

4. Have you attended an event at any of the public assembly facilities in the past year? This includes the Joel Coliseum, Coliseum Annex, the Fairgrounds, Bowman Gray Stadium, or Ernie Shore Field?
- Yes (Continue) No (Skip to #5)

Which events did you attend?

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

	Very Good	Good	Average	Poor	Very Poor
Appearance/Condition	A	B	C	D	F
Safety	A	B	C	D	F
Cleanliness	A	B	C	D	F
Parking	A	B	C	D	F
Traffic	A	B	C	D	F
Food	A	B	C	D	F

5. Did you attend the Dixie Classic Fair?

Yes (Continue)

What did you enjoy the most about the Fair? _____

No

Why not? _____ (Skip to #6)

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

	Very Good	Good	Average	Poor	Very Poor
Appearance/Condition	A	B	C	D	F
Safety	A	B	C	D	F
Cleanliness	A	B	C	D	F
Parking	A	B	C	D	F
Traffic	A	B	C	D	F
Food	A	B	C	D	F

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

Yes (Continue)

No (Skip to #7)

Which events did you attend?

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

	Very Good	Good	Average	Poor	Very Poor
Appearance/Condition	A	B	C	D	F
Safety	A	B	C	D	F
Cleanliness	A	B	C	D	F
Parking	A	B	C	D	F
Traffic	A	B	C	D	F
Food	A	B	C	D	F

7. Have you visited a City park in the past year?
 Yes (Continue) No (Skip to #8)

Can you tell me the name of the park you visited the most and about how many times you visited?

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

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

8. Have you visited a City pool in the past year?
 Yes (Continue) No (Skip to #9)

Can you tell me the name of the pool you visited the most and about how many times you visited?

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

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

9. Have you visited a City recreation center in the past year?
 Yes (Continue) No (Skip to #10)

Can you tell me the name of the center you visited the most and about many times you visited?

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

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

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

Yes	No		Very Good	Good	Average	Poor	Very Poor
<input type="checkbox"/>	<input type="checkbox"/>	Played at public golf course	A	B	C	D	F
<input type="checkbox"/>	<input type="checkbox"/>	Visited Salem Lake	A	B	C	D	F
<input type="checkbox"/>	<input type="checkbox"/>	Used Joe White Tennis Center	A	B	C	D	F
<input type="checkbox"/>	<input type="checkbox"/>	Used greenways or strollways	A	B	C	D	F
<input type="checkbox"/>	<input type="checkbox"/>	Ice skated at the Coliseum Annex	A	B	C	D	F
<input type="checkbox"/>	<input type="checkbox"/>	Participated in a class, workshop, club or meeting at a recreation center	A	B	C	D	F
<input type="checkbox"/>	<input type="checkbox"/>	Participated in an athletic league	A	B	C	D	F

11. During the past year have you used a City parking deck?

Yes, how many times _____ (Continue)

No (Skip to #12)

Which parking deck(s) did you use? _____

Please rate your satisfaction with the following aspects of your experience using a City parking deck using the same A through F grading scale.

	Very Good	Good	Average	Poor	Very Poor
Hours of operation	A	B	C	D	F
Schedule	A	B	C	D	F
Safety	A	B	C	D	F
Cleanliness	A	B	C	D	F
Convenience	A	B	C	D	F
Price	A	B	C	D	F
Your overall satisfaction	A	B	C	D	F

12. During the past year have you used the bus system?

Yes, how many times _____ (Continue)

No (Skip to #13)

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

	Very Good	Good	Average	Poor	Very Poor
Hours of operation	A	B	C	D	F
Schedule	A	B	C	D	F
Safety	A	B	C	D	F
Cleanliness	A	B	C	D	F
Convenience	A	B	C	D	F
Price	A	B	C	D	F
Your overall satisfaction	A	B	C	D	F

13. During the past year have you used van pooling?

Yes, how many times _____ (Continue)

No (Skip to #14)

Please rate your satisfaction with the following aspects of your experience using a City parking deck using the same A through F grading scale.

	Very Good	Good	Average	Poor	Very Poor
Hours of operation	A	B	C	D	F
Schedule	A	B	C	D	F
Safety	A	B	C	D	F
Cleanliness	A	B	C	D	F
Convenience	A	B	C	D	F
Price	A	B	C	D	F
Your overall satisfaction	A	B	C	D	F

14. During the past year have you used TransAid?

Yes, how many times _____ (Continue)

No (Skip to #15)

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

	Very Good	Good	Average	Poor	Very Poor
Hours of operation	A	B	C	D	F
Schedule	A	B	C	D	F
Safety	A	B	C	D	F
Cleanliness	A	B	C	D	F
Convenience	A	B	C	D	F
Price	A	B	C	D	F
Your overall satisfaction	A	B	C	D	F

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

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

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

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

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

17. Thinking about quality of life conditions in your neighborhood, within the past year have you had reason to contact the City regarding enforcement of ordinances?

- Yes (Continue) No (Skip to #18)

Was the reason related to?

	Yes	No
Housing code enforcement	<input type="checkbox"/>	<input type="checkbox"/>
Blight removal	<input type="checkbox"/>	<input type="checkbox"/>
Abandoned vehicles	<input type="checkbox"/>	<input type="checkbox"/>
Weeded lots	<input type="checkbox"/>	<input type="checkbox"/>

Please rate your satisfaction with the following aspects of the contact using the same A through F grading scale:

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

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

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

- Yes (Continue) No (Skip to #19)

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

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

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

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

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

20. How safe do you feel in Winston-Salem? Please use a 5-point scale where 1 is very safe, 2 is mostly safe, 3 is neutral, 4 is mostly unsafe, and 5 is very unsafe.

A B C D F
Very Safe Mostly Safe Neutral Mostly Unsafe Very Unsafe

Are there any places you feel unsafe in Winston-Salem, ask why?

21. Within the past year, have you had contact with the Winston-Salem Fire Department, including 911 calls?

Yes (Continue) No (Skip to #22)

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

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

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

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

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

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

Yes No

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

Yes (Continue) No (Skip to #25)

Was that contact for your home or business?

Home Business

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

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

25. Thinking about the City utility bill, please rate your satisfaction with the following aspects using the same grading scale:

	Very Good	Good	Average	Poor	Very Poor
The accuracy of your bill	A	B	C	D	F
The readability of your bill	A	B	C	D	F
The helpfulness of Customer Service staff overall	A	B	C	D	F

26. Within the past year have you had contact with the City's Utility staff other than for billing related questions?

Yes (Continue)

No (Skip to #27)

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

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

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

27. Have you used the City's website for paying utility bills?

Yes (Continue)

No (Skip to #28)

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

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

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

Yes (Continue)

No (Skip to #29)

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

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

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

Yes (Continue)

No (Skip to #30)

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

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

30. During the past year, have you had contact with a City staff person for any reason?

Yes (Continue)

No (Skip to #31)

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

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

31. What are the top three City services that are most important to you listing the most important first?

32. Overall, how satisfied are you with the services and programs the City of Winston-Salem provides? Use the A through F grading scale.

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

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

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

34. How many years have you lived in Winston-Salem?

- 0-1**
- 2-5**
- 6-10**
- 11-20**
- Over 20**

35. May I ask your race?

- Caucasian**
- African-American**
- Native-American**
- Asian**
- Hispanic**
- Other**

36. Stop me when I reach the age group you fall in.

- 18-25**
- 26-35**
- 36-45**
- 46-55**
- 56-65**
- 66-75**
- Over 75**

37. Do you know which ward you live in?

- North**
- South**
- East**
- West**
- Northeast**
- Northwest**
- Southeast**
- Southwest**

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

38. Gender (by voice) Male Female

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