THE NCS™

The National Citizen Survey™

Lancaster County, SC

Community Livability Report

2018

NRC
National Research Center Inc

2955 Valmont Road Suite 300
Boulder, Colorado 80301
n-r-c.com • 303-444-7863

ICMA
Leaders at the Core of Better Communities

777 North Capitol Street NE Suite 500
Washington, DC 20002
icma.org • 800-745-8780

Contents

About 1
Quality of Life in Lancaster County 2
Community Characteristics 3
Governance 5
Participation 7
Conclusions 9

Charter Members
AAPOR Transparency Initiative
AMERICAN ASSOCIATION FOR PUBLIC OPINION RESEARCH

The National Citizen Survey™
© 2001-2018 National Research Center, Inc.

The NCS™ is presented by NRC in collaboration with ICMA.

NRC is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

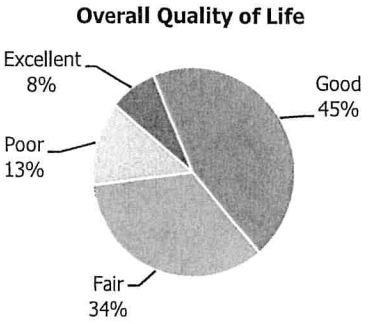
About

The National Citizen Survey™ (The NCS) report is about the "livability" of Lancaster County. 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 430 residents of Lancaster County. The margin of error around any reported percentage is 5% for all respondents. 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 Lancaster County



About half of residents rated the quality of life in Lancaster County as excellent or good. This rating was lower than 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.

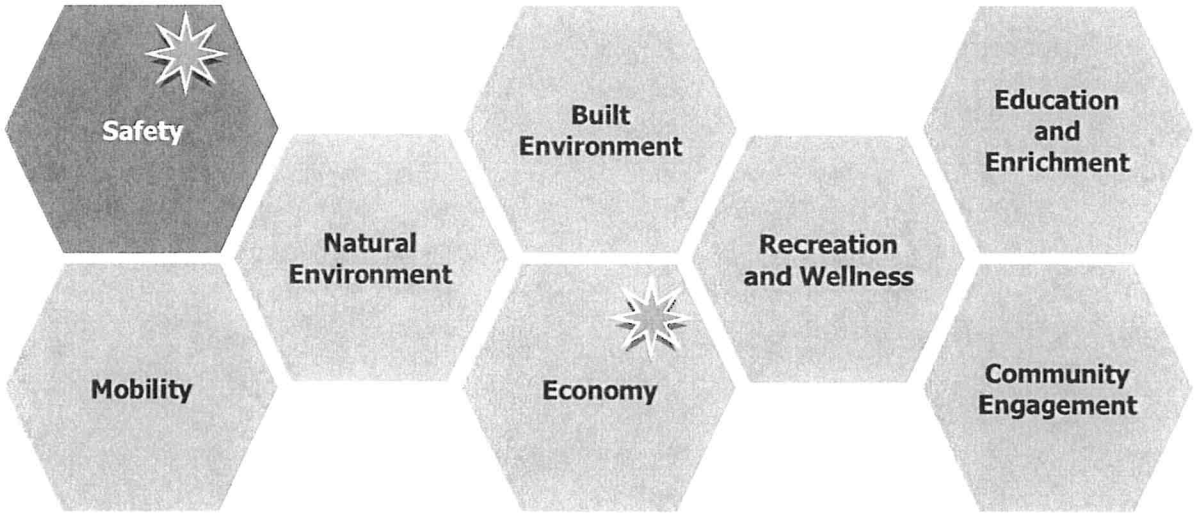
In addition to a summary of ratings, the image below includes one or more stars to indicate which community facets were the most important focus areas for the community. Residents identified Safety and Economy as priorities for the Lancaster County community in the coming two years. While nearly all facets received ratings that were lower than the national comparison, Safety received ratings that were similar. 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 Lancaster County's unique questions.

Legend

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

Most important



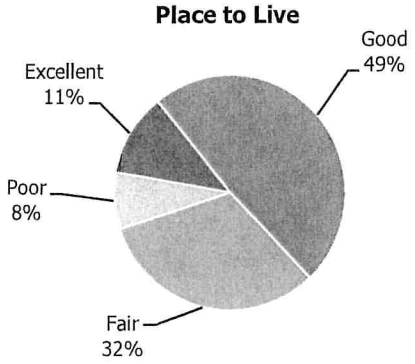
Community Characteristics

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 Lancaster County, 60% rated the County as an excellent or good place to live. Respondents' ratings of Lancaster County as a place to live were lower than ratings in other communities across the nation.

In addition to rating the County as a place to live, respondents rated several aspects of community quality including Lancaster County as a place to raise children and to retire, their neighborhood as a place to live, the overall image or reputation of Lancaster County and its overall appearance. Ratings were mixed with about one-quarter of residents offering positive evaluations to the overall image of the County (a rating lower than the national comparison) while three-quarters offered positive evaluations to the quality of their neighborhood (similar to the national comparison).

Delving deeper into Community Characteristics, survey respondents rated over 40 features of the community within the eight facets of Community Livability. While nearly all Community Characteristics were rated lower than to the national comparisons, six were rated similar to the national comparison and three of these were within the facet of Mobility (ease of travel by car, public parking and traffic flow). Safety ratings topped the list overall with about 8 in 10 residents indicating they felt safe in their neighborhoods and 7 in 10 indicating they felt safe in downtown/commercial areas. Ratings of Economy were mixed with about 1 in 10 residents offering positive evaluations to employment opportunities (lower than the national average) but nearly half offering positive evaluations of cost of loving (similar to the national comparison).



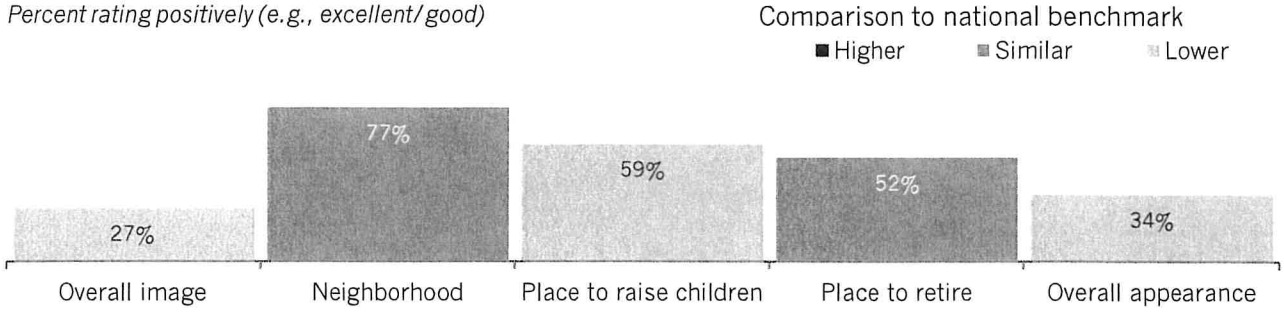
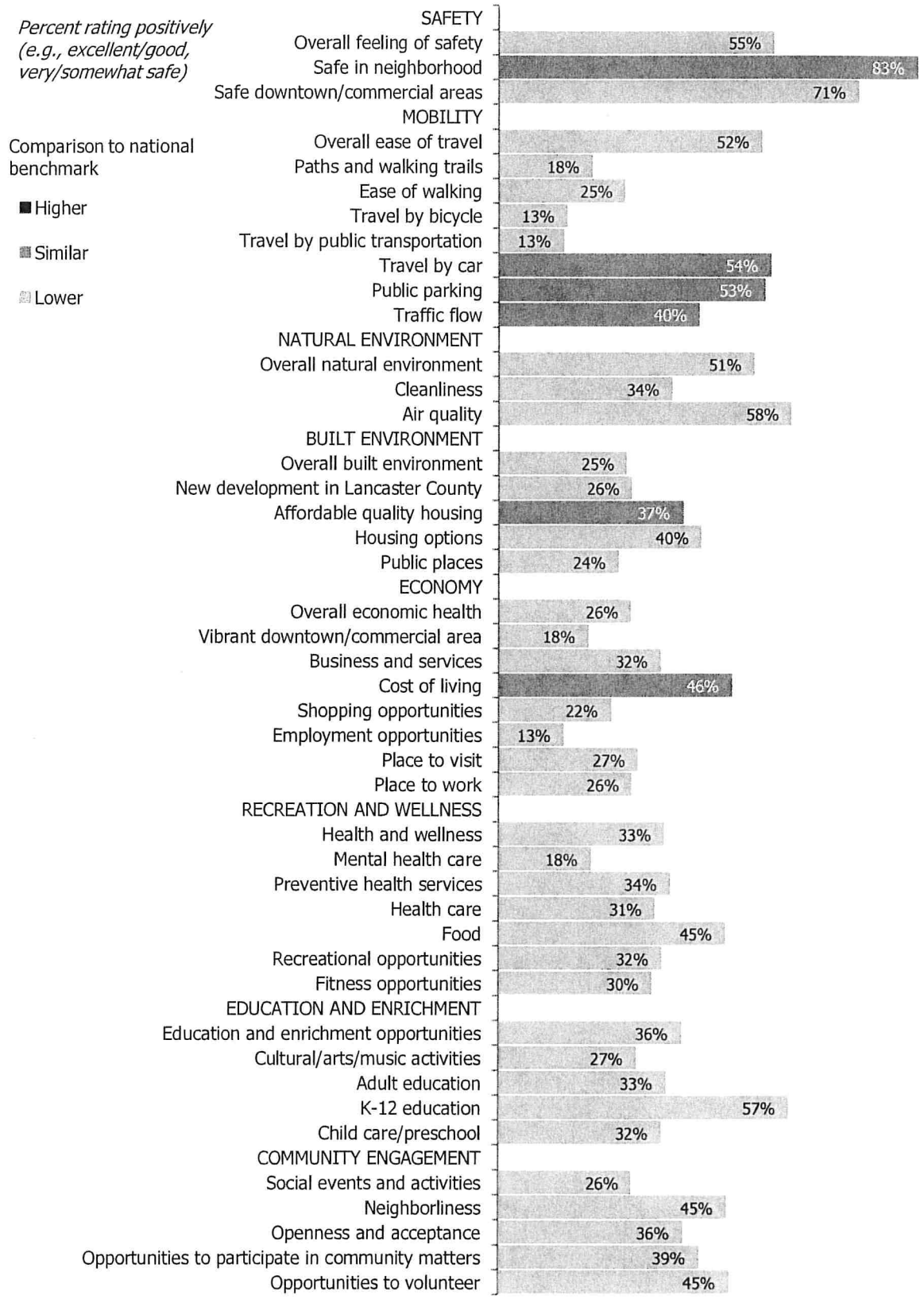


Figure 1: Aspects of Community Characteristics



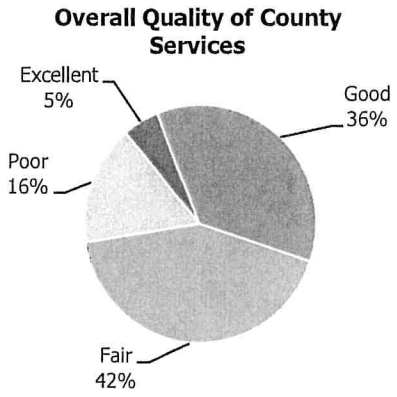
Governance

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

The overall quality of the services provided by Lancaster County as well as the manner in which these services are provided is a key component of how residents rate their quality of life. About 4 in 10 residents gave excellent or good ratings to the overall quality of County services, while about 3 in 10 gave excellent or good ratings to the overall quality of services provided by the Federal Government. Ratings for County services were lower than ratings in comparison communities while ratings of services provided by the Federal Government were similar.

Survey respondents also rated various aspects of Lancaster County's leadership and governance. Ratings tended to be lower than the national comparisons with between 2 in 10 and 5 in 10 residents offering positive ratings to each aspect of leadership and governance listed.

Respondents evaluated over 25 individual services and amenities available in Lancaster County. While most Governance ratings tended to be lower than the national comparisons, residents praised a variety of aspects related to Safety with ratings similar to the national comparison (police services, fire services and ambulance/EMS services). These Safety services were also given the highest ratings across all services within the other facets. Services related to Mobility and Built Environment saw a wide range of ratings with as few as 1 in 10 offering positive ratings to bus or transit services, street repair and code enforcement and as many as 4 in 10 offering positive ratings to traffic enforcement and storm drainage. Each service related to Recreation and Wellness received positive ratings from about one-third of respondents.



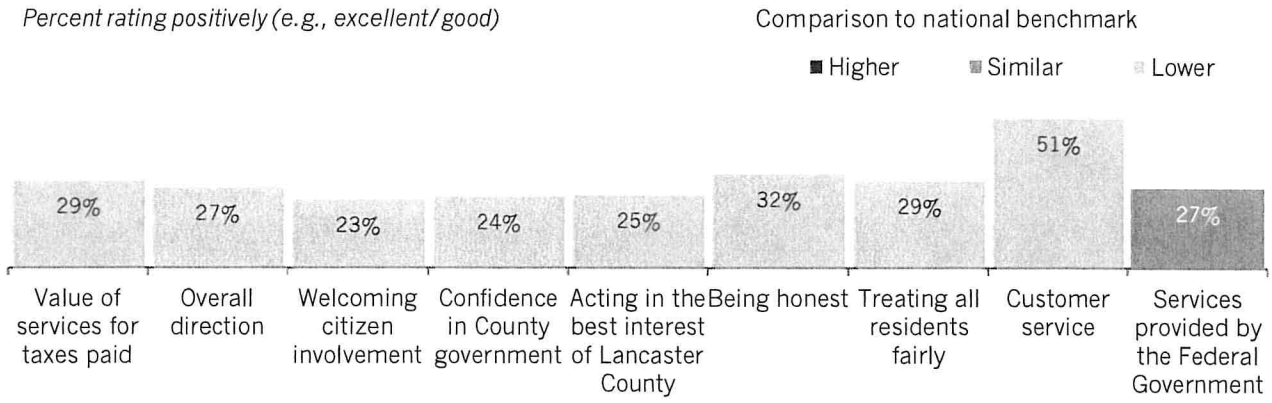
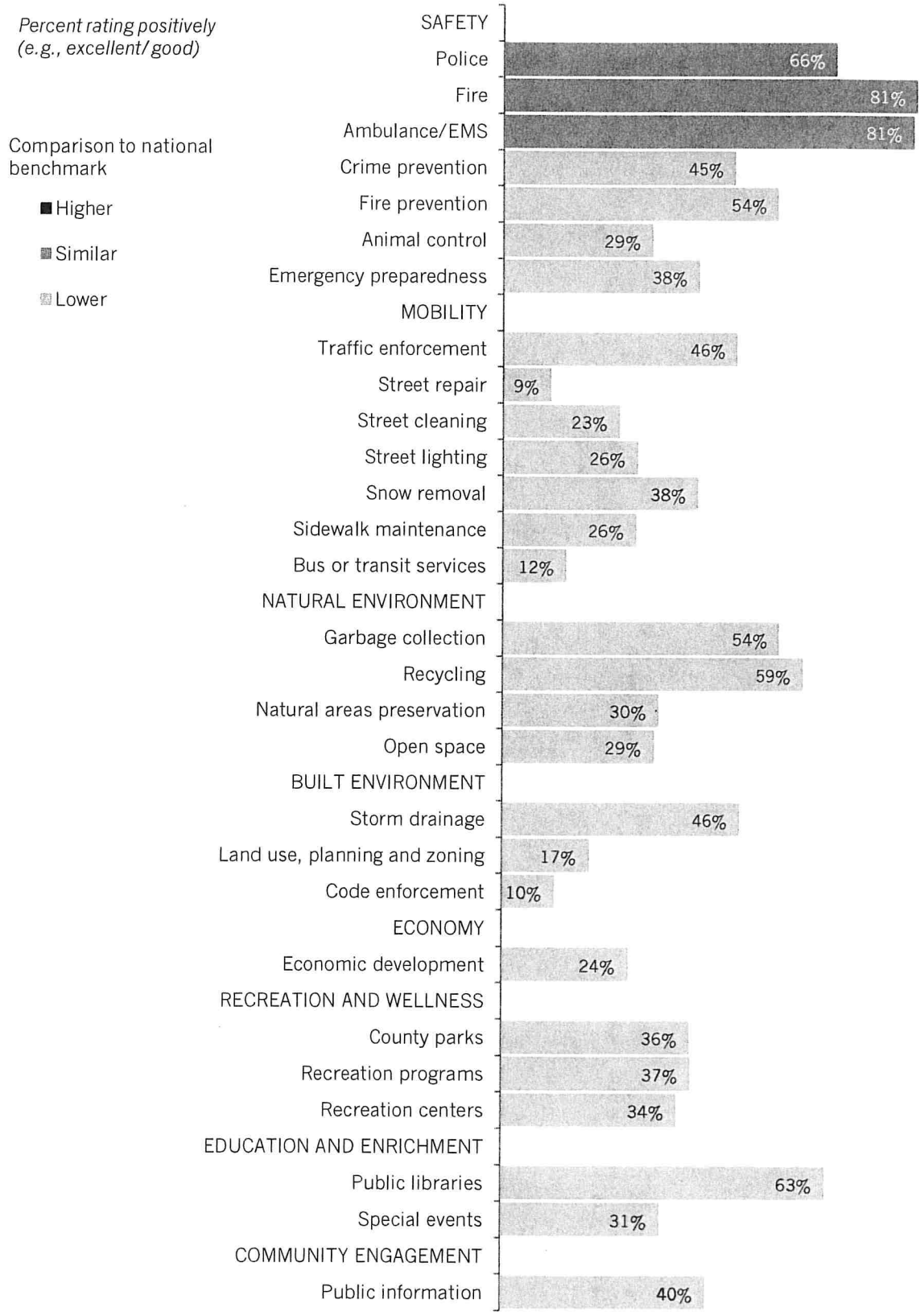


Figure 2: Aspects of Governance



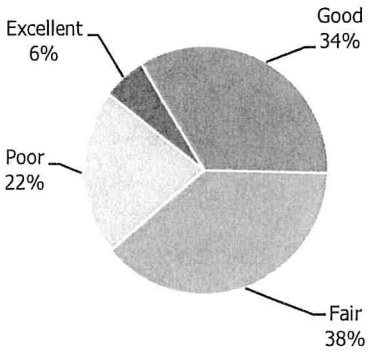
Participation

Are the residents of Lancaster County 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 4 in 10 respondents gave high marks to the sense of community in Lancaster County. About 7 in 10 respondents were likely to recommend living in Lancaster County and 8 in 10 planned to remain in the county.

The survey included over 30 activities and behaviors for which respondents indicated how often they participated in or performed each, if at all. Generally, rates of Participation among Lancaster County residents were on par with rates reported in other communities across the county, with some exceptions. Residents in Lancaster County were more likely to have attended a local public meeting than their national peers. Lancaster County residents reported lower levels of involvement in various activities including using public transportation instead of driving and walking or biking instead of driving, they were also less likely to have used recreation centers or visited a County park.

Sense of Community



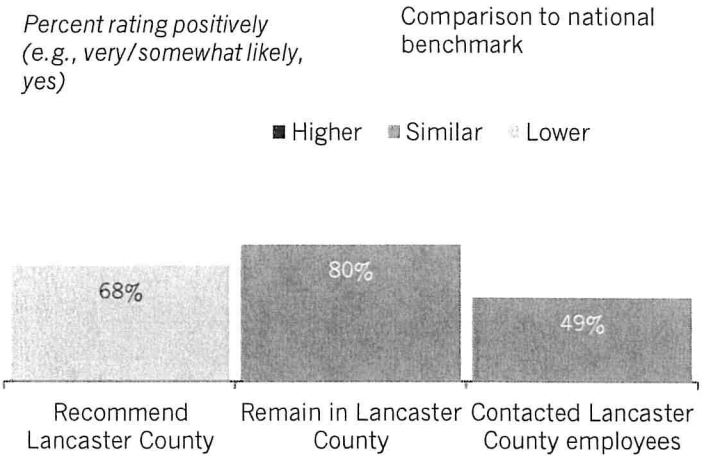
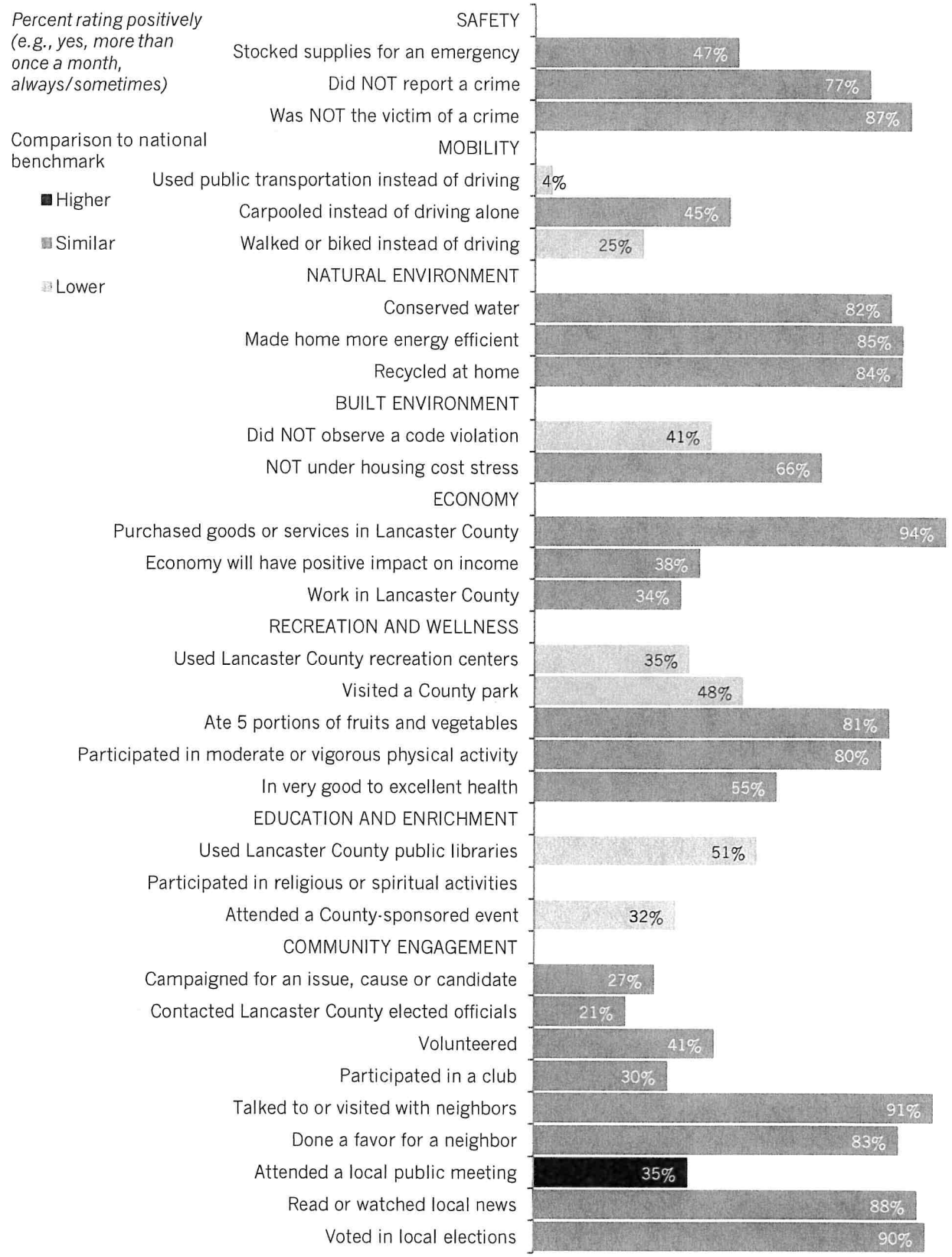


Figure 3: Aspects of Participation



Conclusions

Safety is an important and positive feature of the community.

Residents identified Safety as one of the most important focus areas for the community in the coming years. Safety services such as police, fire and ambulance/EMS were all rated highly by at least two-thirds of residents and were similar to the national comparisons. Further, about 8 in 10 residents indicated they felt safe in their neighborhoods and 7 in 10 indicated they felt safe in downtown/commercial areas while around 9 in 10 participants reported they had not been the victim of a crime.

While various aspects of Mobility are strong, use of alternate transportation modes could be an area for improvement.

Within Community Characteristics, three of the six aspects that were rated similar to the national benchmark were within the facet of Mobility (ease of travel by car, public parking and traffic flow); however, ease of alternative transportation modes (walking, biking, public transportation) were each rated lower than the benchmark with one-quarter or fewer residents offering positive ratings. Further, Lancaster County residents reported lower levels of involvement in various activities including using public transportation instead of driving and walking or biking instead of driving.

Residents appreciate their neighborhoods and plan to remain in the county.

Ratings for community quality in Lancaster County were mixed with about one-quarter of residents offering positive evaluations to the overall image of the County (a rating lower than the national comparison) while three-quarters offered positive evaluations to the quality of their neighborhood (similar to the national comparison). Further, about 7 in 10 respondents were likely to recommend living in Lancaster County and 8 in 10 planned to remain in the county (ratings for remaining in the county were similar to those reported in other communities across the country).

THE NCS™

The National Citizen Survey™

Lancaster County, SC

Dashboard Summary of Findings

2018

NRC
National Research Center Inc

2955 Valmont Road Suite 300
Boulder, Colorado 80301
n-r-c.com • 303-444-7863

ICMA
Leaders at the Core of Better Communities

777 North Capitol Street NE Suite 500
Washington, DC 20002
icma.org • 800-745-8780

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 Lancaster County'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 Lancaster County'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 for each facet within the pillars of Community Characteristics and Governance tended to be lower than the benchmark. Within the pillar of Participation, Mobility and Education and Enrichment ratings tended to be lower than the benchmark while all other facets tended to house ratings similar to the benchmark. 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	0	8	43	0	4	34	1	24	9
General	0	2	5	0	1	2	0	2	1
Safety	0	1	2	0	3	4	0	3	0
Mobility	0	3	5	0	0	7	0	1	2
Natural Environment	0	0	3	0	0	4	0	3	0
Built Environment	0	1	4	0	0	3	0	1	1
Economy	0	1	7	0	0	1	0	3	0
Recreation and Wellness	0	0	7	0	0	3	0	3	2
Education and Enrichment	0	0	5	0	0	2	0	0	2
Community Engagement	0	0	5	0	0	8	1	8	1

National Benchmark	
	Higher
	Similar
	Lower

Figure 2: Detailed Dashboard

	Community Characteristics	Benchmark	Percent positive	Governance	Benchmark	Percent positive	Participation	Benchmark	Percent positive
General	Overall appearance	↓↓	34%	Customer service	↓	51%	Recommend Lancaster County	↓	68%
	Overall quality of life	↓	53%	Services provided by Lancaster County	↓	41%	Remain in Lancaster County	↔	80%
	Place to retire	↔	52%	Services provided by the Federal Government	↔	27%	Contacted Lancaster County employees	↔	49%
	Place to raise children	↓	59%						
	Place to live	↓	60%						
	Neighborhood	↔	77%						
	Overall image	↓↓	27%						
Safety	Overall feeling of safety	↓	55%	Police	↔	66%	Was NOT the victim of a crime	↔	87%
	Safe in neighborhood	↔	83%	Crime prevention	↓	45%	Did NOT report a crime	↔	77%
	Safe downtown/commercial areas	↓	71%	Fire	↔	81%	Stocked supplies for an emergency	↔	47%
				Fire prevention	↓	54%			
				Ambulance/EMS	↔	81%			
				Emergency preparedness	↓	38%			
				Animal control	↓	29%			
Mobility	Traffic flow	↔	40%	Traffic enforcement	↓	46%	Carpooled instead of driving alone	↔	45%
	Travel by car	↔	54%	Street repair	↓↓	9%	Walked or biked instead of driving	↓↓	25%
	Travel by bicycle	↓↓	13%	Street cleaning	↓↓	23%	Used public transportation instead of driving	↓↓	4%
	Ease of walking	↓↓	25%	Street lighting	↓↓	26%			
	Travel by public transportation	↓↓	13%	Snow removal	↓	38%			
	Overall ease of travel	↓	52%	Sidewalk maintenance	↓	26%			
	Public parking	↔	53%	Bus or transit services	↓↓	12%			
	Paths and walking trails	↓↓	18%						
Natural Environment	Overall natural environment	↓	51%	Garbage collection	↓	54%	Recycled at home	↔	84%
	Air quality	↓	58%	Recycling	↓	59%	Conserved water	↔	82%
	Cleanliness	↓↓	34%	Open space	↓↓	29%	Made home more energy efficient	↔	85%
				Natural areas preservation	↓↓	30%			
Built Environment	New development in Lancaster County	↓↓	26%	Storm drainage	↓	46%	NOT experiencing housing cost stress	↔	66%
	Affordable quality housing	↔	37%	Land use, planning and zoning	↓↓	17%	Did NOT observe a code violation	↓	41%
	Housing options	↓	40%	Code enforcement	↓↓	10%			
	Overall built environment	↓↓	25%						
	Public places	↓↓	24%						

Legend

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

The National Citizen Survey™

	Community Characteristics	Benchmark	Percent positive	Governance	Benchmark	Percent positive	Participation	Benchmark	Percent positive
Economy	Overall economic health	↓↓	26%	Economic development	↓	24%	Economy will have positive impact on income	↔	38%
	Shopping opportunities	↓↓	22%				Purchased goods or services in Lancaster County	↔	94%
	Employment opportunities	↓	13%				Work in Lancaster County	↔	34%
	Place to visit	↓↓	27%						
	Cost of living	↔	46%						
	Vibrant downtown/commercial area	↓↓	18%						
	Place to work	↓↓	26%						
	Business and services	↓	32%						
Recreation and Wellness	Fitness opportunities	↓↓	30%	County parks	↓↓	36%	In very good to excellent health	↔	55%
	Recreational opportunities	↓↓	32%	Recreation centers	↓↓	34%	Used Lancaster County recreation centers	↓↓	35%
	Health care	↓↓	31%	Recreation programs	↓↓	37%	Visited a County park	↓↓	48%
	Food	↓	45%				Ate 5 portions of fruits and vegetables	↔	81%
	Mental health care	↓↓	18%				Participated in moderate or vigorous physical activity	↔	80%
	Health and wellness	↓↓	33%						
	Preventive health services	↓↓	34%						
Education & Enrichment	K-12 education	↓	57%	Public libraries	↓	63%	Used Lancaster County public libraries	↓	51%
	Cultural/arts/music activities	↓	27%	Special events	↓↓	31%	Attended a County-sponsored event	↓↓	32%
	Child care/preschool	↓	32%						
	Adult education	↓	33%						
	Overall education and enrichment	↓↓	36%						
Community Engagement	Opportunities to participate in community matters	↓	39%	Public information	↓	40%	Sense of community	↓	40%
	Opportunities to volunteer	↓	45%	Overall direction	↓	27%	Voted in local elections	↔	90%
	Openness and acceptance	↓	36%	Value of services for taxes paid	↓	29%	Talked to or visited with neighbors	↔	91%
	Social events and activities	↓↓	26%	Welcoming citizen involvement	↓	23%	Attended a local public meeting	↑	35%
	Neighborliness	↓	45%	Confidence in County government	↓	24%	Volunteered	↔	41%
				Acting in the best interest of Lancaster County	↓↓	25%	Participated in a club	↔	30%
				Being honest	↓	32%	Campaigned for an issue, cause or candidate	↔	27%
				Treating all residents fairly	↓↓	29%	Contacted Lancaster County elected officials	↔	21%
							Read or watched local news	↔	88%
							Done a favor for a neighbor	↔	83%

Legend

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

THE NCS™

The National Citizen Survey™

Lancaster County, SC

Comparisons by Demographic Subgroups

2018

NRC
National Research Center Inc

2955 Valmont Road Suite 300
Boulder, Colorado 80301
n-r-c.com • 303-444-7863

ICMA
Leaders at the Core of Better Communities

777 North Capitol Street NE Suite 500
Washington, DC 20002
icma.org • 800-745-8780

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, sex, race/ethnicity, housing tenure (rent or own) and housing unit 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 all respondents 430 is generally no greater than plus or minus five percentage points around any given percent. The margin of error for subgroups is less precise. 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:

- Community Characteristics ratings varied by age of resident in the community; generally those who were age 18 to 34 tended to offer lower ratings compared to their counterparts (e.g., overall quality of life in Lancaster County, overall feeling of safety, ease of public parking, Lancaster County as a place to work, variety of housing options, etc.).
- Within Governance, female residents tended to offer higher quality ratings compared to male residents. Further, residents aged 35 or older also tended to offer higher quality ratings for aspects of Governance compared to their younger counterparts.
- Across most facets, residents who owned their home reported higher rates of Participation compared to residents who reported renting their home (e.g. higher rates of recycling at home, not being under housing cost stress, participating in a club, attending a local public meeting, etc.).

Table 1: Community Characteristics - General

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		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 Lancaster County	39%	52%	60%	55%	51%	57%	41%	46%	54%	53%	47%	53%
Overall image or reputation of Lancaster County	12%	23%	36%	30%	23%	30%	19%	31%	25%	25%	33%	27%
Lancaster County as a place to live	33%	71%	63%	63%	58%	62%	57%	53%	63%	63%	43%	60%
Your neighborhood as a place to live	71%	76%	80%	76%	78%	79%	71%	51%	84%	77%	78%	77%
Lancaster County as a place to raise children	49%	66%	58%	60%	60%	60%	58%	53%	61%	61%	45%	59%
Lancaster County as a place to retire	27%	52%	62%	55%	49%	55%	43%	52%	52%	54%	36%	52%
Overall appearance of Lancaster County	25%	35%	37%	41%	27%	33%	37%	34%	34%	34%	34%	34%

Table 2: Community Characteristics - Safety

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		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 Lancaster County	34%	59%	59%	53%	57%	59%	41%	31%	60%	55%	51%	55%
In your neighborhood during the day	75%	86%	84%	83%	83%	84%	81%	70%	87%	83%	84%	83%
In Lancaster County's downtown/commercial areas during the day	73%	69%	73%	75%	68%	70%	77%	73%	71%	70%	85%	71%

Table 3: Community Characteristics - Mobility

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		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	45%	47%	58%	60%	44%	52%	51%	60%	49%	52%	54%	52%
Traffic flow on major streets	26%	38%	45%	48%	30%	35%	51%	60%	34%	40%	32%	40%
Ease of public parking	39%	57%	55%	59%	45%	55%	46%	45%	55%	54%	40%	53%
Ease of travel by car in Lancaster County	44%	57%	54%	60%	48%	52%	58%	74%	48%	54%	54%	54%
Ease of travel by public transportation in Lancaster County	14%	7%	17%	18%	6%	9%	19%	11%	13%	12%	13%	13%
Ease of travel by bicycle in Lancaster County	14%	8%	19%	20%	7%	8%	28%	18%	12%	13%	15%	13%
Ease of walking in Lancaster County	23%	26%	27%	31%	19%	22%	37%	32%	23%	26%	14%	25%
Availability of paths and walking trails	20%	13%	23%	21%	15%	15%	32%	12%	19%	19%	11%	18%

Table 4: Community Characteristics - Natural Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	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 Lancaster County	35%	47%	59%	55%	45%	46%	60%	43%	51%	52%	36%	51%
Air quality	48%	64%	59%	55%	63%	62%	50%	51%	60%	60%	46%	58%
Cleanliness of Lancaster County	30%	36%	34%	40%	28%	36%	32%	20%	38%	34%	41%	34%

Table 5: Community Characteristics - Built Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		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 Lancaster County (including overall design, buildings, parks and transportation systems)	17%	20%	32%	30%	19%	23%	29%	36%	22%	25%	22%	25%
Public places where people want to spend time	21%	18%	31%	31%	16%	22%	31%	17%	26%	24%	17%	24%
Variety of housing options	28%	46%	41%	39%	42%	44%	33%	15%	47%	42%	26%	40%
Availability of affordable quality housing	26%	42%	36%	37%	35%	39%	30%	19%	42%	37%	25%	37%
Overall quality of new development in Lancaster County	6%	32%	31%	31%	21%	28%	22%	10%	31%	26%	32%	26%

Table 6: Community Characteristics - Economy

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		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 Lancaster County	13%	25%	33%	28%	24%	27%	28%	15%	28%	26%	27%	26%
Lancaster County as a place to work	10%	31%	32%	23%	33%	31%	13%	20%	28%	27%	21%	26%
Lancaster County as a place to visit	13%	25%	36%	33%	22%	28%	24%	30%	26%	27%	27%	27%
Employment opportunities	7%	13%	15%	10%	17%	15%	6%	8%	14%	14%	4%	13%
Shopping opportunities	13%	15%	32%	25%	19%	21%	25%	22%	22%	23%	16%	22%
Cost of living in Lancaster County	44%	51%	42%	46%	44%	51%	30%	31%	50%	45%	51%	46%
Overall quality of business and service establishments in Lancaster County	29%	31%	35%	36%	28%	36%	19%	35%	32%	31%	41%	32%
Vibrant downtown/commercial area	27%	16%	15%	26%	8%	17%	18%	29%	14%	17%	21%	18%

Table 7: Community Characteristics - Recreation and Wellness

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		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 Lancaster County	33%	21%	42%	36%	28%	32%	33%	33%	32%	30%	53%	33%
Fitness opportunities (including exercise classes and paths or trails, etc.)	23%	26%	37%	36%	23%	29%	33%	26%	31%	30%	28%	30%
Recreational opportunities	35%	30%	33%	41%	23%	31%	35%	34%	32%	32%	33%	32%
Availability of affordable quality food	51%	38%	46%	53%	34%	46%	39%	39%	45%	44%	47%	45%
Availability of affordable quality health care	14%	26%	40%	33%	28%	31%	26%	15%	34%	30%	33%	31%
Availability of preventive health services	28%	24%	43%	37%	29%	36%	24%	26%	35%	32%	41%	34%
Availability of affordable quality mental health care	9%	17%	24%	20%	15%	18%	19%	11%	20%	18%	15%	18%

Table 8: Community Characteristics - Education and Enrichment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		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	11%	38%	45%	42%	28%	38%	25%	19%	39%	36%	27%	36%
Availability of affordable quality child care/preschool	15%	35%	43%	40%	22%	37%	22%	26%	34%	35%	14%	32%
K-12 education	44%	65%	57%	62%	53%	60%	52%	38%	63%	60%	36%	57%
Adult educational opportunities	17%	35%	37%	42%	19%	34%	26%	24%	35%	34%	21%	33%
Opportunities to attend cultural/arts/music activities	15%	26%	33%	34%	19%	29%	22%	20%	29%	27%	25%	27%

Table 9: Community Characteristics - Community Engagement

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		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	8%	28%	30%	30%	19%	27%	20%	26%	25%	24%	29%	26%
Opportunities to volunteer	28%	44%	53%	49%	40%	50%	33%	42%	45%	46%	32%	45%
Opportunities to participate in community matters	29%	44%	40%	48%	29%	38%	44%	39%	38%	39%	38%	39%
Openness and acceptance of the community toward people of diverse backgrounds	31%	39%	36%	39%	33%	41%	22%	30%	38%	37%	29%	36%
Neighborliness of residents in Lancaster County	18%	51%	49%	44%	45%	50%	26%	23%	49%	44%	41%	45%

Table 10: Governance - General

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Lancaster County	28%	36%	50%	50%	31%	41%	40%	36%	42%	40%	45%	41%
The value of services for the taxes paid to Lancaster County	17%	26%	35%	34%	21%	30%	26%	24%	30%	28%	31%	29%
The overall direction that Lancaster County is taking	26%	27%	27%	35%	18%	27%	24%	29%	26%	27%	27%	27%
The job Lancaster County government does at welcoming citizen involvement	9%	25%	27%	29%	17%	23%	22%	4%	28%	23%	21%	23%
Overall confidence in Lancaster County government	20%	24%	24%	29%	18%	23%	24%	10%	27%	24%	21%	24%
Generally acting in the best interest of the community	11%	28%	26%	31%	17%	24%	23%	13%	27%	24%	24%	25%
Being honest	23%	32%	33%	35%	27%	33%	21%	16%	35%	31%	34%	32%
Treating all residents fairly	20%	30%	32%	33%	25%	32%	19%	13%	34%	29%	25%	29%
Overall customer service by Lancaster County employees (police, receptionists, planners, etc.)	27%	49%	60%	50%	49%	55%	31%	28%	56%	51%	42%	51%
The Federal Government	19%	27%	30%	35%	19%	27%	28%	16%	30%	27%	26%	27%

Table 11: Governance - Safety

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Police/Sheriff services	47%	62%	77%	69%	61%	69%	53%	47%	71%	65%	71%	66%
Fire services	63%	81%	88%	86%	78%	80%	87%	84%	81%	81%	88%	81%
Ambulance or emergency medical services	66%	79%	87%	87%	73%	80%	82%	87%	79%	82%	67%	81%
Crime prevention	25%	44%	54%	46%	43%	49%	30%	19%	53%	45%	46%	45%
Fire prevention and education	32%	60%	56%	62%	45%	58%	39%	40%	58%	55%	40%	54%
Animal control	0%	32%	37%	31%	25%	31%	17%	13%	35%	30%	16%	29%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	11%	40%	47%	47%	27%	43%	22%	24%	43%	40%	23%	38%

Table 12: Governance - Mobility

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Traffic enforcement	37%	49%	46%	50%	42%	43%	55%	42%	46%	46%	47%	46%
Street repair	8%	7%	12%	11%	7%	6%	17%	12%	9%	9%	9%	9%
Street cleaning	24%	20%	24%	24%	21%	19%	33%	24%	22%	23%	21%	23%
Street lighting	0%	28%	35%	31%	19%	29%	17%	18%	28%	26%	21%	26%
Snow removal	39%	38%	35%	40%	35%	39%	36%	37%	38%	35%	58%	38%
Sidewalk maintenance	8%	29%	29%	30%	18%	25%	25%	18%	27%	26%	11%	26%
Bus or transit services	0%	12%	22%	19%	7%	10%	17%	7%	15%	13%	8%	12%

Table 13: Governance - Natural Environment

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Garbage collection	32%	47%	70%	57%	51%	58%	43%	42%	58%	55%	53%	54%
Recycling	47%	54%	69%	61%	56%	64%	41%	48%	62%	59%	64%	59%
Preservation of natural areas such as open space, farmlands and greenbelts	28%	29%	31%	31%	29%	31%	23%	41%	27%	29%	45%	30%
Lancaster County open space	13%	26%	36%	28%	30%	30%	23%	29%	28%	28%	35%	29%

Table 14: Governance - Built Environment

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Storm drainage	45%	45%	48%	49%	44%	50%	34%	34%	50%	47%	48%	46%
Land use, planning and zoning	0%	27%	14%	21%	13%	16%	19%	12%	18%	19%	3%	17%
Code enforcement (weeds, abandoned buildings, etc.)	0%	11%	13%	10%	10%	8%	15%	5%	12%	11%	2%	10%

Table 15: Governance - Economy

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Economic development	3%	26%	31%	28%	20%	25%	24%	14%	27%	25%	22%	24%

Table 16: Governance - Recreation and Wellness

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
County parks	22%	35%	43%	39%	32%	37%	30%	38%	35%	37%	24%	36%
Recreation programs or classes	33%	39%	36%	46%	23%	41%	25%	45%	34%	36%	43%	37%
Recreation centers or facilities	31%	34%	35%	41%	25%	37%	21%	40%	32%	34%	34%	34%

Table 17: Governance - Education and Enrichment

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Public library services	58%	57%	69%	68%	56%	69%	44%	56%	66%	64%	60%	63%
County-sponsored special events	10%	33%	37%	37%	23%	33%	23%	26%	31%	31%	25%	31%

Table 18: Governance - Community Engagement

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Public information services	24%	32%	47%	47%	26%	43%	22%	35%	40%	39%	34%	40%

Table 19: Participation General

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Sense of community	12%	48%	44%	45%	34%	41%	34%	32%	41%	39%	38%	40%
Recommend living in Lancaster County to someone who asks	48%	68%	76%	69%	66%	70%	63%	61%	70%	69%	58%	68%
Remain in Lancaster County for the next five years	59%	80%	86%	85%	74%	82%	73%	77%	80%	81%	66%	80%
Contacted Lancaster County (in-person, phone, email or web) for help or information	35%	54%	51%	45%	53%	55%	35%	52%	48%	51%	36%	49%

Table 20: Participation - Safety

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		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	69%	91%	90%	87%	85%	89%	77%	85%	88%	87%	88%	87%
Did NOT report a crime	62%	82%	79%	72%	83%	80%	66%	59%	82%	77%	79%	77%
Stocked supplies in preparation for an emergency	41%	52%	45%	49%	44%	44%	53%	55%	44%	49%	29%	47%

Table 21: Participation - Mobility

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		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	26%	24%	25%	23%	27%	26%	21%	32%	23%	24%	32%	25%
Carpooled with other adults or children instead of driving alone	64%	46%	35%	44%	45%	45%	48%	52%	42%	44%	47%	45%
Used bus or other public transportation instead of driving	6%	3%	4%	5%	2%	1%	12%	5%	3%	3%	12%	4%

Table 22: Participation - Natural Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Recycle at home	71%	91%	84%	79%	90%	85%	83%	70%	88%	85%	79%	84%
Made efforts to make your home more energy efficient	88%	87%	81%	82%	90%	86%	81%	89%	84%	86%	80%	85%
Made efforts to conserve water	85%	80%	83%	78%	88%	84%	77%	87%	81%	84%	73%	82%

Table 23: Participation - Built Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		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	66%	74%	59%	62%	70%	73%	44%	43%	72%	67%	63%	66%
Did NOT observe a code violation	31%	32%	52%	45%	34%	41%	34%	36%	42%	40%	41%	41%

Table 24: Participation - Economy

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		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 Lancaster County	93%	92%	97%	97%	91%	98%	85%	98%	93%	94%	100%	94%
Economy will have positive impact on income	32%	54%	26%	39%	38%	36%	45%	40%	38%	36%	55%	38%
Work in Lancaster County	41%	44%	21%	33%	36%	32%	38%	32%	34%	32%	53%	34%

Table 25: Participation - Recreation and Wellness

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Used Lancaster County recreation centers or their services	30%	48%	28%	33%	40%	34%	42%	29%	38%	36%	37%	35%
Visited a neighborhood park or County park	60%	50%	42%	51%	44%	51%	42%	47%	48%	48%	47%	48%
Eat at least 5 portions of fruits and vegetables a day	85%	82%	79%	85%	77%	81%	83%	79%	82%	81%	85%	81%
Participate in moderate or vigorous physical activity	66%	88%	77%	76%	83%	80%	79%	79%	80%	79%	89%	80%
Reported being in "very good" or "excellent" health	63%	63%	46%	57%	53%	57%	55%	44%	59%	56%	53%	55%

Table 26: Participation - Education and Enrichment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Used Lancaster County public libraries or their services	45%	47%	55%	58%	40%	50%	55%	47%	51%	51%	42%	51%
Attended a County-sponsored event	37%	36%	26%	38%	24%	32%	35%	38%	30%	31%	32%	32%

Table 27: Participation - Community Engagement

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		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	16%	28%	31%	28%	25%	30%	19%	28%	27%	26%	38%	27%
Contacted Lancaster County elected officials (in-person, phone, email or web) to express your opinion	14%	16%	26%	20%	20%	22%	14%	28%	19%	21%	11%	21%
Volunteered your time to some group/activity in Lancaster County	43%	42%	38%	41%	39%	39%	48%	37%	41%	40%	44%	41%
Participated in a club	20%	22%	40%	26%	34%	30%	27%	16%	33%	31%	20%	30%
Talked to or visited with your immediate neighbors	87%	94%	92%	89%	95%	92%	91%	86%	93%	92%	92%	91%
Done a favor for a neighbor	79%	83%	86%	82%	86%	83%	84%	86%	83%	84%	81%	83%
Attended a local public meeting	26%	36%	37%	33%	35%	38%	26%	23%	38%	36%	28%	35%
Read or watch local news (via television, paper, computer, etc.)	74%	89%	92%	91%	84%	92%	74%	95%	86%	87%	90%	88%
Vote in local elections	75%	94%	91%	88%	90%	89%	92%	84%	91%	89%	89%	90%

Table 28: Community Focus Areas

Percent rating positively (e.g., essential/very important)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		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 Lancaster County	89%	94%	90%	94%	89%	92%	91%	97%	90%	92%	83%	91%
Overall ease of getting to the places you usually have to visit	83%	79%	87%	79%	88%	82%	86%	84%	83%	83%	85%	83%
Quality of overall natural environment in Lancaster County	85%	79%	79%	78%	82%	81%	77%	76%	82%	80%	81%	80%
Overall "built environment" of Lancaster County (including overall design, buildings, parks and transportation systems)	96%	78%	77%	80%	84%	80%	84%	77%	82%	82%	74%	81%
Health and wellness opportunities in Lancaster County	75%	78%	83%	82%	79%	80%	82%	86%	78%	81%	71%	81%
Overall opportunities for education and enrichment	71%	87%	83%	86%	79%	79%	93%	87%	81%	84%	66%	83%
Overall economic health of Lancaster County	96%	93%	91%	95%	91%	93%	93%	98%	91%	94%	82%	93%
Sense of community	82%	72%	86%	85%	73%	77%	87%	90%	77%	80%	79%	80%

THE NCS™

The National Citizen Survey™

Lancaster County, SC

Comparisons by Geographic Subgroups

2018

NRC
National Research Center Inc

2955 Valmont Road Suite 300
Boulder, Colorado 80301
n-r-c.com • 303-444-7863

ICMA
Leaders at the Core of Better Communities

777 North Capitol Street NE Suite 500
Washington, DC 20002
icma.org • 800-745-8780

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 County Council Districts.

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 Council Districts 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 all 430 respondents is generally no greater than plus or minus five percentage points around any given percent. The margin of error for subgroups is less precise. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points. Seven Council Districts were tracked for comparison and the number of completed surveys for each are in the figure below.

Figure 1: Geographic Areas

Council District	Number of Completed Surveys
District 1	116
District 2	37
District 3	53
District 4	68
District 5	42
District 6	25
District 7	89

Notable differences between Council Districts included the following:

- Ratings of Community Characteristics varied across Council Districts; for example, those living in District 5 offered the lowest ratings for the overall quality of life in Lancaster County and Lancaster County as a place to retire, while those living in District 2 offered the lowest ratings for overall feelings of safety in the County. Most characteristics related to Economy showed significant differences across Council Districts and generally, those living in Districts 1 & 7 offered the highest quality ratings for cost of living and overall economic health while those living in District 2 offered the highest quality ratings to the vibrant downtown/commercial area.
- Some aspects of local leadership and governance were given the most positive ratings from residents residing in Council District 1 (e.g., value of services for taxes paid, treating all residents fairly, overall customer service provided by County employees, etc.).
- Participation ratings also varied across Council Districts with those living in District 5 indicating the lowest rate of recycling at home and attending a local public meeting but among the highest rates of healthy eating (eating at least five portions of fruits/vegetables a day) and walking or biking instead of driving.

Table 1: Community Characteristics - General

Percent rating positively (e.g., excellent/good)	County Council District							Overall
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	
The overall quality of life in Lancaster County	67%	40%	61%	47%	23%	35%	70%	53%
Overall image or reputation of Lancaster County	30%	19%	20%	29%	23%	31%	31%	27%
Lancaster County as a place to live	71%	37%	67%	58%	32%	57%	76%	60%
Your neighborhood as a place to live	91%	43%	91%	73%	61%	74%	88%	77%
Lancaster County as a place to raise children	68%	43%	71%	52%	36%	72%	70%	59%
Lancaster County as a place to retire	79%	41%	45%	45%	24%	51%	63%	52%
Overall appearance of Lancaster County	36%	27%	34%	44%	23%	27%	37%	34%

Table 2: Community Characteristics - Safety

Percent rating positively (e.g., excellent/good, very/somewhat safe)	County Council District							Overall
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	
Overall feeling of safety in Lancaster County	80%	22%	41%	52%	32%	45%	74%	55%
In your neighborhood during the day	91%	72%	94%	72%	77%	75%	91%	83%
In Lancaster County's downtown/commercial areas during the day	69%	77%	72%	72%	69%	49%	79%	71%

Table 3: Community Characteristics - Mobility

Percent rating positively (e.g., excellent/good, very/somewhat safe)	County Council District							Overall
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	
Overall ease of getting to the places you usually have to visit	50%	73%	67%	53%	47%	68%	34%	52%
Traffic flow on major streets	25%	63%	67%	54%	36%	44%	16%	40%
Ease of public parking	48%	56%	63%	61%	44%	41%	51%	53%
Ease of travel by car in Lancaster County	45%	83%	78%	58%	51%	61%	31%	54%
Ease of travel by public transportation in Lancaster County	9%	31%	13%	9%	15%	7%	6%	13%
Ease of travel by bicycle in Lancaster County	4%	38%	21%	17%	8%	0%	6%	13%
Ease of walking in Lancaster County	23%	35%	42%	33%	17%	21%	9%	25%
Availability of paths and walking trails	36%	28%	13%	12%	8%	30%	11%	18%

Table 4: Community Characteristics - Natural Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	County Council District							Overall
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	
Quality of overall natural environment in Lancaster County	56%	49%	67%	52%	41%	30%	51%	51%
Air quality	59%	38%	74%	51%	51%	76%	62%	58%
Cleanliness of Lancaster County	48%	15%	24%	30%	25%	20%	53%	34%

Table 5: Community Characteristics - Built Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	County Council District							Overall
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	
Overall "built environment" of Lancaster County (including overall design, buildings, parks and transportation systems)	24%	32%	30%	30%	21%	29%	18%	25%
Public places where people want to spend time	34%	16%	16%	28%	19%	16%	26%	24%
Variety of housing options	64%	20%	25%	37%	22%	30%	55%	40%
Availability of affordable quality housing	57%	15%	25%	43%	24%	28%	42%	37%
Overall quality of new development in Lancaster County	51%	13%	14%	18%	18%	9%	36%	26%

Table 6: Community Characteristics - Economy

Percent rating positively (e.g., excellent/good, very/somewhat safe)	County Council District							Overall
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	
Overall economic health of Lancaster County	36%	25%	20%	17%	19%	15%	38%	26%
Lancaster County as a place to work	30%	16%	24%	19%	12%	38%	45%	26%
Lancaster County as a place to visit	33%	22%	20%	34%	16%	31%	30%	27%
Employment opportunities	15%	5%	16%	12%	1%	16%	22%	13%
Shopping opportunities	40%	20%	10%	23%	4%	23%	25%	22%
Cost of living in Lancaster County	67%	29%	43%	38%	31%	20%	64%	46%
Overall quality of business and service establishments in Lancaster County	47%	29%	25%	20%	34%	30%	35%	32%
Vibrant downtown/commercial area	9%	31%	9%	24%	17%	23%	12%	18%

Table 7: Community Characteristics - Recreation and Wellness

Percent rating positively (e.g., excellent/good, very/somewhat safe)	County Council District							Overall
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	
Health and wellness opportunities in Lancaster County	45%	39%	27%	32%	29%	15%	34%	33%
Fitness opportunities (including exercise classes and paths or trails, etc.)	41%	32%	33%	32%	29%	27%	21%	30%
Recreational opportunities	41%	29%	34%	34%	39%	20%	25%	32%
Availability of affordable quality food	59%	39%	35%	40%	43%	33%	52%	45%
Availability of affordable quality health care	53%	19%	38%	23%	23%	10%	34%	31%
Availability of preventive health services	53%	23%	38%	25%	35%	14%	37%	34%
Availability of affordable quality mental health care	29%	13%	21%	13%	16%	8%	24%	18%

Table 8: Community Characteristics - Education and Enrichment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	County Council District							Overall
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	
Overall opportunities for education and enrichment	40%	33%	53%	30%	39%	27%	32%	36%
Availability of affordable quality child care/preschool	55%	25%	44%	27%	21%	40%	28%	32%
K-12 education	70%	34%	77%	51%	37%	52%	73%	57%
Adult educational opportunities	37%	29%	40%	31%	34%	46%	22%	33%
Opportunities to attend cultural/arts/music activities	31%	27%	33%	35%	24%	16%	19%	27%

Table 9: Community Characteristics - Community Engagement

Percent rating positively (e.g., excellent/good, very/somewhat safe)	County Council District							Overall
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	
Opportunities to participate in social events and activities	37%	15%	10%	35%	29%	27%	23%	26%
Opportunities to volunteer	71%	34%	57%	38%	48%	17%	37%	45%
Opportunities to participate in community matters	56%	35%	54%	48%	27%	11%	33%	39%
Openness and acceptance of the community toward people of diverse backgrounds	43%	35%	37%	40%	20%	27%	42%	36%
Neighborliness of residents in Lancaster County	60%	22%	44%	37%	27%	47%	60%	45%

Table 10: Governance - General

Percent rating positively (e.g., excellent/good)	County Council District							Overall
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	
Lancaster County	57%	39%	38%	51%	28%	20%	41%	41%
The value of services for the taxes paid to Lancaster County	49%	24%	22%	33%	22%	14%	29%	29%
The overall direction that Lancaster County is taking	30%	33%	25%	36%	19%	9%	29%	27%
The job Lancaster County government does at welcoming citizen involvement	33%	11%	31%	21%	19%	23%	20%	23%
Overall confidence in Lancaster County government	27%	15%	26%	26%	17%	13%	32%	24%
Generally acting in the best interest of the community	26%	19%	30%	32%	19%	13%	26%	25%
Being honest	40%	18%	32%	36%	22%	16%	42%	32%
Treating all residents fairly	44%	16%	34%	29%	15%	17%	36%	29%
Overall customer service by Lancaster County employees (police, receptionists, planners, etc.)	71%	24%	41%	65%	29%	32%	64%	51%
The Federal Government	35%	34%	26%	24%	21%	20%	25%	27%

Table 11: Governance - Safety

Percent rating positively (e.g., excellent/good)	County Council District							Overall
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	
Police/Sheriff services	87%	60%	67%	70%	46%	36%	72%	66%
Fire services	92%	87%	86%	76%	59%	100%	77%	81%
Ambulance or emergency medical services	92%	81%	87%	76%	75%	77%	76%	81%
Crime prevention	71%	20%	42%	48%	27%	24%	61%	45%
Fire prevention and education	64%	29%	68%	58%	33%	57%	58%	54%
Animal control	48%	20%	39%	34%	11%	17%	27%	29%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	56%	14%	41%	48%	31%	46%	33%	38%

Table 12: Governance - Mobility

Percent rating positively (e.g., excellent/good)	County Council District							Overall
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	
Traffic enforcement	54%	41%	61%	57%	34%	38%	33%	46%
Street repair	15%	17%	6%	7%	1%	4%	12%	9%
Street cleaning	29%	23%	16%	32%	18%	16%	18%	23%
Street lighting	44%	24%	20%	22%	23%	25%	21%	26%
Snow removal	43%	36%	46%	45%	26%	13%	41%	38%
Sidewalk maintenance	42%	24%	22%	23%	17%	15%	30%	26%
Bus or transit services	24%	15%	15%	8%	9%	6%	13%	12%

Table 13: Governance - Natural Environment

Percent rating positively (e.g., excellent/good)	County Council District							Overall
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	
Garbage collection	87%	42%	33%	68%	25%	74%	35%	54%
Recycling	87%	37%	44%	68%	38%	62%	56%	59%
Preservation of natural areas such as open space, farmlands and greenbelts	29%	28%	27%	32%	28%	55%	27%	30%
Lancaster County open space	31%	33%	17%	30%	29%	43%	29%	29%

Table 14: Governance - Built Environment

Percent rating positively (e.g., excellent/good)	County Council District							Overall
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	
Storm drainage	71%	35%	34%	37%	24%	46%	56%	46%
Land use, planning and zoning	14%	9%	27%	17%	14%	39%	13%	17%
Code enforcement (weeds, abandoned buildings, etc.)	22%	4%	8%	11%	4%	2%	12%	10%

Table 15: Governance - Economy

Percent rating positively (e.g., excellent/good)	County Council District							Overall
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	
Economic development	47%	20%	18%	17%	14%	2%	34%	24%

Table 16: Governance - Recreation and Wellness

Percent rating positively (e.g., excellent/good)	County Council District							Overall
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	
County parks	52%	29%	25%	39%	22%	57%	37%	36%
Recreation programs or classes	47%	15%	41%	41%	43%	43%	22%	37%
Recreation centers or facilities	39%	18%	42%	39%	36%	43%	20%	34%

Table 17: Governance - Education and Enrichment

Percent rating positively (e.g., excellent/good)	County Council District							Overall
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	
Public library services	82%	51%	51%	63%	66%	63%	57%	63%
County-sponsored special events	49%	21%	27%	41%	24%	45%	14%	31%

Table 18: Governance - Community Engagement

Percent rating positively (e.g., excellent/good)	County Council District							Overall
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	
Public information services	53%	41%	41%	46%	19%	38%	35%	40%

Table 19: Participation General

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	County Council District							Overall
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	
Sense of community	54%	22%	51%	41%	31%	27%	39%	40%
Recommend living in Lancaster County to someone who asks	83%	46%	79%	64%	43%	68%	77%	68%
Remain in Lancaster County for the next five years	84%	68%	94%	73%	75%	79%	82%	80%
Contacted Lancaster County (in-person, phone, email or web) for help or information	58%	41%	35%	50%	49%	47%	54%	49%

Table 20: Participation - Safety

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	County Council District							Overall
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	
Was NOT the victim of a crime	94%	86%	99%	75%	78%	83%	90%	87%
Did NOT report a crime	89%	58%	84%	68%	68%	69%	89%	77%
Stocked supplies in preparation for an emergency	39%	46%	57%	48%	49%	66%	38%	47%

Table 21: Participation - Mobility

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	County Council District							Overall
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	
Walked or biked instead of driving	31%	36%	10%	22%	33%	21%	22%	25%
Carpooled with other adults or children instead of driving alone	57%	39%	45%	48%	43%	54%	34%	45%
Used bus or other public transportation instead of driving	3%	9%	0%	10%	2%	0%	2%	4%

Table 22: Participation - Natural Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	County Council District							Overall
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	
Recycle at home	96%	66%	81%	87%	59%	92%	96%	84%
Made efforts to make your home more energy efficient	75%	87%	96%	87%	76%	88%	86%	85%
Made efforts to conserve water	81%	80%	95%	85%	77%	92%	75%	82%

Table 23: Participation - Built Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	County Council District							Overall
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	
NOT under housing cost stress	65%	46%	67%	72%	64%	49%	77%	66%
Did NOT observe a code violation	43%	29%	25%	55%	49%	31%	40%	41%

Table 24: Participation - Economy

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	County Council District							Overall
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	
Purchase goods or services from a business located in Lancaster County	99%	92%	100%	90%	98%	98%	89%	94%
Economy will have positive impact on income	34%	46%	30%	34%	23%	44%	49%	38%
Work in Lancaster County	19%	35%	54%	27%	32%	58%	28%	34%

Table 25: Participation - Recreation and Wellness

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	County Council District							Overall
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	
Used Lancaster County recreation centers or their services	35%	28%	45%	51%	11%	37%	36%	35%
Visited a neighborhood park or County park	49%	48%	23%	63%	48%	38%	52%	48%
Eat at least 5 portions of fruits and vegetables a day	80%	88%	87%	81%	88%	57%	84%	81%
Participate in moderate or vigorous physical activity	84%	79%	83%	68%	82%	77%	83%	80%
Reported being in "very good" or "excellent" health	61%	57%	62%	46%	22%	37%	79%	55%

Table 26: Participation - Education and Enrichment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	County Council District							Overall
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	
Used Lancaster County public libraries or their services	69%	43%	34%	69%	45%	46%	42%	51%
Attended a County-sponsored event	27%	23%	46%	51%	34%	29%	19%	32%

Table 27: Participation - Community Engagement

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	County Council District							Overall
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	
Campaigned or advocated for an issue, cause or candidate	31%	32%	34%	17%	28%	20%	29%	27%
Contacted Lancaster County elected officials (in-person, phone, email or web) to express your opinion	17%	30%	20%	26%	19%	30%	13%	21%
Volunteered your time to some group/activity in Lancaster County	51%	44%	46%	60%	29%	26%	28%	41%
Participated in a club	59%	14%	44%	36%	21%	16%	16%	30%
Talked to or visited with your immediate neighbors	96%	86%	99%	87%	94%	93%	88%	91%
Done a favor for a neighbor	94%	82%	86%	82%	84%	83%	76%	83%
Attended a local public meeting	61%	17%	31%	37%	6%	28%	43%	35%
Read or watch local news (via television, paper, computer, etc.)	96%	89%	89%	85%	93%	72%	86%	88%
Vote in local elections	98%	92%	85%	97%	73%	79%	91%	90%

Table 28: Community Focus Areas

Percent rating positively (e.g., essential/very important)	County Council District							Overall
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	
Overall feeling of safety in Lancaster County	92%	82%	97%	99%	96%	86%	86%	91%
Overall ease of getting to the places you usually have to visit	91%	74%	86%	84%	74%	83%	85%	83%
Quality of overall natural environment in Lancaster County	81%	73%	94%	82%	79%	66%	81%	80%
Overall "built environment" of Lancaster County (including overall design, buildings, parks and transportation systems)	79%	77%	89%	86%	78%	63%	86%	81%
Health and wellness opportunities in Lancaster County	84%	83%	98%	91%	72%	78%	66%	81%
Overall opportunities for education and enrichment	82%	89%	96%	87%	73%	98%	70%	83%
Overall economic health of Lancaster County	89%	90%	99%	94%	96%	89%	93%	93%
Sense of community	83%	85%	89%	89%	93%	66%	64%	80%

THE NCS™

The National Citizen Survey™

Lancaster County, SC

Supplemental Online Survey Results

2018

NRC
National Research Center Inc

2955 Valmont Road Suite 300
Boulder, Colorado 80301
n-r-c.com • 303-444-7863

ICMA
Leaders at the Core of Better Communities

777 North Capitol Street NE Suite 500
Washington, DC 20002
icma.org • 800-745-8780

Contents

About this Report.....1
Complete Survey Responses.....2

Charter Members
AAPOR Transparency Initiative
AMERICAN ASSOCIATION FOR PUBLIC OPINION RESEARCH

The National Citizen Survey™
© 2001-2018 National Research Center, Inc.

The NCS™ is presented by NRC in collaboration with ICMA.

NRC is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

About this Report

As part of its participation in The National Citizen Survey™, Lancaster County conducted a mailed survey of 1,800 residents. Surveys were mailed to randomly selected households in March 2018 and data were collected through May 2018. After the official data collection period was underway (see the report, *The National Citizen Survey: Community Livability Report, Lancaster County, SC, 2018*), the County made available a web-based survey to its residents through a link on the County's website. Visitors to the site were able to complete the survey during April 2018 and 38 surveys were received.

This report contains the results of this administration of the web-based survey that have not been weighted to current population estimates of Lancaster County.

Complete Survey Responses

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

Responses excluding "don't know"

Table 1: Question 1

Please rate each of the following aspects of quality of life in Lancaster County:	Excellent		Good		Fair		Poor		Total	
Lancaster County as a place to live	26%	N=10	47%	N=18	24%	N=9	3%	N=1	100%	N=38
Your neighborhood as a place to live	49%	N=18	38%	N=14	14%	N=5	0%	N=0	100%	N=37
Lancaster County as a place to raise children	26%	N=9	38%	N=13	29%	N=10	6%	N=2	100%	N=34
Lancaster County as a place to work	32%	N=9	32%	N=9	21%	N=6	14%	N=4	100%	N=28
Lancaster County as a place to visit	19%	N=7	28%	N=10	22%	N=8	31%	N=11	100%	N=36
Lancaster County as a place to retire	39%	N=13	27%	N=9	12%	N=4	21%	N=7	100%	N=33
The overall quality of life in Lancaster County	29%	N=11	45%	N=17	21%	N=8	5%	N=2	100%	N=38

Table 2: Question 2

Please rate each of the following characteristics as they relate to Lancaster County as a whole:	Excellent		Good		Fair		Poor		Total	
Overall feeling of safety in Lancaster County	24%	N=9	42%	N=16	16%	N=6	18%	N=7	100%	N=38
Overall ease of getting to the places you usually have to visit	21%	N=8	45%	N=17	26%	N=10	8%	N=3	100%	N=38
Quality of overall natural environment in Lancaster County	26%	N=10	50%	N=19	18%	N=7	5%	N=2	100%	N=38
Overall "built environment" of Lancaster County (including overall design, buildings, parks and transportation systems)	11%	N=4	16%	N=6	45%	N=17	29%	N=11	100%	N=38
Health and wellness opportunities in Lancaster County	6%	N=2	33%	N=12	47%	N=17	14%	N=5	100%	N=36
Overall opportunities for education and enrichment	6%	N=2	53%	N=18	32%	N=11	9%	N=3	100%	N=34
Overall economic health of Lancaster County	14%	N=5	38%	N=14	35%	N=13	14%	N=5	100%	N=37
Sense of community	22%	N=8	32%	N=12	24%	N=9	22%	N=8	100%	N=37
Overall image or reputation of Lancaster County	8%	N=3	42%	N=16	18%	N=7	32%	N=12	100%	N=38

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 Lancaster County to someone who asks	37%	N=14	53%	N=20	3%	N=1	8%	N=3	100%	N=38
Remain in Lancaster County for the next five years	68%	N=25	27%	N=10	0%	N=0	5%	N=2	100%	N=37

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	61%	N=23	24%	N=9	11%	N=4	5%	N=2	0%	N=0	100%	N=38
In Lancaster County's downtown/commercial areas during the day	41%	N=14	26%	N=9	9%	N=3	24%	N=8	0%	N=0	100%	N=34

Table 5: Question 5

Please rate each of the following characteristics as they relate to Lancaster County as a whole:	Excellent		Good		Fair		Poor		Total	
Traffic flow on major streets	8%	N=3	30%	N=11	38%	N=14	24%	N=9	100%	N=37
Ease of public parking	11%	N=4	54%	N=19	26%	N=9	9%	N=3	100%	N=35
Ease of travel by car in Lancaster County	16%	N=6	43%	N=16	30%	N=11	11%	N=4	100%	N=37
Ease of travel by public transportation in Lancaster County	0%	N=0	5%	N=1	30%	N=6	65%	N=13	100%	N=20
Ease of travel by bicycle in Lancaster County	0%	N=0	17%	N=4	30%	N=7	52%	N=12	100%	N=23
Ease of walking in Lancaster County	12%	N=4	15%	N=5	33%	N=11	39%	N=13	100%	N=33
Availability of paths and walking trails	3%	N=1	13%	N=4	34%	N=11	50%	N=16	100%	N=32
Air quality	31%	N=11	54%	N=19	11%	N=4	3%	N=1	100%	N=35
Cleanliness of Lancaster County	8%	N=3	28%	N=10	31%	N=11	33%	N=12	100%	N=36
Overall appearance of Lancaster County	8%	N=3	22%	N=8	54%	N=20	16%	N=6	100%	N=37
Public places where people want to spend time	6%	N=2	22%	N=8	39%	N=14	33%	N=12	100%	N=36
Variety of housing options	3%	N=1	52%	N=17	33%	N=11	12%	N=4	100%	N=33
Availability of affordable quality housing	3%	N=1	31%	N=10	31%	N=10	34%	N=11	100%	N=32
Fitness opportunities (including exercise classes and paths or trails, etc.)	6%	N=2	29%	N=10	35%	N=12	29%	N=10	100%	N=34
Recreational opportunities	6%	N=2	26%	N=9	37%	N=13	31%	N=11	100%	N=35
Availability of affordable quality food	14%	N=5	30%	N=11	38%	N=14	19%	N=7	100%	N=37
Availability of affordable quality health care	9%	N=3	50%	N=16	22%	N=7	19%	N=6	100%	N=32
Availability of preventive health services	7%	N=2	41%	N=12	24%	N=7	28%	N=8	100%	N=29
Availability of affordable quality mental health care	6%	N=1	12%	N=2	41%	N=7	41%	N=7	100%	N=17

Table 6: Question 6

Please rate each of the following characteristics as they relate to Lancaster County as a whole:	Excellent		Good		Fair		Poor		Total	
Availability of affordable quality child care/preschool	6%	N=1	28%	N=5	28%	N=5	39%	N=7	100%	N=18
K-12 education	24%	N=7	55%	N=16	21%	N=6	0%	N=0	100%	N=29
Adult educational opportunities	4%	N=1	48%	N=12	24%	N=6	24%	N=6	100%	N=25
Opportunities to attend cultural/arts/music activities	15%	N=5	21%	N=7	33%	N=11	30%	N=10	100%	N=33
Employment opportunities	4%	N=1	58%	N=15	19%	N=5	19%	N=5	100%	N=26
Shopping opportunities	8%	N=3	32%	N=12	35%	N=13	24%	N=9	100%	N=37
Cost of living in Lancaster County	11%	N=4	57%	N=21	27%	N=10	5%	N=2	100%	N=37

Please rate each of the following characteristics as they relate to Lancaster County as a whole:	Excellent		Good		Fair		Poor		Total	
Overall quality of business and service establishments in Lancaster County	6%	N=2	49%	N=17	40%	N=14	6%	N=2	100%	N=35
Vibrant downtown/commercial area	6%	N=2	8%	N=3	22%	N=8	64%	N=23	100%	N=36
Overall quality of new development in Lancaster County	21%	N=8	34%	N=13	24%	N=9	21%	N=8	100%	N=38
Opportunities to participate in social events and activities	8%	N=3	38%	N=14	22%	N=8	32%	N=12	100%	N=37
Opportunities to volunteer	29%	N=9	35%	N=11	26%	N=8	10%	N=3	100%	N=31
Opportunities to participate in community matters	29%	N=10	29%	N=10	24%	N=8	18%	N=6	100%	N=34
Openness and acceptance of the community toward people of diverse backgrounds	18%	N=6	29%	N=10	21%	N=7	32%	N=11	100%	N=34
Neighborliness of residents in Lancaster County	18%	N=7	42%	N=16	24%	N=9	16%	N=6	100%	N=38

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	21%	N=8	79%	N=30	100%	N=38
Made efforts to make your home more energy efficient	21%	N=8	79%	N=30	100%	N=38
Observed a code violation or other hazard in Lancaster County (weeds, abandoned buildings, etc.)	32%	N=12	68%	N=26	100%	N=38
Household member was a victim of a crime in Lancaster County	95%	N=36	5%	N=2	100%	N=38
Reported a crime to the police in Lancaster County	79%	N=30	21%	N=8	100%	N=38
Stocked supplies in preparation for an emergency	50%	N=19	50%	N=19	100%	N=38
Campaigned or advocated for an issue, cause or candidate	24%	N=9	76%	N=29	100%	N=38
Contacted Lancaster County (in-person, phone, email or web) for help or information	34%	N=13	66%	N=25	100%	N=38
Contacted Lancaster County elected officials (in-person, phone, email or web) to express your opinion	53%	N=20	47%	N=18	100%	N=38

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 Lancaster County?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Lancaster County recreation centers or their services	11%	N=4	8%	N=3	24%	N=9	58%	N=22	100%	N=38
Visited a neighborhood park or County park	8%	N=3	5%	N=2	39%	N=15	47%	N=18	100%	N=38
Used Lancaster County public libraries or their services	3%	N=1	26%	N=10	39%	N=15	32%	N=12	100%	N=38
Attended a County-sponsored event	8%	N=3	13%	N=5	42%	N=16	37%	N=14	100%	N=38
Used bus or other public transportation instead of driving	0%	N=0	0%	N=0	3%	N=1	97%	N=37	100%	N=38
Carpooled with other adults or children instead of driving alone	13%	N=5	11%	N=4	8%	N=3	68%	N=26	100%	N=38
Walked or biked instead of driving	3%	N=1	3%	N=1	8%	N=3	87%	N=33	100%	N=38
Volunteered your time to some group/activity in Lancaster County	8%	N=3	24%	N=9	37%	N=14	32%	N=12	100%	N=38
Participated in a club	11%	N=4	22%	N=8	14%	N=5	54%	N=20	100%	N=37
Talked to or visited with your immediate neighbors	45%	N=17	39%	N=15	13%	N=5	3%	N=1	100%	N=38
Done a favor for a neighbor	29%	N=11	29%	N=11	32%	N=12	11%	N=4	100%	N=38

Table 9: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Council, 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	3%	N=1	29%	N=11	34%	N=13	34%	N=13	100%	N=38

Table 10: Question 10

Please rate the quality of each of the following services in Lancaster County:	Excellent		Good		Fair		Poor		Total	
Police/Sheriff services	49%	N=17	37%	N=13	3%	N=1	11%	N=4	100%	N=35
Fire services	53%	N=18	41%	N=14	3%	N=1	3%	N=1	100%	N=34
Ambulance or emergency medical services	50%	N=14	39%	N=11	4%	N=1	7%	N=2	100%	N=28
Crime prevention	23%	N=8	46%	N=16	23%	N=8	9%	N=3	100%	N=35
Fire prevention and education	31%	N=11	46%	N=16	17%	N=6	6%	N=2	100%	N=35
Traffic enforcement	11%	N=4	30%	N=11	32%	N=12	27%	N=10	100%	N=37
Street repair	0%	N=0	16%	N=6	24%	N=9	59%	N=22	100%	N=37
Street cleaning	0%	N=0	24%	N=8	18%	N=6	58%	N=19	100%	N=33
Street lighting	3%	N=1	41%	N=15	30%	N=11	27%	N=10	100%	N=37
Snow removal	5%	N=1	41%	N=9	36%	N=8	18%	N=4	100%	N=22
Sidewalk maintenance	0%	N=0	32%	N=10	23%	N=7	45%	N=14	100%	N=31
Bus or transit services	0%	N=0	10%	N=1	10%	N=1	80%	N=8	100%	N=10
Garbage collection	30%	N=8	22%	N=6	30%	N=8	19%	N=5	100%	N=27
Recycling	24%	N=7	45%	N=13	17%	N=5	14%	N=4	100%	N=29
Storm drainage	14%	N=4	29%	N=8	46%	N=13	11%	N=3	100%	N=28
County parks	10%	N=3	26%	N=8	19%	N=6	45%	N=14	100%	N=31
Recreation programs or classes	8%	N=2	27%	N=7	23%	N=6	42%	N=11	100%	N=26
Recreation centers or facilities	7%	N=2	30%	N=8	22%	N=6	41%	N=11	100%	N=27
Land use, planning and zoning	9%	N=3	32%	N=11	29%	N=10	29%	N=10	100%	N=34
Code enforcement (weeds, abandoned buildings, etc.)	3%	N=1	13%	N=4	47%	N=15	38%	N=12	100%	N=32
Animal control	14%	N=4	38%	N=11	34%	N=10	14%	N=4	100%	N=29
Economic development	14%	N=5	40%	N=14	26%	N=9	20%	N=7	100%	N=35
Public library services	27%	N=8	47%	N=14	17%	N=5	10%	N=3	100%	N=30
Public information services	10%	N=3	42%	N=13	39%	N=12	10%	N=3	100%	N=31
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	16%	N=4	44%	N=11	28%	N=7	12%	N=3	100%	N=25
Preservation of natural areas such as open space, farmlands and greenbelts	14%	N=4	32%	N=9	25%	N=7	29%	N=8	100%	N=28
Lancaster County open space	7%	N=2	43%	N=12	29%	N=8	21%	N=6	100%	N=28
County-sponsored special events	7%	N=2	34%	N=10	34%	N=10	24%	N=7	100%	N=29
Overall customer service by Lancaster County employees (police, receptionists, planners, etc.)	18%	N=6	53%	N=18	26%	N=9	3%	N=1	100%	N=34

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	
Lancaster County	18%	N=7	47%	N=18	18%	N=7	16%	N=6	100%	N=38
The Federal Government	8%	N=3	41%	N=15	43%	N=16	8%	N=3	100%	N=37

Table 12: Question 12

Please rate the following categories of Lancaster County government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Lancaster County	14%	N=5	35%	N=13	27%	N=10	24%	N=9	100%	N=37
The overall direction that Lancaster County is taking	14%	N=5	46%	N=17	19%	N=7	22%	N=8	100%	N=37
The job Lancaster County government does at welcoming citizen involvement	9%	N=3	37%	N=13	31%	N=11	23%	N=8	100%	N=35
Overall confidence in Lancaster County government	14%	N=5	30%	N=11	27%	N=10	30%	N=11	100%	N=37
Generally acting in the best interest of the community	16%	N=6	27%	N=10	30%	N=11	27%	N=10	100%	N=37
Being honest	17%	N=6	37%	N=13	17%	N=6	29%	N=10	100%	N=35
Treating all residents fairly	18%	N=6	29%	N=10	15%	N=5	38%	N=13	100%	N=34

Table 13: Question 13

Please rate how important, if at all, you think it is for the Lancaster County 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 Lancaster County	71%	N=27	26%	N=10	3%	N=1	0%	N=0	100%	N=38
Overall ease of getting to the places you usually have to visit	37%	N=14	58%	N=22	5%	N=2	0%	N=0	100%	N=38
Quality of overall natural environment in Lancaster County	39%	N=15	42%	N=16	18%	N=7	0%	N=0	100%	N=38
Overall "built environment" of Lancaster County (including overall design, buildings, parks and transportation systems)	50%	N=19	42%	N=16	8%	N=3	0%	N=0	100%	N=38
Health and wellness opportunities in Lancaster County	37%	N=14	50%	N=19	11%	N=4	3%	N=1	100%	N=38
Overall opportunities for education and enrichment	58%	N=22	34%	N=13	5%	N=2	3%	N=1	100%	N=38
Overall economic health of Lancaster County	61%	N=23	34%	N=13	5%	N=2	0%	N=0	100%	N=38
Sense of community	47%	N=18	42%	N=16	11%	N=4	0%	N=0	100%	N=38

Table 14: 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	5%	N=2	5%	N=2	26%	N=10	18%	N=7	45%	N=17	100%	N=38
Purchase goods or services from a business located in Lancaster County	0%	N=0	0%	N=0	26%	N=10	61%	N=23	13%	N=5	100%	N=38
Eat at least 5 portions of fruits and vegetables a day	0%	N=0	13%	N=5	37%	N=14	34%	N=13	16%	N=6	100%	N=38
Participate in moderate or vigorous physical activity	0%	N=0	16%	N=6	42%	N=16	26%	N=10	16%	N=6	100%	N=38
Read or watch local news (via television, paper, computer, etc.)	0%	N=0	5%	N=2	11%	N=4	45%	N=17	39%	N=15	100%	N=38
Vote in local elections	0%	N=0	0%	N=0	0%	N=0	13%	N=5	87%	N=33	100%	N=38

Table 15: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	26%	N=10
Very good	18%	N=7
Good	45%	N=17
Fair	11%	N=4
Poor	0%	N=0
Total	100%	N=38

Table 16: 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	16%	N=6
Somewhat positive	43%	N=16
Neutral	35%	N=13
Somewhat negative	5%	N=2
Very negative	0%	N=0
Total	100%	N=37

Table 17: Question D4

What is your employment status?	Percent	Number
Working full time for pay	55%	N=21
Working part time for pay	11%	N=4
Unemployed, looking for paid work	0%	N=0
Unemployed, not looking for paid work	8%	N=3
Fully retired	26%	N=10
Total	100%	N=38

Table 18: Question D5

Do you work inside the boundaries of Lancaster County?	Percent	Number
Yes, outside the home	41%	N=14
Yes, from home	9%	N=3
No	50%	N=17
Total	100%	N=34

Table 19: Question D6

How many years have you lived in Lancaster County?	Percent	Number
Less than 2 years	0%	N=0
2 to 5 years	21%	N=8
6 to 10 years	18%	N=7
11 to 20 years	21%	N=8
More than 20 years	39%	N=15
Total	100%	N=38

Table 20: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	91%	N=30
Building with two or more homes (duplex, townhome, apartment or condominium)	6%	N=2
Mobile home	0%	N=0
Other	3%	N=1
Total	100%	N=33

Table 21: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	7%	N=2
Owned	93%	N=27
Total	100%	N=29

Table 22: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than $300 per month	8%	N=3
$300 to $599 per month	8%	N=3
$600 to $999 per month	14%	N=5
$1,000 to $1,499 per month	22%	N=8
$1,500 to $2,499 per month	43%	N=16
$2,500 or more per month	5%	N=2
Total	100%	N=37

Table 23: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	79%	N=22
Yes	21%	N=6
Total	100%	N=28

Table 24: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	63%	N=17
Yes	37%	N=10
Total	100%	N=27

Table 25: 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	0%	N=0
$25,000 to $49,999	9%	N=3
$50,000 to $99,999	51%	N=18
$100,000 to $149,999	23%	N=8
$150,000 or more	17%	N=6
Total	100%	N=35

Table 26: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	100%	N=38
Yes, I consider myself to be Spanish, Hispanic or Latino	0%	N=0
Total	100%	N=38

Table 27: 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	0%	N=0
Asian, Asian Indian or Pacific Islander	0%	N=0
Black or African American	5%	N=2
White	95%	N=36
Other	0%	N=0

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

Table 28: Question D15

In which category is your age?	Percent	Number
18 to 24 years	0%	N=0
25 to 34 years	16%	N=6
35 to 44 years	24%	N=9
45 to 54 years	19%	N=7
55 to 64 years	22%	N=8
65 to 74 years	16%	N=6
75 years or older	3%	N=1
Total	100%	N=37

Table 29: Question D16

What is your sex?	Percent	Number
Female	63%	N=15
Male	38%	N=9
Total	100%	N=24

Table 30: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	73%	N=16
Land line	5%	N=1
Both	23%	N=5
Total	100%	N=22

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 31: Question 1

Please rate each of the following aspects of quality of life in Lancaster County:	Excellent		Good		Fair		Poor		Don't know		Total	
Lancaster County as a place to live	26%	N=10	47%	N=18	24%	N=9	3%	N=1	0%	N=0	100%	N=38
Your neighborhood as a place to live	49%	N=18	38%	N=14	14%	N=5	0%	N=0	0%	N=0	100%	N=37
Lancaster County as a place to raise children	24%	N=9	34%	N=13	26%	N=10	5%	N=2	11%	N=4	100%	N=38
Lancaster County as a place to work	24%	N=9	24%	N=9	16%	N=6	11%	N=4	26%	N=10	100%	N=38
Lancaster County as a place to visit	18%	N=7	26%	N=10	21%	N=8	29%	N=11	5%	N=2	100%	N=38
Lancaster County as a place to retire	34%	N=13	24%	N=9	11%	N=4	18%	N=7	13%	N=5	100%	N=38
The overall quality of life in Lancaster County	29%	N=11	45%	N=17	21%	N=8	5%	N=2	0%	N=0	100%	N=38

Table 32: Question 2

Please rate each of the following characteristics as they relate to Lancaster County as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in Lancaster County	24%	N=9	42%	N=16	16%	N=6	18%	N=7	0%	N=0	100%	N=38
Overall ease of getting to the places you usually have to visit	21%	N=8	45%	N=17	26%	N=10	8%	N=3	0%	N=0	100%	N=38
Quality of overall natural environment in Lancaster County	26%	N=10	50%	N=19	18%	N=7	5%	N=2	0%	N=0	100%	N=38
Overall "built environment" of Lancaster County (including overall design, buildings, parks and transportation systems)	11%	N=4	16%	N=6	45%	N=17	29%	N=11	0%	N=0	100%	N=38
Health and wellness opportunities in Lancaster County	5%	N=2	32%	N=12	45%	N=17	13%	N=5	5%	N=2	100%	N=38
Overall opportunities for education and enrichment	5%	N=2	47%	N=18	29%	N=11	8%	N=3	11%	N=4	100%	N=38
Overall economic health of Lancaster County	13%	N=5	37%	N=14	34%	N=13	13%	N=5	3%	N=1	100%	N=38
Sense of community	22%	N=8	32%	N=12	24%	N=9	22%	N=8	0%	N=0	100%	N=37
Overall image or reputation of Lancaster County	8%	N=3	42%	N=16	18%	N=7	32%	N=12	0%	N=0	100%	N=38

Table 33: 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 Lancaster County to someone who asks	37%	N=14	53%	N=20	3%	N=1	8%	N=3	0%	N=0	100%	N=38
Remain in Lancaster County for the next five years	66%	N=25	26%	N=10	0%	N=0	5%	N=2	3%	N=1	100%	N=38

Table 34: 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	61%	N=23	24%	N=9	11%	N=4	5%	N=2	0%	N=0	0%	N=0	100%	N=38
In Lancaster County's downtown/commercial areas during the day	37%	N=14	24%	N=9	8%	N=3	21%	N=8	0%	N=0	11%	N=4	100%	N=38

Table 35: Question 5

Please rate each of the following characteristics as they relate to Lancaster County as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic flow on major streets	8%	N=3	30%	N=11	38%	N=14	24%	N=9	0%	N=0	100%	N=37
Ease of public parking	11%	N=4	51%	N=19	24%	N=9	8%	N=3	5%	N=2	100%	N=37
Ease of travel by car in Lancaster County	16%	N=6	43%	N=16	30%	N=11	11%	N=4	0%	N=0	100%	N=37
Ease of travel by public transportation in Lancaster County	0%	N=0	3%	N=1	16%	N=6	35%	N=13	46%	N=17	100%	N=37
Ease of travel by bicycle in Lancaster County	0%	N=0	11%	N=4	19%	N=7	32%	N=12	38%	N=14	100%	N=37
Ease of walking in Lancaster County	11%	N=4	14%	N=5	30%	N=11	35%	N=13	11%	N=4	100%	N=37
Availability of paths and walking trails	3%	N=1	11%	N=4	30%	N=11	43%	N=16	14%	N=5	100%	N=37
Air quality	31%	N=11	53%	N=19	11%	N=4	3%	N=1	3%	N=1	100%	N=36
Cleanliness of Lancaster County	8%	N=3	27%	N=10	30%	N=11	32%	N=12	3%	N=1	100%	N=37
Overall appearance of Lancaster County	8%	N=3	22%	N=8	54%	N=20	16%	N=6	0%	N=0	100%	N=37
Public places where people want to spend time	5%	N=2	22%	N=8	38%	N=14	32%	N=12	3%	N=1	100%	N=37
Variety of housing options	3%	N=1	46%	N=17	30%	N=11	11%	N=4	11%	N=4	100%	N=37
Availability of affordable quality housing	3%	N=1	27%	N=10	27%	N=10	30%	N=11	14%	N=5	100%	N=37
Fitness opportunities (including exercise classes and paths or trails, etc.)	5%	N=2	27%	N=10	32%	N=12	27%	N=10	8%	N=3	100%	N=37
Recreational opportunities	5%	N=2	24%	N=9	35%	N=13	30%	N=11	5%	N=2	100%	N=37
Availability of affordable quality food	14%	N=5	30%	N=11	38%	N=14	19%	N=7	0%	N=0	100%	N=37
Availability of affordable quality health care	8%	N=3	43%	N=16	19%	N=7	16%	N=6	14%	N=5	100%	N=37
Availability of preventive health services	5%	N=2	32%	N=12	19%	N=7	22%	N=8	22%	N=8	100%	N=37
Availability of affordable quality mental health care	3%	N=1	5%	N=2	19%	N=7	19%	N=7	54%	N=20	100%	N=37

Table 36: Question 6

Please rate each of the following characteristics as they relate to Lancaster County as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Availability of affordable quality child care/preschool	3%	N=1	13%	N=5	13%	N=5	18%	N=7	53%	N=20	100%	N=38
K-12 education	18%	N=7	42%	N=16	16%	N=6	0%	N=0	24%	N=9	100%	N=38
Adult educational opportunities	3%	N=1	32%	N=12	16%	N=6	16%	N=6	34%	N=13	100%	N=38
Opportunities to attend cultural/arts/music activities	13%	N=5	18%	N=7	29%	N=11	26%	N=10	13%	N=5	100%	N=38
Employment opportunities	3%	N=1	39%	N=15	13%	N=5	13%	N=5	32%	N=12	100%	N=38
Shopping opportunities	8%	N=3	32%	N=12	35%	N=13	24%	N=9	0%	N=0	100%	N=37
Cost of living in Lancaster County	11%	N=4	55%	N=21	26%	N=10	5%	N=2	3%	N=1	100%	N=38

Please rate each of the following characteristics as they relate to Lancaster County as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall quality of business and service establishments in Lancaster County	5%	N=2	45%	N=17	37%	N=14	5%	N=2	8%	N=3	100%	N=38
Vibrant downtown/commercial area	5%	N=2	8%	N=3	21%	N=8	61%	N=23	5%	N=2	100%	N=38
Overall quality of new development in Lancaster County	21%	N=8	34%	N=13	24%	N=9	21%	N=8	0%	N=0	100%	N=38
Opportunities to participate in social events and activities	8%	N=3	37%	N=14	21%	N=8	32%	N=12	3%	N=1	100%	N=38
Opportunities to volunteer	24%	N=9	29%	N=11	21%	N=8	8%	N=3	18%	N=7	100%	N=38
Opportunities to participate in community matters	27%	N=10	27%	N=10	22%	N=8	16%	N=6	8%	N=3	100%	N=37
Openness and acceptance of the community toward people of diverse backgrounds	16%	N=6	26%	N=10	18%	N=7	29%	N=11	11%	N=4	100%	N=38
Neighborliness of residents in Lancaster County	18%	N=7	42%	N=16	24%	N=9	16%	N=6	0%	N=0	100%	N=38

Table 37: 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	21%	N=8	79%	N=30	100%	N=38
Made efforts to make your home more energy efficient	21%	N=8	79%	N=30	100%	N=38
Observed a code violation or other hazard in Lancaster County (weeds, abandoned buildings, etc.)	32%	N=12	68%	N=26	100%	N=38
Household member was a victim of a crime in Lancaster County	95%	N=36	5%	N=2	100%	N=38
Reported a crime to the police in Lancaster County	79%	N=30	21%	N=8	100%	N=38
Stocked supplies in preparation for an emergency	50%	N=19	50%	N=19	100%	N=38
Campaigned or advocated for an issue, cause or candidate	24%	N=9	76%	N=29	100%	N=38
Contacted Lancaster County (in-person, phone, email or web) for help or information	34%	N=13	66%	N=25	100%	N=38
Contacted Lancaster County elected officials (in-person, phone, email or web) to express your opinion	53%	N=20	47%	N=18	100%	N=38

Table 38: 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 Lancaster County?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Lancaster County recreation centers or their services	11%	N=4	8%	N=3	24%	N=9	58%	N=22	100%	N=38
Visited a neighborhood park or County park	8%	N=3	5%	N=2	39%	N=15	47%	N=18	100%	N=38
Used Lancaster County public libraries or their services	3%	N=1	26%	N=10	39%	N=15	32%	N=12	100%	N=38
Attended a County-sponsored event	8%	N=3	13%	N=5	42%	N=16	37%	N=14	100%	N=38
Used bus or other public transportation instead of driving	0%	N=0	0%	N=0	3%	N=1	97%	N=37	100%	N=38
Carpooled with other adults or children instead of driving alone	13%	N=5	11%	N=4	8%	N=3	68%	N=26	100%	N=38
Walked or biked instead of driving	3%	N=1	3%	N=1	8%	N=3	87%	N=33	100%	N=38
Volunteered your time to some group/activity in Lancaster County	8%	N=3	24%	N=9	37%	N=14	32%	N=12	100%	N=38
Participated in a club	11%	N=4	22%	N=8	14%	N=5	54%	N=20	100%	N=37
Talked to or visited with your immediate neighbors	45%	N=17	39%	N=15	13%	N=5	3%	N=1	100%	N=38
Done a favor for a neighbor	29%	N=11	29%	N=11	32%	N=12	11%	N=4	100%	N=38

Table 39: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Council, 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	3%	N=1	29%	N=11	34%	N=13	34%	N=13	100%	N=38

Table 40: Question 10

Please rate the quality of the following services in Lancaster County:	Excellent		Good		Fair		Poor		Don't know		Total	
Police/Sheriff services	45%	N=17	34%	N=13	3%	N=1	11%	N=4	8%	N=3	100%	N=38
Fire services	47%	N=18	37%	N=14	3%	N=1	3%	N=1	11%	N=4	100%	N=38
Ambulance or emergency medical services	37%	N=14	29%	N=11	3%	N=1	5%	N=2	26%	N=10	100%	N=38
Crime prevention	21%	N=8	42%	N=16	21%	N=8	8%	N=3	8%	N=3	100%	N=38
Fire prevention and education	29%	N=11	42%	N=16	16%	N=6	5%	N=2	8%	N=3	100%	N=38
Traffic enforcement	11%	N=4	29%	N=11	32%	N=12	26%	N=10	3%	N=1	100%	N=38
Street repair	0%	N=0	16%	N=6	24%	N=9	58%	N=22	3%	N=1	100%	N=38
Street cleaning	0%	N=0	21%	N=8	16%	N=6	50%	N=19	13%	N=5	100%	N=38
Street lighting	3%	N=1	39%	N=15	29%	N=11	26%	N=10	3%	N=1	100%	N=38
Snow removal	3%	N=1	24%	N=9	21%	N=8	11%	N=4	42%	N=16	100%	N=38
Sidewalk maintenance	0%	N=0	26%	N=10	18%	N=7	37%	N=14	18%	N=7	100%	N=38
Bus or transit services	0%	N=0	3%	N=1	3%	N=1	21%	N=8	74%	N=28	100%	N=38
Garbage collection	21%	N=8	16%	N=6	21%	N=8	13%	N=5	29%	N=11	100%	N=38
Recycling	18%	N=7	34%	N=13	13%	N=5	11%	N=4	24%	N=9	100%	N=38
Storm drainage	11%	N=4	22%	N=8	35%	N=13	8%	N=3	24%	N=9	100%	N=37
County parks	8%	N=3	21%	N=8	16%	N=6	37%	N=14	18%	N=7	100%	N=38
Recreation programs or classes	5%	N=2	18%	N=7	16%	N=6	29%	N=11	32%	N=12	100%	N=38
Recreation centers or facilities	5%	N=2	21%	N=8	16%	N=6	29%	N=11	29%	N=11	100%	N=38
Land use, planning and zoning	8%	N=3	29%	N=11	26%	N=10	26%	N=10	11%	N=4	100%	N=38
Code enforcement (weeds, abandoned buildings, etc.)	3%	N=1	11%	N=4	41%	N=15	32%	N=12	14%	N=5	100%	N=37
Animal control	11%	N=4	30%	N=11	27%	N=10	11%	N=4	22%	N=8	100%	N=37
Economic development	14%	N=5	38%	N=14	24%	N=9	19%	N=7	5%	N=2	100%	N=37
Public library services	22%	N=8	38%	N=14	14%	N=5	8%	N=3	19%	N=7	100%	N=37
Public information services	8%	N=3	35%	N=13	32%	N=12	8%	N=3	16%	N=6	100%	N=37
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	11%	N=4	30%	N=11	19%	N=7	8%	N=3	32%	N=12	100%	N=37
Preservation of natural areas such as open space, farmlands & greenbelts	11%	N=4	24%	N=9	19%	N=7	22%	N=8	24%	N=9	100%	N=37
Lancaster County open space	5%	N=2	32%	N=12	22%	N=8	16%	N=6	24%	N=9	100%	N=37
County-sponsored special events	5%	N=2	27%	N=10	27%	N=10	19%	N=7	22%	N=8	100%	N=37
Overall customer service by Lancaster County employees (police, receptionists, planners, etc.)	16%	N=6	49%	N=18	24%	N=9	3%	N=1	8%	N=3	100%	N=37

Table 41: 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	
Lancaster County	18%	N=7	47%	N=18	18%	N=7	16%	N=6	0%	N=0	100%	N=38
The Federal Government	8%	N=3	39%	N=15	42%	N=16	8%	N=3	3%	N=1	100%	N=38

Table 42: Question 12

Please rate the following categories of Lancaster County government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to Lancaster County	13%	N=5	34%	N=13	26%	N=10	24%	N=9	3%	N=1	100%	N=38
The overall direction that Lancaster County is taking	13%	N=5	45%	N=17	18%	N=7	21%	N=8	3%	N=1	100%	N=38
The job Lancaster County government does at welcoming citizen involvement	8%	N=3	34%	N=13	29%	N=11	21%	N=8	8%	N=3	100%	N=38
Overall confidence in Lancaster County government	13%	N=5	29%	N=11	26%	N=10	29%	N=11	3%	N=1	100%	N=38
Generally acting in the best interest of the community	16%	N=6	26%	N=10	29%	N=11	26%	N=10	3%	N=1	100%	N=38
Being honest	16%	N=6	34%	N=13	16%	N=6	26%	N=10	8%	N=3	100%	N=38
Treating all residents fairly	16%	N=6	26%	N=10	13%	N=5	34%	N=13	11%	N=4	100%	N=38

Table 43: Question 13

Please rate how important, if at all, you think it is for the Lancaster County 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 Lancaster County	71%	N=27	26%	N=10	3%	N=1	0%	N=0	100%	N=38
Overall ease of getting to the places you usually have to visit	37%	N=14	58%	N=22	5%	N=2	0%	N=0	100%	N=38
Quality of overall natural environment in Lancaster County	39%	N=15	42%	N=16	18%	N=7	0%	N=0	100%	N=38
Overall "built environment" of Lancaster County (including overall design, buildings, parks and transportation systems)	50%	N=19	42%	N=16	8%	N=3	0%	N=0	100%	N=38
Health and wellness opportunities in Lancaster County	37%	N=14	50%	N=19	11%	N=4	3%	N=1	100%	N=38
Overall opportunities for education and enrichment	58%	N=22	34%	N=13	5%	N=2	3%	N=1	100%	N=38
Overall economic health of Lancaster County	61%	N=23	34%	N=13	5%	N=2	0%	N=0	100%	N=38
Sense of community	47%	N=18	42%	N=16	11%	N=4	0%	N=0	100%	N=38

Table 44: 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	5%	N=2	5%	N=2	26%	N=10	18%	N=7	45%	N=17	100%	N=38
Purchase goods or services from a business located in Lancaster County	0%	N=0	0%	N=0	26%	N=10	61%	N=23	13%	N=5	100%	N=38
Eat at least 5 portions of fruits and vegetables a day	0%	N=0	13%	N=5	37%	N=14	34%	N=13	16%	N=6	100%	N=38
Participate in moderate or vigorous physical activity	0%	N=0	16%	N=6	42%	N=16	26%	N=10	16%	N=6	100%	N=38
Read or watch local news (via television, paper, computer, etc.)	0%	N=0	5%	N=2	11%	N=4	45%	N=17	39%	N=15	100%	N=38
Vote in local elections	0%	N=0	0%	N=0	0%	N=0	13%	N=5	87%	N=33	100%	N=38

Table 45: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	26%	N=10
Very good	18%	N=7
Good	45%	N=17
Fair	11%	N=4
Poor	0%	N=0
Total	100%	N=38

Table 46: 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	16%	N=6
Somewhat positive	43%	N=16
Neutral	35%	N=13
Somewhat negative	5%	N=2
Very negative	0%	N=0
Total	100%	N=37

Table 47: Question D4

What is your employment status?	Percent	Number
Working full time for pay	55%	N=21
Working part time for pay	11%	N=4
Unemployed, looking for paid work	0%	N=0
Unemployed, not looking for paid work	8%	N=3
Fully retired	26%	N=10
Total	100%	N=38

Table 48: Question D5

Do you work inside the boundaries of Lancaster County?	Percent	Number
Yes, outside the home	41%	N=14
Yes, from home	9%	N=3
No	50%	N=17
Total	100%	N=34

Table 49: Question D6

How many years have you lived in Lancaster County?	Percent	Number
Less than 2 years	0%	N=0
2 to 5 years	21%	N=8
6 to 10 years	18%	N=7
11 to 20 years	21%	N=8
More than 20 years	39%	N=15
Total	100%	N=38

Table 50: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	91%	N=30
Building with two or more homes (duplex, townhome, apartment or condominium)	6%	N=2
Mobile home	0%	N=0
Other	3%	N=1
Total	100%	N=33

Table 51: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	7%	N=2
Owned	93%	N=27
Total	100%	N=29

Table 52: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than $300 per month	8%	N=3
$300 to $599 per month	8%	N=3
$600 to $999 per month	14%	N=5
$1,000 to $1,499 per month	22%	N=8
$1,500 to $2,499 per month	43%	N=16
$2,500 or more per month	5%	N=2
Total	100%	N=37

Table 53: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	79%	N=22
Yes	21%	N=6
Total	100%	N=28

Table 54: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	63%	N=17
Yes	37%	N=10
Total	100%	N=27

Table 55: 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	0%	N=0
$25,000 to $49,999	9%	N=3
$50,000 to $99,999	51%	N=18
$100,000 to $149,999	23%	N=8
$150,000 or more	17%	N=6
Total	100%	N=35

Table 56: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	100%	N=38
Yes, I consider myself to be Spanish, Hispanic or Latino	0%	N=0
Total	100%	N=38

Table 57: 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	0%	N=0
Asian, Asian Indian or Pacific Islander	0%	N=0
Black or African American	5%	N=2
White	95%	N=36
Other	0%	N=0

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

Table 58: Question D15

In which category is your age?	Percent	Number
18 to 24 years	0%	N=0
25 to 34 years	16%	N=6
35 to 44 years	24%	N=9
45 to 54 years	19%	N=7
55 to 64 years	22%	N=8
65 to 74 years	16%	N=6
75 years or older	3%	N=1
Total	100%	N=37

Table 59: Question D16

What is your sex?	Percent	Number
Female	63%	N=15
Male	38%	N=9
Total	100%	N=24

Table 60: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	73%	N=16
Land line	5%	N=1
Both	23%	N=5
Total	100%	N=22

THE NCS™

The National Citizen Survey™

Lancaster County, SC

Technical Appendices

2018

NRC
National Research Center Inc

2955 Valmont Road Suite 300
Boulder, Colorado 80301
n-r-c.com • 303-444-7863

ICMA
Leaders at the Core of Better Communities

777 North Capitol Street NE Suite 500
Washington, DC 20002
icma.org • 800-745-8780

Contents

Appendix A: Complete Survey Responses 1
Appendix B: Benchmark Comparisons 17
Appendix C: Detailed Survey Methods 31
Appendix D: Survey Materials 37

Charter Members
AAPOR Transparency Initiative
AMERICAN ASSOCIATION FOR PUBLIC OPINION RESEARCH

The National Citizen Survey™
© 2001-2018 National Research Center, Inc.

The NCS™ is presented by NRC in collaboration with ICMA.

NRC is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

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 Lancaster County:	Excellent		Good		Fair		Poor		Total	
Lancaster County as a place to live	11%	N=49	49%	N=209	32%	N=138	8%	N=34	100%	N=429
Your neighborhood as a place to live	30%	N=128	47%	N=202	15%	N=64	7%	N=31	100%	N=426
Lancaster County as a place to raise children	11%	N=40	48%	N=173	28%	N=101	13%	N=46	100%	N=359
Lancaster County as a place to work	4%	N=15	22%	N=76	35%	N=120	39%	N=134	100%	N=345
Lancaster County as a place to visit	3%	N=14	24%	N=98	36%	N=148	36%	N=148	100%	N=407
Lancaster County as a place to retire	15%	N=59	38%	N=153	28%	N=115	20%	N=79	100%	N=406
The overall quality of life in Lancaster County	8%	N=32	45%	N=191	34%	N=145	13%	N=55	100%	N=424

Table 2: Question 2

Please rate each of the following characteristics as they relate to Lancaster County as a whole:	Excellent		Good		Fair		Poor		Total	
Overall feeling of safety in Lancaster County	9%	N=41	45%	N=193	31%	N=131	15%	N=63	100%	N=427
Overall ease of getting to the places you usually have to visit	9%	N=37	44%	N=186	33%	N=140	15%	N=62	100%	N=425
Quality of overall natural environment in Lancaster County	7%	N=29	44%	N=182	37%	N=156	12%	N=50	100%	N=417
Overall "built environment" of Lancaster County (including overall design, buildings, parks and transportation systems)	1%	N=6	24%	N=100	42%	N=177	32%	N=136	100%	N=418
Health and wellness opportunities in Lancaster County	5%	N=18	28%	N=111	37%	N=147	30%	N=118	100%	N=394
Overall opportunities for education and enrichment	3%	N=11	33%	N=127	42%	N=161	22%	N=83	100%	N=382
Overall economic health of Lancaster County	2%	N=6	25%	N=96	42%	N=165	32%	N=123	100%	N=390
Sense of community	6%	N=24	34%	N=141	38%	N=160	22%	N=90	100%	N=415
Overall image or reputation of Lancaster County	2%	N=9	25%	N=100	47%	N=192	26%	N=107	100%	N=408

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 Lancaster County to someone who asks	24%	N=96	44%	N=179	13%	N=53	19%	N=76	100%	N=403
Remain in Lancaster County for the next five years	54%	N=209	26%	N=103	10%	N=38	10%	N=39	100%	N=389

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	53%	N=226	30%	N=131	7%	N=32	5%	N=22	4%	N=18	100%	N=429
In Lancaster County's downtown/commercial areas during the day	20%	N=72	51%	N=182	15%	N=53	9%	N=32	5%	N=17	100%	N=356

Table 5: Question 5

Please rate each of the following characteristics as they relate to Lancaster County as a whole:	Excellent		Good		Fair		Poor		Total	
Traffic flow on major streets	4%	N=16	36%	N=151	34%	N=142	26%	N=111	100%	N=419
Ease of public parking	9%	N=34	44%	N=170	38%	N=146	9%	N=36	100%	N=386
Ease of travel by car in Lancaster County	9%	N=39	45%	N=190	29%	N=124	17%	N=71	100%	N=424
Ease of travel by public transportation in Lancaster County	1%	N=3	12%	N=30	23%	N=58	64%	N=162	100%	N=252
Ease of travel by bicycle in Lancaster County	1%	N=2	13%	N=35	31%	N=85	55%	N=151	100%	N=272
Ease of walking in Lancaster County	3%	N=11	22%	N=76	36%	N=125	39%	N=137	100%	N=349
Availability of paths and walking trails	2%	N=6	17%	N=57	33%	N=113	49%	N=167	100%	N=344
Air quality	8%	N=33	50%	N=201	34%	N=138	8%	N=32	100%	N=404
Cleanliness of Lancaster County	3%	N=12	31%	N=134	47%	N=199	19%	N=81	100%	N=427
Overall appearance of Lancaster County	2%	N=9	32%	N=134	45%	N=189	21%	N=90	100%	N=422
Public places where people want to spend time	2%	N=7	22%	N=86	47%	N=185	29%	N=115	100%	N=393
Variety of housing options	5%	N=21	35%	N=137	34%	N=136	26%	N=101	100%	N=396
Availability of affordable quality housing	5%	N=16	32%	N=115	36%	N=128	28%	N=100	100%	N=359
Fitness opportunities (including exercise classes and paths or trails, etc.)	5%	N=20	25%	N=94	40%	N=151	30%	N=111	100%	N=375
Recreational opportunities	4%	N=15	28%	N=113	38%	N=151	30%	N=117	100%	N=395
Availability of affordable quality food	7%	N=29	38%	N=157	36%	N=151	19%	N=78	100%	N=415
Availability of affordable quality health care	4%	N=14	27%	N=106	39%	N=153	30%	N=117	100%	N=390
Availability of preventive health services	4%	N=13	30%	N=110	38%	N=139	28%	N=101	100%	N=363
Availability of affordable quality mental health care	3%	N=8	15%	N=39	37%	N=96	45%	N=116	100%	N=259

Table 6: Question 6

Please rate each of the following characteristics as they relate to Lancaster County as a whole:	Excellent		Good		Fair		Poor		Total	
Availability of affordable quality child care/preschool	5%	N=11	28%	N=64	49%	N=112	19%	N=44	100%	N=231
K-12 education	8%	N=24	49%	N=151	32%	N=97	11%	N=33	100%	N=306
Adult educational opportunities	3%	N=8	30%	N=78	43%	N=111	24%	N=64	100%	N=261
Opportunities to attend cultural/arts/music activities	4%	N=14	23%	N=79	46%	N=160	26%	N=91	100%	N=343
Employment opportunities	1%	N=3	12%	N=39	40%	N=136	47%	N=161	100%	N=339
Shopping opportunities	3%	N=12	19%	N=79	46%	N=192	31%	N=130	100%	N=413
Cost of living in Lancaster County	7%	N=30	39%	N=163	41%	N=171	13%	N=54	100%	N=418
Overall quality of business and service establishments in Lancaster County	1%	N=6	31%	N=124	50%	N=204	18%	N=72	100%	N=406
Vibrant downtown/commercial area	3%	N=10	15%	N=55	37%	N=138	45%	N=167	100%	N=370
Overall quality of new development in Lancaster County	3%	N=11	23%	N=93	39%	N=155	35%	N=136	100%	N=395
Opportunities to participate in social events and activities	2%	N=8	24%	N=91	51%	N=192	23%	N=87	100%	N=378
Opportunities to volunteer	7%	N=22	39%	N=129	43%	N=144	11%	N=37	100%	N=332
Opportunities to participate in community matters	3%	N=11	36%	N=131	41%	N=146	20%	N=71	100%	N=359
Openness and acceptance of the community toward people of diverse backgrounds	5%	N=19	31%	N=114	40%	N=147	24%	N=87	100%	N=367
Neighborliness of residents in Lancaster County	7%	N=27	38%	N=157	40%	N=162	15%	N=62	100%	N=409

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	18%	N=77	82%	N=350	100%	N=427
Made efforts to make your home more energy efficient	15%	N=66	85%	N=362	100%	N=428
Observed a code violation or other hazard in Lancaster County (weeds, abandoned buildings, etc.)	41%	N=170	59%	N=250	100%	N=421
Household member was a victim of a crime in Lancaster County	87%	N=367	13%	N=57	100%	N=423
Reported a crime to the police in Lancaster County	77%	N=330	23%	N=97	100%	N=427
Stocked supplies in preparation for an emergency	53%	N=227	47%	N=199	100%	N=426
Campaigned or advocated for an issue, cause or candidate	73%	N=306	27%	N=115	100%	N=421
Contacted Lancaster County (in-person, phone, email or web) for help or information	51%	N=216	49%	N=210	100%	N=425
Contacted Lancaster County elected officials (in-person, phone, email or web) to express your opinion	79%	N=338	21%	N=89	100%	N=427

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 Lancaster County?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Lancaster County recreation centers or their services	6%	N=26	8%	N=35	21%	N=88	65%	N=273	100%	N=423
Visited a neighborhood park or County park	2%	N=10	13%	N=54	33%	N=137	52%	N=220	100%	N=421
Used Lancaster County public libraries or their services	3%	N=13	16%	N=69	31%	N=133	49%	N=208	100%	N=423
Attended a County-sponsored event	1%	N=3	3%	N=12	28%	N=121	68%	N=288	100%	N=425
Used bus or other public transportation instead of driving	2%	N=8	0%	N=2	1%	N=6	96%	N=407	100%	N=423
Carpooled with other adults or children instead of driving alone	9%	N=39	17%	N=72	19%	N=79	55%	N=234	100%	N=424
Walked or biked instead of driving	7%	N=29	7%	N=30	11%	N=46	75%	N=318	100%	N=424
Volunteered your time to some group/activity in Lancaster County	6%	N=27	11%	N=48	23%	N=99	59%	N=249	100%	N=422
Participated in a club	6%	N=24	14%	N=58	11%	N=45	70%	N=291	100%	N=418
Talked to or visited with your immediate neighbors	41%	N=173	31%	N=131	19%	N=82	9%	N=36	100%	N=422
Done a favor for a neighbor	26%	N=109	26%	N=111	31%	N=132	17%	N=70	100%	N=422

Table 9: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Council, 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	1%	N=4	4%	N=15	31%	N=128	65%	N=273	100%	N=421

Table 10: Question 10

Please rate the quality of each of the following services in Lancaster County:	Excellent		Good		Fair		Poor		Total	
Police/Sheriff services	22%	N=85	44%	N=168	26%	N=99	9%	N=33	100%	N=386
Fire services	30%	N=105	51%	N=179	17%	N=61	1%	N=4	100%	N=350
Ambulance or emergency medical services	30%	N=103	50%	N=170	16%	N=55	3%	N=10	100%	N=339
Crime prevention	9%	N=31	36%	N=126	32%	N=112	22%	N=77	100%	N=346
Fire prevention and education	12%	N=34	42%	N=123	34%	N=98	12%	N=36	100%	N=291
Traffic enforcement	9%	N=33	37%	N=130	31%	N=112	23%	N=81	100%	N=356
Street repair	1%	N=4	8%	N=33	24%	N=96	67%	N=272	100%	N=406
Street cleaning	3%	N=12	19%	N=70	37%	N=135	40%	N=144	100%	N=360

Please rate the quality of each of the following services in Lancaster County:	Excellent		Good		Fair		Poor		Total	
Street lighting	3%	N=13	23%	N=87	46%	N=175	28%	N=107	100%	N=383
Snow removal	7%	N=18	31%	N=81	43%	N=114	19%	N=49	100%	N=262
Sidewalk maintenance	2%	N=6	24%	N=78	43%	N=138	32%	N=102	100%	N=324
Bus or transit services	2%	N=4	10%	N=20	26%	N=51	62%	N=121	100%	N=196
Garbage collection	19%	N=60	35%	N=111	32%	N=100	14%	N=45	100%	N=316
Recycling	19%	N=68	40%	N=143	28%	N=102	13%	N=46	100%	N=360
Storm drainage	9%	N=29	37%	N=116	31%	N=96	23%	N=73	100%	N=314
County parks	7%	N=21	30%	N=94	45%	N=141	19%	N=60	100%	N=316
Recreation programs or classes	4%	N=10	33%	N=82	41%	N=103	23%	N=57	100%	N=253
Recreation centers or facilities	4%	N=10	30%	N=81	43%	N=114	24%	N=63	100%	N=268
Land use, planning and zoning	2%	N=5	15%	N=46	30%	N=91	53%	N=160	100%	N=301
Code enforcement (weeds, abandoned buildings, etc.)	1%	N=2	9%	N=30	38%	N=119	52%	N=164	100%	N=314
Animal control	4%	N=10	25%	N=72	51%	N=145	20%	N=58	100%	N=285
Economic development	3%	N=9	22%	N=72	43%	N=144	32%	N=107	100%	N=333
Public library services	16%	N=49	47%	N=142	31%	N=93	6%	N=18	100%	N=302
Public information services	5%	N=15	34%	N=95	43%	N=119	17%	N=48	100%	N=277
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	6%	N=14	32%	N=80	42%	N=103	20%	N=49	100%	N=246
Preservation of natural areas such as open space, farmlands and greenbelts	3%	N=8	27%	N=82	35%	N=105	35%	N=103	100%	N=297
Lancaster County open space	6%	N=17	23%	N=65	43%	N=120	28%	N=77	100%	N=278
County-sponsored special events	3%	N=8	28%	N=72	45%	N=116	25%	N=64	100%	N=260
Overall customer service by Lancaster County employees (police, receptionists, planners, etc.)	13%	N=49	37%	N=137	39%	N=142	11%	N=40	100%	N=368

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	
Lancaster County	5%	N=20	36%	N=145	42%	N=170	16%	N=66	100%	N=402
The Federal Government	2%	N=9	24%	N=89	43%	N=158	30%	N=108	100%	N=364

Table 12: Question 12

Please rate the following categories of Lancaster County government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Lancaster County	4%	N=17	25%	N=99	38%	N=151	32%	N=129	100%	N=396
The overall direction that Lancaster County is taking	4%	N=15	23%	N=88	40%	N=152	33%	N=125	100%	N=380
The job Lancaster County government does at welcoming citizen involvement	3%	N=11	20%	N=61	43%	N=134	34%	N=105	100%	N=310
Overall confidence in Lancaster County government	3%	N=11	21%	N=79	41%	N=153	35%	N=131	100%	N=374
Generally acting in the best interest of the community	3%	N=10	22%	N=83	39%	N=148	36%	N=136	100%	N=376
Being honest	3%	N=10	28%	N=94	38%	N=125	31%	N=101	100%	N=332
Treating all residents fairly	3%	N=10	27%	N=93	32%	N=113	38%	N=133	100%	N=349

Table 13: Question 13

Please rate how important, if at all, you think it is for the Lancaster County 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 Lancaster County	50%	N=215	41%	N=175	8%	N=34	1%	N=3	100%	N=427
Overall ease of getting to the places you usually have to visit	32%	N=136	51%	N=218	15%	N=66	1%	N=6	100%	N=426
Quality of overall natural environment in Lancaster County	23%	N=95	58%	N=244	19%	N=80	1%	N=2	100%	N=422
Overall "built environment" of Lancaster County (including overall design, buildings, parks and transportation systems)	36%	N=155	45%	N=190	17%	N=72	2%	N=7	100%	N=424
Health and wellness opportunities in Lancaster County	34%	N=143	47%	N=199	18%	N=75	2%	N=8	100%	N=425
Overall opportunities for education and enrichment	43%	N=182	40%	N=169	14%	N=58	4%	N=15	100%	N=424
Overall economic health of Lancaster County	50%	N=214	42%	N=180	6%	N=27	1%	N=4	100%	N=424
Sense of community	30%	N=128	50%	N=214	17%	N=71	3%	N=13	100%	N=425

Table 14: 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	9%	N=36	7%	N=29	19%	N=78	17%	N=71	49%	N=203	100%	N=418
Purchase goods or services from a business located in Lancaster County	1%	N=3	5%	N=21	26%	N=106	46%	N=190	22%	N=92	100%	N=412
Eat at least 5 portions of fruits and vegetables a day	3%	N=12	16%	N=65	43%	N=179	28%	N=118	10%	N=41	100%	N=416
Participate in moderate or vigorous physical activity	4%	N=16	17%	N=69	33%	N=136	30%	N=126	16%	N=68	100%	N=413
Read or watch local news (via television, paper, computer, etc.)	4%	N=16	8%	N=35	14%	N=59	28%	N=119	45%	N=188	100%	N=417
Vote in local elections	7%	N=29	3%	N=14	8%	N=33	23%	N=96	59%	N=245	100%	N=417

Table 15: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	14%	N=58
Very good	42%	N=173
Good	29%	N=121
Fair	12%	N=50
Poor	4%	N=15
Total	100%	N=418

Table 16: 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=16
Somewhat positive	34%	N=142
Neutral	46%	N=193
Somewhat negative	12%	N=49
Very negative	4%	N=18
Total	100%	N=418

Table 17: Question D4

What is your employment status?	Percent	Number
Working full time for pay	50%	N=207
Working part time for pay	10%	N=41
Unemployed, looking for paid work	2%	N=10
Unemployed, not looking for paid work	4%	N=16
Fully retired	34%	N=142
Total	100%	N=417

Table 18: Question D5

Do you work inside the boundaries of Lancaster County?	Percent	Number
Yes, outside the home	27%	N=108
Yes, from home	7%	N=26
No	66%	N=265
Total	100%	N=399

Table 19: Question D6

How many years have you lived in Lancaster County?	Percent	Number
Less than 2 years	8%	N=36
2 to 5 years	20%	N=85
6 to 10 years	11%	N=44
11 to 20 years	14%	N=58
More than 20 years	47%	N=196
Total	100%	N=419

Table 20: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	80%	N=334
Building with two or more homes (duplex, townhome, apartment or condominium)	8%	N=33
Mobile home	9%	N=38
Other	2%	N=9
Total	100%	N=415

Table 21: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	20%	N=84
Owned	80%	N=331
Total	100%	N=415

Table 22: 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	11%	N=43
$300 to $599 per month	24%	N=97
$600 to $999 per month	18%	N=71
$1,000 to $1,499 per month	19%	N=76
$1,500 to $2,499 per month	21%	N=83
$2,500 or more per month	6%	N=25
Total	100%	N=395

Table 23: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	68%	N=286
Yes	32%	N=132
Total	100%	N=418

Table 24: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	61%	N=254
Yes	39%	N=164
Total	100%	N=417

Table 25: 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	20%	N=77
$25,000 to $49,999	24%	N=92
$50,000 to $99,999	32%	N=125
$100,000 to $149,999	12%	N=46
$150,000 or more	13%	N=49
Total	100%	N=390

Table 26: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	97%	N=393
Yes, I consider myself to be Spanish, Hispanic or Latino	3%	N=11
Total	100%	N=404

Table 27: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	3%	N=12
Asian, Asian Indian or Pacific Islander	2%	N=8
Black or African American	14%	N=59
White	80%	N=331
Other	3%	N=11

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

Table 28: Question D15

In which category is your age?	Percent	Number
18 to 24 years	4%	N=18
25 to 34 years	14%	N=58
35 to 44 years	15%	N=63
45 to 54 years	23%	N=93
55 to 64 years	13%	N=52
65 to 74 years	20%	N=85
75 years or older	11%	N=45
Total	100%	N=414

Table 29: Question D16

What is your sex?	Percent	Number
Female	55%	N=225
Male	45%	N=184
Total	100%	N=410

Table 30: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	66%	N=272
Land line	17%	N=69
Both	17%	N=72
Total	100%	N=413

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 31: Question 1

Please rate each of the following aspects of quality of life in Lancaster County:	Excellent		Good		Fair		Poor		Don't know		Total	
Lancaster County as a place to live	11%	N=49	49%	N=209	32%	N=138	8%	N=34	0%	N=1	100%	N=430
Your neighborhood as a place to live	30%	N=128	47%	N=202	15%	N=64	7%	N=31	0%	N=0	100%	N=426
Lancaster County as a place to raise children	9%	N=40	41%	N=173	24%	N=101	11%	N=46	15%	N=63	100%	N=423
Lancaster County as a place to work	4%	N=15	18%	N=76	28%	N=120	32%	N=134	18%	N=77	100%	N=422
Lancaster County as a place to visit	3%	N=14	23%	N=98	35%	N=148	35%	N=148	4%	N=16	100%	N=424
Lancaster County as a place to retire	14%	N=59	36%	N=153	27%	N=115	19%	N=79	4%	N=17	100%	N=424
The overall quality of life in Lancaster County	8%	N=32	45%	N=191	34%	N=145	13%	N=55	0%	N=1	100%	N=425

Table 32: Question 2

Please rate each of the following characteristics as they relate to Lancaster County as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in Lancaster County	9%	N=41	45%	N=193	31%	N=131	15%	N=63	0%	N=0	100%	N=427
Overall ease of getting to the places you usually have to visit	9%	N=37	44%	N=186	33%	N=140	15%	N=62	0%	N=1	100%	N=426
Quality of overall natural environment in Lancaster County	7%	N=29	43%	N=182	36%	N=156	12%	N=50	2%	N=10	100%	N=426
Overall "built environment" of Lancaster County (including overall design, buildings, parks and transportation systems)	1%	N=6	24%	N=100	42%	N=177	32%	N=136	1%	N=5	100%	N=423
Health and wellness opportunities in Lancaster County	4%	N=18	26%	N=111	35%	N=147	28%	N=118	6%	N=27	100%	N=421
Overall opportunities for education and enrichment	2%	N=11	30%	N=127	38%	N=161	19%	N=83	11%	N=46	100%	N=427
Overall economic health of Lancaster County	1%	N=6	23%	N=96	39%	N=165	29%	N=123	8%	N=33	100%	N=423
Sense of community	6%	N=24	33%	N=141	37%	N=160	21%	N=90	3%	N=11	100%	N=426
Overall image or reputation of Lancaster County	2%	N=9	24%	N=100	45%	N=192	25%	N=107	4%	N=17	100%	N=425

Table 33: 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 Lancaster County to someone who asks	23%	N=96	42%	N=179	13%	N=53	18%	N=76	5%	N=20	100%	N=423
Remain in Lancaster County for the next five years	50%	N=209	25%	N=103	9%	N=38	9%	N=39	7%	N=28	100%	N=416

Table 34: 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	53%	N=226	30%	N=131	7%	N=32	5%	N=22	4%	N=18	0%	N=0	100%	N=429
In Lancaster County's downtown/commercial areas during the day	17%	N=72	43%	N=182	12%	N=53	7%	N=32	4%	N=17	17%	N=72	100%	N=427

Table 35: Question 5

Please rate each of the following characteristics as they relate to Lancaster County as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic flow on major streets	4%	N=16	35%	N=151	33%	N=142	26%	N=111	2%	N=9	100%	N=428
Ease of public parking	8%	N=34	40%	N=170	34%	N=146	9%	N=36	9%	N=40	100%	N=426
Ease of travel by car in Lancaster County	9%	N=39	45%	N=190	29%	N=124	17%	N=71	0%	N=0	100%	N=425
Ease of travel by public transportation in Lancaster County	1%	N=3	7%	N=30	14%	N=58	38%	N=162	41%	N=172	100%	N=424
Ease of travel by bicycle in Lancaster County	0%	N=2	8%	N=35	20%	N=85	36%	N=151	36%	N=151	100%	N=423
Ease of walking in Lancaster County	3%	N=11	18%	N=76	29%	N=125	32%	N=137	18%	N=75	100%	N=424
Availability of paths and walking trails	1%	N=6	13%	N=57	26%	N=113	39%	N=167	20%	N=83	100%	N=427
Air quality	8%	N=33	47%	N=201	32%	N=138	7%	N=32	5%	N=23	100%	N=427
Cleanliness of Lancaster County	3%	N=12	31%	N=134	47%	N=199	19%	N=81	0%	N=1	100%	N=427
Overall appearance of Lancaster County	2%	N=9	32%	N=134	44%	N=189	21%	N=90	1%	N=4	100%	N=426
Public places where people want to spend time	2%	N=7	20%	N=86	43%	N=185	27%	N=115	8%	N=33	100%	N=427
Variety of housing options	5%	N=21	32%	N=137	32%	N=136	24%	N=101	7%	N=29	100%	N=425
Availability of affordable quality housing	4%	N=16	27%	N=115	30%	N=128	24%	N=100	15%	N=63	100%	N=422
Fitness opportunities (including exercise classes and paths or trails, etc.)	5%	N=20	22%	N=94	35%	N=151	26%	N=111	12%	N=52	100%	N=427
Recreational opportunities	3%	N=15	26%	N=113	35%	N=151	28%	N=117	7%	N=31	100%	N=427
Availability of affordable quality food	7%	N=29	37%	N=157	36%	N=151	18%	N=78	2%	N=10	100%	N=425
Availability of affordable quality health care	3%	N=14	25%	N=106	36%	N=153	27%	N=117	9%	N=38	100%	N=428
Availability of preventive health services	3%	N=13	26%	N=110	33%	N=139	24%	N=101	13%	N=56	100%	N=418
Availability of affordable quality mental health care	2%	N=8	9%	N=39	23%	N=96	27%	N=116	39%	N=166	100%	N=425

Table 36: Question 6

Please rate each of the following characteristics as they relate to Lancaster County as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Availability of affordable quality child care/preschool	2%	N=11	15%	N=64	27%	N=112	10%	N=44	45%	N=192	100%	N=423
K-12 education	6%	N=24	36%	N=151	23%	N=97	8%	N=33	27%	N=114	100%	N=420
Adult educational opportunities	2%	N=8	19%	N=78	27%	N=111	15%	N=64	37%	N=155	100%	N=416
Opportunities to attend cultural/arts/music activities	3%	N=14	19%	N=79	38%	N=160	21%	N=91	19%	N=80	100%	N=423
Employment opportunities	1%	N=3	9%	N=39	32%	N=136	38%	N=161	19%	N=79	100%	N=418
Shopping opportunities	3%	N=12	19%	N=79	46%	N=192	31%	N=130	2%	N=8	100%	N=421
Cost of living in Lancaster County	7%	N=30	39%	N=163	41%	N=171	13%	N=54	1%	N=3	100%	N=421
Overall quality of business and service establishments in Lancaster County	1%	N=6	29%	N=124	48%	N=204	17%	N=72	4%	N=15	100%	N=421
Vibrant downtown/commercial area	2%	N=10	13%	N=55	33%	N=138	39%	N=167	13%	N=53	100%	N=423
Overall quality of new development in Lancaster County	3%	N=11	22%	N=93	37%	N=155	33%	N=136	5%	N=22	100%	N=418
Opportunities to participate in social events and activities	2%	N=8	22%	N=91	46%	N=192	21%	N=87	10%	N=41	100%	N=419
Opportunities to volunteer	5%	N=22	31%	N=129	34%	N=144	9%	N=37	21%	N=89	100%	N=421
Opportunities to participate in community matters	3%	N=11	31%	N=131	35%	N=146	17%	N=71	14%	N=59	100%	N=419
Openness and acceptance of the community toward people of diverse backgrounds	5%	N=19	27%	N=114	35%	N=147	21%	N=87	13%	N=56	100%	N=423
Neighborliness of residents in Lancaster County	6%	N=27	37%	N=157	39%	N=162	15%	N=62	3%	N=12	100%	N=421

Table 37: 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	18%	N=77	82%	N=350	100%	N=427
Made efforts to make your home more energy efficient	15%	N=66	85%	N=362	100%	N=428
Observed a code violation or other hazard in Lancaster County (weeds, abandoned buildings, etc.)	41%	N=170	59%	N=250	100%	N=421
Household member was a victim of a crime in Lancaster County	87%	N=367	13%	N=57	100%	N=423
Reported a crime to the police in Lancaster County	77%	N=330	23%	N=97	100%	N=427
Stocked supplies in preparation for an emergency	53%	N=227	47%	N=199	100%	N=426
Campaigned or advocated for an issue, cause or candidate	73%	N=306	27%	N=115	100%	N=421
Contacted Lancaster County (in-person, phone, email or web) for help or information	51%	N=216	49%	N=210	100%	N=425
Contacted Lancaster County elected officials (in-person, phone, email or web) to express your opinion	79%	N=338	21%	N=89	100%	N=427

Table 38: 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 Lancaster County?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Lancaster County recreation centers or their services	6%	N=26	8%	N=35	21%	N=88	65%	N=273	100%	N=423
Visited a neighborhood park or County park	2%	N=10	13%	N=54	33%	N=137	52%	N=220	100%	N=421
Used Lancaster County public libraries or their services	3%	N=13	16%	N=69	31%	N=133	49%	N=208	100%	N=423
Attended a County-sponsored event	1%	N=3	3%	N=12	28%	N=121	68%	N=288	100%	N=425
Used bus or other public transportation instead of driving	2%	N=8	0%	N=2	1%	N=6	96%	N=407	100%	N=423
Carpooled with other adults or children instead of driving alone	9%	N=39	17%	N=72	19%	N=79	55%	N=234	100%	N=424
Walked or biked instead of driving	7%	N=29	7%	N=30	11%	N=46	75%	N=318	100%	N=424
Volunteered your time to some group/activity in Lancaster County	6%	N=27	11%	N=48	23%	N=99	59%	N=249	100%	N=422
Participated in a club	6%	N=24	14%	N=58	11%	N=45	70%	N=291	100%	N=418
Talked to or visited with your immediate neighbors	41%	N=173	31%	N=131	19%	N=82	9%	N=36	100%	N=422
Done a favor for a neighbor	26%	N=109	26%	N=111	31%	N=132	17%	N=70	100%	N=422

Table 39: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Council, 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	1%	N=4	4%	N=15	31%	N=128	65%	N=273	100%	N=421

Table 40: Question 10

Please rate the quality of each of the following services in Lancaster County:	Excellent		Good		Fair		Poor		Don't know		Total	
Police/Sheriff services	20%	N=85	40%	N=168	24%	N=99	8%	N=33	8%	N=33	100%	N=419
Fire services	25%	N=105	43%	N=179	15%	N=61	1%	N=4	17%	N=69	100%	N=419
Ambulance or emergency medical services	25%	N=103	41%	N=170	13%	N=55	2%	N=10	19%	N=81	100%	N=420
Crime prevention	8%	N=31	30%	N=126	27%	N=112	19%	N=77	16%	N=68	100%	N=414
Fire prevention and education	8%	N=34	30%	N=123	24%	N=98	9%	N=36	30%	N=125	100%	N=416
Traffic enforcement	8%	N=33	32%	N=130	27%	N=112	20%	N=81	13%	N=52	100%	N=408
Street repair	1%	N=4	8%	N=33	23%	N=96	65%	N=272	3%	N=13	100%	N=419
Street cleaning	3%	N=12	17%	N=70	32%	N=135	35%	N=144	13%	N=55	100%	N=416

Please rate the quality of each of the following services in Lancaster County:	Excellent		Good		Fair		Poor		Don't know		Total	
Street lighting	3%	N=13	21%	N=87	42%	N=175	26%	N=107	8%	N=33	100%	N=416
Snow removal	4%	N=18	20%	N=81	28%	N=114	12%	N=49	37%	N=151	100%	N=413
Sidewalk maintenance	1%	N=6	19%	N=78	33%	N=138	25%	N=102	22%	N=93	100%	N=417
Bus or transit services	1%	N=4	5%	N=20	12%	N=51	29%	N=121	53%	N=219	100%	N=415
Garbage collection	15%	N=60	27%	N=111	24%	N=100	11%	N=45	24%	N=100	100%	N=416
Recycling	16%	N=68	34%	N=143	24%	N=102	11%	N=46	14%	N=58	100%	N=418
Storm drainage	7%	N=29	28%	N=116	23%	N=96	18%	N=73	24%	N=98	100%	N=412
County parks	5%	N=21	23%	N=94	34%	N=141	15%	N=60	24%	N=99	100%	N=415
Recreation programs or classes	2%	N=10	20%	N=82	25%	N=103	14%	N=57	39%	N=163	100%	N=416
Recreation centers or facilities	2%	N=10	20%	N=81	28%	N=114	15%	N=63	35%	N=144	100%	N=412
Land use, planning and zoning	1%	N=5	11%	N=46	22%	N=91	39%	N=160	27%	N=110	100%	N=412
Code enforcement (weeds, abandoned buildings, etc.)	0%	N=2	7%	N=30	29%	N=119	39%	N=164	24%	N=102	100%	N=416
Animal control	2%	N=10	17%	N=72	35%	N=145	14%	N=58	32%	N=133	100%	N=418
Economic development	2%	N=9	17%	N=72	35%	N=144	26%	N=107	19%	N=80	100%	N=412
Public library services	12%	N=49	34%	N=142	22%	N=93	4%	N=18	27%	N=114	100%	N=415
Public information services	4%	N=15	23%	N=95	29%	N=119	12%	N=48	33%	N=134	100%	N=411
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	3%	N=14	19%	N=80	25%	N=103	12%	N=49	41%	N=173	100%	N=419
Preservation of natural areas such as open space, farmlands and greenbelts	2%	N=8	20%	N=82	25%	N=105	25%	N=103	28%	N=116	100%	N=414
Lancaster County open space	4%	N=17	16%	N=65	29%	N=120	19%	N=77	33%	N=135	100%	N=413
County-sponsored special events	2%	N=8	18%	N=72	29%	N=116	16%	N=64	35%	N=140	100%	N=400
Overall customer service by Lancaster County employees (police, receptionists, planners, etc.)	12%	N=49	34%	N=137	35%	N=142	10%	N=40	9%	N=39	100%	N=407

Table 41: 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	
Lancaster County	5%	N=20	35%	N=145	41%	N=170	16%	N=66	3%	N=15	100%	N=416
The Federal Government	2%	N=9	22%	N=89	38%	N=158	26%	N=108	12%	N=48	100%	N=412

Table 42: Question 12

Please rate the following categories of Lancaster County government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to Lancaster County	4%	N=17	24%	N=99	36%	N=151	31%	N=129	5%	N=21	100%	N=417
The overall direction that Lancaster County is taking	4%	N=15	21%	N=88	37%	N=152	30%	N=125	9%	N=37	100%	N=416
The job Lancaster County government does at welcoming citizen involvement	3%	N=11	15%	N=61	33%	N=134	25%	N=105	25%	N=102	100%	N=412
Overall confidence in Lancaster County government	3%	N=11	19%	N=79	37%	N=153	32%	N=131	10%	N=41	100%	N=415
Generally acting in the best interest of the community	2%	N=10	20%	N=83	36%	N=148	33%	N=136	10%	N=40	100%	N=416
Being honest	3%	N=10	23%	N=94	30%	N=125	24%	N=101	20%	N=82	100%	N=413
Treating all residents fairly	2%	N=10	22%	N=93	27%	N=113	32%	N=133	16%	N=67	100%	N=417

Table 43: Question 13

Please rate how important, if at all, you think it is for the Lancaster County 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 Lancaster County	50%	N=215	41%	N=175	8%	N=34	1%	N=3	100%	N=427
Overall ease of getting to the places you usually have to visit	32%	N=136	51%	N=218	15%	N=66	1%	N=6	100%	N=426
Quality of overall natural environment in Lancaster County	23%	N=95	58%	N=244	19%	N=80	1%	N=2	100%	N=422
Overall "built environment" of Lancaster County (including overall design, buildings, parks and transportation systems)	36%	N=155	45%	N=190	17%	N=72	2%	N=7	100%	N=424
Health and wellness opportunities in Lancaster County	34%	N=143	47%	N=199	18%	N=75	2%	N=8	100%	N=425
Overall opportunities for education and enrichment	43%	N=182	40%	N=169	14%	N=58	4%	N=15	100%	N=424
Overall economic health of Lancaster County	50%	N=214	42%	N=180	6%	N=27	1%	N=4	100%	N=424
Sense of community	30%	N=128	50%	N=214	17%	N=71	3%	N=13	100%	N=425

Table 44: 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	9%	N=36	7%	N=29	19%	N=78	17%	N=71	49%	N=203	100%	N=418
Purchase goods or services from a business located in Lancaster County	1%	N=3	5%	N=21	26%	N=106	46%	N=190	22%	N=92	100%	N=412
Eat at least 5 portions of fruits and vegetables a day	3%	N=12	16%	N=65	43%	N=179	28%	N=118	10%	N=41	100%	N=416
Participate in moderate or vigorous physical activity	4%	N=16	17%	N=69	33%	N=136	30%	N=126	16%	N=68	100%	N=413
Read or watch local news (via television, paper, computer, etc.)	4%	N=16	8%	N=35	14%	N=59	28%	N=119	45%	N=188	100%	N=417
Vote in local elections	7%	N=29	3%	N=14	8%	N=33	23%	N=96	59%	N=245	100%	N=417

Table 45: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	14%	N=58
Very good	42%	N=173
Good	29%	N=121
Fair	12%	N=50
Poor	4%	N=15
Total	100%	N=418

Table 46: 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=16
Somewhat positive	34%	N=142
Neutral	46%	N=193
Somewhat negative	12%	N=49
Very negative	4%	N=18
Total	100%	N=418

Table 47: Question D4

What is your employment status?	Percent	Number
Working full time for pay	50%	N=207
Working part time for pay	10%	N=41
Unemployed, looking for paid work	2%	N=10
Unemployed, not looking for paid work	4%	N=16
Fully retired	34%	N=142
Total	100%	N=417

Table 48: Question D5

Do you work inside the boundaries of Lancaster County?	Percent	Number
Yes, outside the home	27%	N=108
Yes, from home	7%	N=26
No	66%	N=265
Total	100%	N=399

Table 49: Question D6

How many years have you lived in Lancaster County?	Percent	Number
Less than 2 years	8%	N=36
2 to 5 years	20%	N=85
6 to 10 years	11%	N=44
11 to 20 years	14%	N=58
More than 20 years	47%	N=196
Total	100%	N=419

Table 50: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	80%	N=334
Building with two or more homes (duplex, townhome, apartment or condominium)	8%	N=33
Mobile home	9%	N=38
Other	2%	N=9
Total	100%	N=415

Table 51: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	20%	N=84
Owned	80%	N=331
Total	100%	N=415

Table 52: 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	11%	N=43
$300 to $599 per month	24%	N=97
$600 to $999 per month	18%	N=71
$1,000 to $1,499 per month	19%	N=76
$1,500 to $2,499 per month	21%	N=83
$2,500 or more per month	6%	N=25
Total	100%	N=395

Table 53: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	68%	N=286
Yes	32%	N=132
Total	100%	N=418

Table 54: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	61%	N=254
Yes	39%	N=164
Total	100%	N=417

Table 55: 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	20%	N=77
$25,000 to $49,999	24%	N=92
$50,000 to $99,999	32%	N=125
$100,000 to $149,999	12%	N=46
$150,000 or more	13%	N=49
Total	100%	N=390

Table 56: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	97%	N=393
Yes, I consider myself to be Spanish, Hispanic or Latino	3%	N=11
Total	100%	N=404

Table 57: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	3%	N=12
Asian, Asian Indian or Pacific Islander	2%	N=8
Black or African American	14%	N=59
White	80%	N=331
Other	3%	N=11

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

Table 58: Question D15

In which category is your age?	Percent	Number
18 to 24 years	4%	N=18
25 to 34 years	14%	N=58
35 to 44 years	15%	N=63
45 to 54 years	23%	N=93
55 to 64 years	13%	N=52
65 to 74 years	20%	N=85
75 years or older	11%	N=45
Total	100%	N=414

Table 59: Question D16

What is your sex?	Percent	Number
Female	55%	N=225
Male	45%	N=184
Total	100%	N=410

Table 60: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	66%	N=272
Land line	17%	N=69
Both	17%	N=72
Total	100%	N=413

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. Lancaster County chose to have comparisons made to the entire database and a subset of similar jurisdictions from the database (communities in the southern region with populations between 50,000 and 150,000).

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 Lancaster County'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," 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 Lancaster County'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 Lancaster County's rating to the benchmark.

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%

In that final column, Lancaster County'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 Lancaster County residents is statistically similar to or different (greater or lesser) than the benchmark. More extreme differences are noted as "much higher" or "much lower."

National Benchmark Comparisons

Table 61: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Lancaster County	53%	446	472	Lower
Overall image or reputation of Lancaster County	27%	341	359	Much lower
Lancaster County as a place to live	60%	384	404	Lower
Your neighborhood as a place to live	77%	245	320	Similar
Lancaster County as a place to raise children	59%	348	394	Lower
Lancaster County as a place to retire	52%	297	367	Similar
Overall appearance of Lancaster County	34%	360	369	Much lower

Table 62: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Lancaster County	55%	314	343	Lower
	In your neighborhood during the day	83%	325	366	Similar
	In Lancaster County's downtown/commercial areas during the day	71%	300	320	Lower
	Overall ease of getting to the places you usually have to visit	52%	231	246	Lower
Mobility	Availability of paths and walking trails	18%	318	320	Much lower
	Ease of walking in Lancaster County	25%	305	308	Much lower
	Ease of travel by bicycle in Lancaster County	13%	309	310	Much lower
	Ease of travel by public transportation in Lancaster County	13%	206	209	Much lower
	Ease of travel by car in Lancaster County	54%	246	309	Similar
	Ease of public parking	53%	115	205	Similar
	Traffic flow on major streets	40%	259	353	Similar
Natural Environment	Quality of overall natural environment in Lancaster County	51%	270	281	Lower
	Cleanliness of Lancaster County	34%	278	288	Much lower
	Air quality	58%	224	248	Lower
Built Environment	Overall "built environment" of Lancaster County (including overall design, buildings, parks and transportation systems)	25%	234	235	Much lower
	Overall quality of new development in Lancaster County	26%	283	293	Much lower
	Availability of affordable quality housing	37%	194	307	Similar
	Variety of housing options	40%	238	284	Lower
	Public places where people want to spend time	24%	227	228	Much lower
Economy	Overall economic health of Lancaster County	26%	230	241	Much lower
	Vibrant downtown/commercial area	18%	209	219	Much lower
	Overall quality of business and service establishments in Lancaster County	32%	267	275	Lower
	Cost of living in Lancaster County	46%	110	238	Similar
	Shopping opportunities	22%	269	299	Much lower
	Employment opportunities	13%	299	316	Lower
	Lancaster County as a place to visit	27%	255	258	Much lower
	Lancaster County as a place to work	26%	366	370	Much lower
Recreation and Wellness	Health and wellness opportunities in Lancaster County	33%	230	236	Much lower
	Availability of affordable quality mental health care	18%	199	207	Much lower
	Availability of preventive health services	34%	225	236	Much lower

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Availability of affordable quality health care	31%	253	263	Much lower
	Availability of affordable quality food	45%	226	241	Lower
	Recreational opportunities	32%	297	304	Much lower
	Fitness opportunities (including exercise classes and paths or trails, etc.)	30%	223	226	Much lower
	Overall opportunities for education and enrichment	36%	228	238	Much lower
	Opportunities to attend cultural/arts/music activities	27%	283	302	Lower
	Adult educational opportunities	33%	198	214	Lower
Education and Enrichment	K-12 education	57%	222	276	Lower
	Availability of affordable quality child care/preschool	32%	224	255	Lower
	Opportunities to participate in social events and activities	26%	263	265	Much lower
	Neighborliness of Lancaster County	45%	213	230	Lower
	Openness and acceptance of the community toward people of diverse backgrounds	36%	289	297	Lower
Community Engagement	Opportunities to participate in community matters	39%	273	276	Lower
	Opportunities to volunteer	45%	261	268	Lower

Table 63: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by Lancaster County	41%	434	445	Lower
Overall customer service by Lancaster County employees (police, receptionists, planners, etc.)	51%	360	388	Lower
Value of services for the taxes paid to Lancaster County	29%	397	414	Lower
Overall direction that Lancaster County is taking	27%	315	325	Lower
Job Lancaster County government does at welcoming citizen involvement	23%	321	324	Lower
Overall confidence in Lancaster County government	24%	236	241	Lower
Generally acting in the best interest of the community	25%	237	241	Much lower
Being honest	32%	220	233	Lower
Treating all residents fairly	29%	231	238	Much lower
Services provided by the Federal Government	27%	243	252	Similar

Table 64: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Police/Sheriff services	66%	410	483	Similar
	Fire services	81%	342	403	Similar
	Ambulance or emergency medical services	81%	310	364	Similar
	Crime prevention	45%	333	371	Lower
	Fire prevention and education	54%	285	293	Lower
	Animal control	29%	343	353	Lower
Safety	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	38%	267	281	Lower
	Traffic enforcement	46%	362	385	Lower
	Street repair	9%	404	409	Much lower
	Street cleaning	23%	327	330	Much lower
	Street lighting	26%	338	341	Much lower
	Snow removal	38%	275	302	Lower
	Sidewalk maintenance	26%	311	332	Lower
Mobility	Bus or transit services	12%	230	232	Much lower

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Natural Environment	Garbage collection	54%	362	371	Lower
	Recycling	59%	336	372	Lower
	Preservation of natural areas such as open space, farmlands and greenbelts	30%	260	260	Much lower
	Lancaster County open space	29%	212	216	Much lower
Built Environment	Storm drainage	46%	325	367	Lower
	Land use, planning and zoning	17%	310	311	Much lower
	Code enforcement (weeds, abandoned buildings, etc.)	10%	399	400	Much lower
Economy	Economic development	24%	273	292	Lower
Recreation and Wellness	County parks	36%	333	337	Much lower
	Recreation programs or classes	37%	329	336	Much lower
	Recreation centers or facilities	34%	276	280	Much lower
Education and Enrichment	County-sponsored special events	31%	257	260	Much lower
	Public library services	63%	336	354	Lower
Community Engagement	Public information services	40%	284	290	Lower

Table 65: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	40%	295	317	Lower
Recommend living in Lancaster County to someone who asks	68%	266	289	Lower
Remain in Lancaster County for the next five years	80%	206	280	Similar
Contacted Lancaster County (in-person, phone, email or web) for help or information	49%	109	327	Similar

Table 66: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	47%	47	207	Similar
	Did NOT report a crime to the police	77%	147	232	Similar
	Household member was NOT a victim of a crime	87%	195	277	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	4%	181	189	Much lower
	Carpooled with other adults or children instead of driving alone	45%	88	220	Similar
	Walked or biked instead of driving	25%	227	228	Much lower
Natural Environment	Made efforts to conserve water	82%	99	215	Similar
	Made efforts to make your home more energy efficient	85%	4	216	Similar
	Recycle at home	84%	181	262	Similar
Built Environment	Did NOT observe a code violation or other hazard in Lancaster County	41%	185	222	Lower
	NOT experiencing housing costs stress	66%	165	258	Similar
Economy	Purchase goods or services from a business located in Lancaster County	94%	188	226	Similar
	Economy will have positive impact on income	38%	47	259	Similar
	Work inside boundaries of Lancaster County	34%	129	227	Similar
Recreation and Wellness	Used Lancaster County recreation centers or their services	35%	236	238	Much lower
	Visited a neighborhood park or County park	48%	265	272	Much lower

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Eat at least 5 portions of fruits and vegetables a day	81%	138	218	Similar
	Participate in moderate or vigorous physical activity	80%	192	222	Similar
	In very good to excellent health	55%	199	222	Similar
Education and Enrichment	Used Lancaster County public libraries or their services	51%	222	245	Lower
	Attended County-sponsored event	32%	221	228	Much lower
	Campaigned or advocated for an issue, cause or candidate	27%	63	210	Similar
	Contacted Lancaster County elected officials (in-person, phone, email or web) to express your opinion	21%	63	225	Similar
	Volunteered your time to some group/activity in Lancaster County	41%	117	267	Similar
	Participated in a club	30%	84	242	Similar
	Talked to or visited with your immediate neighbors	91%	100	223	Similar
	Done a favor for a neighbor	83%	86	219	Similar
	Attended a local public meeting	35%	22	266	Higher
Community Engagement	Read or watch local news (via television, paper, computer, etc.)	88%	69	227	Similar
	Vote in local elections	90%	33	260	Similar

Communities included in national comparisons

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

Adams County, CO 441,603
Airway Heights city, WA 6,114
Albany city, OR 50,158
Albemarle County, VA 98,970
Albert Lea city, MN 18,016
Alexandria city, VA 139,966
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
Apache Junction city, AZ 35,840
Arapahoe County, CO 572,003
Arkansas City city, AR 366
Arlington city, TX 365,438
Arvada city, CO 106,433
Asheville city, NC 83,393
Ashland city, OR 20,078
Ashland town, MA 16,593
Ashland town, VA 7,225
Aspen city, CO 6,658
Athens-Clarke County, GA 115,452
Auburn city, AL 53,380
Augusta CCD, GA 134,777
Aurora city, CO 325,078
Austin city, TX 790,390
Avon town, CO 6,447
Avon town, IN 12,446
Avondale city, AZ 76,238
Azusa city, CA 46,361
Bainbridge Island city, WA 23,025
Baltimore city, MD 620,961
Bartonville town, TX 1,469
Battle Creek city, MI 52,347
Bay City city, MI 34,932
Bay Village city, OH 15,651
Baytown city, TX 71,802
Bedford city, TX 46,979
Bedford town, MA 13,320
Bellevue city, WA 122,363
Bellingham city, WA 80,885
Benbrook city, TX 21,234
Bend city, OR 76,639
Bethlehem township, PA 23,730
Bettendorf city, IA 33,217
Billings city, MT 104,170
Blaine city, MN 57,186
Bloomfield Hills city, MI 3,869
Bloomington city, IN 80,405
Bloomington city, MN 82,893
Blue Springs city, MO 52,575
Boise City city, ID 205,671
Bonner Springs city, KS 7,314
Boone County, KY 118,811
Boulder city, CO 97,385
Bowling Green city, KY 58,067
Bozeman city, MT 37,280
Brentwood city, MO 8,055

Brentwood city, TN 37,060
Brighton city, CO 33,352
Brighton city, MI 7,444
Bristol city, TN 26,702
Broken Arrow city, OK 98,850
Brookfield city, WI 37,920
Brookline CDP, MA 58,732
Brooklyn Center city, MN 30,104
Brooklyn city, OH 11,169
Broomfield city, CO 55,889
Brownsburg town, IN 21,285
Buffalo Grove village, IL 41,496
Burien city, WA 33,313
Burleson city, TX 36,690
Burlingame city, CA 28,806
Cabarrus County, NC 178,011
Cambridge city, MA 105,162
Cannon Beach city, OR 1,690
Cañon City city, CO 16,400
Canton city, SD 3,057
Cape Coral city, FL 154,305
Cape Girardeau city, MO 37,941
Carlisle borough, PA 18,682
Carlsbad city, CA 105,328
Carroll city, IA 10,103
Cartersville city, GA 19,731
Cary town, NC 135,234
Castine town, ME 1,366
Castle Pines North city, CO 10,360
Castle Rock town, CO 48,231
Cedar Hill city, TX 45,028
Cedar Rapids city, IA 126,326
Celina city, TX 6,028
Centennial city, CO 100,377
Chandler city, AZ 236,123
Chandler city, TX 2,734
Chanhassen city, MN 22,952
Chapel Hill town, NC 57,233
Chardon city, OH 5,148
Charles County, MD 146,551
Charlotte city, NC 731,424
Charlotte County, FL 159,978
Charlottesville city, VA 43,475
Chattanooga city, TN 167,674
Chautauqua town, NY 4,464
Chesterfield County, VA 316,236
Citrus Heights city, CA 83,301
Clackamas County, OR 375,992
Clarendon Hills village, IL 8,427
Clayton city, MO 15,939
Clearwater city, FL 107,685
Cleveland Heights city, OH 46,121
Clinton city, SC 8,490
Clive city, IA 15,447
Clovis city, CA 95,631
College Park city, MD 30,413
College Station city, TX 93,857
Colleyville city, TX 22,807
Columbia city, MO 108,500
Columbia city, SC 129,272
Columbia Falls city, MT 4,688
Commerce City city, CO 45,913
Concord city, CA 122,067
Concord town, MA 17,668
Conshohocken borough, PA 7,833
Coolidge city, AZ 11,825
Coon Rapids city, MN 61,476
Copperas Cove city, TX 32,032
Coral Springs city, FL 121,096
Coronado city, CA 18,912
Corvallis city, OR 54,462
Cottonwood Heights city, UT 33,433
Creve Coeur city, MO 17,833
Cross Roads town, TX 1,563
Cupertino city, CA 58,302
Dacono city, CO 4,152
Dade City city, FL 6,437
Dakota County, MN 398,552
Dallas city, OR 14,583
Dallas city, TX 1,197,816
Danville city, KY 16,218
Dardenne Prairie city, MO 11,494
Darien city, IL 22,086
Davenport city, FL 2,888
Davenport city, IA 99,685
Davidson town, NC 10,944
Dayton city, OH 141,527
Dayton town, WY 757
Dearborn city, MI 98,153
Decatur city, GA 19,335
Del Mar city, CA 4,161
DeLand city, FL 27,031
Delaware city, OH 34,753
Delray Beach city, FL 60,522
Denison city, TX 22,682
Denton city, TX 113,383
Denver city, CO 600,158
Derby city, KS 22,158
Des Moines city, IA 203,433
Des Peres city, MO 8,373
Destin city, FL 12,305
Dothan city, AL 65,496
Douglas County, CO 285,465
Dover city, NH 29,987
Dublin city, CA 46,036
Dublin city, OH 41,751
Duluth city, MN 86,265
Durham city, NC 228,330
Durham County, NC 267,587
Dyer town, IN 16,390
Eagan city, MN 64,206
Eagle Mountain city, UT 21,415
Eagle town, CO 6,508
East Grand Forks city, MN 8,601
East Lansing city, MI 48,579
Eau Claire city, WI 65,883
Eden Prairie city, MN 60,797
Eden town, VT 1,323
Edgerton city, KS 1,671
Edgewater city, CO 5,170
Edina city, MN 47,941
Edmond city, OK 81,405
Edmonds city, WA 39,709
El Cerrito city, CA 23,549
El Dorado County, CA 181,058
El Paso de Robles (Paso Robles) city, CA 29,793
Elk Grove city, CA 153,015
Elko New Market city, MN 4,110
Elmhurst city, IL 44,121
Encinitas city, CA 59,518
Englewood city, CO 30,255
Erie town, CO 18,135
Escambia County, FL 297,619
Estes Park town, CO 5,858
Euclid city, OH 48,920
Fairview town, TX 7,248
Farmers Branch city, TX 28,616
Farmersville city, TX 3,301
Farmington Hills city, MI 79,740
Farmington town, CT 25,340

Fayetteville city, NC....200,564
Fernandina Beach city, FL.... 11,487
Fishers town, IN 76,794
Flagstaff city, AZ.... 65,870
Flower Mound town, TX.... 64,669
Forest Grove city, OR.... 21,083
Fort Collins city, CO....143,986
Fort Lauderdale city, FL....165,521
Fort Smith city, AR.... 86,209
Franklin city, TN.... 62,487
Fremont city, CA 214,089
Friendswood city, TX.... 35,805
Fruita city, CO.... 12,646
Gahanna city, OH.... 33,248
Gaithersburg city, MD.... 59,933
Galveston city, TX.... 47,743
Gardner city, KS.... 19,123
Georgetown city, TX.... 47,400
Germantown city, TN 38,844
Gilbert town, AZ....208,453
Gillette city, WY 29,087
Glen Ellyn village, IL.... 27,450
Glendora city, CA 50,073
Glenview village, IL 44,692
Globe city, AZ 7,532
Golden city, CO.... 18,867
Golden Valley city, MN.... 20,371
Goodyear city, AZ 65,275
Grafton village, WI.... 11,459
Grand Blanc city, MI.... 8,276
Grants Pass city, OR.... 34,533
Grass Valley city, CA.... 12,860
Greeley city, CO 92,889
Greenville city, NC.... 84,554
Greenwich town, CT 61,171
Greenwood Village city, CO.... 13,925
Greer city, SC 25,515
Gunnison County, CO 15,324
Hailey city, ID 7,960
Haines Borough, AK 2,508
Haltom City city, TX 42,409
Hamilton city, OH.... 62,477
Hamilton town, MA.... 7,764
Hampton city, VA....137,436
Hanover County, VA 99,863
Harrisburg city, SD.... 4,089
Harrisonburg city, VA 48,914
Harrisonville city, MO 10,019
Hastings city, MN 22,172
Hayward city, CA 144,186
Henderson city, NV 257,729
Herndon town, VA.... 23,292
High Point city, NC....104,371
Highland Park city, IL 29,763
Highlands Ranch CDP, CO 96,713
Holland city, MI.... 33,051
Homer Glen village, IL.... 24,220
Honolulu County, HI....953,207
Hooksett town, NH.... 13,451
Hopkins city, MN 17,591
Hopkinton town, MA.... 14,925
Hoquiam city, WA 8,726
Horry County, SC 269,291
Howard village, WI.... 17,399
Hudson city, OH.... 22,262
Hudson town, CO.... 2,356
Huntley village, IL.... 24,291
Hurst city, TX.... 37,337
Hutchinson city, MN 14,178
Hutto city, TX 14,698
Independence city, MO....116,830
Indianola city, IA.... 14,782
Indio city, CA.... 76,036
Iowa City city, IA 67,862
Irving city, TX....216,290
Issaquah city, WA 30,434
Jackson city, MO 13,758
Jackson County, MI....160,248
James City County, VA 67,009
Jefferson County, NY....116,229
Jefferson Parish, LA....432,552
Johnson City city, TN.... 63,152
Johnston city, IA 17,278
Jupiter town, FL.... 55,156
Kalamazoo city, MI.... 74,262
Kansas City city, KS....145,786
Kansas City city, MO....459,787
Keizer city, OR 36,478
Kenmore city, WA 20,460
Kennedale city, TX 6,763
Kennett Square borough, PA.... 6,072
Kent city, WA.... 92,411
Kerrville city, TX.... 22,347
Kettering city, OH 56,163
Key West city, FL 24,649
King City city, CA 12,874
King County, WA....1,931,249
Kirkland city, WA.... 48,787
Kirkwood city, MO 27,540
Knoxville city, IA 7,313
La Plata town, MD.... 8,753
La Porte city, TX 33,800
La Vista city, NE.... 15,758
Lafayette city, CO 24,453
Laguna Beach city, CA.... 22,723
Laguna Niguel city, CA 62,979
Lake Forest city, IL.... 19,375
Lake in the Hills village, IL 28,965
Lake Stevens city, WA 28,069
Lake Worth city, FL 34,910
Lake Zurich village, IL 19,631
Lakeville city, MN 55,954
Lakewood city, CO 142,980
Lakewood city, WA.... 58,163
Lancaster County, SC 76,652
Lane County, OR....351,715
Lansing city, MI 114,297
Laramie city, WY.... 30,816
Larimer County, CO....299,630
Las Cruces city, NM.... 97,618
Las Vegas city, NM.... 13,753
Las Vegas city, NV 583,756
Lawrence city, KS.... 87,643
Lawrenceville city, GA 28,546
Lee's Summit city, MO.... 91,364
Lehi city, UT 47,407
Lenexa city, KS 48,190
Lewis County, NY 27,087
Lewiston city, ID 31,894
Lewisville city, TX.... 95,290
Lewisville town, NC 12,639
Libertyville village, IL.... 20,315
Lincoln city, NE 258,379
Lincolnwood village, IL 12,590
Lindsborg city, KS 3,458
Little Chute village, WI 10,449
Littleton city, CO 41,737
Livermore city, CA.... 80,968
Lombard village, IL 43,165
Lone Tree city, CO 10,218

Long Grove village, IL 8,043
Longmont city, CO 86,270
Longview city, TX 80,455
Lonsdale city, MN 3,674
Los Alamos County, NM 17,950
Los Altos Hills town, CA 7,922
Louisville city, CO 18,376
Lower Merion township, PA 57,825
Lynchburg city, VA 75,568
Lynnwood city, WA 35,836
Macomb County, MI 840,978
Manassas city, VA 37,821
Manhattan Beach city, CA 35,135
Manhattan city, KS 52,281
Mankato city, MN 39,309
Maple Grove city, MN 61,567
Maplewood city, MN 38,018
Maricopa County, AZ 3,817,117
Marion city, IA 34,768
Marshfield city, WI 19,118
Martinez city, CA 35,824
Marysville city, WA 60,020
Matthews town, NC 27,198
McAllen city, TX 129,877
McKinney city, TX 131,117
McMinnville city, OR 32,187
Menlo Park city, CA 32,026
Menomonee Falls village, WI 35,626
Mercer Island city, WA 22,699
Meridian charter township, MI 39,688
Meridian city, ID 75,092
Merriam city, KS 11,003
Mesa city, AZ 439,041
Mesa County, CO 146,723
Miami Beach city, FL 87,779
Miami city, FL 399,457
Middleton city, WI 17,442
Midland city, MI 41,863
Milford city, DE 9,559
Milton city, GA 32,661
Minneapolis city, MN 382,578
Minnetrista city, MN 6,384
Missouri City city, TX 67,358
Modesto city, CA 201,165
Monterey city, CA 27,810
Montgomery city, MN 2,956
Montgomery County, MD 971,777
Monticello city, UT 1,972
Montrose city, CO 19,132
Monument town, CO 5,530
Mooresville town, NC 32,711
Moraga town, CA 16,016
Morristown city, TN 29,137
Morrisville town, NC 18,576
Morro Bay city, CA 10,234
Mountain Village town, CO 1,320
Mountlake Terrace city, WA 19,909
Murphy city, TX 17,708
Naperville city, IL 141,853
Napoleon city, OH 8,749
Nederland city, TX 17,547
Needham CDP, MA 28,886
Nevada City city, CA 3,068
Nevada County, CA 98,764
New Braunfels city, TX 57,740
New Brighton city, MN 21,456
New Hanover County, NC 202,667
New Hope city, MN 20,339
New Orleans city, LA 343,829
New Port Richey city, FL 14,911
New Smyrna Beach city, FL 22,464
New Ulm city, MN 13,522
Newberg city, OR 22,068
Newport city, RI 24,672
Newport News city, VA 180,719
Newton city, IA 15,254
Noblesville city, IN 51,969
Nogales city, AZ 20,837
Norcross city, GA 9,116
Norfolk city, VA 242,803
North Mankato city, MN 13,394
North Port city, FL 57,357
North Richland Hills city, TX 63,343
North Yarmouth town, ME 3,565
Novato city, CA 51,904
Novi city, MI 55,224
O'Fallon city, IL 28,281
O'Fallon city, MO 79,329
Oak Park village, IL 51,878
Oakland city, CA 390,724
Oakley city, CA 35,432
Oklahoma City city, OK 579,999
Olathe city, KS 125,872
Old Town city, ME 7,840
Olmsted County, MN 144,248
Olympia city, WA 46,478
Orange village, OH 3,323
Orland Park village, IL 56,767
Orleans Parish, LA 343,829
Oshkosh city, WI 66,083
Oshtemo charter township, MI 21,705
Oswego village, IL 30,355
Otsego County, MI 24,164
Ottawa County, MI 263,801
Overland Park city, KS 173,372
Paducah city, KY 25,024
Palm Beach Gardens city, FL 48,452
Palm Coast city, FL 75,180
Palo Alto city, CA 64,403
Palos Verdes Estates city, CA 13,438
Papillion city, NE 18,894
Paradise Valley town, AZ 12,820
Park City city, UT 7,558
Parker town, CO 45,297
Parkland city, FL 23,962
Pasco city, WA 59,781
Pasco County, FL 464,697
Payette city, ID 7,433
Pearland city, TX 91,252
Peoria city, AZ 154,065
Peoria city, IL 115,007
Pflugerville city, TX 46,936
Phoenix city, AZ 1,445,632
Pinehurst village, NC 13,124
Piqua city, OH 20,522
Pitkin County, CO 17,148
Plano city, TX 259,841
Platte City city, MO 4,691
Pleasant Hill city, IA 8,785
Pleasanton city, CA 70,285
Plymouth city, MN 70,576
Polk County, IA 430,640
Pompano Beach city, FL 99,845
Port Orange city, FL 56,048
Port St. Lucie city, FL 164,603
Portland city, OR 583,776
Post Falls city, ID 27,574
Powell city, OH 11,500
Prince William County, VA 402,002
Prior Lake city, MN 22,796

Pueblo city, CO 106,595
Purcellville town, VA 7,727
Queen Creek town, AZ 26,361
Raleigh city, NC 403,892
Ramsey city, MN 23,668
Raymond town, ME 4,436
Raymore city, MO 19,206
Redmond city, OR 26,215
Redmond city, WA 54,144
Redwood City city, CA 76,815
Reno city, NV 225,221
Reston CDP, VA 58,404
Richland city, WA 48,058
Richmond city, CA 103,701
Richmond Heights city, MO 8,603
Rio Rancho city, NM 87,521
River Falls city, WI 15,000
Riverside city, CA 303,871
Riverside city, MO 2,937
Roanoke city, VA 97,032
Roanoke County, VA 92,376
Rochester Hills city, MI 70,995
Rock Hill city, SC 66,154
Rockville city, MD 61,209
Roeland Park city, KS 6,731
Rogers city, MN 8,597
Rohnert Park city, CA 40,971
Rolla city, MO 19,559
Roselle village, IL 22,763
Rosemount city, MN 21,874
Rosenberg city, TX 30,618
Roseville city, MN 33,660
Round Rock city, TX 99,887
Royal Oak city, MI 57,236
Royal Palm Beach village, FL 34,140
Saco city, ME 18,482
Sahuarita town, AZ 25,259
Salida city, CO 5,236
Sammamish city, WA 45,780
San Anselmo town, CA 12,336
San Diego city, CA 1,307,402
San Francisco city, CA 805,235
San Jose city, CA 945,942
San Juan County, NM 130,044
San Marcos city, CA 83,781
San Marcos city, TX 44,894
San Rafael city, CA 57,713
Sanford city, FL 53,570
Sangamon County, IL 197,465
Santa Clarita city, CA 176,320
Santa Fe city, NM 67,947
Santa Fe County, NM 144,170
Santa Monica city, CA 89,736
Sarasota County, FL 379,448
Savage city, MN 26,911
Schaumburg village, IL 74,227
Schertz city, TX 31,465
Scott County, MN 129,928
Scottsdale city, AZ 217,385
Seaside city, CA 33,025
Sedona city, AZ 10,031
Sevierville city, TN 14,807
Shakopee city, MN 37,076
Sharonville city, OH 13,560
Shawnee city, KS 62,209
Shawnee city, OK 29,857
Sherborn town, MA 4,119
Shoreline city, WA 53,007
Shoreview city, MN 25,043
Shorewood village, IL 15,615
Shorewood village, WI 13,162
Sierra Vista city, AZ 43,888
Silverton city, OR 9,222
Sioux Center city, IA 7,048
Sioux Falls city, SD 153,888
Skokie village, IL 64,784
Snellville city, GA 18,242
Snoqualmie city, WA 10,670
Snowmass Village town, CO 2,826
Somerset town, MA 18,165
South Jordan city, UT 50,418
South Lake Tahoe city, CA 21,403
Southlake city, TX 26,575
Spearfish city, SD 10,494
Spring Hill city, KS 5,437
Springboro city, OH 17,409
Springfield city, MO 159,498
Springville city, UT 29,466
St. Augustine city, FL 12,975
St. Charles city, IL 32,974
St. Cloud city, FL 35,183
St. Cloud city, MN 65,842
St. Joseph city, MO 76,780
St. Joseph town, WI 3,842
St. Louis County, MN 200,226
State College borough, PA 42,034
Steamboat Springs city, CO 12,088
Sterling Heights city, MI 129,699
Sugar Grove village, IL 8,997
Sugar Land city, TX 78,817
Suisun City city, CA 28,111
Summit city, NJ 21,457
Summit County, UT 36,324
Summit village, IL 11,054
Sunnyvale city, CA 140,081
Surprise city, AZ 117,517
Suwanee city, GA 15,355
Tacoma city, WA 198,397
Takoma Park city, MD 16,715
Tamarac city, FL 60,427
Temecula city, CA 100,097
Tempe city, AZ 161,719
Temple city, TX 66,102
Texarkana city, TX 36,411
The Woodlands CDP, TX 93,847
Thousand Oaks city, CA 126,683
Tigard city, OR 48,035
Tracy city, CA 82,922
Trinidad CCD, CO 12,017
Tualatin city, OR 26,054
Tulsa city, OK 391,906
Twin Falls city, ID 44,125
Tyler city, TX 96,900
Unalaska city, AK 4,376
University Heights city, OH 13,539
University Park city, TX 23,068
Upper Arlington city, OH 33,771
Urbandale city, IA 39,463
Vail town, CO 5,305
Vancouver city, WA 161,791
Ventura CCD, CA 111,889
Vernon Hills village, IL 25,113
Vestavia Hills city, AL 34,033
Victoria city, MN 7,345
Vienna town, VA 15,687
Virginia Beach city, VA 437,994
Walnut Creek city, CA 64,173
Warrensburg city, MO 18,838
Washington County, MN 238,136
Washington town, NH 1,123

Washoe County, NV 421,407
Washougal city, WA 14,095
Wauwatosa city, WI 46,396
Waverly city, IA 9,874
Weddington town, NC 9,459
Wentzville city, MO 29,070
West Carrollton city, OH 13,143
West Chester borough, PA 18,461
West Des Moines city, IA 56,609
Western Springs village, IL 12,975
Westerville city, OH 36,120
Westlake town, TX 992
Westminster city, CO 106,114
Weston town, MA 11,261
White House city, TN 10,255
Wichita city, KS 382,368
Williamsburg city, VA 14,068
Willowbrook village, IL 8,540
Wilmington city, NC 106,476
Wilsonville city, OR 19,509
Windsor town, CO 18,644
Windsor town, CT 29,044
Winnetka village, IL 12,187
Winter Garden city, FL 34,568
Woodbury city, MN 61,961
Woodinville city, WA 10,938
Woodland city, CA 55,468
Wrentham town, MA 10,955
Wyandotte County, KS 157,505
Yakima city, WA 91,067
York County, VA 65,464
Yorktown town, IN 9,405
Yorkville city, IL 16,921
Yountville city, CA 2,933

Southern Region with Populations 50,000 to 150,000 Benchmark Comparisons

Table 67: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Lancaster County	53%	48	51	Lower
Overall image or reputation of Lancaster County	27%	39	40	Much lower
Lancaster County as a place to live	60%	38	41	Lower
Your neighborhood as a place to live	77%	27	34	Similar
Lancaster County as a place to raise children	59%	40	44	Lower
Lancaster County as a place to retire	52%	37	41	Lower
Overall appearance of Lancaster County	34%	43	43	Much lower

Table 68: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Lancaster County	55%	36	37	Lower
	In your neighborhood during the day	83%	41	45	Similar
	In Lancaster County's downtown/commercial areas during the day	71%	36	37	Lower
	Overall ease of getting to the places you usually have to visit	52%	26	27	Lower
Mobility	Availability of paths and walking trails	18%	33	33	Much lower
	Ease of walking in Lancaster County	25%	34	35	Much lower
	Ease of travel by bicycle in Lancaster County	13%	35	35	Much lower
	Ease of travel by public transportation in Lancaster County	13%	21	21	Lower
	Ease of travel by car in Lancaster County	54%	27	36	Similar
	Ease of public parking	53%	11	24	Similar
	Traffic flow on major streets	40%	31	42	Similar
Natural Environment	Quality of overall natural environment in Lancaster County	51%	32	32	Lower
	Cleanliness of Lancaster County	34%	35	35	Much lower
	Air quality	58%	28	30	Lower
Built Environment	Overall "built environment" of Lancaster County (including overall design, buildings, parks and transportation systems)	25%	26	26	Much lower
	Overall quality of new development in Lancaster County	26%	36	36	Much lower
	Availability of affordable quality housing	37%	25	33	Similar
	Variety of housing options	40%	31	32	Lower

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Public places where people want to spend time	24%	26	26	Much lower
	Overall economic health of Lancaster County	26%	27	27	Much lower
	Vibrant downtown/commercial area	18%	24	24	Much lower
	Overall quality of business and service establishments in Lancaster County	32%	31	31	Much lower
	Cost of living in Lancaster County	46%	17	26	Similar
	Shopping opportunities	22%	31	31	Much lower
	Employment opportunities	13%	35	36	Much lower
	Lancaster County as a place to visit	27%	29	29	Much lower
Economy	Lancaster County as a place to work	26%	40	41	Much lower
	Health and wellness opportunities in Lancaster County	33%	27	27	Much lower
	Availability of affordable quality mental health care	18%	22	22	Much lower
	Availability of preventive health services	34%	25	25	Much lower
	Availability of affordable quality health care	31%	26	26	Much lower
	Availability of affordable quality food	45%	27	27	Lower
	Recreational opportunities	32%	30	30	Much lower
Recreation and Wellness	Fitness opportunities (including exercise classes and paths or trails, etc.)	30%	26	26	Much lower
	Overall opportunities for education and enrichment	36%	27	27	Much lower
	Opportunities to attend cultural/arts/music activities	27%	35	35	Much lower
	Adult educational opportunities	33%	24	25	Much lower
Education and Enrichment	K-12 education	57%	27	31	Lower
	Availability of affordable quality child care/preschool	32%	28	28	Lower
	Opportunities to participate in social events and activities	26%	30	30	Much lower
	Neighborliness of Lancaster County	45%	26	27	Lower
	Openness and acceptance of the community toward people of diverse backgrounds	36%	32	33	Lower
Community Engagement	Opportunities to participate in community matters	39%	31	31	Lower
	Opportunities to volunteer	45%	30	30	Lower

Table 69: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by Lancaster County	41%	47	47	Lower
Overall customer service by Lancaster County employees (police, receptionists, planners, etc.)	51%	42	43	Lower
Value of services for the taxes paid to Lancaster County	29%	49	51	Lower
Overall direction that Lancaster County is taking	27%	33	34	Much lower
Job Lancaster County government does at welcoming citizen involvement	23%	32	32	Much lower
Overall confidence in Lancaster County government	24%	25	26	Much lower
Generally acting in the best interest of the community	25%	26	26	Much lower
Being honest	32%	25	25	Lower
Treating all residents fairly	29%	25	26	Much lower
Services provided by the Federal Government	27%	28	29	Lower

Table 70: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Police/Sheriff services	66%	44	50	Similar
	Fire services	81%	36	43	Similar
	Ambulance or emergency medical services	81%	29	34	Similar
	Crime prevention	45%	40	42	Lower
	Fire prevention and education	54%	36	37	Lower
	Animal control	29%	30	31	Much lower
Safety	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	38%	32	33	Lower
	Traffic enforcement	46%	40	43	Lower
	Street repair	9%	32	32	Much lower
	Street cleaning	23%	29	29	Much lower
	Street lighting	26%	37	38	Lower
	Snow removal	38%	14	15	Lower
	Sidewalk maintenance	26%	32	32	Lower
Mobility	Bus or transit services	12%	24	24	Much lower
	Garbage collection	54%	48	49	Lower
	Recycling	59%	45	48	Lower
Natural Environment	Preservation of natural areas such as open space, farmlands and greenbelts	30%	27	27	Much lower
	Lancaster County open space	29%	24	24	Lower
	Storm drainage	46%	34	40	Lower
	Land use, planning and zoning	17%	30	31	Much lower
Built Environment	Code enforcement (weeds, abandoned buildings, etc.)	10%	48	48	Much lower
Economy	Economic development	24%	30	31	Much lower
	County parks	36%	36	37	Much lower
Recreation and Wellness	Recreation programs or classes	37%	38	38	Much lower
	Recreation centers or facilities	34%	39	39	Much lower
Education and Enrichment	County-sponsored special events	31%	31	31	Much lower
	Public library services	63%	35	37	Lower
Community Engagement	Public information services	40%	29	31	Lower

Table 71: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	40%	31	32	Lower
Recommend living in Lancaster County to someone who asks	68%	29	32	Lower
Remain in Lancaster County for the next five years	80%	23	31	Similar
Contacted Lancaster County (in-person, phone, email or web) for help or information	49%	13	39	Similar

Table 72: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Stocked supplies in preparation for an emergency	47%	8	23	Similar
	Did NOT report a crime to the police	77%	19	25	Similar
Safety	Household member was NOT a victim of a crime	87%	22	30	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	4%	20	21	Much lower

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Carpooled with other adults or children instead of driving alone	45%	6	25	Similar
	Walked or biked instead of driving	25%	25	26	Much lower
	Made efforts to conserve water	82%	14	25	Similar
Natural Environment	Made efforts to make your home more energy efficient	85%	1	24	Higher
	Recycle at home	84%	18	30	Similar
	Did NOT observe a code violation or other hazard in Lancaster County	41%	23	25	Lower
Built Environment	NOT experiencing housing costs stress	66%	23	31	Similar
	Purchase goods or services from a business located in Lancaster County	94%	24	25	Similar
	Economy will have positive impact on income	38%	8	30	Similar
Economy	Work inside boundaries of Lancaster County	34%	21	25	Lower
	Used Lancaster County recreation centers or their services	35%	31	31	Much lower
	Visited a neighborhood park or County park	48%	32	34	Much lower
	Eat at least 5 portions of fruits and vegetables a day	81%	15	24	Similar
Recreation and Wellness	Participate in moderate or vigorous physical activity	80%	23	25	Similar
	In very good to excellent health	55%	24	25	Similar
Education and Enrichment	Used Lancaster County public libraries or their services	51%	27	28	Lower
	Attended County-sponsored event	32%	26	26	Much lower
	Campaigned or advocated for an issue, cause or candidate	27%	7	22	Similar
	Contacted Lancaster County elected officials (in-person, phone, email or web) to express your opinion	21%	6	25	Similar
	Volunteered your time to some group/activity in Lancaster County	41%	15	30	Similar
	Participated in a club	30%	12	26	Similar
	Talked to or visited with your immediate neighbors	91%	10	24	Similar
	Done a favor for a neighbor	83%	8	24	Similar
	Attended a local public meeting	35%	1	30	Higher
Community Engagement	Read or watch local news (via television, paper, computer, etc.)	88%	7	25	Similar
	Vote in local elections	90%	3	29	Similar

Communities included in custom comparisons

The communities included in Lancaster County's custom comparisons are listed below and on the following page along with their population according to the 2010 Census.

Albemarle County, VA 98,970
Alexandria city, VA 139,966
Asheville city, NC 83,393
Athens-Clarke County, GA 115,452
Auburn city, AL 53,380
Augusta CCD, GA 134,777
Baytown city, TX 71,802
Boone County, KY 118,811
Bowling Green city, KY 58,067
Broken Arrow city, OK 98,850
Cary town, NC 135,234
Chapel Hill town, NC 57,233
Charles County, MD 146,551
Clearwater city, FL 107,685
College Station city, TX 93,857
Columbia city, SC 129,272
Coral Springs city, FL 121,096
Delray Beach city, FL 60,522
Denton city, TX 113,383
Dothan city, AL 65,496
Edmond city, OK 81,405
Flower Mound town, TX 64,669

Fort Smith city, AR 86,209
Franklin city, TN 62,487
Gaithersburg city, MD 59,933
Greenville city, NC 84,554
Hampton city, VA 137,436
Hanover County, VA 99,863
High Point city, NC 104,371
James City County, VA 67,009
Johnson City city, TN 63,152
Jupiter town, FL 55,156
Lancaster County, SC 76,652
Lewisville city, TX 95,290
Longview city, TX 80,455
Lynchburg city, VA 75,568
McAllen city, TX 129,877
McKinney city, TX 131,117
Miami Beach city, FL 87,779
Missouri City city, TX 67,358
New Braunfels city, TX 57,740
North Port city, FL 57,357
North Richland Hills city, TX 63,343
Palm Coast city, FL 75,180
Pearland city, TX 91,252
Pompano Beach city, FL 99,845
Port Orange city, FL 56,048
Reston CDP, VA 58,404
Roanoke city, VA 97,032
Roanoke County, VA 92,376
Rock Hill city, SC 66,154
Rockville city, MD 61,209
Round Rock city, TX 99,887
Sanford city, FL 53,570
Sugar Land city, TX 78,817
Tamarac city, FL 60,427
Temple city, TX 66,102
The Woodlands CDP, TX 93,847
Tyler city, TX 96,900
Wilmington city, NC 106,476
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. Lancaster County funded this research. Please contact Kimberly Hill of Lancaster County at khill@lancastercountysc.net 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."

Selecting Survey Recipients

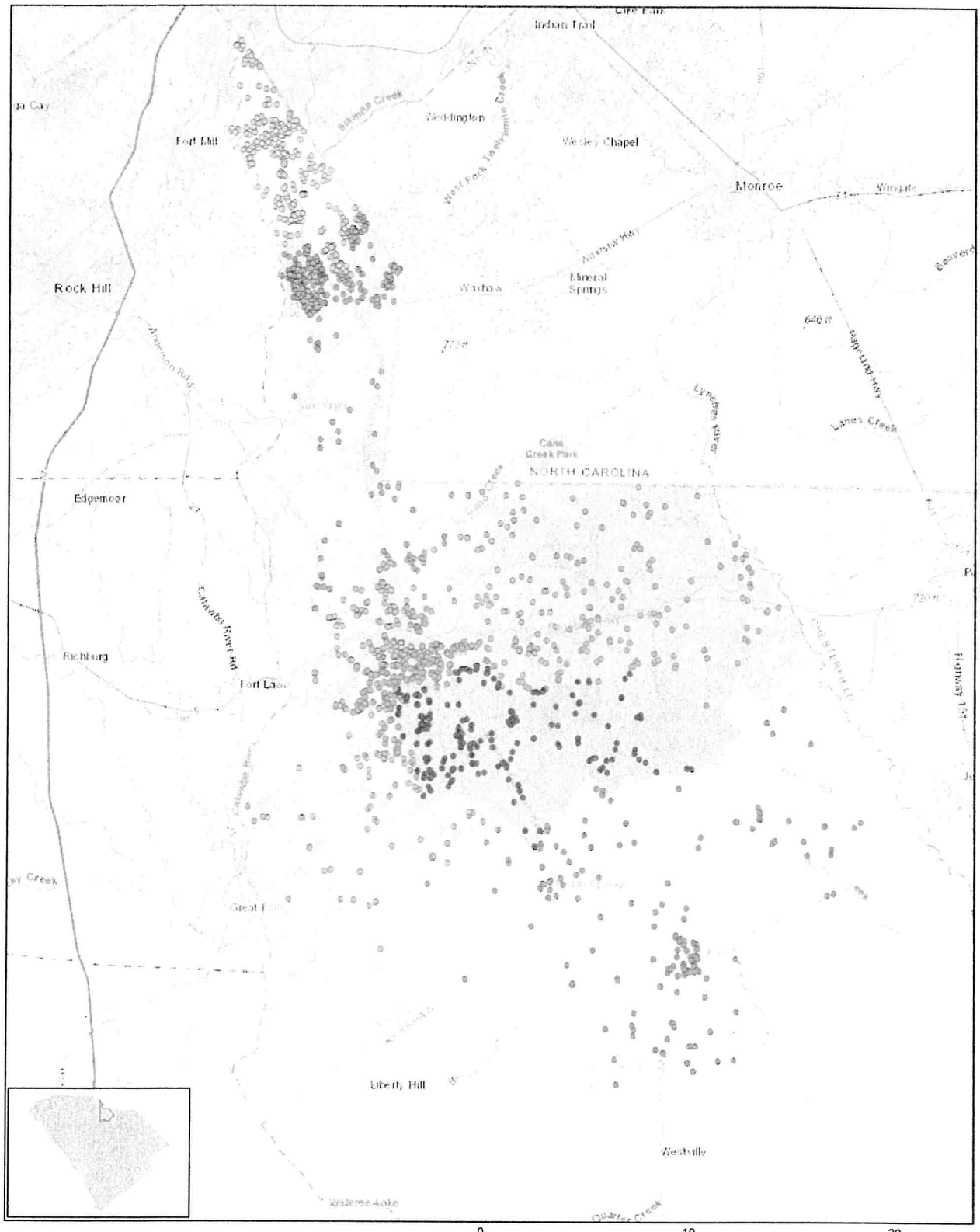
"Sampling" refers to the method by which households were chosen to receive the survey. All households within Lancaster County were eligible to participate in the survey. A list of all households within the zip codes serving Lancaster County was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve Lancaster County 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 Lancaster County boundaries were removed from consideration. Each address identified as being within County boundaries was further identified as being within one of the seven County Council Districts.

To choose the 1,800 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 selected at a higher rate 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 selected 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.

In addition to the scientific, random selection of households, a link to an online "opt-in" survey was publicized and posted to the Lancaster County website. This opt-in survey was identical to the scientific survey and open to all County residents.(The data presented in this report exclude the opt-in survey data. These data can be found in the *Supplemental Online Survey Results* provided under separate cover.)

Figure 1: Location of Survey Recipients



Survey Recipients in Lancaster County, SC

0 10 20 Miles

In District 1 · In District 2 · In District 3 · In District 4 · In District 5 · In District 6 · In District 7

District 1 · District 2 · District 3 · District 4 · District 5 · District 6 · District 7

Survey Administration and Response

Selected households received three mailings, one week apart, beginning on March 14, 2018. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the County Administrator 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. The survey was available in English. Lancaster County chose to augment their administration of The NCS with several addition services, including demographic subgroup comparisons, geographic subgroup comparisons and custom benchmark comparisons. The results of these additional services have been provided under separate cover. Completed surveys were collected over the following seven weeks. The online "opt-in" survey became available to all residents on April 18, 2018 and remained open for two weeks.

About 3% of the 1,800 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 1,745 households that received the survey, 430 completed the survey, providing an overall response rate of 25%. Of the 430 completed surveys, 23 were completed online. Additionally, responses were tracked by County Council District; response rates by Council District ranged from 17% to 33%. The response rate(s) were/was calculated using AAPOR's response rate #2[1] for mailed surveys of unnamed persons. Additionally, 38 opt-in residents completed the online opt-in survey; results of the opt-in survey can be found in the *Supplemental Online Survey Results* report provided under separate cover.

Table 73: Survey Response Rates by Area

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Overall
Total sample used	359	228	210	239	222	152	390	1,800
I=Complete Interviews	114	37	53	67	42	25	87	425
P=Partial Interviews	2	0	0	1	0	0	2	5
R=Refusal and break off	0	0	0	0	0	0	0	0
NC=Non Contact	0	0	0	0	0	0	0	0
O=Other	0	0	0	0	0	0	0	0
UH=Unknown household	0	0	0	0	0	0	0	0
UO=Unknown other	239	177	153	163	169	123	291	1,315
Response rate: (I+P)/(I+P) + (R+NC+O) + (UH+UO)	33%	17%	26%	29%	20%	17%	23%	25%

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.[2]

The margin of error for the Lancaster County survey is no greater than plus or minus five percentage points around any given percent reported for all respondents (430 completed surveys).

For subgroups of responses, the margin of error increases because the number of respondents 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

[1] See AAPOR's Standard Definitions here: http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx for more information

[2] 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.

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.

NRC used SurveyGizmo, a web-based survey and analytics platform, to collect the online survey data. Use of an online system means all collected data are entered into the dataset when the respondents submit the surveys. Skip patterns are programmed into system so respondents are automatically "skipped" to the appropriate question based on the individual responses being given. Online programming also allows for more rigid control of the data format, making extensive data cleaning unnecessary.

A series of quality control checks were also performed in order to ensure the integrity of the web data. Steps may include and not be limited to reviewing the data for clusters of repeat IP addresses and time stamps (indicating duplicate responses) and removing empty submissions (questionnaires submitted with no questions answered).

Survey Data Weighting

The demographic characteristics of the survey respondents were compared to those found in the 2010 Census and American Community Survey estimates for adults in Lancaster County. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting housing tenure (rent or own), housing unit type, race, ethnicity, sex and age. No adjustments were made for design effects. The results of the weighting scheme are presented in the following table.

Table 74: Lancaster County, SC 2018 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	24%	9%	20%
Own home	76%	91%	80%
Detached unit*	89%	89%	90%
Attached unit*	11%	11%	10%
Race and Ethnicity			
White	75%	87%	79%
Not white	25%	13%	21%
Not Hispanic	96%	98%	97%
Hispanic	4%	2%	3%
Sex and Age			
Female	53%	53%	55%
Male	47%	47%	45%
18-34 years of age	26%	5%	18%
35-54 years of age	36%	19%	38%
55+ years of age	38%	76%	44%
Females 18-34	13%	3%	11%
Females 35-54	19%	10%	20%
Females 55+	21%	39%	24%
Males 18-34	12%	1%	7%
Males 35-54	18%	9%	18%
Males 55+	17%	37%	19%
Council Districts			
District 1	21%	27%	17%
District 2	11%	9%	11%
District 3	12%	12%	12%
District 4	12%	16%	17%
District 5	12%	10%	12%
District 6	10%	6%	8%
District 7	21%	21%	23%

* American Community Survey 2011 5-year estimates

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. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

The data for the opt-in survey are presented separately in the report titled *Supplemental Online Survey Results*.

Appendix D: Survey Materials

Dear Lancaster County Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better community!

Sincerely,

Steve Willis
County Administrator

Dear Lancaster County Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better community!

Sincerely,

Steve Willis
County Administrator

Dear Lancaster County Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better community!

Sincerely,

Steve Willis
County Administrator

Dear Lancaster County Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better community!

Sincerely,

Steve Willis
County Administrator

Lancaster County
South Carolina

101 N. Main Street
P.O. Box 1809
Lancaster SC 29721-1809

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94

Lancaster County
South Carolina

101 N. Main Street
P.O. Box 1809
Lancaster SC 29721-1809

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94

Lancaster County
South Carolina

101 N. Main Street
P.O. Box 1809
Lancaster SC 29721-1809

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94

Lancaster County
South Carolina

101 N. Main Street
P.O. Box 1809
Lancaster SC 29721-1809

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94

Lancaster County
South Carolina

Dear Lancaster County Resident:

Please help us shape the future of Lancaster County! You have been selected at random to participate in the 2018 Lancaster County Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Lancaster County make decisions that affect our community.

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

  http://bit.ly/2tmzSY8

If you have any questions about the survey please 803-416-9508.

Thank you for your time and participation!

Sincerely,

Steve Willis
County Administrator

101 N. Main Street, P.O. Box 1809, Lancaster SC 29721-1809 (803)-285-1565
www.mylancastersc.org

Lancaster County
South Carolina

Dear Lancaster County Resident:

Here's a second chance if you haven't already responded to the 2018 Lancaster County Citizen Survey! **(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)**

Please help us shape the future of Lancaster County! You have been selected at random to participate in the 2018 Lancaster County Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Lancaster County make decisions that affect our community.

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

  http://bit.ly/2tmzSY8

If you have any questions about the survey please call 803-416-9508.

Thank you for your time and participation!

Sincerely,

Steve Willis
County Administrator

101 N. Main Street, P.O. Box 1809, Lancaster SC 29721-1809 (803)-285-1565
www.mylancastersc.org

The Lancaster County 2018 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in Lancaster County:

	Excellent	*Good*	*Fair*	*Poor*	*Don't know*
Lancaster County as a place to live	1	2	3	4	5
Your neighborhood as a place to live	1	2	3	4	5
Lancaster County as a place to raise children	1	2	3	4	5
Lancaster County as a place to work	1	2	3	4	5
Lancaster County as a place to visit	1	2	3	4	5
Lancaster County as a place to retire	1	2	3	4	5
The overall quality of life in Lancaster County	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Lancaster County as a whole:

	Excellent	*Good*	*Fair*	*Poor*	*Don't know*
Overall feeling of safety in Lancaster County	1	2	3	4	5
Overall ease of getting to the places you usually have to visit	1	2	3	4	5
Quality of overall natural environment in Lancaster County	1	2	3	4	5
Overall "built environment" of Lancaster County (including overall design, buildings, parks and transportation systems)	1	2	3	4	5
Health and wellness opportunities in Lancaster County	1	2	3	4	5
Overall opportunities for education and enrichment	1	2	3	4	5
Overall economic health of Lancaster County	1	2	3	4	5
Sense of community	1	2	3	4	5
Overall image or reputation of Lancaster County	1	2	3	4	5

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*
Recommend living in Lancaster County to someone who asks	1	2	3	4	5
Remain in Lancaster County for the next five years	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	Very safe	*Somewhat safe*	*Neither safe nor unsafe*	*Somewhat unsafe*	*Very unsafe*	*Don't know*
In your neighborhood during the day	1	2	3	4	5	6
In Lancaster County's downtown/commercial areas during the day	1	2	3	4	5	6

5. Please rate each of the following characteristics as they relate to Lancaster County as a whole:

	Excellent	*Good*	*Fair*	*Poor*	*Don't know*
Traffic flow on major streets	1	2	3	4	5
Ease of public parking	1	2	3	4	5
Ease of travel by car in Lancaster County	1	2	3	4	5
Ease of travel by public transportation in Lancaster County	1	2	3	4	5
Ease of travel by bicycle in Lancaster County	1	2	3	4	5
Ease of walking in Lancaster County	1	2	3	4	5
Availability of paths and walking trails	1	2	3	4	5
Air quality	1	2	3	4	5
Cleanliness of Lancaster County	1	2	3	4	5
Overall appearance of Lancaster County	1	2	3	4	5
Public places where people want to spend time	1	2	3	4	5
Variety of housing options	1	2	3	4	5
Availability of affordable quality housing	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.)	1	2	3	4	5
Recreational opportunities	1	2	3	4	5
Availability of affordable quality food	1	2	3	4	5
Availability of affordable quality health care	1	2	3	4	5
Availability of preventive health services	1	2	3	4	5
Availability of affordable quality mental health care	1	2	3	4	5

6. Please rate each of the following characteristics as they relate to Lancaster County as a whole:

	Excellent	*Good*	*Fair*	*Poor*	*Don't know*
Availability of affordable quality child care/preschool	1	2	3	4	5
K-12 education	1	2	3	4	5
Adult educational opportunities	1	2	3	4	5
Opportunities to attend cultural/arts/music activities	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Cost of living in Lancaster County	1	2	3	4	5
Overall quality of business and service establishments in Lancaster County	1	2	3	4	5
Vibrant downtown/commercial area	1	2	3	4	5
Overall quality of new development in Lancaster County	1	2	3	4	5
Opportunities to participate in social events and activities	1	2	3	4	5
Opportunities to volunteer	1	2	3	4	5
Opportunities to participate in community matters	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds	1	2	3	4	5
Neighborliness of residents in Lancaster County	1	2	3	4	5

7. Please indicate whether or not you have done each of the following in the last 12 months.

	No	*Yes*
Made efforts to conserve water	1	2
Made efforts to make your home more energy efficient	1	2
Observed a code violation or other hazard in Lancaster County (weeds, abandoned buildings, etc.)	1	2
Household member was a victim of a crime in Lancaster County	1	2
Reported a crime to the police in Lancaster County	1	2
Stocked supplies in preparation for an emergency	1	2
Campaigned or advocated for an issue, cause or candidate	1	2
Contacted Lancaster County (in-person, phone, email or web) for help or information	1	2
Contacted Lancaster County elected officials (in-person, phone, email or web) to express your opinion	1	2

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 Lancaster County?

	2 times a week or more	*2-4 times a month*	*Once a month or less*	*Not at all*
Used Lancaster County recreation centers or their services	1	2	3	4
Visited a neighborhood park or County park	1	2	3	4
Used Lancaster County public libraries or their services	1	2	3	4
Attended a County-sponsored event	1	2	3	4
Used bus or other public transportation instead of driving	1	2	3	4
Carpooled with other adults or children instead of driving alone	1	2	3	4
Walked or biked instead of driving	1	2	3	4
Volunteered your time to some group/activity in Lancaster County	1	2	3	4
Participated in a club	1	2	3	4
Talked to or visited with your immediate neighbors	1	2	3	4
Done a favor for a neighbor	1	2	3	4

9. Thinking about local public meetings (of local elected officials like City Council or County Council, 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*
Attended a local public meeting	1	2	3	4

The National Citizen Survey™ • © 2001-2018 National Research Center, Inc.

The Lancaster County 2018 Citizen Survey

10. Please rate the quality of each of the following services in Lancaster County:

	Excellent	*Good*	*Fair*	*Poor*	*Don't know*
Police/Sheriff services	1	2	3	4	5
Fire services	1	2	3	4	5
Ambulance or emergency medical services	1	2	3	4	5
Crime prevention	1	2	3	4	5
Fire prevention and education	1	2	3	4	5
Traffic enforcement	1	2	3	4	5
Street repair	1	2	3	4	5
Street cleaning	1	2	3	4	5
Street lighting	1	2	3	4	5
Snow removal	1	2	3	4	5
Sidewalk maintenance	1	2	3	4	5
Bus or transit services	1	2	3	4	5
Garbage collection	1	2	3	4	5
Recycling	1	2	3	4	5
Storm drainage	1	2	3	4	5
County parks	1	2	3	4	5
Recreation programs or classes	1	2	3	4	5
Recreation centers or facilities	1	2	3	4	5
Land use, planning and zoning	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.)	1	2	3	4	5
Animal control	1	2	3	4	5
Economic development	1	2	3	4	5
Public library services	1	2	3	4	5
Public information services	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	1	2	3	4	5
Preservation of natural areas such as open space, farmlands and greenbelts	1	2	3	4	5
Lancaster County open space	1	2	3	4	5
County-sponsored special events	1	2	3	4	5
Overall customer service by Lancaster County employees (police, receptionists, planners, etc.)	1	2	3	4	5

11. Overall, how would you rate the quality of the services provided by each of the following?

	Excellent	*Good*	*Fair*	*Poor*	*Don't know*
Lancaster County	1	2	3	4	5
The Federal Government	1	2	3	4	5

12. Please rate the following categories of Lancaster County government performance:

	Excellent	*Good*	*Fair*	*Poor*	*Don't know*
The value of services for the taxes paid to Lancaster County	1	2	3	4	5
The overall direction that Lancaster County is taking	1	2	3	4	5
The job Lancaster County government does at welcoming citizen involvement	1	2	3	4	5
Overall confidence in Lancaster County government	1	2	3	4	5
Generally acting in the best interest of the community	1	2	3	4	5
Being honest	1	2	3	4	5
Treating all residents fairly	1	2	3	4	5

13. Please rate how important, if at all, you think it is for the Lancaster County community to focus on each of the following in the coming two years:

	Essential	*Very important*	*Somewhat important*	*Not at all important*
Overall feeling of safety in Lancaster County	1	2	3	4
Overall ease of getting to the places you usually have to visit	1	2	3	4
Quality of overall natural environment in Lancaster County	1	2	3	4
Overall "built environment" of Lancaster County (including overall design, buildings, parks and transportation systems)	1	2	3	4
Health and wellness opportunities in Lancaster County	1	2	3	4
Overall opportunities for education and enrichment	1	2	3	4
Overall economic health of Lancaster County	1	2	3	4
Sense of community	1	2	3	4

The National Citizen Survey™ • © 2001-2018 National Research Center, Inc.

The Lancaster County 2018 Citizen Survey

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

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*
Recycle at home	1	2	3	4	5
Purchase goods or services from a business located in Lancaster County	1	2	3	4	5
Eat at least 5 portions of fruits and vegetables a day	1	2	3	4	5
Participate in moderate or vigorous physical activity	1	2	3	4	5
Read or watch local news (via television, paper, computer, etc.)	1	2	3	4	5
Vote in local elections	1	2	3	4	5

D2. Would you say that in general your health is:
O Excellent O Very good O Good O Fair O Poor

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:
O Very positive O Somewhat positive O Neutral O Somewhat negative O Very negative

D4. What is your employment status?
O Working full time for pay
O Working part time for pay
O Unemployed, looking for paid work
O Unemployed, not looking for paid work
O Fully retired

D5. Do you work inside the boundaries of Lancaster County?
O Yes, outside the home
O Yes, from home
O No

D6. How many years have you lived in Lancaster County?
O Less than 2 years O 11-20 years
O 2-5 years O More than 20 years
O 6-10 years

D7. Which best describes the building you live in?
O One family house detached from any other houses
O Building with two or more homes (duplex, townhome, apartment or condominium)
O Mobile home
O Other

D8. Is this house, apartment or mobile home...
O Rented
O Owned

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)?
O Less than $300 per month
O $300 to $599 per month
O $600 to $999 per month
O $1,000 to $1,499 per month
O $1,500 to $2,499 per month
O $2,500 or more per month

D10. Do any children 17 or under live in your household?
O No O Yes

D11. Are you or any other members of your household aged 65 or older?
O No O Yes

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.)
O Less than $25,000
O $25,000 to $49,999
O $50,000 to $99,999
O $100,000 to $149,999
O $150,000 or more

Please respond to both questions D13 and D14:

D13. Are you Spanish, Hispanic or Latino?
O No, not Spanish, Hispanic or Latino
O Yes, I consider myself to be Spanish, Hispanic or Latino

D14. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)
O American Indian or Alaskan Native
O Asian, Asian Indian or Pacific Islander
O Black or African American
O White
O Other

D15. In which category is your age?
O 18-24 years O 55-64 years
O 25-34 years O 65-74 years
O 35-44 years O 75 years or older
O 45-54 years

D16. What is your sex?
O Female O Male

D17. Do you consider a cell phone or land line your primary telephone number?
O Cell O Land line O Both

Thank you for completing this survey. Please return the completed survey in the postage-paid envelope to: National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502

Lancaster County
South Carolina

101 N. Main Street
P.O. Box 1809
Lancaster SC 29721-1809

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO.94