

Vestavia Hills

The National Community Survey

Report of Results
2024

Report by:



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National Research Center at Polco is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

About The NCS™

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

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

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



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The report provides the opinions of a representative sample of 383 residents of the City of Vestavia Hills collected from December 16th, 2024 to January 27th, 2025. The margin of error around any reported percentage is 5% for all respondents and the response rate for the 2024 survey was 11%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Vestavia Hills.



How the results are reported

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

Comparisons to benchmarks

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 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, Vestavia Hills' 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 Vestavia Hills residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as "higher" or "lower" than the benchmark means that Vestavia Hills' 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 Vestavia Hills' average rating was more than 20 points different when compared to the benchmark.

Trends over time

Trend data for Vestavia Hills represent important comparison data and should be examined for improvements or declines.¹ Deviations from stable trends over time represent opportunities for understanding how local policies, programs, or public information may have affected residents' opinions. Changes between survey years have been noted with an arrow and the percent difference. If the difference is greater than 7 percentage points between the 2022 and 2024 surveys, the change is statistically significant.

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

Methods

Selecting survey recipients

All households within the City of Vestavia Hills were eligible to participate in the survey. A list of all households within the zip codes serving Vestavia Hills was purchased from Polco's mailing vendor, Go-Dog Direct, based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Vestavia Hills 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 Vestavia Hills 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 19 areas. 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 randomly selected using the "birthday method". The birthday method selects a person within the household by asking the "person who most recently had a birthday" 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 3,500 randomly selected households received mailings beginning on December 16th, 2024 and data collection for the survey remained open for 6 weeks. The first mailing was a postcard inviting the household to participate in the survey. The final mailing was a reminder postcard inviting the household one final time to participate in the survey. All mailings included a web link to give residents the opportunity to respond to the survey online, as well as QR codes to further encourage participation. All follow-up mailings asked those who had not completed the survey to do so, and those who had already done so to refrain from completing the survey again.

About 2% of the 3,500 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 3,423 households that received the invitations to participate, 383 completed the survey, providing an overall response rate of 11%. The response rate was calculated using AAPOR's response rate #2 for mailed surveys of unnamed persons.²

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 Vestavia Hills survey is no greater than plus or minus 5.0 percentage points around any given percent reported for all respondents (383 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 Vestavia Hills. The open-participation survey was identical to the random sample survey, with two small updates; it asked a question to confirm the respondent was a resident of Vestavia Hills 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 January 13th, 2024. The survey remained open for 2 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 2020 Census and 2022 American Community Survey estimates for adults in the City of Vestavia Hills. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.³ The results of the weighting scheme for the probability sample are presented in the following table.

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

		Unweighted	Weighted	Target ⁴
Age	18-34	7%	21%	21%
	35-54	37%	37%	37%
	55+	56%	42%	42%
Area	Area 1	1%	1%	1%
	Area 2	1%	0%	0%
	Area 3	1%	1%	1%
	Area 4	10%	12%	12%
	Area 5	6%	8%	8%
	Area 6	7%	10%	10%
	Area 7	1%	1%	1%
	Area 8	15%	8%	8%
	Area 9	2%	5%	5%
	Area 10	21%	12%	12%
	Area 11	1%	1%	1%
	Area 12	10%	9%	9%
	Area 13	3%	6%	6%
	Area 14	5%	9%	9%
	Area 15	9%	8%	8%
	Area 16	4%	4%	4%
	Area 17	1%	1%	1%
	Area 18	4%	3%	3%
	Area 19	0%	0%	0%
Hispanic origin	No, not of Hispanic, Latino/a/x, or Spanish origin	98%	99%	97%
	Yes, I consider myself to be of Hispanic, Latino/a..	2%	1%	3%
Housing tenure	Own	95%	76%	76%
	Rent	5%	24%	24%
Housing type	Attached	10%	28%	28%
	Detached	90%	72%	72%
Race & Hispanic ori..	Not white alone	7%	16%	16%
	White alone, not Hispanic or Latino	93%	84%	84%
Sex	Man	45%	47%	47%
	Woman	55%	53%	53%
Sex/age	Man 18-34	3%	11%	11%
	Man 35-54	17%	18%	18%
	Man 55+	25%	18%	18%
	Woman 18-34	4%	10%	10%
	Woman 35-54	21%	19%	19%
	Woman 55+	30%	24%	24%

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

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

Contact

The City of Vestavia Hills funded this research. Please contact Jeff Downes of the City of Vestavia Hills at jdownes@vhal.org if you have any questions about the survey.

Study Limitations

All public opinion research is subject to unmeasured error. While the methodologies employed for this survey were designed to minimize this error as much as possible, these other sources of potential error should be acknowledged. **Non-response error** arises when those who were selected to participate in the survey did not do so, and may have different opinions or experiences than those who did respond. **Coverage error** refers to the possibility that some respondents that should have been included in the surveyed population were not (e.g., for a general resident survey, USPS mailing lists may exclude certain types of housing units, such as multi-family buildings where mail is delivered to a common area rather than to a specific unit (though this is rare), or where mail is received at a PO box instead of the at household's physical location. Finally, **recall bias** occurs when respondents may not perfectly remember their experiences in the past year (such as participation in social or civic events), and **social desirability bias** may cause respondents to answer in ways they think cast their responses in a more favorable light.

Survey Validity

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

2. See AAPOR's Standard Definitions for more information at <https://aapor.org/standards-and-ethics/standard-definitions/>
3. Pasek, J. (2014). ANES Weighting Algorithm. Retrieved from <https://surveyinsights.org/wp-content/uploads/2014/07/Full-anesrake-paper.pdf>
4. Targets come from the 2020 Census and 2022 American Community Survey

Key Findings

Highest-performing areas:

- Vestavia Hills continues to receive high ratings for quality of life, with approximately 9 in 10 residents rating the City as an excellent or good place to live and raise children. Additionally, the overall image or reputation, as well as the likelihood of recommending living in Vestavia Hills to someone who asks, both scored above national benchmarks.
- Safety remains a key strength, with about 9 in 10 residents indicated feeling safe in their neighborhoods and the City's downtown/commercial area during the day. Notable improvements were seen in several safety-related services, including fire prevention and education and animal control, with the latter scoring higher than other similar communities.
- The City government also received positive feedback for customer service, with roughly 9 in 10 residents praising the overall service provided by Vestavia Hills employees. Furthermore, 80% of residents express confidence in the direction the City is taking, and the job the local government does at welcoming resident involvement was trending upwards.
- The economy remains a strong area, with overall economic health receiving positive ratings from 9 in 10 residents. A few survey items related to the economy scored higher than the national average, including:
 - o Vestavia Hills as a place to work (85% excellent or good)
 - o The expected impact of the economy on family income over the next six months (38% very or somewhat positive)

Focus areas:

- Several mobility-related items received relatively lower ratings, including:
 - o Ease of walking (35% excellent or good)
 - o Ease of travel by bicycle(15%)
 - o Ease of travel by public transportation (9%)
 - o Additionally, ratings for traffic signal timing and street repair declined significantly since the 2022 iteration.
- The overall quality of new development and housing options, including affordable and quality housing, received lower ratings, though in line with national averages.
- About half of survey respondents gave fewer positive ratings for adult educational opportunities, community support for the arts, and opportunities to attend cultural, arts, and music activities compared to 2022 results

Other notable results:

- In a series of questions unique to Vestavia Hills, residents were asked to rate the quality of enforcement of the following codes and ordinances. Participants gave the highest ratings to codes designed to protect public safety (88% excellent or good) and sign regulations (82% excellent or good).
- Community members prioritized resurfacing and reconstruction (94% rated as high or medium priority) and improved stormwater infrastructure (89%).
- When asked to what extent they would support or oppose funding a list of projects, survey participants' top choices were roadway improvements (87% strongly support or support) and sidewalk extensions (81%). Residents rated quality of life (94% extremely or very important) and quality of housing (89%) as the most important factors when deciding to live in Vestavia Hills.

Areas of greatest change since 2022:

Of the 38 evaluative questions included on both the 2022 and current survey iterations, 19 were statistically similar to previous results. Upward trends were seen in 9 items, while 10 ratings decreased since 2022. Changes are considered statistically significant if the 2024 rating was +/- 7% from the previous survey effort. The most significant of those trends are listed below.

Increases

- Storm water management (storm drainage, dams, etc.)(+20%)
- Recreation programs or classes (+19%)
- Recreation centers or facilities (+17%)
- Overall appearance of Vestavia Hills (+17%)
- Animal control (+13%)

Decreases

- Traffic signal timing (-30%)
- Street repair (-27%)
- Garbage collection (-12%)

- Traffic flow on major streets (-11%)
- Public information services (-11%)

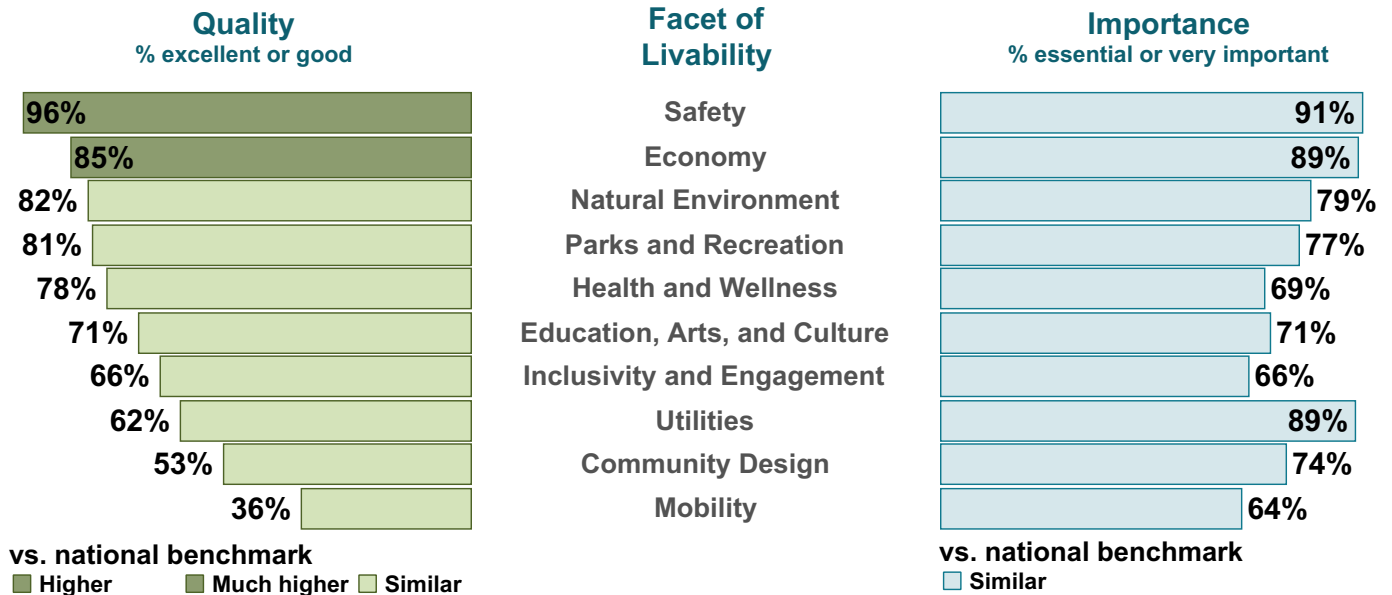
Facets of livability



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.

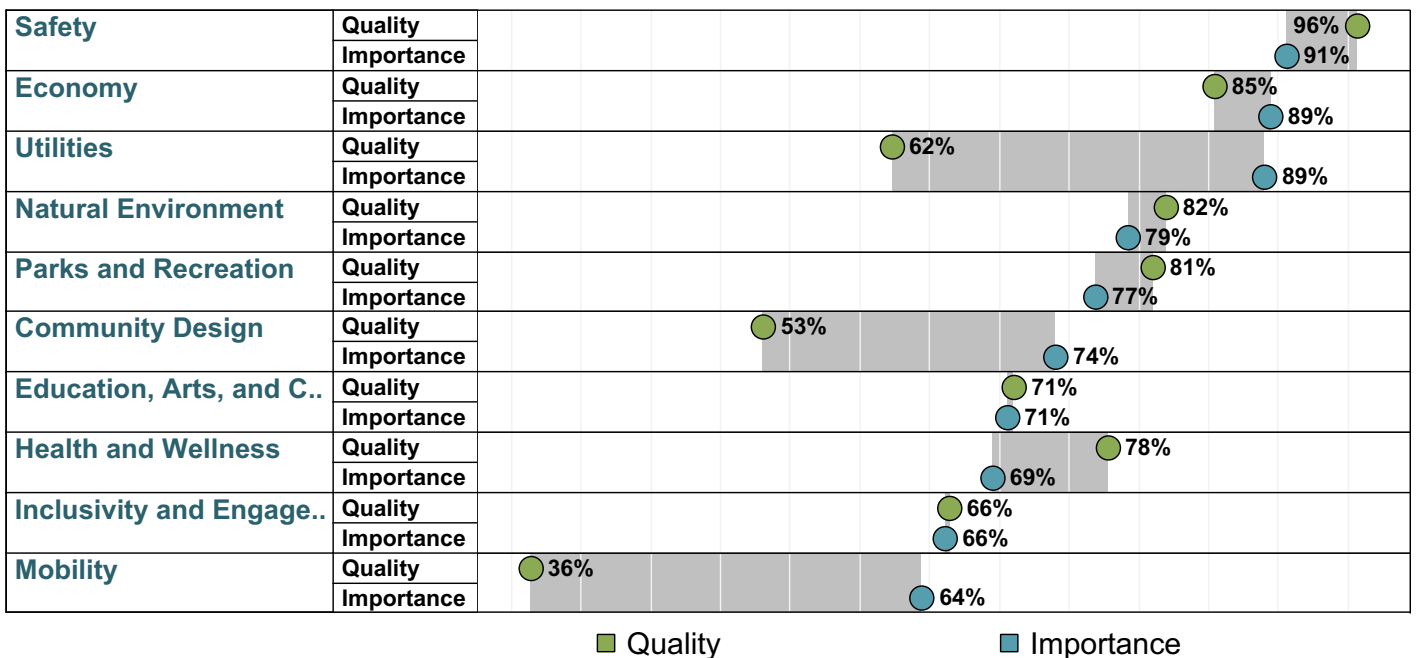
Quality and Importance by the Numbers

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



Quality/Importance Gap Analysis

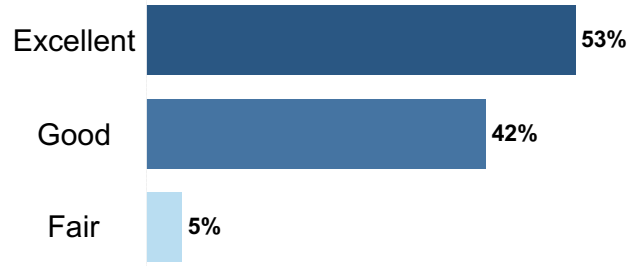
The gap analysis chart below shows the same data as above; however, this chart more clearly illustrates the comparative differences in quality and importance ratings for each facet, as well as the absolute ratings for each.



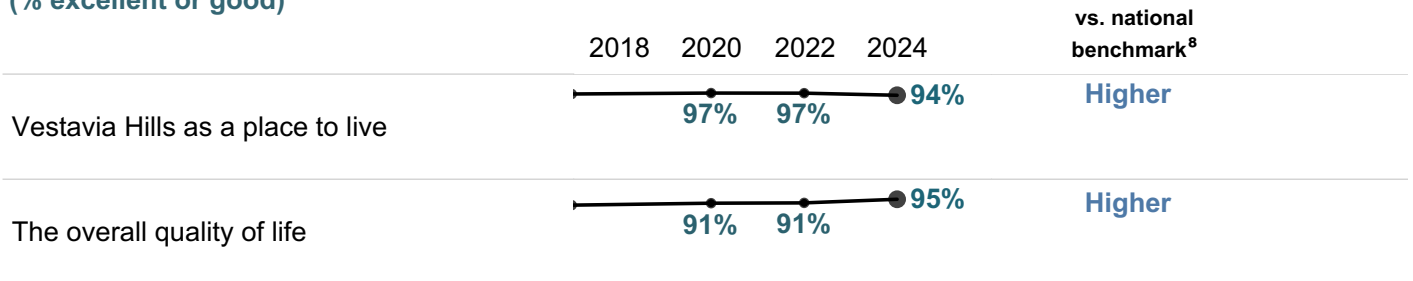
Polco
Quality of Life

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 Vestavia Hills, 2024



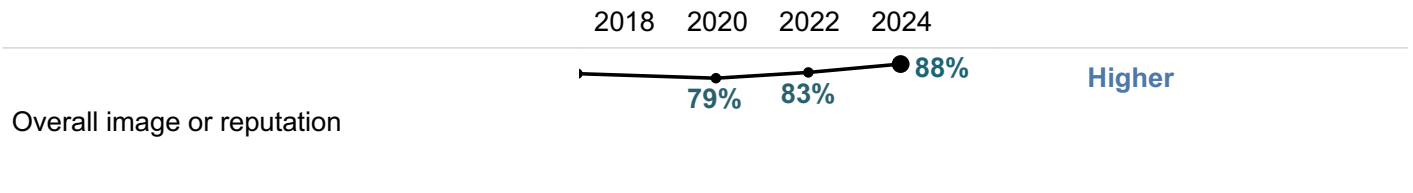
Please rate each of the following aspects of quality of life in Vestavia Hills. (% excellent or good)



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



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

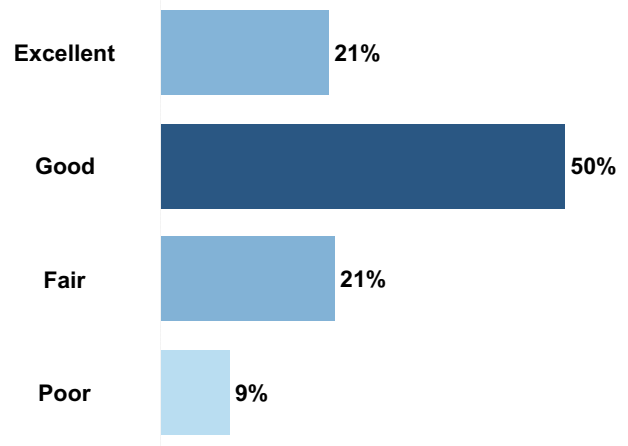


8. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

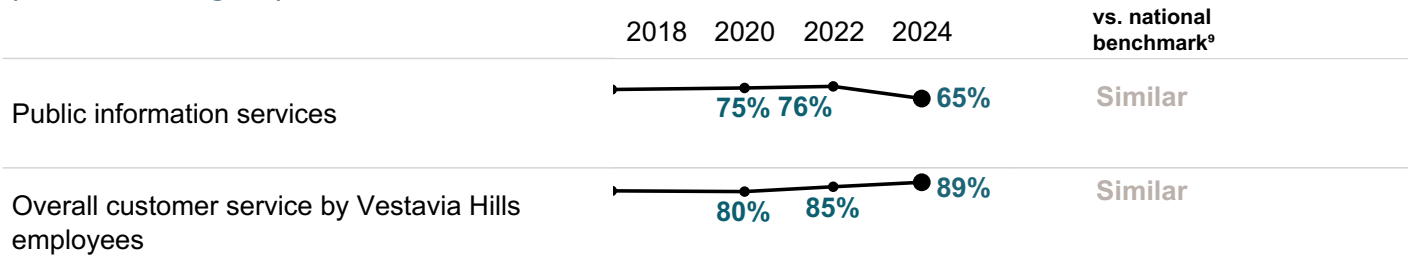
Governance

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.

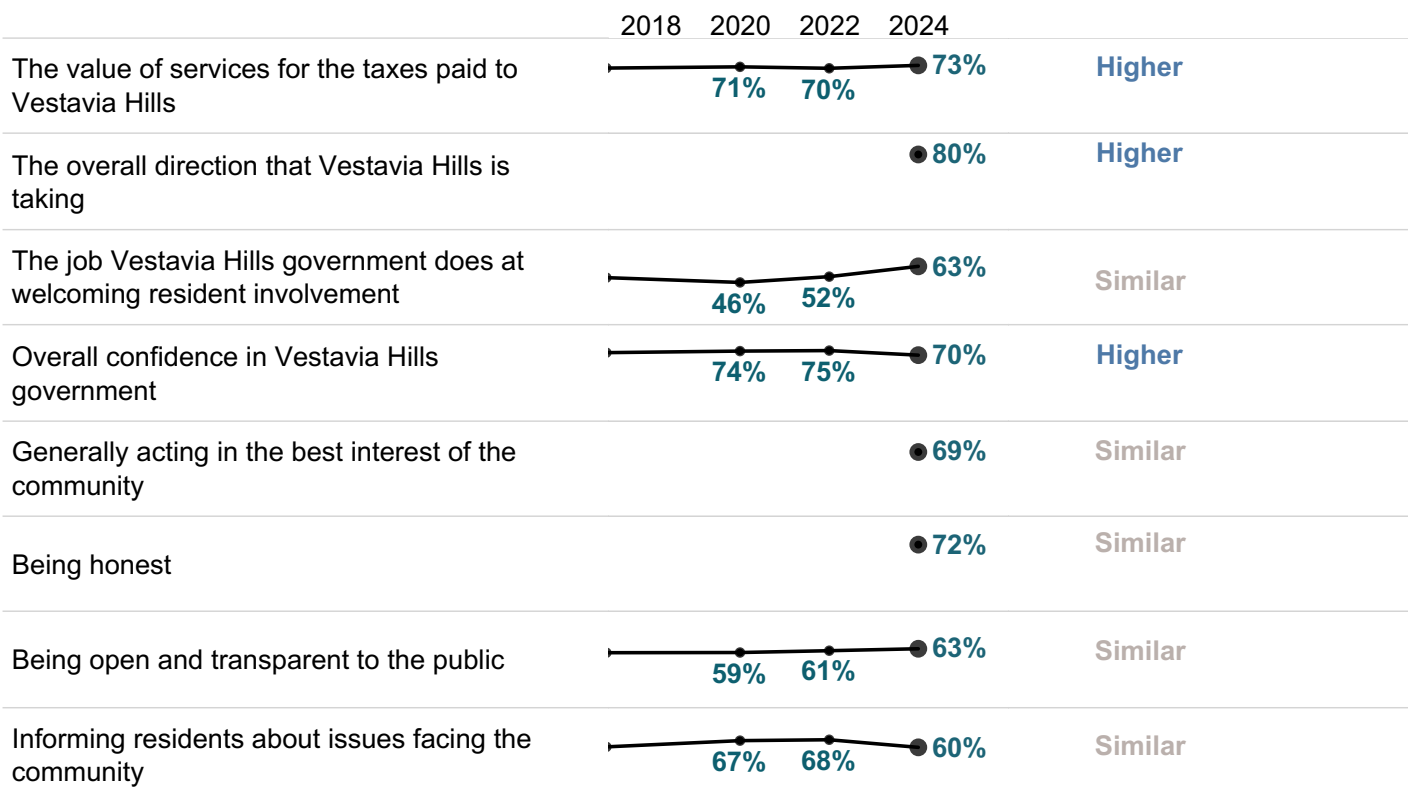
Overall confidence in Vestavia Hills government, 2024



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



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



Treating all residents fairly	● 64%	Similar
Treating residents with respect	● 74%	Similar

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

	2018	2020	2022	2024	
Attended a local public meeting					● 15% Similar
Contacted the City of Vestavia Hills for help or information					● 59% Higher
Contacted Vestavia Hills elected officials to express your opinion					● 12% Similar
Watched a local public meeting					● 16% Similar

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

	2018	2020	2022	2024	
The City of Vestavia Hills		89%	89%	82%	Similar
The Federal Government					● 41% Similar

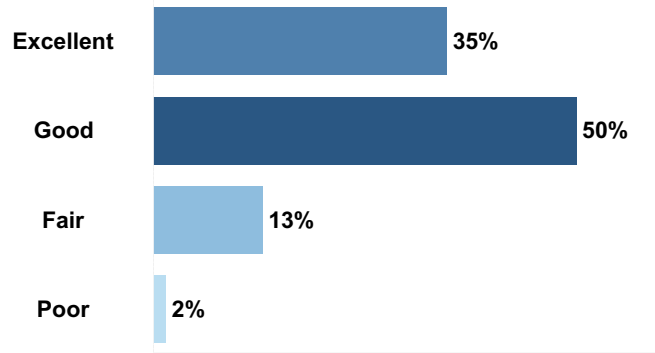
9. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.



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.

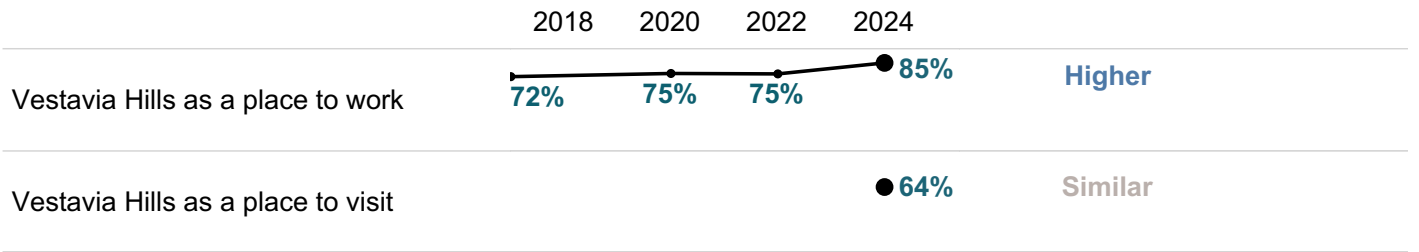
Overall economic health of Vestavia Hills, 2024



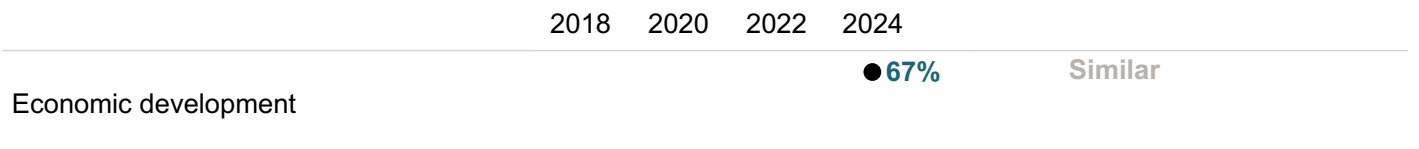
Please rate each of the following characteristics as they relate to Vestavia Hills as a whole. (% excellent or good)



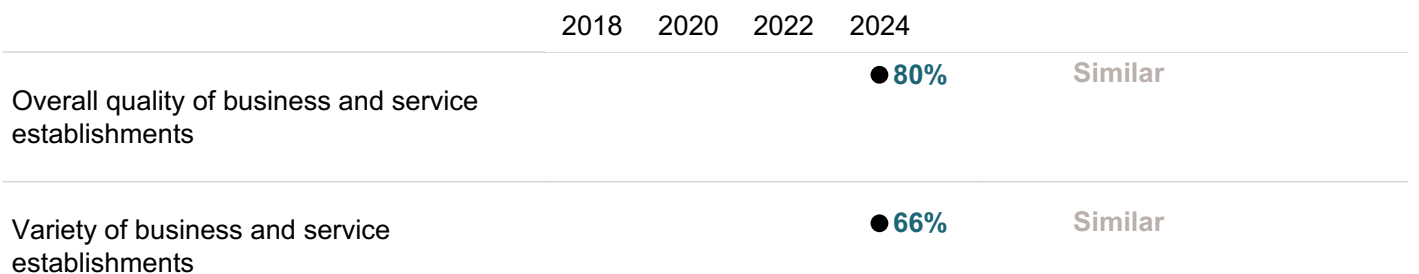
Please rate each of the following aspects of quality of life in Vestavia Hills. (% excellent or good)



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



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



Vibrancy of downtown/commercial area	● 68%	Similar
Employment opportunities	● 61%	Similar
Shopping opportunities	● 62%	Similar
Cost of living	● 44%	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)

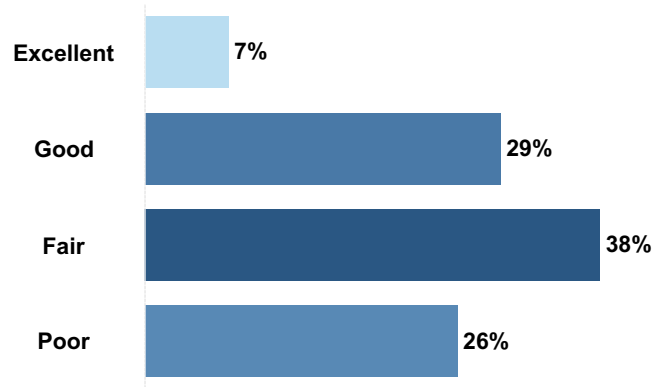
	2018	2020	2022	2024	
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:				● 38%	Higher

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

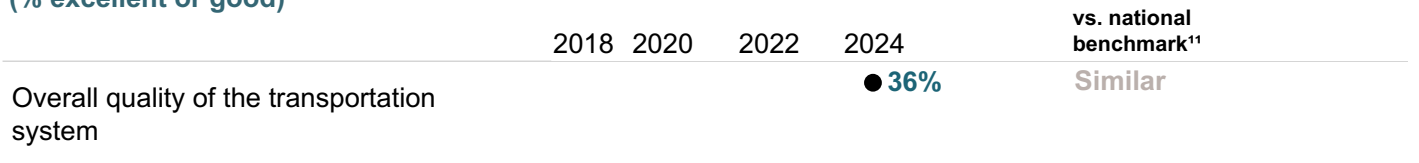
Mobility

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

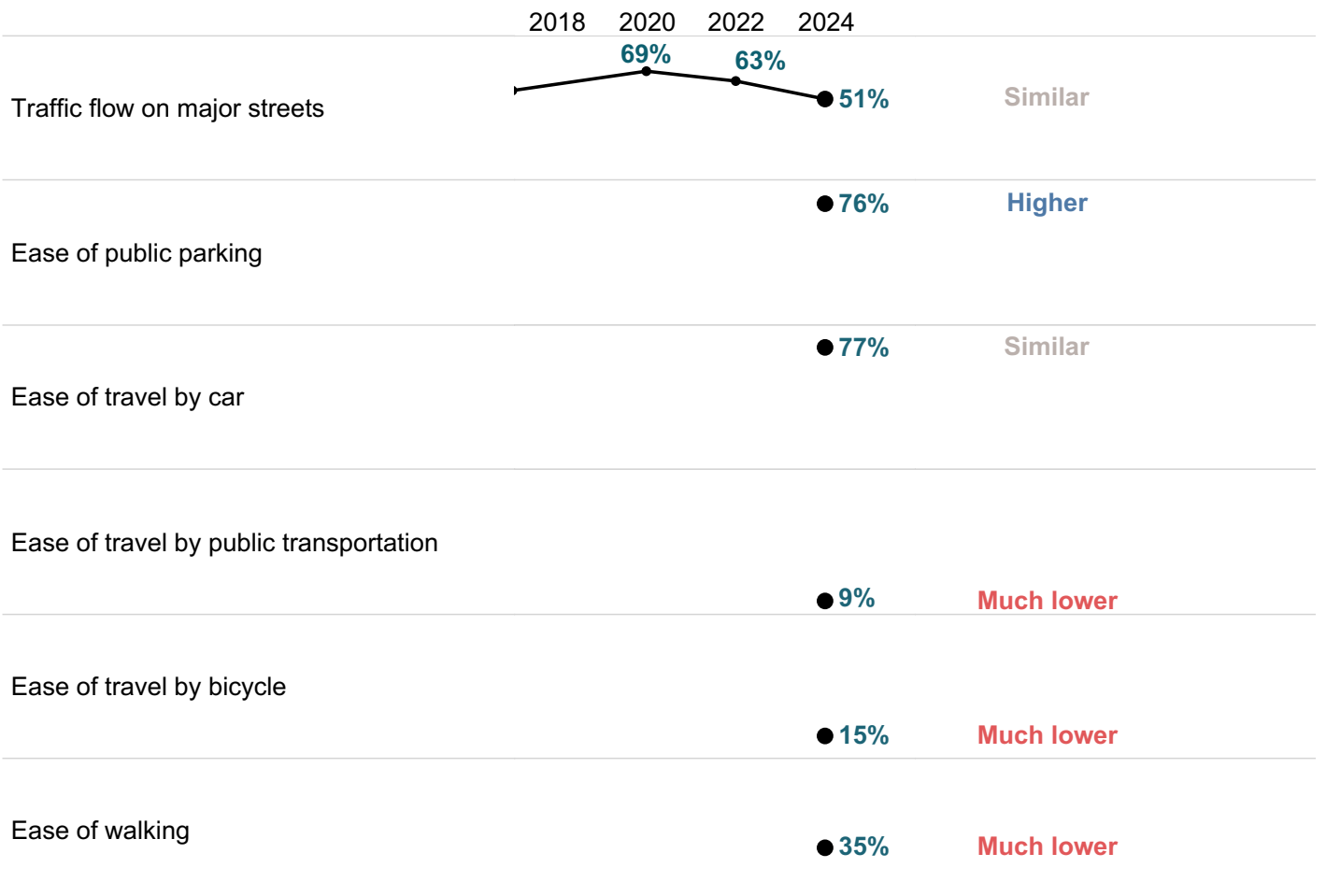
Overall quality of the transportation system in Vestavia Hills, 2024



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



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



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

	2018	2020	2022	2024	
Used public transportation instead of driving				● 5%	Lower
Carpooled with other adults or children instead of driving alone				● 44%	Similar
Walked or biked instead of driving				● 37%	Much lower

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

	2018	2020	2022	2024	
Traffic enforcement				● 79%	Higher
Traffic signal timing		83%	83%	● 53%	Similar
Street repair		66%	77%	● 50%	Similar
Street cleaning				● 70%	Similar
Street lighting		56%	64%	● 55%	Similar
Snow removal				● 68%	Similar
Sidewalk maintenance		66%	69%	● 58%	Similar
Bus or transit services				● 14%	Much lower

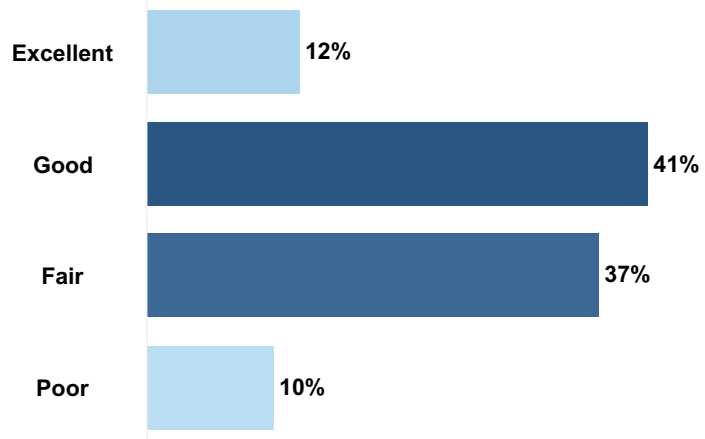
11. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.



Overall design or layout of Vestavia Hills's residential and commercial areas, 2024

Community Design

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



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

	2018	2020	2022	2024	vs. national benchmark ¹²
Overall design or layout of residential and commercial areas				● 53%	Similar

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

	2018	2020	2022	2024	
Your neighborhood as a place to live				● 94%	Higher

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

	2018	2020	2022	2024	
Well-planned residential growth				● 46%	Similar
Well-planned commercial growth				● 43%	Similar
Well-designed neighborhoods				● 61%	Similar
Preservation of the historical or cultural character of the community				● 59%	Similar

Public places where people want to spend time	● 63%	Similar
Variety of housing options	● 53%	Similar
Availability of affordable quality housing	● 29%	Similar
Overall quality of new development	● 66%	Similar
Overall appearance		Similar

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

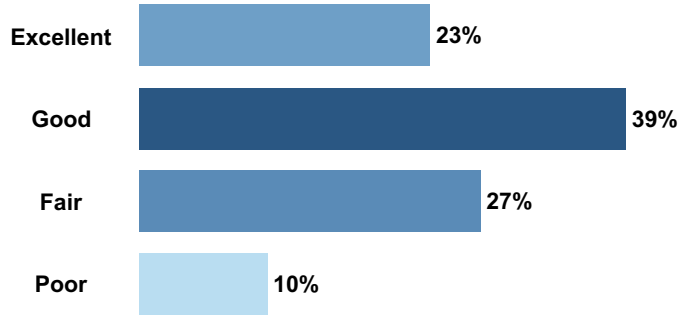
	2018	2020	2022	2024	
Land use, planning and zoning				● 46%	Similar
Code enforcement		69%	68%	● 58%	Higher

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

Overall quality of the utility infrastructure in Vestavia Hills, 2024

Utilities

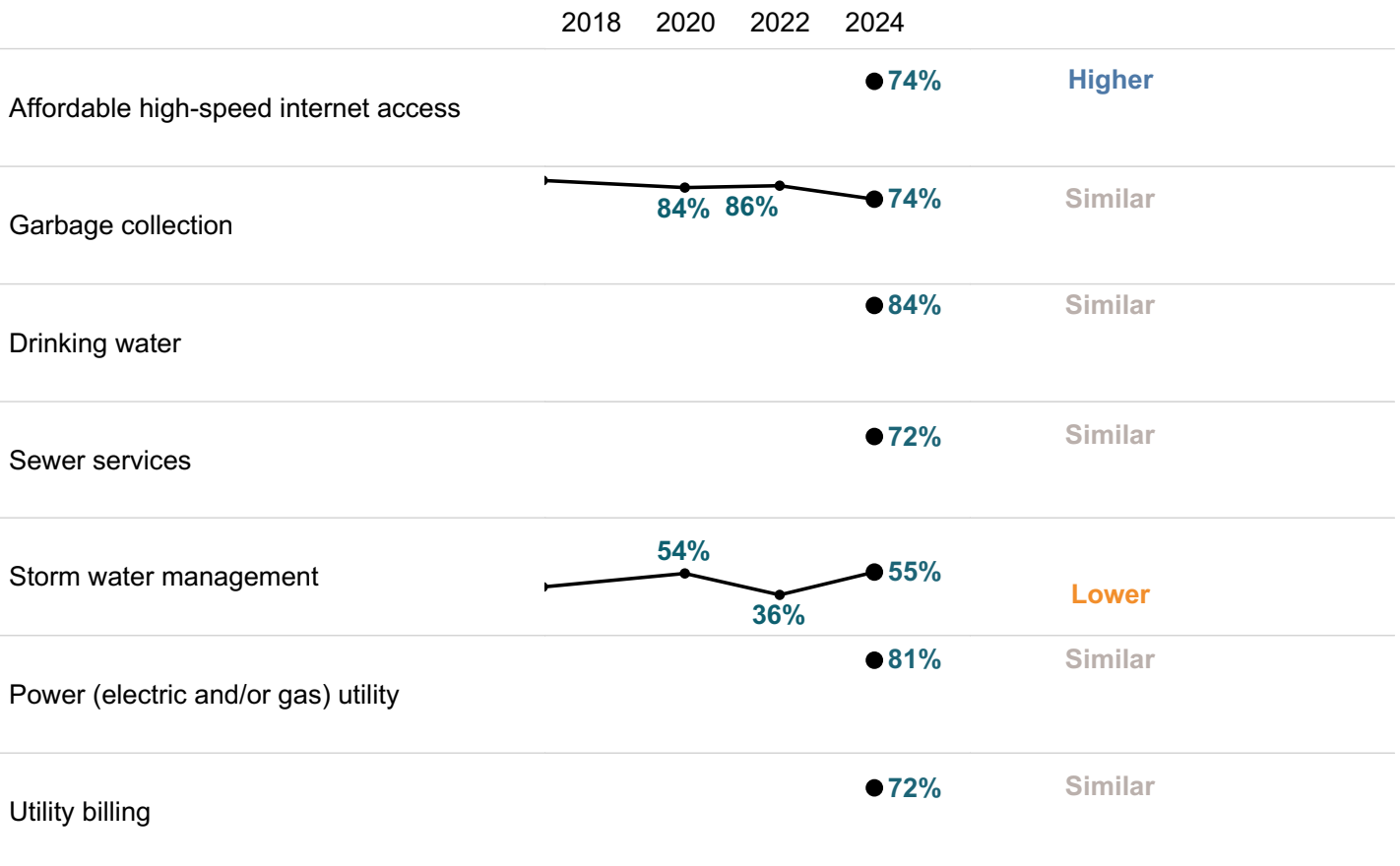
Services such as water, gas, electricity, and internet access play a vital role in ensuring the physical and economic health and well-being of the communities they serve.



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



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

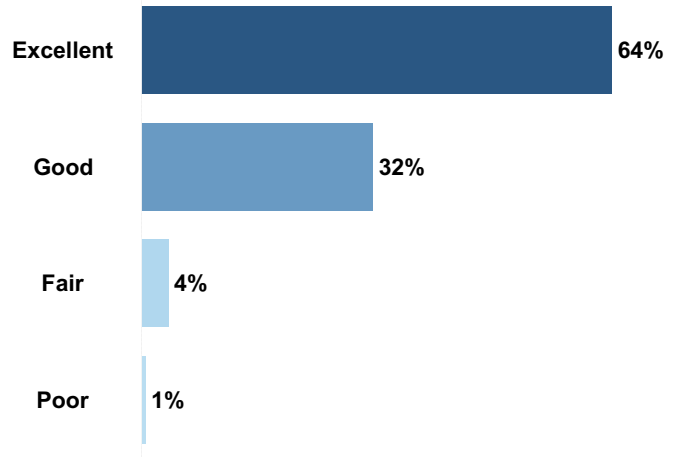


13. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

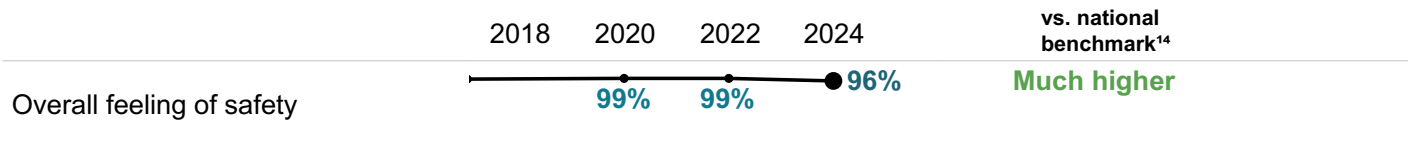
Overall feeling of safety in Vestavia Hills, 2024

Safety

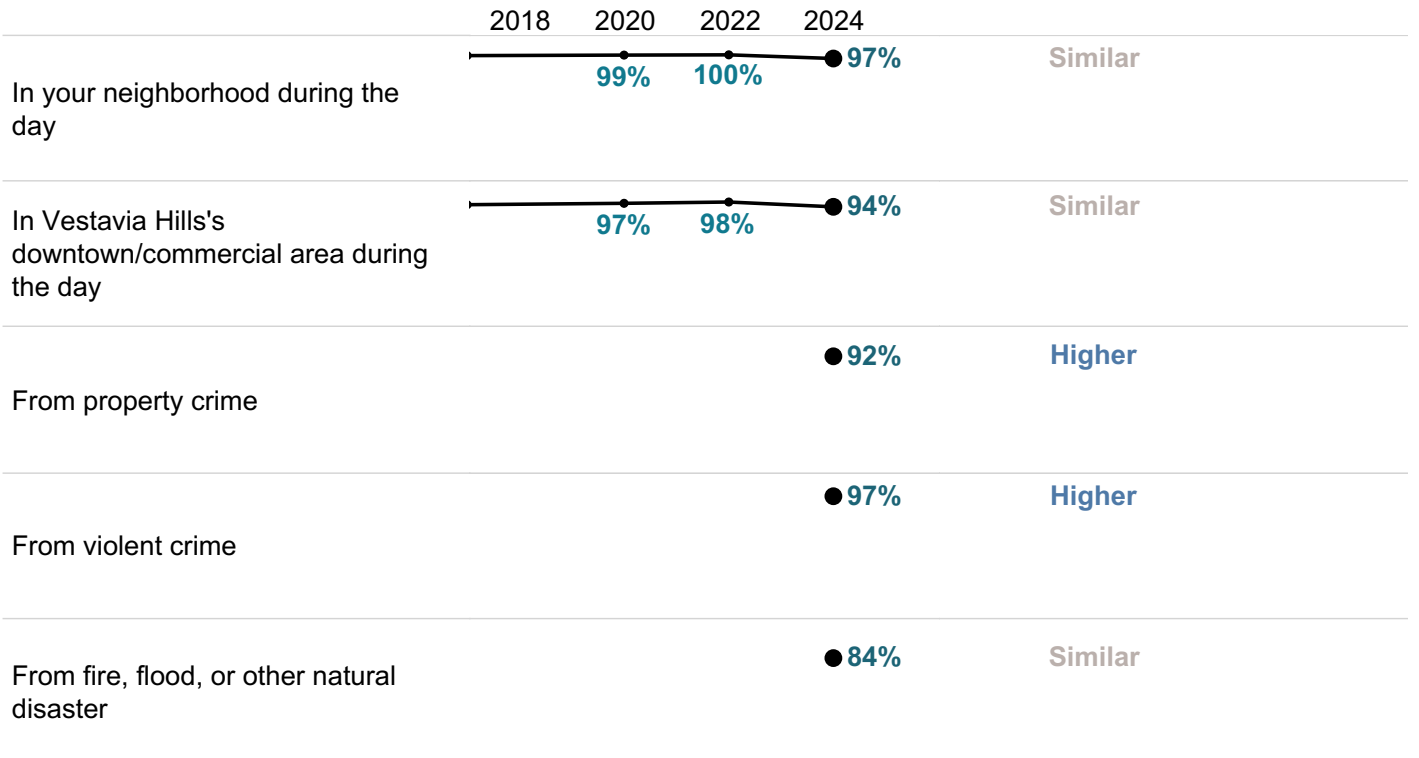
Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust safety-related services is essential to residents' quality of life.



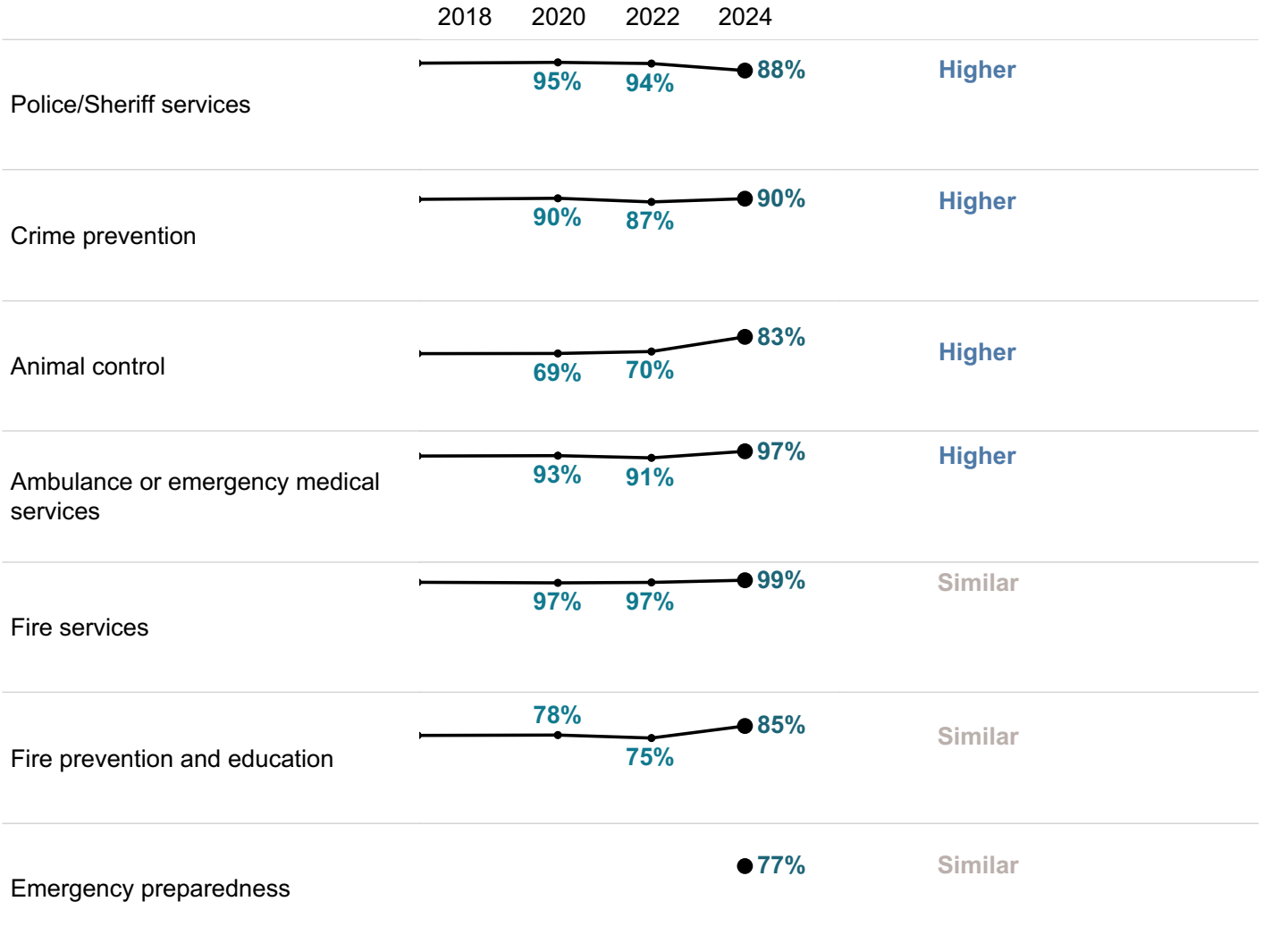
Please rate each of the following characteristics as they relate to Vestavia Hills as a whole. (% excellent or good)



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



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

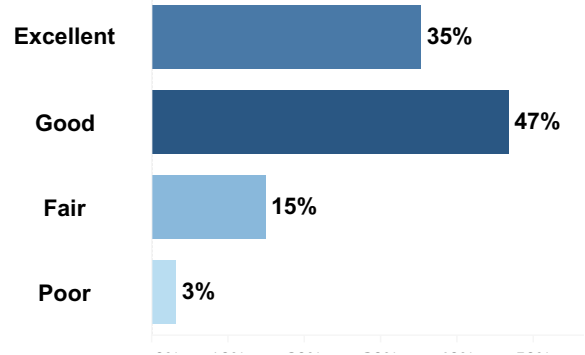


14. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

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 Vestavia Hills, 2024



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

	2018	2020	2022	2024	vs. national benchmark ¹⁵
Overall quality of natural environment				● 82%	Similar

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

	2018	2020	2022	2024	
Cleanliness				● 91%	Higher
Water resources				● 62%	Similar
Air quality				● 87%	Similar

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

	2018	2020	2022	2024	
Preservation of natural areas				● 58%	Similar
Vestavia Hills open space				● 59%	Similar
Recycling				● 42%	Lower

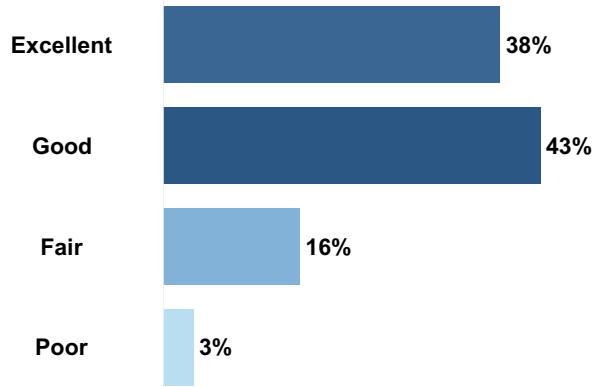
¹⁵. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Parks and Recreation

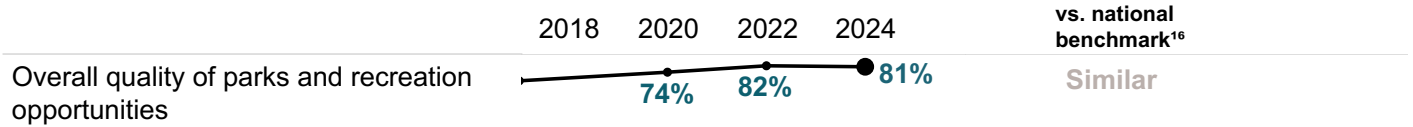
"There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation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

- National Recreation and Park Association

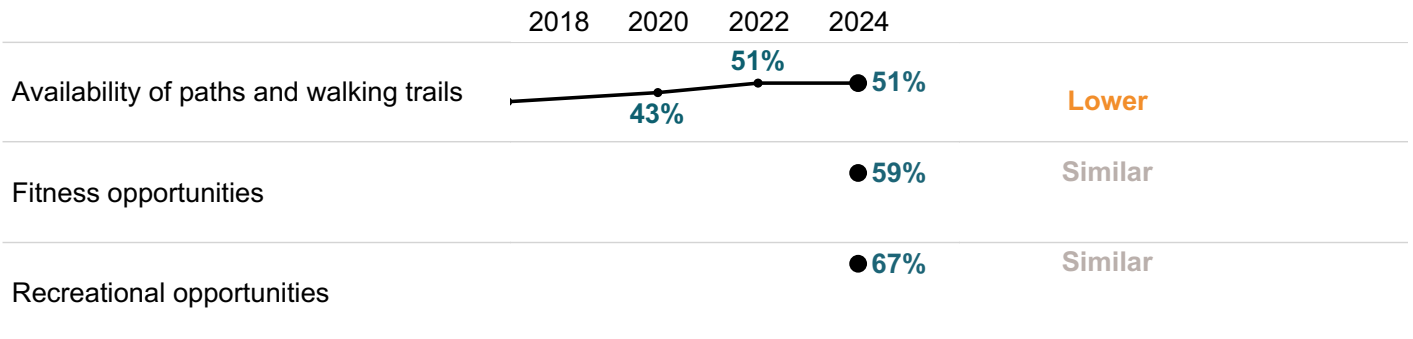
Overall quality of parks and recreation opportunities, 2024



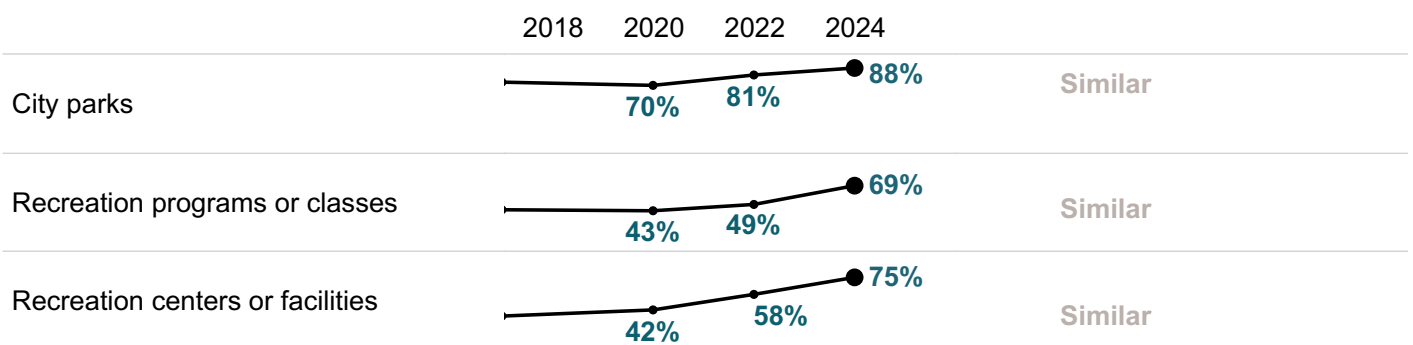
Please rate each of the following characteristics as they relate to Vestavia Hills as a whole. (% excellent or good)



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



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

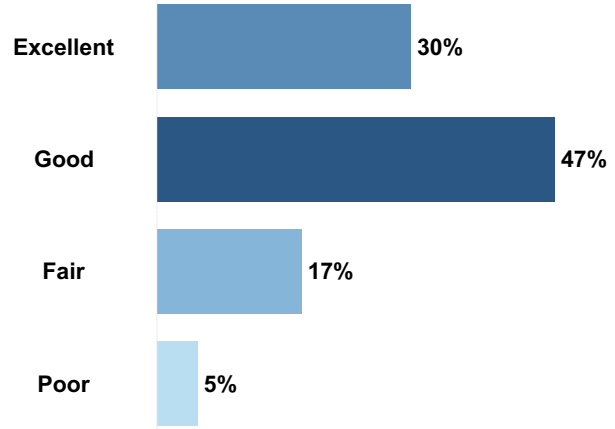


16. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall health and wellness opportunities in Vestavia Hills, 2024

Health and Wellness

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



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

	2018	2020	2022	2024	vs. national benchmark ¹⁷
Overall health and wellness opportunities				● 78%	Similar

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

	2018	2020	2022	2024	
Availability of affordable quality food				● 67%	Similar
Availability of affordable quality health care				● 75%	Higher
Availability of preventive health services				● 70%	Higher
Availability of affordable quality mental health care				● 55%	Higher

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

	2018	2020	2022	2024	
Health services				● 76%	Similar

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

	2018	2020	2022	2024	
Please rate your overall health.				● 81%	Similar

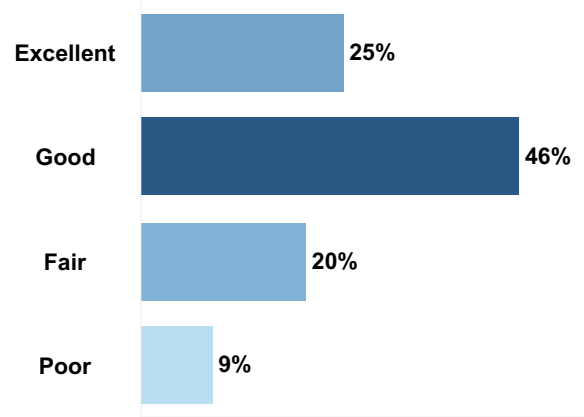
17. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.



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, 2024



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

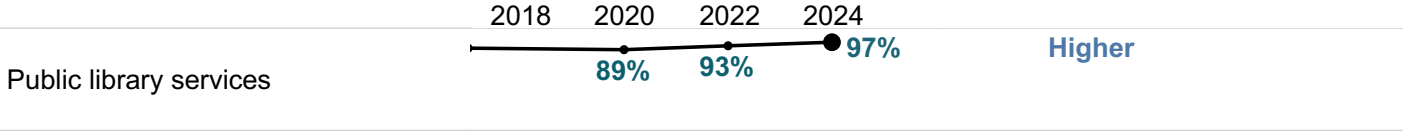
	2018	2020	2022	2024	vs. national benchmark ¹⁸
Overall opportunities for education, culture, and the arts				● 71%	Similar

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

	2018	2020	2022	2024	
Opportunities to attend cultural/arts/music activities				● 47%	Similar
Community support for the arts				● 49%	Similar
Availability of affordable quality childcare/preschool				● 55%	Similar
K-12 education		91%	92%	● 96%	Much higher
Adult educational opportunities				● 44%	Similar
Opportunities to attend special events and festivals				● 65%	Similar

Please rate the quality of each of the following services in Vestavia Hills.

(% excellent or good)



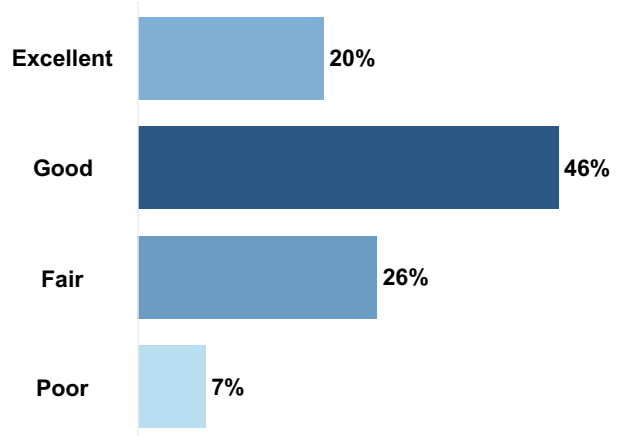
18. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.



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, 2024



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

	2018	2020	2022	2024	vs. national benchmark ¹⁹
Residents' connection and engagement with their community				● 66%	Similar

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

	2018	2020	2022	2024	
Vestavia Hills as a place to raise children		95%	97%	● 95%	Higher
Vestavia Hills as a place to retire				● 77%	Higher
Sense of community				● 80%	Higher

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

	2018	2020	2022	2024	
Making all residents feel welcome				● 73%	Similar
Attracting people from diverse backgrounds				● 45%	Lower
Valuing/respecting residents from diverse backgrounds				● 55%	Similar
Taking care of vulnerable residents				● 60%	Similar

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

	2018	2020	2022	2024	
Sense of civic/community pride				● 75%	Similar
Neighborliness of residents				● 75%	Higher
Opportunities to participate in social events and activities				● 67%	Similar
Opportunities to volunteer				● 67%	Similar
Opportunities to participate in community matters				● 62%	Similar
Openness and acceptance of the community toward people of diverse backgrounds				● 50%	Similar
























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





























	2018	2020	2022	2024	
Campaigned or advocated for a local issue, cause, or candidate				● 17%	Similar




























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




























Custom questions

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

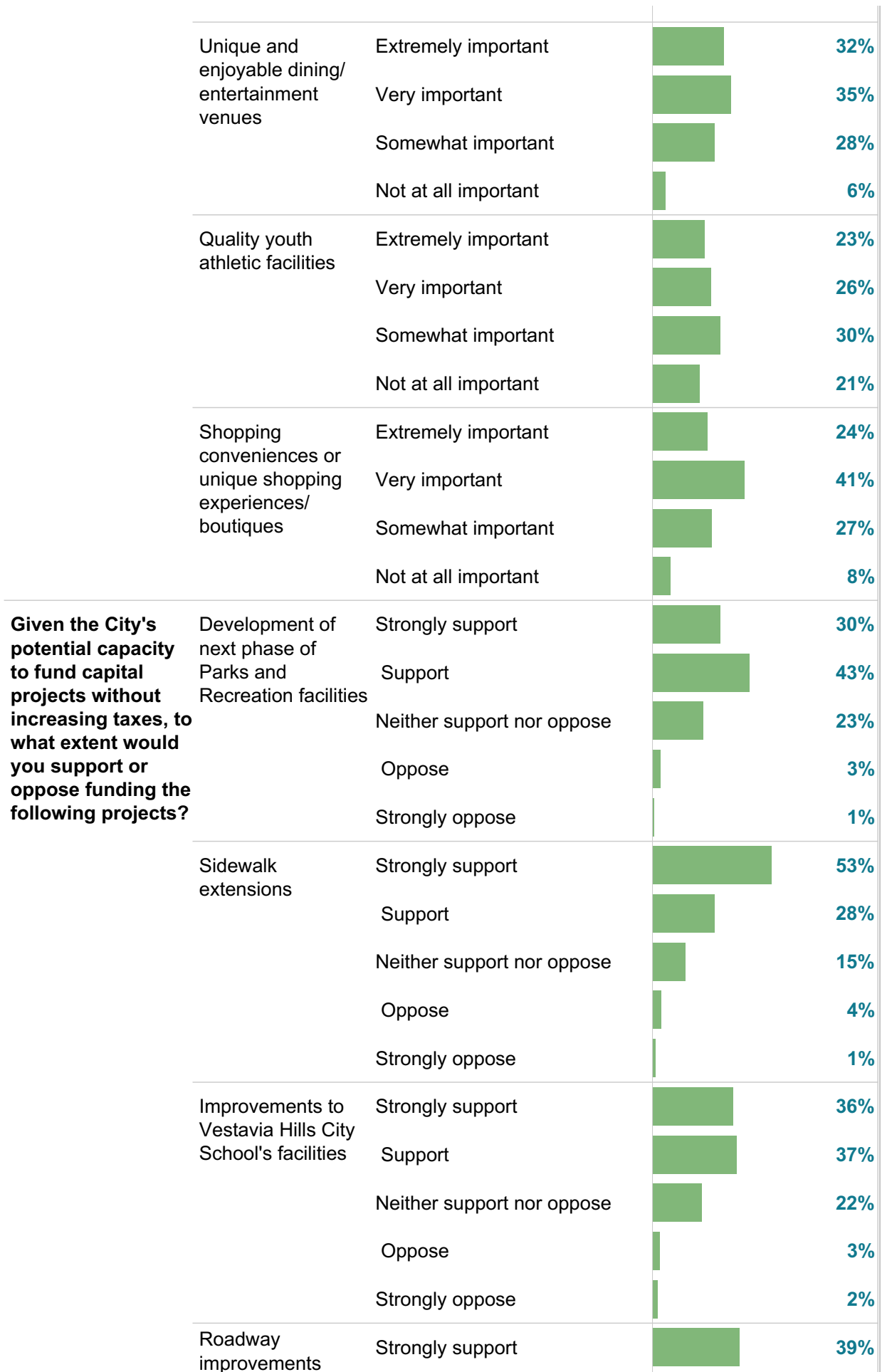
			Include "don't know" No
	Have you ever contacted 911 for emergency assist..	No	 54%
		Yes	 46%
Please indicate whether you received the following services from 911.	Timeliness of the call response	No	 23%
		Yes	 77%
	Professionalism of treatment	No	 22%
		Yes	 78%
Satisfaction with the resolution provided by the op..	No	 23%	
	Yes	 77%	
Please rate the quality of enforcement of the following codes and ordinances.	Cleanup of litter and debris on private property	Excellent	 26%
		Good	 47%
		Fair	 23%
		Poor	 5%
	Mowing and trimming of private property	Excellent	 26%
		Good	 47%
		Fair	 24%
		Poor	 2%
	Maintenance of residential property (exterior)	Excellent	 24%
		Good	 47%
		Fair	 21%
		Poor	 8%
Maintenance of business property	Excellent	 20%	
	Good	 58%	
	Fair	 19%	

		Poor		2%
Codes designed to protect public safety		Excellent		27%
		Good		61%
		Fair		6%
		Poor		5%
Sign regulations		Excellent		21%
		Good		61%
		Fair		16%
		Poor		1%
Please rate the quality of the customer service you received from the City department you indicated above.	Ease of contact	Excellent		63%
		Good		22%
		Fair		11%
		Poor		4%
Courtesy and politeness		Excellent		68%
		Good		24%
		Fair		4%
		Poor		3%
Promptness, accuracy, and completeness of answers		Excellent		62%
		Good		21%
		Fair		10%
		Poor		7%
Follow-through and timeliness of actions		Excellent		61%
		Good		20%
		Fair		10%
		Poor		9%
Satisfaction of issue resolution		Excellent		62%
		Good		19%
		Fair		8%

		Poor		11%
Please rate how much of a priority the following projects should be for the City.	Expanded fire protection and facilities	High priority		30%
		Medium priority		46%
		Low priority		21%
		Not a priority		3%
Expanded police protection and facilities	High priority		46%	
	Medium priority		33%	
	Low priority		17%	
	Not a priority		3%	
Road resurfacing and reconstruction	High priority		55%	
	Medium priority		39%	
	Low priority		6%	
	Not a priority		0%	
Improved stormwater infrastructure	High priority		48%	
	Medium priority		41%	
	Low priority		10%	
	Not a priority		2%	
Expanded library services and facilities	High priority		25%	
	Medium priority		41%	
	Low priority		30%	
	Not a priority		4%	
Expansion of recreation trails and facilities	High priority		39%	
	Medium priority		40%	
	Low priority		15%	
	Not a priority		5%	
Please rate how important the following were in your decision to live in Vestavia Hills.	School system	Extremely important		61%
		Very important		16%
		Somewhat important		5%

		Not at all important		18%
Quality of housing		Extremely important		55%
		Very important		34%
		Somewhat important		11%
		Not at all important		0%
Quality of life		Extremely important		63%
		Very important		31%
		Somewhat important		5%
		Not at all important		0%
Occupation/job		Extremely important		19%
		Very important		19%
		Somewhat important		27%
		Not at all important		35%
Geographic location		Extremely important		44%
		Very important		36%
		Somewhat important		13%
		Not at all important		7%
Please rate how important the following activities and amenities in Vestavia Hills are to you.	Special events (e.g., "I Love America Day," "Wing Ding," Christmas activities, outdoor entertainment eve..	Extremely important		9%
		Very important		25%
		Somewhat important		36%
		Not at all important		29%
Access to natural resources (e.g., Cahaba River, Shades Mountain)		Extremely important		21%
		Very important		30%
		Somewhat important		33%
		Not at all important		15%
Walking/running/ biking trails that unite all areas of the City		Extremely important		33%
		Very important		28%
		Somewhat important		33%
		Not at all important		6%

Somewhat important



The City of Vestavia Hills 2024 Community Survey

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

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

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

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

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

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

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

4. Please rate how safe or unsafe you feel:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
In your neighborhood during the day	1	2	3	4	5	6
In your neighborhood during the night.....	1	2	3	4	5	6
In City parks.....	1	2	3	4	5	6
On school campuses.....	1	2	3	4	5	6
In Vestavia Hills' commercial areas during the day.....	1	2	3	4	5	6
From property crime.....	1	2	3	4	5	6
From violent crime	1	2	3	4	5	6
From fire, flood, or other natural disaster.....	1	2	3	4	5	6

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

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

6. Please rate each of the following in the Vestavia Hills community.

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

7. Please also rate each of the following in the Vestavia Hills community.

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

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

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

The City of Vestavia Hills 2024 Community Survey

9. Please rate the quality of each of the following services in Vestavia Hills.

	Excellent	Good	Fair	Poor	Don't know
Public information services.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Street repair.....	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Land use, planning, and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.).....	1	2	3	4	5
Affordable high-speed internet access.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Storm water management (storm drainage, dams, etc.).....	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing.....	1	2	3	4	5
Police services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Preservation of natural areas (open space and greenbelts).....	1	2	3	4	5
Vestavia Hills open space.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Recreation centers or facilities.....	1	2	3	4	5
Health services.....	1	2	3	4	5
Public library services.....	1	2	3	4	5
Overall customer service by Vestavia Hills employees (police, receptionists, planners, etc.).....	1	2	3	4	5
Brush and bulky removal services.....	1	2	3	4	5
Litter control along major streets.....	1	2	3	4	5
Route schedule for trash services.....	1	2	3	4	5
Maintenance of major City streets.....	1	2	3	4	5
Maintenance of minor City streets.....	1	2	3	4	5
Maintenance of street signs.....	1	2	3	4	5
Maintenance of City-owned buildings.....	1	2	3	4	5
Mowing and trimming along streets and public areas.....	1	2	3	4	5
Overall cleanliness of City streets and public areas.....	1	2	3	4	5
Swimming pools (Aquatic Complex).....	1	2	3	4	5
Maintenance of City ballfields.....	1	2	3	4	5
Number of City parks.....	1	2	3	4	5
Outdoor athletic fields (baseball, soccer, softball, lacrosse, football).....	1	2	3	4	5
The City's youth athletic programs.....	1	2	3	4	5
The City's adult athletic programs.....	1	2	3	4	5
The City's senior programs.....	1	2	3	4	5
Ease of registering for recreational programs.....	1	2	3	4	5
Fees charged for recreational programs.....	1	2	3	4	5
Overall credibility of the police department.....	1	2	3	4	5
The overall visibility of police.....	1	2	3	4	5
Response time of police to emergencies.....	1	2	3	4	5

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Response time of fire department and emergency services personnel to emergencies.....	1	2	3	4	5
Community-oriented policing programs	1	2	3	4	5

9a. Please indicate the three items related to **public safety** listed in Question 9 that you believe should receive the highest priority from City leaders over the next two years.

9b. Please indicate the three items related to **city maintenance** listed in Question 9 that you believe should receive the highest priority from City leaders over the next two years.

9c. Please indicate the three items related to **parks and recreation** listed in Question 9 that you believe should receive the highest priority from City leaders over the next two years.

10. Please rate the following categories of Vestavia Hills government performance.

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

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The City of Vestavia Hills	1	2	3	4	5
The Federal Government.....	1	2	3	4	5

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

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

13. Have you ever contacted 911 for emergency assistance? No Yes

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14. Please indicate whether you received the following services from 911.

	No	Yes
Timeliness of the call response.....	1	2
Professionalism of treatment.....	1	2
Satisfaction with the resolution provided by the operator.....	1	2

15. Please rate the quality of enforcement of the following codes and ordinances.

	Excellent	Good	Fair	Poor	Don't know
Cleanup of litter and debris on private property.....	1	2	3	4	5
Mowing and trimming of private property.....	1	2	3	4	5
Maintenance of residential property (exterior).....	1	2	3	4	5
Maintenance of business property.....	1	2	3	4	5
Codes designed to protect public safety.....	1	2	3	4	5
Sign regulations.....	1	2	3	4	5

16. Please indicate which City department you most recently contacted.

17. Please rate the quality of the customer service you received from the City department you indicated above.

	Excellent	Good	Fair	Poor	Don't know
Ease of contact.....	1	2	3	4	5
Courtesy and politeness.....	1	2	3	4	5
Promptness, accuracy, and completeness of answers.....	1	2	3	4	5
Follow-through and timeliness of actions.....	1	2	3	4	5
Satisfaction of issue resolution.....	1	2	3	4	5

18. Please rate how much of a priority the following projects should be for the City.

	High priority	Medium priority	Low priority	Not a priority
Expanded fire protection and facilities.....	1	2	3	4
Expanded police protection and facilities.....	1	2	3	4
Road resurfacing and reconstruction.....	1	2	3	4
Improved stormwater infrastructure.....	1	2	3	4
Expanded library services and facilities.....	1	2	3	4
Expansion of recreation trails and facilities.....	1	2	3	4

19. Please rate how important the following were in your decision to live in Vestavia Hills.

	Extremely important	Very important	Somewhat important	Not at all important
School system.....	1	2	3	4
Quality of housing.....	1	2	3	4
Quality of life.....	1	2	3	4
Occupation/job.....	1	2	3	4
Geographic location.....	1	2	3	4

20. Please rate how important the following activities and amenities in Vestavia Hills are to you.

	Extremely important	Very important	Somewhat important	Not at all important
Special events (e.g., "I Love America Day," "Wing Ding," Christmas activities, outdoor entertainment events).....	1	2	3	4
Access to natural resources (e.g., Cahaba River, Shades Mountain).....	1	2	3	4
Walking/running/biking trails that unite all areas of the City.....	1	2	3	4
Unique and enjoyable dining/entertainment venues.....	1	2	3	4
Quality youth athletic facilities.....	1	2	3	4
Shopping conveniences or unique shopping experiences/boutiques.....	1	2	3	4

21. Given the City's potential capacity to fund capital projects without increasing taxes, to what extent would you support or oppose funding the following projects?

	Strongly support	Support	Neither support nor oppose	Oppose	Strongly oppose
Development of next phase of Parks and Recreation facilities.....	1	2	3	4	5
Sidewalk extensions.....	1	2	3	4	5
Improvements to Vestavia Hills City School's facilities.....	1	2	3	4	5
Roadway improvements.....	1	2	3	4	5

Renovation and modernization of fire stations	1	2	3	4	5
Stormwater infrastructure improvements	1	2	3	4	5

22. Please indicate the two items listed in question 21 that you consider most important to fund.

23. Please rate the following services provided by the Library in the Forest.

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
Hours of operation	1	2	3	4	5
Maintenance of facility and grounds	1	2	3	4	5
Maintenance of walking/hiking trails	1	2	3	4	5
Availability of meeting room rentals	1	2	3	4	5
Confidence in recommending this library	1	2	3	4	5
Availability of study and workspaces	1	2	3	4	5
Availability of traditional library materials (books, movies, music, etc.)	1	2	3	4	5
Availability of online collections (Libby, Hoopla, Tutoring.com)	1	2	3	4	5
Availability of non-traditional library materials (walking sticks, hammocks, puzzles, mobile hotspots, cognitive care kits, etc.)	1	2	3	4	5
Access and speed of internet services	1	2	3	4	5
Quality of customer service (knowledge, professionalism, friendliness)	1	2	3	4	5
Allotted time for the use of public computers	1	2	3	4	5
Availability of verification services (passport, notary, proctoring)	1	2	3	4	5
Programs and services for children (ages 0-12)	1	2	3	4	5
Programs and services for teens (ages 13-19)	1	2	3	4	5
Programs and services for adults (ages 20+)	1	2	3	4	5
Satisfaction with the library as an innovation hub or alternate work site	1	2	3	4	5
Satisfaction with technology classes and tutoring	1	2	3	4	5
Access to materials and services in Cahaba Heights and Liberty Park	1	2	3	4	5
Satisfaction with available technology	1	2	3	4	5
Makerspace use (3D printing, vinyl cutting, CNC milling, workshops, photo studio, general use)	1	2	3	4	5
Social media presence and engagement (Facebook, Instagram)	1	2	3	4	5
Amount of outreach programs in Cahaba Heights and Liberty Park	1	2	3	4	5
Ease of use of the website for locating information	1	2	3	4	5
Likelihood of financially supporting the building of a library on the east side of Vestavia Hills	1	2	3	4	5
Frequency of visits to an Eastside library	1	2	3	4	5
Likelihood of participating in community meetings about a new library	1	2	3	4	5

24. If a new Eastside library is constructed, please rate the importance for the following:

	Very important	Moderately important	Slightly important	Not important	Top 3
Children/tweens	1	2	3	4	<input type="checkbox"/>
Technology	1	2	3	4	<input type="checkbox"/>
Meeting/community space	1	2	3	4	<input type="checkbox"/>
Work/study space	1	2	3	4	<input type="checkbox"/>
Popular materials (adults/teens)	1	2	3	4	<input type="checkbox"/>

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

D1. In general, how many times do you:	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop, or tablet computer.....	1	2	3	4	5	6
Access the internet from your cell phone	1	2	3	4	5	6
Visit social media sites such as Facebook, X (formerly Twitter), Nextdoor, etc.	1	2	3	4	5	6
Use or check email.....	1	2	3	4	5	6
Share your opinions online.....	1	2	3	4	5	6
Shop online	1	2	3	4	5	6

D2. Please rate your overall health.

- Excellent
 Very good
 Good
 Fair
 Poor

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

Do you think the impact will be:

- Very positive
 Somewhat positive
 Neutral
 Somewhat negative
 Very negative

D4. How many years have you lived in Vestavia Hills?

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

D5. Which best describes the building you live in?

- Single-family detached home
 Townhouse or duplex (may share walls but no units above or below you)
 Condominium or apartment (have units above or below you)
 Mobile home
 Other

D6. Do you rent or own your home?

- Rent
 Own

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

- Less than \$300 \$2,500 to \$3,999
 \$300 to \$599 \$4,000 to \$6,999
 \$600 to \$999 \$7,000 to \$9,999
 \$1,000 to \$1,499 \$10,000 or more
 \$1,500 to \$2,499

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

- No Yes

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

- No Yes

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

- Less than \$25,000 \$100,000 to \$149,999
 \$25,000 to \$49,999 \$150,000 to \$199,999
 \$50,000 to \$74,999 \$200,000 to \$299,999
 \$75,000 to \$99,999 \$300,000 or more

D11. Are you of Hispanic, Latino/a/x, or Spanish origin?

- No Yes

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

- American Indian or Alaskan Native
 Asian
 Black or African American
 Native Hawaiian or Other Pacific Islander
 White
 A race not listed

D13. In which category is your age?

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

D14. What is your gender?

- Female
 Male
 Identify in another way

Thank you! Please return the completed survey in the postage-paid envelope to:
National Research Center, Inc., 2955 Valmont Rd, Ste 300, Boulder, CO 80301