

**CITY OF WINSTON-SALEM
CITIZEN SURVEY - DETAIL
DECEMBER 2011**

SURVEY CATEGORY	ISSUE	EXCELLENT GOOD RATING %	NATIONAL BENCHMARK	SOUTH REGION BENCHMARK
CIVIC ENGAGEMENT	City Link	59	Not Available	Not Available
CIVIC ENGAGEMENT	Club/Civic Group Participation (>3 Times)	20	Much More	Much More
CIVIC ENGAGEMENT	Community Participation Opportunities	66	Above	Much Above
CIVIC ENGAGEMENT	Community Volunteer Participation (>3 Times)	30	Much More	Much More
CIVIC ENGAGEMENT	Provided Help to Friend/Neighbor	79	Similar	Similar
CIVIC ENGAGEMENT	Public Information Availability	55	Much Below	Below
CIVIC ENGAGEMENT	Public Meeting Attendance (>3 Times)	8	Similar	Similar
CIVIC ENGAGEMENT	Public Meeting Viewing (> 3 Times)	21	Much More	Similar
CIVIC ENGAGEMENT	Read CWS Newsletter (We Play)	12	Much Less	Much Less
CIVIC ENGAGEMENT	Registered Voter		Similar	Similar
CIVIC ENGAGEMENT	Regular Contact with Neighbors (>2 x Month)	69	Less	Much Less
CIVIC ENGAGEMENT	Religious/Spiritual Activity Opportunities	83	Much Above	Much Above
CIVIC ENGAGEMENT	Social Event/Activity Opportunities	67	Above	Much Above
CIVIC ENGAGEMENT	Visited CWS Website (>3 Times)	38	Similar	Similar
CIVIC ENGAGEMENT	Volunteer Opportunities	83	Much Above	Much Above
CIVIC ENGAGEMENT	Voted in Last Election	76	Similar	Much More
CIVIC ENGAGEMENT	Watched WSTV 13	36	Not Available	Not Available
COMMUNITY DESIGN	% Work Commutes Driven Alone		Similar	Similar
COMMUNITY DESIGN	Affordable Housing Availability	54	Much Above	Much Above
COMMUNITY DESIGN	Bus/Transit Services	57	Above	Much Above
COMMUNITY DESIGN	Code Enforcement	41	Below	Below
COMMUNITY DESIGN	Ease of Bicycle Travel	42	Much Below	Much Above
COMMUNITY DESIGN	Ease of Bus Travel	52	Much Above	Much Above
COMMUNITY DESIGN	Ease of Car Travel	68	Much Above	Much Above
COMMUNITY DESIGN	Ease of Walking	51	Much Below	Above
COMMUNITY DESIGN	Housing Cost Stress (>30% Income)		Less	Much Less
COMMUNITY DESIGN	Land Use, Planning, Zoning Services	51	Much Above	Much Above

COMMUNITY DESIGN	Local Bus Passenger (> 3 Times)	13	Similar	More
COMMUNITY DESIGN	Nuisance Problems Seen as Major	62	More	Similar
COMMUNITY DESIGN	Overall Appearance of City	69	Similar	Similar
COMMUNITY DESIGN	Overall Quality of New Development	58	Similar	Similar
COMMUNITY DESIGN	Path/Walking Trail Availability	48	Much Below	Above
COMMUNITY DESIGN	Population Growth Seen as Too Fast	40	Less	Much Less
COMMUNITY DESIGN	Public Parking Availability	42	Below	Similar
COMMUNITY DESIGN	Sidewalk Maintenance	52	Similar	Similar
COMMUNITY DESIGN	Snow Removal	52	Much Below	Not Available
COMMUNITY DESIGN	Street Cleaning	49	Much Below	Below
COMMUNITY DESIGN	Street Lighting	60	Similar	Much Above
COMMUNITY DESIGN	Street Repair	33	Much Below	Much Below
COMMUNITY DESIGN	Traffic Flow on Major Streets	48	Similar	Much Above
COMMUNITY DESIGN	Traffic Signal Timing	49	Similar	Above
COMMUNITY DESIGN	Variety of Housing Options	67	Much Above	Much Above
COMMUNITY INCLUSIVENESS	Child Care Availability	51	Much Above	Much Above
COMMUNITY INCLUSIVENESS	Community Diversity Openness/Acceptance	54	Much Below	Much Below
COMMUNITY INCLUSIVENESS	Sense of Community	64	Similar	Much Above
COMMUNITY INCLUSIVENESS	Services to Low Income People	43	Similar	Similar
COMMUNITY INCLUSIVENESS	Winston-Salem, As a Place to Raise Kids	77	Similar	Much Above
COMMUNITY INCLUSIVENESS	Winston-Salem, As a Place to Retire	69	Above	Much Above
COMMUNITY QUALITY	Neighborhood, General	73	Much Below	Similar
COMMUNITY QUALITY	Overall Quality of Life	78	Similar	Much Above
COMMUNITY QUALITY	Plan to Stay in Area	85	Above	Much Above
COMMUNITY QUALITY	Recommend Winston-Salem	86	Similar	Above
COMMUNITY QUALITY	Winston-Salem, General	84	Similar	Above
ECONOMIC SUSTAINABILITY	Economic Development	42	Similar	Similar
ECONOMIC SUSTAINABILITY	Employment Opportunities	40	Much Above	Much Above
ECONOMIC SUSTAINABILITY	Job Growth Seen as Too Slow	89	Much More	Much More
ECONOMIC SUSTAINABILITY	Overall Quality of Businesses/Services	65	Similar	Above
ECONOMIC SUSTAINABILITY	Positive Impact of Economy on Income	20	Above	Similar

ECONOMIC SUSTAINABILITY	Retail Growth Seen as Too Slow	38	Similar	Much More
ECONOMIC SUSTAINABILITY	Shopping Opportunities	74	Much Above	Much Above
ECONOMIC SUSTAINABILITY	Winston-Salem, As a Place to Work	62	Much Above	Much Above
ENVIRONMENTAL SUSTAINABILITY	Air Quality	66	Similar	Much Above
ENVIRONMENTAL SUSTAINABILITY	Cleanliness of Winston-Salem	61	Much Below	Similar
ENVIRONMENTAL SUSTAINABILITY	Drinking Water	72	Above	Much Above
ENVIRONMENTAL SUSTAINABILITY	Garbage Collection	82	Similar	Similar
ENVIRONMENTAL SUSTAINABILITY	Overall Natural Environment	67	Below	Above
ENVIRONMENTAL SUSTAINABILITY	Preservation of Natural Areas	55	Below	Similar
ENVIRONMENTAL SUSTAINABILITY	Recycling	80	Much Above	Much Above
ENVIRONMENTAL SUSTAINABILITY	Recycling Program Participation (>3 Times)	79	Much More	Much More
ENVIRONMENTAL SUSTAINABILITY	Sewer Services	73	Similar	Much Above
ENVIRONMENTAL SUSTAINABILITY	Storm Drainage	67	Above	Much Above
ENVIRONMENTAL SUSTAINABILITY	Yard Waste Pick Up	69	Similar	Similar
PUBLIC SAFETY	% Crime Victims Who Reported Crime	86	Much More	Much More
PUBLIC SAFETY	Contact with WSFD	14	Similar	Not Available
PUBLIC SAFETY	Contact with WSPD	40	More	Not Available
PUBLIC SAFETY	Crime Prevention	60	Below	Above
PUBLIC SAFETY	Crime Victim	11	Similar	Much Less
PUBLIC SAFETY	Downtown Safety After Dark	50	Much Below	Much Above
PUBLIC SAFETY	Downtown Safety During Day	82	Much Below	Above
PUBLIC SAFETY	Emergency Preparedness	55	Below	Much Below
PUBLIC SAFETY	Feel Safe from Environmental Hazards	71	Below	Similar
PUBLIC SAFETY	Feel Safe from Property Crimes	48	Much Below	Similar
PUBLIC SAFETY	Feel Safe from Violent Crime	59	Much Below	Similar
PUBLIC SAFETY	Fire Prevention/Education	80	Similar	Much Above
PUBLIC SAFETY	Fire Services	92	Similar	Above
PUBLIC SAFETY	Neighborhood Safety After Dark	71	Below	Above
PUBLIC SAFETY	Neighborhood Safety During Day	89	Below	Above
PUBLIC SAFETY	Overall Impression of WSFD	81	Much Below	Not Available
PUBLIC SAFETY	Overall Impression of WSPD	98	Similar	Not Available
PUBLIC SAFETY	Police Services	74	Similar	Similar
PUBLIC SAFETY	Traffic Enforcement	67	Similar	Much Above

PUBLIC TRUST	City Employee Courteousness	75	Below	Similar
PUBLIC TRUST	City Employee Knowledge	78	Similar	Similar
PUBLIC TRUST	City Employee Overall Impression	75	Similar	Similar
PUBLIC TRUST	City Employee Responsiveness	73	Similar	Similar
PUBLIC TRUST	Contact with CWS within last 12 Months	46	Much Less	Much Less
PUBLIC TRUST	Overall Direction of Winston-Salem	54	Similar	Above
PUBLIC TRUST	Overall Services Provided by CWS	71	Similar	Above
PUBLIC TRUST	Overall Services Provided by Federal Govt	46	Above	Similar
PUBLIC TRUST	Overall Services Provided by Forsyth County	63	Much Above	Above
PUBLIC TRUST	Overall Services Provided by State Govt	46	Above	Similar
PUBLIC TRUST	Value of Services Compared to Taxes Paid	45	Much Below	Similar
PUBLIC TRUST	Welcoming Citizen Involvement	48	Similar	Similar
PUBLIC TRUST	Winston-Salem, Overall Image/Reputation	67	Below	Much Above
RECREATION AND WELLNESS	Cultural Event Opportunities	70	Much Above	Much Above
RECREATION AND WELLNESS	Educational Opportunities	74	Much Above	Much Above
RECREATION AND WELLNESS	Health Care Affordability/Quality	62	Much Above	Much Above
RECREATION AND WELLNESS	Health Services	69	Much Above	Much Above
RECREATION AND WELLNESS	Parks	76	Below	Similar
RECREATION AND WELLNESS	Preventive Health Services Availability	62	Much Above	Much Above
RECREATION AND WELLNESS	Quality Food Availability	64	Above	Above
RECREATION AND WELLNESS	Recreation Center Programming, Seniors	64	Not Available	Not Available
RECREATION AND WELLNESS	Recreation Center Programming, Youth	61	Not Available	Not Available
RECREATION AND WELLNESS	Recreation Center Use (> 3 Times)	25	Similar	More
RECREATION AND WELLNESS	Recreation Centers/Facilities	64	Below	Similar
RECREATION AND WELLNESS	Recreation Program Participation (>3 Times)	19	Similar	Much More
RECREATION AND WELLNESS	Recreation Programs/Classes	67	Below	Similar
RECREATION AND WELLNESS	Recreational Opportunities	65	Similar	Much Above
RECREATION AND WELLNESS	Religious/Spiritual Activity Participation	50	Much More	Much More
RECREATION AND WELLNESS	Visited Neighborhood/City Park (>3 Times)	58	Similar	Similar