

# **The National Citizen Survey™**

## **Harrisonburg, VA**

Supplemental Online Survey  
Results

2014

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The National Citizen Survey™  
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National Research Center, Inc.  
2955 Valmont Road, Suite 300  
Boulder, CO 80301  
www.n-r-c.com • 303-444-7863

International City/County Management Association  
777 North Capitol Street NE, Suite 500  
Washington, DC 20002  
www.icma.org • 202-289-ICMA

## About this Report

As part of its participation in The National Citizen Survey™, the City of Harrisonburg conducted a mailed survey of 1,200 residents. Surveys were mailed to randomly selected households in January and February 2014 and data was collected through February 2014. After the official data collection period was over and the data were reported (see the report, *The National Citizen Survey: Community Livability Report, Harrisonburg, VA, 2014*), the City made available a Web-based survey to its residents through a link on the City's Web site. Visitors to the site were able to complete the survey during March, April and May; 175 surveys were received.

This report contains the results of this administration of the Web-based survey and have not been weighted to current population estimates of Harrisonburg.

# Complete Survey Responses

The following pages contain a complete set of responses to each question on the survey, excluding the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=“).

## Responses excluding “don’t know”

Table 1: Question 1

Please rate each of the following aspects of quality of life in Harrisonburg:	Excellent		Good		Fair		Poor		Total	
Harrisonburg as a place to live	34%	N=54	55%	N=87	10%	N=16	0%	N=0	100%	N=157
Your neighborhood as a place to live	33%	N=52	42%	N=67	22%	N=35	3%	N=4	100%	N=158
Harrisonburg as a place to raise children	31%	N=45	51%	N=73	14%	N=20	3%	N=5	100%	N=143
Harrisonburg as a place to work	21%	N=33	48%	N=75	27%	N=42	4%	N=7	100%	N=157
Harrisonburg as a place to visit	18%	N=28	41%	N=62	37%	N=57	4%	N=6	100%	N=153
Harrisonburg as a place to retire	25%	N=34	44%	N=60	24%	N=33	7%	N=10	100%	N=137
The overall quality of life in Harrisonburg	25%	N=39	61%	N=97	14%	N=22	1%	N=1	100%	N=159

Table 2: Question 2

Please rate each of the following characteristics as they relate to Harrisonburg as a whole:	Excellent		Good		Fair		Poor		Total	
Overall feeling of safety in Harrisonburg	29%	N=43	56%	N=83	13%	N=19	1%	N=2	100%	N=147
Overall ease of getting to the places you usually have to visit	18%	N=26	49%	N=72	26%	N=38	8%	N=12	100%	N=148
Quality of overall natural environment in Harrisonburg	14%	N=20	59%	N=88	25%	N=37	2%	N=3	100%	N=148
Overall 'built environment' of Harrisonburg (including overall design, buildings, parks and transportation systems)	6%	N=9	41%	N=61	43%	N=64	9%	N=14	100%	N=148
Health and wellness opportunities in Harrisonburg	18%	N=27	56%	N=82	23%	N=34	2%	N=3	100%	N=146
Overall opportunities for education and enrichment	37%	N=54	44%	N=64	17%	N=24	2%	N=3	100%	N=145
Overall economic health of Harrisonburg	15%	N=22	50%	N=72	33%	N=48	2%	N=3	100%	N=145
Sense of community	14%	N=21	43%	N=63	39%	N=58	4%	N=6	100%	N=148
Overall image or reputation of Harrisonburg	16%	N=24	56%	N=83	24%	N=35	3%	N=5	100%	N=147
How well the city is managing growth	5%	N=8	36%	N=54	38%	N=56	20%	N=30	100%	N=148

Table 3: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Recommend living in Harrisonburg to someone who asks	39%	N=57	47%	N=68	10%	N=15	4%	N=6	100%	N=146
Remain in Harrisonburg for the next five years	56%	N=80	27%	N=39	10%	N=14	8%	N=11	100%	N=144

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Table 4: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
In your neighborhood during the day	67%	N=98	28%	N=41	2%	N=3	2%	N=3	1%	N=2	100%	N=147
In Harrisonburg's downtown/commercial area during the day	64%	N=95	32%	N=47	1%	N=2	1%	N=2	1%	N=2	100%	N=148
In City parks during the day	53%	N=75	36%	N=51	6%	N=9	4%	N=5	1%	N=1	100%	N=141
In commercial/retail areas outside downtown during the day	52%	N=75	42%	N=61	3%	N=5	2%	N=3	1%	N=1	100%	N=145

Table 5: Question 5

Please rate each of the following characteristics as they relate to Harrisonburg as a whole:	Excellent		Good		Fair		Poor		Total	
Traffic flow on major streets	3%	N=5	40%	N=59	34%	N=49	23%	N=33	100%	N=146
Ease of public parking	13%	N=18	44%	N=64	33%	N=47	10%	N=15	100%	N=144
Ease of travel by car in Harrisonburg	12%	N=18	49%	N=72	27%	N=40	11%	N=16	100%	N=146
Ease of travel by public transportation in Harrisonburg	9%	N=8	34%	N=30	21%	N=18	36%	N=31	100%	N=87
Ease of travel by bicycle in Harrisonburg	11%	N=11	33%	N=34	38%	N=39	18%	N=19	100%	N=103
Ease of walking in Harrisonburg	9%	N=12	40%	N=56	33%	N=46	19%	N=27	100%	N=141
Availability of paths and walking trails	4%	N=6	31%	N=42	42%	N=57	22%	N=30	100%	N=135
Air quality	25%	N=36	50%	N=71	21%	N=30	4%	N=5	100%	N=142
Cleanliness of Harrisonburg	19%	N=28	56%	N=82	21%	N=30	4%	N=6	100%	N=146
Overall appearance of Harrisonburg	14%	N=20	60%	N=87	23%	N=33	4%	N=6	100%	N=146
Public places where people want to spend time	13%	N=19	52%	N=75	26%	N=38	9%	N=13	100%	N=145
Variety of housing options	15%	N=21	40%	N=55	27%	N=37	18%	N=24	100%	N=137
Availability of affordable quality housing	10%	N=13	36%	N=47	29%	N=38	25%	N=32	100%	N=130
Fitness opportunities (including exercise classes and paths or trails, etc.)	21%	N=30	49%	N=71	26%	N=38	3%	N=5	100%	N=144
Recreational opportunities	28%	N=41	47%	N=68	22%	N=31	3%	N=4	100%	N=144
Availability of affordable quality food	27%	N=40	47%	N=69	23%	N=33	3%	N=4	100%	N=146
Availability of affordable quality health care	18%	N=25	44%	N=61	30%	N=42	9%	N=12	100%	N=140
Availability of preventive health services	23%	N=30	45%	N=58	27%	N=35	5%	N=7	100%	N=130
Availability of affordable quality mental health care	12%	N=11	35%	N=33	36%	N=34	18%	N=17	100%	N=95

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Table 6: Question 6

Please rate each of the following characteristics as they relate to Harrisonburg as a whole:	Excellent		Good		Fair		Poor		Total	
Availability of affordable quality child care/preschool	12%	N=8	42%	N=29	23%	N=16	23%	N=16	100%	N=69
K-12 education	21%	N=21	47%	N=47	28%	N=28	3%	N=3	100%	N=99
Adult educational opportunities	27%	N=33	46%	N=56	24%	N=29	3%	N=4	100%	N=122
Opportunities to attend cultural/arts/music activities	25%	N=34	45%	N=62	23%	N=32	7%	N=9	100%	N=137
Opportunities to participate in religious or spiritual events and activities	41%	N=47	46%	N=53	13%	N=15	1%	N=1	100%	N=116
Employment opportunities	7%	N=9	35%	N=46	42%	N=56	17%	N=22	100%	N=133
Shopping opportunities	12%	N=17	42%	N=58	36%	N=49	9%	N=13	100%	N=137
Cost of living in Harrisonburg	14%	N=19	48%	N=66	30%	N=42	8%	N=11	100%	N=138
Overall quality of business and service establishments in Harrisonburg	14%	N=19	60%	N=83	23%	N=32	3%	N=4	100%	N=138
Vibrant downtown/commercial area	18%	N=25	41%	N=56	33%	N=45	8%	N=11	100%	N=137
Overall quality of new development in Harrisonburg	10%	N=14	43%	N=58	36%	N=48	11%	N=15	100%	N=135
Opportunities to participate in social events and activities	16%	N=22	45%	N=62	32%	N=44	7%	N=9	100%	N=137
Opportunities to volunteer	37%	N=49	42%	N=55	18%	N=24	2%	N=3	100%	N=131
Opportunities to participate in community matters	27%	N=35	41%	N=54	28%	N=37	4%	N=5	100%	N=131
Openness and acceptance of the community toward people of diverse backgrounds	16%	N=21	44%	N=59	31%	N=41	9%	N=12	100%	N=133
Neighborliness of residents in Harrisonburg	16%	N=22	42%	N=58	34%	N=47	7%	N=10	100%	N=137

Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	20%	N=27	80%	N=110	100%	N=137
Made efforts to make your home more energy efficient	20%	N=28	80%	N=109	100%	N=137
Observed a code violation or other hazard in Harrisonburg	45%	N=62	55%	N=75	100%	N=137
Household member was a victim of a crime in Harrisonburg	85%	N=115	15%	N=21	100%	N=136
Reported a crime to the police in Harrisonburg	70%	N=96	30%	N=41	100%	N=137
Stocked supplies in preparation for an emergency	55%	N=76	45%	N=61	100%	N=137
Campaigned or advocated for an issue, cause or candidate	56%	N=77	44%	N=60	100%	N=137
Contacted the City of Harrisonburg (in-person, phone, email or web) for help or information	38%	N=52	62%	N=85	100%	N=137
Contacted Harrisonburg elected officials (in-person, phone, email or web) to express your opinion	63%	N=86	37%	N=50	100%	N=136
Called 9-1-1 for assistance from police, fire or rescue squad	79%	N=108	21%	N=29	100%	N=137
Actively participate in a neighborhood watch group	89%	N=122	11%	N=15	100%	N=137

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Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Harrisonburg?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Used Harrisonburg recreation centers or their services	11%	N=14	14%	N=18	37%	N=49	38%	N=50	100%	N=131
Visited a neighborhood park or City park	16%	N=20	33%	N=43	43%	N=55	9%	N=11	100%	N=129
Used Harrisonburg public libraries or their services	5%	N=7	24%	N=31	45%	N=58	26%	N=34	100%	N=130
Participated in religious or spiritual activities in Harrisonburg	15%	N=20	27%	N=35	15%	N=19	44%	N=57	100%	N=131
Attended a City-sponsored event	4%	N=5	11%	N=15	60%	N=79	24%	N=32	100%	N=131
Used bus or public transportation instead of driving	4%	N=5	6%	N=8	9%	N=12	81%	N=105	100%	N=130
Carpooled with other adults or children instead of driving alone	12%	N=15	17%	N=22	27%	N=34	45%	N=57	100%	N=128
Walked or biked instead of driving	25%	N=33	17%	N=22	21%	N=28	37%	N=48	100%	N=131
Volunteered your time to some group/activity in Harrisonburg	19%	N=25	22%	N=28	30%	N=39	29%	N=38	100%	N=130
Participated in a club	7%	N=9	12%	N=16	22%	N=29	58%	N=75	100%	N=129
Talked to or visited with your immediate neighbors	28%	N=37	43%	N=56	22%	N=29	7%	N=9	100%	N=131
Done a favor for a neighbor	13%	N=17	27%	N=35	41%	N=54	19%	N=25	100%	N=131
Used school bus instead of driving children to school	9%	N=12	2%	N=3	1%	N=1	88%	N=114	100%	N=130

Table 9: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	2%	N=2	9%	N=11	30%	N=36	60%	N=73	100%	N=122
Watched (online or on television) a local public meeting	2%	N=3	9%	N=12	28%	N=36	60%	N=76	100%	N=127

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Table 10: Question 10

Please rate the quality of each of the following services in Harrisonburg:	Excellent		Good		Fair		Poor		Total	
Harrisonburg Police Department Services	30%	N=33	49%	N=54	18%	N=20	4%	N=4	100%	N=111
Fire services	48%	N=48	48%	N=48	5%	N=5	0%	N=0	100%	N=101
Ambulance or emergency medical services	48%	N=46	43%	N=41	8%	N=8	1%	N=1	100%	N=96
Crime prevention	21%	N=20	47%	N=44	23%	N=22	9%	N=8	100%	N=94
Fire prevention and education	33%	N=30	59%	N=54	8%	N=7	1%	N=1	100%	N=92
Traffic enforcement	19%	N=20	46%	N=49	23%	N=25	12%	N=13	100%	N=107
Street repair	8%	N=9	48%	N=57	34%	N=41	11%	N=13	100%	N=120
Street cleaning	23%	N=28	60%	N=74	14%	N=17	4%	N=5	100%	N=124
Street lighting	19%	N=24	54%	N=67	21%	N=26	6%	N=8	100%	N=125
Snow removal	29%	N=36	39%	N=49	25%	N=31	7%	N=9	100%	N=125
Sidewalk maintenance	11%	N=13	50%	N=59	26%	N=30	13%	N=15	100%	N=117
Traffic signal timing	5%	N=6	32%	N=40	34%	N=43	29%	N=36	100%	N=125
Bus or transit services	14%	N=10	50%	N=35	24%	N=17	11%	N=8	100%	N=70
Garbage collection	41%	N=49	39%	N=46	15%	N=18	5%	N=6	100%	N=119
Recycling	29%	N=34	43%	N=51	20%	N=24	8%	N=9	100%	N=118
Bulk debris/Yard waste pick-up	41%	N=43	35%	N=37	22%	N=23	3%	N=3	100%	N=106
Storm water drainage	28%	N=30	51%	N=55	14%	N=15	7%	N=8	100%	N=108
Drinking water	41%	N=50	47%	N=58	11%	N=14	1%	N=1	100%	N=123
Sewer services	45%	N=51	44%	N=50	11%	N=12	1%	N=1	100%	N=114
Power (electric) utility	49%	N=59	44%	N=53	5%	N=6	2%	N=2	100%	N=120
Utility billing (water and sewer)	33%	N=40	41%	N=50	17%	N=21	8%	N=10	100%	N=121
City parks	37%	N=44	49%	N=58	14%	N=16	0%	N=0	100%	N=118
Recreation programs or classes	27%	N=28	52%	N=54	20%	N=21	0%	N=0	100%	N=103
Recreation centers or facilities	32%	N=34	44%	N=46	20%	N=21	4%	N=4	100%	N=105
Land use, planning and zoning	10%	N=10	30%	N=32	41%	N=43	19%	N=20	100%	N=105
Code enforcement (junk and debris, neglected buildings, signs, etc.)	7%	N=7	41%	N=41	31%	N=31	20%	N=20	100%	N=99
Animal control	19%	N=18	44%	N=41	26%	N=24	12%	N=11	100%	N=94
Economic development	17%	N=17	50%	N=52	24%	N=25	9%	N=9	100%	N=103
Health services	26%	N=27	50%	N=52	19%	N=20	5%	N=5	100%	N=104
Public library services	41%	N=46	41%	N=45	15%	N=17	3%	N=3	100%	N=111
Public information services	19%	N=20	54%	N=57	22%	N=23	5%	N=5	100%	N=105
Cable television	8%	N=7	21%	N=19	33%	N=30	38%	N=35	100%	N=91
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	18%	N=15	57%	N=47	15%	N=12	10%	N=8	100%	N=82
City-sponsored special events	21%	N=21	51%	N=52	21%	N=21	7%	N=7	100%	N=101
Overall customer service by Harrisonburg employees	28%	N=33	46%	N=54	22%	N=26	4%	N=5	100%	N=118



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Table 11: Question 11

Please rate the following categories of Harrisonburg government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Harrisonburg	17%	N=20	47%	N=54	31%	N=36	4%	N=5	100%	N=115
The overall direction that Harrisonburg is taking	18%	N=21	44%	N=52	29%	N=34	9%	N=10	100%	N=117
The job Harrisonburg government does at welcoming citizen involvement	19%	N=20	39%	N=42	27%	N=29	16%	N=17	100%	N=108
Overall confidence in Harrisonburg government	14%	N=16	42%	N=50	31%	N=37	13%	N=15	100%	N=118
Generally acting in the best interest of the City	16%	N=18	43%	N=50	28%	N=33	13%	N=15	100%	N=116
Being honest	18%	N=20	44%	N=50	26%	N=29	12%	N=14	100%	N=113
Treating all residents fairly	19%	N=21	35%	N=39	29%	N=32	16%	N=18	100%	N=110

Table 12: Question 12

Please rate how important, if at all, you think it is for the Harrisonburg community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Harrisonburg	46%	N=56	30%	N=36	21%	N=26	2%	N=3	100%	N=121
Overall ease of getting to the places you usually have to visit	30%	N=37	48%	N=59	19%	N=23	2%	N=3	100%	N=122
Quality of overall natural environment in Harrisonburg	42%	N=51	29%	N=35	28%	N=34	2%	N=2	100%	N=122
Overall "built environment" of Harrisonburg (including overall design, buildings, parks and transportation systems)	43%	N=53	34%	N=42	21%	N=26	1%	N=1	100%	N=122
Health and wellness opportunities in Harrisonburg	25%	N=30	37%	N=45	35%	N=43	3%	N=4	100%	N=122
Overall opportunities for education and enrichment	29%	N=35	40%	N=49	30%	N=36	2%	N=2	100%	N=122
Overall economic health of Harrisonburg	45%	N=55	44%	N=54	11%	N=13	0%	N=0	100%	N=122
Sense of community	29%	N=35	45%	N=55	25%	N=31	1%	N=1	100%	N=122

Table 13: Question 13

Please rate the following categories of Harrisonburg's communication efforts:	Excellent		Good		Fair		Poor		Total	
Ease of navigation of the web site	17%	N=18	53%	N=56	25%	N=26	6%	N=6	100%	N=106
Quality of the information and content on the web site	21%	N=22	51%	N=54	23%	N=24	5%	N=5	100%	N=105
Content/relevance of the City's social media sites	16%	N=14	56%	N=49	24%	N=21	3%	N=3	100%	N=87
Timeliness of information provided by the city	15%	N=16	57%	N=61	23%	N=25	5%	N=5	100%	N=107
Availability of information about city services and activities	18%	N=20	55%	N=62	22%	N=25	4%	N=5	100%	N=112
Public Education Government TV Channel (CitySpan)	14%	N=9	48%	N=31	20%	N=13	17%	N=11	100%	N=64

Table 14: Question 14

Please rate the following categories of Harrisonburg's parks and recreation:	Excellent		Good		Fair		Poor		Total	
Maintenance of parks	35%	N=39	50%	N=56	14%	N=16	2%	N=2	100%	N=113
Number of parks	29%	N=34	41%	N=48	21%	N=24	9%	N=10	100%	N=116
Quality of recreation programs for seniors	20%	N=10	41%	N=21	29%	N=15	10%	N=5	100%	N=51
Quality of recreation programs for adults	16%	N=14	48%	N=43	31%	N=28	4%	N=4	100%	N=89
Quality of recreation programs for youth	22%	N=19	52%	N=46	23%	N=20	3%	N=3	100%	N=88

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Table 15: Question 15

Please rate the quality of the following aspects of the community and services offered:	Excellent		Good		Fair		Poor		Total	
Attractiveness of streetscapes/medians	10%	N=12	52%	N=62	30%	N=36	8%	N=9	100%	N=119
School bus services	23%	N=14	66%	N=41	6%	N=4	5%	N=3	100%	N=62
Parking enforcement	19%	N=18	53%	N=51	20%	N=19	8%	N=8	100%	N=96
Police efforts to reduce gang related activity	19%	N=16	46%	N=38	25%	N=21	10%	N=8	100%	N=83
Police efforts to reduce drug related activity	21%	N=18	49%	N=42	20%	N=17	10%	N=9	100%	N=86
Visibility of police in neighborhoods	13%	N=14	29%	N=32	38%	N=42	21%	N=23	100%	N=111
Household hazardous waste disposal	15%	N=13	37%	N=33	29%	N=26	19%	N=17	100%	N=89

Table 16: Question 16

The biggest police matter in my neighborhood is:	Percent	Number
Juvenile activity	11%	N=13
Drugs	5%	N=6
Traffic	31%	N=36
Noise	15%	N=17
Graffiti	2%	N=2
Theft	15%	N=17
Other	22%	N=26
Total	100%	N=117

Table 17: Question 17

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
In your neighborhood at night	39%	N=47	43%	N=51	7%	N=8	11%	N=13	1%	N=1	0%	N=0	100%	N=120
In Harrisonburg's downtown/commercial area at night	28%	N=34	43%	N=51	18%	N=22	8%	N=9	2%	N=2	2%	N=2	100%	N=120
In commercial/retail areas outside downtown at night	18%	N=22	47%	N=56	22%	N=26	10%	N=12	1%	N=1	3%	N=3	100%	N=120

Table 18: Question 18

Which of the following are ways you feel Harrisonburg should expand public transportation?	Percent	Number
Extended hours	26%	N=28
Shorter routes	25%	N=26
Additional routes	49%	N=52

Total may exceed 100% as respondents could select more than one option.

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Table 19: Question 19

Do you have a land line home phone?	Percent	Number
No	65%	N=79
Yes	35%	N=42
Total	100%	N=121

Table 20: Question 20

Do you have a cellular phone?	Percent	Number
No	5%	N=6
Yes	95%	N=114
Total	100%	N=120

Table 21: Question 21

If you have dialed 9-1-1 for emergency assistance in the past year what type of phone did you use?	Percent	Number
Land line phone	4%	N=5
Cellular phone	22%	N=25
Both land line and cellular phone	3%	N=3
Not applicable	71%	N=82
Total	100%	N=115

Table 22: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	10%	N=12	1%	N=1	5%	N=6	21%	N=25	63%	N=76	100%	N=120
Purchase goods or services from a business located in Harrisonburg	0%	N=0	1%	N=1	12%	N=14	57%	N=68	31%	N=37	100%	N=120
Eat at least 5 portions of fruits and vegetables a day	0%	N=0	19%	N=23	32%	N=38	31%	N=37	17%	N=20	100%	N=118
Participate in moderate or vigorous physical activity	1%	N=1	12%	N=14	34%	N=40	29%	N=35	24%	N=29	100%	N=119
Read or watch local news (via television, paper, computer, etc.)	4%	N=5	6%	N=7	13%	N=15	39%	N=46	39%	N=46	100%	N=119
Vote in local elections	3%	N=4	4%	N=5	5%	N=6	20%	N=24	67%	N=80	100%	N=119

Table 23: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	27%	N=32
Very good	40%	N=48
Good	26%	N=31
Fair	6%	N=7
Poor	1%	N=1
Total	100%	N=119

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Table 24: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be	Percent	Number
Very positive	4%	N=5
Somewhat positive	23%	N=28
Neutral	52%	N=62
Somewhat negative	15%	N=18
Very negative	6%	N=7
Total	100%	N=120

Table 25: Question D4

What is your employment status?	Percent	Number
Working full time for pay	68%	N=81
Working part time for pay	9%	N=11
Unemployed, looking for paid work	5%	N=6
Unemployed, not looking for paid work	3%	N=3
Fully retired	16%	N=19
Total	100%	N=120

Table 26: Question D5

Do you work inside the boundaries of Harrisonburg?	Percent	Number
Yes, outside the home	62%	N=73
Yes, from home	10%	N=12
No	28%	N=33
Total	100%	N=118

Table 27: Question D6

How many years have you lived in Harrisonburg?	Percent	Number
Less than 2 years	8%	N=9
2 to 5 years	13%	N=16
6 to 10 years	17%	N=20
11 to 20 years	29%	N=34
More than 20 years	34%	N=40
Total	100%	N=119

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Table 28: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	65%	N=79
Building with two or more homes (duplex, townhome, apartment or condominium)	32%	N=39
Mobile home	1%	N=1
Other	2%	N=2
Total	100%	N=121

Table 29: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	24%	N=29
Owned	76%	N=90
Total	100%	N=119

Table 30: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	8%	N=9
\$300 to \$599 per month	19%	N=22
\$600 to \$999 per month	25%	N=30
\$1,000 to \$1,499 per month	31%	N=37
\$1,500 to \$2,499 per month	15%	N=18
\$2,500 or more per month	2%	N=2
Total	100%	N=118

Table 31: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	69%	N=82
Yes	31%	N=36
Total	100%	N=118

Table 32: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	83%	N=98
Yes	17%	N=20
Total	100%	N=118

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Table 33: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	6%	N=7
\$25,000 to \$49,999	25%	N=28
\$50,000 to \$99,999	47%	N=52
\$100,000 to \$149,999	13%	N=14
\$150,000 or more	9%	N=10
Total	100%	N=111

Table 34: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	98%	N=114
Yes, I consider myself to be Spanish, Hispanic or Latino	2%	N=2
Total	100%	N=116

Table 35: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	3%	N=4
Asian, Asian Indian or Pacific Islander	3%	N=3
Black or African American	0%	N=0
White	97%	N=113
Other	2%	N=2

Total may exceed 100% as respondents could select more than one option.

Table 36: Question D15

In which category is your age?	Percent	Number
18 to 24 years	3%	N=3
25 to 34 years	20%	N=24
35 to 44 years	31%	N=36
45 to 54 years	15%	N=18
55 to 64 years	18%	N=21
65 to 74 years	10%	N=12
75 years or older	3%	N=4
Total	100%	N=118

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Table 37: Question D16

What is your sex?	Percent	Number
Female	57%	N=67
Male	43%	N=51
Total	100%	N=118

Table 38: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	73%	N=87
Land line	17%	N=20
Both	10%	N=12
Total	100%	N=119

Table 39: Question D18

Are you a student at any of the following schools?	Percent	Number
JMU	25%	N=2
BRCC	50%	N=4
EMU	0%	N=0
National College	25%	N=2
Bridgewater	0%	N=0
Total	100%	N=8

### Frequencies including “don’t know”

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=“).

Table 40: Question 1

Please rate each of the following aspects of quality of life in Harrisonburg:	Excellent		Good		Fair		Poor		Don't know		Total	
Harrisonburg as a place to live	34%	N=54	55%	N=87	10%	N=16	0%	N=0	1%	N=1	100%	N=158
Your neighborhood as a place to live	33%	N=52	42%	N=67	22%	N=35	3%	N=4	1%	N=1	100%	N=159
Harrisonburg as a place to raise children	28%	N=45	46%	N=73	13%	N=20	3%	N=5	9%	N=15	100%	N=158
Harrisonburg as a place to work	21%	N=33	47%	N=75	26%	N=42	4%	N=7	1%	N=2	100%	N=159
Harrisonburg as a place to visit	18%	N=28	39%	N=62	36%	N=57	4%	N=6	3%	N=5	100%	N=158
Harrisonburg as a place to retire	22%	N=34	38%	N=60	21%	N=33	6%	N=10	13%	N=21	100%	N=158
The overall quality of life in Harrisonburg	25%	N=39	61%	N=97	14%	N=22	1%	N=1	0%	N=0	100%	N=159

Table 41: Question 2

Please rate each of the following characteristics as they relate to Harrisonburg as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in Harrisonburg	29%	N=43	56%	N=83	13%	N=19	1%	N=2	0%	N=0	100%	N=147
Overall ease of getting to the places you usually have to visit	18%	N=26	49%	N=72	26%	N=38	8%	N=12	0%	N=0	100%	N=148
Quality of overall natural environment in Harrisonburg	14%	N=20	59%	N=88	25%	N=37	2%	N=3	0%	N=0	100%	N=148
Overall 'built environment' of Harrisonburg (including overall design, buildings, parks and transportation systems)	6%	N=9	41%	N=61	43%	N=64	9%	N=14	0%	N=0	100%	N=148
Health and wellness opportunities in Harrisonburg	18%	N=27	56%	N=82	23%	N=34	2%	N=3	1%	N=1	100%	N=147
Overall opportunities for education and enrichment	36%	N=54	43%	N=64	16%	N=24	2%	N=3	3%	N=4	100%	N=149
Overall economic health of Harrisonburg	15%	N=22	48%	N=72	32%	N=48	2%	N=3	3%	N=4	100%	N=149
Sense of community	14%	N=21	42%	N=63	39%	N=58	4%	N=6	1%	N=1	100%	N=149
Overall image or reputation of Harrisonburg	16%	N=24	56%	N=83	24%	N=35	3%	N=5	0%	N=0	100%	N=147
How well the city is managing growth	5%	N=8	36%	N=54	38%	N=56	20%	N=30	0%	N=0	100%	N=148

Table 42: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Recommend living in Harrisonburg to someone who asks	39%	N=57	47%	N=68	10%	N=15	4%	N=6	0%	N=0	100%	N=146
Remain in Harrisonburg for the next five years	55%	N=80	27%	N=39	10%	N=14	8%	N=11	1%	N=1	100%	N=145



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Table 43: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	67%	N=98	28%	N=41	2%	N=3	2%	N=3	1%	N=2	0%	N=0	100%	N=147
In Harrisonburg's downtown/commercial area during the day	64%	N=95	32%	N=47	1%	N=2	1%	N=2	1%	N=2	0%	N=0	100%	N=148
In City parks during the day	51%	N=75	34%	N=51	6%	N=9	3%	N=5	1%	N=1	5%	N=7	100%	N=148
In commercial/retail areas outside downtown during the day	51%	N=75	41%	N=61	3%	N=5	2%	N=3	1%	N=1	1%	N=2	100%	N=147

Table 44: Question 5

Please rate each of the following characteristics as they relate to Harrisonburg as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	3%	N=5	40%	N=59	34%	N=49	23%	N=33	0%	N=0	100%	N=146
Ease of public parking	13%	N=18	44%	N=64	33%	N=47	10%	N=15	0%	N=0	100%	N=144
Ease of travel by car in Harrisonburg	12%	N=18	49%	N=72	27%	N=40	11%	N=16	0%	N=0	100%	N=146
Ease of travel by public transportation in Harrisonburg	6%	N=8	21%	N=30	12%	N=18	21%	N=31	40%	N=58	100%	N=145
Ease of travel by bicycle in Harrisonburg	8%	N=11	23%	N=34	27%	N=39	13%	N=19	29%	N=43	100%	N=146
Ease of walking in Harrisonburg	8%	N=12	38%	N=56	32%	N=46	18%	N=27	3%	N=5	100%	N=146
Availability of paths and walking trails	4%	N=6	29%	N=42	39%	N=57	21%	N=30	8%	N=11	100%	N=146
Air quality	25%	N=36	49%	N=71	21%	N=30	3%	N=5	3%	N=4	100%	N=146
Cleanliness of Harrisonburg	19%	N=28	56%	N=82	21%	N=30	4%	N=6	0%	N=0	100%	N=146
Overall appearance of Harrisonburg	14%	N=20	60%	N=87	23%	N=33	4%	N=6	0%	N=0	100%	N=146
Public places where people want to spend time	13%	N=19	51%	N=75	26%	N=38	9%	N=13	1%	N=1	100%	N=146
Variety of housing options	14%	N=21	38%	N=55	26%	N=37	17%	N=24	6%	N=8	100%	N=145
Availability of affordable quality housing	9%	N=13	32%	N=47	26%	N=38	22%	N=32	11%	N=16	100%	N=146
Fitness opportunities (including exercise classes and paths or trails, etc.)	21%	N=30	49%	N=71	26%	N=38	3%	N=5	1%	N=2	100%	N=146
Recreational opportunities	28%	N=41	47%	N=68	21%	N=31	3%	N=4	1%	N=1	100%	N=145
Availability of affordable quality food	27%	N=40	47%	N=69	23%	N=33	3%	N=4	0%	N=0	100%	N=146
Availability of affordable quality health care	17%	N=25	42%	N=61	29%	N=42	8%	N=12	4%	N=6	100%	N=146
Availability of preventive health services	21%	N=30	40%	N=58	24%	N=35	5%	N=7	11%	N=16	100%	N=146
Availability of affordable quality mental health care	8%	N=11	23%	N=33	23%	N=34	12%	N=17	34%	N=50	100%	N=145

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Table 45: Question 6

Please rate each of the following characteristics as they relate to Harrisonburg as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	6%	N=8	21%	N=29	12%	N=16	12%	N=16	50%	N=69	100%	N=138
K-12 education	15%	N=21	35%	N=47	21%	N=28	2%	N=3	27%	N=37	100%	N=136
Adult educational opportunities	25%	N=33	42%	N=56	22%	N=29	3%	N=4	9%	N=12	100%	N=134
Opportunities to attend cultural/arts/music activities	25%	N=34	45%	N=62	23%	N=32	7%	N=9	1%	N=1	100%	N=138
Opportunities to participate in religious or spiritual events and activities	34%	N=47	38%	N=53	11%	N=15	1%	N=1	16%	N=22	100%	N=138
Employment opportunities	7%	N=9	34%	N=46	41%	N=56	16%	N=22	3%	N=4	100%	N=137
Shopping opportunities	12%	N=17	42%	N=58	36%	N=49	9%	N=13	1%	N=1	100%	N=138
Cost of living in Harrisonburg	14%	N=19	48%	N=66	30%	N=42	8%	N=11	0%	N=0	100%	N=138
Overall quality of business and service establishments in Harrisonburg	14%	N=19	60%	N=83	23%	N=32	3%	N=4	0%	N=0	100%	N=138
Vibrant downtown/commercial area	18%	N=25	41%	N=56	33%	N=45	8%	N=11	1%	N=1	100%	N=138
Overall quality of new development in Harrisonburg	10%	N=14	42%	N=58	35%	N=48	11%	N=15	2%	N=3	100%	N=138
Opportunities to participate in social events and activities	16%	N=22	45%	N=62	32%	N=44	7%	N=9	1%	N=1	100%	N=138
Opportunities to volunteer	36%	N=49	40%	N=55	17%	N=24	2%	N=3	5%	N=7	100%	N=138
Opportunities to participate in community matters	25%	N=35	39%	N=54	27%	N=37	4%	N=5	5%	N=7	100%	N=138
Openness and acceptance of the community toward people of diverse backgrounds	15%	N=21	43%	N=59	30%	N=41	9%	N=12	4%	N=5	100%	N=138
Neighborliness of residents in Harrisonburg	16%	N=22	42%	N=58	34%	N=47	7%	N=10	1%	N=1	100%	N=138

Table 46: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	20%	N=27	80%	N=110	100%	N=137
Made efforts to make your home more energy efficient	20%	N=28	80%	N=109	100%	N=137
Observed a code violation or other hazard in Harrisonburg	45%	N=62	55%	N=75	100%	N=137
Household member was a victim of a crime in Harrisonburg	85%	N=115	15%	N=21	100%	N=136
Reported a crime to the police in Harrisonburg	70%	N=96	30%	N=41	100%	N=137
Stocked supplies in preparation for an emergency	55%	N=76	45%	N=61	100%	N=137
Campaigned or advocated for an issue, cause or candidate	56%	N=77	44%	N=60	100%	N=137
Contacted the City of Harrisonburg (in-person, phone, email or web) for help or information	38%	N=52	62%	N=85	100%	N=137
Contacted Harrisonburg elected officials (in-person, phone, email or web) to express your opinion	63%	N=86	37%	N=50	100%	N=136
Called 9-1-1 for assistance from police, fire or rescue squad	79%	N=108	21%	N=29	100%	N=137
Actively participate in a neighborhood watch group	89%	N=122	11%	N=15	100%	N=137

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Table 47: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Harrisonburg?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Used Harrisonburg recreation centers or their services	11%	N=14	14%	N=18	37%	N=49	38%	N=50	100%	N=131
Visited a neighborhood park or City park	16%	N=20	33%	N=43	43%	N=55	9%	N=11	100%	N=129
Used Harrisonburg public libraries or their services	5%	N=7	24%	N=31	45%	N=58	26%	N=34	100%	N=130
Participated in religious or spiritual activities in Harrisonburg	15%	N=20	27%	N=35	15%	N=19	44%	N=57	100%	N=131
Attended a City-sponsored event	4%	N=5	11%	N=15	60%	N=79	24%	N=32	100%	N=131
Used bus or public transportation instead of driving	4%	N=5	6%	N=8	9%	N=12	81%	N=105	100%	N=130
Carpooled with other adults or children instead of driving alone	12%	N=15	17%	N=22	27%	N=34	45%	N=57	100%	N=128
Walked or biked instead of driving	25%	N=33	17%	N=22	21%	N=28	37%	N=48	100%	N=131
Volunteered your time to some group/activity in Harrisonburg	19%	N=25	22%	N=28	30%	N=39	29%	N=38	100%	N=130
Participated in a club	7%	N=9	12%	N=16	22%	N=29	58%	N=75	100%	N=129
Talked to or visited with your immediate neighbors	28%	N=37	43%	N=56	22%	N=29	7%	N=9	100%	N=131
Done a favor for a neighbor	13%	N=17	27%	N=35	41%	N=54	19%	N=25	100%	N=131
Used school bus instead of driving children to school	9%	N=12	2%	N=3	1%	N=1	88%	N=114	100%	N=130

Table 48: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	2%	N=2	9%	N=11	30%	N=36	60%	N=73	100%	N=122
Watched (online or on television) a local public meeting	2%	N=3	9%	N=12	28%	N=36	60%	N=76	100%	N=127

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Table 49: Question 10

Please rate the quality of each of the following services in Harrisonburg:	Excellent		Good		Fair		Poor		Don't know		Total	
Harrisonburg Police Department Services	27%	N=33	44%	N=54	16%	N=20	3%	N=4	10%	N=13	100%	N=124
Fire services	39%	N=48	39%	N=48	4%	N=5	0%	N=0	19%	N=23	100%	N=124
Ambulance or emergency medical services	37%	N=46	33%	N=41	6%	N=8	1%	N=1	23%	N=29	100%	N=125
Crime prevention	16%	N=20	36%	N=44	18%	N=22	7%	N=8	24%	N=29	100%	N=123
Fire prevention and education	24%	N=30	43%	N=54	6%	N=7	1%	N=1	26%	N=33	100%	N=125
Traffic enforcement	16%	N=20	39%	N=49	20%	N=25	10%	N=13	14%	N=18	100%	N=125
Street repair	7%	N=9	46%	N=57	33%	N=41	10%	N=13	4%	N=5	100%	N=125
Street cleaning	22%	N=28	59%	N=74	14%	N=17	4%	N=5	1%	N=1	100%	N=125
Street lighting	19%	N=24	54%	N=67	21%	N=26	6%	N=8	0%	N=0	100%	N=125
Snow removal	29%	N=36	39%	N=49	25%	N=31	7%	N=9	0%	N=0	100%	N=125
Sidewalk maintenance	10%	N=13	47%	N=59	24%	N=30	12%	N=15	6%	N=8	100%	N=125
Traffic signal timing	5%	N=6	32%	N=40	34%	N=43	29%	N=36	0%	N=0	100%	N=125
Bus or transit services	8%	N=10	28%	N=35	14%	N=17	6%	N=8	44%	N=55	100%	N=125
Garbage collection	39%	N=49	37%	N=46	14%	N=18	5%	N=6	5%	N=6	100%	N=125
Recycling	27%	N=34	40%	N=51	19%	N=24	7%	N=9	6%	N=8	100%	N=126
Bulk debris/Yard waste pick-up	34%	N=43	30%	N=37	18%	N=23	2%	N=3	15%	N=19	100%	N=125
Storm water drainage	24%	N=30	45%	N=55	12%	N=15	7%	N=8	12%	N=15	100%	N=123
Drinking water	40%	N=50	46%	N=58	11%	N=14	1%	N=1	2%	N=2	100%	N=125
Sewer services	41%	N=51	40%	N=50	10%	N=12	1%	N=1	9%	N=11	100%	N=125
Power (electric) utility	48%	N=59	43%	N=53	5%	N=6	2%	N=2	3%	N=4	100%	N=124
Utility billing (water and sewer)	32%	N=40	40%	N=50	17%	N=21	8%	N=10	3%	N=4	100%	N=125
City parks	35%	N=44	46%	N=58	13%	N=16	0%	N=0	6%	N=7	100%	N=125
Recreation programs or classes	22%	N=28	43%	N=54	17%	N=21	0%	N=0	18%	N=22	100%	N=125
Recreation centers or facilities	27%	N=34	37%	N=46	17%	N=21	3%	N=4	15%	N=19	100%	N=124
Land use, planning and zoning	8%	N=10	26%	N=32	35%	N=43	16%	N=20	15%	N=19	100%	N=124
Code enforcement (junk and debris, neglected buildings, signs, etc.)	6%	N=7	33%	N=41	25%	N=31	16%	N=20	21%	N=26	100%	N=125
Animal control	14%	N=18	33%	N=41	19%	N=24	9%	N=11	25%	N=31	100%	N=125
Economic development	14%	N=17	42%	N=52	20%	N=25	7%	N=9	17%	N=21	100%	N=124
Health services	22%	N=27	42%	N=52	16%	N=20	4%	N=5	17%	N=21	100%	N=125
Public library services	37%	N=46	36%	N=45	14%	N=17	2%	N=3	11%	N=14	100%	N=125
Public information services	16%	N=20	46%	N=57	19%	N=23	4%	N=5	15%	N=19	100%	N=124
Cable television	6%	N=7	15%	N=19	24%	N=30	28%	N=35	26%	N=32	100%	N=123
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	12%	N=15	38%	N=47	10%	N=12	6%	N=8	34%	N=43	100%	N=125
City-sponsored special events	17%	N=21	42%	N=52	17%	N=21	6%	N=7	18%	N=22	100%	N=123
Overall customer service by Harrisonburg employees	26%	N=33	43%	N=54	21%	N=26	4%	N=5	6%	N=7	100%	N=125

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Table 50: Question 11

Please rate the following categories of Harrisonburg government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to Harrisonburg	16%	N=20	44%	N=54	30%	N=36	4%	N=5	6%	N=7	100%	N=122
The overall direction that Harrisonburg is taking	18%	N=21	43%	N=52	28%	N=34	8%	N=10	3%	N=3	100%	N=120
The job Harrisonburg government does at welcoming citizen involvement	17%	N=20	35%	N=42	24%	N=29	14%	N=17	11%	N=13	100%	N=121
Overall confidence in Harrisonburg government	13%	N=16	41%	N=50	30%	N=37	12%	N=15	3%	N=4	100%	N=122
Generally acting in the best interest of the City	15%	N=18	41%	N=50	27%	N=33	12%	N=15	5%	N=6	100%	N=122
Being honest	16%	N=20	41%	N=50	24%	N=29	11%	N=14	7%	N=9	100%	N=122
Treating all residents fairly	17%	N=21	32%	N=39	26%	N=32	15%	N=18	9%	N=11	100%	N=121

Table 51: Question 12

Please rate how important, if at all, you think it is for the Harrisonburg community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Harrisonburg	46%	N=56	30%	N=36	21%	N=26	2%	N=3	100%	N=121
Overall ease of getting to the places you usually have to visit	30%	N=37	48%	N=59	19%	N=23	2%	N=3	100%	N=122
Quality of overall natural environment in Harrisonburg	42%	N=51	29%	N=35	28%	N=34	2%	N=2	100%	N=122
Overall "built environment" of Harrisonburg (including overall design, buildings, parks and transportation systems)	43%	N=53	34%	N=42	21%	N=26	1%	N=1	100%	N=122
Health and wellness opportunities in Harrisonburg	25%	N=30	37%	N=45	35%	N=43	3%	N=4	100%	N=122
Overall opportunities for education and enrichment	29%	N=35	40%	N=49	30%	N=36	2%	N=2	100%	N=122
Overall economic health of Harrisonburg	45%	N=55	44%	N=54	11%	N=13	0%	N=0	100%	N=122
Sense of community	29%	N=35	45%	N=55	25%	N=31	1%	N=1	100%	N=122

Table 52: Question 13

Please rate the following categories of Harrisonburg's communication efforts:	Excellent		Good		Fair		Poor		Don't know		Total	
Ease of navigation of the web site	15%	N=18	47%	N=56	22%	N=26	5%	N=6	12%	N=14	100%	N=120
Quality of the information and content on the web site	19%	N=22	46%	N=54	20%	N=24	4%	N=5	11%	N=13	100%	N=118
Content/relevance of the City's social media sites	12%	N=14	41%	N=49	18%	N=21	3%	N=3	28%	N=33	100%	N=120
Timeliness of information provided by the city	13%	N=16	51%	N=61	21%	N=25	4%	N=5	10%	N=12	100%	N=119
Availability of information about city services and activities	17%	N=20	52%	N=62	21%	N=25	4%	N=5	6%	N=7	100%	N=119
Public Education Government TV Channel (CitySpan)	8%	N=9	26%	N=31	11%	N=13	9%	N=11	46%	N=55	100%	N=119

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Table 53: Question 14

Please rate the following categories of Harrisonburg's parks and recreation:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Maintenance of parks	32%	N=39	46%	N=56	13%	N=16	2%	N=2	7%	N=8	100%	N=121
Number of parks	28%	N=34	40%	N=48	20%	N=24	8%	N=10	4%	N=5	100%	N=121
Quality of recreation programs for seniors	8%	N=10	17%	N=21	12%	N=15	4%	N=5	58%	N=70	100%	N=121
Quality of recreation programs for adults	12%	N=14	36%	N=43	23%	N=28	3%	N=4	26%	N=32	100%	N=121
Quality of recreation programs for youth	16%	N=19	38%	N=46	17%	N=20	2%	N=3	27%	N=33	100%	N=121

Table 54: Question 15

Please rate the quality of the following aspects of the community and services offered:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Attractiveness of streetscapes/medians	10%	N=12	52%	N=62	30%	N=36	8%	N=9	0%	N=0	100%	N=119
School bus services	12%	N=14	34%	N=41	3%	N=4	3%	N=3	48%	N=58	100%	N=120
Parking enforcement	15%	N=18	43%	N=51	16%	N=19	7%	N=8	20%	N=24	100%	N=120
Police efforts to reduce gang related activity	13%	N=16	32%	N=38	18%	N=21	7%	N=8	30%	N=36	100%	N=119
Police efforts to reduce drug related activity	15%	N=18	35%	N=42	14%	N=17	8%	N=9	28%	N=33	100%	N=119
Visibility of police in neighborhoods	12%	N=14	27%	N=32	35%	N=42	19%	N=23	7%	N=8	100%	N=119
Household hazardous waste disposal	11%	N=13	28%	N=33	22%	N=26	14%	N=17	25%	N=30	100%	N=119

Table 55: Question 16

The biggest police matter in my neighborhood is:	Percent	Number
Juvenile activity	11%	N=13
Drugs	5%	N=6
Traffic	31%	N=36
Noise	15%	N=17
Graffiti	2%	N=2
Theft	15%	N=17
Other	22%	N=26
Total	100%	N=117

Table 56: Question 17

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood at night	39%	N=47	43%	N=51	7%	N=8	11%	N=13	1%	N=1	0%	N=0	100%	N=120
In Harrisonburg's downtown/commercial area at night	28%	N=34	43%	N=51	18%	N=22	8%	N=9	2%	N=2	2%	N=2	100%	N=120
In commercial/retail areas outside downtown at night	18%	N=22	47%	N=56	22%	N=26	10%	N=12	1%	N=1	3%	N=3	100%	N=120

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Table 57: Question 18

Which of the following are ways you feel Harrisonburg should expand public transportation?	Percent	Number
Extended hours	26%	N=28
Shorter routes	25%	N=26
Additional routes	49%	N=52

Total may exceed 100% as respondents could select more than one option.

Table 58: Question 19

Do you have a land line home phone?	Percent	Number
No	65%	N=79
Yes	35%	N=42
Total	100%	N=121

Table 59: Question 20

Do you have a cellular phone?	Percent	Number
No	5%	N=6
Yes	95%	N=114
Total	100%	N=120

Table 60: Question 21

If you have dialed 9-1-1 for emergency assistance in the past year what type of phone did you use?	Percent	Number
Land line phone	4%	N=5
Cellular phone	21%	N=25
Both land line and cellular phone	3%	N=3
Not applicable	70%	N=82
Don't know	2%	N=2
Total	100%	N=117

Table 61: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	10%	N=12	1%	N=1	5%	N=6	21%	N=25	63%	N=76	100%	N=120
Purchase goods or services from a business located in Harrisonburg	0%	N=0	1%	N=1	12%	N=14	57%	N=68	31%	N=37	100%	N=120
Eat at least 5 portions of fruits and vegetables a day	0%	N=0	19%	N=23	32%	N=38	31%	N=37	17%	N=20	100%	N=118
Participate in moderate or vigorous physical activity	1%	N=1	12%	N=14	34%	N=40	29%	N=35	24%	N=29	100%	N=119
Read or watch local news (via television, paper, computer, etc.)	4%	N=5	6%	N=7	13%	N=15	39%	N=46	39%	N=46	100%	N=119
Vote in local elections	3%	N=4	4%	N=5	5%	N=6	20%	N=24	67%	N=80	100%	N=119

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Table 62: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	27%	N=32
Very good	40%	N=48
Good	26%	N=31
Fair	6%	N=7
Poor	1%	N=1
Total	100%	N=119

Table 63: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be	Percent	Number
Very positive	4%	N=5
Somewhat positive	23%	N=28
Neutral	52%	N=62
Somewhat negative	15%	N=18
Very negative	6%	N=7
Total	100%	N=120

Table 64: Question D4

What is your employment status?	Percent	Number
Working full time for pay	68%	N=81
Working part time for pay	9%	N=11
Unemployed, looking for paid work	5%	N=6
Unemployed, not looking for paid work	3%	N=3
Fully retired	16%	N=19
Total	100%	N=120

Table 65: Question D5

Do you work inside the boundaries of Harrisonburg?	Percent	Number
Yes, outside the home	62%	N=73
Yes, from home	10%	N=12
No	28%	N=33
Total	100%	N=118



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Table 66: Question D6

How many years have you lived in Harrisonburg?	Percent	Number
Less than 2 years	8%	N=9
2 to 5 years	13%	N=16
6 to 10 years	17%	N=20
11 to 20 years	29%	N=34
More than 20 years	34%	N=40
Total	100%	N=119

Table 67: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	65%	N=79
Building with two or more homes (duplex, townhome, apartment or condominium)	32%	N=39
Mobile home	1%	N=1
Other	2%	N=2
Total	100%	N=121

Table 68: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	24%	N=29
Owned	76%	N=90
Total	100%	N=119

Table 69: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	8%	N=9
\$300 to \$599 per month	19%	N=22
\$600 to \$999 per month	25%	N=30
\$1,000 to \$1,499 per month	31%	N=37
\$1,500 to \$2,499 per month	15%	N=18
\$2,500 or more per month	2%	N=2
Total	100%	N=118

Table 70: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	69%	N=82
Yes	31%	N=36
Total	100%	N=118

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Table 71: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	83%	N=98
Yes	17%	N=20
Total	100%	N=118

Table 72: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	6%	N=7
\$25,000 to \$49,999	25%	N=28
\$50,000 to \$99,999	47%	N=52
\$100,000 to \$149,999	13%	N=14
\$150,000 or more	9%	N=10
Total	100%	N=111

Table 73: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	98%	N=114
Yes, I consider myself to be Spanish, Hispanic or Latino	2%	N=2
Total	100%	N=116

Table 74: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	3%	N=4
Asian, Asian Indian or Pacific Islander	3%	N=3
Black or African American	0%	N=0
White	97%	N=113
Other	2%	N=2

Total may exceed 100% as respondents could select more than one option.

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Table 75: Question D15

In which category is your age?	Percent	Number
18 to 24 years	3%	N=3
25 to 34 years	20%	N=24
35 to 44 years	31%	N=36
45 to 54 years	15%	N=18
55 to 64 years	18%	N=21
65 to 74 years	10%	N=12
75 years or older	3%	N=4
Total	100%	N=118

Table 76: Question D16

What is your sex?	Percent	Number
Female	57%	N=67
Male	43%	N=51
Total	100%	N=118

Table 77: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	73%	N=87
Land line	17%	N=20
Both	10%	N=12
Total	100%	N=119

Table 78: Question D18

Are you a student at any of the following schools?	Percent	Number
JMU	25%	N=2
BRCC	50%	N=4
EMU	0%	N=0
National College	25%	N=2
Bridgewater	0%	N=0
Total	100%	N=8