

# **Albany, OR**

## **The National Community Survey**

Report of Results  
2020

Report by:



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## About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Albany. The phrase “livable community” is used here to evoke 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.

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 462 residents of the City of Albany collected from November 19, 2020 to January 13, 2021. The margin of error around any reported percentage is 5% for all respondents and the response rate for the 2020 survey was 11%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Al..

### 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” and “good,” “very safe” and “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, Albany’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 Albany residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Albany’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 Albany’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 2020 ratings compare to other communities’ ratings from the past five years.



## Methods

### Selecting survey recipients

All households within the City of Albany were eligible to participate in the survey. A list of all households within the zip codes serving Albany 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 Albany 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 Albany 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 three 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 4,500 randomly selected households received mailings beginning on November 19, 2020 and the survey remained open for seven weeks. The first mailing was a postcard inviting the household to participate, followed one week later by a reminder postcard. All mailings included a web link and instructed residents to respond to the survey online. The reminder postcard 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. The survey was also available in Spanish. All mailings contained paragraphs in Spanish instructing participants on how to complete the survey in their preferred language.

About 3% of the 4,500 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 4,343 households that received the invitations to participate, 462 completed the survey, providing an overall response rate of 11%. The response rates 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 Albany survey is no greater than plus or minus five percentage points around any given percent reported for all respondents (462 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 Albany. 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 December 21, 2020. 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 2017 American Community Survey estimates for adults in the City of Albany. 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, area, Hispanic origin, housing tenure, housing type, race, and sex. 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.

		Unweighted	Weighted	Target*
Age	18-34	13%	31%	31%
	35-54	25%	34%	34%
	55+	63%	35%	35%
Area	Ward 1	41%	34%	34%
	Ward 2	23%	29%	29%
	Ward 3	36%	38%	38%
Hispanic origin	Not Spanish, Hispanic or Latino	96%	90%	90%
	Spanish, Hispanic or Latino	4%	10%	10%
Housing tenure	Own	79%	59%	59%
	Rent	21%	41%	41%
Housing type	Attached	21%	28%	28%
	Detached	79%	72%	72%
Race & Hispanic origin	Not white alone	14%	15%	15%
	White alone, not Hispanic or Latino	86%	85%	85%
Sex	Female	55%	52%	52%
	Male	45%	48%	48%
Sex/age	Female 18-34	7%	16%	16%
	Female 35-54	14%	17%	17%
	Female 55+	35%	18%	18%
	Male 18-34	6%	15%	15%
	Male 35-54	11%	17%	17%
	Male 55+	28%	16%	16%

Polco and /National Research Center 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. When there is an insufficient number of respondents within a category for those subgroups to be able to make meaningful comparisons (generally, less than 50), that subgroup has been excluded from the analysis.

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” and “good,” “very safe” and “somewhat safe,” “essential” and “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 Albany funded this research. Please contact Matt Harrington of the City of Albany at [matt.harrington@cityofalbany.net](mailto:matt.harrington@cityofalbany.net) 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 2017 American Community Survey

## Highlights

### **Residents value their quality of life in Albany and feel safe in the community.**

About 7 in 10 residents rated their quality of life and the city as a place to live as excellent or good. Further, most respondents planned to remain in the community for the next five years.

The strong marks provided by residents pertaining to the sense of safety in the community and quality of public safety services no doubt contribute to the quality of life in Albany. Around 90% of Albany's community members reported feeling safe in their neighborhood and in the city's downtown/commercial area during the day. In addition, 7 in 10 residents indicated they feel safe from natural disasters like fires or floods and from violent crime. Residents also expressed positive feelings towards safety services, with about 9 in 10 rating fire and ambulance or emergency medical services as excellent or good, and around three-quarters provided high assessments of fire prevention and education, animal control, and police/sheriff services.

### **Albany's economy is an area for growth.**

Community members gave lower marks to questions relating to Albany's economy. Around 50% of residents rated the city as a place to work, overall quality and variety of business and services establishments, the vibrancy of downtown/commercial areas, shopping opportunities, and the cost of living in Albany as excellent or good. Other aspects of the economy, such as employment opportunities and the overall economic health of Albany received positive marks from only about 3 in 10 community members.

About 42% of residents in Albany believed the economy would have a negative impact on their income in the six months following the survey. This percentage of residents feeling pessimistic about their economic future was more severe in Albany compared to the national benchmark, possibly highlighted by the COVID-19 crisis. About one-quarter of residents reported a loss of employment income due to the pandemic. Similar trends have persisted in communities across the country. (Please note that the national benchmarks are based on averages of pre-and post-COVID-19 assessments.)

### **Younger residents in Albany tend to give lower ratings than their older counterparts.**

Age had a significant impact on the assessments made by Albany's residents. Respondents in the 18-34 age range were far more likely to provide lower assessments of Albany. Around 40% of younger residents indicated Albany is an excellent or good place to live, whereas their counterparts in the 35 and up age ranges gave the city marks ranging around 80%. Similarly, only about 2 in 10 of younger respondents gave positive marks to Albany's sense of community, quality of the transportation system, overall image or reputation of the city, and opportunities to attend cultural/arts/music activities, while around half of the older community members responded with excellent or good rates. Younger residents may have been impacted more by the pandemic and economic crisis compared to middle-aged and older residents, so a further investigation into their specific concerns and needs might be beneficial.

### **The COVID-19 pandemic continues to pose significant health and emotional challenges to Albany residents, but they are faring well with access to resources.**

When asked questions specifically pertaining to COVID-19, only about 6% of Albany residents indicated they had a major or moderate problem with COVID-19 infections or symptoms. However, at least 7 in 10 respondents expressed concerns about the overall health of their household members and vulnerable populations as the community reopens. A similar number of residents were very or moderately concerned about people not wearing masks or socially distancing in public places. Lack of knowledge about testing, long wait lines, and the delay in receiving test results also contributed to resident concerns as well. Emotional health issues also were very prevalent. About 4 in 10 respondents indicated their household was experiencing major or moderate problems with boredom, not feeling in control, feeling anxious, on edge, or alone/isolated.

Fortunately, however, no more than 2 in 10 residents identified issues like trouble paying for food or housing, lack of adequate technology and technology skills, and access to cleaning supplies and medical services as major or moderate problems.

## 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 Albany as a whole.**  
 (% excellent or good)

		vs. benchmark*
Overall design or layout of Albany’s residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	52%	Similar
Overall economic health of Albany	34%	Lower
Overall feeling of safety in Albany	59%	Lower
Overall health and wellness opportunities in Albany	56%	Lower
Overall opportunities for education, culture and the arts	34%	Much lower
Overall quality of natural environment in Albany	64%	Lower
Overall quality of parks and recreation opportunities	63%	Lower
Overall quality of the transportation system (auto, bicycle, foot, bus) in Albany	39%	Much lower
Overall quality of the utility infrastructure in Albany (water, sewer, storm water, electric/gas)	67%	Similar
Residents’ connection and engagement with their community	32%	Lower

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

(% essential or very important)

Overall design or layout of Albany’s residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	60%	Much lower
Overall economic health of Albany	92%	Similar
Overall feeling of safety in Albany	84%	Lower
Overall health and wellness opportunities in Albany	76%	Similar
Overall opportunities for education, culture and the arts	68%	Lower
Overall quality of natural environment in Albany	75%	Similar
Overall quality of parks and recreation opportunities	70%	Lower

Overall quality of the transportation system (auto, bicycle, foot, bus) in Albany	62%	Lower
Overall quality of the utility infrastructure in Albany (water, sewer, storm water, electric/gas)	77%	Lower
Residents' connection and engagement with their community	65%	Lower

\* 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 58% or more of respondents were considered of "higher quality" and those with ratings lower than 58% were considered to be of "lower quality." Services were classified as "more important" if they were rated as essential or very important by 73% or more of respondents. Services were rated as "less important" if they received a rating of less than 73%. This classification uses the median ratings for quality and importance to divide the services in half.

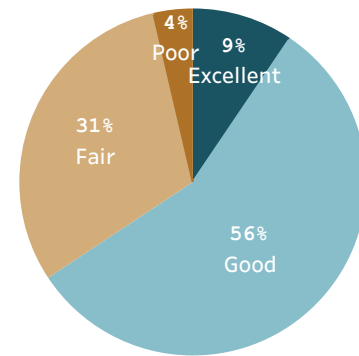
The quadrants in the figure below show which community facets were given higher or lower importance ratings (up-down) and which had higher or lower quality ratings (right-left). Services categorized as higher in importance and lower in quality may warrant further investigation to see if changes to their delivery are necessary.



## 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 Albany



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

		vs. benchmark*
Albany as a place to live	69%	Lower
The overall quality of life in Albany	66%	Lower

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

Remain in Albany for the next five years	79%	Similar
Recommend living in Albany to someone who asks	69%	Lower

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

Overall image or reputation of Albany	38%	Much lower
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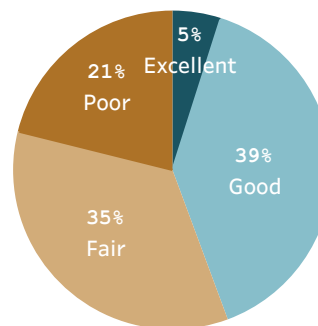
\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.



## 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 Albany government



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

Service	Percentage	vs. benchmark*
Public information services	58%	Similar

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

Service	Percentage	vs. benchmark*
Overall customer service by Albany employees (police, receptionists, planners, etc.)	76%	Similar

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

Category	Percentage	vs. benchmark*
Treating residents with respect	56%	Similar
Being honest	52%	Similar
The overall direction that Albany is taking	50%	Similar
Generally acting in the best interest of the community	50%	Similar
Treating all residents fairly	49%	Similar
Being open and transparent to the public	47%	Similar
The job Albany government does at welcoming resident involvement	46%	Similar
Informing residents about issues facing the community	45%	Similar
Overall confidence in Albany government	44%	Similar
The value of services for the taxes paid to Albany	43%	Similar

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

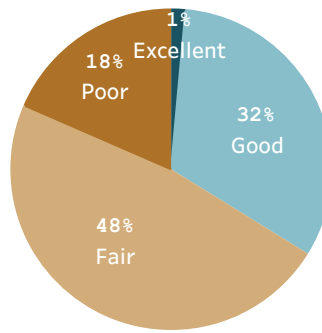
Entity	Percentage	vs. benchmark*
The City of Albany	57%	Lower
The Federal Government	30%	Similar

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

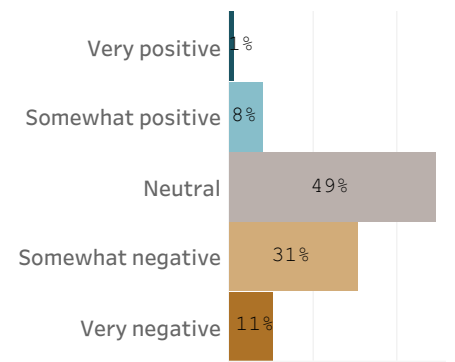
## Economy

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 Albany



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 aspects of quality of life in Albany.  
(% excellent or good)

Aspect	Percentage	vs. benchmark*
Albany as a place to work	50%	Lower
Albany as a place to visit	35%	Much lower

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

Characteristic	Percentage	vs. benchmark*
Overall quality of business and service establishments in Albany	63%	Similar
Variety of business and service establishments in Albany	52%	Similar
Vibrancy of downtown/commercial area	50%	Similar
Shopping opportunities	49%	Similar
Cost of living in Albany	46%	Similar
Overall economic health of Albany	34%	Lower
Employment opportunities	30%	Similar

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

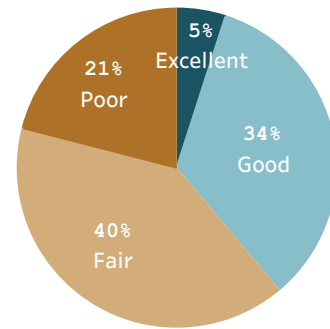
Service	Percentage	vs. benchmark*
Economic development	37%	Similar

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)

Impact	Percentage	vs. benchmark*
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:	9%	Much lower

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

Overall quality of the transportation system in Albany



## 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.

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

		vs. benchmark*
Ease of travel by car in Albany	74%	Similar
Ease of public parking	72%	Similar
Ease of walking in Albany	56%	Similar
Traffic flow on major streets	56%	Similar
Overall quality of the transportation system (auto, bicycle, foot, bus) in Albany	39%	Much lower
Ease of travel by bicycle in Albany	38%	Lower
Ease of travel by public transportation in Albany	24%	Lower

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

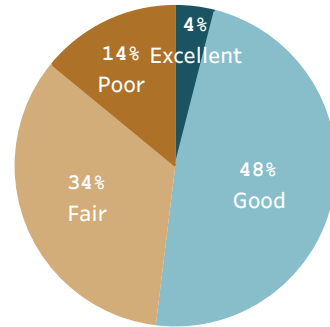
Walked or biked instead of driving	65%	Similar
Carpooled with other adults or children instead of driving alone	45%	Similar
Used bus, rail, subway or other public transportation instead of driving	11%	Lower

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

Street cleaning	60%	Similar
Traffic enforcement	59%	Similar
Street lighting	59%	Similar
Traffic signal timing	58%	Similar
Snow removal	50%	Lower
Sidewalk maintenance	41%	Similar
Bus or transit services	29%	Lower
Street repair	28%	Lower

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

Overall design or layout of Albany's residential and commercial areas



## 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 aspects of quality of life in Albany.  
(% excellent or good)

		vs. benchmark*
Your neighborhood as a place to live	76%	Similar

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

Preservation of the historical or cultural character of the community	70%	Similar
Overall design or layout of Albany's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	52%	Similar
Overall appearance of Albany	50%	Lower
Well-designed neighborhoods	48%	Lower
Overall quality of new development in Albany	43%	Similar
Variety of housing options	42%	Similar
Public places where people want to spend time	42%	Lower
Well-planned residential growth	36%	Similar
Well-planned commercial growth	31%	Similar
Availability of affordable quality housing	25%	Similar

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

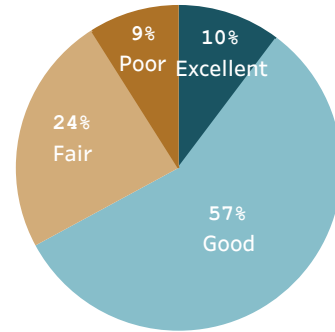
Land use, planning and zoning	37%	Similar
Code enforcement (weeds, abandoned buildings, etc.)	32%	Lower

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

## 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.

Overall quality of the utility infrastructure in Albany



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

		vs. benchmark*
Garbage collection	83%	Similar
Drinking water	81%	Similar
Power (electric and/or gas) utility	80%	Similar
Sewer services	79%	Similar
Storm water management (storm drainage, dams, levees, etc.)	71%	Similar
Utility billing	70%	Similar
Affordable high-speed internet access	42%	Similar

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

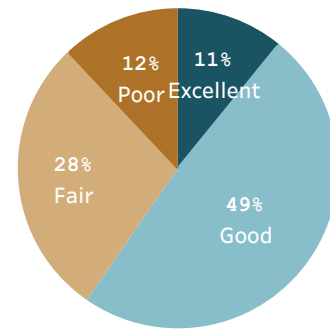
Overall quality of the utility infrastructure in Albany (water, sewer, storm water, electric/gas)	67%	Similar
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\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## 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 Albany



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

		vs. benchmark*
Overall feeling of safety in Albany	59%	Lower

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

In your neighborhood during the day	91%	Similar
In Albany's downtown/commercial area during the day	86%	Similar
From fire, flood or other natural disaster	77%	Similar
From violent crime	71%	Similar
From property crime	55%	Lower

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

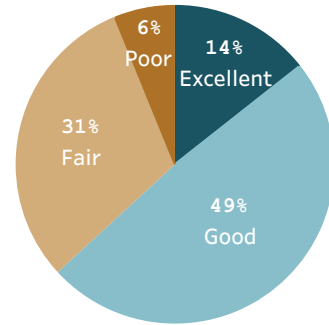
Fire services	93%	Similar
Ambulance or emergency medical services	88%	Similar
Fire prevention and education	77%	Similar
Animal control	72%	Similar
Police/Sheriff services	71%	Similar
Crime prevention	57%	Lower
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	49%	Lower

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

## 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.

Overall quality of natural environment in Albany



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

		vs. benchmark*
Air quality	81%	Similar
Overall quality of natural environment in Albany	64%	Lower
Cleanliness of Albany	60%	Lower
Water resources (beaches, lakes, ponds, riverways, etc.)	60%	Similar

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

Yard waste pick-up	78%	Similar
Recycling	71%	Similar
Preservation of natural areas (open space, farmlands and greenbelts)	59%	Similar
Albany open space	57%	Similar

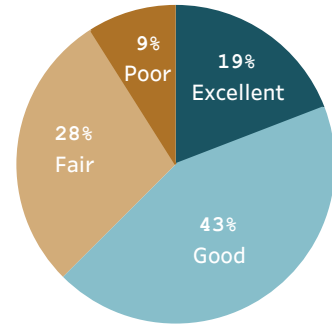
\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## 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

Overall quality of the parks and recreation opportunities



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

		vs. benchmark*
Fitness opportunities (including exercise classes and paths or trails, etc.)	63%	Similar
Overall quality of parks and recreation opportunities	63%	Lower
Availability of paths and walking trails	56%	Similar
Recreational opportunities	52%	Lower

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

City parks	67%	Similar
Recreation programs or classes	63%	Similar
Recreation centers or facilities	55%	Lower

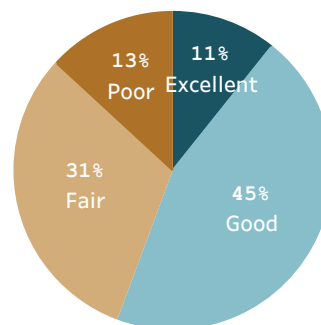
\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.



## 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.

Overall health and wellness opportunities in Albany



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

		vs. benchmark*
Availability of affordable quality food	72%	Similar
Availability of preventive health services	61%	Similar
Availability of affordable quality health care	57%	Similar
Overall health and wellness opportunities in Albany	56%	Lower
Availability of affordable quality mental health care	34%	Lower

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

Health services	61%	Similar
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Would you say that in general your health is:  
(% excellent or very good)

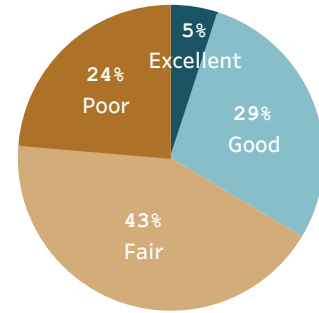
Would you say that in general your health is:	62%	Similar
---	-----	---------

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

## 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.

Overall opportunities for education, culture and the arts



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

		vs. benchmark*
Adult educational opportunities	56%	Similar
Opportunities to attend special events and festivals	51%	Lower
K-12 education	48%	Lower
Opportunities to attend cultural/arts/music activities	38%	Lower
Community support for the arts	36%	Lower
Overall opportunities for education, culture and the arts	34%	Much lower
Availability of affordable quality childcare/preschool	27%	Lower

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

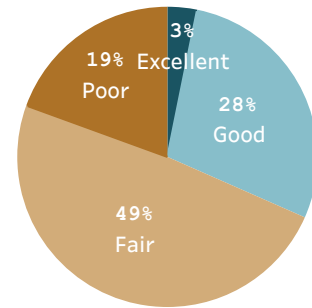
Public library services	83%	Similar
-------------------------	-----	---------

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

## 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.

Residents' connection and engagement with their community



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

Aspect	Albany Rating (%)	vs. benchmark*
Albany as a place to raise children	65%	Lower
Albany as a place to retire	51%	Similar
Sense of community	43%	Lower

Please rate how important, if at all, you think it is for the Albany community to focus on each of the following in the coming two years.  
(% essential or very important)

Residents' connection and engagement with their community	65%	Lower
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Please rate the job you feel the Albany community does at each of the following.  
(% excellent or good)

Making all residents feel welcome	50%	Lower
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	41%	Lower
Valuing/respecting residents from diverse backgrounds	37%	Lower
Attracting people from diverse backgrounds	26%	Much lower

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

Opportunities to volunteer	62%	Similar
Neighborliness of residents in Albany	53%	Similar
Opportunities to participate in community matters	49%	Lower
Opportunities to participate in social events and activities	45%	Lower
Sense of civic/community pride	37%	Lower
Openness and acceptance of the community toward people of diverse backgrounds	34%	Lower

\* 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)

		vs. benchmark*
Voted in your most recent local election	95%	Higher
Volunteered your time to some group/activity in Albany	36%	Similar
Contacted the City of Albany (in-person, phone, email or web) for help or information	34%	Lower
Watched (online or on television) a local public meeting	30%	Similar
Campaigned or advocated for a local issue, cause or candidate	25%	Similar
Contacted Albany elected officials (in-person, phone, email or web) to express your opinion	19%	Similar
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, ..	14%	Similar

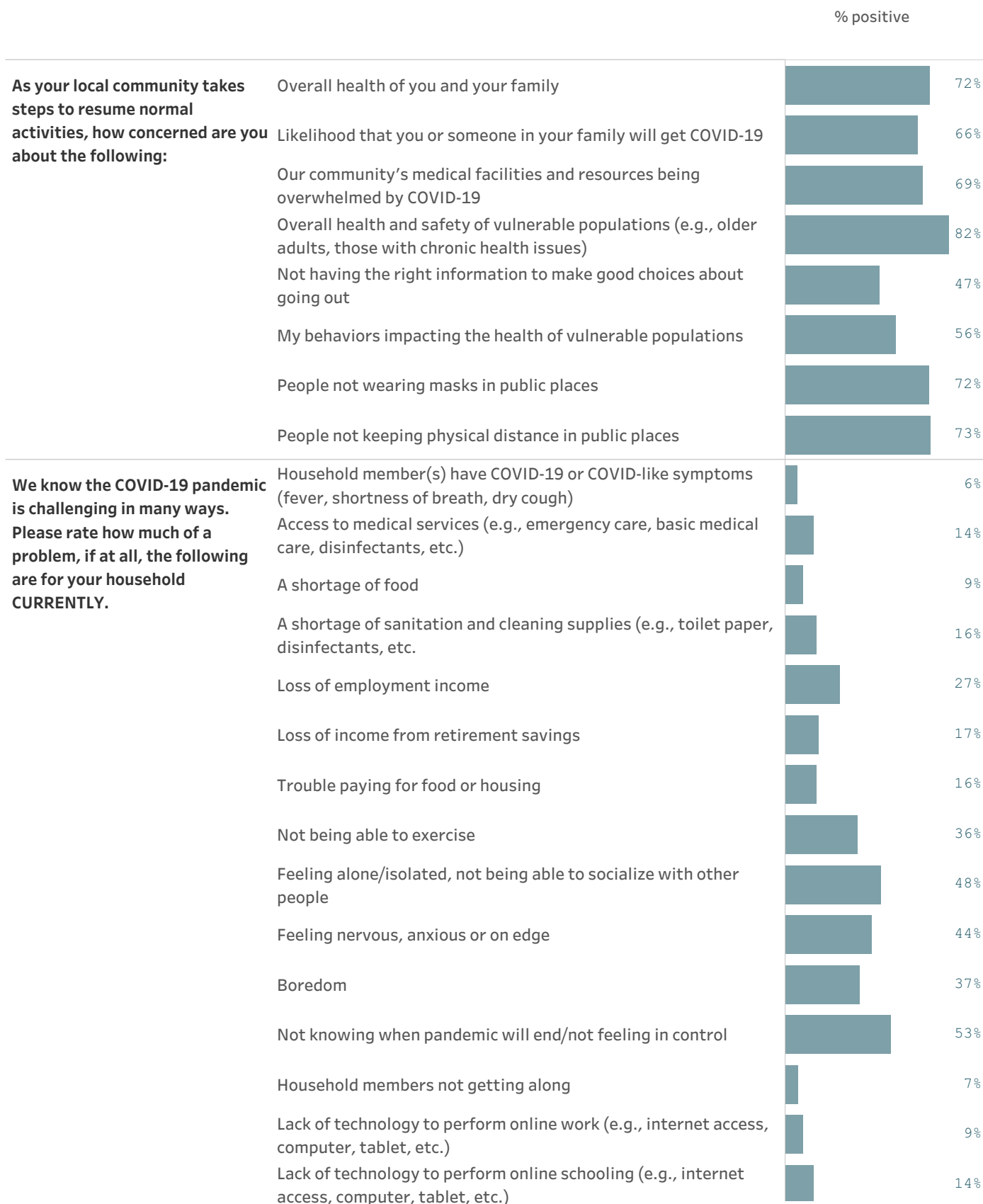
In general, how many times do you:  
(% a few times a week or more)

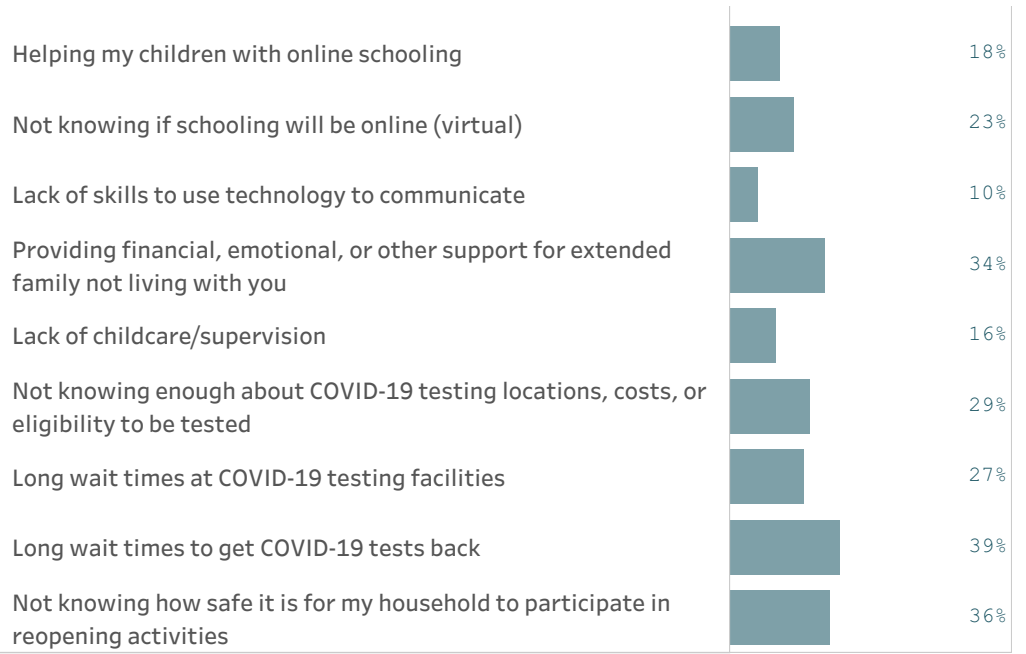
Use or check email	98%	Similar
Access the internet from your home using a computer, laptop or tablet computer	98%	Similar
Access the internet from your cell phone	92%	Similar
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	83%	Similar
Shop online	55%	Similar
Share your opinions online	32%	Similar

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

## Custom questions

Below are the results of each custom question on the survey. The percentage of positive responses (very concerned/moderately concerned or major problem/moderate problem) is shown. Below are the complete set of responses to each custom question on the survey.





## National benchmark tables

This table contains the comparisons of Albany's results to those from other communities. The first column shows the comparison of Albany's rating to the benchmark. Albany's results are noted as being "higher", "lower" or "similar" to the benchmark, meaning that the average rating given by Albany residents is statistically similar to or different than the benchmark. The second column is Albany's "percent positive." Most commonly, the percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good"). The third column is the rank assigned to Albany'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 Albany's result -- that is what percent of surveyed communities had a lower rating than Albany.

			% positive	Rank	Number of communities	Percentile
<b>Please rate each of the following aspects of quality of life in Albany.</b>	Albany as a place to live	Lower	69%	347	386	11
	Your neighborhood as a place to live	Similar	76%	222	318	31
	Albany as a place to raise children	Lower	65%	317	383	18
	Albany as a place to work	Lower	50%	292	366	21
	Albany as a place to visit	Much lower	35%	278	301	8
	Albany as a place to retire	Similar	51%	291	367	21
	The overall quality of life in Albany	Lower	66%	369	443	17
	Sense of community	Lower	43%	289	314	8
<b>Please rate each of the following characteristics as they relate to Albany as a whole.</b>	Overall economic health of Albany	Lower	34%	260	283	9
	Overall quality of the transportation system (auto, bicycle, foot, bus) i..	Much lower	39%	275	288	5
	Overall design or layout of Albany's residential and commercial areas (..	Similar	52%	225	278	20
	Overall quality of the utility infrastructure in Albany (water, sewer, st..	Similar	67%	36	51	30
	Overall feeling of safety in Albany	Lower	59%	321	364	13
	Overall quality of natural environment in Albany	Lower	64%	247	289	15
	Overall quality of parks and recreation opportunities	Lower	63%	46	51	12
	Overall health and wellness opportunities in Albany	Lower	56%	239	281	15
	Overall opportunities for education, culture and the arts	Much lower	34%	265	280	6
	Residents' connection and engagement with their community	Lower	32%	50	51	2
<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Recommend living in Albany to someone who asks	Lower	69%	268	298	11
	Remain in Albany for the next five years	Similar	79%	235	291	20
<b>Please rate how safe or unsafe you feel:</b>	In your neighborhood during the day	Similar	91%	222	357	38
	In Albany's downtown/commercial area during the day	Similar	86%	216	331	35

<b>Please rate how safe or unsafe you feel:</b>	From property crime	Lower	55%	59	65	8
	From violent crime	Similar	71%	49	65	24
	From fire, flood or other natural disaster	Similar	77%	40	51	22
<b>Please rate the job you feel the Albany community does at each of the following.</b>	Making all residents feel welcome	Lower	50%	50	51	2
	Attracting people from diverse backgrounds	Much lower	26%	51	51	1
	Valuing/respecting residents from diverse backgrounds	Lower	37%	51	51	1
	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Lower	41%	47	51	8
<b>Please rate each of the following characteristics as they relate to Albany as a whole.</b>	Overall quality of business and service establishments in Albany	Similar	63%	167	287	42
	Variety of business and service establishments in Albany	Similar	52%	38	50	25
	Vibrancy of downtown/commercial area	Similar	50%	142	264	47
	Employment opportunities	Similar	30%	246	318	23
	Shopping opportunities	Similar	49%	192	304	37
	Cost of living in Albany	Similar	46%	153	281	46
	Overall image or reputation of Albany	Much lower	38%	321	356	11
<b>Please rate each of the following characteristics as they relate to Albany as a whole.</b>	Traffic flow on major streets	Similar	56%	134	341	61
	Ease of public parking	Similar	72%	70	251	73
	Ease of travel by car in Albany	Similar	74%	108	317	66
	Ease of travel by public transportation in Albany	Lower	24%	196	254	23
	Ease of travel by bicycle in Albany	Lower	38%	254	317	20
	Ease of walking in Albany	Similar	56%	199	318	38
	Well-planned residential growth	Similar	36%	43	54	21
	Well-planned commercial growth	Similar	31%	45	54	17
	Well-designed neighborhoods	Lower	48%	49	55	11
	Preservation of the historical or cultural character of the community	Similar	70%	19	49	62
	Public places where people want to spend time	Lower	42%	250	273	9
	Variety of housing options	Similar	42%	225	291	23
	Availability of affordable quality housing	Similar	25%	240	315	24
	Overall quality of new development in Albany	Similar	43%	247	303	19
	Overall appearance of Albany	Lower	50%	306	349	13
	Cleanliness of Albany	Lower	60%	252	314	21
Water resources (beaches, lakes, ponds, riverways, etc.)	Similar	60%	33	47	30	



<b>Please rate each of the following characteristics as they relate to Albany as a whole.</b>	Air quality	Similar	81%	144	263	46
	Availability of paths and walking trails	Similar	56%	225	319	30
	Fitness opportunities (including exercise classes and paths or trails, et..	Similar	63%	211	269	22
	Recreational opportunities	Lower	52%	267	303	12
	Availability of affordable quality food	Similar	72%	132	264	51
	Availability of affordable quality health care	Similar	57%	210	277	25
	Availability of preventive health services	Similar	61%	180	259	31
	Availability of affordable quality mental health care	Lower	34%	213	254	17
	Opportunities to attend cultural/arts/music activities	Lower	38%	274	302	10
	Community support for the arts	Lower	36%	47	51	8
	Availability of affordable quality childcare/preschool	Lower	27%	257	274	7
	K-12 education	Lower	48%	234	279	17
	Adult educational opportunities	Similar	56%	146	261	45
	Sense of civic/community pride	Lower	37%	50	51	2
	Neighborliness of residents in Albany	Similar	53%	237	275	14
	Opportunities to participate in social events and activities	Lower	45%	251	279	11
	Opportunities to attend special events and festivals	Lower	51%	264	297	12
	Opportunities to volunteer	Similar	62%	231	281	18
	Opportunities to participate in community matters	Lower	49%	266	287	8
	Openness and acceptance of the community toward people of diverse ..	Lower	34%	305	308	1
<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted the City of Albany (in-person, phone, email or web) for help ..	Lower	34%	308	341	10
	Contacted Albany elected officials (in-person, phone, email or web) to ..	Similar	19%	92	272	67
	Attended a local public meeting (of local elected officials like City Coun..	Similar	14%	241	278	14
	Watched (online or on television) a local public meeting	Similar	30%	52	249	80
	Volunteered your time to some group/activity in Albany	Similar	36%	141	280	50
	Campaigned or advocated for a local issue, cause or candidate	Similar	25%	91	261	66
	Voted in your most recent local election	Higher	95%	1	51	99
	Used bus, rail, subway or other public transportation instead of driving	Lower	11%	157	233	33
	Carpooled with other adults or children instead of driving alone	Similar	45%	94	266	65
	Walked or biked instead of driving	Similar	65%	79	273	72
<b>Please rate the quality of each of the following</b>	Public information services	Similar	58%	239	294	19

**Please rate the quality of each of the following services in Albany.**

Economic development	Similar	37%	231	293	22
Traffic enforcement	Similar	59%	271	365	26
Traffic signal timing	Similar	58%	122	277	57
Street repair	Lower	28%	285	360	22
Street cleaning	Similar	60%	208	318	35
Street lighting	Similar	59%	225	338	34
Snow removal	Lower	50%	227	278	19
Sidewalk maintenance	Similar	41%	256	317	20
Bus or transit services	Lower	29%	211	249	16
Land use, planning and zoning	Similar	37%	267	308	14
Code enforcement (weeds, abandoned buildings, etc.)	Lower	32%	314	375	17
Affordable high-speed internet access	Similar	42%	39	48	19
Garbage collection	Similar	83%	196	345	44
Drinking water	Similar	81%	92	311	71
Sewer services	Similar	79%	167	313	47
Storm water management (storm drainage, dams, levees, etc.)	Similar	71%	179	338	48
Power (electric and/or gas) utility	Similar	80%	93	204	55
Utility billing	Similar	70%	164	248	34
Police/Sheriff services	Similar	71%	320	431	26
Crime prevention	Lower	57%	292	361	20
Animal control	Similar	72%	131	329	61
Ambulance or emergency medical services	Similar	88%	217	333	36
Fire services	Similar	93%	217	371	42
Fire prevention and education	Similar	77%	214	294	28
Emergency preparedness (services that prepare the community for na..	Lower	49%	260	291	11
Preservation of natural areas (open space, farmlands and greenbelts)	Similar	59%	173	267	36
Albany open space	Similar	57%	190	258	27
Recycling	Similar	71%	284	350	20
Yard waste pick-up	Similar	78%	144	279	49
City parks	Similar	67%	260	321	20
Recreation programs or classes	Similar	63%	239	323	27

<b>Please rate the quality of each of the following services in Albany.</b>	Recreation centers or facilities	Lower	55%	237	290	19
	Health services	Similar	61%	176	244	28
	Public library services	Similar	83%	214	332	36
	Overall customer service by Albany employees (police, receptionists, p..	Similar	76%	227	383	41
<b>Please rate the following categories of Albany government performance.</b>	The value of services for the taxes paid to Albany	Similar	43%	322	394	19
	The overall direction that Albany is taking	Similar	50%	250	329	25
	The job Albany government does at welcoming resident involvement	Similar	46%	271	331	18
	Overall confidence in Albany government	Similar	44%	228	285	21
	Generally acting in the best interest of the community	Similar	50%	209	288	28
	Being honest	Similar	52%	202	279	28
	Being open and transparent to the public	Similar	47%	38	51	26
	Informing residents about issues facing the community	Similar	45%	44	56	23
	Treating all residents fairly	Similar	49%	194	283	32
	Treating residents with respect	Similar	56%	43	51	16
<b>Overall, how would you rate the quality of the services provided by each ..</b>	The City of Albany	Lower	57%	348	405	15
	The Federal Government	Similar	30%	243	266	9
<b>Please rate how important, if at all, you think it is for the Albany community to focus on each of the following in the coming two years.</b>	Overall economic health of Albany	Similar	92%	42	262	84
	Overall quality of the transportation system (auto, bicycle, foot, bus) i..	Lower	62%	250	262	4
	Overall design or layout of Albany's residential and commercial areas (..	Much lower	60%	260	262	1
	Overall quality of the utility infrastructure in Albany (water, sewer, st..	Lower	77%	51	51	1
	Overall feeling of safety in Albany	Lower	84%	231	262	12
	Overall quality of natural environment in Albany	Similar	75%	207	262	21
	Overall quality of parks and recreation opportunities	Lower	70%	51	51	1
	Overall health and wellness opportunities in Albany	Similar	76%	134	261	49
	Overall opportunities for education, culture and the arts	Lower	68%	238	262	9
	Residents' connection and engagement with their community	Lower	65%	249	262	5
<b>In general, how many times do you:</b>	Access the internet from your home using a computer, laptop or tablet..	Similar	98%	8	51	85
	Access the internet from your cell phone	Similar	92%	31	51	40
	Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	Similar	83%	9	51	83
	Use or check email	Similar	98%	10	51	81
	Share your opinions online	Similar	32%	26	51	50

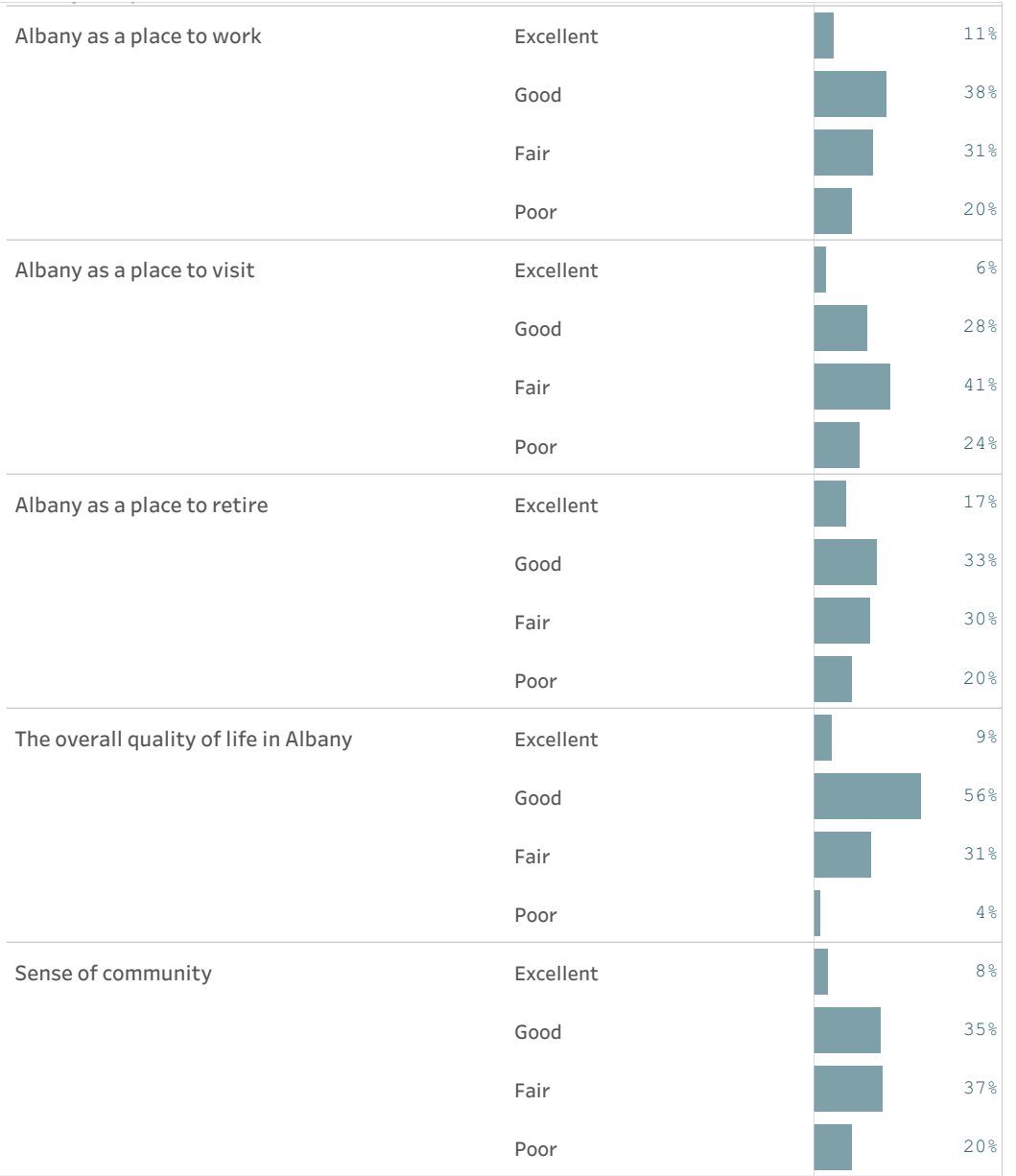
<b>In general, how many times do you:</b>	Shop online	Similar	55%	21	51	59
	Would you say that in general your health is:	Similar	62%	166	268	39
	What impact, if any, do you think the economy will have on your family..	Much lower	9%	272	272	1

## Complete set of frequencies

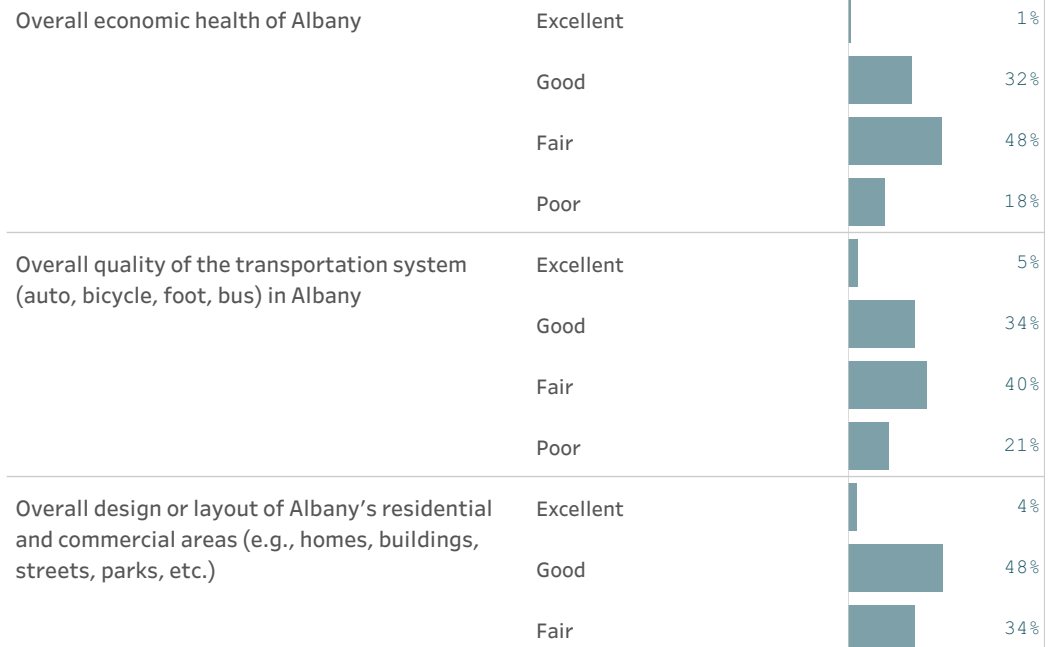
This dashboard contains a complete set of responses to each question on the survey. By default, "Don't know" responses are excluded, but may be added to the table using the response filter to the right. When a table for a question that only permitted a single response does not total to exactly 100%,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
































In which category is your age?	18-24 years		5%	
	25-34 years		27%	
	35-44 years		21%	
	45-54 years		13%	
	55-64 years		14%	
	65-74 years		16%	
	75 years or older		6%	
What is your gender?	Female		52%	
	Male		48%	
	Identify in another way		0%	
Which best describes the building you live in?	One family house detached from any other houses		70%	
	Building with two or more homes (duplex, townhome, apa..		26%	
	Mobile home		2%	
	Other		2%	
Do you rent or own your home?	Rent		40%	
	Own		60%	
<b>Please rate each of the following aspects of quality of life in Albany.</b>	Albany as a place to live	Excellent		13%
		Good		56%
		Fair		28%
		Poor		3%
Your neighborhood as a place to live	Excellent		33%	
	Good		44%	
	Fair		19%	
	Poor		5%	
Albany as a place to raise children	Excellent		13%	
	Good		52%	
	Fair		25%	
	Poor		10%	

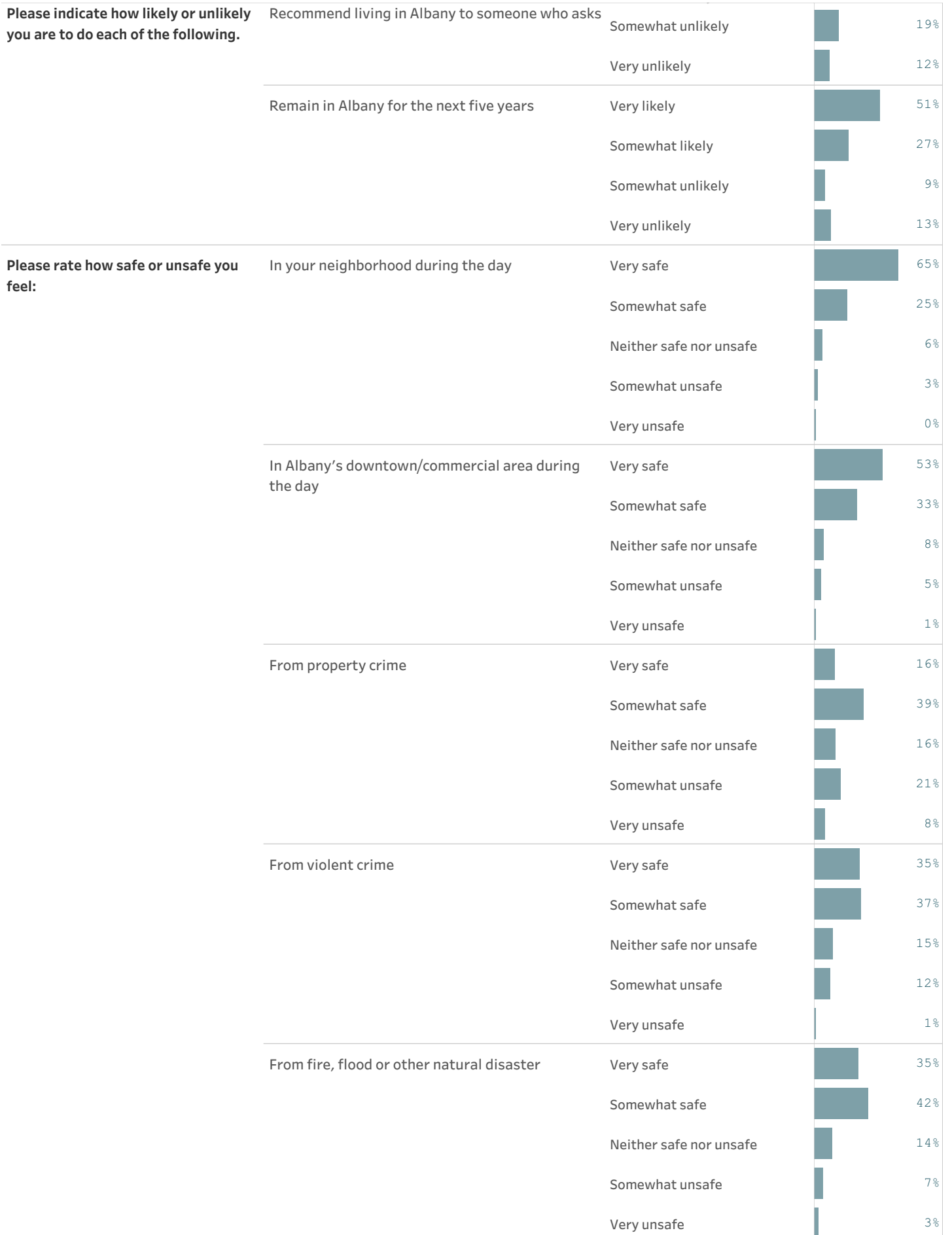
**Please rate each of the following aspects of quality of life in Albany.**


































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


































<b>Please rate each of the following characteristics as they relate to Albany as a whole.</b>	and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Poor		14%
	Overall quality of the utility infrastructure in Albany (water, sewer, storm water, electric/gas)	Excellent		10%
		Good		57%
		Fair		24%
		Poor		9%
	Overall feeling of safety in Albany	Excellent		11%
		Good		49%
		Fair		28%
		Poor		12%
	Overall quality of natural environment in Albany	Excellent		14%
Good			49%	
Fair			31%	
Poor			6%	
Overall quality of parks and recreation opportunities	Excellent		19%	
	Good		43%	
	Fair		28%	
	Poor		9%	
Overall health and wellness opportunities in Albany	Excellent		11%	
	Good		45%	
	Fair		31%	
	Poor		13%	
Overall opportunities for education, culture and the arts	Excellent		5%	
	Good		29%	
	Fair		43%	
	Poor		24%	
Residents' connection and engagement with their community	Excellent		3%	
	Good		28%	
	Fair		49%	
	Poor		19%	
<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Recommend living in Albany to someone who asks	Very likely		23%
		Somewhat likely		46%





<b>Please rate the job you feel the Albany community does at each of the following.</b>	Making all residents feel welcome	Excellent		10%
		Good		39%
		Fair		33%
		Poor		17%
Attracting people from diverse backgrounds	Excellent		8%	
	Good		18%	
	Fair		38%	
	Poor		36%	
Valuing/respecting residents from diverse backgrounds	Excellent		9%	
	Good		27%	
	Fair		35%	
	Poor		30%	
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Excellent		9%	
	Good		31%	
	Fair		33%	
	Poor		26%	
<b>Please rate each of the following characteristics as they relate to Albany as a whole.</b>	Overall quality of business and service establishments in Albany	Excellent		9%
		Good		55%
		Fair		33%
		Poor		3%
Variety of business and service establishments in Albany	Excellent		7%	
	Good		45%	
	Fair		39%	
	Poor		9%	
Vibrancy of downtown/commercial area	Excellent		8%	
	Good		41%	
	Fair		39%	
	Poor		11%	
Employment opportunities	Excellent		2%	
	Good		28%	
	Fair		41%	
































<b>Please rate each of the following characteristics as they relate to Albany as a whole.</b>	Employment opportunities	Poor		29%	
	Shopping opportunities	Excellent		7%	
		Good		42%	
		Fair		38%	
		Poor		12%	
	Cost of living in Albany	Excellent		6%	
		Good		40%	
		Fair		33%	
		Poor		21%	
	Overall image or reputation of Albany	Excellent		4%	
		Good		34%	
		Fair		45%	
		Poor		17%	
	<b>Please rate each of the following characteristics as they relate to Albany as a whole.</b>	Traffic flow on major streets	Excellent		9%
			Good		46%
			Fair		28%
Poor				17%	
Ease of public parking		Excellent		16%	
		Good		55%	
		Fair		20%	
		Poor		9%	
Ease of travel by car in Albany		Excellent		23%	
		Good		51%	
		Fair		20%	
		Poor		6%	
Ease of travel by public transportation in Albany		Excellent		7%	
		Good		17%	
		Fair		31%	
		Poor		46%	
Ease of travel by bicycle in Albany	Excellent		6%		
	Good		32%		

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































Ease of travel by bicycle in Albany	Fair		32%
	Poor		30%
Ease of walking in Albany	Excellent		15%
	Good		41%
	Fair		37%
	Poor		7%
Well-planned residential growth	Excellent		6%
	Good		30%
	Fair		45%
	Poor		19%
Well-planned commercial growth	Excellent		4%
	Good		26%
	Fair		44%
	Poor		25%
Well-designed neighborhoods	Excellent		4%
	Good		44%
	Fair		37%
	Poor		15%
Preservation of the historical or cultural character of the community	Excellent		18%
	Good		52%
	Fair		23%
	Poor		7%
Public places where people want to spend time	Excellent		8%
	Good		33%
	Fair		36%
	Poor		22%
Variety of housing options	Excellent		6%
	Good		36%
	Fair		34%
	Poor		24%
Availability of affordable quality housing	Excellent		6%
































Please rate each of the following characteristics as they relate to Albany as a whole.	Characteristic	Rating	Percentage	
			Bar	Value
Availability of affordable quality housing		Good		19%
		Fair		34%
		Poor		41%
Overall quality of new development in Albany		Excellent		5%
		Good		37%
		Fair		39%
		Poor		18%
Overall appearance of Albany		Excellent		5%
		Good		45%
		Fair		39%
		Poor		11%
Cleanliness of Albany		Excellent		6%
		Good		54%
		Fair		29%
		Poor		11%
Water resources (beaches, lakes, ponds, riverways, etc.)		Excellent		11%
		Good		49%
		Fair		30%
		Poor		10%
Air quality		Excellent		25%
		Good		56%
		Fair		15%
		Poor		4%
Availability of paths and walking trails		Excellent		15%
		Good		40%
		Fair		33%
		Poor		12%
Fitness opportunities (including exercise classes and paths or trails, etc.)		Excellent		13%
		Good		49%
		Fair		27%
		Poor		11%

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
































Recreational opportunities	Excellent		7%
	Good		44%
	Fair		34%
	Poor		14%
Availability of affordable quality food	Excellent		15%
	Good		57%
	Fair		22%
	Poor		6%
Availability of affordable quality health care	Excellent		9%
	Good		48%
	Fair		22%
	Poor		21%
Availability of preventive health services	Excellent		11%
	Good		49%
	Fair		25%
	Poor		15%
Availability of affordable quality mental health care	Excellent		5%
	Good		28%
	Fair		26%
	Poor		41%
Opportunities to attend cultural/arts/music activities	Excellent		6%
	Good		32%
	Fair		35%
	Poor		27%
Community support for the arts	Excellent		6%
	Good		30%
	Fair		37%
	Poor		27%
Availability of affordable quality childcare/preschool	Excellent		5%
	Good		22%
	Fair		35%

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

Availability of affordable quality childcare/preschool	Poor		39%
K-12 education	Excellent		12%
	Good		36%
	Fair		35%
	Poor		17%
Adult educational opportunities	Excellent		10%
	Good		45%
	Fair		36%
	Poor		9%
Sense of civic/community pride	Excellent		4%
	Good		33%
	Fair		43%
	Poor		21%
Neighborliness of residents in Albany	Excellent		7%
	Good		46%
	Fair		35%
	Poor		12%
Opportunities to participate in social events and activities	Excellent		8%
	Good		37%
	Fair		38%
	Poor		18%
Opportunities to attend special events and festivals	Excellent		12%
	Good		39%
	Fair		31%
	Poor		18%
Opportunities to volunteer	Excellent		15%
	Good		47%
	Fair		27%
	Poor		11%
Opportunities to participate in community matters	Excellent		7%
	Good		42%
































<b>Please rate each of the following characteristics as they relate to Albany as a whole.</b>	Opportunities to participate in community matters	Fair		34%
		Poor		17%
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		9%
		Good		25%
		Fair		33%
	Poor		33%	
<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted the City of Albany (in-person, phone, email or web) for help or information	No		65%
		Yes		35%
	Contacted Albany elected officials (in-person, phone, email or web) to express your opinion	No		81%
		Yes		19%
	Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HO..	No		86%
		Yes		14%
	Watched (online or on television) a local public meeting	No		70%
		Yes		30%
	Volunteered your time to some group/activity in Albany	No		64%
		Yes		36%
	Campaigned or advocated for a local issue, cause or candidate	No		75%
		Yes		25%
	Voted in your most recent local election	No		4%
		Yes		96%
	Used bus, rail, subway or other public transportation instead of driving	No		89%
		Yes		11%
	Carpooled with other adults or children instead of driving alone	No		56%
		Yes		44%
	Walked or biked instead of driving	No		34%
Yes			66%	
<b>Please rate the quality of each of the following services in Albany.</b>	Public information services	Excellent		8%
		Good		50%
		Fair		34%
		Poor		8%
	Economic development	Excellent		5%

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

Economic development	Good		32%
	Fair		48%
	Poor		16%
Traffic enforcement	Excellent		9%
	Good		50%
	Fair		27%
	Poor		14%
Traffic signal timing	Excellent		7%
	Good		51%
	Fair		28%
	Poor		14%
Street repair	Excellent		3%
	Good		24%
	Fair		42%
	Poor		30%
Street cleaning	Excellent		10%
	Good		50%
	Fair		27%
	Poor		12%
Street lighting	Excellent		7%
	Good		52%
	Fair		27%
	Poor		14%
Snow removal	Excellent		9%
	Good		41%
	Fair		34%
	Poor		16%
Sidewalk maintenance	Excellent		5%
	Good		36%
	Fair		37%
	Poor		23%

































































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
































Bus or transit services	Excellent		5%
	Good		24%
	Fair		35%
	Poor		36%
Land use, planning and zoning	Excellent		4%
	Good		33%
	Fair		33%
	Poor		31%
Code enforcement (weeds, abandoned buildings, etc.)	Excellent		5%
	Good		27%
	Fair		39%
	Poor		29%
Affordable high-speed internet access	Excellent		9%
	Good		33%
	Fair		32%
	Poor		26%
Garbage collection	Excellent		31%
	Good		52%
	Fair		14%
	Poor		2%
Drinking water	Excellent		35%
	Good		46%
	Fair		13%
	Poor		7%
Sewer services	Excellent		25%
	Good		54%
	Fair		16%
	Poor		5%
Storm water management (storm drainage, dams, levees, etc.)	Excellent		16%
	Good		55%
	Fair		16%
































Please rate the quality of each of the following services in Albany.			
Storm water management (storm drainage, dams, levees, etc.)	Poor		13%
	Excellent		27%
Power (electric and/or gas) utility	Good		53%
	Fair		15%
	Poor		4%
	Excellent		17%
Utility billing	Good		53%
	Fair		19%
	Poor		11%
	Excellent		30%
Police/Sheriff services	Good		40%
	Fair		19%
	Poor		10%
	Excellent		10%
Crime prevention	Good		46%
	Fair		27%
	Poor		17%
	Excellent		15%
Animal control	Good		56%
	Fair		23%
	Poor		6%
	Excellent		35%
Ambulance or emergency medical services	Good		53%
	Fair		11%
	Poor		1%
	Excellent		40%
Fire services	Good		53%
	Fair		6%
	Poor		2%
	Excellent		23%
Fire prevention and education	Good		55%
	Excellent		23%
































**Please rate the quality of each of the following services in Albany.**
































Fire prevention and education	Fair		16%
	Poor		6%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Excellent		11%
	Good		38%
	Fair		28%
	Poor		23%
Preservation of natural areas (open space, farmlands and greenbelts)	Excellent		12%
	Good		47%
	Fair		27%
	Poor		14%
Albany open space	Excellent		9%
	Good		48%
	Fair		30%
	Poor		14%
Recycling	Excellent		17%
	Good		55%
	Fair		18%
	Poor		10%
Yard waste pick-up	Excellent		26%
	Good		52%
	Fair		17%
	Poor		4%
City parks	Excellent		21%
	Good		45%
	Fair		29%
	Poor		5%
Recreation programs or classes	Excellent		13%
	Good		50%
	Fair		30%
	Poor		7%
Recreation centers or facilities	Excellent		11%

<b>Please rate the quality of each of the following services in Albany.</b>	Recreation centers or facilities	Good		45%
		Fair		30%
		Poor		14%
	Health services	Excellent		10%
		Good		51%
		Fair		29%
		Poor		10%
	Public library services	Excellent		34%
		Good		49%
		Fair		13%
		Poor		5%
	Overall customer service by Albany employees (police, receptionists, planners, etc.)	Excellent		23%
Good			52%	
Fair			18%	
Poor			7%	
<b>Please rate the following categories of Albany government performance.</b>	The value of services for the taxes paid to Albany	Excellent		6%
		Good		36%
		Fair		35%
		Poor		23%
	The overall direction that Albany is taking	Excellent		7%
		Good		43%
		Fair		31%
		Poor		19%
	The job Albany government does at welcoming resident involvement	Excellent		4%
		Good		41%
		Fair		32%
		Poor		23%
	Overall confidence in Albany government	Excellent		5%
		Good		39%
		Fair		35%
		Poor		21%

Please rate the following categories of Albany government performance.				
Generally acting in the best interest of the community	Excellent		7%	
	Good		42%	
	Fair		31%	
	Poor		19%	
Being honest	Excellent		8%	
	Good		43%	
	Fair		31%	
	Poor		17%	
Being open and transparent to the public	Excellent		8%	
	Good		39%	
	Fair		33%	
	Poor		20%	
Informing residents about issues facing the community	Excellent		6%	
	Good		39%	
	Fair		33%	
	Poor		22%	
Treating all residents fairly	Excellent		10%	
	Good		38%	
	Fair		34%	
	Poor		17%	
Treating residents with respect	Excellent		10%	
	Good		46%	
	Fair		32%	
	Poor		12%	
Overall, how would you rate the quality of the services provided by each of the following?	The City of Albany	Excellent		7%
		Good		50%
		Fair		35%
		Poor		8%
	The Federal Government	Excellent		3%
		Good		27%
		Fair		41%

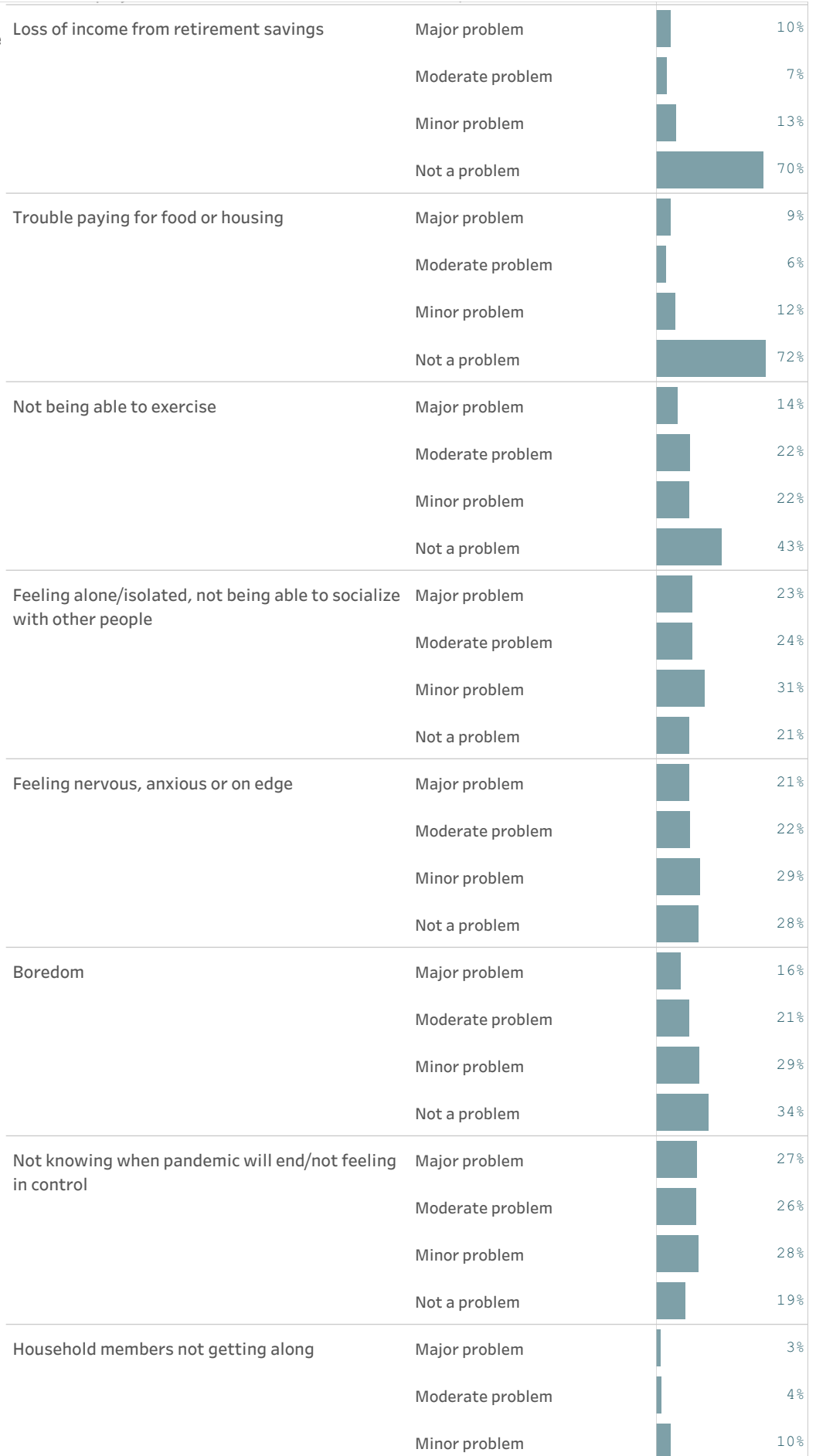
<b>quality of the services provided by each of the following?</b>	The Federal Government	Poor		28%
<b>Please rate how important, if at all, you think it is for the Albany community to focus on each of the following in the coming two years.</b>	Overall economic health of Albany	Essential		54%
		Very important		38%
		Somewhat important		8%
		Not at all important		1%
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Albany	Essential		21%
		Very important		40%
		Somewhat important		33%
		Not at all important		5%
	Overall design or layout of Albany's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Essential		17%
		Very important		43%
Somewhat important			34%	
Not at all important			6%	
Overall quality of the utility infrastructure in Albany (water, sewer, storm water, electric/gas)	Essential		37%	
	Very important		39%	
	Somewhat important		20%	
	Not at all important		3%	
Overall feeling of safety in Albany	Essential		46%	
	Very important		38%	
	Somewhat important		12%	
	Not at all important		4%	
Overall quality of natural environment in Albany	Essential		34%	
	Very important		41%	
	Somewhat important		22%	
	Not at all important		3%	
Overall quality of parks and recreation opportunities	Essential		27%	
	Very important		42%	
	Somewhat important		26%	
	Not at all important		4%	
Overall health and wellness opportunities in Albany	Essential		32%	
	Very important		44%	

<b>Please rate how important, if at all, you think it is for the Albany community to focus on each of the following in the coming two years.</b>	Overall health and wellness opportunities in Albany	Somewhat important		19%
		Not at all important		5%
	Overall opportunities for education, culture and the arts	Essential		28%
		Very important		40%
		Somewhat important		27%
		Not at all important		5%
	Residents' connection and engagement with their community	Essential		23%
		Very important		42%
		Somewhat important		31%
		Not at all important		4%
<b>As your local community takes steps to resume normal activities, how concerned are you about the following:</b>	Overall health of you and your family	Very concerned		46%
		Moderately concerned		26%
		Slightly concerned		17%
		Not at all concerned		11%
	Likelihood that you or someone in your family will get COVID-19	Very concerned		37%
		Moderately concerned		29%
		Slightly concerned		19%
		Not at all concerned		16%
	Our community's medical facilities and resources being overwhelmed by COVID-19	Very concerned		43%
		Moderately concerned		25%
Slightly concerned			18%	
Not at all concerned			13%	
Overall health and safety of vulnerable populations (e.g., older adults, those with chronic health issues)	Very concerned		54%	
	Moderately concerned		28%	
	Slightly concerned		13%	
	Not at all concerned		5%	
Not having the right information to make good choices about going out	Very concerned		25%	
	Moderately concerned		22%	
	Slightly concerned		25%	
	Not at all concerned		28%	
My behaviors impacting the health of vulnerable	Very concerned		35%	

<b>As your local community takes steps to resume normal activities, how concerned are you about the following:</b>	My behaviors impacting the health of vulnerable populations	Moderately concerned		20%
		Slightly concerned		18%
		Not at all concerned		26%
	People not wearing masks in public places	Very concerned		58%
		Moderately concerned		14%
		Slightly concerned		11%
		Not at all concerned		17%
	People not keeping physical distance in public places	Very concerned		54%
		Moderately concerned		19%
Slightly concerned			13%	
Not at all concerned			14%	
<b>We know the COVID-19 pandemic is challenging in many ways. Please rate how much of a problem, if at all, the following are for your household CURRENTLY.</b>	Household member(s) have COVID-19 or COVID-like symptoms (fever, shortness of breath, dry cough)	Major problem		3%
		Moderate problem		3%
		Minor problem		6%
		Not a problem		88%
	Access to medical services (e.g., emergency care, basic medical care, disinfectants, etc.)	Major problem		6%
		Moderate problem		7%
		Minor problem		20%
		Not a problem		66%
	A shortage of food	Major problem		4%
Moderate problem			5%	
Minor problem			13%	
Not a problem			78%	
A shortage of sanitation and cleaning supplies (e.g., toilet paper, disinfectants, etc.)	Major problem		5%	
	Moderate problem		10%	
	Minor problem		25%	
	Not a problem		60%	
Loss of employment income	Major problem		17%	
	Moderate problem		10%	
	Minor problem		11%	
	Not a problem		62%	

























We know the COVID-19 pandemic is challenging in many ways. Please rate how much of a problem, if at all, the following are for your household CURRENTLY.



We know the COVID-19 pandemic is challenging in many ways. Please rate how much of a problem, if at all, the following are for your household CURRENTLY.	Household members not getting along		
	Problem Level	Percentage	
Household members not getting along	Not a problem	84%	
	Lack of technology to perform online work (e.g., internet access, computer, tablet, etc.)	Major problem	5%
	Moderate problem	4%	
	Minor problem	10%	
Lack of technology to perform online work (e.g., internet access, computer, tablet, etc.)	Not a problem	81%	
	Lack of technology to perform online schooling (e.g., internet access, computer, tablet, etc.)	Major problem	8%
	Moderate problem	6%	
	Minor problem	6%	
Lack of technology to perform online schooling (e.g., internet access, computer, tablet, etc.)	Not a problem	80%	
	Helping my children with online schooling	Major problem	8%
	Moderate problem	9%	
	Minor problem	6%	
Helping my children with online schooling	Not a problem	77%	
	Not knowing if schooling will be online (virtual)	Major problem	14%
	Moderate problem	9%	
	Minor problem	9%	
Not knowing if schooling will be online (virtual)	Not a problem	69%	
	Lack of skills to use technology to communicate	Major problem	5%
	Moderate problem	5%	
	Minor problem	9%	
Lack of skills to use technology to communicate	Not a problem	82%	
	Providing financial, emotional, or other support for extended family not living with you	Major problem	12%
	Moderate problem	21%	
	Minor problem	22%	
Providing financial, emotional, or other support for extended family not living with you	Not a problem	45%	
	Lack of childcare/supervision	Major problem	8%
	Moderate problem	8%	
	Minor problem	5%	
Lack of childcare/supervision	Not a problem	79%	
	Not knowing enough about COVID-19 testing locations, costs, or eligibility to be tested	Major problem	12%
	Moderate problem	16%	
	Minor problem	0%	
Not knowing enough about COVID-19 testing locations, costs, or eligibility to be tested	Not a problem	0%	

<b>We know the COVID-19 pandemic is challenging in many ways. Please rate how much of a problem, if at all, the following are for your household CURRENTLY.</b>	Not knowing enough about COVID-19 testing locations, costs, or eligibility to be tested	Minor problem	20%
		Not a problem	52%
	Long wait times at COVID-19 testing facilities	Major problem	8%
		Moderate problem	18%
		Minor problem	14%
		Not a problem	60%
	Long wait times to get COVID-19 tests back	Major problem	18%
		Moderate problem	21%
		Minor problem	13%
		Not a problem	48%
	Not knowing how safe it is for my household to participate in reopening activities	Major problem	18%
		Moderate problem	18%
Minor problem		26%	
Not a problem		39%	
<b>In general, how many times do you:</b>	Access the internet from your home using a computer, laptop or tablet computer	Several times a day	89%
		Once a day	5%
		A few times a week	4%
		Every few weeks	0%
		Less often or never	2%
		Access the internet from your cell phone	Several times a day
	Once a day		6%
	A few times a week		2%
	Every few weeks		1%
	Less often or never		7%
	Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	Several times a day	56%
		Once a day	16%
		A few times a week	11%
		Every few weeks	4%
		Less often or never	13%
	Use or check email	Several times a day	80%
Once a day		16%	

<b>In general, how many times do you:</b>	Use or check email	A few times a week	2%
		Every few weeks	1%
		Less often or never	1%
Share your opinions online		Several times a day	12%
		Once a day	5%
		A few times a week	15%
		Every few weeks	14%
		Less often or never	54%
Shop online		Several times a day	11%
		Once a day	8%
		A few times a week	37%
		Every few weeks	33%
		Less often or never	11%
Would you say that in general your health is:		Excellent	15%
		Very good	47%
		Good	30%
		Fair	8%
		Poor	0%
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	1%
		Somewhat positive	8%
		Neutral	49%
		Somewhat negative	31%
		Very negative	11%
How many years have you lived in Albany?		Less than 2 years	11%
		2-5 years	20%
		6-10 years	20%
		11-20 years	21%
		More than 20 years	28%
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	5%
		\$500 to \$999	23%
		\$1,000 to \$1,499	42%

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)?	\$1,500 to \$1,999		20%
	\$2,000 to \$2,499		7%
	\$2,500 to \$2,999		3%
	\$3,000 to \$3,499		1%
	\$3,500 or more		1%
Do any children 17 or under live in your household?	No		74%
	Yes		26%
Are you or any other members of your household aged 65 or older?	No		73%
	Yes		27%
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		15%
	\$25,000 to \$49,999		18%
	\$50,000 to \$74,999		21%
	\$75,000 to \$99,999		22%
	\$100,000 to \$149,999		17%
	\$150,000 or more		6%
Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic or Latino		92%
	Yes, I consider myself to be Spanish, Hispanic or Latino		8%
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan Native		2%
	Asian, Asian Indian or Pacific Islander		2%
	Black or African American		0%
	White		93%
	Other		5%

## Comparison of Responses by Respondent Characteristics

This dashboard allows the user to specify which demographics to include in the table using the dropdown menu below. Responses have been summarized to show only the proportion of respondents giving a positive answer; for example, the percent of respondents who rated the quality of life as excellent or good. If there were insufficient responses within a specific demographic category to compare groups, the category will not appear in the dashboard. The first column displays the percent positive from all respondents, while the following columns display the percent positive by category.

In the "Statistical significance" tab, you will find a tool to help determine the threshold values for statistically significant differences between groups.

		Ward 1	Ward 2	Ward 3
<b>Please rate each of the following aspects of quality of life in Albany.</b>	Albany as a place to live	77%	57%	70%
	Your neighborhood as a place to live	86%	65%	77%
	Albany as a place to raise children	79%	47%	66%
	Albany as a place to work	55%	42%	50%
	Albany as a place to visit	36%	27%	39%
	Albany as a place to retire	59%	44%	47%
	The overall quality of life in Albany	78%	53%	64%
	Sense of community	48%	41%	40%
<b>Please rate each of the following characteristics as they relate to Albany as a whole.</b>	Overall economic health of Albany	39%	29%	33%
	Overall quality of the transportation system (auto, bicycle, foo..	51%	31%	34%
	Overall design or layout of Albany's residential and commercial..	62%	37%	54%
	Overall quality of the utility infrastructure in Albany (water, se..	69%	63%	68%
	Overall feeling of safety in Albany	68%	51%	59%
	Overall quality of natural environment in Albany	73%	59%	58%
	Overall quality of parks and recreation opportunities	74%	54%	59%
	Overall health and wellness opportunities in Albany	69%	48%	50%
	Overall opportunities for education, culture and the arts	44%	22%	33%
	Residents' connection and engagement with their community	43%	30%	22%

<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Recommend living in Albany to someone who asks	80%	56%	69%
	Remain in Albany for the next five years	89%	66%	78%
<b>Please rate how safe or unsafe you feel:</b>	In your neighborhood during the day	96%	91%	85%
	In Albany's downtown/commercial area during the day	90%	84%	83%
	From property crime	65%	41%	56%
	From violent crime	81%	64%	70%
	From fire, flood or other natural disaster	80%	78%	72%
<b>Please rate the job you feel the Albany community does at each of the following.</b>	Making all residents feel welcome	57%	42%	47%
	Attracting people from diverse backgrounds	27%	26%	24%
	Valuing/respecting residents from diverse backgrounds	36%	36%	36%
	Taking care of vulnerable residents (elderly, disabled, homeless..)	50%	32%	38%
<b>Please rate each of the following characteristics as they relate to Albany as a whole.</b>	Overall quality of business and service establishments in Albany	75%	56%	59%
	Variety of business and service establishments in Albany	63%	44%	49%
	Vibrancy of downtown/commercial area	61%	51%	38%
	Employment opportunities	42%	26%	23%
	Shopping opportunities	53%	45%	49%
	Cost of living in Albany	60%	38%	40%
	Overall image or reputation of Albany	44%	33%	36%
<b>Please rate each of the following characteristics as they relate to Albany as a whole.</b>	Traffic flow on major streets	63%	52%	51%
	Ease of public parking	73%	73%	68%
	Ease of travel by car in Albany	77%	77%	69%
	Ease of travel by public transportation in Albany	26%		19%
	Ease of travel by bicycle in Albany	41%	37%	35%
	Ease of walking in Albany	71%	49%	47%
	Well-planned residential growth	37%	31%	38%
	Well-planned commercial growth	38%	26%	27%

Please rate each of the following characteristics as they relate to Albany as a whole.			
Well-designed neighborhoods	49%	47%	48%
Preservation of the historical or cultural character of the comm..	77%	67%	64%
Public places where people want to spend time	54%	34%	35%
Variety of housing options	50%	37%	40%
Availability of affordable quality housing	31%	21%	23%
Overall quality of new development in Albany	51%	40%	37%
Overall appearance of Albany	57%	47%	46%
Cleanliness of Albany	61%	52%	66%
Water resources (beaches, lakes, ponds, riverways, etc.)	71%	54%	55%
Air quality	87%	79%	76%
Availability of paths and walking trails	67%	51%	48%
Fitness opportunities (including exercise classes and paths or t..	77%	57%	54%
Recreational opportunities	62%	47%	46%
Availability of affordable quality food	76%	69%	70%
Availability of affordable quality health care	62%	51%	56%
Availability of preventive health services	67%	57%	57%
Availability of affordable quality mental health care	38%	26%	35%
Opportunities to attend cultural/arts/music activities	44%	36%	34%
Community support for the arts	39%	31%	37%
Availability of affordable quality childcare/preschool	28%		28%
K-12 education	51%	39%	50%
Adult educational opportunities	59%	55%	54%
Sense of civic/community pride	46%	30%	33%
Neighborliness of residents in Albany	70%	53%	38%
Opportunities to participate in social events and activities	54%	38%	40%
Opportunities to attend special events and festivals	62%	41%	47%



<b>Please rate each of the following characteristics as they relate to Albany as a whole.</b>	Opportunities to volunteer	71%	60%	55%
	Opportunities to participate in community matters	58%	47%	43%
	Openness and acceptance of the community toward people of d..	39%	25%	35%
<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted the City of Albany (in-person, phone, email or web) f..	39%	34%	32%
	Contacted Albany elected officials (in-person, phone, email or ..	25%	15%	18%
	Attended a local public meeting (of local elected officials like Ci..	20%	12%	10%
	Watched (online or on television) a local public meeting	26%	28%	34%
	Volunteered your time to some group/activity in Albany	33%	40%	37%
	Campaigned or advocated for a local issue, cause or candidate	30%	20%	25%
	Voted in your most recent local election	97%	96%	95%
	Used bus, rail, subway or other public transportation instead of..	8%	12%	13%
	Carpooled with other adults or children instead of driving alone	46%	50%	38%
	Walked or biked instead of driving	63%	71%	64%
<b>Please rate the quality of each of the following services in Albany.</b>	Public information services	69%	42%	59%
	Economic development	41%	31%	36%
	Traffic enforcement	65%	50%	60%
	Traffic signal timing	64%	58%	53%
	Street repair	22%	39%	23%
	Street cleaning	59%	55%	66%
	Street lighting	65%	57%	56%
	Snow removal	53%		41%
	Sidewalk maintenance	36%	47%	41%
	Bus or transit services	33%		27%
	Land use, planning and zoning	40%	37%	32%
	Code enforcement (weeds, abandoned buildings, etc.)	33%	28%	35%
	Affordable high-speed internet access	42%	49%	37%

<b>Please rate the quality of each of the following services in Albany.</b>	Garbage collection	82%	92%	78%
	Drinking water	87%	78%	77%
	Sewer services	87%	72%	79%
	Storm water management (storm drainage, dams, levees, etc.)	71%	65%	76%
	Power (electric and/or gas) utility	83%	79%	79%
	Utility billing	71%	71%	69%
	Police/Sheriff services	80%	61%	69%
	Crime prevention	65%	52%	52%
	Animal control	73%	74%	67%
	Ambulance or emergency medical services	88%	89%	88%
	Fire services	93%	97%	89%
	Fire prevention and education	88%	81%	67%
	Emergency preparedness (services that prepare the communit..	55%	37%	53%
	Preservation of natural areas (open space, farmlands and gree..	61%	66%	51%
	Albany open space	65%	53%	51%
	Recycling	69%	76%	69%
	Yard waste pick-up	81%	75%	79%
	City parks	73%	65%	63%
	Recreation programs or classes	63%	62%	64%
	Recreation centers or facilities	53%	56%	57%
Health services	67%	69%	51%	
Public library services	83%	84%	82%	
Overall customer service by Albany employees (police, receptio..	79%	75%	72%	
<b>Please rate the following categories of Albany government performance.</b>	The value of services for the taxes paid to Albany	54%	36%	37%
	The overall direction that Albany is taking	60%	47%	44%
	The job Albany government does at welcoming resident involve..	54%	38%	44%

<b>Please rate the following categories of Albany government performance.</b>	Overall confidence in Albany government	43%	44%	45%
	Generally acting in the best interest of the community	59%	47%	44%
	Being honest	57%	52%	46%
	Being open and transparent to the public	52%	43%	45%
	Informing residents about issues facing the community	56%	40%	39%
	Treating all residents fairly	50%	47%	47%
	Treating residents with respect	58%	54%	55%
<b>Overall, how would you rate the quality of the services provided by each of the following?</b>	The City of Albany	60%	53%	58%
	The Federal Government	34%	29%	28%
<b>Please rate how important, if at all, you think it is for the Albany community to focus on each of the following in the coming two years.</b>	Overall economic health of Albany	93%	93%	90%
	Overall quality of the transportation system (auto, bicycle, foo..	57%	66%	63%
	Overall design or layout of Albany's residential and commercial..	58%	70%	54%
	Overall quality of the utility infrastructure in Albany (water, se..	76%	73%	79%
	Overall feeling of safety in Albany	87%	80%	85%
	Overall quality of natural environment in Albany	69%	81%	76%
	Overall quality of parks and recreation opportunities	67%	70%	70%
	Overall health and wellness opportunities in Albany	68%	75%	83%
	Overall opportunities for education, culture and the arts	63%	74%	69%
	Residents' connection and engagement with their community	68%	67%	60%
<b>As your local community takes steps to resume normal activities, how concerned are you about the following:</b>	Overall health of you and your family	66%	75%	75%
	Likelihood that you or someone in your family will get COVID-19	64%	65%	68%
	Our community's medical facilities and resources being overwh..	62%	68%	75%
	Overall health and safety of vulnerable populations (e.g., older ..	81%	81%	85%
	Not having the right information to make good choices about g..	38%	59%	47%
	My behaviors impacting the health of vulnerable populations	60%	54%	52%
	People not wearing masks in public places	69%	69%	76%

<b>activities, how concerned are you about the following:</b>	People not keeping physical distance in public places	69%	72%	76%
<b>We know the COVID-19 pandemic is challenging in many ways. Please rate how much of a problem, if at all, the following are for your household CURRENTLY.</b>	Household member(s) have COVID-19 or COVID-like symptoms (..	4%	6%	7%
	Access to medical services (e.g., emergency care, basic medical ..	12%	7%	19%
	A shortage of food	5%	7%	13%
	A shortage of sanitation and cleaning supplies (e.g., toilet pape..	8%	20%	17%
	Loss of employment income	23%	32%	26%
	Loss of income from retirement savings	12%	18%	19%
	Trouble paying for food or housing	10%	22%	16%
	Not being able to exercise	31%	41%	36%
	Feeling alone/isolated, not being able to socialize with other pe..	40%	53%	49%
	Feeling nervous, anxious or on edge	41%	48%	42%
	Boredom	29%	46%	38%
	Not knowing when pandemic will end/not feeling in control	46%	51%	61%
	Household members not getting along	4%	6%	9%
	Lack of technology to perform online work (e.g., internet access..	5%	17%	6%
	Lack of technology to perform online schooling (e.g., internet a..	6%	22%	15%
	Helping my children with online schooling	13%	19%	21%
	Not knowing if schooling will be online (virtual)	20%	20%	27%
	Lack of skills to use technology to communicate	4%	15%	11%
	Providing financial, emotional, or other support for extended fa..	22%	37%	40%
	Lack of childcare/supervision	15%	17%	16%
Not knowing enough about COVID-19 testing locations, costs, o..	19%	33%	32%	
Long wait times at COVID-19 testing facilities	18%	28%	33%	
Long wait times to get COVID-19 tests back	33%	35%	48%	
Not knowing how safe it is for my household to participate in re..	26%	40%	40%	
<b>In general, how many times do</b>	Access the internet from your home using a computer, laptop o..	99%	97%	98%

<b>In general, how many times do you:</b>	Access the internet from your cell phone	89%	93%	93%
	Visit social media sites such as Facebook, Twitter, WhatsApp, e..	83%	89%	79%
	Use or check email	98%	97%	99%
	Share your opinions online	30%	34%	33%
	Shop online	57%	54%	57%
	Would you say that in general your health is:	60%	67%	61%
	What impact, if any, do you think the economy will have on your..	11%	10%	8%

## Statistical significance thresholds

Below you may select a demographic to find the thresholds for statistically significant differences between groups (i.e. the minimum difference between groups to be considered statistically significant based on the sample sizes). Use the drop down menu to the right to select demographic dimensions. If there were no responses within a specific demographic option, that option will not appear in the dashboard.

### Age

	18-34	35-54	55+
18-34		16%	14%
35-54	16%		11%
55+	14%	11%	

## Methods (open participation)

As part of its participation in The National Community Survey™ (The NCST™), the City of Albany conducted a survey of 4,500 residents. Survey invitations were mailed to randomly selected households and data were collected from November 19, 2020 to January 13, 2021. 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 Albany. 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 December 21, 2020. The survey remained open for two weeks and there were 219 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. However, to reduce bias where possible, these data were statistically weighted to match the demographic characteristics of the 2010 Census and 2017 American Community Survey estimates for adults in the City of Albany. The characteristics used for weighting were age, area, Hispanic origin, housing tenure, housing type, race, and sex. 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.

\* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from <https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

		Unweighted	Weighted	Target*
Age	18-34	12%	31%	31%
	35-54	46%	34%	34%
	55+	42%	35%	35%
Area	Ward 1	56%	34%	34%
	Ward 2	15%	29%	29%
	Ward 3	29%	38%	38%
Hispanic	Not Spanish, Hispanic or Latino	95%	90%	90%
	Spanish, Hispanic or Latino	5%	10%	10%
Housing type	Attached	11%	28%	28%
	Detached	89%	72%	72%
Race/ethnicity	Not white alone	15%	17%	15%
	White alone, not Hispanic or Latino	85%	83%	85%
Sex	Female	71%	52%	52%
	Male	29%	48%	48%
Sex/age	Female 18-34	9%	16%	16%
	Female 35-54	33%	17%	17%
	Female 55+	28%	18%	18%
	Male 18-34	3%	15%	15%
	Male 35-54	12%	17%	17%
	Male 55+	14%	16%	16%
Tenure	Own	80%	59%	59%
	Rent	20%	41%	41%

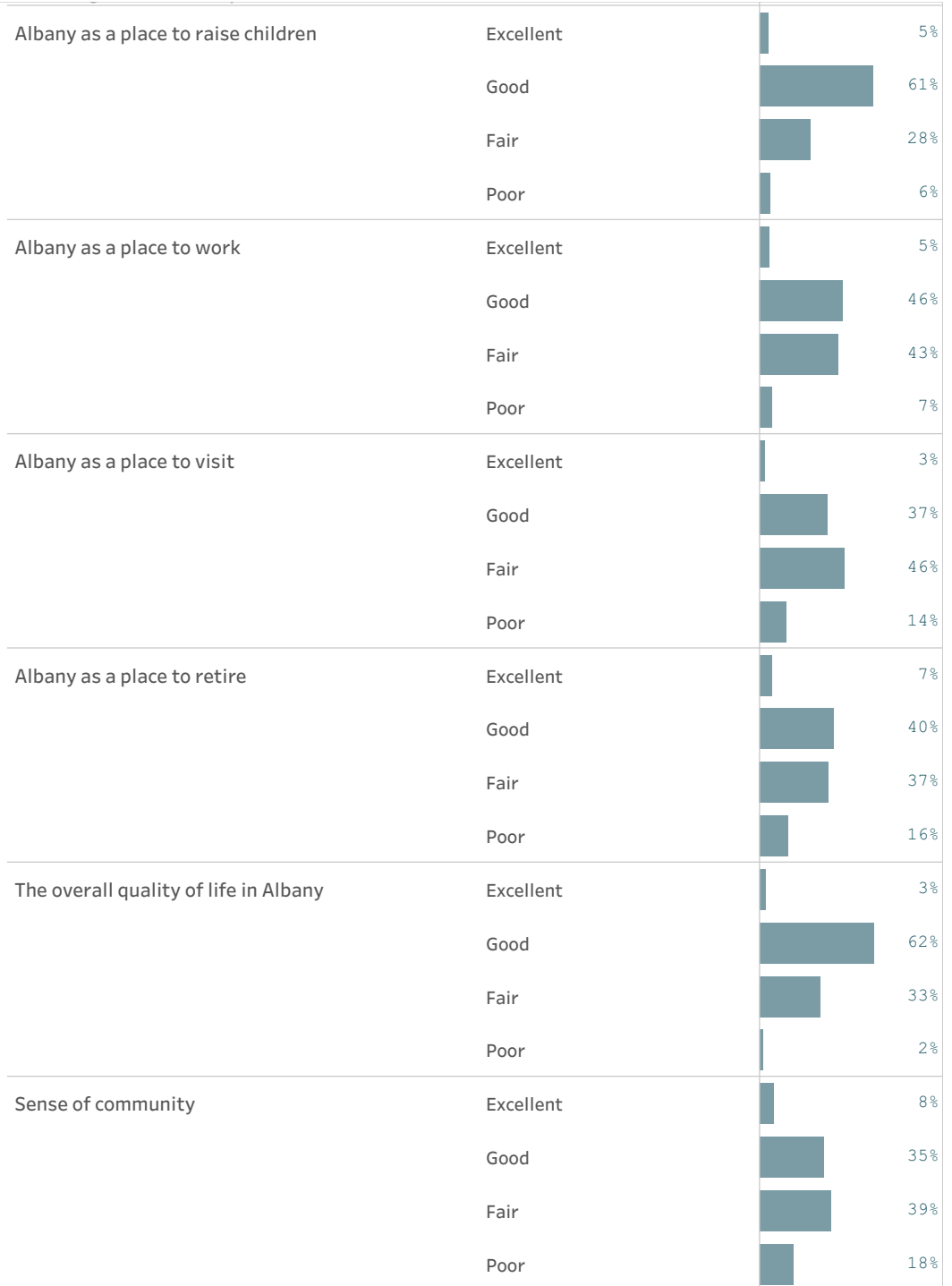
## Open participation survey results

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.

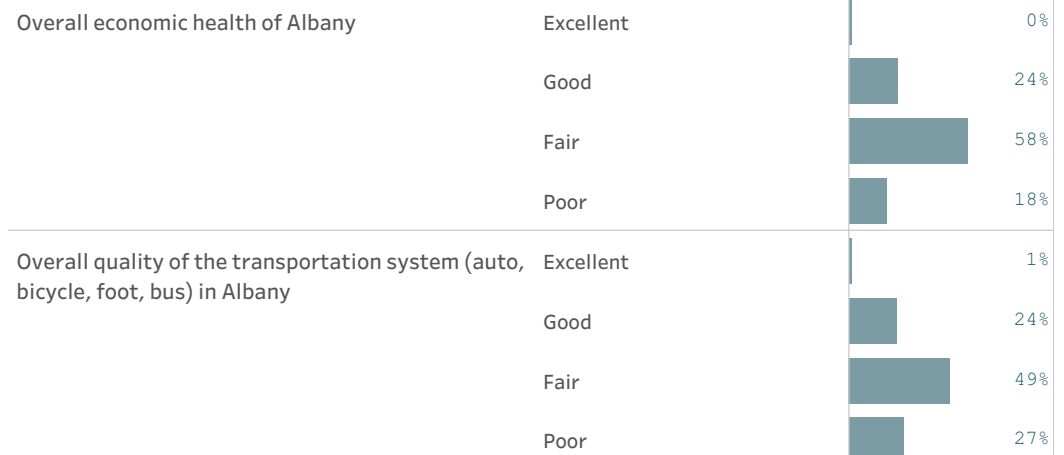
Using the map above as reference, please indicate which Ward in Albany you live in.	Ward 1		33%	
	Ward 2		28%	
	Ward 3		37%	
	Not applicable		1%	
In which category is your age?	18-24 years		6%	
	25-34 years		25%	
	35-44 years		19%	
	45-54 years		15%	
	55-64 years		15%	
	65-74 years		15%	
	75 years or older		5%	
What is your gender?	Female		51%	
	Male		48%	
	Identify in another way		0%	
Which best describes the building you live in?	One family house detached from any other houses		70%	
	Building with two or more homes (duplex, townhome, apa..		27%	
	Mobile home		2%	
	Other		1%	
Do you rent or own your home?	Rent		41%	
	Own		59%	
Please rate each of the following aspects of quality of life in Albany.	Albany as a place to live	Excellent		12%
		Good		61%
		Fair		24%
		Poor		3%
Your neighborhood as a place to live	Excellent		22%	
	Good		51%	
	Fair		22%	
	Poor		5%	



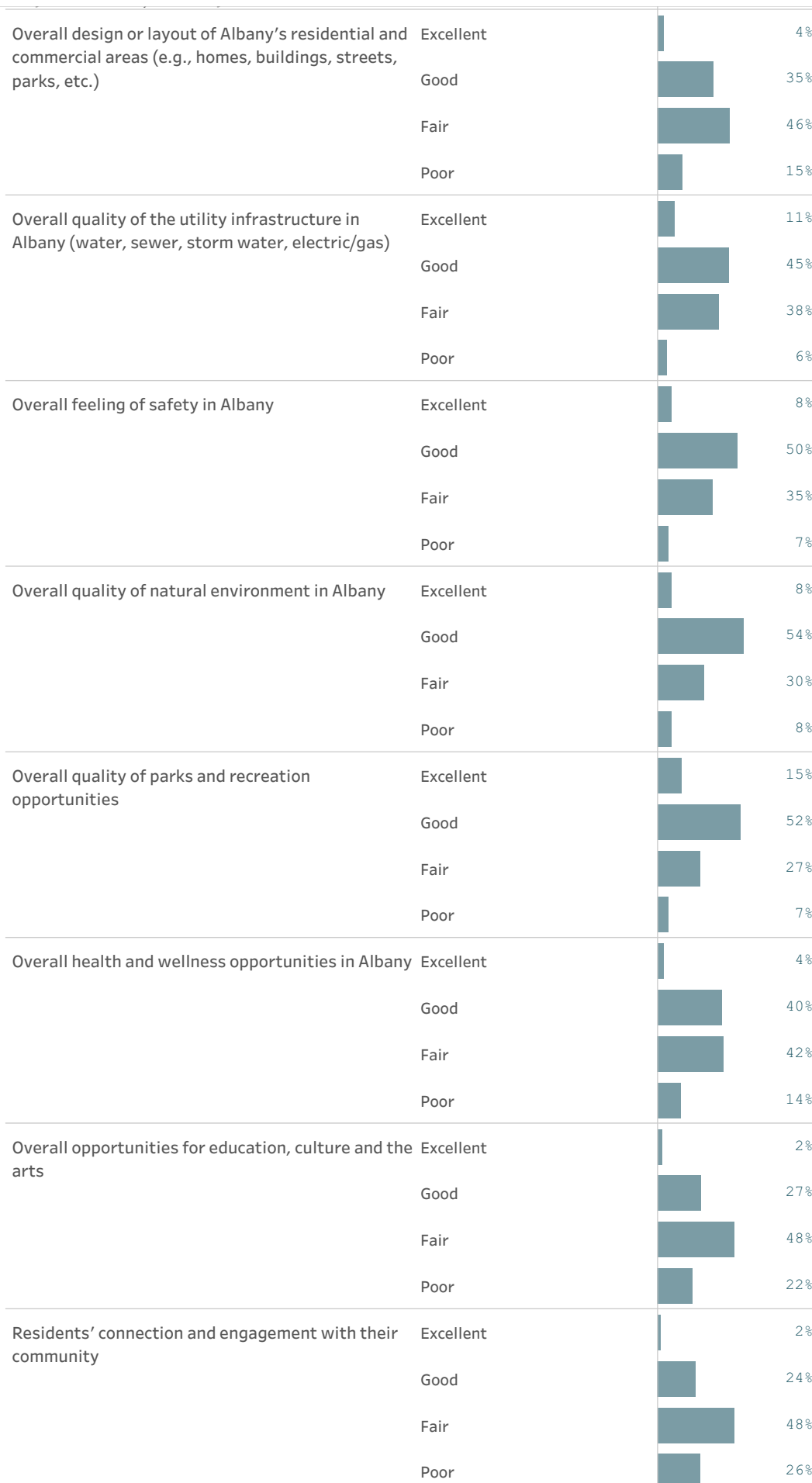
**Please rate each of the following aspects of quality of life in Albany.**






























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



































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



<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Recommend living in Albany to someone who asks	Very likely		23%
		Somewhat likely		38%
		Somewhat unlikely		22%
		Very unlikely		17%
	Remain in Albany for the next five years	Very likely		56%
		Somewhat likely		30%
		Somewhat unlikely		6%
		Very unlikely		9%
<b>Please rate how safe or unsafe you feel:</b>	In your neighborhood during the day	Very safe		70%
		Somewhat safe		20%
		Neither safe nor unsafe		8%
		Somewhat unsafe		1%
		Very unsafe		0%
	In Albany's downtown/commercial area during the day	Very safe		57%
		Somewhat safe		30%
		Neither safe nor unsafe		10%
		Somewhat unsafe		2%
		Very unsafe		0%
	From property crime	Very safe		18%
		Somewhat safe		32%
		Neither safe nor unsafe		20%
		Somewhat unsafe		24%
		Very unsafe		6%
	From violent crime	Very safe		39%
Somewhat safe			32%	
Neither safe nor unsafe			21%	
Somewhat unsafe			6%	
Very unsafe			2%	
From fire, flood or other natural disaster	Very safe		39%	
	Somewhat safe		35%	
	Neither safe nor unsafe		14%	
	Somewhat unsafe		12%	

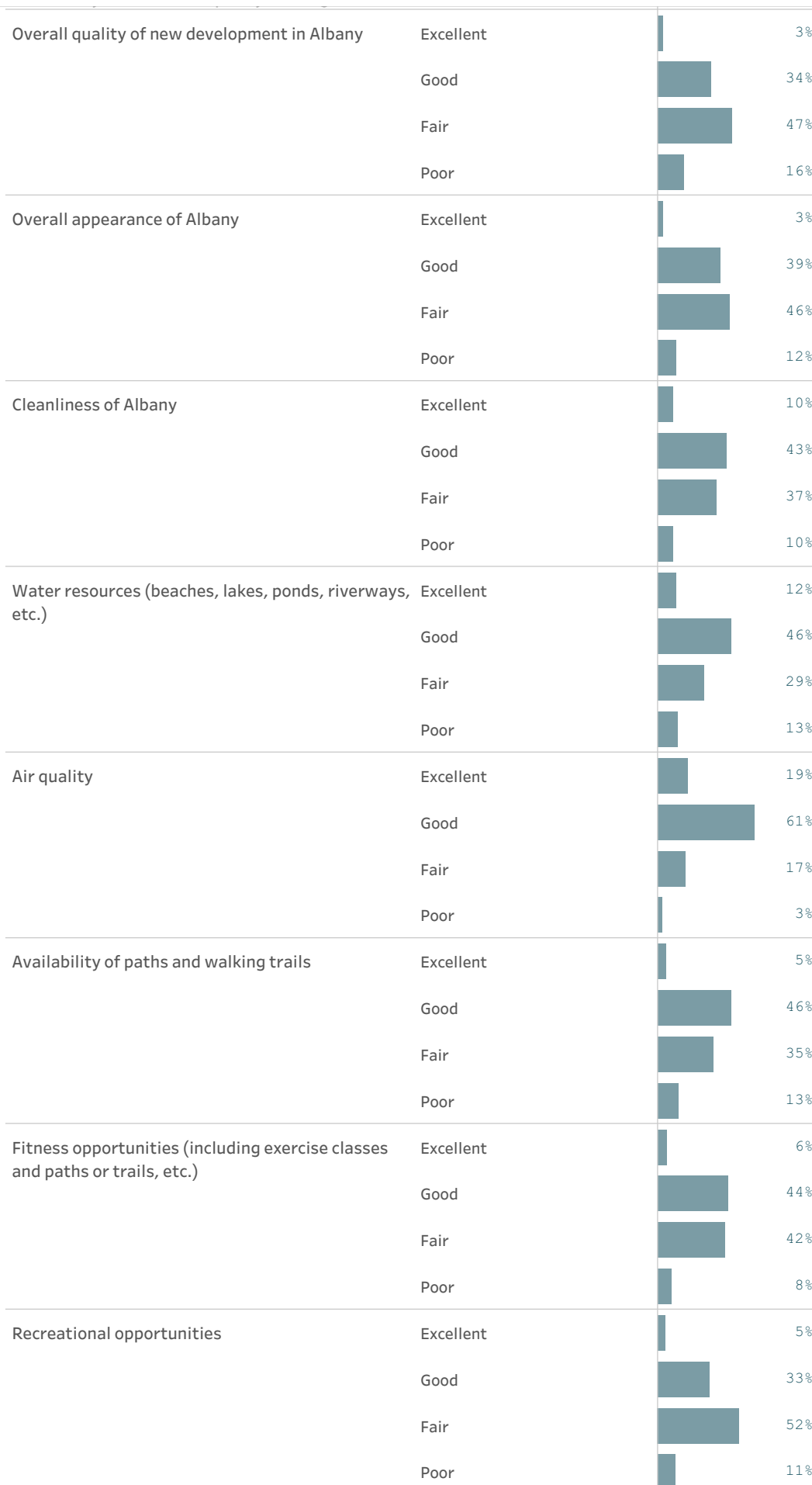
<b>Please rate how safe or unsafe you feel:</b>	From fire, flood or other natural disaster	Very unsafe		0%
<b>Please rate the job you feel the Albany community does at each of the following.</b>	Making all residents feel welcome	Excellent		2%
		Good		33%
		Fair		46%
		Poor		19%
	Attracting people from diverse backgrounds	Excellent		6%
		Good		11%
		Fair		34%
		Poor		49%
	Valuing/respecting residents from diverse backgrounds	Excellent		6%
		Good		25%
		Fair		28%
		Poor		41%
	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Excellent		1%
		Good		26%
		Fair		37%
		Poor		36%
<b>Please rate each of the following characteristics as they relate to Albany as a whole.</b>	Overall quality of business and service establishments in Albany	Excellent		8%
		Good		52%
		Fair		36%
		Poor		5%
	Variety of business and service establishments in Albany	Excellent		7%
		Good		34%
		Fair		46%
		Poor		14%
	Vibrancy of downtown/commercial area	Excellent		12%
		Good		44%
		Fair		32%
		Poor		12%
	Employment opportunities	Excellent		1%
		Good		20%
		Fair		54%

<b>Please rate each of the following characteristics as they relate to Albany as a whole.</b>	Employment opportunities	Poor		25%
	Shopping opportunities	Excellent		11%
		Good		31%
		Fair		41%
		Poor		17%
	Cost of living in Albany	Excellent		2%
		Good		37%
		Fair		36%
		Poor		25%
	Overall image or reputation of Albany	Excellent		1%
		Good		34%
		Fair		46%
		Poor		19%
<b>Please rate each of the following characteristics as they relate to Albany as a whole.</b>	Traffic flow on major streets	Excellent		3%
		Good		55%
		Fair		28%
		Poor		14%
	Ease of public parking	Excellent		18%
		Good		45%
		Fair		24%
		Poor		13%
	Ease of travel by car in Albany	Excellent		12%
		Good		62%
		Fair		21%
		Poor		5%
	Ease of travel by public transportation in Albany	Good		12%
Fair			27%	
Poor			60%	
Ease of travel by bicycle in Albany	Excellent		1%	
	Good		23%	
	Fair		58%	
	Poor		17%	




























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

Ease of walking in Albany	Excellent	9%
	Good	39%
	Fair	37%
	Poor	15%
Well-planned residential growth	Excellent	5%
	Good	19%
	Fair	44%
	Poor	32%
Well-planned commercial growth	Excellent	1%
	Good	21%
	Fair	48%
	Poor	30%
Well-designed neighborhoods	Excellent	1%
	Good	37%
	Fair	44%
	Poor	17%
Preservation of the historical or cultural character of the community	Excellent	16%
	Good	51%
	Fair	27%
	Poor	7%
Public places where people want to spend time	Excellent	7%
	Good	38%
	Fair	37%
	Poor	19%
Variety of housing options	Excellent	3%
	Good	24%
	Fair	46%
	Poor	26%
Availability of affordable quality housing	Excellent	1%
	Good	16%
	Fair	23%
	Poor	60%

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





























































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

Availability of affordable quality food	Excellent		11%
	Good		50%
	Fair		34%
	Poor		6%
Availability of affordable quality health care	Excellent		4%
	Good		43%
	Fair		36%
	Poor		17%
Availability of preventive health services	Excellent		6%
	Good		36%
	Fair		36%
	Poor		21%
Availability of affordable quality mental health care	Excellent		1%
	Good		17%
	Fair		31%
	Poor		51%
Opportunities to attend cultural/arts/music activities	Excellent		3%
	Good		41%
	Fair		31%
	Poor		25%
Community support for the arts	Excellent		2%
	Good		33%
	Fair		42%
	Poor		23%
Availability of affordable quality childcare/preschool	Excellent		1%
	Good		11%
	Fair		37%
	Poor		50%
K-12 education	Excellent		6%
	Good		47%
	Fair		27%
	Poor		20%



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

































Adult educational opportunities	Excellent		6%
	Good		49%
	Fair		30%
	Poor		15%
Sense of civic/community pride	Excellent		2%
	Good		37%
	Fair		46%
	Poor		15%
Neighborliness of residents in Albany	Excellent		5%
	Good		43%
	Fair		40%
	Poor		12%
Opportunities to participate in social events and activities	Excellent		5%
	Good		44%
	Fair		28%
	Poor		24%
Opportunities to attend special events and festivals	Excellent		8%
	Good		49%
	Fair		28%
	Poor		15%
Opportunities to volunteer	Excellent		18%
	Good		44%
	Fair		32%
	Poor		6%
Opportunities to participate in community matters	Excellent		10%
	Good		44%
	Fair		30%
	Poor		16%
Openness and acceptance of the community toward people of diverse backgrounds	Excellent		7%
	Good		21%
	Fair		33%
	Poor		38%

<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted the City of Albany (in-person, phone, email or web) for help or information	No		53%
		Yes		47%
	Contacted Albany elected officials (in-person, phone, email or web) to express your opinion	No		68%
		Yes		32%
	Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood w..	No		69%
		Yes		31%
	Watched (online or on television) a local public meeting	No		48%
		Yes		52%
	Volunteered your time to some group/activity in Albany	No		54%
		Yes		46%
	Campaigned or advocated for a local issue, cause or candidate	No		62%
		Yes		38%
	Voted in your most recent local election	No		3%
		Yes		97%
	Used bus, rail, subway or other public transportation instead of driving	No		90%
		Yes		10%
	Carpooled with other adults or children instead of driving alone	No		57%
		Yes		43%
Walked or biked instead of driving	No		38%	
	Yes		62%	
<b>Please rate the quality of each of the following services in Albany.</b>	Public information services	Excellent		6%
		Good		54%
		Fair		33%
		Poor		7%
	Economic development	Excellent		2%
		Good		34%
		Fair		47%
		Poor		18%
	Traffic enforcement	Excellent		5%
		Good		48%
		Fair		40%
		Poor		7%




























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

Traffic signal timing	Excellent		2%
	Good		58%
	Fair		25%
	Poor		16%
Street repair	Excellent		3%
	Good		19%
	Fair		41%
	Poor		37%
Street cleaning	Excellent		16%
	Good		45%
	Fair		29%
	Poor		10%
Street lighting	Excellent		8%
	Good		44%
	Fair		34%
	Poor		14%
Snow removal	Excellent		7%
	Good		33%
	Fair		44%
	Poor		17%
Sidewalk maintenance	Excellent		3%
	Good		44%
	Fair		33%
	Poor		20%
Bus or transit services	Excellent		1%
	Good		9%
	Fair		40%
	Poor		50%
Land use, planning and zoning	Excellent		1%
	Good		25%
	Fair		42%
	Poor		31%


























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

































Code enforcement (weeds, abandoned buildings, etc.)	Excellent		4%
	Good		28%
	Fair		51%
	Poor		17%
Affordable high-speed internet access	Excellent		6%
	Good		35%
	Fair		34%
	Poor		25%
Garbage collection	Excellent		27%
	Good		56%
	Fair		14%
	Poor		3%
Drinking water	Excellent		22%
	Good		59%
	Fair		18%
	Poor		1%
Sewer services	Excellent		21%
	Good		52%
	Fair		23%
	Poor		4%
Storm water management (storm drainage, dams, levees, etc.)	Excellent		17%
	Good		51%
	Fair		25%
	Poor		6%
Power (electric and/or gas) utility	Excellent		19%
	Good		55%
	Fair		24%
	Poor		2%
Utility billing	Excellent		14%
	Good		52%
	Fair		28%
	Poor		5%

































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

Police/Sheriff services	Excellent		26%
	Good		41%
	Fair		21%
	Poor		12%
Crime prevention	Excellent		9%
	Good		44%
	Fair		33%
	Poor		15%
Animal control	Excellent		10%
	Good		62%
	Fair		21%
	Poor		7%
Ambulance or emergency medical services	Excellent		31%
	Good		48%
	Fair		17%
	Poor		4%
Fire services	Excellent		42%
	Good		53%
	Fair		4%
	Poor		0%
Fire prevention and education	Excellent		30%
	Good		47%
	Fair		17%
	Poor		6%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Excellent		8%
	Good		46%
	Fair		18%
	Poor		28%
Preservation of natural areas (open space, farmlands and greenbelts)	Excellent		9%
	Good		42%
	Fair		39%
	Poor		11%

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

Albany open space	Excellent		9%
	Good		41%
	Fair		39%
	Poor		11%
Recycling	Excellent		16%
	Good		42%
	Fair		31%
	Poor		11%
Yard waste pick-up	Excellent		22%
	Good		55%
	Fair		18%
	Poor		5%
City parks	Excellent		21%
	Good		55%
	Fair		20%
	Poor		4%
Recreation programs or classes	Excellent		8%
	Good		53%
	Fair		36%
	Poor		3%
Recreation centers or facilities	Excellent		4%
	Good		44%
	Fair		42%
	Poor		9%
Health services	Excellent		4%
	Good		44%
	Fair		38%
	Poor		13%
Public library services	Excellent		47%
	Good		40%
	Fair		12%
	Poor		1%

<b>Please rate the quality of each of the following services in Albany.</b>	Overall customer service by Albany employees (police, receptionists, planners, etc.)	Excellent		25%
		Good		52%
		Fair		21%
		Poor		2%
<b>Please rate the following categories of Albany government performance.</b>	The value of services for the taxes paid to Albany	Excellent		4%
		Good		38%
		Fair		42%
		Poor		16%
	The overall direction that Albany is taking	Excellent		1%
		Good		48%
		Fair		33%
		Poor		17%
	The job Albany government does at welcoming resident involvement	Excellent		7%
		Good		43%
		Fair		31%
		Poor		19%
Overall confidence in Albany government	Excellent		5%	
	Good		36%	
	Fair		40%	
	Poor		19%	
Generally acting in the best interest of the community	Excellent		9%	
	Good		40%	
	Fair		36%	
	Poor		15%	
Being honest	Excellent		8%	
	Good		44%	
	Fair		31%	
	Poor		16%	
Being open and transparent to the public	Excellent		7%	
	Good		40%	
	Fair		34%	
	Poor		19%	

<b>Please rate the following categories of Albany government performance.</b>	Informing residents about issues facing the community	Excellent		4%
		Good		40%
		Fair		27%
		Poor		29%
	Treating all residents fairly	Excellent		7%
		Good		34%
		Fair		35%
		Poor		24%
	Treating residents with respect	Excellent		9%
		Good		42%
		Fair		28%
		Poor		22%
<b>Overall, how would you rate the quality of the services provided by each of the following?</b>	The City of Albany	Excellent		5%
		Good		53%
		Fair		36%
		Poor		7%
	The Federal Government	Excellent		1%
		Good		25%
		Fair		40%
		Poor		34%
<b>Please rate how important, if at all, you think it is for the Albany community to focus on each of the following in the coming two years.</b>	Overall economic health of Albany	Essential		45%
		Very important		38%
		Somewhat important		16%
		Not at all important		0%
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Albany	Essential		34%
		Very important		37%
		Somewhat important		28%
		Not at all important		1%
	Overall design or layout of Albany's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Essential		25%
		Very important		45%
		Somewhat important		26%
		Not at all important		3%



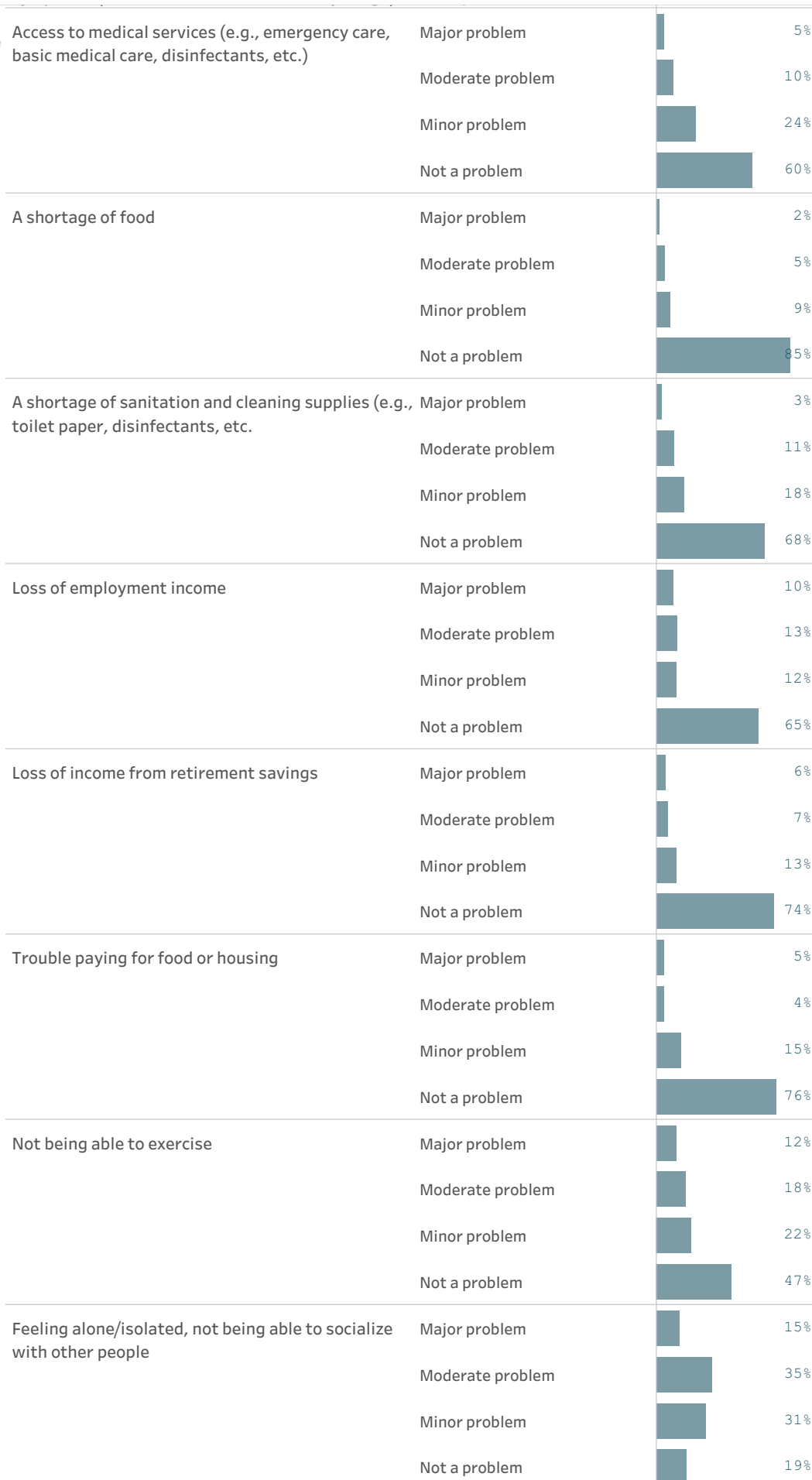
**Please rate how important, if at all, you think it is for the Albany community to focus on each of the following in the coming two years.**

Overall quality of the utility infrastructure in Albany (water, sewer, storm water, electric/gas)	Essential		36%	
	Very important		43%	
	Somewhat important		18%	
	Not at all important		2%	
Overall feeling of safety in Albany	Essential		45%	
	Very important		38%	
	Somewhat important		16%	
	Not at all important		0%	
Overall quality of natural environment in Albany	Essential		30%	
	Very important		49%	
	Somewhat important		21%	
	Not at all important		1%	
Overall quality of parks and recreation opportunities	Essential		27%	
	Very important		54%	
	Somewhat important		19%	
	Not at all important		1%	
Overall health and wellness opportunities in Albany	Essential		33%	
	Very important		40%	
	Somewhat important		24%	
	Not at all important		3%	
Overall opportunities for education, culture and the arts	Essential		41%	
	Very important		37%	
	Somewhat important		19%	
	Not at all important		3%	
Residents' connection and engagement with their community	Essential		30%	
	Very important		43%	
	Somewhat important		26%	
	Not at all important		1%	
<b>As your local community takes steps to resume normal activities, how concerned are you about the following:</b>	Overall health of you and your family	Very concerned		45%
		Moderately concerned		30%
		Slightly concerned		16%
		Not at all concerned		9%

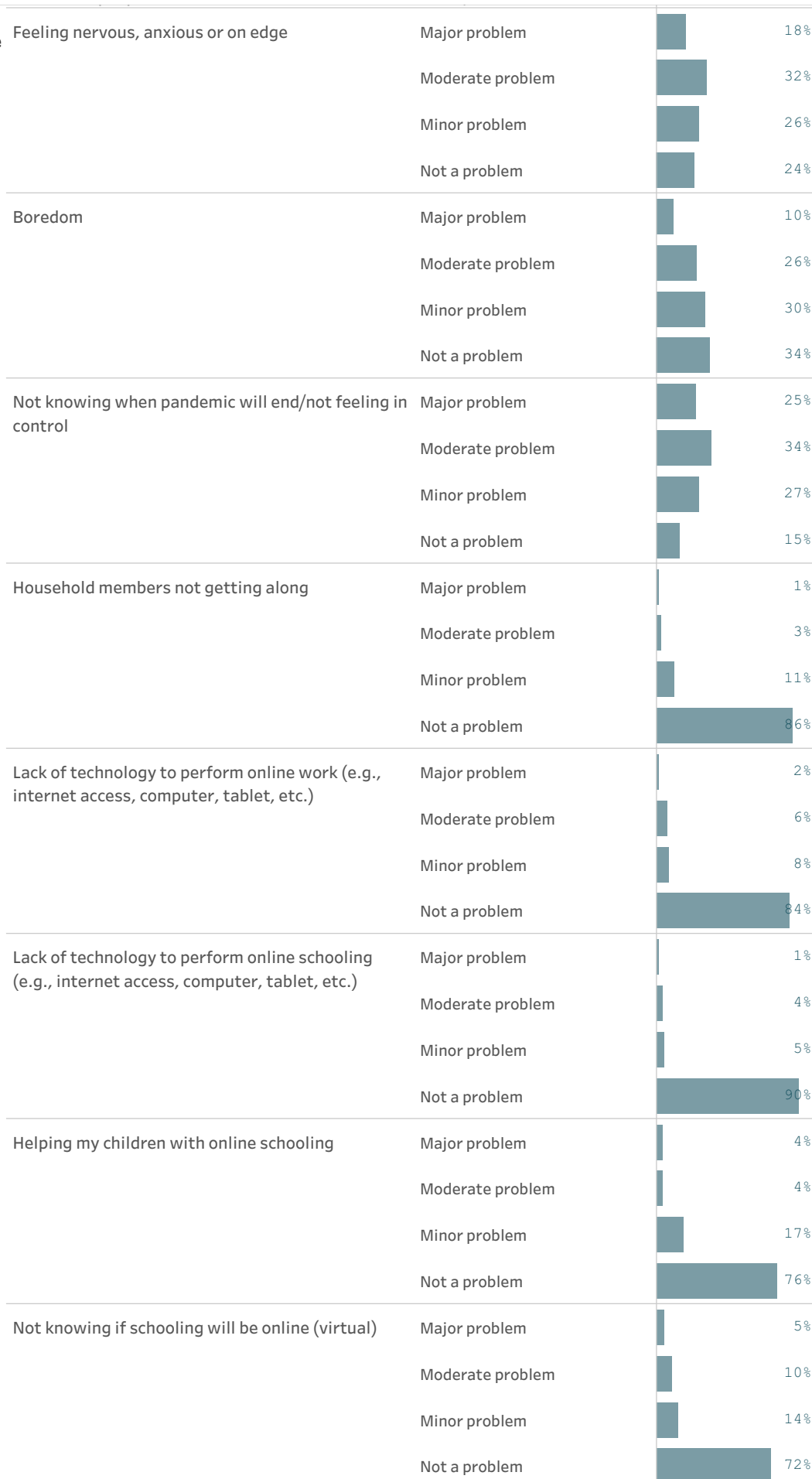
**As your local community takes steps to resume normal activities, how concerned are you about the following:**

Likelihood that you or someone in your family will get COVID-19	Very concerned		43%	
	Moderately concerned		23%	
	Slightly concerned		24%	
	Not at all concerned		11%	
Our community's medical facilities and resources being overwhelmed by COVID-19	Very concerned		39%	
	Moderately concerned		26%	
	Slightly concerned		20%	
	Not at all concerned		15%	
Overall health and safety of vulnerable populations (e.g., older adults, those with chronic health issues)	Very concerned		51%	
	Moderately concerned		31%	
	Slightly concerned		17%	
	Not at all concerned		1%	
Not having the right information to make good choices about going out	Very concerned		22%	
	Moderately concerned		26%	
	Slightly concerned		27%	
	Not at all concerned		25%	
My behaviors impacting the health of vulnerable populations	Very concerned		32%	
	Moderately concerned		24%	
	Slightly concerned		25%	
	Not at all concerned		19%	
People not wearing masks in public places	Very concerned		67%	
	Moderately concerned		11%	
	Slightly concerned		7%	
	Not at all concerned		14%	
People not keeping physical distance in public places	Very concerned		64%	
	Moderately concerned		17%	
	Slightly concerned		9%	
	Not at all concerned		9%	
<b>We know the COVID-19 pandemic is challenging in many ways. Please rate how much of a problem, if at all, the following are for your household CURRENTLY.</b>	Household member(s) have COVID-19 or COVID-like symptoms (fever, shortness of breath, dry cough)	Major problem		2%
		Moderate problem		1%
		Minor problem		2%
		Not a problem		95%

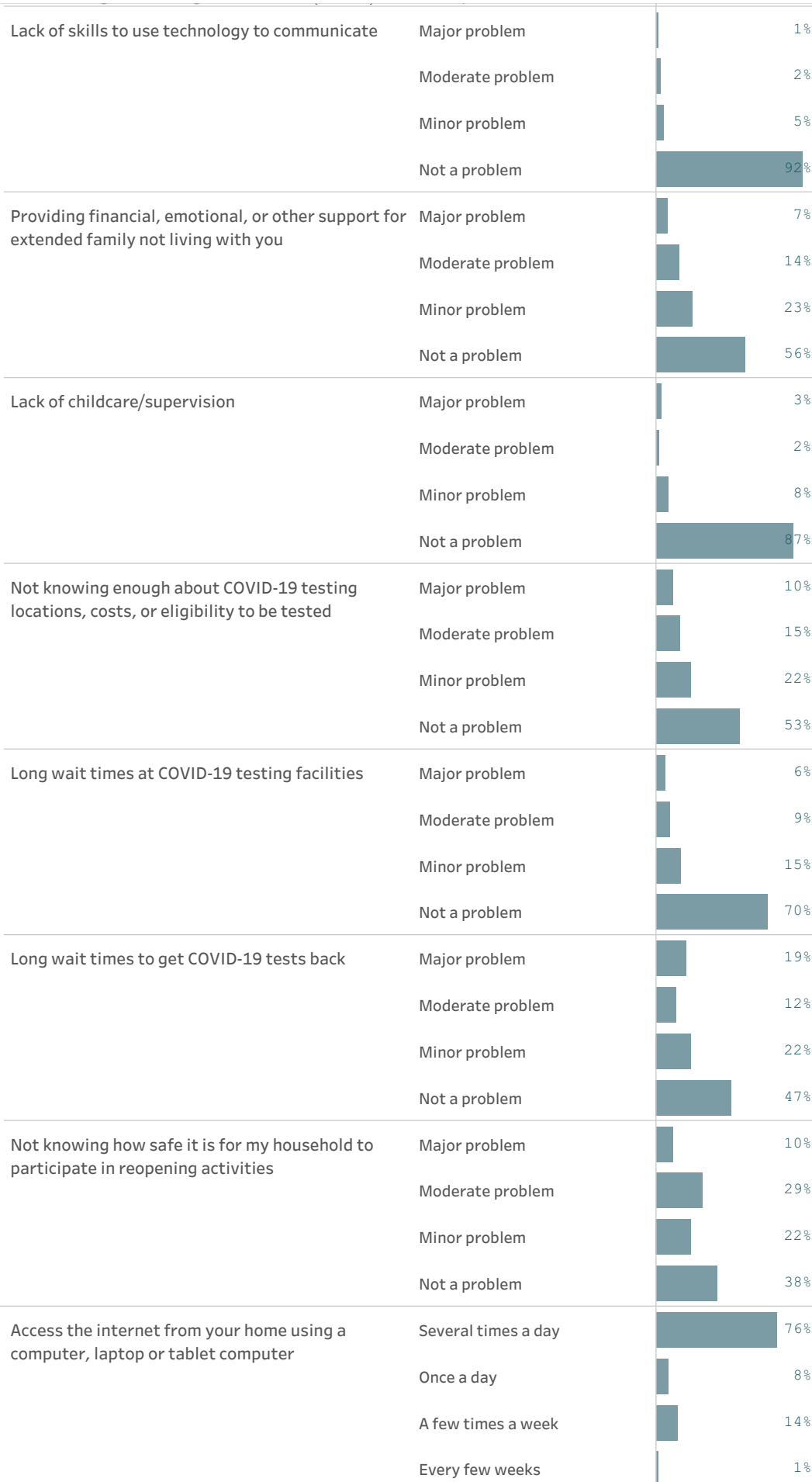
**We know the COVID-19 pandemic is challenging in many ways. Please rate how much of a problem, if at all, the following are for your household CURRENTLY.**



We know the COVID-19 pandemic is challenging in many ways. Please rate how much of a problem, if at all, the following are for your household CURRENTLY.



**We know the COVID-19 pandemic is challenging in many ways. Please rate how much of a problem, if at all, the following are for your household CURRENTLY.**



<b>In general, how many times do you:</b>	Access the internet from your home using a computer, laptop or tablet computer	Less often or never	1%
	Access the internet from your cell phone	Several times a day	85%
		Once a day	6%
		A few times a week	4%
		Every few weeks	0%
		Less often or never	5%
	Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	Several times a day	77%
		Once a day	11%
		A few times a week	3%
		Every few weeks	1%
		Less often or never	8%
	Use or check email	Several times a day	84%
		Once a day	14%
		A few times a week	2%
	Share your opinions online	Several times a day	14%
		Once a day	11%
		A few times a week	19%
		Every few weeks	19%
		Less often or never	38%
	Shop online	Several times a day	8%
		Once a day	11%
		A few times a week	39%
		Every few weeks	32%
		Less often or never	10%
	Would you say that in general your health is:	Excellent	14%
		Very good	46%
		Good	27%
		Fair	11%
		Poor	2%
	What impact, if any, do you think the economy will have on your family income in the next 6 months?	Very positive	3%
	Do you think the impact will be:	Somewhat positive	8%
		Neutral	51%

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:	Somewhat negative		33%
	Very negative		6%
How many years have you lived in Albany?	Less than 2 years		13%
	2-5 years		21%
	6-10 years		12%
	11-20 years		21%
	More than 20 years		33%
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		7%
	\$500 to \$999		17%
	\$1,000 to \$1,499		37%
	\$1,500 to \$1,999		26%
	\$2,000 to \$2,499		8%
	\$2,500 to \$2,999		2%
	\$3,000 to \$3,499		1%
	\$3,500 or more		3%
Do any children 17 or under live in your household?	No		61%
	Yes		39%
Are you or any other members of your household aged 65 or older?	No		71%
	Yes		29%
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		12%
	\$25,000 to \$49,999		16%
	\$50,000 to \$74,999		27%
	\$75,000 to \$99,999		20%
	\$100,000 to \$149,999		17%
	\$150,000 or more		9%
Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic or Latino		90%
	Yes, I consider myself to be Spanish, Hispanic or Latino		10%
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		4%
	Black or African American		1%
	White		95%
	Other		3%

How did you hear about this survey?

