



# 2016 Citizen Survey

**Prepared for:**  
Prince William County

**Prepared by:**  
ORC International, Inc.

August, 2016

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## Executive Summary

### Project Overview

Over 1,500 county residents were surveyed in May/June 2016 (see table below for details). An address-based sample frame was used to ensure representation of all households in the county; respondents had the option to complete the survey by phone or online. The survey:

- Assesses resident perceptions of the quality of life in Prince William County
- Assesses perceptions of County services
- Identifies subgroups which may be underserved
- Addresses specific and relevant topics of interest

	Total Surveys Completed	Completed by Phone	Completed Online
<b>2016</b>	1,584	1,157 (73%)	427 (27%)
<b>2014</b>	1,831	1,363 (74%)	468 (26%)

### Key Findings

Prince William County residents are positive about the quality of life in the community and rate each of the key measures similarly in 2016 as they did in 2014.

Residents generally agree that the overall quality of life meets or exceeds their expectations and 2016 ratings are comparable to 2014 ratings.

- Positive ratings for 2016 (91%) are comparable to 2014 (91%).

The majority of residents agree that the County's services meet expectations.

- Ratings are similar for 2016 (91%) and 2014 (91%).

The majority of county residents feel they are getting value for their tax dollars.

- The percentage of positive ratings for value of services for taxes paid remained steady from 2014 (85%) and 2016 (88%).

The bulk of residents say they trust the County to do the right thing at least most of the time.

- Scores in 2016 (81%) are similar to 2014 (84%).

County employees received very high ratings for being courteous and helpful.

- Ratings remained similar from 2014 (91% positive) to 2016 at 93% positive.

All public safety services are given high ratings—90% or higher. Current (2016) ratings are similar to 2014.

- Firefighters and emergency medical responders receive high scores with 97% positive for high quality service.
- Overall, residents are happy with the response time of police and feel they are treated fairly.



Residents generally feel safe in Prince William County's neighborhoods and commercial areas.

- Ratings for feeling safe in neighborhoods is the same in 2016 as it was in 2014 (93%).
- Ratings for feeling safe in commercial areas remained steady in 2016 (95% positive) compared to 2014 (93%).

Residents' attitudes are split on whether the transportation and road systems adequately support the community. While 25% strongly agree and 41% agree, just over one-third of residents disagree that they do.

- County-wide, residents rate the adequacy of bus service the lowest, followed by the roads.
- Those who disagree that the transportation and road systems adequately support the community mentioned traffic congestion, lack of new road development, and overdevelopment as reasons for their low rating.

The majority of residents feel they can easily access the County's programs and services that are important to them (88%).

- 94% of residents say the overall voting experience in Prince William County is pleasant.

Overall, when examining key measures, Old Bridge residents are more positive toward the county while Broad Run residents score the lowest on many of the measures.

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## Summary & Conclusions

The goal for 2016 is a continued focus on gaining a better understanding of areas of improvement the county is making over time and points of concern for county residents. Additionally, questions were added and modified to provide greater insights into Prince William County's strengths and weaknesses.

- The 2016 survey includes questions that will help the county better understand the transportation needs of its residents.
- Five questions were re-worded in 2016 to help gauge residents' views on county services for the disadvantaged.
- Questions were added and modified in 2016 to assess satisfaction with community parks and recreation centers.

On the whole the County performs well—consistent with 2014.

- There are things to celebrate within the County such as the quality of service provided by County employees. There are also opportunities for improvement by targeting specific needs such as transportation and differences by geographic areas where ratings are lower than average on some of the questions.

This survey, along with future ones, will help give the County a better understanding of residents' view of the County over time. The goal is to understand how investment and policy changes are affecting residents' perceptions of life in Prince William County.

## Background & Methodology

### Background & Objectives

Communities such as Prince William County do resident surveys to:

- Provide **valid** insights on performance from a **representative** sample of county residents
- Provide **reliable** indicators of public support for proposed policies and initiatives
- Track changes in demographics and attitudes
- Help inform budget and resource allocation decisions

Done correctly, community surveys provide **reliable** and **valid** data to inform a community's strategic decisions:

- A more **representative** sample than just people who attend town hall meetings or contact their Board members
- **Controlled responses**—everyone gets asked the same question in the same way which reduces bias

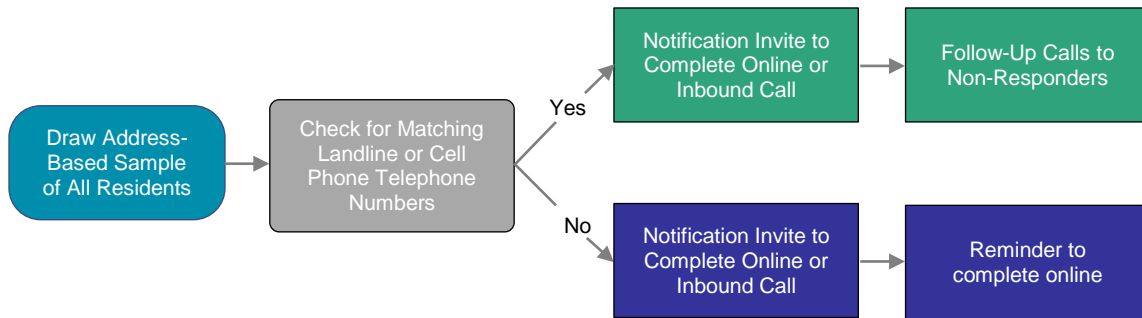
Prince William County has conducted an annual resident survey since 1993. Beginning in 2012, Prince William County partnered with ORC International to conduct a biennial study to provide more robust tracking measures based on actual actions taken. The current study (2016) is the follow-up to the one completed in 2014. The objectives of the 2016 Community Survey remain similar to those in the past:

- To assess resident perceptions of the overall quality of life in Prince William County
- To assess perceptions of county services
- To identify subgroups which may be underserved
- To address specific and relevant topics of interest
- Obtain a representative sample of all households in Prince William County



## Methodology


The PWC 2016 Community Survey used the study methodology used in 2014 with an address-based sampling methodology. This approach addresses the growing prevalence of cell phone-only and cell phone-primary households. Multiple modes of data collection were used to encourage residents to respond using the mode that was most convenient for them. The graphic below illustrates the approach used:



To summarize, a random address-based sample of all households was drawn. Then taking advantage of multiple databases, telephone numbers were associated with 65% of the sampled addresses. Both those with and without matching numbers received an invitation to participate. Those with a matching number received a follow up call in the case they had not yet completed the survey. Those without a matching number received a reminder to complete online.

Postcards were sent to all selected households notifying them of the survey and asking for their participation. All materials were branded to match the County's printed materials and were signed by Board of County Supervisors Chairman Corey Stewart.

**Let us know what you think.**



*We want to hear from you!* The County is working with an independent research firm, ORC International ([www.orcinternational.com](http://www.orcinternational.com)), to learn more about residents' opinions. You have been randomly selected to participate, so please take a few minutes to help us understand your views on services provided by the County.

**How to participate:** to ensure that your experiences are reflected in the final results, which we will be reporting later this year, please complete the survey by Web or phone by **Tuesday, June 21st**.

Web site: <http://s4me.cc/pwc>  
 User name:  
 Password:


*To participate by phone or if you have questions, please call toll free: 1-800-530-8370.  
 If we do not hear from you via phone or Web, we will be giving you a call.*

This completely confidential survey is conducted under the Council of American Survey Research Organizations (CASRO) Code of Ethics. For more information about CASRO and the survey, please visit the County Web site at [www.pwcgov.org/survey](http://www.pwcgov.org/survey).

Thank you in advance for taking the time to make this important contribution to our community.

*Corey A. Stewart*  
 Corey A. Stewart  
 Chairman, Board of County Supervisors

Selected households with an associated phone number were provided with the options of completing the survey online, by contacting ORC International's call center directly using a toll-free number, or completing the survey by phone as a result of an outbound call from ORC International. Multiple attempts were made by telephone to reach these households.



Prince William County Government  
 Community Survey Project  
 1 County Complex Court (MC435)  
 Prince William, VA 22192-9201

Current Resident  
 Street Address  
 City, State Zip

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**Please participate in our 2016 Community Survey.**

A total of 1,584 surveys were completed; 1,157 or 73% were completed by phone and 427 or 27% were completed online.

All work was conducted in compliance with quality procedures as required for ISO 20252 – Market Research standards.

## Margin of Error

The margin of error is a statistic expressing the amount of random sampling error in a survey's results. The larger the margin of error, the less reliance one should have that the surveys' reported results are close to the true figures. The margin of error at a 95% confidence level in Prince William County's Community Survey for the total unweighted sample is no greater than +/- 2.5 percentage points and +/- 3.5% for the weighted sample.

## Demographic Profile and Weighting

Post-stratification weighting was used to ensure that results of the 2016 Community Survey are generally representative of the population of Prince William County according to the 2013 census data. Data are weighted by age within gender at the county regional level. A comparison of the weighted and unweighted sample to the county population can be found in the Appendix.

## Questionnaire

The 2014 survey questions were carefully reviewed and modified as appropriate to focus on Prince William County's strategic vision of being the "community of choice." A few questions were modified, added, and removed. The goal is to identify factors that increase the goodwill residents hold for Prince William County. Academic and professional literature has clearly demonstrated that higher levels of goodwill can contribute to residents' decisions to:

- Stay in the community,
- Engage in community activities, such as volunteering, participating in public meetings, etc.,
- Support county policies and regulations and in the case of referenda, be more likely to positively support a measure,
- Recommend that others move to or that businesses should open in Prince William County,
- Trust the government's strategic vision for the community and the direction it is taking.



The 2016 survey used the same measurement scale as was used in 2014. This measurement scale is designed to obtain more detailed insights and allow for comparisons with previous studies.

Does Not Meet Expectations at All					Meets/Exceeds Expectations			Greatly Exceeds Expectations		
0	1	2	3	4	5	6	7	8	9	10
Does Not Meet Expectations					Meets/Exceeds Expectations			Greatly Exceeds Expectations		

\*Throughout the survey, other scales follow the same format.

## Reporting Conventions

This report is divided into two primary sections. The first reports on a series of key metrics of overall performance. The second section presents detailed findings of the balance of the survey.

Tables and charts provide supporting data. In most charts and tables, unless otherwise noted, column percent's are used. Percent's are rounded to the nearest whole number. Columns generally sum to 100 percent except in cases of rounding. In some instances the 0-4 response net is adjusted 1% up or down in order to make the percent's add to 100. The net of the 5-8 and 9-10 responses may also be adjusted by 1% to account for rounding. In some instances, bars add to more than 100 percent due to multiple responses given to a single question; these cases are noted.

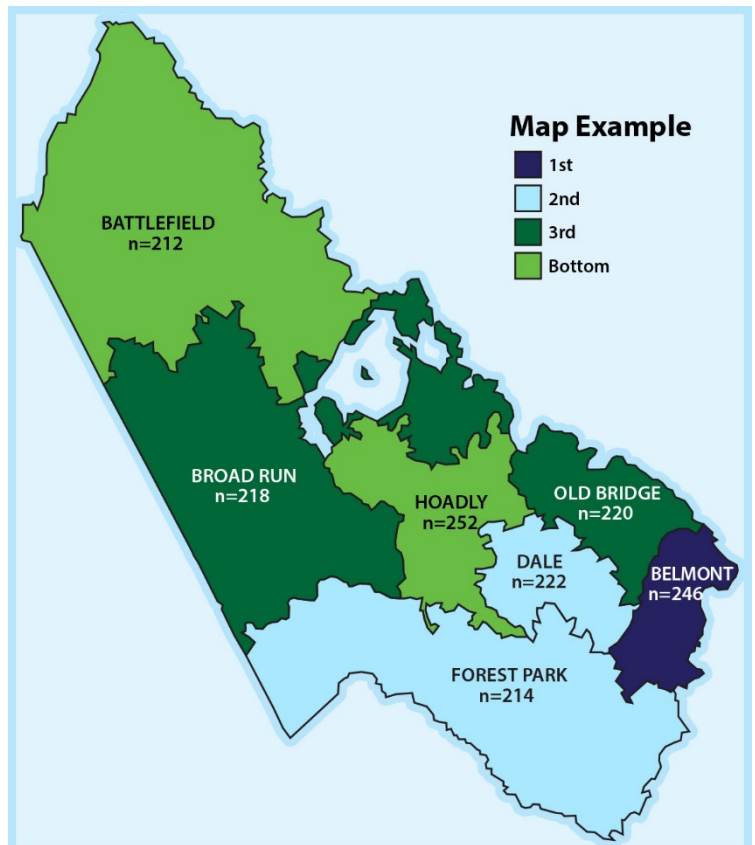
- Statistically significant differences from 2014 to 2016 or to the Total are indicated using symbols. The symbols used are noted in a footnote at the bottom of each table. Generally, green symbols indicate significantly higher scores, while red symbols indicate significantly lower scores.

On many questions in the survey, respondents may have answered “don't know” or “not applicable.” In some cases, this is because the respondent does not use a specific service and indicated that they did not have adequate information to respond. In others, it is an indication that they did not have a specific opinion and because of the nature of the response categories, respondents were unable to indicate a neutral stance. In general, “don't know” responses are not included in the analysis of the distribution of responses. In those instances, where a large percentage of respondents gave a “don't know” response, this finding is noted. Then the distribution of responses excluding don't know is presented.

Figure 1: Prince William County Communities

In addition to analysis by key demographic segments, the analysis looks at differences in results by major communities, defined by zip-code blocks as illustrated in Figure 1. Sample sizes ranged from 210 to nearly 250 respondents. This ensures a large enough sample for reliable analysis at the community level. For communities with a sample size of 210, the associated error is plus or minus 6.8%; for larger communities with a sample size of 240, the associated error is plus or minus 6.3%.

The map to the right is an example of what is used throughout the report. The map “key” is based on quartiles made from the difference of the highest and lowest mean score for the regions. Color differences do not represent statistically significant differences, nor are they necessarily indicative of large differences between the upper and lower quartiles. The maps are meant to represent relative differences only.

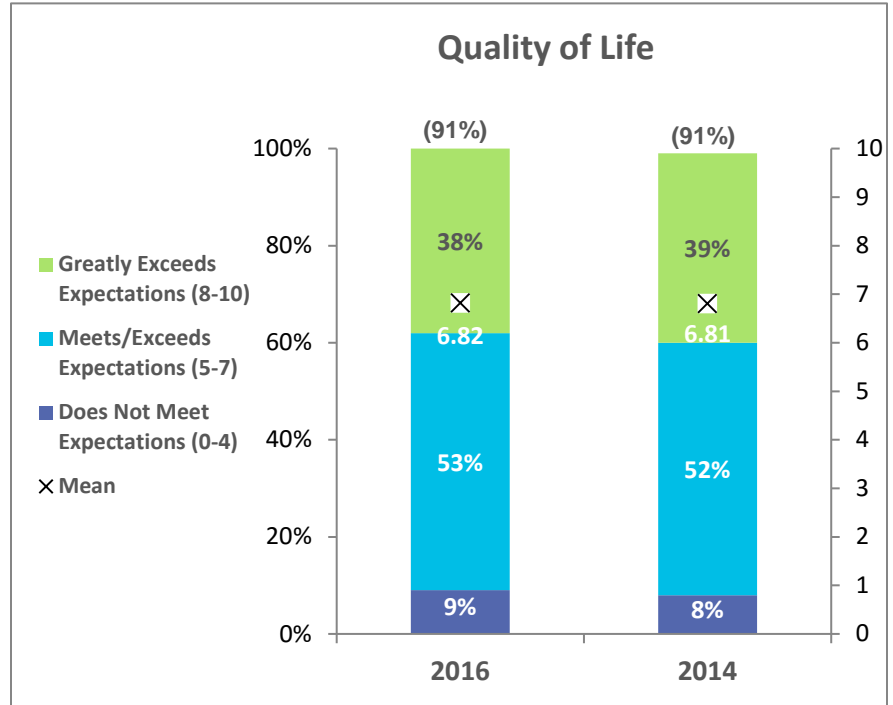


## Major Findings

### Quality of Life\*

Overall, residents feel positive about Prince William County's quality of life. Over 90% indicate it meets/exceeds or greatly exceeds their expectations, with more than one-third saying it greatly exceeds their expectations.

For most regions within the county, quality of life scores remained positive and similar from 2014 to 2016. While not statistically significant, it is worth noting that 10% fewer Broad Run residents' rate quality of life as greatly exceeding expectations in 2016 as compared to 2014.



	County-Wide		Battlefield		Belmont		Broad Run		Dale		Forest Park		Hoadly		Old Bridge	
	2016	2014	2016	2014	2016	2014	2016	2014	2016	2014	2016	2014	2016	2014	2016	2014
Mean	6.82	6.81	7.12	6.94	6.45	6.30	6.85	7.08	6.64	6.69	6.75	6.64	6.80	6.96	6.97	7.11
Greatly Exceeds Expectations	38%	39%	42%	40%	30%	27%	39%	49%	33%	35%	39%	37%	40%	44%	40%	46%
Meets/Exceeds Expectations	53%	52%	51%	54%	56%	58%	51%	46%	58%	54%	51%	53%	50%	47%	52%	49%
Does Not Meet Expectations	9%	8%	7%	6%	13%	15%	10%	5%	9%	10%	9%	10%	11%	9%	8%	5%

↑/↓ Indicate a statistically higher/lower score than 2014 at the 95% confidence level.

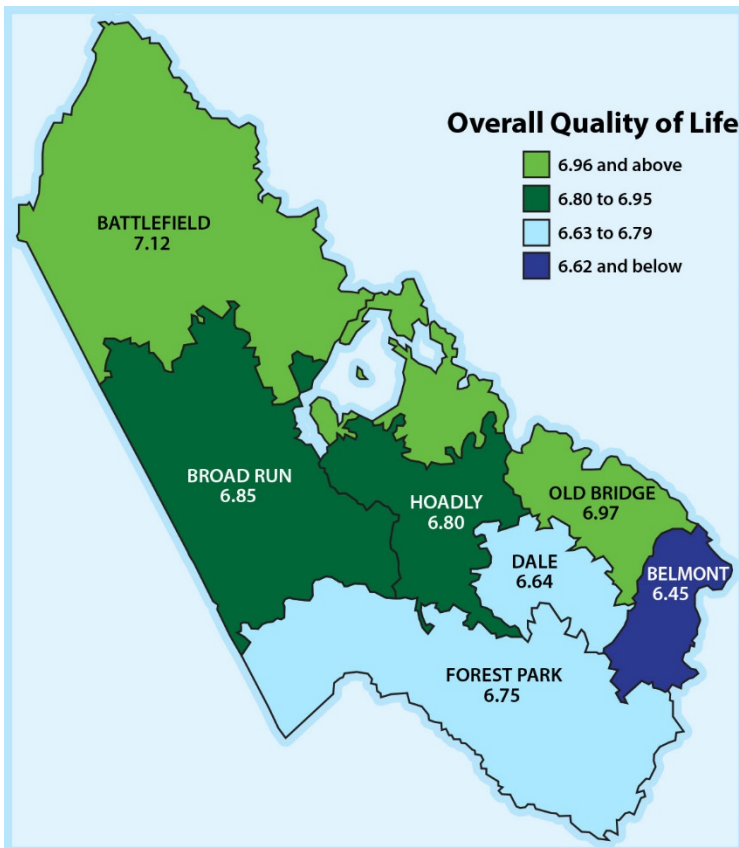
\* QA1. How would you rate the County's quality of life?

Views of the quality of life in the county vary somewhat by region.

- Those living in Battlefield and Old Bridge give Prince William County the highest ratings. These regions are followed by Broad Run. Old Bridge and Broad Run were among the regions with the highest mean quality of life scores in 2014.
- Across the County, those living in Battlefield gave significantly higher ratings than county-wide, while those living in Belmont gave the lowest ratings and scored significantly lower than county-wide (as measured by the mean).

2016	County-Wide	Battlefield	Belmont	Broad Run	Dale	Forest Park	Hoadly	Old Bridge
Mean	6.82	7.12▲	6.45▼	6.85	6.64	6.75	6.80	6.97
Greatly Exceeds Expectations	38%	42%	30%▼	39%	33%	39%	40%	40%
Meets/Exceeds Expectations	53%	51%	56%	51%	58%	51%	50%	52%
Does Not Meet Expectations	9%	7%	13%	10%	9%	9%	10%	8%

▲/▼ Indicate a statistically higher/lower score than County-Wide at the 95% confidence level.



Prince William County's oldest respondents give the county directionally higher ratings for overall quality of life than do 18-34 and 35-54 age residents. Scores remained largely the same from 2014 to 2016.

	18-34		35-54		55 plus	
	2016	2014	2016	2014	2016	2014
Mean	6.78	6.76	6.75	6.75	7.01	6.98
Greatly Exceeds Expectations	35%	37%	36%	37%	46%	47%
Meets/Exceeds Expectations	53%	53%	55%	55%	48%	46%
Does Not Meet Expectations	12%	11%	9%	8%	6%	7%

↑/↓ Indicate a statistically higher/lower score than 2014 at the 95% confidence level.

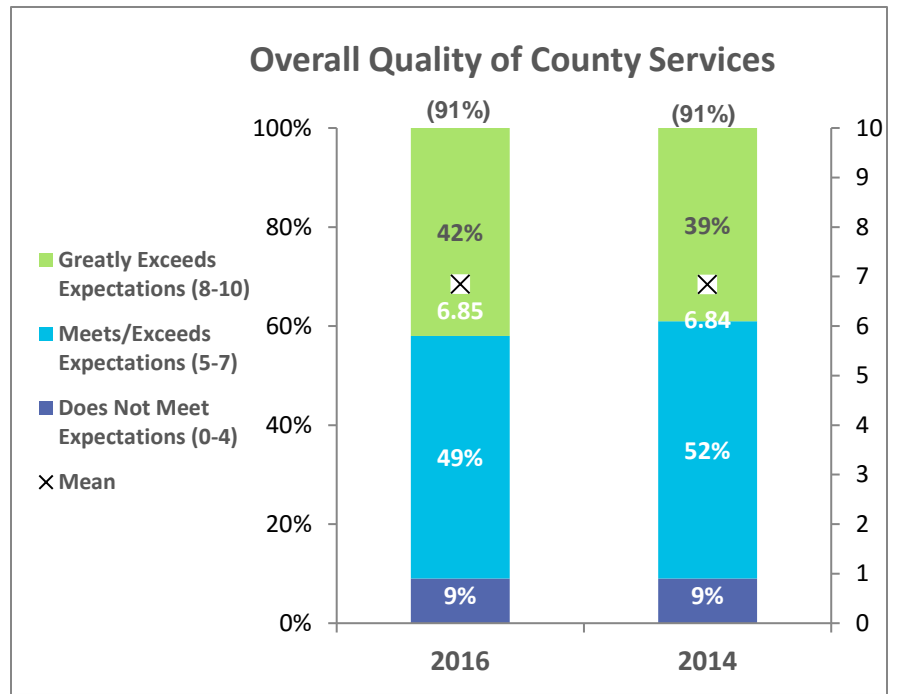
2016	County-Wide	18-34	35-54	55 Plus
Mean	6.82	6.78	6.75	7.01
Greatly Exceeds Expectations	38%	35%	36%	46%
Meets/Exceeds Expectations	53%	53%	55%	48%
Does Not Meet Expectations	9%	12%	9%	6%

▲/▼ Indicate a statistically higher/lower score than County-Wide at the 95% confidence level.

## Overall Quality of County Services\*

The vast majority of Prince William County residents say that the overall quality of county services meets/exceeds or greatly exceeds their expectations. Somewhat fewer say the overall quality of services greatly exceeds their expectations compared to meeting or exceeding their expectations.

For the most part across the county, current (2016) ratings are comparable to 2014. However, a significantly higher number of residents in Forest Park said the quality of county services does not meet their expectations.



	County-Wide		Battlefield		Belmont		Broad Run		Dale		Forest Park		Hoadly		Old Bridge	
	2016	2014	2016	2014	2016	2014	2016	2014	2016	2014	2016	2014	2016	2014	2016	2014
Mean	6.85	6.84	6.83	6.88	6.79	6.66	6.71	6.84	6.92	6.73	6.66	6.91	6.93	6.76	7.10	7.08
Greatly Exceeds Expectations	42%	39%	44%	40%	41%	36%	39%	38%	44%	39%	39%	43%	42%	40%	45%	41%
Meets/Exceeds Expectations	49%	52%	49%	53%	47%	54%	48%	54%	48%	50%	48%	51%	53%	50%	49%	53%
Does Not Meet Expectations	9%	9%	6%	8%	12%	10%	13%	8%	8%	12%	14%↑	6%	5%	10%	6%	5%

↑/↓ Indicate a statistically higher/lower score than 2014 at the 95% confidence level.

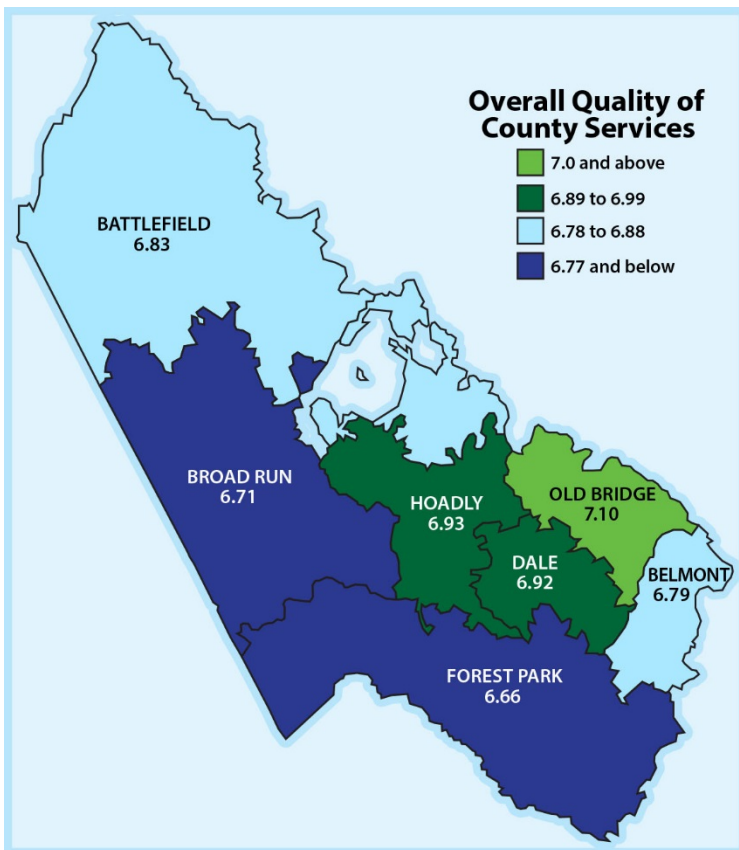
\* QA2. How would you rate the overall quality of County services?



Ratings for overall quality of county services are generally consistent across the county. Old Bridge and Hoadly residents give the highest scores, while Forest Park residents give the lowest (as measured by the mean).

2016	County-Wide	Battlefield	Belmont	Broad Run	Dale	Forest Park	Hoadly	Old Bridge
Mean	6.85	6.83	6.79	6.71	6.92	6.66	6.93	7.10
Greatly Exceeds Expectations	42%	44%	41%	39%	44%	39%	42%	45%
Meets/Exceeds Expectations	49%	49%	47%	48%	48%	48%	53%	49%
Does Not Meet Expectations	9%	6%	12%	13%	8%	14%	5%	6%

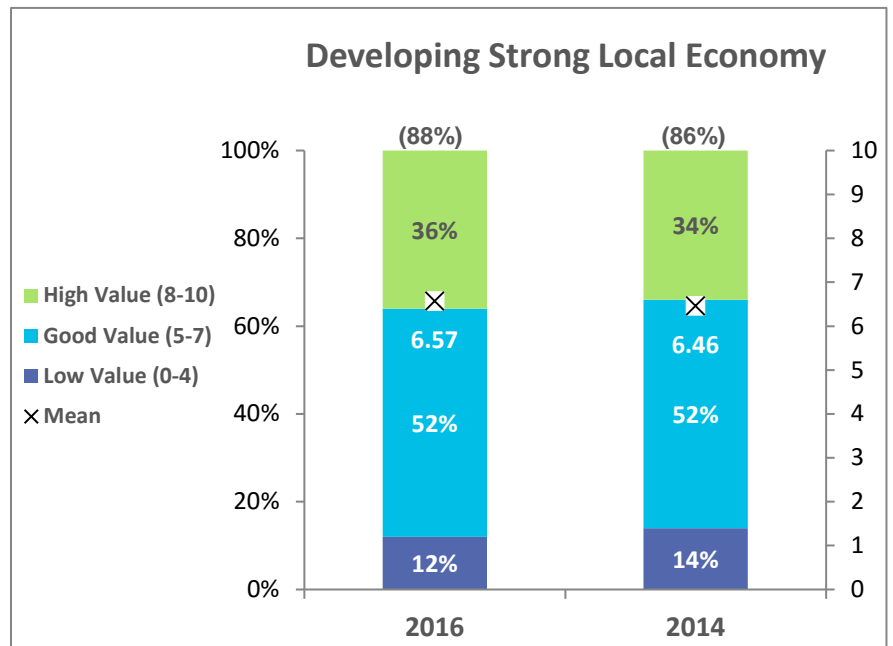
▲/▼ Indicate a statistically higher/lower score than County-Wide at the 95% confidence level.



## Value for Tax Dollars\*

The majority of residents believe the county provides services and facilities that are a good value for the tax dollars paid. Approximately one-half believe they receive good value, while just over one-third believe they receive high value.

County-wide, scores from 2014 to 2016 remain similar. However, fewer Broad Run residents indicate receiving high value for their tax dollars.



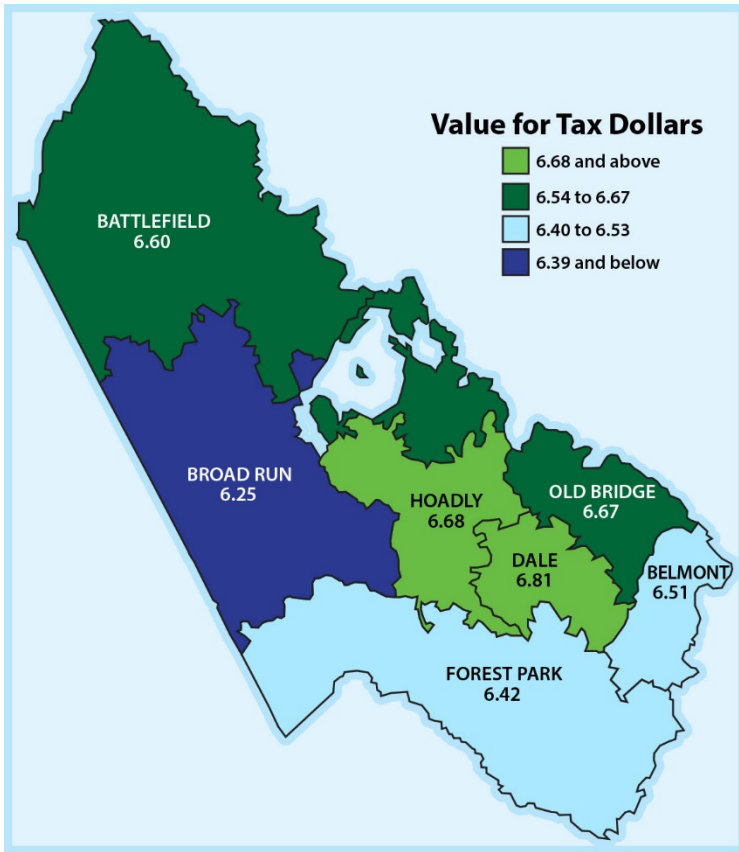
	County-Wide		Battlefield		Belmont		Broad Run		Dale		Forest Park		Hoadly		Old Bridge	
	2016	2014	2016	2014	2016	2014	2016	2014	2016	2014	2016	2014	2016	2014	2016	2014
Mean	6.57	6.46	6.60	6.18	6.51	6.43	6.25	6.54	6.81	6.44	6.42	6.57	6.68	6.50	6.67	6.81
High Value	36%	34%	33%	29%	36%	34%	27%	33%	42%	33%	33%	36%	41%	36%	40%	37%
Good Value	52%	52%	55%	51%	51%	51%	59%	54%	47%	51%	50%	52%	51%	50%	48%	53%
Low Value	12%	15%	12%	19%	13%	15%	15%	13%	12%	15%	16%	12%	8%	14%	12%	10%

↑/↓ Indicate a statistically higher/lower score than 2014 at the 95% confidence level.

2016	County-Wide	Battlefield	Belmont	Broad Run	Dale	Forest Park	Hoadly	Old Bridge
Mean	6.57	6.60	6.51	6.25	6.81	6.42	6.68	6.67
High Value	36%	33%	36%	27% ▼	42%	33%	41%	40%
Good Value	52%	55%	51%	59%	47%	50%	51%	48%
Low Value	13%	12%	13%	15%	12%	16%	8%	12%

▲/▼ Indicate a statistically higher/lower score than County-Wide at the 95% confidence level.

\* QA3. To what extent are Prince William County services and facilities a fair value for your tax dollars?



For the most part, perceived value for tax dollars is similar across the age groups. Respondents 35-54 years of age are more likely to believe they receive good value for their tax dollars.

2016	County-Wide	18-34	35-54	55 plus
Mean	6.57	6.57	6.52	6.67
High Value	36%	37%	33%	39%
Good Value	52%	48%	56%▲	49%
Low Value	13%	15%	11%	12%

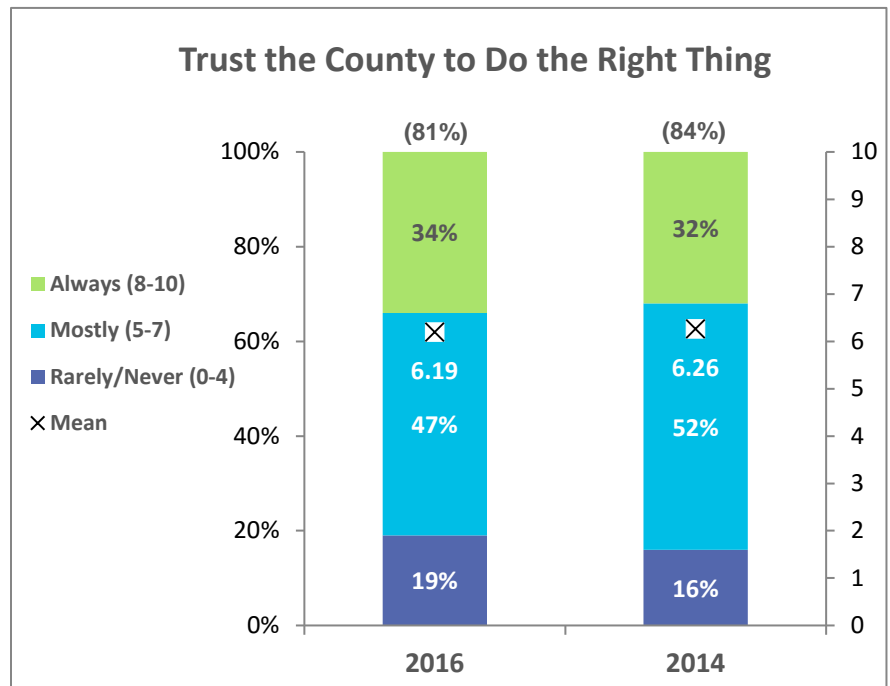
▲/▼ Indicate a statistically higher/lower score than County-Wide at the 95% confidence level.

## Trust County to Do the Right Thing\*

While the majority of county residents trust the county to do the right thing, nearly one out of five (19%) said they rarely or never do so.

County-wide, ratings remained similar from 2014 to 2016. Two exceptions are Belmont which has a decrease in the percentage of residents who say rarely/never (25% to 15%), and Dale which has an increase (12% to 21%) in the percent of residents who say they rarely/never trust the county to do the right thing.

Ratings are similar across the regions in 2016 except for Belmont which has a significantly higher percentage of residents who say they mostly trust the county.



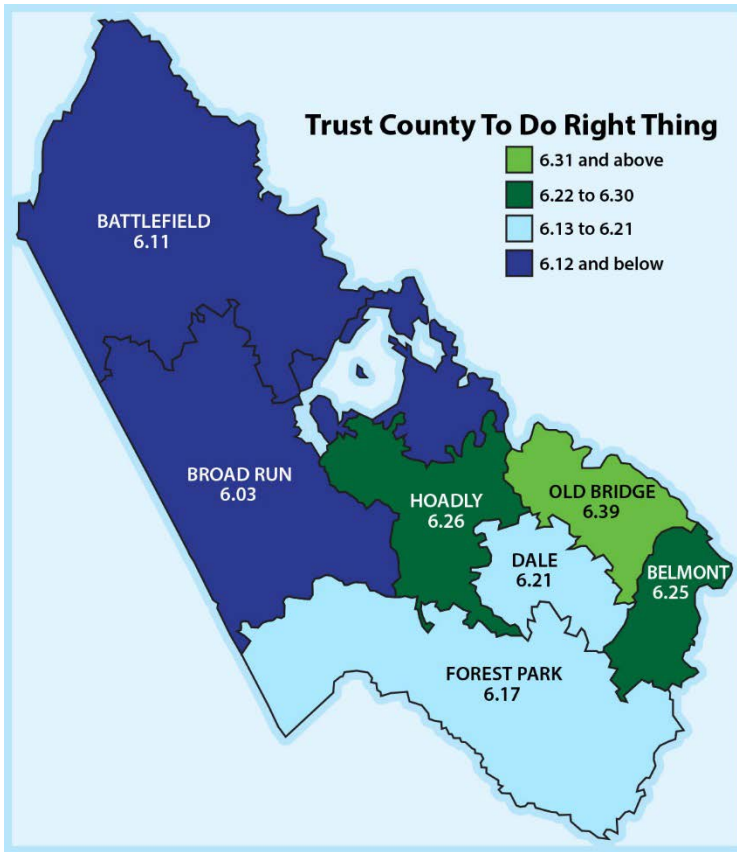
	County-Wide		Battlefield		Belmont		Broad Run		Dale		Forest Park		Hoadly		Old Bridge	
	2016	2014	2016	2014	2016	2014	2016	2014	2016	2014	2016	2014	2016	2014	2016	2014
Mean	6.19	6.26	6.11	6.12	6.25	6.06	6.03	6.03	6.21	6.35	6.17	6.50	6.26	6.25	6.39	6.61
Always	34%	32%	31%	29%	28%	31%	30%	27%	39%	32%	37%	34%	34%	28%	37%	39%
Mostly	47%	52%	50%	53%	57% <sup>↑</sup>	45%	45%	55%	40% <sup>↓</sup>	56%	43%	50%	49%	54%	48%	48%
Rarely/Never	19%	16%	19%	18%	15% <sup>↓</sup>	25%	25%	17%	21% <sup>↑</sup>	12%	20%	16%	17%	18%	15%	13%

<sup>↑/↓</sup> Indicate a statistically higher/lower score than 2014 at the 95% confidence level.

2016	County-Wide	Battlefield	Belmont	Broad Run	Dale	Forest Park	Hoadly	Old Bridge
Mean	6.19	6.11	6.25	6.03	6.21	6.17	6.26	6.39
Always	34%	31%	28%	30%	39%	37%	34%	37%
Mostly	47%	50%	57% <sup>▲</sup>	45%	40%	43%	49%	48%
Rarely/Never	19%	19%	15%	25%	21%	20%	17%	15%

<sup>▲/▼</sup> Indicate a statistically higher/lower score than County-Wide at the 95% confidence level.

\* QA4. To what extent can you trust the county to do the right thing?



Trust in county government varies significantly by age and length of residency, with middle-aged and longer-term respondents suggesting lower levels of trust.

2016	County-Wide	18-34	35-54	55 plus
Mean	6.19	6.37	6.02 ▼	6.26
Always	34%	41%	28% ▼	34%
Mostly	47%	42%	51% ▲	48%
Rarely/Never	19%	18%	21% ▲	17%

<3 Yrs.	3-5 Yrs.	6-10 Yrs.	11+ Yrs.
6.97 ▲	6.40	6.20	6.03 ▼
49%	39%	27%	33%
44%	46%	57% ▲	45% ▼
8%	15%	17%	23% ▲

▲/▼ Indicate a statistically higher/lower score than County-Wide at the 95% confidence level.

## Detailed Findings

### Transportation\*

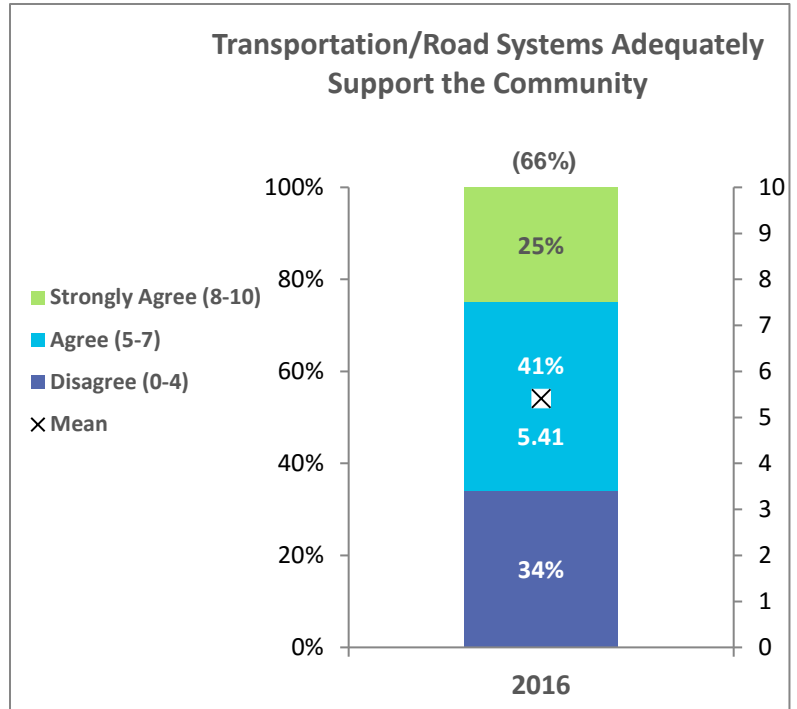
Questions were included to measure residents' perceptions of transportation services and mobility. Transportation and congestion are considered to be two of the most important issues facing the county.

Residents are split on the adequacy of transportation systems in the county. Twenty-five percent of residents strongly agree while over one-third disagree that county transportation and road systems are adequate.

Among residents who disagreed that county transportation options are adequate, the adequacy of roads had the greatest impact on their lower rating.

- Fewer residents in Forest Park said roads influenced their lower rating.

Mass transit options followed by bus service had the second and third most influence respectively.



Impact factors for rating above								
2016	County-Wide	Battlefield	Belmont	Broad Run	Dale	Forest Park	Hoadly	Old Bridge
<b>The adequacy of the roads</b>								
Mean	5.95	6.02	5.89	6.26	6.21	5.25 ▼	6.44	5.78
Significant Impact	37%	38%	32%	45%	35%	35%	42%	32%
Impact	30%	29%	38%	24%	37%	23%	33%	25%
No Impact	33%	32%	30%	31%	29%	42%	24%	42%
<b>The adequacy of local bus service</b>								
Mean	4.49	4.00	4.11	4.43	5.44	4.91	3.55	4.74
Significant Impact	22%	23%	17%	15%	36% ▲	25%	11%	20%
Impact	31%	20%	33%	35%	32%	31%	36%	37%
No Impact	47%	56%	50%	49%	32%	44%	53%	43%
<b>Mass transit options</b>								
Mean	5.19	4.95	4.51	5.37	5.56	5.17	5.44	5.65
Significant Impact	31%	35%	18% ▼	25%	40%	33%	36%	34%
Impact	27%	20%	35%	40% ▲	22%	19%	25%	31%
No Impact	41%	45%	47%	35%	38%	48%	39%	36%

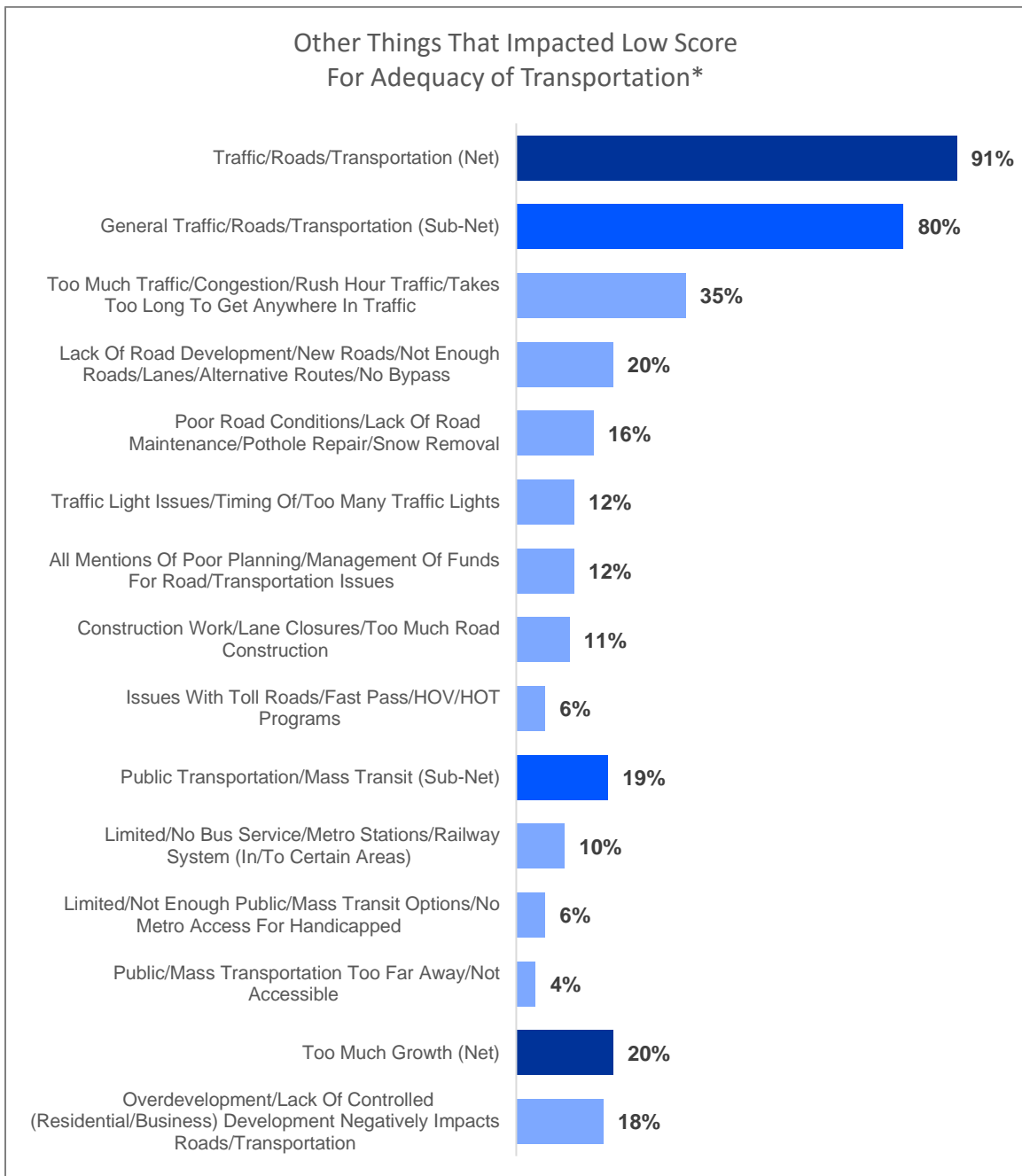
▲/▼ Indicate a statistically higher/lower score than County-Wide at the 95% confidence level.

\* QF1. Transportation and road system adequately support the community. / QF2 A-C / QF3 / QF4

Nearly one-half of residents said other things impacted their lower rating on county transportation. The top mentioned items are traffic congestion, lack of new roads, and overdevelopment.

2016	County-Wide	Battlefield	Belmont	Broad Run	Dale	Forest Park	Hoadly	Old Bridge
<b>Did other things impact lower rating on county transportation?</b>								
% Yes	47%	63%▲	45%	38%	46%	45%	47%	37%

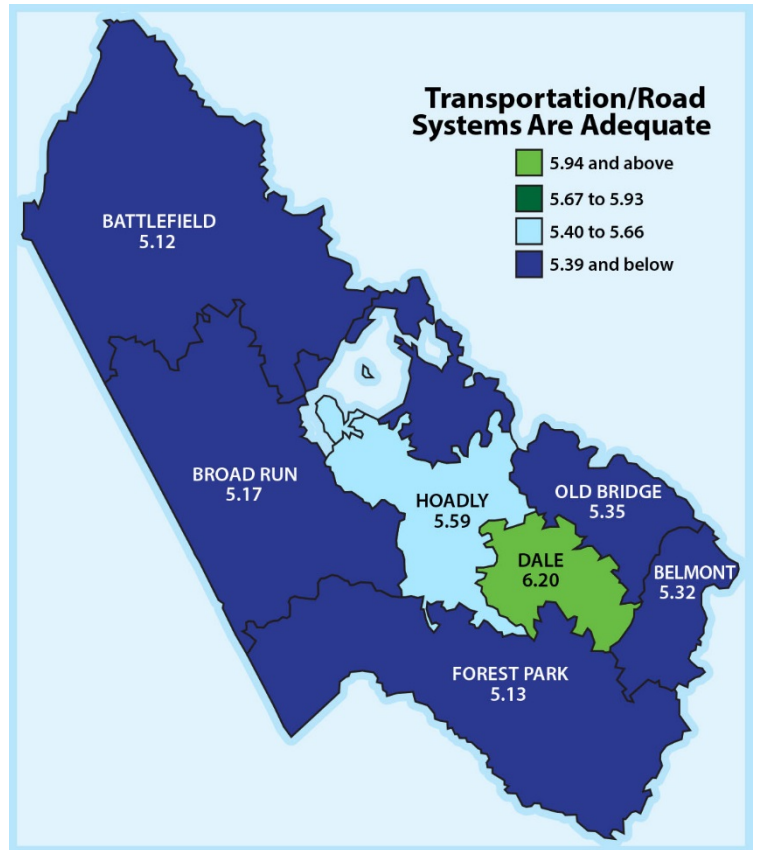
▲/▼ Indicate a statistically higher/lower score than County-Wide at the 95% confidence level.



\*Among those who said the transportation/road system does not adequately support the community

Perceptions of the adequacy of transportation and roads vary somewhat across the county.

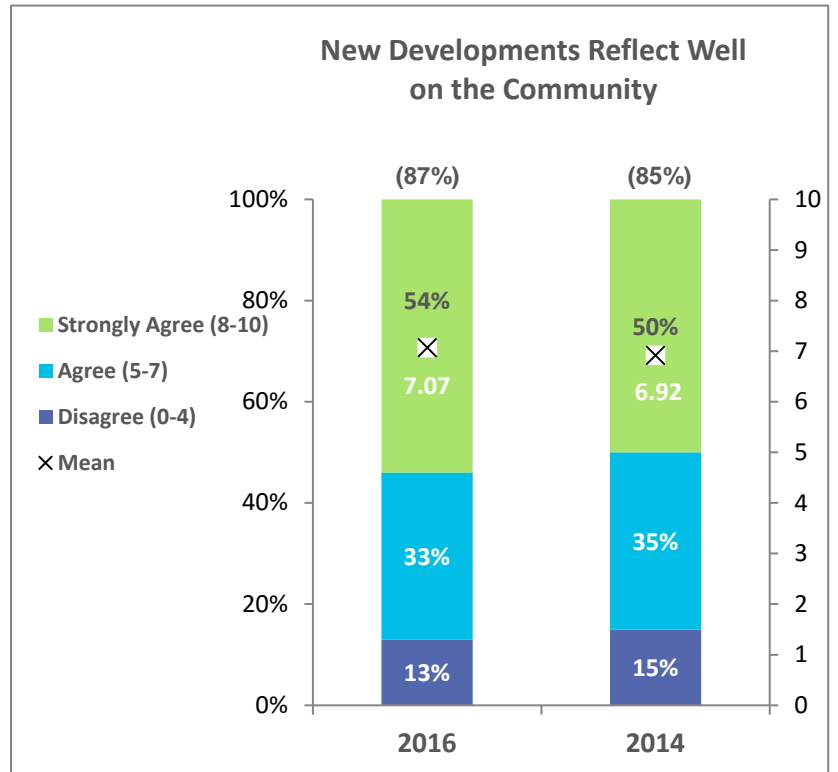
- Those in Dale give the most positive ratings followed by Hoadly.
- Residents of Battlefield followed by Forest Park and Broad Run give the lowest ratings.





## Land Use and Development\*

The 2016 survey asked for resident perceptions of how new developments represent the community. Most residents (87%) agree or strongly agree that the visual appearance of new developments in their community reflect well on the area. Scores remain similar from 2014.



\* QC1A. Based on what you have experienced, seen or heard, please specify your agreement with the statement below.

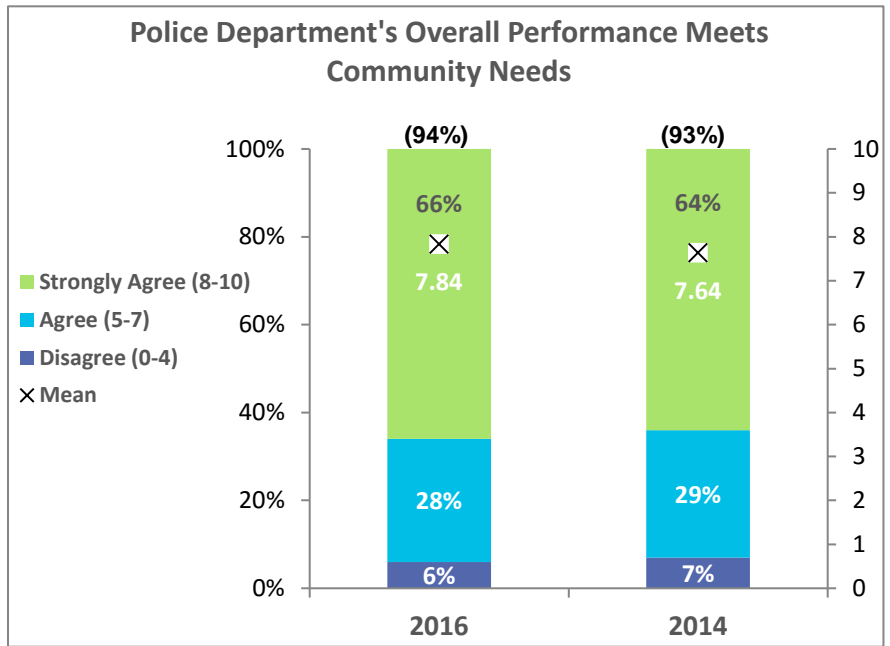
## Public Safety\*

As in 2014, residents were asked their perceptions of the county's major public safety departments, as well as their general perceptions of safety in the county.

### Police

The vast majority of respondents indicate the Police Department's overall performance meets community needs.

- Ratings for the county's Police Department remain similar from 2014 with 94% of residents agreeing or strongly agreeing that the Police Department's overall performance meets community needs.
- In Broad Run, disagreement that the Police Department performance meets community needs has declined from 2014.
- In Old Bridge, disagreement that the Police Department performance meets community needs has increased from 2014.



	County-Wide		Battlefield		Belmont		Broad Run		Dale		Forest Park		Headly		Old Bridge	
	2016	2014	2016	2014	2016	2014	2016	2014	2016	2014	2016	2014	2016	2014	2016	2014
<b>Police department's overall performance meets community needs</b>																
Mean	7.84↑	7.64	7.95	7.65	7.85	7.57	8.09	7.58	7.67	7.48	7.87	7.57	7.87	7.74	7.61	7.94
Strongly Agree	66%	64%	69%	60%	59%	62%	72%	67%	60%	62%	69%	63%	71%	72%	66%	70%
Agree	28%	29%	26%	34%	36%	30%	25%	23%	33%	29%	26%	30%	22%	19%	23%	27%
Disagree	6%	7%	5%	6%	5%	8%	3%↓	10%	8%	9%	6%	7%	7%	9%	10%↑	3%
<b>Police officers are courteous and helpful to all community members</b>																
Mean	7.83	7.73	7.91	7.87	7.74	7.65	8.16↑	7.54	7.84	7.53	7.79	7.54	7.88	7.86	7.50↓	8.09
Strongly Agree	67%	65%	69%	66%	62%	62%	70%	62%	65%	62%	69%	61%	72%	70%	67%	72%
Agree	25%	27%	25%	28%	31%	29%	27%	27%	27%	30%	25%	31%	19%	23%	19%	23%
Disagree	7%	8%	6%	7%	7%	9%	3%↓	12%	7%	8%	7%	8%	8%	7%	14%↑	5%
<b>Requests for police assistance receive a prompt response</b>																
Mean	7.96	7.87	7.65	7.86	8.23	7.86	8.22	7.78	7.96	7.75	7.96	8.04	8.25	7.86	7.70	7.95
Strongly Agree	67%	66%	59%	63%	69%	68%	72%	62%	65%	66%	70%	70%	70%	68%	69%	67%
Agree	27%	27%	33%	31%	27%	23%	25%	31%	30%	26%	20%	25%	28%	23%	21%	28%
Disagree	6%	7%	8%	6%	4%	9%	3%	7%	5%	8%	10%	5%	2%	9%	10%	5%

↑/↓ Indicate a statistically higher/lower score than 2014 at the 95% confidence level.

\* QD1 F-K Based on what you have experienced, seen or hear, please specify your agreement with each statement below.

- The majority of residents say police officers are courteous and helpful to all community members and display positive attitude towards residents.
  - In Broad Run, a greater number of residents agree in 2016 that officers are courteous and helpful to all community members (as measured by the mean).
  - In Old Bridge, fewer residents agree in 2016 that officers are courteous and helpful to all community members (as measured by the mean).
- County-wide, a greater percentage of residents strongly agreed in 2016 that the Police Department has positive attitudes and behaviors towards residents.
  - This increase in positive sentiment in 2016 is seen in Broad Run and Dale (as measured by the mean).
  - In Old Bridge, however, a greater number of residents disagree that the Police Department has positive attitudes and behaviors towards residents.
- The majority of residents say the Police Department provides adequate information and crime prevention programs.
  - Consistent with the other questions measuring Police Department performance, a greater percentage of residents in Old Bridge disagree the Police Department provides adequate information and crime prevention programs.

	County-Wide		Battlefield		Belmont		Broad Run		Dale		Forest Park		Hoadly		Old Bridge	
	2016	2014	2016	2014	2016	2014	2016	2014	2016	2014	2016	2014	2016	2014	2016	2014
<b>Police department treats everyone fairly regardless of race, gender, ethnic or national origin</b>																
Mean	7.69	7.52	7.43	7.65	7.60	7.43	7.93	7.53	7.88↑	7.26	8.02	7.49	7.98	7.50	7.33	7.50
Strongly Agree	65%	61%	62%	62%	59%	63%	65%	64%	67%↑	54%	70%	61%	74%↑	60%	62%	60%
Agree	25%	28%	26%	28%	32%	26%	29%	23%	23%↓	36%	22%	29%	16%↓	29%	21%	29%
Disagree	11%	11%	12%	10%	10%	11%	5%	13%	11%	10%	8%	10%	10%	11%	17%↑	11%
<b>Police department provides adequate information and crime prevention programs</b>																
Mean	7.41	7.34	7.48	7.29	7.52	7.25	7.54	7.22	7.46	7.30	7.36	7.49	7.58	7.44	6.97	7.53
Strongly Agree	57%	55%	53%	52%	57%	52%	58%	50%	56%	55%	58%	57%	66%	56%	56%	62%
Agree	33%	35%	38%	38%	35%	36%	33%	37%	33%	34%	35%	35%	26%	35%	27%	30%
Disagree	10%	10%	9%	10%	8%	12%	9%	13%	11%	11%	7%	8%	8%	9%	17%↑	8%
<b>Police department has positive attitudes and behaviors towards residents</b>																
Mean	7.87	7.68	7.79	7.70	7.69	7.67	8.20↑	7.64	8.11↑	7.54	8.01	7.68	7.77	7.70	7.50	7.83
Strongly Agree	69%↑	63%	71%	63%	62%	61%	70%	60%	74%↑	61%	74%	66%	68%	66%	62%	68%
Agree	22%↓	28%	18%↓	29%	27%	31%	28%	31%	19%	29%	19%	23%	21%	25%	26%	27%
Disagree	9%	9%	10%	8%	11%	8%	3%↓	9%	7%	10%	7%	11%	12%	9%	12%↑	5%

↑/↓ Indicate a statistically higher/lower score than 2014 at the 95% confidence level.

Data is also examined between regions within the county concerning the performance of the Police Department. Overall, respondents generally gave positive scores on these measures.

- Residents generally believe the police treat residents fair regardless of race, gender, ethnic or national origin (mean = 7.69) and think the Police Department’s attitude toward the public is positive (mean = 7.87). While still positive, scores were lowest for adequacy of information and crime prevention programs (mean = 7.41).
- Overall, residents’ opinions are similar across the county regions. One exception is Old Bridge in which a greater percentage of residents disagreed that the police department is courteous and helpful, treats everyone fairly regardless of race, gender, or ethnicity, and provides adequate information and crime prevention programs.

2016	County-Wide	Battlefield	Belmont	Broad Run	Dale	Forest Park	Hoadly	Old Bridge
<b>Police department’s overall performance meets community needs</b>								
Mean	7.84	7.95	7.85	8.09	7.67	7.87	7.87	7.61
Strongly Agree	66%	69%	59%	72%	60%	69%	71%	66%
Agree	28%	26%	36%▲	25%	33%	26%	22%	23%
Disagree	6%	5%	5%	3%	8%	6%	7%	10%
<b>Police officers are courteous and helpful to all community members</b>								
Mean	7.83	7.91	7.74	8.16	7.84	7.79	7.88	7.50
Strongly Agree	67%	69%	62%	70%	65%	69%	72%	67%
Agree	25%	25%	31%	27%	27%	25%	19%	19%
Disagree	7%	6%	7%	3%	7%	7%	8%	14%▲
<b>Requests for police assistance receive a prompt response</b>								
Mean	7.96	7.65	8.23	8.22	7.96	7.96	8.25	7.70
Strongly Agree	67%	59%	69%	72%	65%	70%	70%	69%
Agree	27%	33%	27%	25%	30%	20%	28%	21%
Disagree	6%	8%	4%	3%	5%	10%	2%	10%
<b>Police department treats everyone fairly regardless of race, gender, ethnic or national origin</b>								
Mean	7.69	7.43	7.60	7.93	7.88	8.02	7.98	7.33
Strongly Agree	65%	62%	59%	65%	67%	70%	74%▲	62%
Agree	25%	26%	32%	29%	23%	22%	16%▼	21%
Disagree	11%	12%	10%	5%	11%	8%	10%	17%▲
<b>Police department provides adequate information and crime prevention programs</b>								
Mean	7.41	7.48	7.52	7.54	7.46	7.36	7.58	6.97▼
Strongly Agree	57%	53%	57%	58%	56%	58%	66%▲	56%
Agree	33%	38%	35%	33%	33%	35%	26%	27%
Disagree	10%	9%	8%	9%	11%	7%	8%	17%▲
<b>Police department has positive attitudes and behaviors towards residents</b>								
Mean	7.87	7.79	7.69	8.20	8.11	8.01	7.77	7.50
Strongly Agree	69%	71%	62%	70%	74%	74%	68%	62%
Agree	22%	18%	27%	28%	19%	19%	21%	26%
Disagree	9%	10%	11%	3%▼	7%	7%	12%	12%

▲/▼ Indicate a statistically higher/lower score than County-Wide at the 95% confidence level.

While ratings for the county’s Police Department are high among the county’s total respondents, there are some significant differences based on the race and ethnicity of the individual respondent.

- The county’s Black residents give the police department significantly lower ratings versus total for officers being courteous and helpful to all community members, receiving a prompt response, treating everyone fairly, and displaying positive attitudes towards residents.
- White residents give higher scores on all Police Department attributes than all non-white groups and also give significantly higher scores on the courteousness and positive attitudes of officers.

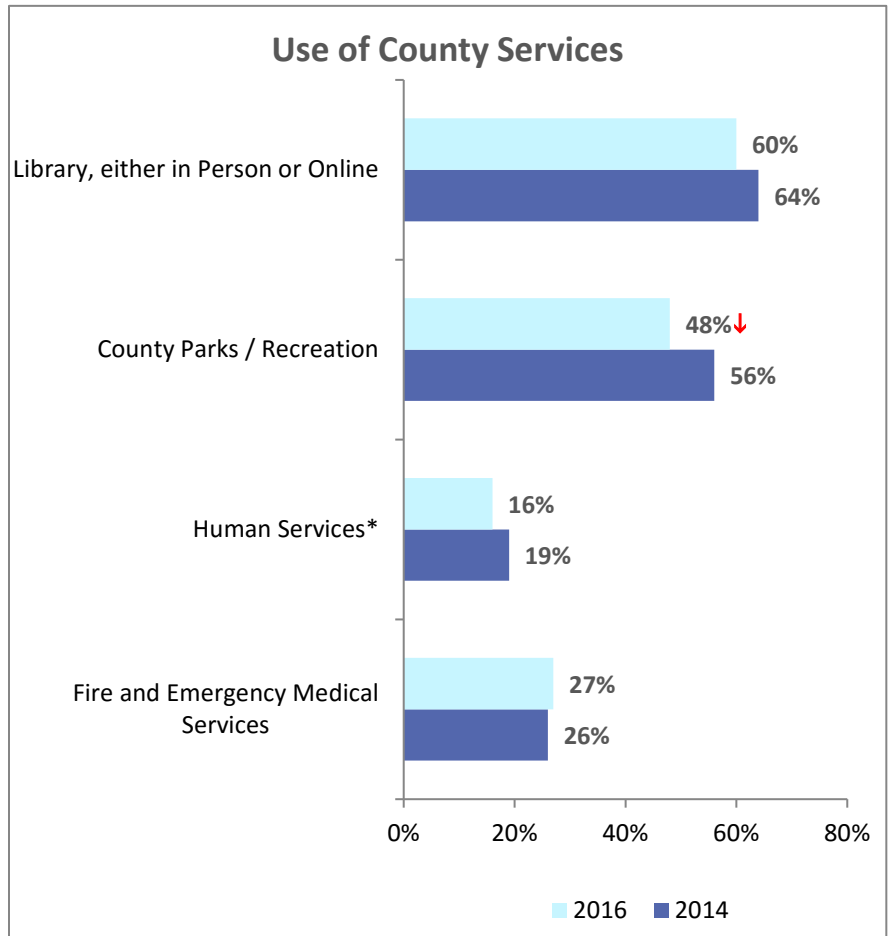
2016	County-Wide	White	Black	Hispanic	Asian
<b>Police department’s overall performance meets community needs</b>					
Mean	7.84	8.01▲	7.65	7.79	7.36
Strongly Agree	66%	70%▲	63%	68%	52%
Agree	28%	25%▼	29%	28%	34%
Disagree	6%	5%▼	8%	3%	14%▲
<b>Police officers are courteous and helpful to all community members</b>					
Mean	7.83	8.07▲	7.31▼	7.69	7.42
Strongly Agree	67%	72%▲	57%▼	70%	52%
Agree	25%	21%▼	33%	24%	38%
Disagree	7%	7%	10%	6%	10%
<b>Requests for police assistance receive a prompt response</b>					
Mean	7.96	8.09▲	7.51▼	8.22	7.75
Strongly Agree	67%	70%▲	62%	78%	54%
Agree	27%	24%▼	28%	18%	44%▲
Disagree	6%	6%	10%	4%	3%
<b>Police department treats everyone fairly regardless of race, gender, ethnic or national origin</b>					
Mean	7.69	7.99▲	6.86▼	7.69	7.59
Strongly Agree	65%	72%▲	48%▼	59%	61%
Agree	25%	19%▼	34%▲	34%	30%
Disagree	11%	9%▼	17%▲	7%	9%
<b>Police department provides adequate information and crime prevention programs</b>					
Mean	7.41	7.55▲	7.18	7.01	7.22
Strongly Agree	57%	60%▲	52%	43%	48%
Agree	33%	30%▼	37%	43%	44%
Disagree	10%	10%	11%	14%	8%
<b>Police department has positive attitudes and behaviors towards residents</b>					
Mean	7.87	8.08▲	7.45▼	7.69	7.58
Strongly Agree	69%	74%▲	62%	64%	58%
Agree	22%	19%▼	26%	31%	31%
Disagree	9%	7%▼	12%	5%	12%

## Use of County Services\*

Three out of 5 respondents used the library services in 2016, and nearly one-half of survey respondents used the county's parks and recreation facilities.

Sixteen percent of respondents indicate using the county's Human Services offerings in 2016.

Approximately 1 in 4 respondents had interaction with Fire and Emergency Medical Services responders in 2016.



↑/↓ Indicate statistically greater/fewer number of interactions than in 2014 at the 95% confidence level.

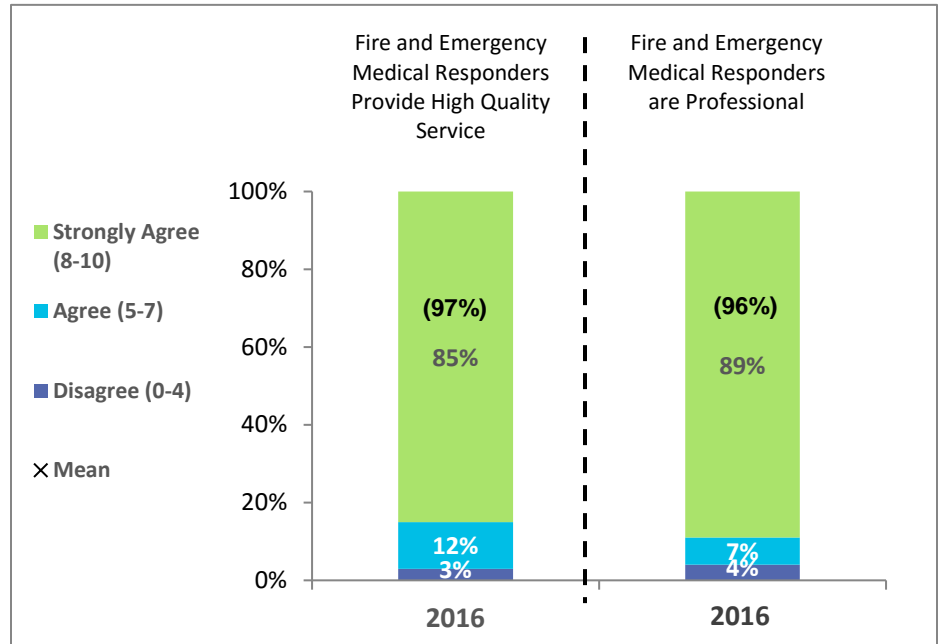
\*Human Services 2014 is a combination of those who used *Social Services* and *Agency on Aging*.

\*QB1 A-D Over the last year, with which of the following County departments or services have you interacted?

## Fire & Emergency Services\*

New questions were added in 2016 to gauge residents' perceptions of the service received from fire and emergency medical responders. These questions were asked of residents who said they had interacted with Fire and Emergency Medical Responders.

- Ratings are high for both the quality of service and professionalism shown from fire and emergency medical responders. Nearly all residents either agree or strongly agree these professionals provide the county with high quality service and are professional.



▲/▼ Indicate a statistically higher/lower score than County-Wide at the 95% confidence level.

2016	County-Wide	Battlefield	Belmont	Broad Run	Dale	Forest Park	Hoadly	Old Bridge
<b>Fire and Emergency Medical Services responders provide high quality service</b>								
Mean	8.85	9.12	9.04	8.34	8.74	8.53	9.23	8.98
Strongly Agree	85%	88%	88%	73%	87%	78%	96%▲	85%
Agree	12%	11%	12%	24%	6%	15%	4%	13%
Disagree	3%	1%	-	3%	7%	7%	-	2%
<b>Fire and Emergency Medical Services responders are professional</b>								
Mean	8.94	9.19	9.17	8.78	8.81	8.50	9.27	8.89
Strongly Agree	89%	92%	92%	84%	89%	81%	93%	93%
Agree	7%	7%	8%	10%	5%	10%	7%	5%
Disagree	4%	1%	-	6%	7%	9%	-	2%

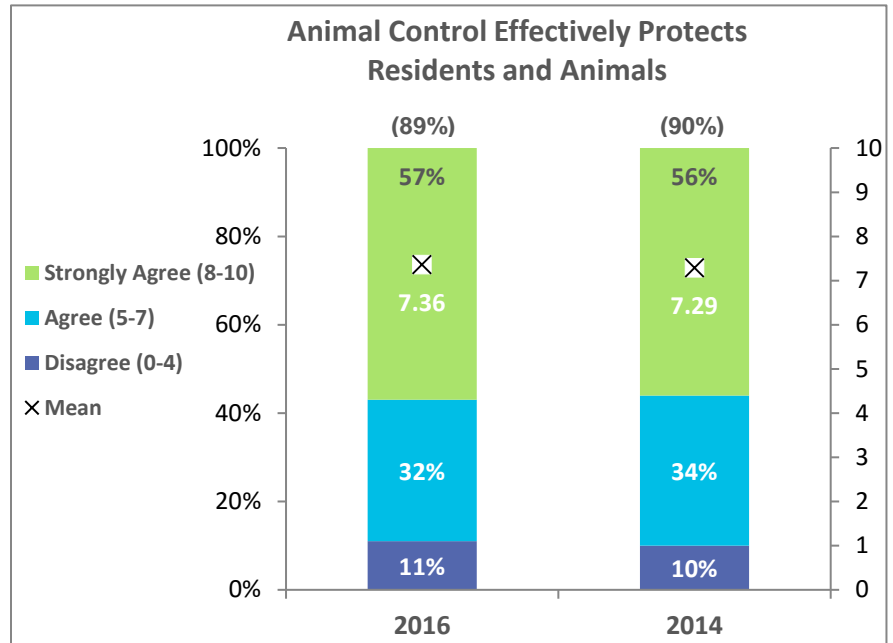
▲/▼ Indicate a statistically higher/lower score than County-Wide at the 95% confidence level.

\* QD1 B/C Based on what you have experienced, seen or heard, please specify your agreement with each statement below. Only asked of those who said they had interacted with Fire and Emergency Medical Responders.

## Animal Control\*

Nearly 9 out of 10 county respondents feel animal control is effective.

- Current (2016) scores are similar to 2014.



\* QD1 A Based on what you have experienced, seen or heard, please specify your agreement with each statement below.



## Neighborhood and Commercial Area Safety\*

Similar to 2014, most residents generally feel safe in Prince William County.

- Perceptions of safety are higher for their own neighborhood than in commercial areas around the county. Nearly three in four residents (71%) strongly agree they feel safe in their neighborhood compared to 64% in commercial areas.
- County-wide, only 5-7% feel unsafe in any area.

Ratings of neighborhood and commercial area safety vary across the county

- Among neighborhoods, residents perceived Hoadly and Battlefield to be the safest. Dale is perceived to be less safe. These results are similar to 2014.
- The commercial areas of Belmont and Forest Park are perceived to be less safe.

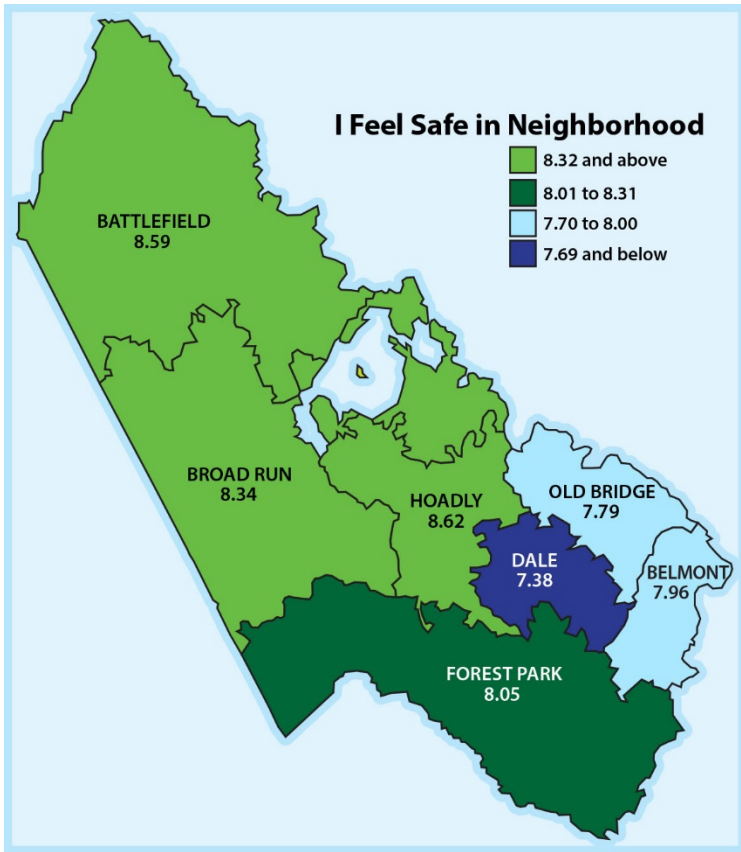
	County-Wide		Battlefield		Belmont		Broad Run		Dale		Forest Park		Hoadly		Old Bridge	
	2016	2014	2016	2014	2016	2014	2016	2014	2016	2014	2016	2014	2016	2014	2016	2014
<b>I feel safe in my neighborhood</b>																
Mean	8.08	8.12	8.59	8.48	7.96	7.51	8.34	8.29	7.38	7.79	8.05	8.04	8.62	8.57	7.79	8.23
Strongly Agree	71%	73%	80%	80%	62%	63%	77%	79%	58%	66%	72%	76%	84%	81%	69%	73%
Agree	22%	20%	16%	16%	32%	23%	19%	13%	32%	27%	21%	17%	9%	17%	21%	23%
Disagree	7%	7%	4%	4%	5%↓	15%	4%	8%	10%	7%	7%	7%	7%	3%	10%	5%
<b>I feel safe when I visit commercial areas</b>																
Mean	7.79	7.66	8.00	8.02	7.68	7.37	8.03	7.59	7.76	7.63	7.40	7.38	7.64	7.47	7.77	7.79
Strongly Agree	64%	61%	69%	64%	56%	56%	72%↑	60%	65%	61%	56%	56%	62%	57%	64%	68%
Agree	31%	32%	27%	32%	41%	34%	24%	33%	29%	33%	33%	36%	30%	32%	31%	28%
Disagree	5%	7%	3%	4%	3%↓	10%	4%	7%	6%	7%	10%	8%	8%	11%	5%	5%

↑/↓ Indicate a statistically higher/lower score than 2014 at the 95% confidence level.

2016	County-Wide	Battlefield	Belmont	Broad Run	Dale	Forest Park	Hoadly	Old Bridge
<b>I feel safe in my neighborhood</b>								
Mean	8.08	8.59▲	7.96	8.34	7.38▼	8.05	8.62▲	7.79
Strongly Agree	71%	80%▲	62%▼	77%	58%▼	72%	84%▲	69%
Agree	22%	16%	32%▲	19%	32%▲	21%	9%▼	21%
Disagree	7%	4%	5%	4%	10%	7%	7%	10%
<b>I feel safe when I visit commercial areas</b>								
Mean	7.79	8.00	7.68	8.03	7.76	7.40▼	7.64	7.77
Strongly Agree	64%	69%	56%▼	72%	65%	56%	62%	64%
Agree	31%	27%	41%▲	24%	29%	33%▲	30%	31%
Disagree	5%	3%	3%	4%	6%	10%▲	8%	5%

▲/▼ Indicate a statistically higher/lower score than County-Wide at the 95% confidence level.

\* QD1 D/E Based on what you have experienced, seen or heard, please specify your agreement with each statement below.



## Social Services\*

Questions were re-worded in 2016 to better capture residents' feelings toward county facilities and services for special populations. In general, respondents express moderately high levels of agreement that the County provides appropriate facilities and services. County-wide, scores are highest for facilities and services for those over the age of 60 and are lowest for facilities and services for residents with mental illness.

While not statistically significant, meaningful percentage differences exist between county regions.

- A greater percentage of Hoadly residents agree services exist for those with mental illness. A smaller percentage from Dale agree.
- A greater percentage of Forest Park residents agree appropriate services are provided for the economically disadvantaged. A smaller percentage from Battlefield agree.

2016	County-Wide	Battlefield	Belmont	Broad Run	Dale	Forest Park	Hoadly	Old Bridge
<b>The County provides appropriate facilities and services for people with mental illness</b>								
Mean	5.50	5.62	5.02	6.09	4.86	5.27	6.62	5.97
Strongly Agree	24%	20%	16%	28%	19%	28%	47%	28%
Agree	47%	58%	51%	43%	43%	40%	40%	48%
Disagree	29%	22%	33%	29%	38%	32%	13%	24%
<b>The County provides appropriate facilities and services for people over the age of 60</b>								
Mean	6.86	7.12	7.60	8.01	6.09	6.38	7.65	5.64
Strongly Agree	47%	48%	51%	72%	33%	37%	75%	29%
Agree	38%	35%	42%	23%	44%	41%	17%	49%
Disagree	16%	16%	7%	5%	23%	23%	8%	22%
<b>The County provides appropriate facilities and services for people with disabilities</b>								
Mean	6.38	6.64	6.26	7.13	5.86	5.74	7.71	6.25
Strongly Agree	38%	32%	38%	54%	26%	36%	76%	39%
Agree	42%	57%	42%	37%	45%	31%	16%	42%
Disagree	20%	11%	20%	9%	29%	33%	8%	19%
<b>The County provides appropriate facilities and services for economically disadvantaged people</b>								
Mean	5.75	6.00	5.61	6.10	5.42	6.63	6.13	4.86
Strongly Agree	32%	44%	23%	39%	30%	38%	33%	16%
Agree	43%	16%	59%	36%	42%	49%	48%	52%
Disagree	26%	39%	18%	24%	28%	12%	19%	31%
<b>The County provides appropriate facilities and services for children at risk</b>								
Mean	6.49	6.80	6.59	6.78	6.35	5.84	7.04	5.95
Strongly Agree	37%	41%	32%	47%	32%	46%	54%	19%
Agree	41%	36%	57%	39%	39%	24%	24%	64%
Disagree	21%	23%	11%	14%	29%	30%	22%	17%

▲/▼ Indicate a statistically higher/lower score than County-Wide at the 95% confidence level.

\* QE1 A-E Based on what you have experienced, seen or heard, please specify your agreement with each of the following statements. Only asked of residents who said they had interaction with social services.

## Community Amenities - Library\*

Residents generally agree that the county's library meets their needs. County-wide, the percentage of residents that strongly agree increased in 2016. This increase is seen regionally in Battlefield, Dale, Hoadly, and Old Bridge.

Scores across the regions for 2016 are similar with the exception of Old Bridge, whose residents rate the library higher (as measured by the mean).

	County-Wide		Battlefield		Belmont		Broad Run		Dale		Forest Park		Hoadly		Old Bridge	
	2016	2014	2016	2014	2016	2014	2016	2014	2016	2014	2016	2014	2016	2014	2016	2014
<b>The services offered by the County library system meet my needs**</b>																
Mean	8.71↑	8.13	8.80↑	7.70	8.42	8.32	8.47	8.32	8.66↑	8.08	8.73	8.20	8.85↑	8.22	9.07↑	8.37
Strongly Agree	83%↑	72%	80%↑	66%	77%	73%	80%	77%	83%↑	70%	85%↑	72%	89%↑	76%	89%	79%
Agree	15%↓	23%	19%	25%	17%	26%	18%	19%	14%↓	26%	11%↓	24%	10%	19%	10%	16%
Disagree	3%↓	5%	1%↓	9%	5%	1%	3%	4%	3%	4%	4%	4%	1%	5%	1%	5%

↑/↓ Indicate a statistically higher/lower score than 2014 at the 95% confidence level.

\*\*Slight wording change from 2014. 2016 = The services offered by the County library system meet my needs. 2014 = County library services meet my needs.

2016	County-Wide	Battlefield	Belmont	Broad Run	Dale	Forest Park	Hoadly	Old Bridge
<b>The services offered by the County library system meet my needs**</b>								
Mean	8.71	8.80	8.42	8.47	8.66	8.73	8.85	9.07▲
Strongly Agree	83%	80%	77%	80%	83%	85%	89%	89%
Agree	15%	19%	17%	18%	14%	11%	10%	10%
Disagree	3%	1%	5%	3%	3%	4%	1%	1%

▲/▼ Indicate a statistically higher/lower score than County-Wide at the 95% confidence level.

\* QG1 A Based on what you have experienced, seen or heard, please specify your agreement with the statement below. Only asked of residents who said they had interaction with the library.

## Community Amenities – Parks and Recreation\*

County-wide, residents agree that the county's Parks and Recreation facilities meet the community's needs. There are some difference by region. A greater percentage of residents in Belmont and Old Bridge agree, but a lower percentage from Broad Run and Dale agree.

2016	County-Wide	Battlefield	Belmont	Broad Run	Dale	Forest Park	Hoadly	Old Bridge
<b>Parks and Recreation services meet the community's needs</b>								
Mean	7.89	8.03	8.44▲	7.11▼	7.38▼	7.84	7.92	8.37▲
Strongly Agree	66%	74%	72%	45%▼	60%	64%	67%	76%▲
Agree	28%	24%	24%	43%▲	28%	32%	30%	21%
Disagree	6%	2%	4%	12%	12%▲	4%	3%	3%

▲/▼ Indicate a statistically higher/lower score than County-Wide at the 95% confidence level.

New questions were added for 2016 to better diagnose why residents who use the county's parks and recreation facilities gave lower ratings to the facilities. County-wide, the quality of passive recreation opportunities has the greatest impact on lower scores. A greater percentage of Forest Park, Hoadly, and Old Bridge residents agree the county's pools and waterparks had a significant impact on their rating.

Impact factors for rating above								
2016	County-Wide	Battlefield	Belmont	Broad Run	Dale	Forest Park	Hoadly	Old Bridge
<b>The quality of indoor recreation facilities**</b>								
Mean	6.35	5.82	6.57	5.18▼	6.64	6.42	6.27	7.17▲
Significant Impact	46%	45%	45%	28%▼	53%	44%	40%	59%▲
Some Impact	32%	26%	42%	35%	24%	35%	42%	27%
No Impact	22%	28%	14%	37%▲	23%	22%	18%	13%
<b>The quality of the pools and waterparks**</b>								
Mean	6.43	5.84	6.14	5.88	6.75	7.21▲	6.73	6.74
Significant Impact	47%	49%	38%	32%▼	44%	63%▲	43%	61%▲
Some Impact	33%	20%	41%	41%	44%	21%	45%▲	22%
No Impact	20%	31%	21%	27%	11%	16%	11%	17%
<b>The quality of passive recreation opportunities such as trails, boating, fishing and picnicking**</b>								
Mean	7.32	7.19	7.83	6.96	7.01	7.11	7.32	7.73
Significant Impact	58%	54%	64%	41%▼	56%	62%	58%	70%▲
Some Impact	30%	35%	30%	43%▲	28%	24%	32%	22%
No Impact	11%	11%	6%	15%	16%	14%	10%	8%
<b>The quality of athletic fields**</b>								
Mean	6.83	7.29	6.29	6.66	6.52	7.16	7.38	6.86
Significant Impact	52%	62%	38%▼	49%	50%	53%	65%▲	55%
Some Impact	30%	23%	40%	36%	29%	33%	23%	27%
No Impact	17%	15%	22%	15%	21%	14%	11%	18%

\* QG1 A Based on what you have experienced, seen or heard, please specify your agreement with the statement below.

\*\*QG2 A-D Indicate the impact each of the following issues had on your rating on the services provided by the parks and recreation in the community. Only asked of residents who said they used the parks and recreation facilities.

▲/▼ Indicate a statistically higher/lower score than County-Wide at the 95% confidence level.

## County Programs and Voting\*

Overall, county residents indicate that it is relatively easy to access the county programs and service they need. Fewer Old Bridge residents agree in 2016 that they can easily access programs and services.

The majority of residents agree the overall experience of voting in Prince William County is pleasant. Hoadly had the greatest percentage strongly agree while Belmont had the lowest percentage of residents strongly agree.

	County-Wide		Battlefield		Belmont		Broad Run		Dale		Forest Park		Hoadly		Old Bridge	
	2016	2014	2016	2014	2016	2014	2016	2014	2016	2014	2016	2014	2016	2014	2016	2014
<b>I can easily access county programs and services that are important to me</b>																
Mean	7.11	7.30	7.19	7.25	6.99	7.11	6.93	7.41	7.12	7.23	7.34	7.35	7.33	7.25	6.95▼	7.50
Strongly Agree	49%	53%	48%	52%	45%	51%	44%	54%	52%	50%	58%	53%	54%	52%	49%▼	61%
Agree	39%	37%	42%	37%	44%	38%	47%	37%	35%	39%	30%	40%	38%	38%	38%	32%
Disagree	11%	10%	10%	11%	10%	11%	9%	9%	12%	11%	13%	7%	8%	10%	14%	8%

↑/↓ Indicate a statistically higher/lower score than 2014 at the 95% confidence level.

2016	County-Wide	Battlefield	Belmont	Broad Run	Dale	Forest Park	Hoadly	Old Bridge
<b>I can easily access county programs and services that are important to me</b>								
Mean	7.11	7.19	6.99	6.93	7.12	7.34	7.33	6.95
Strongly Agree	49%	48%	45%	44%	52%	58%	54%	49%
Agree	39%	42%	44%	47%	35%	30%▼	38%	38%
Disagree	11%	10%	10%	9%	12%	13%	8%	14%
<b>The overall experience of voting in Prince William County is pleasant**</b>								
Mean	8.15	8.37	7.94	8.08	8.08	8.15	8.48	8.06
Strongly Agree	72%	74%	68%	71%	72%	72%	79%	73%
Agree	22%	21%	25%	23%	21%	23%	18%	22%
Disagree	5%	5%	6%	6%	7%	4%	3%	5%

▲/▼ Indicate a statistically higher/lower score than County-Wide at the 95% confidence level.

\* QA5 A / QH1 A Based on what you have experienced, seen or heard, please specify your agreement with each statement below / the statement below.

\*\*QH1 A Not asked in 2014.

## Service Provided by County Employees\*

County employees receive positive ratings for the customer service they provide.

In the current survey (2016), 93% of residents agree that county employees have been courteous and helpful, representing a 1% increase since 2014.

	County employees have been courteous & helpful	
	2016	2014
Mean	7.74	7.66
Strongly Agree	63%	62%
Agree	30%	29%
Disagree	7%	8%

↑/↓ Indicate a statistically higher/lower score than 2016 at the 95% confidence level.

\* QA5 B The County employees I have had contact with have been courteous and helpful.

## Appendix

### Respondent Profile

Data are weighted to ensure that the aggregated data reported accurately reflects the general population 18 years of age and older in Prince William County. Specifically, a post-stratification weight was applied to ensure that the gender and age distributions of the sample match that of all County residents 18 years of age and older. The following table provides information on the profile of respondents surveyed compared to the general population.

	2014 PWC Community Survey (unweighted)	2016 PWC Community Survey (weighted)	Census Data*
Region			
Battlefield	13%	22%	22%
Belmont	16%	14%	14%
Broad Run	14%	14%	14%
Dale	14%	18%	18%
Forest Park	14%	12%	12%
Hoadly	16%	6%	6%
Old Bridge	14%	13%	13%
Gender			
Male	49%	49%	49%
Female	51%	51%	51%
Age			
18–34	9%	33%	33%
35–54	35%	43%	43%
55 Plus	56%	24%	24%
Dwelling Type			
Single-Family Home	79%	72%	56%
Other	21%	28%	44%
Income			
Less than \$50,000	16%	17%	21%
\$50,000 to \$99,999	27%	27%	30%
\$100,000 to \$149,999	28%	27%	22%
\$150,000 or more	29%	29%	27%
Race/Ethnic Origin			
White Only, Non-Hispanic	80%	73%	48%
Black, Non-Hispanic	14%	17%	20%
Asian, Non-Hispanic	5%	7%	8%
Other, Non-Hispanic	5%	8%	4%
Hispanic	5%	8%	21%
Children in Household**			
None	71%	57%	54%
One or more	29%	43%	46%
Household Phone Type***			
Cell Phone Only	18%	24%	37%
Landline and Cell Phone	61%	61%	58%
Landline Only	21%	15%	6%

\*2013 American Community Survey 5-year Estimates Unless Otherwise Noted

\*\*2010 Census Data

\*\*\*NHIS Wireless Substitution Report (Virginia Overall)



## 2016 Questionnaire

### Introduction

INTROPHONE [PHONE SAMPLE]

[Postcard] Hi, this is \_\_\_\_\_ with ORC International. I'm following up on your postcard from the Prince William Board of County Supervisors, asking that you participate in a biennial survey of residents' viewpoints. This is **not** a sales call. All your responses will be kept completely confidential and used for research purposes only, and your responses are **not** identified in any way. This call may be monitored or recorded for quality control purposes only.

[No Postcard]

Hi, this is \_\_\_\_\_ with ORC International. I'm calling on behalf of the Prince William Board of County Supervisors regarding its biennial survey to better understand residents' viewpoints. This is **not** a sales call. All your responses will be kept completely confidential and used for research purposes only, and your responses are **not** identified in any way. This call may be monitored or recorded for quality control purposes only.

May I speak with the [RANDOM SELECTION OF MALE / YOUNGEST] household member who is age 18 or older? [IF MALE OR YOUNGEST IS UNAVAILABLE SCHEDULE CALLBACK FOR THEM]

[AS NEEDED: Your household was selected at random to be part of our sample this year. ]

[AS NEEDED: The survey takes about 10 minutes to complete.

[ONCE CORRECT PERSON IS ON THE LINE, REINTRODUCE AND CONTINUE]

- 1 RESPONDENT AVAILABLE
- 2 RESPONDENT NOT AVAILABLE
- 3 INITIAL REFUSAL
- 4 PREFER ONLINE

S1. We understand that we may be contacting some respondents on their cell phone. Have we contacted you on your cell phone or a home phone?

- |                          |     |                                  |
|--------------------------|-----|----------------------------------|
| Cell phone               | - 1 | - RECORD CELL AND CONTINUE       |
| Landline                 | - 2 | - RECORD LANDLINE SKIP TO GENDER |
| Yes, but call back later | - 4 | - SCHEDULE CALLBACK              |
| Refused                  | - 5 | - THANK AND RECORD AS REFUSAL    |

S2. Are you currently **driving** an automobile?

- |         |     |                               |
|---------|-----|-------------------------------|
| Yes     | - 1 | - SCHEDULE CALLBACK           |
| No      | - 2 | - CONTINUE                    |
| Refused | - 3 | - THANK AND RECORD AS REFUSAL |



S3. Are you in a place where you can **speak freely and confidentially**?

- Yes - 1
- No - 2 - SCHEDULE CALLBACK
- Refused - 3 - THANK AND RECORD AS REFUSAL

ONLINE If you provide your email address, I can send you a link to complete the study online or I can read you the necessary information right now. Or if you already have the postcard handy and will be going on line, just let me know.

\_\_\_\_\_ EMAIL ADDRESS – VERIFY EMAIL  
DK/REFUSED [REFUSAL CONVERSION]

INTROWEB [WEB SAMPLE]:

Programming Instruction: DISPLAY IMAGE  
Image files of signature (see Web URL) are on server for programming.

## About this Survey

Thank you for participating in the biennial Prince William County Community Survey. Your viewpoints will help build a stronger community for everyone.

ORC International, an independent research firm, is helping us conduct this study. Your individual responses will never be associated with your name in any way. ORC, a founding member of the Council of American Survey Research Organizations, follows a [Code of Standards](#) for survey research that protects your confidentiality at all times.

Please use the "Next" button below, not your browser "back" button, to move through the survey. If you are interrupted and need to return to the survey later, please use the login information in the postcard you received. If you have questions about the study, please contact Amy Ewing at amy.ewing@orcinternational.com.

**[MAILTO LINK ON WEB SURVEY TO E-MAIL]**

[SIGNATURE IN CENTER OF SCREEN]

[signature file]

Corey A. Stewart, Chairman  
Board of County Supervisors



<screen 1 WEB 1>If you have technical problems or questions about the study, please contact ORC International, our survey partner, at 1-800-530-8370. More information about the study is also available at [www.pwcgov.org/survey](http://www.pwcgov.org/survey).

**[NOTE: DO NOT PRESENT SECTION HEADINGS ON SCREEN.]**

## About You

GENDER [PHONE: RECORD GENDER. IF NECESSARY, READ: So that we can ask questions that apply to you, please provide the following information: Are you:]

[WEB:] So that we can ask questions that apply to you, please provide the following information: Are you:

- 01 Male
- 02 Female
- 99 REFUSED

RESIDE Do you live within:

[PHONE:] READ LIST AND CHECK ONE RESPONSE.  
[WEB:] Please select one response.

- 01 Manassas City limits [NQ - OUT OF AREA]
- 02 Manassas Park City limits [NQ - OUT OF AREA]
- 03 Prince William County, but **not** in Manassas or Manassas Park city limits
- 04 Or outside Prince William County? [NQ - OUT OF AREA]
- 99 REFUSED [SCREENER REFUSAL]

IF PRINCE WILLIAM COUNTY, SCR1 (03), CONTINUE. ALL OTHERS, THANK AND TERMINATE.
--

AGE1 What is your age?

\_\_\_\_ ENTER WHOLE NUMBER [VALID RANGE IS 18-99]  
XX DON'T KNOW  
YY REFUSED

ASK ONLY IF REFUSES AGE, AGE1 (99).  
IF 18 YEARS OF AGE OR OLDER, AGE1 (18-98), SKIP TO A1.

AGE2 Into what category does your age fall?

- 00 17 or younger [NQ - AGE]
- 01 18-24
- 02 25-34
- 03 35-44
- 04 45-54
- 05 55-64
- 06 65-74
- 07 75 or older
- 99 REFUSED

IF 17 OR YOUNGER IN AGE1 OR AGE2, THANK AND TERMINATE.

**Life in the County**

A1. How would you rate the County's **quality of life**?

[PHONE:] Please use a scale from 0 to 10 where “0” means “does not meet expectations at all” and “10” means “greatly exceeds expectations ,” and you can use any number in between.

[PHONE:] IF DK/REFUSED – -"Please rate the quality of life however you think is best; there are no right or wrong answers."]

Does Not Meet Expectations at All											Greatly Exceeds Expectations	DON'T KNOW	REFUSED
00	01	02	03	04	05	06	07	08	09	10	98	99	

A2. How would you rate the **overall quality of County services**?

[PHONE:] Please use a scale from 0 to 10 where “0” means “does not meet expectations at all” and “10” means “greatly exceeds expectations”.

BEFORE ENTERING 98 or 99:"Please rate the quality of services however you think is best; there are no right or wrong answers."]

Does Not Meet Expectations at All											Greatly Exceeds Expectations	DON'T KNOW	REFUSED
00	01	02	03	04	05	06	07	08	09	10	98	99	

A3. To what extent are Prince William County services and facilities a **fair value for your tax dollars?**

[PHONE:] Please use a scale from 0 to 10 where “0” means “a very poor value” and “10” means “a very good value”.

PROBE BEFORE 98 or 99- "Please rate the value of services and facilities for taxes paid however you think is best; there are no right or wrong answers."]

A very poor value											A very good value	DON'T KNOW	REFUSED
00	01	02	03	04	05	06	07	08	09	10	98	99	

A4. To what extent can you trust the County to do the right thing?

[PHONE:] Please use a scale from 0 to 10 where “0” means “never” and “10” means “always”.

Never											Always	DON'T KNOW	REFUSED
00	01	02	03	04	05	06	07	08	09	10	98	99	

A5. [PHONE:] Using a scale from 0 to 10 where “0” means “strongly disagree” and “10” means “strongly agree,” based on what you have experienced, seen or heard, please specify your agreement with each of the following statements.

[PHONE:] [REPEAT SCALE ONLY AS NECESSARY]

[WEB:] Based on what you have experienced, seen or heard, please specify your agreement with each statement below.

[RANDOMIZE A-B] [SET-UP AS A GRID]

Strongly Disagree											Strongly Agree	Does not apply	DON'T KNOW	REFUSED
00	01	02	03	04	05	06	07	08	09	10	97	98	99	

- A. I can easily access County government programs and services that are important to me.
- B. The County employees I have had contact with have been courteous and helpful.

**Your Experiences**

B1. Over the last year, with which of the following County departments or services have you interacted?

[PHONE:] Would you say, “yes had contact,” or “had no contact.” Please select the best answer.

[WEB:] For each department, please select the best answer.

[RANDOMIZE A-F] [SET-UP AS A GRID]

- 01 Yes, had contact
- 02 Had no contact
- 98 DON'T KNOW
- 99 REFUSED

- A. Library, either in person or online
- B. Parks and Recreation
- C. Human Services
- D. Fire and Emergency Medical Services

**Around Your Neighborhood**

C1. [PHONE:] Using a scale from 0 to 10 where “0” means “strongly disagree” and “10” means “strongly agree,” based on what you have experienced, seen or heard, please specify your agreement with the following statement.

[WEB:] Based on what you have experienced, seen or heard, please specify your agreement with the statement below.

Strongly Disagree										Strongly Agree	Does not apply	DON'T KNOW	REFUSED
00	01	02	03	04	05	06	07	08	09	10	97	98	99

A. The visual appearance of new developments in my community reflects well on our area.

**Health & Safety**

D1. [PHONE:] Using a scale from 0 to 10 where “0” means “strongly disagree” and “10” means “strongly agree,” based on what you have experienced, seen or heard, please specify your agreement with each of the following statements.

[PHONE:] [REPEAT SCALE ONLY AS NECESSARY]

[WEB:] Based on what you have experienced, seen or heard, please specify your agreement with each statement below.

[RANDOMIZE A-K] [SET-UP AS A GRID]

[ONLY ASK “B” AND “C” IF MENTIONED “D” AT Q.B1]

Strongly Disagree										Strongly Agree	Does not apply	DON'T KNOW	REFUSED
00	01	02	03	04	05	06	07	08	09	10	97	98	99

- A. Animal Control effectively protects residents and animals.
- B. Fire and Emergency Medical Services responders provide high quality service.
- C. Fire and Emergency Medical Services responders are professional.
- D. I feel safe in my neighborhood.
- E. I feel safe when I visit commercial areas.
- F. Police officers are courteous and helpful to all community members.
- G. Requests for police assistance receive a prompt response.
- H. The Police Department has positive attitudes and behaviors towards residents
- I. The Police Department provides adequate information and crime prevention programs
- J. The Police Department treats everyone fairly regardless of race, gender, ethnic or national origin.
- K. The Police Department’s overall performance meets community needs.

**Human Services:**

[ONLY ASK IF MENTIONED “C” AT Q.B1, OTHERWISE SKIP TO F1]

E1. [PHONE:] Using a scale from 0 to 10 where “0” means “strongly disagree” and “10” means “strongly agree,” based on what you have experienced, seen or heard, please specify your agreement with each of the following statements.

[PHONE:] [REPEAT SCALE ONLY AS NECESSARY]

[WEB:] Based on what you have experienced, seen or heard, please specify your agreement with each statement below.

[RANDOMIZE A-E] [SET-UP AS A GRID]

Strongly Disagree										Strongly Agree	Does not apply	DON'T KNOW	REFUSED
00	01	02	03	04	05	06	07	08	09	10	97	98	99

- A. The County provides appropriate facilities and services for people with mental illness.
- B. The County provides appropriate facilities and services for people over the age of 60.
- C. The County provides appropriate facilities and services for people with disabilities.
- D. The County provides appropriate facilities and services for economically disadvantaged people.
- E. The County provides appropriate facilities and services for children at risk.

**Getting Around**

F1. [PHONE:] Using a scale from 0 to 10 where “0” means “strongly disagree” and “10” means “strongly agree,” based on what you have experienced, seen or heard, please specify your agreement with the following statement.

[WEB:] Based on what you have experienced, seen or heard, please specify your agreement with the statement below.

Strongly Disagree										Strongly Agree	Does not apply	DON'T KNOW	REFUSED
00	01	02	03	04	05	06	07	08	09	10	97	98	99

- A. Transportation and road systems adequately support the community.



[ONLY ASK F2 AND F3 IF 5 OR LESS AT F1]

F2. [PHONE:] Using a scale from 0 to 10 where “0” means “had no impact” and “10” means “had a significant impact,” please indicate the impact each of the following issues had on your lower rating on the adequacy of the transportation and road systems in the community.

[PHONE:] [REPEAT SCALE ONLY AS NECESSARY]

[WEB:] Indicate the impact each of the following issues had on your lower rating on the transportation and road systems adequately supporting the community.

[RANDOMIZE A-C] [SET-UP AS A GRID]

Had no Impact										Had a Significant Impact	Does not apply	DON'T KNOW	REFUSED
00	01	02	03	04	05	06	07	08	09	10	97	98	99

- A. The adequacy of the roads
- B. The adequacy of local bus service
- C. Mass transit options

F3. Did any other issues have an impact on your lower rating on the transportation and road systems adequately supporting the community?

- 01 Yes
- 02 No
- 98 DON'T KNOW
- 99 REFUSED

[ONLY ASK F4 IF YES AT F3]

F4. What other issues had an impact on your lower rating?  
Please be as specific as possible.

[OPEN-END]

**Community Amenities**

G1. [PHONE:] Using a scale from 0 to 10 where “0” means “strongly disagree” and “10” means “strongly agree,” based on what you have experienced, seen or heard, please specify your agreement with each of the following statements.

[PHONE:] [REPEAT SCALE ONLY AS NECESSARY]

[WEB:] Based on what you have experienced, seen or heard, please specify your level of agreement with the statement below.

[RANDOMIZE A-B] [SET-UP AS A GRID]  
 [ONLY ASK “A” IF MENTIONED “B” AT Q.B1]  
 [ONLY ASK “B” IF MENTIONED “A” AT Q.B1]

Strongly Disagree										Strongly Agree	Does not apply	DON'T KNOW	REFUSED
00	01	02	03	04	05	06	07	08	09	10	97	98	99

- A. Parks and Recreation services meet the community’s needs.
- B. The services offered by the County library system meet my needs.

[ONLY ASK IF MENTIONED “B” AT Q.B1]

G2. [PHONE:] Using a scale from 0 to 10 where “0” means “had no impact” and “10” means “had a significant impact,” please indicate the impact each of the following issues had on your rating on the services provided by the parks and recreation in the community.

[PHONE:] [REPEAT SCALE ONLY AS NECESSARY]

[WEB:] Indicate the impact each of the following issues had on your rating on the services provided by the parks and recreation in the community.

[RANDOMIZE A-D] [SET-UP AS A GRID]

Had no Impact											Had a Significant Impact	Does not apply	DON'T KNOW	REFUSED				
00	01	02	03	04						05	06	07	08	09	10	97	98	99

- A. The quality of indoor recreation facilities.
- B. The quality of the pools and waterparks.
- C. The quality of passive recreation opportunities such as trails, boating, fishing and picnicking.
- D. The quality of athletic fields.



**Information & County Decision-Making**

H1. [PHONE:] Using a scale from 0 to 10 where “0” means “strongly disagree” and “10” means “strongly agree,” based on what you have experienced, seen or heard, please specify your agreement with the following statement.

[WEB:] Based on what you have experienced, seen or heard, please specify your agreement with the statement below.

Strongly Disagree										Strongly Agree	Does not apply	DON'T KNOW	REFUSED
00	01	02	03	04	05	06	07	08	09	10	97	98	99

A. The overall experience of voting in Prince William County is pleasant.

**Open End**

I1. Over the next year, what is the **most** important issue for the County to address? Please be as specific as possible.

[OPEN-END;-CAPTURE FIRST RESPONSE]

**Wrapping Up**

DEMINT These final questions will help us group your answers with others, to ensure complete confidentiality.

HOWLONG For how many years have you lived in Prince William County?

[PHONE] IF LESS THAN ONE YEAR, ROUND UP TO 1.

[WEB] If less than one, please round up to 1.

\_\_\_ENTER WHOLE NUMBER [VALID RANGE IS 1-99]

XX DON'T KNOW

YY REFUSED

KINDPLCE Which of the following best describes your primary County residence?

[PHONE:] READ LIST AND CHECK ONE RESPONSE.  
[INTERVIEWER – STOP WHEN REACH THE CATEGORY]

- 01 Single family home
- 02 Multi-unit townhouse complex
- 03 Multi-unit apartment building
- 04 Trailer, mobile home or boat
- 05 Other (please specify): \_\_\_\_\_
- 98 DON'T KNOW
- 99 REFUSED

EDUC What is the **highest** education level that you have attained?

[PHONE:] READ LIST IF NECESSARY AND STOP WHEN ANSWER GIVEN. CHECK ONE RESPONSE.

- 01 Not high school graduate
- 02 High school diploma or GED
- 03 Some college
- 04 Two-year degree
- 05 Bachelor's degree
- 06 Graduate degree
- 98 DON'T KNOW
- 99 REFUSED

WORK Which of the following describe your occupation(s)?

[PHONE:] READ LIST AND CHECK ALL THAT APPLY.  
[WEB:] Please check all that apply.

- 01 Full-time employment
- 02 Part-time employment
- 03 Looking for work
- 04 Homemaker
- 05 Student
- 06 Retired or disabled
- 07 Other (please specify)
- 98 DON'T KNOW
- 99 REFUSED

PARENT Are you a parent or guardian of any children attending Prince William public schools?  
[SINGLE-RESPONSE]

- 01 Yes
- 02 No
- 98 DON'T KNOW
- 99 REFUSED



HHAGE Which of the following age groups describes anyone in your household, including you?

[PHONE:] READ LIST AND CHECK ALL THAT APPLY.

[WEB:] Please check all that apply.

- 01 0-4
- 02 5-12
- 03 13-17
- 04 18-64
- 05 65 and older
- 98 DON'T KNOW
- 99 REFUSED

HISPANIC Do you consider yourself Spanish, Hispanic and/or Latino? [SINGLE-RESPONSE]

[PHONE ONLY-DO NOT READ UNLESS RESPONDENT SEEMS UNSURE. PROBE: Are you or were your ancestors Mexican, Puerto Rican, Cuban, Central or South American, or from Spain?]

- 01 Yes
- 02 No
- 98 DON'T KNOW
- 99 REFUSED

RACE Which of the following describe your race?

[PHONE ONLY-NOTE TO INTERVIEWER: IF THEY SAY "HISPANIC" PROBE: "In addition to Hispanic, what other race categories do you consider yourself to be?"]

[PHONE:] READ LIST IF NECESSARY AND STOP WHEN ANSWER GIVEN. CHECK ALL THAT APPLY.

[WEB:] Please check all that apply.

- 01 White/Caucasian
- 02 Asian/Asian-American
- 03 Black/African-American
- 04 American Indian/Native American
- 05 Some other race [SPECIFY] \_\_\_\_\_
- 98 DON'T KNOW
- 99 REFUSED



INCOME Which range best describes your household's most recent annual income?  
[SINGLE-RESPONSE] [INTERVIEWER – STOP WHEN REACH THE CATEGORY]

- 01 Less than \$20,000
- 02 \$20,000-\$34,999
- 03 \$35,000-\$49,999
- 04 \$50,000-\$74,999
- 05 \$75,000-\$99,999
- 06 \$100,000-\$149,999
- 07 \$150,000-\$199,999
- 08 \$200,000 or more
- 98 DON'T KNOW
- 99 REFUSED

TEL When you receive calls at home, what percentage of the time do you answer them on a cell or mobile phone?

[PHONE:] IF **DOESN'T USE** A CELL PHONE AT HOME, ENTER **0**.  
[PHONE:] IF RECEIVES **ALL** CALLS AT HOME ON A CELL PHONE, ENTER **100**.

[WEB:] If you do not use a cell phone at home, please enter 0. If you receive all your calls at home on a cell phone, please enter 100. Or you may use any number in between.

\_\_\_ ENTER WHOLE NUMBER [VALID RANGE IS 0-100,998,999]% of home calls answered on cell phone  
998 DON'T KNOW  
999 REFUSED

## Thank You!

THANKWEB [WEB SAMPLE:] Thank you for your important perspectives, and for your contributions as a member of our community. We will be communicating the results of this survey later this year.

THANKPH [PHONE SAMPLE:] Thank you for your thoughtful answers. The County will report the results of this survey later this year. Have a good <day/evening>.

THANK2 [IF NQ OR OQ] Thank you for your willingness to participate but this phase of the study is now complete.

THANK8 [IF SCREENER REFUSAL] I'm sorry, but we cannot continue without that information. Have a good day/evening.