



CITY OF WINSTON-SALEM, NC 2011

Benchmark Report

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UNDERSTANDING THE BENCHMARK COMPARISONS

COMPARISON DATA

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services and gave their opinion about the quality of community life. The comparison evaluations are from the most recent survey completed in each jurisdiction; 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 City of Winston-Salem chose to have comparisons made to the entire database and a subset of similar jurisdictions from the database (cities in the Southern region with populations from 100,000 to 450,000). A benchmark comparison (the average rating from all the comparison jurisdictions where a similar question was asked) has been provided when a similar question on the City of Winston-Salem Survey was included in NRC's database and there were at least five jurisdictions in which the question was asked. For most questions compared to the entire dataset, there were more than 100 jurisdictions included in the benchmark comparison.

The jurisdictions in the database represent a wide geographic and population range as shown in the table below.

Jurisdiction Characteristic	Percent of Jurisdictions
Region	
West Coast ¹	16%
West ²	21%
North Central West ³	10%
North Central East ⁴	13%
South Central ⁵	7%
South ⁶	25%
Northeast West ⁷	2%
Northeast East ⁸	4%
Population	
Less than 40,000	45%
40,000 to 74,999	20%
75,000 to 149,000	17%
150,000 or more	19%

¹ Alaska, Washington, Oregon, California, Hawaii

² Montana, Idaho, Wyoming, Colorado, Utah, Nevada, Arizona, New Mexico

³ North Dakota, South Dakota, Nebraska, Kansas, Iowa, Missouri, Minnesota

⁴ Illinois, Indiana, Ohio, Michigan, Wisconsin

⁵ Oklahoma, Texas, Louisiana, Arkansas

⁶ West Virginia, Virginia, Kentucky, Tennessee, Mississippi, Alabama, Georgia, Florida, South Carolina, North Carolina, Maryland, Delaware, Washington DC

⁷ New York, Pennsylvania, New Jersey

⁸ Connecticut, Rhode Island, Massachusetts, New Hampshire, Vermont, Maine

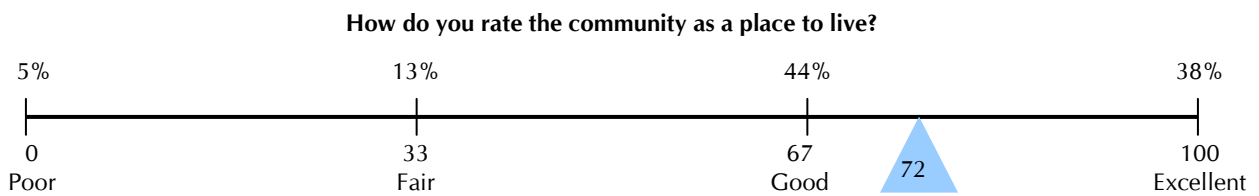
PUTTING EVALUATIONS ONTO THE 100-POINT SCALE

Although responses to many of the evaluative questions were made on a four point scale with 1 representing the best rating and 4 the worst, the benchmarks are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. The 95 percent confidence interval around an average score on the 100-point scale is no greater than plus or minus two points based on all respondents.

The 100-point scale is not a percent. It is a conversion of responses to an average rating. Each response option is assigned a value that is used in calculating the average score. For example, “excellent” = 100, “good” = 67, “fair” = 33 and “poor” = 0. If everyone reported “excellent,” then the average rating would be 100 on the 100-point scale. Likewise, if all respondents gave a “poor,” the result would be 0 on the 100-point scale. If half the respondents gave a score of “excellent” and half gave a score of “poor,” the average would be in the middle of the scale (like the center post of a teeter totter) between “fair” and “good.” An example of how to convert survey frequencies into an average rating appears below.

Example of Converting Responses to the 100-point Scale

How do you rate the community as a place to live?						
Response option	Total with “don’t know”	Step 1: Remove the percent of “don’t know” responses	Total without “don’t know”	Step 2: Assign scale values	Step 3: Multiply the percent by the scale value	Step 4: Sum to calculate the average rating
Excellent	36%	= 36 ÷ (100-5) =	38%	100	= 38% x 100 =	38
Good	42%	= 42 ÷ (100-5) =	44%	67	= 44% x 67 =	30
Fair	12%	= 12 ÷ (100-5) =	13%	33	= 13% x 33 =	4
Poor	5%	= 5 ÷ (100-5) =	5%	0	= 5% x 0 =	0
Don’t know	5%		--			
Total	100%		100%			72



INTERPRETING THE RESULTS

Average ratings are compared when similar questions are included in NRC's database, and there are at least five jurisdictions in which the question was asked. Where comparisons are available, three numbers are provided in the table. The first column is your jurisdiction's rating on the 100-point scale. The second column is the rank assigned to your jurisdiction's rating among jurisdictions where a similar question was asked. The third column is the number of jurisdictions that asked a similar question. The fourth column shows the comparison of your jurisdiction's average rating (column one) to the benchmark.

Where comparisons for quality ratings were available, the City of Winston-Salem's results were generally noted as being "above" the benchmark, "below" the benchmark or "similar" to the benchmark. For some questions – those related to resident behavior, circumstance or to a local problem – the comparison to the benchmark is designated as "more," "similar" or "less" (for example, the percent of crime victims, residents visiting a park or residents identifying code enforcement as a problem.) In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, "much less" or "much above"). These labels come from a statistical comparison of the City of Winston-Salem's rating to the benchmark where a rating is considered "similar" if it is within the margin of error; "above," "below," "more" or "less" if the difference between your jurisdiction's rating and the benchmark is greater the margin of error; and "much above," "much below," "much more" or "much less" if the difference between your jurisdiction's rating and the benchmark is more than twice the margin of error.

This report contains benchmarks at the national level, as well as for cities in the Southern region with populations from 100,000 to 450,000.

NATIONAL BENCHMARK COMPARISONS

Overall Community Quality Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Overall quality of life in Winston-Salem	66	229	409	Similar
Your neighborhood as place to live	64	200	270	Much below
Winston-Salem as a place to live	69	196	339	Similar
Recommend living in Winston-Salem to someone who asks	75	98	179	Similar
Remain in Winston-Salem for the next five years	80	68	178	Above

Community Transportation Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ease of car travel in Winston-Salem	60	78	264	Much above
Ease of bus travel in Winston-Salem	51	58	185	Much above
Ease of bicycle travel in Winston-Salem	43	164	258	Much below
Ease of walking in Winston-Salem	48	190	261	Much below
Availability of paths and walking trails	48	115	173	Much below
Traffic flow on major streets	46	108	241	Similar

Frequency of Bus Use Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ridden a local bus within Winston-Salem	24	72	160	Similar

Drive Alone Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Average percent of work commute trips made by driving alone	74	108	167	Similar

Transportation and Parking Services Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Street repair	37	294	394	Much below
Street cleaning	48	213	272	Much below
Street lighting	53	183	300	Similar
Snow removal	48	182	250	Much below

The National Citizen Survey™ by National Research Center, Inc.

Transportation and Parking Services Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sidewalk maintenance	48	161	255	Similar
Traffic signal timing	47	116	209	Similar
Bus or transit services	53	92	201	Above
Amount of public parking	44	120	202	Below

Housing Characteristics Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality housing	51	57	280	Much above
Variety of housing options	58	48	166	Much above

Housing Costs Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Experiencing housing costs stress (housing costs 30% or MORE of income)	34	104	173	Less

Built Environment Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Quality of new development in Winston-Salem	53	122	246	Similar
Overall appearance of Winston-Salem	58	184	314	Similar

Population Growth Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Population growth seen as too fast	40	125	228	Less

Nuisance Problems Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Run down buildings, weed lots and junk vehicles seen as a "major" problem	16	58	229	More

Planning and Community Code Enforcement Services Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Land use, planning and zoning	49	82	272	Much above

Planning and Community Code Enforcement Services Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Code enforcement (weeds, abandoned buildings, etc.)	43	205	335	Below

Economic Sustainability and Opportunities Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Employment opportunities	43	79	277	Much above
Shopping opportunities	65	42	264	Much above
Winston-Salem as a place to work	57	111	300	Much above
Overall quality of business and service establishments in Winston-Salem	57	76	164	Similar

Economic Development Services Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Economic development	45	121	260	Similar

Job and Retail Growth Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Retail growth seen as too slow	37	110	227	Similar
Jobs growth seen as too slow	89	38	230	Much more

Personal Economic Future Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Positive impact of economy on household income	20	61	223	Above

Community and Personal Public Safety Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
In your neighborhood during the day	84	224	310	Below
In your neighborhood after dark	68	207	301	Below
In Winston-Salem's downtown area during the day	78	198	264	Much below
In Winston-Salem's downtown area after dark	54	193	274	Much below
Violent crime (e.g., rape, assault, robbery)	62	217	265	Much below
Property crimes (e.g., burglary, theft)	53	206	265	Much below

Community and Personal Public Safety Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Environmental hazards, including toxic waste	72	125	174	Below

Crime Victimization and Reporting Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Victim of crime	11	133	232	Similar
Reported crimes	86	50	230	Much more

Public Safety Services Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Police services	65	236	390	Similar
Fire services	79	120	316	Similar
Crime prevention	55	195	315	Below
Fire prevention and education	68	103	251	Similar
Traffic enforcement	59	138	336	Similar
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	52	128	194	Below

Contact with Police and Fire Departments Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Had contact with the City of Winston-Salem Police Department	40	21	61	More
Overall impression of most recent contact with the City of Winston-Salem Police Department	66	35	69	Similar
Had contact with the City of Winston-Salem Fire Department	14	22	43	Similar
Overall impression of most recent contact with the City of Winston-Salem Fire Department	74	41	48	Much below

Community Environment Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Cleanliness of Winston-Salem	56	122	180	Much below
Quality of overall natural environment in Winston-Salem	59	105	178	Below
Preservation of natural areas such as open space, farmlands and greenbelts	51	106	177	Below
Air quality	58	127	214	Similar

Frequency of Recycling Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recycled used paper, cans or bottles from your home	88	87	214	Much more

Utility Services Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sewer services	63	141	272	Similar
Drinking water	61	128	282	Above
Storm drainage	58	118	321	Above
Yard waste pick-up	63	129	224	Similar
Recycling	70	118	315	Much above
Garbage collection	71	162	335	Similar

Community Recreational Opportunities Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recreation opportunities	59	127	272	Similar

Participation in Parks and Recreation Opportunities Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Used Winston-Salem recreation centers	57	90	184	Similar
Participated in a recreation program or activity	47	106	216	Similar
Visited a neighborhood park or City park	85	131	223	Similar

Parks and Recreation Services Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
City parks	64	213	295	Below

Parks and Recreation Services Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recreation programs or classes	60	186	304	Below
Recreation centers or facilities	58	156	245	Below

Cultural and Educational Opportunities Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to attend cultural activities	63	48	278	Much above
Educational opportunities	65	68	229	Much above

Participation in Cultural and Educational Opportunities Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Participated in religious or spiritual activities in Winston-Salem	69	7	119	Much more

Community Health and Wellness Access and Opportunities Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality health care	57	41	221	Much above
Availability of affordable quality food	59	60	162	Above
Availability of preventive health services	58	37	133	Much above

Health and Wellness Services Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Health services	62	49	179	Much above

Community Quality and Inclusiveness Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sense of community	57	135	280	Similar
Openness and acceptance of the community toward people of diverse backgrounds	50	181	248	Much below
Availability of affordable quality child care	49	60	214	Much above
Winston-Salem as a place to raise kids	67	187	339	Similar
Winston-Salem as a place to retire	62	122	324	Above

Services Provided for Population Subgroups Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services to low income people	45	112	220	Similar

Civic Engagement Opportunities Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to participate in community matters	61	55	168	Above
Opportunities to volunteer	71	36	168	Much above

Participation in Civic Engagement Opportunities Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Attended a meeting of local elected officials or other local public meeting	26	113	226	Similar
Watched a meeting of local elected officials or other public meeting on cable television, the Internet or other media	50	46	180	Much more
Volunteered your time to some group or activity in Winston-Salem	54	58	226	Much more
Participated in a club or civic group in Winston-Salem	41	20	143	Much more
Provided help to a friend or neighbor	96	38	139	Similar

Voter Behavior Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Registered to vote	83	139	233	Similar
Voted in last general election	76	104	232	Similar

Use of Information Sources Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Read Winston-Salem Newsletter	29	163	165	Much less
Visited the City of Winston-Salem Web site	58	97	164	Similar

Local Government Media Services and Information Dissemination Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Public information services	53	198	260	Much below

Social Engagement Opportunities Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to participate in social events and activities	60	65	167	Above
Opportunities to participate in religious or spiritual events and activities	71	34	134	Much above

Contact with Immediate Neighbors Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Has contact with neighbors at least several times per week	45	110	160	Less

Public Trust Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Value of services for the taxes paid to Winston-Salem	44	256	359	Much below
The overall direction that Winston-Salem is taking	51	127	296	Similar
Job Winston-Salem government does at welcoming citizen involvement	46	171	300	Similar
Overall image or reputation of Winston-Salem	57	171	289	Below

Services Provided by Local, State and Federal Governments Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services provided by the City of Winston-Salem	60	206	389	Similar
Services provided by the Federal Government	45	53	237	Above
Services provided by the State Government	46	70	239	Above
Services provided by Forsyth County Government	54	30	148	Much above

Contact with City Employees Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Had contact with City employee(s) in last 12 months	46	209	262	Much less

Perceptions of City Employees (Among Those Who Had Contact) Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Knowledge	68	182	302	Similar
Responsiveness	65	184	296	Similar
Courteousness	67	168	248	Below
Overall impression	65	203	347	Similar

JURISDICTIONS INCLUDED IN NATIONAL BENCHMARK COMPARISONS

Valdez, AK.....	3,976	Newport Beach, CA.....	85,186
Auburn, AL.....	53,380	Palm Springs, CA.....	44,552
Gulf Shores, AL.....	9,741	Palo Alto, CA.....	64,403
Tuskegee, AL.....	9,865	Poway, CA.....	47,811
Vestavia Hills, AL.....	34,033	Rancho Cordova, CA.....	64,776
Fayetteville, AR.....	73,580	Richmond, CA.....	103,701
Little Rock, AR.....	193,524	San Diego, CA.....	1,307,402
Avondale, AZ.....	76,238	San Francisco, CA.....	805,235
Casa Grande, AZ.....	48,571	San Luis Obispo County, CA.....	269,637
Chandler, AZ.....	236,123	San Mateo, CA.....	97,207
Cococino County, AZ.....	134,421	San Rafael, CA.....	57,713
Dewey-Humboldt, AZ.....	3,894	Santa Monica, CA.....	89,736
Flagstaff, AZ.....	65,870	South Lake Tahoe, CA.....	21,403
Florence, AZ.....	25,536	Stockton, CA.....	291,707
Gilbert, AZ.....	208,453	Sunnyvale, CA.....	140,081
Goodyear, AZ.....	65,275	Temecula, CA.....	100,097
Green Valley, AZ.....	21,391	Thousand Oaks, CA.....	126,683
Kingman, AZ.....	28,068	Visalia, CA.....	124,442
Marana, AZ.....	34,961	Walnut Creek, CA.....	64,173
Maricopa County, AZ.....	3,817,117	Adams County, CO.....	441,603
Mesa, AZ.....	439,041	Arapahoe County, CO.....	572,003
Peoria, AZ.....	154,065	Archuleta County, CO.....	12,084
Phoenix, AZ.....	1,445,632	Arvada, CO.....	106,433
Pinal County, AZ.....	375,770	Aspen, CO.....	6,658
Prescott Valley, AZ.....	38,822	Aurora, CO.....	325,078
Queen Creek, AZ.....	26,361	Boulder, CO.....	97,385
Scottsdale, AZ.....	217,385	Boulder County, CO.....	294,567
Sedona, AZ.....	10,031	Breckenridge, CO.....	4,540
Surprise, AZ.....	117,517	Broomfield, CO.....	55,889
Tempe, AZ.....	161,719	Centennial, CO.....	100,377
Yuma, AZ.....	93,064	Clear Creek County, CO.....	9,088
Yuma County, AZ.....	195,751	Colorado Springs, CO.....	416,427
Apple Valley, CA.....	69,135	Commerce City, CO.....	45,913
Benicia, CA.....	26,997	Craig, CO.....	9,464
Brea, CA.....	39,282	Crested Butte, CO.....	1,487
Brisbane, CA.....	4,282	Denver, CO.....	600,158
Burlingame, CA.....	28,806	Douglas County, CO.....	285,465
Carlsbad, CA.....	105,328	Durango, CO.....	16,887
Chula Vista, CA.....	243,916	Eagle County, CO.....	52,197
Concord, CA.....	122,067	Edgewater, CO.....	5,170
Coronado, CA.....	18,912	El Paso County, CO.....	622,263
Cupertino, CA.....	58,302	Englewood, CO.....	30,255
Davis, CA.....	65,622	Estes Park, CO.....	5,858
Del Mar, CA.....	4,161	Fort Collins, CO.....	143,986
Dublin, CA.....	46,036	Frisco, CO.....	2,683
El Cerrito, CA.....	23,549	Fruita, CO.....	12,646
Elk Grove, CA.....	153,015	Georgetown, CO.....	1,034
Galt, CA.....	23,647	Gilpin County, CO.....	5,441
La Mesa, CA.....	57,065	Golden, CO.....	18,867
Laguna Beach, CA.....	22,723	Grand County, CO.....	14,843
Livermore, CA.....	80,968	Greenwood Village, CO.....	13,925
Lodi, CA.....	62,134	Gunnison County, CO.....	15,324
Long Beach, CA.....	462,257	Highlands Ranch, CO.....	96,713
Lynwood, CA.....	69,772	Hot Sulphur Springs, CO.....	663
Menlo Park, CA.....	32,026	Hudson, CO.....	2,356
Mission Viejo, CA.....	93,305	Jackson County, CO.....	1,394
Mountain View, CA.....	74,066	Jefferson County, CO.....	534,543

Lafayette, CO.....	24,453	Pinellas County, FL.....	916,542
Lakewood, CO.....	142,980	Pinellas Park, FL.....	49,079
Larimer County, CO.....	299,630	Port Orange, FL.....	56,048
Lone Tree, CO.....	10,218	Port St. Lucie, FL.....	164,603
Longmont, CO.....	86,270	Sanford, FL.....	53,570
Louisville, CO.....	18,376	Sarasota, FL.....	51,917
Loveland, CO.....	66,859	Seminole, FL.....	17,233
Mesa County, CO.....	146,723	South Daytona, FL.....	12,252
Montrose, CO.....	19,132	St. Cloud, FL.....	35,183
Northglenn, CO.....	35,789	Tallahassee, FL.....	181,376
Park County, CO.....	16,206	Titusville, FL.....	43,761
Parker, CO.....	45,297	Volusia County, FL.....	494,593
Pitkin County, CO.....	17,148	Walton County, FL.....	55,043
Pueblo, CO.....	106,595	Winter Garden, FL.....	34,568
Salida, CO.....	5,236	Winter Park, FL.....	27,852
Steamboat Springs, CO.....	12,088	Albany, GA.....	77,434
Sterling, CO.....	14,777	Alpharetta, GA.....	57,551
Summit County, CO.....	27,994	Cartersville, GA.....	19,731
Teller County, CO.....	23,350	Conyers, GA.....	15,195
Thornton, CO.....	118,772	Decatur, GA.....	19,335
Westminster, CO.....	106,114	McDonough, GA.....	22,084
Wheat Ridge, CO.....	30,166	Milton, GA.....	32,661
Windsor, CO.....	18,644	Peachtree City, GA.....	34,364
Coventry, CT.....	2,990	Roswell, GA.....	88,346
Hartford, CT.....	124,775	Sandy Springs, GA.....	93,853
Dover, DE.....	36,047	Savannah, GA.....	136,286
Rehoboth Beach, DE.....	1,327	Smyrna, GA.....	51,271
Belleair Beach, FL.....	1,560	Snellville, GA.....	18,242
Brevard County, FL.....	543,376	Suwanee, GA.....	15,355
Cape Coral, FL.....	154,305	Valdosta, GA.....	54,518
Charlotte County, FL.....	159,978	Honolulu, HI.....	953,207
Clearwater, FL.....	107,685	Ames, IA.....	58,965
Collier County, FL.....	321,520	Ankeny, IA.....	45,582
Cooper City, FL.....	28,547	Bettendorf, IA.....	33,217
Coral Springs, FL.....	121,096	Cedar Falls, IA.....	39,260
Dania Beach, FL.....	29,639	Cedar Rapids, IA.....	126,326
Daytona Beach, FL.....	61,005	Davenport, IA.....	99,685
Delray Beach, FL.....	60,522	Des Moines, IA.....	203,433
Destin, FL.....	12,305	Indianola, IA.....	14,782
Escambia County, FL.....	297,619	Muscatine, IA.....	22,886
Eustis, FL.....	18,558	Urbandale, IA.....	39,463
Gainesville, FL.....	124,354	West Des Moines, IA.....	56,609
Hillsborough County, FL.....	1,229,226	Boise, ID.....	205,671
Jupiter, FL.....	55,156	Jerome, ID.....	10,890
Kissimmee, FL.....	59,682	Meridian, ID.....	75,092
Lee County, FL.....	618,754	Moscow, ID.....	23,800
Martin County, FL.....	146,318	Post Falls, ID.....	27,574
Miami Beach, FL.....	87,779	Twin Falls, ID.....	44,125
North Palm Beach, FL.....	12,015	Batavia, IL.....	26,045
Oakland Park, FL.....	41,363	Bloomington, IL.....	76,610
Ocala, FL.....	56,315	Centralia, IL.....	13,032
Oldsmar, FL.....	13,591	Collinsville, IL.....	25,579
Oviedo, FL.....	33,342	Crystal Lake, IL.....	40,743
Palm Bay, FL.....	103,190	DeKalb, IL.....	43,862
Palm Beach County, FL.....	1,320,134	Elmhurst, IL.....	44,121
Palm Beach Gardens, FL.....	48,452	Evanston, IL.....	74,486
Palm Coast, FL.....	75,180	Freeport, IL.....	25,638
Panama City, FL.....	36,484	Gurnee, IL.....	31,295
Pasco County, FL.....	464,697	Highland Park, IL.....	29,763

Lincolnwood, IL.....	12,590	Flushing, MI	8,389
Lyons, IL	10,729	Gladstone, MI.....	4,973
Naperville, IL	141,853	Howell, MI	9,489
Normal, IL.....	52,497	Jackson County, MI	160,248
Oak Park, IL.....	51,878	Kalamazoo, MI	74,262
O'Fallon, IL.....	28,281	Kalamazoo County, MI.....	250,331
Palatine, IL	68,557	Midland, MI	41,863
Park Ridge, IL.....	37,480	Novi, MI	55,224
Peoria County, IL	186,494	Ottawa County, MI.....	263,801
Riverside, IL	8,875	Petoskey, MI.....	5,670
Sherman, IL.....	4,148	Port Huron, MI	30,184
Shorewood, IL.....	15,615	Rochester, MI	12,711
Skokie, IL	64,784	Sault Sainte Marie, MI	14,144
Sugar Grove, IL	8,997	South Haven, MI	4,403
Wilmington, IL.....	5,724	Village of Howard City, MI.....	1,808
Woodridge, IL.....	32,971	Blue Earth, MN.....	3,353
Fishers, IN.....	76,794	Carver County, MN	91,042
Munster, IN.....	23,603	Chanhassen, MN.....	22,952
Noblesville, IN.....	51,969	Dakota County, MN	398,552
Abilene, KS	6,844	Duluth, MN.....	86,265
Arkansas City, KS	12,415	Fridley, MN	27,208
Fairway, KS	3,882	Hutchinson, MN.....	14,178
Garden City, KS	26,658	Maple Grove, MN	61,567
Gardner, KS	19,123	Mayer, MN.....	1,749
Johnson County, KS	544,179	Medina, MN.....	4,892
Lawrence, KS	87,643	Minneapolis, MN	382,578
Merriam, KS	11,003	Olmsted County, MN	144,248
Mission, KS	9,323	Scott County, MN.....	129,928
Olathe, KS.....	125,872	St. Louis County, MN	200,226
Overland Park, KS.....	173,372	Washington County, MN.....	238,136
Roeland Park, KS	6,731	Woodbury, MN.....	61,961
Salina, KS.....	47,707	Blue Springs, MO	52,575
Wichita, KS.....	382,368	Branson, MO.....	10,520
Bowling Green, KY	58,067	Clay County, MO	221,939
Daviess County, KY	96,656	Clayton, MO	15,939
New Orleans, LA	343,829	Ellisville, MO.....	9,133
Andover, MA	8,762	Harrisonville, MO	10,019
Barnstable, MA	49,985	Jefferson City, MO.....	43,079
Burlington, MA	24,498	Joplin, MO	50,150
Cambridge, MA	105,162	Lee's Summit, MO.....	91,364
Needham, MA	28,886	Liberty, MO.....	29,149
Worcester, MA.....	181,045	Maryland Heights, MO.....	27,472
Baltimore, MD	620,961	Maryville, MO.....	11,972
Baltimore County, MD.....	805,029	Platte City, MO.....	4,691
Dorchester County, MD.....	32,618	Raymore, MO.....	19,206
Gaithersburg, MD	59,933	Richmond Heights, MO	8,603
La Plata, MD.....	8,753	Riverside, MO	2,937
Montgomery County, MD.....	971,777	Rolla, MO	19,559
Ocean City, MD	7,102	Wentzville, MO.....	29,070
Prince George's County, MD	863,420	Starkville, MS	23,888
Rockville, MD.....	61,209	Billings, MT	104,170
Takoma Park, MD.....	16,715	Bozeman, MT	37,280
Saco, ME.....	18,482	Missoula, MT.....	66,788
Scarborough, ME	4,403	Asheville, NC	83,393
South Portland, ME	25,002	Cabarrus County, NC	178,011
Ann Arbor, MI.....	113,934	Cary, NC	135,234
Battle Creek, MI.....	52,347	Charlotte, NC	731,424
Escanaba, MI.....	12,616	Concord, NC.....	79,066
Farmington Hills, MI	79,740	Davidson, NC.....	10,944

High Point, NC.....	104,371	Multnomah County, OR.....	735,334
Hillsborough, NC.....	6,087	Portland, OR.....	583,776
Indian Trail, NC.....	33,518	Springfield, OR.....	59,403
Kannapolis, NC.....	42,625	Tualatin, OR.....	26,054
Mecklenburg County, NC.....	919,628	Borough of Ebensburg, PA.....	3,351
Mooresville, NC.....	32,711	Cumberland County, PA.....	235,406
Wake Forest, NC.....	30,117	Kutztown Borough, PA.....	5,012
Wilmington, NC.....	106,476	Philadelphia, PA.....	1,526,006
Wahpeton, ND.....	7,766	State College, PA.....	42,034
Cedar Creek, NE.....	390	East Providence, RI.....	47,037
Grand Island, NE.....	48,520	Newport, RI.....	24,672
La Vista, NE.....	15,758	Rock Hill, SC.....	66,154
Dover, NH.....	29,987	Rapid City, SD.....	67,956
Lebanon, NH.....	13,151	Sioux Falls, SD.....	153,888
Alamogordo, NM.....	30,403	Cookeville, TN.....	30,435
Albuquerque, NM.....	545,852	Johnson City, TN.....	63,152
Bloomfield, NM.....	8,112	Nashville, TN.....	601,222
Farmington, NM.....	45,877	Oak Ridge, TN.....	29,330
Los Alamos County, NM.....	17,950	White House, TN.....	10,255
Rio Rancho, NM.....	87,521	Arlington, TX.....	365,438
San Juan County, NM.....	130,044	Austin, TX.....	790,390
Carson City, NV.....	55,274	Benbrook, TX.....	21,234
Henderson, NV.....	257,729	Bryan, TX.....	76,201
North Las Vegas, NV.....	216,961	Colleyville, TX.....	22,807
Reno, NV.....	225,221	Corpus Christi, TX.....	305,215
Sparks, NV.....	90,264	Dallas, TX.....	1,197,816
Washoe County, NV.....	421,407	Denton, TX.....	113,383
Canandaigua, NY.....	10,545	Duncanville, TX.....	38,524
Geneva, NY.....	13,261	El Paso, TX.....	649,121
New York City, NY.....	8,175,133	Flower Mound, TX.....	64,669
Ogdensburg, NY.....	11,128	Fort Worth, TX.....	741,206
Blue Ash, OH.....	12,114	Georgetown, TX.....	47,400
Delaware, OH.....	34,753	Grand Prairie, TX.....	175,396
Dublin, OH.....	41,751	Houston, TX.....	2,099,451
Kettering, OH.....	56,163	Hurst, TX.....	37,337
Lebanon, OH.....	20,033	Hutto, TX.....	14,698
Orange Village, OH.....	3,323	Irving, TX.....	216,290
Sandusky, OH.....	25,793	League City, TX.....	83,560
Springboro, OH.....	17,409	McAllen, TX.....	129,877
Sylvania Township, OH.....	18,965	McKinney, TX.....	131,117
Upper Arlington, OH.....	33,771	Pasadena, TX.....	149,043
Broken Arrow, OK.....	98,850	Plano, TX.....	259,841
Edmond, OK.....	81,405	Round Rock, TX.....	99,887
Norman, OK.....	110,925	Rowlett, TX.....	56,199
Oklahoma City, OK.....	579,999	San Marcos, TX.....	44,894
Stillwater, OK.....	45,688	Shenandoah, TX.....	2,134
Tulsa, OK.....	391,906	Southlake, TX.....	26,575
Albany, OR.....	50,158	Sugar Land, TX.....	78,817
Ashland, OR.....	20,078	Temple, TX.....	66,102
Bend, OR.....	76,639	Tomball, TX.....	10,753
Corvallis, OR.....	54,462	Westlake, TX.....	992
Eugene, OR.....	156,185	Farmington, UT.....	18,275
Forest Grove, OR.....	21,083	Park City, UT.....	7,558
Hermiston, OR.....	16,745	Provo, UT.....	112,488
Jackson County, OR.....	203,206	Riverdale, UT.....	8,426
Keizer, OR.....	36,478	Salt Lake City, UT.....	186,440
Lane County, OR.....	351,715	Sandy, UT.....	87,461
McMinnville, OR.....	32,187	Saratoga Springs, UT.....	17,781
Medford, OR.....	74,907	Springville, UT.....	29,466

Washington City, UT	18,761	Clark County, WA	425,363
Albemarle County, VA	98,970	Federal Way, WA	89,306
Arlington County, VA	207,627	Gig Harbor, WA	7,126
Ashland, VA	7,225	Hoquiam, WA	8,726
Blacksburg, VA	42,620	Kirkland, WA	48,787
Botetourt County, VA	33,148	Kitsap County, WA	251,133
Chesapeake, VA	222,209	Lynnwood, WA	35,836
Chesterfield County, VA	316,236	Maple Valley, WA	22,684
Fredericksburg, VA	24,286	Mountlake Terrace, WA	19,909
Hampton, VA	137,436	Olympia, WA	46,478
Hanover County, VA	99,863	Pasco, WA	59,781
Herndon, VA	23,292	Redmond, WA	54,144
Hopewell, VA	22,591	Renton, WA	90,927
James City County, VA	67,009	Snoqualmie, WA	10,670
Lexington, VA	7,042	Spokane Valley, WA	75,206
Lynchburg, VA	75,568	Tacoma, WA	198,397
Montgomery County, VA	94,392	Vancouver, WA	161,791
Newport News, VA	180,719	West Richland, WA	11,811
Prince William County, VA	402,002	Woodland, WA	5,509
Purcellville, VA	7,727	Columbus, WI	4,991
Radford, VA	16,408	De Pere, WI	23,800
Roanoke, VA	97,032	Eau Claire, WI	65,883
Spotsylvania County, VA	122,397	Madison, WI	233,209
Stafford County, VA	128,961	Merrill, WI	9,661
Virginia Beach, VA	437,994	Oshkosh, WI	66,083
Williamsburg, VA	14,068	Racine, WI	78,860
York County, VA	65,464	Wausau, WI	39,106
Chittenden County, VT	156,545	Wind Point, WI	1,723
Montpelier, VT	7,855	Morgantown, WV	29,660
Airway Heights, WA	6,114	Cheyenne, WY	59,466
Auburn, WA	70,180	Gillette, WY	29,087
Bellevue, WA	122,363	Laramie, WY	30,816
Bellingham, WA	80,885	Teton County, WY	21,294

CITIES IN THE SOUTHERN REGION WITH POPULATIONS FROM 100,000 TO 450,000 BENCHMARK COMPARISONS

Overall Community Quality Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Overall quality of life in Winston-Salem	66	4	16	Much above
Your neighborhood as place to live	64	6	12	Similar
Winston-Salem as a place to live	69	5	15	Above
Recommend living in Winston-Salem to someone who asks	75	4	9	Above
Remain in Winston-Salem for the next five years	80	3	8	Much above

Community Transportation Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ease of car travel in Winston-Salem	60	3	13	Much above
Ease of bus travel in Winston-Salem	51	4	10	Much above
Ease of bicycle travel in Winston-Salem	43	6	12	Much above
Ease of walking in Winston-Salem	48	6	12	Above
Availability of paths and walking trails	48	5	9	Above
Traffic flow on major streets	46	2	12	Much above

Frequency of Bus Use Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ridden a local bus within Winston-Salem	24	3	9	More

Drive Alone Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Average percent of work commute trips made by driving alone	74	5	8	Similar

Transportation and Parking Services Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Street repair	37	12	18	Much below
Street cleaning	48	9	12	Below
Street lighting	53	5	13	Much above
Snow removal	48	Not available	Not available	Not available
Sidewalk maintenance	48	6	15	Similar
Traffic signal timing	47	4	13	Above
Bus or transit services	53	5	12	Much above
Amount of public parking	44	4	11	Similar

Housing Characteristics Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality housing	51	5	14	Much above
Variety of housing options	58	2	8	Much above

Housing Costs Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Experiencing housing costs stress (housing costs 30% or MORE of income)	34	8	8	Much less

Built Environment Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Quality of new development in Winston-Salem	53	4	11	Similar
Overall appearance of Winston-Salem	58	9	16	Similar

Population Growth Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Population growth seen as too fast	40	9	12	Much less

Nuisance Problems Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Run down buildings, weed lots and junk vehicles seen as a "major" problem	16	7	12	Similar

Planning and Community Code Enforcement Services Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Land use, planning and zoning	49	3	11	Much above
Code enforcement (weeds, abandoned buildings, etc.)	43	9	18	Below

Economic Sustainability and Opportunities Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Employment opportunities	43	4	14	Much above
Shopping opportunities	65	3	12	Much above
Winston-Salem as a place to work	57	3	13	Much above
Overall quality of business and service establishments in Winston-Salem	57	2	8	Above

Economic Development Services Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Economic development	45	5	13	Similar

Job and Retail Growth Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Retail growth seen as too slow	37	3	12	Much more
Jobs growth seen as too slow	89	3	12	Much more

Personal Economic Future Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Positive impact of economy on household income	20	6	12	Similar

Community and Personal Public Safety Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
In your neighborhood during the day	84	7	17	Above
In your neighborhood after dark	68	7	18	Above
In Winston-Salem's downtown area during the day	78	5	14	Above
In Winston-Salem's downtown area after dark	54	4	13	Much above
Violent crime (e.g., rape, assault, robbery)	62	7	12	Similar
Property crimes (e.g., burglary, theft)	53	6	12	Similar
Environmental hazards, including toxic waste	72	5	8	Similar

Crime Victimization and Reporting Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Victim of crime	11	12	12	Much less
Reported crimes	86	3	12	Much more

Public Safety Services Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Police services	65	10	20	Similar
Fire services	79	3	18	Above
Crime prevention	55	5	13	Above
Fire prevention and education	68	4	13	Much above
Traffic enforcement	59	4	14	Much above
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	52	7	8	Much below

Contact with Police and Fire Departments Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Had contact with the City of Winston-Salem Police Department	40	Not available	Not available	Not available
Overall impression of most recent contact with the City of Winston-Salem Police Department	66	Not available	Not available	Not available
Had contact with the City of Winston-Salem Fire Department	14	Not available	Not available	Not available
Overall impression of most recent contact with the City of Winston-Salem Fire Department	74	Not available	Not available	Not available

Community Environment Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Cleanliness of Winston-Salem	56	5	8	Similar
Quality of overall natural environment in Winston-Salem	59	3	8	Above
Preservation of natural areas such as open space, farmlands and greenbelts	51	5	8	Similar
Air quality	58	5	10	Much above

Frequency of Recycling Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recycled used paper, cans or bottles from your home	88	3	12	Much more

Utility Services Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sewer services	63	4	15	Much above
Drinking water	61	2	14	Much above
Storm drainage	58	3	16	Much above
Yard waste pick-up	63	8	14	Similar
Recycling	70	4	17	Much above
Garbage collection	71	6	16	Similar

Community Recreational Opportunities Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recreation opportunities	59	4	12	Much above

Participation in Parks and Recreation Opportunities Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Used Winston-Salem recreation centers	57	5	12	More
Participated in a recreation program or activity	47	2	12	Much more
Visited a neighborhood park or City park	85	5	12	Similar

Parks and Recreation Services Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
City parks	64	11	16	Similar
Recreation programs or classes	60	9	16	Similar
Recreation centers or facilities	58	9	17	Similar

Cultural and Educational Opportunities Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to attend cultural activities	63	2	13	Much above
Educational opportunities	65	3	11	Much above

Participation in Cultural and Educational Opportunities Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Participated in religious or spiritual activities in Winston-Salem	69	2	8	Much more

Community Health and Wellness Access and Opportunities Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality health care	57	2	12	Much above
Availability of affordable quality food	59	4	11	Above
Availability of preventive health services	58	1	8	Much above

Health and Wellness Services Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Health services	62	2	9	Much above

Community Quality and Inclusiveness Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sense of community	57	3	12	Much above
Openness and acceptance of the community toward people of diverse backgrounds	50	10	11	Much below
Availability of affordable quality child care	49	2	10	Much above
Winston-Salem as a place to raise kids	67	4	14	Much above
Winston-Salem as a place to retire	62	5	13	Much above

Services Provided for Population Subgroups Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services to low income people	45	3	11	Similar

Civic Engagement Opportunities Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to participate in community matters	61	1	8	Much above
Opportunities to volunteer	71	2	7	Much above

Participation in Civic Engagement Opportunities Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Attended a meeting of local elected officials or other local public meeting	26	7	12	Similar
Watched a meeting of local elected officials or other public meeting on cable television, the Internet or other media	50	9	12	Similar
Volunteered your time to some group or activity in Winston-Salem	54	3	12	Much more
Participated in a club or civic group in Winston-Salem	41	2	8	Much more
Provided help to a friend or neighbor	96	5	8	Similar

Voter Behavior Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Registered to vote	83	5	12	Similar
Voted in last general election	76	3	12	Much more

Use of Information Sources Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Read Winston-Salem Newsletter	29	8	8	Much less
Visited the City of Winston-Salem Web site	58	6	10	Similar

Local Government Media Services and Information Dissemination Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Public information services	53	8	12	Below

Social Engagement Opportunities Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to participate in social events and activities	60	2	7	Much above
Opportunities to participate in religious or spiritual events and activities	71	1	6	Much above

Contact with Immediate Neighbors Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Has contact with neighbors at least several times per week	45	7	8	Much less

Public Trust Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Value of services for the taxes paid to Winston-Salem	44	6	13	Similar
The overall direction that Winston-Salem is taking	51	6	12	Above
Job Winston-Salem government does at welcoming citizen involvement	46	6	12	Similar
Overall image or reputation of Winston-Salem	57	6	12	Much above

Services Provided by Local, State and Federal Governments Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services provided by the City of Winston-Salem	60	5	19	Above
Services provided by the Federal Government	45	6	12	Similar
Services provided by the State Government	46	4	12	Similar
Services provided by Forsyth County Government	54	2	6	Above

Contact with City Employees Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Had contact with City employee(s) in last 12 months	46	13	14	Much less

Perceptions of City Employees (Among Those Who Had Contact) Benchmarks				
	Winston-Salem average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Knowledge	68	5	14	Similar
Responsiveness	65	7	14	Similar
Courteousness	67	5	12	Similar
Overall impression	65	6	16	Similar

JURISDICTIONS INCLUDED IN CITIES IN THE SOUTHERN REGION WITH POPULATIONS FROM 100,000 TO 450,000 BENCHMARK COMPARISONS

Cape Coral, FL	154,305
Clearwater, FL.....	107,685
Coral Springs, FL.....	121,096
Gainesville, FL.....	124,354
Palm Bay, FL.....	103,190
Port St. Lucie, FL.....	164,603
Tallahassee, FL.....	181,376
Savannah, GA.....	136,286
Cary, NC.....	135,234
High Point, NC.....	104,371
Wilmington, NC.....	106,476
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