



TOWN OF LURAY
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LURAY VA 22835
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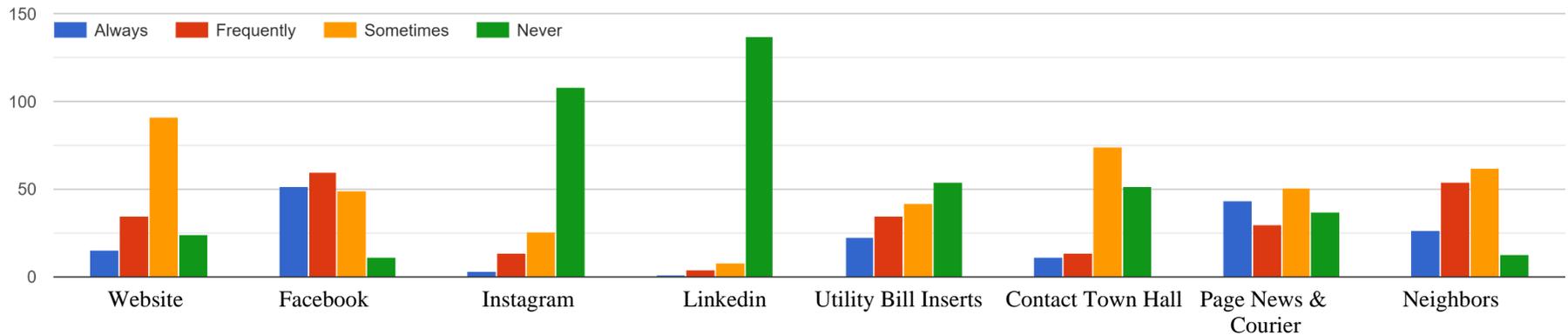
2020 CITIZEN SURVEY RESULTS

The Town of Luray conducted our 2020 Citizen Survey requesting input between January 25th and February 29th in 2020 both online and paper survey forms. The Town received responses from 183 interested people.

In general, responses were very favorable for the services provided by and living in the Town of Luray.

COMMUNICATION

Responders indicated how often they utilize these sources of communication from the Town.

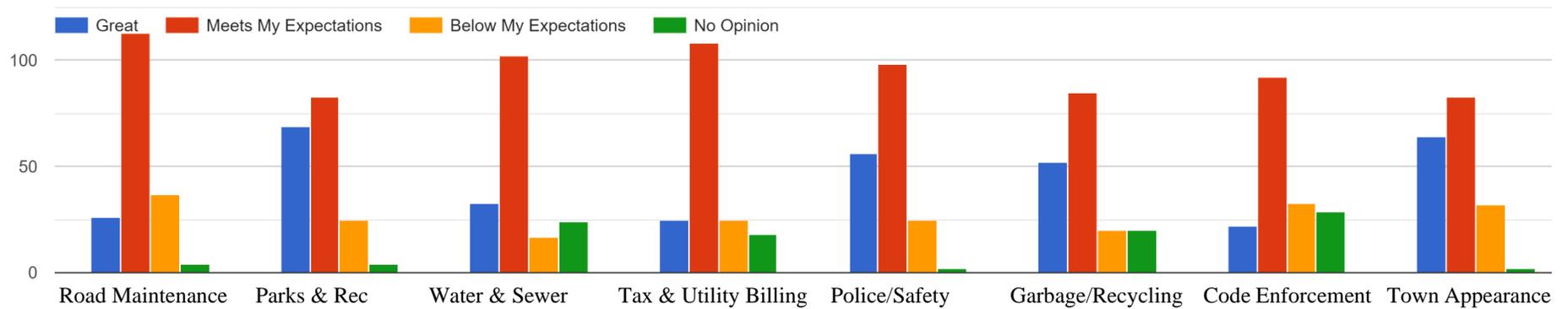


Other suggested forms of communication that the Town should consider included Twitter, email newsletters, text announcements, direct mail, Fire Hall message sign, Chamber of Commerce, and Comcast.

We will explore these opportunities to broadcast Town events and meetings.

TOWN SERVICES

Responders were asked to rate our basic service provision to the community. An overall 84% positive response was provided.



Comments included expanded tree/bush trimming along the roads, larger trash cans, expanded traffic enforcement, trash in the Right-of-Way, the commercial property vacancy rate, code enforcement, and park upgrades.

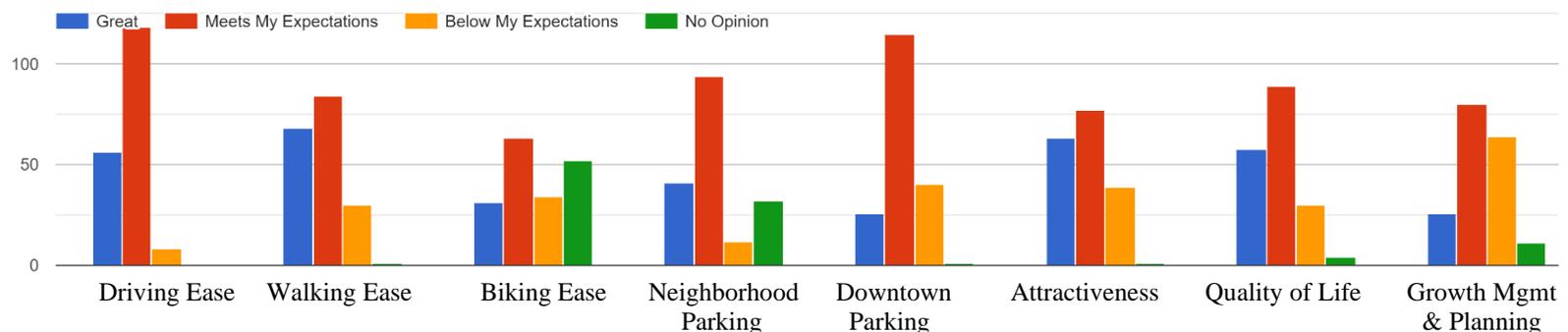
A comment asked for online bill paying. Information about paying your utility bill and taxes online can be found at

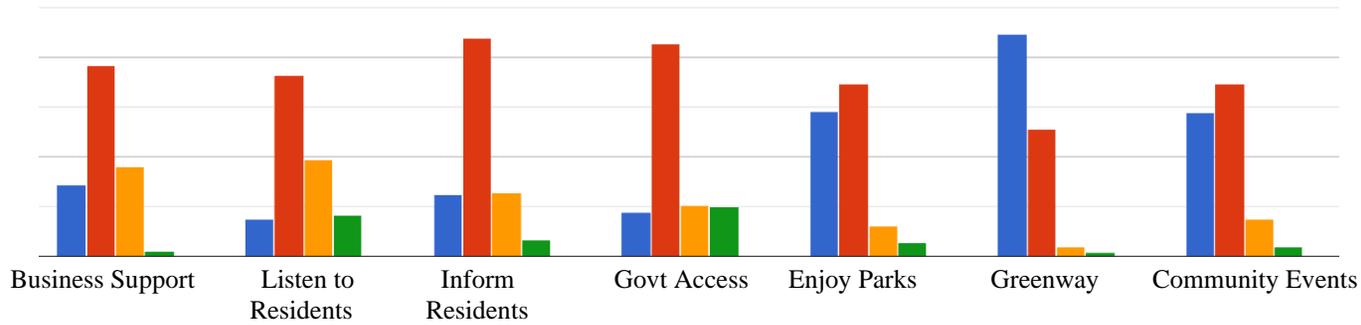
<https://eservices.townofluray.com/Applications/trapps/default.htm>

Another comment requested the ability to mix recycled materials into a single container without separation. While some localities have this option, the Town and County have separate processors for recycled materials to maximize the types of materials that you can recycle.

TOWN ENVIRONMENT

Responders were asked about the ease of traveling through Town, its attractiveness, and other government services. An average 82% positive response was provided.



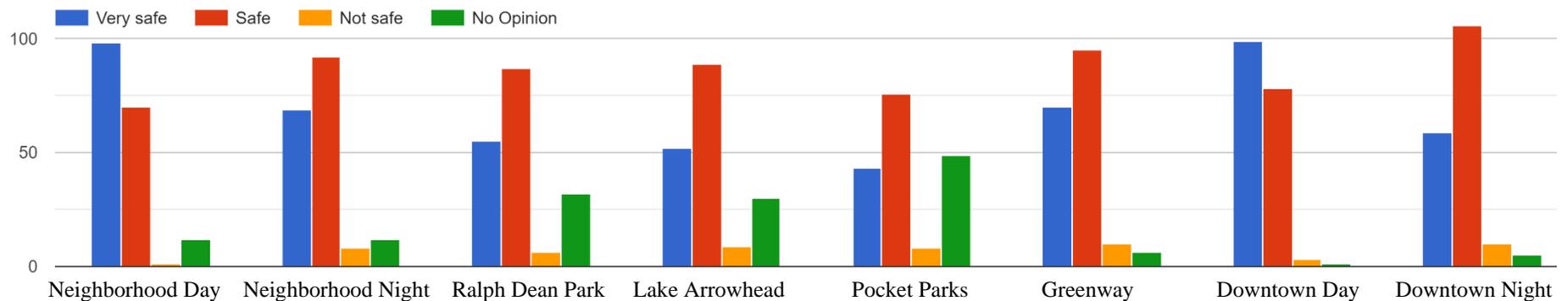


Comments included pedestrian safety, community events, property appearance, attracting new businesses and restaurants, and code enforcement.

A comment was made about the stockpiled material at Ralph H. Dean Park. These materials from the bridge and other Town projects are being used to fill in an area at the park for a future playing field.

PUBLIC SAFETY

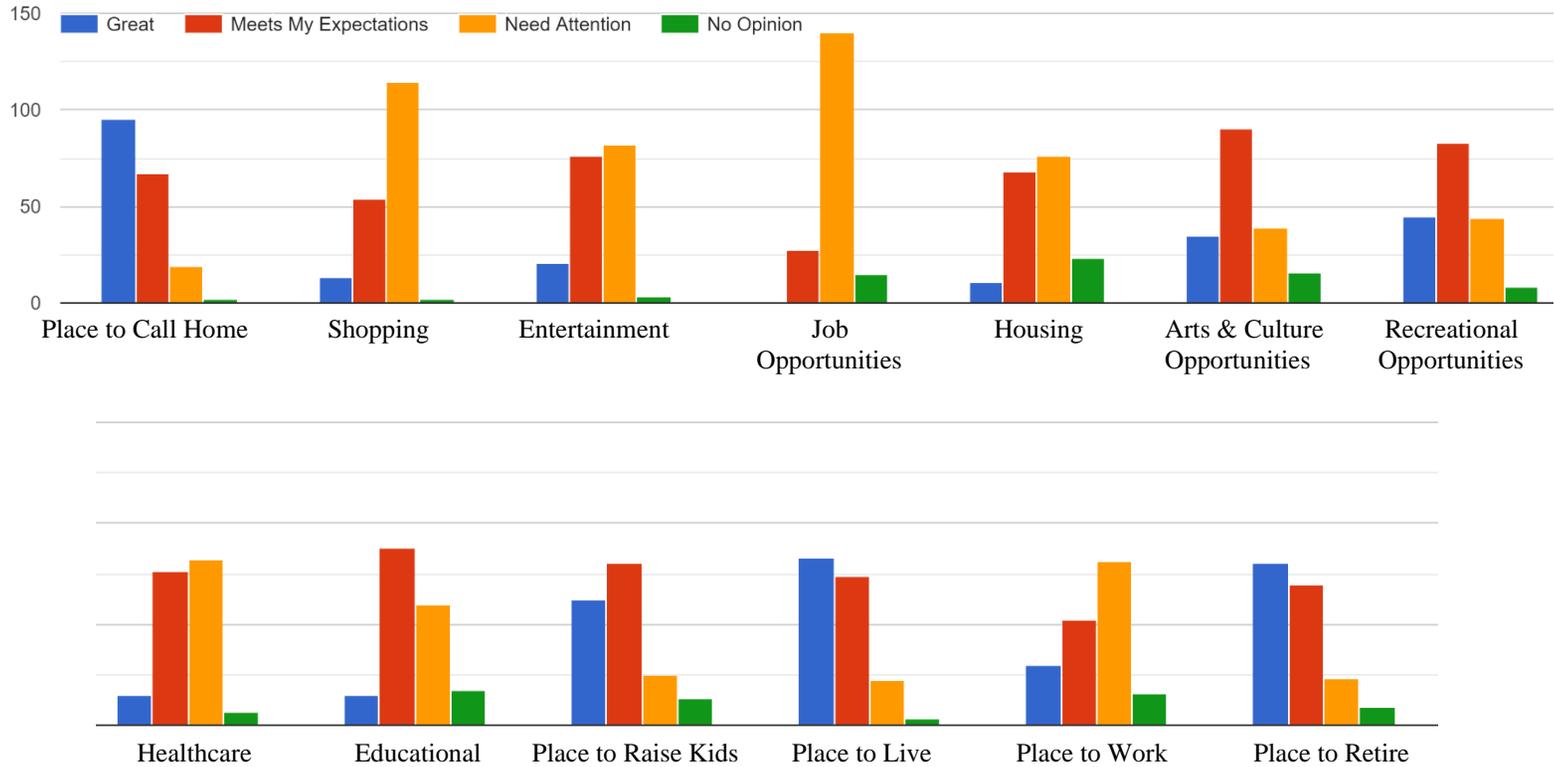
Responders were asked to evaluate how safe they feel in various areas of our Town. An average 96% positive response was provided.



Comments included drug issue concerns, neighborhood patrols, Greenway lighting, and speeding in neighborhoods.

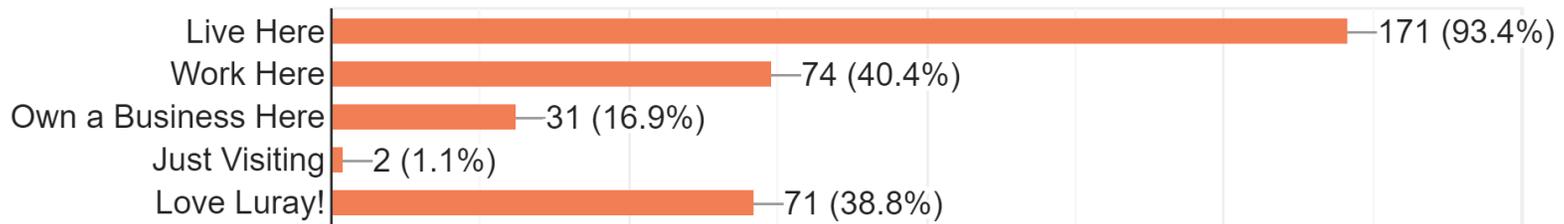
MY HOME LURAY

Responders were asked to provide input on various components of our community. An average 63% positive response was provided.



Comments included vacant properties, job opportunities, restaurant variety, entertainment opportunities at night, childcare, and maintaining a small-town character.

PARTICIPANT DEMOGRAPHICS



2020 Town of Luray Citizen Survey

January 25 - February 29, 2020

Survey Results

Responses: 183

COMMUNICATION

	Always	Frequently	Sometimes	Never
Town Website	15	35	91	24
Facebook Page	52	60	49	11
Instagram	3	14	26	108
Linkedin	1	4	8	137
Utility Bill Inserts	23	35	42	54
Contact Town Offices	11	14	74	52
Page News & Courier	44	30	51	37
Talk with Neighbors	27	54	62	13

Comments

Set up events on fb. It makes it a lot easier

Email newsletters.

Twitter

get Page News & Courier on line or pay for email it. I would pay for it.

Text, email

All is good

Direct Mail, not everyone uses damn social media

Use the fire Department board .

Twitter

Chamber of Commerce

I like the Sheriff's Department Facebook page

Email list

More business, update store fronts

Email and or Text

Communicate with younger generations for improvement.

Other people and businesses facebook pages

Reinstate the Luray TV channel on cable.

Email

If a project affects the residents of a certain area they should be notified by town personnel before project is started.

Email newsletter signup

Do you have an email list that you send out info? I'd sign up if you do.

None

Be more consistent with social media updates

Email distro list

Chamber of Commerce also does a good job at posting information about the town on their facebook page.

pagevalleynews.com

Don't have a computer

Page Valley News FB

TOWN SERVICE PROVISION

	Great	Meets My Expectations	Below My Expectations	No Opinion	Positive Percent	2019 Survey
Road Maintenance	26	113	37	4	79%	78%
Parks & Recreation	69	83	25	4	86%	87%
Water & Sewer Utility Service	33	102	17	24	89%	88%
Garbage Collection	25	108	25	18	84%	79%
Utility Billing & Tax Collection	56	98	25	2	86%	91%
Police/Public Safety	52	85	20	20	87%	92%
Code Enforcement	22	92	33	29	78%	79%
Overall Town Appearance	64	83	32	2	82%	86%

Comments

Town bills should be payable online and/or directly from a bank account like every other bill. Why does it take 6 months to pave the road after it has been ripped up? Finish a project before you start six more.

This town has a real issue fixing bridges in any kind of timely basis

Bigger trash cans so we don't have to pay for 2nd one. Roads needs paved correctly not patched. We need more stuff for kids even in winter like a indoor facility. Better business some thrift stores make area look trashy. On main street and page one

Police need to enforce cycling codes (helmets, dangerous cycling) and do something about belligerent young bicyclists. Also, the Town does an excellent job at snow removal. Very impressive but the repainting of curbs every spring seems wasteful. Is there better paint to invest in?

Recycling is at least 10 years behind other areas. Provide a container the size of the trash his and go to no sort recycling. You'd have better use of recycling and reduce trash. As for roads, we live in an area that gets winter weather. Why are we not better prepared? As for codes, I really don't know, except it seems like we have some antiquated codes on the books. With town trash and recycling, why are we still permitting burn barrels??? Come on!

Need to upgrade the playground equipment at Inlawn Park.

Lake Arrowhead equipment/playgrounds/bathrooms all need major improvements.

Keep up the good work

In the days of weather that includes wind, the recycling crew needs to stack the boxes. They fly all over the neighborhood. I have called twice but it appears more a smart alec response comes the weeks to follow bc of the request. Police needs to patrol the neighborhoods more frequently. If the trucks can stop to pick up one piece of trash during school time, then they need to clean out drainage covers especially on South Court, which causes flooding at the tunnel. Town Police needs to sign in at our schools. Safety First! I pay town taxes.

The recycling team needs to stack boxes back together, so they don't blow away. The team is first to complain about the sorting but do very little to help the town residents.

Find some way to encourage people to stop throwing trash all over town, It's a beautiful town and the garbage is disgusting.

Downtown is looking pretty bad these days especially with the empty buildings. There just is no appeal to the buildings. The LDI signs are all showing their age and need to be replaced. I thought there was a comprehensive plan for making the downtown look more appealing but don't think it is working. Wish the main street would be paved from one end of town to the other. Right now it is a hodge podge of patches and part new and part old pavement.

Enforce codes by making people cut grass, get rid of falling down buildings.

Concerned over the number of vacant buildings and now lots (next to LFD) - does not support either growth or beauty of the downtown area. We need to save the old houses, repurpose stores/restaurants, etc. not knock them down/burn them. Be innovative in uses for these.

The Luray Police Dept allowed a driver who was stopped two nights in a row and driving on while under the influence of drugs and suspended license driving on the Greenway go free resulting in the death of a young women on RT 340 between Luray and Front Royal. Where was the outside investigation ? What measures have been done so that this tragedy will not happen again. Concerning .As for town appearance and Luray Downtown Initiative, I see the same number of buildings closed on mainstreet as I did in the 1990's . What ever town plan is ,its not working . Perhaps if Luray would work with Page County officials to bring meaningful jobs for our citizens ,this would be a better use of our tax money . To quote the vice mayor during his re election, he for "cottage industries" which amounts to low paying minimum wage jobs. Also in Luray ,Hudson Subdivision Springcrest Drive you can have a car with a expired inspection and being used as a storage unit .The car has not moved for 6 months . There is also blue Ford SUV in back the yard of a Springcrest Drive home with no tags ,The town of Luray was notified and the police did nothing .

Better trash pick up along roads.

Water bills are WAY too high. And, why in the world do you need a building permit to build a dog house????

Maybe more small child friendly entertainment at the park

We need to work on cleaning up areas.

Lakewood Road at 340 is a treacherous spot. Revise speed limits, carve the hill to increase visibility; high volume of traffic, especially during or near school time hours, this is not a fun intersection to navigate.

Town sends teams pretty quickly to open sewers, but aging infrastructure is evident. I have witnessed issue in multiple locations in town, and I spent thousands on my side to only find out the problem was on town side. The manager responsible is no longer working for the town.

The empty store fronts down town are depressing as are the vacant lots. I appreciate the efforts of LDI regarding the stores. I think the town should consider a vacancy tax. Some properties are for sale but at overinflated prices. I am I favor of restoration and reuse of old buildings. They add charm and artistic interest to a small town. Sadly our town is lacking in both. On another note I am enormously alarmed at the number of trees that have been removed in recent month. Trees are a valuable resource and a huge asset; we need more not fewer of them.

We need an indoor recreational facility.

Utility Bill's are way to high/ more police involvement instead of drama and traking girlfriends.

A better breakdown of the utility and water bills. The roads need to be paved not just spot paving.

I would love for there to be a community pool

The play ground equipment at Inn Lawn park is horrible. It's out dated, safety wise, and needs to be totally replaced. Imagination station is not much better. The wood is deteriorated and very dangerous for children. These two playgrounds need immediate attention. How about focusing on the playgrounds more and a little less on the Greenway.

Better communication on how to converse with the local officials. Posting meeting notes on Facebook is worthless if people don't know times, dates, locations to bring forth their concerns.

Scrap the roundabout idea, spend the money on Main Street and Businesses.

I would like them to periodically,,,clean sewer lines instead of waiting till itbacks up the gentlemen are very nice but it was a big nuisance. And. Mess

Some playground equipment is outdated or unsafe

Some roads needs to be fixed

I think the effort put into our downtowns appearance goes above and beyond! I just wish there were more initiatives to keep store fronts open.

Parks and Rec needs some work we need an indoor pool!!

Lower utility and tax rates. Cut down on the number of lazy public works employees. (If they don't work then they don't keep the job)

Apply code enforcement equally.

Imagination Station could use a serious upgrade.

Town personnel should have had much more discussion and input before considering the wall construction on South Court St.

Various areas of the town are in great need of cleanup and present a shoddy appearance.

Pick up carboard more frequently.

Garbage company could provide large recycle containers (same size as garbage) Had same company in another state and had this. They had yellow lids and recycle was every 2 weeks. Put all recyclables in the container. Paper, glass, cans. The small containers you provide are no good, don't hold enough, no lids.

Garbage service keeps breaking my garbage cans

More receptacles needed for cigarette butts...street sweeper can't reach walks so should be picked up by hand.

I live just outside of town so some questions don't apply and possibly living out of city limits maybe none apply?

Detail recycling facilities/concussion site to recycle more. Let people know this is an environmental city .

<https://www.bustedcubicle.com/outside/top-american-cities-recycling>

How can we encourage people to refrain from littering as they do? How can we encourage the town/county to recycle more?

How can we encourage businesses to sell sustainable products or to use sustainable products with their customers?

If businesses sell ONLY items that CAN BE recycled (cans, bottles, paper, certain plastics) then there are fewer items to go to the landfill.

you're very responsive to requests, but a follow up call to confirm that work took place or call before work or service would be helpful.

I'm satisfied

Do something to get vacant buildings cleaned up, occupied

I realize that keeping tree limbs and/or bushes cleared from roadsigns and intersections is a full time job. Just a little more effort especially during the green/growing season would make Luray's road maintenance team "Great". I do commend you for making the intersection at High and Wilson so much safer. I complained about not being able to see to the left every time I used that route. Of course, there are always a few potholes and bumpy roads they could work on in their spare time. ðŸ˜¸,

Remove the fee for paying utilities online. Also a little help on maintaining my road. I pay town taxes but apparently my road is county! Bull crap.

it's great to have an electric car charger at farmer's market; put one at greenway park n ride

Should not be a charge when payment is made online.

For a town with so much draw, rich history and character, a more cohesive and attractive Main Street would match the town.

Rather mismatched and nondescript, with several older properties looking shabby on the exterior.

Patrol Mechanic street for excessive speeding..

Roads need real attention, not band-aids. Let's not forget the decision for the round about, lots of areas are trying not to use them. The Browns restaurant property needs a facelift, you want to sell it but it has zero curb appeal. There are abandoned houses, and campers that are real eye sores Code enforcement could take care if this. One house is burned and abandoned, it is a blight on the neighborhood.

TOWN ENVIRONMENT

	Great	Meets My Expectations	Below My Expectations	No Opinion	Positive Percent	2019 Survey
Ease of Driving	56	118	8	0	96%	84%
Ease of Walking	68	84	30	1	84%	84%
Ease of Biking	31	63	34	52	73%	74%
Parking in My Neighborhood	41	94	12	32	92%	93%
Parking in Downtown	26	115	40	1	78%	71%
Town's Visual Attractiveness	63	77	39	1	78%	80%
Quality of Life in Town	58	89	30	4	83%	83%
Growth Management	26	80	64	11	62%	64%
Support of Local Businesses	36	96	45	3	75%	80%
Listening to Residents	19	91	49	21	69%	67%
Informing Residents	31	110	32	8	82%	79%
Access to Govt Officials	22	107	26	25	83%	81%
Park Enjoyment	73	87	15	7	91%	90%
Greenway Enjoyment	112	64	5	2	97%	97%
Community Events	72	87	19	5	89%	88%

Comments

More sidewalks on more streets within town limits would encourage more physical activity for residents

The summer gatherings at Ruffner are 500 times better when hosted at PAL.

Pedestrian safety has improved over the years. But still not as good as it should be near the middle school. Unless the police are there, people just ignore the kids waiting to cross the street and drive on by. They sometimes have close calls. There should be flashing lights for crossing to the Middle School from Blue Ridge area

Community events seem geared for tourists, not locals... a food truck festival in a town with no food trucks??? As far as ease of walking, I noticed something important the other day - a man in a wheelchair on the west side of town had to "walk" in the street because the street light posts were in the middle of the sidewalks and blocking his wheelchair. This is the case up to Blue Ridge Bank.

We need better events

Sidewalks are not only unattractive but are difficult to maneuver with a stroller due to the light posts in the middle. Also, would like sidewalks consistently through town, especially to Luray High School along Leakesville Rd and to Hilldale neighborhood

Please never allow teenagers waving Confederate flags out of a pickup truck as a Christmas parade participant again. It was vile and disgusting and reflects poorly on the town.

Our road is too crowded with cars parked on the road including cars that are broke down.

It would be great if everyone took pride in the town, had cleaned up yards (no junk) and supported local businesses. I'm not sure that's all within your control. The number of empty businesses is concerning. At the same time, parking downtown is lacking, so you need to figure that out before getting more businesses in town. On the flip side, community activities are very nice, although the consistent use of the Greenway for many activities is a deterrent for those who like to walk without the huge crowd. We do have other recreational areas that could be used, but not many places for walking that aren't streets.

Inlawn Park. Equipment is dangerous. Not upgraded like surrounding towns.

The town needs new business. That means lowering the taxes business pay to be here. Opening a business in Luray should be much easier, should be encouraged. Without growth, downtown will die. There is little to nothing for kids to do and very few restaurants that are open year round.

Unfortunately I think lack of parking does effect some of the success of any businesses opening downtown.

Keep up the great work

Mainstreet parking can be an issue especially when there is a triathlon or other event that non locals attend

I would like to see some of the buildings improvements.

Find a way to revive the Festivals. It's apparent that the town is aware of the decline, but so far the efforts to revive them seem off. e.g. the reported venue for the Downtown GetDown in June does not make sense. It appears to be at 2 separate locations (Main St. and Ruffner Plaza) with no real connection between to two.

To allow parking approaching the traffic lights, approaching the rail road crossing is hazardous. Also to allow parking outside Uncle Buck's™ is also hazardous. to also allow parking outside the town building is hazardous, when there is a parking lot just around the corner Not just all hazardous but stupid.

More activity to bring in quality restaurants

Too many empty buildings. Ease restrictions to attract business. Support local businesses.

Very slow to repair

Would like to see more growth .. Maybe building up 211 kind of like how the pigeon forge area has built up . there are to many business sitting empty.

See earlier comment. Inn Lawn Park equipment needs updating with new and unique structures and play equipment. Visitors do no know the park is there (off Main drag) - need to promote

You promised us a sign when you built the pocket park, still waiting, Traxside Theater.....

The roundabout is a dumb idea. Traffic is already slowed enough between the caverns and Wal-Mart especially for people that are just passing through. You're cruising at 55 mph and then all of a sudden you have to slow down or stop then you pick your speed back up and then have to slow down again or stop. It's ridiculous! The roundabout will only snarl traffic even longer. Also, the Hawksbill Creek area at Mechanic Street bridge needs to be resurveyed. Since the bridge was redesigned it has helped significantly with the water level during heavy rains. Homeowners in the vicinity HAVE to have flood insurance ranging from \$1,000.00 - \$3,000.00 a year. Between flood insurance, the water bill and town tax, it's costing homeowners an extra \$200.00 - \$350.00 a MONTH to live in the area. These extra expenses are driving homeowners out of town limits.

Ralph Dean Park is a place visited often. Having those large piles of dirt in that beautiful field is such an eyesore. That park has some of the most beautiful views of the mountains and the placement of those piles was not thought through.

The town would benefit from trees on main street. It would significantly cool the town in the summertime making it more appealing for residents and tourists to be on Main street longer. Bringing landscaping to the main street area would greatly increase curb appeal. Strategically replanting trees around town would greatly increase the towns beauty especially if focused to have seasonal appeal for multiple seasons. Afterall, we are a Tree City USA location. I love our town, and I want it to continue to grow and prosper.

Need to entice businesses for sustainable job creation. Not hubzone businesses that pay 40hrs a month but sustainable, full time job opportunities that fits the citizens' blue collar skill set. Concerned about the long term consequences of very few full time opportunities in the county. Personal property tax is high which is a disadvantage for manufacturing opportunities with millions invested in fixed assets (thus less expensive costs in other sites). Too much disposable income is being used on commuting costs when, if local jobs are created, lower commuting expenses would develop small local business as well. Less disposable income for families reduces involvement in drug free community activities (ex: Little League), thus contributing to drug issues are seeing We need better parking in downtown. Not just street parking.

Help local businesses repair and stay in business. Encourage locals to want to have business here

We have always lived here. We love Luray! We appreciate the close relationship among the Town, the Chamber, LDI, PAL, and other community groups.

Luray definitely supports local business. However we need a little more to Luray and Page County. We need more jobs that are local for our residents. It would be nice to have more options of restaurants not 3 of the same Italian places and places that get shut down by health department. I know we need more local jobs. There is really not much options for food either. It would be nice to bring in for example a TGIFridays or Texas Road House. We need more and with all the tourists that come to Luray it would do business and with the locals.

Keep it small and quaint. No more developments and no solar panels

We invested too much time into tourism and not enough time into year round job creation.

Lack of things to do is hard and forces me to spend my money elsewhere.

Roads need resurfacing or repaving. Abandoned buildings and homes, especially on Main street, are a blight and an eyesore. Drugs all throughout town. Instead of a cozy quaint town we have a dying town of stores trying to sell off old used products.

I recently graduated, I am 19 and I've seen my friends suffer so much here to afford an apartment before I even graduated. We need more competitive pay and more jobs that is full time. I've seen more than twenty businesses look for better than here in the past twelve years and coming from a young adult who can barely make it on 9\$ an hour who lives and works here, I can't make it here on my own. Many people my age and younger will not be able to live here in the future. Most of my peers have left for Harrisonburg for jobs that make more than 10\$ an hour for full time. The town environment overall has fallen to near disrepair, especially the neighborhood near the high school and main Street. The artisan's grill has been on sale for nearly ten years and other businesses are starting to follow. There is not a lot of places to go and hangout either unless it is a small community center near the school board office. This town has lost so much and tourism has suffered as well because of this.

There should be more FREE community event for parents and toddlers and teenagers. Like free crafts and free paintings free readings

I'd love to see the Greenway extended down to Willow Grove for the people living in the Hudson Subdivision and walking proximity to that sweet little market. Again the visual aspects of downtown are beautiful and beautiful I know effort goes into that but more needs to be done to keep downtown store fronts open and interactive. I think the Page County Public School system should buy the Browns Building cheap and turn it into a collaborative Arts Center for Page and Luray Middle and High Schools with room for Gallery Space a Theater for competitive Drama Troupe and Classrooms for College Level Classes.

Improve government transparency.

Better transparency for town planning

Need to do more to encourage local businesses, entrepreneurs, restaurants, music venues

Access to Gov Off isn't the problem, it's getting a straight answer.

We should have a sidewalk to the hospital and VH clinics from Main St to Court Street ideally

major clean up required in many areas

Would like town to protect the Shenandoah river and not allow any dumping into it. Water is our most important resource. Tried to email that Jason Dameron and the email got returned, "no address"! Also protect from large solar and things that would damage the beautiful scenery here.

Quality of life depressed by lack of employment options

Dog park would be amazing

Overall the visual attractiveness is good but empty businesses/buildings are a detraction.

Please keep this a rural-tourist-agricultural-small town; that is why folks come here.

Please encourage the Town Management and Planning to be transparent with its residents; share any thinking they have, when they have it.

Please encourage a feeling that all are welcome...avoid any sense of discrimination.

Take a page from Luray Caverns (and SNP), it is an inviting international world when you are there with all the visitors. The town and county should reflect Luray Caverns success in being welcoming. Without those two "attractions" what would Luray be?

you're very responsive to requests, but a follow up call to confirm that work took place or call before work or service would be helpful.

The Town is kept very clean

The town does not do enough to attract new businesses/residents or to develop meaningful growth strategies. It does not do enough to help existing businesses. Please look at what other similar towns have done and learn from their successes.

Parking between light and bridge is difficult on Main st.

let someone shoot the geese at lake arrowhead, too much poop on trails and beach

Residents are not listened to. Government officials are not available. Local businesses would have a lot more customers if they were open past 5 pm & were open past 12 on Saturday.

We have a growing network of LOCAL professional musicians who need performance spaces, and would make a great draw for tourism.

Lee street need a sidewalk to main street

I think the businesses that are here are supported, but there needs to be incentives to start new businesses to get people to take the risk.

Most are addressed in prior section. Worth noting is the Greenway is still a pleasant area. I am disappointed that the little league does not have control of the concessions for fundraising and our players get the fields at night, they have school the next day!

The white house on 340 as you enter Luray is very cluttered. It gives a very bad first impression for people entering town.

Also, there are several houses that have lots of vehicles parked all around in the yards and junk is allowed in yards.

My coworker who lives in Shenandoah received a warning for having just one untagged truck parked in her yard for a month. If only Luray who advertises heavily for tourism would have codes and enforce them, Luray would be a much prettier town and people would be more likely to visit and move here.

The town of Luray needs to address automobiles left in back yards used as storage units, and automobiles not being used

SAFETY IN LURAY

	Very Safe	Safe	Not Safe	No Opinion	Positive Percent	2019 Survey
My Neighborhood - Day	98	70	1	12	99%	98%
My Neighborhood - Night	69	92	8	12	95%	94%
Ralph Dean Park	55	87	6	32	96%	91%
Lake Arrowhead	52	89	9	30	94%	93%
Pocket Parks	43	76	8	49	94%	94%
Greenway	70	95	10	6	94%	94%
Downtown - Day	99	78	3	1	98%	100%
Downtown - Night	59	106	10	5	94%	95%

Comments

The homeless day place on the east end of town is crazy.

Parks need work bees at Ralph Dean in sandbox and slides tires have wires hanging out kids get hurt. Both parks need improvement and check out and make sure stuff is not moving and in ground well

Not sure what a "pocket pock" is... :-)

wrap around Push bars would make the cruisers look even better

Wish more lighting on the greenway near Oscar Sours. I wish sidewalks led to the greenway from Stanley side.

I would like to see more patrolling in my neighborhood

I don't live inside town limits, so I can't opionate.

Good overall. Get rid of drugs.

Particularly in the summer, lots of people walking the streets at night - 2,3am - talking loudly, playing music. Disturbing when windows are open. Curfew?

I have notice an increase of drug dealing in Hudson Subdivision but I will give credit to Luray Police Dept they will respond . I would like to see more police patrols in neighborhoods.

I have no idea what Pocket Pocks is.

Pretty sure I have seen drug deals going down at Lake Arrowhead. Quick and subtle and out of town where there are few people to watch.

I am concerned about cars speeding in the neighborhoods of Hilldale.

Lakewood Road, see above.

Lake Arrowhead needs improvements done to the walking trail around the lake.

I feel safe

We always feel safe wherever we are in town.

Drug abuse is still high and I fear as many residents here attack and steal so easily that I had to provide cameras outside my house for safety.

Theft and car break-ins have increased. Drug sales and use still rampant.

I think public safety overall is pretty great and resources are enough regarding any violence and child safety in public. There is a drug problem among youth and adults alike and that's the only safety concern that I have, along with the alarming amount of people who are alcoholics and some people gamble constantly over the care of their children. I like the police force cracking down on drug dealers, but I wish there would be more attention and help for alcoholics and addicts alike and more rehab facilities around so people who can't drive have more access.

I think they should patrol the greenway more often cause some people still walk at night

Law Enforcement does a very good job of keeping us safe.

law enforcement is present and well done

I wish police would patrol neighborhoods more instead of sitting in parking lots

The Greenway should be lit at night for those who work night shift to enjoy and for the simple promotion of safety.

At night a rough crowd appears at Ralph Dean

MY HOME LURAY

	Great	Meets My Expectations	Needs Attention	No Opinion	Positive Percent	2019 Survey
Overall a a place to call home	95	67	19	2	90%	87%
Shopping Opportunities	13	54	114	2	37%	38%
Entertainment Opportunities	21	76	82	3	54%	45%
Job Opportunities	0	27	140	15	16%	16%
Availabiliy of Housing	11	68	76	23	51%	57%
Arts & Culture Opportunities	35	90	39	16	76%	77%
Recreational Opportunities	45	83	44	8	74%	73%
Availability of Healthcare	15	76	82	7	53%	66%
Educational Opportunities	15	88	60	17	63%	65%
Place to Raise Children	62	80	25	13	85%	82%
Place to Live	83	74	22	3	88%	87%
Place to Work	30	52	81	16	50%	46%
Place to Retire	80	70	23	9	87%	83%

Comments

This place needs more shopping options for locals and tourists alike.

Few reasonable priced homes - either too expensive or too small. One doctor office closed and no one in Luray was accepting new patients even though their ad in the PN&C said they were... had to go out of town to get a new doctor.

Need an urgent care center in the county. Closest is Front Royal. The clinic at PMH is helpful but limited hours. Also need a small food store downtown to be truly walkable/livable.

Town looks like crap honesty everyone including who eve reads this will adventure into other towns for stuff

Jobs! Jobs! Jobs! Too many work outside the county and travel dangerous roads to get there. Some enterprise zone companies take advantage of our community. Their govt contracts require to show there are eager workers here, they use those numbers, hire the good jobs at other more suburban offices, and just have skeleton, part time staff here with no benefits. How does this benefit us? Sure, the unemployment rate improves, but the underemployed still struggle.

I have a great job and I bought my house with the intention of retiring here. There are needed services for this to become a great place to live/retire. Most employment seems to be low wages and not many opportunities. If I were not nearing retirement, I wouldn't live here because of the lack of economic development.

With the old Wrangler distribution center cutting back and shift and the Walmart stopping 24-hour operations, and the Peebles closing I wonder how this will affect the local economy both in the short term and in the long term saying this trend of facilities closing or laying off workers continues.

Love Luray

Moved here 6 years ago after retiring and it is wonderful for that. Somewhat concerned about the future of the town - empty storefronts, decline/failed businesses in recent years. But, now that the bridge has re-opened some progress seems to be starting! We love it here and want to see it stay and improve as a great place to live.

in desparate need of more restaurants!

We are in desparate need of an over 55 retirement community. I want to get out of my big house but there is no where to go that meets my requirements. One level living with walkable area and green space for residents living in the community.

Work together for everyone and not just the elite

Innovative approaches need to be taken to balance out the town that is Luray - new businesses, more restaurants that serve at least dinner needed; current school situations and decisions are concerning. Few jobs available. Some long standing practices need to be challenged - I.e. blowing of the fire siren at noon each day and with every call (let's use the technology that is already in use here to alert firefighters and not scare away our visitors - the lifeblood of this town and wake residents up at night); be cognizant of how are town not only looks, but how it "feels" (I.e. current "Gun Party" advertisement sign at the LFD and for October - come on.....really?). We need to be aware that visitors, small business and tourism is what's keeping this town viable - and do everything we can to appear welcoming, forward-thinking and friendly.

The Town of Luray plan for LDI is not working and has little to show for its efforts. When VF (Wrangler) laid off night shift workers, our elected officials did nothing and made no comment in support of these workers. Truly disappointed in their lack of response. If the Town of Luray is only going to cater to Mainstreet storefront business, then the hobby aircraft owners at the Luray Airport need to start being more self sufficient, Why is \$ 45000 from the taxpayer of Luray and \$45000 from Page County taxpayer subsidizing a few people expensive hobby ????

Do away with the fire whistle. It wakes the whole town up and beyond. No need for the WHOLE town to know there is a fire somewhere at all hours of the day and night. All volunteers have pagers. Prior to the fire department being built, they assured the community the siren would only sound between the hours of 6:00 am - 10:00 pm and that has not been the case. They constantly disturb the peace. This issue has been brought up for SEVERAL years but to no avail. LISTEN TO THE COMMUNITY!!!! I'm sure a majority of town residents have hearing loss.

Need more childcare options, especially for infants

The town has lost many businesses especially in the specialized dining area. Guests and locals say they would like more options on Main Street especially dining. Stricter enforcement by businesses to keep store fronts tidy and free of junk out front would be a huge plus. Town should consider making vacant building owners improve curbside appeal. If they are vacant then they should still have outside appeal, and cover windows to improve town appearance.

We need more living-wage job opportunities and affordable housing. By tweaking a few things and investing in our community, we can do and have great things! Luray is my home by choice.

We need more local businesses, restaurants, entertainment. House rentals for families are greatly needed as well as housing for elderly on social security benefits.

When we travel, we most always talk to folks who have been to Luray. We tell about all of the good things going on here now, and tell them to come back to visit.

Keep Luray small and rural. That's what attracts people to visit.

The hospital is a joke

This town has a huge lack of opportunities compared to other places that are developing so well. As a person of youth Luray is not safe for me or my future kids, is not a place for work at all with only fast food and poor paying factories, has little things to do so I spend money elsewhere, looks like a worn out ghetto and is far from places of work with expensive housing. Its not worth my commute I take and I will be moving soon to a new town closer to work.JUST OPEN UP TO JOBS ALREADY.

There is nothing here for tourists, visitors, or residents. Available jobs are scarce and pay too little. Restaurants are burgers or Italian, and not that great. I will travel to Front Royal or Harrisonburg for dinner or shopping. They can have my tax dollars since they offer a lot more with better quality. I live here but my job is much further north and allows for telecommuting. This town is in a death spiral and things need to drastically change in order to recover. There is talk about tourism, but what is there here? Bring shopping here, amazing restaurants, attractions other than expensive caves and a run down zoo. Create something people will want to come here for. Something worth considering making this town a place to call home.

This isn't a place to raise children anymore, especially teens due to the school system, the drug issue, and various employment issues. I wish I could say I still love this town, but what it has become is just a shell of what it was. We need so much matience on this town and we need to open corporations in. The management on this town need a LOT of work and trust needs to be put back into the people. Residents would be more than willing to do community fundraisers or projects to help this town from further damage.

I have to work in front royal I would love to see more law on 340its so unsafe 5am and 5pm

The housing needs to be more considerate of residents who are low income and have animals such as pitt bulls the rent on alot of places needs to be lowered and allowed pittbulls because majority of page county owns pitt bulls a dog that NO ONE will rent to you if you own one. There needs to be more jobs in page county/Luray and more jobs that will actually follow a parents schedule. There needs to be a culture class or something that parents teenagers and kids can do to show more culture more agricultural in the county. Like have a class where you learn about different cultures and what they do for agriculture. Some parents would like to see more entertainment

There are challenges that come with being rural and some of the needs attention areas may change given nothing but time, my main concern is proving enriching opportunities for my kids that we donâ€™t have to travel out of town for.

Meed more restaurants and shopping more people go out of town and support other towns around this when we need to support our home town bring more restaurant here

Need more enterainment options, nightlife, job opportunities must be improved to attract business, focus on technology visual appearance in many areas is below standards

Need to somehow attract "American" general or internal physicians! Can't get an appointment with a regular gp here!! Moved here, retired, thought, great, a hospital in town, but can't get an appt. with regular doctor. Going to a cardiologist in Front Royal soon, says comes to Luray twice a month. Would be nice if some other AMERICAN doctors would come to this location.

Jobs, jobs, jobs

Need an agreement with Valley Health for extension of services for Urgent Care Facility. Many times they only accept about 15 patients and during cold/flu season it is hard to be seen. Residents shouldn't have to pay for an ER visit or travel out of town for a simple antibiotic.

More eateries and some more retail shops on Main St. would be nice. Some establishments should have later summer hours.

Need a dermatologist and a cardiologist

I feel we need to let more businesses in so job opportunities open up and would be nice also to have a Quick Care medical office for like earache , sore throat, etc.

Hospital needs more services.

Same as previous....please learn from other towns that have successfully developed their towns while maintaining and building quality of life. I don't think the leadership takes advantage of what can be learned from other locales.

Need more things to do in this town.

Lower taxes to attract more business. We need an up to date hotel with conference area.

I love Luray!! Born and raised here! Retired here! I do feel bad that after my grandchildren finish college there probably wonâ€™t be jobs available for them here. But that is the disadvantage for a small town like ours. Not a lot of big paying jobs available so student loans can be paid off. Hopefully they will find employment close.

Health care does concern me. Have had a few misdiagnosed issues.. one very serious with my husband at the ER. Could have been very bad which makes us question their reliability when itâ€™s necessary to return for treatment in an emergency.

Overall, tho I think Luray is an amazing place to live. I worked at one of the banks 31 1/2 years. During the first quarter of that time I worked with local law enforcement officers on a regular basis. Could not have asked for more professional as well as friendly escorts when they were needed.

I also had occasion to need help from Pat Oâ€™Brian, who was in charge of Parks and Recreation. He was unbelievable to work with. No request was ever to large or to small for him. Remember him helping to feed a fawn that had been injured one afternoon which ran way after âœœquitting time âœœ.

So many other personnel go the extra mile also. Friendly and courteous!! Even the guys who have to pick up trash along the needs better grocery and restaurant options; schools could be improved

Job opportunities are mostly low paying & no benefits. Healthcare is a battle. Rentals are mostly for visitors.

Finding as a recent resident and local clergy here that PMH does very little and more and more of my own health needs and those of my parishioners get farmed out to Sentara-Hbg and Valley Health-Winchester. Very hard to find a GP or book appointments in a timely way without leaving the county for it.

Floors and walls are alredy cracked. Staff has improved

I would like to see the town do more to support/ update the schools.

PMH is the butt of jokes, too many missed diagnoses, doctors are disinterested. We use Sentara-RMH if it is anything serious. Shopping is sadly lacking. Walmart is extremely limited, curious to see what Gordmans brings. Virginia Gift Shop and Hawksbill Trading rescues me for gifts, decor .

My next door neighbor has junked up his yard with vehicles, lots of lawn mowers, broken down stove on the porch etc. Several of us in the neighborhood have complained for a year to him and the town. He does not care and the town has yet to make him remove all of it.

Stop the fire siren. The volunteers have radios. Join most of the other cities in Virginia by eliminating the siren. Visitors take shelter when it sounds but we are too stupid to stop it.

There is a need to bring companies that will pay a good wage, also the elected Page/Luray government did nothing to help laid off wrangler employees, I feel Luray elected officials just want cottage and tourist industry low paying jobs. When it comes to downtown Main Street Luray, needs to be redeveloped, to me you have the same number of buildings vacated as in the 1990's. Its time Luray start looking at Main Street lighting, officials need to look at

New Market and Gordonsville what they have done to make their town more attractive.

Survey Responder Relationship

	<u>2020</u>	<u>2019</u>
Live Here	171	171
Work Here	75	67
Own a Business Here	33	35
Just Visiting	2	5
Love Luray	72	59