

Canandaigua, NY

The National Community Survey

Report of Results
2022

Report by:



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About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Canandaigua. A livable community is a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live. The survey was developed by the experts from National Research Center at Polco.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions considering ten central facets of a community:

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts, and Culture
- Inclusivity and Engagement

The report provides the opinions of a representative sample of 525 residents of the City of Canandaigua collected from April 19, 2022 to June 7, 2022. The margin of error around any reported percentage is 4% for all respondents and the response rate for the 2022 survey was 20%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Canandaigua.

How the results are reported

For the most part, the percentages presented in the following tabs represent the “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, etc.). On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data.” However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Comparisons to benchmarks

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community in the last five years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. In each tab, Canandaigua’s results are noted as being “higher” than the benchmark, “lower” than the benchmark, or “similar” to the benchmark, meaning that the average rating given by Canandaigua residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Canandaigua’s average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then Canandaigua’s average rating was more than 20 points different when compared to the benchmark.

The survey was administered during the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to national benchmarks, it is important to note that much of the benchmark data was collected prior to the pandemic. This may impact how your City’s 2022 ratings compare to other communities’ ratings from the past five years.



Trends over time

Trend data for Canandaigua represent important comparison data and should be examined for improvements or declines*. Deviations from stable trends over time represent opportunities for understanding how local policies, programs, or public information may have affected residents' opinions. Changes between survey years have been noted with an arrow and the percent difference. If the difference is greater than seven percentage points between the 2018 and 2022 surveys, the change is statistically significant.

* In 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

Methods

Selecting survey recipients

All households within the City of Canandaigua were eligible to participate in the survey. A list of all households within the zip codes serving Canandaigua was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Canandaigua households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file. Addresses located outside of the City of Canandaigua boundaries were removed from the list of potential households to survey. Each address identified as being within city boundaries was further identified as being within one of the 4 wards. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the introduction of the survey.

Conducting the survey

The 2800 randomly selected households received mailings beginning on April 19, 2022, and the survey remained open for seven weeks. The first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. All mailings included a web link to give residents the opportunity to respond to the survey online. All follow-up mailings asked those who had not completed the survey to do so and those who had already done so to refrain from completing the survey again.

About 6% of the 2800 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2645 households that received the invitations to participate, 525 completed the survey, providing an overall response rate of 20%. The response rate was calculated using AAPOR’s response rate #2* for mailed surveys of unnamed persons.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions. The margin of error for the City of Canandaigua survey is no greater than plus or minus 4.3 percentage points around any given percent reported for all respondents (525 completed surveys).

In addition to the randomly selected “probability sample” of households, a link to an online open participation survey was publicized by the City of Canandaigua. The open participation survey was identical to the probability sample survey with two small updates it included a map at the beginning asking where the respondent lives and a question about where they heard about the survey. The open participation survey was open to all city residents and became available on May 24, 2022. The survey remained open for two weeks. The data presented in the following tabs exclude the open participation survey data, but a tab at the end provides the complete frequency of responses to questions by the open participation respondents.

Analyzing the data

Responses from mailed surveys were entered into an electronic dataset using a “key and verify” method, where all responses are entered twice and compared to each other. Any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed. Responses from surveys completed on Polco were downloaded and merged with the mailed survey responses.

The demographics of the survey respondents were compared to those found in the 2010 Census and 2019 American Community Survey estimates for adults in the City of Canandaigua. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.* The results of the weighting scheme for the probability sample are presented in the following table.

NRC aligns demographic labels with those used by the U.S. Census for reporting purposes, when possible. Some categories (e.g., age, race/Hispanic origin, housing type, and length of residency) are combined into smaller subgroups.

		Unweighted	Weighted	Target*
Age	18-34	7%	28%	28%
	35-54	17%	30%	30%
	55+	76%	42%	42%
Area	Area 1	29%	20%	20%
	Area 2	18%	25%	25%
	Area 3	24%	27%	27%
	Area 4	28%	28%	28%
Hispanic origin	No, not Spanish, Hispanic, or Latino	98%	98%	98%
	Spanish, Hispanic, or Latino	2%	2%	2%
Housing tenure	Own	72%	56%	56%
	Rent	28%	44%	44%
Housing type	Attached	42%	58%	58%
	Detached	58%	42%	42%
Race & Hispanic origin	Not white alone	5%	6%	5%
	White alone, not Hispanic or Latino	95%	94%	95%
Sex	Female	60%	55%	55%
	Male	40%	45%	45%
Sex/age	Female 18-34	4%	14%	14%
	Female 35-54	10%	16%	16%
	Female 55+	46%	25%	25%
	Male 18-34	3%	15%	15%
	Male 35-54	7%	14%	14%
	Male 55+	30%	16%	16%

The survey datasets were analyzed using all or some of a combination of the Statistical Package for the Social Sciences (SPSS), R, Python and Tableau. For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, essential/very important, etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data”. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Contact

The City of Canandaigua funded this research. Please contact John D. Goodwin of the City of Canandaigua at john.goodwin@canandaiguanyork.gov if you have any questions about the survey.

Survey Validity

See the Polco Knowledge Base article on survey validity at <https://info.polco.us/knowledge/statistical-vali>

* See AAPOR’s Standard Definitions for more information at

<https://www.aapor.org/Publications-Media/AAPOR-Journals/Standard-Definitions.aspx>

* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from

<https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

* Targets come from the 2010 Census and 2019 American Community Survey

Highlights

Ratings for Canandaigua's governance and public trust are on the rise.

Most residents gave positive ratings to the overall customer service by Canandaigua employees (85%), on par with national benchmark comparisons and the City's previous survey results. Three-quarters were pleased with the quality of services provided by the City of Canandaigua, and two-thirds gave high marks to the City treating residents with respect. About 6 in 10 favorably viewed the City generally acting in the best interest of the community, the overall direction that Canandaigua is taking, and the value of services for the taxes paid to Canandaigua, all of which increased since 2018. A similar proportion of residents offered positive ratings for their overall confidence in Canandaigua government and for local government being honest, which both increased by more than 10% over the previous survey iteration. Evaluations for the City treating all residents fairly also increased since 2018 (56% positive in 2022, compared to 46% previously). Additionally, more than half of respondents gave high marks to the City being open and transparent to the public.

Aspects of Canandaigua's economy have shown improvement, and residents continue to emphasize this facet's importance.

Most residents gave high marks to Canandaigua as a place to visit (90%), surpassing scores given in national comparison communities. Around 7 in 10 residents positively evaluated the city as a place to work, which increased slightly since the last survey iteration. Also showing improvement since the 2018 survey were ratings for employment opportunities (from 44% to 52% excellent or good), the vibrancy of Canandaigua's downtown/commercial area (from 50% to 62%), and the overall quality of business and service establishments (from 65% to 80%). About 6 in 10 respondents offered favorable reviews for the variety of business and service establishments, shopping opportunities, and overall economic health of the city. Despite these gains and positive results, residents identified Canandaigua's overall economic health as a top priority for the community, with 92% rating it an essential or very important focus area for the next two years. When asked what impact, if any, residents thought the economy would have on their family income in the next 6 months, only 12% expected a positive impact, while 55% expected a negative impact. This item declined significantly since 2018 and fell below the national average.

The natural environment in Canandaigua is an important asset to the City and contributes to a high quality of life for residents.

The overall quality of Canandaigua's natural environment was rated as an essential or very important focus area for the community by 88% of respondents. About 8 in 10 residents were also pleased with the overall quality of the city's natural environment, indicating that this facet is highly valued and considered an asset in Canandaigua. Residents' perceptions of cleanliness (77% excellent or good) and air quality (89%) remained positive and on par with 2018 results. Water resources, a new addition to the survey this year, received favorable reviews from three-quarters of residents and scored higher than the national benchmarks. About 6 in 10 respondents gave high marks to the preservation of natural areas and Canandaigua open space, both of which increased by over 10% since the previous survey.

The city's natural environment strengths likely contribute to the high quality of life experienced by residents. About 9 in 10 residents offered positive reviews of the overall quality of life and Canandaigua as a place to live. Nearly all respondents would recommend living in Canandaigua to someone who asks (95%), higher than national benchmark comparisons. At least 8 in 10 residents also planned to remain in Canandaigua for the next five years (similar to national averages) and offered favorable ratings for the overall image or reputation of the city (higher than the benchmarks).

Most residents feel a strong sense of safety in Canandaigua.

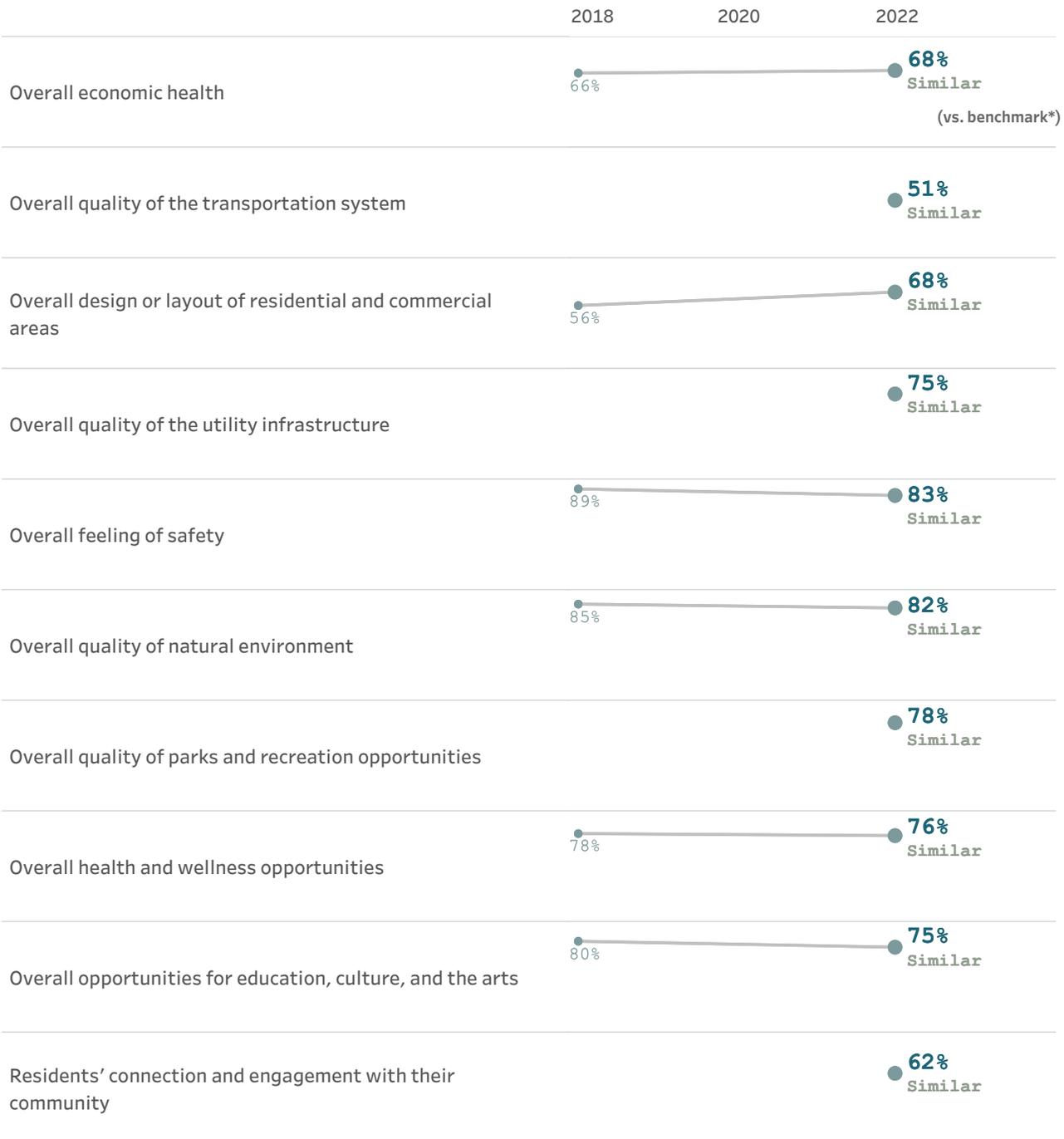
All survey items relating to safety in Canandaigua received favorable evaluations on par with national averages. Almost all residents (95%) reported feeling safe in their neighborhood during the day and in Canandaigua's downtown/commercial area during the day, both holding steady with the City's 2018 survey results. At least 8 in 10 felt safe from property crime and violent crime, as well as from fire, flood, or other natural disasters. The overall feeling of safety in Canandaigua was also rated excellent or good by about 8 in 10 residents. A similar proportion offered positive reviews of the City's police services and crime prevention. Around 9 in 10 residents gave high marks to fire services and ambulance or emergency medical services, and about three-quarters of respondents positively rated the City's animal control and fire prevention and education.

Facets of livability

Resident perceptions of quality and importance for each of the facets of community livability provide an overview of community strengths and challenges that are useful for planning, budgeting and performance evaluation.

The charts below show the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local ratings were lower, similar, or higher than communities across the country (the national benchmark).

Please rate each of the following characteristics as they relate to Canandaigua as a whole.
(% excellent or good)



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

(% essential or very important)



* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

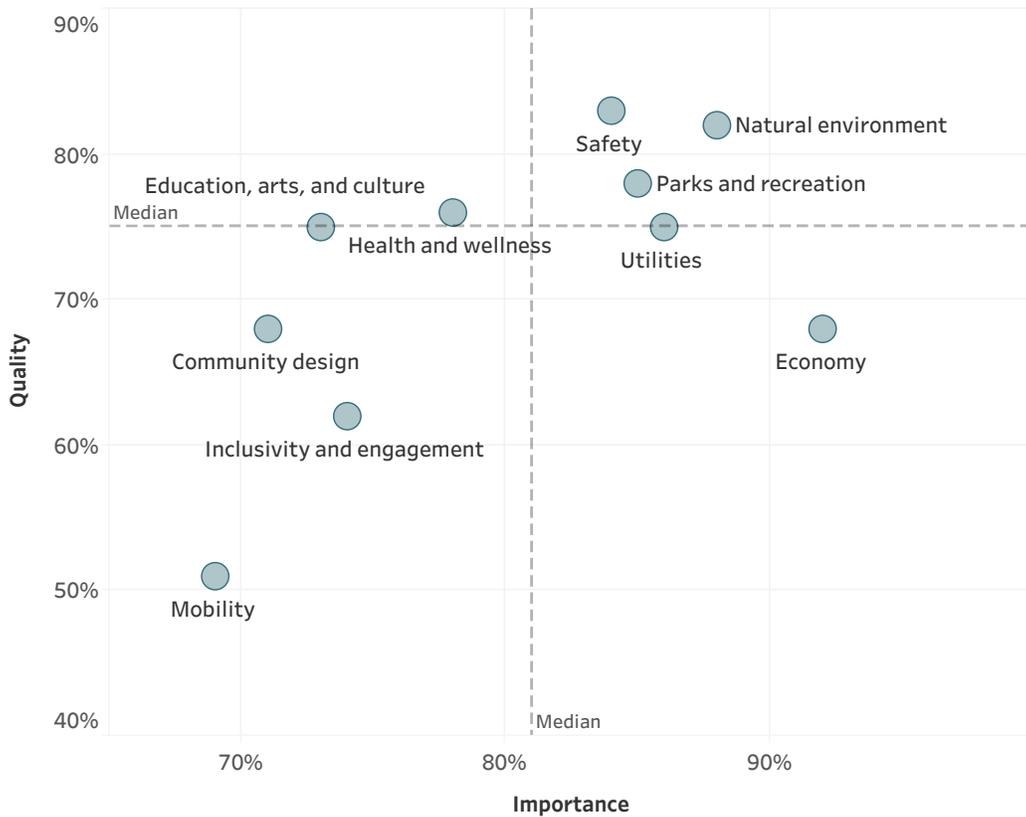
Balancing performance and importance

Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end, it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as lower quality, as this should be a top priority to address.

To help guide City staff and officials with decisions on future resource allocation, resident ratings of the importance of services were compared to their ratings of the quality of these services. To identify the services perceived by residents to have relatively lower quality at the same time as relatively higher importance, all services were ranked from highest perceived quality to lowest perceived quality and from highest perceived importance to lowest perceived importance. Some services were in the top half of both lists (higher quality and higher importance); some were in the top half of one list but the bottom half of the other (higher quality and lower importance or lower quality and higher importance); and some services were in the bottom half of both lists.

Services receiving quality ratings of excellent or good by 75% or more of respondents were considered of “higher quality” and those with ratings lower than 75% were considered to be of “lower quality.” Services were classified as “more important” if they were rated as essential or very important by 81% or more of respondents. Services were rated as “less important” if they received a rating of less than 81%. This classification uses the median ratings for quality and importance to divide the services in half.

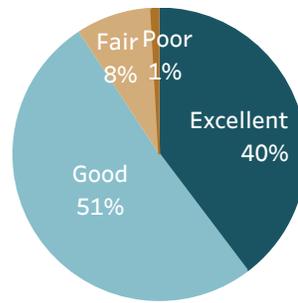
The quadrants in the figure below show which community facets were given higher or lower importance ratings (right-left) and which had higher or lower quality ratings (up-down). Facets of livability falling closer to a diagonal line from the lower left to the upper right are those where performance ratings are more commensurate with resident priorities. Facets scoring closest to the lower right hand corner of the matrix (higher in importance and lower in quality) are those that may warrant further investigation to see if changes to their delivery are necessary to improve their performance. This is the key part of this chart on which to focus. Facets falling in the top left hand corner of the chart (lower in importance but higher in quality) are areas where performance may outscore resident priorities, and may be a consideration for lower resource allocation.



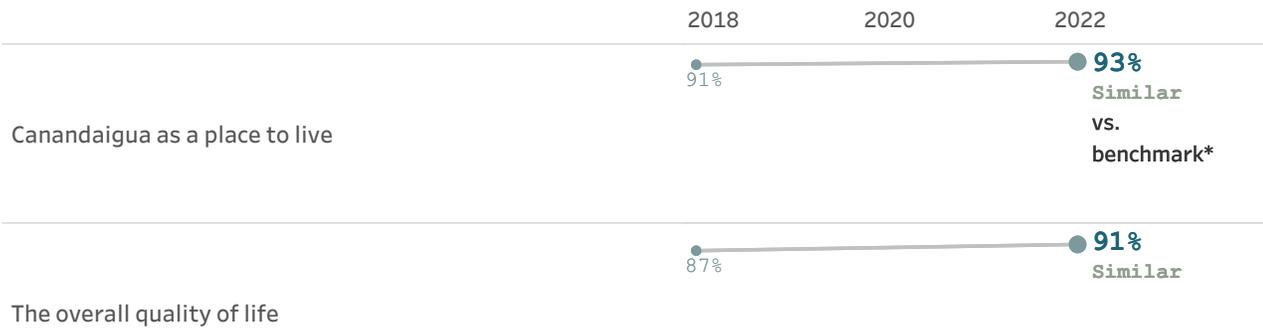
Quality of life

Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.

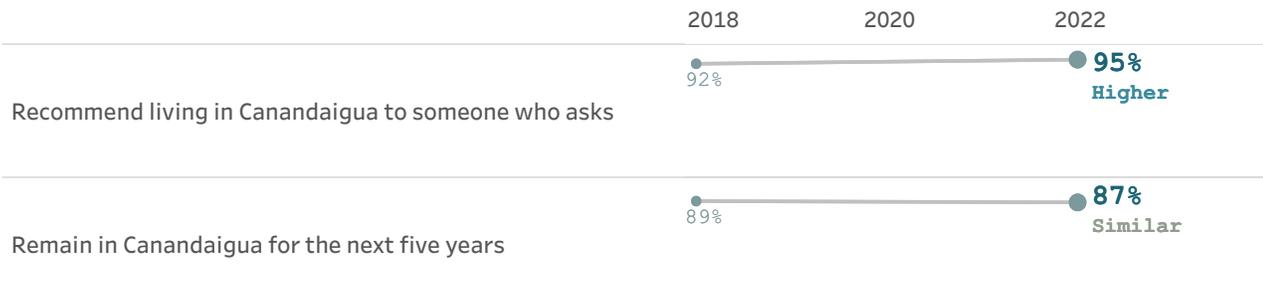
The overall quality of life in Canandaigua, 2022



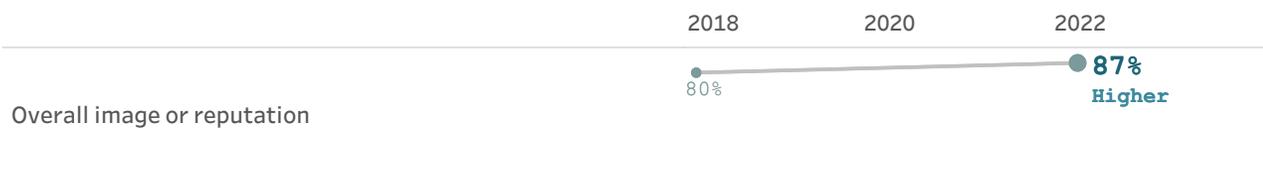
Please rate each of the following aspects of quality of life in Canandaigua. (% excellent or good)



Please indicate how likely or unlikely you are to do each of the following. (% very or somewhat likely)



Please rate each of the following in the Canandaigua community. (% excellent or good)

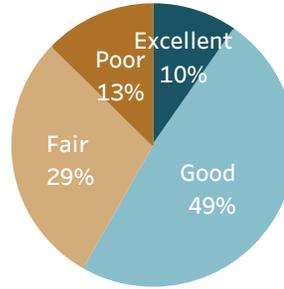


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Governance

Strong local governments produce results that meet the needs of residents while making the best use of available resources, and are responsive to the present and future needs of the community as a whole.

Overall confidence in Canandaigua government, 2022

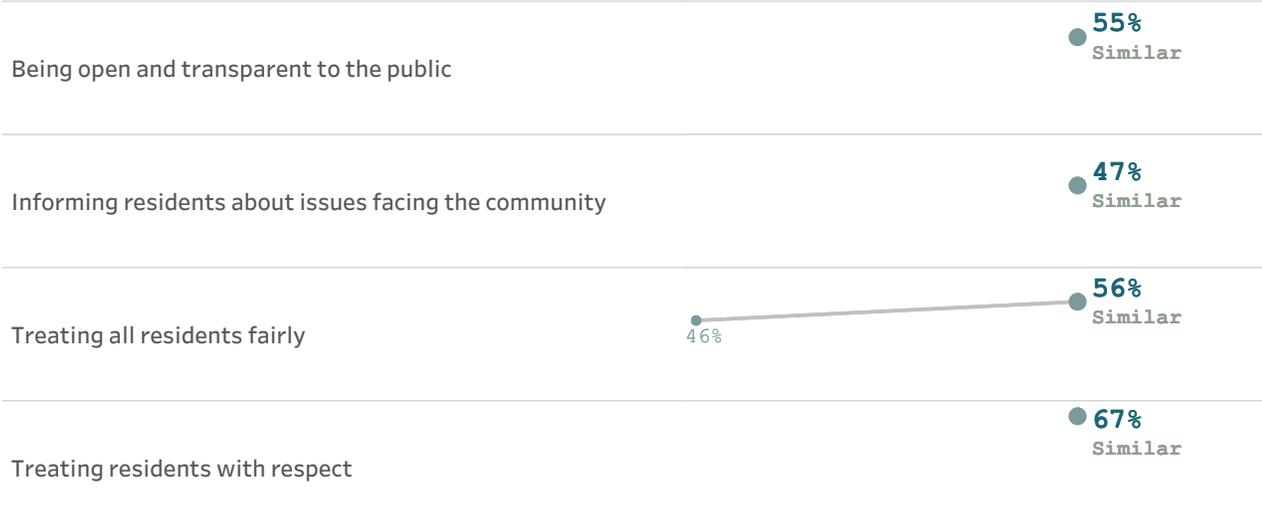


Please rate the quality of each of the following services in Canandaigua. (% excellent or good)



Please rate the following categories of Canandaigua government performance. (% excellent or good)





**Overall, how would you rate the quality of the services provided by each of the following?
(% excellent or good)**

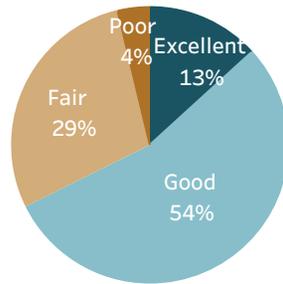


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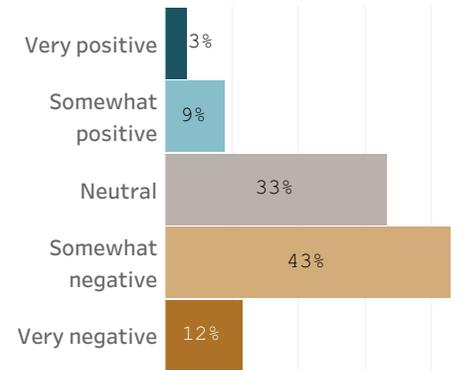
Economy

Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.

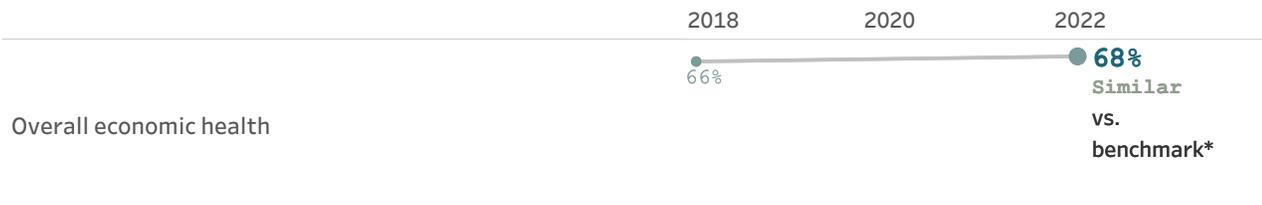
Overall economic health of Canandaigua, 2022



What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:



Please rate each of the following characteristics as they relate to Canandaigua as a whole. (% excellent or good)

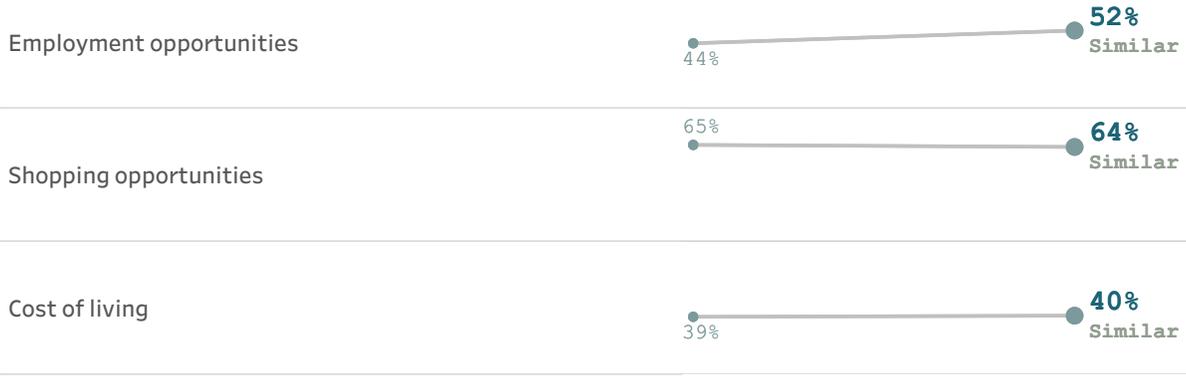


Please rate each of the following aspects of quality of life in Canandaigua. (% excellent or good)

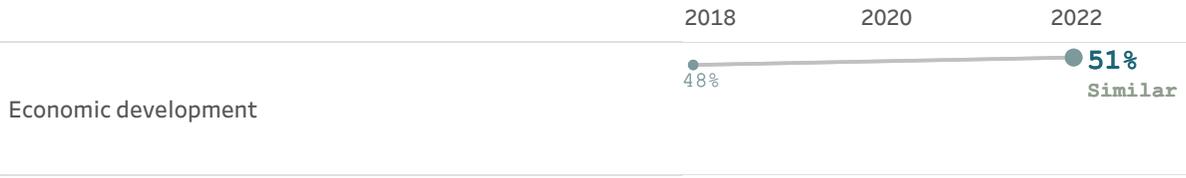


Please rate each of the following in the Canandaigua community. (% excellent or good)

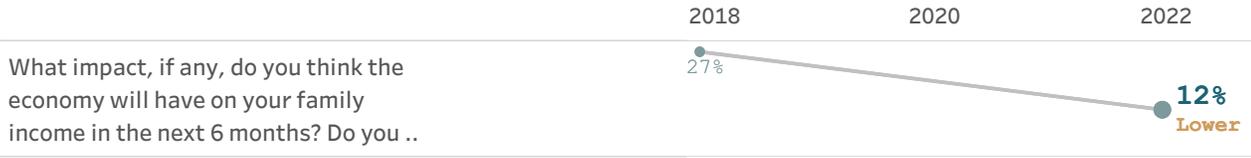




Please rate the quality of each of the following services in Canandaigua.
 (% excellent or good)



What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:
 (% very or somewhat positive)

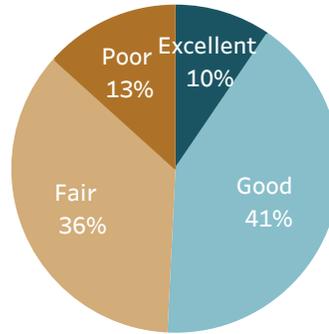


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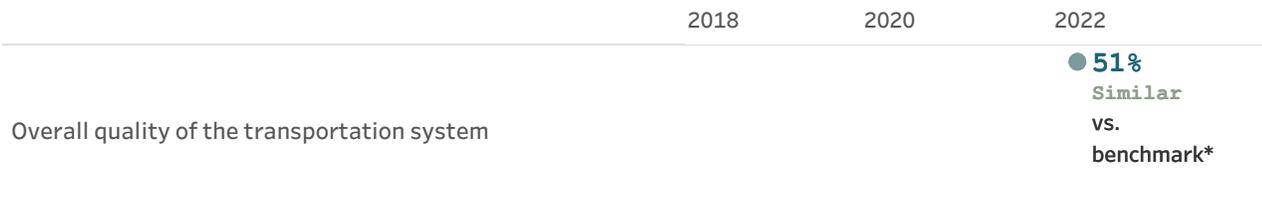
Mobility

The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community.

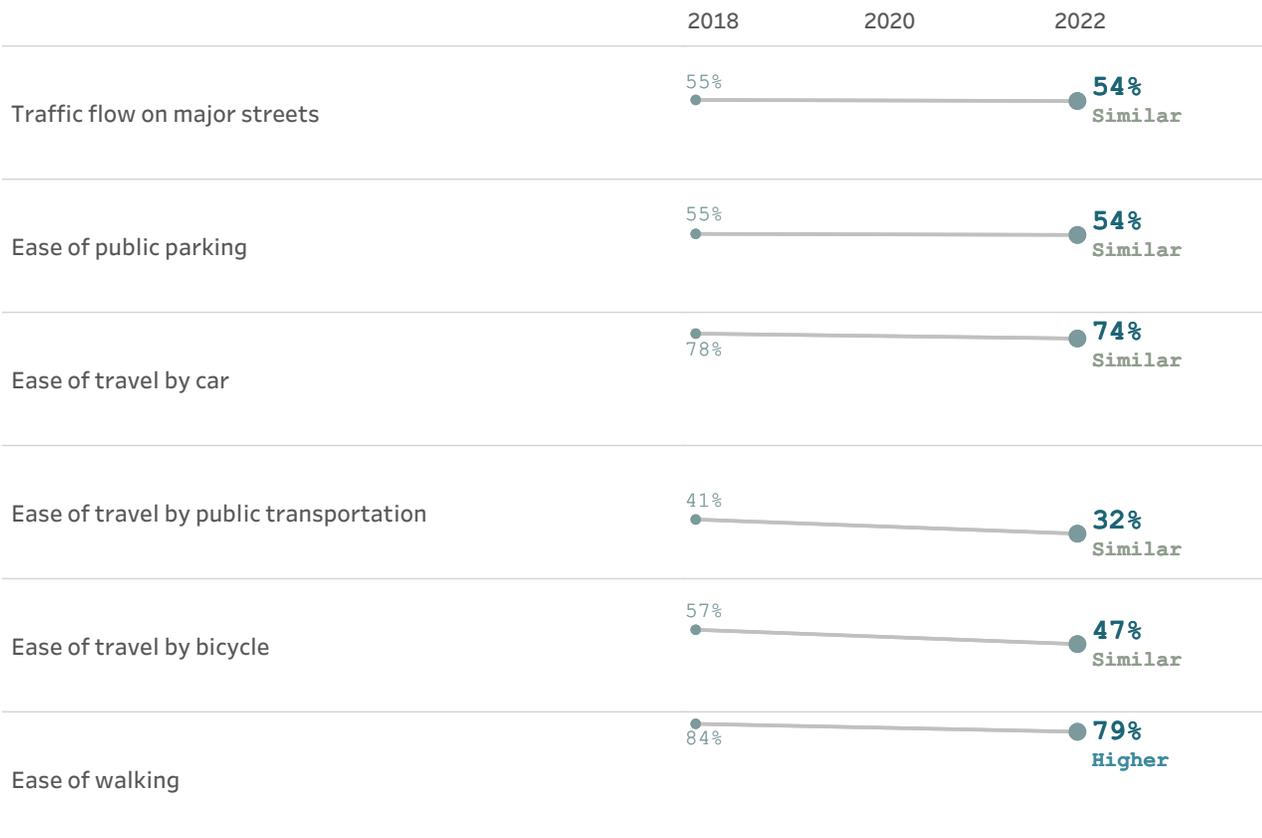
Overall quality of the transportation system in Canandaigua, 2022



Please rate each of the following characteristics as they relate to Canandaigua as a whole.
(% excellent or good)

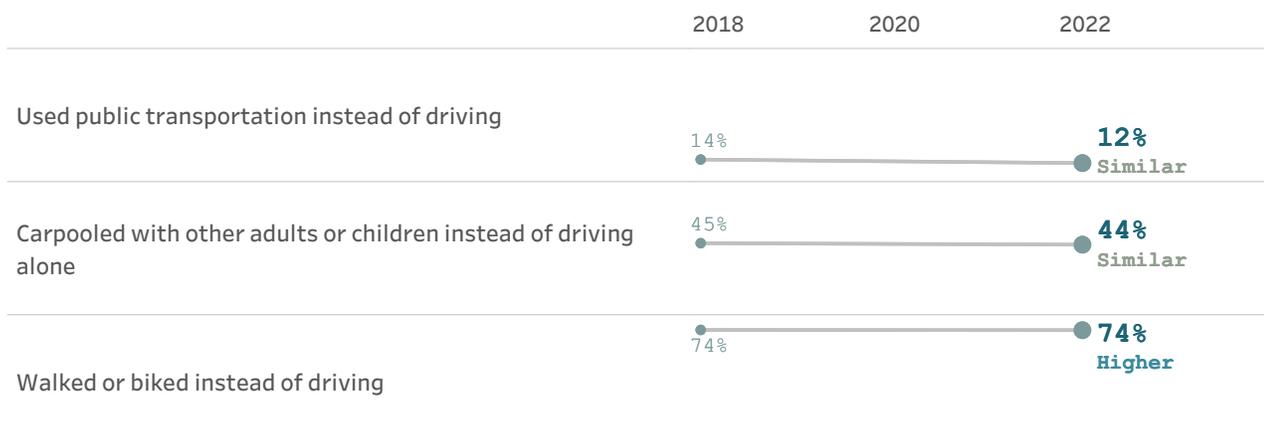


Please also rate each of the following in the Canandaigua community.
(% excellent or good)



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

(% yes)



Please rate the quality of each of the following services in Canandaigua.

(% excellent or good)

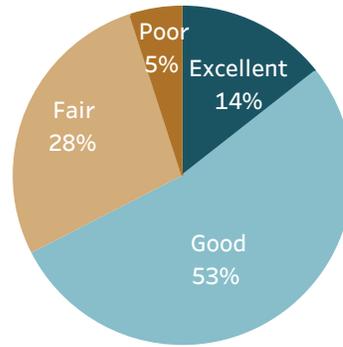


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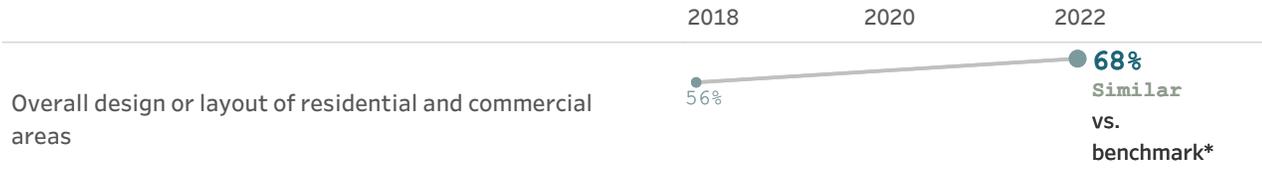
Overall design or layout of Canandaigua's residential and commercial areas, 2022

Community design

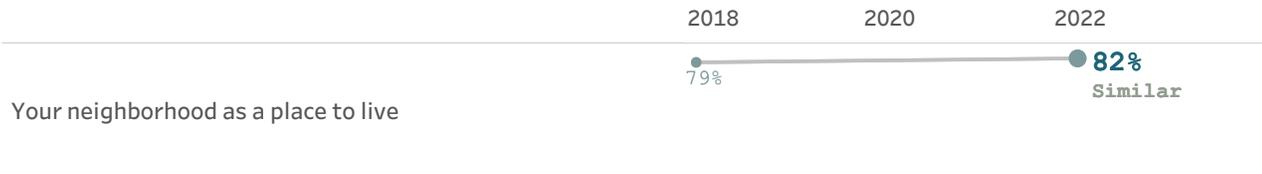
A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.



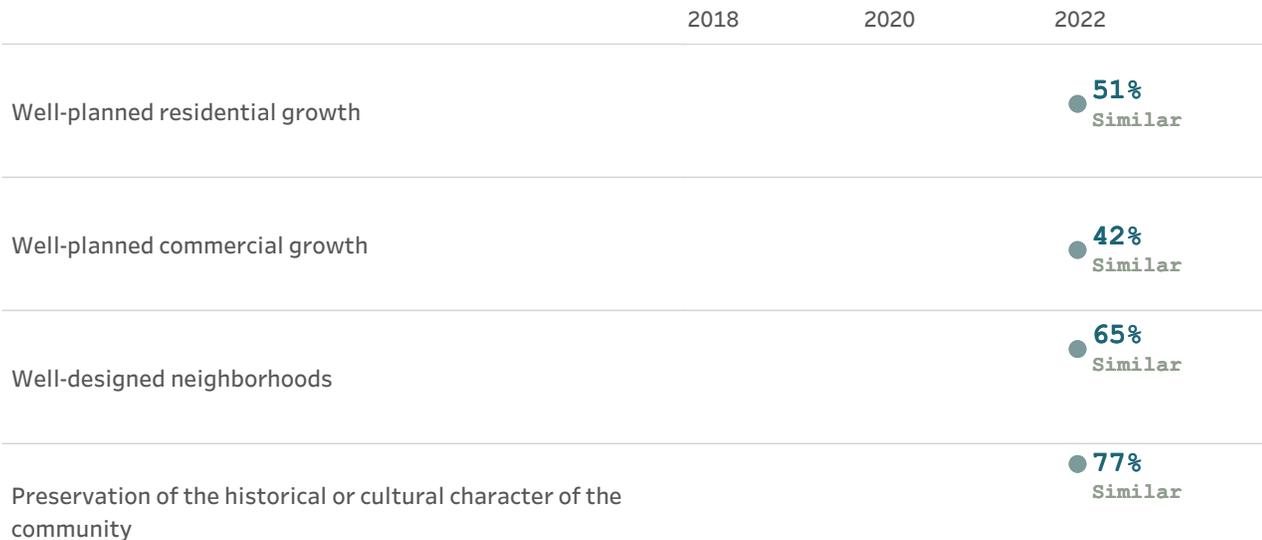
Please rate each of the following characteristics as they relate to Canandaigua as a whole.
(% excellent or good)

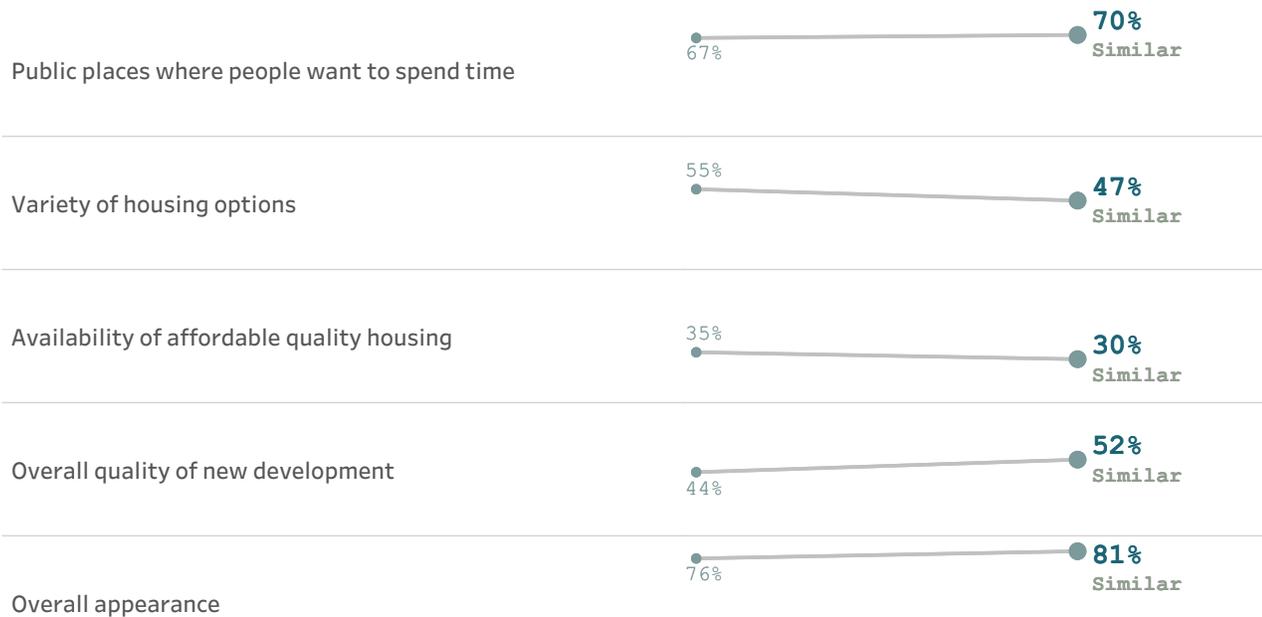


Please rate each of the following aspects of quality of life in Canandaigua.
(% excellent or good)



Please also rate each of the following in the Canandaigua community.
(% excellent or good)



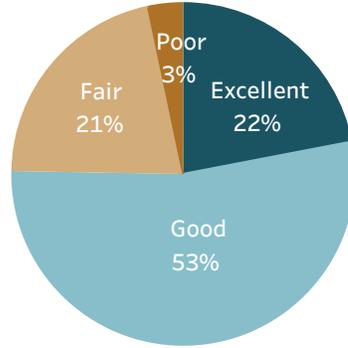


**Please rate the quality of each of the following services in Canandaigua.
(% excellent or good)**



* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

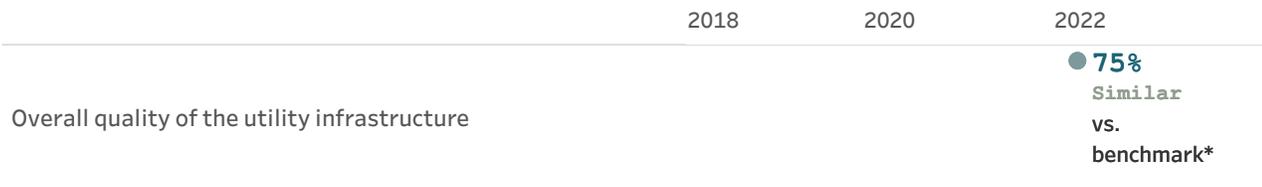
Overall quality of the utility infrastructure in Canandaigua, 2022



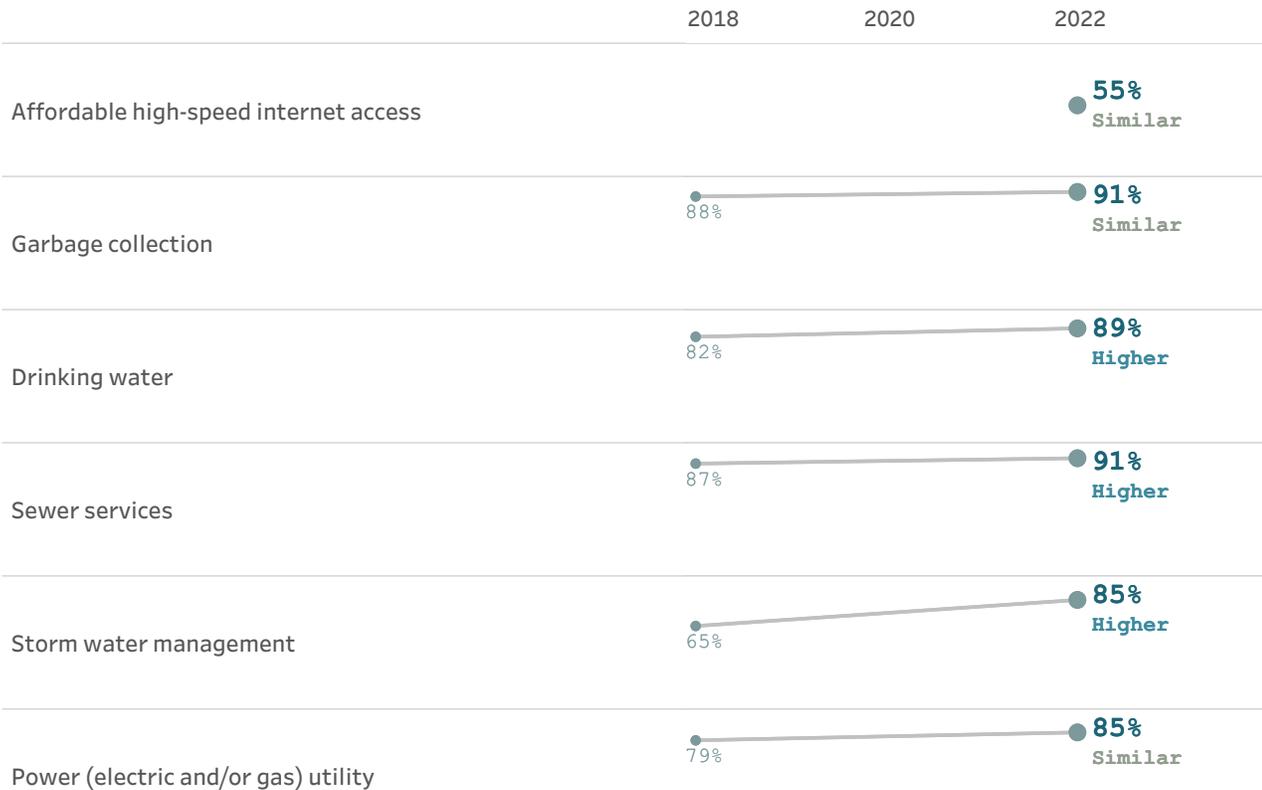
Utilities

Services such as water, gas, electricity, and internet access play a vital role in ensuring the physical and economic health and well-being of the communities they serve.

Please rate each of the following characteristics as they relate to Canandaigua as a whole. (% excellent or good)



Please rate the quality of each of the following services in Canandaigua. (% excellent or good)



Utility billing

68%

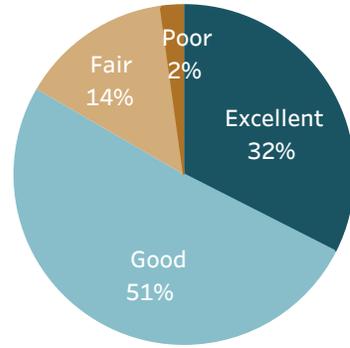
70%
Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Safety

Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust safety-related services is essential to residents' quality of life.

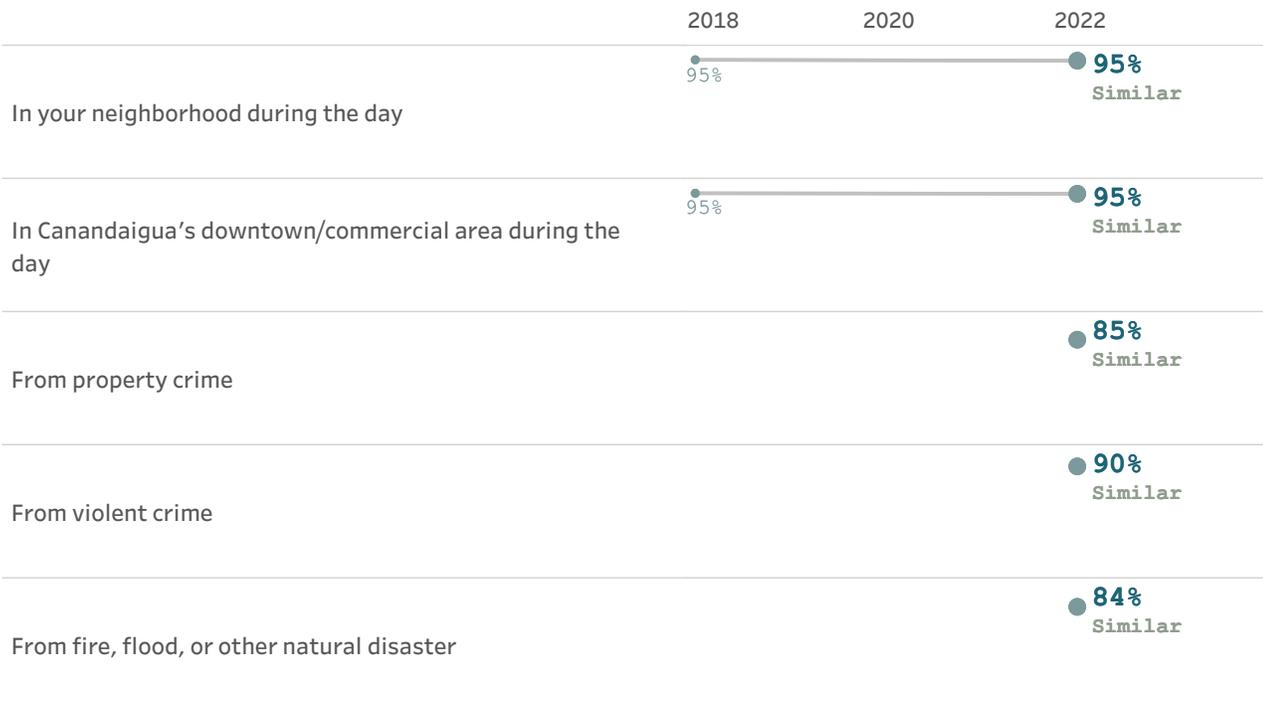
Overall feeling of safety in Canandaigua, 2022



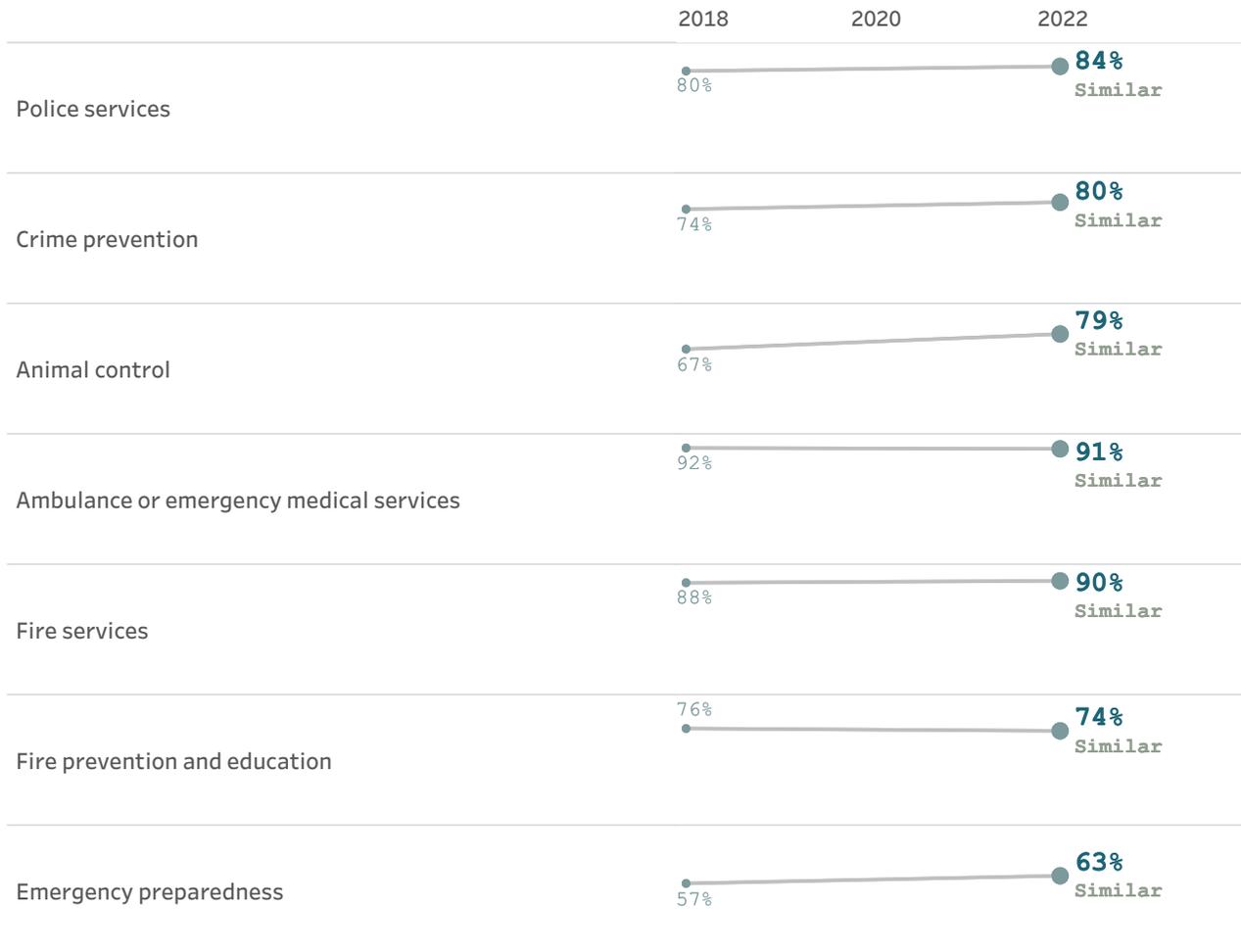
Please rate each of the following characteristics as they relate to Canandaigua as a whole. (% excellent or good)



Please rate how safe or unsafe you feel: (% very or somewhat safe)

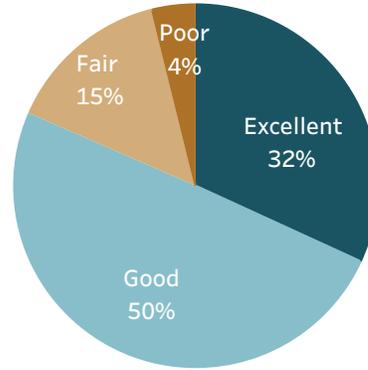


Please rate the quality of each of the following services in Canandaigua.
 (% excellent or good)



* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

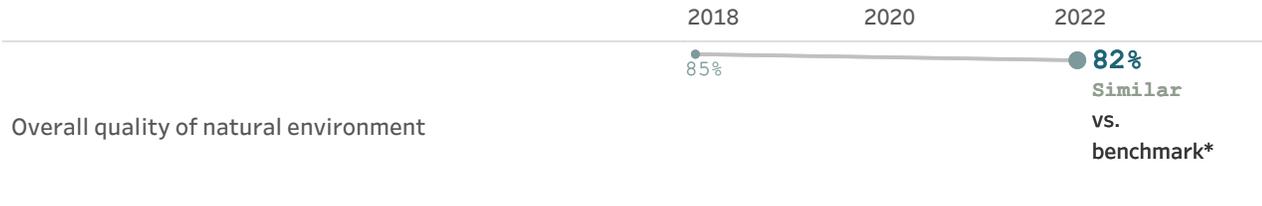
Overall quality of natural environment in Canandaigua, 2022



Natural environment

The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.

Please rate each of the following characteristics as they relate to Canandaigua as a whole.
(% excellent or good)

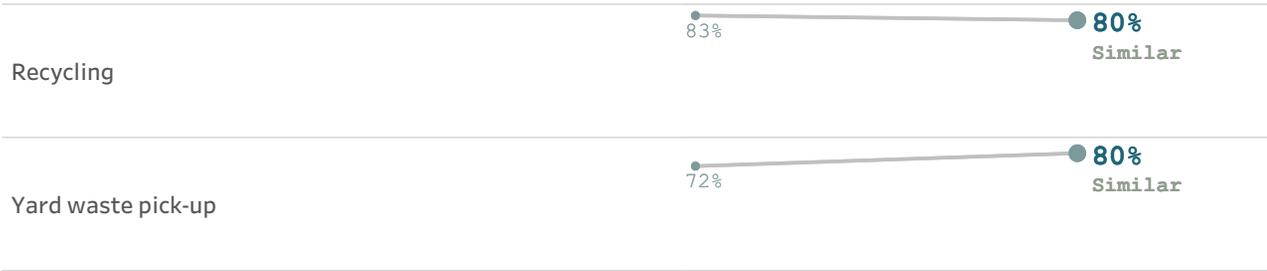


Please also rate each of the following in the Canandaigua community.
(% excellent or good)



Please rate the quality of each of the following services in Canandaigua.
(% excellent or good)





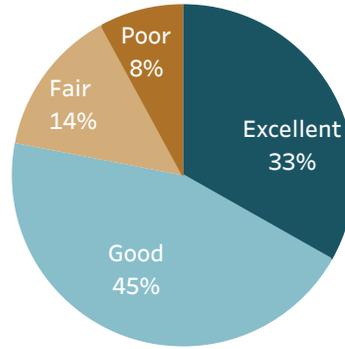
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall quality of parks and recreation opportunities, 2022

Parks and recreation

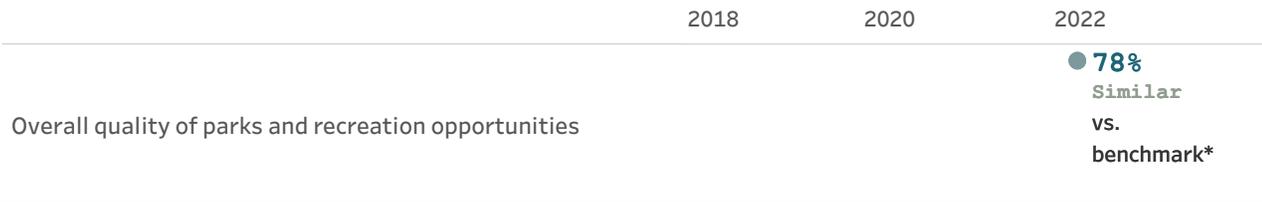
“There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation programs for public use and enjoyment.”

- National Recreation and Park Association



Please rate each of the following characteristics as they relate to Canandaigua as a whole.

(% excellent or good)



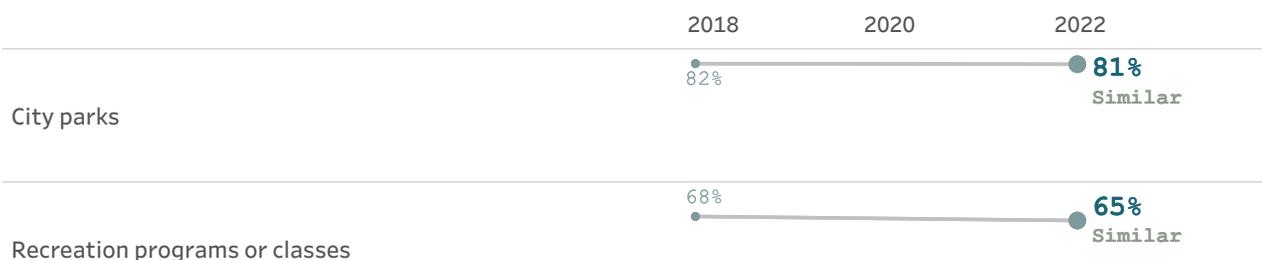
Please also rate each of the following in the Canandaigua community.

(% excellent or good)



Please rate the quality of each of the following services in Canandaigua.

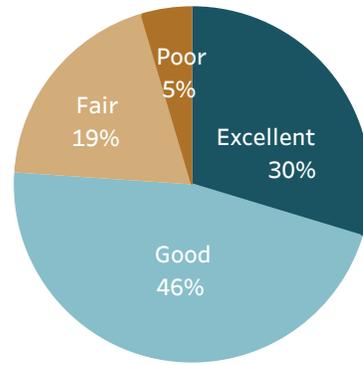
(% excellent or good)





* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

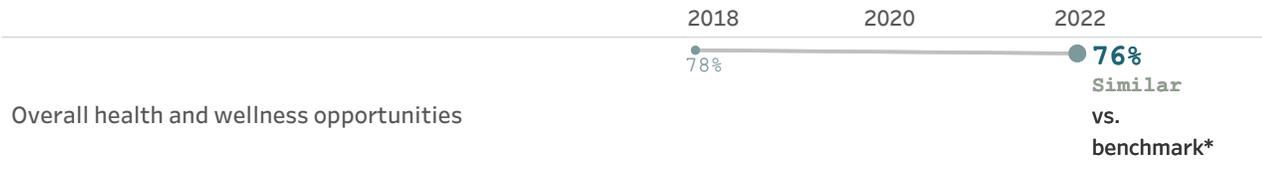
Overall health and wellness opportunities in Canandaigua, 2022



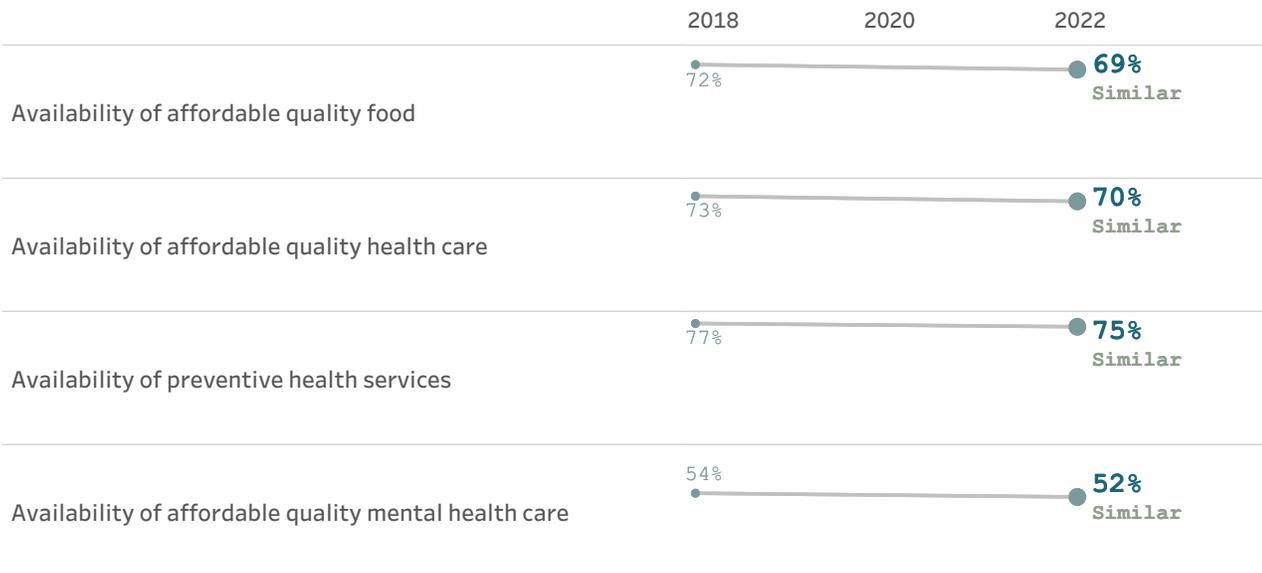
Health and wellness

The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.

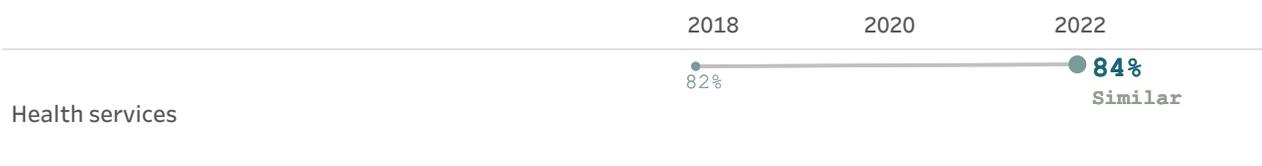
Please rate each of the following characteristics as they relate to Canandaigua as a whole.
(% excellent or good)



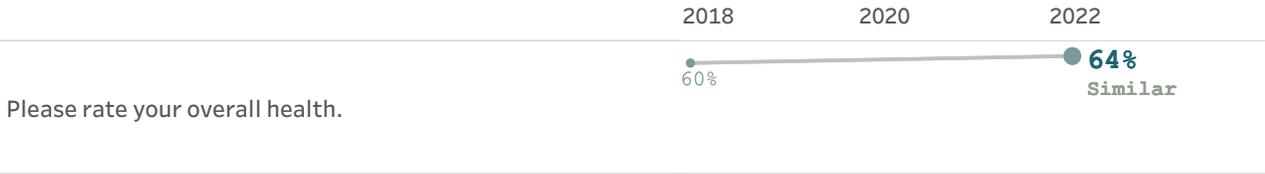
Please also rate each of the following in the Canandaigua community.
(% excellent or good)



Please rate the quality of each of the following services in Canandaigua.
(% excellent or good)

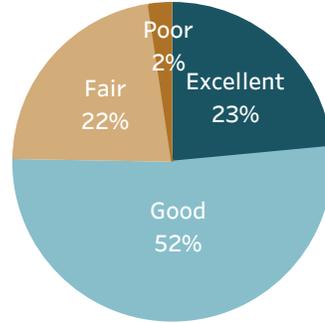


Please rate your overall health.
(% excellent or very good)



* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

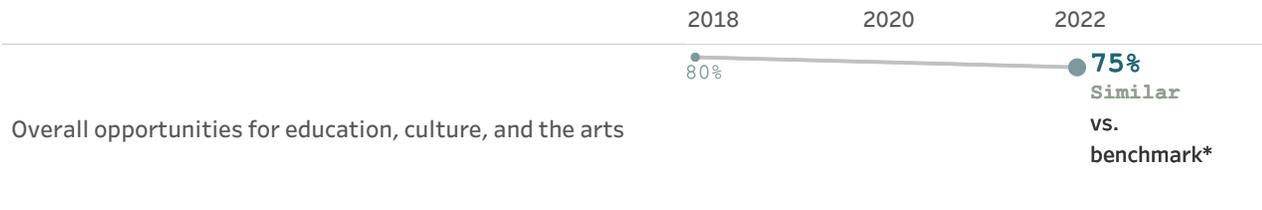
Overall opportunities for education, culture and the arts, 2022



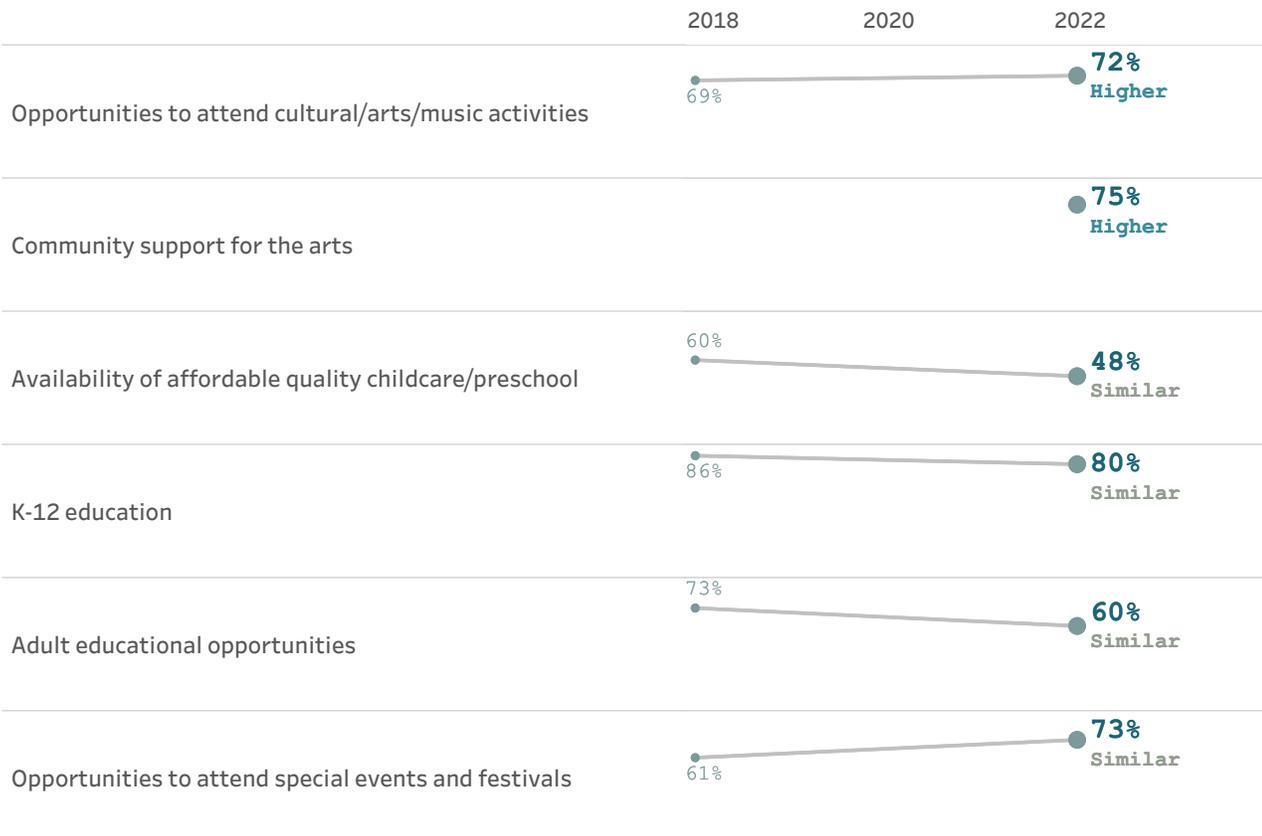
Education, arts, and culture

Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.

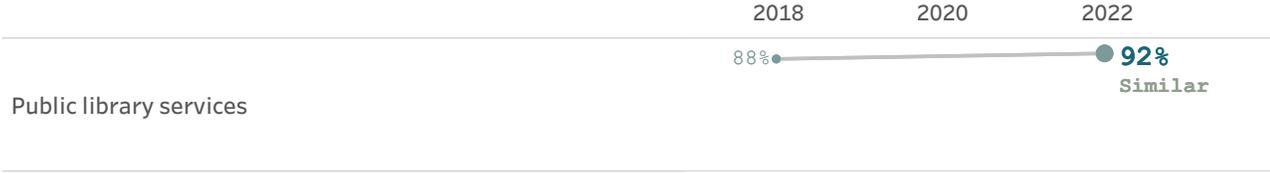
Please rate each of the following characteristics as they relate to Canandaigua as a whole.
(% excellent or good)



Please also rate each of the following in the Canandaigua community.
(% excellent or good)



Please rate the quality of each of the following services in Canandaigua.
(% excellent or good)

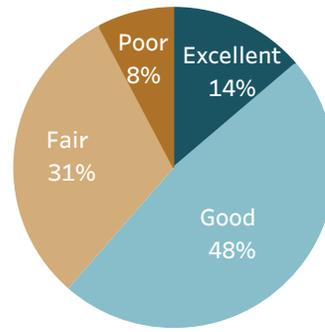


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

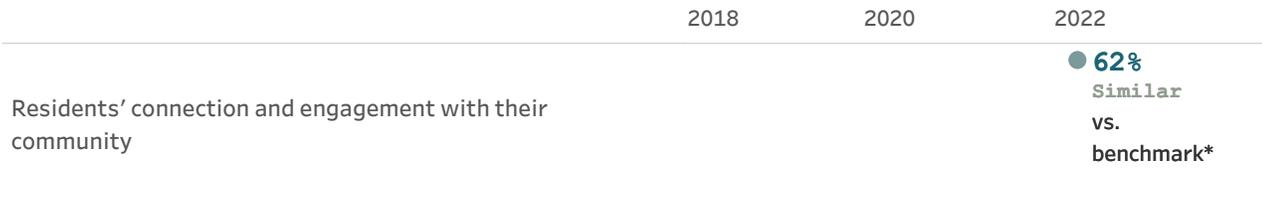
Residents' connection and engagement with their community, 2022

Inclusivity and engagement

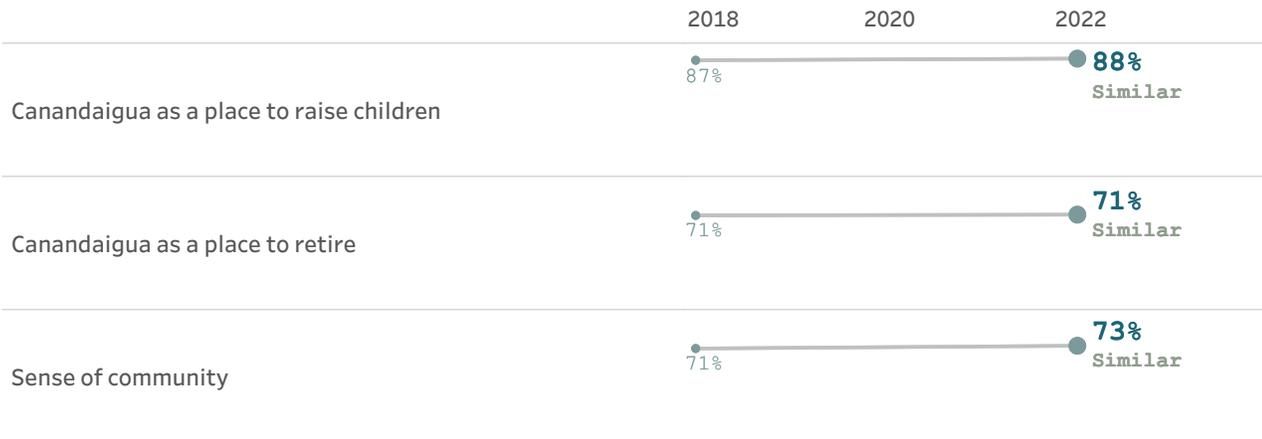
Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.



Please rate each of the following characteristics as they relate to Canandaigua as a whole.
(% excellent or good)

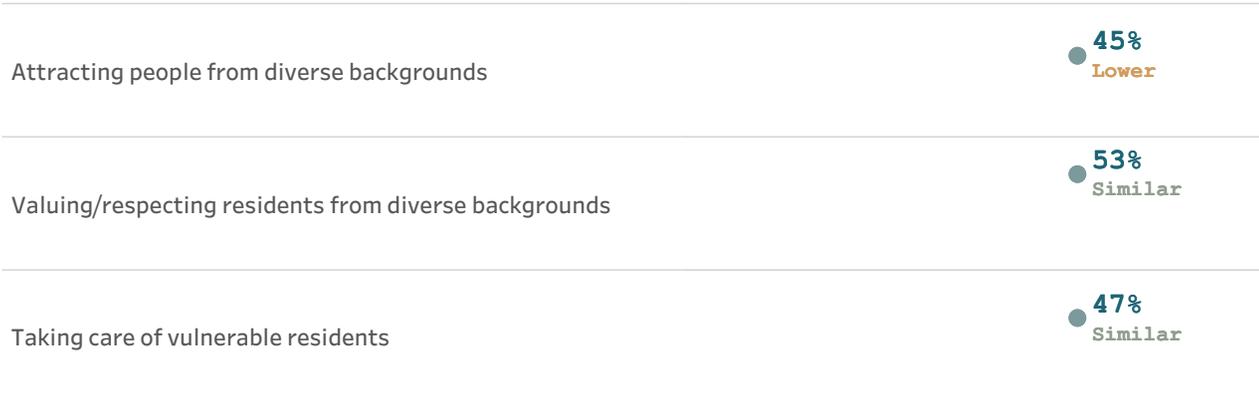


Please rate each of the following aspects of quality of life in Canandaigua.
(% excellent or good)

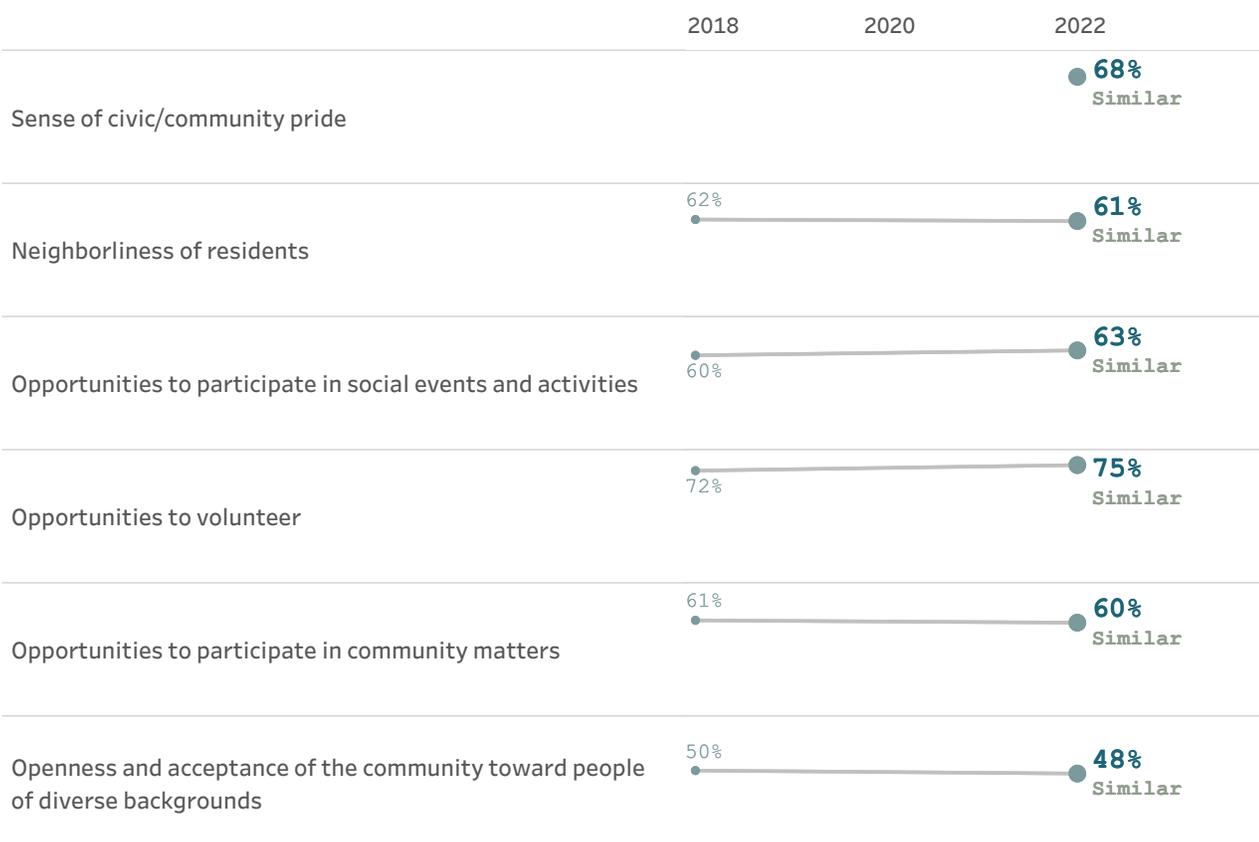


Please rate the job you feel the Canandaigua community does at each of the following.
(% excellent or good)





Please also rate each of the following in the Canandaigua community.
(% excellent or good)



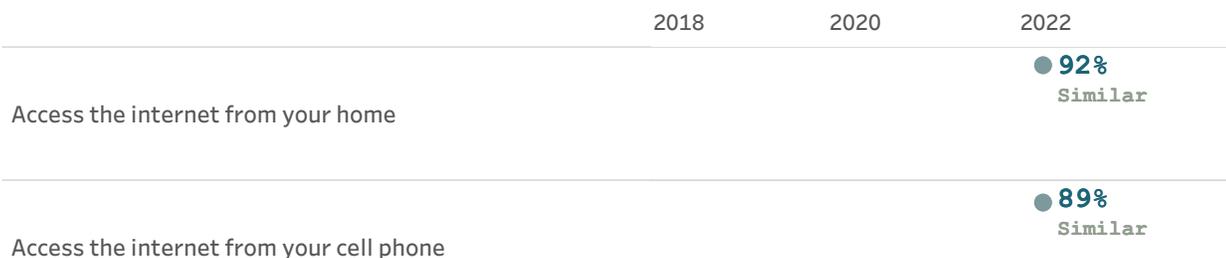
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Residents' participation levels

Please indicate whether or not you have done each of the following in the last 12 months.
(% yes)



In general, how many times do you:
(% a few times a week or more)



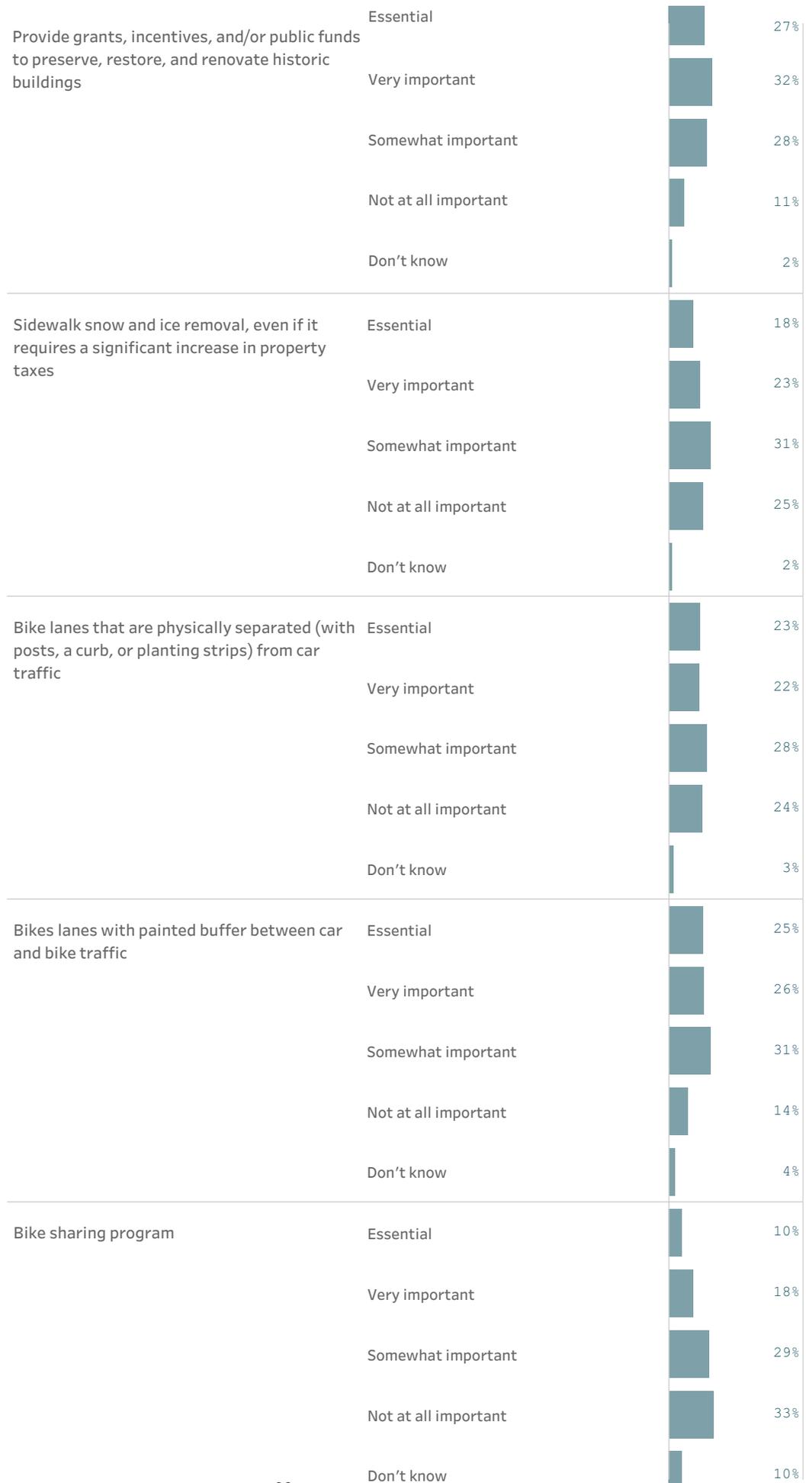
Visit social media sites	● 78% Similar
Use or check email	● 94% Similar
Share your opinions online	● 29% Similar
Shop online	● 46% Similar

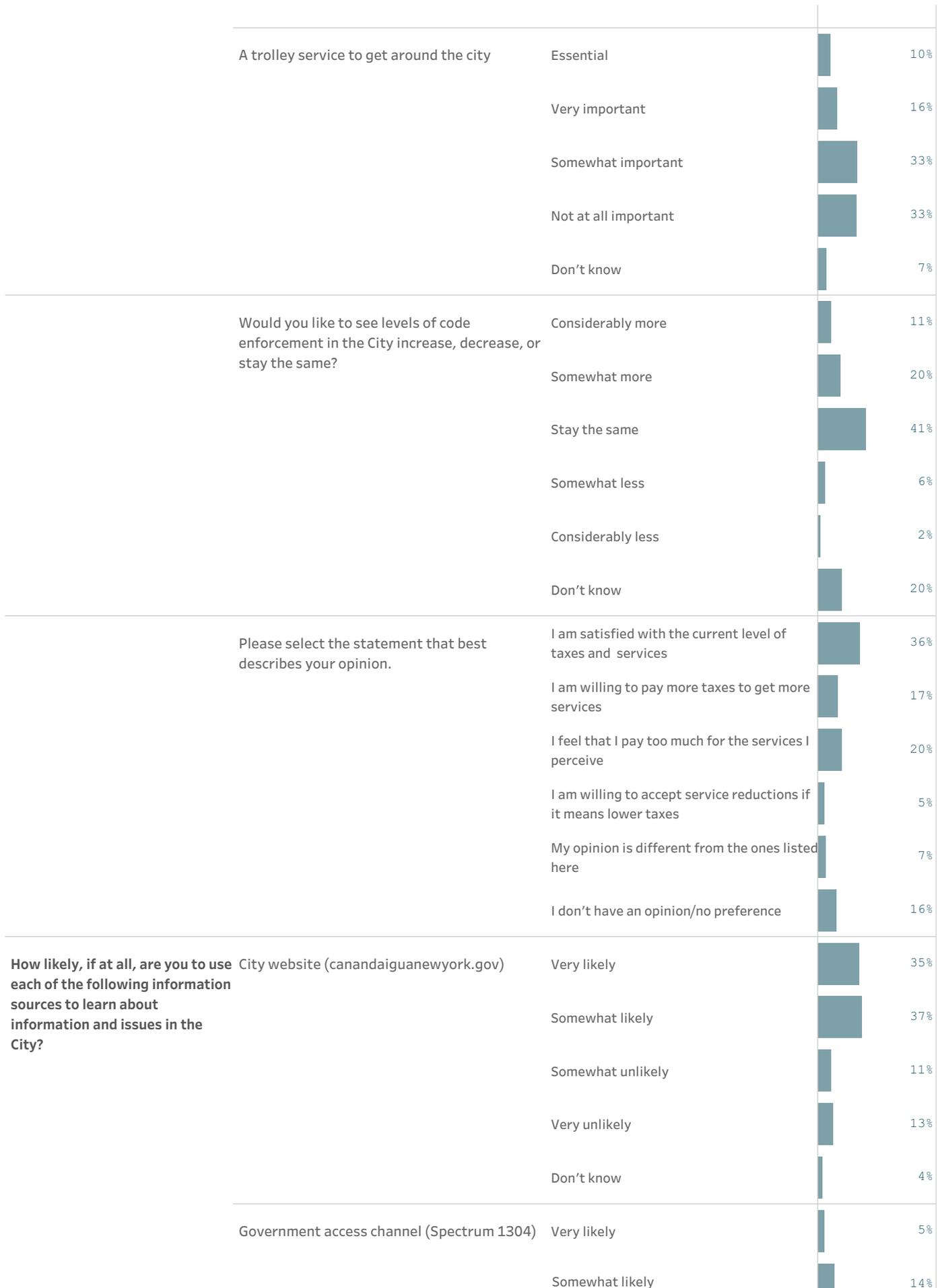
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

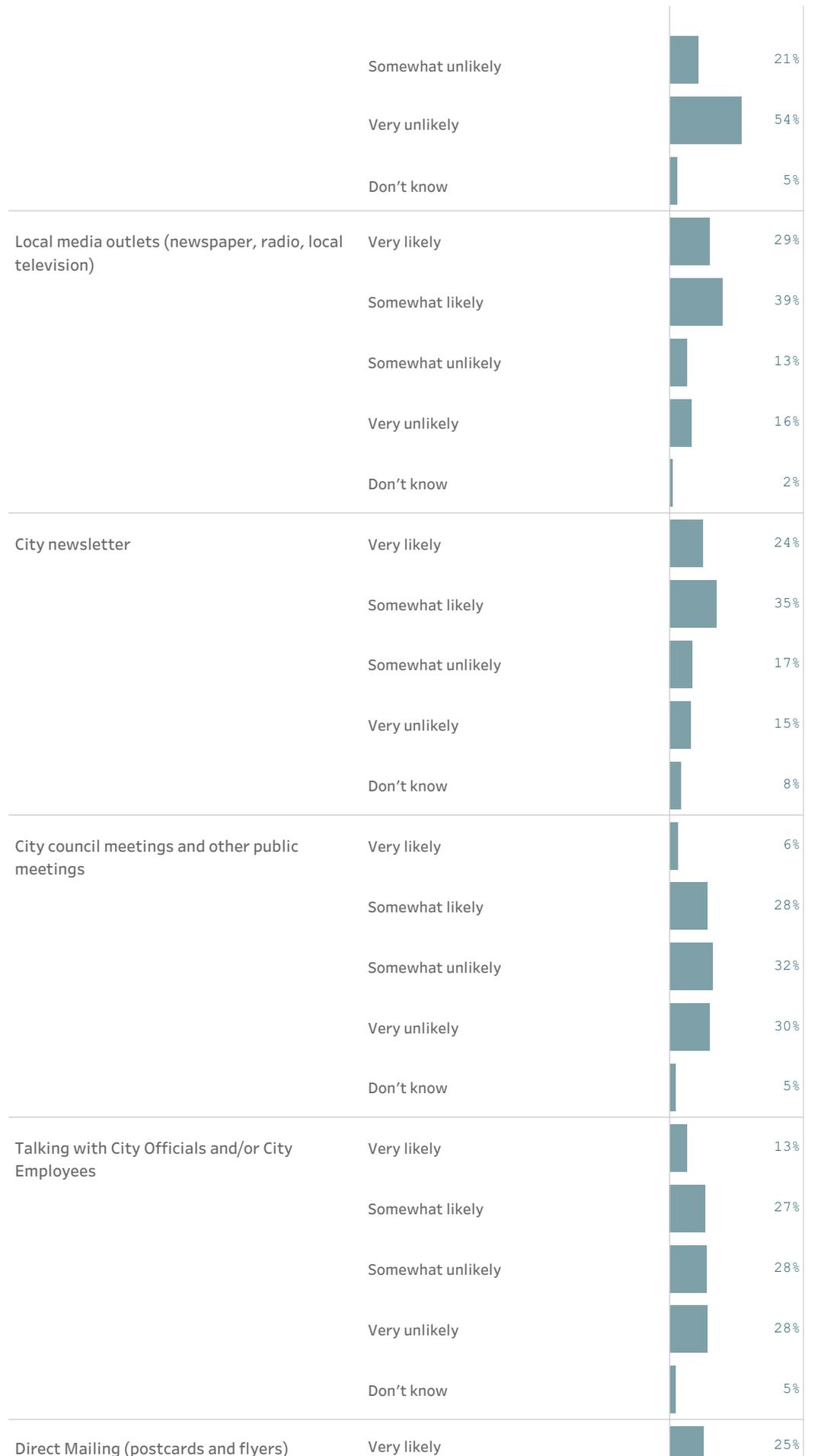
Below are the complete set of responses to each custom question on the survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter below.

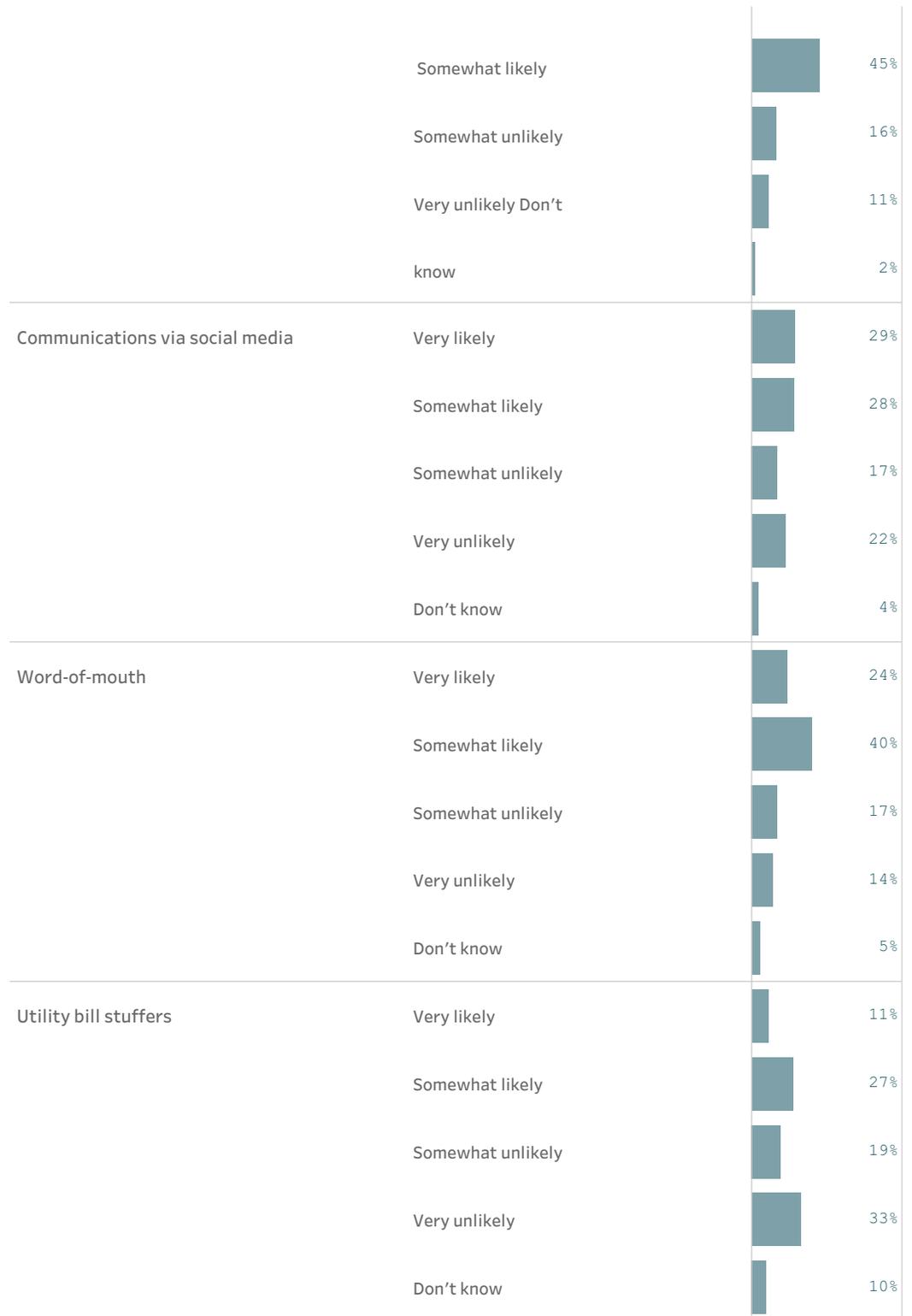
Include "don't know"
Yes

How important, if at all, do you think it is for the City to provide the following?				
Expanding the sidewalk network where sidewalks do not exist currently	Essential		22%	
	Very important		33%	
	Somewhat important		34%	
	Not at all important		8%	
	Don't know		3%	
More paths/trails that are separate from the roads	Essential		25%	
	Very important		32%	
	Somewhat important		32%	
	Not at all important		8%	
	Don't know		3%	
Incentives for new development	Essential		16%	
	Very important		28%	
	Somewhat important		32%	
	Not at all important		20%	
	Don't know		5%	
Preserve appearance and character of historic neighborhoods by expanding historic districts	Essential		29%	
	Very important		26%	
	Somewhat important		28%	
	Not at all important		14%	
	Don't know		3%	









National benchmark tables

This table contains the comparisons of Canandaigua’s results to those from other communities. The first column shows the comparison of Canandaigua’s rating to the benchmark. Canandaigua’s results are noted as being “higher”, “lower” or “similar” to the benchmark, meaning that the average rating given by Canandaigua residents is statistically similar to or different than the benchmark. The second column is Canandaigua’s “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good). The third column is the rank assigned to Canandaigua’s rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for Canandaigua’s result -- that is what percent of surveyed communities had a lower rating than Canandaigua.

			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in Canandaigua.	Canandaigua as a place to live	Similar	93%	89	336	73
	Your neighborhood as a place to live	Similar	82%	139	289	52
	Canandaigua as a place to raise children	Similar	88%	134	340	60
	Canandaigua as a place to work	Similar	71%	91	331	72
	Canandaigua as a place to visit	Higher	90%	36	290	87
	Canandaigua as a place to retire	Similar	71%	94	336	72
	The overall quality of life	Similar	91%	83	362	77
	Sense of community	Similar	73%	64	289	78
Please rate each of the following characteristics as they relate to Canandaigua as a whole.	Overall economic health	Similar	68%	143	277	48
	Overall quality of the transportation system	Similar	51%	87	160	46
	Overall design or layout of residential and commercial areas	Similar	68%	98	270	64
	Overall quality of the utility infrastructure	Similar	75%	55	156	65
	Overall feeling of safety	Similar	83%	156	328	52
	Overall quality of natural environment	Similar	82%	124	279	55
	Overall quality of parks and recreation opportunities	Similar	78%	98	162	40
	Overall health and wellness opportunities	Similar	76%	99	272	63
	Overall opportunities for education, culture, and the arts	Similar	75%	86	273	68
	Residents’ connection and engagement with their community	Similar	62%	59	157	63
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Canandaigua to someone who asks	Higher	95%	26	280	91

Please indicate how likely or unlikely you are to do each of the following.	Remain in Canandaigua for the next five years	Similar	87%	68	277	75
	Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	95%	116	307
	In Canandaigua's downtown/commercial area during the day	Similar	95%	82	291	72
	From property crime	Similar	85%	46	165	72
	From violent crime	Similar	90%	53	165	68
	From fire, flood, or other natural disaster	Similar	84%	62	155	60
Please rate the job you feel the Canandaigua community does at each of the following.	Making all residents feel welcome	Similar	65%	107	163	34
	Attracting people from diverse backgrounds	Lower	45%	146	160	9
	Valuing/respecting residents from diverse backgrounds	Similar	53%	141	161	13
	Taking care of vulnerable residents	Similar	47%	122	157	22
Please rate each of the following in the Canandaigua community.	Overall quality of business and service establishments	Similar	80%	53	276	81
	Variety of business and service establishments	Similar	67%	56	157	64
	Vibrancy of downtown/commercial area	Similar	62%	86	259	67
	Employment opportunities	Similar	52%	98	293	66
	Shopping opportunities	Similar	64%	95	284	66
	Cost of living	Similar	40%	150	271	45
	Overall image or reputation	Higher	87%	70	332	79
Please also rate each of the following in the Canandaigua community.	Traffic flow on major streets	Similar	54%	138	305	55
	Ease of public parking	Similar	54%	142	253	44
	Ease of travel by car	Similar	74%	114	291	61
	Ease of travel by public transportation	Similar	32%	149	253	41
	Ease of travel by bicycle	Similar	47%	191	293	35
	Ease of walking	Higher	79%	50	294	83
	Well-planned residential growth	Similar	51%	72	159	55
	Well-planned commercial growth	Similar	42%	81	159	49
	Well-designed neighborhoods	Similar	65%	57	156	64

Please also rate each of the following in the Canandaigua community.	Please also rate each of the following in the Canandaigua community.					
Preservation of the historical or cultural character of the community	Similar	77%	18	155	89	
Public places where people want to spend time	Similar	70%	110	265	58	
Variety of housing options	Similar	47%	170	276	38	
Availability of affordable quality housing	Similar	30%	182	298	39	
Overall quality of new development	Similar	52%	186	289	35	
Overall appearance	Similar	81%	126	312	59	
Cleanliness	Similar	77%	144	299	52	
Water resources	Higher	78%	29	143	80	
Air quality	Similar	89%	43	263	84	
Availability of paths and walking trails	Similar	72%	119	296	60	
Fitness opportunities	Similar	74%	124	265	53	
Recreational opportunities	Similar	74%	99	286	65	
Availability of affordable quality food	Similar	69%	86	259	67	
Availability of affordable quality health care	Similar	70%	68	268	75	
Availability of preventive health services	Similar	75%	61	255	76	
Availability of affordable quality mental health care	Similar	52%	86	255	66	
Opportunities to attend cultural/arts/music activities	Higher	72%	49	282	82	
Community support for the arts	Higher	75%	24	156	85	
Availability of affordable quality childcare/preschool	Similar	48%	141	266	47	
K-12 education	Similar	80%	102	269	62	
Adult educational opportunities	Similar	60%	116	262	56	
Sense of civic/community pride	Similar	68%	55	156	65	
Neighborliness of residents	Similar	61%	152	266	43	
Opportunities to participate in social events and activities	Similar	63%	139	273	49	
Opportunities to attend special events and festivals	Similar	73%	64	271	76	
Opportunities to volunteer	Similar	75%	78	269	71	

Please also rate each of the following in the Canandaigua community.	Opportunities to participate in community matters	Similar	60%	164	272	40
	Openness and acceptance of the community toward people of diverse backgrounds	Similar	48%	246	288	14
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Canandaigua for help or information	Similar	47%	152	307	50
	Contacted Canandaigua elected officials to express your opinion	Similar	22%	57	266	78
	Attended a local public meeting	Similar	16%	189	266	29
	Watched a local public meeting	Similar	27%	96	247	61
	Volunteered your time to some group/activity	Similar	39%	87	269	68
	Campaigned or advocated for a local issue, cause, or candidate	Similar	24%	68	259	74
	Voted in your most recent local election	Similar	73%	104	158	34
	Used public transportation instead of driving	Similar	12%	139	243	43
	Carpooled with other adults or children instead of driving alone	Similar	44%	90	262	66
	Walked or biked instead of driving	Higher	74%	38	266	86
Please rate the quality of each of the following services in Canandaigua.	Public information services	Similar	58%	228	285	20
	Economic development	Similar	51%	177	278	36
	Traffic enforcement	Similar	65%	164	326	50
	Traffic signal timing	Similar	64%	63	270	77
	Street repair	Similar	42%	203	321	37
	Street cleaning	Similar	73%	94	283	67
	Street lighting	Similar	78%	56	312	82
	Snow removal	Similar	74%	73	240	69
	Sidewalk maintenance	Similar	61%	147	280	47
	Bus or transit services	Similar	44%	126	250	50
	Land use, planning and zoning	Similar	46%	115	285	60
	Code enforcement	Similar	46%	161	319	49
	Affordable high-speed internet access	Similar	55%	65	153	58
Garbage collection	Similar	91%	36	303	88	

Please rate the quality of each of the following services in Canandaigua.	Drinking water	Higher	89%	20	279	93
	Sewer services	Higher	91%	18	284	94
	Storm water management	Higher	85%	33	298	89
	Power (electric and/or gas) utility	Similar	85%	55	223	75
	Utility billing	Similar	70%	124	250	50
	Police/Sheriff services	Similar	84%	150	353	57
	Crime prevention	Similar	80%	106	325	67
	Animal control	Similar	79%	61	295	79
	Ambulance or emergency medical services	Similar	91%	79	292	73
	Fire services	Similar	90%	148	316	53
	Fire prevention and education	Similar	74%	178	281	37
	Emergency preparedness	Similar	63%	169	280	40
	Preservation of natural areas	Similar	63%	138	263	47
	Canandaigua open space	Similar	65%	131	256	49
	Recycling	Similar	80%	114	305	62
	Yard waste pick-up	Similar	80%	97	261	63
	City parks	Similar	81%	166	298	44
	Recreation programs or classes	Similar	65%	192	291	34
	Recreation centers or facilities	Similar	67%	201	276	27
	Health services	Similar	84%	49	250	80
	Public library services	Similar	92%	64	298	78
	Overall customer service by Canandaigua employees	Similar	85%	92	341	73
	Please rate the following categories of Canandaigua government performance.	The value of services for the taxes paid to Canandaigua	Similar	57%	117	345
The overall direction that Canandaigua is taking		Similar	57%	153	309	50
The job Canandaigua government does at welcoming resident involvement		Similar	45%	213	307	30
Overall confidence in Canandaigua government		Similar	58%	122	275	56

Please rate the following categories of Canandaigua government performance.	Generally acting in the best interest of the community	Similar	60%	122	279	56
	Being honest	Similar	59%	118	270	56
	Being open and transparent to the public	Similar	55%	71	162	56
	Informing residents about issues facing the community	Similar	47%	100	168	41
	Treating all residents fairly	Similar	56%	144	276	48
	Treating residents with respect	Similar	67%	85	159	47
Overall, how would you rate the quality of the services provided by each of the following?	The City of Canandaigua	Similar	74%	159	337	53
	The Federal Government	Similar	43%	79	259	69
Please rate how important, if at all, you think it is for the Canandaigua community to focus on each of the following in the coming two years.	Overall economic health	Similar	92%	160	249	35
	Overall quality of the transportation system	Similar	69%	93	155	40
	Overall design or layout of residential and commercial areas	Similar	71%	164	249	34
	Overall quality of the utility infrastructure	Similar	86%	101	154	35
	Overall feeling of safety	Similar	84%	212	249	14
	Overall quality of natural environment	Similar	88%	31	249	87
	Overall quality of parks and recreation opportunities	Similar	85%	12	155	92
	Overall health and wellness opportunities	Similar	78%	51	249	79
	Overall opportunities for education, culture, and the arts	Similar	73%	146	249	41
	Residents' connection and engagement with their community	Similar	74%	127	249	49
In general, how many times do you:	Access the internet from your home	Similar	92%	119	155	23
	Access the internet from your cell phone	Similar	89%	134	155	14
	Visit social media sites	Similar	78%	100	154	35
	Use or check email	Similar	94%	133	155	14
	Share your opinions online	Similar	29%	98	155	37
	Shop online	Similar	46%	134	155	14
	Please rate your overall health.	Similar	64%	113	261	57
	What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Lower	12%	261	263	1

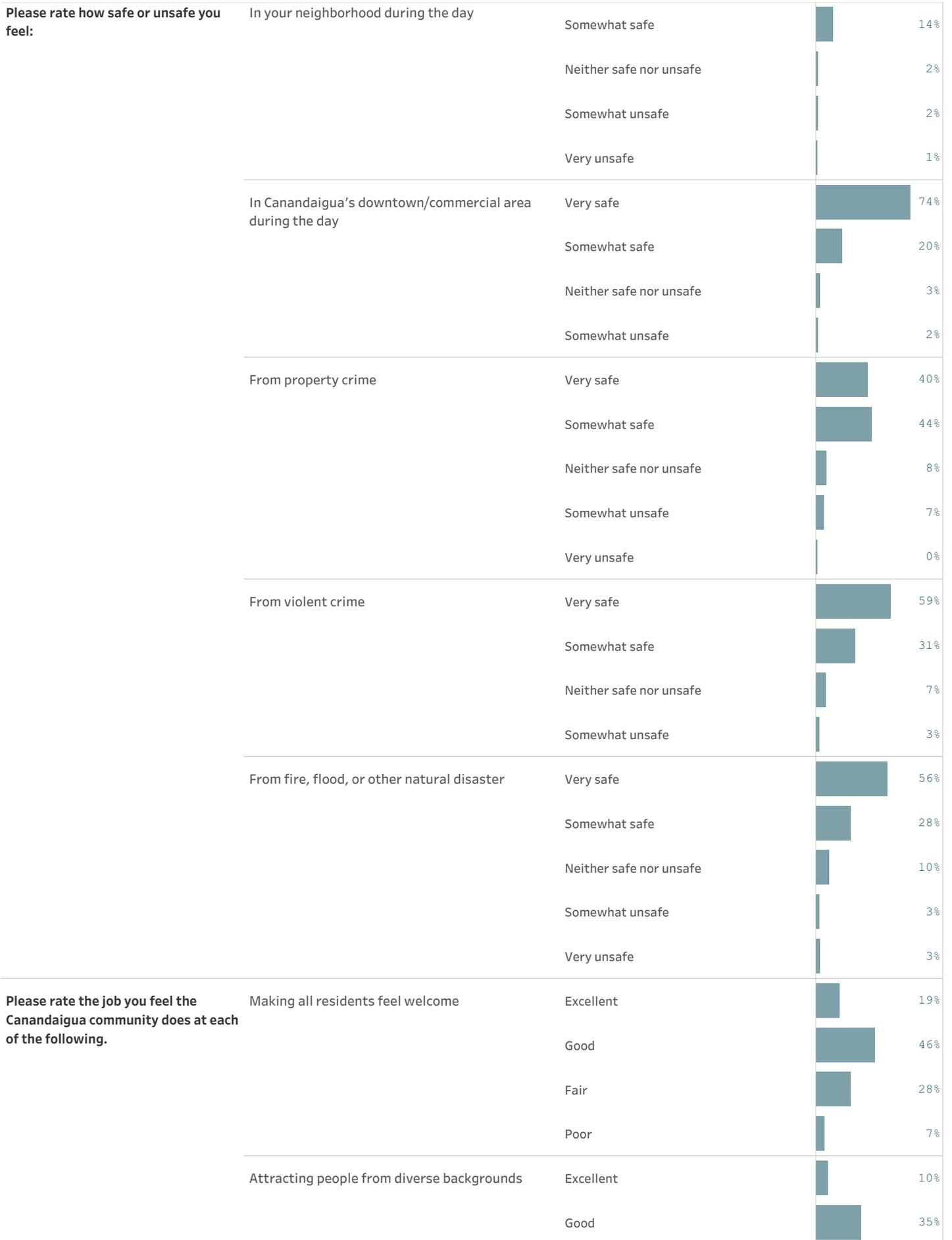
Complete set of frequencies

This dashboard contains a complete set of responses to each question on the survey. By default, "Don't know" responses are excluded, but may be added to the table using the response filter to the right. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

Please rate each of the following aspects of quality of life in Canandaigua.	Aspect	Frequency	
		Count	Percentage
Canandaigua as a place to live	Excellent	49%	49%
	Good	44%	44%
	Fair	7%	7%
	Poor	0%	0%
Your neighborhood as a place to live	Excellent	46%	46%
	Good	36%	36%
	Fair	17%	17%
	Poor	1%	1%
Canandaigua as a place to raise children	Excellent	43%	43%
	Good	45%	45%
	Fair	10%	10%
	Poor	2%	2%
Canandaigua as a place to work	Excellent	32%	32%
	Good	39%	39%
	Fair	24%	24%
	Poor	5%	5%
Canandaigua as a place to visit	Excellent	49%	49%
	Good	42%	42%
	Fair	7%	7%
	Poor	2%	2%
Canandaigua as a place to retire	Excellent	36%	36%
	Good	35%	35%
	Fair	21%	21%
	Poor	8%	8%
The overall quality of life	Excellent	40%	40%

Please rate each of the following aspects of quality of life in Canandaigua.	The overall quality of life	Good		51%
		Fair		8%
		Poor		1%
	Sense of community	Excellent		24%
Good			49%	
Fair			23%	
Poor			4%	
Please rate each of the following characteristics as they relate to Canandaigua as a whole.	Overall economic health	Excellent		13%
		Good		54%
		Fair		29%
		Poor		4%
	Overall quality of the transportation system	Excellent		10%
		Good		41%
		Fair		36%
		Poor		13%
	Overall design or layout of residential and commercial areas	Excellent		14%
		Good		53%
		Fair		28%
		Poor		5%
Overall quality of the utility infrastructure	Excellent		22%	
	Good		53%	
	Fair		21%	
	Poor		3%	
Overall feeling of safety	Excellent		32%	
	Good		51%	
	Fair		14%	
	Poor		2%	
Overall quality of natural environment	Excellent		32%	

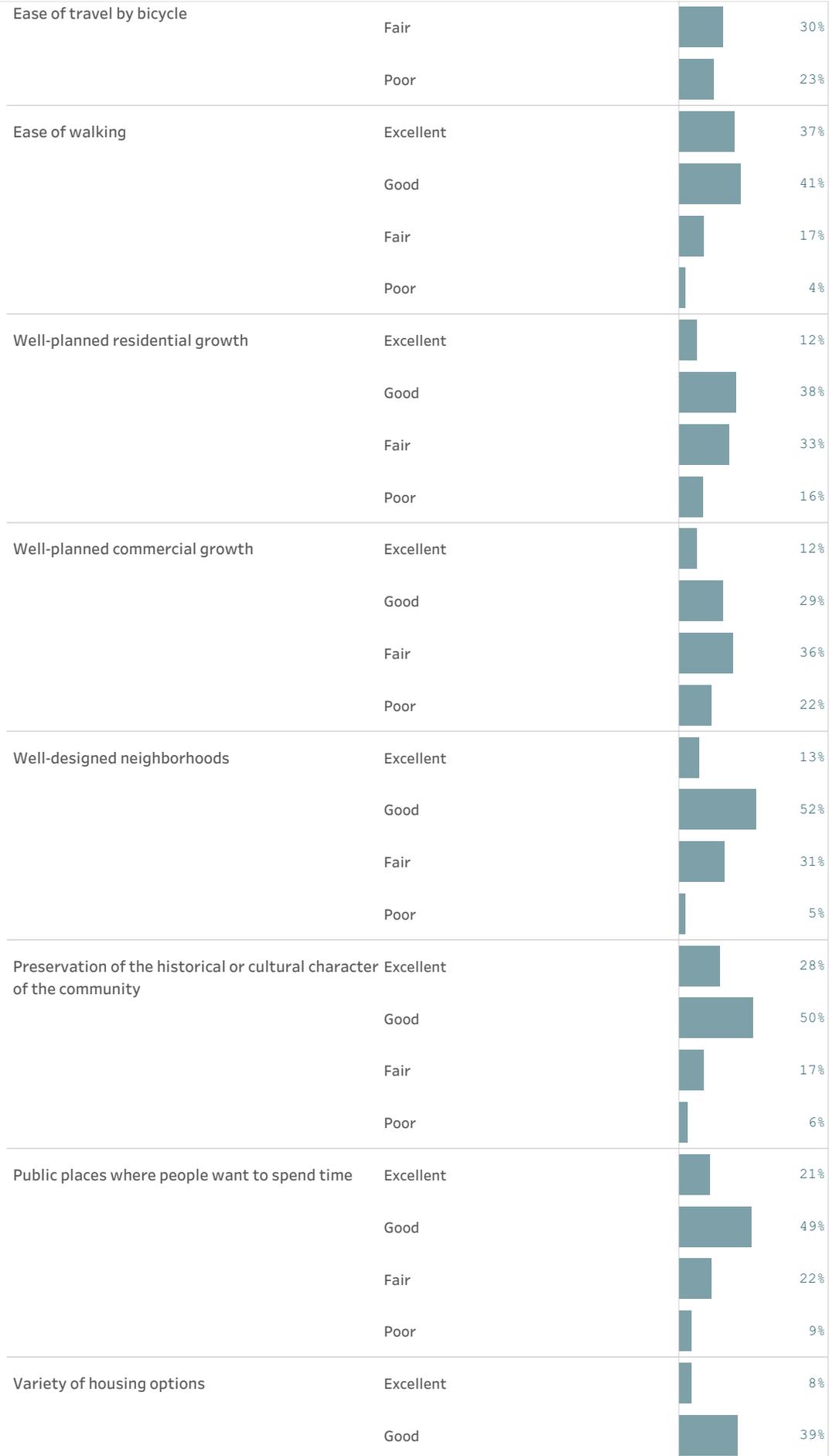
Please rate each of the following characteristics as they relate to Canandaigua as a whole.	Overall quality of natural environment	Good		50%
		Fair		15%
		Poor		4%
	Overall quality of parks and recreation opportunities	Excellent		33%
		Good		45%
		Fair		14%
		Poor		8%
	Overall health and wellness opportunities	Excellent		30%
		Good		46%
		Fair		19%
		Poor		5%
	Overall opportunities for education, culture, and the arts	Excellent		23%
Good			52%	
Fair			22%	
Poor			2%	
Residents' connection and engagement with their community	Excellent		14%	
	Good		48%	
	Fair		31%	
	Poor		8%	
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Canandaigua to someone who asks	Very likely		54%
		Somewhat likely		41%
		Somewhat unlikely		3%
		Very unlikely		2%
	Remain in Canandaigua for the next five years	Very likely		60%
		Somewhat likely		28%
		Somewhat unlikely		7%
		Very unlikely		6%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		81%



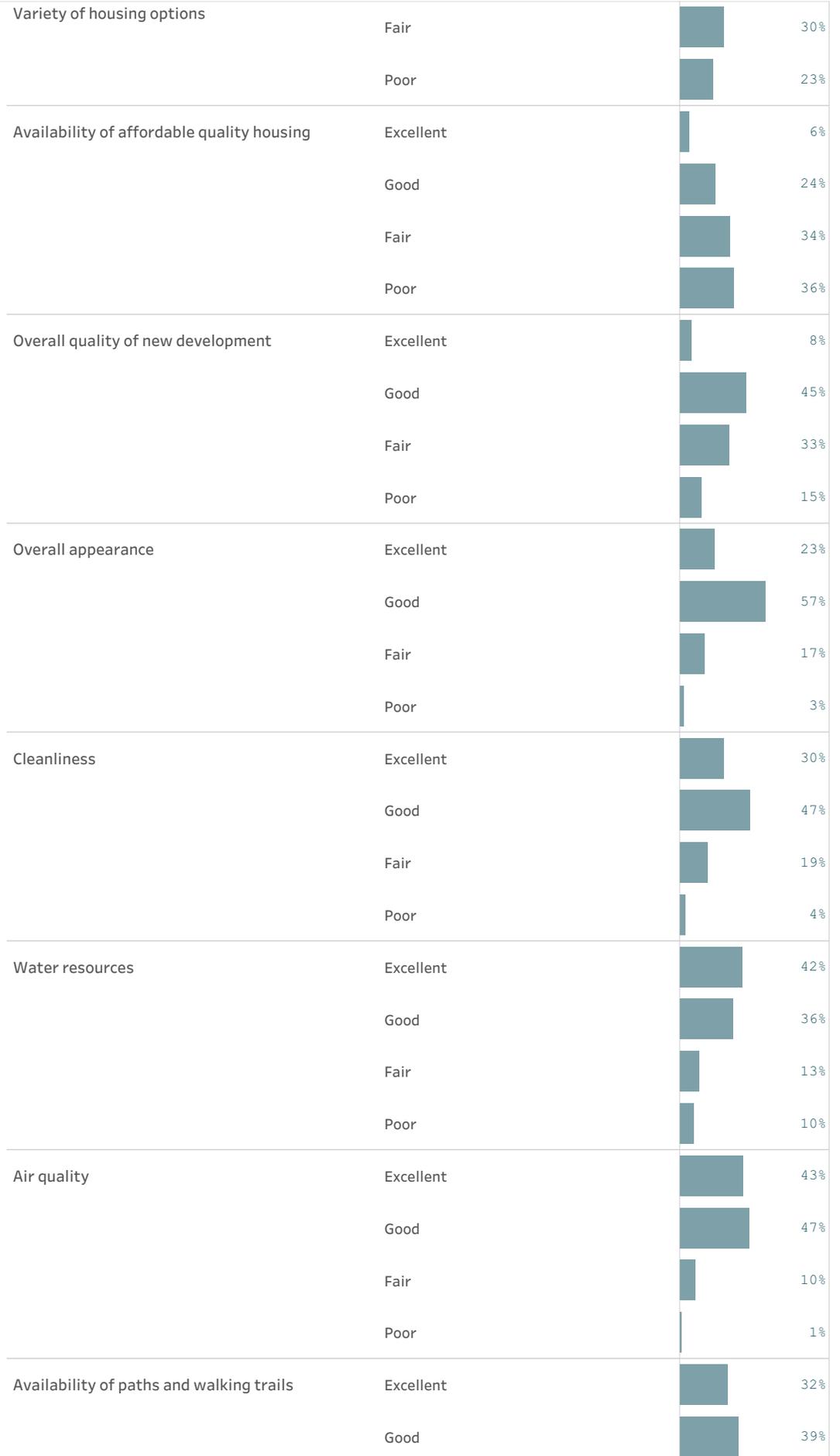
Please rate the job you feel the Canandaigua community does at each of the following.	Attracting people from diverse backgrounds	Fair		28%
		Poor		27%
	Valuing/respecting residents from diverse backgrounds	Excellent		13%
		Good		40%
		Fair		28%
		Poor		19%
	Taking care of vulnerable residents	Excellent		9%
		Good		38%
Fair			36%	
Poor			17%	
Please rate each of the following in the Canandaigua community.	Overall quality of business and service establishments	Excellent		26%
		Good		53%
		Fair		19%
		Poor		2%
	Variety of business and service establishments	Excellent		22%
		Good		45%
		Fair		28%
		Poor		6%
	Vibrancy of downtown/commercial area	Excellent		20%
		Good		42%
		Fair		30%
		Poor		8%
Employment opportunities	Excellent		12%	
	Good		40%	
	Fair		37%	
	Poor		10%	
Shopping opportunities	Excellent		16%	
	Good		48%	

Please rate each of the following in the Canandaigua community.	Shopping opportunities	Fair		32%
		Poor		4%
	Cost of living	Excellent		9%
		Good		31%
Fair			41%	
Poor			20%	
Overall image or reputation	Excellent		32%	
	Good		55%	
	Fair		12%	
	Poor		1%	
Please also rate each of the following in the Canandaigua community.	Traffic flow on major streets	Excellent		9%
		Good		46%
		Fair		31%
		Poor		14%
Ease of public parking	Excellent		17%	
	Good		37%	
	Fair		33%	
	Poor		13%	
Ease of travel by car	Excellent		25%	
	Good		49%	
	Fair		22%	
	Poor		4%	
Ease of travel by public transportation	Excellent		10%	
	Good		21%	
	Fair		31%	
	Poor		38%	
Ease of travel by bicycle	Excellent		10%	
	Good		37%	

Please also rate each of the following in the Canandaigua community.



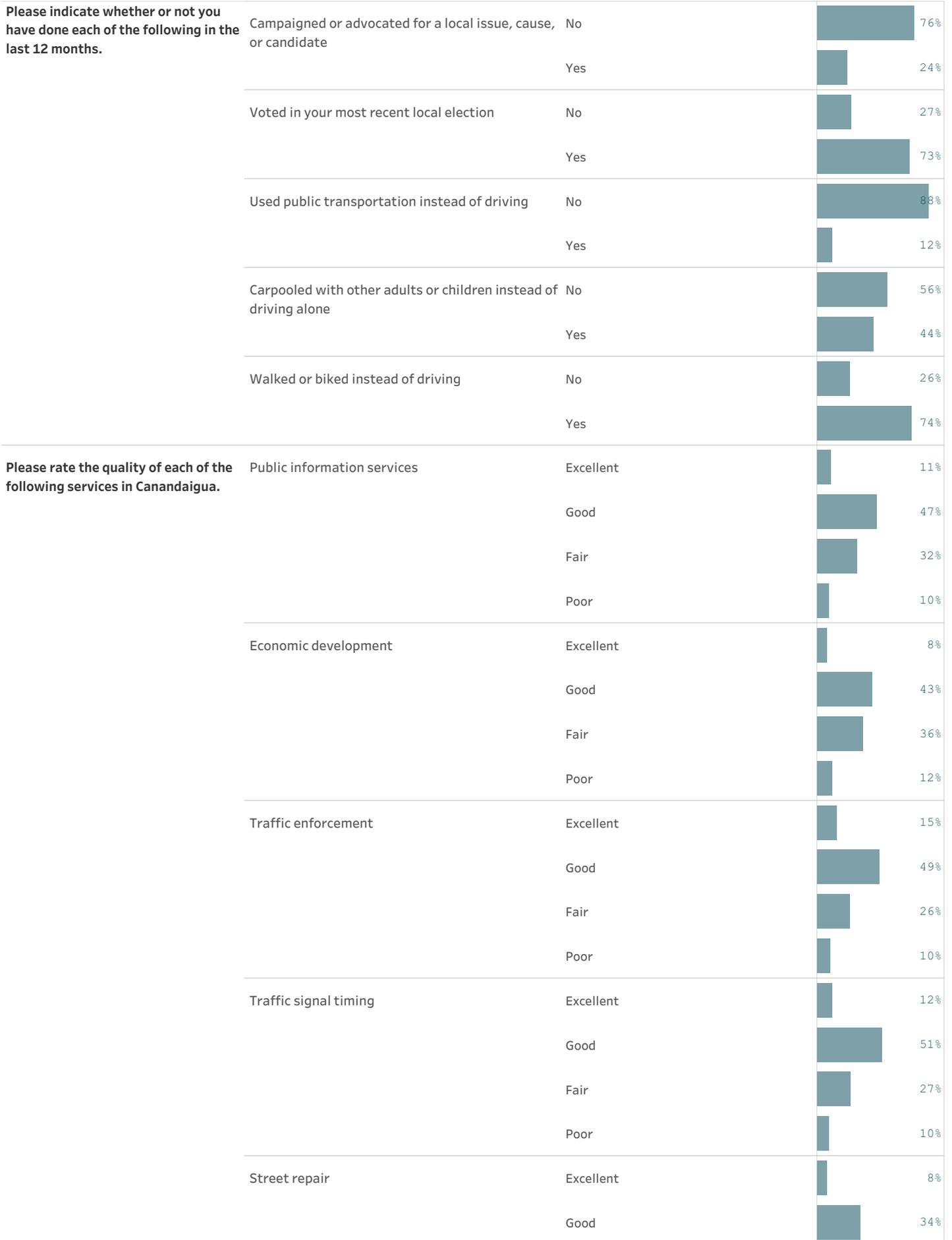
Please also rate each of the following in the Canandaigua community.



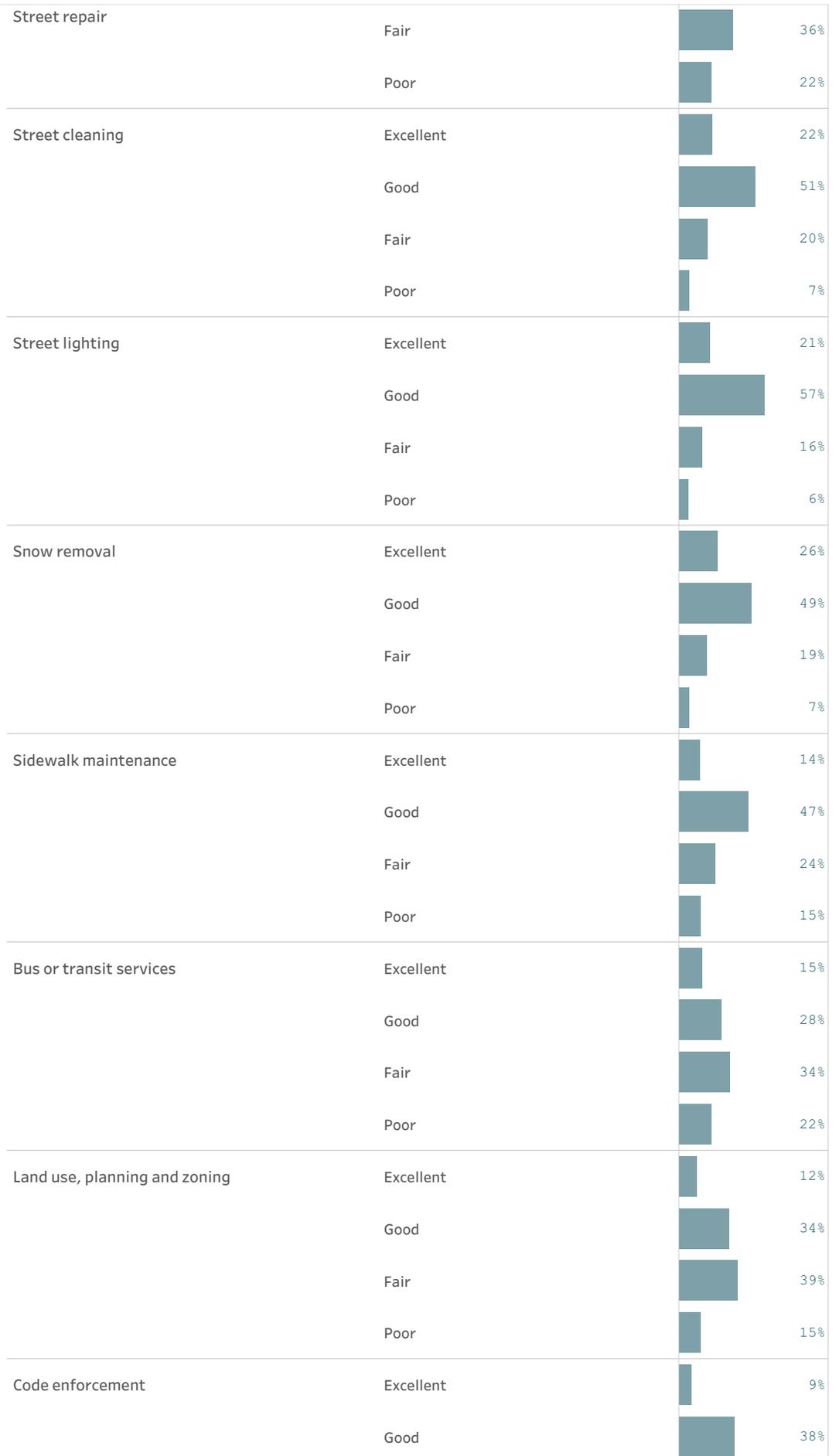
Please also rate each of the following in the Canandaigua community.				
Availability of paths and walking trails	Fair			25%
	Poor			4%
Fitness opportunities	Excellent			27%
	Good			47%
	Fair			20%
	Poor			6%
Recreational opportunities	Excellent			28%
	Good			46%
	Fair			20%
	Poor			6%
Availability of affordable quality food	Excellent			24%
	Good			46%
	Fair			26%
	Poor			5%
Availability of affordable quality health care	Excellent			27%
	Good			43%
	Fair			23%
	Poor			7%
Availability of preventive health services	Excellent			27%
	Good			48%
	Fair			18%
	Poor			7%
Availability of affordable quality mental health care	Excellent			14%
	Good			38%
	Fair			29%
	Poor			20%
Opportunities to attend cultural/arts/music activities	Excellent			29%
	Good			43%

Please also rate each of the following in the Canandaigua community.				
Opportunities to attend cultural/arts/music activities	Fair			24%
	Poor			3%
Community support for the arts	Excellent			27%
	Good			49%
	Fair			21%
	Poor			4%
Availability of affordable quality childcare/preschool	Excellent			13%
	Good			36%
	Fair			30%
	Poor			22%
K-12 education	Excellent			33%
	Good			47%
	Fair			15%
	Poor			5%
Adult educational opportunities	Excellent			16%
	Good			44%
	Fair			28%
	Poor			12%
Sense of civic/community pride	Excellent			20%
	Good			48%
	Fair			26%
	Poor			6%
Neighborliness of residents	Excellent			19%
	Good			42%
	Fair			32%
	Poor			7%
Opportunities to participate in social events and activities	Excellent			16%
	Good			48%

Please also rate each of the following in the Canandaigua community.	Opportunities to participate in social events and activities	Fair		28%
		Poor		8%
	Opportunities to attend special events and festivals	Excellent		27%
		Good		46%
		Fair		21%
		Poor		5%
	Opportunities to volunteer	Excellent		25%
		Good		50%
		Fair		20%
		Poor		5%
	Opportunities to participate in community matters	Excellent		15%
		Good		45%
		Fair		30%
		Poor		10%
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		12%
		Good		36%
		Fair		32%
		Poor		19%
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Canandaigua for help or information	No		53%
		Yes		47%
	Contacted Canandaigua elected officials to express your opinion	No		78%
		Yes		22%
	Attended a local public meeting	No		84%
		Yes		16%
	Watched a local public meeting	No		73%
		Yes		27%
	Volunteered your time to some group/activity	No		61%
		Yes		39%



Please rate the quality of each of the following services in Canandaigua.

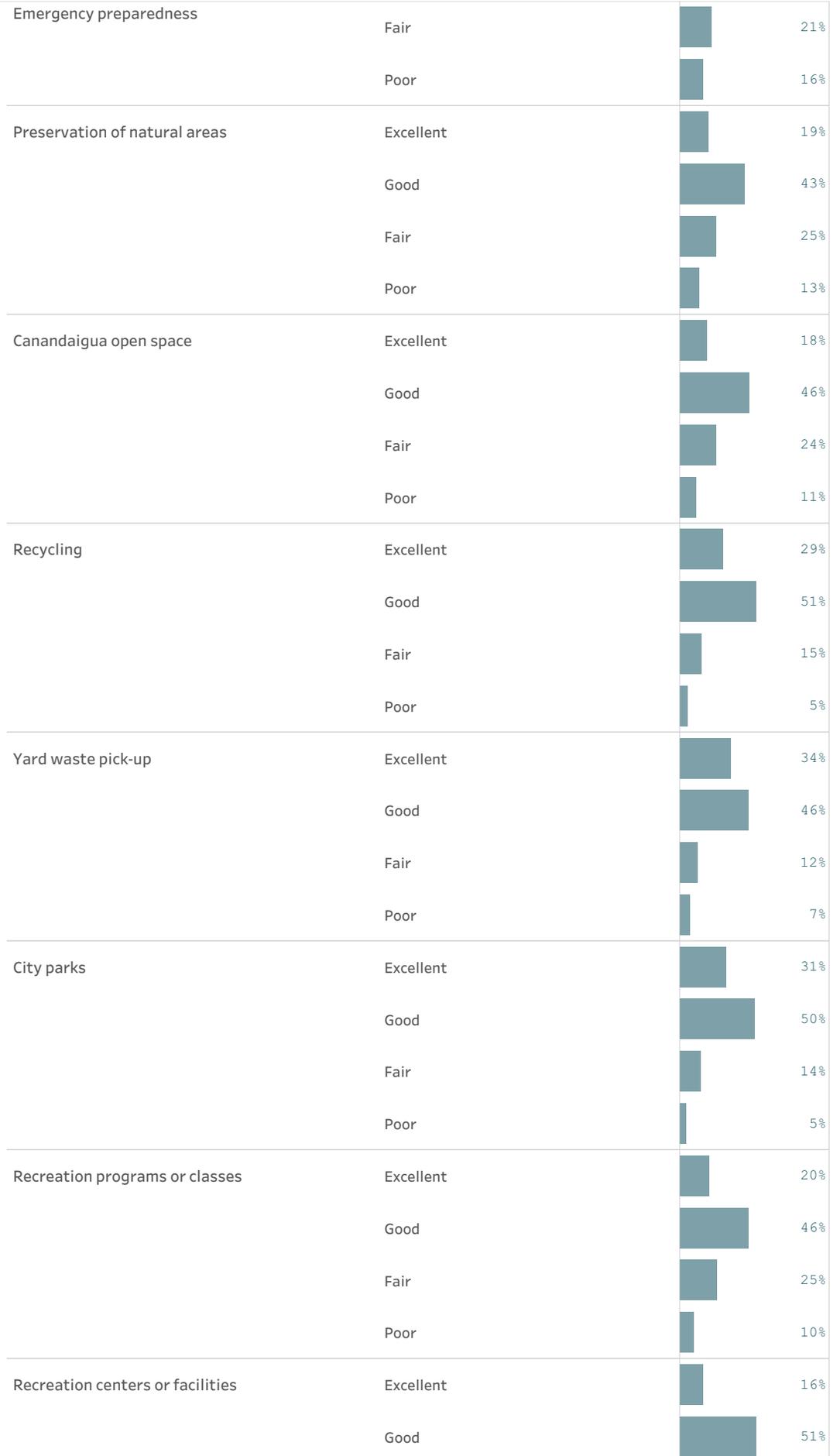


Please rate the quality of each of the following services in Canandaigua.			
Code enforcement	Fair		37%
	Poor		16%
Affordable high-speed internet access	Excellent		17%
	Good		39%
	Fair		24%
	Poor		20%
Garbage collection	Excellent		46%
	Good		46%
	Fair		6%
	Poor		2%
Drinking water	Excellent		47%
	Good		42%
	Fair		9%
	Poor		2%
Sewer services	Excellent		42%
	Good		49%
	Fair		7%
	Poor		1%
Storm water management	Excellent		30%
	Good		55%
	Fair		12%
	Poor		3%
Power (electric and/or gas) utility	Excellent		31%
	Good		54%
	Fair		11%
	Poor		3%
Utility billing	Excellent		23%
	Good		48%

Please rate the quality of each of the following services in Canandaigua.

Utility billing	Fair		24%
	Poor		6%
Police/Sheriff services	Excellent		38%
	Good		46%
	Fair		12%
	Poor		4%
Crime prevention	Excellent		29%
	Good		51%
	Fair		17%
	Poor		3%
Animal control	Excellent		25%
	Good		54%
	Fair		18%
	Poor		3%
Ambulance or emergency medical services	Excellent		52%
	Good		39%
	Fair		7%
	Poor		2%
Fire services	Excellent		49%
	Good		40%
	Fair		9%
	Poor		2%
Fire prevention and education	Excellent		33%
	Good		41%
	Fair		19%
	Poor		7%
Emergency preparedness	Excellent		25%
	Good		38%

Please rate the quality of each of the following services in Canandaigua.



Please rate the quality of each of the following services in Canandaigua.	Recreation centers or facilities	Fair		20%
		Poor		14%
	Health services	Excellent		27%
		Good		56%
		Fair		12%
		Poor		4%
	Public library services	Excellent		51%
		Good		41%
		Fair		7%
		Poor		1%
	Overall customer service by Canandaigua employees	Excellent		34%
		Good		51%
		Fair		10%
		Poor		4%
Please rate the following categories of Canandaigua government performance.	The value of services for the taxes paid to Canandaigua	Excellent		14%
		Good		43%
		Fair		33%
		Poor		9%
	The overall direction that Canandaigua is taking	Excellent		15%
		Good		42%
		Fair		30%
		Poor		13%
	The job Canandaigua government does at welcoming resident involvement	Excellent		13%
		Good		33%
		Fair		33%
		Poor		21%
	Overall confidence in Canandaigua government	Excellent		10%
		Good		49%

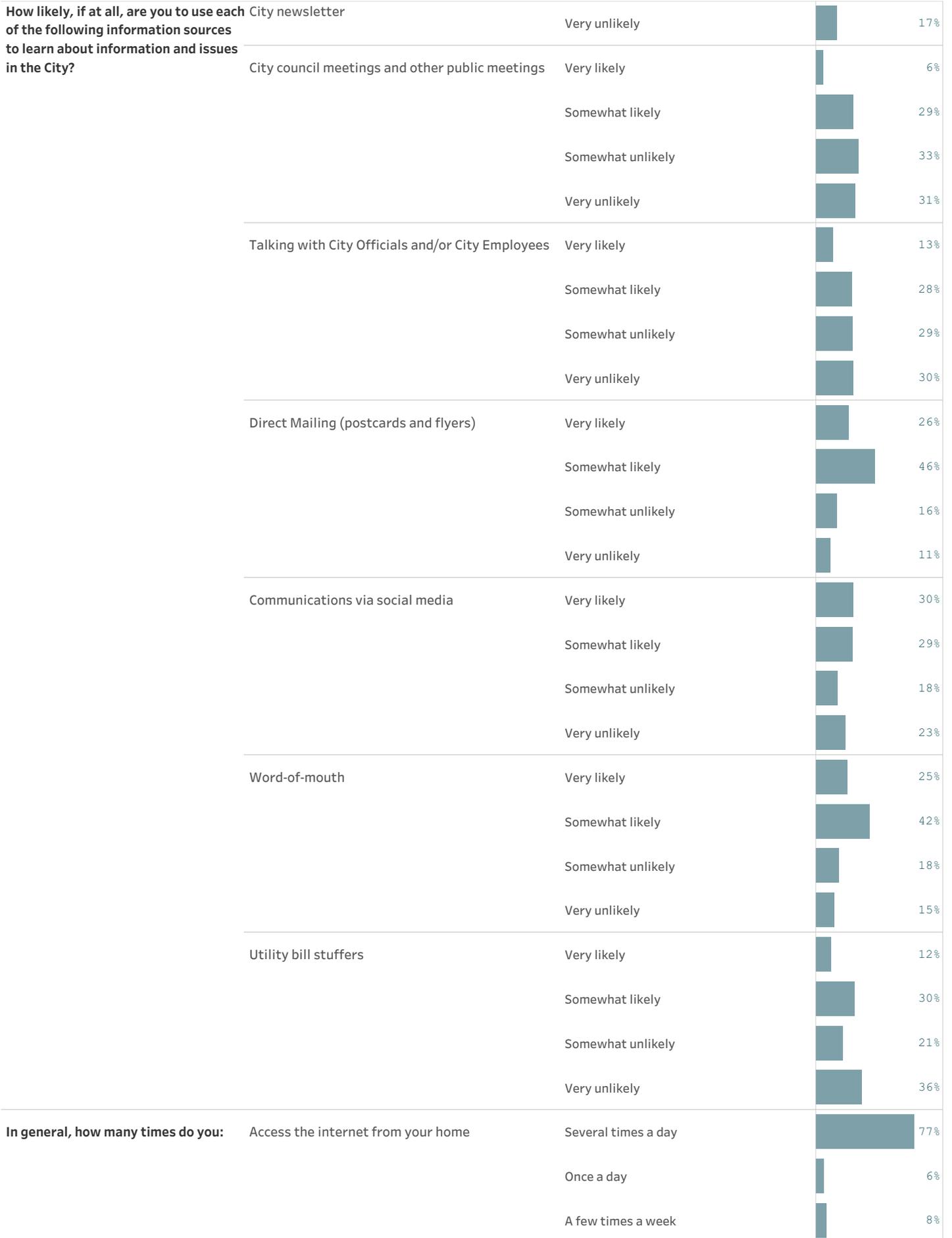
Please rate the following categories of Canandaigua government performance.	Overall confidence in Canandaigua government	Fair	29%
		Poor	13%
Generally acting in the best interest of the community	Excellent	14%	
	Good	46%	
	Fair	27%	
	Poor	12%	
Being honest	Excellent	17%	
	Good	43%	
	Fair	30%	
	Poor	10%	
Being open and transparent to the public	Excellent	17%	
	Good	39%	
	Fair	30%	
	Poor	14%	
Informing residents about issues facing the community	Excellent	15%	
	Good	32%	
	Fair	34%	
	Poor	19%	
Treating all residents fairly	Excellent	17%	
	Good	40%	
	Fair	31%	
	Poor	13%	
Treating residents with respect	Excellent	18%	
	Good	49%	
	Fair	26%	
	Poor	7%	
Overall, how would you rate the quality of the services provided by each of the following?	The City of Canandaigua	Excellent	21%
		Good	53%

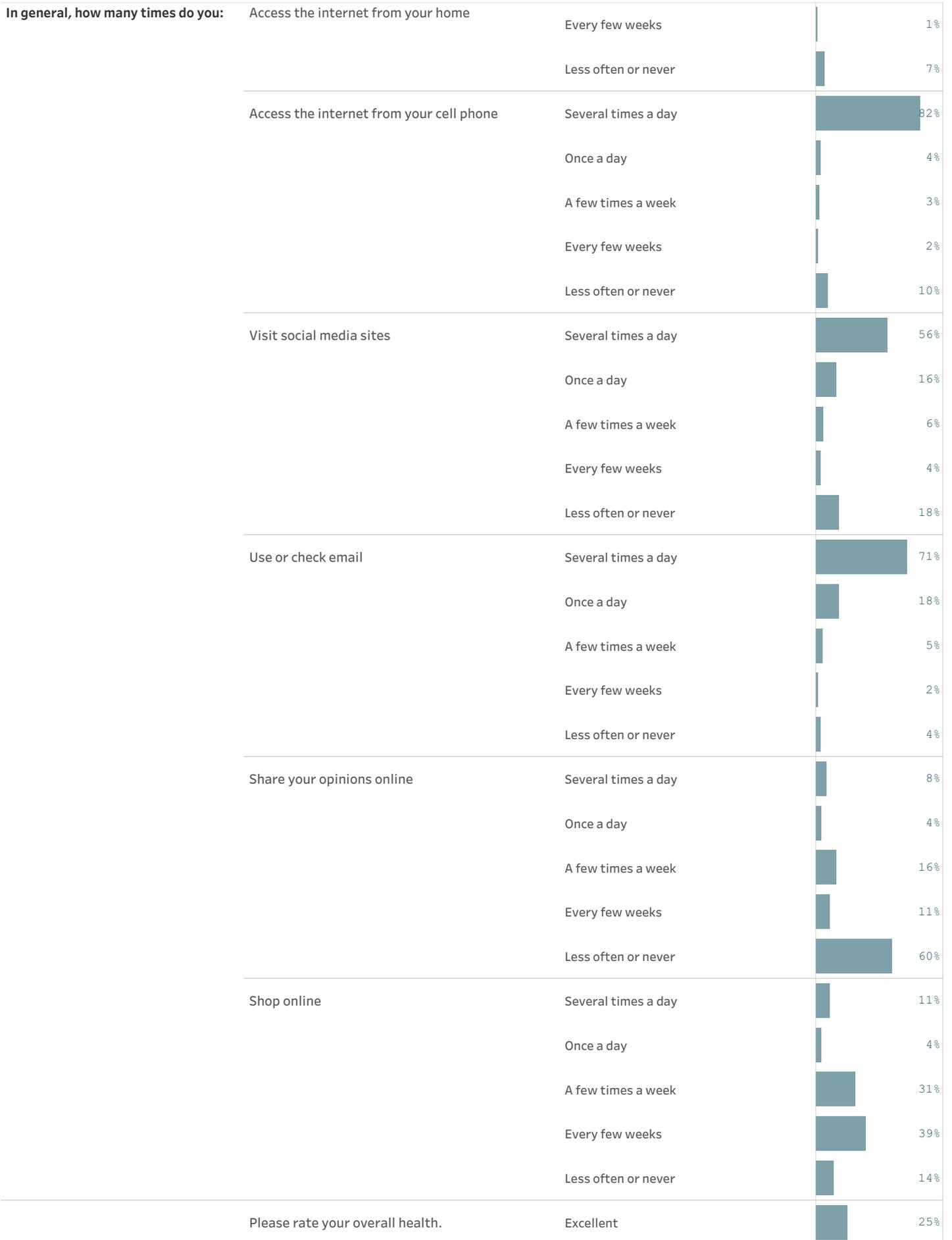
Overall, how would you rate the quality of the services provided by each of the following?	The City of Canandaigua	Fair		22%
		Poor		4%
	The Federal Government	Excellent		12%
		Good		31%
Fair			31%	
Poor			25%	
Please rate how important, if at all, you think it is for the Canandaigua community to focus on each of the following in the coming two years.	Overall economic health	Essential		42%
		Very important		49%
		Somewhat important		7%
		Not at all important		1%
	Overall quality of the transportation system	Essential		29%
		Very important		40%
		Somewhat important		28%
		Not at all important		3%
	Overall design or layout of residential and commercial areas	Essential		31%
		Very important		40%
		Somewhat important		26%
		Not at all important		3%
Overall quality of the utility infrastructure	Essential		45%	
	Very important		41%	
	Somewhat important		13%	
	Not at all important		1%	
Overall feeling of safety	Essential		47%	
	Very important		37%	
	Somewhat important		12%	
	Not at all important		3%	
Overall quality of natural environment	Essential		46%	
	Very important		42%	

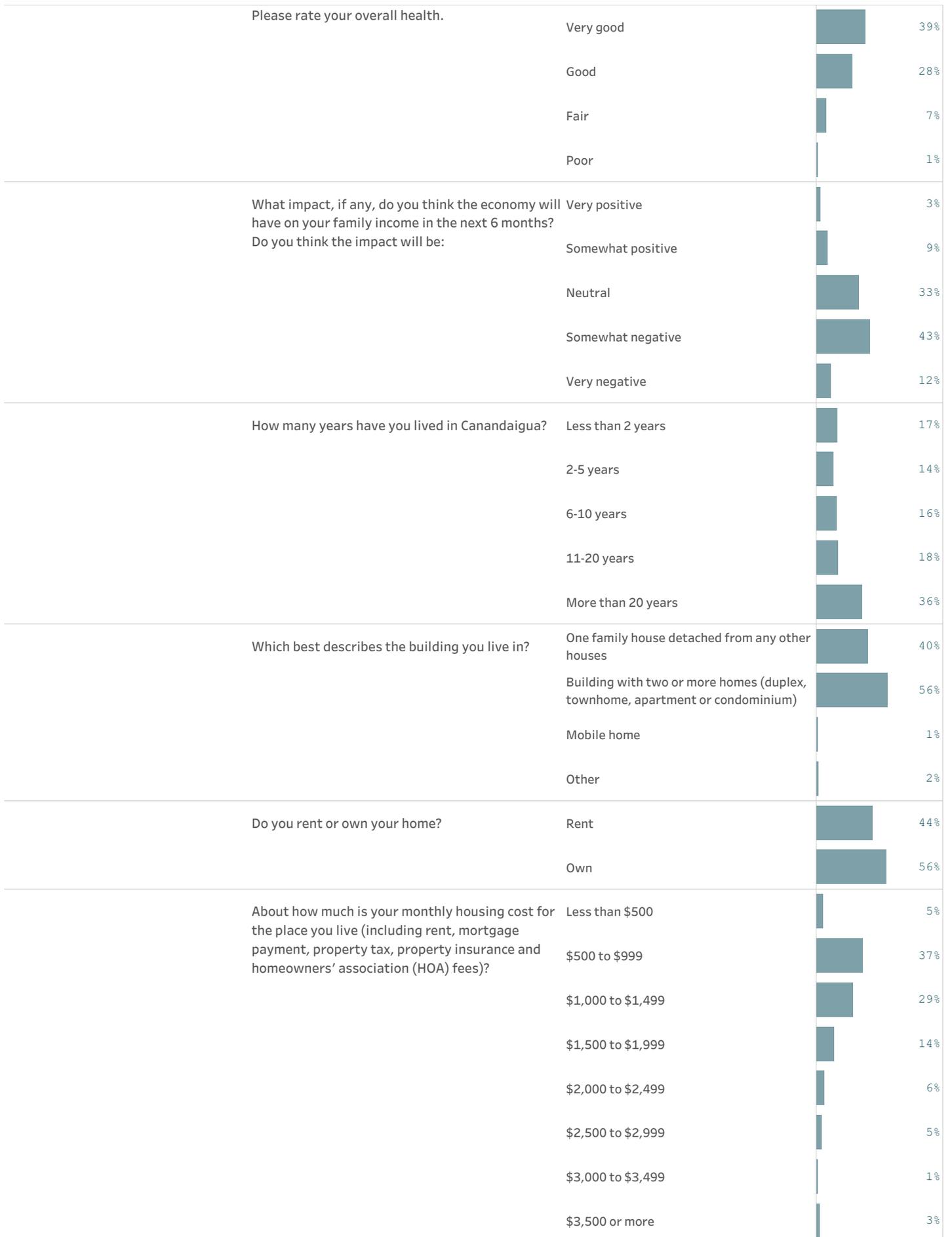
Please rate how important, if at all, you think it is for the Canandaigua community to focus on each of the following in the coming two years.	Overall quality of natural environment	Somewhat important		11%
		Not at all important		1%
	Overall quality of parks and recreation opportunities	Essential		40%
		Very important		45%
		Somewhat important		14%
		Not at all important		0%
	Overall health and wellness opportunities	Essential		38%
		Very important		41%
		Somewhat important		20%
		Not at all important		1%
Overall opportunities for education, culture, and the arts	Essential		32%	
	Very important		41%	
	Somewhat important		24%	
	Not at all important		3%	
Residents' connection and engagement with their community	Essential		24%	
	Very important		50%	
	Somewhat important		23%	
	Not at all important		2%	
How important, if at all, do you think it is for the City to provide the following?	Expanding the sidewalk network where sidewalks do not exist currently	Essential		22%
		Very important		34%
		Somewhat important		35%
		Not at all important		8%
	More paths/trails that are separate from the roads	Essential		26%
		Very important		33%
		Somewhat important		33%
		Not at all important		8%
	Incentives for new development	Essential		17%
		Very important		29%

How important, if at all, do you think it is for the City to provide the following?		
	Importance Level	Percentage
Incentives for new development	Somewhat important	33%
	Not at all important	20%
Preserve appearance and character of historic neighborhoods by expanding historic districts	Essential	30%
	Very important	27%
	Somewhat important	29%
	Not at all important	14%
Provide grants, incentives, and/or public funds to preserve, restore, and renovate historic buildings	Essential	27%
	Very important	32%
	Somewhat important	29%
	Not at all important	11%
Sidewalk snow and ice removal, even if it requires a significant increase in property taxes	Essential	18%
	Very important	24%
	Somewhat important	32%
	Not at all important	26%
Bike lanes that are physically separated (with posts, a curb, or planting strips) from car traffic	Essential	24%
	Very important	23%
	Somewhat important	29%
	Not at all important	25%
Bikes lanes with painted buffer between car and bike traffic	Essential	26%
	Very important	27%
	Somewhat important	32%
	Not at all important	15%
Bike sharing program	Essential	11%
	Very important	20%
	Somewhat important	33%
	Not at all important	37%
A trolley service to get around the city	Essential	11%
	Very important	18%

How important, if at all, do you think it is for the City to provide the following?	A trolley service to get around the city	Somewhat important		36%
		Not at all important		35%
Would you like to see levels of code enforcement in the City increase, decrease, or stay the same?	Considerably more			14%
	Somewhat more			24%
	Stay the same			52%
	Somewhat less			7%
	Considerably less			3%
Please select the statement that best describes your opinion.	I am satisfied with the current level of taxes and services			36%
	I am willing to pay more taxes to get more services			17%
	I feel that I pay too much for the services I perceive			20%
	I am willing to accept service reductions if it means lower taxes			5%
	My opinion is different from the ones listed here			7%
	I don't have an opinion/no preference			16%
How likely, if at all, are you to use each of the following information sources to learn about information and issues in the City?	City website (canandaiguaneconomy.gov)	Very likely		36%
		Somewhat likely		39%
		Somewhat unlikely		11%
		Very unlikely		13%
Government access channel (Spectrum 1304)	Very likely			6%
	Somewhat likely			15%
	Somewhat unlikely			23%
	Very unlikely			57%
Local media outlets (newspaper, radio, local television)	Very likely			30%
	Somewhat likely			40%
	Somewhat unlikely			13%
	Very unlikely			17%
City newsletter	Very likely			27%
	Somewhat likely			38%
	Somewhat unlikely			18%







Do any children 17 or under live in your household?	No	77%
	Yes	23%
Are you or any other members of your household aged 65 or older?	No	65%
	Yes	35%
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Less than \$25,000	11%
	\$25,000 to \$49,999	17%
	\$50,000 to \$74,999	23%
	\$75,000 to \$99,999	12%
	\$100,000 to \$149,999	21%
	\$150,000 or more	15%
Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic, or Latino	98%
	Yes, I consider myself to be Spanish, Hispanic, or Latino	2%
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan Native	1%
	Asian, Asian Indian, or Pacific Islander	1%
	Black or African American	1%
	White	96%
	Other	3%
In which category is your age?	18-24 years	3%
	25-34 years	26%
	35-44 years	12%
	45-54 years	18%
	55-64 years	11%
	65-74 years	17%
	75 years or older	14%
What is your gender?	Female	55%
	Male	45%

Full trends

This table contains the trends over time for the City of Canandaigua. The combined "percent positive" responses for each survey year are presented (e.g., excellent/good or yes). If an item was not included during an administration of the survey, no percentage will be shown in the table. If the difference between the 2018 and 2022 surveys is greater than six percentage points, the change is statistically significant.

It is important to note that in 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

		2006	2018	2022
Please rate each of the following aspects of quality of life in Canandaigua.	Canandaigua as a place to live	93%	91%	93%
	Your neighborhood as a place to live		79%	82%
	Canandaigua as a place to raise children	92%	87%	88%
	Canandaigua as a place to work		64%	71%
	Canandaigua as a place to visit		86%	90%
	Canandaigua as a place to retire	81%	71%	71%
	The overall quality of life	93%	87%	91%
	Sense of community	80%	71%	73%
Please rate each of the following characteristics as they relate to Canandaigua as a whole.	Overall economic health		66%	68%
	Overall quality of the transportation system			51%
	Overall design or layout of residential and commercial areas		56%	68%
	Overall quality of the utility infrastructure			75%
	Overall feeling of safety		89%	83%
	Overall quality of natural environment		85%	82%
	Overall quality of parks and recreation opportunities			78%
	Overall health and wellness opportunities		78%	76%

Please rate each of the following characteristics as they relate to Canandaigua as a whole.	Overall opportunities for education, culture, and the arts	80%	75%
	Residents' connection and engagement with their community		62%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Canandaigua to someone who asks	92%	95%
	Remain in Canandaigua for the next five years	89%	87%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	95%	95%
	In Canandaigua's downtown/commercial area during the day	95%	95%
	From property crime	77%	85%
	From violent crime	90%	90%
	From fire, flood, or other natural disaster		84%
Please rate the job you feel the Canandaigua community does at each of the following.	Making all residents feel welcome		65%
	Attracting people from diverse backgrounds		45%
	Valuing/respecting residents from diverse backgrounds		53%
	Taking care of vulnerable residents		47%
Please rate each of the following in the Canandaigua community.	Overall quality of business and service establishments	65%	80%
	Variety of business and service establishments		67%
	Vibrancy of downtown/commercial area	50%	62%
	Employment opportunities	44%	52%
	Shopping opportunities	65%	64%
	Cost of living	39%	40%
	Overall image or reputation	80%	87%
Please also rate each of the following in the Canandaigua community.	Traffic flow on major streets	55%	54%
	Ease of public parking	55%	54%
	Ease of travel by car	62%	78% 74%

Please also rate each of the following in the Canandaigua community.

Ease of travel by public transportation	41%	32%	
Ease of travel by bicycle	57%	47%	
Ease of walking	65%	84%	79%
Well-planned residential growth	51%		
Well-planned commercial growth	42%		
Well-designed neighborhoods	87%	65%	
Preservation of the historical or cultural character of the community	77%		
Public places where people want to spend time	67%	70%	
Variety of housing options	55%	47%	
Availability of affordable quality housing	35%	30%	
Overall quality of new development	44%	52%	
Overall appearance	88%	76%	81%
Cleanliness	76%	77%	
Water resources	78%		
Air quality	89%	89%	
Availability of paths and walking trails	69%	72%	
Fitness opportunities	73%	74%	
Recreational opportunities	72%	72%	74%
Availability of affordable quality food	72%	69%	
Availability of affordable quality health care	73%	70%	
Availability of preventive health services	77%	75%	
Availability of affordable quality mental health care	54%	52%	
Opportunities to attend cultural/arts/music activities	69%	72%	

Please also rate each of the following in the Canandaigua community.	Community support for the arts	75%
	Availability of affordable quality childcare/preschool	60% 48%
	K-12 education	86% 80%
	Adult educational opportunities	73% 60%
	Sense of civic/community pride	68%
	Neighborliness of residents	62% 61%
	Opportunities to participate in social events and activities	60% 63%
	Opportunities to attend special events and festivals	61% 73%
	Opportunities to volunteer	72% 75%
	Opportunities to participate in community matters	61% 60%
	Openness and acceptance of the community toward people of diverse backgrounds	50% 48%
	Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Canandaigua for help or information
Contacted Canandaigua elected officials to express your opinion		21% 22%
Attended a local public meeting		20% 16%
Watched a local public meeting		27% 27%
Volunteered your time to some group/activity		46% 39%
Campaigned or advocated for a local issue, cause, or candidate		25% 24%
Voted in your most recent local election		73%
Used public transportation instead of driving		14% 12%
Carpooled with other adults or children instead of driving alone		45% 44%
Walked or biked instead of driving		74% 74%
Please rate the quality of each of the following services in Canandaigua.		Public information services
	Economic development	48% 51%

Please rate the quality of each of the following services in Canandaigua.			
	70%	69%	65%
Traffic enforcement	70%	69%	65%
Traffic signal timing	59%	64%	
Street repair	81%	46%	42%
Street cleaning	61%	73%	
Street lighting	73%	78%	
Snow removal	72%	63%	74%
Sidewalk maintenance	60%	48%	61%
Bus or transit services	53%	44%	
Land use, planning and zoning	40%	46%	
Code enforcement	43%	46%	
Affordable high-speed internet access	55%		
Garbage collection	88%	91%	
Drinking water	82%	89%	
Sewer services	90%	87%	91%
Storm water management	76%	65%	85%
Power (electric and/or gas) utility	79%	85%	
Utility billing	68%	70%	
Police services	85%	80%	84%
Crime prevention	74%	80%	
Animal control	67%	79%	
Ambulance or emergency medical services	96%	92%	91%
Fire services	88%	90%	
Fire prevention and education	76%	74%	

Please rate the quality of each of the following services in Canandaigua.	Emergency preparedness	57%	63%	
	Preservation of natural areas	52%	63%	
	Canandaigua open space	52%	65%	
	Recycling	83%	80%	
	Yard waste pick-up	72%	80%	
	City parks	82%	81%	
	Recreation programs or classes	75%	68%	65%
	Recreation centers or facilities	61%	67%	
	Health services	82%	84%	
	Public library services	88%	92%	
	Overall customer service by Canandaigua employees	87%	81%	85%
	Please rate the following categories of Canandaigua government performance.	The value of services for the taxes paid to Canandaigua	60%	48%
The overall direction that Canandaigua is taking		54%	45%	57%
The job Canandaigua government does at welcoming resident involvement		54%	42%	45%
Overall confidence in Canandaigua government		44%	58%	
Generally acting in the best interest of the community		47%	60%	
Being honest		46%	59%	
Being open and transparent to the public		55%		
Informing residents about issues facing the community		47%		
Treating all residents fairly		46%	56%	
Treating residents with respect		67%		
Overall, how would you rate the quality of the services provided by each of the following?	The City of Canandaigua	89%	68%	74%
	The Federal Government	35%	43%	

Please rate how important, if at all, you think it is for the Canandaigua community to focus on each of the following in the coming two years.	Overall economic health	90% 92%
	Overall quality of the transportation system	69%
	Overall design or layout of residential and commercial areas	80% 71%
	Overall quality of the utility infrastructure	86%
	Overall feeling of safety	83% 84%
	Overall quality of natural environment	86% 88%
	Overall quality of parks and recreation opportunities	85%
	Overall health and wellness opportunities	77% 78%
	Overall opportunities for education, culture, and the arts	76% 73%
	Residents' connection and engagement with their community	86% 74%
In general, how many times do you:	Access the internet from your home	92%
	Access the internet from your cell phone	89%
	Visit social media sites	78%
	Use or check email	94%
	Share your opinions online	29%
	Shop online	46%
	Please rate your overall health.	60% 64%
	What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	27% 12%

Methods (open participation)

As part of its participation in The National Community Survey™ (The NCST™), the City of Canandaigua conducted a survey of 525 residents. Survey invitations were mailed to randomly selected households and data were collected from April 19, 2022 to June 7, 2022. The results from this main survey effort represent the most robust estimate of your residents' opinions.

After the above data collection period was underway, a link to an online open participation survey was publicized by the City of Canandaigua. The open participation survey was identical to the probability sample survey with two small updates: it included a map at the beginning asking where the respondent lives and also a question about where they heard about the survey. The open participation survey was open to all city residents and became available on May 24, 2022. The survey remained open for two weeks and there were sixty-eight responses.

The open participation survey data were not collected through a random sample and it is unknown who in the community was aware of the survey; therefore, a level of confidence in the representativeness of the sample cannot be estimated. Due to limited response, the results were not statistically weighted.

Open participation survey results

This dashboard contains a complete set of responses to each question on the open participation survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

	In which Ward of Canandaigua do you live? (Refer to Ward 1 map above.)		27%
		Ward 2	15%
		Ward 3	21%
		Ward 4	36%
Please rate each of the following aspects of quality of life in Canandaigua.	Canandaigua as a place to live	Excellent	51%
		Good	41%
		Fair	7%
	Your neighborhood as a place to live	Excellent	51%
		Good	35%
		Fair	6%
		Poor	7%
	Canandaigua as a place to raise children	Excellent	48%
		Good	44%
		Fair	8%
	Canandaigua as a place to work	Excellent	37%
		Good	33%
		Fair	26%
		Poor	4%
	Canandaigua as a place to visit	Excellent	52%
		Good	33%
		Fair	15%
	Canandaigua as a place to retire	Excellent	36%
		Good	36%
		Fair	16%
		Poor	13%
	The overall quality of life in Canandaigua	Excellent	37%
		Good	52%
		Fair	7%

Please rate each of the following aspects of quality of life in Canandaigua.	The overall quality of life in Canandaigua	Poor		3%
	Sense of community	Excellent		26%
		Good		37%
		Fair		32%
		Poor		5%
Please rate each of the following characteristics as they relate to Canandaigua as a whole.	Overall economic health of Canandaigua	Excellent		8%
		Good		52%
		Fair		33%
		Poor		6%
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Canandaigua	Excellent		6%
		Good		41%
		Fair		33%
		Poor		19%
	Overall design or layout of Canandaigua's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Excellent		12%
		Good		44%
		Fair		34%
		Poor		10%
	Overall quality of the utility infrastructure in Canandaigua (water, sewer, storm water, electric/gas, broadband)	Excellent		18%
		Good		53%
		Fair		25%
		Poor		4%
	Overall feeling of safety in Canandaigua	Excellent		38%
		Good		49%
		Fair		10%
Poor			3%	
Overall quality of natural environment in Canandaigua	Excellent		35%	
	Good		50%	
	Fair		12%	
	Poor		3%	
Overall quality of parks and recreation opportunities	Excellent		29%	
	Good		47%	
	Fair		20%	

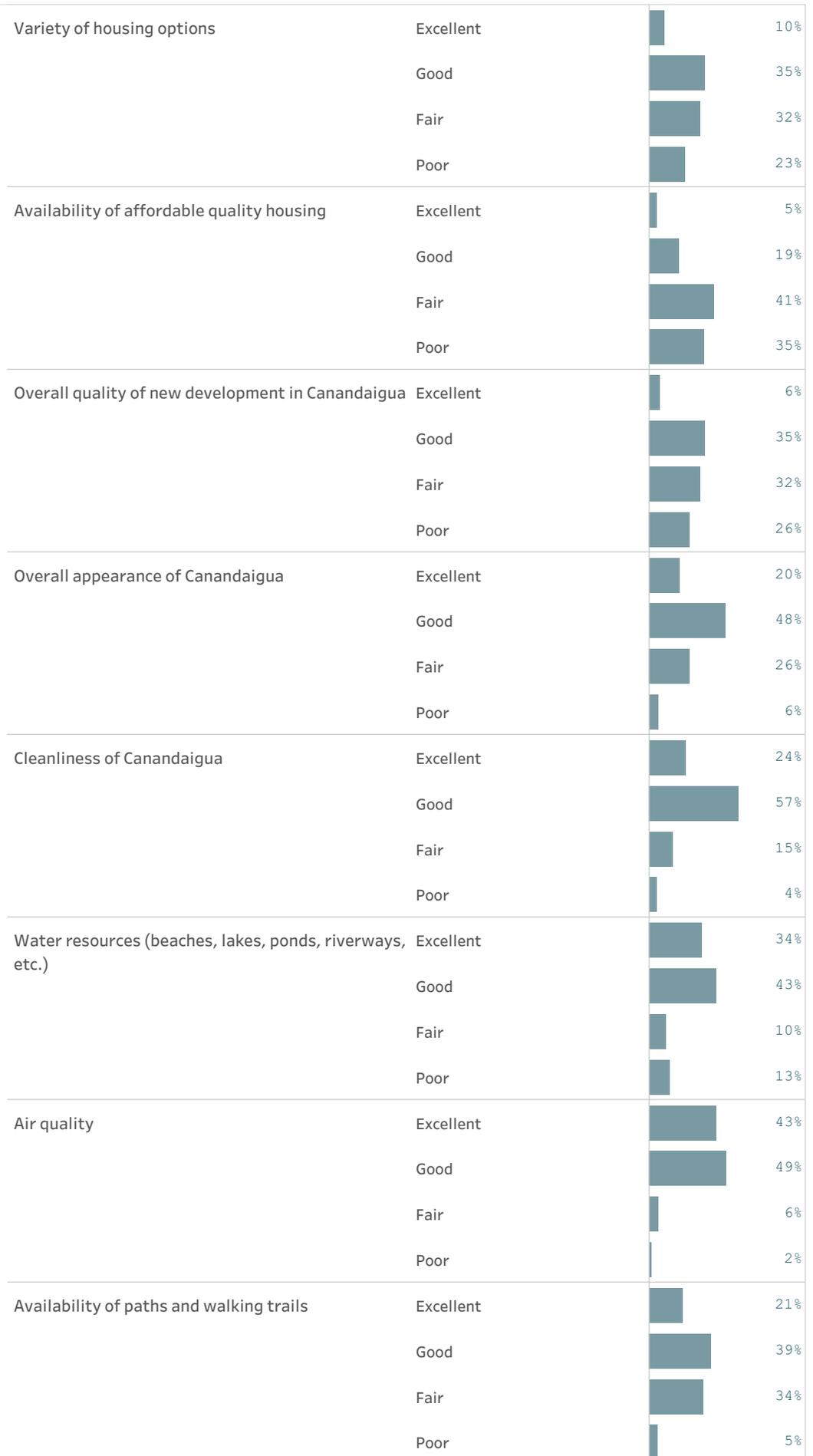
Please rate each of the following characteristics as they relate to Canandaigua as a whole.	Overall quality of parks and recreation opportunities	Poor		5%	
	Overall health and wellness opportunities in Canandaigua	Excellent		33%	
		Good		48%	
		Fair		15%	
		Poor		3%	
	Overall opportunities for education, culture, and the arts	Excellent		45%	
		Good		33%	
		Fair		20%	
		Poor		2%	
	Residents' connection and engagement with their community	Excellent		19%	
		Good		44%	
		Fair		31%	
		Poor		6%	
	Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Canandaigua to someone who asks	Very likely		56%
			Somewhat likely		37%
			Somewhat unlikely		6%
Very unlikely				1%	
Remain in Canandaigua for the next five years		Very likely		63%	
		Somewhat likely		26%	
		Somewhat unlikely		3%	
		Very unlikely		7%	
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		81%	
		Somewhat safe		13%	
		Neither safe nor unsafe		4%	
		Very unsafe		1%	
	In Canandaigua's downtown/commercial area during the day	Very safe		76%	
		Somewhat safe		21%	
		Neither safe nor unsafe		1%	
		Somewhat unsafe		1%	
	From property crime	Very safe		43%	
		Somewhat safe		41%	
		Neither safe nor unsafe		12%	

Please rate how safe or unsafe you feel:	From property crime	Somewhat unsafe		3%	
		Very unsafe		1%	
	From violent crime	Very safe		61%	
		Somewhat safe		28%	
		Neither safe nor unsafe		7%	
		Somewhat unsafe		3%	
	From fire, flood, or other natural disaster	Very safe		55%	
		Somewhat safe		35%	
		Neither safe nor unsafe		5%	
		Somewhat unsafe		5%	
	Please rate the job you feel the Canandaigua community does at each of the following.	Making all residents feel welcome	Excellent		17%
			Good		40%
Fair				35%	
Poor				8%	
Attracting people from diverse backgrounds		Excellent		10%	
		Good		24%	
		Fair		40%	
		Poor		26%	
Valuing/respecting residents from diverse backgrounds		Excellent		15%	
		Good		33%	
		Fair		32%	
		Poor		20%	
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)		Excellent		13%	
		Good		33%	
		Fair		35%	
		Poor		19%	
Please rate each of the following in the Canandaigua community.		Overall quality of business and service establishments in Canandaigua	Excellent		24%
			Good		51%
			Fair		25%
		Variety of business and service establishments in Canandaigua	Excellent		15%
	Good			46%	
	Fair			28%	

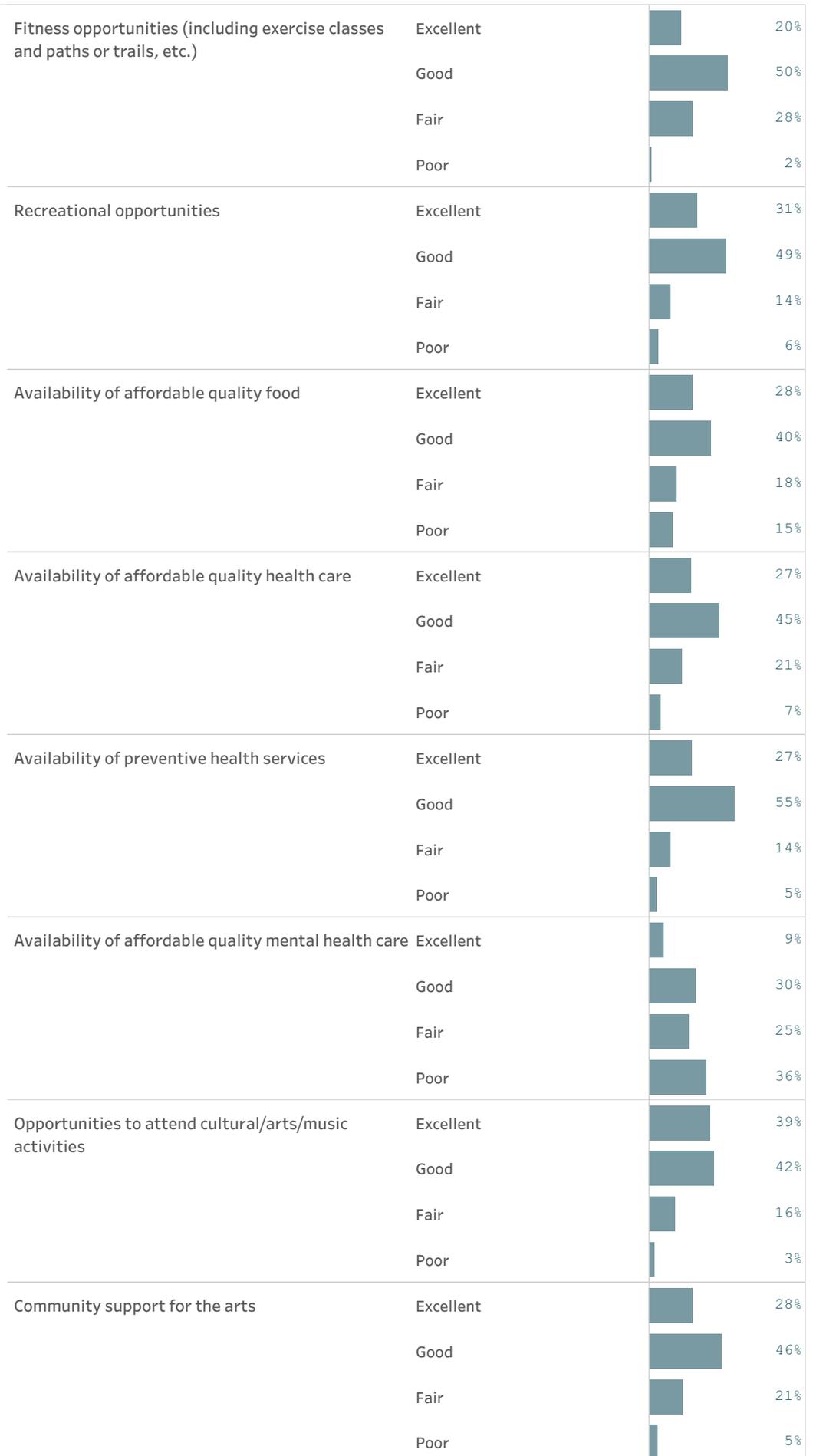
Please rate each of the following in the Canandaigua community.	Variety of business and service establishments in Canandaigua	Poor		10%
	Vibrancy of downtown/commercial area	Excellent		12%
		Good		42%
		Fair		37%
		Poor		9%
Employment opportunities	Excellent		6%	
	Good		50%	
	Fair		31%	
	Poor		13%	
Shopping opportunities	Excellent		7%	
	Good		53%	
	Fair		24%	
	Poor		16%	
Cost of living in Canandaigua	Excellent		9%	
	Good		32%	
	Fair		34%	
	Poor		25%	
Overall image or reputation of Canandaigua	Excellent		24%	
	Good		58%	
	Fair		16%	
	Poor		1%	
Please also rate each of the following in the Canandaigua community.	Traffic flow on major streets	Excellent		5%
		Good		44%
		Fair		21%
		Poor		30%
	Ease of public parking	Excellent		9%
Good			43%	
Fair			33%	
Poor			15%	
Ease of travel by car in Canandaigua	Excellent		21%	
	Good		47%	
	Fair		25%	

Please also rate each of the following in the Canandaigua community.				
Ease of travel by car in Canandaigua	Poor			7%
	Good			19%
Ease of travel by public transportation in Canandaigua	Fair			26%
	Poor			55%
	Excellent			7%
Ease of travel by bicycle in Canandaigua	Good			31%
	Fair			30%
	Poor			31%
	Excellent			7%
Ease of walking in Canandaigua	Excellent			25%
	Good			54%
	Fair			15%
	Poor			6%
Well-planned residential growth	Excellent			13%
	Good			33%
	Fair			25%
	Poor			29%
Well-planned commercial growth	Excellent			4%
	Good			34%
	Fair			27%
	Poor			36%
Well-designed neighborhoods	Excellent			11%
	Good			41%
	Fair			36%
	Poor			13%
Preservation of the historical or cultural character of the community	Excellent			33%
	Good			44%
	Fair			17%
	Poor			5%
Public places where people want to spend time	Excellent			17%
	Good			41%
	Fair			26%
	Poor			17%

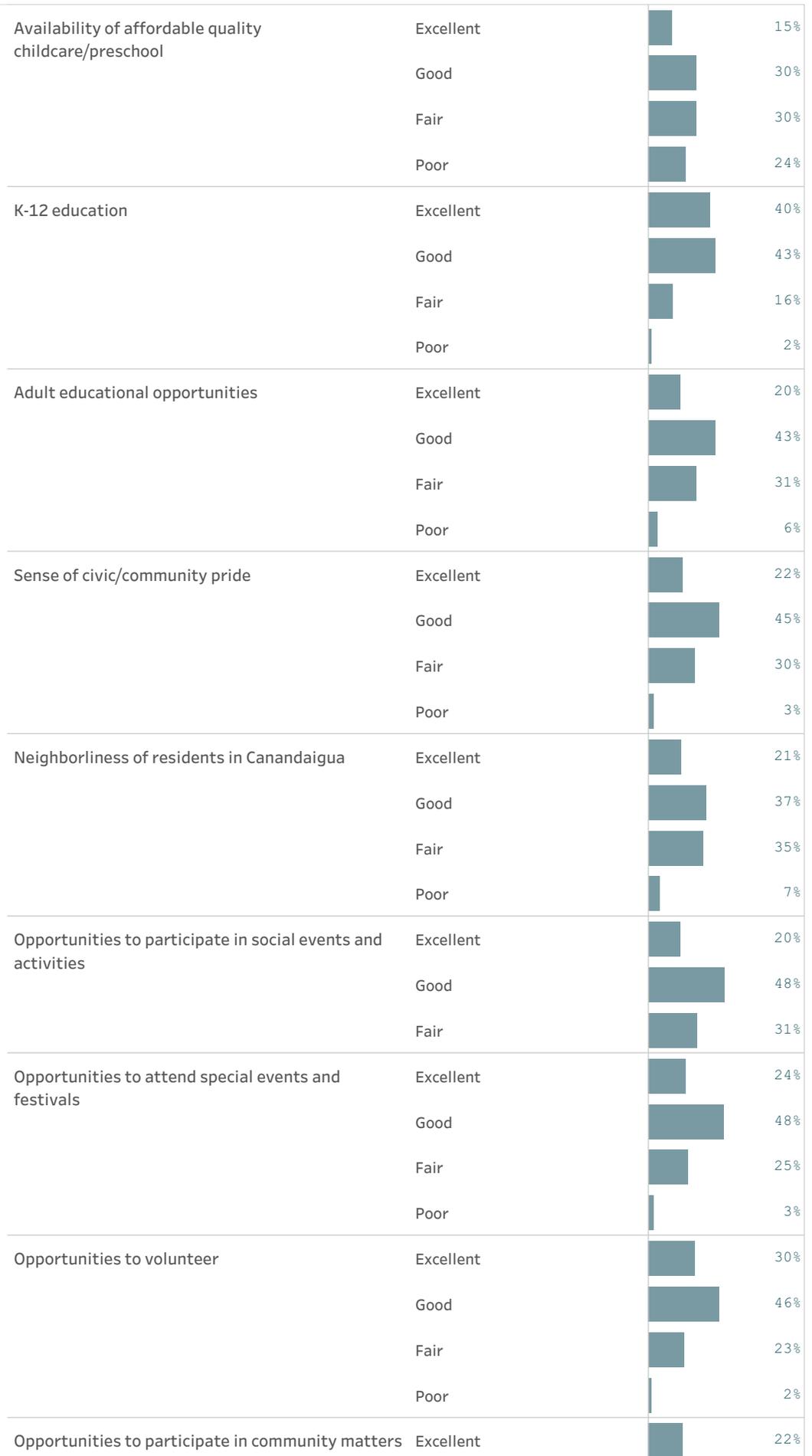
Please also rate each of the following in the Canandaigua community.



Please also rate each of the following in the Canandaigua community.



Please also rate each of the following in the Canandaigua community.



Please also rate each of the following in the Canandaigua community.	Opportunities to participate in community matters	Good		31%
		Fair		42%
		Poor		5%
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		11%
	Good		31%	
	Fair		37%	
	Poor		20%	
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Canandaigua (in-person, phone, email, or web) for help or information	No		43%
		Yes		57%
	Contacted Canandaigua elected officials (in-person, phone, email, or web) to express your opinion	No		67%
		Yes		33%
	Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood w..	No		72%
		Yes		28%
	Watched (online or on television) a local public meeting	No		54%
		Yes		46%
	Volunteered your time to some group/activity in Canandaigua	No		49%
		Yes		51%
	Campaigned or advocated for a local issue, cause, or candidate	No		71%
		Yes		29%
	Voted in your most recent local election	No		18%
		Yes		82%
	Used bus, rail, subway, or other public transportation instead of driving	No		97%
		Yes		3%
	Carpooled with other adults or children instead of driving alone	No		56%
		Yes		44%
	Walked or biked instead of driving	No		24%
	Yes		76%	
Please rate the quality of each of the following services in Canandaigua.	Public information services	Excellent		14%
		Good		39%
		Fair		39%
		Poor		8%
	Economic development	Excellent		9%

Please rate the quality of each of the following services in Canandaigua.

Economic development	Good		25%
	Fair		41%
	Poor		25%
Traffic enforcement	Excellent		13%
	Good		36%
	Fair		25%
	Poor		26%
Traffic signal timing	Excellent		9%
	Good		42%
	Fair		27%
	Poor		22%
Street repair	Excellent		3%
	Good		40%
	Fair		35%
	Poor		22%
Street cleaning	Excellent		24%
	Good		56%
	Fair		15%
	Poor		5%
Street lighting	Excellent		24%
	Good		49%
	Fair		16%
	Poor		10%
Snow removal	Excellent		29%
	Good		47%
	Fair		15%
	Poor		9%
Sidewalk maintenance	Excellent		9%
	Good		45%
	Fair		34%
	Poor		11%
Bus or transit services	Excellent		7%

Please rate the quality of each of the following services in Canandaigua.

Bus or transit services	Good		17%
	Fair		43%
	Poor		33%
Land use, planning, and zoning	Excellent		11%
	Good		35%
	Fair		26%
	Poor		28%
Code enforcement (weeds, abandoned buildings, etc.)	Excellent		6%
	Good		27%
	Fair		35%
	Poor		31%
Affordable high-speed internet access	Excellent		11%
	Good		27%
	Fair		35%
	Poor		26%
Garbage collection	Excellent		42%
	Good		46%
	Fair		9%
	Poor		3%
Drinking water	Excellent		49%
	Good		41%
	Fair		6%
	Poor		4%
Sewer services	Excellent		39%
	Good		55%
	Fair		3%
	Poor		3%
Storm water management (storm drainage, dams, levees, etc.)	Excellent		28%
	Good		51%
	Fair		13%
	Poor		8%
Power (electric and/or gas) utility	Excellent		29%

Please rate the quality of each of the following services in Canandaigua.

Power (electric and/or gas) utility	Good		59%
	Fair		9%
	Poor		3%
Utility billing	Excellent		17%
	Good		46%
	Fair		28%
	Poor		9%
Police services	Excellent		35%
	Good		48%
	Fair		12%
	Poor		5%
Crime prevention	Excellent		27%
	Good		52%
	Fair		18%
	Poor		4%
Animal control	Excellent		20%
	Good		49%
	Fair		24%
	Poor		7%
Ambulance or emergency medical services	Excellent		39%
	Good		52%
	Fair		8%
	Poor		2%
Fire services	Excellent		48%
	Good		43%
	Fair		7%
	Poor		2%
Fire prevention and education	Excellent		35%
	Good		44%
	Fair		19%
	Poor		2%
Emergency preparedness (services that prepare the community for natural disasters such as	Excellent		37%

Please rate the quality of each of the following services in Canandaigua.			
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Good		37%
	Fair		19%
	Poor		7%
Preservation of natural areas (open space, farmlands, and greenbelts)	Excellent		23%
	Good		42%
	Fair		17%
	Poor		19%
Canandaigua open space	Excellent		16%
	Good		39%
	Fair		25%
	Poor		21%
Recycling	Excellent		26%
	Good		57%
	Fair		9%
	Poor		8%
Yard waste pick-up	Excellent		39%
	Good		47%
	Fair		12%
	Poor		2%
City parks	Excellent		24%
	Good		57%
	Fair		16%
	Poor		3%
Recreation programs or classes	Excellent		24%
	Good		38%
	Fair		33%
	Poor		4%
Recreation centers or facilities	Excellent		23%
	Good		37%
	Fair		29%
	Poor		12%
Health services	Excellent		32%

Please rate the quality of each of the following services in Canandaigua.	Health services	Good		44%
		Fair		16%
		Poor		8%
	Public library services	Excellent		63%
		Good		27%
		Fair		6%
		Poor		3%
	Overall customer service by Canandaigua employees (police, receptionists, planners, etc.)	Excellent		34%
		Good		50%
Fair			10%	
Poor			6%	
Please rate the following categories of Canandaigua government performance.	The value of services for the taxes paid to Canandaigua	Excellent		21%
		Good		37%
		Fair		25%
		Poor		17%
	The overall direction that Canandaigua is taking	Excellent		15%
		Good		40%
		Fair		29%
		Poor		16%
	The job Canandaigua government does at welcoming resident involvement	Excellent		15%
		Good		35%
		Fair		28%
		Poor		22%
Overall confidence in Canandaigua government	Excellent		11%	
	Good		44%	
	Fair		30%	
	Poor		16%	
Generally acting in the best interest of the community	Excellent		13%	
	Good		44%	
	Fair		27%	
	Poor		16%	
Being honest	Excellent		14%	

Please rate the following categories of Canandaigua government performance.	Being honest	Good		43%
		Fair		30%
		Poor		13%
	Being open and transparent to the public	Excellent		14%
		Good		38%
		Fair		34%
		Poor		14%
	Informing residents about issues facing the community	Excellent		13%
		Good		33%
		Fair		38%
		Poor		16%
	Treating all residents fairly	Excellent		17%
		Good		28%
		Fair		34%
		Poor		21%
Treating residents with respect	Excellent		18%	
	Good		47%	
	Fair		21%	
	Poor		14%	
Overall, how would you rate the quality of the services provided by each of the following?	The City of Canandaigua	Excellent		18%
		Good		63%
		Fair		12%
		Poor		7%
	The Federal Government	Good		33%
		Fair		42%
		Poor		25%
	Please rate how important, if at all, you think it is for the Canandaigua community to focus on each of the following in the coming two years.	Overall economic health of Canandaigua	Essential	
Very important				42%
Somewhat important				6%
Overall quality of the transportation system (auto, bicycle, foot, bus) in Canandaigua		Essential		23%
		Very important		57%
		Somewhat important		18%

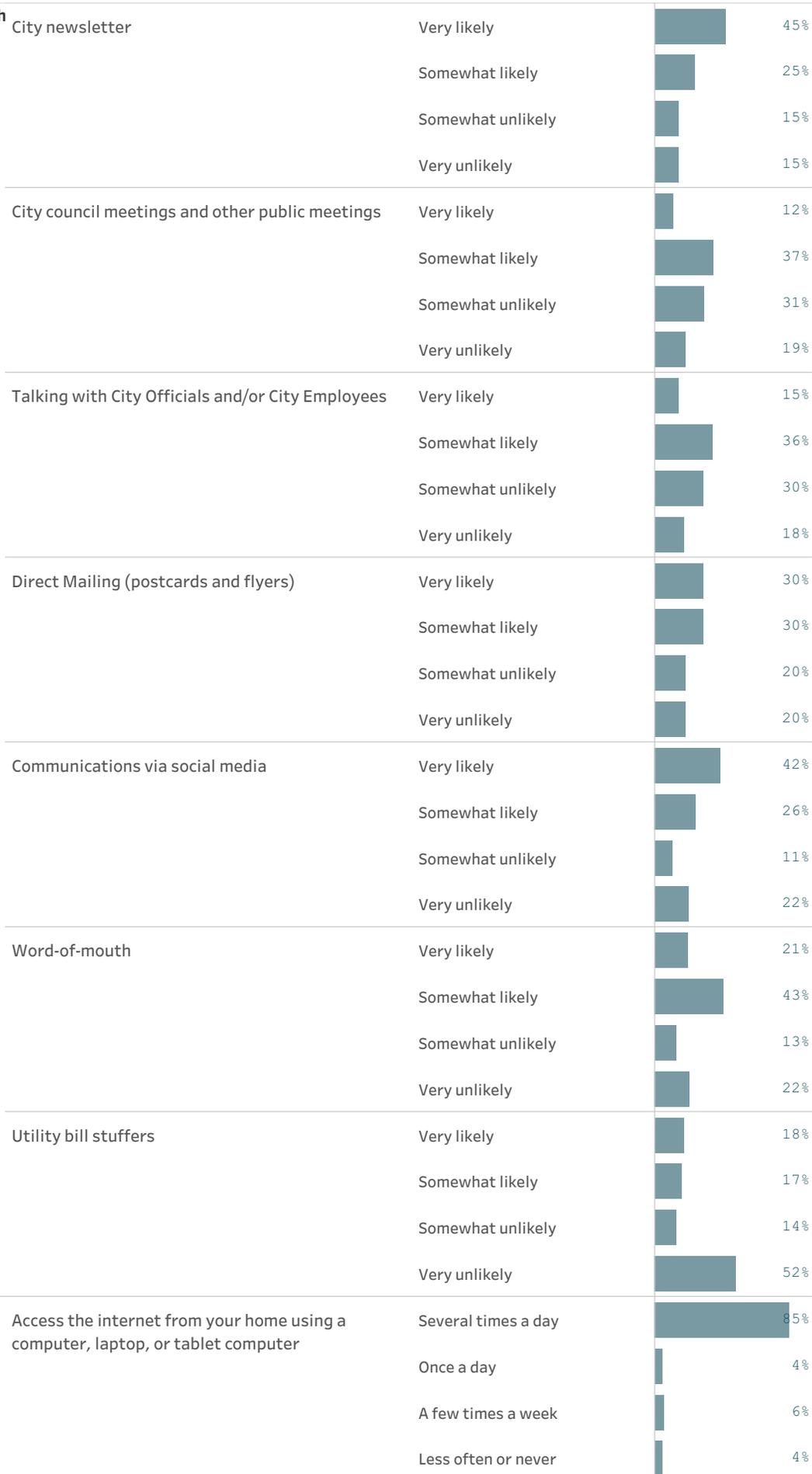
Please rate how important, if at all, you think it is for the Canandaigua community to focus on each of the following in the coming two years.

Overall quality of the transportation system (auto, bicycle, foot, bus) in Canandaigua	Not at all important		2%
Overall design or layout of Canandaigua's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Essential		31%
	Very important		45%
	Somewhat important		21%
	Not at all important		3%
Overall quality of the utility infrastructure in Canandaigua (water, sewer, storm water, electric/gas, broadband)	Essential		47%
	Very important		48%
	Somewhat important		3%
	Not at all important		2%
Overall feeling of safety in Canandaigua	Essential		46%
	Very important		43%
	Somewhat important		9%
	Not at all important		3%
Overall quality of natural environment in Canandaigua	Essential		50%
	Very important		34%
	Somewhat important		12%
	Not at all important		4%
Overall quality of parks and recreation opportunities	Essential		30%
	Very important		55%
	Somewhat important		13%
	Not at all important		1%
Overall health and wellness opportunities in Canandaigua	Essential		27%
	Very important		47%
	Somewhat important		23%
	Not at all important		3%
Overall opportunities for education, culture, and the arts	Essential		27%
	Very important		44%
	Somewhat important		26%
	Not at all important		3%
Residents' connection and engagement with their community	Essential		26%
	Very important		47%
	Somewhat important		25%

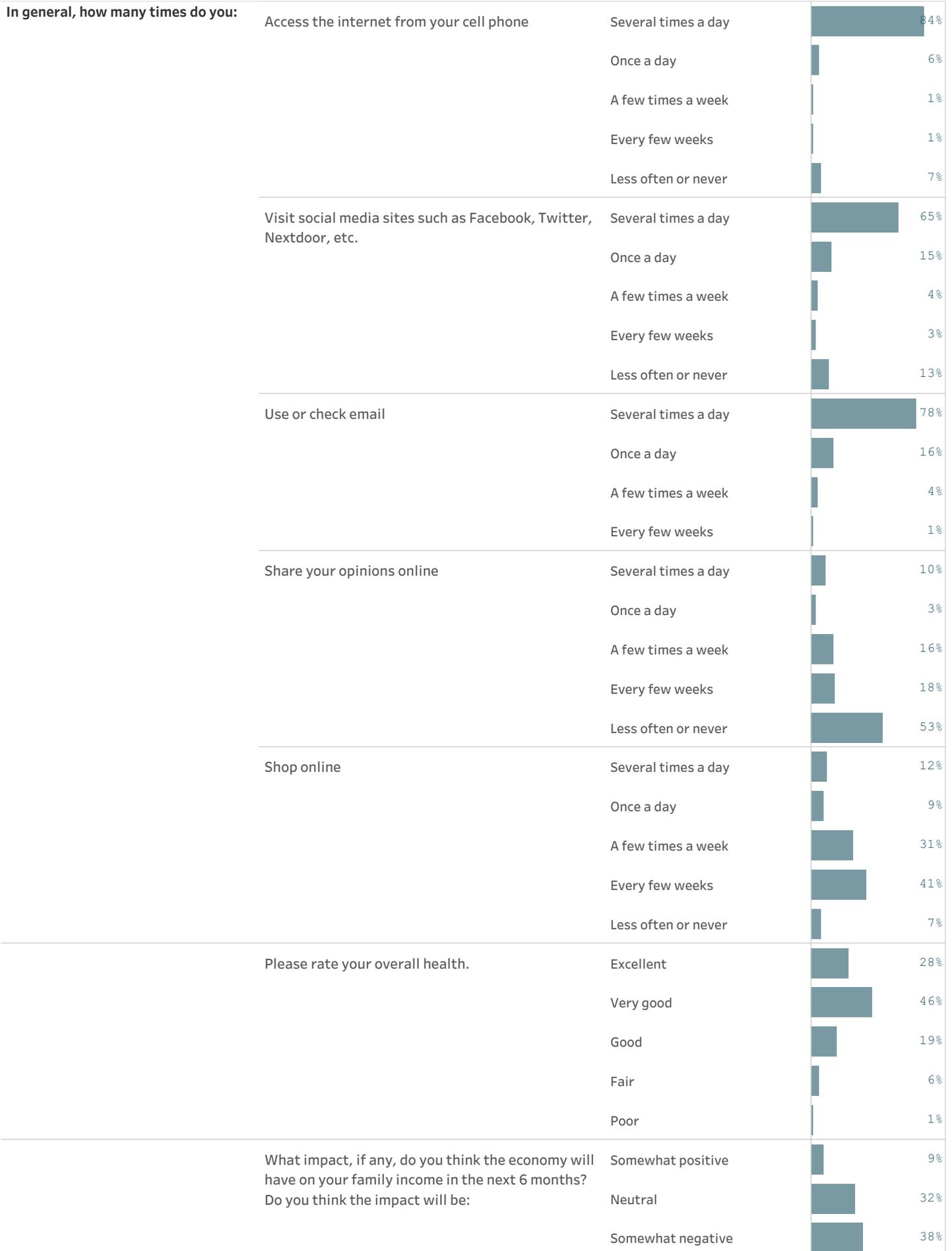
	Residents' connection and engagement with their community	Not at all important		1%
How important, if at all, do you think it is for the City to provide the following?	Expanding the sidewalk network where sidewalks do not exist currently	Essential		34%
		Very important		31%
		Somewhat important		25%
		Not at all important		9%
More paths/trails that are separate from the roads	Essential		23%	
	Very important		43%	
	Somewhat important		29%	
	Not at all important		5%	
Incentives for new development	Essential		9%	
	Very important		30%	
	Somewhat important		35%	
	Not at all important		26%	
Preserve appearance and character of historic neighborhoods by expanding historic districts	Essential		25%	
	Very important		25%	
	Somewhat important		31%	
	Not at all important		19%	
Provide grants, incentives, and/or public funds to preserve, restore, and renovate historic buildings	Essential		18%	
	Very important		23%	
	Somewhat important		44%	
	Not at all important		15%	
Sidewalk snow and ice removal, even if it requires a significant increase in property taxes	Essential		15%	
	Very important		23%	
	Somewhat important		38%	
	Not at all important		23%	
Bike lanes that are physically separated (with posts, a curb, or planting strips) from car traffic	Essential		20%	
	Very important		21%	
	Somewhat important		35%	
	Not at all important		24%	
Bikes lanes with painted buffer between car and bike traffic	Essential		24%	
	Very important		35%	
	Somewhat important		25%	

How important, if at all, do you think it is for the City to provide the following?	Bikes lanes with painted buffer between car and bike traffic	Not at all important		16%
	Bike sharing program	Essential		5%
		Very important		12%
		Somewhat important		42%
		Not at all important		42%
A trolley service to get around the city	Essential		14%	
	Very important		12%	
	Somewhat important		36%	
	Not at all important		38%	
Would you like to see levels of code enforcement in the City increase, decrease, or stay the same?	Considerably more		17%	
	Somewhat more		32%	
	Stay the same		41%	
	Somewhat less		8%	
	Considerably less		2%	
Please select the statement that best describes your opinion.	I am satisfied with the current level of taxes and services		41%	
	I am willing to pay more taxes to get more services		15%	
	I feel that I pay too much for the services I perceive		22%	
	I am willing to accept service reductions if it means lower ta..		3%	
	My opinion is different from the ones listed here		9%	
	I don't have an opinion/no preference		10%	
How likely, if at all, are you to use each of the following information sources to learn about information and issues in the City?	City website (canandaiguanevork.gov)	Very likely		48%
		Somewhat likely		39%
		Somewhat unlikely		10%
		Very unlikely		3%
Government access channel (Spectrum 1304)	Very likely		8%	
	Somewhat likely		12%	
	Somewhat unlikely		17%	
	Very unlikely		63%	
Local media outlets (newspaper, radio, local television)	Very likely		40%	
	Somewhat likely		31%	
	Somewhat unlikely		12%	
	Very unlikely		18%	

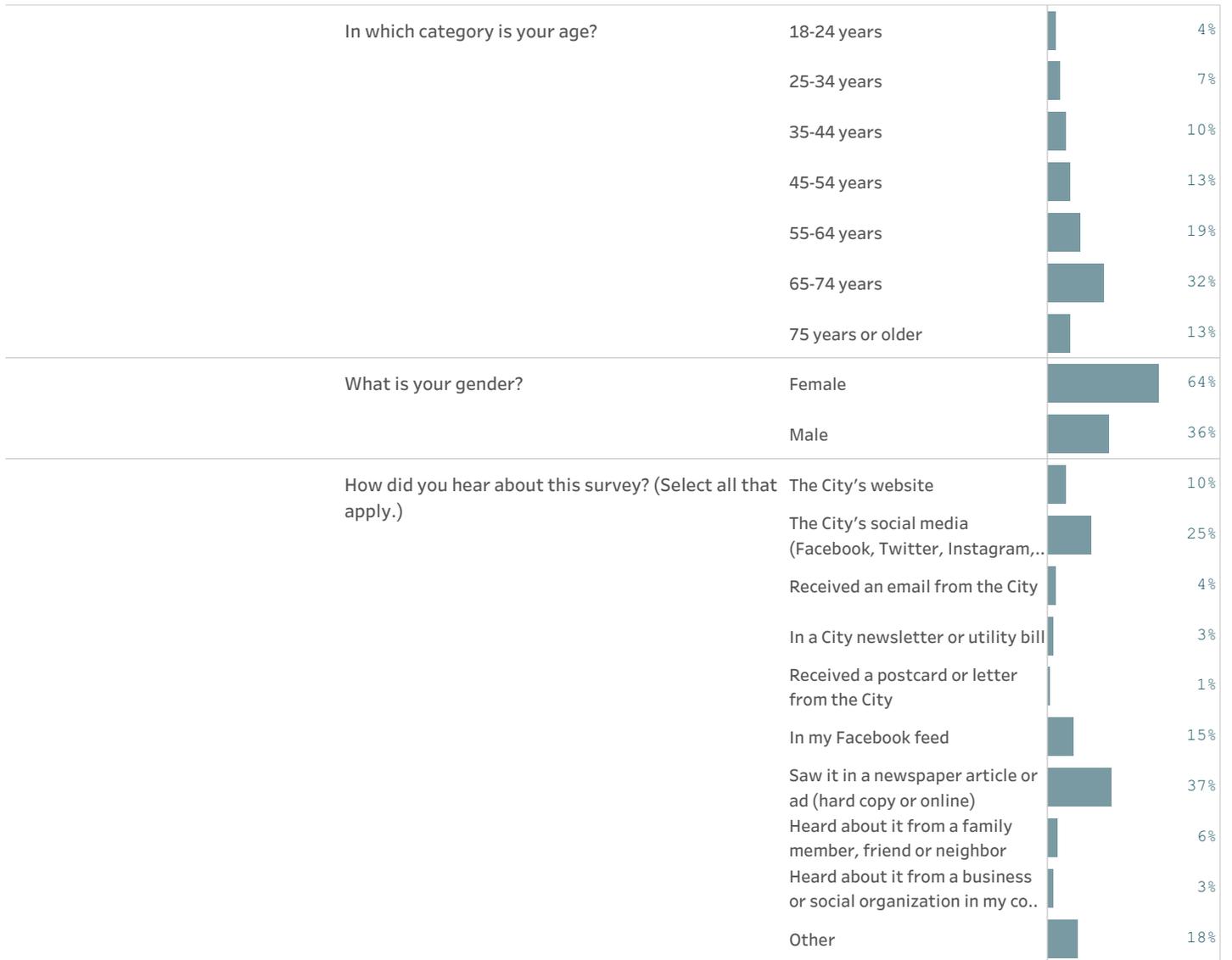
How likely, if at all, are you to use each of the following information sources to learn about information and issues in the City?



In general, how many times do you:



have on your family income in the next 6 months? Do you think the impact will be:	Very negative		21%
How many years have you lived in Canandaigua?	Less than 2 years		6%
	2-5 years		10%
	6-10 years		10%
	11-20 years		15%
	More than 20 years		59%
Which best describes the building you live in?	One family house detached from any other houses		51%
	Building with two or more homes (duplex, townhome, apa..		44%
	Other		4%
Do you rent or own your home?	Rent		27%
	Own		73%
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?	Less than \$500		8%
	\$500 to \$999		26%
	\$1,000 to \$1,499		23%
	\$1,500 to \$1,999		21%
	\$2,000 to \$2,499		6%
	\$2,500 to \$2,999		8%
	\$3,000 to \$3,499		8%
	\$3,500 or more		2%
Do any children 17 or under live in your household?	No		79%
	Yes		21%
Are you or any other members of your household aged 65 or older?	No		54%
	Yes		46%
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Less than \$25,000		5%
	\$25,000 to \$49,999		25%
	\$50,000 to \$74,999		11%
	\$75,000 to \$99,999		18%
	\$100,000 to \$149,999		26%
	\$150,000 or more		15%
Are you Spanish, Hispanic, or Latino?	No, not Spanish, Hispanic, or Latino		100%
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	Asian, Asian Indian, or Pacific Islander		1%
	White		100%





April 2022

Dear City of Canandaigua Resident:

Please help us shape the future of Canandaigua! You have been selected at random to participate in the 2022 Canandaigua Community Survey. **If you've already completed the survey online, thank you. Please do not respond twice.**

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

A few things to remember:

- **Your responses are confidential and no identifying information will be shared.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

<https://polco.us/xxplaceholder>

Please do not share your survey link. This survey is for randomly selected households only. The City will conduct a separate survey that is open to all residents just a few weeks from now.

If you have any questions about the survey, please call 585-337-2174.

Thank you for your time and participation!

Sincerely,

A handwritten signature in blue ink, appearing to read "JDG", is positioned above the printed name of the City Manager.

John D. Goodwin
City Manager

The City of Canandaigua 2022 Community Survey

Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). Your responses are confidential and no identifying information will be shared.

1. Please rate each of the following aspects of quality of life in Canandaigua.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Canandaigua as a place to live	1	2	3	4	5
Your neighborhood as a place to live	1	2	3	4	5
Canandaigua as a place to raise children	1	2	3	4	5
Canandaigua as a place to work.....	1	2	3	4	5
Canandaigua as a place to visit.....	1	2	3	4	5
Canandaigua as a place to retire.....	1	2	3	4	5
The overall quality of life in Canandaigua.....	1	2	3	4	5
Sense of community.....	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Canandaigua as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of Canandaigua	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in Canandaigua	1	2	3	4	5
Overall design or layout of Canandaigua's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4	5
Overall quality of the utility infrastructure in Canandaigua (water, sewer, storm water, electric/gas, broadband).....	1	2	3	4	5
Overall feeling of safety in Canandaigua.....	1	2	3	4	5
Overall quality of natural environment in Canandaigua.....	1	2	3	4	5
Overall quality of parks and recreation opportunities.....	1	2	3	4	5
Overall health and wellness opportunities in Canandaigua.....	1	2	3	4	5
Overall opportunities for education, culture, and the arts.....	1	2	3	4	5
Residents' connection and engagement with their community	1	2	3	4	5

3. Please indicate how likely or unlikely you are to do each of the following.

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
Recommend living in Canandaigua to someone who asks.....	1	2	3	4	5
Remain in Canandaigua for the next five years.....	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
In your neighborhood during the day.....	1	2	3	4	5	6
In Canandaigua's downtown/commercial area during the day	1	2	3	4	5	6
From property crime.....	1	2	3	4	5	6
From violent crime.....	1	2	3	4	5	6
From fire, flood, or other natural disaster	1	2	3	4	5	6

5. Please rate the job you feel the Canandaigua community does at each of the following.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Making all residents feel welcome	1	2	3	4	5
Attracting people from diverse backgrounds.....	1	2	3	4	5
Valuing/respecting residents from diverse backgrounds.....	1	2	3	4	5
Taking care of vulnerable residents (elderly, disabled, homeless, etc.).....	1	2	3	4	5

6. Please rate each of the following in the Canandaigua community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall quality of business and service establishments in Canandaigua.....	1	2	3	4	5
Variety of business and service establishments in Canandaigua	1	2	3	4	5
Vibrancy of downtown/commercial area	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities.....	1	2	3	4	5
Cost of living in Canandaigua.....	1	2	3	4	5
Overall image or reputation of Canandaigua	1	2	3	4	5

7. Please also rate each of the following in the Canandaigua community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Traffic flow on major streets.....	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in Canandaigua.....	1	2	3	4	5
Ease of travel by public transportation in Canandaigua.....	1	2	3	4	5
Ease of travel by bicycle in Canandaigua.....	1	2	3	4	5
Ease of walking in Canandaigua.....	1	2	3	4	5
Well-planned residential growth.....	1	2	3	4	5
Well-planned commercial growth.....	1	2	3	4	5
Well-designed neighborhoods.....	1	2	3	4	5
Preservation of the historical or cultural character of the community.....	1	2	3	4	5
Public places where people want to spend time.....	1	2	3	4	5
Variety of housing options.....	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Overall quality of new development in Canandaigua.....	1	2	3	4	5
Overall appearance of Canandaigua.....	1	2	3	4	5
Cleanliness of Canandaigua.....	1	2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.).....	1	2	3	4	5
Air quality.....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.)... ..	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food.....	1	2	3	4	5
Availability of affordable quality health care.....	1	2	3	4	5
Availability of preventive health services.....	1	2	3	4	5
Availability of affordable quality mental health care.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities.....	1	2	3	4	5
Community support for the arts.....	1	2	3	4	5
Availability of affordable quality childcare/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Sense of civic/community pride.....	1	2	3	4	5
Neighborliness of residents in Canandaigua.....	1	2	3	4	5
Opportunities to participate in social events and activities.....	1	2	3	4	5
Opportunities to attend special events and festivals.....	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters.....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5

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

	<u>No</u>	<u>Yes</u>
Contacted the City of Canandaigua (in-person, phone, email, or web) for help or information.....	1	2
Contacted Canandaigua elected officials (in-person, phone, email, or web) to express your opinion.....	1	2
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.).....	1	2
Watched (online or on television) a local public meeting.....	1	2
Volunteered your time to some group/activity in Canandaigua.....	1	2
Campaigned or advocated for a local issue, cause, or candidate.....	1	2
Voted in your most recent local election.....	1	2
Used bus, rail, subway, or other public transportation instead of driving.....	1	2
Carpooled with other adults or children instead of driving alone.....	1	2
Walked or biked instead of driving.....	1	2

The City of Canandaigua 2022 Community Survey

9. Please rate the quality of each of the following services in Canandaigua.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Public information services.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Street repair.....	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Land use, planning, and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.).....	1	2	3	4	5
Affordable high-speed internet access.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Storm water management (storm drainage, dams, levees, etc.).....	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing.....	1	2	3	4	5
Police services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Preservation of natural areas (open space, farmlands, and greenbelts).....	1	2	3	4	5
Canandaigua open space.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Recreation centers or facilities.....	1	2	3	4	5
Health services.....	1	2	3	4	5
Public library services.....	1	2	3	4	5
Overall customer service by Canandaigua employees (police, receptionists, planners, etc.).....	1	2	3	4	5

10. Please rate the following categories of Canandaigua government performance.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The value of services for the taxes paid to Canandaigua.....	1	2	3	4	5
The overall direction that Canandaigua is taking.....	1	2	3	4	5
The job Canandaigua government does at welcoming resident involvement.....	1	2	3	4	5
Overall confidence in Canandaigua government.....	1	2	3	4	5
Generally acting in the best interest of the community.....	1	2	3	4	5
Being honest.....	1	2	3	4	5
Being open and transparent to the public.....	1	2	3	4	5
Informing residents about issues facing the community.....	1	2	3	4	5
Treating all residents fairly.....	1	2	3	4	5
Treating residents with respect.....	1	2	3	4	5

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

	Excellent	Good	Fair	Poor	Don't know
The City of Canandaigua.....	1	2	3	4	5
The Federal Government.....	1	2	3	4	5

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

	Essential	Very important	Somewhat important	Not at all important
Overall economic health of Canandaigua.....	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in Canandaigua.....	1	2	3	4
Overall design or layout of Canandaigua's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.).....	1	2	3	4
Overall quality of the utility infrastructure in Canandaigua (water, sewer, storm water, electric/gas, broadband).....	1	2	3	4
Overall feeling of safety in Canandaigua.....	1	2	3	4
Overall quality of natural environment in Canandaigua.....	1	2	3	4
Overall quality of parks and recreation opportunities.....	1	2	3	4
Overall health and wellness opportunities in Canandaigua.....	1	2	3	4
Overall opportunities for education, culture, and the arts.....	1	2	3	4
Residents' connection and engagement with their community.....	1	2	3	4

13. How important, if at all, do you think it is for the City to provide the following?

	Essential	Very important	Somewhat important	Not at all important	Don't know
Expanding the sidewalk network where sidewalks do not exist currently.....	1	2	3	4	5
More paths/trails that are separate from the roads.....	1	2	3	4	5
Incentives for new development.....	1	2	3	4	5
Preserve appearance and character of historic neighborhoods by expanding historic districts.....	1	2	3	4	5
Provide grants, incentives, and/or public funds to preserve, restore, and renovate historic buildings.....	1	2	3	4	5
Sidewalk snow and ice removal, even if it requires a significant increase in property taxes.....	1	2	3	4	5
Bike lanes that are physically separated (with posts, a curb, or planting strips) from car traffic.....	1	2	3	4	5
Bikes lanes with painted buffer between car and bike traffic.....	1	2	3	4	5
Bike sharing program.....	1	2	3	4	5
A trolley service to get around the city.....	1	2	3	4	5

14. Would you like to see levels of code enforcement in the City increase, decrease, or stay the same?

Considerably more Somewhat more Stay the same Somewhat less Considerably less Don't know

15. Please select the statement that best describes your opinion.

- I am satisfied with the current level of taxes and services
- I am willing to pay more taxes to get more services
- I feel that I pay too much for the services I perceive
- I am willing to accept service reductions if it means lower taxes
- My opinion is different from the ones listed here
- I don't have an opinion/no preference

16. How likely, if at all, are you to use each of the following information sources to learn about information and issues in the City?

	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Don't know
City website (canandaiguanewyork.gov).....	1	2	3	4	5
Government access channel (Spectrum 1304).....	1	2	3	4	5
Local media outlets (newspaper, radio, local television).....	1	2	3	4	5
City newsletter.....	1	2	3	4	5
City council meetings and other public meetings.....	1	2	3	4	5
Talking with City Officials and/or City Employees.....	1	2	3	4	5
Direct Mailing (postcards and flyers).....	1	2	3	4	5
Communications via social media.....	1	2	3	4	5
Word-of-mouth.....	1	2	3	4	5
Utility bill stuffers.....	1	2	3	4	5

The City of Canandaigua 2022 Community Survey

Our last questions are about you and your household.
Again, all of your responses to this survey are confidential and no identifying information will be shared.

D1. In general, how many times do you:

	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop, or tablet computer	1	2	3	4	5	6
Access the internet from your cell phone.....	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	1	2	3	4	5	6
Use or check email.....	1	2	3	4	5	6
Share your opinions online.....	1	2	3	4	5	6
Shop online	1	2	3	4	5	6

D2. Please rate your overall health.

- Excellent
 Very good
 Good
 Fair
 Poor

D3. What impact, if any, do you think the economy will have on your family income in the next 6 months?

Do you think the impact will be:

- Very positive
 Somewhat positive
 Neutral
 Somewhat negative
 Very negative

D4. How many years have you lived in Canandaigua?

- Less than 2 years
 2-5 years
 6-10 years
 11-20 years
 More than 20 years

D5. Which best describes the building you live in?

- One family house detached from any other houses
 Building with two or more homes (duplex, townhome, apartment, or condominium)
 Mobile home
 Other

D6. Do you rent or own your home?

- Rent
 Own

D7. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?

- Less than \$500 \$2,000 to \$2,499
 \$500 to \$999 \$2,500 to \$2,999
 \$1,000 to \$1,499 \$3,000 to \$3,499
 \$1,500 to \$1,999 \$3,500 or more

D8. Do any children 17 or under live in your household?

- No Yes

D9. Are you or any other members of your household aged 65 or older?

- No Yes

D10. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- Less than \$25,000 \$75,000 to \$99,999
 \$25,000 to \$49,999 \$100,000 to \$149,999
 \$50,000 to \$74,999 \$150,000 or more

D11. Are you Spanish, Hispanic or Latino?

- No, not Spanish, Hispanic, or Latino
 Yes, I consider myself to be Spanish, Hispanic, or Latino

D12. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- American Indian or Alaskan Native
 Asian, Asian Indian, or Pacific Islander
 Black or African American
 White
 Other

D13. In which category is your age?

- 18-24 years 55-64 years
 25-34 years 65-74 years
 35-44 years 75 years or older
 45-54 years

D14. What is your gender?

- Female
 Male
 Identify in another way

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