

2021 Forsyth County Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the County's on-going effort to identify and respond to citizen concerns. If you have questions, please email FCSurvey@forsyth.cc. This survey is intended for Forsyth County residents only. If you would like to complete this survey online, please go to ForsythCountySurvey.org.

1. Please CHECK ALL of the reasons why you choose to live in Forsyth County.

- | | |
|---|---|
| <input type="checkbox"/> (01) Arts, cultural, and entertainment amenities
<input type="checkbox"/> (02) Housing options
<input type="checkbox"/> (03) Parks and open space options
<input type="checkbox"/> (04) Shopping options
<input type="checkbox"/> (05) Higher education opportunities
<input type="checkbox"/> (06) Public transportation systems
<input type="checkbox"/> (07) Diversity of the people who live here
<input type="checkbox"/> (08) Employment opportunities
<input type="checkbox"/> (09) Local tax rate and cost of living | <input type="checkbox"/> (10) Low crime rates
<input type="checkbox"/> (11) Low traffic congestion
<input type="checkbox"/> (12) Close to family/friends
<input type="checkbox"/> (13) Close to your work/school
<input type="checkbox"/> (14) Access to health care services
<input type="checkbox"/> (15) Access to farm fresh meats and produce
<input type="checkbox"/> (16) Quality of public education opportunities
<input type="checkbox"/> (17) Blend of farm and city environments
<input type="checkbox"/> (18) Other: _____ |
|---|---|

2. Which THREE of the items listed in Question 1 will have the BIGGEST IMPACT on your decision to stay in Forsyth County over the next five years? [Write in your answers below using the numbers from the list in Question 1, or circle "NONE."]

1st: ____ 2nd: ____ 3rd: ____ NONE

3. Visioning. Please indicate how important you believe each of the following will be to the overall quality of life in Forsyth County over the next 20 years using a scale of 4 to 1, where 4 means "Very Important," and 1 means "Not Important."

	Visioning	Very Important	Somewhat Important	Not Sure	Not Important
01.	Health care access	4	3	2	1
02.	Behavioral health access	4	3	2	1
03.	Support systems for those in need	4	3	2	1
04.	Natural open space	4	3	2	1
05.	Parks and trails	4	3	2	1
06.	Library services	4	3	2	1
07.	Public education (K-12)	4	3	2	1
08.	College and post-secondary education	4	3	2	1
09.	Environmental stewardship and sustainability	4	3	2	1
10.	Land use planning	4	3	2	1
11.	Bike lanes, walkability	4	3	2	1
12.	Adequacy of residential growth to meet the needs of the County	4	3	2	1
13.	Adequacy of commercial/industrial growth to meet the job opportunity needs of the County	4	3	2	1
14.	Job training and workforce development (post-secondary education and training)	4	3	2	1
15.	Housing	4	3	2	1
16.	Safety, low crime	4	3	2	1
17.	Social justice/equity/inclusivity	4	3	2	1

4. Which THREE of the issues listed in Question 3 do you think will be the most important for the County to address over the next 20 years? [Write-in your answers using the numbers from the list in Question 3.]

1st: ____ 2nd: ____ 3rd: ____

5. Do you think the overall quality of life in Forsyth County is getting better, staying the same, or getting worse?

(1) Getting better (2) Staying the same (3) Getting worse

6. Do you think you will be living in Forsyth County five years from now?

____(1)Yes ____ (2) No ____ (3) Unsure

7. Overall Ratings of Forsyth County. Using a scale of 5 to 1, where 5 means "Excellent," and 1 means "Poor," please rate Forsyth County with regard to the following.

How would you rate Forsyth County...	Excellent	Good	Neutral	Below Average	Poor	Don't Know
01. As a place to live	5	4	3	2	1	9
02. As a place to work	5	4	3	2	1	9
03. As a place to play	5	4	3	2	1	9
04. As a place to raise children	5	4	3	2	1	9
05. As a place to educate children	5	4	3	2	1	9
06. As a place to retire	5	4	3	2	1	9
07. As a place to visit	5	4	3	2	1	9
08. As a place to start a business	5	4	3	2	1	9
09. As a community that is moving in the right direction	5	4	3	2	1	9
10. As a place where you can earn a living wage	5	4	3	2	1	9
11. As a place where you can find affordable housing	5	4	3	2	1	9
12. As a place where you would buy your next home	5	4	3	2	1	9
13. As a place to attend college or a university	5	4	3	2	1	9

8. Major Categories of County Services. Please rate your satisfaction with each of the major categories of services provided by Forsyth County listed below.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. County efforts to ensure the community is prepared for a natural disaster or crisis	5	4	3	2	1	9
02. Communication with the public	5	4	3	2	1	9
03. Enforcement of codes and ordinances	5	4	3	2	1	9
04. Customer service you receive from County employees	5	4	3	2	1	9
05. Quality of Library services and programs	5	4	3	2	1	9
06. Quality of parks and recreation opportunities	5	4	3	2	1	9
07. Quality of public health services	5	4	3	2	1	9
08. Quality of services from the Department of Social Services	5	4	3	2	1	9
09. Quality of tax administration services	5	4	3	2	1	9
10. Quality of emergency medical services (EMS)	5	4	3	2	1	9
11. Quality of services provided by the Sheriff's Office	5	4	3	2	1	9
12. Quality of emergency 911 services	5	4	3	2	1	9
13. Quality of the Smith Reynolds Airport	5	4	3	2	1	9
14. Quality of North Carolina Cooperative Extension services	5	4	3	2	1	9
15. Quality of K-12 education buildings	5	4	3	2	1	9
16. Quality of services provided by Environmental Assistance and Protection	5	4	3	2	1	9
17. Quality of the Tax Parcel Viewer and Geo Data Explorer online	5	4	3	2	1	9

9. Which THREE of the major categories of services listed in Question 8 do you think should receive the MOST EMPHASIS from the County over the next TWO years? [Write-in your answers using the numbers from the list in Question 8.]

1st: ____ 2nd: ____ 3rd: ____

10. **Maintenance.** For each of the following, please rate your satisfaction with each item on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Condition of The Forsyth County Government Building at 201 N. Chestnut St. in Winston-Salem	5	4	3	2	1	9
02.	Condition of the Forsyth County Courthouse/Hall of Justice	5	4	3	2	1	9
03.	Accessibility of public buildings/ease of entry access	5	4	3	2	1	9
04.	Quality of landscaping around County buildings	5	4	3	2	1	9
05.	Condition of Forsyth Technical Community College facilities	5	4	3	2	1	9
06.	Condition of the County's Smith Reynolds Airport	5	4	3	2	1	9
07.	Condition of Winston-Salem Forsyth County K-12 public school buildings	5	4	3	2	1	9
08.	Visibility of security staff on County property	5	4	3	2	1	9
09.	Cleanliness of County buildings	5	4	3	2	1	9
10.	County efforts to repair or remove substandard and dilapidated housing in the County	5	4	3	2	1	9

11. Which THREE items from the list in Question 10 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 10.]

1st: ____ 2nd: ____ 3rd: ____

12. **Communication.** Please CHECK ALL of the sources listed below that you and members of your household use to learn about Forsyth County news, events, and to get other County information.

- | | |
|---|---|
| ____(01) Forsyth County website (Forsyth.cc) | ____(07) Winston Salem Journal |
| ____(02) Nextdoor | ____(08) Other local news publications: _____ |
| ____(03) Twitter | ____(09) Local radio |
| ____(04) Facebook | ____(10) Local TV news |
| ____(05) Direct emails/newsletters/mailers from specific County departments | ____(11) Friends/family - word of mouth |
| ____(06) WSTV 13 | ____(12) Other online sources |
| | ____(13) Other: _____ |

13. Which THREE of the information sources from Question 12 do you MOST PREFER to use to get information on County news, events, and other County information? [Write-in your answers using the numbers from the list in Question 12.]

1st: ____ 2nd: ____ 3rd: ____

14. For each of the following, please rate your satisfaction with each item on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Ease of locating information on the County's website	5	4	3	2	1	9
2.	Your experience engaging with the County government process	5	4	3	2	1	9
3.	Level of public involvement in local decisions with the County	5	4	3	2	1	9
4.	County efforts to keep you informed about local issues	5	4	3	2	1	9
5.	County efforts to be open and transparent with information about County issues, services, and performance	5	4	3	2	1	9

15. **Parks And Recreation.** Please indicate if you or other members of your household have visited each of the parks during the past year by circling either "Yes" or "No." If "Yes," please rate the condition of the facility based on your most recent experience.

Parks	Has anyone in your household visited?		If "Yes," rate the physical condition of the park.			
	Yes	No	Excellent	Good	Fair	Poor
1. CG Hill Memorial Park	Yes	No	4	3	2	1
2. Horizons Park	Yes	No	4	3	2	1
3. Joanie Moser Memorial Park	Yes	No	4	3	2	1
4. Kernersville Lake Park	Yes	No	4	3	2	1
5. Old U.S. 421 River Park	Yes	No	4	3	2	1
6. Tanglewood Park	Yes	No	4	3	2	1
7. Triad Park	Yes	No	4	3	2	1
8. Union Cross Park	Yes	No	4	3	2	1
9. Walkertown Community Park	Yes	No	4	3	2	1

16. **Please rate your satisfaction with each of the parks and recreation services provided by Forsyth County.**

How satisfied are you with...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Availability of active recreation equipment (e.g., playgrounds, all-age fitness equipment)	5	4	3	2	1	9
02.	Availability of pickleball courts	5	4	3	2	1	9
03.	Quality of public disc golf course	5	4	3	2	1	9
04.	Quality and availability of event facilities (e.g., picnic shelters, indoor facilities)	5	4	3	2	1	9
05.	Maintenance of County parks	5	4	3	2	1	9
06.	Overall feeling of safety in County parks	5	4	3	2	1	9
07.	Quality of athletic fields (soccer, baseball/softball)	5	4	3	2	1	9
08.	Quality and availability of County-owned tennis courts	5	4	3	2	1	9
09.	Availability of open space and natural areas in County parks	5	4	3	2	1	9
10.	Quality of Tanglewood Park's Festival of Lights	5	4	3	2	1	9
11.	Quality of Peter S. Brunstetter Aquatic Center at Tanglewood Park	5	4	3	2	1	9
12.	Quality of Tanglewood golf courses	5	4	3	2	1	9
13.	Quality of the County's dog parks	5	4	3	2	1	9
14.	Availability and access of walking and biking trails	5	4	3	2	1	9

17. **Which THREE of the parks and recreation services listed in Question 16 do you think should receive the MOST EMPHASIS from the County over the next TWO years? [Write-in your answers using the numbers from the list in Question 16.]**

1st: _____ 2nd: _____ 3rd: _____

18. **During the past year, have you or other members of your household contacted employees of Forsyth County or visited the County's website to seek services, ask a question, or file a complaint?**

____(1) Yes ____ (2) No [Skip to Q19.]

- 18a. **How did you most recently contact the County?**

____(1) Phone ____ (2) Email ____ (3) In-person

18b. Customer Service. Using a scale of 5 to 1, where 5 means "Very Satisfied," and 1 means "Very Dissatisfied," please rate your satisfaction with your experience interacting with the county government department(s) you contacted.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. How easy the county government was to contact	5	4	3	2	1	9
2. Courtesy of county employee(s) you interacted with	5	4	3	2	1	9
3. Accuracy of the information you were given	5	4	3	2	1	9
4. Appropriateness of county employees' response	5	4	3	2	1	9
5. Timeliness of county employees' response	5	4	3	2	1	9
6. The resolution of your issue/concern	5	4	3	2	1	9

19. Library. Please indicate if you or other members of your household have visited each of the libraries during the past year by circling either "Yes" or "No." If "Yes," please rate the condition of the facility based on your most recent experience.

Library Branch/Location	Has anyone in your household visited?		If "Yes," rate the physical condition of the facility.			
	Yes	No	Excellent	Good	Fair	Poor
01. Carver School Road	Yes	No	4	3	2	1
02. Central Library	Yes	No	4	3	2	1
03. Clemmons	Yes	No	4	3	2	1
04. Paddison Memorial in Kernersville	Yes	No	4	3	2	1
05. Lewisville	Yes	No	4	3	2	1
06. Malloy/Jordan East Winston Heritage Center	Yes	No	4	3	2	1
07. Reynolda Manor	Yes	No	4	3	2	1
08. Rural Hall	Yes	No	4	3	2	1
09. Southside	Yes	No	4	3	2	1
10. Walkertown	Yes	No	4	3	2	1
11. The Library's website	Yes	No	4	3	2	1
12. Other: _____	Yes	No	4	3	2	1

19a. If "Yes" to any of the items in Question 19, please CHECK ALL of the reasons that you visited or used a Forsyth County Library during the past year.

- | | |
|--|----------------------------------|
| ___(01) To vote | ___(07) Use a computer |
| ___(02) Check out books | ___(08) Attend a program |
| ___(03) Check out CDs | ___(09) Attend a community event |
| ___(04) Check out DVDs | ___(10) Research a topic |
| ___(05) Check out other physical materials | ___(11) As a place to relax |
| ___(06) Access wireless internet | ___(12) Other: _____ |

19b. When accessing Forsyth County Library materials, which format do you MOST prefer?

- ___(1) Physical (e.g., print book, magazines, CD, DVD, audiobooks)
 ___(2) Digital (e.g., eBook, eAudio, eVideo, eMagazines)
 ___(3) Both physical and digital
 ___(4) I don't usually visit the library to access any materials
 ___(5) Other: _____

20. During the past year, have you or other members of your household had contact with the Forsyth County Sheriff's Office?

____(1) Yes ____ (2) No [Skip to Q21.]

20a. Please CHECK ALL of the types of contact that you or the members of your household have had with the Forsyth County Sheriff's Office during the past year.

- | | |
|---|---|
| ____(1) Traffic violation | ____(6) Report a crime |
| ____(2) Criminal investigation | ____(7) Request assistance |
| ____(3) Visiting the detention center | ____(8) Interactions at public events |
| ____(4) Receipt of civil process services | ____(9) Calling or visiting Animal Services |
| ____(5) Firearms permits | |

21. **Forsyth County Sheriff's Office.** Please rate your satisfaction with each of the services provided by the Forsyth County Sheriff's office.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall quality of sheriff protection	5	4	3	2	1	9
02. Cultural Sensitivity of Sheriff Office employees	5	4	3	2	1	9
03. Professionalism of Sheriff's Office employees	5	4	3	2	1	9
04. Quality of animal services	5	4	3	2	1	9
05. Quality of social media communication (e.g., Twitter, Facebook, Instagram)	5	4	3	2	1	9
06. Accessibility and Responsiveness of the Sheriff's Office	5	4	3	2	1	9
07. The level of transparency by the Sheriff's Office	5	4	3	2	1	9
08. The response time by the Sheriff's Office to emergencies	5	4	3	2	1	9
09. The response time by the Sheriff's Office to non-emergencies	5	4	3	2	1	9
10. The visibility of Sheriff's Deputies in your community	5	4	3	2	1	9

22. Which THREE of the Sheriff's Office services listed in Question 21 do you think should receive the MOST EMPHASIS from the County over the next TWO years? [Write-in your answers using the numbers from the list in Question 21.]

1st: ____ 2nd: ____ 3rd: ____

23. **Forsyth County Emergency Services.** Please CHECK ALL of the Emergency Services offered by Forsyth County that you or members of your household have had contact with during the last year.

- | | |
|--------------------------------------|---|
| ____(1) Forsyth County's 911 Service | ____(3) Forsyth County EMS |
| ____(2) Forsyth County Fire Division | ____(4) None, I have not used any other public safety services [Skip to Q24.] |

23a. Please rate your satisfaction with each of the services provided by Forsyth County.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall satisfaction with Fire Division services	5	4	3	2	1	9
2. Professionalism of 911 operator	5	4	3	2	1	9
3. Efficiency of 911 operator	5	4	3	2	1	9
4. The accuracy of information you were given during emergencies	5	4	3	2	1	9
5. Overall quality of Emergency Medical Services (EMS)	5	4	3	2	1	9
6. Overall EMS response time	5	4	3	2	1	9
7. Professionalism of EMS staff	5	4	3	2	1	9
8. Cultural sensitivity of EMS staff	5	4	3	2	1	9

24. Please answer the following questions by circling either "Yes" or "No."

1.	Did you know that there are discounts available on property taxes for homeowners over 65 years of age, with income under \$31,500, for individuals permanently disabled, and for individual veterans honorably discharged with permanent disability?	Yes	No
2.	Are you aware that Forsyth County Community and Economic Development offers housing rehabilitation loans, homeownership education, down payment assistance for first-time homebuyers, and services for income eligible homeowners?	Yes	No
3.	Did you know curbside collection services for solid waste and recycling are available for every single-family residence in the unincorporated areas of the County for a small fee?	Yes	No
4.	Did you know that the Bridges to Hope Family Justice Center of Forsyth County provides services at no cost to individuals and families experiencing domestic violence, sexual assault, child maltreatment, elder abuse, and human trafficking?	Yes	No
5.	Did you know that the Public Health Department provides children with immunizations against vaccine-preventable diseases (e.g., polio, measles, etc.) and helps families connect with services and resources in the community like primary care, dental services, and more?	Yes	No
6.	Did you know that the Public Health Department offers no-charge testing for sexually transmitted infectious diseases?	Yes	No
7.	Did you know the Department of Social Services offers training and foster home licensing for people interested in fostering or adopting?	Yes	No
8.	Did you know that the Board of Elections offers the Election Academy for residents to learn about the election process?	Yes	No

25. Do you own or rent your current residence? ___(1) Own ___(2) Rent

26. Approximately how many years have you lived in Forsyth County? _____ years

27. Which of the following best describes your race/ethnicity? [Check all that apply.]

- | | |
|---------------------------------------|--|
| ___(01) Asian | ___(04) Native Hawaiian/Pacific Islander |
| ___(02) American Indian/Alaska Native | ___(05) White |
| ___(03) Black/African American | ___(99) Other: _____ |

28. Are you of Hispanic, Latino, or other Spanish ancestry? ___(1) Yes ___(2) No

29. What is the primary language spoken in your home? _____

30. Would you say your total annual household income is...

- | | | |
|----------------------------|----------------------------|------------------------------|
| ___(1) Under \$15,000 | ___(4) \$45,000 - \$59,999 | ___(7) \$100,000 - \$124,999 |
| ___(2) \$15,000 - \$29,999 | ___(5) \$60,000 - \$74,999 | ___(8) \$125,000 or more |
| ___(3) \$30,000 - \$44,999 | ___(6) \$75,000 - \$99,999 | |

31. What is the highest level of education you have completed?

- | | |
|--|----------------------------------|
| ___(1) Some high school, no diploma | ___(4) Associate's degree |
| ___(2) High school diploma or equivalent | ___(5) Bachelor's degree |
| ___(3) Some college but no degree | ___(6) Graduate degree or higher |

32. What is your age? _____ years

33. What is your gender identity?

- ___(1) Male ___(2) Female ___(3) Prefer to self-describe : _____

Your responses will remain anonymous. The information printed to the right will ONLY be used to help identify which areas of the County are having problems with services. If your address is not correct, please provide the correct information. Thank you.

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed postage-paid envelope addressed to:

ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061