



# Prince William County Citizen Satisfaction Survey

## REPORT OF RESULTS

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Prepared for:

OFFICE OF EXECUTIVE MANAGEMENT

Prince William County, Virginia

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WELDON COOPER  
CENTER FOR PUBLIC SERVICE  
*University of Virginia*



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*Prince William County Citizen Satisfaction Survey*

**TABLE OF CONTENTS**

List of Figures	4
List of Tables	5
Acknowledgments	6
Executive Summary	7
1 Introduction and Summary of Methods	11
2 Quality of Life in Prince William County	16
3 Satisfaction with Services	18
4 Communication with the County	25
5 Planning and Development	27
6 Views of Government	31
7 Employment and Commuting	35
8 Concluding Summary	40
Appendices	
Appendix A: <i>Questionnaire</i>	
Appendix B: <i>Survey and Sampling Methodology</i>	
Appendix C: <i>Demographics of Sample</i>	
Appendix D: <i>Survey Results</i>	
Appendix E: <i>Question Revisions and Rotation Plan</i>	
Appendix F: <i>Satisfaction with Comcast Communication Cable Service</i>	
Satisfaction Item Index	

## List of Figures

- Figure 1.1 Map of Prince William County
- Figure 2.1 Quality of Life Rating, 2001 and 2002
- Figure 2.2 Quality of Life Ratings, 1993, 1998-2002
- Figure 2.3 Quality of Life Ratings: Past, Present, and Future
- Figure 3.1 Overall Satisfaction with County Government Services, 2002
- Figure 3.2 Overall Satisfaction with County Government Services, 1993, 1998-2002
- Figure 3.3 Change in Satisfaction Level from One Year Ago
- Figure 3.4 Satisfaction with Voter Registration and Information, 2002
- Figure 3.5 Satisfaction with Public Safety Services, 2002
- Figure 3.6 Safety in Neighborhoods and Commercial Areas, 2002
- Figure 3.7 Satisfaction with 9-1-1 Service, 2002
- Figure 3.8 Satisfaction with Libraries and Parks, 2002
- Figure 3.9 Satisfaction with Human Services, 2002
- Figure 4.1 Satisfaction with Contacting the County, 2002
- Figure 4.2 Use of Prince William County Website, 1999-2002
- Figure 5.1 General Satisfaction with Planning and Land Use, 2002
- Figure 5.2 Satisfaction with Development and Growth Issues, 2002
- Figure 5.3 Satisfaction with Attracting New Jobs to PWC, 2002
- Figure 5.4 Satisfaction with Development Items, 2002
- Figure 6.1 Satisfaction with County Government Efficiency and Effectiveness, 2002
- Figure 6.2 Satisfaction with Opportunities for Learning, 2002
- Figure 6.3 Trust in General County Government, 2002
- Figure 6.4 Trust in County Government, 1998-2002
- Figure 6.5 Trust in Government Compared
- Figure 6.6 Preferred Level of Services and Taxes, 2002
- Figure 6.7 Satisfaction with Value for Tax Dollar, 2002
- Figure 7.1 Work Status of Prince William County Residents, 2002
- Figure 7.2 Place of Work, 2002
- Figure 7.3 Percent of Employed Working in PWC: 1998-2002
- Figure 7.4 Change in Travel Time to Work, 2002
- Figure 7.5 Average Commute Time: 1998-2002
- Figure 7.6 Average Commute Time for All PWC Workers by Area of County
- Figure 7.7 Commuter Status and Education
- Figure 7.8 Commuter Status and Income
- Figure 8.1 Satisfaction by Visibility

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**List of Tables**

Table 3.1	Trends in General Satisfaction with Services and Taxes, 1993 and 1998-2002
Table 3.2	Trends in Public Safety Items, 1993 and 1998-2002
Table 3.3	Trends in Cultural and Social Services Items, 1993 and 1998-2002
Table 4.1	Trends in Communication Items, 1993 and 1998-2002
Table 5.1	Trends in Planning and Development Items, 1993 and 1998-2002
Table 6.1	Trends in Tax and Efficiency Items, 1993 and 1998-2002
Table 7.1	Occupation of Prince William County Workers
Table 7.2	Industry of Prince William County Workers
Table 7.3	Employment Sector of Prince William County Workers
Table 8.1	Summary Table: Trends in Satisfaction Items, 1993 and 1998-2002
Table 8.2	Ranked List of Satisfaction Items, 2002
Table 8.3	Satisfaction Items Ranked by Visibility
Table 8.4	List of Services in Satisfaction/Visibility Categories

## ACKNOWLEDGMENTS

This report details the tenth in an annual series of citizen satisfaction surveys conducted for Prince William County, through its Office of Executive Management, under contract with the Center for Survey Research at the University of Virginia. All those connected with this project are grateful to the hundreds of Prince William County residents who have given of their time to answer many detailed questions in order to help their government better to serve them.

Dr. Thomas M. Guterbock, Director of the Center and Associate Professor of Sociology, has been the principal investigator from the commencement of these studies, and has been involved in all phases of the project, including budgeting, questionnaire drafting, logistical planning, data coding, data analysis, and editing this report.

Mr. James Webster, Audit Supervisor in the Prince William County Office of Executive Management, served as project manager and as primary point of contact between CSR and the County on all aspects of the project. He participated actively in the design of the questionnaire and in editing this report.

Ms. Kate Wood, Associate Director of CSR, served as project director, for the fifth consecutive year. She had principal responsibility for contact with the County and for modifying the questionnaire for the year 2002. She also assisted with training interviewers and drafted most of the text of this report, which was then edited jointly with Dr. Guterbock.

Mr. Larry Hollen managed the operation of the CATI laboratory during the interviewing phase of this study. Mr. Paul Schroeder, Research Analyst, and Mr. Brian Meekins, Senior Research Analyst, were responsible for the programming and debugging of the survey text for use in computer-assisted telephone interviewing, the data analysis, and the preparation of the figures and tables. They were assisted by Ms. Jean McSween, graduate research assistant.

Ms. Susan Wormington, graphic designer at the Cooper Center for Public Service was responsible for the design and layout of the final report. Ms. Jo Anne Cheatham, fiscal technician at CSR, proofread the final draft.

For Prince William County, Mr. Craig Gerhart, County Executive, gave his support and advice to this project from the outset. Staff members from many County offices contributed to the review of items for this year's questionnaire.

*The Center for Survey Research is responsible for any errors or omissions in this report. Questions may be directed to the Center for Survey Research, P.O. Box 400767, Charlottesville Virginia 22904-4767. CSR also may be reached by telephone at 434-243-5222; by electronic mail at or via the World Wide Web at: <http://www.virginia.edu/surveys>*

## EXECUTIVE SUMMARY

### 2002 PRINCE WILLIAM COUNTY CITIZEN SATISFACTION SURVEY

CENTER FOR SURVEY RESEARCH  
UNIVERSITY OF VIRGINIA  
AUGUST 2002

Kate F. Wood, *Associate Director*  
Thomas M. Guterbock, *Director*

*With the assistance of:*  
Brian J. Meekins, *Senior Research Analyst*  
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The 2002 Prince William County Citizen Satisfaction Survey is the tenth in an annual series conducted by the Center for Survey Research (CSR) at the University of Virginia, at the request of the Prince William County government.

This year's telephone survey of 1,066 randomly selected individuals living in the County, conducted from April 16 to May 11, 2002, is the second to use the alternating questions survey format. In January 2001, a decision was made by the County government to experiment with a new program for the annual survey, the length of which had become a matter of concern to both County leaders and CSR staff. After careful consideration, about half the questions were designated as "core" questions, those that will be included in the survey each year. The remaining questions were divided into two groups, which will be included in the survey in alternate years. The form would be: Core plus group A in one year, followed by Core plus group B in the next year. The 2002 survey includes the core questions, plus questions designated group B. That said, the survey's purposes were the same as they were from the beginning:

- To assess citizen satisfaction with services offered in the County;
- To compare satisfaction levels with those reported in previous surveys;
- To analyze which subgroups among the County's residents may be more or less satisfied than others with the services they receive;
- To continue annual measurement of overall perception of quality of life in Prince William County;
- To examine the demographic and employment characteristics of workers who commute out of Prince William County for their primary job.

#### Changes from 2001

In many categories of service there was little change to report since 2001. On the whole, citizen satisfaction levels remained constant.

However, four items showed change:

- The only item to show an increase in satisfaction level from 2001 was satisfaction with the appearance of new development, up to 84.1 percent from 79.9 percent in 2001.

- Satisfaction with the County's efforts to attract new jobs and businesses decreased from 75.8 percent in 2001 to 71 percent in 2002. This change is even more significant when compared with the 2000 level of 80.2 percent.
- Satisfaction with the County's efforts to prevent neighborhood deterioration decreased from 73.6 percent in 2001 to 68.9 percent in 2002.
- Satisfaction with the County's rate of growth decreased from 59.8 percent to 53.4 percent, and is one of the lowest rated items in our survey.

### Changes from 2000 on Non-Core Survey Items

Several items were returned to the survey this year, according to the rotating schedule we devised with the County. An examination of the data for the last time these questions were asked, in 2000, also shows very little change.

- Levels of satisfaction with safety in business areas, daytime and at night, show virtually no change since 2000.
- However, satisfaction with programs to prevent crime has decreased from 85.1 percent in 2000 to 80.5 percent this year.
- Satisfaction with providing help to those with emotional problems has also decreased significantly, from 79.8 percent in 2000 to 71.7 percent in 2002. This level represents an approximate return to the 1993 level of satisfaction on this item.
- Providing help to people in financial need has not changed in its level of satisfaction from 2000.

### Other Changes

Another significant decrease to note is in satisfaction with opportunities for citizen input on development items. Its satisfaction level of 61.2 percent is not statistically different from last year's 65.7 but does represent a significant decrease from 70.8 percent satisfied in 2000.

### Ten-Year Trends

The overall long-term picture is positive: a combination of steady rates of satisfaction in some indicators and significant improvement in others over the ten survey years. The people of Prince William County

are on the whole very satisfied with their County government and quality of life. On all satisfaction items included in the 2002 survey, where significant changes in citizen satisfaction have occurred since the baseline survey taken in 1993, these changes have been in the direction of greater satisfaction. Those indicators showing improvement, and the increase in percentage satisfied for each such indicator since 1993 are as follows:

- Satisfaction with opportunities for voter registration, up 6 percentage points;
- Satisfaction with information on government services, up nearly 10 points from 1993;
- Overall satisfaction with the police department, up more than 4 percentage points since 1993;
- Satisfaction with helping the elderly, up more than 10 points;
- Overall satisfaction with the Department of Social Services, up 12 percentage points;
- Satisfaction with the landfill, up 4 points;
- Satisfaction with efforts to attract new jobs and businesses, down almost 10 points from its high in 2000, but still up nearly 7 points from 1993;
- Satisfaction with value for tax dollar, up more than 12 percentage points;
- Satisfaction with providing help to those with financial need is up more than 11 points to 72.4 percent.

On two items, efforts to prevent neighborhood deterioration and efforts to help those with emotional problems, satisfaction fell in 2002 to its original 1993 level.

### Overall Quality of Life

In terms of overall quality of life, Prince William County remains a place that people believe is a good place to live. On a scale of 1 to 10, with 10 being the highest quality, the mean rating has increased from 6.91 in 1993 to 7.27 in 2002, a statistically significant improvement. The 2002 mean rating is identical to last year's mean.

### New Questions in 2002

The 2002 survey included several new questions. The County was interested in determining the amount of



telecommuting that Prince William workers do. A telecommuter is someone who spends a whole day or more per week working at home or at a telecommuting center closer to home, instead of going to their main place of work. We asked two questions: whether a respondent ever telecommutes, and then, if the answer was affirmative, how often the respondent telecommutes.

Fourteen percent of our respondents said they did telecommute, while an additional 2.4 percent said that home is their main place of work. Of the telecommuters, 10 percent said they telecommute all the time, 25.7 percent said they telecommute several times a week, 19.3 percent several times a month, 30.3 percent once or twice a month, and 14.7 percent several times a year.

In addition, a series of questions about Cable TV was added to this year's survey. The current cable license is held by Comcast Communications. Since Comcast's license agreement with the County is up for renewal, the County was interested in evaluating citizen satisfaction with Comcast service. The results of those questions are presented in Appendix F of this report. Comcast is not a government agency, and satisfaction with it needs to be clearly separated from discussion of satisfaction with Prince William County government services.

## **Conclusion**

The respondents rated 41 specific services and provided a general rating of satisfaction with government services and quality of life in Prince William County. The general County government rating, perhaps the single most important item in the survey, has a high satisfaction level of 92.9 percent, statistically unchanged from 2001. About 35.3 percent said they were "very satisfied" with the services of the County government in general. The highest rated satisfaction items in our survey related to the libraries, the landfill, emergency services, and opportunities for voter registration. Twenty-nine of the 41 ranked satisfaction items scored ratings of 80 percent or better. Three items received satisfaction ratings less than 60 percent: ease of getting around in Prince William County, satisfaction with the County's growth rate, and satisfaction with planning and land use.

In sum, as it has in previous years, our survey suggests that most residents of Prince William County

are content with the services they receive. The reductions in satisfaction levels on some items also indicate areas in which improvements might be made. A more detailed discussion of findings can be found in the body of the report. This detailed information is offered in the hope that it will assist County decision-makers and the public as they continue to seek ways to further improve the quality of services that Prince William County offers to its residents.

Figure 1.1 Map of Prince William County



# 1

## INTRODUCTION AND SUMMARY OF METHODS

The 2002 Prince William County Citizen Satisfaction Survey is the tenth in an annual series conducted by the Center for Survey Research (CSR) at the University of Virginia, at the request of the Prince William County government.<sup>1</sup>

This year's telephone survey of 1,066 randomly selected individuals living in the County, conducted from April 16 to May 11, 2002, marks the second year we have utilized the alternating questions format for the survey. In January 2001, a decision was made by the County government to experiment with a new program for the annual survey, the length of which had become a matter of concern to both County leaders and CSR staff. After careful consideration, about half the questions were designated as "core" questions, those that will be included on the survey each year. The remaining questions were divided into two groups, which will be included in the survey in alternate years. The form would be: Core plus group A in one year, followed by Core plus group B in the next year. The survey in 2002 used the core questions plus those questions designated as "group B." The group B questions were last asked in 2000, and change will be assessed on these items by comparing 2002 results to those from 2000. That said, the survey's purposes are the same as they were from the beginning:

- To assess citizen satisfaction with services offered in the County;
- To compare satisfaction levels with those reported in previous surveys;

- To analyze which subgroups among the County's residents may be more or less satisfied than others with the services they receive;
- To continue annual measurement of overall perception of quality of life in Prince William County;
- To examine the demographic and employment characteristics of workers who commute out of Prince William County for their primary job.

The complete 2002 survey is found in Appendix A of this report. Appendix B details survey methodology, Appendix C provides information on the demographic characteristics of the sample, and Appendix D includes the frequency distributions for all substantive questions. Appendix E consists of a reproduced spreadsheet that identifies core questions and alternating year questions, as well as noting new questions and questions eliminated from the survey. Appendix F presents results of a series of questions asked about citizen satisfaction with Comcast Communication Cable TV service. Because the Comcast license agreement with Prince William County is up for renewal, the County Department of Communications was interested in evaluating citizen opinion about its service. Since Comcast is not part of Prince William County government, the results of this series of questions are presented separately from the main body of the report.

The survey results reported here cover general perception of Prince William County government, overall quality of life, and satisfaction with specific programs, processes, and services. The report begins with a look at quality of life assessment in Chapter 2. Satisfaction with County services is examined in detail in Chapter 3. Chapter 4 looks at the issue of communication with the County, while development, growth, transportation, and County appearance are considered in Chapter 5. Chapter 6 examines general

<sup>1</sup> These are reported, respectively, in:

Spain, Daphne, Thomas M. Guterbock, and Girish J. Gulati. *1993 Prince William County Citizen Satisfaction Survey: Report of Results*. Center for Survey Research, University of Virginia, August 1993.

Guterbock, Thomas M., and Joseph C. Spear. *1994 Prince William County Citizen Satisfaction Survey: Report of Results*. Center for Survey Research, University of Virginia, October 1994.

Gulati, Girish J., and Thomas M. Guterbock. *1995 Prince William County Citizen Satisfaction Survey: Report of Results*. Center for Survey Research, University of Virginia, August 1995.

Spear, Joseph C., and Thomas M. Guterbock. *1996 Prince William County Citizen Satisfaction Survey: Report of Results*. Center for Survey Research, University of Virginia, July 1996.

Hertzog, Mark Wm., and Thomas M. Guterbock. *1997 Prince William County Citizen Satisfaction Survey: Report of Results*. Center for Survey Research, University of Virginia, September 1997.

Wood, Kathryn F., and Thomas M. Guterbock. *1998 Prince William County Citizen Satisfaction Survey; Report of Results*. Center for Survey Research, University of Virginia, October, 1998.

Wood, Kathryn F., Thomas M. Guterbock, and Brian J. Meekins, *1999 Prince William County Citizen Satisfaction Survey: Report of Results*. Center for Survey Research, University of Virginia, July, 1999.

Wood, Kate F., Thomas M. Guterbock, and Brian J. Meekins, *2000 Prince William County Citizen Satisfaction Survey: Report of Results*. Center for Survey Research, University of Virginia, September, 2000.

Wood, Kate F. and Thomas M. Guterbock, *2001 Prince William County Citizen Satisfaction Survey: Report of Results*. Center for Survey Research, University of Virginia, October, 2001.

views of government and opinion about taxes. Chapter 7 provides information about employment and commuting in Prince William County. Chapter 8 summarizes the findings of the survey on the whole, particularly with regard to trends in satisfaction levels.

Each chapter provides a descriptive summary and interpretation of the 2002 results. All satisfaction levels and certain other results are compared with results in prior years, with significant changes noted. We do not report results for questions from prior surveys if they were not asked this year. We report the results from the first survey year, 1993, and the most recent five years, 1998 to 2002. Important significant differences among subgroups in the population are reported. The margin of error for the 2002 survey is  $\pm 3.0\%$ .

### Subgroup Analysis

As in previous years, the responses were broken out and analyzed by several demographic categories. In discussing the results, we report those instances in which *statistically significant* differences were found among demographic subgroups, such as, for example, between women and men, or between residents of different parts of the County. (Statistically significant differences are those that probably did not result merely from sampling variability, but instead reflect real differences within the County's adult population.) The demographic variables listed below were those principally used in our subgroup analysis. In some cases, categories were combined to facilitate comparison.

- *Length of residence* in Prince William County.
- *Homeowner status*. This year we also compared homeowners with renters on satisfaction items.
- *Work status*. Persons working full-time, working part-time, or looking for work were compared with retirees, homemakers, and students.
- *Presence of children under 18 in the household*. The responses of those householders with children were compared with those householders who did not have children less than 18 years of age living at home.
- *Education level*. Persons with some high school, high school graduates, those with some college, those with four year degrees, those with graduate work, including an MA and those with a Ph.D. degree were compared.

- *Marital status*. Respondents presently married were compared with those in any other category (separated, divorced, widowed, or never married).
- *Household income*. Seven categories of self-reported annual household incomes were compared: Less than \$15,000; \$15,000 to \$35,000; \$35,000 to \$50,000; \$50,000 to \$75,000; \$75,000 to \$100,000, \$100,000 to \$150,000; and more than \$150,000.
- *Race/ethnicity*. Whites, African-Americans, Asians, "others" were compared. Hispanic respondents were also compared with non-Hispanic respondents.
- *Age*. Age categories were broken down into five categories for most analysis: 18-25; 26-37; 38-49; 50-64; and 65 and older.
- *Gender*. Women were compared with men.
- *Geographic area*. In prior years, five areas of the county had been defined for purposes of comparison. This year, Prince William County officials decided to modify those areas to more accurately reflect population changes in the County. The study areas, as shown in Figure 1.1, included four areas that had previously been defined for the survey: (1) Lake Ridge-Westridge-Occoquan; (2) Dale City; (3) Woodbridge-Dumfries; and (4) Sudley-Yorkshire. The fifth area, known as the "rural-residential crescent" was divided into four separate areas, for a total of eight. The new areas are called North County, Gainesville-Linton Hall, Mid-County, and Brentsville. Our subgroup analysis of geography reflects these changes. It is very important to note that because of the new breakdown, comparisons on geographic area should be interpreted carefully. The four new areas each accounted for a small percent of the total sample, and while some significant differences were discovered, small samples can be subject to large sampling error. Residents of the cities of Manassas and Manassas Park, and of the Quantico Military Base, were excluded from the study.

### Interpreting Subgroup Differences

We have taken pains here to avoid speculative interpretations about why, for example, men as a group should differ significantly from women, or residents of Dale City from those in other parts of the county, or persons with college degrees from those without college degrees, in their satisfaction levels with

respect to given items. A variety of circumstances can cause two groups to differ in the levels of satisfaction they express with a given service, program or process. People are “satisfied” when the level of service they receive (or perceive to be available to them) meets their expectations. Therefore, satisfaction depends both on what people get and what they think they ought to get. When group A expresses a higher level of satisfaction than group B, it can mean one or more of the following:

- **Actual differences in service levels.** People in group A may actually be receiving a different level of service than those in group B. This can happen because the service is site-specific, and the people in group A are located closer to the service site(s) than are those in group B. The given service also may be targeted specifically toward members of group A, for reasons of age, income, eligibility, need, etc. Older residents may be more satisfied than younger people with services to senior citizens, for instance, because they are the targeted recipients of those services. In several cases we are able to control for these factors by asking screening questions about the eligibility or familiarity of the respondent. In other instances, of course, it is impractical to determine eligibility or proximity to a service through the use of survey questions directed at County residents as a whole.
- **Differences in expectations.** People in group B may report lower satisfaction because they expect more service than do those in group A. Expectations about service differ for many reasons. Often, people form expectations about what government services should be like from past experience. Group B, then, may include people who experienced a higher level of service in some other community, leading to dissatisfaction with the service level available where they live now. Conversely, members of group A may be highly satisfied now because they used to live somewhere with poorer provision of the service in question. When service levels in a community increase over time, satisfaction of long-term residents may be higher than the satisfaction of newcomers, because their expectations are based on the lower service levels to which they became accustomed in the past.
- **Differences in perceptions of costs versus benefits.** Group B also may be less satisfied than group A because they may perceive the costs of the service differently, or may think that government is

doing “too much” as a general matter. For example, higher income residents may feel that welfare programs impose a tax burden upon them while not bringing them direct benefit. Political viewpoints differ among citizens to begin with: some expect their governments to provide many services, while others desire lower service levels. These differences can be especially important in people’s judgments about human services provided by government. Thus, some residents may base their satisfaction level on an informal cost-benefit analysis involving both perceptions of service quality and considerations of service cost efficiency.

We hope, nonetheless, that the subgroup analyses provided will give both County decision-makers and the public a better sense of how different residents perceive County services, and will suggest possible avenues to improvement in service levels.

### Visibility

At various places in this report, we refer to the “visibility” of various services. By this we mean simply the percentage of County residents who are sufficiently familiar with a service to be able to rate it. For example, if 10 percent of those asked about a service say they don’t know how to rate it or don’t have an opinion about its rating, then that service has a visibility of 90 percent. For some services, we specifically asked respondents a screener question to determine if they were familiar enough with a particular service to give it a rating. The visibility of all service items is summarized and compared in Chapter 8 of this report.

### Summary of Method

This survey was conducted by telephone in order to ensure the broadest possible representation of results. CSR employed a random-digit dialing method that ensures that all households in the County with telephones were equally likely to be selected for an interview. We conducted all interviews from CSR’s Computer-Aided Telephone Interviewing (CATI) laboratory in Charlottesville, Virginia. Interviews were conducted from April 16 to May 11, on Sunday through Thursday evenings and on Sunday afternoons. The interviewing staff comprised carefully trained personnel, most of whom had prior experience as CSR interviewers, and a number of whom who had prior

experience with the Prince William survey specifically. A total of 17,088 dialing attempts were made in the course of the survey, involving a sample of 6,079 different phone numbers. All numbers were attempted at least once, but not all were working numbers and not all working numbers were those of residences located within the study area. Up to ten attempts were made before a working number was inactivated, and a portion of the initial refusals were contacted again after no less than five days. CSR completed a total of 1,066 interviews, for a final response rate estimated at 28 percent or more of the number of qualified households in our original sample.<sup>2</sup> The final version of the interview took an average of 19 minutes to complete.

Based on a sample of 1,066 respondents, the survey has a sampling error of plus or minus 3.0 percent. This means that in 95 out of 100 samples of this size drawn from Prince William County, the percentage results obtained for each question in each sample would fall in a range of  $\pm 3.0$  percentage points of what would have been obtained if every household in the County with a working telephone had been interviewed. Larger sampling errors are present when analyzing subgroups of the sample.

When comparing the results of the 2002 survey with those of previous years, statistical significance in difference in satisfaction is measured by the chi-square test of independence and indicated where applicable in the concluding chapter. The sample size of each survey is large enough that a change of 5 percent generally will be statistically significant if a service was rated by most of the respondents questioned each year. However, for services that were less “visible” and rated by smaller numbers of respondents, a change of only 5 percentage points in satisfaction may not be statistically significant. Further details on the sample and method may be found in Appendix B of this report.

<sup>2</sup> This year’s response rate is calculated using the formula recommended in 1998 by the American Association for Public Opinion Research. It is not directly comparable to the response rates CSR has reported in survey reports prior to 1998. The estimate of 28 percent is conservative in that it assumes that most phone numbers that never answered our calls were working residential phones. See Appendix B for details.

## A Demographic Profile

Each year we ask respondents some questions about themselves and their households, in order to allow for analysis of the data by personal and social characteristics. The demographic profile this year was very similar to prior years. Women were slightly over-represented in our sample; 57 percent of our sample was female. Slightly more than two-thirds of our respondents were married (67.7 percent), 14.7 percent divorced or separated, nearly 5 percent were widowed, and 13 percent were never married. Almost 6 percent of our sample was between 18 and 25, 24.2 percent were between 26 and 37, 31.9 percent between 38 and 49, 27.8 percent between 50 and 64, and 10.3 percent were 65 and older.

To report race, we asked respondents what race they considered themselves to be, and whether they considered themselves Hispanic. About three-quarters of our sample (75.6 percent) were white, 15.3 percent black, 2.9 percent Asian, and 6.2 percent said they were something else. Slightly more than 3 percent of our sample refused to answer the question about their race. Nearly 8 percent of our sample said they considered themselves to be Hispanic.

Approximately 66 percent were working full time, an additional 8 percent were working part time. Nearly 8 percent were homemakers, and 12 percent were retired. Students made up 1.4 percent of the sample, and those looking for work made up 1.6 percent.

Three quarters of our respondents had never served in the military, while 4.3 percent were currently serving on active duty, 1.8 percent were currently in the reserves, and 19.2 percent had past military service.

The median income for our sample fell into the \$50,000 to \$74,900 range, with 2 percent of the population reporting household income under \$15,000 and 27.6 percent having income over \$100,000.

In terms of education, 4.3 percent had not graduated from high school. Seventy-six percent had at least some college education. Forty-five percent had at least a 4-year degree. Almost eighteen percent had completed some graduate education.

Eighty-one percent of our respondents live in a home that they own, while 17.7 percent rent, and 1.6 percent have some other arrangement, such as living with parents. Sixty-two percent of our respondents live in single-family homes, while 24.7 percent live in duplexes or townhouses, and 11.5 percent live in apartments. One percent lives in a mobile home or trailer. Approximately 9 percent have lived in PWC less than one year, while 26.8 percent have lived in PWC 1 to 5 years, 36.5 percent 6 to 19 years, and 23.4 percent twenty years or more. Four percent said they had lived in PWC all their lives.

In terms of geographic distribution across parts of the county, 24.2 percent of our sample lived in the Woodbridge/Dumfries area, 22.7 percent in Dale City, 18.5 percent in Lake Ridge/Occoquon, 9.9 percent in Sudley/Yorkshire. The four new areas created from the “rural crescent” accounted for smaller percents of the sample: 11.9 percent in the Mid-county area, 7.6 percent in Gainesville/Linton Hall, 3 percent in the North County area, and 2.2 percent in Brentsville.

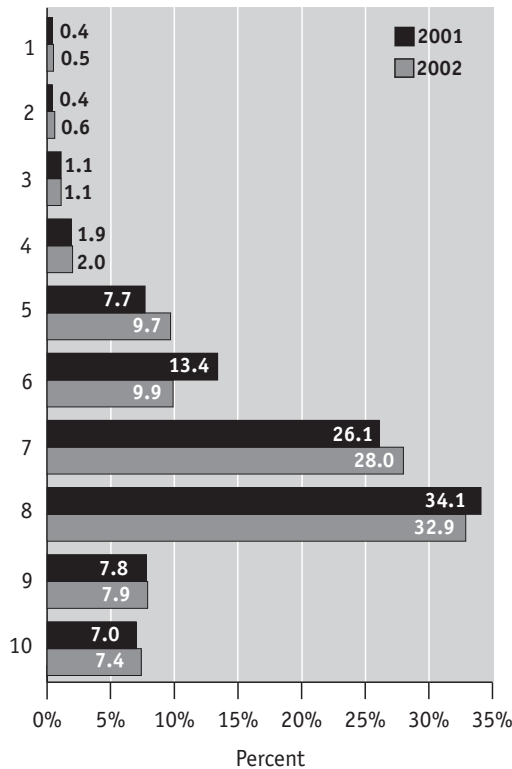
## 2 QUALITY OF LIFE IN PRINCE WILLIAM COUNTY

In previous years we have asked a series of questions about residents' impressions of quality of life in Prince William County. This year we once again asked how they rated the County as a place to live on a 1 to 10 scale, with 10 being the highest and 1 the lowest. This year's mean of 7.26 is essentially identical to last year's mean of 7.27 and shows the continuing high regard the County's residents have for the quality of life in Prince William County. Figure 2.1 illustrates how the County citizens rated the County in 2001 and 2002. This year, slightly more than three-quarters of our respondents (76.2 percent) rated the County between 7 and 10. Figure 2.2 illustrates the ten-year trend in quality of life ratings.

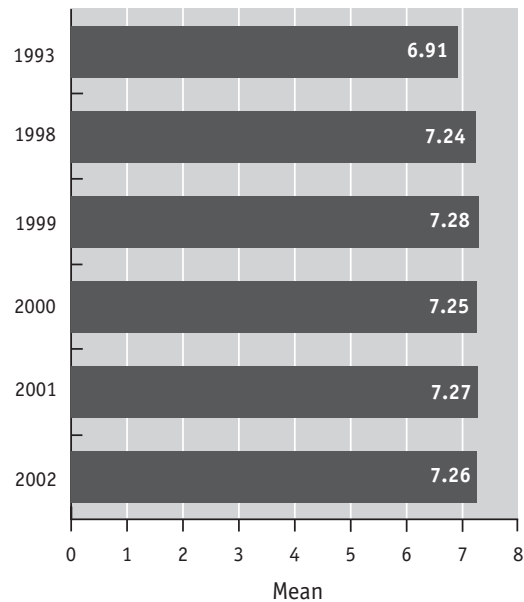
Our subgroup analysis shows that white respondents gave the County a somewhat lower rating than did minority respondents. While the mean was 7.20 for whites, it was 7.43 for black respondents, 7.60 for Asian, and 7.76 for those in the "other" category. Likewise, the mean was 7.89 for respondents who considered themselves to be Hispanic, while it was 7.21 for those who did not. Homeowners rated the County higher, at 7.28, than did renters, at 7.24, or those who had some other arrangement (such as living with relatives), who rated the County 6.11.

This year, we asked those residents who had lived in Prince William at least five years to rate quality of life in Prince William County five years ago, on the same scale. The mean rating was lower than the current rating, at 6.91, interestingly enough the same rating as the first year of the survey. The actual 1997 rating was 7.05. On the face of it, the data appear to show that residents perceive the current quality of life to be higher than it was five years ago.

**Figure 2.1 Quality of Life Rating, 2001 and 2002**



**Figure 2.2 Quality of Life Ratings, 1993, 1998–2002**





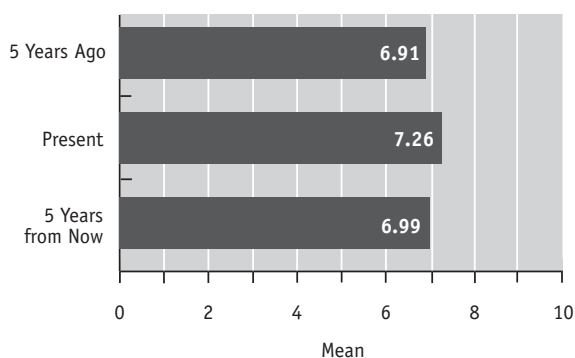
Another possibility is that the newer residents give the County higher ratings, and their opinions push the current rating higher than the residents who had lived in PWC longer would provide. Further analysis shows this to be the case. While those respondents who had lived in Prince William County five years or less gave the County a mean of 7.36, the mean for those who had lived in PWC 6 years or more was 7.20. Still, that difference is not enough to account for the difference between the current rating and the “five years ago” rating. Clearly, Prince William County citizens believe that their quality of life is improving.

We also asked our respondents where they thought Prince William County would be on the same ten-point scale five years from now. The “future” rating was also lower than the current rating, at 6.99. Younger residents were more likely to be optimistic than were older people. For those 18-25, the mean rating for five years from now was 7.30, and it was 7.45 for those 26-37. It drops to 7.09 for those 38-49, and to 6.52 for those

50-64 and 6.70 for those 65 and older. Minority respondents were also more likely to be optimistic about the future. The mean rating for five years from now was 6.77 for white respondents, 7.64 for blacks, 8.21 for Asians, and 8.03 for others. It was 8.30 for Hispanic respondents, compared with 6.87 for non-Hispanic respondents. Interestingly, while homeowners rate the County higher currently than do renters, thinking about the future, the reverse is true. Owners expect quality of life to be 6.94 in five years, while renters anticipate a rating of 7.39.

Still, the majority of our respondents hope to be living in Prince William County five years from now. Fifty-eight percent said they hoped to be living in Prince William, 34 percent said they hoped to be living somewhere else, and 7 percent said they were not sure. Figure 2.3 illustrates the differences in quality of life ratings, five years ago, currently, and five years in the future.

**Figure 2.3 Quality of Life Ratings: Past, Present and Future**



### 3 SATISFACTION WITH SERVICES

#### General

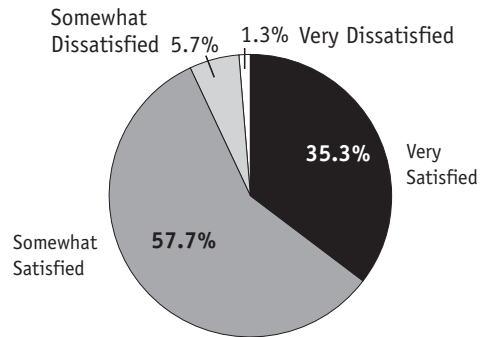
The heart of this survey is the determination of how satisfied the citizens of Prince William County are with the services they receive from their local government. Respondents were asked whether they were very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied with an array of government services. For purposes of analysis, responses were sometimes dichotomized into two categories: satisfied or dissatisfied. We generally report the percent of respondents satisfied with each service. Those who were not familiar enough with a service to respond were not counted in either of the two categories. Their responses are considered when the “visibility” of a service is determined (Chapter 8).

This chapter will report the general level of satisfaction with County services, satisfaction with specific services relating to safety, and satisfaction with social, cultural and other services.

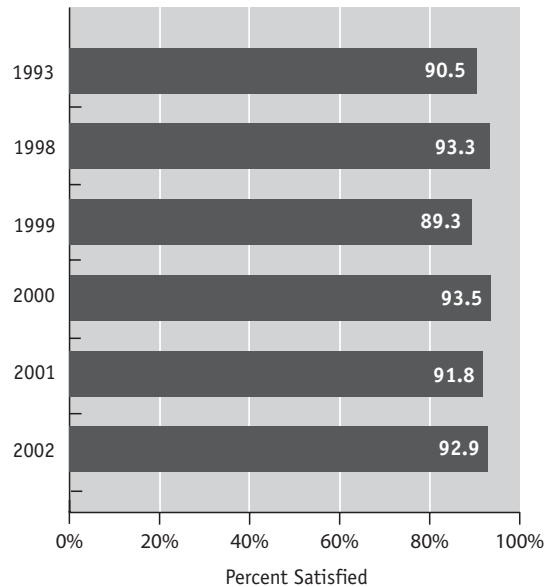
The first question, and perhaps the most important question in the survey, reads, “How satisfied are you in general with the services the County provides?” Figure 3.1 illustrates the responses on this question and Figure 3.2 illustrates the level of satisfaction on this question in 1993 and over the past 5 years, beginning in 1998. This year, the total percentage is 92.9 percent satisfied, which is not a significant change, compared with 91.8 in 2001. A total of 7 percent expressed some dissatisfaction. It appears that the high level of satisfaction with County government has been quite consistent over the years of the survey, with the slight dip in 1999 being statistically significant but not readily explained. Our survey results show that general satisfaction with services varies with the respondent’s geographic area of residence. Specifically, residents of the Sudley/Yorkshire area were more likely to be satisfied (97.1 percent of them were), while residents of the North County area were substantially less likely to be satisfied (75.9 percent) than were respondents overall.

This year, in addition to asking about their satisfaction with government services overall, we also asked respondents if they felt their own satisfaction with services had increased, decreased, or stayed about the

**Figure 3.1 Overall Satisfaction with County Government Services, 2002**

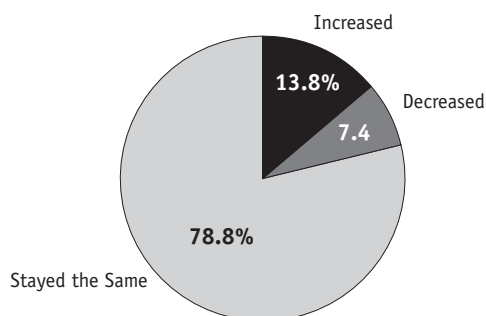


**Figure 3.2 Overall Satisfaction with County Government Services, 1993, 1998–2002**



same from one year ago. As Figure 3.3 shows, the vast majority (78.8 percent) said that their satisfaction had stayed the same. Of those who had experienced a change in their level of satisfaction, about twice as many (13.8 percent) reported an increase in satisfaction as reported a decrease (7.4 percent). The oldest respondents, those 65 years of age and older, were more likely to say that their satisfaction level had increased (21.3 percent of them said so), while the youngest respondents, those 18-25, were most likely to say that their satisfaction with government had decreased (11.1 percent of them said so). Our analysis also shows that military service seemed to affect response to this question. Those currently on active duty or in the reserve forces said that their satisfaction had increased more often than either those with

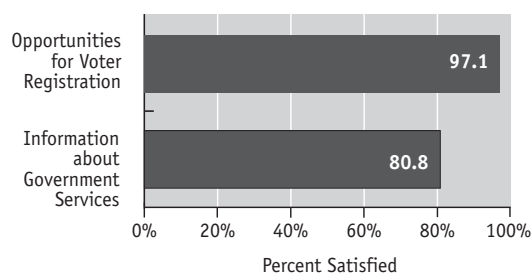
**Figure 3.3 Change in Satisfaction Level from One Year Ago**



no military service or who had served in the past. Twenty-four percent of active service people and 18 percent of reservists said that their satisfaction had increased, compared with 7.8 percent of those with past military service and 14.2 percent of those with no military service history. Household income was also related to responses on this item. In general, those with lower incomes were more likely to say that their satisfaction level had increased, while those in the higher income groups were more likely to say their satisfaction level had decreased than were other groups. Others more likely than the average to say that their level of satisfaction had increased were those of Hispanic origin, nearly a third (32.8 percent) of whom said their satisfaction had increased, and renters, 24.2 percent of whom said so. Homeowners were more likely to say that their satisfaction level had stayed the same (80.1 percent said that).

Other items pertaining to government administration, satisfaction with providing convenient ways for people to vote and satisfaction with keeping citizens informed about government services, both stayed at the level

**Figure 3.4 Satisfaction with Voter Registration and Information, 2002**



they were in 2001. On the whole, 97.1 percent were satisfied with voter registration opportunities, while 80.8 percent were satisfied with the information they receive from Prince William County government. Figure 3.4 illustrates these results.

On the issue of voter registration and government information, there were no subgroup differences. Trends for these indicators are shown in Table 3.1.

**Public Safety**

A substantial part of the yearly survey relates to issues of public safety. Respondents have an opportunity to express their satisfaction with personnel charged with ensuring public safety: fire and rescue squads, and the police department. We queried residents about their sense of safety in their neighborhoods and in commercial areas, both in daylight and after dark. We asked a full set of questions about satisfaction with 9-1-1 emergency services. We also asked about the number of people in the household who are trained in cardio-pulmonary resuscitation (CPR).

**Table 3.1 Trends in General Satisfaction with Services and Taxes, 1993 and 1998-2002**

Item Number	Satisfaction Item	PERCENT SATISFIED					
		1993	1998	1999	2000	2001	2002
	<i>General Satisfaction with Services and Taxes</i>						
CTYSAT97	Services of the County Government in General	90.5	93.3 <sup>2</sup>	89.3 <sup>3,5,6</sup>	93.5 <sup>7</sup>	91.8	92.9 <sup>2,7</sup>
VOTE	Voter Registration	91.5	98.6 <sup>1,2</sup>	95.6 <sup>1,3,6</sup>	95.5 <sup>1,6</sup>	96.4 <sup>1,3,6</sup>	97.1 <sup>1,2,3,4</sup>
GOVTSERV	Information on Government Services	70.9	80.2 <sup>1,2,3</sup>	74.6 <sup>4,5,6</sup>	86.9 <sup>1,5,6,7</sup>	79.6 <sup>1,2,3,7,8</sup>	80.8 <sup>1,2,3,7,8</sup>

<sup>1</sup>Significantly Different from 1993  
<sup>2</sup>Significantly Different from 1994  
<sup>3</sup>Significantly Different from 1995

<sup>4</sup>Significantly Different from 1996  
<sup>5</sup>Significantly Different from 1997  
<sup>6</sup>Significantly Different from 1998

<sup>7</sup>Significantly Different from 1999  
<sup>8</sup>Significantly Different from 2000  
<sup>9</sup>Significantly Different from 2001

### Police, Fire, and Rescue

As they have been in the past, citizens in Prince William County are very satisfied with fire and rescue services. In 2002, the level of satisfaction with fire fighting was 97.5 percent, and with emergency rescue services 97.6 percent. These figures represent no change from the 2001 survey. The high level of satisfaction with fire fighting differed by geographic area, in that the number was 100 percent satisfied for those residents of Sudley/Yorkshire and the Brentsville areas. Eighty-three percent of those in North County and 90 percent of those in Gainesville said they were satisfied. Similarly for rescue services, while 100 percent of residents of Lake Ridge/Westridge and Occoquan reported being satisfied, that level was 90 percent for residents of the North County and Gainesville areas.

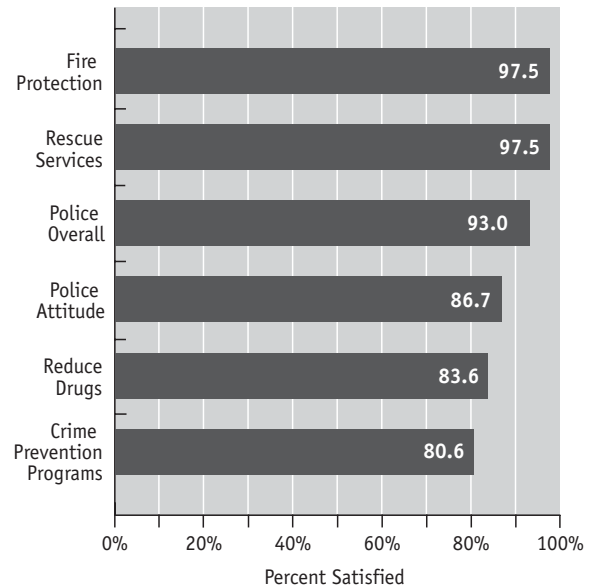
Three questions asked respondents about the police. Asked about the overall performance of the police department, 93.0 percent said they were satisfied, about the same level as in 2001. Our subgroup analysis showed that a number of variables were related to satisfaction with the police overall. The youngest residents, those 18-25, were least likely than all the other age groups to be satisfied with the police department, at 82.5 percent. While 100 percent of Asian respondents reported satisfaction on this question, 94 percent of whites were satisfied, and 90 percent of blacks were. Ninety percent of respondents in the "other" category said they were satisfied. Satisfaction with the attitudes and behaviors of the police towards citizens was 86.7 percent in 2002, again about the same as last year. The youngest respondents were much less likely to be satisfied on this question, with fewer than 70 percent saying they were. Those never married were also less likely to report satisfaction on this question (which is probably related to age). On the issue of police efforts to reduce the use of illegal drugs, the level of satisfaction was 83.6 percent. Satisfaction with crime prevention programs and information provided by the police department was 80.6 percent. On this issue, residents of Brentsville were more likely than that to be satisfied (94 percent), as were residents of Sudley/Yorkshire (90 percent), Mid-County (87 percent) and Gainesville/Linton Hall (84 percent). Less satisfied were residents of the other areas of the County, for whom the level of satisfaction was slightly under 80 percent, except for the North County area, where 55.6 percent were satisfied.

Figure 3.5 illustrates the overall satisfaction levels.

None of them represents significant change from 2001.

### Safety from Crime

**Figure 3.5 Satisfaction with Public Safety Services, 2002**

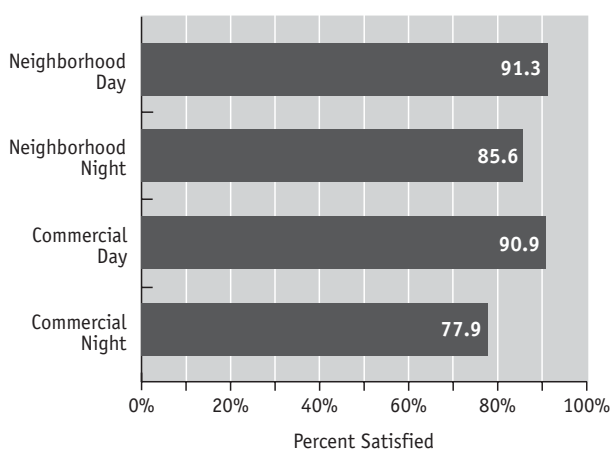


Residents of Prince William County continue to feel safe in their neighborhoods, both during the day and at night. As we would expect, a smaller number (85.6 percent) report feeling satisfied with the safety in their neighborhood at night than in the daytime (91.3 percent). African-American respondents and white respondents were more likely to say they were satisfied with their safety in their neighborhoods during the day than were minority respondents other than black. More than 20 percent of Asian respondents said they were dissatisfied, as compared with about 7 percent of both blacks and whites. Regarding neighborhood safety at night, we found significant differences by age group. Interestingly, the youngest respondents, those 18-25, were the least likely to be satisfied with their safety at night. Only 71 percent of them were satisfied. Those most satisfied were the oldest respondents, those 65 years of age and older. Perhaps related to that finding is the finding that those respondents with the least income were also least likely to be satisfied with their safety at night. About 70 percent of those with incomes under \$15,000 were satisfied. Race also had an impact on this question, with minority groups other than African-Americans, including Hispanic respondents, being more likely to say they were dissatisfied with safety in their neighborhood at night. Geographic area also had an impact. While we should recall that on average more

than 85 percent were satisfied with safety in their neighborhoods at night, for residents of Brentsville the level was 90 percent and for Gainesville/Linton Hall, 94.9 percent. At the lower end of the satisfaction level were the Woodbridge and Dale City areas, both at 82 percent satisfied.

Ninety-one percent of respondents on the whole are satisfied with their safety in business areas of the County during the day, while 78 percent are satisfied with their safety in business areas at night. Older residents were less likely to be satisfied with their safety in business areas during the day. Eighty-six percent of those 50-64 years of age and 85.2 percent of those 65 and older were satisfied, compared with the 91 percent overall rating. Those respondents with the least income (under \$15,000) were again least likely to be satisfied with their safety, with only 73 percent saying they were satisfied. At night, the oldest respondents in our sample were less likely than others to say they were satisfied. Only 68 percent of them said they were. Perhaps related, those residents who had lived in Prince William longest were less likely to be satisfied on this issue. While 96 percent of the newest residents were satisfied, 75 percent of those who had lived in the County 20 years or more were satisfied. The relationship with race on this issue was interesting. While on the whole more than three-fourths of our respondents were satisfied, as noted above, for blacks that number was over 90 percent, while for Asians it dropped to two-thirds (66.7 percent). Renters were more likely than homeowners to say they were satisfied on this issue, with over 90 percent saying so. Figure 3.6 illustrates the overall satisfaction levels on these items.

**Figure 3.6 Safety in Neighborhoods and Commercial Areas, 2002**



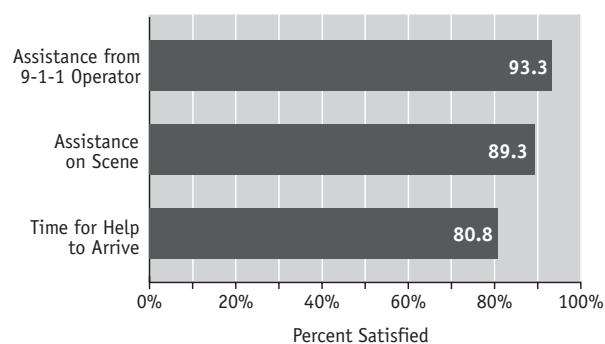
### Calling 9-1-1

Nearly 22 percent of our respondents had called 9-1-1 in the past twelve months, about the same as the past two years. Most had called for police (46 percent) or ambulance (45 percent). About 13 percent had called for fire fighters, and about 6 percent for something else. (These percentages sum to more than 100 percent because respondents had occasionally called 9-1-1 for more than one service.) Low-income residents and renters were more likely to have called 9-1-1 than other groups. Forty-two percent of those with incomes under \$15,000 had dialed for emergency help, and 30 percent of renters had. Asked about the last time they called 9-1-1, 79 percent said they were very satisfied with the help they received from the person who took their call, while an additional 14.3 percent said they were somewhat satisfied, a total of 93.3 percent. For Hispanic respondents however, that figure was 78 percent.

Asked how satisfied they were with the time it took for help to arrive, 70 percent were very satisfied, and an additional 11 percent were somewhat satisfied, for a total of 81 percent. Again, Hispanic respondents were less likely to be satisfied on this question, with only 59 percent of them saying they were satisfied. Respondents were also satisfied with the help they received at the scene. More than three quarters (76.2 percent) said they were very satisfied, while an additional 13.1 percent were somewhat satisfied, a total of 89.3 percent. For Hispanic respondents, that number was 59 percent.

Figure 3.7 illustrates the findings pertaining to calling 9-1-1.

**Figure 3.7 Satisfaction with 9-1-1 Service, 2002**



One additional question relating to safety was asked of the survey respondents. When asked, "How many persons in your household, if any, have been trained in CPR?" we found that 72 percent of households had at least one person trained in CPR, and many households had more than one person trained. Our survey

has found that consistently about 70 percent of households in the County have someone trained in CPR, and this year is no exception.

Trends in the safety-related items for the ten years of the citizen survey are found in Table 3.2.

**Table 3.2 Trends in Public Safety Items, 1993 and 1998-2002**

Item Number	Satisfaction Item	PERCENT SATISFIED					
		1993	1998	1999	2000	2001	2002
	<i>Public Safety</i>						
FIRE	Fire Protection	97.2	96.8	96.6	97.3	97.3 <sup>2</sup>	97.5 <sup>2</sup>
RESCUE	Medical Rescue	96.6	97.8 <sup>2,5</sup>	95.4 <sup>6</sup>	97.0	96.7	97.6 <sup>5,7</sup>
AMCRIME	Safety in Neighborhood in Daylight	---	91.7	94.2 <sup>3,4,5,6</sup>	93.3 <sup>5</sup>	93.2 <sup>5</sup>	91.3 <sup>7</sup>
PMCRIME	Safety in Neighborhood in Dark	---	82.8 <sup>5</sup>	83.9 <sup>4,5</sup>	86.5 <sup>4,5,6</sup>	87.8 <sup>3,4,5,6,7</sup>	85.6 <sup>3,4,5</sup>
DYCRIMEB	Safety in Business Areas in Daytime	---	92.5 <sup>3</sup>	90.2	93.0	---	90.9 <sup>3</sup>
NTRIMEB	Safety in Business Areas at Night	---	81.3 <sup>3,4,5</sup>	72.7 <sup>6</sup>	82.1 <sup>6</sup>	---	77.9 <sup>3,5,7</sup>
ATTITUDE	Police Behaviors Toward Citizens	---	86.8	85.8	87.5	85.9	86.7
DRUGS	Reducing Illegal Drugs	79.2	84.5 <sup>2</sup>	83.5 <sup>2</sup>	82.9	82.9 <sup>2</sup>	83.6 <sup>2</sup>
POLICE	Overall Satisfaction with Police	88.7	92.2	91.6	93.0 <sup>1</sup>	91.6	93.0 <sup>1,2</sup>
EMSATIS	911 Phone Help	---	94.0 <sup>2,4,5</sup>	91.6	95.6 <sup>4</sup>	91.2	93.3
EMASSTB	Assistance on the Scene	---	91.8 <sup>2,3,4,5</sup>	88.0	92.9 <sup>4</sup>	---	89.3
EMTIMEB	Time for Help to Arrive	---	83.3	82.3	87.5	---	80.8
PREVENTB	Crime Prevention Programs	83.4	83.0	84.0	85.1	---	80.5 <sup>3,8</sup>

<sup>1</sup>Significantly Different from 1993

<sup>2</sup>Significantly Different from 1994

<sup>3</sup>Significantly Different from 1995

<sup>4</sup>Significantly Different from 1996

<sup>5</sup>Significantly Different from 1997

<sup>6</sup>Significantly Different from 1998

<sup>7</sup>Significantly Different from 1999

<sup>8</sup>Significantly Different from 2000

<sup>9</sup>Significantly Different from 2001

### Cultural, Social and Other Services

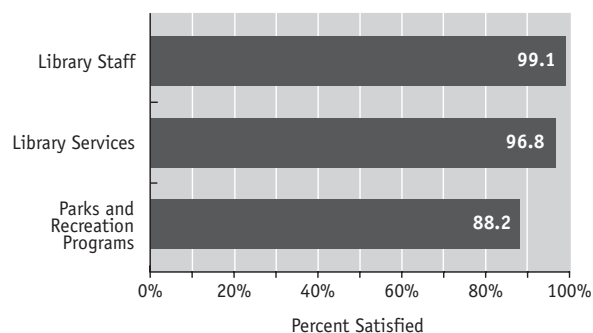
Of course, residents of Prince William County rely upon their government for other kinds of services than protection from crime and help in emergencies. This year we again asked about libraries, parks, and social services. Figures 3.8 and 3.9 illustrate the satisfaction levels pertaining to these services.

Regarding the libraries, we first asked how satisfied our respondents were with the job the County is doing in providing library services to County residents. Almost all, 96.8 percent, said they were satisfied on this item. Three-quarters (74.8 percent) said they were very satisfied with the County's efforts. More than three-quarters of our respondents (78 percent) said that they or a member of their household had gone to one of the County libraries or used the library services. Of those who had visited the library, 90 percent were very satisfied with the service they received from the library staff, while an additional 8.9 percent said they were somewhat satisfied, for an essentially unanimous satisfaction rating of 99 percent. The high level of satisfaction earned by the library programs and staff continues to be the highest in our survey, as it has been for the past several years.

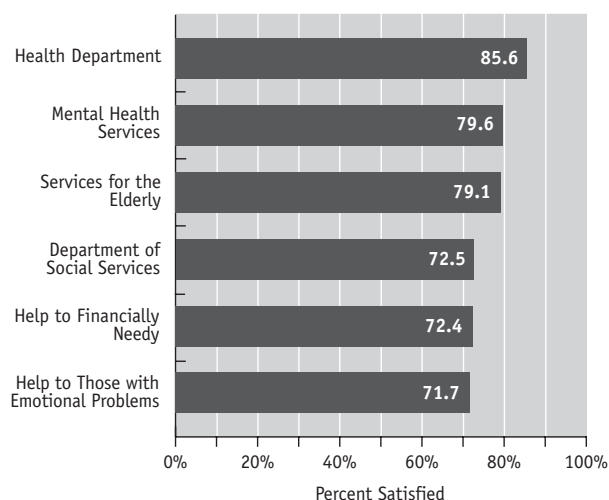
Asked how satisfied they were with the County's park and recreation facilities and programs, 57.5 percent said they were very satisfied, while an additional 30.7 percent were somewhat satisfied, a total of 88.2 percent. This level is identical to the satisfaction level in the 2001 survey. Slightly more than 63 percent said that they or someone in the household had used the Park Authority's facilities in the past 12 months, down slightly from 69 percent last year. Our subgroup analysis showed that white respondents were more likely than either black or Asian respondents to be satisfied on this issue. While more than 90 percent of whites were satisfied, that number was 83 percent for blacks, and 74 percent for Asians.

As we moved into a series of questions about social services, we first asked our respondents whether they were familiar enough with the service to rate it. Satisfaction levels reported here reflect only those who said they were familiar enough to rate the service, usually a small subgroup of the total sample. Regarding the Department of Social Services, 25 percent of the sample said they were familiar enough with DSS to rate its services. Of that group, 39.8 percent said they were very satisfied, and an additional 32.7 percent said they were somewhat satisfied, for a total satisfaction level of 72.5 percent.

**Figure 3.8 Satisfaction with Libraries and Parks, 2002**



**Figure 3.9 Satisfaction with Human Services, 2002**



Referring to the Health Department, 22.5 percent said they were familiar with the Department enough to rate it. Of that group, 47.7 percent said they were very satisfied, 37.9 percent said they were somewhat satisfied, a total of 85.6 percent. Regarding Community Mental Health, Mental Retardation and Substance Abuse Services, only 13.4 percent said they were familiar with these services enough to rate them. Of that group, 39.4 percent said they were very satisfied, and 40.1 percent said they were somewhat satisfied, for a total of 79.6 percent satisfied.

Fifty-two percent of our sample was able to rate the County's programs for helping the elderly population, nearly ten percent more than in 2001. More than 79 percent were satisfied with these programs; 37.2 percent were very satisfied, while 41.9 percent were somewhat satisfied. Our subgroup analysis showed that

residents of the North County and Mid-County areas were less likely than residents of other areas of the County to be satisfied with the County's efforts to provide help to the elderly population. While 92 percent of those in Brentsville were satisfied, 89 percent of those in Woodbridge/Dumfries were, and 82 percent of those in Sudley/Yorkshire were, that level dropped to 63 percent in the Mid-County area and 69 percent in North County.

None of these social services showed significant change from the 2001 survey.

Slightly more than half of our respondents were able to rate the County's help to those with emotional prob-

lems. Of this group, 28.6 percent were very satisfied, while an additional 43.1 percent were somewhat satisfied, a total of 71.7 percent. The last time this question was asked in 2000, the level of satisfaction was significantly higher, at 79.8 percent. Another question not asked since 2000 was about satisfaction with providing help to people with financial need. While 47 percent of our respondents were unable to rate this item, of those who could, 25.2 percent were very satisfied and 47.2 percent were somewhat satisfied, for a total of 72.4 percent, about the same as the 2000 level of 73.5 percent.

The trends for social service and cultural items from 1993 to 2002 are shown in Table 3.3.

**Table 3.3 Trends in Cultural and Social Services Items, 1993 and 1998–2002**

Item Number	Satisfaction Item	PERCENT SATISFIED					
		1993	1998	1999	2000	2001	2002
	<i>Cultural and Social Services</i>						
LIBRARY	Library Services	94.9	98.5 <sup>2,4,5</sup>	97.7 <sup>1,5</sup>	96.9	96.8 <sup>6</sup>	96.8 <sup>6</sup>
PARK	Park & Recreation Facilities	88.7	86.3 <sup>3</sup>	88.9 <sup>3</sup>	90.7 <sup>4,6</sup>	88.4 <sup>3</sup>	88.2 <sup>3</sup>
ELDERLY	Helping the Elderly	68.3	84.9 <sup>1,2,3,4</sup>	82.1 <sup>1,2,4</sup>	83.1 <sup>1,4</sup>	82.6 <sup>1,2,4</sup>	79.1 <sup>1,2,6</sup>
LIBRYSAT	Satisfaction with Library Staff	98.2	98.6	98.7	98.8	99.3	99.1
DSSSAT	Satisfaction with DSS	60.3	77.6 <sup>1,2,3</sup>	69.4	71.7 <sup>1</sup>	73.7 <sup>1,3</sup>	72.5 <sup>1,3</sup>
HLTHSAT	Health Department	84.6	91.9 <sup>3</sup>	88.2 <sup>3</sup>	89.9	88.8 <sup>3</sup>	85.6
MENTLSAT	Mental Health Agency	85.1	78.9	75.7 <sup>1</sup>	82.7	81.6	79.6
PROBLEMB	Providing Help to Those with Emotional Problems	70.1	82.3 <sup>1,2,4</sup>	79.6 <sup>1</sup>	79.8 <sup>1</sup>	—	71.7 <sup>3,5,6,7,8</sup>
FINNEEDB	Providing Help to People with Financial Need	61.0	77.8 <sup>1,2</sup>	76.7 <sup>1,2</sup>	73.5 <sup>1</sup>	—	72.4 <sup>1</sup>

<sup>1</sup>Significantly Different from 1993

<sup>2</sup>Significantly Different from 1994

<sup>3</sup>Significantly Different from 1995

<sup>4</sup>Significantly Different from 1996

<sup>5</sup>Significantly Different from 1997

<sup>6</sup>Significantly Different from 1998

<sup>7</sup>Significantly Different from 1999

<sup>8</sup>Significantly Different from 2000

<sup>9</sup>Significantly Different from 2001



## 4 COMMUNICATION WITH THE COUNTY

While the citizens of Prince William County receive a great deal of service from the County government, they also have responsibilities as residents. They pay taxes and purchase licenses for various projects. As consumers of services or providers of revenue, citizens communicate with the County government in a number of ways. In the satisfaction survey, we again asked a series of questions about citizens' experiences as they contacted the County.

We should first consider the amount of contact citizens have with the County government. We asked, "Thinking back over the past twelve months, have you had any occasion to contact the County about anything—a problem, a question, a complaint, or just needing some information or assistance?" Nearly half of our respondents, 46 percent, had contacted the County government.

Of this group, a total of 80 percent were satisfied with the helpfulness of County employees (59.6 percent were very satisfied). This level of satisfaction represents no change from the level reported for the 2001 survey. The level of satisfaction of those residents of the North County area was much lower than average, at 58 percent. Also less satisfied than average were respondents from Mid-County (77.8 percent satisfied), residents of Gainesville/Linton Hall (76 percent satisfied), residents of Dale City (78 percent satisfied) and residents of Sudley/Yorkshire (74 percent satisfied). At the other extreme were residents of Lake Ridge/Westridge/Occoquon who were satisfied 87 percent of the time, and those from Woodbridge/Dumfries, who were satisfied 86 percent of the time.

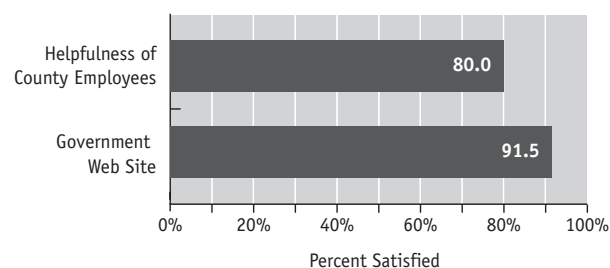
Two questions in the survey pertained to the Prince William County website. Approximately 40 percent reported that they had used the website, compared with 36 percent of our sample in 2001 and 30 percent in 2000. This year's level continues the trend upward

from 22.8 percent in 1999, the first year we asked website questions in comparable wording.

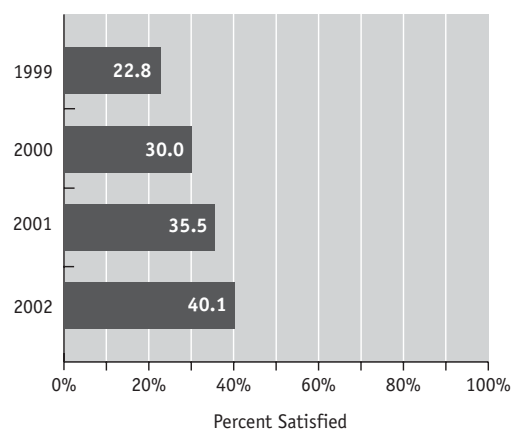
Of those who had used the website, 91.5% said they were satisfied with it (52.6 percent were very satisfied), the same level as 2001. Our data show that women were less likely to be satisfied with the website than men were. Men were satisfied with the website 94 percent of the time, while 89 percent of the women said they were satisfied.

Figure 4.1 illustrates the satisfaction levels for communication items in 2002. Figure 4.2 illustrates the increasing use of the PWC government website since we first asked about it in 1999. The trends for the related satisfaction items over past surveys are shown on the following page in Table 4.1.

**Figure 4.1 Satisfaction with Contacting the County, 2002**



**Figure 4.2 Use of Prince William County Website, 1999-2002**



**Table 4.1 Trends in Communication Items, 1993 and 1998–2002**

Item Number	Satisfaction Item	PERCENT SATISFIED					
		1993	1998	1999	2000	2001	2002
	<i>Communication with the County</i>						
HELPFUL2	Helpfulness of Employees on Non-Tax Questions	79.3	78.1	76.1	79.1	82.0	80.0
NET2	County Web Site	—	—	90.0	92.5	91.0	91.5

<sup>1</sup>Significantly Different from 1993

<sup>4</sup>Significantly Different from 1996

<sup>7</sup>Significantly Different from 1999

<sup>2</sup>Significantly Different from 1994

<sup>5</sup>Significantly Different from 1997

<sup>8</sup>Significantly Different from 2000

<sup>3</sup>Significantly Different from 1995

<sup>6</sup>Significantly Different from 1998

<sup>9</sup>Significantly Different from 2001

## 5 PLANNING AND DEVELOPMENT

Each year of the survey we have included a series of questions to gauge citizen opinion about growth, planning, and development issues in Prince William County. Growth and development mean new opportunities for employment but also can bring new demands on infrastructure: roads and community facilities. With the exception of the landfill and the appearance of new development, the items reported in this chapter continue to show the lowest level of satisfaction with Prince William County government overall.

### Land Use and Growth

The first question we asked this year on this topic was, “in general, how satisfied are you with the job the County is doing in planning how land will be used and developed in the County?” As is illustrated in Figure 5.1 below, in 2002, 14.6 percent said they were very satisfied, and an additional 38.2 percent said they were somewhat satisfied, a total of 52.8 percent. Compared to 2001, the level of satisfaction is identical.

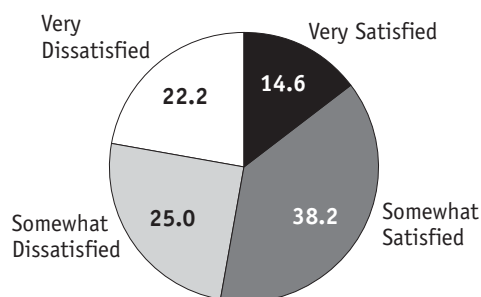
A number of subgroups showed distinct differences on this item. Response on this question differed dramatically by geographic area of the County. While for most of the County the majority were satisfied on this issue, for the North County area the satisfaction level was 26 percent. The most satisfied group were those residents of Sudley/Yorkshire, of whom 63 percent said they were satisfied. Response also differed by length of residence in the County. The highest

satisfaction level was reported by the newest residents, at 77 percent, and decreased consistently to a low of 43 percent for those who had lived in the County 20 years or more. Response also differed by age. The youngest respondents were more likely in general than the older respondents to be satisfied on this issue. While 68 percent of those 18-25 were satisfied and 65 percent of those 26-37 were, that number fell to 44 percent for those 38-49 and 45 percent for those 50-64. Fifty-eight percent of those 65 and older were satisfied on this issue. Those respondents who were on current military duty, either on active duty or in the reserves, were more likely to be satisfied on this score. Satisfaction also decreased with level of income of respondents. Those with incomes \$75,000 and over were less satisfied than the average, at about 46 percent, while the satisfaction level of those whose incomes were less than \$75,000 hovered at about 60 percent. White respondents were less likely than blacks, Asians, and others to be satisfied with land use. While 50 percent of white respondents said they were satisfied, that number was 61 percent for blacks, 80 percent for Asians, and 59 percent for others. Renters were also much more likely to be satisfied on this issue than were homeowners. While two-thirds of renters were satisfied, only 50 percent of homeowners were.

A related question is whether the citizens of Prince William County are satisfied with the growth rate the County is experiencing. On this question, 36.4 percent said they were somewhat satisfied, while 17 percent said they were very satisfied, a total of 53.4 percent, down significantly from the 2001 level of 59.8 percent.

Our subgroup analysis showed results on this question similar to the previous item. Again on this issue, the residents of the North County area were much less likely than residents of other parts of the County to say they were satisfied. Only 12 percent of them said they were satisfied with the County’s rate of growth. Fewer than half (40 percent) of residents of Brentsville said they were satisfied. More satisfied than the average were residents of Woodbridge and Dumfries, of whom 62 percent said they were satisfied. Length of residence in the County was also related to satisfaction level. Satisfaction on this question decreased consistently from more than 76 percent for the newest residents to 41 percent for those who had lived in the County twenty years or more. Fewer than half of white residents were satisfied (49 percent) while 68 percent of blacks and 81 percent of Asians, and 67 percent of others were. Seventy percent of Hispanic

**Figure 5.1 General Satisfaction with Planning and Land Use, 2002**

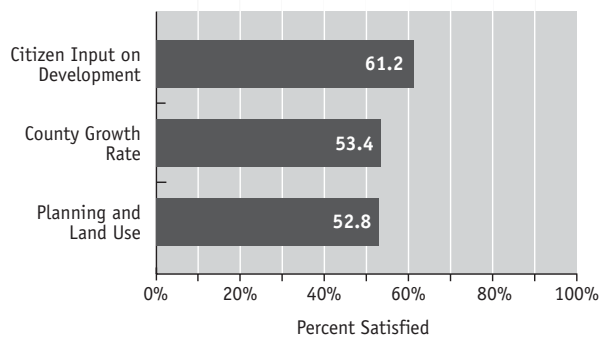


respondents were satisfied, while 52 percent of non-Hispanic respondents were. Seventy percent of renters were satisfied, while 50 percent of homeowners were.

Another question asked how satisfied our respondents were with the opportunities for citizen input into the planning process. Sixty-one percent said they were satisfied with opportunities for citizen input to the planning process in the County, statistically about the same as last year, but significantly lower than the approximately 70 percent satisfaction level in recent years past. Older citizens were less likely to be satisfied than younger residents. While 75 percent of the youngest age group were satisfied on this issue, that level decreased consistently as age increased to a low of 52 percent of those 50 to 64 years of age and 57 percent of those 65 and older.

Figure 5.2 illustrates the responses on these items.

**Figure 5.2 Satisfaction with Development and Growth Issues, 2002**

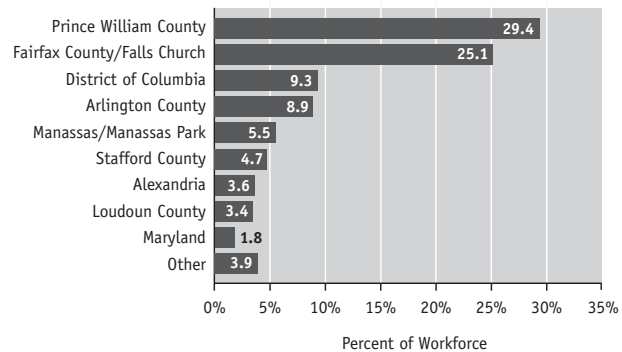


**New Jobs**

Asked about satisfaction with the County’s efforts to attract new jobs and businesses to the County, a total of 70.9 percent said they were satisfied, with 26.6 being very satisfied, as is shown in Figure 5.3. This is one of four items in the survey for which the level of satisfaction reported by citizens decreased in 2002, down from the 2001 level of 75.8 percent.

As we might expect, satisfaction on this item varied by work status, with those looking for work being satisfied only 44 percent of the time. The most satisfied groups were those working part-time (80 percent) and the retired (81.7 percent). This item also differed by respondent’s area of residence in the County. The area

**Figure 5.3 Satisfaction with Attracting New Jobs to PWC, 2002**



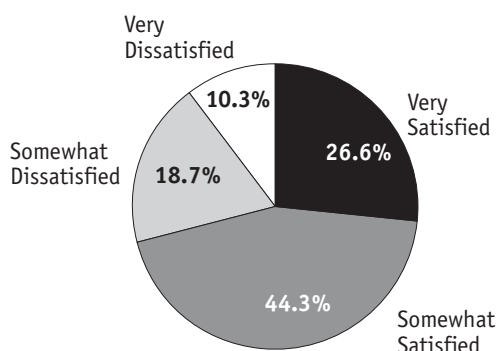
with the highest level of satisfaction was Gainesville/Linton Hall, at 88 percent. The North County and Brentsville areas were also more satisfied than the average, with 75 percent and 81 percent satisfaction levels, respectively. Below average were Lake Ridge/Westridge/Occoquon at 65 percent, Dale City at 67 percent, and Woodbridge/Dumfries at 68 percent. Mid-County was right on the mean at 71 percent. In addition, newer residents were more likely to be satisfied on this issue. Eighty-four percent of those who had lived in the County less than one year said they were satisfied. That number fell to a low of 60 percent satisfied for those who had lived in the County eleven to nineteen years, but returned to 70 percent for those who had lived in PWC twenty years or more and to 77 percent for life-long residents.

**Other Development Items**

Figure 5.4 illustrates results for several other items. Regarding the landfill, slightly less than half (42 percent) of our responding households had taken trash to the County’s landfill at Independent Hill. Almost all, 96.1 percent, were satisfied with the landfill (75 percent said they were very satisfied). Asked how satisfied they were with the visual appearance of new development, a total of 84.1 percent said they were satisfied, 38.7 percent saying they were very satisfied. This level of satisfaction represents an increase from the 79.9 percent who said they were satisfied in 2001, and is actually the only item in the core set of satisfaction items to show an improvement in 2002.

On the issue of visual appearance, renters were significantly more satisfied on this issue, at 93 percent than were homeowners, at 82 percent. A smaller percent

**Figure 5.4 Satisfaction with Development Items, 2002**



of our respondents who had advanced degrees were satisfied, the level being 75 percent for those with a master's or professional degree and 71 percent for those with a Ph.D. Satisfaction on this item also varied consistently by age, with 96 percent of those in the 18-25 age group saying they were satisfied, declining to 71 percent of those respondents 65 and older. Satisfaction with visual appearance also declined with length of residence in the County, the newest residents reporting satisfaction 96 percent of the time, while only 75 percent of those who had lived in the County 20 years or more said they were satisfied.

On an item which showed a statistically significant decrease since 2001, 68.9 percent of our respondents said they were satisfied with the job the County is doing in preventing neighborhoods from deteriorating and making sure the community is well kept up, a decrease from 73.6 percent in 2001. Respondents who had lived in the County longest were least likely to be satisfied on this item. While over 80 percent of those who had lived in the County two years or less were satisfied, 61 percent of those who had lived in the County longer than eleven years were satisfied, and of those who said they had lived in the County all their life, 58 percent were satisfied. Respondents with higher family incomes were less likely than others to be satisfied on this issue. Fifty-nine percent of those with incomes over \$150,000 were satisfied, compared with over 83 percent of those with incomes less than \$35,000. The satisfaction level for those with incomes in the \$35,000 to \$50,000 range was 70 percent, while 67 percent of those in the \$50,000-\$75,000 range were satisfied, 69 percent of those with income \$75,000 to \$100,000 were, and 63 percent of those in the \$100,000 to \$150,000 range were.

Getting around by car or other means is not always easy in the Northern Virginia area. Asked how satisfied they were with the ease of travel or getting around within Prince William County, a total of 57.6 percent said they were satisfied, with 22.6 percent being very satisfied and 35 percent somewhat satisfied. Statistically, this level represents no change from 2001. As we might expect, a respondent's location in the County made a difference in how satisfied they were with this issue. The least satisfied were those in the Gainesville/Linton Hall area, for whom 31.9 percent were satisfied. The most satisfied were respondents from Dale City, of whom 65.3 percent were satisfied, followed by Lake Ridge/Westridge/Occoquon at 63.1 percent, Mid-County at 60.5 percent satisfied, and Woodbridge/Dumfries at 59.3 percent. In between were Sudley/Yorkshire, at 49.5 percent satisfied, Brentsville at 42.9 percent, and North County, at 40 percent. White residents were less likely to be satisfied than blacks, Asians, and others, as has been true in some other items. While 55 percent of whites were satisfied with getting around in PWC, 63 percent of blacks, 83 percent of Asians, and about 70 percent of others were. Renters were also more satisfied, at 68 percent, than were homeowners, at 55 percent. The highly educated were less likely to be satisfied with travel in PWC. Four-year college degree holders were satisfied in general about 50 percent of the time, while those with less education were satisfied more than 60 percent of the time.

### Ten Year Trends

The trends on development issues are shown on the following page in Table 5.1.

**Table 5.1 Trends in Planning and Development Items, 1993 and 1998–2002**

Item Number	Satisfaction Item	PERCENT SATISFIED					
		1993	1998	1999	2000	2001	2002
	<i>Planning and Development Issues</i>						
LAND	Planning and Land Use	53.9	55.1	55.2	56.4	53.0	52.8 <sup>4</sup>
LFILLSAT	Landfill	91.7	87.5 <sup>2,3</sup>	94.2 <sup>3,6</sup>	98.1 <sup>1,4,5,6,7</sup>	96.2 <sup>1,4,5,6</sup>	96.1 <sup>1, 4, 5, 6</sup>
NEWJOBS	Attract New Jobs and Businesses	64.3	75.2 <sup>1,2,3</sup>	76.1 <sup>1,2,3</sup>	80.2 <sup>1,6</sup>	75.8 <sup>1,2,3,8</sup>	71.0 <sup>1,3,5,7,8,9</sup>
NEIGHBOR	Prevent Neighborhood Deterioration	67.8	72.0	69.4	71.4	73.6 <sup>1,2</sup>	68.9 <sup>9</sup>
TRAVEL97	Getting Around	---	69.3 <sup>5</sup>	62.7 <sup>6</sup>	62.8 <sup>6</sup>	55.1 <sup>6,7,8</sup>	57.6 <sup>6</sup>
GROWTHC	Growth in County	---	---	---	---	59.8	53.4 <sup>9</sup>
VISDEV	Appearance of New Development	---	81.9 <sup>4</sup>	85.0 <sup>5</sup>	87.0 <sup>5,6</sup>	79.9 <sup>4,7,8</sup>	84.1 <sup>5,9</sup>
INPUTDEV	Citizen Input Opportunity re: Development	---	70.5 <sup>5</sup>	69.4	70.8 <sup>5</sup>	65.7	61.2 <sup>4,6,7,8</sup>

<sup>1</sup>Significantly Different from 1993

<sup>2</sup>Significantly Different from 1994

<sup>3</sup>Significantly Different from 1995

<sup>4</sup>Significantly Different from 1996

<sup>5</sup>Significantly Different from 1997

<sup>6</sup>Significantly Different from 1998

<sup>7</sup>Significantly Different from 1999

<sup>8</sup>Significantly Different from 2000

<sup>9</sup>Significantly Different from 2001

## 6 VIEWS OF GOVERNMENT

In this chapter, we consider the general views of local government expressed by the citizens of Prince William County. In Chapter 3 we reported satisfaction levels with various government services and the overall sense of satisfaction with County government. In this chapter, we will examine attitudes of residents toward four components of government: the general County government, the school system, the Park Authority and the Service Authority. We also asked two questions about taxation.

### Efficiency and Effectiveness

The County's Strategic Plan contains "community outcome indicators" to help monitor progress in meeting goals stated in the Plan. This year we again asked the citizens of Prince William about the extent to which they believe that the government, the school system, the Park Authority and the Service Authority provide efficient and effective service. We also asked about how often the citizens trust the County government to do the right thing.

All four efficiency and effectiveness questions were posed as satisfaction items. Figure 6.1 shows the satisfaction with each of the four county entities on this item. The total satisfaction levels were: for the County government, 86.8 percent, for the school system, 79.2 percent, for the Park Authority, 94.3 percent, and for the Service Authority, 90.8 percent. For the general County government, older respondents were less likely to say they were satisfied with its efficiency and

effectiveness. While 95 percent of the youngest group were satisfied, that number fell to 78 percent for the oldest group, those 65 and older, with the satisfaction of intermediate age groups declining consistently with age. Perhaps related to age is the finding that those who have lived in the County longer are less satisfied than relative newcomers to the County. While 97 percent of the newest residents said they were satisfied, 80 percent of those who had lived in the County twenty years or more were satisfied.

The satisfaction levels on all four items remained stable from 2001.

### Questions about Educational Opportunities

We asked about satisfaction with adult learning opportunities. Adult learning opportunities are those that enable residents to advance in their jobs, get new jobs, or change careers. A total of 85.2 percent said they were satisfied, about the same as last year. An interesting change did appear in the results however: more people said they were very satisfied this year. Forty-three percent of our respondents, compared with 38 percent last year, said they were very satisfied.

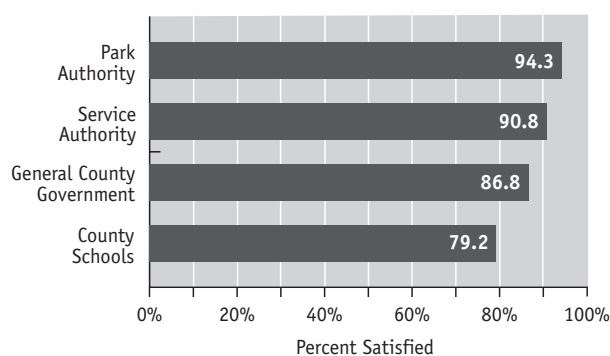
We also asked about opportunities for life-long learning: classes that provide possibilities for increasing quality of life: fishing classes, gardening, etc. On this question, 42.5 percent said they were very satisfied and an additional 47 percent said they were somewhat satisfied, a total of 89.5 percent.

Figure 6.2 illustrates these results.

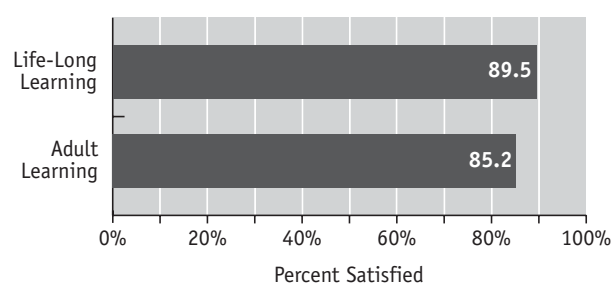
### Trust in the Government

One question asked how often citizens felt they could trust the County government to do the right thing.

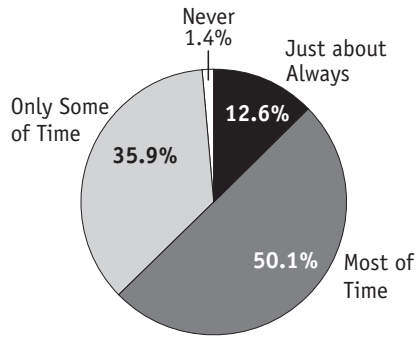
**Figure 6.1 Satisfaction with County Government Efficiency & Effectiveness, 2002**



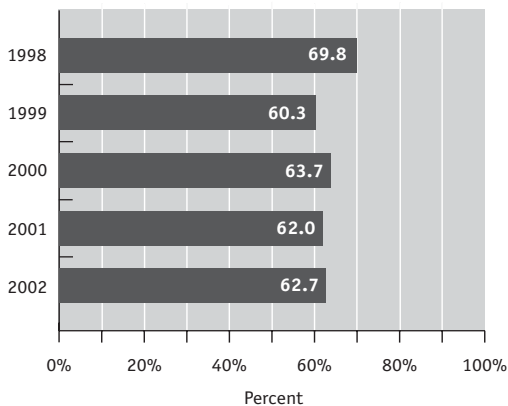
**Figure 6.2 Satisfaction with Opportunities for Learning, 2002**



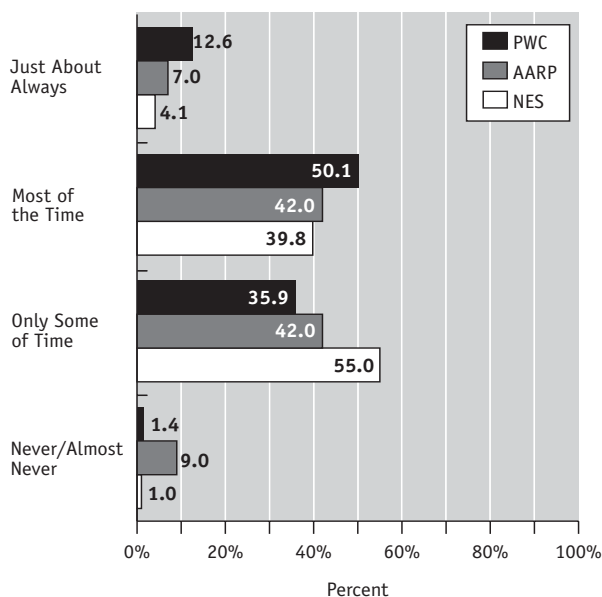
**Figure 6.3 Trust in General County Government, 2002**



**Figure 6.4 Trust in County Government 1998–2002**



**Figure 6.5 Trust in Government Compared**



The majority, a total of 62.7 percent, said that they felt that the County could be trusted most of the time or just about always. More than a third (35.9 percent) said that the County government could be trusted only some of the time, while 1.4 percent said that they could never or almost never trust the government. On this issue, the survey indicates that there is no difference between 2002 and 2001. Figure 6.3 illustrates the level of trust citizens express about their County government, while Figure 6.4 illustrates the trends for this question over the last five years of the citizen survey, showing the total percent of respondents who said they would trust the county government most of the time or just about always. On this issue, residents of North County showed themselves to be less trusting than other respondents. Nearly 7 percent said they could trust the government never or almost never, and 62 percent said they could trust the government only some of the time. The most trusting were those from Lake Ridge/Westridge/Occoquan, of whom 71 percent said they could trust the government just about always or most of the time. That total for North County was 31 percent. Status in the labor force also made a difference. While 65 percent of both the full-time employed and part-time employed said they trusted the government just about always or most of the time, that percent was 58 percent for homemakers, 56 percent for retired respondents, and 58 percent for students.

A similar question on a 1997 national survey sponsored by the AARP found that nationwide, a total of only 49 percent felt they could trust their local governments just about always or most of the time, as is shown in Figure 6.5.<sup>3</sup> Reference to Figure 6.5 also allows comparison of these findings with the results of a similar question about trusting the federal government in Washington, D.C., asked on the National Election Survey (NES).<sup>4</sup> Nationally, the majority of respondents (55.0 percent) said they could trust the government “only some of the time,” with only 4.1 percent saying “Just about always.” Forty percent said they felt they could trust the government “most of the time.” To summarize, the Prince William County government enjoys far higher levels of trust from its citizens than the national government does.

<sup>3</sup> Thomas M. Guterbock and John C. Fries, *Maintaining America’s Social Fabric: The AARP Survey of Civic Involvement*. Charlottesville, Virginia, The Center for Survey Research, 1997.

<sup>4</sup> The 2000 National Election Study asked respondents, “How much of the time do you think you can trust the government in Washington to do what is right—just about always, most of the time, or only some of the time?”



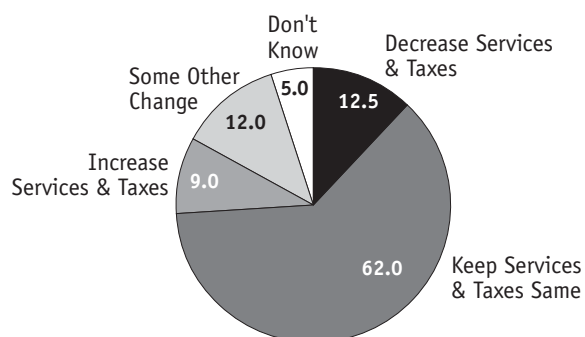
### The Interaction Between Services and Taxes

As a general statement, local governments encounter the difficult tradeoff of operating within resource constraints while at the same time trying to satisfy the increasing demands and expectations of the community. Citizens, unlike elected leaders and other policy makers, are not faced every day with the need to choose the right mix of taxes and services. One question we posed to our respondents asked them to consider just this tradeoff. We modeled this question after one used previously in a series of national telephone polls sponsored by the Advisory Commission on Intergovernmental Relations (ACIR):

*“considering all the County Government’s services on the one hand and taxes on the other, which of the following statements comes closest to your view: they should decrease services and taxes, keep taxes and services about where they are, or increase services and taxes?”*

This year, 62 percent of our respondents chose the middle path of maintaining services and taxes at roughly current levels. Twelve percent said that they would cut services and taxes, while 9 percent opted for increased services and taxes. Four percent volunteered that services should be increased while taxes are decreased, and about 4 percent said that services should stay the same, while taxes are decreased. Five percent said they didn’t know what they would choose. Figure 6.6 illustrates this finding.

**Figure 6.6 Preferred Level of Services and Taxes, 2002**

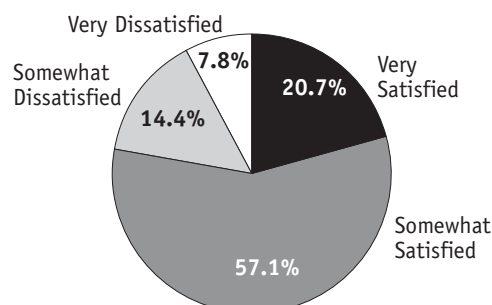


Our subgroup analysis found some significant differences between groups. Again on this issue geographic area of the County was important, with those respondents in the North County and Gainesville/Linton Hall areas being more likely than others to say that taxes and services should be decreased. Nineteen percent of North County respondents said so, and 26 percent of those in Gainesville/Linton Hall said so. Age of respondent also had some effect. While 12 percent overall wanted to decrease taxes, that percentage was 19 percent for the youngest respondents, those 18 to 25 years of age. In addition, in general, the higher the level of education of respondent, the more likely the respondent was to favor the current situation. Homeowners were also more likely than renters to choose the current arrangement (63 percent as compared with 52 percent) while renters were more likely than homeowners to favor a decrease (13 percent vs. 11 percent of homeowners).

### Value for Tax Dollar

We also asked how satisfied the citizens were with the value for their tax dollar provided by the County government. Figure 6.7 shows that about 77.9 percent said they were satisfied on this score, with 20.7 percent saying they were very satisfied. This figure is statistically the same as the level of satisfaction reported in 2001.

**Figure 6.7 Satisfaction with Value for Tax Dollar, 2002**



**Ten-Year Trends**

Table 6.1 shows the trends for these items.

**Table 6.1 Trends in Tax and Efficiency Items, 1993 and 1998–2002**

Item Number	Satisfaction Item	PERCENT SATISFIED					
		1993	1998	1999	2000	2001	2002
	<i>Services and Taxes</i>						
VALUE	Value for Tax Dollar	65.5	80.6 <sup>1,2,3,4</sup>	75.9 <sup>1,2</sup>	80.0 <sup>1,4</sup>	79.0 <sup>1,2,3,4</sup>	77.9 <sup>1,2</sup>
EFFNET	County Provides Efficient and Effective Services in General	---	91.2	85.0 <sup>5,6</sup>	89.4 <sup>7</sup>	85.0 <sup>5,6,8</sup>	86.8 <sup>6</sup>
SCHL4	School System Provides Efficient and Effective Service	---	78.4	78.1	78.2	77.6	79.2
ADULTC	Learning Opportunities	---	---	---	---	86.1	85.2
LEARNC	Opportunities for Life-long Learning	---	---	---	---	86.8	89.5
PARK2	County Park Authority Provides Efficient and Effective Service	---	93.8	94.9	95.4	94.5	94.3
CTYSERV2	County Service Authority Provides Efficient and Effective Service	---	94.5	91.5	89.9 <sup>6</sup>	91.6	91.8 <sup>6</sup>

<sup>1</sup>Significantly Different from 1993

<sup>2</sup>Significantly Different from 1994

<sup>3</sup>Significantly Different from 1995

<sup>4</sup>Significantly Different from 1996

<sup>5</sup>Significantly Different from 1997

<sup>6</sup>Significantly Different from 1998

<sup>7</sup>Significantly Different from 1999

<sup>8</sup>Significantly Different from 2000

<sup>9</sup>Significantly Different from 2001

# 7 EMPLOYMENT AND COMMUTING

Included in the report once again this year is some information about employment and commuting patterns in Prince William County. At the request of the Office of Economic Development, we included an elaborate set of questions about the occupations, employment sector, and commuting patterns of our respondents. In this section, we will also detail the characteristics of commuters, by occupation, industry, race, income, and educational level.

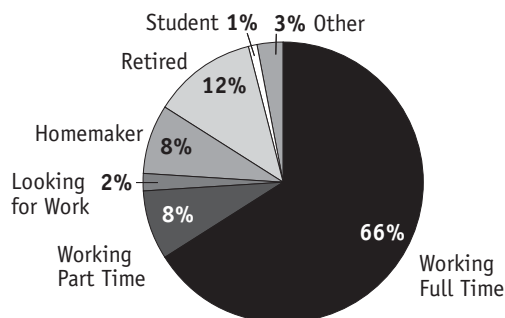
Figure 7.1 shows that the respondents to our survey hold a variety of statuses in the labor force. Approximately 66 percent were working full time, an additional 8 percent were working part time. Nearly 8 percent were homemakers, and 12.2 percent were retired, up from 9 percent in our survey in 2001. Students made up 1.4 percent of the sample, and those looking for work made up 1.6 percent.

The labor force in Prince William County consists largely of commuters, whose workplace is elsewhere. Slightly fewer than 30 percent of the workers in our sample live and work in Prince William County. Slightly more than 5 percent work in Manassas or Manassas Park. The remaining 65 percent work elsewhere. A quarter of the workforce commutes to Fairfax County, the City of Fairfax, or Falls Church. Nine percent each work in Arlington and Washington, D.C. Figure 7.2 details these findings.

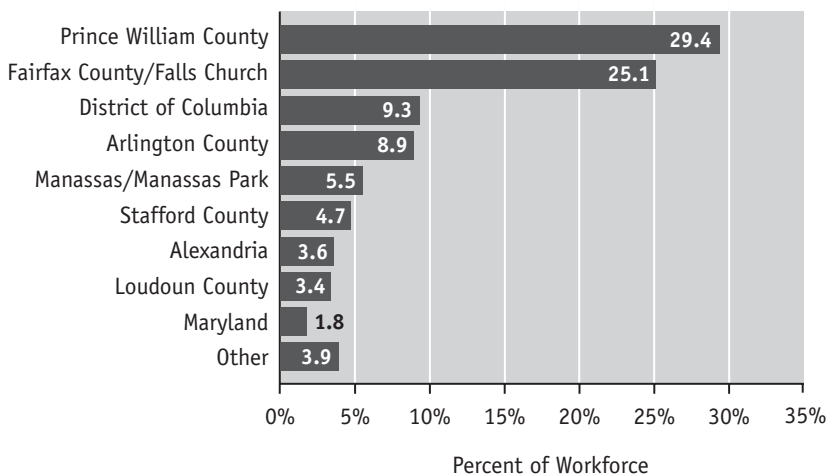
Figure 7.3 shows the change in percent of the employed working in PWC, from 1998 to 2002. Statistically, there has been no change in the percent of the workforce that works in Prince William County over the past 5 years.

Eighty-four percent of our respondents were working at the same place as they were one year ago, while 93 percent were living in the same home. For those

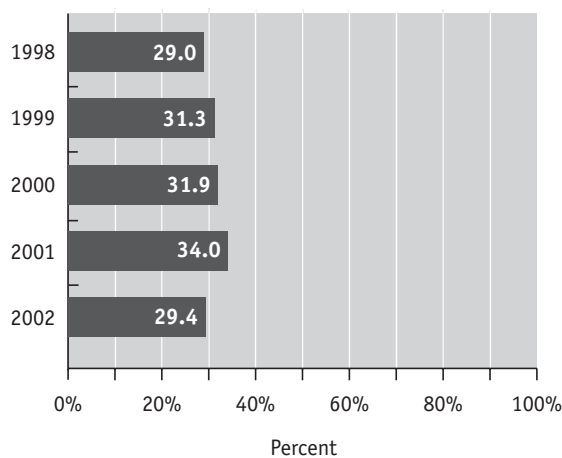
**Figure 7.1 Work Status of Prince William County Residents, 2002**



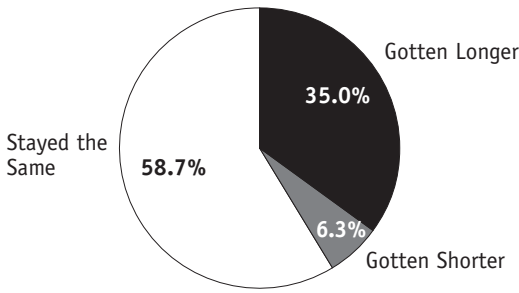
**Figure 7.2 Place of Work, 2002**



**Figure 7.3 Percent of Employed Working in PWC: 1998–2002**



**Figure 7.4 Change in Travel Time to Work, 2002**



respondents who were working at the same location and living in the same home that they were one year ago, 35 percent reported that their commute had gotten longer than it was a year ago, while 6.3 percent said it had gotten shorter, and about 59 percent said it stayed the same, as is shown in Figure 7.4.

The average commute time for all Prince William County workers is 38.3 minutes. The average time for those who work outside of Prince William County or Manassas and Manassas Park and commute at least one half-hour, is 52.3 minutes. For those who work in Prince William County, the mean commute time is just over 19 minutes. Figure 7.5 illustrates the trend in commute time from 1998, and shows a significant upward trend.

**Figure 7.5 Average Commute Time: 1998–2002**

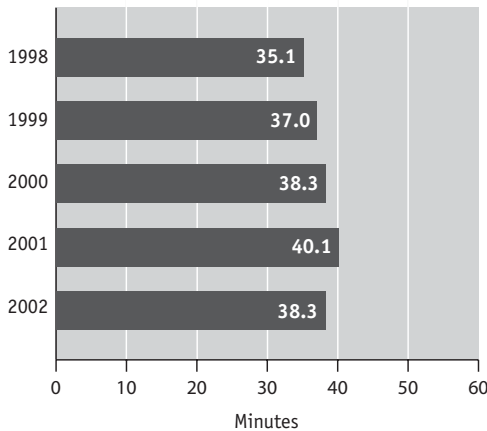
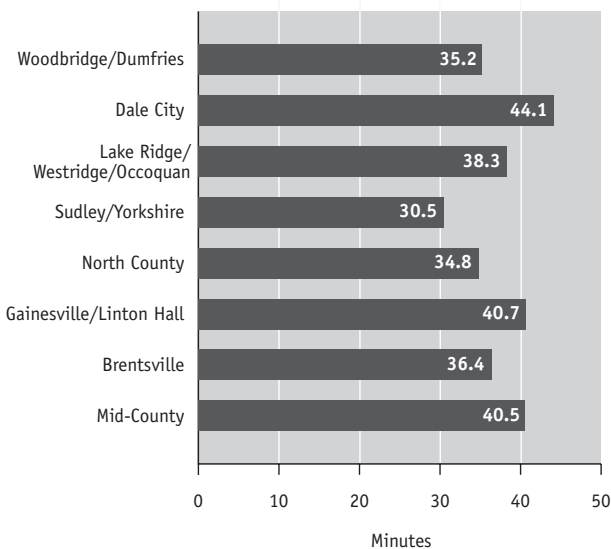


Figure 7.6 shows the wide variation in average commute time for PWC workers depending on the part of the County in which they reside. The longest commute is by Dale City residents, at 44 minutes, while the shortest is in Sudley/Yorkshire, at 30 minutes.

**Telecommuting**

This year we asked employed respondents about telecommuting, in a new question to the survey. The question asked, “A telecommuter is someone who spends a whole day or more per week working at home or at a telecommuting center closer to home, instead of going to their main place of work. Do you ever telecommute or telework?” Fourteen percent of our employed respondents said they did telecommute, while an additional 2.4 percent said that home is their main place of work. Those who said they telecommute were asked how often they did. Ten percent said they telecommute all the time, 25.7 percent said they telecommute several times a week, 19.3 percent several times a month, 30.3 percent once or twice a month, and 14.7 percent several times a year.

**Figure 7.6 Average Commute for All PWC Workers by Area of County**



**Prince William County Workforce: Occupation and Industry**

This year we again asked a series of questions about the specifics of each respondent’s job. Thirty-one percent of our respondents said they had some kind of specialized credential for work, other than a college degree.

Prince William County workers work in a variety of settings. More than half, 52.6 percent, work in a

private company. Nearly 22 percent work for the federal government, and an additional 2.1 percent work for the state government. Twelve percent work for local government, while 7.6 percent work for non-profit organizations, and 4.1 percent own their own business. We also asked employed respondents whether they worked in particular technology fields. About 2.5 percent of our respondents said they worked in biotechnology, 2.8 percent in the manufacturing of computer hardware, 2.4 percent in instrument manufacturing, 1.6 percent in pharmaceuticals, 8.2 percent in research and design of software, and 5.4 percent in other research services.

We asked respondents several questions designed to obtain further information about the Prince William County workforce. First, we asked respondents their

occupation, then the industry they were part of, and finally their employment sector. Occupation and industry were asked as open-ended questions, recorded verbatim, and subsequently post-coded into reporting categories by CSR staff.

We also dichotomized workers into commuters and non-commuters, as we did in the 1999, 1998, and 2000 surveys. To be considered a commuter, a worker needed to be commuting both outside of Prince William County or Manassas and Manassas Park, and have a commute of 30 minutes or longer. Fifty-seven percent of the employed respondents met both criteria.

Commuters and non-commuters are spread among many occupations, which are detailed in Table 7.1. The table includes three columns, the first of which

**Table 7.1 Occupation of Prince William County Workers**

Occupation	Percentage of PWC Workforce	Percentage of Commuting Workforce	Percentage of Occupation that Commutes
Management	14.0	14.8	59.4
Office and administrative support	12.6	11.8	54.3
Computer and mathematical	8.0	11.4	79.3
Business financial operations	7.9	10.4	73.7
Education, training, and library	7.7	3.5	26.8
Sales and related occupations	6.4	5.4	47.8
Protective service	4.6	4.9	60.6
Healthcare practitioners and technical	4.6	4.0	48.5
Architecture and engineering	4.4	5.7	71.9
Transportation and material moving	4.4	4.0	50.0
Construction and extraction	4.1	3.0	40
Installation maintenance and repair	3.9	4.7	67.9
Military specific	2.8	4.0	80
Arts, design, entertainment, sports and media	2.6	2.5	52.6
Legal	2.1	3.2	86.7
Food preparation and serving	2.1	1.0	26.7
Personal care and service	1.8	1.5	46.2
Building and grounds	1.7	1.2	41.7
Production	1.5	1.0	36.4
Community and social	1.2	0.7	33.3
Healthcare support	0.8	1.5	100
Life, physical, and social sciences	0.6	0.7	75
Farming, fishing, and forestry	0.3	0.2	50

**Table 7.2 Industry of Prince William County Workers**

Industry	Percentage of PWC Workforce	Percentage of Commuting Workforce	Percentage of Occupation that Commutes
Public administration	25.6	35.6	78.2
Educational services	10.2	4.6	25.3
Health care and social assistance	9.1	8.0	49.3
Professional, scientific and technical	7.2	8.5	66.0
Retail trade	7.2	5.6	43.4
Information	6.8	8.2	68.0
Other services (except pub. admin.)	6.3	6.3	56.5
Transportation and warehousing	6.1	5.8	53.3
Construction	5.9	5.1	48.8
Finance and insurance	3.7	4.4	66.7
Accommodation and food services	2.5	1.7	38.9
Real estate, rental and leasing	1.9	1.2	35.7
Arts, entertainment and recreation	1.6	0.5	16.7
Administrative and support and waste management and remediation services	1.5	1.0	36.4
Manufacturing	1.4	1.2	50.0
Utilities	1.4	1.0	40.0
Wholesale trade	1.1	1.2	62.5
Agricultural, forestry, fishing and hunting	0.4	0.2	33.3
Mining	0.0	0.0	0.0

**Table 7.3 Employment Sector of Prince William County Workers**

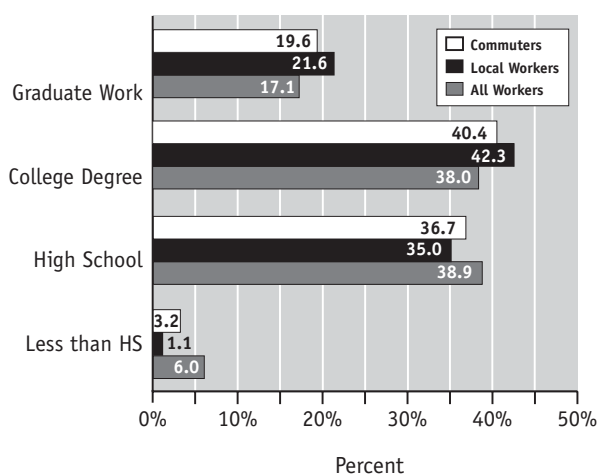
Employment Sector	Percentage of PWC Workforce	Percentage of Commuting Workforce	Percentage of Sector that Commutes
Private company	52.3	50.7	55.5
Federal government	21.8	32.0	83.9
Local government	12.1	5.5	25.8
Non-profit organization	7.7	7.7	57.6
Own business	4.0	2.5	35.5
State government	2.1	1.6	43.8

shows the percentage of the workforce accounted for by a particular occupation. For instance, 14 percent of the Prince William County workforce is employed in management occupations, 12.6 percent in office and administrative support, and so on. The second column gives the percentage of the commuting workforce accounted for by an occupational group. So while management occupations account for 14 percent of the total workforce, they account for 14.8 percent of the commuting population. Finally, the third column indicates the percentage of each occupational group that commutes to work. We can see from the third column that 59.4 percent of managers commute to work, that is, work outside Prince William County and drive longer than 30 minutes to work.

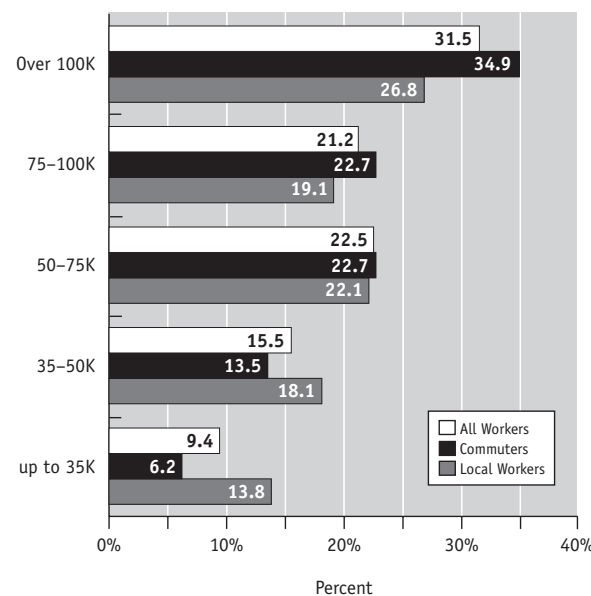
Table 7.2 provides the same information by Industry and Table 7.3 by Employment sector.

At the request of the County, we examined in more detail the socio-economic characteristics of commuters. Figures 7.7 and 7.8 illustrate the relationship between commuter status and education and income. Figure 7.7 shows that more highly educated workers are more likely to be in the commuter category, while those with less education were more likely to be local workers. Similarly, the higher the respondent's family income, the more likely he or she was to be a commuter, as is shown in Figure 7.8. There were no significant differences by racial groupings.

**Figure 7.7 Commuter Status and Education**



**Figure 7.8 Commuter Status and Income**



## 8

**CONCLUDING SUMMARY**

The 2002 Citizen Satisfaction Survey continues the good news that the Center for Survey Research has reported to the leadership of Prince William County over the years of the survey. In previous chapters, we have discussed satisfaction with specific County services. In conclusion, we will consider the entire list of services our survey has rated.

Table 8.1 shows the satisfaction ratings for the services and programs, in the order in which they were discussed in the preceding chapters, for this year and for the most recent five years in which a specific satisfaction item has been included in the survey. The superscripted numbers in this table indicate statistically significant changes in satisfaction levels between years, including between this year and any of the nine preceding years.

**Changes from 2001**

In many categories of service there was little change to report since 2001. On the whole, citizen satisfaction levels remained constant.

However, four items showed change:

- The only item to show an increase in satisfaction level from 2001 was satisfaction with the appearance of new development, up to 84.1 percent from 79.9 percent in 2001.
- Satisfaction with the County's efforts to attract new jobs and businesses decreased from 75.8% in 2001 to 71 percent in 2002. This change is even more significant when compared with the 2000 level of 80.2 percent.
- Satisfaction with the County's efforts to prevent neighborhood deterioration decreased from 73.6 percent in 2001 to 68.9 percent in 2002.
- Satisfaction with the County's rate of growth decreased from 59.8 percent to 53.4 percent, and is one of the lowest rated items in our survey.

**Changes from 2000 on Non-Core Survey Items**

Several items were returned to the survey this year, according to the rotating schedule we have devised

with the County. An examination of the data for the last time these questions were asked, in 2000, also shows very little change.

- Levels of satisfaction with safety in business areas, daytime and at night, show virtually no change since 2000.
- However, satisfaction with programs to prevent crime has decreased from 85.1 percent in 2000 to 80.5 percent this year.
- Satisfaction with providing help to those with emotional problems has also decreased significantly, from 79.8 percent in 2000 to 71.7 percent in 2002. This level represents an approximate return to the 1993 level of satisfaction on this item.
- Providing help to people in financial need has not changed in its level of satisfaction.

**Other Changes**

Another significant decrease to note is in satisfaction with opportunities for citizen input on development items. Its satisfaction level of 61.2 percent is not statistically different from last year's 65.7 but does represent a significant decrease from 70.8 percent satisfied in 2000.

**Ten-Year Trends**

The overall long-term picture is positive: a combination of steady rates of satisfaction in some indicators and significant improvement in others over the ten survey years. The people of Prince William County are on the whole very satisfied with their County government and quality of life. On all satisfaction items included in the 2002 survey, where significant changes in citizen satisfaction have occurred since the baseline survey taken in 1993, these changes have been in the direction of greater satisfaction. Those indicators showing improvement, and the increase in percentage satisfied for each such indicator since 1993 are as follows:

- Satisfaction with opportunities for voter registration, up 6 percentage points;
- Satisfaction with information on government services, up nearly 10 points from 1993;
- Overall satisfaction with the police department, up more than 4 percentage points since 1993;
- Satisfaction with helping the elderly, up more than 10 points;



- Overall satisfaction with the Department of Social Services, up 12 percentage points;
- Satisfaction with the landfill, up 4 points;
- Satisfaction with efforts to attract new jobs and businesses, down almost ten points from its high in 2000, and but still up nearly 7 points from 1993;
- Satisfaction with value for tax dollar, up more than 12 percentage points;
- Satisfaction with providing help to people with financial need is up more than 11 points from 1993.

On two items, efforts to prevent neighborhood deterioration and efforts to help those with emotional problems, satisfaction fell in 2002 to its original 1993 level.

### Services Ranked by Satisfaction Level

Table 8.2 is a list of satisfaction items, ranked from those with the highest levels of satisfaction to the lowest. The respondents rated 41 specific services and provided a general rating of satisfaction with government services and quality of life in Prince William County. The general County government rating, perhaps the single most important item in the survey, has a high satisfaction level of 92.9 percent, statistically unchanged from 2001. About 35.3 percent said they were “very satisfied” with the services of the County government in general. The highest rated satisfaction items in our survey related to the libraries, the landfill, emergency services, and opportunities for voter registration. Twenty-nine of the 41 ranked satisfaction items scored ratings of 80 percent or better. Three items received satisfaction ratings less than 60 percent: ease of getting around in Prince William County, satisfaction with the County’s growth rate, and satisfaction with planning and land use.

Table 8.3 is a list of all satisfaction items, categorized by level of visibility (the percentage of respondents who were able to rate an item) and satisfaction level. Figure 8.1 illustrates those numbers graphically.

### Conclusion

We wish to stress once again, as we have in previous chapters, that the reasons for citizens’ satisfaction with any particular service relates not merely to its actual quality, but also to citizens’ expectations of its quality, or to their own informal cost-benefit analyses regarding the usefulness of a given service to them. These figures are subject to change as people’s life circumstances and expectations change. We must also stress that a citizen satisfaction survey is only one of many possible indicators of the actual quality of the work a public agency is doing, and our findings must of course be weighed against other objective and qualitative indicators when policy and resource allocation decisions are made.

Having said this, Prince William County certainly can take continuing pride in the high levels of satisfaction its citizens have indicated toward most County government agencies, services, and programs, and in the general improvement in citizen satisfaction levels, overall and with several specific areas, since we began these surveys in 1993. It is our hope, that among the many factors taken into account in assessing County services and programs, this survey series will continue to be of help to decision-makers and citizens as they work to continue to improve public services and programs for the people of Prince William County.

**Table 8.1 Summary Table: Trends in Satisfaction Items, 1993 and 1998–2002**

		PERCENT SATISFIED					
Item Number	Satisfaction Item	1993	1998	1999	2000	2001	2002
	<i>General Satisfaction with Services and Taxes</i>						
CTYSAT97	Services of the County Government in General	90.5	93.3 <sup>2</sup>	89.3 <sup>3,5,6</sup>	93.5 <sup>7</sup>	91.8	92.9 <sup>2,7</sup>
VOTE	Voter Registration	91.5	98.6 <sup>1,2</sup>	95.6 <sup>1,3,6</sup>	95.5 <sup>1,6</sup>	96.4 <sup>1,3,6</sup>	97.1 <sup>1,2,3,4</sup>
GOVTSERV	Information on Government Services	70.9	80.2 <sup>1,2,3</sup>	74.6 <sup>4,5,6</sup>	86.9 <sup>1,5,6,7</sup>	79.6 <sup>1,2,3,7,8</sup>	80.8 <sup>1,2,3,7,8</sup>
	<i>Public Safety</i>						
FIRE	Fire Protection	97.2	96.8	96.6	97.3	97.3 <sup>2</sup>	97.5 <sup>2</sup>
RESCUE	Medical Rescue	96.6	97.8 <sup>2,5</sup>	95.4 <sup>6</sup>	97.0	96.7	97.6 <sup>5,7</sup>
AMCRIME	Safety in Neighborhood in Daylight	—	91.7	94.2 <sup>3,4,5,6</sup>	93.3 <sup>5</sup>	93.2 <sup>5</sup>	91.3 <sup>7</sup>
PMCRIME	Safety in Neighborhood in Dark	—	82.8 <sup>5</sup>	83.9 <sup>4,5</sup>	86.5 <sup>4,5,6</sup>	87.8 <sup>3,4,5,6,7</sup>	85.6 <sup>3,4,5</sup>
DYCRIMEB	Safety in Business Areas in Daytime	—	92.5 <sup>3</sup>	90.2	93.0	—	90.9 <sup>3</sup>
NTRIMEB	Safety in Business Areas at Night	—	81.3 <sup>3,4,5</sup>	72.7 <sup>6</sup>	82.1 <sup>4,5,7</sup>	—	77.9 <sup>3,5,7</sup>
ATTITUDE	Police Behaviors Toward Citizens	—	86.8	85.8	87.5	85.9	86.7
DRUGS	Reducing Illegal Drugs	79.2	84.5 <sup>2</sup>	83.5 <sup>2</sup>	82.9	82.9 <sup>2</sup>	83.6 <sup>2</sup>
POLICE	Overall Satisfaction with Police	88.7	92.2	91.6	93.0 <sup>1</sup>	91.6	93.0 <sup>1,2</sup>
EMSATIS	911 Phone Help	—	94.0 <sup>2,4,5</sup>	91.6	95.6 <sup>4</sup>	91.2	93.3
EMASSTB	Assistance on the Scene	—	91.8 <sup>2,3,4,5</sup>	88.0	92.9 <sup>4</sup>	—	89.3
EMTIMEB	Time for Help to Arrive	—	83.3	82.3	87.5	—	80.8
PREVENTB	Crime Prevention Programs	83.4	83.0	84.0	85.1	—	80.5 <sup>3,8</sup>
	<i>Cultural and Social Services</i>						
LIBRARY	Library Services	94.9	98.5 <sup>2,4,5</sup>	97.7 <sup>1,5</sup>	96.9	96.8 <sup>6</sup>	96.8 <sup>6</sup>
PARK	Park & Recreation Facilities	88.7	86.3 <sup>3</sup>	88.9 <sup>3</sup>	90.7 <sup>4,6</sup>	88.4 <sup>3</sup>	88.2 <sup>3</sup>
ELDERLY	Helping the Elderly	68.3	84.9 <sup>1,2,3,4</sup>	82.1 <sup>1,2,4</sup>	83.1 <sup>1,4</sup>	82.6 <sup>1,2,4</sup>	79.1 <sup>1,2,6</sup>
LIBRYSAT	Satisfaction with Library Staff	98.2	98.6	98.7	98.8	99.3	99.1
DSSSAT	Satisfaction with DSS	60.3	77.6 <sup>1,2,3</sup>	69.4	71.7 <sup>1</sup>	73.7 <sup>1,3</sup>	72.5 <sup>1,3</sup>
HLTHSAT	Health Department	84.6	91.9 <sup>3</sup>	88.2 <sup>3</sup>	89.9	88.8 <sup>3</sup>	85.6
MENTLSAT	Mental Health Agency	85.1	78.9	75.7 <sup>1</sup>	82.7	81.6	79.6
PROBLEMB	Providing Help to Those with Emotional Problems	70.1	82.3 <sup>1,2,4</sup>	79.6 <sup>1</sup>	79.8 <sup>1</sup>	—	71.7 <sup>3,5,6,7,8</sup>
FINNEEDB	Providing Help to People with Financial Need	61.0	77.8 <sup>1,2</sup>	76.7 <sup>1,2</sup>	73.5 <sup>1</sup>	—	72.4 <sup>1</sup>

<sup>1</sup>Significantly Different from 1993<sup>4</sup>Significantly Different from 1996<sup>7</sup>Significantly Different from 1999<sup>2</sup>Significantly Different from 1994<sup>5</sup>Significantly Different from 1997<sup>8</sup>Significantly Different from 2000<sup>3</sup>Significantly Different from 1995<sup>6</sup>Significantly Different from 1998<sup>9</sup>Significantly Different from 2001

Table 8.1 (cont'd) Summary Table: Trends in Satisfaction Items, 1993 and 1998–2002

Item Number	Satisfaction Item	PERCENT SATISFIED					
		1993	1998	1999	2000	2001	2002
	<b><i>Communication with the County</i></b>						
HELPFUL2	Helpfulness of Employees on Non-Tax Questions	79.3	78.1	76.1	79.1	82.0	80.0
NET2	County Website	---	---	90.0	92.5	91.0	91.5
	<b><i>Planning and Development Issues</i></b>						
LAND	Planning and Land Use	53.9	55.1	55.2	56.4	53.0	52.8 <sup>4</sup>
LFILLSAT	Landfill	91.7	87.5 <sup>2,3</sup>	94.2 <sup>3,6</sup>	98.1 <sup>1,4,5,6,7</sup>	96.2 <sup>1,4,5,6</sup>	96.1 <sup>1,4,5,6</sup>
NEWJOBS	Attract New Jobs and Businesses	64.3	75.2 <sup>1,2,3</sup>	76.1 <sup>1,2,3</sup>	80.2 <sup>1,6</sup>	75.8 <sup>1,2,3,8</sup>	71.0 <sup>1,3,5,7,8,9</sup>
NEIGHBOR	Prevent Neighborhood Deterioration	67.8	72.0	69.4	71.4	73.6 <sup>1,2</sup>	68.9 <sup>9</sup>
TRAVEL97	Getting Around	---	69.3 <sup>5</sup>	62.7 <sup>6</sup>	62.8 <sup>6</sup>	55.1 <sup>6,7,8</sup>	57.6 <sup>6</sup>
GROWTHC	Growth in County	---	---	---	---	59.8	53.4 <sup>9</sup>
VISDEV	Appearance of New Development	---	81.9 <sup>4</sup>	85.0 <sup>5</sup>	87.0 <sup>5,6</sup>	79.9 <sup>4,7,8</sup>	84.1 <sup>5,9</sup>
INPUTDEV	Citizen Input Opportunity re: Development	---	70.5 <sup>5</sup>	69.4	70.8 <sup>5</sup>	65.7	61.2 <sup>4,6,7,8</sup>
	<b><i>Services and Taxes</i></b>						
VALUE	Value for Tax Dollar	65.5	80.6 <sup>1,2,3,4</sup>	75.9 <sup>1,2</sup>	80.0 <sup>1,4</sup>	79.9 <sup>1,2,3,4</sup>	77.9 <sup>1,2</sup>
EFFNEFF	County Provides Efficient and Effective Service in General	---	91.2	85.0 <sup>5,6</sup>	89.4 <sup>7</sup>	85.0 <sup>5,6,8</sup>	86.8 <sup>6</sup>
SCHL4	School System Provides Efficient and Effective Service	---	78.4	78.1	78.2	77.6	79.2
ADULTC	Adult Learning Opportunities	---	---	---	---	86.1	85.2
LEARNC	Opportunities for Life-long Learning	---	---	---	---	86.8	89.5
PARK2	County Park Authority Provides Efficient and Effective Service	---	93.8	94.9	95.4	94.5	94.3
CTYSERV2	County Service Authority Provides Efficient and Effective Service	---	94.5	91.5	89.9 <sup>6</sup>	91.6	91.8 <sup>6</sup>

<sup>1</sup>Significantly Different from 1993<sup>4</sup>Significantly Different from 1996<sup>7</sup>Significantly Different from 1999<sup>2</sup>Significantly Different from 1994<sup>5</sup>Significantly Different from 1997<sup>8</sup>Significantly Different from 2000<sup>3</sup>Significantly Different from 1995<sup>6</sup>Significantly Different from 1998<sup>9</sup>Significantly Different from 2001

**Table 8.2 Ranked List of Satisfaction Items, 2002**

Rank	Item Number	Satisfaction Item	Percent Satisfied
1	LIBRYSAT	Satisfaction with Library Staff	99.1%
2	RESCUE	Medical Rescue	97.6%
3	FIRE	Fire Protection	97.5%
4	VOTE	Voter Registration	97.1%
5	LIBRARY	Library Services	96.8%
6	LFILLSAT	Landfill	96.1%
7	PARK2	County Park Authority Provides Efficient and Effective Service	94.3%
8	EMSATIS	911 Phone Help	93.3%
9	POLICE	Overall Satisfaction with Police	93.0%
10	CTYSERV2	County Service Authority Provides Efficient and Effective Service	91.8%
11	NET2	County Web Site	91.5%
12	AMCRIME	Safety in Neighborhood in Daylight	91.3%
13	DYCRIMEB	Safety in Business Areas in Daytime	90.9%
14	LEARNC	Satisfaction with Opportunities for Life-long Learning	89.5%
15	EMASSTB	Assistance on the Scene	89.3%
16	PARK	Park & Recreation Facilities	88.2%
17	EFFNEFF	County Provides Efficient and Effective Service in General	86.8%
18	ATTITUDE	Police Behaviors Toward Citizens	86.7%
19	HLTHSAT	Health Department	85.6%
20	PMCRIME	Safety in Neighborhood in Dark	85.6%
21	ADULTC	Satisfaction with Learning Opportunities	85.2%
22	VISDEV	Satisfaction with Appearance of New Development	84.1%
23	DRUGS	Reducing Illegal Drugs	83.6%
24	GOVTSERV	Information on Government Services	80.8%
25	EMTIMEB	Time for Help to Arrive	80.8%
26	PREVENTB	Crime Prevention Programs	80.5%
27	HELPFUL2	Helpfulness of Employees on Non-Tax Questions	80.0%
28	MENTLSAT	Mental Health Agency	79.6%
29	SCHL4	School System Provides Efficient and Effective Service	79.2%
30	ELDERLY	Helping the Elderly	79.1%
31	VALUE	Value for Tax Dollar	77.9%
32	NTCRIMEB	Safety in Business Areas at Night	77.9%
33	DSSSAT	Satisfaction with DSS	72.5%
34	FINNEEDB	Providing Help to People with Financial Need	72.4%
35	PROBLEMB	Providing Help to Those with Emotional Problems	71.7%
36	NEWJOBS	Attract New Jobs and Businesses	71.0%
37	NEIGHBOR	Prevent Neighborhood Deterioration	68.9%
38	INPUTDEV	Satisfaction with Citizen Input Opportunity re:Development	61.2%
39	TRAVEL97	Getting Around	57.6%
40	GROWTHC	Satisfaction with Growth in County	53.4%
41	LAND	Planning and Land Use	52.8%
—	CTYSAT97	Services of the County Government in General	92.9%

**Table 8.3 Satisfaction Items Ranked by Visibility**

Rank	Item Number	Satisfaction Item	Visibility Score	Percent Satisfied
1	TRAVEL97	Getting Around	99.1%	57.6%
2	AMCRIME	Safety in Neighborhood in Daylight	98.0%	91.3%
3	PMCRIME	Safety in Neighborhood in Dark	97.4%	85.6%
4	CTYSAT97	Services of the County Government in General	95.7%	92.9%
5	VISDEV	Satis w appearance of new devel	94.8%	84.1%
6	POLICE	Overall Satisfaction with Police	93.3%	93.0%
7	GROWTHC	Satis w growth in county	92.3%	53.4%
8	DYCRIMEB	Safety in Business Areas in Daytime	91.0%	90.9%
9	VALUE	Value for Tax Dollar	91.0%	77.9%
10	GOVTSERV	Information on Government Services	90.2%	80.8%
11	LIBRARY	Library Services	88.5%	96.8%
12	FIRE	Fire Protection	87.2%	97.5%
13	NTCRIMEB	Safety in Business Areas at Night	86.4%	77.9%
14	LAND	Planning and Land Use	85.5%	52.8%
15	ATTITUDE	Police Behaviors Toward Citizens	85.3%	86.7%
16	EFFNEFF	County Provides Efficient and Effective Service in General	83.6%	86.8%
17	NEIGHBOR	Prevent Neighborhood Deterioration	82.9%	68.9%
18	VOTE	Voter Registration	81.2%	97.1%
19	RESCUE	Medical Rescue	80.0%	97.6%
20	LIBRYSAT	Satisfaction with Library Staff	77.7%	99.1%
21	PREVENTB	Crime Prevention Programs	76.1%	80.5%
22	NEWJOBS	Attract New Jobs and Businesses	75.8%	71.0%
23	PARK	Park & Recreation Facilities	63.6%	88.2%
24	DRUGS	Reducing Illegal Drugs	63.0%	83.6%
25	ADULTC	Satisfaction with Learning Opportunities	59.8%	85.2%
26	INPUTDEV	Satisfaction with Citizen Input Opportunity re:Development	58.3%	61.2%
27	LEARNC	Satisfaction with Opportunities for Life-long Learning	55.6%	89.5%
28	PARK2	County Park Authority Provides Efficient and Effective Service	52.8%	94.3%
29	CTYSERV2	County Service Authority Provides Efficient and Effective Service	50.0%	91.8%
30	HELPFUL2	Helpfulness of Employees on Non-Tax Questions	46.0%	80.0%
31	ELDERLY	Helping the Elderly	43.7%	79.1%
32	SCHL4	School System Provides Efficient and Effective Service	42.3%	79.2%
33	LFILLSAT	Landfill	42.0%	96.1%
34	NET2	County Web Site	40.1%	91.5%
35	FINNEEDB	Providing Help to People with Financial Need	36.3%	72.4%
36	PROBLEMB	Providing Help to Those with Emotional Problems	34.5%	71.7%
37	DSSSAT	Satisfaction with DSS	25.1%	72.5%
38	HLTHSAT	Health Department	22.5%	85.6%
39	EMASSTB	Assistance on the Scene	22.0%	89.3%
40	EMSATIS	911 Phone Help	22.0%	93.3%
41	EMTIMEB	Time for Help to Arrive	22.0%	80.8%
42	MENTLSAT	Mental Health Agency	13.4%	79.6%

**Table 8.4 List of Services in Satisfaction/Visibility Categories**

**High Satisfaction/High Visibility**

Question Name	Service
LIBRYSAT	Satisfaction with Library Staff
RESCUE	Medical Rescue
DYCRIMEB	Safety in Business Areas in Daytime
FIRE	Fire Protection
VOTE	Voter Registration
LIBRARY	Library Services
AMCRIME	Safety In Neighborhood in Daylight
POLICE	Overall Satisfaction with Police
PREVENTB	Crime Prevention Programs
ATTITUDE	Police Behaviors Toward Citizens
EFFNEFF	County Provides Efficient and Effective Service in General
CTYSAT97	Services of the County Government in General
PMCRIME	Safety in Neighborhood in Dark
GOVTSERV	Information on Government Services
VISDEV	Appearance of New Development

**High Satisfaction/Medium Visibility**

Question Name	Service
NET2	County Web Site
HELPFUL2	Helpfulness of Employees on Non-Tax Questions
LFILLSAT	Landfill
PARK2	County Park Authority Provides Efficient and Effective Service
CTYSERV2	County Service Authority Provides Efficient and Effective Service
PARK	Park & Recreation Facilities
LEARNC	Opportunity for Life-long Learning
ADULTC	Adult Learning Opportunities
DRUGS	Reducing Illegal Drugs

**High Satisfaction/Low Visibility**

Question Number	Service
EMSATIS	911 Phone Help
EMASSTB	Assistance on the Scene
EMTIMEB	Time for Help to Arrive
HLTHSAT	Health Department

**Low to Moderate Satisfaction/High Visibility**

Question Number	Service
VALUE	Value for Tax Dollar
NEWJOBS	Attract New Jobs and Businesses
NEIGHBOR	Prevent Neighborhood Deterioration
NTCRIMEB	Safety in Business Areas at Night
GROWTHC	Satisfaction with Growth in County
TRAVEL97	Getting Around
LAND	Planning and Land Use

**Low to Moderate Satisfaction/Medium Visibility**

Question Number	Service
SCHL4	School System Provides Efficient and Effective Service
ELDERLY	Helping the Elderly
INPUTDEV	Satisfaction with Citizen Input Opportunity re:Development
TRANSC	Public Transportation in Prince William County
FINNEEDB	Providing Help to People with Financial Need
PROBLEMB	Providing Help to Those with Emotional Problems

**Low to Moderate Satisfaction/Low Visibility**

Question Number	Service
MENTLSAT	Mental Health Agency
DSSSAT	Satisfaction with DSS

Figure 8.1 Satisfaction by Visibility

