City of Winston-Salem 2007 Citizen Satisfaction Survey

	, my i s Wins		e is Salem conducts a citizen					Salem. On ces that the		;
Are y	ou a ı	resid	ent of the City of Winstor	n-Salem	1?					
			☐ Yes (Continue)		No (Stop	and thank t	he respond	ent)		
Are y	ou ov	er th	e age of 18?							
			☐ Yes (Continue)		No (Ask p	politely to sp	oeak with so	meone ove	r 18)	
1.	servi	ces a	of Winston-Salem uses so and programs. Please te nethod by reading the cho	ll me wh	nether you	have heard	d of? (If yes			ney
	Yes		Channel 13 City Line (water bill insert) City page (W-S Journal pag	ge)	Daily	Weekly	Monthly	Several Times a Year	Never	
2.	Have	you	heard of the City's webs	ite?	Yes (Co	ntinue)	□ No (Skip to #3)		
	How	ofter	n do you use the City's w	ebsite?	☐ Daily	☐ Weekly	☐ Monthly	Several Times a Year	Never (Skip to #3)	
			te your satisfaction with t I, B is good, C is average					5-point sca	le where A	. is
					Very Good	l Good	Average	Poor	Very Poor	
			hat you want?		Α	В	С	D	F	
			information?		Α	В	С	D	F	
			accomplish what you wante			В	C C	D	F	
	Overa	all sa	tisfaction with the website	?	Α	В	C	D	F	
3.	used	a se	t us know if you have use ervice please rate on a 5- D is poor, and F is very p	point gr						е
	Yes	No			Very Good	Good	Average	Poor	Very Poor	
			Backyard garbage picku		Α	В	С	D	F	
			Front yard garbage pickt	ир	Α	В	С	D	F	
			Leaf pickup		Α	В	С	D	F	
			Yard cart pickup		Α	В	С	D	F	
			Curbside recycling		Α	В	С	D	F	
			Brush pickup		Α	В	С	D	F	
			Bulky item pickup		Α	В	С	D	F	
	If you		e not used front yard gar	bage pi	-	-	of this volun	tary option?	•	
			□ Yes		□ No	0				

	vent at any of the public ass eum Annex, the Fairground: nue)		n Gray Stadi		
Which events did you at	•	()	-,		
	ction with the following aspe gh F grading scale (Remind i			at the Co	liseum Comple
	Very Good	Good	Average	Poor	Very Poor
Appearance/Condition	A	В	C	D	F _
Safety	A	В	C	D	F
Cleanliness	A	В	C C	D	F
Parking	A	В	C	D	F
Traffic	A	В	C	D	F
Food	Α	В	C	D	F
Did you attend the Dixie	Classic Fair?				
☐ Yes (Continue)					
	he most about the Fair?				
D. N.					
⊔ NO					
	ction with the following aspe				(Skip to #6)
Why not? Please rate your satisfactions.	ction with the following aspe le (Remind if necessary).	cts of your	experience	at the Fai	r using the sar
Why not? Please rate your satisfact A through F grading sca	ction with the following aspe le (Remind if necessary). Very Good	cts of your	experience Average	at the Fai	r using the sar
Why not? Please rate your satisfact A through F grading scat	ction with the following aspe le (Remind if necessary). Very Good A	cts of your Good B	experience Average C	at the Fai Poor D	r using the sar Very Poor F
Why not? Please rate your satisfact A through F grading scata Appearance/Condition Safety	ction with the following asper le (Remind if necessary). Very Good A A	cts of your Good B B	experience Average C C	at the Fai Poor D D	r using the sar Very Poor F F
Why not? Please rate your satisfact A through F grading scatal Appearance/Condition Safety Cleanliness	ction with the following asper le (Remind if necessary). Very Good A A A	cts of your Good B B B B	Average C C C	at the Fai Poor D D D	Very Poor F F F
Why not? Please rate your satisfact A through F grading scatter Appearance/Condition Safety Cleanliness Parking	ction with the following asper le (Remind if necessary). Very Good A A A A	cts of your Good B B B B	Average C C C C	at the Fai Poor D D D D	r using the sar Very Poor F F F F
Why not? Please rate your satisfact A through F grading scatter and the second scatter and	ction with the following asper le (Remind if necessary). Very Good A A A A A A	Good B B B B B B	Average C C C C C C	at the Fai Poor D D D D	very Poor F F F F F F
Why not? Please rate your satisfact A through F grading scatter Appearance/Condition Safety Cleanliness Parking	ction with the following asper le (Remind if necessary). Very Good A A A A	cts of your Good B B B B	Average C C C C	at the Fai Poor D D D D	r using the sar Very Poor F F F F
Why not? Please rate your satisfact A through F grading scar Appearance/Condition Safety Cleanliness Parking Traffic Food	ction with the following asper le (Remind if necessary). Very Good A A A A A A	Good B B B B B B	Average C C C C C C C	at the Fai Poor D D D D	very Poor F F F F F F
Why not? Please rate your satisfact A through F grading scar Appearance/Condition Safety Cleanliness Parking Traffic Food	ction with the following asper le (Remind if necessary). Very Good A A A A A A A A A A A A A	Good B B B B B B	Average C C C C C C C	at the Fai Poor D D D D	very Poor F F F F F F
Please rate your satisfact A through F grading scar Appearance/Condition Safety Cleanliness Parking Traffic Food Have you attended an e	ction with the following asper le (Remind if necessary). Very Good A A A A A A A A A A A A A	Good B B B B B B	Average C C C C C C C	at the Fai Poor D D D D	very Poor F F F F F F
Please rate your satisfact A through F grading scar Appearance/Condition Safety Cleanliness Parking Traffic Food Have you attended an e Yes (Continue Which events did you at	ction with the following asperle (Remind if necessary). Very Good A A A A A A A A Newent at the Benton Conventinue) Lend?	Good B B B B B Con Center	Average C C C C C C C C C C C	Poor D D D D D	Very Poor F F F F F F
Please rate your satisfact A through F grading scar Appearance/Condition Safety Cleanliness Parking Traffic Food Have you attended an e Yes (Continue Which events did you at	ction with the following asperle (Remind if necessary). Very Good A A A A A A A A Vent at the Benton Conventinue) Tend?	Good B B B B B Con Center	Average C C C C C C C C C C C	Poor D D D D D	Very Poor F F F F F F
Please rate your satisfact A through F grading scar Appearance/Condition Safety Cleanliness Parking Traffic Food Have you attended an e 'Yes (Continuation Which events did you at Please rate your satisfact at the property of the propert	ction with the following asperle (Remind if necessary). Very Good A A A A A A A A Vent at the Benton Conventinue) Tend?	Good B B B B B Con Center	Average C C C C C C C C C C C	Poor D D D D D	Very Poor F F F F F F
Please rate your satisfact A through F grading scar Appearance/Condition Safety Cleanliness Parking Traffic Food Have you attended an e 'Yes (Continuation Which events did you at Please rate your satisfact at the property of the propert	ction with the following asperle (Remind if necessary). Very Good A A A A A A A Vent at the Benton Conventinue) Tend?	Good B B B B B Con Center C (Skip to a	Average C C C C C C C C C Average C Average C	at the Fai	Very Poor F F F F F F Very Poor F
Please rate your satisfact A through F grading scar Appearance/Condition Safety Cleanliness Parking Traffic Food Have you attended an e Yes (Continual Which events did you at Please rate your satisfactusing the same grading	ction with the following asperle (Remind if necessary). Very Good A A A A A A A Vent at the Benton Conventinue) Tend? Ction with the following asperscale. Very Good	Good B B B B B Con Center C (Skip to a	Average C C C C C C C C C Average C C C C C C C C C	at the Fai	Very Poor F F F F F F Or F Very Poor
Please rate your satisfact A through F grading scar Appearance/Condition Safety Cleanliness Parking Traffic Food Have you attended an e Yes (Continual Which events did you at Please rate your satisfactusing the same grading Appearance/Condition	ction with the following asperle (Remind if necessary). Very Good A A A A A A A A A	Good B B B B B Con Center C (Skip to a	Average C C C C C C C C C C C C C C C C C C C	at the Fai	Very Poor F F F F F F Very Poor F F F F
Please rate your satisfact A through F grading scar A through F grading scar Appearance/Condition Safety Cleanliness Parking Traffic Food Have you attended an e Yes (Continual Which events did you at Please rate your satisfact using the same grading Appearance/Condition Safety	ction with the following asperle (Remind if necessary). Very Good A A A A A A A A A Vent at the Benton Conventinue) Tend? Ction with the following asperscale. Very Good A A A	Good B B B B B Con Center C (Skip to a	Average C C C C C C C C C C C C C C C C C C C	at the Fai	Very Poor F F F F F F F F F F F F F F F F F F
Please rate your satisfact A through F grading scar A through F grading scar Appearance/Condition Safety Cleanliness Parking Traffic Food Have you attended an e Yes (Continual Which events did you at Please rate your satisfact using the same grading Appearance/Condition Safety Cleanliness	ction with the following asperle (Remind if necessary). Very Good A A A A A A A Vent at the Benton Conventinue) Itend? Ction with the following asperscale. Very Good A A A A A	Good B B B B B Con Center C) (Skip to a	Average C C C C C C C C C C C C C C C C C C C	at the Fai	Very Poor F F F F F F Very Poor F F F F

7.	Have you visited a City park in the pas	t year?								
	Yes (Continue)	☐ No	(Skip to	#8)						
	Can you tell me the name of the park y	ou visited the	most and	about how r	many time	s you visited?				
	Please rate your satisfaction with the fo	ollowing aspec	cts of your	experience	using the	same A through				
	F grading scale.	Very Good	Good	Average	Poor	Very Poor				
	Cleanliness	Α	В	С	D	F				
	Appearance	A	В	С	D	F				
	Condition of equipment	A	В	C C	D D	F F				
	Safety Your overall satisfaction	A A	B B	C	D	F				
8.	Have you visited a City pool in the pas	t vear?								
0.	☐ Yes (Continue)	•	(Skip to	#9)						
	Can you tell me the name of the pool y	ou visited the	most and	about how r	many time	s you visited?				
	Please rate your satisfaction with the fo	ollowing aspec	cts of your	experience	using the	same A through				
	F grading scale.	Very Good	Good	Average	Poor	Very Poor				
	Cleanliness	Ā	В	C	D	F				
	Appearance	Α	В	С	D	F				
	Condition of equipment	A	В	C C C	D	F				
	Safety Your overall satisfaction	A A	B B	C	D D	F F				
	Tour overall Satisfaction	A	Б	C	D	Г				
9.	Have you visited a City recreation cent	•								
	☐ Yes (Continue) ☐ No (Skip to #10)									
	Can you tell me the name of the center	r you visited th	ie most ar	nd about mai	ny times y	ou visited?				
	Please rate your satisfaction with the for F grading scale.	ollowing aspec	cts of your	experience	using the	same A through				
	i grading scale.	Very Good	Good	Average	Poor	Very Poor				
	Cleanliness	Α	В	С	D	F				
	Appearance	A	В	C	D	F -				
	Condition of equipment	A	В	C C C	D	F F				
	Safety Your overall satisfaction	A A	B B	C	D D	F				
10.	Thinking about other recreational servi the following recreation services in the									
	the same grading scale. Yes No	Very Good	Good	Average	Poor	Very Poor				
	☐ ☐ Played at public golf course	Ā	В	С	D	F				
	□ Visited Salem Lake	Α	В		D	F				
	□ □ Used Joe White Tennis Cente		В	C	D	F				
	Used greenways or strollwaysIce skated at the Coliseum Ar		B B	C C C	D D	F F				
	☐ ☐ Ice skated at the Coliseum Ar☐ ☐ Participated in a class, worksho		В	C	D	F				
	club or meeting at a recreation		5	9	<i>ل</i>	·				
	☐ ☐ Participated in an athletic leag		В	С	D	F				

11.	During the past year have you used a C	City parking ded	ck?			
	Yes, how many times	(Continue)		No (Skip to	#12)	
	Which parking deck(s) did you use?					
	Please rate your satisfaction with the fousing the same A through F grading sc		s of your	experience ι	ısing a C	ity parking deck
		Very Good	Good	Average	Poor	Very Poor
	Hours of operation	Α	В	С	D	F
	Schedule	Α	В		D	F
	Safety	A	В	Ċ	D	F
	Cleanliness	A	В	Ċ	D	F
	Convenience	A	В	Ċ	D	F
	Price	A	В	Ċ	D	F
	Your overall satisfaction	A	В	00000	D	F
		, ,	_	•	_	·
12.	During the past year have you used the	•				
	☐ Yes, how many times	(Continue)		No (Skip to	o #13)	
	Please rate your satisfaction with the fousing the same grading scale.	llowing aspect	s of your	experience ι	ısing a C	ity parking deck
	and gramming comes	Very Good	Good	Average	Poor	Very Poor
	Hours of operation	Α	В	С	D	F
	Schedule	Α	В	С	D	F
	Safety	Α	В	С	D	F
	Cleanliness	Α	В	С	D	F F
	Convenience	Α	В	С	D	F
	Price	Α	В	С	D	F
	Your overall satisfaction	Α	В	0000000	D	F
13.	During the past year have you used var	n poolina?				
	☐ Yes, how many times	_		No (Skip to	#14)	
	Please rate your satisfaction with the fo		s of your	experience (ısing a C	ity parking deck
	using the same A through F grading so				_	
		Very Good	Good	Average	Poor	Very Poor
	Hours of operation	A	В	С	D	F
	Schedule	A	В	C	D	F
	Safety	A	В	C	D	F
	Cleanliness	A	В	C	D	F
	Convenience	A	В	00000	D	F F
	Price Your overall satisfaction	A A	B B	C	D D	F F
4.4	During the past year have you used Tr	ano AidO				
14.	During the past year have you used Tra — Yes, how many times			No (Skip to	n #15)	
				` .	•	
	Please rate your satisfaction with the fousing the same grading scale.	-			-	
	Harma of an ana Car	Very Good	Good	Average	Poor	Very Poor
	Hours of operation	A	В	С	D	F
	Schedule	A	В	С	D	F
	Safety	A	В	С	D	F
	Cleanliness	A	В	С	D	F
	Convenience	A	В	С	D	F
	Price Your overall satisfaction	Α Δ	B R	C	D	F F

15.	Please rate your satisfaction with th F grading scale.	-				_
	T (" 0	Very Good	Good	Average	Poor	Very Poor
	Traffic flow	A	В	C	D	F
	Condition of the pavement	A	В	C	D	F -
	Condition of the pavement markings	Α	В	C	D	F
	Lighting	Α	В	С	D	F
	Traffic lights	Α	В	С	D	F
	On-street parking downtown	Α	В	С	D	F
	Snow removal	Α	В	С	D	F
	Availability of sidewalks	Α	В	C	D	F
	Condition of sidewalks	A	В	000000	D	F
	If the respondent answered with D o	or F to any aspec	t, ask why	′ .		
16.	Thinking about the general appeara satisfaction with the following aspect				s, please ı	rate your
		Very Good	Good	Average	Poor	Very Poor
	Cleanliness	Α	В	С	D	F
	Landscaping	Α	В	С	D	F
	Grass areas mowed regularly	Α	В	С	D	F
	Vacant lots cleared	Α	В	C C C	D	F
	Maintenance/appearance of sidewalk	s A	В	С	D	F
	Maintenance & appearance of City streets &		В	С	D	F
	reason to contact the City regarding Yes (Continue) Was the reason related to?		ordinance (Skip to a			
		Yes	No			
	Housing code enforcement					
	Blight removal	ā	ā			
	Abandoned vehicles	ā	ā			
	Weeded lots		_			
	Please rate your satisfaction with th grading scale:	e following aspec	cts of the o	contact using	g the sam	e A through F
		Very Good	Good	Average	Poor	Very Poor
	Helpfulness	Α	В	С	D	F
	Friendliness	Α	В	С	D	F
	Responsiveness	Α	В	С	D	F
	If the respondent answered with D o	or F to any aspec	t, ask why	′ .		
18.	Within the past year, have you had business including 911 calls?	contact with the \	Winston-S	alem Police	Departme	ent for police
	Yes (Continue)	☐ No	(Skip to	#19)		
	Please rate your satisfaction with th	e police service y	ou receiv	ed using the	same A-l	F grading scale.
	A B	С	D		F	
	Very Good Good	Average	Poo	or Ve	ry Poor	

	ng about everything how satisfied are									
	A Very Good	B Good	C Average	D Poor	Ve	F ry Poor				
If the re	espondent answe	ered with D or F	to any aspec	t, ask why.						
	afe do you feel in safe, 3 is neutral					e 1 is ver	/ safe, 2 is			
	A	В	С	D		F				
	Very Safe	Mostly Safe	Neutral	Mostly Uns	-	/ Unsafe				
Are the	ere any places yo	u feel unsafe in	Winston-Sal	em, ask why	?					
Within calls?	the past year, ha	ve you had cor	itact with the	Winston-Sal	em Fire D	epartmen	t, including 91			
	☐ Yes (Conti	nue)	□ No	Skip to #2	2)					
Please	rate your satisfa	ction with the fi	•	received us	sing the sa	•	ng scale.			
	A Very Good	B Good	C Average	D Poor	Vo	F ry Poor				
Thinkir	na about ovoruthi	na vou bavo co	on or board a	hout the \\/ir	acton Sala	m Eiro Da	nartmont			
	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.									
	Α	В	С	D		F				
	Very Good	Good	Average	Poor	Ve	ry Poor				
If the re	espondent answe	ered with D or F	to any aspec	t, ask why.						
Are you	u aware that ther	e are zoning ar	ıd building pei	rmit requirer	nents in th	ne City?				
	☐ Yes		☐ No)						
	the past year, ha	nnections, cons	truction, or re	novations?	•	ing inspe	ctors, such as			
	☐ Yes (Conti	nue)	□ No	(Skip to #2	5)					
Was th	at contact for you	ur home or busi	ness?							
	☐ Home		☐ Bu	■ Business						
	atisfied were you g scale.	with the service	e you received	d for your ho	me or bus	siness? U	se the same			
	A Very Good	B Good	C Average	D Poor	Ve	F ry Poor				
	ng about the City grading scale:	utility bill, pleas	e rate your sa	atisfaction w	ith the follo	owing asp	ects using the			
			Very Good	Good	Average	Poor	Very Poor			
	curacy of your bill adability of your bi		A A	B B	C C	D D	F F			
	ofulness of Custome			В	Č	D	F			

26. Within the past year have you had contact with the City's Utility staff other than for billing relate questions?						lling related				
		Yes (Continu	e)	☐ No	(Skip to #	[‡] 27)				
	Please rate	your satisfaction	on with the fo	llowing aspec	ts of the c	ontact using	the same	e grading sc	ale:	
				Very Good	Good	Average	Poor	Very Poor		
	Helpfulness			Α	В	С	D	F		
	Friendliness			Α	В	С	D	F		
	Responsiven	iess		Α	В	С	D	F		
	If the respor	ndent answere	d with D or F	to any aspect	t, ask why	<u>.</u>				
27.	-	sed the City's v Yes (Continu	-		ls? (Skip to #	‡28)				
	Please rate	your satisfaction	on with the we	eb pavment s	ervices us	ing the sam	e A-F gra	ding scale.		
		Α	В	С	D	9	F	9		
	,	Very Good	Good	Average	Poo	r Ver	y Poor			
28.	Have you us	sed the City's v	oice respons	e system for	paying util	ity bills?				
		Yes (Continu	e)	☐ No	(Skip to #	‡ 29)				
	Please rate your satisfaction with the system using the same grading scale.									
		A	В	С	_D		F_			
	· ·	Very Good	Good	Average	Poo	r Ver	y Poor			
29.	a business l	ast year, have icense, or pay Yes (Continu	a water bill/p	arking ticket,		ment?	ard cart st	icker, purch	ase	
		your satisfaction	on with the fo	llowing aspec	ts of the e	xperience u	sing the s	ame gradin	g	
	scale.			Very Good	Good	Average	Poor	Very Poor		
	Access to so	meone for the	service	A	В	_	D	F		
		of that person		A	В	C C	D	F		
	Friendliness			Α	В	C	D	F		
		faction with the	experience	Α	В	С	D	F		
30.	-	ast year, have Yes (Continu	•		ty staff per (Skip to #	-	reason?			
	Please rate	your satisfaction	on with the fo	llowing aspec	ts of the c	ontact using	the same	e grading so	ale	
	1 10000 1010	your outlondon	511 William (110 10	Very Good	Good	Average	Poor	Very Poor		
	Registering a	a complaint		A	В	C	D	F	NA	
		a service or ass	sistance	A	В	Č	D	F	NA	
	Requesting i			A	В	C C C	D	F	NA	
	Friendliness			Α	В	C	D	F		
		faction with the	contact	Α	В	С	D	F		
31.	What are the	e top three City —	y services tha	it are most im	portant to	you listing th	ne most ir	mportant firs	st?	

32.	Overall, how Use the A thr		•	services and	programs th	e City of W	inston-Sale	m provides?
		Α	В	С	D		F	
	V	ery Good	Good	Average	Poor	Very	/ Poor	
33.	What would y	ou recomme	end that the C	ity should do	to improve	the services	s it provides	to you?
That	concludes ou	r questions a	bout the City	of Winston-S	alem. Now	tell us a littl	le about you	rself.
34.	How many ye	ears have you	ı lived in Win	ston-Salem?				
		0-1	2-5	6-10	11-20	Ov	er 20	
35.	May I ask yo	ur race?						
	•	☐ Caucasian	African- American	Native- American	Asian		☐ panic	Other
36.	Stop me whe	n I reach the	age group yo	ou 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 respond	dent is not su	re, then ask	closest inters	ection		_ and	
38.	Gender (by v	oice)	Male	☐ Fe	emale			
	Tha	at concludes	our survey ar	nd we want to	thank you f	or your valu	uable input	