

Appendix A: Questionnaire

PRINCE WILLIAM SURVEY QUESTIONNAIRE (2009)

{Q: INTRO}

INTRO SECTION FOR LISTED AND RDD SAMPLES

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.

INTRO SECTION FOR CELL PHONE SAMPLE

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. You were randomly selected to be part of our sample this year. Qualified respondents will be compensated \$10 for answering our questions. If you are currently doing any activity that requires your full attention, I need to call you back at a later time. If you would prefer, I would be happy to call you back on a landline phone to conduct this interview at a time that is convenient for you. Prince William County will be using the results to try to improve its services and programs.

- 1 NO ANSWER
- 2 BUSY
- 3 ANSWER MACHINE
- 4 BAD NUMBER

- 5 IMMEDIATE HANGUP
- 6 IMMEDIATE REFUSAL
- 7 CALLBACK
- 8 GO ON

[IF FINISHING INCOMPLETE SURVEY]

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}

[CONTINUATION OF INTRO AS NECESSARY HERE]

[IF APPROPRIATE: We can conduct the interview in English or Spanish.

Which would you prefer?]

- 1 ENGLISH - GO ON
- 2 SPANISH - GO ON
- 3 CALL BACK
- 4 CALL BACK WITH SPANISH SPEAKER
- 9 REFUSED

INTERVIEWER: IF NECESSARY - We're calling from the University of Virginia on behalf of Prince William County. We're not selling anything. We're conducting a survey of Prince William residents which we do each year for the County.

{Q: ADULTRES}

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 [GO TO CONFIRM]
- 2 R IS NOT RESIDENT OR ADULT, WE NEED TO GET ONE [GO TO REINTRO]
- 3 REFUSED

{Q: ADULTCEL}

First, I need to confirm that you are at least 18 years old.

- 1 YES [GO TO CONFIRM]
- 2 NO [TERMINATE]
- 8 DON'T KNOW/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 also 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 your utility bills from, pay local taxes to, or which public schools do your children in your neighborhood go?

PRINCE WILLIAM COUNTY
MANASSAS CITY [IN CITY LIMITS]
MANASSAS PARK [IN CITY LIMITS]
FAIRFAX COUNTY
LOUDOUN COUNTY
FAUQUIER COUNTY

CULPEPER COUNTY
STAFFORD COUNTY
OTHER LOC. NOT IN PWC
ON-POST AT QUANTICO
DON'T KNOW/REFUSED

[If answer is different from PWC then TERMINATE]

[If in Quantico but not on-post proceed with interview]

{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	22134
20110	20155	22172
20111	20169	22191
20112	20181	22192
20119	22025	22193
20136	22026	OTHER
20137	22125	DON'T KNOW/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: HOWMANY}

Household Selection for LISTED & RDD Samples / CELL Sample to CELLGO

First of all, could you please tell me how many adults 18 and over there are in your household including yourself? TYPE "99" FOR REFUSED (GO TO Q: LASTBDA2)?

- If there is only 1 person in the household, then skip to R1GO. If there are 2 persons in the household, then 50% skip to R1GO and the other 50% go on to the next question.
- If there are 3 persons in the household, then 33% skip to R1GO and the other 67% go on to the next question.
- If there are 4 persons in the household, then 25% skip to R1GO and the other 75% go on to the next question.
- And so on.

{Q: LASTBDAY}

The computer has randomly determined that one of the adults other than yourself should be selected for the rest of the interview.

To help us select this person, do you know who has had the most recent birthday among these adults? [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 says YES, KNOWS OTHER ADULT HAD LAST BIRTHDAY
 - 2 R1 SAYS DOESN'T KNOW WHO HAD LAST BIRTHDAY
 - 3 REFUSES TO SAY WHO HAD LAST BIRTHDAY / R1 REFUSES TO CONTINUE
- If answer = 1 then skip to R2COME
If answer = 2 then go on to R2KISH
If answer = 3 TERMINATE

{Q: LASTBDA2}

IF (HOWMANY = 99)

Then our next selection criterion is to select the person who has had the most recent birthday among adults in the household. Do you know who that is or would that be you?
IF NECESSARY: I mean the resident over 18 to have had a birthday

- 1 R1 says YES, I HAD LAST BIRTHDAY
 - 2 R1 says YES, KNOWS OTHER ADULT HAD LAST BIRTHDAY
 - 3 R1 SAYS DOESN'T KNOW WHO HAD LAST BIRTHDAY
 - 4 REF TO SAY WHO HAD LAST BIRTHDAY / R1 REFUSES TO CONTINUE
- If answer = 1 then skip to R1GO
If answer = 2 then skip to R2COME
If answer = 3 or 4 TERMINATE

{Q: R2KISH}

If you do not know the last birthday person, could you tell me the first name of the other adults in the household?

- 1 R1 SAYS YES
- 2 R1 DOESN'T KNOW
- 3 R1 REFUSES TO CONTINUE

{Q: R2Names}

Now, the computer will randomly select a name from the list of names as you tell them to me. Please say the names now

INTERVIEWER: HIT "1" EACH TIME A NAME IS SPOKEN OUT

{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, [GO TO CELLPHONE]
- 2 R1 CALLBACK [GET NAME OF R1 FOR CALLBACK MESSAGE LINE]
- 3 R1 REFUSED

{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: 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, [GO TO CELLAND]
- 2 R2 CALLBACK [GET NAME OF R2 FOR CALLBACK MESSAGE LINE]
- 4 R2 CAME TO PHONE, BUT REFUSED [WE CANNOT SWITCH BACK TO R1]
- 3 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 [GO TO CELLLAND]
- 2 R2 CALLBACK [GET NAME OF R2 FOR CALLBACK MESSAGE LINE]
- 3 R2 REFUSES

{Q: CELLGO}

If Cell Respondent is Adult PWC resident, 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 [GO TO CELLLAND]
- 2 R2 CALLBACK [GET NAME OF R FOR CALLBACK MESSAGE LINE]
- 3 R2 REFUSES

{Q: CELLLAND}

To begin we have a few questions about how we reached you. Are we speaking to you on a cellular telephone or on a regular, landline phone located in your home? [IF NECESSARY SAY: By cellular telephone, we mean a telephone that is mobile and usable outside of your neighborhood.]

- 1 CELL PHONE [GO TO CELLUSE]
- 2 REGULAR OR LANDLINE PHONE [GO TO OWNCELL]
- 3 VOICE OVER IP [VOLUNTEERED] [GO TO OWNCELL]
- 9 DON'T KNOW/REFUSED

{Q: CELLSAFE}

If CELLLAND=1, ASK

If you are doing something that requires your full attention, then I can call you back at a later time at this number or on a landline phone.

- 1 GO ON [GO TO CELLUSE]
- 2 CALL BACK

{Q: OWNCELL}

If CELLAND=2, ASK

Do you also have a cell phone for your personal use?

- 1 YES [GO TO CELLUSE]
- 2 NO
- 9 DON'T KNOW/REFUSED

{Q: CELLUSE}

Is this cell phone used for ...?

- 1 Personal use only
- 2 Business use only [IF CELLAND=1, EXIT SURVEY]
- 3 Personal and business use
- 4 CALLBACK
- 8 DON'T KNOW/NOT SURE
- 9 REFUSED

{Q: HAVELINE}

If CELLAND=1, ASK

Do you also have a regular telephone at home? [IF NECESSARY SAY: By regular telephone, we mean a land line telephone]

- 1 YES
- 2 NO
- 3 YES, VOICE OVER INTERNET PROTOCOL SERVICE (VOIP) [VOLUNTEERED]
- 8 DON'T KNOW/NOT SURE
- 9 REFUSED

Now, I would like to continue by asking you a few questions concerning where you live.

{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
- 9 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 FREDERICKSBURG/SPOTSYLVANIA | 12 WASHINGTON, D.C. |
| 05 FAUQUIER COUNTY/WARRENTON | 13 MARYLAND |
| 06 LOUDOUN COUNTY | 14 ANOTHER LOCATION [SPECIFY...] |
| 07 FAIRFAX CTY/CITY/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
- 9 REFUSED

{Q: KINDPLCE}

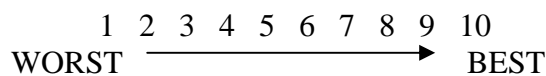
And what kind of place are you living in? Is it a...

- 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
- 9 REFUSED

{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?



- 98 DON'T KNOW/UNABLE TO RATE
- 99 REFUSED

{Q: HPELIVB}

Would you like to be living in Prince William County five years from now, or do you hope to be living someplace else by then?

- 1 PRINCE WILLIAM COUNTY
- 2 MANASSAS/MANASSAS PARK [VOLUNTEERED]
- 3 SOMEPLACE ELSE
- 8 DON'T KNOW/NO ANSWER
- 9 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
- 4 VERY DISSATISFIED
- 8 DON'T KNOW/UNABLE TO RATE
- 9 REFUSED

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

{Q: VOTEYEAR}

In the past year, have you gone to a voting precinct in Prince William County to vote in any election?

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

{Q: PCTUP}

ASK IF VOTEYEAR=1

How satisfied are you with the efficiency and effectiveness of the voting precinct set-up for handling voters on election days?

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

{Q: GOVTSERV}

ASK OF 75% OF RESPONDENTS

How satisfied are you with the job the County is doing in keeping residents (67%) /citizens (33%) informed about County government programs and services?

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

{Q: ATTITUDE}

ASK OF 75% OF RESPONDENTS

How satisfied are you with police department attitudes and behaviors toward residents (67%) / citizens (33%)?

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

{Q: POLFAIR}

ASK OF 75% OF RESPONDENTS

How satisfied are you that the Police Department treats everyone fairly regardless of race, gender, ethnic or national origin. Are you . . .

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

{Q: VCRIME}

Thinking back over the past twelve (12) months, were you or anyone in your household the victim of ANY crime? IV: IF YES, PROBE: Did the crime occur in Prince William County?

- 1 YES, IN PRINCE WILLIAM
- 2 YES, OUTSIDE PRINCE WILLIAM COUNTY
- 3 NO
- 8 CAN'T RECALL/DON'T KNOW
- 9 REFUSED

{Q: VCRIMER}

Ask if VCRIME = 1

Did you report it to the Prince William County Police Department?

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

{Q: VCRIMNR}

Ask if VCRIMER = 2

What are reasons you did not report it to the Prince William County Police Department?
[OPEN END]

{Q: CRMTYPES}

Ask if VCRIME = 1

What types of crime were you a victim of?
[OPEN END]

{Q: PPOLICY}

In late April 2008, The Prince William County Board of County Supervisors ordered the Department of Police to check the citizenship or immigration status of anyone who is placed under arrest, to see if they are in violation of federal immigration law. How satisfied are you with the job the Police Department is doing in carrying out this policy? Are you . . .

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 7 DECLINES TO RATE (OPPOSES POLICY) (VOLUNTEERED)
- 8 DON'T KNOW/UNABLE TO RATE
- 9 REFUSED

IV: If R SAYS OPPOSED TO POLICY, SAY: We realize that opinions are divided on the policy. Would you be able to rate the job the police department is doing in carrying out the policy?

IF INSISTS THAT CANNOT RATE: Select all caps option 7

IF SAYS POLICY CHANGED: In July 2007, the Board ordered the Dept of Police to inquire into the citizenship or immigration status of detained persons when they are stopped and there's probable cause to believe the person is in violation of federal immigration law. In late April 2008, the policy was modified and it now applies only to persons who are actually placed under arrest. Just thinking about the new policy, are you . . .

{Q: WPOLSAT1}

Ask if PPOLICY = 1

What are some reasons you are very satisfied with the job the Police Department is doing in carrying out this policy?

[OPEN END]

{Q: WPOLSAT2}

Ask if PPOLICY = 4

What are some reasons you are very dissatisfied with the job the Police Department is doing in carrying out this policy?

[OPEN END]

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

{Q: CTYSHERF}

Are you familiar enough with the services of the Prince William Sheriff's Office to tell us how satisfied you are with them?

- 1 YES – familiar enough to rate
- 2 NO – not familiar (SKIP TO COURT)
- 8 DON'T KNOW/NOT SURE (SKIP TO COURT)
- 9 REFUSED (SKIP TO COURT)

{Q: ATTITUT}

If YES to CTYSHERF, ASK

How satisfied are you with Sheriff's Office attitudes and behaviors toward residents (67%)/citizens (33%)?

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

{Q: SHERIFFA}

If YES to CTYSHERF, ASK

How satisfied are you with the overall performance of the Sheriff's Office?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 8 DON'T KNOW/UNABLE TO RATE
- 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 YES 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
- 8 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? [READ CATEGORIES IF NECESSARY]

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

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: SHELTER3}

And now a question about preparedness. In case of a natural or man-made disaster, it could take days for help to arrive if businesses close, fallen trees block road, and power goes out in your area. Do you have enough food, water, and other supplies to stay on your own for at least three days?

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

{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 DON'T KNOW/UNABLE TO RATE
- 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 DON'T KNOW/UNABLE TO RATE
- 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? [DEFINITION: By "elderly population", we mean people 60 years old and older]

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

- 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
- 7 R HAD NO CONTACT WITH STAFF
- 8 DON'T KNOW/UNABLE TO RATE
- 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 DON'T KNOW/UNABLE TO RATE
- 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 DON'T KNOW/UNABLE TO RATE
- 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 – FAMILIAR ENOUGH TO RATE
- 2 NOT SURE
- 3 NO – NOT FAMILIAR

{Q: MENTHPB}

If YES to MENTAL, ASK

How satisfied are you with their services to people with mental health problems?

[COMMUNITY MENTAL HEALTH, MENTAL RETARDATION, SUBSTANCE ABUSE SERVICES]

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

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

{Q: MENTEIS}

If YES to MENTAL, ASK

How satisfied are you with their Early Intervention Services?
IV, ONLY IF ASKED: These are services for families of infants and toddlers, from birth to three years of age, who have a disability or developmental delay.

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

- 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 DON'T KNOW/UNABLE TO RATE
- 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?

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

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

{Q: HOWCONA}

Ask if TAXESA = 1 (YES)

Did you contact the County:

[MULTIPLE RESPONSES; 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 DON'T KNOW/UNABLE TO RATE
- 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 DON'T KNOW/UNABLE TO RATE
- 9 REFUSED

{Q: NET1}

Have you ever used the Prince William County government internet web site?

[DEFINITION: COUNTY WEBSITE IS LOCATED AT www.co.prince-william.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
- 4 VERY DISSATISFIED
- 8 DON'T KNOW/UNABLE TO RATE
- 9 REFUSED

{Q: LAND1/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 DON'T KNOW/UNABLE TO RATE
- 9 REFUSED

{Q: RATEJOBS}

Are you familiar enough with the 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 DON'T KNOW/UNABLE TO RATE
- 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 DON'T KNOW/UNABLE TO RATE
- 9 REFUSED

{Q: N1OCROWD}

Again, thinking about your neighborhood, how big a problem is there now with residential overcrowding, that is: too many people living at one residence? Is that . . .

- 1 A BIG PROBLEM
- 2 SOMEWHAT OF A PROBLEM
- 3 OR NOT A PROBLEM IN YOU NEIGHBORHOOD?
- 4 RURAL AREA/DOES NOT APPLY
- 8 DON'T KNOW
- 9 REFUSED

{Q: N2OCROWD}

If N10CROWD is 1 or 2, ASK

Compared to one year ago, has this [overcrowding] problem . . .

- 1 GOTTEN A LOT BETTER,
- 2 GOTTEN A LITTLE BETTER,
- 3 STAYED ABOUT THE SAME,
- 4 GOTTEN A LITTLE WORSE,
- 5 OR GOTTEN A LOT WORSE?
- 6 NEVER HAD THIS PROBLEM [VOLUNTEERED]
- 8 DON'T KNOW
- 9 REFUSED

{Q: N3VACANT}

How big a problem is there in your neighborhood now with vacant houses or properties that are not well kept up? Is that . . .

- 1 A BIG PROBLEM,
- 2 SOMEWHAT OF A PROBLEM,
- 3 OR NOT A PROBLEM IN YOUR NEIGHBORHOOD?
- 4 RURAL AREA/DOES NOT APPLY
- 8 DON'T KNOW
- 9 REFUSED

{Q: N4VACANT}

If N3VACANT is 1 or 2, ASK

Compared to one year ago, has this [UPKEEP OF VACANT HOUSES] problem . . .

- 1 GOTTEN A LOT BETTER,
- 2 GOTTEN A LITTLE BETTER,
- 3 STAYED ABOUT THE SAME,
- 4 GOTTEN A LITTLE WORSE,
- 5 OR GOTTEN A LOT WORSE?
- 6 NEVER HAD THIS PROBLEM [VOLUNTEERED]
- 8 DON'T KNOW
- 9 REFUSED

{Q: N5UPKEEP}

How big a problem is there in your neighborhood now with occupied homes or apartments that are not well kept up? Is that . . .

- 1 A BIG PROBLEM,
- 2 SOMEWHAT OF A PROBLEM,
- 3 OR NOT A PROBLEM IN YOUR NEIGHBORHOOD?
- 8 DON'T KNOW
- 9 REFUSED

{Q: N6UPKEEP}

If N5UPKEEP is a problem or a big problem, ASK

Compared to one year ago, has this [UPKEEP OF OCCUPIED HOMES] problem...

- 1 GOTTEN A LOT BETTER,
- 2 GOTTEN A LITTLE BETTER,
- 3 STAYED ABOUT THE SAME,
- 4 GOTTEN A LITTLE WORSE,
- 5 OR GOTTEN A LOT WORSE?
- 6 NEVER HAD THIS PROBLEM [VOLUNTEERED]
- 8 DON'T KNOW
- 9 REFUSED

Q: LOITER

ASK OF ___% OF RESPONDENTS

Thinking about the places you drive or walk to in Prince William County, how big a problem is there now with loitering, that is: groups of people hanging out on street corners or in store parking lots? Is that . . .

- 1 A BIG PROBLEM,
- 2 SOMEWHAT OF A PROBLEM,
- 3 OR NOT A PROBLEM IN PRINCE WILLIAM COUNTY?
- 8 DON'T KNOW
- 9 REFUSED

{Q: LOITNOW}

If LOITER is a problem or a big problem, ASK

Compared to one year ago, has this [LOITERING] problem

- 1 GOTTEN A LOT BETTER,
- 2 GOTTEN A LITTLE BETTER,
- 3 STAYED ABOUT THE SAME,
- 4 GOTTEN A LITTLE WORSE,
- 5 OR GOTTEN A LOT WORSE?
- 6 NEVER HAD THIS PROBLEM [VOLUNTEERED]
- 8 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 DON'T KNOW/UNABLE TO RATE
- 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 DON'T KNOW/UNABLE TO RATE
- 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 VERY DISSATISFIED
- 8 DON'T KNOW/UNABLE TO RATE
- 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 VERY DISSATISFIED
- 8 DON'T KNOW/UNABLE TO RATE
- 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: TRAVEL97}

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

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

{Q: OUTSIDEC}

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 DON'T KNOW/UNABLE TO RATE
- 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 OR 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?

IV: IF ASKED FOR A DEFINITION, GIVE STANDARD REPLY: I'm sorry, I'm not permitted to define it for you; so it means whatever it means to you.

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

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

{Q: ENVRDEVA}

ASK OF 65% OF RESPONDENTS

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

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

ASK OF 75% OF RESPONDENTS

How satisfied are you with the safety of buildings, residential and non-residential, constructed in the County in the last two years?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 8 DON'T KNOW/UNABLE TO RATE
- 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
- 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]
- 9 DON'T KNOW/NO OPINION

{Q: VALUE}

ASK OF 75% OF RESPONDENTS

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

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

{Q: EFFNEFF}

ASK OF 75% OF RESPONDENTS

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

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

{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 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 OR 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}

IF NO KIDS IN THE SCHOOL, OR REFUSA SHOW: “Even if you do not have children in the public schools, we are still interested in your opinion about the school system.

How satisfied are you that the school system provides efficient and effective service?

[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.]

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

{Q: PARK12}

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

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

[INTERVIEWERS: DALE CITY RECREATION CENTER IS RUN BY PARK AUTHORITY]

{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?
[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.]

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

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

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

{Q: CTYSERV2}

If YES to CTYSERV1, ASK

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

[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.]

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

{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

SHOW IF HOWMANY > 0 & <> 99

IV, ONLY IF NEC:

We just need to confirm your earlier answer. EARLIER RESPONSE WAS: ____

{Q: CELLCOMP}

If [HAS BOTH CELL AND LANDLINE], ASK

You mentioned before that you have a regular telephone at home. Thinking about ALL the telephone calls that you and other members of your household make and receive. Would you say that . . .

- 1 ALMOST ALL ARE ON A LANDLINE PHONE,
- 2 MOST OF THEM ARE ON A LANDLINE PHONE,
- 3 AMOUNT OF CALLS ON A LANDLINE AND CELL PHONE ARE ABOUT EQUAL,
- 4 MOST OF THE CALLS ARE ON A CELL PHONE, OR
- 5 ALMOST ALL OF THEM ARE ON A CELL PHONE?
- 8 DON'T KNOW/UNABLE TO RATE
- 9 REFUSED

{Q: PHONE1A}

If HAVELINE=1, ASK

Our center is doing some research on listed and unlisted telephone households. As far as you know, is the landline or regular phone for your household listed in the current telephone book?

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

{Q: PHONE1B}

If CELLPHONE=2 AND LANDLINE=1, ASK

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
- 8 DON'T KNOW
- 9 REFUSED

{Q: PHONE2}

If No to PHONE1A or No to PHONE1B, 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 [SPECIFY:]
- 8 DON'T KNOW
- 9 REFUSED

{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 ANSWERS ASK "WHICH *BEST* DESCRIBES YOU?"]

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

{Q: JOBCITY}

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

And in what county or city is your job located?

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

- | | |
|--------------------------------|----------------------------------|
| 11 PRINCE WILLIAM COUNTY | 22 ALEXANDRIA |
| 12 MANASSAS | 23 RICHMOND CITIES OR AREA |
| 13 MANASSAS PARK | 24 ELSEWHERE IN VIRGINIA |
| 14 STAFFORD COUNTY | 25 WASHINGTON, D.C. |
| 15 FREDERICKSBURG/SPOTSYLVANIA | 26 MARYLAND |
| 16 FAUQUIER COUNTY/WARRENTON | 27 ANOTHER LOCATION [SPECIFY...] |
| 17 LOUDOUN COUNTY | 28 WORKS ALL OVER VOLUNTEERED] |
| 18 FAIRFAX COUNTY | 29 DON'T KNOW/NO ANSWER |
| 19 FAIRFAX CITY | |
| 20 FALLS CHURCH CITY | |
| 21 ARLINGTON | |

{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
- 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 HOURS	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

[IV: IF TELECOMMUTE, ASK HOW LONG IT TAKES IF/WHEN THEY DO DRIVE]

{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 TELECOM, 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
- 5 SEVERAL TIMES A YEAR
- 8 DON'T KNOW
- 9 REFUSED

{Q:STATS}

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

{Q: GENDER}

[ENTER RESPONDENT'S GENDER: ASK ONLY IF NECESSARY: SAY: "The survey requires that you tell me your gender."]

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

{Q: MARITAL}

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

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

{Q: EDUC}

What is the highest level of education you completed?

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

{Q: 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 LESS THAN 35 THOUSAND? | [\$15,000 -- \$34,999] |
| 3 THIRTY-FIVE TO LESS THAN 50 THOUSAND? | [\$35,000 -- \$49,999] |
| 4 FIFTY TO LESS THAN 75 THOUSAND? | [\$50,000 -- \$74,999] |
| 5 SEVENTY-FIVE TO LESS THAN 100 THOUSAND? | [\$75,000 -- \$99,999] |
| 6 ONE HUNDRED TO LESS THAN 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

{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 [INCLUDE 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: 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's 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.

Appendix B:
Survey and Sampling Methodology

SURVEY AND SAMPLING METHODOLOGY

The 2009 Prince William County Citizen Satisfaction Survey was conducted by the Center for Survey Research (CSR) using a Computer-Assisted Telephone Interviewing (CATI) system, employing an innovative triple-frame telephone sampling methodology that included Random Digit Dialing [RDD] of landline telephones, a random sample of directory-listed telephone numbers, and RDD sampling of cell phone exchanges. A discussion of the general methodology appears in Section 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

In previous years, CSR employed list-assisted 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 landline telephone can be reached. Listed and unlisted residential telephones have equal probability of being included in an RDD study. However, because of the increase in the use of cell phones by respondents, the rise in cell phone-only adults, and the decreasing efficiency in RDD, leading survey organizations have begun to field telephone surveys that include cell phone samples. Cell phone samples are less efficient to call than landlines (fewer completions per hour) but reach populations that are less well represented in landline samples. CSR is the first academic survey organization in Virginia to use this developing methodology.

A pilot study of cell phones, funded jointly by CSR and by Prince William County, was fielded by CSR in January-February 2008.¹ This pilot study completed interviews with 134 adult cell phone users residing in the County, including 45 cell phone-only adults, and provided CSR with an opportunity to develop appropriate procedures, disposition codes, survey questions, and training materials for surveying cell phones. The pilot demonstrated the feasibility of cell phone surveying and allowed assessment of the costs, which are two to three times higher (per interview) than ordinary RDD interviewing. Respondents in the cell phone pilot were offered a cash incentive to complete the interview, in recognition of the fact that some cell phone users incur usage fees if they stay on the phone to complete the interview.

The cell phone pilot not only showed the feasibility of cell phone calling, but demonstrated that the demographics of those reached via cell phone are quite different from those currently reachable via landline phone. Cell phone respondents are markedly younger, more likely to be single and never-married, more likely to be renters, newcomers to the County, low-income, and members of minority groups (African-American or Hispanic). The pilot also tested the extent to which these respondents differed from those in the main survey in their level of satisfaction with County services. For most items, there was little difference in satisfaction, but for some items differences were large enough to be substantively significant.

In light of these results, County staff agreed that subsequent citizen satisfaction surveys should include a cellular (wireless) telephone sample. For the 2008 survey, CSR repeated a cell phone incentive experiment from the 2007 pilot study and demonstrated that if cell phone samples were randomly divided into two groups where half were offered a \$5 incentive and the other half \$10, using the higher \$10.00 incentive actually led to a net cost savings. Given a standard cost estimate of \$32 per interviewing hour for telephone production, the increase in the rate of completions per hour can actually save more than the cost of an extra \$5.00 in incentive payment. This estimate does not include processing fees and other administrative costs. Table B-1 illustrates this result.

¹ Abdoulaye Diop, Young-Il Kim, John Lee Holmes, and Thomas M. Guterbock. *Prince William County Cell Phone Pilot Survey [A Supplement to the 2007 Citizen Satisfaction Survey]: Summary Report of Results*. Center for Survey Research, March 2008.

Table B-1: Cell phone \$5.00 v. \$10.00 incentive cost calculations from 2008 experiment

PWC Incentive Productivity 2008							
	Rate/hr	minutes / interview		Ave. cost / hour	Interview cost	Incentive cost	Total \$ / Interview
2008 Cell+\$10	0.56	107.61	min	\$32.00	\$57.39	\$10.00	\$67.39
2008 Cell+\$5	0.46	131.37	min	\$32.00	\$70.06	\$5.00	\$75.06
Difference		23.76	minutes less for \$10		\$12.67	Savings:	\$7.67

As a consequence of this experiment, the 2009 Citizen Satisfaction Survey includes only a \$10.00 incentive for interviewing on the telephone.

To partially offset the additional cost of including cell phones, the sample design included a substantial number of cases to be completed from a random sample of directory-listed numbers, referred to below as “listed sample.” (Listed sample is sometimes referred to as EWP sample in the literature because it is derived from the “electronic white pages.”) In 2008 and 2009 conference presentations, CSR researchers have argued that the cost of pursuing an RDD sample may not be worthwhile if cell phone numbers are sampled as well, arguing that listed sample combined with cell phone sample might offer a closely comparable degree of representativeness.² Rather than discard the RDD approach entirely, the 2008 and 2009 survey designs split the landline portion of the sample into an RDD portion (the method used in prior years of the survey) and a listed-sample portion drawing on a random selection of directory-listed telephone numbers from any area of Prince William County. This choice was made to preserve comparability with prior years of the survey, and to allow further exploration of whether RDD produces different results. In addition, for the seventh year the survey included geographic over-sampling (based on listed sample for specific areas) to include a larger number of respondents in smaller study areas. The larger sample size allows for a more detailed examination of the responses from the less populated areas in the county. This targeted directory-listed supplement included the Forest Park (22025, 22026 and 22172), Potomac (22191), Dale (22193) and Hoadly (20112) areas. Geographic weighting was used to generalize results to the entire county without over-representing any particular district.

Finally, for the 2009 survey, the relative sizes of RDD, listed and cell phone samples have shifted towards a lower proportion of RDD and higher proportion of cell phone sample. In 2009, the RDD sample of numbers randomly generated from five-digit call groups known to be in operation in Prince William County comprised 31% of the total sample, down from 45% in 2008. A second, general directory-listed sample from the electronic white pages (26% of the total compared to 21% in 2008) was supplemented by a targeted-geography listed sample (3% of the 2009 total compared to 7% in 2008) so that the total directory listed proportion was roughly equivalent for both years, 29% of the total in 2009 and 28% in 2008. These landline samples were combined with a cell phone sample which in 2009 was increased to 40% of the total, up from 28% in 2008. However, because of the greater efficiency of landline calling, the proportion of listed to RDD completed interviews shifted towards the listed sample. Overall, an increase in the proportion of cell phone to landline sample along with the use of targeted listed sample helps to ensure greater representation of harder to reach populations and geographies.

²Thomas M. Guterbock, James Ellis, Abdoulaye Diop, Kien Le, and John Lee Holmes. “Who Needs RDD: Combining Directory Listings with Cell Phone Exchanges for an Alternative Sampling Frame” Paper presented at the Annual Meetings of the American Association for Public Opinion Research, New Orleans, May 2008.

Samples were purchased from Survey Sampling, Inc. of Fairfield, CT, a commercial sampling company that uses state-of-the-art methodologies. Table B-2 summarizes the sample purchased and completions (completions and partials used for analysis) for the different sample types.

Table B-2: Summary of Survey Sample Types Used, 2009

Phone Type	Sample	(%)	Completed	(%)	Ratio (sample:completes)
RDD	5200	(31.3%)	460	(26.3%)	11:1
Listed-General	4236	(25.5%)	881	(50.5%)	5:1
Listed-Targeted	547	(3.3%)	115	(7.1%)	4:1
Cellular	6647	(40%)	277	(16.1%)	24:1
Total	16630		1746	100%	10:1

Table B-3 below breaks down sample type by geography and illustrates how interviews from the targeted-listed sample were used to supplement responses in these four areas.

Table B-3: Respondents by Sample Type and Area, 2009

2009 AREA	Sample Type				Total
	Random Digit Dialing	Directory Listed-General	Directory Listed- Targeted	Cell phone	
Battlefield	103	145	--	31	279
Broad Run	59	129	--	49	237
Hoadly	36	119	57	22	234
Old Bridge	75	138	1	31	245
Dale	80	145	9	64	298
Potomac	54	87	37	42	220
Forest Park	<u>43</u>	<u>111</u>	<u>20</u>	<u>34</u>	<u>208</u>
Total	460	881	124	281	1,746

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. For the third year, CSR used a “minimally intrusive method” which combines random selection (between two adults) by computer with the “last-birthday” method (if household has three or more adults), in which we ask to speak to the adult in the household who had the most recent birthday or, if last birthday is unknown, with the Kish selection³ process of enumerating first names of eligible household members for random selection by the computer. This protocol was applied to all households reached via the RDD or listed samples. Cell phone adults,

³ Programmed by CSR into the CATI system based on the method’s description in Louis Rizzo, J. Michael Brick and Inho Park “A Minimally Intrusive Method for Sampling Persons in Random Digit Dial Surveys,” *Public Opinion Quarterly*, Vol. 68, No. 2 (2004), pp. 267-274.

however, were considered to be sampled as individuals. Prior research by others has shown that the percentage of cell phones actively shared by more than one adult is low and that it is very difficult in practice to accomplish a ‘hand-off’ of the cell phone from one adult to another randomly selected user of the phone.⁴ Therefore, no within-household selection was attempted in the cell phone interviews for this study.

Questionnaire

This is the ninth 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 odd-numbered years, followed by Core plus group B in the even years. The 2009 survey includes the core questions, plus many of the questions designated group A. To allow reliable comparisons among the results of the seventeen surveys, the wording of most of the questions was left identical to that used in the previous surveys.

The 2009 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.

In early 2008, the Prince William County Police Department contracted with the Center for Survey Research for an inter-disciplinary, two-year evaluation of the Department’s execution of the illegal immigration enforcement policy enacted by the County Board in 2007 and put into effect in March 2008. As part of this evaluation process, the department requested that additional questions be placed on the annual citizen survey to measure public perceptions of the police performance in this controversial arena of activity. It is expected that the questions added for the 2008 and 2009 surveys about the police execution of the policy (PPOLICY), fairness of the police (POLFAIR), and about crime victimization and reporting will be retained in subsequent surveys as part of this continued evaluation process. (Part of the cost of these additional questions is offset by funding from the police department through the separate evaluation contract with U.Va.). This year, four new pairs of questions were added to the survey for use by the evaluation team, N1/2OCROWD, N3/4VACANT, N5/6UPKEEP, LOITER/LOITNOW. By prior agreement, these items are not analyzed in this report.

The questionnaire was pre-tested April 23rd and April 24th, 2009. The pre-test resulted in 30 completed interviews with households in Prince William County. The survey length on the pretest was 24 minutes from hello to hang-up. Based on the pre-test, we refined our training procedures, evaluated the average interview length, adjusted the question-rationing percentages downward to bring the mean survey length below 19 minutes, and corrected minor errors in the CATI program for production interviews.

This year for the fourth time, CSR translated the survey into Spanish and used Spanish-English bilingual interviewers so that the survey could be conducted as easily in Spanish as in English. To enable a proper translation that would achieve comparable results in the Spanish language version of the survey, the English language instrument was sent out to Research Support Services (RSS), a firm that specializes in language translation of survey instruments. They used a Modified Committee Approach carried out by a team of three experienced survey translators and a committee referee. The translators and referee were all native speakers of Spanish (from Mexico, Puerto Rico, Peru and Argentina). In the committee meeting they discussed item by item to determine which word choices would convey the closest meaning to the

⁴ J. Michael Brick, W. Sherman Edwards, and Sunghee Lee. “Sampling Telephone Numbers and Adults, Interview Length, and Weighting in The California Health Interview Survey Cell Phone Pilot Study.” *Public Opinion Quarterly* (2007) 71: 793-813.

widest spectrum of Spanish speakers. In addition, decisions on word choice were also affected by the firm's assessment of the demographic characteristics of Spanish speakers in the Virginia area. CSR's lead Spanish interviewer discussed translation decisions with the referee of the RSS team to ensure that the on-site interviewers understood why word choices were made.

The Sawtooth WinCATI software enables switching out English and Spanish surveys without interruption as long as the interviewer is bilingual. Otherwise, English speaking interviewers coded a household as likely Spanish-speaking and then a bilingual interviewer received that number in their calling queue. The lead bilingual interviewer monitored the other Spanish language interviewers to ensure quality and adherence to the Spanish language text. Open-end comments were recorded verbatim in Spanish and then translated by the lead bilingual interviewer.

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 callbacks, and record the disposition of each attempted call.

Production calling for the survey was carried out from May 11 through June 24, 2009. 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, some had prior experience with the Prince William County studies specifically, and many were veterans of several cell phone studies. Each phone number was given from 8 to 12 call attempts before it was treated as a "no answer" or "busy" number. Landline 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 landline 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.

For cell phones, which are often answered by voicemail systems, interviewers left an appropriate message on the first calling attempt only. The message included an invitation to call back at a toll-free number, but very few callbacks were received. Nevertheless, the messages probably served to increase future receptivity to calls from CSR. On cell phones that identified themselves as businesses, the number was not removed until the cell phone owner confirmed that it was a business only or three attempts were made. This is because many small business owners use their cell phone for business and personal affairs but leave only a business message on their voice mail.

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. In addition, "hard" refusal respondents who additionally request to be put on CSR's do not call list are removed from calling for three years. This is in keeping with best practices recommendations in the survey industry.

Productivity and Response Rates

A total of 16,630 phone numbers were attempted in the course of the survey, resulting in 1746 complete or nearly complete cases used for analysis. The interviews took an average of 20.1 minutes to complete once a qualified respondent was identified, with a median time of 19.1 minutes.⁵ Interviews completed in the Spanish language took 26.3 minutes on average to complete once a qualified respondent was identified compared to 19.9 minutes in English. Some of the differences in length can be accounted for because a higher proportion of Spanish language surveys were conducted by cell phone (59.6%) than was the case in English (14.8%). Cell phone surveys tend to be shorter at the beginning because of the simpler selection process but longer at the end because of the need to obtain information for providing the incentive.

Landline surveys have a more complex selection process (discussed above) aimed at randomizing participant selection within a household. For the cell phone it was assumed that the person answering the phone was the primary user unless stated otherwise by the respondent. This contributed to cell phone surveys being shorter at the respondent selection portion on average than landline. However, overall, cell phone interviews tend to be longer: the average length from greeting to goodbye on a landline interview was 21.9 minutes whereas for the cell phone it was 24.5 minutes. If we look at the point at which a qualified respondent was selected, the cellular telephone survey took 22.2 minutes on average compared to 19.7 minutes for the landline.

The final disposition of each of the attempted phone numbers is shown in two tables at the end of this Appendix. 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.⁶ The AAPOR rate was calculated by a custom analysis of the complete call history of each attempted number, using a program written in SPSS by CSR technical staff. CSR completed a total of 1696 interviews (including those completed in the conversion phase of calling), for an overall response rate of 20.7%.⁷ There were also 50 partial interviews which were sufficiently complete for inclusion in the study. Fifty-two interviews were conducted in Spanish.

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 23.1% for the landline only RR3 (not shown in the table) 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.*, 66.8%. 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) for landlines is closer to 23.4%. Within the landline sample the adjusted RR3 for RDD production was 19.8% and the unadjusted RR3 for listed production was 27.3%.

⁵ These times indicate the "completion time"—the time that it took the interviewer to complete the interview from within-household selection of a qualified respondent to goodbye. For this year, the amount of time that the respondent household was actually on the phone, *e.g.* from greeting to goodbye, comprised an average of 22.34 minutes, with a median of 21.34 minutes.

⁶ 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.

⁷ Calculated according to AAPOR suggested formula RR3, with $e1=.42$ and $e2=.78$. 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 that 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 21.3%.

For the Cell phone portion of the sample, the estimated response rate is 13.8% and as with directory-listed sample the adjustment is not used.⁸

Finally, the efficiency of the calling can be expressed in terms of number of completions per hour of calling (CPH). The overall interview production rate (0.83 interviews per hour) is less than prior surveys, mostly due to the addition of cell phones as well as declining rates of RDD productivity nationwide. For the 1465 landline cases the production rate was 1.02, whereas for the 281 cellular respondents production was .41. Table B-4 breaks out the production rates for each sample component.

Table B-4: Respondents by Sample Type and Area, 2009

PWC Citizen Satisfaction Survey 2009 Productivity		
	Completes	Rate/hr
PR1: RDD	460	0.88
PR2: List-General Area	881	1.11
PR3: Cell	281	0.41
PR4 List-Targeted geography	124	1.04
Cell only	281	0.41
Landline only	1465	1.02
TOTAL	1746	0.83

Geography

In order to perform a geographic analysis of survey responses, CSR has grouped respondents into areas according to the Zone Improvement Plan (ZIP) code area in which they live. The Zip code is preferable to other methods because most respondents are willing and able to specify their Zip code. Obtaining Zip codes in each annual survey facilitates comparisons over time.

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 originally 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 the survey's inception in 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" was divided into four areas – North County, Gainesville/Linton Hall, Brentsville and Mid County – creating a total of eight geographic areas. The 2002 regions are defined by Zip code in the table below.

For the 2006 survey a few changes in population distribution were significant. A portion of the areas designated with the 22193 Zip code in prior surveys were moved to 22192 because these areas, formerly

⁸The RR4 estimates for RDD and directory-listed samples for 2009 were 20.4% and 27.9%, respectively.

part of the Dale City survey area, are now part of the Lake Ridge-Westridge-Occoquan survey area. It is likely that survey respondents living in this area reported their Zip code differently that year but this change did not affect the definition of the distribution areas for Prince William County. One change that did slightly modify the distribution areas from the 2005 Survey was the addition of Zip code 22025 to the Woodbridge-Dumfries survey area. Table B-5 shows the relationship between the Zip codes and the geographic areas through 2006.

Table B-5: Zip Code by Area Distribution, 1993-2006

AREA	2006 Zip Codes	2002-2005 Zip Codes	1997-2001 Zip Codes	1993-1996 Zip Codes
Woodbridge-Dumfries	22025, 22026, 22172, 22191	22026, 22172, 22191	Same	Same
Dale City	22193	Same	Same	Same
Lake Ridge-Westridge- Occoquan	22125, 22192	Same	Same	Same
Sudley-Yorkshire	20109, 20110	Same	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	Same		
Gainesville-Linton Hall	20136, 20155			
Brentsville	20181	20119, 20181		
Mid County	20111, 20112	Same		

The County determined that for the 2007 survey an entirely new distribution of the areas would be implemented to better approximate all magisterial districts using the Zip codes. This new grouping of seven areas permitted statistically significant comparisons between the sub-regions using a lower overall sample size than in previous years. Table B-6 shows the relationship between these new areas and the Zip codes.

Table B-6: Zip Code by Area Distribution, 2007-9

2007-8 AREA	2007-8 Zip Codes
Battlefield	20109, 20137, 20143, 20155, 20169
Broad Run	20110, 20111, 20136, 20181
Hoadly	20112
Old Bridge	22125, 22192
Dale	22193
Potomac	22191
Forest Park	22025, 22026, 22172

Table B-7 provides the sample distribution of the new 2007-9 seven area grouping indicating how the Zip code distribution for the current 2009 sample responses falls into each.

Table B-7: Distribution of Current Responses into New Regional Breakdown, and Weight Values

2007-9 Areas (7)	Population of Households, 2009		2009 Unweighted Sample		Geographic Weight
	(count)	(%)	(count)	(%)	
Battlefield	30,719	23.60%	279	16.21%	1.450
Broad Run	16,914	12.99%	237	13.77%	0.938
Hoadly	7,857	6.04%	234	13.60%	0.444
Old Bridge	18,058	13.87%	245	14.24%	0.985
Dale	24,036	18.47%	298	17.32%	1.078
Potomac	20,100	15.44%	220	12.78%	1.177
Forest Park	12,482	9.59%	208	12.09%	0.805
Total	130,166	100.00%	1,646	100.00%	

Weighting

Statistical weighting of the survey results was designed this year to accomplish two objectives: (1) to correctly represent the seven geographic areas, and (2) to properly represent different types of phone service in the County's population (cell phone-only cases, landline-only cases, and those with both kinds of telephone service), as well as the correct proportion of unlisted landline telephones.

Geographic weighting. This year continues the practice begun five years ago of using statistical weighting to correct within-county geographic representation. This procedure was necessary for countywide generalizations because of the over-sample designed to offer a more detailed examination of the responses from the four less populated areas in the county. The data are weighted to properly reflect the proportion of households in each of the County's districts as demonstrated in Table B-7 above.⁹ The table shows the percentage of the area in the population as of June 30, 2009 compared to its percentage in the sample. The geographic weight is the amount each case would need to be multiplied by in order to have the sample percentage for each area be equal to its actual population proportion. In practice, the geographic weight is often combined with other weights through an iterative process called "raking."

⁹ This household population information by Zip code was provided by Prince William County and is based on Census Survey Area Demographics excluding Quantico base and is accurate to June 30, 2009.

Cell phone weighting. Current research on cell phone interviewing is still in its infancy, and there are no standard, accepted methods for weighting the results of a ‘dual frame’ sample that combines completed interviews from landline samples with completed interviews from cell phone samples. Prof. Guterbock has been working on the development of appropriate methods, and our approach to the current study applies his latest research to the available local data. Here we treat RDD and listed samples as one “landline” sample, thus treating our triple-frame design as a dual-frame sample (cell phone and landline sampling frames).

The heart of the weighting problem is simple: there is no available external source that will tell us the percentage of the County population that has cell phone-only service, landline only, or both. Authoritative data are collected at the national level by the Centers for Disease Control in the National Health Interview Survey, a very large, continuous, in-person data collection focused on health issues.¹⁰ That survey determines the phone-service status of each household in a representative national sample, and results from as recently as the second half of 2008 are currently available. However, these data are available only at the national or broad regional level. It is doubtful that these broad averages across regions are directly applicable to Prince William County.

The estimation problem is made somewhat more difficult by the fact that rates of survey response are not even across different phone-use segments. That is, cell phone-only adults are much more likely to answer their cell phones than are those who have both kinds of phones. This is understood to reflect differences in telephone behavior between cell phone-onlies and dual-phone users. Cell phone-onlies are presumably more likely to have their phones with them, to have their phones turned on, and to accept calls from unknown numbers than are those who continue to rely on landline phones. For these reasons, the percentage of cell phone-only cases encountered in actual cell phone surveys is much higher than their actual share among all cell phone users. It is probably also the case that landline-only households are somewhat overrepresented within landline samples, as compared to those who have both kinds of phone. The latter group is referred to below as the *overlap sample*, because the households having both landline and cell phones lie at the intersection of the cell phone frame and the landline frame.

In order to estimate the degree of under-representation of the overlap sample segment in the cell phone sample and in the landline sample, we compared results from the 2007 California Health Interview Survey (a telephone survey combining RDD sample with cell phone-only households) with the results from NHIS for the Western Region of the United States (second-half 2007 results).¹¹ Using algebraic formulas developed by Prof. Guterbock, we were able to determine the values for two *response rate ratios*: r_1 , the ratio of the response rate to cell phone calling in the overlap sample compared to the response rate of cell phone-onlies, and r_2 , the ratio of the response rate to landline calling in the overlap sample to the response rate of landline-onlies. The NHIS for the Western region reports that the phone-service proportions in the Western region were: 13.2% cell phone-only, 67.9% dual-phone (overlap), and 18.9% landline only. If response rates were equal ($r_1 = r_2 = 1.0$), and if California’s phone usage is the same as that of the Western region, then the CHIS 2007 would have found 16.3% of the cell phone completions to be cell phone-onlies. Instead, CHIS 2007 reports 34.6% percent cell phone-onlies. CHIS should have found 21.7% landline-onlies in the landline sample, but actually had 32.7% landline-onlies in its landline RDD sample. Applying Guterbock’s formulas to these data results in an estimate of $r_1 = .368$ and $r_2 = .598$.

Because final results of the survey were not available at the time when decisions had to be made about the sample weights, the basic weights were determined using near-final survey data as shown in Table B-8.

¹⁰ Steven J. Blumberg and J.V. Luke. “Wireless Substitution: Early Release of Estimates from the National Health Interview Survey, July-December 2007.” National Center for Health Statistics, May 13, 2008. Available at: <http://www.cdc.gov/nchs/nhis.htm>.

¹¹ Thanks to Michael Brick of Westat for sharing some of the preliminary results from CHIS 2007 for this purpose.

The “estimated true” values are derived by application of the values for r1 and r2 estimated above to the data from our 2009 survey completions in PWC.

Table B-8: Initial estimates of the phone-service segments in Prince William County

	Cell phone sample		Landline sample		Combined samples		Est. true	Weight	Weighted N	
Cell Only	86	31.0%	1	0.1%	87	5.0%	14.18%	2.827	246	14.2%
Overlap (Both)	187	67.5%	1302	89.3%	1489	85.8%	80.09%	0.933	1390	80.1%
LL Only	4	1.4%	155	10.6%	159	9.2%	5.74%	0.626	100	5.7%
	277		1458		1735		100%		1735	

Once these estimates were made, a further decision needed to be made about weighting the overlap sample. By design, we did not complete a very large number of cell phone cases because of their greater expense. In theory, if all phones in the County had been called with equal likelihood, we would have reached one half of the overlap sample through their cell phone and one half through their landline. This would call for weighting the portion of the overlap sample reached through cell phone up by a very large weight to bring their share of the overlap to 50%, which could potentially have distorted the results and also increased the ‘design effect’ in the study, reducing the precision of the estimates. We decided to apply a weight of 2.0 to the cell phone cases in our overlap sample, allowing the weight on the landline cases in the overlap sample to take a value that would result in an overall overlap percentage in the weighted sample of 80.09%. Table B-9 shows these weights as applied to the completions in the near-final sample. When data were subjected to final cleaning and the last few interviews were completed, the final number of usable cases increased slightly, but the weights shown below were applied to all cases in each phone-usage segment.

Table B-9: Final estimates of the phone-service segments in Prince William County

	Cell phone sample		Landline sample		Combined samples		Est. true	Weight	Weighted N	
Cell only	86	31.0%	1	0.1%	87	5.0%	14.18%	2.8270	246	14.2%
Overlap: Cell	187	67.5%	0		187	10.8%	21.56%	2.0000	374	21.6%
Overlap : LL	0		1302	89.3%	1302	75.0%	58.53%	0.7800	1016	58.5%
LL only	4	1.4%	155	10.6%	159	9.2%	5.74%	0.6261	100	5.7%
	277		1458		1735	100%	100%		1735	100%

Listed status weighting. We also weighted the results to accurately represent unlisted landline cases. These are somewhat underrepresented because the directory-listed sample has only a small percentage of unlisted households. To correct for this, we weighted all unlisted landline households reached on either the RDD or EWP (listed) samples so that, in total, they represent 20.5 percent of the landline completions.

The final step in the weighting process was “raking,” a statistical procedure used to produce combined weights for the three weighting factors: geography, phone service type, and listed versus unlisted telephone status. The percentages for geographical areas in Table B-7 were used along with the weights for phone usage from Table B-9 in an iterative process that produced a final weight for each of the 56 design cells (4 phone-service segments × 7 areas × 2 listed statuses [unlisted landline versus all others]) that would best fit with the given marginal population distribution for each weighting factor. This

procedure necessarily treats the distribution of phone-service segments as being equal across the geographic areas.

A more complete description of the cell phone estimation procedures used here, along with algebraic formulas needed to calculate and apply the response rate ratios, is available upon request.¹²

Sampling Error and Statistical Testing

Our final sample includes 1,746 respondents. If these cases had been drawn by simple random sample, the survey would have a margin of error of plus or minus 2.33 percent. However, in addition to sampling error there is a design effect that impacts the total margin of error which we calculate by introducing the weights derived by the “raking” process described above into the Complex Sampling module of SPSS statistical software. This tool allows calculation of a “design effect” for each question in the survey. The design effect shows how the variance of sample estimates is increased by the effect of post-stratification weighting. We base our estimate of the overall margin of error on a key survey question, the satisfaction with overall services in the County (CTYSAT). For that question, the design effect is 1.717, meaning that the margin of error in our sample of 1,746 cases is equivalent (because of the weighting) to the margin of error we would have obtained from a simple random sample of 1,017 (1,746/1.717). The margin of error is increased by the square root of the design effect, a factor in this case of 1.31. The final margin of error is 3.07%. 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 ± 3.07 percentage points of what would have been obtained had every household in the County with a working landline or cellular 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 gives 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 2009 survey with those obtained in previous years. The other was to verify the existence of satisfaction differences among various subgroups. For both of these purposes, we used the Pearson Chi-Square test of independence. We report in these pages differences that yield a “p-value” of .05 or less. A level of .05 indicates that there is only a 5 percent chance that the difference we find is due to sampling error, rather than reflecting a real relationship within the study population. In comparisons of satisfaction items, the four response categories were collapsed into two, “satisfied” and “dissatisfied.” The statistics for evaluating statistical significance were calculated using the SPSS Complex Sampling module and hence take into account the “design effect.”¹³ However, they do not measure sources of error, which can occur in any poll or survey that are not related to sampling or weighting.

¹²Thomas M. Guterbock. “Estimating Phone Service and Usage Percentages: How to Weight the Data from a Local, Dual-Frame Sample Survey of Cellphone and Landline Telephone Users in the United States.” Paper presented at the Annual Meetings of the American Association for Public Opinion Research, Hollywood, Florida, May 14, 2009.

¹³ When the design effect is taken into account, tests of significance become more conservative, requiring a somewhat larger difference between groups (or change between years) to achieve significance at the 95% confidence level. In the tables that compare satisfaction across years, the tests comparing 2008 and 2009 to all other years take the design effect into account. Comparisons among earlier years do not, but there was no weighting at all in years prior to 2006, so the design effect was equal to 1.0 (no effect) for those years. For 2006 – 2007, weights used on the data were fairly small, so the design effects are not generally large enough to change the conclusions about statistical significance.

Table B-10: Sample Disposition Report

PRINCE WILLIAM 2009 – Disposition Listing for All Samples
 [dispositions arranged for calculation of AAPOR standard rates]

Disposition Code	Disposition Description	All Samples Total	Random Digit Dialing	Directory Listed	Cellular (Wireless)
1100	Complete	1696	446	981	269
1200	Partial	50	14	24	12
2110	Eligible: Refusal	2048	360	957	731
2120	Eligible: Break-off	169	63	86	20
2210	Eligible: Resp Never Avail	558	191	265	102
2221	Eligible: Ans Mach, No Mess	1809	955	716	138
2222	Eligible: Ans Mach, Message	1075		1	1074
2310	Eligible: Dead	1			1
2320	Eligible: Phys/Mentally Unable	35	6	21	8
2330	Eligible: Language Unable	567	107	149	311
2340	Eligible: Misc. Unable	17	5	7	5
3120	Busy	130	91	8	31
3130	No Answer	620	418	22	180
3140	Ans Mach (Don't Know if HU)	420	130	28	262
3150	Technical Phone Problems	440	48	49	343
3210	HU, Unknown Eligible: No Scnr	939	164	391	384
3220	HU, Unknown Eligible: Other	2	1	1	
4100	Out of Sample	1291	112	71	1108
4200	Fax/Data Line	408	310	95	3
4310	Non-working Number	1986	413	230	1343
4320	Disconnected Number	1370	939	372	59
4410	Number Changed	45	7	11	27
4420	Cell Phone	N/A			
4430	Call Forwarding	4		4	
4510	Business/Govt/Other Org	647	413	108	126
4520	Institution	0			
4530	Group Quarter	1		1	
4700	No Eligible Respondent	16	4	6	6
4800	Quota Filled	286	3	179	104
Total		16630	5200	4783	6647

Table B-11: Sample Disposition Report

PRINCE WILLIAM County 2009 – AAPOR Standard Rates Calculation
 [Dispositions summary for all Telephone Samples]

AAPOR Standard Rates and Dispositions Summary	OVERALL Ave	Random Digit Dialing	Directory Listed	LANDLINE Ave	Cellular (Wireless)
<i>Estimated Residency 1*</i>	0.417	0.181	0.788	0.472	0.334
<i>Estimated Residency 2</i>	0.776	0.903	0.968	0.946	0.504
Response Rate 1	0.185	0.157	0.270	0.220	0.100
Response Rate 2	0.190	0.162	0.276	0.226	0.105
Response Rate 3 *	0.207	0.198	0.273	0.234	0.138
Response Rate 4 *	0.213	0.204	0.279	0.240	0.144
Response Rate 5	0.256	0.225	0.313	0.277	0.181
Response Rate 6	0.264	0.232	0.320	0.285	0.189
Cooperation Rate 1	0.370	0.446	0.441	0.442	0.198
Cooperation Rate 2	0.381	0.460	0.452	0.454	0.207
Cooperation Rate 3	0.428	0.505	0.479	0.487	0.261
Cooperation Rate 4	0.441	0.521	0.491	0.500	0.272
Refusal Rate 1	0.210	0.141	0.281	0.219	0.194
Refusal Rate 2 *	0.271	0.188	0.290	0.237	0.385
Refusal Rate 3	0.276	0.197	0.325	0.274	0.281
Contact Rate 1	0.433	0.334	0.600	0.481	0.351
Contact Rate 2 *	0.478	0.414	0.606	0.506	0.460
Contact Rate 3	0.571	0.466	0.694	0.603	0.433
Complete Interview	1696	446	981	1427	269
Partial Interview	50	14	24	38	12
Refusal and Break-off	2217	423	1043	1466	751
Non-contact	3442	1146	982	2128	1314
Other eligible but unable	620	118	177	295	325
Unknown if household	1610	687	107	794	816
Unknown if other	941	165	392	557	384
Ineligible Numbers	6054	2201	1077	3278	2776
Total Dialed Attempts	75495	19080	24193	43273	32222
TOTAL	16630	5200	4783	9983	6647
% of Landline		52.1%	47.9%	100.0%	
% of Overall	100.0%	31.3%	28.8%	60.0%	40.0%

**Contains CSR adjustment rate for Virginia residency for RDD portion of the sample. Estimated residency rate for cellular (wireless) sample derives from Landline assumptions. No adjustment estimates available for cellular samples at this time.*

Appendix C: Demographics

newarea

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Battlefield	398	22.8	23.2	23.2
	2 Broad Run	224	12.8	13.1	36.3
	3 Hoadly	104	6.0	6.1	42.4
	4 Old Bridge	239	13.7	14.0	56.3
	5 Dale	318	18.2	18.6	74.9
	6 Potomac	265	15.2	15.5	90.4
	7 Forest Park	165	9.5	9.6	100.0
	Total	1713	98.1	100.0	
Missing	8 Other areas	20	1.2		
	9 Refusal	13	.7		
	Total	33	1.9		
Total	1746	100.0			

rgender R gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3 Male	787	45.1	46.4	46.4
	4 Female	909	52.1	53.6	100.0
	Total	1696	97.1	100.0	
Missing	System	50	2.9		
Total		1746	100.0		

race4 Race (4 Categories)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 White	1144	65.5	69.4	69.4
	2 Black	298	17.1	18.1	87.4
	3 Asian	65	3.7	3.9	91.4
	4 Other	143	8.2	8.6	100.0
	Total	1649	94.5	100.0	
Missing	9 Refused	46	2.6		
	System	51	2.9		
	Total	97	5.5		
Total	1746	100.0			

agecat5 Age (5 Categories)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 18-25	185	10.6	11.3	11.3
	2 26-37	358	20.5	21.9	33.2
	3 38-49	460	26.4	28.2	61.4
	4 50-64	430	24.6	26.3	87.7
	5 Over 64	201	11.5	12.3	100.0
	Total	1634	93.6	100.0	
Missing	System	112	6.4		
Total		1746	100.0		

marital R's Marital Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Married	978	56.0	58.5	58.5
	2 Separated	48	2.8	2.9	61.4
	3 Divorced	196	11.3	11.7	73.1
	4 Widowed	70	4.0	4.2	77.3
	5 Never married	379	21.7	22.7	100.0
	Total	1673	95.8	100.0	
Missing	9 Refused	23	1.3		
	System	50	2.9		
	Total	73	4.2		
Total		1746	100.0		

under18_rec

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 No children under 18	873	50.0	51.4	51.4
	2 Children under 18	826	47.3	48.6	100.0
	Total	1699	97.3	100.0	
Missing	System	47	2.7		
Total		1746	100.0		

kundr597 Any children Under 5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	306	17.5	37.0	37.0
	2 No	520	29.8	63.0	100.0
	Total	826	47.3	100.0	
Missing	9 Refused	1	.0		
	System	920	52.7		
	Total	920	52.7		
Total		1746	100.0		

k5to1297 Any children age 5-12

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	502	28.7	67.7	67.7
	2 No	240	13.7	32.3	100.0
	Total	741	42.5	100.0	
Missing	9 Refused	1	.0		
	System	1004	57.5		
	Total	1005	57.5		
Total		1746	100.0		

kovr1297 Any children age 13-17

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	351	20.1	59.3	59.3
	2 No	241	13.8	40.7	100.0
	Total	592	33.9	100.0	
Missing	9 Refused	1	.0		
	System	1153	66.1		
	Total	1154	66.1		
Total		1746	100.0		

hispanic Is R of Hispanic Origin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	206	11.8	12.3	12.3
	2 No	1475	84.5	87.7	100.0
	Total	1681	96.3	100.0	
Missing	9 Refused	13	.8		
	System	51	2.9		
	Total	65	3.7		
Total		1746	100.0		

work7 Work Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Working full time	1040	59.6	61.5	61.5
	2 Working part time	156	8.9	9.2	70.7
	3 Looking for work	86	4.9	5.1	75.8
	4 Homemaker	111	6.4	6.6	82.4
	5 Retired	215	12.3	12.7	95.1
	6 Student	60	3.5	3.6	98.6
	7 Other	23	1.3	1.4	100.0
	Total	1691	96.9	100.0	
Missing	System	55	3.1		
Total		1746	100.0		

income4 Income (4 Categories)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Up to \$35k	176	10.1	12.5	12.5
	2 \$35k to \$50k	166	9.5	11.8	24.3
	3 \$50k to \$75k	246	14.1	17.5	41.8
	4 Over \$75k	817	46.8	58.2	100.0
	Total	1404	80.4	100.0	
Missing	System	342	19.6		
Total		1746	100.0		

educ6 Education (6 Categories)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Less than HS	95	5.4	5.7	5.7
	2 High School grad	318	18.2	18.9	24.6
	3 Some college	477	27.3	28.4	53.0
	4 4 year degree	448	25.7	26.7	79.7
	5 Grad work	300	17.2	17.9	97.5
	6 Adv Grad/PhD	41	2.4	2.5	100.0
	Total	1679	96.2	100.0	
Missing	10 Don't know	1	.1		
	11 Refused	14	.8		
	System	51	2.9		
	Total	67	3.8		
Total		1746	100.0		

howlong Length of Residence in PWC

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Less than 1 year	100	5.7	5.7	5.7
	2 1 to 2 years	152	8.7	8.7	14.4
	3 3 to 5 years	367	21.0	21.1	35.5
	4 6 to 10 years	339	19.4	19.5	55.0
	5 11 to 19 years	286	16.4	16.4	71.4
	6 20 years or more	411	23.5	23.6	95.0
	7 All my life	87	5.0	5.0	100.0
	Total	1743	99.8	100.0	
Missing	8 Not sure	3	.2		
Total		1746	100.0		

ownhome Homeowner Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Owns	1276	73.1	73.3	73.3
	2 Rents	451	25.8	25.9	99.1
	3 Other	15	.9	.9	100.0
	Total	1742	99.8	100.0	
Missing	8 Don't know	4	.2		
Total		1746	100.0		

kindplce Kind of Place R Lives in

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Single-family home	1131	64.8	64.9	64.9
	2 Duplex/townhouse	389	22.3	22.3	87.2
	3 Apartment or condo	213	12.2	12.2	99.4
	4 Mobile home	9	.5	.5	99.9
	7 Adult or Senior Citizen group home	1	.1	.1	100.0
	Total	1743	99.8	100.0	
Missing	8 Don't know	0	.0		
	9 Refused	3	.2		
	Total	3	.2		
Total		1746	100.0		

Appendix D: Survey Results

qol10 Overall Impression of PWC

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Worst	15	.8	.8	.8
	2	16	.9	.9	1.8
	3	16	.9	.9	2.7
	4	45	2.6	2.6	5.3
	5	144	8.3	8.3	13.6
	6	154	8.8	8.9	22.5
	7	473	27.1	27.3	49.8
	8	548	31.4	31.7	81.5
	9	191	10.9	11.0	92.5
	10 Best	130	7.4	7.5	100.0
Total		1731	99.1	100.0	
Missing	98 Don't know/Unable to rate	15	.9		
Total		1746	100.0		

hpelivb Hope to live in PWC or elsewhere five years from now

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Prince William County	606	34.7	63.6	63.6
	3 Somewhere Else	346	19.8	36.4	100.0
	Total	952	54.5	100.0	
Missing	8 Don't know	79	4.5		
	9 Refused	1	.1		
	System	714	40.9		
Total		794	45.5		
Total		1746	100.0		

ctysat97 Gen Sat

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	631	36.1	37.8	37.8
	2 Somewhat satisfied	883	50.6	52.9	90.6
	3 Somewhat dissatisfied	115	6.6	6.9	97.5
	4 Very dissatisfied	42	2.4	2.5	100.0
	Total	1670	95.7	100.0	
Missing	8 Don't know/Unable to rate	76	4.3		
	9 Refused	0	.0		
Total		76	4.3		
Total		1746	100.0		

vote Sat w/ Convenient Ways to Register to Vote

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	671	38.5	68.2	68.2
	2 Somewhat satisfied	270	15.5	27.5	95.7
	3 Somewhat dissatisfied	25	1.4	2.6	98.3
	4 Very dissatisfied	17	1.0	1.7	100.0
	Total	984	56.4	100.0	
Missing	8 Don't know/Unable to rate	162	9.3		
	9 Refused	2	.1		
	System	598	34.3		
	Total	762	43.6		
Total		1746	100.0		

voteyear Gone to voting precinct in PWC for any election in past year

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	795	45.6	71.4	71.4
	2 No	319	18.3	28.6	100.0
	Total	1115	63.8	100.0	
Missing	8 Can't recall/Don't know	7	.4		
	9 Refused	2	.1		
	System	622	35.6		
	Total	631	36.2		
Total		1746	100.0		

pctup Sat w/ efficiency & effectiveness of voting precinct

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	609	34.9	76.8	76.8
	2 Somewhat satisfied	147	8.4	18.5	95.3
	3 Somewhat dissatisfied	24	1.4	3.0	98.3
	4 Very dissatisfied	13	.8	1.7	100.0
	Total	792	45.4	100.0	
Missing	8 Don't know/Unable to rate	3	.2		
	System	951	54.4		
	Total	954	54.6		
Total		1746	100.0		

govtserv Sat w/ Informing Citizens about Government

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	305	17.5	31.6	31.6
	2 Somewhat satisfied	465	26.6	48.1	79.7
	3 Somewhat dissatisfied	148	8.5	15.3	95.0
	4 Very dissatisfied	48	2.8	5.0	100.0
	Total	966	55.3	100.0	
Missing	8 Don't know/Unable to rate	86	5.0		
	9 Refused	5	.3		
	System Total	689	39.4		
Total		780	44.7		
Total		1746	100.0		

Case Summary(b)

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
\$INFOSORC(a)	962	55.1%	784	44.9%	1746	100.0%

a Dichotomy group tabulated at value 1.

b Fractional values were found. They are truncated to integers.

\$INFOSORC Frequencies

		Responses		Percent of Cases
		N	Percent	N
\$INFOSORC Where do you get information on the PWC government?(a)	infosor1 Info: County website	262	15.6%	27.2%
	infosor2 Info: PWC officials and staff	62	3.7%	6.5%
	infosor3 Info: News & Messenger	255	15.2%	26.5%
	infosor4 Info: Washington Post	200	11.9%	20.8%
	infosor5 Info: TV news	248	14.7%	25.8%
	infosor6 Info: Radio news	75	4.4%	7.8%
	infosor7 Info: Automated telephone system	4	.3%	.5%
	infosor8 Info: Newsletter(Infocus)	89	5.3%	9.2%
	infosor9 Info: Cable Channel 23	112	6.7%	11.7%
	infoso10 Info: Other	21	1.3%	2.2%
	infoso11 Info: Newspaper (Other)	68	4.1%	7.1%
	infoso12 Info: Newsletter (Other)	8	.5%	.8%
	infoso13 Info: Word of Mouth(Other)	79	4.7%	8.3%
	infoso14 Info: Mailings/Flyers(Other)	32	1.9%	3.3%
	infoso15 Info: Email/Internet (Other)	87	5.1%	9.0%
	infoso16 Info: Posted info: School Library Roadside(Other)	20	1.2%	2.0%
	infoso17 Info: Bull Run Observer(Other)	58	3.4%	6.0%
	infoso18 Info: Other Media (General)	1	.1%	.1%
Total	1680	100.0%	174.6%	

a Dichotomy group tabulated at value 1.

animala Satisfaction with Animal Control

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	516	29.6	51.7	51.7
	2 Somewhat satisfied	356	20.4	35.7	87.4
	3 Somewhat dissatisfied	74	4.2	7.4	94.8
	4 Very dissatisfied	52	3.0	5.2	100.0
	Total	998	57.2	100.0	
Missing	8 Don't know/Unable to rate	328	18.8		
	System	420	24.1		
	Total	748	42.8		
Total		1746	100.0		

strlta Satisfaction with Street Lighting

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	429	24.6	41.6	41.6
	2 Somewhat satisfied	425	24.3	41.2	82.8
	3 Somewhat dissatisfied	127	7.3	12.3	95.1
	4 Very dissatisfied	51	2.9	4.9	100.0
	Total	1032	59.1	100.0	
Missing	8 Don't know/Unable to rate	78	4.5		
	9 Refused	1	.1		
	System	635	36.4		
Total		714	40.9		
Total		1746	100.0		

fire Sat w/ Fire Fighting in R's Area

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	828	47.4	81.9	81.9
	2 Somewhat satisfied	170	9.7	16.8	98.7
	3 Somewhat dissatisfied	10	.6	1.0	99.7
	4 Very dissatisfied	3	.2	.3	100.0
	Total	1011	57.9	100.0	
Missing	8 Don't know/Unable to rate	106	6.1		
	System	629	36.0		
	Total	735	42.1		
Total		1746	100.0		

rescue Sat w/ Emergency Medical Rescue Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	771	44.2	76.2	76.2
	2 Somewhat satisfied	219	12.6	21.7	97.9
	3 Somewhat dissatisfied	7	.4	.7	98.6
	4 Very dissatisfied	14	.8	1.4	100.0
	Total	1012	58.0	100.0	
Missing	8 Don't know/Unable to rate	197	11.3		
	9 Refused	0	.0		
	System Total	536	30.7		
Total	734	42.0			
Total	1746	100.0			

moscont Satisfaction with Mosquito Control

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	312	17.9	40.0	40.0
	2 Somewhat satisfied	339	19.4	43.4	83.3
	3 Somewhat dissatisfied	87	5.0	11.1	94.5
	4 Very dissatisfied	43	2.5	5.5	100.0
	Total	781	44.7	100.0	
Missing	8 Don't know/Unable to rate	169	9.7		
	System	795	45.6		
	Total	965	55.3		
Total	1746	100.0			

amcrime Sat w/ Safety in Neighborhood in Daytime

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	1155	66.1	67.5	67.5
	2 Somewhat satisfied	437	25.0	25.5	93.0
	3 Somewhat dissatisfied	82	4.7	4.8	97.8
	4 Very dissatisfied	37	2.1	2.2	100.0
	Total	1711	98.0	100.0	
Missing	8 Don't know/Unable to rate	35	2.0		
Total	1746	100.0			

pmcrime Sat w/ Safety in Neighborhood at Night

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	916	52.5	53.6	53.6
	2 Somewhat satisfied	567	32.5	33.2	86.7
	3 Somewhat dissatisfied	150	8.6	8.8	95.5
	4 Very dissatisfied	77	4.4	4.5	100.0
	Total	1710	97.9	100.0	
Missing	8 Don't know/Unable to rate	36	2.1		
Total		1746	100.0		

attitude Sat w/ Police Dept. Attitudes Towards Citizens

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	620	35.5	54.0	54.0
	2 Somewhat satisfied	350	20.0	30.5	84.4
	3 Somewhat dissatisfied	122	7.0	10.6	95.0
	4 Very dissatisfied	57	3.3	5.0	100.0
	Total	1149	65.8	100.0	
Missing	8 Don't know/Unable to rate	158	9.1		
	9 Refused	1	.0		
	System	438	25.1		
Total		597	34.2		
Total		1746	100.0		

polfair Sat that Police Dept treats everyone fairly

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	521	29.8	47.3	47.3
	2 Somewhat satisfied	347	19.9	31.5	78.8
	3 Somewhat dissatisfied	122	7.0	11.1	89.9
	4 Very dissatisfied	111	6.4	10.1	100.0
	Total	1101	63.1	100.0	
Missing	8 Don't know/Unable to rate	264	15.1		
	9 Refused	5	.3		
	System	376	21.5		
Total		645	36.9		
Total		1746	100.0		

drugs Sat w/ Reduce the Use of Illegal Drugs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	502	28.7	50.1	50.1
	2 Somewhat satisfied	383	21.9	38.2	88.3
	3 Somewhat dissatisfied	76	4.3	7.6	95.9
	4 Very dissatisfied	42	2.4	4.1	100.0
	Total	1002	57.4	100.0	
Missing	8 Don't know/Unable to rate	368	21.1		
	9 Refused	0	.0		
	System Total	376	21.5		
Total	744	42.6			
Total	1746	100.0			

police Sat w/ Overall Performance of Police Dept.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	645	37.0	52.1	52.1
	2 Somewhat satisfied	500	28.6	40.3	92.5
	3 Somewhat dissatisfied	65	3.7	5.3	97.7
	4 Very dissatisfied	28	1.6	2.3	100.0
	Total	1238	70.9	100.0	
Missing	8 Don't know/Unable to rate	53	3.0		
	System	455	26.0		
	Total	508	29.1		
Total	1746	100.0			

vcrime you or household the victim of ANY crime past year

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes in PWC	208	11.9	11.9	11.9
	2 Yes, but not in PWC	13	.8	.8	12.7
	3 No	1520	87.1	87.3	100.0
	Total	1741	99.7	100.0	
Missing	8 Can't Recall/Don't know	3	.1		
	9 Refused	2	.1		
	Total	5	.3		
Total	1746	100.0			

vcrimer Did you report crime to PWC Police Dept

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	185	10.6	89.4	89.4
	2 No	22	1.3	10.6	100.0
	Total	207	11.9	100.0	
Missing	8 Can't recall/Don't know	1	.0		
	System	1538	88.1		
	Total	1539	88.1		
Total		1746	100.0		

ppolicy Sat w/Police check status of anyone placed under arrest

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	554	31.8	48.6	48.6
	2 Somewhat satisfied	415	23.8	36.4	85.0
	3 Somewhat dissatisfied	85	4.8	7.4	92.4
	4 Very dissatisfied	86	4.9	7.6	100.0
	Total	1141	65.3	100.0	
Missing	7 DECLINES TO RATE (OPPOSES POLICY) (VOLUNTEERED)	48	2.7		
	8 Don't know/Unable to rate	301	17.2		
	9 Refused	7	.4		
	System	250	14.3		
	Total	605	34.7		
Total		1746	100.0		

court Visited Judicial Center in past year

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes, visited in last 12 months	530	30.3	30.5	30.5
	2 No, has not visited	1208	69.2	69.5	100.0
	Total	1738	99.5	100.0	
Missing	8 Can't recall/Don't know	8	.5		
Total		1746	100.0		

courtsat Sat w/ Security in Courthouse

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	436	25.0	82.7	82.7
	2 Somewhat satisfied	82	4.7	15.6	98.2
	3 Somewhat dissatisfied	3	.2	.6	98.9
	4 Very dissatisfied	6	.3	1.1	100.0
	Total	527	30.2	100.0	
Missing	8 Don't know/Unable to rate	2	.1		
System		1216	69.7		
Total		1219	69.8		
Total		1746	100.0		

ctysherf Familiarity w Sheriff's Office

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes – familiar enough to rate	379	21.7	22.2	22.2
	2 Not sure	1331	76.2	77.8	100.0
	Total	1710	97.9	100.0	
Missing	8	36	2.0		
	9	1	.0		
	Total	36	2.1		
Total		1746	100.0		

attitut "Sat w Sheriff's office Attitudes"

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	242	13.9	67.3	67.3
	2 Somewhat satisfied	91	5.2	25.2	92.6
	3 Somewhat dissatisfied	11	.6	3.1	95.7
	4 Very dissatisfied	16	.9	4.3	100.0
	Total	360	20.6	100.0	
Missing	8 Don't know/Unable to rate	19	1.1		
	System	1367	78.3		
Total		1386	79.4		
Total		1746	100.0		

sheriffa "Sat w Sheriff's office"

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	236	13.5	64.7	64.7
	2 Somewhat satisfied	107	6.1	29.4	94.0
	3 Somewhat dissatisfied	8	.5	2.3	96.3
	4 Very dissatisfied	13	.8	3.7	100.0
	Total	365	20.9	100.0	
Missing	8 Don't know/Unable to rate	14	.8		
	System	1367	78.3		
Total		1381	79.1		
Total		1746	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes, has contacted in last 12 months	357	20.4	20.6	20.6
	2 No, has not contacted	1380	79.0	79.4	100.0
	Total	1737	99.5	100.0	
Missing	8 Can't recall/Don't know	8	.5		
	9 Refused	1	.1		
	Total	9	.5		
Total		1746	100.0		

Case Summary(b)

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
\$EMSERVB(a)	353	20.2%	1393	79.8%	1746	100.0%

a Dichotomy group tabulated at value 1.

b Fractional values were found. They are truncated to integers.

\$EMSERVB Frequencies

		Responses		Percent of Cases
		N	Percent	
\$EMSERVB When you dialed 911 which services did you call for?(a)	emservb1 911: Police	149	39.1%	42.3%
	emservb2 911: Fire	30	8.0%	8.6%
	emservb3 911: Ambulance/rescue squad	184	48.2%	52.1%
	emservb4 911: Something else	18	4.7%	5.1%
Total		381	100.0%	108.1%

a Dichotomy group tabulated at value 1.

emergsb Nature of Call for POLICE (emerg or other)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Emergency	89	5.1	60.8	60.8
	2 Some other reason	57	3.3	39.2	100.0
	Total	146	8.3	100.0	
Missing	3 Can't remember/Don't know	2	.1		
	9 Refused	1	.0		
	System	1597	91.5		
	Total	1600	91.7		
Total		1746	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	298	17.1	85.4	85.4
	2 Somewhat satisfied	33	1.9	9.4	94.8
	3 Somewhat dissatisfied	7	.4	2.1	96.9
	4 Very dissatisfied	11	.6	3.1	100.0
	Total	350	20.0	100.0	
Missing	7 Not Applicable/No Help Sent	5	.3		
	8 Don't Know/Unable to rate	2	.1		
	System	1389	79.6		
	Total	1396	80.0		
Total		1746	100.0		

emtimeb Satisfaction with Time for Help to Arrive

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	253	14.5	75.9	75.9
	2 Somewhat satisfied	45	2.6	13.5	89.4
	3 Somewhat dissatisfied	12	.7	3.7	93.1
	4 Very dissatisfied	23	1.3	6.9	100.0
	Total	333	19.1	100.0	
Missing	7 Not Applicable/No Help Sent	14	.8		
	8 Don't Know/Unable to rate	10	.6		
	System	1389	79.6		
	Total	1413	80.9		
Total		1746	100.0		

emasstb Sat w/ Assistance on the Scene

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	259	14.9	81.6	81.6
	2 Somewhat satisfied	36	2.0	11.2	92.8
	3 Somewhat dissatisfied	8	.5	2.5	95.3
	4 Very dissatisfied	15	.9	4.7	100.0
	Total	318	18.2	100.0	
Missing	7 Not Applicable/No Help Sent	10	.6		
	8 Don't Know/Unable to rate	15	.9		
System		1403	80.4		
Total		1428	81.8		
Total		1746	100.0		

cpr97 Number of People in HH with CPR

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	329	18.9	33.2	33.2
	1	358	20.5	36.1	69.2
	2	229	13.1	23.0	92.2
	3	59	3.4	5.9	98.1
	4	9	.5	1.0	99.1
	5	8	.5	.8	99.9
	6	1	.0	.1	100.0
Total		994	56.9	100.0	
Missing	99 Don't know/Refused	4	.2		
	System	749	42.9		
Total		752	43.1		
Total		1746	100.0		

shelter3 have supplies for 3 days during disaster

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	838	48.0	86.0	86.0
	2 No	137	7.8	14.0	100.0
	Total	975	55.8	100.0	
Missing	8 Don't know	10	.6		
	System	761	43.6		
Total		771	44.2		
Total		1746	100.0		

library Sat. with Providing Library Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	735	42.1	75.7	75.7
	2 Somewhat satisfied	188	10.7	19.3	95.0
	3 Somewhat dissatisfied	25	1.5	2.6	97.6
	4 Very dissatisfied	23	1.3	2.4	100.0
	Total	972	55.7	100.0	
Missing	8 Don't know/Unable to rate	126	7.2		
	9 Refused	1	.0		
	System	648	37.1		
	Total	774	44.3		
Total		1746	100.0		

park Sat. with Providing Park and Recreation Programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	594	34.0	58.6	58.6
	2 Somewhat satisfied	328	18.8	32.3	90.9
	3 Somewhat dissatisfied	64	3.7	6.3	97.2
	4 Very dissatisfied	28	1.6	2.8	100.0
	Total	1014	58.0	100.0	
Missing	8 Don't know/Unable to rate	80	4.6		
	System	652	37.4		
	Total	732	42.0		
Total		1746	100.0		

elderly Sat w/ Programs for Elderly Population

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	350	20.0	43.9	43.9
	2 Somewhat satisfied	299	17.1	37.5	81.4
	3 Somewhat dissatisfied	89	5.1	11.2	92.7
	4 Very dissatisfied	58	3.3	7.3	100.0
	Total	796	45.6	100.0	
Missing	8 Don't know/Unable to rate	950	54.4		
	System	0	.0		
	Total	950	54.4		
Total		1746	100.0		

libry12 Has R Used Library Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	1038	59.5	70.1	70.1
	2 No	443	25.3	29.9	100.0
	Total	1481	84.8	100.0	
Missing	8 Can't recall/Don't know	7	.4		
	System	258	14.8		
	Total	265	15.2		
Total		1746	100.0		

librysat Sat w/ Service from Library Staff

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	920	52.7	89.7	89.7
	2 Somewhat satisfied	91	5.2	8.9	98.5
	3 Somewhat dissatisfied	10	.6	1.0	99.6
	4 Very dissatisfied	5	.3	.4	100.0
	Total	1026	58.7	100.0	
Missing	7 R had no contact with staff	9	.5		
	8 Don't know/Unable to rate	3	.2		
	System	708	40.5		
Total		720	41.3		
Total		1746	100.0		

deptss Familiar with Dept. of Soc. Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes--familiar	404	23.1	23.2	23.2
	2 Not sure	57	3.3	3.3	26.4
	3 No--not familiar	1282	73.5	73.6	100.0
	Total	1743	99.8	100.0	
Missing	System	3	.2		
Total		1746	100.0		

dsssat Sat. with Dept. of Soc. Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	176	10.1	44.2	44.2
	2 Somewhat satisfied	119	6.8	29.9	74.1
	3 Somewhat dissatisfied	43	2.4	10.7	84.7
	4 Very dissatisfied	61	3.5	15.3	100.0
	Total	399	22.8	100.0	
Missing	8 Don't know/Unable to rate	5	.3		
	System	1342	76.9		
	Total	1347	77.2		
Total		1746	100.0		

hlthdept Familiar with Health Department

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes--familiar	372	21.3	21.3	21.3
	2 Not sure	32	1.9	1.9	23.2
	3 No--not familiar	1339	76.7	76.8	100.0
	Total	1743	99.8	100.0	
Missing	System	3	.2		
Total		1746	100.0		

hlthsat Sat. with Health Department

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	205	11.8	56.2	56.2
	2 Somewhat satisfied	113	6.5	30.8	87.0
	3 Somewhat dissatisfied	24	1.4	6.5	93.5
	4 Very dissatisfied	24	1.4	6.5	100.0
	Total	365	20.9	100.0	
Missing	8 Don't know/Unable to rate	6	.4		
	System	1374	78.7		
	Total	1381	79.1		
Total		1746	100.0		

mental Familiar with Mental Health Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes--familiar	184	10.5	10.5	10.5
	2 Not sure	33	1.9	1.9	12.5
	3 No--not familiar	1525	87.3	87.5	100.0
	Total	1742	99.8	100.0	
Missing	System	4	.2		
Total		1746	100.0		

menthpb Sat w/ services to people w/ mental health problems

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	67	3.8	40.6	40.6
	2 Somewhat satisfied	53	3.0	32.1	72.7
	3 Somewhat dissatisfied	20	1.1	12.0	84.6
	4 Very dissatisfied	25	1.4	15.4	100.0
	Total	164	9.4	100.0	
Missing	8 Don't know/Unable to rate	20	1.1		
System		1562	89.5		
Total		1582	90.6		
Total		1746	100.0		

mentret Sat. with Services to Mental Retardation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	75	4.3	57.9	57.9
	2 Somewhat satisfied	38	2.2	29.7	87.6
	3 Somewhat dissatisfied	10	.6	7.9	95.4
	4 Very dissatisfied	6	.3	4.6	100.0
	Total	130	7.4	100.0	
Missing	8 Don't know/Unable to rate	54	3.1		
System		1562	89.5		
Total		1616	92.6		
Total		1746	100.0		

menteis Sat w/ Early Intervention Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	55	3.1	51.9	51.9
	2 Somewhat satisfied	37	2.1	34.7	86.5
	3 Somewhat dissatisfied	5	.3	4.7	91.2
	4 Very dissatisfied	9	.5	8.8	100.0
	Total	106	6.1	100.0	
Missing	8 Don't know/Unable to rate	78	4.5		
	System	1562	89.5		
	Total	1640	93.9		
Total		1746	100.0		

mentsub Sat w/ Services to Substance Abuse

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	43	2.5	33.5	33.5
	2 Somewhat satisfied	48	2.8	37.5	71.0
	3 Somewhat dissatisfied	21	1.2	16.1	87.1
	4 Very dissatisfied	17	.9	12.9	100.0
	Total	129	7.4	100.0	
Missing	8 Don't know/Unable to rate	55	3.2		
	System	1562	89.5		
	Total	1617	92.6		
Total		1746	100.0		

mentall Sat w/ Mental Health Services Overall

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	78	4.5	44.6	44.6
	2 Somewhat satisfied	68	3.9	38.5	83.1
	3 Somewhat dissatisfied	20	1.2	11.6	94.6
	4 Very dissatisfied	9	.5	5.4	100.0
	Total	176	10.1	100.0	
Missing	8 Don't know/Unable to rate	8	.4		
	System	1562	89.5		
	Total	1570	89.9		
Total		1746	100.0		

anybody Has R Contacted County Govt.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	645	36.9	37.3	37.3
	2 No	1084	62.1	62.7	100.0
	Total	1730	99.1	100.0	
Missing	9 Can't recall/Don't know	13	.7		
	System	4	.2		
	Total	16	.9		
Total		1746	100.0		

helpful2 Helpfulness of County Employees

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	373	21.4	58.6	58.6
	2 Somewhat satisfied	135	7.8	21.3	79.9
	3 Somewhat dissatisfied	70	4.0	10.9	90.8
	4 Very dissatisfied	58	3.3	9.2	100.0
	Total	637	36.5	100.0	
Missing	8 Don't know/Unable to rate	8	.5		
	System	1101	63.1		
	Total	1109	63.5		
Total		1746	100.0		

taxesa Contact County about taxes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	280	16.0	20.1	20.1
	2 No	1112	63.7	79.9	100.0
	Total	1392	79.7	100.0	
Missing	9 Don't know/Refused/Not applicable	8	.5		
	System	346	19.8		
	Total	354	20.3		
Total		1746	100.0		

Case Summary(b)

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
\$HOWCONA(a)	279	16.0%	1467	84.0%	1746	100.0%

a Dichotomy group tabulated at value 1.

b Fractional values were found. They are truncated to integers.

\$HOWCONA Frequencies

	Responses		Percent of Cases	
	N	Percent		
\$HOWCONA How did you contact the county (telephone, walk in, etc).(a)	howcona1 Contact taxes: Person	91	26.5%	32.5%
	howcona2 Contact taxes: Phone	173	50.7%	62.0%
	howcona3 Contact taxes: Mail	29	8.4%	10.3%
	howcona4 Contact taxes: by email, website, or internet	49	14.4%	17.7%
Total		342	100.0%	122.5%

a Dichotomy group tabulated at value 1.

helpfula Sat w/ helpfulness of tax County employees

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	183	10.5	65.8	65.8
	2 Somewhat satisfied	56	3.2	20.4	86.1
	3 Somewhat dissatisfied	16	.9	5.7	91.9
	4 Very dissatisfied	23	1.3	8.1	100.0
	Total	278	15.9	100.0	
Missing	8 Don't know/Unable to rate	2	.1		
	System	1466	84.0		
	Total	1468	84.1		
Total		1746	100.0		

timesata Sat w/ timeliness of tax request

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	185	10.6	67.7	67.7
	2 Somewhat satisfied	58	3.3	21.3	88.9
	3 Somewhat dissatisfied	12	.7	4.5	93.4
	4 Very dissatisfied	18	1.0	6.6	100.0
	Total	274	15.7	100.0	
Missing	8 Don't know/Unable to rate	6	.4		
	System	1466	84.0		
	Total	1472	84.3		
Total		1746	100.0		

net1 Used the PWC Government Web Site

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	731	41.9	62.8	62.8
	2 No	434	24.9	37.2	100.0
	Total	1165	66.7	100.0	
Missing	8 Don't know	16	.9		
	System	565	32.4		
	Total	581	33.3		
Total		1746	100.0		

net2 Sat. with PWC Government Web Site

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	394	22.6	54.0	54.0
	2 Somewhat satisfied	284	16.3	38.9	92.9
	3 Somewhat dissatisfied	44	2.5	6.0	98.9
	4 Very dissatisfied	8	.4	1.1	100.0
	Total	730	41.8	100.0	
Missing	8 Don't know/Unable to rate	3	.2		
	System	1013	58.0		
	Total	1016	58.2		
Total		1746	100.0		

land1 Sat w/ Planning of Land Devel-prejob

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	117	6.7	19.7	19.7
	2 Somewhat satisfied	288	16.5	48.2	67.8
	3 Somewhat dissatisfied	110	6.3	18.5	86.3
	4 Very dissatisfied	82	4.7	13.7	100.0
	Total	598	34.2	100.0	
Missing	8 Don't know/Unable to rate	141	8.1		
	System	1007	57.7		
Total		1148	65.8		
Total		1746	100.0		

land2 Sat w/ Planning of Land Devel-postjob

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	102	5.9	18.4	18.4
	2 Somewhat satisfied	260	14.9	46.6	65.0
	3 Somewhat dissatisfied	125	7.2	22.4	87.4
	4 Very dissatisfied	70	4.0	12.6	100.0
	Total	557	31.9	100.0	
Missing	8 Don't know/Unable to rate	143	8.2		
	System	1046	59.9		
Total		1189	68.1		
Total		1746	100.0		

land Sat w/ Planning of Land Devel (combined)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	220	12.6	19.0	19.0
	2 Somewhat satisfied	547	31.3	47.4	66.5
	3 Somewhat dissatisfied	235	13.5	20.4	86.8
	4 Very dissatisfied	152	8.7	13.2	100.0
	Total	1155	66.1	100.0	
Missing	System	591	33.9		
Total		1746	100.0		

ratejobs Familiar w/ Attracting New Jobs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	440	25.2	26.2	26.2
	2 No	1237	70.8	73.8	100.0
	Total	1676	96.0	100.0	
Missing	8 Don't know	64	3.7		
	System	6	.3		
	Total	70	4.0		
Total		1746	100.0		

newjobs Sat w/ Attracting New Jobs to PWC

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	130	7.5	30.0	30.0
	2 Somewhat satisfied	187	10.7	43.2	73.2
	3 Somewhat dissatisfied	70	4.0	16.2	89.4
	4 Very dissatisfied	46	2.6	10.6	100.0
	Total	434	24.8	100.0	
Missing	8 Don't know/Unable to rate	6	.3		
	System	1306	74.8		
	Total	1312	75.2		
Total		1746	100.0		

neighbor Sat w/ Preventing Neighborhood Deterioration

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	365	20.9	30.0	30.0
	2 Somewhat satisfied	513	29.4	42.1	72.1
	3 Somewhat dissatisfied	215	12.3	17.7	89.8
	4 Very dissatisfied	124	7.1	10.2	100.0
	Total	1217	69.7	100.0	
Missing	8 Don't know/Unable to rate	234	13.4		
	9 Refused	1	.0		
	System	294	16.9		
Total		529	30.3		
Total		1746	100.0		

landfill Has R Taken Trash to Landfill

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	371	21.3	40.5	40.5
	2 No	546	31.3	59.5	100.0
	Total	917	52.5	100.0	
Missing	8 Can't recall/Don't know	10	.6		
	System	818	46.9		
	Total	829	47.5		
Total		1746	100.0		

Ifillsat Sat. with Landfill

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	328	18.8	88.9	88.9
	2 Somewhat satisfied	33	1.9	9.0	98.0
	3 Somewhat dissatisfied	2	.1	.4	98.4
	4 Very dissatisfied	6	.3	1.6	100.0
	Total	369	21.1	100.0	
Missing	8 Don't know/Unable to rate	3	.1		
	System	1375	78.7		
	Total	1377	78.9		
Total		1746	100.0		

recyclec Sat w/ recycling services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	824	47.2	63.1	63.1
	2 Somewhat satisfied	345	19.7	26.4	89.5
	3 Somewhat dissatisfied	64	3.6	4.9	94.4
	4 Very dissatisfied	73	4.2	5.6	100.0
	Total	1305	74.8	100.0	
Missing	8 Don't know/Unable to rate	159	9.1		
	9 Refused	1	.0		
	System	281	16.1		
Total		441	25.2		
Total		1746	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	585	33.5	44.5	44.5
	2 Somewhat satisfied	586	33.6	44.6	89.2
	3 Somewhat dissatisfied	103	5.9	7.9	97.0
	4 Very dissatisfied	39	2.2	3.0	100.0
	Total	1314	75.3	100.0	
Missing	8 Don't know/Unable to rate	18	1.0		
	System	414	23.7		
	Total	432	24.7		
Total		1746	100.0		

signsc Sat w/ Appearance of Illegal Signs along Major Roads

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	315	18.0	23.5	23.5
	2 Somewhat satisfied	615	35.2	45.9	69.5
	3 Somewhat dissatisfied	292	16.7	21.8	91.3
	4 Very dissatisfied	117	6.7	8.7	100.0
	Total	1339	76.7	100.0	
Missing	8 Don't know/Unable to rate	115	6.6		
	System	292	16.7		
	Total	407	23.3		
Total		1746	100.0		

buildngc Sat w/ Appearance of Deteriorated Buildings

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	479	27.4	34.5	34.5
	2 Somewhat satisfied	694	39.7	49.9	84.3
	3 Somewhat dissatisfied	185	10.6	13.3	97.6
	4 Very dissatisfied	33	1.9	2.4	100.0
	Total	1390	79.6	100.0	
Missing	8 Don't know/Unable to rate	130	7.4		
	9 Refused	2	.1		
	System	224	12.8		
Total		356	20.4		
Total		1746	100.0		

junkc Sat w/ Appearance of Junk Cars

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	689	39.4	50.4	50.4
	2 Somewhat satisfied	519	29.7	38.0	88.4
	3 Somewhat dissatisfied	121	6.9	8.8	97.3
	4 Very dissatisfied	37	2.1	2.7	100.0
	Total	1366	78.2	100.0	
Missing	8 Don't know/Unable to rate	94	5.4		
	System	287	16.4		
	Total	380	21.8		
Total		1746	100.0		

travel97 Sat w/ Ease of Travel in PWC

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	306	17.5	23.1	23.1
	2 Somewhat satisfied	433	24.8	32.7	55.9
	3 Somewhat dissatisfied	318	18.2	24.1	79.9
	4 Very dissatisfied	266	15.2	20.1	100.0
	Total	1324	75.8	100.0	
Missing	8 Don't know/Unable to rate	13	.8		
	9 Refused	1	.0		
	System	408	23.4		
Total		422	24.2		
Total		1746	100.0		

outsidec Sat w/ Ease of Travel around NoVA outside PWC

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	124	7.1	12.8	12.8
	2 Somewhat satisfied	272	15.6	28.0	40.8
	3 Somewhat dissatisfied	254	14.5	26.2	67.0
	4 Very dissatisfied	320	18.3	33.0	100.0
	Total	970	55.5	100.0	
Missing	8 Don't know/Unable to rate	24	1.4		
	9 Refused	1	.0		
	System	751	43.0		
Total		776	44.5		
Total		1746	100.0		

transc2 Sat w/ Public Transportation in PWC

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	270	15.5	27.7	27.7
	2 Somewhat satisfied	374	21.4	38.4	66.1
	3 Somewhat dissatisfied	166	9.5	17.1	83.2
	4 Very dissatisfied	164	9.4	16.8	100.0
	Total	975	55.8	100.0	
Missing	8 Don't know/Unable to rate	746	42.7		
	System	25	1.4		
	Total	771	44.2		
Total		1746	100.0		

Case Summary(b)

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
\$MORESAT(a)	192	11.0%	1554	89.0%	1746	100.0%

a Dichotomy group tabulated at value 1.

b Fractional values were found. They are truncated to integers.

\$MORESAT Frequencies

		Responses		Percent of Cases
		N	Percent	
\$MORESAT What would make you more satisfied with public transportation?(a)	moresat1 Trans: Service to other locations	95	32.8%	49.3%
	moresat2 Trans: Longer hours/service on weekends	27	9.4%	14.1%
	moresat3 Trans: More frequent service	70	24.2%	36.3%
	moresat4 Trans: Other	92	32.1%	48.2%
	moresat8 Trans: Don't know	5	1.6%	2.4%
Total		288	100.0%	150.3%

a Dichotomy group tabulated at value 1.

novatrc2 Sat w/ Public Transportation in NoVA outside PWC

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	333	19.1	30.1	30.1
	2 Somewhat satisfied	424	24.3	38.3	68.5
	3 Somewhat dissatisfied	189	10.8	17.1	85.6
	4 Very dissatisfied	159	9.1	14.4	100.0
	Total	1106	63.4	100.0	
Missing	8 Don't know/Unable to rate	615	35.2		
	System	25	1.4		
	Total	640	36.6		
Total		1746	100.0		

growthc Sat w/ Rate of PWC Growth

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	173	9.9	17.7	17.7
	2 Somewhat satisfied	517	29.6	52.8	70.5
	3 Somewhat dissatisfied	203	11.6	20.8	91.3
	4 Very dissatisfied	85	4.9	8.7	100.0
	Total	978	56.0	100.0	
Missing	8 Don't know/Unable to rate	133	7.6		
	9 Refused	7	.4		
	System	627	35.9		
Total		768	44.0		
Total		1746	100.0		

roaddeva Sat w/ Coordination of Development with Road Systems

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	169	9.7	17.1	17.1
	2 Somewhat satisfied	416	23.8	42.1	59.1
	3 Somewhat dissatisfied	226	12.9	22.8	81.9
	4 Very dissatisfied	179	10.2	18.1	100.0
	Total	990	56.7	100.0	
Missing	8 Don't know/Unable to rate	230	13.2		
	System	526	30.1		
	Total	756	43.3		
Total		1746	100.0		

svedeva Sat w/ Coordination of Development with Community Facilities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	508	29.1	39.5	39.5
	2 Somewhat satisfied	609	34.9	47.3	86.7
	3 Somewhat dissatisfied	123	7.0	9.5	96.3
	4 Very dissatisfied	48	2.8	3.7	100.0
	Total	1288	73.8	100.0	
Missing	8 Don't know/Unable to rate	178	10.2		
	9 Refused	5	.3		
	System Total	275	15.8		
Total		458	26.2		
Total		1746	100.0		

envrdeva Sat w/ County's Efforts to Protect Environment

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	376	21.5	35.9	35.9
	2 Somewhat satisfied	504	28.8	48.0	83.9
	3 Somewhat dissatisfied	106	6.1	10.1	94.0
	4 Very dissatisfied	63	3.6	6.0	100.0
	Total	1049	60.1	100.0	
Missing	8 Don't know/Unable to rate	251	14.4		
	9 Refused	1	.1		
	System Total	445	25.5		
Total		697	39.9		
Total		1746	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	278	15.9	27.8	27.8
	2 Somewhat satisfied	409	23.4	41.0	68.8
	3 Somewhat dissatisfied	192	11.0	19.2	88.0
	4 Very dissatisfied	119	6.8	12.0	100.0
	Total	997	57.1	100.0	
Missing	8 Don't know/Unable to rate	150	8.6		
	9 Refused	2	.1		
	System Total	598	34.2		
Total		749	42.9		
Total		1746	100.0		

historic Sat w/ County's Efforts in Historic Preservation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	477	27.3	46.2	46.2
	2 Somewhat satisfied	468	26.8	45.4	91.6
	3 Somewhat dissatisfied	58	3.3	5.6	97.1
	4 Very dissatisfied	29	1.7	2.9	100.0
	Total	1032	59.1	100.0	
Missing	8 Don't know/Unable to rate	267	15.3		
	9 Refused	5	.3		
	System	442	25.3		
	Total	714	40.9		
Total	1746	100.0			

inputdev Sat w/ Opportunities for Citizen Input

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	285	16.3	31.3	31.3
	2 Somewhat satisfied	402	23.0	44.1	75.4
	3 Somewhat dissatisfied	142	8.1	15.5	90.9
	4 Very dissatisfied	83	4.7	9.1	100.0
	Total	912	52.2	100.0	
Missing	8 Don't know/Unable to rate	427	24.4		
	9 Refused	5	.3		
	System	402	23.0		
	Total	834	47.8		
Total	1746	100.0			

visdev Sat w/ Visual Appearance of New Development

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	485	27.8	39.4	39.4
	2 Somewhat satisfied	600	34.4	48.7	88.1
	3 Somewhat dissatisfied	105	6.0	8.5	96.6
	4 Very dissatisfied	41	2.4	3.4	100.0
	Total	1232	70.6	100.0	
Missing	8 Don't know/Unable to rate	56	3.2		
	9 Refused	0	.0		
	System	457	26.2		
	Total	514	29.4		
Total	1746	100.0			

buildngs Sat w/ the safety of buildings constructed in the last two years

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	530	30.4	51.3	51.3
	2 Somewhat satisfied	444	25.4	42.9	94.2
	3 Somewhat dissatisfied	48	2.7	4.6	98.8
	4 Very dissatisfied	12	.7	1.2	100.0
	Total	1034	59.2	100.0	
Missing	8 Don't know/Unable to rate	286	16.4		
	9 Refused	0	.0		
	System	426	24.4		
	Total	712	40.8		
Total		1746	100.0		

view View of Services and Taxes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Decrease services & taxes	222	12.7	13.5	13.5
	2 Keep services & taxes same	1129	64.6	68.5	82.0
	3 Increase services & taxes	163	9.4	9.9	91.9
	4 Increase services, keep taxes same (vol)	18	1.0	1.1	92.9
	5 Increase services, decrease taxes (vol)	69	3.9	4.2	97.1
	6 Keep services same, decrease taxes (vol)	29	1.6	1.7	98.9
	7 Some other change (vol)	19	1.1	1.1	100.0
	Total	1648	94.4	100.0	
Missing	8 Don't know/No opinion	56	3.2		
	System	42	2.4		
	Total	98	5.6		
Total		1746	100.0		

value Sat w/ Value for Tax Dollar

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	323	18.5	24.0	24.0
	2 Somewhat satisfied	762	43.7	56.7	80.8
	3 Somewhat dissatisfied	163	9.3	12.1	92.9
	4 Very dissatisfied	95	5.5	7.1	100.0
	Total	1344	76.9	100.0	
Missing	8 Don't know/Unable to rate	80	4.6		
	System	323	18.5		
	Total	402	23.1		
Total		1746	100.0		

effneff Sat w/ Efficient and Effective Service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	407	23.3	31.5	31.5
	2 Somewhat satisfied	751	43.0	58.2	89.7
	3 Somewhat dissatisfied	95	5.4	7.3	97.0
	4 Very dissatisfied	38	2.2	3.0	100.0
	Total	1291	73.9	100.0	
Missing	8 Don't know/Unable to rate	140	8.0		
	9 Refused	5	.3		
	System	311	17.8		
Total		455	26.1		
Total		1746	100.0		

trstgov1 Trust of Government to do What is Right

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Just about always	179	10.3	13.3	13.3
	2 Most of the time	674	38.6	50.1	63.4
	3 Only some of the time	483	27.7	35.9	99.3
	4 Never/almost never (vol)	9	.5	.7	100.0
	Total	1346	77.1	100.0	
Missing	8 Don't know/No answer	27	1.5		
	9 Refused	1	.1		
	System	372	21.3		
Total		400	22.9		
Total		1746	100.0		

sch11 R Has Children in PWC Schools

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	594	34.0	85.6	85.6
	2 No	100	5.7	14.4	100.0
	Total	694	39.7	100.0	
Missing	System	1052	60.3		
Total		1746	100.0		

sch14 Sat that School System Provides Efficient Service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	663	38.0	50.1	50.1
	2 Somewhat satisfied	477	27.3	36.0	86.1
	3 Somewhat dissatisfied	105	6.0	7.9	94.0
	4 Very dissatisfied	80	4.6	6.0	100.0
	Total	1324	75.9	100.0	
Missing	8 Don't know/Unable to rate	370	21.2		
	9 Refused	5	.3		
	System	46	2.7		
Total		422	24.1		
Total		1746	100.0		

park12 Has R Used Park Authority's Parks

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes--has used	984	56.3	58.7	58.7
	2 No--has not	692	39.6	41.3	100.0
	Total	1676	96.0	100.0	
Missing	8 Can't recall/Don't know	24	1.4		
	System	46	2.7		
Total		70	4.0		
Total		1746	100.0		

park1 Familiar with Park Authority

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes--familiar	752	43.1	44.2	44.2
	2 Not sure	44	2.5	2.6	46.8
	3 No--not familiar	903	51.7	53.2	100.0
	Total	1700	97.3	100.0	
Missing	System	46	2.7		
Total		1746	100.0		

park2 Sat. with Park Authority

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	477	27.3	64.3	64.3
	2 Somewhat satisfied	230	13.2	31.1	95.4
	3 Somewhat dissatisfied	17	1.0	2.3	97.7
	4 Very dissatisfied	17	1.0	2.3	100.0
	Total	742	42.5	100.0	
Missing	8 Don't know/Unable to rate	10	.6		
	9 Refused	0	.0		
	System	994	56.9		
Total		1004	57.5		
Total		1746	100.0		

ctyserv1 Familiar with Service Authority

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes--familiar	992	56.8	58.4	58.4
	2 Not sure	30	1.7	1.8	60.2
	3 No--not familiar	677	38.8	39.8	100.0
	Total	1700	97.3	100.0	
Missing	System	46	2.7		
Total		1746	100.0		

ctyserv2 Sat. with Service Authority

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	608	34.8	61.7	61.7
	2 Somewhat satisfied	307	17.6	31.2	92.9
	3 Somewhat dissatisfied	43	2.5	4.4	97.3
	4 Very dissatisfied	27	1.5	2.7	100.0
	Total	985	56.4	100.0	
Missing	8 Don't know/Unable to rate	7	.4		
	System	754	43.2		
	Total	761	43.6		
Total		1746	100.0		

older18 Number of People Over 18

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	350	20.1	20.6	20.6
	2	880	50.4	51.8	72.4
	3	268	15.3	15.8	88.2
	4	146	8.4	8.6	96.8
	5	34	2.0	2.0	98.8
	6	20	1.2	1.2	100.0
	Total	1698	97.3	100.0	
Missing	99 Don't know/Refused	1	.1		
	System	47	2.7		
	Total	48	2.7		
Total		1746	100.0		

cellcomp Composition of phone calls received or made

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Almost all on landline	93	5.3	6.8	6.8
	2 Most of them on landline	325	18.6	23.9	30.7
	3 Calls on landline and cell about equal	407	23.3	29.9	60.7
	4 Most of them on cell	369	21.1	27.1	87.8
	5 Almost all on cell	166	9.5	12.2	100.0
	Total	1360	77.9	100.0	
Missing	8 Don't know	10	.6		
	System	376	21.5		
	Total	386	22.1		
Total		1746	100.0		

phone1a Is landline for your household listed

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	163	9.3	59.8	59.8
	2 No	110	6.3	40.2	100.0
	Total	273	15.6	100.0	
Missing	8 Don't know	26	1.5		
	System	1447	82.9		
	Total	1473	84.4		
Total		1746	100.0		

phone1b Is number dialed listed

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	830	47.5	77.2	77.2
	2 No	246	14.1	22.8	100.0
	Total	1075	61.6	100.0	
Missing	8 Don't know	82	4.7		
	9 Refused	2	.1		
	System	587	33.6		
	Total	671	38.4		
Total		1746	100.0		

phone2 R Chose Unlisted Number or Not Yet in Phone Book

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Unlisted/Unpublished	323	18.5	93.9	93.9
	2 Got number after phone book came out	19	1.1	5.5	99.4
	3 Other	2	.1	.6	100.0
	Total	344	19.7	100.0	
Missing	8 Don't know	11	.7		
	System	1391	79.6		
	Total	1402	80.3		
Total		1746	100.0		

phone2 R Chose Unlisted Number or Not Yet in Phone Book

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Unlisted/Unpublished	323	18.5	93.9	93.9
	2 Got number after phone book came out	19	1.1	5.5	99.4
	3 Other	2	.1	.6	100.0
	Total	344	19.7	100.0	
Missing	8 Don't know	11	.7		
	System	1391	79.6		
	Total	1402	80.3		
Total		1746	100.0		

jobcity City Where R Works

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	11 Prince William County	403	23.1	34.3	34.3
	12 Manassas	59	3.4	5.0	39.3
	13 Manassas Park	7	.4	.6	39.9
	14 Stafford County	9	.5	.7	40.6
	15 Fredericksburg/Spotsylvania	2	.1	.2	40.8
	16 Fauquier County/Warrenton	10	.6	.9	41.7
	17 Loudon County	19	1.1	1.7	43.3
	18 Fairfax County	298	17.1	25.3	68.7
	19 Fairfax City	24	1.4	2.0	70.7
	20 Falls Church	6	.3	.5	71.2
	21 Arlington	84	4.8	7.1	78.3
	22 Alexandria	48	2.7	4.1	82.4
	24 Elsewhere in VA	20	1.2	1.7	84.1
	25 Washington, DC	135	7.7	11.4	95.5
	26 Maryland	20	1.1	1.7	97.2
	27 Another location (specify)	2	.1	.2	97.4
	28 Works all over (vol)	27	1.5	2.3	99.7
	30 Elsewhere in USA	3	.2	.3	100.0
	Total	1176	67.4	100.0	
	Missing	99 Don't know/No answer	14	.8	
System		556	31.8		
Total	Total	570	32.6		
Total		1746	100.0		

samehome Live in Same House as 1 Year Ago

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	1177	67.4	91.0	91.0
	2 No	117	6.7	9.0	100.0
	Total	1294	74.1	100.0	
Missing	9 Refused	0	.0		
	System	452	25.9		
Total	Total	452	25.9		
Total		1746	100.0		

amework Same Workplace as 1 Year Ago

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	991	56.7	83.6	83.6
	2 No	194	11.1	16.4	100.0
	Total	1185	67.9	100.0	
Missing	3 Not working a year ago (vol)	2	.1		
	9 Refused	2	.1		
	System	557	31.9		
	Total	561	32.1		
Total		1746	100.0		

commtime Commute Time Difference From 1 Year Ago

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Gotten longer	389	22.3	33.2	33.2
	2 Gotten shorter	99	5.6	8.4	41.6
	3 Stayed about the same	683	39.1	58.4	100.0
	Total	1171	67.0	100.0	
Missing	4 Not working 1 year ago (vol)	2	.1		
	8 Don't know	12	.7		
	9 Refused	4	.2		
	System	557	31.9		
	Total	575	33.0		
Total		1746	100.0		

telecom Does R Telecommute

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	249	14.3	21.1	21.1
	2 No	909	52.0	76.9	98.0
	3 Home is main place of work	24	1.4	2.0	100.0
	Total	1182	67.7	100.0	
Missing	8 Don't know	1	.1		
	9 Refused	6	.3		
	System	557	31.9		
Total		564	32.3		
Total		1746	100.0		

teltime How Often R Telecommutes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 All the time	26	1.5	10.4	10.4
	2 Several times a week	50	2.9	20.2	30.7
	3 Several times a month	56	3.2	22.6	53.3
	4 Once or twice a month	60	3.4	24.2	77.4
	5 Several times a year	56	3.2	22.6	100.0
	Total	249	14.3	100.0	
Missing	8 Don't know	1	.0		
	System	1496	85.7		
	Total	1497	85.7		
Total		1746	100.0		

commuter Commuter Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0 Does not commute	543	31.1	46.4	46.4
	1 Commutes	627	35.9	53.6	100.0
	Total	1171	67.0	100.0	
Missing	99	575	33.0		
Total		1746	100.0		

Open-ended Comments – Reasons for Satisfaction/Dissatisfaction with the Job the Police Department is Doing in Carrying out Immigration Policy

Case Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
\$wpolsat1_RMR(a)	549	100.0%	0	.0%	549	100.0%

a Group

\$wpolsat1_RMR Frequencies

		Responses		Percent of Cases
		N	Percent	
\$wpolsat1_RMR	1.00 Illegal immigration causes problems in the community	84	10.4%	15.3%
POLSAT_R(a)	2.00 The policy is good/needed	228	28.3%	41.5%
	3.00 The policy's enforcement is having positive results	216	26.8%	39.3%
	4.00 Police have been doing a good job of carrying out the policy	224	27.8%	40.8%
	8.00 Approves of policy but problems with enforcement exist	3	.4%	.5%
	9.00 Other, no experience with, no effect, no opinion, comments not codable	37	4.6%	6.7%
	11.00 Police are doing job well, but disagrees with policy	5	.6%	.9%
	12.00 Supports police and/or policy, but mentions negative effects	9	1.1%	1.6%
Total		806	100.0%	146.8%

a Group

\$wpolsat1_MR Frequencies

		Responses		Percent of Cases
		N	Percent	N
\$wpolsat1_MR	10.00 Illegal immigration causes problems in the community	15	1.9%	2.7%
CODETEMP(a)	11.00 Not fair that illegals are here getting benefits, not paying taxes, getting jobs that could go to Americans	36	4.5%	6.6%
	12.00 Overcrowding of houses, unsightly property appearance	5	.6%	.9%
	13.00 Crime	20	2.5%	3.6%
	14.00 Loitering, day laborers gathering	5	.6%	.9%
	15.00 Declining property value	3	.4%	.5%
	20.00 General positive comments on PWC's policy	36	4.5%	6.6%
	21.00 Needed to do something	38	4.8%	6.9%
	22.00 Good that PWC is addressing the problem; support the policy; agree that it should exist; in favor	63	8.0%	11.5%
	23.00 Policy is fair, well-designed	7	.9%	1.3%
	24.00 If someone is illegal, that should be addressed; the law should be followed	41	5.2%	7.5%
	25.00 If someone is illegal, they should leave the country; they should not be here	43	5.4%	7.8%
	30.00 Favorable outcomes or effects from police enforcement	59	7.4%	10.7%
	31.00 Less loitering	26	3.3%	4.7%
	33.00 Less crime	59	7.4%	10.7%
	34.00 Feel safer	5	.6%	.9%
	35.00 Increased property values	2	.3%	.4%
	36.00 Illegal immigrants are leaving the county	65	8.2%	11.8%
	40.00 Favorable comments on police actions	55	6.9%	10.0%
	41.00 Good effort or trying hard	35	4.4%	6.4%
	42.00 Fairness or not targeting	31	3.9%	5.6%
	43.00 Sticking to procedures	68	8.6%	12.4%
	44.00 Checking all ID's; checking more often	35	4.4%	6.4%
	81.00 Not trying hard enough	2	.3%	.4%
	83.00 Police are profiling or selectively targeting or being arbitrary	1	.1%	.2%
	90.00 Other, no experience with, no affect, no opinion, comments not codable	1	.1%	.2%
	91.00 Haven't experienced, hasn't affected me, no opinion	16	2.0%	2.9%
	92.00 Other reason	13	1.6%	2.4%
	93.00 Response not codable	7	.9%	1.3%
Total		792	100.0%	144.3%

a Group

Case Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
\$wpolsat2_RMR(a)	77	100.0%	0	.0%	77	100.0%

a Group

\$wpolsat2_RMR Frequencies

		Responses		Percent of Cases
		N	Percent	
\$wpolsat2_RMR polsat2_1r(a)	5.00 General comments favorable to immigrants or minimizing problem	1	1.0%	1.3%
	6.00 The policy is bad	32	31.1%	41.6%
	7.00 The results of the policy are negative	8	7.8%	10.4%
	8.00 Approves of policy but problems with enforcement exist	27	26.2%	35.1%
	9.00 Other, no experience with, no effect, no opinion, comments not codable	3	2.9%	3.9%
	10.00 Police are unfair/ discriminatory/ racial profiling	17	16.5%	22.1%
	13.00 Illegal immigration causing problems and policy does not do enough	15	14.6%	19.5%
Total		103	100.0%	133.8%

a Group

\$wpolsat2_MR Frequencies

		Responses		Percent of Cases
		N	Percent	N
\$wpolsat2_MR CODE1TEMP(a)	52.00 We are all immigrants	1	1.0%	1.3%
	60.00 Unfavorable comments about the PWC policy	7	6.8%	9.1%
	61.00 Immigration is a federal job, not County's business to do	5	4.9%	6.5%
	63.00 Policy is unfair	4	3.9%	5.2%
	64.00 Policy is discriminatory or illegal	11	10.7%	14.3%
	65.00 Policy costs too much	2	1.9%	2.6%
	66.00 Manpower or resources needed elsewhere	3	2.9%	3.9%
	70.00 Unfavorable outcomes or negative effects from the policy or from police enforcement - general	2	1.9%	2.6%
	73.00 Hurting local businesses	1	1.0%	1.3%
	74.00 Makes PWC look racist	1	1.0%	1.3%
	78.00 Scaring people or scaring Hispanics	4	3.9%	5.2%
	80.00 Unfavorable comments on police actions	5	4.9%	6.5%
	81.00 Not trying hard enough	20	19.4%	26.0%
	82.00 Too slow in implementing policy	2	1.9%	2.6%
	92.00 Other reason	2	1.9%	2.6%
	93.00 Response not codable	1	1.0%	1.3%
	100.00 The police are discriminatory or racial profiling	1	1.0%	1.3%
101.00 Police are profiling or selectively targeting or being arbitrary	16	15.5%	20.8%	
130.00 Illegal immigration causing problems and policy does not do enough	15	14.6%	19.5%	
Total		103	100.0%	133.8%

a Group

**Appendix E:
Crosstabulations/Satisfaction Mean Ratings by Demographic
Variables**

TABLE E: Satisfaction Mean Ratings by Demographic Variables*

Table E1		Gender			
		Male (3)		Female (4)	
Quality of life		mean	n	mean	n
qol10	Quality of life (ratings on 10 point-scale)	7.20	782	7.38	900
Satisfaction with Services		%	n	%	n
ctysat97d	General Satisfaction with Services	90.0%	755	91.4%	866
voted	Sat w/ Convenient Ways to Register to Vote	96.0%	439	95.9%	523
pctupd	Sat w/ Efficiency and Effectiveness of the Voting Precinct Setup	95.9%	358	94.7%	423
govtservd	Sat w/ Informing Citizens about Government	80.1%	429	79.3%	518

* A mean rating with a superscript indicates that this mean is significantly higher (at the 5% level) than the mean in the column corresponding to the superscript.

Table E2		Gender			
		Male (3)		Female (4)	
Public Safety		%	n	%	n
animalad	Satisfaction with Animal Control	88.9%	467	85.7%	504
strltad	Satisfaction with Street Lighting	82.6%	481	83.2%	527
fired	Sat w/ Fire Fighting in R's Area	98.7%	462	99.0%	522
rescued	Sat w/ Emergency Medical Rescue Services	97.4%	468	98.1%	518
moscontd	Satisfaction with Mosquito Control	80.4%	365	86.0%	392
amcrimed	Sat w/ Safety in Neighborhood in Daytime	91.5%	778	94.7% ⁽³⁾	885
pmcrimed	Sat w/ Safety in Neighborhood at Night	86.3%	778	87.4%	883
attituded	Sat w/ Police Dept. Attitudes Towards Citizens	85.1%	534	84.1%	576
polfaird	Sat that Police Dept treats everyone fairly	78.9%	522	78.7%	540
drugsd	Sat w/ Reduce the Use of Illegal Drugs	89.8%	477	88.0%	496
policed	Sat w/ Overall Performance of Police Dept.	90.7%	578	94.2%	626
ppolicyd	Sat w/Police check status of anyone placed under arrest	84.8%	534	86.2%	569
courtsatd	Sat w/ Security in Courthouse	96.7%	248	99.8%	261
attitud	Sat w Sheriff's office Attitudes"	91.4%	205	94.2%	138
sheriffad	Sat w Sheriff's office"	92.4%	211	96.6%	138
emsatisd	Sat w/ Assistance from 9-1-1 Operator	95.9%	143	93.6%	194
emtimebd	Satisfaction with Time for Help to Arrive	91.6%	136	87.1%	182
emasstbd	Sat w/ Assistance on the Scene	89.0%	126	94.9%	177

Table E3		Gender			
		Male (3)		Female (4)	
Public Services		%	n	%	n
libraryd	Sat with Providing Library Services	96.0%	437	94.5%	507
parkd	Sat. with Providing Park and Recreation Programs	92.6%	452	89.8%	533
elderlyd	Sat w/ Programs for Elderly Population	82.6%	357	81.3%	404
librysatd	Sat w/ Service from Library Staff	99.1%	465	98.5%	538
dsssatd	Sat with Dept. of Soc. Services	80.9% ⁽⁴⁾	168	68.8%	214
hlthsatd	Sat with Health Department	89.7%	152	84.7%	199
menthpb	Sat w/ services to people w/ mental health problems	76.1%	72	71.2%	84
mentret	Sat with Services to Mental Retardation	90.1%	60	88.0%	62
menteis	Sat w/ Early Intervention Services	91.9%	42	82.1%	60
mentsub	Sat w/ Services to Substance Abuse	80.8%	56	65.0%	66
mentald	Sat w/ Mental Health Services Overall	84.9%	75	80.9%	93
schl4d	Sat that School System Provides Efficient Service	86.7%	623	85.5%	700
park2d	Sat with Park Authority	93.7%	376	97.3% ⁽³⁾	364
ctyserv2d	Sat with Service Authority	93.0%	506	93.0%	477

Table E4		Gender			
		Male (3)		Female (4)	
Communication with the County		%	n	%	n
		helpful2d	Helpfulness of County Employees	79.5%	289
helpfulad	Sat w/ helpfulness of tax County employees	84.2%	135	88.0%	138
timesatad	Sat w/ timeliness of tax request	89.1%	133	90.4%	136
net2d	Sat with PWC Government Web Site	90.9%	324	94.3%	395

Table E5		Gender			
		Male (3)		Female (4)	
Planning and Development Issues		%	n	%	n
land1d	Sat w/ Planning of Land Devel-prejob	68.1%	302	67.1%	285
newjobsd	Sat w/ Attracting New Jobs to PWC	67.2%	219	79.6% ⁽³⁾	203
land2d	Sat w/ Planning of Land Devel-postjob	67.3%	259	62.9%	286
landd	Sat w/ Planning of land dev. (combined)	67.7%	561	65.0%	571
neighbord	Sat w/ Preventing Neighborhood Deterioration	76.1% ⁽⁴⁾	582	68.2%	605
lfillsatd	Sat with Landfill	98.0%	189	98.7%	174
recyclecd	Sat w/ recycling services	91.9% ⁽⁴⁾	594	87.3%	688
trashcd	Sat w/ Appearance of Trash along Roadways & in Neighborhoods	91.0%	599	88.4%	693
signscd	Sat w/ Appearance of Illegal Signs along Major Roads	69.0%	630	69.7%	682
buildngcd	Sat w/ Appearance of Deteriorated Buildings	86.7%	639	82.5%	729
junkcd	Sat w/ Appearance of Junk Cars	91.4% ⁽⁴⁾	640	86.0%	701
travel97d	Sat w/ Ease of Travel in PWC	58.4%	615	53.4%	684

Table E6		Gender			
		Male (3)		Female (4)	
Development Issues		%	n	%	n
		outsidecd	Sat w/ Ease of Travel around NoVA outside PWC	42.2%	436
transc2d	Sat w/ Public Transportation in PWC	67.2%	457	65.2%	507
novatrc2d	Sat w/ Public Transportation in NoVA outside PWC	69.0%	516	67.6%	578
growthcd	Sat w/ Rate of PWC Growth	70.7%	438	70.5%	534
roaddevad	Sat w/ Coordination of Development with Road Systems	54.7%	461	63.3% ⁽³⁾	523
svedevad	Sat w/ Coordination of Development with Community Facilities	87.0%	609	86.6%	666
envrdevad	Sat w/ County's Efforts to Protect Environment	83.8%	506	84.4%	532
spcedevad	Sat w/ County's Efforts to Preserve Open Space	71.0%	476	66.8%	512
historicd	Sat w/ County's Efforts in Historic Preservation	92.6%	515	90.7%	509
inputdevd	Sat w/ Opportunities for Citizen Input	72.2%	444	78.6%	461
visdevd	Sat w/ Visual Appearance of New Development	86.8%	574	89.4%	643
buildngsd	Sat w/ the safety of buildings constructed in the last two years	94.2%	490	94.4%	534

Table E7		Gender			
		View of Government		Male (3)	
		%	n	%	n
valued	Sat w/ Value for Tax Dollar	79.0%	627	82.4%	711
effneffd	Sat w/ Efficient and Effective Service	88.2%	612	91.0%	675
trstgov1d	Trust of Government to do What is Right: Dichotomized	66.2%	641	61.1%	700

TABLE E: Satisfaction Mean Ratings by Demographic Variables*

Table E8		Race							
		White (1)		Black (2)		Asian (3)		Other (4)	
Quality of life		mean	n	mean	n	mean	n	mean	n
qol10	Quality of life (ratings on 10 point-scale)	7.32	1,135	7.39	296	7.11	62	7.22	142
Satisfaction with Services									
ctysat97d	General Satisfaction with Services	91.9% ⁽⁴⁾	1,095	91.8%	282	95.6% ⁽⁴⁾	63	81.6%	137
voted	Sat w/ Convenient Ways to Register to Vote	95.6%	621	97.2%	197	98.1%	37	99.2% ⁽¹⁾	73
pctupd	Sat w/ Efficiency and Effectiveness of the Voting Precinct Setup	95.3%	533	94.5%	152	94.4%	34	98.0%	38
govtservd	Sat w/ Informing Citizens about Government	78.5%	628	86.4% ⁽¹⁾	178	81.3%	36	76.6%	83

* A mean rating with a superscript indicates that this mean is significantly higher (at the 5% level) than the mean in the column corresponding to the superscript.

Table E9		Race							
		White (1)		Black (2)		Asian (3)		Other (4)	
Public Safety		%	n	%	n	%	n	%	n
animalad	Satisfaction with Animal Control	89.2%	643	88.8%	163	73.2%	36	84.2%	101
strltad	Satisfaction with Street Lighting	85.4% ⁽²⁾	664	75.5%	182	84.0%	41	85.7%	94
fired	Sat w/ Fire Fighting in R's Area	98.6%	657	99.7%	168	95.5%	36	100.0% ⁽¹⁾	95
rescued	Sat w/ Emergency Medical Rescue Services	98.7%	664	97.3%	174	100.0% ⁽¹⁾	31	95.8%	91
moscontd	Satisfaction with Mosquito Control	81.4%	505	88.7%	117	83.4%	28	84.9%	91
amcrimed	Sat w/ Safety in Neighborhood in Daytime	94.5%	1,124	94.2%	291	87.2%	64	86.6%	140
pmcrimed	Sat w/ Safety in Neighborhood at Night	88.3% ⁽⁴⁾	1,124	90.8% ⁽³⁾⁽⁴⁾	291	76.6%	63	73.3%	139
attituded	Sat w/ Police Dept. Attitudes Towards Citizens	87.4% ⁽⁴⁾	738	84.0% ⁽⁴⁾	194	87.3% ⁽⁴⁾	39	69.0%	110
polfaird	Sat that Police Dept treats everyone fairly	83.9% ⁽⁴⁾	687	78.1% ⁽⁴⁾	185	71.4%	41	57.2%	117
drugsd	Sat w/ Reduce the Use of Illegal Drugs	89.2%	622	88.9%	177	85.4%	39	91.8%	107
policed	Sat w/ Overall Performance of Police Dept.	93.8%	805	93.6%	199	95.3%	48	84.2%	116
ppolicyd	Sat w/Police check status of anyone placed under arrest	88.9% ⁽⁴⁾	732	83.6% ⁽⁴⁾	203	75.7%	40	70.9%	96
courtsatd	Sat w/ Security in Courthouse	99.2%	338	100.0%	91	95.0%	14	98.6%	50
attitud	Sat w Sheriff's office Attitudes"	94.5%	232	85.2%	49	86.7%	12	100.0% ⁽¹⁾⁽²⁾	37
sheriffad	Sat w Sheriff's office"	95.1%	236	93.1%	51	86.7%	12	100.0% ⁽¹⁾	36
emsatisd	Sat w/ Assistance from 9-1-1 Operator	95.8%	210	96.5%	74	100.0% ⁽¹⁾	11	96.0%	31
emtimebd	Satisfaction with Time for Help to Arrive	90.4%	194	86.7%	71	100.0% ⁽¹⁾⁽²⁾	10	96.1%	32
emasstbd	Sat w/ Assistance on the Scene	96.2%	184	85.4%	69	100.0% ⁽¹⁾⁽²⁾	10	94.2%	32

Table E10		Race							
		White (1)		Black (2)		Asian (3)		Other (4)	
Public Services		%	n	%	n	%	n	%	n
libraryd	Sat with Providing Library Services	95.6%	624	96.8%	166	88.4%	38	99.1% ⁽¹⁾	80
parkd	Sat. with Providing Park and Recreation Programs	92.1%	665	88.0%	179	91.1%	33	93.3%	78
elderlyd	Sat w/ Programs for Elderly Population	83.1%	470	82.0%	150	72.6%	29	87.3%	83
librysatd	Sat w/ Service from Library Staff	99.4%	676	98.1%	181	98.3%	43	96.9%	76
dsssatd	Sat with Dept. of Soc. Services	69.2%	217	75.8%	100	88.5% ⁽¹⁾	15	94.7% ⁽¹⁾⁽²⁾	37
hlthsatd	Sat with Health Department	84.7%	185	90.3%	80	89.2%	23	88.9%	50
menthpb	Sat w/ services to people w/ mental health problems	70.5%	97	80.7%	31	84.4%	5	79.3%	16
mentret	Sat with Services to Mental Retardation	85.6%	69	94.8%	31	100.0% ⁽¹⁾	3	94.9%	15
menteis	Sat w/ Early Intervention Services	76.5%	57	100.0% ⁽¹⁾	27	100.0% ⁽¹⁾	2	93.1%	11
mentsub	Sat w/ Services to Substance Abuse	65.6%	77	89.5% ⁽¹⁾	24	100.0% ⁽¹⁾	4	83.7%	14
mentald	Sat w/ Mental Health Services Overall	81.5%	104	83.8%	35	75.1%	6	100.0% ⁽¹⁾⁽²⁾	17
schl4d	Sat that School System Provides Efficient Service	84.9%	887	87.6%	243	86.8%	46	94.0% ⁽¹⁾	115
park2d	Sat with Park Authority	95.8%	533	93.9%	115	100.0% ⁽¹⁾⁽²⁾	21	93.1%	57
ctyserv2d	Sat with Service Authority	92.6%	649	95.0% ⁽¹⁾	178	92.2%	43	92.1%	85

Table E11		Race							
		White (1)		Black (2)		Asian (3)		Other (4)	
Communication with the County		%	n	%	n	%	n	%	n
helpful2d	Helpfulness of County Employees	80.0%	447	82.1%	99	74.0%	17	87.6%	35
helpfulad	Sat w/ helpfulness of tax County employees	89.6% ⁽⁴⁾	201	88.3%	41	55.7%	6	55.9%	16
timesatad	Sat w/ timeliness of tax request	92.3%	199	78.7%	41	100.0% ⁽¹⁾⁽²⁾	6	100.0% ⁽¹⁾⁽²⁾	15
net2d	Sat with PWC Government Web Site	92.4%	495	94.7%	127	94.8%	28	100.0% ⁽¹⁾⁽²⁾	40

Table E12		Race							
		White (1)		Black (2)		Asian (3)		Other (4)	
Planning and Development Issues		%	n	%	n	%	n	%	n
land1d	Sat w/ Planning of Land Devel-prejob	65.2%	403	73.9%	99	85.6% ⁽¹⁾	24	74.2%	47
newjobsd	Sat w/ Attracting New Jobs to PWC	73.7%	273	73.7%	78	68.0%	13	78.4%	41
land2d	Sat w/ Planning of Land Devel-postjob	59.0%	360	73.2% ⁽¹⁾	99	92.1% ⁽¹⁾⁽²⁾	23	84.0% ⁽¹⁾	50
landd	Sat w/ Planning of land dev. (combined)	62.3%	762	73.5% ⁽¹⁾	198	88.8% ⁽¹⁾⁽²⁾	47	79.3% ⁽¹⁾	97
neighbord	Sat w/ Preventing Neighborhood Deterioration	68.0%	767	80.8% ⁽¹⁾	220	73.1%	53	90.3% ⁽¹⁾	113
lfillsatd	Sat with Landfill	99.6%	259	92.3%	53	100.0%	6	100.0%	31
recyclecd	Sat w/ recycling services	88.8%	856	90.1%	215	94.1% ⁽¹⁾	55	88.9%	119
trashcd	Sat w/ Appearance of Trash along Roadways & in Neighborhoods	88.1%	877	94.7% ⁽¹⁾	217	88.5%	51	93.4%	111
signscd	Sat w/ Appearance of Illegal Signs along Major Roads	64.5%	881	80.5% ⁽¹⁾	225	82.8% ⁽¹⁾	53	79.7% ⁽¹⁾	114
buildngcd	Sat w/ Appearance of Deteriorated Buildings	83.8%	906	86.4%	249	82.0%	54	86.9%	118
junkcd	Sat w/ Appearance of Junk Cars	88.1%	872	93.0% ⁽¹⁾	260	83.3%	53	84.5%	113
travel97d	Sat w/ Ease of Travel in PWC	52.9%	876	57.8%	216	55.1%	51	75.5% ⁽¹⁾⁽²⁾	120

Table E13		Race							
		White (1)		Black (2)		Asian (3)		Other (4)	
Development Issues		%	n	%	n	%	n	%	n
outsided	Sat w/ Ease of Travel around NoVA outside PWC	35.5%	655	53.0% ⁽¹⁾	157	35.1%	37	61.8% ⁽¹⁾⁽³⁾	79
transc2d	Sat w/ Public Transportation in PWC	66.4%	592	66.5%	206	59.9%	40	78.5%	91
novatrc2d	Sat w/ Public Transportation in NoVA outside PWC	66.2%	717	73.7%	207	67.8%	44	81.5% ⁽¹⁾	90
growthcd	Sat w/ Rate of PWC Growth	65.6%	637	79.2% ⁽¹⁾	179	74.5%	35	87.6% ⁽¹⁾	100
roaddevad	Sat w/ Coordination of Development with Road Systems	53.8%	653	67.0% ⁽¹⁾	171	66.4%	41	87.0% ⁽¹⁾⁽²⁾⁽³⁾	90
svedevad	Sat w/ Coordination of Development with Community Facilities	86.0%	844	89.1%	224	92.7%	54	91.1%	117
envrdevad	Sat w/ County's Efforts to Protect Environment	82.9%	666	88.2%	178	84.3%	42	87.4%	116
spcedevad	Sat w/ County's Efforts to Preserve Open Space	64.4%	650	79.5% ⁽¹⁾	174	71.3%	37	80.6% ⁽¹⁾	103
historicd	Sat w/ County's Efforts in Historic Preservation	92.1%	677	96.2% ⁽¹⁾	174	84.7%	33	84.1%	111
inputdevd	Sat w/ Opportunities for Citizen Input	75.1%	591	81.4%	171	63.2%	33	76.4%	80
visdevd	Sat w/ Visual Appearance of New Development	86.8%	800	91.8%	212	86.3%	49	93.6%	118
buildngsd	Sat w/ the safety of buildings constructed in the last two years	93.9%	660	96.7%	198	93.2%	37	95.8%	96

Table E14		Race							
		White (1)		Black (2)		Asian (3)		Other (4)	
View of Government		%	n	%	n	%	n	%	n
		valued	Sat w/ Value for Tax Dollar	82.4%	889	75.8%	244	83.2%	53
effneffd	Sat w/ Efficient and Effective Service	91.0%	858	91.7%	220	80.5%	55	87.0%	119
trstgov1d	Trust of Government to do What is Right: Dichotomized	66.2%	893	62.5%	238	70.5%	51	48.8%	122

TABLE E: Satisfaction Mean Ratings by Demographic Variables*

Table E15		Age									
		18-25 (1)		26-37 (2)		38-49 (3)		50-64 (4)		Over 64 (5)	
Quality of life		mean	n	mean	n	mean	n	mean	n	mean	n
qol10	Quality of life (ratings on 10 point-scale)	7.18	185	7.17	352	7.42	459	7.27	427	7.57 ⁽²⁾	197
Satisfaction with Services											
ctysat97d	General Satisfaction with Services	85.1%	180	92.5%	338	91.6%	445	90.5%	411	94.7% ⁽¹⁾	191
voted	Sat w/ Convenient Ways to Register to Vote	99.5% ⁽²⁾ (3)(4)	112	93.1%	199	95.8%	277	97.1%	244	97.2%	94
pctupd	Sat w/ Efficiency and Effectiveness of the Voting Precinct Setup	96.9%	52	95.3%	136	95.0%	234	94.4%	241	96.3%	91
govtservd	Sat w/ Informing Citizens about Government	80.4%	98	70.6%	198	82.8% ⁽²⁾	274	80.3%	238	91.1% (2)(3)(4)	105

* A mean rating with a superscript indicates that this mean is significantly higher (at the 5% level) than the mean in the column corresponding to the superscript.

Table E16		Age									
		18-25 (1)		26-37 (2)		38-49 (3)		50-64 (4)		Over 64 (5)	
		%	n	%	n	%	n	%	n	%	n
animalad	Satisfaction with Animal Control	84.9%	138	88.5%	212	86.2%	256	87.2%	234	92.8%	97
strltad	Satisfaction with Street Lighting	81.3%	133	84.6%	230	83.5%	256	81.9%	236	85.5%	116
fired	Sat w/ Fire Fighting in R's Area	100.0% ^{(3)(4)*}	110	99.7%	222	97.4%	257	98.5%	254	100.0% ^{(3)(4)*}	108
rescued	Sat w/ Emergency Medical Rescue Services	97.4%	122	96.0%	209	97.3%	269	99.0%	228	100.0% ⁽³⁾	119
moscontd	Satisfaction with Mosquito Control	84.9%	60	85.2%	156	85.2%	210	79.5%	218	86.1%	92
amcrimed	Sat w/ Safety in Neighborhood in Daytime	94.4%	181	91.2%	354	93.5%	458	92.9%	417	94.5%	194
pmcrimed	Sat w/ Safety in Neighborhood at Night	85.5%	183	83.1%	353	88.3%	458	86.4%	419	92.1% ⁽²⁾⁽⁴⁾	190
attituded	Sat w/ Police Dept. Attitudes Towards Citizens	69.3%	142	78.3%	246	89.4% ⁽¹⁾⁽²⁾	294	90.5% ⁽¹⁾⁽²⁾	266	92.9% ⁽¹⁾⁽²⁾	124
polfaird	Sat that Police Dept treats everyone fairly	60.9%	140	76.1%	234	78.3% ⁽¹⁾	296	88.8% ⁽¹⁾⁽²⁾⁽³⁾	250	90.5% ⁽¹⁾⁽²⁾⁽³⁾	106
drugsd	Sat w/ Reduce the Use of Illegal Drugs	86.0%	137	87.3%	203	90.2%	275	90.1%	230	94.2%	98
policed	Sat w/ Overall Performance of Police Dept.	88.1%	144	89.9%	272	92.7%	322	94.7%	291	97.6% ⁽¹⁾⁽²⁾⁽³⁾	135
ppolicyd	Sat w/Police check status of anyone placed under arrest	82.4%	127	84.7%	244	85.4%	295	87.1%	279	89.1%	129
courtsatd	Sat w/ Security in Courthouse	100.0%	55	96.4%	130	99.8%	140	97.8%	122	98.6%	40
attitud	Sat w Sheriff's office Attitudes"	82.2%	39	93.8%	65	92.0%	95	95.9%	89	94.3%	49
sheriffad	Sat w Sheriff's office"	83.8%	39	93.9%	66	95.0%	97	95.5%	92	96.9%	49
emsatisd	Sat w/ Assistance from 9-1-1 Operator	100.0% ⁽²⁾⁽⁴⁾	49	84.1%	65	98.5% ⁽²⁾	95	95.5%	77	98.2% ⁽²⁾	40
emtimebd	Satisfaction with Time for Help to Arrive	86.8%	48	79.2%	55	95.0%	93	87.8%	71	96.4% ⁽²⁾⁽⁴⁾	39
emasstbd	Sat w/ Assistance on the Scene	90.7%	47	85.3%	57	95.1%	89	93.1%	66	98.1% ⁽⁴⁾	37

Table E17		Age									
		18-25 (1)		26-37 (2)		38-49 (3)		50-64 (4)		Over 64 (5)	
Public Services		%	n	%	n	%	%	n	%	n	%
libraryd	Sat with Providing Library Services	97.9%	89	93.9%	219	94.2%	264	94.7%	236	98.2%	100
parkd	Sat. with Providing Park and Recreation Programs	92.4%	121	87.5%	215	92.5%	279	93.1%	230	92.2%	102
elderlyd	Sat w/ Programs for Elderly Population	84.1%	102	86.1% ⁽⁴⁾	158	87.9% ⁽⁴⁾	148	73.3%	202	81.9% ⁽⁴⁾	125
librysatd	Sat w/ Service from Library Staff	100.0% ⁽³⁾	119	98.6%	225	97.5%	290	99.5%	222	100.0% ⁽³⁾	111
dsstsd	Sat with Dept. of Soc. Services	61.2%	60	73.7%	67	79.9%	100	73.7%	93	87.3% ⁽¹⁾⁽⁴⁾	48
hlthsatd	Sat with Health Department	92.4%	53	82.4%	92	86.4%	86	86.0%	72	91.4%	36
menthpb	Sat w/ services to people w/ mental health problems	91.9% ⁽⁴⁾	18	62.8%	32	72.9%	35	70.2%	45	88.4%	20
mentret	Sat with Services to Mental Retardation	100.0% ⁽⁴⁾	17	89.0%	25	90.9%	27	82.6%	32	90.9%	18
menteis	Sat w/ Early Intervention Services	100.0% ⁽⁴⁾	13	77.9%	19	89.7%	27	79.6%	26	84.4%	13
mentsub	Sat w/ Services to Substance Abuse	86.8% ⁽²⁾	17	51.6%	25	75.9%	34	76.7%	32	88.5% ⁽²⁾	10
mentall	Sat w/ Mental Health Services Overall	96.0% ⁽⁴⁾	18	78.4%	37	82.3%	42	80.5%	46	96.9% ⁽⁴⁾	20
schl4d	Sat that School System Provides Efficient Service	84.0%	159	89.0%	264	85.3%	390	86.3%	334	87.2%	136
park2d	Sat with Park Authority	96.4%	50	95.7%	159	94.0%	230	95.3%	209	99.1% ⁽³⁾⁽⁴⁾	76
ctyserv2d	Sat with Service Authority	95.6%	55	94.2%	206	92.8%	302	93.0%	276	88.3%	118

Table E18		Age									
		18-25 (1)		26-37 (2)		38-49 (3)		50-64 (4)		Over 64 (5)	
Communication with the County		%	n	%	n	%	%	n	%	n	%
helpful2d	Helpfulness of County Employees	84.2%	46	74.7%	113	74.3%	182	84.3% ⁽³⁾	179	89.1% ⁽²⁾⁽³⁾	79
helpfulad	Sat w/ helpfulness of tax County employees	100.0% ⁽²⁾ (3)(4)	11	79.5%	56	83.2%	88	88.2%	75	97.1% ⁽²⁾⁽³⁾	36
timesatad	Sat w/ timeliness of tax request	100.0% ⁽²⁾ (3)(4)	10	85.8%	54	90.9%	89	88.7%	72	97.1%	36
net2d	Sat with PWC Government Web Site	91.5%	64	90.4%	164	93.9%	216	93.5%	183	98.3% ⁽²⁾⁽⁴⁾	65

Table E19		Age									
		18-25 (1)		26-37 (2)		38-49 (3)		50-64 (4)		Over 64 (5)	
Planning and Development Issues		%	n	%	n	%	%	n	%	n	%
land1d	Sat w/ Planning of Land Devel-prejob	83.0% (4)(5)	71	74.1% (4)	122	67.8%	153	59.7%	150	61.1%	72
newjobsd	Sat w/ Attracting New Jobs to PWC	76.5%	51	69.0%	83	64.2%	112	80.8% (3)	116	89.6% (2)(3)	48
land2d	Sat w/ Planning of Land Devel-postjob	87.4% (3)(4)(5)	63	71.9%	123	60.6%	146	57.5%	146	60.8%	53
landd	Sat w/ Planning of land dev. (combined)	85.0% (3)(4)(5)	133	73.0% (4)	246	64.3%	299	58.6%	297	61.0%	125
neighbord	Sat w/ Preventing Neighborhood Deterioration	82.8% (3)(4)	143	74.4% (4)	277	70.9%	319	64.9%	279	73.4%	127
lfillsatd	Sat with Landfill	100.0%	21	100.0%	68	99.2%	103	98.1%	108	0.97	52
recyclecd	Sat w/ recycling services	92.3%	143	88.6%	284	90.7%	338	87.4%	327	92.0%	147
trashcd	Sat w/ Appearance of Trash along Roadways & in Neighborhoods	88.5%	145	93.0% (4)	285	88.6%	347	87.8%	314	90.3%	153
signscd	Sat w/ Appearance of Illegal Signs along Major Roads	79.9% (4)(5)	151	70.4%	268	72.2% (4)(5)	371	64.0%	318	60.2%	156
buildngcd	Sat w/ Appearance of Deteriorated Buildings	87.7%	163	84.3%	291	88.0% (4)	380	79.4%	343	87.1% ⁽⁴⁾	148
junkcd	Sat w/ Appearance of Junk Cars	88.8%	162	89.0%	296	89.0%	372	88.6%	322	90.8%	143
travel97d	Sat w/ Ease of Travel in PWC	59.4%	144	53.7%	280	60.3% (4)	356	51.0%	326	61.4% ⁽⁴⁾	152

Table E20		Age									
		18-25 (1)		26-37 (2)		38-49 (3)		50-64 (4)		Over 64 (5)	
Development Issues		%	n	%	n	%	%	n	%	n	%
outsidedc	Sat w/ Ease of Travel around NoVA outside PWC	59.0% (2)(3)(4)(5)	96	40.3%	214	40.5%	257	39.6%	250	35.9%	104
transc2d	Sat w/ Public Transportation in PWC	73.8%	134	67.1%	235	64.5%	259	61.9%	222	73.1% ⁽⁴⁾	85
novatrc2d	Sat w/ Public Transportation in NoVA outside PWC	77.8% (5)	130	69.0%	250	69.8%	316	64.4%	269	60.7%	91
growthcd	Sat w/ Rate of PWC Growth	91.0% (2)(3)(4)(5)	117	75.3% (4)(5)	192	71.3% (5)	268	63.0%	249	59.8%	109
roaddevad	Sat w/ Coordination of Development with Road Systems	87.2% ⁽²⁾ (3)(4)(5)	126	64.4% (4)	221	54.3%	264	47.8%	240	56.4%	98
svedevad	Sat w/ Coordination of Development with Community Facilities	96.9% (2)(3)(4)(5)	159	88.2%	285	86.6%	329	81.7%	325	89.0%	139
envrdevad	Sat w/ County's Efforts to Protect Environment	86.1%	129	88.8% (3)	229	79.1%	283	83.5%	258	83.6%	107
spcedevad	Sat w/ County's Efforts to Preserve Open Space	71.2%	114	73.8%	242	67.8%	240	64.9%	254	70.8%	106
historicd	Sat w/ County's Efforts in Historic Preservation	87.1%	124	96.1% (3)	237	89.4%	274	91.8%	240	93.7%	115
inputdevd	Sat w/ Opportunities for Citizen Input	74.0%	121	77.4%	191	75.5%	230	71.8%	230	83.2% ⁽⁴⁾	104
visdevd	Sat w/ Visual Appearance of New Development	90.5%	126	93.1% (3)(4)	269	87.1%	320	84.6%	319	87.3%	141
buildngsd	Sat w/ the safety of buildings constructed in the last two years	92.3%	128	95.3%	265	95.1%	271	93.9%	230	92.8%	98

Table E21		Age									
		18-25 (1)		26-37 (2)		38-49 (3)		50-64 (4)		Over 64 (5)	
View of Government		%	n	%	n	%	%	n	%	n	%
		valued	Sat w/ Value for Tax Dollar	78.3%	144	78.4%	300	83.5%	358	80.1%	335
effneffd	Sat w/ Efficient and Effective Service	83.6%	144	90.8%	294	93.4%	353	89.0%	312	90.2%	141
trstgov1d	Trust of Government to do What is Right: Dichotomized	62.3%	156	64.2%	299	65.6%	356	62.7%	326	64.8%	157

TABLE E: Satisfaction Mean Ratings by Demographic Variables*

Table E22		Marital Status									
		Married (1)		Separated (2)		Divorced (3)		Widowed (4)		Never married (5)	
Quality of life		mean	n	mean	n	mean	n	mean	n	mean	n
qol10	Quality of life (ratings on 10 point-scale)	7.29	972	7.67	48	7.38	196	7.56	69	7.16	374
Satisfaction with Services											
ctysat97d	General Satisfaction with Services	92.1%	945	89.4%	48	85.6%	185	95.5% ⁽³⁾	64	89.5%	358
voted	Sat w/ Convenient Ways to Register to Vote	96.7%	565	86.2%	23	90.4%	115	100.0% ⁽¹⁾⁽³⁾	30	97.1%	212
pctupd	Sat w/ Efficiency and Effectiveness of the Voting Precinct Setup	95.3%	523	97.7%	15	93.4%	91	93.2%	26	97.1%	115
govtservd	Sat w/ Informing Citizens about Government	77.3%	561	100.0% ⁽¹⁾⁽³⁾ (4)(5)	23	78.8%	111	87.0%	39	82.7%	205

* A mean rating with a superscript indicates that this mean is significantly higher (at the 5% level) than the mean in the column corresponding to the superscript.

Table E23		Marital Status									
		Married (1)		Separated (2)		Divorced (3)		Widowed (4)		Never married (5)	
Public Safety		%	n	%	n	%	n	%	n	%	n
animalad	Satisfaction with Animal Control	88.0%	539	80.7%	31	87.5%	94	90.6%	40	86.0%	253
strltad	Satisfaction with Street Lighting	82.4%	565	73.1%	31	88.1%	107	84.4%	38	82.2%	258
fired	Sat w/ Fire Fighting in R's Area	98.3%	562	100.0% (1)	29	99.1%	114	100.0% (1)	40	99.7%	228
rescued	Sat w/ Emergency Medical Rescue Services	97.9%	543	100.0% (1)	38	99.4%	115	98.3%	37	96.7%	243
moscontd	Satisfaction with Mosquito Control	79.0%	460	100.0% (1)(3)(4)(5)	10	92.3% ⁽¹⁾	83	86.9%	44	89.4% ⁽¹⁾	153
amcrimed	Sat w/ Safety in Neighborhood in Daytime	93.5%	957	100.0% (1)(3)(4)(5)	48	93.6%	191	90.3%	68	91.7%	376
pmcrimed	Sat w/ Safety in Neighborhood at Night	87.3%	957	97.0% (1)(3)(5)	48	87.8%	194	85.9%	66	83.9%	374
attituded	Sat w/ Police Dept. Attitudes Towards Citizens	86.7% ⁽⁵⁾	617	96.0% (1)(5)	36	84.6%	127	93.1% ⁽⁵⁾	47	76.3%	268

Table E24		Marital Status									
		Married (1)		Separated (2)		Divorced (3)		Widowed (4)		Never married (5)	
		%	n	%	n	%	n	%	n	%	n
polfaird	Sat that Police Dept treats everyone fairly	82.1% ⁽⁵⁾	597	96.1% (1)(3)(5)	37	78.6%	119	88.4% ⁽⁵⁾	37	67.6%	261
drugsd	Sat w/ Reduce the Use of Illegal Drugs	90.1%	548	86.1%	33	95.2% ⁽⁵⁾	98	84.6%	33	84.5%	246
policed	Sat w/ Overall Performance of Police Dept.	93.4%	675	91.2%	41	91.9%	132	91.7%	52	90.7%	286
ppolicyd	Sat w/Police check status of anyone placed under arrest	85.7%	619	84.5%	31	89.2%	123	86.6%	46	83.9%	276
courtsatd	Sat w/ Security in Courthouse	98.5%	288	100.0% (1)	13	100.0% (1)	77	100.0% (1)	14	95.8%	112
attitud	Sat w Sheriff's office Attitudes"	95.4%	217	100.0% (1)(3)(5)	9	87.4%	33	100.0% (1)(3)(5)	10	83.7%	72
sheriffad	Sat w Sheriff's office"	95.9%	218	100.0% (1)(5)	9	95.4%	35	100.0% (1)(5)	10	86.2%	74
emsatisd	Sat w/ Assistance from 9-1-1 Operator	96.6%	181	100.0% (1)	8	97.5%	46	95.1%	13	90.3%	83
emtimebd	Satisfaction with Time for Help to Arrive	93.0%	168	92.7%	9	90.9%	42	89.6%	13	81.0%	79
emasstbd	Sat w/ Assistance on the Scene	96.3%	157	100.0% (1)(5)	9	86.5%	39	89.6%	13	87.6%	79

Table E25		Marital Status									
		Married (1)		Separated (2)		Divorced (3)		Widowed (4)		Never married (5)	
Public Services		%	n	%	n	%	%	n	%	n	%
libraryd	Sat with Providing Library Services	95.3%	557	100.0% (1)(3)(5)	25	95.2%	95	97.4%	40	94.6%	220
parkd	Sat. with Providing Park and Recreation Programs	92.4%	565	88.6%	28	89.0%	109	97.5% ⁽³⁾ (5)	33	88.9%	240
elderlyd	Sat w/ Programs for Elderly Population	81.5%	390	76.5%	21	83.1%	88	88.3%	49	82.4%	204
librysatd	Sat w/ Service from Library Staff	98.5%	610	100.0% (1)	33	97.6%	106	100.0% (1)	36	99.7%	208
dsssatd	Sat with Dept. of Soc. Services	79.1% ⁽⁵⁾	192	80.0%	16	73.6%	65	87.5% ⁽⁵⁾	19	59.9%	85
hlthsatd	Sat with Health Department	88.1%	179	70.4%	13	86.8%	37	95.6%	16	85.5%	99
menthpb	Sat w/ services to people w/ mental health problems	76.5%	74	79.5%	3	66.2%	29	100.0% (1)(3)(5)	8	72.4%	39
mentret	Sat with Services to Mental Retardation	85.5%	67	100.0% (1)	3	100.0% (1)	11	100.0% (1)	7	91.7%	33
menteisd	Sat w/ Early Intervention Services	83.4%	51	65.1%	2	82.1%	15	100.0% (1)	4	91.4%	29
mentsub	Sat w/ Services to Substance Abuse	79.7% ⁽²⁾	55	-	3	70.1% ⁽²⁾	20	100.0% (1)(3)(5)	6	68.6% ⁽²⁾	36
mentalld	Sat w/ Mental Health Services Overall	86.3%	81	100.0% (1)(3)	3	75.6%	31	88.4%	7	83.4%	42
schl4d	Sat that School System Provides Efficient Service	85.5%	789	91.8%	39	85.8%	151	88.5%	48	87.4%	281
park2d	Sat with Park Authority	95.4%	478	100.0% (1)(5)	20	96.5%	83	98.9% ⁽¹⁾	31	93.9%	123
ctyserv2d	Sat with Service Authority	92.8%	615	100.0% (1)(3)(4)(5)	28	92.3%	120	91.9%	47	93.5%	164

Table E26		Marital Status									
		Married (1)		Separated (2)		Divorced (3)		Widowed (4)		Never married (5)	
Communication with the County		%	n	%	n	%	%	n	%	n	%
		helpful2d	Helpfulness of County Employees	81.3%	377	70.5%	17	77.3%	91	80.0%	23
helpfulad	Sat w/ helpfulness of tax County employees	85.4%	174	90.6%	8	89.3%	40	93.1%	15	80.6%	33
timesatad	Sat w/ timeliness of tax request	91.6%	172	100.0% (1)(3)(5)	7	86.9%	40	92.8%	15	79.0%	33
net2d	Sat with PWC Government Web Site	93.6%	415	100.0% (1)(3)(5)	21	92.6%	94	84.7%	17	90.2%	159

Table E27 Planning and Development Issues		Marital Status									
		Married (1)		Separated (2)		Divorced (3)		Widowed (4)		Never married (5)	
		%	n	%	n	%	%	n	%	n	%
land1d	Sat w/ Planning of Land Devel-prejob	62.3%	323	94.7% ⁽¹⁾) ₍₃₎₍₄₎₍₅₎	27	64.3%	63	62.9%	28	77.1% ⁽¹⁾	139
newjobsd	Sat w/ Attracting New Jobs to PWC	75.3%	240	53.8%	9	78.6%	49	77.9%	15	67.9%	107
land2d	Sat w/ Planning of Land Devel-postjob	65.6%	333	54.4%	7	50.7%	59	56.7%	17	72.1% ⁽³⁾	127
landd	Sat w/ Planning of land dev. (combined)	64.0%	656	86.7% ⁽¹⁾) ₍₃₎₍₄₎	34	57.7%	123	60.6%	45	74.7% ⁽¹⁾) ₍₃₎	265
neighbord	Sat w/ Preventing Neighborhood Deterioration	71.6%	660	80.4%	37	63.0%	126	75.6%	47	75.6%	303
lfillsatd	Sat with Landfill	98.1%	242	100.0% ⁽¹⁾	6	100.0% ⁽¹⁾	32	100.0% ⁽¹⁾	18	97.5% ⁽¹⁾	64
recyclecd	Sat w/ recycling services	90.4%	752	82.7%	40	87.6%	142	94.7%	48	88.8%	287
trashcd	Sat w/ Appearance of Trash along Roadways & in Neighborhoods	89.6%	746	93.6%	38	90.3%	145	90.8%	46	88.7%	299
signscd	Sat w/ Appearance of Illegal Signs along Major Roads	67.8%	749	62.7%	38	68.7%	152	67.2%	54	75.1%	303
buildngcd	Sat w/ Appearance of Deteriorated Buildings	84.8%	786	92.6% ⁽³⁾)	43	80.3%	159	85.2%	51	84.4%	309
junkcd	Sat w/ Appearance of Junk Cars	87.2%	749	92.7%	42	86.7%	153	90.2%	57	92.0%	324
travel97d	Sat w/ Ease of Travel in PWC	54.4%	763	59.2%	35	54.4%	137	58.6%	52	59.0%	295

Table E28		Marital Status									
		Married (1)		Separated (2)		Divorced (3)		Widowed (4)		Never married (5)	
		%	n	%	n	%	%	n	%	n	%
outsided	Sat w/ Ease of Travel around NoVA outside PWC	38.5%	572	48.9%	21	34.0%	104	36.5%	31	49.8% (1)(3)	213
transc2d	Sat w/ Public Transportation in PWC	65.3%	492	60.4%	27	65.8%	133	71.4%	29	69.0%	271
novatrc2d	Sat w/ Public Transportation in NoVA outside PWC	69.3%	612	69.7%	28	62.9%	131	55.0%	35	71.2%	273
growthcd	Sat w/ Rate of PWC Growth	67.1%	566	73.7%	28	72.0%	110	56.3%	37	80.2% (1)(4)	223
roaddevad	Sat w/ Coordination of Development with Road Systems	54.0%	544	78.6% (1)(3)	30	51.6%	115	62.9%	34	71.5% (1)(3)	250
svedevad	Sat w/ Coordination of Development with Community Facilities	85.0%	719	92.5%	40	83.9%	132	96.0% (1)(3)(5)	50	89.5%	322
envrdevad	Sat w/ County's Efforts to Protect Environment	83.5%	573	95.2% (1)(3)(5)	27	79.9%	117	89.7%	36	85.3%	272
spcedevad	Sat w/ County's Efforts to Preserve Open Space	68.8% (2)	569	39.7%	23	65.0%	114	70.5% (2)	37	74.6% ⁽²⁾	236
historicd	Sat w/ County's Efforts in Historic Preservation	93.0%	584	96.5% (3)	34	87.7%	110	97.2% ⁽³⁾ (5)	32	88.6%	254
inputdevd	Sat w/ Opportunities for Citizen Input	74.7%	497	86.9%	27	75.3%	98	80.4%	30	75.8%	243
visdevd	Sat w/ Visual Appearance of New Development	87.2%	720	93.6%	32	86.5%	122	88.3%	53	91.2%	274
buildngsd	Sat w/ the safety of buildings constructed in the last two years	95.9%	554	98.0%	36	91.2%	120	88.9%	26	92.5%	270

Table E29		Marital Status									
		Married (1)		Separated (2)		Divorced (3)		Widowed (4)		Never married (5)	
View of Government		%	n	%	n	%	%	n	%	n	%
		valued	Sat w/ Value for Tax Dollar	81.7%	762	86.3%	44	76.2%	156	92.6% (1)(3)(5)	50
effneffd	Sat w/ Efficient and Effective Service	89.7%	747	83.4%	36	90.7%	144	89.8%	47	90.2%	301
trstgov1d	Trust of Government to do What is Right: Dichotomized	65.1%	763	67.6%	45	58.5%	155	66.9%	52	62.1%	311

TABLE E: Satisfaction Mean Ratings by Demographic Variables*

Table E30		Children Under 18			
		No children under 18 (1)		Children under 18 (2)	
Quality of life		mean	n	mean	n
qol10	Quality of life (ratings on 10 point-scale)	7.24	861	7.35	824
Satisfaction with Services					
ctysat97d	General Satisfaction with Services	90.2%	826	91.3%	798
voted	Sat w/ Convenient Ways to Register to Vote	95.1%	462	96.8%	499
pctupd	Sat w/ Efficiency and Effectiveness of the Voting Precinct Setup	94.5%	399	96.1%	382
govtservd	Sat w/ Informing Citizens about Government	82.3%	482	77.1%	469

* A mean rating with a superscript indicates that this mean is significantly higher (at the 5% level) than the mean in the column corresponding to the superscript.

Table E31		Children Under 18			
		No children under 18 (1)		Children under 18 (2)	
Public Safety		%	n	%	n
animalad	Satisfaction with Animal Control	84.8%	486	89.6%	486
strltad	Satisfaction with Street Lighting	83.0%	514	82.5%	495
fired	Sat w/ Fire Fighting in R's Area	99.3%	502	98.4%	482
rescued	Sat w/ Emergency Medical Rescue Services	98.1%	484	97.6%	503
moscontd	Satisfaction with Mosquito Control	84.3%	384	82.2%	376
amcrimed	Sat w/ Safety in Neighborhood in Daytime	91.7%	850	94.7%	816
pmcrimed	Sat w/ Safety in Neighborhood at Night	84.6%	848	89.1% ⁽¹⁾	817
attituded	Sat w/ Police Dept. Attitudes Towards Citizens	85.9%	571	83.2%	544
polfaird	Sat that Police Dept treats everyone fairly	81.2%	524	76.6%	541
drugsd	Sat w/ Reduce the Use of Illegal Drugs	87.1%	477	90.5%	499
policed	Sat w/ Overall Performance of Police Dept.	93.5%	617	91.5%	589
ppolicyd	Sat w/Police check status of anyone placed under arrest	86.9%	558	84.0%	547
courtsatd	Sat w/ Security in Courthouse	96.3%	215	99.7%	297
attitud	Sat w Sheriff's office Attitudes"	94.6%	174	90.5%	171
sheriffad	Sat w Sheriff's office"	94.9%	179	93.2%	172
emsatisd	Sat w/ Assistance from 9-1-1 Operator	91.5%	163	97.6%	177
emtimebd	Satisfaction with Time for Help to Arrive	86.0%	151	91.7%	170
emasstbd	Sat w/ Assistance on the Scene	92.5%	142	92.5%	164

Table E32		Children Under 18			
		Public Services		No children under 18 (1)	
		%	n	%	n
libraryd	Sat with Providing Library Services	94.9%	471	95.3%	475
parkd	Sat. with Providing Park and Recreation Programs	90.1%	481	92.0%	505
elderlyd	Sat w/ Programs for Elderly Population	77.3%	435	87.8% ⁽¹⁾	330
librysatd	Sat w/ Service from Library Staff	99.5% ⁽²⁾	432	98.2%	573
dsssatd	Sat with Dept. of Soc. Services	76.9%	172	71.6%	211
hlthsatd	Sat with Health Department	88.1%	155	85.4%	196
menthpb	Sat w/ services to people w/ mental health problems	71.8%	90	76.3%	68
mentret	Sat with Services to Mental Retardation	87.9%	73	91.1%	51
menteis	Sat w/ Early Intervention Services	86.5%	54	85.7%	48
mentsub	Sat w/ Services to Substance Abuse	75.9%	69	67.6%	53
mentald	Sat w/ Mental Health Services Overall	79.0%	95	87.8%	74
schl4d	Sat that School System Provides Efficient Service	86.4%	576	85.9%	747
park2d	Sat with Park Authority	95.1%	345	95.7%	396
ctyserv2d	Sat with Service Authority	92.1%	506	93.8%	480

Table E33		Children Under 18			
Communication with the County		No children under 18 (1)		Children under 18 (2)	
		%	n	%	n
helpful2d	Helpfulness of County Employees	82.3%	335	77.6%	290
helpfulad	Sat w/ helpfulness of tax County employees	87.1%	144	85.0%	129
timesatad	Sat w/ timeliness of tax request	88.2%	141	91.5%	128
net2d	Sat with PWC Government Web Site	94.6%	370	91.1%	349

Table E34		Children Under 18			
		Planning and Development Issues		No children under 18 (1)	
		%	n	%	n
land1d	Sat w/ Planning of Land Devel-prejob	63.8%	316	72.2%	272
newjobsd	Sat w/ Attracting New Jobs to PWC	76.2%	226	69.7%	197
land2d	Sat w/ Planning of Land Devel-postjob	59.3%	269	70.2% ⁽¹⁾	278
landd	Sat w/ Planning of land dev. (combined)	61.7%	585	71.2% ⁽¹⁾	550
neighbord	Sat w/ Preventing Neighborhood Deterioration	71.3%	610	72.5%	578
lfillsatd	Sat with Landfill	97.7%	186	98.9%	177
recyclecd	Sat w/ recycling services	88.9%	662	90.1%	621
trashcd	Sat w/ Appearance of Trash along Roadways & in Neighborhoods	87.9%	657	91.2%	636
signscd	Sat w/ Appearance of Illegal Signs along Major Roads	63.1%	684	76.0% ⁽¹⁾	631
buildngcd	Sat w/ Appearance of Deteriorated Buildings	82.1%	693	86.8%	677
junkcd	Sat w/ Appearance of Junk Cars	88.9%	676	88.2%	667
travel97d	Sat w/ Ease of Travel in PWC	56.1%	660	55.4%	644

Table E35		Children Under 18			
Development Issues		No children under 18 (1)		Children under 18 (2)	
		%	n	%	n
outsidecd	Sat w/ Ease of Travel around NoVA outside PWC	41.1%	479	40.3%	474
transc2d	Sat w/ Public Transportation in PWC	68.6%	468	64.0%	495
novatrc2d	Sat w/ Public Transportation in NoVA outside PWC	67.0%	543	69.5%	550
growthcd	Sat w/ Rate of PWC Growth	66.5%	495	74.9% ⁽¹⁾	478
roaddevad	Sat w/ Coordination of Development with Road Systems	52.2%	491	65.9% ⁽¹⁾	495
svedevad	Sat w/ Coordination of Development with Community Facilities	85.0%	636	88.5%	641
envrdevad	Sat w/ County's Efforts to Protect Environment	82.6%	529	85.5%	510
spcedevad	Sat w/ County's Efforts to Preserve Open Space	65.2%	509	72.7% ⁽¹⁾	478
historicd	Sat w/ County's Efforts in Historic Preservation	89.9%	504	93.4% ⁽¹⁾	522
inputdevd	Sat w/ Opportunities for Citizen Input	74.4%	470	76.8%	436
visdevd	Sat w/ Visual Appearance of New Development	86.8%	629	89.5%	591
buildngsd	Sat w/ the safety of buildings constructed in the last two years	91.6%	496	96.8% ⁽¹⁾	528

Table E36		Children Under 18			
View of Government		No children under 18 (1)		Children under 18 (2)	
		%	n	%	n
valued	Sat w/ Value for Tax Dollar	81.3%	684	80.3%	655
effneffd	Sat w/ Efficient and Effective Service	88.6%	637	91.0%	651
trstgov1d	Trust of Government to do What is Right: Dichotomized	61.0%	682	65.7%	662

TABLE E: Satisfaction Mean Ratings by Demographic Variables*

Table E37		Children Under 5			
		Yes (1)		No (2)	
Quality of life		mean	n	mean	n
qol10	Quality of life (ratings on 10 point-scale)	7.36	304	7.35	519
Satisfaction with Services					
ctysat97d	General Satisfaction with Services	91.8%	292	91.0%	505
voted	Sat w/ Convenient Ways to Register to Vote	96.0%	180	97.2%	318
pctupd	Sat w/ Efficiency and Effectiveness of the Voting Precinct Setup	96.6%	123	95.8%	258
govtservd	Sat w/ Informing Citizens about Government	69.4%	170	81.4% ⁽¹⁾	298

* A mean rating with a superscript indicates that this mean is significantly higher (at the 5% level) than the mean in the column corresponding to the superscript.

Table E38		Children Under 5			
		Yes (1)		No (2)	
Public Safety		%	n	%	n
		animalad	Satisfaction with Animal Control	89.2%	195
strltad	Satisfaction with Street Lighting	82.2%	194	82.9%	300
fired	Sat w/ Fire Fighting in R's Area	98.3%	175	98.4%	307
rescued	Sat w/ Emergency Medical Rescue Services	95.2%	188	99.0% ⁽¹⁾	315
moscontd	Satisfaction with Mosquito Control	81.9%	140	82.3%	235
amcrimed	Sat w/ Safety in Neighborhood in Daytime	94.0%	302	95.1%	513
pmcrimed	Sat w/ Safety in Neighborhood at Night	85.1%	304	91.4% ⁽¹⁾	513
attituded	Sat w/ Police Dept. Attitudes Towards Citizens	82.8%	210	83.5%	334
polfaird	Sat that Police Dept treats everyone fairly	76.1%	215	76.9%	327
drugsd	Sat w/ Reduce the Use of Illegal Drugs	90.1%	184	90.8%	315
policed	Sat w/ Overall Performance of Police Dept.	90.0%	228	92.5%	361
ppolicyd	Sat w/Police check status of anyone placed under arrest	84.1%	205	83.9%	342
courtsatd	Sat w/ Security in Courthouse	99.4%	113	99.8%	182
attitud	Sat w Sheriff's office Attitudes"	96.7% ⁽²⁾	68	86.3%	102
sheriffad	Sat w Sheriff's office"	99.2% ⁽²⁾	66	89.5%	105
emsatisd	Sat w/ Assistance from 9-1-1 Operator	98.2%	72	97.1%	104
emtimebd	Satisfaction with Time for Help to Arrive	96.5%	66	88.6%	104
emasstbd	Sat w/ Assistance on the Scene	93.6%	66	91.8%	97

Table E39		Children Under 5			
		Yes (1)		No (2)	
Public Services		%	n	%	n
		libraryd	Sat with Providing Library Services	92.1%	153
parkd	Sat. with Providing Park and Recreation Programs	89.9%	179	93.1%	326
elderlyd	Sat w/ Programs for Elderly Population	90.0%	133	86.3%	197
librysatd	Sat w/ Service from Library Staff	97.6%	207	98.5%	366
dsssatd	Sat with Dept. of Soc. Services	71.9%	93	71.4%	119
hlthsatd	Sat with Health Department	87.9%	98	82.9%	98
menthpb	Sat w/ services to people w/ mental health problems	95.2% ⁽²⁾	28	62.6%	39
mentret	Sat with Services to Mental Retardation	95.2%	22	87.6%	28
menteis	Sat w/ Early Intervention Services	69.7%	15	92.8%	32
mentsub	Sat w/ Services to Substance Abuse	56.0%	17	73.0%	36
mentald	Sat w/ Mental Health Services Overall	94.9%	27	83.4%	46
schl4d	Sat that School System Provides Efficient Service	87.6%	258	85.0%	488
park2d	Sat with Park Authority	96.9%	125	95.0%	270
ctyserv2d	Sat with Service Authority	94.3%	167	93.7%	312

Table E40		Children Under 5			
Communication with the County		Yes (1)		No (2)	
helpful2d	Helpfulness of County Employees	80.0%	108	76.1%	180
helpfulad	Sat w/ helpfulness of tax County employees	83.1%	55	86.4%	74
timesatad	Sat w/ timeliness of tax request	93.9%	54	89.5%	73
net2d	Sat with PWC Government Web Site	89.9%	131	91.7%	218

Table E41		Children Under 5			
Planning and Development Issues		Yes (1)		No (2)	
		%	n	%	n
land1d	Sat w/ Planning of Land Devel-prejob	78.2%	90	69.3%	182
newjobsd	Sat w/ Attracting New Jobs to PWC	85.3% ⁽²⁾	70	61.1%	127
land2d	Sat w/ Planning of Land Devel-postjob	71.3%	123	69.4%	155
landd	Sat w/ Planning of land dev. (combined)	74.2%	213	69.4%	337
neighbord	Sat w/ Preventing Neighborhood Deterioration	70.9%	215	73.6%	363
lfillsatd	Sat with Landfill	100.0%	64	98.4%	113
recyclecd	Sat w/ recycling services	90.4%	247	90.0%	373
trashcd	Sat w/ Appearance of Trash along Roadways & in Neighborhoods	91.6%	238	90.9%	398
signscd	Sat w/ Appearance of Illegal Signs along Major Roads	72.8%	234	78.1%	396
buildngcd	Sat w/ Appearance of Deteriorated Buildings	88.1%	253	86.2%	424
junkcd	Sat w/ Appearance of Junk Cars	87.3%	247	88.7%	419
travel97d	Sat w/ Ease of Travel in PWC	56.7%	237	54.8%	406

Table E42		Children Under 5			
		Yes (1)		No (2)	
Development Issues		%	n	%	n
		outsidecd	Sat w/ Ease of Travel around NoVA outside PWC	38.6%	180
transc2d	Sat w/ Public Transportation in PWC	54.5%	186	69.7% ⁽¹⁾	309
novatrc2d	Sat w/ Public Transportation in NoVA outside PWC	63.6%	200	73.1%	350
growthcd	Sat w/ Rate of PWC Growth	78.6%	199	72.4%	278
roaddevad	Sat w/ Coordination of Development with Road Systems	71.8% ⁽²⁾	209	61.7%	285
svedevad	Sat w/ Coordination of Development with Community Facilities	88.1%	250	88.9%	390
envrdevad	Sat w/ County's Efforts to Protect Environment	89.3%	181	83.3%	329
spcedevad	Sat w/ County's Efforts to Preserve Open Space	73.0%	185	72.5%	294
historicd	Sat w/ County's Efforts in Historic Preservation	95.5%	188	92.1%	333
inputdevd	Sat w/ Opportunities for Citizen Input	77.8%	159	76.4%	277
visdevd	Sat w/ Visual Appearance of New Development	92.5%	218	87.8%	371
buildngsd	Sat w/ the safety of buildings constructed in the last two years	96.1%	210	97.3%	318

Table E43		Children Under 5			
View of Government		Yes (1)		No (2)	
		%	n	%	n
valued	Sat w/ Value for Tax Dollar	79.2%	239	81.1%	416
effneffd	Sat w/ Efficient and Effective Service	88.5%	230	92.3%	421
trstgov1d	Trust of Government to do What is Right: Dichotomized	65.9%	255	65.6%	406

TABLE E: Satisfaction Mean Ratings by Demographic Variables*

Table E44		Children age 5-12			
		Yes (1)		No (2)	
Quality of life		mean	n	mean	n
qol10	Quality of life (ratings on 10 point-scale)	7.49	499	7.20	240
Satisfaction with Services					
ctysat97d	General Satisfaction with Services	92.5%	485	91.2%	232
voted	Sat w/ Convenient Ways to Register to Vote	96.8%	308	96.8%	150
pctupd	Sat w/ Efficiency and Effectiveness of the Voting Precinct Setup	96.5%	233	95.7%	116
govtservd	Sat w/ Informing Citizens about Government	79.8%	290	77.3%	129

* A mean rating with a superscript indicates that this mean is significantly higher (at the 5% level) than the mean in the column corresponding to the superscript.

Table E45		Children age 5-12			
		Yes (1)		No (2)	
Public Safety		%	n	%	n
		animalad	Satisfaction with Animal Control	91.3%	292
strltad	Satisfaction with Street Lighting	81.8%	303	83.6%	137
fired	Sat w/ Fire Fighting in R's Area	98.2%	295	98.8%	152
rescued	Sat w/ Emergency Medical Rescue Services	97.7%	310	98.1%	142
moscontd	Satisfaction with Mosquito Control	82.9%	234	81.6%	105
amcrimed	Sat w/ Safety in Neighborhood in Daytime	96.4%	497	92.3%	234
pmcrimed	Sat w/ Safety in Neighborhood at Night	91.0%	495	86.1%	237
attituded	Sat w/ Police Dept. Attitudes Towards Citizens	83.2%	331	82.4%	156
polfaird	Sat that Police Dept treats everyone fairly	77.7%	332	72.8%	152
drugsd	Sat w/ Reduce the Use of Illegal Drugs	92.3%	308	88.6%	141
policed	Sat w/ Overall Performance of Police Dept.	93.2%	353	88.3%	170
ppolicyd	Sat w/Police check status of anyone placed under arrest	85.9%	325	84.6%	167
courtsatd	Sat w/ Security in Courthouse	99.6%	178	99.6%	82
attitud	Sat w Sheriff's office Attitudes"	91.6%	101	86.1%	47
sheriffad	Sat w Sheriff's office"	94.0%	103	89.7%	47
emsatisd	Sat w/ Assistance from 9-1-1 Operator	96.8%	104	99.4%	55
emtimebd	Satisfaction with Time for Help to Arrive	94.3%	99	86.5%	54
emasstbd	Sat w/ Assistance on the Scene	92.1%	95	95.4%	52

Table E46		Children age 5-12			
		Yes (1)		No (2)	
Public Services		%	n	%	n
libraryd	Sat with Providing Library Services	95.8%	298	97.4%	133
parkd	Sat. with Providing Park and Recreation Programs	92.2%	316	93.8%	135
elderlyd	Sat w/ Programs for Elderly Population	91.4%	207	83.3%	88
librysatd	Sat w/ Service from Library Staff	98.5%	375	98.0%	153
dsssatd	Sat with Dept. of Soc. Services	71.5%	136	78.9%	58
hlthsatd	Sat with Health Department	87.2%	119	80.6%	54
menthpb	Sat w/ services to people w/ mental health problems	75.6%	36	66.7%	22
mentret	Sat with Services to Mental Retardation	89.6%	27	87.7%	14
menteis	Sat w/ Early Intervention Services	100.0% ⁽²⁾	24	69.6%	18
mentsub	Sat w/ Services to Substance Abuse	73.7%	29	56.0%	18
mentald	Sat w/ Mental Health Services Overall	92.7%	39	76.8%	26
schl4d	Sat that School System Provides Efficient Service	90.2% ⁽²⁾	467	80.6%	219
park2d	Sat with Park Authority	96.6%	269	92.9%	101
ctyserv2d	Sat with Service Authority	94.2%	296	92.9%	133

Table E47		Children age 5-12			
Communication with the County		Yes (1)		No (2)	
		%	n	%	n
helpful2d	Helpfulness of County Employees	77.6%	167	77.0%	90
helpfulad	Sat w/ helpfulness of tax County employees	86.7%	74	86.7%	39
timesatad	Sat w/ timeliness of tax request	93.7%	74	89.5%	39
net2d	Sat with PWC Government Web Site	93.7%	218	87.1%	94

Table E48		Children age 5-12			
		Yes (1)		No (2)	
Planning and Development Issues		%	n	%	n
land1d	Sat w/ Planning of Land Devel-prejob	75.2%	158	69.4%	96
newjobsd	Sat w/ Attracting New Jobs to PWC	70.7%	118	67.4%	62
land2d	Sat w/ Planning of Land Devel-postjob	72.9%	164	65.9%	73
landd	Sat w/ Planning of land dev. (combined)	74.0%	322	67.9%	169
neighbord	Sat w/ Preventing Neighborhood Deterioration	78.0% ⁽²⁾	345	64.6%	168
lfillsatd	Sat with Landfill	98.5%	105	99.4%	57
recyclecd	Sat w/ recycling services	89.8%	381	90.9%	177
trashcd	Sat w/ Appearance of Trash along Roadways & in Neighborhoods	92.1%	379	89.1%	188
signscd	Sat w/ Appearance of Illegal Signs along Major Roads	75.3%	377	78.5%	193
buildngcd	Sat w/ Appearance of Deteriorated Buildings	88.2%	412	85.4%	196
junkcd	Sat w/ Appearance of Junk Cars	89.4%	412	86.8%	188
travel97d	Sat w/ Ease of Travel in PWC	59.2%	373	50.4%	203

Table E49		Children age 5-12			
Development Issues		Yes (1)		No (2)	
		%	n	%	n
outsidecd	Sat w/ Ease of Travel around NoVA outside PWC	41.7%	274	35.6%	144
transc2d	Sat w/ Public Transportation in PWC	64.2%	304	67.5%	146
novatrc2d	Sat w/ Public Transportation in NoVA outside PWC	69.0%	325	73.6%	172
growthcd	Sat w/ Rate of PWC Growth	75.8%	282	73.4%	141
roaddevad	Sat w/ Coordination of Development with Road Systems	69.3%	286	60.2%	148
svedevad	Sat w/ Coordination of Development with Community Facilities	88.0%	392	89.8%	179
envrdevad	Sat w/ County's Efforts to Protect Environment	86.1%	316	85.9%	149
spcedevad	Sat w/ County's Efforts to Preserve Open Space	72.5%	294	75.3%	132
historicd	Sat w/ County's Efforts in Historic Preservation	93.4%	317	92.6%	153
inputdevd	Sat w/ Opportunities for Citizen Input	80.9%	262	71.9%	127
visdevd	Sat w/ Visual Appearance of New Development	90.6%	348	87.7%	173
buildngsd	Sat w/ the safety of buildings constructed in the last two years	98.3%	322	94.9%	144

Table E50		Children age 5-12			
View of Government		Yes (1)		No (2)	
		%	n	%	n
valued	Sat w/ Value for Tax Dollar	81.9%	414	80.8%	178
effneffd	Sat w/ Efficient and Effective Service	91.8%	403	90.4%	187
trstgov1d	Trust of Government to do What is Right: Dichotomized	65.0%	404	69.6%	182

TABLE E: Satisfaction Mean Ratings by Demographic Variables*

Table E51		Children age 13-17			
		Yes (1)		No (2)	
Quality of life		mean	n	mean	n
qol10	Quality of life (ratings on 10 point-scale)	7.43	350	7.33	241
Satisfaction with Services					
ctysat97d	General Satisfaction with Services	90.5%	342	94.4%	232
voted	Sat w/ Convenient Ways to Register to Vote	98.2%	227	97.6%	133
pctupd	Sat w/ Efficiency and Effectiveness of the Voting Precinct Setup	95.1%	178	98.1%	99
govtservd	Sat w/ Informing Citizens about Government	79.2%	195	77.4%	143

* A mean rating with a superscript indicates that this mean is significantly higher (at the 5% level) than the mean in the column corresponding to the superscript.

Table E52		Children age 13-17			
		Yes (1)		No (2)	
Public Safety		%	n	%	n
animalad	Satisfaction with Animal Control	87.9%	199	92.6%	147
strltad	Satisfaction with Street Lighting	81.0%	198	85.1%	146
fired	Sat w/ Fire Fighting in R's Area	97.9%	210	99.8%	151
rescued	Sat w/ Emergency Medical Rescue Services	98.9%	207	97.4%	150
moscontd	Satisfaction with Mosquito Control	85.6%	146	79.0%	122
amcrimed	Sat w/ Safety in Neighborhood in Daytime	95.1%	345	93.3%	236
pmcrimed	Sat w/ Safety in Neighborhood at Night	88.7%	343	88.7%	239
attituded	Sat w/ Police Dept. Attitudes Towards Citizens	84.8%	223	80.2%	160
polfaird	Sat that Police Dept treats everyone fairly	74.5%	222	77.4%	158
drugsd	Sat w/ Reduce the Use of Illegal Drugs	90.5%	217	90.3%	136
policed	Sat w/ Overall Performance of Police Dept.	89.3%	244	92.0%	167
ppolicyd	Sat w/Police check status of anyone placed under arrest	85.7%	235	83.3%	162
courtsatd	Sat w/ Security in Courthouse	99.7%	118	99.3%	87
attitud	Sat w Sheriff's office Attitudes"	81.1%	67	98.7% ⁽¹⁾	51
sheriffad	Sat w Sheriff's office"	83.6%	67	100.0% ⁽¹⁾	51
emsatisd	Sat w/ Assistance from 9-1-1 Operator	95.8%	72	100.0%	52
emtimebd	Satisfaction with Time for Help to Arrive	84.0%	74	98.8% ⁽¹⁾	47
emasstbd	Sat w/ Assistance on the Scene	92.9%	68	93.4%	47

Table E53		Children age 13-17			
		Yes (1)		No (2)	
Public Services		%	n	%	n
libraryd	Sat with Providing Library Services	98.4% ⁽²⁾	211	91.7%	145
parkd	Sat. with Providing Park and Recreation Programs	92.8%	209	92.5%	160
elderlyd	Sat w/ Programs for Elderly Population	83.6%	135	94.6% ⁽¹⁾	92
librysatd	Sat w/ Service from Library Staff	97.9%	251	98.8%	168
dsssatd	Sat with Dept. of Soc. Services	79.1%	83	74.4%	67
hlthsatd	Sat with Health Department	82.8%	85	90.8%	54
menthpb	Sat w/ services to people w/ mental health problems	63.3%	22	69.7%	27
mentret	Sat with Services to Mental Retardation	84.5%	18	92.9%	15
menteis	Sat w/ Early Intervention Services	84.5%	19	83.6%	15
mentsub	Sat w/ Services to Substance Abuse	61.6%	20	63.0%	22
mentald	Sat w/ Mental Health Services Overall	71.9%	27	95.9% ⁽¹⁾	26
schl4d	Sat that School System Provides Efficient Service	84.9%	337	86.9%	206
park2d	Sat with Park Authority	94.7%	165	95.3%	121
ctyserv2d	Sat with Service Authority	92.9%	203	95.4%	142

Table E54		Children age 13-17			
Communication with the County		Yes (1)		No (2)	
helpful2d	Helpfulness of County Employees	74.7%	117	81.6%	87
helpfulad	Sat w/ helpfulness of tax County employees	86.0%	44	83.8%	45
timesatad	Sat w/ timeliness of tax request	89.7%	45	90.6%	43
net2d	Sat with PWC Government Web Site	90.5%	150	93.1%	98

Table E55		Children age 13-17			
Planning and Development Issues		Yes (1)		No (2)	
		%	n	%	n
land1d	Sat w/ Planning of Land Devel-prejob	72.1%	122	72.7%	76
newjobsd	Sat w/ Attracting New Jobs to PWC	68.4%	85	65.4%	56
land2d	Sat w/ Planning of Land Devel-postjob	69.5%	112	76.6%	77
landd	Sat w/ Planning of land dev. (combined)	70.9%	234	74.7%	154
neighborbd	Sat w/ Preventing Neighborhood Deterioration	71.5%	247	77.5%	159
lfillsatd	Sat with Landfill	98.7%	91	100.0%	49
recyclecd	Sat w/ recycling services	92.5%	257	86.4%	185
trashcd	Sat w/ Appearance of Trash along Roadways & in Neighborhoods	92.4%	263	88.1%	187
signscd	Sat w/ Appearance of Illegal Signs along Major Roads	81.1%	270	72.2%	180
buildngcd	Sat w/ Appearance of Deteriorated Buildings	87.9%	279	88.2%	207
junkcd	Sat w/ Appearance of Junk Cars	87.4%	279	90.3%	200
travel97d	Sat w/ Ease of Travel in PWC	56.4%	280	60.0%	188

Table E56		Children age 13-17			
Development Issues		Yes (1)		No (2)	
		%	n	%	n
outsidecd	Sat w/ Ease of Travel around NoVA outside PWC	41.9%	194	38.9%	142
transc2d	Sat w/ Public Transportation in PWC	67.0%	209	70.8%	145
novatrc2d	Sat w/ Public Transportation in NoVA outside PWC	75.2%	240	68.5%	153
growthcd	Sat w/ Rate of PWC Growth	76.0%	198	74.4%	141
roaddevad	Sat w/ Coordination of Development with Road Systems	64.9%	220	67.9%	126
svedevad	Sat w/ Coordination of Development with Community Facilities	91.6%	262	86.7%	194
envrdevad	Sat w/ County's Efforts to Protect Environment	85.6%	227	89.4%	145
spcedevad	Sat w/ County's Efforts to Preserve Open Space	75.3%	199	75.4%	134
historicd	Sat w/ County's Efforts in Historic Preservation	93.2%	228	91.6%	156
inputdevd	Sat w/ Opportunities for Citizen Input	75.6%	194	82.4%	118
visdevd	Sat w/ Visual Appearance of New Development	89.4%	257	90.6%	162
buildngsd	Sat w/ the safety of buildings constructed in the last two years	96.4%	212	97.9%	154

Table E57		Children age 13-17			
View of Government		Yes (1)		No (2)	
		%	n	%	n
valued	Sat w/ Value for Tax Dollar	80.2%	281	82.7%	180
effneffd	Sat w/ Efficient and Effective Service	93.0%	270	89.9%	194
trstgov1d	Trust of Government to do What is Right: Dichotomized	66.7%	266	68.4%	191

TABLE E: Satisfaction Mean Ratings by Demographic Variables*

Table E58		Hispanic Origin			
		Yes (1)		No (2)	
Quality of life		mean	n	mean	n
qol10	Quality of life (ratings on 10 point-scale)	7.51	200	7.27	1,467
Satisfaction with Services					
ctysat97d	General Satisfaction with Services	85.4%	200	91.6%	1,407
voted	Sat w/ Convenient Ways to Register to Vote	100.0% ⁽²⁾	100	95.6%	850
pctupd	Sat w/ Efficiency and Effectiveness of the Voting Precinct Setup	94.4%	49	95.4%	724
govtservd	Sat w/ Informing Citizens about Government	78.4%	108	80.1%	833

* A mean rating with a superscript indicates that this mean is significantly higher (at the 5% level) than the mean in the column corresponding to the superscript.

Table E59		Hispanic Origin			
		Yes (1)		No (2)	
Public Safety		%	n	%	n
		animalad	Satisfaction with Animal Control	87.6%	156
strltad	Satisfaction with Street Lighting	91.0% ⁽²⁾	143	81.8%	857
fired	Sat w/ Fire Fighting in R's Area	99.7%	131	98.7%	848
rescued	Sat w/ Emergency Medical Rescue Services	97.9%	143	97.8%	839
moscontd	Satisfaction with Mosquito Control	87.0%	120	82.7%	630
amcrimed	Sat w/ Safety in Neighborhood in Daytime	89.5%	205	93.8%	1,444
pmcrimed	Sat w/ Safety in Neighborhood at Night	79.2%	204	88.1% ⁽¹⁾	1,443
attituded	Sat w/ Police Dept. Attitudes Towards Citizens	68.1%	163	87.6% ⁽¹⁾	942
polfaird	Sat that Police Dept treats everyone fairly	54.0%	174	83.8% ⁽¹⁾	882
drugsd	Sat w/ Reduce the Use of Illegal Drugs	88.1%	150	89.1%	815
policed	Sat w/ Overall Performance of Police Dept.	85.5%	172	93.7% ⁽¹⁾	1,023
ppolicyd	Sat w/Police check status of anyone placed under arrest	70.5%	151	88.1% ⁽¹⁾	944
courtsatd	Sat w/ Security in Courthouse	100.0%	78	98.1%	427
attitud	Sat w Sheriff's office Attitudes"	97.2%	51	91.6%	290
sheriffad	Sat w Sheriff's office"	97.2%	51	93.4%	295
emsatisd	Sat w/ Assistance from 9-1-1 Operator	95.6%	45	94.9%	288
emtimebd	Satisfaction with Time for Help to Arrive	88.1%	43	89.6%	271
emasstbd	Sat w/ Assistance on the Scene	94.1%	42	92.0%	257

Table E60		Hispanic Origin			
		Yes (1)		No (2)	
Public Services		%	n	%	n
libraryd	Sat with Providing Library Services	97.1%	122	95.3%	812
parkd	Sat. with Providing Park and Recreation Programs	93.3%	120	91.0%	856
elderlyd	Sat w/ Programs for Elderly Population	88.1%	127	81.3%	629
librysatd	Sat w/ Service from Library Staff	99.4%	123	98.8%	872
dsssatd	Sat with Dept. of Soc. Services	93.2% ⁽²⁾	53	71.4%	326
hlthsatd	Sat with Health Department	88.6%	70	86.9%	276
menthpb	Sat w/ services to people w/ mental health problems	62.9%	14	76.3%	138
mentret	Sat with Services to Mental Retardation	96.9%	11	89.7%	109
menteisd	Sat w/ Early Intervention Services	96.6% ⁽²⁾	10	85.3%	89
mentsub	Sat w/ Services to Substance Abuse	92.7% ⁽²⁾	14	71.8%	104
mentald	Sat w/ Mental Health Services Overall	97.8% ⁽²⁾	16	82.4%	149
schl4d	Sat that School System Provides Efficient Service	95.1% ⁽²⁾	171	84.9%	1,142
park2d	Sat with Park Authority	95.2%	82	95.6%	656
ctyserv2d	Sat with Service Authority	93.1%	111	93.0%	865

Table E61		Hispanic Origin			
Communication with the County		Yes (1)		No (2)	
		%	n	%	n
helpful2d	Helpfulness of County Employees	80.2%	39	80.6%	577
helpfulad	Sat w/ helpfulness of tax County employees	63.8%	23	88.4%	248
timesatad	Sat w/ timeliness of tax request	93.7%	23	89.3%	244
net2d	Sat with PWC Government Web Site	97.1%	58	92.5%	652

Table E62		Hispanic Origin			
		Yes (1)		No (2)	
Planning and Development Issues		%	n	%	n
land1d	Sat w/ Planning of Land Devel-prejob	81.1%	65	65.9%	519
newjobsd	Sat w/ Attracting New Jobs to PWC	78.6%	59	72.6%	360
land2d	Sat w/ Planning of Land Devel-postjob	85.5% ⁽²⁾	72	62.1%	469
landd	Sat w/ Planning of land dev. (combined)	83.5% ⁽²⁾	137	64.1%	988
neighbord	Sat w/ Preventing Neighborhood Deterioration	86.2% ⁽²⁾	173	70.1%	1,003
lfillsatd	Sat with Landfill	100.0%	43	98.4%	317
recyclecd	Sat w/ recycling services	89.0%	183	89.5%	1,088
trashcd	Sat w/ Appearance of Trash along Roadways & in Neighborhoods	96.5% ⁽²⁾	165	88.6%	1,114
signscd	Sat w/ Appearance of Illegal Signs along Major Roads	80.4% ⁽²⁾	169	67.9%	1,131
buildingcd	Sat w/ Appearance of Deteriorated Buildings	84.4%	175	84.5%	1,182
junkcd	Sat w/ Appearance of Junk Cars	80.8%	173	89.7% ⁽¹⁾	1,154
travel97d	Sat w/ Ease of Travel in PWC	73.2% ⁽²⁾	177	53.2%	1,115

Table E63		Hispanic Origin			
		Yes (1)		No (2)	
Development Issues		%	n	%	n
		outsided	Sat w/ Ease of Travel around NoVA outside PWC	61.8% ⁽²⁾	123
transc2d	Sat w/ Public Transportation in PWC	81.0% ⁽²⁾	136	64.2%	818
novatrc2d	Sat w/ Public Transportation in NoVA outside PWC	81.8% ⁽²⁾	130	66.8%	951
growthcd	Sat w/ Rate of PWC Growth	85.6% ⁽²⁾	135	68.3%	829
roaddevad	Sat w/ Coordination of Development with Road Systems	83.4% ⁽²⁾	139	55.2%	837
svedevad	Sat w/ Coordination of Development with Community Facilities	91.9%	174	86.2%	1,090
envrdevad	Sat w/ County's Efforts to Protect Environment	89.7%	182	82.9%	846
spcedevad	Sat w/ County's Efforts to Preserve Open Space	85.1% ⁽²⁾	154	66.0%	828
historicd	Sat w/ County's Efforts in Historic Preservation	89.5%	154	92.0%	864
inputdevd	Sat w/ Opportunities for Citizen Input	83.9%	124	74.2%	772
visdevd	Sat w/ Visual Appearance of New Development	94.9% ⁽²⁾	169	87.2%	1,035
buildngsd	Sat w/ the safety of buildings constructed in the last two years	94.3%	151	94.3%	862

Table E64		Hispanic Origin			
		View of Government		Yes (1)	
				%	n
valued	Sat w/ Value for Tax Dollar	84.5%	161	80.3%	1,167
effneffd	Sat w/ Efficient and Effective Service	91.7%	176	89.7%	1,102
trstgov1d	Trust of Government to do What is Right: Dichotomized	53.6%	182	65.3%	1,149

TABLE E: Satisfaction Mean Ratings by Demographic Variables*

Table E65		Income (4 Categories)							
		Up to \$35k (1)		\$35k to \$50k (2)		\$50k to \$75k (3)		Over \$75k (4)	
Quality of life		mean	n	mean	n	mean	n	mean	n
qol10	Quality of life (ratings on 10 point-scale)	7.00	170	7.49	163	7.22	245	7.35	817
Satisfaction with Services									
ctysat97d	General Satisfaction with Services	85.5%	168	88.6%	159	90.3%	235	93.1%	790
voted	Sat w/ Convenient Ways to Register to Vote	91.4%	96	95.2%	102	97.2%	131	96.8%	471
pctupd	Sat w/ Efficiency and Effectiveness of the Voting Precinct Setup	98.1%	51	91.5%	74	94.7%	96	95.5%	433
govtservd	Sat w/ Informing Citizens about Government	83.5%	102	83.0%	94	81.7%	142	77.6%	453

* A mean rating with a superscript indicates that this mean is significantly higher (at the 5% level) than the mean in the column corresponding to the superscript.

Table E66		Income (4 Categories)							
		Up to \$35k (1)		\$35k to \$50k (2)		\$50k to \$75k (3)		Over \$75k (4)	
Public Safety		%	n	%	n	%	n	%	n
animalad	Satisfaction with Animal Control	85.0%	116	90.0%	115	87.1%	141	90.5%	440
strltad	Satisfaction with Street Lighting	81.8%	99	83.5%	107	82.3%	154	83.8%	475
fired	Sat w/ Fire Fighting in R's Area	100.0% ⁽⁴⁾	101	98.6%	107	99.5%	151	98.5%	454
rescued	Sat w/ Emergency Medical Rescue Services	96.1%	107	98.7%	102	98.7%	154	98.5%	449
moscontd	Satisfaction with Mosquito Control	83.9%	93	89.4% ⁽⁴⁾	76	87.2%	113	78.8%	346
amcrimed	Sat w/ Safety in Neighborhood in Daytime	91.7%	168	94.1%	165	91.6%	243	94.1%	803
pmcrimed	Sat w/ Safety in Neighborhood at Night	82.1%	170	86.8%	164	85.3%	238	88.2%	806
attituded	Sat w/ Police Dept. Attitudes Towards Citizens	86.2%	118	71.9%	117	85.4%	160	87.8% ⁽²⁾	535
polfaird	Sat that Police Dept treats everyone fairly	77.3%	124	62.8%	123	76.1%	143	84.4% ⁽²⁾	496
drugsd	Sat w/ Reduce the Use of Illegal Drugs	87.7%	102	89.9%	98	87.1%	154	90.2%	457
policed	Sat w/ Overall Performance of Police Dept.	93.2%	124	85.6%	124	95.0%	185	93.5%	571
ppolicyd	Sat w/Police check status of anyone placed under arrest	74.8%	122	79.3%	113	84.5%	171	90.0% ⁽¹⁾	535
courtsatd	Sat w/ Security in Courthouse	100.0% ⁽⁴⁾	54	100.0% ⁽⁴⁾	56	100.0% ⁽⁴⁾	80	97.9%	235
attitud	Sat w Sheriff's office Attitudes"	92.6%	36	100.0% ⁽⁴⁾	27	94.2%	51	95.5%	168
sheriffad	Sat w Sheriff's office"	98.0%	36	100.0% ⁽⁴⁾	31	97.2%	55	94.9%	167
emsatisd	Sat w/ Assistance from 9-1-1 Operator	88.3%	39	100.0% ⁽⁴⁾	47	96.8%	46	96.0%	146
emtimebd	Satisfaction with Time for Help to Arrive	86.2%	38	93.1%	47	89.0%	43	93.2%	130
emasstbd	Sat w/ Assistance on the Scene	92.1%	38	95.7%	45	93.8%	46	93.8%	119

Table E67		Income (4 Categories)							
		Up to \$35k (1)		\$35k to \$50k (2)		\$50k to \$75k (3)		Over \$75k (4)	
Public Services		%	n	%	n	%	n	%	n
libraryd	Sat with Providing Library Services	97.4%	96	98.3%	102	95.8%	137	95.2%	458
parkd	Sat. with Providing Park and Recreation Programs	92.1%	102	88.8%	86	92.4%	132	91.6%	494
elderlyd	Sat w/ Programs for Elderly Population	86.8%	113	85.9%	93	79.2%	118	82.4%	304
librysatd	Sat w/ Service from Library Staff	100.0% ⁽⁴⁾	91	100.0% ⁽⁴⁾	111	100.0% ⁽⁴⁾	147	98.2%	502
dsssatd	Sat with Dept. of Soc. Services	68.4%	77	82.7%	55	70.9%	59	73.3%	127
hlthsatd	Sat with Health Department	72.5%	61	90.9%	51	95.7% ⁽¹⁾	46	89.8% ⁽¹⁾	140
menthpb	Sat w/ services to people w/ mental health problems	93.9% ⁽³⁾⁽⁴⁾	23	88.6% ⁽³⁾	17	51.9%	23	71.3%	74
mentret	Sat with Services to Mental Retardation	100.0% ^{*(4)}	22	100.0% ^{*(4)}	15	90.1%	18	82.0%	50
menteis	Sat w/ Early Intervention Services	98.5% ⁽⁴⁾	17	80.3%	12	73.4%	19	82.2%	38
mentsub	Sat w/ Services to Substance Abuse	87.3% ⁽³⁾	21	87.0%	13	47.9%	20	76.8%	52
mentald	Sat w/ Mental Health Services Overall	99.0% ⁽⁴⁾	26	84.4%	21	79.4%	29	80.6%	73
schl4d	Sat that School System Provides Efficient Service	89.5%	137	93.2% ⁽⁴⁾	135	85.8%	199	83.3%	653
park2d	Sat with Park Authority	94.2%	66	98.7% ⁽⁴⁾	66	98.0% ⁽⁴⁾	116	94.5%	388
ctyserv2d	Sat with Service Authority	95.3% ⁽⁴⁾	106	94.7%	83	96.8% ⁽⁴⁾	140	92.0%	508

Table E68		Income (4 Categories)							
		Up to \$35k (1)		\$35k to \$50k (2)		\$50k to \$75k (3)		Over \$75k (4)	
Communication with the County		%	n	%	n	%	n	%	n
helpful2d	Helpfulness of County Employees	56.7%	47	87.6% ⁽¹⁾	57	82.2% ⁽¹⁾	74	82.2% ⁽¹⁾	341
helpfulad	Sat w/ helpfulness of tax County employees	83.7%	30	97.0% ⁽⁴⁾	23	94.1% ⁽⁴⁾	50	84.4%	138
timesatad	Sat w/ timeliness of tax request	100.0% ⁽²⁾⁽⁴⁾	29	80.5%	22	95.2%	49	90.3%	137
net2d	Sat with PWC Government Web Site	96.1%	27	96.7%	57	94.7%	116	92.8%	395

Table E69		Income (4 Categories)							
		Up to \$35k (1)		\$35k to \$50k (2)		\$50k to \$75k (3)		Over \$75k (4)	
Planning and Development Issues		%	n	%	n	%	n	%	n
land1d	Sat w/ Planning of Land Devel-prejob	70.5%	46	85.7% ⁽⁴⁾	58	73.0%	93	64.4%	288
newjobsd	Sat w/ Attracting New Jobs to PWC	76.4%	51	70.3%	39	84.9%	64	73.5%	205
land2d	Sat w/ Planning of Land Devel-postjob	80.0% ⁽³⁾⁽⁴⁾	59	86.9% ⁽³⁾⁽⁴⁾	60	49.9%	73	62.4%	271
landd	Sat w/ Planning of land dev. (combined)	75.8% ⁽⁴⁾	106	86.3% ⁽³⁾⁽⁴⁾	118	62.8%	166	63.4%	558
neighborbd	Sat w/ Preventing Neighborhood Deterioration	77.5%	133	81.4% ⁽³⁾	134	66.3%	170	71.7%	555
lfillsatd	Sat with Landfill	0.950	33	1.000	32	95.9%	40	99.0%	194
recyclecd	Sat w/ recycling services	91.3%	132	87.6%	134	91.6%	180	88.8%	618
trashcd	Sat w/ Appearance of Trash along Roadways & in Neighborhoods	91.8%	138	92.0%	121	89.4%	198	88.8%	625
signscd	Sat w/ Appearance of Illegal Signs along Major Roads	77.5% ⁽³⁾	128	79.8% ⁽³⁾⁽⁴⁾	137	60.6%	191	67.7%	633
buildngcd	Sat w/ Appearance of Deteriorated Buildings	88.2% ⁽³⁾	134	86.5%	141	76.2%	196	84.5%	668
junkcd	Sat w/ Appearance of Junk Cars	87.7%	143	81.6%	139	87.9%	191	89.7%	642
travel97d	Sat w/ Ease of Travel in PWC	67.4% ⁽⁴⁾	132	57.9%	128	63.4% ⁽⁴⁾	191	51.0%	634

Table E70		Income (4 Categories)							
		Development Issues		Up to \$35k (1)		\$35k to \$50k (2)		\$50k to \$75k (3)	
		%	n	%	n	%	n	%	n
outsided	Sat w/ Ease of Travel around NoVA outside PWC	75.6% ⁽²⁾⁽³⁾⁽⁴⁾	84	53.9% ⁽⁴⁾	84	41.4% ⁽⁴⁾	141	28.6%	467
transc2d	Sat w/ Public Transportation in PWC	71.4%	128	69.3%	105	70.6%	140	65.8%	436
novatrc2d	Sat w/ Public Transportation in NoVA outside PWC	78.4% ⁽⁴⁾	94	72.3%	108	67.9%	158	66.7%	557
growthcd	Sat w/ Rate of PWC Growth	86.2% ⁽³⁾⁽⁴⁾	94	80.1% ⁽⁴⁾	103	67.6%	142	66.7%	451
roaddevad	Sat w/ Coordination of Development with Road Systems	85.2% ⁽³⁾⁽⁴⁾	101	73.7% ⁽⁴⁾	105	63.8% ⁽⁴⁾	144	52.8%	473
svedevad	Sat w/ Coordination of Development with Community Facilities	92.9% ⁽⁴⁾	135	91.4% ⁽⁴⁾	132	90.4%	193	84.7%	615
envrdevad	Sat w/ County's Efforts to Protect Environment	91.4% ⁽⁴⁾	126	86.8%	123	89.9% ⁽⁴⁾	149	80.9%	477
spcedevad	Sat w/ County's Efforts to Preserve Open Space	85.7% ⁽³⁾⁽⁴⁾	101	80.1% ⁽³⁾⁽⁴⁾	94	67.8%	142	62.3%	485
historicd	Sat w/ County's Efforts in Historic Preservation	93.1%	113	86.9%	110	91.9%	151	92.7%	485
inputdevd	Sat w/ Opportunities for Citizen Input	88.2% ⁽³⁾⁽⁴⁾	94	81.1%	99	72.7%	130	70.7%	431
visdevd	Sat w/ Visual Appearance of New Development	94.6% ⁽⁴⁾	129	92.4% ⁽⁴⁾	131	91.3% ⁽⁴⁾	178	84.7%	586
buildngsd	Sat w/ the safety of buildings constructed in the last two years	96.0%	110	92.7%	118	95.3%	151	94.4%	486

Table E71		Income (4 Categories)							
View of Government		Up to \$35k (1)		\$35k to \$50k (2)		\$50k to \$75k (3)		Over \$75k (4)	
		%	n	%	n	%	n	%	n
valued	Sat w/ Value for Tax Dollar	79.6%	130	79.0%	135	80.9%	206	80.6%	645
effneffd	Sat w/ Efficient and Effective Service	89.8%	132	89.5%	131	90.1%	189	90.0%	632
trstgov1d	Trust of Government to do What is Right: Dichotomized	60.5%	139	54.0%	141	68.2%	193	67.1%	634

TABLE E: Satisfaction Mean Ratings by Demographic Variables*

Table E72		Education 4 categories							
		High school grad or less (1)		Some college (2)		4 year degree (3)		Graduate work (4)	
Quality of life		mean	n	mean	n	mean	n	mean	n
qol10	Quality of life (ratings on 10 point-scale)	7.20	405	7.33	476	7.29	444	7.39	298
Satisfaction with Services									
ctysat97d	General Satisfaction with Services	88.1%	392	89.3%	459	94.1% ⁽¹⁾⁽²⁾	430	92.6%	286
voted	Sat w/ Convenient Ways to Register to Vote	98.9% ⁽³⁾	216	95.6%	276	94.9%	274	95.0%	162
pctupd	Sat w/ Efficiency and Effectiveness of the Voting Precinct Setup	99.2% ⁽³⁾⁽⁴⁾	133	96.3%	206	94.1%	250	93.4%	158
govtservd	Sat w/ Informing Citizens about Government	83.1%	242	82.3%	267	75.9%	240	80.2%	170

* A mean rating with a superscript indicates that this mean is significantly higher (at the 5% level) than the mean in the column corresponding to the superscript.

Table E73		Education 4 categories							
		High school grad or less (1)		Some college (2)		4 year degree (3)		Graduate work (4)	
Public Safety		%	n	%	n	%	n	%	n
animalad	Satisfaction with Animal Control	87.1%	278	90.9% ⁽³⁾	278	82.8%	240	88.0%	141
strltad	Satisfaction with Street Lighting	79.1%	266	84.1%	298	85.3%	244	84.7%	170
fired	Sat w/ Fire Fighting in R's Area	99.7%	257	99.2%	283	97.1%	238	99.3%	172
rescued	Sat w/ Emergency Medical Rescue Services	97.7%	281	98.3%	276	95.6%	234	99.8% ⁽¹⁾⁽³⁾	171
moscontd	Satisfaction with Mosquito Control	83.1%	192	83.5%	222	84.0%	178	83.0%	140
amcrimed	Sat w/ Safety in Neighborhood in Daytime	91.4%	406	94.5%	464	93.1%	440	93.9%	294
pmcrimed	Sat w/ Safety in Neighborhood at Night	82.6%	403	87.4%	466	88.0%	440	90.9% ⁽¹⁾	295
attituded	Sat w/ Police Dept. Attitudes Towards Citizens	77.8%	291	83.5%	329	90.2% ⁽¹⁾	277	91.8% ⁽¹⁾⁽²⁾	184
polfaird	Sat that Police Dept treats everyone fairly	75.2%	295	75.7%	318	85.7% ⁽¹⁾⁽²⁾	260	84.7%	161
drugsd	Sat w/ Reduce the Use of Illegal Drugs	86.3%	270	88.3%	301	91.3%	242	93.0%	138
policed	Sat w/ Overall Performance of Police Dept.	90.6%	309	90.9%	350	94.9%	313	95.5%	198
ppolicyd	Sat w/Police check status of anyone placed under arrest	79.8%	290	86.2%	324	86.9%	298	93.4% ⁽¹⁾⁽²⁾⁽³⁾	164
courtsatd	Sat w/ Security in Courthouse	100.0%*	112	99.7%*	162	94.4%	126	99.3%	89
attitud	Sat w Sheriff's office Attitudes"	90.7%	94	95.6%	99	90.8%	81	92.2%	57
sheriffad	Sat w Sheriff's office"	91.9%	94	96.0%	106	91.1%	80	98.1%	56
emsatisd	Sat w/ Assistance from 9-1-1 Operator	96.2%	77	96.0%	109	90.8%	77	97.3%	57
emtimebd	Satisfaction with Time for Help to Arrive	89.9%	76	90.2%	103	87.6%	74	90.3%	49
emasstbd	Sat w/ Assistance on the Scene	92.3%	74	93.3%	100	87.9%	69	96.7%	46

Table E74		Education 4 categories							
		High school grad or less (1)		Some college (2)		4 year degree (3)		Graduate work (4)	
Public Services		%	n	%	n	%	n	%	n
libraryd	Sat with Providing Library Services	98.4%	210	94.9%	267	93.9%	258	94.8%	179
parkd	Sat. with Providing Park and Recreation Programs	94.3%	252	90.4%	277	89.4%	259	93.3%	163
elderlyd	Sat w/ Programs for Elderly Population	81.2%	214	86.2%	267	82.1%	158	78.7%	99
librysatd	Sat w/ Service from Library Staff	99.8%	217	98.5%	282	98.8%	274	97.8%	197
dsssatd	Sat with Dept. of Soc. Services	78.3%	120	69.5%	125	83.2%	75	73.6%	48
hlthsatd	Sat with Health Department	87.6%	101	86.3%	125	86.7%	77	89.5%	40
menthpb	Sat w/ services to people w/ mental health problems	78.2%	37	88.1% ⁽⁴⁾	52	68.8%	24	57.6%	34
mentret	Sat with Services to Mental Retardation	91.1%	31	96.4% ⁽⁴⁾	45	91.1%	16	78.7%	26
menteis	Sat w/ Early Intervention Services	82.7%	28	89.0%	31	89.4%	10	81.6%	27
mentsub	Sat w/ Services to Substance Abuse	69.9%	36	81.3%	41	73.0%	16	68.4%	23
mentald	Sat w/ Mental Health Services Overall	88.9%	42	93.9% ⁽³⁾⁽⁴⁾	57	74.4%	27	73.2%	33
schl4d	Sat that School System Provides Efficient Service	87.6%	329	85.9%	365	84.5%	352	86.8%	234
park2d	Sat with Park Authority	93.8%	164	97.8%	189	95.3%	215	94.6%	144
ctyserv2d	Sat with Service Authority	96.0% ⁽³⁾	231	92.9%	260	90.7%	260	94.9%	198

Table E75		Education 4 categories							
Communication with the County		High school grad or less (1)		Some college (2)		4 year degree (3)		Graduate work (4)	
		%	n	%	n	%	n	%	n
helpful2d	Helpfulness of County Employees	77.0%	110	83.3%	152	78.6%	190	81.6%	141
helpfulad	Sat w/ helpfulness of tax County employees	87.2%	59	86.1%	63	88.8%	86	79.2%	57
timesatad	Sat w/ timeliness of tax request	91.3%	59	89.2%	63	90.8%	83	89.1%	56
net2d	Sat with PWC Government Web Site	96.1%	117	94.0%	175	91.4%	238	92.8%	166

Table E76		Education 4 categories							
		High school grad or less (1)		Some college (2)		4 year degree (3)		Graduate work (4)	
Planning and Development Issues		%	n	%	n	%	n	%	n
land1d	Sat w/ Planning of Land Devel-prejob	74.2% ⁽³⁾	147	70.3%	173	60.6%	148	62.9%	98
newjobsd	Sat w/ Attracting New Jobs to PWC	68.6%	110	80.7%	115	69.7%	121	82.3%	63
land2d	Sat w/ Planning of Land Devel-postjob	73.8% ⁽⁴⁾	124	70.2%	146	63.0%	153	57.7%	109
landd	Sat w/ Planning of land dev. (combined)	74.0% ⁽³⁾⁽⁴⁾	271	70.3% ⁽³⁾⁽⁴⁾	318	61.8%	301	60.2%	207
neighbord	Sat w/ Preventing Neighborhood Deterioration	75.5%	314	75.3%	344	69.4%	308	67.3%	194
lfillsatd	Sat with Landfill	96.1%	94	100.0%	96	99.2%	103	98.8%	59
recyclecd	Sat w/ recycling services	90.4%	325	90.0%	362	89.6%	341	87.4%	213
trashcd	Sat w/ Appearance of Trash along Roadways & in Neighborhoods	92.1%	312	88.4%	371	90.4%	337	88.2%	228
signscd	Sat w/ Appearance of Illegal Signs along Major Roads	72.5%	311	71.0%	376	68.6%	351	65.4%	233
buildngcd	Sat w/ Appearance of Deteriorated Buildings	81.8%	332	86.3%	398	85.5%	366	83.8%	230
junkcd	Sat w/ Appearance of Junk Cars	88.5%	339	87.7%	381	86.6%	348	93.5% ⁽²⁾⁽³⁾	228
travel97d	Sat w/ Ease of Travel in PWC	61.6% ⁽⁴⁾	341	58.5% ⁽⁴⁾	340	52.3%	337	47.6%	233

Table E77		Education 4 categories							
		High school grad or less (1)		Some college (2)		4 year degree (3)		Graduate work (4)	
Development Issues		%	n	%	n	%	n	%	n
outsided	Sat w/ Ease of Travel around NoVA outside PWC	53.8% ⁽³⁾⁽⁴⁾	222	47.4% ⁽³⁾⁽⁴⁾	286	29.2%	249	31.4%	165
transc2d	Sat w/ Public Transportation in PWC	78.0% ⁽²⁾⁽³⁾⁽⁴⁾	239	66.3%	289	60.6%	248	61.3%	159
novatrc2d	Sat w/ Public Transportation in NoVA outside PWC	79.8% ⁽²⁾⁽³⁾⁽⁴⁾	220	69.1%	301	64.1%	318	64.1%	215
growthcd	Sat w/ Rate of PWC Growth	76.2% ⁽³⁾	255	70.7%	282	64.9%	234	69.2%	165
roaddevad	Sat w/ Coordination of Development with Road Systems	74.7% ⁽³⁾⁽⁴⁾	244	65.9% ⁽³⁾⁽⁴⁾	291	48.8%	261	42.7%	156
svedevad	Sat w/ Coordination of Development with Community Facilities	93.1% ⁽³⁾⁽⁴⁾	336	88.4% ⁽⁴⁾	354	83.4%	335	80.2%	208
envrdevad	Sat w/ County's Efforts to Protect Environment	88.5%	289	85.8%	283	80.8%	268	80.2%	170
spcedevad	Sat w/ County's Efforts to Preserve Open Space	78.9% ⁽²⁾⁽³⁾⁽⁴⁾	247	66.6%	288	63.9%	256	64.7%	166
historicd	Sat w/ County's Efforts in Historic Preservation	93.3%	265	90.3%	303	90.5%	264	93.5%	167
inputdevd	Sat w/ Opportunities for Citizen Input	78.5%	220	78.5%	270	71.5%	233	73.2%	154
visdevd	Sat w/ Visual Appearance of New Development	91.1%	303	89.3%	340	85.8%	324	86.8%	207
buildngsd	Sat w/ the safety of buildings constructed in the last two years	94.5%	259	93.1%	304	94.9%	273	94.8%	157

Table E78		Education 4 categories							
View of Government		High school grad or less (1)		Some college (2)		4 year degree (3)		Graduate work (4)	
		%	n	%	n	%	n	%	n
valued	Sat w/ Value for Tax Dollar	76.5%	331	83.7%	385	82.6%	346	80.0%	232
effneffd	Sat w/ Efficient and Effective Service	89.5%	308	89.6%	362	92.0%	352	88.9%	222
trstgov1d	Trust of Government to do What is Right: Dichotomized	66.4%	334	57.8%	398	62.2%	341	71.9% ⁽²⁾⁽³⁾	229

TABLE E: Satisfaction Mean Ratings by Demographic Variables*

Table E79		Length of residence in PWC									
		2 years or less (1)		3 to 5 years (2)		6 to 10 years (3)		11 to 19 years (4)		20 years or more & all my life (5)	
Quality of life		mean	n	mean	n	mean	n	mean	n	mean	n
qol10	Quality of life (ratings on 10 point-scale)	7.16	246	7.38	362	7.33	337	7.27	285	7.29	497
Satisfaction with Services											
ctysat97d	General Satisfaction with Services	89.7%	236	92.4%	352	88.9%	329	89.0%	272	91.8%	478
voted	Sat w/ Convenient Ways to Register to Vote	94.3%	119	93.2%	209	97.7%	205	94.0%	162	97.6%	286
pctupd	Sat w/ Efficiency and Effectiveness of the Voting Precinct Setup	99.1% ⁽²⁾⁽⁴⁾⁽⁵⁾	76	93.6%	152	98.1%	170	92.4%	134	94.9%	259
govtservd	Sat w/ Informing Citizens about Government	80.4%	125	78.4%	203	76.6%	213	82.0%	165	81.4%	260

* A mean rating with a superscript indicates that this mean is significantly higher (at the 5% level) than the mean in the column corresponding to the superscript.

Table E80		Length of residence in PWC									
		2 years or less (1)		3 to 5 years (2)		6 to 10 years (3)		11 to 19 years (4)		20 years or more & all my life (5)	
Public Safety		%	n	%	n	%	n	%	n	%	n
animalad	Satisfaction with Animal Control	93.3%	132	86.2%	214	88.4%	181	84.6%	165	86.4%	303
strltad	Satisfaction with Street Lighting	87.4%	144	81.8%	226	81.1%	200	81.7%	168	82.9%	292
fired	Sat w/ Fire Fighting in R's Area	98.3%	132	100.0% ⁽⁵⁾	205	98.4%	207	98.9%	163	98.2%	304
rescued	Sat w/ Emergency Medical Rescue Services	100.0% ⁽³⁾	115	96.4%	223	95.5%	191	98.6%	183	99.2% ⁽³⁾	298
moscontd	Satisfaction with Mosquito Control	80.4%	92	77.8%	158	88.8% ⁽²⁾⁽⁵⁾	175	88.4%	132	81.1%	224
amcrimed	Sat w/ Safety in Neighborhood in Daytime	92.9%	245	90.9%	358	95.3%	334	91.3%	278	94.1%	493
pmcrimed	Sat w/ Safety in Neighborhood at Night	87.3%	250	84.9%	355	88.1%	337	86.0%	279	87.2%	486
attituded	Sat w/ Police Dept. Attitudes Towards Citizens	91.0%	147	79.9%	222	84.4%	240	82.9%	202	85.3%	338

Table E81		Length of residence in PWC									
		2 years or less (1)		3 to 5 years (2)		6 to 10 years (3)		11 to 19 years (4)		20 years or more & all my life (5)	
		%	n	%	n	%	n	%	n	%	n
polfaird	Sat that Police Dept treats everyone fairly	82.4%	134	69.7%	214	77.5%	233	77.9%	195	85.0% ⁽²⁾	324
drugsd	Sat w/ Reduce the Use of Illegal Drugs	88.3%	120	89.7%	199	88.9%	201	85.6%	178	88.5%	302
policed	Sat w/ Overall Performance of Police Dept.	94.1%	165	93.0%	254	90.1%	255	91.3%	210	93.7%	351
ppolicyd	Sat w/Police check status of anyone placed under arrest	83.3%	153	84.9%	233	82.7%	230	84.6%	183	87.6%	341
courtsatd	Sat w/ Security in Courthouse	1.000	49	93.6%	97	1.000	108	98.0%	104	99.5%	170
attitud	Sat w Sheriff's office Attitudes"	100.0% ₍₃₎₍₅₎	35	89.1%	65	89.1%	60	97.6%	54	91.9%	146
sheriffad	Sat w Sheriff's office"	100.0% ₍₅₎	34	90.4%	65	93.9%	61	100.0% ₍₅₎	57	92.0%	148
emsatisd	Sat w/ Assistance from 9-1-1 Operator	100.0% ₍₅₎	38	93.4%	87	95.0%	65	96.9%	44	93.2%	115
emtimebd	Satisfaction with Time for Help to Arrive	97.3%	38	86.8%	82	89.3%	59	93.5%	41	87.2%	112
Emasstbd	Sat w/ Assistance on the Scene	100.0% ₍₂₎₍₅₎	38	86.9%	79	95.7%	53	95.2%	39	92.2%	109

Table E82		Length of residence in PWC									
		2 years or less (1)		3 to 5 years (2)		6 to 10 years (3)		11 to 19 years (4)		20 years or more & all my life (5)	
Public Services		%	n	%	n	%	%	n	%	n	%
libraryd	Sat with Providing Library Services	93.7%	127	94.1%	212	91.8%	183	96.3%	171	97.5% (3)	277
parkd	Sat. with Providing Park and Recreation Programs	92.0%	150	93.5%	210	90.4%	195	89.3%	165	89.6%	293
elderlyd	Sat w/ Programs for Elderly Population	89.4% (5)	90	88.0% (5)	168	79.4%	140	81.9%	121	75.6%	276
librysatd	Sat w/ Service from Library Staff	98.4%	118	99.2%	212	98.3%	209	97.9%	187	98.7%	297
dsstsd	Sat with Dept. of Soc. Services	74.8%	37	86.3% (4)(5)	72	79.8%	79	66.9%	73	67.6%	135
hlthsatd	Sat with Health Department	85.3%	30	93.2% (3)	92	82.3%	87	87.3%	55	85.4%	98
menthpb	Sat w/ services to people w/ mental health problems	100.0% (3)(4)(5)	5	84.6% (5)	33	74.8%	35	75.8%	35	59.3%	55
mentret	Sat with Services to Mental Retardation	100.0% (5)	4	91.4%	29	90.4%	22	96.0% (5)	28	77.4%	46
menteis	Sat w/ Early Intervention Services	100.0% (5)	2	83.7%	26	90.1%	17	96.2% (5)	20	80.7%	39
mentsub	Sat w/ Services to Substance Abuse	100.0% (3)(5)	2	83.2% (5)	33	68.1%	24	89.5% (5)	24	51.6%	45
mentald	Sat w/ Mental Health Services Overall	100.0% (3)(4)(5)	5	95.2% (5)	36	79.4%	35	84.3%	35	75.8%	63
schl4d	Sat that School System Provides Efficient Service	91.4% (5)	166	85.0%	256	87.7%	265	86.1%	224	83.4%	409
park2d	Sat with Park Authority	90.3%	78	96.4%	147	96.3%	127	97.3%	135	95.0%	255
ctyserv2d	Sat with Service Authority	92.5%	134	94.1%	208	89.9%	194	94.0%	162	93.6%	285

Table E83		Length of residence in PWC									
		2 years or less (1)		3 to 5 years (2)		6 to 10 years (3)		11 to 19 years (4)		20 years or more & all my life (5)	
Communication with the County		%	n	%	n	%	%	n	%	n	%
helpful2d	Helpfulness of County Employees	75.6%	73	78.7%	128	80.7%	129	78.1%	93	82.3%	213
helpfulad	Sat w/ helpfulness of tax County employees	82.4%	51	79.7%	48	84.6%	51	88.5%	41	91.5%	87
timesatad	Sat w/ timeliness of tax request	95.1%	49	88.3%	48	85.1%	49	95.3%	41	85.1%	88
net2d	Sat with PWC Government Web Site	93.6%	91	91.8%	153	90.3%	158	93.8%	123	94.9%	205

Table E84 Planning and Development Issues		Length of residence in PWC									
		2 years or less (1)		3 to 5 years (2)		6 to 10 years (3)		11 to 19 years (4)		20 years or more & all my life (5)	
		%	n	%	n	%	%	n	%	n	%
land1d	Sat w/ Planning of Land Devel-prejob	73.5%	72	71.1%	120	73.0% (5)	125	68.0%	104	59.2%	176
newjobsd	Sat w/ Attracting New Jobs to PWC	63.1%	47	81.7% (4)	83	77.1%	94	63.5%	77	74.0%	131
land2d	Sat w/ Planning of Land Devel-postjob	78.4% (5)	76	71.9% (5)	125	68.8% (5)	107	63.9%	77	52.3%	171
landd	Sat w/ Planning of land dev. (combined)	76.0% (5)	148	71.5% (5)	245	71.0% (5)	232	66.2%	181	55.8%	347
neighbord	Sat w/ Preventing Neighborhood Deterioration	82.3% (5)	167	76.2% (5)	264	79.4% (5)	226	74.3% (5)	199	58.5%	360
lfillsatd	Sat with Landfill	100.0% (5)	25	100.0% (5)	70	98.1%	56	100.0% (5)	74	95.5%	143
recyclecd	Sat w/ recycling services	83.9%	184	90.5%	298	92.1% (1)	262	87.2%	213	91.0%	346
trashcd	Sat w/ Appearance of Trash along Roadways & in Neighborhoods	91.8%	184	90.6%	285	91.3%	259	85.7%	225	87.2%	359
signscd	Sat w/ Appearance of Illegal Signs along Major Roads	72.1%	192	75.3% (5)	285	71.3%	254	69.6%	228	62.2%	377
buildngcd	Sat w/ Appearance of Deteriorated Buildings	89.0% (5)	197	88.5% (5)	296	85.9%	271	83.2%	230	78.5%	396
junkcd	Sat w/ Appearance of Junk Cars	93.1%	208	88.0%	285	88.1%	267	85.9%	222	87.8%	381
travel97d	Sat w/ Ease of Travel in PWC	59.3%	193	52.4%	287	61.8% (5)	247	57.5%	231	51.4%	363

Table E85		Length of residence in PWC									
		2 years or less (1)		3 to 5 years (2)		6 to 10 years (3)		11 to 19 years (4)		20 years or more & all my life (5)	
Development Issues		%	n	%	n	%	n	%	n	%	n
outsidecd	Sat w/ Ease of Travel around NoVA outside PWC	49.8% (5)	139	40.7%	205	42.8%	188	42.9%	161	34.1%	277
transc2d	Sat w/ Public Transportation in PWC	69.7% (3)	127	70.2% (3)	223	50.1%	189	73.0% (3)	162	68.3% (3)	271
novatrc2d	Sat w/ Public Transportation in NoVA outside PWC	74.6% (3)	144	70.0%	263	61.0%	234	71.2%	194	68.4%	267
growthcd	Sat w/ Rate of PWC Growth	84.4% (4)(5)	132	77.7% ⁽⁵⁾	201	74.7% (5)	199	68.6% (5)	159	57.1%	286
roaddevad	Sat w/ Coordination of Development with Road Systems	69.7% (4)(5)	124	65.9% ⁽⁵⁾	217	62.0%	199	52.1%	162	51.2%	286
svedevad	Sat w/ Coordination of Development with Community Facilities	91.7% (3)(5)	186	89.9%	264	83.4%	242	86.3%	223	84.4%	370
envrdevad	Sat w/ County's Efforts to Protect Environment	88.3%	144	85.5%	233	83.2%	205	82.1%	164	81.8%	300
spcedevad	Sat w/ County's Efforts to Preserve Open Space	81.0% (3)(4)(5)	140	77.4% (4)(5)	210	66.6%	206	59.7%	152	62.9%	286
historicd	Sat w/ County's Efforts in Historic Preservation	95.2%	143	96.5% (3)(4)(5)	216	88.1%	213	89.6%	163	89.7%	296
inputdevd	Sat w/ Opportunities for Citizen Input	76.2%	105	83.4% (4)(5)	190	76.6%	186	70.0%	161	72.1%	267
visdevd	Sat w/ Visual Appearance of New Development	89.4%	173	93.1% (4)(5)	275	89.3%	248	85.4%	193	84.0%	341
buildngsd	Sat w/ the safety of buildings constructed in the last two years	94.9%	150	92.3%	237	93.9%	207	97.0%	167	94.1%	270

Table E86		Length of residence in PWC									
		2 years or less (1)		3 to 5 years (2)		6 to 10 years (3)		11 to 19 years (4)		20 years or more & all my life (5)	
View of Government		%	n	%	n	%	%	n	%	n	%
valued	Sat w/ Value for Tax Dollar	81.6%	185	83.6%	279	80.3%	257	82.9%	218	77.7%	400
effneffd	Sat w/ Efficient and Effective Service	93.3%	185	89.4%	283	90.0%	247	88.4%	214	89.0%	358
trstgov1d	Trust of Government to do What is Right: Dichotomized	66.0%	192	67.2%	274	60.4%	256	62.7%	231	61.6%	389

TABLE E: Satisfaction Mean Ratings by Demographic Variables*

Table E87		Homeowner status			
		Owns (1)		Renters & others (2)	
Quality of life		mean	n	mean	n
qol10	Quality of life (ratings on 10 point-scale)	7.27	1,266	7.37	461
Satisfaction with Services					
ctysat97d	General Satisfaction with Services	91.3%	1,215	88.8%	452
voted	Sat w/ Convenient Ways to Register to Vote	96.7%	724	93.0%	259
pctupd	Sat w/ Efficiency and Effectiveness of the Voting Precinct Setup	95.3%	649	95.2%	142
govtservd	Sat w/ Informing Citizens about Government	80.0%	684	79.0%	281

* A mean rating with a superscript indicates that this mean is significantly higher (at the 5% level) than the mean in the column corresponding to the superscript.

Table E88		Homeowner status			
		Owns (1)		Renters & others (2)	
Public Safety		%	n	%	n
animalad	Satisfaction with Animal Control	86.6%	702	89.4%	293
strltad	Satisfaction with Street Lighting	82.8%	754	82.5%	276
fired	Sat w/ Fire Fighting in R's Area	98.2%	724	100.0% ⁽¹⁾	285
rescued	Sat w/ Emergency Medical Rescue Services	97.6%	715	98.4%	294
moscontd	Satisfaction with Mosquito Control	80.7%	584	91.1% ⁽¹⁾	197
amcrimed	Sat w/ Safety in Neighborhood in Daytime	92.9%	1,247	93.3%	460
pmcrimed	Sat w/ Safety in Neighborhood at Night	87.2%	1,246	85.3%	460
attituded	Sat w/ Police Dept. Attitudes Towards Citizens	87.8% ⁽²⁾	839	75.2%	307
polfaird	Sat that Police Dept treats everyone fairly	83.8% ⁽²⁾	789	66.2%	310
drugsd	Sat w/ Reduce the Use of Illegal Drugs	89.2%	736	86.1%	266
policed	Sat w/ Overall Performance of Police Dept.	93.6%	896	89.5%	341
ppolicyd	Sat w/Police check status of anyone placed under arrest	84.8%	829	85.6%	310
courtsatd	Sat w/ Security in Courthouse	97.7%	376	99.5%	149
attitud	Sat w Sheriff's office Attitudes"	91.2%	258	96.1%	102
sheriffad	Sat w Sheriff's office"	92.2%	263	98.6% ⁽¹⁾	103
emsatisd	Sat w/ Assistance from 9-1-1 Operator	95.6%	235	93.1%	114
emtimebd	Satisfaction with Time for Help to Arrive	88.3%	224	91.7%	107
emasstbd	Sat w/ Assistance on the Scene	92.9%	210	92.6%	107

Table E89		Homeowner status			
		Owns (1)		Renters & others (2)	
Public Services		%	n	%	n
libraryd	Sat with Providing Library Services	94.3%	715	96.7%	255
parkd	Sat. with Providing Park and Recreation Programs	91.1%	738	90.3%	274
elderlyd	Sat w/ Programs for Elderly Population	79.6%	542	85.3%	253
librysatd	Sat w/ Service from Library Staff	98.1%	763	99.7% ⁽¹⁾	261
dsssatd	Sat with Dept. of Soc. Services	76.0%	227	71.2%	170
hlthsatd	Sat with Health Department	90.2%	216	82.4%	150
menthpb	Sat w/ services to people w/ mental health problems	76.2%	109	65.7%	55
mentret	Sat with Services to Mental Retardation	87.3%	89	88.1%	41
menteis	Sat w/ Early Intervention Services	85.1%	68	89.1%	38
mentsub	Sat w/ Services to Substance Abuse	74.3%	83	65.0%	46
mentald	Sat w/ Mental Health Services Overall	86.0%	114	77.7%	62
schl4d	Sat that School System Provides Efficient Service	85.1%	974	88.9%	346
park2d	Sat with Park Authority	95.2%	574	95.9%	164
ctyserv2d	Sat with Service Authority	92.4%	742	94.3%	241

Table E90		Homeowner status			
Communication with the County		Owns (1)		Renters & others (2)	
		%	n	%	n
helpful2d	Helpfulness of County Employees	80.9%	519	75.6%	117
helpfulad	Sat w/ helpfulness of tax County employees	85.0%	233	92.2%	44
timesatad	Sat w/ timeliness of tax request	89.2%	231	87.3%	43
net2d	Sat with PWC Government Web Site	92.3%	562	94.8%	166

Table E91		Homeowner status			
		Owns (1)		Renters & others (2)	
Planning and Development Issues		%	n	%	n
land1d	Sat w/ Planning of Land Devel-prejob	62.5%	454	84.5% ⁽¹⁾	144
newjobsd	Sat w/ Attracting New Jobs to PWC	72.6%	320	75.0%	114
land2d	Sat w/ Planning of Land Devel-postjob	59.8%	399	78.2% ⁽¹⁾	154
landd	Sat w/ Planning of land dev. (combined)	61.3%	853	81.2% ⁽¹⁾	298
neighbord	Sat w/ Preventing Neighborhood Deterioration	69.1%	867	79.7% ⁽¹⁾	346
lfillsatd	Sat with Landfill	98.0%	294	97.8% ⁽¹⁾	73
recyclecd	Sat w/ recycling services	89.9%	948	88.3%	353
trashcd	Sat w/ Appearance of Trash along Roadways & in Neighborhoods	87.7%	953	93.2% ⁽¹⁾	357
signscd	Sat w/ Appearance of Illegal Signs along Major Roads	66.6%	997	78.4% ⁽¹⁾	339
buildngcd	Sat w/ Appearance of Deteriorated Buildings	83.6%	1,008	86.3%	380
junkcd	Sat w/ Appearance of Junk Cars	88.6%	978	88.2%	385
travel97d	Sat w/ Ease of Travel in PWC	53.5%	973	62.0%	346

Table E92		Homeowner status			
		Owns (1)		Renters & others (2)	
Development Issues		%	n	%	n
outsidecd	Sat w/ Ease of Travel around NoVA outside PWC	35.9%	710	54.4% ⁽¹⁾	259
transc2d	Sat w/ Public Transportation in PWC	63.8%	651	70.6%	322
novatrc2d	Sat w/ Public Transportation in NoVA outside PWC	67.2%	805	71.7%	300
growthcd	Sat w/ Rate of PWC Growth	66.0%	703	82.2% ⁽¹⁾	273
roaddevad	Sat w/ Coordination of Development with Road Systems	51.8%	704	76.9% ⁽¹⁾	283
svedevad	Sat w/ Coordination of Development with Community Facilities	84.7%	935	92.0% ⁽¹⁾	349
envrdevad	Sat w/ County's Efforts to Protect Environment	81.3%	743	90.2% ⁽¹⁾	303
spcedevad	Sat w/ County's Efforts to Preserve Open Space	64.1%	707	80.2% ⁽¹⁾	288
historicd	Sat w/ County's Efforts in Historic Preservation	90.8%	752	93.7%	277
inputdevd	Sat w/ Opportunities for Citizen Input	72.3%	675	84.2% ⁽¹⁾	237
visdevd	Sat w/ Visual Appearance of New Development	87.0%	897	90.9%	332
buildngsd	Sat w/ the safety of buildings constructed in the last two years	94.6%	720	93.3%	310

Table E93		Homeowner status			
View of Government		Owns (1)		Renters & others (2)	
		%	n	%	n
valued	Sat w/ Value for Tax Dollar	81.4%	990	79.0%	349
effneffd	Sat w/ Efficient and Effective Service	88.8%	955	92.4%	332
trstgov1d	Trust of Government to do What is Right: Dichotomized	65.6%	976	57.5%	368

TABLE E: Satisfaction Mean Ratings by Demographic Variables*

Table E94		Kind of place respondent lives in					
		Single-family home (1)		Duplex/Townhome (2)		Apartment or condo or other (3)	
Quality of life		Mean	n	Mean	n	Mean	n
qol10	Quality of life (ratings on 10 point-scale)	7.35	1,127	7.10	381	7.35	220
Satisfaction with Services							
ctysat97d	General Satisfaction with Services	91.3%	1,086	90.7%	371	86.6%	210
voted	Sat w/ Convenient Ways to Register to Vote	96.0%	645	98.0%	221	89.9%	116
pctupd	Sat w/ Efficiency and Effectiveness of the Voting Precinct Setup	96.1%	560	93.0%	150	94.2%	81
govtservd	Sat w/ Informing Citizens about Government	80.1%	620	79.0%	222	79.2%	123

* A mean rating with a superscript indicates that this mean is significantly higher (at the 5% level) than the mean in the column corresponding to the superscript.

Table E95		Kind of place respondent lives in					
		Single-family home (1)		Duplex/Townhome (2)		Apartment or condo or other (3)	
Public Safety		%	n	%	n	%	n
animalad	Satisfaction with Animal Control	88.1%	651	83.3%	217	90.9%	129
strltad	Satisfaction with Street Lighting	82.6%	666	83.1%	228	83.1%	137
fired	Sat w/ Fire Fighting in R's Area	98.1%	667	100.0% ^{(1)*}	205	100.0% ^{(1)*}	137
rescued	Sat w/ Emergency Medical Rescue Services	97.5%	646	97.7%	218	99.5% ⁽¹⁾	147
moscontd	Satisfaction with Mosquito Control	80.7%	515	85.6%	174	93.9% ⁽¹⁾⁽²⁾	91
amcrimed	Sat w/ Safety in Neighborhood in Daytime	93.9%	1,105	90.3%	383	93.3%	220
pmcrimed	Sat w/ Safety in Neighborhood at Night	87.9% ⁽²⁾	1,105	82.4%	382	87.8%	220
attituded	Sat w/ Police Dept. Attitudes Towards Citizens	85.6%	739	82.7%	265	82.0%	142
polfaird	Sat that Police Dept treats everyone fairly	81.1%	704	76.4%	254	73.0%	141
drugsd	Sat w/ Reduce the Use of Illegal Drugs	90.9% ⁽²⁾	642	81.4%	228	87.3%	132
policed	Sat w/ Overall Performance of Police Dept.	92.1%	805	90.7%	276	97.7% ⁽¹⁾⁽²⁾	154
ppolicyd	Sat w/Police check status of anyone placed under arrest	86.4% ⁽²⁾	752	79.0%	242	88.0%	146
courtsatd	Sat w/ Security in Courthouse	97.4%	331	99.6% ⁽¹⁾	126	100.0% ⁽¹⁾⁽²⁾	70
attitud	Sat w Sheriff's office Attitudes"	91.9%	242	90.9%	71	98.5% ⁽¹⁾	47
sheriffad	Sat w Sheriff's office"	92.0%	245	97.8% ⁽¹⁾	73	98.5% ⁽¹⁾	47
emsatisd	Sat w/ Assistance from 9-1-1 Operator	96.6%	214	93.3%	75	91.5%	60
emtimebd	Satisfaction with Time for Help to Arrive	90.0%	200	86.5%	75	92.4%	57
emasstbd	Sat w/ Assistance on the Scene	92.3%	188	90.4%	69	98.1%	60

Table E96		Kind of place respondent lives in					
		Single-family home (1)		Duplex/Townhome (2)		Apartment or condo or other (3)	
Public Services		%	n	%	%	n	%
libraryd	Sat with Providing Library Services	94.1%	634	95.7%	223	98.0% ⁽¹⁾	114
parkd	Sat. with Providing Park and Recreation Programs	91.7%	655	89.8%	232	88.5%	123
elderlyd	Sat w/ Programs for Elderly Population	80.3%	506	82.0%	174	85.6%	115
librysatd	Sat w/ Service from Library Staff	98.5%	699	99.1%	215	97.5%	110
dsssatd	Sat with Dept. of Soc. Services	77.8%	231	71.0%	89	66.9%	77
hlthsatd	Sat with Health Department	87.5%	220	90.9%	80	80.4%	65
menthpb	Sat w/ services to people w/ mental health problems	77.9%	94	66.7%	37	64.4%	33
mentret	Sat with Services to Mental Retardation	82.1%	75	100.0% ⁽¹⁾	29	89.2%	25
menteis	Sat w/ Early Intervention Services	80.0%	54	92.2%	30	95.1%	21
mentsub	Sat w/ Services to Substance Abuse	67.8%	68	79.9%	36	67.0%	25
mentald	Sat w/ Mental Health Services Overall	83.0%	102	81.1%	42	86.0%	32
schl4d	Sat that School System Provides Efficient Service	86.1%	900	84.2%	285	90.5%	138
park2d	Sat with Park Authority	94.8%	534	97.2%	135	96.6%	72
ctyserv2d	Sat with Service Authority	92.1%	677	93.5%	223	97.7% ⁽¹⁾	84

Table E97		Kind of place respondent lives in					
Communication with the County		Single-family home (1)		Duplex/Townhome (2)		Apartment or condo or other (3)	
		%	n	%	%	n	%
helpful2d	Helpfulness of County Employees	81.3%	444	79.6%	129	70.9%	62
helpfulad	Sat w/ helpfulness of tax County employees	86.2%	190	79.8%	48	93.7%	39
timesatad	Sat w/ timeliness of tax request	89.4%	189	83.9%	47	92.9%	38
net2d	Sat with PWC Government Web Site	92.3%	485	94.1%	167	94.1%	78

Table E98		Kind of place respondent lives in					
		Single-family home (1)		Duplex/Townhome (2)		Apartment or condo or other (3)	
Planning and Development Issues		%	n	%	%	n	%
land1d	Sat w/ Planning of Land Devel-prejob	66.4%	393	68.2%	136	75.7%	68
newjobsd	Sat w/ Attracting New Jobs to PWC	71.1%	284	75.6%	91	79.9%	59
land2d	Sat w/ Planning of Land Devel-postjob	63.5%	365	57.5%	124	87.0% ⁽¹⁾⁽²⁾	66
landd	Sat w/ Planning of land dev. (combined)	65.0%	758	63.1%	260	81.3% ⁽¹⁾⁽²⁾	134
neighbord	Sat w/ Preventing Neighborhood Deterioration	71.2%	795	73.1%	259	75.4%	160
lfillsatd	Sat with Landfill	97.6%	283	98.7%	62	100.0% ⁽¹⁾	23
recyclecd	Sat w/ recycling services	91.9% ⁽³⁾	854	87.0%	298	81.0%	150
trashcd	Sat w/ Appearance of Trash along Roadways & in Neighborhoods	89.8%	858	87.7%	274	88.2%	180
signscd	Sat w/ Appearance of Illegal Signs along Major Roads	69.0%	874	72.8%	283	65.8%	178
buildngcd	Sat w/ Appearance of Deteriorated Buildings	85.0%	913	81.1%	310	86.5%	165
junkcd	Sat w/ Appearance of Junk Cars	88.1%	877	86.7%	313	92.8%	172
travel97d	Sat w/ Ease of Travel in PWC	54.2%	857	56.9%	293	62.7%	172

Table E99		Kind of place respondent lives in					
		Single-family home (1)		Duplex/Townhome (2)		Apartment or condo or other (3)	
Development Issues		%	n	%	%	n	%
outsidecd	Sat w/ Ease of Travel around NoVA outside PWC	36.4%	617	48.8% ⁽¹⁾	229	48.2%	124
transc2d	Sat w/ Public Transportation in PWC	64.8%	590	72.2%	243	61.0%	142
novatrc2d	Sat w/ Public Transportation in NoVA outside PWC	68.9%	690	66.8%	260	70.1%	154
growthcd	Sat w/ Rate of PWC Growth	65.3%	651	78.2% ⁽¹⁾	202	84.9% ⁽¹⁾	124
roaddevad	Sat w/ Coordination of Development with Road Systems	56.4%	636	59.7%	221	71.0% ⁽¹⁾	132
svedevad	Sat w/ Coordination of Development with Community Facilities	86.3%	836	85.4%	295	91.5%	154
envrdevad	Sat w/ County's Efforts to Protect Environment	82.2%	666	85.3%	247	89.8%	135
spcedevad	Sat w/ County's Efforts to Preserve Open Space	67.1%	639	66.4%	230	81.5% ⁽¹⁾⁽²⁾	127
historicd	Sat w/ County's Efforts in Historic Preservation	91.0%	669	90.1%	227	96.6% ⁽¹⁾	133
inputdevd	Sat w/ Opportunities for Citizen Input	75.0%	601	71.4%	210	85.8% ⁽¹⁾⁽²⁾	100
visdevd	Sat w/ Visual Appearance of New Development	86.5%	799	92.4% ⁽¹⁾	276	88.9%	157
buildngsd	Sat w/ the safety of buildings constructed in the last two years	94.8%	649	93.5%	238	93.6%	145

Table E100		Kind of place respondent lives in					
View of Government		Single-family home (1)		Duplex/Townhome (2)		Apartment or condo or other (3)	
		%	n	%	%	n	%
valued	Sat w/ Value for Tax Dollar	81.3%	878	79.4%	300	80.1%	163
effneffd	Sat w/ Efficient and Effective Service	89.2%	867	89.9%	275	92.3%	147
trstgov1d	Trust of Government to do What is Right: Dichotomized	62.7%	882	68.7%	291	58.6%	170

TABLE E: Satisfaction Mean Ratings by Demographic Variables*

Table E101		Work Status											
		Working full time (1)		Working part time (2)		Looking for work (3)		Homemaker (4)		Retired (5)		Other (6)	
Quality of life		Mean	n	Mean	n	Mean	n	Mean	n	Mean	n	Mean	n
qol10	Quality of life (ratings on 10 point-scale)	7.20	1,030	7.46	155	7.32	86	7.62 ⁽¹⁾	110	7.39	212	7.45	83
Satisfaction with Services													
ctysat97d	General Satisfaction with Services	90.3%	995	93.7%	151	85.2%	79	92.0%	106	92.8%	206	88.9%	81
voted	Sat w/ Convenient Ways to Register to Vote	95.2%	609	97.1%	99	97.4%	51	100.0% ⁽¹⁾⁽²⁾	55	98.2%	108	90.8%	35
pctupd	Sat w/ Efficiency and Effectiveness of the Voting Precinct Setup	94.6%	503	96.7%	72	94.4%	28	97.6%	51	95.7%	106	100.0% ⁽¹⁾⁽⁵⁾	18
govtservd	Sat w/ Informing Citizens about Government	79.4%	561	77.2%	95	80.4%	47	83.0%	68	84.0%	116	72.4%	55

* A mean rating with a superscript indicates that this mean is significantly higher (at the 5% level) than the mean in the column corresponding to the superscript.

Table E102		Work Status											
		Working full time (1)		Working part time (2)		Looking for work (3)		Homemaker (4)		Retired (5)		Other (6)	
		%	n	%	n	%	n	%	n	%	n	%	n
animalad	Satisfaction with Animal Control	85.5%	587	91.9%	94	80.0%	58	91.2%	63	90.6%	124	95.6% (1)	40
strltad	Satisfaction with Street Lighting	83.3% (3)	617	78.4%	87	66.0%	65	87.6% (3)	67	86.2% (3)	117	91.2% (3)	53
fired	Sat w/ Fire Fighting in R's Area	99.1%	572	99.0%	101	100.0% (1)	48	96.2%	77	98.9%	130	98.9%	51
rescued	Sat w/ Emergency Medical Rescue Services	97.4%	597	95.4%	105	100.0% (1)(2)	50	100.0% (1)(2)	59	99.4%	123	99.3%	48
moscontd	Satisfaction with Mosquito Control	83.3%	472	84.2%	71	80.8%	34	86.3%	53	80.3%	103	85.6%	24
amcrimed	Sat w/ Safety in Neighborhood in Daytime	91.6%	1,023	97.4% (1)	152	87.2%	86	98.6% (1)(3)(5)	108	94.7%	207	100.0% (1)(2)(3)(5)	83
pmcrimed	Sat w/ Safety in Neighborhood at Night	85.4%	1,027	89.0%	152	84.5%	85	86.1%	108	91.3% (1)	202	93.4% (1)	82
attituded	Sat w/ Police Dept. Attitudes Towards Citizens	83.8%	700	90.6%	102	71.1%	44	88.1%	67	90.7%	135	75.3%	57

Table E103		Work Status											
		Working full time (1)		Working part time (2)		Looking for work (3)		Homemaker (4)		Retired (5)		Other (6)	
Public Safety		%	n	%	n	%	n	%	n	%	n	%	n
polfaird	Sat that Police Dept treats everyone fairly	78.0%	670	78.6%	93	78.3%	56	85.4% ₍₆₎	66	88.6% ₍₁₎₍₆₎	115	60.6%	58
drugsd	Sat w/ Reduce the Use of Illegal Drugs	87.8%	604	96.0% ₍₁₎	92	80.3%	55	91.0%	57	93.6% ₍₁₎	109	88.9%	53
policed	Sat w/ Overall Performance of Police Dept.	91.9%	758	93.0%	107	87.5%	58	92.7%	78	97.7% ₍₁₎	140	90.5%	59
ppolicyd	Sat w/Police check status of anyone placed under arrest	85.2%	686	80.9%	105	83.5%	55	94.7% ₍₁₎₍₂₎	64	88.6%	133	81.7%	56
courtsatd	Sat w/ Security in Courthouse	97.6%	350	1.00	49	1.00	23	1.00	26	98.6%	41	1.00	21
attitud	Sat w Sheriff's office Attitudes"	92.9%	205	84.2%	36	92.0%	31	100.0% ₍₁₎₍₂₎	10	97.0%	51	79.9%	7
sheriffad	Sat w Sheriff's office"	94.8%	210	87.2%	35	92.0%	31	100.0% ₍₁₎	9	97.1%	53	81.7%	8
emsatisd	Sat w/ Assistance from 9-1-1 Operator	92.1%	199	96.9%	37	100.0% ₍₁₎	25	96.1%	16	100.0% ₍₁₎	43	95.9% ₍₁₎	17
emtimebd	Satisfaction with Time for Help to Arrive	88.0%	188	84.0%	35	89.3%	23	85.2%	15	96.6% ₍₁₎	42	95.8% ₍₁₎	16
emasstbd	Sat w/ Assistance on the Scene	91.4%	180	93.0%	33	88.4%	21	100.0% ₍₁₎	14	96.4%	39	91.9%	16

Table E104		Work Status											
		Working full time (1)		Working part time (2)		Looking for work (3)		Homemaker (4)		Retired (5)		Other (6)	
Public Services		%	n	%	n	%	n	%	n	%	n	%	n
libraryd	Sat with Providing Library Services	96.0%	586	87.9%	94	98.9% (2)	52	93.1%	60	96.7%	110	94.7%	40
parkd	Sat. with Providing Park and Recreation Programs	91.3%	614	94.2%	91	84.5%	57	87.6%	65	91.3%	106	93.6%	47
elderlyd	Sat w/ Programs for Elderly Population	82.3%	413	82.7%	84	82.6%	48	81.2%	44	83.0%	134	67.7%	36
librysatd	Sat w/ Service from Library Staff	98.7%	624	98.4%	99	96.9%	58	99.1%	63	100.0% (1)	109	100.0% (1)	46
dsssatd	Sat with Dept. of Soc. Services	73.0%	224	73.6%	30	70.6%	29	75.7%	16	88.7% (1)(6)	53	56.6%	26
hlthsatd	Sat with Health Department	85.3%	224	84.4%	32	90.6%	17	76.3%	17	92.7%	36	100.0% (1)(2)(4)(5)	23

Table E105		Work Status											
		Working full time (1)		Working part time (2)		Looking for work (3)		Homemaker (4)		Retired (5)		Other (6)	
Public Services		%	n	%	n	%	n	%	n	%	n	%	n
menthpb	Sat w/ services to people w/ mental health problems	65.7%	98	82.0%	16	100.0% (1)(2)(5)	9	89.7%	7	86.2% (1)	20	74.7%	5
mentret	Sat with Services to Mental Retardation	86.6%	65	84.1%	17	100.0% (1)	9	100.0% (1)*	6	87.7%	17	100.0% (1)	8
menteis	Sat w/ Early Intervention Services	86.5%	58	75.9%	10	100.0% (1)(2)	9	58.5%	4	82.3%	12	100.0% (1)(2)	9
mentsub	Sat w/ Services to Substance Abuse	67.8% (4)	75	71.6% (4)	13	81.9% (4)	9	15.7%	4	94.0% (1)(4)	13	92.7% ⁽¹⁾ (4)	9
mentald	Sat w/ Mental Health Services Overall	77.0%	101	85.7%	19	100.0% (1)	9	83.2%	8	94.7% (1)	21	92.8%	10
schl4d	Sat that School System Provides Efficient Service	86.2%	817	86.0%	130	87.2%	70	89.8%	87	87.7%	144	75.9%	71
park2d	Sat with Park Authority	95.1%	469	96.2%	64	95.7%	38	95.0%	53	96.2%	87	97.6%	26
ctyserv2d	Sat with Service Authority	92.9%	631	95.8%	85	100.0% (1)(4)(5)	47	90.6%	63	90.1%	126	90.1%	28

Table E106		Work Status											
		Working full time (1)		Working part time (2)		Looking for work (3)		Homemaker (4)		Retired (5)		Other (6)	
Communication with the County		%	n	%	n	%	n	%	n	%	n	%	n
helpful2d	Helpfulness of County Employees	77.8%	411	90.0% ₍₁₎	47	68.4%	25	86.5%	40	87.4% ₍₁₎	79	78.2%	21
helpfulad	Sat w/ helpfulness of tax County employees	81.2%	185	89.8%	21	100.0% _{(1)*}	11	100.0% _{(1)*}	11	97.2% ₍₁₎	38	100.0% ₍₁₎	6
timesatad	Sat w/ timeliness of tax request	87.8%	182	94.9%	21	70.3%	11	100.0% ₍₁₎	11	97.2% ₍₁₎	38	100.0% ₍₁₎	6
net2d	Sat with PWC Government Web Site	91.8%	487	93.4%	62	93.0%	36	92.9%	39	98.4% ₍₁₎	64	97.5% ₍₁₎	28

Table E107 Planning and Development Issues		Work Status											
		Working full time (1)		Working part time (2)		Looking for work (3)		Homemaker (4)		Retired (5)		Other (6)	
		%	n	%	n	%	n	%	n	%	n	%	n
land1d	Sat w/ Planning of Land Devel-prejob	67.2%	356	57.6%	59	89.2% (1)(2)(5)	19	74.5%	41	60.9%	76	81.1% (1)(2)(5)	35
newjobsd	Sat w/ Attracting New Jobs to PWC	69.5% (3)	247	81.1% (3)	44	40.9%	31	92.4% (1)(3)	25	91.4% (1)(3)	58	72.7%	17
land2d	Sat w/ Planning of Land Devel-postjob	64.0%	343	70.3%	47	62.9%	35	64.3%	38	60.5%	60	84.9% (1)(5)	21
landd	Sat w/ Planning of land dev. (combined)	65.6%	699	63.3%	106	72.2%	55	69.6%	79	60.7%	136	82.5% (1)(2)(5)	55
neighbord	Sat w/ Preventing Neighborhood Deterioration	69.9%	755	70.5%	109	89.5% (1)(2)(5)	62	77.8%	74	73.1%	126	73.6%	60
lfillsatd	Sat with Landfill	98.7%	221	94.5%	32	100.0% %*	8	100.0% *	31	97.4%	62	100.0%	9
recyclecd	Sat w/ recycling services	88.6%	786	90.1%	114	88.3%	60	93.1%	99	92.5%	158	86.6%	62
trashcd	Sat w/ Appearance of Trash along Roadways & in Neighborhoods	89.4%	799	87.9%	121	91.9%	60	92.7%	83	91.0%	155	87.0%	68
signscd	Sat w/ Appearance of Illegal Signs along Major Roads	68.0%	827	76.9% (5)	121	83.2% (1)(5)	60	77.1% (5)	75	59.7%	161	73.8%	63
buildingcd	Sat w/ Appearance of Deteriorated Buildings	83.6%	851	83.0%	124	84.1%	68	90.4%	86	85.4%	161	87.9%	73
junkcd	Sat w/ Appearance of Junk Cars	89.1%	823	91.1% (4)	130	84.5%	74	75.3%	73	91.4% (4)	160	90.6%	75
travel97d	Sat w/ Ease of Travel in PWC	52.6%	809	61.2%	116	69.1%	58	63.9%	86	57.0%	167	59.3%	63

Table E108		Work Status											
		Working full time (1)		Working part time (2)		Looking for work (3)		Homemaker (4)		Retired (5)		Other (6)	
		%	n	%	n	%	n	%	n	%	n	%	n
outsidedcd	Sat w/ Ease of Travel around NoVA outside PWC	35.3%	567	47.6%	103	65.6% (1)(5)	48	52.0% ⁽¹⁾	60	36.9%	114	57.4% ⁽¹⁾ (5)	54
transc2d	Sat w/ Public Transportation in PWC	64.7%	597	62.0%	98	77.0%	60	66.5%	44	72.0%	110	64.6%	52
novatrc2d	Sat w/ Public Transportation in NoVA outside PWC	65.9%	708	65.5%	104	86.5% (1)(2)(5)	59	72.0%	57	65.2%	108	84.4% ⁽¹⁾ (2)(5)	57
growthcd	Sat w/ Rate of PWC Growth	70.7%	583	63.9%	90	76.2%	62	70.9%	65	62.8%	116	90.9% ⁽¹⁾ (2)(4)(5)	52
roaddevad	Sat w/ Coordination of Development with Road Systems	58.3%	609	65.2% (5)	95	66.9%	57	52.8%	61	49.4%	107	77.7% ⁽¹⁾ (4)(5)	54
svedevad	Sat w/ Coordination of Development with Community Facilities	86.3%	792	86.7%	116	91.9%	69	80.7%	80	87.4%	152	93.3% ⁽¹⁾	64
envrdevad	Sat w/ County's Efforts to Protect Environment	83.6%	669	81.7%	103	87.3%	49	89.3%	55	86.3%	113	78.8%	44
spcedevad	Sat w/ County's Efforts to Preserve Open Space	67.9%	607	60.9%	101	75.9%	48	77.3%	67	71.2%	118	71.4%	45
historicd	Sat w/ County's Efforts in Historic Preservation	90.9%	629	86.6%	99	91.0%	53	97.0% ⁽¹⁾ (2)	61	95.7%	128	94.2%	47
inputdevd	Sat w/ Opportunities for Citizen Input	73.4%	553	76.7%	92	80.2%	46	85.6% ⁽¹⁾	56	80.3%	109	67.9%	45
visdevd	Sat w/ Visual Appearance of New Development	87.3%	759	85.6%	108	91.7%	57	91.0%	82	89.3%	157	92.9%	55
buildngsd	Sat w/ the safety of buildings constructed in the last two years	94.1%	664	91.3%	89	100.0% (1)(5)	62	94.6%	54	93.6%	106	96.0%	46

Table E109		Work Status											
		Working full time (1)		Working part time (2)		Looking for work (3)		Homemaker (4)		Retired (5)		Other (6)	
View of Government		%	n	%	n	%	n	%	n	%	n	%	n
valued	Sat w/ Value for Tax Dollar	79.1%	831	78.8%	130	82.0%	74	88.1% ⁽¹⁾	84	85.7%	161	82.6%	53
effneffd	Sat w/ Efficient and Effective Service	89.8%	800	82.2%	120	89.3%	67	92.7% ⁽²⁾	89	90.7%	151	97.4% ⁽¹⁾ ₍₂₎₍₅₎	58
trstgov1d	Trust of Government to do What is Right: Dichotomized	65.6% ⁽²⁾	827	52.3%	113	54.8%	76	67.2%	86	62.3%	171	64.2%	64

TABLE E: Satisfaction Mean Ratings by Demographic Variables*

Table E110		Newarea													
		Battlefield (1)		Broad Run (2)		Hoadly (3)		Old Bridge (4)		Dale (5)		Potomac (6)		Forest Park (7)	
Quality of life		Mean	n	Mean	n	Mean	n	Mean	n	Mean	n	Mean	n	Mean	n
qol10	Quality of life (ratings on 10 point-scale)	7.40	265	7.55	246	7.40 ⁽⁵⁾	211	7.46	233	7.34	315	6.68	221	7.20	206
Satisfaction with Services															
ctysat97d	General Satisfaction with Services	92.1% ₍₆₎	261	93.4% ₍₆₎	238	92.7% ₍₆₎	201	90.7%	224	90.7% ₍₆₎	308	82.5%	211	91.7% ₍₆₎	193
voted	Sat w/ Convenient Ways to Register to Vote	94.9%	132	98.7%	147	94.0%	119	95.5%	124	96.0%	199	93.9%	125	96.9%	133
pctupd	Sat w/ Efficiency and Effectiveness of the Voting Precinct Setup	96.5%	120	94.4%	110	95.5%	113	93.5%	108	94.5%	150	96.6%	89	96.0%	109
govtservd	Sat w/ Informing Citizens about Government	80.5%	162	78.1%	142	79.5%	100	78.1%	125	83.3%	182	75.6%	120	79.1%	108

* A mean rating with a superscript indicates that this mean is significantly higher (at the 5% level) than the mean in the column corresponding to the superscript.

Table E111		New area													
		Battlefield (1)		Broad Run (2)		Hoadly (3)		Old Bridge (4)		Dale (5)		Potomac (6)		Forest Park (7)	
Public Safety		%	n	%	n	%	n	%	n	%	n	%	n	%	n
animalad	Satisfaction with Animal Control	86.7%	141	89.7%	138	92.2%	132	80.3%	134	88.7%	195	85.8%	132	90.4%	121
strltad	Satisfaction with Street Lighting	81.3%	152	89.2% ₍₆₎	165	90.8% ₍₆₎	89	88.3% ₍₆₎	146	77.3%	174	74.5%	145	87.6%	132
fired	Sat w/ Fire Fighting in R's Area	98.5%	154	98.5%	157	98.8%	113	98.3%	132	98.4%	189	100.0%	128	98.8%	119
rescued	Sat w/ Emergency Medical Rescue Services	97.5%	149	96.6%	147	99.0%	134	98.2%	129	98.9%	187	96.4%	145	98.5%	104
moscontd	Satisfaction with Mosquito Control	89.0%	119	74.4%	101	76.8%	101	78.2%	107	87.9%	150	81.0%	92	84.7%	96
amcrimed	Sat w/ Safety in Neighborhood in Daytime	92.0%	264	96.2% ₍₆₎	242	93.3%	205	95.8% ₍₆₎	232	91.4%	315	86.9%	216	98.2% ₍₆₎	203
pmcrimed	Sat w/ Safety in Neighborhood at Night	86.3%	266	90.2% ₍₆₎	242	92.8% ₍₆₎	205	90.9% ₍₆₎	229	85.4%	314	77.7%	216	86.7%	203
attituded	Sat w/ Police Dept. Attitudes Towards Citizens	82.8%	160	85.8%	167	87.1%	119	87.7%	151	85.5%	237	77.7%	159	85.0%	127

Table E112 Public Safety		New area													
		Battlefield (1)		Broad Run (2)		Hoadly (3)		Old Bridge (4)		Dale (5)		Potomac (6)		Forest Park (7)	
		%	n	%	n	%	n	%	n	%	n	%	n	%	n
polfaird	Sat that Police Dept treats everyone fairly	80.6% (6)	149	78.1%	146	81.3% (6)	132	81.4% (6)	140	84.4% (6)	229	65.6%	160	82.0% (6)	123
drugsd	Sat w/ Reduce the Use of Illegal Drugs	91.6% (6)	133	90.5% (6)	143	91.8% (6)	117	90.0% (6)	140	90.3% (6)	206	74.1%	139	92.6% (6)	107
policed	Sat w/ Overall Performance of Police Dept.	93.6%	182	91.2%	179	91.9%	131	92.3%	173	94.3%	242	88.9%	164	91.7%	136
ppolicyd	Sat w/Police check status of anyone placed under arrest	88.3% (6)	170	81.4%	175	85.9%	142	91.1% (6)	131	85.2%	226	74.5%	143	88.9% (6)	133
courtsatd	Sat w/ Security in Courthouse	94.5%	80	99.3%	94	97.3%	76	97.7%	60	100.0 %	86	100.0 %	69	99.0%	69
attitud	Sat w Sheriff's office Attitudes"	84.6%	49	94.4%	51	88.5%	42	92.4%	48	96.7%	64	92.7%	48	96.0%	57
sheriffad	Sat w Sheriff's office"	84.8%	50	95.9%	52	90.7%	45	93.5%	46	96.8%	66	97.0%	47	98.9% (1)	61
emsatisd	Sat w/ Assistance from 9-1-1 Operator	88.1%	37	96.2%	55	94.9%	27	91.3%	40	97.7%	70	98.9%	65	89.6%	48
emtimebd	Satisfaction with Time for Help to Arrive	77.3%	32	95.1%	53	90.1%	27	88.0%	35	95.7%	70	88.0%	63	87.7%	46
emasstbd	Sat w/ Assistance on the Scene	82.4 %	30	91.9 %	50	97.3 %	26	94.1%	35	99.0% (1)	67	89.6 %	60	97.2%	45

Table E113		New area													
		Battlefield (1)		Broad Run (2)		Hoadly (3)		Old Bridge (4)		Dale (5)		Potomac (6)		Forest Park (7)	
Public Services		%	n	%	n	%	n	%	n	%	n	%	n	%	n
libraryd	Sat with Providing Library Services	89.2%	141	95.2%	138	97.2% (1)	131	96.8% (1)	155	97.1% (1)	173	98.0% (1)	116	93.0%	116
parkd	Sat. with Providing Park and Recreation Programs	92.9%	150	85.1%	137	91.0%	110	94.9%	138	93.4%	201	87.2%	128	86.8%	118
elderlyd	Sat w/ Programs for Elderly Population	84.7%	120	80.6%	106	75.2%	88	84.5%	109	80.0%	160	78.2%	99	78.6%	87
librysatd	Sat w/ Service from Library Staff	99.5%	140	99.5%	144	98.4%	139	99.1%	153	96.8%	201	98.8%	135	97.4%	114
dsssatd	Sat with Dept. of Soc. Services	71.8%	46	74.0%	61	77.4%	31	81.4%	36	79.7%	89	69.8%	69	68.4%	57
hlthsatd	Sat with Health Department	86.8%	58	85.5%	61	83.4%	26	90.7%	38	87.6%	69	88.2%	55	81.3%	42

Table E114		New area													
		Battlefield (1)		Broad Run (2)		Hoadly (3)		Old Bridge (4)		Dale (5)		Potomac (6)		Forest Park (7)	
Public Services		%	n	%	n	%	n	%	n	%	n	%	n	%	n
menthpb	Sat w/ services to people w/ mental health problems	89.4%	33	70.2%	19	63.4%	19	62.2%	17	63.0%	39	66.3%	17	74.5%	18
mentret	Sat with Services to Mental Retardation	90.1%	28	93.1%	10	63.2%	14	91.7%	17	77.9%	29	100.0 %	13	91.5%	16
menteis	Sat w/ Early Intervention Services	92.5%	18	61.8%	12	60.3%	11	89.3%	13	88.3%	25	93.7%	11	94.9%	14
mentsub	Sat w/ Services to Substance Abuse	87.5%	22	64.7%	18	50.4%	12	64.8%	12	66.0%	34	58.7%	14	85.5%	16
mentald	Sat w/ Mental Health Services Overall	89.4%	33	93.4%	21	66.3%	19	71.7%	17	79.6%	44	82.3%	21	87.6%	18
schl4	Sat that School System Provides Efficient Service	91.4%	184	81.1%	200	87.6%	172	83.7%	189	86.5%	249	83.6%	170	88.3%	159
park2	Sat with Park Authority	96.4%	95	90.9%	98	94.1%	91	98.7%	109	97.7%	154	90.6%	90	96.1%	108
ctyserv2	Sat with Service Authority	90.6%	147	89.9%	128	93.8%	79	93.9%	146	92.6%	182	97.4%	140	96.1%	130

Table E115		New area													
		Battlefield (1)		Broad Run (2)		Hoadly (3)		Old Bridge (4)		Dale (5)		Potomac (6)		Forest Park (7)	
Communication with the County		%	n	%	n	%	n	%	n	%	n	%	n	%	n
helpful2d	Helpfulness of County Employees	89.3%	93	82.5%	102	72.2%	86	80.1%	89	75.0%	107	73.3%	86	75.5%	73
helpfulad	Sat w/ helpfulness of tax County employees	92.0%	35	96.6%	41	85.7%	35	83.7%	35	80.5%	56	77.4%	46	92.9%	29
timesatad	Sat w/ timeliness of tax request	92.6%	35	94.4%	41	93.6%	36	96.0%	35	79.8%	54	83.4%	44	89.8%	29
net2d	Sat with PWC Government Web Site	88.3%	108	89.6%	103	94.4%	115	93.2%	108	96.2%	133	95.5%	81	94.8%	98

Table E116 Planning and Development Issues		New area													
		Battlefield (1)		Broad Run (2)		Hoadly (3)		Old Bridge (4)		Dale (5)		Potomac (6)		Forest Park (7)	
		%	n	%	n	%	n	%	n	%	n	%	n	%	n
land1d	Sat w/ Planning of Land Devel-prejob	67.6%	91	74.9%	86	62.8%	78	64.9%	67	68.7%	118	61.9%	74	70.4%	82
newjobsd	Sat w/ Attracting New Jobs to PWC	73.5%	75	72.4%	59	81.5%	63	80.7%	56	71.3%	80	58.5%	48	74.9%	49
land2d	Sat w/ Planning of Land Devel-postjob	60.0%	74	70.7%	96	58.6%	75	57.2%	73	72.5%	98	66.8%	67	64.6%	73
landd	Sat w/ Planning of land dev. (combined)	64.2%	165	72.7%	182	60.7%	153	60.9%	140	70.4%	216	64.2%	142	67.7%	155
neighbord	Sat w/ Preventing Neighborhood Deterioration	79.7%	160	72.1%	178	73.2%	164	72.8%	156	68.3%	245	64.9%	165	72.3%	146
lfillsatd	Sat with Landfill	98.2%	39	100.0%	44	99.1%	73	100.0%	46	97.4%	87	98.5%	45	97.0%	54

Table E113		New area													
		Battlefield (1)		Broad Run (2)		Hoadly (3)		Old Bridge (4)		Dale (5)		Potomac (6)		Forest Park (7)	
Public Services		%	n	%	n	%	n	%	n	%	n	%	n	%	n
recyclecd	Sat w/ recycling services	87.9%	192	88.5%	195	90.8%	165	91.1%	171	91.2%	238	87.2%	171	91.4%	161
trashcd	Sat w/ Appearance of Trash along Roadways & in Neighborhoods	91.6%	206	87.9%	194	86.5%	139	85.6%	175	90.5%	239	87.3%	171	92.2%	157
signscd	Sat w/ Appearance of Illegal Signs along Major Roads	63.8%	193	67.9%	191	70.3%	174	71.4%	188	71.5%	248	68.5%	180	76.1%	149
buildngcd	Sat w/ Appearance of Deteriorated Buildings	89.1% ₍₆₎	203	90.6% ₍₆₎₍₇₎	192	83.1%	174	86.7% ₍₆₎	184	83.9%	272	74.6%	188	78.1%	159
junkcd	Sat w/ Appearance of Junk Cars	90.2%	207	86.7%	195	88.5%	133	91.4%	188	88.5%	264	84.8%	176	86.5%	164
travel97d	Sat w/ Ease of Travel in PWC	54.9%	202	64.9% ₍₆₎	186	55.9%	163	61.4% ₍₆₎	177	56.0%	250	45.3%	177	52.1%	144

Table E113		New area													
		Battlefield (1)		Broad Run (2)		Hoadly (3)		Old Bridge (4)		Dale (5)		Potomac (6)		Forest Park (7)	
		%	n	%	n	%	n	%	n	%	n	%	n	%	n
outsidedcd	Sat w/ Ease of Travel around NoVA outside PWC	43.3% ⁽³⁾	168	41.9% ⁽³⁾	137	23.5%	124	40.3%	141	39.6%	162	46.8% ⁽³⁾	105	40.9%	118
transc2d	Sat w/ Public Transportation in PWC	53.0%	134	65.4%	129	67.8%	103	72.6% ⁽¹⁾	126	77.0% ⁽¹⁾	177	63.1%	148	66.7%	142
novatrc2d	Sat w/ Public Transportation in NoVA outside PWC	50.1%	159	68.1% ⁽¹⁾	170	74.5% ⁽¹⁾	146	72.7% ⁽¹⁾	148	82.3% ⁽¹⁾	193	67.6% ⁽¹⁾	150	75.5% ⁽¹⁾	141
growthcd	Sat w/ Rate of PWC Growth	74.2%	153	74.7%	141	61.0%	120	62.8%	119	69.5%	192	73.8%	122	67.7%	115
roaddevad	Sat w/ Coordination of Development with Road Systems	49.0%	156	55.5%	163	55.6%	103	61.8%	120	64.7%	182	68.2% ⁽¹⁾	128	58.0%	123
svedevad	Sat w/ Coordination of Development with Community Facilities	82.6%	184	84.0%	190	86.8%	165	81.0%	170	90.5%	252	90.7%	165	91.6%	157
envrdevad	Sat w/ County's Efforts to Protect Environment	81.0%	146	82.1%	154	83.2%	135	87.0%	144	85.8%	196	86.5%	139	76.4%	126
spcedevad	Sat w/ County's Efforts to Preserve Open Space	68.8%	146	74.7%	146	61.3%	122	70.1%	143	67.7%	180	70.7%	133	59.9%	112
historicd	Sat w/ County's Efforts in Historic Preservation	92.8%	166	94.3%	163	95.1%	137	91.4%	121	88.3%	187	90.9%	124	92.5%	122
inputdevd	Sat w/ Opportunities for Citizen Input	70.9%	135	67.7%	138	80.0%	124	76.3%	118	82.6%	165	71.5%	123	80.7%	101
visdevd	Sat w/ Visual Appearance of New Development	91.9%	190	88.8%	164	84.5%	163	84.0%	164	89.5%	235	89.0%	161	82.3%	134
buildngsd	Sat w/ the safety of buildings constructed in the last two years	91.7%	144	95.3%	157	97.5%	120	90.7%	121	94.7%	201	92.5%	145	98.5%	133

Table E118		New area													
View of Government		Battlefield (1)		Broad Run (2)		Hoadly (3)		Old Bridge (4)		Dale (5)		Potomac (6)		Forest Park (7)	
		%	n	%	n	%	n	%	n	%	n	%	n	%	n
valued	Sat w/ Value for Tax Dollar	81.6% (6)	200	81.6% (6)	189	84.2% (6)	153	85.2% (6)	184	81.5% (6)	250	68.4%	179	84.8% (6)	167
effneffd	Sat w/ Efficient and Effective Service	89.2%	180	92.8% (6)	186	93.1% (6)	169	86.6%	174	91.8% (6)	248	81.8%	164	93.7% (6)	167
trstgov1d	Trust of Government to do What is Right: Dichotomized	63.1%	201	66.2%	198	60.7%	175	63.3%	173	66.7%	243	59.3%	182	66.7%	168

**Appendix F:
Question Revisions and Rotation Plan**

Question	Prior Designator	Question Name	Core Question	Not Core		2009 Rotation
				2006	2007	
Overall impression about PWC:						
Between 1 and 10 how would you rate PWC as a place to live?	OVERALL	QOL10	X			X
On the same scale where would you say PWC stood 5 yrs ago?	Q22	5YRAGOB		X		
On the same scale where would you say PWC will stand 5 yrs from now?	Future	FUTUREB		X		
Would you like to be living in PWC 5 yrs from now or someplace else?	Q23	HPELIVEB		X		X
How satisfied are you in general with:						
How satisfied are you in general with services the County provides?		CTYSAT97	X			X
Since last year is satisfaction with services increased/decreased/same?	satchg			X		
The job the county is doing in providing convenient ways to register to vote?	Q51	VOTE	X			X
In the past year, have you gone to a voting precinct in Prince William County to vote in any election?		VOTEYEAR				X
How satisfied are you with the efficiency and effectiveness of the voting precinct set-up for handling voters on election days?		PCTUP				X
The job the county is doing keeping citizens informed about programs?	Q54	GOVTSERV	X			X
Where do you get information on the PWC government?		INFOSORC			X	X
The job the County is doing in animal control services?	Q39	ANIMALA			X	X
The job the County is doing in providing street lighting?	Q40	STRLTA	X			X
The job the County is doing in fire fighting in your area?	Q33	FIRE	X			X
The job the County is doing in providing emergency medical rescue?	Q34	RESCUE	X			X
The job the County is doing in controlling mosquitoes?		MOSCONT			X	X
Services having to do with crime and the police:						
Safety from crime in your neighborhood during daylight?	Q36a	AMCRIME	X			X
Safety from crime in your neighborhood after dark?	Q36b	PMCRIME	X			X
Safety from crime in commercial areas during daylight?	Q36c	DYCRIMEB		X		
Safety from crime in commercial areas after dark?	Q36d	NTRIMEB		X		
Crime prevention programs and information provided by police?	Q37	PREVENTB		X		
Police department attitudes and behaviors towards citizens?	Q37a	ATTITUDE	X			X
How satisfied are you that the Police Department treats everyone fairly regardless of race, gender, ethnic or national origin. Are you		POLFAIR				X
Police department efforts to reduce the use of illegal drugs?	Q38	DRUGS	X			X
Police department's efforts to combat gang activity?		GANGS		X		
The overall performance of the police department?	Q35	POLICE	X			X
Thinking back over the past twelve (12) months, were you or anyone in your household the victim of ANY crime?		VCRIME				X
Did you report it to the Prince William County Police Department?		VCRIMER				X
What are reasons you did not report it to the Prince William County Police Department?		VCRIMNR				X
What types of crime were you a victim of?		CRMTYPES				X
How satisfied are you with the job the Police Department is doing in carrying out this policy?		PPOLICY				X
What are some reasons you are very satisfied with the job the Police Department is doing in carrying out this policy?		WPOLSAT1				X
What are some reasons you are very dissatisfied with the job the Police Department is doing in carrying out this policy?		WPOLSAT2				X

Question	Prior Designator	Question Name	Core Question	Not Core		2009 Rotation
				2006	2007	
In the past year, have you had occasion to visit the Judicial Center (the courthouse in downtown Manassas)?		COURT			X	X
How satisfied are you with the level of security in the courthouse?		COURTSAT			X	X
Are you familiar enough with the services of the Prince William Sheriff's Office to tell us how satisfied you are with them?		CTYSHERF				X
Satisfaction Sheriff's Office attitudes and behaviors toward citizens		ATTITUT	X			X
Satisfaction with the overall performance of the Sheriff's Office		SHERIFFA	X			X
Have you dialed 911 over the past 12 months?	Q184	EMERG911	X			X
When you dialed 911 which services did you call for?	Q187	EMSERVB	X			X
Was your call because of an emergency?	Q187a	EMERGSB	X			X
How satisfied were you with emergency services:						
The assistance you received from the person who took your 911 call?	Q191	EMSATIS	X			X
The time it took for help to arrive on scene?	Q192	EMTIMEB	X			X
The assistance provided on the scene?	Q193	EMASSTB	X			X
How many people in your household have been trained in CPR?		CPR97	X			X
Why dissatisfied with the assistance received from person taking 911 call?		EMSATRES		X		
How much time did it take for help to arrive on the scene?		EMTIMEST		X		
What is a reasonable amount of time to receive help?		EMTIMRES		X		
Why dissatisfied with the assistance provided on the scene?		EMASSRES		X		
Preparedness:						
In the event of an emergency, how long could you shelter in your home with electricity?		SHELTER1			X	
In the event of an emergency, how long could you shelter in your home without electricity?		SHELTER2			X	
Do you have enough food, water, and other supplies to stay on your own for at least three days?		SHELTER3				X
How satisfied are you with the job the County is doing in providing library services to County residents?	Q50	LIBRARY	X			X
Providing park and recreation facilities and programs?	Q46	PARK	X			X
Providing programs to help the County's elderly population?	Q58	ELDERLY	X			X
Providing help to people in financial need?	Q59	FINNEEDB		X		
Providing help to people with emotional, mental, or alcohol and drug problems?		PROBLEMB			X	
Have you used the county libraries in the past 12 months?	Q81	LIBRY12	X			X
If so, how satisfied were you with service from library staff?	Q82	LIBRYSAT	X			X
Are you familiar enough to rate the Department of Social Services?	Q87	DEPTSS	X			X
If so, how satisfied are you with DSS services?	Q88	DSSSAT	X			X
Are you familiar enough with Health Department to rate their services?	Q89	HLTHDEPT	X			X
If so, how satisfied are you with Health Department services?	Q90	HLTHSAT	X			X
Services of the Community Service Board:						
Are you familiar with the services of the Community Service Board?	Q93	MENTAL	X			X
Services to people with mental retardation?		MENTRET	X			X
Early Intervention Services?		MENTEIS	X			X
Services to people with substance abuse problems?		MENSUB	X			X
Services overall?		MENTALL	X			X
Services to people with mental health problems (This question was omitted in the 2007 survey)		MENTHPB*	X			X

Question	Prior Designator	Question Name	Core Question	Not Core		2009 Rotation
				2006	2007	
Contact with County government:						
Over the past 12 months have you contacted anybody in the County government about anything?	Q65	ANYBODY	X			X
If so, how satisfied were you with the helpfulness of employees?	Q68	HELPFUL2	X			X
Have you contacted the County about your taxes over last 12 months?	Q64a	TAXESA	X			X
What was the specific reason you contacted the County?	Q64a1	CONTACTA				
How did you contact the county (telephone, walk in, etc).	Q64b	HOWCONA	X			X
How satisfied were you with the helpfulness of employees?	Q64c1	HELPFULA	X			X
How satisfied were you with time it took for your request to be answered?	Q64c3	TIMESATA	X			X
Have you ever used the PWC government website?		NET1	X			X
If so, how satisfied were you with the site?		NET2	X			X
County growth and development:						
How satisfied are you with the job the County is doing planning how land will be used and developed?	Q52	LAND1/ LAND2	X			X
Are you familiar enough with County's effort to attract new jobs and business to rate those efforts?		RATEBJOBS	X			X
How satisfied are you with the job the County is doing trying to attract new jobs and businesses?	Q56	NEWJOBS	X			X
What caused you to be dissatisfied with the job the County is doing to attract new jobs and businesses?		JOBSDIS		X		
What types of jobs do you think the county should be trying to attract?		JOBSDISN		X		
What are some reasons you are very satisfied with the job the County is doing to attract new jobs and businesses?		JOBSAT		X		
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	X			X
Again, thinking about your neighborhood, how big a problem is there now with residential overcrowding, that is: too many people living at one residence?		N10CROWD				X
Compared to one year ago, has this [overcrowding] problem . . .		N20CROWD				X
How big a problem is there in your neighborhood now with vacant houses or properties that are not well kept up?		N3VACANT				X
Compared to one year ago, has this [upkeep of vacant houses] problem		N4VACANT				X
How big a problem is there in your neighborhood now with occupied homes or apartments that are not well kept up?		N5UPKEEP				X
Compared to one year ago, has this [upkeep of occupied homes] problem...		N6UPKEEP				X
Thinking about the places you drive or walk to in Prince William County, how big a problem is there now with loitering, that is: groups of people hanging out on street corners or in store parking lots? Is that ...		LOITER				X
Compared to one year ago, has this [loitering] problem		LOITNOW				X
Have you used the County landfill in the last 12 months?	Q83	LANDFILL	X			X
If so, how satisfied were you with landfill services?	Q86	LFILLSAT	X			X
How satisfied are you with the recycling services in the County?		RECYCLEC				X
In the past twelve months, have a member of your family used the Balls Ford Road Compost		COMPOST		X		

Question	Prior Designator	Question Name	Core Question	Not Core		2009 Rotation
				2006	2007	
How satisfied were you with the Balls Ford Road compost facility		COMPSAT		X		
How satisfied are you with travel or getting around:						
The ease of travel or getting around within PWC?		TRAVEL97	X			X
The ease of getting around Northern VA outside of PWC? (Client asked that OUTSIDE be moved to the core questions.)		OUTSIDE * C	X			X
REVISED Public transportation provided to PWC residents for destinations within PWC?	TRANSC	TRANSC2			X	X
What would make you more satisfied with public transportation?	pubtra	MORESAT			X	X
What aspects of PWC's public transportation contribute to your satisfaction?		WHYSAT			X	X
REVISED How satisfied are you with public transportation provided to PWC residents for destinations elsewhere in NOVA and DC?	NOVATRC	NOVATRC2			X	X
The rate of growth in the County?		GROWTHC	X			X
The coordination of development with transportation and road systems?	roadeva	ROADDEVA			X	X
The coordination of development with locations of community facilities?	svcdev	SVEDEVA			X	X
The County's efforts to protect the environment?	envirdev	ENVRDEVA			X	X
The County's efforts to preserve open space?	spacedev	SPCEDEVA			X	X
The County's efforts in historic preservation?		HISTORIC			X	X
Opportunities for citizen input on the planning process?		INPUTDEV	X			X
The visual appearance of new development in the County?		VISDEV	X			X
How satisfied are you with the safety of buildings, residential and non-residential, constructed in the County in the last two years?		BUILDNGS				X
Familiarity with the County's effort to preserve and improve the water quality of the streams		QSSCREEN				
Satisfaction with the County's effort to preserve and improve the water quality		QSTREAMS				
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			X	X
The number of illegal signs along major roads?		SIGNSC			X	X
Deteriorated buildings and other structures?		BUILDNGC			X	X
The number of junk cars along roadways and in neighborhoods?		JUNKC			X	X
Should services and taxes increase, decrease, or stay the same?	Q129	VIEW	X			X
How satisfied are you with the County in giving you value for your tax dollar?	Q96	VALUE	X			X
How satisfied are you that the County provides efficient and effective service?		EFFNEFF	X			X
How much of the time can you trust the County government to do right?		TRSTGOV1	X			X
How many persons under 18 live in your household?	Q132	UNDER18	X			X
Are any of those children less than 5?		KUNDR597	X			X
Are any of those children ages 5 to 12?		K5TO1297	X			X
Are any of those children ages 13 to 17?		KOVR1297	X			X
Do you currently have any children attending PWC Schools?		SCHL1	X			X
How satisfied are you with public schools:						
That the school system provides efficient/effective service?		SCHL4	X			X

Question	Prior Designator	Question Name	Core Question	Not Core		2009 Rotation
				2006	2007	
With adult learning opportunities in the County?		ADULTC		X		
With life-long learning opportunities in the County?		LEARNC		X		
Have you used park and recreation facilities in the past 12 months?	Q75	PARK12	X			X
Are you familiar enough with Park Authority services to rate?		PARK1	X			X
How satisfied are you that the Park Authority provides efficient/effective service?		PARK2	X			X
Are you familiar enough with Service Authority to rate?		CTYSERV1	X			X
How satisfied are you that Service Authority provides efficient/effective service?		CTYSERV2	X			X
How many persons in your household are 18 or older?	Q131	OLDER18	X			X
You mentioned before that you have a regular telephone at home. Thinking about ALL the telephone calls that you and other members of your household make and receive would you say....		CELLCOMP				X
In what year were you born?	Q134	YRBORN	X			X
Are you working full time, part time, looking for work?	Q135	WORK	X			X
Do you have any specialized work related license?	cred98	CRED98B		X		
What kind of work do you do at your job?	job1	JOB1B		X		
What is the main business or industry of your organization?	job2	JOB2B		X		
So you are employed in?	job3	JOB3B		X		
What is the place where you work primarily concerned with?	job5	JOB5B		X		
In what county or city is your job located?	Q136	JOBCITY	X			X
And where in Fairfax is your job located		FAIRFAX		X		
Are you living today in the same house as you were a year ago?		SAMEHOME	X			X
Are you commuting to the same workplace as you were a year ago?		SAMEWORK	X			X
How long on average does it take you to get to work?		COMM98	X			X
During the past year has your commuting time gotten longer/shorter/same?		COMMTIME	X			X
Do you telecommute or telework?		TELECOM	X			X
In past 12 months, how often have you telecommuted or teleworked?		TELTIME	X			X
Is the landline or regular phone I dialed listed in the current telephone book?		PHONE1A	X			X
Is the number I dialed listed in the current telephone book?		PHONE1B				X
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	X			X
What is your gender?		GENDER				
What is your marital status?	Q137	MARITAL	X			X
What is the highest level of education you completed?	Q138	EDUC	X			X
Are you currently serving or have you served in the U.S. military?	Qmiltry	MILTRY	X			
What is your income range?	Q151	INCOME	X			X
Do you consider yourself to be of Hispanic origin?		HISPANIC	X			X
What is your race?	Q152	RACE	X			X
Are there any other comments you'd like to make?		RCOMM				X

SATISFACTION ITEM INDEX

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PRINCE WILLIAM COUNTY CITIZEN SATISFACTION SURVEY

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