

LYNCHBURG CITY COUNCIL

Agenda Item Summary

MEETING DATE: **September 8, 2015**

AGENDA ITEM NO.: 2

CONSENT:

REGULAR:

WORK SESSION: X

CLOSED SESSION:

(Confidential)

ACTION:

INFORMATION: X

ITEM TITLE: **2015 Citizen Survey Presentation**

RECOMMENDATION: No action required.

SUMMARY: Council will hear a presentation from the National Research Center, Inc., (NRC) president, Tom Miller, concerning the results of the 2015 Citizen Survey conducted in Lynchburg in May 2015. The NRC is a leading research and evaluation firm focusing on the information requirements of the public sector, including non-profit agencies, health care providers, foundations and local governments. The Center's National Citizen Survey is endorsed by the International City/County Management Association (ICMA).

In 2004, 2006, 2008, and 2013, the City conducted citizen surveys using the National Citizen Survey (NCS) instrument administered by the NRC. The purpose of conducting the surveys is to obtain statistically valid data concerning resident satisfaction with community amenities and the services provided by local government. The NCS captures residents' opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). In May 2015, the survey was mailed to 1400 residents (350 per ward) with a final overall response rate of 26%.

On September 9, 2015, members of the City's Leadership Team along with a group of employees identified as emerging leaders in the organization will participate in a Next Steps Workshop designed to assist in analyzing the survey results, assess priorities and determine next steps in moving the use of the results from research to action.

PRIOR ACTION(S): 2004 Citizens Survey
2006 Citizens Survey
2008 Citizens Survey
2013 Citizens Survey

FISCAL IMPACT: None

CONTACT(S): JoAnn Martin, Communications and Marketing, 455-3801

ATTACHMENT(S): 2015 Survey Results

REVIEWED BY: lkp

084K

THE NCS™

The National Citizen Survey™

Lynchburg, VA

Community Livability Report
2015



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About

The National Citizen Survey™ (The NCS) report is about the “livability” of Lynchburg. The phrase “livable community” is used here to evoke a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement).

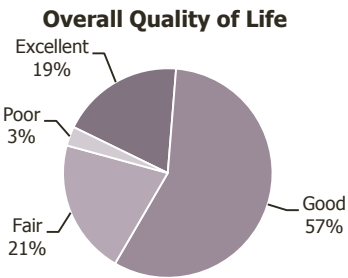
The Community Livability Report provides the opinions of a representative sample of 349 residents of the City of Lynchburg. The margin of error around any reported percentage is 5% for the entire sample. The full description of methods used to garner these opinions can be found in the *Technical Appendices* provided under separate cover.



Quality of Life in Lynchburg

Most residents rated the quality of life in Lynchburg as excellent or good. This rating was similar to the national benchmark comparison (see Appendix B of the *Technical Appendices* provided under separate cover).

Shown below are the eight facets of community. The color of each community facet summarizes how residents rated it across the three sections of the survey that represent the pillars of a community – Community Characteristics, Governance and Participation. When most ratings across the three pillars were higher than the benchmark, the color for that facet is the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.



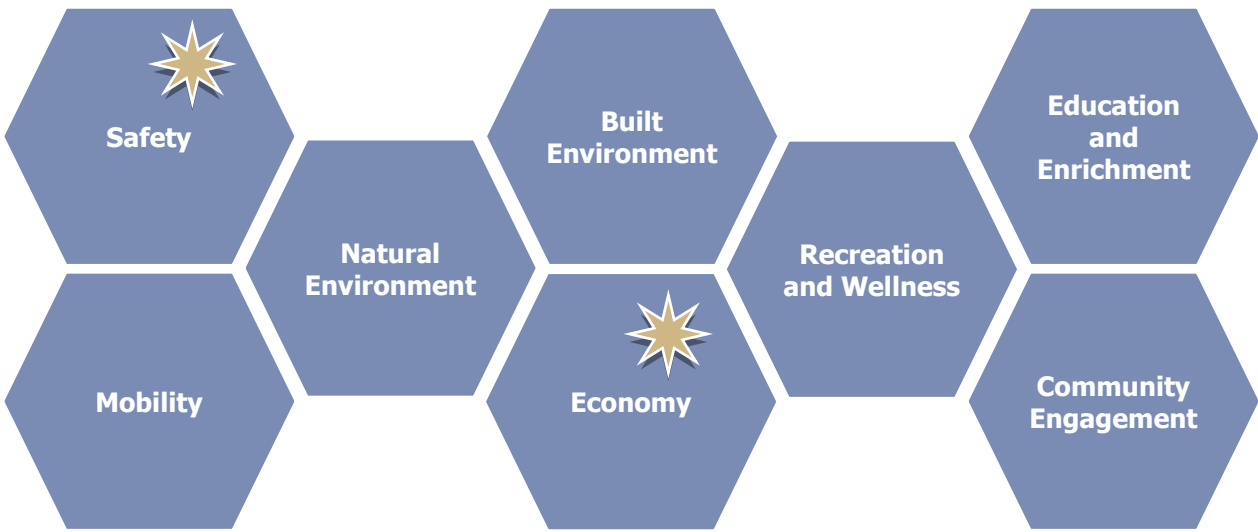
In addition to a summary of ratings, the image below includes one or more stars to indicate which community facets were the most important focus areas for the community. Residents identified Safety and Economy as priorities for the Lynchburg community in the coming two years. It is noteworthy that Lynchburg residents gave favorable ratings to both of these facets of community. Ratings for all facets were positive and similar to other communities. This overview of the key aspects of community quality provides a quick summary of where residents see exceptionally strong performance and where performance offers the greatest opportunity for improvement. Linking quality to importance offers community members and leaders a view into the characteristics of the community that matter most and that seem to be working best.

Details that support these findings are contained in the remainder of this Livability Report, starting with the ratings for Community Characteristics, Governance and Participation and ending with results for Lynchburg's unique questions.

Legend

- Higher than national benchmark
- Similar to national benchmark
- Lower than national benchmark

★ Most important



Community Characteristics

What makes a community livable, attractive and a place where people want to be?

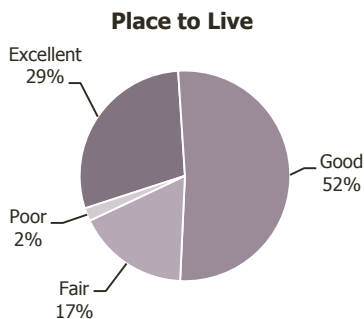
Overall quality of community life represents the natural ambience, services and amenities that make for an attractive community. How residents rate their overall quality of life is an indicator of the overall health of a community. In the case of Lynchburg, 81% rated the City as an excellent or good place to live. Respondents' ratings of Lynchburg as a place to live were similar to ratings in other communities across the nation and to communities in the Southern region with populations ranging from 50,000-100,000.

In addition to rating the City as a place to live, respondents rated several aspects of community quality including Lynchburg as a place to raise children and to retire, their neighborhood as a place to live, the overall image or reputation of Lynchburg and its overall appearance. All of these ratings were similar to both of the benchmark comparisons and each received positive ratings from about 6 in 10 residents.

Delving deeper into Community Characteristics, survey respondents rated over 40 features of the community within the eight facets of Community Livability. Overall, results were similar to other communities and most aspects were given positive ratings by a majority of respondents. Aspects within the facet of Safety tended to be positively rated by at least 8 in 10 residents and were similar to the benchmark comparisons. Most aspects within the facets of Natural Environment, Built Environment, Economy, Recreation and Wellness and Education and Enrichment were also rated positively by a majority of residents. Within the facet of Economy, the cost of living was rated positively by about 6 in 10 respondents and was rated higher than in other communities across the nation and in the Southern region with populations between 50,000 and 100,000. The aspects of Community

Characteristics that received ratings lower than comparison communities were the ease of travel by walking and by bicycle and the openness and acceptance of the community toward people of diverse backgrounds.

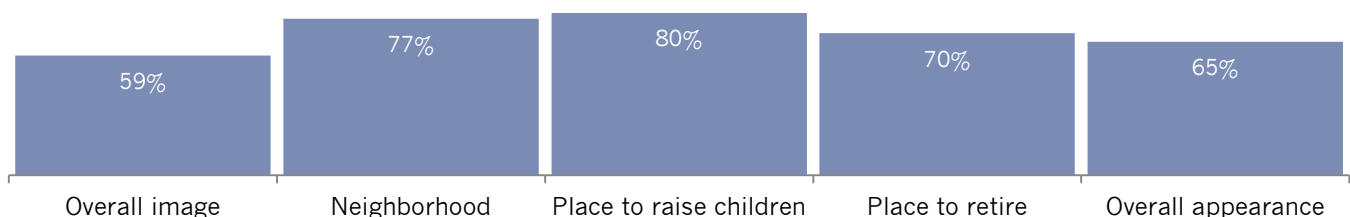
Nearly all Community Characteristics had similar or higher ratings in 2015 as in 2013 and only one aspect (overall quality of new development) was lower. Please see the *Trends over Time* report provided under separate cover for more details.



Percent rating positively (e.g., excellent/good)

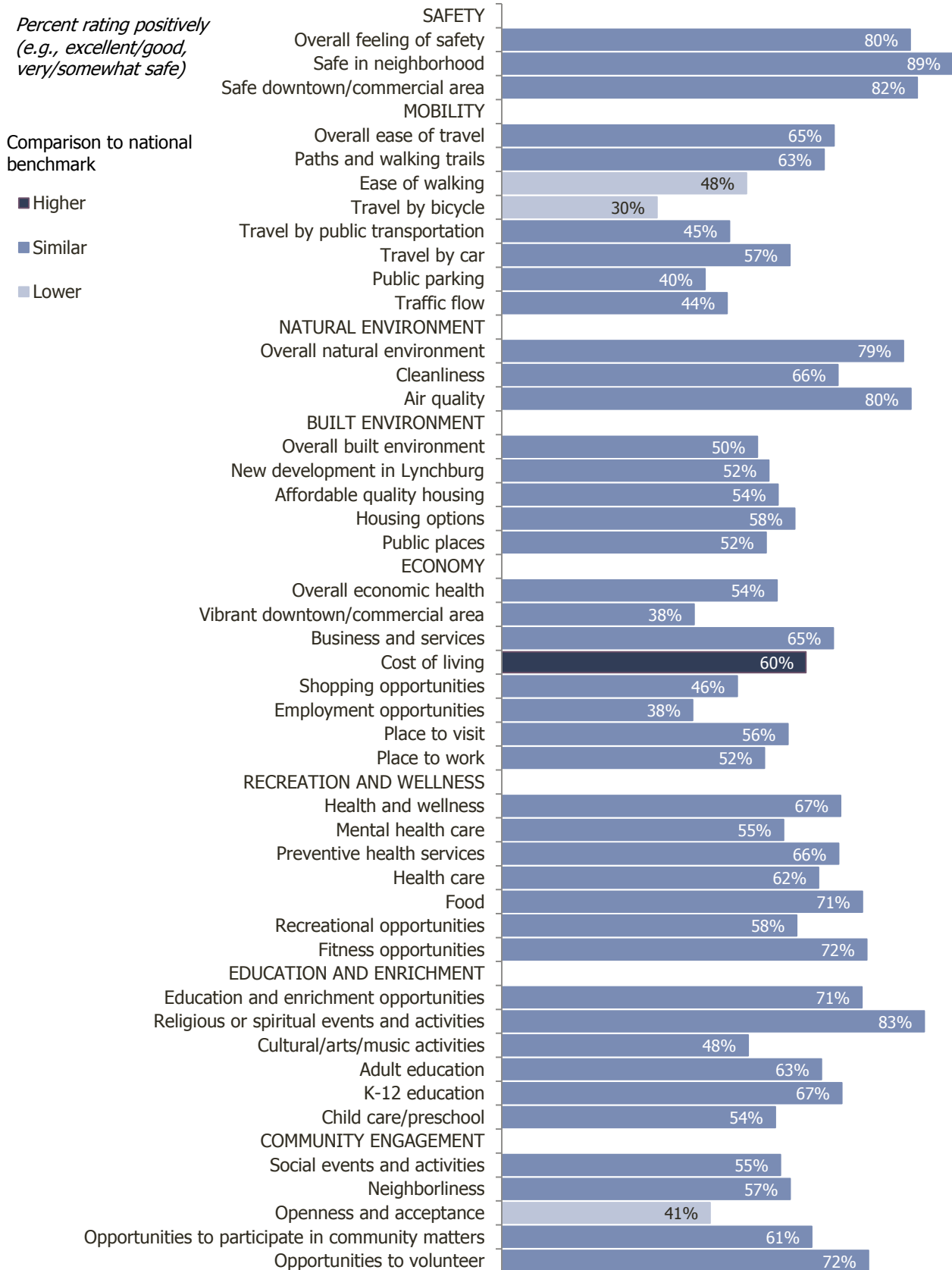
Comparison to national benchmark

■ Higher ■ Similar ■ Lower



The National Citizen Survey™

Figure 1: Aspects of Community Characteristics



Governance

How well does the government of Lynchburg meet the needs and expectations of its residents?

The overall quality of the services provided by Lynchburg as well as the manner in which these services are provided are a key component of how residents rate their quality of life. The overall quality of services provided by the City of Lynchburg received excellent or good ratings from 68% of residents, while the Federal Government received positive ratings from 43% of participants. Both of these ratings were similar to the national and custom sets of benchmarks.

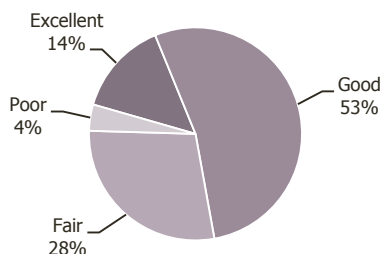
Survey respondents also rated various aspects of Lynchburg's leadership and governance. A majority gave positive ratings to the overall direction of the City, acting in the best interest of Lynchburg and the customer service provided by Lynchburg employees. About 4 in 10 respondents gave high marks to the value of services for taxes paid, welcoming citizen involvement, being honest and treating all residents fairly. All of these ratings were on par with other communities across the nation and in the Southern region with populations ranging from 50,000-100,000.

Respondents evaluated over 30 individual services and amenities available in Lynchburg. Most ratings for services in Lynchburg were rated as excellent or good by at least half of residents and tended to be similar to the national benchmark. The services with the highest ratings included police, fire services, ambulance/EMS services, fire prevention services, garbage collection and sewer services, with at least 7 in 10 giving high marks to these

aspects. Services that were given ratings lower than those seen across the nation included street repair (29% excellent or good), street cleaning (45%), snow removal (45%), recycling (56%), code enforcement (35%), cable television (37%) and library services (70%). These ratings also tended to be lower than those seen in Southern region communities with populations 50,000-100,000.

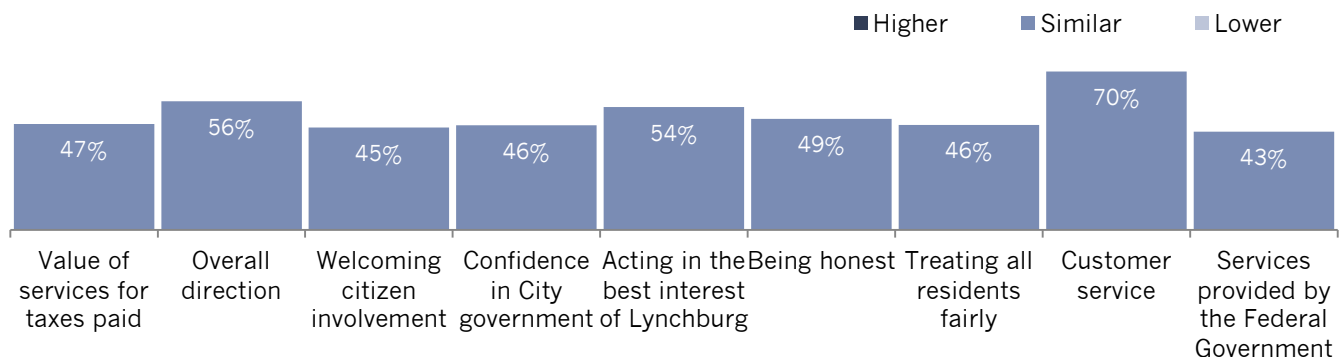
In 2015, ratings in the pillar of Governance tended to be stable, but did have a mix of a few increases (fire prevention, emergency preparedness, drinking water and overall direction of the City) and decreases (snow removal, City parks, public information services and customer service) since 2013.

Overall Quality of City Services



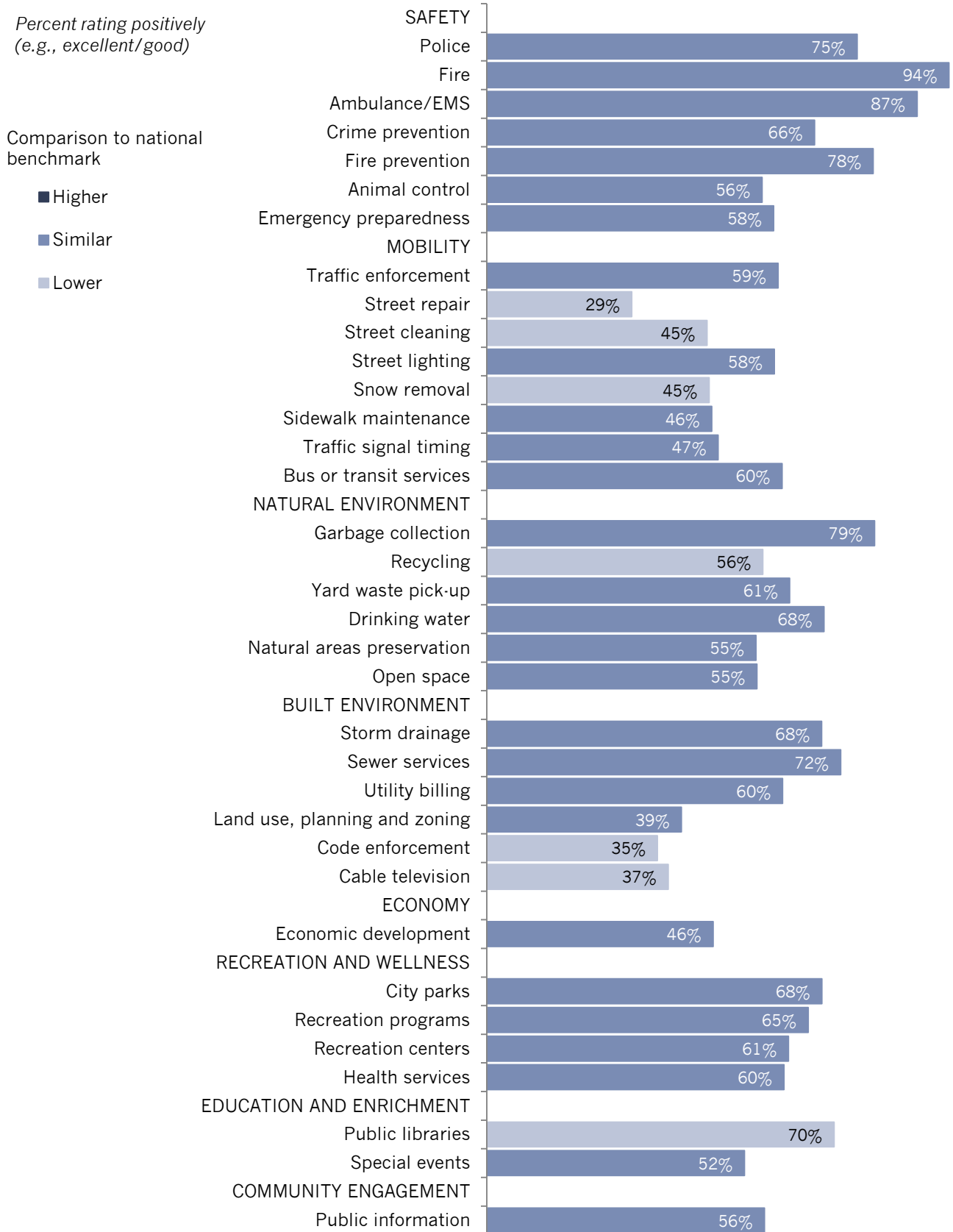
Percent rating positively (e.g., excellent/good)

Comparison to national benchmark



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Figure 2: Aspects of Governance



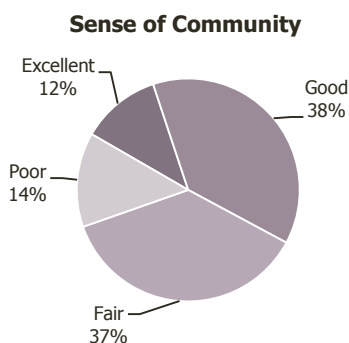
Participation

Are the residents of Lynchburg connected to the community and each other?

An engaged community harnesses its most valuable resource, its residents. The connections and trust among residents, government, businesses and other organizations help to create a sense of community; a shared sense of membership, belonging and history. About half of residents gave a positive rating to the sense of community in Lynchburg and this level was similar to other benchmark communities, but has decreased from 2013 to 2015. About three-quarters of residents were likely to recommend living in the City to remain in Lynchburg for the next five years. About half of citizens have contacted City of Lynchburg employees, a level similar to levels reported in other communities.

The survey included over 30 activities and behaviors for which respondents indicated how often they participated in or performed each, if at all. Levels of participation measured in the survey varied widely; most aspects of Participation were similar to other benchmark communities. A vast majority of residents had purchased goods or services in Lynchburg (97%), participated in moderate or vigorous physical activity (80%), talked to or visited with neighbors (86%) and read or watched local news (86%). Strong ratings higher than the national benchmark were also seen in the facets of Economy (work in Lynchburg) and Education and Enrichment (participated in religious and spiritual activities). Lynchburg residents reported the lowest rates of participation for using public transportation instead of driving, campaigning for an issue, cause or candidate, contacting Lynchburg elected officials and attending a local public meeting. The aspects of Participation that received lower ratings than other communities across the nation included public transportation use, walking or biking instead of driving, recycling at home and using Lynchburg's public libraries. These ratings also tended to be lower than communities in the Southern region with populations of 50,000-100,000.

Where comparisons were possible, measures of Participation in 2015 tended to vary; eight aspects were similar, seven were lower and two were higher.

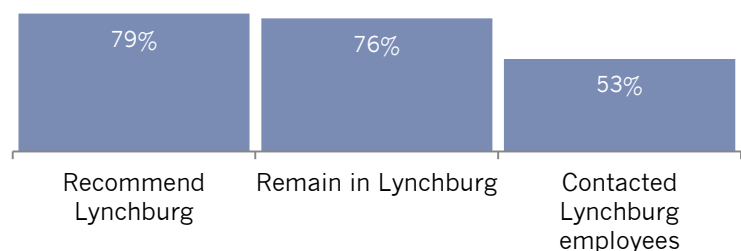


Percent rating positively
(e.g., very/somewhat likely,
yes)

Comparison to national
benchmark

■ Higher ■ Similar

■ Lower



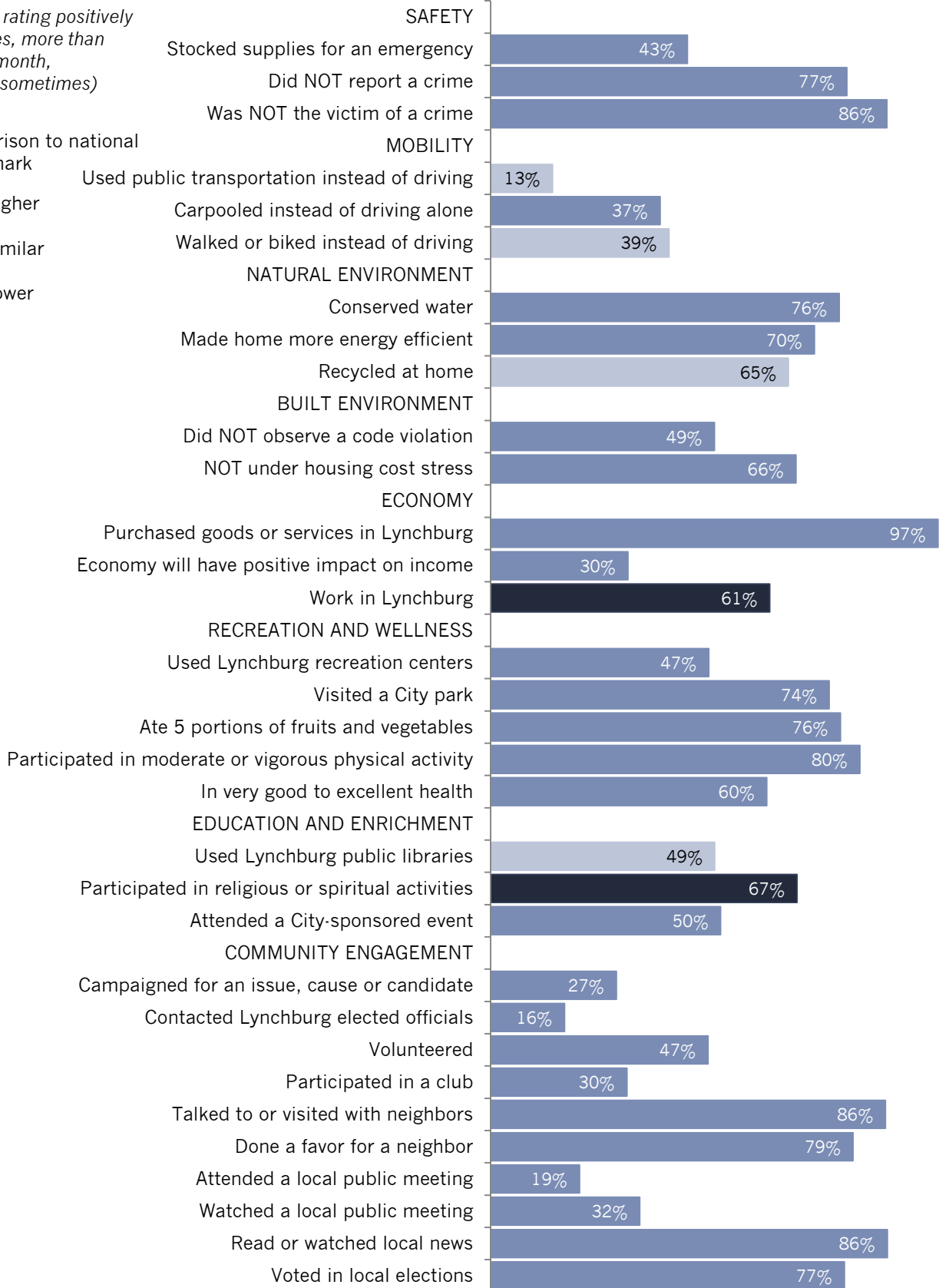
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Figure 3: Aspects of Participation

Percent rating positively
(e.g., yes, more than
once a month,
always/sometimes)

Comparison to national
benchmark

- Higher
- Similar
- Lower

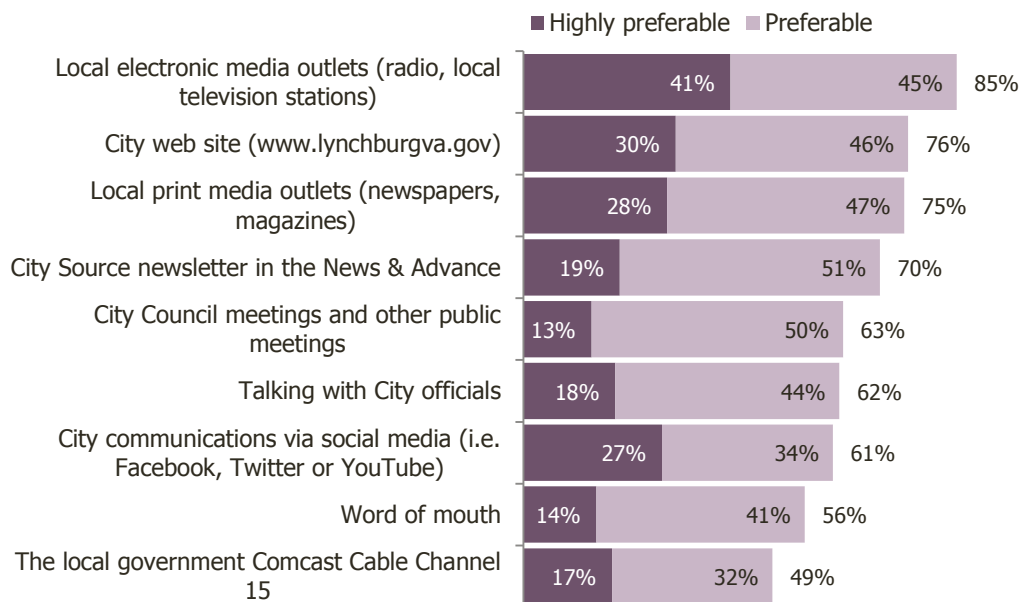


Special Topics

The City of Lynchburg included three questions of special interest on The NCS. The first question asked residents to indicate which methods they prefer to receive information about City government, its activities, events and services. About 8 in 10 respondents indicated that local electronic media outlets would be the most preferable way to receive information. Close to three-quarters of participants also identified the City web site and local print media outlets as at least preferable. The local government channel was the least preferable option for information.

Figure 4: Information Preferences

Please indicate how you prefer to receive information about City government and its activities, events and services.

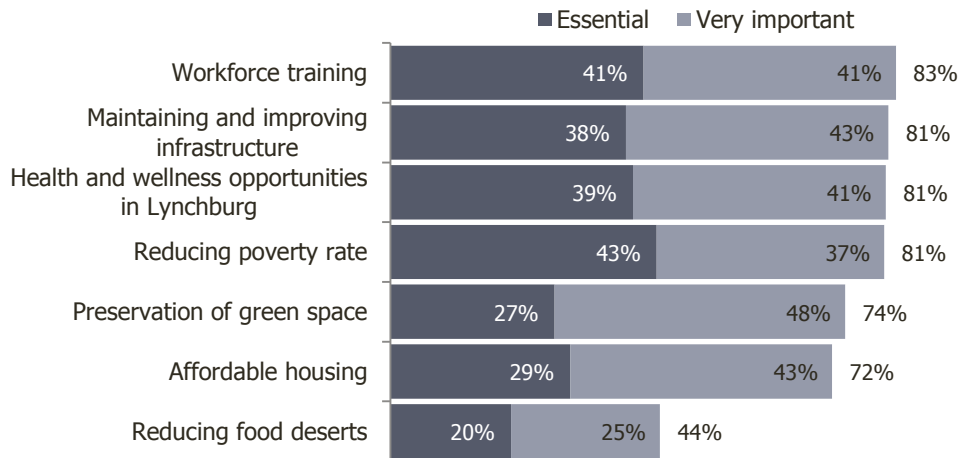


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The second question asked residents about their opinions about the importance of various City issues for the next five years. The most important issue was workforce training, rated as essential or very important by 83% of participants. This was closely followed by maintaining and improving infrastructure, health and wellness opportunities and reducing the poverty rate with 8 in 10 respondents giving high importance to each. About 4 in 10 residents gave high levels of importance to reducing food deserts.

Figure 5: City Priorities

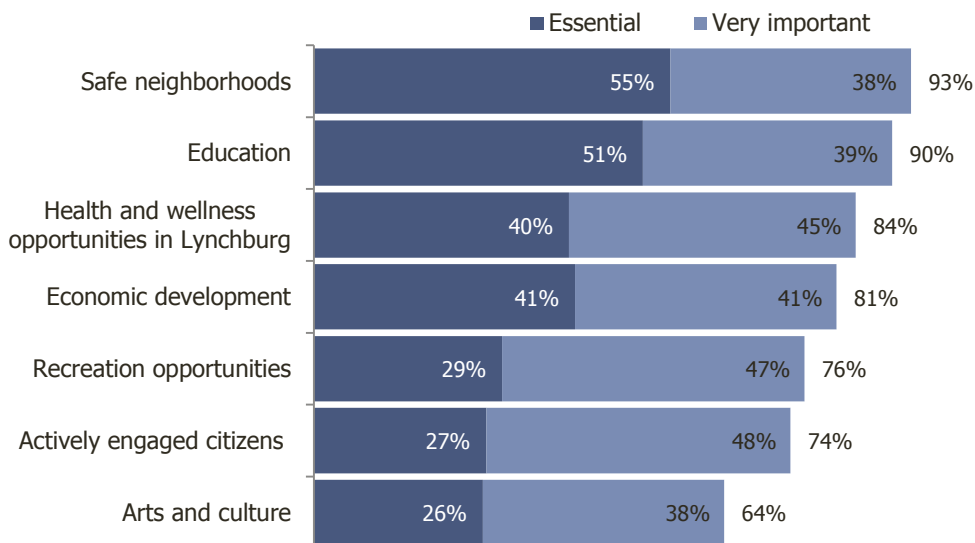
Please indicate how important, if at all, each of the following issues will be for the City to address over the next five years:



The survey also gauged the importance of strategic planning areas to the overall quality of life in Lynchburg. Residents indicated that safe neighborhoods and education were the most important to quality of life with at least 9 in 10 respondents deeming those areas as essential or very important.

Figure 6: Quality of Life Strategic Planning Areas

Please rate how important, if at all, each of the following strategic planning areas are to the overall quality of life in Lynchburg:



Conclusions

Lynchburg residents continue to enjoy a high quality of life.

A vast majority of residents gave positive ratings for the overall quality of life and Lynchburg as a place to live (81% excellent or good). About 8 in 10 residents rated Lynchburg as a place to raise children positively with most respondents reporting that they plan on remaining in the City. Lynchburg's overall appearance and overall image received high ratings by about 6 in 10 residents. These ratings are similar or higher to the ratings from the City's 2013 iteration of the survey, which suggests that residents continue to enjoy living in Lynchburg.

Mobility ratings have increased but there are still opportunities for improvement.

While ratings for Mobility were generally similar to the benchmark communities, both nationally and in comparison to selected Southern communities, across the three pillars, residents' ratings of ease of walking, travel by bicycle, street repair, street cleaning and snow removal were all lower than the benchmarks; Lynchburg residents also used public transportation and walked or biked instead of driving at a lower rate than other communities across the nation and in Southern cities with populations that range from 50,000-100,000. Ratings for traffic flow and ease of travel by public transportation increased from 2013 to 2015. When asked about the importance of different priorities for the City of Lynchburg, about 8 out of 10 participants indicated that maintaining and improving infrastructure were essential or very important.

Residents identified Economy and Safety as main focus areas.

Survey participants indicated that Economy and Safety were important areas for the City to focus on over the next two years. Many of the Economy ratings tended to be similar or higher than ratings seen in other communities. Cost of living received more excellent or good ratings than other communities and more residents work in Lynchburg compared to the national benchmark. In 2015, more residents reported being optimistic that the economy will have a positive impact on income than in 2013. Workforce training and reducing poverty rates were deemed at least very important by 8 in 10 residents when they were asked to identify priorities for the City for the next five years. Economic development was also identified as a strategic planning area that is important to the overall quality of life in Lynchburg, with 8 in 10 reporting it was essential or very important.

Overall, ratings for Safety across all three pillars were positive and similar to benchmark communities. A vast majority of residents reported a high level of overall feeling of safety and felt safe in their neighborhoods and in Lynchburg's downtown/commercial area. A majority of residents also gave excellent or good ratings to safety services, and the ratings for fire prevention and emergency preparedness improved since the last iteration of the survey. The number of participants reporting crimes (a rating that improved from 2013 to 2015) was similar to other communities. When asked about City focus areas in a special interest question, safe neighborhoods rated was the most important strategic planning area to the overall quality of life in Lynchburg.

THE NCS™

The National Citizen Survey™

Lynchburg, VA

Dashboard Summary of Findings
2015



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Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. The NCS captures residents' opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report summarizes Lynchburg's performance in the eight facets of community livability with the "General" rating as a summary of results from the overarching questions not shown within any of the eight facets. The "Overall" represents the community pillar in its entirety (the eight facets and general).

By summarizing resident ratings across the eight facets and three pillars of a livable community, a picture of Lynchburg's community livability emerges. Below, the color of each community facet summarizes how residents rated each of the pillars that support it – Community Characteristics, Governance and Participation. When most ratings were higher than the benchmark, the color is the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

Overall, ratings of the dimensions of community livability were strong and similar to communities across the nation. Within Participation, ratings of Mobility were lower than ratings seen in communities across the nation. This information can be helpful in identifying the areas that merit more attention.

Figure 1: Dashboard Summary

	Community Characteristics			Governance			Participation		
	Higher	Similar	Lower	Higher	Similar	Lower	Higher	Similar	Lower
Overall	1	48	3	0	38	7	2	30	4
General	0	7	0	0	3	0	0	3	0
Safety	0	3	0	0	7	0	0	3	0
Mobility	0	6	2	0	5	3	0	1	2
Natural Environment	0	3	0	0	5	1	0	2	1
Built Environment	0	5	0	0	4	2	0	2	0
Economy	1	7	0	0	1	0	1	2	0
Recreation and Wellness	0	7	0	0	4	0	0	5	0
Education and Enrichment	0	6	0	0	1	1	1	1	1
Community Engagement	0	4	1	0	8	0	0	11	0

Legend	
	Higher
	Similar
	Lower

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Figure 1: Detailed Dashboard

	Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
General	Overall appearance	↑	↔	65%	Customer service	↓	↔	70%	Recommend Lynchburg	↔	↔	79%
	Overall quality of life	↔	↔	76%	Services provided by Lynchburg	↔	↔	68%	Remain in Lynchburg	↔	↔	76%
	Place to retire	↔	↔	70%	Services provided by the Federal Government	↔	↔	43%	Contacted Lynchburg employees	↔	↔	53%
	Place to raise children	↔	↔	80%								
	Place to live	↔	↔	81%								
	Neighborhood	↔	↔	77%								
Safety	Overall image	↔	↔	59%								
	Overall feeling of safety	*	↔	80%	Police	↔	↔	75%	Was NOT the victim of a crime	↑	↔	86%
	Safe in neighborhood	↔	↔	89%	Crime prevention	↔	↔	66%	Did NOT report a crime	*	↔	77%
	Safe downtown/commercial area	↔	↔	82%	Fire	↔	↔	94%	Stocked supplies for an emergency	*	↔	43%
					Fire prevention	↑	↔	78%				
					Ambulance/EMS	↔	↔	87%				
Mobility					Emergency preparedness	↑	↔	58%				
					Animal control	↔	↔	56%				
	Traffic flow	↑	↔	44%	Traffic enforcement	↔	↔	59%	Carpooled instead of driving alone	*	↔	37%
	Travel by car	↔	↔	57%	Street repair	↔	↓	29%	Walked or biked instead of driving	*	↓	39%
	Travel by bicycle	↔	↓	30%	Street cleaning	↔	↓	45%	Used public transportation instead of driving	*	↓	13%
	Ease of walking	↔	↓	48%	Street lighting	↔	↔	58%				
Natural Environment	Travel by public transportation	↑	↔	45%	Snow removal	↓	↓	45%				
					Sidewalk maintenance	↔	↔	46%				
					Traffic signal timing	↔	↔	47%				
					Bus or transit services	↔	↔	60%				
	Overall natural environment	↑	↔	79%	Garbage collection	↔	↔	79%	Recycled at home	↓	↓↓	65%
	Air quality	↔	↔	80%	Recycling	↔	↓	56%	Conserved water	*	↔	76%
Built Environment	Cleanliness	↔	↔	66%	Yard waste pick-up	↔	↔	61%	Made home more energy efficient	*	↔	70%
					Drinking water	↑	↔	68%				
					Open space	*	↔	55%				
					Natural areas preservation	↔	↔	55%				
	New development in Lynchburg	↓	↔	52%	Sewer services	↔	↔	72%	NOT experiencing housing cost stress	↑	↔	66%
	Affordable quality housing	↑	↔	54%	Storm drainage	↔	↔	68%	Did NOT observe a code violation	*	↔	49%
	Housing options	↔	↔	58%	Utility billing	*	↔	60%				
	Overall built environment	*	↔	50%	Land use, planning and zoning	↔	↔	39%				
	Public places	*	↔	52%	Code enforcement	↔	↓	35%				
					Cable television	↔	↓	37%				

Legend

↑↑ Much higher ↑ Higher ↔ Similar ↓ Lower ↓↓ Much lower * Not available

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	Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
Economy	Overall economic health	*	↔	54%	Economic development	↔	↔	46%	Economy will have positive impact on income	↑	↔	30%
	Shopping opportunities	↔	↔	46%					Purchased goods or services in Lynchburg	*	↔	97%
	Employment opportunities	↔	↔	38%					Work in Lynchburg	*	↑	61%
	Place to visit	*	↔	56%								
	Cost of living	*	↑	60%								
	Vibrant downtown/commercial area	*	↔	38%								
Recreation and Wellness	Place to work	↔	↔	52%								
	Fitness opportunities	*	↔	72%	City parks	↓	↔	68%	In very good to excellent health	*	↔	60%
	Recreational opportunities	↑	↔	58%	Recreation centers	↔	↔	61%	Used Lynchburg recreation centers	↓	↔	47%
	Health care	↑	↔	62%	Recreation programs	↔	↔	65%	Visited a City park	↓	↔	74%
	Food	↑	↔	71%	Health services	↔	↔	60%	Ate 5 portions of fruits and vegetables	*	↔	76%
	Mental health care	*	↔	55%					Participated in moderate or vigorous physical activity	*	↔	80%
	Health and wellness	*	↔	67%								
Education and Enrichment	Preventive health services	↑	↔	66%								
	K-12 education	↔	↔	67%	Public libraries	↔	↓	70%	Used Lynchburg public libraries	↓	↓	49%
	Cultural/arts/music activities	↑	↔	48%	Special events	*	↔	52%	Participated in religious or spiritual activities	↔	↑	67%
	Child care/preschool	↑	↔	54%					Attended a City-sponsored event	*	↔	50%
	Religious or spiritual events and activities	↔	↔	83%								
	Adult education	*	↔	63%								
Community Engagement	Overall education and enrichment	*	↔	71%								
	Opportunities to participate in community matters	↔	↔	61%	Public information	↓	↔	56%	Sense of community	↓	↔	50%
	Opportunities to volunteer	↔	↔	72%	Overall direction	↑	↔	56%	Voted in local elections	↔	↔	77%
	Openness and acceptance	↔	↓	41%	Value of services for taxes paid	↔	↔	47%	Talked to or visited with neighbors	*	↔	86%
	Social events and activities	↔	↔	55%	Welcoming citizen involvement	↔	↔	45%	Attended a local public meeting	↔	↔	19%
	Neighborliness	*	↔	57%	Confidence in City government	*	↔	46%	Watched a local public meeting	↓	↔	32%
					Acting in the best interest of Lynchburg	*	↔	54%	Volunteered	↓	↔	47%
					Being honest	*	↔	49%	Participated in a club	↔	↔	30%
					Treating all residents fairly	*	↔	46%	Campaigned for an issue, cause or candidate	*	↔	27%
									Contacted Lynchburg elected officials	*	↔	16%
									Read or watched local news	*	↔	86%
									Done a favor for a neighbor	*	↔	79%

Legend

↑↑ Much higher ↑ Higher ↔ Similar ↓ Lower ↓↓ Much lower * Not available

THE NCS™

The National Citizen Survey™

Lynchburg, VA

Comparisons by Demographic Subgroups
2015



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Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. This report discusses differences in opinion of survey respondents by age, gender, race/ethnicity, housing tenure (rent or own) and housing type (attached or detached).

Responses in the following tables show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good,” or the percent of respondents who attended a public meeting more than once a month. ANOVA and chi-square tests of significance were applied to these comparisons of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are “real.” Where differences were statistically significant, they have been shaded grey.

The margin of error for this report is generally no greater than plus or minus five percentage points around any given percent reported for the entire sample (349 completed surveys). For subgroups of responses, the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

Notable differences between demographic subgroups included the following:

- Within general aspects of Community Characteristics, residents over the age of 55 and those who owned their own homes tended to give more positive ratings where differences were present, including overall quality of life, the overall image or reputation of Lynchburg and Lynchburg as a place to retire.
- For most aspects of Education and Enrichment within Community Characteristics, those who identified as Hispanic and/or another race and female were less likely to give excellent or good ratings compared to their counterparts.
- Older residents (over 55) and white, non-Hispanic individuals tended to give higher ratings to general measures of Governance, including the City of Lynchburg, overall confidence in City government, the City generally acting in the best interest of the community and treating all residents fairly. These groups were also more likely to rate Safety aspects of Governance as excellent or good where differences were present.
- Participants who are younger (age 18-34), those who identify as Hispanic and/or another race, rent their residence and live in attached housing reported that they were less likely to recommend living in Lynchburg and to remain in the City for the next five years, but were more likely to report that they were working in Lynchburg than other groups.
- Residents ages 35 and over, those who are white and non-Hispanic, participants who own their own homes and individuals that live in detached housing were more likely to participate in measures of Community Engagement, such as talking to or visiting with their neighbors, doing a favor for a neighbor, reading and watching the local news and voting in local elections than their counterparts. However, younger individuals were more likely to attend a City-sponsored event than those middle aged or older and residents who are Hispanic and/or another race reported higher rates of contacting Lynchburg elected officials to express their opinions than white, non-Hispanic participants.
- Citizens that were over the age of 55, own their own homes and residents that live in detached housing units were more likely to prefer local print media outlets while their counterparts preferred receiving information about the City government from City communications via social media and word of mouth.
- Participants who are older (55+) and female were more likely to assign high importance to affordable housing and health and wellness opportunities as City priorities than other groups, while younger residents (age 18-34) tended to give more essential or very important ratings to the preservation of green space.
- Female residents were more likely to give ratings of high importance to most of the strategic planning areas that contribute to the overall quality of life in Lynchburg. Residents who are white and non-Hispanic, own their own homes and live in detached housing gave higher ratings to education as a strategic planning area than other groups.

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Table 1: Community Characteristics - General

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
The overall quality of life in Lynchburg	73%	71%	84%	71%	83%	81%	68%	67%	86%	81%	74%	76%
Overall image or reputation of Lynchburg	52%	53%	71%	59%	59%	60%	56%	57%	61%	62%	57%	59%
Lynchburg as a place to live	80%	75%	87%	79%	84%	84%	76%	74%	89%	86%	78%	81%
Your neighborhood as a place to live	91%	57%	81%	77%	77%	80%	73%	73%	82%	82%	74%	77%
Lynchburg as a place to raise children	78%	77%	84%	74%	87%	81%	79%	72%	88%	87%	75%	80%
Lynchburg as a place to retire	57%	75%	76%	67%	74%	66%	80%	63%	78%	75%	67%	70%
Overall appearance of Lynchburg	63%	61%	73%	66%	66%	65%	66%	63%	68%	72%	62%	65%

Table 2: Community Characteristics - Safety

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Overall feeling of safety in Lynchburg	84%	80%	77%	75%	87%	80%	83%	76%	85%	87%	76%	80%
In your neighborhood during the day	94%	84%	87%	87%	90%	91%	84%	88%	90%	92%	86%	89%
In Lynchburg's downtown/commercial area during the day	81%	85%	81%	81%	83%	82%	82%	81%	83%	79%	83%	82%

Table 3: Community Characteristics - Mobility

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Overall ease of getting to the places you usually have to visit	64%	59%	73%	59%	73%	65%	67%	64%	68%	65%	66%	65%
Traffic flow on major streets	30%	53%	51%	46%	43%	42%	50%	44%	45%	45%	44%	44%
Ease of public parking	48%	37%	35%	41%	39%	36%	47%	41%	40%	39%	41%	40%
Ease of travel by car in Lynchburg	52%	57%	60%	57%	56%	56%	58%	57%	58%	61%	54%	57%
Ease of travel by public transportation in Lynchburg	43%	47%	45%	39%	52%	38%	59%	52%	38%	38%	49%	45%
Ease of travel by bicycle in Lynchburg	28%	34%	28%	33%	27%	23%	43%	36%	27%	28%	32%	30%
Ease of walking in Lynchburg	40%	43%	59%	52%	43%	45%	55%	46%	51%	52%	45%	48%
Availability of paths and walking trails	62%	61%	67%	62%	65%	65%	62%	63%	64%	77%	55%	63%

Table 4: Community Characteristics - Natural Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age	Sex	Race/ethnicity	Housing tenure	Housing unit type	Overall
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	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Quality of overall natural environment in Lynchburg	79%	79%	80%	73%	88%	80%	80%	79%	80%	82%	78%	79%
Air quality	86%	77%	80%	72%	91%	86%	70%	79%	83%	87%	77%	80%
Cleanliness of Lynchburg	63%	70%	66%	60%	74%	70%	57%	66%	67%	71%	63%	66%

Table 5: Community Characteristics - Built Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Overall "built environment" of Lynchburg (including overall design, buildings, parks and transportation systems)	38%	53%	61%	46%	56%	51%	50%	47%	54%	52%	49%	50%
Public places where people want to spend time	44%	51%	61%	52%	53%	53%	50%	46%	58%	62%	45%	52%
Variety of housing options	62%	51%	60%	52%	64%	62%	50%	53%	64%	67%	53%	58%
Availability of affordable quality housing	67%	44%	51%	47%	63%	59%	46%	52%	58%	60%	51%	54%
Overall quality of new development in Lynchburg	54%	46%	58%	50%	56%	52%	56%	56%	50%	56%	50%	52%

Table 6: Community Characteristics - Economy

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Overall economic health of Lynchburg	52%	49%	61%	51%	59%	56%	52%	53%	56%	54%	54%	54%
Lynchburg as a place to work	42%	52%	62%	47%	57%	59%	39%	47%	57%	60%	46%	52%
Lynchburg as a place to visit	45%	56%	68%	53%	61%	57%	55%	56%	58%	57%	56%	56%
Employment opportunities	37%	39%	36%	34%	42%	43%	27%	38%	38%	40%	36%	38%
Shopping opportunities	33%	43%	62%	39%	55%	51%	37%	45%	48%	45%	47%	46%
Cost of living in Lynchburg	64%	50%	65%	54%	67%	69%	44%	55%	65%	68%	55%	60%
Overall quality of business and service establishments in Lynchburg	69%	62%	65%	57%	76%	73%	50%	66%	65%	67%	64%	65%
Vibrant downtown/commercial area	31%	45%	39%	33%	43%	41%	32%	42%	35%	42%	35%	38%

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Table 7: Community Characteristics - Recreation and Wellness

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Health and wellness opportunities in Lynchburg	62%	58%	79%	62%	73%	66%	70%	63%	71%	70%	65%	67%
Fitness opportunities (including exercise classes and paths or trails, etc.)	68%	71%	77%	70%	74%	72%	72%	69%	75%	82%	65%	72%
Recreational opportunities	52%	60%	63%	52%	66%	69%	37%	54%	62%	69%	51%	58%
Availability of affordable quality food	68%	72%	74%	65%	79%	76%	63%	62%	81%	72%	70%	71%
Availability of affordable quality health care	60%	55%	71%	57%	70%	68%	52%	57%	68%	67%	59%	62%
Availability of preventive health services	69%	60%	71%	62%	72%	70%	60%	61%	71%	71%	63%	66%
Availability of affordable quality mental health care	56%	57%	52%	50%	63%	59%	52%	55%	57%	55%	56%	55%

Table 8: Community Characteristics - Education and Enrichment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Overall opportunities for education and enrichment	59%	68%	85%	67%	76%	75%	64%	68%	74%	77%	67%	71%
Availability of affordable quality child care/preschool	51%	61%	50%	40%	72%	57%	54%	63%	48%	55%	53%	54%
K-12 education	55%	67%	75%	60%	77%	73%	59%	66%	68%	70%	65%	67%
Adult educational opportunities	61%	60%	68%	54%	73%	69%	54%	65%	61%	67%	61%	63%
Opportunities to attend cultural/arts/music activities	38%	49%	58%	46%	52%	54%	40%	44%	52%	57%	43%	48%
Opportunities to participate in religious or spiritual events and activities	84%	84%	83%	76%	93%	89%	74%	84%	82%	90%	79%	83%

Table 9: Community Characteristics - Community Engagement

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Opportunities to participate in social events and activities	48%	55%	61%	51%	60%	59%	46%	54%	57%	60%	52%	55%
Opportunities to volunteer	70%	70%	77%	69%	76%	75%	69%	72%	73%	80%	67%	72%
Opportunities to participate in community matters	60%	56%	67%	52%	73%	68%	48%	60%	62%	64%	59%	61%
Openness and acceptance of the community toward people of diverse backgrounds	42%	34%	48%	36%	48%	46%	31%	37%	45%	44%	39%	41%
Neighborliness of residents in Lynchburg	60%	49%	60%	48%	67%	59%	54%	52%	61%	59%	55%	57%

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Table 10: Governance - General

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
The City of Lynchburg	53%	69%	81%	65%	72%	75%	57%	60%	76%	74%	63%	68%
The value of services for the taxes paid to Lynchburg	36%	43%	61%	44%	49%	49%	44%	44%	49%	49%	45%	47%
The overall direction that Lynchburg is taking	53%	53%	65%	53%	61%	61%	50%	57%	57%	56%	57%	56%
The job Lynchburg government does at welcoming citizen involvement	29%	47%	60%	41%	50%	47%	42%	39%	50%	58%	37%	45%
Overall confidence in Lynchburg government	36%	44%	59%	40%	53%	51%	37%	41%	50%	49%	44%	46%
Generally acting in the best interest of the community	45%	49%	69%	49%	61%	59%	46%	53%	55%	54%	54%	54%
Being honest	38%	38%	70%	45%	53%	54%	41%	45%	52%	51%	48%	49%
Treating all residents fairly	32%	40%	65%	40%	54%	53%	34%	39%	53%	48%	46%	46%
Overall customer service by Lynchburg employees (police, receptionists, planners, etc.)	57%	72%	80%	67%	74%	77%	56%	60%	77%	75%	66%	70%
The Federal Government	33%	47%	50%	52%	33%	41%	49%	37%	48%	47%	41%	43%

Table 11: Governance - Safety

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Police/Sheriff services	60%	74%	89%	73%	77%	84%	60%	71%	78%	78%	73%	75%
Fire services	95%	94%	95%	93%	95%	97%	87%	92%	96%	95%	93%	94%
Ambulance or emergency medical services	78%	87%	95%	85%	91%	93%	78%	79%	94%	95%	82%	87%
Crime prevention	52%	72%	76%	65%	68%	73%	57%	62%	71%	65%	67%	66%
Fire prevention and education	78%	77%	81%	75%	83%	85%	65%	75%	81%	82%	76%	78%
Animal control	49%	58%	60%	51%	63%	64%	40%	52%	60%	61%	52%	56%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	57%	61%	58%	48%	73%	64%	48%	55%	60%	64%	54%	58%

Table 12: Governance - Mobility

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Traffic enforcement	54%	59%	64%	60%	58%	60%	59%	62%	57%	61%	58%	59%
Street repair	29%	29%	30%	26%	33%	29%	30%	29%	29%	34%	26%	29%
Street cleaning	50%	39%	44%	44%	45%	51%	34%	45%	45%	44%	45%	45%
Street lighting	50%	62%	65%	55%	63%	61%	53%	55%	62%	68%	52%	58%

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Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Snow removal	42%	39%	55%	40%	52%	51%	33%	45%	46%	48%	44%	45%
Sidewalk maintenance	57%	38%	41%	42%	50%	52%	34%	51%	41%	47%	45%	46%
Traffic signal timing	40%	49%	52%	47%	47%	45%	49%	49%	45%	51%	45%	47%
Bus or transit services	41%	66%	70%	61%	59%	59%	62%	59%	62%	56%	62%	60%

Table 13: Governance - Natural Environment

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Garbage collection	74%	79%	85%	80%	78%	79%	79%	74%	83%	81%	77%	79%
Recycling	52%	52%	65%	56%	57%	57%	53%	50%	61%	61%	52%	56%
Yard waste pick-up	58%	69%	59%	57%	68%	66%	53%	59%	64%	64%	59%	61%
Drinking water	71%	57%	78%	61%	78%	72%	63%	63%	74%	74%	65%	68%
Preservation of natural areas such as open space, farmlands and greenbelts	53%	54%	58%	50%	60%	58%	48%	55%	54%	62%	50%	55%
Lynchburg open space	52%	55%	58%	52%	58%	54%	60%	59%	51%	57%	54%	55%

Table 14: Governance - Built Environment

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Storm drainage	70%	72%	64%	66%	70%	73%	59%	69%	69%	71%	66%	68%
Sewer services	73%	68%	77%	68%	76%	73%	70%	74%	71%	74%	70%	72%
Utility billing	58%	54%	69%	56%	66%	66%	48%	53%	67%	65%	56%	60%
Land use, planning and zoning	28%	47%	46%	37%	42%	39%	41%	42%	37%	48%	35%	39%
Code enforcement (weeds, abandoned buildings, etc.)	31%	29%	43%	29%	41%	36%	32%	36%	33%	35%	35%	35%
Cable television	39%	25%	45%	36%	38%	36%	42%	33%	39%	35%	38%	37%

Table 15: Governance - Economy

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Economic development	41%	37%	60%	43%	50%	49%	38%	44%	48%	51%	43%	46%

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Table 16: Governance - Recreation and Wellness

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
City parks	69%	63%	73%	62%	75%	69%	67%	68%	69%	79%	61%	68%
Recreation programs or classes	62%	72%	64%	63%	67%	65%	70%	67%	65%	73%	60%	65%
Recreation centers or facilities	58%	67%	59%	61%	62%	56%	75%	63%	60%	74%	53%	61%
Health services	48%	58%	74%	55%	68%	67%	49%	55%	64%	72%	52%	60%

Table 17: Governance - Education and Enrichment

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Public library services	48%	76%	87%	71%	71%	74%	67%	63%	77%	85%	62%	70%
City-sponsored special events	46%	58%	53%	50%	55%	51%	58%	52%	52%	59%	47%	52%

Table 18: Governance - Community Engagement

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Public information services	45%	56%	69%	58%	55%	60%	50%	54%	58%	68%	49%	56%

Table 19: Participation General

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Sense of community	45%	43%	60%	48%	52%	52%	46%	48%	51%	53%	48%	50%
Recommend living in Lynchburg to someone who asks	70%	76%	89%	78%	79%	84%	67%	71%	87%	85%	75%	79%
Remain in Lynchburg for the next five years	53%	81%	93%	74%	78%	79%	69%	62%	89%	87%	68%	76%
Contacted the City of Lynchburg (in-person, phone, email or web) for help or information	45%	59%	56%	53%	53%	50%	57%	44%	62%	64%	46%	53%

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Table 20: Participation - Safety

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Was NOT the victim of a crime	95%	75%	87%	87%	85%	92%	76%	83%	89%	92%	82%	86%
Did NOT report a crime	81%	71%	78%	71%	85%	87%	59%	76%	80%	82%	75%	77%
Stocked supplies in preparation for an emergency	41%	42%	46%	42%	44%	34%	61%	45%	40%	37%	47%	43%

Table 21: Participation - Mobility

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Walked or biked instead of driving	44%	36%	37%	36%	42%	39%	41%	40%	37%	37%	41%	39%
Carpooled with other adults or children instead of driving alone	43%	36%	31%	36%	37%	39%	33%	40%	33%	35%	38%	37%
Used bus, rail or other public transportation instead of driving	8%	17%	16%	16%	10%	9%	24%	20%	7%	11%	15%	13%

Table 22: Participation - Natural Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Recycle at home	48%	72%	75%	63%	66%	69%	56%	55%	74%	78%	56%	65%
Made efforts to make your home more energy efficient	61%	70%	79%	67%	73%	72%	66%	67%	73%	77%	66%	70%
Made efforts to conserve water	76%	69%	81%	81%	68%	69%	90%	82%	69%	70%	79%	76%

Table 23: Participation - Built Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
NOT under housing cost stress	74%	66%	59%	61%	73%	73%	57%	59%	74%	77%	60%	66%
Did NOT observe a code violation	45%	45%	54%	45%	52%	55%	36%	49%	48%	43%	52%	49%

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Table 24: Participation - Economy

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Purchase goods or services from a business located in Lynchburg	100%	98%	94%	96%	98%	98%	96%	97%	98%	98%	97%	97%
Economy will have positive impact on income	32%	31%	27%	35%	24%	29%	30%	30%	30%	27%	32%	30%
Work in Lynchburg	85%	65%	29%	60%	62%	55%	72%	67%	56%	63%	60%	61%

Table 25: Participation - Recreation and Wellness

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Used Lynchburg recreation centers or their services	63%	46%	35%	51%	44%	49%	45%	53%	44%	48%	47%	47%
Visited a neighborhood park or City park	83%	81%	58%	75%	72%	75%	72%	74%	72%	75%	73%	74%
Eat at least 5 portions of fruits and vegetables a day	67%	79%	81%	76%	76%	80%	67%	67%	83%	85%	70%	76%
Participate in moderate or vigorous physical activity	81%	84%	76%	82%	78%	85%	74%	74%	87%	86%	77%	80%
Reported being in "very good" or "excellent" health	74%	55%	51%	57%	64%	63%	55%	58%	63%	61%	60%	60%

Table 26: Participation - Education and Enrichment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Used Lynchburg public libraries or their services	41%	50%	54%	50%	47%	47%	51%	52%	45%	51%	47%	49%
Participated in religious or spiritual activities in Lynchburg	64%	65%	69%	63%	70%	72%	56%	65%	67%	75%	61%	67%
Attended a City-sponsored event	60%	49%	41%	45%	55%	52%	48%	49%	50%	53%	48%	50%

Table 27: Participation - Community Engagement

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Campaigned or advocated for an issue, cause or candidate	23%	30%	29%	27%	26%	25%	33%	27%	28%	28%	27%	27%
Contacted Lynchburg elected officials (in-person, phone, email or web) to express your opinion	1%	27%	20%	14%	18%	11%	24%	10%	21%	18%	15%	16%
Volunteered your time to some group/activity in Lynchburg	47%	47%	47%	47%	47%	52%	42%	43%	51%	54%	43%	47%

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Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Participated in a club	19%	31%	36%	26%	33%	35%	21%	24%	34%	32%	28%	30%
Talked to or visited with your immediate neighbors	79%	89%	89%	87%	84%	92%	75%	80%	91%	92%	82%	86%
Done a favor for a neighbor	65%	82%	88%	78%	80%	84%	68%	69%	88%	87%	74%	79%
Attended a local public meeting	12%	21%	24%	15%	24%	21%	16%	10%	27%	20%	19%	19%
Watched (online or on television) a local public meeting	13%	39%	45%	35%	28%	30%	38%	28%	35%	39%	27%	32%
Read or watch local news (via television, paper, computer, etc.)	76%	89%	94%	87%	86%	90%	78%	77%	95%	91%	83%	86%
Vote in local elections	58%	82%	90%	77%	76%	81%	69%	63%	90%	91%	68%	77%

Table 28: Community Focus Areas

Percent rating positively (e.g., essential/very important)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Overall feeling of safety in Lynchburg	84%	86%	90%	92%	80%	87%	85%	87%	86%	90%	85%	87%
Overall ease of getting to the places you usually have to visit	85%	80%	77%	85%	74%	80%	81%	81%	80%	76%	83%	80%
Quality of overall natural environment in Lynchburg	83%	71%	79%	87%	66%	79%	75%	81%	74%	73%	81%	78%
Overall "built environment" of Lynchburg (including overall design, buildings, parks and transportation systems)	83%	76%	76%	82%	73%	79%	76%	79%	77%	77%	79%	78%
Health and wellness opportunities in Lynchburg	72%	85%	89%	89%	73%	81%	83%	78%	84%	78%	84%	82%
Overall opportunities for education and enrichment	79%	78%	87%	90%	71%	78%	87%	79%	83%	85%	79%	82%
Overall economic health of Lynchburg	92%	92%	93%	94%	90%	94%	87%	92%	93%	91%	93%	92%
Sense of community	69%	74%	81%	85%	61%	74%	73%	76%	73%	80%	70%	74%

Table 29: Information Sources

Please indicate how you prefer to receive information about City government and its activities, events and services: (Percent rating as "highly preferable" or "preferable").	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
City web site (www.lyncburgva.gov)	87%	80%	61%	72%	79%	79%	70%	83%	70%	76%	76%	76%
Local print media outlets (newspapers, magazines)	55%	81%	88%	82%	68%	74%	75%	69%	80%	81%	71%	75%
Local electronic media outlets (radio, local television stations)	71%	91%	94%	87%	84%	88%	78%	84%	86%	88%	84%	85%
The local government Comcast Cable Channel 15	37%	54%	58%	53%	45%	46%	55%	49%	49%	47%	50%	49%
City Source newsletter in the News & Advance	58%	75%	80%	71%	69%	70%	70%	66%	74%	72%	69%	70%
City Council meetings and other public meetings	44%	63%	82%	62%	64%	64%	61%	58%	67%	61%	65%	63%
City communications via social media (i.e. Facebook, Twitter or	79%	69%	37%	61%	60%	61%	61%	71%	52%	53%	66%	61%

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Please indicate how you prefer to receive information about City government and its activities, events and services: (Percent rating as "highly preferable" or "preferable"). (YouTube)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Talking with City officials	50%	73%	66%	59%	66%	60%	68%	64%	61%	59%	64%	62%
Word of mouth	67%	61%	40%	55%	56%	56%	55%	66%	45%	49%	60%	56%

Table 30: City Priorities

Please indicate how important, if at all, each of the following issues will be for the City to address over the next five years: (Percent rating as "essential" or "very important").	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Affordable housing	68%	63%	85%	81%	62%	68%	80%	73%	71%	72%	72%	72%
Reducing food deserts	44%	39%	49%	52%	34%	43%	45%	42%	45%	54%	38%	44%
Maintaining and improving infrastructure	85%	76%	83%	82%	80%	83%	78%	81%	81%	88%	77%	81%
Preservation of green space	83%	62%	77%	78%	70%	75%	73%	77%	71%	74%	74%	74%
Health and wellness opportunities in Lynchburg	72%	83%	90%	88%	73%	79%	85%	78%	83%	78%	83%	81%
Reducing poverty rate	83%	75%	85%	92%	67%	77%	88%	83%	78%	78%	82%	81%
Workforce training	82%	82%	85%	92%	72%	81%	86%	84%	81%	82%	83%	83%

Table 31: Quality of Life Strategic Planning Areas

Please rate how important, if at all, each of the following strategic planning areas are to the overall quality of life in Lynchburg: (Percent rating as "essential" or "very important").	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Actively engaged citizens	68%	75%	81%	80%	68%	76%	70%	74%	75%	80%	71%	74%
Arts and culture	68%	57%	67%	72%	54%	62%	66%	63%	65%	65%	64%	64%
Economic development	80%	78%	87%	84%	79%	81%	80%	79%	84%	87%	78%	81%
Education	89%	87%	94%	95%	84%	93%	84%	84%	95%	94%	87%	90%
Health and wellness opportunities in Lynchburg	79%	86%	89%	91%	77%	83%	86%	82%	86%	83%	85%	84%
Recreation opportunities	81%	69%	79%	83%	68%	77%	74%	79%	74%	76%	77%	76%
Safe neighborhoods	91%	93%	96%	96%	89%	94%	90%	89%	96%	96%	91%	93%



Lynchburg, VA

Comparisons by Geographic Subgroups
2015



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Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. This report discusses differences in opinion of survey respondents by ward.

Responses in the following tables show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good,” or the percent of respondents who attended a public meeting more than once a month. ANOVA and chi-square tests of significance were applied to these comparisons of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between Ward are due to chance; or in other words, a greater than 95% probability that the differences observed are “real.” Where differences were statistically significant, they have been shaded grey.

The margin of error for this report is generally no greater than plus or minus five percentage points around any given percent reported for the entire sample (349 completed surveys). For each ward (Wards I, II, III and IV), the margin of error rises to approximately plus or minus 17 percentage points since sample sizes were approximately 108 for Ward I, 59 for Ward II, 80 for Ward III and 102 for Ward IV. Notable differences between Wards included the following:

- Within Community Characteristics, residents who lived in Ward II tended to give less positive ratings to the overall quality of life in Lynchburg and Lynchburg and their neighborhoods as a place to live, as well as their overall feeling of safety in the City and in their neighborhoods during the day than participants from Wards I, III and IV. Ward I survey respondents were more likely to give excellent or good ratings to all aspects of Natural Environment and to measures of Recreation and Wellness where differences were significant than residents from other wards.
- In the pillar of Governance, participants from Ward III tended to be less likely to give high ratings to aspects of Safety (ambulance or emergency medical services), Mobility (traffic signal timing), Natural Environment (drinking water), Built Environment (storm drainage, sewer services and utility billing) and Recreation and Wellness (recreation centers or facilities) than their counterparts.
- Ward II residents were less likely to report that they had not been the victim of a crime or reported a crime, but they were more likely to have stocked supplies in preparation for an emergency than individuals from other wards. Ward II participants also reported higher levels of participation in walking and biking and using public transportation instead of driving than those from Wards I, III and IV.
- For the facet of Community Engagement within Participation, residents from Ward IV were more likely to have reported talking to or visiting with their neighbors and reading or watching local news, while participants from Ward II indicated they were more likely to have contacted Lynchburg elected officials and watched a local public meeting than residents from other wards of the City.
- Survey participants who lived in Ward IV placed higher importance on the overall economic health of Lynchburg as a community focus area, but were less likely to give essential or very important ratings to the overall built environment of the City than other groups.
- Residents from Ward I and III tended to give higher ratings of importance to maintaining and improving infrastructure as a City priority in the next five years than respondents from Wards II and IV.
- Citizens who lived in Ward II indicated that economic development and education were less likely to be essential or very important strategic planning areas to the overall quality of life in Lynchburg than other residents.

Table 1: Community Characteristics - General

Percent rating positively (e.g., excellent/good)	Ward				Overall
	Ward I	Ward II	Ward III	Ward IV	
The overall quality of life in Lynchburg	79%	58%	79%	87%	76%
Overall image or reputation of Lynchburg	57%	58%	51%	66%	59%
Lynchburg as a place to live	86%	68%	81%	86%	81%
Your neighborhood as a place to live	90%	54%	72%	88%	77%
Lynchburg as a place to raise children	85%	72%	83%	79%	80%
Lynchburg as a place to retire	79%	63%	63%	72%	70%
Overall appearance of Lynchburg	69%	65%	64%	64%	65%

Table 2: Community Characteristics - Safety

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Ward				Overall
	Ward I	Ward II	Ward III	Ward IV	
Overall feeling of safety in Lynchburg	87%	70%	81%	82%	80%
In your neighborhood during the day	96%	70%	97%	92%	89%
In Lynchburg's downtown/commercial Ward during the day	86%	86%	76%	78%	82%

Table 3: Community Characteristics - Mobility

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Ward				Overall
	Ward I	Ward II	Ward III	Ward IV	
Overall ease of getting to the places you usually have to visit	73%	55%	70%	64%	65%
Traffic flow on major streets	47%	50%	40%	40%	44%
Ease of public parking	44%	42%	40%	35%	40%
Ease of travel by car in Lynchburg	58%	56%	67%	47%	57%
Ease of travel by public transportation in Lynchburg	32%	58%	44%	39%	45%
Ease of travel by bicycle in Lynchburg	30%	40%	26%	23%	30%
Ease of walking in Lynchburg	50%	56%	34%	48%	48%
Availability of paths and walking trails	77%	69%	44%	59%	63%

Table 4: Community Characteristics - Natural Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Ward				Overall
	Ward I	Ward II	Ward III	Ward IV	
Quality of overall natural environment in Lynchburg	91%	75%	74%	75%	79%
Air quality	97%	71%	79%	74%	80%
Cleanliness of Lynchburg	76%	56%	63%	68%	66%

Table 5: Community Characteristics - Built Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Ward				Overall
	Ward I	Ward II	Ward III	Ward IV	
Overall "built environment" of Lynchburg (including overall design, buildings, parks and transportation systems)	50%	52%	53%	46%	50%
Public places where people want to spend time	57%	52%	49%	49%	52%
Variety of housing options	68%	50%	56%	55%	58%
Availability of affordable quality housing	60%	51%	50%	56%	54%
Overall quality of new development in Lynchburg	62%	60%	46%	42%	52%

Table 6: Community Characteristics - Economy

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Ward				Overall
	Ward I	Ward II	Ward III	Ward IV	
Overall economic health of Lynchburg	53%	59%	50%	54%	54%
Lynchburg as a place to work	53%	38%	58%	57%	52%
Lynchburg as a place to visit	51%	70%	50%	54%	56%
Employment opportunities	36%	34%	41%	39%	38%
Shopping opportunities	43%	49%	47%	48%	46%
Cost of living in Lynchburg	72%	45%	56%	63%	60%
Overall quality of business and service establishments in Lynchburg	70%	57%	63%	70%	65%
Vibrant downtown/commercial Ward	45%	46%	35%	26%	38%

Table 7: Community Characteristics - Recreation and Wellness

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Ward				Overall
	Ward I	Ward II	Ward III	Ward IV	
Health and wellness opportunities in Lynchburg	73%	63%	58%	70%	67%
Fitness opportunities (including exercise classes and paths or trails, etc.)	82%	72%	58%	74%	72%
Recreational opportunities	67%	47%	53%	64%	58%
Availability of affordable quality food	70%	64%	71%	78%	71%
Availability of affordable quality health care	69%	59%	50%	68%	62%
Availability of preventive health services	72%	61%	51%	76%	66%
Availability of affordable quality mental health care	58%	56%	41%	63%	55%

Table 8: Community Characteristics - Education and Enrichment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Ward				Overall
	Ward I	Ward II	Ward III	Ward IV	
Overall opportunities for education and enrichment	75%	74%	65%	68%	71%
Availability of affordable quality child care/preschool	55%	61%	46%	52%	54%
K-12 education	76%	68%	56%	63%	67%

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Percent rating positively (e.g., excellent/good, very/somewhat safe)	Ward				Overall
	Ward I	Ward II	Ward III	Ward IV	
Adult educational opportunities	60%	65%	70%	59%	63%
Opportunities to attend cultural/arts/music activities	49%	54%	36%	52%	48%
Opportunities to participate in religious or spiritual events and activities	86%	79%	82%	85%	83%

Table 9: Community Characteristics - Community Engagement

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Ward				Overall
	Ward I	Ward II	Ward III	Ward IV	
Opportunities to participate in social events and activities	65%	57%	45%	49%	55%
Opportunities to volunteer	82%	70%	63%	71%	72%
Opportunities to participate in community matters	64%	59%	56%	64%	61%
Openness and acceptance of the community toward people of diverse backgrounds	38%	41%	48%	39%	41%
Neighborliness of residents in Lynchburg	70%	51%	49%	54%	57%

Table 10: Governance - General

Percent rating positively (e.g., excellent/good)	Ward				Overall
	Ward I	Ward II	Ward III	Ward IV	
The City of Lynchburg	71%	67%	70%	64%	68%
The value of services for the taxes paid to Lynchburg	54%	47%	33%	50%	47%
The overall direction that Lynchburg is taking	61%	56%	52%	57%	56%
The job Lynchburg government does at welcoming citizen involvement	44%	49%	45%	42%	45%
Overall confidence in Lynchburg government	46%	46%	51%	43%	46%
Generally acting in the best interest of the community	48%	59%	60%	50%	54%
Being honest	51%	47%	48%	49%	49%
Treating all residents fairly	49%	36%	52%	47%	46%
Overall customer service by Lynchburg employees (police, receptionists, planners, etc.)	63%	73%	66%	77%	70%
The Federal Government	48%	47%	34%	41%	43%

Table 11: Governance - Safety

Percent rating positively (e.g., excellent/good)	Ward				Overall
	Ward I	Ward II	Ward III	Ward IV	
Police/Sheriff services	78%	66%	82%	75%	75%
Fire services	96%	90%	89%	97%	94%
Ambulance or emergency medical services	95%	80%	83%	90%	87%
Crime prevention	72%	55%	67%	70%	66%
Fire prevention and education	78%	72%	87%	78%	78%
Animal control	58%	47%	60%	59%	56%

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Percent rating positively (e.g., excellent/good)	Ward				Overall
	Ward I	Ward II	Ward III	Ward IV	
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	52%	54%	62%	65%	58%

Table 12: Governance - Mobility

Percent rating positively (e.g., excellent/good)	Ward				Overall
	Ward I	Ward II	Ward III	Ward IV	
Traffic enforcement	62%	69%	52%	54%	59%
Street repair	24%	39%	28%	27%	29%
Street cleaning	47%	47%	35%	48%	45%
Street lighting	57%	67%	58%	52%	58%
Snow removal	49%	43%	45%	42%	45%
Sidewalk maintenance	57%	40%	42%	43%	46%
Traffic signal timing	48%	60%	38%	40%	47%
Bus or transit services	63%	70%	44%	53%	60%

Table 13: Governance - Natural Environment

Percent rating positively (e.g., excellent/good)	Ward				Overall
	Ward I	Ward II	Ward III	Ward IV	
Garbage collection	81%	88%	76%	69%	79%
Recycling	57%	66%	45%	53%	56%
Yard waste pick-up	61%	66%	60%	57%	61%
Drinking water	74%	73%	50%	74%	68%
Preservation of natural Wards such as open space, farmlands and greenbelts	62%	51%	57%	50%	55%
Lynchburg open space	64%	58%	48%	49%	55%

Table 14: Governance - Built Environment

Percent rating positively (e.g., excellent/good)	Ward				Overall
	Ward I	Ward II	Ward III	Ward IV	
Storm drainage	71%	80%	48%	68%	68%
Sewer services	74%	82%	60%	69%	72%
Utility billing	66%	55%	46%	69%	60%
Land use, planning and zoning	36%	49%	27%	42%	39%
Code enforcement (weeds, abandoned buildings, etc.)	27%	41%	28%	40%	35%
Cable television	39%	41%	31%	35%	37%

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Table 15: Governance - Economy

Percent rating positively (e.g., excellent/good)	Ward				Overall
	Ward I	Ward II	Ward III	Ward IV	
Economic development	44%	46%	46%	47%	46%

Table 16: Governance - Recreation and Wellness

Percent rating positively (e.g., excellent/good)	Ward				Overall
	Ward I	Ward II	Ward III	Ward IV	
City parks	77%	69%	62%	63%	68%
Recreation programs or classes	76%	66%	52%	64%	65%
Recreation centers or facilities	77%	67%	41%	55%	61%
Health services	64%	61%	53%	62%	60%

Table 17: Governance - Education and Enrichment

Percent rating positively (e.g., excellent/good)	Ward				Overall
	Ward I	Ward II	Ward III	Ward IV	
Public library services	66%	68%	80%	71%	70%
City-sponsored special events	54%	57%	56%	40%	52%

Table 18: Governance - Community Engagement

Percent rating positively (e.g., excellent/good)	Ward				Overall
	Ward I	Ward II	Ward III	Ward IV	
Public information services	65%	58%	44%	55%	56%

Table 19: Participation General

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Ward				Overall
	Ward I	Ward II	Ward III	Ward IV	
Sense of community	53%	46%	49%	49%	50%
Recommend living in Lynchburg to someone who asks	84%	73%	80%	78%	79%
Remain in Lynchburg for the next five years	80%	71%	66%	85%	76%
Contacted the City of Lynchburg (in-person, phone, email or web) for help or information	54%	63%	46%	48%	53%

Table 20: Participation - Safety

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Ward				Overall
	Ward I	Ward II	Ward III	Ward IV	
Was NOT the victim of a crime	94%	67%	90%	93%	86%
Did NOT report a crime	83%	54%	82%	88%	77%
Stocked supplies in preparation for an emergency	35%	70%	35%	32%	43%

Table 21: Participation - Mobility

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Ward				Overall
	Ward I	Ward II	Ward III	Ward IV	
Walked or biked instead of driving	45%	49%	27%	31%	39%
Carpooled with other adults or children instead of driving alone	36%	36%	45%	32%	37%
Used bus, rail or other public transportation instead of driving	9%	29%	11%	6%	13%

Table 22: Participation - Natural Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Ward				Overall
	Ward I	Ward II	Ward III	Ward IV	
Recycle at home	69%	67%	62%	61%	65%
Made efforts to make your home more energy efficient	68%	68%	67%	77%	70%
Made efforts to conserve water	70%	82%	78%	75%	76%

Table 23: Participation - Built Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Ward				Overall
	Ward I	Ward II	Ward III	Ward IV	
NOT under housing cost stress	71%	58%	60%	73%	66%
Did NOT observe a code violation	57%	41%	42%	53%	49%

Table 24: Participation - Economy

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Ward				Overall
	Ward I	Ward II	Ward III	Ward IV	
Purchase goods or services from a business located in Lynchburg	100%	97%	96%	96%	97%
Economy will have positive impact on income	34%	37%	21%	26%	30%
Work in Lynchburg	58%	59%	68%	59%	61%

Table 25: Participation - Recreation and Wellness

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Ward				Overall
	Ward I	Ward II	Ward III	Ward IV	
Used Lynchburg recreation centers or their services	46%	45%	48%	50%	47%
Visited a neighborhood park or City park	64%	80%	71%	78%	74%
Eat at least 5 portions of fruits and vegetables a day	83%	69%	79%	73%	76%
Participate in moderate or vigorous physical activity	92%	68%	77%	82%	80%
Reported being in "very good" or "excellent" health	66%	45%	64%	64%	60%

Table 26: Participation - Education and Enrichment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Ward				Overall
	Ward I	Ward II	Ward III	Ward IV	
Used Lynchburg public libraries or their services	45%	60%	49%	42%	49%
Participated in religious or spiritual activities in Lynchburg	65%	63%	74%	66%	67%
Attended a City-sponsored event	57%	51%	43%	47%	50%

Table 27: Participation - Community Engagement

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Ward				Overall
	Ward I	Ward II	Ward III	Ward IV	
Campaigned or advocated for an issue, cause or candidate	26%	30%	29%	25%	27%
Contacted Lynchburg elected officials (in-person, phone, email or web) to express your opinion	8%	28%	18%	12%	16%
Volunteered your time to some group/activity in Lynchburg	59%	37%	53%	41%	47%
Participated in a club	33%	22%	30%	32%	30%
Talked to or visited with your immediate neighbors	91%	74%	85%	92%	86%
Done a favor for a neighbor	77%	74%	76%	86%	79%
Attended a local public meeting	16%	27%	13%	21%	19%
Watched (online or on television) a local public meeting	31%	46%	24%	28%	32%
Read or watch local news (via television, paper, computer, etc.)	82%	80%	89%	94%	86%
Vote in local elections	79%	72%	76%	80%	77%

Table 28: Community Focus Areas

Percent rating positively (e.g., essential/very important)	Ward				Overall
	Ward I	Ward II	Ward III	Ward IV	
Overall feeling of safety in Lynchburg	93%	80%	85%	88%	87%
Overall ease of getting to the places you usually have to visit	81%	82%	86%	75%	80%
Quality of overall natural environment in Lynchburg	86%	74%	73%	78%	78%
Overall "built environment" of Lynchburg (including overall design, buildings, parks and transportation systems)	81%	83%	84%	66%	78%
Health and wellness opportunities in Lynchburg	82%	77%	82%	85%	82%
Overall opportunities for education and enrichment	83%	77%	80%	86%	82%
Overall economic health of Lynchburg	94%	84%	93%	96%	92%
Sense of community	71%	72%	77%	76%	74%

Table 29: Information Preferences

Please indicate how you prefer to receive information about City government and its activities, events and services: (Percent rating as "highly preferable" or "preferable").	Ward				Overall
	Ward I	Ward II	Ward III	Ward IV	
City web site (www.lynchburgva.gov)	89%	73%	76%	66%	76%
Local print media outlets (newspapers, magazines)	81%	74%	65%	78%	75%
Local electronic media outlets (radio, local television stations)	86%	75%	96%	86%	85%
The local government Comcast Cable Channel 15	58%	49%	33%	54%	49%
City Source newsletter in the News & Advance	80%	80%	58%	62%	70%
City Council meetings and other public meetings	64%	66%	56%	65%	63%
City communications via social media (i.e. Facebook, Twitter or YouTube)	56%	66%	71%	55%	61%
Talking with City officials	63%	79%	48%	56%	62%
Word of mouth	49%	60%	55%	58%	56%

Table 30: City Priorities

Please indicate how important, if at all, each of the following issues will be for the City to address over the next five years: (Percent rating as "essential" or "very important").	Ward				Overall
	Ward I	Ward II	Ward III	Ward IV	
Affordable housing	75%	65%	73%	76%	72%
Reducing food deserts	52%	41%	43%	40%	44%
Maintaining and improving infrastructure	90%	74%	90%	72%	81%
Preservation of green space	77%	67%	78%	76%	74%
Health and wellness opportunities in Lynchburg	76%	78%	85%	85%	81%
Reducing poverty rate	76%	78%	85%	85%	81%
Workforce training	83%	80%	87%	81%	83%

Table 31: Quality of Life Strategic Planning Areas

Please rate how important, if at all, each of the following strategic planning Wards are to the overall quality of life in Lynchburg: (Percent rating as "essential" or "very important").	Ward				Overall
	Ward I	Ward II	Ward III	Ward IV	
Actively engaged citizens	83%	72%	75%	67%	74%
Arts and culture	71%	56%	65%	64%	64%
Economic development	82%	71%	88%	86%	81%
Education	93%	79%	94%	95%	90%
Health and wellness opportunities in Lynchburg	81%	82%	91%	85%	84%
Recreation opportunities	83%	74%	77%	72%	76%
Safe neighborhoods	92%	90%	92%	98%	93%



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Technical Appendices
2015



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Appendix A: Complete Survey Responses

Responses excluding “don’t know”

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=”).

Table 1: Question 1

Please rate each of the following aspects of quality of life in Lynchburg:	Excellent		Good		Fair		Poor		Total	
Lynchburg as a place to live	29%	N=100	52%	N=179	17%	N=60	2%	N=7	100%	N=345
Your neighborhood as a place to live	30%	N=103	47%	N=161	20%	N=69	3%	N=11	100%	N=343
Lynchburg as a place to raise children	33%	N=105	46%	N=146	16%	N=49	5%	N=15	100%	N=315
Lynchburg as a place to work	14%	N=46	38%	N=123	36%	N=120	12%	N=39	100%	N=329
Lynchburg as a place to visit	19%	N=64	37%	N=125	28%	N=94	16%	N=53	100%	N=336
Lynchburg as a place to retire	27%	N=85	43%	N=136	21%	N=66	9%	N=30	100%	N=317
The overall quality of life in Lynchburg	19%	N=65	57%	N=194	21%	N=71	3%	N=10	100%	N=340

Table 2: Question 2

Please rate each of the following characteristics as they relate to Lynchburg as a whole:	Excellent		Good		Fair		Poor		Total	
Overall feeling of safety in Lynchburg	23%	N=80	57%	N=197	15%	N=52	5%	N=16	100%	N=345
Overall ease of getting to the places you usually have to visit	16%	N=52	50%	N=168	24%	N=80	11%	N=37	100%	N=337
Quality of overall natural environment in Lynchburg	22%	N=74	57%	N=196	17%	N=59	4%	N=12	100%	N=341
Overall "built environment" of Lynchburg (including overall design, buildings, parks and transportation systems)	9%	N=31	41%	N=139	34%	N=115	16%	N=53	100%	N=339
Health and wellness opportunities in Lynchburg	18%	N=61	48%	N=162	24%	N=79	10%	N=33	100%	N=336
Overall opportunities for education and enrichment	19%	N=63	52%	N=173	21%	N=70	8%	N=28	100%	N=334
Overall economic health of Lynchburg	9%	N=31	45%	N=151	33%	N=109	13%	N=45	100%	N=336
Sense of community	12%	N=39	38%	N=126	37%	N=123	14%	N=46	100%	N=333
Overall image or reputation of Lynchburg	13%	N=44	46%	N=155	30%	N=102	11%	N=38	100%	N=339

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 Lynchburg to someone who asks	36%	N=119	43%	N=144	14%	N=46	8%	N=26	100%	N=335
Remain in Lynchburg for the next five years	49%	N=158	27%	N=89	10%	N=32	14%	N=46	100%	N=325

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	68%	N=231	21%	N=71	8%	N=27	3%	N=9	1%	N=3	100%	N=340
In Lynchburg's downtown/commercial area during the day	37%	N=125	44%	N=150	8%	N=28	7%	N=25	3%	N=9	100%	N=337

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Table 5: Question 5

Please rate each of the following characteristics as they relate to Lynchburg as a whole:	Excellent		Good		Fair		Poor		Total	
Traffic flow on major streets	6%	N=22	38%	N=130	33%	N=112	23%	N=78	100%	N=342
Ease of public parking	9%	N=29	31%	N=105	43%	N=144	17%	N=58	100%	N=336
Ease of travel by car in Lynchburg	14%	N=47	43%	N=142	34%	N=113	9%	N=32	100%	N=333
Ease of travel by public transportation in Lynchburg	9%	N=17	35%	N=63	34%	N=60	22%	N=39	100%	N=178
Ease of travel by bicycle in Lynchburg	7%	N=14	24%	N=52	33%	N=72	37%	N=79	100%	N=217
Ease of walking in Lynchburg	16%	N=49	32%	N=99	32%	N=98	20%	N=63	100%	N=309
Availability of paths and walking trails	28%	N=88	35%	N=110	26%	N=82	11%	N=33	100%	N=314
Air quality	22%	N=74	58%	N=190	17%	N=54	3%	N=10	100%	N=327
Cleanliness of Lynchburg	9%	N=32	57%	N=195	28%	N=97	6%	N=19	100%	N=344
Overall appearance of Lynchburg	10%	N=33	56%	N=186	26%	N=88	8%	N=28	100%	N=335
Public places where people want to spend time	13%	N=42	39%	N=126	34%	N=109	14%	N=47	100%	N=323
Variety of housing options	15%	N=49	42%	N=134	34%	N=109	8%	N=26	100%	N=317
Availability of affordable quality housing	15%	N=48	39%	N=124	36%	N=113	10%	N=32	100%	N=316
Fitness opportunities (including exercise classes and paths or trails, etc.)	23%	N=73	49%	N=159	21%	N=69	7%	N=23	100%	N=324
Recreational opportunities	14%	N=47	44%	N=145	31%	N=102	11%	N=37	100%	N=330
Availability of affordable quality food	19%	N=65	52%	N=177	22%	N=75	7%	N=25	100%	N=342
Availability of affordable quality health care	18%	N=59	44%	N=145	24%	N=80	14%	N=44	100%	N=328
Availability of preventive health services	16%	N=50	50%	N=155	21%	N=64	13%	N=40	100%	N=309
Availability of affordable quality mental health care	11%	N=28	44%	N=107	27%	N=66	17%	N=42	100%	N=244

Table 6: Question 6

Please rate each of the following characteristics as they relate to Lynchburg as a whole:	Excellent		Good		Fair		Poor		Total	
Availability of affordable quality child care/preschool	10%	N=17	44%	N=76	31%	N=54	15%	N=26	100%	N=173
K-12 education	14%	N=32	53%	N=121	26%	N=60	7%	N=16	100%	N=229
Adult educational opportunities	19%	N=50	44%	N=117	28%	N=73	10%	N=26	100%	N=266
Opportunities to attend cultural/arts/music activities	17%	N=55	31%	N=101	33%	N=106	19%	N=60	100%	N=322
Opportunities to participate in religious or spiritual events and activities	42%	N=139	41%	N=134	12%	N=40	5%	N=16	100%	N=329
Employment opportunities	6%	N=19	31%	N=101	42%	N=133	21%	N=66	100%	N=319
Shopping opportunities	11%	N=38	35%	N=120	36%	N=122	18%	N=62	100%	N=341
Cost of living in Lynchburg	19%	N=63	41%	N=136	30%	N=101	10%	N=32	100%	N=332
Overall quality of business and service establishments in Lynchburg	10%	N=34	55%	N=181	28%	N=91	7%	N=24	100%	N=329
Vibrant downtown/commercial area	8%	N=26	30%	N=95	39%	N=127	23%	N=73	100%	N=321
Overall quality of new development in Lynchburg	10%	N=31	42%	N=133	37%	N=115	11%	N=34	100%	N=314
Opportunities to participate in social events and activities	12%	N=38	43%	N=141	26%	N=84	20%	N=64	100%	N=326
Opportunities to volunteer	25%	N=75	47%	N=138	23%	N=68	5%	N=14	100%	N=296
Opportunities to participate in community matters	15%	N=44	46%	N=133	28%	N=82	11%	N=31	100%	N=290
Openness and acceptance of the community toward people of diverse backgrounds	10%	N=32	31%	N=96	39%	N=123	20%	N=62	100%	N=313
Neighborliness of residents in Lynchburg	11%	N=37	45%	N=147	32%	N=103	12%	N=37	100%	N=323

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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	24%	N=83	76%	N=258	100%	N=340
Made efforts to make your home more energy efficient	30%	N=100	70%	N=237	100%	N=337
Observed a code violation or other hazard in Lynchburg	49%	N=165	51%	N=174	100%	N=338
Household member was a victim of a crime in Lynchburg	86%	N=291	14%	N=47	100%	N=338
Reported a crime to the police in Lynchburg	77%	N=260	23%	N=76	100%	N=336
Stocked supplies in preparation for an emergency	57%	N=194	43%	N=145	100%	N=339
Campaigned or advocated for an issue, cause or candidate	73%	N=242	27%	N=91	100%	N=332
Contacted the City of Lynchburg (in-person, phone, email or web) for help or information	47%	N=161	53%	N=181	100%	N=342
Contacted Lynchburg elected officials (in-person, phone, email or web) to express your opinion	84%	N=289	16%	N=55	100%	N=344

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 Lynchburg?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Lynchburg recreation centers or their services	9%	N=29	11%	N=38	28%	N=95	53%	N=180	100%	N=342
Visited a neighborhood park or City park	14%	N=48	24%	N=81	36%	N=124	26%	N=91	100%	N=345
Used Lynchburg public libraries or their services	8%	N=27	18%	N=62	22%	N=77	51%	N=175	100%	N=341
Participated in religious or spiritual activities in Lynchburg	25%	N=85	30%	N=101	12%	N=41	33%	N=114	100%	N=342
Attended a City-sponsored event	5%	N=16	9%	N=31	36%	N=124	50%	N=170	100%	N=341
Used bus, rail or other public transportation instead of driving	6%	N=20	3%	N=9	5%	N=18	87%	N=295	100%	N=341
Carpooled with other adults or children instead of driving alone	11%	N=36	10%	N=33	17%	N=57	63%	N=216	100%	N=341
Walked or biked instead of driving	13%	N=44	9%	N=30	17%	N=59	61%	N=209	100%	N=341
Volunteered your time to some group/activity in Lynchburg	9%	N=30	14%	N=48	25%	N=84	53%	N=180	100%	N=342
Participated in a club	6%	N=19	9%	N=31	15%	N=51	70%	N=239	100%	N=339
Talked to or visited with your immediate neighbors	36%	N=123	28%	N=95	22%	N=74	14%	N=48	100%	N=341
Done a favor for a neighbor	21%	N=71	23%	N=80	35%	N=119	21%	N=73	100%	N=342

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	
Attended a local public meeting	0%	N=0	3%	N=10	16%	N=56	81%	N=276	100%	N=342
Watched (online or on television) a local public meeting	2%	N=5	11%	N=37	20%	N=67	68%	N=229	100%	N=338

Table 10: Question 10

Please rate the quality of each of the following services in Lynchburg:	Excellent		Good		Fair		Poor		Total	
Police/Sheriff services	27%	N=77	48%	N=138	18%	N=52	7%	N=20	100%	N=287
Fire services	43%	N=113	51%	N=135	6%	N=16	0%	N=1	100%	N=265
Ambulance or emergency medical services	37%	N=102	50%	N=139	10%	N=28	3%	N=7	100%	N=277
Crime prevention	16%	N=43	50%	N=131	24%	N=64	9%	N=24	100%	N=262
Fire prevention and education	18%	N=43	60%	N=137	20%	N=45	2%	N=5	100%	N=230
Traffic enforcement	12%	N=36	47%	N=139	27%	N=81	14%	N=41	100%	N=297

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Please rate the quality of each of the following services in Lynchburg:	Excellent		Good		Fair		Poor		Total	
Street repair	5%	N=18	24%	N=80	41%	N=137	29%	N=97	100%	N=331
Street cleaning	10%	N=31	35%	N=112	35%	N=112	20%	N=65	100%	N=321
Street lighting	13%	N=43	45%	N=152	33%	N=112	8%	N=28	100%	N=334
Snow removal	12%	N=41	33%	N=110	31%	N=103	24%	N=81	100%	N=335
Sidewalk maintenance	6%	N=19	39%	N=119	39%	N=117	16%	N=48	100%	N=304
Traffic signal timing	9%	N=29	38%	N=125	37%	N=122	16%	N=52	100%	N=329
Bus or transit services	11%	N=18	49%	N=83	20%	N=34	20%	N=34	100%	N=169
Garbage collection	31%	N=94	48%	N=144	18%	N=55	3%	N=9	100%	N=302
Recycling	15%	N=39	41%	N=110	20%	N=53	24%	N=64	100%	N=266
Yard waste pick-up	17%	N=42	45%	N=112	29%	N=73	9%	N=24	100%	N=251
Storm drainage	16%	N=42	52%	N=133	28%	N=73	4%	N=10	100%	N=257
Drinking water	22%	N=70	47%	N=153	22%	N=72	10%	N=31	100%	N=327
Sewer services	18%	N=52	54%	N=152	25%	N=72	3%	N=9	100%	N=285
Utility billing	15%	N=47	45%	N=142	27%	N=84	13%	N=41	100%	N=314
City parks	21%	N=62	47%	N=138	24%	N=71	8%	N=23	100%	N=293
Recreation programs or classes	15%	N=32	50%	N=110	27%	N=60	8%	N=17	100%	N=218
Recreation centers or facilities	14%	N=33	47%	N=106	30%	N=67	9%	N=21	100%	N=227
Land use, planning and zoning	7%	N=16	32%	N=75	42%	N=99	18%	N=42	100%	N=232
Code enforcement (weeds, abandoned buildings, etc.)	3%	N=7	31%	N=73	34%	N=80	31%	N=72	100%	N=232
Animal control	9%	N=23	47%	N=120	31%	N=80	13%	N=33	100%	N=256
Economic development	9%	N=26	36%	N=99	39%	N=105	15%	N=42	100%	N=271
Health services	13%	N=40	47%	N=139	32%	N=94	8%	N=24	100%	N=296
Public library services	20%	N=53	50%	N=133	25%	N=65	5%	N=13	100%	N=264
Public information services	11%	N=28	45%	N=118	38%	N=99	6%	N=15	100%	N=259
Cable television	10%	N=27	26%	N=67	32%	N=81	31%	N=80	100%	N=254
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	12%	N=28	46%	N=109	34%	N=80	8%	N=19	100%	N=235
Preservation of natural areas such as open space, farmlands and greenbelts	11%	N=27	44%	N=107	31%	N=76	14%	N=36	100%	N=246
Lynchburg open space	11%	N=28	44%	N=117	32%	N=84	14%	N=36	100%	N=264
City-sponsored special events	12%	N=29	40%	N=98	39%	N=96	9%	N=22	100%	N=245
Overall customer service by Lynchburg employees (police, receptionists, planners, etc.)	18%	N=51	52%	N=150	25%	N=72	6%	N=16	100%	N=289

Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
The City of Lynchburg	14%	N=46	53%	N=170	28%	N=90	4%	N=13	100%	N=318
The Federal Government	5%	N=16	38%	N=113	36%	N=109	21%	N=62	100%	N=300

Table 12: Question 12

Please rate the following categories of Lynchburg government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Lynchburg	9%	N=29	38%	N=121	36%	N=117	17%	N=55	100%	N=322
The overall direction that Lynchburg is taking	12%	N=37	45%	N=141	35%	N=109	9%	N=28	100%	N=315
The job Lynchburg government does at welcoming citizen involvement	11%	N=28	34%	N=87	41%	N=104	14%	N=37	100%	N=255

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Please rate the following categories of Lynchburg government performance:	Excellent		Good		Fair		Poor		Total	
Overall confidence in Lynchburg government	11%	N=33	35%	N=106	40%	N=121	14%	N=42	100%	N=302
Generally acting in the best interest of the community	11%	N=32	43%	N=131	32%	N=96	14%	N=43	100%	N=301
Being honest	10%	N=28	39%	N=111	38%	N=109	13%	N=37	100%	N=286
Treating all residents fairly	10%	N=28	36%	N=101	35%	N=97	19%	N=54	100%	N=281

Table 13: Question 13

Please rate how important, if at all, you think it is for the Lynchburg 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 Lynchburg	38%	N=129	49%	N=168	12%	N=41	2%	N=5	100%	N=343
Overall ease of getting to the places you usually have to visit	30%	N=101	51%	N=171	18%	N=62	1%	N=4	100%	N=338
Quality of overall natural environment in Lynchburg	27%	N=90	51%	N=173	19%	N=65	3%	N=9	100%	N=337
Overall "built environment" of Lynchburg (including overall design, buildings, parks and transportation systems)	29%	N=98	50%	N=170	18%	N=62	4%	N=13	100%	N=342
Health and wellness opportunities in Lynchburg	41%	N=139	41%	N=140	16%	N=54	3%	N=9	100%	N=342
Overall opportunities for education and enrichment	42%	N=142	40%	N=136	13%	N=45	5%	N=18	100%	N=341
Overall economic health of Lynchburg	51%	N=176	41%	N=140	6%	N=22	2%	N=6	100%	N=344
Sense of community	29%	N=99	45%	N=153	24%	N=82	2%	N=6	100%	N=340

Table 14: Question 14

Please indicate how you prefer to receive information about City government and its activities, events and services	Highly preferable		Preferable		Not at all preferable		Total	
City web site (www.lyncburgva.gov)	30%	N=99	46%	N=153	24%	N=81	100%	N=333
Local print media outlets (newspapers, magazines)	28%	N=96	47%	N=160	25%	N=85	100%	N=341
Local electronic media outlets (radio, local television stations)	41%	N=139	45%	N=153	15%	N=50	100%	N=342
The local government Comcast Cable Channel 15	17%	N=58	32%	N=106	51%	N=170	100%	N=334
City Source newsletter in the News & Advance	19%	N=63	51%	N=172	30%	N=100	100%	N=335
City Council meetings and other public meetings	13%	N=44	50%	N=166	37%	N=123	100%	N=333
City communications via social media (i.e. Facebook, Twitter or YouTube)	27%	N=90	34%	N=113	39%	N=130	100%	N=333
Talking with City officials	18%	N=60	44%	N=148	38%	N=126	100%	N=334
Word of mouth	14%	N=48	41%	N=139	44%	N=150	100%	N=338

Table 15: Question 15

Please indicate how important, if at all, each of the following issues will be for the City to address over the next five years:	Essential		Very important		Somewhat important		Not at all important		Total	
Affordable housing	29%	N=99	43%	N=146	21%	N=73	6%	N=21	100%	N=339
Reducing food deserts	20%	N=64	25%	N=80	27%	N=89	29%	N=93	100%	N=325
Maintaining and improving infrastructure	38%	N=128	43%	N=144	16%	N=54	2%	N=8	100%	N=334
Preservation of green space	27%	N=91	48%	N=161	21%	N=71	5%	N=16	100%	N=339
Health and wellness opportunities in Lynchburg	39%	N=134	41%	N=140	16%	N=53	3%	N=11	100%	N=338
Reducing poverty rate	43%	N=147	37%	N=127	14%	N=49	5%	N=16	100%	N=339
Workforce training	41%	N=140	41%	N=140	13%	N=46	4%	N=13	100%	N=339

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Table 16: Question 16

Please rate how important, if at all, each of the following strategic planning areas are to the overall quality of life in Lynchburg:	Essential		Very important		Somewhat important		Not at all important		Total	
Actively engaged citizens	27%	N=91	48%	N=161	22%	N=73	4%	N=14	100%	N=338
Arts and culture	26%	N=79	38%	N=113	30%	N=91	6%	N=17	100%	N=300
Economic development	41%	N=136	41%	N=137	16%	N=55	2%	N=8	100%	N=336
Education	51%	N=169	39%	N=129	9%	N=28	1%	N=5	100%	N=331
Health and wellness opportunities in Lynchburg	40%	N=135	45%	N=153	12%	N=43	3%	N=11	100%	N=341
Recreation opportunities	29%	N=98	47%	N=159	21%	N=71	2%	N=8	100%	N=336
Safe neighborhoods	55%	N=190	38%	N=129	6%	N=20	1%	N=4	100%	N=343

Table 17: 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	21%	N=74	14%	N=47	18%	N=62	15%	N=52	31%	N=108	100%	N=342
Purchase goods or services from a business located in Lynchburg	1%	N=3	2%	N=6	14%	N=47	56%	N=190	27%	N=93	100%	N=340
Eat at least 5 portions of fruits and vegetables a day	6%	N=19	18%	N=64	33%	N=114	31%	N=106	12%	N=43	100%	N=345
Participate in moderate or vigorous physical activity	3%	N=9	17%	N=59	31%	N=107	30%	N=104	19%	N=65	100%	N=344
Read or watch local news (via television, paper, computer, etc.)	3%	N=9	11%	N=38	24%	N=83	24%	N=82	39%	N=133	100%	N=345
Vote in local elections	15%	N=53	8%	N=27	12%	N=41	13%	N=45	52%	N=179	100%	N=344

Table 18: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	19%	N=65
Very good	41%	N=142
Good	27%	N=93
Fair	9%	N=30
Poor	4%	N=15
Total	100%	N=344

Table 19: 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=14
Somewhat positive	26%	N=87
Neutral	54%	N=183
Somewhat negative	14%	N=47
Very negative	2%	N=6
Total	100%	N=337

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Table 20: Question D4

What is your employment status?	Percent	Number
Working full time for pay	52%	N=176
Working part time for pay	7%	N=24
Unemployed, looking for paid work	7%	N=24
Unemployed, not looking for paid work	5%	N=16
Fully retired	29%	N=97
Total	100%	N=338

Table 21: Question D5

Do you work inside the boundaries of Lynchburg?	Percent	Number
Yes, outside the home	56%	N=180
Yes, from home	4%	N=14
No	39%	N=126
Total	100%	N=320

Table 22: Question D6

How many years have you lived in Lynchburg?	Percent	Number
Less than 2 years	11%	N=37
2 to 5 years	15%	N=53
6 to 10 years	14%	N=48
11 to 20 years	18%	N=63
More than 20 years	43%	N=148
Total	100%	N=348

Table 23: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	39%	N=136
Building with two or more homes (duplex, townhome, apartment or condominium)	54%	N=188
Mobile home	0%	N=0
Other	6%	N=21
Total	100%	N=346

Table 24: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	47%	N=162
Owned	53%	N=180
Total	100%	N=342

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Table 25: 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	7%	N=23
\$300 to \$599 per month	21%	N=69
\$600 to \$999 per month	42%	N=138
\$1,000 to \$1,499 per month	16%	N=52
\$1,500 to \$2,499 per month	9%	N=28
\$2,500 or more per month	5%	N=17
Total	100%	N=328

Table 26: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	77%	N=266
Yes	23%	N=81
Total	100%	N=347

Table 27: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	66%	N=228
Yes	34%	N=120
Total	100%	N=347

Table 28: 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	27%	N=89
\$25,000 to \$49,999	28%	N=93
\$50,000 to \$99,999	30%	N=100
\$100,000 to \$149,999	9%	N=31
\$150,000 or more	5%	N=17
Total	100%	N=330

Table 29: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	96%	N=320
Yes, I consider myself to be Spanish, Hispanic or Latino	4%	N=14
Total	100%	N=334

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Table 30: 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	1%	N=4
Asian, Asian Indian or Pacific Islander	4%	N=14
Black or African American	23%	N=79
White	70%	N=238
Other	5%	N=16

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

Table 31: Question D15

In which category is your age?	Percent	Number
18 to 24 years	7%	N=23
25 to 34 years	27%	N=92
35 to 44 years	11%	N=39
45 to 54 years	19%	N=67
55 to 64 years	8%	N=28
65 to 74 years	15%	N=52
75 years or older	13%	N=44
Total	100%	N=345

Table 32: Question D16

What is your sex?	Percent	Number
Female	55%	N=190
Male	45%	N=156
Total	100%	N=346

Table 33: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	61%	N=212
Land line	19%	N=67
Both	20%	N=70
Total	100%	N=348

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Responses 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 34: Question 1

Please rate each of the following aspects of quality of life in Lynchburg:	Excellent		Good		Fair		Poor		Don't know		Total	
Lynchburg as a place to live	29%	N=100	51%	N=179	17%	N=60	2%	N=7	1%	N=3	100%	N=348
Your neighborhood as a place to live	30%	N=103	47%	N=161	20%	N=69	3%	N=11	1%	N=3	100%	N=346
Lynchburg as a place to raise children	30%	N=105	42%	N=146	14%	N=49	4%	N=15	9%	N=31	100%	N=345
Lynchburg as a place to work	14%	N=46	36%	N=123	35%	N=120	11%	N=39	4%	N=14	100%	N=343
Lynchburg as a place to visit	19%	N=64	36%	N=125	27%	N=94	15%	N=53	3%	N=9	100%	N=345
Lynchburg as a place to retire	25%	N=85	40%	N=136	19%	N=66	9%	N=30	8%	N=26	100%	N=343
The overall quality of life in Lynchburg	19%	N=65	56%	N=194	21%	N=71	3%	N=10	1%	N=5	100%	N=345

Table 35: Question 2

Please rate each of the following characteristics as they relate to Lynchburg as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in Lynchburg	23%	N=80	57%	N=197	15%	N=52	5%	N=16	1%	N=3	100%	N=348
Overall ease of getting to the places you usually have to visit	15%	N=52	48%	N=168	23%	N=80	11%	N=37	3%	N=10	100%	N=347
Quality of overall natural environment in Lynchburg	21%	N=74	57%	N=196	17%	N=59	4%	N=12	1%	N=5	100%	N=346
Overall "built environment" of Lynchburg (including overall design, buildings, parks and transportation systems)	9%	N=31	40%	N=139	33%	N=115	15%	N=53	2%	N=7	100%	N=346
Health and wellness opportunities in Lynchburg	18%	N=61	47%	N=162	23%	N=79	10%	N=33	3%	N=9	100%	N=345
Overall opportunities for education and enrichment	18%	N=63	50%	N=173	20%	N=70	8%	N=28	3%	N=12	100%	N=346
Overall economic health of Lynchburg	9%	N=31	44%	N=151	32%	N=109	13%	N=45	3%	N=11	100%	N=347
Sense of community	11%	N=39	37%	N=126	36%	N=123	13%	N=46	2%	N=8	100%	N=341
Overall image or reputation of Lynchburg	13%	N=44	45%	N=155	30%	N=102	11%	N=38	2%	N=5	100%	N=345

Table 36: 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 Lynchburg to someone who asks	35%	N=119	42%	N=144	13%	N=46	8%	N=26	2%	N=6	100%	N=341
Remain in Lynchburg for the next five years	47%	N=158	26%	N=89	9%	N=32	14%	N=46	4%	N=14	100%	N=339

Table 37: 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	
In your neighborhood during the day	67%	N=231	21%	N=71	8%	N=27	3%	N=9	1%	N=3	1%	N=3	100%	N=344
In Lynchburg's downtown/commercial area during the day	36%	N=125	43%	N=150	8%	N=28	7%	N=25	3%	N=9	2%	N=9	100%	N=346

Table 38: Question 5

Please rate each of the following characteristics as they relate to Lynchburg as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic flow on major streets	6%	N=22	38%	N=130	32%	N=112	23%	N=78	1%	N=4	100%	N=346
Ease of public parking	8%	N=29	31%	N=105	42%	N=144	17%	N=58	2%	N=9	100%	N=345
Ease of travel by car in Lynchburg	14%	N=47	42%	N=142	33%	N=113	9%	N=32	2%	N=6	100%	N=340

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Please rate each of the following characteristics as they relate to Lynchburg as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Ease of travel by public transportation in Lynchburg	5%	N=17	19%	N=63	18%	N=60	11%	N=39	47%	N=161	100%	N=339
Ease of travel by bicycle in Lynchburg	4%	N=14	15%	N=52	21%	N=72	23%	N=79	37%	N=129	100%	N=345
Ease of walking in Lynchburg	14%	N=49	29%	N=99	28%	N=98	18%	N=63	10%	N=34	100%	N=343
Availability of paths and walking trails	26%	N=88	32%	N=110	24%	N=82	10%	N=33	9%	N=31	100%	N=345
Air quality	21%	N=74	55%	N=190	16%	N=54	3%	N=10	5%	N=17	100%	N=345
Cleanliness of Lynchburg	9%	N=32	56%	N=195	28%	N=97	6%	N=19	1%	N=3	100%	N=346
Overall appearance of Lynchburg	10%	N=33	55%	N=186	26%	N=88	8%	N=28	2%	N=6	100%	N=341
Public places where people want to spend time	12%	N=42	36%	N=126	31%	N=109	13%	N=47	7%	N=23	100%	N=346
Variety of housing options	14%	N=49	39%	N=134	32%	N=109	7%	N=26	8%	N=27	100%	N=344
Availability of affordable quality housing	14%	N=48	36%	N=124	33%	N=113	9%	N=32	9%	N=30	100%	N=346
Fitness opportunities (including exercise classes and paths or trails, etc.)	21%	N=73	46%	N=159	20%	N=69	7%	N=23	6%	N=21	100%	N=346
Recreational opportunities	14%	N=47	42%	N=145	29%	N=102	11%	N=37	5%	N=16	100%	N=346
Availability of affordable quality food	19%	N=65	51%	N=177	22%	N=75	7%	N=25	1%	N=4	100%	N=347
Availability of affordable quality health care	17%	N=59	42%	N=145	23%	N=80	13%	N=44	5%	N=19	100%	N=347
Availability of preventive health services	14%	N=50	45%	N=155	19%	N=64	12%	N=40	10%	N=35	100%	N=344
Availability of affordable quality mental health care	8%	N=28	31%	N=107	19%	N=66	12%	N=42	29%	N=101	100%	N=345

Table 39: Question 6

Please rate each of the following characteristics as they relate to Lynchburg as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Availability of affordable quality child care/preschool	5%	N=17	22%	N=76	16%	N=54	7%	N=26	50%	N=171	100%	N=344
K-12 education	9%	N=32	35%	N=121	18%	N=60	5%	N=16	33%	N=113	100%	N=341
Adult educational opportunities	15%	N=50	35%	N=117	22%	N=73	8%	N=26	21%	N=69	100%	N=336
Opportunities to attend cultural/arts/music activities	16%	N=55	30%	N=101	31%	N=106	18%	N=60	6%	N=20	100%	N=342
Opportunities to participate in religious or spiritual events and activities	41%	N=139	39%	N=134	12%	N=40	5%	N=16	4%	N=14	100%	N=343
Employment opportunities	6%	N=19	29%	N=101	39%	N=133	19%	N=66	7%	N=23	100%	N=343
Shopping opportunities	11%	N=38	35%	N=120	36%	N=122	18%	N=62	0%	N=1	100%	N=342
Cost of living in Lynchburg	19%	N=63	40%	N=136	30%	N=101	10%	N=32	1%	N=3	100%	N=336
Overall quality of business and service establishments in Lynchburg	10%	N=34	53%	N=181	27%	N=91	7%	N=24	3%	N=11	100%	N=340
Vibrant downtown/commercial area	8%	N=26	28%	N=95	37%	N=127	22%	N=73	5%	N=17	100%	N=339
Overall quality of new development in Lynchburg	9%	N=31	39%	N=133	34%	N=115	10%	N=34	8%	N=27	100%	N=341
Opportunities to participate in social events and activities	11%	N=38	41%	N=141	24%	N=84	19%	N=64	5%	N=17	100%	N=343
Opportunities to volunteer	22%	N=75	40%	N=138	20%	N=68	4%	N=14	14%	N=46	100%	N=342
Opportunities to participate in community matters	13%	N=44	40%	N=133	25%	N=82	9%	N=31	13%	N=44	100%	N=335
Openness and acceptance of the community toward people of diverse backgrounds	9%	N=32	28%	N=96	36%	N=123	18%	N=62	8%	N=27	100%	N=339
Neighborliness of residents in Lynchburg	11%	N=37	43%	N=147	30%	N=103	11%	N=37	5%	N=17	100%	N=340

Table 40: 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	24%	N=83	76%	N=258	100%	N=340
Made efforts to make your home more energy efficient	30%	N=100	70%	N=237	100%	N=337
Observed a code violation or other hazard in Lynchburg	49%	N=165	51%	N=174	100%	N=338

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Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Household member was a victim of a crime in Lynchburg	86%	N=291	14%	N=47	100%	N=338
Reported a crime to the police in Lynchburg	77%	N=260	23%	N=76	100%	N=336
Stocked supplies in preparation for an emergency	57%	N=194	43%	N=145	100%	N=339
Campaigned or advocated for an issue, cause or candidate	73%	N=242	27%	N=91	100%	N=332
Contacted the City of Lynchburg (in-person, phone, email or web) for help or information	47%	N=161	53%	N=181	100%	N=342
Contacted Lynchburg elected officials (in-person, phone, email or web) to express your opinion	84%	N=289	16%	N=55	100%	N=344

Table 41: 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 Lynchburg?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Lynchburg recreation centers or their services	9%	N=29	11%	N=38	28%	N=95	53%	N=180	100%	N=342
Visited a neighborhood park or City park	14%	N=48	24%	N=81	36%	N=124	26%	N=91	100%	N=345
Used Lynchburg public libraries or their services	8%	N=27	18%	N=62	22%	N=77	51%	N=175	100%	N=341
Participated in religious or spiritual activities in Lynchburg	25%	N=85	30%	N=101	12%	N=41	33%	N=114	100%	N=342
Attended a City-sponsored event	5%	N=16	9%	N=31	36%	N=124	50%	N=170	100%	N=341
Used bus, rail or other public transportation instead of driving	6%	N=20	3%	N=9	5%	N=18	87%	N=295	100%	N=341
Carpooled with other adults or children instead of driving alone	11%	N=36	10%	N=33	17%	N=57	63%	N=216	100%	N=341
Walked or biked instead of driving	13%	N=44	9%	N=30	17%	N=59	61%	N=209	100%	N=341
Volunteered your time to some group/activity in Lynchburg	9%	N=30	14%	N=48	25%	N=84	53%	N=180	100%	N=342
Participated in a club	6%	N=19	9%	N=31	15%	N=51	70%	N=239	100%	N=339
Talked to or visited with your immediate neighbors	36%	N=123	28%	N=95	22%	N=74	14%	N=48	100%	N=341
Done a favor for a neighbor	21%	N=71	23%	N=80	35%	N=119	21%	N=73	100%	N=342

Table 42: 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	
Attended a local public meeting	0%	N=0	3%	N=10	16%	N=56	81%	N=276	100%	N=342
Watched (online or on television) a local public meeting	2%	N=5	11%	N=37	20%	N=67	68%	N=229	100%	N=338

Table 43: Question 10

Please rate the quality of each of the following services in Lynchburg:	Excellent		Good		Fair		Poor		Don't know		Total	
Police/Sheriff services	23%	N=77	41%	N=138	15%	N=52	6%	N=20	15%	N=52	100%	N=339
Fire services	33%	N=113	40%	N=135	5%	N=16	0%	N=1	22%	N=74	100%	N=338
Ambulance or emergency medical services	30%	N=102	41%	N=139	8%	N=28	2%	N=7	18%	N=61	100%	N=338
Crime prevention	13%	N=43	39%	N=131	19%	N=64	7%	N=24	22%	N=72	100%	N=333
Fire prevention and education	13%	N=43	42%	N=137	14%	N=45	1%	N=5	30%	N=100	100%	N=330
Traffic enforcement	11%	N=36	41%	N=139	24%	N=81	12%	N=41	12%	N=39	100%	N=336
Street repair	5%	N=18	24%	N=80	41%	N=137	29%	N=97	2%	N=6	100%	N=337
Street cleaning	9%	N=31	33%	N=112	33%	N=112	19%	N=65	5%	N=18	100%	N=338
Street lighting	13%	N=43	45%	N=152	33%	N=112	8%	N=28	1%	N=4	100%	N=339
Snow removal	12%	N=41	32%	N=110	30%	N=103	24%	N=81	1%	N=5	100%	N=340

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Please rate the quality of each of the following services in Lynchburg:	Excellent		Good		Fair		Poor		Don't know		Total	
Sidewalk maintenance	6%	N=19	35%	N=119	35%	N=117	14%	N=48	10%	N=35	100%	N=339
Traffic signal timing	9%	N=29	37%	N=125	36%	N=122	16%	N=52	2%	N=8	100%	N=337
Bus or transit services	5%	N=18	24%	N=83	10%	N=34	10%	N=34	50%	N=170	100%	N=339
Garbage collection	28%	N=94	42%	N=144	16%	N=55	3%	N=9	11%	N=38	100%	N=340
Recycling	11%	N=39	32%	N=110	16%	N=53	19%	N=64	22%	N=73	100%	N=339
Yard waste pick-up	13%	N=42	33%	N=112	22%	N=73	7%	N=24	25%	N=84	100%	N=335
Storm drainage	12%	N=42	40%	N=133	22%	N=73	3%	N=10	23%	N=77	100%	N=334
Drinking water	21%	N=70	45%	N=153	21%	N=72	9%	N=31	4%	N=13	100%	N=340
Sewer services	15%	N=52	45%	N=152	21%	N=72	3%	N=9	15%	N=51	100%	N=336
Utility billing	14%	N=47	42%	N=142	25%	N=84	12%	N=41	7%	N=23	100%	N=338
City parks	18%	N=62	41%	N=138	21%	N=71	7%	N=23	14%	N=46	100%	N=339
Recreation programs or classes	10%	N=32	33%	N=110	18%	N=60	5%	N=17	35%	N=115	100%	N=333
Recreation centers or facilities	10%	N=33	32%	N=106	20%	N=67	6%	N=21	31%	N=103	100%	N=330
Land use, planning and zoning	5%	N=16	23%	N=75	30%	N=99	13%	N=42	30%	N=100	100%	N=332
Code enforcement (weeds, abandoned buildings, etc.)	2%	N=7	22%	N=73	24%	N=80	22%	N=72	31%	N=102	100%	N=334
Animal control	7%	N=23	35%	N=120	24%	N=80	10%	N=33	24%	N=82	100%	N=338
Economic development	8%	N=26	30%	N=99	31%	N=105	13%	N=42	19%	N=62	100%	N=334
Health services	12%	N=40	41%	N=139	28%	N=94	7%	N=24	12%	N=40	100%	N=336
Public library services	16%	N=53	40%	N=133	20%	N=65	4%	N=13	21%	N=71	100%	N=335
Public information services	8%	N=28	36%	N=118	30%	N=99	4%	N=15	22%	N=72	100%	N=331
Cable television	8%	N=27	20%	N=67	24%	N=81	24%	N=80	24%	N=81	100%	N=335
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	8%	N=28	33%	N=109	24%	N=80	6%	N=19	30%	N=100	100%	N=334
Preservation of natural areas such as open space, farmlands and greenbelts	8%	N=27	33%	N=107	23%	N=76	11%	N=36	25%	N=83	100%	N=329
Lynchburg open space	8%	N=28	35%	N=117	25%	N=84	11%	N=36	21%	N=70	100%	N=334
City-sponsored special events	9%	N=29	30%	N=98	29%	N=96	7%	N=22	25%	N=83	100%	N=328
Overall customer service by Lynchburg employees (police, receptionists, planners, etc.)	15%	N=51	45%	N=150	22%	N=72	5%	N=16	13%	N=44	100%	N=333

Table 44: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The City of Lynchburg	14%	N=46	50%	N=170	27%	N=90	4%	N=13	6%	N=20	100%	N=338
The Federal Government	5%	N=16	34%	N=113	32%	N=109	18%	N=62	11%	N=38	100%	N=338

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Table 45: Question 12

Please rate the following categories of Lynchburg government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to Lynchburg	8%	N=29	36%	N=121	34%	N=117	16%	N=55	5%	N=18	100%	N=339
The overall direction that Lynchburg is taking	11%	N=37	42%	N=141	32%	N=109	8%	N=28	7%	N=22	100%	N=337
The job Lynchburg government does at welcoming citizen involvement	8%	N=28	26%	N=87	31%	N=104	11%	N=37	24%	N=83	100%	N=338
Overall confidence in Lynchburg government	10%	N=33	32%	N=106	36%	N=121	12%	N=42	10%	N=33	100%	N=335
Generally acting in the best interest of the community	9%	N=32	39%	N=131	28%	N=96	13%	N=43	11%	N=37	100%	N=337
Being honest	8%	N=28	33%	N=111	32%	N=109	11%	N=37	16%	N=53	100%	N=339
Treating all residents fairly	8%	N=28	30%	N=101	28%	N=97	16%	N=54	18%	N=60	100%	N=341

Table 46: Question 13

Please rate how important, if at all, you think it is for the Lynchburg 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 Lynchburg	38%	N=129	49%	N=168	12%	N=41	2%	N=5	100%	N=343
Overall ease of getting to the places you usually have to visit	30%	N=101	51%	N=171	18%	N=62	1%	N=4	100%	N=338
Quality of overall natural environment in Lynchburg	27%	N=90	51%	N=173	19%	N=65	3%	N=9	100%	N=337
Overall "built environment" of Lynchburg (including overall design, buildings, parks and transportation systems)	29%	N=98	50%	N=170	18%	N=62	4%	N=13	100%	N=342
Health and wellness opportunities in Lynchburg	41%	N=139	41%	N=140	16%	N=54	3%	N=9	100%	N=342
Overall opportunities for education and enrichment	42%	N=142	40%	N=136	13%	N=45	5%	N=18	100%	N=341
Overall economic health of Lynchburg	51%	N=176	41%	N=140	6%	N=22	2%	N=6	100%	N=344
Sense of community	29%	N=99	45%	N=153	24%	N=82	2%	N=6	100%	N=340

Table 47: Question 14

Please indicate how you prefer to receive information about City government and its activities, events and services	Highly preferable		Preferable		Not at all preferable		Total	
City web site (www.lyncburgva.gov)	30%	N=99	46%	N=153	24%	N=81	100%	N=333
Local print media outlets (newspapers, magazines)	28%	N=96	47%	N=160	25%	N=85	100%	N=341
Local electronic media outlets (radio, local television stations)	41%	N=139	45%	N=153	15%	N=50	100%	N=342
The local government Comcast Cable Channel 15	17%	N=58	32%	N=106	51%	N=170	100%	N=334
City Source newsletter in the News & Advance	19%	N=63	51%	N=172	30%	N=100	100%	N=335
City Council meetings and other public meetings	13%	N=44	50%	N=166	37%	N=123	100%	N=333
City communications via social media (i.e. Facebook, Twitter or YouTube)	27%	N=90	34%	N=113	39%	N=130	100%	N=333
Talking with City officials	18%	N=60	44%	N=148	38%	N=126	100%	N=334
Word of mouth	14%	N=48	41%	N=139	44%	N=150	100%	N=338

Table 48: Question 15

Please indicate how important, if at all, each of the following issues will be for the City to address over the next five years:	Essential		Very important		Somewhat important		Not at all important		Total	
Affordable housing	29%	N=99	43%	N=146	21%	N=73	6%	N=21	100%	N=339
Reducing food deserts	20%	N=64	25%	N=80	27%	N=89	29%	N=93	100%	N=325
Maintaining and improving infrastructure	38%	N=128	43%	N=144	16%	N=54	2%	N=8	100%	N=334
Preservation of green space	27%	N=91	48%	N=161	21%	N=71	5%	N=16	100%	N=339
Health and wellness opportunities in Lynchburg	39%	N=134	41%	N=140	16%	N=53	3%	N=11	100%	N=338

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Please indicate how important, if at all, each of the following issues will be for the City to address over the next five years:	Essential		Very important		Somewhat important		Not at all important		Total	
Reducing poverty rate	43%	N=147	37%	N=127	14%	N=49	5%	N=16	100%	N=339
Workforce training	41%	N=140	41%	N=140	13%	N=46	4%	N=13	100%	N=339

Table 49: Question 16

Please rate how important, if at all, each of the following strategic planning areas are to the overall quality of life in Lynchburg:	Essential		Very important		Somewhat important		Not at all important		Total	
Actively engaged citizens	27%	N=91	48%	N=161	22%	N=73	4%	N=14	100%	N=338
Arts and culture	26%	N=79	38%	N=113	30%	N=91	6%	N=17	100%	N=300
Economic development	41%	N=136	41%	N=137	16%	N=55	2%	N=8	100%	N=336
Education	51%	N=169	39%	N=129	9%	N=28	1%	N=5	100%	N=331
Health and wellness opportunities in Lynchburg	40%	N=135	45%	N=153	12%	N=43	3%	N=11	100%	N=341
Recreation opportunities	29%	N=98	47%	N=159	21%	N=71	2%	N=8	100%	N=336
Safe neighborhoods	55%	N=190	38%	N=129	6%	N=20	1%	N=4	100%	N=343

Table 50: 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	21%	N=74	14%	N=47	18%	N=62	15%	N=52	31%	N=108	100%	N=342
Purchase goods or services from a business located in Lynchburg	1%	N=3	2%	N=6	14%	N=47	56%	N=190	27%	N=93	100%	N=340
Eat at least 5 portions of fruits and vegetables a day	6%	N=19	18%	N=64	33%	N=114	31%	N=106	12%	N=43	100%	N=345
Participate in moderate or vigorous physical activity	3%	N=9	17%	N=59	31%	N=107	30%	N=104	19%	N=65	100%	N=344
Read or watch local news (via television, paper, computer, etc.)	3%	N=9	11%	N=38	24%	N=83	24%	N=82	39%	N=133	100%	N=345
Vote in local elections	15%	N=53	8%	N=27	12%	N=41	13%	N=45	52%	N=179	100%	N=344

Table 51: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	19%	N=65
Very good	41%	N=142
Good	27%	N=93
Fair	9%	N=30
Poor	4%	N=15
Total	100%	N=344

Table 52: 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=14
Somewhat positive	26%	N=87
Neutral	54%	N=183
Somewhat negative	14%	N=47
Very negative	2%	N=6
Total	100%	N=337

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Table 53: Question D4

What is your employment status?	Percent	Number
Working full time for pay	52%	N=176
Working part time for pay	7%	N=24
Unemployed, looking for paid work	7%	N=24
Unemployed, not looking for paid work	5%	N=16
Fully retired	29%	N=97
Total	100%	N=338

Table 54: Question D5

Do you work inside the boundaries of Lynchburg?	Percent	Number
Yes, outside the home	56%	N=180
Yes, from home	4%	N=14
No	39%	N=126
Total	100%	N=320

Table 55: Question D6

How many years have you lived in Lynchburg?	Percent	Number
Less than 2 years	11%	N=37
2 to 5 years	15%	N=53
6 to 10 years	14%	N=48
11 to 20 years	18%	N=63
More than 20 years	43%	N=148
Total	100%	N=348

Table 56: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	39%	N=136
Building with two or more homes (duplex, townhome, apartment or condominium)	54%	N=188
Mobile home	0%	N=0
Other	6%	N=21
Total	100%	N=346

Table 57: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	47%	N=162
Owned	53%	N=180
Total	100%	N=342

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Table 58: 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	7%	N=23
\$300 to \$599 per month	21%	N=69
\$600 to \$999 per month	42%	N=138
\$1,000 to \$1,499 per month	16%	N=52
\$1,500 to \$2,499 per month	9%	N=28
\$2,500 or more per month	5%	N=17
Total	100%	N=328

Table 59: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	77%	N=266
Yes	23%	N=81
Total	100%	N=347

Table 60: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	66%	N=228
Yes	34%	N=120
Total	100%	N=347

Table 61: 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	27%	N=89
\$25,000 to \$49,999	28%	N=93
\$50,000 to \$99,999	30%	N=100
\$100,000 to \$149,999	9%	N=31
\$150,000 or more	5%	N=17
Total	100%	N=330

Table 62: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	96%	N=320
Yes, I consider myself to be Spanish, Hispanic or Latino	4%	N=14
Total	100%	N=334

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Table 63: 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	1%	N=4
Asian, Asian Indian or Pacific Islander	4%	N=14
Black or African American	23%	N=79
White	70%	N=238
Other	5%	N=16

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

Table 64: Question D15

In which category is your age?	Percent	Number
18 to 24 years	7%	N=23
25 to 34 years	27%	N=92
35 to 44 years	11%	N=39
45 to 54 years	19%	N=67
55 to 64 years	8%	N=28
65 to 74 years	15%	N=52
75 years or older	13%	N=44
Total	100%	N=345

Table 65: Question D16

What is your sex?	Percent	Number
Female	55%	N=190
Male	45%	N=156
Total	100%	N=346

Table 66: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	61%	N=212
Land line	19%	N=67
Both	20%	N=70
Total	100%	N=348

Appendix B: Benchmark Comparisons

Comparison Data

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on The National Citizen Survey™. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. The City of Lynchburg chose to have comparisons made to the entire database and a subset of similar jurisdictions from the database (jurisdictions in the Southern region with populations from 50,000 to 100,000).

Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is Lynchburg's "percent positive." The percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good," "very safe" and "somewhat safe," "essential" and "very important," etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating "yes" or participating in an activity at least once a month. The second column is the rank assigned to Lynchburg's rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of Lynchburg's rating to the benchmark.

In that final column, Lynchburg's results are noted as being "higher" than the benchmark, "lower" than the benchmark or "similar" to the benchmark, meaning that the average rating given by Lynchburg residents is statistically similar to or different (greater or lesser) than the benchmark. More extreme differences are noted as "much higher" or "much lower."

Benchmark Database Characteristics	
Region	Percent
New England	3%
Middle Atlantic	5%
East North Central	15%
West North Central	13%
South Atlantic	22%
East South Central	3%
West South Central	7%
Mountain	16%
Pacific	16%
Population	Percent
Less than 10,000	10%
10,000 to 24,999	22%
25,000 to 49,999	23%
50,000 to 99,999	22%
100,000 or more	23%

National Benchmark Comparisons

Table 67: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Lynchburg	76%	271	376	Similar
Overall image or reputation of Lynchburg	59%	211	288	Similar
Lynchburg as a place to live	81%	232	328	Similar
Your neighborhood as a place to live	77%	172	255	Similar
Lynchburg as a place to raise children	80%	180	320	Similar
Lynchburg as a place to retire	70%	123	304	Similar
Overall appearance of Lynchburg	65%	222	300	Similar

Table 68: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Lynchburg	80%	125	205	Similar
	In your neighborhood during the day	89%	176	291	Similar
	In Lynchburg's downtown/commercial area during the day	82%	207	246	Similar
	Overall ease of getting to the places you usually have to visit	65%	103	123	Similar
Mobility	Availability of paths and walking trails	63%	113	253	Similar
	Ease of walking in Lynchburg	48%	196	241	Lower
	Ease of travel by bicycle in Lynchburg	30%	228	245	Lower
	Ease of travel by public transportation in Lynchburg	45%	52	113	Similar
	Ease of travel by car in Lynchburg	57%	168	242	Similar
	Ease of public parking	40%	72	99	Similar
	Traffic flow on major streets	44%	203	284	Similar
	Quality of overall natural environment in Lynchburg	79%	117	228	Similar
	Cleanliness of Lynchburg	66%	158	219	Similar
	Air quality	80%	88	203	Similar
Built Environment	Overall "built environment" of Lynchburg (including overall design, buildings, parks and transportation systems)	50%	93	118	Similar
	Overall quality of new development in Lynchburg	52%	149	234	Similar
	Availability of affordable quality housing	54%	62	246	Similar
	Variety of housing options	58%	109	224	Similar
	Public places where people want to spend time	52%	82	110	Similar
	Overall economic health of Lynchburg	54%	83	123	Similar
Economy	Vibrant downtown/commercial area	38%	62	108	Similar
	Overall quality of business and service establishments in Lynchburg	65%	122	219	Similar
	Cost of living in Lynchburg	60%	10	116	Higher
	Shopping opportunities	46%	169	244	Similar
	Employment opportunities	38%	120	257	Similar
	Lynchburg as a place to visit	56%	87	129	Similar
	Lynchburg as a place to work	52%	207	297	Similar
	Health and wellness opportunities in Lynchburg	67%	81	120	Similar
	Availability of affordable quality mental health care	55%	40	102	Similar
	Availability of preventive health services	66%	94	181	Similar
Recreation and Wellness	Availability of affordable quality health care	62%	101	211	Similar
	Availability of affordable quality food	71%	83	181	Similar
	Recreational opportunities	58%	181	252	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Fitness opportunities (including exercise classes and paths or trails, etc.)	72%	54	114	Similar
	Overall opportunities for education and enrichment	71%	65	117	Similar
	Opportunities to participate in religious or spiritual events and activities	83%	32	166	Similar
	Opportunities to attend cultural/arts/music activities	48%	145	243	Similar
	Adult educational opportunities	63%	45	105	Similar
	K-12 education	67%	145	210	Similar
	Availability of affordable quality child care/preschool	54%	100	210	Similar
	Opportunities to participate in social events and activities	55%	161	208	Similar
	Neighborliness of Lynchburg	57%	74	112	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	41%	217	236	Lower
	Opportunities to participate in community matters	61%	126	218	Similar
	Opportunities to volunteer	72%	94	214	Similar

Table 69: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Lynchburg	68%	254	368	Similar
Overall customer service by Lynchburg employees (police, receptionists, planners, etc.)	70%	237	304	Similar
Value of services for the taxes paid to Lynchburg	47%	241	337	Similar
Overall direction that Lynchburg is taking	56%	153	271	Similar
Job Lynchburg government does at welcoming citizen involvement	45%	162	257	Similar
Overall confidence in Lynchburg government	46%	68	118	Similar
Generally acting in the best interest of the community	54%	66	117	Similar
Being honest	49%	67	115	Similar
Treating all residents fairly	46%	74	117	Similar
Services provided by the Federal Government	43%	70	201	Similar

Table 70: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Police/Sheriff services	75%	252	358	Similar
	Fire services	94%	139	293	Similar
	Ambulance or emergency medical services	87%	200	290	Similar
	Crime prevention	66%	195	295	Similar
	Fire prevention and education	78%	161	236	Similar
	Animal control	56%	218	280	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	58%	150	230	Similar
	Traffic enforcement	59%	244	314	Similar
	Street repair	29%	289	357	Lower
	Street cleaning	45%	222	259	Lower
	Street lighting	58%	141	261	Similar
	Snow removal	45%	220	249	Lower
	Sidewalk maintenance	46%	193	263	Similar
	Traffic signal timing	47%	124	203	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Natural Environment	Bus or transit services	60%	98	179	Similar
	Garbage collection	79%	217	291	Similar
	Recycling	56%	283	301	Lower
	Yard waste pick-up	61%	188	219	Similar
	Drinking water	68%	179	276	Similar
	Preservation of natural areas such as open space, farmlands and greenbelts	55%	152	210	Similar
	Lynchburg open space	55%	79	112	Similar
Built Environment	Storm drainage	68%	121	302	Similar
	Sewer services	72%	186	265	Similar
	Utility billing	60%	86	107	Similar
	Land use, planning and zoning	39%	183	244	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	35%	259	299	Lower
	Cable television	37%	149	157	Lower
Economy	Economic development	46%	138	233	Similar
Recreation and Wellness	City parks	68%	230	268	Similar
	Recreation programs or classes	65%	207	276	Similar
	Recreation centers or facilities	61%	172	227	Similar
	Health services	60%	112	157	Similar
	City-sponsored special events	52%	100	123	Similar
Education and Enrichment	Public library services	70%	262	282	Lower
Community Engagement	Public information services	56%	178	233	Similar

Table 71: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	50%	208	256	Similar
Recommend living in Lynchburg to someone who asks	79%	176	227	Similar
Remain in Lynchburg for the next five years	76%	189	223	Similar
Contacted Lynchburg (in-person, phone, email or web) for help or information	53%	58	260	Similar

Table 72: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	43%	32	104	Similar
	Did NOT report a crime to the police	77%	62	113	Similar
	Household member was NOT a victim of a crime	86%	158	221	Similar
	Used bus, rail or other public transportation instead of driving	13%	66	96	Lower
Mobility	Carpooled with other adults or children instead of driving alone	37%	89	110	Similar
	Walked or biked instead of driving	39%	102	114	Lower
	Made efforts to conserve water	76%	86	105	Similar
Natural Environment	Made efforts to make your home more energy efficient	70%	96	105	Similar
	Recycle at home	65%	195	208	Much lower

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Built Environment	Did NOT observe a code violation or other hazard in Lynchburg	49%	64	106	Similar
	NOT experiencing housing costs stress	66%	123	205	Similar
Economy	Purchase goods or services from a business located in Lynchburg	97%	54	110	Similar
	Economy will have positive impact on income	30%	61	207	Similar
	Work inside boundaries of Lynchburg	61%	21	110	Higher
Recreation and Wellness	Used Lynchburg recreation centers or their services	47%	166	191	Similar
	Visited a neighborhood park or City park	74%	201	223	Similar
	Eat at least 5 portions of fruits and vegetables a day	76%	101	107	Similar
	Participate in moderate or vigorous physical activity	80%	89	108	Similar
	In very good to excellent health	60%	85	109	Similar
Education and Enrichment	Used Lynchburg public libraries or their services	49%	186	195	Lower
	Participated in religious or spiritual activities in Lynchburg	67%	14	162	Higher
	Attended City-sponsored event	50%	62	112	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	27%	21	102	Similar
	Contacted Lynchburg elected officials (in-person, phone, email or web) to express your opinion	16%	57	109	Similar
	Volunteered your time to some group/activity in Lynchburg	47%	72	214	Similar
	Participated in a club	30%	78	189	Similar
	Talked to or visited with your immediate neighbors	86%	90	110	Similar
	Done a favor for a neighbor	79%	76	106	Similar
	Attended a local public meeting	19%	132	214	Similar
	Watched (online or on television) a local public meeting	32%	67	179	Similar
	Read or watch local news (via television, paper, computer, etc.)	86%	61	109	Similar
	Vote in local elections	77%	135	207	Similar

Communities included in national comparisons

The communities included in Lynchburg's comparisons are listed on the following pages along with their population according to the 2010 Census.

Adams County, CO441,603
 Airway Heights city, WA 6,114
 Albany city, OR 50,158
 Albemarle County, VA..... 98,970
 Albert Lea city, MN..... 18,016
 Algonquin village, IL..... 30,046
 Aliso Viejo city, CA 47,823
 Altoona city, IA 14,541
 American Canyon city, CA..... 19,454
 Ames city, IA 58,965
 Andover CDP, MA..... 8,762
 Ankeny city, IA 45,582
 Ann Arbor city, MI.....113,934
 Annapolis city, MD 38,394
 Apple Valley town, CA 69,135

Arapahoe County, CO572,003
 Arkansas City city, AR..... 366
 Arlington city, TX365,438
 Arlington County, VA.....207,627
 Arvada city, CO106,433
 Asheville city, NC 83,393
 Ashland city, OR 20,078
 Ashland town, VA..... 7,225
 Auburn city, AL 53,380
 Auburn city, WA..... 70,180
 Augusta CCD, GA134,777
 Aurora city, CO325,078
 Austin city, TX790,390
 Bainbridge Island city, WA..... 23,025
 Baltimore city, MD.....620,961

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Battle Creek city, MI.....	52,347	Collinsville city, IL	25,579
Bay City city, MI.....	34,932	Columbia city, MO.....	108,500
Baytown city, TX.....	71,802	Columbia city, SC.....	129,272
Bedford city, TX.....	46,979	Columbus city, WI.....	4,991
Bedford town, MA	13,320	Commerce City city, CO.....	45,913
Bellevue city, WA	122,363	Concord city, CA	122,067
Bellingham city, WA	80,885	Concord town, MA.....	17,668
Beltrami County, MN	44,442	Cookeville city, TN	30,435
Benbrook city, TX.....	21,234	Coon Rapids city, MN	61,476
Bend city, OR.....	76,639	Copperas Cove city, TX.....	32,032
Benicia city, CA	26,997	Coronado city, CA	18,912
Bettendorf city, IA.....	33,217	Corvallis city, OR.....	54,462
Billings city, MT.....	104,170	Creve Coeur city, MO	17,833
Blaine city, MN.....	57,186	Cross Roads town, TX	1,563
Bloomfield Hills city, MI	3,869	Crystal Lake city, IL.....	40,743
Bloomington city, MN	82,893	Dade City city, FL.....	6,437
Blue Springs city, MO	52,575	Dakota County, MN	398,552
Boise City city, ID	205,671	Dallas city, OR	14,583
Boone County, KY	118,811	Dallas city, TX.....	1,197,816
Boulder city, CO.....	97,385	Danville city, KY.....	16,218
Bowling Green city, KY	58,067	Dardenne Prairie city, MO.....	11,494
Brentwood city, MO.....	8,055	Davenport city, IA.....	99,685
Brentwood city, TN	37,060	Davidson town, NC.....	10,944
Brighton city, CO.....	33,352	Decatur city, GA.....	19,335
Bristol city, TN	26,702	Del Mar city, CA	4,161
Broken Arrow city, OK	98,850	Delray Beach city, FL.....	60,522
Brookfield city, WI	37,920	Denison city, TX.....	22,682
Brookline CDP, MA	58,732	Denton city, TX.....	113,383
Broomfield city, CO	55,889	Denver city, CO.....	600,158
Brownsburg town, IN	21,285	Derby city, KS.....	22,158
Bryan city, TX	76,201	Des Peres city, MO	8,373
Burien city, WA.....	33,313	Destin city, FL.....	12,305
Burleson city, TX.....	36,690	Dorchester County, MD	32,618
Cabarrus County, NC.....	178,011	Dothan city, AL	65,496
Cambridge city, MA.....	105,162	Douglas County, CO	285,465
Canton city, SD.....	3,057	Dover city, NH	29,987
Cape Coral city, FL	154,305	Dublin city, CA	46,036
Cape Girardeau city, MO.....	37,941	Duluth city, MN.....	86,265
Carlisle borough, PA.....	18,682	Duncanville city, TX.....	38,524
Carlsbad city, CA.....	105,328	Durham city, NC	228,330
Cartersville city, GA.....	19,731	Eagle town, CO.....	6,508
Cary town, NC	135,234	East Baton Rouge Parish, LA.....	440,171
Casa Grande city, AZ.....	48,571	East Grand Forks city, MN	8,601
Casper city, WY	55,316	East Lansing city, MI	48,579
Castine town, ME	1,366	Eau Claire city, WI	65,883
Castle Pines North city, CO	10,360	Eden Prairie city, MN.....	60,797
Castle Rock town, CO.....	48,231	Edgerton city, KS	1,671
Centennial city, CO.....	100,377	Edina city, MN	47,941
Centralia city, IL	13,032	Edmond city, OK.....	81,405
Chambersburg borough, PA.....	20,268	Edmonds city, WA.....	39,709
Chandler city, AZ	236,123	El Cerrito city, CA.....	23,549
Chanhassen city, MN	22,952	El Dorado County, CA.....	181,058
Chapel Hill town, NC	57,233	El Paso city, TX.....	649,121
Charlotte city, NC.....	731,424	Elk Grove city, CA	153,015
Charlotte County, FL	159,978	Elk River city, MN.....	22,974
Charlottesville city, VA.....	43,475	Elko New Market city, MN	4,110
Chattanooga city, TN.....	167,674	Elmhurst city, IL.....	44,121
Chesterfield County, VA.....	316,236	Encinitas city, CA	59,518
Chippewa Falls city, WI	13,661	Englewood city, CO.....	30,255
Citrus Heights city, CA.....	83,301	Erie town, CO	18,135
Clackamas County, OR	375,992	Escambia County, FL.....	297,619
Clarendon Hills village, IL	8,427	Estes Park town, CO.....	5,858
Clayton city, MO	15,939	Fairview town, TX.....	7,248
Clearwater city, FL	107,685	Farmington Hills city, MI.....	79,740
Cleveland Heights city, OH	46,121	Fayetteville city, NC.....	200,564
Clive city, IA	15,447	Fishers town, IN	76,794
Clovis city, CA.....	95,631	Flagstaff city, AZ	65,870
College Park city, MD	30,413	Flower Mound town, TX.....	64,669
College Station city, TX	93,857	Forest Grove city, OR	21,083
Colleyville city, TX.....	22,807	Fort Collins city, CO.....	143,986

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Fort Smith city, AR.....	86,209	Jerome city, ID	10,890
Fort Worth city, TX.....	741,206	Johnson City city, TN.....	63,152
Fountain Hills town, AZ	22,489	Johnston city, IA.....	17,278
Franklin city, TN.....	62,487	Jupiter town, FL.....	55,156
Fredericksburg city, VA.....	24,286	Kalamazoo city, MI.....	74,262
Fremont city, CA	214,089	Kansas City city, KS.....	145,786
Friendswood city, TX.....	35,805	Kansas City city, MO.....	459,787
Fruita city, CO.....	12,646	Keizer city, OR	36,478
Gahanna city, OH.....	33,248	Kenmore city, WA	20,460
Gaithersburg city, MD.....	59,933	Kennedale city, TX	6,763
Galveston city, TX	47,743	Kennett Square borough, PA.....	6,072
Gardner city, KS.....	19,123	Kettering city, OH	56,163
Geneva city, NY	13,261	Key West city, FL	24,649
Georgetown city, TX.....	47,400	King County, WA.....	1,931,249
Germantown city, TN	38,844	Kirkland city, WA.....	48,787
Gilbert town, AZ.....	208,453	La Mesa city, CA	57,065
Gillette city, WY	29,087	La Plata town, MD.....	8,753
Glendora city, CA	50,073	La Porte city, TX	33,800
Globe city, AZ	7,532	La Vista city, NE.....	15,758
Golden Valley city, MN.....	20,371	Lafayette city, CO	24,453
Goodyear city, AZ	65,275	Laguna Beach city, CA.....	22,723
Grafton village, WI.....	11,459	Laguna Hills city, CA.....	30,344
Grand Blanc city, MI.....	8,276	Laguna Niguel city, CA	62,979
Grand Island city, NE	48,520	Lake Oswego city, OR	36,619
Grass Valley city, CA	12,860	Lake Zurich village, IL	19,631
Greeley city, CO.....	92,889	Lakeville city, MN	55,954
Green Valley CDP, AZ.....	21,391	Lakewood city, CO	142,980
Greenwood Village city, CO.....	13,925	Lane County, OR.....	351,715
Greer city, SC	25,515	Larimer County, CO.....	299,630
Guilford County, NC	488,406	Las Cruces city, NM.....	97,618
Gunnison County, CO	15,324	Las Vegas city, NV	583,756
Gurnee village, IL.....	31,295	Lawrence city, KS.....	87,643
Hailey city, ID	7,960	League City city, TX	83,560
Haines Borough, AK	2,508	Lee's Summit city, MO	91,364
Hallandale Beach city, FL.....	37,113	Lehi city, UT	47,407
Hamilton city, OH.....	62,477	Lenexa city, KS	48,190
Hanover County, VA.....	99,863	Lewis County, NY.....	27,087
Harrisonburg city, VA	48,914	Lincoln city, NE	258,379
Harrisonville city, MO	10,019	Lindsborg city, KS	3,458
Hayward city, CA	144,186	Littleton city, CO	41,737
Henderson city, NV	257,729	Livermore city, CA.....	80,968
Herndon town, VA.....	23,292	Lombard village, IL	43,165
High Point city, NC.....	104,371	Lone Tree city, CO	10,218
Highland Park city, IL	29,763	Longmont city, CO	86,270
Highlands Ranch CDP, CO	96,713	Longview city, TX.....	80,455
Hillsborough town, NC.....	6,087	Los Alamos County, NM.....	17,950
Holland city, MI.....	33,051	Louisville city, CO.....	18,376
Honolulu County, HI.....	953,207	Lynchburg city, VA	75,568
Hooksett town, NH.....	13,451	Lynnwood city, WA	35,836
Hopkins city, MN.....	17,591	Madison city, WI	233,209
Hopkinton town, MA.....	14,925	Mankato city, MN	39,309
Hoquiam city, WA	8,726	Maple Grove city, MN	61,567
Hudson city, OH.....	22,262	Maple Valley city, WA	22,684
Hudson town, CO.....	2,356	Maricopa County, AZ	3,817,117
Hudsonville city, MI.....	7,116	Maryland Heights city, MO.....	27,472
Huntersville town, NC.....	46,773	Matthews town, NC.....	27,198
Hurst city, TX.....	37,337	McAllen city, TX	129,877
Hutchinson city, MN	14,178	McDonough city, GA.....	22,084
Hutto city, TX	14,698	McKinney city, TX.....	131,117
Hyattsville city, MD	17,557	McMinnville city, OR	32,187
Independence city, MO.....	116,830	Medford city, OR.....	74,907
Indian Trail town, NC	33,518	Menlo Park city, CA	32,026
Indianola city, IA	14,782	Mercer Island city, WA	22,699
Iowa City city, IA	67,862	Meridian charter township, MI	39,688
Issaquah city, WA.....	30,434	Meridian city, ID	75,092
Jackson County, MI.....	160,248	Merriam city, KS.....	11,003
James City County, VA	67,009	Mesa County, CO	146,723
Jefferson City city, MO	43,079	Miami Beach city, FL	87,779
Jefferson County, CO	534,543	Miami city, FL	399,457
Jefferson County, NY.....	116,229	Midland city, MI	41,863

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Milford city, DE	9,559	Pocatello city, ID.....	54,255
Milton city, GA	32,661	Polk County, IA.....	430,640
Minneapolis city, MN	382,578	Port Huron city, MI.....	30,184
Mission Viejo city, CA	93,305	Port Orange city, FL	56,048
Modesto city, CA	201,165	Portland city, OR.....	583,776
Monterey city, CA.....	27,810	Post Falls city, ID	27,574
Montgomery County, VA.....	94,392	Prince William County, VA.....	402,002
Monument town, CO	5,530	Prior Lake city, MN.....	22,796
Mooreville town, NC.....	32,711	Provo city, UT.....	112,488
Morristown city, TN.....	29,137	Pueblo city, CO	106,595
Morrisville town, NC	18,576	Purcellville town, VA.....	7,727
Moscow city, ID	23,800	Queen Creek town, AZ	26,361
Mountain Village town, CO.....	1,320	Radnor township, PA.....	31,531
Mountlake Terrace city, WA	19,909	Ramsey city, MN.....	23,668
Muscataine city, IA	22,886	Rapid City city, SD	67,956
Naperville city, IL.....	141,853	Raymore city, MO	19,206
Needham CDP, MA.....	28,886	Redmond city, WA	54,144
New Braunfels city, TX	57,740	Rehoboth Beach city, DE	1,327
New Brighton city, MN.....	21,456	Reno city, NV.....	225,221
New Hanover County, NC	202,667	Reston CDP, VA	58,404
New Orleans city, LA	343,829	Richmond city, CA.....	103,701
New Smyrna Beach city, FL	22,464	Richmond Heights city, MO.....	8,603
Newberg city, OR.....	22,068	Rifle city, CO.....	9,172
Newport Beach city, CA	85,186	River Falls city, WI	15,000
Newport News city, VA.....	180,719	Riverdale city, UT.....	8,426
Newton city, IA.....	15,254	Riverside city, CA	303,871
Noblesville city, IN	51,969	Riverside city, MO	2,937
Nogales city, AZ.....	20,837	Rochester Hills city, MI.....	70,995
Norfolk city, VA.....	242,803	Rock Hill city, SC.....	66,154
Northglenn city, CO.....	35,789	Rockford city, IL	152,871
Novato city, CA	51,904	Rockville city, MD.....	61,209
Novi city, MI.....	55,224	Rogers city, MN	8,597
O'Fallon city, IL.....	28,281	Rolla city, MO	19,559
O'Fallon city, MO.....	79,329	Roselle village, IL.....	22,763
Oak Park village, IL	51,878	Roswell city, GA	88,346
Oakland Park city, FL	41,363	Round Rock city, TX.....	99,887
Oakley city, CA	35,432	Royal Oak city, MI.....	57,236
Ogdensburg city, NY	11,128	Saco city, ME.....	18,482
Oklahoma City city, OK.....	579,999	Sahuarita town, AZ	25,259
Olathe city, KS.....	125,872	Sammamish city, WA	45,780
Old Town city, ME.....	7,840	San Anselmo town, CA	12,336
Olmsted County, MN	144,248	San Antonio city, TX.....	1,327,407
Orland Park village, IL	56,767	San Carlos city, CA.....	28,406
Oshkosh city, WI.....	66,083	San Diego city, CA	1,307,402
Otsego County, MI.....	24,164	San Francisco city, CA	805,235
Overland Park city, KS.....	173,372	San Jose city, CA	945,942
Oviedo city, FL.....	33,342	San Juan County, NM.....	130,044
Paducah city, KY	25,024	San Marcos city, CA	83,781
Palm Coast city, FL.....	75,180	San Marcos city, TX.....	44,894
Palo Alto city, CA	64,403	San Rafael city, CA.....	57,713
Papillion city, NE	18,894	Sandy Springs city, GA	93,853
Park City city, UT	7,558	Sanford city, FL.....	53,570
Parker town, CO	45,297	Sangamon County, IL.....	197,465
Parkland city, FL	23,962	Santa Clarita city, CA.....	176,320
Pasadena city, CA	137,122	Santa Fe County, NM	144,170
Pasco city, WA.....	59,781	Santa Monica city, CA.....	89,736
Pasco County, FL	464,697	Sarasota County, FL	379,448
Pearland city, TX.....	91,252	Savage city, MN.....	26,911
Peoria city, AZ	154,065	Scarborough CDP, ME	4,403
Peoria city, IL	115,007	Schaumburg village, IL.....	74,227
Peoria County, IL	186,494	Scott County, MN	129,928
Petoskey city, MI	5,670	Scottsdale city, AZ	217,385
Pflugerville city, TX	46,936	Seaside city, CA	33,025
Phoenix city, AZ	1,445,632	SeaTac city, WA.....	26,909
Pinal County, AZ	375,770	Sevierville city, TN	14,807
Pinehurst village, NC	13,124	Shawnee city, KS	62,209
Piqua city, OH.....	20,522	Sheboygan city, WI.....	49,288
Pitkin County, CO.....	17,148	Shoreview city, MN	25,043
Platte City city, MO.....	4,691	Shorewood city, MN	7,307
Plymouth city, MN.....	70,576	Shorewood village, IL.....	15,615

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Shorewood village, WI	13,162	Twin Falls city, ID	44,125
Sioux Center city, IA	7,048	Tyler city, TX	96,900
Sioux Falls city, SD	153,888	Umatilla city, OR	6,906
Skokie village, IL	64,784	Upper Arlington city, OH	33,771
Snellville city, GA	18,242	Urbandale city, IA	39,463
Snowmass Village town, CO	2,826	Vail town, CO	5,305
South Kingstown town, RI	30,639	Vancouver city, WA	161,791
South Lake Tahoe city, CA	21,403	Vestavia Hills city, AL	34,033
South Portland city, ME	25,002	Victoria city, MN	7,345
Southborough town, MA	9,767	Virginia Beach city, VA	437,994
Southlake city, TX	26,575	Wake Forest town, NC	30,117
Sparks city, NV	90,264	Walnut Creek city, CA	64,173
Spokane Valley city, WA	89,755	Washington County, MN	238,136
Spring Hill city, KS	5,437	Washoe County, NV	421,407
Springboro city, OH	17,409	Watauga city, TX	23,497
Springfield city, MO	159,498	Wauwatosa city, WI	46,396
Springfield city, OR	59,403	Waverly city, IA	9,874
Springville city, UT	29,466	Weddington town, NC	9,459
St. Charles city, IL	32,974	Wentzville city, MO	29,070
St. Cloud city, FL	35,183	West Carrollton city, OH	13,143
St. Cloud city, MN	65,842	West Chester borough, PA	18,461
St. Joseph city, MO	76,780	West Des Moines city, IA	56,609
St. Louis County, MN	200,226	West Richland city, WA	11,811
St. Louis Park city, MN	45,250	Western Springs village, IL	12,975
Stallings town, NC	13,831	Westerville city, OH	36,120
State College borough, PA	42,034	Westlake town, TX	992
Steamboat Springs city, CO	12,088	Westminster city, CO	106,114
Sterling Heights city, MI	129,699	Weston town, MA	11,261
Sugar Grove village, IL	8,997	Wheat Ridge city, CO	30,166
Sugar Land city, TX	78,817	White House city, TN	10,255
Summit city, NJ	21,457	Wichita city, KS	382,368
Summit County, UT	36,324	Williamsburg city, VA	14,068
Sunnyvale city, CA	140,081	Wilmington city, NC	106,476
Surprise city, AZ	117,517	Wilsonville city, OR	19,509
Suwanee city, GA	15,355	Winchester city, VA	26,203
Tacoma city, WA	198,397	Windsor town, CO	18,644
Takoma Park city, MD	16,715	Windsor town, CT	29,044
Tamarac city, FL	60,427	Winnetka village, IL	12,187
Temecula city, CA	100,097	Winston-Salem city, NC	229,617
Tempe city, AZ	161,719	Winter Garden city, FL	34,568
Temple city, TX	66,102	Woodbury city, MN	61,961
The Woodlands CDP, TX	93,847	Woodland city, CA	55,468
Thornton city, CO	118,772	Woodland city, WA	5,509
Thousand Oaks city, CA	126,683	Wrentham town, MA	10,955
Tigard city, OR	48,035	Yakima city, WA	91,067
Tracy city, CA	82,922	York County, VA	65,464
Tualatin city, OR	26,054	Yorktown town, IN	9,405
Tulsa city, OK	391,906		

Southern Region with Populations from 50,000-100,000 Benchmark Comparisons

Table 73: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Lynchburg	76%	23	26	Similar
Overall image or reputation of Lynchburg	59%	20	22	Lower
Lynchburg as a place to live	81%	18	21	Similar
Your neighborhood as a place to live	77%	13	18	Similar
Lynchburg as a place to raise children	80%	11	22	Similar
Lynchburg as a place to retire	70%	13	21	Similar
Overall appearance of Lynchburg	65%	21	22	Similar

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Table 74: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Lynchburg	80%	10	18	Similar
	In your neighborhood during the day	89%	12	22	Similar
	In Lynchburg's downtown/commercial area during the day	82%	17	18	Similar
Mobility	Overall ease of getting to the places you usually have to visit	65%	11	13	Similar
	Availability of paths and walking trails	63%	4	17	Similar
	Ease of walking in Lynchburg	48%	13	21	Similar
	Ease of travel by bicycle in Lynchburg	30%	17	20	Lower
	Ease of travel by public transportation in Lynchburg	45%	4	9	Similar
	Ease of travel by car in Lynchburg	57%	16	21	Similar
	Ease of public parking	40%	9	12	Similar
	Traffic flow on major streets	44%	15	23	Similar
	Quality of overall natural environment in Lynchburg	79%	14	18	Similar
Natural Environment	Cleanliness of Lynchburg	66%	13	16	Similar
	Air quality	80%	8	16	Similar
Built Environment	Overall "built environment" of Lynchburg (including overall design, buildings, parks and transportation systems)	50%	11	12	Similar
	Overall quality of new development in Lynchburg	52%	15	20	Similar
	Availability of affordable quality housing	54%	2	17	Similar
	Variety of housing options	58%	9	17	Similar
	Public places where people want to spend time	52%	12	12	Similar
Economy	Overall economic health of Lynchburg	54%	10	13	Similar
	Vibrant downtown/commercial area	38%	6	11	Similar
	Overall quality of business and service establishments in Lynchburg	65%	14	17	Similar
	Cost of living in Lynchburg	60%	1	12	Higher
	Shopping opportunities	46%	16	17	Lower
	Employment opportunities	38%	12	18	Similar
	Lynchburg as a place to visit	56%	10	12	Lower
	Lynchburg as a place to work	52%	17	21	Similar
Recreation and Wellness	Health and wellness opportunities in Lynchburg	67%	12	13	Similar
	Availability of affordable quality mental health care	55%	6	11	Similar
	Availability of preventive health services	66%	10	14	Similar
	Availability of affordable quality health care	62%	8	14	Similar
	Availability of affordable quality food	71%	11	14	Similar
	Recreational opportunities	58%	16	18	Similar
	Fitness opportunities (including exercise classes and paths or trails, etc.)	72%	7	12	Similar
Education and Enrichment	Overall opportunities for education and enrichment	71%	9	12	Similar
	Opportunities to participate in religious or spiritual events and activities	83%	3	14	Similar
	Opportunities to attend cultural/arts/music activities	48%	15	19	Lower
	Adult educational opportunities	63%	9	12	Similar
	K-12 education	67%	14	19	Similar
	Availability of affordable quality child care/preschool	54%	6	15	Similar
Community Engagement	Opportunities to participate in social events and activities	55%	12	15	Similar
	Neighborliness of Lynchburg	57%	10	13	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	41%	19	19	Lower
	Opportunities to participate in community matters	61%	12	19	Similar

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	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Opportunities to volunteer	72%	11	17	Similar

Table 75: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Lynchburg	68%	19	23	Similar
Overall customer service by Lynchburg employees (police, receptionists, planners, etc.)	70%	19	24	Similar
Value of services for the taxes paid to Lynchburg	47%	22	25	Similar
Overall direction that Lynchburg is taking	56%	12	18	Similar
Job Lynchburg government does at welcoming citizen involvement	45%	14	20	Similar
Overall confidence in Lynchburg government	46%	7	12	Similar
Generally acting in the best interest of the community	54%	7	12	Similar
Being honest	49%	6	12	Similar
Treating all residents fairly	46%	8	12	Similar
Services provided by the Federal Government	43%	5	15	Similar

Table 76: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police/Sheriff services	75%	18	24	Similar
	Fire services	94%	9	19	Similar
	Ambulance or emergency medical services	87%	14	18	Similar
	Crime prevention	66%	14	22	Similar
	Fire prevention and education	78%	13	18	Similar
	Animal control	56%	11	13	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	58%	12	18	Similar
Mobility	Traffic enforcement	59%	16	22	Similar
	Street repair	29%	18	20	Lower
	Street cleaning	45%	13	15	Lower
	Street lighting	58%	9	17	Similar
	Snow removal	45%	10	10	Lower
	Sidewalk maintenance	46%	14	18	Similar
	Traffic signal timing	47%	4	13	Similar
Natural Environment	Bus or transit services	60%	8	13	Similar
	Garbage collection	79%	14	22	Similar
	Recycling	56%	22	23	Lower
	Yard waste pick-up	61%	18	21	Similar
	Drinking water	68%	12	18	Similar
	Preservation of natural areas such as open space, farmlands and greenbelts	55%	11	14	Similar
	Lynchburg open space	55%	9	11	Similar
Built Environment	Storm drainage	68%	8	23	Similar
	Sewer services	72%	10	15	Similar
	Utility billing	60%	11	14	Similar
	Land use, planning and zoning	39%	15	16	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	35%	23	24	Lower
	Cable television	37%	10	11	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Economy	Economic development	46%	13	17	Similar
Recreation and Wellness	City parks	68%	18	18	Similar
	Recreation programs or classes	65%	15	19	Similar
	Recreation centers or facilities	61%	16	18	Similar
	Health services	60%	10	12	Similar
Education and Enrichment	City-sponsored special events	52%	16	16	Similar
	Public library services	70%	17	18	Lower
Community Engagement	Public information services	56%	17	19	Similar

Table 77: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	50%	15	18	Similar
Recommend living in Lynchburg to someone who asks	79%	16	17	Similar
Remain in Lynchburg for the next five years	76%	11	17	Similar
Contacted Lynchburg (in-person, phone, email or web) for help or information	53%	4	22	Similar

Table 78: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	43%	5	12	Similar
	Did NOT report a crime to the police	77%	9	12	Similar
	Household member was NOT a victim of a crime	86%	14	16	Similar
Mobility	Used bus, rail or other public transportation instead of driving	13%	7	10	Similar
	Carpooled with other adults or children instead of driving alone	37%	10	12	Lower
	Walked or biked instead of driving	39%	9	12	Lower
Natural Environment	Made efforts to conserve water	76%	10	12	Similar
	Made efforts to make your home more energy efficient	70%	9	12	Similar
	Recycle at home	65%	17	17	Lower
Built Environment	Did NOT observe a code violation or other hazard in Lynchburg	49%	8	12	Similar
	NOT experiencing housing costs stress	66%	9	18	Similar
Economy	Purchase goods or services from a business located in Lynchburg	97%	6	12	Similar
	Economy will have positive impact on income	30%	4	17	Similar
	Work inside boundaries of Lynchburg	61%	6	12	Similar
Recreation and Wellness	Used Lynchburg recreation centers or their services	47%	15	17	Similar
	Visited a neighborhood park or City park	74%	17	19	Similar
	Eat at least 5 portions of fruits and vegetables a day	76%	12	12	Similar
	Participate in moderate or vigorous physical activity	80%	8	12	Similar
	In very good to excellent health	60%	9	12	Similar
Education and Enrichment	Used Lynchburg public libraries or their services	49%	14	14	Lower

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Community Engagement	Participated in religious or spiritual activities in Lynchburg	67%	1	12	Higher
	Attended City-sponsored event	50%	10	12	Similar
	Campaigned or advocated for an issue, cause or candidate	27%	2	11	Similar
	Contacted Lynchburg elected officials (in-person, phone, email or web) to express your opinion	16%	5	12	Similar
	Volunteered your time to some group/activity in Lynchburg	47%	6	17	Similar
	Participated in a club	30%	9	15	Similar
	Talked to or visited with your immediate neighbors	86%	10	12	Similar
	Done a favor for a neighbor	79%	9	12	Similar
	Attended a local public meeting	19%	13	17	Similar
	Watched (online or on television) a local public meeting	32%	4	12	Similar
	Read or watch local news (via television, paper, computer, etc.)	86%	6	12	Similar
	Vote in local elections	77%	7	16	Similar

Communities included in Southern Region with Populations between 50,000-100,000 comparisons
The communities included in Lynchburg's custom comparisons are listed below along with their population according to the 2010 Census.

Albemarle County, VA 98,970
Asheville city, NC 83,393
Auburn city, AL 53,380
Bowling Green city, KY 58,067
Chapel Hill town, NC 57,233
Charlottesville city, VA 43,475
Delray Beach city, FL 60,522
Dothan city, AL 65,496
Franklin city, TN 62,487
Gaithersburg city, MD 59,933
Hanover County, VA 99,863
Harrisonburg city, VA 48,914
James City County, VA 67,009
Johnson City city, TN 63,152

Jupiter town, FL 55,156
Lynchburg city, VA 75,568
Miami Beach city, FL 87,779
Montgomery County, VA 94,392
Palm Coast city, FL 75,180
Port Orange city, FL 56,048
Reston CDP, VA 58,404
Rock Hill city, SC 66,154
Rockville city, MD 61,209
Roswell city, GA 88,346
Sandy Springs city, GA 93,853
Sanford city, FL 53,570
Tamarac city, FL 60,427
York County, VA 65,464

Appendix C: Detailed Survey Methods

The National Citizen Survey (The NCS™), conducted by National Research Center, Inc., was developed to provide communities an accurate, affordable and easy way to assess and interpret resident opinion about important local topics. Standardization of common questions and survey methods provide the rigor to assure valid results, and each community has enough flexibility to construct a customized version of The NCS.

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents. The City of Lynchburg funded this research. Please contact JoAnn Brown-Martin of the Lynchburg Communication and Marketing office at joann.martin@lynchburgva.gov if you have any questions about the survey.

Survey Validity

The question of survey validity has two parts: 1) how can a community be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire community. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the community to receive the survey to ensure that the households selected to receive the survey are representative of the larger community.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Inviting response in a compelling manner (using appropriate letterhead/logos and a signature of a visible leader) to appeal to recipients' sense of civic responsibility.
- Providing a pre-addressed, postage-paid return envelope.
- Offering the survey in Spanish or other language when requested by a given community.
- Weighting the results to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward "oppressed groups," likelihood of voting for a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality

with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality vary, with some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of firefighters, breadth of services and training provided). Resident opinion commonly reflects objective performance data but is an important measure on its own. NRC principals have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

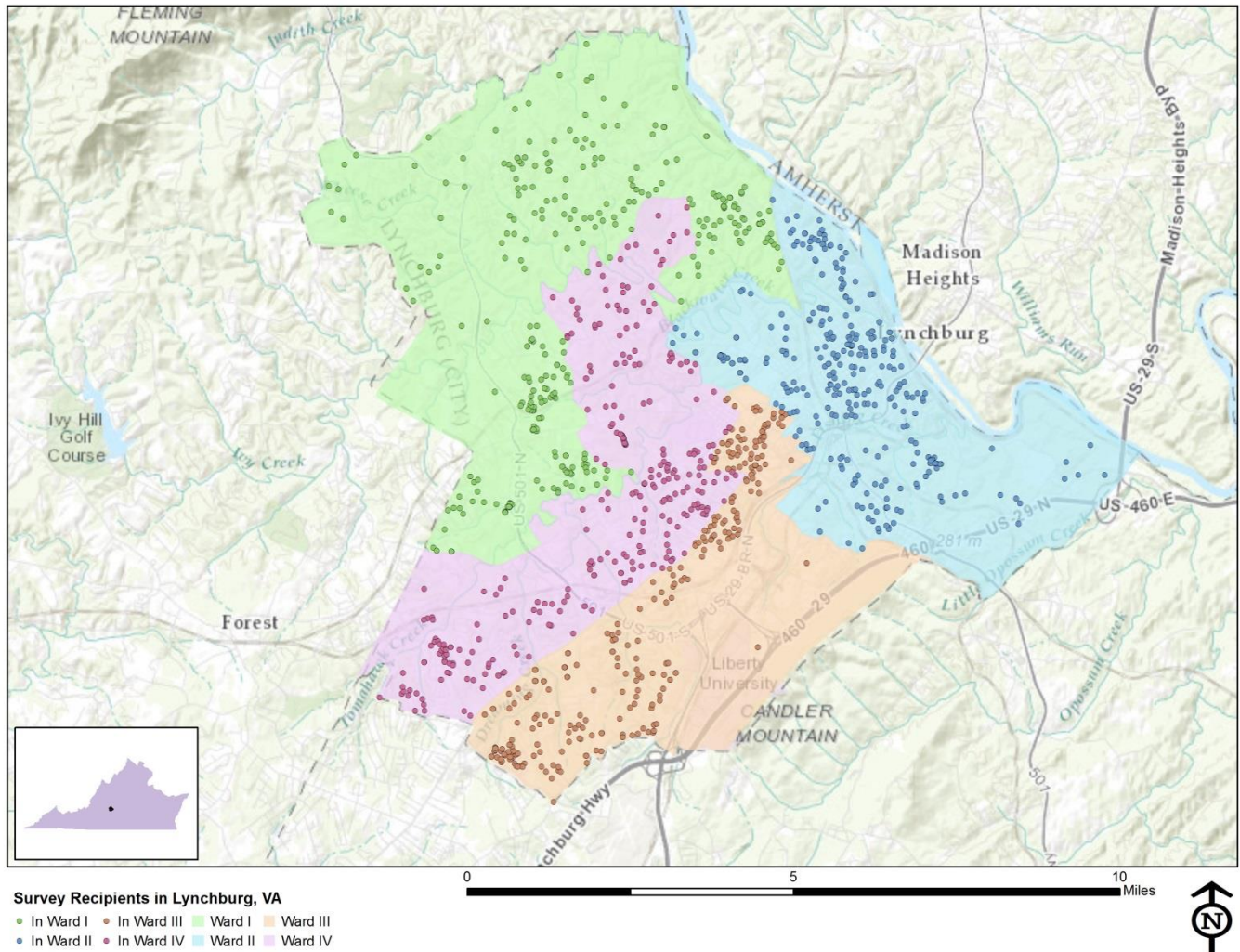
Survey Sampling

"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of Lynchburg were eligible to participate in the survey. A list of all households within the zip codes serving Lynchburg was purchased based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Lynchburg households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file (updated on a quarterly basis) and addresses located outside of the City of Lynchburg boundaries were removed from consideration. Each address identified as being within City boundaries was further identified as being within one of the four Wards.

To choose the 1,400 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *Nth* one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be sampled at an actual rate that is slightly above or below that).

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

Figure 1: Location of Survey Recipients



Survey Administration and Response

Selected households received three mailings, one week apart, beginning on May 6th, 2015. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the Mayor inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. Respondents could opt to take the survey online. Completed surveys were collected over the following eight weeks.

About 5% of the 1,400 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 1,324 households that received the survey, 349 completed the survey, providing an overall response rate of 26%. Of the 349 completed surveys, 24 were completed online. Additionally, responses were tracked by Ward; response rates by Ward ranged from 18% to 32%.

Table 79: Survey Response Rates by Ward

	Number mailed	Undeliverable	Eligible	Returned	Response rate
Ward I	350	12	338	108	32%
Ward II	350	25	325	59	18%
Ward III	350	27	323	80	25%
Ward IV	350	12	338	102	30%
Overall	1,400	76	1,324	349	26%

Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions.¹

The margin of error for the City of Lynchburg survey is no greater than plus or minus five percentage points around any given percent reported for the entire sample (349 completed surveys).

For subgroups of responses, the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

Survey Processing (Data Entry)

Upon receipt, completed surveys were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

Survey Data Weighting

The demographic characteristics of the survey sample were compared to those found in the 2010 Census and American Community Survey estimates for adults in the City of Lynchburg. The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. The characteristics used for weighting were housing tenure, housing unit type, race/ethnicity, gender, age and ward. The results of the weighting scheme are presented in the following table.

¹ A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

Table 80: Lynchburg, VA 2015 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	47%	33%	47%
Own home	53%	67%	53%
Detached unit	37%	66%	39%
Attached unit	63%	34%	61%
Race and Ethnicity			
White	66%	73%	69%
Not white	34%	27%	31%
Not Hispanic	97%	98%	96%
Hispanic	3%	2%	4%
Sex and Age			
Female	54%	58%	55%
Male	46%	42%	45%
18-34 years of age	35%	16%	33%
35-54 years of age	31%	21%	31%
55+ years of age	34%	62%	36%
Females 18-34	18%	10%	19%
Females 35-54	16%	13%	16%
Females 55+	20%	36%	20%
Males 18-34	17%	7%	14%
Males 35-54	15%	9%	14%
Males 55+	14%	26%	16%
Ward			
Ward I	27%	31%	26%
Ward II	25%	17%	25%
Ward III	20%	23%	21%
Ward IV	28%	29%	27%

Survey Data Analysis and Reporting

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

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

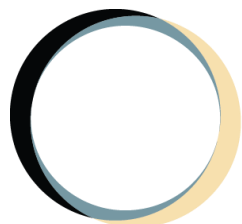
Appendix D: Survey Materials

THE NCS™

The National Citizen Survey™

Lynchburg, VA

Trends over Time
2015



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Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. The NCS captures residents' opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report discusses trends over time, comparing the 2015 ratings for the City of Lynchburg to its previous survey results in 2004, 2006, 2008 and 2013. Additional reports and technical appendices are available under separate cover.

Trend data for Lynchburg represent important comparison data and should be examined for improvements or declines. Deviations from stable trends over time, especially, represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions.

Meaningful differences between survey years have been noted within the following tables as being "higher" or "lower" if the differences are greater than seven percentage points between the 2013 and 2015 surveys, otherwise the comparison between 2013 and 2015 are noted as being "similar." Additionally, benchmark comparisons for all survey years are presented for reference. Changes in the benchmark comparison over time can be impacted by various trends, including varying survey cycles for the individual communities that comprise the benchmarks, regional and national economic or other events, as well as emerging survey methodologies.

Overall, ratings in Lynchburg for 2015 generally remained stable. Of the 92 items for which comparisons were available, 63 items were rated similarly in 2013 and 2015, 12 items showed a decrease in ratings and 17 showed an increase in ratings. Notable trends over time included the following:

- Within the pillar of Community Characteristics, there were several increases and one decrease from 2013 to 2015. Fewer residents tended to give "excellent" or "good" ratings to the overall quality of new development in Lynchburg. More residents gave favorable ratings to aspects of Mobility (traffic flow and travel by public transportation), Natural Environment (overall natural environment), Built Environment (availability of affordable quality housing), Recreation and Wellness (recreation opportunities, availability of affordable quality health care, availability of affordable quality food and preventive health services) and Education and Enrichment (opportunities to attend cultural/arts/music activities and availability of affordable quality child care/preschool). Residents in 2015 also gave more positive ratings to the overall appearance of Lynchburg than in 2013.
- Several changes were also noted within Governance over time. Survey respondents gave more "excellent" or "good" marks to fire prevention services, emergency preparedness, drinking water and the overall direction that Lynchburg is taking. The items that decreased from 2013 to 2015 included snow removal, City parks, public information services and the customer service of Lynchburg employees.
- Two aspects in Participation saw ratings increase in 2015 and seven aspects decreased from 2013. More residents reported that they were not under housing stress and more residents indicated that they were optimistic that the economy would have a positive impact on their income. Fewer residents reported that they had recycled at home, used Lynchburg's recreation centers, visited a City park, used Lynchburg's public libraries, watched a public meeting and volunteered in 2015 compared to 2013. Residents also reported lower levels of importance for the sense of community in Lynchburg.

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Table 1: Community Characteristics General

	Percent rating positively (e.g., excellent/good)					2015 rating compared to 2013	Comparison to benchmark				
	2004	2006	2008	2013	2015		2004	2006	2008	2013	2015
Overall quality of life	70%	74%	73%	75%	76%	Similar	Lower	Lower	Similar	Lower	Similar
Overall image	NA	65%	64%	62%	59%	Similar	NA	Similar	Similar	Lower	Similar
Place to live	78%	76%	79%	79%	81%	Similar	Similar	Similar	Similar	Much lower	Similar
Neighborhood	73%	76%	74%	79%	77%	Similar	Similar	Similar	Similar	Lower	Similar
Place to raise children	75%	75%	79%	81%	80%	Similar	Similar	Similar	Higher	Similar	Similar
Place to retire	69%	64%	75%	67%	70%	Similar	Higher	Similar	Much higher	Similar	Similar
Overall appearance	60%	65%	61%	58%	65%	Higher	Similar	Similar	Similar	Lower	Similar

Table 2: Community Characteristics by Facet

		Percent rating positively (e.g., excellent/good, very/somewhat safe)					2015 rating compared to 2013	Comparison to benchmark				
		2004	2006	2008	2013	2015		2004	2006	2008	2013	2015
Safety	Overall feeling of safety	NA	NA	NA	NA	80%	NA	NA	NA	NA	NA	Similar
	Safe in neighborhood	94%	91%	93%	92%	89%	Similar	Similar	Similar	Similar	Similar	Similar
	Safe downtown/commercial area	77%	79%	74%	77%	82%	Similar	Lower	Much lower	Much lower	Much lower	Similar
Mobility	Overall ease of travel	NA	NA	NA	NA	65%	NA	NA	NA	NA	NA	Similar
	Paths and walking trails	NA	NA	60%	67%	63%	Similar	NA	NA	Higher	Higher	Similar
	Ease of walking	NA	49%	51%	50%	48%	Similar	NA	Much lower	Lower	Much lower	Lower
	Travel by bicycle	NA	35%	30%	36%	30%	Similar	NA	Much lower	Much lower	Much lower	Lower
	Travel by public transportation	NA	NA	22%	NA	45%	Higher	NA	NA	Much lower	NA	Similar
	Travel by car	60%	57%	57%	59%	57%	Similar	Similar	Higher	Similar	Similar	Similar
	Public parking	NA	NA	NA	NA	40%	NA	NA	NA	NA	NA	Similar
	Traffic flow	46%	43%	41%	36%	44%	Higher	NA	NA	Similar	Much lower	Similar
	Overall natural environment	NA	NA	72%	72%	79%	Higher	NA	NA	Similar	Similar	Similar
Natural Environment	Cleanliness	NA	NA	57%	63%	66%	Similar	NA	NA	Much lower	Much lower	Similar
	Air quality	NA	73%	71%	74%	80%	Similar	NA	Similar	Higher	Similar	Similar
	Overall built environment	NA	NA	NA	NA	50%	NA	NA	NA	NA	NA	Similar
Built Environment	New development in Lynchburg	NA	59%	54%	61%	52%	Lower	NA	Similar	Similar	Similar	Similar
	Affordable quality housing	49%	54%	47%	44%	54%	Higher	Similar	Higher	Much higher	Similar	Similar
	Housing options	NA	NA	61%	60%	58%	Similar	NA	NA	Higher	Similar	Similar
	Public places	NA	NA	NA	NA	52%	NA	NA	NA	NA	NA	Similar

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		Percent rating positively (e.g., excellent/good, very/somewhat safe)					2015 rating compared to 2013	Comparison to benchmark				
		2004	2006	2008	2013	2015		2004	2006	2008	2013	2015
Economy	Overall economic health	NA	NA	NA	NA	54%	NA	NA	NA	NA	NA	Similar
	Vibrant downtown/commercial area	NA	NA	NA	NA	38%	NA	NA	NA	NA	NA	Similar
	Business and services	NA	NA	67%	62%	65%	Similar	NA	NA	Higher	Lower	Similar
	Cost of living	NA	NA	NA	NA	60%	NA	NA	NA	NA	NA	Higher
	Shopping opportunities	46%	56%	58%	44%	46%	Similar	Lower	Similar	Higher	Much lower	Similar
	Employment opportunities	19%	28%	36%	31%	38%	Similar	Much lower	Similar	Higher	Similar	Similar
	Place to visit	NA	NA	NA	NA	56%	NA	NA	NA	NA	NA	Similar
	Place to work	NA	50%	52%	54%	52%	Similar	NA	Similar	Similar	Lower	Similar
Recreation and Wellness	Health and wellness	NA	NA	NA	NA	67%	NA	NA	NA	NA	NA	Similar
	Mental health care	NA	NA	NA	NA	55%	NA	NA	NA	NA	NA	Similar
	Preventive health services	NA	NA	50%	59%	66%	Higher	NA	NA	Similar	Similar	Similar
	Health care	NA	55%	51%	55%	62%	Higher	NA	Much higher	Similar	Similar	Similar
	Food	NA	NA	61%	62%	71%	Higher	NA	NA	Similar	Similar	Similar
	Recreational opportunities	39%	51%	46%	46%	58%	Higher	Much lower	Much lower	Much lower	Much lower	Similar
	Fitness opportunities	NA	NA	NA	NA	72%	NA	NA	NA	NA	NA	Similar
Education and Enrichment	Religious or spiritual events and activities	NA	NA	81%	84%	83%	Similar	NA	NA	Much higher	Higher	Similar
	Cultural/arts/music activities	46%	43%	40%	37%	48%	Higher	Lower	Much lower	Much lower	Much lower	Similar
	Adult education	NA	NA	NA	NA	63%	NA	NA	NA	NA	NA	Similar
	K-12 education	60%	65%	68%	61%	67%	Similar	Similar	Higher	Similar	Lower	Similar
	Child care/preschool	41%	47%	42%	45%	54%	Higher	Lower	Similar	Higher	Similar	Similar
Community Engagement	Social events and activities	NA	NA	57%	49%	55%	Similar	NA	NA	Similar	Much lower	Similar
	Neighborliness	NA	NA	NA	NA	57%	NA	NA	NA	NA	NA	Similar
	Openness and acceptance	45%	39%	46%	46%	41%	Similar	Lower	Much lower	Much lower	Much lower	Lower
	Opportunities to participate in community matters	NA	NA	62%	56%	61%	Similar	NA	NA	Similar	Lower	Similar
	Opportunities to volunteer	NA	NA	79%	77%	72%	Similar	NA	NA	Much higher	Similar	Similar

The National Citizen Survey™

Table 3: Governance General

	Percent rating positively (e.g., excellent/good)					2015 rating compared to 2013	Comparison to benchmark				
	2004	2006	2008	2013	2015		2004	2006	2008	2013	2015
Services provided by Lynchburg	62%	65%	61%	70%	68%	Similar	Lower	Lower	Lower	Similar	Similar
Customer service	76%	74%	76%	82%	70%	Lower	Similar	Similar	Similar	Higher	Similar
Value of services for taxes paid	NA	46%	46%	41%	47%	Similar	NA	Lower	Much lower	Much lower	Similar
Overall direction	53%	55%	50%	49%	56%	Higher	Similar	Similar	Much lower	Similar	Similar
Welcoming citizen involvement	56%	50%	45%	49%	45%	Similar	Similar	Lower	Much lower	Similar	Similar
Confidence in City government	NA	NA	NA	NA	46%	NA	NA	NA	NA	NA	Similar
Acting in the best interest of Lynchburg	NA	NA	NA	NA	54%	NA	NA	NA	NA	NA	Similar
Being honest	NA	NA	NA	NA	49%	NA	NA	NA	NA	NA	Similar
Treating all residents fairly	NA	NA	NA	NA	46%	NA	NA	NA	NA	NA	Similar
Services provided by the Federal Government	52%	47%	40%	38%	43%	Similar	Similar	Similar	Similar	Lower	Similar

Table 4: Governance by Facet

		Percent rating positively (e.g., excellent/good)					2015 rating compared to 2013	Comparison to benchmark				
		2004	2006	2008	2013	2015		2004	2006	2008	2013	2015
Safety	Police	73%	75%	75%	77%	75%	Similar	Similar	Similar	Similar	Similar	Similar
	Fire	92%	93%	91%	89%	94%	Similar	Similar	Higher	Similar	Similar	Similar
	Ambulance/EMS	89%	84%	89%	81%	87%	Similar	Similar	Similar	Similar	Lower	Similar
	Crime prevention	NA	60%	53%	61%	66%	Similar	NA	Similar	Lower	Lower	Similar
	Fire prevention	NA	73%	80%	67%	78%	Higher	NA	Similar	Similar	Lower	Similar
	Animal control	52%	53%	54%	56%	56%	Similar	Lower	Lower	Lower	Lower	Similar
	Emergency preparedness	NA	NA	55%	48%	58%	Higher	NA	NA	Lower	Much lower	Similar
	Traffic enforcement	60%	64%	58%	59%	59%	Similar	Similar	Similar	Similar	Lower	Similar
	Street repair	35%	42%	39%	28%	29%	Similar	Much lower	Similar	Lower	Much lower	Lower
	Street cleaning	NA	47%	45%	44%	45%	Similar	NA	Much lower	Much lower	Much lower	Lower
Mobility	Street lighting	51%	57%	56%	52%	58%	Similar	Lower	Similar	Similar	Lower	Similar
	Snow removal	52%	57%	58%	56%	45%	Lower	Much lower	Lower	Similar	Lower	Lower
	Sidewalk maintenance	44%	49%	43%	47%	46%	Similar	Lower	Similar	Lower	Lower	Similar
	Traffic signal timing	NA	49%	50%	50%	47%	Similar	NA	Similar	Similar	Similar	Similar
	Bus or transit services	49%	60%	60%	56%	60%	Similar	Lower	Higher	Similar	Similar	Similar
	Garbage collection	77%	77%	75%	80%	79%	Similar	Similar	Similar	Lower	Similar	Similar
	Recycling	59%	59%	54%	55%	56%	Similar	Much lower	Much lower	Much lower	Much lower	Lower

The National Citizen Survey™

		Percent rating positively (e.g., excellent/good)					2015 rating compared to 2013	Comparison to benchmark				
		2004	2006	2008	2013	2015		2004	2006	2008	2013	2015
	Yard waste pick-up	63%	60%	62%	64%	61%	Similar	Lower	Much lower	Lower	Lower	Similar
	Drinking water	61%	58%	60%	60%	68%	Higher	Similar	Similar	Similar	Lower	Similar
	Natural areas preservation	NA	NA	45%	54%	55%	Similar	NA	NA	Lower	Similar	Similar
	Open space	NA	NA	NA	NA	55%	NA	NA	NA	NA	NA	Similar
	Storm drainage	NA	60%	62%	66%	68%	Similar	NA	Higher	Higher	Similar	Similar
	Sewer services	64%	63%	65%	67%	72%	Similar	Lower	Lower	Similar	Lower	Similar
	Utility billing	NA	NA	NA	NA	60%	NA	NA	NA	NA	NA	Similar
	Land use, planning and zoning	31%	31%	33%	41%	39%	Similar	Lower	Much lower	Similar	Similar	Similar
	Code enforcement	27%	29%	27%	37%	35%	Similar	Much lower	Much lower	Much lower	Lower	Lower
	Cable television	25%	37%	46%	39%	37%	Similar	Much lower	Much lower	Lower	Much lower	Lower
Built Environment	Economic development	36%	48%	43%	42%	46%	Similar	Lower	Similar	Lower	Similar	Similar
Economy	City parks	NA	67%	68%	76%	68%	Lower	NA	Lower	Lower	Lower	Similar
	Recreation programs	NA	62%	60%	69%	65%	Similar	NA	Lower	Lower	Lower	Similar
	Recreation centers	47%	58%	55%	56%	61%	Similar	Much lower	Much lower	Lower	Much lower	Similar
	Health services	NA	64%	64%	64%	60%	Similar	NA	Similar	Higher	Similar	Similar
	Special events	NA	NA	NA	NA	52%	NA	NA	NA	NA	NA	Similar
Education and Enrichment	Public libraries	82%	74%	82%	76%	70%	Similar	Similar	Similar	Similar	Much lower	Lower
Community Engagement	Public information	61%	64%	71%	66%	56%	Lower	Similar	Higher	Higher	Similar	Similar

Table 5: Participation General

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)					2015 rating compared to 2013	Comparison to benchmark				
	2004	2006	2008	2013	2015		2004	2006	2008	2013	2015
Sense of community	56%	52%	55%	57%	50%	Lower	Similar	Lower	Similar	Lower	Similar
Recommend Lynchburg	NA	NA	83%	81%	79%	Similar	NA	NA	Similar	Much lower	Similar
Remain in Lynchburg	NA	NA	79%	73%	76%	Similar	NA	NA	Similar	Much lower	Similar
Contacted Lynchburg employees	70%	63%	62%	49%	53%	Similar	NA	NA	Higher	Similar	Similar

The National Citizen Survey™

Table 6: Participation by Facet

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)					2015 rating compared to 2013	Comparison to benchmark				
		2004	2006	2008	2013	2015		2004	2006	2008	2013	2015
Safety	Stocked supplies for an emergency	NA	NA	NA	NA	43%	NA	NA	NA	NA	NA	Similar
	Did NOT report a crime	NA	NA	NA	NA	77%	NA	NA	NA	NA	NA	Similar
	Was NOT the victim of a crime	87%	88%	90%	89%	86%	Higher	NA	NA	Higher	Similar	Similar
Mobility	Used public transportation instead of driving	NA	NA	NA	NA	13%	NA	NA	NA	NA	NA	Lower
	Carpooled instead of driving alone	NA	NA	NA	NA	37%	NA	NA	NA	NA	NA	Similar
	Walked or biked instead of driving	NA	NA	NA	NA	39%	NA	NA	NA	NA	NA	Lower
Natural Environment	Conserved water	NA	NA	NA	NA	76%	NA	NA	NA	NA	NA	Similar
	Made home more energy efficient	NA	NA	NA	NA	70%	NA	NA	NA	NA	NA	Similar
	Recycled at home	70%	69%	69%	72%	65%	Lower	NA	NA	Much lower	Much lower	Much lower
Built Environment	Did NOT observe a code violation	NA	NA	NA	NA	49%	NA	NA	NA	NA	NA	Similar
	NOT under housing cost stress	NA	NA	NA	30%	66%	Higher	NA	NA	NA	Lower	Similar
Economy	Purchased goods or services in Lynchburg	NA	NA	NA	NA	97%	NA	NA	NA	NA	NA	Similar
	Economy will have positive impact on income	27%	23%	17%	15%	30%	Higher	NA	NA	Lower	Similar	Similar
	Work in Lynchburg	NA	NA	NA	NA	61%	NA	NA	NA	NA	NA	Higher
Recreation and Wellness	Used Lynchburg recreation centers	47%	47%	50%	56%	47%	Lower	NA	NA	Lower	Similar	Similar
	Visited a City park	82%	83%	79%	86%	74%	Lower	NA	NA	Much lower	Similar	Similar
	Ate 5 portions of fruits and vegetables	NA	NA	NA	NA	76%	NA	NA	NA	NA	NA	Similar
	Participated in moderate or vigorous physical activity	NA	NA	NA	NA	80%	NA	NA	NA	NA	NA	Similar
	In very good to excellent health	NA	NA	NA	NA	60%	NA	NA	NA	NA	NA	Similar
Education and Enrichment	Used Lynchburg public libraries	71%	72%	70%	62%	49%	Lower	NA	NA	Similar	Much lower	Lower
	Participated in religious or spiritual activities	NA	NA	76%	72%	67%	Similar	NA	NA	Much higher	Much higher	Higher
	Attended a City-sponsored event	NA	NA	NA	NA	50%	NA	NA	NA	NA	NA	Similar

The National Citizen Survey™

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)					2015 rating compared to 2013	Comparison to benchmark				
		2004	2006	2008	2013	2015		2004	2006	2008	2013	2015
Community Engagement	Campaigned for an issue, cause or candidate	NA	NA	NA	NA	27%	NA	NA	NA	NA	NA	Similar
	Contacted Lynchburg elected officials	NA	NA	NA	NA	16%	NA	NA	NA	NA	NA	Similar
	Volunteered	53%	55%	56%	56%	47%	Lower	NA	NA	Much higher	Much higher	Similar
	Participated in a club	NA	NA	38%	36%	30%	Similar	NA	NA	Much higher	Much higher	Similar
	Talked to or visited with neighbors	NA	NA	NA	NA	86%	NA	NA	NA	NA	NA	Similar
	Done a favor for a neighbor	NA	NA	NA	NA	79%	NA	NA	NA	NA	NA	Similar
	Attended a local public meeting	29%	28%	27%	26%	19%	Similar	NA	NA	Similar	Similar	Similar
	Watched a local public meeting	64%	60%	52%	48%	32%	Lower	NA	NA	Higher	Much higher	Similar
	Read or watched local news	NA	NA	NA	NA	86%	NA	NA	NA	NA	NA	Similar
	Voted in local elections	64%	66%	NA	77%	77%	Similar	NA	NA	NA	Higher	Similar



Local Government Playbook of Strategies to Improve Communities



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Introduction

Think of this guide as a helium balloon that will help lighten the burden of determining how to put your survey results to work for your community. Most community leaders are buried in information, because running local government requires knowing a lot about your own organization, the organizations of other entities that can inhibit or facilitate your success and your residents' perspectives about what is and ought to be happening. The National Citizen Survey you recently conducted has provided you with reliable reconnaissance about your residents' opinions and activities that you can get from no administrative records or discussions with managers or elected officials. Although the information in your survey is uniquely valuable, knowing what to make of it – as in, what to do with it – benefits from some assistance.

First, Take a Deep Breath

Pressure mounts to use data wisely. People are saying that data are money. Everyone is talking about how data help managers make the right decisions – to reduce crime, improve the housing stock, expand the tax base, sell bonds. It is true that being data driven does increase the likelihood that your decisions will be better for the community, but we recommend that as managers or elected officials are exposed to valid information about resident perspectives about the local quality of life, governance and reports of residents' engagement in the community, it is best to take off your leader hat and just listen to what the report says. Forget how data driven you must be and appreciate the survey results like you might your favorite music. Take the time to feel your own reaction to what you hear. Rather than pretend that management decisions are made strictly by the numbers and that emotion plays no part in the power of data, the first question a leader should ask of his survey data is not “do they make sense?” but “do they feel right?”

Once you've noticed which survey results resonate most with you, then examine them. Do they square with other data you have? Do they confirm what you and others have observed? Finally, as you think about what the survey results mean to you, remember that you are not alone. There are some, probably many, staff who have more direct experience with the areas reported on in the survey. Convene them to participate in the debrief, which may include the one you have with the researchers at National Research Center, Inc. if you have conducted The National Citizen Survey. In that debrief, you will

get a sense of how NRC recommends you move forward to put your results to use.

Where the Action Is

Putting your results to work is precisely why you conducted the survey, so taking the time to absorb the results is the beginning, not the end of the survey process. This Playbook of Strategies provides you with recommendations about how to move forward with your survey results. To help you get started with navigating toward building successful outcomes in your community The Playbook includes vignettes of how other jurisdictions used their survey results to improve their communities. The local governments highlighted in this playbook include:

- Cartersville, Georgia
- Winter Garden, Florida
- Paducah, Kentucky
- Noblesville, Indiana
- Park City, Utah
- Boulder, Colorado
- Hamilton, Ohio
- Puget Sound Clean Air Agency (King, Kitsap, Pierce and Snohomish Counties, Washington)
- Ankeny, Iowa
- Fort Collins, Colorado
- Greeley, Colorado
- Pocatello, Idaho
- Livermore, California
- Peoria, Arizona
- Longmont, Colorado
- Westminster, Colorado
- Littleton, Colorado

Creating Livable Communities

The Many Faces of “Livability”

Most leaders charged with running local governments seek to create “livable communities.” However, the phrase has been used to cover so much territory that it no longer is clear what anyone really means by it. For the literal minded, a livable place is, redundantly, where people reside and, if a place were not livable, it would be empty, save for passers-by – including those who arrive temporarily for commerce. However, by livable, most people mean something symbolic. The phrase “livable community” evokes a place that is not simply habitable but that is desirable. It is not only where people do live, but where they want to live.

Awards are given for the most livable places in America and the winners are chosen, often by magazines, based on many quality of life criteria like safety, affordability and beauty. Because livability means so many things to different people, researchers and community organizations have explored just about every window into the meaning of the term. For some, livability has to do with the built environment – a place that hews to land conservation, avoids sprawl and funnels activity into pedestrian-friendly space with low rise buildings and attractive greenery (Kunstler, 1993). Proper land use in a livable place results in the “spirit of community,” (Fischer, 2000) where neighbors trust and rely on each other and turn to each other for help. One organization reminds us that livability should not be the aspiration of only well off communities: “livability extends to economic dynamism and career opportunities as well as recreational, aesthetic, cross-generational and cultural activities.” (Community Research Connections in <http://crcresearch.org/case-studies/case-studies-sustainable-infrastructure/land-use-planning/what-makes-a-city-liveable>).

A livable community not only attracts people because its infrastructure represents good planning principles, it may also provide expansive opportunities like those of great cities. One simple characteristic of a great city that intersects with livable communities is the creation of a place where people want to spend time outside (<http://ecolocalizer.com/2009/07/08/what-is-a->

good-city/). A more elaborate set of amenities comes from the mid-twentieth century, when Lewis Mumford described this way what exceptional cities provide: “The chief function of the city is to convert power into form, energy into culture, dead matter into the living symbols of art, biological reproduction into social creativity.” This is a tall order but one that some believe would contribute to a city becoming “livable.”

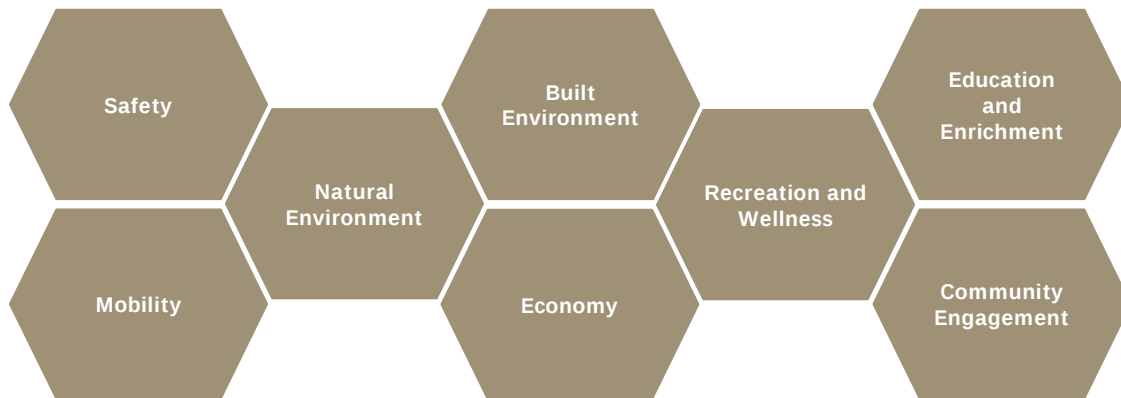
Below is a word cloud of definitions of livability that came from 18 articles reviewed by the National Association of Regional Networks (NARC).¹ It demonstrates the salience of Transportation and Community Quality as well as the diversity of other terms used to describe “livability.”

Figure 1: Livability Word Cloud



¹ Livability Word Cloud Including Scholarly and Practitioner Definitions (www.wordle.net) in LIVABILITY LITERATURE REVIEW: A SYNTHESIS OF CURRENT PRACTICE. National Association of Regional Councils and U.S. Department of Transportation 2012, Washington, D.C.

Figure 2: The Eight Facets of Livable Communities



Cross-cutting Management for Livability

While more and more local governments seek to create livable communities, the management tool they most often rely on is an engine comprising individual departments, each charged with providing targeted services, like police, library, parks, economic development, streets and many more. As much as the directors of these departments sit together at the executive table, they also confront unique service delivery issues that force a focused rather than peripheral view of their territory, so interconnection of work effort is hard to achieve. The difficulty of integrating the plans and actions of individual departments is the reason that local government (in fact any level of government and any large business) struggles to become a finely tuned, efficient and high powered machine. Nevertheless, the delivery of a livable community requires a honed engine with strong connection among all departments because the characteristics that make communities livable are not the territory of individual units (or even the government alone, as noted above).

Solutions to local challenges will come most easily from an integrated drive to improve. For example, a high crime rate in a jurisdiction is unlikely to be solved only by police or court action. Crime may be the result of conditions related to jobs, schools, street lighting, community connectedness, public trust, location of parks and more. Likewise, pedestrian friendly streets can be developed best with a partnership of planning, parks, utilities, police, fire, efforts to encourage community

engagement and participation of the private sector and faith-based organizations.

The NCS Helps Manage “Livability”

The National Citizen Survey™ has been designed to gather resident perspectives about community livability and to report to elected officials, local managers and community stakeholders those areas of livability that are doing well and those that merit improvement. The results of The NCS are reported in eight facets of community livability – natural environment, economy, built environment, recreation and wellness, safety, education and enrichment, mobility and community engagement. For each facet, residents report their perspectives about three aspects of livability – what we call the pillars of community life – the quality of community, quality of services and related resident activities.

With The NCS, the vague definitions of livability disappear because the report offers quantified metrics that indicate how livable the community is overall and within each domain. These measures will help leaders identify areas of strength and need and evaluate progress toward improvement. The emphasis on livability makes for a strategic approach to community quality and arms local leaders with critical information they need to help move the community where residents want it to be.

The Es of Action

NRC researchers have identified six kinds of action that can be considered as response to your citizen survey results. These categories of action have been gleaned from studying how jurisdictions have used their resident opinions to improve their communities and they are shown in the graphic, below. Don't feel obliged to identify interventions in each of the six categories, but appreciate them as suggested areas where important movement in community quality can be, and has been, made.



Envision: Results of The National Citizen Survey often are used by communities as part of goal setting and strategic or comprehensive planning. By understanding what residents think are the characteristics of the community that are most important to protect or improve, by knowing what is working and what remain challenges, local leaders can be guided toward planning for a community that builds on its strengths and improves in the areas that matter the most.

Earmark: Jurisdictions use The National Citizen Survey results most often to allocate or redistribute resources based on the aspects of community that residents find wanting. When mobility is important but not easily available or delivered with obstacles to accessibility, it may be wise to invest more in transit, roads, bicycling or walking paths. If ratings of the community's recreation and wellness are not strong or resident participation in civic volunteer opportunities are weak, wise reallocation of limited resources to enhance those facets of community will help move you forward.

Educate: Getting the word out about community amenities, services and opportunities to let residents and leaders of other organizations understand what you do well and what they may not understand about your community is one of the most common uses of survey findings. Whether marketing existing

programs or communicating a new community brand, education about what seems to be misunderstood or what may remain little known is a great way to use The NCS results.

Engage: Engagement can come in two essential forms – engagement with individuals or partnership with groups. In both cases, the results of your survey are relevant to the community overall and are not simply a comment on local government. Livable communities grow from the connection of businesses, non-profits, the government and residents working together. Engagement with individuals may mean little more than inviting residents to comment and work on The NCS findings; partnership with organizations can even start with your own employees and then spread to work with other levels of government, hospitals, schools and the Chamber of Commerce. When civic life is understood to be everyone's purview, the questions that arise from The NCS aren't only, "how can government improve?" They include, "how can we all contribute to making things better?"

Enact: Across the country, hundreds of millions of dollars have been raised or saved based on findings of The National Citizen Survey. These successes are created by findings that indicate support for possible bond raising ballot questions or that identify a need for new services, like recycling or transit, that could save time and money or simply improve the quality of life. Enacting new policies or establishing new programs often are the actions that follow attention to what residents report on their citizen survey.

Evaluate: The act of using The NCS is itself an evaluation of community, but beyond that single use of the survey, repeated use permits leaders to determine if the programs, policies or personnel changes they enact have had their intended effects. Other kinds of evaluation can come from The NCS. Often clients want to understand more about a finding of a survey, so they seek information from a more in-depth survey on fewer topics or by listening to groups of stakeholders through guided discussions. Performance measurement – comparing this administration's results to earlier administrations of the survey in your own jurisdiction or to benchmark jurisdictions - is a kind of evaluation that is linked to survey results when resident responses are tracked along with other performance data about service activities and costs.

Not every action must reflect each of the Es listed above. Your use of the Es of Action can be effective relying only on one theme. Nevertheless, this

example from Cartersville, GA embodies parts of each of the action themes.

A Case Study in Resident-friendly Recycling

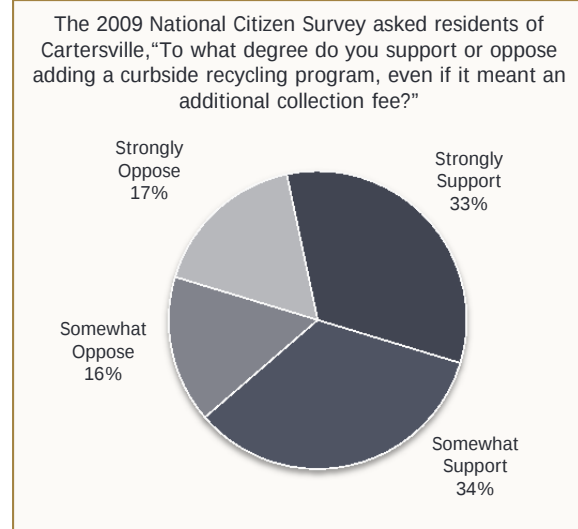
Cartersville, Georgia

The City of Cartersville, GA had a robust program in place for garbage collection and disposal. Since the mid-1970s, standard services such as curbside pick-up, large item pick-up, and dumpster services had been augmented by extras like bulk leaf vacuuming and grass clipping removal. The City had conducted a pilot recycling program in the late 1990s, but low participation and high costs made further implementation prohibitive. Although there was a rising sense that the city should provide recycling services, staff were concerned that recycling would require a rate increase that could upset customers and cause further difficulty. In 2009, Cartersville added a question about recycling to its fourth administration of The National Citizen Survey. The survey revealed that 67% of residents were supportive of including recycling in the city's waste disposal program, even if that change required an additional cost. Based on results from The National Citizen Survey, Cartersville decided the time was right to implement a recycling program, and set a goal to have the program in place by the beginning of 2012. Before implementing the new recycling program, Cartersville went through a multi-step planning and implementation process to ensure its success.

Envision: The City first identified seven major questions that would need to be resolved: How will recyclable materials be received? What type of containers do you want to use? What type of vehicle will it take? Can our regular collection routes be utilized? How much manpower will it take? How much will this program cost, and how will we pay for it?

The Public Works department met with its processing partner, Bartow County Solid Waste, to answer the first question. It was determined that a dual stream collection system – with one stream for paper and a separate stream for containers – could be easily integrated into the current structure and would also be sustainable for the foreseeable future.

The City also looked at its current five-day pick-up schedule and determined that a biweekly pick-up schedule would enable the City to implement recycling pick-up with minimal additional staff.



Earmark: Cartersville's Solid Waste Fund operates as an enterprise fund, and is therefore solely dependent on funds collected within that department to operate. Public Works increased fees by a reasonable \$2 per month to generate the funds needed to implement the program.

Next, the City needed to determine what type of collection containers should be used. Instead of choosing the standard 18-gallon open tubs, Cartersville opted for a container that would be easier for residents and collection staff to handle. The City decided on a smaller version of their garbage collection containers in two colors – dark blue for containers and light gray for paper. Because recycling was scheduled for collection every other week, the bins selected were large enough to hold two weeks' worth of recycling for the average household. A complementary recycling vehicle was selected for its ability to dump these units into a divided body for paper and containers.

Educate: The public was informed that recycling would be available to all residents on an opt-in basis, and they were encouraged to sign up to receive the collection bins. Information about the new program was distributed in the City's newsletter and sent to residents along with their garbage bills.

To facilitate ease of use, a sticker displaying the full year's collection schedule was displayed on the top of each container. This way, residents would only have to glance at the top of their trash bins to determine their next date for pick-up.

Engage: To add value for the monthly increase, the City developed and publicized a program called "Reside with Pride." The program includes specific times each year in which solid waste customers can

leave items from their home or yard curbside for pick-up free of charge – eliminating waste that might have accumulated over several weeks or months.

Evaluate: In February 2012, Cartersville successfully launched its first recycling program. Residents signing up to receive the service exceeded the City's original estimate of 2,000 households.

	2013	2011
Approval rating	83%	50%
Comparison to Benchmark	Above	Much below

As a follow-up, the City included additional questions about the program in its 2013 administration of The National Citizen Survey. Quality of recycling services went from “much below” both the national and southeast United States benchmarks to “above” the benchmark in each area. Sixty-three percent of Cartersville residents indicated that they had recycled at least once in the past twelve months.

In the following chapters, each of the six Es is further defined and is accompanied by case studies of local governments that have used survey results from their residents to help strengthen their communities. These studies are intended to inform and inspire other local governments not only to understand but to act on survey data.



Envision

Every organization plans. Some plans happen on the fly when meetings seem to be veering off track but in most local governments, managers are trained to plan. Most plan to plan, by scheduling and distributing relevant materials in advance of meetings to create plans. Strategic, master, comprehensive or long range plans most often are created out of discussions with elected boards, councils or commissions. In an analysis of strategic plan success, it was found that more than 70% of plans fail. The research also found that a critical key to success in strategic planning was understanding stakeholder opinions:

Without an objective and unbiased understanding of “what’s going on here,” you’re not likely to come up with strategies that will be very effective. Take a hard look at what’s happening externally and internally and pay special attention to the needs of your stakeholders. As John Dewey once said, “A problem well defined is a problem half solved.”²

These plans always benefit from starting with credible information about the status of the community and issues that resonate with residents. We often liken the use of citizen survey results in the planning context as building a platform on which all stakeholders can stand and look at the same horizon. This way, there will be much less opportunity for individuals to claim they speak for the entire community when they offer the perspectives of a vocal minority or merely claim to know what all taxpayers are thinking.

Although strategic planning can vary significantly in terms of time and resources, there are a number of characteristics that help create more successful strategic plans in local governments.

Characteristics of Successful Strategic Plans

- Set an appropriate scope, timeframe and resource allotment
- Play to organizational strengths
- Align with your organizational culture
- Has actionable, tangible steps
- List expected outputs and outcomes
- Assign responsibility

- Are revisited (progress against goals are regularly monitored and considered).^{3,4}

Two case studies highlight the use of survey data in strategic planning. Winter Garden, Florida used The NCS data, first to help develop its strategic plan, and now continues to use survey data as performance measures when revisiting the strategic plan.

Case Studies in Strategic Planning

Winter Garden, FL

In Winter Garden, Florida, elected commission and senior staff identified the need to create a budget that reflects the values of the community. Winter Garden, with a previous tagline, “a charming little city with a juicy past” (referring to its history in the orange industry), has a historic downtown with bike and pedestrian connections to surrounding towns via its 22 mile West Orange Trail. A city west of Orlando, this gem of a small community relies on resident perspectives to assure that the community is steering in the right direction.

The experiences and preferences of stakeholder groups were collected through a survey of residents, focus groups, a town hall meeting and interviews. With a mission of becoming the best small city in Florida, staff then augmented findings with other sources of data and observations.



Results were synthesized to describe the community’s vision, values and goals. Research results and the strategic plan help guide the City in decision-making, budget allocation performance measurement.

² Leo Bottary. Top 10 Attributes Of Successful Strategic Plans <https://www.openforum.com/articles/top-10-attributes-of-successful-strategic-plans/>

³ Colorado Trust OCA

⁴ Leo Bottary. Top 10 Attributes Of Successful Strategic Plans. August 2011. <https://www.openforum.com/articles/top-10-attributes-of-successful-strategic-plans/>



Winter Garden monitors its strategic plan using performance data from The NCS. Throughout its annual budget document, Winter Garden publishes, along with operational indicators, customer service indicators from The NCS and other sources. Since the city conducts The NCS every other year, targets are set for years when the survey is to be repeated.

Key Performance Indicators: Customer Service Indicators	FY 09/10 Actual	FY 10/11 Actual
Safety from Property Crime Survey Index	51%	71%
Crime Prevention Survey Index	60%	83%
Average Safety in Your Neighborhood Survey Index	80%	89%
Safety in Downtown Winter Garden After Dark Survey Index	68%	82%

Paducah, Kentucky

Paducah is in far western Kentucky, bordering Illinois. I-24 swoops through the city of 25,000. Paducah is a river city located at the confluence of the Ohio and Tennessee Rivers. Besides housing West Kentucky Community and Technical College and Murray State University's Paducah Campus, Paducah is home to two hospitals, a bustling shopping area, and numerous art galleries and cultural venues including the Luther F. Carson Four Rivers Performing Arts Center and the National Quilt Museum of the United States.

Paducah also is an employment hub for the region with jobs in health care and the river industry. West of the city is the Paducah Gaseous Diffusion Plant, a facility that began enriching uranium in 1952 and one of the area's largest employers. Just before our planning session with Paducah leaders, USEC, which leases the plant from the Department of Energy, announced plans to cut jobs. The plant currently is in a transition phase with the DOE negotiating with

Global Laser Enrichment for the enrichment and sale of depleted uranium tails at the plant.

NRC conducted a full day workshop with Paducah's top staff and City commission to identify key survey findings. Notably, the local press attended this meeting and the journalist on assignment was invited to participate in the discussions. In the community visioning, participants were asked to



specify what was unique about Paducah as well as what they wanted for Paducah in the coming years. Survey results clearly showed that residents were not enthusiastic about the economic condition of the City. The imminent cut back in jobs at USEC did not help matters. In the discussion about the future, leaders identified this vision: A downtown hotel, high-paying quality jobs, economic development, population growth, sustained economy, more businesses/employer infill and more shopping. In small groups, jobs and economic development were seen to be top priorities.

But The NCS also identified public trust as an area that concerned residents, and that concern resonated with leaders. Therefore, from their small group discussions, leaders identified public image and community pride as areas for attention in addition to the local economy. These conclusions led to a set of action plans. To bolster community pride and reputation, the city would develop a marketing and community engagement strategy and increase its focus on neighborhood revitalization.

Economic development was to include developing a matrix to identify the types of businesses to incent depending on anticipated return on investment, creating a more development-ready infrastructure, and educating the public on building inspection policies to help encourage new development and the expansion of existing industries.

Paducah leaders will track the action plans and readjust as needed before The NCS is conducted again in two years.

Engage

Modern government might be better viewed as a social network rather than “the cockpit from which society is governed.” The more modes of opportunity that allow direct citizen engagement, the more accurately government represents public consensus about decisions and priorities.⁵

Dynamic partnerships can dramatically increase the effectiveness and buy-in for government programs. Your largest partner in governing is your residents. Partnerships also involve the private sector, community-based organizations and other government organizations. Partnerships allow actors to learn from each other’s experiences with the effect of increasing efficiency and ultimately improving the breadth and quality of a community. By collaborating with others, government can garner a broader range of resources.

Partnering with Your Residents

Residents are the heart of any community. By contributing their time, energy and talents, resident volunteers pump the life blood of thriving towns and cities. Residents who donate their time serve in many roles – neighborhood organizers, park volunteers, senior center ride providers, and more. However, although all communities have a wide range of sources for volunteers, volunteers often are an untapped resource, in many instances simply because residents are not asked to contribute. Volunteers can benefit government outside of direct service also. Volunteers create community ownership and generate public support for government by sharing their positive experiences with others in their community. Studies have found that levels of public trust are higher in communities with higher levels of civic engagement.⁶

Maximizing the benefits of volunteers takes commitment, planning, time, and organization. Governments should spend time considering whether and why they want to work with volunteers and develop a philosophy for the overall engagement of volunteers. Volunteers should never be considered “free help” but rather extensions of paid staff engaged in the fulfillment of a government’s mission. Although there are no guarantees that all volunteers will be beneficial for an organization,

these best practices should increase the likelihood of success. Particularly important are initial and periodic assessments of whether and how volunteers should be used.

More intensive collaboration may involve using a “Train-the-Trainer” model whereby local government staff train residents to go out into the community and share information and skills with other residents. Resident behaviors are strongly correlated with sustainability, community safety and emergency preparedness, health and wellness, community inclusivity and more. Pro-social attitudes and behaviors can be significantly strengthened through community outreach, training and organizing.

The development of local non-government leadership also has been a strategy used in many community health initiatives. Identifying and promoting a local “champion” lends a strong hand in helping residents adopt behaviors to strengthen communities.

Strategies for Successful Use of Volunteer Resources

- Conduct a periodic organizational assessment to determine whether and in what ways volunteers should be used and the organizational capacity for effective use of volunteers
- Develop plans around the appropriate skills, expertise, uses and roles of volunteers
- Identify effective recruiting strategies to attract capable people
- Have policies and procedures for volunteers, including risk management procedures, rules and regulations, and expected time commitment
- Screen and interview applicants for volunteer positions
- Place volunteers where they will be most effective in terms of the organization’s needs and the volunteer’s skills and available time
- Orient and train volunteers, not only on specific tasks, but on the organization’s mission, vision and goals.
- Provide meaningful volunteer jobs and roles in the organization
- Have a designated manager to supervise volunteers
- Empower volunteers by encouraging them to take initiative and ask questions
- Periodically assess volunteer performance and staff support for volunteers
- Track volunteer hours
- Regularly show appreciation and recognition of volunteers

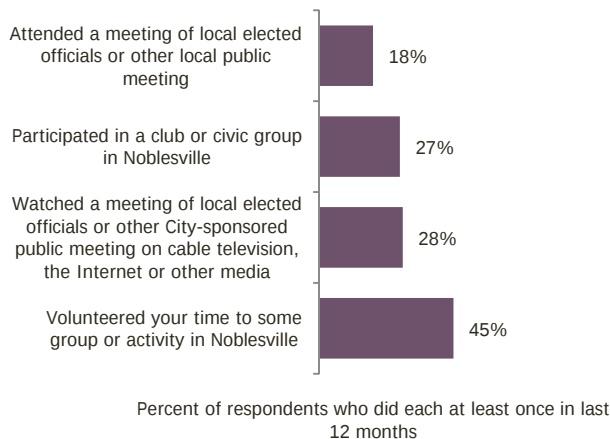
⁵ What I Learned: An Insider’s Guide to Improving Local Government Modest proposals for fixing local government in America by James G. Kostaras AIA, AICP / Summer 2011: Government (Volume 14 n2)
⁶ ASPA Task Force on Civic Education in the 21st Century and Putnam, R.B. Bowling Alone, America’s Declining Social Capital. Journal of Democracy.

A Case Study in Civic Engagement

Noblesville, Indiana

Civic engagement has been a passion of the mayor of this fast growing Indiana city since he took office on January 1, 2004. Mayor John Ditslear wasn't yet mayor when the Community Vision for Excellence initiative started in 1993. Its mission was to measure progress on a variety of indicators so that Noblesville would continue to be a great community for residents and visitors. The goals of Vision Noblesville (as it is now called) include helping all residents find meaningful employment, a healthy lifestyle, life-long learning opportunities, social services assistance when needed and available volunteer options.

Noblesville's 2010 National Citizen Survey was instrumental in alerting Mayor Ditslear of the need to enhance community volunteerism. According to the survey findings that year, participation in clubs or civic groups was not as strong as it was in other communities. The same was true for attending or watching public meetings and the number of Noblesville residents that volunteered was not remarkably high.



Being able to analyze the Citizen Survey data about this issue helped the mayor plan solutions. "We learned from the 2010 citizen survey that residents wanted more volunteer opportunities," said Mayor Ditslear.

To create a solution, he began a one year part-time pilot program that focused on increasing opportunities for and participation in volunteerism. This resulted in the creation of a volunteer program

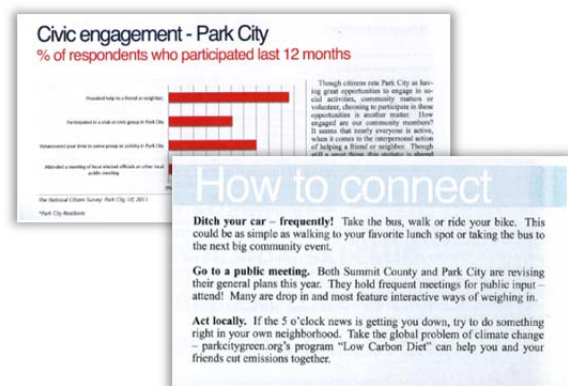
for community special events which has been very successful and continues to grow. This was followed by hiring a full-time manager of Vision Noblesville. Vision Noblesville has brought together a wide variety of community members to review long-term issues for the city and determine the best way to address these issues. Data are intentionally combined with community stories to help craft solutions which engage all sectors – government, business, education, and nonprofits. Currently, Vision Noblesville has 16 teams whose participants represent 72 different community organizations and businesses. These teams are working on issues ranging from enhancing the arts and creating more environmentally sustainable practices to improving the local workforce and services provided to families in need. All Vision Noblesville team members volunteer their time and expertise.

In the coming years, new Citizen Survey results along with other data will help the committees measure their success in achieving each of their established goals, including the goal of increasing volunteerism and civic engagement.

Case Studies in linking Civic Engagement for Fund Raising with Measurement

Park City, Utah and Boulder, Colorado

Foundations can't just snap their fingers and expect money to rain from the sky. Often, potential donors want information to help them understand where limited funds ought to be contributed. Kind of like a stock prospectus, only prettier, the Boulder County Trends Report, a publication of The Community Foundation for Boulder County, and the Park City Mile Post – modeled after the Boulder report –



published by The Park Record in cooperation with The Park City Foundation, offer an array of indicators about community from administrative sources and survey research. The Boulder County Trend Report touts “150 ways to gauge the state of our community and be inspired.” Each publication focuses on annual highlights. The Park City Mile Post is focused on three areas: growth and development, connectivity and the economy. In the Connectivity section of the report, social connections and civic engagement are covered.

The Boulder County Trends report highlighted the economy, education, the environment and the Latino community at the same time that it also offered up to date indicators of community engagement⁷.

Percent of Boulder County Residents Who Say We're Very Open or Open to the Following Groups	
Families with young children	81%
Young adults without children	68%
Gay and Lesbian people	51%
Senior citizens	58%
Recent college grads	51%
Racial and ethnic minorities	45%
Immigrants from other countries	43%
Source: TCF Survey 2014	

In their data reports, both Park City and The Community Foundation of Boulder County offer examples of how residents and businesses can support the community not only through monetary donations but through donations of time like reading to children in school, becoming a tutor, volunteering for an after school program, making sure your business supports parents with children in school, using alternative modes of travel, becoming more active and more.

Partnering with Other Organizations

Your creativity in finding strong and even uncommon partners that are outside the sector in which you operate can be an enormous asset for local government. An unlikely nonprofit partner may hold the solution to a problem you have faced for a long time. Partners from the private sector may be especially powerful allies. You cannot succeed doing everything on your own, hidden from the goodwill of potential partners.

Engaging in meaningful partnerships takes motivation and a plan, and not all partnerships and

collaborations are successful. Research has found that successful partnerships have certain practices in common. Consider how you can implement some of these strategies, or add to the ones you already are using, as you strengthen your network of partner organizations and volunteers.

Strategies to Promote Successful Partnerships

- Identify service needs and organizational gaps that could be filled by partners
- Strategically identify partnerships that will be most beneficial to your organization
- Create a partnership plan that describes the purposes and activities that will link the partners over the coming 12 to 24 months
- Partner with diverse types of organizations, both for-profit businesses and nonprofits, private and public
- Provide meaningful roles and engaging activities for partners
- Work with partners to leverage community resources in order to achieve goals
- Communicate regularly with partners – sharing information on each others' activities, successes, and challenges, as well as community needs and resources
- Co-sponsor activities with partners
- Participate in grant writing activities together
- Periodically publish evaluation findings in communications aimed at a wide variety of stakeholders, including partners
- Create community events with partners not only to familiarize the public with each program but also to show the links between program partners

Hamilton, Ohio is featured to demonstrate the importance of public-private partnerships.

A Public-Private Partnership to Energize the Urban Core

Hamilton, Ohio

Even as the great recession was receding, Hamilton, Ohio, like many cities and towns across the U.S. continued to suffer economically. Ratings from The National Citizen Survey described a community that felt job growth was too slow, shopping opportunities were not good and Hamilton was not a great place to work. On top of that, ratings for economic development were subpar.

⁷ In, “Our civic participation and giving” (p. 85, Boulder County Trends 2013, Community Foundation of Boulder County)

The specific and weak ratings of these economy-related community characteristics and services were enlightening even as the general sentiments were not news to city leaders. Knowing the economic challenges they faced, Hamilton leaders had put in place a rigorous public-private partnership program to grow the economic base of the community – even before the national economic meltdown in 2008.

The Hamilton Community Foundation, with cooperation of the city, sold the Hamiltonian Hotel to Concord Hospitality Enterprises, developer of Marriott Hotels. With favorable financial arrangements, the redevelopment of the old hotel into a Courtyard by Marriott created great opportunities for riverfront redevelopment – a boon to community quality as well as to the Hamilton budget. There is now an ambitious strategic plan for “Energizing Hamilton’s Urban Core”

(<https://www.hamilton-city.org/Modules/ShowDocument.aspx?documentid=4707>) that includes housing for workers, commercial and industrial development, upgraded infrastructure and enhanced entertainment opportunities. This extensive redevelopment effort should affect resident perceptions about the economic vitality of Hamilton and the next iteration of the citizen survey will demonstrate if this aspiration is being met.

Partnerships for Sustainability

Partnerships found to be most effective often involve multiple partners from multiple sectors. Areas commonly addressed through collaboration of private, public and non-profit groups focus on sustainability and food security. Advocates working on community food security have been one of the most innovative groups in terms of forming partnerships to address community needs. For more information on these partnerships, please see the following web pages.

- American Planning Association: Helping local, regional, and state governments address food system challenges
<http://www.planning.org/nationalcenters/health/briefingpapers/foodcouncils.htm>
- Nuener Kailee, Kelly Sylvia and Samina Raja. Planning to Eat? Innovative Government Plans and Policies to Build Healthy Food Systems in the United States. September 2011.
http://ccfoodpolicy.org/sites/default/files/resources/planning_to_eat_sunybuffalo.pdf

Partnerships with other government organizations also are becoming a necessity of modern government. Issues related to sustainability, mobility and economic development often are addressed best through a regional model.

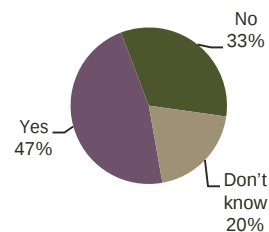
A Case Study in Intergovernmental Cooperation

Puget Sound Clean Air Agency

Wood burning devices (fireplaces and wood stoves) rank as one of the top air pollution offenders in the Puget Sound area of Washington. Although these devices create light, warmth and atmosphere, they are harmful to the environment and the health of area residents. Pollution levels from these sources were higher than the goals established by the Clean Air Agency’s Board of Directors.

The Puget Sound Clean Air Agency’s mission is to protect the health of residents who reside in King, Kitsap, Pierce and Snohomish Counties and to improve air quality by adopting and enforcing air quality regulations, sponsoring voluntary initiatives to improve air quality, and educating people and businesses about clean-air choices. The four-county Puget Sound region spans an area of 6,300 square miles and is home to approximately 3.4 million people. The Board understood that collaboration with educational, governmental, non-profit and corporate entities was key to facilitating awareness and behavior change among residents.

Do you think a gas or propane stove, fireplace insert, or fireplace could meet your needs as well as your wood stove, wood-burning insert, or wood-burning fireplace?



To understand if there would be resistance to modifying wood burning sources, the Board commissioned a survey to gather information about the use of wood-burning devices in households in the Puget Sound region. Information from this survey was combined with scientific data to create an emissions inventory and determine policies for the region.

Educate

Education and outreach are essential elements for strengthening and extending the work of local governments. They can take many forms, including marketing and public relations; community education and advocacy; collaborations, alliances, and partnerships; networking and more. Outreach is the mechanism for building a base of support. Increased networking and greater outreach mean access to more people. Without effective outreach efforts, organizations may limit their access to resources and fail to establish a positive image or reputation within the community.⁸ Public outreach is more than just broadcasting to residents. Good outreach should target diverse audiences:

- Community-based organizations such as schools, faith communities and community associations
- Business associations for possible partnerships, volunteers, donations and media access
- Volunteer groups
- Local media

Public Outreach and Education

Public outreach can be more than getting the word out. It can educate your audiences about broader issues like the need for water conservation or decreased use of motorized vehicles in your community.

The advances of technology have increased government's ability significantly to communicate with residents in cost-efficient, time sensitive manners. Most local governments now have web pages useful for educating residents and visitors. Some web pages also allow interaction such as ability to pay bills, ask questions, and communicate with other public officials and residents about community issues. Many cities provide 311 platforms where residents can report problems in their neighborhoods. Some local governments have established their own Facebook pages and communicate with citizens regularly using Twitter and YouTube (see Ankeny case study). Online Town Meetings also are becoming more commonplace (see Fort Collins case study).

For more information on social media use in local governing, see ICMA's Social Media Playbook

http://icma.org/en/Page/100423/Social_Media_Local_Government_Playbook.

For examples of using technology for civic engagement, see:

<http://knightfoundation.org/features/civictech/>

Key Strategies in Public Outreach⁹

- Have a strategic communication plan in place
- Develop one or more core messages
- Identify appropriate audiences
- Identify and train staff members to talk with media and the general public
- Target key media for regular outreach
- Have some combination of web, printed, and video materials to inform the media and the public
- Develop events that will showcase your community and its goals to the media and the public
- Work with stakeholders and partners on joint education and outreach efforts

A Case Study in the use of Social Media

Ankeny, Iowa

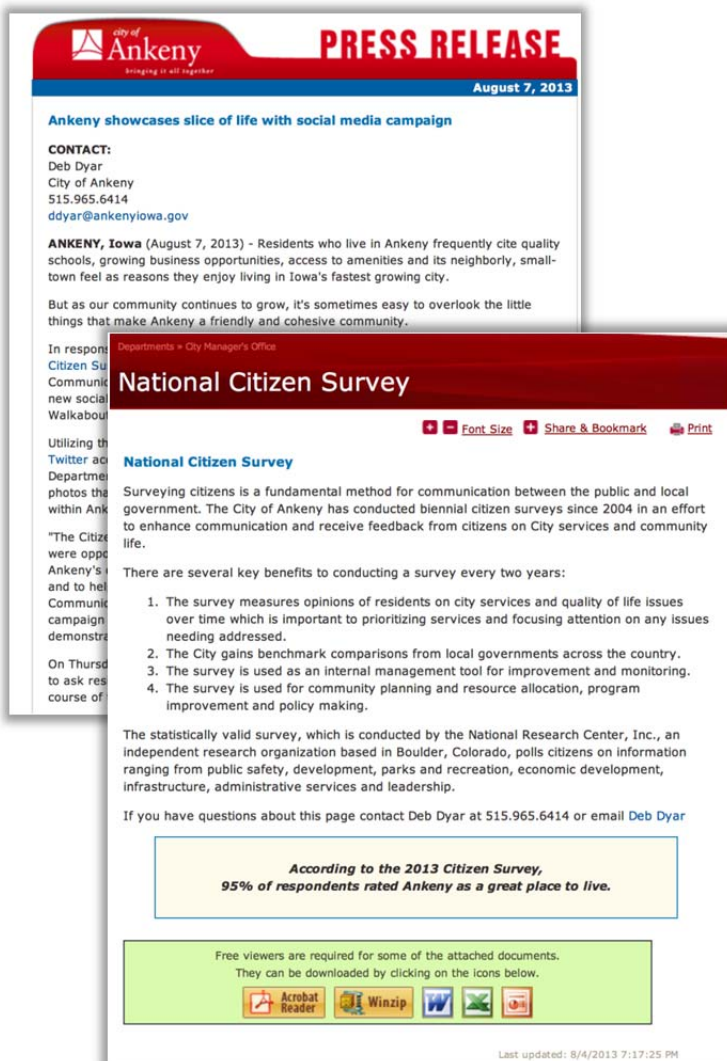
The City of Ankeny, Iowa is one of the fastest-growing communities in the state of Iowa. Results from all administrations of The National Citizen Survey going back ten years describe a community that is consistently revered by its fifty some thousand residents. Residents give the city ratings that exceed those of other communities for quality of life, quality of service delivery, housing costs, land use planning, safety and just about every other important community characteristic. In Ankeny, more residents are visiting the city website and more here than elsewhere across the U.S. believe that public information services are top notch. One of the few characteristics of the community that was not considered exemplary compared to ratings from residents in other places was "value of services for the taxes paid to Ankeny." As much as it was a strong rating, unlike other ratings, this one was not above those given in comparison communities. Furthermore, the rating for opportunities to attend cultural activities was lower than elsewhere. Finally, the number of residents having interaction with the city continued a decade long slide.

⁸ Building Capacity in Nonprofit Organizations. Edited by Carol J. De Vita and Cory Fleming. Copyright © April 2001. The Urban Institute. http://www.urban.org/uploadedpdf/building_capacity.pdf.

⁹ www.coloradotrust.org/attachments/0000/3848/OrganizationalCapacityAssessmentTool.pdf

Because The NCS indicated that 3 in 4 residents had access to social media such as Twitter and Facebook, City staff proactively launched a social media campaign called 'Wednesday Walkabout' – a video series promoted through the City's social media channels to help inform residents both old and new alike about the history and different amenities in their community.

In addition to this social media outreach campaign, Ankeny publishes an interactive site to let residents learn about the results of The National Citizen Survey on the City website (www.ankenyiowa.gov).



A Case Study in Online Resident Outreach and Communication

Fort Collins, Colorado

Fort Collins has been conducting biennial citizen surveys for more than a decade. Clearly the voice of residents is intended to help steer the direction of the city. Biennial budget documents are salted with scores of references to the citizen surveys among many measures that managers use to set targets for improving community quality. By putting residents central in the strategic direction of the city, Fort Collins takes the risk that unscripted “reviews” and resident perspectives may not match the preferences of staff or elected officials. Such is the nature of democracy at its best.

Besides its rich history with citizen surveys, the City of Fort Collins has partnered with Mindmixer™ to create a website to promote civic engagement online called Idea Lab (<http://idealab.fcgov.com/>). They operate the website as a “town meeting” allowing residents to respond at a time and place convenient. After creating an account, residents can share ideas, join discussions and help local government and other community organizations take action around an issue through shaping decisions, impacting policy and spreading awareness.

This virtual town hall has posts about sustainability, transportation, community engagement, diversity, and quality of life to name a few. Conversations occur between residents, city staff and community organizations.



Marketing and Advocacy

Public outreach can also be about branding. With traditional marketing outlets and the advent of social media, local governments are now choosing to

promote their communities and the work they do to visitors and residents alike. Reimaging or branding is an increasingly popular approach for cities and counties to highlight their unique attributes in a strategic voice.

A Case Study in Community Branding

Greeley, Colorado

Greeley, Colorado has a rich agricultural history of sugar beets, produce, corn and cattle as well as a highly-regarded university. However, as the longtime home of a meat processing facility, Greeley grew to have a reputation inside and outside the city as a place that featured some of the less attractive attributes of agriculture. A simplistic summary of a complex community, this stereotype, born out of the city's agrarian heritage, seemed to have a tail wind that blew into all parts of Colorado until City leaders had had enough. It was time for this city, with a population just shy of 100,000, to allocate resources to define the problem more clearly, gather and analyze data, set baselines for future comparisons and, most importantly, to take action.

The citizen survey results confirmed what everyone knew, but the survey put a number to it: two-thirds of Greeley residents thought that the community's image was not good.



The cultural scene is weak.

No, not by any means!

The Greeley Philharmonic just celebrated its 103rd season making it one of the oldest symphony orchestras in the nation

The new Creative District highlights the people, galleries and activities that make Greeley's creative class glad they're here www.greeleycreativedistrict.org;

However, about the same percent felt that more effort should be put into improving the community image through “communication, marketing and image building with residents and external audiences, community appearance, etc.”

This and other data gave Greeley's leaders the information they needed to move forward. It clearly showed that the city had grown and evolved from its early agricultural roots and that people were fed up

with the old misperceptions. A partnership was formed by Greeley City government with the Greeley Chamber of Commerce, University of Northern Colorado, Aims Community College and others to improve the city's image.

With financial and civic support, Greeley embarked on an aggressive marketing and image initiative to show the state – and even local residents – that Greeley was far more than its distant history. The advertising campaign within the initiative, named “Greeley Unexpected,” includes photos, conversations, traditional advertising, social and traditional media engagement and multi-media placements that highlight the great things about Greeley that too many people did not know or ignored.

These images, from the Greeley Unexpected campaign, help tell the story of a diverse and creative community and generate enthusiasm for the little known facts that Greeley is home to a variety of interesting individuals and businesses, from internationally known musicians to a special effects house that creates animatronic horrors for Hollywood.

For more information about the Greeley Unexpected campaign, a Flickr gallery of Greeley scenes, and more, visit: <http://www.greeleyunexpected.com>.

For more information on local government branding, see ICMA's Knowledge Network Community Branding Resources: http://icma.org/en/BlogPost/529/Knowledge_Network_Community_Branding_Resources



Earmark

By “earmark,” we simply mean “use resources.” Those resources could be finance, personnel or facilities but reallocation of resources is one common use of The NCS results and those decisions often are linked to the budget. Sometimes direct questions of residents tell you whether there is support for a bond issue or tax increase and sometimes the ratings you receive about the characteristics of your community suggest that new resources are needed to boost flagging opinion.

A Case Study in Earmarking

Pocatello, Idaho

In Pocatello, Idaho some residents brought to council’s attention the sore state of the existing animal shelter and the need for a new place. Because city council members were careful stewards of the public treasury, they were reluctant to forge ahead with a new expenditure, even if it was for wayward pets. Pocatello, Idaho used survey results to determine if there was enough resident support to include a ballot initiative in a local election. Clearly, as you see in the table of results, below, there was!

Now, the question did not include a price or a payment structure, but the overwhelming sentiment in favor showed that there was an opportunity to move forward (even with the expected decline in support once costs were identified) and that clear opportunity helped council make a decision to put the shelter’s construction on the ballot.

To what extent would you support or oppose the construction of a new Animal Shelter to improve and expand the facility?	Percent
Strongly support	47%
Somewhat support	40%
Somewhat oppose	7%
Strongly oppose	6%
Total	100%

In the words of one city administrator, “... on the last survey, we had one question asking about support for replacing the city’s animal shelter. The response on that particular question was so strong that a very conservative council was nonetheless motivated to put the question on the ballot for a \$2.8M bond (in Idaho, cities cannot go into long-term debt without a vote of the citizens and it has to be 2/3 YES (66%) in order for a general obligation bond to pass). The bond passed with 72%. I’ve pointed to this result as

an example of why surveys are useful. You think there is no support and has no chance in a bond election? The survey suggested otherwise and in fact it was otherwise. I’m fairly certain that without the survey, the question never would have made it to the ballot, let alone pass. So there you are.”

You can see a great video about the Pocatello Animal Shelter and how the bond measure helped them achieve their goals on their website:
<http://www.pocatello.us/animal/>.

A more recent trend in governing relates to the use of performance-based budgeting (see Fort Collins’ “Budgeting for Outcomes” <http://www.fcgov.com/citymanager/budget.php>) or priority-based budgeting (see Boulder’s “Priority Based Budget” <https://bouldercolorado.gov/budget/priority-based-budgeting>). Performance budgeting is based on an organization’s mission, goals and objectives. It is a way to allocate resources and link the distribution of fund to measured results.¹⁰ Because the key outcome or “result” of local governing is resident satisfaction, surveys are often used to include residents in the budgeting process. Many local governments are now using resident opinion to help evaluate resource allocations made based on performance-based budgeting. Organizations that are using Priority Based Budgeting, first seek clarification about what community goals should drive resource allocation. Not only are elected officials asked what community goals should be, but The National Citizen Survey includes questions to assess community values that provide empirical evidence of what residents feel is most important for funding. (See <http://www.pbbcenter.org/> for more on Priority Based Budgeting.)

Following is a verbatim description from one of the Livermore, California managers showing how Livermore uses The NCS results in a comprehensive budgeting process.

¹⁰ K. Carter, The Performance Budget Revisited: A Report on State Budget Reform - Legislative Finance, Paper #91, Denver, National Conference of State Legislatures, pp. 2-3

A Case Study in Strategic Budgeting

Livermore, California

Quickly, let me outline the budget process as we developed it in Livermore. I see the various parts of it as a "mosaic", which when put altogether create an overall, coherent picture.

"First, we conduct The NCS every other year to use as a basic "report card" to gauge how residents feel about city services."

"Next staff prepares proposed work plans around services which take into consideration the results of The NCS. These two elements, the results of The NCS and the proposed work plans, are then sent to the City Council as background input for the annual City Council Goal Setting session as they develop priorities for the two-year budget. The Council then lists the proposed priorities (their own, ones from the proposed work plan which could be modified by the Council) on big newspaper sheets. Each Council member is given five colored dots to stick on their favorite items. The 5 items getting the most "votes" become the City Council priorities for the next two years. Obviously, this does not mean that other matters would not come up or be addressed during the two years, but does give clear FOCUS on what the staff and Council want to accomplish over the next two years. It is also helpful in avoiding leaping onto some big, new idea during the two years, because staff outline for the Council how assigning resources to the work on the "new idea" would delay or eliminate work on the Council's major Two Year Goals."

"Next, The NCS results, the newly minted Council goals, and the subsequently revised work plan are then used by the CM and Department Heads, along with their own professional views, to prepare a Preliminary Budget. The City Manager and Assistant City Manager meet in a Department Head Team meeting to hammer out a budget - this is a true team meeting where every Department Head hears, presents, and considers their budget request to every other Department (this is quite different than the traditional approach where the CM and ACM would meet with each Department Head separately). The Team approach means that the Police Chief has to "defend" the PD requests to the likes of the Library Director and Human Services Director! Although the CM has ultimate veto power (which we have never once had to actually use), the Team works until it develops a plan that everyone

can support (in fact the Budget Transmittal letter sent to the Council is always signed not only by the CM but every Department Head!)."

"Next the Preliminary Budget is sent to the Council for presentation, review, public comment, and eventual Council adoption. So the "mosaic" is created from the following pieces: The NCS results, the staff proposed work plan, the Council Goal Setting Session, the Council approved revised work plan, the staff proposed Preliminary Budget, public hearings, and finally Council adoption."

A Case Study in Strategic Budgeting

Peoria, Arizona

Another example of local government altering services based on resident preferences as stated in The National Citizen Survey is Peoria, Arizona. As the recession was biting into Peoria's dwindling budget, the idea to close city operations one day a week and to consolidate 40 hours into 4 days was tested among staff and council. Before moving forward on the idea, leaders wanted to assess the interest of residents in four 10 hour days instead of five 8 hour days. The 2009 citizen survey for Peoria had this question:

To save money, the City of Peoria is considering closing City Hall on Fridays, but extending the hours of service counters (for utility payments, building permits, etc.) from 7a.m. to 6 p.m. Monday through Thursday. Other city services, such as libraries, Rio Vista Recreation Center, fire and police would not be impacted by this change. To what extent would you support or oppose this change?	Percent
Strongly support	54%
Somewhat support	37%
Somewhat oppose	3%
Strongly oppose	5%
Total	100%

Support for the shift was extensive, so in 2010, the government shifted its hours of operation to help offset revenue shortfalls.

Enact

One of the greatest strengths of local government is its ability to shape communities using policies and laws. Systems-level change is often easiest achieved through changes in local policy. The principal activities of local government legislation are to develop, introduce, reform, and implement policies, and ensure that policies that are implemented do strengthen communities and address areas of weakness or need. Policies enacted by local governments can:

- Tax
- Subsidize/grant/loan
- Alter economic conditions
- Regulate
- Structure rights
- Generate information, keep records, disseminate information
- Fund government service
- Provide jobs
- Build and maintain infrastructure
- Reform the government itself ¹¹

Whether it is adoptions to design codes, the limitation of parking spaces, utility rebates provided to older adults, or business relocation incentives, local officials have significant power to address the deepest community needs. Fort Collins, Colorado is featured in the case study below for its work in sustainability and climate change.

A Case Study in Surveys for Policy

Fort Collins, Colorado

Policies built on broad-based resident perspectives will receive stronger community support than policies created with only special interest input and the perspectives of residents with easiest access to council. Knowing that community values supported air quality programming, in 2011, the City contracted with National Research Center, Inc. to conduct a survey of its residents about climate attitudes and policies. The survey was designed to help local leaders create policies that best reflected resident preferences and the survey helped policy-makers create plans to address the concerns of different

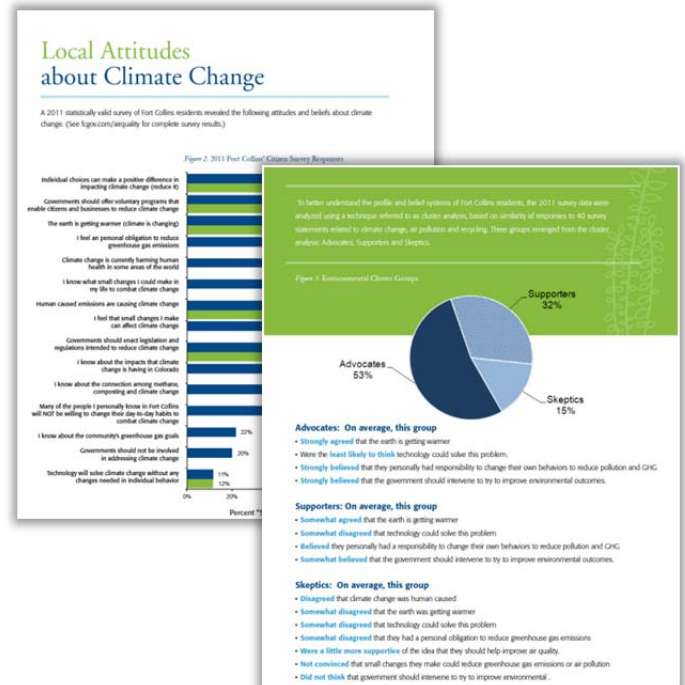
¹¹ People's Policy Institute: Participatory Policy Analysis: Achieving Systems Level Change Through CBPR
http://depts.washington.edu/ccph/pdf_files/CCPH_call_slides_10-21-09_bXw.pdf

resident groups using a population segmentation approach with survey results.

From the Fort Collins Climate Status Report, 2012: "Fort Collins has long been committed to reducing the community's carbon footprint." City staff identified the number one reason to have a community-wide air quality action plan as this: "First, city residents have high expectations for a clean environment. Residents have identified the Air Quality Program as being the single most important program for protecting their future quality of life, according to the City of Fort Collins 2003 Citizen Survey." (in Fort Collins Air Quality Plan, May 2011. p.1 <http://www.fcgov.com/airquality/pdf/2011-AirQualityPlan-Final-LowRes.pdf>).

The 2011 survey demonstrated that residents were broadly committed to government's role in reducing greenhouse gases and, with the cluster analysis of survey results, the survey showed what drove supporters, skeptics and advocates. The survey also showed that skeptics amounted to only 1 in 6 Fort Collins adults while supporters and advocates comprised over 80% of the population.

For other examples of policies enacted by local governments in terms of climate change, see <http://www.epa.gov/statelocalclimate/local/local-examples/case-studies.html>



Evaluate

"We must, in other words, become adept at learning. We must become able not only to transform our institutions, in response to changing situations and requirements; we must invent and develop institutions which are 'learning systems', that is to say, systems capable of bringing about their own continuing transformation." (Donald Schon 1973: 28)¹²

The concepts of "learning organizations" and, more recently, "data driven communities" have been influencing governments to improve by tracking performance. If you have recently completed The NCS or any type of citizen survey, you have begun the process of becoming a learning organization. A key is learning how to use data to assess needs and then evaluate the results of actions taken to address the needs.

What is evaluation?

Evaluation can be defined in a variety of ways, but the following is a definition that may be most relevant to local governments:

Evaluation is the systematic way that data are assembled into a picture of (1) how well an organization is delivering its services and (2) the impact of those services on the target population.¹³

There are three major categories of evaluation best used in local government, and all three can provide meaningful evidence of service quality and impacts.

Needs assessments provide a picture of a community's or a community group's (like older adults or government employees) strengths and needs.

Outcome evaluations measure the results of government service or activity and generally include questions about the process by which outcomes are achieved (like police quality as one service delivery process attempting to achieve the outcome of a sense of public safety).

Performance measurement tracks service delivery efficiencies and resident opinion about the success of service delivery. (Such performance tracking can be

done in the service of an outcome evaluation for specific community values or goals.) Local governments benefit from all three types of evaluation to become learning organizations.

Including the Voice of the Resident

Most government staff and elected officials believe they are in touch with residents' points of view. But understanding what residents want and what works can't come only from anecdotes or chance conversations with a few residents or staff. Valid and convincing assessment requires a grasp of evaluation principles and use of evaluation methods that bring in the voices of a representative sample of residents and offers robust empirical evidence about governing effectiveness. Although some needs assessments and evaluation are done without including the voice of the resident, it is best to include your greatest stakeholder.

Needs Assessments

The first step in improving community livability is to understand the strengths and needs of the community. The NCS or any citizen survey serves as a valuable needs assessment tool because it lets community leaders understand what residents themselves find working and what opportunities lie ahead. Needs assessments also can be conducted on specific issues such as older adult community livability, transportation or parks and recreation. Surveys or focus groups for particular topics are important and efficient ways to collect additional information before spending extensive resources on new activities or strategies.

A Case Study on Use of Deeper Investigation

Longmont, Colorado

Longmont did annual citizen surveys for years and then its managers realized they wanted to understand more about some of those survey findings. To do that, staff decided to alternate the general citizen survey one year with a policy exploration survey the next. This way there would be more information about the "Why's" of results.

For example, in one general citizen survey, Longmont recognized that resident ratings of snow removal were middling and stagnant. Over many years, residents gave average ratings just short of "good" on a scale of "excellent, good, fair poor."

¹² Smith, M. K. (2001, 2007) 'The learning organization', the encyclopedia of informal education, <http://www.infed.org/biblio/learning-organization.htm>.

¹³ P. H. Rossi and H. E. Freeman (1993). Evaluation: A Systematic Approach. Thousand Oaks, CA: Sage Publications, Inc. To order this textbook on evaluation, visit: www.sagepub.com.

Strategies to Improve Communities

Ratings of Snow Removal Service Compared by Year								
years prior to current	Average rating (0=poor, 33=fair, 66=good, 100=excellent)							
	Current	-2	-3	-4	-5	-6	-8	-10
Snow removal on major streets	64	69	67	62	65	65	63	61

Although ratings for snow removal in other places were, on average, not as good as Longmont's ratings, Longmont managers wondered if residents' perspectives about snow removal were influenced by widespread disagreement with snow removal policy.

In the policy exploration survey following the "current" year of the general survey, National Research Center asked residents about the policy that might have the biggest impact on overall ratings of snow removal. Given that big storms tend to most influence ratings of snow removal, the question asked if residents supported or opposed the policy of forbidding parking on plow routes during a snow emergency.

To what extent do you agree or disagree that during a declared snow emergency, the City of Longmont should implement and enforce a no parking policy along the approved snow plow routes in order to more efficiently plow the streets?	Percent
Strongly agree	65%
Somewhat agree	28%
Somewhat disagree	4%
Strongly disagree	2%
Total	100%

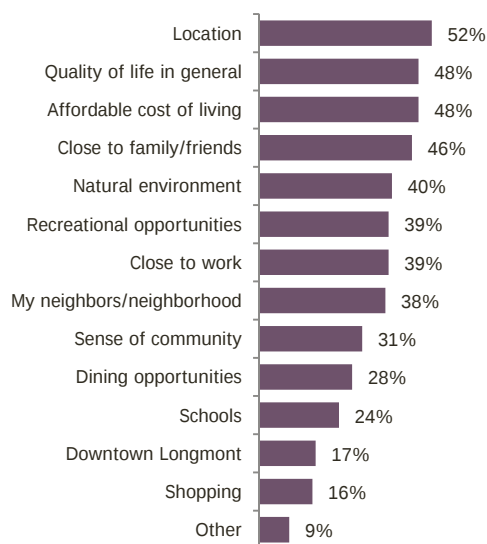
The vast majority of residents supported the policy, so no change has been planned. Although discovery that residents support the no-parking policy is unlikely to raise ratings, had policy makers unilaterally rescinded the policy and permitted parking on plow routes during big snow storms, those above average ratings likely would not have sustained.

For years, residents had been giving strong ratings to the overall quality of life in Longmont. City management and elected officials were interested in understanding what components of the community influenced those ratings. So following the biennial general citizen survey, the exploration survey sought deeper insight into community quality of life.

How would you rate your overall quality of life in Longmont?	Percent
Excellent	21%
Good	59%
Fair	18%
Poor	2%
Total	100%

In a question without response options, residents, in their own words, offered what they found to be most

appealing about life in Longmont. Results were as follows:



By learning what mattered most to residents of the community, local leaders are able to protect what seems to keep Longmont attractive – e.g. affordability and the environment – and to build on those aspects of community that may not yet be reasons to love life there (e.g. shopping and the downtown).

Performance Measurement

Most government performance measurement systems collect and report data that already reside in administrative filing cabinets and on file servers. Beyond the use of these "hard" measures, the assessment of relative performance success should also include residents' attitudes about the delivery of services and the qualities of the community that are meant to improve (in part) because of great services. Along with crime rates or road repair, assessments should include residents' evaluations of the effectiveness of local policing and the quality of community mobility. Going beyond administrative records to track performance tells local leaders how well a city or county is meeting its vision of success.

The same survey that assessed community strengths and needs can be used to reevaluate a community at a later date. The NCS and other broad citizen surveys are intended not only to serve as a community needs assessment but also as a systematic performance monitoring tool. Many communities now use survey results in their performance measurement systems. The City of Westminster, Colorado and the City of Littleton, Colorado are great examples of

incorporating resident opinions into performance systems.

Survey Results Fit Well into Performance Measures

Westminster, Colorado

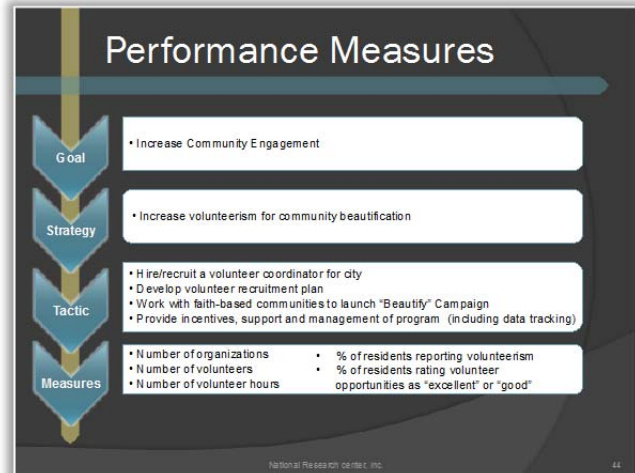
Westminster, Colorado has been on the front line of measuring and reporting performance for many years. City leaders view transparency about the efficiency and effectiveness of their work as a basic condition of local government. In its most recent report about its performance, "Take a Closer Look," staff wrote this:

"Performance measurement in the City of Westminster is continuously refined to ensure that the City is "measuring what matters." Through constant reinforcement, the City's performance measurement program works to improve the delivery of City services and the management of resources. Ultimately, performance measurement helps determine the progress made towards achieving the City's Strategic Plan Goals and Objectives."

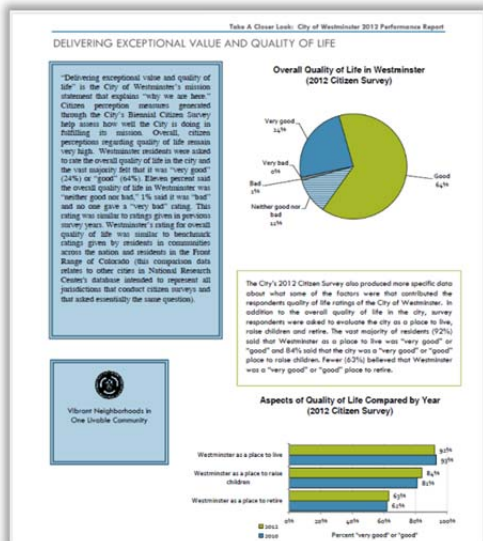
You can see on page 1 of that report (<http://www.ci.westminster.co.us/Portals/0/Repository/Documents/CityGovernment/CMO%20-%20Take%20A%20Closer%20Look%20Report%20-%202013.pdf>) that staff are keenly aware that measuring outputs and efficiencies are important only as they serve creation of a high quality of community. Therefore the report starts with resident perspectives about the quality of life in Westminster as reported in the most recent Citizen Survey,

conducted by National Research Center, Inc.

Beyond resident perspectives on overall quality of life, Westminster as a place to live, raise children and retire, the performance report includes resident



opinions about the quality of public works services. In place of cubic yards of snow plowed or linear miles of streets repaired or gallons of water treated, are resident sentiments about the quality of snow removal, street repair and water as you can see below:



A Mix of Survey and Administrative Data in a Community Scorecard

Littleton, Colorado

The City of Littleton, Colorado produces an annual community scorecard (<http://www.littletongov.org/modules/showdocument.aspx?documentid=3278>) that presents data related to its City Council's goals. In the 2013-2014 report, performance data were presented in the following strategic areas:

- Assure a financially-sound city government
- Provide a safe community to live, work and play
- Develop and maintain the public infrastructure
- Preserve and cultivate a quality community
- Pursue a balanced and sustainable local economy
- Support environmental sustainability
- Foster community involvement, communication and trust

The report not only has hard data about sprinkler system installs, budget allocations, number of exhibits, visitors and miles traveled, but it also has resident perspectives about service quality and strategic direction directly from its citizen survey. Not only does the report include results of the survey but it shows how those results compare to results asked of residents in comparison communities.

Program Evaluation

Once you have decided to take action to improve your community, it is important to evaluate the results of your efforts. Strong governing requires both experimentation and use of evaluation data.

Strategies to Promote Successful Use of Evaluation

- Identify program goals, objectives, and performance measures well in advance of implementing their evaluation
- Regularly track service activities and outcomes
- Systematically measure service outputs (how many residents attended council meetings last year?) and outcomes (how much did their knowledge of community issues increase?)
- Regularly communicate evaluation results to staff, residents, and other stakeholders
- Use evaluation data to improve services
- Encourage organizational learning

Evaluations can be small or large, often based on the price tag of the new initiative. In the Educate section of this playbook, the reimaging campaign undertaken by Greeley, Colorado was presented. Although Greeley has only been working on this new branding initiative a short time, government staff wanted to assess its “penetration” at an early stage, so they launched a short, web-based survey to community stakeholders followed by a survey of residents of Greeley and residents in three of the state’s largest cities – Denver, Fort Collins and Colorado Springs.

A Case Study in New Program Evaluation

Greeley, Colorado

Greeley, Colorado has created a new image initiative and campaign called “Greeley Unexpected.” (See the Educate section for more information on the initiative.) The initiative did not come cheap. The intent was to go big – to change the perceptions that (at least) Coloradans had about Greeley. After the initiative had been running for several months, stakeholders were getting antsy to know if their investment was paying off and City staff needed data to help determine the direction for the 2014 campaign. So City staff, working with NRC, designed and put in the field a survey for residents and non-residents to determine the reach and effectiveness of the first year’s campaign. This research was at least as much to keep stakeholders (including funding decision makers such as the City Council) in the loop about the City’s attention to the big evaluative question (“Have perceptions of Greeley improved?”) as it was to determine the answer to the question.

The answer to the question has come with extensive and robust inquiry that has relied on surveys of residents and those from out of town.

With the results hot off the research report, this is how Greeley released the findings – a fitting way to reinforce the new brand!

Next Steps

As you consider how to strengthen your community, remember that you don't always have to blaze a new trail to get the job done. This Playbook has many examples in broad categories that reflect common and effective action areas for local governments. Build on the examples you find here that resonate with your community and dive in or give a call to National Research Center staff or the organizations we have highlighted. NRC can help you get in contact with those best equipped to help you solve the toughest problems whether related to budget, communication, ballot questions, strategic planning or citizen engagement. Quality communities are what every local government strives to encourage, but the burden cannot rest only on the shoulders of local government staff and elected officials. National Research Center can facilitate your success.



Lynchburg, VA

Key Findings
2015

The NCS is presented by NRC in collaboration with ICMA



**“Cities have the capability
of providing something for
everybody, only because,
and only when, they are
created by everybody.”**

Jane Jacobs, *The Death and Life of Great American Cities*

About The NCS

- Community Livability
 - Community Characteristics
 - Governance
 - Participation

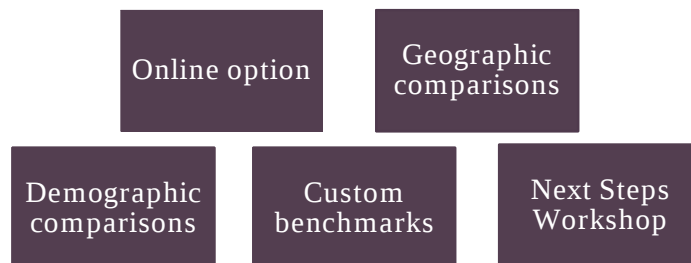


Facets of Community Livability

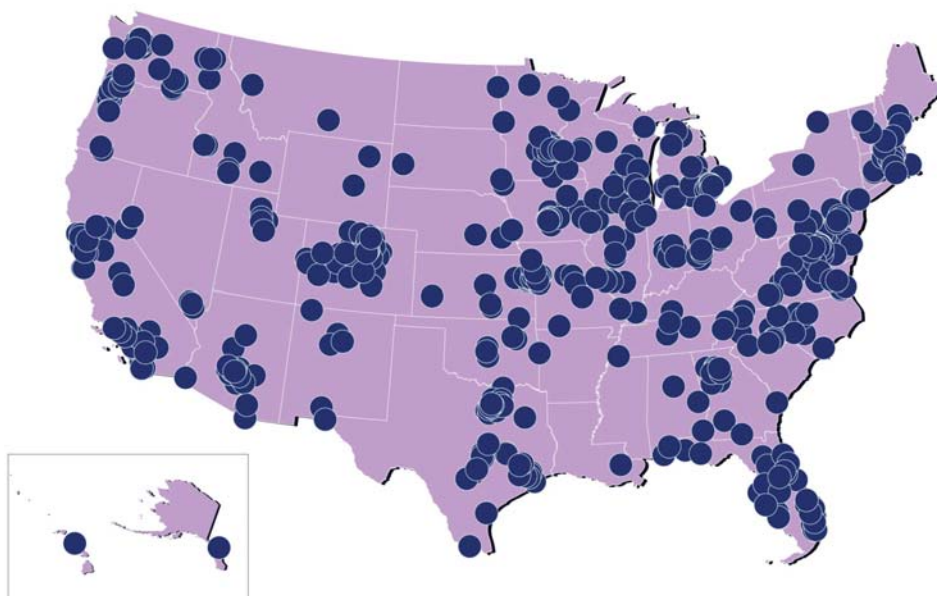


The NCS & Lynchburg

- Participant in The NCS since 2004
 - 2004, 2006, 2008, 2013
- Random sample of 1,400 households
 - 349 returned surveys; 26% response rate
 - $\pm 5\%$ margin of error



National Benchmark Comparisons



2015 National Benchmark Comparisons



2015 Custom Benchmark Comparisons



2015 Ratings Compared to 2013

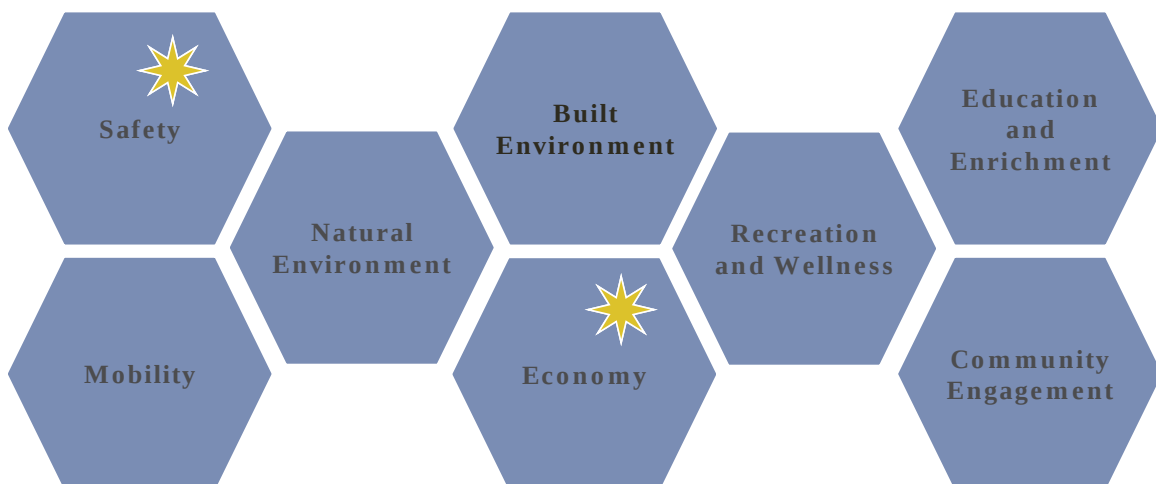


Key Focus Areas

Legend

- Higher than national benchmark
- Similar to national benchmark
- Lower than national benchmark

* Most important



Key
Finding
#1

Lynchburg residents continue to enjoy a high quality of life

Quality of Life



Overall quality
of life



Place to live



Place to raise
children

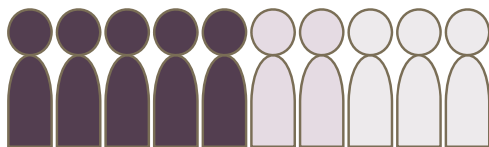
8 in 10

Percent excellent or good

Lynchburg as a Place to Work and Visit



Lynchburg as a **place to work** “excellent” or “good”



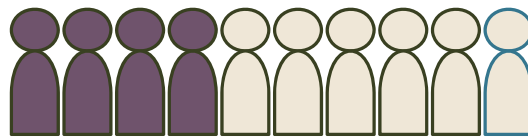
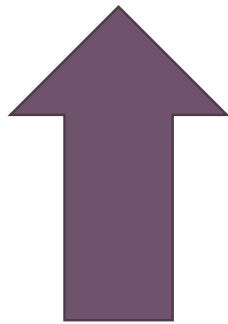
Lynchburg as a **place to visit** “excellent” or “good”



Key
Finding
#2

**Mobility ratings
have increased but
there are still
opportunities for
improvement**

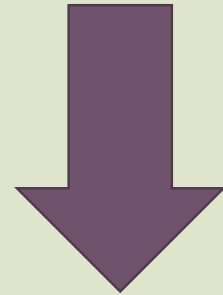
Mobility Trends



- Traffic flow
- Travel by public transportation

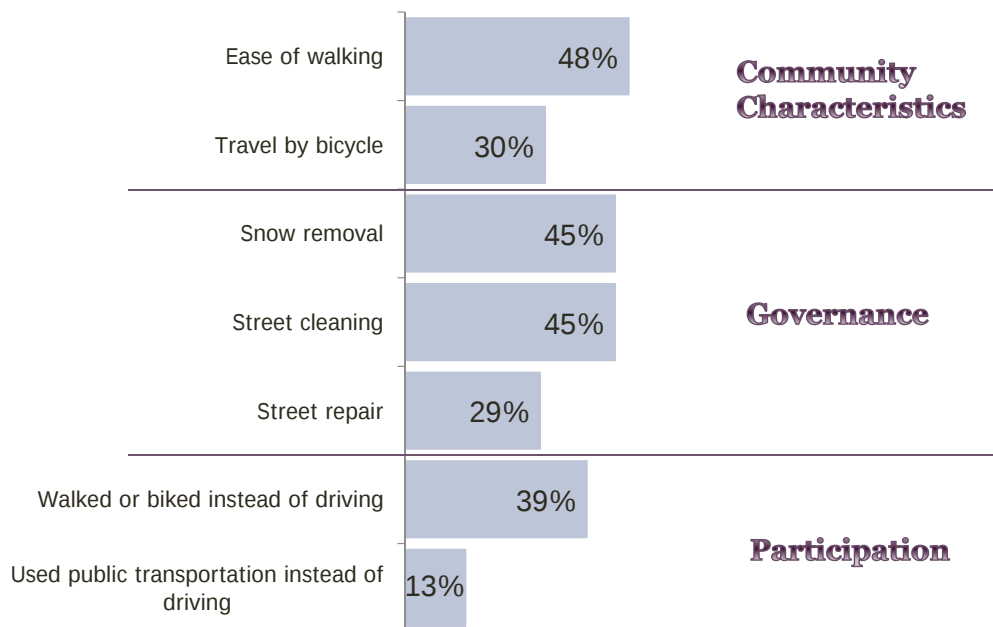


- Snow removal



15

Mobility: Opportunities to Improve



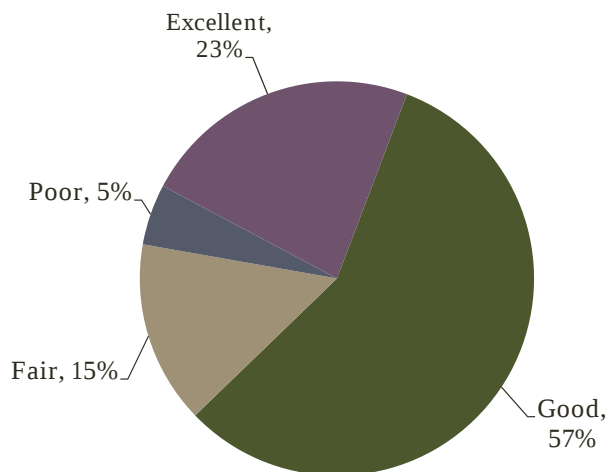
Percent positive

Key
Finding
#3

Residents identified Economy and Safety as main focus areas

Safety

Overall feeling of safety



Feeling of safety in
Lynchburg's
downtown/commercial area

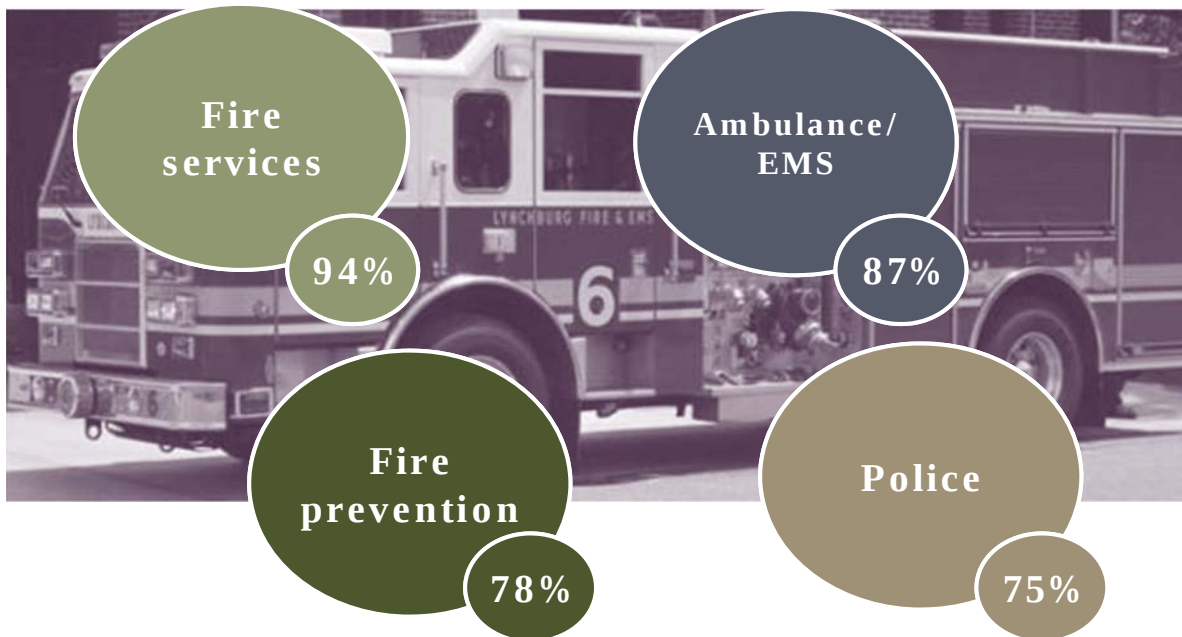
Overall feeling of safety in
neighborhoods

*Very safe or
Somewhat safe!*



8/10

Safety Services



Lynchburg Economy



Optimistic that economy will have a positive impact on income

2015

30%

2013

15%

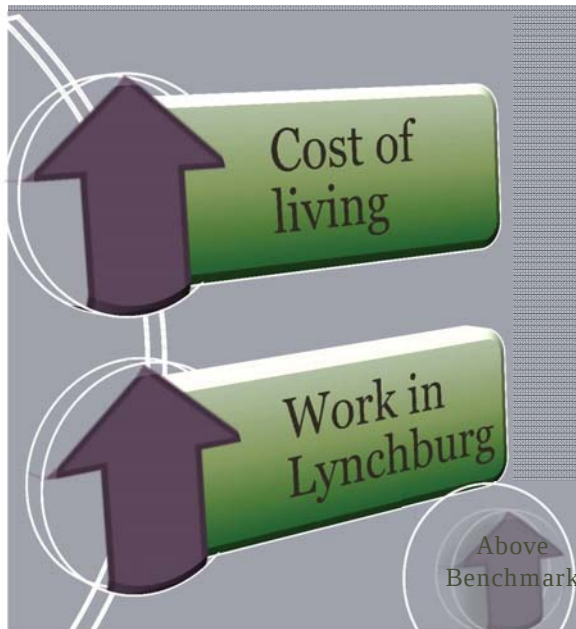


Have purchased goods in Lynchburg

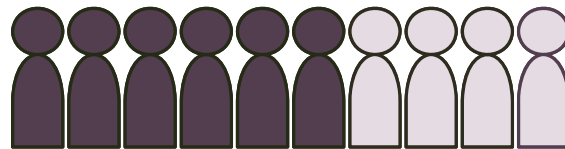


9/10

Comparison to benchmark communities



*Excellent or
good/yes!*



6/10

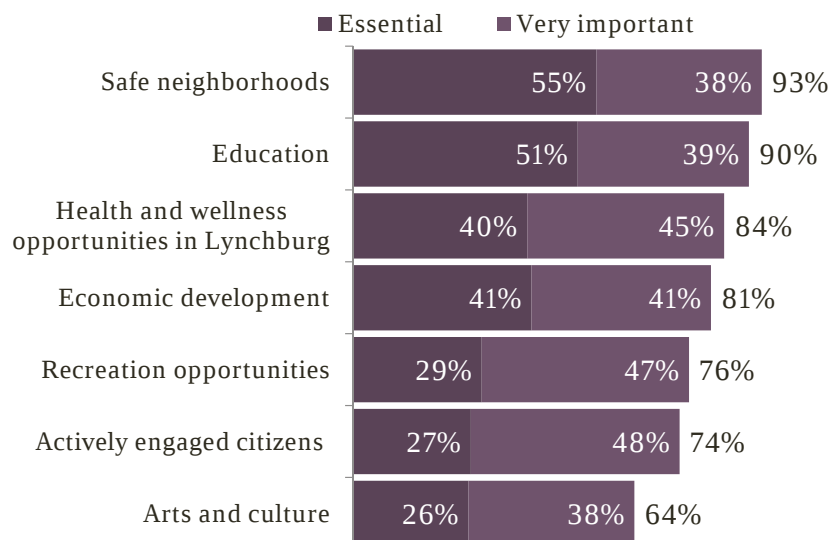
21

Special Topics

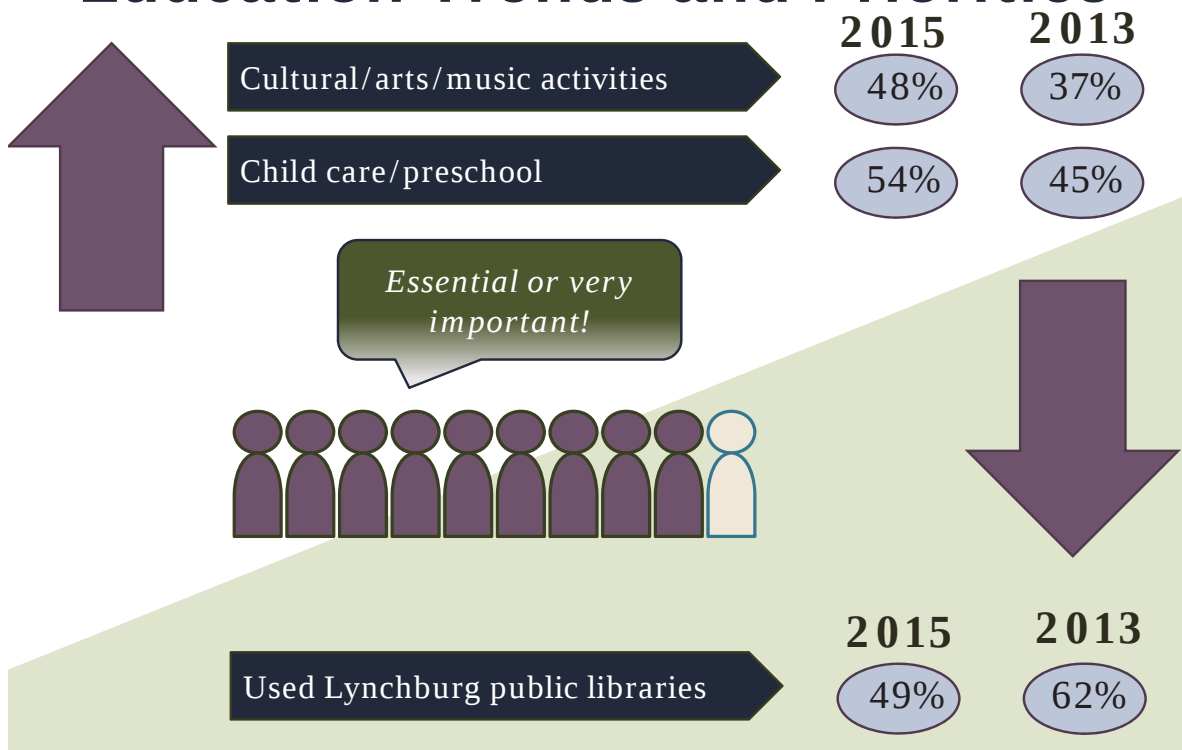
In addition to Economy and Safety, residents deemed Education and Health and Wellness as important strategic planning areas

Strategic Planning Areas

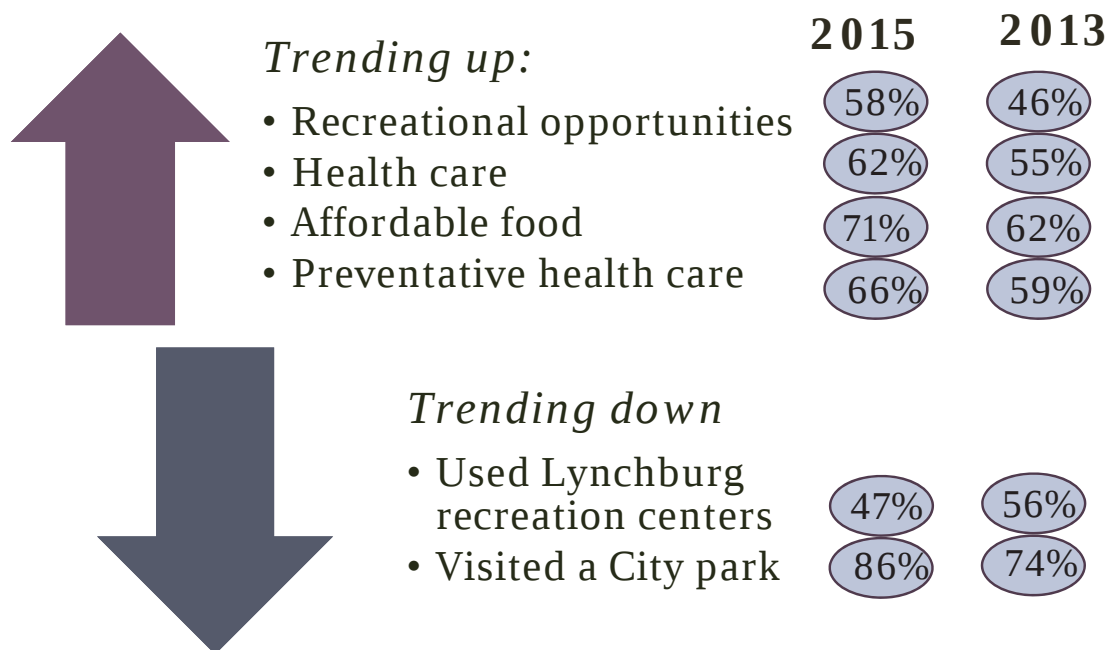
Please rate how important, if at all, each of the following strategic planning areas are to the overall quality of life in Lynchburg:



Education Trends and Priorities



Recreation, Health and Wellness Trends



Community Priorities

Top rated issues to focus on in next five years:

Workforce training

83%

Maintaining and improving infrastructure

81%

Health and wellness opportunities

81%

Reducing poverty rate

81%

Preservation of green space

74%

Affordable housing

72%

Reducing food deserts

44%

Percent "essential" or "very important"

27

Sources of Information

Local electronic media outlets

85%

City web site

76%

Local print media outlets

75%

City Source newsletter

70%





Demographic Differences Worth Exploring

Generally more positive responses

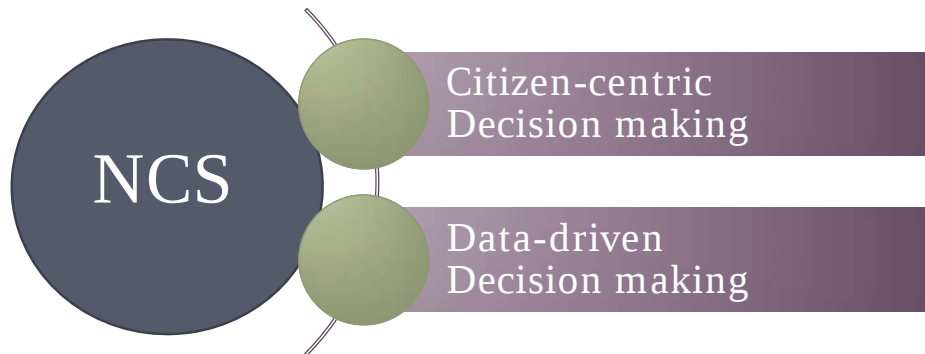
- Men
- Property owners
- White residents
- Older residents



Conclusions

- **Lynchburg residents continue to enjoy a high quality of life.**
- **Mobility ratings have increased but there are still opportunities for improvement.**
- **Residents identified Economy and Safety as main focus areas.**

Moving forward



Envision, Engage, Educate, Earmark, Enact, Evaluate

Questions?

THE NCS™
The National Citizen Survey™

Thank you!

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LYNCHBURG CITY COUNCIL

Agenda Item Summary

MEETING DATE: **September 8, 2015**

AGENDA ITEM NO.: 3 & 9

CONSENT:

REGULAR: **X**

WORK SESSION: **X**

CLOSED SESSION:

(Confidential)

ACTION: **X**

INFORMATION:

ITEM TITLE: **FY 2016 First Quarter Adjustments**

RECOMMENDATION: After a public hearing adopt a resolution amending the FY 2016 Operating and Capital Budgets and appropriating funds to reflect the FY 2016 First Quarter Adjustments as listed in Attachment A.

SUMMARY: The General, City/Federal/State Aid, Technology, Asset Forfeiture, Fleet Services, and City Capital Projects Fund are amended to reflect the FY 2016 First Quarter Adjustments.

Details of these adjustments can be found on Attachment A. The adjustments include the carry forward of some funds appropriated but unspent in the FY 2015 Budget.

Council policy requires a minimum Unassigned General Fund Balance of 10% of General Fund revenues. The unaudited Unassigned Fund Balance is projected to be approximately \$31.0 million, or 17.6%, of General Fund revenues as of June 30, 2015. Of the \$31.0 million, approximately \$13.0 million is left to fund First Quarter Adjustments and FY 2017 Capital Improvement Program (CIP) pay-as-you-go expenditures.

NOTE: This item will be reviewed during Council's work session prior to the public hearing.

PRIOR ACTION(S): None

BUDGET IMPACT: As noted above

CONTACT(S): Donna Witt, Director of Financial Services, 455-3968

ATTACHMENT(S): Resolution; Attachment A: FY 2016 First Quarter Adjustments – Summary and Detail

REVIEWED BY: lkp

RESOLUTION:

BE IT RESOLVED That the FY 2016 Adopted Budget is amended and funds are appropriated to reflect the First Quarter Adjustments in the General, City/Federal/State Aid, Asset Forfeiture, Technology, Fleet Services, and City Capital Projects Fund as follows:

	Adopted FY 2016	Recommended Adjustment	Amended FY 2016
General Fund			
Operations	\$113,353,158	\$978,966	\$114,332,124
Transfers To/From Other Funds	1,301,196	268,106	1,569,302
Debt Service	17,211,443		17,211,443
Schools-Operations	41,064,276		41,064,276
Greater Lynchburg Transit Co.	1,394,038		1,394,038
Reserve for Contingencies	615,917	584,083	1,200,000
Debt Service Reserve	1,827,318		1,827,318
Parking Reserve	56,975		56,975
Other Post Employment Benefits	250,000		250,000
Capital Improvements	7,830,529		7,830,529
Ending Balance (Unassigned Fund Balance)	17,435,725		17,435,725
Total	\$202,340,575	\$1,831,155	\$204,171,730
City/Federal/State Aid Fund			
Operations	\$3,037,982	\$92,288	\$3,130,270
Ending Balance	0		0
Total	\$3,037,982	\$92,288	\$3,130,270
Asset Forfeiture Fund			
Operations	\$0	\$178,729	\$178,729
Ending Balance	60,647		60,647
Total	\$60,647	\$178,729	\$239,376
Technology Fund			
Operations	\$844,875	\$641,813	\$1,486,688
Capital Outlay	102,000		102,000
Ending Balance	1,553,113	53,826	1,606,939
Total	\$2,499,988	\$695,639	\$3,195,627
Fleet Services Fund			
Operations	\$6,576,300	\$166,000	\$6,742,300
Debt Service	474,210		474,210
Ending Balance	813,509		813,509
Total	\$7,864,019	\$166,000	\$8,030,019
City Capital Projects Fund			
Capital Outlay	\$20,229,637	\$540,497	\$20,770,134
Ending Balance	0		0
Total	\$20,229,637	\$540,497	\$20,770,134

And, BE IT RESOLVED that the funds shall be used as identified in Attachment A.

Introduced:

Adopted:

Certified:

Clerk of Council

087K

FY 2016 First Quarter Adjustment Details

ATTACHMENT A

Department/Division	Amount	Source of Funding			Purpose
		Additional Revenues	Unassigned Fund Balance	Committed/Assigned Fund	
GENERAL FUND					
Circuit Court Clerk	11,263	9,559	1,704		General Assembly approved a 2% increase for State employees beginning September 1. The City is responsible for the related taxes and VRS. (\$1,704)
Commissioner of the Revenue	2,236	1,899	337		General Assembly approved a 2% increase for State employees beginning September 1. The City is responsible for the related taxes and VRS. (\$337)
Community Development-Planning	29,004		29,004		Zoning Ordinance updates; funding to be used for mandatory notifications, advertisement and publishing of code.
Council/Manager Offices	6,600		6,600		Funding for City Code online services through Municode related to the revised Zoning Ordinance.
Council/Manager Offices	579		579		Remaining funds from fundraiser in FY 2012 for United Way Campaign expenses
Economic Development	(5,544)		(5,544)		Rescind Arts & Cultural District Grant funding to match FY 2015 Revenues. Budgeted \$33,420; Actual \$27,876
Economic Development	42,195		42,195		Four companies qualified for the Enterprise Zone grant and one company qualified for the Technology grant; Company applies with the State in April; is notified of the award in June and the City award crosses fiscal years so the FY 2015 grants to be paid in FY 2016.
Fire	100,006		100,006		Partially fund salaries for recruits being hired for recruit school to start 08/31/15
Fire	35,792		35,792		Federal Labor Laws requires additional funding for certification pay and amount of overtime and FLSA pay on certification pay for FY 2016.
Human Services/Juvenile Services	50,000		50,000		Committed to Juvenile Services Group Home Capital Needs Reserve (General Fund) for future expenditure needs related to the new group home.
Human Services/Social Services	111,190		111,190		Three temporary Benefit Program Specialist positions; a similar request was made in FY 2013 and FY 2014 for the pilot program.
Parking Management	26,350			26,350	Pay Station Program adopted by City Council; Appropriate funds from the Parking Reserve.
Parks & Recreation	29,086		29,086		To pay remaining expenses associated with the Armstrong School Gym renovation; payment was not completed by June 30.
Parks & Recreation	60,000		60,000		Postage for mailing three Parks & Recreation Activity Guides to all Lynchburg households.
Public Works/Streets	100,000	100,000			Appropriate \$100,000 of the \$373,642 in additional funding approved by the Commonwealth of Virginia due to an increase in rates per lane mile to the Streets Division budget for sidewalk repairs.

FY 2016 First Quarter Adjustment Details

ATTACHMENT A

Department/Division	Amount	Source of Funding			Purpose
		Additional Revenues	Unassigned Fund Balance	Committed/Assigned Fund	
GENERAL FUND (continued)					
Public Works/Snow	350,000	350,000			Transfer from City Capital Projects Fund FY 2015 & FY 2016 Snow, Street, and Bridge Reserve to General Fund to purchase salt.
Registrar	1,225	1,040	185		General Assembly approved a 2% increase for State employees beginning September 1. The City is responsible for the related taxes and VRS. (\$185)
Sheriff	26,049	20,607	5,442		General Assembly approved a 2% increase for State employees beginning September 1. The City is responsible for the related taxes and VRS. (\$5,442)
Reserve for Contingencies	584,083		584,083		Carry Forward from FY 2015 to meet the Council Adopted Financial Policy to fund the Reserve for Contingency at \$1.2 million.

TRANSFERS

Transfer from General Fund to City/Federal/State Aid Fund	59,510		59,510		Transfer from General Fund to City/Federal/State Aid Fund to extend employment for SAFER grant employees from 03/09/16 thru 06/30/16 (grant ends for 3 employees on 03/02/16)
Transfer from General Fund to City/Federal/State Aid Fund	2,935		2,935		Attorney fees related to the Bluffwalk refunding were not appropriated at the time of closing due to staff error.
Transfer from Information Technology General Fund Operating Budget to Technology Fund	53,826			53,826	Transfer non-personnel unexpended funds to the Technology Fund per June 2000 Council approved Information Technology Policy.
Transfer to City Capital Projects Fund from General Fund	45,000		45,000		Transfer to City Capital Projects Fund from General Fund for Police Needs Space Assessment & Options
Transfer to City Capital Projects Fund from General Fund	109,770		109,770		Transfer to City Capital Projects Fund from General Fund for the City Football Stadium Renovation Project

FY 2016 Additional Revenues	\$ 483,105
Amount Funded with Committed or Assigned Fund Balance	80,176
Amount Funded with FY 2015 Year End Fund Balance	1,267,874
GENERAL FUND Appropriation Total	\$ 1,831,155

CITY/FEDERAL/STATE AID FUND

Commonwealth Attorney	5,000	5,000			The FY 2016 Domestic Violence Victim Fund Grant was increased by \$5,000 to \$45,000.
Economic Development	(5,544)	(5,544)			Arts & Cultural District rescind offsetting revenue (\$5,881) & expense

FY 2016 First Quarter Adjustment Details

ATTACHMENT A

Department/Division	Amount	Source of Funding			Purpose
		Additional Revenues	Unassigned Fund Balance	Committed/Assigned Fund	
CITY/FEDERAL/STATE AID FUND (continued)					
Finance	2,935	2,935			Transfer to City/Federal/State Aid Fund from General Fund for attorney fees related to the Bluffwalk refunding were not appropriated at the time of closing due to staff error.

Fire	29,410	29,410			Adjust the FY 2015 allocation of Fire Funding (entitlement fund) to actual.
Fire	977	977			Adjust the FY 2015 allocation of EMS 4-For-Life funding (entitlement fund) to actual.
Fire	59,510	59,510			Transfer to City/Federal/State Aid Fund from General Fund to extend employment for SAFER grant employees from 03/09/16 thru 06/30/16 (grant ends for 3 employees on 03/02/16)

CITY/FEDERAL/STATE AID FUND Total	\$ 92,288
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ASSET FORFEITURE FUND

Police Department/Financial Office	178,729	178,729			To appropriate Asset Forfeiture revenues received. Funds will be utilized for police equipment including \$40,000 designated for the Mobile Command Unit and also funds for the Crisis Intervention Training Program per the Office of the Attorney General Grant Guidelines.
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ASSET FORFEITURE FUND Total	\$ 178,729
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TECHNOLOGY FUND

Information Technology	78,000			78,000	Transitioning email system to Exchange and Office fixed licensing to subscription services
Information Technology	73,435			73,435	Document Management Project
Information Technology	296,865			296,865	New World Logos.net Project
Information Technology	57,487			57,487	Service Management Application for tracking & managing Information Technology processes
Information Technology	53,000			53,000	Building Security Access and Intrusion Upgrades Project
Information Technology	8,026			8,026	Ongoing needs that may arise during the year and are not budgeted through Building Maintenance
Information Technology	50,000			50,000	Server infrastructure upgrades
Information Technology	5,000			5,000	Server software associated with the server infrastructure upgrades
Information Technology	20,000			20,000	System security audit
Information Technology		53,826			Transfer to Information Technology Fund from General Fund for non-personnel unexpended General Fund balance.

FY 2016 Additional Revenues	\$ 53,826
Amount Funded with Committed or Assigned Fund Balance	641,813
TECHNOLOGY FUND Total	\$ 695,639

FY 2016 First Quarter Adjustment Details

ATTACHMENT A

		Source of Funding			
Department/Division	Amount	Additional Revenues	Unassigned Fund Balance	Committed/Assigned Fund	Purpose
FLEET SERVICES FUND					
Fleet Services	166,000			166,000	Replace 2000 Chevrolet dump truck (\$61,000) Replace 1998 Ferree trailer (\$30,000) Replace 2001 GMC AWD Van (\$35,000) Replace 2004 CAT generator (\$40,000) Pricing and/or product was not available from the manufacturer during FY 2015

FLEET SERVICES FUND Total	\$ 166,000
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CITY CAPITAL PROJECTS FUND

Parks and Recreation	109,770	109,770			Transfer from General Fund to City Capital Projects Fund for the City Football Stadium Renovation Project
Police	45,000	45,000			Transfer from General Fund to City Capital Projects Fund for Police Needs Space Assessment & Options
Public Works	11,248	11,248			Appropriate revenues from the Museum Foundation (\$5,624) and Diggs Trust (\$5,624) for Point of Honor Foundation and Walk Repairs.
Public Works	(350,000)			(350,000)	Transfer to General Fund from City Capital Projects Fund FY 2015 and FY 2016 Snow, Street, and Bridge
Public Works	350,000			350,000	Reserve to purchase salt. The net effect is zero because the funds were appropriated as part of the budget.
Public Works	273,642	273,642			Increase expense budget for Street Overlay T0027 with additional funds received from VDOT based on City lane miles.
Public Works	150,000	150,000			Appropriate expenditures from VDOT Priority Paving funding for street overlay work on Langhorne Road.
Public Works	155,000	155,000			Appropriate expenditures from VDOT Priority Paving funding for street overlay work on Wards Road.
Public Works	(850,000)	(850,000)			Rescind VDOT revenue sharing portion of Greenview Drive.
Public Works	39,305			39,305	To fully fund the Fifth Street Streetscape Improvements, Phase III matching State Revenue Sharing Funds using FY 2014 unallocated bond funds.
Public Works	6,532			6,532	Appropriate FY 2013 bond interest for the Downtown Streetscape & Water Main Improvement Project.
Public Works	600,000	600,000			Appropriate \$600,000 of revenue sharing for Downtown Streetscape & Water Main Improvement Project; matching funds are already appropriated in the project.

FY 2016 Additional Revenues	\$ 494,660
Amount Funded with Committed or Assigned Fund Balance	45,837
CITY CAPITAL PROJECTS FUND Total	\$ 540,497

194

August 11, 2015

// A regular meeting of the Council of the City of Lynchburg was held on the 11th day of August, 2015, at 4:00 P.M. in the Council Chamber, City Hall, Michael Gillette, President, presiding. The following Members were present:

Present: Foster, Helgeson, Johnson, Nelson, Perrow, Gillette 6

Absent: Tweedy 1

// Deputy City Manager Bonnie Svrcek introduced Jim Davenport and John Stirrup, representatives with Alcalde & Fay, the City's Federal Relations Liaison. Ms. Svrcek stated that during the deliberations on the FY 2016 Operating Budget, staff proposed funding for a Federal liaison in Washington, D.C. to assist the City in the pursuit of Federal grant funds for various projects. The representatives gave a brief report on their expertise and work done to date. With their federal and local government experience, they outlined the working plan for Lynchburg.

- Develop federal agenda to include City's funding and policy objectives:
 - o Federal grant goals, such as TIGER, Department of Justice, water/wastewater and EDA program
 - o Legislative objectives, such as surface transportation reauthorization, waters of the U.S., and protecting tax exempt status of municipal bonds
- Pursuing and protecting federal program funding in appropriations and legislation critical to the City
- Advocating City's interest during legislative and regulatory processes
- Monitoring federal grants of interest to the City and assisting with grant submissions
- Enhance City's relationships with members of Congress and federal department officials
- Providing monthly federal legislative updates
- Organizing meetings in Washington on behalf of City officials and staff to advocate for City's priorities

During the presentation the representatives explained the services provided by their firm and mentioned other clients they serve in Virginia. They provided information on how they would let the City know what grants are available and outlined some recent work done for the City (i.e. body worn cameras, EDA grant programs, drafted letter on behalf of the City to congressional delegation opposing cuts to the Department of Housing and Urban Development HOME Investment Program).

They will continue to provide monthly reports and grant alerts.

// Mr. Vince Sawyer from The Healing Place of Southwest Virginia provided a presentation on the Healing Place Program as an alternative to incarceration for persons with substance abuse disorders. In the presentation the following concerns were addressed:

- A Healthcare Problem
- Need for Treatment of Substance Use Disorders (SUD)
- Homelessness and Substance Use Disorders
- High Cost of Inaction
- Potential 2014 Jail Cost Savings
- Cost/Benefit for SUD Treatment

Mr. Sawyer explained several phases to approach the cost and how to develop and operate such a facility by beginning with Region 2000 and the adjacent Planning Districts.

// Human Services Director Tamara Rosser gave a presentation on the Foster Care Program. The Foster Care Program provides services to children and families when circumstances require the child to be removed from their home. Foster Care provides a safe and stable environment for children and older youth until the issues that made placement outside the home necessary are resolved. Ms. Rosser provided information on the following:

- Overview of Foster Care (FC) Program
- Overview of Lynchburg Program
 - o Demographics
 - o Goals
 - o Staffing
- Funding
- Foster Care Stories
- Challenges

// During roll call Council Member Forster stated she had received several emails regarding residential parking downtown and would like an update from the Parking Authority on this issue.

// Council Member Perrow gave a special recognition to Lynchburg Historical Foundation and Ken Faraoni for the unveiling of the Water Bearer Statue now located at the Lower Bluff Walk.

// Council Member Helgeson shared the 2015 SOL scores from the Lynchburg City Schools.

// Vice Mayor Johnson announced the opening of a new exhibit at the Legacy Museum on Saturday, August 15, 2015 at 12 noon and invited everyone to come and see this new exhibit.

// On motion of Council Member Helgeson, seconded by Council Member Perrow, Council by the following recorded vote elected to hold a closed meeting for consultation with legal counsel and briefings by staff concerning a specific legal matter requiring the provision of legal advice, specifically the discussion of legal matters related to the Midtown Connector project, pursuant to Section 2.2-3711(A)(7), of the Code of Virginia, 1950, as amended:

Ayes: Foster, Helgeson, Johnson, Nelson, Perrow, Gillette	6
Noes:	0
Absent: Tweedy	1

// Council Member Tweedy arrived after the vote to go into the closed meeting and joined the other Council Members in the closed meeting.

// The meeting was re-opened to the public.

// Council Member Helgeson made the following motion:

WHEREAS, the Council of the City of Lynchburg has convened a closed meeting on this date, pursuant to an affirmative recorded vote and in accordance with the provisions of The Virginia Freedom of Information Act; and

WHEREAS, Section 2.2-3712 of the Code of Virginia requires a certification by City Council that such closed meeting was conducted in conformity with Virginia law;

NOW, THEREFORE, BE IT RESOLVED that the Council of the City of Lynchburg certifies that, to the best of each member's knowledge, (i) only public business matters lawfully exempted from open meeting requirements by Virginia law were discussed in the closed meeting to which this certification resolution applies, and (ii) only such public business matters as were identified in the motion convening the closed meeting were heard, discussed or considered by Council.

The Motion was seconded by Vice Mayor Johnson, and Council by the following recorded vote adopted the motion:

Ayes: Foster, Helgeson, Johnson, Nelson, Perrow, Tweedy, Gillette 7

Noes: 0

// City Council recessed the meeting at 6:15 p.m.

// City Council reconvened the meeting at 7:30 p.m.

The following Members were present:

Present: Foster, Helgeson, Johnson, Nelson, Perrow, Tweedy, Gillette 7

Absent: 0

Council Member Perrow gave the Invocation, followed by the Pledge of Allegiance.

// Copies of the minutes of the July 14, 2015 meeting, having been previously furnished Council, reading was dispensed with, and on motion of Council Member Perrow, seconded by Council Member Nelson, Council by the following recorded vote approved the minutes as amended:

Ayes: Foster, Helgeson, Johnson, Nelson, Perrow, Tweedy, Gillette 7

Noes: 0

// Council Member Helgeson and Mayor Gillette asked that the June 28, 2015 minutes be removed from the Consent Agenda because they were both absent at that meeting. Item #7 was voted on separately.

Copies of the minutes of the July 28, 2015 meeting, having been previously furnished Council, reading was dispensed with, and on motion of Council Member Foster, seconded by Vice Mayor Johnson, Council by the following recorded vote approved the minutes as presented:

Ayes: Foster, Johnson, Nelson, Perrow, Tweedy 5

Noes: 0

Abstention: Helgeson, Gillette 2

// In the matter of Public Works – Street Vacation, a public hearing was held regarding City Council Report #8 regarding the petition of Winnifred C. Schenkel to vacate an unpaved portion of right of way known as Sky View Place, which extends approximately 130 feet beyond the existing pavement of the cul-de-sac and adjoins 3424 Sky View Place, 2859 Link Road, and 3429 Sky View Place. The portion proposed for vacation is approximately one hundred eighty-two thousandths (.182) of an acre. Zoning Administrator Kevin Henry provided a brief summary of the request. The petitioner, Mr. Winifred Schenkel outlined the request and asked for approval. There was no one else present who wished to speak to this item, and the public hearing was closed. Council Member Perrow, Chair of the Physical Development Committee (PDC) stated that this matter came before the PDC which recommended approval. This motion does not require a second. Council by the following recorded vote adopted Ordinance #O-15-066, as presented, to vacate an unpaved portion of right of way known as Sky View Place, which extends approximately 130

feet beyond the existing pavement of the cul-de-sac and adjoins 3424 Sky View Place, 2859 Link Road, and 3429 Sky View Place:

Ayes: Foster, Helgeson, Johnson, Nelson, Perrow, Tweedy, Gillette

7

Noes:

0

// City Manager Kimball Payne stated that a presentation would be made by Mr. George Dawson and other individuals associated with the restoration and fundraising efforts of the Academy Theatre.

The first speaker, Mr. Sackett Wood of the Academy Board of Trustees, gave a brief background on the history of the Academy and the ongoing restoration efforts. He referred to the City's Downtown Master Plan, in which the Academy was seen as an anchor to Lynchburg's Central Business District revitalization efforts. He thanked the City for their commitment to the Theatre and went on to say that the restoration of the Academy would be good for the economy, provide access to arts and culture, contribute to quality of life, compliment business recruitment and provide compelling community access.

Mr. Geoff Kershner, Executive Director of the Academy spoke second. He talked about the commitment of the Academy moving forward to provide inclusive, diverse entertainment and educational opportunities for the community.

The last speaker, Mr. George Dawson, Capital Campaign Chair, spoke about the "Case Statement on the Benefits and Estimated Economic Impacts to the City of Lynchburg for the Completed Restoration of the Historic Academy of Music Theatre," that had been presented to City Council indicating the potential financial benefits through tax and other revenue. He went on to say that the most recent fundraising campaign the Academy launched was in 2012. The Academy's goal is to raise more than \$16 million of the total \$29 million project with the remaining amount to be made through tax credits. To take advantage of the tax credits, the remaining funds of \$7 million must be raised by early 2016. Mr. Dawson stated that efforts are being made to raise at least \$3.5 million of the remaining amount and asked City Council to consider providing the remaining \$3.5 million.

During Council discussion the majority of Council was in favor of receiving more information on the request. The discussion included concerns about whether the City should make a contribution to a private entity; desire to solicit the opinion of the Lynchburg Economic Development Authority; examine the potential of providing a smaller amount of support; potential sources of funding and the costs associated with the redirection of funds. Council Member Helgeson stated he has appreciation for the arts, but could not support the request because he could not see taking money from citizens and giving to a private entity. Council Member Nelson made a motion, seconded by Council Member Foster for staff to explore how \$3.5 million could be allocated for this project. Council by the following recorded vote agreed to have staff explore how \$3.5 million might be identified for the Academy and to report options to Council for further discussion:

Ayes: Foster, Johnson, Nelson, Perrow, Tweedy, Gillette

6

Noes: Helgeson

1

// The meeting was adjourned at 8:26 P.M.

LYNCHBURG CITY COUNCIL

Agenda Item Summary

MEETING DATE: **September 8, 2015**

AGENDA ITEM NO.: 6

CONSENT: **X**

REGULAR:

WORK SESSION:

CLOSED SESSION:

(Confidential)

ACTION: **X**

INFORMATION:

ITEM TITLE: **Byrne/JAG – Crisis Intervention Team (CIT) Grant**

RECOMMENDATION: Adopt a resolution to amend the FY 2016 City/Federal/State Aid Fund budget and appropriate \$25,750 with resources of \$8,397 from the 2015 Byrne/JAG Crisis Intervention Team Grant and \$17,353 is transferred from the General Fund Police Department FY 2016 Budget to continue the Crisis Intervention program.

SUMMARY: The Lynchburg Police Department is eligible to receive \$8,397 in Byrne/JAG grant funding. This grant requires a 75% local match in the amount of \$25,191 for a total award of \$33,588. The Lynchburg Police Department already has budgeted \$7,838 to put towards the grant match of \$25,191 and is requesting the remaining match come from the Reserve for Contingency Funds. Funding will be utilized to continue CIT training and coalition activities within Lynchburg and Region 2000 through continuing to employ a CIT Program Coordinator (a contracted, temporary employee).

Since the final year of grant program funding requires a significantly higher locality match, the Police Department recommends requesting a lower grant amount and using non-grant funding to maintain the full scope of our CIT program through the fourth year. Toward that end, the Police Department has allocated \$10,000 within its FY16 budget to cover costs associated with CIT training program operation and supplies.

Over three years, the Byrne/Justice Assistance CIT Program has provided \$148,103 in grant funding for a total of \$57,123 in required locality match funding: LPD and CIT partner agency contributions of \$23,345 have lowered the City's total local match contribution over three years to \$33,778. The LPD has also received \$59,147 in CIT Program support funding from the Attorney General's Office (with no funding match required). Overall, we have received \$207,250 in CIT Program funding to date at a cost to the City of \$33,778 – this equates to a 16% City match. The Police Department is now requesting that the City provide \$17,353 toward meeting the locality match requirement for the fourth and final year of the Byrne/JAG CIT Grant Program.

PRIOR ACTION(S): Finance Committee April 28, 2015
Finance Committee August 11, 2015

FISCAL IMPACT: Transfer of \$17,353 from the Police Department Budget for the locality match portion of the grant.

CONTACT(S): Police Chief Parks Snead, 455-6104
Captain M.L. Jamison, 455-6168

ATTACHMENT(S): Resolution

REVIEWED BY: lkp

RESOLUTION:

BE IT RESOLVED that the FY 2016 City/Federal/State Aid Fund budget is amended and \$25,750 is appropriated with resources of \$8,397 from the 2015 Byrne/JAG Crisis Intervention Team Grant and \$17,353 is transferred from the General Fund Police Department FY 2016 Budget to continue the Crisis Intervention program.

Introduced:

Adopted:

Certified:

Clerk of Council

081K

LYNCHBURG CITY COUNCIL

Agenda Item Summary

MEETING DATE: **September 8, 2015**

AGENDA ITEM NO.: 7

CONSENT: **X**

REGULAR:

WORK SESSION:

CLOSED SESSION:

(Confidential)

ACTION: **X**

INFORMATION:

ITEM TITLE: Virginia Office of Emergency Medical Services – Rescue Squad Assistance Fund Grant to purchase cardiac equipment, reporting tablet, and stretcher

RECOMMENDATION: Adopt a resolution to amend the FY 2016 City/Federal/State Aid Fund budget and appropriate \$67,246 with resources of \$49,238 from the Virginia Office of Emergency Medical Services – Rescue Squad Assistance Fund (RSAF) and \$18,008 transferred from the FY 2016 General Fund Fire Department budget to purchase one (1) Physio LifePak 15 cardiac monitor/defibrillator, one (1) Lucas 2 chest compression device, one (1) Panasonic H2 reporting tablet, and one (1) Stryker Power Pro XT stretcher for the Fire Department.

SUMMARY: The Virginia Office of Emergency Medical Services (EMS) periodically awards grant funding to assist career and volunteer EMS agencies in obtaining/maintaining emergency vehicles and equipment; providing EMS management, leadership, and advanced life support training; and achieving other goals that support the enhancement of citizen and community EMS services.

The Fire Department has been awarded RSAF grant funds to purchase cardiac equipment, a reporting tablet, and a stretcher.

The requested equipment will be for use on the second Power Shift medic unit. Equipping an additional medic unit to provide EMS services during peak times required removing some equipment from the EMS Supervisor vehicle and has depleted any reserves used while repairing broken or malfunctioning equipment.

The grant requires a local match; the department was awarded funds for three of the four items with a 20 percent local match. The Panasonic H2 was awarded with a 50 percent local match. The itemized cost: one LifePak 15 cardiac monitor / defibrillator-\$33,022; one Lucas 2 device-\$13,508; one Panasonic H2 tablet-\$4,370; and one Stryker Power Pro XT stretcher-\$16,346. The total funding from the State is limited to \$49,238. With a total cost of \$67,246, the required local match is \$18,008, which is available for transfer from the FY 2016 General Fund Fire Department budget.

PRIOR ACTION(S): Finance Committee April 28, 2015
Finance Committee August 11, 2015

FISCAL IMPACT: Matching funds of \$18,008 are available for transfer from the Fire Department's FY 2016 budget; no additional appropriation is required. Future funds will be needed for periodic maintenance of the equipment purchased.

CONTACT(S): Fire Chief Steven B. Ferguson, 455-6340
Battalion Chief Heather Childress, 455-6360
Ellen Davidson-Martin, Fire Administrative Manager, 455-6368

ATTACHMENT(S): Resolution

REVIEWED BY: lkp

RESOLUTION:

BE IT RESOLVED that the FY 2016 City/Federal/State Aid Fund budget is amended and \$67,246 is appropriated with resources of \$49,238 from the Virginia Office of Emergency Medical Services – Rescue Squad Assistance Fund (RSAF) grant and \$18,008 transferred from the FY 2016 General Fund Fire Department budget to purchase one (1) Physio LifePak 15 cardiac monitor/defibrillator, one (1) Lucas 2 chest compression device, one (1) Panasonic H2 reporting tablet, and one (1) Stryker Power Pro XT stretcher for the Fire Department.

Introduced:

Adopted:

Certified:

Clerk of Council

082K

LYNCHBURG CITY COUNCIL

Agenda Item Summary

MEETING DATE: **September 8, 2015**

AGENDA ITEM NO.: 8

CONSENT: REGULAR: **X**

WORK SESSION:

CLOSED SESSION:

(Confidential)

ACTION: **X**

INFORMATION:

ITEM TITLE: Rezoning and Conditional Use Permit (CUP) for Townhouses– 714 Leesville Road

RECOMMENDATION: Approval of both the rezoning and CUP petitions. (NOTE: Although staff originally recommended approval of both petitions to the Planning Commission, the Commission approved the recommended approval of the rezoning and denial of the CUP, leading to the situation described below.)

SUMMARY: Lynchburg Renting, LLC is petitioning to rezone approximately seven and one hundred twenty-five thousandths (7.125) acres from R-1, Low Density, Single-Family Residential District to R-3C, Medium-Density Two-Family Residential District (Conditional) and for a CUP to allow the construction of sixty-eight (68) townhouses for sale with associated parking.

The rezoning and CUP petitions are in keeping with the City's *Future Land Use Map (FLUM)* and the City's *Comprehensive Plan 2013-2030*, which recommends Medium Density Residential land uses in this area. Medium Density areas encourage a variety of housing types, including townhouses. The Planning Commission determined that while the proposed R-3 zoning was appropriate for the property due to its *FLUM* designation, townhouses would not be an appropriate housing type and their further growth in this area would disrupt the character of the existing neighborhood.

Planning Commission ultimately recommended approval of the rezoning to R-3 but did not recommend the CUP for the townhouse use. However, because the developer proffered to comply with the concept plan, approving the rezoning and denying the CUP may potentially prohibit the future development of the property for any use. To avoid this unintended consequence, staff recommends that City Council take the same action on both petitions.

PRIOR ACTION(S):

July 22, 2015:

The Planning Division recommended approval of the rezoning and CUP petitions.

The Planning Commission waived the twenty-one (21)-day submittal requirement for proffers (5-0, with one member absent (Mays) and one vacancy).

The Planning Commission recommended approval of the rezoning petition (3-2 with one member absent (Mays) and one vacancy).

The Planning Commission recommended denial of the CUP petition (3-2 with one member absent (Mays) and one vacancy).

FISCAL IMPACT:

N/A

CONTACT(S):

Tom Martin, City Planner - 455-3900

Kent White, Director of Community Development – 455-3900

ATTACHMENT(S):

- Ordinance and Resolution
- Planning Commission Report and Minutes – July 22, 2015
- Zoning Map
- *FLUM* Map

- Watershed Map
- Planimetric and Topographic Map
- Rezoning Narrative
- Concept Plan, Floor Plans and Elevations
- Traffic Calculations
- Property Photo
- Speaker Signup Sheet

REVIEWED BY: lkp

UNCODIFIED ORDINANCE:

AN ORDINANCE CHANGING A CERTAIN AREA LOCATED AT 714 LEESVILLE ROAD FROM R-1, LOW DENSITY, SINGLE-FAMILY RESIDENTIAL DISTRICT TO R-3C, MEDIUM-DENSITY TWO-FAMILY RESIDENTIAL DISTRICT (CONDITIONAL)

BE IT ORDAINED BY THE COUNCIL OF THE CITY OF LYNCHBURG that in order to promote the public necessity, convenience, welfare and good zoning practice that Chapter 35.1 of the Code of the City of Lynchburg, 1981, as amended, be and the same is hereby further amended by adding thereto Section 35.1-76__, which section shall read as follows:

Section 35.1-76__. Change of a certain area located at 714 Leesville Road from R-1, Low Density, Single-Family Residential District to R-3C, Medium-Density Two-Family Residential District (Conditional).

The area embraced within the following boundaries:

ALL THAT CERTAIN TRACT OR PARCEL OF LAND SITUATE ON THE WESTERLY RIGHT-OF-WAY LINE OF LEESVILLE ROAD IN THE CITY OF LYNCHBURG, VIRGINIA AT #714 LEESVILLE ROAD AND FURTHER DESCRIBED AS FOLLOWS:

BEGINNING AT A POINT, WHICH POINT IS A COMMON CONER WITH THE PROPERTY OF CAROLE M VONBLARICAN, AND WHICH POINT IS LOCATED ON SAID LINE OF LEESVILLE ROAD,

THENCE, WITH SAID LINE OF LEESVILLE ROAD, SOUTH 17 DEGREES 41 MINUTES 11 SECONDS WEST FOR A DISTANCE OF 128.03 FEET TO A POINT, WHICH POINT IS A COMMON CORNER WITH THE PROPERTY OF WYNDSOR PLACE TOWNHOMES ASSOCIATION, INC.;

THENCE, WITH SAID WYNDSOR PLACE, NORTH 75 DEGREES 52 MINUTES 06 SECONDS WEST FOR A DISTANCE OF 1114.72 FEET TO A POINT, WHICH POINT IS A COMMON CORNER WITH SAID WYNDSOR PLACE AND WITH THE PROPERTY OF GEORGIA M MASON;

THENCE, WITH SAID MASON, NORTH 44 DEGREES 44 MINUTES 40 SECONDS WEST FOR A DISTANCE OF 260.00 FEET TO A POINT, WHICH POINT IS A COMMON CORNER WITH SAID MASON AND WITH THE PROPERTY OF LP APARTMENTS, LLC;

THENCE, WITH SAID LP APARTMENTS, NORTH 45 DEGREES 51 MINUTES 32 SECONDS EAST FOR A DISTANCE OF 258.00 FEET TO A POINT, WHICH POINT IS A COMMON CORNER WITH SAID LP APARTMENTS AND WITH THE PROPERTY OF RALF GRABHOFFER;

THENCE, WITH SAID GRABHOFFER AND OTHERS, SOUTH 65 DEGREES 08 MINUTES 28 SECONDS EAST FOR A DISTANCE OF 1229.34 FEET TO THE POINT OF BEGINNING;

TOGETHER WITH AND SUBJECT TO COVENANTS, EASEMENTS, AND RESTRICTIONS OF RECORD.

SAID PROPERTY CONTAINS 7.125 ACRES MORE OR LESS.

...is hereby changed from R-1, Low Density, Single-Family Residential District to R-3C, Medium-Density Two-Family Residential District (Conditional) with conditions set out herein below which have been voluntarily proffered in writing by the petitioner, Lynchburg Renting, LLC, to wit:

1. The project is to be constructed in substantial compliance with the approved site plan.
2. The project is to connect to Middle Street per a private drive.

And the Director of Community Development shall forthwith cause the "Official Zoning Map of Lynchburg, Virginia," referred to in Section 35.1-4 of this chapter to be amended in accordance therewith.

Adopted:

Certified:

Clerk of Council

079K

RESOLUTION:

A RESOLUTION GRANTING A CONDITIONAL USE PERMIT FOR LYNCHBURG RENTING, LLC TO CONSTRUCT SIXTY-EIGHT (68) TOWNHOUSES FOR SALE AND ASSOCIATED PARKING AT 714 LEESVILLE ROAD IN A R-3C MEDIUM-DENSITY TWO-FAMILY RESIDENTIAL DISTRICT (CONDITIONAL).

BE IT RESOLVED BY THE COUNCIL OF THE CITY OF LYNCHBURG that the petition of Lynchburg Renting, LLC to construct sixty-eight (68) townhouses for sale and associated parking at 714 Leesville Road is hereby approved subject to the following conditions:

1. Property will be developed in substantial compliance with the "Preliminary Site Plan for Rezoning - WyndSOR View Townhomes" prepared by Berkley-Howell & Associates, P.C., dated May 18, 2015 and revised July 6, 2015.
2. Buildings shall be similar to the building elevations prepared by Quickdraw Residential Design Services, dated March 2007 and marked received by the Department of Community Development June 2, 2015.
3. A vegetative buffer will be provided along the perimeter of the site as indicated on the "Concept Plan for Rezoning - WyndSOR View Townhomes," subject to the review of the City Planner and Urban Forester. If existing vegetation does not provide adequate screening, the buffer will be supplemented with four (4) foot evergreen trees. If the "infill planting" requires that more than twenty-five (25) evergreen trees be used to supplement, two different species are required. If the buffer requires more than fifty (50) evergreen trees be used to supplement, three species are required.
4. A fifty (50) foot right-turn taper shall be added along Leesville Road to service the proposed development.
5. A connection shall be made from the development to Middle Street.
6. The WyndSOR View Townhome project will be developed so that no more than three (3) acres are denuded at a time.

Adopted:

Certified: _____
Clerk of Council

080K

The Department of Community Development

City Hall, Lynchburg, VA 24504 **434-455-3900**

To: Planning Commission

From: Planning Division

Date: July 22, 2015

Re: **REZONING: R-1, Low Density Single Family Residential District to R-3C, Medium Density Two-Family Residential District (Conditional) at 714 Leesville Road. CONDITIONAL USE PERMIT (CUP): Wyndsor View Townhomes, 714 Leesville Road.**

I. PETITIONER

Lynchburg Renting, LLC C/O Bruce E. & Carole T. Gallier, P.O. Box 351, Forest, VA 24551

Representative: Bill Berkley, Berkley Howell and Associates, 306-C Enterprise Drive, Forest, VA 24551

II. LOCATION

The subject property is a tract of approximately seven and one hundred twenty-five thousandths (7.125) acres located at 714 Leesville Road, Lynchburg, VA 24502.

Property Owners: Lynchburg Renting, LLC C/O Bruce E. & Carole T. Gallier, P.O. Box 351, Forest, VA 24551

III. PURPOSE

The purpose of this petition is to allow construction of sixty-eight (68) townhomes (for sale) and associated parking.

IV. SUMMARY

- Petition agrees with the *Comprehensive Plan* which recommends Medium Density Residential land uses in this area.
- Petition agrees with the Zoning Ordinance in that townhomes are allowed in an R-3, Medium-Density Two-Family Residential District with approval of a conditional use permit (CUP) from the City Council.

The Planning Division recommends approval of the rezoning and conditional use permit petitions.

V. FINDINGS OF FACT

1. **Comprehensive Plan.** The Lynchburg *Comprehensive Plan* recommends Medium Density Residential development in this area. Medium Density Residential includes small-lot single-family detached housing, duplexes, and townhomes at densities of up to twelve (12) units per acre. (p. 72) The proposed development would have a density of approximately nine and fifty-four hundredths (9.54) units per acre.
2. **Zoning.** The subject property was annexed into the City in 1976. The existing R-1, Low Density Single Family Residential zoning was established in 1978.

3. **Proffers.** The petitioner voluntarily submitted the following proffer(s) with the rezoning application:
 - 1) The project is to be constructed in substantial compliance with the approved site plan.
 - 2) The project is to connect to Middle Street per a private drive.
4. **Board of Zoning Appeals (BZA).** The Zoning Administrator has determined that no variances will be needed for the proposed rezoning.
5. **Surrounding Area.** There have been several items requiring City Council approval in the immediate area:
 1. On November 13th, 2007, City Council denied the petition of Lynchburg Renting, LLC to rezone approximately seven and thirteen hundredths (7.13) acres from R-1, Low-Density Single-Family Residential District to R-3C, Medium-Density, Two-Family Residential District (Conditional) and for a CUP at 714 Leesville Road, Lynchburg, VA 24502, disallowing the construction of seventy-six (76) townhomes and associated parking. This is the same property as the current petition.
 2. On November 9th, 2004, City Council approved Joe Gantt's petition to rezone approximately six and one tenth (6.1) acres from R-1, Low-Density Single-Family Residential District to R-3C, Medium-Density, Two-Family Residential District (Conditional) and for a CUP at 716, 718 and 726 Leesville Road to allow the construction of fifty-nine (59) townhomes and associated parking.
 3. On February 10th, 2004, City Council approved Luther Shepard's petition to rezone approximately three and eighty-nine hundredths (3.89) acres from R-1, Low-Density Single-Family Residential District to R-3C, Medium-Density, Two-Family Residential District (Conditional) at 800 Middle Street, to allow the construction of five (5) duplexes, in addition to three (3) existing duplexes.
 4. On December 10th, 2002, City Council approved Centra Health's CUP petition to retain modular classrooms and construct additional classrooms/residential cottages and a nature walk for Bridges Treatment Center at 693 Leesville Road.
 5. On December 11th, 2001, City Council approved Tree of Life Ministry's CUP petition for Master Plan Development of a sanctuary, multi-purpose building, parking and athletic fields.
 6. On August 14th, 2001, City Council approved Centra Health's CUP petition for the construction of modular classrooms, additional classrooms, residential cottages and parking for Bridges Treatment Center at 693 Leesville Road.
 7. On August 13th, 1996, City Council approved Tree of Life Ministry's CUP petition for the expansion of existing church facilities at 742 Leesville Road.
 8. On April 19th, 1996, City Council approved Virginia Baptist Hospital's CUP petition for cottages and parking areas for Bridges Treatment Center at 693 Leesville Road.
 9. On June 13th, 1995, City Council approved Virginia Baptist Hospital's CUP petition for the construction of a dining facility and building additions for Bridges Treatment Center at 693 Leesville Road.
 10. On August 13th, 1991, City Council approved Tree of Life Pentecostal Holiness Church's CUP petition for the construction of a sanctuary and parking lot at 742 Leesville Road.

11. On May 14th, 1985, City Council approved Virginia Baptist Hospital's CUP petition for the construction of a residential care center at Leesville Road and Del Ray Circle.
 12. On July 14th, 1981, City Council approved Phillip Coffey's petition to rezone sixteen and eight tenths (16.8) acres at 762 Leesville Road from R-1, Low-Density Single-Family Residential District to R-4C, Medium-High Density, Multi-Family Residential District (Conditional) to allow the construction of twenty-seven (27) four (4) and six (6) unit apartments.
 13. On May 22nd, 1979, City Council approved the Timberlake Road Study's Proposed Zoning, rezoning 701 and 713 Leesville Road to B-1, Limited Business District.
6. **Site Description.** The subject property is bound to the north by duplexes and single-family detached homes, to the east by Leesville Road and single-family homes, and to the south and west by a combination of single-family and multi-family residential uses.
 7. **Proposed Use of Property.** The purpose of these petitions is to allow the construction of sixty-eight (68) townhomes with associated parking; each of the single-family attached homes would be offered as a "for sale" unit. The project would meet all development standards for townhouse lots for sale as defined by the City's *Zoning Ordinance*, including minimum yard dimensions as well as building height, width and layout requirements. Landscaping would also comply with the landscaping section of the *Zoning Ordinance* which would require street trees, parking area screening, parking lot landscaping, foundation plantings and utility area screening. Sidewalks and pedestrian features are designated throughout the complex with connections to all common areas. The property would be served by City water and sewer with all utilities (including electric, telephone and cable) located underground.
 8. **Traffic, Parking and Public Transit.** The City's Transportation Engineer requested the traffic information prepared in 2007 and agreed with the 2007 assessment that a fifty (50) foot taper should be installed along Leesville Road into the proposed driveway. The taper is shown on the concept plan.

Parking requirements for the proposed development are set at one (1) space per dwelling unit by the City's *Zoning Ordinance*. The proposed sixty-eight (68) townhomes would require sixty-eight (68) parking spaces. The site plan indicates that one hundred and twenty-one (121) parking spaces will be provided for the townhomes, thus meeting and exceeding the requirement of City Code.

The Greater Lynchburg Transit Company's Route 6 runs north along Leesville Road with a bus stop across the street, approximately three hundred (300) feet from the proposed site at the intersection of Del Ray Circle and Leesville Road. The site plan indicates a bus stop will be provided on site. This would not be required and will be dependent on negotiations between the developer and GLTC and Liberty University.
 9. **Storm Water Management.** During final site plan review, the developer will be required to submit site plans detailing erosion and sediment control during construction and stormwater quality and quantity control post construction. When this petition was reviewed previously, these items were concerns due to issues during the adjacent townhouse site's development. The Planning Division is proposing as a condition of the CUP, that no more than three acres will be denuded at any one time during construction. Post construction, the site will have to comply with the new stormwater regulations that went into effect July 1, 2014.

10. **Emergency Services.** The City's Fire Marshal had no comments regarding the proposed rezoning or conditional use permit petitions that will not be addressed at the final site plan stage. The City Police Department had no comments regarding the proposed townhouse development.
11. **Impact.** The proposed development will have limited impacts on the surrounding neighborhoods and fits nicely into the existing Leesville Road corridor. The development will maintain the existing vegetation surrounding the site and if needed, add supplementary evergreens to further soften any impacts of the development. The connection to Middle Street will help strengthen the street grid in the area and along with the tapered turn lane, limit any traffic impacts. Overall, it is a well-designed project that will provide housing for more Lynchburg residents.
- In 2007, the project was denied due to concerns over erosion and sediment control, stormwater, and the number of townhomes in the City. With the proposed condition limiting the number of acres denuded at any one time and the new stormwater regulations that went into effect last year, the Planning Division believes environmental issues outside of the norm will be limited. Additionally, townhouses and apartments provide housing at desirable densities that reflect good land use principles and responsible use of limited land resources.
11. **Technical Review Committee.** The Technical Review Committee (TRC) reviewed the preliminary site plan on June 16th, 2015. Comments related to the proposed use were minor in nature and have or will be addressed by the developer prior to final site plan approval.
-

VI. PLANNING DIVISION RECOMMENDATION

The Planning Commission waives the twenty-one (21) day submittal requirements for proffers.

Based on the preceding Findings of Fact, the Planning Commission recommends to City Council approval of Lynchburg Renting, LLC's petition to rezone approximately seven and one hundred twenty-five thousandths (7.125) acres from R-1, Low Density Single Family Residential District to R-3C, Medium Density Two-Family Residential District (Conditional), at 714 Leesville Road, subject to the following voluntarily submitted proffers:

- **The project is to be constructed in substantial compliance with the approved site plan.**
- **The project is to connect to Middle Street per a private drive.**

Based on the preceding Findings of Fact, the Planning Commission recommends to City Council approval of Lynchburg Renting, LLC's petition for a Conditional Use Permit (CUP) at 714 Leesville Road to allow for the construction of a sixty-eight (68) unit townhouse complex and associated parking, subject to the following conditions:

1. **Property will be developed in substantial compliance with the “Preliminary Site Plan for Rezoning - WyndSOR View Townhomes” prepared by Berkley-Howell & Associates, P.C., dated May 18, 2015 and revised July 6, 2015.**
2. **Buildings shall be similar to the building elevations prepared by Quickdraw Residential Design Services, dated March 2007 and marked received by the Department of Community Development June 2, 2015.**
3. **A vegetative buffer will be provided along the perimeter of the site as indicated on the “Concept Plan for Rezoning - WyndSOR View Townhomes,” subject to the review of the City Planner and Urban Forester. If existing vegetation does not provide adequate screening, the buffer will be supplemented with four (4) foot evergreen trees. If the “infill planting” requires that more than twenty-five (25) evergreen trees be used to supplement, two different species are required. If the buffer requires more than fifty (50) evergreen trees be used to supplement, three species are required.**
4. **A fifty (50) foot right-turn taper shall be added along Leesville Road to service the proposed development.**
5. **A connection shall be made from the development to Middle Street.**
6. **The WyndSOR View Townhome project will be developed so that no more than three (3) acres are denuded at a time.**

This matter is respectfully offered for your consideration.



William T. Martin, AICP
City Planner

pc: Mr. L. Kimball Payne, III, City Manager
Ms. Bonnie M. Svrcek, Deputy City Manager
Mr. Walter C. Erwin, City Attorney
Mr. Kent L. White, Director of Community Development
Mr. J. Lee Newland, City Engineer
Ms. Cynthia Kozierow, Lynchburg Police Department
Battalion Chief Thomas Goode, Fire Marshal
Mr. Don DeBerry, Transportation Engineer
Mr. Doug Saunders, Building Commissioner
Mr. Kevin Henry, Zoning Administrator
Mr. Bill Berkley, Berkley Howell & Associates, Representative
Mr. Bruce Gallier, Lynchburg Renting, Petitioner

VII. ATTACHMENTS

- 1. Zoning Map**
- 2. FLUM Map**
- 3. Watershed Map**
- 4. Planimetric and Topographic Map**
- 5. Project Narrative**
- 6. Concept Plan**
- 7. Building Elevations**
- 8. Traffic Calculations**
- 9. Property Photograph**

MINUTES OF THE JULY 22, 2015 PLANNING COMMISSION MEETING (MINUTES HAVE NOT BEEN APPROVED):

Petition of Lynchburg Renting LLC to rezone approximately seven and one hundred twenty-five thousandths (7.125) acres at 714 Leesville Road from R-1, Low Density, Single-Family, Residential District to R-3C, Medium Density, Two-Family, Residential District (Conditional) and for a conditional use permit to construct sixty-eight (68) townhomes for sale.

Mr. Kent White explained that the rezoning and conditional use permit petitions would allow for the construction of 68 townhomes on individual lots. The parking, stormwater and common areas would be managed through a collective agency such as a corporation or homeowner association. The rezoning is in keeping with the *Comprehensive Plan* which recommends Medium Density Residential uses with a density of up to twelve units per acre. The density of this proposed development is 9.54 units per acre. The property would be served by City water and sewer and all utilities would be located underground.

The City's Transportation Engineer recommended a 50-foot turn taper at the entrance, which is shown on the concept plan. The owner has proffered a connection to Middle Street via a private drive, which would help strengthen the street grid. Sidewalks and more than adequate parking are also provided for the development. Existing vegetation will be preserved as much as is practical and additional evergreens will be added to provide an adequate screening of adjacent properties.

The development originally came before the Planning Commission and City Council in 2007 and was denied due to concerns about erosion and sediment control, stormwater management, as well as the number of proposed townhomes. Staff feels that the new stormwater management regulations, as well as a suggested condition that would limit denuded property to no more than three acres at a time would limit the impact due to runoff. In addition, to facilitate the City's growth, the *Comprehensive Plan* recommends that current and future City residents should be served by a variety of housing types in a range of prices. Townhouses are one such option that reflects good land use principles and responsible use of limited land resources.

Mr. Bill Berkley of Berkley Howell and Associates was present to represent the petition. Mr. Bruce Gallier of Lynchburg Renting, LLC, was also present. Mr. Berkley mentioned that the number of townhouses has been reduced and the layout has been changed since the initial Technical Review Committee submittal. Mr. Berkley noted that there is a significant buffer around the entire project, including where it abuts the existing Wyndors Place townhome project.

A potential bus stop has been shown on the plan. The developer has talked with Liberty University about providing bus service to the project and LU is looking into that possibility. They feel that it is a nice project with a lot of landscaping and green space. They intend to comply diligently with the stormwater requirements. Mr. Berkley feels that will alleviate some of the concerns noted in the 2007 petition. Mr. Berkley acknowledged that there had been some problems when the Wyndors Place townhomes were developed. A long sewer line was left open and there was a torrential rain storm, which caused a lot of erosion and siltation. They intend to avoid that type of situation during the construction of this development. The sewer line for this project already exists so that alleviates one potential problem.

There was a neighborhood meeting with four people in attendance. The main concern expressed by those neighbors was to make sure that there was an adequate buffer, particularly an evergreen buffer between this project and its adjacent properties. He believes the proposed plan provides that buffer.

Mr. Bruce Gallier came forward to speak. He plans to market these townhomes to families that might not be able to afford townhomes in other places in the City. The price range will be between \$120,000 and \$140,000. He has developed the property beside this one with 59 townhomes. All of them have been sold and the property is nicely maintained. He acknowledged that there were problems with the

last petition but the problems have been fixed. He hopes that they will see that they are approaching this in a manner that will protect the neighborhood. He is very conscious of the neighborhood. They moved some of the buildings back from Leesville Road to keep them more in line with the existing homes. He thinks this will be a nice addition to the City. He pointed out that the City could use the additional real estate tax and utility revenue. Mr. Gallier feels there is a need for affordable housing for graduate students and young professionals and that is his target market.

Ms. Carole VanBlarican of 710 Leesville Road came forward to speak in opposition to the petition. In 2007, City Council had information presented to them that had not been presented to the Planning Commission. They unanimously voted to deny this development. Since very little has changed with this current proposal, she would like the Planning Commission to deny this petition today. Ms. VanBlarican had some pictures and a list of questions that she presented to the Planning Commission.

Ms. Helen Goff of 706 Leesville Road came forward to speak in opposition of the petition. She has been there since 1966 and has seen this neighborhood change over the years. One of her concerns is privacy, which she acknowledged she has seen addressed to some degree. Another concern she has is with lighting. On paper, this looks nice and flat but it slopes down from Leesville Road. Some of the homes will be built on a hill and she is concerned with their lighting. She does not know what you can do to avoid them affecting neighborhood homes. The stormwater runoff is another one of her concerns and she does not know that anything has been done to help it. As she pointed out, the land goes straight down. If we keep putting townhomes and asphalt and concrete in, what are we doing? The units are supposed to be for sale, but it has been her experience that many townhomes become rentals. She pointed out that Mr. Gallier still owns 18 of the units at Wyndor Place. Ms. Goff counted more than 200 townhomes and apartments that she can view from her property. When is it enough in her particular neighborhood? She is also concerned with the connection to Middle Street.

There is no school bus service on Middle Street; the children have to walk to McVeigh Road. The garbage truck has to back up the road because there is no way to turn around. Mr. Gallier mentioned a bus stop but in her mind, that bus stop is geared to college students. There are 48 of the townhomes located near Middle Street, which will increase the traffic onto Middle Street.

Chair Swienton asked Mr. Berkley to come back for a rebuttal. He does not know what he can add. He has not had a chance to look at Ms. VanBlarican's pictures, so he is not sure what her concerns are exactly. Ms. Goff came to the neighborhood meeting and they had tried to address her concerns as much as possible with regards to screening. The connection to Middle Street was requested by the City, and Mr. Gallier has obliged that request.

Chair Swienton closed the public hearing portion of the petition. Commissioner Perault asked for clarification on a matter from Mr. White. If the Medium Density Residential use on the *Future Land Use Map (FLUM)* mentions townhomes, are they not a by right use? Why do they need a conditional use permit? Mr. White clarified that the *Comprehensive Plan* recommends all different types of housing in the Medium Density Residential use including townhomes. However, the zoning is a different matter. The zoning of R-3 allows for townhomes by a conditional use permit. Commissioner Perault feels that the way it is worded, it implies that townhomes would be automatically allowed in R-3. Mr. White pointed out that there is a distinction in that the *FLUM* is recommending this type of use; however, the current zoning of R-1 does not align with that recommendation. The rezoning to R-3 also does not allow for them by right and if the rezoning is approved, there is still a need for a conditional use permit.

Mr. White clarified that the reason to recommend rezoning to R-3 is in order to allow the townhomes to be owner occupied or rental property. A rezoning to R-4 would mean that the units would be rental only. Commissioner Perault wished to point out that the R-3 zoning allows for a density of 10.89 units per acre not 12, as is recommended in the Medium Density Residential use of the *FLUM*.

Commissioner Light asked Mr. Berkley to address the neighbors' concerns about stormwater runoff. Mr. Berkley pointed out that the stormwater regulations statewide changed dramatically in July 2014. That alone will provide a great deal of protection. There is also the proposed condition that no more than three acres of land will be denuded at any time. Mr. Berkley thinks they would start at the front of the site and stabilize it before they went into the back. Those two factors should alleviate much of the concern for stormwater runoff. Stormwater runoff is always something that they have to work diligently to make sure that they do not damage downstream properties or the streams. They discharge directly to a stream at the back of this property. Mr. Berkley thinks that they can provide the needed stormwater management.

Mr. White noted that at this stage, the City does not require a full stormwater design. The new regulations will require that the stormwater be detained as well as an improvement factor for the new development that throttles back the runoff and adds a quality component. Ironically, there is no provision now for what used to be called an adequate channel. In this case, the petitioner has gone ahead and shown that there is an adequate channel.

Commissioner Marion asked if they plan to have Liberty University students and faculty occupying these units since they are proposing a bus stop serviced by Liberty University. Mr. Berkley said that will be a component of the constituency. There are Liberty students and faculty living at the Wyndors Place townhomes. Commissioner Marion commented that she can see how this could be a concern to the neighbors but you certainly cannot exclude anyone.

She asked about the school bus and garbage truck service. Mr. Berkley could not speak to the bus service because City school buses do not come onto private property. As far as the garbage trucks, they might be able to come in and turn around, which would help the service on Middle Street. Mr. White could not speak to the garbage truck service but noted that the school bus service for larger developments along Leesville Road loads the students from Leesville Road.

Chair Swienton asked Mr. Gallier about his target audience. He said he is not building these to rent to Liberty students. Some parents may choose to buy a townhome for their Liberty student to occupy. Mr. Gallier had asked Liberty for a bus stop as an enhancement to this development as well as Wyndors Place. If that is going to be an issue for this project, he can take it out. Commissioner Marion likes the idea of a transit stop; anything is good that keeps more cars off the road.

Mr. Gallier mentioned that the trash service for this development will be a private hauler as is the case at Wyndors Place.

Chair Swienton asked Mr. White if it is common for GLTC to have a bus stop on a private road. Mr. White said there are a lot of factors that go into their siting such as distance and throat length. He would not say that it is unheard of; typically they like to do that with minimum turns. Typically, the bus stop is located on the major thoroughfare. Chair Swienton asked if it is common for Liberty University to locate a bus stop on a private road. Mr. White thinks that Cornerstone has private roads and there are LU bus stops there. Chair Swienton thought the bus stops were on the public road at Cornerstone.

Chair Swienton noted that in 2007 he had asked that signage be placed on Middle Street to make people aware that a connection was proposed there. He noted that there is no signage there currently with this petition and he thinks that there should be one. Chair Swienton noted that there could still be one placed before the City Council meeting but he is not sure how that would change things procedurally.

Chair Swienton asked if the three acre denuding condition applies to the stormwater pond because more than three acres would need to be disturbed to do the pond. Mr. Berkley felt that it could be done in two phases with the first three acre phase being at the front of the development and including the stormwater pond.

Chair Swienton asked Mr. Berkley to explain the way that they can meet the stormwater requirement that no more runoff can come off the property post-construction as pre-construction. Mr. Berkley said that from a stormwater calculation point of view, when they do their work, that rule is somewhat antiquated now. Now at every point of discharge, you have to do an energy balance calculation. That energy balance calculation says that what is discharging at any given point is an acceptable level of discharge that won't create erosion, won't create flooding and won't create problems there. In this particular instance at this particular site, all water that went to the southwest corner of the site will end up going to the southwest corner when it is developed. There won't be any new discharge points because of the topography of the property. There is a big swale that runs from Leesville Road that kind of bisects this property.

Chair Swienton asked what kind of event the pond is designed for and Mr. Berkley said it is designed for a ten-year storm and they have to look at the 100-year storm as far as a flooding situation. Chair Swienton asked if we have a ten-year storm, where does the water drain to from the pond and does that exceed predevelopment runoff rates. Mr. Berkley said that the pond should not exceed ten-year rates or it should not create erosive velocities downstream. Mr. Berkley commented that the principle Chair Swienton is stating is not what they design to anymore. The principle they design to now is much more restrictive than simply controlling quantities of water. Stormwater management is no longer just a "Q" in/"Q" out equation. It is much more complicated; it is what they call the energy balance. In a very simplified way of looking at it, the queue out can no longer be more than 80 percent of the pre-development. Chair Swienton asked if the primary drain would be from the back end of the lowest building. Mr. Berkley said that is correct.

Chair Swienton asked how they can make the sidewalks ADA compliant given the topography of the property. Mr. Berkley said that quite honestly they have not done a final grading plan for this site yet. By grading the site for pad levels, he believes they can make the sidewalks ADA compliant. Mr. White said that ADA requirements are set by the building code on private property.

Chair Swienton asked Mr. White to explain how the issue of emergency access is handled in terms of ensuring that proper vehicles can come on this property and be able to turn around. Mr. White explained that if this petition is approved, the Fire Marshal will look at the site plan submitted for Technical Review Committee approval. He looks at turn radius and makes the call as to whether or not it meets the fire code requirements. Chair Swienton noted that the Wyndsor Place development does not have a hammer head turnaround. Mr. White noted that there was a period of time when hammerheads were not even considered and cul de sacs were not considered. One will see that comment coming much more frequently now that there needs to be a hammerhead or a cul de sac based on the length of the drive aisle. Mr. White also noted that the Fire Marshal has indicated that they have staff that can back the trucks out of these types of situations. It is just not their preference.

Chair Swienton noted that the dumpster location is not desirable for some of the tenants but Mr. White indicated that dumpster location is not part of the site plan review process.

Chair Swienton noted that he thinks that Leesville Road can handle the traffic from this development but also commented that the intersection of Leesville Road and Greenview Drive is going to continue to deteriorate.

Chair Swienton noted that the zoning in this area does not follow a logical pattern. Some of the larger parcels are zoned R-1 and are functioning as apartments. Some of the smaller parcels are zoned R-3 and are functioning as single-family homes.

Commissioner Lowe asked Mr. White if the school system can support additional students from this proposed development. Mr. White commented that they have internal meetings on a regular basis where

they convey potential developments. The school system is aware and can plan accordingly for all the upcoming developments.

Commissioner Lowe has concerns with people using Middle Street as a cut through to Leesville Road. Mr. White said that is the beauty of a grid system. A grid system relieves traffic congestion in certain areas. Certainly, the most direct approach to exit will be Leesville Road. That is not to say that people will not use Middle Street. In other petitions, we have heard concerns with developments that have only one access point. This was a chance to balance the development but staff believes most people will choose to use the Leesville Road access point. Chair Swienton asked how this strengthens the street grid when the only people to use it are supposed to be the residents. Mr. White said it strengthens the street grid by providing more than one access point for the residents. Chair Swienton pointed out that they can put up a sign that says its use is only for residents. Mr. White thought that the greater question is are we providing additional access points for a development. Mr. White also thought that most people will not even realize that this is private versus public.

Chair Swienton asked if the police are able to patrol this development because of the private street. Mr. White likened it to patrolling a shopping center parking lot and they certainly patrol them. Of course, Mr. Gallier could deny the police access but he does not believe Mr. Gallier will want to do that.

Commissioner Marion asked for clarification as to whether or not the stormwater pond is higher than some of the buildings. Mr. Berkley said their plan is to build up the lower part and everything from the lower parking lot will drain back to the pond. The only part that might miss the pond is the last nine units that have "A" roofs. The back part of their roofs would not get to the pond. They would determine all of this during the stormwater calculations. Their intent is to grade the site so that the back parking lot will drain to the pond.

Chair Swienton called Ms. VanBlarican up to address her questions. Chair Swienton clarified that she would like to make sure that there is no more water runoff onto her property from this project than exists already. She said she cannot have any more water and had provided 16 pictures to indicate the problems she already has from water runoff. Mr. White clarified that if this project is approved, the engineers will have to analyze each point of discharge where runoff occurs and ensure that it is no greater plus the 20 percent, which is the improvement factor. Chair Swienton asked what her recourse of action would be if she has problems with runoff post-development. Mr. White indicated that it would be a civil matter; however, it is staff's responsibility to check the designer's calculations and make sure they have analyzed each point of analysis.

Chair Swienton noted that staff is still suggesting that City Council require that no more than three acres are denuded at any time. That tells him that there is still an issue or concern. Mr. White commented that the condition deals with grading and how we control sediment during construction. Chair Swienton noted that the last time this went to City Council it was unanimously denied. Chair Swienton asked Mr. White if this project gets approved, will it be watched more closely at a higher standard than a project that is a less impacted area. Chair Swienton asked Mr. White if he has the ability to make that happen. Mr. White indicated that they treat all sites equal but cross training, addition of staff and technology that provides for real time data transfer have improved the department's ability to monitor all sites. Chair Swienton noted that Mr. White is the director now where before he was very limited in what he could do without the directive authority.

Commissioner Perault noted that Community Development staff is available for eyes during construction but then they are done. Mr. White stated the owner would enter into a stormwater maintenance agreement to maintain the stormwater management practices post construction and those would be monitored by the Department of Water Resources.

Mr. White remarked that he does not want to leave anyone with the impression that this project would be monitored any closer than any other. There are limits to any code and staff will follow the code. They will do the regulatory inspections and in a lot of cases they are fortunate to be able to do more than the number of inspections that are required by code. Chair Swienton indicated that he is not asking them to go beyond the regulations but just like speeding, it's not 59 in a 55; the speed limit is 55.

Chair Swienton noted that bus stop being located near Middle Street has not been approved and that the City's school system has a way of monitoring these types of matters.

With regard to Ms. VanBlarican's question about the buffer between this development and the Wyndsor Place development, Mr. Berkley clarified that there is a 25-foot building setback. With regard to the setback between this development and Ms. VanBlarican's property, there is a 50-foot building setback.

Ms. VanBlarican asked if the sign to this proposed development will be like the one in front of Wyndsor Place. She would not want that tall of a sign next to her property. Mr. Gallier explained that the driveway entrance will not be next to her property; it will be on the other side of his property. The sign will not be a rock wall like Wyndsor Place; they want to differentiate the two complexes.

Commissioner Marion asked Mr. Berkley to clarify how the water will drain toward Ms. VanBlarican's property. She asked if all the northeast water will be diverted to the pond. Mr. Berkley said that from the building back there is nothing but yard and trees; that is not going to change. From the buildings forward to the parking lot, the water will be directed to storm sewer along the parking lot and will be contained on this site. Commissioner Marion asked for clarification that she should have less water on her property post-construction. Mr. Berkley indicated that is correct because all the water kind of flows there now. That water will now be intercepted and taken another direction.

Commissioner Light made a motion, which was seconded by Commissioner Lowe to waive the 21-day submittal requirement for proffers and it passed by the following vote:

AYES:	Light, Lowe, Marion, Perault and Swienton	5
NOES:		0
ABSTENTIONS:		0
ABSENT:	Mays	1
VACANCIES:		1

Commissioner Marion made the following motion, which was seconded by Commissioner Perault:

"That the Planning Commission recommends to City Council approval of Lynchburg Renting, LLC's petition to rezone approximately seven and one hundred twenty-five thousandths (7.125) acres from R-1, Low Density Single Family Residential District to R-3C, Medium Density Two-Family Residential District (Conditional), at 714 Leesville Road, subject to the following voluntarily submitted proffers:

- **The project is to be constructed in substantial compliance with the approved site plan.**
- **The project is to connect to Middle Street per a private drive."**

Commissioner Perault commented that he does not think this development would have a huge impact on Leesville Road. It might add to congestion at Leesville Road and Greenview Drive but the City is working on that intersection. He also sees the City working at Leesville Road and Timberlake Road trying to make the lights work better at that intersection.

Commissioner Perault remarked that he appreciated the level of detail to stormwater management that has been shown at this stage in the process. There is some steepness to this area but he thinks a lot of the issues are being addressed. The Wyndsor Place development is at least as steep and seems to be addressing the stormwater pretty well. He would hope that similar attention to detail would be given to this project, if approved.

Commissioner Perault noted that there is a lot of Medium Density Residential designated on the *Future Land Use Map*. He does not have a problem with the rezoning to R-3, but if you jump forward to the CUP petition, that is where he thinks you start changing the character of the neighborhood and seem out of balance with what he sees there now. Adding more and more townhomes to an R-3 area does seem to him to be adding too much.

Chair Swienton mentioned that he voted in favor of this petition in 2007. Today he was on Ms. VanBlarican's property and was trying to imagine having six back yards to the side of his house. He does not think he would like that very much, especially when they will be at a higher elevation than Ms. VanBlarican's home. This building next to her would be approximately 6,600 square feet and could house at least 18 people, possibly more if there are families rather than unrelated people. He does not think this was the intent when these lots were divided and houses were built so close together. Chair Swienton believes we have to show respect for single-family home owners that have invested in their properties. He knows that we cannot dictate this but he would prefer to see the townhomes proposed right next to Ms. VanBlarican's home deferred to some point down the road. He understands this would not be practical from a development perspective but Chair Swienton does believe that these townhomes right next to Ms. VanBlarican's property will change her quality of life.

Chair Swienton noted that he does not think this development would have a big impact on traffic; however, he did note that it is difficult to make a left turn out of this site. For that reason, he likes the idea of a connection to Middle Street.

Chair Swienton wished to give City Council something to consider. The *Comprehensive Plan* shows owner occupied at 47.2 percent. He realizes we have a college population and he tried to factor that in as well. The *Comprehensive Plan* states that the City would like to set a balance in neighborhoods where 70 percent are owner occupied. He looked at the current townhome development. He thinks it is 28 percent owner occupied. In short, it has flipped from the *Comprehensive Plan* goal. He understands the value of quality rental property as well. He wants to put this out to Council for them to determine how it fits with its goals.

The motion passed by the following vote:

AYES:	Light, Marion and Perault	3
NOES:	Lowe and Swienton	2
ABSTENTIONS:		0
ABSENT:	Mays	1
VACANCIES:		1

Commissioner Light made a motion, which was seconded by Commissioner Perault:

"That the Planning Commission recommends to City Council approval of Lynchburg Renting, LLC's petition for a Conditional Use Permit (CUP) at 714 Leesville Road to allow for the construction of a sixty-eight (68) unit townhouse complex and associated parking, subject to the following conditions:

- 1. Property will be developed in substantial compliance with the "Preliminary Site Plan for Rezoning - Wyndsor View Townhomes" prepared by Berkley-Howell & Associates, P.C., dated May 18, 2015 and revised July 6, 2015.**
- 2. Buildings shall be similar to the building elevations prepared by Quickdraw Residential Design Services, dated March 2007 and marked received by the Department of Community Development June 2, 2015.**
- 3. A vegetative buffer will be provided along the perimeter of the site as indicated on the "Concept Plan for Rezoning - Wyndsor View Townhomes," subject to the review of the City Planner and Urban Forester. If existing vegetation does not provide adequate screening, the buffer will be supplemented with four (4) foot evergreen trees. If the "infill planting" requires that more than twenty-five (25) evergreen trees be used to supplement, two different species are required. If the buffer requires more than fifty (50) evergreen trees be used to supplement, three species are required.**
- 4. A fifty (50) foot right-turn taper shall be added along Leesville Road to service the proposed development.**
- 5. A connection shall be made from the development to Middle Street.**
- 6. The Wyndsor View Townhome project will be developed so that no more than three (3) acres are denuded at a time."**

Lowe opposes both petitions because he feels that we have to say that R-1 is going to stay R-1 and we have to respect other people in the R-1 neighborhoods that their dream needs to be protected to some degree. Putting 68 townhomes next to an R-1 property really encroaches on the neighbors. Commissioner Lowe thinks we need to respect homeowners that invested in their homesteads earlier in their life.

Commissioner Light said that he is having a conversation between his head and his heart. He has driven Leesville Road for much of his life. He has seen the character of Leesville Road change and he does not think it has changed for the better in a lot of ways. There is a bigger issue at stake here today than the vote and it is something that City Council has to come to grips with in a big picture. Exactly what is going on in the City with the mix of townhomes and single-family residences and more traditional neighborhoods and that kind of thing? He is not happy with the mix of petitions that come to the Planning Commission and it troubles him that we have rising poverty in the City. We don't seem to be getting the mix of development that would be ideal for the City to move forward and he doesn't know what the answer is. He is going to take his vote out of the context of that bigger issue of the City having all different levels of housing affordability in the City.

Commissioner Light thinks that this developer has put forth a good proposal and that he has a good track record with his other developments. Commissioner Light thinks that the water quality issue will be properly handled and that Ms. VanBlarican may actually have less water coming onto her property. The buffer is a 50-foot buffer from her home to the other building. That is actually a bigger buffer than we have approved on other petitions. He would like to be consistent in that we have approved developments like this previously that are less attractive than what is before them today.

Commissioner Marion said she will vote for it for many of the reasons that Commissioner Light stated already. It is the plan for the City that the property develops in this way and it is also the trend on both sides of Leesville Road. She cannot see the last guy being denied when others have already done it; even he has already done it. In fairness, she is going to vote for it.

The motion failed by the following vote:

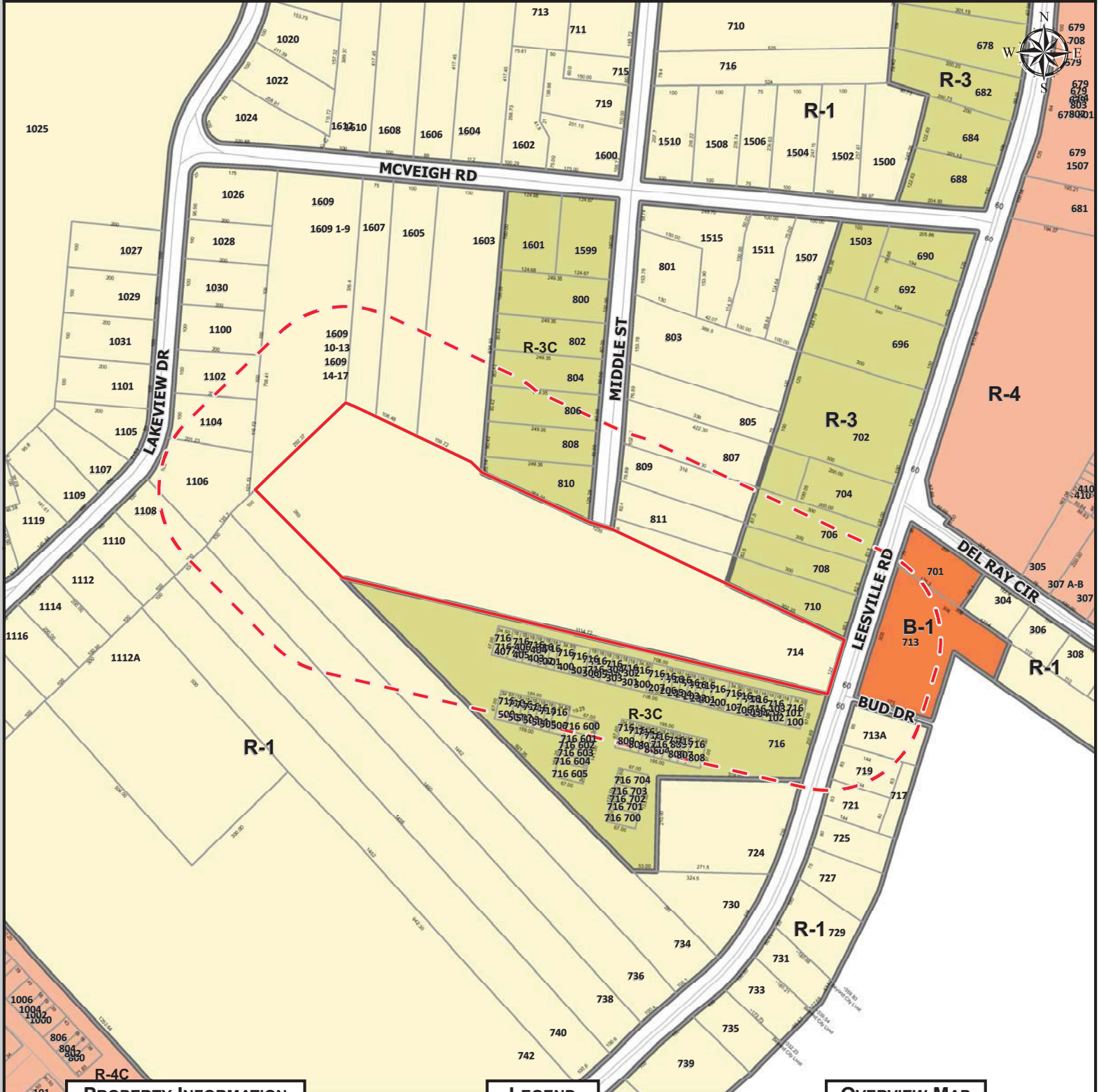
AYES:	Light and Marion	2
NOES:	Lowe, Perault and Swienton	3
ABSTENTIONS:		0
ABSENT:	Mays	1
VACANCIES:		1

Zoning Map

WYNDSOR VIEW TOWNHOMES

Zoning, & CUP Request

Lynchburg Renting, LLC



PROPERTY INFORMATION

PARCEL ID	ADDRESS
26205001	714 LEESVILLE RD

LEGEND

 	Subject Property	 	R-2
 	215' Buffer	 	R-3
 	B-1	 	I-1
 	B-2	 	I-2
 	B-3	 	I-3
 	B-4	 	R-1
 	B-5	 	R-C

OVERVIEW MAP



MAP SCALE: 1" = 300' DATE PRINTED: 7/6/2015

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Parcel ID	Address	Owner
26204007	706 LEESVILLE RD	GOFF, JAMES E & HELEN O
26205033	716 LEESVILLE RD 406	GALLIER, BRUCE E & CAROLE T
26207054	806 MIDDLE ST	A & S LLC
26211003	738 LEESVILLE RD	MASON, GEORGIA B
26202015	719 LEESVILLE RD	PICKING, BONNIE B & WILLIAM J
26205026	716 LEESVILLE RD 307	HAAN, GREGORY E
26204011	811 MIDDLE ST	GOFF, JAMES E & HELEN
26204009	710 LEESVILLE RD	VANBLARICAN, CAROLE M
26207011	1104 LAKEVIEW DR	CARROLL, RICHARD W & CAROLE W
26205059	716 LEESVILLE RD 806	C & L PROPERTIES OF FOREST LLC
26207012	1106 LAKEVIEW DR	MEREDITH, JAMES R JR & KATHERINE P
26205031	716 LEESVILLE RD 404	LYNCHBURG RENTING LLC
26205021	716 LEESVILLE RD 302	POCH, AMANDA L
26207052	1607 MCVEIGH RD	GRABHOFFER, RALF
26205009	716 LEESVILLE RD 106	MARTIN, JAMES H & MARIANNE E
26202014	713 A LEESVILLE RD	OVERSTREET, PAMELA W
26205011	716 LEESVILLE RD 200	CRAWLEY, CHARLES F P JR & CHARLOTTE
26207010	1102 LAKEVIEW DR	GARRISON, KENNETH L &
26205058	716 LEESVILLE RD 805	STEPHENS, FORREST CODY
26205037	716 LEESVILLE RD 502	LYNCHBURG RENTING LLC
26205005	716 LEESVILLE RD 102	GALLIER, BRUCE E & CAROLE T
26205040	716 LEESVILLE RD 505	LYNCHBURG RENTING LLC
26205038	716 LEESVILLE RD 503	LYNCHBURG RENTING LLC
26207051	1605 MCVEIGH RD	LINDSAY, CHADWICK F & SANDRA C
26205028	716 LEESVILLE RD 401	LYNCHBURG RENTING LLC
26205053	716 LEESVILLE RD 800	FAULCONER, ERCELL M &
26205001	714 LEESVILLE RD	LYNCHBURG RENTING LLC
26205002	716 LEESVILLE RD	WYNDSOR PLACE TOWNHOMES ASSOC INC
26205012	716 LEESVILLE RD 201	CRAWLEY, CHARLES F P JR & CHARLOTTE
26204013	807 MIDDLE ST	RAMSEY, CAROLYN & RAMSEY,CHRISTOPHER
26207005	804 MIDDLE ST	BALDWIN, EDWIN F
26205006	716 LEESVILLE RD 103	GALLIER, BRUCE E & CAROLE T
26207053	1609 MCVEIGH RD	LP APARTMENTS LLC
26205060	716 LEESVILLE RD 807	PEAVYHOUSE, MICHAEL R
26205004	716 LEESVILLE RD 101	GALLIER, BRUCE E & CAROLE T
26205015	716 LEESVILLE RD 204	ANDERSON, ERICKA R
26205030	716 LEESVILLE RD 403	LYNCHBURG RENTING LLC
26205055	716 LEESVILLE RD 802	JEWELL, MELISSA I
26205013	716 LEESVILLE RD 202	DANIEL, BRYAN W
26205034	716 LEESVILLE RD 407	GALLIER, BRUCE E & CAROLE T
26205061	716 LEESVILLE RD 808	KANG, SHIN WOO
26205032	716 LEESVILLE RD 405	LYNCHBURG RENTING LLC
26204008	708 LEESVILLE RD	PARKER, ELBERT J JR
26205043	716 LEESVILLE RD 601	SMITH, CLYDE A
26205054	716 LEESVILLE RD 801	WALTHALL, STEVEN A

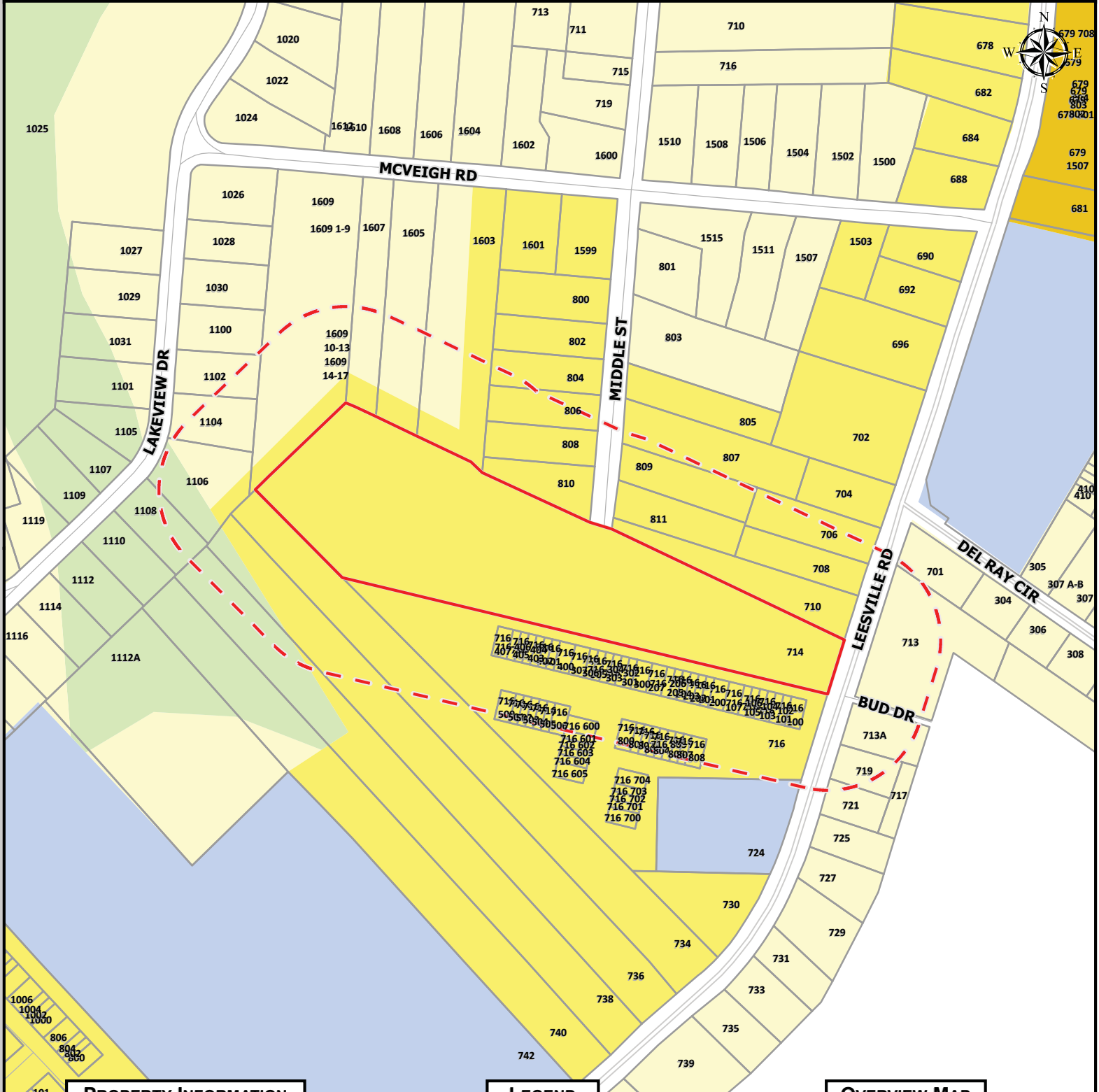
26205008	716 LEESVILLE RD 105	MARTIN, JAMES H & MARIANNE E
26205041	716 LEESVILLE RD 506	LYNCHBURG RENTING LLC
26205024	716 LEESVILLE RD 305	EVORA, NICHOLAS A & MERLIZA M
26205042	716 LEESVILLE RD 600	BONNEY, ADAM L & ASHLEY M
26205027	716 LEESVILLE RD 400	MAYHUGH, LEAH SNAVELY
26205019	716 LEESVILLE RD 300	ARPORN RAT, VAN
26205014	716 LEESVILLE RD 203	HENKEL, BEVERLY G
26205007	716 LEESVILLE RD 104	GALLIER, BRUCE E & CAROLE T
26205039	716 LEESVILLE RD 504	LYNCHBURG RENTING LLC
26205022	716 LEESVILLE RD 303	SPECK, SHAWN W & SUSAN E
26205056	716 LEESVILLE RD 803	DANVERS, DANIEL A & RAGHAVAN, SARITA
26202010	713 LEESVILLE RD	RILEY, CLARENCE R JR
26205025	716 LEESVILLE RD 306	WOOD, TERRELL & RITA
26210001	724 LEESVILLE RD	BEULAH BAPTIST CEMETERY
26202001	701 LEESVILLE RD	C BURKS COMPANY LLC
26204012	809 MIDDLE ST	GOFF, JAMES E & HELEN O
26205020	716 LEESVILLE RD 301	IRWIN, CAREY L & BOLES, MELISSA L
26205035	716 LEESVILLE RD 500	LYNCHBURG RENTING LLC
26207055	808 MIDDLE ST	MOON, JACKIE L
26211002	736 LEESVILLE RD	MASON, GEORGIA B
26205023	716 LEESVILLE RD 304	SMITH, CLYDE A & SMITH, ANGELA R &
26205010	716 LEESVILLE RD 107	MARTIN, JAMES H & MARIANNE E
26207009	1100 LAKEVIEW DR	CRADDOCK, GEORGE W & MAUDE C
26207050	1603 MCVEIGH RD	HENRY, J GORDON & SUE T &
26205003	716 LEESVILLE RD 100	CHRISTIAN, KEVIN R
26205036	716 LEESVILLE RD 501	LYNCHBURG RENTING LLC
26207056	810 MIDDLE ST	BALDWIN, EDWIN F
26205057	716 LEESVILLE RD 804	C & L PROPERTIES OF FOREST LLC
26205016	716 LEESVILLE RD 205	PIZZICHILLO, LOUIS R & KATHLEEN A
26205029	716 LEESVILLE RD 402	UPCHURCH, KERI L & JEANNE D
26211001	734 LEESVILLE RD	MASON, GEORGIA B
26205018	716 LEESVILLE RD 207	MCLINDEN, PAUL F & CHARLOTTE A
26202016	721 LEESVILLE RD	ELDER, DONNA W
26205017	716 LEESVILLE RD 206	GALLIER, BRUCE E & CAROLE T
26207013	1108 LAKEVIEW DR	MEREDITH, JAMES R JR & KATHERINE P

FLUM Map

WYNDSOR VIEW TOWNHOMES

Zoning, & CUP Request

Lynchburg Renting, LLC



PROPERTY INFORMATION

PARCEL ID	ADDRESS
26205001	714 LEESVILLE RD

LEGEND

- | | |
|----------------------------|-----------------------|
| Local Historic District | Employment 1 |
| Traditional Residential | Employment 2 |
| Low Density Residential | Downtown |
| Medium Density Residential | Institution |
| High Density Residential | Public Use |
| Neighborhood Commercial | Public Parks |
| Community Commercial | Resource Conservation |
| | Mixed Use |

MAP SCALE: 1" to 300' DATE PRINTED: 7/6/2015

OVERVIEW MAP



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Watershed Map

WYNDSOR VIEW TOWNHOMES

Zoning, & CUP Request

Lynchburg Renting, LLC



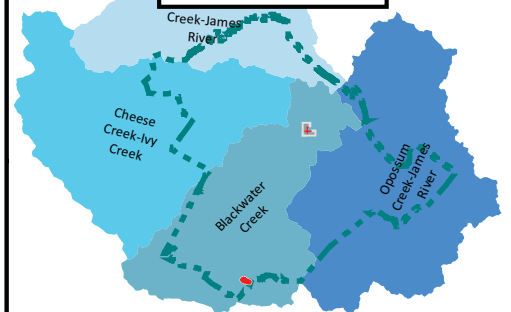
PROPERTY INFORMATION

PARCEL ID	ADDRESS
26205001	714 LEESVILLE RD

LEGEND

- Subject Property
- Base Flood Elevation
- Floodway
- Floodzone
- River / Lake / Stream

OVERVIEW MAP



MAP SCALE: 1" to 300' DATE PRINTED: 7/6/2015

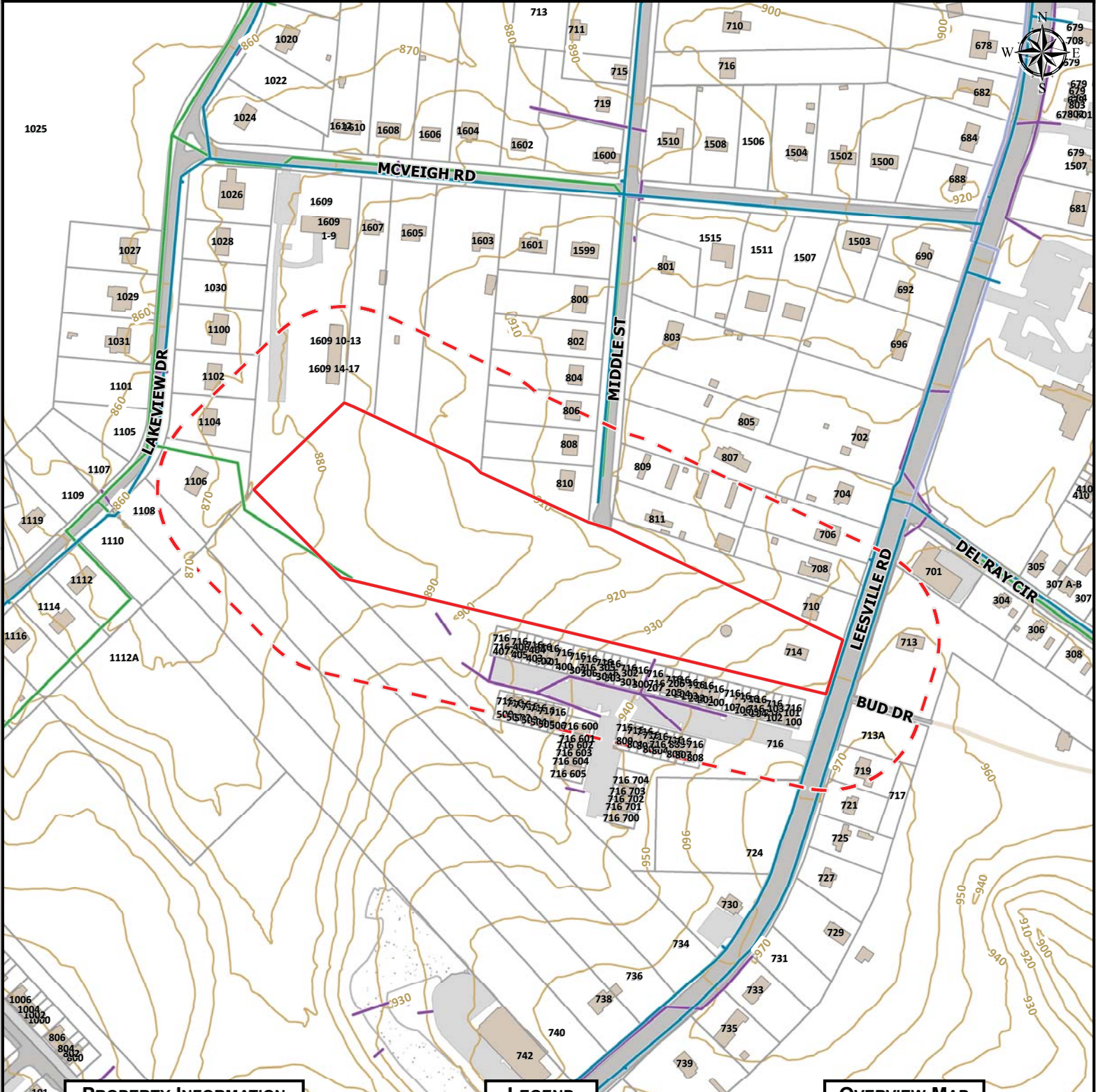
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Planimetric and Topographic Map

WYNDSOR VIEW TOWNHOMES

Zoning, & CUP Request

Lynchburg Renting, LLC



PROPERTY INFORMATION

PARCEL ID	ADDRESS
26205001	714 LEESVILLE RD

LEGEND

	Active	Proposed	Abandoned
Utilities			
Water			
Sanitary			
Storm			
Structure			
Roadway			
Parking			
Sidewalk			
Driveway			
Topography			
Contour			

OVERVIEW MAP



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REZONING AND CUP NARRATIVE

FOR

WYNDSOR VIEW TOWNHOMES
LYNCHBURG RENTING, LLC
P.O. BOX 351
FOREST, VIRGINIA

PREPARED FOR:
LYNCHBURG RENTING, LLC
P.O. BOX 351
FOREST, VIRGINIA
(C/O BRUCE GALLIER)

BY

BERKLEY-HOWELL & ASSOCIATES, P.C.
ENGINEERS-SURVEYORS-PLANNERS

306 ENTERPRISE DRIVE, SUITE C.
FOREST, VIRGINIA 24551
(434) 385-7548

COMM. NO. 070008

MAY 18, 2015
REVISED JULY 8, 2015

PROJECT DESCRIPTION

Request Rezoning from R-1 to R-3C to allow for 68 Town Homes for sale. The project includes 7.125 acres. The subject area is currently developed with a single family residence. Below are narratives specifically requested by the City of Lynchburg for the Rezoning and CUP application.

WATER/SEWER CAPACITY NARRATIVE:

The property is served by an existing City of Lynchburg Public water via 24" line along Leesville Road. The 24" water line will adequately serve the development.

The property is served by an existing 8" sanitary sewer line near the rear of the property. The 8" sanitary sewer line will adequately serve the development.

STORMWATER NARRATIVE FOR ADEQUATE CHANNEL AND STORMWATER MEASURES

Currently the 7.1 acre property is partially developed with a residential dwelling. The remainder of the property is wooded. The majority of existing onsite storm water runoff converges in a large broad watercourse bisecting the property and drains to the west property corner at a natural watercourse. A smaller broad watercourse on the north western portion of the site converges to the same western corner. Just offsite multiple natural watercourses converge to form a stream which drains to an unnamed tributary to Dreaming Creek.

The proposed development will require storm water management for both water quality and quantity. Due to the size of the project, a variety of storm water management measures will be utilized throughout the project in a combination of both local and regional treatment. The project will be designed to meet state and local codes (Part IIB of the stormwater regulations). Specific designs will be submitted during the site plan phase for City review and approval. After construction, the storm management measures will be inspected by the City of Lynchburg and the design engineer for compliance with the approved plans. A maintenance agreement will be recorded for the project to insure the storm water measures are maintained long term.

Water quality and quantity will be handled by a combination of possible measures such as Rooftop Disconnection, Rainwater Harvesting, Soil Amendments, Permeable Pavement, Grass Channel, Bio-retention, Infiltration, Dry Swale, Sheet Flow to Filter/Open Space, Extended Detention Pond, and Filtering Practice. A combination of these measures will be used to treat and reduce the storm water runoff. To provide channel protection, the project will satisfy the equation $Q_{dev} \leq I.F. * (Q_{predev} * RV_{predev}) / RV_{dev}$ since discharging to an existing natural storm water conveyance. Since the disturbed acreage is greater than 1 acre, the I.F. or improvement factor will be 0.8 (Q = flow, RV = volume of runoff). In regards to flood protection, the project will release the post development peak flow rate for a 10 year 24 hr. storm event that is less than the pre development peak flow rate. Compliance with this method of storm water management shall be deemed to satisfy minimum standard 19 of the Va. E & S manual. While not required by the regulations, the attached calculations show that the existing natural channel is adequate for the 2 year storm.

EROSION AND SEDIMENT CONTROL

Preliminary calculations show that the project will have a disturbed area of approximately 5.4 acres. A Stormwater Pollution Prevention Plan (SWPPP) will be prepared by the design engineer and reviewed by the City of Lynchburg for approval. The SWPPP will propose a combination of measures such as silt fence, inlet/outlet protection, diversions, sediment traps and basins etc., to insure a stabilized site during construction. The SWPPP requires inspections once

REZONING NARRATIVE
WYNDSOR VIEW TOWNHOMES

every 10 days or within 48 hours of a measurable rain event. The SWPPP manager will be required to make any necessary repairs and/or adjustments. The City of Lynchburg will also provide vigorous inspections.

STORMWATER ADEQUACY CALCULATIONS

FOR

WYNDSOR VIEW TOWNHOMES
LYNCHBURG RENTING, LLC
P.O. BOX 351
FOREST, VIRGINIA

PREPARED FOR:
LYNCHBURG RENTING, LLC
P.O. BOX 351
FOREST, VIRGINIA
(C/O BRUCE GALLIER)

BY

BERKLEY-HOWELL & ASSOCIATES, P.C.
ENGINEERS-SURVEYORS-PLANNERS

306 ENTERPRISE DRIVE, SUITE C.
FOREST, VIRGINIA 24551
(434) 385-7548

COMM. NO. 070008

MAY 18, 2015

Berkley-Howell & Associates, P.C.

Engineers • Surveyors • Planners

306 Enterprise Dr.

Forest, VA 24551

(804) 385-7548 Fax (804) 385-6178

JOB _____

NO. _____

OF _____

CALCULATED BY _____

DATE _____

CHECKED BY _____

DATE _____

DRAINAGE TO SEC 1 A,B,C.

Drainage Area = 25 A_c

Surface	Area	Run-off co-efficient
Grass	24.6	0.3 Woods/Lawn/Grass
Gravel		
Roof	0.3	0.9 Trailers/Houses
Paving	0.3	0.9 Road/Drives
		CW = 0.32

Hydraulic Length =

Average Slope =

Time of Concentration = 21 min

Intensity: $I_2 = 3.8 \text{ in/h}$

$I_{10} =$

$I_{25} =$

Discharge: $Q_2 = 30 \text{ CFS}$

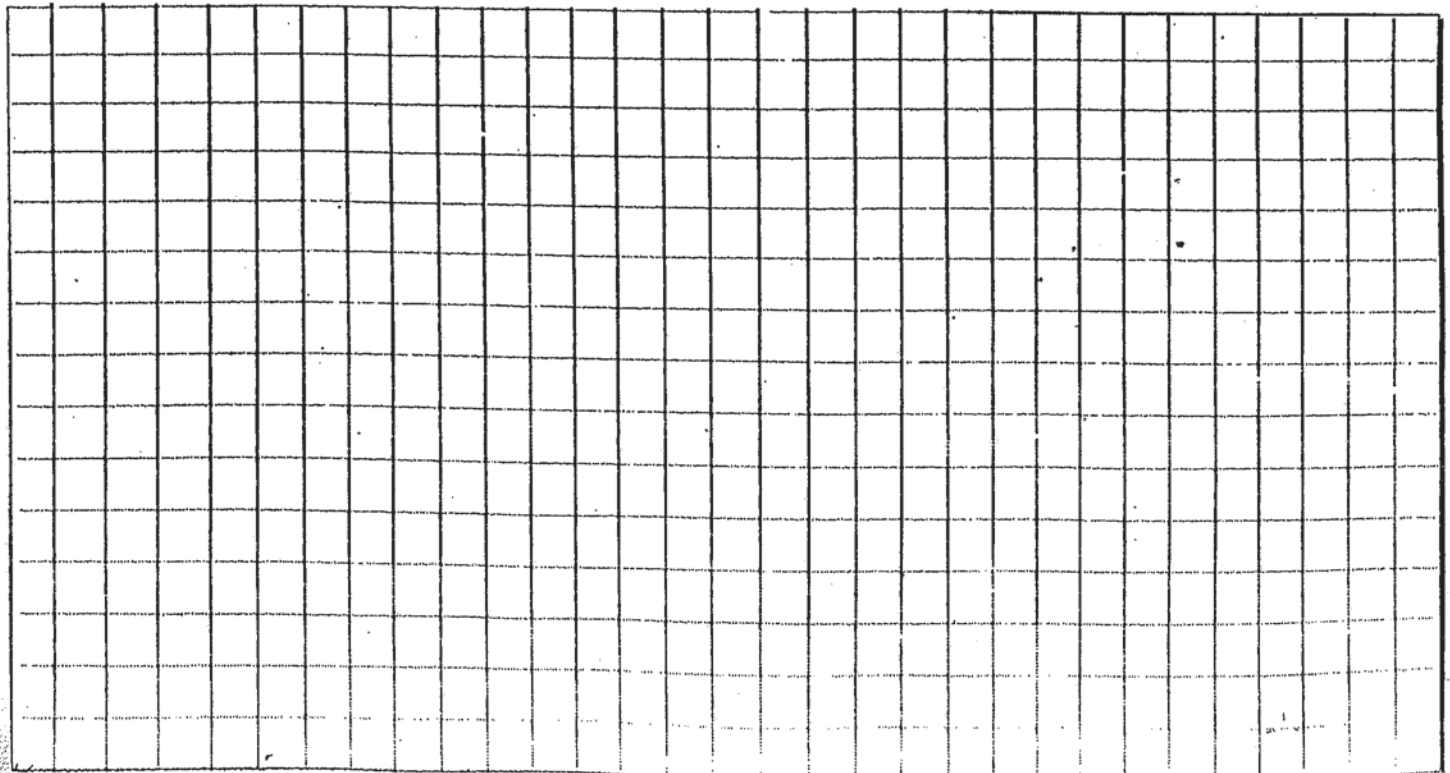
$Q_{10} =$

$Q_{25} =$

$$T_0 = 200' @ 0.6 @ 0.3 = 14.5 \text{ min}$$

$$T_{25} = 14.50' @ (960-870) \Rightarrow 60.5 \text{ min}$$

Comments:



Lakeland

SECTION
1B, 1C

Cem

Avoo

DRAINAGE
MAP
1" = 300'

Project Summary Report

SEC 1 A

Project Description	
Worksheet	Sec 1A
Flow Element	Irregular Chanl
Method	Manning's Forr
Solve For	Channel Depth

Input Data	
Channel Slope	0.0200 ft/ft
Discharge	30.00 cfs

Options	
Current Roughness Method	aved Lotter's Method
Open Channel Weighting	aved Lotter's Method
Closed Channel Weighting	Horton's Method

Results	
Mannings Coefficient	0.045
Water Surface Elev.	189.11 ft
Elevation Range	187.67 to 194.77
Flow Area	6.7 ft ²
Wetted Perimeter	7.23 ft
Top Width	5.53 ft
Actual Depth	1.44 ft
Critical Elevation	188.84 ft
Critical Slope	0.0402 ft/ft
Velocity	4.46 ft/s
Velocity Head	0.31 ft
Specific Energy	189.42 ft
Froude Number	0.71
Flow Type	Subcritical

← D₂ OK
← V₂ OK

Roughness Segments		
Start Station	End Station	Mannings Coefficient
0+00.0	0+35.0	0.045

Natural Channel Points	
Station (ft)	Elevation (ft)
0+00.0	192.92
0+12.0	192.21
0+14.0	187.67
0+18.0	187.73
0+22.0	193.94
0+35.0	194.77

Cross Section

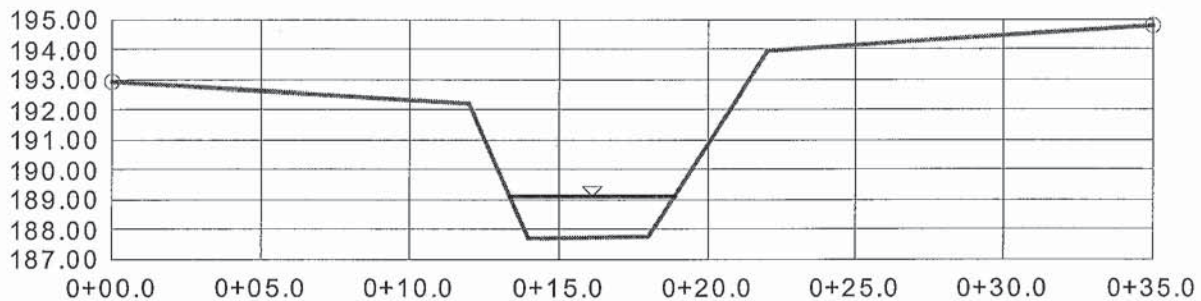
Cross Section for Irregular Channel

Project Description	
Worksheet	Sec 1A
Flow Element	Irregular Chanl
Method	Manning's Forr
Solve For	Channel Depth

SEC 1 A

Section Data	
Mannings Coefficient	0.045
Channel Slope	0.0200 ft/ft
Water Surface Elev.	189.11 ft
Elevation Range	7.67 to 194.77
Discharge	30.00 cfs

NATURAL CHANNEL
CUT IN EARTH W SOME STONE
TREE LAPS, SAPLINGS,
SHRUBS



V:1
H:1
NTS

Project Summary Report

SEC 1B

Project Description	
Worksheet	Sec 1B
Flow Element	Irregular Chan
Method	Manning's Forr
Solve For	Channel Depth

Input Data	
Channel Slope	0.0200 ft/ft
Discharge	30.00 cfs

Options	
Current Roughness Method	Selected Lotter's Method
Open Channel Weighting	Selected Lotter's Method
Closed Channel Weighting	Horton's Method

Results	
Mannings Coefficient	0.045
Water Surface Elev.	189.11 ft
Elevation Range	187.67 to 194.77
Flow Area	6.7 ft ²
Wetted Perimeter	7.23 ft
Top Width	5.53 ft
Actual Depth	1.44 ft
Critical Elevation	188.84 ft
Critical Slope	0.0402 ft/ft
Velocity	4.46 ft/s
Velocity Head	0.31 ft
Specific Energy	189.42 ft
Froude Number	0.71
Flow Type	Subcritical

D₂ OK

V₂ OK

Roughness Segments		
Start Station	End Station	Mannings Coefficient
0+00.0	0+35.0	0.045

Natural Channel Points	
Station (ft)	Elevation (ft)
0+00.0	192.92
0+12.0	192.21
0+14.0	187.67
0+18.0	187.73
0+22.0	193.94
0+35.0	194.77

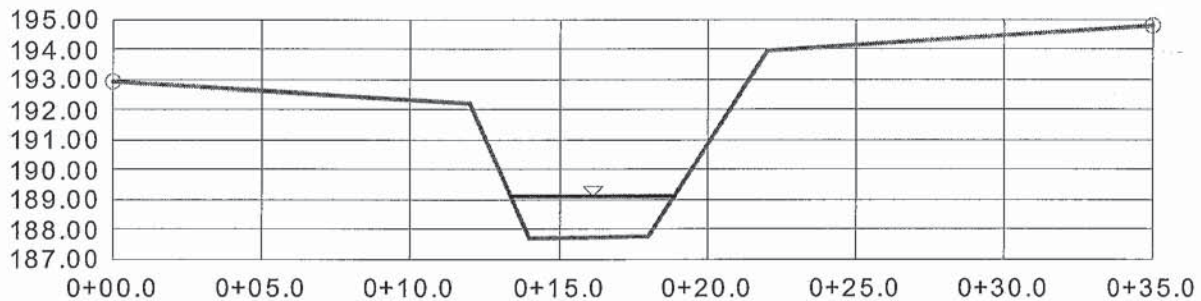
Cross Section
Cross Section for Irregular Channel

Project Description	
Worksheet	Sec 1B
Flow Element	Irregular Chanl
Method	Manning's Forr
Solve For	Channel Depth

SEC 1C

Section Data	
Mannings Coefficient	0.045
Channel Slope	0.0200 ft/ft
Water Surface Elev.	189.11 ft
Elevation Range	7.67 to 194.77
Discharge	30.00 cfs

NATURAL CHANNEL
CUT IN EARTH SOME
STONE. TREE LAPS, SAPLINGS,
SOME SHRUBS.
SAME AS 1A



V:1
H:1
NTS

Cross Section

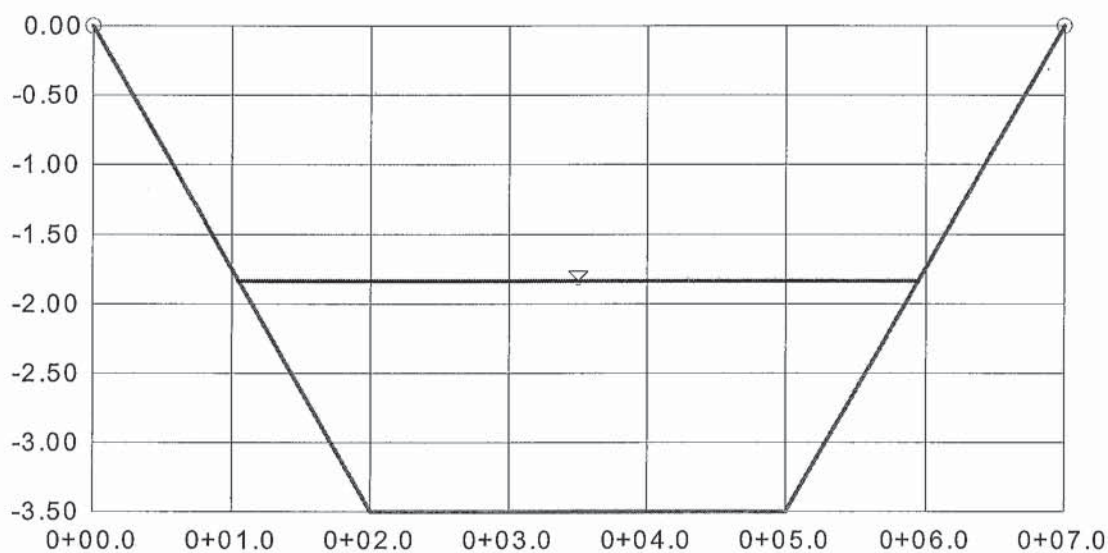
Cross Section for Irregular Channel

SEC 1C

Project Description	
Worksheet	Sec 1C
Flow Element	Irregular Chanl
Method	Manning's Forr
Solve For	Channel Depth

Section Data	
Mannings Coefficient	0.045
Channel Slope	0.0200 ft/ft
Water Surface Elev.	-1.83 ft
Elevation Range	3.50 to 0.00
Discharge	30.00 cfs

NATURAL CHANNEL
CUT IN EARTH,
MOSTLY GRASS AND
SHRUB LINED



V:1
H:1
NTS

Project Summary Report

SEC 1C

Project Description	
Worksheet	Sec 1C
Flow Element	Irregular Chanl
Method	Manning's Forr
Solve For	Channel Depth

Input Data	
Channel Slope	0.0200 ft/ft
Discharge	30.00 cfs

Options	
Current Roughness Method	Lotter's Method
Open Channel Weighting	Lotter's Method
Closed Channel Weighting	Horton's Method

Results	
Mannings Coefficient	0.045
Water Surface Elev.	-1.83 ft
Elevation Range	3.50 to 0.00
Flow Area	6.6 ft ²
Wetted Perimeter	6.84 ft
Top Width	4.90 ft
Actual Depth	1.67 ft
Critical Elevation	-2.17 ft
Critical Slope	0.0000 ft/ft
Velocity	4.55 ft/s
Velocity Head	0.32 ft
Specific Energy	-1.51 ft
Froude Number	0.00
Flow Type	N/A

D₂ OK

V₂ OK

Roughness Segments		
Start Station	End Station	Mannings Coefficient
0+00.0	0+07.0	0.045

Natural Channel Points	
Station (ft)	Elevation (ft)
0+00.0	0.00
0+02.0	-3.50
0+05.0	-3.50
0+07.0	0.00

Waterquality Calcs. PER REZONING PLAN

TOTAL SITE ACREAGE 7.125 Ac

TOTAL IMPERIOUS ACREAGE

BUILDING - 0.88 Ac

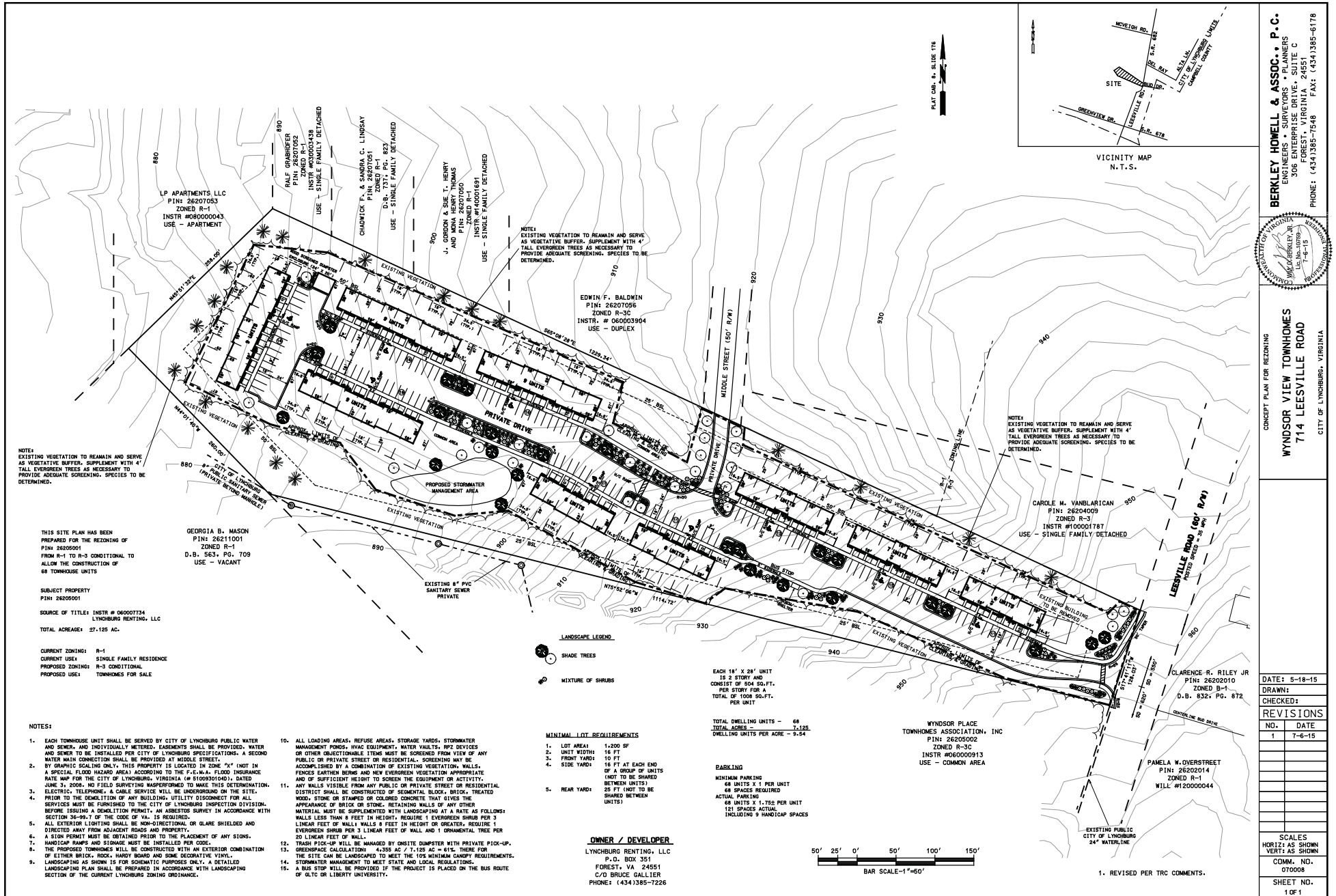
PAVEMENT/WALKS - 1.89 Ac

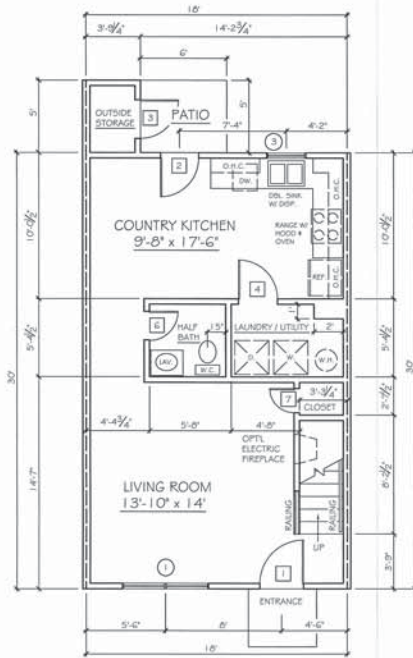
TOTAL IMP - 2.77 Ac

PERCENT IMPERIOUS

$$\frac{2.77 \text{ Ac Imp}}{7.125 \text{ Ac Site}} = 39\%$$

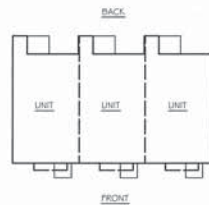
DEPENDING ON FINAL IMPERIOUS RATIO
PROBABLY USE EXTENDED DETENTION OR
ENHANCED EXTENDED DETENTION.





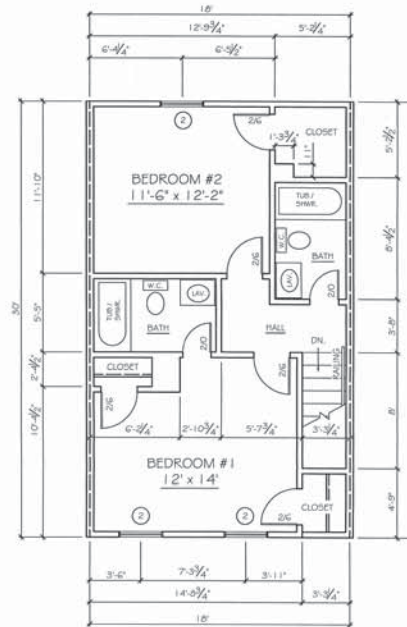
FIRST FLOOR

SCALE: $\frac{1}{4}" = 1'-0"$



UNIT LAYOUT INDEX

N.T.S.

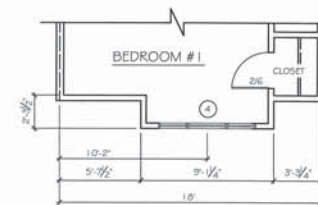


SECOND FLOOR

SCALE: $\frac{1}{4}" = 1'-0"$

DOOR SCHEDULE		
#	SIZE	TYPE
1	3065	METAL INSUL., 6 PANEL
2	2665	METAL INSUL. W/ ZOSD WNDW.
3	2665	METAL INSUL.
4	2665	HOLLOW CORE, 6 PANEL
5	2665	HOLLOW CORE, 6 PANEL
6	2065	HOLLOW CORE, 6 PANEL
7	1865	HOLLOW CORE, 6 PANEL

WINDOW SCHEDULE		
#	SIZE	TYPE
1	3046	DBL. HORIZONTAL SLIDING, FRENCH WINDOW
2	3046	HORIZONTAL SLIDING, FRENCH WINDOW
3	2830	HORIZONTAL SLIDING, FRENCH WINDOW
4	6046	(1) 3046 HORIZ. SLIDING FRENCH WNDW. W/ (1) 2046 HORIZ. SLIDING FRENCH WNDW. ON EACH SIDE



OPT'L SECOND FLOOR WINDOW

SCALE: $\frac{1}{4}" = 1'-0"$

SQUARE FOOTAGE CALCULATIONS

LOWER LEVEL 540 SQ. FT.
UPPER LEVEL 540 SQ. FT.
PATIO & DECK

**TOTAL UNDER ROOF 1080 SQ. FT.
**TOTAL UNDER ROOF w/ OPT'L WNDW. 1101 SQ. FT.

FIRST & SECOND FLOOR PLANS

DRAWN BY: JODI BLANCKE
B. ANDRES
REVISION DATES:
007-2
MARCH 2007

QUICKDRAW

Residential Design Services
"CUSTOM RESIDENTIAL"
"INTERIOR & EXTERIOR REMODEL / FINISHING"
LYNCHBURG, VA (404) 582-4884

LYNCHBURG RENTING, LLC

RESIDENTIAL & COMMERCIAL DEVELOPMENT
P.O. BOX 351
FOREST, VIRGINIA 24551

SHEET

1 of 2



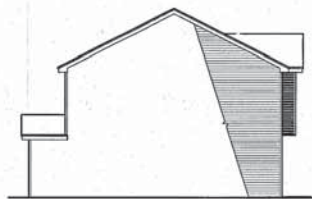
FRONT ELEVATION

SCALE: $\frac{1}{4}" = 1'-0"$



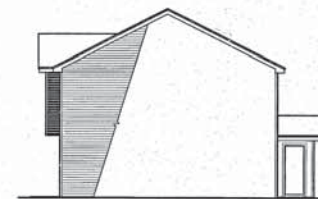
BACK ELEVATION

SCALE: $\frac{1}{8}" = 1'-0"$



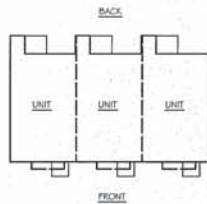
LEFT ELEVATION

SCALE: $\frac{1}{8}" = 1'-0"$



RIGHT ELEVATION

SCALE: $\frac{1}{8}" = 1'-0"$



UNIT LAYOUT INDEX

N.T.S.

GENERAL CONSTRUCTION NOTES

1. ALL BUILDING MATERIALS ARE TO BE AS PER BUILDER / OWNERS SPECIFICATIONS.

THESE ARCHITECTURAL PLANS ARE CONCEPT IN NATURE AND ARE SUBJECT TO CHANGE. THE EXTERIOR MAY BE UPGRADED FROM VINYL TO HARDY PLANK OR SOME FORM OF STONE, MASONRY, ETC.

DRAWING TITLE:
ELEVATIONS

DRAWN BY:
B. ANDREWS
CHECKED BY:
JOS. BLANCKE
DATE:
007-2
MARCH 2007
REVISION DATES:

QUICKDRAW
Residential Design Service
CUSTOM RESIDENTIAL *ADDITIONS & ENCLOSURES
INTERIOR & EXTERIOR RENOVEL / PLANNING
LYNCHBURG, VA (434) 982-4664

DRAWN FOR:
LYNCHBURG RENTING, LLC
RESIDENTIAL & COMMERCIAL DEVELOPMENT
P.O. BOX 851
FOREST, VIRGINIA 24551

SHEET

2 of 2

TRAFFIC CALCULATIONS
FOR
WYNDSOR VIEW TOWNHOMES
LYNCHBURG RENTING, LLC
P.O. BOX 351
FOREST, VIRGINIA

PREPARED FOR:
LYNCHBURG RENTING, LLC
P.O. BOX 351
FOREST, VIRGINIA
(C/O BRUCE GALLIER)

BY

BERKLEY-HOWELL & ASSOCIATES, P.C.
ENGINEERS-SURVEYORS-PLANNERS

306 ENTERPRISE DRIVE, SUITE C.
FOREST, VIRGINIA 24551
(434) 385-7548

COMM. NO. 070008

July 6, 2015

306 Enterprise Dr.

Forest, VA 24551

(804) 385-7548 Fax (804) 385-6178

JOB Wyndser View

SHEET NO. _____

OF _____

CALCULATED BY _____

DATE _____

CHECKED BY _____

DATE _____

SCALE _____

TOWN HOUSE PROJECT

68 UNITS

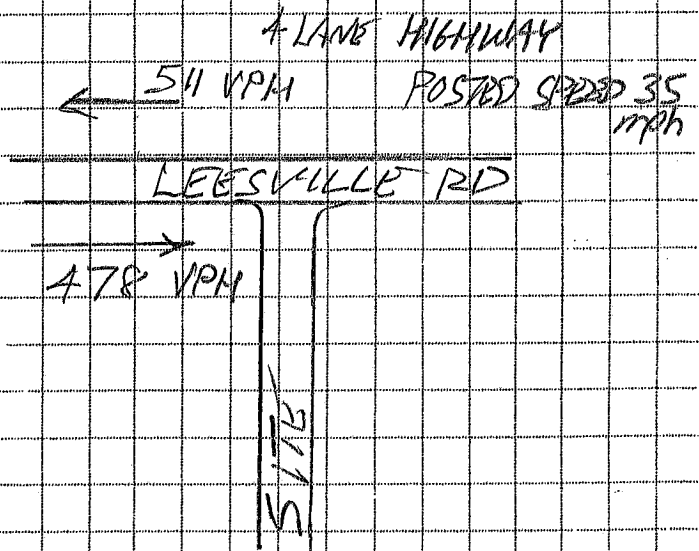
$$ADT = 68 \text{ UNITS} \times 7 \text{ TRIPS/UNIT} = 476 \text{ ADT}$$

OR PER ITE 8th ADDITION

$$ADT = 68 \text{ UNITS} \times 5.81 \text{ TRIPS/UNIT} = 395 \text{ ADT}$$

PEAK HOUR

$$PM \quad 68 \times 0.52 = 35 \text{ VPH}$$

LEESVILLE ROAD TRAFFICFROM NEARBY TRAFFIC
COUNT

LEFT TURN LANE WARRANT

ASSUME HALF OF 35 VPH
OR 18 VPH

PER ATTACHED
F-50 CHART
A LEFT TURN LANE
IS NOT WARRANTED

→
478 VPH

18 VPH

LEESVILLE

SITE

RIGHT TURN LANE/TAPER

ASSUME HALF OF 35 VPH
OR 18 VPH

PER ATTACHED
F-73 CHART 3-27
NO TURN LANE OR
TAPERS ARE REQUIRED

→
478 VPH

↓
18 VPH

LEESVILLE

SITE

WHILE NOT REQ'D
WE ARE

Warrants for Left Turn Storage Lanes on Four-Lane Highways

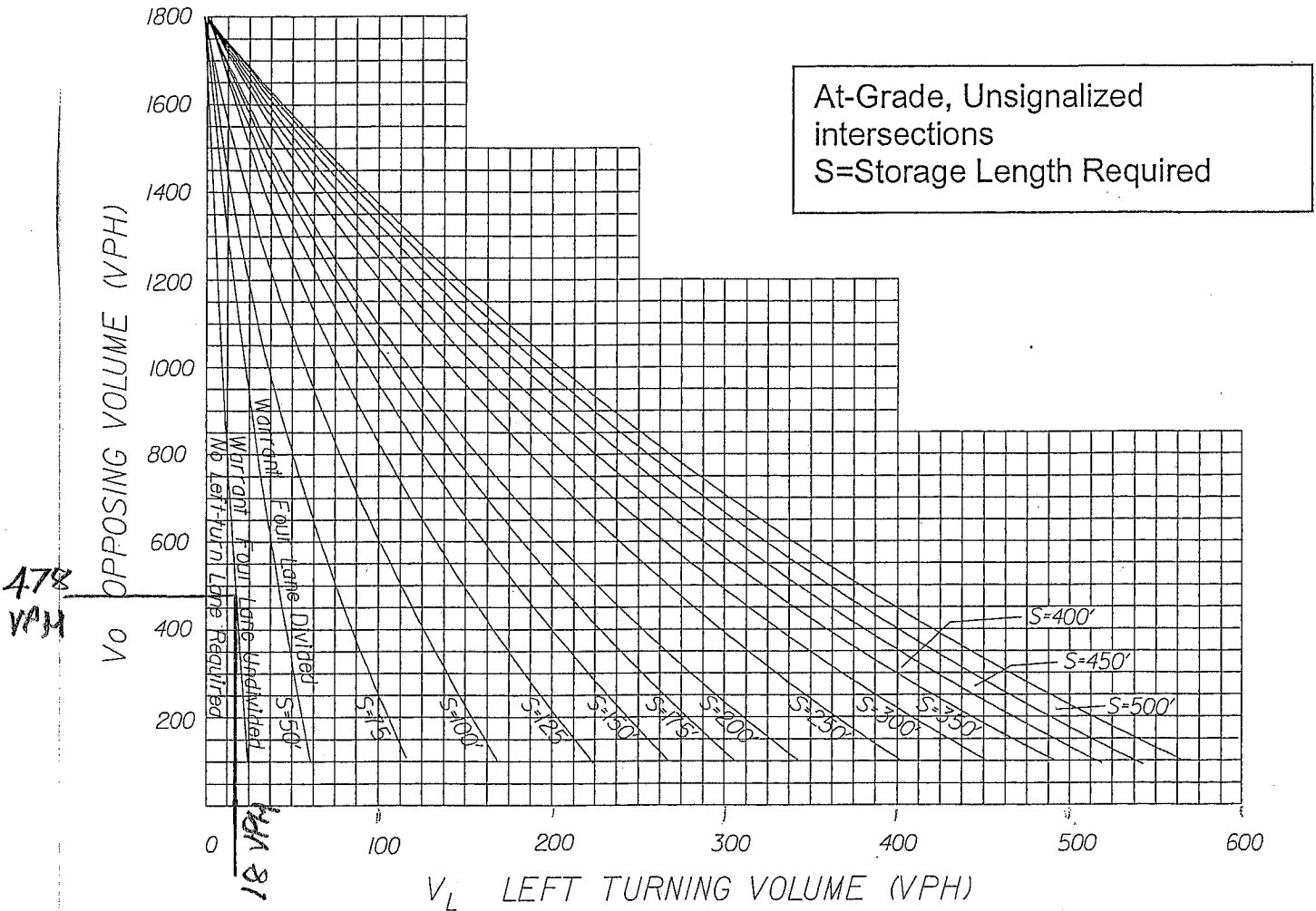


FIGURE 3-3 WARRANTS FOR LEFT TURN STORAGE LANES ON FOUR-LANE HIGHWAYS

Figure 3-3 was derived from Highway Research Report No. 211.

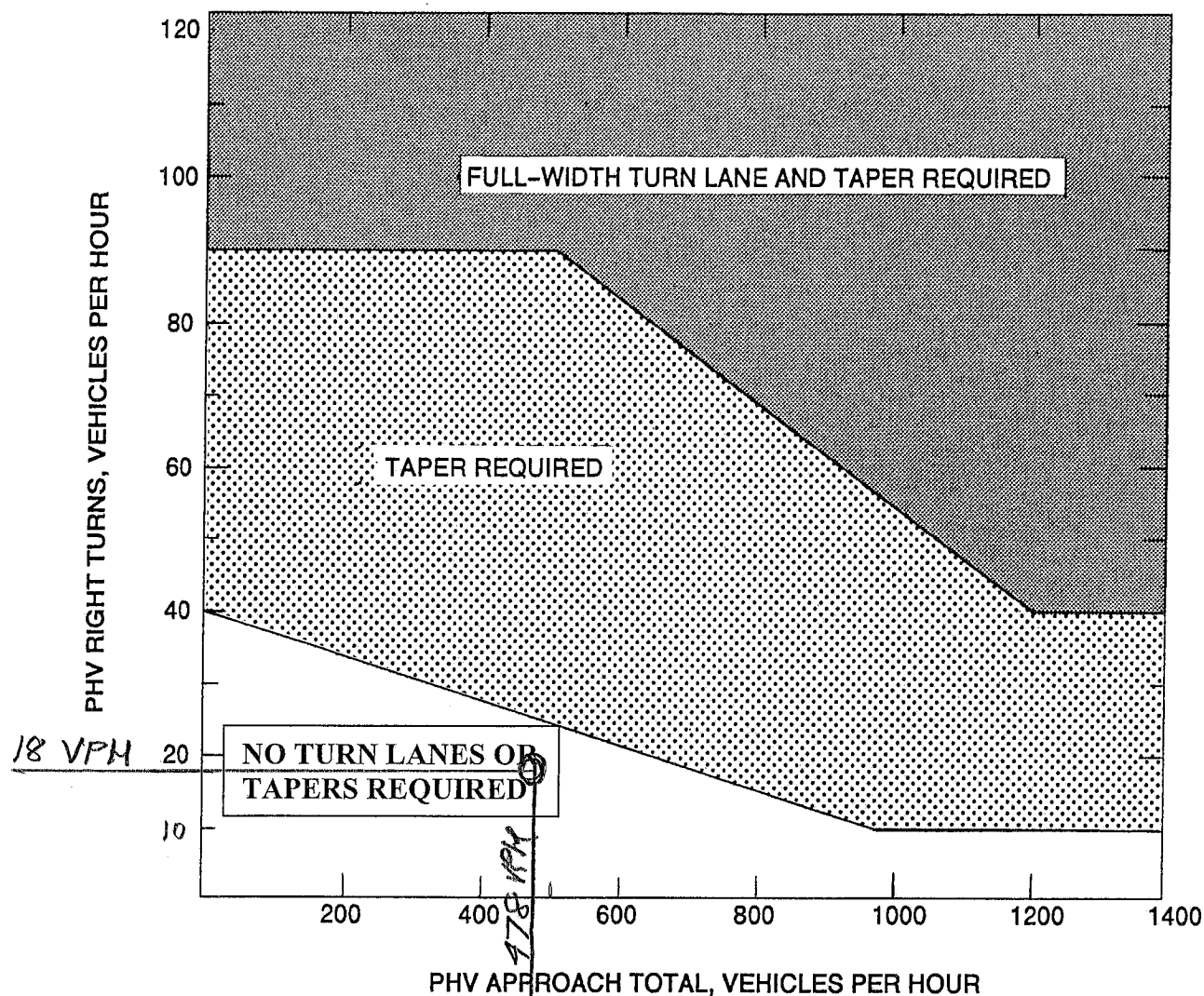
Opposing volume and left turning volume in vehicles per hour (VPH) are used for left turn storage lane warrants on four-lane highways.

For plan detail requirements when curb and/or gutter are used, see VDOT's Road Design Manual, Section 2E-3 on the VDOT web site:

<http://www.virginiadot.org/business/locdes/rdmanual-index.asp>.

Left-turn lanes should also be established on two-lane highways where traffic volumes are high enough to warrant them.

The No. 211 study was undertaken to provide consistent volume warrants for left-turn storage lanes at unsignalized intersections.



Appropriate Radius required at all Intersections and Entrances (Commercial or Private).

LEGEND

PHV - Peak Hour Volume (also Design Hourly Volume equivalent)

Adjustment for Right Turns

If PHV is not known use formula: $PHV = ADT \times K \times D$

K = the percent of AADT occurring in the peak hour

D = the percent of traffic in the peak direction of flow

Note: An average of 11% for K x D will suffice.

FIGURE 3-27 GUIDELINES FOR RIGHT TURN TREATMENT (4-LANE HIGHWAY)

Figure 5 Existing (2014) Traffic Volumes



City of Lynchburg, VA

Legend

- Street Labels
- Parcels
- Owner Unknown
- Survey Gap



Feet

0 200 400 600 800
1:9,000 / 1"=750 Feet

LYNCHBURG GIS MAP

7/6/2015

DISCLAIMER: This drawing is neither a legally recorded map nor a survey and is not intended to be used as such. The information displayed is a compilation of records, information, and data obtained from various sources, and the City of Lynchburg is not responsible for its accuracy or how current it may be.



WyndSOR View Townhomes
Rezoning and Conditional Use Permit
July 22, 2015

PLEASE PRINT

[illegible]

LYNCHBURG CITY COUNCIL

Agenda Item Summary

MEETING DATE: **September 8, 2015**

AGENDA ITEM NO.: 3 & 9

CONSENT:

REGULAR: **X**

WORK SESSION: **X**

CLOSED SESSION:

(Confidential)

ACTION: **X**

INFORMATION:

ITEM TITLE: **FY 2016 First Quarter Adjustments**

RECOMMENDATION: After a public hearing adopt a resolution amending the FY 2016 Operating and Capital Budgets and appropriating funds to reflect the FY 2016 First Quarter Adjustments as listed in Attachment A.

SUMMARY: The General, City/Federal/State Aid, Technology, Asset Forfeiture, Fleet Services, and City Capital Projects Fund are amended to reflect the FY 2016 First Quarter Adjustments.

Details of these adjustments can be found on Attachment A. The adjustments include the carry forward of some funds appropriated but unspent in the FY 2015 Budget.

Council policy requires a minimum Unassigned General Fund Balance of 10% of General Fund revenues. The unaudited Unassigned Fund Balance is projected to be approximately \$31.0 million, or 17.6%, of General Fund revenues as of June 30, 2015. Of the \$31.0 million, approximately \$13.0 million is left to fund First Quarter Adjustments and FY 2017 Capital Improvement Program (CIP) pay-as-you-go expenditures.

NOTE: This item will be reviewed during Council's work session prior to the public hearing.

PRIOR ACTION(S): None

BUDGET IMPACT: As noted above

CONTACT(S): Donna Witt, Director of Financial Services, 455-3968

ATTACHMENT(S): Resolution; Attachment A: FY 2016 First Quarter Adjustments – Summary and Detail

REVIEWED BY: lkp

RESOLUTION:

BE IT RESOLVED That the FY 2016 Adopted Budget is amended and funds are appropriated to reflect the First Quarter Adjustments in the General, City/Federal/State Aid, Asset Forfeiture, Technology, Fleet Services, and City Capital Projects Fund as follows:

	Adopted FY 2016	Recommended Adjustment	Amended FY 2016
General Fund			
Operations	\$113,353,158	\$978,966	\$114,332,124
Transfers To/From Other Funds	1,301,196	268,106	1,569,302
Debt Service	17,211,443		17,211,443
Schools-Operations	41,064,276		41,064,276
Greater Lynchburg Transit Co.	1,394,038		1,394,038
Reserve for Contingencies	615,917	584,083	1,200,000
Debt Service Reserve	1,827,318		1,827,318
Parking Reserve	56,975		56,975
Other Post Employment Benefits	250,000		250,000
Capital Improvements	7,830,529		7,830,529
Ending Balance (Unassigned Fund Balance)	17,435,725		17,435,725
Total	\$202,340,575	\$1,831,155	\$204,171,730
City/Federal/State Aid Fund			
Operations	\$3,037,982	\$92,288	\$3,130,270
Ending Balance	0		0
Total	\$3,037,982	\$92,288	\$3,130,270
Asset Forfeiture Fund			
Operations	\$0	\$178,729	\$178,729
Ending Balance	60,647		60,647
Total	\$60,647	\$178,729	\$239,376
Technology Fund			
Operations	\$844,875	\$641,813	\$1,486,688
Capital Outlay	102,000		102,000
Ending Balance	1,553,113	53,826	1,606,939
Total	\$2,499,988	\$695,639	\$3,195,627
Fleet Services Fund			
Operations	\$6,576,300	\$166,000	\$6,742,300
Debt Service	474,210		474,210
Ending Balance	813,509		813,509
Total	\$7,864,019	\$166,000	\$8,030,019
City Capital Projects Fund			
Capital Outlay	\$20,229,637	\$540,497	\$20,770,134
Ending Balance	0		0
Total	\$20,229,637	\$540,497	\$20,770,134

And, BE IT RESOLVED that the funds shall be used as identified in Attachment A.

Introduced:

Adopted:

Certified:

Clerk of Council

087K

FY 2016 First Quarter Adjustment Details

ATTACHMENT A

Department/Division	Amount	Source of Funding			Purpose
		Additional Revenues	Unassigned Fund Balance	Committed/Assigned Fund	
GENERAL FUND					
Circuit Court Clerk	11,263	9,559	1,704		General Assembly approved a 2% increase for State employees beginning September 1. The City is responsible for the related taxes and VRS. (\$1,704)
Commissioner of the Revenue	2,236	1,899	337		General Assembly approved a 2% increase for State employees beginning September 1. The City is responsible for the related taxes and VRS. (\$337)
Community Development-Planning	29,004		29,004		Zoning Ordinance updates; funding to be used for mandatory notifications, advertisement and publishing of code.
Council/Manager Offices	6,600		6,600		Funding for City Code online services through Municode related to the revised Zoning Ordinance.
Council/Manager Offices	579		579		Remaining funds from fundraiser in FY 2012 for United Way Campaign expenses
Economic Development	(5,544)		(5,544)		Rescind Arts & Cultural District Grant funding to match FY 2015 Revenues. Budgeted \$33,420; Actual \$27,876
Economic Development	42,195		42,195		Four companies qualified for the Enterprise Zone grant and one company qualified for the Technology grant; Company applies with the State in April; is notified of the award in June and the City award crosses fiscal years so the FY 2015 grants to be paid in FY 2016.
Fire	100,006		100,006		Partially fund salaries for recruits being hired for recruit school to start 08/31/15
Fire	35,792		35,792		Federal Labor Laws requires additional funding for certification pay and amount of overtime and FLSA pay on certification pay for FY 2016.
Human Services/Juvenile Services	50,000		50,000		Committed to Juvenile Services Group Home Capital Needs Reserve (General Fund) for future expenditure needs related to the new group home.
Human Services/Social Services	111,190		111,190		Three temporary Benefit Program Specialist positions; a similar request was made in FY 2013 and FY 2014 for the pilot program.
Parking Management	26,350			26,350	Pay Station Program adopted by City Council; Appropriate funds from the Parking Reserve.
Parks & Recreation	29,086		29,086		To pay remaining expenses associated with the Armstrong School Gym renovation; payment was not completed by June 30.
Parks & Recreation	60,000		60,000		Postage for mailing three Parks & Recreation Activity Guides to all Lynchburg households.
Public Works/Streets	100,000	100,000			Appropriate \$100,000 of the \$373,642 in additional funding approved by the Commonwealth of Virginia due to an increase in rates per lane mile to the Streets Division budget for sidewalk repairs.

FY 2016 First Quarter Adjustment Details

ATTACHMENT A

Department/Division	Amount	Source of Funding			Purpose
		Additional Revenues	Unassigned Fund Balance	Committed/Assigned Fund	
GENERAL FUND (continued)					
Public Works/Snow	350,000	350,000			Transfer from City Capital Projects Fund FY 2015 & FY 2016 Snow, Street, and Bridge Reserve to General Fund to purchase salt.
Registrar	1,225	1,040	185		General Assembly approved a 2% increase for State employees beginning September 1. The City is responsible for the related taxes and VRS. (\$185)
Sheriff	26,049	20,607	5,442		General Assembly approved a 2% increase for State employees beginning September 1. The City is responsible for the related taxes and VRS. (\$5,442)
Reserve for Contingencies	584,083		584,083		Carry Forward from FY 2015 to meet the Council Adopted Financial Policy to fund the Reserve for Contingency at \$1.2 million.

TRANSFERS

Transfer from General Fund to City/Federal/State Aid Fund	59,510		59,510		Transfer from General Fund to City/Federal/State Aid Fund to extend employment for SAFER grant employees from 03/09/16 thru 06/30/16 (grant ends for 3 employees on 03/02/16)
Transfer from General Fund to City/Federal/State Aid Fund	2,935		2,935		Attorney fees related to the Bluffwalk refunding were not appropriated at the time of closing due to staff error.
Transfer from Information Technology General Fund Operating Budget to Technology Fund	53,826			53,826	Transfer non-personnel unexpended funds to the Technology Fund per June 2000 Council approved Information Technology Policy.
Transfer to City Capital Projects Fund from General Fund	45,000		45,000		Transfer to City Capital Projects Fund from General Fund for Police Needs Space Assessment & Options
Transfer to City Capital Projects Fund from General Fund	109,770		109,770		Transfer to City Capital Projects Fund from General Fund for the City Football Stadium Renovation Project

FY 2016 Additional Revenues	\$ 483,105
Amount Funded with Committed or Assigned Fund Balance	80,176
Amount Funded with FY 2015 Year End Fund Balance	1,267,874
GENERAL FUND Appropriation Total	\$ 1,831,155

CITY/FEDERAL/STATE AID FUND

Commonwealth Attorney	5,000	5,000			The FY 2016 Domestic Violence Victim Fund Grant was increased by \$5,000 to \$45,000.
Economic Development	(5,544)	(5,544)			Arts & Cultural District rescind offsetting revenue (\$5,881) & expense

FY 2016 First Quarter Adjustment Details

ATTACHMENT A

Department/Division	Amount	Source of Funding			Purpose
		Additional Revenues	Unassigned Fund Balance	Committed/Assigned Fund	
CITY/FEDERAL/STATE AID FUND (continued)					
Finance	2,935	2,935			Transfer to City/Federal/State Aid Fund from General Fund for attorney fees related to the Bluffwalk refunding were not appropriated at the time of closing due to staff error.

Fire	29,410	29,410			Adjust the FY 2015 allocation of Fire Funding (entitlement fund) to actual.
Fire	977	977			Adjust the FY 2015 allocation of EMS 4-For-Life funding (entitlement fund) to actual.
Fire	59,510	59,510			Transfer to City/Federal/State Aid Fund from General Fund to extend employment for SAFER grant employees from 03/09/16 thru 06/30/16 (grant ends for 3 employees on 03/02/16)

CITY/FEDERAL/STATE AID FUND Total	\$ 92,288
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ASSET FORFEITURE FUND

Police Department/Financial Office	178,729	178,729			To appropriate Asset Forfeiture revenues received. Funds will be utilized for police equipment including \$40,000 designated for the Mobile Command Unit and also funds for the Crisis Intervention Training Program per the Office of the Attorney General Grant Guidelines.
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ASSET FORFEITURE FUND Total	\$ 178,729
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TECHNOLOGY FUND

Information Technology	78,000			78,000	Transitioning email system to Exchange and Office fixed licensing to subscription services
Information Technology	73,435			73,435	Document Management Project
Information Technology	296,865			296,865	New World Logos.net Project
Information Technology	57,487			57,487	Service Management Application for tracking & managing Information Technology processes
Information Technology	53,000			53,000	Building Security Access and Intrusion Upgrades Project
Information Technology	8,026			8,026	Ongoing needs that may arise during the year and are not budgeted through Building Maintenance
Information Technology	50,000			50,000	Server infrastructure upgrades
Information Technology	5,000			5,000	Server software associated with the server infrastructure upgrades
Information Technology	20,000			20,000	System security audit
Information Technology		53,826			Transfer to Information Technology Fund from General Fund for non-personnel unexpended General Fund balance.

FY 2016 Additional Revenues	\$ 53,826
Amount Funded with Committed or Assigned Fund Balance	641,813
TECHNOLOGY FUND Total	\$ 695,639

FY 2016 First Quarter Adjustment Details

ATTACHMENT A

		Source of Funding			
Department/Division	Amount	Additional Revenues	Unassigned Fund Balance	Committed/Assigned Fund	Purpose
FLEET SERVICES FUND					
Fleet Services	166,000			166,000	Replace 2000 Chevrolet dump truck (\$61,000) Replace 1998 Ferree trailer (\$30,000) Replace 2001 GMC AWD Van (\$35,000) Replace 2004 CAT generator (\$40,000) Pricing and/or product was not available from the manufacturer during FY 2015

FLEET SERVICES FUND Total	\$ 166,000
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CITY CAPITAL PROJECTS FUND

Parks and Recreation	109,770	109,770			Transfer from General Fund to City Capital Projects Fund for the City Football Stadium Renovation Project
Police	45,000	45,000			Transfer from General Fund to City Capital Projects Fund for Police Needs Space Assessment & Options
Public Works	11,248	11,248			Appropriate revenues from the Museum Foundation (\$5,624) and Diggs Trust (\$5,624) for Point of Honor Foundation and Walk Repairs.
Public Works	(350,000)			(350,000)	Transfer to General Fund from City Capital Projects Fund FY 2015 and FY 2016 Snow, Street, and Bridge
Public Works	350,000			350,000	Reserve to purchase salt. The net effect is zero because the funds were appropriated as part of the budget.
Public Works	273,642	273,642			Increase expense budget for Street Overlay T0027 with additional funds received from VDOT based on City lane miles.
Public Works	150,000	150,000			Appropriate expenditures from VDOT Priority Paving funding for street overlay work on Langhorne Road.
Public Works	155,000	155,000			Appropriate expenditures from VDOT Priority Paving funding for street overlay work on Wards Road.
Public Works	(850,000)	(850,000)			Rescind VDOT revenue sharing portion of Greenview Drive.
Public Works	39,305			39,305	To fully fund the Fifth Street Streetscape Improvements, Phase III matching State Revenue Sharing Funds using FY 2014 unallocated bond funds.
Public Works	6,532			6,532	Appropriate FY 2013 bond interest for the Downtown Streetscape & Water Main Improvement Project.
Public Works	600,000	600,000			Appropriate \$600,000 of revenue sharing for Downtown Streetscape & Water Main Improvement Project; matching funds are already appropriated in the project.

FY 2016 Additional Revenues	\$ 494,660
Amount Funded with Committed or Assigned Fund Balance	45,837
CITY CAPITAL PROJECTS FUND Total	\$ 540,497

Agenda Item #10

Date: September 1, 2015

TO: Valeria P. Chambers

From: Ricky Theodore

My name is Ricky Theodore & i will like to come before city council on 9/8/ 15 to speak about what happening at the james crossing apartment. Ricky Theodore

202 cornwallis dr

lynchburg

va.24502.

078K

S.H.O.P.O. Foundation for Youth

P.O. Box 15171
Lynchburg, Virginia 24502-9018

(434-238-3757)
(shoponation2014@gmail.com)

August 26, 2015

Mrs. Valerie Chambers,

Hello, my name is Ronald BB Shavers President and Founder of The Shopo Foundation for Youth Inc, here in Lynchburg Va. I would greatly appreciate it if my name can be added to the docket to speak at the next City Council meeting on Tuesday September 8, 2015. I would like to address council regarding the recent incidents regarding the actions of some of our LPD, towards citizens in our city. Thank you for taking time out to receive this information, looking forward to seeing you on the 8th.

Respectfully Yours,

Ronald BB Shavers

077K

LYNCHBURG CITY COUNCIL

Agenda Item Summary

MEETING DATE: **September 8, 2015**

AGENDA ITEM NO.: 12

CONSENT:

REGULAR: **X**

WORK SESSION:

CLOSED SESSION:

(Confidential)

ACTION: **X**

INFORMATION:

ITEM TITLE: **Route 460/29 Safety Improvements and Access to Tyreeanna Road**

RECOMMENDATION: Adopt a resolution expressing Council's sense regarding the maintenance of access to Tyreeanna Road onto Route 460/29

SUMMARY: A citizen of the Pleasant Valley/Tyreeanna area met with the Physical Development Committee (PDC) on August 11, 2015 to discuss his concerns with the VDOT Phase 2 Safety Improvements to Route 460/29, Richmond Highway, and access to Tyreeanna Road. The citizen has requested that the Tyreeanna Road access onto westbound Richmond Highway remain open and not be closed in the future, and that to make this movement safer, flashing lights be installed and an acceleration lane be considered for that location.

While this project is a VDOT Project, it is within the City Limits and impacts citizens in Ward 2. Council has been briefed twice before by Mr. Rob Cary, the previous VDOT Lynchburg District Administrator. This Phase 2 Project is scheduled to be advertised by VDOT on October 13th. Mr. Brian Casto, VDOT Location and Design Engineer, attended the PDC meeting to review the project. Although earlier plans indicated that the access from Tyreeanna Road would be closed, VDOT modified the plans in response to citizen concerns. Mr. Casto explained that the topography at the intersection precluded the installation of an acceleration lane without significant additional expense and impact to private property..

The PDC was sensitive to the citizen's concerns and suggested that City Council be briefed on the matter and asked to adopt a resolution in support of the Tyreeanna Road access remaining open and for the installation of warning signals.

PRIOR ACTION(S): March 9, 2010 - City Council Work Session
September 13, 2011 - City Council Work Session
August 11, 2015, Physical Development Committee

FISCAL IMPACT: None

CONTACT(S): Lee Newland – City Engineer – 455-3947
Gaynelle Hart – Public Works Director – 455-4469

ATTACHMENT(S): Resolution

REVIEWED BY: lkp

RESOLUTION

BE IT RESOLVED by the Lynchburg City Council that, with regard to the construction of Phase 2 of the Route 460/29 (Richmond Highway) corridor improvements in the City of Lynchburg between Campbell Avenue and Concord Turnpike, City Council asks that the Virginia Department of Transportation commit to the following: 1) the continued access from Tyreeanna Road onto westbound Route 460/29, 2) the installation of appropriate warning signals advising drivers on westbound Route 460/20 of traffic entering from Tyreeanna Road, and 3) support for future improvements to the access from Tyreeanna Road onto Route 460/29 as a part of the statewide and local transportation planning process.

Adopted:

Certified:

Clerk of Council

089K

LYNCHBURG CITY COUNCIL

Agenda Item Summary

MEETING DATE: **September 8, 2015**

AGENDA ITEM NO.: 13

CONSENT: REGULAR: **X**

WORK SESSION:

CLOSED SESSION:
(Confidential)

ACTION: **X**

INFORMATION:

ITEM TITLE: **Adopt a Resolution for an Industrial Revitalization Fund Application**

RECOMMENDATION: Pass a resolution authorizing the City of Lynchburg's application for the Industrial Revitalization Fund, as mandated by the Virginia Department of Housing and Community Development (DHCD). The Resolution will include the City's intent to apply for Industrial Revitalization Fund to support restoration of the Academy of Music Theatre; authorize the City Manager (or designee) to execute the required applications and take any other actions to respond to any inquiries or provide supplemental information; and authorize the City Manager (or designee) to execute such other documents and take such further actions as many be necessary to implement and administer such grant.

SUMMARY: The Industrial Revitalization Fund (IRF), managed by the Virginia Department of Housing and Community Development, leverages local and private resources to achieve market-driven redevelopment of vacant and deteriorated industrial and commercial properties. The program is targeted toward vacant non-residential structures whose poor condition creates physical and economic blight to the surrounding area in which the structure is located. Eligible properties include those formerly used for manufacturing or warehousing as well as large-scale white elephant structures, such as department stores, theaters, hotels and shopping centers. Remnants of past economic vibrancy and local economies in transition, these structures are no longer suited for their former purpose, and in their current deteriorated condition, stand as a significant deterrent for future economic opportunity in the surrounding area and region.

\$2 million has been allocated in FY 2016 by the General Assembly to replenish the Virginia Derelict Structures Fund established under 36-152 of the Code of Virginia. The maximum award is \$600,000 and requires a minimum of a 1:1 match. The Lynchburg Economic Development Authority voted at its August 20 meeting to authorize that the grant application could indicate that the \$600,000 in matching funds for the project would come from the EDA, subject to agreement on final conditions. The documentation of funds raised privately in support of the theatre restoration will enhance the grant application. The deadline for the grant application is October 1, 2015.

PRIOR ACTION(S): N/A

FISCAL IMPACT: Matching funds from the Lynchburg Economic Development Authority

CONTACT(S): Marjette Upshur, 434-455-4490

ATTACHMENT(S): Resolution

REVIEWED BY: lkp

RESOLUTION

A RESOLUTION supporting and authorizing the City's application for a grant from the Commonwealth of Virginia Industrial Revitalization Fund; authorizing the City Manager to execute the required applications and take any other actions to respond to any inquiries or provide supplemental information; and authorizing the City Manager to execute such other documents and to take such further action as may be necessary to implement and administer such grant.

WHEREAS, the City of Lynchburg supports the restoration of the Academy of Music Theatre as outlined in the City's Comprehensive Plan and the Downtown Riverfront Master Plan;

WHEREAS, the Commonwealth of Virginia Industrial Revitalization Fund grant program requires a match from the locality equal to the amount of the grant awarded and the Lynchburg Economic Development Authority has authorized a match up to \$600,000;

THEREFORE, BE IT HEREBY RESOLVED that the City of Lynchburg Council supports the City's application for a grant from the Commonwealth of Virginia Industrial Revitalization Fund in the amount of \$600,000. The City Manager and City Clerk are hereby authorized to execute and attest, respectively, for and on behalf of the City, any and all requisite documents pertaining to the City's application for the program, approved as to form by the City Attorney, and to take any other actions to respond to any inquiries or provide supplemental information.

Adopted:

Certified:

Clerk of Council

085K

LYNCHBURG CITY COUNCIL

Agenda Item Summary

MEETING DATE: **September 8, 2015**

AGENDA ITEM NO.: 14

CONSENT:

REGULAR: **X**

WORK SESSION:

CLOSED SESSION:

(Confidential)

ACTION: **X**

INFORMATION:

ITEM TITLE: **Adoption of a Tourism Zone Ordinance for the City of Lynchburg**

RECOMMENDATION: Adopt an ordinance to create a tourism zone encompassing the entire City of Lynchburg, as authorized by Section 58.1-3851 of the Code of Virginia, in order to promote the continued development and success of the City.

SUMMARY: Travel and tourism is critical to the health of Lynchburg's economy. The tourism zone is focused on accelerating or making possible projects that address an identified tourism deficiency, benefit the City's tourism infrastructure, and provide a positive return on investment.

The establishment of a Tourism Zone in the City of Lynchburg will improve the economic conditions within the City and benefit the welfare of the citizens of Lynchburg by providing a gap financing mechanism for those qualifying tourism development projects identified as critical and which address specific tourism infrastructure deficiencies. No other local tourism incentives are currently been proposed, however, Economic Development staff will continue to determine if future incentives should be considered.

The Commonwealth of Virginia has established a financing program (the Virginia Tourism Development Financing Program, hereinafter, the "Program") for qualifying Virginia tourism development projects. The Program enables localities to provide economic and regulatory incentives for projects that are identified as critical to local economic development and are developed in partnership with developers, localities, financial institutions, the Virginia Tourism Corporation and the Virginia Resources Authority. The Program can only be used for projects located in designated tourism zones, which must be established by ordinance. Establishing a tourism zone does not itself convey any incentives, either financial or regulatory, to any project. Council has complete discretion over which, if any projects, would be considered under the Program, and over the terms of the performance agreement that would govern the project(s).

PRIOR ACTION(S): N/A

FISCAL IMPACT: May positively impact tax receipts as business growth and expansion is incentivized. In order for any future projects to be considered for the Virginia Tourism Development Financing Program, a Tourism Development Plan must be filed with the Virginia Tourism Corporation at a cost of \$500.00 to the City. Some staff time would be required from economic development staff and the City attorney's office to assist with several elements of the program. Any contribution to a future project would be offset by tax revenue generated by the project.

CONTACT(S): Marjette Upshur, 434-455-4490

ATTACHMENT(S): Ordinance, Excerpt from the Code of Virginia re Tourism Zones

REVIEWED BY: lkp

ORDINANCE

AN ORDINANCE TO AMEND AND REENACT THE CODE OF THE CITY OF LYNCHBURG, 1981, BY ADDING THERETO CHAPTER 13.2 CONTAINING SECTIONS NUMBERED 13.2-1 THROUGH 13.2-5, THE NEW CHAPTER AND SECTIONS RELATING TO THE DESIGNATION OF THE CITY AS A TOURISM ZONE.

BE IT ORDAINED BY THE COUNCIL OF THE CITY OF LYNCHBURG:

1. That the Code of the City of Lynchburg, 1981, be and the same is hereby amended and reenacted by adding thereto Chapter 13.2, containing sections numbered 13.2-1 through 13.2- 5 as follows:

CHAPTER 13.2

TOURISM ZONE

Sec. 13.2-1. Purpose.

The Lynchburg City Council finds that in order to promote the continued development and success of the City it is appropriate to designate the City as Tourism Zone as authorized by Section 58.1-3851 of the Code of Virginia. City Council believes the establishment of a Tourism Zone will improve the economic conditions within the City and benefit the welfare of the citizens of Lynchburg, by providing a gap financing mechanism as authorized by Section 58.2-385.1 of the Code of Virginia for those qualifying tourism development projects identified as critical and which address specific critical tourism infrastructure deficiencies under criteria to be established by the City Council in conjunction with satisfying all other requirements of Section 58.1-385.1 of the Virginia Code.

Sec. 13.2-2. Administration.

The administrator of the City's Tourism Zone shall be the City Manager or the City Manager's designee. The administrator shall determine the procedures for obtaining the benefits created by this chapter and for the administration of this chapter.

Sec. 13.2-3 Definitions.

For the purposes of this chapter, the following phrases shall have the following meanings, unless clearly indicated to the contrary:

"Economic development authority" means the Lynchburg Development Authority, the public purpose of which is to assist in economic development.

"Gap financing" means debt financing to compensate for a shortfall in project funding between the expected development costs of an authorized tourism project and the debt and equity capital provided by the developer of the project.

Sec. 13.2-4. Boundaries.

The boundaries of the Tourism Zone established by this ordinance shall include the entire City.

Sec. 13.2-5. Incentives

Qualified tourism projects may be eligible for incentives as determined by the Lynchburg City Council and the Lynchburg Economic Development Authority and for gap financing as provided in Section 58.1-3851.1 of the state code.

Secs. 13.2-6 through 13.2-9. Reserved.

2. That this ordinance shall become effective upon its adoption.

Adopted:

Certified:

Clerk of Council

086K

§ 58.1-3851. Creation of local tourism zones.

A. Any city, county, or town may establish, by ordinance, one or more tourism zones. Each locality may grant tax incentives and provide certain regulatory flexibility in a tourism zone.

B. The tax incentives may be provided for up to 20 years and may include, but not be limited to (i) reduction of permit fees, (ii) reduction of user fees, and (iii) reduction of any type of gross receipts tax. The extent and duration of such incentive proposals shall conform to the requirements of the Constitutions of Virginia and of the United States.

C. The governing body may also provide for regulatory flexibility in such zone that may include, but not be limited to (i) special zoning for the district, (ii) permit process reform, (iii) exemption from ordinances, excluding ordinances or provisions of ordinances adopted pursuant to the requirements of the Chesapeake Bay Preservation Act (§ 62.1-44.15:67 et seq.), the Erosion and Sediment Control Law (§ 62.1-44.15:51 et seq.), or the Virginia Stormwater Management Act (§ 62.1-44.15:24 et seq.), and (iv) any other incentive adopted by ordinance, which shall be binding upon the locality for a period of up to 10 years.

D. The establishment of a tourism zone shall not preclude the area from also being designated as an enterprise zone.

2006, c. 642; 2008, c. 462; 2013, cc. 756, 793.

§ 58.1-3851.1. Entitlement to tax revenues from tourism project.

A. For purposes of this section, unless the context requires a different meaning:

"Economic development authority" means a local industrial development authority or a local or regional political subdivision, the public purpose of which is to assist in economic development.

"Gap financing" means debt financing to compensate for a shortfall in project funding between the expected development costs of an authorized tourism project and the debt and equity capital provided by the developer of the project.

B. 1. If a locality has established a tourism zone pursuant to § 58.1-3851, has adopted an ordinance establishing a tourism plan as determined by guidelines set forth by the Virginia Tourism Authority, and has adopted an ordinance authorizing a tourism project to meet a deficiency identified in the adopted tourism plan approved by the Virginia Tourism Authority, and the tourism project has been certified by the State Comptroller as qualifying for the entitlement to tax revenues authorized by this section, the authorized tourism project shall be entitled to an amount equal to the revenues generated by a one percent state sales and use tax on transactions taking place on the premises of the authorized tourism project. The entitlement shall be contingent on the locality enacting an ordinance designating certain local tax revenues to the tourism project pursuant to subsection C and shall be subject to the conditions set forth in subsection D. The purpose of such entitlement shall be to assist the developer with obtaining gap financing and making payments of principal and interest

thereon. The entitlement shall continue until the gap financing is paid in full. Entitled sales tax revenues shall be applied solely to payments of principal and interest on the qualified gap financing.

2. On a quarterly basis, the Tax Commissioner shall certify the amount of the entitled sales tax revenues to the Comptroller, who shall remit such revenues to the county or city in which the authorized tourism project is located. The county or city shall remit the revenues to the economic development authority. No payments herein shall be made until an agreement exists between the developer of the authorized tourism project and the economic development authority.

3. The state sales tax entitlement established in subdivision 1 shall not include any (i) sales tax revenues dedicated pursuant to § [58.1-638](#) or [58.1-638.1](#) or (ii) revenues generated pursuant to Chapter 766 of the Acts of Assembly of 2013.

C. If a locality has adopted the ordinances required by subdivision B 1 to entitle an authorized tourism project to an amount equal to the revenues generated by a one percent state sales and use tax on transactions taking place on the premises of the authorized tourism project, the local governing body of the county or city in which the authorized tourism project is located shall also direct by ordinance that an amount equal to the revenues generated by at least a one percent local sales and use tax, or an equivalent amount of other local tax revenues as designated by the ordinance, generated by transactions taking place on the premises of the authorized tourism project shall be applied to the payment of principal and interest on the qualified gap financing. Such revenues shall be remitted in the same manner, for the same time period, and under the same conditions as the remittances paid in accordance with subsection B, *mutatis mutandis*.

D. Prior to any entitlement to tax revenues for an authorized tourism project pursuant to subsections B and C, the owner of such project shall have a minimum of 70 percent of funding for the project in place through debt or equity, enter into a performance agreement with the economic development authority or political subdivision, and enter into an agreement to pay an access fee. The access fee shall be equivalent to the state sales tax revenue generated by and returned to the project pursuant to subdivision B 1 and shall be collected by the locality and remitted to the economic development authority on a quarterly basis. The access fee and the sales tax entitlement shall be used solely to make payments of principal and interest on the qualified gap funding.

E. In the event that the total amount of sales tax entitlement and the access fee exceeds any annual debt service on the qualified gap financing, such excess shall be paid to the principal of the loan until the qualified gap financing is paid in full.

F. A tourism project that is entitled to and receives revenues pursuant to this section shall not be eligible to receive revenues pursuant to § [58.1-608.3](#) or [58.1-3851.2](#).

2011, cc. [646](#), [814](#); 2012, cc. [73](#), [572](#); 2015, cc. [203](#), [349](#).

LYNCHBURG CITY COUNCIL

Agenda Item Summary

MEETING DATE: **September 8, 2015**

AGENDA ITEM NO.: 15

CONSENT: REGULAR: **X**

WORK SESSION:

CLOSED SESSION:
(Confidential)

ACTION: **X**

INFORMATION:

ITEM TITLE: **Miller Center Lease Payments in regard to Historic Tax Credits**

RECOMMENDATION: Adopt a resolution to amend the FY 2015 General Fund budget and appropriate \$76,304 to the Parks and Recreation Department with resources of \$65,817 from Debt Service Payments from the Economic Development Authority of the City of Lynchburg for Miller Center and \$10,487 from the FY 2015 Unassigned Fund Balance to make lease payments to Miller Center Building, LLC as required by the Miller Center Project Lease Agreement.

Also, adopt a resolution to amend the FY 2016 General Fund budget and appropriate \$120,120 to the Parks and Recreation Department with resources of \$103,548 from Debt Service Payments from the Economic Development Authority of the City of Lynchburg for Miller Center and \$16,572 is transferred from the City Capital Projects Fund Miller Center Project to make lease payments to Miller Center Building, LLC as required by the Miller Center Project Lease Agreement.

SUMMARY: June 1, 2013 legal agreements were signed to initiate the use of State Historic Tax Credits for the renovation of the Miller Center. Once renovations were completed and the Certificate of Occupancy was issued, the City is required to make quarterly lease payments of \$30,000 to Miller Center Building, LLC. In turn, Miller Center Building, LLC is required to make quarterly debt service payments of \$25,887 to the Economic Development Authority of the City of Lynchburg for Miller Center, which are then transferred back to the City until the tax credit provisions are satisfied in three years.

PRIOR ACTION(S): Finance Committee, August 11, 2015

FISCAL IMPACT: Net \$10,487 additional expenses for FY 2015 and \$16,572 for FY 2016

CONTACT(S): Donna S. Witt, Director of Financial Services, 455-3968
John Ramsey, Jr., Support Services Supervisor, 455-5869

ATTACHMENT(S): Miller Center Project-Operating Diagram
Resolutions

REVIEWED BY: lkp

RESOLUTION:

BE IT RESOLVED that the FY 2015 General Fund budget is amended and \$76,304 is appropriated to the Parks and Recreation Department with resources of \$65,817 from Debt Service Payments from the Economic Development Authority of the City of Lynchburg for Miller Center and \$10,487 from the FY 2015 Unassigned Fund Balance to make lease payments to Miller Center Building, LLC as required by the Miller Center Project Lease Agreement.

BE IT RESOLVED that the FY 2016 General Fund budget is amended and \$120,120 is appropriated with resources of \$103,548 from Debt Service Payments from the Economic Development Authority of the City of Lynchburg for Miller Center and \$16,572 is transferred from the City Capital Projects Fund Miller Center Project to make lease payments to Miller Center Building, LLC as required by the Miller Center Project Lease Agreement.

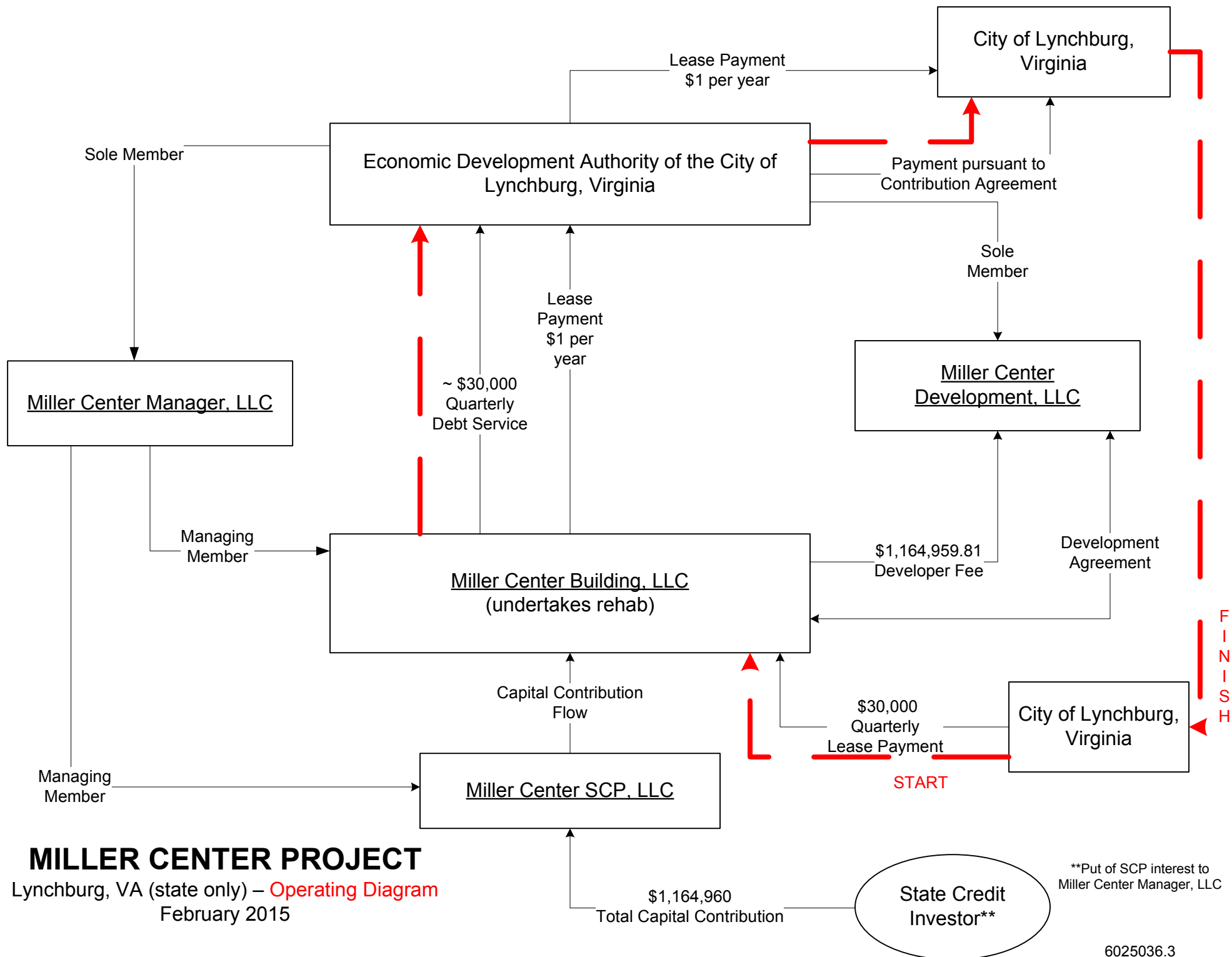
Introduced:

Adopted:

Certified:

Clerk of Council

083K



LYNCHBURG CITY COUNCIL

Agenda Item Summary

MEETING DATE: **September 8, 2015**

AGENDA ITEM NO.: 16

CONSENT: REGULAR: **X**

WORK SESSION:

CLOSED SESSION:
(Confidential)

ACTION: **X**

INFORMATION:

ITEM TITLE: **Request for Approval to Use Poverty Funds**

RECOMMENDATION: Approve the use of \$28,088 of the amount reserved in the FY 2016 Adopted Budget to address poverty.

SUMMARY: On May 26, 2015 City Council heard a presentation on poverty by the City Manager. Following discussion, City Council agreed that the next step in discussing poverty was to gain an understanding of the data that is behind the U.S. Census Bureau's 2013 poverty rate for Lynchburg of 24.7%.

Attached is a proposal from the University of Virginia Demographics Research Group that will provide a demographic analysis of Lynchburg with a specific focus on indicators of poverty for a cost of \$18,088. The Demographics Research Group proposes to conduct the analysis using three approaches: 1) Identify the population affected by long-term, intergenerational poverty; 2) Provide a time-trend analysis to assist in the understanding of poverty over time for the region; and, 3) Provide comparative data from adjacent Counties as well as peer cities such as Roanoke, Richmond, Harrisonburg, and Fredericksburg.

With Council's approval of this funding, The Demographics Research Group will begin its work as soon as possible and present its findings to City Council before the end of the 2015 calendar year.

In addition, staff also requests \$10,000 to continue training City employees, and representatives from the faith and business communities on the "Bridges Out of Poverty" model.

PRIOR ACTIONS:

May 26, 2015:

Work Session: Poverty Presentation and Discussion

Regular Meeting: Adoption of a Resolution Appropriating FY 2016 General Fund Non-Departmental Poverty Initiative funds of \$50,000 and noting that funds may only be spent upon approval by a majority vote of City Council

FISCAL IMPACT:

Use of \$28,088 of the FY 2016 allocation for poverty leaving a balance of \$21,912.

CONTACT:

Bonnie Svrcek, Deputy City Manager, 455-3990

ATTACHMENTS:

- Scope of Work
- Resolution

REVIEWED BY: lkp

RESOLUTION:

BE IT RESOLVED THAT The Lynchburg City Council does hereby authorize staff to expend \$28,088 of the \$50,000 in funding available to address poverty in the FY 2016 Adopted Budget. Of the \$28,088, an amount of \$18,088 is allocated for an analysis of demographic and related data that impacts the City's poverty rate by The Demographic Research Group at the University of Virginia and \$10,000 is allocated to continue training employees and the faith and business communities on the "Bridges Out of Poverty" model.

Adopted:

Certified: _____
Clerk of Council

088K



Representatives from the Office of the City Manager, Office of Economic Development, and Johnson Health Center in Lynchburg, Virginia met with the Demographics Research Group on Tuesday, July 28. These Lynchburg representatives described the need for high quality data, and analysis, to document the need for concerted (intergenerational) poverty intervention strategies across city groups, including the non-profit, health, and religious communities. In particular, these representatives are responding to the request of City Council for strong analysis of the available data. With such analysis in hand, Council may better determine its role in collaborative poverty-reduction efforts.

The Demographics Research Group proposes to meet this need through a demographic analysis of Lynchburg, with a specific focus on indicators of poverty. We propose to conduct this analysis of Lynchburg city through three approaches:

- A. In an effort to identify the population affected by long-term, intergenerational poverty in Lynchburg, we propose to conduct an analysis of poverty indicators from current survey and administrative data including, but not limited to,
 - a. Demographics characteristics (age, race/ethnicity, household type, etc.)
 - b. Poverty and near-poverty status
 - c. Post-secondary population
 - d. Educational attainment
 - e. Employment
 - f. Health insurance
 - g. Social safety net program uptake (e.g., SNAP, TANF, LIHEAP)
 - h. Crime rate

Where possible, we will examine data at city as well as census tract/neighborhood levels, and overlay the key characteristics on the map.

- B. To augment this understanding of persistent poverty, we will also describe poverty over time for the region. This time-trend analysis may expand to include other indicators, such as program uptake rates, as the data permit.
- C. To situate Lynchburg within a broader context of communities, we propose to supplement our Lynchburg-specific analysis with similar information about the region (i.e., Amherst, Appomattox, Campbell, and Bedford), as well as peer cities (i.e., Roanoke, Richmond, Harrisonburg, and Fredericksburg).

Data sources will include the American Community Survey as well as available administrative data from Department of Social Services and Lynchburg Police Department

In each component of the analysis, we will retain a focus on intergenerational poverty indicators and demographics; specifically, we will make efforts to exclude evident cases of situational poverty, such as



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THE DEMOGRAPHICS
RESEARCH GROUP

WELDON COOPER CENTER FOR PUBLIC SERVICE

that among post-secondary students. Furthermore, we will share measures of certainty, in the form of margins of error, and provide an accessible narrative to position these statistics in meaningful context. The deliverables for this component of the project will include a full-scale report and a presentation to Lynchburg City Council at before the end of calendar year 2015. The cost will be \$18,088.

LYNCHBURG CITY COUNCIL

Agenda Item Summary

MEETING DATE: **September 8, 2015**

AGENDA ITEM NO.: 17

CONSENT:

REGULAR: **X**

WORK SESSION:

CLOSED SESSION:

(Confidential)

ACTION: **X**

INFORMATION:

ITEM TITLE: Lynchburg Regional Airport Lease with Aviation Resources, Inc. and Addendum to Falwell Aviation Franchise Agreement

RECOMMENDATION: Authorize the City Manager to execute a lease with Aviation Resources, Inc. for the lease of facilities at the Lynchburg Regional Airport previously leased by Virginia Aviation. Approve an amendment to the former Falwell Aviation franchise removing the restriction against fueling military and commercial aircraft and making maintenance responsibilities consistent with those responsibilities contained in the lease with Aviation Resources.

SUMMARY: City staff and representatives of Freedom Aviation have successfully completed negotiations for the lease of facilities formally leased to Virginia Aviation. The lease document (attached) complies with the direction given by City Council during its meetings of February 24 and July 14, 2015. Once approved by City Council, it will only need minor technical edits, as noted in the final draft, prior to signing.

Council is also asked to act on the request, originally considered on October 22, 2013, to amend the Falwell Aviation franchise to remove the restriction against fueling commercial and military aircraft. The amended franchise will also ensure continued access by Freedom Aviation (the successor to Falwell Aviation) to the City's fuel farm and will amend the maintenance responsibilities for both parties to be consistent with those responsibilities contained in the proposed lease with Aviation Resources.

PRIOR ACTION(S): October 22, 2013, Public Hearing on a request from Freedom Aviation to amend the Falwell Aviation franchise to remove the restriction against fueling commercial and military aircraft; May 19, 2014, Lynchburg Regional Airport Commission public hearing and recommendation against the request of Freedom Aviation to assume the Virginia Aviation lease; June 24, 2014, City Council public hearing; September 23, 2014, City Council update; October 27, 2014, Lynchburg Regional Airport Commission public hearing and recommendation that the Airport provide limited FBO services; February 24, 2015, City Council directed that a new lease be negotiated with Freedom Aviation; July 14, 2015, City Council briefed on lease negotiations.

FISCAL IMPACT: The airport will receive additional lease revenues for the facilities and is relieved from some maintenance responsibilities on the franchised facilities.

CONTACT(S): Mark Courtney, Airport Director, 455-6089; Kimball Payne, City Manager, 455-3990.

ATTACHMENT(S): Resolution; Final Draft of Lease; Franchise Amendment

REVIEWED BY: lkp

RESOLUTION

BE IT HEREBY RESOLVED BY THE LYNCHBURG CITY COUNCIL THAT the City Manager is authorized to execute a lease with Aviation Resources, Inc. for facilities at the Lynchburg Regional Airport formerly leased by Virginia Aviation,

AND FURTHERMORE, City Council does hereby approve an addendum to the July 1, 2007, franchise between Falwell Aviation, Inc. and the City of Lynchburg to remove the restriction against the fueling of military and commercial aircraft and to make further amendments as are mutually agreed to.

Adopted:

Certified:

Clerk of Council

090K

CITY OF LYNCHBURG, VIRGINIA

Lynchburg Regional Airport



LEASE OF PROPERTY

Aircraft Hangars, Offices and General Aviation Terminal

**Aviation Resources, Inc.
d/b/a Virginia Aviation**

Term: July 1, 2015 to June 30, 2018

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**LEASE OF PROPERTY
AIRCRAFT HANGARS, OFFICES AND GENERAL AVATION TERMINAL**

THIS AGREEMENT, hereinafter referred to as "Agreement", made and entered into on the 1st day of July, 2015, by and between the **CITY OF LYNCHBURG**, a municipal corporation of the Commonwealth of Virginia, (the "City"); and **AVIATION RESOURCES, INC.**, a Virginia corporation, doing business as Virginia Aviation and as Freedom Aviation (the "Lessee"),

WITNESSETH:

WHEREAS, the City owns and operates the Lynchburg Regional Airport, hereinafter referred to as the "Airport" or the "Premises," located at 350 Terminal Drive, Campbell County, Virginia; and

WHEREAS, Freedom Aviation, LLC is engaged in the business of providing aeronautical services at Lynchburg Regional Airport as a Fixed Base Operator (FBO) and has acquired control of the other FBO at the airport, Aviation Resources, Inc., doing business as Virginia Aviation, triggering the termination of Aviation Resources lease with the City on June 24, 2014, whereupon Aviation Resources' tenancy continued on a month-to-month basis as negotiations with the City on a future leasehold continued; and

WHEREAS, Aviation Resources, Inc. wishes to continue to lease some of the airport facilities previously leased by Aviation Resources, Inc.; and

WHEREAS, the Lynchburg City Council has authorized the lease of some of the facilities previously leased by Aviation Resources, Inc. back to Aviation Resources for an initial term of three (3) years, with an extension of up to five (5) years, subject to certain conditions contained in a resolution (#R-15-012) adopted on February 24, 2015; and

WHEREAS, nothing in this Agreement shall be construed as granting any exclusive rights for aeronautical activity at the Airport to the Lessee, nor prevent the City from creating, modifying, and enforcing any "minimum standards" which would be applicable to all firms or individuals providing goods, services or engaging in commercial or non-commercial activity at the Airport including the Lessee.

NOW THEREFORE, for and in consideration of the fees, covenants and mutual promises set forth herein, the City and the Lessee do hereby set forth their Agreement as follows:

ARTICLE I – TERM

- A. **Initial Term.** The initial term of this Agreement shall be for a period of three (3) years, beginning on the 1st day of July, 2015, and ending on the 30th day of June, 2018.
- B. **Extension of Agreement.** At the end of the initial three (3) year term, the parties have the option of extending the Agreement for an additional five (5) years upon such terms and conditions as are mutually acceptable and agreed upon by the City and the Lessee in writing.

ARTICLE II - SCOPE OF SERVICES TO BE OFFERED BY THE LESSEE

The Lessee shall provide Fixed Base Operator (FBO) Services at Lynchburg Regional Airport in accordance with all applicable FBO requirements as contained in the *Airport Minimum Standards for Aeronautical Services or Activities* (Minimum Standards), as approved by Lynchburg City Council on August 10, 2004, or the most current version as amended, with the exception that the sharing with another authorized FBO of the required fuel storage tanks under Section IV(L)(3) of the Minimum Standards shall be permitted. In the event of a conflict between the terms of the Agreement and the Minimum Standards, the terms of the

Agreement shall be controlling. In the event of a conflict as to the required scope of services, however, the Minimum Standards shall control. Lessee does not object and hereby consents to Freedom Aviation, LLC selling aviation fuel, branded or otherwise, directly from the City's fuel storage tanks for use, sale, and resale to Freedom Aviation's hangar lease customers, maintenance customers, base and transit aircraft customers, commercial airline customers (both passenger and freight), military aircraft customers, and all other aircraft using the Lynchburg Regional Airport, including Freedom Aviation owned and leased aircraft.

ARTICLE III - AIRPORT PROPERTY TO BE LEASED

- A. **Property Leased to the Lessee.** In order that the Lessee can offer the services described in ARTICLE II (SCOPE OF SERVICES TO BE OFFERED BY THE LESSEE) of this Agreement, the City does hereby lease unto the Lessee the following buildings at the Airport (the dimensions and size of each are approximate), all of which are shown on **Exhibits I and II**:
1. The Maintenance Hangar complex consisting of 12,000 square feet and attached office consisting of 2,400 square feet (also known as Hangar #5, AP 214);
 2. The tin storage hangar consisting of 5,600 square feet (also known as Hangar #2, AP 211);
 3. The aircraft storage hangar consisting of 10,000 square feet (also known as Hangar #4, AP 209);
 4. A training classroom building consisting of 1,275 square feet (also known as AP 210); and
 5. A portion of the General Aviation Terminal Building consisting of office and line service space designated as the "FBO Office" consisting of 365 square feet and the "Leased Space" consisting of 233 square feet which areas are identified and outlined in yellow on **Exhibit III**. The Lessee agrees to oversee and manage the remainder of the General Aviation Terminal Building for the purpose of providing aviation services for the general aviation community and for the benefit of the general public.
- B. The "**Premises**" includes the above specified hangars, the training classroom and the General Aviation Terminal space consisting of a total of 31,873 square feet. The Lessee will also be permitted to use the public aircraft ramp and public vehicle parking areas adjacent to the above buildings as shown within the area marked in yellow on **Exhibit I**. The Lessee's use and possession of the Premises during the term of this Agreement is subject to a right of entry reserved to the City to conduct inspections and any other rights herein reserved to the City with respect to the Premises. Title to the premises including facilities thereon remains with the City.

The City covenants that the Lessee will have the right of quiet enjoyment and possession of the facilities shown on **Exhibits I, II, and III**, and subject to the terms and conditions set forth in this Agreement.

This Agreement gives the Lessee the right to use the properties identified above and on **Exhibits I, II, and III**, together with the Common Areas listed in Article V (I) (I). The Lessee does not have the authority to use any other Airport premises or facilities without the prior approval of the City.

ARTICLE IV - FINANCIAL PROVISIONS

The Lessee agrees to pay for the lease of the facilities and for the privileges granted in this Agreement the following amounts:

- A. **Rent.** As rent for the use of the maintenance hangars, corporate hangar, storage hangars, training classroom, general aviation terminal offices and other facilities shown on **Exhibits I, II and III**, the Lessee shall pay the City the sum of Sixteen Thousand, Nine Hundred and Eighty-Eight Dollars (\$16, 988) per month, without notice or demand therefor, on or before the 15th day of each month, throughout the term of this Agreement. The payments shall be made at the Airport Director's Office, Lynchburg Regional Airport, 350 Terminal Drive, Suite 100, Lynchburg, Virginia 24502. This rental amount shall apply for the entire initial term of this lease, however, it may be adjusted down beginning on July 1, 2016 and on the first day of July each year thereafter, such that Lessee would “break even” if Lessee’s true, accurate, and complete financial statements for the prior fiscal year show no net profit, but in no case shall the rent be reduced to less than Eleven Thousand, Three Hundred Sixty-One Dollars (\$11,361) per month. The component breakdown of this rental amount is as follows:
- | | | |
|----|---|-----------|
| 1. | Tin Storage Hangar (AP 211) | \$8,400 |
| 2. | Flight Training Building (AP 210) | \$11,475 |
| 3. | Storage Hangar (AP 209) | \$17,500 |
| 4. | Maintenance Hangar (AP 214)
& Office Space | \$85,800 |
| 5. | General Aviation Terminal Building | \$13,156. |
- B. **Fuel Flowage Fee.** The Lessee shall pay the City a per gallon Fuel Flowage Fee of nine cents (9¢) per gallon, or the prevailing fee as may be adjusted by the City from time to time, for all fuel sold and/or pumped *except* for scheduled airline aircraft, military aircraft or contract into plane fuel sales to other FAR Part 121 or Part 135 airline or airfreight aircraft that are on file in the Airport Director’s office and subject to a separate landing fee based on aircraft weight.
- C. **Landing Fees.** For landing fees for general aviation aircraft engaged in commercial operation at the Airport, the Lessee agrees to pay the City seventy-five percent (75%) of all net receipts derived from such landing fees. The provisions of this section shall not apply to any aircraft the City determines are subject to landing fees based upon Aircraft Landed Weight, and the City will bill and collect any landing fees for such aircraft.
- D. **Late Payments.** If any of the fees and rents due under this Agreement shall not be paid within ten (10) days of the due date, the Lessee shall pay the City a five percent (5%) late penalty on the amount of such delinquent payment, which penalty shall at once become due and payable. In addition, the Lessee shall pay the City interest, at a rate equal to the prime lending rate as quoted in the Wall Street Journal on the due date for such delinquent payment, on the delinquent payment and applicable penalty. Such interest shall begin on the day following the due date for such delinquent payment and applicable penalty, and all interest shall be calculated on a 365-day year. In the event it becomes necessary for the City to institute legal proceedings to collect any of the rent, fees, penalty, interest, or other charges payable under this Agreement, the Lessee agrees to pay all reasonable and necessary expenses incurred by the City in such legal proceedings, including reasonable attorney's fees.

ARTICLE V – USE AND MAINTENANCE OF THE PREMISES

- A. The Lessee may use the Premises for and in connection with a fixed base operation by which to engage in those activities set forth in Section III (FBOs – General Requirements) and Section IV (FBOs – Required Minimum Standards) of the *Airport Minimum Standards for Aeronautical Services or Activities* dated

August 10, 2004 (or comparable sections applicable to FBOs as contained in any future amended version), except for certain fuel storage requirements as specified in ARTICLE II (SCOPE OF SERVICES TO BE OFFERED BY THE LESSEE) of this Agreement, and any other for-profit aeronautical activities as permitted by the Minimum Standards for a full service FBO, including all application and approval procedures as outlined in the Minimum Standards.

1. **Other Uses.** The Lessee may not use the Premises for non-aeronautical purposes without the prior written consent of the City's Airport Director or his designee, and the FAA. Such consent shall not be given if the FAA determines that such non-aeronautical use does not conform to the Airport's ALP and FAA's revenue use provisions. The Lessee may not use the Premises for aviation-related activities, other than those referenced in ARTICLE II above, unless the Lessee has met the requirements of the Minimum Standards and obtained the prior written consent of the City's Airport Director or his designee.
 2. **Unsafe Activities and Materials.** The Lessee covenants that it shall not introduce into or onto the Premises, (or any other Airport premises or property), any equipment, materials and/or activity which would be unsafe, detrimental to the public, or which would detrimentally affect the ability of others to utilize Airport facilities. In addition, the Lessee shall give immediate notice to the City in case of fire or accident occurring in or about the Premises, and of any damage and/or injury occurring there to any person, property and/or equipment.
 3. **Appearance of Premises.** The Lessee shall keep the Premises in neat condition and good order.
 4. **Minimize Impact.** The Lessee shall conduct its operations in an orderly and proper manner so that it will not unreasonably annoy, disturb or interfere with others conducting business or other operations on or near the Airport. The Lessee shall also take all reasonable measures to keep the sound level of its operations as low as reasonably possible, particularly during hours of darkness.
 - a. **Aircraft Engine Run-Ups** – Aircraft maintenance run-ups shall be limited to a pre-determined location on the Airport and specific hours as approved by the Airport Director.
- B. **Subleases.** The Lessee may sublease suitable portions of the Premises to aircraft owners, aeronautical operators or Specialized Aircraft Service Operators (SASOs) consistent with the requirements of the airport's Minimum Standards. The renting of hangar space for individual aircraft customers, however, shall not constitute a sublease unless dedicated hangar space is assigned that is under the exclusive control of the customer.
- C. **Additions and Alterations.** The Lessee shall have the right, within the term of this Agreement, to make alterations, attach fixtures and erect additions and structures in or upon all of the Premises upon advance written approval by the City. Such alterations, fixtures and additions will become the property of the City. It is understood that while it shall be the right of the City to enlarge or improve the Premises leased hereunder, there shall be no duty or obligation upon the City to do so under the terms of this Agreement.
- D. **Illumination.** The Lessee shall maintain the existing lighting around the exterior of the leased Premises to ensure the safe operation of equipment and passage of persons. The City shall be responsible for all roadway and parking lot lighting in public areas.
- E. **Utilities.** The Lessee shall arrange for all heating, sewer, gas, water, electricity, telephone and/or other utility services which may arise from the Lessee's use of the Premises and shall purchase utilities directly from the respective supplier, and if required by the City or utility agencies as a condition of said services, the Lessee shall install standard metering devices for the measuring of such services. In the event it shall become necessary to make changes upon the Premises, or within the structures covered by this Agreement, such as wiring, plumbing or similar installations, as a condition of the continuance of utility services, and

the Lessee desires to continue such services, the Lessee shall promptly make such changes in installations, as directed and required by the utility organizations. It is agreed that the City shall have the right, without cost or compensation to the Lessee, to install and maintain in, on or across the Premises, sewer, water, gas, electric, telephone lines, electric substations, street widenings or other installations necessary to the operation of the Airport, or to service the other tenants of the City.

- F. **General Aviation Terminal.** The City will be responsible for any major building or systems repairs, and the Lessee will be responsible for those repairs considered minor. The Lessee, at its sole cost and expense, will be responsible for the payment of all utility bills for the entire General Aviation Terminal Building; will perform all interior routine and preventive maintenance on the Building; will provide all of the electronic equipment (i.e. icemakers, microwave ovens, refrigerators, televisions, etc.) necessary for the operation of the Building; will provide all custodial and cleaning services for the Building, and will stock the Building with the necessary paper products and other needed supplies. The Lessee shall obtain preventive service contracts for regular maintenance of the Building's HVAC and sprinkler systems, and provide a copy of said contract(s) on an annual basis to the Airport Director for approval. The lessee shall prepare annually and submit to the Airport Director for his/her approval a preventive maintenance schedule that the Lessee shall follow to preserve and protect the Building and keep it in a safe condition. Failing this, the City shall have the right to develop a maintenance schedule for the Building (and modify the schedule from time to time) that the Lessee shall be required to follow and provide documentation of its completion to the Airport Director.
- G. **Snow and Ice.** The Lessee shall promptly remove snow and ice from the Premises.
- H. **Signs.** Prior to the erection, construction or placing of any identifying signs on the Premises, the Lessee shall submit to the Airport Director, for approval in writing, such drawings, sketches, design dimensions and type, number and character of the sign(s) and proposed means of attachment, as is necessary to obtain such approval.
- I. **General Privileges.** The City hereby grants to the Lessee the following general privileges, uses and rights, in common with others, subject to the terms, conditions and covenants set forth herein:
1. **Common Areas.** The Lessee will be permitted the non-exclusive right to use in common with others now or hereafter duly authorized, any and all air navigation facilities which now or have been or may hereafter be provided by the City, the Federal, or the State Governments, for the generality thereof, the landing field, the runways, aprons, taxiways, floodlights, landing lights, signals, beacons, aids to navigation and other conveniences for the flying, landings and takeoffs of the Lessee's aircraft at the Airport.
 2. **Ingress/Egress.** The Lessee shall have reasonable rights of ingress and egress from its Premises over Airport roadways, including common use roadways, subject to the Airport's Security Program. The rights of ingress and egress granted herein are granted to the Lessee employees, guests, patrons, invitees, suppliers and other individuals authorized by the Lessee. If requested to do so by the FAA, or for the purpose of construction or any aeronautical purpose, the City shall have the right to establish and/or limit hours in which the Lessee may exercise its rights of ingress and egress, by providing the Lessee with prior written notice of the proposed changes.
 3. **Fuel.** The Lessee shall continue to have the right to purchase branded fuel for branded (or otherwise) resale from the City owned Airport Fuel Farm for the duration of this lease provided that the Lessee complies with all applicable Fixed Base Operator (FBO) requirements as contained in the *Airport Minimum Standards for Aeronautical Services or Activities* (Minimum Standards), as approved by Lynchburg City Council on August 10, 2004, or the most current version as amended.
- J. **Other Facilities.** It is possible the Lessee and/or the City and/or others will wish to construct hangars or

other aviation or non-aviation facilities, or change the use of or lease existing facilities at the Airport, other than those leased to the Lessee under this Article. Nothing in this Agreement shall prevent the City or others from constructing new facilities, or making different uses or changing the uses of or leasing existing facilities, other than those leased to the Lessee under Article III of this Agreement, or from additional contracts being made between the City, the Lessee, or others to construct, operate, or lease such new or existing facilities, including the right to demolish and/or replace existing leased buildings. Separate agreements may also be negotiated between the City, the Lessee, and/or others to construct T-hangars, common hangars or other facilities at the Airport with different terms than this Agreement.

K. **The Lessee's Property.** All property and equipment belonging to the Lessee, located on or about the Premises shall be there at the sole risk of the Lessee, and the City shall not be obligated hereunder to carry any insurance on any property or equipment owned by the Lessee, nor liable for any loss, damage or expense with respect thereto, regardless of how such loss or damage shall occur. The City shall not be liable for the theft, misappropriation, or loss thereof, or for any damage or injury thereto regardless of how they occurred.

L. **Maintenance of Premises.**

1. **Condition of Premises/Maintenance.** The Lessee agrees to accept the Premises in their current condition and shall cause to be removed all trash and garbage, and agrees not to deposit the same on any part of the Airport except temporarily in conjunction with the collection or removal thereof. The Lessee shall not store large quantities of aviation fuel, oils, deicer or similar substances on the Premises in a manner not approved for storage of flammable or hazardous substances.

During the term of the Agreement, the Lessee shall keep and maintain the Premises, including all buildings, in substantially the same order and repair as at the inception of this Agreement, reasonable wear and tear excepted, provided, however, that the City shall, as it becomes necessary for the preservation of the Premises, maintain and make all repairs and replacements to the roofs of the buildings, exterior painting of all buildings, and all repairs to the General Aviation Terminal. With the exception of the General Aviation Terminal Building, the Lessee shall be responsible for all maintenance and repair of the premises including, but not limited to, hangar doors, screens, glass, lighting, walls, flooring, plumbing, electrical and all HVAC, including heating equipment in the aircraft maintenance and storage hangars. The Lessee shall repair all damages caused by its agents, employees, guests and patrons. The Lessee shall also perform interior painting and any other preventive maintenance needed to maintain the Premises in a presentable, safe and operating condition, or that the City determines is necessary to maintain the Premises in a proper condition. The Lessee shall not be responsible for all building and hangar maintenance, except as otherwise provided herein. The Lessee shall perform all regular grounds maintenance around the Premises including debris removal, mowing and maintenance of landscaped areas. The Lessee shall prepare annually and submit to the Airport Director for his/her approval a preventive maintenance schedule that the Lessee shall follow to preserve and protect the Premises and keep it in a safe condition. Failing this, the City shall have the right to develop a maintenance schedule for the premises (and modify the schedule from time to time) that the Lessee shall be required to follow and provide documentation of its completion to the Airport Director. The City reserves the right to enter the Premises during all reasonable business hours for inspection to insure the maintenance and upkeep conditions of this Agreement are upheld. Should the Lessee fail to keep the Premises in good order and repair as is reasonably required in order to preserve the general appearance and value of the Premises, or to comply with the City's maintenance schedule, and if such maintenance and repair is not undertaken within ten (10) days after receipt of written notice, the City shall have the right to enter on the Premises and perform the necessary maintenance or repairs, and the Lessee shall be responsible for the cost of such work by the City.

ARTICLE VI – RULES, REGULATIONS AND OTHER REQUIREMENTS

- A. **The City's Rules.** The Lessee shall observe all rules and regulations currently in force, or from time to time promulgated by the City, which in the City's judgment are needed for the general well-being and safety of the Premises and the Airport of which they are a part; provided, however, that any such rules and regulations shall be of general application to other similarly situated Airport tenants and users. The rules and regulations may, in the discretion of the City, be modified from time to time.
- B. **The Airport's Minimum Standards.** The Lessee and all other persons over whom the Lessee has authority, direction, control or responsibility including, without limitation, employees, agents, or persons it invites or permits to be on the Premises, shall be subject to and shall comply with all provisions of the *Airport Minimum Standards for Aeronautical Services or Activities* for the Lynchburg Regional Airport dated August 10, 2004, and any amendments thereto, and any other resolutions, regulations or directives issued by the City Council of the City and/or its Airport Director. The Minimum Standards are incorporated in this Agreement as if fully set forth herein and are attached as Exhibit IV. In the event of a conflict between the terms of the Agreement and the Minimum Standards, the terms of the Agreement shall be controlling. In the event of a conflict as to the required scope of services, however, the Minimum Standards shall control.
- C. **Compliance with Airport Assurances.** The Lessee shall conduct its operations and activities under this Agreement in accordance with the obligations of the City to the federal government as well as to the Commonwealth of Virginia under any existing or future grant agreements. The Lessee shall comply with all requirements of the FAA Airport Sponsor Assurances as applicable including, but not limited to:
1. That the Lessee shall furnish all services on a fair, reasonable, and not unjustly discriminatory basis to all users thereof; and,
 2. That the Lessee shall charge fair, reasonable, and not unjustly discriminatory prices for each unit or service, provided that the Lessee may be allowed to make reasonable and nondiscriminatory discounts, rebates, or other similar types of price reductions to volume purchasers.
- D. **Licenses and Other Authorizations.** The Lessee shall procure from all government authorities having jurisdiction over its activities and/or operations at the Premises and/or the Airport, and shall maintain in effect at all times during the term of this Agreement, all governmental or other licenses, certificates, permits, or other authorizations which are or may be required and/or necessary for the conduct of its operations or any activities at the Airport. The Lessee shall provide proof of the existence of such authorization(s) to the City upon execution of this Agreement. Thereafter, such proof shall be provided upon request by the City.
- E. **Rules and Regulations of Others.** In exercising the rights and privileges granted to it herein, the Lessee shall observe, obey and comply with all federal, state and local laws, regulations, ordinances, orders, directives, and other requirements applicable to the Airport and/or the Lessee's operations at the Airport. This requirement shall include, without limitation, the obligation to comply with all applicable FAA, EPA and/or DEQ regulations, other environmental or hazardous waste laws or regulations, and other orders and directives. The Lessee shall obtain all necessary FAA, EPA and/or DEQ approvals required in connection with its operations and/or any activities on the Premises and/or the Airport. The Lessee shall promptly provide notice to the City of any notice of violation, warning, summons or legal process received by the Lessee in connection with the enforcement of any such laws, regulations, ordinances, orders, directives and other requirements.
- F. **Drug-Free Workplace.** The Lessee acknowledges and certifies that it understands that the following actions by it, its employees and/or agents on Airport property are prohibited: (a) The unlawful manufacture, distribution, dispensing, possession or use of alcohol or any controlled substance(s); and (b) any impairment or incapacitation from the use of alcohol or controlled substances. The use of drugs in connection with

legitimate medical purposes may be permitted. The Lessee will comply with the Drug-Free Workplace Act, if applicable.

- G. **Discrimination.** The Lessee, for itself, its personal representatives, successors in interest, and assigns, as part of the consideration hereof, does hereby covenant and agree that (a) no person on the grounds of race, color, religion, sex or national origin, shall be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities, and (b) that the Lessee shall use the Premises in compliance with all other requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation - Effectuation of Title VI of the Civil Rights Act of 1964, and as said regulations may be amended, added to, or changed. In addition, the Lessee shall not on the grounds of race, color or national origin discriminate or permit discrimination against any person or group of persons in any manner prohibited by Part 15 of the Federal Aviation regulations and Title VI of the Civil Rights Act of 1964. The City reserves the right to take such action as the Federal Government may direct to enforce this provision. Furthermore, the Lessee shall not engage in any discriminatory treatment of customers, sub-tenants, or members of the public based on religion or church affiliations, or make any religion or church affiliation a requirement of receiving service or entering into agreements with any prospective customer, sub-tenant or member of the public.
- H. **Taxes and/or Charges.** The Lessee shall pay all taxes and/or charges, if any, with respect to the Premises and/or its operations therein or thereon, in addition to any other fee(s) and/or charges provided for herein.
- I. **Fines.** In the event the City is fined by any Local, State or Federal regulatory authority for the failure of the Lessee to abide by all applicable rules and regulations in its operations and activities at the Airport, and in particular, should the Lessee violate any rules or regulations pertaining to security, the Lessee shall be responsible for the payment of all penalties and fines.
- J. **Record Keeping.** The Lessee agrees to keep accurate records, books, and accounts and, upon request by the Airport Director, provide any such information concerning its sale of aviation fuel and collection of landing fees, including names and addresses of any FAR Part 121 air carriers for billing purposes by the Airport. The Lessee also agrees to provide the number and identification of aircraft using its hangars and tie-downs (if applicable) at the Airport. On or before the 15th of each calendar month, the Lessee shall provide the City with a statement detailing the source and amount of the Lessee's gross receipts from landing fees, the gross gallonage pumped to all users, a breakdown of all fuel sales (such as Avgas and jet) and by class of user (such as military, commercial airline, and retail) during the preceding calendar year.

Throughout this Agreement, upon the written request of the City, the Lessee shall allow the City reasonable access to its books, records, files, accounts, other sources and repositories of information, and its facilities, as may be pertinent to landing fees, fueling operations and tie-down fees at the Airport, to allow the City and/or the FAA to investigate and/or determine the Lessee's eligibility for rent adjustment or Lease termination and/or determine the Lessee's compliance with this Agreement and/or with any law, rule, order or regulation pertaining to the Lessee's activities at the Airport. In the event that any information sought by the City is within the exclusive possession of another who fails or refuses to furnish the information, the Lessee shall pursue all available efforts and means to obtain the information, and the Lessee shall provide the City with written description of the efforts made by it to obtain the information.

At its option, the City may conduct a special audit of the Lessee's books and accounts of landing fees and fueling operations at the Airport. If conducted, the audit shall be performed by an Independent Certified Public Accountant selected by the City. The cost of the audit shall be paid by the City.

The Lessee shall make available to the City for review the following documents:

1. Copies of all customer or sub-tenant volume discount agreements.

2. Copies of all sub-lease agreements with third-parties.
 3. On a monthly basis, copies of all Jet A and AvGas bills of lading and invoices that document fuel volume and wholesale price paid to fuel supplier, including delivery fee and taxes.
 4. On a monthly basis, the most current list of retail prices charged for aeronautical products and services.
 5. On an annual basis, copies of internal financial statements as submitted to Lessee's parent/controlling organization.
- K. **Commonwealth of Virginia Annual Based Aircraft Survey.** The Lessee shall be responsible for accurately preparing and submitting to City and the airport, the annual Virginia Department of Aviation Annual Aircraft Survey as required by the Code of Virginia by reporting all aircraft based on its Premises for a period of greater than six months during a specified calendar or applicable fiscal year.
- L. **Employee Identification.** The Lessee shall require its line employees to wear uniforms, and shall require all employees who have City-authorized access to the Security Identification Display Area (AOA Area Number 1) and/or the FAA designated Aircraft Movement Area of the airfield to wear identification badges which conform to the Airport Security Program. Such uniforms and identification badges are subject to the prior and continuing approval of the City. All personnel of the Lessee who are required to hold FAA certificates and/or ratings shall maintain such certificates and ratings in a current status, and the Lessee shall maintain copies of such certificates and/or ratings in files located on the Premises and shall allow the City to inspect such documents upon request.
- M. Lessee shall provide equal access by all classes of airport users to all hangars, buildings and related public facilities under the Lessee's/FBO Tenant's control.
- N. Lessee shall offer comparable fuel service discounts on a non-discriminatory basis to all LYH based aircraft fuel customers pursuant to a published volume discount methodology that is made available to the public. Lessee shall also be free to offer fuel service discounts as part of negotiated bundled services to its customers who subscribe to multiple services as part of a multiple services package price so long as such agreements are in compliance with FAA regulations and/or grant assurances and are reduced to writing and made available for review by the City upon request.
- O. Lessee shall conduct a customer service satisfaction survey using a statistically valid methodology and share the results with the City prior to any extension of the term of this Agreement.

ARTICLE VII - DAMAGE OR DESTRUCTION OF PREMISES

- A. **Casualty Insurance.** The Lessee shall cause all buildings, structures and fixtures located in or on the Demised Premises to be insured to the extent of one hundred percent (100%) of the full replacement value thereof, against damage or destruction by fire, windstorm, cyclone, tornado, hail, explosion, riot, civil commotion, aircraft, vehicle and smoke ("Casualty"), as follows:
- | | |
|--|-----------|
| 1. Tin Storage Hangar (AP 211) | \$470,000 |
| 2. Flight Training Building (AP 210) | \$108,000 |
| 3. Maintenance Hangar (AP 214)
& Office Space | \$640,000 |
| 4. Aircraft Storage Hangar #4 (AP 209) | \$ |

[Note: These numbers may need to be revised based on input from the City's insurer.]

The Lessee shall regularly review and update this required coverage. The City assumes no obligation whatsoever to repair or replace any building, structure or fixture in or on the Demised Premises which is destroyed by Casualty.

- B. **Repair of Premises.** If the Lessee's use of the Premises be partially damaged but not rendered untenable by fire, the elements, or the public enemy, and not by negligence or willful acts of the Lessee, its employees, agents, customers, patrons, or any persons it permits to be on the Premises, the Lessee shall turn over to the City any insurance proceeds it receives for the damage to the Premises, and the City will effect repairs to the extent of such proceeds. If the damage shall be so extensive as to render untenable the Lessee's use of the Premises, but capable of being repaired in thirty (30) days, the Lessee shall turn over to the City any insurance proceeds it receives for the damage to the Premises; and the City will effect repairs to the extent of such proceeds, and the fees payable hereunder shall be proportionately paid up to the time of such damage and there forth shall cease until such time as such Premises shall be restored. In any case, if a portion of the Premises are completely destroyed by fire, the elements, the public enemy, or other casualty, or are so damaged that it will or does remain untenable for more than thirty (30) days, then, the Lessee shall turn over to the City any insurance proceeds it receives for the damage or destruction, and the City, at its sole option, may (1) repair and reconstruct the Premises to the extent of such proceeds, and the rent payable hereunder with respect to the Lessee's use of the Premises shall be proportionately paid up to the time of such damage or destruction and shall thenceforth cease until such time as said Premises shall be fully restored, or (2) notify the Lessee within sixty (60) days of the time of such damage or destruction that the City does not propose to restore the building, hangar, office or other facility, in which case the rent due under ARTICLE IV (FINANCIAL PROVISIONS) shall be proportionately reduced for the space that is no longer tenantable from the time of such damage or destruction, but, (3) if the damage or destruction is so severe and widespread as to prevent the Lessee from conducting its business, then the City shall give the Lessee notice of its intention to terminate this Agreement in its entirety, as of the date of such damage or destruction, and this Agreement shall be terminated without any further obligation of the City to the Lessee. Should the Lessee fail to adequately insure the Demised Premises at their replacement value, as required herein, the Lessee shall be required to pay the cost(s) of replacing and reconstructing the Demised Premises which are not covered by its insurance proceeds.
- C. **Responsibility for Damage/Destruction.** The Lessee is responsible for any damage or destruction of the Premises caused by the negligent or willful acts of the Lessee, its employees, agents, customers, patrons, or any persons it permits to be on the Premises.
- D. **Other-Loss.** The City shall not be liable for any damage or injury to the Lessee, to any persons, or to any property caused by: fire, explosion, water, gas, electricity, leaks from the roof or any other portion of the Premises, bursting or leaking pipes, plumbing, electrical wiring, or equipment or fixtures of any kind. The Lessee shall obtain insurance covering injury or damage to persons and property resulting from such occurrences.

ARTICLE VIII - INDEMNITY AND INSURANCE

- A. **Indemnification.** In respect to the Premises, responsibilities and privileges described in this Agreement, the Lessee shall indemnify and save harmless and provide a defense for the City, its agents, officials, and employees from any and all liability, damages, expenses, causes of action, suits, claims or judgments including all court costs and legal fees and other costs incurred in defending such claims, which may accrue against, be charged to, or recovered from or sought to be recovered from the City, its agents, officials, and employees, by reason of or on account of damage to the property of the City and the property of, injury to or death of any person arising from the Lessee's use and occupancy of the Premises or the performance of services or the exercise of any rights, pursuant to this Agreement, which property damage, personal injury or death is alleged to be due or is due to any wrongful act, omission or negligence on the part of the Lessee, its agents, employees, or duly authorized representatives; and shall afford the City a reasonable opportunity

to investigate any claim against the Lessee, its agents, employees, or duly authorized representatives. The Lessee is not required to indemnify, save harmless or provide a defense for the City for the negligent or willful acts or omissions of the City's agents, officials and employees.

B. Insurance.

1. **Requirement.** In addition to any other insurance coverage required by this Agreement (e.g. insurance to cover the damage or loss of property and/or equipment in or on the Premises), the Lessee shall obtain and maintain in effect throughout the term of this Agreement the following insurance coverage:
 - a. \$3,000,000 Airport General Liability Insurance for bodily injury and property damage.
 - b. \$3,000,000 Products and Completed Operations Liability Insurance for aircraft refueling, maintenance, sales, and the sale of aircraft parts.
 - c. All Risk Replacement Cost Property Insurance in the amounts set forth in ARTICLE VII (DAMAGE OR DESTRUCTION OF PREMISES).
 - d. If the Lessee should sublet hangar or store aircraft which the Lessee does not own, the Lessee shall obtain waivers of subrogation for damage to aircraft, or maintain Hangar Keeper's liability coverage, including aircraft in the care, custody and control of the Lessee, with limits equal to the highest single value/each aircraft and the total value of all aircraft/each occurrence, insuring the Lessee and the City against liability from loss or damage to property. The word "own" shall mean ownership of marketable title appropriately documented on the applicable Federal Aviation Administration registration certificate and properly filed with the FAA, or the exclusive use and control of an aircraft pursuant to a valid enforceable lease of six months or longer. The Lessee shall provide proof of ownership to the Airport Director upon request. At no time, however, shall the Hangar Keeper's liability coverage required by this section be less than \$1,000,000 for each aircraft and \$2,000,000 per occurrence, or have a deductible greater than \$25,000 per occurrence.
 - e. \$3,000,000 Automobile Liability combined single limit for AOA/SIDA vehicles that are not licensed for public roads; \$1,000,000 Automobile Liability combined single limit for all other AOA vehicles that are restricted to the General Aviation area only (licensed for operation on public roads).
 - f. Fuel Trucks, \$3,000,000 combined single limit for bodily injury and property damage.
 - g. Worker's Compensation Insurance as required by the Commonwealth of Virginia.
 - h. All other insurance required by law.
2. **Required Provisions.** All insurance required by this Agreement shall be obtained in accordance with the following:
 - a. The City, its officials and employees shall be named as additional insured under the terms and conditions of the policies covering liability for personal and/or physical injuries (including death) and property damage, and policies covering City owned buildings leased hereunder.
 - b. Any deductible or self-insured retention applicable to required coverages shall be paid by the Lessee and the City shall not be required to participate therewith.

- c. Each of the insurance policies and certificates required herein, except for Worker's Compensation Insurance, shall bear the provision that the insurance company agrees that 30 days prior to cancellation of or reduction in the insurance afforded by the policy, written notice shall be provided to the City's Risk Management Division.
 - d. The insurance required of the Lessee herein shall be primary, and any insurance or self-insurance maintained by the City shall be in excess of the insurance required of the Lessee and shall not contribute therewith.
 - e. The Lessee's failure to comply with any reporting provisions of the insurance policies shall not affect coverage provided to the City.
 - f. Neither party hereto shall be liable to the other party or to the insurer of other party claiming by way of subrogation through or under such other party with respect to any loss or damage to the extent that such other party shall be reimbursed or has the right to be reimbursed out of that party's property insurance coverage carried for such other party's protection with respect to such loss or damage, and the parties specifically waive, but only to the extent permitted by provisions of the insurance policy in question, their rights of subrogation as aforesaid. It is further understood and agreed that if either party's insurer does not waive its right of subrogation or the insurer's policy prohibits or does not allow for said waiver of subrogation, then the other party is also relieved of its waiver of subrogation obligation as aforesaid.
 - g. All insurance will be obtained by the Lessee from insurance companies authorized by Virginia's State Corporation Commission to do business in Virginia.
3. **Certificates Required.** The Lessee shall provide the City with Certificates of Insurance confirming the required insurance and coverages and the additional insured endorsement, signed by a person authorized by the insurance company to bind the company to the representations contained therein. Certificates of insurance shall be provided to the City's Risk Management Division by the Lessee upon execution of this Agreement, upon each anniversary of the Commencement Date of this Agreement (without demand by the City), and at other times throughout the Term of this Agreement within ten days of a request by the City for confirmation of insurance.
 4. **Contents Coverage.** The City will not carry, and will not be obligated to provide, any "contents coverage" insuring the contents of any office, hangar or other space within the Premises. The Lessee shall provide such coverage during this Agreement and thereafter, if and for so long as any property of the City is located and/or to be used within the Premises.
 5. **Subcontractors.** The subcontractors of the Lessee, who perform their services on Airport property, shall be subject to all of the insurance requirements contained within this Agreement.
 6. **Payment of Insurance Premiums.** The failure of the Lessee to maintain all of the insurance coverage required by this Article, or to pay all of the insurance premiums when due and payable, shall be grounds for the immediate termination of this Agreement, without any prior notice by the City, any contrary provisions contained in ARTICLE XII (DEFAULT AND TERMINATION) notwithstanding.
 7. **Liability to the City.** The Lessee's liability to the City under this Article shall not be limited to the amounts of the insurance coverage provided herein.
 8. **Modification of Insurance Requirements.** The City reserves the right to review and/or modify the insurance requirements herein prior to any renewal or extension of this Agreement.

ARTICLE IX - AIRPORT SECURITY PROGRAM

The Lessee agrees to comply, at all times, with the Airport's Security Program (ASP) and requirements. The ASP is set forth in writing and has been provided to the Lessee. The Lessee shall, in conducting its activities and operations in or about the Premises and the Airport, be responsible for compliance with the ASP, and shall be liable for and shall pay any Transportation Security Administration (TSA) fine or fee imposed on the City as the result of or in connection with the Lessee's failure to comply with the ASP. In accordance with the Airport Security Program required by TSA Regulations, the Lessee agrees to assume authority and responsibility for pedestrian and vehicular access in and around all the leased property herein and to fully comply with the Airport Security Plan. Access to the FAA-designated Aircraft Movement Area shall be permitted only to those employees who have completed Airfield Driver Training.

ARTICLE X - POTENTIALLY HAZARDOUS SUBSTANCES

- A. Except as otherwise provided herein, the Lessee warrants that it shall keep the Premises free of all environmental, health or safety hazards and/or nuisances of any kind whatsoever. In addition, except as otherwise provided herein, the Lessee will not make or allow to be made any change in usage, additions, or improvements in, on or to the Premises which will result in the presence or release of Hazardous Materials on the Premises.
- B. The Lessee shall not install or allow to be installed any underground storage tanks on the Premises. Any above-ground storage tanks shall be maintained by the Lessee in compliance with Virginia's AST permit/operating/financial responsibility requirements. The Lessee shall keep all records pertaining to above-ground storage tanks at the Premises, and shall provide the City with current copies of all permits obtained with respect to such above-ground storage tanks. On each anniversary of the Commencement Date of this Agreement, the Lessee shall provide the City with copies of all records maintained by the Lessee in connection with Virginia's AST program and requirements.
- C. In its activities at the Airport, the Lessee shall comply with all of the terms and conditions contained in the Stormwater Pollution Prevention Plan (SWP3) for Lynchburg Regional Airport, the terms and conditions of which are incorporated in this Agreement as if fully set forth herein. The Lessee will not be responsible for any capital improvements that may be required in order to comply with the Stormwater Pollution Prevention Plan. In addition, in order to prevent or reduce the discharge of pollutants to stormwater resulting from spills of petroleum products or other materials, the Lessee shall develop and implement a Spill Prevention Control and Countermeasure (SPCC) Plan, if required, in accordance with 40 CFR 112.
- D. The Lessee shall be required to obtain, maintain and comply with all permits, authorizations and registrations required by law for its operations on the Premises.
- E. The City reserves the right to enter the Premises, at any time, to determine whether the Lessee is complying with the terms and conditions of this Article.
- F. The Lessee shall furnish, upon the reasonable request of the City, all report(s), assessment(s) or other document(s) satisfactory to the City showing, to the extent the Premises are being used and/or have been used by it for any activities involving, directly or indirectly, the use, generation, treatment, storage or disposal of any Hazardous Materials, that the Lessee is in compliance with any applicable federal, state, or local laws, regulations, or ordinances.
- G. The Lessee shall immediately furnish to the City's Airport Director written notice of any and all releases of hazardous wastes or substances whenever such releases also are required to be reported to any federal,

state, or local authority, and shall pay for all clean up and removal costs. Such written notice shall identify the substance released, the amount released, and the measures undertaken to clean up and remove the released material and any contaminated soil or water, and shall further certify that no contamination remains. The Lessee shall also provide the Airport Director with copies of any and all reports resulting from tests on Airport property or made to any governmental agency, which relate to Airport property.

- H. The Lessee shall be responsible, at its sole cost, for the prompt and proper collection and disposal of all toxic or hazardous wastes, as well as for petroleum product wastes such as waste oil. The Lessee shall collect waste oil in such containers, with suitable containment to collect leaks and/or spillage, as the Airport Director shall agree, provided that, in no event, shall the Lessee collect waste oil in barrels located on unprotected earth or paved areas.
- I. The City shall have the right, but not the obligation, to enter onto the property and to take such actions as it reasonably deems necessary or advisable to clean up, remove, resolve or minimize the impact of, or otherwise deal with, any of the events described above, which, if true, could result in an order, suit or other action against the City affecting any part of the demised property by any governmental agency or otherwise which, in the sole opinion of the City, could jeopardize the City. All costs and expenses incurred by the City in the exercise of any such right shall be payable by the Lessee upon demand.
- J. Regardless of the City's acquiescence, and in addition to indemnification provisions contained elsewhere in this Agreement, the Lessee shall, from the date of this Agreement, defend, indemnify, and hold the City of Lynchburg, its agents, officials, and employees, harmless from all costs, liabilities, fines or penalties, including attorney's fees, resulting from or arising out of the Lessee's violation of this Article, and agrees to reimburse said parties for any and all costs and expenses incurred in eliminating or remedying such violations. The Lessee further covenants and agrees to reimburse the City, and to hold the City, its agents, officials, and employees, harmless from any and all costs, expenses, attorney's fees and all penalties or civil judgments obtained against the City, after the date of execution of this Agreement, as a result of the Lessee's use, release, leakage, spillage, discharge or disposal of any petroleum product, hazardous substance, material or waste, onto the ground or into the water or air. The provisions of this paragraph shall have no impact whatsoever on the Lessee's indemnification obligations to the City under any other agreement between the Lessee and the City.

ARTICLE XI - RIGHTS RESERVED BY THE CITY

The City, in addition to any other rights herein retained by it, specifically reserves the following privileges:

- A. The City's Airport Director or his designee is hereby designated as the official representative for the enforcement of all provisions of this Agreement with full power to represent the City in its dealings with the Lessee in connection with the rights herein agreed.
- B. All actions related to policy determination, authorization of assignment or sublets of this Agreement, modification or termination of this Agreement, or other similar matters affecting the terms of this Agreement, shall emanate from the Council of the City of Lynchburg or its designee.
- C. The City reserves the right to enter upon the Premises at any reasonable time for the purpose of making any inspection it may deem expedient to the proper enforcement of the covenants or conditions of this Agreement.
- D. The City reserves the right to enter upon the Premises at any time in case of emergency.

- E. The City reserves the right to further develop or improve the property surrounding the Premises for the benefit of the Airport as it sees fit, regardless of the desires or views of the Lessee and without interference or hindrance.
- F. During time of war or national emergency, the City shall have the right to lease any portion of the Airport to the United States Government for military or national use, if requested to do so by the U.S. Government. If any such lease is executed, the provisions of this Agreement, insofar as they are inconsistent with the provisions of the lease to the Government, shall be suspended, including the Lessee's obligation to pay rent which obligation will be suspended altogether or reduced proportionally, as appropriate.
- G. This Agreement shall be subordinate to the provisions of any existing or future agreement between the City and the United States Government or the Commonwealth of Virginia, relative to the operation, maintenance or management of the Airport, the execution of which has been, or may be required, as a condition precedent to the expenditure of Federal or State funds for the development of the Airport or the continued operation of the Airport. Should the effect of such agreement with the United States Government or Commonwealth of Virginia be to take the property under this Agreement or substantially destroy the commercial value of such property, either the City or the Lessee shall have the right to terminate this Agreement without further obligation of either of the parties hereto.
- H. The City hereby reserves to itself, its successors and assigns, for the use and benefit of the public, a right of flight for the passage of aircraft in the airspace above the surface of the Premises herein conveyed. This public right of flight shall include the right to cause in said airspace any noise or vibration inherent in the operation of any aircraft used for navigation or flight through the said airspace or landing at, taking off from or operation on the Airport.
- I. The City reserves the right to take any action it considers necessary to protect the area of approaches of the Airport against obstruction, together with the right to prevent the Lessee from erecting, or permitting to be erected, any structure on the Premises, which, in the opinion of the City, would limit the usefulness of the Airport, or constitute a hazard to aircraft. This right includes:
1. Prohibiting the erection of structures or growth of natural objects that would constitute an obstruction to air navigation, and
 2. Prohibiting any activity on the land that would interfere with or be a hazard to the flight of aircraft over the land or to and from the Airport or interfere with air navigation and communication facilities serving the Airport.
- J. The City reserves the right to control all Airport operations. This right shall include, without necessarily being limited to, the following: the right to close any airport facility(ies), without any liability to the Lessee for the consequences of any the closing, when it deems such closing to be reasonably necessary for the maintenance, repair or development of any Airport property or facility(ies) and/or for the safety of the general public. This right shall also include the right to reserve adequate apron area for the landing, unloading and parking of aircraft at the Airport. The City reserves the right to make all Airport facilities developed with federal aid, and all Airport facilities usable for the landing and taking-off of aircraft, available to the United States at all times, without charge, for use by military aircraft; except that if use by military aircraft will be substantial, the City may charge the United States a reasonable amount, proportionate to the use, to recover the costs of operating and maintaining the facilities to be used by the United States. The amount of use to be considered substantial, and the charges, if any, to be made therefor, shall be determined solely by and between the City and the United States; however, the City shall consult with the Lessee and consider the Lessee's recommendations in that regard. The City's right to control Airport operations does not give the City the right to unilaterally modify the terms of this Agreement with respect to the facilities exclusively leased to the Lessee under ARTICLE II (AIRPORT PROPERTY TO BE LEASED AND USED BY THE LESSEE) of this Agreement. Should the City close any of the

buildings leased to the Lessee under this Agreement for more than ten (10) days, the Lessee's rent obligation hereunder will be reduced by a pro-rated amount. Should the City close all of the facilities leased to the Lessee under this Agreement for more than ten (10) days, the Lessee's rent obligation hereunder will be suspended until the facilities are reopened and returned for the Lessee's use.

- K. All privileges and rights to the use of the Airport, other than those specifically granted to the Lessee within this Agreement, are hereby reserved to the City.
- L. No exercise of any rights reserved to the City by this Article shall be construed as an eviction of the Lessee, nor such exercise be grounds for any abatement of rentals, fees or charges provided for by this Agreement, nor shall such exercise be grounds for any claim or demand for damages, of any nature whatsoever, except as provided in Paragraph (J) above.

ARTICLE XII - DEFAULT AND TERMINATION

- A. **Termination by City.** Except as otherwise provided for in this Lease, the City may terminate this Agreement, without forfeiture, waiver, or release of the City's right to any sum of money due or to become due under the provisions of this Agreement, by giving the Lessee ninety (90) days advance written notice, except as provided for in Sub-paragraph (9) below, to be served and hereinafter provided, upon or after the happening of any one of the following events:
 - 1. The filing by the Lessee of a voluntary petition in bankruptcy;
 - 2. The institution of bankruptcy proceedings against the Lessee and the adjudication of the Lessee as a bankrupt corporation pursuant to such proceedings, which is not dismissed within thirty (30) days from the commencement thereof;
 - 3. The taking by a court of competent jurisdiction of the Lessee and its assets pursuant to proceedings brought under the provisions of any Federal reorganization act;
 - 4. The appointment of a Receiver of the Lessee's assets;
 - 5. The divestiture of the Lessee's estate herein by other operation of law;
 - 6. The voluntary abandonment of the Lessee of its business at the Airport for a period of (10) days;
 - 7. The default by the Lessee in the performance or the nonperformance of any covenant or agreement herein required to be performed (other than the Lessee's payment of rentals, fees or other charges), or required not to be performed by the Lessee, and the failure of the Lessee to remedy such default for a period of thirty (30) days after receipt from the City of written notice to remedy the same; provided, however, that no notice of termination as above provided shall be of any force or effect if the Lessee shall have remedied the default prior to the receipt, in accordance with the provisions of this Article;
 - 8. Any assignment made by the Lessee for benefit of its creditors or any assignment by operation of law of the Lessee's interests in this Agreement;
 - 9. In the event the Lessee fails to pay all or any part of the rentals, fees or other charges provided for in this Agreement when due and payable, the City shall give the Lessee written notice of such default. The failure of the Lessee to pay all of said rentals, fees or other charges provided for in this Agreement in full, within thirty (30) days after receipt of such written notice, shall be grounds for the immediate termination of this Agreement. At the end of the thirty-day period, the City may

immediately declare the Agreement terminated without further notice to the Lessee.

No waiver of default by City of the terms, covenants or conditions hereof to be performed, kept and observed by the Lessee shall be construed to be or act as a waiver of any subsequent default of any of the terms, covenants and conditions herein contained to be performed, kept and observed by the Lessee. The acceptance of monthly fees or the performance of all or any part of this Agreement by City for or during any period or periods after default of any of the terms, covenants and conditions herein contained to be performed, kept and observed by the Lessee, shall not be deemed a waiver of any right on the part of the City to terminate this Agreement for the subsequent failure to so perform, keep or observe any of the terms, covenants, or conditions hereof to be performed, kept and observed by the Lessee.

If this Agreement is terminated on grounds of a Default, and the Lessee does not surrender and quit the Premises as required herein, the City may re-enter the Premises and remove the Lessee therefrom. Under such circumstances, the Lessee shall be deemed to have waived any right to notice of the City's re-entry, the City shall not be liable to the Lessee in connection with any action taken by it to enter and re-take possession of the Premises, and the Lessee shall pay all expenses incurred by the City to re-enter and/or repossess the Premises including, without limitation, reasonable attorneys' fees, putting the Premises into good and proper repair, protecting the Premises, expenses incurred to obtain a new tenant, etc.).

B. Termination by the Lessee. The Lessee may terminate this Agreement and terminate all or any of its obligations hereunder at any time that the Lessee is not in default in the payment of any fees or charge to City hereunder by giving City ninety (90) days advance written notice to be served as hereunder provided, upon or after the happening of any one of the following events:

1. The failure or refusal of the FAA at any time during the term of this Agreement to permit the Lessee to operate into or from the Airport with any type of aircraft licensed to operate into or from other airports of like size and character; provided, however, that such failure or refusal is not due to any fault of the Lessee;
2. The issuance by any court of competent jurisdiction of any injunction in any way preventing or restraining the use of the Airport or any part thereof so as to substantially affect the Lessee's use of the Premises at the Airport, and the remaining in force of such injunction for a period of at least ninety (90) days; provided, however, that the issuance of such injunction is not due to any fault of the Lessee.
3. The inability of the Lessee to use the Airport for a period in excess of sixty (60) days, because of the issuance of any order, rule or regulation by the FAA, or other competent governmental authorities, preventing the Lessee from operating into and from the Airport; provided, however that such inability or such order, rule or regulation is not due to any fault of the Lessee.
4. The default by the City in the performance of any covenants and agreements herein required to be performed by the City and the failure of the City to remedy such default for a period of thirty (30) days after receipt of the Lessee or written notice to remedy the same, provided, however, that no notice of termination, as above provided, shall be of any force or effect if the City shall have remedied the default prior to receipt of the Lessee's notice of termination;
5. Lessee's true, accurate, and complete financial statements for any prior fiscal year during the term of the Agreement show no net profit.
6. The assumption or taking by the United States Government or any authorized agency thereof of the operation, control or use of the Airport and facilities, or any substantial part or parts thereof, in any manner as to substantially restrict the Lessee, for a period of at least ninety (90) days from operating an air transportation system; provided, however, that such assumption is not due to any fault of the Lessee.

7. The Lessee is currently leasing the Airport Fuel Farm from the City on a month to month basis. In the event the City decides to take over the operation of the Fuel Farm, or decides to lease the Fuel Farm to a third party, or declines to enter into a multi-year lease with the Lessee for the operation of the Fuel Farm, or the Lessee and the City are unable to agree to mutually acceptable terms for a multi-year lease for the operation of the Fuel Farm by the Lessee, the Lessee may terminate this lease by giving City one hundred twenty (120) days advance written notice of such termination.

The Lessee's waiver of default of the City's performance of all or any part of any terms, covenants and conditions herein contained to be performed, kept and observed by City, shall not be deemed a waiver of any right on the part of the Lessee to terminate this Agreement for a subsequent failure by City to so perform, keep or observe any of the terms, covenants or conditions hereof to be performed, kept and observed.

ARTICLE XIII - ASSIGNMENT OR TRANSFER OF AGREEMENT

It is agreed and understood that this Lease Agreement is personal to Aviation Resources, Inc. Therefore, the Lessee shall not at any time assign, sell or transfer this Lease Agreement or any part thereof during the term of the Agreement without City approval. Under no circumstances shall the Lessee be relieved of any of its obligations hereunder by any such transfer.

The above provisions of this Article are not intended to prohibit the Lessee from entering into a sub-lease agreement consistent with the requirements set forth in the airport's Minimum Standards. However, any aeronautical service(s) offered to the public by a sub-lessee, whether that service is authorized in this Agreement or not, must follow the applicable procedures as contained in the Airport's Minimum Standards for approval by the City prior to engaging in business activities. In the event the lessee enters into a sub-lease agreement for aeronautical service(s) that are not to be offered to the public (self-servicing), and such service(s) are specifically authorized by this Agreement, the lessee shall not be required to obtain prior approval of the City. The lessee, however, shall make copies of any such sub-lease agreement available to the City upon request.

No assignment or sublease shall in any way affect or diminish the Lessee's obligations to perform all of the terms, conditions and provisions contained in this Agreement. In the event the City and any of the surrounding localities establish an Airport Authority for the operation of the Lynchburg Regional Airport, the City shall have the right to assign this Agreement to the Airport Authority and said Airport Authority shall have the right to assume all of the City's rights and responsibilities under this Agreement.

ARTICLE XIV - SURRENDER OF POSSESSION

Upon the expiration or termination of this Agreement, the Lessee's authority to use the Premises, rights and facilities herein granted shall cease, and the Lessee shall, upon such expiration or termination, promptly and in good condition, surrender the same to the City, ordinary wear and tear excepted.

Except as otherwise provided in this Agreement, all equipment and other personal property brought in, installed, or placed by the Lessee in, on, or about the Premises during the term of this Agreement shall be deemed to be personal and shall remain the property of the Lessee, and the Lessee shall have the right, at any time during the term of this Agreement and for a period of sixty (60) days after the expiration or termination hereof, to remove any or all of its property from the Premises; provided, however, the Lessee is not in default in its payment to City hereunder, and further subject to the Lessee's obligation to repair all damage, if any, resulting from such removal, and to make reasonable restoration of the Premises to the condition in which they existed prior to the Lessee's occupancy of said Premises. Any and all property not removed by the Lessee within sixty (60) days subsequent to the expiration or other termination of this Agreement shall, thereupon, become a part of the land on which it is located and title thereto shall be vested in City. The City may remove and/or dispose of such items without any

liability to the City. Removal by the City shall not relieve the Lessee from its obligation to pay the cost of repairing damage to the Premises caused by the removal, or from its obligation to pay the cost of restoring the Premises to their pre-occupancy condition.

ARTICLE XV – NOTICES

Notices to the Lessee provided for herein shall be sufficient if sent by Certified Mail, postage prepaid, addressed to the President of the Lessee or to such other representative persons or addressees as the Lessee may designate to the City in writing from time to time, at 310 Hangar Road, Lynchburg, Virginia 24502. Notices to City provided for herein shall be sufficient if sent by Certified Mail, postage prepaid, addressed to the Airport Director, Lynchburg Regional Airport, 350 Terminal Drive, Lynchburg, Virginia 24502, or to such other representative persons or addressees as the City may designate from time to time. Such notice or demand shall be deemed to have been given or made when sent by the use of a telegram or when deposited, postage prepaid, in the U.S. Mail.

ARTICLE XVI- GENERAL PROVISIONS

- A. **Height Restrictions.** The Lessee expressly agrees for itself, its successors and assigns to restrict the height of any structures, objects, or natural growth and other obstructions on the hereinabove described property to such a height as to comply with Federal Aviation Regulations, Part 77.
- B. **Interference with Airport Activities.** The Lessee expressly agrees for itself, its successors and assigns to prevent any use of the hereinabove described property that would interfere with or adversely affect the operation or maintenance of the Airport, or otherwise constitute an airport hazard.
- C. **FAA.** Whenever the terms "Federal Aviation Administration" or "FAA" are used in this Agreement, they shall be construed as referring not only to the Federal Aviation Administration, but also to such other appropriate Federal Government agencies which may be the successor or successors thereof.
- D. **Repairs to Airport.** It is understood and agreed that major airfield repairs or rebuilding may take place during the term of this Agreement and the Lessee accepts this Agreement subject to any inconvenience or loss of use of said Premises or any part thereof which may become necessary because of said airfield repairs, rebuilding, construction or expansion
- E. **Headings.** Marginal headings contained in this Agreement are for convenience only and shall not be considered to amplify, relate, modify, or otherwise affect any of the terms, provisions or conditions of this Agreement.
- F. **Severability.** In the event that any provision of this Agreement shall be construed to be invalid or unenforceable, then the remaining portions shall remain in full force and effect.
- G. **Governing Law and Jurisdiction.** This Agreement shall be governed by and construed in accordance with the laws of the Commonwealth of Virginia, and any legal proceedings shall be filed in the courts of the City of Lynchburg and in no other forum.
- H. **Snow Removal.** It is expressly understood that there shall be no duty upon the City under this Agreement to remove snow or ice from the Premises.
- I. **Loss of Revenue.** The City shall not be liable for any loss of revenue to the Lessee resulting from City's acts, omissions, or neglect in the maintenance and operation of the Airport and its facilities.

- J. **Entire Agreement.** All terms and conditions with respect to this Agreement are expressly contained herein, and both parties agree that no representative or agent of City or the Lessee has made any representation or promise with respect to this Agreement not expressly contained herein.
- K. **Government Approval.** It is understood that this Agreement is made subject to its approval by the Federal Aviation Administration and the Virginia Department of Aviation and the City Council of the City of Lynchburg, if any such approval is needed.
- L. **Reservation of Rights.** It is distinctively understood that all privileges and uses at said Airport, except to the extent herein granted to the Lessee, are expressly reserved by the City to grant or use in its discretion as the City may deem advisable.
- M. **No Exclusive Rights.** Nothing contained in this Agreement shall be construed as granting or authorizing the granting of any exclusive right within the meaning of Section 308(a) of the Federal Aviation Act.
- N. **Governmental Agency Agreements.** The City hereby advises the Lessee that it has entered into various agreements with the United States Government and the Commonwealth of Virginia, with respect to the Airport. The City further represents that it intends, from time to time hereafter, to enter into additional agreements with Governmental agencies with respect to applications for funds for improvements to be made at said Airport, in accordance with pertinent statutes, rules and regulations of respective and duly constituted, competent governmental authorities having jurisdiction thereof. This Agreement is expressly made subject to all of said agreements now existing or hereafter made.
- O. **Business Organization.** Upon execution of this Agreement, the Lessee shall provide to the City (if it has not already done so) documents confirming its corporate status and its authorization to conduct business in the Commonwealth of Virginia. The Lessee shall notify the City immediately of any change(s) in its organizational and/or corporate status, and shall notify the City immediately upon receipt of information that its authorization to conduct business in Virginia is or will be revoked.
- P. **Remedies not exclusive.** All rights and remedies provided in this Agreement shall be deemed cumulative and additional to, and not in lieu of or exclusive of each other or of any other rights and/or remedies available to the parties by virtue of this Agreement, and/or by virtue of any administrative or legal proceeding, whether legal or equitable in nature.
- Q. **Binding Effect.** The terms, provisions and conditions of this Agreement shall bind and inure to the benefit of the respective parties hereto and to their representatives, successors, and (where permitted by this Agreement) their assigns.
- R. **Modification.** This Agreement may be modified by the parties during performance, but no modification shall be valid or enforceable unless in writing and signed by each of the parties in the same manner and with the same formalities as this Agreement.
- S. **Independent Entities.** Nothing contained in this Agreement shall be construed as or deemed to make either party hereto the agent, partner or joint venturer of the other, except as may otherwise be provided herein. Nothing contained in this Agreement shall give the Lessee any authority to represent the City before any court or governmental or regulatory agency without the express prior written authorization of the City. Unless otherwise provided in this Agreement, neither party shall be responsible or held liable for the acts or omissions of the other. In performing any services pursuant to this Agreement, the Lessee is and shall be acting as an independent contractor, responsible to all parties for its acts and omissions, and the City shall in no way be responsible therefor.
- T. **Obligation to Amend.** In the event that the Federal Aviation Administration, or its successor, requires modifications or changes in this Agreement as a condition precedent to the granting of funds for the

improvement of the Airport, or otherwise, the Lessee agrees to consent to such amendments, modifications, revisions, supplements, or deletions of any of the terms, conditions, or requirements of this Agreement as may be reasonably required; provided, however, that if such modifications or changes substantially change or adversely affect the financial condition of the Lessee hereunder, the Lessee shall have the option, upon sixty (60) days written notice to the City, to terminate this Agreement.

- U. Notice of Violation of Federal Assurances.** In the event the Federal Aviation Administration advises the City that leasing to the Lessee the fixed based operator facilities that are covered by this lease violates the assurances the City has given to the Federal Aviation Administration not to grant exclusive rights at the Lynchburg Regional Airport, the City shall have the right to terminate this lease without any further obligation to the Lessee.

IN WITNESS WHEREOF, the City of Lynchburg has caused its name to be hereunto subscribed by L. Kimball Payne, III, its City Manager, and its seal affixed and attested by Valeria Chambers, its Clerk of Council; and Aviation Resources, Inc., has caused its name to be hereunto subscribed by, David L. Young, its President, and its seal all as of the day and year first above written.

CITY OF LYNCHBURG

By: _____
L. Kimball Payne, III,
City Manager

(SEAL)

ATTEST: _____
Valeria Chambers
Clerk of Council

AVIATION RESOURCES, INC.

By: _____
David L. Young,
President

COMMONWEALTH OF VIRGINIA

CITY OF LYNCHBURG, to-wit:

I, _____ Notary Public in and for the Commonwealth of Virginia, do hereby certify that L. Kimball Payne, III, City Manager, and Valeria Chambers, Clerk of Council for the City of Lynchburg, a municipal corporation of the Commonwealth of Virginia, have acknowledged the foregoing instrument before me this _____ day of _____, 2015.

My commission expires: _____

Notary Public

COMMONWEALTH OF VIRGINIA

CITY OF LYNCHBURG, to-wit:

I, _____, Notary Public in and for the Commonwealth of Virginia, do hereby certify that, David L. Young, President of Aviation Resources, Inc., has acknowledged the foregoing instrument before me this _____ day of _____, 2015.

My commission expires: _____

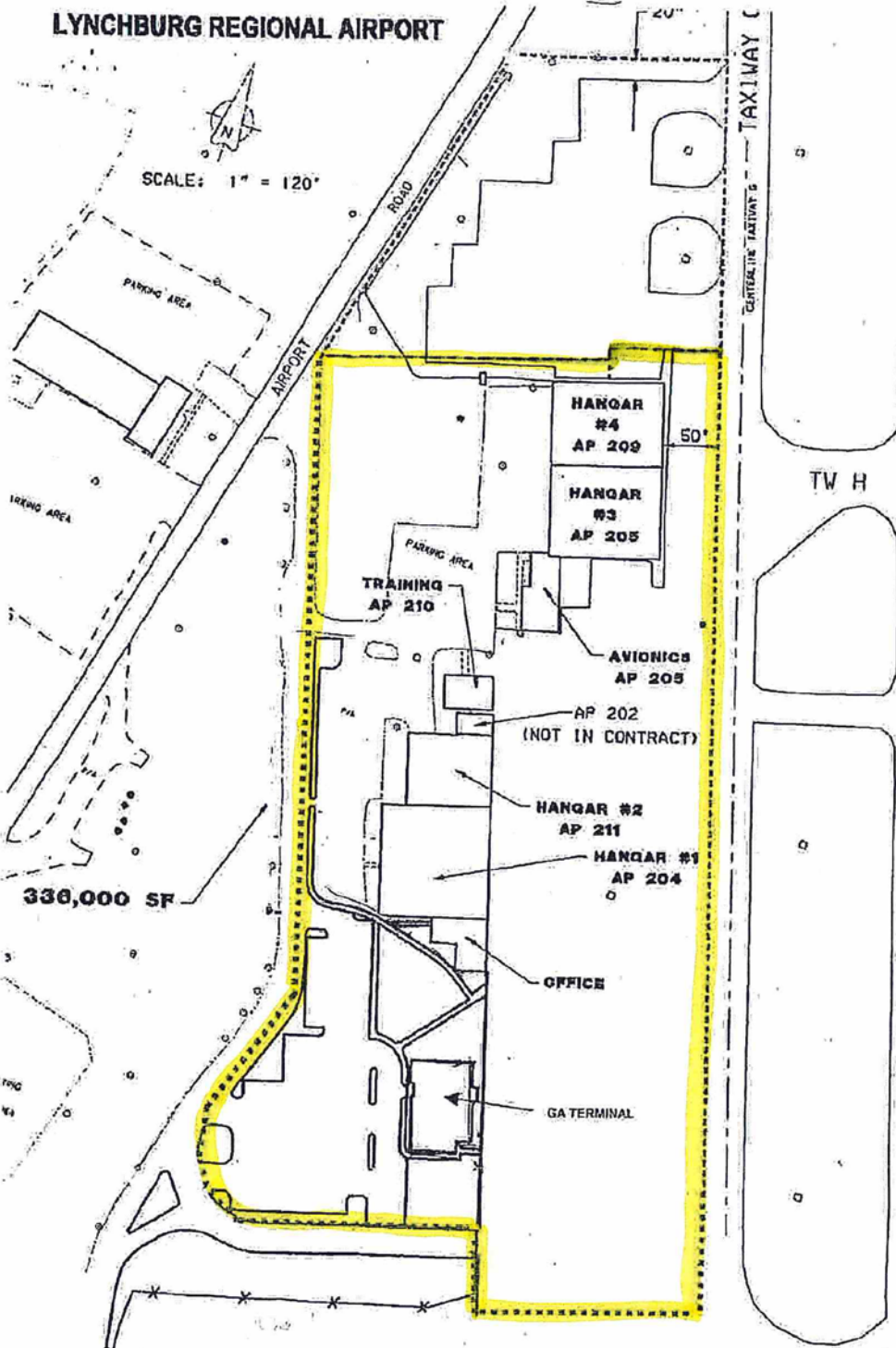
Notary Public

[Note: The exhibits will need to be updated.]

LYNCHBURG REGIONAL AIRPORT

SCALE: 1" = 120'

Exhibit I

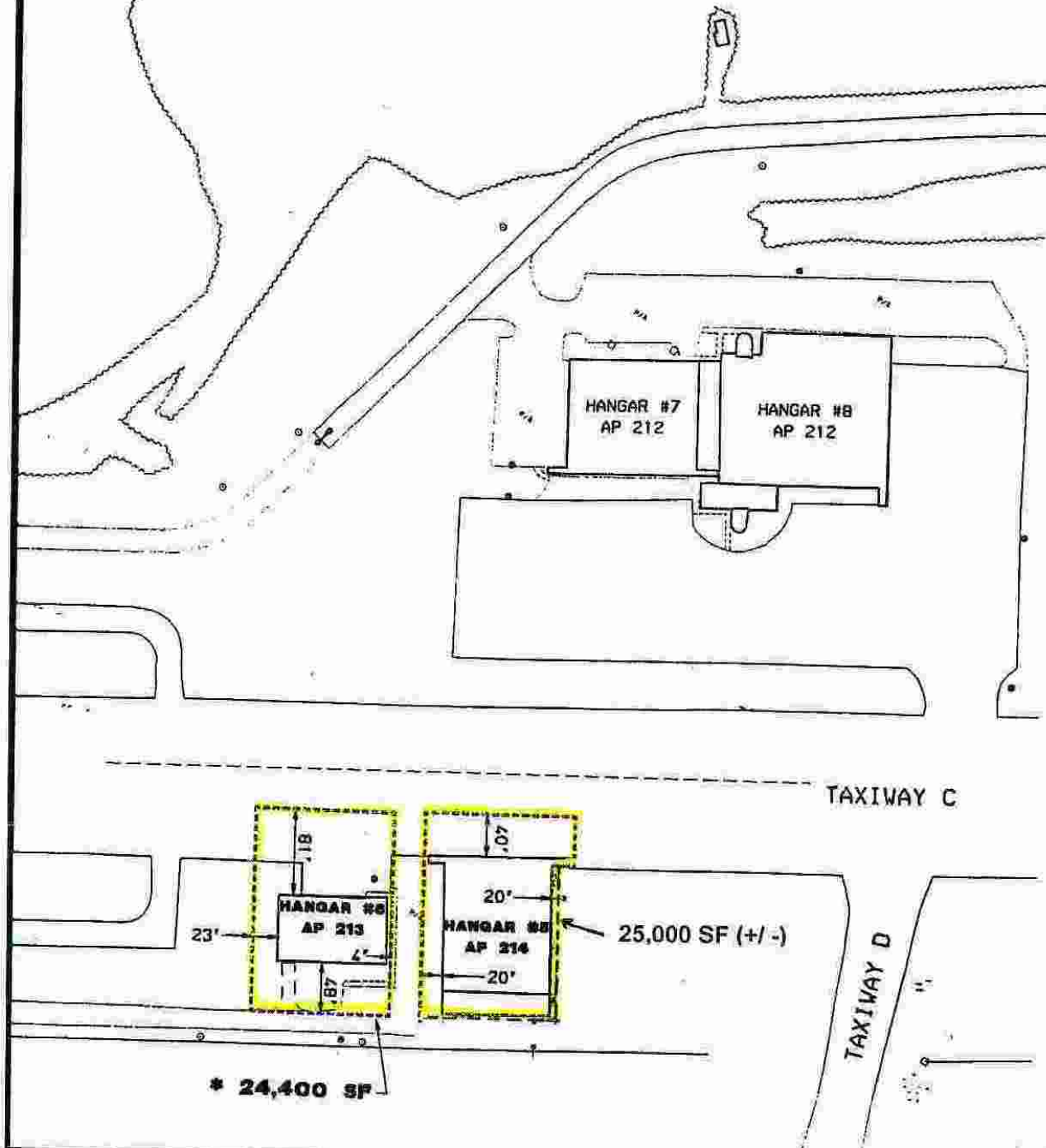


LYNCHBURG REGIONAL

Exhibit II



SCALE: 1" = 120'



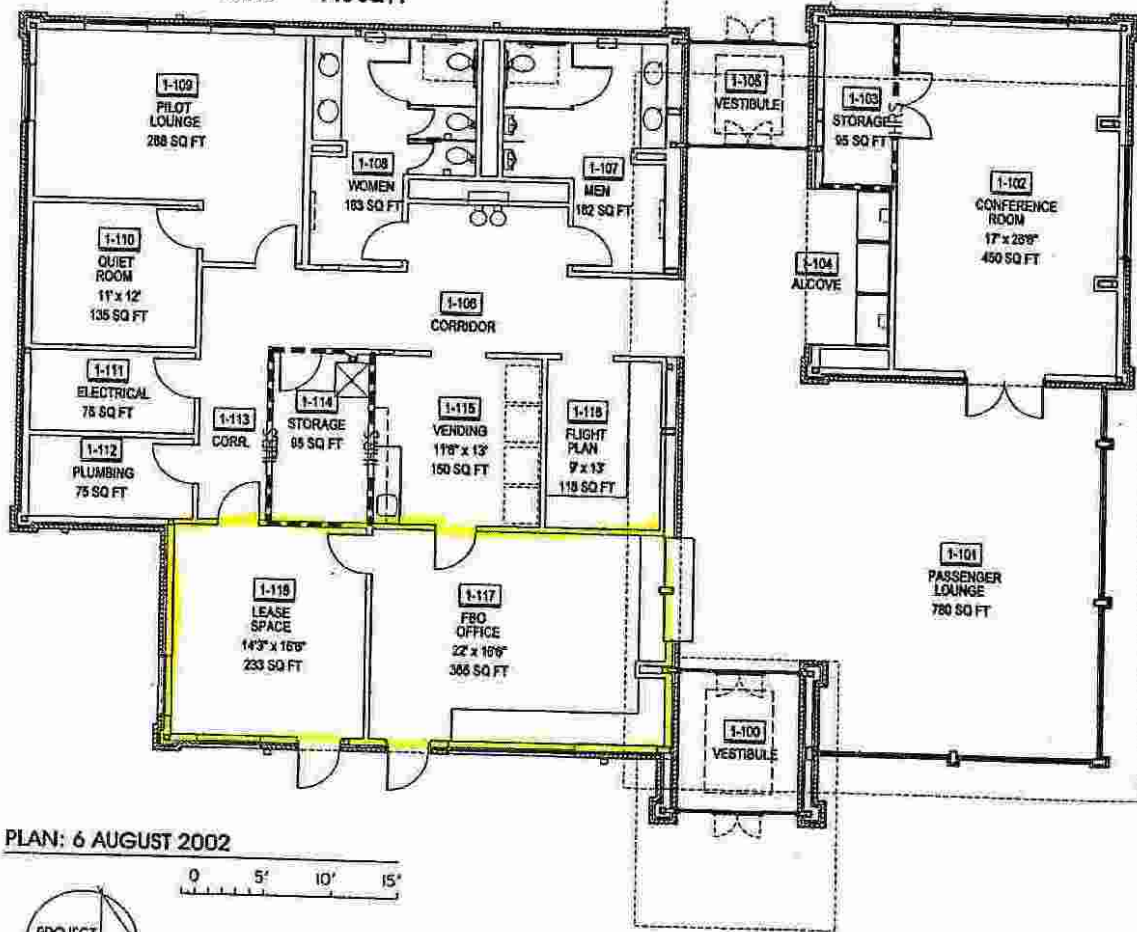
SQUARE FOOTAGE ANALYSIS

EXHIBIT III

TOTAL SQ FTG: 4,465 SQ FT
 TOTAL CIRC SQ FTG: 1,339 SQ FT
 TOTAL PUBLIC SQ FTG: 3,752 SQ FT
 TOTAL NON-PUBLIC SQ FTG: 713 SQ FT
 PUBLIC SQ FTG, PRCNT: 84 %

NON-PUBLIC SQUARE FOOTAGE

CONFERENCE ROOM 50 SQ FT
 MECHANICAL ROOM 28 SQ FT
 LEASE SPACE 233 SQ FT
 FBO OFFICE 362 SQ FT
 CIRCULATION 40 SQ FT
 TOTAL: 713 SQ FT



PLAN: 6 AUGUST 2002

NOTE:
 ROOM DIMENSIONS ARE APPROXIMATE

General Aviation Terminal Building

**ADDENDUM TO THE JULY 1, 2007, FRANCHISE BETWEEN
FALWELL AVIATION, INC. AND THE CITY OF LYNCHBURG**

THIS ADDENDUM OF FRANCHISE made and entered into on this ____ day of _____, 2015, by and between the **CITY OF LYNCHBURG**, a municipal corporation of the Commonwealth of Virginia (the “City”) and, **FREEDOM AVIATION, LLC**, a Virginia Corporation (“Freedom Aviation” or the “Franchisee”).

WITNESSETH:

WHEREAS, the City owns and operates a public facility known as the Lynchburg Regional Airport, located in Campbell County, Virginia (the “Airport”), together with certain structures and improvements thereon; and

WHEREAS, the City and Falwell Aviation, Inc., entered into a Franchise dated July 1, 2007 (the “Franchise”), wherein Falwell Aviation was granted a franchise to construct a new 13,200 square-foot aircraft hangar and storage facility at the Lynchburg Regional Airport for the purpose of providing certain aeronautical services at the Airport; and

WHEREAS, in 2015 Falwell Aviation, Inc., changed its name to Freedom Aviation, LLC; and

WHEREAS, the City and Freedom Aviation desire to amend the July 1, 2007, Franchise to modify certain of the terms and conditions contained therein.

NOW, THEREFORE, WITNESSETH: For and in consideration of the sum of One Dollar (\$1.00), cash in hand paid, and other valuable consideration, the receipt of which is hereby acknowledged, and in consideration of the mutual promises and covenants hereinafter contained, the City and Freedom Aviation hereto mutually agree to amend the July 1, 2007, Franchise as follows, to-wit:

Amendment 1

**ARTICLE IV– SCOPE OF SERVICES TO BE OFFERED BY THE FRANCHISEE AND
USE OF PREMISES BY THE FRANCHISEE**

Is hereby amended by deleting the first paragraph and replacing it with the following paragraph:

~~The Franchisee shall be allowed to provide the following FBO services at the Lynchburg Regional Airport: (a) Aircraft Charter, FAR Part 135 Air Carrier Chapter Two, Section VI(B) of the Airport’s Minimum Operating Standards (b) Retail Fuel Services Jet A & Avgas (a) FAR Part 1.41– approved flight school for primary flight training and ground school in compliance with Chapter Two, Section VI (D) of the Airport’s Minimum Operating Standards (d) Aircraft Rental Chapter Two, ‘Section YJ(C) of the Airport’s Minimum Operating Standards4 (e). Aircraft Sales Chapter Two, Section VI (F) of the Airport’s Minimum Operating Standards, (f) Aircraft Maintenance and Repair, Section VI (A) of the Airport’s Minimum Operating Standard and (g) Aircraft Outside and Inside Storage, Section VI (H)(I) of the Airport’s Minimum Operating Standards. Retail fuel services by~~

~~third-party lessees shall be provided in accordance with the December 6, 2004, letter from Falwell Aviation to Mark F. Courtney, Airport Director, a copy of which is attached hereto and by this reference made a part of this Franchise. Falwell's right to provide retail fuel services at the Lynchburg Regional Airport does not include the right to operate a fuel farm unless Falwell is 'specifically authorized to; operate a fuel farm in accordance with the provisions of Paragraph A., Article [V- Scope of Services to be Offered by the Franchisee and Use of Premises by' the Franchisee, of this Franchise. In providing FBO services at the Lynchburg Regional Airport, Fawell will comply with all of the requirements of the Airport's Minimum Operating Standards that are applicable, to its activities at the Airport to the satisfaction of the City, either directly or by third-party lessees.~~

The Franchisee may use the Premises for and in connection with a fixed base operation by which to engage in those activities set forth in Section III (FBOs – General Requirements) and Section IV (FBOs – Required Minimum Standards) of the Airport Minimum Standards for Aeronautical Services or Activities dated August 10, 2004 (or comparable sections applicable to FBOs as contained in any future amended version), except for certain fuel storage requirements as specified in ARTICLE II (SCOPE OF SERVICES TO BE OFFERED BY THE LESSEE) of this Agreement, and any other for-profit aeronautical activities as permitted by the Minimum Standards for a full service FBO, including all application and approval procedures as outlined in the Airport Minimum Standards.

The Franchisee shall continue to have the right to purchase branded fuel for branded (or otherwise) resale from the City owned Airport Fuel Farm for the duration of this franchise provided that the Franchisee complies with all applicable Fixed Base Operator (FBO) requirements as contained in the *Airport Minimum Standards for Aeronautical Services or Activities* (Minimum Standards), as approved by Lynchburg City Council on August 10, 2004, or the most current version as amended.

Amendment 2

ARTICLE IV– SCOPE OF SERVICES TO BE OFFERED BY THE FRANCHISEE AND USE OF PREMISES BY THE FRANCHISEE

Paragraph D. Appearance and Maintenance of Premises, 2. Maintenance—AP 212, Hangars #7 and #8 is hereby revised as follows:

2. Maintenance—AP 212, Hangars #7 and #8. During the term of the Franchise, the Franchisee shall keep and maintain the Premises in substantially the same order and repair as at the inception of this Franchise, reasonable wear and tear excepted; provided, however, that the City shall, as it becomes necessary for the preservation of the Premises, maintain and make all repairs and replacements to the structural supports, frames and roofs of the buildings, and exterior painting of all buildings. The Franchisee shall be responsible for all maintenance and repair of the Premises including, but not limited to, hangar doors, screens, glass, lighting, walls, flooring, plumbing, electrical and all HVAC, including heating equipment in the aircraft maintenance and storage hangars. The Franchisee shall repair all damages caused by its agents, employees, guests and patrons. The Franchisee shall be responsible for maintaining and replacing flooring and carpeting, maintaining and repairing the HVAC system and hangar heating systems, handling

minor plumbing repairs, performing routine elevator maintenance and be responsible for a telephone connection as required, and performing interior painting and any other preventive maintenance needed to maintain the Premises in a presentable, safe and operating condition, or that the City determines is necessary to maintain the Premises in a proper condition; however, the Franchisee shall not replace flooring or carpeting or paint the interior of the Premises without the prior approval of the City. The Franchisee shall perform all regular grounds maintenance around the Premises including debris removal, mowing and maintenance of landscaped areas. The Franchisee shall not be responsible for exterior maintenance, except as otherwise provided herein. The Franchisee shall prepare annually and submit to the Airport Director for his/her approval a preventive maintenance schedule that the Franchisee shall follow to preserve and protect the Premises and keep it in a safe condition. Failing this, the City shall have the right to develop a maintenance schedule for the Premises (and modify the schedule from time to time) that the Franchisee shall be required to follow and provide documentation of its completion to the Airport Director. The City reserves the right to enter the Premises during all reasonable business hours for inspection to insure the maintenance and upkeep conditions of this Franchise are upheld. Should the Franchisee fail to keep the Premises in good order and repair as is reasonably required in order to preserve the general appearance and value of the Premises, or to comply with the City's maintenance schedule, and if such maintenance and repair is not undertaken within ten (10) days after receipt of written notice, the City shall have the right to enter on the Premises and perform the necessary maintenance or repairs, and the Franchisee shall be responsible for the cost of such work by the City.

EXTENT OF MODIFICATIONS; Except as modified herein, all the terms and conditions set forth in the July 1, 2007, Franchise shall remain in full force and effect and shall apply to this Addendum of Franchise.

IN WITNESS WHEREOF, the parties hereto have caused this Addendum to Franchise to be executed by their duly authorized officers as of the day and year first above written.

CITY OF LYNCHBURG

By: _____
L. Kimball Payne, City Manager

ATTEST: _____
Clerk of Council

FREEDOM AVIATION, LLC

By: _____
David L. Young, President

ATTEST: _____