

2020 Residents Survey

Survey responses collected October 23, 2020 – December 18, 2020

*****524 Unique Responses*****

Survey was available as electronic and paper forms



Survey Responses

- **Survey was available from Oct 23 – Dec 18, 2020**
- **537 responses**
 - 13 exact duplicates; 524 unique responses
 - 200 more than 2017 survey
- **Survey was available in both paper and electronic form**
 - Electronic form – 516 respondents
 - Paper form – 8 respondents
- **Questions**
 - 12 required questions (electronic form)
 - 1 optional question
- **Space for additional comments and to leave contact information if questions for staff**



2020 FLUVANNA COUNTY RESIDENTS SURVEY

(Once completed, please fold and drop in the mail.
Completed surveys will be collected until 5:00pm, Dec 18, 2020.)

Let your voice be heard! The Board of Supervisors values resident engagement and would like your input. Please take a few minutes to respond to the following questions about County services and key issues. Your opinions are important and help inform the budget process and strategic planning.

1. What is your age?	<input type="checkbox"/> Under 18 <input type="checkbox"/> 18-34 <input type="checkbox"/> 35-49 <input type="checkbox"/> 50-64 <input type="checkbox"/> 65+				
2. What is your gender?	<input type="checkbox"/> Female <input type="checkbox"/> Male <input type="checkbox"/> Other <input type="checkbox"/> No Response				
3a. What is your race?	<input type="checkbox"/> American Indian or Alaska Native <input type="checkbox"/> Asian <input type="checkbox"/> Black or African American <input type="checkbox"/> White <input type="checkbox"/> Multi-racial <input type="checkbox"/> Other <input type="checkbox"/> Native Hawaiian or other Pacific Islander				
3b. If you chose "other" above, what is your preferred racial identity?					
3c. What is your ethnicity? (For example, hispanic or latino, or country of origin.)					
4. How long have you lived in Fluvanna County?	<input type="checkbox"/> Less than 5 years <input type="checkbox"/> 5-10 years <input type="checkbox"/> 11-20 years <input type="checkbox"/> More than 20 years				
5. In which Fluvanna County Voting District do you live?	<input type="checkbox"/> Columbia <input type="checkbox"/> Cunningham <input type="checkbox"/> Fork Union <input type="checkbox"/> Palmyra <input type="checkbox"/> Rivanna <input type="checkbox"/> Not Sure <input type="checkbox"/> Not a County resident				
6. I prefer to receive County news and notifications by: (check all that apply)	<input type="checkbox"/> Email <input type="checkbox"/> Postal Mail <input type="checkbox"/> Facebook <input type="checkbox"/> Twitter <input type="checkbox"/> Other _____ <input type="checkbox"/> I do not have access to the internet at my home.				
7. Please rate Fluvanna County as a place to:	Poor	Fair	Good	Excellent	Don't Know
a. Learn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Play	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Raise Children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Retire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Run a Business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Shop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Survey Questions – Response Required

- 1. What is your age?
- 2. What is your gender?
- 3a. What is your race?
- 3b. If you chose “other” above, what is your preferred racial identity?
- 3c. What is your ethnicity? (For example, Hispanic or latino, or county of origin?)
- 4. How long have you lived in Fluvanna County?
- 5. In which Fluvanna County Voting District do you live?
- 6. I prefer to receive County news and notifications by:
 - a) Email b) Postal Mail c) Facebook d) Twitter e) Other
 - f) I do not have access to the internet at my home.
- 7. Please rate Fluvanna County as a place to: (Poor, Fair, Good, Excellent, Don’t Know)
 - a) Learn b) Live c) Play d) Raise Children e) Retire
 - f) Run a Business g) Shop h) Work
- 8. Please rate the quality of each of the following Fluvanna County services: (Poor, Fair, Good, Excellent, Don’t Know)
 - a. Ambulance & Emergency Medical Services
 - b. Animal Control
 - c. Attraction of new business
 - d. Code Enforcement
 - e. County-sponsored special events
 - f. Cultural Experiences
 - g. Customer service provided by County Employees
 - h. Ease of paying for County services online
 - i. Fire Services
 - j. Health services
 - k. Human and Social services
 - l. K-12 Education
 - m. Land use, planning, & zoning
 - n. Library Services
 - o. Online access to County services
 - p. Overall quality of County services
 - q. Parks and Recreation Programming
 - r. Public Safety
 - s. Recreation areas & facilities
 - t. Senior services
 - u. Support for local businesses

- 9. Please rate the following categories of Fluvanna County government performance: (Poor, Fair, Good, Excellent, Don’t Know)
 - a) Providing value of services for the taxes paid to Fluvanna County
 - b) Welcoming citizen engagement
 - c) Being transparent in decision-making process
 - d) Acting in the best interest of the community, generally
 - e) Providing opportunities to serve on local boards, commissions, and committees
 - f) Being honest
 - g) Treating all residents fairly
- 10. Overall confidence in Fluvanna County government? (Poor, Fair, Good, Excellent, Don’t Know)
- 11. Which one of the following best characterizes Fluvanna County?
 - a) Moving in the Right Direction
 - b) At a Standstill
 - c) Moving in the Wrong Direction
 - d) Don’t Know
- 12. What is the most important issue facing Fluvanna County in the next five years?
- 13. In your opinion, what is the most important issue facing Fluvanna County in next five years?

Additional Comments

If you have additional questions for Fluvanna County Staff, please use the space below. Please leave your name, phone number, and/or email address so that we may contact you.



Survey Questions – Response Optional

- **The following questions were proposed at the request of the Library of Virginia to help local libraries prepare their strategic Five Year Plan.**

(The questions were worded slightly differently on the paper form.)

- **Electronic Form**

13a. What kind of community do you want to live in?

13b. Why is that type of community important to you?

13c. How is your ideal community different from how you see things now?

13d. What are some things that need to change to create the kind of community you'd like?

- **Paper Form**

1. What kind of community do you want to live in? What is that important to you?

2. How is that community from how you see things now?

3. What are some things that need to change to create the kind of community you'd like?

- **Space was also allotted for Additional Comments and for respondents to provide Name and Contact information.**



Demographic Data



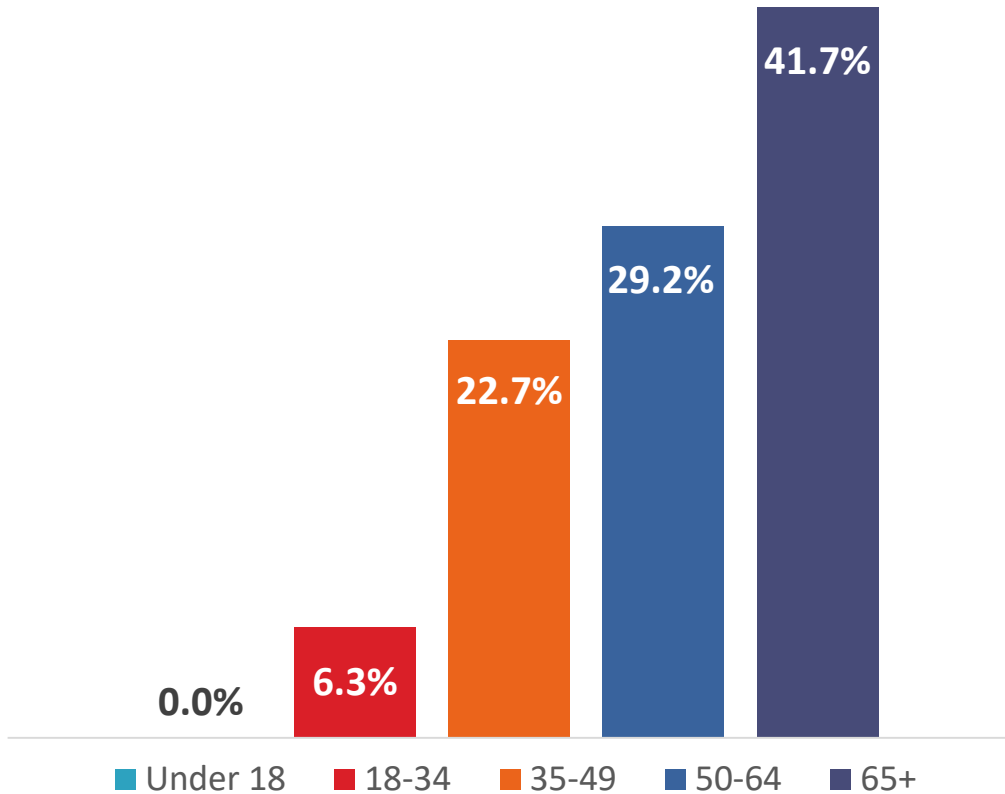
Demographic Questions

- 1. What is your age?**
- 2. What is your gender?**
- 3a. What is your race?**
- 3b. If you chose “other” above, what is your preferred racial identity? (*optional*)**
- 3c. What is your ethnicity? (For example, Hispanic or latino, or county of origin?)**
- 4. How long have you lived in Fluvanna County?**
- 5. In which Fluvanna County Voting District do you live?**

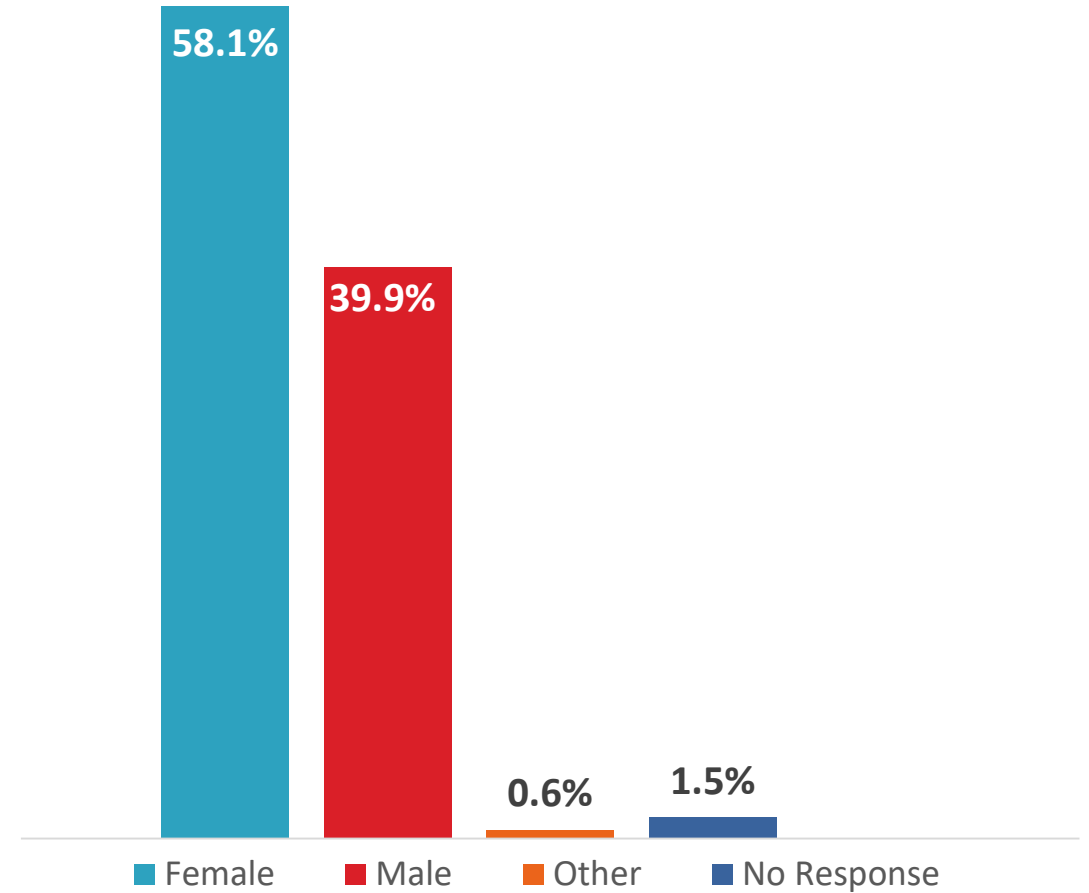


Respondent Demographic Data

Q1. What is your age?



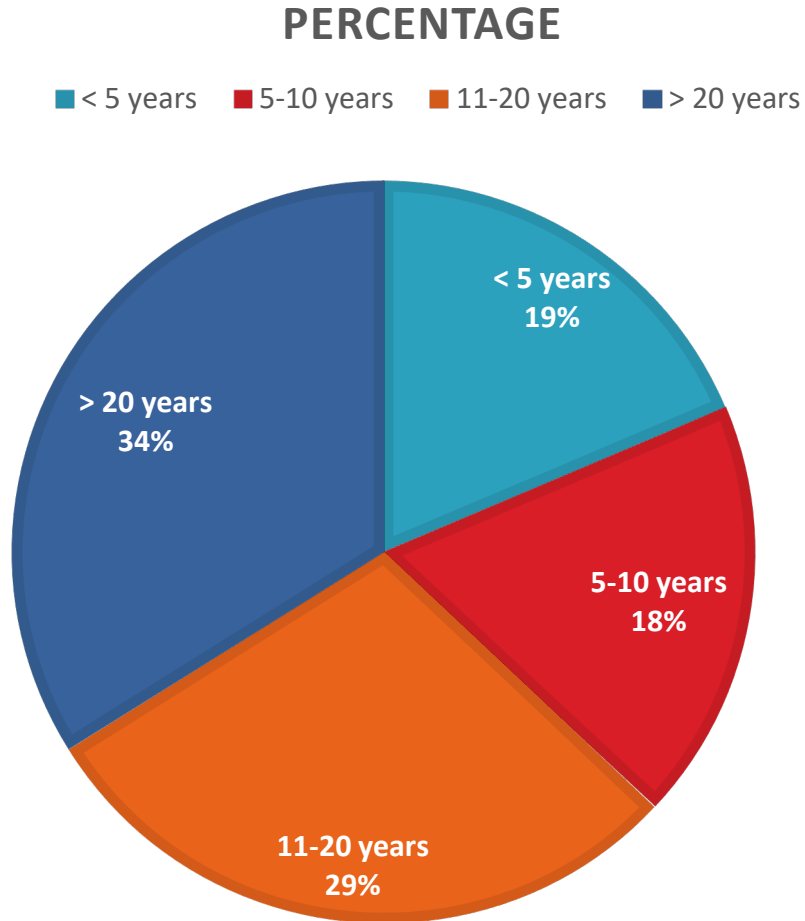
Q2. What is your gender?



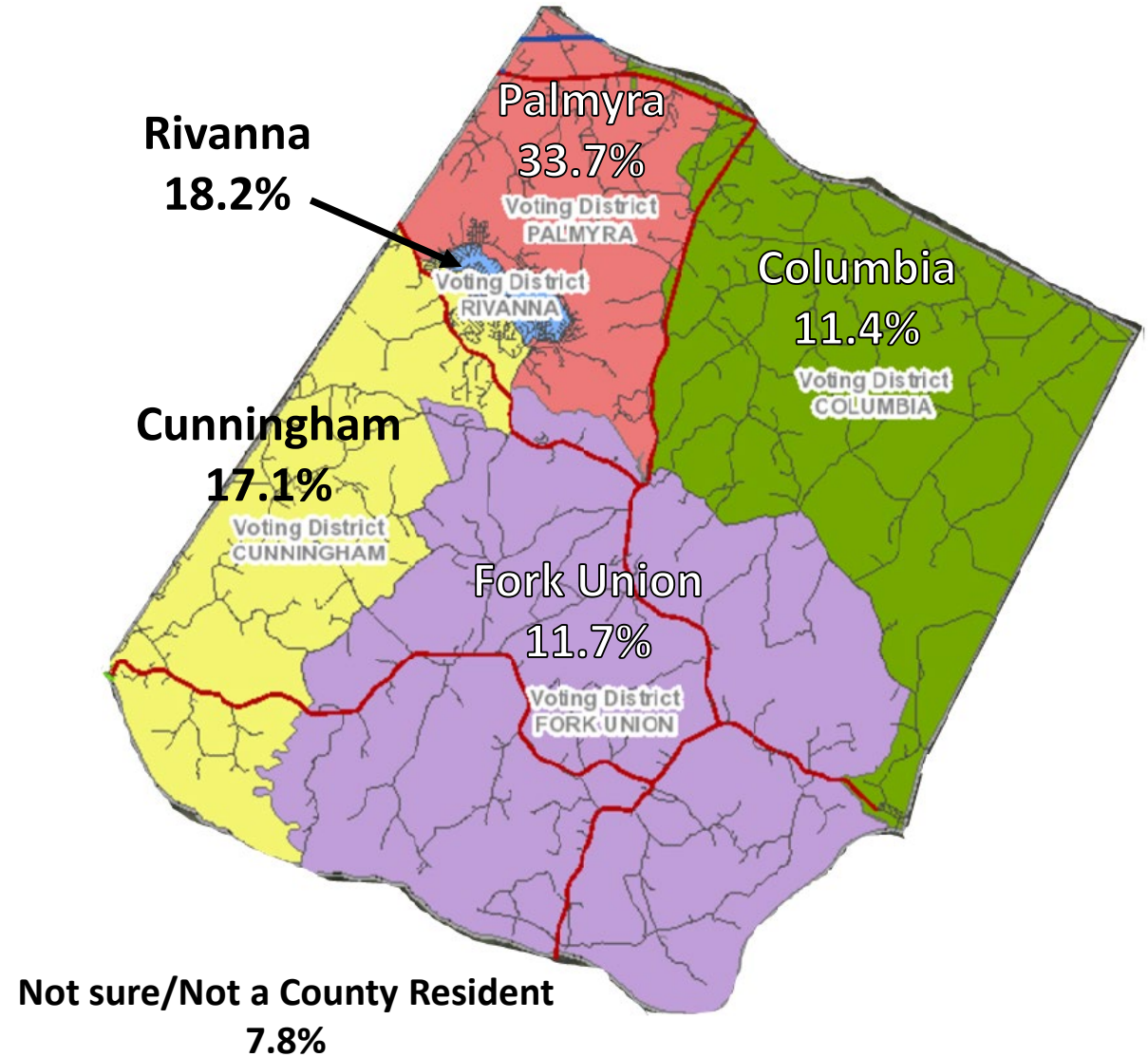


Respondent Demographic Data

Q4. How long have you lived in Fluvanna County?



Q5. In which Fluvanna County Voting District do you live?





3a. What is your race?

- American Indian or Alaska Native
- American Indian or Alaska Native, Asian, Black or African American, Multiracial, Native Hawaiian or Other Pacific Islander, White, Prefer not to say, Other
- American Indian or Alaska Native, Multiracial, White
- Asian, White
- Black or African American
- Black or African American, Multiracial, White
- Multiracial
- Other
- Prefer not to say
- Prefer not to say, Other
- White
- White, Other

Categories

- American Indian or Alaska Native
- Asian
- Black or African American
- Multiracial
- Native Hawaiian or other Pacific Islander
- White
- Other

A better way to ask....

Which of the following best describes you?

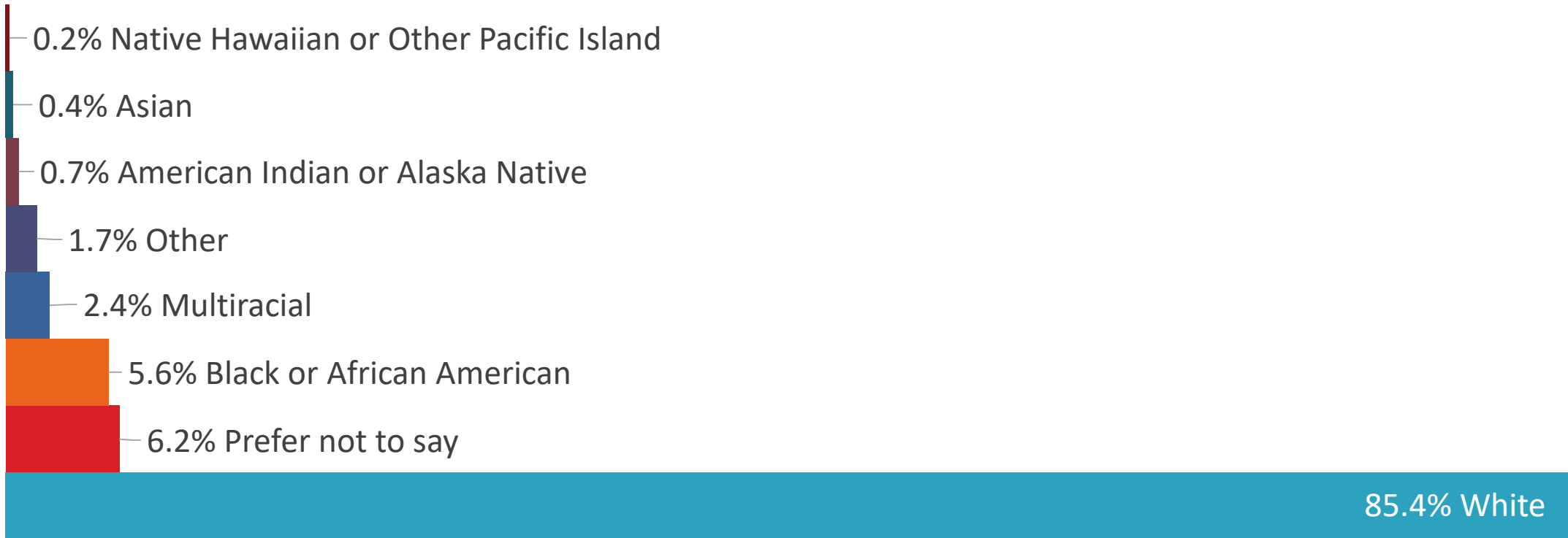
Please select one answer.

- Asian or Pacific Islander
- Black or African American
- Hispanic or Latino
- Native American or Alaskan Native
- White or Caucasian
- Multiracial or Biracial
- A race/ethnicity not listed here

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Q3a. What is your race?



>100% - Many respondents checked multiple boxes



3b. If you chose "other" above, what is your preferred racial identity? (13 responses)¹

3c. What is your ethnicity? (153 responses)

- "caucasian"
- ?
- African America
- African American
- African-American
- Again look at 3b
- America
- American (Scots-Irish)
- American Black
- American citizen
- American of British descent.
- American of German descent
- American!
- Ancestors are from Great Britain
- Anglo Swedish!
- Anglo! (Swedish and English)
- Anglosaxon
- Anglo-Saxon
- Anglo-Saxon/Italian
- Austrian/ German/Scandinavian
- Baptist
- Black
- Blank
- Born in America - Russian Polish
- Born in Japan
- born in the united states
- British British-German
- Brown
- Cajun
- Canada
- Canadian
- Caucasian
- Caucasian/German
- Cuban American/Latino
- Does not apply
- Does not matter
- Dutch and German
- Eastern Europe
- Eastern European
- England
- english, irish, scottish, german, mutt
- English, Italian, German
- English/ German
- English-Italian
- Europe
- European
- European 200+ yr in USA
- European American
- European white
- First-generation Italian on mother's side
- French
- French, German, English, Irish
- From Cunningham
- German
- German and Scots Irish
- German and Welsh
- German, English and Scot
- German, French, English
- German, Irish, British, French
- German, Swiss and English
- German/English
- German/English/French
- german/irish
- German/Irish/English/dutch
- German
- Greek
- Greek-American
- Hispanic
- Hispanic or Latino
- Home grown
- huh?
- Human
- Hungarian & Italian
- Hungary
- I would prefer we stop addressing our ethnicity
- indigenous
- Ireland
- Irish
- Irish American
- Irish/English, Italian, Swedish, Norwegian, Scottish
- ITALIAN
- Italian American
- Italian Irish decent
- jewish/norwegian
- Latina
- Lithuanian
- Maybe England, Germany, France.
- Mexican
- Mixed
- Mostly English
- Multiracial American
- n/a
- Nigeria
- No idea
- Non Hispanic
- None
- non-hispanic
- non-latino
- North Africa
- North american
- North European
- Northern European
- Not Hispanic
- Not important - this is a racist question
- Not of latino or hispanic ethnicity
- Not sure what you are looking for. Caucasian? Fluvannian?
- NOYB
- Palmyra
- Polish
- Polish American
- Portugal
- Portuguese, Sicilian, Irish
- prefer not to answer
- Proud to be an American!
- Richmonder
- Russia
- Russian - 3 generations ago
- Scotch/irish
- Scotland
- Scots Irish and German
- Scottish
- Scottish, Polish, german
- Scottish/Irish
- should not be required
- Swedish
- Swedish, German
- Swiss
- That is my business.
- U.S.
- U.S. native; caucasian
- u.s.a.
- UNACCEPTABLE QUESTION
- united states
- United states of America
- unknown
- US
- Us citizen
- USA
- USA - Non-hispanic, non-latino
- Various
- vIRGINIA
- WASP
- Western Europe
- WWestern European
- White
- hite American
- White Anglo Saxon
- White Caucasian
- White US
- White us
- White, not Hispanic
- White-Northern European
- Who knows, it's been 200 years (Irish & English I think)
- X

3b. If you chose "other" above, what is your preferred racial identity?

- Black
- German
- german
- Half Marathon
- Human
- Human
- I'd prefer we stop addressing our race
- Latino
- N/A
- Native American
- This is a pointless question and shouldn't be on any questionnaire.
- White

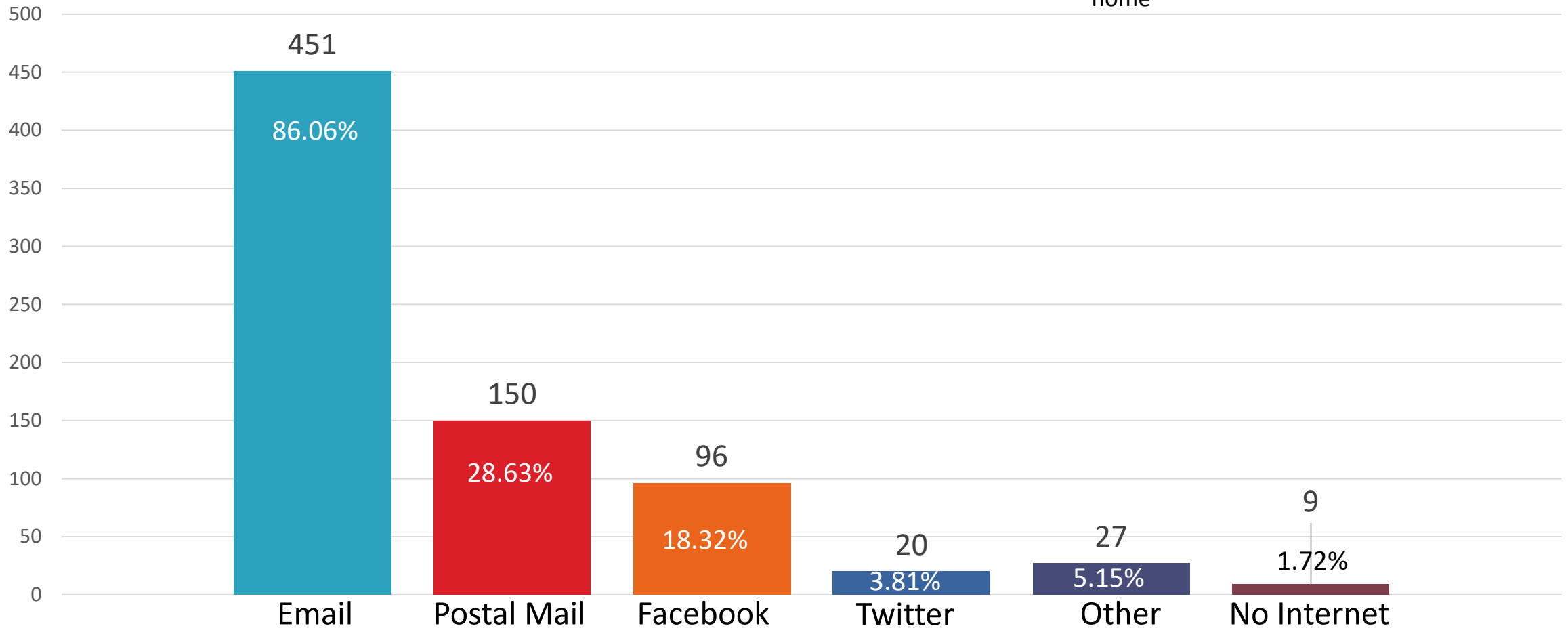


Quality of Life



6. I prefer to receive County news and notifications by: (524 respondents)

- Email
- Facebook
- Other
- Postal mail
- Twitter
- I do not have access to the internet at my home





7. Please rate Fluvanna County as a place to: (Don't know, Excellent, Fair, Good, Poor)

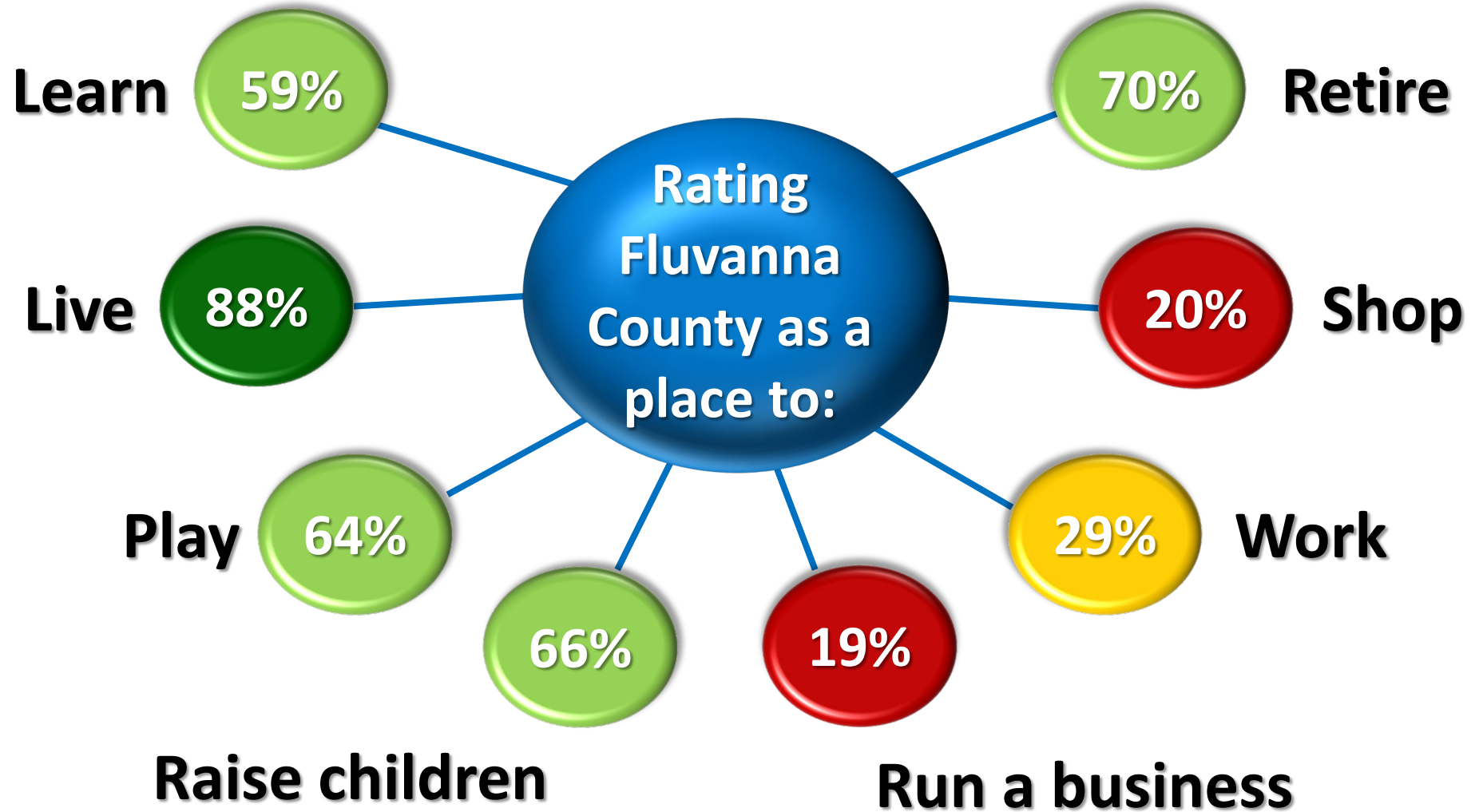
- | | | |
|--------------------------------|---|---|
| <input type="checkbox"/> Learn | <input type="checkbox"/> Raise children | <input type="checkbox"/> run a business |
| <input type="checkbox"/> Live | <input type="checkbox"/> Retire | <input type="checkbox"/> shop |
| <input type="checkbox"/> Play | | <input type="checkbox"/> work |

8. Please rate the quality of each of the following Fluvanna County services: (Don't know, Excellent, Fair, Good, Poor)

- | | | |
|--|--|---|
| <input type="checkbox"/> Ambulance and emergency medical services | <input type="checkbox"/> Ease of paying for County services online | <input type="checkbox"/> Online access to County services |
| <input type="checkbox"/> Animal control | <input type="checkbox"/> Fire services | <input type="checkbox"/> Overall quality of County services |
| <input type="checkbox"/> Attraction of new businesses | <input type="checkbox"/> Health services | <input type="checkbox"/> Parks & Recreation programming |
| <input type="checkbox"/> Code enforcement | <input type="checkbox"/> Human and social services | <input type="checkbox"/> Public Safety |
| <input type="checkbox"/> County-sponsored special events | <input type="checkbox"/> K-12 Education | <input type="checkbox"/> Recreation areas and facilities |
| <input type="checkbox"/> Cultural Experiences | <input type="checkbox"/> Land use, planning, & zoning | <input type="checkbox"/> Senior services |
| <input type="checkbox"/> Customer service provided by County employees | <input type="checkbox"/> Library services | <input type="checkbox"/> Support for local businesses |



Q7. Rating Fluvanna County as a place to:



"Good / Excellent" Ratings

■ 75% or Higher

■ 50% to 74%

■ 25% to 49%

■ 24% or Lower



2017 vs 2020 Quality of Life in Fluvanna County



"Good / Excellent" Ratings



75% or Higher



50% to 74%



25% to 49%



24% or Lower



Q8. Rating County Services – “good/excellent”

75% or Higher

50% to 74%

75.38%	Library services
71.76%	Public safety
66.22%	Recreation areas and facilities
65.46%	Overall quality of County services
62.21%	Fire services
62.02%	Customer service provided by County employees
61.26%	Ambulance and emergency medical services
61.26%	Parks & Recreation programming
56.87%	Online access to County services
52.29%	County-sponsored special events

25% to 49%

48.66%	Ease of paying for County services online
46.18%	K-12 education
44.08%	Health services
41.60%	Animal Control
37.21%	Support for local businesses
33.97%	Cultural experiences
32.82%	Human and social services
31.68%	Senior services
31.30%	Code Enforcement
30.92%	Land use, planning, and zoning
14.40%	Attraction of new businesses

24% or Lower



Q8. Rating County Services

Countywide Totals

	Ambulance and Emergency Medical Services		Animal Control		Code Enforcement		Public Safety		Support for local businesses		Fire Services		Health Services		Human and Social Services		K-12 Education		Library Services	
Don't know	119	22.71%	172	32.82%	180	34.35%	54	10.31%	139	26.53%	132	25.19%	127	24.24%	214	40.84%	154	29.39%	63	12.02%
Excellent	150	28.63%	42	8.02%	26	4.96%	151	28.82%	52	9.92%	165	31.49%	65	12.40%	38	7.25%	65	12.40%	238	45.42%
Fair	62	11.83%	101	19.27%	127	24.24%	78	14.89%	114	21.76%	52	9.92%	127	24.24%	105	20.04%	95	18.13%	56	10.69%
Good	171	32.63%	176	33.59%	138	26.34%	225	42.94%	143	27.29%	161	30.73%	166	31.68%	134	25.57%	177	33.78%	157	29.96%
Poor	22	4.20%	33	6.30%	53	10.11%	16	3.05%	76	14.50%	14	2.67%	39	7.44%	33	6.30%	33	6.30%	10	1.91%
	524	100.00%	524	100.00%	524	100.00%	524	100.00%	524	100.00%	524	100.00%	524	100.00%	524	100.00%	524	100.00%	524	100.00%
	Parks & Recreation Programming		Land Use, Planning, and Zoning		Recreation Areas and Facilities		Senior Services		County- sponsored special events		Online access to County services		Ease of paying for County services online		Customer service provided by County employees		County services: [Overall quality of County services		Cultural Experiences/ Services	
Don't know	72	13.74%	120	22.90%	36	6.87%	207	39.50%	55	10.50%	77	14.69%	94	17.94%	71	13.55%	43	8.21%	67	12.79%
Excellent	114	21.76%	35	6.68%	137	26.15%	44	8.40%	61	11.64%	104	19.85%	95	18.13%	126	24.05%	88	16.79%	23	4.39%
Fair	97	18.51%	162	30.92%	108	20.61%	102	19.47%	144	27.48%	119	22.71%	116	22.14%	95	18.13%	108	20.61%	172	32.82%
Good	207	39.50%	127	24.24%	210	40.08%	122	23.28%	213	40.65%	194	37.02%	160	30.53%	199	37.98%	255	48.66%	155	29.58%
Poor	34	6.49%	80	15.27%	33	6.30%	49	9.35%	51	9.73%	30	5.73%	59	11.26%	33	6.30%	30	5.73%	107	20.42%
	524	100.00%	524	100.00%	524	100.00%	524	100.00%	524	100.00%	524	100.00%	524	100.00%	524	100.00%	524	100.00%	524	100.00%
	Attraction of new businesses																			
Don't know	100	19.08%																		
Excellent	12	2.29%																		
Fair	167	31.87%																		
Good	64	12.21%																		
Poor	181	34.54%																		
	524	100.00%																		



Demographics Questions

9. Please rate the following categories of Fluvanna County Government performance:

(Don't know, Excellent, Fair, Good, Poor)

- Providing value of services for the taxes paid to Fluvanna County
- Welcoming resident engagement
- Being transparent in decision-making process
- Acting in the best of the community, generally
- Providing opportunities to serve on local board, commissions, and committees
- Being honest
- Treating all residents fairly



Q9. Rating County Government – “good/excellent”

25% to
49%

47.9%	Providing value of services for the taxes paid to Fluvanna County
40.27%	Welcoming resident engagement
36.07%	Being transparent in decision-making process
46.18%	Acting in the best interest of the community, generally
45.61%	Providing opportunities to serve on local boards, commissions, and committees
47.33%	Being honest
45.04%	Treating all residents fairly



Q10. What is your overall confidence in Fluvanna County government?

District	Excellent	Good	Fair	Poor	Don't Know
Columbia 59 responses	15.30% 9	44.10% 26	27.10% 16	11.90% 7	1.70% 1
Cunningham 91 responses	7.70% 7	49.50% 45	35.20% 32	6.60% 6	1.10% 1
Fork Union 62 responses	4.90% 3	41.20% 26	32.30% 20	19.40% 12	1.60% 1
Palmyra 174 Responses	6.90% 12	48.90% 85	28.70% 50	11.50% 20	4% 7
Rivanna 96 responses	14.90% 14	52.10% 50	26% 25	6.30% 6	1% 1
Not Sure/Not a County Resident 42 responses	4.80% 2	38.10% 16	35.70% 15	14.30% 6	7.10% 3
TOTAL RESPONSES - 524	8.96% 47	47.32% 248	30.15% 158	57 10.87%	2.67% 14



Q11. Which one of the following best characterizes Fluvanna County?

District	Moving in the Right Direction	Moving in the Wrong Direction	At a Standstill	Don't Know
Columbia 59 responses	44% 26	15.30% 9	33.90% 20	6.80% 4
Cunningham 91 responses	36.30% 33	13.20% 12	41.70% 38	8.80% 8
Fork Union 62 responses	22.50% 14	19.40% 12	48.40% 30	9.70% 6
Palmyra 174 Responses	36.80% 64	8.00% 14	42% 73	13.20% 23
Rivanna 96 responses	42.70% 41	12.50% 12	37.50% 36	7.40% 7
Not Sure/Not a County Resident 42 responses	19% 8	16.70% 7	50% 21	14.30% 6
TOTAL RESPONSES - 524	35.49% 186	12.59% 66	41.60% 218	10.30% 54



Priorities



Priorities

Q12. What is the most important issue facing Fluvanna County in the next five years?

Category	# of responses	Category	# of responses
Business	255	Lake Monticello (Roads, Aqua)	7
Growth	95	Progress	7
Infrastructure - Roads, Internet, water	65	Senior Services	7
Taxes	62	Elected Officials, Government	6
Education	29	Public Safety	6
Traffic	20	Transportation	5
Community Makeup, Racism, Racial Equity,	17	Land Use	4
Fiscal Responsibility	17	Redistricting/Voting	4
Affordability	13	Resident Engagement	4
COVID	11	Fire & Rescue	3
Schools - including funding	11	Human Services	3
Environment, Natural Resources	9	Politics	2
Food Security, Hunger, Grocery Store, Poverty	9	Reassessment process	2
Health Services, Public Health	8	Activities/services	1
Rural Concerns	8	JRWA	1
Jobs	7	Parks	1
		Recreational Opportunities	1
		Respect	1
		Revenue	1
		Transparency	1
		VDOT	1

[Q12 Responses](#)



Additional Comments



Additional Comments

Additional Comments - If you have additional comments or questions for Fluvanna County Staff, please use the space below. If you would like to be contacted, please leave your name, phone number, and/or email address.

[**Link to Additional Comments**](#)



Optional Questions



OPTIONAL QUESTIONS

Community Characteristics

The following questions were proposed by the Library of Virginia to help local libraries prepare their strategic Five Year Plan. The questions on the electronic form were asked slightly differently from the paper form.

- 13a. What kind of community do you want to live in?
- 13b. Why is that type of community important to you?
- 13c. How is your ideal community different from how you see things now?
- 13d. What are some things that need to change to create the kind of community you'd like?



Questions?