

Christiansburg Citizen Satisfaction Survey

The Town of Christiansburg has begun updating its Comprehensive Plan and, as a part of the process, would like to solicit input from its citizenry. This survey is part of the public participation process and will be supplemented by Town meetings tentatively scheduled for late February or early March (please check local papers or contact the Town in January). The Town would like to know your opinions so please take the time to fully complete this survey. For questions 1 through 6, please circle one number for each line item. For 7 through 17, please complete the blanks or circle yes or no. Please indicate not applicable to any question by writing NA beside the item/question. After completion, please return the survey to the Town of Christiansburg, 100 East Main Street, Christiansburg, VA 24073 by December 5, 1998. Please feel free to mail the survey with your tax bill or bring it to the Town Municipal Building when paying your tax bill. Thank you for your participation.

1) How satisfied are you in regards to the following Town services:

	Not Very Satisfied		Satisfied		Very Satisfied	
Police protection	1	2	3	4	5	5
Fire protection	1	2	3	4	5	5
Rescue services	1	2	3	4	5	5
Parks and recreation	1	2	3	4	5	5
Planning and zoning	1	2	3	4	5	5
Water and sewer	1	2	3	4	5	5
Street maintenance	1	2	3	4	5	5
Garbage collection	1	2	3	4	5	5
Municipal Bldg. administrative service	1	2	3	4	5	5

2) How do you view the following fees/rates in relation to quality of services:

	Low		About Right		High	
Water service fees	1	2	3	4	5	5
Sewer service fees	1	2	3	4	5	5
Garbage collection fees	1	2	3	4	5	5
Tax rates	1	2	3	4	5	5
Building permit fees	1	2	3	4	5	5

3) How do you view the **quantity** of the following private development types in Christiansburg?

	Not Enough		Adequate		Too Much	
Retail establishments	1	2	3	4	5	5
Restaurants	1	2	3	4	5	5
Professional (doctors, lawyers, etc.)	1	2	3	4	5	5
Single-family housing	1	2	3	4	5	5
Multi-family housing	1	2	3	4	5	5
Industrial	1	2	3	4	5	5

4) How do you view the **quality** of the following private development types in Christiansburg?

	Low Quality		Adequate		High Quality	
Retail establishments	1	2	3	4	5	5
Restaurants	1	2	3	4	5	5
Professional (doctors, lawyers, etc.)	1	2	3	4	5	5
Single-family housing	1	2	3	4	5	5
Multi-family housing	1	2	3	4	5	5
Industrial	1	2	3	4	5	5

5) How do you view the quality of life in Christiansburg in comparison to similar sized communities:

	Much Lower		About the Same		Much Higher
Quality of Life	1	2	3	4	5

6) During the six years from 1990 to 1996, Christiansburg experienced 4.6% growth in population (compared to 7.7% for Virginia and 6.6% for the United States). This is a yearly average growth of 0.8% (compared to 1.3% for Virginia and 1.1% for the United States). Do you feel this is:

	Too Low		Appropriate		Too High
Growth Rate	1	2	3	4	5

7) What is the name of your street? (please indicate north/south/east/west where applicable)

8) How many people reside at your address? _____

9) How many people at your address are natives of Christiansburg? _____

10) How many years has each person at your address lived in Christiansburg? _____, _____, _____, _____
(yourself)

11) How many automobiles are registered at your address? _____

12) How many people at your address work in the Town of Christiansburg? _____ out of Town? _____

13) How long is your commute to work/school (please respond once for each working person/student in the household)? _____, _____, _____, _____

14) a. How many people in your household are students? _____ Full-time _____ Part-time
b. Where are they enrolled? _____

15) What are your three favorite things about Christiansburg? a) _____,
b) _____, c) _____

16) What are your three least favorite things about Christiansburg? a) _____,
b) _____, c) _____

17) Please use the space below to provide any detail to the previous questions or make any additional comments in regard to Town services, policies, and/or regulations.

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