.7%	2.2%
2	10.3%	2.3%	0.6%	2.9%	3.6%	1.7%	2.0%	2.9%	2.4%
3	0.0%	3.4%	6.3%	1.8%	2.4%	1.1%	1.7%	4.2%	2.9%
4	13.8%	2.8%	2.3%	2.9%	1.8%	5.0%	4.4%	2.9%	3.7%
5	20.7%	5.7%	2.3%	3.5%	5.4%	2.8%	3.7%	4.9%	4.6%
6	6.9%	6.3%	7.4%	9.4%	10.1%	5.6%	7.4%	8.2%	7.8%
7	10.3%	13.1%	8.6%	12.3%	17.9%	11.7%	13.7%	11.7%	12.7%
8	6.9%	15.3%	16.0%	11.7%	15.5%	12.8%	12.9%	14.8%	13.8%
9	3.4%	14.2%	24.6%	18.1%	23.2%	22.8%	18.7%	21.2%	19.7%
10	17.2%	11.9%	13.7%	15.8%	6.5%	17.2%	15.7%	10.4%	13.3%
11	6.9%	12.5%	10.9%	14.6%	9.5%	11.7%	12.9%	10.6%	11.6%
Least important	3.4%	6.3%	4.6%	5.8%	3.6%	7.2%	5.2%	5.5%	5.4%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q7-10. City's stormwater runoff/stormwater management system</u>									
Most important	0.0%	0.6%	0.6%	1.2%	0.0%	0.0%	0.7%	0.0%	0.4%
2	0.0%	0.6%	0.6%	0.0%	0.6%	1.1%	0.7%	0.4%	0.5%
3	0.0%	2.3%	1.1%	0.6%	0.6%	0.6%	1.1%	1.1%	1.1%
4	3.6%	1.7%	1.7%	2.4%	1.3%	2.9%	2.0%	2.0%	2.3%
5	3.6%	3.4%	3.4%	11.2%	1.9%	4.6%	3.8%	5.6%	4.8%
6	10.7%	16.1%	12.4%	11.2%	10.1%	11.4%	11.1%	13.5%	12.4%
7	10.7%	11.5%	12.4%	12.9%	13.3%	10.3%	11.6%	11.9%	11.6%
8	10.7%	18.4%	15.8%	11.2%	13.3%	12.6%	13.6%	14.8%	14.2%
9	28.6%	20.1%	19.2%	14.7%	13.3%	16.0%	16.3%	17.5%	16.7%
10	10.7%	17.8%	19.8%	15.3%	29.1%	26.3%	22.9%	20.7%	21.6%
11	14.3%	6.3%	9.0%	13.5%	8.9%	11.4%	11.8%	7.9%	9.8%
Least important	7.1%	1.1%	4.0%	5.9%	7.6%	2.9%	4.5%	4.5%	4.5%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q7-11. Permitting & inspection services</u>									
Most important	0.0%	0.6%	0.6%	0.0%	0.0%	0.6%	0.2%	0.4%	0.3%
2	0.0%	0.6%	0.0%	0.0%	0.0%	1.1%	0.7%	0.2%	0.4%
3	0.0%	0.0%	0.6%	0.0%	0.0%	0.0%	0.2%	0.0%	0.2%
4	0.0%	2.8%	1.7%	1.2%	1.3%	2.2%	1.5%	2.0%	1.7%
5	3.4%	1.7%	2.3%	3.6%	1.9%	2.2%	2.4%	2.2%	2.3%
6	6.9%	2.8%	4.5%	1.8%	2.5%	4.4%	3.8%	3.1%	3.4%
7	3.4%	5.6%	5.7%	3.6%	4.4%	7.7%	6.2%	5.1%	5.6%
8	6.9%	11.9%	9.1%	9.6%	11.9%	8.3%	11.5%	8.3%	9.7%
9	3.4%	14.1%	11.4%	17.4%	11.9%	14.9%	13.0%	14.1%	14.1%
10	17.2%	19.2%	22.2%	18.6%	11.9%	12.2%	17.7%	15.6%	16.6%
11	31.0%	22.0%	24.4%	26.3%	36.3%	25.4%	24.9%	29.0%	26.7%
Least important	27.6%	18.6%	17.6%	18.0%	18.1%	21.0%	17.9%	19.9%	19.1%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q7-12. Public transit services (WSTA-City bus systems)</u>									
Most important	13.8%	3.4%	2.2%	1.2%	2.5%	1.1%	2.4%	2.2%	2.5%
2	13.8%	2.8%	2.2%	0.0%	0.0%	0.5%	1.5%	1.3%	1.5%
3	10.3%	5.1%	6.2%	2.4%	3.7%	2.2%	3.3%	4.9%	4.0%
4	13.8%	4.0%	2.8%	3.6%	5.6%	1.6%	3.7%	3.8%	3.8%
5	6.9%	5.1%	2.8%	1.2%	3.1%	4.9%	3.9%	3.3%	3.6%
6	0.0%	6.8%	6.2%	8.9%	4.9%	3.8%	5.0%	6.6%	5.7%
7	13.8%	7.3%	6.7%	11.9%	4.3%	7.7%	7.2%	7.7%	7.6%
8	10.3%	6.8%	7.3%	13.1%	9.3%	11.0%	8.6%	10.4%	9.4%
9	0.0%	9.0%	7.9%	6.5%	6.2%	7.7%	8.1%	6.9%	7.4%
10	0.0%	9.0%	9.0%	8.9%	11.1%	9.3%	7.0%	11.7%	9.3%
11	6.9%	17.5%	16.3%	10.7%	12.3%	13.7%	15.4%	12.6%	14.3%
Least important	10.3%	23.2%	30.3%	31.5%	37.0%	36.3%	33.8%	28.5%	31.0%

Q8. Police and Fire Services and Public Safety Communications Center. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q8-1. Fire personnel response time to fire & rescue emergencies</u>									
Very satisfied	42.9%	37.4%	44.2%	45.0%	52.7%	45.7%	43.0%	48.0%	45.4%
Satisfied	42.9%	47.2%	42.0%	42.3%	42.0%	44.4%	44.6%	43.1%	43.7%
Neutral	14.3%	14.6%	13.8%	12.1%	4.1%	8.6%	11.6%	8.4%	10.2%
Dissatisfied	0.0%	0.8%	0.0%	0.7%	1.2%	0.6%	0.8%	0.3%	0.6%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	0.0%	0.6%	0.0%	0.3%	0.1%
<u>Q8-2. Fire personnel response time to medical emergencies</u>									
Very satisfied	50.0%	33.1%	42.3%	44.1%	54.1%	47.1%	42.8%	47.2%	44.7%
Satisfied	35.7%	50.0%	42.3%	41.4%	40.6%	41.8%	44.9%	41.5%	43.3%
Neutral	14.3%	16.9%	13.1%	13.2%	3.5%	9.4%	11.5%	9.3%	10.5%
Dissatisfied	0.0%	0.0%	1.5%	0.7%	1.8%	1.2%	0.8%	1.3%	1.0%
Very dissatisfied	0.0%	0.0%	0.7%	0.7%	0.0%	0.6%	0.0%	0.8%	0.4%

Q8. Police and Fire Services and Public Safety Communications Center. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q8-3. City's fire prevention efforts</u>									
Very satisfied	42.9%	23.5%	30.4%	29.1%	28.0%	27.8%	25.7%	30.6%	27.8%
Satisfied	28.6%	43.5%	44.9%	47.3%	53.6%	46.9%	47.9%	47.0%	47.6%
Neutral	21.4%	31.3%	21.7%	23.0%	17.9%	24.1%	24.9%	21.1%	23.0%
Dissatisfied	7.1%	1.7%	1.4%	0.7%	0.6%	1.2%	1.3%	1.1%	1.3%
Very dissatisfied	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	0.3%	0.3%	0.3%
<u>Q8-4. Visibility of fire personnel in neighborhoods</u>									
Very satisfied	30.8%	24.8%	32.5%	27.5%	27.2%	28.4%	25.3%	30.7%	27.8%
Satisfied	38.5%	43.8%	39.5%	34.7%	42.4%	37.7%	43.2%	36.6%	39.9%
Neutral	26.9%	22.9%	22.3%	29.3%	24.5%	27.3%	25.1%	25.5%	25.4%
Dissatisfied	3.8%	8.5%	4.5%	7.2%	4.9%	5.5%	5.7%	6.1%	6.0%
Very dissatisfied	0.0%	0.0%	1.3%	1.2%	1.1%	1.1%	0.7%	1.1%	0.9%

Q8. Police and Fire Services and Public Safety Communications Center. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q8-5. Visibility of police in neighborhoods</u>									
Very satisfied	25.0%	9.0%	12.1%	9.2%	14.5%	13.5%	10.4%	14.3%	12.1%
Satisfied	17.9%	29.3%	30.2%	28.1%	35.2%	34.4%	31.1%	30.8%	30.7%
Neutral	32.1%	34.7%	31.3%	33.5%	29.0%	31.3%	33.1%	31.2%	32.1%
Dissatisfied	21.4%	19.2%	18.7%	21.1%	16.1%	16.7%	17.6%	18.7%	18.5%
Very dissatisfied	3.6%	7.8%	7.7%	8.1%	5.2%	4.2%	7.9%	5.0%	6.6%
 <u>Q8-6. City's overall efforts to prevent crime</u>									
Very satisfied	11.1%	6.3%	11.1%	7.7%	10.0%	7.0%	8.2%	9.2%	8.5%
Satisfied	22.2%	21.5%	26.7%	25.1%	35.3%	35.1%	28.5%	28.6%	28.5%
Neutral	37.0%	31.0%	27.2%	34.4%	30.5%	34.1%	31.8%	31.8%	31.4%
Dissatisfied	18.5%	28.5%	25.6%	27.3%	20.0%	19.5%	23.4%	24.4%	24.4%
Very dissatisfied	11.1%	12.7%	9.4%	5.5%	4.2%	4.3%	8.2%	6.0%	7.2%

Q8. Police and Fire Services and Public Safety Communications Center. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q8-7. Enforcement of traffic laws</u>									
Very satisfied	13.8%	11.0%	9.4%	7.8%	9.4%	6.2%	7.9%	10.0%	8.8%
Satisfied	37.9%	34.4%	39.8%	30.6%	33.9%	35.2%	33.1%	36.5%	34.6%
Neutral	17.2%	25.8%	23.8%	32.8%	29.7%	33.7%	27.4%	30.4%	28.7%
Dissatisfied	20.7%	17.8%	17.7%	17.2%	20.3%	18.1%	20.3%	16.1%	18.3%
Very dissatisfied	10.3%	11.0%	9.4%	11.7%	6.8%	6.7%	11.3%	7.0%	9.6%
 <u>Q8-8. Police response time to emergencies</u>									
Very satisfied	16.7%	12.7%	18.1%	17.3%	25.1%	24.1%	19.8%	19.9%	19.6%
Satisfied	50.0%	38.1%	41.0%	33.3%	47.3%	44.9%	37.2%	45.8%	41.6%
Neutral	16.7%	29.4%	25.7%	33.3%	21.6%	22.8%	29.4%	22.0%	26.0%
Dissatisfied	5.6%	11.9%	9.7%	12.8%	6.0%	4.4%	8.3%	9.5%	8.8%
Very dissatisfied	11.1%	7.9%	5.6%	3.2%	0.0%	3.8%	5.2%	2.8%	4.1%

Q8. Police and Fire Services and Public Safety Communications Center. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q8-9. Overall perception of Police personnel attitudes/behaviors</u>									
Very satisfied	19.2%	15.1%	20.9%	19.6%	27.1%	27.5%	20.8%	23.6%	21.8%
Satisfied	19.2%	37.1%	39.6%	39.1%	45.7%	43.4%	43.5%	38.1%	40.3%
Neutral	23.1%	23.9%	27.3%	29.1%	22.3%	23.3%	23.6%	27.4%	25.7%
Dissatisfied	30.8%	14.5%	8.0%	7.8%	4.8%	3.7%	8.1%	7.7%	8.3%
Very dissatisfied	7.7%	9.4%	4.3%	4.5%	0.0%	2.1%	4.1%	3.2%	4.0%
 <u>Q8-10. Overall competence of Police personnel</u>									
Very satisfied	21.7%	16.0%	23.7%	21.6%	28.8%	29.7%	23.8%	24.7%	23.8%
Satisfied	21.7%	36.0%	40.7%	40.9%	46.7%	46.2%	43.2%	40.7%	41.9%
Neutral	30.4%	26.0%	26.6%	26.9%	21.7%	19.8%	21.6%	27.4%	24.5%
Dissatisfied	17.4%	11.3%	7.3%	7.6%	2.2%	3.3%	7.3%	5.4%	6.5%
Very dissatisfied	8.7%	10.7%	1.7%	2.9%	0.5%	1.1%	4.2%	1.8%	3.3%

Q8. Police and Fire Services and Public Safety Communications Center. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q8-11. Overall satisfaction with Winston-Salem Police Department's performance</u>									
Very satisfied	12.5%	10.8%	19.4%	15.9%	26.4%	22.8%	17.8%	21.0%	19.1%
Satisfied	25.0%	35.0%	39.4%	44.9%	47.2%	50.8%	43.1%	43.5%	43.0%
Neutral	41.7%	28.7%	26.7%	24.4%	18.7%	20.2%	22.3%	26.1%	24.4%
Dissatisfied	16.7%	15.3%	10.6%	11.4%	6.7%	4.1%	12.0%	6.9%	9.5%
Very dissatisfied	4.2%	10.2%	3.9%	3.4%	1.0%	2.1%	4.7%	2.6%	4.0%

Q8-12. Overall perception of Public Safety Communications Center performance

Very satisfied	21.4%	13.4%	21.2%	13.7%	17.8%	19.1%	15.9%	19.0%	17.1%
Satisfied	35.7%	34.5%	34.6%	38.8%	47.2%	42.8%	42.3%	37.1%	39.7%
Neutral	21.4%	37.0%	36.5%	40.3%	31.9%	34.2%	33.8%	37.7%	35.6%
Dissatisfied	14.3%	10.9%	5.1%	5.0%	3.1%	3.9%	6.3%	4.7%	5.9%
Very dissatisfied	7.1%	4.2%	2.6%	2.2%	0.0%	0.0%	1.6%	1.6%	1.7%

Q8. Police and Fire Services and Public Safety Communications Center. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q8-13. Overall competence of Public Safety Communications Center staff</u>									
Very satisfied	14.3%	10.7%	17.6%	16.3%	18.5%	17.3%	15.2%	17.6%	16.2%
Satisfied	42.9%	38.4%	40.1%	34.8%	40.4%	43.9%	41.1%	38.3%	39.5%
Neutral	28.6%	38.4%	34.5%	41.5%	39.7%	34.5%	37.8%	37.4%	37.8%
Dissatisfied	14.3%	9.8%	7.0%	5.9%	1.3%	4.3%	5.3%	5.9%	5.8%
Very dissatisfied	0.0%	2.7%	0.7%	1.5%	0.0%	0.0%	0.6%	0.8%	0.8%

Q8-14. Overall perception of Public Safety Communications Center staff attitudes & behavior toward citizens

Very satisfied	23.1%	11.7%	15.4%	16.7%	17.6%	18.8%	15.5%	17.0%	15.9%
Satisfied	46.2%	37.8%	39.2%	35.6%	43.1%	42.0%	42.0%	38.8%	39.9%
Neutral	15.4%	36.9%	37.8%	35.6%	35.3%	35.5%	35.0%	36.8%	35.9%
Dissatisfied	15.4%	8.1%	4.9%	9.8%	2.6%	3.6%	5.5%	5.7%	6.2%
Very dissatisfied	0.0%	5.4%	2.8%	2.3%	1.3%	0.0%	2.0%	1.7%	2.1%

Q9. Which TWO of the Police, Fire, and Public Safety Communications Center services listed in Question 8 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 2)

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q9. Sum of top 2 choices</u>									
Fire personnel response time to fire & rescue emergencies	20.7%	11.9%	17.0%	20.1%	33.0%	31.9%	23.9%	21.7%	22.6%
Fire personnel response time to medical emergencies	3.4%	11.4%	10.0%	14.1%	12.0%	10.8%	10.5%	11.6%	11.3%
City's fire prevention efforts	20.7%	4.9%	2.5%	1.0%	4.5%	2.3%	3.1%	3.8%	3.6%
Visibility of fire personnel in neighborhoods	3.4%	4.9%	3.0%	2.5%	2.0%	1.9%	2.3%	3.2%	2.7%
Visibility of police in neighborhoods	3.4%	27.0%	42.5%	32.2%	34.5%	28.2%	34.0%	31.2%	32.4%
City's overall efforts to prevent crime	31.0%	44.9%	46.5%	44.7%	40.5%	42.3%	41.4%	45.7%	43.4%
Enforcement of traffic laws	6.9%	9.2%	9.0%	9.0%	9.5%	9.9%	11.1%	8.0%	9.6%
Police response time to emergencies	13.8%	12.4%	15.0%	20.6%	16.5%	20.7%	18.5%	15.8%	16.9%
Overall perception of Police personnel attitudes/behaviors	24.1%	18.4%	11.5%	9.5%	6.5%	11.7%	10.9%	12.4%	11.7%

Q9. Which TWO of the Police, Fire, and Public Safety Communications Center services listed in Question 8 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 2) (cont.)

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q9. Sum of top 2 choices (cont.)</u>									
Overall competence of Police personnel	24.1%	22.7%	16.0%	13.6%	8.5%	7.5%	13.0%	14.3%	13.7%
Overall satisfaction with Winston-Salem Police Department's performance	6.9%	12.4%	8.5%	11.6%	7.0%	6.1%	8.8%	9.0%	8.8%
Overall perception of Public Safety Communications Center performance	24.1%	3.2%	1.0%	4.0%	3.0%	1.9%	3.3%	3.0%	3.2%
Overall competence of Public Safety Communications Center staff	13.8%	2.7%	4.5%	1.5%	2.5%	1.9%	3.5%	2.5%	2.9%
Overall perception of Public Safety Communications Center staff attitudes & behavior toward citizens	3.4%	3.2%	1.5%	2.5%	3.0%	2.8%	1.8%	3.4%	2.6%
None chosen	0.0%	4.9%	5.0%	5.5%	7.5%	9.4%	6.2%	6.3%	6.4%

Q11. Public Transit. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q11-1. Timeliness of WSTA fixed route bus services</u>									
Very satisfied	16.7%	6.0%	6.8%	10.4%	13.8%	15.7%	9.6%	13.1%	10.8%
Satisfied	41.7%	26.0%	22.0%	26.9%	21.5%	22.9%	24.1%	26.3%	25.0%
Neutral	8.3%	46.0%	42.4%	56.7%	58.5%	48.6%	52.9%	44.5%	49.1%
Dissatisfied	25.0%	14.0%	11.9%	3.0%	4.6%	5.7%	6.4%	8.8%	8.1%
Very dissatisfied	8.3%	8.0%	16.9%	3.0%	1.5%	7.1%	7.0%	7.3%	6.9%
<u>Q11-2. Overall satisfaction with WSTA fixed route bus services</u>									
Very satisfied	16.7%	3.6%	4.5%	9.0%	10.6%	13.9%	7.3%	11.6%	8.9%
Satisfied	41.7%	12.7%	19.4%	26.9%	21.2%	22.2%	20.2%	24.5%	21.9%
Neutral	8.3%	50.9%	37.3%	50.7%	54.5%	50.0%	50.3%	42.2%	46.7%
Dissatisfied	16.7%	21.8%	17.9%	10.4%	10.6%	6.9%	13.0%	12.9%	13.5%
Very dissatisfied	16.7%	10.9%	20.9%	3.0%	3.0%	6.9%	9.3%	8.8%	8.9%

Q11. Public Transit. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q11-3. Timeliness of WSTA Trans-AID bus services</u>									
Very satisfied	22.2%	6.8%	7.7%	16.1%	11.9%	11.8%	9.1%	14.6%	11.2%
Satisfied	44.4%	18.2%	21.2%	21.4%	11.9%	22.1%	20.0%	20.3%	20.0%
Neutral	0.0%	54.5%	50.0%	58.9%	61.0%	57.4%	57.6%	51.2%	54.9%
Dissatisfied	33.3%	13.6%	13.5%	0.0%	13.6%	5.9%	8.5%	10.6%	9.8%
Very dissatisfied	0.0%	6.8%	7.7%	3.6%	1.7%	2.9%	4.8%	3.3%	4.1%
 <u>Q11-4. Overall satisfaction with WSTA Trans-AID bus services</u>									
Very satisfied	12.5%	6.8%	7.4%	15.5%	11.3%	13.2%	8.4%	15.6%	11.3%
Satisfied	50.0%	18.2%	20.4%	20.7%	24.2%	22.1%	21.7%	22.7%	21.9%
Neutral	0.0%	54.5%	50.0%	58.6%	53.2%	57.4%	56.0%	50.0%	53.5%
Dissatisfied	25.0%	13.6%	9.3%	3.4%	9.7%	5.9%	8.4%	7.8%	8.6%
Very dissatisfied	12.5%	6.8%	13.0%	1.7%	1.6%	1.5%	5.4%	3.9%	4.7%

Q11. Public Transit. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q11-5. Cleanliness of WSTA buses</u>									
Very satisfied	10.0%	7.3%	7.7%	9.7%	6.9%	16.7%	8.0%	12.4%	9.8%
Satisfied	40.0%	17.1%	23.1%	30.6%	19.0%	24.2%	23.3%	25.6%	24.6%
Neutral	10.0%	61.0%	48.1%	51.6%	63.8%	56.1%	57.7%	49.6%	53.9%
Dissatisfied	30.0%	7.3%	15.4%	4.8%	8.6%	3.0%	7.4%	9.3%	8.4%
Very dissatisfied	10.0%	7.3%	5.8%	3.2%	1.7%	0.0%	3.7%	3.1%	3.4%

Q12. Which TWO of the Public Transit services listed in Question 11 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 2)

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q12. Sum of top 2 choices</u>									
Timeliness of WSTA fixed route bus services	55.2%	41.6%	42.0%	46.7%	36.5%	38.0%	42.0%	40.8%	41.2%
Overall satisfaction with WSTA fixed route bus services	48.3%	43.8%	38.5%	38.7%	33.5%	38.0%	41.6%	35.0%	38.2%
Timeliness of WSTA Trans-AID bus services	17.2%	17.8%	19.0%	20.6%	25.0%	23.0%	15.8%	25.5%	20.8%
Overall satisfaction with WSTA Trans-AID bus services	27.6%	27.6%	27.0%	26.1%	23.5%	21.6%	23.0%	26.9%	24.7%
Cleanliness of WSTA buses	24.1%	23.2%	17.5%	15.1%	10.0%	13.6%	18.1%	14.7%	16.4%
None chosen	13.8%	22.7%	26.5%	24.1%	33.5%	31.0%	27.8%	27.0%	27.6%

Q13. Streets and Transportation. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q13-1. Maintenance of City streets throughout City</u>									
Very satisfied	10.3%	3.3%	5.0%	3.6%	2.6%	4.9%	4.6%	3.7%	4.2%
Satisfied	20.7%	34.1%	36.2%	33.0%	30.4%	34.0%	30.6%	35.4%	32.6%
Neutral	27.6%	23.1%	21.1%	20.1%	28.9%	22.2%	23.7%	22.8%	23.3%
Dissatisfied	37.9%	26.9%	26.1%	32.0%	31.4%	32.0%	30.2%	29.5%	30.2%
Very dissatisfied	3.4%	12.6%	11.6%	11.3%	6.7%	6.9%	10.9%	8.6%	9.8%
<u>Q13-2. Maintenance of streets in your neighborhood</u>									
Very satisfied	24.1%	8.2%	8.5%	5.2%	7.8%	6.9%	9.4%	6.1%	7.7%
Satisfied	31.0%	37.7%	34.0%	36.8%	33.2%	39.9%	34.9%	38.0%	36.0%
Neutral	20.7%	19.1%	18.0%	22.8%	23.3%	19.7%	20.3%	21.0%	20.7%
Dissatisfied	20.7%	23.0%	23.0%	24.4%	27.5%	24.6%	22.9%	25.3%	24.6%
Very dissatisfied	3.4%	12.0%	16.5%	10.9%	8.3%	8.9%	12.5%	9.6%	11.1%

Q13. Streets and Transportation. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q13-3. Amount of traffic congestion on City streets</u>									
Very satisfied	3.4%	9.8%	5.0%	6.7%	3.7%	6.6%	7.4%	4.8%	6.2%
Satisfied	31.0%	30.1%	38.2%	28.0%	32.1%	30.8%	31.1%	32.4%	31.6%
Neutral	34.5%	30.6%	30.7%	29.5%	36.8%	40.4%	33.5%	32.6%	33.3%
Dissatisfied	20.7%	24.0%	18.1%	25.9%	23.7%	19.2%	21.2%	24.1%	22.4%
Very dissatisfied	10.3%	5.5%	8.0%	9.8%	3.7%	3.0%	6.8%	6.2%	6.6%

Q13-4. Availability of sidewalks throughout City

Very satisfied	10.3%	6.7%	6.2%	3.7%	1.6%	3.5%	5.5%	3.4%	4.5%
Satisfied	31.0%	26.3%	27.3%	27.4%	29.1%	28.3%	27.7%	27.4%	27.4%
Neutral	17.2%	24.6%	26.3%	26.3%	36.8%	33.8%	27.3%	31.3%	29.2%
Dissatisfied	24.1%	29.1%	26.3%	28.9%	22.5%	26.3%	28.7%	24.8%	26.8%
Very dissatisfied	17.2%	13.4%	13.9%	13.7%	9.9%	8.1%	10.7%	13.1%	12.1%

Q13. Streets and Transportation. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q13-5. Condition of sidewalks throughout City</u>									
Very satisfied	6.9%	3.9%	4.7%	3.8%	2.3%	3.9%	3.8%	3.8%	3.8%
Satisfied	24.1%	30.2%	37.9%	28.0%	27.3%	29.8%	31.5%	29.8%	30.3%
Neutral	37.9%	31.8%	28.9%	36.8%	44.8%	44.2%	35.5%	38.9%	37.3%
Dissatisfied	20.7%	23.5%	22.1%	25.3%	19.8%	18.8%	20.9%	23.0%	21.9%
Very dissatisfied	10.3%	10.6%	6.3%	6.0%	5.8%	3.3%	8.3%	4.5%	6.7%
<u>Q13-6. Condition of sidewalks in your neighborhood</u>									
Very satisfied	11.1%	9.6%	9.9%	5.7%	6.4%	4.1%	7.9%	6.3%	7.1%
Satisfied	37.0%	30.1%	28.1%	28.7%	25.6%	30.8%	30.8%	27.5%	28.9%
Neutral	22.2%	22.3%	31.0%	36.9%	36.5%	34.3%	26.2%	37.3%	31.8%
Dissatisfied	11.1%	22.9%	18.1%	16.6%	19.9%	17.8%	18.9%	18.5%	18.9%
Very dissatisfied	18.5%	15.1%	12.9%	12.1%	11.5%	13.0%	16.1%	10.3%	13.3%

Q13. Streets and Transportation. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q13-7. Availability of greenways throughout City</u>									
Very satisfied	13.8%	11.6%	14.2%	8.9%	10.2%	17.0%	12.0%	12.6%	12.4%
Satisfied	31.0%	34.7%	37.9%	41.1%	48.6%	49.1%	39.8%	43.9%	41.7%
Neutral	24.1%	23.7%	28.4%	32.2%	31.1%	28.1%	28.9%	28.6%	28.7%
Dissatisfied	24.1%	20.8%	15.3%	11.7%	7.3%	5.8%	13.7%	11.7%	12.6%
Very dissatisfied	6.9%	9.2%	4.2%	6.1%	2.8%	0.0%	5.6%	3.2%	4.6%
 <u>Q13-8. Condition of existing greenways</u>									
Very satisfied	10.7%	12.2%	14.8%	7.6%	10.1%	15.2%	11.7%	12.4%	12.0%
Satisfied	53.6%	50.0%	50.0%	50.6%	47.5%	46.8%	48.6%	49.3%	48.9%
Neutral	28.6%	25.0%	28.0%	33.5%	35.4%	34.8%	31.1%	31.7%	31.5%
Dissatisfied	7.1%	9.1%	4.9%	7.6%	4.4%	2.5%	6.3%	5.2%	5.7%
Very dissatisfied	0.0%	3.7%	2.2%	0.6%	2.5%	0.6%	2.3%	1.4%	1.9%

Q13. Streets and Transportation. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q13-9. Snow removal on major City streets during past 12 months</u>									
Very satisfied	30.8%	13.7%	14.7%	11.6%	15.5%	13.3%	14.8%	13.3%	14.1%
Satisfied	46.2%	38.9%	33.1%	37.0%	49.7%	47.3%	40.4%	43.1%	41.5%
Neutral	15.4%	37.9%	44.9%	38.4%	28.4%	32.7%	34.5%	36.1%	35.5%
Dissatisfied	0.0%	7.4%	4.4%	5.5%	2.6%	4.0%	5.6%	4.0%	4.8%
Very dissatisfied	7.7%	2.1%	2.9%	7.5%	3.9%	2.7%	4.7%	3.5%	4.1%
 <u>Q13-10. Snow removal on residential streets during past 12 months</u>									
Very satisfied	16.7%	10.5%	10.3%	9.9%	13.6%	10.7%	12.4%	9.9%	11.3%
Satisfied	50.0%	32.6%	28.7%	31.0%	39.6%	35.3%	34.6%	32.8%	33.4%
Neutral	16.7%	37.9%	44.1%	38.0%	26.0%	37.3%	34.6%	36.8%	36.1%
Dissatisfied	8.3%	11.6%	10.3%	12.0%	12.3%	10.7%	11.0%	12.5%	11.7%
Very dissatisfied	8.3%	7.4%	6.6%	9.2%	8.4%	6.0%	7.3%	8.1%	7.6%

Q13. Streets and Transportation. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q13-11. Maintenance of street signs & traffic signals</u>									
Very satisfied	17.2%	12.0%	13.8%	14.1%	15.5%	15.2%	13.8%	14.3%	14.2%
Satisfied	51.7%	54.3%	50.0%	51.9%	53.9%	52.0%	50.6%	53.5%	51.8%
Neutral	20.7%	22.9%	27.6%	26.5%	19.7%	26.3%	23.8%	24.9%	24.4%
Dissatisfied	10.3%	7.4%	6.6%	4.9%	8.8%	6.1%	8.9%	6.0%	7.5%
Very dissatisfied	0.0%	3.4%	2.0%	2.7%	2.1%	0.5%	2.9%	1.4%	2.1%
 <u>Q13-12. Adequacy of City street lighting</u>									
Very satisfied	14.3%	9.4%	9.6%	8.4%	12.0%	13.6%	10.3%	11.0%	10.6%
Satisfied	35.7%	42.8%	44.7%	46.6%	48.2%	47.7%	43.7%	47.3%	45.5%
Neutral	32.1%	19.4%	22.8%	27.7%	24.1%	26.1%	25.7%	23.4%	24.3%
Dissatisfied	14.3%	21.1%	19.3%	13.1%	12.6%	12.1%	16.4%	15.4%	16.0%
Very dissatisfied	3.6%	7.2%	3.6%	4.2%	3.1%	0.5%	3.8%	3.0%	3.7%

Q13. Streets and Transportation. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q13-13. Accessibility of streets & sidewalks for people with disabilities</u>									
Very satisfied	15.0%	4.0%	6.1%	4.6%	7.1%	7.3%	6.8%	5.6%	6.1%
Satisfied	20.0%	16.0%	19.6%	19.9%	29.5%	27.3%	26.0%	19.8%	22.8%
Neutral	10.0%	30.4%	32.4%	40.4%	32.1%	37.3%	33.1%	34.7%	33.6%
Dissatisfied	25.0%	33.6%	25.0%	24.5%	22.4%	21.3%	22.3%	27.5%	25.3%
Very dissatisfied	30.0%	16.0%	16.9%	10.6%	9.0%	6.7%	11.8%	12.4%	12.2%

Q13-14. On-street bicycle infrastructure (bike lanes/wayfinding signs)

Very satisfied	17.4%	2.0%	7.5%	5.5%	4.3%	4.8%	5.5%	5.4%	5.5%
Satisfied	17.4%	18.7%	21.4%	23.6%	31.7%	25.3%	23.8%	24.6%	23.9%
Neutral	17.4%	22.7%	28.3%	36.4%	38.4%	44.6%	31.4%	35.6%	33.6%
Dissatisfied	26.1%	32.7%	31.2%	23.6%	17.7%	18.7%	23.8%	26.1%	24.7%
Very dissatisfied	21.7%	24.0%	11.6%	10.9%	7.9%	6.6%	15.6%	8.3%	12.3%

Q13. Streets and Transportation. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q13-15. Maintenance of trees along City streets</u>									
Very satisfied	20.7%	9.1%	9.8%	5.5%	7.0%	7.2%	7.0%	8.4%	7.9%
Satisfied	34.5%	42.0%	38.9%	33.9%	38.5%	40.0%	36.5%	40.0%	38.0%
Neutral	17.2%	25.0%	32.6%	36.1%	29.9%	28.7%	31.4%	30.2%	30.7%
Dissatisfied	27.6%	19.9%	14.0%	20.2%	17.1%	19.0%	19.5%	17.5%	18.4%
Very dissatisfied	0.0%	4.0%	4.7%	4.4%	7.5%	5.1%	5.7%	3.9%	5.0%

Q13-16. Mowing & landscaping along City streets

Very satisfied	22.2%	9.8%	9.8%	5.3%	10.5%	7.7%	8.4%	9.1%	8.9%
Satisfied	37.0%	50.9%	43.0%	42.9%	46.3%	49.7%	44.5%	47.8%	46.1%
Neutral	25.9%	26.6%	34.2%	36.5%	28.4%	29.7%	31.4%	31.3%	31.4%
Dissatisfied	14.8%	9.8%	7.8%	11.6%	11.6%	10.3%	11.3%	9.1%	10.2%
Very dissatisfied	0.0%	2.9%	5.2%	3.7%	3.2%	2.6%	4.5%	2.6%	3.5%

Q13. Streets and Transportation. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q13-17. Litter pickup along City streets</u>									
Very satisfied	7.4%	5.2%	7.7%	5.3%	4.7%	5.1%	5.5%	5.7%	5.7%
Satisfied	29.6%	26.4%	26.2%	23.9%	28.4%	30.6%	28.0%	26.4%	27.0%
Neutral	14.8%	25.3%	27.2%	24.5%	29.5%	30.1%	26.6%	27.8%	27.3%
Dissatisfied	33.3%	26.4%	25.6%	29.3%	23.7%	27.6%	25.6%	27.4%	26.6%
Very dissatisfied	14.8%	16.7%	13.3%	17.0%	13.7%	6.6%	14.2%	12.7%	13.4%

Q13-18. Ease & availability of on-street public parking in Downtown

Very satisfied	7.1%	6.3%	7.1%	5.5%	1.1%	2.8%	5.9%	3.4%	4.7%
Satisfied	25.0%	31.0%	24.0%	20.4%	28.6%	22.0%	29.5%	20.7%	25.1%
Neutral	14.3%	19.5%	21.9%	23.8%	26.3%	30.5%	24.2%	24.8%	24.3%
Dissatisfied	21.4%	28.2%	31.1%	31.5%	30.3%	31.1%	25.1%	35.0%	29.9%
Very dissatisfied	32.1%	14.9%	15.8%	18.8%	13.7%	13.6%	15.3%	16.0%	15.9%

Q13. Streets and Transportation. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q13-19. Ease & availability of public parking in decks in Downtown</u>									
Very satisfied	18.5%	11.8%	11.8%	11.2%	4.8%	5.2%	11.8%	6.9%	9.3%
Satisfied	37.0%	39.4%	36.6%	35.8%	44.0%	35.8%	38.1%	37.7%	37.7%
Neutral	22.2%	27.1%	31.7%	34.6%	27.4%	39.9%	32.0%	32.8%	32.5%
Dissatisfied	11.1%	11.2%	13.4%	12.3%	16.7%	15.0%	11.5%	15.7%	13.5%
Very dissatisfied	11.1%	10.6%	6.5%	6.1%	7.1%	4.0%	6.5%	6.9%	7.0%
 <u>Q13-20. Cost of public parking options in Downtown</u>									
Very satisfied	3.6%	8.0%	7.4%	8.9%	3.7%	4.8%	7.4%	5.6%	6.5%
Satisfied	25.0%	30.5%	29.8%	22.9%	32.7%	32.1%	31.8%	26.2%	28.9%
Neutral	17.9%	27.0%	29.8%	33.0%	33.3%	33.3%	31.2%	31.1%	31.2%
Dissatisfied	21.4%	17.2%	19.7%	22.3%	19.8%	19.0%	17.2%	22.4%	19.8%
Very dissatisfied	32.1%	17.2%	13.3%	12.8%	10.5%	10.7%	12.4%	14.8%	13.7%

Q14. Which THREE of the Streets and Transportation services listed in Question 13 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 3)

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q14. Sum of top 3 choices</u>									
Maintenance of City streets throughout City	44.8%	40.0%	53.5%	55.8%	52.0%	56.3%	56.4%	47.8%	51.7%
Maintenance of streets in your neighborhood	13.8%	21.1%	27.0%	22.1%	25.0%	30.0%	27.0%	22.9%	24.8%
Amount of traffic congestion on City streets	20.7%	15.7%	25.0%	23.1%	24.0%	17.8%	22.4%	21.0%	21.5%
Availability of sidewalks throughout City	20.7%	30.8%	22.0%	23.6%	20.5%	21.6%	22.2%	25.3%	23.8%
Condition of sidewalks throughout City	20.7%	13.5%	8.0%	11.6%	7.5%	9.9%	12.1%	8.4%	10.1%
Condition of sidewalks in your neighborhood	13.8%	11.4%	9.5%	6.5%	6.5%	6.6%	9.7%	6.7%	8.0%
Availability of greenways throughout City	20.7%	28.1%	19.5%	9.0%	8.5%	4.7%	16.5%	11.0%	13.8%
Condition of existing greenways	3.4%	7.6%	4.0%	3.0%	3.0%	1.4%	4.1%	3.2%	3.7%

Q14. Which THREE of the Streets and Transportation services listed in Question 13 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 3) (cont.)

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q14. Sum of top 3 choices (cont.)</u>									
Snow removal on major City streets during past 12 months	3.4%	0.5%	1.0%	3.5%	4.5%	2.8%	2.5%	2.7%	2.5%
Snow removal on residential streets during past 12 months	6.9%	4.3%	4.5%	10.6%	10.5%	11.3%	7.0%	9.5%	8.3%
Maintenance of street signs & traffic signals	6.9%	5.4%	7.5%	6.0%	8.0%	8.0%	6.2%	8.2%	7.2%
Adequacy of City street lighting	10.3%	11.4%	10.5%	12.6%	10.0%	9.9%	9.3%	11.8%	10.6%
Accessibility of streets & sidewalks for people with disabilities	13.8%	9.7%	10.5%	12.6%	13.5%	10.8%	6.4%	15.8%	11.3%
On-street bicycle infrastructure (bike lanes/wayfinding signs)	3.4%	17.8%	13.5%	11.6%	8.5%	8.9%	14.0%	8.8%	11.5%
Maintenance of trees along City streets	3.4%	3.8%	4.5%	6.0%	8.0%	8.0%	5.3%	6.5%	5.9%
Mowing & landscaping along City streets	0.0%	3.2%	3.0%	6.5%	5.5%	4.7%	3.7%	5.3%	4.4%

Q14. Which THREE of the Streets and Transportation services listed in Question 13 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 3) (cont.)

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q14. Sum of top 3 choices (cont.)</u>									
Litter pickup along City streets	34.5%	18.9%	16.0%	23.1%	22.5%	12.2%	17.9%	19.6%	18.8%
Ease & availability of on-street public parking in Downtown	27.6%	15.1%	18.5%	14.1%	16.5%	13.1%	13.8%	17.1%	15.5%
Ease & availability of public parking in decks in Downtown	6.9%	7.6%	6.0%	4.0%	2.5%	5.2%	5.3%	5.0%	5.0%
Cost of public parking options in Downtown	24.1%	14.6%	14.5%	10.1%	9.0%	8.5%	9.3%	13.9%	11.4%
None chosen	0.0%	5.4%	5.5%	5.5%	8.0%	13.1%	7.4%	7.4%	7.7%

Q15. Community Development Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q15-1. Enforcing cleanup of trash & debris on private property</u>									
Very satisfied	12.5%	4.8%	7.5%	2.9%	1.2%	6.9%	4.2%	4.9%	4.6%
Satisfied	50.0%	27.9%	27.3%	28.7%	32.4%	25.7%	28.0%	29.6%	28.6%
Neutral	12.5%	37.4%	35.4%	34.5%	32.4%	36.6%	34.4%	35.8%	35.0%
Dissatisfied	18.8%	21.8%	21.7%	26.9%	28.8%	24.6%	26.1%	23.3%	24.9%
Very dissatisfied	6.3%	8.2%	8.1%	7.0%	5.3%	6.3%	7.3%	6.4%	6.8%
<u>Q15-2. Enforcing mowing & cutting of weeds on private property</u>									
Very satisfied	26.7%	3.4%	7.3%	4.1%	1.2%	6.4%	4.7%	4.7%	4.8%
Satisfied	33.3%	37.7%	29.3%	28.7%	35.5%	24.6%	28.6%	32.5%	30.8%
Neutral	20.0%	36.3%	39.6%	39.2%	32.0%	39.8%	35.0%	39.9%	37.3%
Dissatisfied	6.7%	16.4%	17.7%	21.1%	26.0%	24.6%	23.9%	18.4%	21.1%
Very dissatisfied	13.3%	6.2%	6.1%	7.0%	5.3%	4.7%	7.8%	4.5%	6.1%

Q15. Community Development Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q15-3. Enforcing exterior maintenance of residential property (e.g. condition of buildings)</u>									
Very satisfied	23.5%	3.4%	7.0%	3.0%	1.2%	5.5%	4.8%	3.7%	4.3%
Satisfied	29.4%	30.6%	25.9%	25.0%	32.5%	21.5%	25.9%	28.3%	27.1%
Neutral	23.5%	42.9%	42.4%	45.8%	42.8%	49.1%	43.5%	45.1%	44.2%
Dissatisfied	17.6%	16.3%	18.4%	20.8%	20.5%	20.2%	18.5%	20.2%	19.5%
Very dissatisfied	5.9%	6.8%	6.3%	5.4%	3.0%	3.7%	7.4%	2.7%	5.0%
 <u>Q15-4. Enforcing trash, weeds, & exterior maintenance in your neighborhood</u>									
Very satisfied	31.3%	5.4%	7.9%	7.4%	2.9%	7.9%	7.2%	6.0%	6.6%
Satisfied	25.0%	32.9%	33.3%	35.2%	39.9%	33.7%	35.0%	34.6%	34.9%
Neutral	25.0%	40.3%	35.2%	33.5%	36.4%	39.3%	36.0%	38.3%	36.8%
Dissatisfied	12.5%	16.1%	16.4%	16.5%	16.8%	12.9%	14.4%	16.3%	15.7%
Very dissatisfied	6.3%	5.4%	7.3%	7.4%	4.0%	6.2%	7.4%	4.8%	6.0%

Q15. Community Development Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q15-5. City housing rehabilitation programs (e.g. loans to improve housing condition)</u>									
Very satisfied	13.3%	5.5%	7.4%	4.8%	2.8%	5.4%	5.8%	4.3%	5.2%
Satisfied	26.7%	17.6%	14.7%	16.3%	21.1%	17.1%	21.4%	14.2%	17.7%
Neutral	20.0%	42.9%	45.3%	48.1%	50.5%	56.8%	45.7%	51.8%	48.9%
Dissatisfied	26.7%	23.1%	23.2%	22.1%	21.1%	18.0%	19.2%	22.9%	21.0%
Very dissatisfied	13.3%	11.0%	9.5%	8.7%	4.6%	2.7%	8.0%	6.7%	7.2%

Q15-6. Demolishing vacant structures that are nuisance properties

Very satisfied	6.3%	4.9%	8.5%	6.6%	2.3%	3.9%	6.0%	4.0%	5.1%
Satisfied	31.3%	17.5%	14.5%	14.8%	16.4%	18.0%	18.5%	14.9%	16.5%
Neutral	12.5%	37.9%	36.8%	40.2%	45.3%	48.4%	40.4%	42.4%	41.6%
Dissatisfied	37.5%	25.2%	29.1%	25.4%	28.1%	23.4%	25.4%	27.5%	26.3%
Very dissatisfied	12.5%	14.6%	11.1%	13.1%	7.8%	6.3%	9.7%	11.3%	10.5%

Q15. Community Development Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q15-7. Overall character & condition of your neighborhood</u>									
Very satisfied	34.5%	19.1%	23.7%	21.1%	20.6%	26.5%	21.4%	23.5%	22.3%
Satisfied	37.9%	46.2%	50.0%	46.5%	51.9%	51.0%	47.9%	49.8%	49.0%
Neutral	20.7%	26.6%	16.5%	23.2%	22.8%	16.5%	23.0%	19.5%	21.1%
Dissatisfied	6.9%	5.8%	6.2%	5.4%	3.7%	5.5%	4.1%	6.2%	5.2%
Very dissatisfied	0.0%	2.3%	3.6%	3.8%	1.1%	0.5%	3.5%	1.0%	2.3%

Q16. Which TWO of the Community Development services listed in Question 15 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 2)

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q16. Sum of top 2 choices</u>									
Enforcing cleanup of trash & debris on private property	31.0%	28.1%	39.5%	42.7%	48.0%	46.0%	43.8%	38.5%	40.8%
Enforcing mowing & cutting of weeds on private property	3.4%	10.3%	16.5%	21.6%	23.5%	23.5%	19.8%	18.1%	18.8%
Enforcing exterior maintenance of residential property (e.g. condition of buildings)	27.6%	18.9%	14.0%	21.1%	17.0%	16.0%	17.5%	17.3%	17.6%
Enforcing trash, weeds, & exterior maintenance in your neighborhood	20.7%	13.0%	17.0%	17.1%	16.5%	12.2%	15.4%	15.2%	15.3%
City housing rehabilitation programs (e.g. loans to improve housing condition)	58.6%	39.5%	41.0%	34.7%	31.5%	29.1%	30.2%	40.2%	35.0%
Demolishing vacant structures that are nuisance properties	24.1%	35.7%	41.5%	30.2%	28.5%	29.1%	28.2%	37.5%	32.5%
Overall character & condition of your neighborhood	34.5%	27.0%	15.0%	17.6%	13.0%	14.1%	22.0%	13.3%	17.7%
None chosen	0.0%	12.4%	6.0%	6.5%	9.5%	13.6%	10.5%	8.2%	9.7%

Q17. Recreation and Parks Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q17-1. Maintenance of City parks</u>									
Very satisfied	21.4%	17.1%	18.2%	17.6%	15.0%	15.7%	17.5%	16.0%	16.7%
Satisfied	64.3%	49.4%	57.2%	57.1%	60.6%	56.0%	54.5%	59.1%	56.6%
Neutral	10.7%	18.8%	16.6%	18.2%	20.0%	24.1%	20.9%	17.3%	19.2%
Dissatisfied	3.6%	12.9%	5.3%	5.3%	3.1%	4.2%	5.8%	6.1%	6.1%
Very dissatisfied	0.0%	1.8%	2.7%	1.8%	1.3%	0.0%	1.3%	1.6%	1.4%

Q17-2. Quality of facilities (e.g. picnic shelters & playgrounds) in City parks

Very satisfied	39.3%	17.6%	20.4%	18.1%	15.7%	17.2%	18.5%	18.5%	18.4%
Satisfied	25.0%	44.7%	52.2%	52.6%	58.5%	55.8%	50.1%	53.8%	52.2%
Neutral	28.6%	22.9%	16.1%	22.8%	22.6%	23.3%	22.8%	20.5%	21.6%
Dissatisfied	7.1%	12.4%	9.7%	5.3%	3.1%	3.1%	7.2%	6.3%	6.7%
Very dissatisfied	0.0%	2.4%	1.6%	1.2%	0.0%	0.6%	1.4%	0.9%	1.1%

Q17. Recreation and Parks Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q17-3. Quality of City-owned outdoor athletic fields</u>									
Very satisfied	20.0%	10.3%	17.3%	14.0%	11.8%	19.4%	15.9%	12.9%	14.4%
Satisfied	60.0%	48.5%	46.0%	49.7%	59.7%	48.5%	48.6%	53.4%	50.9%
Neutral	20.0%	28.7%	24.7%	32.9%	25.7%	30.6%	27.8%	29.1%	28.5%
Dissatisfied	0.0%	10.3%	8.7%	2.1%	2.8%	1.5%	6.4%	3.1%	4.8%
Very dissatisfied	0.0%	2.2%	3.3%	1.4%	0.0%	0.0%	1.3%	1.4%	1.3%

Q17-4. Walking & biking trails in City

Very satisfied	14.3%	13.0%	20.1%	16.5%	11.3%	17.1%	14.9%	16.4%	15.5%
Satisfied	50.0%	39.8%	41.3%	44.7%	52.2%	51.3%	42.2%	49.6%	45.9%
Neutral	17.9%	26.1%	27.4%	24.1%	28.9%	24.1%	26.9%	24.9%	25.9%
Dissatisfied	17.9%	14.9%	8.9%	11.8%	6.3%	6.3%	12.9%	7.1%	10.1%
Very dissatisfied	0.0%	6.2%	2.2%	2.9%	1.3%	1.3%	3.2%	1.9%	2.6%

Q17. Recreation and Parks Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q17-5. City swimming pools & programs</u>									
Very satisfied	15.4%	6.5%	13.1%	12.6%	9.5%	15.0%	12.2%	11.3%	11.6%
Satisfied	30.8%	38.3%	36.9%	40.5%	50.9%	38.1%	39.4%	42.0%	40.7%
Neutral	30.8%	29.9%	34.4%	31.5%	36.2%	32.7%	36.6%	29.7%	33.2%
Dissatisfied	23.1%	16.8%	13.9%	13.5%	2.6%	12.4%	10.5%	13.3%	11.8%
Very dissatisfied	0.0%	8.4%	1.6%	1.8%	0.9%	1.8%	1.4%	3.7%	2.7%

Q17-6. City splash pads & spraygrounds

Very satisfied	15.4%	12.5%	16.3%	11.0%	11.7%	14.5%	14.9%	11.9%	13.3%
Satisfied	61.5%	42.3%	46.3%	45.0%	44.1%	40.0%	39.0%	49.3%	44.1%
Neutral	7.7%	33.7%	27.6%	32.1%	41.4%	39.1%	39.7%	28.2%	34.3%
Dissatisfied	15.4%	8.7%	9.8%	6.4%	2.7%	6.4%	5.0%	8.8%	6.9%
Very dissatisfied	0.0%	2.9%	0.0%	5.5%	0.0%	0.0%	1.4%	1.7%	1.5%

Q17. Recreation and Parks Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q17-7. City's youth programs & activities</u>									
Very satisfied	15.4%	10.3%	11.9%	8.5%	9.1%	12.2%	10.7%	10.4%	10.4%
Satisfied	38.5%	31.0%	38.5%	31.1%	41.4%	35.6%	34.0%	38.4%	36.0%
Neutral	15.4%	44.8%	34.9%	43.4%	37.4%	38.9%	42.4%	35.2%	39.1%
Dissatisfied	30.8%	8.0%	12.8%	13.2%	11.1%	12.2%	10.7%	13.2%	12.0%
Very dissatisfied	0.0%	5.7%	1.8%	3.8%	1.0%	1.1%	2.3%	2.8%	2.5%

Q17-8. Maintenance & appearance of City recreation centers

Very satisfied	19.0%	6.2%	13.4%	13.4%	9.4%	12.0%	11.3%	10.9%	11.0%
Satisfied	47.6%	43.1%	46.3%	43.0%	49.3%	49.6%	43.8%	49.7%	46.5%
Neutral	28.6%	29.2%	26.8%	36.6%	35.5%	30.1%	33.3%	29.3%	31.9%
Dissatisfied	4.8%	16.2%	11.4%	5.6%	5.8%	8.3%	9.4%	8.9%	9.0%
Very dissatisfied	0.0%	5.4%	2.0%	1.4%	0.0%	0.0%	2.2%	1.1%	1.6%

Q17. Recreation and Parks Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q17-9. Programs & activities at City recreation centers</u>									
Very satisfied	20.0%	7.9%	16.5%	12.1%	10.4%	12.8%	13.1%	11.7%	12.2%
Satisfied	40.0%	35.6%	38.0%	37.9%	48.7%	43.1%	38.5%	42.8%	41.0%
Neutral	35.0%	41.6%	36.4%	41.4%	33.0%	38.5%	39.5%	37.1%	38.0%
Dissatisfied	5.0%	9.9%	7.4%	6.9%	7.0%	4.6%	6.5%	7.0%	7.0%
Very dissatisfied	0.0%	5.0%	1.7%	1.7%	0.9%	0.9%	2.4%	1.3%	1.8%
 <u>Q17-10. Marketing of Recreation & Parks programs/facilities</u>									
Very satisfied	10.0%	5.4%	10.1%	9.0%	6.9%	7.3%	8.5%	7.3%	7.8%
Satisfied	25.0%	24.0%	26.4%	28.6%	32.1%	29.8%	27.9%	28.9%	28.1%
Neutral	25.0%	30.2%	33.8%	31.6%	45.0%	41.1%	38.2%	33.5%	36.1%
Dissatisfied	35.0%	28.7%	25.7%	23.3%	16.0%	18.5%	20.8%	24.5%	22.9%
Very dissatisfied	5.0%	11.6%	4.1%	7.5%	0.0%	3.2%	4.6%	5.8%	5.1%

Q17. Recreation and Parks Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q17-11. Quality of customer service from Recreation & Parks employees</u>									
Very satisfied	27.8%	13.7%	18.3%	17.3%	7.4%	12.4%	15.1%	12.8%	13.9%
Satisfied	33.3%	40.0%	36.7%	41.8%	46.7%	36.2%	38.0%	42.9%	40.3%
Neutral	33.3%	35.8%	38.5%	34.5%	40.2%	44.8%	38.7%	39.0%	39.0%
Dissatisfied	5.6%	9.5%	3.7%	4.5%	4.9%	6.7%	6.3%	4.6%	5.6%
Very dissatisfied	0.0%	1.1%	2.8%	1.8%	0.8%	0.0%	1.8%	0.7%	1.2%

Q18. Which TWO of the Recreation and Parks services listed in Question 17 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 2)

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q18. Sum of top 2 choices</u>									
Maintenance of City parks	44.8%	39.5%	33.5%	44.7%	39.5%	36.6%	42.0%	36.0%	38.5%
Quality of facilities (e.g. picnic shelters & playgrounds) in City parks	24.1%	23.8%	23.0%	18.1%	32.5%	19.7%	23.5%	23.0%	23.1%
Quality of City-owned outdoor athletic fields	0.0%	3.2%	6.5%	6.5%	5.0%	4.7%	6.0%	4.0%	4.9%
Walking & biking trails in City	34.5%	35.1%	28.0%	28.1%	19.5%	23.0%	30.0%	23.6%	26.5%
City swimming pools & programs	10.3%	8.1%	13.0%	10.1%	8.5%	7.5%	7.4%	11.2%	9.2%
City splash pads & spraygrounds	13.8%	4.3%	4.0%	0.0%	0.5%	2.3%	2.5%	2.7%	2.5%
City's youth programs & activities	17.2%	17.8%	23.5%	27.1%	21.0%	25.8%	16.5%	28.8%	22.7%
Maintenance & appearance of City recreation centers	0.0%	9.7%	11.0%	6.5%	8.0%	6.1%	8.2%	7.8%	8.0%

Q18. Which TWO of the Recreation and Parks services listed in Question 17 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 2) (cont.)

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q18. Sum of top 2 choices (cont.)</u>									
Programs & activities at City recreation centers	27.6%	14.1%	19.5%	15.1%	10.5%	11.3%	11.7%	17.0%	14.6%
Marketing of Recreation & Parks programs/facilities	27.6%	17.3%	14.0%	9.5%	12.5%	13.6%	13.6%	13.7%	13.7%
Quality of customer service from Recreation & Parks employees	0.0%	1.1%	2.5%	4.0%	5.5%	4.2%	4.1%	2.7%	3.3%
None chosen	0.0%	12.4%	9.5%	13.6%	16.5%	21.1%	15.8%	13.5%	15.1%

Q19. Solid Waste Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q19-1. Overall quality of residential trash collection services</u>									
Very satisfied	28.0%	32.6%	29.2%	31.9%	40.9%	44.9%	35.0%	36.8%	35.6%
Satisfied	52.0%	45.7%	52.8%	52.1%	43.9%	43.0%	46.6%	49.4%	48.2%
Neutral	8.0%	12.6%	10.3%	10.1%	10.6%	6.3%	11.1%	8.1%	9.7%
Dissatisfied	8.0%	4.6%	4.6%	3.7%	3.5%	4.3%	5.1%	3.4%	4.1%
Very dissatisfied	4.0%	4.6%	3.1%	2.1%	1.0%	1.4%	2.2%	2.4%	2.4%

Q19-2. Overall quality of curbside recycling services

Very satisfied	20.0%	30.0%	26.7%	30.1%	38.3%	44.2%	32.0%	35.0%	33.3%
Satisfied	56.0%	44.1%	46.1%	45.4%	47.4%	43.2%	46.4%	45.9%	46.3%
Neutral	8.0%	9.4%	17.3%	15.8%	9.2%	10.2%	13.5%	10.7%	12.1%
Dissatisfied	12.0%	7.6%	6.3%	6.0%	2.6%	1.5%	4.4%	5.2%	4.8%
Very dissatisfied	4.0%	8.8%	3.7%	2.7%	2.6%	1.0%	3.7%	3.2%	3.5%

Q19. Solid Waste Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q19-3. Overall quality of bulky item pickup services</u>									
Very satisfied	40.0%	22.4%	26.9%	25.1%	27.5%	30.5%	23.8%	30.2%	26.9%
Satisfied	30.0%	39.8%	40.9%	40.6%	47.7%	43.5%	42.4%	42.4%	42.3%
Neutral	15.0%	26.1%	16.7%	16.0%	9.3%	14.0%	17.5%	14.4%	16.0%
Dissatisfied	15.0%	6.8%	11.8%	11.8%	11.4%	11.0%	12.0%	9.9%	11.0%
Very dissatisfied	0.0%	5.0%	3.8%	6.4%	4.1%	1.0%	4.2%	3.1%	3.8%
<u>Q19-4. Overall quality of leaf collection services</u>									
Very satisfied	25.0%	15.1%	12.5%	10.8%	10.6%	13.1%	11.9%	12.7%	12.2%
Satisfied	15.0%	25.7%	27.2%	30.1%	31.7%	24.1%	27.9%	28.2%	28.3%
Neutral	15.0%	16.4%	21.2%	25.0%	21.2%	23.6%	21.2%	21.7%	21.4%
Dissatisfied	30.0%	26.3%	25.5%	21.0%	24.3%	28.1%	25.1%	25.3%	25.1%
Very dissatisfied	15.0%	16.4%	13.6%	13.1%	12.2%	11.1%	14.0%	12.1%	13.0%

Q19. Solid Waste Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q19-5. Overall quality of brush pickup services</u>									
Very satisfied	29.4%	15.5%	12.7%	9.6%	7.9%	12.1%	10.9%	12.0%	11.5%
Satisfied	17.6%	28.2%	34.1%	33.7%	31.2%	24.7%	29.2%	31.3%	30.4%
Neutral	17.6%	24.6%	23.7%	20.8%	21.2%	25.8%	24.3%	22.2%	23.2%
Dissatisfied	23.5%	19.7%	16.8%	22.5%	27.5%	22.2%	20.9%	23.3%	22.1%
Very dissatisfied	11.8%	12.0%	12.7%	13.5%	12.2%	15.2%	14.7%	11.3%	12.9%
 <u>Q19-6. Overall quality of City street sweeping services</u>									
Very satisfied	20.0%	8.7%	12.0%	7.6%	9.6%	11.9%	9.7%	10.7%	10.1%
Satisfied	40.0%	33.3%	34.9%	31.8%	30.1%	23.8%	31.3%	31.2%	31.2%
Neutral	30.0%	34.8%	31.3%	26.1%	36.5%	42.4%	34.7%	34.5%	34.6%
Dissatisfied	10.0%	13.0%	11.4%	19.1%	16.7%	14.6%	13.6%	15.0%	14.5%
Very dissatisfied	0.0%	10.1%	10.2%	15.3%	7.1%	7.3%	10.7%	8.6%	9.5%

Q20. Which TWO of the Solid Waste services listed in Question 19 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 2)

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q20. Sum of top 2 choices</u>									
Overall quality of residential trash collection services	37.9%	36.8%	36.5%	40.2%	31.5%	31.0%	34.8%	36.2%	35.3%
Overall quality of curbside recycling services	48.3%	34.1%	31.0%	28.6%	24.0%	19.2%	26.5%	28.8%	27.4%
Overall quality of bulky item pickup services	27.6%	22.7%	14.0%	25.1%	21.5%	23.5%	20.2%	22.5%	21.6%
Overall quality of leaf collection services	31.0%	42.7%	48.0%	37.7%	50.0%	43.7%	44.9%	43.4%	43.6%
Overall quality of brush pickup services	20.7%	30.8%	35.5%	36.2%	44.0%	38.5%	36.6%	36.4%	36.4%
Overall quality of City street sweeping services	27.6%	14.1%	17.5%	14.6%	15.5%	11.7%	15.4%	14.5%	14.7%
None chosen	3.4%	8.6%	8.0%	7.5%	5.5%	15.0%	9.5%	8.2%	9.3%

Q21. Water, Sewer, and Stormwater Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q21-1. Overall quality of your household drinking water</u>									
Very satisfied	20.7%	20.7%	23.1%	18.9%	25.3%	24.9%	25.1%	20.3%	22.5%
Satisfied	44.8%	37.9%	49.7%	51.6%	52.1%	52.2%	47.3%	51.1%	49.1%
Neutral	20.7%	27.6%	17.9%	16.3%	13.4%	18.0%	18.8%	17.8%	18.5%
Dissatisfied	13.8%	9.2%	6.2%	8.9%	8.2%	2.4%	6.1%	8.1%	7.0%
Very dissatisfied	0.0%	4.6%	3.1%	4.2%	1.0%	2.4%	2.7%	2.8%	2.9%
 <u>Q21-2. Timeliness of water/sewer line break repairs</u>									
Very satisfied	40.0%	20.0%	21.6%	21.2%	20.6%	16.1%	21.9%	18.4%	20.2%
Satisfied	50.0%	42.9%	45.6%	40.2%	47.3%	38.7%	42.3%	44.1%	43.3%
Neutral	0.0%	31.4%	27.2%	30.3%	28.2%	41.1%	31.3%	31.1%	31.2%
Dissatisfied	0.0%	4.8%	3.2%	4.5%	3.1%	2.4%	2.2%	4.8%	3.4%
Very dissatisfied	10.0%	1.0%	2.4%	3.8%	0.8%	1.6%	2.2%	1.6%	2.0%

Q21. Water, Sewer, and Stormwater Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q21-3. Affordability of water/sewer & stormwater bills</u>									
Very satisfied	12.0%	12.8%	11.9%	12.0%	8.2%	8.5%	11.6%	9.6%	10.6%
Satisfied	32.0%	32.6%	35.8%	28.3%	33.0%	27.0%	30.5%	32.9%	31.7%
Neutral	32.0%	30.2%	25.4%	31.0%	31.4%	36.5%	31.9%	29.9%	30.5%
Dissatisfied	20.0%	18.0%	16.1%	17.4%	21.1%	20.0%	18.5%	18.9%	18.8%
Very dissatisfied	4.0%	6.4%	10.9%	11.4%	6.2%	8.0%	7.6%	8.8%	8.3%

Q21-4. Overall management of public stormwater run-off

Very satisfied	15.0%	11.7%	13.1%	10.4%	6.7%	8.3%	11.8%	8.6%	10.2%
Satisfied	45.0%	40.1%	35.6%	36.4%	41.1%	34.4%	36.5%	38.8%	37.8%
Neutral	30.0%	35.8%	38.1%	37.0%	36.2%	38.9%	37.0%	36.8%	36.7%
Dissatisfied	0.0%	10.9%	8.1%	9.7%	11.0%	11.5%	9.8%	10.4%	10.1%
Very dissatisfied	10.0%	1.5%	5.0%	6.5%	4.9%	7.0%	4.9%	5.3%	5.2%

Q21. Water, Sewer, and Stormwater Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q21-5. Condition & cleanliness of catch basins (storm drains) in your neighborhood</u>									
Very satisfied	13.0%	12.8%	11.0%	6.6%	9.5%	8.3%	11.7%	7.6%	9.7%
Satisfied	60.9%	42.6%	41.5%	36.5%	40.5%	33.7%	40.2%	38.7%	39.2%
Neutral	13.0%	25.0%	29.3%	30.5%	30.4%	38.5%	29.2%	31.5%	30.5%
Dissatisfied	4.3%	14.9%	14.0%	17.4%	13.7%	14.8%	14.0%	15.3%	14.9%
Very dissatisfied	8.7%	4.7%	4.3%	9.0%	6.0%	4.7%	4.9%	6.9%	5.8%

Q22. Which TWO of the Water, Sewer and Stormwater services listed in Question 21 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 2)

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q22. Sum of top 2 choices</u>									
Overall quality of your household drinking water	58.6%	58.9%	55.5%	61.3%	58.0%	56.8%	59.1%	57.3%	58.1%
Timeliness of water/sewer line break repairs	24.1%	20.0%	23.5%	20.6%	26.0%	19.7%	22.2%	21.1%	21.5%
Affordability of water/sewer & stormwater bills	65.5%	57.8%	50.0%	52.3%	50.0%	46.9%	49.0%	53.5%	51.1%
Overall management of public stormwater run-off	17.2%	16.8%	24.0%	21.6%	23.5%	21.6%	20.0%	23.4%	21.6%
Condition & cleanliness of catch basins (storm drains) in your neighborhood	20.7%	21.1%	23.0%	25.6%	23.5%	23.0%	21.8%	24.4%	23.1%
None chosen	6.9%	10.8%	11.0%	8.0%	8.0%	13.6%	12.1%	9.0%	10.8%

Q23. Have you called or visited the City of Winston-Salem government with a question, problem, or complaint during the past year?

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q23. Have you called or visited City government with a question, problem, or complaint during past year</u>									
Yes	31.0%	38.9%	42.5%	38.2%	40.5%	47.9%	43.0%	40.0%	41.6%
No	69.0%	61.1%	57.5%	61.8%	59.5%	52.1%	57.0%	60.0%	58.4%

Q23a. In your MOST RECENT interaction with the City, what was your level of satisfaction with the following aspects of that experience? (without "don't know")

N=441	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q23a-1. Ease of contacting the person you needed</u>									
Very satisfied	22.2%	15.3%	36.9%	28.0%	30.0%	25.7%	23.6%	30.4%	26.3%
Satisfied	44.4%	45.8%	31.0%	41.3%	33.8%	38.6%	40.9%	36.2%	38.4%
Neutral	22.2%	19.4%	11.9%	10.7%	15.0%	14.9%	16.8%	12.6%	14.9%
Dissatisfied	0.0%	12.5%	13.1%	9.3%	16.3%	18.8%	14.5%	12.6%	14.2%
Very dissatisfied	11.1%	6.9%	7.1%	10.7%	5.0%	2.0%	4.1%	8.2%	6.2%
 <u>Q23a-2. Amount of time you waited for City's response</u>									
Very satisfied	33.3%	15.7%	25.3%	24.7%	21.3%	20.2%	21.6%	21.8%	21.2%
Satisfied	44.4%	34.3%	36.1%	41.1%	37.5%	46.5%	38.5%	41.6%	39.8%
Neutral	0.0%	24.3%	14.5%	15.1%	13.8%	12.1%	15.6%	13.9%	15.1%
Dissatisfied	11.1%	17.1%	15.7%	9.6%	21.3%	13.1%	17.9%	13.4%	15.6%
Very dissatisfied	11.1%	8.6%	8.4%	9.6%	6.3%	8.1%	6.4%	9.4%	8.4%

Q23a. In your MOST RECENT interaction with the City, what was your level of satisfaction with the following aspects of that experience? (without "don't know")

N=441	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q23a-3. Accuracy of information or assistance you were given</u>									
Very satisfied	33.3%	18.6%	25.3%	27.0%	22.1%	29.3%	23.0%	25.9%	24.1%
Satisfied	33.3%	41.4%	37.3%	33.8%	33.8%	32.3%	40.1%	32.3%	36.1%
Neutral	11.1%	25.7%	16.9%	17.6%	16.9%	17.2%	18.0%	18.9%	19.0%
Dissatisfied	11.1%	7.1%	12.0%	13.5%	23.4%	15.2%	14.7%	13.4%	14.1%
Very dissatisfied	11.1%	7.1%	8.4%	8.1%	3.9%	6.1%	4.1%	9.5%	6.8%
 <u>Q23a-4. Professionalism & courtesy of employee(s)</u>									
Very satisfied	44.4%	34.3%	37.3%	41.9%	38.0%	43.6%	39.7%	38.4%	38.7%
Satisfied	55.6%	38.6%	36.1%	41.9%	40.5%	39.6%	38.8%	42.4%	40.5%
Neutral	0.0%	21.4%	15.7%	9.5%	13.9%	12.9%	15.1%	13.3%	14.4%
Dissatisfied	0.0%	5.7%	7.2%	2.7%	6.3%	2.0%	3.7%	4.4%	4.4%
Very dissatisfied	0.0%	0.0%	3.6%	4.1%	1.3%	2.0%	2.7%	1.5%	2.1%

Q23a. In your MOST RECENT interaction with the City, what was your level of satisfaction with the following aspects of that experience? (without "don't know")

N=441	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q23a-5. Overall satisfaction with the way your concern was addressed</u>									
Very satisfied	22.2%	23.9%	25.3%	27.0%	26.3%	32.0%	25.8%	27.7%	26.4%
Satisfied	33.3%	33.8%	32.5%	37.8%	35.0%	33.0%	36.9%	32.5%	34.3%
Neutral	22.2%	18.3%	19.3%	13.5%	7.5%	12.0%	16.1%	12.6%	15.3%
Dissatisfied	11.1%	14.1%	13.3%	10.8%	20.0%	18.0%	14.3%	16.0%	15.3%
Very dissatisfied	11.1%	9.9%	9.6%	10.8%	11.3%	5.0%	6.9%	11.2%	8.8%

Q24. City Link 311. Please rate your satisfaction with the following aspects of City Link 311 services in Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q24-1. Overall quality of customer service provided by City Link agents</u>									
Very satisfied	12.5%	22.3%	29.4%	24.1%	27.0%	24.0%	24.8%	25.5%	24.6%
Satisfied	37.5%	33.0%	35.7%	44.7%	41.6%	46.1%	40.7%	41.5%	41.4%
Neutral	25.0%	35.9%	27.0%	23.4%	21.9%	20.1%	24.5%	25.2%	24.9%
Dissatisfied	12.5%	5.8%	2.4%	7.1%	7.3%	8.4%	7.1%	5.6%	6.5%
Very dissatisfied	12.5%	2.9%	5.6%	0.7%	2.2%	1.3%	2.9%	2.1%	2.5%

Q24-2. Wait time (time before speaking with an agent)

Very satisfied	11.1%	22.1%	24.6%	18.5%	18.3%	20.7%	19.4%	21.3%	20.2%
Satisfied	44.4%	36.8%	42.4%	42.2%	38.1%	44.1%	40.0%	43.5%	41.8%
Neutral	11.1%	27.4%	26.3%	27.4%	29.4%	27.6%	29.2%	24.8%	27.2%
Dissatisfied	0.0%	11.6%	5.1%	9.6%	10.3%	6.2%	8.6%	7.7%	8.2%
Very dissatisfied	33.3%	2.1%	1.7%	2.2%	4.0%	1.4%	2.8%	2.6%	2.6%

Q24. City Link 311. Please rate your satisfaction with the following aspects of City Link 311 services in Winston-Salem, North Carolina. (without "don't know")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q24-3. Amount of time spent on phone with City Link staff to resolve issue</u>									
Very satisfied	11.1%	21.1%	24.1%	21.5%	18.7%	22.9%	19.9%	23.2%	21.2%
Satisfied	33.3%	40.0%	42.2%	38.5%	38.2%	43.8%	40.1%	42.1%	41.0%
Neutral	33.3%	26.7%	28.4%	28.5%	33.3%	25.7%	30.6%	26.2%	28.6%
Dissatisfied	0.0%	10.0%	4.3%	8.5%	6.5%	6.3%	6.9%	6.3%	6.8%
Very dissatisfied	22.2%	2.2%	0.9%	3.1%	3.3%	1.4%	2.5%	2.3%	2.4%

Q25. Please answer the following questions by circling either "Yes" or "No." (without "not provided")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q25-1. Were you or anyone in your household the victim of any crime in Winston-Salem, North Carolina, during last year</u>									
Yes	17.9%	15.7%	10.1%	8.3%	4.1%	4.3%	8.8%	8.6%	8.9%
No	82.1%	84.3%	89.9%	91.7%	95.9%	95.7%	91.2%	91.4%	91.1%
 <u>Q25-2. Have you had contact with a WSPD police officer during last year</u>									
Yes	46.4%	37.3%	42.2%	37.4%	33.7%	32.2%	39.4%	34.1%	36.9%
No	53.6%	62.7%	57.8%	62.6%	66.3%	67.8%	60.6%	65.9%	63.1%
 <u>Q25-3. Have you or anyone in your household contacted City's 311 Call Center (City Link) in last year</u>									
Yes	21.4%	42.0%	46.2%	44.3%	44.4%	49.3%	45.4%	44.7%	45.2%
No	78.6%	58.0%	53.8%	55.7%	55.6%	50.7%	54.6%	55.3%	54.8%

Q25. Please answer the following questions by circling either "Yes" or "No." (without "not provided")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q25-4. Have you or anyone in your household used 911 Emergency Communications Center in last year</u>									
Yes	28.6%	22.5%	26.8%	28.7%	17.3%	21.7%	23.2%	23.5%	23.5%
No	71.4%	77.5%	73.2%	71.3%	82.7%	78.3%	76.8%	76.5%	76.5%
 <u>Q25-5. Have you visited City's website (cityofws.org) in last year</u>									
Yes	72.4%	85.3%	87.4%	76.9%	65.8%	70.7%	78.2%	75.8%	77.0%
No	27.6%	14.7%	12.6%	23.1%	34.2%	29.3%	21.8%	24.2%	23.0%
 <u>Q25-6. Have you used bulky item pickup service in last year</u>									
Yes	35.7%	61.0%	74.7%	73.8%	69.2%	70.5%	68.1%	70.7%	69.1%
No	64.3%	39.0%	25.3%	26.2%	30.8%	29.5%	31.9%	29.3%	30.9%

Q25. Please answer the following questions by circling either "Yes" or "No." (without "not provided")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q25-7. Have you or anyone in your household visited a Winston-Salem City recreation center in last year</u>									
Yes	53.6%	49.1%	54.8%	47.7%	39.9%	37.5%	43.9%	48.0%	45.9%
No	46.4%	50.9%	45.2%	52.3%	60.1%	62.5%	56.1%	52.0%	54.1%
 <u>Q25-8. Have any members of your household visited any parks in Winston-Salem, North Carolina, in last year</u>									
Yes	93.1%	92.6%	89.3%	77.4%	67.3%	66.5%	81.2%	76.3%	78.5%
No	6.9%	7.4%	10.7%	22.6%	32.7%	33.5%	18.8%	23.7%	21.5%
 <u>Q25-9. Have you used WSTA bus system in last year (fixed route or Trans-AID)</u>									
Yes	24.1%	4.5%	7.7%	7.7%	5.6%	7.7%	7.0%	6.8%	7.1%
No	75.9%	95.5%	92.3%	92.3%	94.4%	92.3%	93.0%	93.2%	92.9%

Q25. Please answer the following questions by circling either "Yes" or "No." (without "not provided")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q25-10. Do you consider WSTA bus system to be your primary form of transportation</u>									
Yes	3.6%	0.0%	3.1%	5.2%	1.5%	4.4%	2.8%	2.9%	2.9%
No	96.4%	100.0%	96.9%	94.8%	98.5%	95.6%	97.2%	97.1%	97.1%
 <u>Q25-11. Do you have regular access to internet at home or via mobile device</u>									
Yes	100.0%	98.3%	98.5%	97.9%	92.4%	96.7%	96.2%	97.3%	96.8%
No	0.0%	1.7%	1.5%	2.1%	7.6%	3.3%	3.8%	2.7%	3.2%
 <u>Q25-12. Have you contacted Utilities, Revenue, or City Link regarding your water/sewer account in last year</u>									
Yes	17.9%	44.1%	41.1%	27.7%	21.0%	23.4%	29.9%	31.3%	30.7%
No	82.1%	55.9%	58.9%	72.3%	79.0%	76.6%	70.1%	68.8%	69.3%

Q25. Please answer the following questions by circling either "Yes" or "No." (without "not provided")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q25-13. Have you ridden a bicycle on City streets in last year</u>									
Yes	44.8%	36.5%	35.4%	21.0%	14.6%	10.5%	29.7%	17.8%	23.7%
No	55.2%	63.5%	64.6%	79.0%	85.4%	89.5%	70.3%	82.2%	76.3%
<u>Q25-14. Have you applied for and/or received a housing rehabilitation loan from City within last two years</u>									
Yes	0.0%	1.7%	2.0%	1.5%	0.0%	1.0%	1.2%	1.2%	1.2%
No	100.0%	98.3%	98.0%	98.5%	100.0%	99.0%	98.8%	98.8%	98.8%
<u>Q25-15. Have you experienced a missed trash collection in past year</u>									
Yes	38.5%	44.9%	43.4%	37.4%	36.3%	32.7%	40.0%	37.7%	38.8%
No	61.5%	55.1%	56.6%	62.6%	63.7%	67.3%	60.0%	62.3%	61.2%

Q25. Please answer the following questions by circling either "Yes" or "No." (without "not provided")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q25-16. Have you participated in any event at a City recreation center in past year</u>									
Yes	32.1%	25.7%	26.4%	26.3%	23.0%	17.5%	25.1%	23.3%	24.3%
No	67.9%	74.3%	73.6%	73.7%	77.0%	82.5%	74.9%	76.7%	75.7%

Q26. Do you think you will be living in Winston-Salem, North Carolina five years from now? (without "not provided")

N=1059	Q33. Your age						Q35. Your gender identity		Total
	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q26. Will you be living in Winston-Salem, North Carolina five years from now</u>									
Yes	70.4%	85.5%	90.8%	88.5%	94.0%	90.7%	89.0%	89.7%	89.1%
No	29.6%	14.5%	9.2%	11.5%	6.0%	9.3%	11.0%	10.3%	10.9%

Q1. Rating Winston-Salem. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate Winston-Salem, North Carolina with regard to each of the following. (without "don't know")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q1-1. As a place to live</u>										
Excellent	27.3%	34.5%	37.5%	34.7%	30.2%	37.0%	33.5%	27.2%	32.3%	43.8%	33.6%
Good	60.8%	50.0%	47.5%	55.1%	57.3%	56.1%	51.1%	63.4%	55.5%	50.0%	55.6%
Neutral	8.8%	12.7%	15.0%	8.2%	10.4%	5.8%	11.7%	8.5%	10.9%	3.8%	8.9%
Below average	3.1%	2.7%	0.0%	1.0%	2.1%	1.1%	3.7%	0.4%	1.3%	2.4%	1.8%
Poor	0.0%	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%	0.4%	0.0%	0.0%	0.1%
<u>Q1-2. As a place to raise children</u>											
Excellent	18.9%	26.5%	29.2%	29.4%	27.1%	30.9%	30.5%	19.8%	25.1%	39.3%	27.4%
Good	52.7%	43.4%	45.8%	52.9%	53.0%	52.1%	45.7%	54.6%	52.3%	44.3%	51.2%
Neutral	20.3%	24.1%	18.1%	11.8%	11.0%	14.1%	17.1%	19.3%	15.6%	10.9%	15.5%
Below average	6.1%	6.0%	5.6%	4.7%	7.7%	2.9%	6.1%	5.8%	6.0%	4.9%	5.1%
Poor	2.0%	0.0%	1.4%	1.2%	1.1%	0.0%	0.6%	0.5%	1.0%	0.5%	0.8%

Q1. Rating Winston-Salem. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate Winston-Salem, North Carolina with regard to each of the following. (without "don't know")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q1-3. As a place to work</u>										
Excellent	15.2%	22.5%	26.7%	19.6%	25.3%	24.7%	19.6%	20.0%	25.7%	29.0%	22.7%
Good	53.9%	50.0%	36.0%	54.3%	49.5%	53.7%	52.0%	48.9%	44.3%	51.5%	51.2%
Neutral	24.8%	22.5%	26.7%	15.2%	17.7%	15.4%	21.8%	21.8%	23.3%	14.5%	19.2%
Below average	5.5%	4.9%	9.3%	10.9%	7.0%	5.3%	6.7%	8.0%	6.7%	4.0%	6.4%
Poor	0.6%	0.0%	1.3%	0.0%	0.5%	0.8%	0.0%	1.3%	0.0%	1.0%	0.6%

Q2. Perceptions of the Community. Please rate your satisfaction with each of the following items that may influence your perception of the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q2-1. Overall image of City</u>										
Very satisfied	12.4%	11.7%	18.8%	13.4%	16.1%	15.1%	19.6%	12.4%	13.6%	17.5%	14.4%
Satisfied	58.2%	64.0%	50.0%	59.8%	59.4%	61.3%	58.7%	59.8%	61.0%	59.0%	59.5%
Neutral	22.7%	19.8%	21.3%	20.6%	15.1%	16.8%	15.9%	17.9%	17.1%	18.9%	18.6%
Dissatisfied	6.7%	3.6%	10.0%	4.1%	9.4%	6.6%	5.3%	9.4%	7.5%	4.7%	7.0%
Very dissatisfied	0.0%	0.9%	0.0%	2.1%	0.0%	0.3%	0.5%	0.4%	0.9%	0.0%	0.4%
<u>Q2-2. Overall quality of life in City</u>											
Very satisfied	17.1%	19.1%	22.5%	17.5%	15.6%	18.4%	16.4%	11.1%	17.5%	26.9%	17.9%
Satisfied	56.5%	62.7%	48.8%	54.6%	62.0%	60.7%	56.6%	59.4%	58.5%	59.9%	58.9%
Neutral	21.2%	11.8%	21.3%	24.7%	15.1%	16.5%	18.0%	23.1%	17.0%	10.4%	17.7%
Dissatisfied	4.7%	5.5%	7.5%	3.1%	7.3%	4.4%	7.9%	6.4%	7.0%	2.8%	5.3%
Very dissatisfied	0.5%	0.9%	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%	0.2%

Q2. Perceptions of the Community. Please rate your satisfaction with each of the following items that may influence your perception of the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q2-3. Overall feeling of safety in City</u>										
Very satisfied	8.2%	5.5%	8.8%	10.3%	11.5%	8.3%	10.6%	8.2%	7.0%	12.8%	9.0%
Satisfied	44.6%	38.2%	43.8%	37.1%	39.3%	38.3%	35.4%	36.9%	41.0%	40.3%	39.7%
Neutral	22.6%	29.1%	22.5%	32.0%	25.7%	33.1%	33.9%	30.9%	25.8%	23.7%	28.3%
Dissatisfied	19.0%	21.8%	23.8%	15.5%	17.3%	17.1%	16.4%	19.7%	20.1%	18.0%	18.6%
Very dissatisfied	5.6%	5.5%	1.3%	5.2%	6.3%	3.3%	3.7%	4.3%	6.1%	5.2%	4.5%
<u>Q2-4. Availability of jobs in City</u>											
Very satisfied	9.6%	9.5%	7.6%	8.2%	6.8%	9.2%	11.2%	9.4%	7.9%	7.5%	8.5%
Satisfied	36.3%	38.9%	39.4%	30.6%	43.8%	44.1%	36.0%	39.4%	37.9%	43.1%	40.7%
Neutral	34.9%	38.9%	33.3%	41.2%	34.7%	32.4%	37.9%	35.0%	36.8%	33.3%	34.9%
Dissatisfied	16.4%	11.6%	19.7%	17.6%	12.5%	13.1%	13.0%	14.8%	16.3%	13.2%	14.2%
Very dissatisfied	2.7%	1.1%	0.0%	2.4%	2.3%	1.3%	1.9%	1.5%	1.1%	2.9%	1.7%

Q2. Perceptions of the Community. Please rate your satisfaction with each of the following items that may influence your perception of the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q2-5. Overall perception of local economy/business environment</u>										
Very satisfied	8.6%	10.2%	9.2%	9.3%	12.3%	10.4%	14.1%	8.7%	10.4%	10.2%	10.3%
Satisfied	54.8%	55.6%	46.1%	52.6%	46.5%	48.7%	46.3%	48.5%	47.7%	55.8%	50.2%
Neutral	30.1%	29.6%	28.9%	26.8%	29.9%	28.4%	28.8%	30.1%	30.6%	26.2%	29.1%
Dissatisfied	4.3%	4.6%	14.5%	11.3%	10.7%	11.3%	9.0%	12.2%	10.4%	7.3%	9.5%
Very dissatisfied	2.2%	0.0%	1.3%	0.0%	0.5%	1.2%	1.7%	0.4%	0.9%	0.5%	1.0%
<u>Q2-6. Overall openness & acceptance of the community toward people of diverse backgrounds</u>											
Very satisfied	20.3%	21.7%	17.9%	17.2%	12.3%	12.8%	12.4%	17.6%	18.1%	15.8%	15.9%
Satisfied	44.5%	36.8%	37.2%	43.0%	46.4%	43.0%	40.3%	39.6%	43.7%	48.0%	42.9%
Neutral	22.5%	29.2%	24.4%	24.7%	32.4%	32.0%	35.5%	26.1%	27.4%	26.5%	28.5%
Dissatisfied	11.0%	10.4%	17.9%	14.0%	8.4%	11.6%	10.8%	15.3%	9.8%	8.2%	11.6%
Very dissatisfied	1.6%	1.9%	2.6%	1.1%	0.6%	0.6%	1.1%	1.4%	0.9%	1.5%	1.1%

Q2. Perceptions of the Community. Please rate your satisfaction with each of the following items that may influence your perception of the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q2-7. Availability of affordable housing in City</u>										
Very satisfied	4.9%	7.5%	5.9%	4.6%	5.7%	4.2%	4.6%	3.8%	5.4%	7.5%	5.3%
Satisfied	21.5%	23.7%	16.2%	17.2%	26.4%	20.8%	18.5%	22.3%	21.8%	24.1%	21.6%
Neutral	27.0%	33.3%	20.6%	35.6%	27.6%	36.4%	27.7%	28.0%	32.7%	28.2%	31.4%
Dissatisfied	33.1%	28.0%	41.2%	28.7%	29.9%	30.0%	32.4%	31.8%	30.7%	32.2%	30.7%
Very dissatisfied	13.5%	7.5%	16.2%	13.8%	10.3%	8.6%	16.8%	14.2%	9.4%	8.0%	11.1%
<u>Q2-8. Overall quality of the natural environment in City</u>											
Very satisfied	15.2%	15.0%	11.5%	11.7%	13.1%	11.2%	14.1%	8.3%	13.4%	16.6%	12.9%
Satisfied	46.6%	51.4%	62.8%	44.7%	44.0%	53.7%	45.1%	47.2%	50.4%	49.8%	50.1%
Neutral	24.1%	21.5%	11.5%	31.9%	29.3%	24.4%	29.9%	31.0%	20.5%	21.3%	24.7%
Dissatisfied	13.1%	11.2%	14.1%	10.6%	13.1%	9.8%	10.9%	12.7%	14.3%	10.9%	11.5%
Very dissatisfied	1.0%	0.9%	0.0%	1.1%	0.5%	0.8%	0.0%	0.9%	1.3%	1.4%	0.8%

Q2. Perceptions of the Community. Please rate your satisfaction with each of the following items that may influence your perception of the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q2-9. Overall quality of services provided by City

Very satisfied	10.0%	10.2%	11.4%	12.6%	14.7%	13.1%	13.9%	10.1%	11.1%	15.2%	12.5%
Satisfied	46.8%	50.9%	50.6%	44.2%	49.5%	50.3%	51.9%	53.3%	44.2%	48.1%	48.8%
Neutral	26.3%	25.9%	24.1%	23.2%	19.5%	21.1%	22.5%	21.6%	23.9%	21.9%	22.7%
Dissatisfied	13.2%	7.4%	12.7%	15.8%	12.6%	13.3%	10.2%	12.8%	15.9%	11.0%	12.8%
Very dissatisfied	3.7%	5.6%	1.3%	4.2%	3.7%	2.2%	1.6%	2.2%	4.9%	3.8%	3.2%

Q2-10. Overall value you receive for your City tax dollars & fees

Very satisfied	5.9%	8.4%	5.0%	8.5%	9.5%	8.7%	8.9%	4.8%	8.9%	9.6%	8.0%
Satisfied	40.5%	35.5%	37.5%	28.7%	31.7%	33.7%	35.0%	34.9%	30.4%	41.1%	34.7%
Neutral	36.2%	30.8%	30.0%	26.6%	27.0%	30.1%	30.6%	32.8%	30.8%	26.3%	30.0%
Dissatisfied	10.3%	19.6%	18.8%	26.6%	24.9%	21.6%	23.3%	19.7%	21.0%	15.3%	20.5%
Very dissatisfied	7.0%	5.6%	8.8%	9.6%	6.9%	5.9%	2.2%	7.9%	8.9%	7.7%	6.8%

Q2. Perceptions of the Community. Please rate your satisfaction with each of the following items that may influence your perception of the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q2-11. How well City is managing growth & development</u>										
Very satisfied	8.0%	9.4%	9.0%	10.6%	7.1%	7.7%	8.9%	7.7%	6.8%	10.0%	8.2%
Satisfied	39.7%	41.5%	33.3%	27.7%	39.7%	35.0%	35.6%	36.2%	37.7%	36.8%	36.8%
Neutral	36.8%	36.8%	33.3%	33.0%	32.1%	35.2%	38.9%	36.2%	30.0%	34.8%	34.5%
Dissatisfied	12.6%	9.4%	20.5%	24.5%	15.2%	18.6%	15.0%	15.8%	22.3%	12.9%	16.6%
Very dissatisfied	2.9%	2.8%	3.8%	4.3%	6.0%	3.4%	1.7%	4.1%	3.2%	5.5%	3.9%
<u>Q2-12. Access to healthy food options within City</u>											
Very satisfied	19.9%	15.2%	10.4%	10.8%	13.9%	19.3%	17.8%	12.8%	18.8%	18.8%	16.6%
Satisfied	49.7%	52.4%	46.8%	50.5%	46.0%	46.5%	45.0%	48.9%	46.0%	51.7%	47.8%
Neutral	20.4%	15.2%	20.8%	19.4%	25.1%	22.4%	21.7%	23.8%	19.6%	19.3%	21.4%
Dissatisfied	6.8%	16.2%	18.2%	12.9%	12.3%	9.6%	12.8%	9.7%	14.3%	8.7%	11.5%
Very dissatisfied	3.1%	1.0%	3.9%	6.5%	2.7%	2.3%	2.8%	4.8%	1.3%	1.4%	2.8%

Q3. Communications Services. Please rate your satisfaction with the following services the City of Winston-Salem, North Carolina provides. (without "don't know")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q3-1. Overall effectiveness of City communications with the public

Very satisfied	5.6%	8.8%	13.0%	7.5%	9.1%	10.2%	13.9%	9.0%	6.5%	10.3%	9.1%
Satisfied	44.1%	39.2%	45.5%	39.8%	47.1%	44.9%	41.7%	41.7%	47.0%	42.6%	44.1%
Neutral	33.3%	33.3%	27.3%	34.4%	28.3%	28.2%	27.2%	34.5%	26.3%	32.8%	30.2%
Dissatisfied	15.3%	15.7%	13.0%	15.1%	13.4%	13.6%	16.1%	12.6%	16.1%	11.8%	14.1%
Very dissatisfied	1.7%	2.9%	1.3%	3.2%	2.1%	3.1%	1.1%	2.2%	4.1%	2.5%	2.5%

Q3-2. Availability of information about City programs/services

Very satisfied	6.2%	8.6%	11.5%	10.6%	11.3%	10.5%	14.8%	9.8%	9.1%	9.2%	9.8%
Satisfied	40.4%	47.6%	44.9%	31.9%	44.1%	44.2%	38.6%	41.5%	41.4%	44.0%	42.6%
Neutral	34.3%	27.6%	28.2%	39.4%	29.6%	31.6%	29.5%	29.9%	31.8%	33.8%	31.6%
Dissatisfied	17.4%	14.3%	12.8%	16.0%	13.4%	12.5%	14.8%	17.0%	15.9%	11.6%	14.2%
Very dissatisfied	1.7%	1.9%	2.6%	2.1%	1.6%	1.1%	2.3%	1.8%	1.8%	1.4%	1.7%

Q3. Communications Services. Please rate your satisfaction with the following services the City of Winston-Salem, North Carolina provides. (without "don't know")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q3-3. Overall usefulness of City's website</u>										
Very satisfied	5.7%	6.3%	13.4%	12.5%	10.2%	11.6%	16.5%	9.0%	10.4%	8.9%	10.0%
Satisfied	44.7%	51.6%	47.8%	36.4%	44.9%	43.6%	42.1%	42.7%	43.8%	45.8%	44.2%
Neutral	35.2%	30.5%	26.9%	34.1%	27.3%	34.3%	31.7%	37.9%	29.9%	28.4%	32.4%
Dissatisfied	12.6%	10.5%	7.5%	12.5%	15.3%	9.0%	8.5%	7.6%	13.9%	14.2%	11.3%
Very dissatisfied	1.9%	1.1%	4.5%	4.5%	2.3%	1.5%	1.2%	2.8%	2.0%	2.6%	2.3%

Q3-4. Overall effectiveness of City's use of social media

Very satisfied	6.9%	7.4%	9.2%	10.8%	7.3%	8.4%	12.9%	7.3%	5.9%	8.7%	8.1%
Satisfied	37.4%	32.1%	40.0%	35.1%	38.0%	33.9%	30.6%	34.6%	40.2%	36.7%	35.4%
Neutral	43.5%	53.1%	43.1%	41.9%	44.7%	47.9%	49.7%	49.2%	43.2%	42.0%	46.5%
Dissatisfied	9.9%	6.2%	3.1%	8.1%	8.0%	8.7%	6.1%	5.8%	8.3%	10.0%	8.0%
Very dissatisfied	2.3%	1.2%	4.6%	4.1%	2.0%	1.0%	0.7%	3.1%	2.4%	2.7%	2.0%

Q3. Communications Services. Please rate your satisfaction with the following services the City of Winston-Salem, North Carolina provides. (without "don't know")

N=1059

	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q3-5. Opportunities to engage/provide input into decisions made by City</u>											
Very satisfied	1.3%	5.4%	7.6%	9.3%	5.4%	5.0%	7.9%	3.9%	5.7%	4.6%	5.1%
Satisfied	27.3%	29.0%	19.7%	19.8%	28.1%	25.7%	27.4%	23.2%	29.2%	23.7%	25.8%
Neutral	46.7%	44.1%	48.5%	44.2%	40.7%	42.4%	45.7%	44.4%	38.5%	44.5%	43.5%
Dissatisfied	19.3%	21.5%	18.2%	20.9%	18.0%	22.9%	14.0%	23.7%	22.4%	23.1%	20.6%
Very dissatisfied	5.3%	0.0%	6.1%	5.8%	7.8%	4.0%	4.9%	4.8%	4.2%	4.0%	4.9%

Q3-6. Effectiveness of communications during severe weather

Very satisfied	13.2%	14.0%	16.7%	12.5%	19.0%	18.2%	22.1%	19.1%	16.1%	12.4%	16.6%
Satisfied	45.7%	52.0%	53.8%	42.0%	48.3%	53.8%	48.3%	47.9%	50.2%	51.4%	50.2%
Neutral	34.4%	24.0%	20.5%	35.2%	26.4%	21.4%	23.8%	24.2%	28.3%	27.0%	25.8%
Dissatisfied	6.0%	7.0%	7.7%	9.1%	4.0%	5.5%	4.1%	7.9%	3.9%	6.5%	5.9%
Very dissatisfied	0.7%	3.0%	1.3%	1.1%	2.3%	1.2%	1.7%	0.9%	1.5%	2.7%	1.5%

Q4. How do you currently get your information about programs and services the City of Winston-Salem, North Carolina offers?

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q4. How do you currently get information about programs & services City offers</u>										
City website	45.6%	51.4%	49.4%	55.1%	55.4%	46.8%	40.5%	44.1%	52.6%	58.5%	49.2%
Newspapers	15.4%	18.9%	19.8%	24.5%	19.2%	37.5%	25.8%	22.5%	27.0%	26.9%	25.3%
Utility bill inserts	22.1%	23.4%	33.3%	27.6%	35.2%	42.5%	40.5%	39.8%	25.7%	29.2%	33.3%
City social media	42.1%	37.8%	40.7%	45.9%	27.5%	22.7%	25.8%	25.4%	40.4%	40.1%	32.0%
Local radio	16.4%	24.3%	25.9%	22.4%	26.4%	21.9%	25.8%	23.3%	23.5%	17.9%	22.5%
Word of mouth	39.0%	41.4%	42.0%	35.7%	36.8%	34.2%	32.6%	38.1%	37.8%	42.5%	36.9%
TV13	4.6%	1.8%	2.5%	1.0%	1.0%	5.2%	5.3%	4.2%	1.7%	2.4%	3.4%
Local TV news	37.4%	45.0%	50.6%	52.0%	50.3%	65.8%	62.6%	54.2%	50.4%	41.5%	52.9%
eNotifications	12.8%	8.1%	16.0%	12.2%	11.4%	8.8%	6.3%	9.7%	10.9%	13.2%	10.7%
Events/activity lists	14.4%	9.9%	12.3%	8.2%	9.3%	11.0%	9.5%	8.9%	9.6%	16.0%	11.0%
Mailings	17.4%	23.4%	23.5%	30.6%	26.4%	25.8%	26.3%	24.6%	21.3%	25.9%	24.2%
Other	3.6%	2.7%	2.5%	2.0%	2.6%	2.2%	4.2%	3.0%	2.2%	1.9%	2.5%

Q5. From which THREE of the following would you prefer to get information about programs and services the City of Winston-Salem, North Carolina offers?

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q5. From which following would you prefer to get information about programs & services City offers</u>										
City website	45.6%	51.4%	45.7%	49.0%	50.8%	43.3%	41.1%	45.8%	49.6%	50.0%	46.3%
Newspapers	9.2%	11.7%	13.6%	13.3%	9.3%	25.8%	18.4%	14.4%	15.2%	16.0%	16.1%
Utility bill inserts	16.9%	14.4%	24.7%	21.4%	32.1%	34.2%	34.7%	33.1%	19.1%	19.8%	26.5%
City social media	49.7%	45.0%	38.3%	49.0%	34.7%	24.4%	29.5%	31.8%	40.4%	50.9%	36.2%
Local radio	17.9%	14.4%	19.8%	15.3%	20.2%	12.6%	19.5%	14.8%	19.1%	12.3%	16.1%
Word of mouth	6.7%	7.2%	7.4%	6.1%	6.2%	3.3%	4.7%	4.7%	5.2%	6.1%	5.4%
TV13	1.0%	0.9%	2.5%	0.0%	1.6%	4.1%	3.2%	1.3%	2.2%	0.9%	2.3%
Local TV news	30.8%	35.1%	51.9%	40.8%	47.7%	55.3%	54.2%	47.9%	44.3%	35.8%	45.7%
eNotifications	41.5%	39.6%	30.9%	28.6%	25.9%	26.3%	16.8%	29.2%	34.8%	41.0%	30.8%
Events/activity lists	22.6%	12.6%	9.9%	9.2%	9.8%	11.2%	10.5%	12.3%	10.9%	17.9%	12.7%
Mailings	33.3%	41.4%	34.6%	33.7%	37.3%	33.4%	32.6%	36.4%	33.5%	37.7%	34.9%
Other	0.5%	0.9%	1.2%	1.0%	0.5%	0.8%	1.1%	0.4%	0.4%	0.9%	0.8%

Q5a. If you answered "City social media" in Question 5, please rank the preferred platform from 1 to 6, where 1 is "Most Important" and 6 is "Least Important." (without "not provided")

N=383	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q5a-1. Facebook</u>										
Most important	46.3%	39.6%	61.3%	73.9%	54.5%	69.4%	58.5%	58.3%	57.6%	53.8%	57.0%
2	26.3%	35.4%	9.7%	13.0%	25.8%	17.6%	15.1%	22.2%	25.0%	23.1%	22.3%
3	12.6%	10.4%	3.2%	8.7%	9.1%	5.9%	3.8%	11.1%	9.8%	10.6%	8.9%
4	7.4%	2.1%	12.9%	0.0%	4.5%	2.4%	13.2%	1.4%	2.2%	5.8%	4.6%
5	4.2%	6.3%	9.7%	0.0%	4.5%	1.2%	3.8%	5.6%	4.3%	2.9%	3.8%
Least important	3.2%	6.3%	3.2%	4.3%	1.5%	3.5%	5.7%	1.4%	1.1%	3.8%	3.5%
<u>Q5a-2. Instagram</u>											
Most important	37.6%	44.7%	13.3%	22.2%	24.2%	11.7%	24.0%	23.1%	29.5%	27.2%	26.5%
2	31.2%	23.4%	46.7%	51.1%	25.8%	29.9%	22.0%	29.2%	28.4%	41.7%	32.7%
3	12.9%	17.0%	26.7%	17.8%	16.1%	26.0%	18.0%	16.9%	20.5%	15.5%	18.6%
4	7.5%	4.3%	0.0%	6.7%	11.3%	7.8%	8.0%	6.2%	9.1%	5.8%	7.3%
5	4.3%	6.4%	3.3%	0.0%	3.2%	3.9%	8.0%	4.6%	2.3%	2.9%	3.7%
Least important	6.5%	4.3%	10.0%	2.2%	19.4%	20.8%	20.0%	20.0%	10.2%	6.8%	11.3%

Q5a. If you answered "City social media" in Question 5, please rank the preferred platform from 1 to 6, where 1 is "Most Important" and 6 is "Least Important." (without "not provided")

N=383

	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q5a-3. X (formerly Twitter)</u>											
Most important	12.1%	11.1%	10.7%	0.0%	3.7%	4.1%	4.1%	4.8%	2.4%	14.3%	7.1%
2	17.6%	8.9%	10.7%	13.6%	7.4%	9.5%	14.3%	12.7%	12.2%	9.2%	11.9%
3	23.1%	24.4%	21.4%	25.0%	24.1%	10.8%	16.3%	25.4%	20.7%	26.5%	20.8%
4	13.2%	22.2%	10.7%	15.9%	25.9%	16.2%	18.4%	14.3%	19.5%	16.3%	17.2%
5	15.4%	20.0%	32.1%	6.8%	24.1%	29.7%	30.6%	25.4%	22.0%	13.3%	21.1%
Least important	18.7%	13.3%	14.3%	38.6%	14.8%	29.7%	16.3%	17.5%	23.2%	20.4%	22.0%

Q5a-4. Nextdoor

Most important	1.1%	6.5%	10.7%	6.8%	10.2%	8.1%	9.6%	6.3%	4.8%	6.1%	6.4%
2	14.4%	15.2%	14.3%	9.1%	11.9%	13.5%	23.1%	11.1%	19.3%	9.2%	13.5%
3	15.6%	28.3%	21.4%	20.5%	13.6%	21.6%	11.5%	14.3%	22.9%	20.4%	19.3%
4	30.0%	21.7%	21.4%	18.2%	22.0%	27.0%	23.1%	28.6%	21.7%	24.5%	24.6%
5	30.0%	19.6%	21.4%	34.1%	32.2%	23.0%	28.8%	22.2%	24.1%	31.6%	27.2%
Least important	8.9%	8.7%	10.7%	11.4%	10.2%	6.8%	3.8%	17.5%	7.2%	8.2%	9.1%

Q5a. If you answered "City social media" in Question 5, please rank the preferred platform from 1 to 6, where 1 is "Most Important" and 6 is "Least Important." (without "not provided")

N=383	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q5a-5. Flickr</u>										
Most important	1.1%	0.0%	3.7%	0.0%	1.9%	0.0%	0.0%	1.6%	1.2%	1.1%	0.9%
2	1.1%	0.0%	0.0%	0.0%	3.8%	10.1%	11.1%	1.6%	3.7%	1.1%	3.0%
3	3.3%	4.5%	3.7%	4.7%	11.3%	7.2%	8.9%	6.5%	3.7%	4.2%	5.8%
4	9.9%	6.8%	14.8%	18.6%	15.1%	11.6%	11.1%	12.9%	7.4%	14.7%	12.2%
5	33.0%	22.7%	18.5%	32.6%	22.6%	27.5%	22.2%	30.6%	30.9%	24.2%	27.4%
Least important	51.6%	65.9%	59.3%	44.2%	45.3%	43.5%	46.7%	46.8%	53.1%	54.7%	50.6%
<u>Q5a-6. YouTube</u>											
Most important	2.2%	4.4%	3.7%	2.3%	5.7%	6.8%	6.1%	7.8%	6.2%	1.1%	4.2%
2	12.1%	15.6%	22.2%	11.6%	26.4%	21.6%	18.4%	23.4%	12.3%	14.7%	17.7%
3	33.0%	13.3%	18.5%	20.9%	28.3%	24.3%	40.8%	25.0%	21.0%	21.1%	25.1%
4	30.8%	42.2%	37.0%	39.5%	20.8%	31.1%	22.4%	34.4%	38.3%	31.6%	32.3%
5	11.0%	24.4%	14.8%	25.6%	9.4%	16.2%	6.1%	7.8%	16.0%	25.3%	15.9%
Least important	11.0%	0.0%	3.7%	0.0%	9.4%	0.0%	6.1%	1.6%	6.2%	6.3%	4.8%

Q6. Quality of City Services. Please rate your satisfaction with the overall quality of the following major categories of services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q6-1. Police services</u>										
Very satisfied	19.6%	17.6%	21.1%	16.7%	21.1%	22.3%	24.9%	22.5%	17.6%	19.2%	20.6%
Satisfied	41.1%	37.3%	40.8%	40.6%	42.7%	49.2%	43.1%	36.2%	51.4%	43.8%	43.8%
Neutral	25.6%	26.5%	25.0%	26.0%	24.3%	19.8%	22.1%	24.8%	20.8%	24.1%	23.3%
Dissatisfied	11.3%	14.7%	9.2%	11.5%	9.7%	7.0%	7.7%	13.8%	7.4%	10.3%	9.6%
Very dissatisfied	2.4%	3.9%	3.9%	5.2%	2.2%	1.7%	2.2%	2.8%	2.8%	2.5%	2.6%

Q6-2. Fire services (including medical responses by Fire Department)

Very satisfied	37.0%	31.2%	41.9%	30.3%	35.0%	42.3%	41.7%	41.2%	34.6%	39.9%	37.7%
Satisfied	52.6%	48.4%	43.2%	50.6%	54.2%	48.4%	47.4%	45.5%	53.2%	52.1%	50.1%
Neutral	10.4%	20.4%	13.5%	18.0%	10.7%	8.7%	10.9%	13.3%	10.7%	8.0%	11.8%
Dissatisfied	0.0%	0.0%	1.4%	0.0%	0.0%	0.6%	0.0%	0.0%	1.0%	0.0%	0.3%
Very dissatisfied	0.0%	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	0.5%	0.0%	0.1%

Q6. Quality of City Services. Please rate your satisfaction with the overall quality of the following major categories of services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q6-3. Maintenance of City streets & sidewalks</u>										
Very satisfied	4.7%	5.5%	8.9%	3.2%	5.9%	6.4%	8.6%	5.7%	4.5%	4.3%	5.8%
Satisfied	31.8%	38.2%	26.6%	25.3%	31.4%	22.6%	28.6%	25.2%	27.7%	33.6%	28.3%
Neutral	26.6%	19.1%	8.9%	32.6%	25.5%	25.7%	24.3%	25.2%	27.2%	23.2%	24.5%
Dissatisfied	22.4%	22.7%	43.0%	22.1%	22.3%	34.1%	28.1%	31.7%	27.7%	23.2%	28.0%
Very dissatisfied	14.6%	14.5%	12.7%	16.8%	14.9%	11.2%	10.3%	12.2%	12.9%	15.6%	13.5%

Q6-4. Solid waste services (e.g. residential trash/recycling collection)

Very satisfied	22.6%	29.9%	28.8%	21.9%	27.8%	28.0%	29.3%	26.0%	23.0%	31.1%	26.6%
Satisfied	43.7%	44.9%	35.0%	47.9%	49.7%	46.8%	44.7%	45.5%	45.0%	41.6%	45.9%
Neutral	18.4%	12.1%	15.0%	20.8%	10.2%	15.8%	14.9%	16.5%	18.0%	13.9%	15.3%
Dissatisfied	6.8%	11.2%	15.0%	6.3%	9.1%	7.5%	8.5%	8.7%	9.9%	7.2%	8.5%
Very dissatisfied	8.4%	1.9%	6.3%	3.1%	3.2%	1.9%	2.7%	3.5%	4.1%	6.2%	3.8%

Q6. Quality of City Services. Please rate your satisfaction with the overall quality of the following major categories of services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059

	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q6-5. City water & sewer services</u>										
Very satisfied	21.9%	20.4%	19.2%	22.1%	24.2%	23.3%	25.9%	22.6%	17.7%	27.0%	22.5%
Satisfied	54.0%	52.8%	51.3%	42.1%	50.5%	50.6%	46.5%	45.2%	52.7%	51.7%	50.7%
Neutral	15.0%	17.6%	20.5%	30.5%	16.7%	18.9%	19.5%	21.7%	23.6%	13.3%	19.0%
Dissatisfied	6.4%	8.3%	7.7%	3.2%	5.9%	5.8%	7.0%	7.8%	4.5%	5.7%	6.0%
Very dissatisfied	2.7%	0.9%	1.3%	2.1%	2.7%	1.4%	1.1%	2.6%	1.4%	2.4%	1.8%

Q6-6. Community services (e.g. code enforcement, neighborhood & housing development)

Very satisfied	5.4%	11.0%	7.1%	8.5%	7.3%	6.6%	7.3%	8.2%	6.6%	7.3%	7.3%
Satisfied	40.3%	25.3%	30.0%	17.1%	33.3%	26.3%	27.4%	25.0%	32.2%	36.3%	29.2%
Neutral	38.3%	47.3%	34.3%	50.0%	37.0%	48.3%	42.7%	45.4%	38.8%	41.3%	43.1%
Dissatisfied	12.1%	13.2%	21.4%	15.9%	17.6%	14.4%	16.5%	15.3%	16.9%	12.3%	15.5%
Very dissatisfied	4.0%	3.3%	7.1%	8.5%	4.8%	4.4%	6.1%	6.1%	5.5%	2.8%	4.8%

Q6. Quality of City Services. Please rate your satisfaction with the overall quality of the following major categories of services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q6-7. City recreation & parks programs/facilities</u>										
Very satisfied	19.3%	26.2%	14.3%	20.2%	18.7%	16.2%	19.7%	18.8%	17.9%	20.3%	18.7%
Satisfied	42.6%	39.8%	51.9%	36.0%	46.7%	47.3%	49.1%	39.4%	48.1%	43.1%	44.7%
Neutral	29.5%	28.2%	24.7%	37.1%	20.9%	29.9%	28.3%	32.1%	21.7%	28.7%	28.2%
Dissatisfied	6.8%	4.9%	9.1%	4.5%	12.1%	4.8%	2.3%	7.8%	9.9%	6.4%	6.9%
Very dissatisfied	1.7%	1.0%	0.0%	2.2%	1.6%	1.8%	0.6%	1.8%	2.4%	1.5%	1.5%

Q6-8. City's 311 service (City Link)

Very satisfied	17.5%	22.5%	20.0%	14.1%	20.8%	21.4%	25.3%	20.4%	17.8%	19.5%	20.0%
Satisfied	44.7%	47.5%	41.7%	42.3%	40.9%	41.9%	39.7%	41.4%	41.4%	44.3%	42.4%
Neutral	28.2%	26.3%	30.0%	33.3%	25.2%	26.8%	28.8%	31.5%	25.4%	26.2%	27.5%
Dissatisfied	6.8%	3.8%	8.3%	6.4%	10.1%	6.7%	4.8%	5.0%	8.9%	8.1%	7.2%
Very dissatisfied	2.9%	0.0%	0.0%	3.8%	3.1%	3.2%	1.4%	1.7%	6.5%	2.0%	2.9%

Q6. Quality of City Services. Please rate your satisfaction with the overall quality of the following major categories of services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q6-9. Overall effectiveness of City communications with the public

Very satisfied	3.4%	8.7%	12.0%	8.9%	7.7%	8.6%	8.7%	7.7%	8.5%	7.8%	7.8%
Satisfied	37.9%	44.7%	34.7%	34.4%	41.0%	36.7%	37.6%	34.8%	39.2%	39.5%	38.2%
Neutral	43.7%	33.0%	30.7%	40.0%	36.6%	41.8%	42.2%	39.8%	35.4%	39.5%	39.1%
Dissatisfied	12.6%	11.7%	21.3%	13.3%	11.5%	10.9%	10.4%	14.9%	14.6%	10.2%	12.6%
Very dissatisfied	2.3%	1.9%	1.3%	3.3%	3.3%	2.0%	1.2%	2.7%	2.4%	2.9%	2.4%

Q6-10. City's stormwater runoff/stormwater management system

Very satisfied	10.3%	15.4%	8.8%	9.4%	11.0%	8.8%	12.4%	12.2%	7.9%	10.1%	10.2%
Satisfied	42.5%	46.2%	44.1%	37.6%	43.3%	33.0%	34.8%	34.7%	44.7%	43.8%	38.9%
Neutral	34.2%	28.6%	32.4%	32.9%	26.8%	38.4%	36.6%	35.2%	32.1%	28.7%	34.0%
Dissatisfied	9.6%	7.7%	7.4%	15.3%	12.2%	12.6%	11.8%	10.7%	10.5%	11.8%	11.3%
Very dissatisfied	3.4%	2.2%	7.4%	4.7%	6.7%	7.2%	4.3%	7.1%	4.7%	5.6%	5.6%

Q6. Quality of City Services. Please rate your satisfaction with the overall quality of the following major categories of services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059

	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q6-11. Permitting & inspection services</u>											
Very satisfied	12.5%	13.9%	18.2%	8.2%	9.6%	7.2%	9.2%	10.5%	10.3%	13.2%	10.1%
Satisfied	40.6%	43.1%	38.6%	31.1%	37.0%	33.2%	34.4%	30.2%	40.4%	38.2%	36.2%
Neutral	39.6%	36.1%	29.5%	54.1%	43.0%	50.2%	46.6%	49.4%	43.4%	37.5%	44.6%
Dissatisfied	4.2%	1.4%	11.4%	4.9%	8.1%	8.3%	8.4%	6.8%	4.4%	8.8%	7.0%
Very dissatisfied	3.1%	5.6%	2.3%	1.6%	2.2%	1.1%	1.5%	3.1%	1.5%	2.2%	2.2%

<u>Q6-12. Public transit services (WSTA-City bus systems)</u>											
Very satisfied	3.2%	11.3%	11.4%	7.3%	10.1%	9.8%	12.9%	10.3%	5.8%	4.3%	8.8%
Satisfied	24.5%	22.6%	20.5%	14.5%	29.4%	29.4%	29.8%	28.1%	20.0%	20.4%	25.7%
Neutral	35.1%	39.6%	31.8%	49.1%	43.1%	46.3%	44.4%	41.1%	44.2%	41.9%	42.6%
Dissatisfied	25.5%	17.0%	27.3%	18.2%	11.0%	13.6%	8.9%	15.1%	20.8%	23.7%	16.7%
Very dissatisfied	11.7%	9.4%	9.1%	10.9%	6.4%	0.9%	4.0%	5.5%	9.2%	9.7%	6.2%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q7-1. Police services</u>										
Most important	46.0%	56.5%	55.8%	57.9%	69.0%	75.3%	72.2%	57.9%	59.0%	62.8%	63.1%
2	20.6%	19.4%	20.8%	14.7%	12.8%	14.7%	8.9%	18.1%	19.4%	16.9%	16.6%
3	6.9%	9.3%	5.2%	7.4%	3.2%	4.1%	4.4%	4.1%	5.4%	6.8%	5.4%
4	5.8%	3.7%	1.3%	3.2%	3.2%	1.8%	1.1%	2.3%	6.3%	2.9%	3.1%
5	4.2%	0.0%	0.0%	5.3%	1.1%	1.2%	0.6%	3.6%	2.3%	1.9%	1.9%
6	1.6%	1.9%	2.6%	3.2%	1.1%	0.3%	1.7%	2.3%	1.4%	0.5%	1.4%
7	2.6%	0.0%	3.9%	1.1%	1.6%	0.0%	1.7%	0.9%	1.4%	1.4%	1.2%
8	3.2%	0.9%	1.3%	1.1%	1.1%	0.3%	1.1%	1.4%	0.9%	1.4%	1.3%
9	0.5%	0.9%	0.0%	0.0%	1.6%	0.3%	0.6%	0.5%	0.5%	0.5%	0.6%
10	1.1%	1.9%	5.2%	0.0%	1.1%	0.9%	1.7%	2.3%	0.5%	1.4%	1.3%
11	1.6%	1.9%	2.6%	0.0%	2.1%	0.3%	1.1%	2.7%	0.9%	0.5%	1.2%
Least important	5.8%	3.7%	1.3%	6.3%	2.1%	0.9%	5.0%	4.1%	2.3%	2.9%	3.1%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059

	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q7-2. Fire services (including medical responses by Fire Department)

Most important	19.8%	16.7%	15.8%	19.3%	14.4%	14.6%	13.4%	20.5%	19.0%	12.6%	16.5%
2	48.1%	54.6%	52.6%	58.0%	63.5%	71.1%	72.6%	54.6%	58.3%	59.7%	60.5%
3	10.2%	10.2%	10.5%	4.5%	8.8%	6.0%	4.9%	5.9%	10.6%	8.7%	8.1%
4	5.3%	6.5%	3.9%	5.7%	2.8%	2.9%	1.2%	4.9%	3.2%	5.3%	4.0%
5	6.4%	2.8%	1.3%	4.5%	3.3%	2.9%	2.4%	2.4%	4.6%	5.3%	3.6%
6	3.7%	4.6%	3.9%	2.3%	1.7%	0.6%	1.8%	2.9%	2.3%	3.4%	2.3%
7	2.7%	1.9%	1.3%	0.0%	1.1%	1.0%	0.6%	3.9%	0.9%	0.0%	1.3%
8	1.1%	0.9%	3.9%	2.3%	0.6%	0.0%	0.6%	2.0%	0.9%	0.5%	0.9%
9	0.5%	0.9%	3.9%	0.0%	0.6%	0.0%	0.6%	0.0%	0.0%	1.5%	0.7%
10	0.5%	0.0%	2.6%	1.1%	1.1%	0.3%	0.0%	2.0%	0.0%	1.0%	0.8%
11	1.6%	0.0%	0.0%	2.3%	0.6%	0.0%	0.0%	1.0%	0.0%	1.5%	0.6%
Least important	0.0%	0.9%	0.0%	0.0%	1.7%	0.6%	1.8%	0.0%	0.0%	0.5%	0.6%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059

	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q7-3. Maintenance of City streets & sidewalks

Most important	9.5%	4.6%	5.2%	4.5%	2.2%	4.1%	1.8%	3.3%	7.6%	7.0%	4.9%
2	7.8%	10.2%	9.1%	5.7%	9.4%	5.7%	5.5%	7.5%	6.7%	8.5%	7.5%
3	32.4%	33.3%	35.1%	33.0%	32.0%	39.0%	37.6%	36.6%	31.4%	37.2%	35.0%
4	12.8%	16.7%	14.3%	13.6%	16.6%	15.2%	9.7%	16.0%	14.3%	20.1%	14.8%
5	9.5%	13.9%	16.9%	14.8%	18.2%	14.6%	18.8%	12.7%	14.8%	9.5%	14.5%
6	10.6%	2.8%	6.5%	12.5%	8.3%	7.6%	9.1%	7.5%	9.5%	7.0%	8.2%
7	3.9%	8.3%	5.2%	2.3%	4.4%	4.4%	4.2%	4.7%	6.7%	3.0%	4.8%
8	3.9%	2.8%	0.0%	2.3%	3.3%	2.2%	3.6%	3.3%	1.9%	1.0%	2.6%
9	3.4%	2.8%	2.6%	2.3%	2.8%	2.2%	1.2%	2.8%	4.8%	3.0%	2.6%
10	3.9%	2.8%	0.0%	2.3%	2.2%	3.2%	5.5%	2.8%	1.0%	1.5%	2.7%
11	0.6%	0.9%	3.9%	4.5%	0.0%	0.6%	1.2%	0.9%	1.0%	1.0%	1.1%
Least important	1.7%	0.9%	1.3%	2.3%	0.6%	1.0%	1.8%	1.9%	0.5%	1.0%	1.1%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q7-4. Solid waste services (e.g. residential trash/recycling collection)</u>										
Most important	2.7%	1.9%	4.1%	3.4%	0.0%	0.7%	0.6%	2.0%	1.4%	2.0%	1.6%
2	7.1%	3.8%	2.7%	10.1%	3.9%	3.9%	4.4%	5.9%	4.8%	5.9%	4.9%
3	15.8%	22.6%	24.3%	16.9%	19.0%	17.6%	16.3%	15.6%	17.1%	19.5%	18.3%
4	36.1%	28.3%	36.5%	29.2%	42.5%	37.8%	40.0%	38.0%	34.3%	35.1%	36.3%
5	14.2%	18.9%	17.6%	13.5%	16.8%	18.9%	13.1%	17.6%	19.5%	16.1%	17.1%
6	7.7%	6.6%	5.4%	10.1%	8.4%	7.2%	6.3%	8.8%	7.1%	9.8%	7.8%
7	4.9%	1.9%	1.4%	6.7%	2.2%	4.9%	4.4%	2.9%	3.8%	3.9%	4.0%
8	4.4%	8.5%	2.7%	2.2%	2.2%	3.3%	3.1%	3.4%	6.2%	3.4%	3.7%
9	4.4%	3.8%	2.7%	3.4%	2.2%	2.3%	2.5%	3.9%	2.9%	2.4%	2.9%
10	2.2%	1.9%	0.0%	2.2%	1.1%	1.0%	2.5%	1.0%	1.0%	1.5%	1.4%
11	0.0%	1.9%	1.4%	0.0%	1.1%	1.3%	3.8%	0.0%	1.4%	0.0%	0.9%
Least important	0.5%	0.0%	1.4%	2.2%	0.6%	1.3%	3.1%	1.0%	0.5%	0.5%	1.1%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q7-5. City water & sewer services</u>										
Most important	6.0%	3.8%	2.7%	8.4%	6.1%	3.6%	3.8%	3.0%	6.5%	5.4%	5.0%
2	3.8%	2.8%	6.7%	4.8%	2.2%	2.6%	1.9%	4.0%	3.3%	3.5%	3.3%
3	19.2%	8.5%	12.0%	12.0%	20.7%	20.6%	21.8%	16.3%	18.6%	14.4%	17.3%
4	15.4%	24.5%	24.0%	14.5%	16.8%	21.9%	21.2%	18.8%	20.0%	15.3%	19.4%
5	28.6%	30.2%	26.7%	30.1%	33.0%	30.1%	28.8%	30.7%	27.0%	33.2%	30.1%
6	9.3%	14.2%	9.3%	9.6%	6.1%	8.2%	5.8%	10.4%	8.4%	10.9%	8.8%
7	6.6%	1.9%	6.7%	9.6%	6.1%	3.6%	3.8%	5.4%	6.0%	7.4%	5.5%
8	4.4%	4.7%	5.3%	4.8%	3.4%	2.6%	5.1%	2.5%	4.7%	4.0%	3.7%
9	2.7%	2.8%	2.7%	4.8%	1.1%	2.6%	3.8%	3.5%	3.3%	1.0%	2.7%
10	1.6%	5.7%	2.7%	1.2%	2.2%	2.0%	1.9%	3.0%	1.9%	3.0%	2.3%
11	1.1%	0.9%	0.0%	0.0%	1.1%	1.0%	1.3%	1.0%	0.5%	0.5%	0.9%
Least important	1.1%	0.0%	1.3%	0.0%	1.1%	1.3%	0.6%	1.5%	0.0%	1.5%	1.0%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059

	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q7-6. Community services (e.g. code enforcement, neighborhood & housing development)

Most important	3.3%	1.9%	5.6%	0.0%	0.6%	0.6%	3.3%	1.9%	0.5%	1.5%	1.6%
2	2.2%	1.9%	2.8%	2.3%	1.2%	1.9%	1.3%	2.4%	2.4%	1.5%	1.9%
3	1.6%	0.0%	0.0%	4.7%	1.2%	2.3%	1.3%	1.9%	1.9%	0.5%	1.7%
4	2.7%	3.8%	4.2%	5.8%	2.3%	3.6%	3.9%	3.8%	3.3%	3.1%	3.5%
5	8.8%	9.5%	9.7%	9.3%	6.4%	8.8%	11.2%	8.6%	8.0%	8.7%	8.7%
6	14.8%	16.2%	20.8%	16.3%	22.7%	23.1%	27.0%	18.2%	17.0%	16.9%	19.7%
7	11.0%	17.1%	12.5%	12.8%	14.5%	14.3%	8.6%	12.0%	14.6%	18.5%	13.6%
8	11.5%	15.2%	8.3%	11.6%	14.5%	13.0%	14.5%	12.4%	11.3%	14.4%	12.9%
9	14.3%	9.5%	12.5%	9.3%	9.9%	10.7%	9.2%	10.5%	13.7%	9.7%	11.2%
10	14.3%	8.6%	9.7%	12.8%	11.0%	6.5%	7.9%	10.5%	12.3%	11.3%	9.9%
11	9.3%	6.7%	8.3%	11.6%	7.6%	10.7%	7.2%	12.0%	10.4%	5.6%	9.2%
Least important	6.0%	9.5%	5.6%	3.5%	8.1%	4.5%	4.6%	5.7%	4.7%	8.2%	6.1%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059

	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q7-7. City recreation & parks programs/facilities

Most important	4.5%	6.8%	5.5%	2.4%	1.7%	0.3%	1.3%	4.0%	1.9%	4.1%	2.7%
2	3.4%	1.0%	2.7%	1.2%	2.3%	0.7%	1.9%	2.5%	2.9%	1.0%	1.8%
3	6.7%	9.7%	2.7%	8.3%	6.9%	3.6%	3.2%	7.1%	6.7%	7.2%	5.9%
4	7.3%	7.8%	6.8%	10.7%	5.2%	4.6%	7.1%	5.1%	7.1%	6.7%	6.6%
5	10.6%	5.8%	4.1%	9.5%	4.6%	6.6%	7.1%	3.5%	8.1%	11.3%	6.9%
6	20.7%	18.4%	19.2%	16.7%	17.9%	14.9%	14.1%	16.7%	21.4%	19.0%	17.5%
7	17.3%	17.5%	24.7%	15.5%	23.7%	22.2%	21.2%	20.2%	20.5%	19.0%	20.5%
8	8.9%	10.7%	15.1%	10.7%	12.7%	12.9%	12.2%	14.1%	10.5%	8.7%	11.7%
9	8.4%	9.7%	4.1%	6.0%	11.6%	9.9%	14.7%	10.1%	6.2%	8.2%	9.1%
10	4.5%	5.8%	6.8%	8.3%	5.2%	8.9%	7.1%	7.1%	4.8%	6.2%	6.8%
11	3.9%	2.9%	4.1%	10.7%	5.2%	8.6%	4.5%	5.1%	6.7%	5.1%	6.2%
Least important	3.9%	3.9%	4.1%	0.0%	2.9%	6.6%	5.8%	4.5%	3.3%	3.6%	4.2%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q7-8. City's 311 service (City Link)</u>										
Most important	1.7%	0.0%	0.0%	0.0%	0.6%	0.7%	1.3%	0.5%	0.0%	1.0%	0.7%
2	0.6%	1.0%	1.4%	1.2%	0.0%	0.0%	1.3%	1.0%	0.5%	0.0%	0.5%
3	1.1%	1.0%	0.0%	2.4%	1.2%	4.7%	2.6%	3.5%	1.9%	2.1%	2.3%
4	1.1%	1.9%	2.9%	5.9%	4.1%	2.4%	3.3%	1.0%	3.9%	1.6%	2.7%
5	3.9%	5.8%	4.3%	2.4%	2.3%	3.7%	3.9%	5.9%	3.4%	1.6%	3.7%
6	3.9%	4.8%	2.9%	4.7%	9.9%	9.1%	5.3%	7.9%	5.3%	4.2%	6.8%
7	7.8%	14.4%	14.3%	14.1%	12.3%	12.5%	15.8%	14.4%	10.2%	8.9%	12.0%
8	11.1%	13.5%	15.7%	14.1%	19.9%	19.3%	14.5%	17.3%	17.5%	12.5%	16.6%
9	15.6%	9.6%	10.0%	11.8%	12.3%	11.8%	13.8%	11.9%	8.3%	13.0%	12.3%
10	13.3%	12.5%	8.6%	15.3%	10.5%	13.5%	11.2%	12.4%	14.1%	14.1%	12.4%
11	17.8%	18.3%	14.3%	14.1%	14.6%	9.1%	15.1%	8.9%	16.0%	18.8%	13.8%
Least important	22.2%	17.3%	25.7%	14.1%	12.3%	13.2%	11.8%	15.3%	18.9%	22.4%	16.2%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q7-9. Overall effectiveness of City communications with the public</u>										
Most important	1.6%	3.9%	4.1%	3.6%	2.3%	1.0%	2.0%	3.0%	2.4%	2.0%	2.2%
2	3.3%	1.9%	0.0%	1.2%	4.6%	1.7%	4.0%	3.0%	1.9%	2.0%	2.4%
3	1.6%	1.9%	2.7%	7.1%	2.9%	2.7%	4.0%	4.5%	2.4%	2.6%	2.9%
4	3.3%	2.9%	4.1%	3.6%	3.4%	4.0%	2.7%	4.5%	3.3%	2.6%	3.7%
5	6.6%	6.8%	4.1%	3.6%	3.4%	3.7%	5.3%	5.0%	5.7%	2.0%	4.6%
6	7.7%	8.7%	4.1%	2.4%	6.9%	10.4%	9.3%	6.0%	6.6%	9.2%	7.8%
7	16.4%	6.8%	12.3%	15.5%	11.4%	12.8%	11.3%	11.5%	11.8%	13.3%	12.7%
8	14.2%	16.5%	16.4%	15.5%	11.4%	13.1%	15.3%	16.0%	13.7%	14.3%	13.8%
9	12.6%	21.4%	23.3%	15.5%	25.1%	20.5%	17.3%	21.0%	20.3%	17.9%	19.7%
10	12.6%	12.6%	13.7%	14.3%	11.4%	14.4%	10.7%	11.0%	15.6%	13.8%	13.3%
11	13.1%	12.6%	12.3%	10.7%	11.4%	10.7%	10.7%	12.0%	11.3%	13.8%	11.6%
Least important	7.1%	3.9%	2.7%	7.1%	5.7%	5.0%	7.3%	2.5%	5.2%	6.6%	5.4%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q7-10. City's stormwater runoff/stormwater management system</u>										
Most important	0.0%	1.9%	0.0%	1.2%	0.6%	0.0%	0.0%	0.5%	0.5%	0.5%	0.4%
2	1.1%	0.0%	0.0%	1.2%	0.6%	0.3%	0.0%	1.0%	0.0%	1.0%	0.5%
3	1.7%	0.0%	0.0%	1.2%	2.3%	0.0%	0.7%	1.6%	1.0%	1.0%	1.1%
4	5.6%	0.0%	0.0%	4.7%	0.6%	2.1%	2.7%	1.6%	2.4%	1.5%	2.3%
5	4.5%	4.8%	4.3%	3.5%	5.2%	5.5%	4.1%	7.3%	3.9%	4.0%	4.8%
6	14.0%	12.4%	14.3%	11.8%	11.0%	12.1%	11.6%	12.5%	14.5%	10.1%	12.4%
7	12.9%	16.2%	7.1%	9.4%	14.0%	10.0%	10.3%	11.5%	13.5%	14.6%	11.6%
8	14.6%	11.4%	17.1%	16.5%	16.9%	12.5%	13.0%	12.5%	12.6%	16.2%	14.2%
9	18.5%	15.2%	28.6%	15.3%	13.4%	15.9%	17.1%	16.1%	17.9%	17.7%	16.7%
10	16.3%	24.8%	17.1%	18.8%	22.1%	24.9%	21.9%	21.9%	20.8%	17.2%	21.6%
11	6.7%	12.4%	5.7%	10.6%	10.5%	10.7%	13.0%	6.8%	8.2%	14.1%	9.8%
Least important	3.9%	1.0%	5.7%	5.9%	2.9%	5.9%	5.5%	6.8%	4.8%	2.0%	4.5%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059

	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q7-11. Permitting & inspection services

Most important	0.6%	0.0%	0.0%	0.0%	1.2%	0.0%	0.0%	0.0%	0.5%	0.5%	0.3%
2	0.0%	0.0%	0.0%	1.2%	0.0%	0.3%	0.7%	0.5%	0.0%	0.0%	0.4%
3	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.5%	0.0%	0.0%	0.2%
4	2.2%	1.0%	1.4%	2.4%	1.2%	2.0%	3.9%	0.5%	0.5%	3.6%	1.7%
5	1.1%	0.0%	5.6%	3.7%	2.3%	2.7%	2.6%	1.0%	3.3%	2.6%	2.3%
6	3.4%	3.8%	2.8%	3.7%	3.5%	3.0%	5.2%	2.6%	1.9%	3.6%	3.4%
7	7.3%	2.9%	5.6%	3.7%	4.0%	6.8%	8.5%	3.6%	4.3%	5.6%	5.6%
8	10.1%	7.7%	11.1%	12.2%	8.1%	10.5%	7.8%	8.2%	11.0%	13.8%	9.7%
9	12.8%	18.3%	8.3%	18.3%	14.5%	13.9%	13.1%	12.2%	12.9%	18.4%	14.1%
10	17.9%	15.4%	16.7%	14.6%	19.7%	14.9%	15.7%	18.4%	21.1%	16.3%	16.6%
11	25.7%	27.9%	29.2%	18.3%	28.9%	26.7%	22.9%	29.1%	26.8%	22.4%	26.7%
Least important	17.9%	23.1%	19.4%	22.0%	16.8%	19.3%	19.6%	23.5%	17.7%	13.3%	19.1%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q7-12. Public transit services (WSTA-City bus systems)</u>										
Most important	4.9%	1.9%	1.4%	1.2%	2.3%	1.0%	2.6%	5.0%	2.4%	1.0%	2.5%
2	2.7%	3.8%	0.0%	1.2%	2.3%	0.0%	2.6%	1.0%	2.4%	1.0%	1.5%
3	4.9%	4.8%	6.9%	4.8%	4.0%	1.7%	7.9%	3.5%	5.2%	2.6%	4.0%
4	4.3%	4.8%	2.8%	3.6%	2.9%	3.7%	6.6%	4.0%	3.8%	4.1%	3.8%
5	3.8%	1.9%	6.9%	1.2%	5.2%	3.1%	3.3%	2.5%	2.4%	5.6%	3.6%
6	5.4%	6.7%	9.7%	6.0%	6.4%	4.4%	5.3%	5.5%	6.6%	6.6%	5.7%
7	8.2%	10.5%	6.9%	8.3%	4.6%	8.1%	7.9%	9.5%	7.1%	5.6%	7.6%
8	13.6%	7.6%	4.2%	6.0%	6.9%	11.2%	9.2%	8.5%	8.1%	10.7%	9.4%
9	7.6%	5.7%	4.2%	13.1%	4.6%	8.8%	6.6%	7.0%	9.0%	6.6%	7.4%
10	9.8%	8.6%	13.9%	10.7%	11.0%	7.1%	8.6%	8.0%	6.6%	11.7%	9.3%
11	13.6%	13.3%	16.7%	14.3%	13.3%	15.3%	15.8%	17.0%	12.8%	13.3%	14.3%
Least important	21.2%	30.5%	26.4%	29.8%	36.4%	35.6%	23.7%	28.5%	33.6%	31.1%	31.0%

Q8. Police and Fire Services and Public Safety Communications Center. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q8-1. Fire personnel response time to fire & rescue emergencies</u>										
Very satisfied	45.8%	46.4%	40.3%	38.6%	44.3%	48.3%	51.3%	44.8%	41.6%	49.3%	45.4%
Satisfied	40.7%	43.5%	41.9%	44.3%	45.0%	44.6%	38.1%	40.4%	47.2%	44.2%	43.7%
Neutral	13.6%	10.1%	17.7%	14.3%	10.1%	6.1%	10.6%	13.7%	9.3%	6.5%	10.2%
Dissatisfied	0.0%	0.0%	0.0%	2.9%	0.7%	0.7%	0.0%	1.1%	1.2%	0.0%	0.6%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.6%	0.0%	0.1%
<u>Q8-2. Fire personnel response time to medical emergencies</u>											
Very satisfied	42.5%	42.9%	40.3%	36.8%	44.4%	49.0%	49.7%	47.3%	40.5%	44.7%	44.7%
Satisfied	37.2%	47.1%	41.9%	45.6%	45.1%	43.3%	39.3%	40.1%	44.6%	44.7%	43.3%
Neutral	18.6%	8.6%	16.1%	13.2%	10.5%	6.3%	9.2%	12.1%	11.9%	9.8%	10.5%
Dissatisfied	0.0%	1.4%	1.6%	4.4%	0.0%	1.0%	1.2%	0.5%	2.4%	0.0%	1.0%
Very dissatisfied	1.8%	0.0%	0.0%	0.0%	0.0%	0.3%	0.6%	0.0%	0.6%	0.8%	0.4%

Q8. Police and Fire Services and Public Safety Communications Center. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q8-3. City's fire prevention efforts

Very satisfied	27.4%	32.4%	29.3%	18.6%	28.0%	29.0%	32.9%	28.1%	25.6%	28.9%	27.8%
Satisfied	41.5%	41.9%	41.4%	51.4%	50.0%	49.5%	44.3%	44.3%	46.8%	49.2%	47.6%
Neutral	29.2%	24.3%	29.3%	25.7%	20.7%	20.5%	22.8%	25.4%	25.0%	20.3%	23.0%
Dissatisfied	1.9%	1.4%	0.0%	1.4%	1.3%	1.0%	0.0%	2.2%	1.9%	0.8%	1.3%
Very dissatisfied	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.6%	0.8%	0.3%

Q8-4. Visibility of fire personnel in neighborhoods

Very satisfied	23.4%	35.9%	28.0%	16.7%	30.5%	29.4%	27.7%	29.1%	21.9%	34.5%	27.8%
Satisfied	40.7%	35.9%	40.0%	46.4%	41.3%	37.7%	34.3%	36.9%	42.3%	39.7%	39.9%
Neutral	27.6%	20.7%	26.7%	27.4%	21.6%	26.9%	30.1%	27.1%	27.6%	19.0%	25.4%
Dissatisfied	7.6%	7.6%	4.0%	6.0%	6.6%	5.1%	7.2%	5.9%	7.1%	5.7%	6.0%
Very dissatisfied	0.7%	0.0%	1.3%	3.6%	0.0%	0.9%	0.6%	1.0%	1.0%	1.1%	0.9%

Q8. Police and Fire Services and Public Safety Communications Center. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q8-5. Visibility of police in neighborhoods</u>										
Very satisfied	13.4%	13.3%	12.8%	8.0%	9.9%	13.0%	15.3%	11.0%	10.8%	10.8%	12.1%
Satisfied	29.1%	30.5%	26.9%	27.3%	30.8%	33.1%	31.3%	31.1%	31.5%	29.2%	30.7%
Neutral	35.5%	27.6%	39.7%	38.6%	29.7%	29.3%	29.5%	29.2%	30.5%	39.0%	32.1%
Dissatisfied	16.3%	22.9%	14.1%	14.8%	20.9%	19.8%	17.0%	19.2%	22.1%	15.4%	18.5%
Very dissatisfied	5.8%	5.7%	6.4%	11.4%	8.8%	4.7%	6.8%	9.6%	5.2%	5.6%	6.6%
<u>Q8-6. City's overall efforts to prevent crime</u>											
Very satisfied	8.4%	8.9%	12.7%	4.7%	7.3%	9.0%	11.3%	7.0%	8.7%	7.4%	8.5%
Satisfied	28.7%	21.8%	23.9%	26.7%	27.4%	32.3%	29.4%	31.6%	21.7%	27.7%	28.5%
Neutral	32.9%	36.6%	33.8%	29.1%	33.0%	29.0%	32.8%	27.0%	35.7%	34.0%	31.4%
Dissatisfied	24.0%	24.8%	21.1%	27.9%	23.5%	24.3%	20.9%	25.6%	26.1%	22.3%	24.4%
Very dissatisfied	6.0%	7.9%	8.5%	11.6%	8.9%	5.4%	5.6%	8.8%	7.7%	8.5%	7.2%

Q8. Police and Fire Services and Public Safety Communications Center. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q8-7. Enforcement of traffic laws</u>										
Very satisfied	8.2%	11.0%	10.4%	8.0%	7.6%	9.0%	16.2%	7.5%	6.0%	8.9%	8.8%
Satisfied	33.3%	36.0%	31.2%	36.4%	35.9%	34.7%	26.6%	36.0%	32.1%	39.8%	34.6%
Neutral	29.8%	25.0%	22.1%	34.1%	24.5%	31.1%	32.4%	27.1%	31.2%	24.6%	28.7%
Dissatisfied	17.5%	12.0%	31.2%	13.6%	20.7%	17.7%	15.6%	19.6%	21.9%	17.3%	18.3%
Very dissatisfied	11.1%	16.0%	5.2%	8.0%	11.4%	7.5%	9.2%	9.8%	8.8%	9.4%	9.6%
<u>Q8-8. Police response time to emergencies</u>											
Very satisfied	21.7%	26.3%	18.3%	10.5%	17.8%	20.3%	22.6%	19.5%	17.2%	19.0%	19.6%
Satisfied	42.5%	31.6%	33.3%	39.5%	41.4%	46.9%	42.8%	36.2%	41.4%	43.8%	41.6%
Neutral	23.3%	31.6%	33.3%	27.6%	28.3%	22.4%	20.8%	29.7%	28.2%	24.1%	26.0%
Dissatisfied	6.7%	7.9%	11.7%	11.8%	8.6%	7.9%	8.8%	11.4%	8.0%	10.2%	8.8%
Very dissatisfied	5.8%	2.6%	3.3%	10.5%	3.9%	2.4%	5.0%	3.2%	5.2%	2.9%	4.1%

Q8. Police and Fire Services and Public Safety Communications Center. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q8-9. Overall perception of Police personnel attitudes/behaviors

Very satisfied	23.6%	23.2%	23.1%	16.7%	19.8%	22.9%	25.0%	20.3%	23.7%	22.0%	21.8%
Satisfied	37.9%	40.4%	33.3%	35.6%	41.8%	43.4%	39.0%	34.4%	39.1%	48.7%	40.3%
Neutral	23.0%	22.2%	24.4%	32.2%	29.1%	25.0%	24.4%	26.9%	24.2%	22.0%	25.7%
Dissatisfied	10.6%	10.1%	14.1%	8.9%	7.1%	5.1%	5.8%	10.8%	9.2%	6.3%	8.3%
Very dissatisfied	5.0%	4.0%	5.1%	6.7%	2.2%	3.6%	5.8%	7.5%	3.9%	1.0%	4.0%

Q8-10. Overall competence of Police personnel

Very satisfied	24.3%	26.1%	24.0%	17.9%	22.7%	25.4%	27.3%	22.9%	23.1%	26.6%	23.8%
Satisfied	32.4%	44.6%	38.7%	40.5%	44.3%	45.2%	38.8%	35.7%	40.7%	48.6%	41.9%
Neutral	29.7%	16.3%	26.7%	29.8%	23.3%	23.2%	25.5%	24.8%	28.6%	16.9%	24.5%
Dissatisfied	10.8%	7.6%	4.0%	4.8%	6.8%	5.0%	5.5%	10.0%	5.5%	5.6%	6.5%
Very dissatisfied	2.7%	5.4%	6.7%	7.1%	2.8%	1.2%	3.0%	6.7%	2.0%	2.3%	3.3%

Q8. Police and Fire Services and Public Safety Communications Center. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q8-11. Overall satisfaction with Winston-Salem Police Department's performance</u>										
Very satisfied	18.0%	20.4%	22.4%	12.4%	18.1%	20.6%	23.6%	21.2%	17.6%	16.4%	19.1%
Satisfied	37.3%	39.8%	36.8%	42.7%	44.1%	47.8%	43.7%	33.5%	44.4%	48.7%	43.0%
Neutral	27.3%	22.4%	23.7%	28.1%	24.3%	23.0%	21.3%	25.5%	26.3%	20.6%	24.4%
Dissatisfied	13.7%	11.2%	13.2%	10.1%	9.6%	6.0%	7.5%	13.2%	7.8%	10.6%	9.5%
Very dissatisfied	3.7%	6.1%	3.9%	6.7%	4.0%	2.7%	4.0%	6.6%	3.9%	3.7%	4.0%

Q8-12. Overall perception of Public Safety Communications Center performance

Very satisfied	17.4%	16.3%	24.1%	14.7%	16.4%	17.1%	18.5%	19.2%	14.4%	17.4%	17.1%
Satisfied	42.1%	38.8%	40.7%	33.3%	41.8%	39.3%	40.8%	30.8%	44.4%	43.5%	39.7%
Neutral	32.2%	37.5%	25.9%	40.0%	34.9%	37.5%	35.7%	36.8%	32.5%	34.1%	35.6%
Dissatisfied	8.3%	3.8%	7.4%	9.3%	6.2%	4.4%	1.9%	10.4%	8.1%	3.6%	5.9%
Very dissatisfied	0.0%	3.8%	1.9%	2.7%	0.7%	1.8%	3.2%	2.7%	0.6%	1.4%	1.7%

Q8. Police and Fire Services and Public Safety Communications Center. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q8-13. Overall competence of Public Safety Communications Center staff</u>										
Very satisfied	14.3%	16.9%	26.5%	10.4%	15.8%	16.5%	18.8%	14.9%	12.6%	18.8%	16.2%
Satisfied	45.5%	39.4%	38.8%	31.3%	38.1%	39.8%	38.3%	33.3%	41.3%	44.5%	39.5%
Neutral	32.1%	36.6%	28.6%	46.3%	39.6%	39.1%	38.3%	41.4%	39.2%	30.5%	37.8%
Dissatisfied	8.0%	5.6%	4.1%	10.4%	5.8%	3.8%	2.7%	8.6%	7.0%	6.3%	5.8%
Very dissatisfied	0.0%	1.4%	2.0%	1.5%	0.7%	0.8%	2.0%	1.7%	0.0%	0.0%	0.8%

<u>Q8-14. Overall perception of Public Safety Communications Center staff attitudes & behavior toward citizens</u>											
Very satisfied	16.5%	17.6%	18.0%	11.3%	17.6%	15.6%	17.9%	15.0%	12.7%	17.2%	15.9%
Satisfied	39.1%	44.1%	48.0%	36.6%	36.8%	40.1%	38.6%	30.6%	45.1%	48.4%	39.9%
Neutral	34.8%	32.4%	24.0%	42.3%	38.2%	36.6%	35.9%	41.6%	34.5%	30.5%	35.9%
Dissatisfied	7.0%	4.4%	6.0%	7.0%	6.6%	5.4%	4.1%	8.1%	7.7%	3.1%	6.2%
Very dissatisfied	2.6%	1.5%	4.0%	2.8%	0.7%	2.3%	3.4%	4.6%	0.0%	0.8%	2.1%

Q9. Which TWO of the Police, Fire, and Public Safety Communications Center services listed in Question 8 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 2)

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q9. Sum of top 2 choices</u>										
Fire personnel response time to fire & rescue emergencies	16.4%	16.2%	18.5%	23.5%	22.8%	28.8%	24.2%	24.2%	21.3%	17.9%	22.6%
Fire personnel response time to medical emergencies	13.3%	10.8%	16.0%	5.1%	10.4%	11.2%	11.1%	10.2%	9.1%	12.3%	11.3%
City's fire prevention efforts	6.7%	2.7%	6.2%	1.0%	3.6%	1.9%	5.3%	4.2%	3.5%	1.9%	3.6%
Visibility of fire personnel in neighborhoods	5.6%	2.7%	1.2%	5.1%	2.1%	1.4%	5.8%	3.0%	2.2%	1.9%	2.7%
Visibility of police in neighborhoods	23.1%	40.5%	24.7%	30.6%	37.3%	35.1%	32.1%	29.2%	34.3%	34.0%	32.4%
City's overall efforts to prevent crime	44.1%	47.7%	44.4%	41.8%	41.5%	44.1%	37.9%	36.4%	46.1%	50.5%	43.4%
Enforcement of traffic laws	10.8%	11.7%	11.1%	8.2%	8.8%	9.0%	6.8%	8.5%	12.6%	9.0%	9.6%
Police response time to emergencies	15.9%	16.2%	14.8%	19.4%	14.5%	18.6%	13.2%	18.6%	17.8%	15.6%	16.9%

Q9. Which TWO of the Police, Fire, and Public Safety Communications Center services listed in Question 8 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 2) (cont.)

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q9. Sum of top 2 choices (cont.)</u>										
Overall perception of Police personnel attitudes/behaviors	15.9%	9.0%	7.4%	18.4%	11.4%	9.6%	13.2%	12.3%	11.3%	12.3%	11.7%
Overall competence of Police personnel	16.4%	14.4%	17.3%	20.4%	19.2%	6.6%	8.4%	15.3%	16.5%	17.5%	13.7%
Overall satisfaction with Winston-Salem Police Department's performance	9.7%	12.6%	8.6%	7.1%	10.4%	6.8%	11.1%	8.5%	10.9%	9.0%	8.8%
Overall perception of Public Safety Communications Center performance	3.1%	2.7%	4.9%	1.0%	3.6%	3.3%	5.3%	4.2%	0.9%	3.3%	3.2%
Overall competence of Public Safety Communications Center staff	5.6%	2.7%	4.9%	0.0%	2.1%	2.2%	4.2%	3.4%	3.5%	1.4%	2.9%
Overall perception of Public Safety Communications Center staff attitudes & behavior toward citizens	2.1%	2.7%	3.7%	1.0%	1.0%	3.6%	2.6%	3.8%	1.7%	2.8%	2.6%
None chosen	5.1%	1.8%	7.4%	7.1%	5.2%	8.2%	7.4%	8.5%	3.9%	4.7%	6.4%

Q11. Public Transit. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q11-1. Timeliness of WSTA fixed route bus services

Very satisfied	1.9%	20.7%	11.1%	13.8%	13.3%	10.4%	20.0%	9.2%	5.9%	6.8%	10.8%
Satisfied	37.0%	20.7%	33.3%	20.7%	25.0%	20.0%	23.8%	28.7%	19.1%	18.2%	25.0%
Neutral	42.6%	44.8%	29.6%	48.3%	45.0%	59.2%	41.3%	47.1%	57.4%	59.1%	49.1%
Dissatisfied	13.0%	6.9%	0.0%	6.9%	10.0%	8.0%	11.3%	9.2%	7.4%	6.8%	8.1%
Very dissatisfied	5.6%	6.9%	25.9%	10.3%	6.7%	2.4%	3.8%	5.7%	10.3%	9.1%	6.9%

Q11-2. Overall satisfaction with WSTA fixed route bus services

Very satisfied	1.6%	9.4%	14.3%	13.8%	13.1%	7.8%	16.5%	8.9%	2.9%	5.9%	8.9%
Satisfied	30.6%	18.8%	21.4%	17.2%	18.0%	20.3%	26.6%	22.2%	20.0%	9.8%	21.9%
Neutral	41.9%	34.4%	32.1%	51.7%	47.5%	55.5%	40.5%	46.7%	54.3%	54.9%	46.7%
Dissatisfied	21.0%	28.1%	3.6%	6.9%	9.8%	12.5%	10.1%	15.6%	10.0%	15.7%	13.5%
Very dissatisfied	4.8%	9.4%	28.6%	10.3%	11.5%	3.9%	6.3%	6.7%	12.9%	13.7%	8.9%

Q11. Public Transit. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q11-3. Timeliness of WSTA Trans-AID bus services</u>										
Very satisfied	6.4%	17.4%	12.0%	14.8%	13.2%	9.7%	15.6%	11.1%	7.3%	11.4%	11.2%
Satisfied	31.9%	17.4%	24.0%	22.2%	18.9%	13.3%	19.5%	24.7%	16.4%	11.4%	20.0%
Neutral	48.9%	43.5%	40.0%	44.4%	52.8%	68.1%	50.6%	51.9%	60.0%	60.0%	54.9%
Dissatisfied	12.8%	17.4%	12.0%	7.4%	7.5%	8.0%	11.7%	9.9%	10.9%	11.4%	9.8%
Very dissatisfied	0.0%	4.3%	12.0%	11.1%	7.5%	0.9%	2.6%	2.5%	5.5%	5.7%	4.1%

Q11-4. Overall satisfaction with WSTA Trans-AID bus services

Very satisfied	8.2%	12.5%	17.4%	12.0%	13.5%	10.0%	18.2%	10.8%	3.6%	11.1%	11.3%
Satisfied	28.6%	16.7%	30.4%	20.0%	23.1%	17.5%	24.7%	26.5%	16.1%	11.1%	21.9%
Neutral	46.9%	50.0%	34.8%	44.0%	51.9%	64.2%	45.5%	49.4%	66.1%	58.3%	53.5%
Dissatisfied	14.3%	12.5%	8.7%	16.0%	5.8%	5.8%	9.1%	8.4%	8.9%	11.1%	8.6%
Very dissatisfied	2.0%	8.3%	8.7%	8.0%	5.8%	2.5%	2.6%	4.8%	5.4%	8.3%	4.7%

Q11. Public Transit. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q11-5. Cleanliness of WSTA buses</u>										
Very satisfied	4.2%	9.1%	16.7%	12.5%	12.1%	8.7%	13.0%	11.3%	3.6%	8.1%	9.8%
Satisfied	31.3%	22.7%	33.3%	16.7%	24.1%	22.6%	27.3%	22.5%	21.8%	18.9%	24.6%
Neutral	50.0%	40.9%	37.5%	58.3%	51.7%	60.9%	46.8%	56.3%	63.6%	59.5%	53.9%
Dissatisfied	12.5%	13.6%	8.3%	0.0%	8.6%	7.8%	10.4%	7.5%	7.3%	10.8%	8.4%
Very dissatisfied	2.1%	13.6%	4.2%	12.5%	3.4%	0.0%	2.6%	2.5%	3.6%	2.7%	3.4%

Q12. Which TWO of the Public Transit services listed in Question 11 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 2)

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q12. Sum of top 2 choices</u>										
Timeliness of WSTA fixed route bus services	44.1%	46.8%	44.4%	36.7%	40.4%	38.9%	45.8%	40.7%	41.3%	41.0%	41.2%
Overall satisfaction with WSTA fixed route bus services	41.5%	42.3%	42.0%	32.7%	40.9%	34.8%	34.2%	35.2%	42.2%	43.4%	38.2%
Timeliness of WSTA Trans-AID bus services	19.5%	20.7%	25.9%	12.2%	16.1%	25.2%	26.8%	22.5%	19.1%	13.2%	20.8%
Overall satisfaction with WSTA Trans-AID bus services	27.2%	27.0%	21.0%	26.5%	25.9%	23.0%	24.7%	24.2%	28.3%	24.1%	24.7%
Cleanliness of WSTA buses	22.6%	23.4%	9.9%	22.4%	15.5%	11.2%	18.9%	16.5%	14.8%	17.0%	16.4%
None chosen	22.1%	18.0%	25.9%	32.7%	28.5%	31.5%	23.2%	28.0%	26.5%	28.3%	27.6%

Q13. Streets and Transportation. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q13-1. Maintenance of City streets throughout City</u>										
Very satisfied	4.2%	4.6%	6.2%	3.2%	1.6%	4.5%	5.4%	5.7%	4.4%	3.4%	4.2%
Satisfied	38.7%	44.0%	24.7%	26.3%	37.0%	27.2%	34.9%	27.3%	33.6%	37.0%	32.6%
Neutral	23.0%	22.0%	21.0%	30.5%	24.3%	21.8%	20.4%	23.3%	23.0%	22.1%	23.3%
Dissatisfied	23.0%	20.2%	43.2%	33.7%	24.9%	36.3%	31.2%	31.3%	31.9%	27.9%	30.2%
Very dissatisfied	11.0%	9.2%	4.9%	6.3%	12.2%	10.2%	8.1%	12.3%	7.1%	9.6%	9.8%

Q13-2. Maintenance of streets in your neighborhood

Very satisfied	11.5%	5.5%	11.1%	5.3%	6.3%	6.3%	10.3%	7.0%	8.8%	8.1%	7.7%
Satisfied	38.7%	43.1%	33.3%	30.9%	34.4%	35.9%	33.2%	33.6%	37.9%	38.3%	36.0%
Neutral	19.9%	22.9%	16.0%	21.3%	21.4%	20.5%	25.5%	21.0%	15.9%	20.6%	20.7%
Dissatisfied	20.9%	17.4%	30.9%	26.6%	27.6%	25.6%	22.8%	25.8%	27.3%	22.0%	24.6%
Very dissatisfied	8.9%	11.0%	8.6%	16.0%	10.4%	11.7%	8.2%	12.7%	10.1%	11.0%	11.1%

Q13. Streets and Transportation. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q13-3. Amount of traffic congestion on City streets

Very satisfied	7.8%	7.4%	11.3%	5.3%	3.6%	5.3%	5.1%	4.8%	5.8%	9.5%	6.2%
Satisfied	38.0%	31.5%	30.0%	31.9%	32.8%	27.8%	29.9%	27.6%	35.1%	36.0%	31.6%
Neutral	29.2%	26.9%	27.5%	40.4%	33.3%	37.4%	34.5%	36.4%	29.8%	28.9%	33.3%
Dissatisfied	21.9%	22.2%	26.3%	18.1%	20.8%	23.4%	23.2%	25.4%	21.3%	20.9%	22.4%
Very dissatisfied	3.1%	12.0%	5.0%	4.3%	9.4%	6.1%	7.3%	5.7%	8.0%	4.7%	6.6%

Q13-4. Availability of sidewalks throughout City

Very satisfied	4.3%	9.5%	6.3%	4.3%	3.2%	3.2%	4.4%	4.2%	5.0%	5.3%	4.5%
Satisfied	32.1%	25.7%	21.5%	22.6%	23.2%	30.7%	28.7%	25.5%	25.6%	30.0%	27.4%
Neutral	25.5%	23.8%	29.1%	30.1%	28.1%	33.3%	35.4%	27.8%	27.4%	24.6%	29.2%
Dissatisfied	21.7%	27.6%	27.8%	29.0%	31.9%	25.4%	22.1%	27.8%	29.2%	26.1%	26.8%
Very dissatisfied	16.3%	13.3%	15.2%	14.0%	13.5%	7.3%	9.4%	14.8%	12.8%	14.0%	12.1%

Q13. Streets and Transportation. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059

	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q13-5. Condition of sidewalks throughout City</u>											
Very satisfied	2.7%	5.9%	3.9%	5.7%	3.4%	3.1%	4.7%	3.3%	3.8%	3.5%	3.8%
Satisfied	31.3%	33.7%	34.2%	18.2%	29.8%	31.5%	33.1%	25.6%	33.2%	33.3%	30.3%
Neutral	34.6%	28.7%	39.5%	34.1%	37.1%	42.1%	38.4%	40.8%	34.6%	31.8%	37.3%
Dissatisfied	20.9%	23.8%	15.8%	30.7%	23.6%	20.2%	18.6%	22.3%	22.3%	23.9%	21.9%
Very dissatisfied	10.4%	7.9%	6.6%	11.4%	6.2%	3.1%	5.2%	8.1%	6.2%	7.5%	6.7%

Q13-6. Condition of sidewalks in your neighborhood

Very satisfied	6.2%	8.4%	13.4%	7.3%	5.7%	6.2%	6.7%	7.1%	6.8%	9.4%	7.1%
Satisfied	30.9%	30.1%	29.9%	17.1%	26.8%	32.0%	28.8%	25.5%	27.4%	31.7%	28.9%
Neutral	31.5%	25.3%	25.4%	29.3%	36.9%	34.0%	35.6%	35.2%	31.1%	26.1%	31.8%
Dissatisfied	18.0%	21.7%	17.9%	25.6%	17.2%	17.9%	15.3%	17.3%	22.1%	20.6%	18.9%
Very dissatisfied	13.5%	14.5%	13.4%	20.7%	13.4%	10.0%	13.5%	14.8%	12.6%	12.2%	13.3%

Q13. Streets and Transportation. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q13-7. Availability of greenways throughout City</u>										
Very satisfied	11.2%	15.7%	13.9%	10.2%	13.3%	11.5%	14.0%	11.2%	13.6%	12.3%	12.4%
Satisfied	38.0%	42.2%	45.8%	38.6%	36.7%	46.8%	37.8%	39.3%	39.3%	47.1%	41.7%
Neutral	28.5%	23.5%	18.1%	36.4%	29.4%	30.8%	37.8%	31.1%	29.9%	20.6%	28.7%
Dissatisfied	17.9%	13.7%	13.9%	9.1%	16.1%	7.7%	7.9%	13.6%	14.5%	12.3%	12.6%
Very dissatisfied	4.5%	4.9%	8.3%	5.7%	4.4%	3.2%	2.4%	4.9%	2.8%	7.8%	4.6%

Q13-8. Condition of existing greenways

Very satisfied	10.5%	18.9%	13.0%	7.2%	13.0%	10.6%	12.6%	9.3%	10.4%	14.5%	12.0%
Satisfied	50.6%	48.4%	47.8%	53.0%	47.9%	47.5%	43.0%	49.2%	49.3%	54.9%	48.9%
Neutral	32.6%	24.2%	24.6%	30.1%	29.6%	37.0%	35.8%	36.3%	33.3%	19.7%	31.5%
Dissatisfied	4.7%	4.2%	13.0%	7.2%	7.7%	3.5%	6.0%	3.6%	6.0%	7.8%	5.7%
Very dissatisfied	1.7%	4.2%	1.4%	2.4%	1.8%	1.4%	2.6%	1.6%	1.0%	3.1%	1.9%

Q13. Streets and Transportation. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q13-9. Snow removal on major City streets during past 12 months</u>										
Very satisfied	12.3%	13.8%	17.2%	13.3%	10.9%	15.1%	15.5%	13.6%	14.7%	12.9%	14.1%
Satisfied	42.0%	38.5%	39.7%	44.0%	43.5%	41.4%	42.3%	35.8%	44.1%	45.5%	41.5%
Neutral	42.0%	38.5%	32.8%	33.3%	36.1%	33.8%	33.8%	39.2%	35.7%	34.1%	35.5%
Dissatisfied	2.5%	4.6%	8.6%	4.0%	7.5%	3.6%	2.1%	6.3%	3.5%	4.5%	4.8%
Very dissatisfied	1.2%	4.6%	1.7%	5.3%	2.0%	6.1%	6.3%	5.1%	2.1%	3.0%	4.1%
<u>Q13-10. Snow removal on residential streets during past 12 months</u>											
Very satisfied	8.9%	12.9%	13.8%	6.7%	8.6%	12.8%	14.4%	8.6%	12.5%	10.1%	11.3%
Satisfied	39.2%	27.4%	25.9%	30.7%	34.4%	35.4%	36.7%	31.4%	35.4%	39.5%	33.4%
Neutral	45.6%	40.3%	39.7%	41.3%	33.1%	32.1%	30.9%	34.9%	34.7%	38.8%	36.1%
Dissatisfied	0.0%	14.5%	17.2%	13.3%	13.9%	11.7%	7.9%	16.6%	11.8%	5.4%	11.7%
Very dissatisfied	6.3%	4.8%	3.4%	8.0%	9.9%	8.0%	10.1%	8.6%	5.6%	6.2%	7.6%

Q13. Streets and Transportation. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059

	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q13-11. Maintenance of street signs & traffic signals</u>										
Very satisfied	12.3%	18.1%	15.4%	7.4%	12.2%	16.2%	15.3%	17.4%	11.0%	14.8%	14.2%
Satisfied	57.0%	46.7%	51.3%	47.4%	57.4%	49.7%	48.1%	45.5%	60.6%	54.2%	51.8%
Neutral	23.5%	25.7%	24.4%	30.5%	19.7%	25.1%	24.0%	26.3%	19.7%	26.1%	24.4%
Dissatisfied	5.0%	6.7%	7.7%	9.5%	9.0%	7.5%	9.8%	7.6%	6.4%	4.4%	7.5%
Very dissatisfied	2.2%	2.9%	1.3%	5.3%	1.6%	1.4%	2.7%	3.1%	2.3%	0.5%	2.1%

<u>Q13-12. Adequacy of City street lighting</u>											
Very satisfied	7.5%	14.0%	15.4%	5.3%	8.5%	12.7%	10.1%	12.4%	9.0%	11.5%	10.6%
Satisfied	48.9%	39.3%	41.0%	38.9%	46.0%	48.3%	43.6%	39.6%	47.7%	52.9%	45.5%
Neutral	21.5%	29.0%	21.8%	29.5%	23.8%	23.1%	26.8%	26.7%	19.4%	20.7%	24.3%
Dissatisfied	16.1%	11.2%	16.7%	23.2%	19.0%	13.9%	14.5%	16.4%	18.9%	13.5%	16.0%
Very dissatisfied	5.9%	6.5%	5.1%	3.2%	2.6%	2.0%	5.0%	4.9%	5.0%	1.4%	3.7%

Q13. Streets and Transportation. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059

	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q13-13. Accessibility of streets & sidewalks for people with disabilities</u>											
Very satisfied	4.4%	7.9%	5.3%	5.4%	4.9%	6.9%	8.7%	7.2%	4.2%	5.4%	6.1%
Satisfied	19.1%	23.7%	19.3%	8.1%	27.5%	26.5%	26.0%	20.6%	20.5%	21.5%	22.8%
Neutral	27.9%	30.3%	36.8%	41.9%	32.4%	35.6%	31.3%	36.1%	30.7%	37.6%	33.6%
Dissatisfied	29.4%	23.7%	22.8%	28.4%	23.2%	24.0%	19.3%	23.9%	33.1%	24.2%	25.3%
Very dissatisfied	19.1%	14.5%	15.8%	16.2%	12.0%	6.9%	14.7%	12.2%	11.4%	11.4%	12.2%

Q13-14. On-street bicycle infrastructure (bike lanes/wayfinding signs)

Very satisfied	3.9%	7.4%	5.8%	4.8%	5.1%	5.1%	5.6%	5.3%	5.2%	6.7%	5.5%
Satisfied	19.0%	23.4%	21.7%	19.0%	19.6%	31.5%	30.2%	28.6%	20.3%	13.5%	23.9%
Neutral	25.5%	22.3%	21.7%	36.9%	37.3%	41.1%	34.0%	32.3%	35.4%	29.8%	33.6%
Dissatisfied	30.1%	30.9%	36.2%	26.2%	27.2%	16.4%	21.6%	24.9%	26.6%	29.8%	24.7%
Very dissatisfied	21.6%	16.0%	14.5%	13.1%	10.8%	5.8%	8.6%	9.0%	12.5%	20.2%	12.3%

Q13. Streets and Transportation. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059

	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q13-15. Maintenance of trees along City streets</u>										
Very satisfied	8.7%	9.5%	8.0%	8.7%	8.8%	6.2%	8.8%	8.8%	7.8%	8.9%	7.9%
Satisfied	42.9%	45.7%	32.0%	32.6%	37.6%	36.2%	35.7%	38.4%	45.6%	37.1%	38.0%
Neutral	29.9%	17.1%	34.7%	39.1%	30.4%	31.8%	27.5%	32.4%	23.0%	33.7%	30.7%
Dissatisfied	14.7%	19.0%	20.0%	17.4%	17.7%	21.2%	20.9%	15.7%	19.4%	16.8%	18.4%
Very dissatisfied	3.8%	8.6%	5.3%	2.2%	5.5%	4.7%	7.1%	4.6%	4.1%	3.5%	5.0%

<u>Q13-16. Mowing & landscaping along City streets</u>											
Very satisfied	8.2%	15.2%	10.8%	7.4%	8.2%	7.6%	11.0%	8.7%	9.2%	9.2%	8.9%
Satisfied	51.1%	45.7%	48.6%	41.1%	46.2%	44.7%	42.0%	45.2%	50.7%	46.6%	46.1%
Neutral	32.4%	26.7%	27.0%	35.8%	31.0%	31.6%	30.9%	32.4%	27.6%	30.1%	31.4%
Dissatisfied	6.6%	8.6%	9.5%	8.4%	11.4%	12.9%	11.6%	10.5%	8.8%	11.2%	10.2%
Very dissatisfied	1.6%	3.8%	4.1%	7.4%	3.3%	3.2%	4.4%	3.2%	3.7%	2.9%	3.5%

Q13. Streets and Transportation. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059

	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q13-17. Litter pickup along City streets</u>											
Very satisfied	4.4%	8.7%	6.6%	6.4%	4.3%	5.5%	7.7%	6.0%	3.3%	6.3%	5.7%
Satisfied	30.6%	34.0%	27.6%	18.1%	32.4%	22.7%	21.3%	26.7%	31.8%	29.3%	27.0%
Neutral	27.9%	19.4%	22.4%	30.9%	23.8%	31.4%	30.1%	28.1%	21.5%	25.4%	27.3%
Dissatisfied	20.8%	20.4%	30.3%	30.9%	25.4%	29.9%	28.4%	30.0%	28.0%	21.0%	26.6%
Very dissatisfied	16.4%	17.5%	13.2%	13.8%	14.1%	10.5%	12.6%	9.2%	15.4%	18.0%	13.4%

Q13-18. Ease & availability of on-street public parking in Downtown

Very satisfied	5.5%	8.7%	8.2%	3.3%	2.8%	3.5%	3.6%	3.3%	4.7%	6.3%	4.7%
Satisfied	31.3%	32.0%	21.9%	21.7%	27.5%	19.6%	19.4%	25.4%	26.5%	31.7%	25.1%
Neutral	23.1%	20.4%	15.1%	30.4%	21.3%	28.8%	30.9%	23.0%	26.0%	17.8%	24.3%
Dissatisfied	23.1%	25.2%	37.0%	33.7%	32.6%	31.0%	27.9%	32.5%	28.8%	27.4%	29.9%
Very dissatisfied	17.0%	13.6%	17.8%	10.9%	15.7%	17.1%	18.2%	15.8%	14.0%	16.8%	15.9%

Q13. Streets and Transportation. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q13-19. Ease & availability of public parking in decks in Downtown</u>										
Very satisfied	9.8%	18.8%	13.0%	5.4%	8.9%	6.3%	6.8%	8.8%	7.4%	12.7%	9.3%
Satisfied	37.9%	42.7%	37.7%	34.4%	40.6%	36.1%	31.5%	34.3%	40.6%	46.6%	37.7%
Neutral	31.6%	21.9%	31.9%	38.7%	31.7%	34.4%	40.1%	34.3%	34.2%	19.6%	32.5%
Dissatisfied	9.2%	10.4%	14.5%	15.1%	12.2%	17.2%	14.2%	15.7%	10.9%	14.2%	13.5%
Very dissatisfied	11.5%	6.3%	2.9%	6.5%	6.7%	6.0%	7.4%	6.9%	6.9%	6.9%	7.0%

Q13-20. Cost of public parking options in Downtown

Very satisfied	8.4%	8.9%	7.4%	3.3%	9.1%	3.7%	5.0%	5.0%	5.3%	10.4%	6.5%
Satisfied	31.5%	30.7%	30.9%	29.7%	30.7%	25.4%	21.9%	24.9%	32.5%	38.6%	28.9%
Neutral	30.3%	26.7%	22.1%	36.3%	30.1%	34.9%	36.3%	30.8%	29.2%	24.8%	31.2%
Dissatisfied	16.9%	16.8%	25.0%	19.8%	18.2%	21.7%	21.3%	24.9%	21.1%	13.4%	19.8%
Very dissatisfied	12.9%	16.8%	14.7%	11.0%	11.9%	14.2%	15.6%	14.4%	12.0%	12.9%	13.7%

Q14. Which THREE of the Streets and Transportation services listed in Question 13 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 3)

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q14. Sum of top 3 choices</u>										
Maintenance of City streets throughout City	45.1%	45.0%	53.1%	39.8%	54.4%	58.6%	49.5%	52.5%	53.0%	51.9%	51.7%
Maintenance of streets in your neighborhood	15.4%	23.4%	21.0%	25.5%	29.0%	28.5%	22.1%	28.8%	23.5%	22.2%	24.8%
Amount of traffic congestion on City streets	17.9%	19.8%	25.9%	15.3%	21.8%	24.1%	21.6%	23.7%	22.6%	17.0%	21.5%
Availability of sidewalks throughout City	24.6%	28.8%	25.9%	28.6%	27.5%	18.4%	18.9%	25.8%	21.7%	28.8%	23.8%
Condition of sidewalks throughout City	12.8%	10.8%	13.6%	10.2%	11.4%	6.8%	8.4%	8.1%	11.3%	13.7%	10.1%
Condition of sidewalks in your neighborhood	9.7%	9.9%	9.9%	12.2%	8.3%	5.2%	6.3%	9.7%	7.4%	6.1%	8.0%
Availability of greenways throughout City	20.0%	18.0%	21.0%	14.3%	15.0%	7.1%	7.9%	10.2%	17.8%	20.3%	13.8%

Q14. Which THREE of the Streets and Transportation services listed in Question 13 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 3) (cont.)

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q14. Sum of top 3 choices (cont.)</u>										
Condition of existing greenways	4.6%	3.6%	9.9%	2.0%	3.6%	2.5%	1.6%	3.8%	2.6%	7.1%	3.7%
Snow removal on major City streets during past 12 months	0.5%	1.8%	3.7%	2.0%	1.0%	4.7%	4.7%	3.0%	1.3%	0.9%	2.5%
Snow removal on residential streets during past 12 months	3.6%	3.6%	6.2%	9.2%	10.4%	11.5%	14.2%	9.7%	7.0%	3.3%	8.3%
Maintenance of street signs & traffic signals	6.7%	1.8%	7.4%	7.1%	6.7%	9.6%	7.4%	7.2%	7.4%	4.2%	7.2%
Adequacy of City street lighting	12.8%	11.7%	8.6%	11.2%	10.4%	9.3%	15.3%	14.0%	8.7%	8.0%	10.6%
Accessibility of streets & sidewalks for people with disabilities	16.9%	6.3%	11.1%	16.3%	5.7%	11.8%	15.8%	13.1%	10.9%	7.5%	11.3%
On-street bicycle infrastructure (bike lanes/ wayfinding signs)	18.5%	17.1%	12.3%	13.3%	9.8%	6.6%	6.3%	8.5%	13.0%	21.7%	11.5%
Maintenance of trees along City streets	8.7%	2.7%	3.7%	4.1%	4.7%	7.1%	5.8%	3.8%	7.8%	5.7%	5.9%

Q14. Which THREE of the Streets and Transportation services listed in Question 13 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 3) (cont.)

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q14. Sum of top 3 choices (cont.)</u>										
Mowing & landscaping along City streets	4.1%	3.6%	4.9%	2.0%	3.6%	6.0%	3.2%	3.4%	3.9%	5.2%	4.4%
Litter pickup along City streets	21.5%	23.4%	17.3%	11.2%	17.6%	19.2%	21.6%	16.9%	22.2%	17.0%	18.8%
Ease & availability of on-street public parking in Downtown	16.9%	23.4%	16.0%	14.3%	13.0%	14.2%	14.2%	14.0%	17.8%	15.6%	15.5%
Ease & availability of public parking in decks in Downtown	6.2%	5.4%	3.7%	8.2%	4.7%	4.1%	2.6%	3.4%	6.1%	9.0%	5.0%
Cost of public parking options in Downtown	13.3%	17.1%	9.9%	15.3%	8.3%	10.1%	12.1%	10.2%	14.3%	10.4%	11.4%
None chosen	5.6%	5.4%	3.7%	9.2%	8.8%	8.5%	9.5%	8.9%	4.3%	5.7%	7.7%

Q15. Community Development Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q15-1. Enforcing cleanup of trash & debris on private property</u>										
Very satisfied	4.1%	9.1%	5.4%	6.3%	3.1%	3.8%	4.3%	5.2%	4.9%	5.1%	4.6%
Satisfied	33.1%	33.0%	25.0%	20.0%	33.5%	25.8%	29.4%	27.8%	26.1%	32.0%	28.6%
Neutral	30.4%	35.2%	28.6%	42.5%	32.9%	36.8%	35.6%	32.0%	32.1%	36.0%	35.0%
Dissatisfied	22.3%	12.5%	30.4%	25.0%	26.1%	28.6%	23.9%	28.4%	26.1%	22.9%	24.9%
Very dissatisfied	10.1%	10.2%	10.7%	6.3%	4.3%	5.0%	6.7%	6.7%	10.9%	4.0%	6.8%

Q15-2. Enforcing mowing & cutting of weeds on private property

Very satisfied	4.3%	8.1%	7.1%	6.2%	3.7%	3.7%	4.3%	6.4%	5.3%	4.6%	4.8%
Satisfied	39.7%	37.2%	21.4%	27.2%	35.2%	25.5%	28.6%	31.4%	30.0%	34.9%	30.8%
Neutral	35.5%	32.6%	35.7%	42.0%	35.2%	39.6%	41.6%	33.0%	34.2%	40.6%	37.3%
Dissatisfied	15.6%	10.5%	30.4%	17.3%	19.8%	26.5%	20.5%	21.8%	23.7%	15.4%	21.1%
Very dissatisfied	5.0%	11.6%	5.4%	7.4%	6.2%	4.7%	5.0%	7.4%	6.8%	4.6%	6.1%

Q15. Community Development Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q15-3. Enforcing exterior maintenance of residential property (e.g. condition of buildings)</u>										
Very satisfied	4.9%	7.2%	6.9%	6.0%	1.9%	3.3%	3.1%	6.3%	4.4%	4.8%	4.3%
Satisfied	30.3%	31.3%	22.4%	22.9%	30.6%	24.8%	26.4%	25.7%	24.2%	31.0%	27.1%
Neutral	40.1%	37.3%	36.2%	45.8%	43.3%	48.9%	47.2%	45.0%	43.4%	38.1%	44.2%
Dissatisfied	19.7%	14.5%	25.9%	19.3%	20.4%	19.9%	21.4%	19.4%	20.3%	20.2%	19.5%
Very dissatisfied	4.9%	9.6%	8.6%	6.0%	3.8%	3.3%	1.9%	3.7%	7.7%	6.0%	5.0%

Q15-4. Enforcing trash, weeds, & exterior maintenance in your neighborhood

Very satisfied	7.6%	9.3%	9.7%	6.8%	3.0%	6.5%	4.3%	7.6%	5.8%	10.6%	6.6%
Satisfied	41.4%	39.5%	35.5%	26.1%	39.6%	31.0%	32.3%	34.3%	33.3%	38.0%	34.9%
Neutral	29.0%	26.7%	35.5%	39.8%	38.4%	41.5%	40.2%	33.3%	38.6%	34.6%	36.8%
Dissatisfied	13.8%	18.6%	16.1%	18.2%	12.8%	16.7%	14.6%	18.7%	16.4%	12.3%	15.7%
Very dissatisfied	8.3%	5.8%	3.2%	9.1%	6.1%	4.3%	8.5%	6.1%	5.8%	4.5%	6.0%

Q15. Community Development Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059

	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q15-5. City housing rehabilitation programs (e.g. loans to improve housing condition)</u>											
Very satisfied	5.1%	6.9%	8.1%	5.8%	3.2%	4.8%	7.9%	5.8%	4.9%	4.0%	5.2%
Satisfied	14.1%	29.3%	18.9%	9.6%	17.9%	16.7%	18.9%	16.5%	17.6%	16.2%	17.7%
Neutral	50.0%	31.0%	29.7%	57.7%	50.5%	54.3%	44.9%	50.4%	44.1%	50.5%	48.9%
Dissatisfied	16.7%	25.9%	35.1%	17.3%	20.0%	20.5%	21.3%	19.0%	26.5%	21.2%	21.0%
Very dissatisfied	14.1%	6.9%	8.1%	9.6%	8.4%	3.8%	7.1%	8.3%	6.9%	8.1%	7.2%

Q15-6. Demolishing vacant structures that are nuisance properties

Very satisfied	3.3%	5.6%	6.5%	6.8%	3.5%	5.4%	7.4%	5.6%	3.9%	4.9%	5.1%
Satisfied	20.0%	21.1%	15.2%	11.9%	17.7%	14.5%	17.6%	15.5%	17.8%	13.0%	16.5%
Neutral	46.7%	33.8%	28.3%	42.4%	41.6%	44.4%	48.5%	39.4%	35.7%	39.0%	41.6%
Dissatisfied	17.8%	25.4%	39.1%	28.8%	28.3%	26.1%	18.4%	27.5%	30.2%	32.5%	26.3%
Very dissatisfied	12.2%	14.1%	10.9%	10.2%	8.8%	9.5%	8.1%	12.0%	12.4%	10.6%	10.5%

Q15. Community Development Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q15-7. Overall character & condition of your neighborhood</u>										
Very satisfied	21.3%	26.0%	21.3%	21.1%	22.0%	22.3%	19.1%	18.4%	19.7%	35.3%	22.3%
Satisfied	48.1%	51.9%	52.0%	42.1%	52.2%	48.7%	45.4%	46.1%	56.5%	40.3%	49.0%
Neutral	21.3%	15.4%	20.0%	25.3%	19.2%	22.6%	27.3%	24.4%	16.1%	17.9%	21.1%
Dissatisfied	6.6%	4.8%	6.7%	6.3%	4.9%	4.3%	5.5%	6.9%	5.8%	5.0%	5.2%
Very dissatisfied	2.7%	1.9%	0.0%	5.3%	1.6%	2.0%	2.7%	4.1%	1.8%	1.5%	2.3%

Q16. Which TWO of the Community Development services listed in Question 15 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 2)

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q16. Sum of top 2 choices</u>										
Enforcing cleanup of trash & debris on private property	40.0%	41.4%	29.6%	38.8%	38.3%	46.0%	42.6%	35.2%	41.7%	44.3%	40.8%
Enforcing mowing & cutting of weeds on private property	14.9%	14.4%	16.0%	19.4%	17.6%	23.8%	20.0%	19.9%	17.0%	16.5%	18.8%
Enforcing exterior maintenance of residential property (e.g. condition of buildings)	21.5%	9.9%	22.2%	13.3%	19.2%	16.7%	14.2%	19.9%	15.7%	18.9%	17.6%
Enforcing trash, weeds, & exterior maintenance in your neighborhood	11.3%	18.9%	17.3%	14.3%	16.6%	15.6%	12.6%	13.6%	19.6%	13.7%	15.3%
City housing rehabilitation programs (e.g. loans to improve housing condition)	39.0%	39.6%	43.2%	34.7%	34.2%	30.7%	37.4%	35.6%	37.0%	36.3%	35.0%
Demolishing vacant structures that are nuisance properties	31.8%	36.0%	40.7%	37.8%	33.2%	28.8%	29.5%	33.5%	36.5%	35.8%	32.5%
Overall character & condition of your neighborhood	23.1%	17.1%	13.6%	16.3%	19.7%	14.8%	14.7%	21.6%	17.4%	15.6%	17.7%
None chosen	7.7%	9.9%	7.4%	11.2%	8.8%	10.4%	12.6%	8.9%	6.1%	8.0%	9.7%

Q17. Recreation and Parks Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q17-1. Maintenance of City parks</u>										
Very satisfied	23.2%	22.2%	14.9%	14.0%	12.8%	14.9%	19.1%	16.3%	15.7%	18.2%	16.7%
Satisfied	53.0%	54.5%	62.7%	50.0%	59.3%	58.3%	58.6%	54.1%	56.4%	55.1%	56.6%
Neutral	16.7%	14.1%	17.9%	24.4%	18.0%	21.2%	19.1%	21.9%	17.2%	18.2%	19.2%
Dissatisfied	6.5%	6.1%	3.0%	9.3%	7.6%	5.0%	3.2%	6.1%	8.8%	5.6%	6.1%
Very dissatisfied	0.6%	3.0%	1.5%	2.3%	2.3%	0.7%	0.0%	1.5%	2.0%	3.0%	1.4%
<u>Q17-2. Quality of facilities (e.g. picnic shelters & playgrounds) in City parks</u>											
Very satisfied	22.6%	20.8%	20.3%	16.9%	17.8%	15.7%	19.0%	17.5%	16.7%	21.0%	18.4%
Satisfied	49.4%	48.5%	51.6%	49.4%	55.0%	54.5%	57.5%	47.0%	53.1%	50.3%	52.2%
Neutral	21.4%	21.8%	15.6%	20.2%	17.8%	25.4%	20.3%	24.5%	21.1%	20.5%	21.6%
Dissatisfied	6.0%	5.9%	10.9%	13.5%	8.3%	3.7%	3.3%	9.5%	9.1%	5.1%	6.7%
Very dissatisfied	0.6%	3.0%	1.6%	0.0%	1.2%	0.7%	0.0%	1.5%	0.0%	3.1%	1.1%

Q17. Recreation and Parks Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q17-3. Quality of City-owned outdoor athletic fields

Very satisfied	19.2%	18.2%	12.3%	9.5%	12.6%	14.3%	16.8%	12.6%	13.7%	17.1%	14.4%
Satisfied	54.2%	49.4%	45.6%	43.2%	49.0%	53.8%	51.1%	44.3%	55.9%	52.0%	50.9%
Neutral	20.8%	24.7%	31.6%	41.9%	30.1%	27.8%	29.2%	38.3%	25.5%	19.1%	28.5%
Dissatisfied	5.0%	7.8%	8.8%	2.7%	6.3%	3.0%	2.2%	4.2%	3.7%	9.2%	4.8%
Very dissatisfied	0.8%	0.0%	1.8%	2.7%	2.1%	1.1%	0.7%	0.6%	1.2%	2.6%	1.3%

Q17-4. Walking & biking trails in City

Very satisfied	16.5%	19.4%	15.2%	16.3%	15.0%	13.7%	14.3%	13.5%	16.3%	17.1%	15.5%
Satisfied	39.0%	39.8%	39.4%	44.2%	44.4%	54.6%	51.3%	50.0%	40.8%	43.0%	45.9%
Neutral	28.0%	26.5%	22.7%	27.9%	24.4%	25.3%	29.2%	24.0%	29.6%	21.8%	25.9%
Dissatisfied	12.2%	9.2%	19.7%	9.3%	13.1%	5.8%	4.5%	10.9%	10.2%	14.0%	10.1%
Very dissatisfied	4.3%	5.1%	3.0%	2.3%	3.1%	0.7%	0.6%	1.6%	3.1%	4.1%	2.6%

Q17. Recreation and Parks Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q17-5. City swimming pools & programs

Very satisfied	11.7%	11.5%	10.9%	10.9%	12.1%	11.4%	12.9%	12.8%	7.5%	13.3%	11.6%
Satisfied	36.4%	42.6%	39.1%	39.1%	37.1%	45.0%	37.9%	37.6%	40.6%	43.9%	40.7%
Neutral	32.5%	29.5%	30.4%	37.5%	31.0%	34.1%	38.7%	35.5%	37.6%	23.5%	33.2%
Dissatisfied	13.0%	16.4%	10.9%	9.4%	18.1%	8.2%	7.3%	12.1%	12.8%	16.3%	11.8%
Very dissatisfied	6.5%	0.0%	8.7%	3.1%	1.7%	1.4%	3.2%	2.1%	1.5%	3.1%	2.7%

Q17-6. City splash pads & spraygrounds

Very satisfied	12.7%	15.6%	6.8%	18.6%	10.1%	13.8%	14.3%	11.8%	10.3%	16.8%	13.3%
Satisfied	39.4%	51.6%	47.7%	37.3%	47.7%	42.4%	42.9%	38.2%	49.2%	46.0%	44.1%
Neutral	35.2%	29.7%	36.4%	33.9%	29.4%	37.5%	36.1%	36.8%	33.3%	28.3%	34.3%
Dissatisfied	9.9%	1.6%	9.1%	6.8%	11.9%	4.9%	6.7%	10.3%	5.6%	8.0%	6.9%
Very dissatisfied	2.8%	1.6%	0.0%	3.4%	0.9%	1.3%	0.0%	2.9%	1.6%	0.9%	1.5%

Q17. Recreation and Parks Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059

	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q17-7. City's youth programs & activities</u>											
Very satisfied	14.1%	12.2%	12.8%	10.0%	8.9%	8.8%	12.5%	9.6%	10.5%	11.7%	10.4%
Satisfied	25.0%	42.9%	38.5%	30.0%	44.6%	34.6%	37.5%	32.8%	35.2%	40.4%	36.0%
Neutral	45.3%	36.7%	30.8%	46.0%	30.7%	41.5%	33.0%	36.8%	44.8%	36.2%	39.1%
Dissatisfied	12.5%	6.1%	15.4%	12.0%	12.9%	12.7%	15.2%	17.6%	6.7%	9.6%	12.0%
Very dissatisfied	3.1%	2.0%	2.6%	2.0%	3.0%	2.4%	1.8%	3.2%	2.9%	2.1%	2.5%

Q17-8. Maintenance & appearance of City recreation centers

Very satisfied	14.3%	12.5%	10.9%	11.9%	10.3%	9.0%	13.4%	10.5%	11.0%	9.9%	11.0%
Satisfied	46.2%	45.8%	45.5%	40.3%	44.8%	50.0%	47.0%	40.9%	43.9%	49.6%	46.5%
Neutral	30.3%	33.3%	29.1%	34.3%	29.0%	33.1%	32.8%	36.3%	32.3%	26.2%	31.9%
Dissatisfied	6.7%	8.3%	12.7%	11.9%	12.4%	7.1%	6.7%	11.1%	11.6%	9.9%	9.0%
Very dissatisfied	2.5%	0.0%	1.8%	1.5%	3.4%	0.8%	0.0%	1.2%	1.2%	4.3%	1.6%

Q17. Recreation and Parks Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q17-9. Programs & activities at City recreation centers</u>										
Very satisfied	16.1%	14.0%	14.0%	10.9%	13.3%	9.2%	12.6%	11.0%	14.1%	14.3%	12.2%
Satisfied	36.6%	43.9%	37.2%	34.5%	45.1%	43.0%	42.5%	33.6%	38.3%	45.9%	41.0%
Neutral	39.8%	36.8%	34.9%	45.5%	31.0%	39.5%	36.2%	41.8%	40.6%	31.6%	38.0%
Dissatisfied	6.5%	3.5%	11.6%	5.5%	8.0%	7.0%	7.9%	11.6%	4.7%	6.1%	7.0%
Very dissatisfied	1.1%	1.8%	2.3%	3.6%	2.7%	1.3%	0.8%	2.1%	2.3%	2.0%	1.8%

Q17-10. Marketing of Recreation & Parks programs/facilities

Very satisfied	8.1%	11.0%	3.7%	11.1%	6.6%	6.9%	9.3%	6.7%	7.5%	10.6%	7.8%
Satisfied	19.5%	30.1%	31.5%	25.4%	29.4%	31.0%	32.6%	25.0%	22.5%	31.1%	28.1%
Neutral	34.1%	31.5%	40.7%	39.7%	29.4%	40.8%	38.8%	35.4%	36.9%	29.5%	36.1%
Dissatisfied	30.1%	23.3%	18.5%	19.0%	27.9%	18.4%	16.3%	26.2%	28.8%	22.7%	22.9%
Very dissatisfied	8.1%	4.1%	5.6%	4.8%	6.6%	2.9%	3.1%	6.7%	4.4%	6.1%	5.1%

Q17. Recreation and Parks Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q17-11. Quality of customer service from Recreation & Parks employees</u>										
Very satisfied	20.7%	18.4%	15.6%	16.1%	11.8%	10.5%	10.8%	12.9%	15.3%	18.2%	13.9%
Satisfied	32.2%	46.9%	42.2%	33.9%	48.2%	39.7%	42.5%	37.4%	35.5%	44.4%	40.3%
Neutral	36.8%	28.6%	33.3%	46.4%	34.5%	42.9%	40.0%	42.4%	44.4%	29.3%	39.0%
Dissatisfied	8.0%	6.1%	6.7%	3.6%	4.5%	5.5%	6.7%	5.8%	4.8%	5.1%	5.6%
Very dissatisfied	2.3%	0.0%	2.2%	0.0%	0.9%	1.4%	0.0%	1.4%	0.0%	3.0%	1.2%

Q18. Which TWO of the Recreation and Parks services listed in Question 17 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 2)

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q18. Sum of top 2 choices</u>										
Maintenance of City parks	36.9%	45.9%	33.3%	34.7%	43.0%	37.8%	37.9%	33.5%	41.7%	45.8%	38.5%
Quality of facilities (e.g. picnic shelters & playgrounds) in City parks	20.0%	22.5%	21.0%	23.5%	25.9%	24.7%	20.5%	25.0%	19.6%	24.5%	23.1%
Quality of City-owned outdoor athletic fields	3.1%	5.4%	7.4%	5.1%	4.7%	5.2%	5.3%	3.0%	4.3%	7.1%	4.9%
Walking & biking trails in City	36.4%	33.3%	23.5%	26.5%	26.4%	20.0%	17.9%	22.0%	32.6%	34.4%	26.5%
City swimming pools & programs	7.7%	9.9%	7.4%	10.2%	11.9%	8.2%	8.9%	14.4%	9.1%	3.3%	9.2%
City splash pads & spraygrounds	2.6%	1.8%	6.2%	4.1%	2.1%	1.9%	2.6%	4.2%	2.2%	1.9%	2.5%
City's youth programs & activities	22.1%	15.3%	29.6%	25.5%	23.8%	22.5%	28.9%	25.0%	21.7%	19.3%	22.7%
Maintenance & appearance of City recreation centers	6.2%	8.1%	9.9%	5.1%	9.3%	8.8%	8.4%	10.2%	4.8%	7.5%	8.0%

Q18. Which TWO of the Recreation and Parks services listed in Question 17 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 2) (cont.)

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q18. Sum of top 2 choices (cont.)</u>										
Programs & activities at City recreation centers	19.5%	8.1%	18.5%	12.2%	11.9%	15.3%	18.4%	14.8%	15.7%	11.3%	14.6%
Marketing of Recreation & Parks programs/facilities	17.4%	16.2%	12.3%	14.3%	11.4%	12.3%	12.1%	13.1%	19.1%	13.7%	13.7%
Quality of customer service from Recreation & Parks employees	2.6%	4.5%	4.9%	2.0%	1.0%	4.7%	4.2%	5.5%	1.3%	1.9%	3.3%
None chosen	11.8%	13.5%	12.3%	16.3%	12.4%	18.1%	15.3%	14.0%	13.0%	12.7%	15.1%

Q19. Solid Waste Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q19-1. Overall quality of residential trash collection services

Very satisfied	32.2%	39.6%	33.3%	29.5%	34.4%	39.4%	35.4%	35.3%	30.3%	42.4%	35.6%
Satisfied	49.4%	42.5%	50.0%	50.5%	49.2%	47.8%	43.6%	47.3%	52.5%	43.9%	48.2%
Neutral	8.3%	7.5%	11.5%	13.7%	9.0%	9.5%	13.3%	9.8%	10.0%	6.8%	9.7%
Dissatisfied	2.2%	8.5%	2.6%	5.3%	5.8%	2.8%	3.9%	4.9%	5.9%	3.4%	4.1%
Very dissatisfied	7.8%	1.9%	2.6%	1.1%	1.6%	0.6%	3.9%	2.7%	1.4%	3.4%	2.4%

Q19-2. Overall quality of curbside recycling services

Very satisfied	28.2%	38.2%	29.9%	25.3%	33.9%	37.5%	33.0%	35.3%	29.1%	38.2%	33.3%
Satisfied	46.0%	44.1%	41.6%	50.5%	46.2%	47.0%	42.5%	43.1%	46.0%	47.3%	46.3%
Neutral	12.1%	5.9%	13.0%	14.7%	12.9%	12.1%	18.4%	13.3%	14.1%	5.8%	12.1%
Dissatisfied	4.6%	5.9%	10.4%	7.4%	4.8%	2.5%	3.4%	5.5%	6.1%	3.4%	4.8%
Very dissatisfied	9.2%	5.9%	5.2%	2.1%	2.2%	0.8%	2.8%	2.8%	4.7%	5.3%	3.5%

Q19. Solid Waste Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q19-3. Overall quality of bulky item pickup services</u>										
Very satisfied	17.5%	28.3%	26.0%	22.1%	31.0%	30.3%	27.9%	29.0%	24.9%	30.0%	26.9%
Satisfied	33.1%	39.4%	42.9%	43.2%	45.1%	45.5%	36.9%	38.8%	41.3%	42.5%	42.3%
Neutral	23.4%	21.2%	14.3%	20.0%	12.0%	12.1%	19.6%	15.9%	17.4%	13.5%	16.0%
Dissatisfied	17.5%	8.1%	14.3%	12.6%	7.6%	9.6%	11.7%	12.6%	13.9%	9.0%	11.0%
Very dissatisfied	8.4%	3.0%	2.6%	2.1%	4.3%	2.5%	3.9%	3.7%	2.5%	5.0%	3.8%

Q19-4. Overall quality of leaf collection services

Very satisfied	11.4%	19.1%	16.2%	11.8%	11.3%	10.5%	15.1%	14.2%	9.1%	15.4%	12.2%
Satisfied	27.2%	23.4%	33.8%	19.4%	31.1%	29.2%	27.3%	32.4%	28.4%	21.4%	28.3%
Neutral	25.3%	19.1%	20.3%	25.8%	19.2%	20.5%	26.2%	23.0%	20.3%	20.4%	21.4%
Dissatisfied	16.5%	26.6%	20.3%	30.1%	27.1%	27.5%	25.0%	19.1%	27.9%	24.4%	25.1%
Very dissatisfied	19.6%	11.7%	9.5%	12.9%	11.3%	12.3%	6.4%	11.3%	14.2%	18.4%	13.0%

Q19. Solid Waste Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q19-5. Overall quality of brush pickup services</u>										
Very satisfied	9.1%	19.6%	18.6%	8.7%	12.2%	9.3%	12.9%	13.9%	6.7%	14.7%	11.5%
Satisfied	32.2%	29.3%	30.0%	25.0%	31.4%	31.3%	27.6%	34.7%	30.4%	27.2%	30.4%
Neutral	27.3%	27.2%	17.1%	29.3%	23.3%	19.4%	27.6%	20.3%	24.7%	20.4%	23.2%
Dissatisfied	16.1%	15.2%	20.0%	27.2%	19.8%	26.4%	23.9%	21.8%	20.6%	21.5%	22.1%
Very dissatisfied	15.4%	8.7%	14.3%	9.8%	13.4%	13.6%	8.0%	9.4%	17.5%	16.2%	12.9%

Q19-6. Overall quality of City street sweeping services

Very satisfied	9.5%	13.8%	14.5%	12.3%	7.0%	9.5%	12.5%	11.4%	7.6%	13.3%	10.1%
Satisfied	35.0%	33.8%	37.1%	24.7%	29.9%	29.5%	27.6%	32.4%	35.9%	30.1%	31.2%
Neutral	35.8%	27.5%	30.6%	32.1%	36.9%	36.5%	38.8%	30.1%	34.1%	30.1%	34.6%
Dissatisfied	8.0%	11.3%	16.1%	19.8%	16.6%	15.8%	11.8%	17.0%	10.6%	17.9%	14.5%
Very dissatisfied	11.7%	13.8%	1.6%	11.1%	9.6%	8.8%	9.2%	9.1%	11.8%	8.7%	9.5%

Q20. Which TWO of the Solid Waste services listed in Question 19 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 2)

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q20. Sum of top 2 choices</u>										
Overall quality of residential trash collection services	35.4%	35.1%	37.0%	29.6%	37.8%	35.3%	42.1%	38.6%	30.9%	30.2%	35.3%
Overall quality of curbside recycling services	32.3%	27.9%	39.5%	23.5%	28.0%	22.7%	26.8%	29.7%	25.2%	28.8%	27.4%
Overall quality of bulky item pickup services	30.8%	23.4%	23.5%	18.4%	17.6%	18.9%	28.9%	24.6%	18.3%	18.4%	21.6%
Overall quality of leaf collection services	34.9%	48.6%	40.7%	46.9%	45.1%	47.4%	31.6%	39.0%	46.5%	51.4%	43.6%
Overall quality of brush pickup services	26.7%	30.6%	33.3%	38.8%	42.0%	41.9%	29.5%	31.4%	47.0%	37.7%	36.4%
Overall quality of City street sweeping services	18.5%	16.2%	12.3%	18.4%	11.9%	13.2%	15.8%	17.8%	14.3%	13.7%	14.7%
None chosen	9.7%	8.1%	6.2%	11.2%	7.8%	9.0%	11.6%	8.9%	8.3%	8.0%	9.3%

Q21. Water, Sewer, and Stormwater Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q21-1. Overall quality of your household drinking water</u>										
Very satisfied	22.6%	27.2%	16.7%	22.1%	23.7%	22.0%	18.7%	16.6%	25.3%	33.7%	22.5%
Satisfied	40.3%	43.7%	50.0%	48.4%	50.0%	55.5%	46.7%	53.7%	43.4%	45.0%	49.1%
Neutral	20.4%	20.4%	21.8%	18.9%	15.6%	16.9%	18.7%	17.9%	20.8%	15.8%	18.5%
Dissatisfied	11.8%	5.8%	6.4%	7.4%	7.5%	4.5%	13.2%	7.4%	8.6%	2.5%	7.0%
Very dissatisfied	4.8%	2.9%	5.1%	3.2%	3.2%	1.1%	2.7%	4.4%	1.8%	3.0%	2.9%
<u>Q21-2. Timeliness of water/sewer line break repairs</u>											
Very satisfied	23.9%	33.3%	18.4%	17.2%	24.0%	14.2%	17.6%	15.6%	21.5%	28.2%	20.2%
Satisfied	42.4%	36.5%	51.0%	37.5%	44.6%	44.9%	38.9%	44.2%	45.4%	45.2%	43.3%
Neutral	27.2%	25.4%	22.4%	37.5%	26.4%	36.4%	37.4%	34.4%	28.5%	21.0%	31.2%
Dissatisfied	3.3%	1.6%	0.0%	7.8%	4.1%	3.2%	4.6%	2.6%	3.8%	4.0%	3.4%
Very dissatisfied	3.3%	3.2%	8.2%	0.0%	0.8%	1.2%	1.5%	3.2%	0.8%	1.6%	2.0%

Q21. Water, Sewer, and Stormwater Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q21-3. Affordability of water/sewer & stormwater bills</u>										
Very satisfied	14.2%	15.5%	8.0%	12.8%	10.9%	7.1%	10.2%	9.8%	10.3%	13.8%	10.6%
Satisfied	36.4%	37.9%	36.0%	25.5%	32.1%	28.9%	25.4%	31.1%	36.4%	33.5%	31.7%
Neutral	29.5%	27.2%	25.3%	39.4%	26.1%	33.7%	31.6%	28.9%	29.0%	31.5%	30.5%
Dissatisfied	14.8%	11.7%	18.7%	14.9%	19.6%	22.1%	23.2%	20.4%	16.8%	15.3%	18.8%
Very dissatisfied	5.1%	7.8%	12.0%	7.4%	11.4%	8.2%	9.6%	9.8%	7.5%	5.9%	8.3%

Q21-4. Overall management of public stormwater run-off

Very satisfied	10.3%	19.0%	10.6%	14.5%	9.1%	6.6%	9.5%	9.4%	8.1%	13.1%	10.2%
Satisfied	41.9%	36.9%	42.4%	26.3%	40.3%	37.4%	35.4%	35.4%	41.9%	38.7%	37.8%
Neutral	37.5%	33.3%	31.8%	40.8%	37.0%	37.0%	39.5%	38.1%	38.4%	33.3%	36.7%
Dissatisfied	8.1%	6.0%	7.6%	13.2%	7.8%	13.5%	9.5%	11.6%	7.0%	11.3%	10.1%
Very dissatisfied	2.2%	4.8%	7.6%	5.3%	5.8%	5.5%	6.1%	5.5%	4.7%	3.6%	5.2%

Q21. Water, Sewer, and Stormwater Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q21-5. Condition & cleanliness of catch basins (storm drains) in your neighborhood</u>										
Very satisfied	10.8%	16.7%	15.4%	9.9%	6.2%	7.6%	9.6%	9.6%	8.2%	13.3%	9.7%
Satisfied	47.3%	36.7%	40.0%	25.9%	44.7%	36.5%	30.6%	34.0%	41.5%	49.4%	39.2%
Neutral	27.0%	26.7%	29.2%	43.2%	26.1%	31.9%	38.2%	33.0%	31.1%	20.6%	30.5%
Dissatisfied	10.8%	16.7%	9.2%	14.8%	14.9%	17.8%	17.8%	16.0%	12.6%	12.8%	14.9%
Very dissatisfied	4.1%	3.3%	6.2%	6.2%	8.1%	6.3%	3.8%	7.4%	6.6%	3.9%	5.8%

Q22. Which TWO of the Water, Sewer and Stormwater services listed in Question 21 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 2)

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q22. Sum of top 2 choices</u>										
Overall quality of your household drinking water	62.6%	58.6%	66.7%	50.0%	58.5%	56.2%	63.7%	55.9%	57.0%	56.1%	58.1%
Timeliness of water/sewer line break repairs	22.6%	19.8%	21.0%	20.4%	19.7%	23.6%	22.1%	22.9%	23.0%	25.9%	21.5%
Affordability of water/sewer & stormwater bills	45.6%	48.6%	56.8%	55.1%	54.4%	51.0%	50.5%	53.8%	51.3%	45.3%	51.1%
Overall management of public stormwater run-off	26.7%	18.9%	24.7%	23.5%	20.2%	20.0%	16.3%	19.9%	25.2%	22.6%	21.6%
Condition & cleanliness of catch basins (storm drains) in your neighborhood	23.6%	28.8%	14.8%	29.6%	19.2%	24.4%	25.3%	22.5%	23.0%	24.1%	23.1%
None chosen	8.7%	11.7%	4.9%	9.2%	13.0%	10.4%	9.5%	11.0%	9.1%	10.8%	10.8%

Q23. Have you called or visited the City of Winston-Salem government with a question, problem, or complaint during the past year?

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q23. Have you called or visited City government with a question, problem, or complaint during past year

Yes	40.0%	32.4%	40.7%	48.0%	39.4%	45.8%	36.8%	36.4%	43.5%	44.8%	41.6%
No	60.0%	67.6%	59.3%	52.0%	60.6%	54.2%	63.2%	63.6%	56.5%	55.2%	58.4%

Q23a. In your MOST RECENT interaction with the City, what was your level of satisfaction with the following aspects of that experience? (without "don't know")

N=441	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q23a-1. Ease of contacting the person you needed</u>										
Very satisfied	24.7%	33.3%	27.3%	27.7%	31.6%	23.2%	20.6%	27.1%	24.2%	31.6%	26.3%
Satisfied	44.2%	38.9%	51.5%	36.2%	30.3%	37.2%	41.2%	38.8%	34.3%	41.1%	38.4%
Neutral	15.6%	8.3%	3.0%	19.1%	15.8%	16.5%	11.8%	20.0%	19.2%	10.5%	14.9%
Dissatisfied	11.7%	13.9%	9.1%	8.5%	13.2%	18.3%	19.1%	9.4%	12.1%	11.6%	14.2%
Very dissatisfied	3.9%	5.6%	9.1%	8.5%	9.2%	4.9%	7.4%	4.7%	10.1%	5.3%	6.2%
<u>Q23a-2. Amount of time you waited for City's response</u>											
Very satisfied	24.7%	32.4%	21.2%	17.0%	26.7%	16.3%	17.9%	17.9%	21.6%	25.5%	21.2%
Satisfied	40.3%	29.4%	51.5%	40.4%	30.7%	43.8%	44.8%	44.0%	34.0%	37.2%	39.8%
Neutral	18.2%	17.6%	12.1%	19.1%	10.7%	15.0%	16.4%	14.3%	16.5%	17.0%	15.1%
Dissatisfied	10.4%	11.8%	9.1%	10.6%	21.3%	17.5%	14.9%	16.7%	14.4%	16.0%	15.6%
Very dissatisfied	6.5%	8.8%	6.1%	12.8%	10.7%	7.5%	6.0%	7.1%	13.4%	4.3%	8.4%

Q23a. In your MOST RECENT interaction with the City, what was your level of satisfaction with the following aspects of that experience? (without "don't know")

N=441	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q23a-3. Accuracy of information or assistance you were given</u>										
Very satisfied	27.6%	34.3%	24.2%	21.3%	29.2%	19.4%	16.7%	22.6%	22.9%	29.0%	24.1%
Satisfied	35.5%	25.7%	48.5%	44.7%	31.9%	34.4%	36.4%	32.1%	31.3%	43.0%	36.1%
Neutral	15.8%	28.6%	12.1%	8.5%	19.4%	23.1%	19.7%	22.6%	19.8%	15.1%	19.0%
Dissatisfied	10.5%	8.6%	12.1%	12.8%	12.5%	18.1%	19.7%	15.5%	13.5%	9.7%	14.1%
Very dissatisfied	10.5%	2.9%	3.0%	12.8%	6.9%	5.0%	7.6%	7.1%	12.5%	3.2%	6.8%

Q23a-4. Professionalism & courtesy of employee(s)

Very satisfied	48.1%	48.6%	33.3%	29.8%	39.7%	36.2%	34.3%	33.3%	39.8%	43.6%	38.7%
Satisfied	33.8%	25.7%	45.5%	48.9%	38.4%	42.9%	47.8%	42.9%	34.7%	35.1%	40.5%
Neutral	14.3%	17.1%	6.1%	17.0%	15.1%	14.7%	11.9%	16.7%	16.3%	13.8%	14.4%
Dissatisfied	3.9%	5.7%	9.1%	2.1%	5.5%	3.7%	4.5%	4.8%	5.1%	6.4%	4.4%
Very dissatisfied	0.0%	2.9%	6.1%	2.1%	1.4%	2.5%	1.5%	2.4%	4.1%	1.1%	2.1%

Q23a. In your MOST RECENT interaction with the City, what was your level of satisfaction with the following aspects of that experience? (without "don't know")

N=441	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q23a-5. Overall satisfaction with the way your concern was addressed</u>										
Very satisfied	28.6%	37.1%	24.2%	23.4%	31.1%	22.8%	22.1%	25.0%	28.9%	28.4%	26.4%
Satisfied	28.6%	28.6%	42.4%	44.7%	28.4%	35.8%	38.2%	34.5%	25.8%	34.7%	34.3%
Neutral	15.6%	14.3%	9.1%	6.4%	16.2%	17.9%	16.2%	13.1%	17.5%	16.8%	15.3%
Dissatisfied	18.2%	11.4%	15.2%	19.1%	12.2%	15.4%	10.3%	17.9%	18.6%	14.7%	15.3%
Very dissatisfied	9.1%	8.6%	9.1%	6.4%	12.2%	8.0%	13.2%	9.5%	9.3%	5.3%	8.8%

Q24. City Link 311. Please rate your satisfaction with the following aspects of City Link 311 services in Winston-Salem, North Carolina. (without "don't know")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q24-1. Overall quality of customer service provided by City Link agents

Very satisfied	30.8%	31.9%	21.2%	26.6%	21.8%	23.2%	27.3%	22.5%	25.0%	28.2%	24.6%
Satisfied	34.1%	34.8%	42.3%	35.9%	41.4%	46.3%	43.0%	42.4%	34.2%	41.1%	41.4%
Neutral	24.2%	27.5%	28.8%	31.3%	23.3%	22.4%	22.7%	27.2%	26.3%	22.6%	24.9%
Dissatisfied	7.7%	4.3%	3.8%	3.1%	11.3%	5.9%	7.0%	5.3%	11.2%	3.2%	6.5%
Very dissatisfied	3.3%	1.4%	3.8%	3.1%	2.3%	2.2%	0.0%	2.6%	3.3%	4.8%	2.5%

Q24-2. Wait time (time before speaking with an agent)

Very satisfied	27.0%	23.0%	22.9%	22.6%	17.9%	17.9%	20.2%	21.0%	20.6%	24.8%	20.2%
Satisfied	38.2%	45.9%	43.8%	35.5%	38.2%	45.5%	42.7%	35.0%	44.1%	34.7%	41.8%
Neutral	24.7%	23.0%	22.9%	33.9%	35.0%	23.7%	25.8%	34.3%	21.3%	28.9%	27.2%
Dissatisfied	6.7%	8.2%	4.2%	3.2%	8.1%	10.5%	9.7%	5.6%	8.8%	9.9%	8.2%
Very dissatisfied	3.4%	0.0%	6.3%	4.8%	0.8%	2.3%	1.6%	4.2%	5.1%	1.7%	2.6%

Q24. City Link 311. Please rate your satisfaction with the following aspects of City Link 311 services in Winston-Salem, North Carolina. (without "don't know")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q24-3. Amount of time spent on phone with City Link staff to resolve issue</u>										
Very satisfied	28.2%	23.0%	23.4%	22.6%	19.0%	19.3%	22.4%	19.0%	23.1%	22.2%	21.2%
Satisfied	35.3%	44.3%	40.4%	41.9%	37.2%	44.2%	42.4%	36.5%	38.5%	42.7%	41.0%
Neutral	27.1%	27.9%	21.3%	29.0%	37.2%	26.1%	28.8%	37.2%	22.3%	26.5%	28.6%
Dissatisfied	5.9%	4.9%	14.9%	1.6%	5.0%	7.6%	5.6%	5.1%	10.8%	6.0%	6.8%
Very dissatisfied	3.5%	0.0%	0.0%	4.8%	1.7%	2.8%	0.8%	2.2%	5.4%	2.6%	2.4%

Q25. Please answer the following questions by circling either "Yes" or "No." (without "not provided")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q25-1. Were you or anyone in your household the victim of any crime in Winston-Salem, North Carolina, during last year</u>										
Yes	12.2%	13.0%	7.5%	15.6%	9.1%	4.2%	10.7%	8.5%	8.4%	9.1%	8.9%
No	87.8%	87.0%	92.5%	84.4%	90.9%	95.8%	89.3%	91.5%	91.6%	90.9%	91.1%
<u>Q25-2. Have you had contact with a WSPD police officer during last year</u>											
Yes	35.4%	35.8%	36.3%	35.7%	37.4%	38.5%	39.8%	37.4%	40.5%	34.1%	36.9%
No	64.6%	64.2%	63.8%	64.3%	62.6%	61.5%	60.2%	62.6%	59.5%	65.9%	63.1%
<u>Q25-3. Have you or anyone in your household contacted City's 311 Call Center (City Link) in last year</u>											
Yes	33.3%	40.2%	40.5%	49.0%	47.8%	51.4%	42.6%	43.8%	48.2%	39.4%	45.2%
No	66.7%	59.8%	59.5%	51.0%	52.2%	48.6%	57.4%	56.3%	51.8%	60.6%	54.8%

Q25. Please answer the following questions by circling either "Yes" or "No." (without "not provided")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under	\$30K to	\$60K to		
							\$30K	\$59,999	\$99,999		
<u>Q25-4. Have you or anyone in your household used 911 Emergency Communications Center in last year</u>											
Yes	23.3%	22.0%	23.8%	22.9%	23.4%	24.2%	28.6%	25.0%	26.2%	20.0%	23.5%
No	76.7%	78.0%	76.3%	77.1%	76.6%	75.8%	71.4%	75.0%	73.8%	80.0%	76.5%
<u>Q25-5. Have you visited City's website (cityofws.org) in last year</u>											
Yes	77.5%	81.7%	82.3%	86.7%	78.5%	71.4%	65.1%	71.4%	82.8%	87.6%	77.0%
No	22.5%	18.3%	17.7%	13.3%	21.5%	28.6%	34.9%	28.6%	17.2%	12.4%	23.0%
<u>Q25-6. Have you used bulky item pickup service in last year</u>											
Yes	38.3%	67.0%	71.3%	78.4%	79.4%	77.1%	55.1%	68.6%	70.4%	74.3%	69.1%
No	61.7%	33.0%	28.8%	21.6%	20.6%	22.9%	44.9%	31.4%	29.6%	25.7%	30.9%

Q25. Please answer the following questions by circling either "Yes" or "No." (without "not provided")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q25-7. Have you or anyone in your household visited a Winston-Salem City recreation center in last year</u>										
Yes	47.9%	37.0%	41.3%	49.5%	50.8%	45.0%	35.3%	46.9%	53.1%	50.0%	45.9%
No	52.1%	63.0%	58.8%	50.5%	49.2%	55.0%	64.7%	53.1%	46.9%	50.0%	54.1%
<u>Q25-8. Have any members of your household visited any parks in Winston-Salem, North Carolina, in last year</u>											
Yes	85.8%	87.0%	75.0%	84.5%	81.4%	70.1%	63.8%	75.0%	87.1%	92.9%	78.5%
No	14.2%	13.0%	25.0%	15.5%	18.6%	29.9%	36.2%	25.0%	12.9%	7.1%	21.5%
<u>Q25-9. Have you used WSTA bus system in last year (fixed route or Trans-AID)</u>											
Yes	7.4%	6.6%	2.5%	10.2%	5.3%	8.0%	12.8%	10.1%	5.8%	2.4%	7.1%
No	92.6%	93.4%	97.5%	89.8%	94.7%	92.0%	87.2%	89.9%	94.2%	97.6%	92.9%

Q25. Please answer the following questions by circling either "Yes" or "No." (without "not provided")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q25-10. Do you consider WSTA bus system to be your primary form of transportation</u>										
Yes	2.1%	3.8%	5.1%	2.1%	2.2%	3.1%	5.9%	3.5%	0.9%	0.5%	2.9%
No	97.9%	96.2%	94.9%	97.9%	97.8%	96.9%	94.1%	96.5%	99.1%	99.5%	97.1%
<u>Q25-11. Do you have regular access to internet at home or via mobile device</u>											
Yes	98.9%	99.1%	96.3%	96.9%	98.4%	94.7%	92.5%	96.0%	98.7%	99.5%	96.8%
No	1.1%	0.9%	3.8%	3.1%	1.6%	5.3%	7.5%	4.0%	1.3%	0.5%	3.2%
<u>Q25-12. Have you contacted Utilities, Revenue, or City Link regarding your water/sewer account in last year</u>											
Yes	36.7%	37.0%	32.9%	38.1%	27.3%	24.9%	24.9%	30.0%	32.0%	36.8%	30.7%
No	63.3%	63.0%	67.1%	61.9%	72.7%	75.1%	75.1%	70.0%	68.0%	63.2%	69.3%

Q25. Please answer the following questions by circling either "Yes" or "No." (without "not provided")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q25-13. Have you ridden a bicycle on City streets in last year</u>										
Yes	28.8%	33.3%	36.3%	24.5%	25.0%	14.9%	12.8%	15.4%	26.1%	41.4%	23.7%
No	71.2%	66.7%	63.8%	75.5%	75.0%	85.1%	87.2%	84.6%	73.9%	58.6%	76.3%
<u>Q25-14. Have you applied for and/or received a housing rehabilitation loan from City within last two years</u>											
Yes	2.1%	0.0%	1.3%	1.0%	0.5%	1.1%	3.2%	1.3%	0.4%	0.5%	1.2%
No	97.9%	100.0%	98.8%	99.0%	99.5%	98.9%	96.8%	98.7%	99.6%	99.5%	98.8%
<u>Q25-15. Have you experienced a missed trash collection in past year</u>											
Yes	37.5%	45.3%	48.7%	36.8%	41.9%	34.4%	33.2%	44.4%	42.0%	38.2%	38.8%
No	62.5%	54.7%	51.3%	63.2%	58.1%	65.6%	66.8%	55.6%	58.0%	61.8%	61.2%

Q25. Please answer the following questions by circling either "Yes" or "No." (without "not provided")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q25-16. Have you participated in any event at a City recreation center in past year</u>											
Yes	22.9%	17.8%	27.8%	24.5%	27.2%	24.5%	21.1%	23.7%	27.7%	26.7%	24.3%
No	77.1%	82.2%	72.2%	75.5%	72.8%	75.5%	78.9%	76.3%	72.3%	73.3%	75.7%

Q26. Do you think you will be living in Winston-Salem, North Carolina five years from now? (without "not provided")

N=1059	Q29. How many years have you lived in Winston-Salem, North Carolina?						Q32. Your total household income				Total
	0-5	6-10	11-15	16-20	21-30	31+	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	<u>Q26. Will you be living in Winston-Salem, North Carolina five years from now</u>										
Yes	80.6%	86.1%	90.5%	93.8%	88.6%	93.4%	85.6%	90.5%	87.6%	90.5%	89.1%
No	19.4%	13.9%	9.5%	6.3%	11.4%	6.6%	14.4%	9.5%	12.4%	9.5%	10.9%

Q1. Rating Winston-Salem. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate Winston-Salem, North Carolina with regard to each of the following. (without "don't know")

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q1-1. As a place to live</u>						
Excellent	33.7%	33.4%	32.8%	33.4%	35.3%	33.6%
Good	50.9%	56.7%	56.3%	56.1%	51.3%	55.6%
Neutral	11.8%	8.3%	9.1%	9.0%	8.4%	8.9%
Below average	3.0%	1.6%	1.7%	1.5%	4.2%	1.8%
Poor	0.6%	0.0%	0.0%	0.0%	0.8%	0.1%
<u>Q1-2. As a place to raise children</u>						
Excellent	27.0%	27.4%	27.0%	26.8%	29.6%	27.4%
Good	50.0%	51.6%	54.0%	48.7%	44.4%	51.2%
Neutral	14.2%	15.7%	13.7%	17.8%	18.5%	15.5%
Below average	7.4%	4.7%	4.4%	6.4%	5.6%	5.1%
Poor	1.4%	0.6%	0.9%	0.3%	1.9%	0.8%

Q1. Rating Winston-Salem. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate Winston-Salem, North Carolina with regard to each of the following. (without "don't know")

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q1-3. As a place to work</u>						
Excellent	20.4%	23.0%	20.4%	23.5%	25.6%	22.7%
Good	49.7%	51.5%	54.0%	48.8%	47.9%	51.2%
Neutral	21.0%	18.8%	19.2%	19.9%	18.8%	19.2%
Below average	8.3%	6.0%	5.5%	7.5%	6.8%	6.4%
Poor	0.6%	0.6%	0.8%	0.3%	0.9%	0.6%

Q2. Perceptions of the Community. Please rate your satisfaction with each of the following items that may influence your perception of the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q2-1. Overall image of City</u>						
Very satisfied	16.7%	14.1%	13.6%	16.2%	13.4%	14.4%
Satisfied	55.4%	60.3%	59.7%	57.8%	61.3%	59.5%
Neutral	19.0%	18.4%	20.3%	15.9%	19.3%	18.6%
Dissatisfied	8.3%	6.8%	5.8%	10.1%	5.0%	7.0%
Very dissatisfied	0.6%	0.3%	0.6%	0.0%	0.8%	0.4%
<u>Q2-2. Overall quality of life in City</u>						
Very satisfied	14.4%	18.7%	17.4%	19.4%	17.6%	17.9%
Satisfied	54.5%	59.6%	61.4%	55.2%	54.6%	58.9%
Neutral	23.4%	16.6%	15.9%	19.1%	21.0%	17.7%
Dissatisfied	7.2%	5.0%	5.2%	6.4%	5.0%	5.3%
Very dissatisfied	0.6%	0.1%	0.0%	0.0%	1.7%	0.2%

Q2. Perceptions of the Community. Please rate your satisfaction with each of the following items that may influence your perception of the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q2-3. Overall feeling of safety in City</u>						
Very satisfied	11.4%	8.5%	9.2%	8.1%	13.6%	9.0%
Satisfied	36.5%	40.4%	38.9%	40.2%	39.0%	39.7%
Neutral	29.3%	28.1%	29.7%	28.6%	21.2%	28.3%
Dissatisfied	16.2%	18.9%	18.3%	18.8%	16.9%	18.6%
Very dissatisfied	6.6%	4.1%	3.9%	4.3%	9.3%	4.5%
<u>Q2-4. Availability of jobs in City</u>						
Very satisfied	10.3%	8.3%	7.8%	8.9%	11.8%	8.5%
Satisfied	31.5%	42.5%	38.9%	44.5%	34.5%	40.7%
Neutral	40.4%	33.6%	36.0%	32.5%	37.3%	34.9%
Dissatisfied	17.1%	13.7%	15.4%	12.7%	14.5%	14.2%
Very dissatisfied	0.7%	1.9%	1.8%	1.4%	1.8%	1.7%

Q2. Perceptions of the Community. Please rate your satisfaction with each of the following items that may influence your perception of the City of Winston-Salem, North Carolina. (without "don't know")

N=1059

	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q2-5. Overall perception of local economy/business environment</u>						
Very satisfied	11.2%	10.0%	8.3%	12.3%	12.1%	10.3%
Satisfied	46.0%	51.1%	52.7%	46.1%	49.1%	50.2%
Neutral	32.9%	28.3%	29.1%	29.8%	26.7%	29.1%
Dissatisfied	8.1%	9.8%	8.5%	11.7%	10.3%	9.5%
Very dissatisfied	1.9%	0.8%	1.4%	0.0%	1.7%	1.0%

Q2-6. Overall openness & acceptance of the community toward people of diverse backgrounds

Very satisfied	18.6%	15.3%	13.1%	18.2%	20.0%	15.9%
Satisfied	41.0%	43.1%	45.3%	39.8%	41.7%	42.9%
Neutral	26.3%	29.1%	30.4%	28.3%	23.5%	28.5%
Dissatisfied	13.5%	11.3%	10.3%	12.5%	13.9%	11.6%
Very dissatisfied	0.6%	1.2%	0.8%	1.2%	0.9%	1.1%

Q2. Perceptions of the Community. Please rate your satisfaction with each of the following items that may influence your perception of the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q2-7. Availability of affordable housing in City</u>						
Very satisfied	8.1%	4.7%	4.0%	4.2%	13.8%	5.3%
Satisfied	22.3%	21.4%	20.1%	23.3%	21.1%	21.6%
Neutral	31.8%	31.3%	32.7%	29.8%	31.2%	31.4%
Dissatisfied	27.0%	31.6%	32.7%	30.4%	22.0%	30.7%
Very dissatisfied	10.8%	10.9%	10.6%	12.3%	11.9%	11.1%
<u>Q2-8. Overall quality of the natural environment in City</u>						
Very satisfied	15.1%	12.4%	10.7%	13.8%	22.0%	12.9%
Satisfied	50.6%	49.9%	51.6%	49.3%	46.6%	50.1%
Neutral	19.9%	25.7%	25.0%	23.5%	19.5%	24.7%
Dissatisfied	13.3%	11.3%	11.5%	12.9%	11.9%	11.5%
Very dissatisfied	1.2%	0.7%	1.1%	0.6%	0.0%	0.8%

Q2. Perceptions of the Community. Please rate your satisfaction with each of the following items that may influence your perception of the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q2-9. Overall quality of services provided by City</u>						
Very satisfied	16.9%	11.5%	12.1%	12.7%	14.3%	12.5%
Satisfied	42.8%	50.1%	49.2%	48.1%	47.9%	48.8%
Neutral	20.5%	23.1%	23.1%	21.5%	23.5%	22.7%
Dissatisfied	13.9%	12.6%	12.5%	14.5%	10.1%	12.8%
Very dissatisfied	6.0%	2.7%	3.0%	3.2%	4.2%	3.2%
<u>Q2-10. Overall value you receive for your City tax dollars & fees</u>						
Very satisfied	10.6%	7.6%	7.1%	8.9%	11.4%	8.0%
Satisfied	29.8%	35.6%	35.4%	32.2%	35.1%	34.7%
Neutral	26.7%	30.7%	31.0%	32.0%	21.9%	30.0%
Dissatisfied	24.2%	19.7%	19.7%	19.8%	24.6%	20.5%
Very dissatisfied	8.7%	6.5%	6.9%	7.1%	7.0%	6.8%

Q2. Perceptions of the Community. Please rate your satisfaction with each of the following items that may influence your perception of the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q2-11. How well City is managing growth & development</u>						
Very satisfied	10.6%	7.8%	6.9%	10.0%	9.6%	8.2%
Satisfied	35.4%	36.9%	36.3%	34.1%	41.2%	36.8%
Neutral	31.7%	35.0%	34.5%	36.6%	29.8%	34.5%
Dissatisfied	19.3%	16.2%	18.1%	16.0%	14.9%	16.6%
Very dissatisfied	3.1%	4.1%	4.1%	3.3%	4.4%	3.9%
<u>Q2-12. Access to healthy food options within City</u>						
Very satisfied	22.1%	15.6%	16.0%	15.8%	24.6%	16.6%
Satisfied	41.1%	49.1%	50.0%	47.1%	40.7%	47.8%
Neutral	22.1%	21.1%	21.0%	21.1%	20.3%	21.4%
Dissatisfied	12.3%	11.3%	10.3%	12.6%	12.7%	11.5%
Very dissatisfied	2.5%	2.9%	2.7%	3.5%	1.7%	2.8%

Q3. Communications Services. Please rate your satisfaction with the following services the City of Winston-Salem, North Carolina provides. (without "don't know")

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q3-1. Overall effectiveness of City communications with the public</u>						
Very satisfied	13.1%	8.2%	8.0%	9.6%	11.6%	9.1%
Satisfied	40.0%	44.9%	42.0%	46.7%	47.3%	44.1%
Neutral	28.1%	30.7%	32.7%	27.5%	25.0%	30.2%
Dissatisfied	17.5%	13.5%	14.7%	13.8%	13.4%	14.1%
Very dissatisfied	1.3%	2.7%	2.5%	2.4%	2.7%	2.5%
<u>Q3-2. Availability of information about City programs/services</u>						
Very satisfied	13.8%	9.0%	8.6%	11.4%	10.8%	9.8%
Satisfied	33.1%	44.5%	44.2%	42.2%	37.8%	42.6%
Neutral	35.0%	30.9%	30.7%	29.9%	35.1%	31.6%
Dissatisfied	17.5%	13.7%	14.9%	14.4%	15.3%	14.2%
Very dissatisfied	0.6%	1.9%	1.6%	2.1%	0.9%	1.7%

Q3. Communications Services. Please rate your satisfaction with the following services the City of Winston-Salem, North Carolina provides. (without "don't know")

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q3-3. Overall usefulness of City's website</u>						
Very satisfied	9.5%	10.1%	8.3%	12.5%	12.4%	10.0%
Satisfied	43.2%	44.5%	43.1%	45.3%	47.6%	44.2%
Neutral	31.8%	32.2%	33.8%	29.6%	29.5%	32.4%
Dissatisfied	11.5%	11.3%	13.4%	9.3%	8.6%	11.3%
Very dissatisfied	4.1%	1.9%	1.5%	3.2%	1.9%	2.3%

Q3-4. Overall effectiveness of City's use of social media

Very satisfied	10.7%	7.7%	5.8%	10.2%	11.8%	8.1%
Satisfied	35.9%	35.4%	33.8%	38.3%	35.5%	35.4%
Neutral	45.0%	46.5%	49.5%	42.7%	43.0%	46.5%
Dissatisfied	3.8%	8.9%	8.9%	7.3%	6.5%	8.0%
Very dissatisfied	4.6%	1.5%	2.0%	1.5%	3.2%	2.0%

Q3. Communications Services. Please rate your satisfaction with the following services the City of Winston-Salem, North Carolina provides. (without "don't know")

N=1059

Q30. Are you of Hispanic,
Latino, or other Spanish
ancestry?

Q31. Your race/ethnicity

Total

Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
Yes	No	White or Caucasian	Black or African American	Other	

Q3-5. Opportunities to engage/provide input into decisions made by City

Very satisfied	8.0%	4.6%	4.2%	6.0%	8.8%	5.1%
Satisfied	20.7%	26.8%	24.7%	28.8%	22.5%	25.8%
Neutral	44.0%	43.4%	41.9%	45.2%	39.2%	43.5%
Dissatisfied	20.0%	20.8%	23.8%	16.4%	21.6%	20.6%
Very dissatisfied	7.3%	4.4%	5.3%	3.7%	7.8%	4.9%

Q3-6. Effectiveness of communications during severe weather

Very satisfied	15.0%	16.9%	14.3%	20.7%	17.1%	16.6%
Satisfied	50.6%	50.0%	51.3%	49.2%	49.5%	50.2%
Neutral	28.8%	25.3%	27.6%	21.6%	25.2%	25.8%
Dissatisfied	5.0%	6.1%	5.5%	6.9%	5.4%	5.9%
Very dissatisfied	0.6%	1.7%	1.3%	1.6%	2.7%	1.5%

Q4. How do you currently get your information about programs and services the City of Winston-Salem, North Carolina offers?

N=1059

Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
Yes	No	White or Caucasian	Black or African American	Other	

Q4. How do you currently get information about programs & services City offers

City website	50.3%	49.3%	52.4%	44.5%	48.7%	49.2%
Newspapers	22.5%	25.9%	26.9%	23.9%	20.2%	25.3%
Utility bill inserts	30.8%	33.8%	33.0%	36.5%	27.7%	33.3%
City social media	36.7%	31.3%	32.8%	28.7%	35.3%	32.0%
Local radio	20.7%	22.7%	23.3%	22.4%	17.6%	22.5%
Word of mouth	25.4%	39.3%	36.7%	40.5%	26.9%	36.9%
TV13	1.8%	3.7%	2.2%	5.5%	2.5%	3.4%
Local TV news	40.8%	55.3%	50.4%	61.5%	40.3%	52.9%
eNotifications	7.1%	11.4%	12.2%	8.6%	10.9%	10.7%
Events/activity lists	5.3%	12.0%	11.3%	11.8%	5.0%	11.0%
Mailings	21.3%	24.8%	22.6%	27.9%	21.8%	24.2%
Other	2.4%	2.6%	2.4%	3.4%	0.8%	2.5%

Q5. From which THREE of the following would you prefer to get information about programs and services the City of Winston-Salem, North Carolina offers?

N=1059

	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	

Q5. From which following would you prefer to get information about programs & services City offers

City website	48.5%	46.2%	47.0%	43.1%	52.9%	46.3%
Newspapers	17.8%	15.7%	18.0%	15.2%	11.8%	16.1%
Utility bill inserts	24.3%	27.0%	24.6%	29.6%	26.9%	26.5%
City social media	45.6%	34.6%	37.2%	32.8%	39.5%	36.2%
Local radio	20.7%	15.2%	15.7%	16.1%	17.6%	16.1%
Word of mouth	2.4%	6.0%	6.1%	6.0%	1.7%	5.4%
TV13	2.4%	2.3%	1.1%	4.0%	3.4%	2.3%
Local TV news	39.1%	46.9%	45.0%	51.7%	34.5%	45.7%
eNotifications	30.2%	31.0%	32.4%	26.4%	37.8%	30.8%
Events/activity lists	8.9%	13.6%	12.2%	16.4%	7.6%	12.7%
Mailings	34.3%	35.1%	35.4%	34.5%	33.6%	34.9%
Other	0.0%	0.9%	0.9%	0.6%	0.8%	0.8%

Q5a. If you answered "City social media" in Question 5, please rank the preferred platform from 1 to 6, where 1 is "Most Important" and 6 is "Least Important." (without "not provided")

N=383

	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	

Q5a-1. Facebook

Most important	54.7%	57.6%	55.3%	58.3%	58.7%	57.0%
2	22.7%	22.2%	22.8%	22.2%	19.6%	22.3%
3	8.0%	9.1%	10.7%	6.5%	8.7%	8.9%
4	4.0%	4.7%	4.6%	4.6%	4.3%	4.6%
5	4.0%	3.7%	4.1%	4.6%	2.2%	3.8%
Least important	6.7%	2.7%	2.5%	3.7%	6.5%	3.5%

Q5a. If you answered "City social media" in Question 5, please rank the preferred platform from 1 to 6, where 1 is "Most Important" and 6 is "Least Important." (without "not provided")

N=383

Q30. Are you of Hispanic,
Latino, or other Spanish
ancestry?

Q31. Your race/ethnicity

Total

Yes

No

White or
Caucasian

Black or
African
American

Other

Q5a-2. Instagram

Most important	26.0%	26.6%	25.8%	30.7%	21.3%	26.5%
2	28.8%	33.7%	34.2%	30.7%	31.9%	32.7%
3	26.0%	16.7%	16.8%	16.8%	34.0%	18.6%
4	4.1%	8.2%	7.9%	7.9%	2.1%	7.3%
5	1.4%	4.3%	3.2%	5.0%	0.0%	3.7%
Least important	13.7%	10.6%	12.1%	8.9%	10.6%	11.3%

Q5a. If you answered "City social media" in Question 5, please rank the preferred platform from 1 to 6, where 1 is "Most Important" and 6 is "Least Important." (without "not provided")

N=383

Q30. Are you of Hispanic,
Latino, or other Spanish
ancestry?

Q31. Your race/ethnicity

Total

Yes

No

White or
Caucasian

Black or
African
American

Other

Q5a-3. X (formerly Twitter)

Most important	7.4%	7.1%	8.8%	3.2%	9.1%	7.1%
2	10.3%	12.3%	12.6%	9.5%	13.6%	11.9%
3	19.1%	21.2%	20.9%	25.3%	11.4%	20.8%
4	16.2%	17.5%	17.6%	13.7%	22.7%	17.2%
5	27.9%	19.3%	20.3%	23.2%	18.2%	21.1%
Least important	19.1%	22.7%	19.8%	25.3%	25.0%	22.0%

Q5a. If you answered "City social media" in Question 5, please rank the preferred platform from 1 to 6, where 1 is "Most Important" and 6 is "Least Important." (without "not provided")

N=383

Q30. Are you of Hispanic, Latino, or other Spanish ancestry?

Q31. Your race/ethnicity

Total

Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
Yes	No	White or Caucasian	Black or African American	Other	

Q5a-4. Nextdoor

Most important	8.6%	5.9%	6.7%	5.9%	9.3%	6.4%
2	12.9%	13.6%	12.2%	16.8%	9.3%	13.5%
3	18.6%	19.5%	20.6%	15.8%	16.3%	19.3%
4	27.1%	23.9%	26.7%	19.8%	30.2%	24.6%
5	18.6%	29.4%	26.7%	29.7%	20.9%	27.2%
Least important	14.3%	7.7%	7.2%	11.9%	14.0%	9.1%

Q5a. If you answered "City social media" in Question 5, please rank the preferred platform from 1 to 6, where 1 is "Most Important" and 6 is "Least Important." (without "not provided")

N=383

Q30. Are you of Hispanic,
Latino, or other Spanish
ancestry?

Q31. Your race/ethnicity

Total

Yes

No

White or
Caucasian

Black or
African
American

Other

Q5a-5. Flickr

Most important	0.0%	1.1%	1.1%	0.0%	0.0%	0.9%
2	4.6%	2.7%	3.4%	3.2%	2.4%	3.0%
3	6.2%	5.7%	4.0%	6.3%	9.8%	5.8%
4	10.8%	12.5%	12.5%	16.8%	2.4%	12.2%
5	35.4%	25.5%	26.1%	25.3%	41.5%	27.4%
Least important	43.1%	52.5%	52.8%	48.4%	43.9%	50.6%

Q5a. If you answered "City social media" in Question 5, please rank the preferred platform from 1 to 6, where 1 is "Most Important" and 6 is "Least Important." (without "not provided")

N=383

Q30. Are you of Hispanic,
Latino, or other Spanish
ancestry?

Q31. Your race/ethnicity

Total

Yes

No

White or
Caucasian

Black or
African
American

Other

Q5a-6. YouTube

Most important	6.0%	3.7%	4.5%	4.1%	4.5%	4.2%
2	22.4%	16.5%	14.8%	18.6%	22.7%	17.7%
3	20.9%	26.2%	26.1%	27.8%	15.9%	25.1%
4	34.3%	31.8%	29.5%	35.1%	36.4%	32.3%
5	11.9%	16.9%	18.8%	11.3%	18.2%	15.9%
Least important	4.5%	4.9%	6.3%	3.1%	2.3%	4.8%

Q6. Quality of City Services. Please rate your satisfaction with the overall quality of the following major categories of services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q6-1. Police services</u>						
Very satisfied	22.8%	20.2%	21.9%	18.4%	24.6%	20.6%
Satisfied	34.6%	45.6%	43.4%	46.9%	33.3%	43.8%
Neutral	25.9%	22.8%	21.7%	23.6%	26.3%	23.3%
Dissatisfied	11.7%	9.2%	10.8%	8.6%	9.6%	9.6%
Very dissatisfied	4.9%	2.2%	2.2%	2.5%	6.1%	2.6%

Q6-2. Fire services (including medical responses by Fire Department)

Very satisfied	31.0%	39.1%	37.6%	41.7%	30.9%	37.7%
Satisfied	52.3%	49.6%	51.8%	46.8%	52.7%	50.1%
Neutral	16.1%	11.0%	10.6%	10.6%	15.5%	11.8%
Dissatisfied	0.0%	0.4%	0.0%	1.0%	0.0%	0.3%
Very dissatisfied	0.6%	0.0%	0.0%	0.0%	0.9%	0.1%

Q6. Quality of City Services. Please rate your satisfaction with the overall quality of the following major categories of services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q6-3. Maintenance of City streets & sidewalks</u>						
Very satisfied	6.5%	5.7%	4.2%	7.9%	6.7%	5.8%
Satisfied	29.8%	27.9%	27.8%	27.1%	34.5%	28.3%
Neutral	25.6%	24.3%	25.6%	20.6%	24.4%	24.5%
Dissatisfied	20.8%	29.4%	29.4%	30.3%	20.2%	28.0%
Very dissatisfied	17.3%	12.7%	13.1%	14.1%	14.3%	13.5%

Q6-4. Solid waste services (e.g. residential trash/recycling collection)

Very satisfied	26.1%	26.8%	25.0%	28.7%	30.5%	26.6%
Satisfied	45.5%	45.8%	47.4%	43.1%	44.1%	45.9%
Neutral	17.6%	14.8%	15.1%	15.5%	14.4%	15.3%
Dissatisfied	7.9%	8.7%	8.3%	8.8%	8.5%	8.5%
Very dissatisfied	3.0%	3.9%	4.2%	3.8%	2.5%	3.8%

Q6. Quality of City Services. Please rate your satisfaction with the overall quality of the following major categories of services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q6-5. City water & sewer services</u>						
Very satisfied	17.7%	23.3%	22.5%	24.5%	22.0%	22.5%
Satisfied	51.8%	50.6%	50.7%	48.7%	50.8%	50.7%
Neutral	18.9%	19.0%	17.1%	21.5%	18.6%	19.0%
Dissatisfied	9.8%	5.3%	6.9%	4.8%	6.8%	6.0%
Very dissatisfied	1.8%	1.9%	2.9%	0.6%	1.7%	1.8%

Q6-6. Community services (e.g. code enforcement, neighborhood & housing development)

Very satisfied	10.8%	6.5%	7.2%	6.5%	12.1%	7.3%
Satisfied	25.7%	30.1%	29.8%	29.4%	26.2%	29.2%
Neutral	40.5%	43.6%	44.8%	41.6%	39.3%	43.1%
Dissatisfied	17.6%	15.1%	14.1%	16.4%	17.8%	15.5%
Very dissatisfied	5.4%	4.7%	4.0%	6.1%	4.7%	4.8%

Q6. Quality of City Services. Please rate your satisfaction with the overall quality of the following major categories of services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q6-7. City recreation & parks programs/facilities</u>						
Very satisfied	20.3%	18.2%	18.6%	18.6%	21.9%	18.7%
Satisfied	43.0%	45.2%	43.7%	43.7%	47.4%	44.7%
Neutral	31.0%	27.6%	28.7%	28.3%	26.3%	28.2%
Dissatisfied	5.1%	7.3%	7.5%	6.9%	4.4%	6.9%
Very dissatisfied	0.6%	1.7%	1.4%	2.5%	0.0%	1.5%
 <u>Q6-8. City's 311 service (City Link)</u>						
Very satisfied	22.8%	19.4%	18.6%	22.2%	20.9%	20.0%
Satisfied	33.3%	44.2%	44.1%	39.3%	43.0%	42.4%
Neutral	34.1%	26.2%	25.3%	29.6%	29.1%	27.5%
Dissatisfied	8.1%	7.1%	8.2%	6.7%	5.8%	7.2%
Very dissatisfied	1.6%	3.1%	3.9%	2.2%	1.2%	2.9%

Q6. Quality of City Services. Please rate your satisfaction with the overall quality of the following major categories of services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q6-9. Overall effectiveness of City communications with the public</u>						
Very satisfied	10.1%	7.4%	6.9%	9.0%	10.7%	7.8%
Satisfied	32.1%	39.3%	39.1%	36.1%	38.4%	38.2%
Neutral	44.7%	38.1%	37.7%	39.5%	42.0%	39.1%
Dissatisfied	10.7%	12.8%	13.5%	13.3%	8.0%	12.6%
Very dissatisfied	2.5%	2.4%	2.8%	2.1%	0.9%	2.4%

Q6-10. City's stormwater runoff/stormwater management system

Very satisfied	6.5%	10.9%	9.5%	11.9%	9.0%	10.2%
Satisfied	40.3%	38.8%	37.5%	38.4%	45.0%	38.9%
Neutral	30.9%	34.3%	33.5%	34.0%	33.0%	34.0%
Dissatisfied	15.8%	10.5%	13.1%	10.2%	9.0%	11.3%
Very dissatisfied	6.5%	5.5%	6.4%	5.4%	4.0%	5.6%

Q6. Quality of City Services. Please rate your satisfaction with the overall quality of the following major categories of services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059

	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q6-11. Permitting & inspection services</u>						
Very satisfied	9.9%	10.1%	9.1%	11.8%	10.5%	10.1%
Satisfied	33.3%	36.7%	36.0%	36.4%	34.9%	36.2%
Neutral	45.9%	44.4%	46.3%	43.0%	41.9%	44.6%
Dissatisfied	8.1%	6.6%	5.9%	7.5%	10.5%	7.0%
Very dissatisfied	2.7%	2.1%	2.7%	1.3%	2.3%	2.2%

Q6-12. Public transit services (WSTA-City bus systems)

Very satisfied	11.1%	8.4%	4.8%	14.6%	11.8%	8.8%
Satisfied	17.2%	27.6%	24.1%	28.8%	23.5%	25.7%
Neutral	44.4%	41.8%	43.1%	39.9%	42.6%	42.6%
Dissatisfied	17.2%	16.7%	22.8%	10.1%	11.8%	16.7%
Very dissatisfied	10.1%	5.4%	5.2%	6.6%	10.3%	6.2%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059

	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	

Q7-1. Police services

Most important	63.0%	63.2%	62.8%	65.9%	55.2%	63.1%
2	15.8%	16.8%	16.3%	15.9%	19.8%	16.6%
3	5.5%	5.4%	5.6%	4.3%	8.6%	5.4%
4	2.4%	3.2%	3.5%	3.4%	0.9%	3.1%
5	1.2%	2.0%	1.9%	1.5%	2.6%	1.9%
6	1.8%	1.2%	1.4%	1.2%	1.7%	1.4%
7	1.2%	1.2%	1.4%	0.9%	1.7%	1.2%
8	1.8%	1.1%	1.4%	0.9%	1.7%	1.3%
9	1.2%	0.5%	0.6%	0.6%	0.9%	0.6%
10	1.8%	1.2%	1.4%	1.2%	1.7%	1.3%
11	0.6%	1.3%	0.4%	1.5%	1.7%	1.2%
Least important	3.6%	3.0%	3.5%	2.7%	3.4%	3.1%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059

Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
Yes	No	White or Caucasian	Black or African American	Other	

Q7-2. Fire services (including medical responses by Fire Department)

Most important	14.4%	16.9%	15.8%	16.7%	19.5%	16.5%
2	56.9%	61.1%	60.3%	63.6%	51.3%	60.5%
3	10.6%	7.6%	8.2%	8.2%	8.8%	8.1%
4	6.3%	3.6%	4.8%	1.6%	8.8%	4.0%
5	5.0%	3.4%	4.2%	3.3%	3.5%	3.6%
6	2.5%	2.2%	2.4%	2.0%	2.7%	2.3%
7	2.5%	1.1%	0.6%	1.6%	2.7%	1.3%
8	0.0%	1.1%	0.8%	1.3%	0.0%	0.9%
9	0.0%	0.7%	0.4%	0.7%	0.9%	0.7%
10	0.0%	1.0%	1.0%	0.7%	0.0%	0.8%
11	1.3%	0.5%	0.8%	0.0%	1.8%	0.6%
Least important	0.6%	0.6%	0.8%	0.3%	0.0%	0.6%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059

Q30. Are you of Hispanic,
Latino, or other Spanish
ancestry?

Yes

No

Q31. Your race/ethnicity

White or
Caucasian

Black or
African
American

Other

Total

Q7-3. Maintenance of City streets & sidewalks

Most important	7.7%	4.4%	5.0%	4.3%	6.1%	4.9%
2	12.2%	6.6%	7.9%	6.3%	9.6%	7.5%
3	32.1%	35.6%	33.7%	37.4%	32.5%	35.0%
4	17.9%	14.3%	15.1%	15.2%	14.0%	14.8%
5	10.3%	15.3%	14.1%	15.2%	14.9%	14.5%
6	7.1%	8.5%	9.5%	7.6%	6.1%	8.2%
7	3.8%	4.9%	5.2%	4.3%	4.4%	4.8%
8	2.6%	2.6%	2.6%	1.3%	4.4%	2.6%
9	3.2%	2.5%	2.6%	1.7%	2.6%	2.6%
10	1.9%	2.9%	2.6%	2.6%	3.5%	2.7%
11	1.3%	1.1%	0.6%	2.0%	1.8%	1.1%
Least important	0.0%	1.4%	1.0%	2.0%	0.0%	1.1%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059

Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
Yes	No	White or Caucasian	Black or African American	Other	

Q7-4. Solid waste services (e.g. residential trash/recycling collection)

Most important	1.9%	1.5%	2.4%	0.7%	0.0%	1.6%
2	5.2%	4.9%	5.1%	5.0%	6.3%	4.9%
3	21.9%	17.7%	19.1%	17.7%	17.9%	18.3%
4	35.5%	36.5%	36.5%	35.3%	37.5%	36.3%
5	15.5%	17.4%	17.0%	17.7%	12.5%	17.1%
6	7.1%	7.7%	8.1%	6.3%	8.9%	7.8%
7	3.2%	4.2%	2.8%	5.7%	5.4%	4.0%
8	3.2%	3.8%	3.2%	5.3%	2.7%	3.7%
9	1.9%	3.2%	2.8%	2.3%	5.4%	2.9%
10	1.3%	1.4%	1.0%	1.0%	2.7%	1.4%
11	2.6%	0.6%	1.0%	1.3%	0.0%	0.9%
Least important	0.6%	1.0%	0.8%	1.7%	0.9%	1.1%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059

	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	

Q7-5. City water & sewer services

Most important	4.5%	5.1%	5.1%	4.8%	6.4%	5.0%
2	3.2%	3.3%	3.8%	2.4%	2.7%	3.3%
3	14.2%	18.0%	19.0%	16.4%	14.5%	17.3%
4	20.6%	19.3%	20.4%	19.2%	15.5%	19.4%
5	32.3%	29.6%	30.6%	28.8%	32.7%	30.1%
6	6.5%	9.3%	8.7%	9.9%	6.4%	8.8%
7	5.8%	5.4%	5.3%	5.1%	6.4%	5.5%
8	4.5%	3.6%	2.6%	4.1%	7.3%	3.7%
9	1.9%	2.8%	1.8%	4.1%	1.8%	2.7%
10	3.2%	2.2%	1.2%	3.1%	4.5%	2.3%
11	1.3%	0.8%	0.8%	1.0%	0.9%	0.9%
Least important	1.9%	0.8%	0.6%	1.0%	0.9%	1.0%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059

Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
Yes	No	White or Caucasian	Black or African American	Other	

Q7-6. Community services (e.g. code enforcement, neighborhood & housing development)

Most important	0.7%	1.8%	1.4%	1.7%	2.8%	1.6%
2	2.0%	1.9%	1.2%	3.0%	2.8%	1.9%
3	1.3%	1.8%	2.3%	1.4%	0.9%	1.7%
4	1.3%	4.0%	2.9%	4.7%	2.8%	3.5%
5	11.8%	7.9%	9.1%	7.8%	9.2%	8.7%
6	26.1%	18.3%	17.3%	19.9%	28.4%	19.7%
7	10.5%	14.2%	12.0%	16.2%	14.7%	13.6%
8	8.5%	13.7%	15.5%	11.1%	6.4%	12.9%
9	9.2%	11.7%	11.8%	12.5%	6.4%	11.2%
10	14.4%	9.1%	10.1%	7.4%	12.8%	9.9%
11	7.8%	9.5%	10.7%	8.1%	5.5%	9.2%
Least important	6.5%	6.0%	5.8%	6.1%	7.3%	6.1%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059

Q30. Are you of Hispanic,
Latino, or other Spanish
ancestry?

Q31. Your race/ethnicity

Total

Yes

No

White or
CaucasianBlack or
African
American

Other

Q7-7. City recreation & parks programs/facilities

Most important	0.0%	3.3%	3.1%	3.1%	0.9%	2.7%
2	0.7%	2.1%	1.9%	1.7%	1.9%	1.8%
3	4.6%	6.1%	6.1%	6.4%	2.8%	5.9%
4	6.5%	6.5%	6.1%	5.8%	8.3%	6.6%
5	6.5%	7.0%	8.1%	5.4%	4.6%	6.9%
6	17.0%	17.7%	15.7%	18.3%	24.1%	17.5%
7	26.1%	19.4%	19.8%	20.3%	25.9%	20.5%
8	16.3%	10.8%	11.5%	11.9%	13.9%	11.7%
9	7.2%	9.5%	8.8%	10.5%	6.5%	9.1%
10	5.9%	7.0%	7.9%	6.4%	3.7%	6.8%
11	5.2%	6.4%	7.1%	4.7%	5.6%	6.2%
Least important	3.9%	4.3%	4.0%	5.4%	1.9%	4.2%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059

Q30. Are you of Hispanic,
Latino, or other Spanish
ancestry?

Q31. Your race/ethnicity

Total

Yes

No

White or
CaucasianBlack or
African
American

Other

Q7-8. City's 311 service (City Link)

Most important	0.0%	0.8%	0.8%	0.3%	0.0%	0.7%
2	0.0%	0.7%	0.4%	1.0%	0.0%	0.5%
3	2.0%	2.4%	1.0%	2.8%	5.8%	2.3%
4	2.7%	2.8%	2.3%	3.1%	2.9%	2.7%
5	4.7%	3.4%	3.7%	3.1%	5.8%	3.7%
6	9.3%	6.3%	6.8%	6.3%	6.8%	6.8%
7	9.3%	12.6%	12.2%	13.6%	5.8%	12.0%
8	17.3%	16.4%	13.4%	20.3%	22.3%	16.6%
9	12.0%	12.3%	12.8%	11.2%	14.6%	12.3%
10	11.3%	12.7%	13.4%	12.2%	9.7%	12.4%
11	13.3%	13.9%	15.3%	13.3%	8.7%	13.8%
Least important	18.0%	15.9%	17.8%	12.6%	17.5%	16.2%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059

Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
Yes	No	White or Caucasian	Black or African American	Other	

Q7-9. Overall effectiveness of City communications with the public

Most important	2.6%	2.1%	1.9%	3.0%	1.9%	2.2%
2	3.2%	2.2%	1.7%	3.4%	2.8%	2.4%
3	3.2%	2.7%	1.7%	3.7%	3.7%	2.9%
4	3.2%	3.6%	3.5%	3.7%	4.6%	3.7%
5	3.9%	4.8%	3.3%	6.8%	5.6%	4.6%
6	7.1%	7.9%	7.5%	8.4%	7.4%	7.8%
7	12.9%	12.7%	13.7%	11.5%	11.1%	12.7%
8	11.6%	14.3%	12.9%	14.5%	13.0%	13.8%
9	20.0%	19.6%	19.1%	20.9%	19.4%	19.7%
10	13.5%	13.1%	15.0%	10.5%	11.1%	13.3%
11	13.5%	11.3%	12.9%	10.5%	13.0%	11.6%
Least important	5.2%	5.5%	6.9%	3.0%	6.5%	5.4%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059

Q30. Are you of Hispanic,
Latino, or other Spanish
ancestry?

Q31. Your race/ethnicity

Total

Yes

No

White or
Caucasian

Black or
African
American

Other

Q7-10. City's stormwater runoff/stormwater management system

Most important	1.3%	0.3%	0.2%	0.0%	1.9%	0.4%
2	0.0%	0.7%	0.4%	0.4%	0.0%	0.5%
3	2.0%	0.8%	0.8%	0.7%	2.9%	1.1%
4	1.3%	2.5%	2.7%	2.1%	1.9%	2.3%
5	5.2%	4.8%	4.6%	4.9%	5.7%	4.8%
6	11.8%	12.6%	14.6%	11.0%	7.6%	12.4%
7	13.7%	11.3%	13.3%	9.9%	9.5%	11.6%
8	13.7%	14.3%	14.8%	12.7%	17.1%	14.2%
9	22.9%	15.5%	15.8%	15.2%	21.9%	16.7%
10	18.3%	22.1%	18.1%	28.3%	21.0%	21.6%
11	7.8%	10.1%	10.4%	9.5%	7.6%	9.8%
Least important	2.0%	5.0%	4.2%	5.3%	2.9%	4.5%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059

Q30. Are you of Hispanic,
Latino, or other Spanish
ancestry?

Q31. Your race/ethnicity

Total

Yes

No

White or
CaucasianBlack or
African
American

Other

Q7-11. Permitting & inspection services

Most important	1.3%	0.1%	0.2%	0.0%	0.9%	0.3%
2	0.7%	0.1%	0.2%	0.3%	0.9%	0.4%
3	0.0%	0.3%	0.4%	0.0%	0.0%	0.2%
4	0.7%	2.0%	1.3%	2.8%	0.9%	1.7%
5	2.6%	2.2%	2.1%	2.8%	2.8%	2.3%
6	2.0%	3.7%	4.4%	3.5%	0.0%	3.4%
7	4.6%	5.8%	6.5%	5.6%	3.7%	5.6%
8	13.1%	9.1%	11.3%	5.9%	10.2%	9.7%
9	11.1%	14.7%	16.0%	12.9%	10.2%	14.1%
10	20.9%	15.8%	16.5%	15.0%	23.1%	16.6%
11	25.5%	26.9%	21.9%	32.1%	32.4%	26.7%
Least important	17.6%	19.3%	19.4%	19.2%	14.8%	19.1%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059

Q30. Are you of Hispanic,
Latino, or other Spanish
ancestry?

Q31. Your race/ethnicity

Total

Yes

No

White or
CaucasianBlack or
African
American

Other

Q7-12. Public transit services (WSTA-City bus systems)

Most important	2.6%	2.2%	1.4%	3.5%	3.7%	2.5%
2	1.3%	1.6%	1.6%	1.1%	2.8%	1.5%
3	4.5%	3.9%	3.9%	4.2%	3.7%	4.0%
4	2.6%	3.9%	3.1%	5.3%	1.9%	3.8%
5	3.2%	3.7%	3.7%	3.5%	1.9%	3.6%
6	4.5%	6.0%	5.7%	6.3%	3.7%	5.7%
7	5.8%	8.0%	7.8%	5.6%	7.4%	7.6%
8	8.4%	9.6%	11.1%	9.5%	3.7%	9.4%
9	11.0%	6.6%	7.6%	6.3%	11.1%	7.4%
10	6.5%	9.9%	10.2%	9.1%	5.6%	9.3%
11	14.9%	14.2%	14.5%	11.6%	17.6%	14.3%
Least important	34.4%	30.4%	29.3%	34.0%	37.0%	31.0%

Q8. Police and Fire Services and Public Safety Communications Center. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	

Q8-1. Fire personnel response time to fire & rescue emergencies

Very satisfied	40.0%	46.3%	45.1%	49.1%	40.7%	45.4%
Satisfied	45.0%	43.4%	44.3%	41.3%	44.2%	43.7%
Neutral	14.2%	9.5%	9.6%	9.2%	14.0%	10.2%
Dissatisfied	0.0%	0.8%	0.8%	0.4%	1.2%	0.6%
Very dissatisfied	0.8%	0.0%	0.3%	0.0%	0.0%	0.1%

Q8-2. Fire personnel response time to medical emergencies

Very satisfied	41.3%	45.3%	44.3%	47.8%	38.3%	44.7%
Satisfied	45.5%	42.9%	44.5%	40.4%	46.9%	43.3%
Neutral	11.6%	10.4%	9.7%	10.7%	12.3%	10.5%
Dissatisfied	0.8%	1.1%	1.0%	0.7%	2.5%	1.0%
Very dissatisfied	0.8%	0.3%	0.5%	0.4%	0.0%	0.4%

Q8. Police and Fire Services and Public Safety Communications Center. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q8-3. City's fire prevention efforts</u>						
Very satisfied	30.1%	27.4%	25.5%	31.9%	26.1%	27.8%
Satisfied	46.3%	47.6%	49.6%	44.2%	48.9%	47.6%
Neutral	21.1%	23.5%	23.9%	21.9%	21.6%	23.0%
Dissatisfied	1.6%	1.3%	1.0%	1.5%	2.3%	1.3%
Very dissatisfied	0.8%	0.2%	0.0%	0.4%	1.1%	0.3%

Q8-4. Visibility of fire personnel in neighborhoods

Very satisfied	26.2%	28.1%	26.0%	31.5%	23.5%	27.8%
Satisfied	42.8%	39.4%	41.9%	35.6%	43.1%	39.9%
Neutral	20.0%	26.3%	26.0%	26.8%	20.6%	25.4%
Dissatisfied	9.7%	5.4%	5.3%	4.7%	11.8%	6.0%
Very dissatisfied	1.4%	0.8%	0.7%	1.4%	1.0%	0.9%

Q8. Police and Fire Services and Public Safety Communications Center. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	

Q8-5. Visibility of police in neighborhoods

Very satisfied	12.3%	12.0%	10.3%	14.8%	12.1%	12.1%
Satisfied	29.7%	31.1%	32.3%	26.9%	32.7%	30.7%
Neutral	26.5%	33.0%	32.9%	32.7%	26.2%	32.1%
Dissatisfied	23.2%	17.7%	17.9%	19.4%	21.5%	18.5%
Very dissatisfied	8.4%	6.2%	6.7%	6.2%	7.5%	6.6%

Q8-6. City's overall efforts to prevent crime

Very satisfied	10.1%	8.1%	7.2%	10.9%	9.6%	8.5%
Satisfied	26.8%	28.8%	30.5%	25.0%	26.9%	28.5%
Neutral	30.2%	31.7%	29.1%	35.0%	30.8%	31.4%
Dissatisfied	22.8%	24.7%	26.0%	21.9%	23.1%	24.4%
Very dissatisfied	10.1%	6.8%	7.2%	7.2%	9.6%	7.2%

Q8. Police and Fire Services and Public Safety Communications Center. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q8-7. Enforcement of traffic laws</u>						
Very satisfied	9.6%	8.7%	7.6%	11.9%	8.8%	8.8%
Satisfied	36.5%	34.3%	35.7%	31.8%	38.1%	34.6%
Neutral	17.9%	30.7%	30.0%	29.9%	18.6%	28.7%
Dissatisfied	23.7%	17.2%	16.3%	19.8%	22.1%	18.3%
Very dissatisfied	12.2%	9.2%	10.4%	6.6%	12.4%	9.6%
<u>Q8-8. Police response time to emergencies</u>						
Very satisfied	21.6%	19.3%	19.7%	19.6%	18.9%	19.6%
Satisfied	40.8%	41.7%	43.8%	39.6%	36.8%	41.6%
Neutral	22.4%	26.6%	25.3%	26.8%	25.3%	26.0%
Dissatisfied	9.6%	8.6%	7.3%	10.9%	10.5%	8.8%
Very dissatisfied	5.6%	3.8%	3.8%	3.0%	8.4%	4.1%

Q8. Police and Fire Services and Public Safety Communications Center. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q8-9. Overall perception of Police personnel attitudes/behaviors</u>						
Very satisfied	25.8%	21.1%	22.8%	19.4%	22.9%	21.8%
Satisfied	36.4%	41.1%	40.2%	41.3%	37.6%	40.3%
Neutral	21.9%	26.3%	24.2%	27.3%	27.5%	25.7%
Dissatisfied	9.3%	8.0%	9.0%	8.3%	4.6%	8.3%
Very dissatisfied	6.6%	3.5%	3.7%	3.8%	7.3%	4.0%
<u>Q8-10. Overall competence of Police personnel</u>						
Very satisfied	26.0%	23.5%	24.5%	22.7%	23.8%	23.8%
Satisfied	40.4%	42.3%	41.5%	41.8%	41.9%	41.9%
Neutral	17.8%	25.6%	24.3%	27.4%	18.1%	24.5%
Dissatisfied	8.2%	6.2%	6.2%	5.7%	9.5%	6.5%
Very dissatisfied	7.5%	2.5%	3.4%	2.3%	6.7%	3.3%

Q8. Police and Fire Services and Public Safety Communications Center. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q8-11. Overall satisfaction with Winston-Salem Police Department's performance</u>						
Very satisfied	21.2%	18.7%	19.4%	18.5%	18.1%	19.1%
Satisfied	38.4%	43.9%	42.5%	44.9%	40.0%	43.0%
Neutral	21.2%	24.9%	24.7%	25.2%	21.9%	24.4%
Dissatisfied	13.2%	8.8%	8.9%	8.6%	13.3%	9.5%
Very dissatisfied	6.0%	3.6%	4.5%	2.9%	6.7%	4.0%

Q8-12. Overall perception of Public Safety Communications Center performance

Very satisfied	19.8%	16.7%	17.8%	17.3%	18.5%	17.1%
Satisfied	34.9%	40.6%	38.6%	40.0%	37.0%	39.7%
Neutral	34.9%	35.6%	37.6%	35.3%	31.5%	35.6%
Dissatisfied	8.7%	5.4%	3.9%	6.3%	10.9%	5.9%
Very dissatisfied	1.6%	1.7%	2.1%	1.2%	2.2%	1.7%

Q8. Police and Fire Services and Public Safety Communications Center. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059

	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	

Q8-13. Overall competence of Public Safety Communications Center staff

Very satisfied	18.5%	15.8%	17.3%	16.3%	16.1%	16.2%
Satisfied	34.5%	40.5%	38.0%	40.8%	34.5%	39.5%
Neutral	37.8%	37.6%	40.2%	35.0%	39.1%	37.8%
Dissatisfied	8.4%	5.3%	3.4%	7.5%	9.2%	5.8%
Very dissatisfied	0.8%	0.8%	1.1%	0.4%	1.1%	0.8%

Q8-14. Overall perception of Public Safety Communications Center staff attitudes & behavior toward citizens

Very satisfied	20.3%	15.1%	16.7%	16.0%	17.6%	15.9%
Satisfied	36.4%	40.7%	39.0%	40.3%	38.8%	39.9%
Neutral	33.9%	36.0%	37.0%	35.7%	31.8%	35.9%
Dissatisfied	5.9%	6.3%	4.5%	6.7%	9.4%	6.2%
Very dissatisfied	3.4%	1.9%	2.8%	1.3%	2.4%	2.1%

Q9. Which TWO of the Police, Fire, and Public Safety Communications Center services listed in Question 8 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 2)

N=1059

Q30. Are you of Hispanic,
Latino, or other Spanish
ancestry?

Q31. Your race/ethnicity

Total

Yes

No

White or
CaucasianBlack or
African
American

Other

Q9. Sum of top 2 choices

Fire personnel response time to fire & rescue emergencies	23.1%	22.6%	23.7%	21.8%	21.0%	22.6%
Fire personnel response time to medical emergencies	10.1%	11.5%	10.9%	11.5%	11.8%	11.3%
City's fire prevention efforts	5.3%	3.2%	3.5%	3.2%	4.2%	3.6%
Visibility of fire personnel in neighborhoods	4.1%	2.5%	2.6%	2.3%	5.0%	2.7%
Visibility of police in neighborhoods	40.2%	31.1%	33.9%	28.4%	37.8%	32.4%
City's overall efforts to prevent crime	43.8%	43.4%	46.1%	40.5%	42.0%	43.4%
Enforcement of traffic laws	11.2%	9.3%	9.3%	8.6%	11.8%	9.6%
Police response time to emergencies	15.4%	17.2%	17.4%	15.8%	17.6%	16.9%

Q9. Which TWO of the Police, Fire, and Public Safety Communications Center services listed in Question 8 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 2) (cont.)

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q9. Sum of top 2 choices (cont.)</u>						
Overall perception of Police personnel attitudes/behaviors	9.5%	12.0%	10.4%	14.4%	10.9%	11.7%
Overall competence of Police personnel	9.5%	14.6%	16.1%	11.5%	10.9%	13.7%
Overall satisfaction with Winston-Salem Police Department's performance	6.5%	9.3%	7.2%	12.1%	5.9%	8.8%
Overall perception of Public Safety Communications Center performance	3.6%	3.2%	2.4%	4.3%	4.2%	3.2%
Overall competence of Public Safety Communications Center staff	4.7%	2.6%	2.0%	3.7%	4.2%	2.9%
Overall perception of Public Safety Communications Center staff attitudes & behavior toward citizens	1.2%	2.9%	2.2%	4.0%	1.7%	2.6%
None chosen	5.3%	6.4%	5.4%	8.0%	4.2%	6.4%

Q11. Public Transit. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q11-1. Timeliness of WSTA fixed route bus services</u>						
Very satisfied	10.9%	10.9%	5.2%	19.5%	8.7%	10.8%
Satisfied	21.9%	25.6%	24.7%	26.0%	21.7%	25.0%
Neutral	45.3%	50.0%	51.9%	42.3%	56.5%	49.1%
Dissatisfied	12.5%	7.1%	11.7%	4.1%	8.7%	8.1%
Very dissatisfied	9.4%	6.4%	6.5%	8.1%	4.3%	6.9%
<u>Q11-2. Overall satisfaction with WSTA fixed route bus services</u>						
Very satisfied	9.7%	8.8%	3.6%	17.1%	8.3%	8.9%
Satisfied	17.7%	22.6%	22.8%	24.4%	12.5%	21.9%
Neutral	43.5%	47.3%	43.7%	46.3%	56.3%	46.7%
Dissatisfied	14.5%	13.4%	21.0%	3.3%	14.6%	13.5%
Very dissatisfied	14.5%	7.8%	9.0%	8.9%	8.3%	8.9%

Q11. Public Transit. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q11-3. Timeliness of WSTA Trans-AID bus services</u>						
Very satisfied	10.7%	11.4%	5.3%	20.6%	8.9%	11.2%
Satisfied	16.1%	20.8%	21.1%	22.4%	11.1%	20.0%
Neutral	50.0%	55.9%	56.4%	48.6%	64.4%	54.9%
Dissatisfied	16.1%	8.5%	12.8%	5.6%	13.3%	9.8%
Very dissatisfied	7.1%	3.4%	4.5%	2.8%	2.2%	4.1%
<u>Q11-4. Overall satisfaction with WSTA Trans-AID bus services</u>						
Very satisfied	12.7%	11.1%	6.5%	19.8%	9.1%	11.3%
Satisfied	16.4%	23.0%	22.3%	25.5%	11.4%	21.9%
Neutral	52.7%	53.5%	54.7%	45.3%	65.9%	53.5%
Dissatisfied	10.9%	8.2%	11.5%	5.7%	9.1%	8.6%
Very dissatisfied	7.3%	4.1%	5.0%	3.8%	4.5%	4.7%

Q11. Public Transit. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q11-5. Cleanliness of WSTA buses</u>						
Very satisfied	9.3%	10.0%	4.5%	17.7%	7.1%	9.8%
Satisfied	14.8%	27.0%	26.3%	26.5%	14.3%	24.6%
Neutral	61.1%	51.9%	57.9%	43.4%	69.0%	53.9%
Dissatisfied	5.6%	9.1%	9.0%	9.7%	4.8%	8.4%
Very dissatisfied	9.3%	2.1%	2.3%	2.7%	4.8%	3.4%

Q12. Which TWO of the Public Transit services listed in Question 11 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 2)

N=1059

Q30. Are you of Hispanic,
Latino, or other Spanish
ancestry?

Q31. Your race/ethnicity

Total

Yes

No

White or
Caucasian

Black or
African
American

Other

Q12. Sum of top 2 choices

Timeliness of WSTA fixed route bus services	44.4%	40.6%	42.0%	40.5%	43.7%	41.2%
Overall satisfaction with WSTA fixed route bus services	33.7%	39.1%	39.1%	37.1%	37.8%	38.2%
Timeliness of WSTA Trans-AID bus services	23.1%	20.2%	21.1%	20.1%	22.7%	20.8%
Overall satisfaction with WSTA Trans-AID bus services	26.0%	24.5%	24.8%	23.9%	26.1%	24.7%
Cleanliness of WSTA buses	18.3%	16.1%	15.4%	18.4%	16.0%	16.4%
None chosen	24.9%	28.1%	27.0%	28.4%	24.4%	27.6%

Q13. Streets and Transportation. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q13-1. Maintenance of City streets throughout City</u>						
Very satisfied	5.5%	3.8%	2.7%	5.6%	7.6%	4.2%
Satisfied	31.1%	32.9%	35.5%	27.3%	33.1%	32.6%
Neutral	25.0%	23.1%	19.7%	27.6%	24.6%	23.3%
Dissatisfied	29.9%	30.2%	34.0%	27.6%	22.9%	30.2%
Very dissatisfied	8.5%	10.0%	8.2%	11.9%	11.9%	9.8%
<u>Q13-2. Maintenance of streets in your neighborhood</u>						
Very satisfied	8.0%	7.5%	5.9%	9.7%	11.1%	7.7%
Satisfied	36.8%	35.9%	35.7%	35.2%	35.0%	36.0%
Neutral	20.9%	20.6%	20.8%	17.3%	23.9%	20.7%
Dissatisfied	20.2%	25.6%	28.1%	24.9%	17.1%	24.6%
Very dissatisfied	14.1%	10.4%	9.5%	12.9%	12.8%	11.1%

Q13. Streets and Transportation. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q13-3. Amount of traffic congestion on City streets</u>						
Very satisfied	4.3%	6.5%	6.5%	6.9%	5.1%	6.2%
Satisfied	30.9%	31.7%	33.1%	27.6%	35.0%	31.6%
Neutral	37.0%	32.7%	31.9%	33.0%	37.6%	33.3%
Dissatisfied	19.8%	22.7%	21.6%	24.6%	19.7%	22.4%
Very dissatisfied	8.0%	6.3%	6.9%	7.8%	2.6%	6.6%
<u>Q13-4. Availability of sidewalks throughout City</u>						
Very satisfied	7.5%	3.9%	3.7%	5.2%	7.8%	4.5%
Satisfied	26.1%	27.8%	28.6%	24.4%	30.2%	27.4%
Neutral	24.8%	30.0%	28.8%	30.6%	27.6%	29.2%
Dissatisfied	27.3%	26.6%	26.3%	29.0%	22.4%	26.8%
Very dissatisfied	14.3%	11.7%	12.6%	10.8%	12.1%	12.1%

Q13. Streets and Transportation. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q13-5. Condition of sidewalks throughout City</u>						
Very satisfied	6.5%	3.3%	3.2%	4.5%	5.3%	3.8%
Satisfied	29.7%	30.5%	31.2%	27.8%	30.7%	30.3%
Neutral	33.5%	38.0%	36.6%	38.2%	37.7%	37.3%
Dissatisfied	19.4%	22.4%	21.5%	24.3%	18.4%	21.9%
Very dissatisfied	11.0%	5.9%	7.5%	5.2%	7.9%	6.7%

Q13-6. Condition of sidewalks in your neighborhood

Very satisfied	9.8%	6.6%	4.7%	9.5%	11.2%	7.1%
Satisfied	19.6%	30.8%	30.0%	29.1%	26.2%	28.9%
Neutral	33.6%	31.4%	32.2%	29.8%	34.6%	31.8%
Dissatisfied	21.0%	18.4%	20.0%	17.9%	15.9%	18.9%
Very dissatisfied	16.1%	12.8%	13.1%	13.7%	12.1%	13.3%

Q13. Streets and Transportation. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q13-7. Availability of greenways throughout City</u>						
Very satisfied	14.3%	12.1%	10.2%	14.2%	18.9%	12.4%
Satisfied	37.0%	42.6%	42.0%	43.4%	32.4%	41.7%
Neutral	29.2%	28.6%	27.9%	30.1%	27.9%	28.7%
Dissatisfied	16.9%	11.7%	15.0%	7.8%	16.2%	12.6%
Very dissatisfied	2.6%	5.0%	5.0%	4.5%	4.5%	4.6%

Q13-8. Condition of existing greenways

Very satisfied	13.4%	11.6%	10.8%	13.5%	15.1%	12.0%
Satisfied	45.6%	49.7%	50.6%	47.1%	46.2%	48.9%
Neutral	30.9%	31.5%	31.2%	32.7%	26.4%	31.5%
Dissatisfied	8.1%	5.2%	6.1%	4.4%	8.5%	5.7%
Very dissatisfied	2.0%	1.9%	1.4%	2.4%	3.8%	1.9%

Q13. Streets and Transportation. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059

	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q13-9. Snow removal on major City streets during past 12 months</u>						
Very satisfied	12.4%	14.4%	13.0%	16.6%	14.3%	14.1%
Satisfied	37.2%	42.5%	43.5%	41.9%	33.0%	41.5%
Neutral	41.3%	34.3%	35.2%	30.8%	45.1%	35.5%
Dissatisfied	3.3%	5.1%	4.7%	5.5%	3.3%	4.8%
Very dissatisfied	5.8%	3.7%	3.6%	5.1%	4.4%	4.1%

Q13-10. Snow removal on residential streets during past 12 months

Very satisfied	10.0%	11.4%	10.5%	13.1%	10.9%	11.3%
Satisfied	29.2%	34.2%	32.6%	34.5%	30.4%	33.4%
Neutral	39.2%	35.6%	39.8%	30.6%	35.9%	36.1%
Dissatisfied	10.0%	11.9%	10.8%	11.9%	15.2%	11.7%
Very dissatisfied	11.7%	6.8%	6.3%	9.9%	7.6%	7.6%

Q13. Streets and Transportation. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q13-11. Maintenance of street signs & traffic signals</u>						
Very satisfied	12.5%	14.4%	13.1%	17.0%	13.7%	14.2%
Satisfied	51.3%	52.0%	54.6%	48.2%	48.7%	51.8%
Neutral	26.9%	23.9%	24.9%	23.3%	24.8%	24.4%
Dissatisfied	6.9%	7.6%	6.1%	8.8%	9.4%	7.5%
Very dissatisfied	2.5%	2.0%	1.4%	2.7%	3.4%	2.1%

Q13-12. Adequacy of City street lighting

Very satisfied	11.3%	10.5%	9.6%	13.0%	9.5%	10.6%
Satisfied	44.4%	45.8%	48.7%	42.7%	42.2%	45.5%
Neutral	24.4%	24.1%	21.3%	25.8%	26.7%	24.3%
Dissatisfied	16.3%	16.0%	18.1%	13.3%	14.7%	16.0%
Very dissatisfied	3.8%	3.6%	2.3%	5.2%	6.9%	3.7%

Q13. Streets and Transportation. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059

	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q13-13. Accessibility of streets & sidewalks for people with disabilities</u>						
Very satisfied	7.7%	5.7%	3.9%	8.6%	10.1%	6.1%
Satisfied	22.2%	23.0%	24.2%	21.7%	19.1%	22.8%
Neutral	34.2%	33.6%	32.1%	34.8%	40.4%	33.6%
Dissatisfied	17.9%	26.4%	26.3%	24.0%	18.0%	25.3%
Very dissatisfied	17.9%	11.2%	13.4%	10.9%	12.4%	12.2%

Q13-14. On-street bicycle infrastructure (bike lanes/wayfinding signs)

Very satisfied	8.1%	4.8%	4.4%	6.3%	9.7%	5.5%
Satisfied	22.1%	24.3%	23.5%	27.4%	20.4%	23.9%
Neutral	28.7%	34.4%	34.3%	34.4%	27.2%	33.6%
Dissatisfied	29.4%	23.9%	23.7%	20.8%	33.0%	24.7%
Very dissatisfied	11.8%	12.4%	14.1%	11.1%	9.7%	12.3%

Q13. Streets and Transportation. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q13-15. Maintenance of trees along City streets</u>						
Very satisfied	9.6%	7.6%	6.3%	8.9%	13.0%	7.9%
Satisfied	41.4%	37.5%	40.2%	34.9%	38.3%	38.0%
Neutral	32.5%	30.3%	30.1%	30.0%	33.9%	30.7%
Dissatisfied	14.0%	19.3%	18.4%	19.9%	12.2%	18.4%
Very dissatisfied	2.5%	5.3%	5.0%	6.4%	2.6%	5.0%
<u>Q13-16. Mowing & landscaping along City streets</u>						
Very satisfied	8.8%	8.9%	7.3%	10.5%	12.9%	8.9%
Satisfied	45.9%	46.3%	50.4%	42.8%	38.8%	46.1%
Neutral	30.2%	31.5%	30.0%	31.7%	34.5%	31.4%
Dissatisfied	11.9%	9.9%	9.8%	10.8%	10.3%	10.2%
Very dissatisfied	3.1%	3.5%	2.5%	4.3%	3.4%	3.5%

Q13. Streets and Transportation. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q13-17. Litter pickup along City streets</u>						
Very satisfied	5.6%	5.6%	4.3%	7.7%	6.8%	5.7%
Satisfied	25.3%	27.4%	27.4%	27.5%	28.2%	27.0%
Neutral	30.9%	26.6%	25.8%	26.5%	32.5%	27.3%
Dissatisfied	25.3%	26.8%	29.5%	24.1%	20.5%	26.6%
Very dissatisfied	13.0%	13.6%	13.0%	14.2%	12.0%	13.4%

Q13-18. Ease & availability of on-street public parking in Downtown

Very satisfied	6.4%	4.4%	5.0%	4.1%	7.1%	4.7%
Satisfied	25.0%	25.1%	26.6%	21.2%	27.4%	25.1%
Neutral	24.4%	24.2%	22.2%	27.8%	22.1%	24.3%
Dissatisfied	30.1%	29.9%	29.9%	30.1%	27.4%	29.9%
Very dissatisfied	14.1%	16.3%	16.2%	16.8%	15.9%	15.9%

Q13. Streets and Transportation. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	

Q13-19. Ease & availability of public parking in decks in Downtown

Very satisfied	12.0%	8.8%	9.0%	9.5%	11.8%	9.3%
Satisfied	32.0%	38.9%	40.1%	33.8%	34.5%	37.7%
Neutral	32.7%	32.2%	30.7%	34.4%	30.9%	32.5%
Dissatisfied	17.3%	12.8%	12.7%	14.4%	19.1%	13.5%
Very dissatisfied	6.0%	7.2%	7.5%	7.9%	3.6%	7.0%

Q13-20. Cost of public parking options in Downtown

Very satisfied	7.1%	6.4%	6.9%	5.4%	9.5%	6.5%
Satisfied	26.5%	29.5%	29.0%	26.8%	31.9%	28.9%
Neutral	33.5%	30.5%	33.3%	29.5%	26.7%	31.2%
Dissatisfied	21.9%	19.3%	18.1%	21.8%	20.7%	19.8%
Very dissatisfied	11.0%	14.3%	12.7%	16.4%	11.2%	13.7%

Q14. Which THREE of the Streets and Transportation services listed in Question 13 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 3)

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q14. Sum of top 3 choices</u>						
Maintenance of City streets throughout City	42.0%	53.5%	53.9%	51.4%	42.9%	51.7%
Maintenance of streets in your neighborhood	26.6%	24.3%	24.4%	27.3%	26.1%	24.8%
Amount of traffic congestion on City streets	24.3%	20.9%	21.7%	21.8%	22.7%	21.5%
Availability of sidewalks throughout City	23.1%	24.0%	24.8%	21.3%	25.2%	23.8%
Condition of sidewalks throughout City	10.7%	10.1%	10.6%	8.6%	13.4%	10.1%
Condition of sidewalks in your neighborhood	9.5%	7.8%	7.2%	9.2%	7.6%	8.0%
Availability of greenways throughout City	13.6%	13.9%	16.3%	9.2%	13.4%	13.8%

Q14. Which THREE of the Streets and Transportation services listed in Question 13 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 3) (cont.)

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q14. Sum of top 3 choices (cont.)</u>						
Condition of existing greenways	0.6%	4.3%	3.5%	4.6%	3.4%	3.7%
Snow removal on major City streets during past 12 months	1.2%	2.8%	2.0%	4.0%	1.7%	2.5%
Snow removal on residential streets during past 12 months	10.1%	7.9%	7.6%	8.9%	10.1%	8.3%
Maintenance of street signs & traffic signals	8.9%	6.9%	6.7%	7.5%	8.4%	7.2%
Adequacy of City street lighting	9.5%	10.9%	10.4%	11.5%	11.8%	10.6%
Accessibility of streets & sidewalks for people with disabilities	12.4%	11.1%	12.0%	11.8%	9.2%	11.3%
On-street bicycle infrastructure (bike lanes/wayfinding signs)	12.4%	11.4%	12.4%	8.6%	10.1%	11.5%
Maintenance of trees along City streets	5.3%	6.0%	5.0%	7.2%	5.9%	5.9%

Q14. Which THREE of the Streets and Transportation services listed in Question 13 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 3) (cont.)

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q14. Sum of top 3 choices (cont.)</u>						
Mowing & landscaping along City streets	3.6%	4.6%	3.5%	5.7%	4.2%	4.4%
Litter pickup along City streets	22.5%	18.2%	18.1%	18.7%	18.5%	18.8%
Ease & availability of on-street public parking in Downtown	11.8%	16.3%	15.9%	17.0%	10.1%	15.5%
Ease & availability of public parking in decks in Downtown	3.6%	5.3%	5.0%	5.2%	6.7%	5.0%
Cost of public parking options in Downtown	10.1%	11.8%	10.7%	14.4%	9.2%	11.4%
None chosen	10.1%	7.1%	7.2%	6.3%	10.9%	7.7%

Q15. Community Development Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q15-1. Enforcing cleanup of trash & debris on private property</u>						
Very satisfied	4.2%	4.7%	3.4%	6.1%	5.0%	4.6%
Satisfied	28.9%	28.7%	32.4%	23.2%	28.0%	28.6%
Neutral	35.2%	34.7%	35.3%	32.9%	38.0%	35.0%
Dissatisfied	24.6%	25.1%	23.4%	28.9%	22.0%	24.9%
Very dissatisfied	7.0%	6.8%	5.6%	8.9%	7.0%	6.8%
<u>Q15-2. Enforcing mowing & cutting of weeds on private property</u>						
Very satisfied	6.9%	4.4%	3.2%	6.7%	6.9%	4.8%
Satisfied	31.9%	30.8%	32.7%	27.0%	33.3%	30.8%
Neutral	34.0%	37.6%	38.4%	35.1%	38.2%	37.3%
Dissatisfied	22.9%	20.8%	19.7%	23.8%	18.6%	21.1%
Very dissatisfied	4.2%	6.5%	5.9%	7.4%	2.9%	6.1%

Q15. Community Development Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	

Q15-3. Enforcing exterior maintenance of residential property (e.g. condition of buildings)

Very satisfied	7.9%	3.6%	3.6%	4.9%	7.0%	4.3%
Satisfied	24.3%	27.8%	28.9%	24.2%	25.0%	27.1%
Neutral	42.1%	44.3%	43.9%	42.8%	47.0%	44.2%
Dissatisfied	21.4%	19.2%	18.6%	22.5%	16.0%	19.5%
Very dissatisfied	4.3%	5.2%	5.0%	5.6%	5.0%	5.0%

Q15-4. Enforcing trash, weeds, & exterior maintenance in your neighborhood

Very satisfied	8.2%	6.3%	6.3%	6.9%	9.6%	6.6%
Satisfied	32.9%	35.4%	34.8%	33.8%	34.6%	34.9%
Neutral	36.3%	36.7%	38.2%	34.8%	36.5%	36.8%
Dissatisfied	15.8%	15.7%	15.5%	16.6%	13.5%	15.7%
Very dissatisfied	6.8%	5.9%	5.2%	7.9%	5.8%	6.0%

Q15. Community Development Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	

Q15-5. City housing rehabilitation programs (e.g. loans to improve housing condition)

Very satisfied	8.0%	4.7%	3.0%	6.7%	11.1%	5.2%
Satisfied	21.6%	17.0%	19.4%	17.0%	12.7%	17.7%
Neutral	42.0%	50.0%	48.7%	47.9%	50.8%	48.9%
Dissatisfied	23.9%	20.5%	20.2%	21.1%	22.2%	21.0%
Very dissatisfied	4.5%	7.8%	8.7%	7.2%	3.2%	7.2%

Q15-6. Demolishing vacant structures that are nuisance properties

Very satisfied	10.3%	4.1%	3.6%	5.8%	10.5%	5.1%
Satisfied	14.4%	16.9%	18.2%	15.6%	11.8%	16.5%
Neutral	42.3%	41.2%	42.2%	37.3%	51.3%	41.6%
Dissatisfied	21.6%	27.3%	26.7%	28.9%	14.5%	26.3%
Very dissatisfied	11.3%	10.4%	9.2%	12.4%	11.8%	10.5%

Q15. Community Development Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q15-7. Overall character & condition of your neighborhood</u>						
Very satisfied	22.2%	22.4%	22.6%	21.8%	22.7%	22.3%
Satisfied	46.8%	49.5%	52.6%	46.7%	38.2%	49.0%
Neutral	19.6%	21.2%	18.7%	22.4%	27.3%	21.1%
Dissatisfied	7.0%	4.9%	4.7%	6.1%	6.4%	5.2%
Very dissatisfied	4.4%	1.9%	1.4%	3.0%	5.5%	2.3%

Q16. Which TWO of the Community Development services listed in Question 15 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 2)

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q16. Sum of top 2 choices</u>						
Enforcing cleanup of trash & debris on private property	42.6%	40.6%	40.9%	39.9%	44.5%	40.8%
Enforcing mowing & cutting of weeds on private property	19.5%	18.8%	19.1%	18.1%	21.0%	18.8%
Enforcing exterior maintenance of residential property (e.g. condition of buildings)	20.7%	16.9%	18.9%	16.1%	20.2%	17.6%
Enforcing trash, weeds, & exterior maintenance in your neighborhood	15.4%	15.3%	14.3%	16.7%	12.6%	15.3%
City housing rehabilitation programs (e.g. loans to improve housing condition)	27.2%	36.7%	36.1%	36.8%	28.6%	35.0%
Demolishing vacant structures that are nuisance properties	33.1%	32.6%	32.6%	32.8%	31.9%	32.5%
Overall character & condition of your neighborhood	17.2%	17.8%	17.0%	17.5%	19.3%	17.7%
None chosen	11.2%	9.2%	9.1%	9.5%	10.1%	9.7%

Q17. Recreation and Parks Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q17-1. Maintenance of City parks</u>						
Very satisfied	20.5%	16.0%	16.0%	17.2%	22.4%	16.7%
Satisfied	52.3%	57.5%	56.5%	56.8%	53.3%	56.6%
Neutral	19.2%	19.0%	20.8%	17.2%	19.6%	19.2%
Dissatisfied	6.0%	6.1%	5.9%	6.6%	3.7%	6.1%
Very dissatisfied	2.0%	1.3%	0.9%	2.3%	0.9%	1.4%

Q17-2. Quality of facilities (e.g. picnic shelters & playgrounds) in City parks

Very satisfied	22.0%	17.6%	19.3%	16.9%	23.8%	18.4%
Satisfied	51.3%	52.5%	50.5%	54.5%	50.5%	52.2%
Neutral	18.7%	22.2%	22.6%	20.6%	20.0%	21.6%
Dissatisfied	6.0%	6.8%	6.4%	7.0%	4.8%	6.7%
Very dissatisfied	2.0%	0.8%	1.1%	1.0%	1.0%	1.1%

Q17. Recreation and Parks Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q17-3. Quality of City-owned outdoor athletic fields</u>						
Very satisfied	16.9%	14.0%	13.9%	14.3%	22.0%	14.4%
Satisfied	46.9%	51.9%	48.6%	54.3%	45.1%	50.9%
Neutral	26.2%	28.8%	30.6%	26.0%	27.5%	28.5%
Dissatisfied	7.7%	4.2%	4.9%	4.7%	4.4%	4.8%
Very dissatisfied	2.3%	1.1%	1.9%	0.8%	1.1%	1.3%

Q17-4. Walking & biking trails in City

Very satisfied	19.7%	14.7%	14.2%	16.4%	21.6%	15.5%
Satisfied	41.5%	46.8%	44.2%	51.6%	39.2%	45.9%
Neutral	21.1%	26.6%	27.3%	23.0%	22.5%	25.9%
Dissatisfied	15.0%	9.2%	11.3%	6.6%	13.7%	10.1%
Very dissatisfied	2.7%	2.6%	2.9%	2.4%	2.9%	2.6%

Q17. Recreation and Parks Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q17-5. City swimming pools & programs</u>						
Very satisfied	15.3%	10.9%	11.5%	12.2%	14.5%	11.6%
Satisfied	30.6%	42.9%	42.0%	43.9%	27.4%	40.7%
Neutral	37.8%	32.0%	31.6%	30.3%	41.9%	33.2%
Dissatisfied	14.3%	11.3%	12.5%	10.4%	12.9%	11.8%
Very dissatisfied	2.0%	2.8%	2.4%	3.2%	3.2%	2.7%

Q17-6. City splash pads & spraygrounds

Very satisfied	15.3%	12.9%	13.8%	13.0%	16.1%	13.3%
Satisfied	37.8%	45.5%	43.8%	47.0%	32.3%	44.1%
Neutral	33.7%	34.1%	32.5%	34.4%	40.3%	34.3%
Dissatisfied	10.2%	6.2%	7.4%	5.1%	9.7%	6.9%
Very dissatisfied	3.1%	1.2%	2.5%	0.5%	1.6%	1.5%

Q17. Recreation and Parks Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q17-7. City's youth programs & activities</u>						
Very satisfied	14.6%	9.6%	8.5%	11.4%	18.0%	10.4%
Satisfied	33.7%	36.6%	37.2%	35.3%	32.8%	36.0%
Neutral	31.5%	40.4%	41.9%	37.3%	31.1%	39.1%
Dissatisfied	19.1%	10.6%	11.1%	11.9%	14.8%	12.0%
Very dissatisfied	1.1%	2.8%	1.3%	4.0%	3.3%	2.5%

Q17-8. Maintenance & appearance of City recreation centers

Very satisfied	15.3%	10.3%	8.8%	13.6%	16.5%	11.0%
Satisfied	39.0%	48.0%	45.5%	47.5%	43.5%	46.5%
Neutral	31.4%	31.8%	35.8%	28.4%	28.2%	31.9%
Dissatisfied	11.9%	8.5%	7.7%	8.9%	11.8%	9.0%
Very dissatisfied	2.5%	1.5%	2.2%	1.6%	0.0%	1.6%

Q17. Recreation and Parks Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q17-9. Programs & activities at City recreation centers</u>						
Very satisfied	16.0%	11.6%	10.5%	13.2%	19.7%	12.2%
Satisfied	31.9%	42.8%	42.4%	42.3%	28.2%	41.0%
Neutral	39.4%	37.5%	40.9%	33.9%	39.4%	38.0%
Dissatisfied	10.6%	6.4%	4.7%	8.4%	9.9%	7.0%
Very dissatisfied	2.1%	1.8%	1.4%	2.2%	2.8%	1.8%

Q17-10. Marketing of Recreation & Parks programs/facilities

Very satisfied	9.8%	7.5%	6.7%	8.5%	13.1%	7.8%
Satisfied	22.3%	29.3%	25.4%	32.7%	25.0%	28.1%
Neutral	33.9%	36.3%	38.8%	31.5%	35.7%	36.1%
Dissatisfied	26.8%	22.2%	23.9%	22.2%	20.2%	22.9%
Very dissatisfied	7.1%	4.7%	5.2%	5.2%	6.0%	5.1%

Q17. Recreation and Parks Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059

Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
Yes	No	White or Caucasian	Black or African American	Other	

Q17-11. Quality of customer service from Recreation & Parks employees

Very satisfied	18.7%	13.1%	12.7%	14.7%	21.5%	13.9%
Satisfied	34.1%	41.7%	43.5%	38.9%	29.2%	40.3%
Neutral	35.2%	39.4%	38.0%	40.3%	36.9%	39.0%
Dissatisfied	8.8%	5.0%	4.7%	4.7%	10.8%	5.6%
Very dissatisfied	3.3%	0.8%	1.1%	1.4%	1.5%	1.2%

Q18. Which TWO of the Recreation and Parks services listed in Question 17 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 2)

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q18. Sum of top 2 choices</u>						
Maintenance of City parks	38.5%	38.6%	41.7%	33.6%	37.8%	38.5%
Quality of facilities (e.g. picnic shelters & playgrounds) in City parks	23.7%	23.2%	24.3%	20.4%	28.6%	23.1%
Quality of City-owned outdoor athletic fields	5.3%	4.8%	4.8%	4.3%	6.7%	4.9%
Walking & biking trails in City	27.2%	26.5%	31.3%	20.1%	21.8%	26.5%
City swimming pools & programs	11.2%	8.8%	7.8%	11.2%	10.9%	9.2%
City splash pads & spraygrounds	3.6%	2.4%	2.8%	2.6%	0.8%	2.5%
City's youth programs & activities	18.3%	23.5%	19.8%	29.0%	18.5%	22.7%
Maintenance & appearance of City recreation centers	10.1%	7.6%	7.6%	8.3%	10.1%	8.0%

Q18. Which TWO of the Recreation and Parks services listed in Question 17 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 2) (cont.)

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q18. Sum of top 2 choices (cont.)</u>						
Programs & activities at City recreation centers	12.4%	15.2%	13.3%	16.7%	17.6%	14.6%
Marketing of Recreation & Parks programs/facilities	11.8%	14.1%	13.0%	16.4%	10.9%	13.7%
Quality of customer service from Recreation & Parks employees	3.0%	3.4%	3.0%	4.0%	3.4%	3.3%
None chosen	15.4%	14.8%	14.3%	15.5%	14.3%	15.1%

Q19. Solid Waste Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q19-1. Overall quality of residential trash collection services</u>						
Very satisfied	34.1%	36.0%	34.2%	38.6%	35.7%	35.6%
Satisfied	45.7%	48.7%	50.8%	44.5%	45.2%	48.2%
Neutral	13.4%	8.8%	8.7%	9.2%	13.0%	9.7%
Dissatisfied	4.3%	4.1%	4.2%	4.7%	3.5%	4.1%
Very dissatisfied	2.4%	2.4%	2.1%	3.0%	2.6%	2.4%

Q19-2. Overall quality of curbside recycling services

Very satisfied	34.2%	33.3%	31.7%	36.8%	33.9%	33.3%
Satisfied	44.1%	46.8%	48.1%	43.5%	41.1%	46.3%
Neutral	13.7%	11.6%	11.5%	12.2%	15.2%	12.1%
Dissatisfied	3.7%	5.0%	4.9%	4.0%	7.1%	4.8%
Very dissatisfied	4.3%	3.3%	3.9%	3.6%	2.7%	3.5%

Q19. Solid Waste Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059

Q30. Are you of Hispanic, Latino, or other Spanish ancestry?

Q31. Your race/ethnicity

Total

Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
Yes	No	White or Caucasian	Black or African American	Other	

Q19-3. Overall quality of bulky item pickup services

Very satisfied	28.5%	26.6%	27.1%	27.8%	25.2%	26.9%
Satisfied	41.8%	42.6%	41.9%	41.6%	44.1%	42.3%
Neutral	14.6%	16.1%	15.4%	15.6%	21.6%	16.0%
Dissatisfied	10.1%	11.2%	11.5%	12.5%	3.6%	11.0%
Very dissatisfied	5.1%	3.6%	4.0%	2.4%	5.4%	3.8%

Q19-4. Overall quality of leaf collection services

Very satisfied	14.0%	11.9%	10.9%	13.9%	13.3%	12.2%
Satisfied	24.7%	29.0%	29.0%	27.8%	29.5%	28.3%
Neutral	20.7%	21.4%	20.0%	21.8%	25.7%	21.4%
Dissatisfied	28.0%	24.6%	24.9%	24.3%	23.8%	25.1%
Very dissatisfied	12.7%	13.1%	15.2%	12.3%	7.6%	13.0%

Q19. Solid Waste Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059

Q30. Are you of Hispanic,
Latino, or other Spanish
ancestry?

Q31. Your race/ethnicity

Total

Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
Yes	No	White or Caucasian	Black or African American	Other	

Q19-5. Overall quality of brush pickup services

Very satisfied	16.3%	10.6%	10.5%	12.1%	16.0%	11.5%
Satisfied	23.8%	31.7%	30.0%	31.0%	27.0%	30.4%
Neutral	25.9%	22.5%	23.5%	19.9%	32.0%	23.2%
Dissatisfied	21.8%	22.2%	21.8%	24.5%	16.0%	22.1%
Very dissatisfied	12.2%	13.0%	14.3%	12.4%	9.0%	12.9%

Q19-6. Overall quality of City street sweeping services

Very satisfied	13.0%	9.5%	10.5%	9.7%	11.7%	10.1%
Satisfied	27.5%	32.0%	31.5%	28.7%	34.0%	31.2%
Neutral	37.0%	34.0%	36.3%	31.9%	37.9%	34.6%
Dissatisfied	11.6%	15.2%	13.0%	17.6%	10.7%	14.5%
Very dissatisfied	10.9%	9.2%	8.8%	12.2%	5.8%	9.5%

Q20. Which TWO of the Solid Waste services listed in Question 19 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 2)

N=1059

Q30. Are you of Hispanic,
Latino, or other Spanish
ancestry?

Q31. Your race/ethnicity

Total

Yes

No

White or
CaucasianBlack or
African
American

Other

Q20. Sum of top 2 choices

Overall quality of residential trash collection services	39.1%	34.7%	34.4%	36.2%	42.0%	35.3%
Overall quality of curbside recycling services	26.6%	27.6%	29.1%	24.1%	31.9%	27.4%
Overall quality of bulky item pickup services	23.1%	21.4%	20.7%	23.0%	22.7%	21.6%
Overall quality of leaf collection services	40.2%	44.6%	44.1%	45.7%	35.3%	43.6%
Overall quality of brush pickup services	33.1%	37.3%	39.4%	33.6%	33.6%	36.4%
Overall quality of City street sweeping services	18.3%	14.0%	12.0%	17.2%	18.5%	14.7%
None chosen	8.9%	9.0%	9.1%	8.6%	7.6%	9.3%

Q21. Water, Sewer, and Stormwater Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q21-1. Overall quality of your household drinking water</u>						
Very satisfied	21.0%	22.8%	22.5%	23.2%	21.7%	22.5%
Satisfied	45.1%	50.0%	48.3%	50.9%	45.2%	49.1%
Neutral	21.0%	17.9%	18.2%	17.6%	20.9%	18.5%
Dissatisfied	10.5%	6.4%	7.8%	6.3%	8.7%	7.0%
Very dissatisfied	2.5%	2.9%	3.3%	2.1%	3.5%	2.9%
<u>Q21-2. Timeliness of water/sewer line break repairs</u>						
Very satisfied	23.1%	19.7%	20.7%	19.6%	21.3%	20.2%
Satisfied	41.3%	43.8%	43.6%	44.3%	40.0%	43.3%
Neutral	28.8%	31.4%	29.3%	31.5%	34.7%	31.2%
Dissatisfied	4.8%	3.2%	4.0%	3.2%	1.3%	3.4%
Very dissatisfied	1.9%	2.0%	2.4%	1.4%	2.7%	2.0%

Q21. Water, Sewer, and Stormwater Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q21-3. Affordability of water/sewer & stormwater bills</u>						
Very satisfied	10.6%	10.7%	10.7%	11.0%	11.4%	10.6%
Satisfied	31.7%	31.8%	31.6%	32.2%	32.5%	31.7%
Neutral	26.1%	31.3%	30.5%	29.4%	28.9%	30.5%
Dissatisfied	21.7%	18.1%	18.9%	19.3%	15.8%	18.8%
Very dissatisfied	9.9%	8.0%	8.2%	8.0%	11.4%	8.3%

Q21-4. Overall management of public stormwater run-off

Very satisfied	10.8%	10.1%	11.1%	9.6%	10.9%	10.2%
Satisfied	34.5%	38.6%	38.9%	37.4%	34.7%	37.8%
Neutral	36.0%	36.8%	34.8%	36.7%	40.6%	36.7%
Dissatisfied	12.9%	9.5%	10.1%	10.4%	10.9%	10.1%
Very dissatisfied	5.8%	4.9%	5.1%	5.9%	3.0%	5.2%

Q21. Water, Sewer, and Stormwater Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059

Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
Yes	No	White or Caucasian	Black or African American	Other	

Q21-5. Condition & cleanliness of catch basins (storm drains) in your neighborhood

Very satisfied	9.7%	9.7%	10.4%	8.6%	11.6%	9.7%
Satisfied	37.2%	39.7%	39.0%	37.9%	38.9%	39.2%
Neutral	29.7%	30.6%	31.5%	29.3%	29.5%	30.5%
Dissatisfied	14.5%	14.9%	13.8%	17.6%	12.6%	14.9%
Very dissatisfied	9.0%	5.2%	5.2%	6.6%	7.4%	5.8%

Q22. Which TWO of the Water, Sewer and Stormwater services listed in Question 21 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 2)

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q22. Sum of top 2 choices</u>						
Overall quality of your household drinking water	51.5%	59.5%	60.4%	57.2%	52.1%	58.1%
Timeliness of water/sewer line break repairs	20.1%	21.9%	24.3%	18.4%	21.0%	21.5%
Affordability of water/sewer & stormwater bills	52.1%	51.0%	51.1%	51.4%	50.4%	51.1%
Overall management of public stormwater run-off	19.5%	22.2%	22.0%	23.6%	16.8%	21.6%
Condition & cleanliness of catch basins (storm drains) in your neighborhood	27.2%	22.5%	20.4%	27.0%	28.6%	23.1%
None chosen	13.6%	9.8%	9.4%	9.8%	14.3%	10.8%

Q23. Have you called or visited the City of Winston-Salem government with a question, problem, or complaint during the past year?

N=1059

Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
Yes	No	White or Caucasian	Black or African American	Other	

Q23. Have you called or visited City government with a question, problem, or complaint during past year

Yes	33.7%	43.4%	42.6%	43.7%	37.0%	41.6%
No	66.3%	56.6%	57.4%	56.3%	63.0%	58.4%

Q23a. In your MOST RECENT interaction with the City, what was your level of satisfaction with the following aspects of that experience? (without "don't know")

N=441	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q23a-1. Ease of contacting the person you needed</u>						
Very satisfied	14.3%	28.1%	24.5%	32.7%	15.9%	26.3%
Satisfied	44.6%	37.5%	42.4%	30.7%	45.5%	38.4%
Neutral	17.9%	14.4%	13.5%	13.3%	22.7%	14.9%
Dissatisfied	16.1%	13.9%	12.2%	18.0%	13.6%	14.2%
Very dissatisfied	7.1%	6.0%	7.4%	5.3%	2.3%	6.2%

Q23a-2. Amount of time you waited for City's response

Very satisfied	14.5%	22.1%	19.8%	24.7%	14.0%	21.2%
Satisfied	36.4%	40.3%	41.0%	38.4%	41.9%	39.8%
Neutral	18.2%	14.7%	14.1%	16.4%	14.0%	15.1%
Dissatisfied	18.2%	15.2%	15.0%	15.1%	20.9%	15.6%
Very dissatisfied	12.7%	7.7%	10.1%	5.5%	9.3%	8.4%

Q23a. In your MOST RECENT interaction with the City, what was your level of satisfaction with the following aspects of that experience? (without "don't know")

N=441	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q23a-3. Accuracy of information or assistance you were given</u>						
Very satisfied	12.7%	25.8%	23.8%	29.2%	7.0%	24.1%
Satisfied	47.3%	34.4%	37.0%	31.3%	51.2%	36.1%
Neutral	12.7%	19.9%	18.5%	20.1%	14.0%	19.0%
Dissatisfied	20.0%	13.2%	13.7%	13.2%	20.9%	14.1%
Very dissatisfied	7.3%	6.7%	7.0%	6.3%	7.0%	6.8%

Q23a-4. Professionalism & courtesy of employee(s)

Very satisfied	25.5%	40.6%	38.6%	42.9%	18.6%	38.7%
Satisfied	49.1%	39.3%	43.0%	34.0%	58.1%	40.5%
Neutral	16.4%	14.1%	12.7%	15.0%	18.6%	14.4%
Dissatisfied	7.3%	4.0%	3.9%	5.4%	2.3%	4.4%
Very dissatisfied	1.8%	2.1%	1.8%	2.7%	2.3%	2.1%

Q23a. In your MOST RECENT interaction with the City, what was your level of satisfaction with the following aspects of that experience? (without "don't know")

N=441	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	

Q23a-5. Overall satisfaction with the way your concern was addressed

Very satisfied	17.9%	27.7%	24.3%	32.2%	11.6%	26.4%
Satisfied	35.7%	34.0%	38.5%	30.2%	32.6%	34.3%
Neutral	12.5%	15.7%	12.8%	14.8%	27.9%	15.3%
Dissatisfied	25.0%	13.8%	16.4%	12.8%	20.9%	15.3%
Very dissatisfied	8.9%	8.8%	8.0%	10.1%	7.0%	8.8%

Q24. City Link 311. Please rate your satisfaction with the following aspects of City Link 311 services in Winston-Salem, North Carolina. (without "don't know")

N=1059

Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
Yes	No	White or Caucasian	Black or African American	Other	

Q24-1. Overall quality of customer service provided by City Link agents

Very satisfied	19.8%	25.6%	24.1%	27.9%	18.2%	24.6%
Satisfied	37.6%	42.2%	43.0%	39.8%	40.3%	41.4%
Neutral	35.6%	22.8%	23.8%	22.1%	36.4%	24.9%
Dissatisfied	4.0%	7.0%	6.4%	7.4%	3.9%	6.5%
Very dissatisfied	3.0%	2.4%	2.6%	2.9%	1.3%	2.5%

Q24-2. Wait time (time before speaking with an agent)

Very satisfied	16.3%	21.0%	20.2%	21.4%	15.6%	20.2%
Satisfied	34.7%	43.2%	42.5%	43.2%	36.4%	41.8%
Neutral	33.7%	25.7%	26.7%	24.0%	37.7%	27.2%
Dissatisfied	13.3%	7.3%	9.3%	6.6%	7.8%	8.2%
Very dissatisfied	2.0%	2.7%	1.2%	4.8%	2.6%	2.6%

Q24. City Link 311. Please rate your satisfaction with the following aspects of City Link 311 services in Winston-Salem, North Carolina. (without "don't know")

N=1059

Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
Yes	No	White or Caucasian	Black or African American	Other	

Q24-3. Amount of time spent on phone with City Link staff to resolve issue

Very satisfied	15.6%	22.3%	20.4%	23.7%	15.8%	21.2%
Satisfied	40.6%	41.2%	42.4%	41.5%	35.5%	41.0%
Neutral	33.3%	27.7%	28.3%	25.9%	38.2%	28.6%
Dissatisfied	7.3%	6.6%	6.7%	6.3%	7.9%	6.8%
Very dissatisfied	3.1%	2.2%	2.2%	2.7%	2.6%	2.4%

Q25. Please answer the following questions by circling either "Yes" or "No." (without "not provided")

N=1059

Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
Yes	No	White or Caucasian	Black or African American	Other	

Q25-1. Were you or anyone in your household the victim of any crime in Winston-Salem, North Carolina, during last year

Yes	14.0%	7.9%	7.8%	8.9%	14.5%	8.9%
No	86.0%	92.1%	92.2%	91.1%	85.5%	91.1%

Q25-2. Have you had contact with a WSPD police officer during last year

Yes	34.9%	37.3%	36.9%	38.5%	36.8%	36.9%
No	65.1%	62.7%	63.1%	61.5%	63.2%	63.1%

Q25-3. Have you or anyone in your household contacted City's 311 Call Center (City Link) in last year

Yes	36.4%	46.9%	46.8%	47.3%	37.4%	45.2%
No	63.6%	53.1%	53.2%	52.7%	62.6%	54.8%

Q25. Please answer the following questions by circling either "Yes" or "No." (without "not provided")

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	

Q25-4. Have you or anyone in your household used 911 Emergency Communications Center in last year

Yes	22.4%	23.7%	23.6%	25.1%	19.8%	23.5%
No	77.6%	76.3%	76.4%	74.9%	80.2%	76.5%

Q25-5. Have you visited City's website (cityofws.org) in last year

Yes	74.7%	77.5%	80.4%	74.1%	73.5%	77.0%
No	25.3%	22.5%	19.6%	25.9%	26.5%	23.0%

Q25-6. Have you used bulky item pickup service in last year

Yes	65.1%	69.8%	73.8%	67.0%	59.8%	69.1%
No	34.9%	30.2%	26.2%	33.0%	40.2%	30.9%

Q25. Please answer the following questions by circling either "Yes" or "No." (without "not provided")

N=1059

	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	

Q25-7. Have you or anyone in your household visited a Winston-Salem City recreation center in last year

Yes	40.4%	46.9%	44.7%	50.9%	40.5%	45.9%
No	59.6%	53.1%	55.3%	49.1%	59.5%	54.1%

Q25-8. Have any members of your household visited any parks in Winston-Salem, North Carolina, in last year

Yes	83.1%	77.6%	76.6%	80.5%	83.6%	78.5%
No	16.9%	22.4%	23.4%	19.5%	16.4%	21.5%

Q25-9. Have you used WSTA bus system in last year (fixed route or Trans-AID)

Yes	10.8%	6.4%	5.7%	9.6%	8.5%	7.1%
No	89.2%	93.6%	94.3%	90.4%	91.5%	92.9%

Q25. Please answer the following questions by circling either "Yes" or "No." (without "not provided")

N=1059

Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
Yes	No	White or Caucasian	Black or African American	Other	

Q25-10. Do you consider WSTA bus system to be your primary form of transportation

Yes	3.1%	2.9%	2.1%	5.1%	0.9%	2.9%
No	96.9%	97.1%	97.9%	94.9%	99.1%	97.1%

Q25-11. Do you have regular access to internet at home or via mobile device

Yes	96.3%	96.9%	98.3%	94.4%	96.6%	96.8%
No	3.7%	3.1%	1.7%	5.6%	3.4%	3.2%

Q25-12. Have you contacted Utilities, Revenue, or City Link regarding your water/sewer account in last year

Yes	24.0%	32.1%	31.3%	31.5%	28.8%	30.7%
No	76.0%	67.9%	68.7%	68.5%	71.2%	69.3%

Q25. Please answer the following questions by circling either "Yes" or "No." (without "not provided")

N=1059	Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
	Yes	No	White or Caucasian	Black or African American	Other	
<u>Q25-13. Have you ridden a bicycle on City streets in last year</u>						
Yes	24.6%	23.6%	25.8%	21.2%	24.6%	23.7%
No	75.4%	76.4%	74.2%	78.8%	75.4%	76.3%
<u>Q25-14. Have you applied for and/or received a housing rehabilitation loan from City within last two years</u>						
Yes	1.8%	1.0%	0.4%	2.1%	2.5%	1.2%
No	98.2%	99.0%	99.6%	97.9%	97.5%	98.8%
<u>Q25-15. Have you experienced a missed trash collection in past year</u>						
Yes	42.3%	38.1%	39.6%	37.9%	37.7%	38.8%
No	57.7%	61.9%	60.4%	62.1%	62.3%	61.2%

Q25. Please answer the following questions by circling either "Yes" or "No." (without "not provided")

N=1059

Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
Yes	No	White or Caucasian	Black or African American	Other	

Q25-16. Have you participated in any event at a City recreation center in past year

Yes	21.2%	24.9%	21.6%	30.0%	21.6%	24.3%
No	78.8%	75.1%	78.4%	70.0%	78.4%	75.7%

Q26. Do you think you will be living in Winston-Salem, North Carolina five years from now? (without "not provided")

N=1059

Q30. Are you of Hispanic, Latino, or other Spanish ancestry?		Q31. Your race/ethnicity			Total
Yes	No	White or Caucasian	Black or African American	Other	

Q26. Will you be living in Winston-Salem, North Carolina five years from now

Yes	84.3%	90.1%	87.3%	92.7%	85.6%	89.1%
No	15.7%	9.9%	12.7%	7.3%	14.4%	10.9%

Q1. Rating Winston-Salem. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate Winston-Salem, North Carolina with regard to each of the following. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q1-1. As a place to live</u>									
Excellent	29.0%	27.6%	32.1%	34.2%	30.6%	26.5%	33.8%	47.4%	33.6%
Good	58.9%	58.1%	53.2%	56.5%	51.0%	61.4%	59.3%	47.4%	55.6%
Neutral	10.3%	11.4%	11.9%	7.6%	14.3%	9.8%	5.5%	5.3%	8.9%
Below average	1.9%	2.9%	2.8%	1.6%	3.1%	2.3%	1.4%	0.0%	1.8%
Poor	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%	0.1%
 <u>Q1-2. As a place to raise children</u>									
Excellent	24.2%	17.0%	25.3%	34.4%	22.2%	16.1%	26.1%	41.5%	27.4%
Good	57.9%	52.1%	48.4%	50.9%	53.3%	51.8%	53.9%	45.3%	51.2%
Neutral	13.7%	23.4%	17.9%	11.7%	11.1%	25.9%	16.5%	8.8%	15.5%
Below average	4.2%	5.3%	8.4%	1.8%	11.1%	6.3%	2.6%	4.4%	5.1%
Poor	0.0%	2.1%	0.0%	1.2%	2.2%	0.0%	0.9%	0.0%	0.8%

Q1. Rating Winston-Salem. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate Winston-Salem, North Carolina with regard to each of the following. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q1-3. As a place to work</u>									
Excellent	24.0%	15.8%	25.7%	23.6%	17.9%	20.5%	20.1%	30.0%	22.7%
Good	55.0%	52.5%	44.8%	50.0%	53.7%	52.5%	53.7%	48.8%	51.2%
Neutral	15.0%	20.8%	25.7%	19.5%	17.9%	20.5%	18.7%	16.3%	19.2%
Below average	5.0%	9.9%	2.9%	6.9%	10.5%	6.6%	5.2%	5.0%	6.4%
Poor	1.0%	1.0%	1.0%	0.0%	0.0%	0.0%	2.2%	0.0%	0.6%

Q2. Perceptions of the Community. Please rate your satisfaction with each of the following items that may influence your perception of the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q2-1. Overall image of City</u>									
Very satisfied	11.2%	12.1%	12.8%	15.4%	14.1%	12.9%	14.5%	19.2%	14.4%
Satisfied	66.4%	57.9%	57.8%	58.8%	55.6%	61.4%	59.3%	59.3%	59.5%
Neutral	15.9%	16.8%	17.4%	20.3%	19.2%	17.4%	22.1%	18.0%	18.6%
Dissatisfied	5.6%	13.1%	11.9%	5.5%	9.1%	8.3%	3.4%	3.5%	7.0%
Very dissatisfied	0.9%	0.0%	0.0%	0.0%	2.0%	0.0%	0.7%	0.0%	0.4%
<u>Q2-2. Overall quality of life in City</u>									
Very satisfied	14.2%	10.3%	11.1%	19.7%	17.3%	18.9%	16.6%	27.9%	17.9%
Satisfied	66.0%	59.8%	54.6%	59.0%	48.0%	57.6%	62.1%	61.0%	58.9%
Neutral	12.3%	20.6%	25.0%	16.9%	30.6%	16.7%	17.9%	8.7%	17.7%
Dissatisfied	7.5%	8.4%	9.3%	4.4%	4.1%	6.8%	2.8%	2.3%	5.3%
Very dissatisfied	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.7%	0.0%	0.2%

Q2. Perceptions of the Community. Please rate your satisfaction with each of the following items that may influence your perception of the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q2-3. Overall feeling of safety in City</u>									
Very satisfied	4.7%	7.5%	6.4%	9.9%	11.2%	9.1%	8.3%	12.8%	9.0%
Satisfied	45.8%	29.9%	31.2%	42.0%	28.6%	37.1%	46.2%	47.7%	39.7%
Neutral	28.0%	29.9%	34.9%	29.8%	35.7%	25.0%	24.8%	22.7%	28.3%
Dissatisfied	17.8%	27.1%	19.3%	14.4%	18.4%	27.3%	16.6%	12.8%	18.6%
Very dissatisfied	3.7%	5.6%	8.3%	3.9%	6.1%	1.5%	4.1%	4.1%	4.5%
<u>Q2-4. Availability of jobs in City</u>									
Very satisfied	10.0%	8.5%	8.5%	8.7%	9.6%	11.4%	7.1%	5.8%	8.5%
Satisfied	51.1%	37.2%	41.5%	35.6%	47.0%	42.1%	38.9%	38.1%	40.7%
Neutral	26.7%	39.4%	40.4%	36.2%	31.3%	31.6%	33.3%	38.1%	34.9%
Dissatisfied	8.9%	14.9%	8.5%	17.4%	9.6%	14.9%	16.7%	17.3%	14.2%
Very dissatisfied	3.3%	0.0%	1.1%	2.0%	2.4%	0.0%	4.0%	0.7%	1.7%

Q2. Perceptions of the Community. Please rate your satisfaction with each of the following items that may influence your perception of the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q2-5. Overall perception of local economy/business environment</u>									
Very satisfied	10.5%	10.7%	9.8%	11.0%	11.5%	10.0%	6.3%	12.3%	10.3%
Satisfied	55.2%	43.7%	40.2%	48.0%	53.1%	56.2%	52.8%	50.9%	50.2%
Neutral	24.8%	30.1%	43.1%	31.2%	26.0%	26.9%	29.6%	23.3%	29.1%
Dissatisfied	9.5%	14.6%	5.9%	9.8%	6.3%	6.9%	9.2%	12.3%	9.5%
Very dissatisfied	0.0%	1.0%	1.0%	0.0%	3.1%	0.0%	2.1%	1.2%	1.0%
<u>Q2-6. Overall openness & acceptance of the community toward people of diverse backgrounds</u>									
Very satisfied	19.6%	16.2%	12.5%	14.0%	18.3%	14.7%	16.3%	16.6%	15.9%
Satisfied	46.1%	33.3%	44.2%	45.0%	37.6%	45.0%	44.0%	43.9%	42.9%
Neutral	24.5%	32.3%	28.8%	26.9%	34.4%	27.1%	28.4%	28.0%	28.5%
Dissatisfied	8.8%	16.2%	12.5%	12.9%	8.6%	12.4%	9.9%	11.5%	11.6%
Very dissatisfied	1.0%	2.0%	1.9%	1.2%	1.1%	0.8%	1.4%	0.0%	1.1%

Q2. Perceptions of the Community. Please rate your satisfaction with each of the following items that may influence your perception of the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q2-7. Availability of affordable housing in City</u>									
Very satisfied	4.5%	4.0%	5.2%	4.5%	4.7%	8.9%	4.6%	5.6%	5.3%
Satisfied	33.7%	21.2%	20.8%	19.7%	18.8%	18.8%	24.4%	18.2%	21.6%
Neutral	21.3%	25.3%	32.3%	34.4%	37.6%	31.3%	32.1%	33.6%	31.4%
Dissatisfied	30.3%	39.4%	28.1%	29.3%	30.6%	30.4%	26.7%	32.2%	30.7%
Very dissatisfied	10.1%	10.1%	13.5%	12.1%	8.2%	10.7%	12.2%	10.5%	11.1%
 <u>Q2-8. Overall quality of the natural environment in City</u>									
Very satisfied	11.5%	12.4%	12.5%	15.6%	11.2%	13.6%	9.8%	14.5%	12.9%
Satisfied	52.9%	46.7%	45.2%	51.1%	54.1%	44.7%	49.7%	54.8%	50.1%
Neutral	19.2%	27.6%	25.0%	20.6%	22.4%	31.8%	30.1%	21.7%	24.7%
Dissatisfied	15.4%	13.3%	16.3%	12.8%	11.2%	9.8%	8.4%	7.8%	11.5%
Very dissatisfied	1.0%	0.0%	1.0%	0.0%	1.0%	0.0%	2.1%	1.2%	0.8%

Q2. Perceptions of the Community. Please rate your satisfaction with each of the following items that may influence your perception of the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q2-9. Overall quality of services provided by City</u>									
Very satisfied	14.3%	8.5%	14.2%	12.8%	11.6%	11.5%	13.9%	12.9%	12.5%
Satisfied	48.6%	49.1%	36.8%	50.6%	50.5%	48.1%	46.5%	55.9%	48.8%
Neutral	21.9%	27.4%	27.4%	19.4%	22.1%	28.2%	22.2%	17.1%	22.7%
Dissatisfied	14.3%	12.3%	17.0%	14.4%	13.7%	10.7%	12.5%	9.4%	12.8%
Very dissatisfied	1.0%	2.8%	4.7%	2.8%	2.1%	1.5%	4.9%	4.7%	3.2%
<u>Q2-10. Overall value you receive for your City tax dollars & fees</u>									
Very satisfied	11.3%	7.0%	7.5%	10.7%	5.2%	8.4%	7.7%	5.4%	8.0%
Satisfied	32.1%	30.0%	29.2%	37.3%	31.3%	31.3%	38.7%	41.1%	34.7%
Neutral	34.0%	33.0%	29.2%	28.8%	31.3%	31.3%	28.9%	26.8%	30.0%
Dissatisfied	20.8%	22.0%	24.5%	15.3%	26.0%	22.9%	19.0%	18.5%	20.5%
Very dissatisfied	1.9%	8.0%	9.4%	7.9%	6.3%	6.1%	5.6%	8.3%	6.8%

Q2. Perceptions of the Community. Please rate your satisfaction with each of the following items that may influence your perception of the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q2-11. How well City is managing growth & development</u>									
Very satisfied	8.7%	8.1%	9.7%	7.1%	5.3%	8.6%	10.0%	8.0%	8.2%
Satisfied	37.9%	39.4%	35.0%	37.6%	35.1%	35.9%	37.9%	35.6%	36.8%
Neutral	37.9%	35.4%	39.8%	30.0%	39.4%	37.5%	32.9%	29.4%	34.5%
Dissatisfied	12.6%	16.2%	10.7%	21.2%	16.0%	14.8%	15.0%	21.5%	16.6%
Very dissatisfied	2.9%	1.0%	4.9%	4.1%	4.3%	3.1%	4.3%	5.5%	3.9%
 <u>Q2-12. Access to healthy food options within City</u>									
Very satisfied	18.4%	13.3%	15.2%	17.2%	12.5%	19.2%	16.1%	18.2%	16.6%
Satisfied	41.7%	48.6%	46.7%	47.7%	47.9%	45.4%	51.0%	50.9%	47.8%
Neutral	23.3%	28.6%	23.8%	20.1%	29.2%	17.7%	16.1%	18.2%	21.4%
Dissatisfied	12.6%	8.6%	11.4%	13.2%	8.3%	12.3%	14.0%	9.7%	11.5%
Very dissatisfied	3.9%	1.0%	2.9%	1.7%	2.1%	5.4%	2.8%	3.0%	2.8%

Q3. Communications Services. Please rate your satisfaction with the following services the City of Winston-Salem, North Carolina provides. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q3-1. Overall effectiveness of City communications with the public</u>									
Very satisfied	7.9%	7.1%	12.1%	10.4%	7.4%	8.7%	8.8%	9.1%	9.1%
Satisfied	43.6%	41.4%	41.1%	42.8%	50.5%	44.9%	42.3%	46.7%	44.1%
Neutral	29.7%	29.3%	29.9%	29.5%	28.4%	26.0%	35.0%	32.1%	30.2%
Dissatisfied	16.8%	15.2%	14.0%	12.7%	13.7%	18.9%	13.1%	10.9%	14.1%
Very dissatisfied	2.0%	7.1%	2.8%	4.6%	0.0%	1.6%	0.7%	1.2%	2.5%
<u>Q3-2. Availability of information about City programs/services</u>									
Very satisfied	9.0%	8.2%	8.9%	10.7%	11.7%	10.9%	12.1%	7.1%	9.8%
Satisfied	35.0%	37.1%	40.6%	39.5%	42.6%	46.1%	45.4%	50.0%	42.6%
Neutral	38.0%	28.9%	31.7%	35.0%	34.0%	21.1%	31.9%	32.1%	31.6%
Dissatisfied	17.0%	22.7%	16.8%	14.1%	10.6%	18.8%	7.8%	10.1%	14.2%
Very dissatisfied	1.0%	3.1%	2.0%	0.6%	1.1%	3.1%	2.8%	0.6%	1.7%

Q3. Communications Services. Please rate your satisfaction with the following services the City of Winston-Salem, North Carolina provides. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q3-3. Overall usefulness of City's website</u>									
Very satisfied	8.4%	7.5%	13.2%	12.0%	9.4%	13.2%	7.8%	7.8%	10.0%
Satisfied	42.1%	44.1%	37.4%	44.9%	49.4%	38.8%	50.8%	44.4%	44.2%
Neutral	31.6%	38.7%	36.3%	29.9%	30.6%	32.2%	27.3%	34.6%	32.4%
Dissatisfied	14.7%	8.6%	9.9%	10.8%	8.2%	14.0%	12.5%	10.5%	11.3%
Very dissatisfied	3.2%	1.1%	3.3%	2.4%	2.4%	1.7%	1.6%	2.6%	2.3%

Q3-4. Overall effectiveness of City's use of social media

Very satisfied	8.2%	6.5%	7.0%	7.9%	6.6%	9.2%	9.6%	8.8%	8.1%
Satisfied	34.1%	41.6%	32.6%	28.8%	35.5%	37.8%	43.0%	32.8%	35.4%
Neutral	44.7%	44.2%	51.2%	52.5%	51.3%	42.9%	36.0%	48.8%	46.5%
Dissatisfied	11.8%	6.5%	7.0%	7.2%	6.6%	7.1%	10.5%	7.2%	8.0%
Very dissatisfied	1.2%	1.3%	2.3%	3.6%	0.0%	3.1%	0.9%	2.4%	2.0%

Q3. Communications Services. Please rate your satisfaction with the following services the City of Winston-Salem, North Carolina provides. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q3-5. Opportunities to engage/provide input into decisions made by City</u>									
Very satisfied	4.3%	4.3%	3.2%	6.5%	4.7%	6.1%	5.6%	5.0%	5.1%
Satisfied	30.1%	25.8%	22.6%	25.3%	23.5%	25.2%	32.3%	22.0%	25.8%
Neutral	38.7%	46.2%	46.2%	40.9%	54.1%	39.1%	44.4%	42.6%	43.5%
Dissatisfied	23.7%	21.5%	17.2%	22.1%	16.5%	24.3%	12.1%	25.5%	20.6%
Very dissatisfied	3.2%	2.2%	10.8%	5.2%	1.2%	5.2%	5.6%	5.0%	4.9%
 <u>Q3-6. Effectiveness of communications during severe weather</u>									
Very satisfied	20.0%	15.3%	22.0%	13.5%	16.7%	21.7%	15.6%	12.3%	16.6%
Satisfied	38.9%	53.1%	46.0%	53.4%	55.6%	45.8%	50.0%	54.8%	50.2%
Neutral	32.6%	23.5%	23.0%	25.2%	26.7%	23.3%	28.1%	25.2%	25.8%
Dissatisfied	6.3%	4.1%	7.0%	6.7%	1.1%	9.2%	5.5%	5.8%	5.9%
Very dissatisfied	2.1%	4.1%	2.0%	1.2%	0.0%	0.0%	0.8%	1.9%	1.5%

Q4. How do you currently get your information about programs and services the City of Winston-Salem, North Carolina offers?

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q4. How do you currently get information about programs & services City offers</u>									
City website	47.2%	43.9%	33.0%	60.9%	39.0%	53.4%	50.7%	52.9%	49.2%
Newspapers	22.2%	17.8%	28.4%	28.8%	16.0%	24.8%	23.3%	33.7%	25.3%
Utility bill inserts	25.9%	42.1%	31.2%	31.0%	38.0%	31.6%	35.6%	33.1%	33.3%
City social media	26.9%	29.9%	19.3%	39.1%	33.0%	29.3%	40.4%	31.4%	32.0%
Local radio	24.1%	19.6%	24.8%	22.8%	23.0%	24.1%	19.9%	22.1%	22.5%
Word of mouth	27.8%	34.6%	40.4%	37.0%	37.0%	39.8%	37.7%	39.0%	36.9%
TV13	4.6%	3.7%	2.8%	2.7%	4.0%	6.0%	2.7%	1.7%	3.4%
Local TV news	54.6%	58.9%	53.2%	51.1%	55.0%	50.4%	51.4%	51.7%	52.9%
eNotifications	6.5%	10.3%	8.3%	13.0%	10.0%	12.8%	12.3%	9.9%	10.7%
Events/activity lists	7.4%	4.7%	14.7%	12.5%	12.0%	11.3%	9.6%	13.4%	11.0%
Mailings	25.9%	20.6%	27.5%	20.7%	29.0%	22.6%	20.5%	28.5%	24.2%
Other	1.9%	2.8%	2.8%	1.1%	1.0%	5.3%	2.1%	3.5%	2.5%

Q5. From which THREE of the following would you prefer to get information about programs and services the City of Winston-Salem, North Carolina offers?

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q5. From which following would you prefer to get information about programs & services City offers</u>									
City website	44.4%	43.0%	37.6%	53.8%	41.0%	50.4%	47.9%	45.3%	46.3%
Newspapers	17.6%	10.3%	19.3%	16.8%	9.0%	15.8%	13.0%	22.7%	16.1%
Utility bill inserts	29.6%	31.8%	26.6%	20.7%	32.0%	26.3%	27.4%	23.8%	26.5%
City social media	39.8%	34.6%	29.4%	42.9%	35.0%	30.8%	41.1%	32.6%	36.2%
Local radio	13.0%	15.0%	21.1%	14.1%	22.0%	18.0%	11.0%	17.4%	16.1%
Word of mouth	0.9%	3.7%	7.3%	3.8%	5.0%	6.0%	8.2%	7.0%	5.4%
TV13	1.9%	9.3%	0.9%	1.1%	4.0%	1.5%	0.7%	1.2%	2.3%
Local TV news	50.0%	49.5%	53.2%	41.3%	50.0%	41.4%	40.4%	45.9%	45.7%
eNotifications	29.6%	25.2%	25.7%	37.0%	18.0%	40.6%	30.8%	31.4%	30.8%
Events/activity lists	8.3%	4.7%	14.7%	16.3%	14.0%	15.0%	13.0%	12.8%	12.7%
Mailings	38.9%	36.4%	34.9%	32.6%	36.0%	28.6%	35.6%	37.8%	34.9%
Other	0.0%	0.0%	0.0%	0.5%	1.0%	0.0%	0.7%	2.9%	0.8%

Q5a. If you answered "City social media" in Question 5, please rank the preferred platform from 1 to 6, where 1 is "Most Important" and 6 is "Least Important." (without "not provided")

N=383	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q5a-1. Facebook</u>									
Most important	51.2%	61.1%	59.4%	53.2%	72.7%	65.0%	49.2%	55.6%	57.0%
2	24.4%	22.2%	18.8%	24.7%	12.1%	17.5%	27.1%	24.1%	22.3%
3	7.3%	2.8%	12.5%	13.0%	3.0%	7.5%	11.9%	7.4%	8.9%
4	4.9%	2.8%	3.1%	5.2%	3.0%	0.0%	5.1%	9.3%	4.6%
5	4.9%	2.8%	3.1%	2.6%	3.0%	10.0%	3.4%	1.9%	3.8%
Least important	7.3%	8.3%	3.1%	1.3%	6.1%	0.0%	3.4%	1.9%	3.5%
<u>Q5a-2. Instagram</u>									
Most important	31.7%	24.2%	16.7%	23.7%	16.0%	24.3%	40.0%	24.5%	26.5%
2	31.7%	24.2%	40.0%	36.8%	24.0%	32.4%	25.0%	41.5%	32.7%
3	9.8%	15.2%	16.7%	22.4%	28.0%	27.0%	20.0%	11.3%	18.6%
4	9.8%	6.1%	13.3%	5.3%	4.0%	5.4%	10.0%	5.7%	7.3%
5	4.9%	9.1%	0.0%	2.6%	8.0%	2.7%	1.7%	3.8%	3.7%
Least important	12.2%	21.2%	13.3%	9.2%	20.0%	8.1%	3.3%	13.2%	11.3%

Q5a. If you answered "City social media" in Question 5, please rank the preferred platform from 1 to 6, where 1 is "Most Important" and 6 is "Least Important." (without "not provided")

N=383	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q5a-3. X (formerly Twitter)</u>									
Most important	5.3%	3.3%	13.3%	12.7%	0.0%	2.9%	3.4%	10.4%	7.1%
2	13.2%	10.0%	13.3%	14.1%	3.8%	11.4%	13.6%	10.4%	11.9%
3	18.4%	20.0%	6.7%	14.1%	30.8%	22.9%	30.5%	22.9%	20.8%
4	18.4%	16.7%	23.3%	14.1%	11.5%	22.9%	16.9%	16.7%	17.2%
5	26.3%	33.3%	16.7%	19.7%	30.8%	22.9%	16.9%	12.5%	21.1%
Least important	18.4%	16.7%	26.7%	25.4%	23.1%	17.1%	18.6%	27.1%	22.0%
<u>Q5a-4. Nextdoor</u>									
Most important	2.6%	3.4%	6.3%	12.7%	3.6%	5.4%	3.4%	8.3%	6.4%
2	15.4%	17.2%	6.3%	9.9%	28.6%	18.9%	12.1%	8.3%	13.5%
3	28.2%	10.3%	12.5%	26.8%	10.7%	13.5%	10.3%	31.3%	19.3%
4	17.9%	41.4%	25.0%	22.5%	28.6%	21.6%	22.4%	25.0%	24.6%
5	28.2%	20.7%	34.4%	21.1%	17.9%	27.0%	43.1%	20.8%	27.2%
Least important	7.7%	6.9%	15.6%	7.0%	10.7%	13.5%	8.6%	6.3%	9.1%

Q5a. If you answered "City social media" in Question 5, please rank the preferred platform from 1 to 6, where 1 is "Most Important" and 6 is "Least Important." (without "not provided")

N=383

	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q5a-5. Flickr</u>									
Most important	5.3%	0.0%	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.9%
2	0.0%	10.7%	6.7%	0.0%	4.2%	0.0%	5.1%	2.2%	3.0%
3	13.2%	10.7%	6.7%	5.7%	8.3%	3.0%	3.4%	0.0%	5.8%
4	13.2%	14.3%	13.3%	12.9%	16.7%	9.1%	6.8%	15.2%	12.2%
5	15.8%	25.0%	33.3%	30.0%	25.0%	27.3%	25.4%	34.8%	27.4%
Least important	52.6%	39.3%	36.7%	51.4%	45.8%	60.6%	59.3%	47.8%	50.6%

Q5a-6. YouTube

Most important	5.4%	10.7%	3.3%	2.8%	3.8%	2.8%	5.2%	2.1%	4.2%
2	18.9%	21.4%	13.3%	15.5%	30.8%	22.2%	15.5%	12.5%	17.7%
3	24.3%	39.3%	46.7%	14.1%	23.1%	25.0%	24.1%	22.9%	25.1%
4	32.4%	14.3%	23.3%	38.0%	30.8%	38.9%	39.7%	27.1%	32.3%
5	18.9%	7.1%	10.0%	22.5%	11.5%	8.3%	8.6%	29.2%	15.9%
Least important	0.0%	7.1%	3.3%	7.0%	0.0%	2.8%	6.9%	6.3%	4.8%

Q6. Quality of City Services. Please rate your satisfaction with the overall quality of the following major categories of services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q6-1. Police services</u>									
Very satisfied	21.6%	21.2%	20.2%	23.7%	14.4%	21.7%	21.0%	19.1%	20.6%
Satisfied	49.0%	41.4%	43.3%	42.8%	44.3%	38.0%	44.9%	47.1%	43.8%
Neutral	19.6%	26.3%	26.9%	20.8%	26.8%	27.9%	21.0%	20.4%	23.3%
Dissatisfied	8.8%	8.1%	7.7%	8.7%	12.4%	12.4%	9.4%	9.6%	9.6%
Very dissatisfied	1.0%	3.0%	1.9%	4.0%	2.1%	0.0%	3.6%	3.8%	2.6%
<u>Q6-2. Fire services (including medical responses by Fire Department)</u>									
Very satisfied	40.6%	40.8%	37.0%	35.8%	30.3%	35.0%	41.9%	39.2%	37.7%
Satisfied	45.8%	51.0%	51.0%	53.7%	51.7%	51.3%	47.3%	48.4%	50.1%
Neutral	13.5%	8.2%	11.0%	9.9%	18.0%	12.0%	10.9%	12.4%	11.8%
Dissatisfied	0.0%	0.0%	1.0%	0.0%	0.0%	1.7%	0.0%	0.0%	0.3%
Very dissatisfied	0.0%	0.0%	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%	0.1%

Q6. Quality of City Services. Please rate your satisfaction with the overall quality of the following major categories of services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q6-3. Maintenance of City streets & sidewalks</u>									
Very satisfied	5.7%	9.4%	5.7%	4.9%	7.4%	4.6%	5.6%	4.7%	5.8%
Satisfied	34.0%	17.9%	21.7%	29.1%	31.6%	29.2%	31.5%	29.0%	28.3%
Neutral	31.1%	24.5%	23.6%	29.1%	16.8%	19.2%	26.6%	22.5%	24.5%
Dissatisfied	19.8%	35.8%	31.1%	22.5%	31.6%	33.8%	23.8%	29.0%	28.0%
Very dissatisfied	9.4%	12.3%	17.9%	14.3%	12.6%	13.1%	12.6%	14.8%	13.5%
 <u>Q6-4. Solid waste services (e.g. residential trash/recycling collection)</u>									
Very satisfied	24.0%	24.5%	21.7%	32.8%	29.9%	22.1%	30.5%	24.1%	26.6%
Satisfied	48.1%	47.2%	40.6%	41.1%	41.2%	50.4%	44.0%	52.9%	45.9%
Neutral	20.2%	13.2%	18.9%	15.6%	12.4%	16.8%	12.8%	13.5%	15.3%
Dissatisfied	5.8%	7.5%	11.3%	7.8%	14.4%	6.9%	9.9%	6.5%	8.5%
Very dissatisfied	1.9%	7.5%	7.5%	2.8%	2.1%	3.8%	2.8%	2.9%	3.8%

Q6. Quality of City Services. Please rate your satisfaction with the overall quality of the following major categories of services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q6-5. City water & sewer services</u>									
Very satisfied	19.0%	22.3%	20.2%	27.4%	27.4%	19.1%	22.7%	20.6%	22.5%
Satisfied	56.2%	40.8%	51.0%	47.5%	44.2%	53.4%	49.6%	58.8%	50.7%
Neutral	15.2%	23.3%	23.1%	19.6%	22.1%	19.8%	18.4%	13.5%	19.0%
Dissatisfied	9.5%	10.7%	4.8%	3.9%	4.2%	5.3%	7.8%	4.1%	6.0%
Very dissatisfied	0.0%	2.9%	1.0%	1.7%	2.1%	2.3%	1.4%	2.9%	1.8%
<u>Q6-6. Community services (e.g. code enforcement, neighborhood & housing development)</u>									
Very satisfied	12.1%	6.6%	8.0%	4.6%	2.4%	7.1%	10.3%	7.6%	7.3%
Satisfied	28.6%	25.3%	26.1%	29.4%	28.9%	29.2%	30.2%	33.3%	29.2%
Neutral	41.8%	42.9%	45.5%	45.8%	43.4%	46.0%	36.5%	43.1%	43.1%
Dissatisfied	16.5%	17.6%	13.6%	18.3%	18.1%	13.3%	16.7%	11.1%	15.5%
Very dissatisfied	1.1%	7.7%	6.8%	2.0%	7.2%	4.4%	6.3%	4.9%	4.8%

Q6. Quality of City Services. Please rate your satisfaction with the overall quality of the following major categories of services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q6-7. City recreation & parks programs/facilities</u>									
Very satisfied	18.2%	12.2%	17.5%	20.8%	17.6%	17.1%	25.9%	17.0%	18.7%
Satisfied	45.5%	46.9%	46.4%	43.5%	44.0%	46.3%	39.6%	46.5%	44.7%
Neutral	23.2%	33.7%	25.8%	26.2%	30.8%	32.5%	26.6%	28.3%	28.2%
Dissatisfied	11.1%	5.1%	7.2%	6.5%	6.6%	4.1%	7.2%	7.5%	6.9%
Very dissatisfied	2.0%	2.0%	3.1%	3.0%	1.1%	0.0%	0.7%	0.6%	1.5%
 <u>Q6-8. City's 311 service (City Link)</u>									
Very satisfied	21.5%	14.6%	30.0%	19.1%	20.9%	17.3%	16.3%	21.5%	20.0%
Satisfied	43.0%	41.5%	30.0%	39.7%	39.5%	48.1%	47.1%	46.9%	42.4%
Neutral	24.1%	32.9%	26.3%	24.8%	31.4%	27.9%	26.9%	27.7%	27.5%
Dissatisfied	5.1%	6.1%	10.0%	12.8%	7.0%	5.8%	7.7%	2.3%	7.2%
Very dissatisfied	6.3%	4.9%	3.8%	3.5%	1.2%	1.0%	1.9%	1.5%	2.9%

Q6. Quality of City Services. Please rate your satisfaction with the overall quality of the following major categories of services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q6-9. Overall effectiveness of City communications with the public</u>									
Very satisfied	6.9%	8.0%	11.0%	7.5%	4.4%	7.2%	9.6%	7.5%	7.8%
Satisfied	39.2%	29.0%	37.0%	37.6%	40.7%	40.8%	37.5%	41.6%	38.2%
Neutral	36.3%	42.0%	34.0%	38.7%	46.2%	36.0%	40.4%	39.8%	39.1%
Dissatisfied	13.7%	18.0%	15.0%	11.6%	7.7%	15.2%	11.8%	9.3%	12.6%
Very dissatisfied	3.9%	3.0%	3.0%	4.6%	1.1%	0.8%	0.7%	1.9%	2.4%
 <u>Q6-10. City's stormwater runoff/stormwater management system</u>									
Very satisfied	12.0%	9.0%	12.0%	9.0%	8.0%	10.9%	13.7%	7.6%	10.2%
Satisfied	41.3%	31.5%	30.1%	38.1%	36.4%	45.5%	40.3%	43.4%	38.9%
Neutral	31.5%	38.2%	36.1%	34.8%	38.6%	29.1%	33.9%	31.7%	34.0%
Dissatisfied	9.8%	16.9%	16.9%	8.4%	8.0%	10.9%	9.7%	12.4%	11.3%
Very dissatisfied	5.4%	4.5%	4.8%	9.7%	9.1%	3.6%	2.4%	4.8%	5.6%

Q6. Quality of City Services. Please rate your satisfaction with the overall quality of the following major categories of services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q6-11. Permitting & inspection services</u>									
Very satisfied	10.4%	10.4%	12.1%	5.4%	8.6%	10.8%	9.5%	14.2%	10.1%
Satisfied	29.9%	33.8%	36.4%	37.5%	30.0%	44.6%	38.1%	35.8%	36.2%
Neutral	47.8%	49.4%	42.4%	46.4%	48.6%	36.1%	44.8%	42.5%	44.6%
Dissatisfied	10.4%	5.2%	7.6%	8.9%	10.0%	6.0%	5.7%	3.8%	7.0%
Very dissatisfied	1.5%	1.3%	1.5%	1.8%	2.9%	2.4%	1.9%	3.8%	2.2%
<u>Q6-12. Public transit services (WSTA-City bus systems)</u>									
Very satisfied	9.8%	11.6%	9.4%	5.5%	14.8%	4.3%	8.1%	8.9%	8.8%
Satisfied	21.3%	27.5%	26.6%	16.5%	36.1%	30.4%	27.9%	22.8%	25.7%
Neutral	41.0%	39.1%	42.2%	50.5%	37.7%	42.0%	40.7%	44.3%	42.6%
Dissatisfied	23.0%	15.9%	17.2%	19.8%	8.2%	14.5%	16.3%	17.7%	16.7%
Very dissatisfied	4.9%	5.8%	4.7%	7.7%	3.3%	8.7%	7.0%	6.3%	6.2%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q7-1. Police services</u>									
Most important	70.9%	70.7%	62.1%	58.9%	71.4%	61.4%	53.3%	63.5%	63.1%
2	12.6%	10.1%	13.6%	21.7%	15.3%	15.7%	17.5%	19.8%	16.6%
3	5.8%	4.0%	6.8%	5.1%	5.1%	5.5%	3.6%	6.6%	5.4%
4	1.9%	1.0%	3.9%	2.9%	0.0%	5.5%	7.3%	1.2%	3.1%
5	0.0%	2.0%	1.0%	1.1%	3.1%	2.4%	2.9%	2.4%	1.9%
6	0.0%	1.0%	2.9%	2.3%	3.1%	0.0%	0.7%	1.2%	1.4%
7	0.0%	5.1%	1.0%	1.1%	1.0%	0.0%	1.5%	0.6%	1.2%
8	0.0%	4.0%	1.0%	1.7%	0.0%	1.6%	1.5%	0.6%	1.3%
9	1.9%	0.0%	1.0%	0.0%	0.0%	0.8%	0.7%	0.6%	0.6%
10	1.0%	0.0%	0.0%	0.6%	0.0%	3.1%	3.6%	1.2%	1.3%
11	1.0%	1.0%	1.9%	2.3%	0.0%	0.8%	1.5%	0.6%	1.2%
Least important	4.9%	1.0%	4.9%	2.3%	1.0%	3.1%	5.8%	1.8%	3.1%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q7-2. Fire services (including medical responses by Fire Department)</u>									
Most important	16.5%	12.9%	14.0%	19.7%	15.2%	12.7%	15.7%	20.8%	16.5%
2	67.0%	67.7%	62.0%	54.9%	65.2%	62.7%	53.0%	59.1%	60.5%
3	5.2%	5.4%	10.0%	9.8%	7.6%	8.5%	11.2%	5.7%	8.1%
4	4.1%	2.2%	4.0%	3.5%	2.2%	5.9%	5.2%	4.4%	4.0%
5	1.0%	1.1%	3.0%	5.2%	4.3%	3.4%	6.0%	3.1%	3.6%
6	1.0%	5.4%	1.0%	2.9%	1.1%	2.5%	3.0%	1.3%	2.3%
7	1.0%	2.2%	3.0%	0.6%	1.1%	0.8%	0.7%	1.9%	1.3%
8	1.0%	2.2%	2.0%	0.6%	0.0%	0.0%	2.2%	0.0%	0.9%
9	1.0%	0.0%	0.0%	1.2%	0.0%	0.8%	1.5%	0.6%	0.7%
10	2.1%	0.0%	1.0%	0.6%	1.1%	0.0%	0.7%	1.3%	0.8%
11	0.0%	1.1%	0.0%	0.0%	1.1%	2.5%	0.0%	0.6%	0.6%
Least important	0.0%	0.0%	0.0%	1.2%	1.1%	0.0%	0.7%	1.3%	0.6%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q7-3. Maintenance of City streets & sidewalks</u>									
Most important	0.0%	3.2%	4.1%	4.7%	4.7%	12.1%	5.9%	3.2%	4.9%
2	5.1%	7.5%	9.3%	4.7%	7.1%	5.6%	13.3%	7.7%	7.5%
3	34.7%	32.3%	38.1%	32.2%	35.3%	38.7%	32.6%	37.2%	35.0%
4	14.3%	12.9%	15.5%	12.9%	17.6%	12.9%	15.6%	17.3%	14.8%
5	16.3%	21.5%	9.3%	18.7%	11.8%	7.3%	14.1%	15.4%	14.5%
6	11.2%	7.5%	10.3%	9.9%	7.1%	8.1%	5.9%	6.4%	8.2%
7	6.1%	2.2%	4.1%	6.4%	3.5%	6.5%	3.7%	4.5%	4.8%
8	2.0%	3.2%	2.1%	4.1%	2.4%	2.4%	1.5%	2.6%	2.6%
9	2.0%	4.3%	2.1%	2.3%	4.7%	1.6%	3.0%	1.9%	2.6%
10	3.1%	3.2%	1.0%	2.9%	4.7%	2.4%	3.0%	1.9%	2.7%
11	4.1%	1.1%	2.1%	0.6%	0.0%	0.0%	1.5%	0.6%	1.1%
Least important	1.0%	1.1%	2.1%	0.6%	1.2%	2.4%	0.0%	1.3%	1.1%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q7-4. Solid waste services (e.g. residential trash/recycling collection)</u>									
Most important	2.0%	0.0%	1.0%	1.2%	1.1%	0.0%	5.3%	1.3%	1.6%
2	3.1%	4.4%	5.2%	5.3%	4.4%	5.0%	3.8%	7.1%	4.9%
3	20.4%	19.8%	14.6%	13.6%	25.6%	15.1%	15.9%	23.9%	18.3%
4	30.6%	39.6%	36.5%	40.8%	40.0%	34.5%	31.8%	36.1%	36.3%
5	18.4%	15.4%	17.7%	16.6%	14.4%	21.0%	16.7%	16.1%	17.1%
6	13.3%	2.2%	10.4%	8.3%	3.3%	10.1%	9.8%	4.5%	7.8%
7	2.0%	2.2%	6.3%	4.7%	4.4%	1.7%	5.3%	4.5%	4.0%
8	2.0%	5.5%	2.1%	5.3%	2.2%	5.9%	1.5%	3.9%	3.7%
9	3.1%	2.2%	3.1%	3.0%	3.3%	2.5%	4.5%	1.9%	2.9%
10	3.1%	4.4%	0.0%	1.2%	0.0%	1.7%	0.8%	0.6%	1.4%
11	0.0%	2.2%	3.1%	0.0%	0.0%	0.8%	2.3%	0.0%	0.9%
Least important	2.0%	2.2%	0.0%	0.0%	1.1%	1.7%	2.3%	0.0%	1.1%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q7-5. City water & sewer services</u>									
Most important	5.3%	1.1%	3.2%	7.6%	4.5%	4.3%	5.3%	5.8%	5.0%
2	5.3%	3.3%	1.1%	4.1%	3.4%	3.5%	3.1%	2.6%	3.3%
3	14.7%	22.0%	16.0%	18.0%	14.6%	15.7%	19.8%	16.9%	17.3%
4	20.0%	17.6%	19.1%	18.6%	22.5%	19.1%	16.8%	22.1%	19.4%
5	28.4%	26.4%	36.2%	25.6%	34.8%	32.2%	27.5%	32.5%	30.1%
6	6.3%	9.9%	6.4%	11.0%	5.6%	11.3%	12.2%	5.8%	8.8%
7	9.5%	4.4%	7.4%	5.2%	4.5%	3.5%	3.1%	7.1%	5.5%
8	4.2%	7.7%	3.2%	4.1%	2.2%	2.6%	4.6%	1.9%	3.7%
9	3.2%	2.2%	2.1%	3.5%	3.4%	4.3%	2.3%	0.6%	2.7%
10	1.1%	1.1%	5.3%	0.6%	2.2%	1.7%	2.3%	4.5%	2.3%
11	0.0%	1.1%	0.0%	0.6%	0.0%	1.7%	3.1%	0.0%	0.9%
Least important	2.1%	3.3%	0.0%	1.2%	2.2%	0.0%	0.0%	0.0%	1.0%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q7-6. Community services (e.g. code enforcement, neighborhood & housing development)</u>									
Most important	1.1%	3.5%	3.2%	0.6%	0.0%	0.8%	2.2%	2.0%	1.6%
2	1.1%	0.0%	2.1%	3.6%	1.2%	0.8%	3.7%	1.3%	1.9%
3	3.2%	0.0%	2.1%	1.8%	1.2%	2.5%	0.7%	2.0%	1.7%
4	1.1%	5.8%	3.2%	1.8%	1.2%	7.5%	3.7%	4.0%	3.5%
5	11.6%	12.8%	8.5%	10.1%	9.3%	7.5%	6.6%	5.3%	8.7%
6	17.9%	27.9%	21.3%	17.9%	24.4%	14.2%	16.2%	21.9%	19.7%
7	15.8%	7.0%	14.9%	11.3%	10.5%	13.3%	20.6%	13.2%	13.6%
8	16.8%	9.3%	10.6%	11.3%	10.5%	17.5%	12.5%	13.9%	12.9%
9	14.7%	8.1%	7.4%	13.7%	12.8%	8.3%	8.8%	13.9%	11.2%
10	6.3%	16.3%	9.6%	11.9%	11.6%	6.7%	10.3%	7.9%	9.9%
11	7.4%	5.8%	9.6%	10.7%	11.6%	13.3%	8.1%	6.6%	9.2%
Least important	3.2%	3.5%	7.4%	5.4%	5.8%	7.5%	6.6%	7.9%	6.1%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q7-7. City recreation & parks programs/facilities</u>									
Most important	0.0%	4.5%	3.2%	3.0%	1.1%	3.5%	4.6%	1.3%	2.7%
2	2.2%	2.2%	1.1%	2.4%	1.1%	1.7%	2.3%	1.3%	1.8%
3	6.5%	5.6%	5.3%	7.3%	3.4%	6.1%	8.4%	4.0%	5.9%
4	6.5%	7.9%	3.2%	6.7%	5.7%	6.1%	10.7%	5.3%	6.6%
5	7.6%	3.4%	3.2%	4.8%	5.7%	9.6%	9.9%	9.3%	6.9%
6	20.7%	18.0%	17.9%	15.2%	15.9%	15.7%	16.0%	21.3%	17.5%
7	21.7%	24.7%	20.0%	21.8%	26.1%	20.0%	10.7%	22.0%	20.5%
8	7.6%	6.7%	14.7%	12.7%	18.2%	9.6%	12.2%	11.3%	11.7%
9	14.1%	9.0%	12.6%	8.5%	6.8%	6.1%	9.2%	8.0%	9.1%
10	6.5%	6.7%	9.5%	6.1%	6.8%	8.7%	5.3%	6.0%	6.8%
11	1.1%	6.7%	5.3%	6.7%	3.4%	8.7%	6.1%	8.7%	6.2%
Least important	5.4%	4.5%	4.2%	4.8%	5.7%	4.3%	4.6%	1.3%	4.2%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q7-8. City's 311 service (City Link)</u>									
Most important	0.0%	0.0%	0.0%	1.2%	0.0%	0.0%	2.3%	0.7%	0.7%
2	3.3%	1.2%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%	0.5%
3	0.0%	8.1%	1.1%	1.8%	2.3%	3.4%	2.3%	0.7%	2.3%
4	3.3%	5.8%	1.1%	4.2%	2.3%	1.7%	2.3%	1.4%	2.7%
5	4.4%	0.0%	3.3%	3.6%	3.5%	3.4%	6.1%	4.1%	3.7%
6	4.4%	9.3%	9.9%	7.3%	3.5%	8.5%	3.8%	7.4%	6.8%
7	14.3%	8.1%	9.9%	8.5%	22.1%	15.3%	14.5%	7.4%	12.0%
8	18.7%	17.4%	27.5%	12.7%	17.4%	15.3%	16.8%	12.8%	16.6%
9	13.2%	9.3%	6.6%	13.9%	10.5%	16.1%	11.5%	14.2%	12.3%
10	15.4%	8.1%	14.3%	15.2%	12.8%	7.6%	11.5%	13.5%	12.4%
11	8.8%	12.8%	12.1%	15.8%	11.6%	12.7%	13.7%	18.2%	13.8%
Least important	14.3%	19.8%	14.3%	15.8%	14.0%	16.1%	14.5%	19.6%	16.2%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q7-9. Overall effectiveness of City communications with the public</u>									
Most important	5.4%	0.0%	4.2%	1.2%	2.2%	1.7%	3.1%	0.7%	2.2%
2	2.2%	4.5%	3.1%	1.8%	1.1%	2.6%	3.1%	1.3%	2.4%
3	4.3%	3.4%	3.1%	4.8%	5.6%	0.9%	0.0%	2.0%	2.9%
4	1.1%	5.6%	6.3%	4.2%	2.2%	2.6%	2.3%	4.7%	3.7%
5	3.2%	4.5%	10.4%	1.8%	9.0%	5.2%	4.6%	2.0%	4.6%
6	12.9%	6.7%	4.2%	4.8%	7.9%	8.7%	10.7%	7.3%	7.8%
7	9.7%	21.3%	13.5%	12.1%	7.9%	16.5%	11.5%	10.7%	12.7%
8	14.0%	13.5%	12.5%	13.3%	15.7%	14.8%	14.5%	12.7%	13.8%
9	17.2%	21.3%	21.9%	19.4%	18.0%	19.1%	22.9%	18.0%	19.7%
10	11.8%	4.5%	7.3%	13.9%	11.2%	16.5%	14.5%	20.0%	13.3%
11	14.0%	12.4%	9.4%	12.7%	13.5%	7.8%	9.9%	13.3%	11.6%
Least important	4.3%	2.2%	4.2%	9.7%	5.6%	3.5%	3.1%	7.3%	5.4%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q7-10. City's stormwater runoff/stormwater management system</u>									
Most important	0.0%	3.5%	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%	0.4%
2	1.1%	0.0%	2.1%	0.6%	0.0%	0.0%	0.8%	0.0%	0.5%
3	1.1%	1.2%	0.0%	1.2%	2.3%	0.9%	0.8%	1.3%	1.1%
4	5.6%	2.4%	3.2%	2.5%	4.7%	0.9%	0.8%	0.7%	2.3%
5	5.6%	7.1%	3.2%	8.0%	3.5%	5.2%	2.4%	3.3%	4.8%
6	5.6%	8.2%	12.8%	10.4%	12.8%	13.9%	16.5%	15.8%	12.4%
7	11.2%	14.1%	9.6%	9.2%	9.3%	10.4%	10.2%	17.8%	11.6%
8	13.5%	10.6%	14.9%	12.9%	16.3%	9.6%	16.5%	17.8%	14.2%
9	12.4%	17.6%	18.1%	13.5%	18.6%	20.9%	15.0%	18.4%	16.7%
10	25.8%	25.9%	28.7%	21.5%	23.3%	19.1%	22.8%	12.5%	21.6%
11	12.4%	7.1%	3.2%	14.7%	5.8%	10.4%	8.7%	11.2%	9.8%
Least important	5.6%	2.4%	4.3%	4.9%	3.5%	8.7%	5.5%	1.3%	4.5%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q7-11. Permitting & inspection services</u>									
Most important	0.0%	1.2%	1.0%	0.6%	0.0%	0.0%	0.0%	0.0%	0.3%
2	0.0%	1.2%	1.0%	0.6%	0.0%	0.0%	0.0%	0.7%	0.4%
3	0.0%	0.0%	1.0%	0.6%	0.0%	0.0%	0.0%	0.0%	0.2%
4	5.7%	1.2%	1.0%	0.6%	0.0%	2.6%	0.0%	3.4%	1.7%
5	0.0%	5.8%	2.1%	3.0%	1.1%	0.0%	2.3%	3.4%	2.3%
6	2.3%	1.2%	1.0%	3.0%	4.4%	4.3%	5.4%	4.1%	3.4%
7	4.5%	1.2%	5.2%	9.1%	5.6%	5.2%	6.2%	4.7%	5.6%
8	10.2%	7.0%	4.2%	11.6%	7.8%	12.1%	6.2%	14.9%	9.7%
9	9.1%	14.0%	15.6%	12.8%	20.0%	13.8%	13.8%	14.2%	14.1%
10	12.5%	19.8%	14.6%	18.3%	17.8%	20.7%	13.8%	14.9%	16.6%
11	29.5%	26.7%	38.5%	18.3%	30.0%	25.0%	30.8%	22.3%	26.7%
Least important	26.1%	20.9%	14.6%	21.3%	13.3%	16.4%	21.5%	17.6%	19.1%

Q7. Prioritization of City Services. Please rank the following City services from 1 to 12, where 1 is "Most Important" and 12 is "Least Important." (without "not provided")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q7-12. Public transit services (WSTA-City bus systems)</u>									
Most important	1.1%	1.2%	4.3%	1.8%	1.1%	3.4%	4.5%	2.0%	2.5%
2	1.1%	2.3%	1.1%	1.2%	1.1%	3.4%	0.8%	1.3%	1.5%
3	5.5%	3.5%	3.3%	6.0%	1.1%	2.6%	5.3%	3.3%	4.0%
4	6.6%	2.3%	7.6%	3.0%	4.5%	2.6%	4.5%	1.3%	3.8%
5	4.4%	4.7%	2.2%	3.6%	2.2%	4.3%	2.3%	4.6%	3.6%
6	4.4%	3.5%	4.3%	8.4%	12.4%	4.3%	2.3%	6.0%	5.7%
7	6.6%	5.8%	5.4%	10.8%	5.6%	6.8%	12.1%	4.6%	7.6%
8	8.8%	11.6%	6.5%	10.8%	7.9%	10.3%	10.6%	7.9%	9.4%
9	5.5%	10.5%	8.7%	8.4%	4.5%	6.8%	6.8%	7.3%	7.4%
10	8.8%	8.1%	6.5%	5.4%	10.1%	9.4%	9.8%	15.2%	9.3%
11	18.7%	16.3%	12.0%	15.6%	16.9%	12.8%	12.9%	11.3%	14.3%
Least important	28.6%	30.2%	38.0%	25.1%	32.6%	33.3%	28.0%	35.1%	31.0%

Q8. Police and Fire Services and Public Safety Communications Center. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q8-1. Fire personnel response time to fire & rescue emergencies</u>									
Very satisfied	34.1%	51.7%	48.8%	44.4%	38.0%	48.5%	46.8%	48.3%	45.4%
Satisfied	51.8%	37.9%	41.5%	45.3%	44.3%	41.4%	40.4%	46.6%	43.7%
Neutral	12.9%	9.2%	9.8%	9.4%	17.7%	10.1%	11.9%	3.4%	10.2%
Dissatisfied	0.0%	1.1%	0.0%	0.9%	0.0%	0.0%	0.9%	1.7%	0.6%
Very dissatisfied	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%
<u>Q8-2. Fire personnel response time to medical emergencies</u>									
Very satisfied	36.0%	54.5%	45.9%	42.4%	37.7%	48.5%	44.8%	46.7%	44.7%
Satisfied	51.2%	36.4%	43.5%	44.1%	42.9%	39.6%	44.8%	44.2%	43.3%
Neutral	11.6%	6.8%	10.6%	11.9%	16.9%	10.9%	9.5%	7.5%	10.5%
Dissatisfied	0.0%	2.3%	0.0%	0.8%	1.3%	1.0%	1.0%	1.7%	1.0%
Very dissatisfied	1.2%	0.0%	0.0%	0.8%	1.3%	0.0%	0.0%	0.0%	0.4%

Q8. Police and Fire Services and Public Safety Communications Center. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q8-3. City's fire prevention efforts</u>									
Very satisfied	28.4%	31.3%	29.4%	24.6%	25.3%	27.7%	29.4%	27.5%	27.8%
Satisfied	50.6%	47.0%	48.2%	49.1%	43.0%	45.7%	48.6%	47.5%	47.6%
Neutral	19.8%	20.5%	21.2%	22.8%	29.1%	25.5%	21.1%	24.2%	23.0%
Dissatisfied	1.2%	0.0%	1.2%	2.6%	2.5%	1.1%	0.9%	0.8%	1.3%
Very dissatisfied	0.0%	1.2%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.3%
<u>Q8-4. Visibility of fire personnel in neighborhoods</u>									
Very satisfied	26.1%	27.7%	33.0%	25.8%	22.0%	23.6%	29.0%	32.7%	27.8%
Satisfied	44.3%	39.4%	31.9%	43.0%	43.9%	39.1%	41.1%	36.7%	39.9%
Neutral	28.4%	25.5%	24.5%	25.2%	26.8%	29.1%	21.8%	24.0%	25.4%
Dissatisfied	1.1%	7.4%	10.6%	4.6%	6.1%	7.3%	7.3%	4.7%	6.0%
Very dissatisfied	0.0%	0.0%	0.0%	1.3%	1.2%	0.9%	0.8%	2.0%	0.9%

Q8. Police and Fire Services and Public Safety Communications Center. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q8-5. Visibility of police in neighborhoods</u>									
Very satisfied	12.9%	14.1%	17.8%	10.1%	8.8%	11.2%	11.9%	11.5%	12.1%
Satisfied	30.7%	34.3%	26.7%	30.2%	27.5%	32.0%	34.1%	29.5%	30.7%
Neutral	34.7%	28.3%	26.7%	32.5%	31.9%	35.2%	30.4%	35.3%	32.1%
Dissatisfied	17.8%	19.2%	20.8%	21.3%	24.2%	15.2%	16.3%	15.4%	18.5%
Very dissatisfied	4.0%	4.0%	7.9%	5.9%	7.7%	6.4%	7.4%	8.3%	6.6%
 <u>Q8-6. City's overall efforts to prevent crime</u>									
Very satisfied	9.0%	10.5%	10.4%	7.4%	6.8%	9.8%	7.5%	7.7%	8.5%
Satisfied	29.0%	26.3%	25.0%	22.8%	29.5%	25.2%	39.1%	30.3%	28.5%
Neutral	29.0%	27.4%	33.3%	34.0%	28.4%	33.3%	27.1%	35.5%	31.4%
Dissatisfied	27.0%	31.6%	21.9%	28.4%	29.5%	24.4%	16.5%	19.4%	24.4%
Very dissatisfied	6.0%	4.2%	9.4%	7.4%	5.7%	7.3%	9.8%	7.1%	7.2%

Q8. Police and Fire Services and Public Safety Communications Center. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q8-7. Enforcement of traffic laws</u>									
Very satisfied	7.1%	10.3%	8.2%	7.7%	9.0%	10.4%	11.3%	7.0%	8.8%
Satisfied	42.9%	39.2%	29.6%	32.0%	25.8%	29.6%	38.3%	38.2%	34.6%
Neutral	25.5%	29.9%	32.7%	25.4%	33.7%	32.0%	24.8%	28.7%	28.7%
Dissatisfied	16.3%	19.6%	21.4%	21.9%	22.5%	14.4%	13.5%	17.8%	18.3%
Very dissatisfied	8.2%	1.0%	8.2%	13.0%	9.0%	13.6%	12.0%	8.3%	9.6%
 <u>Q8-8. Police response time to emergencies</u>									
Very satisfied	22.5%	21.3%	22.2%	18.5%	13.0%	18.4%	19.3%	21.0%	19.6%
Satisfied	41.3%	44.9%	39.5%	37.1%	45.5%	44.7%	43.1%	38.7%	41.6%
Neutral	27.5%	20.2%	25.9%	31.5%	27.3%	27.2%	23.9%	24.2%	26.0%
Dissatisfied	8.8%	11.2%	8.6%	7.3%	13.0%	5.8%	7.3%	9.7%	8.8%
Very dissatisfied	0.0%	2.2%	3.7%	5.6%	1.3%	3.9%	6.4%	6.5%	4.1%

Q8. Police and Fire Services and Public Safety Communications Center. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q8-9. Overall perception of Police personnel attitudes/behaviors</u>									
Very satisfied	22.2%	21.9%	18.6%	26.2%	14.6%	20.2%	22.5%	23.4%	21.8%
Satisfied	39.4%	38.5%	39.2%	33.3%	50.6%	35.3%	45.7%	43.7%	40.3%
Neutral	22.2%	28.1%	26.8%	28.0%	25.8%	30.3%	20.2%	24.1%	25.7%
Dissatisfied	12.1%	9.4%	8.2%	9.5%	7.9%	10.1%	4.7%	5.7%	8.3%
Very dissatisfied	4.0%	2.1%	7.2%	3.0%	1.1%	4.2%	7.0%	3.2%	4.0%
<u>Q8-10. Overall competence of Police personnel</u>									
Very satisfied	26.8%	23.7%	25.3%	25.3%	15.7%	23.1%	23.0%	25.3%	23.8%
Satisfied	37.1%	45.2%	38.5%	41.1%	50.6%	30.8%	46.0%	46.6%	41.9%
Neutral	25.8%	25.8%	23.1%	25.3%	24.1%	34.2%	19.0%	19.9%	24.5%
Dissatisfied	6.2%	3.2%	11.0%	4.4%	8.4%	8.5%	7.1%	4.8%	6.5%
Very dissatisfied	4.1%	2.2%	2.2%	3.8%	1.2%	3.4%	4.8%	3.4%	3.3%

Q8. Police and Fire Services and Public Safety Communications Center. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q8-11. Overall satisfaction with Winston-Salem Police Department's performance</u>									
Very satisfied	20.2%	21.1%	17.2%	18.9%	16.1%	19.8%	20.8%	18.1%	19.1%
Satisfied	37.4%	37.9%	46.2%	42.1%	52.9%	36.4%	43.1%	48.1%	43.0%
Neutral	25.3%	29.5%	23.7%	28.7%	23.0%	25.6%	20.0%	20.6%	24.4%
Dissatisfied	13.1%	8.4%	8.6%	6.1%	5.7%	14.0%	10.0%	10.0%	9.5%
Very dissatisfied	4.0%	3.2%	4.3%	4.3%	2.3%	4.1%	6.2%	3.1%	4.0%
<u>Q8-12. Overall perception of Public Safety Communications Center performance</u>									
Very satisfied	15.7%	22.5%	12.8%	13.6%	17.1%	24.7%	13.3%	18.8%	17.1%
Satisfied	43.4%	33.8%	47.4%	41.5%	28.0%	32.3%	52.2%	35.9%	39.7%
Neutral	31.3%	36.3%	33.3%	37.3%	48.8%	31.2%	27.4%	40.2%	35.6%
Dissatisfied	9.6%	6.3%	6.4%	5.9%	4.9%	7.5%	4.4%	3.4%	5.9%
Very dissatisfied	0.0%	1.3%	0.0%	1.7%	1.2%	4.3%	2.7%	1.7%	1.7%

Q8. Police and Fire Services and Public Safety Communications Center. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q8-13. Overall competence of Public Safety Communications Center staff</u>									
Very satisfied	14.7%	16.4%	13.7%	16.2%	18.2%	20.9%	14.8%	14.5%	16.2%
Satisfied	49.3%	39.7%	41.1%	34.3%	28.6%	30.8%	46.3%	44.5%	39.5%
Neutral	29.3%	35.6%	39.7%	41.9%	46.8%	39.6%	32.4%	37.3%	37.8%
Dissatisfied	6.7%	8.2%	5.5%	6.7%	6.5%	5.5%	4.6%	3.6%	5.8%
Very dissatisfied	0.0%	0.0%	0.0%	1.0%	0.0%	3.3%	1.9%	0.0%	0.8%

Q8-14. Overall perception of Public Safety Communications Center staff attitudes & behavior toward citizens

Very satisfied	14.3%	17.3%	12.9%	16.8%	16.0%	18.9%	15.2%	15.3%	15.9%
Satisfied	39.0%	42.7%	42.9%	39.3%	30.7%	33.3%	43.8%	45.0%	39.9%
Neutral	33.8%	28.0%	34.3%	35.5%	48.0%	40.0%	33.3%	35.1%	35.9%
Dissatisfied	10.4%	9.3%	8.6%	7.5%	5.3%	3.3%	4.8%	2.7%	6.2%
Very dissatisfied	2.6%	2.7%	1.4%	0.9%	0.0%	4.4%	2.9%	1.8%	2.1%

Q9. Which TWO of the Police, Fire, and Public Safety Communications Center services listed in Question 8 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 2)

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q9. Sum of top 2 choices</u>									
Fire personnel response time to fire & rescue emergencies	23.1%	19.6%	22.0%	27.7%	20.0%	20.3%	23.3%	21.5%	22.6%
Fire personnel response time to medical emergencies	10.2%	8.4%	14.7%	10.3%	10.0%	9.8%	13.0%	13.4%	11.3%
City's fire prevention efforts	2.8%	2.8%	5.5%	3.8%	7.0%	1.5%	4.8%	1.7%	3.6%
Visibility of fire personnel in neighborhoods	3.7%	2.8%	2.8%	2.2%	0.0%	3.0%	4.1%	2.9%	2.7%
Visibility of police in neighborhoods	31.5%	40.2%	33.0%	32.1%	36.0%	31.6%	25.3%	32.6%	32.4%
City's overall efforts to prevent crime	44.4%	51.4%	36.7%	40.8%	41.0%	40.6%	43.2%	48.8%	43.4%
Enforcement of traffic laws	8.3%	4.7%	10.1%	12.0%	13.0%	9.8%	8.2%	9.9%	9.6%
Police response time to emergencies	13.9%	15.0%	18.3%	19.0%	12.0%	18.8%	13.7%	20.9%	16.9%
Overall perception of Police personnel attitudes/behaviors	8.3%	11.2%	13.8%	13.0%	11.0%	10.5%	14.4%	10.5%	11.7%

Q9. Which TWO of the Police, Fire, and Public Safety Communications Center services listed in Question 8 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 2) (cont.)

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q9. Sum of top 2 choices (cont.)</u>									
Overall competence of Police personnel	15.7%	8.4%	13.8%	15.2%	8.0%	15.8%	17.1%	12.8%	13.7%
Overall satisfaction with Winston-Salem Police Department's performance	10.2%	10.3%	6.4%	6.0%	11.0%	12.8%	8.9%	7.0%	8.8%
Overall perception of Public Safety Communications Center performance	1.9%	4.7%	3.7%	2.2%	1.0%	4.5%	5.5%	2.3%	3.2%
Overall competence of Public Safety Communications Center staff	1.9%	2.8%	3.7%	2.7%	3.0%	3.0%	4.1%	2.3%	2.9%
Overall perception of Public Safety Communications Center staff attitudes & behavior toward citizens	4.6%	0.9%	4.6%	0.5%	5.0%	3.8%	2.7%	1.2%	2.6%
None chosen	9.3%	7.5%	4.6%	6.0%	10.0%	6.0%	4.8%	5.2%	6.4%

Q11. Public Transit. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q11-1. Timeliness of WSTA fixed route bus services</u>									
Very satisfied	11.8%	12.8%	16.7%	2.4%	16.7%	5.7%	11.8%	8.9%	10.8%
Satisfied	20.6%	23.4%	23.8%	16.7%	36.1%	17.1%	35.3%	24.4%	25.0%
Neutral	47.1%	46.8%	45.2%	64.3%	36.1%	60.0%	43.1%	51.1%	49.1%
Dissatisfied	8.8%	10.6%	11.9%	4.8%	5.6%	8.6%	7.8%	6.7%	8.1%
Very dissatisfied	11.8%	6.4%	2.4%	11.9%	5.6%	8.6%	2.0%	8.9%	6.9%
<u>Q11-2. Overall satisfaction with WSTA fixed route bus services</u>									
Very satisfied	11.8%	8.9%	17.1%	4.3%	10.5%	2.6%	9.3%	8.2%	8.9%
Satisfied	17.6%	24.4%	17.1%	8.5%	39.5%	23.1%	31.5%	14.3%	21.9%
Neutral	44.1%	51.1%	43.9%	59.6%	42.1%	41.0%	38.9%	51.0%	46.7%
Dissatisfied	8.8%	8.9%	17.1%	12.8%	5.3%	23.1%	18.5%	12.2%	13.5%
Very dissatisfied	17.6%	6.7%	4.9%	14.9%	2.6%	10.3%	1.9%	14.3%	8.9%

Q11. Public Transit. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q11-3. Timeliness of WSTA Trans-AID bus services</u>									
Very satisfied	17.9%	11.9%	20.0%	2.7%	6.1%	3.3%	19.0%	7.0%	11.2%
Satisfied	21.4%	16.7%	22.5%	10.8%	36.4%	23.3%	16.7%	16.3%	20.0%
Neutral	46.4%	59.5%	42.5%	67.6%	45.5%	63.3%	54.8%	58.1%	54.9%
Dissatisfied	3.6%	9.5%	15.0%	10.8%	12.1%	10.0%	7.1%	9.3%	9.8%
Very dissatisfied	10.7%	2.4%	0.0%	8.1%	0.0%	0.0%	2.4%	9.3%	4.1%
<u>Q11-4. Overall satisfaction with WSTA Trans-AID bus services</u>									
Very satisfied	17.9%	15.0%	17.5%	2.4%	13.9%	3.2%	14.3%	7.0%	11.3%
Satisfied	25.0%	20.0%	30.0%	9.8%	33.3%	32.3%	19.0%	11.6%	21.9%
Neutral	50.0%	52.5%	40.0%	65.9%	44.4%	54.8%	54.8%	62.8%	53.5%
Dissatisfied	3.6%	10.0%	10.0%	14.6%	5.6%	9.7%	7.1%	7.0%	8.6%
Very dissatisfied	3.6%	2.5%	2.5%	7.3%	2.8%	0.0%	4.8%	11.6%	4.7%

Q11. Public Transit. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q11-5. Cleanliness of WSTA buses</u>									
Very satisfied	10.7%	10.0%	23.5%	2.4%	5.7%	2.9%	12.2%	11.6%	9.8%
Satisfied	32.1%	22.5%	17.6%	17.1%	40.0%	22.9%	24.4%	23.3%	24.6%
Neutral	50.0%	50.0%	41.2%	65.9%	45.7%	62.9%	53.7%	58.1%	53.9%
Dissatisfied	3.6%	12.5%	14.7%	9.8%	2.9%	11.4%	7.3%	4.7%	8.4%
Very dissatisfied	3.6%	5.0%	2.9%	4.9%	5.7%	0.0%	2.4%	2.3%	3.4%

Q12. Which TWO of the Public Transit services listed in Question 11 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 2)

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q12. Sum of top 2 choices</u>									
Timeliness of WSTA fixed route bus services	33.3%	40.2%	43.1%	39.1%	40.0%	48.1%	42.5%	41.9%	41.2%
Overall satisfaction with WSTA fixed route bus services	34.3%	37.4%	33.0%	42.4%	35.0%	37.6%	43.2%	38.4%	38.2%
Timeliness of WSTA Trans-AID bus services	17.6%	21.5%	21.1%	18.5%	24.0%	22.6%	17.8%	23.8%	20.8%
Overall satisfaction with WSTA Trans-AID bus services	36.1%	26.2%	24.8%	23.4%	23.0%	19.5%	27.4%	20.9%	24.7%
Cleanliness of WSTA buses	17.6%	16.8%	17.4%	13.6%	19.0%	18.0%	17.1%	14.5%	16.4%
None chosen	29.6%	27.1%	29.4%	29.9%	28.0%	24.8%	23.3%	28.5%	27.6%

Q13. Streets and Transportation. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q13-1. Maintenance of City streets throughout City</u>									
Very satisfied	4.8%	6.6%	6.7%	2.8%	6.2%	3.9%	2.9%	2.4%	4.2%
Satisfied	38.1%	24.5%	19.2%	32.8%	32.0%	34.1%	37.9%	37.1%	32.6%
Neutral	28.6%	24.5%	26.0%	27.8%	21.6%	15.5%	20.7%	21.8%	23.3%
Dissatisfied	21.0%	36.8%	33.7%	30.6%	27.8%	36.4%	25.7%	29.4%	30.2%
Very dissatisfied	7.6%	7.5%	14.4%	6.1%	12.4%	10.1%	12.9%	9.4%	9.8%
<u>Q13-2. Maintenance of streets in your neighborhood</u>									
Very satisfied	8.4%	7.5%	10.6%	8.4%	4.1%	4.6%	10.1%	7.1%	7.7%
Satisfied	43.9%	23.6%	25.0%	35.8%	42.3%	40.0%	33.8%	40.8%	36.0%
Neutral	16.8%	20.8%	27.9%	25.7%	17.5%	20.8%	22.3%	13.6%	20.7%
Dissatisfied	22.4%	33.0%	22.1%	23.5%	22.7%	23.1%	25.2%	25.4%	24.6%
Very dissatisfied	8.4%	15.1%	14.4%	6.7%	13.4%	11.5%	8.6%	13.0%	11.1%

Q13. Streets and Transportation. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q13-3. Amount of traffic congestion on City streets</u>									
Very satisfied	4.8%	4.9%	6.8%	7.2%	4.3%	6.3%	8.6%	5.3%	6.2%
Satisfied	26.9%	29.4%	27.2%	32.6%	28.7%	30.5%	35.3%	36.7%	31.6%
Neutral	38.5%	38.2%	34.0%	35.4%	41.5%	30.5%	26.6%	27.8%	33.3%
Dissatisfied	26.0%	21.6%	21.4%	17.1%	20.2%	27.3%	24.5%	22.5%	22.4%
Very dissatisfied	3.8%	5.9%	10.7%	7.7%	5.3%	5.5%	5.0%	7.7%	6.6%
 <u>Q13-4. Availability of sidewalks throughout City</u>									
Very satisfied	6.9%	6.1%	3.0%	4.0%	3.3%	4.0%	3.6%	5.3%	4.5%
Satisfied	29.4%	17.3%	19.8%	30.1%	33.0%	24.0%	34.1%	27.8%	27.4%
Neutral	33.3%	36.7%	31.7%	25.0%	29.7%	31.2%	23.9%	27.8%	29.2%
Dissatisfied	22.5%	29.6%	26.7%	26.7%	23.1%	27.2%	28.3%	28.4%	26.8%
Very dissatisfied	7.8%	10.2%	18.8%	14.2%	11.0%	13.6%	10.1%	10.7%	12.1%

Q13. Streets and Transportation. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q13-5. Condition of sidewalks throughout City</u>									
Very satisfied	3.1%	5.4%	4.2%	3.6%	2.3%	4.1%	3.7%	3.8%	3.8%
Satisfied	33.3%	29.0%	21.9%	25.3%	36.8%	32.5%	28.7%	35.6%	30.3%
Neutral	40.6%	36.6%	35.4%	39.2%	43.7%	31.7%	37.5%	35.6%	37.3%
Dissatisfied	18.8%	23.7%	27.1%	25.9%	11.5%	24.4%	19.9%	21.3%	21.9%
Very dissatisfied	4.2%	5.4%	11.5%	6.0%	5.7%	7.3%	10.3%	3.8%	6.7%

Q13-6. Condition of sidewalks in your neighborhood

Very satisfied	9.6%	5.8%	8.7%	6.0%	3.9%	7.7%	7.9%	7.3%	7.1%
Satisfied	25.3%	17.4%	27.2%	25.3%	31.6%	31.7%	29.1%	38.4%	28.9%
Neutral	34.9%	34.9%	33.7%	36.0%	34.2%	27.9%	28.3%	27.2%	31.8%
Dissatisfied	16.9%	25.6%	17.4%	19.3%	15.8%	20.2%	21.3%	15.2%	18.9%
Very dissatisfied	13.3%	16.3%	13.0%	13.3%	14.5%	12.5%	13.4%	11.9%	13.3%

Q13. Streets and Transportation. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q13-7. Availability of greenways throughout City</u>									
Very satisfied	8.9%	11.7%	14.8%	14.2%	11.5%	12.6%	11.3%	13.0%	12.4%
Satisfied	45.5%	37.2%	33.0%	41.4%	42.3%	43.7%	34.6%	50.9%	41.7%
Neutral	30.7%	33.0%	33.0%	24.9%	33.3%	32.8%	28.6%	21.7%	28.7%
Dissatisfied	6.9%	14.9%	14.8%	15.4%	11.5%	7.6%	18.0%	10.6%	12.6%
Very dissatisfied	7.9%	3.2%	4.5%	4.1%	1.3%	3.4%	7.5%	3.7%	4.6%
 <u>Q13-8. Condition of existing greenways</u>									
Very satisfied	10.4%	12.8%	8.5%	15.6%	5.2%	10.0%	12.9%	15.0%	12.0%
Satisfied	52.1%	38.4%	48.8%	46.1%	50.6%	50.9%	42.7%	58.2%	48.9%
Neutral	31.3%	36.0%	31.7%	30.5%	36.4%	35.5%	36.3%	20.9%	31.5%
Dissatisfied	5.2%	8.1%	9.8%	5.8%	6.5%	1.8%	4.8%	5.2%	5.7%
Very dissatisfied	1.0%	4.7%	1.2%	1.9%	1.3%	1.8%	3.2%	0.7%	1.9%

Q13. Streets and Transportation. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q13-9. Snow removal on major City streets during past 12 months</u>									
Very satisfied	12.5%	12.3%	21.3%	13.6%	16.7%	12.9%	14.9%	10.8%	14.1%
Satisfied	48.6%	30.9%	33.3%	45.8%	41.7%	44.7%	43.6%	41.4%	41.5%
Neutral	33.3%	44.4%	33.3%	30.5%	34.7%	36.5%	33.7%	38.7%	35.5%
Dissatisfied	1.4%	3.7%	8.0%	5.1%	5.6%	3.5%	5.0%	5.4%	4.8%
Very dissatisfied	4.2%	8.6%	4.0%	5.1%	1.4%	2.4%	3.0%	3.6%	4.1%

Q13-10. Snow removal on residential streets during past 12 months

Very satisfied	11.1%	11.1%	14.7%	11.3%	11.3%	8.2%	15.3%	8.0%	11.3%
Satisfied	30.6%	25.9%	22.7%	37.4%	38.0%	37.6%	38.8%	32.7%	33.4%
Neutral	40.3%	34.6%	37.3%	34.8%	29.6%	36.5%	32.7%	41.6%	36.1%
Dissatisfied	13.9%	18.5%	10.7%	11.3%	11.3%	14.1%	6.1%	9.7%	11.7%
Very dissatisfied	4.2%	9.9%	14.7%	5.2%	9.9%	3.5%	7.1%	8.0%	7.6%

Q13. Streets and Transportation. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q13-11. Maintenance of street signs & traffic signals</u>									
Very satisfied	9.7%	15.7%	15.5%	13.7%	18.7%	7.9%	19.6%	13.4%	14.2%
Satisfied	60.2%	41.2%	41.7%	56.6%	50.5%	57.5%	47.8%	54.3%	51.8%
Neutral	21.4%	28.4%	27.2%	22.9%	25.3%	25.2%	25.4%	22.0%	24.4%
Dissatisfied	7.8%	9.8%	13.6%	4.0%	4.4%	7.1%	5.8%	9.1%	7.5%
Very dissatisfied	1.0%	4.9%	1.9%	2.9%	1.1%	2.4%	1.4%	1.2%	2.1%
 <u>Q13-12. Adequacy of City street lighting</u>									
Very satisfied	8.7%	10.8%	9.8%	11.2%	15.6%	7.9%	11.8%	9.5%	10.6%
Satisfied	44.2%	44.1%	39.2%	46.9%	40.6%	42.9%	47.1%	53.0%	45.5%
Neutral	25.0%	21.6%	27.5%	25.7%	26.0%	26.2%	22.8%	20.8%	24.3%
Dissatisfied	21.2%	16.7%	13.7%	14.5%	15.6%	17.5%	14.7%	15.5%	16.0%
Very dissatisfied	1.0%	6.9%	9.8%	1.7%	2.1%	5.6%	3.7%	1.2%	3.7%

Q13. Streets and Transportation. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q13-13. Accessibility of streets & sidewalks for people with disabilities</u>									
Very satisfied	7.3%	6.1%	6.0%	5.7%	6.8%	6.1%	5.5%	5.7%	6.1%
Satisfied	24.4%	17.1%	19.3%	27.9%	31.5%	15.3%	23.9%	23.0%	22.8%
Neutral	40.2%	35.4%	27.7%	26.2%	35.6%	36.7%	28.4%	40.2%	33.6%
Dissatisfied	18.3%	25.6%	31.3%	28.7%	19.2%	24.5%	30.3%	22.1%	25.3%
Very dissatisfied	9.8%	15.9%	15.7%	11.5%	6.8%	17.3%	11.9%	9.0%	12.2%

Q13-14. On-street bicycle infrastructure (bike lanes/wayfinding signs)

Very satisfied	8.0%	4.7%	6.8%	3.8%	4.0%	3.7%	7.1%	6.0%	5.5%
Satisfied	21.8%	30.6%	23.9%	16.0%	42.7%	22.9%	21.2%	22.8%	23.9%
Neutral	31.0%	34.1%	29.5%	31.4%	34.7%	35.8%	31.0%	39.6%	33.6%
Dissatisfied	31.0%	21.2%	21.6%	32.1%	13.3%	24.8%	26.5%	21.5%	24.7%
Very dissatisfied	8.0%	9.4%	18.2%	16.7%	5.3%	12.8%	14.2%	10.1%	12.3%

Q13. Streets and Transportation. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q13-15. Maintenance of trees along City streets</u>									
Very satisfied	11.0%	8.1%	8.7%	8.0%	4.4%	8.2%	8.9%	6.1%	7.9%
Satisfied	36.0%	36.4%	33.0%	38.9%	41.1%	31.1%	38.5%	45.5%	38.0%
Neutral	31.0%	30.3%	30.1%	30.9%	28.9%	36.9%	25.9%	31.5%	30.7%
Dissatisfied	18.0%	17.2%	19.4%	18.9%	23.3%	19.7%	21.5%	12.1%	18.4%
Very dissatisfied	4.0%	8.1%	8.7%	3.4%	2.2%	4.1%	5.2%	4.8%	5.0%
 <u>Q13-16. Mowing & landscaping along City streets</u>									
Very satisfied	9.7%	9.9%	12.0%	9.3%	5.6%	6.3%	11.8%	6.6%	8.9%
Satisfied	43.7%	43.6%	41.0%	48.3%	45.6%	44.4%	46.3%	51.2%	46.1%
Neutral	32.0%	32.7%	33.0%	33.7%	30.0%	31.7%	27.9%	30.1%	31.4%
Dissatisfied	11.7%	5.9%	12.0%	8.1%	13.3%	14.3%	11.0%	7.2%	10.2%
Very dissatisfied	2.9%	7.9%	2.0%	0.6%	5.6%	3.2%	2.9%	4.8%	3.5%

Q13. Streets and Transportation. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q13-17. Litter pickup along City streets</u>									
Very satisfied	6.8%	8.1%	4.9%	5.8%	2.2%	4.8%	7.2%	5.5%	5.7%
Satisfied	22.3%	23.2%	20.6%	32.6%	33.3%	22.4%	28.3%	29.1%	27.0%
Neutral	29.1%	31.3%	27.5%	28.5%	22.6%	21.6%	29.7%	27.3%	27.3%
Dissatisfied	30.1%	19.2%	32.4%	23.8%	26.9%	33.6%	18.1%	29.7%	26.6%
Very dissatisfied	11.7%	18.2%	14.7%	9.3%	15.1%	17.6%	16.7%	8.5%	13.4%
 <u>Q13-18. Ease & availability of on-street public parking in Downtown</u>									
Very satisfied	3.1%	4.0%	6.1%	7.8%	3.4%	4.3%	4.6%	3.2%	4.7%
Satisfied	18.6%	24.0%	17.2%	29.3%	26.4%	20.5%	30.8%	28.5%	25.1%
Neutral	22.7%	29.0%	26.3%	21.6%	33.3%	26.5%	20.0%	20.9%	24.3%
Dissatisfied	43.3%	21.0%	29.3%	27.5%	27.6%	33.3%	26.2%	32.3%	29.9%
Very dissatisfied	12.4%	22.0%	21.2%	13.8%	9.2%	15.4%	18.5%	15.2%	15.9%

Q13. Streets and Transportation. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q13-19. Ease & availability of public parking in decks in Downtown</u>									
Very satisfied	7.4%	6.4%	10.3%	13.0%	8.4%	5.2%	11.9%	9.1%	9.3%
Satisfied	36.2%	39.4%	19.6%	40.1%	38.6%	40.5%	38.1%	43.5%	37.7%
Neutral	37.2%	35.1%	44.3%	28.4%	33.7%	36.2%	23.8%	28.6%	32.5%
Dissatisfied	12.8%	10.6%	14.4%	13.6%	15.7%	12.9%	16.7%	11.7%	13.5%
Very dissatisfied	6.4%	8.5%	11.3%	4.9%	3.6%	5.2%	9.5%	7.1%	7.0%
<u>Q13-20. Cost of public parking options in Downtown</u>									
Very satisfied	5.4%	3.2%	11.5%	9.3%	2.5%	5.2%	5.5%	7.2%	6.5%
Satisfied	26.1%	26.3%	17.7%	33.3%	35.4%	25.9%	32.8%	30.1%	28.9%
Neutral	28.3%	37.9%	35.4%	28.4%	41.8%	34.5%	21.9%	28.8%	31.2%
Dissatisfied	28.3%	16.8%	18.8%	19.1%	8.9%	21.6%	21.9%	20.3%	19.8%
Very dissatisfied	12.0%	15.8%	16.7%	9.9%	11.4%	12.9%	18.0%	13.7%	13.7%

Q14. Which THREE of the Streets and Transportation services listed in Question 13 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 3)

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q14. Sum of top 3 choices</u>									
Maintenance of City streets throughout City	45.4%	50.5%	50.5%	52.2%	46.0%	55.6%	47.9%	59.9%	51.7%
Maintenance of streets in your neighborhood	33.3%	29.0%	18.3%	17.9%	29.0%	23.3%	24.0%	27.9%	24.8%
Amount of traffic congestion on City streets	21.3%	11.2%	27.5%	20.1%	27.0%	24.1%	19.2%	22.7%	21.5%
Availability of sidewalks throughout City	16.7%	19.6%	23.9%	28.8%	15.0%	24.1%	24.7%	29.7%	23.8%
Condition of sidewalks throughout City	9.3%	5.6%	9.2%	12.5%	11.0%	9.0%	10.3%	11.6%	10.1%
Condition of sidewalks in your neighborhood	5.6%	12.1%	7.3%	5.4%	10.0%	8.3%	13.7%	4.1%	8.0%
Availability of greenways throughout City	18.5%	7.5%	12.8%	14.7%	10.0%	10.5%	17.1%	16.3%	13.8%
Condition of existing greenways	2.8%	4.7%	2.8%	3.8%	2.0%	3.8%	3.4%	5.2%	3.7%

Q14. Which THREE of the Streets and Transportation services listed in Question 13 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 3) (cont.)

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q14. Sum of top 3 choices (cont.)</u>									
Snow removal on major City streets during past 12 months	0.9%	4.7%	3.7%	2.2%	4.0%	2.3%	1.4%	2.3%	2.5%
Snow removal on residential streets during past 12 months	9.3%	13.1%	11.9%	9.2%	12.0%	6.8%	3.4%	4.7%	8.3%
Maintenance of street signs & traffic signals	6.5%	7.5%	13.8%	7.1%	5.0%	7.5%	3.4%	7.6%	7.2%
Adequacy of City street lighting	14.8%	13.1%	11.0%	7.1%	15.0%	12.0%	6.8%	9.3%	10.6%
Accessibility of streets & sidewalks for people with disabilities	6.5%	10.3%	11.9%	13.0%	17.0%	11.3%	9.6%	11.0%	11.3%
On-street bicycle infrastructure (bike lanes/wayfinding signs)	12.0%	5.6%	11.0%	18.5%	3.0%	9.0%	11.6%	14.5%	11.5%
Maintenance of trees along City streets	5.6%	9.3%	5.5%	7.1%	8.0%	3.8%	4.1%	4.7%	5.9%
Mowing & landscaping along City streets	0.9%	5.6%	6.4%	2.2%	2.0%	3.0%	6.2%	8.1%	4.4%

Q14. Which THREE of the Streets and Transportation services listed in Question 13 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 3) (cont.)

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q14. Sum of top 3 choices (cont.)</u>									
Litter pickup along City streets	19.4%	16.8%	21.1%	13.0%	21.0%	29.3%	19.2%	14.5%	18.8%
Ease & availability of on-street public parking in Downtown	24.1%	17.8%	15.6%	10.9%	11.0%	17.3%	17.1%	13.4%	15.5%
Ease & availability of public parking in decks in Downtown	2.8%	2.8%	1.8%	6.5%	4.0%	3.8%	8.2%	7.0%	5.0%
Cost of public parking options in Downtown	11.1%	15.0%	10.1%	10.9%	9.0%	11.3%	17.8%	7.0%	11.4%
None chosen	8.3%	10.3%	5.5%	10.3%	8.0%	6.0%	8.9%	4.7%	7.7%

Q15. Community Development Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q15-1. Enforcing cleanup of trash & debris on private property</u>									
Very satisfied	5.4%	3.2%	4.8%	4.2%	6.0%	3.8%	4.6%	5.3%	4.6%
Satisfied	30.1%	19.4%	20.5%	31.7%	27.4%	27.6%	33.8%	32.3%	28.6%
Neutral	30.1%	43.0%	36.1%	33.1%	27.4%	38.1%	35.4%	36.1%	35.0%
Dissatisfied	32.3%	19.4%	31.3%	28.2%	27.4%	21.9%	17.7%	24.1%	24.9%
Very dissatisfied	2.2%	15.1%	7.2%	2.8%	11.9%	8.6%	8.5%	2.3%	6.8%
<u>Q15-2. Enforcing mowing & cutting of weeds on private property</u>									
Very satisfied	6.3%	2.2%	5.7%	3.6%	6.3%	2.9%	4.7%	6.7%	4.8%
Satisfied	29.2%	27.5%	23.0%	29.5%	23.8%	35.0%	38.8%	34.3%	30.8%
Neutral	36.5%	42.9%	35.6%	39.6%	36.3%	39.8%	33.3%	35.1%	37.3%
Dissatisfied	27.1%	16.5%	28.7%	23.0%	25.0%	15.5%	15.5%	20.1%	21.1%
Very dissatisfied	1.0%	11.0%	6.9%	4.3%	8.8%	6.8%	7.8%	3.7%	6.1%

Q15. Community Development Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q15-3. Enforcing exterior maintenance of residential property (e.g. condition of buildings)</u>									
Very satisfied	6.3%	4.4%	5.7%	3.6%	2.5%	3.0%	3.2%	5.5%	4.3%
Satisfied	26.0%	24.4%	16.1%	26.1%	26.3%	25.3%	36.0%	31.5%	27.1%
Neutral	44.8%	43.3%	43.7%	48.6%	45.0%	53.5%	32.8%	43.3%	44.2%
Dissatisfied	20.8%	18.9%	28.7%	16.7%	21.3%	14.1%	20.8%	17.3%	19.5%
Very dissatisfied	2.1%	8.9%	5.7%	5.1%	5.0%	4.0%	7.2%	2.4%	5.0%
<u>Q15-4. Enforcing trash, weeds, & exterior maintenance in your neighborhood</u>									
Very satisfied	10.4%	4.3%	5.6%	7.6%	4.9%	3.8%	3.0%	11.4%	6.6%
Satisfied	35.4%	29.3%	28.1%	33.8%	27.2%	31.7%	45.1%	40.7%	34.9%
Neutral	30.2%	40.2%	34.8%	39.3%	38.3%	40.4%	37.6%	33.6%	36.8%
Dissatisfied	20.8%	14.1%	23.6%	15.2%	22.2%	17.3%	8.3%	10.7%	15.7%
Very dissatisfied	3.1%	12.0%	7.9%	4.1%	7.4%	6.7%	6.0%	3.6%	6.0%

Q15. Community Development Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q15-5. City housing rehabilitation programs (e.g. loans to improve housing condition)</u>									
Very satisfied	8.8%	3.2%	9.0%	4.7%	3.8%	3.1%	6.0%	3.4%	5.2%
Satisfied	17.5%	11.1%	16.4%	20.3%	17.3%	12.3%	22.9%	20.7%	17.7%
Neutral	45.6%	54.0%	40.3%	51.6%	61.5%	53.8%	44.6%	44.8%	48.9%
Dissatisfied	21.1%	23.8%	25.4%	21.9%	13.5%	23.1%	19.3%	19.5%	21.0%
Very dissatisfied	7.0%	7.9%	9.0%	1.6%	3.8%	7.7%	7.2%	11.5%	7.2%

Q15-6. Demolishing vacant structures that are nuisance properties

Very satisfied	7.6%	5.3%	8.2%	5.6%	1.7%	3.8%	4.3%	4.1%	5.1%
Satisfied	21.2%	6.7%	9.6%	25.8%	18.3%	17.9%	16.3%	15.5%	16.5%
Neutral	39.4%	42.7%	39.7%	37.1%	33.3%	46.2%	43.5%	47.4%	41.6%
Dissatisfied	28.8%	26.7%	27.4%	22.5%	35.0%	23.1%	27.2%	23.7%	26.3%
Very dissatisfied	3.0%	18.7%	15.1%	9.0%	11.7%	9.0%	8.7%	9.3%	10.5%

Q15. Community Development Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q15-7. Overall character & condition of your neighborhood</u>									
Very satisfied	20.4%	14.7%	18.0%	26.7%	14.1%	12.2%	23.4%	37.7%	22.3%
Satisfied	46.6%	41.2%	47.0%	54.1%	43.5%	57.7%	47.5%	49.4%	49.0%
Neutral	24.3%	25.5%	25.0%	14.5%	30.4%	22.0%	24.8%	11.7%	21.1%
Dissatisfied	6.8%	11.8%	7.0%	3.5%	6.5%	4.9%	4.3%	1.2%	5.2%
Very dissatisfied	1.9%	6.9%	3.0%	1.2%	5.4%	3.3%	0.0%	0.0%	2.3%

Q16. Which TWO of the Community Development services listed in Question 15 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 2)

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q16. Sum of top 2 choices</u>									
Enforcing cleanup of trash & debris on private property	45.4%	40.2%	39.4%	40.8%	39.0%	40.6%	38.4%	42.4%	40.8%
Enforcing mowing & cutting of weeds on private property	14.8%	23.4%	22.9%	15.8%	21.0%	15.0%	18.5%	20.9%	18.8%
Enforcing exterior maintenance of residential property (e.g. condition of buildings)	17.6%	15.0%	11.9%	20.1%	20.0%	13.5%	20.5%	19.2%	17.6%
Enforcing trash, weeds, & exterior maintenance in your neighborhood	22.2%	17.8%	13.8%	13.6%	16.0%	18.0%	14.4%	10.5%	15.3%
City housing rehabilitation programs (e.g. loans to improve housing condition)	32.4%	35.5%	33.0%	36.4%	32.0%	38.3%	32.9%	37.2%	35.0%
Demolishing vacant structures that are nuisance properties	26.9%	36.4%	33.0%	32.6%	30.0%	33.8%	30.1%	35.5%	32.5%
Overall character & condition of your neighborhood	19.4%	11.2%	24.8%	16.8%	16.0%	17.3%	19.2%	16.9%	17.7%
None chosen	9.3%	9.3%	9.2%	11.4%	12.0%	9.0%	11.0%	7.0%	9.7%

Q17. Recreation and Parks Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q17-1. Maintenance of City parks</u>									
Very satisfied	17.2%	15.5%	16.1%	16.2%	18.5%	16.7%	18.9%	15.1%	16.7%
Satisfied	54.8%	53.6%	55.2%	60.4%	55.6%	54.4%	58.3%	57.2%	56.6%
Neutral	22.6%	18.6%	20.7%	14.9%	18.5%	22.8%	16.5%	21.1%	19.2%
Dissatisfied	4.3%	10.3%	5.7%	7.1%	6.2%	6.1%	4.7%	4.6%	6.1%
Very dissatisfied	1.1%	2.1%	2.3%	1.3%	1.2%	0.0%	1.6%	2.0%	1.4%
<u>Q17-2. Quality of facilities (e.g. picnic shelters & playgrounds) in City parks</u>									
Very satisfied	20.4%	13.7%	15.7%	17.8%	16.3%	16.1%	23.8%	20.8%	18.4%
Satisfied	49.5%	58.9%	56.2%	54.1%	55.0%	49.1%	50.0%	47.7%	52.2%
Neutral	22.6%	14.7%	21.3%	22.9%	20.0%	27.7%	17.5%	24.2%	21.6%
Dissatisfied	6.5%	11.6%	5.6%	3.8%	8.8%	7.1%	6.3%	6.0%	6.7%
Very dissatisfied	1.1%	1.1%	1.1%	1.3%	0.0%	0.0%	2.4%	1.3%	1.1%

Q17. Recreation and Parks Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q17-3. Quality of City-owned outdoor athletic fields</u>									
Very satisfied	14.5%	11.8%	18.7%	12.8%	17.1%	12.9%	18.5%	11.3%	14.4%
Satisfied	50.0%	55.3%	42.7%	53.0%	54.3%	53.8%	50.0%	48.4%	50.9%
Neutral	28.9%	24.7%	34.7%	29.1%	24.3%	29.0%	25.0%	31.5%	28.5%
Dissatisfied	6.6%	7.1%	4.0%	4.3%	2.9%	3.2%	4.6%	5.6%	4.8%
Very dissatisfied	0.0%	1.2%	0.0%	0.9%	1.4%	1.1%	1.9%	3.2%	1.3%
 <u>Q17-4. Walking & biking trails in City</u>									
Very satisfied	20.7%	6.6%	13.6%	14.8%	19.0%	15.9%	16.3%	16.9%	15.5%
Satisfied	42.5%	53.8%	39.8%	40.6%	51.9%	44.9%	49.6%	46.6%	45.9%
Neutral	26.4%	30.8%	33.0%	24.5%	24.1%	29.0%	17.1%	25.7%	25.9%
Dissatisfied	9.2%	7.7%	10.2%	15.5%	3.8%	10.3%	13.0%	7.4%	10.1%
Very dissatisfied	1.1%	1.1%	3.4%	4.5%	1.3%	0.0%	4.1%	3.4%	2.6%

Q17. Recreation and Parks Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q17-5. City swimming pools & programs</u>									
Very satisfied	14.3%	4.5%	10.6%	13.3%	13.8%	11.1%	13.6%	11.0%	11.6%
Satisfied	34.9%	47.0%	47.0%	35.6%	44.6%	30.6%	46.9%	40.7%	40.7%
Neutral	36.5%	33.3%	30.3%	31.1%	36.9%	47.2%	21.0%	31.9%	33.2%
Dissatisfied	11.1%	13.6%	10.6%	16.7%	3.1%	8.3%	14.8%	13.2%	11.8%
Very dissatisfied	3.2%	1.5%	1.5%	3.3%	1.5%	2.8%	3.7%	3.3%	2.7%
<u>Q17-6. City splash pads & spraygrounds</u>									
Very satisfied	12.7%	7.8%	14.1%	17.2%	11.3%	12.7%	16.4%	12.4%	13.3%
Satisfied	41.3%	45.3%	40.6%	36.8%	51.6%	42.3%	49.3%	46.4%	44.1%
Neutral	33.3%	40.6%	37.5%	33.3%	32.3%	36.6%	26.0%	35.1%	34.3%
Dissatisfied	11.1%	6.3%	6.3%	8.0%	4.8%	8.5%	8.2%	3.1%	6.9%
Very dissatisfied	1.6%	0.0%	1.6%	4.6%	0.0%	0.0%	0.0%	3.1%	1.5%

Q17. Recreation and Parks Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q17-7. City's youth programs & activities</u>									
Very satisfied	10.5%	6.3%	16.1%	10.0%	8.9%	11.5%	12.5%	8.9%	10.4%
Satisfied	40.4%	39.7%	33.9%	32.9%	39.3%	29.5%	29.7%	41.1%	36.0%
Neutral	31.6%	31.7%	35.7%	40.0%	46.4%	49.2%	39.1%	38.9%	39.1%
Dissatisfied	15.8%	19.0%	8.9%	11.4%	5.4%	9.8%	15.6%	10.0%	12.0%
Very dissatisfied	1.8%	3.2%	5.4%	5.7%	0.0%	0.0%	3.1%	1.1%	2.5%

Q17-8. Maintenance & appearance of City recreation centers

Very satisfied	11.3%	8.5%	19.2%	8.3%	11.3%	10.0%	15.1%	7.2%	11.0%
Satisfied	45.0%	45.1%	43.8%	43.0%	56.3%	43.3%	46.2%	50.5%	46.5%
Neutral	33.8%	35.4%	31.5%	35.5%	26.8%	32.2%	29.2%	29.7%	31.9%
Dissatisfied	7.5%	9.8%	4.1%	11.6%	5.6%	14.4%	6.6%	9.9%	9.0%
Very dissatisfied	2.5%	1.2%	1.4%	1.7%	0.0%	0.0%	2.8%	2.7%	1.6%

Q17. Recreation and Parks Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q17-9. Programs & activities at City recreation centers</u>									
Very satisfied	12.9%	11.4%	17.9%	9.8%	13.1%	12.3%	12.2%	9.9%	12.2%
Satisfied	38.7%	42.9%	34.3%	42.4%	44.3%	37.0%	43.9%	42.9%	41.0%
Neutral	37.1%	34.3%	37.3%	38.0%	36.1%	38.4%	40.2%	40.7%	38.0%
Dissatisfied	8.1%	8.6%	7.5%	6.5%	6.6%	12.3%	2.4%	5.5%	7.0%
Very dissatisfied	3.2%	2.9%	3.0%	3.3%	0.0%	0.0%	1.2%	1.1%	1.8%
<u>Q17-10. Marketing of Recreation & Parks programs/facilities</u>									
Very satisfied	6.2%	7.7%	9.7%	6.8%	7.5%	9.2%	9.0%	6.9%	7.8%
Satisfied	21.0%	25.6%	23.6%	24.8%	38.8%	23.0%	31.0%	37.3%	28.1%
Neutral	42.0%	39.7%	37.5%	35.0%	31.3%	37.9%	32.0%	34.3%	36.1%
Dissatisfied	23.5%	21.8%	25.0%	29.9%	13.4%	27.6%	23.0%	15.7%	22.9%
Very dissatisfied	7.4%	5.1%	4.2%	3.4%	9.0%	2.3%	5.0%	5.9%	5.1%

Q17. Recreation and Parks Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q17-11. Quality of customer service from Recreation & Parks employees</u>									
Very satisfied	11.9%	11.9%	16.9%	12.5%	11.7%	14.1%	17.5%	14.1%	13.9%
Satisfied	39.0%	40.3%	29.2%	40.9%	50.0%	35.2%	45.0%	42.4%	40.3%
Neutral	44.1%	37.3%	47.7%	33.0%	33.3%	46.5%	30.0%	42.4%	39.0%
Dissatisfied	3.4%	9.0%	4.6%	10.2%	3.3%	4.2%	7.5%	1.2%	5.6%
Very dissatisfied	1.7%	1.5%	1.5%	3.4%	1.7%	0.0%	0.0%	0.0%	1.2%

Q18. Which TWO of the Recreation and Parks services listed in Question 17 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 2)

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q18. Sum of top 2 choices</u>									
Maintenance of City parks	33.3%	37.4%	38.5%	38.0%	36.0%	40.6%	32.2%	48.3%	38.5%
Quality of facilities (e.g. picnic shelters & playgrounds) in City parks	22.2%	22.4%	20.2%	20.1%	22.0%	21.1%	28.8%	26.7%	23.1%
Quality of City-owned outdoor athletic fields	2.8%	7.5%	4.6%	4.3%	9.0%	0.0%	6.2%	5.8%	4.9%
Walking & biking trails in City	26.9%	20.6%	24.8%	28.8%	16.0%	25.6%	31.5%	31.4%	26.5%
City swimming pools & programs	9.3%	6.5%	10.1%	5.4%	16.0%	12.8%	10.3%	6.4%	9.2%
City splash pads & spraygrounds	4.6%	1.9%	3.7%	2.2%	2.0%	1.5%	2.7%	2.3%	2.5%
City's youth programs & activities	23.1%	24.3%	24.8%	27.2%	26.0%	21.8%	15.1%	20.3%	22.7%
Maintenance & appearance of City recreation centers	9.3%	9.3%	8.3%	4.9%	7.0%	9.8%	8.2%	8.7%	8.0%

Q18. Which TWO of the Recreation and Parks services listed in Question 17 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 2) (cont.)

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q18. Sum of top 2 choices (cont.)</u>									
Programs & activities at City recreation centers	13.0%	19.6%	18.3%	16.3%	15.0%	13.5%	11.6%	11.6%	14.6%
Marketing of Recreation & Parks programs/facilities	17.6%	13.1%	12.8%	13.0%	9.0%	18.8%	15.8%	9.9%	13.7%
Quality of customer service from Recreation & Parks employees	3.7%	0.9%	4.6%	3.3%	6.0%	0.8%	4.8%	2.9%	3.3%
None chosen	16.7%	17.8%	13.8%	16.3%	17.0%	15.0%	14.4%	11.6%	15.1%

Q19. Solid Waste Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q19-1. Overall quality of residential trash collection services</u>									
Very satisfied	29.5%	33.3%	30.7%	38.8%	38.5%	26.6%	38.0%	43.7%	35.6%
Satisfied	56.2%	47.6%	45.5%	47.8%	40.6%	53.1%	47.4%	46.7%	48.2%
Neutral	10.5%	12.4%	12.9%	10.1%	11.5%	11.7%	6.6%	5.4%	9.7%
Dissatisfied	3.8%	1.9%	5.0%	2.2%	4.2%	7.0%	5.8%	3.6%	4.1%
Very dissatisfied	0.0%	4.8%	5.9%	1.1%	5.2%	1.6%	2.2%	0.6%	2.4%
<u>Q19-2. Overall quality of curbside recycling services</u>									
Very satisfied	27.5%	30.1%	24.7%	38.2%	34.7%	26.6%	33.8%	42.4%	33.3%
Satisfied	53.9%	45.6%	52.6%	42.7%	41.1%	46.0%	47.8%	44.2%	46.3%
Neutral	14.7%	11.7%	12.4%	12.4%	15.8%	17.7%	9.6%	6.1%	12.1%
Dissatisfied	2.9%	4.9%	3.1%	4.5%	5.3%	8.1%	4.4%	4.8%	4.8%
Very dissatisfied	1.0%	7.8%	7.2%	2.2%	3.2%	1.6%	4.4%	2.4%	3.5%

Q19. Solid Waste Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q19-3. Overall quality of bulky item pickup services</u>									
Very satisfied	20.4%	24.0%	21.1%	34.1%	30.4%	21.0%	23.7%	33.7%	26.9%
Satisfied	45.9%	38.0%	44.2%	39.3%	37.0%	40.3%	46.6%	46.0%	42.3%
Neutral	17.3%	23.0%	16.8%	15.0%	18.5%	14.5%	16.0%	11.0%	16.0%
Dissatisfied	12.2%	11.0%	12.6%	8.1%	10.9%	17.7%	11.5%	6.7%	11.0%
Very dissatisfied	4.1%	4.0%	5.3%	3.5%	3.3%	6.5%	2.3%	2.5%	3.8%
<u>Q19-4. Overall quality of leaf collection services</u>									
Very satisfied	13.0%	7.1%	14.0%	13.4%	16.3%	11.5%	9.2%	13.5%	12.2%
Satisfied	27.2%	31.3%	25.8%	24.4%	23.3%	32.7%	37.4%	25.2%	28.3%
Neutral	29.3%	25.3%	15.1%	20.3%	19.8%	30.1%	17.6%	17.2%	21.4%
Dissatisfied	22.8%	21.2%	24.7%	27.9%	34.9%	16.8%	25.2%	26.4%	25.1%
Very dissatisfied	7.6%	15.2%	20.4%	14.0%	5.8%	8.8%	10.7%	17.8%	13.0%

Q19. Solid Waste Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q19-5. Overall quality of brush pickup services</u>									
Very satisfied	13.0%	9.0%	13.1%	11.3%	15.5%	8.0%	10.1%	13.0%	11.5%
Satisfied	31.5%	34.0%	23.8%	26.8%	31.0%	32.7%	36.4%	27.9%	30.4%
Neutral	30.4%	27.0%	22.6%	19.0%	25.0%	27.4%	20.2%	19.5%	23.2%
Dissatisfied	15.2%	21.0%	22.6%	24.4%	20.2%	22.1%	24.8%	22.7%	22.1%
Very dissatisfied	9.8%	9.0%	17.9%	18.5%	8.3%	9.7%	8.5%	16.9%	12.9%
 <u>Q19-6. Overall quality of City street sweeping services</u>									
Very satisfied	12.9%	8.9%	11.0%	12.4%	6.3%	5.8%	10.1%	11.7%	10.1%
Satisfied	34.1%	22.8%	23.2%	32.4%	34.2%	35.6%	33.9%	30.5%	31.2%
Neutral	31.8%	44.3%	30.5%	34.5%	36.7%	36.5%	33.9%	31.3%	34.6%
Dissatisfied	14.1%	12.7%	18.3%	13.1%	13.9%	16.3%	10.1%	18.0%	14.5%
Very dissatisfied	7.1%	11.4%	17.1%	7.6%	8.9%	5.8%	11.9%	8.6%	9.5%

Q20. Which TWO of the Solid Waste services listed in Question 19 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 2)

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q20. Sum of top 2choices</u>									
Overall quality of residential trash collection services	44.4%	35.5%	40.4%	28.8%	36.0%	42.1%	30.1%	32.0%	35.3%
Overall quality of curbside recycling services	25.9%	42.1%	25.7%	26.6%	25.0%	30.8%	19.9%	26.2%	27.4%
Overall quality of bulky item pickup services	31.5%	24.3%	20.2%	20.1%	19.0%	27.8%	20.5%	14.0%	21.6%
Overall quality of leaf collection services	28.7%	42.1%	43.1%	46.2%	37.0%	34.6%	50.0%	57.0%	43.6%
Overall quality of brush pickup services	30.6%	32.7%	28.4%	45.7%	35.0%	35.3%	35.6%	40.1%	36.4%
Overall quality of City street sweeping services	18.5%	10.3%	17.4%	13.0%	22.0%	11.3%	17.8%	11.0%	14.7%
None chosen	8.3%	6.5%	11.9%	8.7%	12.0%	7.5%	12.3%	8.1%	9.3%

Q21. Water, Sewer, and Stormwater Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q21-1. Overall quality of your household drinking water</u>									
Very satisfied	23.1%	24.0%	25.5%	23.9%	17.4%	21.3%	20.3%	23.4%	22.5%
Satisfied	51.9%	43.0%	36.8%	48.9%	52.2%	45.7%	54.3%	55.7%	49.1%
Neutral	18.3%	23.0%	22.6%	20.6%	15.2%	22.0%	13.8%	14.4%	18.5%
Dissatisfied	3.8%	9.0%	10.4%	5.6%	10.9%	7.9%	6.5%	4.8%	7.0%
Very dissatisfied	2.9%	1.0%	4.7%	1.1%	4.3%	3.1%	5.1%	1.8%	2.9%
 <u>Q21-2. Timeliness of water/sewer line break repairs</u>									
Very satisfied	19.7%	14.3%	27.9%	25.0%	16.2%	18.8%	16.1%	21.6%	20.2%
Satisfied	50.8%	38.6%	30.9%	40.4%	38.2%	42.4%	50.6%	51.0%	43.3%
Neutral	24.6%	42.9%	35.3%	30.8%	38.2%	30.6%	29.9%	21.6%	31.2%
Dissatisfied	4.9%	1.4%	2.9%	2.9%	2.9%	4.7%	3.4%	3.9%	3.4%
Very dissatisfied	0.0%	2.9%	2.9%	1.0%	4.4%	3.5%	0.0%	2.0%	2.0%

Q21. Water, Sewer, and Stormwater Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q21-3. Affordability of water/sewer & stormwater bills</u>									
Very satisfied	11.8%	11.0%	19.0%	9.7%	4.3%	11.1%	10.2%	9.2%	10.6%
Satisfied	36.3%	25.0%	23.0%	38.3%	38.7%	23.8%	33.6%	31.9%	31.7%
Neutral	23.5%	25.0%	32.0%	30.9%	31.2%	42.1%	29.2%	28.8%	30.5%
Dissatisfied	19.6%	21.0%	19.0%	15.4%	15.1%	16.7%	17.5%	25.2%	18.8%
Very dissatisfied	8.8%	18.0%	7.0%	5.7%	10.8%	6.3%	9.5%	4.9%	8.3%
 <u>Q21-4. Overall management of public stormwater run-off</u>									
Very satisfied	10.7%	10.3%	13.4%	11.9%	6.3%	7.8%	10.8%	9.8%	10.2%
Satisfied	40.5%	30.8%	20.7%	34.1%	45.0%	43.1%	40.8%	43.6%	37.8%
Neutral	36.9%	38.5%	53.7%	36.3%	28.8%	32.4%	40.8%	30.1%	36.7%
Dissatisfied	9.5%	16.7%	7.3%	11.1%	11.3%	10.8%	4.2%	11.3%	10.1%
Very dissatisfied	2.4%	3.8%	4.9%	6.7%	8.8%	5.9%	3.3%	5.3%	5.2%

Q21. Water, Sewer, and Stormwater Services. Please rate your satisfaction with the following services provided by the City of Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q21-5. Condition & cleanliness of catch basins (storm drains) in your neighborhood</u>									
Very satisfied	10.8%	8.2%	11.5%	10.1%	7.1%	10.4%	7.2%	11.1%	9.7%
Satisfied	38.7%	20.0%	26.4%	41.6%	36.5%	47.2%	51.4%	42.4%	39.2%
Neutral	35.5%	40.0%	35.6%	26.8%	32.9%	27.4%	24.3%	27.8%	30.5%
Dissatisfied	12.9%	22.4%	19.5%	16.1%	12.9%	12.3%	11.7%	13.2%	14.9%
Very dissatisfied	2.2%	9.4%	6.9%	5.4%	10.6%	2.8%	5.4%	5.6%	5.8%

Q22. Which TWO of the Water, Sewer and Stormwater services listed in Question 21 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 2)

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q22. Sum of top 2 choices</u>									
Overall quality of your household drinking water	59.3%	52.3%	57.8%	58.2%	59.0%	59.4%	63.0%	55.2%	58.1%
Timeliness of water/sewer line break repairs	16.7%	13.1%	25.7%	26.1%	18.0%	22.6%	18.5%	26.2%	21.5%
Affordability of water/sewer & stormwater bills	49.1%	60.7%	41.3%	47.3%	55.0%	50.4%	49.3%	56.4%	51.1%
Overall management of public stormwater run-off	25.0%	20.6%	21.1%	23.9%	18.0%	18.8%	21.9%	22.1%	21.6%
Condition & cleanliness of catch basins (storm drains) in your neighborhood	25.9%	25.2%	30.3%	20.1%	27.0%	21.8%	19.2%	20.9%	23.1%
None chosen	10.2%	13.1%	10.1%	10.9%	10.0%	12.0%	13.7%	7.0%	10.8%

Q23. Have you called or visited the City of Winston-Salem government with a question, problem, or complaint during the past year?

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q23. Have you called or visited City government with a question, problem, or complaint during past year</u>									
Yes	38.0%	42.1%	32.1%	44.6%	48.0%	39.8%	41.1%	44.8%	41.6%
No	62.0%	57.9%	67.9%	55.4%	52.0%	60.2%	58.9%	55.2%	58.4%

Q23a. In your MOST RECENT interaction with the City, what was your level of satisfaction with the following aspects of that experience? (without "don't know")

N=441	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q23a-1. Ease of contacting the person you needed</u>									
Very satisfied	29.3%	22.2%	20.6%	26.8%	32.6%	30.2%	18.6%	28.6%	26.3%
Satisfied	29.3%	24.4%	26.5%	35.4%	43.5%	41.5%	49.2%	46.8%	38.4%
Neutral	14.6%	15.6%	17.6%	20.7%	8.7%	17.0%	16.9%	7.8%	14.9%
Dissatisfied	19.5%	22.2%	26.5%	12.2%	13.0%	7.5%	10.2%	11.7%	14.2%
Very dissatisfied	7.3%	15.6%	8.8%	4.9%	2.2%	3.8%	5.1%	5.2%	6.2%
 <u>Q23a-2. Amount of time you waited for City's response</u>									
Very satisfied	20.5%	13.3%	24.2%	18.3%	22.7%	26.9%	15.3%	27.6%	21.2%
Satisfied	33.3%	40.0%	21.2%	39.0%	52.3%	40.4%	47.5%	38.2%	39.8%
Neutral	12.8%	15.6%	24.2%	19.5%	9.1%	11.5%	15.3%	13.2%	15.1%
Dissatisfied	28.2%	17.8%	18.2%	11.0%	9.1%	15.4%	16.9%	14.5%	15.6%
Very dissatisfied	5.1%	13.3%	12.1%	12.2%	6.8%	5.8%	5.1%	6.6%	8.4%

Q23a. In your MOST RECENT interaction with the City, what was your level of satisfaction with the following aspects of that experience? (without "don't know")

N=441	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q23a-3. Accuracy of information or assistance you were given</u>									
Very satisfied	30.0%	18.2%	20.6%	23.8%	20.9%	30.8%	16.9%	29.3%	24.1%
Satisfied	27.5%	34.1%	20.6%	31.3%	51.2%	30.8%	49.2%	38.7%	36.1%
Neutral	12.5%	25.0%	20.6%	27.5%	14.0%	21.2%	13.6%	14.7%	19.0%
Dissatisfied	22.5%	9.1%	23.5%	11.3%	7.0%	11.5%	15.3%	16.0%	14.1%
Very dissatisfied	7.5%	13.6%	14.7%	6.3%	7.0%	5.8%	5.1%	1.3%	6.8%
<u>Q23a-4. Professionalism & courtesy of employee(s)</u>									
Very satisfied	40.0%	38.6%	29.4%	35.4%	42.2%	35.8%	40.7%	44.0%	38.7%
Satisfied	40.0%	31.8%	35.3%	47.6%	42.2%	43.4%	35.6%	41.3%	40.5%
Neutral	12.5%	11.4%	23.5%	13.4%	13.3%	15.1%	18.6%	10.7%	14.4%
Dissatisfied	5.0%	11.4%	8.8%	1.2%	0.0%	5.7%	5.1%	2.7%	4.4%
Very dissatisfied	2.5%	6.8%	2.9%	2.4%	2.2%	0.0%	0.0%	1.3%	2.1%

Q23a. In your MOST RECENT interaction with the City, what was your level of satisfaction with the following aspects of that experience? (without "don't know")

N=441	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q23a-5. Overall satisfaction with the way your concern was addressed</u>									
Very satisfied	22.0%	22.2%	17.6%	24.7%	30.4%	32.7%	27.1%	29.7%	26.4%
Satisfied	39.0%	28.9%	17.6%	37.0%	41.3%	26.9%	39.0%	36.5%	34.3%
Neutral	17.1%	20.0%	14.7%	19.8%	8.7%	19.2%	13.6%	9.5%	15.3%
Dissatisfied	14.6%	11.1%	35.3%	11.1%	13.0%	11.5%	13.6%	18.9%	15.3%
Very dissatisfied	7.3%	17.8%	14.7%	7.4%	6.5%	9.6%	6.8%	5.4%	8.8%

Q24. City Link 311. Please rate your satisfaction with the following aspects of City Link 311 services in Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q24-1. Overall quality of customer service provided by City Link agents</u>									
Very satisfied	20.5%	26.8%	27.1%	22.2%	26.1%	20.7%	18.7%	33.9%	24.6%
Satisfied	39.7%	38.0%	38.6%	41.9%	36.2%	43.7%	51.6%	39.3%	41.4%
Neutral	26.0%	23.9%	22.9%	25.6%	31.9%	28.7%	19.8%	22.3%	24.9%
Dissatisfied	9.6%	8.5%	7.1%	6.8%	5.8%	5.7%	7.7%	2.7%	6.5%
Very dissatisfied	4.1%	2.8%	4.3%	3.4%	0.0%	1.1%	2.2%	1.8%	2.5%

Q24-2. Wait time (time before speaking with an agent)

Very satisfied	16.9%	16.7%	17.6%	20.2%	24.2%	21.5%	15.6%	26.7%	20.2%
Satisfied	40.0%	40.9%	36.8%	46.8%	36.4%	40.5%	46.7%	41.9%	41.8%
Neutral	30.8%	27.3%	26.5%	22.0%	30.3%	31.6%	27.8%	24.8%	27.2%
Dissatisfied	9.2%	12.1%	16.2%	8.3%	4.5%	5.1%	8.9%	3.8%	8.2%
Very dissatisfied	3.1%	3.0%	2.9%	2.8%	4.5%	1.3%	1.1%	2.9%	2.6%

Q24. City Link 311. Please rate your satisfaction with the following aspects of City Link 311 services in Winston-Salem, North Carolina. (without "don't know")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q24-3. Amount of time spent on phone with City Link staff to resolve issue</u>									
Very satisfied	16.1%	23.4%	16.4%	22.9%	23.2%	18.4%	18.6%	27.2%	21.2%
Satisfied	43.5%	34.4%	38.8%	45.7%	34.8%	39.5%	47.7%	39.8%	41.0%
Neutral	25.8%	32.8%	31.3%	21.9%	31.9%	36.8%	26.7%	26.2%	28.6%
Dissatisfied	9.7%	7.8%	10.4%	7.6%	7.2%	3.9%	5.8%	3.9%	6.8%
Very dissatisfied	4.8%	1.6%	3.0%	1.9%	2.9%	1.3%	1.2%	2.9%	2.4%

Q25. Please answer the following questions by circling either "Yes" or "No." (without "not provided")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q25-1. Were you or anyone in your household the victim of any crime in Winston-Salem, North Carolina, during last year</u>									
Yes	10.6%	10.3%	7.6%	9.0%	9.5%	9.2%	9.4%	6.5%	8.9%
No	89.4%	89.7%	92.4%	91.0%	90.5%	90.8%	90.6%	93.5%	91.1%
 <u>Q25-2. Have you had contact with a WSPD police officer during last year</u>									
Yes	41.0%	41.1%	36.5%	37.6%	40.6%	39.4%	35.3%	28.6%	36.9%
No	59.0%	58.9%	63.5%	62.4%	59.4%	60.6%	64.7%	71.4%	63.1%
 <u>Q25-3. Have you or anyone in your household contacted City's 311 Call Center (City Link) in last year</u>									
Yes	43.3%	47.7%	37.1%	46.3%	55.8%	48.1%	38.0%	46.5%	45.2%
No	56.7%	52.3%	62.9%	53.7%	44.2%	51.9%	62.0%	53.5%	54.8%

Q25. Please answer the following questions by circling either "Yes" or "No." (without "not provided")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q25-4. Have you or anyone in your household used 911 Emergency Communications Center in last year</u>									
Yes	22.3%	31.8%	31.1%	20.4%	35.1%	18.2%	21.2%	17.1%	23.5%
No	77.7%	68.2%	68.9%	79.6%	64.9%	81.8%	78.8%	82.9%	76.5%
 <u>Q25-5. Have you visited City's website (cityofws.org) in last year</u>									
Yes	78.3%	69.2%	69.5%	84.0%	70.7%	80.3%	76.3%	79.9%	77.0%
No	21.7%	30.8%	30.5%	16.0%	29.3%	19.7%	23.7%	20.1%	23.0%
 <u>Q25-6. Have you used bulky item pickup service in last year</u>									
Yes	74.3%	68.9%	52.8%	75.0%	63.9%	62.1%	68.8%	78.2%	69.1%
No	25.7%	31.1%	47.2%	25.0%	36.1%	37.9%	31.2%	21.8%	30.9%

Q25. Please answer the following questions by circling either "Yes" or "No." (without "not provided")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q25-7. Have you or anyone in your household visited a Winston-Salem City recreation center in last year</u>									
Yes	42.7%	46.2%	45.2%	50.6%	43.3%	43.9%	51.8%	41.1%	45.9%
No	57.3%	53.8%	54.8%	49.4%	56.7%	56.1%	48.2%	58.9%	54.1%
 <u>Q25-8. Have any members of your household visited any parks in Winston-Salem, North Carolina, in last year</u>									
Yes	79.0%	79.4%	72.6%	82.8%	75.3%	73.3%	81.2%	80.5%	78.5%
No	21.0%	20.6%	27.4%	17.2%	24.7%	26.7%	18.8%	19.5%	21.5%
 <u>Q25-9. Have you used WSTA bus system in last year (fixed route or Trans-AID)</u>									
Yes	6.8%	14.2%	12.4%	3.9%	9.4%	5.3%	7.2%	3.0%	7.1%
No	93.2%	85.8%	87.6%	96.1%	90.6%	94.7%	92.8%	97.0%	92.9%

Q25. Please answer the following questions by circling either "Yes" or "No." (without "not provided")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	

Q25-10. Do you consider WSTA bus system to be your primary form of transportation

Yes	1.0%	7.7%	6.7%	1.7%	3.1%	1.5%	2.9%	1.2%	2.9%
No	99.0%	92.3%	93.3%	98.3%	96.9%	98.5%	97.1%	98.8%	97.1%

Q25-11. Do you have regular access to internet at home or via mobile device

Yes	96.2%	94.3%	94.3%	98.9%	96.9%	96.9%	96.4%	98.2%	96.8%
No	3.8%	5.7%	5.7%	1.1%	3.1%	3.1%	3.6%	1.8%	3.2%

Q25-12. Have you contacted Utilities, Revenue, or City Link regarding your water/sewer account in last year

Yes	33.7%	34.0%	26.2%	23.9%	33.3%	28.8%	34.3%	34.1%	30.7%
No	66.3%	66.0%	73.8%	76.1%	66.7%	71.2%	65.7%	65.9%	69.3%

Q25. Please answer the following questions by circling either "Yes" or "No." (without "not provided")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q25-13. Have you ridden a bicycle on City streets in last year</u>									
Yes	29.5%	21.5%	17.1%	29.3%	18.8%	16.7%	25.7%	26.5%	23.7%
No	70.5%	78.5%	82.9%	70.7%	81.3%	83.3%	74.3%	73.5%	76.3%
 <u>Q25-14. Have you applied for and/or received a housing rehabilitation loan from City within last two years</u>									
Yes	1.9%	2.8%	1.9%	0.6%	0.0%	0.8%	0.0%	1.8%	1.2%
No	98.1%	97.2%	98.1%	99.4%	100.0%	99.2%	100.0%	98.2%	98.8%
 <u>Q25-15. Have you experienced a missed trash collection in past year</u>									
Yes	44.6%	43.0%	44.2%	39.5%	43.6%	31.5%	41.2%	29.6%	38.8%
No	55.4%	57.0%	55.8%	60.5%	56.4%	68.5%	58.8%	70.4%	61.2%

Q25. Please answer the following questions by circling either "Yes" or "No." (without "not provided")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q25-16. Have you participated in any event at a City recreation center in past year</u>									
Yes	21.4%	29.9%	30.2%	19.0%	18.3%	23.5%	30.9%	23.2%	24.3%
No	78.6%	70.1%	69.8%	81.0%	81.7%	76.5%	69.1%	76.8%	75.7%

Q26. Do you think you will be living in Winston-Salem, North Carolina five years from now? (without "not provided")

N=1059	Ward								Total
	East	Northeast	North	Northwest	Southeast	South	Southwest	West	
<u>Q26. Will you be living in Winston-Salem, North Carolina five years from now</u>									
Yes	92.0%	91.1%	87.3%	86.2%	89.5%	86.4%	85.5%	95.3%	89.1%
No	8.0%	8.9%	12.7%	13.8%	10.5%	13.6%	14.5%	4.7%	10.9%