



# 2023 Forsyth County Community Survey Findings Report

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**ETC**  
INSTITUTE



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# Executive Summary

# 2023 Forsyth County Community Survey

## Executive Summary



### Purpose

ETC Institute administered a survey to residents of Forsyth County during the winter of 2023. The purpose of the survey was to gather resident opinion and feedback in order to evaluate and improve programs and determine the needs of residents. This is the second community survey ETC Institute has administered for Forsyth County, the first being administered in 2021.

### Methodology

The seven-page survey, cover letter and postage-paid return envelope were mailed to a random sample of households in Forsyth County. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online.

To prevent people who were not residents of Forsyth County from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.

The goal was to obtain completed surveys from at least 1,200 residents. The sample was broken down geographically into two planning areas. The goal for each of these areas was met as well as the overall goal with a total of 1,230 residents completing the survey. The overall results for the sample of 1,230 households have a precision of at least +/-2.8% at the 95% level of confidence.

The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Forsyth County with the results from other communities where ETC Institute has conducted a citizen survey. Since the number of “don’t know” responses often reflects the utilization and awareness of County services, the percentage of “don’t know” responses has been provided in the tabular data section of this report.

This report contains:

- An executive summary of the methodology for administering the survey and major findings
- Charts showing the overall results for all questions on the survey including trends comparing results to the 2021 survey
- Benchmarking data that show how the results for Forsyth County compare to other communities,
- Importance-Satisfaction analysis; this analysis was done to determine priority actions for the County to address based upon the survey results
- Tables that show the results of the random sample for each question on the survey including open-ended question responses
- A copy of the survey instrument.

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### Overall Ratings of Forsyth County

Most of the residents surveyed (76%), *who had an opinion*, rated Forsyth County as an “excellent” or “good” place to live; 18% gave a “neutral” rating, and 7% rated the County as “below average” or “poor.” Other areas in which residents gave “excellent” or “good” ratings include as a place to attend college or a university (67%), as a place to work (66%), as a place to raise children (66%) and as a place to retire (66%).

### Satisfaction With Major County Services

The major categories of County services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were county libraries (72%), quality of emergency 911 services (71%), quality of emergency medical services (EMS) (69%), and county parks and recreation opportunities (69%). Residents were least satisfied with the quality of K-12 education buildings (35%).

Based on the sum of their top three choices, the County services that residents thought should receive the most emphasis over the next two years were county efforts to ensure the community is prepared for a natural disaster or crisis (36%), communication with the public (33%), and quality of K-12 education buildings (33%).

### Maintenance

Sixty-six percent (66%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with the condition of Forsyth Technical Community College facilities. Other areas in which residents were “very satisfied” or “satisfied” include the condition of Forsyth County Govt. Building (65%) and the condition of Forsyth County Courthouse/Hall of Justice (61%).

Based on the sum of their top three choices, the maintenance services that residents thought should receive the most emphasis over the next two years were the condition of Winston-Salem Forsyth County K-12 public school buildings (66%), the amount of security staff on County properties (43%), and accessibility of public buildings/ease of entry access (40%).

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### County Communication

Fifty percent (50%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with the ease of locating information on the County’s website; 44% were “very satisfied” or “satisfied” with their experience engaging with the County government process.

Nearly two-thirds (63%) of residents surveyed indicated the primary source of information they use to learn about Forsyth County news, events, and other County information was the local TV news. Other sources include: friends/family-word of mouth (54%), Facebook (53%), and the Forsyth County website (53%). Based on the sum of their top three choices, the sources that residents *most prefer* to use to get County information were: 1) local TV news, 2) the Forsyth County website, and 3) Facebook

### Parks and Recreation Services

Seventy-four percent (74%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with the quality of Tanglewood Park’s Festival of Lights. Other areas in which residents were “very satisfied” or “satisfied” include the availability of open space/natural areas (64%), maintenance of County parks (63%), and availability of active recreation equipment (62%).

Based on the sum of their top three choices, the parks and recreation services that residents thought should receive the most emphasis over the next two years were: 1) overall feeling of safety in County parks, 2) availability and access of walking and biking trails, and 3) maintenance of County parks.

### Sheriff’s Office

Sixty-eight percent (68%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with the overall quality of sheriff protection in Forsyth County. Other areas in which residents were “very satisfied” or “satisfied” include: professionalism of Sheriff’s Office employees (72%), and accessibility/responsiveness of the Sheriff’s Office (64%).

Based on the sum of their top three choices, the Sheriff’s Office services that residents thought should receive the most emphasis over the next two years were: 1) overall quality of sheriff protection, 2) visibility of Sheriff’s Deputies in the community, and 3) response time by the Sheriff’s Office to emergencies.

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### Emergency Services

Of the residents who indicated they had contact with Forsyth County Emergency Services during the last year, 85% *who had an opinion* were “very satisfied” or “satisfied” with the professionalism of EMS staff. Other areas in which residents were “very satisfied” or “satisfied” include: professionalism of 911 operator (84%), efficiency of 911 operator (84%), and overall satisfaction with Fire Division services (83%).

### Additional Findings

- Residents were asked to provide reasons why they choose to live in Forsyth County. The top responses were being close to family/friends (63%), access to health care services (53%), and housing options (42%). *Multiple selections could be made for this question.*

Based on the sum of their top three choices, the items that residents indicated will have the biggest impact on their decision to stay in Forsyth County over the next five years were: 1) close to family/friends, 2) access to health care services, and 3) local tax rate and cost of living.

- Most residents surveyed (97%), *who had an opinion*, believe health care access will be “very important” or “somewhat important” to the overall quality of life in the County over the next 20 years. Other issues that residents indicated will be “very important” or “somewhat important” include safety, low crime (94%), housing (85%), and natural open space (85%).

Based on the sum of their top three choices, the issues that residents indicated will be most important for the County to address over the next 20 years were: 1) safety, low crime, 2) health care access, and 3) public education (K-12).

- Eighteen percent (18%) of the residents surveyed, *who had an opinion*, think the overall quality of life in the County is getting better; 41% think it is staying the same, and 41% think it’s getting worse.
- Sixty-eight percent (68%) of the residents surveyed, *who had an opinion*, indicated they will be living in Forsyth County five years from now; 5% will not be living in the County in five years, and 26% were unsure.

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- The parks visited most by households during the past year were Tanglewood Park (58%), Triad Park (26%), Horizons Park (20%), and Kernersville Lake Park (20%). When residents were asked to rate the condition of all park facilities they had visited during the past year, the ones rated highest, based upon the combined responses of “excellent” and “good” among those *who had an opinion*, were CG Hill Memorial Park (99%), Triad Park (98%), and Tanglewood Park (97%).
- Thirty-nine percent (39%) of the residents surveyed indicated their household had contacted County employees or visited the County’s website to seek services, ask a question, or file a complaint during the past year. Of those, 76% *who had an opinion* were “very satisfied” or “satisfied” with the courtesy of County employees; 71% were “very satisfied” or “satisfied” with the appropriateness of County employees’ response, and 69% were “very satisfied” or “satisfied” with the accuracy of the information they were given.
- The libraries visited most by households during the past year were Central Library (29%), the Library’s website (20%), and Reynolda Manor (16%). When residents were asked to rate the condition of all libraries they had visited during the past year, the ones rated highest, based upon the combined responses of “excellent” and “good” among those *who had an opinion*, were the Central Library (95%), Clemmons (94%), and Paddison Memorial in Kernersville (91%).

## Trends Since 2021

In 2023, the Forsyth County rated at or above the 2021 survey results in 53 of the 156 categories assessed (34%). The county rated significantly higher (5% or more above) in 10 of these areas.

The county rated below the 2021 survey results in 103 of the 156 categories assessed. The county rated significantly below (5% or more below) in 44 of these areas.

The following pages show the table comparing results from 2023 and 2021.



# 2023 Forsyth County Community Survey

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Question	2023	2021	Difference
<b>Reasons for Living in Forsyth County</b>			
Close to family/friends	63%	57%	6%
Access to health care services	53%	49%	4%
Access to farm fresh meats and produce	20%	16%	4%
Public transportation systems	6%	4%	2%
Housing options	42%	41%	1%
Local tax rate and cost of living	33%	32%	1%
Blend of farm and city environments	28%	27%	1%
Quality of public education opportunities	14%	13%	1%
Employment opportunities	33%	33%	0%
Diversity of people who live here	25%	25%	0%
Parks and open space options	39%	40%	-1%
Shopping options	30%	31%	-1%
Low traffic congestion	25%	27%	-2%
Higher education opportunities	20%	22%	-2%
Close to your work/school	37%	40%	-3%
Arts, cultural, and entertainment amenities	34%	37%	-3%
Low crime rates	15%	19%	-4%
<b>Importance Towards Quality of Life in the County Over the Next 20 Years</b>			
Behavioral health access	79%	74%	5%
Health care access	97%	95%	2%
Land use planning	84%	83%	1%
Support systems for those in need	84%	83%	1%
Public education	83%	83%	0%
Library services	74%	74%	0%
Safety, low crime	94%	95%	-1%
Social justice/equity/inclusivity	75%	76%	-1%
Adequacy of residential growth	73%	74%	-1%
Natural open space	85%	87%	-2%
Job training and workforce development	82%	84%	-2%
Housing	85%	88%	-3%
Environmental stewardship and sustainability	78%	81%	-3%
Parks and trails	83%	87%	-4%
College and post-secondary education	78%	82%	-4%
Bike lanes, walkability	71%	76%	-5%
Adequacy of commercial/industrial growth	76%	82%	-6%

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Question	2023	2021	Difference
<b>How Residents Think the Overall Quality of Life in the County Has Changed</b>			
Getting Better	18%	25%	-7%
<b>Overall Ratings of Forsyth County</b>			
As a place to retire	66%	67%	-1%
As a place to attend college or a university	67%	71%	-4%
As a place to visit	64%	60%	-4%
As a place where you would buy your next home	51%	56%	-5%
As a place to start a business	46%	51%	-5%
As a place to play	60%	67%	-7%
As a place to work	66%	74%	-8%
As a place to raise children	66%	74%	-8%
As a community moving in the right direction	50%	42%	-8%
As a place to live	76%	86%	-10%
As a place to educate children	52%	62%	-10%
As a place where you can earn a living wage	54%	43%	-11%
As a place where you can find affordable housing	51%	38%	-13%
<b>Major Categories of County Services</b>			
Quality of NC Cooperative Extension services	54%	46%	8%
Quality of the Smith Reynolds Airport	36%	29%	7%
Quality of environmental assistance and protection	38%	34%	4%
Quality of services from Dept. Social Services	40%	38%	2%
Quality of tax administration services	40%	41%	-1%
Quality of services from the Sheriff's Office	65%	68%	-3%
County Libraries	72%	76%	-4%
Quality of emergency 911 services	75%	71%	-4%
County efforts to ensure it's prepared for a natural disaster or crisis	48%	52%	-4%
Quality of K-12 education buildings	35%	39%	-4%
County parks and recreation opportunities	69%	74%	-5%
Customer service you receive from County employees	54%	59%	-5%
Quality of emergency medical services (EMS)	69%	75%	-6%
Quality of public health services	59%	65%	-6%
Enforcement of codes and ordinances	39%	45%	-6%
Communication with the public	44%	52%	-8%

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Question	2023	2021	Difference
<b>Satisfaction with Maintenance</b>			
Condition of Forsyth Co. Courthouse/Hall of Justice	61%	52%	9%
Condition of the County's Smith Reynolds Airport	36%	32%	4%
Condition of Forsyth Technical Community College Facilities	66%	67%	-1%
Condition of Forsyth County Govt. Building	65%	68%	-3%
Landscaping around County buildings	56%	59%	-3%
Cleanliness of County buildings	54%	57%	-3%
Accessibility of public buildings/ease of entry access	50%	53%	-3%
Condition of Winston-Salem Forsyth Co. K-12 School Buildings	31%	35%	-4%
Visibility of security staff on County property	36%	41%	-5%
<b>Satisfaction with County Communications</b>			
Experience engaging with County government process	44%	44%	0%
Level of public involvement in local decisions	27%	27%	0%
Ease of locating information on County's website	50%	54%	-4%
County efforts to inform about local issues	33%	37%	-4%
Efforts to be open/transparent with information	29%	33%	-4%
<b>Parks that Households Have Visited During the Past Year</b>			
Horizons Park	20%	17%	3%
Walkertown Community Park	14%	11%	3%
CG Hill Memorial Park	14%	13%	1%
Kernersville Lake Park	20%	20%	0%
Union Cross Park	10%	10%	0%
Triad Park	26%	27%	-1%
Old U.S. 421 River Park	9%	10%	-1%
Tanglewood Park	58%	62%	-4%
Joanie Moser Memorial Park	12%	16%	-4%
<b>Rating Condition of Parks</b>			
Kernersville Lake Park	93%	87%	6%
CG Hill Memorial Park	99%	94%	5%
Horizons Park	93%	91%	2%
Triad park	98%	97%	1%
Tanglewood Park	97%	96%	1%
Joanie Moser Memorial Park	96%	95%	1%
Walkertown Community Park	86%	91%	-5%
Union Cross Park	83%	88%	-5%
Old U.S. 421 River Park	65%	74%	-9%



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Question	2023	2021	Difference
<b>Satisfaction with Parks and Recreation Services</b>			
Availability of pickleball courts	42%	24%	18%
Quality of public disc golf courses	46%	40%	6%
Quality of the County's dog parks	55%	53%	2%
Quality of athletic fields	58%	59%	-1%
Quality and availability of tennis courts	44%	45%	-1%
Quality of Peter S. Brunstetter Aquatic Center	56%	59%	-3%
Quality of Tanglewood Park's Festival of Lights	74%	81%	-5%
Availability of open space/Natural areas	64%	70%	-6%
Availability/access of walking and biking trails	66%	60%	-6%
Availability of active recreation equipment	62%	69%	-7%
Maintenance of County Parks	63%	71%	-8%
Quality and availability of event facilities	58%	67%	-9%
Overall feeling of safety in County parks	55%	65%	-10%
Quality of Tanglewood golf courses	54%	64%	-10%
<b>Satisfaction with County Customer Service</b>			
The resolution of your issue/concern	66%	67%	-1%
Courtesy of county employee(s) you interacted with	76%	80%	-4%
Appropriateness of county employees' response	71%	75%	-4%
Accuracy of the information you were given	69%	74%	-5%
How easy the county government was to contact	65%	71%	-6%
Timeliness of county employees' response	65%	73%	-8%
<b>Libraries That Households Have Visited During the Past Year</b>			
Central Library	29%	25%	4%
The Library's website	20%	16%	4%
Southside	13%	9%	4%
Carver School Road	8%	5%	3%
Reynolda Manor	16%	14%	2%
Rural Hall	8%	6%	2%
Paddison Memorial in Kernersville	12%	11%	1%
Walkertown	10%	9%	1%
Mallory/Jordan East Winston Heritage Center	4%	3%	1%
Clemmons	15%	16%	-1%
Lewisville	12%	15%	-3%

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Question	2023	2021	Difference
<b>Rating the Condition of the Libraries</b>			
Carver School Road	84%	79%	5%
Rural Hall	83%	79%	4%
Clemmons	94%	94%	0%
Central Library	95%	96%	-1%
Reynolda Manor	81%	84%	-3%
Southside	80%	83%	-3%
Paddison Memorial in Kernersville	91%	95%	-4%
Walkertown	88%	95%	-7%
The Library's website	81%	89%	-8%
Mallory/Jordan East Winston Heritage Center	62%	76%	-8%
Lewisville	89%	98%	-9%
<b>Satisfaction with the Forsyth County Sheriff's Office</b>			
Quality of social media communication	52%	51%	1%
Cultural Sensitivity of Sheriff Office Employees	63%	63%	0%
Professionalism of Sheriff's Office employees	72%	73%	-1%
Response time by Sheriff's Office to non-emergencies	58%	61%	-3%
Quality of animal services	48%	51%	-3%
Accessibility and Responsiveness of the Sheriff's Office	64%	68%	-4%
Level of transparency by the Sheriff's Office	56%	60%	-4%
Response time by Sheriff's Office to emergencies	61%	66%	-5%
Overall Quality of Sheriff protection	68%	74%	-6%
Visibility of Sheriff's Deputies in the community	49%	61%	-12%
<b>Satisfaction with the Forsyth County Emergency Services</b>			
Accuracy of information given during emergencies	81%	81%	0%
Professionalism of EMS staff	85%	86%	-1%
Efficiency of 911 operator	84%	85%	-1%
Professionalism of 911 operator	84%	86%	-2%
Overall quality of Emergency Medical Services (EMS)	81%	84%	-3%
Overall EMS response time	73%	78%	-5%
Cultural sensitivity of EMS staff	72%	78%	-6%
Overall satisfaction with Fire Division services	83%	90%	-7%

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### How Forsyth County Compares to Other Communities Regionally

Satisfaction ratings for Forsyth County **rated at or above the Atlantic regional average in 11 of the 20 areas** that were assessed. The Atlantic Region includes the states of North Carolina, Virginia, West Virginia, Delaware, Maryland, District of Columbia, and New Jersey. Forsyth County rated significantly higher than the Atlantic regional average (difference of 5% or more) in 6 of these areas. The table below shows how Forsyth County compares to the Atlantic regional average:

Service	Forsyth County	Atlantic Region	Difference	Category
Customer service provided by local governments in your area	54%	36%	18%	Major Categories of Services
As a place to live	76%	58%	18%	Overall Satisfaction
As a place to retire	66%	55%	11%	Overall Satisfaction
Usefulness of government's website	50%	42%	8%	Government Communication
Overall quality of police services	68%	60%	8%	Emergency Services Satisfaction
Efforts to ensure your community is prepared for emergencies/disasters	48%	42%	6%	Major Categories of Services
As a place to work	66%	63%	3%	Overall Satisfaction
Overall quality of emergency medical/ambulance services	81%	78%	3%	Emergency Services Satisfaction
How quickly ambulance/EMS personnel respond to emergencies	81%	78%	3%	Safety/Emergency Services Satisfaction
Library Services	72%	70%	2%	Major Categories of Services
Enforcement of local codes and ordinances	39%	37%	2%	Major Categories of Services
As a place to raise children	66%	67%	-1%	Overall Satisfaction
As a place to visit	60%	61%	-1%	Overall Satisfaction
Overall quality of fire services	83%	85%	-2%	Emergency Services Satisfaction
Effectiveness of communication by local governments in your area	44%	48%	-4%	Major Categories of Services
As a place where you would buy your next home	51%	60%	-9%	Overall Satisfaction
How quickly police respond to emergencies	61%	70%	-9%	Emergency Services Satisfaction
Animal control services	48%	58%	-10%	Emergency Services Satisfaction
The level of public involvement in local decision making	27%	38%	-11%	Government Communication
Efforts by local government to keep you informed about local issues	33%	51%	-18%	Government Communication



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### How Forsyth County Compares to Other Communities Nationally

Satisfaction ratings for Forsyth County **rated above the national average in 15 of the 20 areas** that were assessed. Forsyth County rated significantly higher than the national average (difference of 5% or more) in 14 of these areas. The table below shows how Forsyth County compares to the national average:

Service	Forsyth County	U.S.	Difference	Category
As a place to live	76%	49%	27%	Overall Satisfaction
Customer service provided by local governments in your area	54%	39%	15%	Major Categories of Services
Overall quality of police services	68%	53%	15%	Emergency Services Satisfaction
As a place to retire	66%	52%	14%	Overall Satisfaction
How quickly ambulance/emergency medical services personnel respond to emergencies	81%	69%	12%	Emergency Services Satisfaction
Overall quality of emergency medical/ambulance services	81%	71%	10%	Emergency Services Satisfaction
As a place to work	66%	57%	9%	Overall Satisfaction
Library Services	72%	64%	8%	Major Categories of Services
Usefulness of government's website	50%	42%	8%	Government Communication
Effectiveness of communication by local governments in your area	44%	37%	7%	Major Categories of Services
Overall quality of fire services	83%	76%	7%	Emergency Services Satisfaction
Efforts to ensure your community is prepared for emergencies/disasters	48%	43%	5%	Major Categories of Services
As a place to raise children	66%	61%	5%	Overall Satisfaction
How quickly police respond to emergencies	61%	56%	5%	Emergency Services Satisfaction
As a place to visit	60%	58%	2%	Overall Satisfaction
Enforcement of local codes and ordinances	39%	40%	-1%	Major Categories of Services
Animal control services	48%	49%	-1%	Emergency Services Satisfaction
As a place where you would buy your next home	51%	56%	-5%	Overall Satisfaction
The level of public involvement in local decision making	27%	34%	-7%	Government Communication
Efforts by local government to keep you informed about local issues	33%	43%	-10%	Government Communication

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### Investment Priorities

**Recommended Priorities for the Next Two Years.** In order to help the County identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each County service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with County services over the next two years. If the County wants to improve its overall satisfaction rating, the County should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 3 of this report.

**Overall Priorities for the County by Major Category.** This analysis reviewed the importance of and satisfaction with major categories of County services. This analysis was conducted to help set the overall priorities for the County. Based on the results of this analysis, the services that are recommended as the top priorities in order to raise the County's overall satisfaction rating are listed below:

- Condition of Winston-Salem Forsyth County K-12 public school buildings (IS=0.4541)
- The amount of security staff on County properties (IS=0.2773)
- Quality of K-12 Education buildings (IS=0.2155)
- Overall feeling of safety in County parks (IS=0.2120)
- Accessibility of public buildings/ease of entry access (IS=2006)

The table on the following page shows the Importance-Satisfaction rating for all 50 categories of County services that were rated.



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### 2023 Importance-Satisfaction Rating

#### Forsyth County

#### All Categories Assessed

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Condition of Winston-Salem Forsyth County K-12 public school buildings	66%	1	31%	50	0.4541	1
The amount of security staff on County properties	43%	4	36%	46	0.2773	2
Quality of K-12 education buildings	33%	11	35%	49	0.2155	3
Overall feeling of safety in County parks	47%	2	55%	27	0.2120	4
Accessibility of public buildings/ease of entry access	40%	7	50%	33	0.2006	5
<b>High Priority (IS .10-.20)</b>						
The visibility of Sheriff's Deputies in your community	38%	8	49%	34	0.1946	6
Communication with the public	33%	10	44%	40	0.1871	7
County efforts to ensure the community is prepared for a natural disaster or crisis	36%	9	48%	35	0.1851	8
Availability and access of walking and biking trails	41%	5	60%	18	0.1664	9
Maintenance of County parks	41%	6	63%	14	0.1514	10
Overall quality of Sheriff protection	44%	3	68%	7	0.1398	11
The response time by the Sheriff's Office to emergencies	31%	12	61%	16	0.1215	12
Enforcement of codes and ordinances	20%	22	39%	44	0.1193	13
Quality of public health services	26%	15	59%	19	0.1085	14
Condition of the Forsyth County Courthouse/Hall of Justice	17%	27	36%	47	0.1062	15
Availability of active recreation equipment	28%	13	62%	15	0.1054	16
<b>Medium Priority (IS &lt;.10)</b>						
The level of transparency by the Sheriff's Office	22%	19	56%	24	0.0966	17
Quality of services from Dep. of Social Services	16%	28	40%	43	0.0954	18
Condition of Forsyth Technical Community College facilities	27%	14	65%	10	0.0945	19
Cleanliness of County buildings	20%	21	54%	31	0.0921	20
Quality of animal services	17%	26	48%	36	0.0900	21
Availability of open space and natural areas in County parks	24%	16	64%	11	0.0862	22
Quality and availability of event facilities	20%	20	58%	21	0.0844	23
Quality of services from the Sheriff's Office	24%	17	65%	9	0.0822	24
Accessibility and Responsiveness of the Sheriff's Office	23%	18	64%	12	0.0822	25
Quality of Environmental Assistance and Protection services	12%	33	38%	45	0.0744	26
Cultural Sensitivity of Sheriff Office employees	19%	23	63%	13	0.0699	27
The response time by the Sheriff's Office to non-emergencies	14%	31	58%	20	0.0568	28
Quality of emergency medical services (EMS)	18%	24	69%	5	0.0553	29
Customer service you receive from County employees	12%	34	54%	30	0.0531	30
Condition of the County's Smith Reynolds Airport	15%	29	66%	8	0.0522	31
Professionalism of Sheriff's Office employees	18%	25	72%	3	0.0494	32
County parks and recreation opportunities	15%	30	69%	6	0.0482	33
Quality of the Smith Reynolds Airport	7%	40	36%	48	0.0438	34
Condition of Forsyth County Govt. Building	10%	35	61%	17	0.0392	35
Landscaping around County buildings	9%	36	56%	23	0.0371	36
Quality of emergency 911 services	13%	32	71%	4	0.0370	37
Quality of the County's dog parks	8%	37	55%	26	0.0357	38
Quality of social media communication (e.g., Twitter, Facebook, Instagram)	7%	39	52%	32	0.0348	39
Quality of tax administration services	5%	42	40%	42	0.0322	40
Availability of pickleball courts	5%	43	42%	41	0.0303	41
County Libraries	8%	38	72%	2	0.0208	42
Quality of athletic fields	5%	44	58%	22	0.0207	43
Quality of public disc golf courses	4%	45	46%	38	0.0196	44
Quality of Online Tax Services	3%	47	47%	37	0.0166	45
Quality of Tanglewood Park's Festival of Lights	6%	41	74%	1	0.0161	46
Quality of Tanglewood golf courses	3%	46	54%	29	0.0152	47
Quality and availability of tennis courts	2%	48	44%	39	0.0117	48
Quality of NC Cooperative Extension services	2%	49	54%	28	0.0073	49
Quality of Peter S. Brunstetter Aquatic Center at Tanglewood Park	1%	50	56%	25	0.0048	50

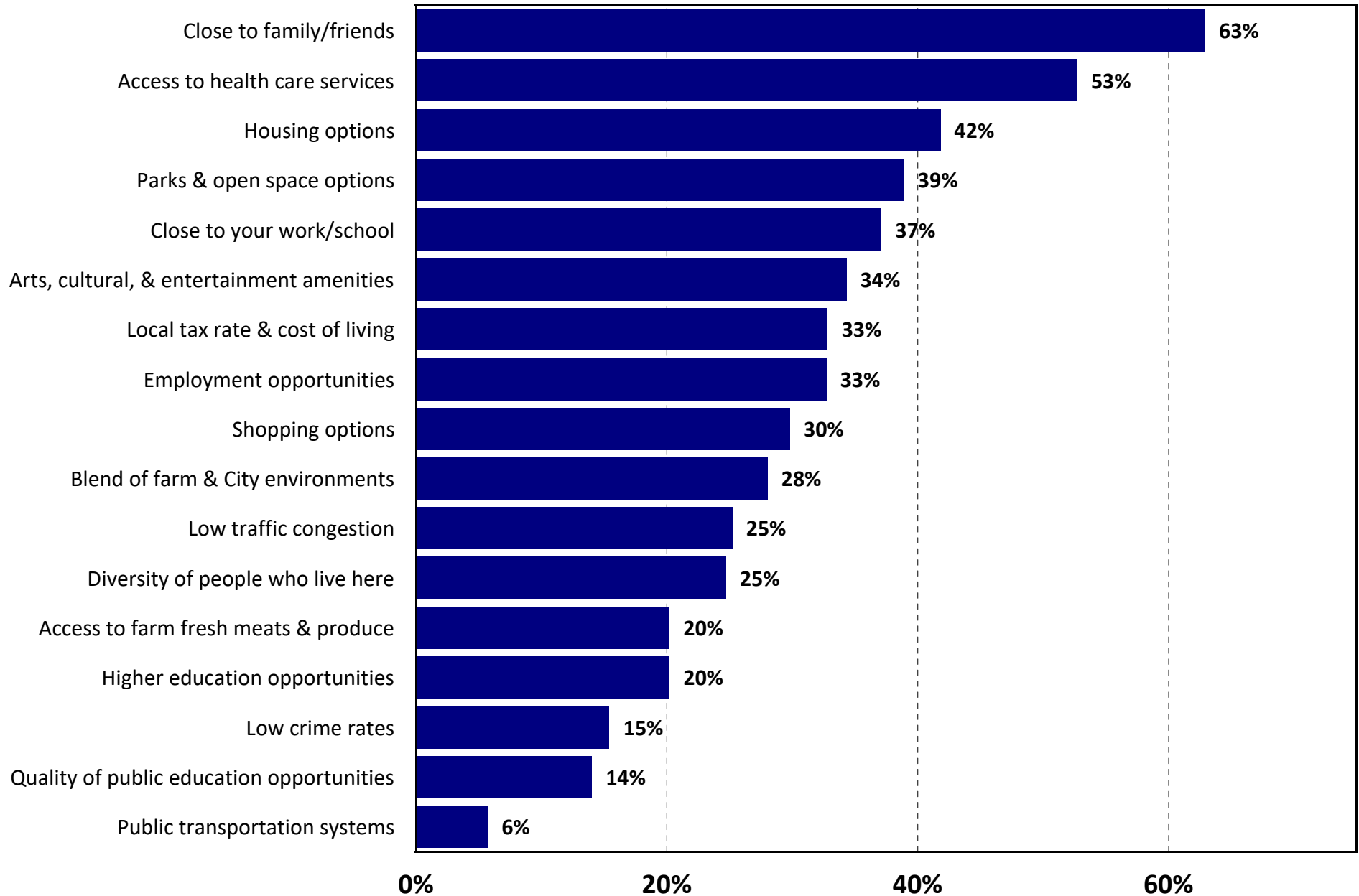


**2**

# Charts & Graphs

# Q1. Reasons For Living in Forsyth County

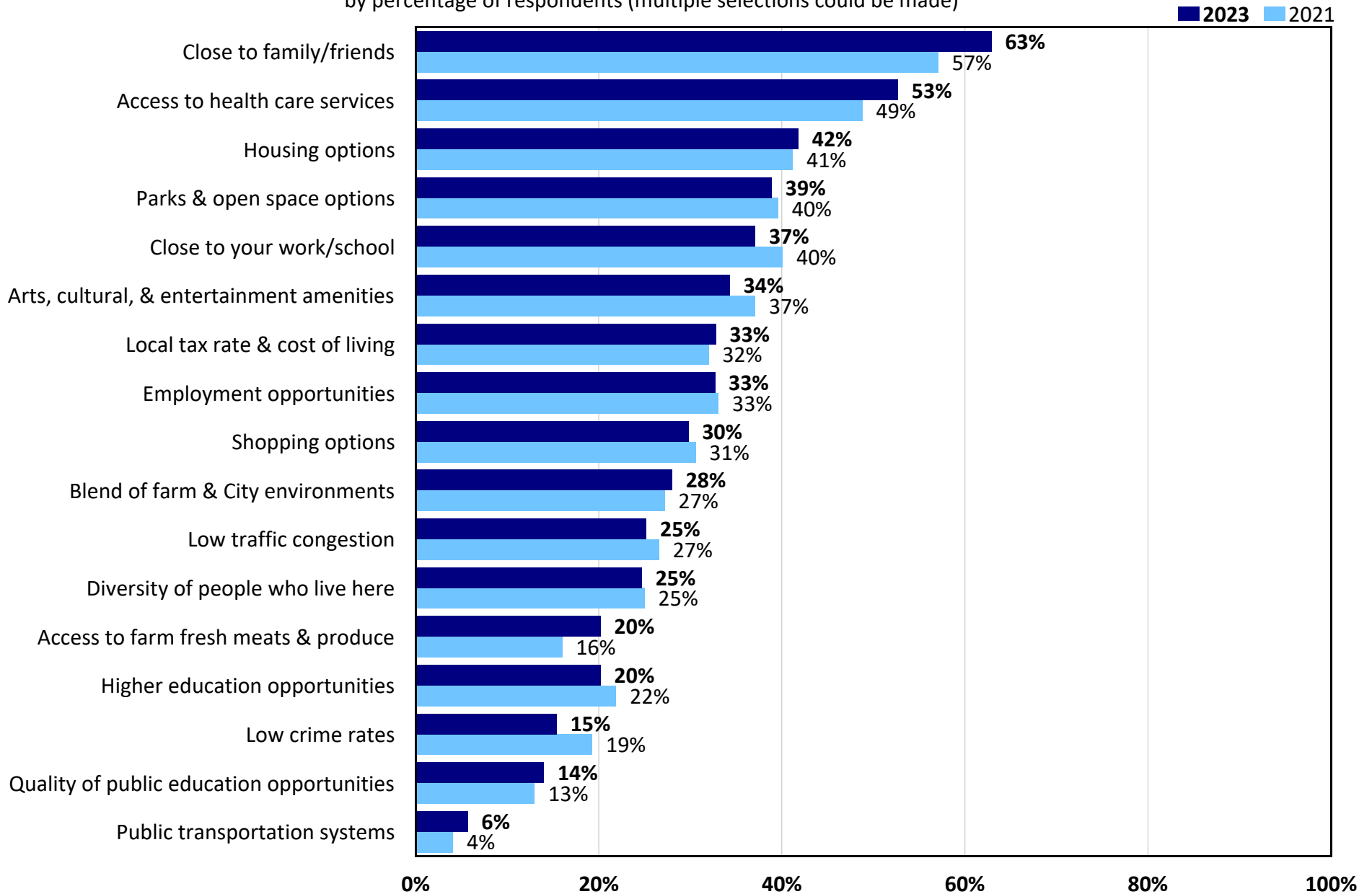
by percentage of respondents (multiple selections could be made)



# TRENDS

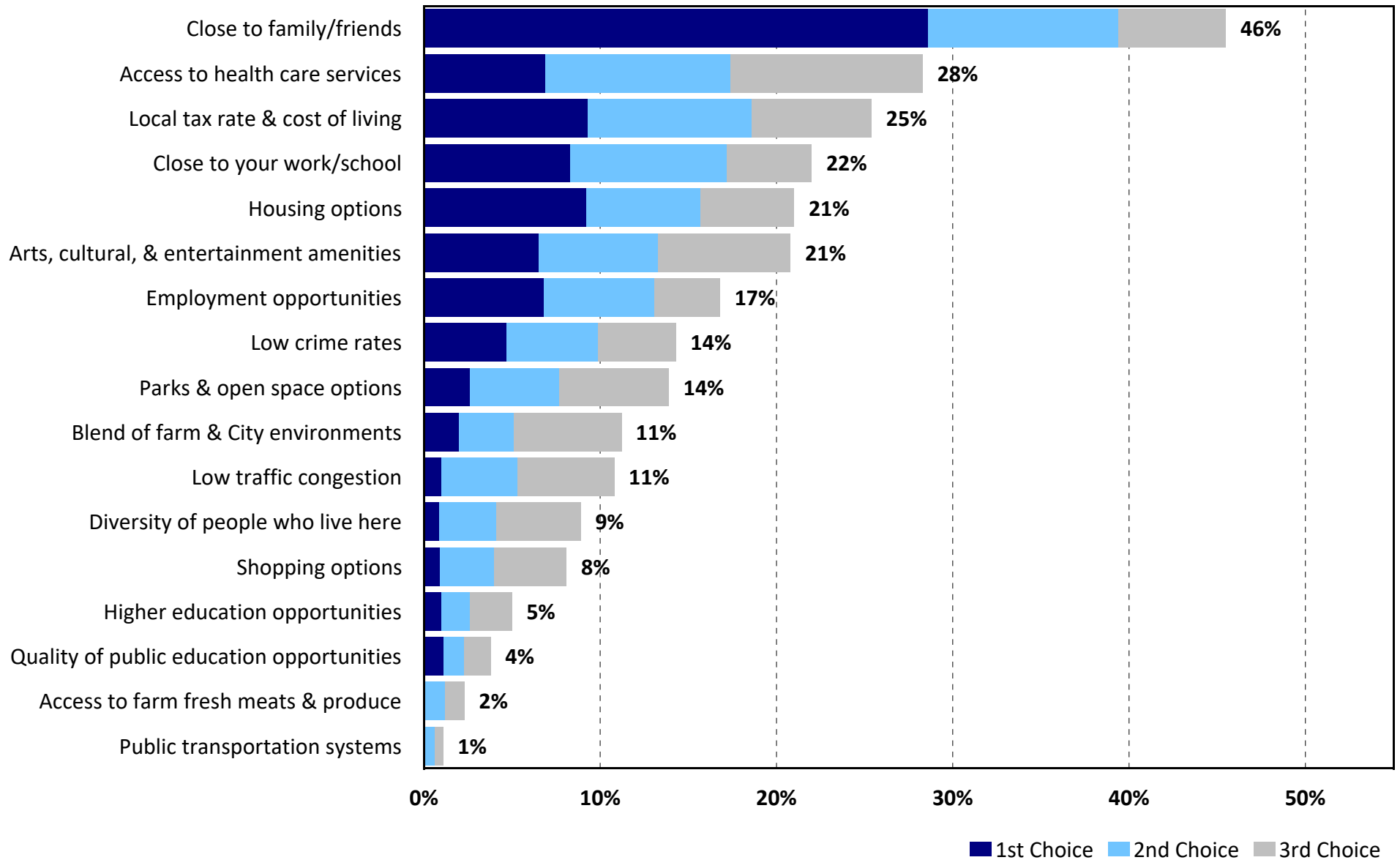
## Q1. Reasons for Living in Forsyth County

by percentage of respondents (multiple selections could be made)



# Q2. Items That Will Have the Biggest Impact on Decision to Stay in Forsyth County Over the Next Five Years

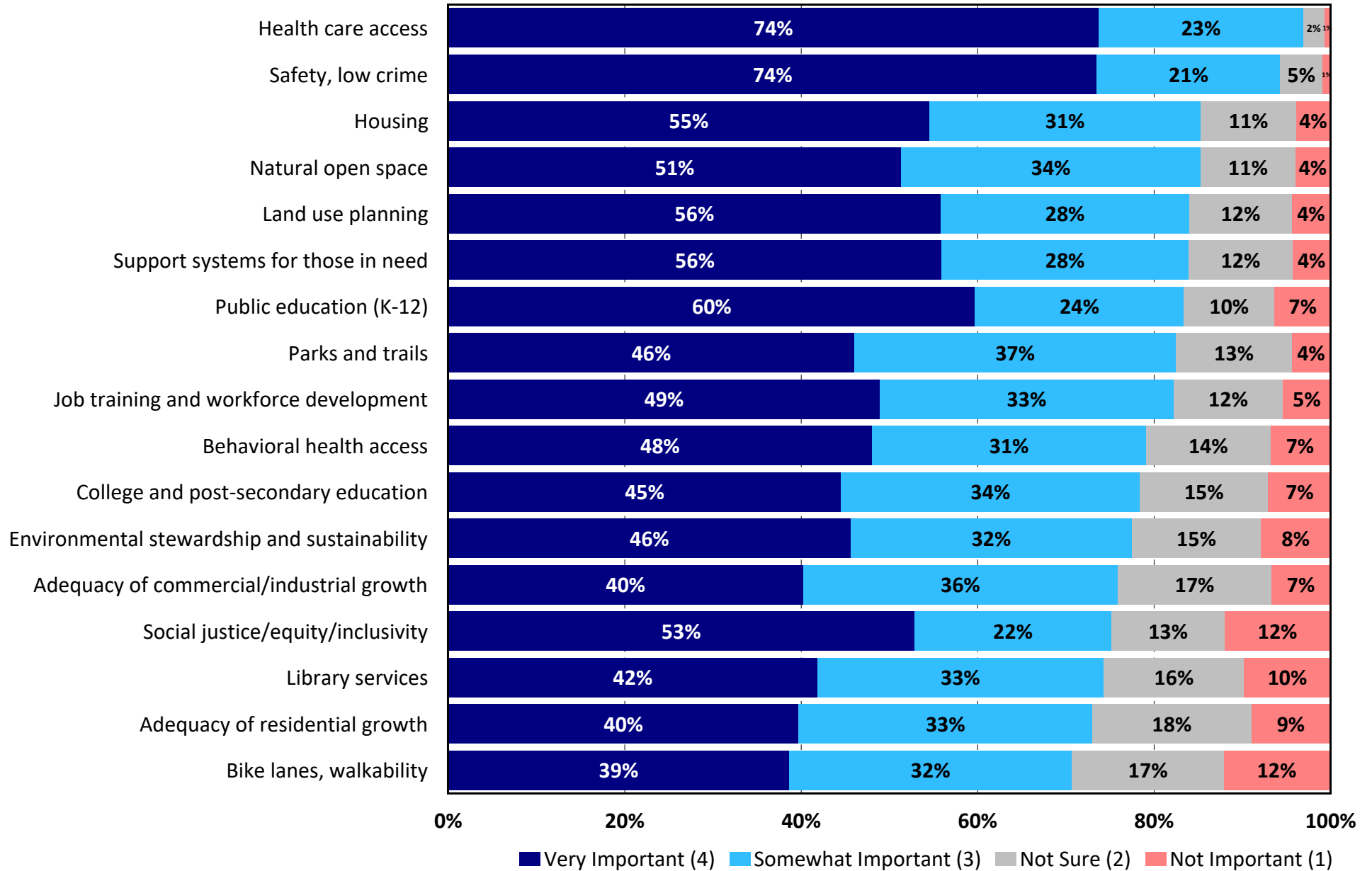
by percentage of respondents who selected the item as one of their top three choices





# Q3. How Important Residents Believe Each of the Following Will Be to the Overall Quality of Life in the County Over the Next 20 Years

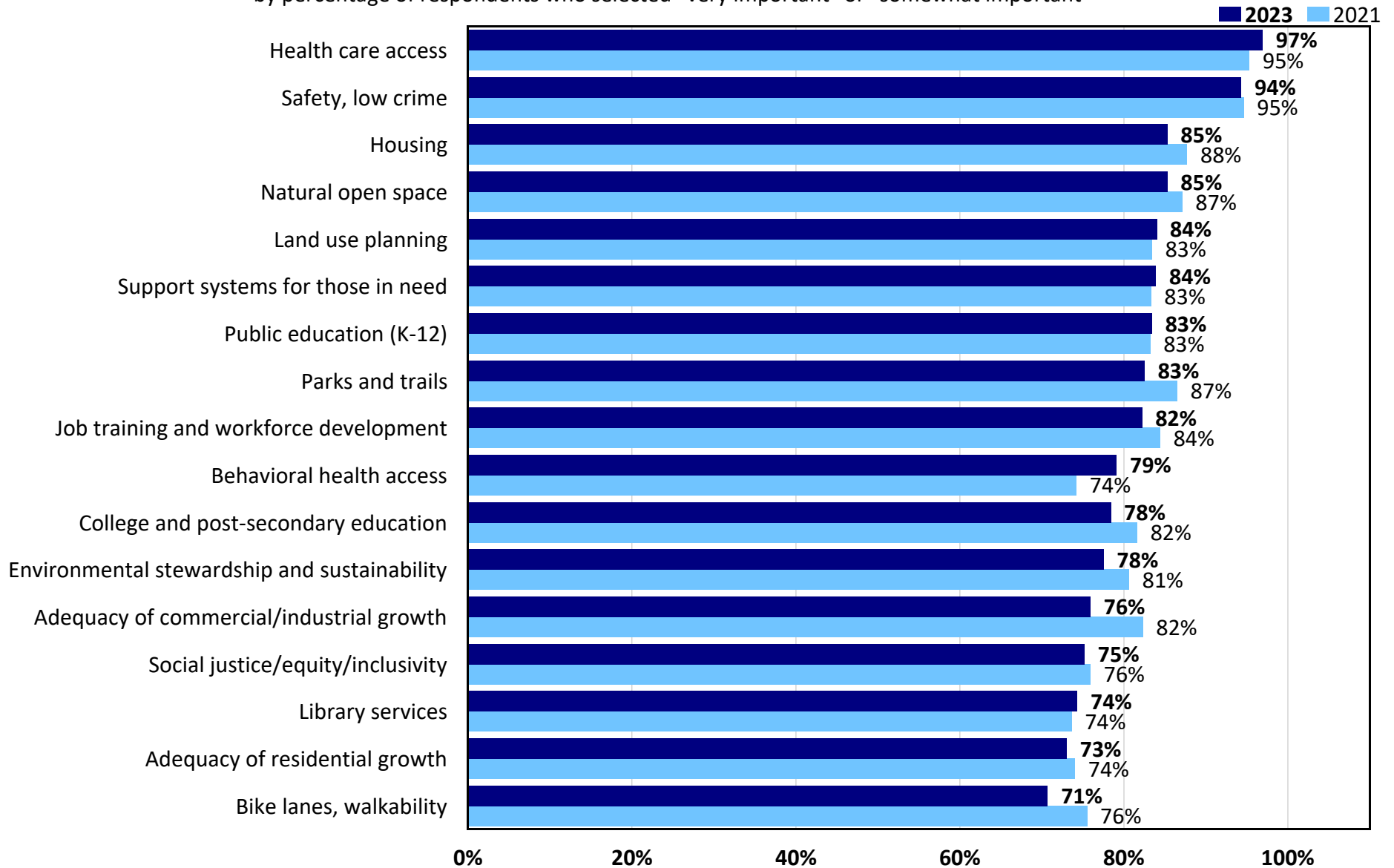
by percentage of respondents



# TRENDS

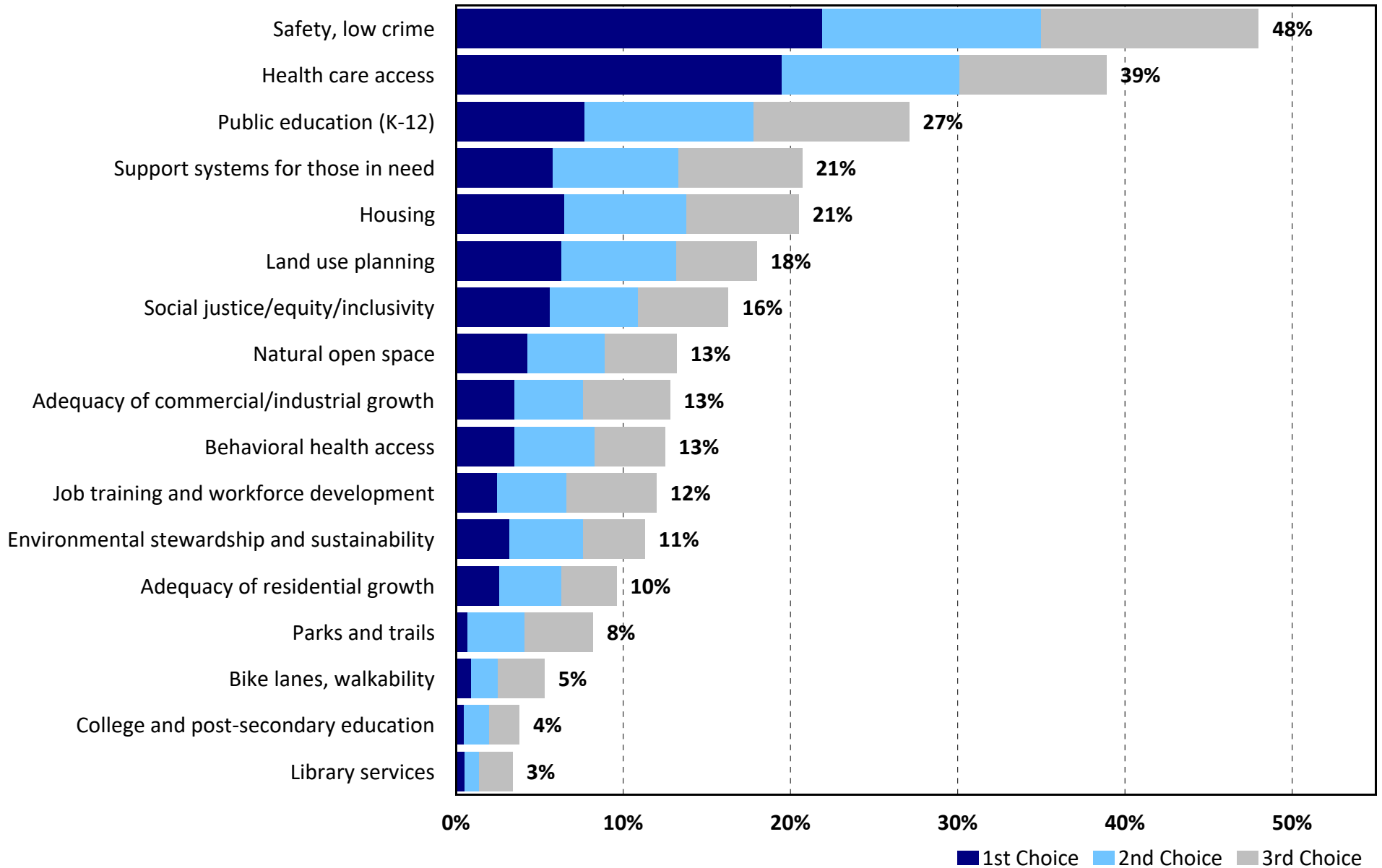
## Q3. How Important Residents Believe Each of the Following Will Be to the Overall Quality of Life in the County Over the Next 20 Years

by percentage of respondents who selected "very important" or "somewhat important"



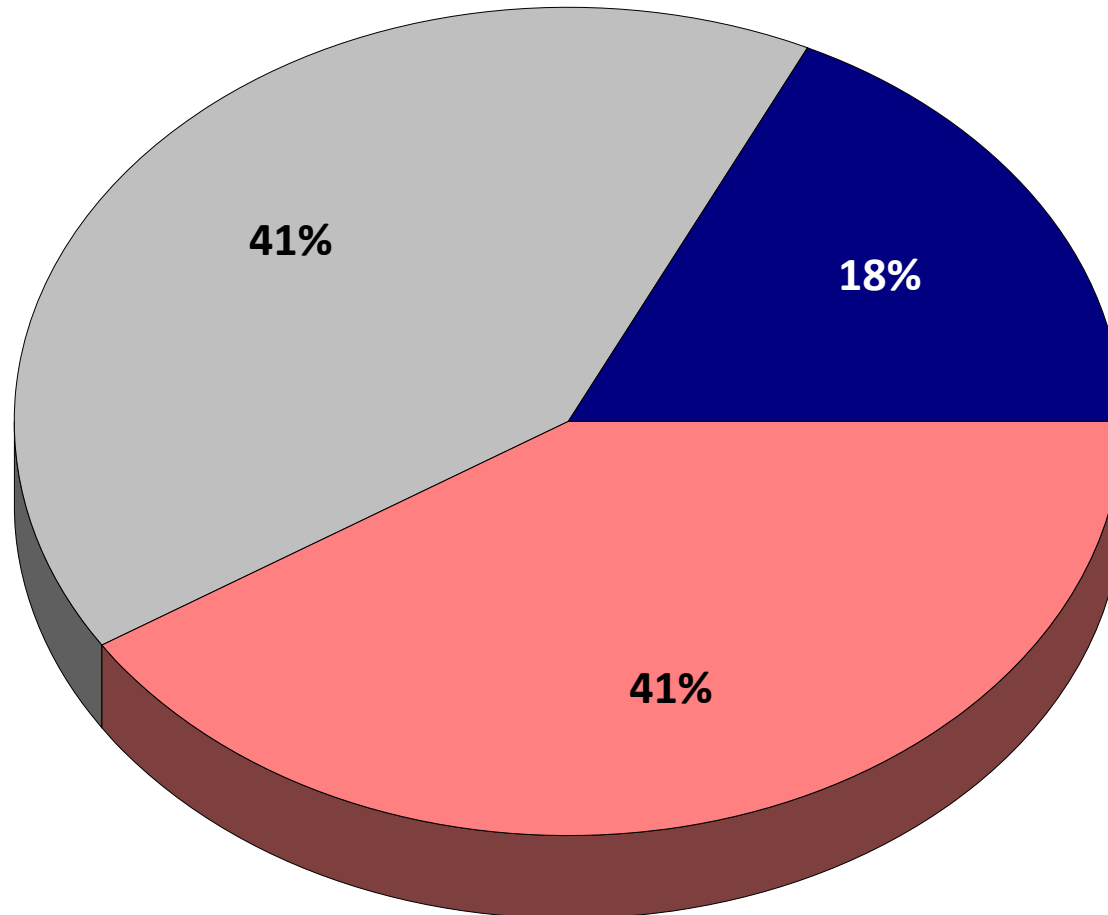
# Q4. Issues That Will Be Most Important for the County to Address Over the Next 20 Years

by percentage of respondents who selected the item as one of their top three choices



# Q5. How Residents Think the Overall Quality of Life in the County Has Changed

by percentage of respondents (excluding not provided)



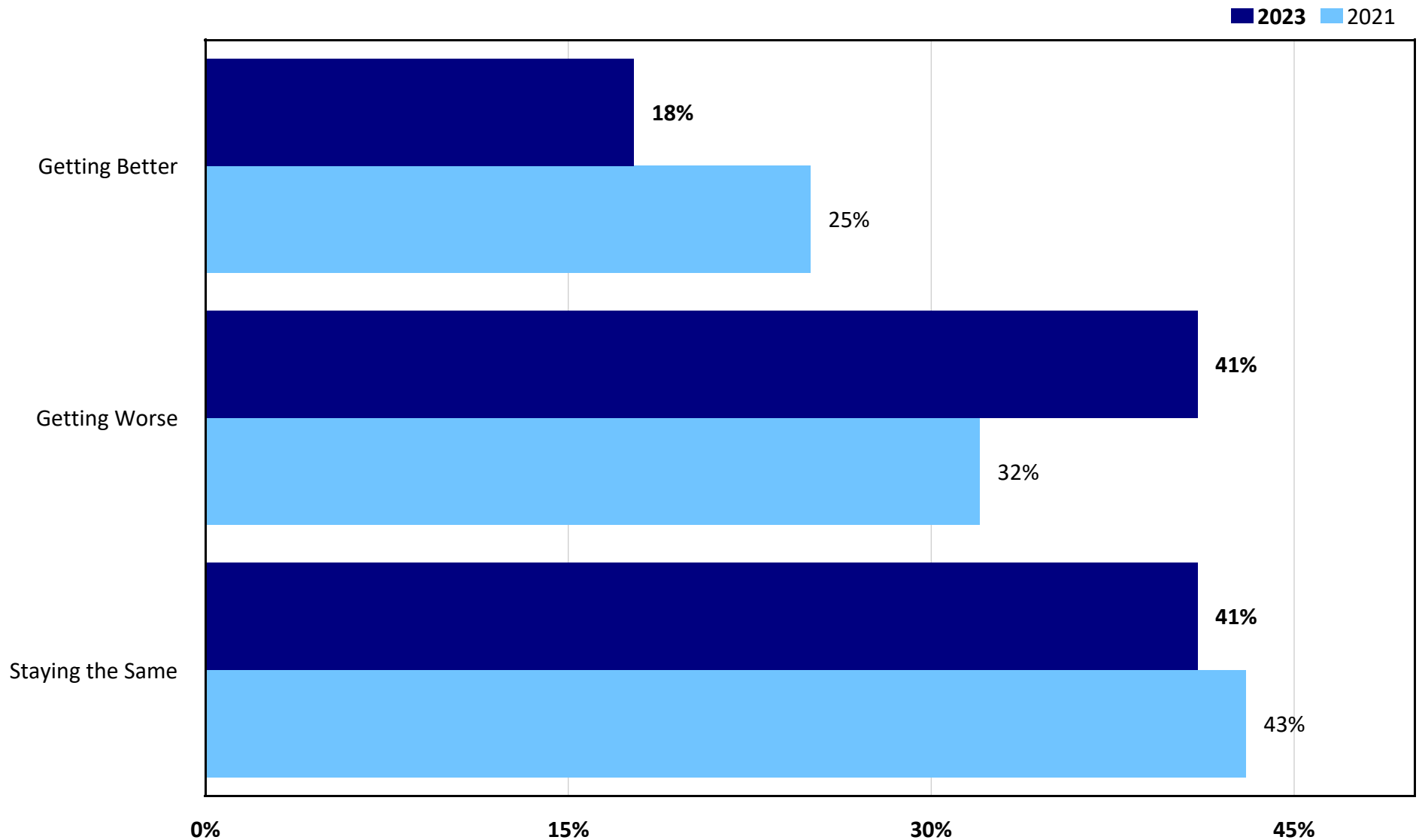
■ Getting better ■ Staying the same ■ Getting worse



# TRENDS

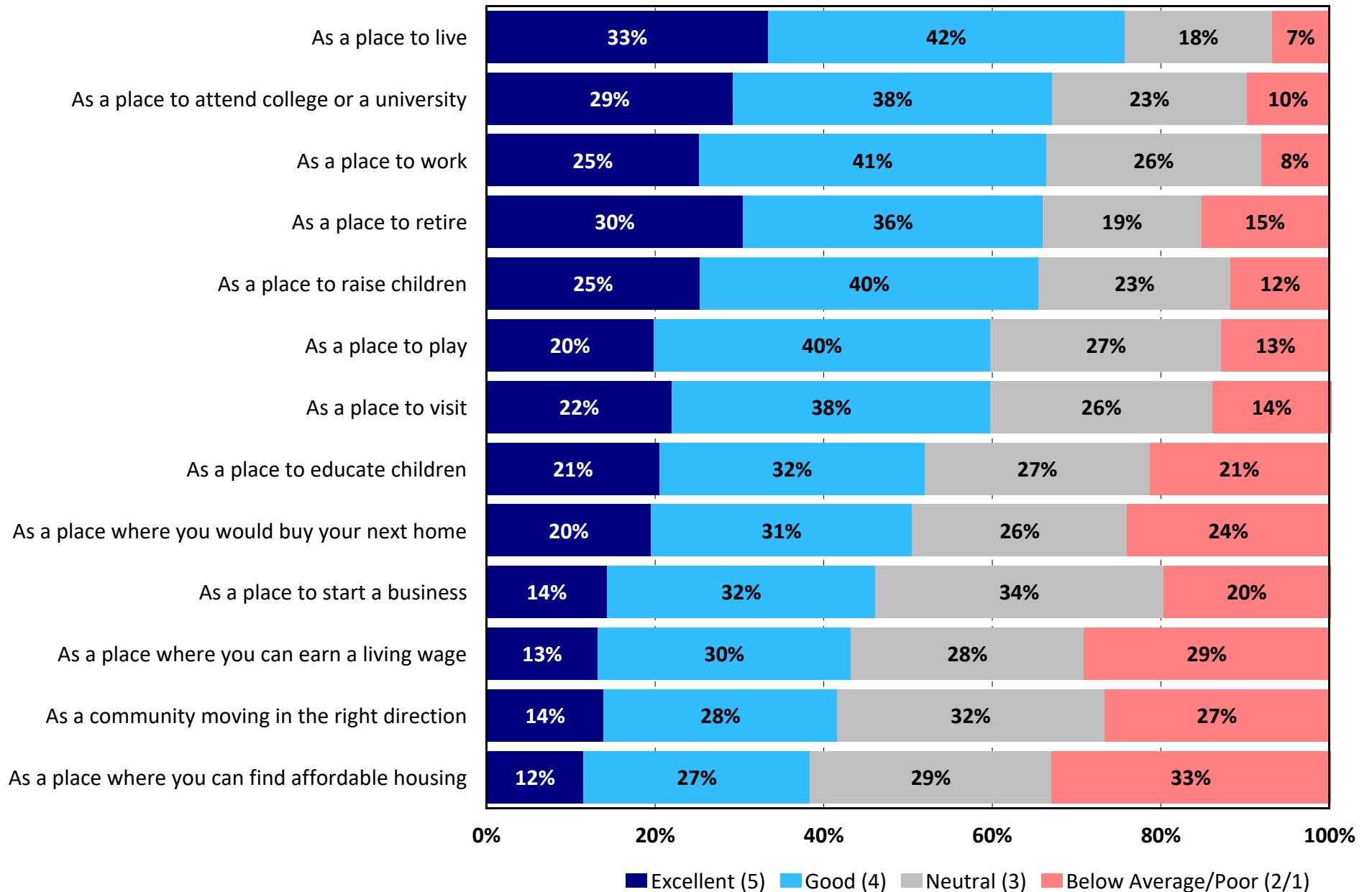
## Q5. How Residents Think the Overall Quality of Life in the County Has Changed

by percentage of respondents



# Q6. Overall Ratings of Forsyth County

by percentage of respondents (excluding "don't know")

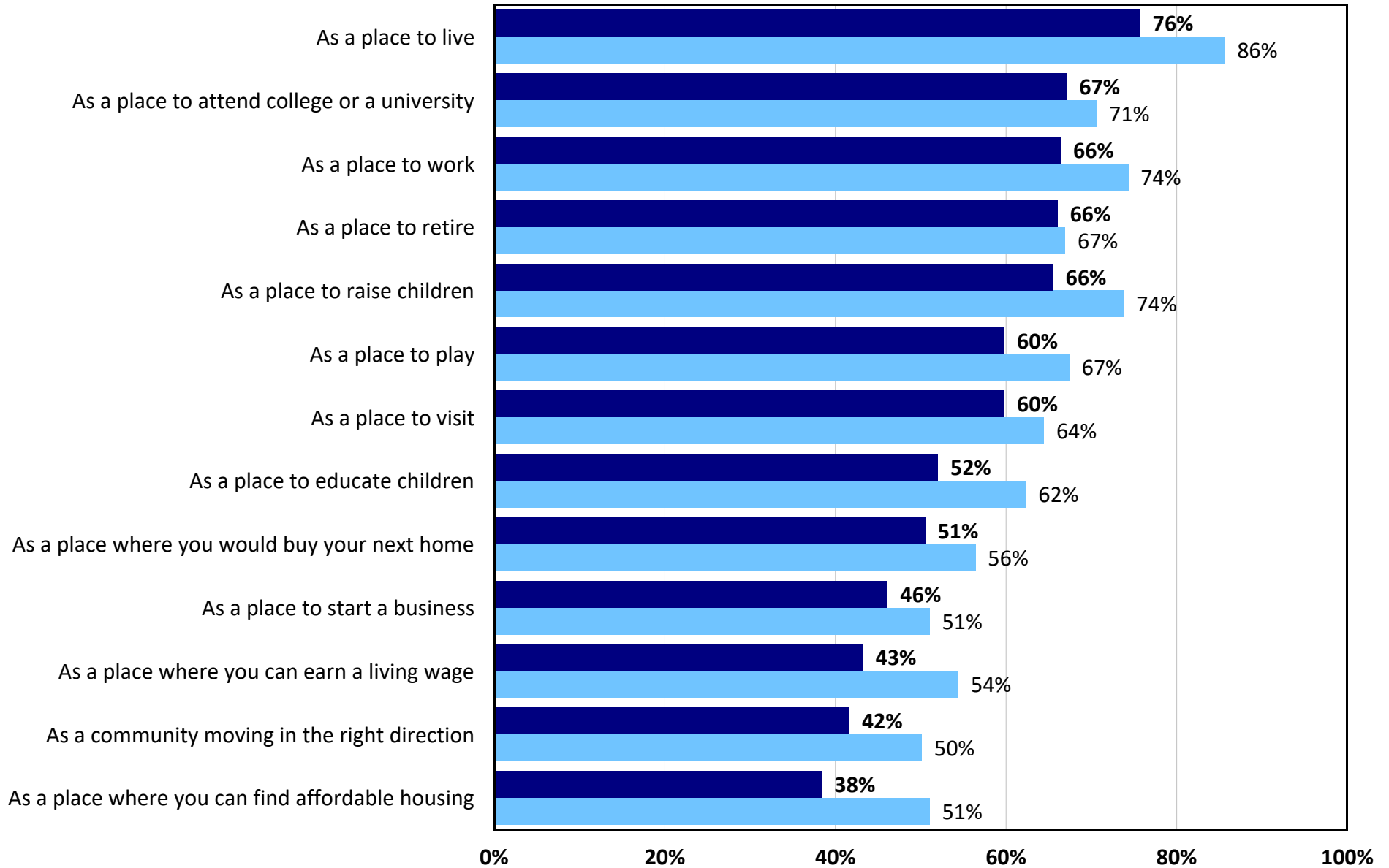


# TRENDS

## Q6. Overall Ratings Forsyth County

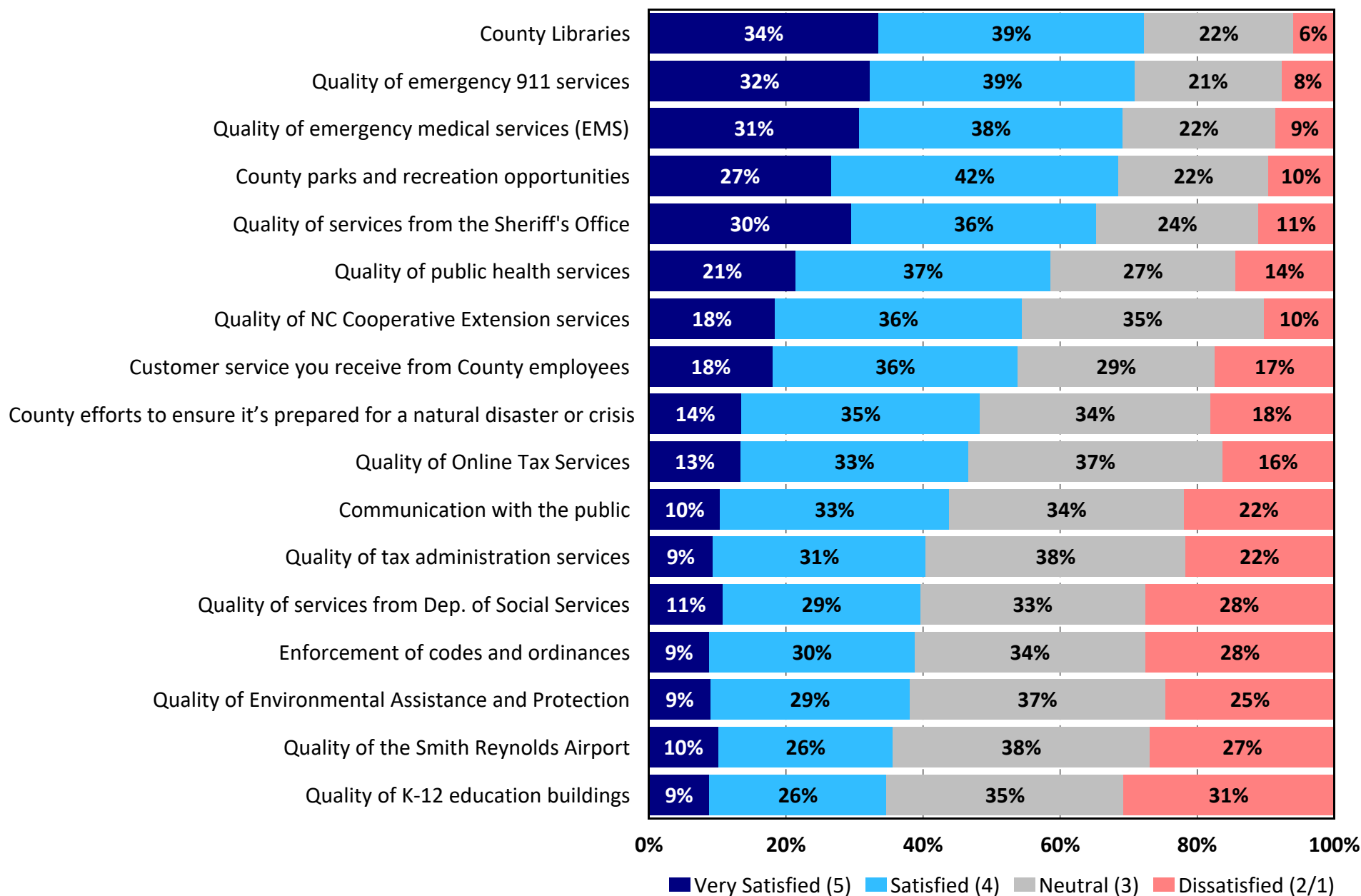
by percentage of respondents who rated the item "excellent" or "good"

2023 2021



# Q7. Major Categories of County Services

by percentage of respondents (excluding "don't know")



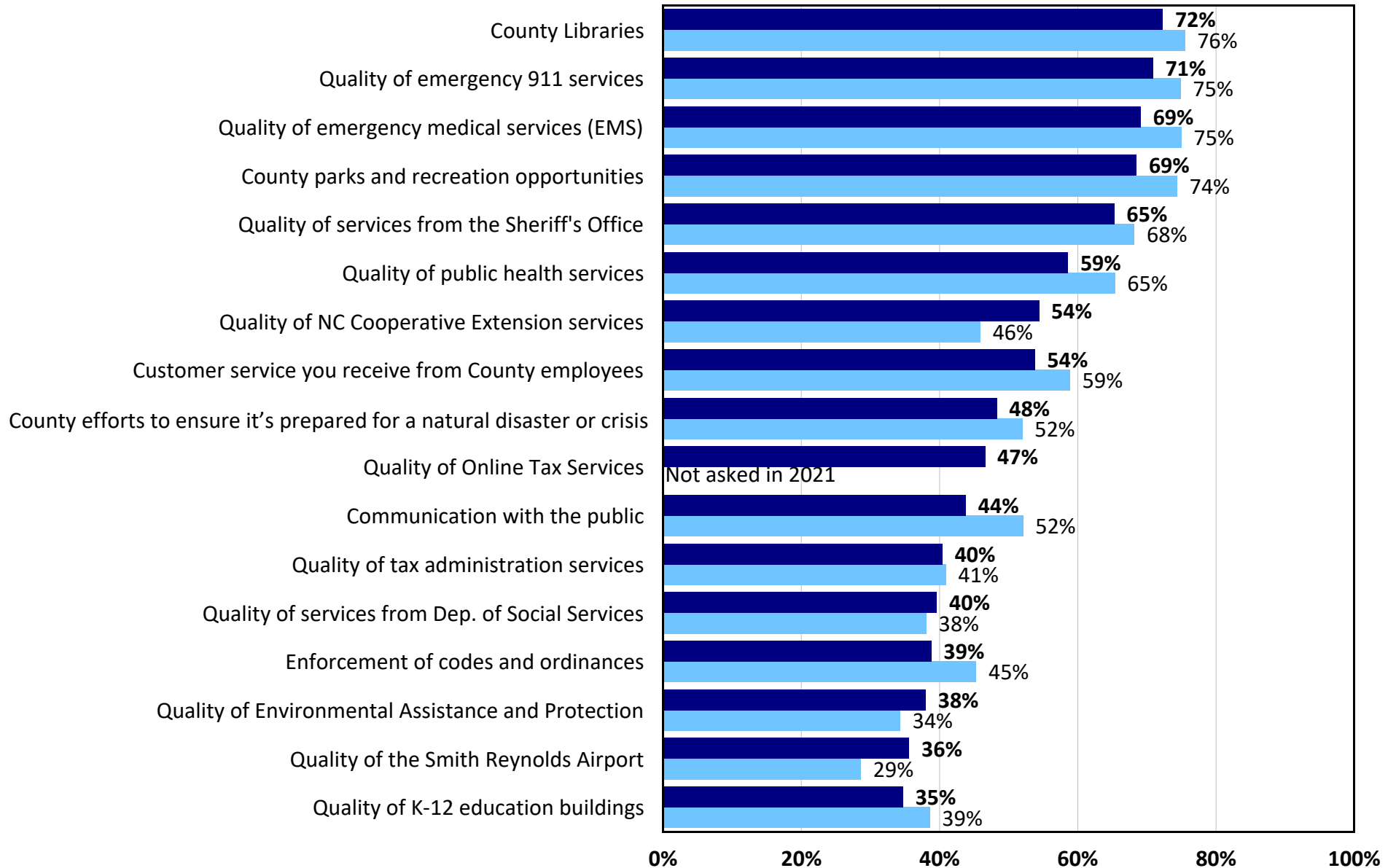


# TRENDS

## Q7. Major Categories of County Services

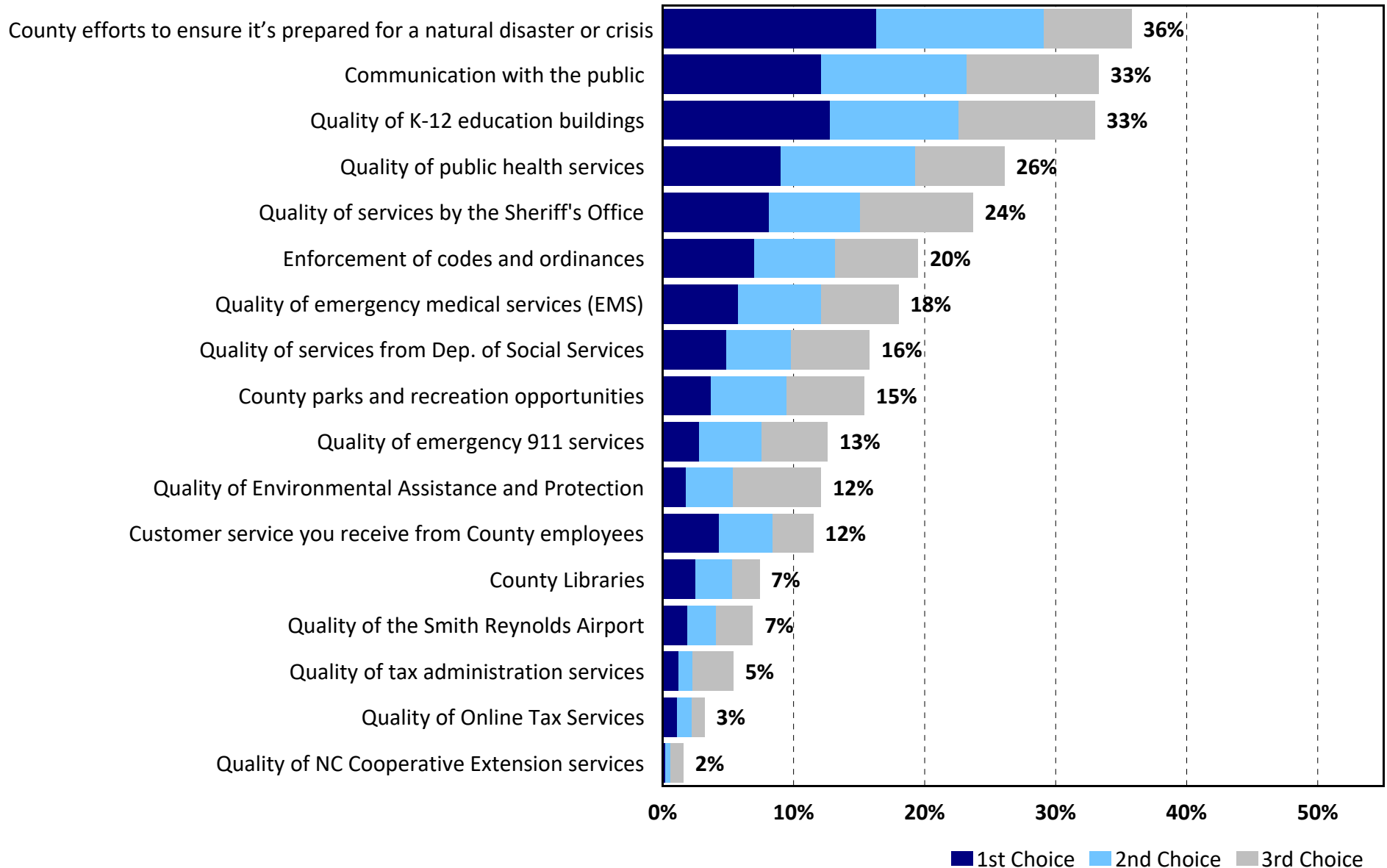
by percentage of respondents who rated their satisfaction as "satisfied" or "very satisfied"

2023 2021



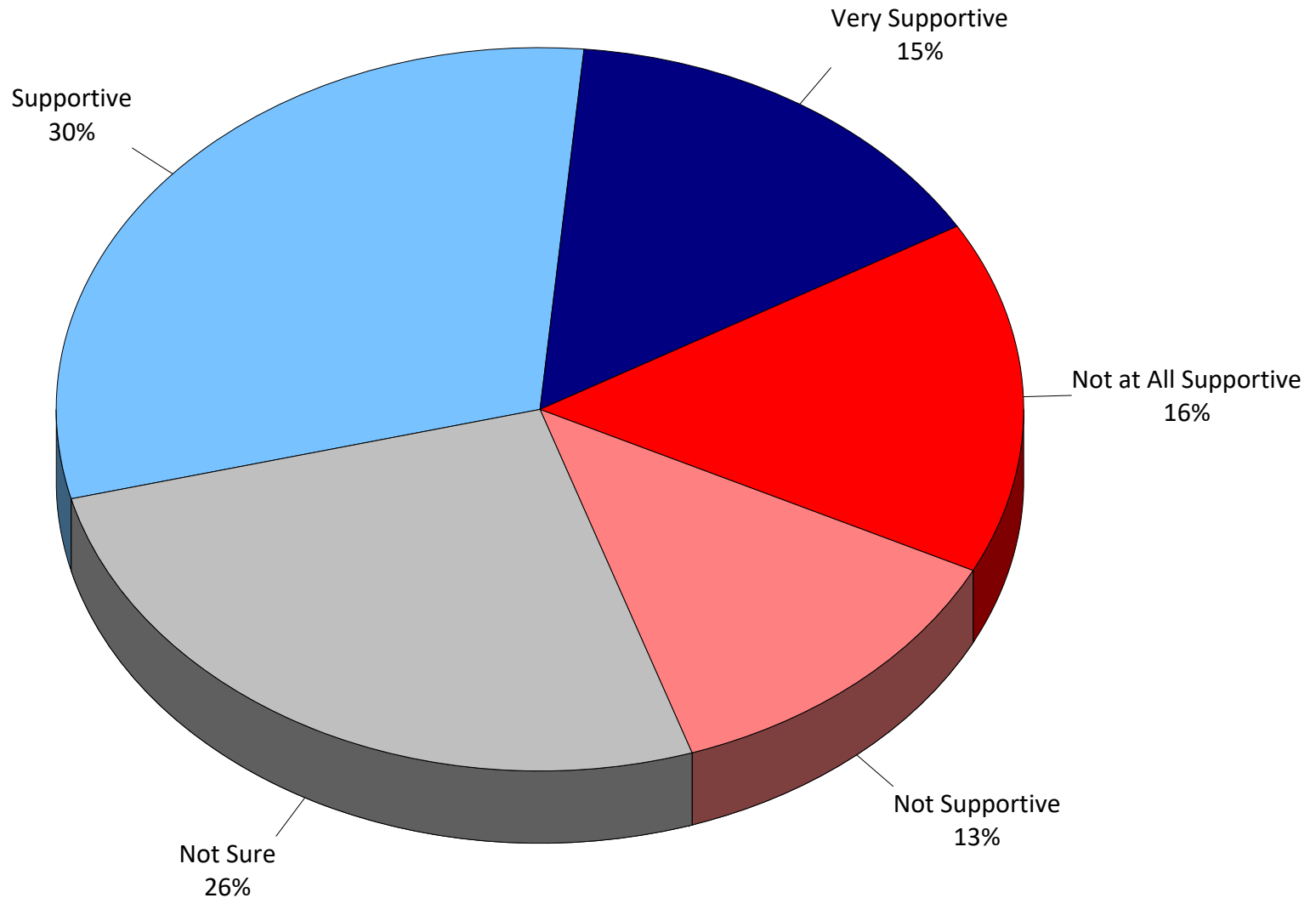
# Q8. Major Categories of Services That Should Receive the MOST EMPHASIS from the County over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices



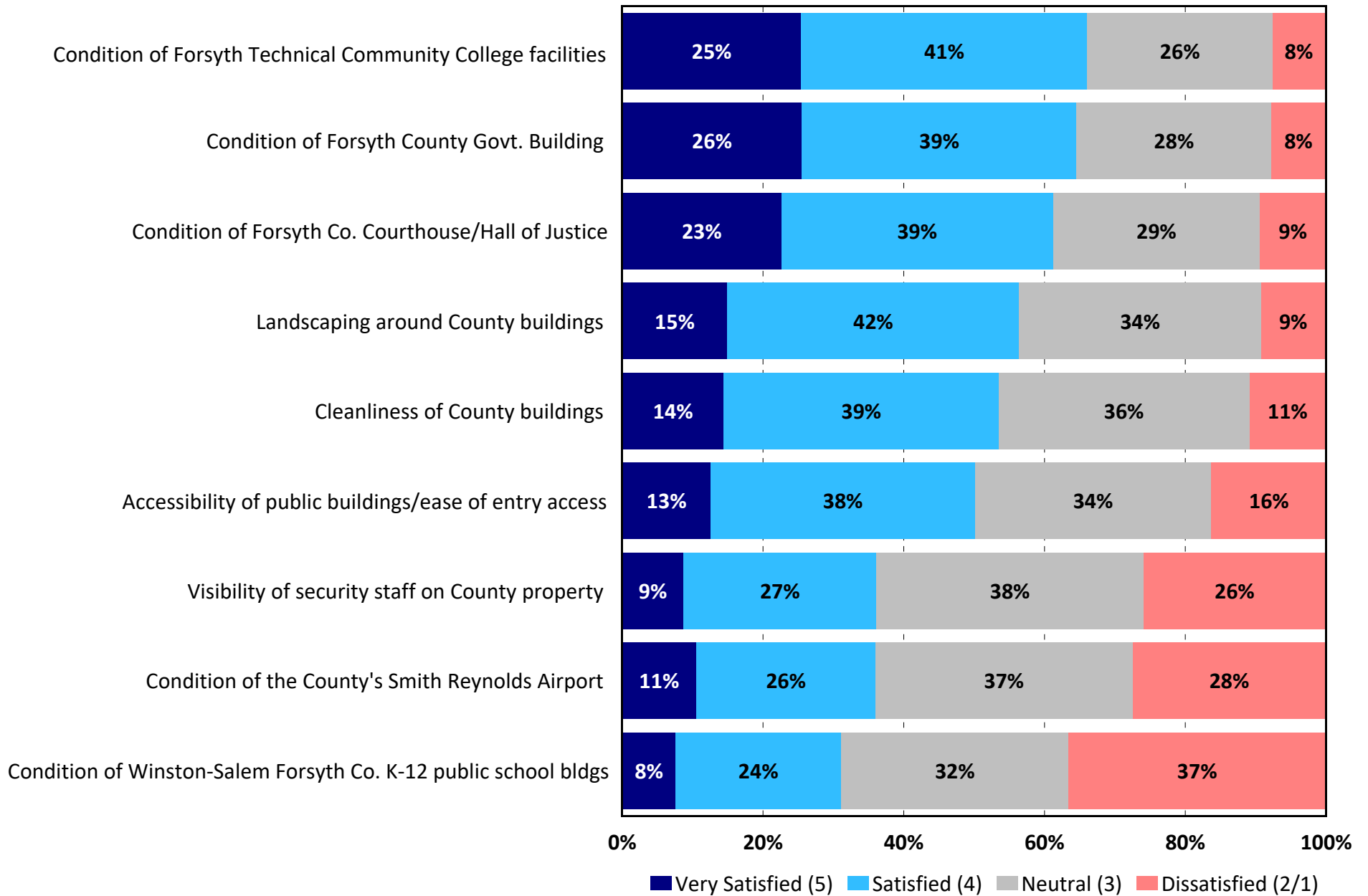
# Q9. How supportive would you be of a tax increase if it were used to fund the major category of service that you indicated should receive the most emphasis in Question 8?

by percentage of respondents



# Q10. Satisfaction with Maintenance

by percentage of respondents (excluding "don't know")



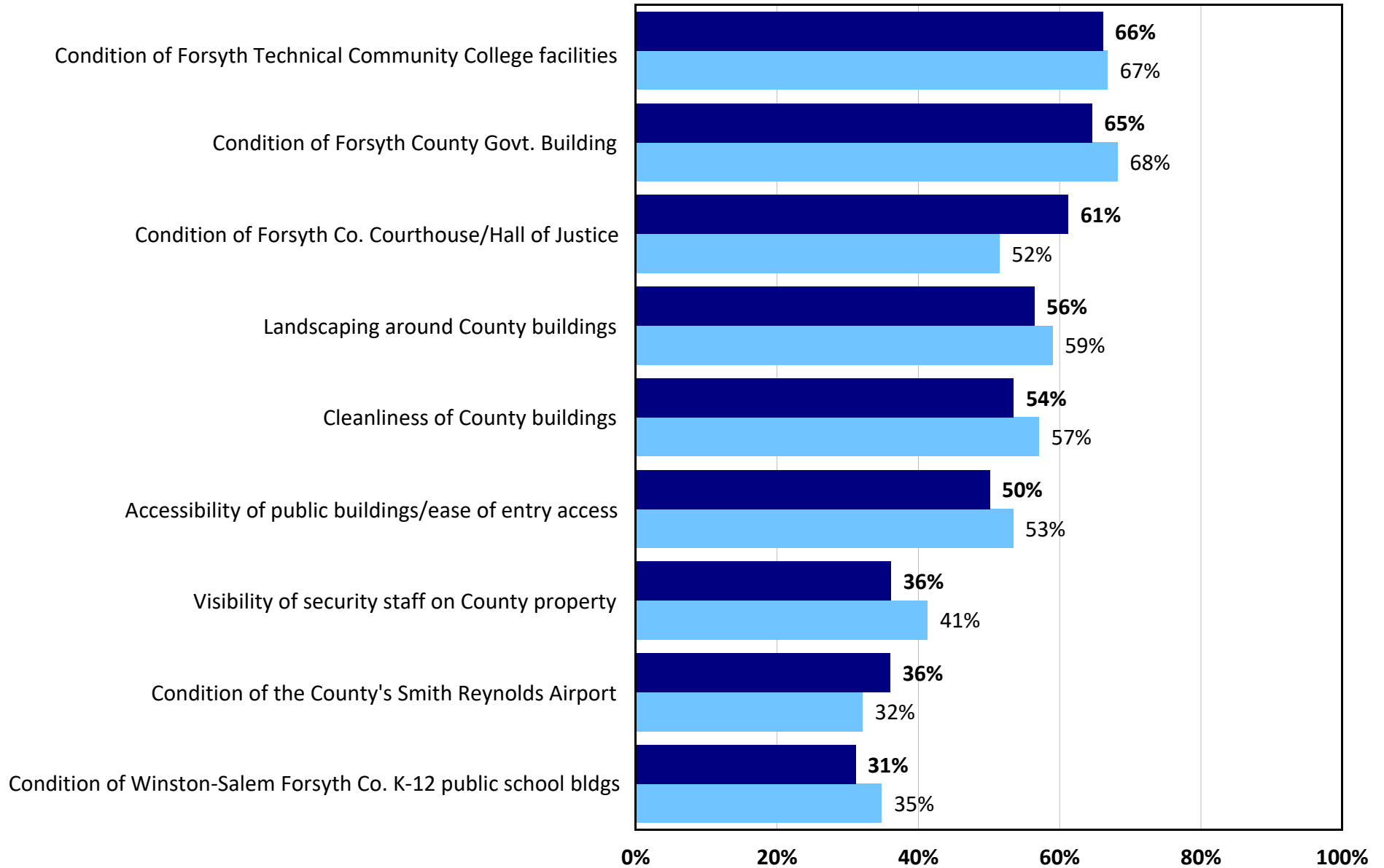


# TRENDS

## Q10. Satisfaction with Maintenance

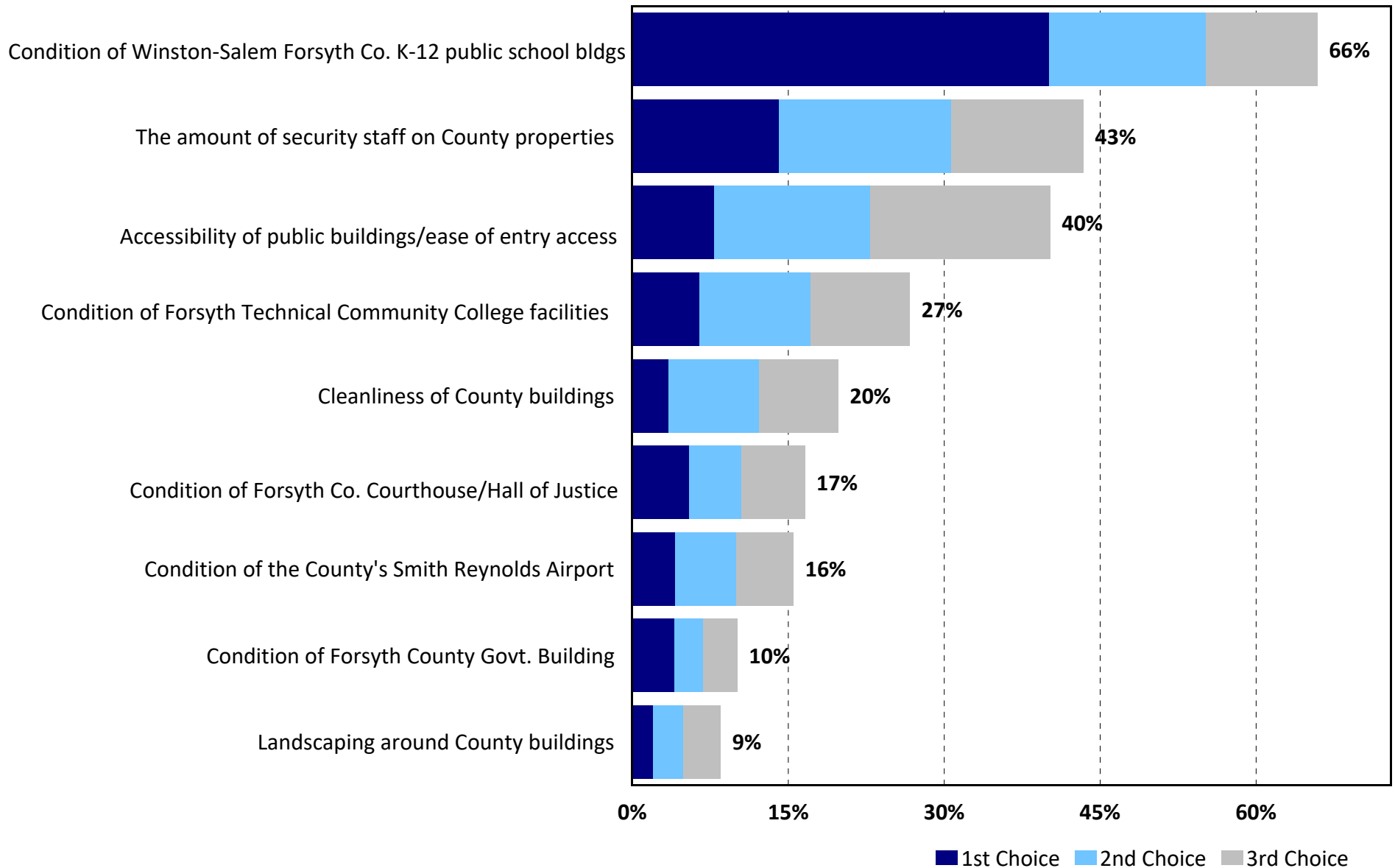
by percentage of respondents who rated their satisfaction as "satisfied" or "very satisfied"

2023 2021



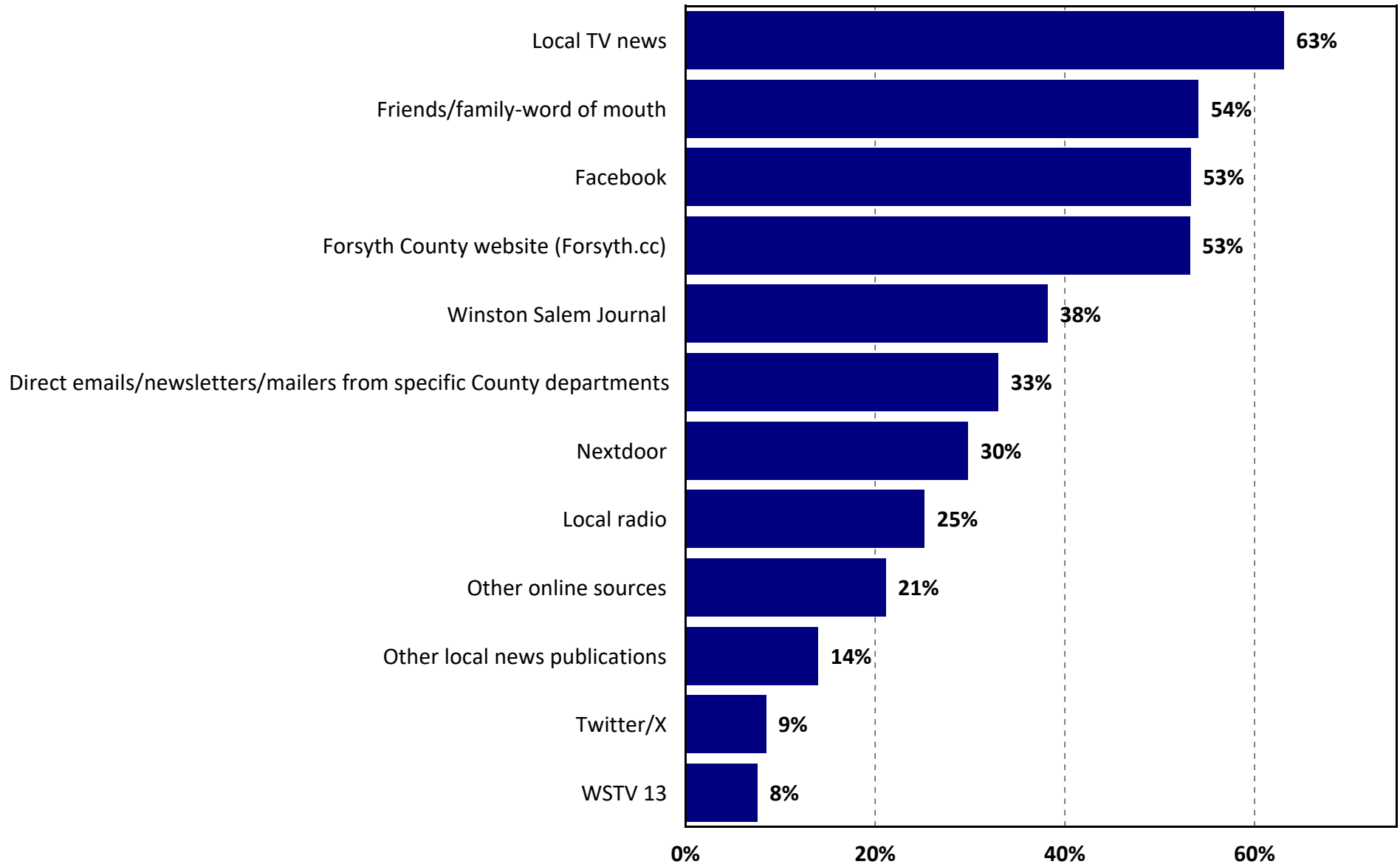
# Q11. Maintenance Items that Should Receive the MOST EMPHASIS from County Leaders over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices



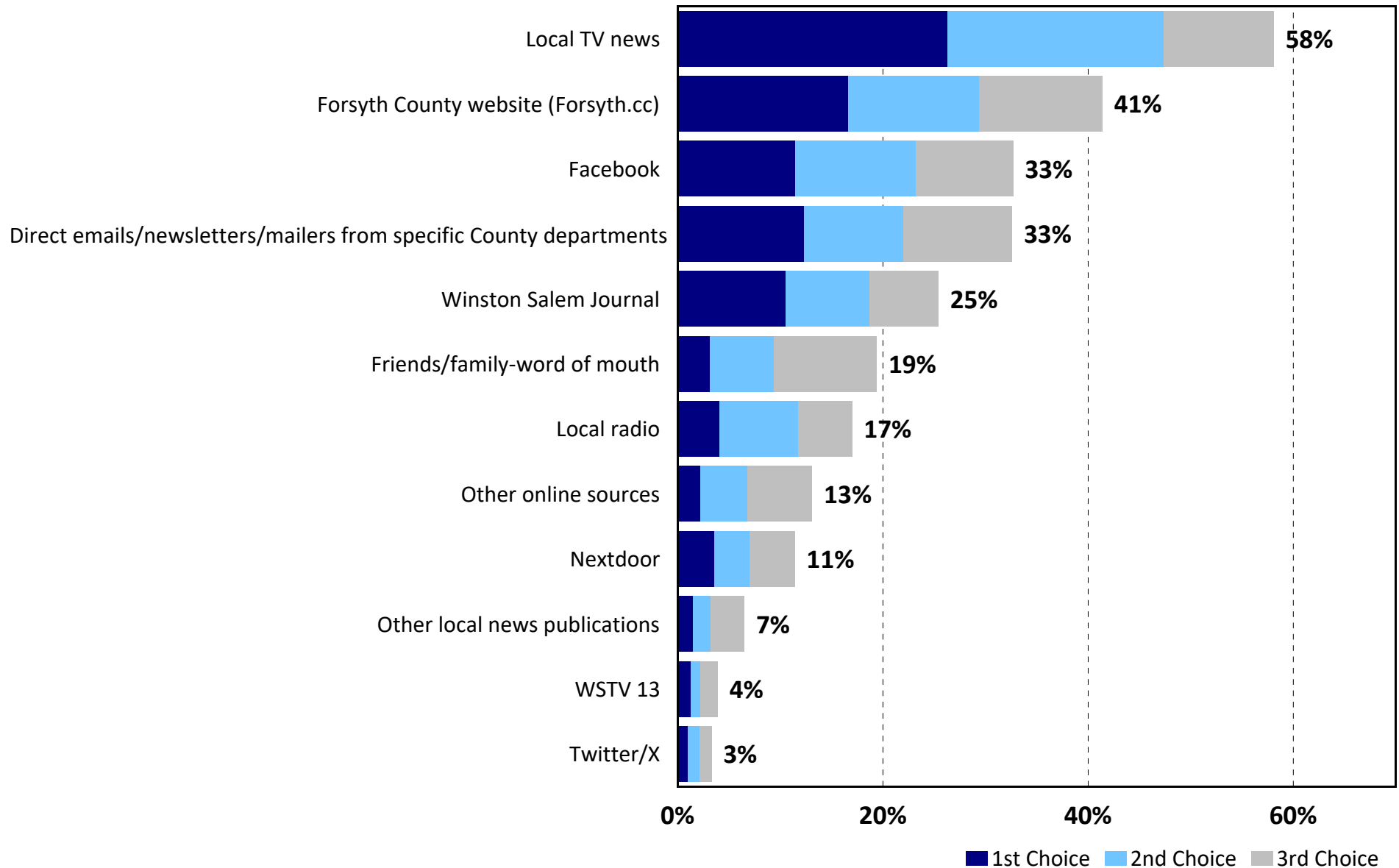
# Q12. Sources That Households Use to Learn About Forsyth County News, Events, and Other County Information

by percentage of respondents (multiple selections could be made)



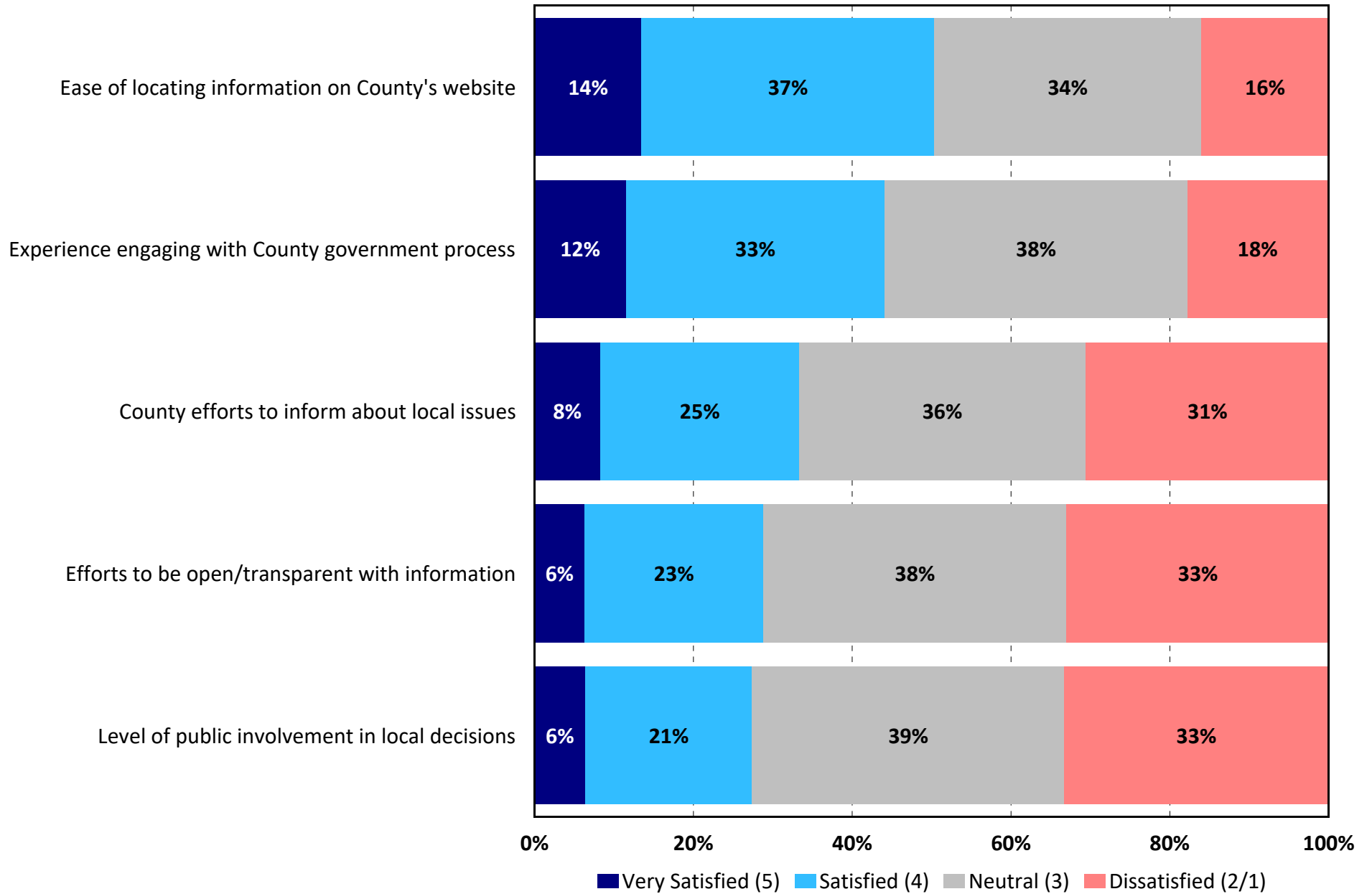
# Q13. Sources That Residents Most Prefer to Use to Get Information on County News, Events, and Other County Information

by percentage of respondents who selected the item as one of their top three choices



# Q14. Satisfaction with County Communication

by percentage of respondents (excluding don't knows)

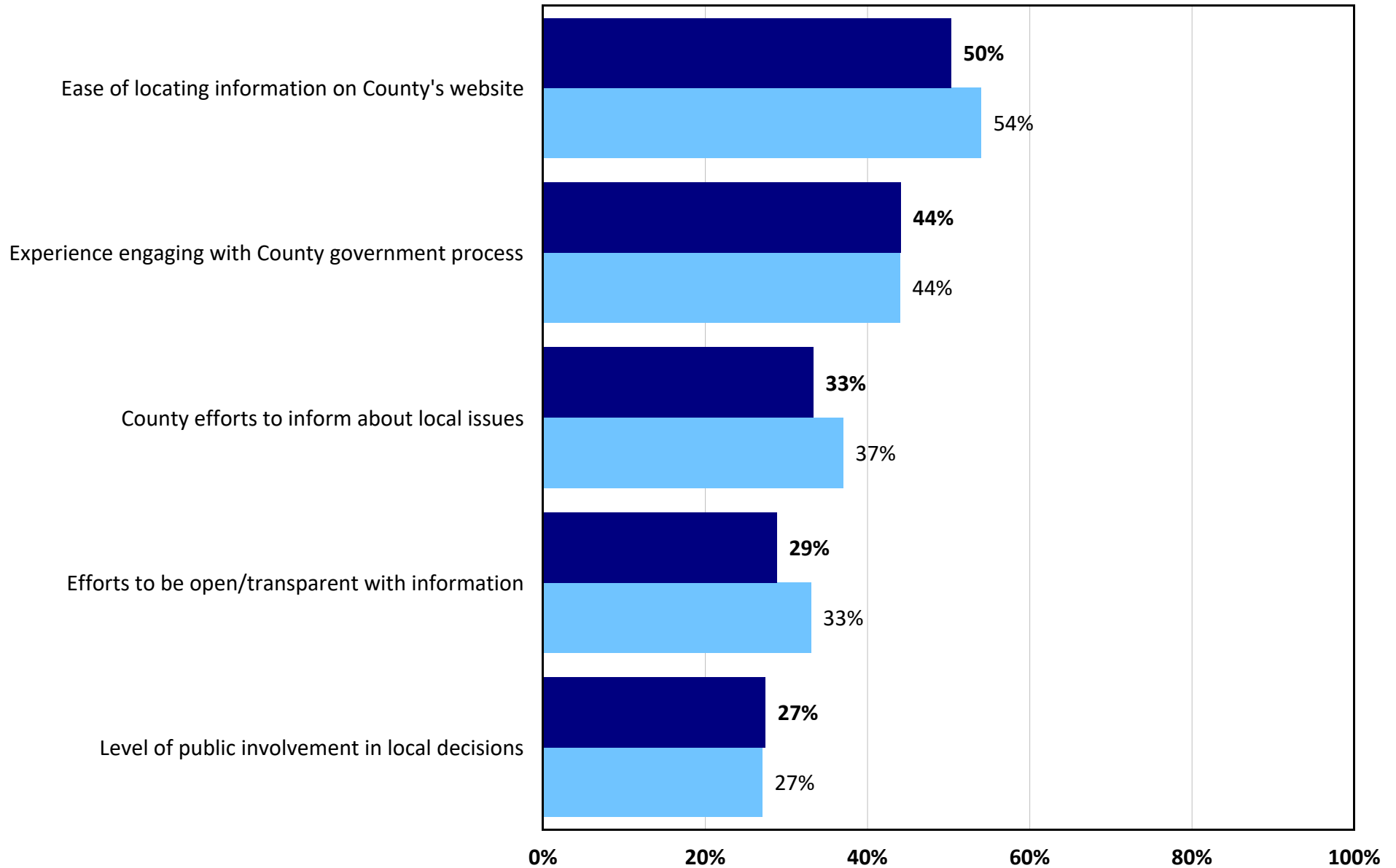


# TRENDS

## Q14. Satisfaction with County Communications

by percentage of respondents who rated their satisfaction as "satisfied" or "very satisfied"

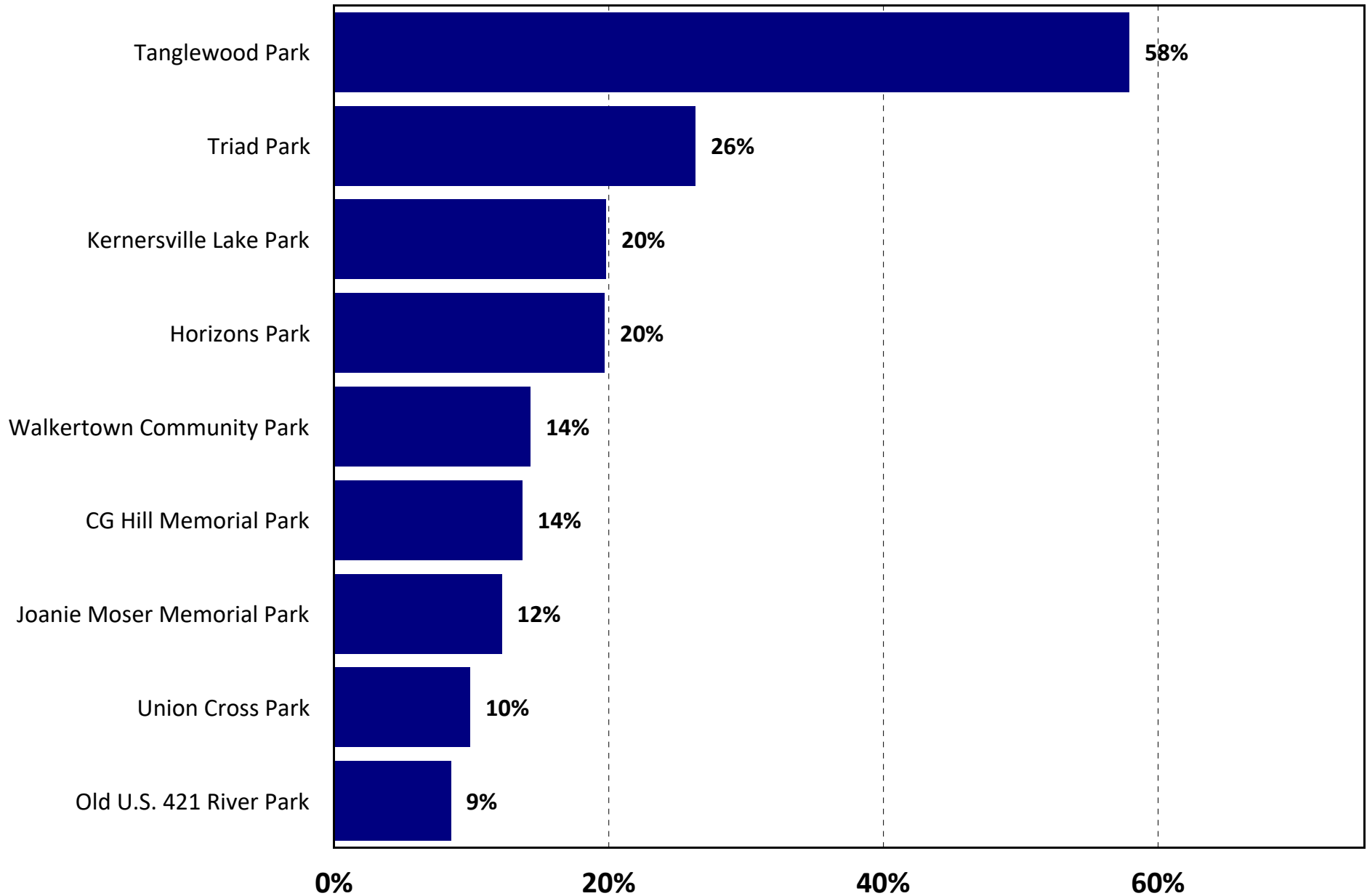
■ 2023 ■ 2021





# Q15[1]. Parks That Households Have Visited During the Past Year

by percentage of respondents who visited the park (multiple selections could be made)

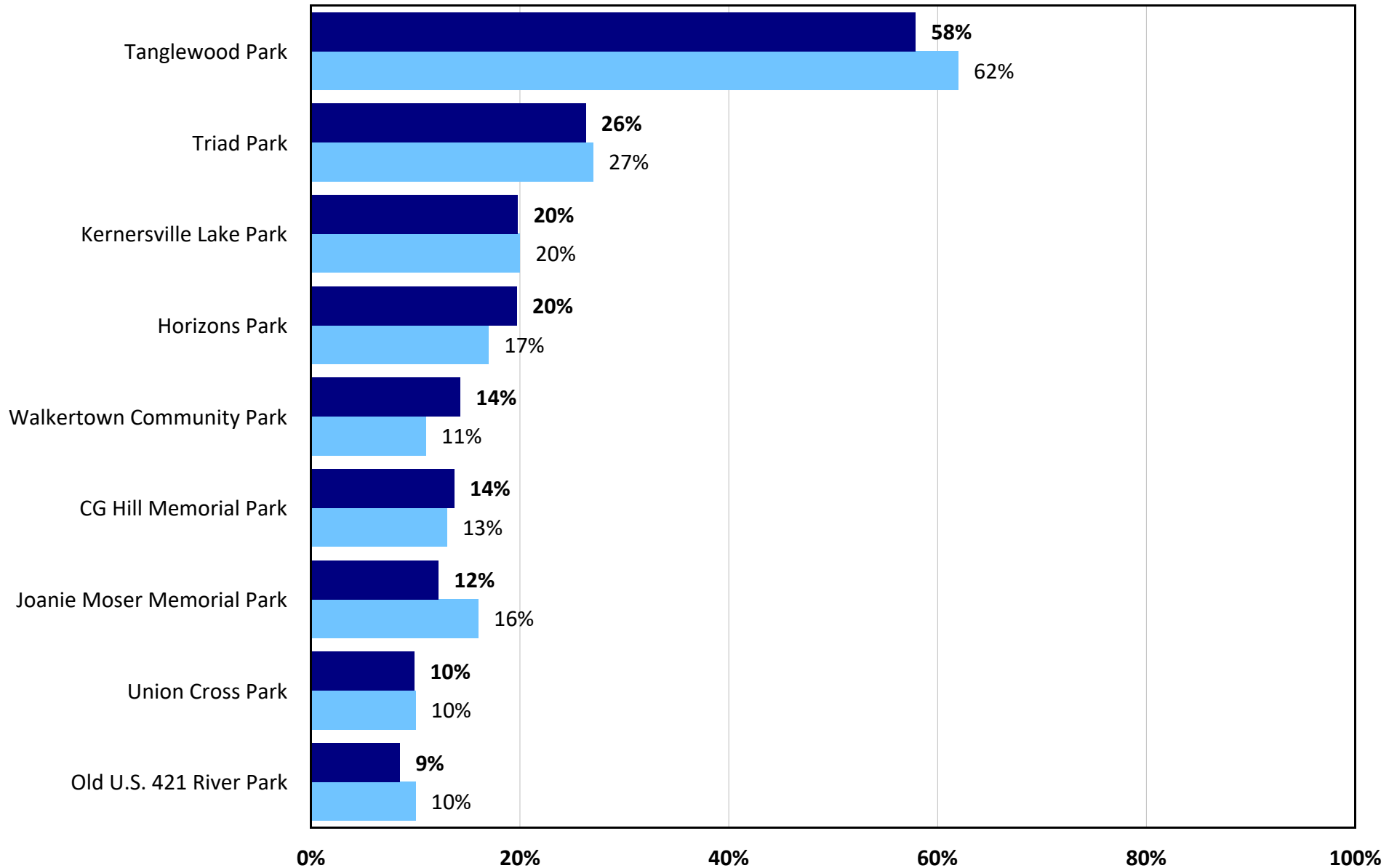


# TRENDS

## Q15[1]. Parks That Households Have Visited During the Past Year

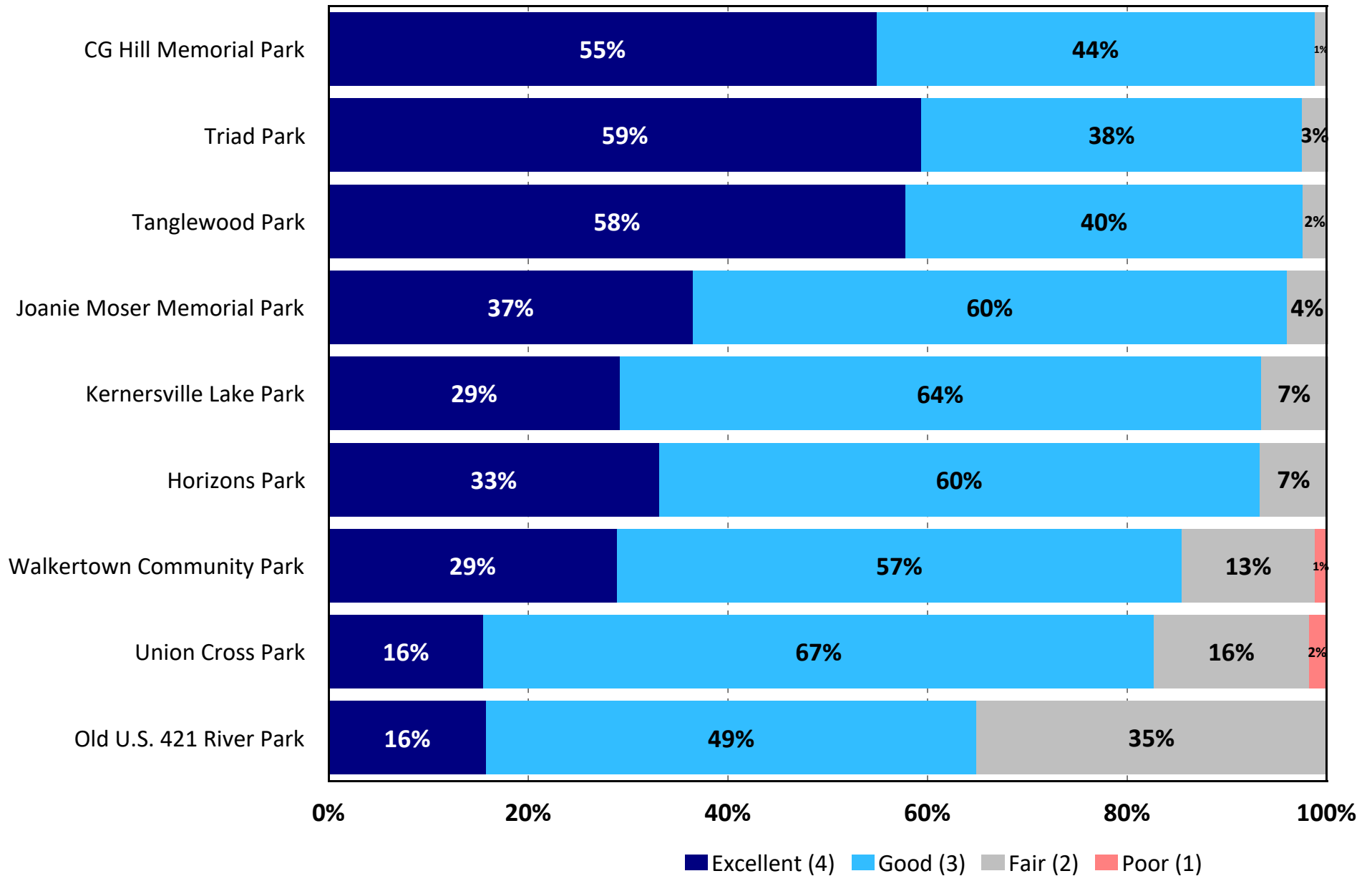
by percentage of respondents who visited the park (multiple selections could be made)

2023 2021



# Q15[2]. Ratings of the Condition of Parks

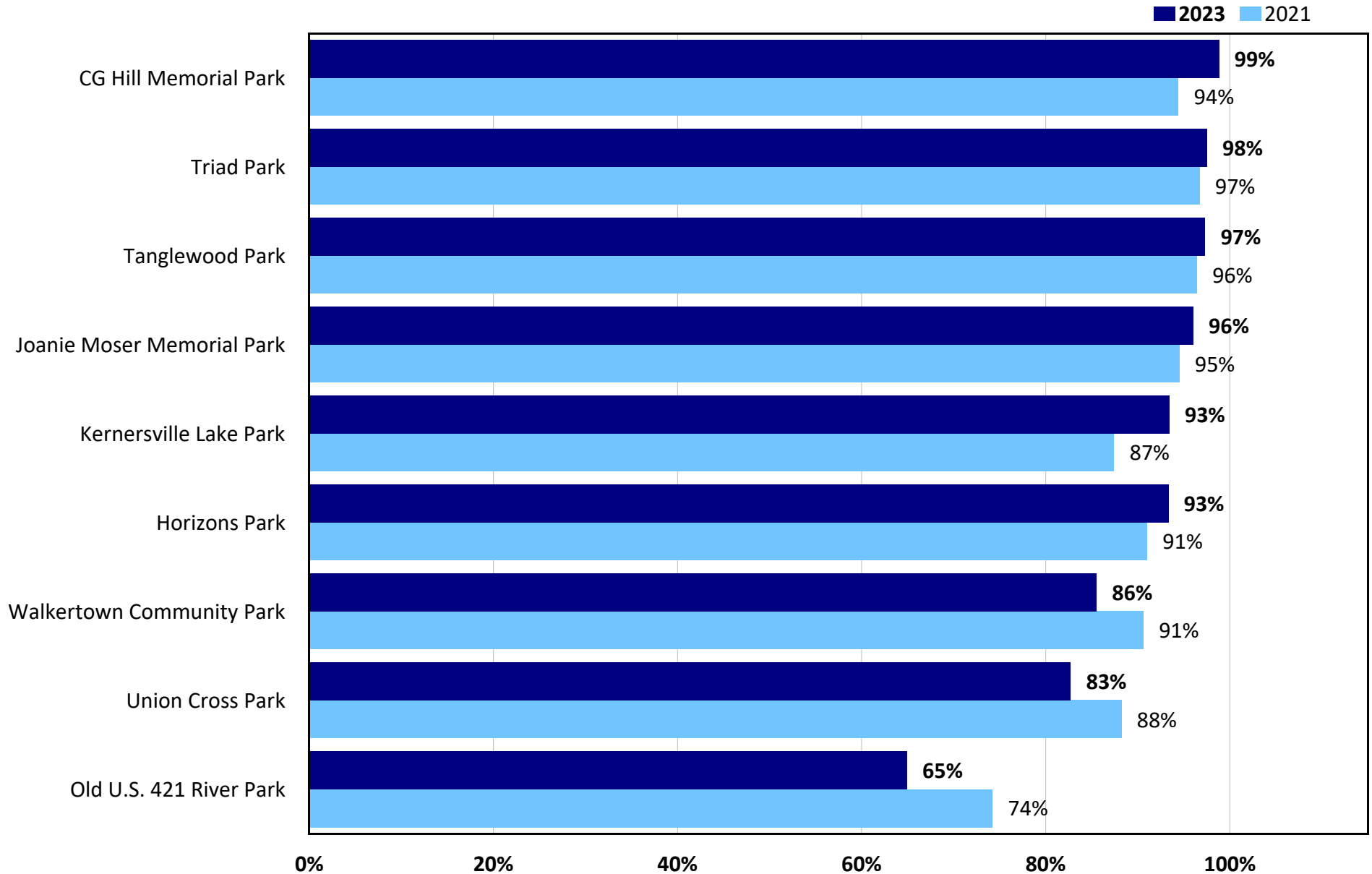
by percentage of respondents who visited the park during the past year (excluding don't knows)



# TRENDS

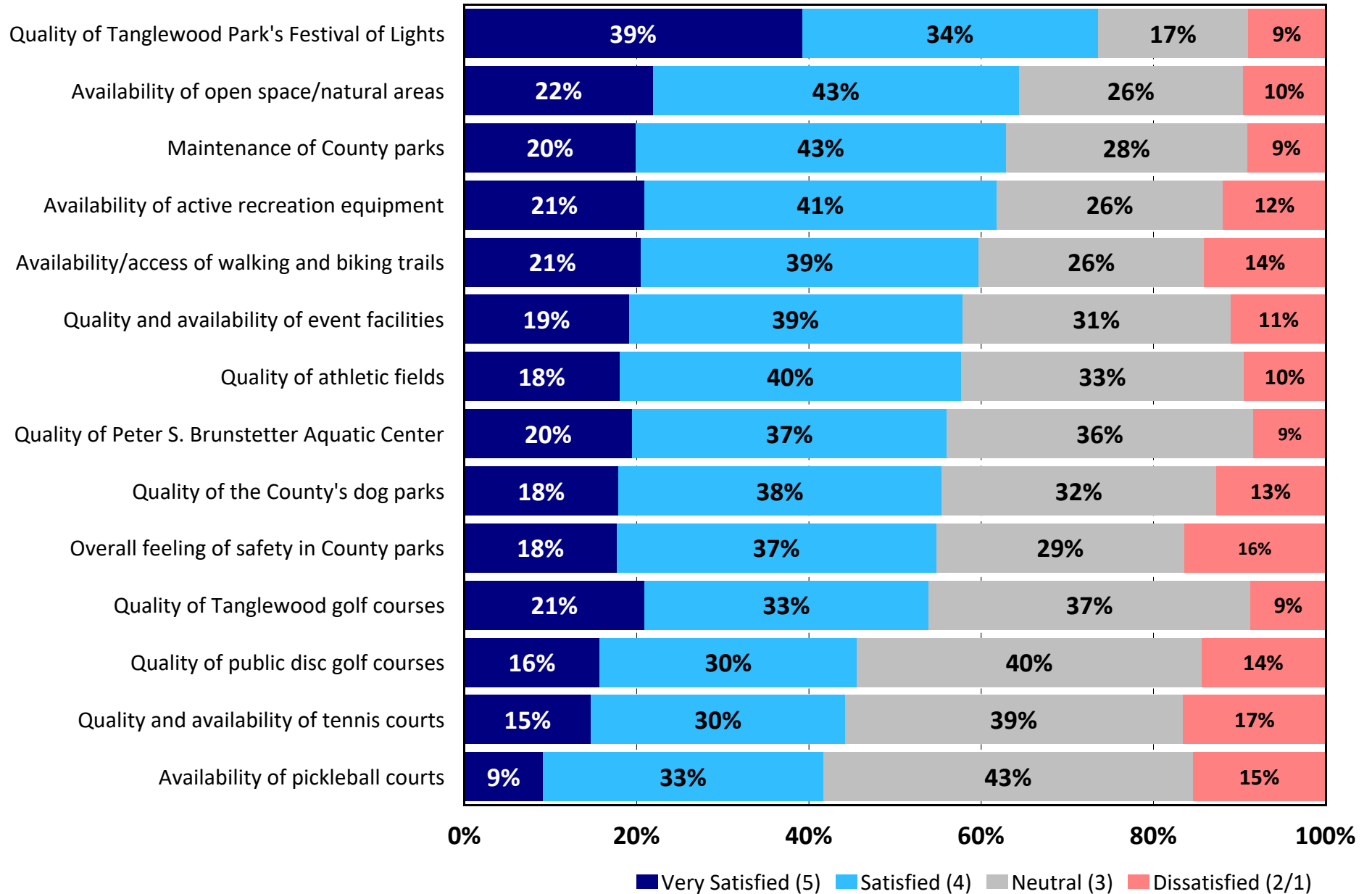
## Q15[2]. Rating Condition of Parks

by percentage of respondents who visited the park who rated the condition as "excellent" or "good"



# Q16. Satisfaction with Parks and Recreation Services

by percentage of respondents (excluding don't knows)

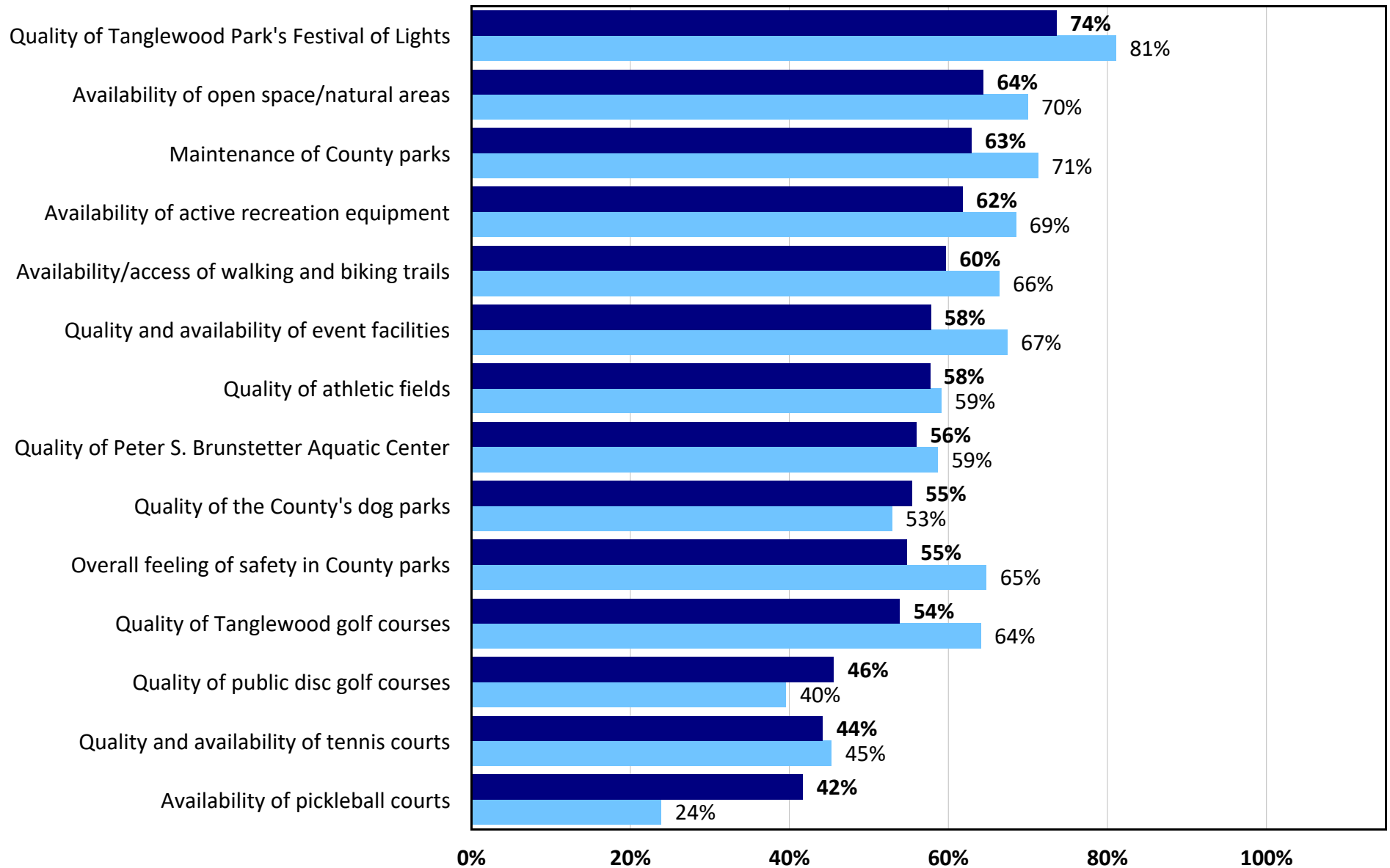


# TRENDS

## Q16. Satisfaction with Parks and Recreation Services

by percentage of respondents who selected "satisfied" or "very satisfied"

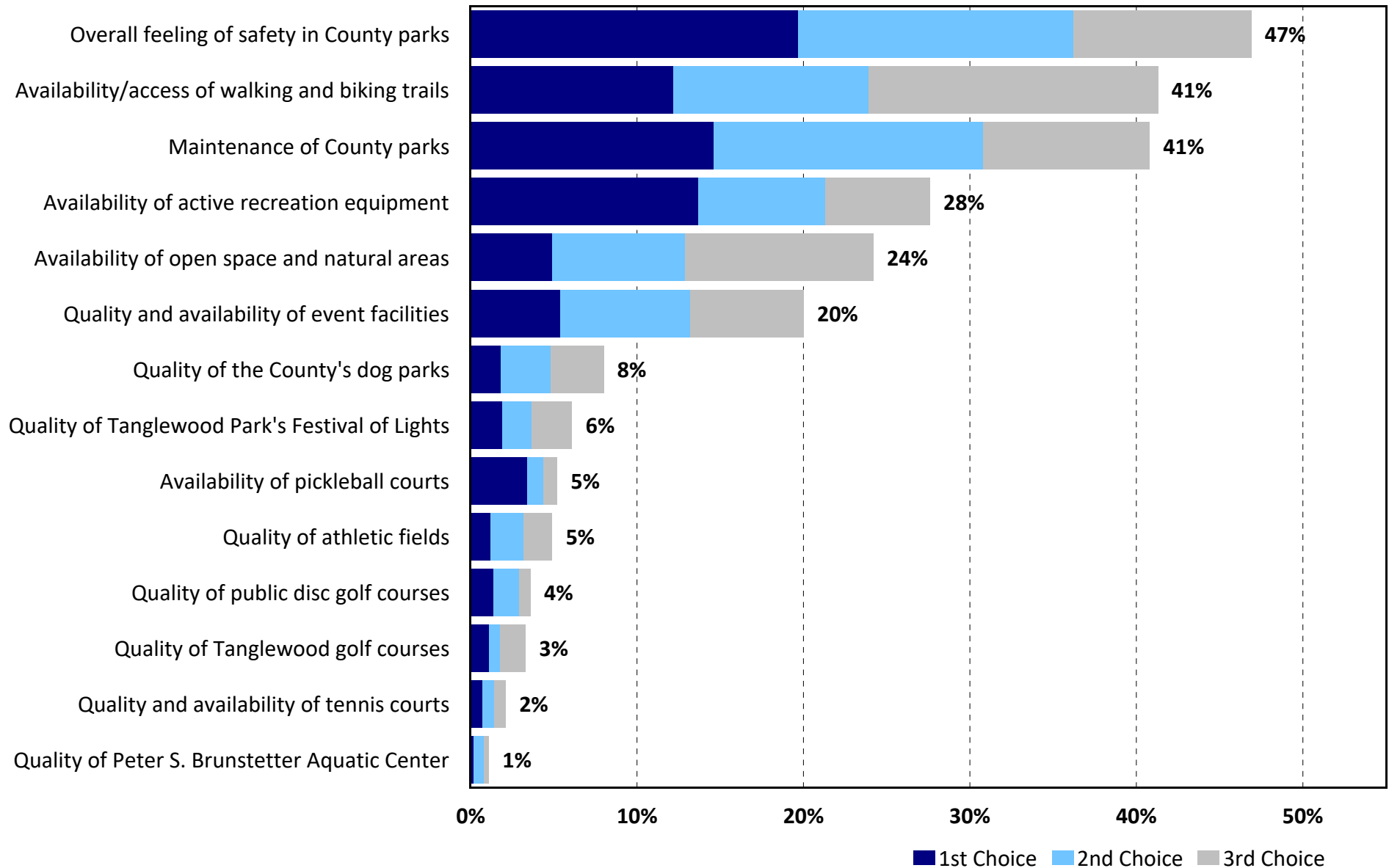
■ 2023 ■ 2021





# Q17. Parks and Recreation Services That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices

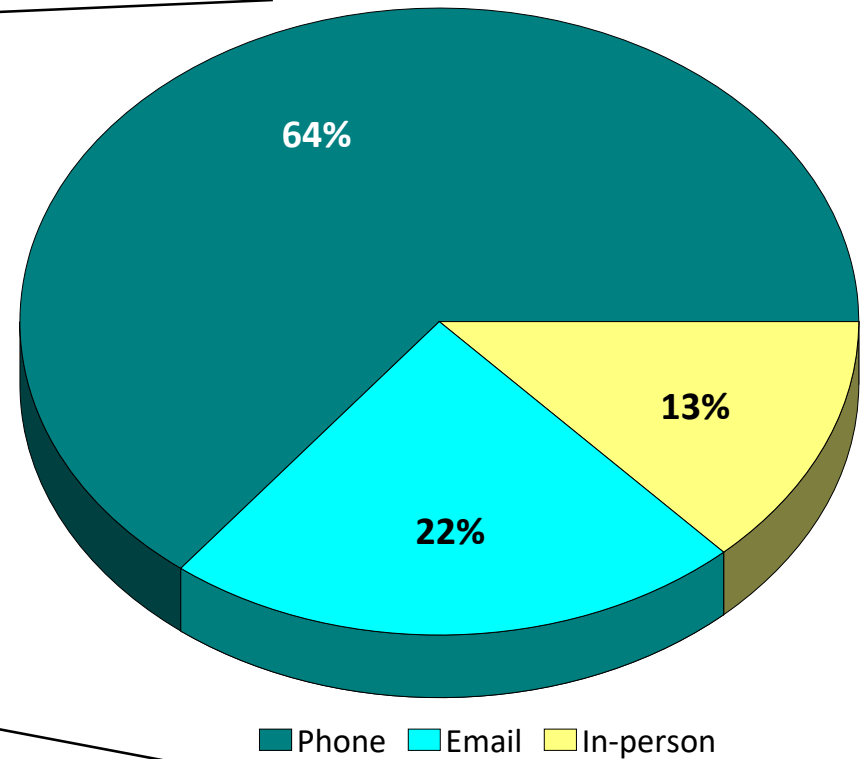
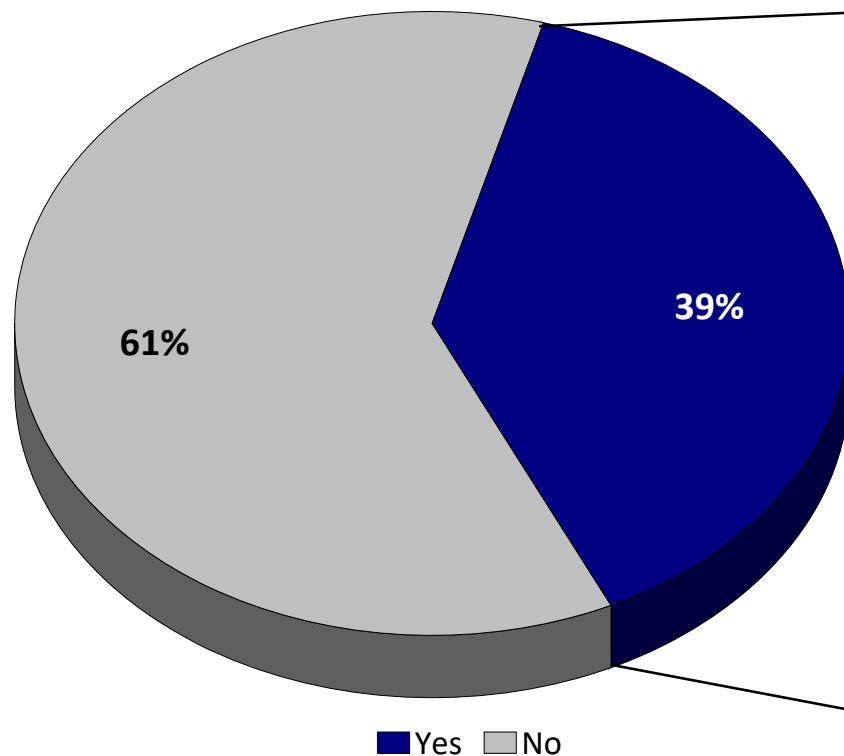


# Q18. During the past year, have you or other members of your household contacted employees of Forsyth County or visited the County's website to seek services, ask a question, or file a complaint?

by percentage of respondents

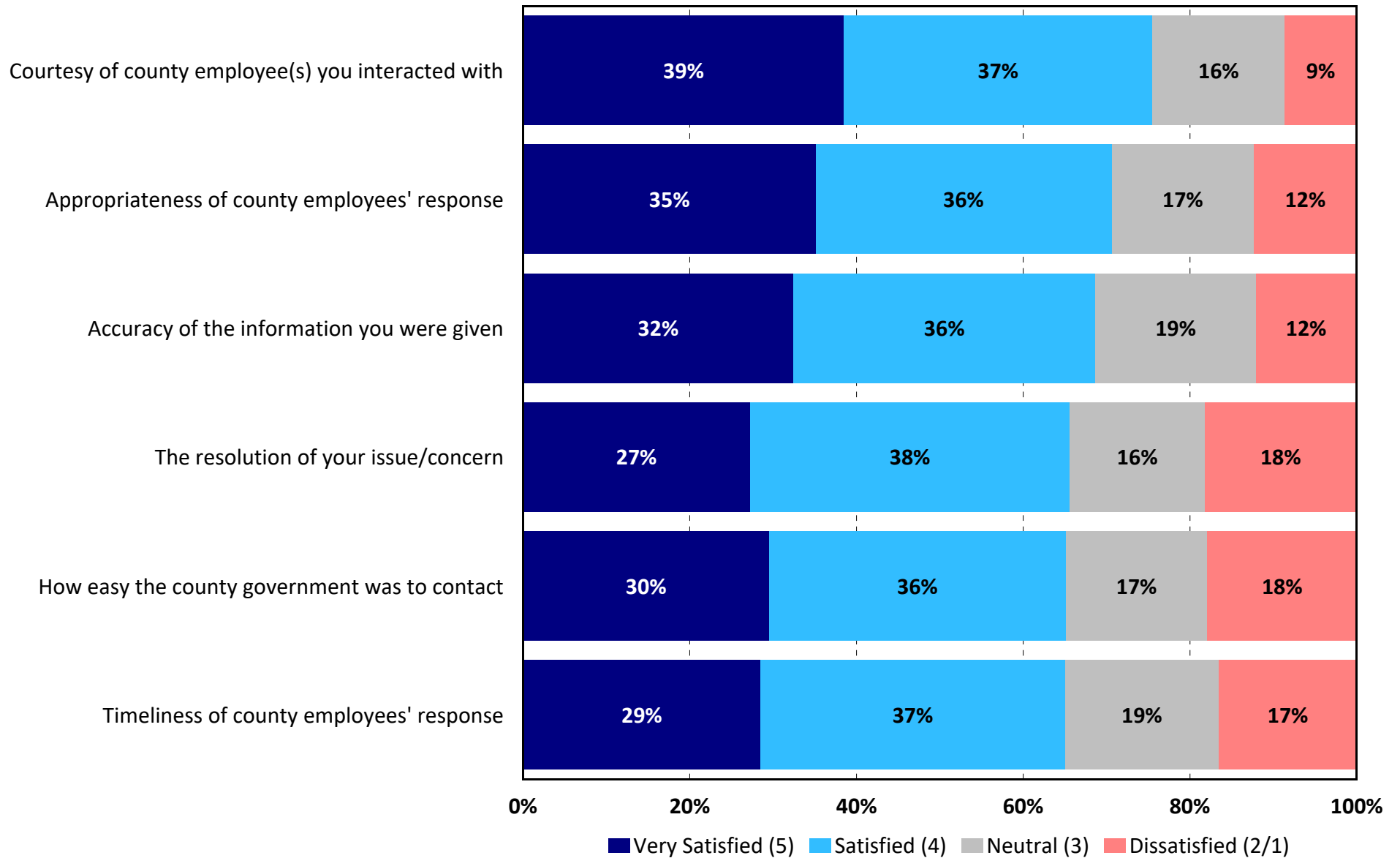
## Q18a. How did you most recently contact the County?

by percentage of respondents who contacted the County (excluding not provided)



# Q18b. Satisfaction with Aspects of Customer Service from County Government

by percentage of respondents who contacted the County (excluding don't knows)

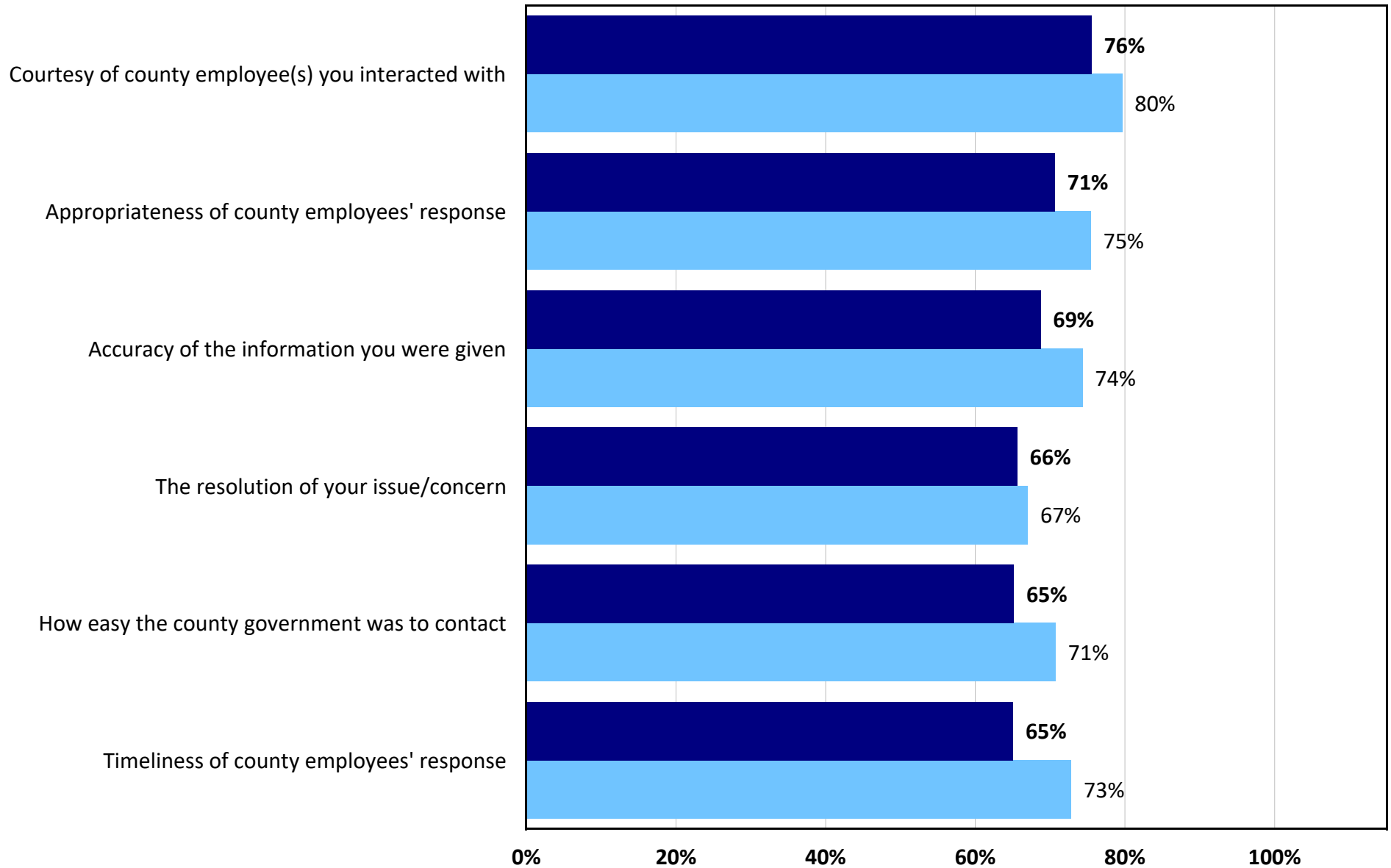


# TRENDS

## Q18. Satisfaction with County Customer Service

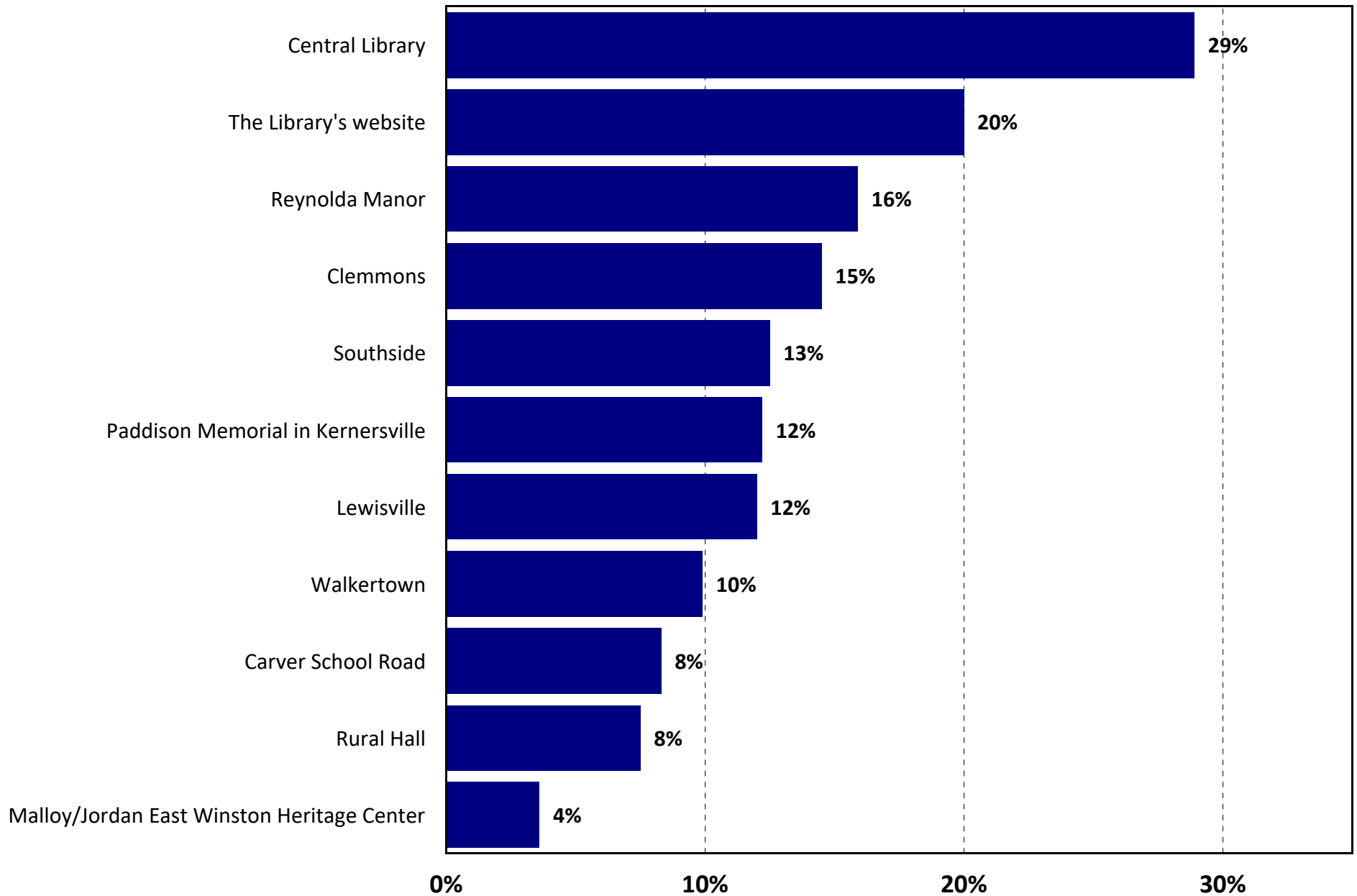
by percentage of respondents who selected "satisfied" or "very satisfied"

2023 2021



# Q19[1]. Libraries That Households Have Visited During the Past Year

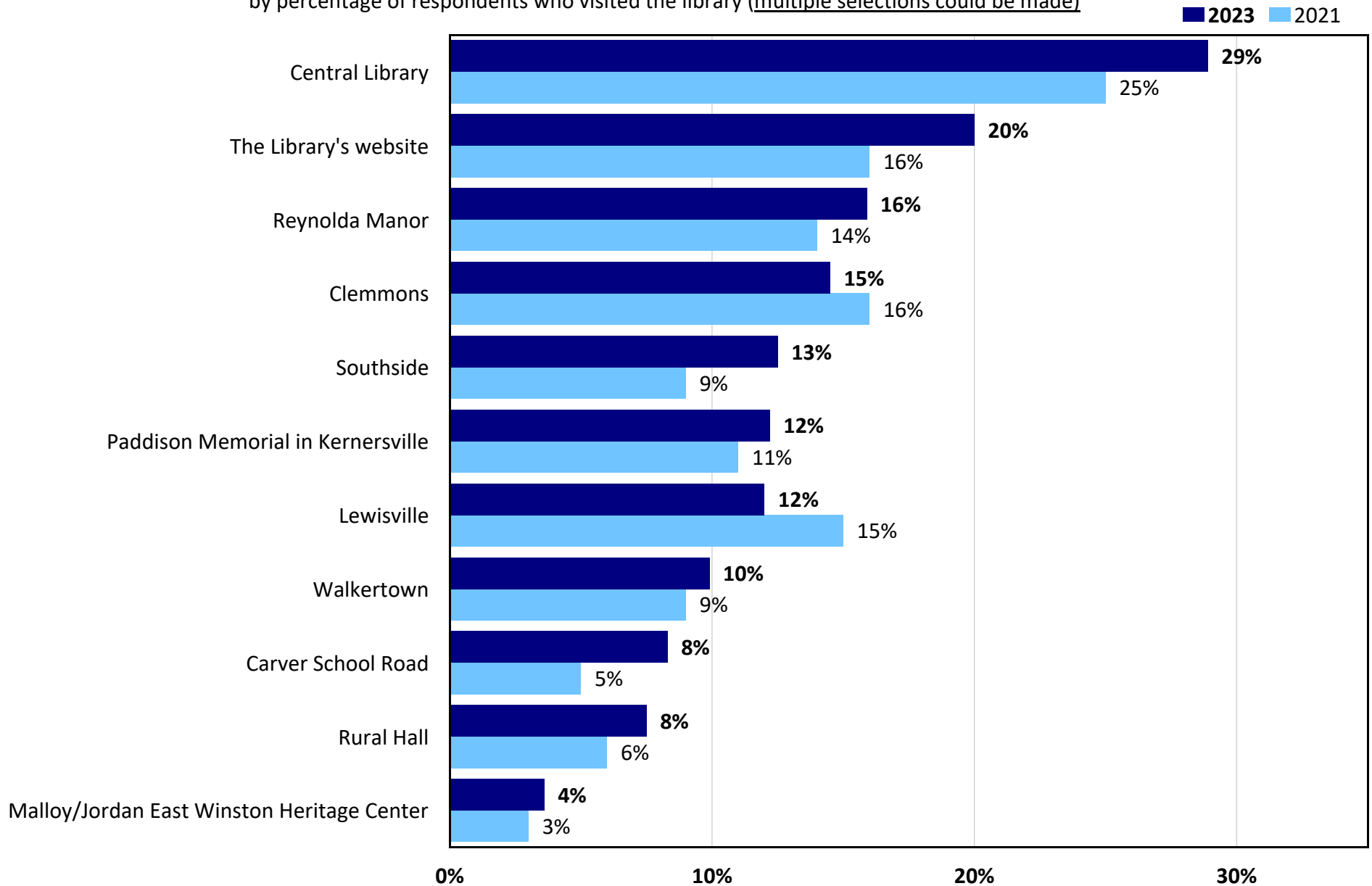
by percentage of respondents who visited the library (multiple selections could be made)



# TRENDS

## Q19[1]. Libraries That Households Have Visited During the Past Year

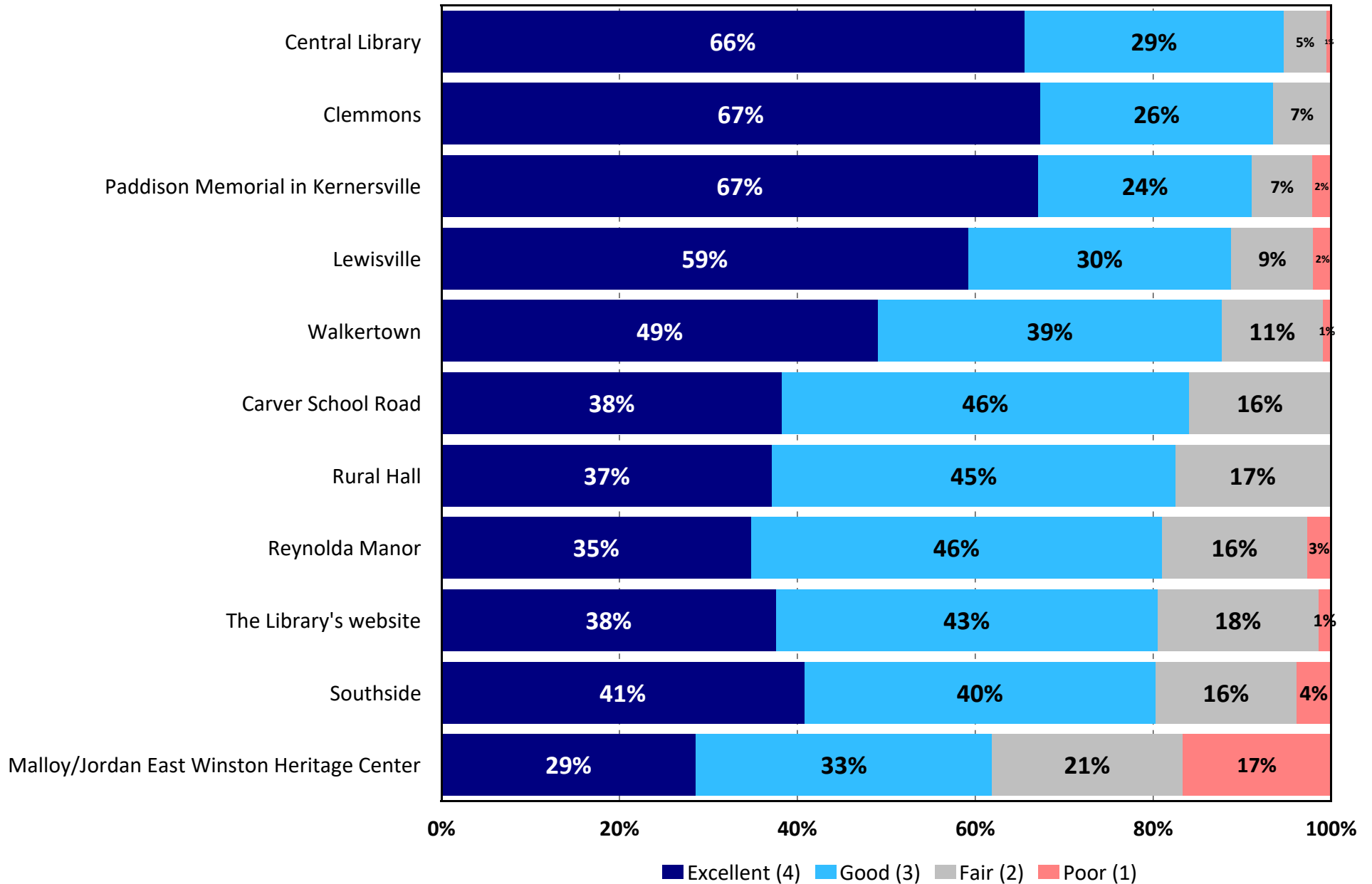
by percentage of respondents who visited the library (multiple selections could be made)





## Q19[2]. Ratings of the Condition of the Libraries

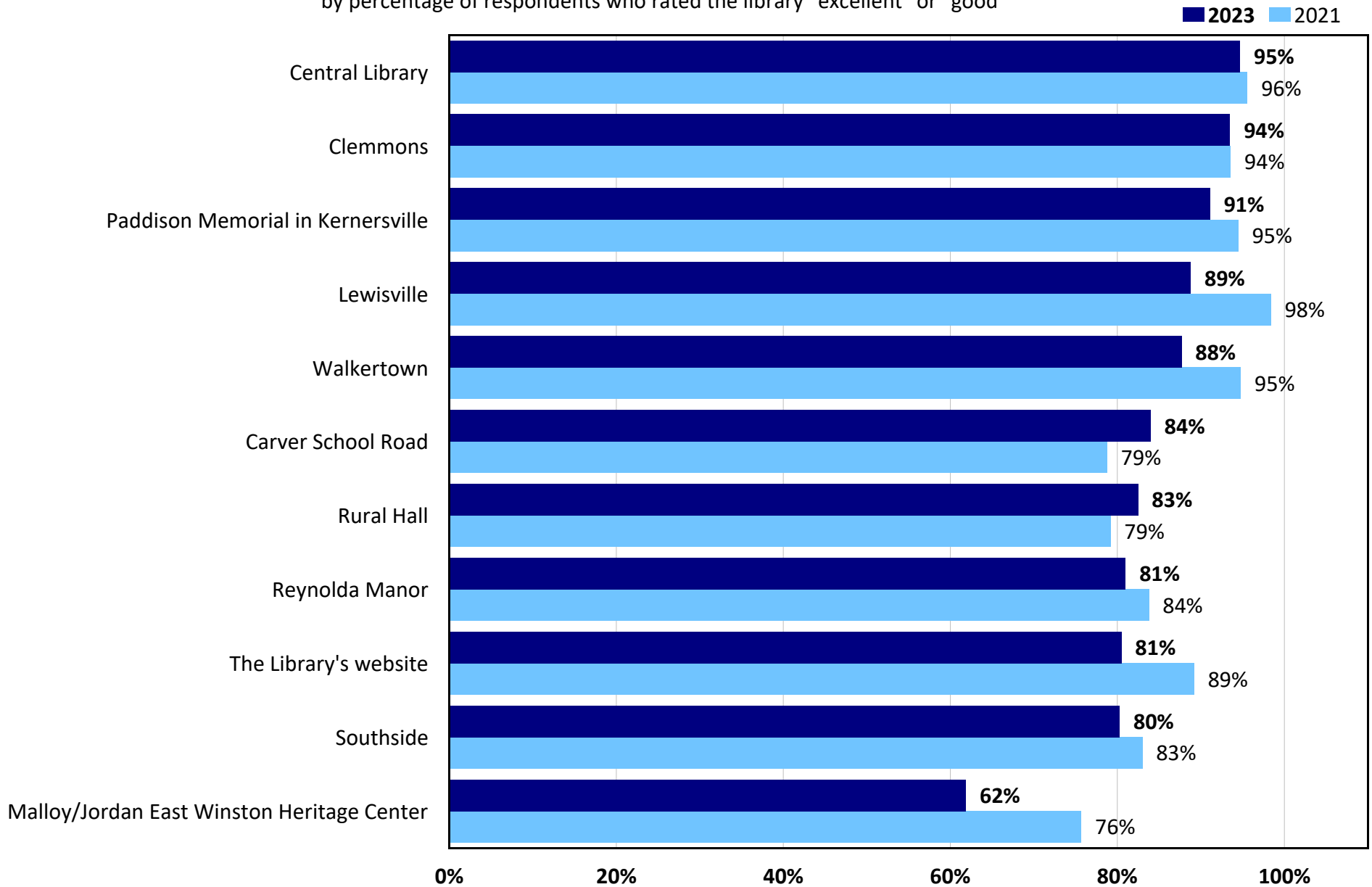
by percentage of respondents who visited or used the library during the past year (excluding don't knows)



# TRENDS

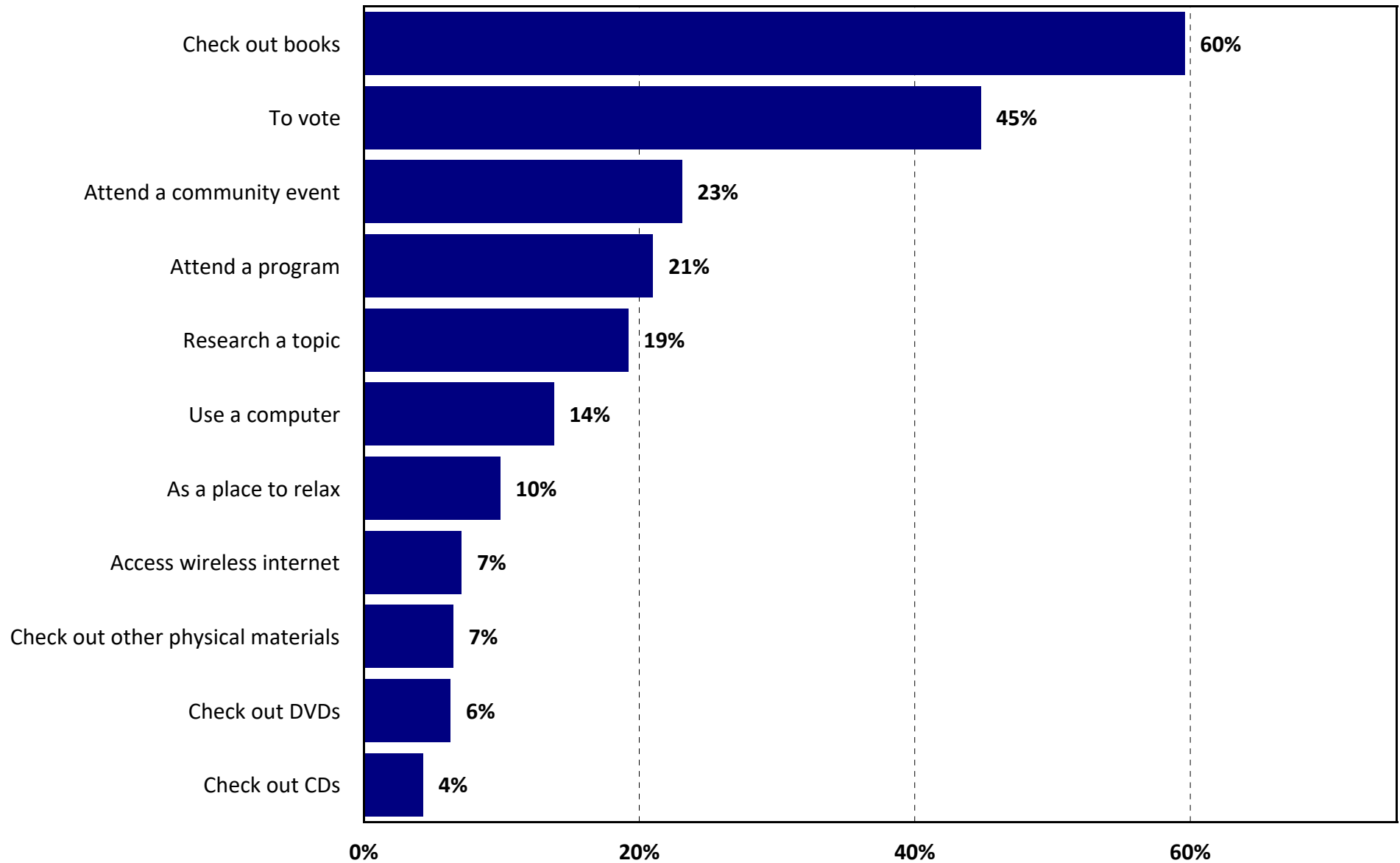
## Q19[2]. Ratings of the Condition of the Libraries

by percentage of respondents who rated the library "excellent" or "good"



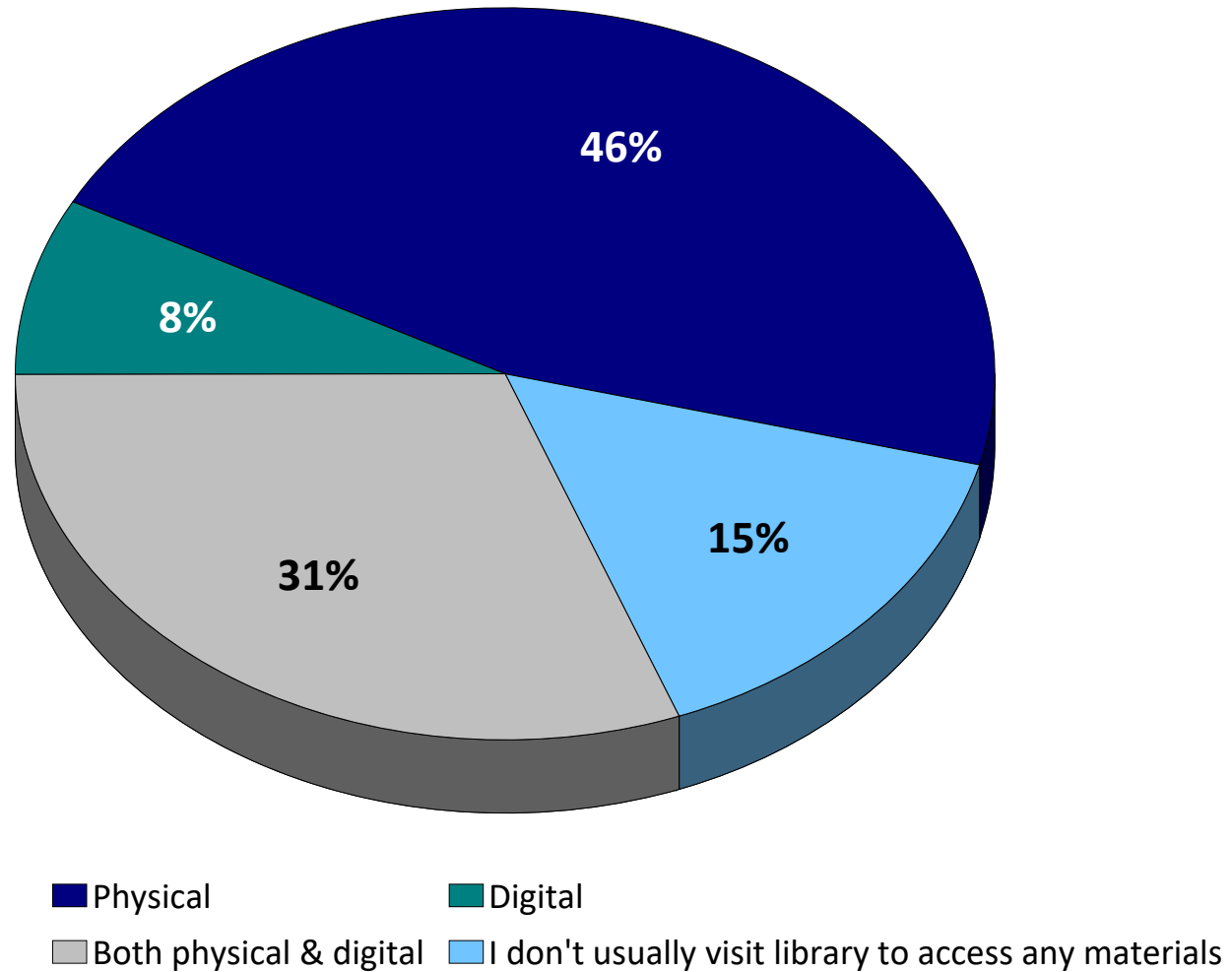
# Q19a. Reasons Why Households Have Visited or Used a Forsyth County Library During the Past Year

by percentage of respondents who visited or used a library (multiple selections could be made)



# Q19b. Formats Most Preferred When Accessing Forsyth County Library Materials

by percentage of respondents who visited or used a library (excluding not provided)

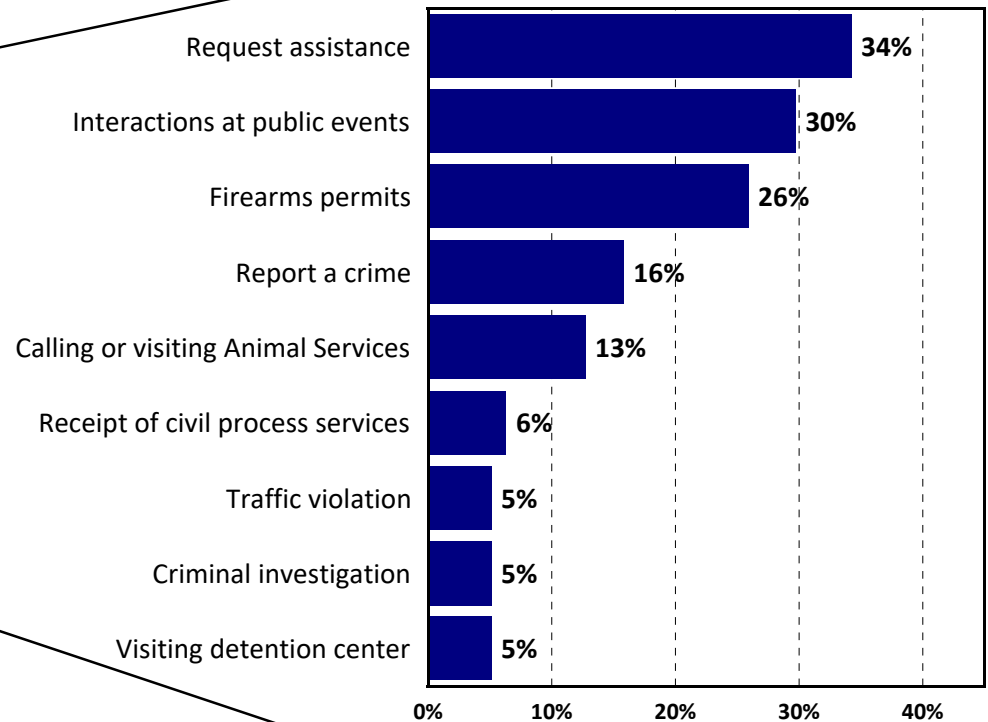
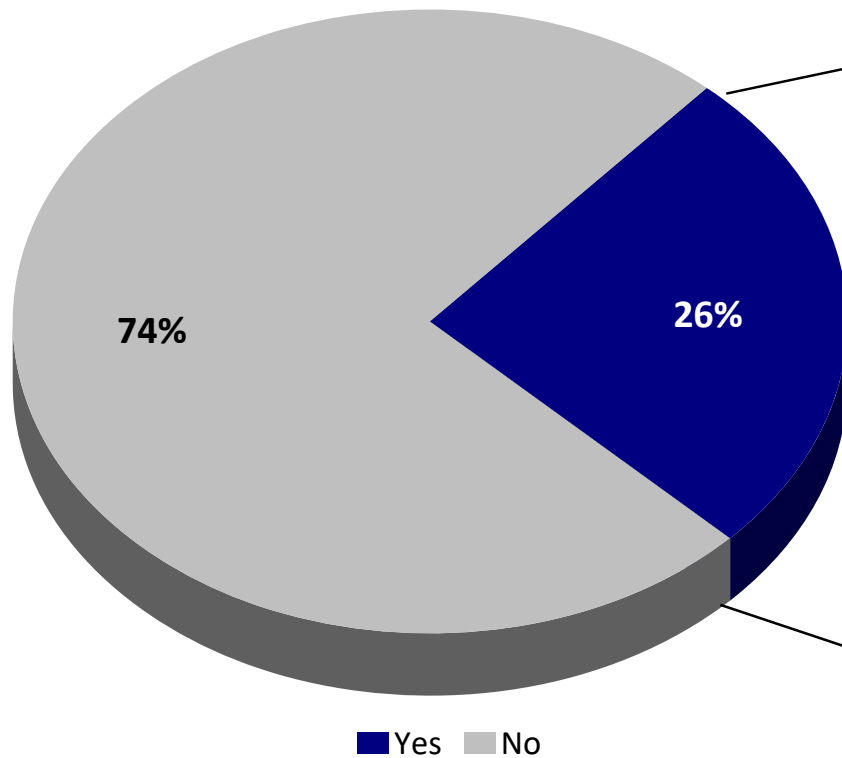


# Q20. During the past year, have you or other members of your household had contact with the Forsyth County Sheriff's Office?

by percentage of respondents

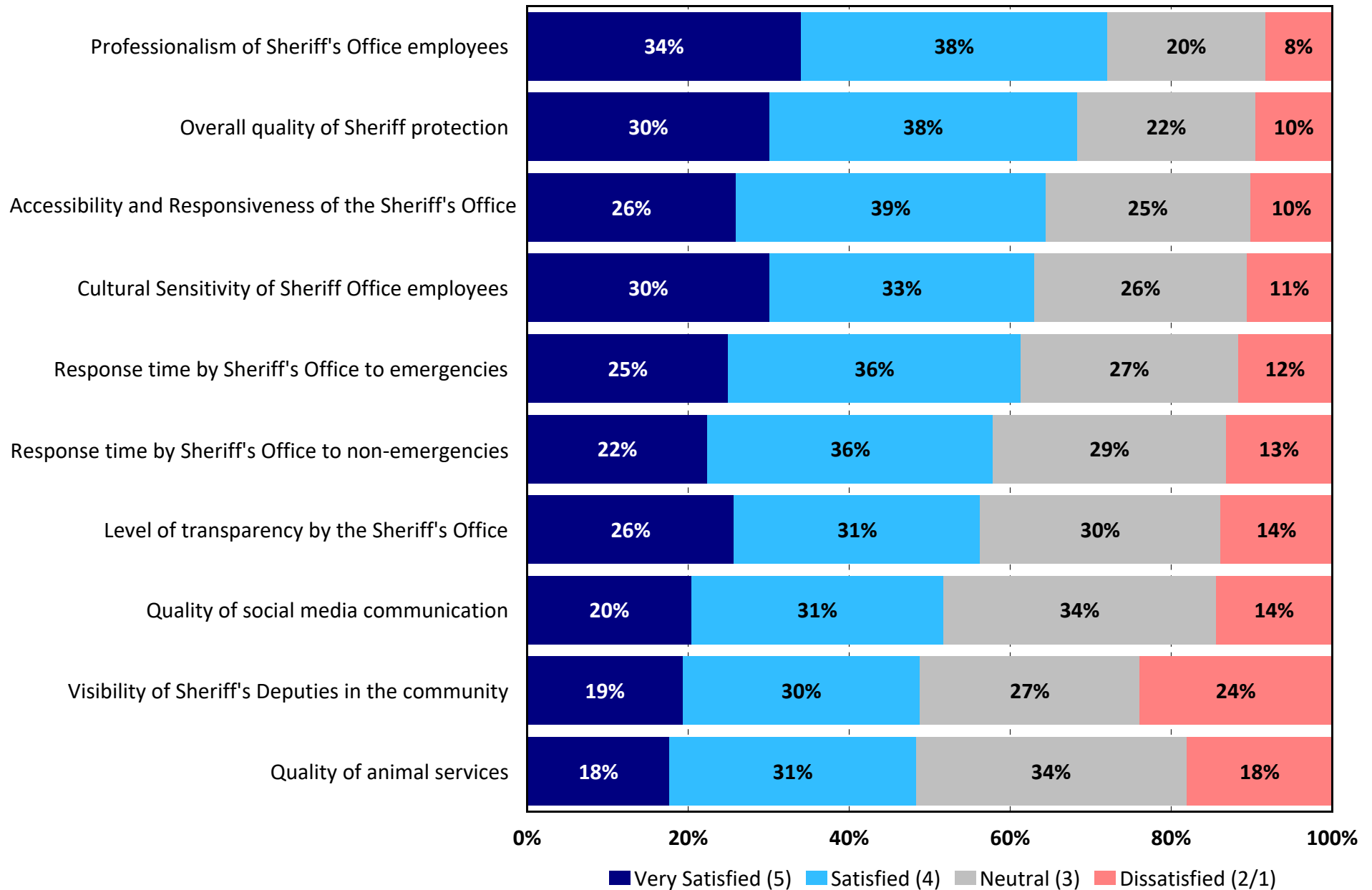
## Q20a. Types of Contact Households Have Had With the Sheriff's Office

by percentage of respondents who had contact with the Sheriff's Office (multiple selections could be made)



# Q21. Satisfaction with the Forsyth County Sheriff's Office

by percentage of respondents (excluding don't knows)



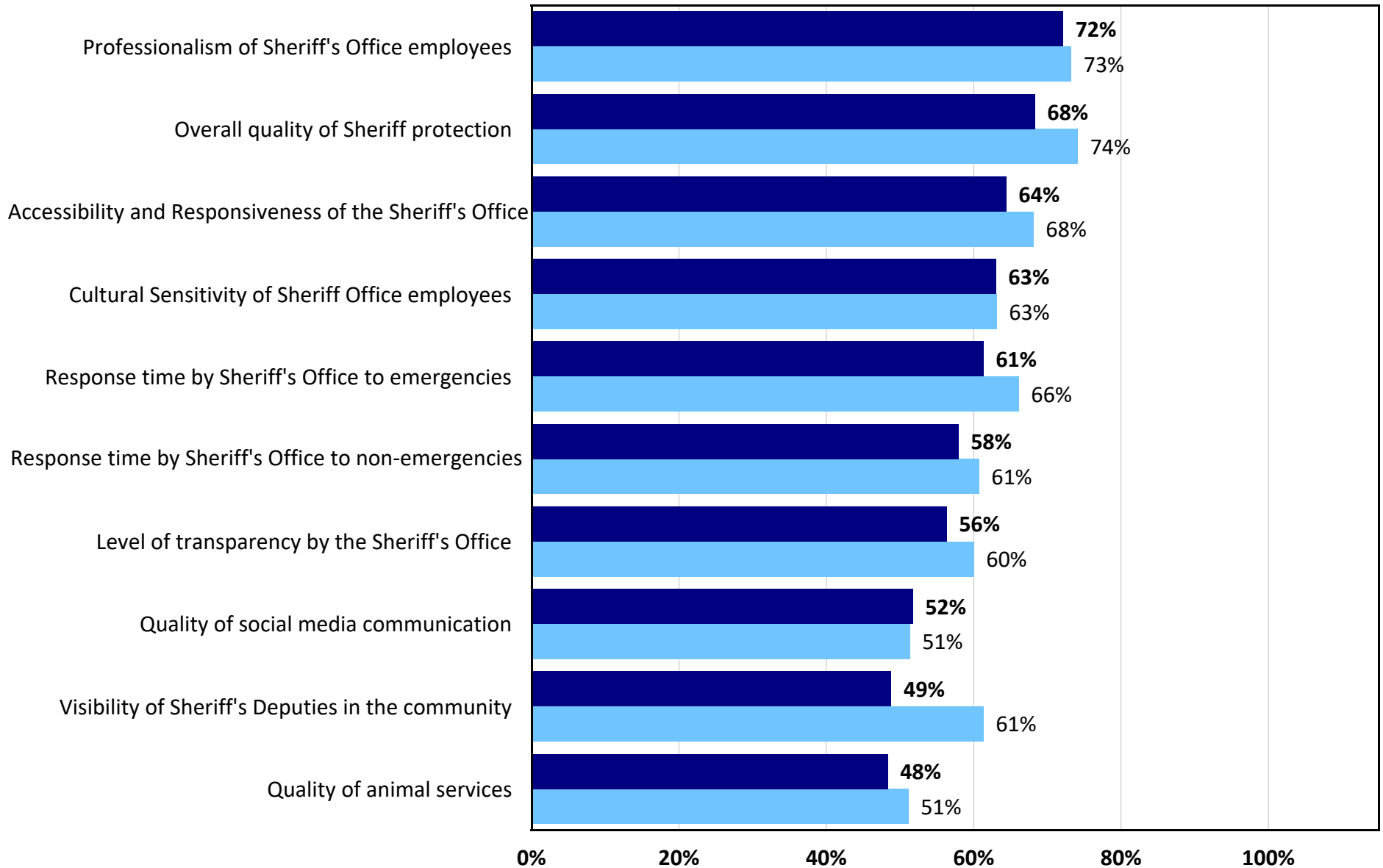


# TRENDS

## Q21. Satisfaction with the Forsyth County Sheriff's Office

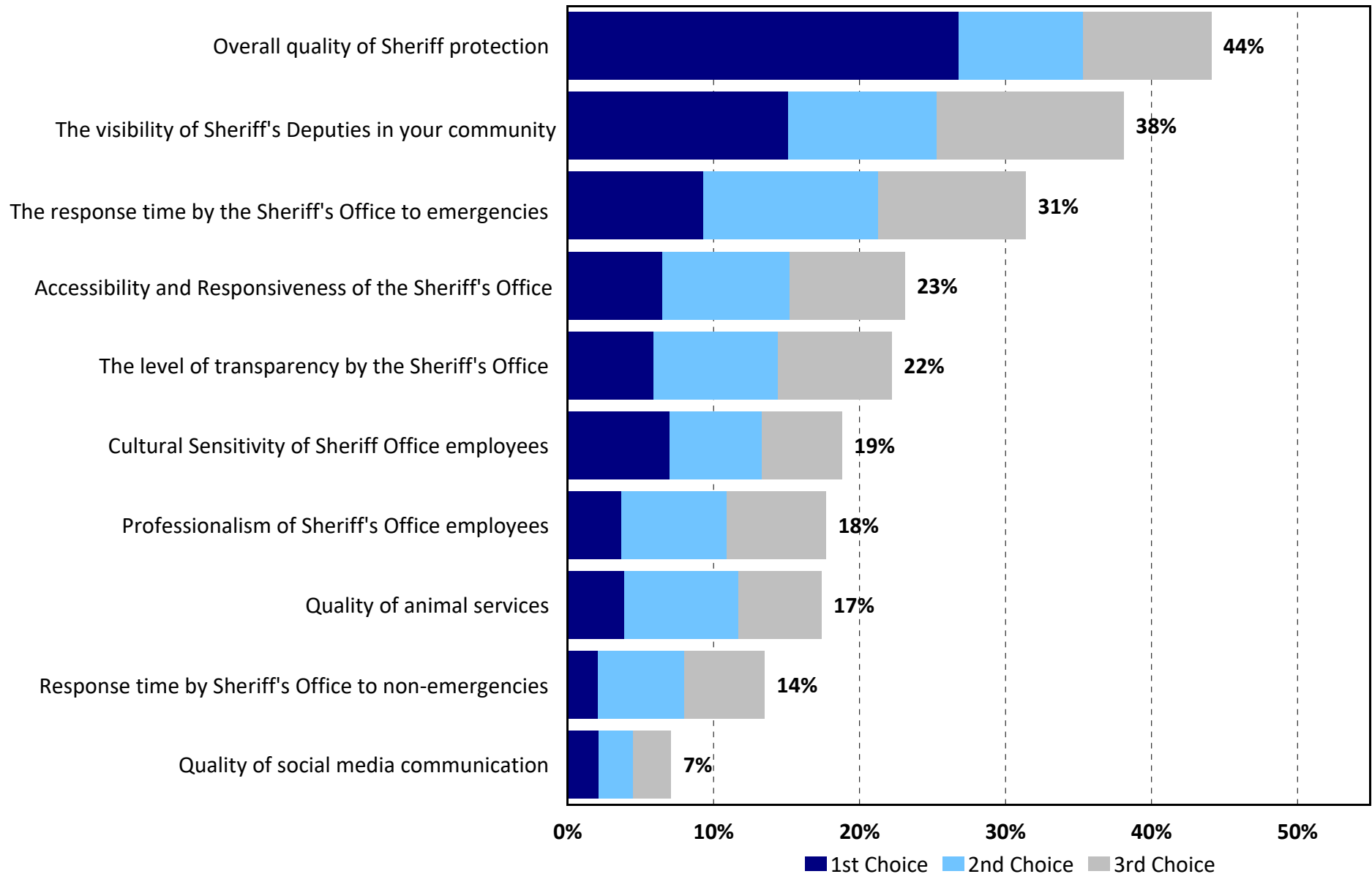
by percentage of respondents who selected "satisfied" or "very satisfied"

2023 2021



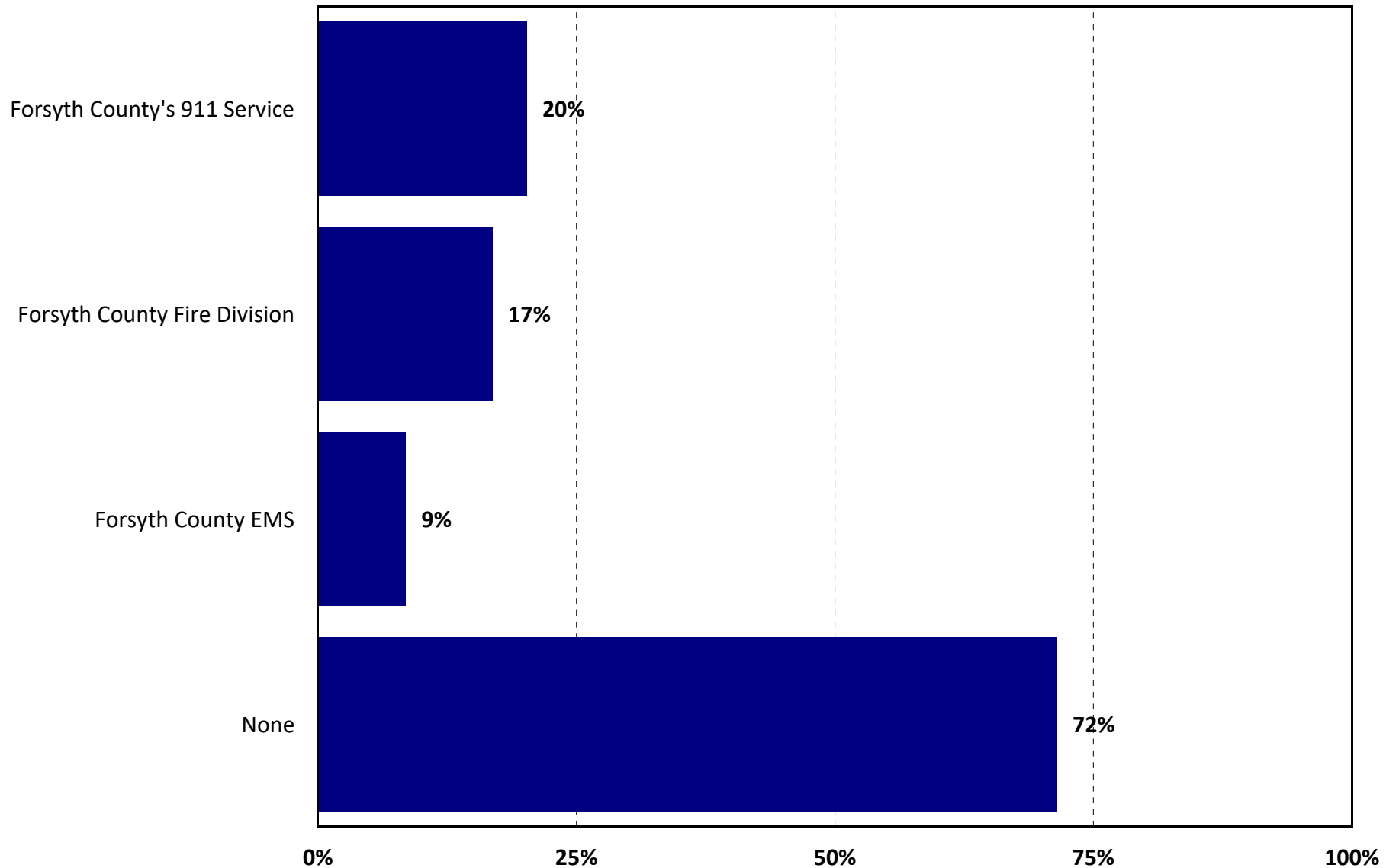
# Q22. Sheriff's Office Services That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices



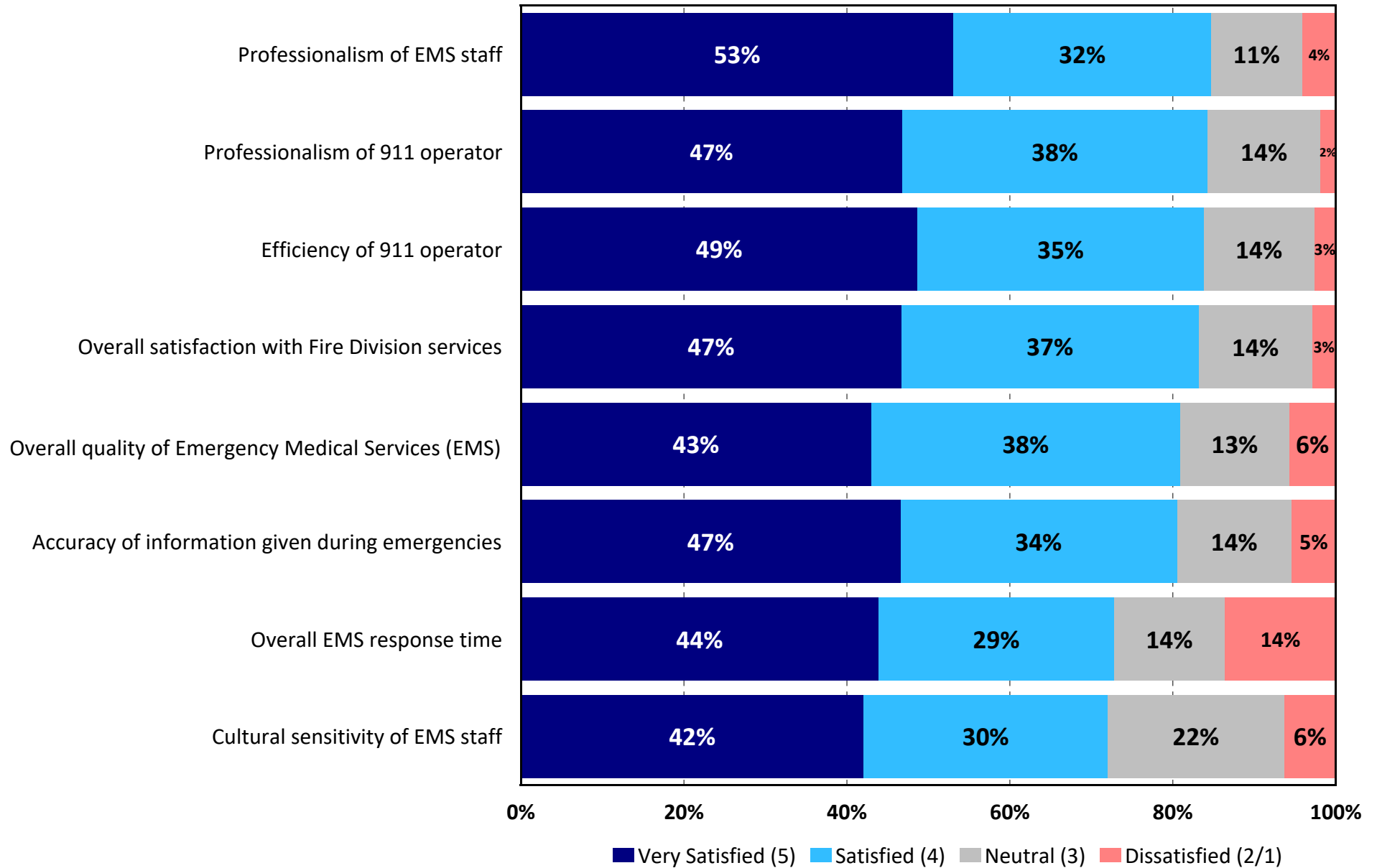
# Q23. Forsyth County Emergency Services That Households Have Had Contact With During the Last Year

by percentage of respondents (multiple selections could be made)



# Q23a. Satisfaction with Forsyth County Emergency Services

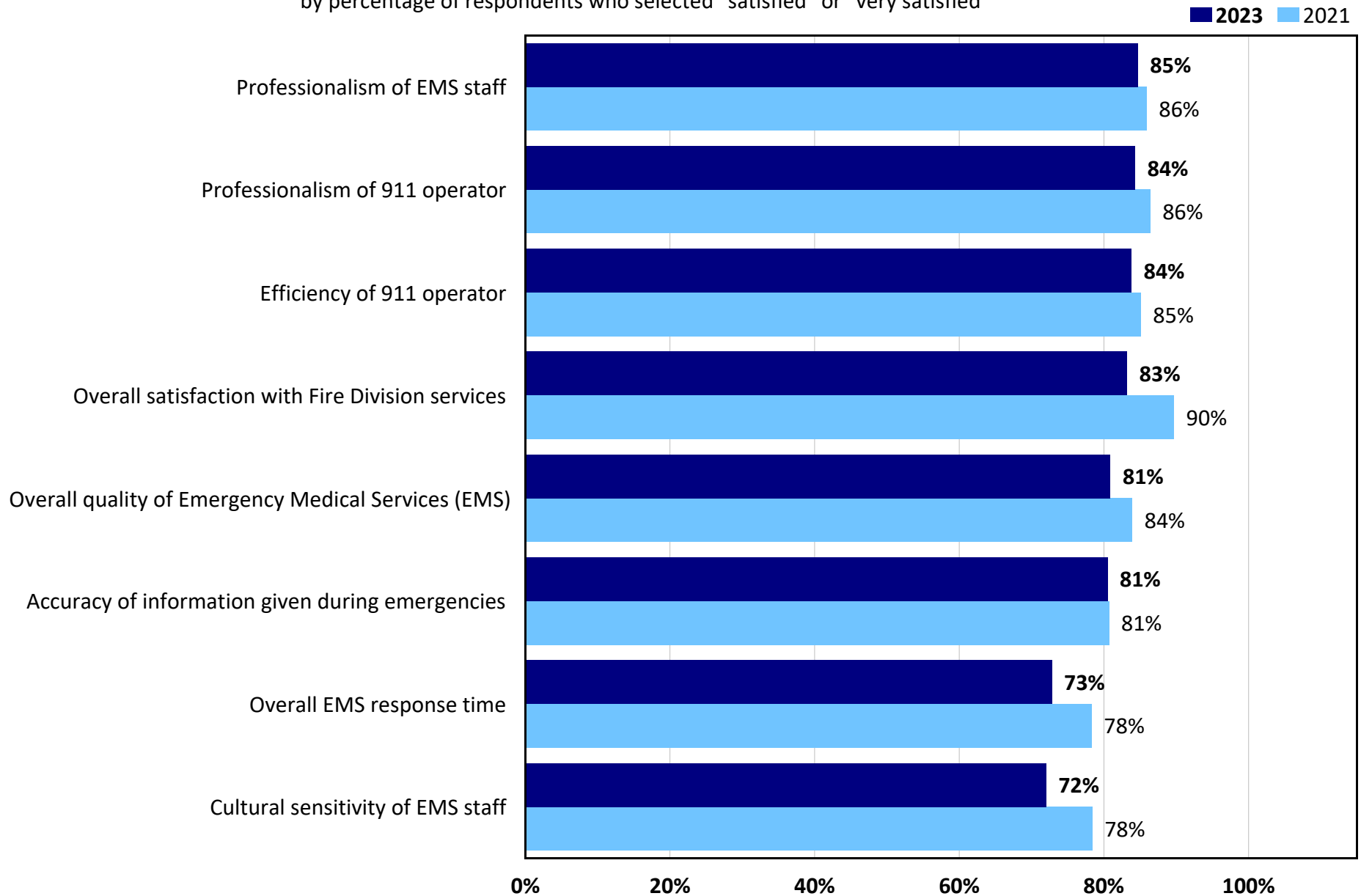
by percentage of respondents who had contact with Forsyth County Emergency Services (excluding don't knows)



# TRENDS

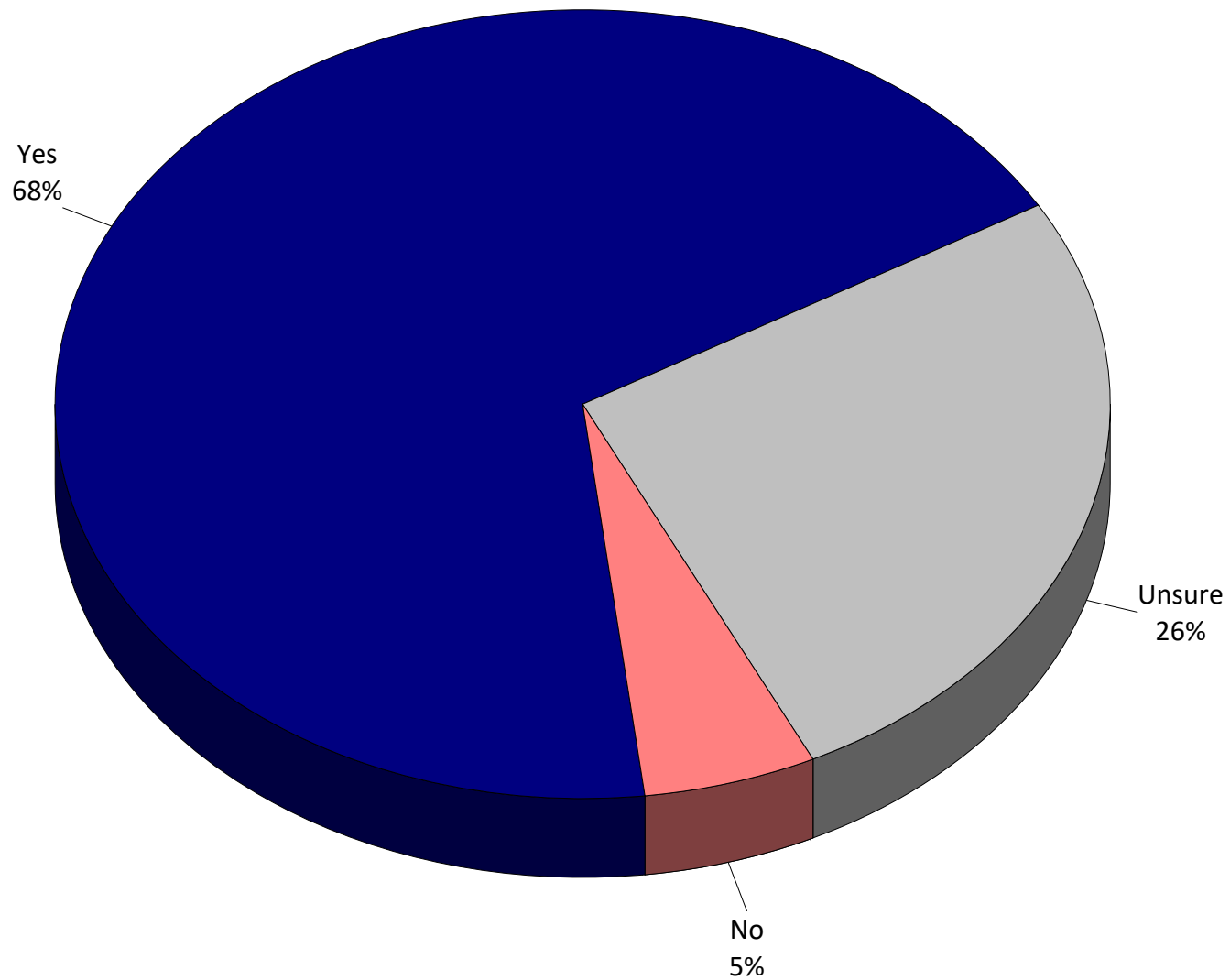
## Q23a. Satisfaction with Forsyth County Emergency Services

by percentage of respondents who selected "satisfied" or "very satisfied"



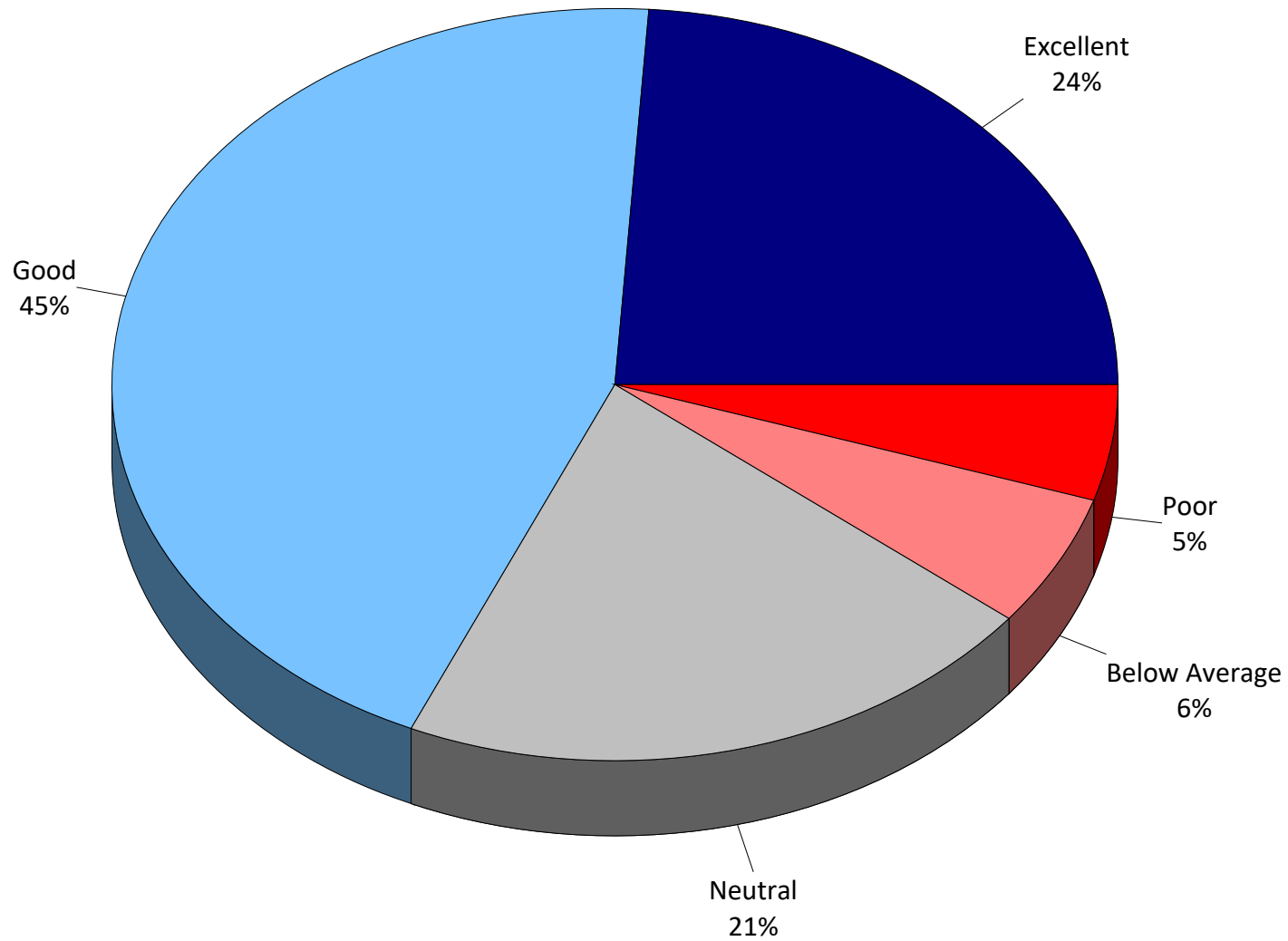
## Q27. Do you think you will be living in Forsyth County five years from now?

by percentage of respondents (excluding "not provided")



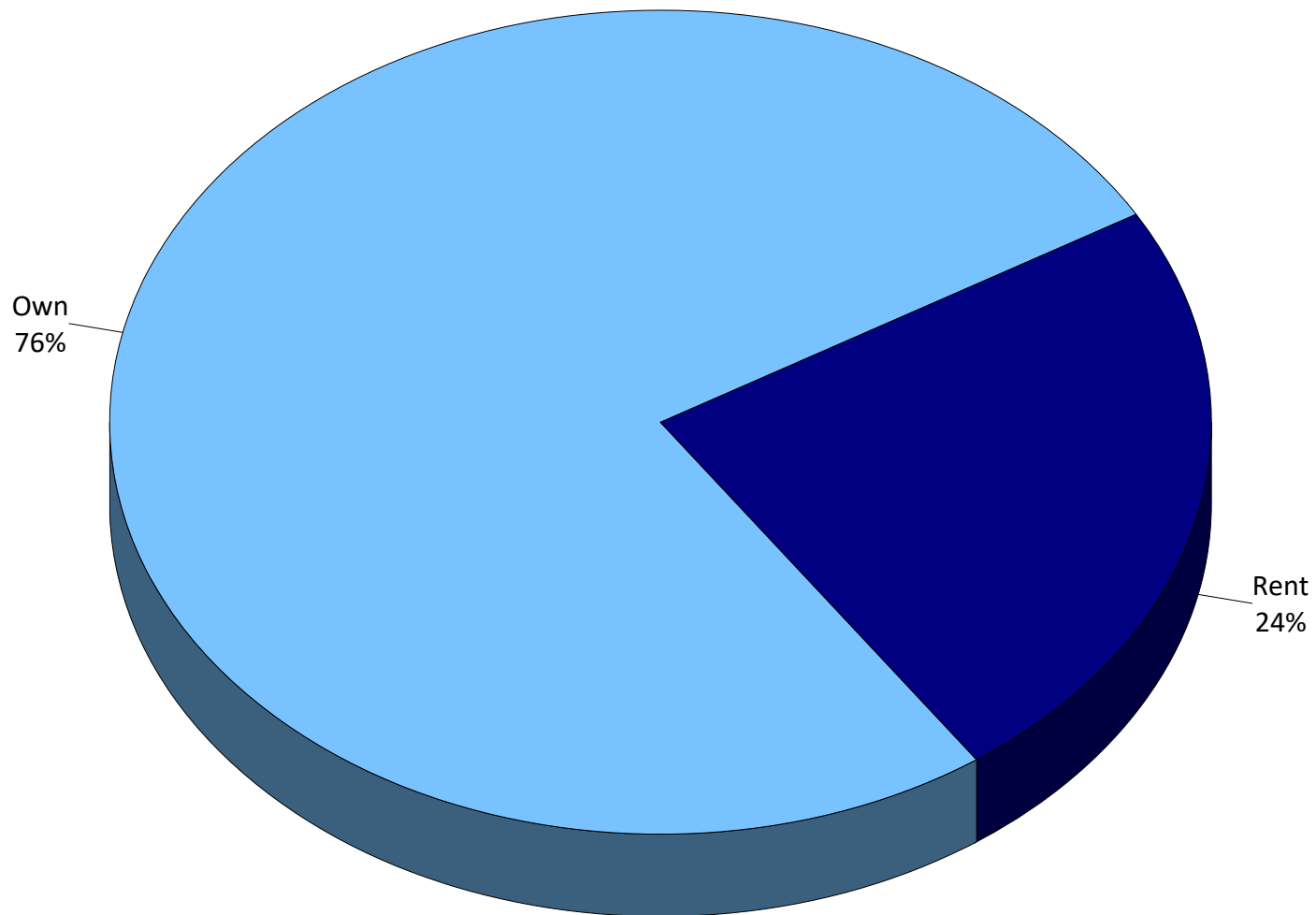
## Q28. How would you rate Forsyth County's overall response to the COVID-19 Pandemic over the past 3 years?

by percentage of respondents (excluding "don't know")



## Q29. Do you own or rent your current residence?

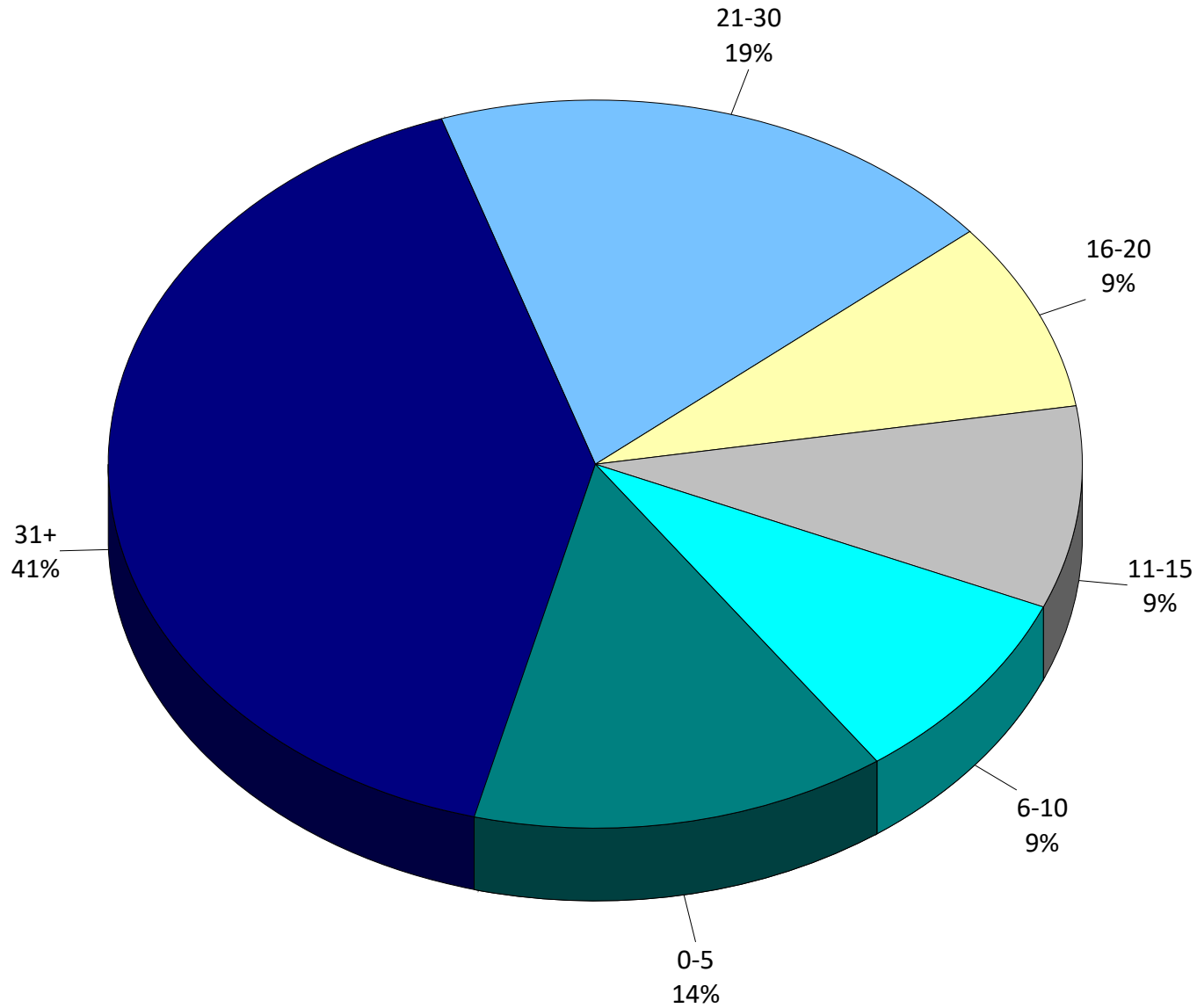
by percentage of respondents (excluding "not provided")





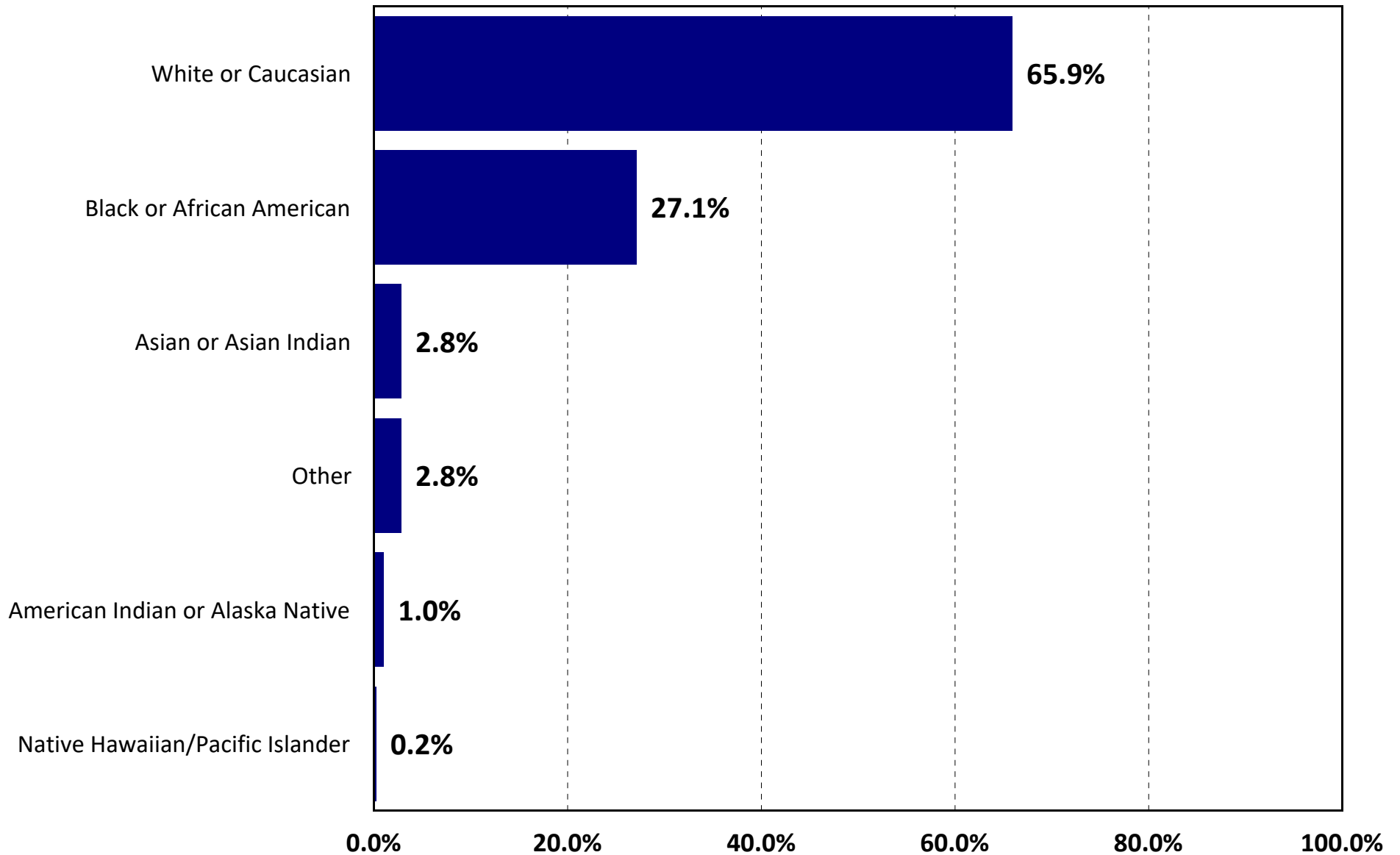
# Q30. Approximately how many years have you lived in Forsyth County?

by percentage of respondents (excluding "not provided")



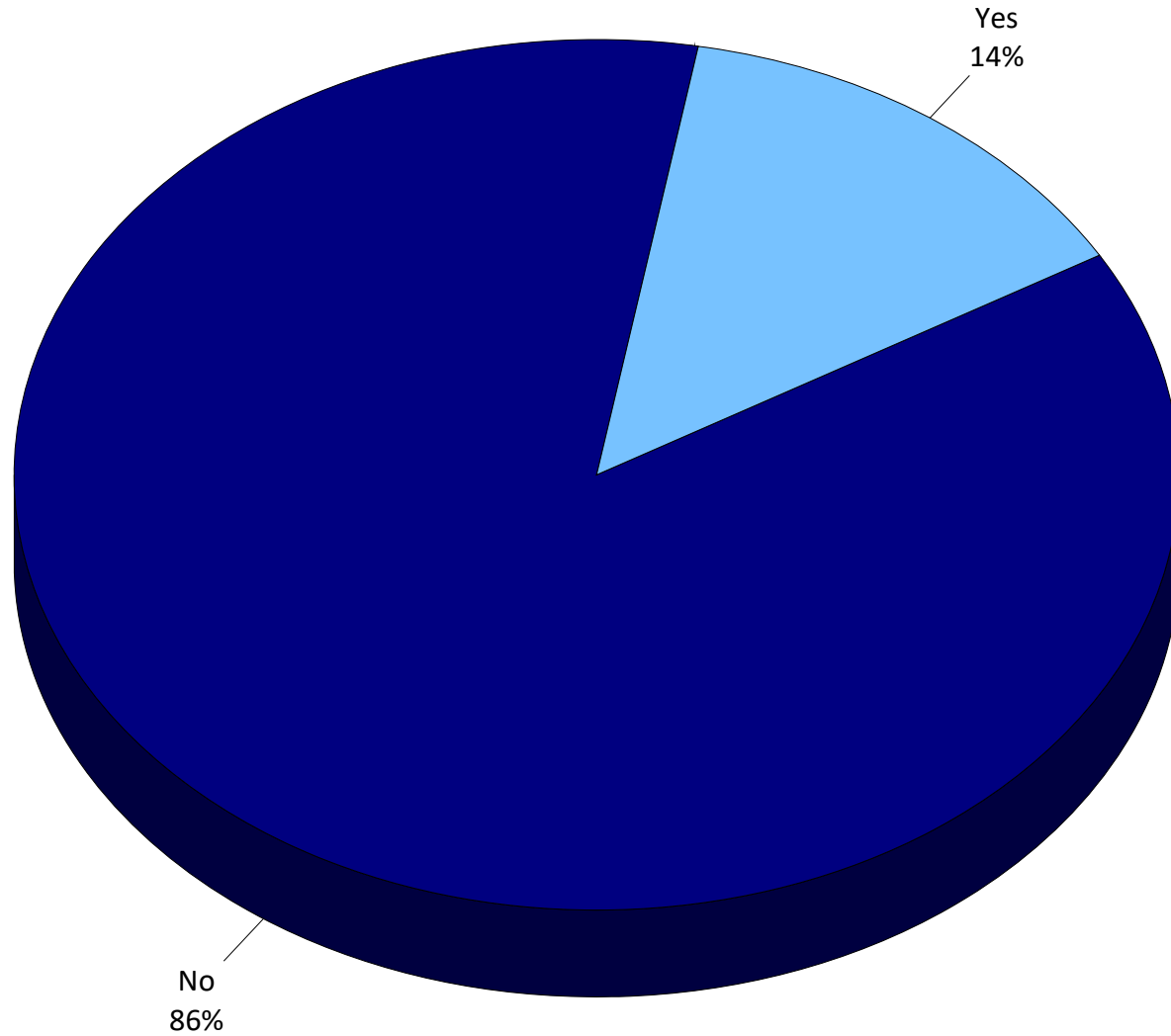
# Q31. Which of the following best describes your race/ethnicity?

by percentage of respondents (multiple selections could be made)



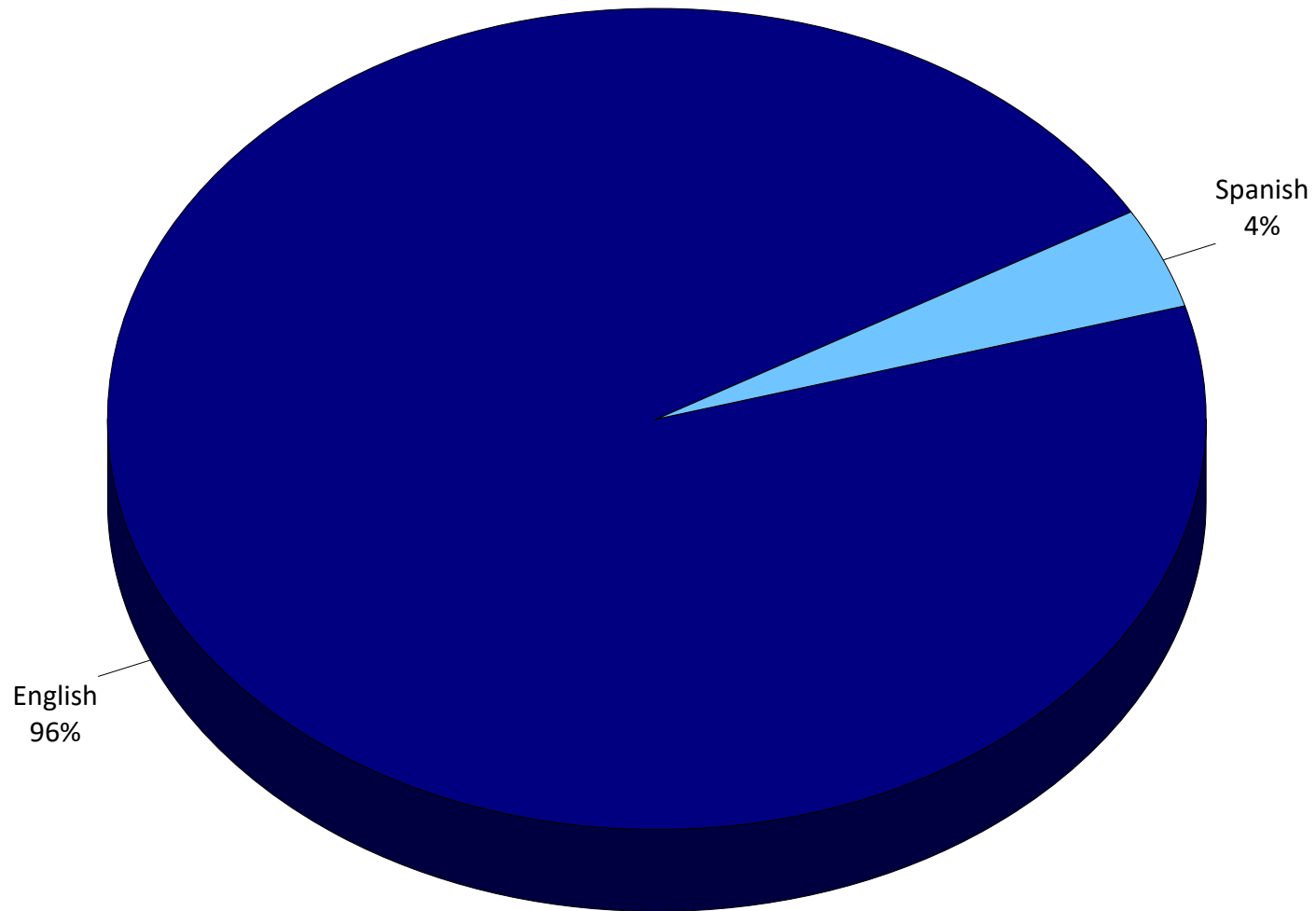
## Q32. Are you of Hispanic, Latinio, or other Spanish ancestry?

by percentage of respondents (excluding "not provided")



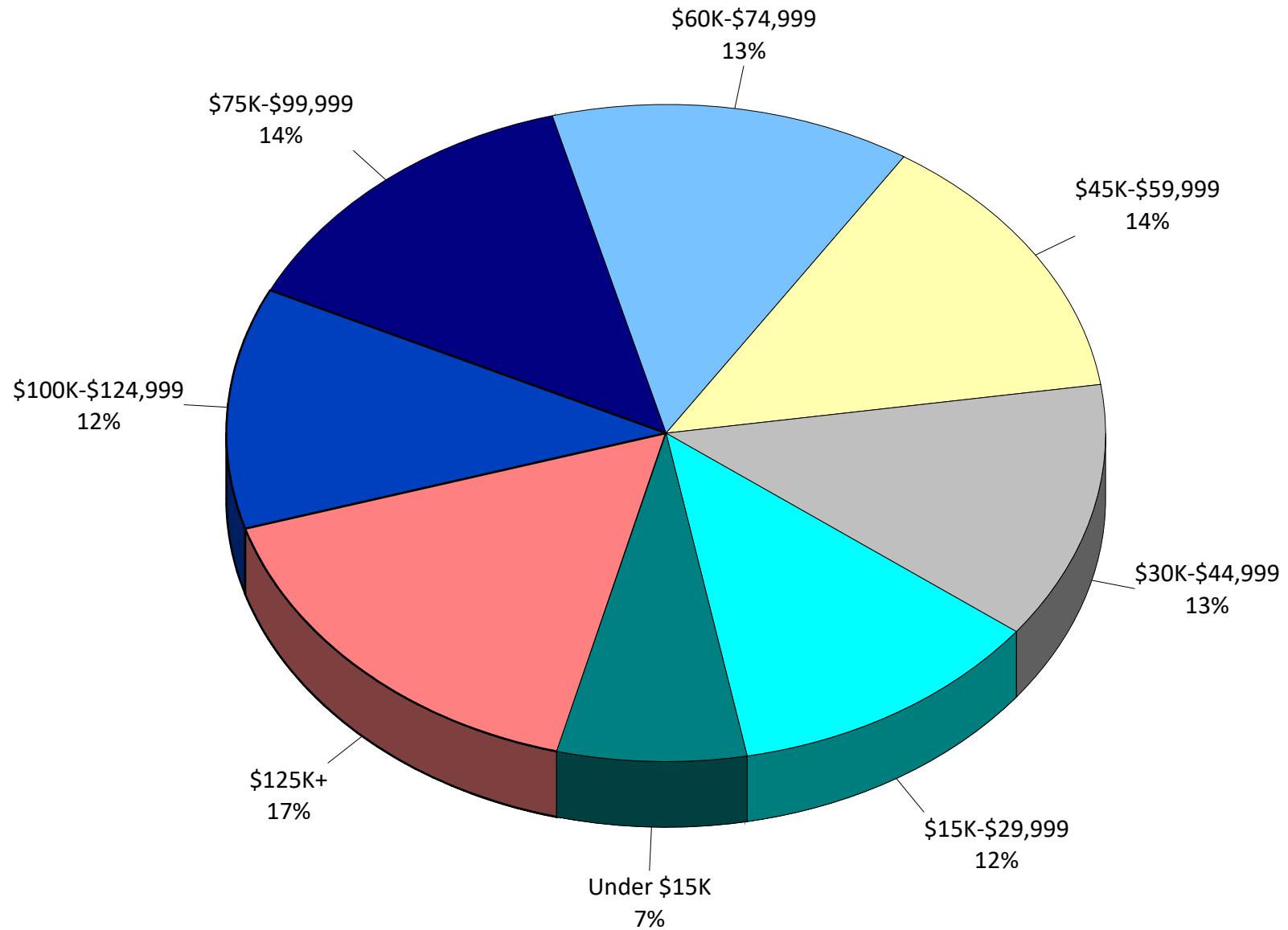
### Q33. What is the primary language spoken in your home?

by percentage of respondents



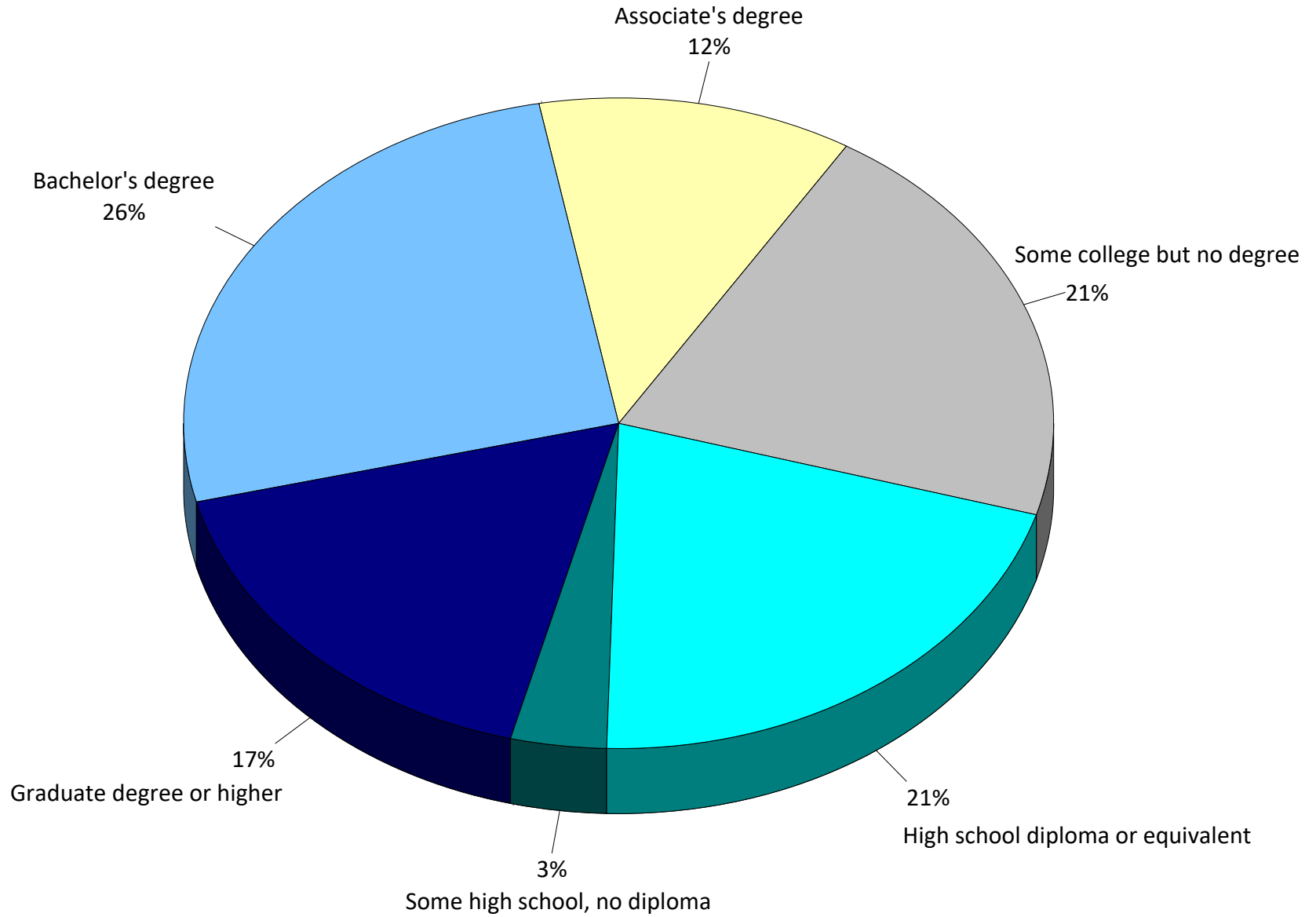
# Q34. Would you say your total annual household income is...

by percentage of respondents (excluding "not provided")



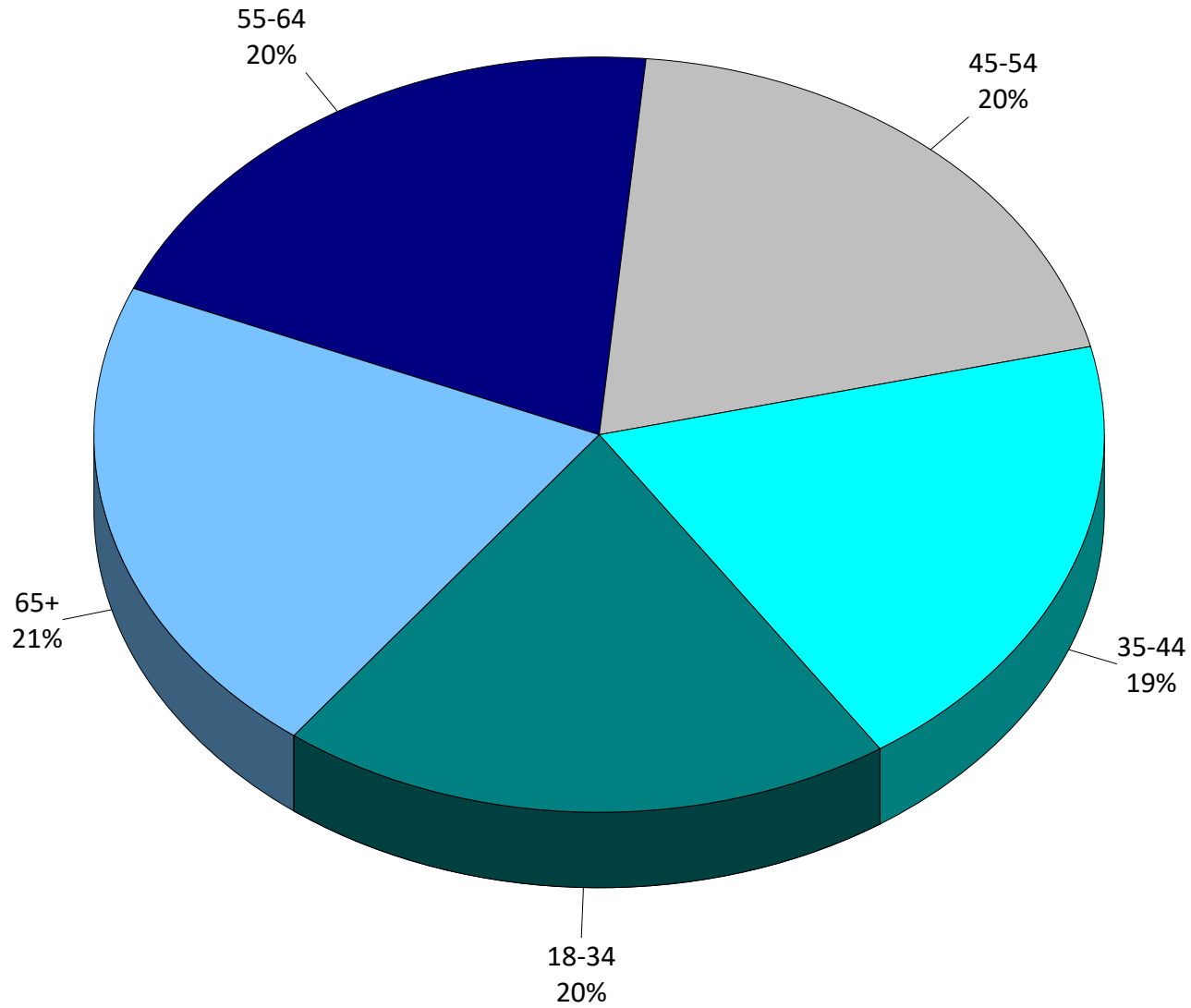
# Q35. Highest level of education you completed?

by percentage of respondents (excluding "not provided")



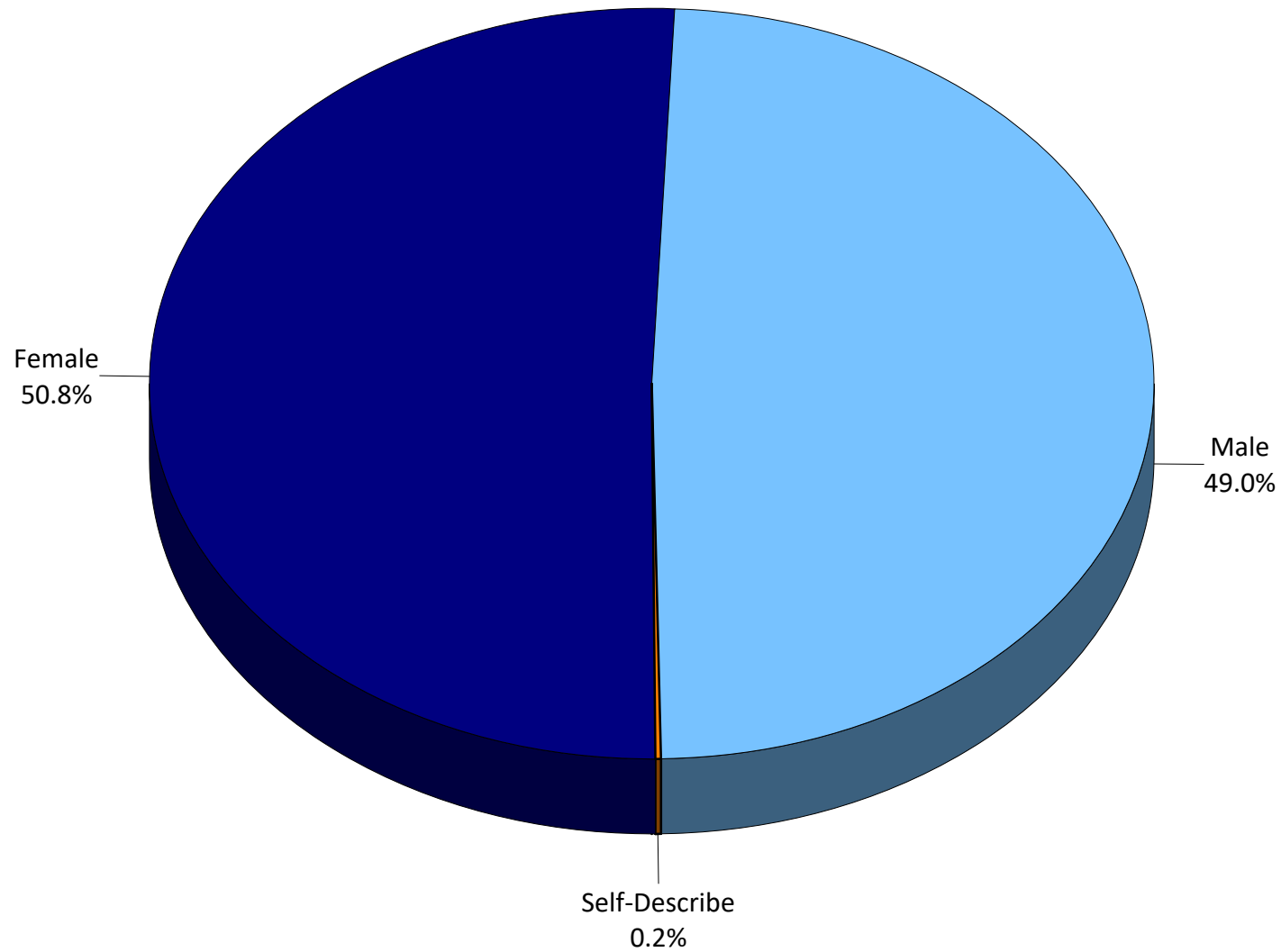
# Q36. What is your age?

by percentage of respondents (excluding "not provided")



## Q37. What is your gender identity?

by percentage of respondents (excluding "not provided")





**3**

# Benchmarking Analysis

## Overview

ETC Institute's DirectionFinder® program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 300 cities and counties in 49 states.

This report contains benchmarking data from two sources. The first source is from a national survey that was administered by ETC Institute during the summer of 2023 to a random sample of over 10,000 residents in the continental United States. The second source is from a regional survey administered to a random sample of 997 residents in the Atlantic Region of the United States during the summer of 2023. The states that make up the Atlantic Region are North Carolina, Virginia, West Virginia, Delaware, Maryland, District of Columbia, and New Jersey.

The “U.S. Average” shown in the charts reflects the overall results of ETC Institute’s national survey of more than 10,000 residents; the “Atlantic Regional Average” shown in the charts reflects the results of the regional survey of nearly 1000 residents in the Atlantic Region.

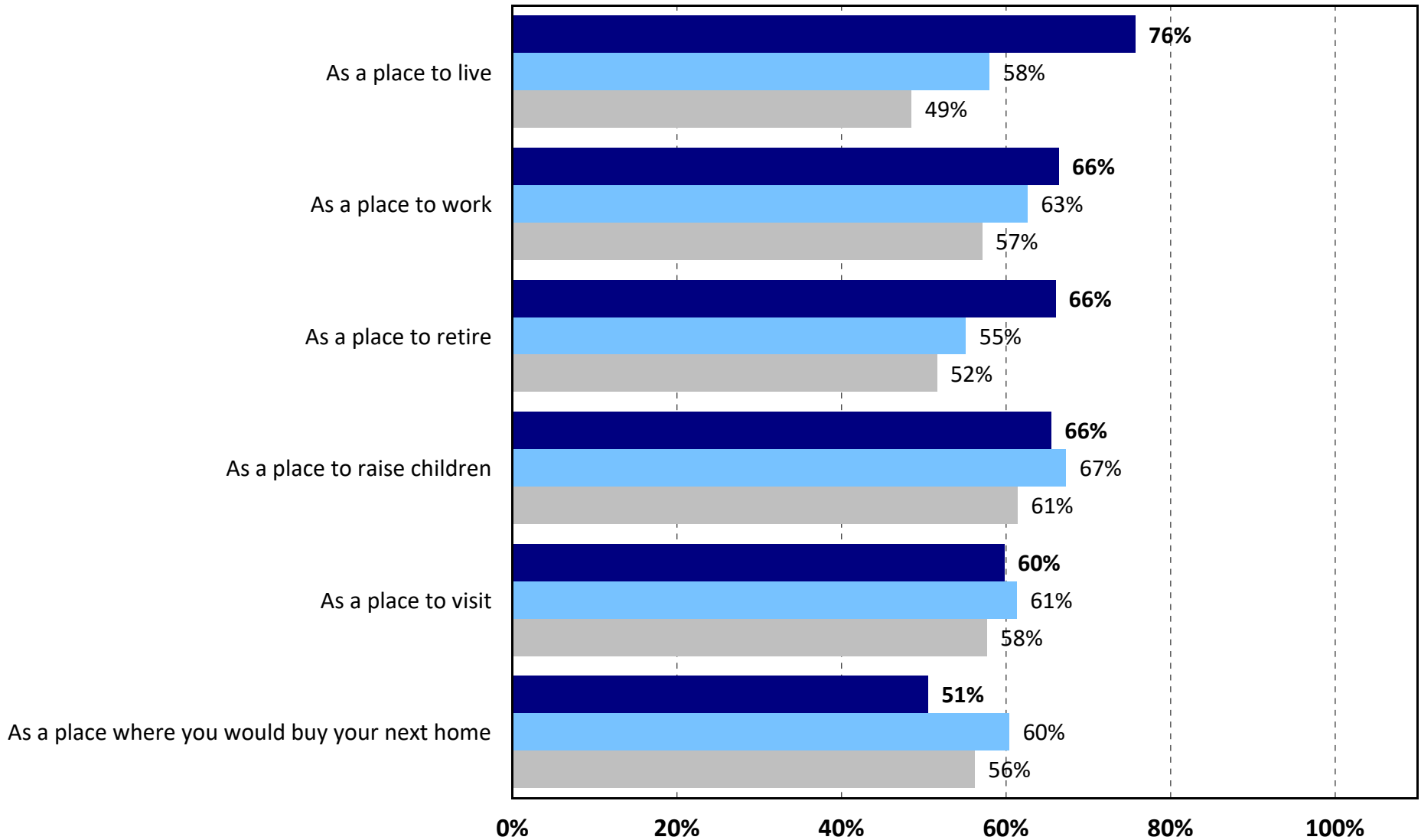
# National Benchmarks

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# Overall Satisfaction

## Forsyth County vs. Atlantic Region vs. U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "excellent" and 1 was "poor" (excluding don't knows)



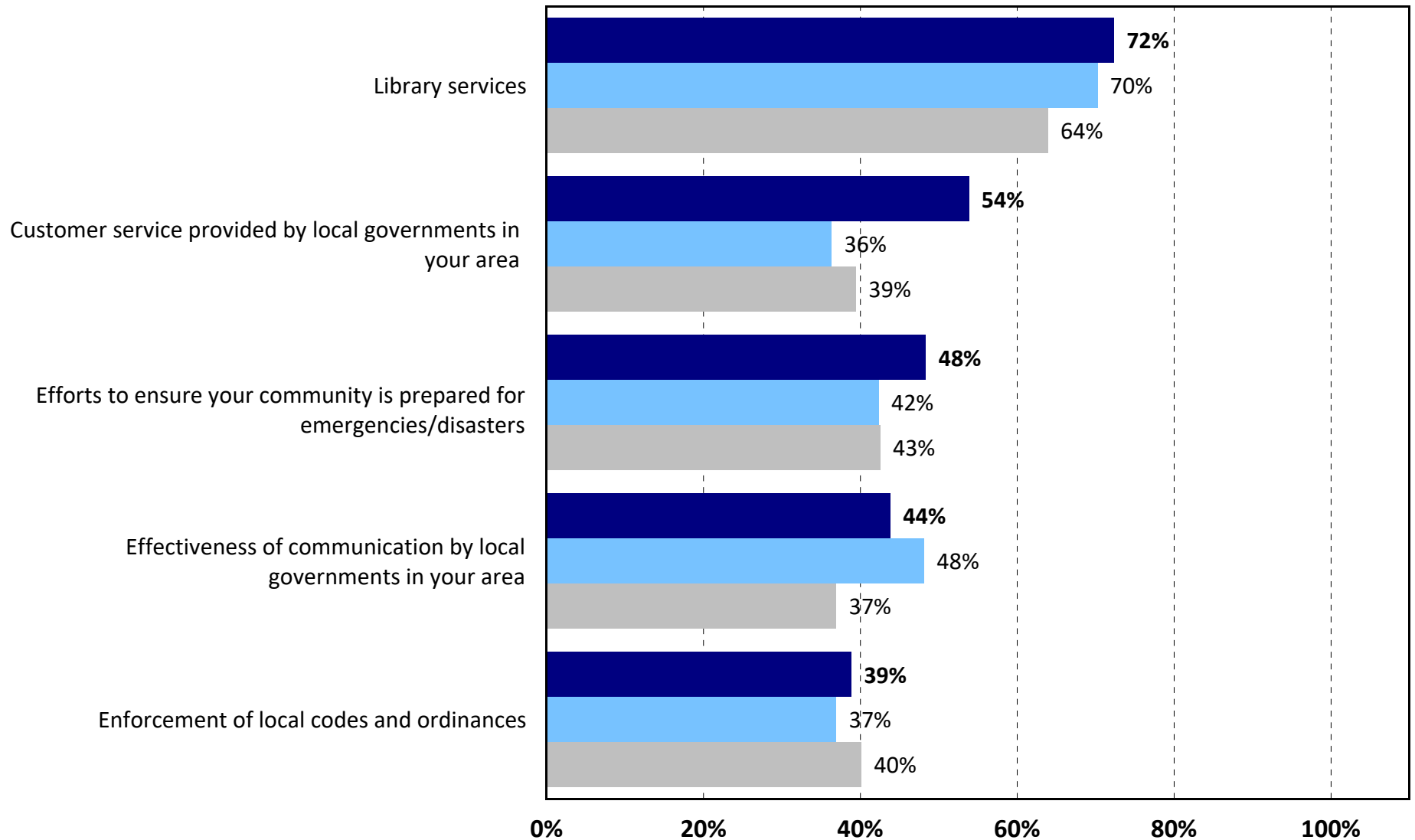
Source: 2023 ETC Institute

ETC Institute (2023)

**Forsyth** **Atlantic Region** **U.S. Total**

## Major Categories of Government Services Forsyth County vs. Atlantic Region vs. U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2023 ETC Institute

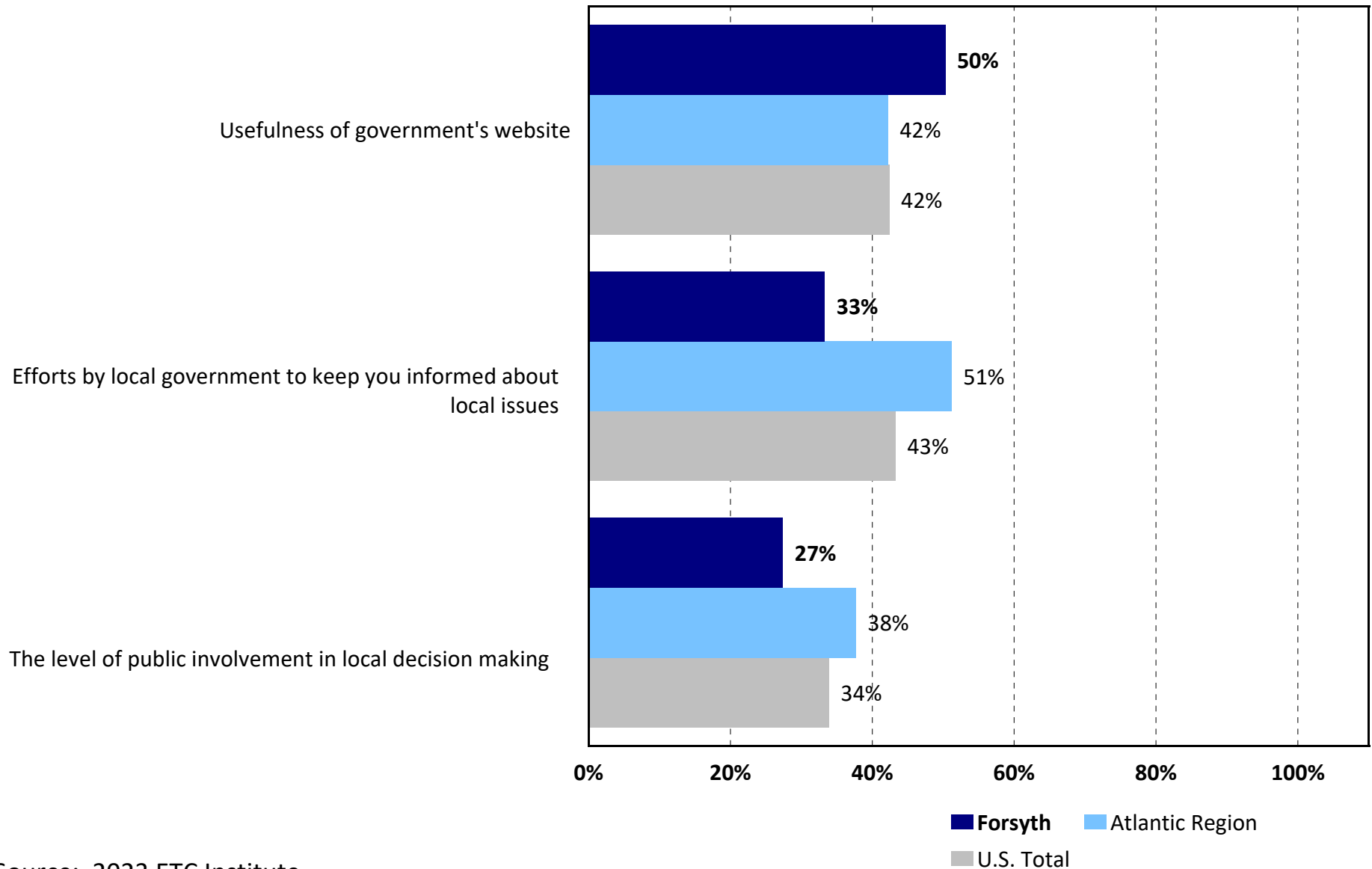
ETC Institute (2023)

■ Forsyth ■ Atlantic Region ■ U.S. Total

# Government Communication

## Forsyth County vs. Atlantic Region vs. U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



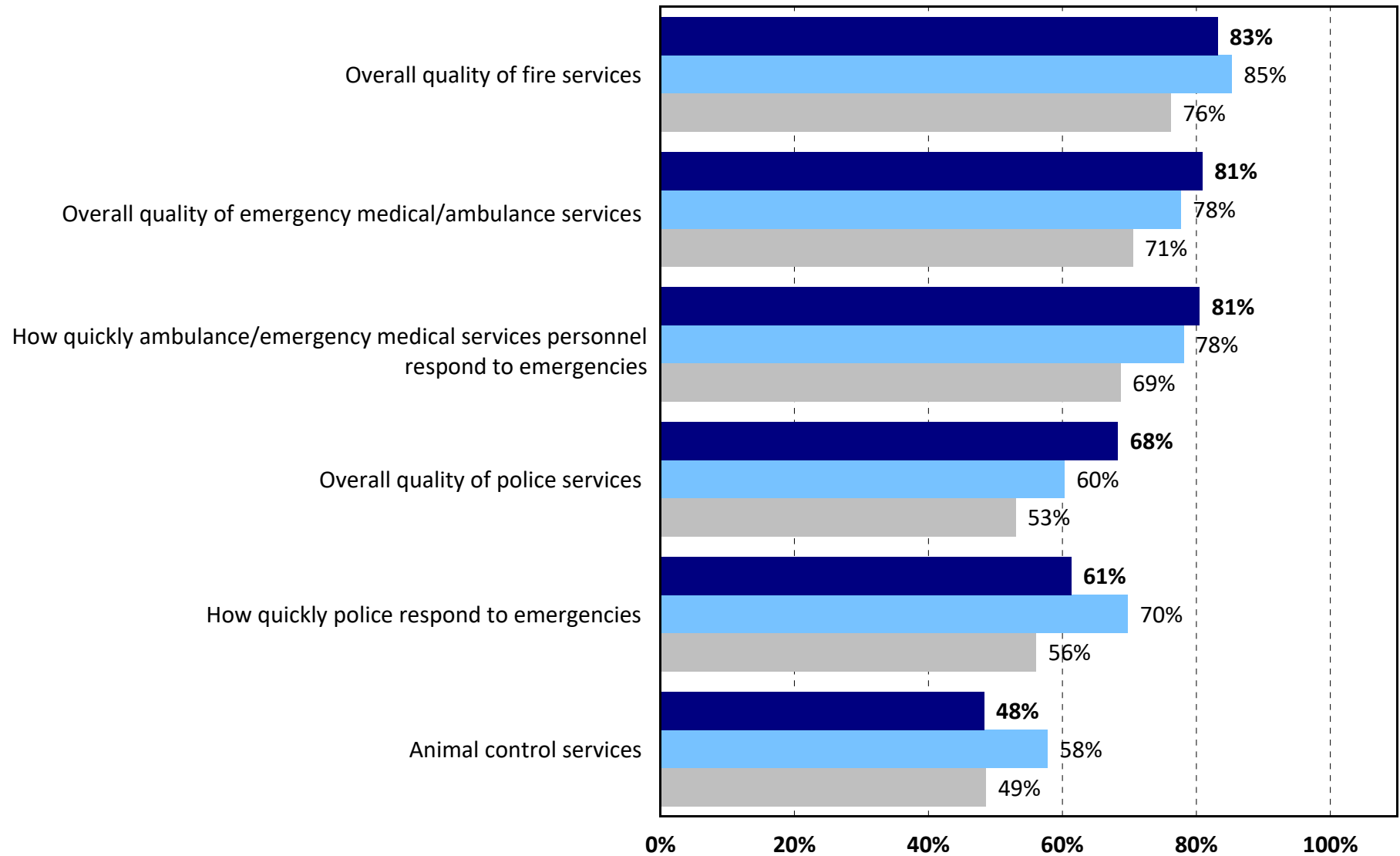
Source: 2023 ETC Institute

ETC Institute (2023)

# Sheriff's Office/Fire Services/Emergency Services Satisfaction

## Forsyth County vs. Atlantic Region vs. U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2023 ETC Institute

ETC Institute (2023)

■ Forsyth ■ Atlantic Region ■ U.S. Total

**4**

## **Importance- Satisfaction Analysis**



## Overview

Today, community leaders have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction (I-S) rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the County to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the County's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

### Example of the Calculation

In an example scenario, respondents were asked to identify the major County services that should receive the most emphasis over the next two years. One-third (33.1%) of households selected "*County efforts to ensure the community is prepared for a natural disaster or crisis*" as one of the most important services for the County to emphasize.

With regard to satisfaction, if 52% of respondents surveyed rated "*County efforts to ensure the community is prepared for a natural disaster or crisis*" as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 33.1% was multiplied by 48% (1-0.52). This calculation yields an I-S rating of 0.1589.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices of importance and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the three most important areas.

## Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

Tables showing the results for Forsyth County are provided on the following pages.

## 2023 Importance-Satisfaction Rating Forsyth County Major Categories of County Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Quality of K-12 education buildings	33%	3	35%	17	0.2155	1
<b>High Priority (IS .10-.20)</b>						
Communication with the public	33%	2	44%	11	0.1871	2
County efforts to ensure the community is prepared for a natural disaster or crisis	36%	1	48%	9	0.1851	3
Enforcement of codes and ordinances	20%	6	39%	14	0.1193	4
Quality of public health services	26%	4	59%	6	0.1085	5
<b>Medium Priority (IS &lt;.10)</b>						
Quality of services from Dep. of Social Services	16%	8	40%	13	0.0954	6
Quality of services from the Sheriff's Office	24%	5	65%	5	0.0822	7
Quality of Environmental Assistance and Protection services	12%	11	38%	15	0.0744	8
Quality of emergency medical services (EMS)	18%	7	69%	3	0.0553	9
Customer service you receive from County employees	12%	12	54%	8	0.0531	10
County parks and recreation opportunities	15%	9	69%	4	0.0482	11
Quality of the Smith Reynolds Airport	7%	14	36%	16	0.0438	12
Quality of emergency 911 services	13%	10	71%	2	0.0370	13
Quality of tax administration services	5%	15	40%	12	0.0322	14
County Libraries	8%	13	72%	1	0.0208	15
Quality of Online Tax Services	3%	16	47%	10	0.0166	16
Quality of NC Cooperative Extension services	2%	17	54%	7	0.0073	17

**Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)**

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis from County leaders

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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# 2023 Importance-Satisfaction Rating

## Forsyth County

### Maintenance

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Condition of Winston-Salem Forsyth County K-12 public school buildings	66%	1	31%	9	0.4541	1
The amount of security staff on County properties	43%	2	36%	7	0.2773	2
Accessibility of public buildings/ease of entry access	40%	3	50%	6	0.2006	3
<b><u>High Priority (IS .10-.20)</u></b>						
Condition of the Forsyth County Courthouse/Hall of Justice	17%	6	36%	8	0.1062	4
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Condition of Forsyth Technical Community College facilities	27%	4	65%	2	0.0945	5
Cleanliness of County buildings	20%	5	54%	5	0.0921	6
Condition of the County's Smith Reynolds Airport	15%	7	66%	1	0.0522	7
Condition of Forsyth County Govt. Building	10%	8	61%	3	0.0392	8
Landscaping around County buildings	9%	9	56%	4	0.0371	9

**Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)**

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis from County leaders

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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# 2023 Importance-Satisfaction Rating

## Forsyth County

### Parks and Recreation Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Overall feeling of safety in County parks	47%	1	55%	10	0.2120	1
<b>High Priority (IS .10-.20)</b>						
Availability and access of walking and biking trails	41%	2	60%	5	0.1664	2
Maintenance of County parks	41%	3	63%	3	0.1514	3
Availability of active recreation equipment	28%	4	62%	4	0.1054	4
<b>Medium Priority (IS &lt;.10)</b>						
Availability of open space and natural areas in County parks	24%	5	64%	2	0.0862	5
Quality and availability of event facilities	20%	6	58%	6	0.0844	6
Quality of the County's dog parks	8%	7	55%	9	0.0357	7
Availability of pickleball courts	5%	9	42%	14	0.0303	8
Quality of athletic fields	5%	10	58%	7	0.0207	9
Quality of public disc golf courses	4%	11	46%	12	0.0196	10
Quality of Tanglewood Park's Festival of Lights	6%	8	74%	1	0.0161	11
Quality of Tanglewood golf courses	3%	12	54%	11	0.0152	12
Quality and availability of tennis courts	2%	13	44%	13	0.0117	13
Quality of Peter S. Brunstetter Aquatic Center at Tanglewood Park	1%	14	56%	8	0.0048	14

**Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)**

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis from County leaders

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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## 2023 Importance-Satisfaction Rating

### Forsyth County

### Sheriff's Office Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
The visibility of Sheriff's Deputies in your community	38%	2	49%	9	0.1946	1
Overall quality of Sheriff protection	44%	1	68%	2	0.1398	2
The response time by the Sheriff's Office to emergencies	31%	3	61%	5	0.1215	3
<b>Medium Priority (IS &lt;.10)</b>						
The level of transparency by the Sheriff's Office	22%	5	56%	7	0.0966	4
Quality of animal services	17%	8	48%	10	0.0900	5
Accessibility and Responsiveness of the Sheriff's Office	23%	4	64%	3	0.0822	6
Cultural Sensitivity of Sheriff Office employees	19%	6	63%	4	0.0699	7
The response time by the Sheriff's Office to non-emergencies	14%	9	58%	6	0.0568	8
Professionalism of Sheriff's Office employees	18%	7	72%	1	0.0494	9
Quality of social media communication (e.g., Twitter, Facebook, Instagram)	7%	10	52%	8	0.0348	10

**Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)**

#### Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis from County leaders

#### Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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# Tabular Data

**District:**

District	Number	Percent
A	429	34.9 %
B	801	65.1 %
Total	1230	100.0 %

**Q1. Please CHECK ALL of the reasons why you choose to live in Forsyth County.**

Q1. All the reasons why you choose to live in Forsyth County

	Number	Percent
Arts, cultural, & entertainment amenities	422	34.3 %
Housing options	514	41.8 %
Parks & open space options	478	38.9 %
Shopping options	366	29.8 %
Higher education opportunities	248	20.2 %
Public transportation systems	70	5.7 %
Diversity of people who live here	304	24.7 %
Employment opportunities	402	32.7 %
Local tax rate & cost of living	404	32.8 %
Low crime rates	190	15.4 %
Low traffic congestion	310	25.2 %
Close to family/friends	774	62.9 %
Close to your work/school	456	37.1 %
Access to health care services	648	52.7 %
Access to farm fresh meats & produce	248	20.2 %
Quality of public education opportunities	172	14.0 %
Blend of farm & City environments	344	28.0 %
Other	57	4.6 %
Total	6407	

**Q1-18—"Other":**

**District A:**

- Born and bred
- Born and raised here
- Born and raised here
- Born and raised here
- Born here
- Born here
- Can't afford to move
- Community resources
- Excellent Retirement Community
- grew up here
- Grew up here and now have investments in real estate
- Husband home town
- I was born here.
- It costs money to move
- Lived in Forsyth county along life
- MOVED AS TEENAGER TO LIVE WITH FAMILY

- my home town
- My job brought me here.
- Relocated here
- restaurants, golf course, Salem Towne
- Retirement facility

**District B:**

- A company hired my spouse and moved us here.
- Access to solid churches.
- Away from the crime of Winston Salem and Greensboro
- Born and Educated and Worked here, Love my City!
- Came for job and stayed
- Church
- Church
- Church where we wanted to attend
- Close to shopping, interstate



- Expensive to move
- Forsyth County offers so many opportunities to serve in the community and make a difference. There are numerous ways to stay engaged intellectually.
- grew up here
- Hometown.
- husband family home here
- I chose not to live in the city when I moved here because I don't like the crowds.
- I was born here, it is home.
- I was born here.
- I was born in Forsyth County 90 years ago. Love everything about it. , but I still live in the area .We were forced to move because of the new highway.
- It's where my house is
- Kind people and courteous drivers! Great non-profits built by people who really care about their community making it easy to get involved.
- Locally, owned restaurants
- Moved to Kernersville in 1989 when my husband was transferred with AT&T to Greensboro. Chose K'ville because it was family friendly and over the years began loving all that was being offered and that has come to Forsyth County since we moved here.
- music attractions
- My parents moved me here
- Originally moved here in 2007 for a job, but that disappeared in 2011. Left in 2020 to close out my father's estate in Vermont, but returned in 2022 because living in Vermont sucks. Came back because I have more roots here than any other part of the country. What I like is convenient access to air, rail, and road travel.
- raised here
- Retirement
- RJR
- The Spirit of Place--"NC leaders were willing to lend money on a good idea, rather than just on 'who-you-know"... People are reasonably kind. The weather is great! Access to mountains and coast..
- To remove myself from a toxic (DMV) and safe environment,
- type of community available
- Wake Forest events.
- Was born and raised here - only moved away for college and came back home. Have been back here now for 30 years. No intentions of moving.
- Weather
- Weather and good city facilities i.e. water, sanitation, city government
- Work and family

**Q2. 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?**

Q2. Top choice	Number	Percent
Arts, cultural, & entertainment amenities	62	5.0 %
Housing options	113	9.2 %
Parks & open space options	48	3.9 %
Shopping options	18	1.5 %
Higher education opportunities	16	1.3 %
Public transportation systems	9	0.7 %
Diversity of people who live here	25	2.0 %
Employment opportunities	57	4.6 %
Local tax rate & cost of living	109	8.9 %
Low crime rates	47	3.8 %
Low traffic congestion	20	1.6 %
Close to family/friends	328	26.7 %
Close to your work/school	83	6.7 %
Access to health care services	134	10.9 %
Access to farm fresh meats & produce	6	0.5 %
Quality of public education opportunities	11	0.9 %
Blend of farm & City environments	38	3.1 %
Other	8	0.7 %
None chosen	98	8.0 %
Total	1230	100.0 %

**Q2. Whichh 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?**

Q2. 2nd choice	Number	Percent
Arts, cultural, & entertainment amenities	68	5.5 %
Housing options	86	7.0 %
Parks & open space options	46	3.7 %
Shopping options	31	2.5 %
Higher education opportunities	25	2.0 %
Public transportation systems	6	0.5 %
Diversity of people who live here	39	3.2 %
Employment opportunities	58	4.7 %
Local tax rate & cost of living	112	9.1 %
Low crime rates	54	4.4 %
Low traffic congestion	34	2.8 %
Close to family/friends	190	15.4 %
Close to your work/school	77	6.3 %
Access to health care services	144	11.7 %
Access to farm fresh meats & produce	15	1.2 %
Quality of public education opportunities	17	1.4 %
Blend of farm & City environments	66	5.4 %
None chosen	162	13.2 %
Total	1230	100.0 %

**Q2. 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?**

<u>Q2. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Arts, cultural, & entertainment amenities	66	5.4 %
Housing options	69	5.6 %
Parks & open space options	78	6.3 %
Shopping options	49	4.0 %
Higher education opportunities	15	1.2 %
Public transportation systems	5	0.4 %
Diversity of people who live here	46	3.7 %
Employment opportunities	43	3.5 %
Local tax rate & cost of living	83	6.7 %
Low crime rates	55	4.5 %
Low traffic congestion	48	3.9 %
Close to family/friends	98	8.0 %
Close to your work/school	54	4.4 %
Access to health care services	122	9.9 %
Access to farm fresh meats & produce	23	1.9 %
Quality of public education opportunities	18	1.5 %
Blend of farm & City environments	82	6.7 %
None chosen	276	22.4 %
Total	1230	100.0 %

**(SUM OF TOP 3)**

**Q2. 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? (top 3)**

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Arts, cultural, & entertainment amenities	196	15.9 %
Housing options	268	21.8 %
Parks & open space options	172	14.0 %
Shopping options	98	8.0 %
Higher education opportunities	56	4.6 %
Public transportation systems	20	1.6 %
Diversity of people who live here	110	8.9 %
Employment opportunities	158	12.8 %
Local tax rate & cost of living	304	24.7 %
Low crime rates	156	12.7 %
Low traffic congestion	102	8.3 %
Close to family/friends	616	50.1 %
Close to your work/school	214	17.4 %
Access to health care services	400	32.5 %
Access to farm fresh meats & produce	44	3.6 %
Quality of public education opportunities	46	3.7 %
Blend of farm & City environments	186	15.1 %
Other	8	0.7 %
None chosen	98	8.0 %
Total	3252	

**Q3. 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."**

(N=1230)

	Very important	Somewhat important	Not sure	Not important
Q3-1. Health care access	73.7%	23.2%	2.4%	0.7%
Q3-2. Behavioral health access	48.0%	31.1%	14.1%	6.7%
Q3-3. Support systems for those in need	55.9%	28.0%	11.8%	4.3%
Q3-4. Natural open space	51.3%	34.0%	10.7%	4.0%
Q3-5. Parks & trails	46.0%	36.5%	13.1%	4.4%
Q3-6. Library services	41.8%	32.5%	15.9%	9.8%
Q3-7. Public education (K-12)	59.7%	23.7%	10.2%	6.5%
Q3-8. College & post-secondary education	44.5%	33.9%	14.5%	7.2%
Q3-9. Environmental stewardship & sustainability	45.6%	31.9%	14.6%	7.9%
Q3-10. Land use planning	55.8%	28.2%	11.6%	4.4%
Q3-11. Bike lanes, walkability	38.6%	32.1%	17.2%	12.0%
Q3-12. Adequacy of residential growth to meet needs of County	39.7%	33.3%	18.0%	9.0%
Q3-13. Adequacy of commercial/ industrial growth to meet job opportunity needs of County	40.2%	35.7%	17.4%	6.7%
Q3-14. Job training & workforce development (post-secondary education & training)	48.9%	33.3%	12.4%	5.4%
Q3-15. Housing	54.5%	30.8%	10.8%	3.9%
Q3-16. Safety, low crime	73.5%	20.8%	4.8%	0.9%
Q3-17. Social justice/equity/inclusivity	52.8%	22.4%	12.8%	12.0%

**Q4. 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?**

Q4. Top choice	Number	Percent
Health care access	240	19.5 %
Behavioral health access	43	3.5 %
Support systems for those in need	71	5.8 %
Natural open space	53	4.3 %
Parks & trails	8	0.7 %
Library services	6	0.5 %
Public education (K-12)	95	7.7 %
College & post-secondary education	6	0.5 %
Environmental stewardship & sustainability	39	3.2 %
Land use planning	78	6.3 %
Bike lanes, walkability	11	0.9 %
Adequacy of residential growth to meet needs of County	32	2.6 %
Adequacy of commercial/industrial growth to meet job opportunity needs of County	43	3.5 %
Job training & workforce development (post-secondary education & training)	31	2.5 %
Housing	80	6.5 %
Safety, low crime	269	21.9 %
Social justice/equity/inclusivity	69	5.6 %
None chosen	56	4.6 %
Total	1230	100.0 %

**Q4. 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?**

Q4. 2nd choice	Number	Percent
Health care access	130	10.6 %
Behavioral health access	59	4.8 %
Support systems for those in need	92	7.5 %
Natural open space	56	4.6 %
Parks & trails	42	3.4 %
Library services	11	0.9 %
Public education (K-12)	124	10.1 %
College & post-secondary education	18	1.5 %
Environmental stewardship & sustainability	54	4.4 %
Land use planning	85	6.9 %
Bike lanes, walkability	20	1.6 %
Adequacy of residential growth to meet needs of County	45	3.7 %
Adequacy of commercial/industrial growth to meet job opportunity needs of County	51	4.1 %
Job training & workforce development (post-secondary education & training)	51	4.1 %
Housing	90	7.3 %
Safety, low crime	161	13.1 %
Social justice/equity/inclusivity	65	5.3 %
None chosen	76	6.2 %
Total	1230	100.0 %

**Q4. 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?**

Q4. 3rd choice	Number	Percent
Health care access	108	8.8 %
Behavioral health access	52	4.2 %
Support systems for those in need	91	7.4 %
Natural open space	53	4.3 %
Parks & trails	50	4.1 %
Library services	25	2.0 %
Public education (K-12)	115	9.3 %
College & post-secondary education	22	1.8 %
Environmental stewardship & sustainability	45	3.7 %
Land use planning	59	4.8 %
Bike lanes, walkability	35	2.8 %
Adequacy of residential growth to meet needs of County	41	3.3 %
Adequacy of commercial/industrial growth to meet job opportunity needs of County	64	5.2 %
Job training & workforce development (post-secondary education & training)	66	5.4 %
Housing	82	6.7 %
Safety, low crime	160	13.0 %
Social justice/equity/inclusivity	66	5.4 %
None chosen	96	7.8 %
Total	1230	100.0 %

**SUM OF TOP 3**

**Q4. 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? (top 3)**

Q4. Top choice	Number	Percent
Health care access	478	38.9 %
Behavioral health access	154	12.5 %
Support systems for those in need	254	20.7 %
Natural open space	162	13.2 %
Parks & trails	100	8.1 %
Library services	42	3.4 %
Public education (K-12)	334	27.2 %
College & post-secondary education	46	3.7 %
Environmental stewardship & sustainability	138	11.2 %
Land use planning	222	18.0 %
Bike lanes, walkability	66	5.4 %
Adequacy of residential growth to meet needs of County	118	9.6 %
Adequacy of commercial/industrial growth to meet job opportunity needs of County	158	12.8 %
Job training & workforce development (post-secondary education & training)	148	12.0 %
Housing	252	20.5 %
Safety, low crime	590	48.0 %
Social justice/equity/inclusivity	200	16.3 %
None chosen	56	4.6 %
Total	3518	

**Q5. Do you think the overall quality of life in Forsyth County is getting better, staying the same, or getting worse?**

Q5. What do you think of overall quality of life in

Forsyth County	Number	Percent
Getting better	210	17.1 %
Staying the same	488	39.7 %
Getting worse	490	39.8 %
Not provided	42	3.4 %
Total	1230	100.0 %

**(WITHOUT "NOT PROVIDED")****Q5. Do you think the overall quality of life in Forsyth County is getting better, staying the same, or getting worse? (without "not provided")**

Q5. What do you think of overall quality of life in

Forsyth County	Number	Percent
Getting better	210	17.7 %
Staying the same	488	41.1 %
Getting worse	490	41.2 %
Total	1188	100.0 %

**Q6. 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.**

(N=1230)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q6-1. As a place to live	33.3%	42.2%	17.4%	5.4%	1.4%	0.3%
Q6-2. As a place to work	22.9%	37.5%	23.2%	5.9%	1.4%	9.1%
Q6-3. As a place to play	19.0%	38.5%	26.3%	9.2%	3.1%	3.9%
Q6-4. As a place to raise children	23.3%	37.1%	21.0%	8.2%	2.6%	7.8%
Q6-5. As a place to educate children	19.1%	29.3%	24.9%	13.7%	6.1%	6.8%
Q6-6. As a place to retire	29.3%	34.3%	18.1%	8.8%	5.8%	3.7%
Q6-7. As a place to visit	21.5%	36.8%	25.6%	10.0%	3.7%	2.4%
Q6-8. As a place to start a business	11.2%	25.0%	26.8%	11.9%	3.7%	21.5%
Q6-9. As a community that is moving in the right direction	13.2%	26.3%	30.1%	17.2%	8.0%	5.2%
Q6-10. As a place where you can earn a living wage	12.2%	27.6%	25.5%	18.9%	8.0%	7.8%
Q6-11. As a place where you can find affordable housing	10.7%	25.2%	26.7%	20.3%	10.7%	6.3%
Q6-12. As a place where you would buy your next home	17.4%	27.7%	22.8%	12.8%	8.7%	10.6%
Q6-13. As a place to attend college or a university	26.7%	34.7%	21.2%	7.2%	1.9%	8.3%



**(WITHOUT "DON'T KNOW")****Q6. 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. (without "don't know")**

(N=1230)

	Excellent	Good	Neutral	Below average	Poor
Q6-1. As a place to live	33.4%	42.3%	17.5%	5.4%	1.4%
Q6-2. As a place to work	25.2%	41.2%	25.5%	6.5%	1.5%
Q6-3. As a place to play	19.8%	40.0%	27.4%	9.6%	3.2%
Q6-4. As a place to raise children	25.3%	40.2%	22.8%	8.9%	2.8%
Q6-5. As a place to educate children	20.5%	31.5%	26.7%	14.7%	6.5%
Q6-6. As a place to retire	30.4%	35.6%	18.8%	9.1%	6.0%
Q6-7. As a place to visit	22.0%	37.8%	26.3%	10.3%	3.8%
Q6-8. As a place to start a business	14.3%	31.8%	34.2%	15.1%	4.7%
Q6-9. As a community that is moving in the right direction	13.9%	27.7%	31.7%	18.2%	8.5%
Q6-10. As a place where you can earn a living wage	13.2%	30.0%	27.7%	20.5%	8.6%
Q6-11. As a place where you can find affordable housing	11.5%	26.9%	28.6%	21.7%	11.4%
Q6-12. As a place where you would buy your next home	19.5%	31.0%	25.5%	14.3%	9.7%
Q6-13. As a place to attend college or a university	29.2%	37.9%	23.1%	7.8%	2.0%

**Q7. Major Categories of County Services. Please rate your satisfaction with each of the major categories of services provided by Forsyth County listed below.**

(N=1230)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. County efforts to ensure the community is prepared for a natural disaster or crisis	10.6%	27.2%	26.3%	10.2%	3.8%	22.0%
Q7-2. Communication with the public	9.8%	31.5%	32.4%	15.0%	5.6%	5.7%
Q7-3. Enforcement of codes & ordinances	7.6%	26.1%	29.2%	15.5%	8.5%	13.0%
Q7-4. Customer service you receive from County employees	15.9%	31.4%	25.4%	11.7%	3.6%	12.0%
Q7-5. County libraries	29.8%	34.6%	19.3%	4.4%	0.9%	11.1%
Q7-6. County parks & recreation opportunities	25.9%	40.7%	21.3%	7.9%	1.4%	2.9%
Q7-7. Quality of public health services	17.3%	30.2%	21.9%	9.1%	2.5%	19.0%
Q7-8. Quality of services from Department of Social Services	6.5%	17.3%	19.8%	12.1%	4.5%	39.8%
Q7-9. Quality of tax administration services	7.2%	24.1%	29.4%	11.9%	4.9%	22.4%
Q7-10. Quality of emergency medical services (EMS)	25.9%	32.4%	18.9%	5.4%	1.9%	15.4%
Q7-11. Quality of services provided by Sheriff's Office	24.6%	29.9%	19.8%	6.9%	2.4%	16.4%
Q7-12. Quality of emergency 911 services	26.0%	31.1%	17.2%	4.4%	1.8%	19.5%
Q7-13. Quality of Smith Reynolds Airport	5.4%	13.6%	20.0%	9.9%	4.5%	46.7%

**Q7. Major Categories of County Services. Please rate your satisfaction with each of the major categories of services provided by Forsyth County listed below.**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-14. Quality of North Carolina Cooperative Extension services	10.2%	19.8%	19.4%	4.6%	1.1%	44.9%
Q7-15. Quality of K-12 education buildings	6.7%	19.6%	26.2%	16.3%	7.0%	24.2%
Q7-16. Quality of Environmental Assistance & Protection services	5.7%	18.4%	23.7%	11.9%	3.7%	36.6%
Q7-17. Quality of Online Tax Services	8.5%	21.0%	23.4%	7.6%	2.6%	36.9%

**(WITHOUT "DON'T KNOW")****Q7. Major Categories of County Services. Please rate your satisfaction with each of the major categories of services provided by Forsyth County listed below. (without "don't know")**

(N=1230)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. County efforts to ensure the community is prepared for a natural disaster or crisis	13.5%	34.8%	33.6%	13.1%	4.9%
Q7-2. Communication with the public	10.4%	33.4%	34.3%	15.9%	5.9%
Q7-3. Enforcement of codes & ordinances	8.8%	30.0%	33.6%	17.9%	9.8%
Q7-4. Customer service you receive from County employees	18.1%	35.7%	28.8%	13.3%	4.1%
Q7-5. County libraries	33.5%	38.8%	21.7%	4.9%	1.0%
Q7-6. County parks & recreation opportunities	26.6%	41.9%	21.9%	8.1%	1.4%
Q7-7. Quality of public health services	21.4%	37.2%	27.0%	11.2%	3.1%
Q7-8. Quality of services from Department of Social Services	10.8%	28.8%	32.8%	20.1%	7.4%
Q7-9. Quality of tax administration services	9.3%	31.1%	37.9%	15.3%	6.3%
Q7-10. Quality of emergency medical services (EMS)	30.7%	38.4%	22.3%	6.4%	2.2%
Q7-11. Quality of services provided by Sheriff's Office	29.5%	35.8%	23.6%	8.3%	2.8%
Q7-12. Quality of emergency 911 services	32.3%	38.6%	21.4%	5.5%	2.2%
Q7-13. Quality of Smith Reynolds Airport	10.1%	25.5%	37.5%	18.6%	8.4%

**(WITHOUT "DON'T KNOW")****Q7. Major Categories of County Services. Please rate your satisfaction with each of the major categories of services provided by Forsyth County listed below. (without "don't know")**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-14. Quality of North Carolina Cooperative Extension services	18.4%	36.0%	35.3%	8.3%	2.1%
Q7-15. Quality of K-12 education buildings	8.8%	25.9%	34.5%	21.6%	9.2%
Q7-16. Quality of Environmental Assistance & Protection services	9.0%	29.0%	37.4%	18.7%	5.9%
Q7-17. Quality of Online Tax Services	13.4%	33.2%	37.1%	12.1%	4.1%

**Q8. Which THREE of the major categories of services listed in Question 7 do you think should receive the MOST EMPHASIS from the County over the next TWO years?**

<u>Q8. Top choice</u>	<u>Number</u>	<u>Percent</u>
County efforts to ensure the community is prepared for a natural disaster or crisis	201	16.3 %
Communication with the public	149	12.1 %
Enforcement of codes & ordinances	86	7.0 %
Customer service you receive from County employees	53	4.3 %
County libraries	31	2.5 %
County parks & recreation opportunities	45	3.7 %
Quality of public health services	111	9.0 %
Quality of services from Department of Social Services	60	4.9 %
Quality of tax administration services	15	1.2 %
Quality of emergency medical services (EMS)	71	5.8 %
Quality of services provided by Sheriff's Office	100	8.1 %
Quality of emergency 911 services	35	2.8 %
Quality of Smith Reynolds Airport	23	1.9 %
Quality of North Carolina Cooperative Extension services	3	0.2 %
Quality of K-12 education buildings	158	12.8 %
Quality of Environmental Assistance & Protection services	22	1.8 %
Quality of Online Tax Services	13	1.1 %
None chosen	54	4.4 %
Total	1230	100.0 %

**Q8. Which THREE of the major categories of services listed in Question 7 do you think should receive the MOST EMPHASIS from the County over the next TWO years?**

<u>Q8. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
County efforts to ensure the community is prepared for a natural disaster or crisis	157	12.8 %
Communication with the public	137	11.1 %
Enforcement of codes & ordinances	76	6.2 %
Customer service you receive from County employees	51	4.1 %
County libraries	35	2.8 %
County parks & recreation opportunities	71	5.8 %
Quality of public health services	127	10.3 %
Quality of services from Department of Social Services	60	4.9 %
Quality of tax administration services	13	1.1 %
Quality of emergency medical services (EMS)	77	6.3 %
Quality of services provided by Sheriff's Office	86	7.0 %
Quality of emergency 911 services	59	4.8 %
Quality of Smith Reynolds Airport	27	2.2 %
Quality of North Carolina Cooperative Extension services	5	0.4 %
Quality of K-12 education buildings	120	9.8 %
Quality of Environmental Assistance & Protection services	44	3.6 %
Quality of Online Tax Services	13	1.1 %
None chosen	72	5.9 %
Total	1230	100.0 %

**Q8. Which THREE of the major categories of services listed in Question 7 do you think should receive the MOST EMPHASIS from the County over the next TWO years?**

<u>Q8. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
County efforts to ensure the community is prepared for a natural disaster or crisis	82	6.7 %
Communication with the public	124	10.1 %
Enforcement of codes & ordinances	78	6.3 %
Customer service you receive from County employees	38	3.1 %
County libraries	26	2.1 %
County parks & recreation opportunities	72	5.9 %
Quality of public health services	84	6.8 %
Quality of services from Department of Social Services	74	6.0 %
Quality of tax administration services	38	3.1 %
Quality of emergency medical services (EMS)	72	5.9 %
Quality of services provided by Sheriff's Office	106	8.6 %
Quality of emergency 911 services	62	5.0 %
Quality of Smith Reynolds Airport	34	2.8 %
Quality of North Carolina Cooperative Extension services	12	1.0 %
Quality of K-12 education buildings	128	10.4 %
Quality of Environmental Assistance & Protection services	82	6.7 %
Quality of Online Tax Services	12	1.0 %
None chosen	106	8.6 %
Total	1230	100.0 %

**(SUM OF TOP 3)****Q8. Which THREE of the major categories of services listed in Question 7 do you think should receive the MOST EMPHASIS from the County over the next TWO years? (top 3)**

<u>Q8. Top choice</u>	<u>Number</u>	<u>Percent</u>
County efforts to ensure the community is prepared for a natural disaster or crisis	440	35.8 %
Communication with the public	410	33.3 %
Enforcement of codes & ordinances	240	19.5 %
Customer service you receive from County employees	142	11.5 %
County libraries	92	7.5 %
County parks & recreation opportunities	188	15.3 %
Quality of public health services	322	26.2 %
Quality of services from Department of Social Services	194	15.8 %
Quality of tax administration services	66	5.4 %
Quality of emergency medical services (EMS)	220	17.9 %
Quality of services provided by Sheriff's Office	292	23.7 %
Quality of emergency 911 services	156	12.7 %
Quality of Smith Reynolds Airport	84	6.8 %
Quality of North Carolina Cooperative Extension services	20	1.6 %
Quality of K-12 education buildings	406	33.0 %
Quality of Environmental Assistance & Protection services	148	12.0 %
Quality of Online Tax Services	38	3.1 %
None chosen	54	4.4 %
Total	3512	

**Q9. How supportive would you be of a tax increase if it were used to fund the major category of service that you indicated should receive the most emphasis in Question 8?**

<u>Q9. How supportive would you be of a tax increase</u>	<u>Number</u>	<u>Percent</u>
Very supportive	188	15.3 %
Supportive	372	30.2 %
Not sure	321	26.1 %
Not supportive	157	12.8 %
Not at all supportive	192	15.6 %
Total	1230	100.0 %

**Q10. 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."**

(N=1230)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Condition of Forsyth County Government Building at 201 N. Chestnut St. in Winston-Salem	15.4%	23.7%	16.7%	4.4%	0.3%	39.5%
Q10-2. Condition of Forsyth County Courthouse/Hall of Justice	13.3%	22.7%	17.2%	4.6%	0.9%	41.3%
Q10-3. Condition of Forsyth Technical Community College facilities	15.6%	25.0%	16.2%	3.6%	1.1%	38.5%
Q10-4. Condition of County's Smith Reynolds Airport	5.1%	12.4%	17.8%	9.3%	4.1%	51.2%
Q10-5. Condition of Winston-Salem Forsyth County K-12 public school buildings	5.5%	17.2%	23.6%	19.3%	7.5%	27.0%
Q10-6. Amount of security staff on County properties	5.4%	16.9%	23.4%	13.0%	2.9%	38.4%
Q10-7. Cleanliness of County buildings	9.6%	26.0%	23.7%	6.5%	0.7%	33.5%
Q10-8. Accessibility of public buildings/ease of entry access	8.8%	26.2%	23.4%	9.1%	2.3%	30.2%
Q10-9. Landscaping around County buildings	11.3%	31.4%	26.0%	5.9%	1.1%	24.4%



**(WITHOUT "DON'T KNOW")****Q10. 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." (without "don't know")**

(N=1230)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Condition of Forsyth County Government Building at 201 N. Chestnut St. in Winston-Salem	25.5%	39.1%	27.6%	7.3%	0.5%
Q10-2. Condition of Forsyth County Courthouse/Hall of Justice	22.6%	38.6%	29.4%	7.9%	1.5%
Q10-3. Condition of Forsyth Technical Community College facilities	25.4%	40.7%	26.3%	5.8%	1.7%
Q10-4. Condition of County's Smith Reynolds Airport	10.5%	25.5%	36.5%	19.2%	8.3%
Q10-5. Condition of Winston-Salem Forsyth County K-12 public school buildings	7.6%	23.5%	32.3%	26.4%	10.2%
Q10-6. Amount of security staff on County properties	8.7%	27.4%	38.0%	21.1%	4.7%
Q10-7. Cleanliness of County buildings	14.4%	39.1%	35.6%	9.8%	1.1%
Q10-8. Accessibility of public buildings/ease of entry access	12.6%	37.5%	33.6%	13.1%	3.3%
Q10-9. Landscaping around County buildings	14.9%	41.5%	34.4%	7.7%	1.4%

**Q11. 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?**

<u>Q11. Top choice</u>	<u>Number</u>	<u>Percent</u>
Condition of Forsyth County Government Building at 201 N. Chestnut St. in Winston-Salem	51	4.1 %
Condition of Forsyth County Courthouse/Hall of Justice	68	5.5 %
Condition of Forsyth Technical Community College facilities	80	6.5 %
Condition of County's Smith Reynolds Airport	50	4.1 %
Condition of Winston-Salem Forsyth County K-12 public school buildings	493	40.1 %
Amount of security staff on County properties	174	14.1 %
Cleanliness of County buildings	43	3.5 %
Accessibility of public buildings/ease of entry access	97	7.9 %
Landscaping around County buildings	24	2.0 %
None chosen	150	12.2 %
Total	1230	100.0 %

**Q11. 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?**

<u>Q11. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of Forsyth County Government Building at 201 N. Chestnut St. in Winston-Salem	33	2.7 %
Condition of Forsyth County Courthouse/Hall of Justice	61	5.0 %
Condition of Forsyth Technical Community College facilities	131	10.7 %
Condition of County's Smith Reynolds Airport	72	5.9 %
Condition of Winston-Salem Forsyth County K-12 public school buildings	186	15.1 %
Amount of security staff on County properties	204	16.6 %
Cleanliness of County buildings	107	8.7 %
Accessibility of public buildings/ease of entry access	184	15.0 %
Landscaping around County buildings	36	2.9 %
None chosen	216	17.6 %
Total	1230	100.0 %

**Q11. 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?**

<u>Q11. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of Forsyth County Government Building at 201 N. Chestnut St. in Winston-Salem	40	3.3 %
Condition of Forsyth County Courthouse/Hall of Justice	75	6.1 %
Condition of Forsyth Technical Community College facilities	117	9.5 %
Condition of County's Smith Reynolds Airport	68	5.5 %
Condition of Winston-Salem Forsyth County K-12 public school buildings	131	10.7 %
Amount of security staff on County properties	156	12.7 %
Cleanliness of County buildings	94	7.6 %
Accessibility of public buildings/ease of entry access	213	17.3 %
Landscaping around County buildings	44	3.6 %
None chosen	292	23.7 %
Total	1230	100.0 %

**(SUM OF TOP 3)**

**Q11. 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? (top 3)**

<u>Q11. Top choice</u>	<u>Number</u>	<u>Percent</u>
Condition of Forsyth County Government Building at 201 N. Chestnut St. in Winston-Salem	124	10.1 %
Condition of Forsyth County Courthouse/Hall of Justice	204	16.6 %
Condition of Forsyth Technical Community College facilities	328	26.7 %
Condition of County's Smith Reynolds Airport	190	15.4 %
Condition of Winston-Salem Forsyth County K-12 public school buildings	810	65.9 %
Amount of security staff on County properties	534	43.4 %
Cleanliness of County buildings	244	19.8 %
Accessibility of public buildings/ease of entry access	494	40.2 %
Landscaping around County buildings	104	8.5 %
None chosen	150	12.2 %
Total	3182	

**Q12. 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.**

Q12. All the sources you use to learn about Forsyth County news, events, & to get other County information

	Number	Percent
Forsyth County website (Forsyth.cc)	654	53.2 %
Nextdoor	366	29.8 %
Twitter/X	104	8.5 %
Facebook	656	53.3 %
Direct emails/newsletters/mailers from specific County departments	406	33.0 %
WSTV 13	94	7.6 %
Winston Salem Journal	470	38.2 %
Other local news publications	172	14.0 %
Local radio	310	25.2 %
Local TV news	776	63.1 %
Friends/family-word of mouth	666	54.1 %
Other online sources	260	21.1 %
Other	20	1.6 %
Total	4954	

**Q12-8. Which local news publications?**

**District A:**

- Chronicle Newspaper
- City of Winston Salem website
- CNN
- Kernersville News
- Text messages, Instagram
- TV
- WXII 12

**District B:**

- Alert services across TV
- Camel City News
- Channel 12
- Forsyth Woman
- I receive a monthly newsletter from the South west councilman's office. Also the Ransom/Phillips real estate team sends me a monthly post card of current events. My homeowners association gives a few updates of events as well.
- Kernersville News
- Kernersville News
- Kernersville News
- Kernersville News
- Kernersville News
- random
- Triad city beat
- Visit North Carolina email
- WFDD
- WS magazine
- WSJS

**Q12-13. Other**

**District A:**

- City Link 311
- Contacting staff directly.
- Instagram
- My interaction with staff and services
- Reddit
- The chronicle
- TikTok and Instagram

- WFDD
- WXII 12

**District B:**

- Amber Alerts on cell phone; weather alerts via email
- Church
- Town Hall meetings.

**Q13. 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?**

Q13. Top choice	Number	Percent
Forsyth County website (Forsyth.cc)	204	16.6 %
Nextdoor	44	3.6 %
Twitter/X	12	1.0 %
Facebook	141	11.5 %
Direct emails/newsletters/mailers from specific County departments	151	12.3 %
WSTV 13	16	1.3 %
Winston Salem Journal	129	10.5 %
Other local news publications	18	1.5 %
Local radio	50	4.1 %
Local TV news	323	26.3 %
Friends/family-word of mouth	38	3.1 %
Other online sources	27	2.2 %
Other	12	1.0 %
None chosen	65	5.3 %
<b>Total</b>	<b>1230</b>	<b>100.0 %</b>

**Q13. 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?**

Q13. 2nd choice	Number	Percent
Forsyth County website (Forsyth.cc)	158	12.8 %
Nextdoor	42	3.4 %
Twitter/X	13	1.1 %
Facebook	144	11.7 %
Direct emails/newsletters/mailers from specific County departments	119	9.7 %
WSTV 13	11	0.9 %
Winston Salem Journal	101	8.2 %
Other local news publications	21	1.7 %
Local radio	93	7.6 %
Local TV news	260	21.1 %
Friends/family-word of mouth	77	6.3 %
Other online sources	56	4.6 %
Other	5	0.4 %
None chosen	130	10.6 %
<b>Total</b>	<b>1230</b>	<b>100.0 %</b>

**Q13. 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?**

Q13. 3rd choice	Number	Percent
Forsyth County website (Forsyth.cc)	148	12.0 %
Nextdoor	54	4.4 %
Twitter/X	15	1.2 %
Facebook	117	9.5 %
Direct emails/newsletters/mailers from specific County departments	130	10.6 %
WSTV 13	21	1.7 %
Winston Salem Journal	82	6.7 %
Other local news publications	41	3.3 %
Local radio	65	5.3 %
Local TV news	131	10.7 %
Friends/family-word of mouth	123	10.0 %
Other online sources	77	6.3 %
Other	12	1.0 %
None chosen	214	17.4 %
Total	1230	100.0 %

**(SUM OF TOP 3)**

**Q13. 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? (top 3)**

Q13. Top choice	Number	Percent
Forsyth County website (Forsyth.cc)	510	41.5 %
Nextdoor	140	11.4 %
Twitter/X	40	3.3 %
Facebook	402	32.7 %
Direct emails/newsletters/mailers from specific County departments	400	32.5 %
WSTV 13	48	3.9 %
Winston Salem Journal	312	25.4 %
Other local news publications	80	6.5 %
Local radio	208	16.9 %
Local TV news	714	58.0 %
Friends/family-word of mouth	238	19.3 %
Other online sources	160	13.0 %
Other	29	2.4 %
None chosen	65	5.3 %
Total	3346	

**Q14. 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."**

(N=1230)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Ease of locating information on County's website	10.9%	29.8%	27.2%	9.6%	3.3%	19.2%
Q14-2. Your experience engaging with County government process	8.9%	25.0%	29.3%	11.1%	2.5%	23.3%
Q14-3. Level of public involvement in local decisions with County	5.0%	16.3%	30.4%	18.1%	7.6%	22.6%
Q14-4. County efforts to keep you informed about local issues	7.4%	22.3%	32.2%	19.9%	7.5%	10.7%
Q14-5. County efforts to be open & transparent with information about County issues, services, & performance	5.4%	19.2%	32.5%	20.2%	8.0%	14.8%

**(WITHOUT "DON'T KNOW")**

**Q14. 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." (without "don't know")**

(N=1230)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Ease of locating information on County's website	13.5%	36.8%	33.7%	11.9%	4.1%
Q14-2. Your experience engaging with County government process	11.5%	32.6%	38.1%	14.4%	3.3%
Q14-3. Level of public involvement in local decisions with County	6.4%	21.0%	39.3%	23.4%	9.9%
Q14-4. County efforts to keep you informed about local issues	8.3%	25.0%	36.1%	22.3%	8.4%
Q14-5. County efforts to be open & transparent with information about County issues, services, & performance	6.3%	22.5%	38.2%	23.7%	9.4%

**Q15. Parks And Recreation. Please indicate if you or other members of your household have visited each of the parks during the past year.**

(N=1230)

	Yes	No
Q15-1. CG Hill Memorial Park	13.7%	86.3%
Q15-2. Horizons Park	19.7%	80.3%
Q15-3. Joanie Moser Memorial Park	12.2%	87.8%
Q15-4. Kernersville Lake Park	19.8%	80.2%
Q15-5. Old US 421 River Park	8.5%	91.5%
Q15-6. Tanglewood Park	57.9%	42.1%
Q15-7. Triad Park	26.3%	73.7%
Q15-8. Union Cross Park	9.9%	90.1%
Q15-9. Walkertown Community Park	14.3%	85.7%



**Q15. If "Yes," please rate the condition of the facility based on your most recent experience.**

(N=1008)

	Excellent	Good	Fair	Poor	Not provided
Q15-1. CG Hill Memorial Park	53.6%	42.9%	1.2%	0.0%	2.4%
Q15-2. Horizons Park	32.2%	58.7%	6.6%	0.0%	2.5%
Q15-3. Joanie Moser Memorial Park	36.0%	58.7%	4.0%	0.0%	1.3%
Q15-4. Kernersville Lake Park	28.7%	63.1%	6.6%	0.0%	1.6%
Q15-5. Old US 421 River Park	8.7%	26.9%	19.2%	0.0%	45.2%
Q15-6. Tanglewood Park	45.8%	31.5%	1.8%	0.3%	20.6%
Q15-7. Triad Park	56.8%	36.4%	2.5%	0.0%	4.3%
Q15-8. Union Cross Park	14.8%	63.9%	14.8%	1.6%	4.9%
Q15-9. Walkertown Community Park	27.3%	53.4%	12.5%	1.1%	5.7%

**(WITHOUT "NOT PROVIDED")****Q15. If "Yes," please rate the condition of the facility based on your most recent experience. (without "not provided")**

(N=1008)

	Excellent	Good	Fair	Poor
Q15-1. CG Hill Memorial Park	54.9%	43.9%	1.2%	0.0%
Q15-2. Horizons Park	33.1%	60.2%	6.8%	0.0%
Q15-3. Joanie Moser Memorial Park	36.5%	59.5%	4.1%	0.0%
Q15-4. Kernersville Lake Park	29.2%	64.2%	6.7%	0.0%
Q15-5. Old US 421 River Park	15.8%	49.1%	35.1%	0.0%
Q15-6. Tanglewood Park	57.7%	39.6%	2.3%	0.4%
Q15-7. Triad Park	59.4%	38.1%	2.6%	0.0%
Q15-8. Union Cross Park	15.5%	67.2%	15.5%	1.7%
Q15-9. Walkertown Community Park	28.9%	56.6%	13.3%	1.2%

**Q16. Please rate your satisfaction with each of the parks and recreation services provided by Forsyth County.**

(N=1230)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16-1. Availability of active recreation equipment (e.g., playgrounds, all-age fitness equipment)	15.3%	29.9%	19.3%	7.2%	1.5%	26.8%
Q16-2. Availability of pickleball courts (Joanie Moser, Walkertown, Union Cross)	3.6%	12.8%	16.8%	5.0%	1.1%	60.8%
Q16-3. Quality of public disc golf courses (Horizons Park, Triad Park)	6.4%	12.2%	16.3%	5.2%	0.7%	59.2%
Q16-4. Quality & availability of event facilities (e.g., picnic shelters, indoor facilities)	13.3%	27.1%	21.8%	6.4%	1.3%	30.1%
Q16-5. Maintenance of County parks	15.4%	33.2%	21.5%	5.8%	1.2%	22.9%
Q16-6. Overall feeling of safety in County parks	14.1%	29.4%	22.8%	10.1%	2.9%	20.7%
Q16-7. Quality of athletic fields (soccer, baseball/softball)	9.7%	21.4%	17.6%	5.0%	0.2%	46.2%
Q16-8. Quality & availability of tennis courts	6.7%	13.6%	18.0%	6.4%	1.2%	54.0%
Q16-9. Availability of open space & natural areas in County parks	16.2%	31.5%	19.3%	5.4%	1.6%	26.0%

**Q16. Please rate your satisfaction with each of the parks and recreation services provided by Forsyth County.**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16-10. Quality of Tanglewood Park's Festival of Lights	27.0%	23.7%	12.0%	4.7%	1.5%	31.2%
Q16-11. Quality of Peter S. Brunstetter Aquatic Center at Tanglewood Park	6.9%	12.9%	12.6%	2.8%	0.2%	64.6%
Q16-12. Quality of Tanglewood golf courses	8.0%	12.6%	14.3%	3.3%	0.1%	61.8%
Q16-13. Quality of County's dog parks (Tanglewood, Horizons Park)	8.0%	16.9%	14.4%	5.0%	0.7%	55.0%
Q16-14. Availability & access of walking & biking trails	15.4%	29.5%	19.8%	7.9%	2.7%	24.7%

**(WITHOUT "DON'T KNOW")****Q16. Please rate your satisfaction with each of the parks and recreation services provided by Forsyth County. (without "don't know")**

(N=1230)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. Availability of active recreation equipment (e.g., playgrounds, all-age fitness equipment)	20.9%	40.9%	26.3%	9.9%	2.0%
Q16-2. Availability of pickleball courts (Joanie Moser, Walkertown, Union Cross)	9.1%	32.6%	42.9%	12.7%	2.7%
Q16-3. Quality of public disc golf courses (Horizons Park, Triad Park)	15.7%	29.9%	40.0%	12.7%	1.6%
Q16-4. Quality & availability of event facilities (e.g., picnic shelters, indoor facilities)	19.1%	38.7%	31.2%	9.2%	1.9%
Q16-5. Maintenance of County parks	19.9%	43.0%	28.0%	7.5%	1.6%
Q16-6. Overall feeling of safety in County parks	17.7%	37.1%	28.8%	12.7%	3.7%
Q16-7. Quality of athletic fields (soccer, baseball/softball)	18.0%	39.7%	32.8%	9.2%	0.3%
Q16-8. Quality & availability of tennis courts	14.7%	29.5%	39.2%	14.0%	2.7%
Q16-9. Availability of open space & natural areas in County parks	21.9%	42.5%	26.0%	7.4%	2.2%

**(WITHOUT "DON'T KNOW")****Q16. Please rate your satisfaction with each of the parks and recreation services provided by Forsyth County. (without "don't know")**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-10. Quality of Tanglewood Park's Festival of Lights	39.2%	34.4%	17.4%	6.9%	2.1%
Q16-11. Quality of Peter S. Brunstetter Aquatic Center at Tanglewood Park	19.5%	36.5%	35.6%	8.0%	0.5%
Q16-12. Quality of Tanglewood golf courses	20.9%	33.0%	37.4%	8.5%	0.2%
Q16-13. Quality of County's dog parks (Tanglewood, Horizons Park)	17.9%	37.5%	31.9%	11.0%	1.6%
Q16-14. Availability & access of walking & biking trails	20.5%	39.2%	26.2%	10.5%	3.6%

**Q17. 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?**

Q17. Top choice	Number	Percent
Availability of active recreation equipment (e.g., playgrounds, all-age fitness equipment)	169	13.7 %
Availability of pickleball courts (Joanie Moser, Walkertown, Union Cross)	42	3.4 %
Quality of public disc golf course (Horizons Park, Triad Park)	17	1.4 %
Quality & availability of event facilities (e.g., picnic shelters, indoor facilities)	66	5.4 %
Maintenance of County parks	180	14.6 %
Overall feeling of safety in County parks	242	19.7 %
Quality of athletic fields (soccer, baseball/softball)	15	1.2 %
Quality & availability of tennis courts	9	0.7 %
Availability of open space & natural areas in County parks	60	4.9 %
Quality of Tanglewood Park's Festival of Lights	23	1.9 %
Quality of Peter S. Brunstetter Aquatic Center at Tanglewood Park	3	0.2 %
Quality of Tanglewood golf courses	14	1.1 %
Quality of County's dog parks (Tanglewood, Horizons Park)	22	1.8 %
Availability & access of walking & biking trails	150	12.2 %
None chosen	218	17.7 %
Total	1230	100.0 %

**Q17. 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?**

<u>Q17. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Availability of active recreation equipment (e.g., playgrounds, all-age fitness equipment)	93	7.6 %
Availability of pickleball courts (Joanie Moser, Walkertown, Union Cross)	12	1.0 %
Quality of public disc golf course (Horizons Park, Triad Park)	18	1.5 %
Quality & availability of event facilities (e.g., picnic shelters, indoor facilities)	96	7.8 %
Maintenance of County parks	199	16.2 %
Overall feeling of safety in County parks	203	16.5 %
Quality of athletic fields (soccer, baseball/softball)	24	2.0 %
Quality & availability of tennis courts	8	0.7 %
Availability of open space & natural areas in County parks	99	8.0 %
Quality of Tanglewood Park's Festival of Lights	22	1.8 %
Quality of Peter S. Brunstetter Aquatic Center at Tanglewood Park	7	0.6 %
Quality of Tanglewood golf courses	8	0.7 %
Quality of County's dog parks (Tanglewood, Horizons Park)	37	3.0 %
Availability & access of walking & biking trails	144	11.7 %
None chosen	260	21.1 %
Total	1230	100.0 %

**Q17. 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?**

<u>Q17. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Availability of active recreation equipment (e.g., playgrounds, all-age fitness equipment)	78	6.3 %
Availability of pickleball courts (Joanie Moser, Walkertown, Union Cross)	10	0.8 %
Quality of public disc golf course (Horizons Park, Triad Park)	9	0.7 %
Quality & availability of event facilities (e.g., picnic shelters, indoor facilities)	84	6.8 %
Maintenance of County parks	123	10.0 %
Overall feeling of safety in County parks	131	10.7 %
Quality of athletic fields (soccer, baseball/softball)	21	1.7 %
Quality & availability of tennis courts	9	0.7 %
Availability of open space & natural areas in County parks	139	11.3 %
Quality of Tanglewood Park's Festival of Lights	29	2.4 %
Quality of Peter S. Brunstetter Aquatic Center at Tanglewood Park	4	0.3 %
Quality of Tanglewood golf courses	18	1.5 %
Quality of County's dog parks (Tanglewood, Horizons Park)	39	3.2 %
Availability & access of walking & biking trails	214	17.4 %
None chosen	322	26.2 %
Total	1230	100.0 %

**(SUM OF TOP 3)****Q17. 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? (top 3)**

<u>Q17. Top choice</u>	<u>Number</u>	<u>Percent</u>
Availability of active recreation equipment (e.g., playgrounds, all-age fitness equipment)	340	27.6 %
Availability of pickleball courts (Joanie Moser, Walkertown, Union Cross)	64	5.2 %
Quality of public disc golf course (Horizons Park, Triad Park)	44	3.6 %
Quality & availability of event facilities (e.g., picnic shelters, indoor facilities)	246	20.0 %
Maintenance of County parks	502	40.8 %
Overall feeling of safety in County parks	576	46.8 %
Quality of athletic fields (soccer, baseball/softball)	60	4.9 %
Quality & availability of tennis courts	26	2.1 %
Availability of open space & natural areas in County parks	298	24.2 %
Quality of Tanglewood Park's Festival of Lights	74	6.0 %
Quality of Peter S. Brunstetter Aquatic Center at Tanglewood Park	14	1.1 %
Quality of Tanglewood golf courses	40	3.3 %
Quality of County's dog parks (Tanglewood, Horizons Park)	98	8.0 %
Availability & access of walking & biking trails	508	41.3 %
None chosen	218	17.7 %
Total	3108	

**Q18. 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?**

<u>Q18. Have you contacted employees of Forsyth County or visited County's website during past year</u>	<u>Number</u>	<u>Percent</u>
Yes	478	38.9 %
No	752	61.1 %
Total	1230	100.0 %

**Q18a. How did you most recently contact the County?**

<u>Q18a. How did you most recently contact County</u>	<u>Number</u>	<u>Percent</u>
Phone	294	61.5 %
Email	102	21.3 %
In-person	60	12.6 %
Not provided	22	4.6 %
Total	478	100.0 %

**(WITHOUT "NOT PROVIDED")****Q18a. How did you most recently contact the County? (without "not provided")**

<u>Q18a. How did you most recently contact County</u>	<u>Number</u>	<u>Percent</u>
Phone	294	64.5 %
Email	102	22.4 %
In-person	60	13.2 %
Total	456	100.0 %

**Q18b. 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.**

(N=478)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18b-1. How easy County government was to contact	28.7%	34.5%	16.5%	10.9%	6.5%	2.9%
Q18b-2. Courtesy of County employee(s) you interacted with	36.6%	35.1%	15.1%	5.4%	2.7%	5.0%
Q18b-3. Accuracy of information you were given	30.8%	34.5%	18.2%	8.2%	3.3%	5.0%
Q18b-4. Appropriateness of County employees' response	33.5%	33.9%	16.3%	7.5%	4.2%	4.6%
Q18b-5. Timeliness of County employees' response	27.4%	35.1%	17.8%	9.8%	6.1%	3.8%
Q18b-6. Resolution of your issue/concern	25.9%	36.6%	15.5%	9.4%	7.9%	4.6%



**(WITHOUT "DON'T KNOW")**

**Q18b. 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. (without "don't know")**

(N=478)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18b-1. How easy County government was to contact	29.5%	35.6%	17.0%	11.2%	6.7%
Q18b-2. Courtesy of County employee(s) you interacted with	38.5%	37.0%	15.9%	5.7%	2.9%
Q18b-3. Accuracy of information you were given	32.4%	36.3%	19.2%	8.6%	3.5%
Q18b-4. Appropriateness of County employees' response	35.1%	35.5%	17.1%	7.9%	4.4%
Q18b-5. Timeliness of County employees' response	28.5%	36.5%	18.5%	10.2%	6.3%
Q18b-6. Resolution of your issue/concern	27.2%	38.4%	16.2%	9.9%	8.3%

**Q19. Library. Please indicate if you or other members of your household have visited each of the libraries during the past year.**

(N=1230)

	Yes	No
Q19-1. Carver School Road	8.3%	91.7%
Q19-2. Central Library	28.9%	71.1%
Q19-3. Clemmons	14.5%	85.5%
Q19-4. Paddison Memorial in Kernersville	12.2%	87.8%
Q19-5. Lewisville	12.0%	88.0%
Q19-6. Malloy/Jordan East Winston Heritage Center	3.6%	96.4%
Q19-7. Reynolda Manor	15.9%	84.1%
Q19-8. Rural Hall	7.5%	92.5%
Q19-9. Southside	12.5%	87.5%
Q19-10. Walkertown	9.9%	90.1%
Q19-11. Library's website	20.0%	80.0%
Q19-12. Other	2.3%	97.7%

**Q19. If "Yes," please rate the condition of the facility based on your most recent experience.**

(N=889)

	Excellent	Good	Fair	Poor	Not provided
Q19-1. Carver School Road	35.3%	42.2%	14.7%	0.0%	7.8%
Q19-2. Central Library	61.8%	27.5%	4.5%	0.6%	5.6%
Q19-3. Clemmons	63.5%	24.7%	6.2%	0.0%	5.6%
Q19-4. Paddison Memorial in Kernersville	65.3%	23.3%	6.7%	2.0%	2.7%
Q19-5. Lewisville	56.8%	28.4%	8.8%	2.0%	4.1%
Q19-6. Malloy/Jordan East Winston Heritage Center	27.3%	31.8%	20.5%	15.9%	4.5%
Q19-7. Reynolda Manor	32.7%	43.4%	15.3%	2.6%	6.1%
Q19-8. Rural Hall	34.8%	42.4%	16.3%	0.0%	6.5%
Q19-9. Southside	40.3%	39.0%	15.6%	3.9%	1.3%
Q19-10. Walkertown	45.9%	36.1%	10.7%	0.8%	6.6%
Q19-11. Library's website	32.1%	36.6%	15.4%	1.2%	14.6%
Q19-12. Other	32.1%	25.0%	14.3%	0.0%	28.6%

**(WITHOUT "NOT PROVIDED")****Q19. If "Yes," please rate the condition of the facility based on your most recent experience. (without "not provided")**

(N=889)

	Excellent	Good	Fair	Poor
Q19-1. Carver School Road	38.3%	45.7%	16.0%	0.0%
Q19-2. Central Library	65.5%	29.2%	4.8%	0.6%
Q19-3. Clemmons	67.3%	26.2%	6.5%	0.0%
Q19-4. Paddison Memorial in Kernersville	67.1%	24.0%	6.8%	2.1%
Q19-5. Lewisville	59.2%	29.6%	9.2%	2.1%
Q19-6. Malloy/Jordan East Winston Heritage Center	28.6%	33.3%	21.4%	16.7%
Q19-7. Reynolda Manor	34.8%	46.2%	16.3%	2.7%
Q19-8. Rural Hall	37.2%	45.3%	17.4%	0.0%
Q19-9. Southside	40.8%	39.5%	15.8%	3.9%
Q19-10. Walkertown	49.1%	38.6%	11.4%	0.9%
Q19-11. Library's website	37.6%	42.9%	18.1%	1.4%
Q19-12. Other	45.0%	35.0%	20.0%	0.0%

**Q19-12. Other**

<u>Q19-12. Other</u>	<u>Number</u>	<u>Percent</u>
Library on Fairlawn	1	14.3 %
Fairlawn	1	14.3 %
Downtown only	1	14.3 %
eBooks and audiobooks through apps using library card	1	14.3 %
Wake Forest University library	1	14.3 %
Kernersville Library	1	14.3 %
Forsyth County Public Library	1	14.3 %
Total	7	100.0 %

**Q19a. 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.**

Q19a. All the reasons you visited or used a

<u>Forsyth County Library during past year</u>	<u>Number</u>	<u>Percent</u>
To vote	398	44.8 %
Check out books	530	59.6 %
Check out CDs	38	4.3 %
Check out DVDs	56	6.3 %
Check out other physical materials	58	6.5 %
Access wireless internet	63	7.1 %
Use a computer	123	13.8 %
Attend a program	187	21.0 %
Attend a community event	205	23.1 %
Research a topic	171	19.2 %
As a place to relax	88	9.9 %
Other	35	3.9 %
Total	1952	

**Q19a-12: Other**

**District A:**

- Drop off books on LGBTQ topics
- Genealogy research.
- Make copies and scan information
- pick up a prize I won.
- Read and write
- Read magazines
- Tax machine
- Use printer.
- Visited and perused some materials onsite
- Watch a movie

**District B:**

- book club
- Book sales
- Book sales
- Book sales
- child offerings
- Conference room for business meetings
- Get free pass to Reynolda House
- Held a Meeting with a Presentation to Guests.

- HOA mtg
- I buy remainder books from central for myself and for my grandchildren. My wife checks out books to read.
- Just looked at website
- Library book sale.
- Meeting
- Met clients for work appointments.
- Quiet place to work remotely.
- renewed my library card but did not check anything out
- Research historic W-S maps.
- Reynolds House Museum Passes
- tax prep
- Taxes done
- To donate materials for the annual book sale.
- To get a library card to use the Libby app.
- To vote
- Use a room for privacy to work in.
- Used book sale

**Q19b. If "Yes" to any of the items in Question 19, when accessing Forsyth County library materials, which format do you MOST prefer?**

Q19b. Which format do you most prefer when accessing Forsyth County Library materials

	Number	Percent
Physical (e.g., print book, magazines, CD, DVD, audiobooks)	377	42.4 %
Digital (e.g., eBook, eAudio, eVideo, eMagazines)	63	7.1 %
Both physical & digital	250	28.1 %
I don't usually visit library to access any materials	126	14.2 %
Other	3	0.3 %
Not provided	70	7.9 %
Total	889	100.0 %

**(WITHOUT "NOT PROVIDED")**

**Q19b. When accessing Forsyth County library materials, which format do you MOST prefer? (without "not provided")**

Q19b. Which format do you most prefer when accessing Forsyth County Library materials

	Number	Percent
Physical (e.g., print book, magazines, CD, DVD, audiobooks)	377	46.0 %
Digital (e.g., eBook, eAudio, eVideo, eMagazines)	63	7.7 %
Both physical & digital	250	30.5 %
I don't usually visit library to access any materials	126	15.4 %
Other	3	0.4 %
Total	819	100.0 %

**Q19b-5. Other:**

<u>Q19b-5. Other</u>	<u>Number</u>	<u>Percent</u>
To vote early	1	33.3 %
Use computer	1	33.3 %
Use of pass to Reynolds House	1	33.3 %
Total	3	100.0 %

**Q20. During the past year, have you or other members of your household had contact with the Forsyth County Sheriff's Office?**

<u>Q20. Have you had contact with Forsyth County Sheriff's Office during past year</u>	<u>Number</u>	<u>Percent</u>
Yes	316	25.7 %
No	914	74.3 %
Total	1230	100.0 %

**Q20a. 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.**

<u>Q20a. All types of contact you have had with Forsyth County Sheriff's Office during past year</u>	<u>Number</u>	<u>Percent</u>
Traffic violation	16	5.1 %
Criminal investigation	16	5.1 %
Visiting detention center	16	5.1 %
Receipt of civil process services	20	6.3 %
Firearms permits	82	25.9 %
Report a crime	50	15.8 %
Request assistance	108	34.2 %
Interactions at public events	94	29.7 %
Calling or visiting Animal Services	40	12.7 %
Total	442	

**Q21. Forsyth County Sheriff's Office. Please rate your satisfaction with each of the services provided by the Forsyth County Sheriff's office.**

(N=1230)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q21-1. Overall quality of Sheriff protection	21.6%	27.5%	15.9%	5.4%	1.5%	28.1%
Q21-2. Cultural sensitivity of Sheriff's Office employees	17.2%	18.7%	15.0%	4.3%	1.7%	43.1%
Q21-3. Professionalism of Sheriff's Office employees	22.0%	24.6%	12.7%	4.0%	1.4%	35.3%
Q21-4. Quality of animal services	9.0%	15.6%	17.2%	6.7%	2.6%	48.9%
Q21-5. Quality of social media communication (e.g., Twitter, Facebook, Instagram)	12.0%	18.4%	19.9%	7.1%	1.4%	41.3%
Q21-6. Accessibility & responsiveness of Sheriff's Office	15.0%	22.2%	14.6%	4.6%	1.3%	42.3%
Q21-7. Level of transparency by Sheriff's Office	15.6%	18.5%	18.0%	6.2%	2.3%	39.3%
Q21-8. Response time by Sheriff's Office to emergencies	12.0%	17.5%	13.0%	4.7%	0.9%	51.9%
Q21-9. Response time by Sheriff's Office to non-emergencies	10.9%	17.2%	14.1%	5.3%	1.1%	51.4%
Q21-10. Visibility of Sheriff's Deputies in your community	14.5%	22.2%	20.5%	12.3%	5.7%	24.9%



**(WITHOUT "DON'T KNOW")****Q21. Forsyth County Sheriff's Office. Please rate your satisfaction with each of the services provided by the Forsyth County Sheriff's office. (without "don't know")**

(N=1230)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q21-1. Overall quality of Sheriff protection	30.1%	38.2%	22.2%	7.5%	2.0%
Q21-2. Cultural sensitivity of Sheriff's Office employees	30.1%	32.9%	26.4%	7.6%	3.0%
Q21-3. Professionalism of Sheriff's Office employees	34.0%	38.1%	19.6%	6.2%	2.1%
Q21-4. Quality of animal services	17.7%	30.6%	33.6%	13.1%	5.1%
Q21-5. Quality of social media communication (e.g., Twitter, Facebook, Instagram)	20.4%	31.3%	33.9%	12.0%	2.4%
Q21-6. Accessibility & responsiveness of Sheriff's Office	25.9%	38.5%	25.4%	8.0%	2.3%
Q21-7. Level of transparency by Sheriff's Office	25.7%	30.6%	29.8%	10.2%	3.8%
Q21-8. Response time by Sheriff's Office to emergencies	25.0%	36.3%	27.0%	9.8%	1.9%
Q21-9. Response time by Sheriff's Office to non-emergencies	22.4%	35.5%	28.9%	10.9%	2.3%
Q21-10. Visibility of Sheriff's Deputies in your community	19.3%	29.5%	27.3%	16.3%	7.6%

**Q22. 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?**

Q22. Top choice	Number	Percent
Overall quality of Sheriff protection	330	26.8 %
Cultural sensitivity of Sheriff's Office employees	86	7.0 %
Professionalism of Sheriff's Office employees	46	3.7 %
Quality of animal services	48	3.9 %
Quality of social media communication (e.g., Twitter, Facebook, Instagram)	26	2.1 %
Accessibility & responsiveness of Sheriff's Office	80	6.5 %
Level of transparency by Sheriff's Office	72	5.9 %
Response time by Sheriff's Office to emergencies	114	9.3 %
Response time by Sheriff's Office to non-emergencies	26	2.1 %
Visibility of Sheriff's Deputies in your community	186	15.1 %
None chosen	216	17.6 %
Total	1230	100.0 %

**Q22. 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?**

Q22. 2nd choice	Number	Percent
Overall quality of Sheriff protection	104	8.5 %
Cultural sensitivity of Sheriff's Office employees	78	6.3 %
Professionalism of Sheriff's Office employees	88	7.2 %
Quality of animal services	96	7.8 %
Quality of social media communication (e.g., Twitter, Facebook, Instagram)	30	2.4 %
Accessibility & responsiveness of Sheriff's Office	107	8.7 %
Level of transparency by Sheriff's Office	104	8.5 %
Response time by Sheriff's Office to emergencies	148	12.0 %
Response time by Sheriff's Office to non-emergencies	72	5.9 %
Visibility of Sheriff's Deputies in your community	125	10.2 %
None chosen	278	22.6 %
Total	1230	100.0 %

**Q22. 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?**

Q22. 3rd choice	Number	Percent
Overall quality of Sheriff protection	108	8.8 %
Cultural sensitivity of Sheriff's Office employees	68	5.5 %
Professionalism of Sheriff's Office employees	84	6.8 %
Quality of animal services	70	5.7 %
Quality of social media communication (e.g., Twitter, Facebook, Instagram)	32	2.6 %
Accessibility & responsiveness of Sheriff's Office	97	7.9 %
Level of transparency by Sheriff's Office	96	7.8 %
Response time by Sheriff's Office to emergencies	124	10.1 %
Response time by Sheriff's Office to non-emergencies	68	5.5 %
Visibility of Sheriff's Deputies in your community	157	12.8 %
None chosen	326	26.5 %
Total	1230	100.0 %

**(SUM OF TOP 3)****Q22. 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? (top 3)**

Q22. Top choice	Number	Percent
Overall quality of Sheriff protection	542	44.1 %
Cultural sensitivity of Sheriff's Office employees	232	18.9 %
Professionalism of Sheriff's Office employees	218	17.7 %
Quality of animal services	214	17.4 %
Quality of social media communication (e.g., Twitter, Facebook, Instagram)	88	7.2 %
Accessibility & responsiveness of Sheriff's Office	284	23.1 %
Level of transparency by Sheriff's Office	272	22.1 %
Response time by Sheriff's Office to emergencies	386	31.4 %
Response time by Sheriff's Office to non-emergencies	166	13.5 %
Visibility of Sheriff's Deputies in your community	468	38.0 %
None chosen	216	17.6 %
Total	3086	

**Q23. 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.**

Q23. All the Emergency Services offered by Forsyth County you have had contact with during last year

	Number	Percent
Forsyth County's 911 Service	248	20.2 %
Forsyth County Fire Division	104	8.5 %
Forsyth County EMS	208	16.9 %
None. I have not used any other public safety services	880	71.5 %
Total	1440	

**(WITHOUT "NONE")****Q23. 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. (without "none")**

Q23. All the Emergency Services offered by Forsyth County you have had contact with during last year

	Number	Percent
Forsyth County's 911 Service	248	70.9 %
Forsyth County EMS	208	59.4 %
Forsyth County Fire Division	104	29.7 %
Total	560	

**Q23a. Please rate your satisfaction with each of the services provided by Forsyth County.**

(N=350)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q23a-1. Overall satisfaction with Fire Division services	36.6%	28.6%	10.9%	2.3%	0.0%	21.7%
Q23a-2. Professionalism of 911 operator	41.7%	33.4%	12.3%	1.7%	0.0%	10.9%
Q23a-3. Efficiency of 911 operator	42.9%	30.9%	12.0%	1.7%	0.6%	12.0%
Q23a-4. Accuracy of information you were given during emergencies	39.7%	28.9%	12.0%	4.0%	0.6%	14.9%
Q23a-5. Overall quality of Emergency Medical Services (EMS)	36.6%	32.3%	11.4%	2.3%	2.6%	14.9%
Q23a-6. Overall EMS response time	36.9%	24.3%	11.4%	5.7%	5.7%	16.0%
Q23a-7. Professionalism of EMS staff	44.6%	26.6%	9.4%	2.3%	1.1%	16.0%
Q23a-8. Cultural sensitivity of EMS staff	30.6%	21.7%	15.7%	4.0%	0.6%	27.4%

**(WITHOUT "DON'T KNOW")****Q23a. Please rate your satisfaction with each of the services provided by Forsyth County. (without "don't know")**

(N=350)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q23a-1. Overall satisfaction with Fire Division services	46.7%	36.5%	13.9%	2.9%	0.0%
Q23a-2. Professionalism of 911 operator	46.8%	37.5%	13.8%	1.9%	0.0%
Q23a-3. Efficiency of 911 operator	48.7%	35.1%	13.6%	1.9%	0.6%
Q23a-4. Accuracy of information you were given during emergencies	46.6%	33.9%	14.1%	4.7%	0.7%
Q23a-5. Overall quality of Emergency Medical Services (EMS)	43.0%	37.9%	13.4%	2.7%	3.0%
Q23a-6. Overall EMS response time	43.9%	28.9%	13.6%	6.8%	6.8%
Q23a-7. Professionalism of EMS staff	53.1%	31.6%	11.2%	2.7%	1.4%
Q23a-8. Cultural sensitivity of EMS staff	42.1%	29.9%	21.7%	5.5%	0.8%

**Q24. What are you MOST CONCERNED about as a citizen of Forsyth County?****Summary of Major Findings:**

Safety and crime rates are the foremost concerns among Forsyth County citizens, reflecting a widespread unease about public safety and a call for effective measures to combat criminal activities such as violence, shootings, and gang involvement. Affordable housing is another prominent issue, with worries about affordability and zoning regulations intertwining with concerns about homelessness, emphasizing the need for comprehensive solutions to housing insecurity. Additionally, education quality and resources are significant concerns, with citizens expressing worries about curriculum, funding, and support for teachers, underscoring a desire for enhanced educational opportunities and infrastructure for future generations.

**District A:**

- Curriculum in public schools. Dangerous drivers.

Violence.

- Adult violence gang activity
- Affordable housing and healthcare for all
- Affordable housing, crime rates and gun violence.
- all the recent shootings & killings
- All the senseless murders in the county.
- availability of guns
- Availability of resources for the marginalized communities
- Bad zoning, too many apartment buildings causing street closures just so you can get more taxes. Declining quality of the arts in Winston, as opposed to 40 or 50 years ago. No decent newspaper or local radio stations any more.
- City services
- Community development is haphazard
- Cost of living and safety
- Cost of living Increase for the People of the Community, we can't afford to have our own homes with the Pay scale in this County.
- Cost of living increasing, esp. affordable housing. I have a well paying job. My partner is a teacher in the county and has a second part-time job. He has a child and I don't. I've seen a noticeable decrease in my spending power over the past few years. My partner, as a high school teacher, shouldn't have to have a 2nd job and we barely get by. I'm happy with the Sheriff's office but I think they are understaffed, underpaid, and under-appreciated. The libraries should be considered as important, if not, than community parks and education centers since they are both.

- county officials hardly pay much attention to the needs of us inside the city limits. They act as if we are not Forsyth County citizens, with the same rights as residents of Clemmons and Kernersville. We are a part of the county too
- Crime
- Crime
- Crime
- Crime
- Crime
- Crime
- Crime
- Crime
- Crime
- Crime and cost of living.
- Crime and drugs
- Crime and homeless people downtown.
- Crime and overall safety, cost of housing, number of homeless people on the streets. There are an excessive number of overpriced apartments, especially in downtown Winston, with few options available to purchase. I am a single female and there are many times that I simply no longer feel safe at any hour of the day engaging in downtown life where I live.
- Crime and safety. Resurface streets.
- Crime and supporting the homeless.
- Crime and the cost of living.
- Crime- criminals are back on the street before you can fill out a complaint.
- Crime in my neighborhood!!!
- Crime rate and cost of living. Housing options. Keeping traffic lighter than most cities.

**Q24. What are you MOST CONCERNED about as a citizen of Forsyth County?**

- crime rates and rise in homeless/pan handlers
- CRIME RATES IN YOUTH AND SAFETY OF ALL SCHOOL CHILDREN; CORONAVIRUS
- Crime
- Crime, drugs, homeless people/camps
- Crime, gang activity and panhandling
- Crime, lack of affordable housing.
- crime, speed in the community
- Crime/violence
- Diversity
- Dogs running loose, too many people with guns.
- equal opportunity for people of all socioeconomic backgrounds
- Feel secure in my house and neighborhood.
- Getting shootings under control
- Gun shots.
- Gun violence
- Gun violence
- Gun violence
- guns by schools, traffic by schools
- Help get the homeless off the streets and into housing.
- High property taxes and high rent.
- High rate of crime
- High rent prices, high food costs, excessive taxation, poor public transportation, no sidewalks
- highway speeding and in residential areas
- homeless people issue
- Homelessness
- HOUSING AFFORDABILITY AND LACK OF FLEXIBILITY IN CITY/COUNTY ZONING-TO ADDRESS IT
- I am mostly concerned about illegal drugs being sold in my community, homelessness, affordable housing, security of children in school's and Racial Injustices.
- I can't speak for other communities, but in mine the community of Easton My biggest concern is the drugs and dope houses in the neighborhood.
- I'm mostly concerned with lack of job opportunities, after only being here a year I've seen a lot of large factories/companies close down and put a lot of people out of work. My own husband struggled to find a job for months after moving here. If it wasn't for my job being remote I would have a terrible time finding work here. There is not a lot of diversity in terms of type of work here, no large industries or anchor companies.
- illegal immigrants
- I'm not concern just pray
- In the elderly community being mistreated the quality of living horrible
- Increase in senior utility's bill
- increase in water bills and trash on major streets
- Increased county taxes
- increased destruction of history, 2 tiered justice system, socialist
- Increasing behavioral issues
- Increasing crime rate and age of young children becoming more violent in schools.
- involvement with the youth
- Justice within sheriffs interactions a jail staff treatment of prisoners
- Keeping the quality of life.

**Q24. What are you MOST CONCERNED about as a citizen of Forsyth County?**

- Lack of affordable housing
- Lack of communication when land is for sale in the neighborhood. And Then you find out after the fact that some big development is going in. Overall safety in the community.
- Lack of funding for public schools. Schools need building updates. Teachers and staff should receive higher bonuses and pay. There is a Huge problem with over building. We are losing too much green space for houses. Too many abandoned buildings that could be repurposed. Gangs! Too few opportunities for youth to have a safe place to go after school and when school is not in session.
- LACK OF HIGH WAGES, CRIME, HOUSING
- Little visibility of law enforcement
- living & moving
- Loosing green space.
- Making sure the people of Forsyth don't have food insecurity and that crime stays low.
- Mental health services
- Money given to big companies
- My safety and others
- My safety living here.
- My welfare, insurance and food.
- Need more things to attract people to downtown.
- Not sure only lived her 6 months
- Nothing
- our street was promised over 15 years ago we would get sidewalks and replacement of our street sign.it has never been done and I live in the city and pay city and county taxes
- Over crowding. Prices. Crime
- overgrown
- Overall safety, especially on the south side of WS.
- overdevelopment (ruining neighborhoods) diversion of storm water from new developments into neighborhoods
- poor roads, lack of parking downtown
- Postal service
- Protection
- Public Health infrastructure
- Public safety
- Public safety
- quality of education and affordable living
- quality of life & taxes
- Racial situation
- racial, ethnic, immigrants tolerance
- Racism
- Response of 911 service
- Robbery and Physical Violence in schools and neighborhoods
- Safe community, places to walk safely, low crime rates
- Safety
- Safety
- Safety
- Safety
- Safety
- Safety



**Q24. What are you MOST CONCERNED about as a citizen of Forsyth County?**

- Safety
- Safety
- Safety and schools equally
- Safety and well-being.
- Safety in home
- Safety in public areas, community watch by policemen and sheriff, and safety at shopping areas. Better school safety and better public school buildings.
- Safety in the community and in the schools. Crime seems to be increasing
- Safety of children at school and going to and from school. Drivers observing rules about stopping for school busses.
- Safety, Health care, Affordable, Accountable
- safety, job opportunities, access to services
- Safety. Crime is up and attention to same is low. Also traffic is worse and attention to traffic violations is down.
- Schools... I know a lot has to do with state funding, but they must be improved. The poorest students deserve the same quality of facilities and services as the rich. Funding for each school should not be by school boundary lines, but by a communal pot by the whole city/county. Then schools get what is needed most desperately first. Fix the dilapidated buildings and update the necessary tools our children need to succeed.
- Security in nearby neighborhoods. High level of crime. Children turning to crime instead of books. A community that needs to reach out to all ages of kids from 6-18 years old. Bring back social involvement. A small community of homes for the homeless.
- Shootings & general bad behaviors as far as dangers are concerned. Whether due to poor communication skills, mental condition, drugs or lack of being taught early on of cause and effect, the same people seem to be creating most of the crimes. I feel the judges and magistrates do not administer the proper sentences for repeat offenders. Of course this makes criminals bolder and law enforcement officers discouraged.
- Sporadic noise like fire crackers coming from apartments along Reynolda Rd.
- Squatters
- Staying safe without killing.
- Taking care of the homeless and veterans.
- Taxes
- That we keep Mayor Joines & Sheriff Kimbrough
- that when I need them ,they respond
- The activities of the Police Departments
- The continued rise in gun violence and other violent crimes.
- The continuing and apparently unchecked increase in gang violence and youth crime. There is talk about it but no obvious signs of creativity or a strategic best practices plan.
- The crime rate
- The high crime and low job opportunities.
- The homeless are taking over our greenspace and filling it with garbage.
- The hospitals I went to Forsyth 10-25-2023
- The increase of homelessness
- The lack of affordable housing and the greed of the real estate industry.
- The lack of walkability and quality public transportation.
- The large gap between rich and poor in our county
- The level of gun violence is out of control. I have limited my visits downtown and am hyper aware of my surroundings when I do visit downtown. I've never felt the need to do that since moving here in 1991.
- The quality of housing for low income people and disabled people



**Q24. What are you MOST CONCERNED about as a citizen of Forsyth County?**

- Crime
- Crime
- Crime
- Crime
- Crime and gang activity.
- Crime and gun violence. I do not feel safe downtown after dark.
- Can the bus depot be relocated to someplace accessible, and then turn that land into retail or living spaces?
- Downtown seems to be dying. I'm concerned about the Children's museum going in such an unsafe area."
- Crime and safety
- Crime and safety
- Crime and safety
- Crime and traffic
- Crime level. Not stopping low level crime leads to more high level crime. Forcing businesses and home owners to deal with code violations will help this also.
- Crime rate
- Crime rate and drug sales outside of Winston Salem. All the affordable housing in the county is ridiculous. It brings more criminal activity.
- Crime rate. Our FCSO running radar to generate revenue instead of fighting crime. Leave traffic tickets to the meter maids...NCSHP. That's all they are good for.
- Crime rate
- Crime rates and social justice
- crime, affordability of housing, maintaining natural areas
- Crime, control growth
- Crime, drugs and over population. Due to the over population in Forsyth County (and yes it is over populated for the infrastructure) We are cutting down all the trees and buying up all the land that use to be farms-the wildlife has no where to go. Also because of all the unemployed people including the illegal immigrants. There are areas that are well known for drugs and crime that need surveillance like Cole Road off of Union Cross Rd. Waughtown and Sprague St. and the surrounding area. Crime and drugs are in places that never were before. The judicial systems needs to put these people in prison once these people commit a crime - they need to be put away for a long time and make example of.
- Crime, drugs, gang activity
- Crime, especially shootings. Shootings around Hanes Mall frequency.
- Crime, shootings, thefts and increase in juvenile crimes unlike I have ever seen before in WS in my 75 years living here.
- Crime, violence, general feeling that these things are more pervasive, & indigence is tolerated too much.
- Crime, want it kept as low as possible
- Crime. Undocumented people
- Crime/safety
- Do not make walkability and bike lanes more important than services used by the majority of people
- Down grading of ems services
- Downtown development, public safety
- Drugs
- Drugs dealer around my house
- Education
- Education
- Education
- education, social services

**Q24. What are you MOST CONCERNED about as a citizen of Forsyth County?**

- Emergency medical services and the misappropriate use of funding to duplicate services for the county fire department vs affording that funding to the local departments to provide a better quality service to the citizens they serve.
- Equality voting access inclusiveness
- Feeling safe in my neighborhood
- Gang activity
- Gang and drug activity
- Gangs and homeless
- getting guns off the streets
- good jobs
- growing homeless population
- Growth of the county roads and commercial development into the rural areas.
- growth
- Gun safety & gun violence
- Gun violence and robbery
- Gun violence, housing and access to food
- Guns, shootings, gang violence, speeding
- Having access to educational services for my grandchildren, having access to quality housing and health care for seniors and those requiring housing and health care, especially the low income and seniors.
- Health & Medical Care. Loss of space. Congestion. Poor use of land. Aging.
- Health, protection of all citizens in Forsyth County.
- High Taxes, Crime (Cars get broken into around the neighborhoods and nothing is done no arrests made
- homeless , needy helpless people
- Homelessness
- Housing
- Housing developments with no improvement in roads or infrastructure to support additional traffic. Also, housing developments with shoddy construction that within ten years will look like a ghetto.
- I am concerned that we are losing affordable housing. There are lots of new houses being built but their prices are really high and not affordable for most first time home buyers.
- I don't know the actual stats, but just based on coverage from the local news, it seems like gun violence is on the rise. This concerns me and would probably prevent me from buying a home closer to the center of Winston-Salem and might also prevent me from visiting downtown at night if I expect a lot of people to be in the area. I'm also concerned about the level of development. It seems that there aren't many rules about what developers can do in the County. I don't see many well-planned neighborhoods being built (neighborhoods that have one or two entrances). I'm mostly seeing endless rows of homes being built with their driveways right on main and secondary roads. This seems like a safety hazard having so many driveways connect to roads and it's certainly an eye sore. I'd love for the County to review their rules on development requirements so we aren't seeing so many residences right on the road."
- I want to make sure that my county is a safe place to live and to keep raising my family.
- I would like for the city/county to crack down on panhandlers. These people are getting more aggressive and keeping me from using county facilities. I feel very unsafe around them....
- I would like to see more done to help the working poor improve their futures, because it doesn't look like corporations are going to give anyone a break as they keep raising prices.

**Q24. What are you MOST CONCERNED about as a citizen of Forsyth County?**

- I would like to see more Land acquired allowing for better and longer runways so Airport can get upgraded and become an important one here in Forsyth County once again. Upgrading every aspect of it and it's buildings to help gain support of it. I would love to see the Weather Bureau come back in again with upgraded facilities to give great weather as in the days when Wiley Simms was there a weatherman.
- If Trump will be re elected and the threat of our democracy and freedoms going away. He should not be allowed to be on the ballot
- Illegal aliens that haven't been vetted.
- illegal aliens, increasing crime
- Illegal immigration affecting my community. A Sheriff that supports BLM. Over construction removing open spaces without community support - a suspect planning board.
- I'm most concerned about the disappearance of our farmlands, open spaces, woods, etc. We make development plans and then do not hold the developers to follow the plans. Why bother? I am not opposed to growth and change, but the rampant conversion of open space into living space has an impact on all of us. I'd like to see more habitat protection corridors and more than just lip service to development plans. It seems they are made for the developers, not the citizens.
- Innermost concerned that there is affordable and adequate housing . No one should be homeless.
- Increase in crime. Juvenile crime rate. Homelessness. Safety. Too many luxury apartments and no affordable housing.
- Increase in violent crime
- Increasing crime
- Increasing highway congestion especially around the western county
- Increasing the services needed to protect the most vulnerable and underserved members of our community.
- Integrity. Safety. Education. Cleanliness
- It is getting more crowded.
- Jail safety issues, jail employee shortage
- Job decline
- job opportunities
- Job opportunities for all.
- K-12 education funding and support
- Keeping taxes reasonable
- Keeping the area safe.
- lack of bike lanes, impact of global warming
- Lack of economic opportunities, both high and low income.
- lack of major business entity to keep us relevant
- Land use planning w/ city growth, traffic & impact on community well being (environmental/amenities)
- Level of crime seems to be increasing since Covid-19 started. Economy has not recovered, lots of open jobs that are not being filled.
- Lifestyles
- Litter
- location of downtown, bus station, number of people at stops around Winston
- Loosing natural space to cookie cutter housing.
- Loss of undeveloped land, farms
- low paying jobs
- Maintaining affordable property taxes
- Maintaining fresh painted lines on the roads. Reflectors and reflective paint on the traffic lines, turning lanes, etc. in order for public safety especially in the winter darkness, we must maintain reflective lines on the roads.
- major business retention ( employment tax base)

**Q24. What are you MOST CONCERNED about as a citizen of Forsyth County?**

- Making sure crime is handled and housing cost isn't out of control.
- Making sure that the Sheriff & EMS Depts are fully staff.
- Mental health services
- My main concern is the lack of transportation options for handicapped people. Handicapped people in Forsyth County have no access to public transportation whatsoever. My husband and I are both handicapped, and are pretty much housebound due to the lack of transportation options. We live on Olivet Church Rd., very near to Robinhood Rd. Our access to the WSTA was taken away last year because we are one-half mile from a bus stop. They literally provide transportation to people who live at the end of our street, but will not provide transportation to us.
- needs of seniors and disabled
- No concerns
- Not really concerned about anything - just making a living
- Over development of land
- Over development of multi family apts
- Overall rise in cost of quality housing.
- Overwhelming, unchecked development causing traffic congestion. Also I rarely see any law enforcement on the roads checking speed and safety. People are wild out there, doing all kinds of crazy shit.
- Parks kept tidy. Recreation option. Housing costs. Corporations buying single family homes. Walkability, safety for pedestrians.
- People are being priced completely out of the housing and rental market. Homes have been bought up en mass by rental companies, and the prices have risen to absolutely insane levels. New homes being built are not affordable, and they are being crammed together onto small areas of land.
- Personal property tax
- Poverty
- Property taxes are TOO HIGH. Traffic has gotten extremely heavy with all the 3-story apartment complexes that appeared during the pandemic. Leaf collection seems a little better this year than last, but there's already MOUNTAINS of leaves blowing back in yards & all over the streets. How about a 2nd shift with exterior lights installed on trucks to make it easier in the dark?!
- Protection of our natural & open spaces
- Public Education
- Public Education and the education of skilled tradesmen.
- Public safety and crime rates that seem to be increasing within the county.
- Public safety and quality education.
- Public safety crime
- Public safety, Emergency preparedness, Quality of primary/secondary education, Services for those in need
- Public schools: employee pay, building conditions, school safety, adequate staffing.
- public transportation
- Quality of K-12 education
- Quality of k-12 education, sustainable growth, environmental quality.
- Quality of public education.
- Quality of roads.
- Racial equality, homophobia, high taxes
- Rampant building of cheap homes
- Random growth without much planning and impact on environment
- Random gun violence -- there is no valid reason for citizens to own semi-automatic or automatic weapons.
- Reckless drivers, robberies, and gangs
- Rise in shootings and violence. The number of homeless people
- Rising cost of living, Crime rising

**Q24. What are you MOST CONCERNED about as a citizen of Forsyth County?**

- Rising cost of maintaining a residence in the county.
- Rising costs of basic necessities.
- Rising crime and homicide rates. Although disparities are noted between communities, over all crime rates need to be addressed.
- Rising rates of crime and drug use. Lack of safety in schools.
- Rising tax rates and the county becoming to expensive to live in.
- Safe, enjoyable places for my children to play
- Safety
- Safety
- Safety
- Safety
- Safety
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- Safety
- Safety
- Safety
- Safety
- Safety
- Safety
- safety & population growth with poor planning
- Safety and education
- Safety and Housing
- Safety and seemingly uncontrolled growth. The number of apartment complexes and housing developments shooting up everywhere is putting a major strain on all of our infra-structure. There seems to be very little thought to the approval and placement of all this development. I would love to see this done slowly at a much more planned and regulated pace, so the schools, roads, stores, utilities, etc. are not endlessly over-run.
- Safety and wellness
- Safety from crime
- Safety from crime[robbery, home invasion..]
- Safety Gangs
- Safety in our community
- Safety in public places, homeless
- Safety in public places, shopping centers, and grocery stores
- Safety in public places.
- Safety in the community and the downtown areas.
- Safety
- safety, crime rates are high
- Safety, crime rate
- Safety, crime, lack of traffic violation enforcement.
- Safety, education, housing
- Safety, no gangs.
- Safety. increase in gun violence across the country. Lack of affordable and accessible mental health resources. Need more resources for the homeless population.
- Sanctuary city policy...increase in CRIME

**Q24. What are you MOST CONCERNED about as a citizen of Forsyth County?**

- School safety for our students
- School system has poor performance in education, they are too concerned with processes and not focused on classroom education. The administration is extremely top-heavy. Walkertown High School administration fails to live up to their word(s) when it comes to helping students with academic needs. They are more concerned with looking good than they are about teaching quality. The teachers try but are hamstrung by administration.
- schools, library, access to good education for all
- Sheriffs should not engage travelers unless an emergency.
- Shootings after 10 pm
- Some areas look rundown and need to be fixed.
- Sustainability land use planning to support walkability, recreation, and access to natural areas.
- Tax invasion
- Taxes
- Taxes
- Taxes have increased substantially yet services have decreased or stayed static. There must be a greater focus towards efficiency rather than simply increasing taxes!
- Taxes too high
- Taxes
- That law enforcement weakens as the community becomes more diverse. Crime has no color
- That my tax dollars are serving the community and not a fringe agenda (DEI).
- The ability to work and live here without fear.
- The amount of firearms and the constant (presumed) recreational usage in areas adjacent to developed residential areas.
- The amount of road construction especially around the Kernersville area. I no wish the NCDOT would not work on 40 and 74 at the same time. It causes major traffic issues and problems.
- The bad condition of the roads
- The building of too many new housing areas when many older houses are abandoned. This also includes expansion of too many duplicate shopping centers when natural buffer areas are needed. The loss of land to the beltway is also disturbing. The only reason the beltway exists is to get folk from Ohio to Myrtle Beach.
- The community having affordable housing and quality schools.
- The cost of the water for Forsyth County residence in Kernersville area. The roads in the Kernersville Forsyth County area are not keeping up with the amount of residence living here now services for seniors in Kernersville area.
- The county fire districts need more full-time career firefighters. Every station should be staffed 24/7.
- The crime rate and the problem with so many children and young adults killing each other with fire arms.
- The development of gang
- The drastic drop in quality of schools. As a former WSFCS student K-12, college graduate with masters degree and former teacher, I am extremely concerned about sending my children to public schools. My biggest concerns are the quality of education they would be receiving in addition to the safety of our schools and the fact that there seems to be one good choice for middle and high school in our district.
- The future of our county shelter and pets/strays that end up there. I'd like to see money invested in free or low cost spay/neuter programs like Guilford county has initiated which will helps relieve some of the pressure on the county shelter by preventing unwanted litters.
- The growing threat of right wing influence
- The gun laws, gangs and how lenient the county is on criminals which provides no incentive for them not to go ahead and commit more crimes.
- The inability of the county to attract some of some of the economic growth occurring in Guilford, Davidson, Alamance, Durham or Wake Counties



**Q24. What are you MOST CONCERNED about as a citizen of Forsyth County?**

- The increase in crimes, especially murders
- The infrastructure and our ability to keep up with growth.
- The lack of affordable housing.
- The lack of concern for individuals living in the Abington Subdivision in Kernersville with the continuing high rates for our below average water services. The water company knows that we have nowhere else to go and they continue to raise our rates, the average household is pink over \$150 to \$200 a month for water which is not drinkable. Nevada is in a water shortage and yet their water bills range anywhere from \$50 a month to \$100 a month on a high end, how sad is that? We have been trying to get someone to help us and having dinner for 18 years with this water service yet no one steps up to the plate to assist us and what winds up happening is our rates continue to go up with assistance from the county to step in and stop the water company from taking advantage of each and every household here in Abington.
- The lack of visibility of the county sheriffs, they should cruise every highway in the county every week.
- The level of gun violence perpetrated by juveniles
- The low employment of both Police And Sheriff Departments Staff. Based on crime of any type and the low employment to be sufficient to interact with all types of crimes, not just the high priority ones, needs to be addressed for all citizens of Forsyth County to feel and BE safe in the public. Forsyth County needs to hire, pay and keep police and sheriff deputies with more pay and less duty hours; but most of all; laws to be enforced and up held by the courts.
- The mess at the jail. The facility is dirty and the staffing (correctional officers) is so low and lax. Using officers from other areas (not regular detention officers) only puts a body in the spot and leaves much to be desired. They do not have control over the inmates, at least where I have been and seen.
- The number of homeless, people begging, leading to a feeling of unease; especially among the senior population.
- The quality of drivers we see in this area, Winston Salem particularly, as that is the area I am in most often. The rate at which I see people running red lights is absurd; I can, on any given day, see at least three cars running red lights, sometimes it is very flagrant and very dangerous.
- The safety of all areas where we buy goods. Groceries, etc. Church,
- The trash along side and in the medians of a lot of Forsyth county roads. Especially Peters Creek Parkway and highway 40. They are beginning to look like "slum communities ". Where are your people who are suppose to be picking up trash????
- The wheels have completely fallen off the EMS system. The response times are atrocious and the level of care/certification has significantly fallen off. EMS would completely be broken without the different fire departments bailing them out. The worst thing is the commissioners have turned a completely blind eye toward EMS and pretend there is nothing wrong.
- They give land/building permits for housing development for 500 more homes in Clemmons where the only local road (Middlebrook) is already not able to handle the traffic. They own Tanglewood Park and to put a road through there on the edge extending Harper road would do no harm to the area while tremendously helping in the traffic issue here. Not having to move or buy homes and buildings to build that road on their own property would be so inexpensive to build that road and solve our problem. The only thing they would have to do is relocate one hole of the mini golf course. So....why the heck don't they do that!
- Too high priced housing and taxes.
- Too many people moving here too rapidly.
- Too much emphasis on cars and streets. Need to enhance our community to make walking easier and safer, as has been done elsewhere in the US.
- Too much growth, traffic in the Clemmons area
- Too much spending

**Q24. What are you MOST CONCERNED about as a citizen of Forsyth County?**

- Traffic congestion on neighborhood roads as a result of poor planning when new developments are added but no road improvements are included to address the additional traffic
- traffic congestion, staff at Paddison library, crime
- Traffic in Clemmons and all the planned building of homes
- Traffic issues: speeding mainly
- traffic sucks for such a small community. traffic light timing could be better (may be a city issue), merging traffic causes major backups because people don't either know how to merge or have enough room to merge (more a state issue with driver trainer and road design). As for as county offices, it would be nice if the buildings weren't downtown (not enough parking or easy access in the CBD).
- Undocumented migrants and DUIs and crime. Some areas are unsafe that should not be. Was stalked to car at Hanes Mall. Too many hanging out around lakes off public roads and leaving garbage. Do not want tax dollars spent on non-citizens illegally here. That money should only serve citizens.
- Unkept sidewalks, and weeds , pick up brush on a timely schedule, trash on streets and cleanliness of our town
- Urban sprawl, rapid growth
- Urban sprawl.
- Very poor urban planning and design which through zoning and no foresight are causing poor congestion. There are very limited ways now to alleviate worsening traffic congestion.
- Violence
- Violence
- Violence & homelessness
- Violent crime
- Violent crime
- Volume of living facilities being built that are destroying all natural areas and are increasing the volume of traffic and strain on our resources
- We are understaffed in EMS, police and sheriff department due to low pay to our employees. I fell and an ambulance was called for me. It took over an hour for an ambulance to arrive. I am on blood thinners and was concerned about broken ribs. No fire department arrived to check on me.
- "We need broader control of commercial development. Shopping centers are not being integrated into a cohesive development plan. Everything is mismatched with poor planning.
- Silas Creek Rd needs a total overhaul to improve its use. "
- We need more employment opportunities in the area. How can we retain university graduates in our communities?
- Why apartments are being built for people who will tear them up just like they did the last ones built! Waste of taxpayer money! Too many drug lords in Forsyth county!
- Winston Lake Golf course is badly in need of repairs
- With the lack of law enforcement on our roads, speeding traffic on the highways is a common occurrence. Also people running red lights happens at nearly every stop light. I'm noticing more road rage and really aggressive drivers.
- Young people violence they don't care anymore.



**Q25. What do you perceive to be the BIGGEST THREAT to quality of life in Forsyth County?**

- crime and illegal immigrants
- crime and violence
- Crime conveniences
- Crime increase
- Crime rate
- Crime rates rise with increasing population and decreased physical presence.
- Crime
- Crime, drugs, guns, homeless people
- crime, homeless, lack of jobs
- Crime, lousy shopping options.
- crime, most of all drug use
- Crime, security, poor social venues
- Crime/violence
- Crime-gang violence.
- Criminal activity and safety.
- disorganized growth, increasing crime
- disregard for communities on East and South side
- dissolution of our rights by the state legislature and courts
- Drugs and gangs sorry landlords
- Drugs, crime, mental health
- Economy
- Economy
- elicit drugs activity
- Gang violence
- Gangs. Being fearful when out in public of being shot or accosted. Over building housing and commercial space. Lack of funding by the county commissioners for essential services, such as library, schools, sheriff, emergency medical.
- Growing inadequacy of many roads to handle traffic.
- Gun violence
- Gun violence and other violent crimes.
- Gun violence
- Guns
- Guns
- Guns
- Guns and inflation everything cost so much.
- Hate crimes and out of control guns
- Health care.
- Helping the homeless.
- homeless people that are not being cared for
- Homelessness and crime
- Homelessness and crime
- Housing becoming unaffordable
- housing for the poor
- I love the city
- I perceive the biggest threat is food insecurity and poverty.
- Ignoring behavioral issues

**Q25. What do you perceive to be the BIGGEST THREAT to quality of life in Forsyth County?**

- Illegal aliens
- illegal immigrants
- Increase in crime
- Increase in crime and the rise in taxes.
- Increasing cost of housing for both purchase and rent.
- Increasing crime rate
- Increasing crime- violence, theft, etc.
- Inequality and the fact that 1/5 children in this county (or more) are going hungry... one of the highest rates in the country.
- Job opportunities as stated above, and that in turn seems to be leading to a lot of crime due to people struggling to find work and afford a decent living. The cost of living here is not high so the fact that people are struggling to get by and turning to crime is a bad cycle to get stuck in.
- Jobs, safety, price gauging.
- Lack of affordable housing for seniors
- Lack of broad INCLUSION.. not diversity... inclusion and belonging
- Lack of equitable treatment of the residents
- Lack of financial growth. Lack of revenue growing companies in Forsyth county. City and County should have more lights in dark areas to deter crime
- lack of gun control
- Lack of money
- Lack of opportunity, support for the poor/disadvantaged
- lack of service to people
- loss of land, open space
- Mental health services
- Miscommunication and resources.
- money given to big companies
- Not enough affordable housing, they only build mansions now
- not enough law enforcement
- NOT ENOUGH LAW ENFORCEMENT AND AUXILLARY, SUCH AS EMS, DPS, ETC
- Overpopulation and crime
- Overpopulation and too much traffic.
- Personal safety in certain areas of the county.
- Political extremism
- "Poor planning of neighborhoods. I'm older as you can tell by my answer. Born & reared in W-S, my community had within walking distance a small but adequate grocery store/butcher shop, a dry cleaner, a neighborhood park (Washington Park), a drugstore with a soda fountain,
- my school (Central) & high school (Gray) and churches. There was regular schedule Bus Service and good sidewalks.
- Current planning seems to want blocks of housing or blocks of businesses. Don't they see how this compacting results in stagnant areas? Every area needs room to breathe and make citizens proud of where THEY live."
- Poverty
- PRESSURE FROM GROUPS LIKE WSNA TO PROTECT 'CHARACTER' OF COMMUNITIES OVER THE REAL NEEDS OF THE COMMUNITY. HISTORIC OVERLAY DISTRICTS DESTROYING AFFORDABILITY
- Prices on may good thing unreachable for many
- Pricing increases. Crime. Bad governance
- Public safety
- Racism

**Q25. What do you perceive to be the BIGGEST THREAT to quality of life in Forsyth County?**

- Rape
- reduce the rate of minors and young adult commit violent crimes, safety in our schools.
- rent and mortgages
- rising crime/homicides/traffic congestion.
- Robbery and killing.
- Robbery and Physical Violence in schools and neighborhoods
- Rough crowds downtown. Homeless are taking over.
- Safety
- Safety
- Safety during the day and at night in your home. Burglary in broad daylight.
- Same as above, plus poorly staffed and run city government. Examples - traffic lights that favored east-west bound traffic or north-sound bound traffic. I tried to get a schedule of 2024 recycling and trash pickup on one calendar but none was available and recycling only showed calendar from 2023.
- Shootings and the killing
- Softy
- Tax
- tax increase
- Tax
- The amount of disparity between classes-too much poverty in community.
- The different gangs that are around the city creating havoc.
- The environment, education, decent job's and wages.
- The gang member
- The high crime
- The significant impact of road expansions have on a neighborhood's quality of life.
- Theft from private and public property such as breaking into cars and stealing packages
- To many apartments and housing built on very small lot sizes
- too many juveniles with guns
- Too much road work and cutting down the trees.
- Traffic congestion
- unplanned growth
- Use of drugs. Homeless population.
- violation of civil and constitutional rights DOJ 2 tiers
- Violence
- Violence
- Violence
- Violence and racism
- violence in city
- Waste management and homelessness.
- young kids with guns

**District B**

- "funding" based on an increase in offered services
- A lack of value for the diversity of people. People tend to flock with only those people who think like they do. This leads to close mindedness and arrogance in my opinion.
- Affordable housing
- Affordable housing
- Again, crime & violence.

**Q25. What do you perceive to be the BIGGEST THREAT to quality of life in Forsyth County?**

- air quality
- All citizens are treated fairly, homelessness (affordable housing), mental health, medical needs are the most pressing needs to sustain a quality of life.
- amount of housing being built that will impact quality of life (traffic, overcrowding in stores, need for more schools and medical services)
- An increase in crime and lack of prosecution of offenders. Lack of jobs. Failure to ensure that sound parks and recreation areas are available. "
- Biggest threat to quality of life is rising costs of housing, with less and less people being able to either find or afford decent housing. The rate at which rental corporations are either building and then immediately renting out in the manner of thousands of dollars a month in rent, or the houses that are already built being bought by these companies and rented for thousands of dollars is growing at an exponential rate. The wages are not rising at a level that is comparable with these costs, especially when you take into account the costs of everything else growing at the same rate. There just are less and less affordable options, and there seems to be no end in sight, so we as renters are paying the price, quite literally.
- building more housing and crime. Quit cutting down trees just to build more houses. Also the idiots who let their cats roam free and the stupidity of the animal shelter thinking it's ok to spay/neuter and let the cats go free. Over 1 BILLION birds are killed every year by domestic cats and the birds are more important to our ecosystem.
- Citizens not Loving one another or not understanding the Culture
- Complacency, and the efforts to return the U.S. to pre-regulatory times. Also, overbuilding of shopping areas that create too much traffic.
- Congestion. No open spaces. Too much traffic. Too many people.
- Cooperation
- Cost of living
- cost of living and crime
- Cost of living and housing prices
- County growth with pathetic urban planning.
- Crime **(x39 Responses)**
- crime & immigration problems
- crime & job growth
- Crime and gang activity II
- Crime and gun violence.
- Crime and gun violence. Downtown seems to be dying and does not feel safe after dark.
- Crime and inflation/higher cost of housing
- Crime and need for affordable housing. We need less rental property owners and more residents owning their homes.
- Crime and not taking care of our beautiful roads and nature
- Crime and overbuilding
- Crime and safety
- crime and the number of young people who are not thriving because they are caught up in it.
- Crime and traffic
- Crime has become a huge issue here. Gangs everywhere, but the public is not being informed or protected.
- Crime if it is allowed to get out of control, along with staffing at the jail and criminals being let back out onto the streets by our legal system.
- Crime rate
- Crime rates and money removed for education funding.
- Crime rates increasing.

**Q25. What do you perceive to be the BIGGEST THREAT to quality of life in Forsyth County?**

- Crime, a lot of people moving into such a small area and primary continuing to rise.
- Crime, drugs and over population. Please see answer to question #24
- Crime, drugs, gang activity
- crime, income and opportunity , inequalities
- Crime, increasing taxes
- Crime, lawlessness
- Crime, traffic noise, speeding with no consequences, and unbridled development without new infrastructure.
- crime/shootings
- Crimes are not punished harshly enough especially if juveniles
- Criminal activity/safety
- declining public education- not charter
- Destruction of natural habitat and extreme weather events due to a changing climate. It's also getting too built up for me. We're thinking of moving somewhere not so crowded.
- Development of new neighborhoods and taking away open spaces. The building of cheap houses and shoddy construction
- Doctor and medical insurance
- Drugs
- Drugs
- Drugs
- Drugs
- Drugs & crime
- Drugs and homeliness
- Drugs and the crime/violence that results from people wanting more drugs. We see this issue every week.
- Drugs in the streets and liberalism in county seats! Both are detrimental to society and will do more harm to good, hard working people!
- Drugs, burglary, violence
- Economic and cultural disparities creating a class structure that magnifies poverty and henceforth crime and social unrest
- Emergency medical care
- Escalating crime rate and lack of visibility and enforcement of existing laws.
- Failure to hold individuals and organizations accountable for their actions - government and private
- food inequality
- Gang activity driving violent crime and firearm death/drug activity spreading even further.
- Gang violence
- Gangs and drug activity
- Gangs and homeless
- Gangs of young people who randomly commit property crimes.
- good quality of life
- Great employees deserve decent pay. We are losing great people due to Greensboro and Kernersville paying better.
- Growing too quickly and not preserving enough land.
- Growth / traffic congestion. Especially the Clemmons area.
- Growth that destroys natural resources that help reduce CO2 and reduce human activities impact on climate change. Mature trees remove co2 and release oxygen in its place. Clear cutting for residential construction should not occur.
- gun and gang violence
- Gun threats



**Q25. What do you perceive to be the BIGGEST THREAT to quality of life in Forsyth County?**

- Gun violence
- Gun violence
- Gun violence
- Gun violence
- Gun violence and robbery
- Gun violence, relatively poor general road maintenance in comparison to neighboring counties, poor accessibility, lack of transportation options
- Guns
- Health
- High cost of housing for workers. When the middle class can't afford housing, it is a real issue. Too much income to get subsidies, yet too little to afford safe, clean housing not in the poorest areas.
- Homelessness and crime
- Homelessness
- Housing
- Housing
- Housing cost and availability of good jobs
- Housing costs
- Hunger
- I believe the biggest threat is the lack of quality public education because families are stretching financially for private education or sacrificing the best education possible if private isn't an option.
- I do not see any major threats.
- I don't feel threatened.
- Illegal aliens
- Illegal immigration and police not enforcing laws that protect citizenry from illegal immigrant crime. Catch and release is a waste of manpower and money.
- Illegals bringing crime and DUI.
- Illegals coming from every foreign country in the world and settling here and we have no way to identify them or where they came from and what is their reputation and record of life like.
- Inadequate policing. Need to trust that we are safe while shopping, outdoors, or at schools.
- Income equality
- Increase in violent crime
- Increase of racism and homophobia/transphobia
- Increased crime
- Increased violence
- Increasing crime
- Increasing crime
- Increasing crime rate
- Increasing crime rates, issues at shopping locations and urban sprawl moving faster than infrastructure(schools, roads/traffic patterns)
- Increasing crime rate
- Increasing violence
- inflation
- Inflation-crime
- Infrastructure and access to goods and services.
- Job decline
- K-12 Education
- Kids with guns they don't care about life.

**Q25. What do you perceive to be the BIGGEST THREAT to quality of life in Forsyth County?**

- Lack of affordable housing
- Lack of affordable housing.
- lack of care & support for homeless, mentally ill, substance abuse
- Lack of childcare access
- Lack of clinical treatment for substance abuse. No outpatient clinics.
- Lack of common decency
- Lack of communication between planning and zoning entities and allowing developers to build without provision for environmental impact.
- Lack of employment for middle class.
- Lack of excellent public education for all parts of the community.
- Lack of focus on solid education and number of jobs available
- lack of job opportunities
- Lack of jobs and affordable housing.
- lack of low income housing
- Lack of new and younger leadership.
- Lack of proper signage, ignoring issues until something tragic happens.
- Lack of services and places for homeless and mentally ill. The reconstruction of old Reynolds buildings into high cost housing and entertainment facilities has pushed many homeless people out. At the same time, there are no more shelters, kitchens, or other increases in services for these people than there was before. Also, the beggar's or busker's license needs to be eliminated. There are people begging on the corners that make more than people that are trying to make a legitimate living on minimum wage.
- Larger companies not viewing our country as an option to move or create new facilities. Job growth, taxes& cost of living.
- Law enforcement
- lawless streets- speeding etc.
- lawlessness
- Living wage, public education, and availability to access healthcare for all members of our community.
- Loss of qualified medical doctors because of the bureaucracy imposed by insurance companies
- Maintaining law and order
- mental health issues, lack of resources to treat mental health, increase in gun violence across the country
- Mentally unstable people with guns.
- More influx of crimes of property, especially destruction of cars, mailboxes, stealing personal property out of cars in residential neighborhoods.
- Murders/crime rate
- Necessary jobs going unfilled. Every town needs plumbers, electricians, construction workers, etc. There is a need for more people to train for these trades.
- Non-residents destroying everything good
- Not sure there is a big threat to quality of life in Forsyth County
- "Over building of residential before we even expand roadways. Example of the biggest screw up on roadways is Meadowlark. It's
- Has been so long that now there is so much expansion and the would have been 10 years ago a good idea for Meadowlark with only a center lane and a walking trail that could have been a regular sidewalk. Heck a bike lane would have been good. But Meadowlark is a main road to get to the interstate -needs to be 5 lanes!!!!"
- Over development
- Over development of land and rising cost of housing
- over population, the Black Communities
- Over taxed.

**Q25. What do you perceive to be the BIGGEST THREAT to quality of life in Forsyth County?**

- Overdevelopment (both residential and commercial), blight of abandoned properties, increased traffic without improving intersections and roadways, general stupidity and close-mindedness of the population (e.g., our education system needs to be better and more demanding - too many HS grads who have no clue how to talk, write sentences, or survive in life).
- Overdevelopment, high speed on smaller roads.
- Overpopulation
- Overpopulation
- Overpopulation
- Overpopulation of this area and safety.
- Overreach by the NC Legislature - trying to govern locally when they are charged with governing the state.
- Overspending on areas that don't need it
- People who are hurting and do not know how to accept help.
- Planning. I understand that the County will continue to grow. I moved here for a variety of reasons and I expect that others will as well. But unless the County gets ahead of the development, I think we'll continue to see irresponsible development, bottleneck traffic, and more road rage (which my family has experienced countless times in recent months).
- Poor infrastructure.
- Poorly research expansion of zoning laws
- Population growth.
- Poverty
- Property taxes are too high! Crime & not enough law enforcement.
- Punks with guns!
- Quality of life in Forsyth county is affected by very loud ear shattering vehicles on the highway of Silas Creek parkway. Also, urban sprawl. Is rampant. County / city offers a yes to large shopping establishments at a cost to its citizens. For example, the huge shopping center at Meadowlark and Robin hood Road has taken many acres of natural growth of trees and land. The outcome will be more pollution from cars, more congestion, displacement of habitat for animals, traffic jams, and a sense of a city catering to capitalism at the expense of its citizens.
- Quality of public education.
- racism. we are doing pretty well but we can do better
- Rapid growth in population without adequate planning for basic services being put in place as the growth occurs.
- Republican legislature.
- Republican takeover
- Rise in crime
- Rising costs of living but relative pay not rising to meet it. I worry people will be priced out of living here.
- Rising crime and drug use rate.
- Rising housing prices
- Road conditions, traffic and access to health care for all citizens.
- Rural vs urban. The urban needs are different than rural needs and rural people always get out voted by the urban people
- Safety
- Safety
- Safety
- Safety
- Safety
- Safety and crime issues.
- Safety for local citizens
- Safety

**Q25. What do you perceive to be the BIGGEST THREAT to quality of life in Forsyth County?**

- Safety. Prices of food , gas and essentials for living.
- Safety. There are more and more places in Winston-Salem that I don't feel safe going to, such as the mall and local parks.
- Safety/crime
- Sanctuary city policy...CRIME
- Security
- Serving our mentally ill population with civility
- Sheriffs Office
- Social give aways
- Speeding cars
- Staffing shortfalls in fire, ems, detention center and sheriff deputies.
- Stupid people doing stupid things.
- Sudden, drastic rise in the cost of housing
- The crime rate in some parts of the county, with shootings and access to firearms by people not needing that level of access to guns.
- The deadly violence that seems to be escalating. Fear is not a way I want to live, and I worry that things are going that way. I trust my law enforcement, but I still see the statistics.
- The following 3 Concerns are, unfortunately, the downfall of the American! Too many people are expecting the "Government" to save them and provide for their every need! Bullseye Focus MUST BE ON THE FOLLOWING: 1- Residents lack of responsibility for their actions personally and/or with their property as an owner or tenant. 2 - Residents expectations that Forsyth County is going provide financial support/assistance for them ongoing. 3 - Resident Parents expecting Forsyth County Personnel to manage/discipline/train/encourage/etc. THEIR children.
- If these 3 concerns could be addressed and improved, Forsyth County would be an USA Success Story! "
- The gangs and crime
- The government and our blind support of a country that is committing genocide
- The homeless population rapidly increasing. Safety at the bus station
- The homeless population.
- The infant structure is not keeping up with the amount of new residence coming into the area. Stafford Road is a mess backed up traffic all the time that whole area is inundated with people. The mall conditions of the roads within the mall property are dangerous and can cause accidents. The mediums are out of date broken Holes damage to vehicles has recently happened
- The killings and car break in.
- The lack of strict gun laws.
- The lack of transportation options for the handicapped community in Forsyth County prevents many people from having a decent quality of life. Being unable to leave their home keeps many disabled people from living a normal life!
- The rising cost of housing and lack of public transportation
- To many outsider's coming in, to change things
- Too fast growth
- Too many duplicate shopping areas and poor quality new houses with no natural buffer areas.
- Too many people carrying guns.
- Too many people have guns illegally.
- Too many people.
- Too much growth resulting in less green space
- Too much industry taking over land.
- Too much population growth relative to too little public development
- Traffic

**Q25. What do you perceive to be the BIGGEST THREAT to quality of life in Forsyth County?**

- Traffic
- Traffic
- Trying to turn everything into little mini cities. Stop we live in a rural area for a reason
- Uncontrolled crime.
- Unrestricted housing growth
- Vagrancy
- Violence
- Violence
- Violence and poverty
- Violence
- We need more access to fresh, healthy, and affordable foods. No more fast food.
- We need more businesses to survive.
- White males with guns
- with the influx of residential homes, more traffic and crime

**Q26. What is the BEST thing about living in Forsyth County?****Summary of Major Findings:**

Residents of Forsyth County value its blend of urban amenities and rural charm, citing accessible healthcare, affordable housing, and diverse cultural and recreational opportunities as major draws. Situated conveniently between the mountains and the beach, the county offers a balanced lifestyle with easy access to both natural beauty and urban centers. The strong sense of community, friendly atmosphere, and ample social and recreational opportunities contribute to the county's appeal as a desirable place to live.

**District A:**

- A nice place to raise a family and a cozy place for retirement.
- Access to quality healthcare
- accessibility of arts, culture, and outdoors
- Accessibility to a lot of things and places, slow pace of living.
- affordable housing
- Affordable housing, my children's charter school
- Appropriately sized city with decent amenities.
- Arts i guess
- Arts, cultural and entertainment.
- Arts, walkability of downtown.
- Available health services, cultural opportunities
- Being close to family
- Being retired!
- Being with family and loving each other.
- Big town with small feel.
- Breweries, food and spirits.
- Can't think of anything
- Church services, housing, shopping centers
- clam, lovely place to live, good location
- Clean, diverse population.
- Climate
- Close proximity to healthcare.
- Close to everything.
- Close to family
- Close to family
- Close to mountains and beach
- Close to mountains and close to the beach
- Close to my work place and my family lives here.
- Close to national, state, and local parks.

**Q26. What is the BEST thing about living in Forsyth County?**

- Common decent people.
- Community connections
- commute
- Connected to Interstate 40
- considered by me to be small
- Convenience
- Convenience
- Convenience and people
- Convenience
- Convenience
- convenient to all necessities
- Convenient. Excitement of downtown
- conventions and visitor events
- Cost of living. Close proximity of malls, schools, work, parks and shopping centers. Close to family"
- Cost of living.
- County/living in a small city environment
- Ease of access and commute. Prices. Green space
- Ease of transportation. Comfortable living if you own or working toward home ownership. Access to local and neighborhood stores.
- Education and income opportunities low taxes
- Environment and wealth.
- equal mixture of city convenience and rural space
- Everything is within easy driving distance
- Familiarity, living between the mountains and the ocean.
- Family
- Family
- Family and friends.
- Family, friends, schools, parks
- Family, friends, the library, Forsyth Tech.
- Family/Friends/Shopping/Location/Weather
- Forsyth County has been my home for almost 75 years. We're not perfect but we've come a long way. I love the so much about Forsyth Co. the availability and access to each side of town. I don't get downtown anymore it's to expensive for me on a fixed income. Forsyth Co has something for everyone to do and enjoy.
- Friendliness of the people
- Good roads in most areas.
- great law enforcement as in wspd, sheriffs dept. and state highway patrol
- Great opportunities job opportunities beautiful place to live
- great place to retire
- green spaces
- green spaces
- Health care options, downtown vibrancy,
- health care
- health services
- Healthcare, drug addiction treatment.
- HEALTHCARE-FREEDOM TO PARKS AND LIFE
- I am comfortable with my family lives - low crime and not a lot of traffic

**Q26. What is the BEST thing about living in Forsyth County?**

- I grow up here
- I love our downtown and especially the Innovation Quarter.
- Income, affordable
- It does a lot to bring more people downtown
- It has a good community feel.
- it is a good place to live
- It is easier to find a place to rent.
- It is naturally beautiful. People are good.
- it is okay
- It was the quality of life.
- It's just home.
- It's my home.
- Its not in the city
- Large city with small city feeling
- Lived here for 83 years, not much change.
- Living near family.
- Local to everything.
- Location
- Location
- location to other natural lands, mountains, beaches, lakes
- Location to other things in state.
- Lots of job opportunities
- Lots of open space
- Lots of restaurants
- love living here, always want to make Winston Salem my home. move here over 30 years.
- Love the weather and people
- Low property taxes
- Me and my husband moved here from south Florida because it was one of the few places that managed to still have affordable houses and a low cost of living. We are originally from southern West Virginia where cost of living is even cheaper but has absolutely no career opportunities.
- My family is close by
- My low house payment
- My neighbors
- Not congested. More open space and more land.
- Not much.
- Not too big & not too small. Nice pace of living.
- Nothing.
- Only place I have ever lived. Is home.
- Peaceful
- People
- People
- people, education, respect
- Privacy
- proximity to beach & mountains
- Proximity to both the beaches and the mountains. Easy drive to GSO.
- Proximity to everything.

**Q26. What is the BEST thing about living in Forsyth County?**

- Public transportation and sites
- QOL and location to outdoor activities.
- Quality and availability of theatre, opera, and cultural programs and venues.
- quality of life, not a fast pace
- Quality of life. Quality parks and recreation.
- Quiet
- Raised here.
- Reasonable COL
- Relatively low cost of living
- Relatively quiet, slow paced
- resources for the aging problem
- Retirement
- Right now, is the New Sheriff in Town
- Safe place to live.
- Salemtowne retirement community
- Slow pace of life
- Small town feel, big city opportunities.
- some nice places and events
- still has small community feel
- The beautiful Piedmont and the wonderful diversity of people and cultures.
- The best thing is just stay pray up and my church
- The combination of city and form living
- The community
- The education that I received.
- The festivals during the year.
- The friendly atmosphere and the small town feel where neighbors greet neighbors, but also keep to themselves.
- The green space and nature areas.
- The health care system
- The location and the fact that we have easy access to parks, cultural activities, etc. and are close to Raleigh, Charlotte and Asheville, but no traffic and fewer tourists.
- the many things you can see & do in this city
- The parks.
- The people
- The people
- The people
- The people
- THE PEOPLE ARE NICER THAN IN CT-SOMEWHAT RELAXED COUNTY
- The people caring mostly for each other
- The people
- THE SCALE OF THE CITIES AND HOW EASY IT IS TO GET INVOLVED
- There are so many resources
- This is home for over 70 years
- Triad
- Used to be your neighbors



**Q26. What is the BEST thing about living in Forsyth County?****District B:**

- "small town" affordability-housing, healthcare
- 1. Location Being In The South. 2. Somewhat Affordable. 3. Somewhat Christian Values; although, this, unfortunately, is decreasing. Which is the real problem with the world as we know it! "
- 23 yrs. ago the city was protected by the police, today criminals run the city
- A good mix of arts and restaurants.
- A good social/economic balance.
- Access to all the beauty and activity available.
- Access to almost everything and hospitals
- Access to commercial services
- Access to excellent medical care-Atrium
- Access to local parks.
- Access to quality health care, affordable arts, outstanding parks and recreation
- Access to shopping, grocery, health care
- Accessibility
- Accessibility to employment that pays a living wage.
- accessibility to everyday needs
- Accessible to everything I need
- Affordability
- "Affordable housing / taxes. Crime rate is decent. Great bars, theaters, restaurants. Pretty good parks. Weather Proximity to mountains and beaches. Traffic.
- Affordable housing.
- After spending a decade in Watauga and Ashe Counties, we traveled the country for months in a camper looking for a new place to call home and we chose to come back to the Winston area. We absolutely love the cultural resources in Forsyth County (museums, music, restaurants). Compared to other cities in NC that have become very "big box" and sterile, I lovingly describe the Winston area as still "dirty and funky." We love the mix of people and things to do.
- ALL of the Above Mostly !
- Arts opportunities
- As a lifelong resident, I have family connections here.
- Attractions
- Availability of family friendly events and activities.
- availability of shopping, dining, education, employment without the hassle of large city
- Available services
- Beautiful
- Beautiful
- beauty, health care, churches
- Been here all my life would not want to live anywhere else.
- Being close to family and friends.
- being close to the mountains
- being outdoors
- Below national average cost of living
- best of living
- Central state location, quality of life, access to services
- Cheap
- clean air and beautiful landscape
- Climate

**Q26. What is the BEST thing about living in Forsyth County?**

- Climate and medical services
- Close to beaches and mountains.
- Close to church and family.
- Close to events in WS, G'boro and HP.
- Close to everything. Family is here
- Close to family
- Close to family
- Close to family, church, & friends
- Close to family
- Close to large metro areas for jobs
- Close to where I work and Parks and Recreation as well as healthcare availability
- Close to work
- Community
- community in which I live.
- community theatre and other options for things to do.
- Community-the people are great!
- Convenience
- Convenience
- Convenience
- Convenience
- Convenience for jobs and medical facilities.
- Convenience to necessary things any household would want to have; such as hospitals, well care facilities, grocery stores, drug stores, shopping businesses; restaurants; etc.,
- Convenience
- Cost of living and feeling of community
- Cost of living and open spaces with less traffic.
- cultural activities
- currently, taxes are low
- Diverse Culture, Accessibility of healthcare, recreations, arts, and sports. Close proximity to major cities, airports, colleges, entertainment, shopping and food.
- Diversity
- Diversity and inclusion
- Diversity of the people
- Downtown and the parks .
- Downtown atmosphere, family friendly.
- ease of life
- Easy access to beach and mountains
- Easy Access to rural or metropolitan areas and the cultural and social opportunities that offers
- Easy going lifestyle, availability of services, business, safety and cost of living.
- Easy to get around; low traffic; affordable cost of living
- Educational opportunities.
- Everything is close by, I love Kernersville
- Family and friends. Family activities. Great amenities.
- Farms and rural area
- Foliage

**Q26. What is the BEST thing about living in Forsyth County?**

- For the most part, it is a nice city with a small town feel. I have been here for 18 years and have watched it grow. Overall, prices are reasonable, safety is decent, the arts are wonderful, and the people are friendly.
- Friendliness of the people
- Friendliness of the people
- Friendliness of the people
- Friendly and caring citizens
- Friends and family, great shopping, and restaurants
- Friends and family.
- Friends and family.
- Good healthcare and roads!
- good medical care
- Good mix of rural, suburban, and urban areas. Effective roadways.
- Great balance of out, business, space, and outdoors.
- Great choices in shopping and living and peaceful areas and parks to relax in
- Great climate and region.
- Great medical services.
- Great opportunities for recreation, quality medical care.
- Has everything we need to be comfortable
- Have a little of everything. Close to the mountains and the beach.
- Having a job to pay my bills, not be homeless.
- health care
- Health Facilities
- health care
- honest, decent people
- Housing cost
- Housing cost
- Housing cost
- I can't choose just one!
- I consider the libraries, the educational opportunities, and the emergency services good things in Forsyth County.
- I enjoy living here, in Winston Salem specifically, because of its moderate size, and central location to different parts of our state.
- I feel safe where I live.
- I grew up in Forsyth and now I live here as an adult. It feels like home to me
- I have friends, and I am comfortable in my home.
- I like living in Kernersville - was born and raised here. Small community and still growing.
- I like that I can live in a pleasant, quiet place.
- I like Winston Salem, NC.
- I live in the county, so low crime.
- I live six minutes away from work
- I love the "small town" feel while still having the amenities of larger cities.
- I'm close to stokes county and can count on them to send me an ambulance when it's needed.
- I've lived/owned property in Forsyth county for nearly 50 years. Access to good Health care has been exceptional, communities I have lived in have been safe.
- I'm near my family
- It is a beautiful area

**Q26. What is the BEST thing about living in Forsyth County?**

- It is large enough for various activities, yet small enough to get to them.
- It used to be the small town/county and the kindness of people but I'm not sure anymore but the best thing about living in Forsyth county is, sadly.
- It's a number of things. We moved here as retirees 5 years ago. Our reasons were the climate, the diversity, the affordability, the fact that Forsyth county is more liberal, politically, and that Winston Salem has a lot to offer for entertainment, restaurants, parks, etc..
- It's beautiful with wonderful people
- It's growing and has a lot of culture already. I have hope that it will be a very desirable place to live in the future.
- It's big enough & small enough
- It's clean. Not a ton of litter.
- Its good
- it's just big enough
- It's not Guilford county
- Its simple. Lived here all my life.
- I've lived here 47 years. I love NC. However FC is getting dim. Overgrown and under policed. Too many crimes.
- Job opportunity
- just the right size
- Kernersville is "small town" but has many choices for restaurants and shopping
- Kind people
- Lifestyle
- Lifestyle
- Lifestyle, living close to town but still in the country.
- Lived here most of my life
- living ear family, lack of traffic, progressive gov't
- Living in Ardmore
- Living in the country, but close to all amenities.
- Location
- Location
- Location
- Location & accessibility-close to mountains & beach
- Location and ease of travel to mountains/coast
- Location- can live on city outskirts and be close to things. Two hours to the mountains 4 hours to the beach.
- Location in the state
- Location in the state
- location to other areas
- Lot of places to dine and attend events.
- Lots of nice parks and open spaces, reasonable taxes, access to good health care.
- Love the country area, peace, and most people are very friendly, helpful, and kind. Its the Southern kindness.
- Low crime
- Low taxes
- Low traffic, close to all amenities needed, great beaches & mountains are all in driving distance
- Lower cost of living!
- medical opportunity
- Mild winters compared to up north.
- Mix of urban and rural living.
- My family is the only reason I have never left

**Q26. What is the BEST thing about living in Forsyth County?**

- My neighbors
- Natural open space.
- Natural wide open space
- nature
- Near family and the weather.
- neighborhood friends, medical care
- Nice place to live.
- not having to deal with too much traffic (I moved here from Northern VA where the traffic is horrendous)
- Open spaces parks
- Open spaces, small city feel
- Opportunities.
- Park, shopping, schools
- Parks
- Parks
- Parks & open natural areas
- Parks and walking trails
- Parks recreation...
- Parks, arts, secondary education
- Parks, restaurants, options for activities.
- Peace and quiet
- Peaceful
- People
- People are courteous and friendly
- People are generally friendly and cooperative, and want to do the right things if they know what is expected.
- People are nice and friendly.
- People, quality of life, cost of living, diversity
- Plenty of things to do but still small city
- Pricing of commodities.
- Proximity to employment opportunities
- Proximity to job opportunities.
- Proximity to recreation
- Quality of Health Care
- Quality public schools
- Quick access to food & supplies.
- Quiet and convenient to everything.
- Quiet, clean
- Relatively low traffic, higher education access, good recreation opportunities, community feel
- relatively reasonable cost of living, though it has greatly increased in the past few years.
- Relatively scenic, proximity to Charlotte and the mountains, low relative density
- Relatives
- right on highway access, Tanglewood, Salem Lake, grocery options, YMCA
- Rural areas within commuting distance of city jobs
- Safety
- Safety
- Scenery
- SECCA

**Q26. What is the BEST thing about living in Forsyth County?**

- Services available within short driving distances. Overall quality of life in general.
- Sheriff
- Single-family housing, availability and affordability.
- SMALL DOWNTOWN W-S
- Small town feel
- Small town feel in a good-sized city.
- Small town feel in a metropolitan area.
- Small town feel
- Small town feel
- Smaller city so that the traffic is not too bad, yet we have plenty of shopping and restaurants. The cost of housing is lower than many other areas. The weather is moderate and the humidity is lower than Eastern NC. There us a good healthcare system.
- Smaller size but still opportunities
- Tanglewood Park, CG Hill Park & Reynolda Gardens -- beautiful, recreation & events.
- The wide variety of opportunities for jobs, shopping, food and leisure activities.
- The access to medical care, recreational opportunities and wide ranges of housing in terms of prices and choices as to the areas where you can find housing, but you need transportation to live in some areas,
- The arts and educational opportunities
- The beauty of the area due to all the old trees.
- The best thing now is how much the County and City has grown, the new businesses and population.
- The Clemmons Jerry Long YMCA
- The community
- The community/people.
- The cost of living...for now.
- The country feeling we still have.
- The ease of getting around through the city.
- The feel of smaller community with amenities of a large city.
- The growth of downtown Winston and the many activities to do!
- The parks, the access to the mountains and beach areas the old Salem area
- The people
- The people
- The people
- The people
- The people
- The people and convenient location
- The people as a whole
- The people
- The proximity and access to services
- The rural feel
- There are so many things to do! There are so many excellent restaurants!
- There is still some county left. 2 hospitals. A large variety of things to do.
- Three season gardening.
- traffic
- Traffic is good
- Variety of good restaurants and cultural activities
- Warm weather, short winter, friendly people, quiet but close to many shopping options

**Q26. What is the BEST thing about living in Forsyth County?**

- We have a great sheriff.
- We live close to Tanglewood Park and we think this is the best thing about Forsyth County.
- Weather
- Weather and diversity.
- Weather and Shopping access
- weather, low traffic
- Weather-friendly people
- Well I used to think it was because we had less congestion and traffic. So I'd have to say now the ease of getting to grocery, stores, and the abundance of health care facilities.
- Wide range of experiences offered by local people and also commercial businesses
- Wonderful people and opportunities..... Great churches and quality schools and colleges.

**Q27. Do you think you will be living in Forsyth County five years from now?**

Q27. Will you will living in Forsyth County five years from now

	Number	Percent
Yes	830	67.5 %
No	64	5.2 %
Unsure	318	25.9 %
Not provided	18	1.5 %
Total	1230	100.0 %

**(WITHOUT "NOT PROVIDED")****Q27. Do you think you will be living in Forsyth County five years from now? (without "not provided")**

Q27. Will you will living in Forsyth County five years from now

	Number	Percent
Yes	830	68.5 %
No	64	5.3 %
Unsure	318	26.2 %
Total	1212	100.0 %

**Q28. How would you rate Forsyth County's overall response to the COVID-19 Pandemic over the past 3 years?**

Q28. How would you rate Forsyth County's overall response to COVID-19 Pandemic over past 3 years

	Number	Percent
Excellent	266	21.6 %
Good	494	40.2 %
Neutral	232	18.9 %
Below average	64	5.2 %
Poor	54	4.4 %
Don't know	120	9.8 %
Total	1230	100.0 %

**(WITHOUT "DON'T KNOW")****Q28. How would you rate Forsyth County's overall response to the COVID-19 Pandemic over the past 3 years? (without "don't know")**

Q28. How would you rate Forsyth County's overall response to COVID-19 Pandemic over past 3 years

	Number	Percent
Excellent	266	24.0 %
Good	494	44.5 %
Neutral	232	20.9 %
Below average	64	5.8 %
Poor	54	4.9 %
Total	1110	100.0 %

**Q29. Do you own or rent your current residence?**

Q29. Do you own or rent your current residence	Number	Percent
Own	923	75.0 %
Rent	286	23.3 %
Not provided	21	1.7 %
Total	1230	100.0 %

**(WITHOUT "NOT PROVIDED")****Q29. Do you own or rent your current residence? (without "not provided")**

Q29. Do you own or rent your current residence	Number	Percent
Own	923	76.3 %
Rent	286	23.7 %
Total	1209	100.0 %

**Q30. Approximately how many years have you lived in Forsyth County?**

Q30. How many years have you lived in Forsyth County

County	Number	Percent
0-5	160	13.0 %
6-10	105	8.5 %
11-15	103	8.4 %
16-20	100	8.1 %
21-30	223	18.1 %
31+	483	39.3 %
Not provided	56	4.6 %
Total	1230	100.0 %



**(WITHOUT "NOT PROVIDED")****Q30. Approximately how many years have you lived in Forsyth County? (without "not provided")**

Q30. How many years have you lived in Forsyth County	Number	Percent
0-5	160	13.6 %
6-10	105	8.9 %
11-15	103	8.8 %
16-20	100	8.5 %
21-30	223	19.0 %
31+	483	41.1 %
Total	1174	100.0 %

**Q31. Which of the following best describes your race/ethnicity?**

Q31. Your race/ethnicity	Number	Percent
Asian or Asian Indian	34	2.8 %
Black or African American	333	27.1 %
American Indian or Alaska Native	12	1.0 %
White or Caucasian	810	65.9 %
Native Hawaiian/Pacific Islander	3	0.2 %
Other	34	2.8 %
Total	1226	

**Q31-6. Self-describe your race/ethnicity:**

Q31-6. Self-describe your race/ethnicity	Number	Percent
Hispanic	24	70.6 %
Multiple races	2	5.9 %
Spanish	1	2.9 %
Hispanic/Latino	1	2.9 %
European & Mexican Native Indian	1	2.9 %
Mexican	1	2.9 %
African Asian	1	2.9 %
Mixed	1	2.9 %
Greek	1	2.9 %
Italian	1	2.9 %
Total	34	100.0 %

**Q32. Are you of Hispanic, Latino, or other Spanish ancestry?**

Q32. Are you of Hispanic, Latino, or other Spanish ancestry	Number	Percent
Yes	172	14.0 %
No	1058	86.0 %
Total	1230	100.0 %

**Q33. What is the primary language spoken in your home?**

Q33. Primary language spoken in your home	Number	Percent
English	1119	95.6 %
Spanish	51	4.4 %
Tagalog	1	0.1 %
Total	1171	100.0 %

**Q34. Would you say your total annual household income is...**

Q34. Your total annual household income	Number	Percent
Under \$15K	66	5.4 %
\$15K-\$29,999	116	9.4 %
\$30K-\$44,999	123	10.0 %
\$45K-\$59,999	134	10.9 %
\$60K-\$74,999	128	10.4 %
\$75K-\$99,999	136	11.1 %
\$100K-\$124,999	114	9.3 %
\$125K+	162	13.2 %
Not provided	251	20.4 %
Total	1230	100.0 %

**(WITHOUT "NOT PROVIDED")****Q34. Would you say your total annual household income is... (without "not provided")**

Q34. Your total annual household income	Number	Percent
Under \$15K	66	6.7 %
\$15K-\$29,999	116	11.8 %
\$30K-\$44,999	123	12.6 %
\$45K-\$59,999	134	13.7 %
\$60K-\$74,999	128	13.1 %
\$75K-\$99,999	136	13.9 %
\$100K-\$124,999	114	11.6 %
\$125K+	162	16.5 %
Total	979	100.0 %

**Q35. What is the highest level of education you have completed?**

Q35. Highest level of education you have completed	Number	Percent
Some high school, no diploma	40	3.3 %
High school diploma or equivalent	242	19.7 %
Some college but no degree	239	19.4 %
Associate's degree	133	10.8 %
Bachelor's degree	299	24.3 %
Graduate degree or higher	200	16.3 %
Not provided	77	6.3 %
Total	1230	100.0 %

**(WITHOUT "NOT PROVIDED")****Q35. What is the highest level of education you have completed? (without "not provided")**

Q35. Highest level of education you have completed	Number	Percent
Some high school, no diploma	40	3.5 %
High school diploma or equivalent	242	21.0 %
Some college but no degree	239	20.7 %
Associate's degree	133	11.5 %
Bachelor's degree	299	25.9 %
Graduate degree or higher	200	17.3 %
Total	1153	100.0 %

**Q36. What is your age?**

Q36. Your age	Number	Percent
18-34	230	18.7 %
35-44	227	18.5 %
45-54	234	19.0 %
55-64	237	19.3 %
65+	246	20.0 %
Not provided	56	4.6 %
Total	1230	100.0 %

**(WITHOUT "NOT PROVIDED")****Q36. What is your age? (without "not provided")**

Q36. Your age	Number	Percent
18-34	230	19.6 %
35-44	227	19.3 %
45-54	234	19.9 %
55-64	237	20.2 %
65+	246	21.0 %
Total	1174	100.0 %

**Q37. What is your gender identity?**

Q37. Your gender	Number	Percent
Male	600	48.8 %
Female	622	50.6 %
Prefer to self-describe	2	0.2 %
Not provided	6	0.5 %
Total	1230	100.0 %

**(WITHOUT "NOT PROVIDED")****Q37. What is your gender identity? (without "not provided")**

Q37. Your gender	Number	Percent
Male	600	49.0 %
Female	622	50.8 %
Prefer to self-describe	2	0.2 %
Total	1224	100.0 %

**Q37-3. Self-describe your gender identity:**

Q37-3. Self-describe your gender	Number	Percent
Non-binary	1	50.0 %
Fluid	1	50.0 %
Total	2	100.0 %

**6**

**Survey Instrument**



**FORSYTH  
COUNTY  
GOVERNMENT**

201 North Chestnut Street, Winston-Salem, NC 27101

**Dear Forsyth County Resident,**

**We want to know what you think!** Forsyth County hopes to gain feedback from residents about our community and about our County government.

**You have been randomly selected to participate in Forsyth County's 2023 Community Survey.** Please take a few minutes to fill out the enclosed survey. Your answers will help the Forsyth County Commissioners and staff learn about opportunities and challenges facing our community. **Your participation is very important!**

Please have an adult (anyone 18 years or older) in your household complete this survey. After completion, you can use the enclosed postage paid envelope to return your survey, or you may complete the survey online at: [ForsythCountySurvey.org](https://www.ForsythCountySurvey.org). Your responses will remain completely anonymous.

If you have any questions about the Forsyth County Community Survey please email [FCsurvey@forsyth.cc](mailto:FCsurvey@forsyth.cc) or call 336.703.2896.

Thank you for your participation. We appreciate your time and effort to help improve the future of Forsyth County!

Sincerely,

**Dudley Watts  
County Manager**

# 2023 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](mailto: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](http://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"/> (10) Low crime rates                           |
| <input type="checkbox"/> (02) Housing options                             | <input type="checkbox"/> (11) Low traffic congestion                    |
| <input type="checkbox"/> (03) Parks and open space options                | <input type="checkbox"/> (12) Close to family/friends                   |
| <input type="checkbox"/> (04) Shopping options                            | <input type="checkbox"/> (13) Close to your work/school                 |
| <input type="checkbox"/> (05) Higher education opportunities              | <input type="checkbox"/> (14) Access to health care services            |
| <input type="checkbox"/> (06) Public transportation systems               | <input type="checkbox"/> (15) Access to farm fresh meats and produce    |
| <input type="checkbox"/> (07) Diversity of the people who live here       | <input type="checkbox"/> (16) Quality of public education opportunities |
| <input type="checkbox"/> (08) Employment opportunities                    | <input type="checkbox"/> (17) Blend of farm and city environments       |
| <input type="checkbox"/> (09) Local tax rate and cost of living           | <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. 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

**7. 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. County Libraries	5	4	3	2	1	9
06. County 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 Environmental Assistance and Protection services	5	4	3	2	1	9
17. Quality of Online Tax Services	5	4	3	2	1	9

**8. Which THREE of the major categories of services listed in Question 7 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 7.]**

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_

**9. How supportive would you be of a tax increase if it were used to fund the major category of service that you indicated should receive the most emphasis in Question 8?**

\_\_\_\_(5) Very supportive                      \_\_\_\_ (3) Not sure                      \_\_\_\_ (1) Not at all supportive  
 \_\_\_\_ (4) Supportive                              \_\_\_\_ (2) Not supportive



**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
1. Condition of The Forsyth County Government Building at 201 N. Chestnut St. in Winston-Salem	5	4	3	2	1	9
2. Condition of the Forsyth County Courthouse/Hall of Justice	5	4	3	2	1	9
3. Condition of Forsyth Technical Community College facilities	5	4	3	2	1	9
4. Condition of the County's Smith Reynolds Airport	5	4	3	2	1	9
5. Condition of Winston-Salem Forsyth County K-12 public school buildings	5	4	3	2	1	9
6. The amount of security staff on County properties	5	4	3	2	1	9
7. Cleanliness of County buildings	5	4	3	2	1	9
8. Accessibility of public buildings/ease of entry access	5	4	3	2	1	9
9. Landscaping around County buildings	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/X  | ____(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 any of the County 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 (Joanie Moser, Walkertown, Union Cross)	5	4	3	2	1	9
03.	Quality of public disc golf courses (Horizons Park, Triad Park)	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 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 (Tanglewood, Horizons Park)	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.**

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

**19b. If "Yes" to any of the items in Question 19, 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
- \_\_\_(2) Criminal investigation
- \_\_\_(3) Visiting the detention center
- \_\_\_(4) Receipt of civil process services
- \_\_\_(5) Firearms permits
- \_\_\_(6) Report a crime
- \_\_\_(7) Request assistance
- \_\_\_(8) Interactions at public events
- \_\_\_(9) Calling or visiting Animal Services

**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
- \_\_\_(2) Forsyth County Fire Division
- \_\_\_(3) Forsyth County EMS
- \_\_\_(4) None, I have not used any 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. **What are you MOST CONCERNED about as a citizen of Forsyth County?**  
\_\_\_\_\_
25. **What do you perceive to be the BIGGEST THREAT to quality of life in Forsyth County?**  
\_\_\_\_\_
26. **What is the BEST thing about living in Forsyth County?**  
\_\_\_\_\_
27. **Do you think you will be living in Forsyth County five years from now?**  
\_\_\_(1)Yes      \_\_\_(2) No      \_\_\_(3) Unsure
28. **How would you rate Forsyth County's overall response to the COVID-19 Pandemic over the past 3 years?**  
\_\_\_(5) Excellent      \_\_\_(3) Neutral      \_\_\_(1) Poor  
\_\_\_(4) Good      \_\_\_(2) Below average      \_\_\_(9) Don't know
29. **Do you own or rent your current residence?**      \_\_\_(1) Own      \_\_\_(2) Rent
30. **Approximately how many years have you lived in Forsyth County?**      \_\_\_\_\_ years
31. **Which of the following best describes your race/ethnicity? [Check all that apply.]**  
\_\_\_(01) Asian or Asian Indian      \_\_\_(04) White or Caucasian  
\_\_\_(02) Black or African American      \_\_\_(05) Native Hawaiian/Pacific Islander  
\_\_\_(03) American Indian or Alaska Native      \_\_\_(99) Other: \_\_\_\_\_
32. **Are you of Hispanic, Latino, or other Spanish ancestry?**      \_\_\_(1) Yes      \_\_\_(2) No
33. **What is the primary language spoken in your home?** \_\_\_\_\_
34. **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
35. **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
36. **What is your age?**      \_\_\_\_\_ years
37. **What is your gender identity?**  
\_\_\_(1) Male      \_\_\_(2) Female      \_\_\_(3) Prefer to self-describe : \_\_\_\_\_
38. **Would you be willing to participate in future surveys sponsored by Forsyth County?**  
\_\_\_(1) Yes [Please answer Q38a.]      \_\_\_(2) No
- 38a. **Please provide your contact information.**  
Mobile Phone Number: \_\_\_\_\_      Email Address: \_\_\_\_\_

**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

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.