

Prince William County Citizen Satisfaction Survey

REPORT OF RESULTS 2003



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Prince William County Citizen Satisfaction Survey

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Acknowledgements

This report details the eleventh 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 of 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. Monnica Williams, Research Analyst, programmed the survey text for use with computer-assisted telephone interviewing, developed the analysis plan 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. Ryan Hubbard, Senior Research Analyst, was responsible for the debugging of the computer-assisted telephone script, supervision of the data analysis, and the text of the methods report. Ms. Jennifer Wainright, Research Analyst, performed many of the data analyses. Ms. Rena Morse, Project Assistant, compiled most of the figures and tables.

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 surveys@virginia.edu, or via the World Wide Web at: <http://www.virginia.edu/surveys>.

Executive Summary

2003 PRINCE WILLIAM COUNTY CITIZEN SATISFACTION SURVEY

CENTER FOR SURVEY RESEARCH
UNIVERSITY OF VIRGINIA
AUGUST 2003

The 2003 Prince William County Citizen Satisfaction Survey is the eleventh 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 1,484 randomly selected individuals living in the County, was conducted from May 3 to June 11, 2003. As in prior years, the goals of the survey are:

- 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 jobs;
- To assess the importance citizens of Prince William County attach to specified planning goals, to be considered in updating the County's Strategic Plan.

This is the third Prince William County survey to use the alternating-questions survey format. This format, implemented in January 2001 by the County government and CSR staff to control survey length, contains core questions to be asked each year and two sets of questions included in the survey in alternate years. The form is: Core plus group A in one year, followed by Core plus group B in the next year. The 2003 survey includes the core questions, plus many of the questions designated group A. In addition, the 2003 survey incorporates the planning and goals questions last asked in 1999. This year marks the first use of over-sampling to include a larger number of respondents in the rural crescent. The larger sample size allows for a more detailed look at the responses from the less populated areas in the county. Geographic weighting was used to generalize results to the entire county without over-representing any particular district.

Changes from 2002

In many categories of service there was little change to report since 2002. Citizen satisfaction levels remained relatively constant.

However, six items showed change:

- Satisfaction with citizen input opportunity regarding development increased from 61.2 percent in 2002 to 69.2 percent in 2003.
- Satisfaction with value for tax dollar increased from 77.9 percent in 2002 to 82.7 percent in 2003.
- Overall satisfaction with the county government decreased from 92.9 percent in 2002 to 89.6 percent in 2003.
- Satisfaction with information on government services decreased from 80.8 percent in 2002 to 75.3 percent in 2003.
- Satisfaction with the appearance of new development decreased from 84.1 percent in 2002 to 80.0 percent in 2003.
- Satisfaction with in-county travel decreased from 57.6 percent in 2002 to 52.5 percent in 2003.

Changes from 2001 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 2001, shows relatively little change.

Only three of the items last asked in 2001 had significantly different levels of satisfaction in 2003:

- Satisfaction with county appearance with regard to trash along roadways and in neighborhoods increased from 78.8 percent in 2001 to 82.5 percent in 2003.
- Satisfaction with county appearance with regard to deteriorated buildings increased from 76.7 percent in 2001 to 80.4 percent in 2003.
- Satisfaction with the ease of getting around Northern Virginia decreased from 37.3 percent in 2001 to 33.1 percent in 2003.

Changes from 1999 on Goal Items

The list of items pertaining to planning goals and needs developed in 1995, and repeated in 1999, was repeated in this year's survey. Two of the original items were reworded. The changes in importance ratings between 1999 and 2003 are outlined below.

Prince William residents desire a safe community, quality education for their children, and more high-paying jobs. They want to improve the county's road network while protecting the natural environment. Social services are a moderate priority as are cultural diversity and affordable housing. These priorities, while consistent with those found for the goals in 1999, differ in the following ways:

Two items have significantly increased in importance to residents since 1995: improving the county's road network moved up from sixth to fourth in importance, and meeting the basic needs of low-income residents went from sixteenth in 1995 to ninth this year.

Goals that significantly dropped in importance from prior years include expanding regional cooperation, expanding child-care services, and increasing the county's ability to generate revenue.

Ten-Year Trends

The overall long-term picture remains positive: a combination of steady rates of satisfaction in some indicators and sustained improvement in others over the annual surveys. Prince William County residents are on the whole very satisfied with their County government and quality of life. On most satisfaction items included in the 2003 survey, where significant changes in citizen satisfaction have occurred since the baseline survey taken in 1993, changes have been in the direction of greater satisfaction or continued high levels of satisfaction with minor fluctuations from year to year. Those indicators showing a general trend of improvement are as follows:

- Satisfaction with information on government services is up nearly 4 points from 1993.
- Satisfaction with opportunities for voter registration is up 4 percentage points.
- Overall satisfaction with the police depart-

ment is up more than 4 percentage points since 1993.

- Satisfaction with helping the elderly is up more than 9 points.
- Overall satisfaction with the Department of Social Services is up 9 percentage points.
- Satisfaction with the landfill is up 5 points.
- Satisfaction with value for tax dollar is up more than 17 percentage points.

Exceptions to this trend of increased satisfaction are:

- Satisfaction with the County's mental health agencies is down nine points from 1993.
- Satisfaction with efforts to attract new jobs and businesses is back to its 1993 level, from a peak 15 points higher in 2000.

Overall Quality of Life

With regard to 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 7.25 in 2003, a statistically significant improvement. The 2003 mean rating is not statistically different from last year's mean.

New Questions in 2003

The 2003 survey included one new satisfaction item.

- Roughly seventy percent of respondents were satisfied with mosquito control in the county.

Conclusion

The respondents rated 55 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, continues to have a high satisfaction level of 89.6 percent, a slightly lower level than that found in 2002. About 30.6 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. Thirty-two of the fifty-five ranked satisfaction items scored ratings of 80 percent or better. Eight items received ratings less than 60 percent: efforts to preserve open space, appearance of illegal signs along major roads, public transportation, planning and land use, ease of travel around Prince William County, satisfaction with growth in the county, coordination of development with road systems, and ease of travel around Northern Virginia.

Our survey suggests that most residents of Prince William County are satisfied with the services they receive. The reductions in satisfaction levels on some items also indicate areas where improvements might be made. A more detailed discussion of findings can be found in the body of the report. This detailed information is offered to 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



CHAPTER 1: Introduction and Summary of Methods

Overview

The 2003 Prince William County Citizen Satisfaction Survey is the eleventh 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 1,484 randomly selected individuals living in the County, conducted in the spring of 2003, marks the third 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 is: Core plus Group A in one year, followed by Core plus Group B in the next year. The 2003 survey includes the Core questions plus many of the questions designated Group A.

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;
- To assess the importance citizens of Prince William county attach to specified planning

goals, to be considered in updating the County's Strategic Plan.

The complete 2003 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. At the end of the report is an index for satisfaction variables appearing in the report.

"I appreciate the opportunity to express myself to the County government. I hope my interaction will help make improvements and hope many others will cooperate too."

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. Strategic planning goals are reviewed in Chapter 3. Satisfaction with County services is examined in detail in Chapter 4. Chapter 5 looks at the issue of communication with the County, while development, growth, transportation, and County appearance are considered in Chapter 6. Chapter 7 examines general attitudes toward government, taxes and educational opportunities. Chapter 8 provides information about employment and commuting in Prince William County. Chapter 9 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 2003 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, 1999 to 2003. Important significant differences among subgroups in the population are reported. The margin of error for the 2003 survey is ± 2.5 percentage points.

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 relevant *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.

- Age. Age was divided into five categories for most analyses: 18-25, 26-37, 38-49, 50-64, and over 64.
- Education level. Persons with some high school, high school graduates, some college, four-year degrees, some graduate work, including professional and doctorate degrees, were compared.
- Marital status. Respondents presently married were compared with those in any other category (separated, divorced, widowed, or never married).
- Work status. Persons in the labor force working full-time, working part-time, or looking for work were compared with those not in the labor force: retirees, homemakers, and students.
- Military Status. This year we compared persons in the armed forces — serving currently, on reserve, and veterans — to those who had never served.
- Household income. Seven categories of self-reported annual household incomes were compared: Less than \$15,000; \$15,000 to \$34,999; \$35,000 to \$49,999; \$50,000 to \$74,999; \$75,000 to \$99,999; \$100,000 to \$150,000; and more than \$150,000.
- Homeowner status. This year we also compared homeowners with renters on satisfaction items.

- Race/ethnicity. Whites, African-Americans, Asians, and "others" were compared. Hispanic respondents were also compared with non-Hispanic respondents.
- Gender. Women were compared with men.
- Geographic area. The study areas, shown in Figure 1-1, include four regions 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. These are called North County, Gainesville-Linton Hall, Mid-County, and Brentsville. Our subgroup analysis of geography reflects these changes. Residents of the cities of Manassas and Manassas Park and 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 the rural crescent, 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 receive and what they think they ought to receive. 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 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 perceive the costs of the service differently, or 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 screening 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 9 of this report.

Summary of Methods

This survey was conducted by telephone in order to ensure the broadest possible representation of results. For most households, CSR employed a random-digit dialing method that ensures that all households in the County with telephones were equally likely to be selected for interviews (6627 numbers); for the remainder we utilized the electronic white pages (1700 numbers). According to respondents, about 18 percent of calls were to unlisted numbers.

We conducted all interviews from CSR's Computer-Aided Telephone Interviewing (CATI) laboratory in Charlottesville, Virginia. Interviews were conducted from May 3 to June 11, 2003, 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 32,683 dialing attempts were made in the course of the survey, involving a sample of 8,327 different attempted 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 1,484 interviews, for a final response rate estimated at 26.8 percent or more of the number of qualified households in our original sample. The final version of the in-

interview took approximately 21 minutes to complete.

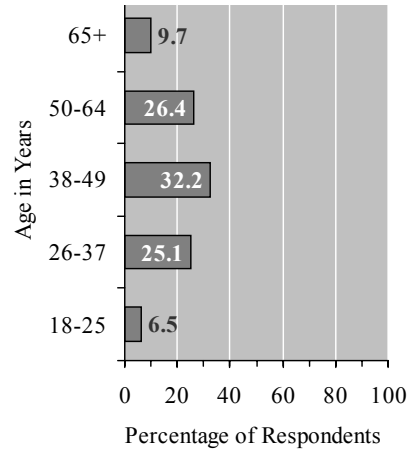
Based on a sample of 1,484 respondents, the survey has a sampling error of plus or minus 2.5 percentage points. This means that in 97.5 out of 100 samples of this size drawn from Prince William County, the percentage results obtained for each question in each sample would fall in a range of ± 2.5 percent 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 2003 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 approximately 5 percent 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 percent in satisfaction may not be statistically significant. Further details on the sample and method may be found in Appendix B of this report.

Demographic Profile

Each year we ask respondents some questions about themselves and their households to allow for analysis of the data by personal and social characteristics. The demographic profile this year was similar to prior years. Women were slightly over-represented in our sample at 57.2 percent. In terms of age, 6.5 percent of our sample was between 18 and 25, 25.1 percent were between 26 and 37, 32.2 percent were between 38 and 49, 26.4 percent were between 50 and 64, and 9.7 percent were 65 and older.

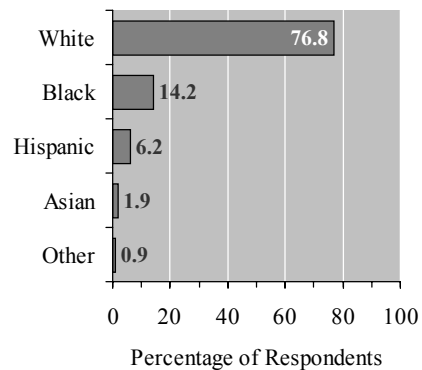
Figure 1-2: Age of Respondents, 2003



Slightly less than two-thirds of our respondents were married (65.1%); 14.7 percent were divorced or separated, 4.3 percent were widowed, and 15.9 percent were never married. Forty percent of homes had children under the age of five, 62.5 percent had children between five and twelve, and 61.2 percent had teens from age thirteen to seventeen.

To report race, we asked respondents what race they considered themselves to be, and whether they considered themselves Hispanic. Over three-quarters of our sample (76.8%) were white, 14.2 percent were black, 1.9 percent were Asian, and 0.9 percent said they were something else (*i.e.* Native American, Pacific Islander, etc). Slightly more than 3 percent of our sample refused to answer the question about race. Over 6 percent of our sample said they considered themselves to be Hispanic.

Figure 1-3: Race of Respondents, 2003

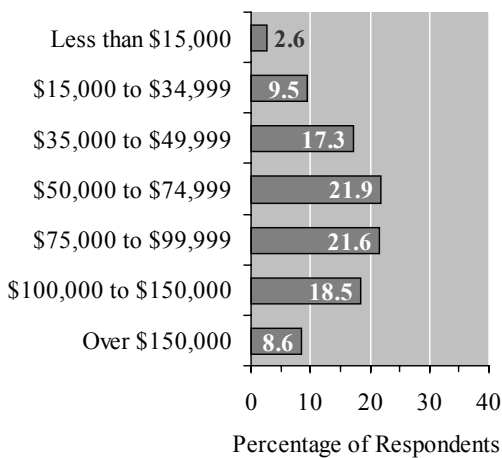


Approximately 66 percent were working full-time, and an additional 7 percent were working part-time. Among those not employed, 8.0 percent were homemakers, 12.3 percent were retired, 2.0 percent were students, and those looking for work made up 2.4 percent.

Three quarters of our respondents had never served in the military, while 5.7 percent were currently serving on active duty, 1.0 percent were currently in the reserves, and 16.5 percent had past military service.

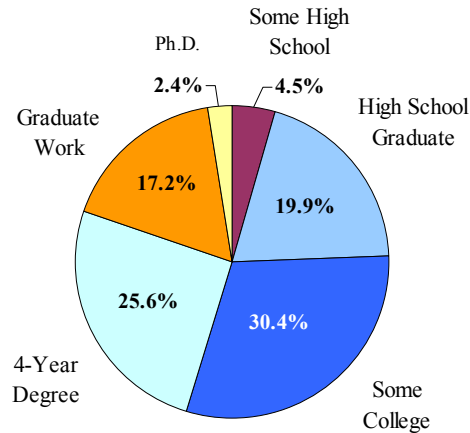
The median annual household income for our sample fell into the \$50,00 to \$74,999 range, with 12.1 percent of the sample reporting household incomes under \$35,000 and 48.7 percent having incomes over \$75,000.

Figure 1-4: Household Income, 2003



In terms of education, 4.5 percent had not graduated from high school. Three-quarters had at least some college education. Forty-five percent had at least a 4-year degree, and 19.6 percent had completed some graduate education.

Figure 1-5: Educational Level, 2003



Most of our respondents live in a home that they own (82.2%), while 16.6 percent rent, and 1.2 percent have some other arrangement, such as living with parents. Most of these live in single-family homes (65.3%), while 23.3 percent live in duplexes or townhouses, and 10.8 percent live in apartments. Less than 1 percent live in some other type of structure, such as a mobile home or trailer.

Approximately 6.8 percent have lived in Prince William County less than one year, while 28.4 percent have lived in the County 1 to 5 years, 35.3 percent have lived in the County 6 to 19 years, and 26.6 percent reported living in the County twenty years or more. Almost 3 percent said they had lived in Prince William County all of their lives.

In terms of geographic distribution across parts of the county, 17.2 percent of our sample lived in the Woodbridge/Dumfries area, 14.9 percent in Dale City, 10.9 percent in the Lake Ridge/Westridge/Occoquan area, 6.7 percent in the Sudley/Yorkshire area. The four areas created from the “rural crescent” accounted for 10.4 percent in the Mid-County area, 12.3 percent in Gainesville/Linton Hall, 14.4 percent in the North County area, and 13.3 percent in Brentsville. The population of the rural crescent was oversampled to ensure enough participants for statistically reliable comparisons. These were weighted in the analyses to match the actual population of residents in those areas. For more about the weighting procedure, see the Methodology Report in Appendix B.

CHAPTER 2: Quality of Life in Prince William County

Overall Impression of PWC

In previous years we asked a question about residents' overall impressions of the quality of life in Prince William County. This year we posed this same question, asking residents, "Where [on a scale of 1-10] would you rate Prince William County as a place to live?"—with 10 being the highest and 1 being the lowest.

"I'm happy to be in America and Prince William County... I'm a military man and everything is good here, with excellent services and a safe environment."

This year's mean of 7.25 is essentially identical to last year's mean of 7.26, an indication of the continuing high regard the county's residents have for the quality of life in Prince William County. Figure 2-1 illustrates the distribution of ratings provided by respondents. When divided into three categories, almost half (46.5%) felt the best about the quality of life in Prince William County, while 39.4 percent were in the middle, and 13 percent felt the worst. "Best" was defined as those ratings from #10-8, "Middle" was #7-6, and "Worst" was #5-1.

Figure 2-1: Overall Quality of Life Ratings, 2003

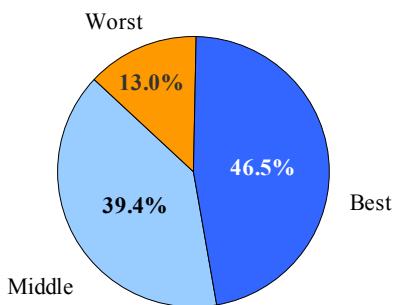
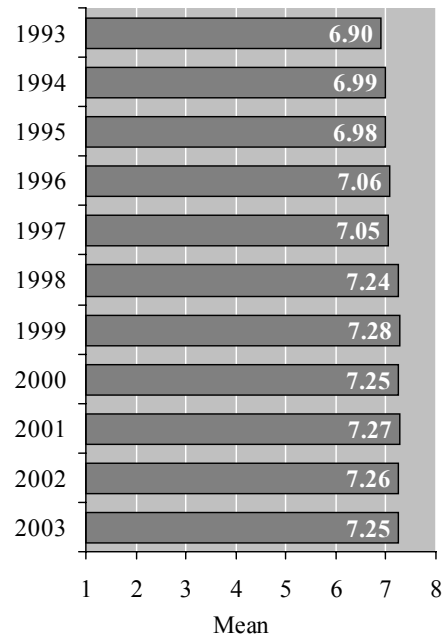


Figure 2-2: Mean Overall Quality of Life Ratings, 1993-2003



Demographic Factors Affecting County Ratings

Our subgroup analysis shows no significant differences between how most minority versus white residents rated the quality of life in the County. The mean rating was 7.27 for whites, 7.30 for blacks, 7.34 for Asians, and 7.11 for "Other." Hispanics rated the quality of life at 7.55, which was significantly greater than that of non-Hispanics, and down from last year's Hispanic rating of 7.89.

County residents with higher incomes were more likely to give the County a higher rating than those with lower incomes. Mean ratings for those making less than \$35,000 and those making \$35,000-\$49,999 annually rated the County at 7.16 and 7.05 respectively. Those making \$50,000-\$74,999 and those making over \$75,000 annually rated the County at 7.31 and 7.38 respectively.

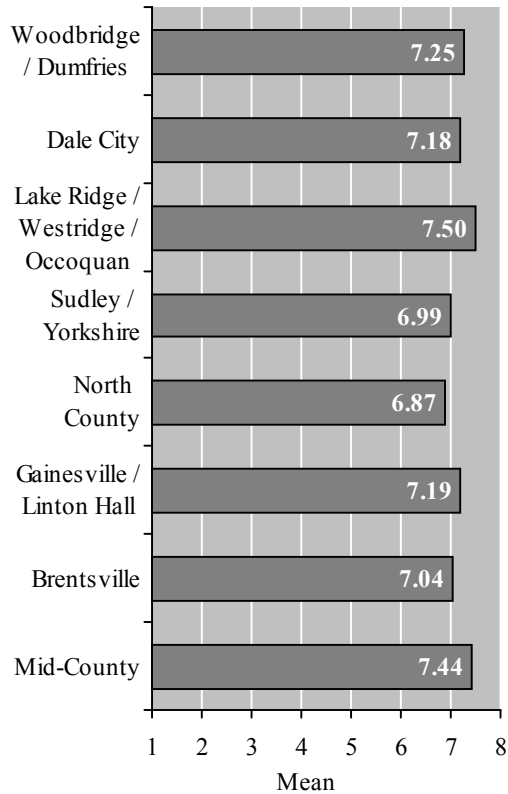
Age played a small role in predicting quality of life ratings in residents. The 26-37 year old group rated the County at 7.09 compared to residents older than 65 years of age, who gave a mean rating of 7.39. Marital status was also a factor, with divorced and never married residents offering the lowest ratings at 7.07 and 7.03

respectively, and married residents the highest at 7.36. Females gave higher ratings than males (7.34 versus 7.13).

"I've been here for over 35 years. I can't complain."

Geographic area was also a determining factor for rating overall quality of life. The highest ratings were given by residents of the Lake Ridge/West Ridge/Occoquan, Mid-County, and Woodbridge/Dumfries areas, with mean ratings of 7.50, 7.44, and 7.25, respectively. Those with the lowest ratings were residents of North County and Sudley/Yorkshire, with mean ratings of 6.87 and 6.99 respectively.

Figure 2-3: Mean Overall Quality of Life Ratings by Area, 2003



CHAPTER 3: Strategic Planning Goals

Importance of Goals

In both 1995 and 1999 we asked residents of Prince William County to assess the relative importance of various broad planning and strategic goals that the County might pursue. As the County Board of Supervisors prepares to update its Strategic Plan for the next four years, we again asked respondents to rate the list of possible goals. The goals presented are the same as in previous years, with only a few small changes. Two questions, #10 and #13, were reworded, and therefore they are not compared to previous years for trends in Table 3-1.

The wording of the question posed to citizens was as follows:

“Over the next year, Prince William County will be updating its strategic plan. We’d like your help in deciding which goals should be most important for the plan. Now I’m going to read a list of things that we might plan for to make Prince William County a better place to live. After I read each one, please tell me how important you think it is as a goal that we should plan for in Prince William County.”

Each respondent rated twelve of the twenty-four goals, selected at random. The possible responses for importance of each goal were “very important, somewhat important, or not that important.”

1. Expanding services and facilities for the homeless
2. Making housing more affordable for all residents
3. Making the County safe from crime
4. Expanding regional cooperation
5. Maintaining or improving the County’s environmental quality
6. Providing better public transportation
7. Providing job training and placement programs
8. Encouraging racial and cultural diversity
9. Expanding treatment programs for people who abuse drugs or alcohol
10. Promoting economic development
11. Bringing more higher-paying jobs to the County

12. Improving the quality of public education
13. Addressing new residential development
14. Emphasizing prevention and self-sufficiency in human services programs
15. Improving the County’s road network
16. Relying more on fees to pay for County services
17. Making sure that tax rates don’t go up
18. Meeting the basic food, shelter, and health needs of low-income residents
19. Improving and expanding parks and recreation facilities
20. Expanding child-care services
21. Increasing use of technology to make it more convenient for you to get services and information from the County government
22. Preventing fire and medical emergencies
23. Expanding the County’s ability to generate revenue
24. Expanding services for the elderly

Table 3-1 lists each goal, ranked in order of perceived importance, and includes a comparison with the average rating of each goal in the 1995 and 1999 surveys. It also shows the percentage of respondents who rated each of the twenty-four strategic planning goals as “very important,” “somewhat important,” and “not that important.” This is translated into a three point scale, with the higher score (3) indicating “very important.” The higher the numeric average reported, the more important the goal to respondents. Figure 3-1 illustrates the average score of each goal for 2003.

The top five goals highlight public concerns. Making the County safe from crime was the most important of the strategic goals, with 89.3 percent rating this item as very important. Next on the list was improving the quality of public education, which 81.0 percent rated as very important. This was followed by prevention of fire and medical emergencies, which 77.6 percent rated as very important. Improving the County’s road network and maintaining the County’s environmental quality were rated as very important by 72.8 percent and 66.1 percent, respectively. This differs from the 1999 and 1995 surveys, where making sure that tax rates do not go up was ranked as number four.

The importance of social services was scattered throughout the list. Expanding services for the

elderly and meeting basic needs of low-income residents were nearer the top, while job training and placement fell in the middle. Services for the homeless, expansion of drug treatment programs, and expanding child-care ranked at the bottom.

Residents made themselves clear about not wanting taxes to increase, strongly endorsing the goal of making sure taxes do not go up. Relying more on fees to pay for county services ranked last on the list, not far from expanding the county’s revenue. Residents also felt that bringing more higher-paying jobs into the county was important.

Overall, Prince William County residents want a safe community, quality education for their children, and more high-paying jobs. They want to improve the county’s road network but also to protect the natural environment, which could be viewed as competing goals. They do not want increases in taxes or expansion of services, except those for the elderly. Social services are a

moderate priority as are cultural diversity and affordable housing.

Changes to Goals over Time

For the most part, goals of Prince William County residents have remained stable. However, there were several areas that evidenced significant changes in priority over previous years. In comparing this year’s goals to 1995 and 1999, two items have significantly increased in importance to residents: improving the county’s road network rose from sixth to fourth in importance, and meeting the basic needs of low-income residents jumped from sixteenth to ninth this year.

Goals that significantly dropped in importance from prior years include expanding regional cooperation, expanding child-care services, and increasing the county’s ability to generate revenue. Making sure tax rates don’t go up also declined in importance, although this item continues to maintain high rankings overall.

Figure 3-1: Strategic Goals, 2003

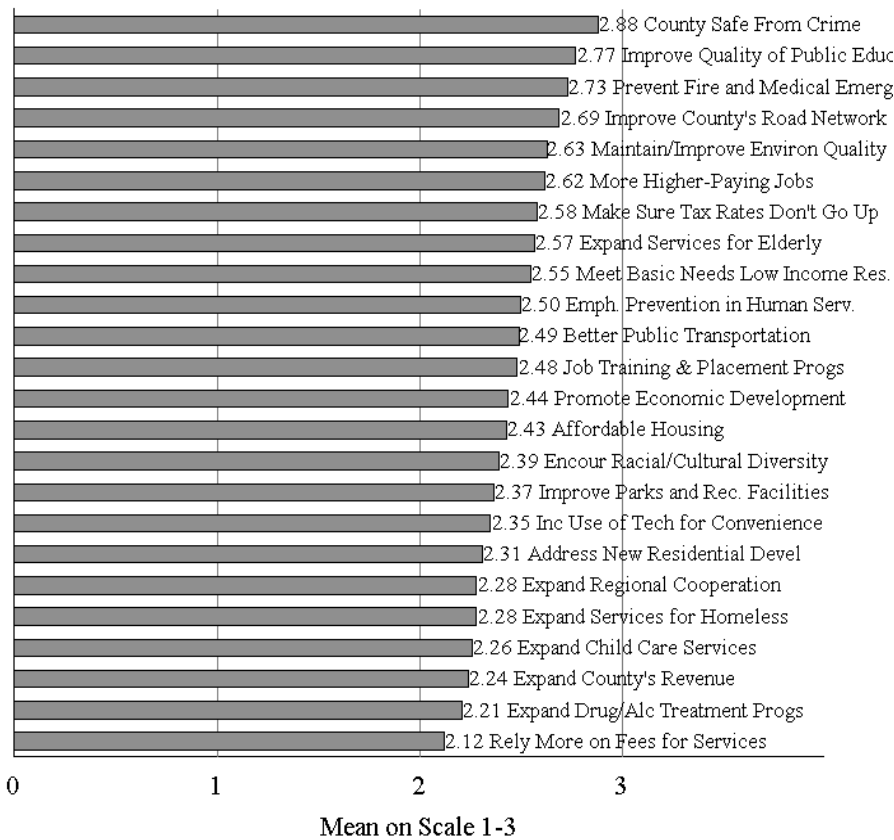


Table 3-1: Trends in Strategic Goals, 1995, 1999, and 2003

Rank 2003	Goal Item	Description	Percent Indicating in 2003			Mean 2003	Mean 1999	Mean 1995	Rank 1999
			Not that important	Somewhat important	Very important				
1	GOALS_3	Making the County Safe from Crime	1.1	9.6	89.3	2.88	2.91	2.89	1
2	GOALS_12	Improving the Quality of Public Education	4.5	14.6	81.0	2.77*	2.83	2.84	2
3	GOALS_22	Preventing Fire & Medical Emergencies	4.1	18.3	77.6	2.73	2.75	2.68	3
4	GOALS_15	Improving the County's Road Network	3.8	23.5	72.8	2.69*	2.61	2.62	6
5	GOALS_5	Maintaining/Improving County's Environ. Quality	3.3	30.6	66.1	2.63	2.60	2.58	8
6	GOALS_11	Bringing More Higher-Paying Jobs to County	5.5	27.4	67.1	2.62	2.61	2.66	7
7	GOALS_17	Making Sure Tax Rates Don't Go Up	6.1	29.4	64.5	2.58*	2.73	2.67	4
8	GOALS_24	Expanding Services for Elderly	5.0	33.0	62.0	2.57	2.62	2.52	5
9	GOALS_18	Meeting Basic Needs of Low Income Residents	5.3	34.8	59.9	2.55*	2.45	2.38	14
10	GOALS_14	Emphasize Prevent. & Self-Suff. In Human Services	6.8	36.4	56.8	2.50	2.52	2.49	10
11	GOALS_6	Providing Better Public Transportation	10.6	30.2	59.2	2.49	2.46	2.51	13
12	GOALS_7	Providing Job Training & Placement Programs	8.8	34.4	56.8	2.48	2.46	2.41	12
13	GOALS_10	Promoting Economic Development	8.1	39.4	52.4	2.44	—	—	—
14	GOALS_2	Making Housing More Affordable	13.3	29.9	56.8	2.43	2.37	2.40	18
15	GOALS_8	Encouraging Racial/Cultural Diversity	14.0	33.5	52.5	2.39*	2.48	2.28	11
16	GOALS_19	Improving Parks & Rec. Facilities	10.2	42.7	47.0	2.37	2.36	2.20	19
17	GOALS_21	Increasing Use of Tech. for Convenience	10.6	43.7	45.6	2.35	2.42	2.32	16
18	GOALS_13	Addressing New Residential Development	15.5	37.9	46.5	2.31	—	—	—
19	GOALS_1	Expanding Services for Homeless	14.8	42.4	42.7	2.28	2.27	2.19	23
20	GOALS_4	Expanding Regional Cooperation	12.2	48.0	39.8	2.28*	2.36	2.36	20
21	GOALS_20	Expanding Child Care Services	19.6	34.4	46.0	2.26*	2.35	2.29	21
22	GOALS_23	Expanding County's Ability to Generate Revenue	16.9	42.4	40.7	2.24*	2.42	2.50	15
23	GOALS_9	Expanding Drug/Alcohol Treatment Programs	16.2	46.3	37.6	2.21*	2.31	2.18	22
24	GOALS_16	Relying More on Fees to Pay for County Services	17.6	52.4	29.9	2.12	2.14	2.22	24

*Significant Change from 1999

CHAPTER 4: Satisfaction with County Services

County Government Services

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 9).

This chapter will report the general level of satisfaction with County government services, and specific services relating to public safety, public services, and social 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 4-1 illustrates the response to this question, and Figure 4-2 illustrates the mean level of satisfaction on this question in 1993 and over the past 5 years, beginning in 1999. This year, the total percentage is 89.6 percent satisfied, which is a small but significant decrease, from 92.9 percent in 2002. A total of 10.4 percent expressed some level of dissatisfaction, with only 2.2 percent very dissatisfied. There were not large differences in satisfaction by race, age, home ownership, gender, or level of education.

There were, however, some differences by geographic region. Residents of Mid-County and Lake Ridge/Westridge/Occoquan expressed above average levels of satisfaction regarding County services in general (about 95%), while residents of North County and Brentsville were less satisfied (about 78%).

Figure 4-1: Overall Satisfaction with County Government Services, 2003

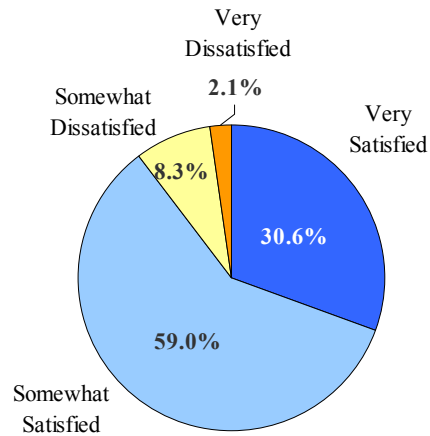
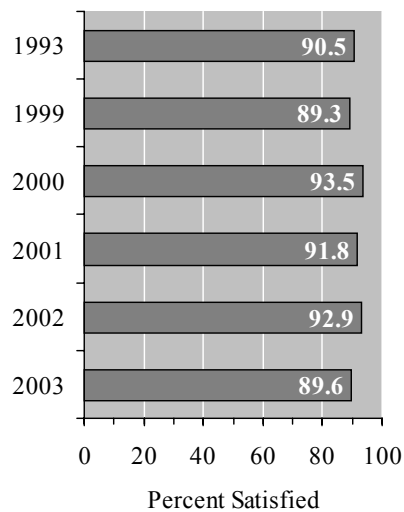


Figure 4-2: Overall Satisfaction with County Government Services, 1993 and 1999-2003



We asked about satisfaction in two areas of County government services, specifically in regard to providing convenient opportunities for voters to register and keeping citizens informed about government services. Over 95 percent were satisfied with voting opportunities, and 75 percent were satisfied with the county’s efforts at keeping residents informed. This represents a high level of satisfaction for these services, but for keeping residents informed it represents a significant decrease from last year, as shown in Table 4-1.

Table 4-1: Trends in Satisfaction with County Government Services, 1993 and 1999-2003

Item Number	Satisfaction Item	PERCENT SATISFIED					
		1993	1999	2000	2001	2002	2003
	<i>General Satisfaction with Government Services</i>						
CTYSAT97	Services of the County Government in General	90.5	89.3 ^{2, 4, 5}	93.5 ⁶	91.8	92.9 ^{1, 6}	89.6 ^{2, 4, 5, 7, 9}
VOTE	Voter Registration	91.5	95.6 ^{0, 2, 5}	95.5 ^{0, 5}	96.4 ^{0, 2, 5}	97.1 ^{0, 1, 2, 3}	95.3 ^{0, 2, 4, 5}
GOVTSERV	Information on Government Services	70.9	74.6 ^{3, 4, 5}	86.9 ^{0, 4, 5, 6}	79.6 ^{0, 1, 2, 6, 7}	80.8 ^{0, 1, 2, 6, 7}	75.3 ^{1, 3, 4, 5, 7, 9}
⁰ Significantly Different from 1993		⁴ Significantly Different from 1997		⁸ Significantly Different from 2001			
¹ Significantly Different from 1994		⁵ Significantly Different from 1998		⁹ Significantly Different from 2002			
² Significantly Different from 1995		⁶ Significantly Different from 1999					
³ Significantly Different from 1996		⁷ Significantly Different from 2000					

Emergency Services

Residents had an opportunity to voice their satisfaction with County emergency services. This included police performance, police attitudes toward citizens, efforts to reduce drug related activity, fire department performance, rescue service performance, and the prevalence of cardio-pulmonary resuscitation (CPR) training among the public.

The great majority of residents, 93.2 percent, are satisfied with the overall performance of the police department, which is approximately the same as in 2002. When reviewing demographic factors related to satisfaction with police performance, those making under \$50,000 per year were less likely to be satisfied (about 90% satisfied), while those making \$50,000-\$75,000 were most likely to be satisfied (99.4%). Blacks were less likely to be satisfied (85.8% satisfied), as were Hispanics (88.5% satisfied). When asked about the efforts law enforcement is making toward reducing the use of illegal drugs, 82.6 percent expressed satisfaction.

This year we also asked residents about satisfaction with the attitude police demonstrate toward the public. Not significantly different from prior years, 85.4 percent were satisfied, but this varied greatly according to demographic factors.

Young people were less likely to express satisfaction (65% for 18-25 year olds), while older residents were more satisfied (93.4% for those over age 64). This same relationship was apparent based on educational attainment as well, with less educated citizens expressing less satisfaction than those with graduate training (71.4% for less than high school education compared to 93.8% for those with Ph.D.s). Divorced and never married residents also expressed less satisfaction than their married and separated counterparts (approximately 79% versus 87% satisfied respectively). Those earning under \$35,000 per year were less likely to be satisfied (70.9%) than those making more (about 87%). Homeowners were more satisfied than renters (87.7% versus 75.0%). There was also a large effect for race, with whites expressing significantly more satisfaction toward police attitudes than other groups. Age effects are illustrated in Figure 4-3, and racial effects are shown in Figure 4-4.

Figure 4-3: Satisfaction with Police Attitude by Age, 2003

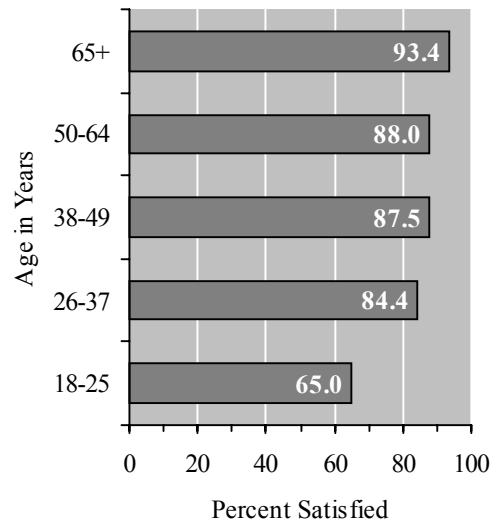
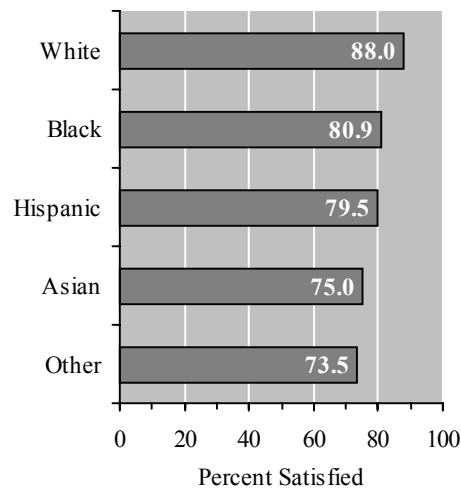


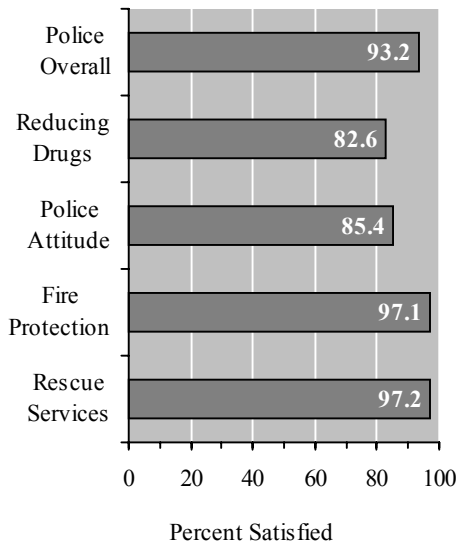
Figure 4-4: Satisfaction with Police Attitude by Race, 2003



In sum, although most residents are satisfied with the overall performance of the police department, younger, minority, less educated, and lower income residents are more likely to feel dissatisfied with the attitude shown by law enforcement officials.

As they have been in the past, residents are very satisfied with fire and rescue services. This year satisfaction with fire fighting was 97.1 percent, and satisfaction with emergency rescue services was 97.2 percent, both of these virtually unchanged from last year.

Figure 4-5: Satisfaction with County Emergency Services, 2003

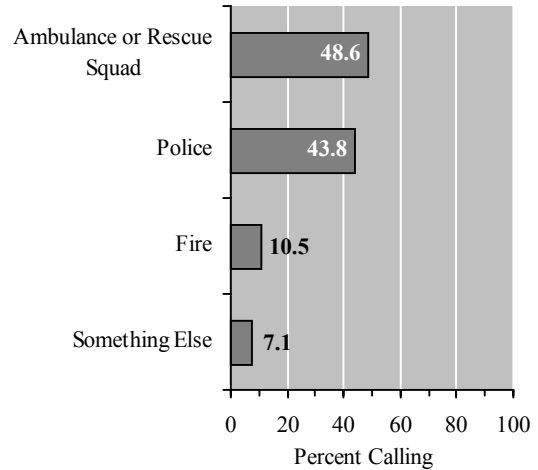


One important safety item that has been asked in previous years is how many people in the home are trained in CPR techniques. Our survey has consistently found that about 70 percent of households in the County have someone trained in CPR, and this year is no exception. The majority of homes, 73.3 percent, have at least one person trained in the technique, while 31.8 percent have two or more. The mean number of persons trained per household is 1.1.

Calling 911

Nearly 22 percent of our respondents had dialed 911 in the past twelve months, about the same as the past two years. Most had called for police (43.8%) or emergency medical service (48.6%). About 10.5 percent had called for fire fighters, and about 7.1 percent for something else. These percentages sum to more than 100 percent because respondents had occasionally called 911 for more than one service. Figure 4-6 illustrates these results.

Figure 4-6: Purpose of 911 Call, 2003



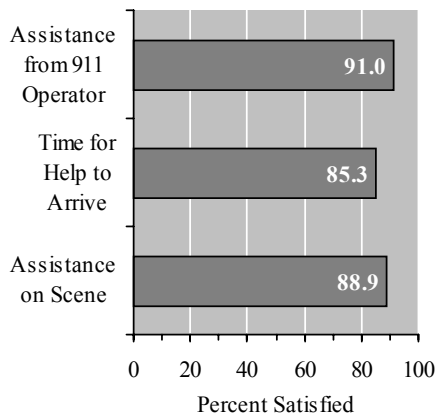
Asked about the last time they called 911, 76.8 percent said they were very satisfied with the help they received from the person who took their call, while an additional 14.3 percent said they were somewhat satisfied, for a total of approximately 91 percent satisfied.

Hispanic residents expressed greater satisfaction with 911 service than last year, with 81.8 percent satisfied (78% last year). This does not differ significantly from the satisfaction level of non-Hispanics. However, African-American residents did express significantly less satisfaction than others (78.3%).

All respondents who had used 911 were also asked questions about the length of time taken for emergency services to arrive. When asked how satisfied they were with the time it took for help to arrive, 72.1 percent were very satisfied, and an additional 13.2 percent were somewhat satisfied, for a total of 85.3 percent satisfied. Again, African-Americans expressed below average satisfaction (70.8%).

We asked those who were dissatisfied how long they had waited for help to arrive. Among those dissatisfied respondents, it took on average 43 minutes for help to arrive after the initial call, but the average time they thought it should take was 16 minutes. Respondents were satisfied with the help they received at the scene. More than three-quarters (80.2%) said they were very satisfied, while an additional 8.8 percent were somewhat satisfied, totaling to roughly 89 percent. Figure 4-7 illustrates the satisfaction findings pertaining to calling 911.

Figure 4-7: Satisfaction with 911 Services, 2003



Safety from Crime

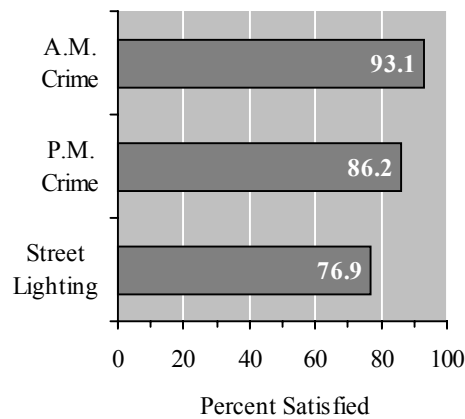
Residents of Prince William County continue to feel safe in their neighborhoods. As we would expect, a smaller number (86.2%) report feeling satisfied with the safety in their neighborhood at night than in the daytime (93.1%). These figures are essentially unchanged from last year. In terms of daytime safety from crime, persons seeking work felt less satisfied (80.0%) than people working full or part-time, as did renters (89.0%) when compared to homeowners. Persons with income less than \$15,000 annually were less satisfied (82.4%) than those with higher incomes, but this difference was not statistically significant. Satisfaction also varied by geographical area, with residents of Dale City, Sudley/Yorkshire, and Brentsville expressing the least satisfaction (89.7%, 91.4%, 91.6%, respectively) and residents of Gainesville/Linton Hall the most satisfied (98.3%).

Satisfaction with neighborhood safety from crime in the evening also differed by work status, as persons looking for work and students expressed less satisfaction (71.4% and 73.3% respectively). Income level and education were also related to satisfaction, with less educated and lower income residents somewhat more likely to express dissatisfaction. Homeowners were more satisfied than renters (87.9% versus 78.8%). There were no significant differences by race or gender. Satisfaction also varied by geographical area, with residents of Dale City and Sudley/Yorkshire expressing the least satisfaction (81.7% and 83.2% respectively) and residents of North County and Gainesville/Linton

Hall the most satisfied (92.6% and 92.5% respectively).

One important factor related to neighborhood safety in the evening is street lighting. We asked residents how satisfied they were with the job the County is doing in providing street lighting where it is needed. The majority (76.9%) were satisfied. Females were somewhat less likely to express satisfaction on this item than males (74.4% versus 80.1%).

Figure 4-8: Satisfaction with Safety from Crime, 2003



Residents were asked how satisfied they were with the County’s animal control services. 81.0 percent expressed satisfaction on this item, a level significantly lower than the peak of 85.4 percent recorded in 2000. This year, for the first time, we asked if they were satisfied with County control of mosquitoes. Residents were somewhat less contented with mosquito control efforts, with 70.7 percent expressing satisfaction. Neither of these items varied significantly by geographical region.

Figure 4-9: Satisfaction with Animal Control, 2003

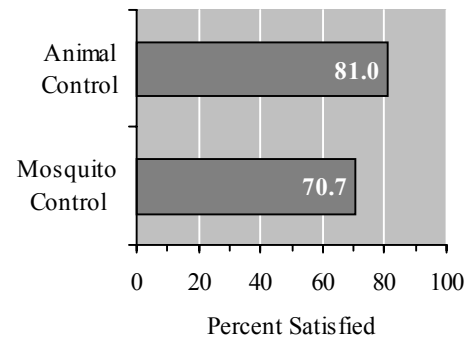


Table 4-2: Trends in Satisfaction with Public Safety Services, 1993 and 1999-2003

Item Number	Satisfaction Item	PERCENT SATISFIED					
		1993	1999	2000	2001	2002	2003
	<i>Public Safety</i>						
POLICE	Overall Satisfaction with Police	88.7	91.6	93.0 ⁰	91.6	93.0 ^{0,1}	93.2 ^{0,1}
DRUGS	Reducing Illegal Drugs	79.2	83.5 ¹	82.9	82.9 ¹	83.6 ¹	82.6 ¹
ATTITUDE	Police Behaviors Toward Citizens	—	85.8	87.5	85.9	86.7	85.4
FIRE	Fire Protection	97.2	96.6	97.3	97.3 ¹	97.5 ¹	97.1 ¹
RESCUE	Medical Rescue	96.6	95.4 ⁶	97.0	96.7	97.6 ^{4,6}	97.2
EMSATIS	911 Phone Help	—	91.6	95.6 ³	91.2	93.3	91.0 ^{4,7}
EMTIMEB	Time for Help to Arrive	—	82.3	87.5	—	80.8	85.3
EMASSTB	Assistance on the Scene	—	88.0	92.9 ³	—	89.3	88.9
AMCRIME	Safety In Neighborhood in Daylight	—	94.2 ^{2,3,4,5}	93.3 ⁴	93.2 ⁴	91.3 ⁶	93.1 ⁴
PMCRIME	Safety in Neighborhood in Dark	—	83.9 ^{3,4}	86.5 ^{3,4,5}	87.8 ^{2,3,4,5,6}	85.6 ^{2,3,4}	86.2 ^{2,3,4,5}
STRLTA	Street Lighting	71.2	75.5	81.4	79.1	—	76.8 ⁰
ANIMALA	Animal Control	84.8	84.3	85.4	83.3	—	81.0 ^{4,7}
MOSCONT	Mosquito Control	—	—	—	—	—	70.6

⁰ Significantly Different from 1993

¹ Significantly Different from 1994

² Significantly Different from 1995

³ Significantly Different from 1996

⁴ Significantly Different from 1997

⁵ Significantly Different from 1998

⁶ Significantly Different from 1999

⁷ Significantly Different from 2000

⁸ Significantly Different from 2001

⁹ Significantly Different from 2002

Public Services

Of course, residents of Prince William County rely on their government for other kinds of services than protection from crime and emergencies. This year we again asked about libraries, parks, and county water/sewer services. Figure 4-10 illustrates the satisfaction levels pertaining to these services.

“I like the efforts that the County is doing in the area of helping the aging. I complement the library, parks and recreation, and the police. It’s a pretty good County government!”

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, 96.3 percent, were satisfied on this item, with 68.7 percent very satisfied. More than three quarters of respondents (77.5%) said they or a member of their household had gone to one of the county libraries or used their services. Of those who had visited the library, 97.8 percent were satisfied with the quality of service they received from the library staff, with 83.7 percent very satisfied. This is a notable decrease from the levels prevailing in prior years.

When asked about the County’s park and recreation programs, two thirds (65.6 %) said they had used the county parks or recreation facilities, and 89.5 percent were satisfied. Most (58.5%) were familiar with the County Park Authority, and the vast majority (93.8%) were satisfied that they provided efficient and effective service.

Over half (55.9%) were familiar with the County Service Authority, which provides water and sewer service to County residents. Most (92.3%) were satisfied that they provide efficient and effective service.

Figure 4-10: Satisfaction with Public Services, 2003



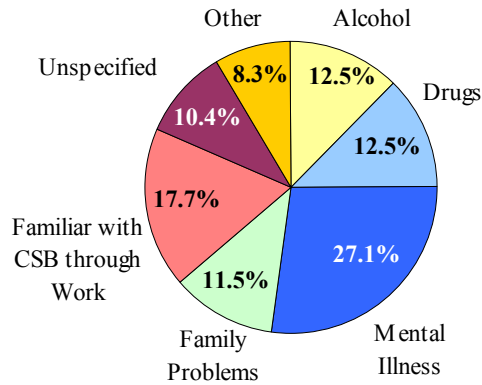
Human Services

We asked a series of questions about health and human services, such as citizen satisfaction with the health department, programs for the elderly, social services, and services for the mentally ill. We first asked respondents if they were familiar enough with these services to be able to rate them, as a relatively smaller number of respondents had experience with them. Regarding the Health Department, a quarter of respondents (24.5%) were familiar enough to rate it. The response was extremely positive, with 86.4 percent expressing satisfaction, which was not a significant change from last year. Seventy-seven percent (77.6%) were satisfied with programs and services available to the elderly, which was not a significant change from last year’s satisfaction rating but is a significant increase from a decade ago (68.3%).

When asked specifically about the County’s Department of Social Services, over a quarter were able to rate it (27.6%), with 69.2 percent expressing satisfaction. This is not a significant change from last year, but does represent a significant increase from 60.3 percent, which was the percent satisfied in 1993.

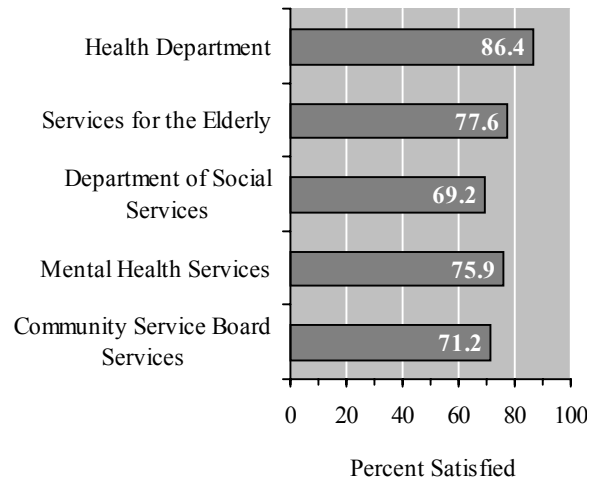
Respondents were asked if they were familiar with the community mental health, mental retardation, and substance abuse services. About thirteen percent were able to rate these, with 75.9 percent expressing satisfaction. This is essentially unchanged since 1993. When asked specifically about the Community Service Board, the community agency charged with delivering low cost mental health services to citizens in need, over 32 percent were able to rate this. The majority, 71.2 percent, expressed satisfaction, which is essentially unchanged from last year, but significantly reduced from five years ago. For the first time, we asked citizens if they, or someone close to them, had direct contact with the local Community Service Board in the past 12 months; over a quarter (26.0%) reported that they had. The purpose of these contacts is illustrated in Figure 4-11.

Figure 4-11: Purpose of Contact with CSB, 2003



Satisfaction for all human service items is shown in Figure 4-12.

Figure 4-12: Satisfaction with Human Services, 2003



Trends for all public and human service items from 1993 and the last five years are shown in Table 4-3.

Table 4-3: Trends in Satisfaction with Public Services, 1993 and 1999-2003

Item Number	Satisfaction Item	PERCENT SATISFIED					
		1993	1999	2000	2001	2002	2003
	<i>Public Services</i>						
LIBRARY	Library Services	94.9	97.7 ^{0,4}	96.9	96.8 ⁵	96.8 ⁵	96.3 ⁵
LIBRYSAT	Satisfaction with Library Staff	98.2	98.7	98.8	99.3	99.1	97.8 ⁸
PARK	Park & Recreation Facilities	88.7	88.9 ²	90.7 ^{3,5}	88.4 ²	88.2 ²	89.5
PARK2	County Park Authority Provides Efficient and Effective Service	—	94.9	95.4	94.5	94.3	93.8
CTYSERV2	County Service Authority Provides Efficient and Effective Service	—	91.5	89.9 ⁵	91.6	91.8 ⁵	92.3
ELDERLY	Helping the Elderly	68.3	82.1 ^{0,1,3}	83.1 ^{0,3}	82.6 ^{0,1,3}	79.1 ^{0,1,5}	77.6 ^{0,1,5,7,8}
HLTHSAT	Health Department	84.6	88.2 ²	89.9	88.8 ²	85.6	86.4
DSSSAT	Satisfaction with DSS	60.3	69.4	71.7 ⁰	73.7 ^{0,2}	72.5 ^{0,2}	69.2 ^{0,5}
MENTLSAT	Mental Health Agency	85.1	75.7 ⁰	82.7	81.6	79.6	75.9
PROBLEMB	Community Service Board	70.1	79.6 ¹	79.8 ⁰	—	71.7 ^{2,4,5,6,7}	71.2 ^{2,4,5,6,7}

⁰ Significantly Different from 1993

¹ Significantly Different from 1994

² Significantly Different from 1995

³ Significantly Different from 1996

⁴ Significantly Different from 1997

⁵ Significantly Different from 1998

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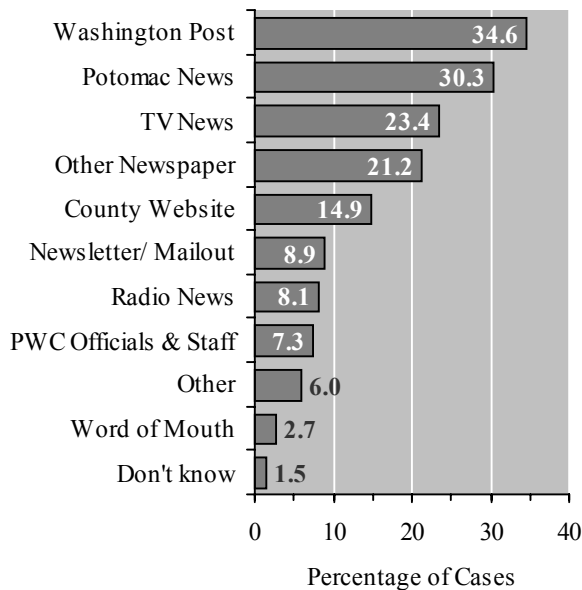
⁹ Significantly Different from 2002

CHAPTER 5: Communication with the County

Information about the County and Government

One important responsibility of the County is to keep citizens informed about the happenings of its government. Citizens pay taxes and voice their opinions through the ballot and other forums. Likewise, they must be able to inform themselves about the work of government in carrying out its duties. For the first time we asked respondents where they get their information about what is going on in Prince William County and its government. The newspaper was the primary source of this information, with 34.6 percent listing *The Washington Post* as a source, 30.3 percent listing *The Potomac News*, and 21.2 percent listing other local newspapers. Television news was cited by 23.4 percent respondents, and the county website was listed by 14.9 percent. These results are described in Figure 5-1.

Figure 5-1: Sources of Information about the County, 2003



Contact with County for Any Purpose

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.

"I've had positive interactions with all County officials. They are meeting my expectations."

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?" About one third of our respondents, 32.7 percent, had contacted the county government. Those aged 38-49 were most likely to have contacted the county (38.4%), and younger residents, aged 18-25 were least likely (22.3%). Residents of Mid County were most likely to have made contact (50.7%), while residents of Sudley/Yorkshire were least likely (21.3%).

Of all those who did contact the County, a total of 80.8 percent were satisfied with the helpfulness of County employees (60.1% were very satisfied). This level of satisfaction represents no change from the level reported for the 2002 survey. Unlike last year, the level of satisfaction did not vary significantly by geographic region. However, satisfaction levels were somewhat lower among those aged 26-37 (74.5%), those making \$35,000-\$50,000 per year (65.5%), males (75.5%), and African-Americans (73.6%).

Contact with County for Tax Purposes

This year we asked residents specifically if they "had any occasion to contact the County about taxes for real estate, personal property, or business license." About one third (29.6%) had contacted the County for this purpose. Two thirds (67.2%) contacted the county by phone, 37.7 percent made contact in person, and 11.5 percent contacted the county by mail.

Of these, 89.4 percent expressed satisfaction with the level of assistance they received from the county employees, with 64.2 percent very satisfied. Most also reported that they were satisfied with the time it took from their request to be answered, with 87.3 percent satisfied, and 68.4 percent of those were very satisfied. These levels of satisfaction are somewhat higher than increases recorded in prior years, although the changes are not statistically significant.

County Web Site

Two questions in the survey pertained to the Prince William County website. Approximately 51.7 percent reported that they had used the website, compared with 40 percent in 2002. This year’s level continues the trend upward from 22.8 percent in 1999, the first year we asked website questions in comparable wording. Figure 5-2 illustrates the increasing use of the PWC government website since 1999.

The degree of use of the county web site is consistent among most age groups, but drops sharply among residents aged 65 and over (18.1%). The web site is less likely to have been used by lower income residents, with 28.9 percent of those making less than \$35,000 having used it. Usage also increases by education level, with 10.8 percent of those without a high school education having used the site compared with approximately 63 percent for those with post-graduate education.

Of those who had used the website, 93.5 percent said they were satisfied with it (56.4% were very satisfied), the same level as 2001. There were no significant differences in satisfaction by age, gender, race, or income.

Figure 5-4 illustrates the satisfaction levels for all communication items in 2002. The trends for the related satisfaction items over past surveys are shown in Table 5-1.

Figure 5-2: Use of County Website, 2003

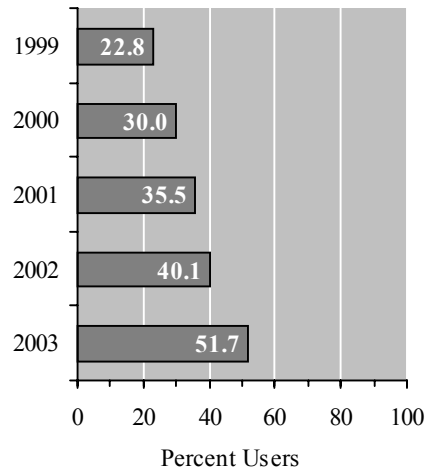


Figure 5-3: Satisfaction with County Website, 2003

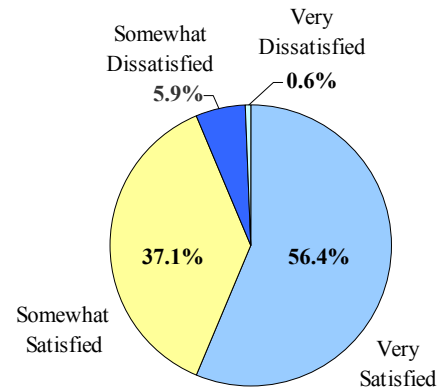


Figure 5-4: Satisfaction with Contacting the County, 2003

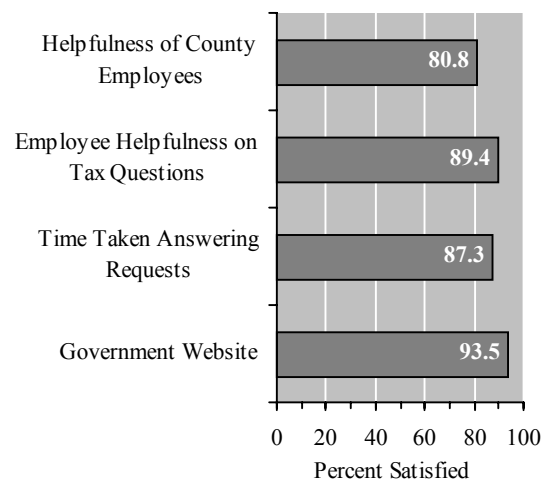


Table 5-1: Trends in Communication Items, 1993 and 1999-2003

Item Number	Satisfaction Item	PERCENT SATISFIED					
		1993	1999	2000	2001	2002	2003
	<i>Communication with the County</i>						
HELPFUL2	Helpfulness of Employees on Non-Tax Questions	79.3	76.8	79.1	82.0	80.0	80.8
HELPFULA	Helpfulness of Employees on Tax Questions	—	75.9 ³	85.0 ⁶	86.8 ^{2,5,6}	—	89.4 ^{2,3,4,5,6}
TIMESATA	Time Taken for Requests to be Answered	—	66.7	79.7 ⁶	86.5 ^{3,6,7}	—	87.3 ^{3,6,7}
NET2	County Website	—	90.0	92.5	91.0	91.5	93.5

⁰ Significantly Different from 1993 ⁴ Significantly Different from 1997 ⁸ Significantly Different from 2001
¹ Significantly Different from 1994 ⁵ Significantly Different from 1998 ⁹ Significantly Different from 2002
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³ Significantly Different from 1996 ⁷ Significantly Different from 2000

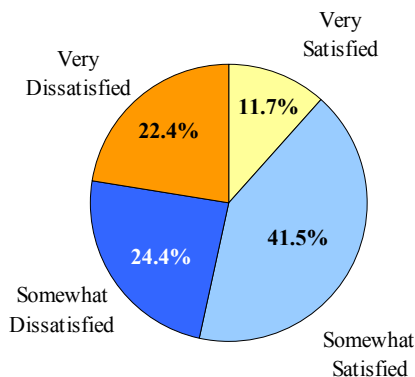
CHAPTER 6: Development Issues

Each year of the survey we have included a series of questions to gauge citizen opinion about land use, appearance, new jobs, ease of travel, waste management, and related issues in Prince William County. Growth and development mean new opportunities for employment but also can bring new demands on infrastructure, such as roads and community facilities. In the free response portion of the survey, many residents commented that the population growth of the County had outpaced the development of necessary roads and other infrastructures. Correspondingly, many of the items reported in this chapter continue to show the lowest level of satisfaction with Prince William County government overall.

Land Use and Development

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 illustrated in Figure 6-1 below, only 11.7 percent said they were very satisfied, and an additional 41.5 percent said they were somewhat satisfied, for a total of 53.2 percent. This level of satisfaction does not significantly differ from 2002.

Figure 6-1: Satisfaction with Planning and Development, 2003



Satisfaction varied by several demographic variables. Those with the greatest annual incomes tended to be the least satisfied; 63.8 percent of those making under \$35,000 were satisfied, compared to 49.7 percent for those making over

\$75,000 annually. Similarly, homeowners were less satisfied than renters (50.7% versus 69.1% respectively). Whites were less satisfied (50.2%) than African-Americans (63.9%) or Hispanics (66.1%). By geography, only 26.6 percent of North County residents were satisfied, and approximately 35 percent of Gainesville/Linton Hall and Brentsville residents voiced satisfaction; the most satisfied group were residents of Sudley/Yorkshire, of whom 61.0 percent said they were satisfied.

“We need to improve the traffic problem, because more developments are being built but the roads are still the same.”

Although satisfaction in this area is comparatively low, most residents (69.2%) were satisfied with opportunities for citizens to provide input into the development process. This is a significant increase from last year’s satisfaction level of 61.2 percent, representing a return to levels realized in 2000 and 2001. Black and Hispanic residents reported more satisfaction on this item (82.4% and 80.0% respectively) than Whites or Asians (67.4% and 64.7% respectively). Males were more satisfied than females (73.2% and 65.7% respectively) with opportunities for input.

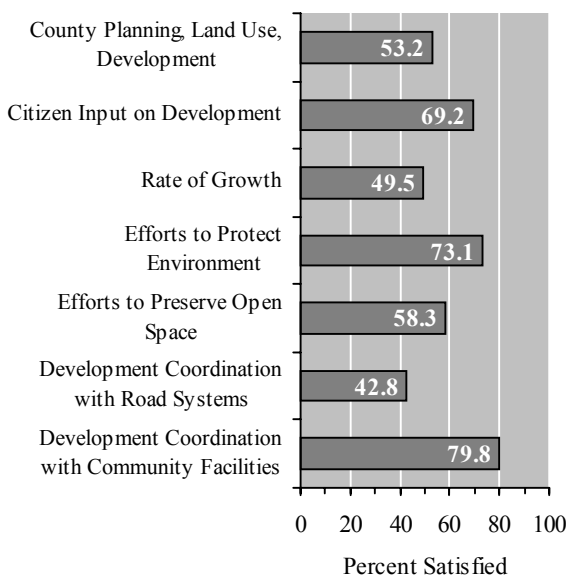
A related question is whether the citizens of Prince William County are satisfied with the rate of growth the County is experiencing. On this question about half expressed satisfaction (49.5%), with 37.2 percent reporting they were somewhat satisfied and 12.3 percent very satisfied. This item varied by certain demographics characteristics, most notably age, with younger residents expressing greater satisfaction than older residents; of those aged 18-25, 65.5 percent expressed satisfaction, while only 40.7 percent of those aged 50-64 did so. Males were more satisfied than females (54.6% versus 45.7%). Whites expressed less satisfaction on this item (47.0%) than blacks (56.5%), Hispanics (55.4%), or Asians (70.4%). Homeowners were less satisfied than renters (47.3% versus 62.3%). Satisfaction also varied by geographic location. Residents of Sudley/Yorkshire expressed the most satisfaction (61.1%) while satisfaction levels hovered around 30 percent for

residents of North County, Gainesville/Linton Hall, and Brentsville.

Returning to the survey this year were items about the County’s efforts to protect the environment and preserve open spaces, which were asked of about half of those surveyed. Among those queried, 73.1 percent were satisfied with efforts at protecting the environment and 58.3 percent were satisfied with efforts to preserve open spaces, agriculture, and forested lands. Two additional rotating questions concerned the county’s efforts at coordinating development. When asked about satisfaction with the way residential and business development is coordinated with transportation and road systems, only 42.8 percent expressed satisfaction. This is the lowest-scoring PWC satisfaction item on the entire survey. When asked about satisfaction with the way residential and business development is coordinated with the location of community facilities, such as police and fire stations, libraries, schools and parks, 79.8 percent expressed satisfaction.

Figure 6-2 illustrates satisfaction levels for land use and development items.

Figure 6-2: Satisfaction with Development Items, 2003



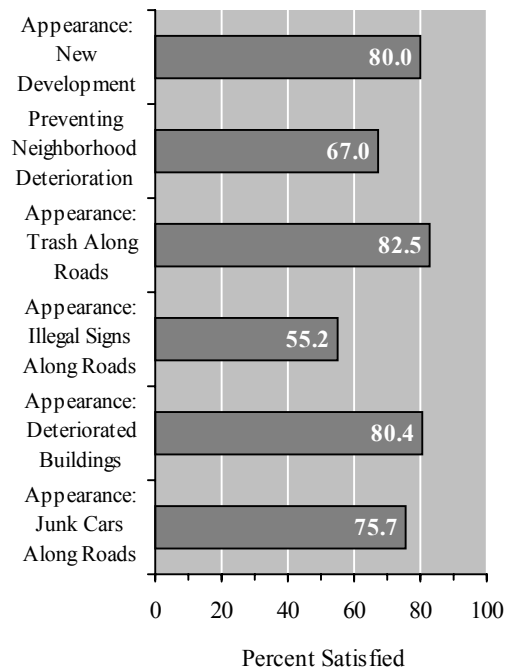
Appearance

A number of questions were posed to residents about the appearance of the county, and most of these are rotating items first asked in 2001. Asked how satisfied they were with the visual appearance of new development, a total of 80.0 percent said they were satisfied, with 30.2 percent saying they were very satisfied. This level of satisfaction represents a significant decrease from previous years. There were no significant differences in satisfaction by geographic area for this item, indicating that the various regions are roughly equivalently impacted by the appearance of new development.

“Growth is inevitable, but farmland and open space should be preserved.”

When asked how satisfied citizens were with the job the county is doing in preventing neighborhoods from deteriorating and making sure the community is well kept, 67.0 percent expressed satisfaction. Asked about the appearance of trash along roadways and neighborhoods, 82.5 percent expressed satisfaction. This is somewhat higher than the 2001 level of 78.8 percent. Satisfaction levels were lower for the appearance of illegal signs and advertisements along major roads, with only 55.2 percent satisfied. Most (80.4%) were satisfied with the appearance of the county in regards to deteriorated buildings and other structures, and three-quarters (75.7%) were satisfied with regards to junk cars on roadways and neighborhoods. There were no significant differences in satisfaction by geographic area for any of these items. Figure 6-3 illustrates mean satisfaction levels for these items.

Figure 6-3: Satisfaction with Appearance Items, 2003



Attracting New Jobs

Asked about satisfaction with the County's efforts to attract new jobs and businesses to the County, a total of 66.4 percent said they were satisfied, with 17.7 percent being very satisfied. Satisfaction with this item is back to its 1993 level from a peak 14 points higher in 2000.

"We need higher paying jobs.
We need more technology companies in the area as opposed to minimum wage jobs."

As we might expect, satisfaction on this item varied by work status, with those looking for work being satisfied only 53.8 percent of the time. The most satisfied groups were homemakers (85.5%) and the retired (75.6%), the groups least likely to be seeking employment. This item also differed by respondent's area of residence in the County. The area with the highest level of satisfaction was Gainesville/Linton Hall, at 79.1 percent. The Dale City and Sudley/Yorkshire areas were also more satisfied than the average, with 74.8 percent and 75.0 percent satisfaction levels, respectively. Below

average were Woodbridge/Dumfries at 59.9 percent, and Lake Ridge/Westridge/Occoquan at 58.5 percent.

Transportation

Getting around 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 approximately 53 percent said they were satisfied, with 17.3 percent being very satisfied and 35.3 percent somewhat satisfied. Statistically, this level represents a significant decrease from 2002. In the free response portion of the survey, many residents voiced concerns about traffic and congestion. However, it should be noted that only 33.1 percent were satisfied with the ease of travel within Northern Virginia but outside of Prince William County.

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, of whom 20.3 percent were satisfied, followed by residents of North County at 31.3 percent, and Brentsville at 34.4 percent. The most satisfied were respondents from Dale City, of whom 61.5 percent were satisfied, followed by Lake Ridge/Westridge/Occoquan at 56.6 percent, Mid County at 55.9 percent, and Sudley/Yorkshire at 55.1 percent. Black and Hispanic residents were more likely to be satisfied with getting around in PWC, at 63.7 percent and 67.5 percent respectively. Younger residents were more satisfied than older residents, with 64.2 percent of those aged 18-25 expressing satisfaction and only 44.4 percent of those over 64 satisfied.

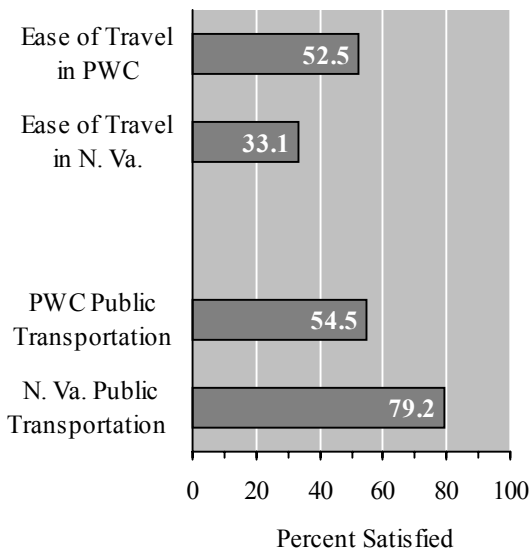
We also asked a series of rotating questions about public transportation in Prince William County, last asked in 2001. Over half, 54.6 percent, were satisfied with the existing system, however, 19.9 percent were somewhat dissatisfied, and 25.5 percent were very dissatisfied. There were no significant differences on this item by income, race, or work status, but there was trend toward decreased satisfaction among older and more educated residents. Those on active duty in the military reported greater than average satisfaction with public transportation (77.4%). Satisfaction also varied by geography; residents of Dale City were most satisfied with

the existing system (64.8%), while residents of North County and Gainesville/Linton Hall were least satisfied (16.7% and 37.5% respectively).

“Lack of public transportation is a problem for the third of the population that works at night and on weekends and need this service. I’d be willing to pay more taxes to know my fellow citizen is doing alright.”

Of those who were dissatisfied, we asked what would make them more satisfied with public transportation in the County. Participants were allowed to give more than one response. Most (64.0%) wanted service from places where public transportation does not go now, 40.3 percent would like longer hours or weekend service, 41.9 percent wanted more service on existing routes, 15.3 percent wanted to extend the DC Metro to Prince William County, 4.4 percent wanted improved infrastructure (*i.e.* better roads and parking), and 8.0 percent gave additional responses (*i.e.* lower cost, improved service for the handicapped, punctuality, etc.)

Figure 6-4: Satisfaction with Transportation Items, 2003



Respondents were more satisfied with Northern Virginia public transportation outside of the County, with 79.1 percent expressing satisfaction.

Waste Management

Figure 6-5 illustrates results for other service items. In terms of recycling, 86.9 percent said they were satisfied with the County recycling services, with 51.4 percent very satisfied. This item is not significantly changed from 2001.

Regarding the landfill, almost half (47.5%) of our responding households had taken trash to the County’s landfill at Independent Hill. Almost all, 97.0 percent, were satisfied with the landfill (80.4% said they were very satisfied). As expected, there were some geographic differences in use of the landfill. Brentville and Mid County residents were most likely to use the landfill (81.1% and 69.7% respectively), while about a third of residents in Gainesville/Linton Hall, Lake Ridge/Westridge/Occoquan, Sudley/Yorkshire, and North County residents had used it.

Figure 6-5: Satisfaction with Waste Management Items, 2003

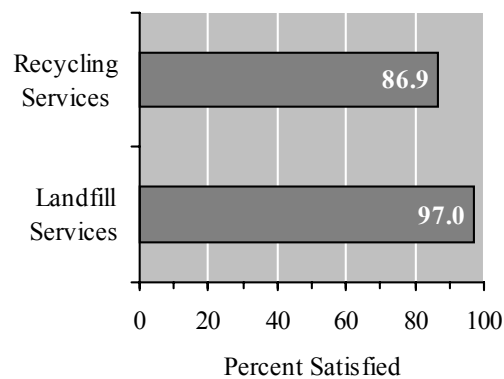


Table 6-1 indicates trends in satisfaction for all development items for 1993 and over the past five years.

Table 6-1: Trends in Development Issues, 1993 and 1999-2003

Item Number	Satisfaction Item	PERCENT SATISFIED					
		1993	1999	2000	2001	2002	2003
	<i>Planning and Development Issues</i>						
LAND	Planning and Land Use	53.9	55.2	56.4	53.0	52.8	53.2 ³
INPUTDEV	Citizen Input Opportunity re: Development	—	69.4	70.8 ⁴	65.7	61.2 ^{3,5,6,7}	69.2 ⁹
GROWTHC	Growth in County	—	—	—	59.8	53.4 ⁸	49.5 ⁸
ENVRDEVA	Efforts to Protect Environment	—	79.8 ^{3,4}	70.0 ⁶	66.1	—	73.2 ^{4,6,8}
SPCEDEVA	Efforts to Preserve Open Space	—	63.3 ^{3,4}	57.4 ⁵	54.7 ^{5,6}	—	58.3
ROADDEVA	Coord. of Development with Road Systems	—	58.8	61.6	47.0 ^{3,4,5,6,7}	—	42.8 ^{3,4,5,6,7}
SVEDEVA	Coord. of Development with Community Facilities	—	85.4	86.6 ⁵	79.5 ^{3,6,7}	—	79.8
VISDEV	Appearance of New Development	—	85.0 ⁴	87.0 ^{4,5}	79.9 ^{3,6,7}	84.1 ^{4,8}	80.0 ^{3,6,7,9}
NEIGHBOR	Prevent Neighborhood Deterioration	67.8	69.4	71.4	73.6 ^{0,1}	68.9 ⁸	67.0 ^{2,7,8}
TRASHC	Appearance of Trash Along Roads & in Neighborhoods	—	—	—	78.8	—	82.5 ⁸
SIGNSC	Appearance of Illegal Signs Along Major Roads	—	—	—	54.1	—	55.2
BUILDNGC	Appearance of Deteriorated Buildings	—	—	—	76.7	—	80.4
JUNKC	Appearance of Junk Cars on Roads & in Neighborhoods	—	—	—	77.1	—	75.7
NEWJOBS	Attract New Jobs and Businesses	64.3	76.1 ^{0,1,2}	80.2 ^{0,5}	75.8 ^{0,1,2,7}	71.0 ^{0,2,4,6,7,8}	66.4 ^{3,4,5,6,7,8}
TRAVEL97	Getting Around	—	62.7 ⁵	62.8 ⁵	55.1 ^{5,6,7}	57.6 ⁵	52.5 ^{4,5,6,7,9}
OUTSIDEV	Ease of Travel Around Northern Virginia	—	—	—	37.3	—	33.1
TRANSC	Public Transportation	—	—	—	53.9	—	54.6
NOVATRC	Public Transportation Around Northern Virginia	—	—	—	77.3	—	79.2
RECYCLEC	Recycling Services	—	—	—	87.9	—	86.9
LFILLSAT	Landfill	91.7	94.2 ^{2,5}	98.1 ^{0,3,4,5,6}	96.2 ^{0,3,4,5}	96.1 ^{0,3,4,5}	97.0 ^{0,3,4,5,6}

⁰ Significantly Different from 1993 ⁴ Significantly Different from 1997 ⁸ Significantly Different from 2001
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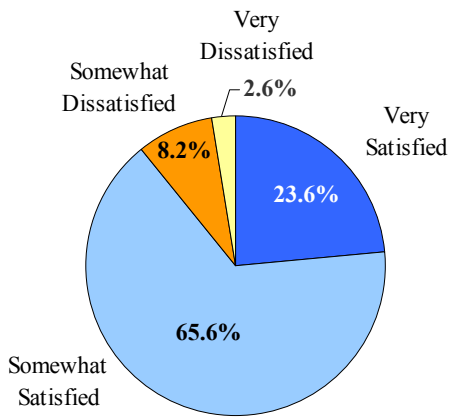
CHAPTER 7: Views of Government & Education

In this chapter, we consider the general views of local government expressed by the citizens of Prince William County. In Chapter 4 we reported satisfaction levels with various government services and the overall sense of satisfaction with County services. In this chapter, we will examine attitudes of residents toward the County government, opinions about the value for tax dollar of government, and the County educational system.

Attitudes toward Government

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 the government provides efficient and effective service. The majority of residents were satisfied with this issue, with 89.2 percent expressing satisfaction. Figure 7-1 illustrates these results.

Figure 7-1: Satisfaction with Efficiency & Effectiveness of County Service, 2003



Opinions varied by certain demographic factors. Blacks were most likely to express satisfaction (95.5%), followed by whites (89.7%), Hispanics (84.4%), and lastly Asians and other groups (approximately 80%). There were also regional differences in opinion, with residents of Sudley/Yorkshire, Lake Ridge/Westridge/Occoquan, and Mid County voicing the most satisfaction (approximately 93%), and residents of Brentsville and North County the least (71.4% and 74.6% respectively).

We asked citizens how often they trust the County government to do the right thing. The majority, a total of 62.8 percent, said that they felt that the County could be trusted most of the time or just about always. More than a third (35.5%) said that the County government could be trusted only some of the time, while 1.7 percent said that they could never or almost never trust the government. On this issue, the survey indicates that there is no difference between this year and 2002. There were some demographic differences in response to this question. Black and Asian respondents were somewhat less likely than average to trust the County government “most of the time” or “just about always” (57.8% and 40.7% respectively). Residents of North County, Brentsville, and Gainesville/Linton Hall were less likely to report trust than residents from other areas (43.6%, 46.8% and 53.1% respectively). Figure 7-2 illustrates the level of trust citizens express about their County government, while Figure 7-3 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.

Figure 7-2: Trust County Government Decisions, 2003

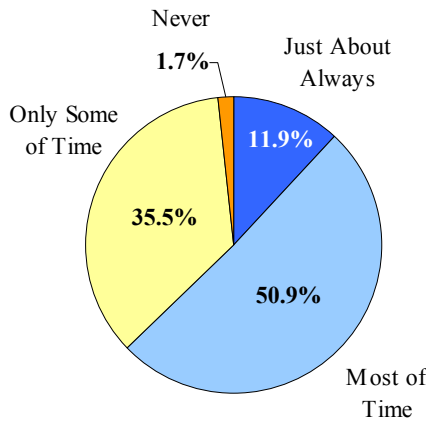
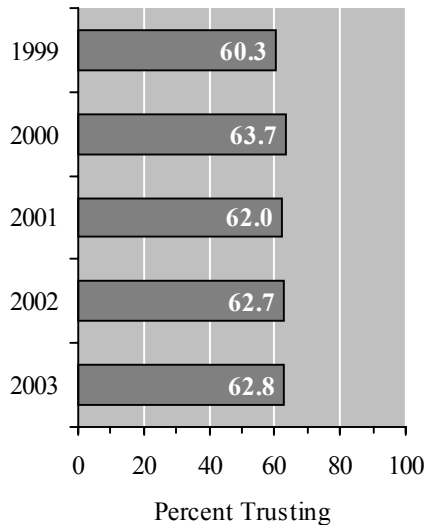


Figure 7-3: Trust County Government Decisions, 1999-2003



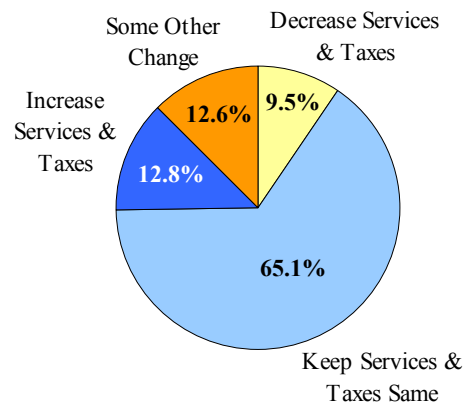
As a general statement, local governments encounter the difficult tradeoff of operating within resource constraints while at the same time trying to satisfy the increasing demands and expectations of the community. Citizens, unlike elected leaders and other policy makers, are not faced every day with 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, 65.1 percent of our respondents chose the middle path of maintaining services and taxes at roughly current levels; 9.5 percent said that they would cut services and taxes, while 12.8 percent opted for increased services and taxes. 4.0 percent volunteered that services should be increased while taxes are decreased, 2.4 percent said that services should stay the same while taxes are decreased, and 3.8 percent said that services should be increased while taxes stayed the same. Figure 7-4 illustrates this finding.

Figure 7-4: Preferred Level of Services and Taxes, 2003



Our subgroup analysis found some significant differences between groups. Again on this issue geographic area of the County was important, with those respondents in Brentsville being more likely than others to say that taxes and services should be decreased (16.9%), while those in Mid County were less likely to endorse this change (4.7%). Response to this item varied by race, with blacks and Asians more likely to favor decreasing tax and services (13.2% and 14.3% respectively) than whites and Hispanics (8.0% and 6.4% respectively). Education of respondent also had some effect; in general, the lower the level of education of respondent, the more likely the respondent was to favor decreases in tax or services.

We also asked how satisfied the citizens were with the value for their tax dollar provided by the County government. Figure 7-5 shows that

82.8 percent said they were satisfied on this score, with 20.8 percent saying they were very satisfied. This figure increased significantly from than the level of satisfaction reported in 2002, and is far higher than the 65.5 percent recorded ten years ago.

Figure 7-5: Satisfaction with Value of Tax Dollar, 2003

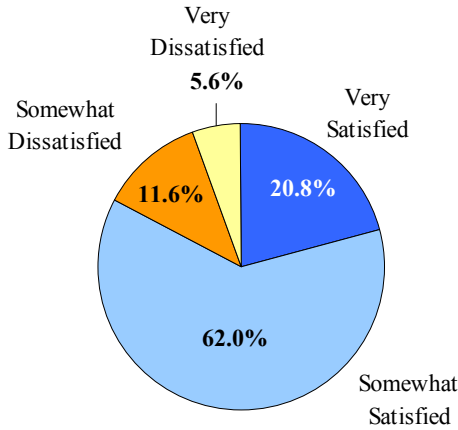
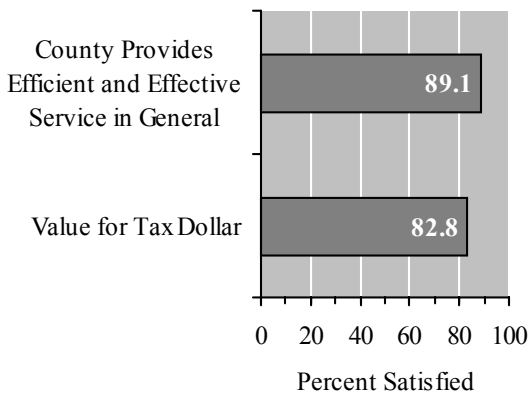


Figure 7-6 shows the level of satisfaction for these items for the current year.

Figure 7-6: Satisfaction with Attitude toward Government Items, 2003



Education

The great majority of parents, 85.1 percent, reported that they had at least one child attending Prince William County public schools. Over three-quarters (79.5%) of all residents were satisfied that the school system provided efficient and effective service, with 41.7 percent very satisfied. Respondents from minority groups were more likely to report satisfaction (about

86%) than white respondents (78.0% reporting satisfaction).

“My daughter went to high school and middle school here. I have been very satisfied with the quality of the teachers and education...”

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 85.4 percent said they were satisfied, about the same as last year, with 36.3 percent 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, 36.5 percent said they were very satisfied and an additional 51.3 percent said they were somewhat satisfied, a total of 87.8 percent.

There were no significant differences in opinion by geographic area for any of the education satisfaction items. Figure 7-7 illustrates the results for the current year.

Table 7-1 indicates trends in satisfaction for all attitudes toward government and education items for 1993 and over the past five years.

Figure 7-7: Satisfaction with Education Items, 2003

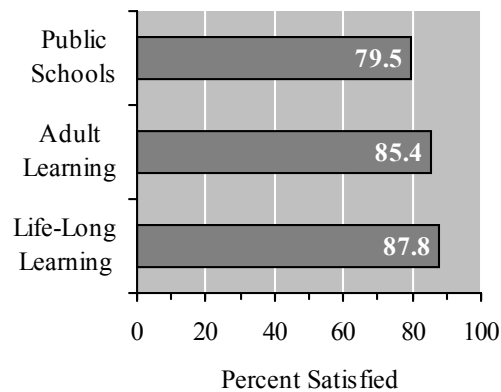


Table 7-1: Trends in Satisfaction with Government and Education, 1993 and 1999-2003

Item Number	Satisfaction Item	PERCENT SATISFIED					
		1993	1999	2000	2001	2002	2003
	<i>Gov't and Education</i>						
EFFNEFF	County Provides Efficient and Effective Service in General	—	85.0 ^{4,5}	89.4 ⁶	85.0 ^{4,5,7}	86.8 ⁵	89.2 ^{6,8}
VALUE	Value for Tax Dollar	65.5	75.9 ^{0,1}	80.0 ^{0,3}	79.0 ^{0,1,2,3}	77.9 ^{0,1}	82.8 ^{0,1,2,3,4,6,9}
SCHL4	School System Provides Efficient and Effective Service	—	78.1	78.2	77.6	79.2	79.5
ADULTC	Learning Opportunities	—	—	—	86.1	85.2	85.4
LEARNC	Opportunities for Life-long Learning	—	—	—	86.8	89.5	87.8
	⁰ Significantly Different from 1993		⁴ Significantly Different from 1997		⁸ Significantly Different from 2001		
	¹ Significantly Different from 1994		⁵ Significantly Different from 1998		⁹ Significantly Different from 2002		
	² Significantly Different from 1995		⁶ Significantly Different from 1999				
	³ Significantly Different from 1996		⁷ Significantly Different from 2000				

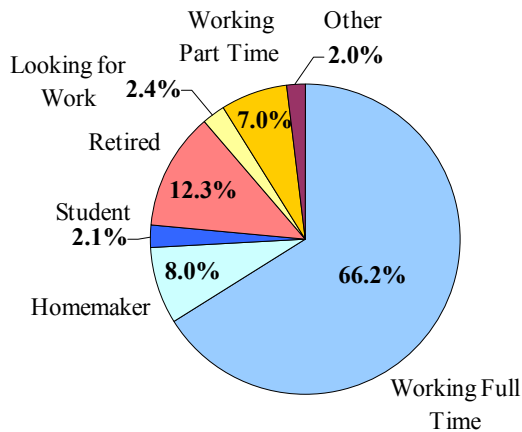
CHAPTER 8: Employment & Commuting

Included in the report once again this year is some information about employment and commuting patterns in Prince William County.

Employment

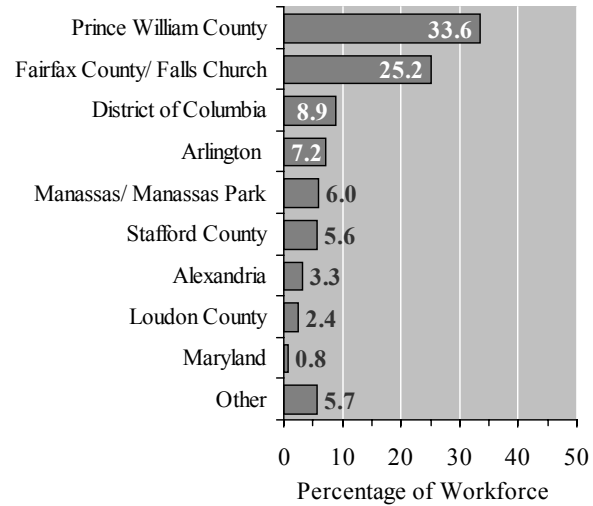
Figure 8-1 shows that the respondents to our survey hold a variety of statuses in the labor force. Approximately two-thirds, 66.2 percent, were working full time; an additional 7.0 percent were working part time. Homemakers accounted for 8.0 percent, and 12.3 percent were retired. Students made up 2.1 percent of the sample, and those looking for work made up 2.4 percent. These figures are almost identical to last year's.

Figure 8-1: Employment Status, 2003



About a third of our sample live and work in Prince William County. About 6 percent work in Manassas or Manassas Park. The remaining 69.5 percent work elsewhere; 25.2 percent of the workforce commute to Fairfax County, the City of Fairfax, or Falls Church; 16.1 percent work in Arlington and Washington D.C. Figure 8-2 details these findings.

Figure 8-2: Place of Work, 2003



Commuting

The average commute time for all Prince William County workers is 39.4 minutes. For those who work in Prince William County, the mean commute time is just over 17 minutes. Figure 8-3 shows the variation in average commute time for PWC workers depending on the part of the County in which they reside. The longest commute is by North County residents, at 45 minutes, while the shortest is in Woodbridge/Dumfries, at 37 minutes. Figure 8-4 illustrates the trend in overall commute time from 1999.

Figure 8-3: Length of Commute by Region, 2003

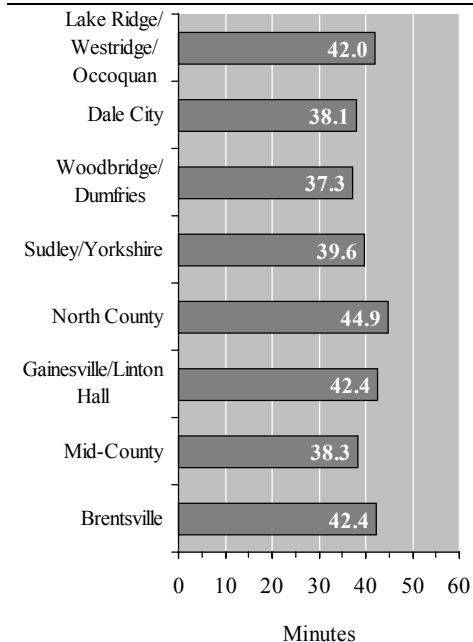
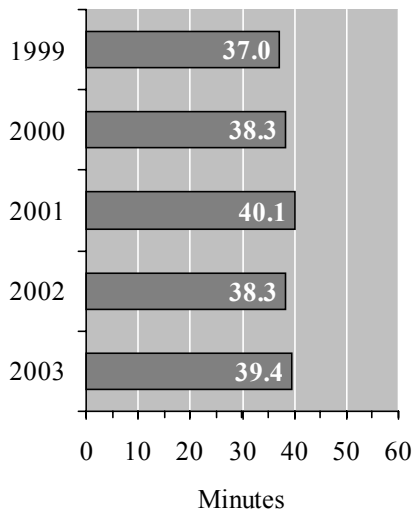
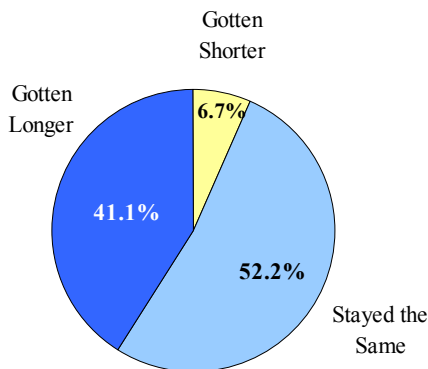


Figure 8-4: Average Commute Time, 1999-2003



Most of our respondents (80.7%) were commuting to the same place as they were last year. For about half of these, the commute time had stayed the same compared to a year ago. However, 41.1 percent reported that their commute had gotten longer, while 6.7 percent said it had gotten shorter. Results are shown in Figure 8-5.

Figure 8-5: Change in Travel Time from Last Year, 2003



As noted in the previous section, the labor force in Prince William County consists largely of residents whose workplace is elsewhere. For the purposes of this report, a commuter is defined as someone who works outside Prince William County and Manassas, and travels a minimum of 30 minutes to their job location one-way. By this criterion, 55.2 percent of those employed in the County are commuters. Residents with more

years of education were more likely to be commuters, as were higher income residents.

"I do commute, but
the commuting lot is small.
We need to increase the
County's Park-and-Ride lots."

Last 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?" This year, we asked the same question again, and 15.7 percent of our employed respondents said they did telecommute. This was not a significant change from last year. Those who said they telecommute were asked how often they did: 12.6 percent said they telecommute all the time, 19.3 percent said they telecommute several times a week, 26.0 percent several times a month, 22.9 percent once or twice a month, and 19.2 percent several times a year.

CHAPTER 9: Summary & Conclusion

As in prior years, the 2003 annual Citizen Satisfaction Survey continues to be good news for the leadership of Prince William County. The chapters herein describe residents' predominantly high level of satisfaction with specific County services. In conclusion, we will consider the entire list of services our survey has rated.

Table 9-1 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 2002

In many categories of service there was little change to report since 2002. Citizen satisfaction levels remained relatively constant.

However, six items showed change:

- Satisfaction with citizen input opportunity regarding development increased from 61.2 percent in 2002 to 69.2 percent in 2003.
- Satisfaction with value for tax dollar increased from 77.9 percent in 2002 to 82.7 percent in 2003.
- Overall satisfaction with the county government services decreased from 92.9 percent in 2002 to 89.6 percent in 2003.
- Satisfaction with information on government services decreased from 80.8 percent in 2002 to 75.3 percent in 2003.
- Satisfaction with the appearance of new development decreased from 84.1 percent in 2002 to 80.0 percent in 2003.
- Satisfaction with getting around decreased from 57.6 percent in 2002 to 52.5 percent in 2003.

Changes from 2001 on Non-Core Survey Items

Several items were returned to the survey this year, according to a rotating schedule. An ex-

amination of the data for the last time these questions were asked, in 2001, shows relatively little change.

Only three of the items last asked in 2001 had significantly different levels of satisfaction in 2003:

- Satisfaction with county appearance with regard to trash along roadways and in neighborhoods increased from 78.8 percent in 2001 to 82.5 percent in 2003.
- Satisfaction with county appearance with regard to deteriorated buildings increased from 76.7 percent in 2001 to 80.4 percent in 2003.
- Satisfaction with the ease of getting around Northern Virginia decreased from 37.3 percent in 2001 to 33.1 percent in 2003.

Ten-Year Trends

The overall long-term picture remains positive: a combination of steady rates of satisfaction in some indicators and sustained improvement in others over the annual surveys. Prince William County residents are on the whole very satisfied with their County government and quality of life. On most satisfaction items included in the 2003 survey, where significant changes in citizen satisfaction have occurred since the baseline survey taken in 1993, changes have been in the direction of greater satisfaction or continued high levels of satisfaction with minor fluctuations from year to year. Those indicators showing a general trend of improvement are as follows:

- Satisfaction with information on government services increased over 4 points from 1993.
- Satisfaction with opportunities for voter registration increased 4 percentage points.
- Overall satisfaction with the police department increased more than 4 percentage points since 1993.
- Satisfaction with helping the elderly rose more than 9 points.
- Overall satisfaction with the Department of Social Services increased 9 percentage points.
- Satisfaction with the landfill rose 5 points.
- Satisfaction with value for tax dollar increased more than 17 percentage points.

Exceptions to this trend of increased satisfaction are:

- Satisfaction with the County's mental health agencies is down nine points from 1993.
- Satisfaction with efforts to attract new jobs and businesses is back to its 1993 level, from a peak 15 points higher in 2000.

"I've been here all my life and
really like this County.
It's a very nice place to live."

With regard to 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 7.25 in 2003, a statistically significant improvement.

Services Ranked by Satisfaction Level

Table 9-2 is a list of satisfaction items, ranked from those with the highest levels of satisfaction to the lowest. The respondents rated 55 specific services and provided a general rating of satisfaction with government services and quality of life in Prince William County. The highest rated satisfaction items in our survey related to the libraries, the landfill, emergency services, and opportunities for voter registration. Thirty-two of the 55 ranked satisfaction items scored ratings of 80 percent or better. Eight items received ratings less than 60 percent: efforts to preserve open space, appearance of illegal signs along major roads, public transportation, planning and land use, getting around PWC, satisfaction with growth in the county, coordination of development with road systems, and ease of travel around Northern Virginia.

The general County government rating, perhaps the single most important item in the survey, has a high satisfaction level of 89.6 percent. This is a small but significant decrease, from 92.9 percent in 2002. Almost a third said they were "very satisfied" with the services of the County government in general.

Table 9-3 ranks all satisfaction items for 2003 by visibility (the percentage of respondents who were able to rate an item). Table 9-4 is a list of

all satisfaction items, categorized by level of visibility and satisfaction level. Figure 9-1 illustrates those numbers graphically.

Conclusions

Our survey suggests that most residents of Prince William County are satisfied with the services they receive. Reductions in satisfaction levels on some items also indicate areas where improvements might be made.

We wish to stress once again, as we have in previous reports, 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 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 9-1: Percent Satisfied for All Satisfaction Items, 1993 and 1999-2003

Item Number	Satisfaction Item	PERCENT SATISFIED					
		1993	1999	2000	2001	2002	2003
	General Satisfaction with Government Services						
CTYSAT97	Services of the County Government in General	90.5	89.3 ^{2,4,5}	93.5 ⁶	91.8	92.9 ^{1,6}	89.6 ^{2,4,5,7,9}
VOTE	Voter Registration	91.5	95.6 ^{0,2,5}	95.5 ^{0,5}	96.4 ^{0,2,5}	97.1 ^{0,1,2,3}	95.3 ^{0,2,4,5}
GOVTSERV	Information on Government Services	70.9	74.6 ^{3,4,5}	86.9 ^{0,4,5,6}	79.6 ^{0,1,2,6,7}	80.8 ^{0,1,2,6,7}	75.3 ^{1,3,4,5,7,9}
	Public Safety						
POLICE	Overall Satisfaction with Police	88.7	91.6	93.0 ⁰	91.6	93.0 ^{0,1}	93.2 ^{0,1}
DRUGS	Reducing Illegal Drugs	79.2	83.5 ¹	82.9	82.9 ¹	83.6 ¹	82.6 ¹
ATTITUDE	Police Behaviors Toward Citizens	—	85.8	87.5	85.9	86.7	85.4
FIRE	Fire Protection	97.2	96.6	97.3	97.3 ¹	97.5 ¹	97.1 ¹
RESCUE	Medical Rescue	96.6	95.4 ⁶	97.0	96.7	97.6 ^{4,6}	97.2
EMSATIS	911 Phone Help	—	91.6	95.6 ³	91.2	93.3	91.0 ^{4,7}
EMTIMEB	Time for Help to Arrive	—	82.3	87.5	—	80.8	85.3
EMASSTB	Assistance on the Scene	—	88.0	92.9 ³	—	89.3	88.9
AMCRIME	Safety In Neighborhood in Daylight	—	94.2 ^{2,3,4,5}	93.3 ⁴	93.2 ⁴	91.3 ⁶	93.1 ⁴
PMCRIME	Safety in Neighborhood in Dark	—	83.9 ^{3,4}	86.5 ^{3,4,5}	87.8 ^{2,3,4,5,6}	85.6 ^{2,3,4}	86.2 ^{2,3,4,5}
STRLTA	Street Lighting	71.2	75.5	81.4	79.1	—	76.8 ⁰
ANIMALA	Animal Control	84.8	84.3	85.4	83.3	—	81.0 ^{4,7}
MOSCONT	Mosquito Control	—	—	—	—	—	70.6
	Public Services						
LIBRARY	Library Services	94.9	97.7 ^{0,4}	96.9	96.8 ⁵	96.8 ⁵	96.3 ⁵
LIBRYSAT	Library Staff	98.2	98.7	98.8	99.3	99.1	97.8 ⁸
PARK	Park & Recreation Facilities	88.7	88.9 ²	90.7 ^{3,5}	88.4 ²	88.2 ²	89.5
PARK2	Park Authority Provides Efficient & Effective Service	—	94.9	95.4	94.5	94.3	93.8
CTYSERV2	Service Authority Provides Efficient & Effective Service	—	91.5	89.9 ⁵	91.6	91.8 ⁵	92.3
ELDERLY	Helping the Elderly	68.3	82.1 ^{0,1,3}	83.1 ^{0,3}	82.6 ^{0,1,3}	79.1 ^{0,1,5}	77.6 ^{0,1,5,7,8}
HLTHSAT	Health Department	84.6	88.2 ²	89.9	88.8 ²	85.6	86.4
DSSSAT	Satisfaction with DSS	60.3	69.4	71.7 ⁰	73.7 ^{0,2}	72.5 ^{0,2}	69.2 ^{0,5}
MENTLSAT	Mental Health Agency	85.1	75.7 ⁰	82.7	81.6	79.6	75.9
PROBLEMB	Community Service Board	70.1	79.6 ¹	79.8 ⁰	—	71.7 ^{2,4,5,6,7}	71.2 ^{2,4,5,6,7}

⁰ Significantly Different from 1993

⁴ Significantly Different from 1997

⁸ Significantly Different from 2001

¹ Significantly Different from 1994

⁵ Significantly Different from 1998

⁹ Significantly Different from 2002

² Significantly Different from 1995

⁶ Significantly Different from 1999

³ Significantly Different from 1996

⁷ Significantly Different from 2000

Table 9-1 (cont'd.): Percent Satisfied for All Satisfaction Items, 1993 and 1999-2003

Item Number	Satisfaction Item	PERCENT SATISFIED					
		1993	1999	2000	2001	2002	2003
	<i>Communication with the County</i>						
HELPFUL2	Helpfulness of Employees on Non-Tax Questions	79.3	76.8	79.1	82.0	80.0	80.8
HELPFULA	Helpfulness of Employees on Tax Questions	—	75.9 ³	85.0 ⁶	86.8 ^{2,5,6}	—	89.4 ^{2,3,4,5,6}
TIMESATA	Time Taken for Requests to be Answered	—	66.7	79.7 ⁶	86.5 ^{3,6,7}	—	87.3 ^{3,6,7}
NET2	County Website	—	90.0	92.5	91.0	91.5	93.5
	<i>Planning and Development Issues</i>						
LAND	Planning and Land Use	53.9	55.2	56.4	53.0	52.8	53.2 ³
INPUTDEV	Citizen Input Opportunity re: Development	—	69.4	70.8 ⁴	65.7	61.2 ^{3,5,6,7}	69.2 ⁹
GROWTHC	Growth in County	—	—	—	59.8	53.4 ⁸	49.5 ⁸
ENVRDEVA	Efforts to Protect Environment	—	79.8 ^{3,4}	70.0 ⁶	66.1	—	73.2 ^{4,6,8}
SPCEDEVA	Efforts to Preserve Open Space	—	63.3 ^{3,4}	57.4 ⁵	54.7 ^{5,6}	—	58.3
ROADDEVA	Coord. of Development with Road Systems	—	58.8	61.6	47.0 ^{3,4,5,6,7}	—	42.8 ^{3,4,5,6,7}
SVEDEVA	Coord. of Development with Community Facilities	—	85.4	86.6 ⁵	79.5 ^{3,6,7}	—	79.8
VISDEV	Appearance of New Development	—	85.0 ⁴	87.0 ^{4,5}	79.9 ^{3,6,7}	84.1 ^{4,8}	80.0 ^{3,6,7,9}
NEIGHBOR	Prevent Neighborhood Deterioration	67.8	69.4	71.4	73.6 ^{0,1}	68.9 ⁸	67.0 ^{2,7,8}
TRASHC	Appearance of Trash Along Roads & in Neighborhoods	—	—	—	78.8	—	82.5 ⁸
SIGNSC	Appearance of Illegal Signs Along Major Roads	—	—	—	54.1	—	55.2
BUILDNGC	Appearance of Deteriorated Buildings	—	—	—	76.7	—	80.4 ⁸
JUNKC	Appearance of Junk Cars on Roads & in Neighborhoods	—	—	—	77.1	—	75.7
NEWJOBS	Attract New Jobs and Businesses	64.3	76.1 ^{0,1,2}	80.2 ^{0,5}	75.8 ^{0,1,2,7}	71.0 ^{0,2,4,6,7,8}	66.4 ^{3,4,5,6,7,8}
TRAVEL97	Getting Around	—	62.7 ⁵	62.8 ⁵	55.1 ^{5,6,7}	57.6 ⁵	52.5 ^{4,5,6,7,9}
OUTSIDEV	Ease of Travel Around Northern Virginia	—	—	—	37.3	—	33.1 ⁸
TRANSC	Public Transportation	—	—	—	53.9	—	54.6
NOVATRC	Public Transportation Around Northern Virginia	—	—	—	77.3	—	79.2
RECYCLEC	Recycling Services	—	—	—	87.9	—	86.9
LFILLSAT	Landfill	91.7	94.2 ^{2,5}	98.1 ^{0,3,4,5,6}	96.2 ^{0,3,4,5}	96.1 ^{0,3,4,5}	97.0 ^{0,3,4,5,6}

⁰ Significantly Different from 1993 ⁴ Significantly Different from 1997 ⁸ Significantly Different from 2001
¹ Significantly Different from 1994 ⁵ Significantly Different from 1998 ⁹ Significantly Different from 2002
² Significantly Different from 1995 ⁶ Significantly Different from 1999
³ Significantly Different from 1996 ⁷ Significantly Different from 2000

Table 9-1 (cont'd.): Percent Satisfied for All Satisfaction Items, 1993 and 1999-2003

Item Number	Satisfaction Item	PERCENT SATISFIED					
		1993	1999	2000	2001	2002	2003
	<i>Gov't and Education</i>						
EFFNEFF	County Provides Efficient and Effective Service in General	—	85.0 ^{4,5}	89.4 ⁶	85.0 ^{4,5,7}	86.8 ⁵	89.2 ^{6,8}
VALUE	Value for Tax Dollar	65.5	75.9 ^{0,1}	80.0 ^{0,3}	79.0 ^{0,1,2,3}	77.9 ^{0,1}	82.8 ^{0,1,2,3,4,6,9}
SCHL4	School System Provides Efficient and Effective Service	—	78.1	78.2	77.6	79.2	79.5
ADULTC	Learning Opportunities	—	—	—	86.1	85.2	85.4
LEARNC	Opportunities for Life-long Learning	—	—	—	86.8	89.5	87.8
⁰ Significantly Different from 1993		⁴ Significantly Different from 1997		⁸ Significantly Different from 2001			
¹ Significantly Different from 1994		⁵ Significantly Different from 1998		⁹ Significantly Different from 2002			
² Significantly Different from 1995		⁶ Significantly Different from 1999					
³ Significantly Different from 1996		⁷ Significantly Different from 2000					

Table 9-2: Ranked List of Satisfaction Items, 2003

Rank	Item Number	Satisfaction Item	Percent Satisfied
1	LIBRYSAT	Satisfaction with Library Staff	97.8
2	RESCUE	Medical Rescue	97.2
3	FIRE	Fire Protection	97.1
4	LFILLSAT	Landfill	97.0
5	LIBRARY	Library Services	96.3
6	VOTE	Voter Registration	95.3
7	PARK2	County Park Authority Provides Efficient and Effective Service	93.8
8	NET2	County Web Site	93.5
9	POLICE	Overall Satisfaction with Police	93.2
10	AMCRIME	Safety in Neighborhood in Daylight	93.1
11	CTYSERV2	County Service Authority Provides Efficient and Effective Service	92.3
12	EMSATIS	911 Phone Help	91.0
13	CTYSAT97	Services of the County Government in General	89.6
14	PARK	Park & Recreation Facilities	89.5
15	HELPFULA	Helpfulness of County Employees on Tax Questions	89.4
16	EFFNEFF	County Provides Efficient and Effective Service in General	89.2
17	EMASSTB	Assistance on the Scene	88.9
18	LEARNC	Satisfaction with Opportunities for Life-long Learning	87.8
19	TIMESATA	Time Taken for Requests to be Answered	87.3
20	RECYCLEC	Recycling Services	86.9
21	HLTHSAT	Health Department	86.4
22	PMCRIME	Safety in Neighborhood in Dark	86.2
23	ADULTC	Satisfaction with Learning Opportunities	85.4
24	ATTITUDE	Police Behaviors Toward Citizens	85.4
25	EMTIMEB	Time for Help to Arrive	85.3
26	VALUE	Value for Tax Dollar	82.8
27	DRUGS	Reducing Illegal Drugs	82.6
28	TRASHC	Appearance of Trash Along Roads and in Neighborhoods	82.5
29	ANIMALA	Animal Control	81.0
30	HELPFUL2	Helpfulness of Employees on Non-Tax Questions	80.8
31	BUILDNGC	Appearance of Deteriorated Buildings	80.4
32	VISDEV	Satisfaction with Appearance of New Development	80.0
33	SVEDEVA	Coordination of Development with Community Facilities	79.8
34	SCHL4	School System Provides Efficient and Effective Service	79.5
35	NOVATRC	Public Transportation Around Northern Virginia	79.2
36	ELDERLY	Helping the Elderly	77.6
37	STRLTA	Street Lighting	76.8
38	MENTLSAT	Mental Health Agency	75.9
39	JUNKC	Appearance of Junk Cars on Roads and in Neighborhoods	75.7
40	GOVTSERV	Information on Government Services	75.3
41	ENVRDEVA	Efforts to Protect Environment	73.2
42	PROBLEMB	Community Service Board	71.2
43	MOSCONT	Mosquito Control	70.6
44	DSSSAT	Satisfaction with DSS	69.2
45	INPUTDEV	Satisfaction with Citizen Input Opportunity re: Development	69.2
46	NEIGHBOR	Prevent Neighborhood Deterioration	67.0
47	NEWJOBS	Attract New Jobs and Businesses	66.4
48	SPCEDEVA	Efforts to Preserve Open Space	58.3
49	SIGNSC	Appearance of Illegal Signs Along Major Roads	55.2
50	TRANSC	Public Transportation	54.6
51	LAND	Planning and Land Use	53.2
52	TRAVEL97	Getting Around	52.5
53	GROWTHC	Satisfaction with Growth in County	49.5
54	ROADDEVA	Coordination of Development with Road Systems	42.8
55	OUTSIDE	Ease of Travel Around Northern Virginia	33.1

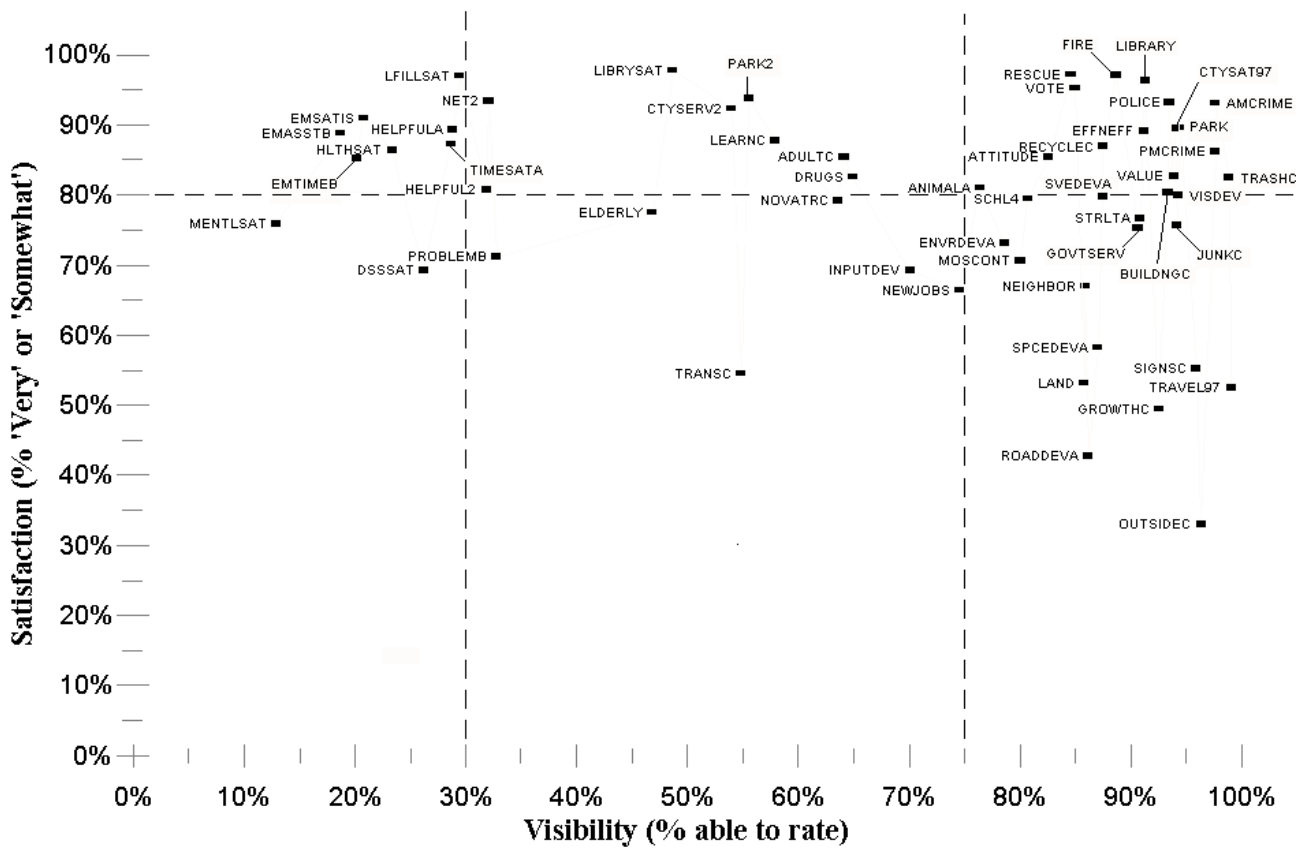
Table 9-3: List of Satisfaction Items Ranked by Visibility, 2003

Rank	Item Number	Satisfaction Item	Visibility Score	Percent Satisfied
1	TRAVEL97	Getting Around	99.1	52.5
2	TRASHC	Appearance of Trash Along Roads and in Neighborhoods	98.9	82.5
3	AMCRIME	Safety in Neighborhood in Daylight	97.7	93.1
4	PMCRIME	Safety in Neighborhood in Dark	97.7	86.2
5	OUTSIDEDEC	Ease of Travel Around Northern Virginia	96.4	33.1
6	SIGNSC	Appearance of Illegal Signs Along Major Roads	95.9	55.2
7	CTYSAT97	Services of the County Government in General	94.5	89.6
8	VISDEV	Satisfaction with Appearance of New Development	94.3	80.0
9	JUNKC	Appearance of Junk Cars on Roads and in Neighborhoods	94.2	75.7
10	PARK	Park & Recreation Facilities	94.0	89.5
11	VALUE	Value for Tax Dollar	93.8	82.8
12	POLICE	Overall Satisfaction with Police	93.5	93.2
13	BUILDNGC	Appearance of Deteriorated Buildings	93.4	80.4
14	GROWTHC	Satisfaction with Growth in County	92.6	49.5
15	LIBRARY	Library Services	91.3	96.3
16	EFFNEFF	County Provides Efficient and Effective Service in General	91.2	89.2
17	STRLTA	Street Lighting	90.9	76.8
18	GOVTSERV	Information on Government Services	90.7	75.3
19	FIRE	Fire Protection	88.7	97.1
20	RECYCLEC	Recycling Services	87.5	86.9
21	SVEDEVA	Coordination of Development with Community Facilities	87.5	79.8
22	SPCEDEVA	Efforts to Preserve Open Space	87.1	58.3
23	ROADDEVA	Coordination of Development with Road Systems	86.2	42.8
24	NEIGHBOR	Prevent Neighborhood Deterioration	85.9	67.0
25	LAND	Planning and Land Use	85.8	53.2
26	VOTE	Voter Registration	85.0	95.3
27	RESCUE	Medical Rescue	84.6	97.2
28	ATTITUDE	Police Behaviors Toward Citizens	82.6	85.4
29	SCHL4	School System Provides Efficient and Effective Service	80.7	79.5
30	MOSCONT	Mosquito Control	80.1	70.6
31	ENVRDEVA	Efforts to Protect Environment	78.6	73.2
32	ANIMALA	Animal Control	76.4	81.0
33	NEWJOBS	Attract New Jobs and Businesses	74.6	66.4
34	INPUTDEV	Satisfaction with Citizen Input Opportunity re: Development	70.1	69.2
35	DRUGS	Reducing Illegal Drugs	64.9	82.6
36	ADULTC	Satisfaction with Learning Opportunities	64.2	85.4
37	NOVATRC	Public Transportation Around Northern Virginia	63.6	79.2
38	LEARNC	Satisfaction with Opportunities for Life-long Learning	58.0	87.8
39	PARK2	Park Authority Provides Efficient and Effective Service	55.6	93.8
40	TRANSC	Public Transportation	54.9	54.6
41	CTYSERV2	Service Authority Provides Efficient and Effective Service	54.0	92.3
42	LIBRYSAT	Satisfaction with Library Staff	48.7	97.8
43	ELDERLY	Helping the Elderly	46.9	77.6
44	PROBLEMB	Community Service Board	32.8	71.2
45	NET2	County Web Site	32.1	93.5
46	HELPFUL2	Helpfulness of Employees on Non-Tax Questions	31.9	80.8
47	LFILLSAT	Landfill	29.5	97.0
48	HELPFULA	Helpfulness of County Employees on Tax Questions	28.9	89.4
49	TIMESATA	Time Taken for Requests to be Answered	28.7	87.3
50	DSSSAT	Satisfaction with DSS	26.2	69.2
51	HLTHSAT	Health Department	23.4	86.4
52	EMSATIS	911 Phone Help	20.8	91.0
53	EMTIMEB	Time for Help to Arrive	20.2	85.3
54	EMASSTB	Assistance on the Scene	18.8	88.9
55	MENTLSAT	Mental Health Agency	12.9	75.9

Table 9-4: List of Services in Satisfaction/Visibility Categories

High Satisfaction/High Visibility		High Satisfaction/Low Visibility	
<i>Question</i>	<i>Service</i>	<i>Question</i>	<i>Service</i>
TRASHC	Appearance of Trash Along Roads and in Neighborhoods	HELPFULA	Helpfulness of County Employees on Tax Questions
AMCRIME	Safety in Neighborhood in Daylight	TIMESATA	Time Taken for Requests to be Answered
PMCRIME	Safety in Neighborhood in Dark	HLTHSAT	Health Department
CTYSAT97	Services of the County Government in General	EMSATIS	911 Phone Help
VISDEV	Satisfaction with Appearance of New Development	EMTIMEB	Time for Help to Arrive
PARK	Park & Recreation Facilities	EMASSTB	Assistance on the Scene
VALUE	Value for Tax Dollar	LFILLSAT	Landfill
POLICE	Overall Satisfaction with Police	Low to Moderate Satisfaction/High Visibility	
BUILDNGC	Appearance of Deteriorated Buildings	<i>Question</i>	<i>Service</i>
LIBRARY	Library Services	TRAVEL97	Getting Around
EFFNEFF	County Provides Efficient and Effective Services in General	OUTSIDE	Ease of Travel Around N. Va.
FIRE	Fire Protection	SIGNSC	Appearance of Illegal Signs Along Major Roads
RECYCLEC	Recycling Services	JUNKC	Appearance of Junk Cars on Roads and in Neighborhoods
VOTE	Voter Registration	GROWTHC	Satisfaction with Growth in County
RESCUE	Medical Rescue	STRLTA	Street Lighting
ATTITUDE	Police Behaviors Toward Citizens	GOVTSERV	Information on Government Services
ANIMALA	Animal Control	SVEDEVA	Coordination of Development with Community Facilities
High Satisfaction/Medium Visibility		SPCEDEVA	Efforts to Preserve Open Space
<i>Question</i>	<i>Service</i>	ROADDEVA	Coordination of Development with Road Systems
DRUGS	Reducing Illegal Drugs	NEIGHBOR	Prevent Neighborhood Deterioration
ADULTC	Satisfaction with Learning Opportunities	LAND	Planning and Land Use
LEARNC	Satisfaction with Opportunities for Life-Long Learning	SCHL4	School System Provides Efficient & Effective Service
PARK2	County Park Authority Provides Efficient & Effective Service	MOSCONT	Mosquito Control
CTYSERV2	County Service Authority Provides Efficient & Effective Service	ENVRDEVA	Efforts to Protect Environment
LIBRYSAT	Satisfaction with Library Staff	Low to Moderate Satisfaction/Medium Visibility	
NET2	County Web Site	<i>Question</i>	<i>Service</i>
HELPFUL2	Helpfulness of Employees on Non-Tax Questions	NEWJOBS	Attract New Jobs and Businesses
		INPUTDEV	Satisfaction with Citizen Input
		NOVATRC	Public Transportation Around N. Va.
		TRANSC	Public Transportation
		ELDERLY	Helping the Elderly
		PROBLEMB	Community Service Board
		Low to Moderate Satisfaction/Low Visibility	
		<i>Question</i>	<i>Service</i>
		DSSSAT	Satisfaction with DSS
		MENTLSAT	Mental Health Agency

Figure 9-1: Satisfaction by Visibility, 2003



APPENDIX A

2003 Prince William Survey Questionnaire ¹

{Q: INTRO}

Hello. My name is _____ and I'm calling on behalf of the Prince William County Government. Each year we conduct a survey to find out how satisfied people are with the services that the County provides. Your household was selected at random to be part of our sample this year. Prince William County will be using the results to try to improve its services and programs.

- | | |
|---------------------|---------------------|
| 1 NO ANSWER | 5 IMMEDIATE HANGUP |
| 2 BUSY | 6 IMMEDIATE REFUSAL |
| 3 ANSWERING MACHINE | 7 CALLBACK |
| 4 BAD NUMBER | 8 GO ON |

Hello. My name is _____ and I'm calling on behalf of the Prince William County Government. We're doing a survey to find out how satisfied people are with the services that the County provides. Your household was selected at random to be part of our sample, and we had started a survey with someone in your home but were unable to complete it. Would this be a good time to finish up the questions?

INTERVIEWER: PRESS '1' TO GO ON, OR CTRL-END FOR DISPOSITION OR CALLBACK

{Q: INTRO2}

First, I need to confirm that you are at least 18 years old, and that you live at the residence I am calling.

[IF NECESSARY SAY: Your answers are confidential, and we don't use anybody's name.]

- 1 R IS RESIDENT ADULT, PROCEED
- 2 R IS NOT RESIDENT OR ADULT, WE NEED TO GET ONE
- 3 REFUSED

{Q: ADGO}

Okay, I have a few preliminary questions.

- 1 R1 READY, PROCEED
- 2 R1 CALLBACK [WON'T NEED NAME]
- 3 R1 REFUSES

¹ The survey script is reproduced in abbreviated form. Question wording, instructions, and key definitions are reproduced in full from the actual computer-aided script used in interviewing. The sequence of questions follows the order in which they were presented to the respondent. Only responses in lower case were read by the interviewer, while responses in upper case were not read. Bold text comments are included solely in the Appendix to indicate programming notes.

{Q: ADCOME}

If R is not resident or adult in INTRO2, ASK

Can you ask someone 18 or older who lives in your house to come to the phone?

- 1 YES, ASKING RESIDENT ADULT TO COME TO THE PHONE
- 2 NO, CAN'T ASK RESIDENT ADULT TO COME TO THE PHONE
- 3 REFUSES TO ASK RESIDENT ADULT TO COME TO PHONE

{Q: ADCALLBK}

If NO to ADCOME, ASK

Would it be possible to reach an adult at another time?

- 1 YES, SCHEDULE CALLBACK
- 2 NO (OR NOT SURE), ADULT NOT AVAILABLE DURING STUDY PERIOD
- 3 REFUSED

{Q: REINTRO}

Hello, My name is _____ and I'm calling on behalf of the Prince William County Government. Each year we conduct a survey to find out how satisfied people are with the services that the County provides. Prince William County will be using the results to try to improve its services and programs. Your household was selected at random to be part of our sample this time. Would you be willing to help us out by answering a few questions?

- 1 R1 READY, PROCEED
- 2 R1 CALLBACK [WON'T NEED NAME]
- 3 R1 REFUSED

{Q: CONFIRM}

I need to confirm that you are a resident of Prince William County, and that you are not located on-post at Quantico. In what city or county do you live?

[IF R IS NOT SURE, ASK: Where do you go to get the tax sticker for your car or truck?]

- | | |
|-----------------------------------|--------------------------|
| 11 PRINCE WILLIAM COUNTY | 17 CULPEPER COUNTY |
| 12 MANASSAS CITY [IN CITY LIMITS] | 18 STAFFORD COUNTY |
| 13 MANASSAS PARK [IN CITY LIMITS] | 19 OTHER LOC. NOT IN PWC |
| 14 FAIRFAX COUNTY | 20 ON-POST AT QUANTICO |
| 15 LOUDOUN COUNTY | 21 DON'T KNOW/REFUSED |
| 16 FAUQUIER COUNTY | |

[ALL ANSWERS OTHER THAN "11" ARE TERMINATED]

{Q: LASTBDAY}

To assure a random survey I need to speak with the person in this household who is over 18 and has had the most recent birthday. Is that you?

[IF NECESSARY SAY: I don't mean the youngest person in your house; I mean the last one to have had a birthday according to the calendar.]

- 1 R1 [ADULT ON PHONE] HAD LAST BIRTHDAY - PROCEED
- 2 R2 [OTHER ADULT] HAD LAST BIRTHDAY
- 3 R1 REFUSES TO CONTINUE
- 4 R1 DOESN'T KNOW/REFUSED TO SAY WHO HAD LAST BIRTHDAY – TERMINATES

{Q: R1GO}

Okay, let's move on to the rest of the survey, which should take about 15 minutes. I want to remind you that all of your answers are confidential, and you can decline to answer any question at any time. This survey is being conducted by the Center for Survey Research at the University of Virginia. If you have any questions as we go along, please feel free to ask.

- 1 R1 READY, PROCEED
- 2 R1 CALLBACK [GET NAME OF R1 FOR CALLBACK MESSAGE LINE]
- 3 R1 REFUSES

{Q: R2COME}

If LASTBDAY is other adult, ASK

Can you ask that person to come to the phone?

- 1 YES, R1 ASKING R2 TO COME TO PHONE
- 2 NO, CAN'T ASK R2 TO COME TO PHONE
- 3 R1 REFUSES TO ASK PERSON TO COME TO PHONE

{Q: R2CALLBK}

If NO to R2COME, ASK

Would it be possible to reach this person at another time?

- 1 YES, SCHEDULE CALLBACK
- 2 NO (OR NOT SURE), R2 IS NOT AVAILABLE DURING STUDY PERIOD
- 3 REFUSED

{Q: NEWBDAY}

If NO to R2CALLBK, ASK

Then I need to interview the adult with the birthday before that. Is that you?

- 1 R1 IS NOW SELECTED, PROCEED
- 2 R2 (OTHER ADULT) IS SELECTED
- 3 REFUSED

{Q: R2INTRO}

If R2 IS SELECTED to NEWBDAY, ASK

Hello, my name is _____ and I'm calling on behalf of the Prince William County Government. Each year we conduct a survey to find out how satisfied people are with the services that the County provides. Prince William County will be using the results to try to improve its services and programs. Your household was selected at random to be part of our sample this time, and you have been selected at random from all the adults in your household to complete the rest of the survey. Would you be willing to help us out by answering a few questions?

- 1 R2 READY, PROCEED
- 2 R2 CALLBACK [GET NAME OF R2 FOR CALLBACK MESSAGE LINE]
- 3 R2 CAME TO PHONE, BUT REFUSED [WE CANNOT SWITCH BACK TO R1]
- 4 R2 WOULD NOT COME TO PHONE [CANNOT SWITCH BACK TO R1]

{Q: R2GO}

If R2 READY to R2INTRO, ASK

Okay, let's move on to the rest of the survey, which should take about 15 minutes. I want to remind you that all of your answers are confidential, and you can decline to answer any question at any time. This survey is being conducted by the Center for Survey Research at the University of Virginia. If you have any questions as we go along, please feel free to ask.

- 1 R2 READY, PROCEED
- 2 R2 CALLBACK [GET NAME OF R2 FOR CALLBACK MESSAGE LINE]
- 3 R2 REFUSES

{Q: ZIPCODE}

Could you tell me the correct ZIP code for your address [just 5 digits]:

[INTERVIEWERS: BE SURE RESPONDENT IS GIVING NEW ZIPCODE = AS OF JULY 1998]

- | | | |
|-------|-------|-----------------------|
| 20109 | 20143 | 22172 |
| 20110 | 20155 | 22191 |
| 20111 | 20169 | 22192 |
| 20112 | 20181 | 22193 |
| 20119 | 22026 | 22777 OTHER [SPECIFY] |
| 20136 | 22125 | 22888 DON'T KNOW |
| 20137 | 22134 | 22999 REFUSED |

[IF NECESSARY - We dialed your number at random, so I don't know your address.]

{Q: INTR SCTN}

If DON'T KNOW or REFUSED to ZIPCODE, ASK

Please think of the nearest major intersection to your house. Could you tell me the names or route numbers of the roads that cross there?

[IF NECESSARY: We've dialed your number at random and we don't want to know your address--all your answers on this survey are confidential.]

{Q: R GENDER}

There are just a couple of final questions. As I mentioned, all of your answers are strictly confidential.

ENTER RESPONDENT'S GENDER

- 3 MALE
- 4 FEMALE
- 9 DON'T KNOW/CAN'T TELL

{Q: HOWLONG}

How long have you lived in Prince William County?

- 1 LESS THAN ONE YEAR
- 2 ONE TO TWO YEARS
- 3 THREE TO FIVE YEARS
- 4 SIX TO TEN YEARS
- 5 ELEVEN TO NINETEEN YEARS
- 6 TWENTY YEARS OR MORE, BUT NOT ALL MY LIFE
- 7 ALL MY LIFE
- 8 NOT SURE/REFUSED

[DEFINITION: COUNT TOTAL TIME THAT R HAS EVER RESIDED WITHIN THE COUNTY ITSELF--DON'T COUNT CITY RESIDENCE TIME.]

{Q: PREVRES}

If LESS THAN FIVE YEARS to HOWLONG, ASK

Where did you live before moving to Prince William County?

- | | |
|-------------------------------|----------------------------------|
| 01 MANASSAS | 09 ALEXANDRIA |
| 02 MANASSAS PARK | 10 RICHMOND CITY OR AREA |
| 03 STAFFORD COUNTY | 11 ELSEWHERE IN VIRGINIA |
| 04 FREDRICKSBURG/SPOTSYLVANIA | 12 WASHINGTON, D.C. |
| 05 FAUQUIER COUNTY/WARRENTON | 13 MARYLAND |
| 06 LOUDOUN COUNTY | 14 ANOTHER LOCATION [SPECIFY...] |
| 07 FAIRFAX/FALLS CHURCH | 15 WORKS ALL OVER [VOLUNTEERED] |
| 08 ARLINGTON | 99 DON'T KNOW/NO ANSWER |

{Q: OWNHOME}

Do you own your own home, or are you renting?

- 1 OWNS [DWELLING IS OWNER-OCCUPIED]
- 2 RENTS
- 3 OTHER [SPECIFY]:
- 8 DON'T KNOW/NO ANSWER

{Q: KINDPLCE}

And what kind of place are you living in--is it a

- 1 single-family home,
- 2 a duplex or townhouse,
- 3 an apartment or condominium, [MULTI-FAMILY UNIT WITH 3 OR MORE UNITS]
- 4 a mobile home or trailer, or
- 5 some other kind of structure? [SPECIFY:]
- 8 DON'T KNOW/NO ANSWER

{Q: QOL10}

We'd like first to get a sense of your overall impression about Prince William County.

Please imagine a scale from 1 to 10, where 1 represents the worst possible community in which to live, and 10 represents the best possible community. Where on that scale would you rate Prince William County as a place to live?

1 2 3 4 5 6 7 8 9 10
 WORST BEST

- 98 DON'T KNOW
- 99 REFUSED

{Q: GOALS00}

Over the next year, Prince William County will be updating its strategic plan. We'd like your help in deciding which goals should be most important for the plan.

Now I'm going to read a list of things that we might plan for to make Prince William County a better place to live. After I read each one, please tell me how important you think it is as a goal that we should plan for in Prince William County.

EVERY RESPONDENT IS RANDOMLY ASKED 12 OF 24 GOALS.

{Q: GOALS01}

IF NECESSARY: [How important is _____ as a goal we should plan for in Prince William County: very important, somewhat important, or not that important?]

"Expanding services and facilities for the homeless"

[READ AS NECESSARY]

- 1 VERY IMPORTANT
- 2 SOMEWHAT IMPORTANT
- 3 NOT THAT IMPORTANT
- 4 UNABLE TO RATE OR DON'T KNOW

{Q: GOALS02}

IF NECESSARY: [How important is _____ as a goal we should plan for in Prince William County: very important, somewhat important, or not that important?]

"Making housing more affordable for all residents"

[READ AS NECESSARY]

- 1 VERY IMPORTANT
- 2 SOMEWHAT IMPORTANT
- 3 NOT THAT IMPORTANT
- 4 UNABLE TO RATE OR DON'T KNOW

{Q: GOALS03}

"Making the County safe from crime"

{Q: GOALS04}

"Expanding regional cooperation"

[DEFINITION: REGIONAL COOPERATION IS GOVERNMENT AND AGENCIES OF DIFFERENT CITIES AND COUNTIES WORKING TOGETHER]

{Q: GOALS05}

"Maintaining or improving the County's environmental quality"

{Q: GOALS06}

"Providing better public transportation"

{Q: GOALS07}

"Providing job training and placement programs"

{Q: GOALS08}

"Encouraging racial and cultural diversity"

{Q: GOALS09}

"Expanding treatment programs for people who abuse drugs or alcohol"

{Q: GOALS10}

"Promoting economic development"

"Bringing more, higher-paying jobs to the County"	{Q: GOALS11}
"Improving the quality of public education"	{Q: GOALS12}
"Addressing new residential development"	{Q: GOALS13}
"Emphasizing prevention and self-sufficiency in human services programs"	{Q: GOALS14}
"Improving the County's road network"	{Q: GOALS15}
"Relying more on fees to pay for County services" [DEFINITION: "That is, fees paid by those who use the services."]	{Q: GOALS16}
"Making sure that tax rates don't go up."	{Q: GOALS17}
"Meeting the basic food, shelter and health needs of low income residents"	{Q: GOALS18}
"Improving and expanding parks and recreation facilities"	{Q: GOALS19}
"Expanding child care services"	{Q: GOALS20}
"Increasing use of technology to make it more convenient for you to get services and information from the County government"	{Q: GOALS21}
"Preventing fire and medical emergencies"	{Q: GOALS22}
"Expanding the County's ability to generate revenue" [DEFINITION: "Such as improving the tax base, higher taxes, different taxes"]	{Q: GOALS23}
"Expanding services for the elderly"	{Q: GOALS24}

Thanks for rating those goals.

{Q: CTYSAT97}

One of our main purposes in doing this survey is to find out how satisfied residents of Prince William are with services they receive from the County. Before I ask you about any specific services, I'd like to ask you how satisfied you are in general with the services the County provides. Are you . . .

- 1 very satisfied
- 2 somewhat satisfied
- 3 somewhat dissatisfied, or
- 4 very dissatisfied
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: LISTSERV}

Now I have several brief lists of services to ask you about. For each one I'd like you to tell me whether you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with the job the County is doing.

If you don't feel you can rate a particular service, just say so.

{Q: VOTE}

ASK OF 55% OF RESPONDENTS

First, how satisfied are you with the job the County is doing in providing convenient ways for people to register to vote?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: GOVTSERV}

ASK OF 55% OF RESPONDENTS

How satisfied are you with the job the County is doing in keeping citizens informed about County government programs and services?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

ASK OF 55% OF RESPONDENTS

Where do you generally get your information about what is going on in Prince William County and its government?

[CHECK ALL THAT APPLY]

- 1 County web site
- 2 PWC officials and staff
- 3 Potomac News
- 4 Washington Post
- 5 TV news
- 6 Radio news
- 7 Other SPECIFY _____
- 98 DON'T KNOW
- 99 REFUSED

{Q: ANIMALA}

ASK OF 55% OF RESPONDENTS

How satisfied are you with the job the County is doing in animal control services, such as enforcing dog-and-cat ordinances and operating the Animal Shelter?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: STRLTA}

ASK OF 55% OF RESPONDENTS

How satisfied are you with the job the County is doing in providing street lighting where it's needed in the County?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: FIRE}

How satisfied are you with the job the County is doing in fire fighting in your area?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: RESCUE}

ASK OF 65% OF RESPONDENTS

How satisfied are you with the job the County is doing in providing emergency medical rescue services?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: MOSCONT}

How satisfied are you with the job the County is doing in controlling mosquitoes?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: POLINTRO}

Now I'd like to ask about some other services having to do with crime and the police department.

{Q:AMCRIME}

How satisfied are you with safety from crime in your neighborhood during daylight hours?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: PMCRIME}

How satisfied are you with safety from crime in your neighborhood after dark?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED

- 4 VERY DISSATISFIED
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: ATTITUDE}

ASK OF 65% OF RESPONDENTS

How satisfied are you with police department attitudes and behaviors toward citizens?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: DRUGS}

ASK OF 55% OF RESPONDENTS

How satisfied are you with the police department's efforts to reduce the use of illegal drugs?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: POLICE}

ASK OF 65% OF RESPONDENTS

How satisfied are you with the overall performance of the police department?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: EMERG911}

Thinking back over the past twelve months, have you dialed 9-1-1 to call the County's emergency services?

- 1 YES, CONTACTED IN LAST 12 MONTHS
- 2 NO, HAS NOT CONTACTED
- 8 CAN'T RECALL/DON'T KNOW
- 9 REFUSED

[INCLUDE ANY TIME THAT R DIALED 9-1-1 FOR ANY REASON, WHETHER OR NOT IT WAS AN EMERGENCY OR TO HELP THEMSELVES OR SOMEBODY ELSE.]

{Q: EMSERVB}

If YES to EMERG911, ASK

Thinking back to the last time you called 9-1-1, which services did you call for ...

[ENTER ALL THAT APPLY]

- 1 police,
- 2 fire,
- 3 ambulance or rescue squad, or
- 4 something else... [SPECIFY:]
- 5 NO MORE, GO ON
- 8 CAN'T RECALL/DON'T KNOW
- 9 REFUSED

{Q: EMERGSB}

If POLICE on EMERG911, ASK

Was your call to the police because of an emergency situation or for some other reason?

- 1 EMERGENCY
- 2 SOME OTHER REASON
- 3 CAN'T REMEMBER/DON'T KNOW
- 9 REFUSED

{Q: EMSATIS}

If YES to EMERG911, ASK

Thinking back to the last time you called 9-1-1, how satisfied were you with the assistance you received from the person who took your call?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 7 NOT APPLICABLE [NO HELP SENT, ETC.]
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: EMSATRES}

Ask if EMSATIS = 3 or 4

What caused you to be dissatisfied with the assistance that you received from the person who took your 9-1-1 call?

[OPEN END]

{Q: EMTIMEB}

If YES to EMERG911, ASK

Thinking back to the last time you called 9-1-1, how satisfied were you with the time it took for help to arrive on the scene?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 7 NOT APPLICABLE [NO HELP SENT, ETC.]
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: EMTIMEST}

Ask if EMTIMEB = 3 or 4

How much time did it take for help to arrive on the scene?

ENTER TIME IN HOURS AND MINUTES: _____ HOURS _____ MINUTES
ENTER 99 IF DK OR REFUSED

{Q: EMTIMRES}

Ask if EMTIMEB = 3 or 4

What would you say is a reasonable amount of time to receive help?

ENTER TIME IN HOURS AND MINUTES: _____ HOURS _____ MINUTES
ENTER 99 IF DK OR REFUSED

{Q: EMASSTB}

If YES to EMERG911, ASK

Thinking back to the last time you called 9-1-1, how satisfied were you with the assistance provided on the scene?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 7 NOT APPLICABLE [NO HELP SENT, ETC.]
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{EMASSRES}

Ask if EMASSTB = 3 or 4

What caused you to be dissatisfied with the assistance provided on the scene?

[OPEN END]

ASK OF 55% OF RESPONDENTS

We're also interested in knowing how many people in the county have been trained in cardio-pulmonary resuscitation, also known as CPR. How many persons in your household, if any, have been trained in CPR?

[IF NECESSARY SAY: CPR can save the life of a person whose heart has stopped beating.]

ENTER NUMBER HERE __ AND PRESS RETURN

[ENTER "99" FOR DON'T KNOW/REFUSED]

{Q: LSTSERV2}

Now, I have another list of services that are aimed at people's social, recreational, and economic needs. Again I'd like you to tell me how satisfied you are with the job the County is doing.

{Q: LIBRARY}

ASK OF 55% OF RESPONDENTS

How satisfied are you with the job the County is doing in providing library services to County residents?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: PARK}

ASK OF 55% OF RESPONDENTS

How satisfied are you with the job the County is doing in providing park and recreation facilities and programs?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: ELDERLY}

How satisfied are you with the job the County is doing in providing programs to help the County's elderly population?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED

- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: LIBRY12}

ASK OF 65% OF RESPONDENTS

Within the past twelve months, have you or a member of your household gone to any of the County Libraries or used the County's library services?

[IF HOWLONG=1 SHOW, "Since you moved to Prince William County,"]

- 1 YES
- 2 NO
- 8 CAN'T RECALL/DON'T KNOW

{Q: LIBRYSAT}

If YES to LIBRY12, ASK

And how satisfied were you with the service you received from the Library staff?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 5 R HAD NO CONTACT WITH STAFF
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: DEPTSS}

Are you familiar enough with the services of the Department of Social Services to tell us how satisfied you are with them?

- 1 YES--FAMILIAR ENOUGH TO RATE
- 2 NOT SURE
- 3 NO--NOT FAMILIAR

{Q: DSSSAT}

If YES to DEPTSS, ASK

How satisfied are you with their services [DEPARTMENT OF SOCIAL SERVICES]?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 8 UNABLE TO RATE/DON'T KNOW

9 REFUSED

{Q: PROBLEMB}

How satisfied are you with the job the County Community Services Board is doing in providing help to people with emotional problems, mental problems, or alcohol and drug problems?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q:PRMDIST}

Ask if PROBLEMB = 3 or 4

What has caused you to be dissatisfied with the job the County is doing in providing help to people with emotional problems, mental problems, or alcohol and drug problems?

{OPEN END}

{Q:PBMCONTC}

In just the past 12 months, have you or someone close to you had direct contact with the County Community Services Board for help with emotional, mental, or drug problems?

- 1 YES
- 2 NO
- 8 DON'T KNOW
- 9 REFUSED

{Q:PBMTYPE}

Ask if PBMCONTC = 1 (YES)

What was the nature of the problem that caused you or someone close to you to contact the Community Services Board?

{OPEN END}

{Q: HLTHDEPT}

Are you familiar enough with the services of the Health Department to tell us how satisfied you are with them?

- 1 YES--FAMILIAR ENOUGH TO RATE
- 2 NOT SURE
- 3 NO--NOT FAMILIAR

{Q: HLTHSAT}

If YES to HLTHDEPT, ASK

How satisfied are you with the services of the Health Department?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: MENTAL}

Are you familiar with the services of the Community Mental Health, Mental Retardation, and Substance Abuse Services?

- 1 YES--FAMILIAR ENOUGH TO RATE
- 2 NOT SURE
- 3 NO--NOT FAMILIAR

{Q: MENTLSAT}

If YES to MENTAL, ASK

How satisfied are you with their services [COMMUNITY MENTAL HEALTH, MENTAL RETARDATION, SUBSTANCE ABUSE SERVICES]?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: TAXESA}

Thinking back over the past twelve months, have you had any occasion to contact the County about your taxes for real estate, personal property, or business license?

[IF HOWLONG = 1 SHOW "Since you moved to Prince William County,"]

- 1 YES
- 2 NO
- 9 DK/REFUSED/NA

[IF NEEDED: Just sending in a payment does NOT count as "contact".]

{Q: CONTACTA}

Ask if TAXESA = 1 (YES)

What was the specific reason you contacted the County?

[OPEN END]

{Q: HOWCONA}

Ask if TAXESA = 1 (YES)

Did you contact the County:

[MULTIPLE RESPONSE; ALL THAT APPLY]

- 1 In person?
- 2 By telephone?
- 3 By mail?
- 9 NONE / NO ANSWER / NO MORE, GO ON

{Q: HELPFULA}

Ask if TAXESA = 1 (YES)

When you contacted the County, how satisfied were you with the helpfulness of County employees?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: TIMESATA}

When you contacted the County, how satisfied were you with the time it took for your request to be answered?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: ANYBODY}

Thinking back over the past twelve months, have you had any occasion to contact anybody in the County government about anything -- a problem, a question, a complaint, or just needing some information or assistance?

[IF HOWLONG = 1 SHOW "Since you moved to Prince William County,"]

- 1 YES, CONTACTED IN LAST 12 MONTHS
- 2 NO, HAS NOT CONTACTED
- 9 CAN'T RECALL/DON'T KNOW/REFUSED

{Q: HELPFUL2}

If YES to ANYBODY, ASK

Thinking back to the last time you had contact with people at the County Government, how satisfied were you with the helpfulness of County employees?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: NET1}

ASK OF 65% OF RESPONDENTS

Have you ever used the Prince William County government internet web site?
 [DEFINITION: COUNTY WEBSITE IS LOCATED AT
 WWW.CO.PRINCEWILLIAM.VA.US]

- 1 YES
- 2 NO
- 8 DON'T KNOW
- 9 REFUSED

{Q: NET2}

If YES to NET1, ASK

How satisfied are you with the Prince William County site? Would you say you are...

- 1 very satisfied,
- 2 somewhat satisfied,
- 3 somewhat dissatisfied, or
- 4 very dissatisfied with the site?
- 8 DON'T KNOW
- 9 REFUSED

{Q: LAND}

Now I'd like to ask about some issues concerning how the County is growing and developing.

First, 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?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED

- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: NEWJOBS}

ASK OF 65% OF RESPONDENTS

How satisfied are you with the job the County is doing in trying to attract new jobs and businesses to the County?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: NEIGHBOR}

How satisfied are you with the job the County is doing in preventing neighborhoods from deteriorating and making sure the community is well kept up?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: RECYCLEC}

ASK OF 65% OF RESPONDENTS

How satisfied are you with the recycling services in the County?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: LANDFILL}

ASK OF 65% OF RESPONDENTS

In the past twelve months, have you or a member of your family taken trash or other items out to the County landfill at Independent Hill?

- 1 YES
- 2 NO
- 8 CAN'T RECALL/DON'T KNOW

{Q: LFILLSAT}

And how satisfied were you with the County's landfill services?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: TRAVEL97}

How satisfied are you with the ease of travel or getting around within Prince William County?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

[DEFINITION: "Getting around" refers to all forms of transportation, including driving a car, taking public transportation, biking, or walking--whatever applies to your household's situation.]

{Q: OUTSIDEC}

ASK OF 65% OF RESPONDENTS

How satisfied are you with the ease of getting around Northern Virginia outside of Prince William County?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: TRANSC}

How satisfied are you with public transportation within Prince William County?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: MORESAT}

ASK IF DISSATISFIED W/ Q:TRANSC

ASK OF 55% OF RESPONDENTS

What would make you more satisfied with public transportation within Prince William County?

- 1 SERVICE TO OR FROM PLACES WHERE PUBLIC TRANSPORTATION DOESN'T GO NOW
- 2 LONGER HOURS OR SERVICE ON WEEKENDS
- 3 MORE FREQUENT SERVICE ON EXISTING ROUTES
- 4 OTHER [SPECIFY...]
- 8 DON'T KNOW
- 9 REFUSED

{Q: WHYSAT}

ASK IF SATISFIED W/ Q:TRANSC

ASK OF 55% OF RESPONDENTS

What aspects of Prince William County's public transportation contribute to your satisfaction?

[OPEN END]

{Q: NOVATRC}

How satisfied are you with public transportation in Northern Virginia outside of Prince William County?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: GROWTHC}

How satisfied are you with the rate of Prince William County's growth?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: ROADDEVA}

ASK OF 55% OF RESPONDENTS

How satisfied are you with the way that residential and business development is coordinated with the transportation and road systems?

[READ AS NECESSARY]

- 1 VERY SATISFIED,
- 2 SOMEWHAT SATISFIED,
- 3 SOMEWHAT DISSATISFIED,
- 4 OR VERY DISSATISFIED?
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: SVEDEVA}

How satisfied are you with the way that residential and business development is coordinated with the locations of community facilities, such as, police and fire stations, libraries, schools, and parks?

[READ AS NECESSARY]

- 1 VERY SATISFIED,
- 2 SOMEWHAT SATISFIED,
- 3 SOMEWHAT DISSATISFIED,
- 4 OR VERY DISSATISFIED?
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: ENVRDEVA}

ASK OF 55% OF RESPONDENTS

How satisfied are you with the County's efforts to protect the environment?

[READ AS NECESSARY]

- 1 VERY SATISFIED,
- 2 SOMEWHAT SATISFIED,
- 3 SOMEWHAT DISSATISFIED,
- 4 OR VERY DISSATISFIED?
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: SPCEDEVA}

ASK OF 55% OF RESPONDENTS

How satisfied are you with the County's efforts to preserve open space, including agricultural and forested lands?

[READ AS NECESSARY]

- 1 VERY SATISFIED,
- 2 SOMEWHAT SATISFIED,
- 3 SOMEWHAT DISSATISFIED,
- 4 OR VERY DISSATISFIED?
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: INPUTDEV}

ASK OF 65% OF RESPONDENTS

How satisfied are you with opportunities for citizen input on the planning process in the County?

- 1 VERY SATISFIED,
- 2 SOMEWHAT SATISFIED,
- 3 SOMEWHAT DISSATISFIED,
- 4 OR VERY DISSATISFIED?
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: VISDEV}

ASK OF 65% OF RESPONDENTS

How satisfied are you with the visual appearance of new development in the County?

- 1 VERY SATISFIED,
- 2 SOMEWHAT SATISFIED,
- 3 SOMEWHAT DISSATISFIED,
- 4 OR VERY DISSATISFIED?
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: TRASHC}

How satisfied are you with the appearance of the County in regards to the amount of trash, debris, and litter along roadways and in neighborhoods?

- 1 VERY SATISFIED,
- 2 SOMEWHAT SATISFIED,
- 3 SOMEWHAT DISSATISFIED,
- 4 OR VERY DISSATISFIED?
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: SIGNSC}

How satisfied are you with the appearance of the County in regards to the number of illegal signs (such as Popsicle signs, election signs, weight loss ads, etc) along major roads?

- 1 VERY SATISFIED,
- 2 SOMEWHAT SATISFIED,
- 3 SOMEWHAT DISSATISFIED,
- 4 OR VERY DISSATISFIED?
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: BUILDNGC}

How satisfied are you with the appearance of the County in regards to deteriorated buildings and other structures?

- 1 VERY SATISFIED,
- 2 SOMEWHAT SATISFIED,
- 3 SOMEWHAT DISSATISFIED,
- 4 OR VERY DISSATISFIED?
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: JUNKC}

How satisfied are you with the appearance of the County in regards to the number of junk cars along roadways and in neighborhoods?

- 1 VERY SATISFIED,
- 2 SOMEWHAT SATISFIED,
- 3 SOMEWHAT DISSATISFIED,
- 4 OR VERY DISSATISFIED?
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

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:

- 1 They should decrease services and taxes;
- 2 keep taxes and services about where they are; or
- 3 increase services and taxes?
- 4 INCREASE SERVICES, KEEP TAXES THE SAME [VOLUNTEERED]
- 5 INCREASE SERVICES, DECREASE TAXES [VOLUNTEERED]
- 6 KEEP SERVICES AS THEY ARE, DECREASE TAXES [VOLUNTEERED]
- 7 SOME OTHER CHANGE [VOLUNTEERED]
- 8 DON'T KNOW/NO OPINION

{Q: VALUE}

ASK OF 65% OF RESPONDENTS

And how satisfied are you, in general, with the job the County is doing in giving you value for your tax dollar?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: EFFNEFF}

ASK OF 65% OF RESPONDENTS

And how satisfied are you that the County provides efficient and effective service?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

[DEFINITION: This means how satisfied you are that the County accomplishes its goals and does so without wasting a lot of time or money.]

{Q: TRSTGOV1}

How much of the time do you think you can trust the County government to do what is right--just about always, most of the time, or only some of the time?

- 1 JUST ABOUT ALWAYS
- 2 MOST OF THE TIME
- 3 ONLY SOME OF THE TIME
- 4 NEVER/ALMOST NEVER [VOLUNTEERED]
- 8 DON'T KNOW/NO ANSWER
- 9 REFUSED

{Q: UNDER18}

Thanks for rating those services. Now a question about your household....
How many persons under 18 live in your household?

ENTER NUMBER HERE __ AND PRESS RETURN
ENTER "99" FOR REFUSAL
CHILDREN = PERSONS 17 AND UNDER

{Q: KUNDR597}

If 1 or more to UNDER18, ASK

Are any of those children less than 5 years old?

- 1 YES
- 2 NO
- 9 REFUSED

{Q: K5TO1297}

If 1 or more to UNDER18, ASK

Are any of those children ages 5 to 12?

- 1 YES
- 2 NO
- 9 REFUSED

{Q: KOVR1297}

If 1 or more to UNDER18, ASK

And are any of those children ages 13 to 17?

- 1 YES
- 2 NO
- 9 REFUSED

{Q: INTROSCH}

If YES to K5TO1297 and KOVR1297, ASK

Now some questions about Prince William County Public Schools....

Do you currently have any children attending the Prince William County Public Schools? {Q: SCHL1}

- 1 YES
- 2 NO
- 8 DON'T KNOW
- 9 REFUSED

How satisfied are you that the school system provides efficient and effective service? {Q: SCHL4}

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

[DEFINITION: This means how satisfied you are that the school system accomplishes its goals and does so without wasting a lot of time or money.]

ASK OF 65% OF RESPONDENTS {Q: ADULTC}

How satisfied are you with access to adult learning opportunities in Prince William County (that will enable you to advance in your job, get a new job, change careers, etc)?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: LEARNC}

How satisfied are you with opportunities for life-long learning in the community (quality-of-life classes such as fishing, gardening, etc)?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: PARK12}

In the past twelve months, have you or a member of your household used any of the Park Authority's parks or recreation facilities? This does not include the Prince William Forest Park.

- 1 YES – HAS USED
- 2 NO – HAS NOT
- 3 CAN'T RECALL/DON'T KNOW

{Q: PARK1}

Are you familiar enough with the services of the Prince William County Park Authority to tell us how satisfied you are with them?

- 1 YES--FAMILIAR ENOUGH TO RATE
- 2 NOT SURE
- 3 NO--NOT FAMILIAR

{Q: PARK2}

If YES to PARK1, ASK

How satisfied are you that the County Park Authority provides efficient and effective service?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

[DEFINITION: This means how satisfied you are that the County Service Authority accomplishes its goals and does so without wasting a lot of time or money.]

{Q: CTYSERV1}

Are you familiar enough with the services of the Prince William County Service Authority to tell us how satisfied you are with them?

- 1 YES--FAMILIAR ENOUGH TO RATE
- 2 NOT SURE
- 3 NO--NOT FAMILIAR

[IF NECESSARY: "They provide water and sewer service to many County residents."]

{Q: CTYSERV2}

If YES to CTYSERV1, ASK

How satisfied are you that the County Service Authority provides efficient and effective service?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

[DEFINITION: This means how satisfied you are that the County Service Authority accomplishes its goals and does so without wasting a lot of time or money.]

{Q: OLDER18}

How many persons live in your household who are age 18 or older, including yourself?

ENTER NUMBER HERE __ AND PRESS RETURN
ENTER "99" FOR REFUSAL

{Q: YRBORN}

In what year were you born?

ENTER YEAR HERE 19__ AND PRESS RETURN
TYPE 2 DIGITS ONLY!
ENTER "00" FOR ANY YEAR PRIOR TO 1900
ENTER "99" FOR REFUSED

{Q: WORK}

Which of the following best describes you? Are you working full time, working part time, looking for work, a homemaker, retired, or a student?

[INTERVIEWERS: IF YOU ARE GIVEN TWO ASK "WHICH BEST DESCRIBES YOU?"]

- 1 WORKING FULL TIME [35 HRS/WK OR MORE]
- 2 WORKING PART TIME
- 3 LOOKING FOR WORK
- 4 HOMEMAKER
- 5 RETIRED
- 6 STUDENT
- 7 OTHER [SPECIFY:]
- 9 DON'T KNOW/REFUSED

{Q: JOBCITY}

If WORKING FULL TIME or WORKING PART TIME to WORK, ASK

And in what county or city is your job located?

[INTERVIEWER: TYPE BOTH DIGITS OR MOVE THE CURSOR AND HIT ENTER]

[READ AS NECESSARY]

- | | |
|-------------------------------|----------------------------------|
| 11 PRINCE WILLIAM COUNTY | 20 ALEXANDRIA |
| 12 MANASSAS | 21 RICHMOND CITY OR AREA |
| 13 MANASSAS PARK | 22 ELSEWHERE IN VIRGINIA |
| 14 STAFFORD COUNTY | 23 WASHINGTON, D.C. |
| 15 FREDRICKSBURG/SPOTSYLVANIA | 24 MARYLAND |
| 16 FAUQUIER COUNTY/WARRENTON | 25 ANOTHER LOCATION [SPECIFY...] |
| 17 LOUDOUN COUNTY | 26 WORKS ALL OVER [VOLUNTEERED] |
| 18 FAIRFAX CNTY/CTY/FALLS CH | 27 DON'T KNOW/NO ANSWER |
| 19 ARLINGTON | |

{Q: SAMEHOME}

Are you living today in the same house as you were a year ago?

- 1 YES
- 2 NO
- 3 NOT WORKING A YEAR AGO [VOLUNTEERED]
- 9 DON'T KNOW/REFUSED

And are you commuting to the same workplace as you were a year ago?

- 1 YES
- 2 NO
- 3 NOT WORKING A YEAR AGO [VOLUNTEERED]
- 9 DON'T KNOW/REFUSED

If WORKING FULL TIME or WORKING PART TIME, ASK

How long, on average, does it take you to get to work (one way)?

INTERVIEWER RECORD IN NUMBER OF MINUTES:
HOUR/MINUTE CONVERSION:

- HALF HOUR = 30 MINUTES
- THREE QUARTERS HOUR = 45 MINUTES
- ONE HOUR = 60 MINUTES
- HOUR AND 15 MINUTES = 75 MINUTES
- ONE AND A HALF HOURS = 90 MINUTES
- ONE AND THREE QUARTER HRS = 105 MINUTES
- TWO HOURS = 120 MINUTES
- TWO AND A QUARTER HOURS = 135 MINUTES
- TWO AND A HALF HOURS = 150 MINUTES
- 999 = DON'T KNOW/NO ANSWER
- ENTER NUMBER HERE -----> MINUTES

If WORKING FULL TIME or WORKING PART TIME, ASK

During the past year, has your commuting time to and from work gotten longer, gotten shorter or stayed about the same?

- 1 GOTTEN LONGER
- 2 GOTTEN SHORTER
- 3 STAYED ABOUT THE SAME
- 4 NOT WORKING ONE YEAR AGO [VOLUNTEERED]
- 8 DON'T KNOW
- 9 REFUSED

{Q: TELECOM}

Now we'd like to ask about telecommuting or teleworking. 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?

- 1 YES
- 2 NO
- 3 HOME IS MAIN PLACE OF WORK
- 8 DON'T KNOW
- 9 REFUSED

{Q: TELTIME}

If YES to TELTIME, ASK

In the past 12 months, how often have you telecommuted or teleworked?

- 1 All the time,
- 2 several times a week but not every day,
- 3 several times a month,
- 4 once or twice a month, or
- 5 several times a year?
- 8 DON'T KNOW
- 9 REFUSED

{Q: PHONE1}

Our Center is doing some research on listed and unlisted telephone households. As far as you know, is the number I dialed listed in the current telephone book?

- 1 YES
- 2 NO
- 9 DK/REFUSED

{Q: PHONE2}

If No to PHONE1, ASK

Is the number not in the phone book because you chose to have an unlisted number, or because you got this number after the current phone book came out?

- 1 UNLISTED OR UNPUBLISHED
- 2 GOT NUMBER AFTER PHONE BOOK CAME OUT
- 3 OTHER [SPECIFY:]
- 9 DK/REFUSED

{Q: MARITAL}

What is your current marital status? Are you married, separated, divorced, widowed, or have you never been married?

- 1 MARRIED
- 2 SEPARATED
- 3 DIVORCED
- 4 WIDOWED
- 5 NEVER MARRIED
- 9 REFUSED

{Q: EDUC}

What is the highest level of education you completed?

- 1 LESS THAN 9th GRADE
- 2 9th-12th, BUT DID NOT FINISH HIGH SCHOOL
- 3 HIGH SCHOOL GRADUATE
- 4 SOME COLLEGE BUT NO DEGREE
- 5 2 YEAR COLLEGE DEGREE /A.A./A.S.
- 6 4 YEAR COLLEGE DEGREE /B.A./B.S.
- 7 SOME GRADUATE WORK
- 8 COMPLETED MASTERS OR PROFESSIONAL DEGREE
- 9 ADVANCED GRADUATE WORK OR PH.D.
- 10 DON'T KNOW
- 11 REFUSED

{Q: MILTRY}

Are you currently serving, or have you ever served in the U.S. military, on either active duty or in the reserves?

- 1 YES--CURRENT ACTIVE DUTY
- 2 YES--CURRENT RESERVE DUTY
- 3 YES--PAST MILITARY SERVICE
- 4 NO-NEVER IN MILITARY
- 8 DON'T KNOW/NO ANSWER

{Q: INCOME}

I am going to read a list of income ranges. Would you please stop me when I read the range that best describes your annual household income from all sources. That would be before taxes and other deductions.

- [PRECISE CATEGORIES:]
- 1 Less than 15 thousand ? [\$0 -- \$14,999]
 - 2 Fifteen to 35 thousand ? [\$15,000 -- \$34,999]
 - 3 Thirty-five to 50 thousand ? [\$35,000 -- \$49,999]
 - 4 Fifty to 75 thousand ? [\$50,000 -- \$74,999]
 - 5 Seventy-five to 100 thousand ? [\$75,000 -- \$99,999]
 - 6 One hundred to 150 thousand ? [\$100,000 - \$149,999]
 - 7 Over 150 thousand ? [\$150,000 +]
 - 9 DON'T KNOW / REFUSED / NO ANSWER

{Q: HISPANIC}

Do you consider yourself to be of Hispanic origin?

- 1 YES
- 2 NO
- 9 DON'T KNOW/REFUSED TO ANSWER

{Q: RACE}

Finally, I am going to read a list of racial categories. Would you tell me what category best describes you?

- 1 White,
- 2 [READ ONE:] African American / Black,
- 3 Asian? [INCLUDING SOUTH ASIAN]
- 4 American Indian? [NATIVE AMERICAN; INCLUDES ESKIMO, ALEUT]
- 5 Pacific Islander?
- 6 OTHER [SPECIFY]
- 9 REFUSED / NO ANSWER

{Q:RCOMM}

Those are all the questions I have for you. Before I say good-bye, are there any other comments you'd like to make?

[OPEN-END]

{Q: THANKYOU}

Thank you very much for participating. We appreciate the time you have taken to complete this interview. The survey results will be reported to the County Board at a public meeting in early fall.

[READ IF NECESSARY:] If you have any questions on the purpose of this study, you can call the Prince William Office of Executive Management at 792-6720, or you can call my supervisor here at the Center for Survey Research. We're at 1-800-CSR-POLL--just mention the Prince William survey.

Again, thank you and goodbye.

INTERVIEWERS: HANG UP THE PHONE
IF YOU ARE READY TO MOVE ON, PRESS "1" TO CONTINUE
THE RESULTS OF THIS CALL WILL NOT BE SAVED UNTIL YOU
COMPLETE THE REMAINING QUESTIONS

{Q: INTCOMM}

INTERVIEWERS: PLEASE TYPE IN HERE ANY SPECIAL COMMENTS BY THE RESPONDENT THAT YOU FEEL SHOULD BE RECORDED, OR ANY SPECIAL PROBLEMS INVOLVED IN THIS PARTICULAR INTERVIEW.

IF THERE IS NOTHING ESSENTIAL TO REPORT, JUST PRESS RETURN...

{Q: SS4}

INTERVIEWERS:

ENTER YOUR INTERVIEWER NUMBER (ASSIGNED BY YOUR SUPERVISOR)

ENTER INTERVIEWER NUMBER HERE: _____

CHECK YOUR TYPING CAREFULLY!!

THEN: PRESS "ENTER" TO COMPLETE THE INTERVIEW. THE SYSTEM WILL RECORD THE DATA AND THE TIMING CLOCK FOR THE INTERVIEW WILL BE RESET TO ZERO.

APPENDIX B

Survey and Sampling Methodology

The 2003 Prince William County Citizen Satisfaction Survey was conducted by the Center for Survey Research (CSR) using a Computer-Aided Telephone Interviewing (CATI) system, employing random-digit dialing as the primary sampling method. A discussion of the general methodology appears in Chapter I of this report. This appendix provides additional details on how the questionnaire was developed, how the sample was selected, how the survey was administered, statistical weighting and how statistical testing was used to evaluate the results.

Sample

As with previous years, CSR employed random-digit dialing (RDD) to reach a random sample of the households in Prince William County. RDD produces a more representative sample of the population than do most other sampling methods because households are selected for contact at random and all households with a working telephone can be reached. Listed and unlisted residential telephones have equal probability of being included in an RDD study. Additionally, this year marks the first use of over-sampling to include a larger number of respondents in the rural crescent. The larger sample size allows for a more detailed examination of the responses from the less populated areas in the county. Geographic weighting was used to generalize results to the entire county without over-representing any particular district. Both an RDD sample of telephone numbers randomly generated from five-digit call groups known to be in operation in Prince William County and a second, supplementary sample of listed numbers within the rural-crescent was purchased from Survey Sampling, Inc. of Fairfield, CT, a commercial sampling company that uses state-of-the-art methodologies.

Telephone surveys risk biases owing to variation among members of a household in the likelihood of answering the telephone. For example, persons who do not work may be more likely to be available to answer the phone than are those who are employed. Various methods have been developed to randomize respondents within households in order to reduce these biases. As in prior years, CSR has used the “last-birthday” method, in which we ask to speak to the adult in the household who most recently had a birthday.

Questionnaire

This is the third Prince William County survey to use the alternating-questions survey format. In an effort to reduce the overall number of questions asked in every year while retaining the ability to make comparisons over multiple years, beginning in 2001, questions were divided into three categories: those that are to be asked every year, those to be asked in only even years, and those to be asked in only odd years. This format, implemented January 2001 by the County government and CSR staff to control survey length, contains core questions to be asked each year and two sets of questions 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 2003 survey includes the core questions, plus many of the questions designated group A. In addition, the 2003 survey incorporates the planning and goals questions last asked in 1999. To allow reliable comparisons

among the results of the eleven surveys, the wordings of most of the questions were left identical to those used in the previous ten surveys.

The 2003 survey continued the practice of “question rationing” begun in 1995. This is a system for asking certain questions of only 700 to 1000 respondents, in order to ask a larger number of questions and obtain a sufficiently large sample of responses to each question, without making the survey substantially longer for any individual respondent.

The questionnaire was pre-tested on April 23rd and 24th, 2003. The pre-test resulted in 35 completed interviews with households in Prince William County. Based on the pre-test, we refined our training procedures, evaluated the average interview length, adjusted the question-rationing percentages, and corrected the CATI program for production interviews.

Interviewing Procedures

CSR conducted the telephone interviews from its Computer-Assisted Telephone Interviewing (CATI) Laboratory at the University of Virginia. CATI is a system in which computers are employed to increase the efficiency, accuracy, and flexibility of telephone surveys conducted by trained interviewers. Questions appear on the computer screen in programmed sequence as the interviewer presses the keys on the keyboard to record the respondent’s answers. Accurate, instantaneous data entry is assured by the system. The computer system stores the database of telephone numbers and is used to control the sampling process, dial each sampled number, schedule call-backs, and record the disposition of each attempted call.

Production calling for the survey was carried out from May 3 through June 11, 2003. All telephone calls for the study were made from the CATI laboratory under the direct supervision of CSR staff. Numbers were dialed automatically by the WinCATI computer system. Calling was done on Sunday through Friday evenings and on Sunday afternoons. The interviewers received at least six hours of training prior to production interviewing. Many had prior interviewing experience on similar studies, and some had prior experience with the Prince William County studies specifically. Each phone number was given from 8 to 10 call attempts before it was treated as a “no answer” or “busy” number. Residential phones answered by automatic answering machines were treated the same as “no answer” calls (although counted separately); CSR interviewers did not leave messages on the answering machines of potential respondents but simply returned the phone number to the sample pool for another calling attempt at a later time. However, answering machine announcements that identified the phone number as a place of business were recorded as such and not re-attempted.

During the 1996 survey we began the practice known as “conversion calling,” which was used again this year, in order to reduce “non-response bias.” Non-response bias in surveys results when qualified respondents do not complete a survey, usually because they refuse to cooperate. In conversion calling, our most highly trained interviewers call back households in which we previously had someone refuse to take the survey. First, we kept track of the “tone” of initial refusals. “Hard” refusals, those in which people explicitly asked not to be called again, or were noticeably agitated or upset about our phone call, were not called back at all. “Soft” refusals, those for which it seemed that we only caught someone at a bad time, were called back once more after an interval of at least three days.

A total of 8329 phone numbers were attempted in the course of the survey. The final disposition of each of the attempted phone numbers is shown in Appendix Table B-3, the Sample Disposition Report. This year's disposition report, like those reported since 1998, is presented in a format that has been recommended as an industry standard by the American Association for Public Opinion Research.² The AAPOR rate was calculated with the aid of the Sawtooth WinCATI 4.1 CATI software, based on the full call history of each attempted number. This new tool increases the accuracy of the calculation. CSR completed a total of 1,484 interviews (including those completed in the conversion phase of calling), for an overall response rate of 27%³. The final version of the interview took an average of 21 minutes to complete, with a median completion time of 19 minutes. The overall interview production rate (1.3 interviews per hour) is slightly less than the 2002 survey.

The true response rate depends on how one estimates the percentage of working residential phones that exist among the many numbers that never answered our many call attempts. The estimate of 27% for RR3 is based on the most conservative assumption (equivalent to the CASRO rate) that the percentage of residential households among unreachable numbers is the same as the percentage among those we reached, i.e., 70.7%. Because CSR completed multiple attempts to nearly all of the no-answer numbers, we can be confident that the residency rate is below 70.7% of no-answer numbers and that our response rate (RR3) is over 30%. CSR is currently working on applying more advanced methods for estimating the correct residency rate for this study.

2 The American Association for Public Opinion Research. 1998. *Standard Definitions: Final Dispositions of Case Codes and Outcome Rates for RDD Telephone Surveys and In-Person Household Surveys*. Ann Arbor, Michigan: AAPOR. See also the AAPOR website, www.aapor.org.

3 Calculated according to AAPOR suggested formula RR3, with $e1=.589$ and $e2=.855$. We estimated $e2$ by dividing households determined to be eligible by the N of households overall (including those not in Prince William County). We derived $e1$ by taking the product of $e2$ and the estimated residency rates calculated by the CASRO method to be .707. Partial interviews are not counted in the numerator of the RR3 formula.

Weighting

This year marks the first year that statistical weighting was used to correct within-county geographic representation. This procedure was necessary for county-wide generalizations because of the rural-crescent over-sample designed to offer a more detailed examination of the responses from less populated areas in the county. The data are weighted to properly reflect the proportion of households in each of the County's districts⁴. The following table details the geographic weighting applied to the 2003 data.

Table B-1

Area	Population of Households		Sample		Weight
	(count)	(%)	(count)	(%)	
Woodbridge/Dumfries	22792	24.5%	252	17.2%	1.42
Dale City	19482	21.0%	217	14.9%	1.41
Lake Ridge/Westridge/Occoquan	17504	18.8%	159	10.9%	1.73
Sudley/Yorkshire	12297	13.2%	98	6.7%	1.97
North County	2461	2.6%	210	14.4%	0.18
Gainesville/Linton Hall	5227	5.6%	179	12.3%	0.46
Brentsville	2312	2.5%	194	13.3%	0.19
Mid County	10811	11.6%	152	10.4%	1.12
Total	92886	100.00%	1484	100.10%	

Sampling Error and Statistical Testing

Based on a sample of 1,484 respondents, the survey has a sampling error of plus or minus 2.5 percent. This means that in 95 out of 100 samples of this size drawn from Prince William County, the results obtained in the sample would fall in a range of ± 2.5 percentage points of what would have been obtained had every household in the County with a working telephone been interviewed. Larger sampling errors are present when analyzing subgroups of the sample or questions that were not asked of all respondents; smaller sampling errors are present when a lopsided majority give the same answer (e.g., 80 percent of the sample are satisfied with a given service).

Statistical significance tests were used for two principal reasons. One was to compare the results of the 2003 survey with those obtained in previous years. The other was to verify the existence of satisfaction differences among various subgroups. For both of these purposes, we used the Pearson Chi-Square test of independence. We report in these pages differences that yield a "p-value" of .05 or less. A level of .05 indicates that there is only a 5 percent chance that the difference we find is due to sampling error, rather than reflecting a real relationship within the study population. In comparisons of satisfaction items, the four response categories were collapsed into two, "satisfied" and "dissatisfied." The statistics for evaluating statistical significance do not measure sources of error, which can occur in any poll or survey, that are not related to sampling.

⁴ This population information by zip code was provided by Prince William County and is based on Census 2000 data.

Geography

In order to perform a geographic analysis of survey responses, we grouped respondents according to the ZIP code area in which they live. This was preferable to other methods because virtually all respondents gave us a ZIP code when asked and we had obtained ZIP codes in the previous surveys.

The regions of Prince William County used in the present analysis are defined by ZIP code groupings, which were developed in consultation with the study sponsors. They were selected to represent distinct and meaningful groupings of the population, while collecting a sufficient number of respondents from each region to allow fruitful statistical analysis.

From 1993 through 2001, the County was divided into five geographic areas. Several ZIP code numbers in the County changed effective 1 July 1996; however, except for the splitting of two previous Manassas-area ZIP code areas, this involved no changes in ZIP code boundaries, and the boundaries of the five geographic regions used in our 1997-2001 analysis are identical to those used in 1994, 1995 and 1996, before the number changes took effect.

In 2002, because of growth in the County, the regional groupings were further refined. The “Rural-Residential Crescent” is divided into four areas – North County, Gainesville/Linton Hall, Brentsville and Mid County - creating a total of eight geographic areas. The regions are defined by ZIP code in the table below.

Table B-2

AREA	2002-2003 Zip Codes	1997-2001 Zip Codes	1993-1996 Zip Codes
Woodbridge-Dumfries	22026, 22172, 22191	Same	Same
Dale City	22193	Same	Same
Lake Ridge-Westridge-Occoquan	22125, 22192	Same	Same
Sudley-Yorkshire	20109, 20110	Same	Same
Rural-Residential Crescent:	Divided into four additional areas	20111, 20112, 20119, 20136, 20137, 20143, 20155, 20169, 20181	Same
North County	20137, 20169, 20143		
Gainesville-Linton Hall	20136, 20155		
Brentsville	20119, 20181		
Mid County	20111, 20112		

Table B-3

PRINCE WILLIAM 2003 – COMBINED CALLING
 [dispositions arranged for calculation of AAPOR standard rates]

<u>Code</u>	<u>Disposition</u>	<u>Total</u>	<u>Group</u>	<u>Group Total</u>
1100	Complete	1484	Complete Interview	1484
1200	Partial	37	Partial Interview	37
2110	Eligible: Refusal	79		
2120	Eligible: Break-off	11	Refusal and break-off	90
2210	Eligible: Resp Never Available	182		
2221	Eligible: Ans Mach, No Message	2300		
2222	Eligible: Ans Machine, Message	0	Non-contact	2493
2310	Eligible: Dead	0		
2320	Eligible: Phys/Mentally Unable	20		
2330	Eligible: Language Unable	165		
2340	Eligible: Misc Unable	19	Other	204
3120	Busy	87		
3130	No Answer	534		
3140	Ans Mach (Don't Know if HU)	96		
3150	Technical Phone Problems	60	Unknown if household	777
3210	HU, Unknown Eligible: NoScnr	857		
3220	HU, Unknown Eligible: Other	1	Unknown if other	858
4100	Out of Sample	266	<u>Results:</u>	
4200	Fax/Data Line	382	<i>(Estimated 1 = 0.62)</i>	
4310	Non-working Number	139	<i>(Estimated 2 = 0.87)</i>	
4320	Disconnected Number	865	Response Rate 1 = 0.25	
4410	Number Changed	123	Response Rate 2 = 0.26	
4420	Cell Phone	4	Response Rate 3 = 0.27	
4430	Call Forwarding	0	Response Rate 4 = 0.28	
4510	Business/Government/Other Org	618	Response Rate 5 = 0.35	
4520	Institution	0	Response Rate 6 = 0.35	
4530	Group Quarter	1	Cooperation Rate 1 = 0.82	
4700	No Eligible Respondent	0	Cooperation Rate 2 = 0.84	
4800	Quota Filled	0	Cooperation Rate 3 = 0.92	
			Cooperation Rate 4 = 0.94	
			Refusal Rate 1 = 0.02	
			Refusal Rate 2 = 0.02	
			Refusal Rate 3 = 0.02	
			Contact Rate 1 = 0.31	
			Contact Rate 2 = 0.33	
			Contact Rate 3 = 0.42	

APPENDIX C

Demographic Variables (weighted)

AREA Geographic area

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Woodbridge/Dumfries	358	24.2	24.5	24.5
	Dale City	306	20.6	21.0	45.5
	Lake Ridge/Westridge/Occoquan	275	18.6	18.8	64.4
	Sudley/Yorkshire	193	13.0	13.2	77.6
	North County	39	2.6	2.6	80.2
	Gainesville/Linton Hall	82	5.5	5.6	85.9
	Brentsville	36	2.5	2.5	88.4
	Mid County	170	11.5	11.6	100.0
	Total	1461	98.5	100.0	
Missing	System	23	1.5		
Total		1484	100.0		

HOWLONG Length of Residence in PWC

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than one year	101	6.8	6.8	6.8
	One to two years	177	11.9	11.9	18.7
	Three to five years	245	16.5	16.5	35.3
	Six to ten years	229	15.5	15.5	50.8
	Eleven to nineteen years	294	19.8	19.8	70.6
	Twenty years or more	395	26.6	26.6	97.2
	All my life	42	2.8	2.8	100.0
	Total	1483	99.9	100.0	
Missing	Not sure/Refused	1	.1		
Total		1484	100.0		

OWNHOME Homeowner Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Owns	1220	82.2	82.2	82.2
	Rents	246	16.6	16.6	98.8
	Other [Specify:]	18	1.2	1.2	100.0
	Total	1484	100.0	100.0	
Missing	Don't know/NA	0	.0		
Total		1484	100.0		

KINDPLCE Kind of Place R Lives in

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Single family home	968	65.2	65.3	65.3
	Duplex or townhouse	345	23.2	23.3	88.6
	Apartment/condominium	160	10.8	10.8	99.3
	Mobile home or trailer	4	.3	.3	99.6
	Some other structure [Specify:]	5	.4	.4	100.0
	Total	1482	99.9	100.0	
Missing	Don't know\NA	2	.1		
Total		1484	100.0		

PREVRES Previous Residence

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Manassas	26	1.8	5.1	5.1
	Manassas Park	6	.4	1.2	6.3
	Stafford County	19	1.3	3.7	10.0
	Fredericksburg/Spotsylvania	3	.2	.6	10.6
	Fauquier County/Warrenton	17	1.2	3.3	13.9
	Loudoun County	68	4.6	13.1	27.0
	Fairfax County/Fairfax City/Falls Church	145	9.8	28.0	55.0
	Arlington	11	.7	2.1	57.2
	Alexandria	17	1.2	3.3	60.5
	Richmond City or Area	0	.0	.1	60.6
	Elsewhere in VA	14	.9	2.6	63.2
	Washington, DC	6	.4	1.2	64.4
	Maryland	9	.6	1.8	66.2
	Another location [Specify:]	175	11.8	33.8	100.0
	Total	516	34.8	100.0	
Missing	Don't know/No answer	968	65.2		
Total		1484	100.0		

UNDER18 Number of People Under 18

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	787	53.1	53.3	53.3
	1	256	17.3	17.3	70.6
	2	275	18.5	18.6	89.2
	3	118	7.9	8.0	97.2
	4	28	1.9	1.9	99.1
	5	5	.4	.4	99.5
	6	2	.1	.1	99.6
	7	5	.3	.3	99.9
	8	0	.0	.0	99.9
	9	1	.1	.1	100.0
Total	1477	99.5	100.0		
Missing	99	7	.5		
Total		1484	100.0		

OLDER18 Number of People Over 18

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	262	17.7	17.8	17.8
	2	870	58.6	59.0	76.8
	3	246	16.6	16.7	93.4
	4	81	5.4	5.5	98.9
	5	8	.5	.5	99.5
	6	7	.5	.5	100.0
	7	0	.0	.0	100.0
	Total	1474	99.4	100.0	
Missing	99	10	.6		
Total		1484	100.0		

MILTRY R's Military Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes - current active duty	84	5.6	5.7	5.7
	Yes - current reserve duty	14	1.0	1.0	6.6
	Yes - past military service	243	16.3	16.5	23.1
	No - never in military	1133	76.4	76.9	100.0
	Total	1473	99.3	100.0	
Missing	Don't know/No answer	7	.5		
	System	3	.2		
	Total	11	.7		
Total		1484	100.0		

AGECAT5 R's Age (5 Cat.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-25	94	6.4	6.5	6.5
	26-37	365	24.6	25.1	31.6
	38-49	469	31.6	32.2	63.8
	50-64	384	25.9	26.4	90.3
	Over 64	142	9.5	9.7	100.0
	Total	1453	97.9	100.0	
Missing	Missing	31	2.1		
Total		1484	100.0		

WORK Work Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Working full time	977	65.9	66.2	66.2
	Working part time	104	7.0	7.0	73.2
	Looking for work	35	2.4	2.4	75.6
	Homemaker	119	8.0	8.0	83.6
	Retired	181	12.2	12.3	95.9
	Student	29	2.0	2.0	97.9
	Other [Specify:]	31	2.1	2.1	100.0
	Total	1477	99.5	100.0	
Missing	Don't know/Refused	7	.5		
Total		1484	100.0		

JOBCITY City Where R. Works

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Prince William County	362	24.4	33.6	33.6
	Manassas	47	3.2	4.4	38.0
	Manassas Park	17	1.1	1.6	39.5
	Stafford County	61	4.1	5.6	45.2
	Fredericksburg/Spots	6	.4	.6	45.8
	Fauquier/Warrenton	14	1.0	1.3	47.1
	Loudon County	25	1.7	2.4	49.5
	Fairfax City/Cnty/Falls Church	271	18.3	25.2	74.7
	Arlington	77	5.2	7.2	81.9
	Alexandria	35	2.4	3.3	85.1
	Other Virginia	10	.7	.9	86.0
	Washington, DC	96	6.5	8.9	95.0
	Maryland	9	.6	.8	95.8
	Another Location [SPECIFY:]	31	2.1	2.9	98.7
	Works All Over [VOL]	14	1.0	1.3	100.0
	Total		1076	72.5	100.0
Missing	99.00	408	27.5		
Total		1484	100.0		

MARITAL R's Marital Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Married	946	63.7	65.1	65.1
	Separated	49	3.3	3.4	68.4
	Divorced	165	11.1	11.3	79.8
	Widowed	63	4.3	4.3	84.1
	Never married	231	15.6	15.9	100.0
	Total	1454	98.0	100.0	
Missing	Refused	26	1.8		
	System	3	.2		
	Total	30	2.0		
Total		1484	100.0		

EDUC6 Education - 6 Category

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Some high	66	4.4	4.5	4.5
	High school grad	292	19.7	19.9	24.4
	Some college	446	30.1	30.4	54.8
	4 year degree	375	25.3	25.6	80.4
	Grad work	251	16.9	17.2	97.6
	PhD	35	2.4	2.4	100.0
	Total	1465	98.7	100.0	
Missing	System	19	1.3		
Total		1484	100.0		

INCOME R's Income

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 15 thousand	34	2.3	2.6	2.6
	Fifteen to 35 thousand	125	8.4	9.5	12.1
	Thirty-five to 50 thousand	228	15.3	17.3	29.3
	Fifty to 75 thousand	289	19.5	21.9	51.3
	Seventy-five to 100 thousand	285	19.2	21.6	72.9
	One hundred to 150 thousand	243	16.4	18.5	91.4
	Over 150 thousand	114	7.7	8.6	100.0
	Total	1317	88.8	100.0	
Missing	Don't know/Refused/No answer	161	10.9		
	System	5	.4		
	Total	167	11.2		
Total		1484	100.0		

RACE R's Race

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	White	1082	72.9	75.1	75.1
	Black	193	13.0	13.4	88.5
	Asian	28	1.9	1.9	90.4
	American Indian	12	.8	.8	91.3
	Pacific Islander	5	.3	.3	91.6
	Other [Specify:]	121	8.2	8.4	100.0
	Total	1440	97.1	100.0	
Missing	Refused/No answer	35	2.4		
	System	9	.6		
	Total	44	2.9		
Total		1484	100.0		

HISPANIC Is R of Hispanic Origin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1386	93.4	94.3	94.3
	Yes	84	5.7	5.7	100.0
	Total	1470	99.1	100.0	
Missing	Don't know/Refused	9	.6		
	System	5	.4		
	Total	14	.9		
Total		1484	100.0		

RGENDER R's Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	633	42.7	42.8	42.8
	Female	846	57.0	57.2	100.0
	Total	1480	99.7	100.0	
Missing	Don't know/Can't tell	4	.3		
Total		1484	100.0		

APPENDIX D

Substantive Variables (weighted)

CTYSAT97 General Satisfaction with Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	33	2.2	2.3	2.3
	Somewhat Dissatisfied	113	7.6	8.1	10.4
	Somewhat Satisfied	827	55.7	59.0	69.4
	Very Satisfied	429	28.9	30.6	100.0
	Total	1402	94.5	100.0	
Missing	Unable to Rate / DK	82	5.5		
Total		1484	100.0		

VOTE Convenient Ways to Register to Vote

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	13	.8	1.8	1.8
	Somewhat Dissatisfied	21	1.4	3.0	4.8
	Somewhat Satisfied	246	16.6	35.2	40.0
	Very Satisfied	419	28.3	60.0	100.0
	Total	698	47.1	100.0	
Missing	Unable to Rate / DK	123	8.3		
	Refused	0	.0		
	System	663	44.7		
	Total	786	52.9		
Total		1484	100.0		

GOVTSERV Informing Citizens about Government

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	34	2.3	4.5	4.5
	Somewhat Dissatisfied	149	10.1	20.1	24.7
	Somewhat Satisfied	395	26.6	53.3	78.0
	Very Satisfied	163	11.0	22.0	100.0
Total		742	50.0	100.0	
Missing	Unable to Rate / DK	76	5.1		
	System	666	44.9		
	Total	742	50.0		
Total		1484	100.0		

TRSTGOV1 Trust of Government to do What is Right

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never/almost never (vol)	25	1.7	1.7	1.7
	Only some of the time	508	34.3	35.5	37.2
	Most of the time	729	49.1	50.9	88.1
	Just about always	171	11.5	11.9	100.0
	Total	1433	96.6	100.0	
Missing	Don't know/NA	46	3.1		
	Refused	5	.3		
	Total	51	3.4		
Total		1484	100.0		

VIEW View of Services and Taxes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Decrease service and tax	138	9.3	9.5	9.5
	Keep service and tax same	943	63.5	65.1	74.6
	Increase service and tax	185	12.5	12.8	87.4
	Increase service, same tax (vol)	55	3.7	3.8	91.2
	Increase service, decrease tax (vol)	58	3.9	4.0	95.2
	Keep service, decrease tax (vol)	34	2.3	2.4	97.6
	Some other change [Specify:]	35	2.4	2.4	100.0
	Total	1449	97.6	100.0	
Missing	Don't know/No opinion	35	2.4		
Total		1484	100.0		

GOALS_1 Expanding Services for Homeless

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not that Important	96	6.5	14.8	14.8
	Somewhat Important	275	18.6	42.4	57.3
	Very Important	277	18.7	42.7	100.0
	Total	649	43.7	100.0	
Missing	Unable to Rate / DK	23	1.6		
	System	812	54.7		
	Total	835	56.3		
Total		1484	100.0		

GOALS_2 Affordable Housing

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not that Important	92	6.2	13.3	13.3
	Somewhat Important	206	13.8	29.9	43.2
	Very Important	390	26.3	56.8	100.0
	Total	687	46.3	100.0	
Missing	Unable to Rate / DK	11	.7		
	System	786	53.0		
	Total	797	53.7		
Total		1484	100.0		

GOALS_3 County Safe from Crime

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not that Important	7	.5	1.1	1.1
	Somewhat Important	64	4.3	9.6	10.7
	Very Important	594	40.1	89.3	100.0
	Total	666	44.9	100.0	
Missing	Unable to Rate / DK	3	.2		
	System	816	55.0		
	Total	818	55.1		
Total		1484	100.0		

GOALS_4 Expanding Regional Cooperation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not that Important	73	4.9	12.2	12.2
	Somewhat Important	285	19.2	48.0	60.2
	Very Important	236	15.9	39.8	100.0
	Total	594	40.0	100.0	
Missing	Unable to Rate / DK	62	4.2		
	System	828	55.8		
	Total	890	60.0		
Total		1484	100.0		

GOALS_5 Maintain/Improve County's Environ. Quality

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not that Important	21	1.4	3.3	3.3
	Somewhat Important	200	13.5	30.6	33.9
	Very Important	431	29.1	66.1	100.0
	Total	652	44.0	100.0	
Missing	Unable to Rate / DK	7	.5		
	System	825	55.6		
	Total	832	56.0		
Total		1484	100.0		

GOALS_6 Better Public Transportation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not that Important	67	4.5	10.6	10.6
	Somewhat Important	191	12.9	30.2	40.8
	Very Important	375	25.3	59.2	100.0
	Total	633	42.7	100.0	
Missing	Unable to Rate / DK	17	1.2		
	System	833	56.1		
	Total	851	57.3		
Total		1484	100.0		

GOALS_7 Job Training & Placement Programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not that Important	61	4.1	8.8	8.8
	Somewhat Important	238	16.0	34.4	43.2
	Very Important	393	26.5	56.8	100.0
	Total	691	46.6	100.0	
Missing	Unable to Rate / DK	14	1.0		
	System	778	52.4		
	Total	793	53.4		
Total		1484	100.0		

GOALS_8 Encouraging Racial/Cultural Diversity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not that Important	94	6.3	14.0	14.0
	Somewhat Important	225	15.2	33.5	47.5
	Very Important	353	23.8	52.5	100.0
	Total	672	45.3	100.0	
Missing	Unable to Rate / DK	18	1.2		
	System	794	53.5		
	Total	812	54.7		
Total		1484	100.0		

GOALS_9 Expand Drug/Alcohol Treatment Programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not that Important	104	7.0	16.2	16.2
	Somewhat Important	299	20.1	46.3	62.4
	Very Important	243	16.4	37.6	100.0
	Total	646	43.5	100.0	
Missing	Unable to Rate / DK	36	2.4		
	System	802	54.0		
	Total	838	56.5		
Total		1484	100.0		

GOALS_10 Promoting Economic Development

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not that Important	50	3.3	8.1	8.1
	Somewhat Important	240	16.2	39.4	47.6
	Very Important	320	21.6	52.4	100.0
	Total	610	41.1	100.0	
Missing	Unable to Rate / DK	12	.8		
	System	862	58.1		
	Total	874	58.9		
Total		1484	100.0		

GOALS_11 More Higher-Paying Jobs to County

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not that Important	39	2.6	5.5	5.5
	Somewhat Important	196	13.2	27.4	32.9
	Very Important	479	32.3	67.1	100.0
	Total	714	48.1	100.0	
Missing	Unable to Rate / DK	10	.7		
	System	760	51.2		
	Total	770	51.9		
Total		1484	100.0		

GOALS_12 Improve quality of Public Education

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not that Important	30	2.0	4.5	4.5
	Somewhat Important	98	6.6	14.6	19.0
	Very Important	547	36.9	81.0	100.0
	Total	676	45.5	100.0	
Missing	Unable to Rate / DK	7	.5		
	System	801	54.0		
	Total	808	54.5		
Total		1484	100.0		

GOALS_13 Address new Resid. Development

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not that Important	89	6.0	15.5	15.5
	Somewhat Important	217	14.7	37.9	53.5
	Very Important	267	18.0	46.5	100.0
	Total	573	38.6	100.0	
Missing	Unable to Rate / DK	38	2.6		
	System	873	58.8		
	Total	911	61.4		
Total		1484	100.0		

GOALS_14 Emphasize Prevent. & Self-Suff. in Human Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not that Important	43	2.9	6.8	6.8
	Somewhat Important	232	15.6	36.4	43.2
	Very Important	361	24.4	56.8	100.0
	Total	637	42.9	100.0	
Missing	Unable to Rate / DK	47	3.2		
	System	801	54.0		
	Total	847	57.1		
Total		1484	100.0		

GOALS_15 Improve County's Road Network

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not that Important	25	1.7	3.8	3.8
	Somewhat Important	158	10.7	23.5	27.2
	Very Important	490	33.0	72.8	100.0
	Total	673	45.4	100.0	
Missing	Unable to Rate / DK	2	.1		
	System	809	54.5		
	Total	811	54.6		
Total		1484	100.0		

GOALS_16 Rely more on fees to pay for County Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not that Important	113	7.6	17.6	17.6
	Somewhat Important	336	22.7	52.4	70.1
	Very Important	192	12.9	29.9	100.0
	Total	641	43.2	100.0	
Missing	Unable to Rate / DK	39	2.6		
	System	804	54.2		
	Total	843	56.8		
Total		1484	100.0		

GOALS_17 Make sure Tax Rates don't go up

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not that Important	42	2.8	6.1	6.1
	Somewhat Important	203	13.7	29.4	35.5
	Very Important	444	29.9	64.5	100.0
	Total	689	46.4	100.0	
Missing	Unable to Rate / DK	8	.5		
	System	787	53.0		
	Total	795	53.6		
Total		1484	100.0		

GOALS_18 Meeting basic needs of Low Income Residents

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not that Important	36	2.4	5.3	5.3
	Somewhat Important	234	15.8	34.8	40.1
	Very Important	403	27.2	59.9	100.0
	Total	673	45.4	100.0	
Missing	Unable to Rate / DK	13	.9		
	System	798	53.8		
	Total	811	54.6		
Total		1484	100.0		

GOALS_19 Improving Parks & Rec Facilities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not that Important	70	4.7	10.2	10.2
	Somewhat Important	291	19.6	42.7	53.0
	Very Important	321	21.6	47.0	100.0
	Total	682	46.0	100.0	
Missing	Unable to Rate / DK	6	.4		
	System	796	53.6		
	Total	802	54.0		
Total		1484	100.0		

GOALS_20 Expanding Child Care Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not that Important	124	8.4	19.6	19.6
	Somewhat Important	217	14.6	34.4	54.0
	Very Important	291	19.6	46.0	100.0
	Total	632	42.6	100.0	
Missing	Unable to Rate / DK	40	2.7		
	System	813	54.8		
	Total	852	57.4		
Total		1484	100.0		

GOALS_21 Increase Use of Tech. for Convenience

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not that Important	70	4.7	10.6	10.6
	Somewhat Important	290	19.5	43.7	54.4
	Very Important	302	20.4	45.6	100.0
	Total	662	44.6	100.0	
Missing	Unable to Rate / DK	6	.4		
	System	816	55.0		
	Total	822	55.4		
Total		1484	100.0		

GOALS_22 Prevent Fire & Medical Emergencies

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not that Important	28	1.9	4.1	4.1
	Somewhat Important	125	8.4	18.3	22.4
	Very Important	532	35.8	77.6	100.0
	Total	685	46.2	100.0	
Missing	Unable to Rate / DK	23	1.6		
	System	775	52.2		
	Total	799	53.8		
Total		1484	100.0		

GOALS_23 Expand County's Revenue

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not that Important	111	7.5	16.9	16.9
	Somewhat Important	279	18.8	42.4	59.3
	Very Important	268	18.0	40.7	100.0
	Total	658	44.3	100.0	
Missing	Unable to Rate / DK	27	1.8		
	System	799	53.9		
	Total	826	55.7		
Total		1484	100.0		

GOALS_24 Expand Services for Elderly

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not that Important	32	2.2	5.0	5.0
	Somewhat Important	213	14.4	33.0	38.0
	Very Important	401	27.1	62.0	100.0
	Total	647	43.6	100.0	
Missing	Unable to Rate / DK	37	2.5		
	System	800	53.9		
	Total	837	56.4		
Total		1484	100.0		

POLICE Overall Performance of Police Dept.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	15	1.0	1.6	1.6
	Somewhat Dissatisfied	48	3.3	5.2	6.8
	Somewhat Satisfied	397	26.7	42.6	49.4
	Very Satisfied	472	31.8	50.6	100.0
	Total	932	62.8	100.0	
Missing	Unable to Rate / DK	65	4.4		
	System	488	32.9		
	Total	552	37.2		
Total		1484	100.0		

DRUGS Reduce the Use of Illegal Drugs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	34	2.3	6.5	6.5
	Somewhat Dissatisfied	57	3.9	10.9	17.4
	Somewhat Satisfied	246	16.6	46.7	64.1
	Very Satisfied	189	12.8	35.9	100.0
	Total	527	35.5	100.0	
Missing	Unable to Rate / DK	284	19.2		
	Refused	0	.0		
	System	672	45.3		
	Total	957	64.5		
Total		1484	100.0		

ATTITUDE Police Dept. Attitudes Towards Citizens

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	44	3.0	5.5	5.5
	Somewhat Dissatisfied	72	4.9	9.1	14.6
	Somewhat Satisfied	263	17.7	33.1	47.7
	Very Satisfied	416	28.1	52.3	100.0
	Total	796	53.6	100.0	
Missing	Unable to Rate / DK	167	11.2		
	Refused	0	.0		
	System	521	35.1		
	Total	688	46.4		
Total		1484	100.0		

FIRE Fire Fighting in R's Area

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	5	.3	.4	.4
	Somewhat Dissatisfied	33	2.2	2.5	2.9
	Somewhat Satisfied	303	20.4	23.0	25.9
	Very Satisfied	975	65.7	74.1	100.0
	Total	1316	88.7	100.0	
Missing	Unable to Rate / DK	168	11.3		
Total		1484	100.0		

RESCUE Emergency Medical Rescue Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	9	.6	1.1	1.1
	Somewhat Dissatisfied	14	.9	1.7	2.8
	Somewhat Satisfied	197	13.3	24.0	26.7
	Very Satisfied	603	40.7	73.3	100.0
	Total	823	55.5	100.0	
Missing	Unable to Rate / DK	150	10.1		
	System	511	34.4		
	Total	661	44.5		
Total		1484	100.0		

EMSATIS Assistance from 9-1-1 Operator

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	23	1.5	7.3	7.3
	Somewhat Dissatisfied	5	.3	1.6	8.9
	Somewhat Satisfied	44	3.0	14.3	23.2
	Very Satisfied	238	16.0	76.8	100.0
	Total	310	20.9	100.0	
Missing	7	3	.2		
	Unable to Rate / DK	12	.8		
	System	1159	78.1		
	Total	1174	79.1		
Total		1484	100.0		

EMTIMEB Satisfaction with Time for Help to Arrive

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	29	1.9	9.6	9.6
	Somewhat Dissatisfied	15	1.0	5.1	14.7
	Somewhat Satisfied	40	2.7	13.2	27.9
	Very Satisfied	216	14.6	72.1	100.0
	Total	300	20.2	100.0	
Missing	Not Applicable	11	.7		
	Unable to Rate / DK	14	1.0		
	System	1159	78.1		
	Total	1184	79.8		
Total		1484	100.0		

EMASSTB Assistance on the Scene

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	23	1.5	8.1	8.1
	Somewhat Dissatisfied	8	.5	2.9	11.0
	Somewhat Satisfied	25	1.7	8.8	19.8
	Very Satisfied	225	15.1	80.2	100.0
	Total	280	18.9	100.0	
Missing	Not Applicable	12	.8		
	Unable to Rate / DK	22	1.5		
	System	1169	78.8		
	Total	1204	81.1		
Total		1484	100.0		

EMTIMSBR Length of time before help arrived - MINUTES (combined)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	5	2	.1	6.0	6.0
	8	1	.1	4.3	10.2
	10	0	.0	.6	10.8
	15	5	.3	14.5	25.3
	20	8	.5	23.7	49.0
	25	3	.2	8.2	57.3
	30	3	.2	9.2	66.4
	45	2	.1	5.7	72.1
	60	3	.2	10.2	82.3
	75	1	.1	4.3	86.6
	80	1	.1	4.3	90.9
	105	1	.1	4.3	95.2
	120	0	.0	.6	95.7
	240	1	.1	4.3	100.0
	Total	33	2.2	100.0	
Missing	DK/REFUSED	8	.5		
	System	1443	97.3		
	Total	1451	97.8		
Total		1484	100.0		

EMTIMRSR Length of time before help arrived - MINUTES (combined)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	1	.1	3.3	3.3
	5	6	.4	17.1	20.3
	8	2	.1	5.8	26.1
	10	13	.9	38.7	64.9
	15	6	.4	16.6	81.5
	20	1	.1	4.2	85.7
	30	2	.1	5.1	90.7
	60	3	.2	9.3	100.0
	Total	34	2.3	100.0	
Missing	DK/REFUSED	6	.4		
	System	1444	97.3		
	Total	1450	97.7		
Total		1484	100.0		

CPR97 Number of People in HH with CPR

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	219	14.7	26.7	26.7
	1	341	22.9	41.5	68.2
	2	211	14.2	25.7	93.9
	3	36	2.4	4.4	98.3
	4	11	.7	1.3	99.6
	5	3	.2	.4	100.0
	Total	820	55.2	100.0	
Missing	99	4	.3		
	System	661	44.5		
	Total	664	44.8		
Total		1484	100.0		

AMCRIME Safety in Neighborhood in Daytime

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	34	2.3	2.3	2.3
	Somewhat Dissatisfied	66	4.5	4.6	6.9
	Somewhat Satisfied	470	31.7	32.4	39.4
	Very Satisfied	879	59.2	60.6	100.0
Total		1449	97.7	100.0	
Missing	Unable to Rate / DK	35	2.3		
Total		1484	100.0		

PMCRIME Safety in Neighborhood at Night

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	54	3.7	3.8	3.8
	Somewhat Dissatisfied	145	9.8	10.0	13.8
	Somewhat Satisfied	579	39.0	39.9	53.7
	Very Satisfied	671	45.2	46.3	100.0
Total		1450	97.7	100.0	
Missing	Unable to Rate / DK	34	2.3		
Total		1484	100.0		

STRLTA Satisfaction with Street Lighting

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	48	3.2	6.7	6.7
	Somewhat Dissatisfied	118	8.0	16.4	23.1
	Somewhat Satisfied	326	22.0	45.3	68.4
	Very Satisfied	227	15.3	31.6	100.0
Total		720	48.5	100.0	
Missing	Unable to Rate / DK	72	4.9		
	System	691	46.6		
Total		764	51.5		
Total		1484	100.0		

ANIMALA Satisfaction with Animal Control

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	59	4.0	9.7	9.7
	Somewhat Dissatisfied	57	3.8	9.3	19.0
	Somewhat Satisfied	262	17.6	42.6	61.6
	Very Satisfied	236	15.9	38.4	100.0
	Total	614	41.4	100.0	
Missing	Unable to Rate / DK	189	12.8		
	System	680	45.8		
	Total	870	58.6		
Total		1484	100.0		

MOSCONT Satisfaction with Mosquito Control

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	132	8.9	11.1	11.1
	Somewhat Dissatisfied	217	14.6	18.2	29.3
	Somewhat Satisfied	499	33.6	42.0	71.3
	Very Satisfied	341	23.0	28.7	100.0
	Total	1189	80.1	100.0	
Missing	Unable to Rate / DK	294	19.8		
	Refused	1	.1		
	Total	295	19.9		
Total		1484	100.0		

LIBRY12 Has R Used Library Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	212	14.3	22.5	22.5
	Yes	731	49.2	77.5	100.0
	Total	943	63.5	100.0	
Missing	Can't recall/DK	7	.4		
	System	535	36.0		
	Total	541	36.5		
Total		1484	100.0		

LIBRARY Providing Library Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	6	.4	.8	.8
	Somewhat Dissatisfied	22	1.5	2.9	3.7
	Somewhat Satisfied	207	14.0	27.6	31.3
	Very Satisfied	516	34.8	68.7	100.0
	Total	751	50.6	100.0	
Missing	Unable to Rate / DK	71	4.8		
	System	662	44.6		
	Total	733	49.4		
Total		1484	100.0		

LIBRYSAT Service from Library Staff

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	1	.1	.2	.2
	Somewhat Dissatisfied	14	1.0	2.0	2.2
	Somewhat Satisfied	102	6.9	14.1	16.3
	Very Satisfied	605	40.7	83.7	100.0
	Total	722	48.7	100.0	
Missing	7	4	.2		
	Unable to Rate / DK	5	.3		
	System	753	50.8		
	Total	762	51.3		
Total		1484	100.0		

PARK Providing Park and Recreation Programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	23	1.5	2.9	2.9
	Somewhat Dissatisfied	59	4.0	7.5	10.4
	Somewhat Satisfied	335	22.6	42.9	53.3
	Very Satisfied	365	24.6	46.7	100.0
	Total	781	52.6	100.0	
Missing	Unable to Rate / DK	49	3.3		
	Refused	0	.0		
	System	653	44.0		
	Total	703	47.4		
Total		1484	100.0		

PARK12 Has R Used Park Authority's Parks

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	505	34.0	34.4	34.4
	Yes	963	64.9	65.6	100.0
	Total	1468	98.9	100.0	
Missing	Can't recall/DK	16	1.1		
Total		1484	100.0		

PARK1 Fam. with Park Authority

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	592	39.9	41.5	41.5
	Yes	833	56.2	58.5	100.0
	Total	1426	96.1	100.0	
Missing	Not sure	58	3.9		
Total		1484	100.0		

PARK2 Sat. with Park Authority

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	18	1.2	2.2	2.2
	Somewhat Dissatisfied	33	2.2	4.0	6.2
	Somewhat Satisfied	281	18.9	34.0	40.1
	Very Satisfied	495	33.3	59.9	100.0
	Total	827	55.7	100.0	
Missing	Unable to Rate / DK	5	.4		
	Refused	1	.1		
	System	651	43.8		
	Total	657	44.3		
Total		1484	100.0		

CTYSERV2 Sat. with Service Authority

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	32	2.2	4.0	4.0
	Somewhat Dissatisfied	30	2.0	3.7	7.8
	Somewhat Satisfied	300	20.2	37.4	45.2
	Very Satisfied	439	29.6	54.8	100.0
	Total	800	53.9	100.0	
Missing	Unable to Rate / DK	7	.5		
	System	677	45.6		
	Total	684	46.1		
Total		1484	100.0		

ELDERLY Programs for Elderly Population

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	35	2.4	5.0	5.0
	Somewhat Dissatisfied	120	8.1	17.3	22.4
	Somewhat Satisfied	359	24.2	51.6	74.0
	Very Satisfied	181	12.2	26.0	100.0
	Total	695	46.9	100.0	
Missing	Unable to Rate / DK	787	53.0		
	Refused	1	.1		
	Total	789	53.1		
Total		1484	100.0		

HLTHDEPT Familiar with Health Department

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1082	72.9	75.5	75.5
	Yes	350	23.6	24.5	100.0
	Total	1432	96.5	100.0	
Missing	Not sure	52	3.5		
Total		1484	100.0		

HLTHSAT Sat. with Health Department

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	17	1.2	5.0	5.0
	Somewhat Dissatisfied	30	2.0	8.7	13.7
	Somewhat Satisfied	143	9.7	41.4	55.1
	Very Satisfied	155	10.5	44.9	100.0
	Total	346	23.3	100.0	
Missing	Unable to Rate / DK	4	.3		
	System	1134	76.4		
	Total	1138	76.7		
Total		1484	100.0		

DEPTSS Familiar with Dept. of Soc. Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1038	69.9	72.4	72.4
	Yes	395	26.6	27.6	100.0
	Total	1433	96.5	100.0	
Missing	Not sure	51	3.5		
Total		1484	100.0		

DSSSAT Sat. with Dept. of Soc. Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	55	3.7	14.0	14.0
	Somewhat Dissatisfied	65	4.4	16.7	30.7
	Somewhat Satisfied	152	10.2	39.0	69.7
	Very Satisfied	118	7.9	30.3	100.0
	Total	390	26.2	100.0	
Missing	Unable to Rate / DK	5	.4		
	System	1089	73.4		
	Total	1094	73.8		
Total		1484	100.0		

MENTAL Familiar with Mental Health Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1259	84.8	86.6	86.6
	Yes	195	13.2	13.4	100.0
	Total	1454	98.0	100.0	
Missing	Not sure	30	2.0		
Total		1484	100.0		

MENTLSAT Sat. with Mental Health Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	19	1.3	10.2	10.2
	Somewhat Dissatisfied	27	1.8	14.0	24.2
	Somewhat Satisfied	81	5.5	42.6	66.7
	Very Satisfied	63	4.3	33.3	100.0
	Total	191	12.8	100.0	
Missing	Unable to Rate / DK	5	.3		
	System	1289	86.8		
	Total	1293	87.2		
Total		1484	100.0		

PROBLEMB Sat. with Comm. Services Board

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	48	3.2	13.5	13.5
	Somewhat Dissatisfied	55	3.7	15.3	28.7
	Somewhat Satisfied	159	10.7	44.5	73.2
	Very Satisfied	96	6.5	26.8	100.0
	Total	358	24.1	100.0	
Missing	Unable to Rate / DK	731	49.3		
	Refused	3	.2		
	System	393	26.5		
	Total	1126	75.9		
Total		1484	100.0		

PBMCONTC R or friend get help from Comm. Serv. Board

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	306	20.6	74.0	74.0
	Yes	107	7.2	26.0	100.0
	Total	414	27.9	100.0	
Missing	Don't know/Refused/NA	6	.4		
	System	1065	71.8		
	Total	1070	72.1		
Total		1484	100.0		

ANYBODY Has R Contacted County Govt.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No, has not contacted	984	66.3	67.3	67.3
	Yes, has contacted	478	32.2	32.7	100.0
	Total	1462	98.5	100.0	
Missing	Can't recall/DK/Refused	22	1.5		
	System				
Total		1484	100.0		

HELPFUL2 Helpfulness of County Employees

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	45	3.0	9.5	9.5
	Somewhat Dissatisfied	46	3.1	9.7	19.2
	Somewhat Satisfied	98	6.6	20.7	39.9
	Very Satisfied	285	19.2	60.1	100.0
	Total	474	31.9	100.0	
Missing	Unable to Rate / DK	3	.2		
	Refused	1	.1		
	System	1006	67.8		
	Total	1010	68.1		
Total		1484	100.0		

TAXESA R had Contact with County Re:taxes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1041	70.2	70.4	70.4
	Yes	438	29.5	29.6	100.0
	Total	1479	99.7	100.0	
Missing	Don't know/Refused/NA	5	.3		
Total		1484	100.0		

HELPFULA Satisfaction w/County Employees' Helpfulness

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	27	1.8	6.3	6.3
	Somewhat Dissatisfied	18	1.2	4.3	10.6
	Somewhat Satisfied	108	7.3	25.1	35.8
	Very Satisfied	276	18.6	64.2	100.0
	Total	430	28.9	100.0	
Missing	Unable to Rate / DK	9	.6		
	System	1046	70.5		
	Total	1054	71.1		
Total		1484	100.0		

TIMESATA Satisfaction w/ Time for Request to be Answered

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	36	2.4	8.4	8.4
	Somewhat Dissatisfied	18	1.2	4.2	12.6
	Somewhat Satisfied	81	5.5	19.0	31.6
	Very Satisfied	291	19.6	68.4	100.0
	Total	426	28.7	100.0	
Missing	Unable to Rate / DK	12	.8		
	System	1046	70.5		
	Total	1058	71.3		
Total		1484	100.0		

NET1 Used the PWC Government Web Site

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	452	30.5	48.3	48.3
	Yes	484	32.6	51.7	100.0
	Total	937	63.1	100.0	
Missing	Don't know	7	.4		
	System	541	36.4		
	Total	547	36.9		
Total		1484	100.0		

NET2 Sat. with PWC Government Web Site

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	3	.2	.6	.6
	Somewhat Dissatisfied	28	1.9	5.9	6.5
	Somewhat Satisfied	177	11.9	37.1	43.6
	Very Satisfied	268	18.1	56.4	100.0
	Total	475	32.0	100.0	
Missing	Unable to Rate / DK	9	.6		
	Refused	0	.0		
	System	1000	67.4		
	Total	1009	68.0		
Total		1484	100.0		

LAND Planning of Land Development

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	285	19.2	22.4	22.4
	Somewhat Dissatisfied	311	21.0	24.4	46.8
	Somewhat Satisfied	529	35.6	41.5	88.3
	Very Satisfied	149	10.0	11.7	100.0
	Total	1273	85.8	100.0	
Missing	Unable to Rate / DK	209	14.1		
	Refused	2	.1		
	Total	211	14.2		
Total		1484	100.0		

INPUTDEV Opportunities for Citizen Input

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	89	6.0	13.2	13.2
	Somewhat Dissatisfied	119	8.0	17.6	30.7
	Somewhat Satisfied	311	20.9	45.8	76.5
	Very Satisfied	160	10.7	23.5	100.0
	Total	679	45.8	100.0	
Missing	Unable to Rate / DK	286	19.3		
	Refused	3	.2		
	System	515	34.7		
	Total	805	54.2		
Total		1484	100.0		

GROWTHC Rate of PWC Growth

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	290	19.5	21.1	21.1
	Somewhat Dissatisfied	405	27.3	29.4	50.5
	Somewhat Satisfied	511	34.4	37.2	87.7
	Very Satisfied	169	11.4	12.3	100.0
	Total	1375	92.6	100.0	
Missing	Unable to Rate / DK	106	7.1		
	Refused	3	.2		
	Total	109	7.4		
Total		1484	100.0		

ENVRDEVA County's Efforts to Protect Environment

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	55	3.7	8.5	8.5
	Somewhat Dissatisfied	118	8.0	18.4	26.8
	Somewhat Satisfied	341	23.0	53.0	79.9
	Very Satisfied	129	8.7	20.1	100.0
	Total	643	43.3	100.0	
Missing	Unable to Rate / DK	173	11.7		
	Refused	2	.1		
	System	666	44.9		
	Total	841	56.7		
Total		1484	100.0		

SPCEDEVA County's Efforts to Preserve Open Space

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	129	8.7	18.4	18.4
	Somewhat Dissatisfied	163	11.0	23.3	41.7
	Somewhat Satisfied	289	19.5	41.4	83.1
	Very Satisfied	118	8.0	16.9	100.0
	Total	699	47.1	100.0	
Missing	Unable to Rate / DK	102	6.9		
	Refused	2	.1		
	System	681	45.9		
	Total	785	52.9		
Total	1484	100.0			

ROADDEVA Coordination of Development with Road Systems

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	214	14.4	30.5	30.5
	Somewhat Dissatisfied	187	12.6	26.7	57.2
	Somewhat Satisfied	231	15.6	33.0	90.2
	Very Satisfied	69	4.6	9.8	100.0
	Total	701	47.2	100.0	
Missing	Unable to Rate / DK	113	7.6		
	System	670	45.2		
	Total	783	52.8		
Total	1484	100.0			

SVEDEVA Coordination of Development with Community Facilities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	48	3.2	6.7	6.7
	Somewhat Dissatisfied	96	6.5	13.5	20.2
	Somewhat Satisfied	366	24.7	51.4	71.6
	Very Satisfied	202	13.6	28.4	100.0
	Total	712	48.0	100.0	
Missing	Unable to Rate / DK	101	6.8		
	System	670	45.2		
	Total	772	52.0		
Total	1484	100.0			

VISDEV Visual Appearance of New Development

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	56	3.8	6.1	6.1
	Somewhat Dissatisfied	127	8.5	13.9	20.0
	Somewhat Satisfied	455	30.7	49.8	69.8
	Very Satisfied	276	18.6	30.2	100.0
	Total	914	61.6	100.0	
Missing	Unable to Rate / DK	53	3.6		
	Refused	2	.1		
	System	515	34.7		
	Total	570	38.4		
Total	1484	100.0			

NEIGHBOR Preventing Neighborhood Deterioration

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	136	9.2	10.7	10.7
	Somewhat Dissatisfied	285	19.2	22.4	33.1
	Somewhat Satisfied	591	39.8	46.3	79.4
	Very Satisfied	263	17.7	20.6	100.0
	Total	1275	85.9	100.0	
Missing	Unable to Rate / DK	209	14.1		
Total	1484	100.0			

TRASHC Appearance of Trash along Roadways & in Neighborhoods

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	47	3.1	4.9	4.9
	Somewhat Dissatisfied	121	8.2	12.7	17.5
	Somewhat Satisfied	431	29.0	45.0	62.5
	Very Satisfied	359	24.2	37.5	100.0
	Total	958	64.5	100.0	
Missing	Unable to Rate / DK	9	.6		
	Refused	2	.1		
	System	515	34.7		
	Total	526	35.5		
Total	1484	100.0			

SIGNSC Appearance of Illegal Signs along Major Roads

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	166	11.2	17.8	17.8
	Somewhat Dissatisfied	250	16.9	26.9	44.8
	Somewhat Satisfied	361	24.4	38.9	83.7
	Very Satisfied	152	10.2	16.3	100.0
	Total	929	62.6	100.0	
Missing	Unable to Rate / DK	36	2.4		
	Refused	3	.2		
	System	515	34.7		
	Total	555	37.4		
Total		1484	100.0		

BUILDNGC Appearance of Deteriorated Buildings

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	34	2.3	3.7	3.7
	Somewhat Dissatisfied	144	9.7	15.9	19.6
	Somewhat Satisfied	474	31.9	52.4	72.0
	Very Satisfied	254	17.1	28.0	100.0
	Total	905	61.0	100.0	
Missing	Unable to Rate / DK	63	4.2		
	Refused	2	.1		
	System	515	34.7		
	Total	579	39.0		
Total		1484	100.0		

JUNKC Appearance of Junk Cars on Roadways & in Neighborhoods

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	82	5.6	9.0	9.0
	Somewhat Dissatisfied	140	9.4	15.3	24.3
	Somewhat Satisfied	358	24.1	39.2	63.5
	Very Satisfied	334	22.5	36.5	100.0
	Total	913	61.5	100.0	
Missing	Unable to Rate / DK	54	3.7		
	Refused	2	.1		
	System	515	34.7		
	Total	571	38.5		
Total		1484	100.0		

NEWJOBS Attract New Jobs to PWC

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	83	5.6	11.3	11.3
	Somewhat Dissatisfied	163	11.0	22.3	33.6
	Somewhat Satisfied	355	24.0	48.7	82.3
	Very Satisfied	129	8.7	17.7	100.0
	Total	730	49.2	100.0	
Missing	Unable to Rate / DK	247	16.6		
	Refused	2	.1		
	System	506	34.1		
	Total	754	50.8		
Total		1484	100.0		

TRAVEL97 Ease of Travel in PWC

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	354	23.8	24.1	24.1
	Somewhat Dissatisfied	344	23.2	23.4	47.4
	Somewhat Satisfied	519	34.9	35.3	82.7
	Very Satisfied	255	17.2	17.3	100.0
	Total	1471	99.1	100.0	
Missing	Unable to Rate / DK	13	.9		
Total		1484	100.0		

OUTSIDE Ease of Travel around NoVA outside PWC

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	389	26.2	41.1	41.1
	Somewhat Dissatisfied	245	16.5	25.8	66.9
	Somewhat Satisfied	244	16.4	25.8	92.7
	Very Satisfied	69	4.6	7.3	100.0
	Total	947	63.8	100.0	
Missing	Unable to Rate / DK	35	2.4		
	System	502	33.8		
	Total	537	36.2		
Total		1484	100.0		

TRANSC Public Transportation in PWC

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	137	9.3	25.5	25.5
	Somewhat Dissatisfied	107	7.2	19.9	45.4
	Somewhat Satisfied	189	12.8	35.2	80.5
	Very Satisfied	105	7.1	19.5	100.0
	Total	539	36.3	100.0	
Missing	Unable to Rate / DK	440	29.7		
	Refused	3	.2		
	System	502	33.8		
	Total	945	63.7		
Total		1484	100.0		

NOVATRC Public Transportation in NoVA outside PWC

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	61	4.1	9.8	9.8
	Somewhat Dissatisfied	69	4.7	11.1	20.9
	Somewhat Satisfied	311	21.0	49.9	70.8
	Very Satisfied	183	12.3	29.2	100.0
	Total	624	42.1	100.0	
Missing	Unable to Rate / DK	357	24.1		
	System	502	33.8		
	Total	860	57.9		
Total		1484	100.0		

RECYCLEC Satisfaction with Recycling Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	39	2.6	4.6	4.6
	Somewhat Dissatisfied	72	4.9	8.5	13.1
	Somewhat Satisfied	300	20.2	35.5	48.6
	Very Satisfied	434	29.2	51.4	100.0
	Total	845	56.9	100.0	
Missing	Unable to Rate / DK	120	8.1		
	Refused	0	.0		
	System	519	35.0		
	Total	639	43.1		
Total		1484	100.0		

LANDFILL Has R Taken Trash to Landfill

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	498	33.6	52.5	52.5
	Yes	450	30.3	47.5	100.0
	Total	948	63.9	100.0	
Missing	Can't recall/DK	7	.5		
	System	528	35.6		
	Total	536	36.1		
Total		1484	100.0		

LFILLSAT Sat. with Landfill

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	4	.3	.9	.9
	Somewhat Dissatisfied	9	.6	2.1	3.0
	Somewhat Satisfied	73	4.9	16.6	19.6
	Very Satisfied	352	23.7	80.4	100.0
	Total	438	29.5	100.0	
Missing	Unable to Rate / DK	12	.8		
	System	1034	69.7		
	Total	1046	70.5		
Total		1484	100.0		

EFFNEFF Efficient and Effective Service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	22	1.5	2.6	2.6
	Somewhat Dissatisfied	70	4.7	8.2	10.8
	Somewhat Satisfied	561	37.8	65.6	76.4
	Very Satisfied	202	13.6	23.6	100.0
	Total	855	57.6	100.0	
Missing	Unable to Rate / DK	80	5.4		
	Refused	2	.1		
	System	547	36.9		
	Total	629	42.4		
Total		1484	100.0		

VALUE Value for Tax Dollar

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	51	3.4	5.6	5.6
	Somewhat Dissatisfied	104	7.0	11.6	17.3
	Somewhat Satisfied	556	37.5	62.0	79.2
	Very Satisfied	186	12.6	20.8	100.0
	Total	898	60.5	100.0	
Missing	Unable to Rate / DK	59	4.0		
	System	527	35.5		
	Total	586	39.5		
Total		1484	100.0		

SCHL1 R Has Children in PWC Schools

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	84	5.6	14.9	14.9
	Yes	478	32.2	85.1	100.0
	Total	562	37.9	100.0	
Missing	Don't know	4	.3		
	Refused	4	.3		
	System	914	61.6		
	Total	922	62.1		
Total		1484	100.0		

SCHL4 School System Provides Efficient Service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	103	7.0	8.6	8.6
	Somewhat Dissatisfied	142	9.6	11.8	20.5
	Somewhat Satisfied	453	30.5	37.8	58.3
	Very Satisfied	499	33.7	41.7	100.0
	Total	1198	80.7	100.0	
Missing	Unable to Rate / DK	284	19.1		
	Refused	2	.1		
	Total	286	19.3		
Total		1484	100.0		

ADULTC Adult Learning Opportunities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	34	2.3	5.4	5.4
	Somewhat Dissatisfied	58	3.9	9.2	14.6
	Somewhat Satisfied	308	20.8	49.1	63.7
	Very Satisfied	228	15.4	36.3	100.0
	Total	628	42.3	100.0	
Missing	Unable to Rate / DK	350	23.6		
	System	506	34.1		
	Total	856	57.7		
Total		1484	100.0		

LEARNC Life-long Learning Opportunities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	20	1.3	3.5	3.5
	Somewhat Dissatisfied	49	3.3	8.7	12.2
	Somewhat Satisfied	291	19.6	51.3	63.5
	Very Satisfied	207	13.9	36.5	100.0
	Total	568	38.2	100.0	
Missing	Unable to Rate / DK	410	27.6		
	System	506	34.1		
	Total	916	61.8		
Total		1484	100.0		

SAMEHOME Live in Same House as 1 Year Ago

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	106	7.1	10.5	10.5
	Yes	902	60.8	89.5	100.0
	Total	1008	67.9	100.0	
Missing	System	476	32.1		
Total		1484	100.0		

SAMEWORK Same Workplace as 1 Year Ago

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	207	14.0	19.3	19.3
	Yes	866	58.4	80.7	100.0
	Total	1074	72.4	100.0	
Missing	Don't know/Refused	8	.5		
	System	403	27.1		
	Total	410	27.6		
Total		1484	100.0		

Statistics

COMM98 Length of Time to Get to Work

N	Valid	1064
	Missing	420
Mean		39.35
Median		40.00

COMMTIME Commute Time Difference From 1 Year Ago

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Gotten shorter	70	4.7	6.7	6.7
	Stayed about the same	545	36.7	52.2	58.9
	Gotten longer	430	28.9	41.1	100.0
	Total	1045	70.4	100.0	
Missing	Not working one year ago	9	.6		
	Don't know	24	1.6		
	Refused	4	.2		
	System	403	27.1		
	Total	439	29.6		
Total		1484	100.0		

TELECOM Does R Telecommute

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	897	60.5	84.3	84.3
	Yes	167	11.3	15.7	100.0
	Total	1064	71.7	100.0	
Missing	Don't know	14	1.0		
	Refused	3	.2		
	System	403	27.1		
	Total	420	28.3		
Total		1484	100.0		

TELTIME How Often R Telecommutes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Several times a year	32	2.1	19.2	19.2
	Once or twice a month	38	2.6	22.9	42.1
	Several times a month	43	2.9	26.0	68.1
	Several times a week	32	2.1	19.3	87.4
	All the time	21	1.4	12.6	100.0
	Total	165	11.1	100.0	
Missing	Don't know	1	.1		
	Refused	0	.0		
	System	1317	88.7		
	Total	1319	88.9		
Total		1484	100.0		

Multiple Response Frequencies

MORESAT What would make you more sat w/ pub. Transportation?

Dichotomy label	Name	Count	Pct of Responses	Pct of Cases
Service to New Places	MORESAT1	82	33.0	60.5
Longer Hours/Weekend Hours	MORESAT2	54	21.8	39.9
More Freq Serv to Existing Routes	MORESAT3	54	21.5	39.4
Other (Specify)	MORESAT4	59	23.8	43.5
		-----	-----	-----
	Total responses	249	100.0	183.3

1,348 missing cases; 136 valid cases

INFOSRC Source of Information about PWC

Dichotomy label	Name	Count	Pct of Responses	Pct of Cases
Info about PWC - County Website	INFOS011	137	10.3	17.0
Info about PWC - PWC Officials & Staff	INFOS012	51	3.8	6.3
Info about PWC - Potomack News	INFOS013	282	21.2	34.7
Info about PWC - Washington Post	INFOS014	260	19.5	32.0
Info about PWC - TV News	INFOS015	213	16.0	26.2
Info about PWC - Radio News	INFOS016	85	6.4	10.5
Info about PWC - Other - Specify	INFOS017	285	21.4	35.1
Info about PWC - Don't know	INFOS018	19	1.4	2.3
		-----	-----	-----
	Total responses	1330	100.0	164.1

673 missing cases; 811 valid cases

HOWCONA How contacted the county

Dichotomy label	Name	Count	Pct of Responses	Pct of Cases
How Contact County - in Person	HOWCONA1	161	32.4	37.7
How Contact County - by Telephone	HOWCONA2	286	57.8	67.2
How Contact County - by Mail	HOWCONA3	49	9.9	11.5
		-----	-----	-----
	Total responses	496	100.0	116.3

1,058 missing cases; 426 valid cases

EMSERVB Reason for calling EMS

Dichotomy label	Name	Count	Pct of Responses	Pct of Cases
Police	EMSERVB1	141	39.8	43.8
Fire	EMSERVB2	34	9.6	10.5
Ambulance or Rescue Squad	EMSERVB3	157	44.2	48.6
Something Else [Specify:]	EMSERVB4	23	6.5	7.1

APPENDIX E
Question Revisions and Rotation Plan

Question	Prior Designator	Question Name	Core Question	Not Core Incl. 2003	Not Core Incl. 2004
Between 1 and 10 how would you rate PWC as a place to live?	OVERALL	QOL10	1		
On the same scale where would you say PWC stood 5 yrs ago?	Q22	5YRAGOB			1
On the same scale where would you say PWC will stand 5 yrs from now?	Future	FUTUREB			1
Would you like to be living in PWC 5 yrs from now or someplace else?	Q23	HPELIVEB			1
How satisfied are you in general with services the County provides?		CTYSAT97	1		
Since last year is satisfaction with services increased/decreased/same?	satchg				1
How satisfied are you with:					
The job the county is doing in providing convenient ways to register to vote?	Q51	VOTE	1		
The job the county is doing keeping citizens informed about programs?	Q54	GOVTSERV	1		
The job the County is doing in animal control services?	Q39	ANIMALA		1	
The job the County is doing in providing street lighting?	Q40	STRLTA		1	
The job the County is doing in fire fighting in your area?	Q33	FIRE	1		
The job the County is doing in providing emergency medical rescue?	Q34	RESCUE	1		
How satisfied are you with:					
Safety from crime in your neighborhood during daylight?	Q36a	AMCRIME	1		
Safety from crime in your neighborhood after dark?	Q36b	PMCRIME	1		
Safety from crime in commercial areas during daylight?	Q36c	DYCRIMEB			1
Safety from crime in commercial areas after dark?	Q36d	NTCRIMEB			1
Crime prevention programs and information provided by police?	Q37	PREVENTB			1
Police department attitudes and behaviors towards citizens?	Q37a	ATTITUDE	1		
Police department efforts to reduce the use of illegal drugs?	Q38	DRUGS	1		
The overall performance of the police department?	Q35	POLICE	1		
Have you dialed 911 over the past 12 months?	Q184	EMERG911	1		
When you dialed 911 which services did you call for?	Q187	EMSERVB		1	
Was your call because of an emergency?	Q187a	EMERGSB		1	
How satisfied were you with the assistance you received from the person who took your 911 call?	Q191	EMSATIS	1		
How satisfied were you with the time it took for help to arrive on scene?	Q192	EMTIMEB		1	
How satisfied were you with the assistance provided on the scene?	Q193	EMASSTB		1	
How many people in your household have been trained in CPR?		CPR97	1		
How satisfied are you with the job the County is doing:					
Providing library services?	Q50	LIBRARY	1		
Providing park and recreation facilities and programs?	Q46	PARK	1		
Providing programs to help the County's elderly population?	Q58	ELDERLY	1		
Providing help to people in financial need?	Q59	FINNEEDB			1
Have you used the county libraries in the past 12 months?	Q81	LIBRY12	1		
If so, how satisfied were you with service from library staff?	Q82	LIBRYSAT	1		

Question

	Prior	Question	Core	Not Core	Not Core
	Designator	Name	Question	Incl. 2003	Incl. 2004
Are you familiar enough to rate the Department of Social Services?	Q87	DEPTSS	1		
If so, how satisfied are you with DSS services?	Q88	DSSSAT	1		
Providing help to people with emotional, mental, alcohol, or drug problems through the Community Services Board?	Q60	PROBLEMB		1	
Are you familiar enough with Health Department to rate their services?	Q89	HLTHDEPT	1		
If so, how satisfied are you with Health Department services?	Q90	HLTHSAT	1		
Are you familiar with Community Mental Health Services to rate?	Q93	MENTAL	1		
If so, how satisfied are you with Mental Health Services?	Q94	MENTLSAT	1		
Have you contacted the County about your taxes over last 12 months?	Q64a	TAXESA		1	
What was the specific reason you contacted the County?	Q64a1	CONTACTA		1	
How did you contact the county (telephone, walk in, etc).	Q64b	HOWCONA		1	
How satisfied were you with the helpfulness of employees?	Q64c1	HELPFULA		1	
How satisfied were you with time it took for your request to be answered?	Q64c3	TIMESATA		1	
Over the past 12 months have you contacted anybody in the County government about anything?	Q65	ANYBODY	1		
If so, how satisfied were you with the helpfulness of employees?	Q68	HELPFUL2	1		
Have you ever used the PWC government website?		NET1	1		
If so, how satisfied were you with the site?		NET2	1		
How satisfied are you with the job the County is doing:					
Planning how land will be used and developed?	Q52	LAND	1		
Trying to attract new jobs and businesses?	Q56	NEWJOBS	1		
Preventing neighborhoods from deteriorating and making sure the community is well kept up?	Q53	NEIGHBOR	1		
How satisfied are you with recycling services in the County?		RECYCLEC		1	
Have you used the County landfill in the last 12 months?	Q83	LANDFILL	1		
If so, how satisfied were you with landfill services?	Q86	LFILLSAT	1		
How satisfied are you with the ease of travel or getting around within PWC?		TRAVEL97	1		
How satisfied are you with the ease of getting around Northern VA outside of PWC?		OUTSIDEC		1	
How satisfied are you with public transportation within PWC?		TRANSC		1	
What would make you more satisfied with public transportation?	pubtra	MORESAT		1	
How satisfied are you with public transportation in NoVA outside of PWC?		NOVATRC		1	
How satisfied are you with the rate of growth in the County?		GROWTHC	1		
How satisfied are you with:					
The coordination of development with transportation and road systems?	roadeva	ROADDEVA		1	
The coordination of development with locations of community facilities?	svcdev	SVEDEVA		1	
The County's efforts to protect the environment?	envirdev	ENVRDEVA		1	
The County's efforts to preserve open space?	spacedev	SPCEDEVA		1	
Opportunities for citizen input on the planning process?		INPUTDEV	1		
The visual appearance of new development in the County?		VISDEV	1		

Question

	Prior	Question	Core	Not Core	Not Core
	Designator	Name	Question	Incl. 2003	Incl. 2004
How satisfied are you with the visual appearance of the County in regards to:					
The amount of trash / debris, litter along roadways and in neighborhoods?		TRASHC		1	
The number of illegal signs along major roads?		SIGNSC		1	
Deteriorated buildings and other structures?		BUILDNGC		1	
The number of junk cars along roadways and in neighborhoods?		JUNKC		1	
Should services and taxes increase, decrease, or stay the same?	Q129	VIEW	1		
How satisfied are you with the County in giving you value for your tax dollar?	Q96	VALUE	1		
How satisfied are you that the County provides efficient and effective service?		EFFNEFF	1		
How much of the time can you trust the County government to do right?		TRSTGOV1	1		
How many persons under 18 live in your household?	Q132	UNDER18	1		
Are any of those children less than 5?		KUNDR597	1		
Are any of those children ages 5 to 12?		K5TO1297	1		
Are any of those children ages 13 to 17?		KOVR1297	1		
Do you currently have any children attending PWC Schools?		SCHL1	1		
How satisfied are you that the schools provide efficient/effective service?		SCHL4	1		
How satisfied are you with adult learning opportunities in the County?		ADULTC	1		
How satisfied are you with life-long learning opportunities in the County?		LEARNC	1		
Have you used park and recreation facilities in the past 12 months?	Q75	PARK12	1		
Are you familiar enough with Park Authority services to rate?		PARK1	1		
How satisfied are you that the Park Authority provides efficient/effective service?		PARK2	1		
Are you familiar enough with Service Authority to rate?		CTYSERV1	1		
How satisfied are you that Service Authority provides efficient/effective service?		CTYSERV2	1		
How many persons in your household are 18 or older?	Q131	OLDER18	1		
In what year were you born?	Q134	YRBORN	1		
Are you working full time, part time, looking for work?	Q135	WORK	1		
Do you have any specialized work related license?	cred98	CRED98B			1
What kind of work do you do at your job?	job1	JOB1B			1
What is the main business or industry of your organization?	job2	JOB2B			1
So you are employed in?	job3	JOB3B			1
What is the place where you work primarily concerned with?	job5	JOB5B			1
In what county or city is your job located?	Q136	JOBCITY	1		
Are you living today in the same house as you were a year ago?		SAMEHOME	1		
Are you commuting to the same workplace as you were a year ago?		SAMEWORK	1		
How long on average does it take you to get to work?		COMM98	1		
During the past year has your commuting time gotten longer/shorter/same?		COMMTIME	1		
Do you telecommute or telework?		TELECOM	1		
What is your marital status?	Q137	MARITAL	1		
What is the highest level of education you completed?	Q138	EDUC	1		
Are you currently serving or have you served in the U.S. military?	Qmiltry	MILTRY	1		
What is your income range?	Q151	INCOME	1		
Do you consider yourself to be of Hispanic origin?		HISPANIC	1		
What is your race?	Q152	RACE	1		

Question

	Prior Designator	Question Name	Core Question	Not Core Incl. 2003	Not Core Incl. 2004
How important are the following strategic planning goals for PWC?					
Expanding services and facilities for the homeless		GOALS01		1	
Making housing more affordable for all residents		GOALS02		1	
Making the County safe from crime		GOALS03		1	
Expanding regional cooperation		GOALS04		1	
Maintaining or improving the County's environmental quality		GOALS05		1	
Providing better public transportation		GOALS06		1	
Providing job training and placement programs		GOALS07		1	
Encouraging racial and cultural diversity		GOALS08		1	
Expanding treatment programs for people who abuse drugs or alcohol		GOALS09		1	
Promoting economic development		GOALS10		1	
Bringing more, higher-paying jobs to the County		GOALS11		1	
Improving the quality of public education		GOALS12		1	
Addressing new residential development		GOALS13		1	
Emphasizing prevention and self-sufficiency in human services programs		GOALS14		1	
Improving the County's road network		GOALS15		1	
Relying more on fees to pay for County services		GOALS16		1	
Making sure that tax rates don't go up		GOALS17		1	
Meeting the basic needs of low income residents		GOALS18		1	
Improving and expanding parks and recreation facilities		GOALS19		1	
Expanding child care services		GOALS20		1	
Increasing use of technology to make it more convenient for you to get services and information from the County government		GOALS21		1	
Preventing fire and medical emergencies		GOALS22		1	
Expanding the County's ability to generate revenue		GOALS23		1	
Expanding services for the elderly		GOALS24		1	
NEW Where do you get information on the PWC government?		INFOSORC		1	
NEW How satisfied are you with the County in controlling mosquitoes?		MOSCONT		1	
NEW Why dissatisfied with assistance received from person taking 911 call?		EMSATRES		1	
NEW How much time did it take for help to arrive on the scene?		EMTIMEST		1	
NEW What is a reasonable amount of time to receive help?		EMTIMRES		1	
NEW Why dissatisfied with the assistance provided on the scene?		EMASSRES		1	
NEW Why dissatisfied with the Community Services Board (CSB)?		PRMDIST		1	
NEW In past 12 months, have you had direct contact with the CSB?		PBMCONTC		1	
NEW What was the nature of the problem that caused you to contact the CSB?		PBMTYPE		1	
NEW What aspects of public transportation contribute to your satisfaction?		WHYSAT		1	
NEW In past 12 months, how often have you telecommuted or teleworked?		TELTIME	1		
Total Questions			71	59	13

SATISFACTION ITEM INDEX

Item Name	Satisfaction Item	Frequency Page Number	Questionnaire Page Number	Report Page Number
	General Satisfaction with Services and Taxes			
CTYSAT97	Services of the County Government in General	D-1	A-9	16
VOTE	Voter Registration	D-1	A-9	16
GOVTSERV	Information on Government Services	D-2	A-9	16
	Public Safety			
POLICE	Overall Satisfaction with Police	D-11	A-12	18
DRUGS	Reducing Illegal Drugs	D-11	A-12	18
ATTITUDE	Police Behaviors Toward Citizens	D-12	A-12	18
FIRE	Fire Protection	D-12	A-11	18
RESCUE	Medical Rescue	D-12	A-11	18
EMSATIS	911 Phone Help	D-13	A-13	19
EMTIMEB	Time for Help to Arrive	D-13	A-14	19
EMASSTB	Assistance on the Scene	D-14	A-14	19
AMCRIME	Safety In Neighborhood in Daylight	D-16	A-11	20
PMCRIME	Safety in Neighborhood in Dark	D-16	A-12	20
STRLTA	Street Lighting	D-16	A-10	20
ANIMALA	Animal Control	D-17	A-10	21
MOSCONT	Mosquito Control	D-17	A-11	21
	Public Services			
LIBRARY	Library Services	D-18	A-15	22
LIBRYSAT	Library Staff	D-18	A-16	22
PARK	Park & Recreation Facilities	D-18	A-15	22
PARK2	Park Authority	D-19	A-30	22
CTYSERV2	Service Authority	D-20	A-30	22
ELDERLY	Helping the Elderly	D-20	A-16	22
HLTHSAT	Health Department	D-21	A-18	22
DSSSAT	Satisfaction with DSS	D-21	A-17	22
MENTLSAT	Mental Health Agency	D-22	A-18	22
PROBLEMB	Community Service Board	D-22	A-17	22
	Communication with the County			
HELPFUL2	Helpfulness of Employees on Non-Tax Questions	D-23	A-20	24
HELPFULA	Helpfulness of Employees on Tax Questions	D-24	A-19	25
TIMESATA	Time Taken for Requests to be Answered	D-24	A-20	25
NET2	County Website	D-25	A-21	25

Item Name	Satisfaction Item	Frequency Page Number	Questionnaire Page Number	Report Page Number
	Planning and Development Issues			
LAND	Planning and Land Use	D-25	A-21	27
INPUTDEV	Citizen Input Opportunity re: Development	D-26	A-25	27
GROWTHC	Growth in County	D-26	A-24	27
ENVRDEVA	Efforts to Protect Environment	D-26	A-25	28
SPCEDEVA	Efforts to Preserve Open Space	D-27	A-25	28
ROADDEVA	Coordination of Development with Road Systems	D-27	A-24	28
SVEDEVA	Coordination of Development with Community Facilities	D-27	A-24	28
VISDEV	Appearance of New Development	D-28	A-25	28
NEIGHBOR	Prevent Neighborhood Deterioration	D-28	A-21	28
TRASHC	Appearance of Trash Along Roads & in Neighborhoods	D-28	A-26	28
SIGNSC	Appearance of Illegal Signs Along Major Roads & in Neighborhoods	D-29	A-26	28
BUILDNGC	Appearance of Deteriorated Buildings	D-29	A-26	28
JUNKC	Appearance of Junk Cars on Roads	D-30	A-26	28
NEWJOBS	Attract New Jobs and Businesses	D-30	A-21	29
TRAVEL97	Getting Around	D-30	A-22	29
OUTSIDEDEC	Ease of Travel Around Northern Virginia	D-31	A-23	29
TRANSC	Public Transportation	D-31	A-23	29
NOVATRC	Public Transportation Around Northern Virginia	D-31	A-24	30
RECYCLEC	Recycling Services	D-32	A-22	30
LFILLSAT	Landfill	D-32	A-22	30
	Government and Education			
EFFNEFF	County Provides Efficient and Effective Service in General	D-33	A-27	32
VALUE	Value for Tax Dollar	D-33	A-27	33
SCHL4	School System Provides Efficient and Effective Service	D-34	A-29	34
ADULTC	Learning Opportunities	D-34	A-29	34
LEARNC	Opportunities for Life-long Learning	D-34	A-30	34