

Prince William County Citizen Satisfaction Survey

REPORT OF RESULTS 2005



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Prince William County Citizen Satisfaction Survey

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Acknowledgements

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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, Internal Audit Director 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.

At CSR, Ms. Anna MacIntosh, Senior Research Analyst, drafted most of the text of this report, which was then edited jointly with Dr. Guterbock. Ms. Monnica Williams, Research Analyst, prepared the analysis plan, drafted parts of the text, and served as Project Coordinator during the early phases of the project. Dr. Kate Wood, Senior Pro-

ject Director, also provided valuable editorial assistance.

Mr. John Lee Holmes, Acting Survey Operations Manager and Mr. Greg Clumpner, Programming Specialist, were chiefly responsible for the writing and debugging of the computer-assisted telephone script. Mr. Holmes was also responsible for supervising the data collection and writing the methods report.

Ms. MacIntosh and Ms. Lijuan Wang, Research Analyst, performed the data analyses. Mr. David Hartman, Senior Research Director, provided valuable assistance in the analysis phase. Ms. Mai Pham, Project Assistant, compiled most of the figures and tables and assisted in formatting the report.

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

2005 PRINCE WILLIAM COUNTY CITIZEN SATISFACTION SURVEY

CENTER FOR SURVEY RESEARCH
UNIVERSITY OF VIRGINIA
AUGUST 2005

The 2005 Prince William County Citizen Satisfaction Survey is the thirteenth 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 1,432 randomly selected individuals living in the County was conducted from June 3 to June 25, 2005. 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; and
- To examine the demographic characteristics of workers who commute out of Prince William County for their primary jobs.

This is the fifth 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 2005 survey includes the core questions, plus many of the questions designated group A. This year marks the third 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 2004

Overall satisfaction with county services was 92.1 percent, up about 2 percentage points from the 2004 level, a change which is not statistically significant. However, the overall satisfaction increased significantly from the 89.6 percent recorded two years ago (in 2003). There were a number of significant increases and decreases on satisfaction items from 2004. Ten items changed significantly between 2004 and 2005.

Seven items showed increases in satisfaction:

- Satisfaction with the job the County is doing in providing convenient ways for people to register to vote increased from 94.5 percent in 2004 to 97 percent in 2005.
- Satisfaction with 911 assistance provided on the scene increased from 89.7 percent in 2004 to 94.9 percent in 2005.
- Satisfaction with the job the County is doing in providing programs to help the County's elderly population increased from 77.9 percent in 2004 to 83.4 percent in 2005.
- Satisfaction that the County Service Authority (which provides water and sewer services) provides efficient and effective service increased from 89.9 percent in 2004 to 93.4 percent in 2005.
- Satisfaction with the job that the County is doing in providing help to people with emotional, mental, or alcohol and drug problems increased from 73.7 percent in 2004 to 81.1 percent in 2005.
- Satisfaction with opportunities for citizen input on the planning process in the County increased from 57.4 percent in 2004 to 66.8 percent in 2005.
- Satisfaction with the County's landfill services increased from 95.9 percent in 2004 to 98.8 percent in 2005.

Three items showed decreases:

- Satisfaction with the job the County is doing in providing park and recreation facilities decreased from 91 percent in 2004 to 87.9 percent in 2005.
- Satisfaction with the job the County is doing in planning how land will be used and developed in the County decreased from 49.8 percent in 2004 to 44.8 percent in 2005.

- Satisfaction with ease of travel or getting around within Prince William County decreased from 45.7 percent in 2004 to 38.1 percent in 2005.

Changes from 2003 on Non-Core Survey Items

Several items were returned to the survey this year, according to the rotating schedule of non-core items. An examination of the data for the last time these questions were asked, in 2003, shows some change. Seven items last asked in 2003 had significantly different levels of satisfaction in 2005.

Four items showed increases in satisfaction:

- Satisfaction with the job the County is doing in providing street lighting where it's needed in the County increased from 76.8 percent in 2003 to 82 percent in 2005.
- Satisfaction with the job the County is doing in animal control services increased from 81 percent in 2003 to 88 percent in 2005.
- Satisfaction with the job the County is doing in controlling mosquitoes increased from 70.6 percent in 2003 to 83.5 percent in 2005.
- Satisfaction with the appearance of the County in regards to the number of illegal signs increased from 55.2 percent in 2003 to 62.9 percent in 2005.

Three items showed decreases, all having to do with development and transportation issues:

- Satisfaction with the County's efforts to preserve open space decreased from 58.3 percent in 2003 to 45.1 percent in 2005.
- Satisfaction with the way that residential and business development is coordinated with the transportation and road systems decreased from 42.8 percent in 2003 to 34.9 percent in 2005.
- Satisfaction with the ease of getting around Northern Virginia outside of Prince William County decreased from 33.1 percent in 2003 to 24.5 percent in 2005.

Long-Term 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 2004 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 since 1993 are as follows:

- Satisfaction with voter registration is up 5.5 points since 1993.
- Satisfaction with information on government services is up over 13 percentage points since 1993.
- Satisfaction with the police department is up 5 points since 1993.
- Satisfaction with the reduction of illegal drugs is up 5 percentage points since 1993.
- Satisfaction with medical rescue services is up approximately 2 percentage points since 1993.
- Satisfaction with street lighting is up over 10 percentage points since 1993.
- Satisfaction with helping the elderly is up approximately 15 points since 1993.
- Satisfaction with the Department of Social Services is up over 16 percentage points since 1993.
- Satisfaction with providing help to those with emotional problems is up 11 percentage points since 1993.
- Satisfaction with the landfill is up over 7 percentage points since 1993.
- Satisfaction with the County's value for tax dollars is up more than 13 points since 1993.

An exception to this trend of increased satisfaction is:

- Satisfaction with the job the County is doing in planning how land will be used and developed is down approximately 9 percentage points from 1993.

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 6.90 in 1993 to 7.24 in 2005, a statistically significant improvement. The 2005 mean rating is not statistically significant from last year's mean of 7.32.

New Questions in 2005

The 2005 survey included three completely new items:

- In the event of an emergency, how long can you shelter in your home?
- How satisfied are you with the County's efforts in historic preservation? (81.2% satisfied)
- How satisfied were you with the level of security in the courthouse (the Judicial Center in downtown Manassas)? (96.3% satisfied)

Questions about mental health services were broken up by type of service (and a screener question was re-worded) into the following new items:

- How satisfied are you with [the Community Services Board] services to people with mental retardation? (85.6% satisfied)
- How satisfied are you with their Early Intervention Services? (78.3% satisfied)
- How satisfied are you with their services to people with substance abuse problems? (73.1% satisfied)
- How satisfied are you with their services overall? (86.7% satisfied)

Conclusion

The respondents rated 57 specific services plus provided a general rating of satisfaction with government service, for a total of 58 satisfaction items. The general County government rating, per-

haps the single most important item in the survey, has a high satisfaction level of 92.1 percent. Over a third 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, medical rescue, fire protection, and opportunities for voter registration. Forty-one of the 58 ranked satisfaction items scored ratings of 80 percent or better. Six items received ratings less than 60 percent: satisfaction with growth in the County, efforts to preserve open space, planning and land use, ease of travel around Prince William County, coordination of development with road systems, and ease of travel around Northern Virginia outside of Prince William County.

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. In general, residents of Prince William County are least satisfied with development and transportation issues, suggesting that these might be possible areas for improvement. A more detailed discussion of the 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

Prince William County Citizen Satisfaction Survey Map of Prince William County



CHAPTER 1: Introduction, Respondent Selection, and Summary of Methods

Overview

The 2005 Prince William County Citizen Satisfaction Survey is the thirteenth 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 1,432 randomly selected individuals living in the County, conducted in the spring of 2005, marks the fifth 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. Please refer to Appendix E for a list of which items were included this year.

That said, the survey's purposes are the same as in most previous years:

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

The complete 2005 interview script 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. Appen-

dix E consists of a table 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 think that it is great that the
County is doing this survey.
Hopefully they are able to correct
what needs to be done and can
keep residents happy."

The survey results reported here cover general perception of Prince William County government, overall quality of life, and satisfaction with specific programs, processes, and services. The report begins with a look at quality of life assessment in Chapter 2. Satisfaction with County services is examined in detail in Chapter 3. Chapter 4 looks at the issue of communication with the County, whereas development, growth, transportation and County appearance are considered in Chapter 5. Chapter 6 examines general attitudes toward government and taxes. Chapter 7 looks at employment and commuting issues. Finally, Chapter 8 summarizes the findings of the survey on the whole, particularly with regard to trends in satisfaction levels.

Each chapter provides a descriptive summary and interpretation of the 2005 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, 2001 to 2005. Important significant differences among subgroups in the population are reported. The margin of error for the 2005 survey is ± 2.6 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.¹) 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 other categories (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. We compared persons in the armed forces — serving currently, on reserve, and veterans — to those who had never served.
- Household income. Four categories of self-reported annual household incomes were compared: Less than \$35,000; \$35,000 to \$49,999; \$50,000 to \$74,999; and more than \$75,000.
- Homeowner status. We also compared homeowners with renters on satisfaction items.
- Race/ethnicity. Whites, Blacks, 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 eight regions that had previously been defined for the survey: (1) Lake Ridge-Westridge-Occoquan; (2) Dale City; (3) Woodbridge-Dumfries; (4) Sudley-Yorkshire; (5) North County; (6) Gainesville-Linton Hall; (7) Mid-County; and (8) Brentsville. Our subgroup analysis of geography includes these areas. Residents of the cities of Manassas and Manassas Park and Quantico Military Base were excluded from the study.

¹ Throughout this report, only those differences that reached statistical significance to the degree of $p < .05$ will be discussed.

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 one geographic area from residents in another, 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 their expectations (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 8 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 land-line telephones were equally likely to be selected for interviews; for the remainder we utilized the electronic white pages. According to respondents, about 22 percent of calls were to unlisted numbers; the majority of these (92.5%) had chosen an unlisted

number, as opposed to others whose number had not yet appeared in the latest phone book.

We conducted all interviews from CSR's Computer-Aided Telephone Interviewing (CATI) laboratory in Charlottesville, Virginia. Production interviews were conducted from June 3 to June 25, 2005. The interviewing staff was comprised of carefully trained personnel, most of whom had prior experience as CSR interviewers, and a number of whom had prior experience with the previous Prince William County survey specifically. A total of 36,243 dialing attempts were made in the course of the survey, involving a sample of 8,332 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 1,432 interviews, for a final response rate estimated at 28.7 percent of the number of qualified households in our original sample. The interview took an average of 19.61 minutes to complete, with a median time of 18.94 minutes.²

Based on a sample of 1,432 respondents, the survey has a sampling error of plus or minus 2.6 percentage points. This means that in 95 out of 100 samples of this size drawn from Prince William County, the percentage results obtained for each question in each sample would fall in a range of ± 2.6 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 2005 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, up or down, will be statistically significant if a service was

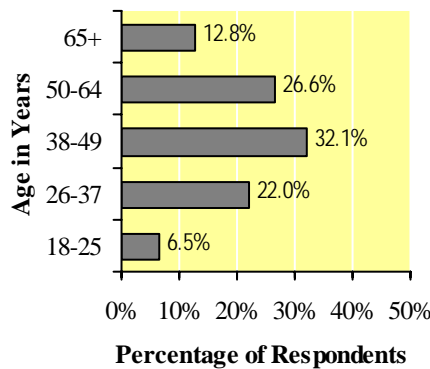
² These times indicate the amount of time that the respondent was actually on the phone. Prior to this year, we have reported the "completion time"—the time that it took the interviewer to complete the interview. The completion time for this year was an average of 21.05 minutes, with a median of 20 minutes.

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 61.0 percent. In terms of age, 6.5 percent of our sample was between 18 and 25, 22.0 percent were between 26 and 37, 32.1 percent were between 38 and 49, 26.6 percent were between 50 and 64, and 12.8 percent were 65 and older.

Figure 1-2: Age of Respondents, 2005

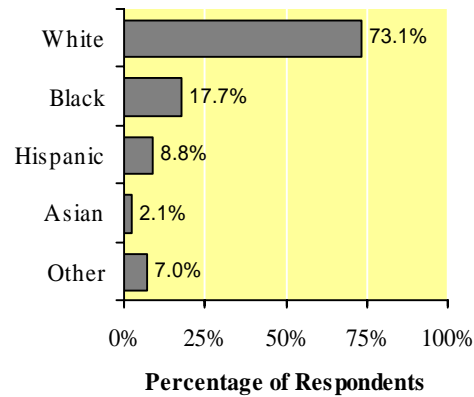


Over two-thirds of our respondents were married (68.3%); 13.6 percent were divorced or separated, 5.8 percent were widowed, and 12.3 percent were never married. Almost half (46.6%) of respondents had children under the age of 18 living in their home. Of those, 38 percent had children under the age of five, 62.2 percent had children between five and twelve, and 64 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. Almost three-quarters of our sample (73.1%) were white, 17.7 percent were black, 2.1 percent were Asian, and 7.0 percent said they were something else (*i.e.*, Native American, Pacific Islander, etc.). Not included in this breakdown are the 3.5 percent of our

sample who refused to answer the question about race. Almost nine percent (8.8%) of our sample said they considered themselves to be Hispanic.

Figure 1-3: Race of Respondents, 2005³



Almost 64 percent were working full-time, and an additional 7.7 percent were working part-time. Those not employed comprised 8.3 percent homemakers, 14.7 percent retirees, 1.9 percent students, and 1.9 percent who were looking for work.

Over three quarters of our respondents had never served in the military, whereas 3.5 percent were currently serving on active duty, 1.1 percent were currently in the reserves, and 17.8 percent had past military service.

Again this year, our sample proved to be fairly wealthy and well-educated. The median annual household income for our sample was between \$75,000 and \$100,000. Almost ten percent (9.1%) of the sample reported household incomes under \$35,000, 12.9 percent fell into the \$35,000 to \$49,999 range, 20.5 percent fell into the \$50,000 to \$74,999 range, and 57.5 percent reported incomes over \$75,000.

In terms of education, respondents were asked to tell us their highest level of academic achievement. As is illustrated in Figure 1-5, 4.1 percent had some high school and 19.2 percent were high school graduates. About a quarter (27.1%) had attended some college, whereas 28.7 percent were college graduates. Almost a fifth (18.7%) had done some graduate work and 2.2 percent had a Ph.D. or some other advanced degree.

³ These percentages total more than 100 percent because respondents were asked to indicate whether or not they were Hispanic in addition to selecting their race.

Figure 1-4: Household Income, 2005

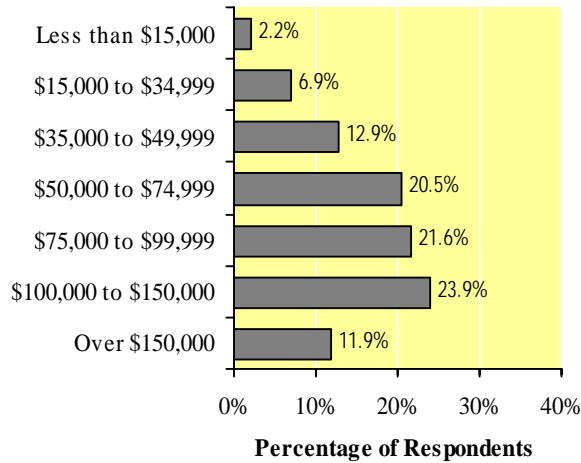
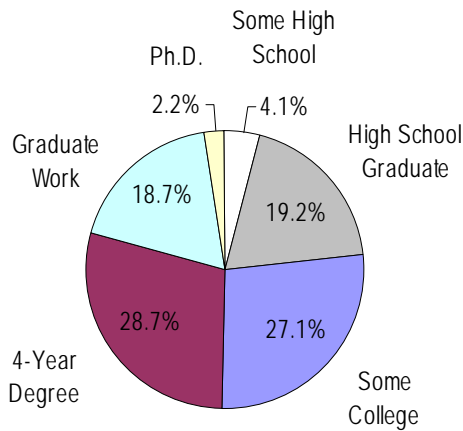


Figure 1-5: Educational Level, 2005



Most of our respondents live in a home that they own (83.9%), whereas 14.6 percent rent, and 1.5 percent have some other arrangement, such as liv-

ing with parents. Most respondents live in single-family homes (66.6%), whereas 23.0 percent live in duplexes or townhouses, and 9.2 percent live in apartments. Less than 2 percent live in some other type of structure, such as a mobile home or trailer.

Approximately seven percent have lived in Prince William County less than one year, whereas 29.2 percent have lived in the County 1 to 5 years, 36.8 percent have lived in the County 6 to 19 years, and 23.2 percent reported living in the County twenty years or more; 3.9 percent said they had lived in Prince William County all of their lives.

In terms of geographic distribution across parts of the County (defined by groups of zip codes), the population of the rural crescent was oversampled to ensure enough participants for statistically reliable comparisons. As a result, 14.2 percent of our sample lived in the Woodbridge/Dumfries area, 12.8 percent in Dale City, 11.5 percent in the Lake Ridge/Westridge/Occoquan area, and 7.5 percent in the Sudley/Yorkshire area. The four areas created from the “rural crescent” accounted for 11.1 percent in the Mid-County area, 17.6 percent in Gainesville/Linton Hall, 16.5 percent in the North County area, and 8.8 percent in Brentsville. The numbers for each region were weighted in the analysis 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

As in previous years, we asked a question about residents' overall impressions of the quality of life in 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?”

“Overall, I cannot think of a better place to live than Prince William County!”

This year's mean of 7.24 is not significantly different than last year's mean of 7.32 (which was an all-time high), 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 (47.8%) felt the best about the quality of life in Prince William County, whereas 39.7 percent were in the middle, and 12.5 percent felt the worst. “Best” was defined as those ratings from #10-8, “Middle” was #7-6, and “Worst” was #5-1. Figure 2-2 tracks the average rating over the last twelve years.

Figure 2-1: Overall Quality of Life Ratings, 2005

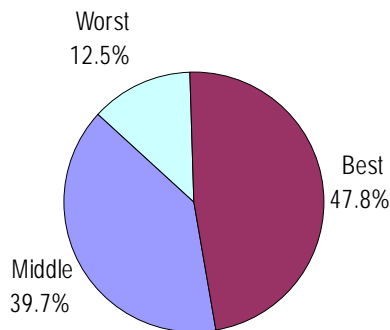
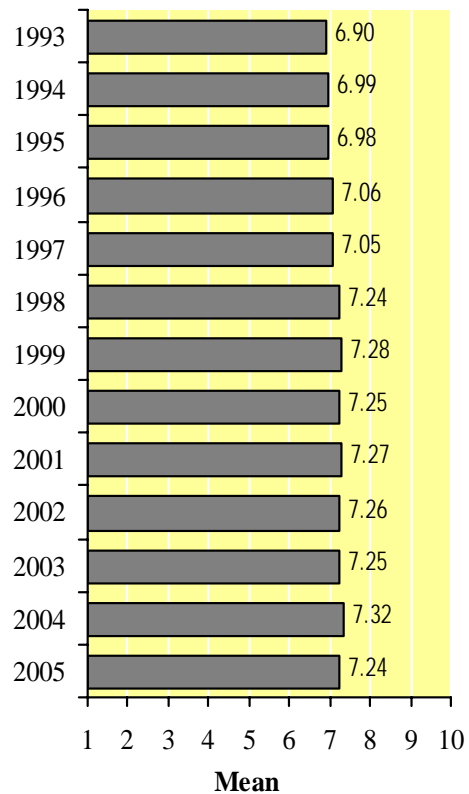


Figure 2-2: Mean Overall Quality of Life Ratings, 1993-2005



Demographic Factors Affecting County Ratings

Similarly to previous years, our subgroup analysis shows significant differences between how minority versus white residents rated the quality of life in the County. Again this year, minorities consistently gave higher ratings than whites. The mean quality of life rating was 7.09 for whites, 7.62 for blacks, 7.39 for Asians, and 7.65 for “Other.” Hispanics rated the quality of life at 7.84, which was significantly greater than that of non-Hispanics (mean of 7.19), and similar to last year's Hispanic rating of 7.86.

Also similarly to last year, County residents with lower incomes were more likely to give the County a higher rating than those with higher incomes. Those making less than \$35,000 gave the County a mean rating of 7.89, whereas those making between \$50,000 and \$74,999 rated it as a 7.31 and those making over \$75,000 rated it a 7.23. Interestingly, those making between \$35,000 and \$49,999 rated the quality of life the lowest, at 7.07.

Contrary to the results from last year, level of education was not a factor in quality of life ratings.

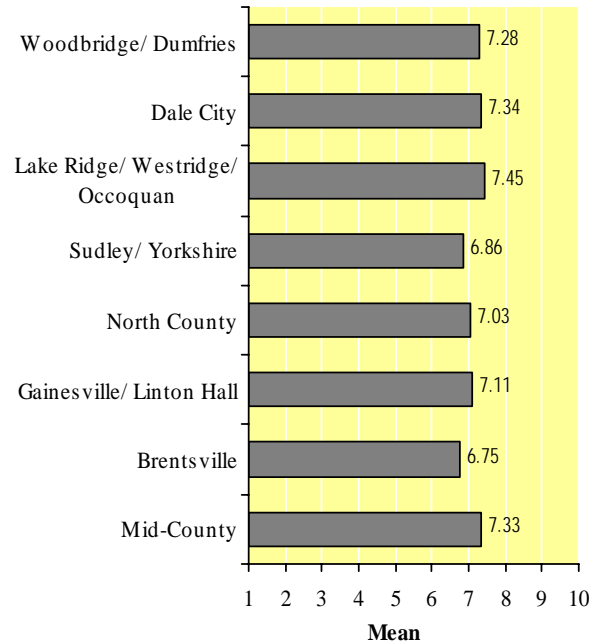
Marital status, however, was a factor. Those who are not married gave the lowest ratings, with those who have never been married at 7.11, those who are separated at 7.08, and those who are divorced at 7.07. Married residents gave a mean rating of 7.24, and widowed residents gave the highest ratings at 7.87. These findings may be related to age, which also played a role in predicting quality of life ratings for residents. Older residents, those aged 65 and above, gave the highest mean rating, at 7.47.

Also of interest is the finding that those residents with children under 18 living at home gave higher ratings, with a mean of 7.36, than those without children living in the home, who gave a mean rating of 7.13.

“In the time I have lived here,
the County has gone through
metamorphosis, turning into a vi-
brant, modern community.”

Geographic area was also a determining factor for rating overall quality of life. Like last year, the highest ratings were given by residents of Lake Ridge/Westridge/Occoquan, who gave a mean rating of 7.45. Also giving high ratings were those from Dale City and Mid-County, who gave ratings of 7.34 and 7.33 respectively. Those with lowest ratings were from Brentsville and Sudley/ Yorkshire (which was down substantially from the second highest rating last year), with mean ratings of 6.75 and 6.86 respectively.

Figure 2-3: Mean Overall Quality of Life Ratings by Area, 2005



CHAPTER 3: 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 8).

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 3-1 illustrates the response to this question, and Figure 3-2 illustrates the mean level of satisfaction on this question in 1993 and over the past 5 years. This year, the total percentage is 92.1 percent satisfied. Although this is not a significant increase from 90.2 percent in 2004, it is significantly greater than the 89.6 percent recorded two years ago, in 2003. A total of 7.9 percent expressed some level of dissatisfaction, and only 2.3 percent were very dissatisfied.

There were some differences in satisfaction by income and how long the respondent had lived in Prince William County. Those respondents earning the greatest amount of money (over \$75,000) gave the highest overall satisfaction ratings for County services at 94%, whereas those earning less than \$35,000 and between \$35,000 and \$49,999 gave lower ratings (89.5% and 86.6% respectively). Those respondents who had lived in Prince William County for five years or less gave substantially higher ratings than those who had

lived in the County for more than five years (94.2% as compared to 90.9%).

Otherwise, there were not large differences in satisfaction by racial categories, age, education, home ownership, or gender.

There were also some differences by geographic region. Residents of Lake Ridge/Westridge/ Occoquan, Dale City, and Woodbridge/Dumfries all expressed above-average levels of satisfaction regarding County services in general (94.9%, 93.8%, and 93.7% respectively). Residents of Brentsville were the least satisfied (81.7%).

Figure 3-1: Overall Satisfaction with County Government Services, 2005

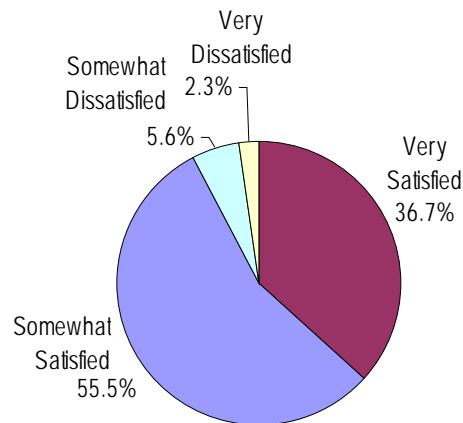


Figure 3-2: Overall Satisfaction with County Government Services, 1993 and 2001-2005

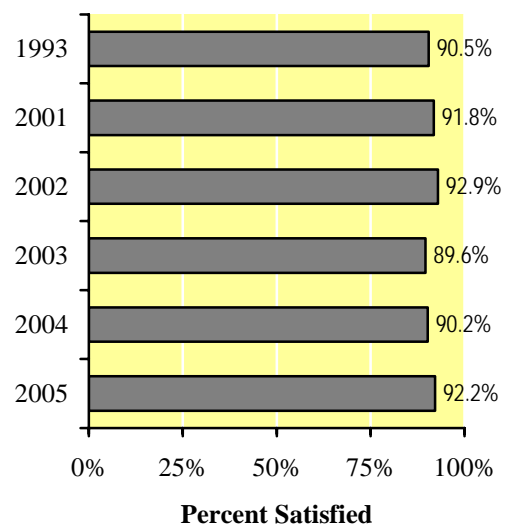


Table 3-1: Trends in General Satisfaction with Government Services, 1993 and 2000-2005

PERCENT SATISFIED							
Item Number	Satisfaction Item	1993	2001	2002	2003	2004	2005
CTYSAT97	Services of the County Government in General	90.5	91.8	92.9 ^{1, 6}	89.6 ^{2, 4, 5, 7, 9}	90.2 ^{2, 4, 5, 7, 9}	92.1 ^{6, 10}
VOTE	Voter Registration	91.5	96.4 ^{0, 5}	97.1 ^{0, 2, 5}	95.3 ^{0, 1, 2, 3}	94.5 ^{0, 4, 5}	97.0 ^{0, 1, 2, 3, 11}
GOVTSERV	Information on Government Services	70.9	79.6 ^{0, 1, 2, 6, 7}	80.8 ^{0, 1, 2, 6, 7}	75.3 ^{1, 3, 4, 5, 7, 9}	81.0 ^{0, 1, 2, 6, 7, 10}	84.3 ^{0, 1, 2, 5, 6, 8, 9, 10}

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 ¹⁰ Significantly Different from 2003
³ Significantly Different from 1996 ⁷ Significantly Different from 2000 ¹¹ Significantly Different from 2004

We also asked about satisfaction in two areas of County government services, specifically with regard to providing convenient opportunities for voters to register and keeping citizens informed about government services. Ninety-seven percent of respondents were satisfied with voting opportunities, up from 94.5 percent last year—a significant increase. Whereas the 84.3 percent satisfied with keeping citizens informed about government services was not significantly different from the 81 percent satisfied last year, it does represent a continued high level of satisfaction for this service, as shown in Table 3-1.

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 activity, fire department performance, rescue service performance, and the prevalence of cardio-pulmonary resuscitation (CPR) training among the public.

The great majority of residents, 93.7 percent, are satisfied with the overall performance of the police department, which is the same as in 2004.

When reviewing individual factors related to satisfaction with police performance, age seemed to be the major predictor. Like last year, older residents were most satisfied (98.5% for those over 64). This is perhaps the cause of similar trends observed based on marital status, with widowed respondents being the most satisfied. There was also a significant difference based on income, with those earning between \$35,000 and \$49,999 being less satisfied (86.9%) than others, and length of residence in Prince William County, with those having lived there their entire lives being the least satisfied (84.8%).

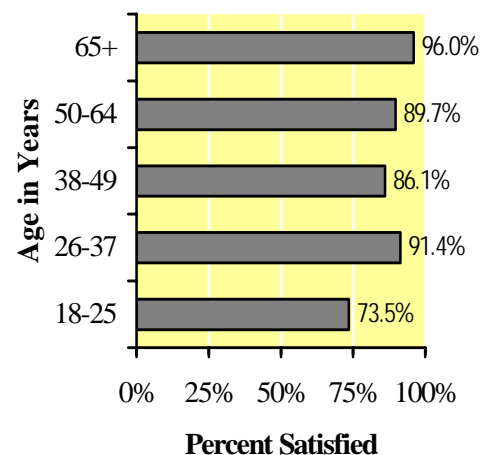
Again this year, there were no significant differences by race, gender, education, or home ownership status. Unlike last year, geographic region of residence also did not play a role.

“The police work hard and it shows.”

Residents were also asked about satisfaction with the attitude police demonstrate toward the public. Not significantly different from recent years, 88.4 percent were satisfied, but this varied according to a number of demographic factors.

Similarly to last year, young people were much less likely to express satisfaction (73.5% for 18-25 year olds), whereas older residents were more satisfied (96% for those over age 64). This finding is illustrated in Figure 3-3.

Figure 3-3: Satisfaction with Police Attitude by Age, 2005



Also like last year, divorced, separated, and never married residents also expressed less satisfaction (83.3%, 82.6%, and 75%, respectively) than their

married and widowed counterparts (91.7% and 91.8%, respectively).

In general, respondents in most incomes levels were fairly pleased with the police attitude towards citizens. Those earning between \$35,000 and \$49,999, however, were significantly less satisfied (75.9%) than were those in other income brackets (approximately 91% satisfied). In general, those with higher levels of education were more satisfied than those with lower levels. Homeowners were also significantly more satisfied (90.3%) than renters (80.9%). Unlike last year, there was no significant difference based on employment status.

Also unlike last year, this year’s opinions towards police attitude demonstrated a significant difference based on the race of the respondent. Blacks were least satisfied with the attitude of the police (82.3%), whereas Asians were the most satisfied (91.7%).

Once again, there was a significant difference based on geographic area of residence. Residents of Mid-County were the most satisfied with the attitude of the police (94.2%), whereas residents of Sudley/Yorkshire were the least satisfied (79.5%).

When asked about the efforts law enforcement is making toward reducing the use of illegal drugs, 84.3 percent expressed satisfaction. Responses to this item were not significantly different from last year and responses did not vary by area.

As they have been in the past, residents are very satisfied with fire and rescue services. This year satisfaction with fire fighting was 98.2 percent, and satisfaction with emergency rescue services was 98.3 percent, both of these virtually unchanged from last year.

“The fire department came very fast when I called 911.”

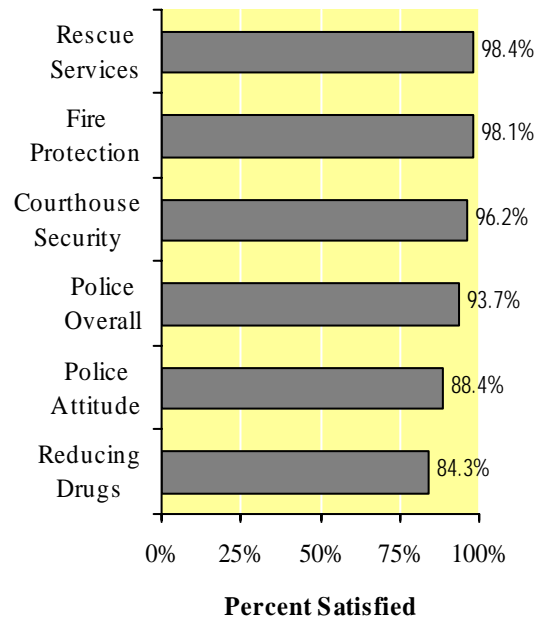
This year we asked a new question about the level of security in the Judicial Center, which is the courthouse in downtown Manassas. Slightly more than 30 percent (31.2%) of our sample had had the occasion to visit the Judicial Center during the past 12 months and the vast majority was satisfied with the level of security that they found there. Almost 80 percent (79.4%) were very satisfied with the level of security and an additional 16.8 percent

were somewhat satisfied, for a total of 96.3 percent satisfaction.

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, 67 percent, have at least one person trained in the technique, whereas 28 percent have two or more.

Figure 3-4 illustrates satisfaction with all County emergency services.

Figure 3-4: Satisfaction with County Emergency Services, 2005



Calling 911

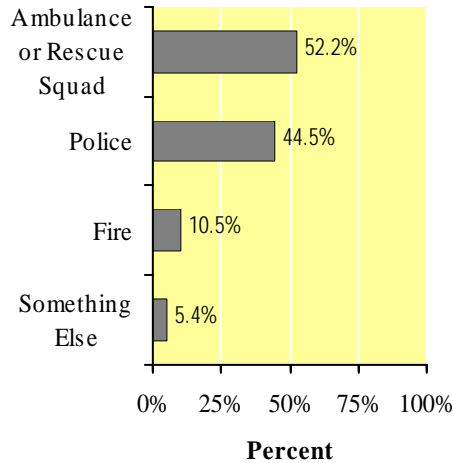
Nearly a fifth (18.2%) of our respondents had dialed 911 in the past twelve months. Most of them had called for emergency medical services (52.2%) or police (44.5%). About 10.5 percent had called for fire fighters, and about 5.4 percent for something else.⁴ Figure 3-5 illustrates these results.

Those that reported that they had called the police during the past 12 months were further asked whether the call was because of an emergency situation or because of some other reason. About

⁴ These percentages sum to more than 100 percent because some respondents had called 911 for more than one service.

60 percent (60.6%) of those calling the police reported that it was an emergency, whereas the remaining 39.4 percent said that it was a non-emergency situation.

Figure 3-5: Purpose of 911 Call, 2005



Asked about the last time they called 911, 81.1 percent said they were very satisfied with the help they received from the person who took their call, whereas an additional 14.1 percent said they were somewhat satisfied, for a total of 95.2 percent satisfied.

All respondents who had used 911 were also asked about their satisfaction with the length of time taken for emergency services to arrive. Slightly more than a quarter of the respondents (75.8%)

were very satisfied, and an additional 14.8 percent were somewhat satisfied, for a total of 90.6 percent satisfied.

Respondents were also satisfied with the help they received at the scene. Almost 80 percent (79.5%) said they were very satisfied, whereas an additional 15.4 percent were somewhat satisfied, totaling to 94.9 percent. This level of satisfaction is up significantly from the 89.7 percent who were satisfied last year.

Figure 3-6 illustrates the overall satisfaction findings pertaining to calling 911 and Table 3-2 divides these satisfaction ratings by service used.

Figure 3-6: Satisfaction with 911 Services, 2005

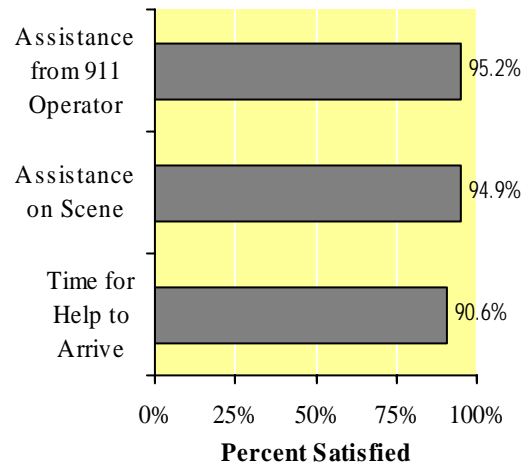


Table 3-2: Satisfaction with 911 by Type of Contact, 2005

Satisfaction Item	PERCENT SATISFIED				Overall
	Contacted Police Dept. (Emergency)	Contacted Police Dept. (Non-Emergency)	Contacted Fire Dept.	Contacted Rescue Squad (Ambulance)	
Assistance from 911 Operator	89.5	95.0	100.0	96.4	95.2
Time for Help to Arrive	79.3	85.5	99.3	98.3	90.6
Assistance on Scene	95.5	89.1	92.3	97.0	94.9

Neighborhood Safety

Residents of Prince William County continue to feel safe in their neighborhoods. As we would expect, a smaller number (85.7%) report feeling satisfied with the safety in their neighborhood after dark than in the daytime (92.8%). These figures do not differ significantly from last year.

As has been demonstrated in past years, in terms of daytime safety from crime, women felt somewhat less satisfied (91.7%) than men (94.3%). This difference, however, is not statistically significant. Satisfaction also varied by geographical area, with residents of Sudley/Yorkshire expressing the least satisfaction (84%) and residents of Brentsville and Gainesville/Linton Hall expressing the most (96.5% and 96.2%, respectively). This differs from last year's finding when residents of Woodbridge/Dumfries were the least satisfied.

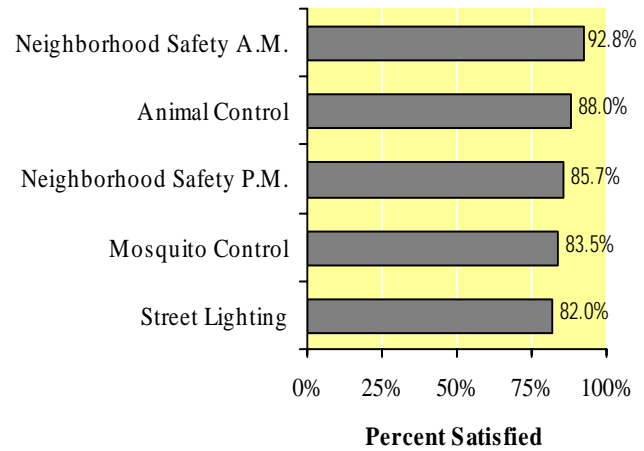
Satisfaction with neighborhood safety from crime at night also varied by geographic area and gender. Again, women were less satisfied with safety after dark (83.8%) than were men (88.4%). Similarly to daytime safety, residents of Sudley/ Yorkshire were the least satisfied with neighborhood safety after dark (73.8%). Residents of North County, Gainesville/Linton Hall, and Brentsville were the most satisfied (94.7%, 92.5%, and 92.2%, 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 (82%) were satisfied. This demonstrates a significant improvement over the 76.8 percent who were satisfied in 2003, when this question was last asked. There were no differences on this variable based on gender or geographic area of residence.

This year we also asked residents how satisfied they were with the County's animal control services. Eighty-eight percent expressed satisfaction on this item, also a significant increase from the 81 percent who expressed satisfaction in 2003. Also seeing a significant increase from 2003 was residents' satisfaction with County control of mosquitoes, with 83.5 percent expressing satisfaction (compared to 70.6% in 2003). Neither of these items varied significantly by geographic region.

Figure 3-7 illustrates all neighborhood safety items.

Figure 3-7: Satisfaction with Neighborhood Safety Items, 2005



Capacity to Shelter in Place

This year, in light of concerns regarding terrorism and citizen safety, we asked a new question regarding one's capacity to shelter at home if an emergency situation arose. Respondents were asked:

"Thinking about safety in times of emergency, such as a natural disaster or even a terrorist attack... In the event of an emergency, how long could you shelter in your home? That is, as of today, how long could you stay inside without leaving?"

As is illustrated in Figure 3-8, only 1.4 percent said that they had no capacity for sheltering at all. An additional 14.4 percent said that they would stay for 1 to 3 days, whereas 43.8 percent would stay for 4 days to 1 week. Almost a fifth (18.5%) would stay for 8 days to 2 weeks, 16.4 percent would stay for 2 weeks to a month, and 5.5 percent said that they would be able to shelter in their home for more than a month if the need arose.

"I'd like info about how to protect ourselves during a terrorist attack or natural disaster. We need to know where to go for shelter and what we need to have on hand."

The length of time that one would stay varied significantly by marital status and education.

As for marital status, respondents who are separated reported that they would stay the longest, whereas widows would stay the shortest amount of time.

Education had an interesting effect, with those from both extremes reporting higher than average sheltering capacity. Both those with less than a high school education and those with advanced graduate degrees would stay in their homes for longer periods of time than would those with more moderate levels of education.

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

Figure 3-8: Capacity to Shelter in Place, 2005

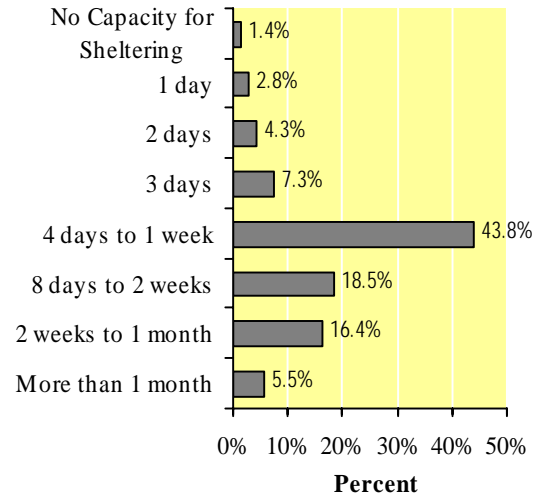


Table 3-2: Trends in Satisfaction with Public Safety Services, 1993 and 2001-2005

		PERCENT SATISFIED					
Item Number	Satisfaction Item	1993	2001	2002	2003	2004	2005
POLICE	Overall Satisfaction with Police	88.7	91.6	93.0 ^{0,1}	93.2 ^{0,1}	93.7 ^{0,1,4}	93.7 ^{0,1,4}
ATTITUDE	Police Behaviors Toward Citizens	—	85.9	86.7	85.4	86.3	88.4 ^{3,4}
DRUGS	Reducing Illegal Drugs	79.2	82.9 ¹	83.6 ¹	82.6 ¹	84.1 ^{0,1}	84.3 ^{0,1}
FIRE	Fire Protection	97.2	97.3 ¹	97.5 ¹	97.1 ¹	98.2 ^{1,2,6}	98.2 ^{1,6}
RESCUE	Medical Rescue	96.6	96.7	97.6 ^{4,6}	97.2	97.4 ^{4,6}	98.3 ^{0,1,2,3,4,6,8}
EMSATIS	911 Phone Help	—	91.2	93.3	91.0 ^{4,7}	91.9	95.2 ³
EMTIMEB	Time for Help to Arrive	—	—	80.8	85.3	86.3	90.6 ^{5,6,9}
EMASSTB	Assistance on the Scene	—	—	89.3	88.9	89.7	94.9 ^{1,4,6,9,10,11}
AMCRIME	Safety In Neighborhood in Daylight	—	93.2 ⁴	91.3 ⁶	93.1 ⁴	91.9 ⁶	92.8 ⁴
PMCRIME	Safety in Neighborhood after Dark	—	87.8 ^{2,3,4,5,6}	85.6 ^{2,3,4}	86.2 ^{2,3,4,5}	86.3 ^{2,3,4,5}	85.7 ^{2,3,4}
COURTSAT	Security in Courthouse	—	—	—	—	—	96.3
STRLTA	Street Lighting	71.2	79.1	—	76.8 ⁰	—	82.0 ^{0,1,2,3,4,6,10}
ANIMALA	Animal Control	84.8	83.3	—	81.0 ^{4,7}	—	88.0 ^{2,6,8,10}
MOSCONT	Mosquito Control	—	—	—	70.6	—	83.5 ¹⁰

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

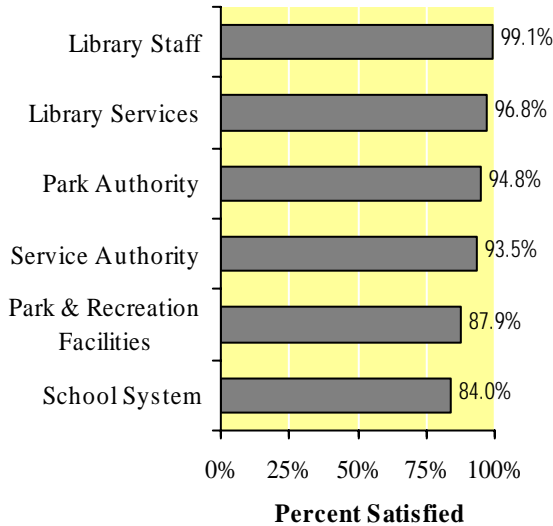
¹⁰ Significantly Different from 2003

¹¹ Significantly Different from 2004

Public Services

Of course, residents of Prince William County rely on their government for services other than protection from crime and emergencies. This year we again asked about education, libraries, parks, and County water/sewer services. Figure 3-9 illustrates the satisfaction levels pertaining to these services.

Figure 3-9: Satisfaction with Public Services, 2005



The great majority of parents (85.3%) reported that they had at least one child attending Prince William County public schools. Eighty-four percent of all residents were satisfied that the school system provided efficient and effective service, with 46.9 percent very satisfied. Parents of children in the school system were even more satisfied than those without (87.8%, as compared to 70.3%).

“The teachers are great!!! And the administration is too.”

There was also a difference based on geographic area of residence, such that residents of Sudley/Yorkshire were the least satisfied (74.6%) and residents of Brentsville were the most satisfied (93.6%).

Regarding the libraries, we first asked how satisfied our respondents were with the job the County is doing in providing library services to County residents. Almost all, 96.8 percent, were satisfied on this item, with 76.9 percent very satisfied.

Approximately three-quarters of respondents (74.7%) 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, 99.1 percent were satisfied with the quality of service they received from the library staff, with 91.2 percent very satisfied. This item received the highest satisfaction rating on the entire survey. Neither satisfaction with the libraries nor satisfaction with library services varied significantly from last year.

Although the great majority were satisfied with library services, again this year, several respondents commented that library hours and number of branches should be increased to meet the demand. There were also significant differences based on geographic area of residence. Only 83.8 percent of residents in North County were satisfied with library services, whereas 100 percent of those living in Sudley/Yorkshire were.

“I make copies there and they are very helpful in helping me use the machine.”

When asked about the County’s park and recreation programs, almost two-thirds (64.8%) said they had used the County parks or recreation facilities and 87.9 percent were satisfied. Even though this satisfaction rate is still high, it does demonstrate a significant decrease from last year’s satisfaction rating of 91 percent.

There were also some significant geographic differences for this item. Residents of North County were the least satisfied with the County’s park and recreation facilities (78.6%), whereas residents of Dale City were the most satisfied (96%).

When asked if they were familiar enough to rate the County Park Authority, about half (49.8%) said that they were. Of those, 94.8 percent were satisfied that the County Park Authority provides efficient and effective service, with 61.4 percent being very satisfied. This is not significantly different than the 94.6 percent who were satisfied last year.

Satisfaction on this item also varies by geographic region, such that residents from Brentsville are the least satisfied (85.2%) and residents from Dale City and Woodbridge/Dumfries are the most satisfied (both at 98%).

Most (58.5%) were familiar with the County Service Authority, which provides water and sewer service to County residents. The majority (93.4%) were satisfied that they provide efficient and effective service. This was a significant increase from the 89.8 percent who were satisfied last year.

Human and Mental Health 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 each of these services to be able to rate them, as a relatively smaller number of respondents had experience with them.

Regarding the Health Department, 18.7 percent were familiar enough to rate it. The response was positive, with 86.2 percent expressing satisfaction, which was not significantly different from last year.

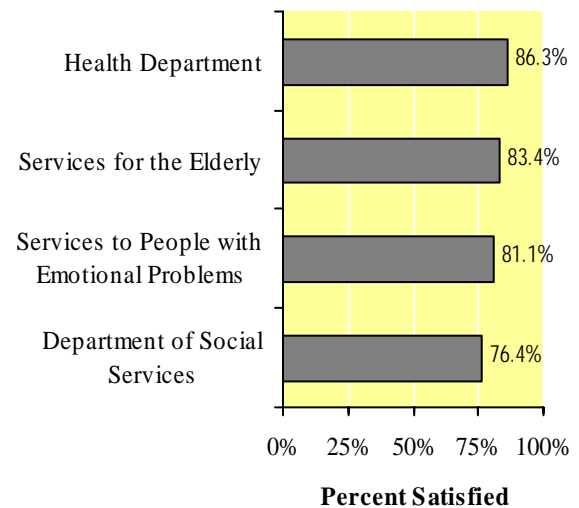
Well over 80 percent (83.4%) were satisfied with programs and services available to the elderly. This is significantly higher than the 77.9 percent who were satisfied with these services a year ago.

When asked specifically about the County's Department of Social Services, almost a quarter were able to rate it (22.6%), with 76.4 percent expressing satisfaction. This is not a significant increase from last year, but does represent a significant increase from when we first asked this question in 1993, when the percent satisfied was 60.3. Some respondents, however, still complained that the employees of DSS are overworked and understaffed.

Respondents were also asked about their satisfaction with the job the County is doing in providing help to people with emotional, mental, or alcohol and drug problems. More than 80 percent (81.1%) of respondents were satisfied with this item, demonstrating a significant increase from the 73.7 percent who were satisfied last year.

Satisfaction for human service items is shown in Figure 3-10.

Figure 3-10: Satisfaction with Human Services, 2005

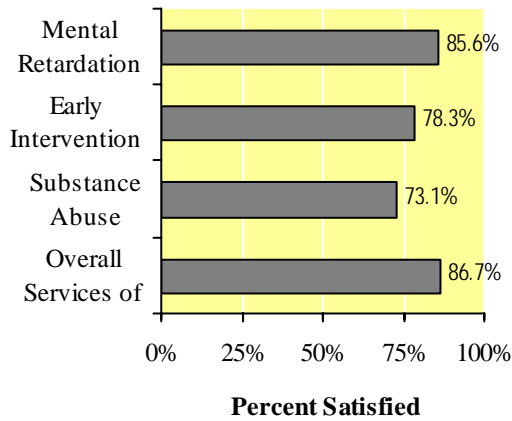


Respondents were also asked if they were familiar with the Community Services Board (CSB), which provides mental health, mental retardation, and substance abuse services to the local community. Only about 10 percent (10.6%) of the respondents were familiar enough with these services to rate them.

“There needs to be more funding for mental health issues. They keep cutting the funding.”

This year, we asked four questions about mental health services offered by the Community Services Board, whereas in the past we only asked one overall question. In addition to the overall satisfaction question, this year respondents were asked about their specific satisfaction with services to people with mental retardation, Early Intervention Services, and services to people with substance abuse problems. As is illustrated in Figure 3-11, about 85 percent (85.6%) were satisfied with services to people with mental retardation, 78.3 percent were satisfied with Early Intervention Services, and 73.1 percent were satisfied with services to people with substance abuse problems.

Figure 3-11: Satisfaction with Community Services Board Services, 2005



When asked about satisfaction with the Community Services Board services overall, 86.7 percent

expressed satisfaction. Last year, 72.6 percent expressed their satisfaction with overall mental health services. The question this year, however, asked respondents about their overall rating of the Community Services Board services after a number of specific preceding questions. Last year, the question asked respondents to rate the services of the Community Mental Health, Mental Retardation, and Substance Abuse Services, without any preceding questions. Due to the difference in the phrasing and the presence of related preceding questions, the two questions are therefore not directly statistically comparable.

Trends in Social Services

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

Table 3-4: Trends in Satisfaction with Public Services, 1993 and 2001-2005

Item Number	Satisfaction Item	PERCENT SATISFIED					
		1993	2001	2002	2003	2004	2005
SCHL4	School System Provides Efficient and Effective Service	—	77.6	79.2	79.5	81.2	84.0 ^{4, 5, 6, 7, 8, 9, 10}
LIBRARY	Library Services	94.9	96.8 ⁵	96.8 ⁵	96.3 ⁵	96.2 ⁵	96.8 ⁵
LIBRYSAT	Library Staff	98.2	99.3	99.1	97.8 ⁸	99.1 ¹⁰	99.1 ¹⁰
PARK	Park & Recreation Facilities	88.7	88.4 ²	88.2 ²	89.5	91.0 ^{1, 3, 5}	87.9 ^{2, 11}
PARK2	Park Authority Provides Efficient & Effective Service	—	94.5	94.3	93.8	94.6	94.8
CTYSERV2	Service Authority Provides Efficient & Effective Service	—	91.6	91.8 ⁵	92.3	89.8 ⁵	93.4 ^{7, 11}
ELDERLY	Helping the Elderly	68.3	82.6 ^{0, 1, 3}	79.1 ^{0, 1, 5}	77.6 ^{0, 1, 5, 7, 8}	77.9 ^{0, 1, 5, 7}	83.4 ^{0, 1, 3, 10, 11}
DSSSAT	Satisfaction with DSS	60.3	73.7 ^{0, 2}	72.5 ^{0, 2}	69.2 ^{0, 5}	75.4 ^{0, 1, 2}	76.4 ^{0, 1, 2, 10}
HLTHSAT	Health Department	84.6	88.8 ²	85.6	86.4	82.1 ^{5, 7, 8}	86.2
PROBLEMB	Providing Help to Those with Emotional Problems	70.1	—	71.7 ^{2, 4, 5, 6, 7}	71.2 ^{2, 4, 5, 6, 7}	73.7 ^{2, 5, 6, 7}	81.1 ^{0, 1, 3, 9, 10, 11}
MENTRET	Services to Those with Mental Retardation	—	—	—	—	—	85.6
MENTEIS	Early Intervention Services	—	—	—	—	—	78.3
MENTSUB	Services to People with Substance Abuse Problems	—	—	—	—	—	73.1
MENTALL*	Overall services of CSB	—	—	—	—	—	86.7

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 ¹⁰ Significantly Different from 2003
³ Significantly Different from 1996 ⁷ Significantly Different from 2000 ¹¹ Significantly Different from 2004

* A similar question was asked prior to 2005, but due to changes in the structure and phrasing of the question, the two are not directly comparable.

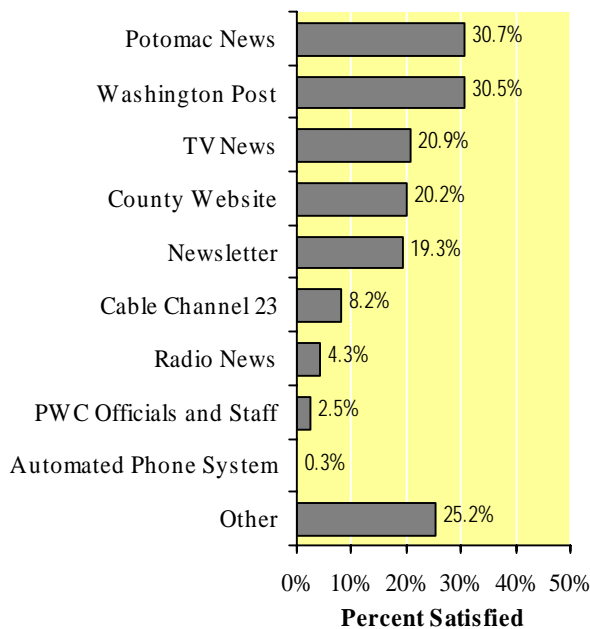
CHAPTER 4: Communication with the County

Information about the County and the 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.

As in 2003, we asked respondents where they get their information about what is going on in Prince William County and its government. As in 2003, the newspaper was the primary source of this information, with 30.7 percent listing *The Potomac News* as a source and 30.5 percent listing *The Washington Post*. Television news was cited by 20.9 percent of respondents, the County website was listed by 20.2 percent of respondents, and 19.3 percent said they get their information from a newsletter.⁵ This information is illustrated in Figure 4-1.

Figure 4-1: Sources of Information about the County, 2005



⁵ These percentages total to more than 100 percent because respondents were permitted to select more than one method of receiving information.

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.

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?”

Almost half (46.4%) of our respondents had contacted the County government.

Whether or not someone had contacted the County government varied by a number of different demographic variables. Respondents in the youngest age category (18-25) were the least likely to contact the government (25%), whereas those in the older age categories were all approximately equally likely (ranging from 45.9% to 49.6%).

Marital status also had a significant effect on one's likelihood of contacting the County government. Those respondents who are separated were the most likely to contact the government (58.1%), whereas those that are widowed and those who have never been married were the least likely (32.1% and 35.7% respectively). Hispanic respondents were less likely to have contacted the government (33.6%) as compared to non-Hispanics (47.9%).

Income was correlated with contact with the government, with those with higher incomes contacting the government more often than those with lower incomes. Similarly, those with higher levels of education contacted the government more frequently than those with less education. Homeowners were also significantly more likely than renters to have contacted the County government (48%, as compared to 39.6%).

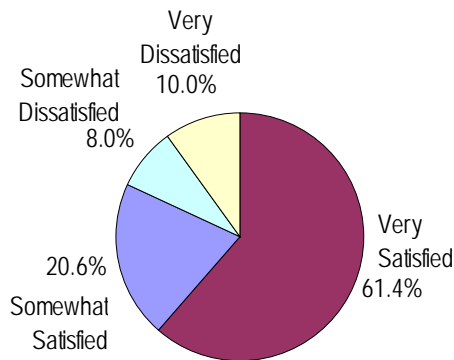
Finally, geographic region had an effect on whether or not one contacted the County government. Those respondents from Sudley/Yorkshire were the least likely to have contacted the government. Whereas about 45 percent to 55 percent of the respondents in the other areas had contacted the government, only 31.4 percent of the respondents in Sudley/Yorkshire had.

Of all those who did contact the County, a total of 82 percent were satisfied with the helpfulness of County employees (61.4% were very satisfied). This level of satisfaction is illustrated in Figure 4-2 and does not represent a significant change from the level reported for the 2004 survey.

“Since they use email, I am particularly satisfied. Email makes everything easier.”

The level of satisfaction did not vary significantly by geographic region, but did vary slightly based on a few demographic variables. Black respondents were more likely to be satisfied with the helpfulness of County employees (88.9%) than were non-Black respondents (80.8%), as were Hispanics more satisfied than non-Hispanics (95.2% as compared to 81.2%). Those respondents who earn less than \$35,000 were the most satisfied with the helpfulness (93.3%), whereas those who earn more than \$75,000 were the least (78.2%).

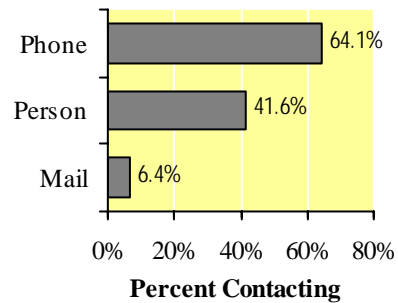
Figure 4-2: Satisfaction with County Employee Helpfulness, 2005



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 a business license.” Slightly more than one-third (37.7%) had contacted the County for this purpose. As is illustrated in Figure 4-3, approximately two-thirds (64.1%) contacted the government by phone, 41.6 percent made contact in person, and 6.4 percent contacted the County by mail.⁶

Figure 4-3: Method of Contact Regarding Taxes, 2005

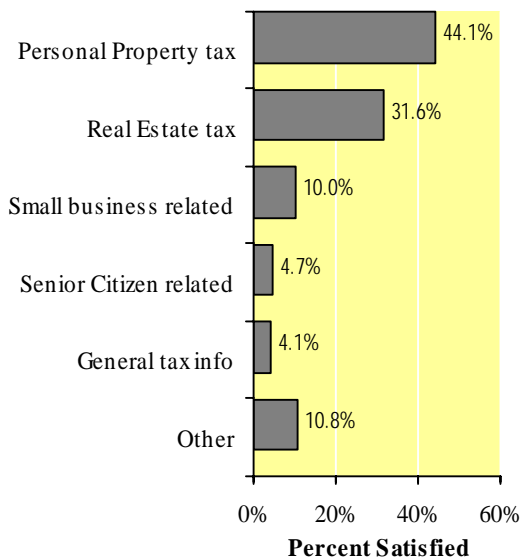


We also asked respondents to tell us the specific reason that they contacted the County. The open-ended responses were coded into a number of different categories. Most (44.1%) of those saying they contacted the government about a tax issue said that it was in regards to personal property tax, 31.6 percent contacted because of a real estate tax issue, and 10 percent contacted about a small business related question. Figure 4-4 illustrates these responses.

Of those who had contacted the County about a tax issue, 87.4 percent expressed satisfaction with the level of assistance they received from the County employees, with 71.6 percent very satisfied. Most also reported that they were satisfied with the time it took for their request to be answered, with 88.2 percent satisfied, and 69.1 percent very satisfied. These levels of satisfaction are similar to those received in 2003, when these questions were last asked.

⁶ These percentages total to more than 100 percent because some respondents had contacted the government in more than one way.

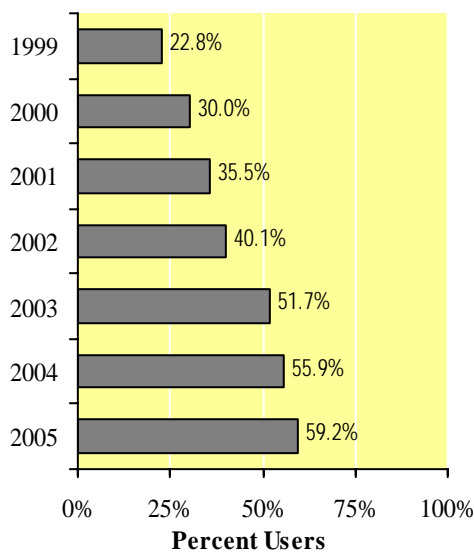
Figure 4-4: Specific Tax Question, 2005



County Web Site

Two questions in the survey pertained to the Prince William County website. Almost 60 percent (59.2%) reported that they had used the website, compared with 55.8 percent in 2004 and 51.7 percent in 2003. 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 4-5 illustrates the increasing use of the County government website since 1999.

Figure 4-5: Use of County Website, 1999-2005

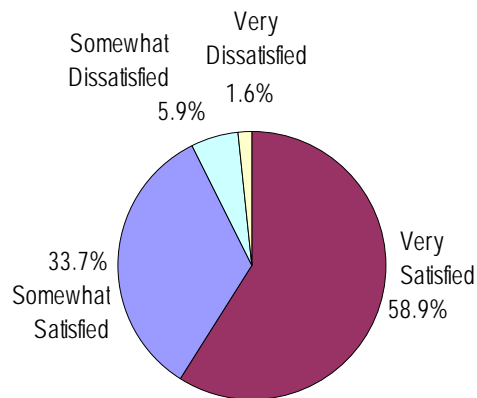


The degree of use of the County website varies by a number of different demographic factors. Respondents aged 65 or older were significantly less likely to have visited the website (28.8%) than were younger respondents (ranging from 51.1% to 68.5%). Likewise, widowed respondents were also very unlikely to have visited the website. Hispanic respondents were significantly less likely (48.4%) than were non-Hispanics (60.3%). Income was correlated with website use, with those earning higher amounts of money being more likely to have visited the website than those earning less money. Similarly, in general, higher levels of education were associated with higher usage of the website. Those respondents who currently are employed were more likely to have visited the website than those that are not working (63.5%, as compared to 48.3%).

“The search engine could be better, but otherwise, the site is great.”

As is illustrated in Figure 4-6, of those who had used the website, 92.6 percent said they were satisfied with it (58.9% were very satisfied), approximately the same levels as prior years.

Figure 4-6: Satisfaction with County Website, 2005



Whereas the level of website usage varied significantly by a number of different demographic variables, the level of satisfaction did not. Those respondents who are currently employed were slightly more likely to be satisfied than were those who are not working (93.6%, as compared to

89%). There were no other significant demographic differences, however, demonstrating a high level of satisfaction of all respondents.

Figure 4-7 illustrates the satisfaction levels for all communication items in 2005. The trends for the related satisfaction items over past surveys are shown in Table 4-1.

Figure 4-7: Satisfaction with Contacting the County, 2005

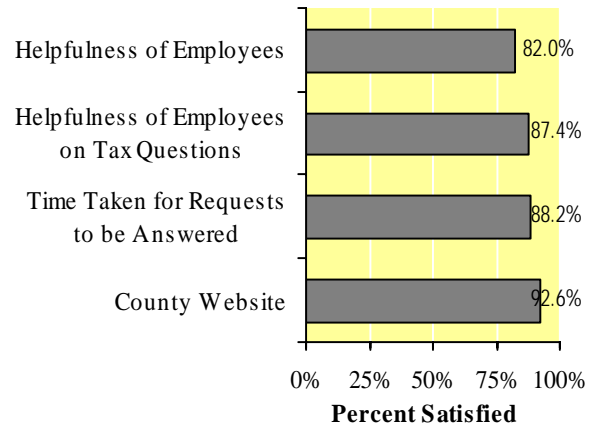


Table 4-1: Trends in Communication Items, 1993 and 2001-2005

Item Number	Satisfaction Item	PERCENT SATISFIED					
		1993	2001	2002	2003	2004	2005
HELPFUL2	Helpfulness of Employees	79.3	82.0	80.0	80.8	78.8	82.0 ⁶
HELPFULA	Helpfulness of Employees on Tax Questions	79.3	86.8 ^{0, 1, 2, 4, 5, 6}	—	89.3	—	87.4 ^{2, 5, 6}
TIMESATA	Time Taken for Requests to be Answered	—	86.5 ^{3, 6, 7}	—	87.3	—	88.2 ^{3, 6, 7}
NET2	County Website	—	91.0	91.5	93.5	92.6	92.6

⁰ Significantly Different from 1993 ⁴ Significantly Different from 1997 ⁸ Significantly Different from 2001
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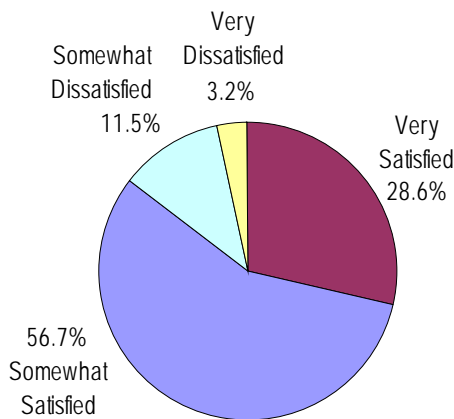
CHAPTER 6: Views of Government

In this chapter, we consider the general views of local government expressed by the citizens of Prince William County. In Chapter 3, we reported satisfaction levels with various government services and the overall sense of satisfaction with County services. In this chapter, we will examine attitudes of residents toward the County government and opinions about the value for tax dollar of government.

Efficient and Effective Service

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 85.3 percent expressing satisfaction. Figure 6-1 illustrates these results. This is not significantly different from the 84.6 percent who expressed satisfaction last year.

Figure 6-1: Satisfaction with Efficiency & Effectiveness of County Service, 2005



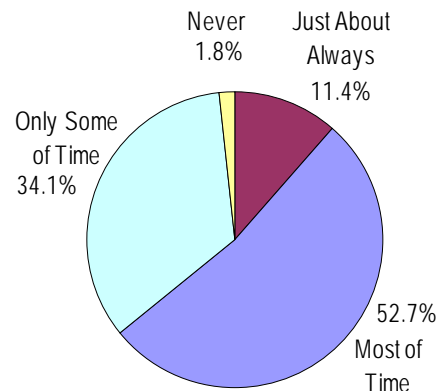
Hispanics were more satisfied that the County provides efficient and effective service (92.9%) than were non-Hispanics (84.6%). In general, those that were new to Prince William County were more likely to express their satisfaction than were those who had lived there longer periods of time (95.2% satisfied for those who have lived in the County less than one year, compared with 75.5% who had lived in Prince William County their entire lives).

There was also a significant difference in satisfaction with the efficiency and effectiveness of government service based on geographic area of residence. Residents of Brentsville were the least satisfied (64%), whereas residents of Lake Ridge/Westridge/Occoquan and Dale City were the most satisfied (90.3% and 89% respectively).

Trust in Government

We also asked citizens how often they trust the County government to do what is right. As is illustrated in Figure 6-2, the majority, a total of 64.1 percent, said that they felt that the County could be trusted most of the time or just about always. About a third (34.1%) said that the County government could be trusted only some of the time, whereas only 1.8 percent said that they could never or almost never trust the government. These opinions do not differ significantly from those expressed in 2004.

Figure 6-2: Trust County Government Decisions, 2005

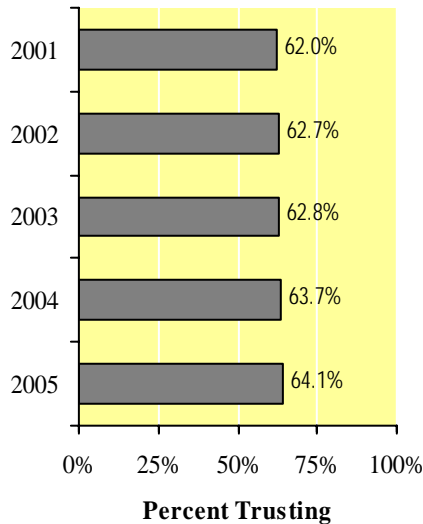


Again, there were some demographic differences in response to this question. Widowed respondents were the most likely of all marital categories to trust the government (71.4%), whereas separated respondents were the least (39.3%). Surprisingly, the difference based on age was not statistically significant. Asians were less likely than average to trust the government (39.3%), as were Blacks (56.9%). Those respondents of Hispanic origin, however, were much more likely to trust the government than were non-Hispanics (73.9%, as compared to 63.1%). Students were the least likely to trust the government (51.9%), whereas homemakers were the most (68.4%). Finally, those residing in Brentsville were the least likely to trust the gov-

ernment (46.3%), whereas those residing in Dale City (70.5%) were the most.

Figure 6-3 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 6-3: Trust County Government Decisions, 2001-2005



View of Taxes

As a general statement, local governments encounter the difficult tradeoff of operating within resource constraints while at the same time trying to satisfy the increasing demands and expectations of the community. Citizens, unlike elected leaders and other policy makers, are not faced every day with the need to choose the right mix of taxes and services. One question we posed to our respondents asked them to consider just this tradeoff:

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

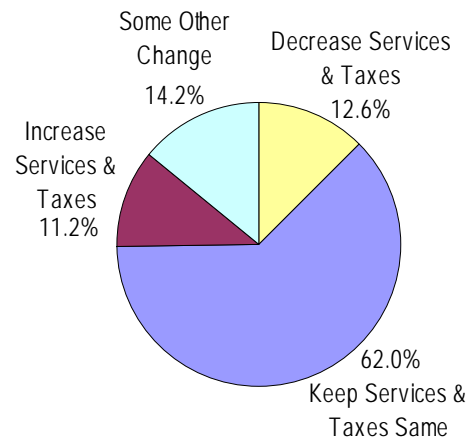
This year, 62 percent of our respondents chose the middle path of maintaining services and taxes at roughly current levels; 12.6 percent said that they would cut services and taxes, whereas 11.2 percent opted for increased services and taxes, and 14.2 percent suggested some other change. Figure 6-4

illustrates this finding, which is almost identical to that of 2004.

“I think they can do better with what they have. There are some allocation issues.”

Among those volunteering some other change, 6.2 percent volunteered that services should be increased while taxes are decreased, 2.8 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. Similarly to last year, several citizens commented that they would be willing to pay the same (or even higher) taxes, but that the spending priorities should change. One resident commented that, “If the specific services I felt needed improvement were to get the extra tax money, I wouldn’t mind paying those higher taxes.”

Figure 6-4: Preferred Level of Services and Taxes, 2005



Our subgroup analysis found some significant differences between groups. For the purpose of this analysis, we omitted those who suggested some other type of change. This gives an average of 14.9 percent who want to decrease tax and services, 13.1 percent who want to increase tax and services, and 72.1 percent who want to keep things the same.

There was a significant difference in opinion on this item based on employment status. Students were the most likely to want both services and taxes increased (29.2%), whereas those looking for

work were the least likely (4%). Retired persons were much more likely than others to want to see a decrease (21.9%).

Not surprisingly, there was also a difference based on income. Those earning more than \$75,000 a year were more likely than others to want to see an increase in both services and taxes (17%), whereas those earning less than \$35,000 were the least likely (4.6%). Similarly, those earning less than \$35,000 were the most likely to want taxes and services to decrease (33.3%) and those earning over \$75,000 were the least likely (10.6%). Likewise, those with greater amounts of education were more likely to want taxes and services to increase, whereas those with less education were more likely to want both to decrease.

As for length of time that one has lived in Prince William County, those living in the County their entire lives were more likely to want a decrease in both taxes and services.

Again, for this question, geographic area of residence had a significant impact on one's opinion. Residents of Mid-County and Brentsville were the least likely to want to see an increase of both taxes and services (9.2% and 9.5% respectively), whereas residents of Dale City were the most likely (20.9%). Likewise, residents of Brentsville were the most likely to want to see a reduction in taxes and services (26.3%).

We also asked how satisfied the citizens were with the value for their tax dollar provided by the County government. Figure 6-5 shows that 79.2 percent said they were satisfied on this item, with 22.2 percent saying they were very satisfied. This does not differ significantly from that of 2004, but is up substantially from 1993.

Figure 6-5: Satisfaction with Value of Tax Dollar, 2005

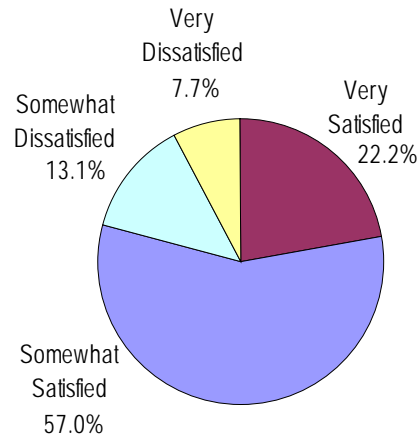


Figure 6-6 shows the level of satisfaction for these items for the current year and Table 6-1 indicates trends in satisfaction for attitudes toward government for 1993 and over the past five years.

Figure 6-6: Satisfaction with Government Items, 2005

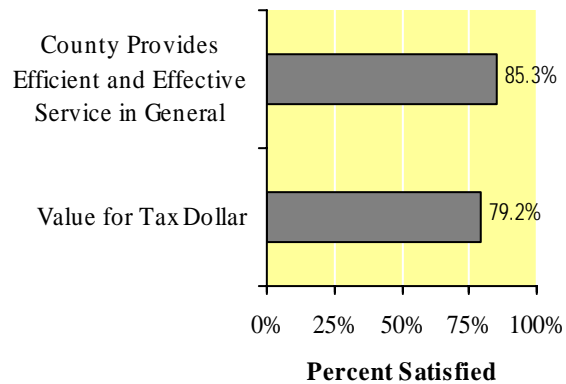


Table 6-1: Trends in Satisfaction with Government, 1993 and 2001-2005

		PERCENT SATISFIED					
Item Number	Satisfaction Item	1993	2001	2002	2003	2004	2005
EFFNEFF	County Provides Efficient and Effective Service in General	—	85.0 ^{4,5,7}	86.8 ⁵	89.1 ^{6,8}	84.6 ^{4,5,7,10}	85.3 ^{4,5,7,10}
VALUE	Value for Tax Dollar	65.5	79.0 ^{0,1,2,3}	77.9 ^{0,1}	82.7 ^{0,1,2,3,4,6,9}	75.8 ^{0,1,5,8,10}	79.2 ^{0,1,2,3,10}

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 ¹⁰ Significantly Different from
³ Significantly Different from 1996 ⁷ Significantly Different from 2000 ¹¹ Significantly Different from

CHAPTER 5: 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. Again this year, 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 far lower levels of satisfaction than most Prince William County services.

Land Use and Development

As in previous years, we asked:

“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?”

This year, however, we were interested to see if responses would be different if respondents were first asked to think about the new jobs and businesses that are being attracted to Prince William County. Thus, half of the respondents were asked “How satisfied are you with the job the County is doing in trying to attract new jobs and businesses to the County?” prior to being asked their opinion about how land will be used and developed, and the other half were asked this question after.

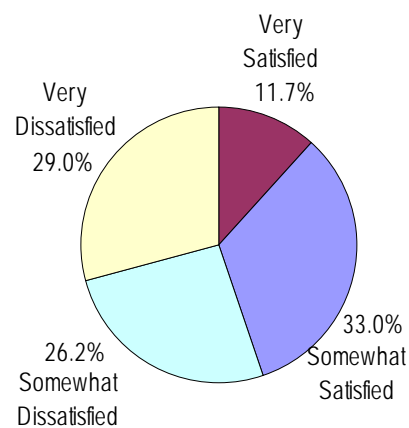
The results indicated that those respondents who were asked about jobs *first* actually gave higher satisfaction ratings to the job the County is doing in planning how land will be used and developed in the County. This trend suggests that when people think of one of the benefits of growth, they are more satisfied with the County’s plans for development. Placement of the question did not have an effect on how satisfied respondents said they were with the job the County is doing in trying to attract new jobs and businesses.

In order to make reliable comparisons with previous years, only the results of those that answered the planning and development question prior to the new jobs question will be compared to previous years and will be used to determine demographic differences. The responses to this question will be

illustrated in two different graphs below. Figure 5-1 illustrates the responses of those asked about planning and development *before* being asked about new jobs and Figure 5-2 illustrates those responses of those asked this question *after* being asked about new jobs.

Looking at those asked the planning and development question before the new jobs question, as illustrated in Figure 5-1 below, only 11.7 percent said they were very satisfied, and an additional 33 percent said they were somewhat satisfied, for a total of 44.8 percent. This level of satisfaction is significantly lower than that found in 2004.

Figure 5-1: Satisfaction with Planning and Development (Question Asked Before New Jobs Question), 2005



Satisfaction varied by several demographic variables. Similarly to 2004, younger residents were more satisfied than older residents (57.7% for 18-25 year olds, but 38.5% for 50-64 year olds). Perhaps contrary to this finding, however, widows were the most satisfied (66.7%), whereas those that are separated or divorced were the least satisfied (27.8% and 32.1% respectively).

“The amount of growth is jamming everyone in. Everyone is too congested and all the land is being taken for development.”

As in 2004, Whites were less satisfied (40.9%) than Blacks (48.5%), Asians (68.8%), and those of other races (59.1%). Hispanics were also much more satisfied (70.9%) than were non-Hispanics (42.5%).

Similarly to 2004, those with the greatest annual incomes tended to be less satisfied with planning and development in the County (41.9%). Interestingly, this year, those earning between \$35,000 and \$49,999 were also equal in dissatisfaction to the other income groups.

As in 2004, those with less education were more satisfied. Similarly, those who own their own home were also significantly less satisfied than renters (42.3%, as compared to 57.9%).

Length of residence in Prince William County also had a significant effect on how satisfied respondents were with planning and development. In general, the longer one had lived in the County, the less satisfied he or she was with the job the County is doing in planning how land will be used and developed.

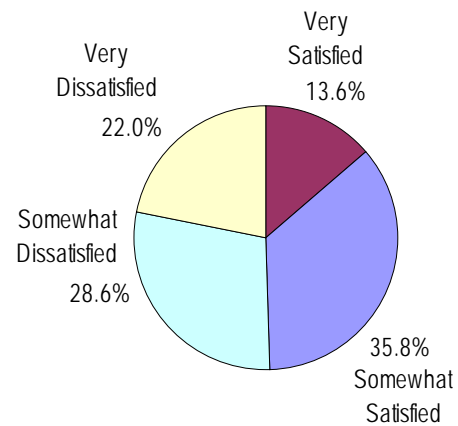
By geography, the three lowest levels of satisfaction with planning and development came from Brentsville, North County, and Gainesville/Linton Hall (18.3%, 32.8%, and 34.1% respectively). These were the same regions that demonstrated the lowest levels of satisfaction in 2004. The most satisfied residents were from Lake Ridge/Westridge/Occoquan and Sudley/Yorkshire (53% and 47.5% respectively).

As illustrated in Figure 5-2, when looking at those that answered the planning and development question after the question about new jobs, 13.6 percent said that they were very satisfied and an additional 35.8 percent were somewhat satisfied. Almost 30 percent (28.6%) were somewhat dissatisfied and 22 percent were very dissatisfied. As noted, the satisfaction level for those who were asked the development question after jobs is significantly greater than for those asked about development first.

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 less than half expressed satisfaction (47.2%). This level of satisfaction continues the downward trend that we have seen in recent years (although is not lower than last year's rating to a statistically significant degree).

This item also varied by a number of different demographic characteristics, most of them similar to the demographic differences in satisfaction with the job the County is doing in planning how land will be used and developed.

Figure 5-2: Satisfaction with Planning and Development (Question Asked After New Jobs Question), 2005



As with satisfaction with planning and development, younger residents were more satisfied than older residents with the rate of growth (74.1% for 18-25 year olds, but 36.1% for 50-64 year olds). Likewise, retired persons were the least satisfied (34.2%) as compared to those who have other employment statuses. Again, whites were less satisfied (42.1%) than Blacks (57.6%), Asians (67.9%), and those of other races (61.4%) and Hispanics were much more satisfied (73.2%) than were non-Hispanics (44.6%).

As with satisfaction with planning and development, those with less education were more satisfied. Similarly, those with lower incomes were more satisfied than those with higher incomes and those who own their own home were less satisfied than renters (60.3%, as compared to 45.1%).

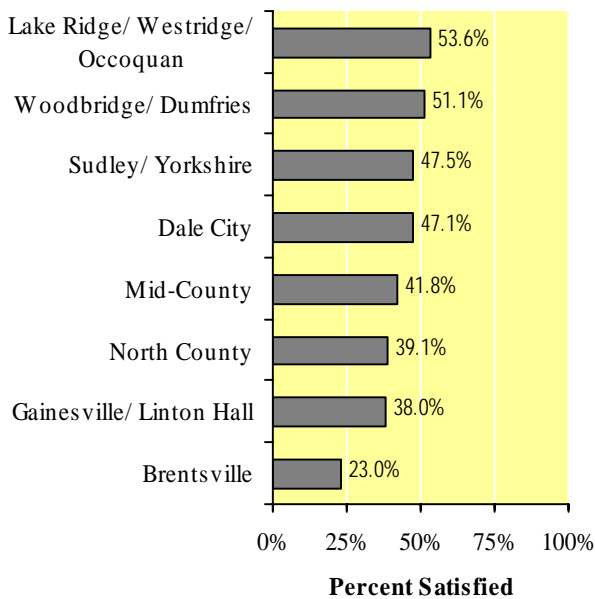
Again, length of residence in Prince William County also had a significant effect on how satisfied respondents were with the rate of growth in the County. In general, the longer one had lived in the County, the less satisfied he or she was with the job the County is doing in planning how land will be used and developed.

There was also a significant difference based on gender, such that men were more satisfied with the rate of growth in the County (53.1%, as compared to 43.2% for women). Finally, those with children under 18 living at home were significantly more satisfied (54%) than those without children (41.2%).

By geography, the three lowest levels of satisfaction with growth again came from Brentsville,

North County, and Gainesville/Linton Hall (23%, 39.1%, and 38% respectively). The most satisfied residents were from Lake Ridge/Westridge/Occoquan and Woodbridge/Dumfries (53.6% and 51.1% respectively). This pattern is illustrated in Figure 5-3.

Figure 5-3: Satisfaction with County Growth by Area, 2005



Respondents were considerably more satisfied with the opportunities for citizen input into the planning process than they were with planning, development and growth, with 66.8 percent saying that they were satisfied. This is a significant increase from last year, when only 57.4 percent were satisfied (which was an all-time low), thus returning to the usual level of satisfaction on this question.

“The signs they put up about land development hearings are so small that you can't read them from the car. Make them bigger and put them in the newspapers.”

Hispanic respondents were significantly more likely than non-Hispanics to say that they were satisfied with the opportunities for citizen input (82.2% as compared to 65.4%). Education presented an interesting pattern of variation on this question. In general, those with lower levels of

education were more satisfied, yet those with advanced graduate degrees were also quite satisfied (81.8%).

By geographic area, the highest levels of satisfaction came from residents of Sudley/Yorkshire (71.7%). Perhaps not surprisingly given their dissatisfaction with planning, development, and growth, residents of Brentsville were also the least satisfied with the opportunities for citizen input (47.3%).

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 65% of those surveyed. Among those queried, 71 percent were satisfied with efforts at protecting the environment and 45.1 percent were satisfied with efforts to preserve open spaces, agriculture, and forested lands. This level of satisfaction represents a significant decrease from the 58.3 percent who were satisfied when this question was last asked in 2003.

“If we had the roads to support the growth it would be fine. But we don't.”

This year we asked a new question:

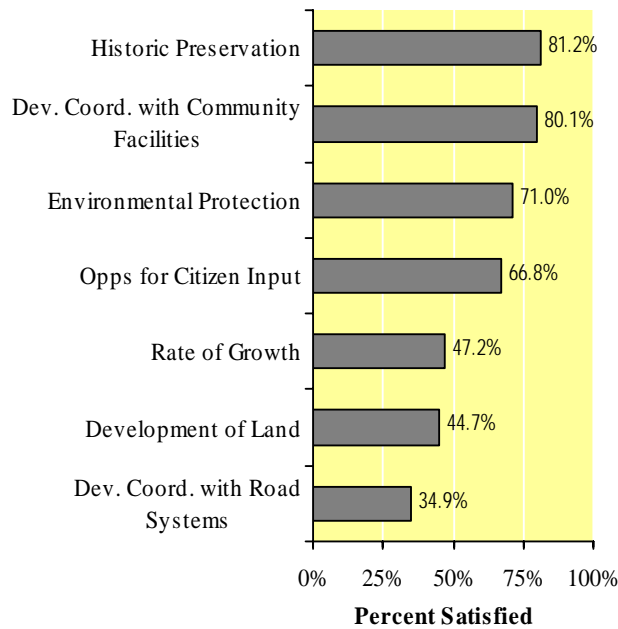
“How satisfied are you with the County's efforts in historic preservation?”

The level of satisfaction with historic preservation was substantially higher than that of efforts to protect the environment and preserve open spaces, with 81.2 percent expressing satisfaction.

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 34.9 percent expressed satisfaction, again representing a significant decrease from when this question was last asked in 2003. 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, 80.1 percent expressed satisfaction.

Figure 5-4 illustrates satisfaction levels for all land use and development items.

Figure 5-4: Satisfaction with Development Items, 2005



Appearance

A number of questions were posed to residents about the appearance of the County. Each year we ask respondents about their level of satisfaction with the appearance of new development and with the job the County is doing in preventing neighborhoods from deteriorating. In addition, in 2001, we first asked a number of rotating items, which were included on this year’s survey.

Asked how satisfied they were with the visual appearance of new development, 80.8 percent said they were satisfied, with 36.6 percent saying they were very satisfied. This level of satisfaction is consistent with that of the past two years. Respondents from Brentsville were the least satisfied with the visual appearance of new development (63.5%), whereas those from Gainesville/Linton Hall and Sudley/Yorkshire were the most satisfied (86.5% and 85.1% respectively).

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, 70.8 percent expressed satisfaction. This level of satisfaction is consistent with that of last year. Again, those respondents from Brentsville were the least satisfied (59.4%). Unlike the satisfaction with the visual appearance of new developments, respondents from Sud-

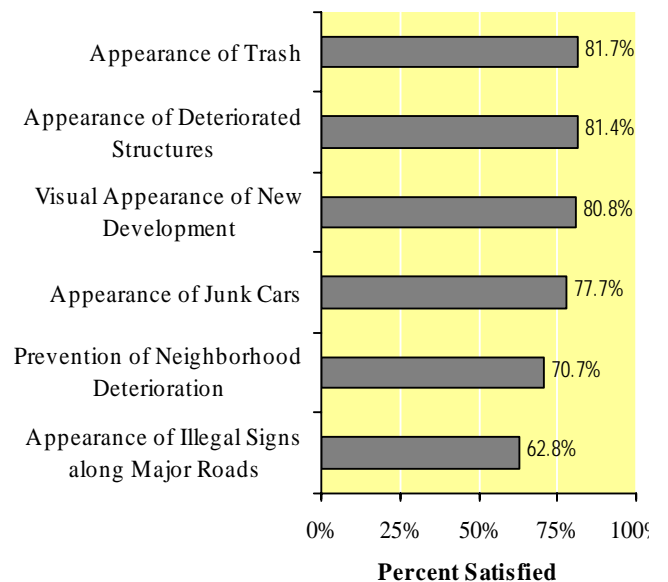
ley/Yorkshire were also less likely to be satisfied with the job the County is doing in preventing neighborhoods from deteriorating (60.2%). Respondents from Gainesville/Linton Hall expressed the most satisfaction with this item (81.3%).

Asked about the appearance of trash along roadways and neighborhoods, 81.7 percent expressed satisfaction. Up significantly from when the question was last asked in 2003, was satisfaction with the number of illegal signs and advertisements along major roads, with 62.9 percent satisfied (as compared to 55.2% in 2003).

Most respondents (81.4%) were satisfied with the appearance of the County in regards to deteriorated buildings and other structures, and 77.7 percent were satisfied with regards to junk cars on roadways and neighborhoods. Neither of these questions differ significantly from when they were last asked in 2003. Satisfaction with regards to junk cars, however, does vary significantly by geographic area. Respondents from Brentsville and Dale City were the least satisfied (both at 70.9%) and respondents from North County and Gainesville/Linton Hall were the most satisfied (87.6% and 86.8% respectively).

Figure 5-5 illustrates mean satisfaction levels for appearance items.

Figure 5-5: Satisfaction with Appearance Items, 2005



New Jobs

This year, all respondents were asked a screener question to determine if they were familiar enough with the County’s efforts to attract new jobs and

businesses to rate those efforts, as compared to last year when only half of the respondents received a screener question and previous years when no one received the screener question. Approximately half (50.2%) of the respondents said that they were familiar enough and were therefore asked to rate the job the County is doing in trying to attract new jobs and businesses to the County.

“They’re doing a good job attracting jobs, but too many of them are minimum wage jobs.”

A total of 82.4 percent said they were satisfied, with 41.3 percent reporting that they were very satisfied. This level of satisfaction does not differ from the 81 percent who were satisfied last year.⁷ As noted earlier, placement of this question before or after the land use question did not have a significant effect on satisfaction ratings of efforts to attract new jobs. Similarly to 2004, satisfaction on this item did not vary significantly by work status or geographic region.

Transportation

As we all know, getting around is not always easy in the Northern Virginia area. As in previous years, transportation items presented some of the lowest satisfaction ratings on this survey.

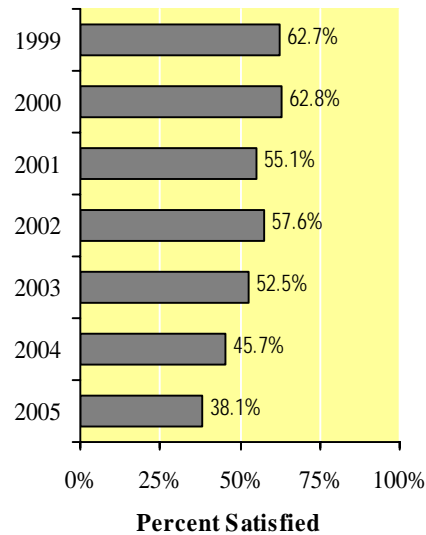
“The biggest issue is the commute problem. I know they are trying to do something about I-66, but it just keeps getting worse.”

Each year we ask respondents how satisfied they are with the ease of travel or getting around within Prince William County. This year, satisfaction with this item was at an all-time low, with only 38.1 percent saying that they were satisfied. Just 12.5 percent were very satisfied. This level represents a statistically significant decrease from each year that we have asked this question.

⁷ In order to provide an unbiased comparison, this percentage only includes the satisfaction ratings of those that were asked the screener question in 2004. Those that were not asked the screener question are not included in this percentage and comparison.

Figure 5-6 illustrates results for this item, over the past six years, documenting residents’ increasing dissatisfaction with transportation within the County.

Figure 5-6: Satisfaction with Ease of Travel in the County, 2005



As we might expect, a respondent’s location in the County made a difference in how satisfied he or she was with this issue. The least satisfied were those in the Brentsville, Gainesville/Linton Hall, and North County areas (11.2%, 13%, and 13.7% respectively). Those respondents from Lake Ridge/Westridge/Occoquan were the most satisfied on this item (48.8%).

It must be noted that the transportation problem is not one that is unique to Prince William County. We also asked respondents how satisfied they were with the ease of travel in Northern Virginia, outside of Prince William County and found this to get the lowest rating in terms of satisfaction on the entire survey. Only 24.5 percent of respondents were satisfied with the ease of travel in Northern Virginia, with only 6.4 percent being very satisfied. This item was significantly lower than in 2003, when this question was last asked.

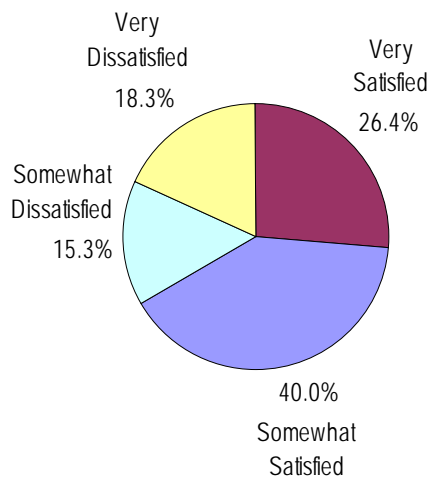
We also asked a series of rotating questions about public transportation in Prince William County, last asked in 2003. This year, however, we changed the wording of these questions, so they are no longer directly comparable to those asked in 2003 and prior years.

As two separate questions, respondents were asked how satisfied they were with public transportation provided to Prince William County residents for

destinations within the Prince William area and for destinations elsewhere in Northern Virginia and Washington, DC. Respondents were much more satisfied with public transportation than they were with the ease of travel.

As is illustrated in Figure 5-7, 66.4 percent of respondents reported that they were satisfied with public transportation provided to Prince William County residents for destinations within Prince William County, with 26.4 percent indicating that they were very satisfied. This question replaced the question from 2003 when we simply asked respondents how satisfied they were with public transportation within Prince William County. In 2003, only 54.5 percent expressed their satisfaction. Because the wording of the questions is different, however, we cannot definitively infer that this increase in percentages means an increase in satisfaction with the service.

Figure 5-7: Satisfaction with Public Transportation within the County, 2005



There were some differences in satisfaction based on gender, age, and geographic area. Men were much more likely to be satisfied with public transportation to destinations within Prince William County (70.9%) than were women (63.2%). Those respondents aged 65 and over were the most likely to express their satisfaction (79.7%). Interestingly, younger respondents were also quite satisfied, whereas middle-aged respondents were the least satisfied. By geographic area, the highest levels of satisfaction came from those residing in Sudley/Yorkshire, Lake Ridge/Westridge/Occoquan, and Woodbridge/Dumfries (75%, 75%, and 74.3%

respectively). Least satisfied were residents of North County (29.7%).

Of those who were dissatisfied, we asked approximately 100 respondents what would make them more satisfied. Participants were allowed to give more than one response. Most (64.7%) wanted service from places where public transportation does not currently go, 52.7 percent wanted more service on existing routes, and 38.7 percent would like longer hours or weekend service. Approximately 30 percent gave some other suggestion, such as more prompt service, more awareness of services, lower costs, and a more clearly structured system.

Of those who reported that they were very satisfied, we asked 50 of them to tell us (in an open-ended response) what contributes to their satisfaction. The most common contributor was the Omni-Link, followed by the availability and accessibility of the buses. Respondents seemed to be quite pleased with the bus system in general and a few respondents commented specifically on the quality and efficient service that they receive.

“You can even schedule a pickup for the buses. And when you can call them, they answer every one of your questions.”

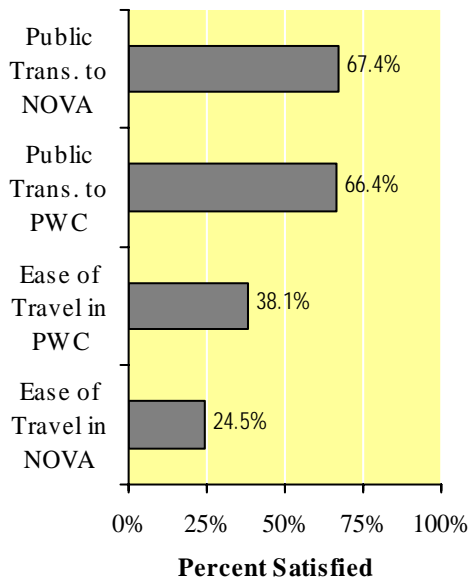
When asked about public transportation to destinations elsewhere in Northern Virginia or Washington, 67.4 percent were satisfied, with 28.6 percent saying they were very satisfied. This question replaced the question from 2003 when we asked respondents how satisfied they were with public transportation in Northern Virginia outside of Prince William County. In 2003, 79.2 percent expressed their satisfaction with this question. Again, however, because the wording of the questions is different, we cannot infer that the decrease means a decrease in satisfaction with the service. It is possible that respondents simply interpreted the question differently.

Those aged 18 to 25 expressed the highest levels of satisfaction with public transportation to destinations elsewhere in Northern Virginia and Washington (82.3%). Respondents aged 65 and older also expressed higher than average levels of satisfaction. Income also had an effect on satisfaction ratings, with those earning less than \$35,000 being

the most satisfied (86.4%). By geographic area, the highest levels of satisfaction came from Lake Ridge/Westridge/ Occoquan and Wood-bridge/Dumfries (74.5% and 73.8% respectively). Similarly to public transportation to destinations within Prince William County, residents of North County displayed the lowest levels of satisfaction (44.1%).

Figure 5-8 illustrates mean satisfaction levels for transportation items.

Figure 5-8: Satisfaction with Transportation Items, 2005



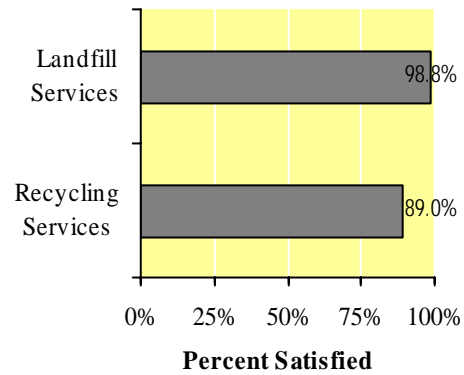
Waste Management

Figure 5-9 illustrates results for waste management services. In terms of recycling, 89 percent said they were satisfied with the County recycling

services, with 58.9 percent very satisfied. This item is not significantly changed from 2003 when it was last asked.

Regarding the landfill, approximately half (49.6%) of our responding households had taken trash to the County’s landfill at Independent Hill. Almost all, 98.8 percent, were satisfied with the landfill (83.3% said they were very satisfied). This item is up significantly from the 95.9 percent who were satisfied in 2004.

Figure 5-9: Satisfaction with Waste Management Services, 2005



As expected, there were some geographic differences in use of the landfill. Similarly to 2004, Brentsville and Mid County residents were most likely to use the landfill (79.2% and 71.2%, respectively), whereas only about a third or less of residents in Gainesville/Linton Hall, Sudley/ Yorkshire, and North County had used it.

Table 5-1 indicates trends in satisfaction for all development items for 1993 and over the past five years.

Table 5-1: Trends in Developmental Issues, 1993 and 2001-2005

Item Number	Satisfaction Item	PERCENT SATISFIED					
		1993	2001	2002	2003	2004	2005
LAND	Planning and Land Use	53.9	53.0	52.8	53.2 ³	49.8 ^{2,3,5,6,7}	44.8 ^{0,1,2,3,4,5,6,7,8,9,10,11}
GROWTHC	Growth in County	—	59.8	53.4 ⁸	49.5 ⁸	48.7 ^{8,9}	47.2 ^{8,9}
INPUTDEV	Citizen Input Opportunity re: Development	—	65.7	61.2 ^{3,5,6,7}	69.2 ⁹	57.4 ^{3,4,5,6,7,8,10}	66.8 ^{9,11}
ENVRDEVA	Efforts to Protect Environment	—	66.1	—	73.2	—	71.0
SPCEDEVA	Efforts to Preserve Open Space	—	54.7 ^{5,6}	—	58.3	—	45.1 ^{3,4,5,6,7,8,10}
HISTORIC	Historic Preservation Efforts	—	—	—	—	—	81.2
ROADDEVA	Coord. of Development with Road Systems	—	47.0 ^{3,4,5,6,7}	—	42.8	—	34.9 ^{8,10}
SVEDEVA	Coord. of Development with Community Facilities	—	79.5 ^{3,6,7}	—	79.8	—	80.1 ^{3,6,7}
VISDEV	Appearance of New Development	—	79.9 ^{3,6,7}	84.1 ^{4,8}	80.0 ^{3,6,7,9}	81.9 ^{3,7}	80.8 ^{3,6,7}
NEIGHBOR	Prevent Neighborhood Deterioration	67.8	73.6 ^{0,1}	68.9 ⁸	67.0 ^{2,7,8}	71.9 ¹⁰	70.8 ¹⁰
TRASHC	Appearance of Trash Along Roads & in Neighborhoods	—	78.8	—	82.5 ⁸	—	81.7
SIGNSC	Appearance of Illegal Signs Along Major Roads	—	54.1	—	55.2	—	62.9 ^{8,10}
BUILDNGC	Appearance of Deteriorated Buildings	—	76.7	—	80.4	—	81.4 ⁸
JUNKC	Appearance of Junk Cars on Roads & in Neighborhoods	—	77.1	—	75.7	—	77.7
NEWJOBS**	Attract New Jobs and Businesses	—	—	—	—	81.0	82.4
TRAVEL97	Getting Around	—	55.1 ^{5,6,7}	57.6 ⁵	52.5 ^{4,5,6,7,9}	45.7 ^{4,5,6,7,8,9,10}	38.1 ^{4,5,6,7,8,9,10,11}
OUTSIDEC	Ease of Travel Around Northern Virginia	—	37.3	—	33.1	—	24.5 ^{8,10}
TRANSC2*	Public Transportation within Prince William County	—	—	—	—	—	66.4
NOVATRC2*	Public Transportation Around Northern Virginia	—	—	—	—	—	67.4
RECYCLEC	Recycling Services	—	87.9	—	86.9	—	89.0
LFILLSAT	Landfill	91.7	96.2 ^{0,3,4,5}	96.1 ^{0,3,4,5}	97.0 ^{0,3,4,5,6}	95.9 ^{0,4,5,7}	98.8 ^{0,1,3,4,5,6,8,9,10,11}

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 ¹⁰ Significantly Different from 2003
³ Significantly Different from 1996 ⁷ Significantly Different from 2000 ¹¹ Significantly Different from 2004

* A similar question was asked prior to 2005, but due to changes in the phrasing of the question, the two are not directly comparable.

**This question was also asked prior to 2004, but due to the addition of a screener question in 2004, responses prior to 2004 are not directly comparable with those from 2004 and 2005. Only the responses of those that were asked the screener question in 2004 (approximately half of the respondents) are included in this comparison. The figure that appears in this table therefore differs from the one that appeared in the 2004 report, which was a composite of those that were asked the screener and those that were not.

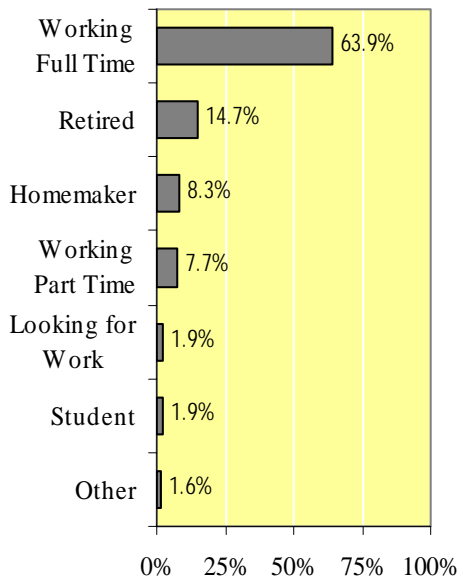
CHAPTER 7: Employment and Commuting

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

Employment

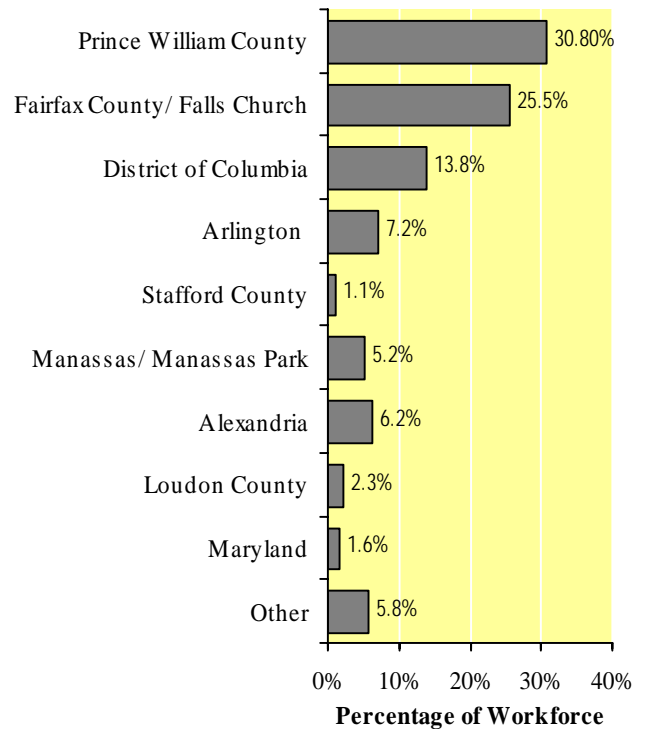
Figure 7-1 shows that the respondents to our survey hold a variety of statuses in the labor force. Approximately two-thirds (63.9%) were working full time; an additional 7.7 percent were working part time. Homemakers accounted for 8.3 percent, and 14.7 percent were retired. Students made up 1.9 percent of the sample, and those looking for work also made up 1.9 percent. These figures are very similar to last year's figures.

Figure 7-1: Employment Status, 2005



Almost a third of our sample, 30.8 percent, lives and works in Prince William County. Slightly more than 5 percent (5.2%) work in Manassas or Manassas Park. The remaining 64 percent work elsewhere; 25.5 percent of the workforce commute to Fairfax County, the City of Fairfax, or Falls Church, 13.8 percent work in Washington, DC, 7.2 percent commute to Arlington, and 6.2 percent commute to Alexandria. Figure 7-2 details these findings.

Figure 7-2: Place of Work, 2005



Commuting

The average one-way commute time for all Prince William County workers is 45.5 minutes, a significant increase from the average commute time of 40.1 minutes in 2004. For those who work in Prince William County, the mean commute time is almost 20 minutes (19.93 minutes). Figure 7-3 illustrates the trend in overall commute time from 2001.

Figure 7-3: Average Commute Time, 2001-2005

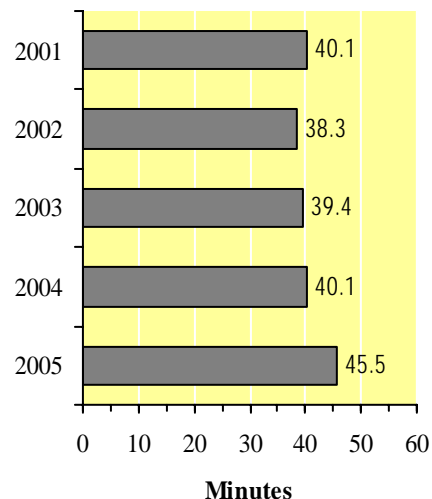
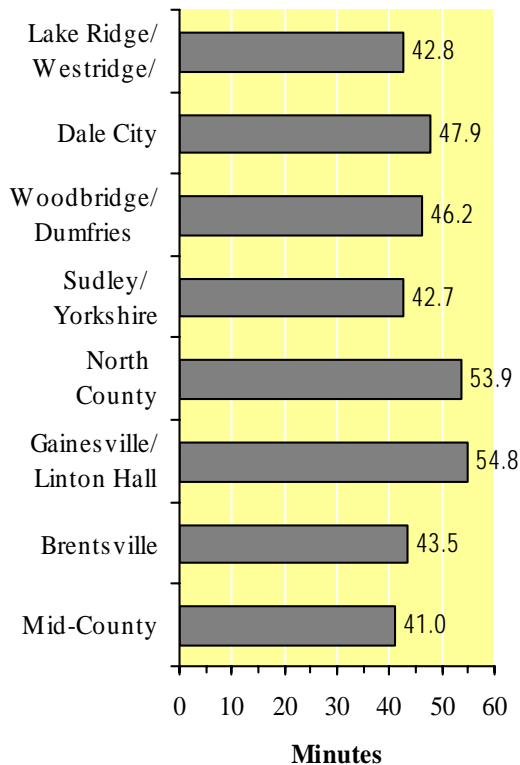


Figure 7-4 shows the variation in average commute time for workers depending on the part of the County in which they reside. The longest commute is by Gainesville/Linton Hall residents, followed by North County residents, at 54.8 and 53.9 minutes respectively. The shortest commute time is by respondents residing in Mid-County, who commute an average of 41 minutes.

Figure 7-4: Length of Commute by Region, 2005



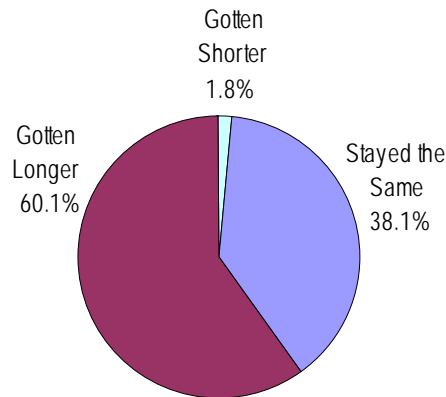
As in previous surveys, we dichotomized workers into commuters and non-commuters. To be considered a commuter, a worker needed to be commuting both outside of Prince William County or Manassas/Manassas Park, and have a commute of 30 minutes or longer. Approximately 60 percent (60.4%) of the employed respondents met both criteria.

“What used to take 20 minutes now takes up to 90 minutes.”

Most of our respondents (82.2%) were commuting to the same place as they were a year ago. Most were also living in the same home (92.4%). Those respondents who were commuting both to the same place from the same place were asked if their

commute time to and from work had gotten longer, gotten shorter, or stayed the same during the past year. The majority (60.1%) said that their commute time had gotten longer, whereas most of the remaining respondents (38.1%) said that it had stayed the same. Only 1.8 percent said that it had gotten shorter. Results are shown in Figure 7-5.

Figure 7-5: Change in Travel Time from Last Year, 2005



At the request of the County, we once again examined in more detail the socio-economic characteristics of commuters. As in the past, income was directly correlated with commuter status, such that those with higher incomes were much more likely than those with lower incomes to be commuters. Homeowners were also more likely to be commuters than were renters. Education, however, did not make a difference in commuter status.

There was also a significant difference based on gender, with men being much more likely (67.8%) than women (54.9%) to commute. Blacks were much more likely to be commuters (72.1%) than those of other races (ranging from 53.5% to 60.9%), and the newer someone was to Prince William County, the more likely he or she was to be a commuter.

There was also a significant difference based on geographic area of residents, with residents of Brentsville being less likely to commute than were those of other geographic areas (35.4%, as compared to 54 to 64.4% in other areas).

The County was also interested in where commuters' jobs were located for each geographic area of the County. Most commuters are traveling to the Fairfax/Falls Church, Arlington, and Washington DC areas. This information is detailed in Table 7-

1 for commuters and Table 7-2 for both commuters and non-commuters together.

Telecommuting

We also asked employed respondents about telecommuting. 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?”

Approximately 13 percent (12.9%) of our employed respondents said they did telecommute. This was a significant decrease from last year’s number of 19.3 percent and more closely matches the 2003 percentage of 15.7 percent. Those who said they telecommute were asked how often they did: 6.1 percent said they telecommute all the time, 24.5 percent said they telecommute several times a week, 14.4 percent several times a month, 25.2 percent once or twice a month, and 29.9 percent several times a year.

Table 7-1: Job Location of Commuters by Residence Area

Job Location	Wood-bridge/Dumfries	Dale City	Lake Ridge/Westridge/Occoquan	Sudley/Yorkshire	North County	Gainesville/Linton	Brentsville	Mid County
Stafford County	-	1.4	2.4	2.7	-	-	-	1.6
Fauquier/ Warrenton	2.0	1.4	-	5.4	-	-	-	1.6
Loudon County	2.0	3.6	2.4	5.4	6.3	11.1	-	1.6
Fairfax/ Falls Church	36.4	35.0	31.5	47.3	56.3	50.0	62.5	46.0
Arlington	10.6	15.0	18.5	2.7	6.3	11.1	12.5	7.9
Alexandria	12.6	10.7	12.1	5.4	-	2.8	12.5	9.5
Other Virginia	3.3	5.7	4.0	5.4	6.3	5.6	-	4.8
Washington, DC	28.5	22.1	25.0	14.9	12.5	13.9	12.5	22.2
Maryland	4.6	1.4	1.6	5.4	6.3	2.8	-	1.6
Another location	-	2.1	2.4	-	-	-	-	-
Work all over	-	1.4	-	5.4	6.3	2.8	-	2

Table 7-2: Job Location of Commuters and Non-Commuters by Residence Area

Job Location	Wood-bridge/Dumfries	Dale City	Lake Ridge/Westridge/Occoquan	Sudley/Yorkshire	North County	Gainesville/Linton	Brentsville	Mid County
Prince William County	30.2	32.4	31.5	19.4	25.0	27.6	56.5	36.4
Manassas	3.6	1.4	1.5	14.0	4.2	5.2	4.3	7.6
Manassas Park	-	-	-	1.6	-	-	-	-
Stafford County	1.2	.9	1.5	1.6	-	-	-	.8
Fauquier/ Warrenton	1.2	.9	-	3.9	-	1.7	-	.8
Loudon County	2.0	2.3	1.5	3.1	8.3	6.9	-	.8
Fairfax/ Falls Church	23.8	23.6	21.8	32.6	37.5	32.8	21.7	27.1
Arlington	6.5	9.7	11.7	1.6	4.2	6.9	4.3	4.2
Alexandria	8.5	7.4	7.6	3.1	-	1.7	4.3	5.1
Other Virginia	2.0	3.7	2.5	3.1	4.2	5.2	-	2.5
Washington, DC	17.3	14.4	16.8	8.5	8.3	8.6	4.3	11.9
Maryland	2.8	.9	1.0	3.1	4.2	1.7	-	.8
Another location	-	1.4	1.5	1.6	-	-	4.3	-
Work all over	.8	.9	1.0	3.1	4.2	1.7	-	1.7

CHAPTER 8: Summary and Conclusion

As in prior years, the 2005 annual Citizen Satisfaction Survey continues to be good news for the leadership of Prince William County in most areas of service. 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 8-1 shows the satisfaction ratings for the services and programs, in the order in which they were discussed in the preceding chapters, for this year and for the most recent five years in which a specific satisfaction item has been included in the survey. The superscripted numbers in this table indicate statistically significant changes in satisfaction levels between years, including between this year and any of the twelve preceding years.

Changes from Prior Years

Overall satisfaction with county services was 92.1 percent, up about 2 percentage points from the 2004 level, a change which is not statistically significant. However, the overall satisfaction increased significantly from the 89.6 percent recorded two years ago (in 2003). There were a number of significant increases and decreases on satisfaction items from 2004 (or 2003 for the rotating questions).

Eleven items showed increases in satisfaction:

- Satisfaction with the job the County is doing in providing convenient ways for people to register to vote increased from 94.5 percent in 2004 to 97 percent in 2005.
- Satisfaction with 911 assistance provided on the scene increased from 89.7 percent in 2004 to 94.9 percent in 2005.
- Satisfaction with the job the County is doing in providing street lighting where it's needed in the County increased from 76.8 percent in 2003 to 82 percent in 2005.
- Satisfaction with the job the County is doing in animal control services increased from 81 percent in 2003 to 88 percent in 2005.
- Satisfaction with the job the County is doing in controlling mosquitoes increased from 70.6 percent in 2003 to 83.5 percent in 2005.
- Satisfaction with the job the County is doing in providing programs to help the County's elderly population increased from 77.9 percent in 2004 to 83.4 percent in 2005.
- Satisfaction that the County Service Authority (which provides water and sewer services) provides efficient and effective service increased from 89.9 percent in 2004 to 93.4 percent in 2005.
- Satisfaction with the job that the County is doing in providing help to people with emotional, mental, or alcohol and drug problems increased from 73.7 percent in 2004 to 81.1 percent in 2005.
- Satisfaction with opportunities for citizen input on the planning process in the County increased from 57.4 percent in 2004 to 66.8 percent in 2005.
- Satisfaction with the appearance of the County in regards to the number of illegal signs increased from 55.2 percent in 2003 to 62.9 percent in 2005.
- Satisfaction with the County's landfill services increased from 95.9 percent in 2004 to 98.8 percent in 2005.

"I love Prince William County! I can't believe we got so lucky."

Six items showed decreases, only five of which pertain to services within the County:

- Satisfaction with the job the County is doing in providing park and recreation facilities decreased from 91 percent in 2004 to 87.9 percent in 2005.
- Satisfaction with the job the County is doing in planning how land will be used and developed in the County decreased from 49.8 percent in 2004 to 44.8 percent in 2005.
- Satisfaction with the County's efforts to preserve open space decreased from 58.3 percent in 2003 to 45.1 percent in 2005.
- Satisfaction with the way that residential and business development is coordinated with the transportation and road systems decreased from 42.8 percent in 2003 to 34.9 percent in 2005.
- Satisfaction with ease of travel or getting around within Prince William County decreased from 45.7 percent in 2004 to 38.1 percent in 2005.

- Satisfaction with the ease of getting around Northern Virginia outside of Prince William County decreased from 33.1 percent in 2003 to 24.5 percent in 2005.

Long-Term 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 2005 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 since 1993 are as follows:

- Satisfaction with voter registration is up 5.5 points from 1993.
- Satisfaction with information on government services is up over 13 percentage points since 1993.
- Satisfaction with the police department is up 5 points since 1993.
- Satisfaction with the reduction of illegal drugs is up 5 percentage points since 1993.
- Satisfaction with medical rescue services is up approximately 2 percentage points since 1993.
- Satisfaction with street lighting is up over 10 percentage points since 1993.
- Satisfaction with helping the elderly is up approximately 15 points since 1993.
- Satisfaction with the Department of Social Services is up over 16 percentage points since 1993.
- Satisfaction with providing help to those with emotional problems is up 11 percentage points since 1993.
- Satisfaction with the landfill is up over 7 percentage points since 1993.
- Satisfaction with the County's value for tax dollars is up more than 13 points since 1993.

An exception to this trend of increased satisfaction is:

- Satisfaction with the job the County is doing in planning how land will be used and developed is down approximately 9 percentage points from 1993.

In addition, several other items pertaining to development, growth, and transportation issues are trending downward, but these items were not asked in the 1993 baseline survey. 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 6.90 in 1993 to 7.24 in 2005, a statistically significant improvement.

Services Ranked by Satisfaction Level

Table 8-2 is a list of satisfaction items, ranked from those with the highest levels of satisfaction to the lowest. The respondents rated 57 specific services plus provided a general rating of satisfaction with government services and quality of life in Prince William County, for a total of 58 satisfaction items. The highest rated satisfaction items in our survey related to the libraries, the landfill, medical rescue, fire protection, and opportunities for voter registration. Forty-one of the 58 ranked satisfaction items scored ratings of 80 percent or better. Six items received ratings less than 60 percent: satisfaction with growth in the County, efforts to preserve open space, planning and land use, ease of travel around Prince William County, coordination of development with road systems, and ease of travel around Northern Virginia outside of Prince William County.

The general County government rating, perhaps the single most important item in the survey, has a high satisfaction level of 92.1 percent. Over a third said they were "very satisfied" with the services of the County government in general.

Table 8-3 ranks all satisfaction items for 2005 by visibility. 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.

Table 8-4 is a list of all satisfaction items, categorized by level of visibility and satisfaction level. Figure 8-1 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. In general, people are least satisfied with development and transportation issues, suggesting that these areas are in need of improvement.

“I hope this survey helps the problems with roads and commuting. I feel that is the biggest gripe of everyone in Prince William County.”

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 toward continuous improvement of public services and programs for the people of Prince William County.

Table 8-1: Percent Satisfied for All Satisfaction Items, 1993 and 2001-2005

PERCENT SATISFIED							
Item Number	Satisfaction Item	1993	2001	2002	2003	2004	2005
	<i>General Satisfaction with Government Services</i>						
CTYSAT97	Services of the County Government in General	90.5	91.8	92.9 ^{1,6}	89.6 ^{2,4,5,7,9}	90.2 ^{2,4,5,7,9}	92.1 ^{6,10}
VOTE	Voter Registration	91.5	96.4 ^{0,5}	97.1 ^{0,2,5}	95.3 ^{0,1,2,3}	94.5 ^{0,4,5}	97.0 ^{0,1,2,3,11}
GOVTSERV	Information on Government Services	70.9	79.6 ^{0,1,2,6,7}	80.8 ^{0,1,2,6,7}	75.3 ^{1,3,4,5,7,9}	81.0 ^{0,1,2,6,7,10}	84.3 ^{0,1,2,5,6,8,9,10}
	<i>Public Safety</i>						
POLICE	Overall Satisfaction with Police	88.7	91.6	93.0 ^{0,1}	93.2 ^{0,1}	93.7 ^{0,1,4}	93.7 ^{0,1,4}
ATTITUDE	Police Behaviors Toward Citizens	—	85.9	86.7	85.4	86.3	88.4 ^{3,4}
DRUGS	Reducing Illegal Drugs	79.2	82.9 ¹	83.6 ¹	82.6 ¹	84.1 ^{0,1}	84.3 ^{0,1}
FIRE	Fire Protection	97.2	97.3 ¹	97.5 ¹	97.1 ¹	98.2 ^{1,2,6}	98.2 ^{1,6}
RESCUE	Medical Rescue	96.6	96.7	97.6 ^{4,6}	97.2	97.4 ^{4,6}	98.3 ^{0,1,2,3,4,6,8}
COURTSAT	Security in Courthouse	—	—	—	—	—	96.3
EMSATIS	911 Phone Help	—	91.2	93.3	91.0 ^{4,7}	91.9	95.2 ³
EMTIMEB	Time for Help to Arrive	—	—	80.8	85.3	86.3	90.6 ^{5,6,9}
EMASSTB	Assistance on the Scene	—	—	89.3	88.9	89.7	94.9 ^{1,4,6,9,10,11}
AMCRIME	Safety In Neighborhood in Daylight	—	93.2 ⁴	91.3 ⁶	93.1 ⁴	91.9 ⁶	92.8 ⁴
PMCRIME	Safety in Neighborhood after Dark	—	87.8 ^{2,3,4,5,6}	85.6 ^{2,3,4}	86.2 ^{2,3,4,5}	86.3 ^{2,3,4,5}	85.7 ^{2,3,4}
STRLTA	Street Lighting	71.2	79.1	—	76.8 ⁰	—	82.0 ^{0,1,2,3,4,6,10}
ANIMALA	Animal Control	84.8	83.3	—	81.0 ^{4,7}	—	88.0 ^{2,6,8,10}
MOSCONT	Mosquito Control	—	—	—	70.6	—	83.5 ¹⁰

⁰Significantly Different from 1993¹Significantly Different from 1994²Significantly Different from 1995³Significantly Different from 1996⁴Significantly Different from 1997⁵Significantly Different from 1998⁶Significantly Different from 1999⁷Significantly Different from 2000⁸Significantly Different from 2001⁹Significantly Different from 2002¹⁰Significantly Different from 2003¹¹Significantly Different from 2004

Table 8-1 (cont'd.): Percent Satisfied for All Satisfaction Items, 1993 and 2001-2005

		PERCENT SATISFIED					
Item Number	Satisfaction Item	1993	2001	2002	2003	2004	2005
	<i>Public Services</i>						
SCHL4	School System Provides Efficient and Effective Service	—	77.6	79.2	79.5	81.2	84.0 ^{4, 5, 6, 7, 8, 9, 10}
LIBRARY	Library Services	94.9	96.8 ⁵	96.8 ⁵	96.3 ⁵	96.2 ⁵	96.8 ⁵
LIBRYSAT	Library Staff	98.2	99.3	99.1	97.8 ⁸	99.1 ¹⁰	99.1 ¹⁰
PARK	Park & Recreation Facilities	88.7	88.4 ²	88.2 ²	89.5	91.0 ^{1, 3, 5}	87.9 ^{2, 11}
PARK2	Park Authority Provides Efficient & Effective Service	—	94.5	94.3	93.8	94.6	94.8
CTYSERV2	Service Authority Provides Efficient & Effective Service	—	91.6	91.8 ⁵	92.3	89.8 ⁵	93.4 ^{7, 11}
ELDERLY	Helping the Elderly	68.3	82.6 ^{0, 1, 3}	79.1 ^{0, 1, 5}	77.6 ^{0, 1, 5, 7, 8}	77.9 ^{0, 1, 5, 7}	83.4 ^{0, 1, 3, 10, 11}
DSSSAT	Satisfaction with DSS	60.3	73.7 ^{0, 2}	72.5 ^{0, 2}	69.2 ^{0, 5}	75.4 ^{0, 1, 2}	76.4 ^{0, 1, 2, 10}
HLTHSAT	Health Department	84.6	88.8 ²	85.6	86.4	82.1 ^{5, 7, 8}	86.2
PROBLEMB	Providing Help to Those with Emotional Problems	70.1	—	71.7 ^{2, 4, 5, 6, 7}	71.2 ^{2, 4, 5, 6, 7}	73.7 ^{2, 5, 6, 7}	81.1 ^{0, 1, 3, 9, 10, 11}
MENTRET	Services to Those with Mental Retardation	—	—	—	—	—	85.6
MENTEIS	Early Intervention Services	—	—	—	—	—	78.3
MENTSUB	Services to People with Substance Abuse Problems	—	—	—	—	—	73.1
MENTALL*	Overall services of CSB	—	—	—	—	—	86.7
	<i>Communication with the County</i>						
HELPFUL2	Helpfulness of Employees	79.3	82.0	80.0	80.8	78.8	82.0 ⁶
HELPFULA	Helpfulness of Employees on Tax Questions	79.3	86.8 ^{0, 1, 2, 4, 5, 6}	—	89.3	—	87.4 ^{2, 5, 6}
TIMESATA	Time Taken for Requests to be Answered	—	86.5 ^{3, 6, 7}	—	87.3	—	88.2 ^{3, 6, 7}
NET2	County Website	—	91.0	91.5	93.5	92.6	92.6

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 ¹⁰ Significantly Different from 2003
³ Significantly Different from 1996 ⁷ Significantly Different from 2000 ¹¹ Significantly Different from 2004

* A similar question was asked prior to 2005, but due to changes in the structure and phrasing of the question, the two are not directly comparable.

Table 8-1 (cont'd.): Percent Satisfied for All Satisfaction Items, 1993 and 2001-2005

Item Number	Satisfaction Item	PERCENT SATISFIED					
		1993	2001	2002	2003	2004	2005
	<i>Planning and Development</i>						
LAND	Planning and Land Use	53.9	53.0	52.8	53.2 ³	49.8 ^{2, 3, 5, 6, 7}	44.8 ^{0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11}
GROWTHC	Growth in County	—	59.8	53.4 ⁸	49.5 ⁸	48.7 ^{8, 9}	47.2 ^{8, 9}
INPUTDEV	Citizen Input Opportunity re: Development	—	65.7	61.2 ^{3, 5, 6, 7}	69.2 ⁹	57.4 ^{3, 4, 5, 6, 7, 8, 10}	66.8 ^{9, 11}
ENVRDEVA	Efforts to Protect Environment	—	66.1	—	73.2	—	71.0
SPCEDEVA	Efforts to Preserve Open Space	—	54.7 ^{5, 6}	—	58.3	—	45.1 ^{3, 4, 5, 6, 7, 8, 10}
HISTORIC	Historic Preservation Efforts	—	—	—	—	—	81.2
ROADDEVA	Coord. of Development with Road Systems	—	47.0 ^{3, 4, 5, 6, 7}	—	42.8	—	34.9 ^{8, 10}
SVEDEVA	Coord. of Development with Community Facilities	—	79.5 ^{3, 6, 7}	—	79.8	—	80.1 ^{3, 6, 7}
VISDEV	Appearance of New Development	—	79.9 ^{3, 6, 7}	84.1 ^{4, 8}	80.0 ^{3, 6, 7, 9}	81.9 ^{3, 7}	80.8 ^{3, 6, 7}
NEIGHBOR	Prevent Neighborhood Deterioration	67.8	73.6 ^{0, 1}	68.9 ⁸	67.0 ^{2, 7, 8}	71.9 ¹⁰	70.8 ¹⁰
TRASHC	Appearance of Trash Along Roads & in Neighborhoods	—	78.8	—	82.5 ⁸	—	81.7
SIGNSC	Appearance of Illegal Signs Along Major Roads	—	54.1	—	55.2	—	62.9 ^{8, 10}
BUILDNGC	Appearance of Deteriorated Buildings	—	76.7	—	80.4	—	81.4 ⁸
JUNKC	Appearance of Junk Cars on Roads & in Neighborhoods	—	77.1	—	75.7	—	77.7
NEWJOBS*	Attract New Jobs and Businesses	—	—	—	—	81.0	82.4
	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		¹⁰ Significantly Different from 2003		
	³ Significantly Different from 1996		⁷ Significantly Different from 2000		¹¹ Significantly Different from 2004		

* This question was also asked prior to 2004, but due to the addition of a screener question in 2004, responses prior to 2004 are not directly comparable with those from 2004 and 2005. Only the responses of those that were asked the screener question in 2004 (approximately half of the respondents) are included in this comparison. The figure that appears in this table therefore differs from the one that appeared in the 2004 report, which was a composite of those that were asked the screener and those that were not.

Table 8-1 (cont'd.): Percent Satisfied for All Satisfaction Items, 1993 and 2001-2005

Item Number	Satisfaction Item	PERCENT SATISFIED					
		1993	2001	2002	2003	2004	2005
	<i>Planning and Development (cont'd)</i>						
TRAVEL97	Getting Around	—	55.1 ^{5, 6, 7}	57.6 ⁵	52.5 ^{4, 5, 6, 7, 9}	45.7 ^{4, 5, 6, 7, 8, 9, 10}	38.1 ^{4, 5, 6, 7, 8, 9, 10, 11}
OUTSIDE C	Ease of Travel Around Northern Virginia	—	37.3	—	33.1	—	24.5 ^{8, 10}
TRANSC2*	Public Transportation within Prince William County	—	—	—	—	—	66.4
NOVATRC2*	Public Transportation Around Northern Virginia	—	—	—	—	—	67.4
RECYCLE C	Recycling Services	—	87.9	—	86.9	—	89.0
LFILLSAT	Landfill	91.7	96.2 ^{0, 3, 4, 5}	96.1 ^{0, 3, 4, 5}	97.0 ^{0, 3, 4, 5, 6}	95.9 ^{0, 4, 5, 7}	98.8 ^{0, 1, 3, 4, 5, 6, 8, 9, 10, 11}
	Government						
EFFNEFF	County Provides Efficient and Effective Service in General	—	85.0 ^{4, 5, 7}	86.8 ⁵	89.1 ^{6, 8}	84.6 ^{4, 5, 7, 10}	85.3 ^{4, 5, 7, 10}
VALUE	Value for Tax Dollar	65.5	79.0 ^{0, 1, 2, 3}	77.9 ^{0, 1}	82.7 ^{0, 1, 2, 3, 4, 6, 9}	75.8 ^{0, 1, 5, 8, 10}	79.2 ^{0, 1, 2, 3, 10}
			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	¹⁰ Significantly Different from 2003		
			³ Significantly Different from 1996	⁷ Significantly Different from 2000	¹¹ Significantly Different from 2004		

* A similar question was asked prior to 2005, but due to changes in the phrasing of the question, the two are not directly comparable.

Table 8-2: Ranked List of Satisfaction Items, 2005

Rank	Item Number	Satisfaction Item	Percent Satisfied
1	LIBRYSAT	Library Staff	99.1
2	LFILLSAT	Landfill	98.8
3	RESCUE	Medical Rescue	98.3
4	FIRE	Fire Protection	98.2
5	VOTE	Voter Registration	97.0
6	LIBRARY	Library Services	96.8
7	COURTSAT	Security in Courthouse	96.3
8	EMSATIS	911 Phone Help	95.2
9	EMASSTB	Assistance on the Scene	94.9
10	PARK2	Park Authority Provides Efficient & Effective Service	94.8
11	POLICE	Overall Satisfaction with Police	93.7
12	CTYSERV2	Service Authority Provides Efficient & Effective Service	93.4
13	AMCRIME	Safety In Neighborhood in Daylight	92.8
14	NET2	County Website	92.6
15	CTYSAT97	Services of the County Government in General	92.1
16	EMTIMEB	Time for Help to Arrive	90.6
17	RECYCLEC	Recycling Services	89.0
18	ATTITUDE	Police Behaviors Toward Citizens	88.4
19	TIMESATA	Time Taken for Requests to be Answered	88.2
20	ANIMALA	Animal Control	88.0
21	PARK	Park & Recreation Facilities	87.9
22	HELPFULA	Helpfulness of Employees on Tax Questions	87.4
23	MENTALL	Overall services of CBS	86.7
24	HLTHSAT	Health Department	86.2
25	PMCRIME	Safety in Neighborhood after Dark	85.7
26	MENTRET	Services to those with Mental Retardation	85.6
27	EFFNEFF	County Provides Efficient and Effective Service in General	85.3
28	GOVTSERV	Information on Government Services	84.3
29	DRUGS	Reducing Illegal Drugs	84.3
30	SCHL4	School System Provides Efficient and Effective Service	84.0
31	MOSCONT	Mosquito Control	83.5
32	ELDERLY	Helping the Elderly	83.4
33	NEWJOBS	Attract New Jobs and Businesses	82.4
34	STRLTA	Street Lighting	82.0
35	HELPFUL2	Helpfulness of Employees	82.0
36	TRASHC	Appearance of Trash Along Roads & in Neighborhoods	81.7
37	BUILDNGC	Appearance of Deteriorated Buildings	81.4
38	HISTORIC	Historic Preservation Efforts	81.2
39	PROBLEMB	Providing Help to Those with Emotional Problems	81.1
40	VISDEV	Appearance of New Development	80.8
41	SVEDEVA	Coord. of Development with Community Facilities	80.1
42	VALUE	Value for Tax Dollar	79.2
43	MENTEIS	Early Intervention Services	78.3
44	JUNKC	Appearance of Junk Cars on Roads & in Neighborhoods	77.7
45	DSSSAT	Satisfaction with DSS	76.4
46	MENTSUB	Services to people with Substance Abuse Problems	73.1
47	ENVRDEVA	Efforts to Protect Environment	71.0

Table 8-2 (cont'd): Ranked List of Satisfaction Items, 2005

Rank	Item Number	Satisfaction Item	Percent Satisfied
48	NEIGHBOR	Prevent Neighborhood Deterioration	70.8
49	NOVATRC	Public Transportation Around Northern Virginia	67.4
50	INPUTDEV	Citizen Input Opportunity re: Development	66.8
51	TRANSC	Public Transportation	66.4
52	SIGNSC	Appearance of Illegal Signs Along Major Roads	62.9
53	GROWTHC	Growth in County	47.2
54	SPCEDEVA	Efforts to Preserve Open Space	45.1
55	LAND	Planning and Land Use	44.8
56	TRAVEL97	Getting Around	38.1
57	ROADDEVA	Coord. of Development with Road Systems	34.9
58	OUTSIDEDEC	Ease of Travel Around Northern Virginia	24.5

Table 8-3: List of Satisfaction Items Ranked by Visibility, 2005

Rank	Item Number	Satisfaction Item	Visibility Score	Percent Satisfied
1	TRASHC	Appearance of Trash Along Roads & in Neighborhoods	99.0	81.7
2	TRAVEL97	Getting Around	98.9	38.1
3	AMCRIME	Safety in Neighborhood in Daylight	97.5	92.8
4	VISDEV	Appearance of New Development	97.4	80.8
5	OUTSIDE	Ease of Travel Around Northern Virginia	96.9	24.5
6	PMCRIME	Safety IN Neighborhood after Dark	96.9	85.7
7	JUNKC	Appearance of Junk Cars on Roads & in Neighborhoods	95.7	77.7
8	CTYSAT97	Services of the County Government in General	95.7	92.1
9	SIGNSC	Appearance of Illegal Signs Along Major Roads	95.1	62.9
10	POLICE	Overall Satisfaction with Police	94.8	93.7
11	GROWTHC	Growth in County	94.5	47.2
12	VALUE	Value for Tax Dollar	94.0	79.2
13	BUILDNGC	Appearance of Deteriorated Buildings	93.8	81.4
14	STRLTA	Street Lighting	91.9	82.0
15	LIBRARY	Library Services	91.7	96.8
16	PARK	Park & Recreation Facilities	90.9	87.9
17	GOVTSERV	Information on Government Services	90.8	84.3
18	LAND	Planning and Land Use	89.3	44.8
19	FIRE	Fire Protection	89.0	98.2
20	EFFNEFF	County Provides Efficient and Effective Service in General	88.9	85.3
21	ROADDEVA	Coord. Of Development with Road Systems	88.0	34.9
22	SVEDEVA	Coord. Of Development with Community Facilities	88.0	80.1
23	RECYCLEC	Recycling Services	87.2	89.0
24	VOTE	Voter Registration	85.4	97.0
25	ATTITUDE	Police Behaviors Toward Citizens	84.0	88.4
26	NEIGHBOR	Prevent Neighborhood Deterioration	83.7	70.8
27	SPCEDEVA	Efforts to Preserve Open Space	83.4	45.1
28	MOSCONT	Mosquito Control	83.7	83.5
29	RESCUE	Medical Rescue	80.1	98.3
30	SCHL4	School System Provides Efficient and Effective Service	74.7	84.0
31	ENVRDEVA	Efforts to Protect Environment	73.4	71.0
32	LIBRYSAT	Library Staff	73.4	99.1
33	HISTORIC	Historic Preservation Efforts	73.1	81.2
34	ANIMALA	Animal Control	71.9	88.0
35	DRUGS	Reducing Illegal Drugs	65.7	84.3
36	INPUTDEV	Citizen Input Opportunity re: Development	65.4	66.8
37	NOVATRC2	Public Transportation Around Northern Virginia	61.3	67.4
38	CTYSERV2	Service Authority Provides Efficient & Effective Service	58.2	93.4
39	NET2	County Website	58.1	92.6
40	TRANSC2	Public Transportation	52.2	66.4
41	PARK2	Park Authority Provides Efficient & Effective Service	49.2	94.8
42	LFILLSAT	Landfill	48.3	98.8
43	NEWJOBS	Attract New Jobs and Businesses	46.6	82.4
44	HELPFUL2	Helpfulness of Employees	45.9	82.0
45	ELDERLY	Helping the Elderly	42.9	83.4

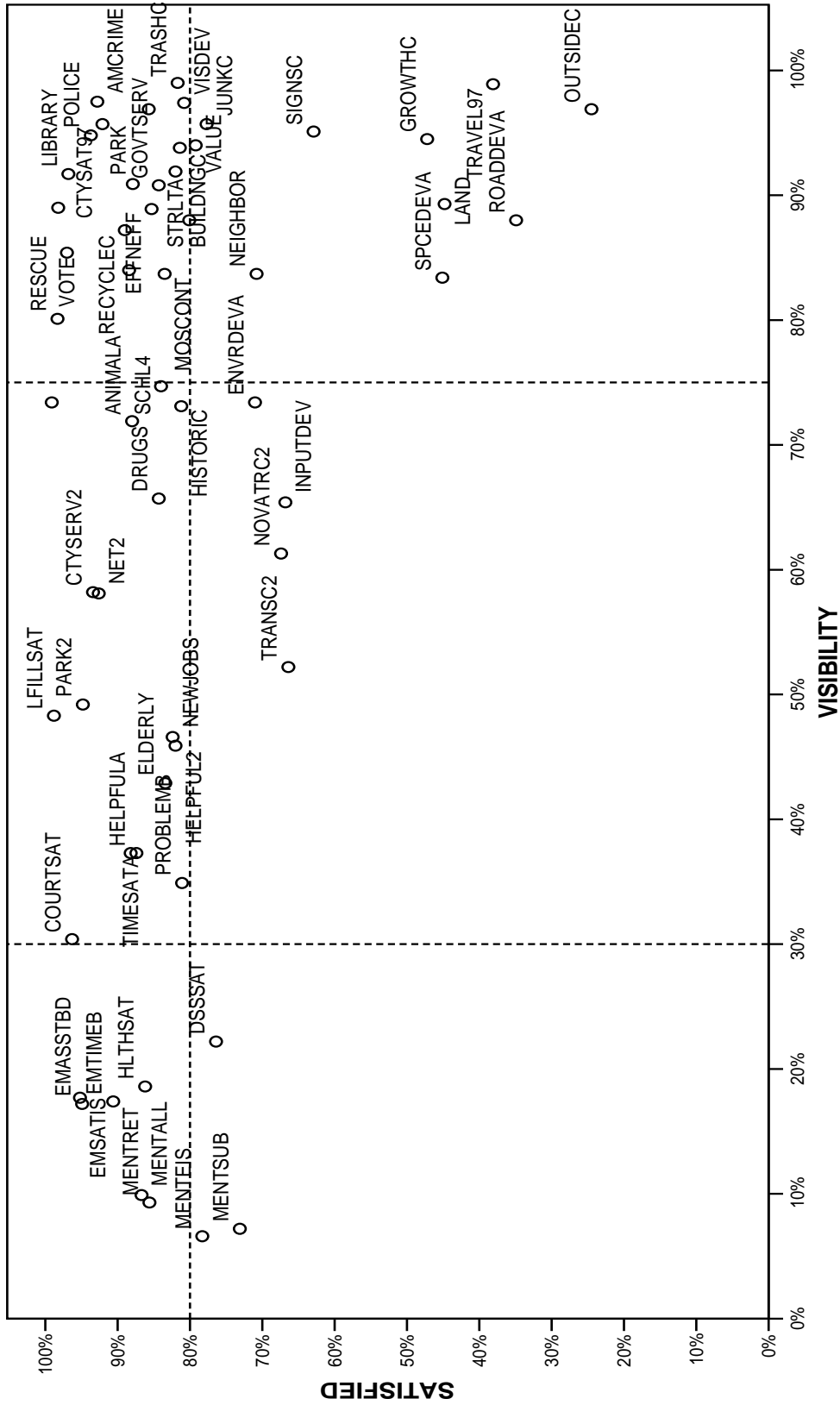
Table 8-3 (cont'd): List of Satisfaction Items Ranked by Visibility, 2005

Rank	Item Number	Satisfaction Item	Visibility Score	Percent Satisfied
46	HELPUFA	Helpfulness of Employees on Tax Questions	37.3	87.4
47	TIMESATA	Time Taken for Requests to be Answered	37.3	88.2
48	PROBLEMB	Providing Help to Those with Emotional Problems	34.9	81.1
49	COURTSAT	Security in Courthouse	30.4	96.3
50	DSSSAT	Satisfaction with DSS	22.2	76.4
51	HLTHSAT	Health Department	18.6	86.2
52	EMSATIS	911 Phone Help	17.7	95.2
53	EMTIMEB	Time for Help to Arrive	17.4	90.6
54	EMASSTBD	Assistance on the Scene	17.2	94.9
55	MENTALL	Overall services of CBS	9.9	86.7
56	MENTRET	Services to those with Mental Retardation	9.3	85.6
57	MENTSUB	Services to people with Substance Abuse Problem	7.2	73.1
58	MENTEIS	Early Intervention Services	6.6	78.3

Table 8-4: List of Services in Satisfaction/Visibility Categories, 2005

High Satisfaction/High Visibility		High Satisfaction/Low Visibility	
<i>Question Name</i>	<i>Service</i>	<i>Question Name</i>	<i>Service</i>
TRASHC	Appearance of Trash Along Roads & in Neighborhoods	HLTHSAT	Health Department
AMCRIME	Safety in Neighborhood in Daylight	EMSATIS	911 Phone Help
VISDEV	Appearance of New Development	EMTIMEB	Time for Help to Arrive
PMCRIME	Safety IN Neighborhood after Dark	EMASSTBD	Assistance on the Scene
CTYSAT97	Services of the County Government in General	MENTALL	Overall services of CBS
POLICE	Overall Satisfaction with Police	MENTRET	Services to those with Mental Retardation
BUILDNGC	Appearance of Deteriorated Buildings		
STRLTA	Street Lighting	Low to Moderate Satisfaction/High Visibility	
LIBRARY	Library Services	<i>Question Name</i>	<i>Service</i>
PARK	Park & Recreation Facilities	TRAVEL97	Getting Around
GOVTSERV	Information on Government Services	OUTSIDEC	Ease of Travel Around Northern Virginia
FIRE	Fire Protection	JUNKC	Appearance of Junk Cars on Roads & in Neighborhoods
EFFNEFF	County Provides Efficient and Effective Service in General	SIGNSC	Appearance of Illegal Signs Along Major Roads
SVEDEVA	Coord. Of Development with Community Facilities	GROWTHC	Growth in County
RECYCLEC	Recycling Services	VALUE	Value for Tax Dollar
VOTE	Voter Registration	LAND	Planning and Land Use
ATTITUDE	Police Behaviors Toward Citizens	ROADDEVA	Coord. Of Development with Road Systems
MOSCONT	Mosquito Control	NEIGHBOR	Prevent Neighborhood Deterioration
RESCUE	Medical Rescue	SPEDEVA	Efforts to Preserve Open Space
High Satisfaction/Medium Visibility		Low to Moderate Satisfaction/Medium Visibility	
<i>Question Name</i>	<i>Service</i>	<i>Question Name</i>	<i>Service</i>
SCHL4	School System Provides Efficient and Effective Service	ENVRDEVA	Efforts to Protect Environment
LIBRYSAT	Library Staff	INPUTDEV	Citizen Input Opportunity re: Development
HISTORIC	Historic Preservation Efforts	NOVATRC2	Public Transportation Around Northern Virginia
ANIMALA	Animal Control	TRANSC2	Public Transportation
DRUGS	Reducing Illegal Drugs	Low to Moderate Satisfaction/Low Visibility	
CTYSERV2	Service Authority Provides Efficient & Effective Service	<i>Question Name</i>	<i>Service</i>
NET2	County Website	DSSSAT	Satisfaction with DSS
PARK2	Park Authority Provides Efficient & Effective Service	MENTSUB	Services to people with Substance Abuse Problem
LFILLSAT	Landfill	MENTEIS	Early Intervention Services
NEWJOBS	Attract New Jobs and Businesses		
HELPFUL2	Helpfulness of Employees		
ELDERLY	Helping the Elderly		
TIMESATA	Time Taken for Requests to be Answered		
HELPFULA	Helpfulness of Employees on Tax Questions		
PROBLEMB	Providing Help to Those with Emotional Problems		
COURTSAT	Security in Courthouse		

Figure 8-1: Satisfaction by Visibility, 2005



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-6	8
VOTE	Voter Registration	D-2	A-7	9
GOVTSERV	Information on Government Services	D-2	A-7	9
	Public Safety			
POLICE	Overall Satisfaction with Police	D-6	A-10	9
ATTITUDE	Police Behaviors Toward Citizens	D-6	A-9	9
DRUGS	Reducing Illegal Drugs	D-6	A-10	10
FIRE	Fire Protection	D-4	A-8	10
RESCUE	Medical Rescue	D-4	A-8	10
COURTSAT	Security in Courthouse	D-7	A-10	10
EMSATIS	911 Phone Help	D-8	A-11	11
EMTIMEB	Time for Help to Arrive	D-9	A-12	11
EMASSTB	Assistance on the Scene	D-9	A-12	11
AMCRIME	Safety In Neighborhood in Daylight	D-5	A-9	12
PMCRIME	Safety in Neighborhood in Dark	D-5	A-9	12
STRLTA	Street Lighting	D-4	A-8	12
ANIMALA	Animal Control	D-3	A-8	12
MOSCONT	Mosquito Control	D-5	A-9	12
	Public Services			
SCHL4	School System Provides Efficient and Effective Service	D-28	A-27	14
LIBRARY	Library Services	D-10	A-13	14
LIBRYSAT	Library Staff	D-12	A-14	14
PARK	Park & Recreation Facilities	D-11	A-13	14
PARK2	Park Authority	D-29	A-28	14
CTYSERV2	Service Authority	D-29	A-29	15
ELDERLY	Helping the Elderly	D-11	A-14	15
DSSSAT	Satisfaction with DSS	D-13	A-15	15
HLTHSAT	Health Department	D-13	A-15	15
PROBLEMB	Providing Help to Those with Emotional Problems	D-11	A-14	15
MENTRET	Services to Those with Mental Retardation	D-14	A-16	15
MENTEIS	Early Intervention Services	D-14	A-16	15
MENTSUB	Services to People with Substance Abuse Problems	D-14	A-16	15
MENTALL	Overall services of CSB	D-15	A-16	16

Item Name	Satisfaction Item	Frequency Page Number	Questionnaire Page Number	Report Page Number
	Communication with the County			
HELPFUL2	Helpfulness of Employees	D-15	A-17	19
HELPFULA	Helpfulness of Employees on Tax Questions	D-16	A-18	19
TIMESATA	Time Taken for Requests to be Answered	D-17	A-18	19
NET2	County Website	D-17	A-19	20
	Planning and Development Issues			
LAND	Planning and Land Use	D-18 & D-19	A-19	22
GROWTHC	Growth in County	D-22	A-22	23
INPUTDEV	Citizen Input Opportunity re: Development	D-24	A-24	24
ENVRDEVA	Efforts to Protect Environment	D-23	A-23	24
SPCEDEVA	Efforts to Preserve Open Space	D-23	A-23	24
HISTORIC	Historic Preservation Efforts	D-24	A-23	24
ROADDEVA	Coordination of Development with Road Systems	D-22	A-22	24
SVEDEVA	Coordination of Development with Community Facilities	D-23	A-23	24
VISDEV	Appearance of New Development	D-24	A-24	25
NEIGHBOR	Prevent Neighborhood Deterioration	D-19	A-20	25
TRASHC	Appearance of Trash Along Roads & in Neighborhoods	D-25	A-24	25
SIGNSC	Appearance of Illegal Signs Along Major Roads	D-25	A-24	25
BUILDNGC	Appearance of Deteriorated Buildings	D-25	A-25	25
JUNKC	Appearance of Junk Cars on Roads & in Neighborhoods	D-26	A-25	25
NEWJOBS	Attract New Jobs and Businesses	D-18	A-19	26
TRAVEL97	Getting Around	D-20	A-21	26
OUTSIDECE	Ease of Travel Around Northern Virginia	D-21	A-21	26
TRANSC2	Public Transportation within Prince William County	D-21	A-21	27
NOVATRC2	Public Transportation Around Northern Virginia	D-22	A-22	27
RECYCLEC	Recycling Services	D-19	A-20	28
LFILLSAT	Landfill	D-20	A-20	28
	Government			
EFFNEFF	County Provides Efficient and Effective Service in General	D-27	A-25	30
VALUE	Value for Tax Dollar	D-27	A-25	32

Appendix A: Questionnaire

2005 PRINCE WILLIAM SURVEY QUESTIONNAIRE¹

{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?]
[NOTE TO INTERVIEWER: PRINCE WILLIAM COUNTY INCLUDES DUMFRIES, OCCAQUAN, HAYMARKET & QUANTICO OFF-BASE]

- 11 PRINCE WILLIAM COUNTY
 - 12 MANASSAS CITY [IN CITY LIMITS]
 - 13 MANASSAS PARK [IN CITY LIMITS]
 - 14 FAIRFAX COUNTY
 - 15 LOUDOUN COUNTY
 - 16 FAUQUIER COUNTY
 - 17 CULPEPER COUNTY
 - 18 STAFFORD COUNTY
 - 19 OTHER LOC. NOT IN PWC
 - 20 ON-POST AT QUANTICO
 - 21 DON'T KNOW/REFUSED
- [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: 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 LIVES 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: 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 75% 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 75% 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

{Q: INFOSORC}

ASK OF 75% 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 Automated telephone system (this system is PWC INFO)
- 8 Newsletter (Infocus)
- 9 Cable Channel 23
- 10 Other SPECIFY _____
- 98 DON'T KNOW
- 99 REFUSED

{Q: ANIMALA}

ASK OF 75% 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 75% 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 75% 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 75% 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 75% 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 75% 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: COURT}

In the past year, have you had occasion to visit the Judicial Center? That's the courthouse in downtown Manassas.

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

{Q:COURTSAT}

If YES to COURT, ASK

How satisfied were you with the level of security in the courthouse?

- 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:]
 - 7 CAN'T RECALL/DON'T KNOW
 - 8 REFUSED
 - 9 NO MORE, GO ON

{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: 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: 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

{Q: CPR97}

ASK OF 61% 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: SELF}

Thinking about safety in times of an emergency, such as a natural disaster or even a terrorist attack... In the event of an emergency, how long could you shelter in your home? That is, as of today, how long could you stay inside without leaving?

- 1 no capability for sheltering
- 2 1 day
- 3 2 days
- 4 3 days
- 5 4 days to 1 week
- 6 8 days to 2 weeks
- 7 2 weeks to 1 month
- 8 more than 1 month
- 9 DON'T KNOW
- 10 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 61% 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 61% 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: PROBLEMB}

ASK OF 75% OF RESPONDENTS

How satisfied are you with the job the County 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: LIBRY12}

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: 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 Service Board (CSB)? They provide mental health, mental retardation, and substance abuse services to the local community?

- 1 YES
- 2 NOT SURE/DON'T KNOW
- 3 NO—NOT FAMILIAR

{Q: MENTRET}

If YES to MENTAL, ASK

How satisfied are you with their services to people with mental retardation?

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

{Q: MENTEIS}

If YES to MENTAL, ASK

How satisfied are you with their Early Intervention Services?

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

{Q: MENTSUB}

If YES to MENTAL, ASK

How satisfied are you with their services to people with substance abuse problems?

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

{Q: MENTALL}

If YES to MENTAL, ASK

How satisfied are you with their services overall?

- 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: TAXESA}

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}

Ask if TAXESA = 1 (YES)

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: NET1}

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/LAND2}

50% of respondents will receive this question after the jobs series (NEWJOBS)

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: RATEJOBS}

Are you familiar enough with County's efforts to attract new jobs and businesses to rate those efforts?

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

{Q: NEWJOBS}

If YES to RATEJOBS, ASK

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 20% 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 75% 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}

ASK IF LANDFILL = 1 (YES)

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: OUTSIDE C}

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: TRANSC2}

How satisfied are you with public transportation provided to Prince William County residents for destinations within the Prince William area?

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

{Q: MORESAT}

IF DISSATISFIED WITH TRANSC2, ASK OF 100 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}

IF VERY SATISFIED WITH TRANSC2, ASK OF 50 RESPONDENTS

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

[OPEN END]

{Q: NOVATRC2}

How satisfied are you with public transportation provided to Prince William County residents for destinations elsewhere in Northern Virginia and Washington DC?

- 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 65% 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 65% 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 65% 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: HISTORIC}

ASK OF 65% OF RESPONDENTS

How satisfied are you with the County's efforts in historic preservation?

- 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 75% 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 75% 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

{Q: VIEW}

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}

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}

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 I'm going to ask you some questions about the Prince William County public schools, but first I'd like to know

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, about the Prince William County Public Schools....

{Q: SCHL1}

Do you currently have any children attending the Prince William County Public Schools?

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

{Q: SCHL4}

How satisfied are you that the school system 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 school system accomplishes its goals and does so without wasting a lot of time or money.]

{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 Park 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: CRED98B}

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

Do you have any specialized work-related license or credential? I mean something other than a high school diploma, college degree, or university degree?

- 1 YES [SPECIFY]
- 2 NO
- 8 DON'T KNOW
- 9 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
- 12 MANASSAS
- 13 MANASSAS PARK
- 14 STAFFORD COUNTY
- 15 FREDRICKSBURG/SPOTSYLVANIA
- 16 FAUQUIER COUNTY/WARRENTON
- 17 LOUDOUN COUNTY
- 18 FAIRFAX CNTY/CTY/FALLS CH
- 19 ARLINGTON
- 20 ALEXANDRIA
- 21 RICHMOND CITY OR AREA
- 22 ELSEWHERE IN VIRGINIA
- 23 WASHINGTON, D.C.
- 24 MARYLAND
- 25 ANOTHER LOCATION [SPECIFY...]
- 26 WORKS ALL OVER [VOLUNTEERED]
- 27 DON'T KNOW/NO ANSWER

{Q: SAMEHOME}

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

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

{Q: SAMEWORK}

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

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

{Q: COMM98}

If WORKING FULL TIME or WORKING PART TIME to WORK, 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 QTR HRS	= 105 MINUTES
TWO HOURS	= 120 MINUTES
TWO AND A QUARTER HRS	= 135 MINUTES
TWO AND A HALF HOURS	= 150 MINUTES
999 = DON'T KNOW/NO ANSWER	
ENTER NUMBER HERE ----->	MINUTES

{Q: COMMTIME}

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

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

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: OUTRO}

There are just a couple of final questions. As I mentioned, all of your answers are strictly confidential, and you can skip any questions you don't wish to answer.

{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

[IF NECESSARY: Many Hispanic people may identify with a particular racial group, in addition to being Hispanic. They may think of themselves as "Black Hispanic," "White Hispanic," or some other racial group as well.]

{Q: RGENDER}

[ASK ONLY IF NECESSARY: "Now I am supposed to put down if you are male or female."]

ENTER RESPONDENT'S GENDER

- 1 MALE
- 2 FEMALE
- 9 DON'T KNOW/CAN'T TELL

{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...

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

SURVEY AND SAMPLING METHODOLOGY

The 2005 Prince William County Citizen Satisfaction Survey was conducted by the Center for Survey Research (CSR) using a Computer-Assisted 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 land-line telephone can be reached. Listed and unlisted residential telephones have equal probability of being included in an RDD study. Additionally, this year marks the third 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 fifth 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 is: Core plus group A in one year, followed by Core plus group B in the next year. The 2005 survey includes the core questions, plus many of the questions designated group A. To allow reliable comparisons among the results of the twelve surveys, the wordings of most of the questions were left identical to those used in the previous eleven surveys.

The 2005 survey continued the practice of “question rationing” begun in 1995. This is a system for asking certain questions of fewer than all 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 April 4 through April 12, 2005. The pre-test resulted in 39 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 minor errors in 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 June 3 through June 26, 2005. 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 8,332 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.¹ The AAPOR rate by a custom analysis of the complete call history of each attempted number, using a program written in SPSS by CSR technical staff. This new tool increases the accuracy of the calculation. CSR completed a total of 1,427 interviews (including those completed in the conversion phase of calling), for an overall response rate of 28.7%². There were also 38 partial interviews of which 5 were sufficiently complete for inclusion in the study. The interview took an average of 19.61 minutes to complete, with a

¹ 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.

² Calculated according to AAPOR suggested formula RR3, with $e1=.19$ and $e2=.93$. We estimated the percent of working, residential numbers among those that were found to always be busy or no-answer (the residency rate) to be .20. This estimate is based on the results of prior CSR experiments that compare RDD sample results with directory-listed sample results for Virginia. We estimated $e2$ by dividing households determined to be eligible by the N of households overall. The estimated $e2$ was applied to housing units where eligibility could not be determined. We derived $e1$ by taking the product of $e2$ and the estimated residency rate. This rate was applied to numbers which were never reached and could not be determined to be residential households. Partial interviews are not counted in the numerator of the RR3 formula but are counted in the RR4. Our RR4 response rate with partial interviews included was 30.7%.

median time of 18.94 minutes.³ The overall interview production rate (1.20 interviews per hour) is only slightly less than the 2004 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. An estimate of 27.3% 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.*, 60.6%. However, because CSR completed multiple attempts to nearly all of the no-answer numbers and based upon prior experimentation with listed and RDD samples in Virginia, we estimate that the residency rate is around 20% of no-answer numbers and that our true response rate (adjusted RR3) is closer to 28.7%.

Weighting

This year continues the practice begun two years ago using statistical weighting 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 2005 data.

Table B-1

Area	Population of Households		Sample		Weight
	(count)	(%)	(count)	(%)	
Woodbridge/Dumfries	22792	24.5%	201	14.1%	1.73
Dale City	19482	21.0%	182	12.8%	1.64
Lake Ridge/Westridge/Occoquan	17504	18.8%	163	11.5%	1.64
Sudley/Yorkshire	12297	13.2%	107	7.5%	1.76
North County	2461	2.6%	235	16.6%	0.16
Gainesville/Linton Hall	5227	5.6%	250	17.6%	0.32
Brentsville	2312	2.5%	125	8.8%	0.28
Mid County	10811	11.6%	157	11.1%	1.05
Total	92886	100.00%	1420	100.00%	

Sampling Error and Statistical Testing

Based on a sample of 1,432 respondents, the survey has a sampling error of plus or minus 2.6 percent.⁵ 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 ± 2.6 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 purposes. One was to compare the results of the 2005 survey with those obtained in previous years. The other was to verify the existence of satisfaction

³ These times indicate the amount of time that the respondent was actually on the phone. Prior to this year, we have reported the "completion time"—the time that it took the interviewer to complete the interview. The completion time for this year was an average of 21.05 minutes, with a median of 20 minutes.

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

⁵ This estimate does not take into account the "design effect" that somewhat increases sampling variance due to the oversampling of smaller districts.

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 take into account the “design effect” and do not measure sources of error, which can occur in any poll or survey, that are not related to sampling.

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	2002-2005 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 2005 – 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	1427	Complete Interview	1427
1200	Partial	38	Partial Interview	38
2110	Eligible: Refusal	1157		
2120	Eligible: Break-off	23	Refusal and break-off	1180
2210	Eligible: Resp Never Available	86		
2221	Eligible: Ans Mach, No Message	1288		
2222	Eligible: Ans Machine, Message	0	Non-contact	1374
2310	Eligible: Dead	0		
2320	Eligible: Phys/Mentally Unable	25	Other	283
2330	Eligible: Language Unable	239		
2340	Eligible: Misc Unable	19	Unknown if household	603
3120	Busy	64		
3130	No Answer	400	Unknown if other	593
3140	Ans Mach (Don't Know if HU)	54		
3150	Technical Phone Problems	85	Ineligible Numbers	2834
3210	HU, Unknown Eligible: NoScrn	592	Total Dialed Attempts	36243
3220	HU, Unknown Eligible: Other	1		
4100	Out of Sample	194	Results [AAPOR RATES]:	
4200	Fax/Data Line	414	<i>(Estimated 1 = 0.186)</i>	
4310	Non-working Number	407	<i>(Estimated 2 = 0.931)</i>	
4320	Disconnected Number	1004	Response Rate 1 = 0.260	
4410	Number Changed	95	Response Rate 2 = 0.266	
4420	Cell Phone	4	Response Rate 3 = 0.287	
4430	Call Forwarding	0	Response Rate 4 = 0.307	
4510	Business/Government/Other Org	707	Response Rate 5 = 0.332	
4520	Institution	0	Response Rate 6 = 0.341	
4530	Group Quarter	1	Cooperation Rate 1 = 0.487	
4700	No Eligible Respondent	8	Cooperation Rate 2 = 0.500	
4800	Quota Filled	0	Cooperation Rate 3 = 0.540	
			Cooperation Rate 4 = 0.554	
			Refusal Rate 1 = 0.215	
			Refusal Rate 2 = 0.247	
			Refusal Rate 3 = 0.274	
			Contact Rate 1 = 0.533	
			Contact Rate 2 = 0.590	
			Contact Rate 3 = 0.681	
	Total	8332		

**Appendix C:
Demographics of Sample**

area Geographic area

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00 Woodbridge/Dumfries	348	24.3	24.5	24.5
	2.00 Dale City	298	20.8	21.0	45.5
	3.00 Lake Ridge/Westridge/Occoquan	268	18.7	18.8	64.4
	4.00 Sudley/Yorkshire	188	13.1	13.2	77.6
	5.00 North County	38	2.6	2.6	80.2
	6.00 Gainesville/Linton Hall	80	5.6	5.6	85.9
	7.00 Brentsville	35	2.5	2.5	88.4
	8.00 Mid County	165	11.5	11.6	100.0
	Total	1420	99.2	100.0	
Missing	System	12	.8		
Total		1432	100.0		

howlong Length of Residence in PWC

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Less than 1 year	100	7.0	7.0	7.0
	2 1 to 2 years	176	12.3	12.3	19.2
	3 3 to 5 years	242	16.9	16.9	36.1
	4 6 to 10 years	229	16.0	16.0	52.1
	5 11 to 19 years	297	20.8	20.8	72.9
	6 20 years or more	332	23.2	23.2	96.1
	7 All my life	56	3.9	3.9	100.0
	Total	1432	100.0	100.0	

ownhome Homeowner Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Owns	1199	83.7	83.9	83.9
	2 Rents	208	14.5	14.6	98.5
	3 Other	22	1.5	1.5	100.0
	Total	1429	99.8	100.0	
Missing	8 Don't know/No answer	3	.2		
Total		1432	100.0		

kindplce Kind of Place R Lives in

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Single-family home	951	66.4	66.6	66.6
	2 Duplex/townhouse	328	22.9	23.0	89.6
	3 Apartment or condo	131	9.2	9.2	98.8
	4 Mobile home	14	.9	1.0	99.8
	5 Some other kind of structure	3	.2	.2	100.0
	Total	1427	99.7	100.0	
Missing	8 Don't know/No answer	5	.3		
Total		1432	100.0		

prevres Previous Residence

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Manassas	8	.5	1.5	1.5
	2 Manassas Park	0	.0	.1	1.6
	3 Stafford County	6	.4	1.1	2.7
	4 Fredericksburg/Spotsylvania	3	.2	.6	3.3
	5 Fauquier County/Warrenton	5	.3	1.0	4.3
	6 Loudon County	13	.9	2.6	6.9
	7 Fairfax/Falls Church	171	12.0	33.4	40.3
	8 Arlington	13	.9	2.5	42.8
	9 Alexandria	48	3.3	9.3	52.0
	10 Richmond	0	.0	.0	52.1
	11 Elsewhere in VA	32	2.3	6.3	58.4
	12 Washington	5	.3	1.0	59.4
	13 Maryland	25	1.7	4.8	64.2
	14 Another location	183	12.8	35.8	100.0
	15 Lives all over	0	.0	.0	100.0
	Total	513	35.8	100.0	
Missing	99 Don't know/No answer	4	.3		
	System	915	63.9		
	Total	919	64.2		
Total		1432	100.0		

under18 Number of People Under 18

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	758	52.9	53.4	53.4
	1	285	19.9	20.1	73.5
	2	243	17.0	17.1	90.7
	3	101	7.1	7.1	97.8
	4	26	1.8	1.8	99.6
	5	6	.4	.4	100.0
	8	0	.0	.0	100.0
	Total		1419	99.1	100.0
Missing	99 Don't know/refused	13	.9		
Total		1432	100.0		

older18 Number of People Over 18

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	241	16.8	16.9	16.9
	2	858	59.9	60.2	77.1
	3	208	14.6	14.6	91.7
	4	92	6.4	6.4	98.2
	5	22	1.6	1.6	99.7
	6	2	.1	.1	99.9
	33	2	.1	.1	100.0
	Total		1426	99.6	100.0
Missing	99 Don't know/refused	6	.4		
Total		1432	100.0		

miltry R's Military Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes--current active duty	49	3.4	3.5	3.5
	2 Yes--current reserve duty	15	1.1	1.1	4.6
	3 Yes--past military service	253	17.7	17.8	22.4
	4 No--never in military	1104	77.1	77.6	100.0
	Total	1422	99.3	100.0	
Missing	8 Don't know/No answer	10	.7		
Total		1432	100.0		

agecat5 Age (5 categories)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 18-25	90	6.3	6.5	6.5
	2 26-37	307	21.5	22.0	28.5
	3 38-49	448	31.3	32.1	60.6
	4 50-64	371	25.9	26.6	87.2
	5 Over 64	179	12.5	12.8	100.0
	Total	1396	97.5	100.0	
Missing	9 Refused	36	2.5		
Total		1432	100.0		

marital R's Marital Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Married	956	66.7	68.3	68.3
	2 Separated	31	2.1	2.2	70.5
	3 Divorced	160	11.2	11.4	82.0
	4 Widowed	81	5.6	5.8	87.7
	5 Never married	171	12.0	12.3	100.0
	Total	1398	97.6	100.0	
Missing	9 Refused	34	2.4		
Total		1432	100.0		

educ R's Educational Achievement

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Less than 9th grade	6	.5	.5	.5
	2 9th-12th	52	3.6	3.7	4.1
	3 High school graduate	270	18.9	19.2	23.3
	4 Some college	234	16.3	16.6	39.9
	5 2 year college degree	147	10.3	10.5	50.4
	6 4 year college degree	404	28.2	28.7	79.1
	7 Some graduate work	36	2.5	2.5	81.6
	8 Completed masters or prof degree	228	15.9	16.2	97.8
	9 Advanced graduate work	31	2.2	2.2	100.0
	Total	1408	98.3	100.0	
Missing	10 Don't know	0	.0		
	11 Refused	23	1.6		
	Total	24	1.7		
Total		1432	100.0		

work Work Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Working full time	912	63.7	63.9	63.9
	2 Working part time	110	7.7	7.7	71.6
	3 Looking for work	27	1.9	1.9	73.5
	4 Homemaker	119	8.3	8.3	81.9
	5 Retired	209	14.6	14.7	96.5
	6 Student	27	1.9	1.9	98.4
	7 Other	23	1.6	1.6	100.0
	Total	1427	99.7	100.0	
Missing	9 Don't know/Refused	5	.3		
Total		1432	100.0		

jobcity City Where R Works

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	11 Prince William County	314	21.9	30.8	30.8
	12 Manassas	51	3.6	5.0	35.8
	13 Manassas Park	2	.1	.2	36.0
	14 Stafford County	12	.8	1.1	37.1
	16 Fauquier County/Warrenton	12	.9	1.2	38.4
	17 Loudon County	24	1.7	2.3	40.7
	18 Fairfax County/City/Falls Church	260	18.2	25.5	66.2
	19 Arlington	73	5.1	7.2	73.4
	20 Alexandria	63	4.4	6.2	79.6
	22 Elsewhere in VA	29	2.0	2.8	82.4
	23 Washington	140	9.8	13.8	96.2
	24 Maryland	17	1.2	1.6	97.8
	25 Another location	9	.6	.9	98.7
	26 Works all over (vol)	13	.9	1.3	100.0
	Total	1019	71.1	100.0	
	Missing	27 Don't know/No answer	2	.2	
System		411	28.7		
Total	Total	413	28.9		
Total		1432	100.0		

cred98b Specialized Work-related License

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0 No	692	48.4	68.3	68.3
	1 Yes	322	22.5	31.7	100.0
	Total	1014	70.8	100.0	
Missing	8 Can't recall/DK	5	.4		
	9 REFUSED System	1	.1		
	Total	411	28.7		
Total		1432	100.0		

income R's Income

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Less than 15K	25	1.8	2.2	2.2
	2 15K to 35K	81	5.6	6.9	9.1
	3 35K to 50K	150	10.5	12.9	22.0
	4 50K to 75K	239	16.7	20.5	42.5
	5 75K to 100K	252	17.6	21.6	64.2
	6 100K to 150K	279	19.5	23.9	88.1
	7 Over 150K	138	9.7	11.9	100.0
	Total	1164	81.3	100.0	
Missing	9 Don't know/Refused/No answer	268	18.7		
Total		1432	100.0		

race R's Race

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 White	1011	70.6	73.1	73.1
	2 Black	244	17.1	17.7	90.8
	3 Asian	30	2.1	2.1	93.0
	4 American Indian	19	1.3	1.4	94.4
	5 Pacific Islander	4	.3	.3	94.7
	6 Other	74	5.2	5.3	100.0
	Total	1382	96.5	100.0	
Missing	9 Refused/No answer	50	3.5		
Total		1432	100.0		

hispanic Is R of Hispanic Origin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0 No	1289	90.0	91.2	91.2
	1 Yes	124	8.7	8.8	100.0
	Total	1413	98.6	100.0	
Missing	9 REFUSED	19	1.4		
Total		1432	100.0		

rgender R gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Male	557	38.9	39.0	39.0
	2 Female	871	60.8	61.0	100.0
	Total	1428	99.7	100.0	
Missing	8 Don't know/Can't tell	4	.3		
Total		1432	100.0		

phone1 Is Phone Number Listed

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0 No	306	21.4	22.2	22.2
	1 Yes	1073	74.9	77.8	100.0
	Total	1379	96.3	100.0	
Missing	9 REFUSED	53	3.7		
Total		1432	100.0		

phone2 R Chose Unlisted Number or Not Yet in Phone Book

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Unlisted/Unpublished	281	19.7	92.5	92.5
	2 Got number after phone book came out	14	1.0	4.7	97.2
	3 Other	9	.6	2.8	100.0
	Total	304	21.3	100.0	
Missing	9 Don't know/Refused System	2	.1		
Total		1126	78.6		
Total		1128	78.7		
Total		1432	100.0		

Appendix D: Survey Results

qol10 Overall Impression of PWC

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Worst	6	.4	.4	.4
	2	11	.8	.8	1.2
	3	10	.7	.7	1.9
	4	31	2.2	2.2	4.1
	5	119	8.3	8.4	12.5
	6	177	12.3	12.4	24.9
	7	388	27.1	27.3	52.2
	8	458	32.0	32.2	84.4
	9	138	9.6	9.7	94.1
	10 Best	84	5.9	5.9	100.0
	Total	1424	99.4	100.0	
Missing	98 Don't know	8	.6		
	99 Refused	0	.0		
	Total	8	.6		
Total		1432	100.0		

ctysat97 General Satisfaction with Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	31	2.2	2.3	2.3
	2 Somewhat Dissatisfied	77	5.4	5.6	7.9
	3 Somewhat Satisfied	759	53.0	55.5	63.3
	4 Very Satisfied	502	35.1	36.7	100.0
	Total	1370	95.6	100.0	
Missing	8 Unable to Rate / DK	62	4.3		
	9 Refused	1	.0		
	Total	62	4.4		
Total		1432	100.0		

vote Sat w/ Convenient Ways to Register to Vote

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	11	.8	1.0	1.0
	2 Somewhat Dissatisfied	22	1.5	2.0	3.0
	3 Somewhat Satisfied	287	20.1	25.9	28.8
	4 Very Satisfied	789	55.1	71.2	100.0
	Total	1109	77.5	100.0	
Missing	8 Unable to Rate / DK	190	13.2		
	9 Refused	4	.3		
	System	129	9.0		
	Total	323	22.5		
Total		1432	100.0		

govtserv Sat w/ Informing Citizens about Government

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	54	3.8	4.7	4.7
	2 Somewhat Dissatisfied	128	8.9	11.0	15.7
	3 Somewhat Satisfied	591	41.3	50.9	66.6
	4 Very Satisfied	387	27.0	33.4	100.0
	Total	1160	81.0	100.0	
Missing	8 Unable to Rate / DK	117	8.2		
	9 Refused	1	.1		
	System	154	10.7		
	Total	272	19.0		
Total		1432	100.0		

infosor Source of information about PWC

Dichotomy label	Name	Count	Pct of Responses	Pct of Cases
Info: County website	infosor1	209	12.1	20.2
Info: PWC officials and staff	infosor2	26	1.5	2.5
Info: Potomac news	infosor3	318	18.5	30.7
Info: Washington Post	infosor4	316	18.3	30.5
Info: TV news	infosor5	216	12.5	20.9
Info: Radio news	infosor6	44	2.6	4.3
Info: Automated telephone system	infosor7	3	0.2	0.3
Info: Newsletter	infosor8	200	11.6	19.3
Info: Cable Channel 23	infosor9	85	4.9	8.2
Info: Other	infoso10	261	15.2	25.2
Info: Don't know	infoso98	41	2.4	4
Info: Refused	infoso99	3	0.2	0.3
Total responses		1723	100	166.4
396 missing cases; 1,036 valid cases				

animala Satisfaction with Animal Control

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	43	3.0	4.6	4.6
	2 Somewhat Dissatisfied	70	4.9	7.4	12.0
	3 Somewhat Satisfied	329	22.9	34.9	46.9
	4 Very Satisfied	500	34.9	53.1	100.0
	Total	942	65.8	100.0	
Missing	8 Unable to Rate / DK	368	25.7		
	9 Refused System	2	.1		
	Total	490	34.2		
Total		1432	100.0		

strlta Satisfaction with Street Lighting

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	76	5.3	6.3	6.3
	2 Somewhat Dissatisfied	140	9.8	11.6	18.0
	3 Somewhat Satisfied	502	35.1	41.6	59.5
	4 Very Satisfied	489	34.2	40.5	100.0
	Total	1208	84.4	100.0	
Missing	8 Unable to Rate / DK	106	7.4		
	9 Refused	1	.1		
	System	117	8.2		
	Total	224	15.6		
Total		1432	100.0		

fire Sat w/ Fire Fighting in R's Area

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	9	.7	.7	.7
	2 Somewhat Dissatisfied	14	1.0	1.1	1.8
	3 Somewhat Satisfied	204	14.2	16.0	17.9
	4 Very Satisfied	1045	73.0	82.1	100.0
	Total	1272	88.9	100.0	
Missing	8 Unable to Rate / DK	158	11.0		
	9 Refused	2	.1		
	Total	160	11.1		
Total		1432	100.0		

rescue Sat w/ Emergency Medical Rescue Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	6	.4	.6	.6
	2 Somewhat Dissatisfied	12	.8	1.1	1.7
	3 Somewhat Satisfied	174	12.1	16.6	18.2
	4 Very Satisfied	858	59.9	81.8	100.0
	Total	1049	73.3	100.0	
Missing	8 Unable to Rate / DK	261	18.2		
	9 Refused	2	.1		
	System	120	8.4		
	Total	383	26.7		
Total		1432	100.0		

moscont Satisfaction with Mosquito Control

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	85	5.9	7.1	7.1
	2 Somewhat Dissatisfied	113	7.9	9.5	16.5
	3 Somewhat Satisfied	458	32.0	38.3	54.8
	4 Very Satisfied	541	37.8	45.2	100.0
	Total	1197	83.6	100.0	
Missing	8 Unable to Rate / DK	233	16.3		
	9 Refused	2	.1		
	Total	235	16.4		
Total		1432	100.0		

amcrime Sat w/ Safety in Neighborhood in Daytime

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	42	3.0	3.0	3.0
	2 Somewhat Dissatisfied	58	4.0	4.2	7.2
	3 Somewhat Satisfied	405	28.3	29.0	36.2
	4 Very Satisfied	889	62.1	63.8	100.0
	Total	1395	97.4	100.0	
Missing	8 Unable to Rate / DK	36	2.5		
	9 Refused	2	.1		
	Total	37	2.6		
Total		1432	100.0		

pmcrime Sat w/ Safety in Neighborhood at Night

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	74	5.2	5.4	5.4
	2 Somewhat Dissatisfied	125	8.7	9.0	14.3
	3 Somewhat Satisfied	475	33.2	34.3	48.6
	4 Very Satisfied	712	49.7	51.4	100.0
	Total	1386	96.8	100.0	
Missing	8 Unable to Rate / DK	45	3.1		
	9 Refused	2	.1		
	Total	46	3.2		
Total		1432	100.0		

attitude Sat w/ Police Dept. Attitudes Towards Citizens

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	48	3.3	4.4	4.4
	2 Somewhat Dissatisfied	77	5.4	7.2	11.6
	3 Somewhat Satisfied	329	22.9	30.5	42.1
	4 Very Satisfied	623	43.5	57.9	100.0
	Total	1076	75.1	100.0	
Missing	8 Unable to Rate / DK	205	14.3		
	9 Refused	2	.1		
	System	149	10.4		
	Total	356	24.9		
Total		1432	100.0		

drugs Sat w/ Reduce the Use of Illegal Drugs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	52	3.6	6.0	6.0
	2 Somewhat Dissatisfied	83	5.8	9.6	15.7
	3 Somewhat Satisfied	331	23.1	38.4	54.1
	4 Very Satisfied	395	27.6	45.9	100.0
	Total	862	60.2	100.0	
Missing	8 Unable to Rate / DK	450	31.4		
	9 Refused	1	.1		
	System	119	8.3		
	Total	570	39.8		
Total		1432	100.0		

police Sat w/ Overall Performance of Police Dept.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	25	1.7	2.2	2.2
	2 Somewhat Dissatisfied	45	3.1	4.1	6.3
	3 Somewhat Satisfied	420	29.3	38.2	44.5
	4 Very Satisfied	611	42.7	55.5	100.0
	Total	1100	76.8	100.0	
Missing	8 Unable to Rate / DK	60	4.2		
	9 Refused	3	.2		
	System	268	18.7		
	Total	332	23.2		
Total		1432	100.0		

court Visited Judicial Center in past year

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	445	31.1	31.2	31.2
	2 No	979	68.4	68.8	100.0
	Total	1424	99.4	100.0	
Missing	8 Can't recall/don't know	6	.4		
	9 Refused	2	.1		
	Total	8	.6		
Total		1432	100.0		

courtsat Sat w/ Security in Courthouse

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	5	.3	1.0	1.0
	2 Somewhat Dissatisfied	12	.8	2.7	3.7
	3 Somewhat Satisfied	73	5.1	16.8	20.6
	4 Very Satisfied	345	24.1	79.4	100.0
	Total	435	30.4	100.0	
Missing	8 Unable to Rate / DK	10	.7		
	9 Refused System	0	.0		
	Total	987	68.9		
	Total	997	69.6		
Total		1432	100.0		

emerg911 R Dialed 9-1-1 in Last 12 Months

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0 No	1167	81.5	81.8	81.8
	1 Yes	259	18.1	18.2	100.0
	Total	1426	99.6	100.0	
Missing	8 Can't recall/DK	5	.3		
	9 REFUSED	2	.1		
	Total	6	.4		
Total		1432	100.0		

emservb Emergency service called for

Dichotomy label	Name	Count	Pct of Responses	Pct of Cases
911: Police	emservb1	114	39.1	44
911: Fire	emservb2	27	9.2	10.4
911: Ambulance/rescue squad	emservb3	134	45.8	51.6
911: Something else	emservb4	14	4.7	5.3
911: Can't recall/Don't know	emservb7	3	1.1	1.2
Total responses		291	100	112.5
1,173 missing cases; 259 valid cases				

emergsb Nature of 911 Call (emerg or other)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0 Other Reason	44	3.1	39.4	39.4
	1 Emergency	68	4.8	60.6	100.0
	Total	112	7.8	100.0	
Missing	8 Don't Know System	2	.1		
	Total	1318	92.0		
Total		1320	92.2		
		1432	100.0		

emsatis Sat w/ Assistance from 9-1-1 Operator

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	8	.5	3.1	3.1
	2 Somewhat Dissatisfied	4	.3	1.7	4.8
	3 Somewhat Satisfied	35	2.5	14.1	18.9
	4 Very Satisfied	202	14.1	81.1	100.0
	Total	250	17.4	100.0	
Missing	7 Not applicable	2	.2		
	8 Unable to rate/Don't know	5	.4		
	9 Refused System	2	.1		
	Total	1173	81.9		
Total		1182	82.6		
		1432	100.0		

entimeb Satisfaction with Time for Help to Arrive

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	18	1.3	7.6	7.6
	2 Somewhat Dissatisfied	4	.3	1.8	9.4
	3 Somewhat Satisfied	36	2.5	14.8	24.2
	4 Very Satisfied	184	12.8	75.8	100.0
	Total	242	16.9	100.0	
Missing	7 Not applicable	7	.5		
	8 Unable to rate/Don't know	10	.7		
	System Total	1173	81.9		
Total	1190	83.1			
Total	1432	100.0			

emasstb Sat w/ Assistance on the Scene

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	5	.3	2.1	2.1
	2 Somewhat Dissatisfied	7	.5	3.0	5.1
	3 Somewhat Satisfied	35	2.5	15.4	20.5
	4 Very Satisfied	183	12.8	79.5	100.0
	Total	230	16.1	100.0	
Missing	7 Not applicable	9	.6		
	8 Unable to rate/Don't know	13	.9		
	System Total	1180	82.4		
Total	1202	83.9			
Total	1432	100.0			

cpr97 Number of People in HH with CPR

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	305	21.3	33.2	33.2
	1	357	24.9	38.8	71.9
	2	221	15.4	24.0	95.9
	3	23	1.6	2.6	98.5
	4	13	.9	1.4	99.8
	5	2	.1	.2	100.0
	Total	920	64.3	100.0	
Missing	99 Don't know/refused	6	.4		
	System Total	506	35.3		
Total	512	35.7			
Total	1432	100.0			

self Stay in Home in Emergency

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 No capacity for sheltering	8	.6	1.4	1.4
	2 1 day	16	1.1	2.8	4.2
	3 2 days	25	1.8	4.3	8.5
	4 3 days	43	3.0	7.3	15.8
	5 4 days to 1 week	257	17.9	43.8	59.6
	6 8 days to 2 weeks	109	7.6	18.5	78.1
	7 2 weeks to 1 month	96	6.7	16.4	94.5
	8 More than 1 month	32	2.2	5.5	100.0
	Total	587	41.0	100.0	
Missing	10 Refused System	26	1.8		
	Total	819	57.2		
	Total	845	59.0		
Total	1432	100.0			

library Sat. with Providing Library Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	7	.5	.7	.7
	2 Somewhat Dissatisfied	23	1.6	2.5	3.2
	3 Somewhat Satisfied	188	13.1	19.9	23.1
	4 Very Satisfied	726	50.7	76.9	100.0
	Total	945	66.0	100.0	
Missing	8 Unable to Rate / DK	85	5.9		
	9 Refused System	0	.0		
	Total	402	28.1		
Total	1432	100.0			

park Sat. with Providing Park and Recreation Programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	34	2.4	3.5	3.5
	2 Somewhat Dissatisfied	83	5.8	8.6	12.1
	3 Somewhat Satisfied	286	20.0	29.6	41.7
	4 Very Satisfied	565	39.5	58.3	100.0
	Total	969	67.6	100.0	
Missing	8 Unable to Rate / DK	97	6.7		
	9 Refused	1	.1		
	System	366	25.5		
	Total	463	32.4		
Total	1432	100.0			

elderly Sat w/ Programs for Elderly Population

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	41	2.9	6.7	6.7
	2 Somewhat Dissatisfied	61	4.2	9.9	16.6
	3 Somewhat Satisfied	253	17.6	41.3	57.9
	4 Very Satisfied	258	18.0	42.1	100.0
	Total	612	42.8	100.0	
Missing	8 Unable to Rate / DK	815	56.9		
	9 Refused	4	.3		
	Total	820	57.2		
Total	1432	100.0			

problem Sat w/ Help to Emotional Problems

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	38	2.7	8.6	8.6
	2 Somewhat Dissatisfied	46	3.2	10.3	18.9
	3 Somewhat Satisfied	192	13.4	42.9	61.8
	4 Very Satisfied	171	11.9	38.2	100.0
	Total	447	31.2	100.0	
Missing	8 Unable to Rate / DK	832	58.1		
	9 Refused	5	.3		
	System	148	10.3		
	Total	985	68.8		
Total	1432	100.0			

libry12 Has R Used Library Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0 No	358	25.0	25.3	25.3
	1 Yes	1059	73.9	74.7	100.0
	Total	1417	99.0	100.0	
Missing	8 Can't recall/DK	15	1.0		
Total		1432	100.0		

librysat Sat w/ Service from Library Staff

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	3	.2	.3	.3
	2 Somewhat Dissatisfied	6	.4	.6	.9
	3 Somewhat Satisfied	82	5.8	7.9	8.8
	4 Very Satisfied	950	66.3	91.2	100.0
	Total	1041	72.7	100.0	
Missing	7 R had no contact with staff	9	.6		
	8 Unable to Rate / DK System	8	.6		
	Total	373	26.1		
Total	Total	391	27.3		
Total		1432	100.0		

deptss Familiar with Dept. of Soc. Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0 No	1048	73.2	73.2	73.2
	1 Yes	323	22.6	22.6	95.8
	2 Not sure	60	4.2	4.2	100.0
	Total	1432	100.0	100.0	

dsssat Sat. with Dept. of Soc. Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	38	2.6	11.8	11.8
	2 Somewhat Dissatisfied	38	2.6	11.8	23.6
	3 Somewhat Satisfied	108	7.6	34.1	57.7
	4 Very Satisfied	134	9.4	42.3	100.0
	Total	318	22.2	100.0	
Missing	8 Unable to Rate / DK	6	.4		
	System	1109	77.4		
	Total	1114	77.8		
Total	1432	100.0			

hlthdept Familiar with Health Department

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0 No	1118	78.1	78.1	78.1
	1 Yes	268	18.7	18.7	96.8
	2 Not sure	46	3.2	3.2	100.0
	Total	1432	100.0	100.0	

hlthsat Sat. with Health Department

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	13	.9	4.9	4.9
	2 Somewhat Dissatisfied	24	1.7	8.9	13.8
	3 Somewhat Satisfied	106	7.4	39.7	53.4
	4 Very Satisfied	124	8.7	46.6	100.0
	Total	266	18.6	100.0	
Missing	8 Unable to Rate / DK	2	.1		
	System	1164	81.3		
	Total	1166	81.4		
Total	1432	100.0			

mental Familiar with Mental Health Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0 No	1247	87.1	87.1	87.1
	1 Yes	151	10.6	10.6	97.7
	2 Not sure	33	2.3	2.3	100.0
	Total	1432	100.0	100.0	

mentret Sat. with Services to Mental Retardation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	10	.7	7.5	7.5
	2 Somewhat Dissatisfied	9	.6	6.9	14.4
	3 Somewhat Satisfied	53	3.7	39.5	53.9
	4 Very Satisfied	62	4.3	46.1	100.0
	Total	134	9.3	100.0	
Missing	8 Unable to Rate / DK	17	1.2		
	System	1281	89.4		
	Total	1298	90.7		
Total		1432	100.0		

menteis Sat w/ Early Intervention Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	10	.7	10.3	10.3
	2 Somewhat Dissatisfied	11	.7	11.4	21.7
	3 Somewhat Satisfied	38	2.7	40.5	62.2
	4 Very Satisfied	36	2.5	37.8	100.0
	Total	94	6.6	100.0	
Missing	8 Unable to Rate / DK	57	4.0		
	System	1281	89.4		
	Total	1338	93.4		
Total		1432	100.0		

mentsub Sat w/ Services to Substance Abuse

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	18	1.2	17.0	17.0
	2 Somewhat Dissatisfied	10	.7	9.9	26.9
	3 Somewhat Satisfied	40	2.8	39.0	65.9
	4 Very Satisfied	35	2.5	34.1	100.0
	Total	103	7.2	100.0	
Missing	8 Unable to Rate / DK	48	3.4		
	System	1281	89.4		
	Total	1329	92.8		
Total		1432	100.0		

mentall Sat w/ Mental Health Services Overall

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	12	.9	8.6	8.6
	2 Somewhat Dissatisfied	7	.5	4.7	13.3
	3 Somewhat Satisfied	73	5.1	51.0	64.4
	4 Very Satisfied	51	3.5	35.6	100.0
	Total	142	9.9	100.0	
Missing	8 Unable to Rate / DK	9	.6		
	System Total	1281	89.4		
Total		1290	90.1		
Total		1432	100.0		

anybody Has R Contacted County Govt.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0 NO, HAS NOT CONTACTED	756	52.8	53.6	53.6
	1 YES, CONTACTED IN LAST 12 MONTHS	654	45.7	46.4	100.0
	Total	1411	98.5	100.0	
Missing	9 CAN'T RECALL/DON'T KNOW/REFUSED	21	1.5		
Total		1432	100.0		

helpful2 Helpfulness of County Employees

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	65	4.5	10.0	10.0
	2 Somewhat Dissatisfied	52	3.6	8.0	18.0
	3 Somewhat Satisfied	134	9.3	20.6	38.6
	4 Very Satisfied	398	27.8	61.4	100.0
	Total	648	45.2	100.0	
Missing	8 Unable to Rate / DK	6	.4		
	System Total	778	54.3		
Total		784	54.8		
Total		1432	100.0		

taxesa Contact County about taxes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	243	17.0	37.7	37.7
	2 No	402	28.1	62.3	100.0
	Total	646	45.1	100.0	
Missing	9 Don't know/Refused/Not applicable System	8	.6		
	Total	778	54.3		
	Total	786	54.9		
Total		1432	100.0		

howconca How contacted County

Dichotomy label	Name	Count	Pct of Responses	Pct of Cases
Contact taxes: Person	howconca1	101	19.7	41.6
Contact taxes: Phone	howconca2	156	30.3	64.1
Contact taxes: Mail	howconca3	16	3	6.4
Contact taxes: None/No answer	howconca4	242	47	99.4
Total responses		515	100	211.5
1,189 missing cases; 243 valid cases				

helpfula Sat w/ helpfulness of tax County employees

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	21	1.4	8.6	8.6
	2 Somewhat Dissatisfied	10	.7	4.0	12.6
	3 Somewhat Satisfied	38	2.7	15.8	28.4
	4 Very Satisfied	172	12.0	71.6	100.0
	Total	241	16.8	100.0	
Missing	8 Unable to Rate / DK System	3	.2		
	Total	1189	83.0		
Total		1191	83.2		
Total		1432	100.0		

timesata Sat w/ timeliness of tax request

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	17	1.2	6.9	6.9
	2 Somewhat Dissatisfied	12	.8	4.9	11.8
	3 Somewhat Satisfied	46	3.2	19.1	30.9
	4 Very Satisfied	167	11.6	69.1	100.0
	Total	241	16.8	100.0	
Missing	8 Unable to Rate / DK	2	.2		
	System	1189	83.0		
	Total	1191	83.2		
Total		1432	100.0		

net1 Used the PWC Government Web Site

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0 No	579	40.5	40.8	40.8
	1 Yes	842	58.8	59.2	100.0
	Total	1421	99.3	100.0	
Missing	8 Can't recall/DK	9	.6		
	9 REFUSED	2	.1		
	Total	11	.7		
Total		1432	100.0		

net2 Sat. with PWC Government Web Site

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	13	.9	1.6	1.6
	2 Somewhat Dissatisfied	49	3.4	5.9	7.4
	3 Somewhat Satisfied	280	19.6	33.7	41.1
	4 Very Satisfied	489	34.2	58.9	100.0
	Total	831	58.0	100.0	
Missing	8 Unable to Rate / DK	11	.8		
	System	590	41.2		
	Total	601	42.0		
Total		1432	100.0		

land Sat w/ Planning of Land Devel-prejob

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	220	15.4	29.0	29.0
	2 Somewhat Dissatisfied	199	13.9	26.2	55.2
	3 Somewhat Satisfied	250	17.5	33.0	88.3
	4 Very Satisfied	89	6.2	11.7	100.0
	Total	758	53.0	100.0	
Missing	8 Unable to Rate / DK	91	6.3		
	9 Refused	1	.1		
	System Total	582	40.6		
Total	674	47.0			
Total	1432	100.0			

ratejobs Familiar w/ Attracting New Jobs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0 No	671	46.8	49.8	49.8
	1 Yes	677	47.3	50.2	100.0
	Total	1347	94.1	100.0	
Missing	8 Can't recall/DK	81	5.7		
	9 REFUSED	3	.2		
	Total	85	5.9		
Total	1432	100.0			

newjobs Sat w/ Attracting New Jobs to PWC

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	49	3.4	7.4	7.4
	2 Somewhat Dissatisfied	68	4.8	10.2	17.6
	3 Somewhat Satisfied	273	19.1	41.0	58.7
	4 Very Satisfied	275	19.2	41.3	100.0
	Total	666	46.5	100.0	
Missing	8 Unable to Rate / DK	11	.8		
	System	755	52.7		
	Total	766	53.5		
Total	1432	100.0			

land2 Sat w/ Planning of Land Devel-postjob

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	108	7.6	22.0	22.0
	2 Somewhat Dissatisfied	141	9.8	28.6	50.6
	3 Somewhat Satisfied	176	12.3	35.8	86.4
	4 Very Satisfied	67	4.7	13.6	100.0
	Total	492	34.4	100.0	
Missing	8 Unable to Rate / DK	88	6.1		
	9 Refused	2	.2		
	System Total	850	59.4		
Total	1432	100.0			

neighbor Sat w/ Preventing Neighborhood Deterioration

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	125	8.8	10.5	10.5
	2 Somewhat Dissatisfied	225	15.7	18.8	29.2
	3 Somewhat Satisfied	509	35.5	42.5	71.8
	4 Very Satisfied	338	23.6	28.2	100.0
	Total	1197	83.6	100.0	
Missing	8 Unable to Rate / DK	233	16.3		
	9 Refused	2	.1		
	Total	235	16.4		
Total	1432	100.0			

recyclec Sat w/ recycling services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	9	.7	4.3	4.3
	2 Somewhat Dissatisfied	15	1.0	6.7	11.0
	3 Somewhat Satisfied	66	4.6	30.1	41.1
	4 Very Satisfied	129	9.0	58.9	100.0
	Total	220	15.3	100.0	
Missing	8 Unable to Rate / DK	32	2.3		
	System	1180	82.4		
	Total	1212	84.7		
Total	1432	100.0			

landfill Has R Taken Trash to Landfill

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0 No	564	39.4	50.4	50.4
	1 Yes	556	38.9	49.6	100.0
	Total	1121	78.3	100.0	
Missing	8 Can't recall/DK	11	.8		
	System	300	20.9		
	Total	311	21.7		
Total		1432	100.0		

Ifillsat Sat. with Landfill

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	1	.1	.2	.2
	2 Somewhat Dissatisfied	5	.4	1.0	1.2
	3 Somewhat Satisfied	85	5.9	15.5	16.7
	4 Very Satisfied	456	31.8	83.3	100.0
	Total	547	38.2	100.0	
Missing	8 Unable to Rate / DK	9	.6		
	System	876	61.1		
	Total	885	61.8		
Total		1432	100.0		

travel97 Sat w/ Ease of Travel in PWC

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	545	38.0	38.5	38.5
	2 Somewhat Dissatisfied	331	23.1	23.4	61.9
	3 Somewhat Satisfied	362	25.3	25.6	87.5
	4 Very Satisfied	177	12.4	12.5	100.0
	Total	1414	98.8	100.0	
Missing	8 Unable to Rate / DK	16	1.1		
	9 Refused	1	.1		
	Total	18	1.2		
Total		1432	100.0		

outsidec Sat w/ Ease of Travel around NoVA outside PWC

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	714	49.9	51.5	51.5
	2 Somewhat Dissatisfied	333	23.3	24.0	75.5
	3 Somewhat Satisfied	251	17.5	18.1	93.6
	4 Very Satisfied	88	6.2	6.4	100.0
	Total	1387	96.8	100.0	
Missing	8 Unable to Rate / DK	44	3.1		
	9 Refused	1	.1		
	Total	45	3.2		
Total		1432	100.0		

transc2 Sat w/ Public Transportation in PWC

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	137	9.5	18.3	18.3
	2 Somewhat Dissatisfied	114	8.0	15.3	33.6
	3 Somewhat Satisfied	298	20.8	40.0	73.6
	4 Very Satisfied	197	13.7	26.4	100.0
	Total	746	52.1	100.0	
Missing	8 Unable to Rate / DK	683	47.7		
	9 Refused	3	.2		
	Total	686	47.9		
Total		1432	100.0		

moresat Make more satisfied with public transportation

Dichotomy label	Name	Count	Pct of Responses	Pct of Cases
Trans: Service to other locations	moresat1	83	23	64.7
Trans: Longer hours/service on weekends	moresat2	49	13.8	38.7
Trans: More frequent service	moresat3	67	18.7	52.7
Trans: Other	moresat4	38	10.7	30.1
Trans: Don't know	moresat8	0	0.1	0.4
Trans: Refused	moresat9	121	33.6	94.5
Total responses		359	100	281.1
1,304 missing cases; 128 valid cases				

novatrc2 Sat w/ Public Transportation in NoVA outside PWC

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	151	10.6	17.2	17.2
	2 Somewhat Dissatisfied	135	9.4	15.4	32.6
	3 Somewhat Satisfied	340	23.8	38.8	71.4
	4 Very Satisfied	251	17.5	28.6	100.0
	Total	877	61.3	100.0	
Missing	8 Unable to Rate / DK	553	38.6		
	9 Refused	2	.1		
	Total	555	38.7		
Total		1432	100.0		

growthc Sat w/ Rate of PWC Growth

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	334	23.3	24.7	24.7
	2 Somewhat Dissatisfied	379	26.5	28.1	52.8
	3 Somewhat Satisfied	426	29.8	31.5	84.3
	4 Very Satisfied	212	14.8	15.7	100.0
	Total	1352	94.4	100.0	
Missing	8 Unable to Rate / DK	79	5.5		
	9 Refused	1	.1		
	Total	80	5.6		
Total		1432	100.0		

roaddeva Sat w/ Coordination of Development with Road Systems

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	388	27.1	39.4	39.4
	2 Somewhat Dissatisfied	254	17.7	25.7	65.1
	3 Somewhat Satisfied	257	17.9	26.1	91.2
	4 Very Satisfied	87	6.1	8.8	100.0
	Total	986	68.8	100.0	
Missing	8 Unable to Rate / DK	133	9.3		
	9 Refused	1	.1		
	System	312	21.8		
	Total	446	31.2		
Total		1432	100.0		

svedeva Sat w/ Coordination of Development with Community Facilities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	97	6.7	7.7	7.7
	2 Somewhat Dissatisfied	154	10.8	12.2	19.9
	3 Somewhat Satisfied	583	40.7	46.4	66.3
	4 Very Satisfied	424	29.6	33.7	100.0
	Total	1258	87.8	100.0	
Missing	8 Unable to Rate / DK	171	12.0		
	9 Refused	3	.2		
	Total	174	12.2		
Total		1432	100.0		

envrdeva Sat w/ County's Efforts to Protect Environment

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	103	7.2	11.4	11.4
	2 Somewhat Dissatisfied	160	11.2	17.6	29.0
	3 Somewhat Satisfied	402	28.1	44.2	73.2
	4 Very Satisfied	244	17.1	26.8	100.0
	Total	910	63.5	100.0	
Missing	8 Unable to Rate / DK	330	23.0		
	9 Refused	3	.2		
	System	189	13.2		
	Total	522	36.5		
Total		1432	100.0		

spcedeva Sat w/ County's Efforts to Preserve Open Space

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	261	18.3	26.0	26.0
	2 Somewhat Dissatisfied	290	20.3	28.9	54.9
	3 Somewhat Satisfied	306	21.4	30.5	85.3
	4 Very Satisfied	148	10.3	14.7	100.0
	Total	1005	70.2	100.0	
Missing	8 Unable to Rate / DK	200	13.9		
	9 Refused	0	.0		
	System	227	15.8		
	Total	427	29.8		
Total		1432	100.0		

historic Sat w/ County's Efforts in Historic Preservation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	67	4.7	7.3	7.3
	2 Somewhat Dissatisfied	105	7.4	11.5	18.8
	3 Somewhat Satisfied	402	28.1	43.8	62.6
	4 Very Satisfied	343	23.9	37.4	100.0
	Total	917	64.0	100.0	
Missing	8 Unable to Rate / DK	338	23.6		
	9 Refused	3	.2		
	System	174	12.2		
	Total	515	36.0		
Total		1432	100.0		

inputdev Sat w/ Opportunities for Citizen Input

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	103	7.2	12.4	12.4
	2 Somewhat Dissatisfied	174	12.2	20.9	33.2
	3 Somewhat Satisfied	346	24.2	41.5	74.7
	4 Very Satisfied	211	14.7	25.3	100.0
	Total	834	58.3	100.0	
Missing	8 Unable to Rate / DK	442	30.9		
	9 Refused	5	.3		
	System	151	10.5		
	Total	598	41.7		
Total		1432	100.0		

visdev Sat w/ Visual Appearance of New Development

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	81	5.7	6.9	6.9
	2 Somewhat Dissatisfied	144	10.0	12.3	19.2
	3 Somewhat Satisfied	517	36.1	44.2	63.4
	4 Very Satisfied	429	29.9	36.6	100.0
	Total	1170	81.7	100.0	
Missing	8 Unable to Rate / DK	32	2.2		
	9 Refused	1	.1		
	System	228	15.9		
	Total	262	18.3		
Total		1432	100.0		

trashc Sat w/ Appearance of Trash along Roadways & in Neighborhoods

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	70	4.9	5.9	5.9
	2 Somewhat Dissatisfied	146	10.2	12.3	18.3
	3 Somewhat Satisfied	512	35.8	43.1	61.4
	4 Very Satisfied	459	32.0	38.6	100.0
	Total	1188	83.0	100.0	
Missing	8 Unable to Rate / DK	12	.9		
	9 Refused	3	.2		
	System	228	15.9		
	Total	244	17.0		
Total	1432	100.0			

signsc Sat w/ Appearance of Illegal Signs along Major Roads

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	142	9.9	12.5	12.5
	2 Somewhat Dissatisfied	282	19.7	24.7	37.1
	3 Somewhat Satisfied	462	32.3	40.5	77.7
	4 Very Satisfied	255	17.8	22.3	100.0
	Total	1141	79.7	100.0	
Missing	8 Unable to Rate / DK	59	4.1		
	9 Refused	3	.2		
	System	228	15.9		
	Total	291	20.3		
Total	1432	100.0			

buildngc Sat w/ Appearance of Deteriorated Buildings

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	56	3.9	5.0	5.0
	2 Somewhat Dissatisfied	153	10.7	13.6	18.6
	3 Somewhat Satisfied	542	37.8	48.1	66.7
	4 Very Satisfied	375	26.2	33.3	100.0
	Total	1126	78.6	100.0	
Missing	8 Unable to Rate / DK	74	5.2		
	9 Refused	3	.2		
	System	228	15.9		
	Total	306	21.4		
Total	1432	100.0			

junkc Sat w/ Appearance of Junk Cars

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	104	7.2	9.0	9.0
	2 Somewhat Dissatisfied	152	10.6	13.3	22.3
	3 Somewhat Satisfied	426	29.7	37.0	59.3
	4 Very Satisfied	468	32.7	40.7	100.0
	Total	1150	80.3	100.0	
Missing	8 Unable to Rate / DK	51	3.6		
	9 Refused	3	.2		
	System	228	15.9		
	Total	282	19.7		
Total	1432	100.0			

view View of Services and Taxes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Decrease	175	12.2	12.6	12.6
	2 Same	859	60.0	62.0	74.6
	3 Increase	155	10.8	11.2	85.7
	4 Increase service, same tax (vol)	53	3.7	3.8	89.6
	5 Increase service, decrease tax (vol)	86	6.0	6.2	95.8
	6 Keep service, decrease tax (vol)	39	2.7	2.8	98.6
	7 Some other change [Specify:]	20	1.4	1.4	100.0
	Total	1387	96.9	100.0	
Missing	8 Don't Know"	45	3.1		
	9 "Refused"				
Total	1432	100.0			

value Value for Tax Dollar

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	103	7.2	7.7	7.7
	2 Somewhat Dissatisfied	176	12.3	13.1	20.8
	3 Somewhat Satisfied	764	53.4	57.0	77.8
	4 Very Satisfied	298	20.8	22.2	100.0
	Total	1340	93.6	100.0	
Missing	8 Unable to Rate / DK	86	6.0		
	9 Refused	5	.4		
	Total	92	6.4		
Total		1432	100.0		

effneff Sat w/ Efficient and Effective Service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	41	2.8	3.2	3.2
	2 Somewhat Dissatisfied	146	10.2	11.5	14.7
	3 Somewhat Satisfied	720	50.3	56.7	71.4
	4 Very Satisfied	363	25.3	28.6	100.0
	Total	1269	88.6	100.0	
Missing	8 Unable to Rate / DK	159	11.1		
	9 Refused	4	.2		
	Total	163	11.4		
Total		1432	100.0		

trstgov1 Trust of Government to do What is Right

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Never/almost never (vol)	25	1.8	1.8	1.8
	2 Only some of the time	470	32.8	34.1	35.9
	3 Most of the time	728	50.9	52.7	88.6
	4 Just about always	157	11.0	11.4	100.0
	Total	1381	96.4	100.0	
Missing	8 Don't know/NA	46	3.2		
	9 Refused	5	.3		
	Total	51	3.6		
Total		1432	100.0		

sch11 R Has Children in PWC Schools

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0 No	79	5.5	14.7	14.7
	1 Yes	458	32.0	85.3	100.0
	Total	537	37.5	100.0	
Missing	9 REFUSED System	0	.0		
		894	62.4		
	Total	895	62.5		
Total		1432	100.0		

sch14 Sat that School System Provides Efficient Service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	67	4.6	6.3	6.3
	2 Somewhat Dissatisfied	103	7.2	9.7	16.0
	3 Somewhat Satisfied	393	27.4	37.1	53.1
	4 Very Satisfied	496	34.7	46.9	100.0
	Total	1058	73.9	100.0	
Missing	8 Unable to Rate / DK	358	25.0		
	9 Refused	16	1.1		
	Total	374	26.1		
Total		1432	100.0		

park12 Has R Used Park Authority's Parks

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0 No	541	37.7	38.2	38.2
	1 Yes	875	61.1	61.8	100.0
	Total	1416	98.9	100.0	
Missing	8 Can't recall/DK	16	1.1		
Total		1432	100.0		

park1 Familiar with Park Authority

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0 No	628	43.9	43.9	43.9
	1 Yes	714	49.8	49.8	93.7
	2 Not sure	90	6.3	6.3	100.0
	Total	1432	100.0	100.0	

park2 Sat. with Park Authority

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	14	1.0	1.9	1.9
	2 Somewhat Dissatisfied	23	1.6	3.3	5.2
	3 Somewhat Satisfied	235	16.4	33.4	38.6
	4 Very Satisfied	433	30.2	61.4	100.0
	Total	705	49.2	100.0	
Missing	8 Unable to Rate / DK	8	.6		
	System	718	50.2		
	Total	727	50.8		
Total		1432	100.0		

ctyserv1 Familiar with Service Authority

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0 No	541	37.8	37.8	37.8
	1 Yes	837	58.5	58.5	96.2
	2 Not sure	54	3.8	3.8	100.0
	Total	1432	100.0	100.0	

ctyserv2 Sat. with Service Authority

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	31	2.2	3.7	3.7
	2 Somewhat Dissatisfied	24	1.7	2.9	6.6
	3 Somewhat Satisfied	297	20.7	35.7	42.2
	4 Very Satisfied	481	33.6	57.8	100.0
	Total	833	58.2	100.0	
Missing	8 Unable to Rate / DK	4	.3		
	System	595	41.5		
	Total	599	41.8		
Total		1432	100.0		

samehome Live in Same House as 1 Year Ago

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0 No	72	5.0	7.6	7.6
	1 Yes	869	60.7	92.4	100.0
	Total	941	65.7	100.0	
Missing	System	491	34.3		
Total		1432	100.0		

samework Same Workplace as 1 Year Ago

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0 NO	181	12.6	17.8	17.8
	1 YES	831	58.0	82.2	100.0
	Total	1012	70.7	100.0	
Missing	3 NOT WORKING A YEAR AGO [VOLUNTEER ED]	2	.2		
	9 DON'T KNOW / REFUSE System	7	.5		
	System	411	28.7		
	Total	420	29.3		
Total		1432	100.0		

commtime Commute Time Difference From 1 Year Ago

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Gotten shorter	49	3.5	5.0	5.0
	2 Stayed about the same	370	25.8	37.0	42.0
	3 Gotten longer	579	40.4	58.0	100.0
	Total	998	69.7	100.0	
Missing	7 Not working one year ago	7	.5		
	8 Don't know	12	.9		
	9 Refused	4	.3		
	System	411	28.7		
	Total	434	30.3		
Total		1432	100.0		

telecom Does R Telecommute

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0 No	866	60.5	87.1	87.1
	1 Yes	128	9.0	12.9	100.0
	Total	994	69.4	100.0	
Missing	2 Home is main place of work	13	.9		
	8 DK	5	.4		
	9 Refused	8	.6		
	System	411	28.7		
	Total	438	30.6		
Total		1432	100.0		

teltime How Often R Telecommutes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Several times a year	38	2.6	29.9	29.9
	2 Once or twice a month	32	2.2	25.2	55.1
	3 Several times a month	18	1.3	14.4	69.4
	4 Several times a week	31	2.1	24.5	93.9
	5 All the time	8	.5	6.1	100.0
	Total	126	8.8	100.0	
Missing	8 Don't know	2	.2		
	System	1304	91.0		
Total		1306	91.2		
Total		1432	100.0		

Appendix E:
Question Revisions and Rotation Plan

Question	Prior Designator	Question Name	Core Question	Not Core Incl. 2005	Not Core Incl. 2006
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		
Where do you get information on the PWC government?		INFOSORC		1	
How satisfied are you with:					
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		
The job the County is doing in controlling mosquitoes?		MOSCONT		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		
Police department's efforts to combat gang activity?		GANGS			1
The overall performance of the police department?	Q35	POLICE	1		
NEW In the past year, have you had occasion to visit the Judicial Center (the courthouse in downtown Manassas)?		COURT		1	
NEW How satisfied are you with the level of security in the courthouse?		COURTSAT		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		
The time it took for help to arrive on scene?	Q192	EMTIMEB	1		
The assistance provided on the scene?	Q193	EMASSTB	1		
How many people in your household have been trained in CPR?		CPR97	1		
Why dissatisfied with the assistance received from person taking 911 call?		EMSATRES			1
How much time did it take for help to arrive on the scene?		EMTIMEST			1
What is a reasonable amount of time to receive help?		EMTIMRES			1
Why dissatisfied with the assistance provided on the scene?		EMASSRES			1
NEW In the event of an emergency, how long could you shelter in your home?		SELF		1	

Question

Question	Prior Designator	Question Name	Core Question	Not Core Incl. 2005	Not Core Incl. 2006
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
Providing help to people with emotional, mental, or alcohol and drug problems?		PROBLEMB		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		
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		
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 the services of the Community Service Board?	Q93	MENTAL	1		
How satisfied are you with their:					
NEW Services to people with mental retardation?		MENTRET	1		
NEW Early Intervention Services?		MENTEIS	1		
NEW Services to people with substance abuse problems?		MENSUB	1		
NEW Services overall?		MENTALL	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 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	
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		
Are you familiar enough with County's effort to attract new jobs and business to rate those efforts?		RATEBJOBS	1		
How satisfied are you with the job the County is doing trying to attract new jobs and businesses?	Q56	NEWJOBS	1		
What caused you to be dissatisfied with the job the County is doing to attract new jobs and businesses?		JOBSDIS			1
What types of jobs do you think the county should be trying to attract?		JOBSDISN			1
What are some reasons you are very satisfied with the job the County is doing to attract new jobs and businesses?		JOBSSAT			1
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?	Q53	NEIGHBOR	1		
The 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		

Question	Prior Designator	Question Name	Core Question	Not Core Incl. 2005	Not Core Incl. 2006
How satisfied are you with:					
The ease of travel or getting around within PWC?		TRAVEL97	1		
The ease of getting around Northern VA outside of PWC?		OUTSIDEC		1	
REVISED Public transportation provided to PWC residents for destinations within PWC?	TRANSC	TRANSC2		1	
What would make you more satisfied with public transportation?	pubtra	MORESAT		1	
What aspects of PWC's public transportation contribute to your satisfaction?		WHYSAT		1	
REVISED How satisfied are you with public transportation provided to PWC residents for destinations elsewhere in NOVA and DC?	NOVATRC	NOVATRC2		1	
How satisfied are you with:					
The rate of growth in the County?		GROWTHC	1		
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	
NEW The County's efforts in historic preservation?		HISTORIC		1	
Opportunities for citizen input on the planning process?		INPUTDEV	1		
The visual appearance of new development in the County?		VISDEV	1		
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 school system provides efficient/effective service?		SCHL4	1		
With adult learning opportunities in the County?		ADULTC			1
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		

Question

	Prior Designator	Question Name	Core Question	Not Core Incl. 2005	Not Core Incl. 2006
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		
In past 12 months, how often have you telecommuted or teleworked?		TELTIME	1		
Is the number I dialed listed in the current telephone book?		PHONE1	1		
If not, is it because you chose to have an unlisted number or because you got this number after the current phone book came out?		PHONE2	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		
Total Questions			79	28	23