



# 2014 Citizen Survey

**Prepared for:**  
Prince William County

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

September, 2014

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## Executive Summary

### Project Overview

Just over 1,800 county residents were surveyed in June/July 2014. 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

### Key Findings

Prince William County residents are very positive about the quality of life in the community and rate each of the key measures similarly in 2014 as they did in 2012.

Residents generally agree that the overall quality of county services meets or exceeds their expectations and 2014 ratings are comparable to 2012 ratings.

- Positive ratings (2014 = 91%) are comparable to 2012 (90%).

The majority of residents agree that overall the County's services are efficient and effective.

- Ratings are similar for 2014 (91%) and 2012 (89%).

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 2012 — 85% in 2012 and 86% in 2014.

	Quality of Life		Overall Quality of County Services		Efficient and Effective Services		Value for Tax Dollars	
	2014	2012	2014	2012	2014	2012	2014	2012
Greatly Exceeds Expectations (8-10)	39%	39%	39%	41%	39%	40%	34%	35%
Meets/Exceeds Expectations (5-7)	52%	54%	52%	49%	52%	49%	52%	50%

Compared to 2012, more Prince William County residents would be willing to give up services to see taxes decreased in 2014.

- For 2014, a significant increase is seen in residents who would decrease both taxes and services (24%) as compared to 20% in 2012.
- The percentage of those who want taxes and services to remain the same dropped significantly from 66% in 2012 to 61% in 2014.

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

- Ratings remained similar from 2012 (92% positive) to 2014 at 91% positive.

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

- Ratings for feeling safe in neighborhoods and commercial areas (93% positive) remained steady from 2012 to 2014.

All public safety services are given high ratings—90% or higher. Current (2014) ratings are similar to 2012.

- Both firefighters and emergency medical services staff receive high scores with 98% positive.
- Overall, residents are happy with the response time of police and feel they are treated fairly.

While residents generally agree they can get around easily by car (80% positive), they rate the adequacy of local bus service lower (72%).

Residents' enthusiasm for the adequacy of transportation and road systems to support development has cooled a bit from 68% in 2012 to 62% in 2014.

Overall, when examining the key measures, Old Bridge residents are more positive toward the county while Belmont residents score the lowest on many of the measures. This finding trends with Belmont's lower quality of life score.

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## Summary & Conclusions

The focus for 2014 is on gaining a better understanding of areas of improvement the county is making over time. Additionally, questions were added and tweaked to provide greater insights into Prince William County's strengths and weaknesses.

- The 2014 survey includes additional questions about residences satisfaction with Police Department employees and information on crime prevention programs.
- Questions were added in 2014 to assess satisfaction with community recreation centers and parking and lighting at sports fields.

On the whole the County performs well—consistent with 2012.

- There are opportunities for improvement by targeting specific geographic areas where ratings are lower than average on many 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. The hope is to increase the reservoir of goodwill held by the County, which will in turn contribute to greater support for policies, programs, and services in the future as well as a more engaged citizenry.

## 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

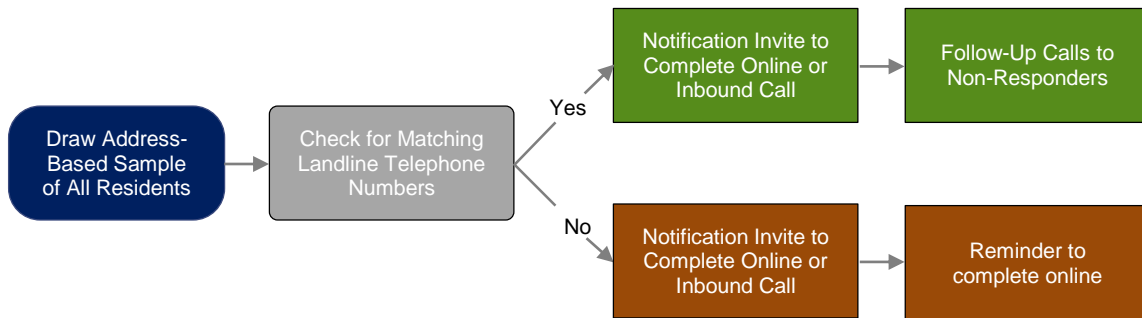
Prince William County has conducted an annual resident survey since 1993. Beginning in 2012, Prince William County began partnering with ORC International to conduct a biennial study to provide more robust tracking measures based on actual actions taken. The current study (2014) is the first follow-up to the one completed in 2012. The objectives of the 2014 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
- Implement improved methodology to obtain a more representative sample of all households in Prince William County



## Methodology

The PWC 2014 Community Survey used the study methodology adopted in 2012 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, landline telephone numbers were associated with 62% of the sampled addresses. This match rate is higher than average nationally and is consistent with the somewhat lower-than-average incidence of cell phone-only households in Virginia (30%).



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, and Vice Chairman Michael May.

*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, July 8th**.

Web site: <http://s4me.cc/princewilliamsurvey2014>

User name:  
Password:

*To participate by phone or if you have questions, please call toll free: 1-800-765-1100. 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

*Michael C. May*  
Michael C. May  
Vice 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

*Please participate in our 2014 Community Survey.*

A total of 1,831 surveys were completed; 1,363 or 74% were completed by phone and 468 or 26% 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 in Prince William County's Community Survey for the total sample is no greater than +/- 2.3 percentage points at a 95% confidence level.

<b>Total Sample</b>	<b>n = 1,831</b>
Overall Precision 95% confidence	+/- 2.3%

## Demographic Profile and Weighting

Post-stratification weighting was used to ensure that results of the 2014 Community Survey are generally representative of the population of Prince William County according to the 2010 census data. Data are weighted by age within gender at the county level. Details on the weighting methods used and a comparison of the weighted and unweighted sample to the county population can be found in the Appendix.

## Questionnaire

The 2012 survey questions were carefully reviewed and modified as appropriate to focus on outcomes—being the “community of choice.” A few attributes were added and the wording of a few attributes was modified slightly. 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 2014 survey used the same measurement scale as was used in 2012. This measurement scale is designed to obtain more detailed insights, more accurately reflect whether expectations are being met, and allow for comparisons with previous studies as Prince William County continues to move toward a comprehensive community assessment model.

Does Not Meet Expectations at All										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, bars add to more than 100 percent due to multiple responses given to a single question; these cases are noted.

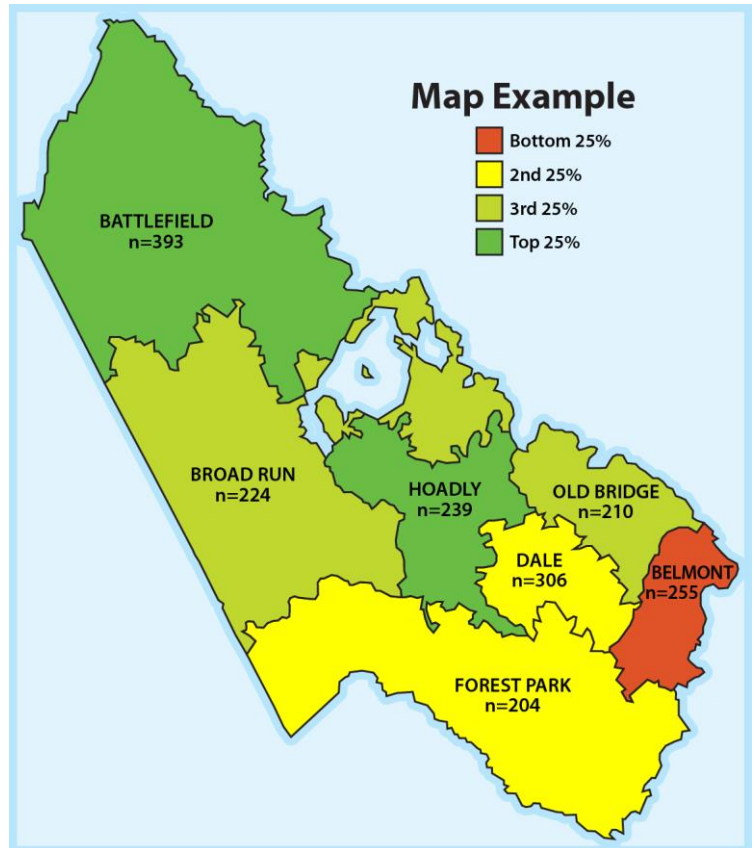
- Statistically significant differences from 2012 to 2014 or to the total are indicated using symbols. The symbols used are noted in a footnote at the bottom of each table. Generally, green symbols indicate significantly higher scores, while red symbols indicate significantly lower scores.

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.

In addition to analysis by key demographic segments, the analysis looks at differences in results by major communities, defined by census blocks as illustrated in Figure 1. Sample sizes ranged from 200 to nearly 400 respondents. This ensures a large enough sample for reliable analysis at the community level. For communities with a sample size of 200, the associated error is plus or minus 6.9%; for larger communities (n = 380) the associated error is plus or minus 5.0%.

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.

Figure 1: Prince William County Communities

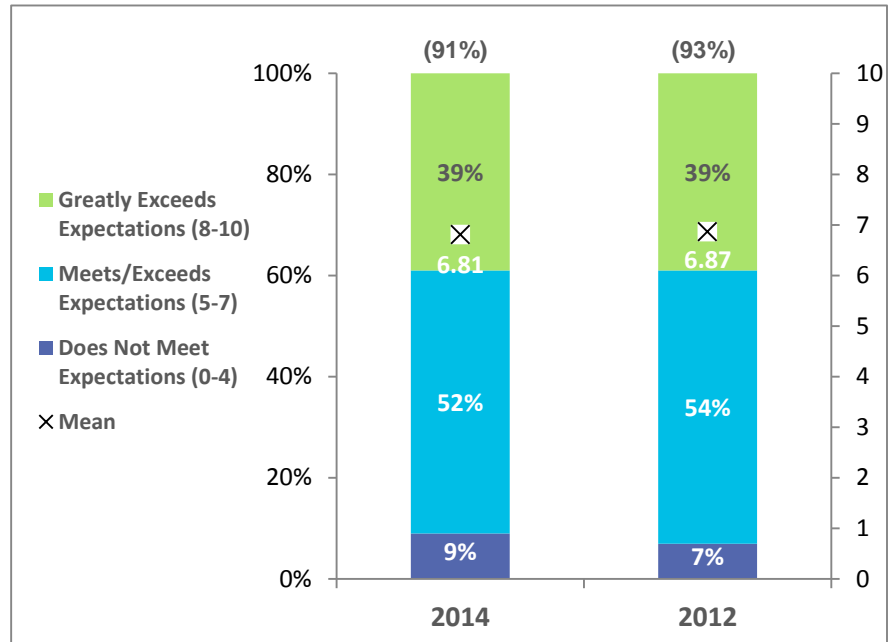


## Major Findings

### 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 2012 to 2014. The only exception is Belmont, where significantly more residents' indicate that quality of life does not meet their expectations as well in 2014 as it did in 2012.



	County-Wide		Battlefield		Belmont		Broad Run		Dale		Forest Park		Hoadly		Old Bridge	
	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012
Mean	6.81	6.87	6.94	6.93	6.30↓	6.68	7.08	7.03	6.69	6.72	6.64	6.74	6.96	7.10	7.11	7.04
Greatly Exceeds Expectations	39%	39%	40%	39%	27%	35%	49%	39%	35%	38%	37%	34%	44%	48%	46%	44%
Meets/Exceeds Expectations	52%	54%	54%	55%	58%	57%	46%	57%	54%	52%	53%	54%	47%	43%	49%	52%
Does Not Meet Expectations	9%	7%	6%	6%	15%↑	8%	5%	4%	11%	10%	10%	12%	9%	9%	5%	4%

↑/↓ Indicate a statistically higher/lower score than 2012 at the 95% confidence level.

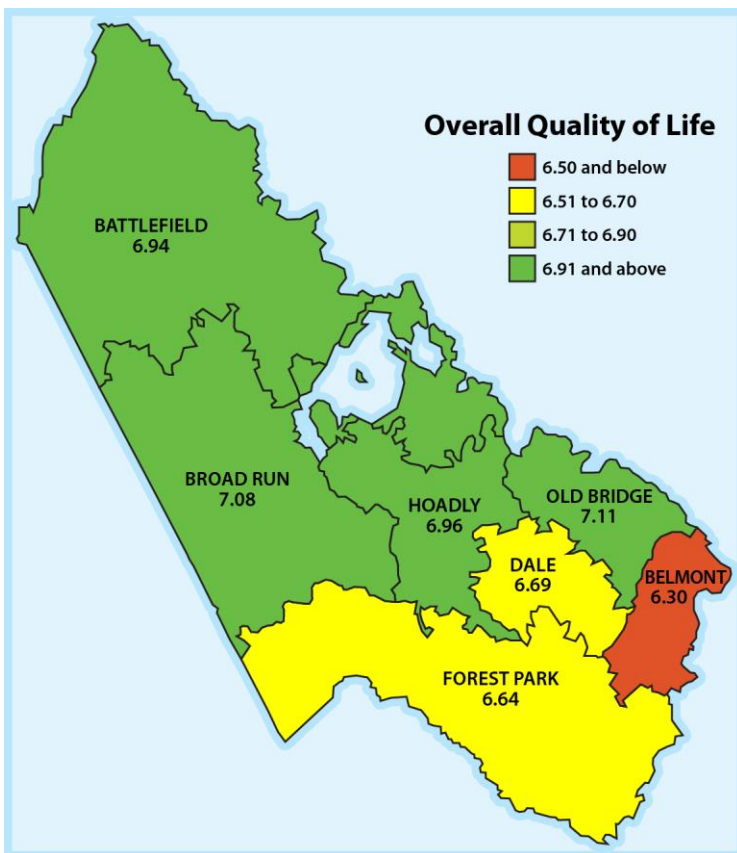
\* QA1. How would you rate the County's quality of life?

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

- Those living in Old Bridge and Broad Run gave Prince William County the highest ratings. These regions are followed closely by Hoadly. These three regions also had the highest mean quality of life scores in 2012.
- Those living in Belmont gave the county the lowest ratings and scored significantly lower than county-wide (as measured by the mean).

2014	County-Wide	Battlefield	Belmont	Broad Run	Dale	Forest Park	Hoadly	Old Bridge
Mean	6.81	6.94	6.30 ▼	7.08 ▲	6.69	6.64	6.96	7.11 ▲
Greatly Exceeds Expectations	39%	40%	27% ▼	49% ▲	35%	37%	44%	46% ▲
Meets/Exceeds Expectations	52%	54%	58%	46%	54%	53%	47%	49%
Does Not Meet Expectations	8%	6%	15% ▲	5%	11%	10%	9%	5%

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



Prince William County's oldest residents give the county higher ratings for overall quality of life than do 18-34 and 35-54 age residents. Scores remained largely the same from 2012 to 2014.

	18-34		35-54		55 plus	
	2014	2012	2014	2012	2014	2012
Mean	6.76	6.73	6.75	6.84	6.98	7.08
Greatly Exceeds Expectations	37%	31%	37%	38%	47%	48%
Meets/Exceeds Expectations	53%	62%	55%	54%	46%	44%
Does Not Meet Expectations	10%	7%	8%	8%	7%	8%

↑/↓ Indicate a statistically higher/lower score than 2012 at the 95% confidence level.

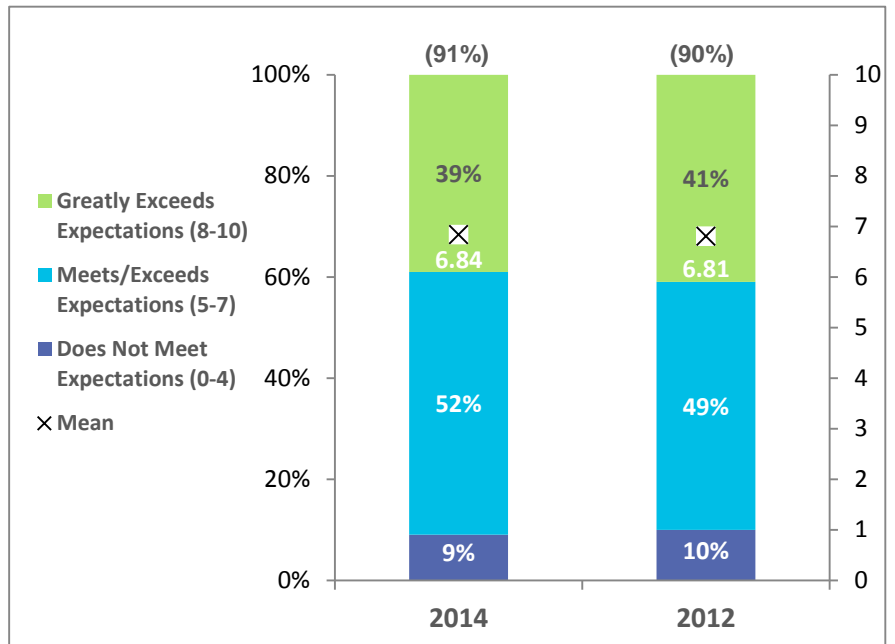
2014	County-Wide	18-34	35-54	55 Plus
Mean	6.81	6.76	6.75	6.98▲
Greatly Exceeds Expectations	39%	37%	37%▼	47%▲
Meets/Exceeds Expectations	52%	53%	55%▲	46%▼
Does Not Meet Expectations	9%	10%	8%	7%▼

▲/▼ 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.

Across the county, current (2014) ratings are comparable to 2012.



	County-Wide		Battlefield		Belmont		Broad Run		Dale		Forest Park		Hoadly		Old Bridge	
	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012
Mean	6.84	6.81	6.88	6.77	6.66	6.67	6.84	6.87	6.73	6.73	6.91	6.73	6.76	6.99	7.08	7.08
Greatly Exceeds Expectations	39%	41%	40%	39%	36%	40%	38%	40%	39%	39%	43%	38%	40%	49%	41%	46%
Meets/Exceeds Expectations	52%	49%	53%	51%	54%	48%	54%	52%	50%	48%	51%	50%	50%	42%	53%	46%
Does Not Meet Expectations	9%	10%	7%	10%	10%	12%	8%	8%	11%	13%	6%	12%	10%	9%	6%	8%

↑/↓ Indicate a statistically higher/lower score than 2012 at the 95% confidence level.

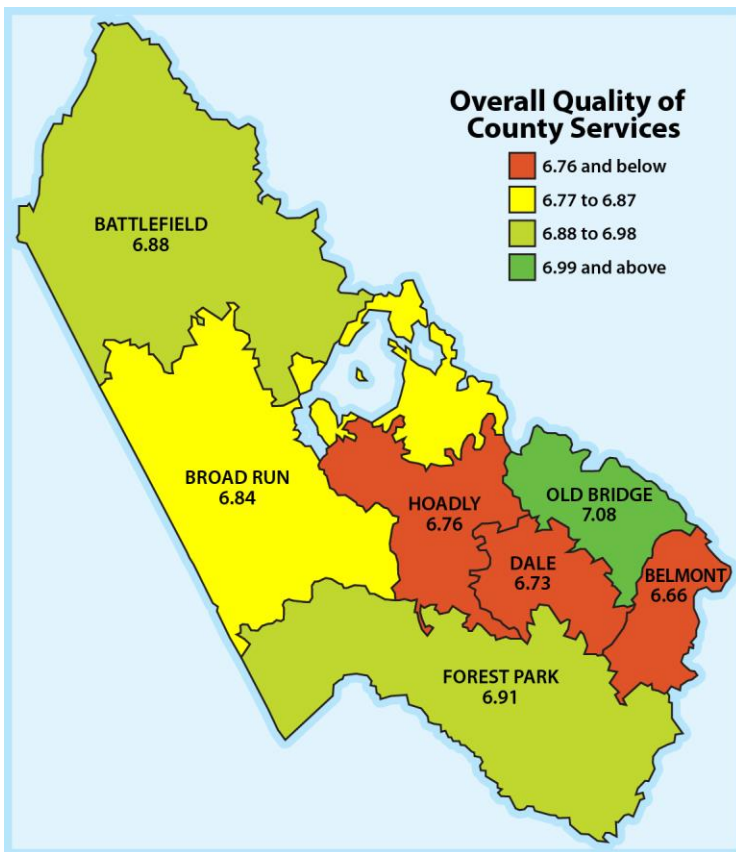
\* QA2 How would you rate the overall quality of County services?



Ratings for overall quality of county services are generally consistent across the county. Old Bridge and Forest Park residents give the highest scores, while Belmont residents give the lowest.

2014	County-Wide	Battlefield	Belmont	Broad Run	Dale	Forest Park	Hoadly	Old Bridge
Mean	6.84	6.88	6.66	6.84	6.73	6.91	6.76	7.08
Greatly Exceeds Expectations	39%	40%	36%	38%	39%	43%	40%	41%
Meets/Exceeds Expectations	52%	53%	54%	54%	50%	51%	50%	53%
Does Not Meet Expectations	9%	7%	10%	8%	11%	6%	10%	6%

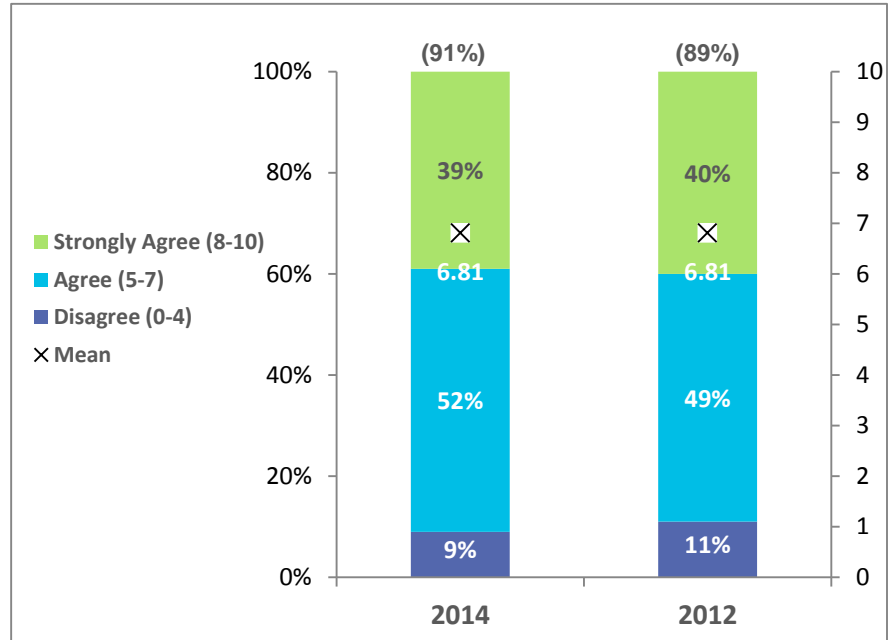
▲/▼ Indicate a statistically higher/lower score than County-Wide at the 95% confidence level.



## Governance

### Efficient and Effective Service\*

As in 2012, the vast majority (91%) of Prince William County residents believe that the county provides efficient and effective service. Current (2014) ratings are largely unchanged from 2012.



	County-Wide		Battlefield		Belmont		Broad Run		Dale		Forest Park		Hoadly		Old Bridge	
	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012
Mean	6.81	6.81	6.80	6.85	6.73	6.67	6.86	6.80	6.66	6.74	6.86	6.82	6.83	6.96	6.98	6.95
Strongly Agree	39%	40%	37%	40%	34%	38%	40%	42%	41%	38%	37%	40%	40%	45%	43%	43%
Agree	52%	49%	54%	50%	56%	50%	51%	48%	46%	49%	55%	49%	48%	47%	49%	48%
Disagree	9%	11%	9%	10%	10%	12%	9%	10%	11%	13%	8%	11%	12%	8%	8%	9%

↑/↓ Indicate a statistically higher/lower score than 2012 at the 95% confidence level.

Current (2014) ratings are highest for Old Bridge and lowest for Dale.

2014	County-Wide	Battlefield	Belmont	Broad Run	Dale	Forest Park	Hoadly	Old Bridge
Mean	6.81	6.80	6.73	6.86	6.66	6.86	6.83	6.98
Strongly Agree	39%	37%	34%	40%	41%	37%	40%	43%
Agree	52%	54%	56%	51%	46%	55%	48%	49%
Disagree	9%	9%	10%	9%	13%	8%	12%	8%

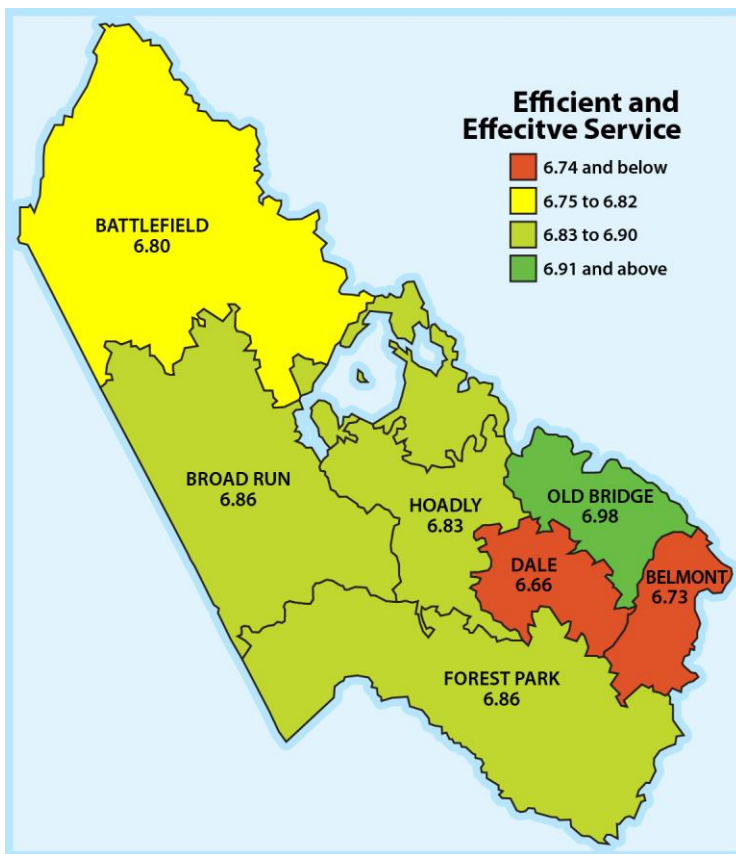
▲/▼ Indicate a statistically higher/lower score than County-Wide at the 95% confidence level.

\* QA3 To what extent would you agree that overall the County's services are efficient and effective?

As with other measures, older residents are more positive, although that difference is due primarily to strength of agreement rather than greater disagreement.

2014	County-Wide	18-34	35-54	55 plus
Means	6.81	6.79	6.74	6.96▲
Strongly Agree	39%	40%	37%▼	42%▲
Agree	52%	50%	54%▲	49%▼
Disagree	9%	10%	9%	9%

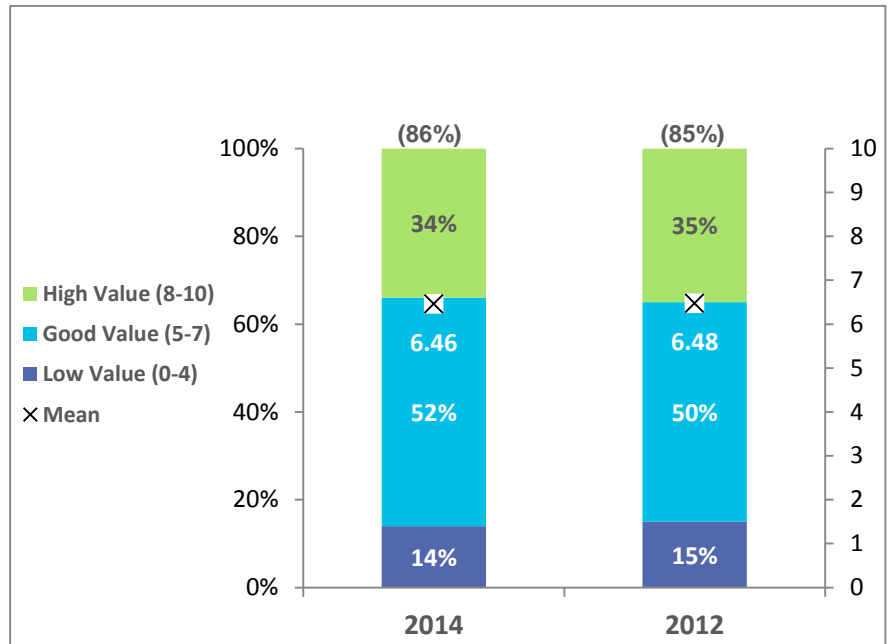
▲/▼ Indicate a statistically higher/lower score than County-Wide at the 95% confidence level.



## 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 2012 to 2014 remained similar. However in 2014, more Battlefield residents indicate receiving low value for their tax dollars.



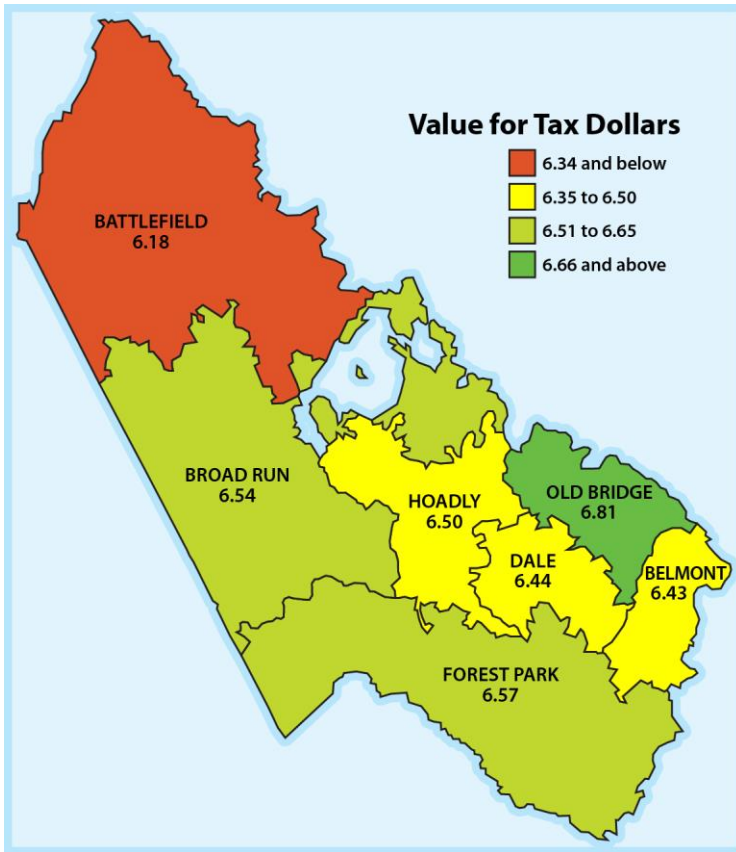
	County-Wide		Battlefield		Belmont		Broad Run		Dale		Forest Park		Hoadly		Old Bridge	
	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012
Mean	6.46	6.48	6.18	6.51	6.43	6.23	6.54	6.35	6.44	6.47	6.57	6.56	6.50	6.41	6.81	6.76
High Value	34%	35%	29%	36%	34%	33%	33%	34%	33%	37%	36%	36%	36%	33%	37%	37%
Good Value	52%	50%	51%	52%	51%	48%	54%	48%	51%	47%	52%	52%	50%	52%	53%	50%
Low Value	14%	15%	20% <sup>↑</sup>	12%	15%	19%	13%	18%	16%	16%	12%	12%	14%	15%	10%	13%

<sup>↑/↓</sup> Indicate a statistically higher/lower score than 2012 at the 95% confidence level.

2014	County-Wide	Battlefield	Belmont	Broad Run	Dale	Forest Park	Hoadly	Old Bridge
Mean	6.46	6.18 <sup>▼</sup>	6.43	6.54	6.44	6.57	6.50	6.81 <sup>▲</sup>
High Value	34%	29%	34%	33%	33%	36%	36%	37%
Good Value	52%	51%	51%	54%	51%	52%	50%	53%
Low Value	14%	20% <sup>▲</sup>	15%	13%	16%	12%	14%	10%

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

\* QA4 To what extent are Prince William County services and facilities a **fair value for your tax dollars?**



Residents 55+ are more likely than those between the ages of 18 and 34, and 35 and 54 to believe they get high value for their tax dollars.

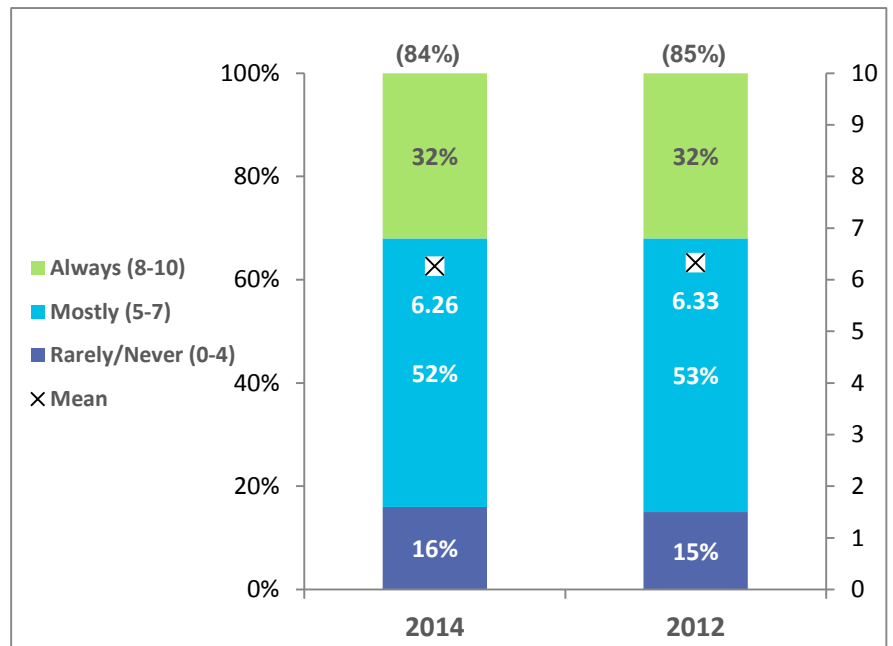
2014	County-Wide	18-34	35-54	55 plus
Mean	6.46	6.40	6.42	6.61
High Value	34%	29%	32%	40%▲
Good Value	52%	55%	53%	46%▼
Low Value	14%	16%	15%	14%

▲/▼ 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 six (16%) said they rarely or never do so.

County-wide, ratings remained similar from 2012 to 2014. The exception to this is Belmont which saw a significant increase from 13% to 24% in 2014 of residents who say they rarely/never trust the county to do the right thing.



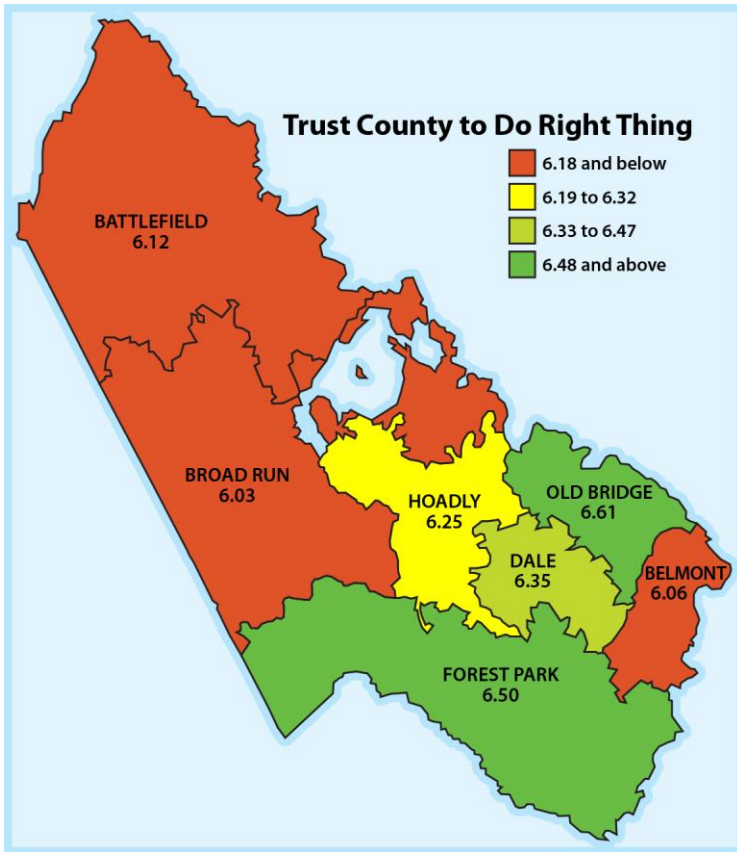
	County-Wide		Battlefield		Belmont		Broad Run		Dale		Forest Park		Hoadly		Old Bridge	
	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012
Mean	6.26	6.33	6.12	6.34	6.06	6.14	6.03	6.34	6.35	6.44	6.50	6.39	6.25	6.31	6.61	6.34
Always	32%	32%	29%	31%	31%	27%	27%	33%	32%	38%	34%	31%	28%	30%	39%	31%
Mostly	52%	53%	53%	55%	45%↓	60%	55%	52%	56%↑	46%	50%	54%	54%	53%	48%	54%
Rarely/Never	16%	15%	18%	14%	24%↑	13%	18%	15%	12%	16%	16%	15%	18%	17%	13%	15%

↑/↓ Indicate a statistically higher/lower score than 2012 at the 95% confidence level.

2014	County-Wide	Battlefield	Belmont	Broad Run	Dale	Forest Park	Hoadly	Old Bridge
Mean	6.26	6.12	6.06	6.03	6.35	6.50	6.25	6.61▲
Always	32%	29%	31%	27%	32%	34%	28%	39%▲
Mostly	52%	53%	45%▼	55%	56%	50%	54%	48%
Rarely/Never	16%	18%	24%▲	18%	12%▼	16%	18%	13%

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

\* QA5 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 older and longer-term residents suggesting lower levels of trust.

2014	County-Wide	18-34	35-54	55 plus	<3 Yrs.	3-5 Yrs.	6-10 Yrs.	11+ Yrs.
Mean	6.26	6.43	6.21	6.18	6.16	6.51	6.28	6.22
Always	32%	34%	29% ▼	34% ▲	29%	36%	29%	32%
Mostly	52%	52%	54% ▲	46% ▼	59%	52%	57%	49% ▼
Rarely/Never	16%	14%	17%	20% ▲	12%	12%	14%	19% ▲

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

## View on Taxes\*

Local jurisdictions nationwide are faced with the dilemma of doing more with less while at the same time rebuilding aging infrastructure and planning for the future. To better understand residents' perceptions of the trade-off between taxes and level of services provided, respondents are asked a question asking them to indicate if they would prefer (1) raising taxes and increasing services, (2) maintain existing taxes and levels of service, or (3) lowering taxes and reducing services.

While nearly two out of three (61%) Prince William County residents wish to see their taxes remain the same while receiving the same level of services, 2014 saw a significant increase in the number of residents that wish to decrease taxes at the expense of reducing services.

- County-wide, the number of residents wanting to keep their taxes and services the same decreased from 66% in 2012 to 61% in 2014. At the same time, residents who want lower taxes and the trade-off of fewer services rose from 20% in 2012 to 24% in 2014.
- From 2012 to 2014, Battlefield and Dale saw the largest increase of residents who are willing to trade level of service for lower levels of taxes.

When examining 2014 results, Residents in Hoadly are least likely to indicate they prefer a decrease in taxes and services.

	County-Wide		Battlefield		Belmont		Broad Run		Dale		Forest Park		Hoadly		Old Bridge	
	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012
Increase Taxes & Services	12%	10%	11%	10%	11%	8%	14%	8%	13%	11%	14%	10%	10%	13%	11%	10%
Keep Taxes & Services the Same	61%↓	66%	60%↓	69%	58%	62%	64%	68%	57%↓	66%	62%	66%	68%	62%	63%	67%
Decrease Taxes & Services	24%↑	20%	26%↑	17%	28%	27%	20%	22%	27%↑	18%	20%	21%	16%	23%	21%	20%
Something Else	3%	4%	3%	4%	3%	3%	2%	2%	3%	5%	4%	3%	6%	2%	5%	3%

↑/↓ Indicate a statistically higher/lower score than 2012 at the 95% confidence level.

2014	County-Wide	Battlefield	Belmont	Broad Run	Dale	Forest Park	Hoadly	Old Bridge
Increase Taxes & Services	12%	11%	11%	14%	13%	14%	10%	11%
Keep Taxes & Services the Same	61%	60%	58%	64%	57%	62%	68%	63%
Decrease Taxes & Services	24%	26%	28%	20%	27%	20%	16%▼	21%
Something Else	3%	3%	3%	2%	3%	4%	6%	5%

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

\* QG1 Which of the following comes closest to your view?



## Detailed Findings

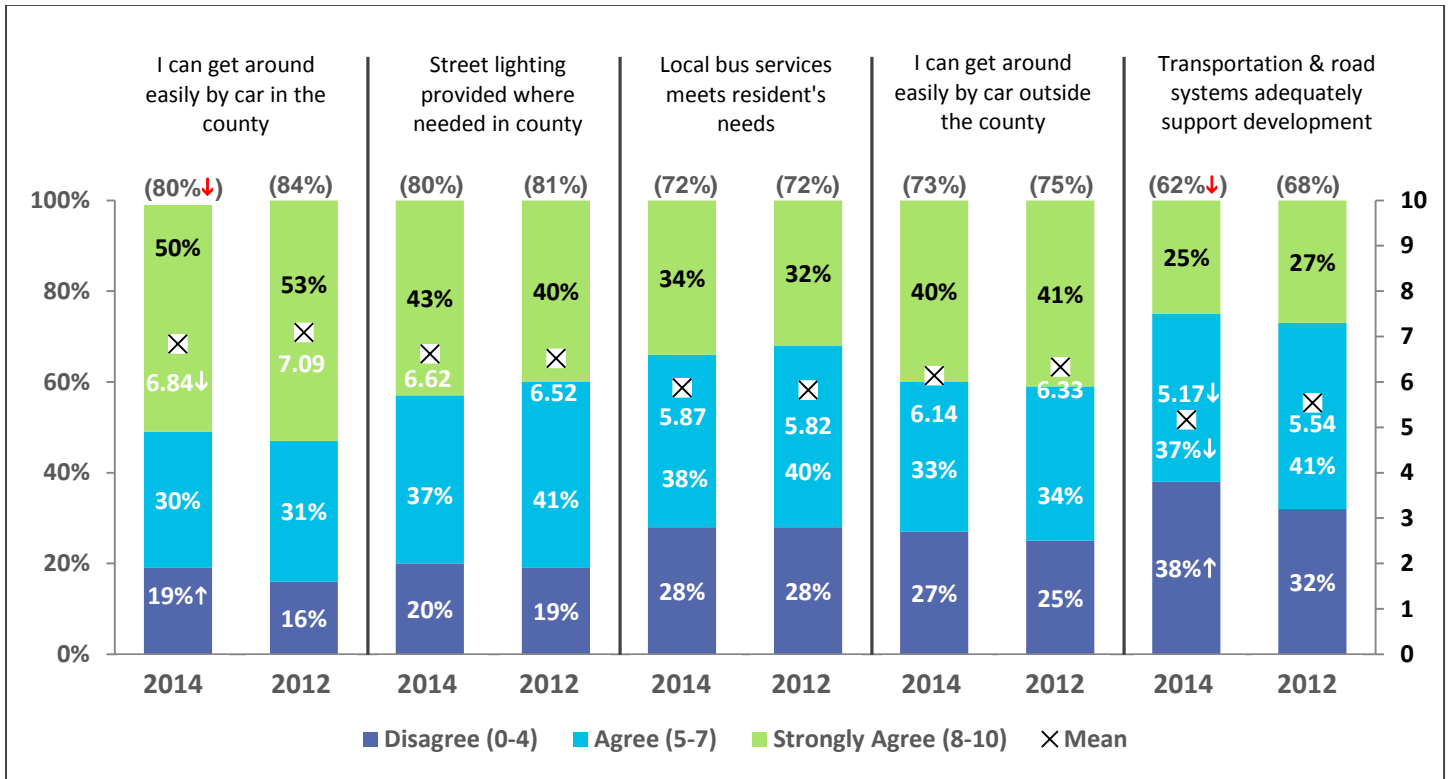
### Transportation\*

Five 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. Four questions specifically address residents' mobility by car and public transportation.

Residents generally feel they can get around by car, and indicate it is easier to get around within the county than throughout Northern Virginia. However, scores on this measure dropped significantly from 2012.

Public transportation receives lower scores with one-in-four residents disagreeing that it meets residents' needs. As with automobile transportation, 2014 scores (73%) remained similar to 2012 (75%).

Adequacy of transportation and road systems to support development receives the lowest rating overall. Scores are lower in 2014 (62%) than they were in 2012 (68%).

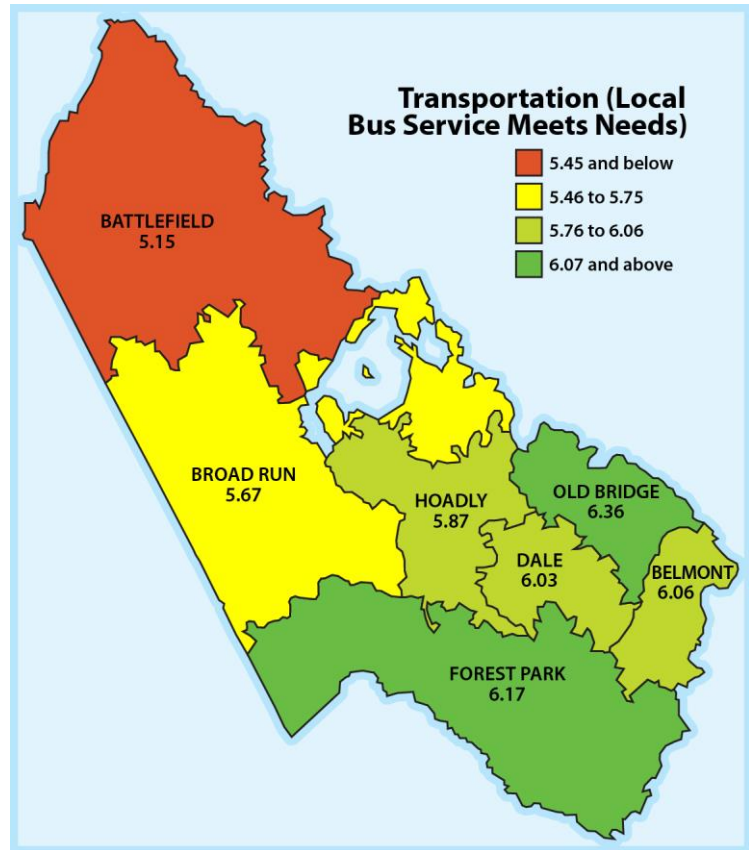


↑/↓ Indicate a statistically higher/lower score than 2012 at the 95% confidence level.

\* Q11 Specify your agreement with each of the following statements.

Perceptions of how well local bus service meets resident needs vary across the county.

- Those in Old Bridge and Forest Park give the most positive ratings followed closely by those in Hoadly, Dale, and Belmont.
- Residents of Battlefield give local bus service the lowest ratings.



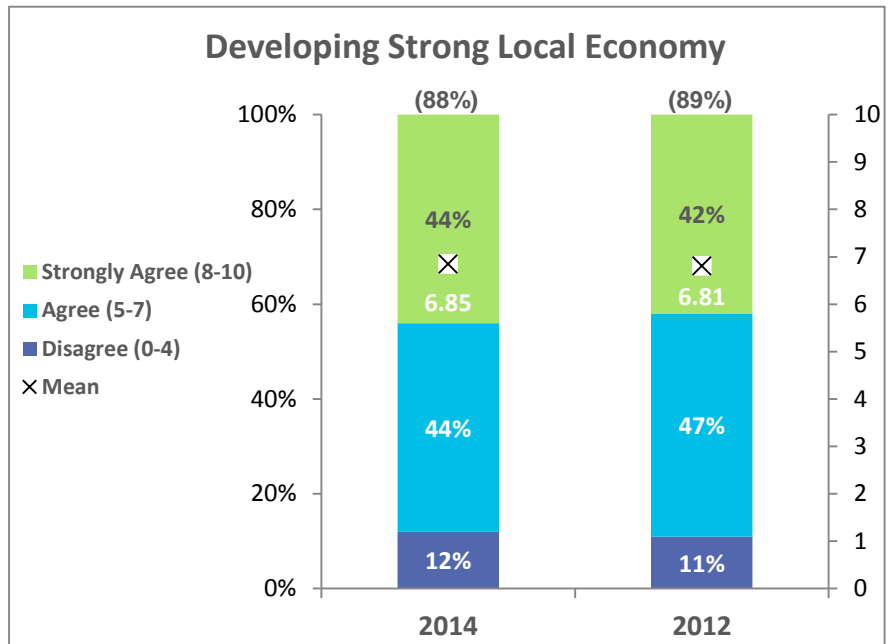
## Economic Development\*

Jobs and business development are of concern to most any county. One question on the survey asked respondents the extent to which they agree or disagree that the county is developing a strong local economy.

The majority of county residents agree that the county is developing a strong local economy with 88% agreeing or strongly agreeing with this statement.

Perceptions of PWC's economic development strategy vary by income:

- Those in the <\$50k income bracket are the least likely to agree that the county is developing a strong local economy.



And by race and ethnicity:

- Those residents identifying themselves as white, give the county significantly lower-than-average ratings.
- The highest ratings are given by those identifying as Asian (mean = 7.24), followed closely by those identifying as Hispanic (mean = 7.22) and those identifying as Black (mean = 7.12).

2014	County-Wide	<\$50K	\$50K-\$99K	\$100K-\$149K	\$150K	White	Black	Hispanic	Asian
Mean	6.85	6.89	6.91	6.96	6.79	6.75 ▼	7.12	7.22	7.24
Strongly Agree	44%	49%	45%	45%	41%	41% ▼	52% ▲	48%	52%
Agree	44%	35% ▼	44%	46%	46%	46%	37% ▼	43%	39%
Disagree	12%	16%	11%	9%	13%	13%	11%	9%	9%

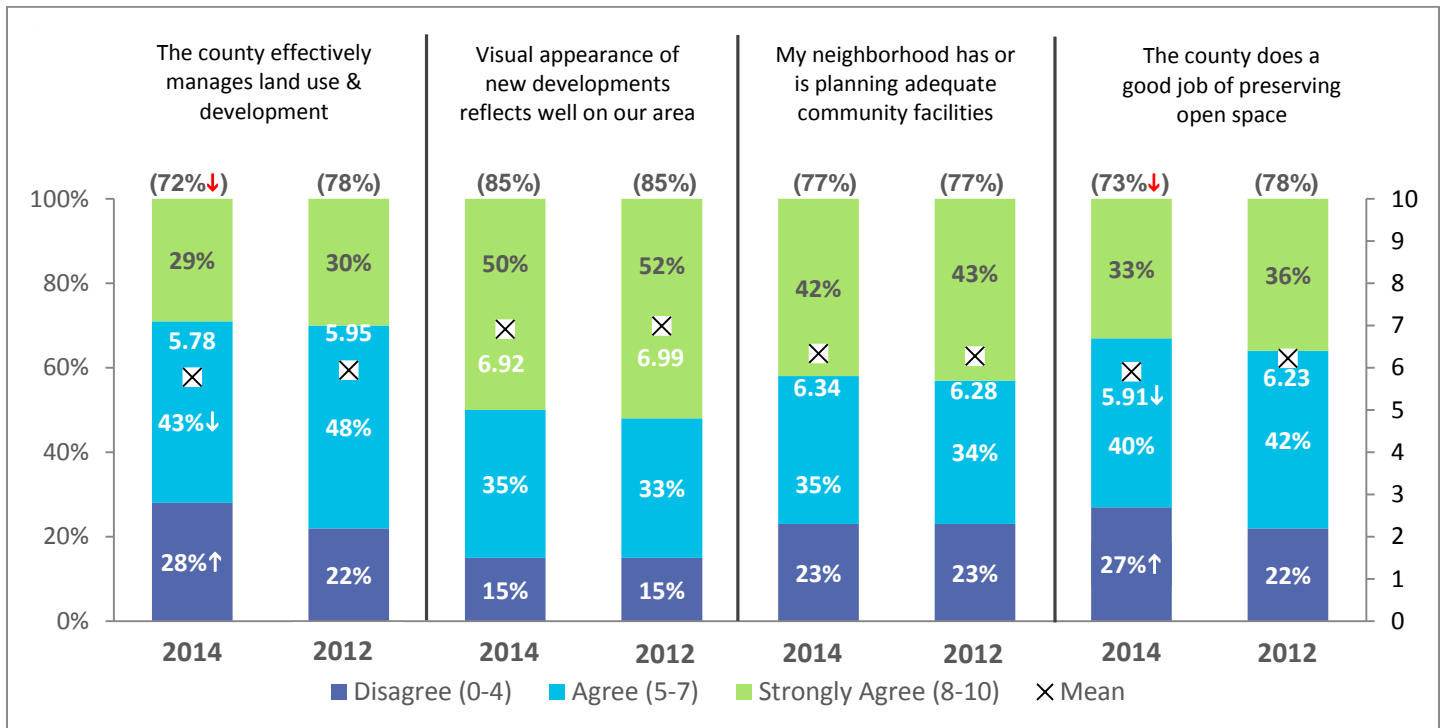
▲/▼ Indicate a statistically higher/lower score than County-Wide at the 95% confidence level.

\* QA7C Specify your agreement with each of the following statement.

## Land Use and Development\*

The survey contains several questions related to resident perceptions of how well the county is managing land use and development decisions:

- Approximately three out of four residents believe the county effectively manages land use and development, believe the county does a good job of preserving open space, and believe their neighborhood has or is planning adequate community facilities. Residents are less likely to agree that the county effectively manages land use and development as the statement received the lowest mean score (5.78).
- Most residents (85%) agree or strongly agree that the visual appearance of new developments in their community reflects well on the area.
- Current (2014) ratings for land use, development, and preservation are largely similar to those from 2012. The exception to this is a significantly larger portion of residents in 2014 (28%) disagreed that the county effectively manages land use and development compared to 2012 (23%).



↑/↓ Indicate a statistically higher/lower score than 2012 at the 95% confidence level.

\* QC1 A/B/C/D (\*D - wording change in 2014)/QJ1 Based on what you have experienced, seen or heard, please specify your agreement with each of the following statements.

Ratings are largely similar from 2012 to 2014. However, residents gave lower scores in 2014 for preserving open space.

	County-Wide		Battlefield		Belmont		Broad Run		Dale		Forest Park		Hoadly		Old Bridge	
	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012
The county effectively manages land use and development	5.78	5.95	5.66	5.94	5.74	5.80	5.58	5.91	5.99	6.05	5.89	6.14	5.57	6.03	5.96	5.88
Visual appearance of new developments reflects well on our area	6.92	6.99	7.15	7.03	6.61	6.91	7.03	6.98	6.98	6.97	6.85	7.09	6.56	7.11	6.92	6.94
My neighborhood has or is planning adequate community facilities	6.34	6.28	6.54	6.21	5.90	6.09	6.16	6.01	5.98	6.23	6.73	6.47	5.75	5.83	6.99	6.86
The county does a good job of preserving open space	5.91↓	6.23	5.89↓	6.45	5.51	5.81	6.01	6.41	5.98	6.24	6.08	6.31	5.87	6.25	6.03	6.09

↑/↓ Indicate a statistically higher/lower score than 2012 at the 95% confidence level.

Current scores are largely similar across the county except for Belmont and Dale residents who less strongly agree that the neighborhood is planning adequate community facilities. Belmont residents also rate the county lower at preserving open space.

2014	County-Wide	Battlefield	Belmont	Broad Run	Dale	Forest Park	Hoadly	Old Bridge
The county effectively manages land use and development	5.78	5.66	5.74	5.58	5.99	5.89	5.57	5.96
Visual appearance of new developments reflects well on our area	6.92	7.15	6.61	7.03	6.98	6.85	6.56	6.92
My neighborhood has or is planning adequate community facilities	6.34	6.54	5.90▼	6.16	5.98▼	6.73	5.75	6.99▲
The county does a good job of preserving open space	5.91	5.89	5.51▼	6.01	5.98	6.08	5.87	6.03

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

Those in the county <3 years agree more strongly the county does a good job preserving open space. Residents living in the county 6-10 years more strongly agree that their neighborhood is planning adequate community facilities.

2014	Country-Wide	<3 yrs.	3-5 yrs.	6-10 yrs.	<11 yrs.
The county effectively manages land use and development	5.78	6.26	6.08	5.94	5.60
Visual appearance of new developments reflects well on our area	6.92	7.36	6.89	7.14	6.77
My neighborhood has or is planning adequate community facilities	6.34	6.65	6.39	6.69▲	6.15
The county does a good job of preserving open space	5.91	6.66▲	6.03	6.11	5.70

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

## Recycling Awareness\*

Awareness of how, when, and where to recycle is generally high across the county.

- Among residents, 68% strongly agree and 19% agree they are aware of recycling methods.
- Awareness varies somewhat across the county. Mean scores for the current (2014) study suggests that awareness is highest among Hoadly followed by Broad Run and lowest among Belmont and Dale residents.
- Overall, scores remained similar from 2012 to 2014.

	County-Wide		Battlefield		Belmont		Broad Run		Dale		Forest Park		Hoadly		Old Bridge	
	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012
Mean	7.86	7.80	7.87	7.70	7.52	7.41	8.12	7.83	7.69	8.15	7.80	7.76	8.41	8.59	7.93	7.64
Strongly Agree	68%	68%	68%	67%	64%	62%	71%	68%	67%	70%	64%	69%	76%	83%	71%	64%
Agree	19%	19%	20%	19%	20%	21%	18%	19%	19%	22%	24% <span style="color: green;">↑</span>	14%	16%	11%	16%	23%
Disagree	13%	13%	12%	14%	16%	17%	11%	13%	14% <span style="color: green;">↑</span>	8%	12%	17%	8%	6%	13%	13%

↑/↓ Indicate a statistically higher/lower score than 2012 at the 95% confidence level.

2014	County-Wide	Battlefield	Belmont	Broad Run	Dale	Forest Park	Hoadly	Old Bridge
Mean	7.86	7.87	7.52	8.12	7.69	7.80	8.41 <span style="color: green;">▲</span>	7.93
Strongly Agree	68%	68%	64%	71%	67%	64%	76%	71%
Agree	19%	20%	20%	18%	19%	24%	16%	16%
Disagree	13%	12%	16%	11%	14%	12%	8%	13%

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

\* QC1 E I understand how, when and where to recycle in PWC.

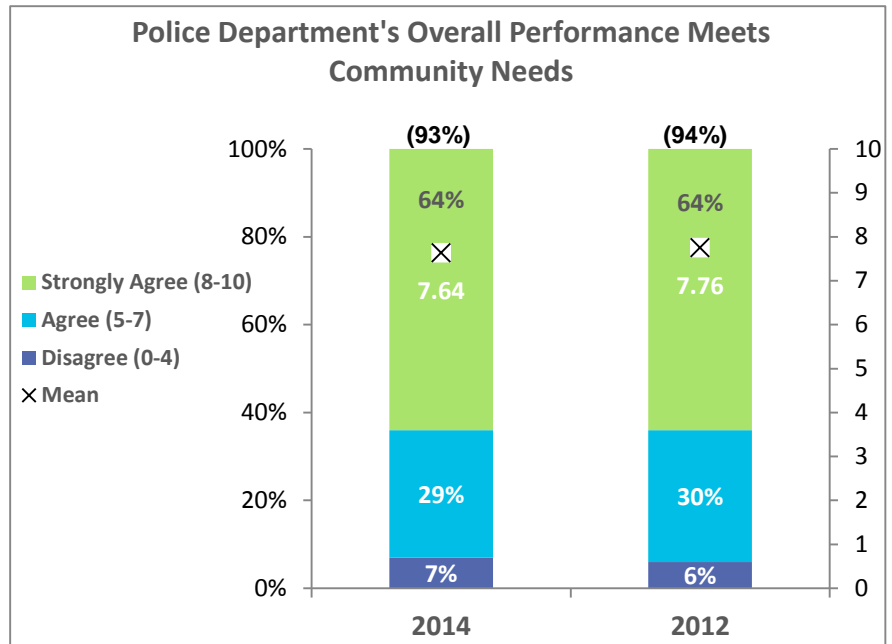
## Public Safety\*

As in 2012, 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

Overall, the county's residents indicated police are helpful and respond promptly to emergencies.

- Ratings for the county's police department remain similar from 2012 with 93% of residents agreeing or strongly agreeing that the Police Department's overall performance meets community needs.
- In Battlefield, strong agreement that the police department performance meets community needs has declined from 2012. No significant change is seen in other regions.



	County-Wide		Battlefield		Belmont		Broad Run		Dale		Forest Park		Hoadly		Old Bridge	
	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012
<b>Police department's overall performance meets community needs</b>																
Mean	7.64	7.76	7.65	7.96	7.57	7.59	7.58	7.95	7.48	7.66	7.57	7.76	7.74	7.66	7.94	7.61
Strongly Agree	64%	64%	60%↓	69%	62%	59%	67%	64%	62%	62%	63%	60%	72%	64%	70%	65%
Agree	29%	30%	34%↑	25%	30%	33%	23%	30%	29%	32%	30%	34%	19%↓	30%	27%	26%
Disagree	7%	6%	6%	6%	8%	8%	10%	6%	9%	6%	7%	6%	9%	6%	3%↓	9%
<b>Police officers are courteous and helpful to all community members</b>																
Mean	7.73	7.72	7.87	7.83	7.65	7.52	7.54	7.92	7.53	7.58	7.54	7.86	7.86	7.62	8.09	7.69
Strongly Agree	65%	66%	66%	71%	62%	63%	62%	67%	62%	61%	61%	64%	70%	63%	72%	67%
Agree	27%	25%	28%	21%	29%	26%	27%	25%	30%	29%	31%	28%	23%	27%	23%	21%
Disagree	8%	9%	6%	8%	9%	11%	11%	8%	8%	10%	8%	8%	7%	10%	5%↓	12%
<b>Requests for police assistance receive a prompt response</b>																
Mean	7.87	7.83	7.86	8.09	7.86	7.85	7.78	7.82	7.75	7.76	8.04	7.62	7.86	7.73	7.95	7.71
Strongly Agree	66%	66%	63%	71%	68%	66%	62%	67%	66%	63%	70%	61%	68%	65%	67%	66%
Agree	27%	26%	31%	24%	23%	28%	31%	27%	26%	29%	25%	28%	23%	27%	28%	22%
Disagree	7%	8%	6%	5%	9%	6%	7%	6%	8%	8%	5%	11%	9%	8%	5%↓	12%

↑/↓ Indicate a statistically higher/lower score than 2012 at the 95% confidence level.

\* QD1 A/B/E/K/L/M Based on what you have experienced, seen or hear, please specify your agreement with each statement below.

For the 2014 survey, new questions were added to gather residents' perceptions concerning the Police Department's treatment of residents regardless of race, gender, ethnic or national origin, information about crime prevention programs, and how positive the Police Department's attitudes are towards the residents. Overall, residents generally gave positive scores on these measures.

- Residents generally believe the police treat residents fair regardless of race, gender, ethnic or national origin (mean = 7.52) and think the Police Department's attitude toward the public is positive (mean = 7.68). While still positive, scores were lowest for adequacy of information provided on crime prevention programs (mean = 7.34).
- Residents' opinions were similar across the county regions.

2014	County-Wide	Battlefield	Belmont	Broad Run	Dale	Forest Park	Hoadly	Old Bridge
<b>Police department's overall performance meets community needs</b>								
Mean	7.64	7.65	7.57	7.58	7.48	7.57	7.74	7.94
Strongly Agree	64%	60%	62%	67%	62%	63%	72%	70%
Agree	29%	34%▲	30%	23%	29%	30%	19%▼	27%
Disagree	7%	6%	8%	10%	9%	7%	9%	3%▼
<b>Police department treats everyone fairly regardless of race, gender, ethnic or national origin</b>								
Mean	7.52	7.65	7.43	7.53	7.26	7.49	7.50	7.50
Strongly Agree	61%	62%	63%	64%	54%	61%	60%	60%
Agree	28%	28%	26%	23%	36%	29%	29%	29%
Disagree	11%	10%	11%	13%	10%	10%	11%	11%
<b>Police department provides adequate information and crime prevention programs</b>								
Mean	7.34	7.29	7.25	7.22	7.30	7.49	7.44	7.53
Strongly Agree	55%	52%	52%	50%	55%	57%	56%	62%
Agree	35%	38%	36%	37%	34%	35%	35%	30%
Disagree	10%	10%	12%	13%	11%	8%	9%	8%
<b>Police department has positive attitudes and behaviors towards residents</b>								
Mean	7.68	7.70	7.67	7.64	7.54	7.68	7.70	7.83
Strongly Agree	63%	63%	61%	60%	61%	66%	66%	68%
Agree	28%	29%	31%	31%	29%	23%	25%	27%
Disagree	9%	8%	8%	9%	10%	11%	9%	5%

▲/▼ 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 population, there are some significant differences based on the race and ethnicity of the individual respondent.

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

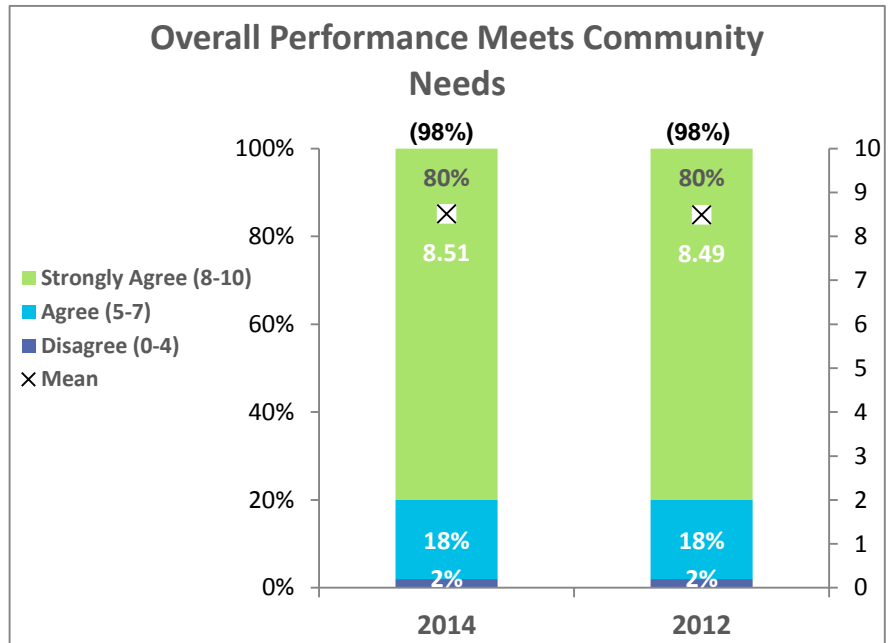
2014	County-Wide	White	Black	Hispanic	Asian
<b>Police department’s overall performance meets community needs</b>					
Mean	7.64	7.70	7.42	7.53	7.65
Strongly Agree	64%	66%	59%	66%	58%
Agree	29%	27%▼	34%	28%	37%
Disagree	7%	7%	7%	6%	5%
<b>Police officers are courteous and helpful to all community members</b>					
Mean	7.73	7.88▲	7.33▼	7.12▼	7.85
Strongly Agree	65%	68%▲	55%▼	61%	66%
Agree	27%	25%▼	36%▲	22%	26%
Disagree	8%	7%	9%	17%▲	8%
<b>Requests for police assistance receive a prompt response</b>					
Mean	7.87	7.91	7.72	7.66	8.09
Strongly Agree	66%	67%	63%	63%	66%
Agree	27%	26%	29%	29%	30%
Disagree	7%	7%	8%	8%	4%
<b>Police department treats everyone fairly regardless of race, gender, ethnic or national origin</b>					
Mean	7.52	7.80	6.65▼	6.87▼	7.65
Strongly Agree	61%	66%▲	43%▼	59%	61%
Agree	28%	25%▼	43%▲	20%	32%
Disagree	11%	9%▼	14%	21%▲	7%
<b>Police department provides adequate information and crime prevention programs</b>					
Mean	7.34	7.42	7.18	7.07	7.23
Strongly Agree	55%	56%	53%	54%	54%
Agree	35%	35%	38%	30%	31%
Disagree	10%	9%	9%	16%	15%
<b>Police department has positive attitudes and behaviors towards residents</b>					
Mean	7.68	7.80▲	7.31▼	7.13	7.79
Strongly Agree	63%	66%▲	53%▼	56%	64%
Agree	28%	27%	36%▲	27%	27%
Disagree	9%	7%▼	11%	17%▲	9%

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

## Fire & Emergency Services\*

Ratings for the county's fire and emergency services are highly positive.

- Ratings for the county's fire department are unchanged from the high marks received in 2012 where 98% of residents agreed or strongly agreed that the Fire Department meets community needs.
- Residents also believe the fire department provides prompt and reliable service and that emergency medical services staff is skilled and reliable (2014 and 2012).



	County-Wide		Battlefield		Belmont		Broad Run		Dale		Forest Park		Hoadly		Old Bridge	
	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012
<b>Fire and rescue's overall performance meets community needs</b>																
Mean	8.51	8.49	8.42	8.49	8.60	8.75	8.57	8.43	8.39	8.48	8.52	8.61	8.51	8.25	8.66↑	8.30
Strongly Agree	80%	80%	78%	81%	83%	82%	84%	80%	76%	80%	80%	78%	81%	78%	83%	79%
Agree	18%	18%	20%	17%	16%	15%	14%	17%	22%	19%	19%	22%	17%	18%	14%	17%
Disagree	2%	2%	2%	2%	1%	3%	2%	3%	2%	1%	1%	0%	2%	4%	3%	4%
<b>Emergency Medical Services staff is skilled and reliable</b>																
Mean	8.33	8.31	8.41	8.38	8.29	8.37	8.39	8.29	8.18	8.35	8.38	8.16	8.13	8.27	8.43	8.21
Strongly Agree	74%	75%	74%	78%	76%	74%	76%	78%	71%	76%	77%	68%	71%	76%	73%	72%
Agree	24%	22%	25%	18%	23%	23%	23%	20%	27%	21%	22%	29%	25%	22%	25%	25%
Disagree	2%↓	3%	1%	4%	1%	3%	1%	2%	2%	3%	1%	3%	4%	2%	2%	3%
<b>Firefighting services are prompt and reliable</b>																
Mean	8.54	8.54	8.50	8.46	8.61	8.75	8.53	8.55	8.40	8.59	8.62	8.65	8.65	8.26	8.61	8.39
Strongly Agree	80%	81%	78%	81%	82%	82%	84%	83%	78%	79%	82%	81%	81%	78%	79%	80%
Agree	18%	17%	21%	16%	17%	18%	15%	14%	19%	20%	17%	17%	17%	18%	20%	17%
Disagree	2%	2%	1%	3%	1%	0%	1%	3%	3%	1%	1%	2%	2%	4%	1%	3%

↑/↓ Indicate a statistically higher/lower score than 2012 at the 95% confidence level.

\* QD1 J/D/G Based on what you have experienced, seen or heard, please specify your agreement with each of the following statements.

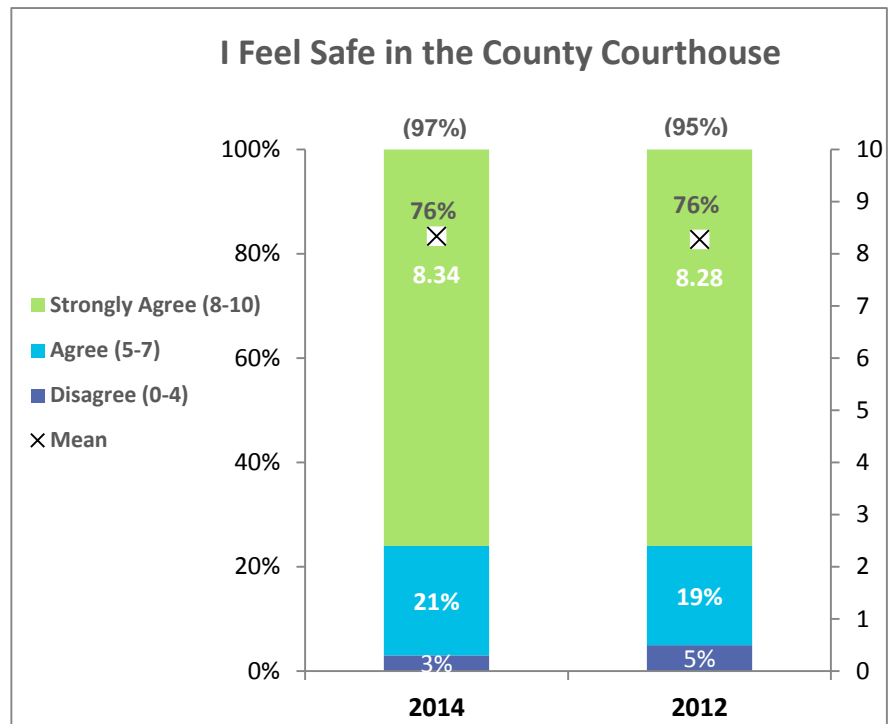
Scores for both the Fire Department and medical emergency staff are similarly strong across the county.

2014	County-Wide	Battlefield	Belmont	Broad Run	Dale	Forest Park	Hoadly	Old Bridge
<b>Fire and rescue's overall performance meets community needs</b>								
Mean	8.51	8.42	8.60	8.57	8.39	8.52	8.51	8.66
Strongly Agree	80%	78%	83%	84%	76%	80%	81%	83%
Agree	18%	20%	16%	14%	22%	19%	17%	14%
Disagree	2%	2%	1%	2%	2%	1%	2%	3%
<b>Emergency Medical Services staff is skilled and reliable</b>								
Mean	8.33	8.41	8.29	8.39	8.18	8.38	8.13	8.43
Strongly Agree	74%	74%	76%	76%	71%	77%	71%	73%
Agree	24%	25%	23%	23%	27%	22%	25%	25%
Disagree	2% <span style="color:red">▼</span>	1%	1%	1%	2%	1%	4%	2%
<b>Firefighting services are prompt and reliable</b>								
Mean	8.54	8.50	8.61	8.53	8.40	8.62	8.65	8.61
Strongly Agree	80%	78%	82%	84%	78%	82%	81%	79%
Agree	18%	21%	17%	15%	19%	17%	17%	20%
Disagree	2%	1%	1%	1%	3%	1%	2%	1%

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

## Courthouse Safety\*

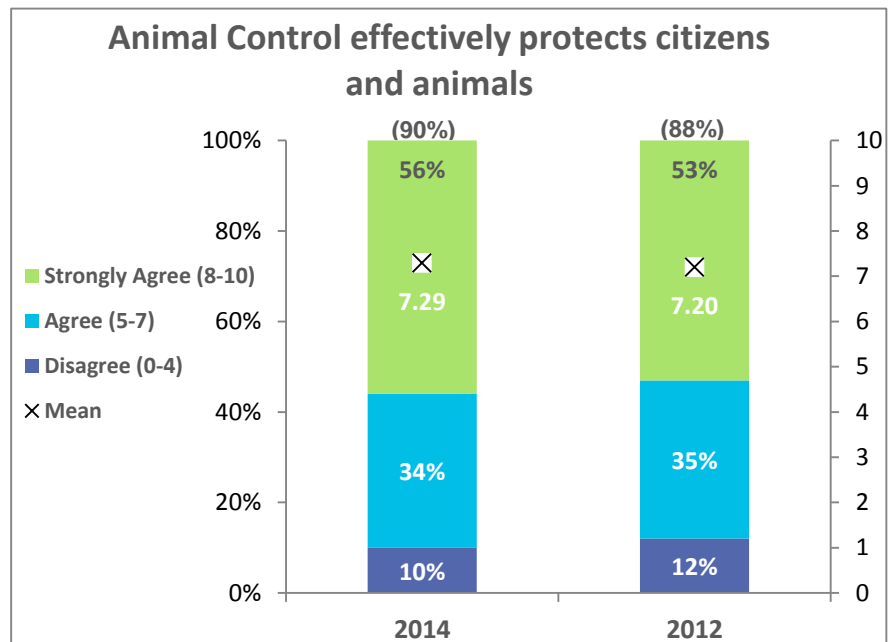
Among the residents who had an experience at the courthouse and answered this question, (~77%), nearly all (96%) said they feel safe at the courthouse with 76% saying they strongly agree they feel safe at the courthouse. Safety perceptions remained similar from 2012 to 2014.



## Animal Control\*

Among the residents who indicated this question relates to them (~84%), 90% agreed or strongly agreed that animal control is effective.

- Current (2014) scores are similar to 2012.



\* QD1 I Based on what you have experienced, seen or heard, please specify your agreement with each of the following statements.

\* QD1 F (\*F - wording change in 2014) Based on what you have experienced, seen or heard, please specify your agreement with each of the following statements.

## Neighborhood and Commercial Area Safety\*

Similar to 2012, residents generally feel safe in Prince William County

- Perceptions of safety are higher for their own neighborhood than in commercial areas around the county. Three-fourths (73%) strongly agree they feel safe in their neighborhood compared to 61% in commercial areas.
- County-wide, only 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. Belmont and Dale are perceived to be less safe.
- The commercial areas of Battlefield are perceived to be the safest county-wide. Belmont's commercial areas are perceived to be the less safe.

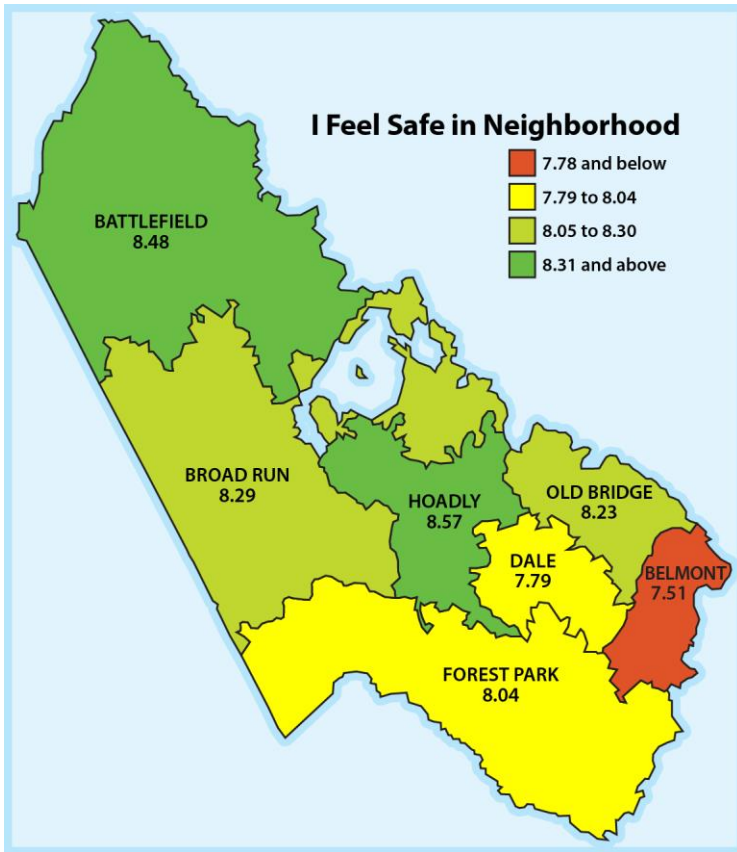
	County-Wide		Battlefield		Belmont		Broad Run		Dale		Forest Park		Hoadly		Old Bridge	
	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012
<b>I feel safe in my neighborhood</b>																
Mean	8.12	8.02	8.48	8.51	7.51	7.57	8.29	8.33	7.79	7.62	8.04	7.87	8.57	8.41	8.23	7.91
Strongly Agree	73%	71%	80%	80%	63%	64%	79%	80%	66%	62%	76%	67%	81%	83%	73%	70%
Agree	20%	21%	16%	17%	23%	24%	13%	15%	27%	30%	17%	22%	16%	12%	23%	25%
Disagree	7%	8%	4%	3%	14%	12%	8%	5%	7%	8%	7%	11%	3%	5%	4%	5%
<b>I feel safe when I visit commercial areas</b>																
Mean	7.66	7.64	8.02	7.95	7.37	7.39	7.59	7.66	7.63	7.63	7.38	7.47	7.47	7.48	7.79	7.62
Strongly Agree	61%	60%	64%	66%	56%	55%	60%	64%	61%	60%	56%	53%	57%	61%	68%	60%
Agree	32%	33%	32%	30%	34%	35%	33%	28%	33%	33%	36%	39%	32%	32%	28%	35%
Disagree	7%	7%	4%	4%	10%	10%	7%	8%	6%	7%	8%	8%	11%	7%	4%	5%

↑/↓ Indicate a statistically higher/lower score than 2012 at the 95% confidence level.

2014	County-Wide	Battlefield	Belmont	Broad Run	Dale	Forest Park	Hoadly	Old Bridge
<b>I feel safe in my neighborhood</b>								
Mean	8.12	8.48▲	7.51▼	8.29	7.79▼	8.04	8.57▲	8.23
Strongly Agree	73%	80%▲	63%▼	79%	66%▼	76%	81%▲	73%
Agree	20%	16%	22%	13%▼	27%▲	17%	16%	23%
Disagree	7%	4%▼	15%▲	8%	7%	7%	3%▼	4%
<b>I feel safe when I visit commercial areas</b>								
Mean	7.66	8.02▲	7.37▼	7.59	7.63	7.38	7.47	7.79
Strongly Agree	61%	64%	56%	60%	61%	56%	57%	68%
Agree	32%	32%	34%	33%	33%	36%	32%	28%
Disagree	7%	4%▼	10%	7%	6%	8%	11%▲	4%

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

\* QD1 C/H Based on what you have experienced, seen or heard, please specify your agreement with each of the following statements.

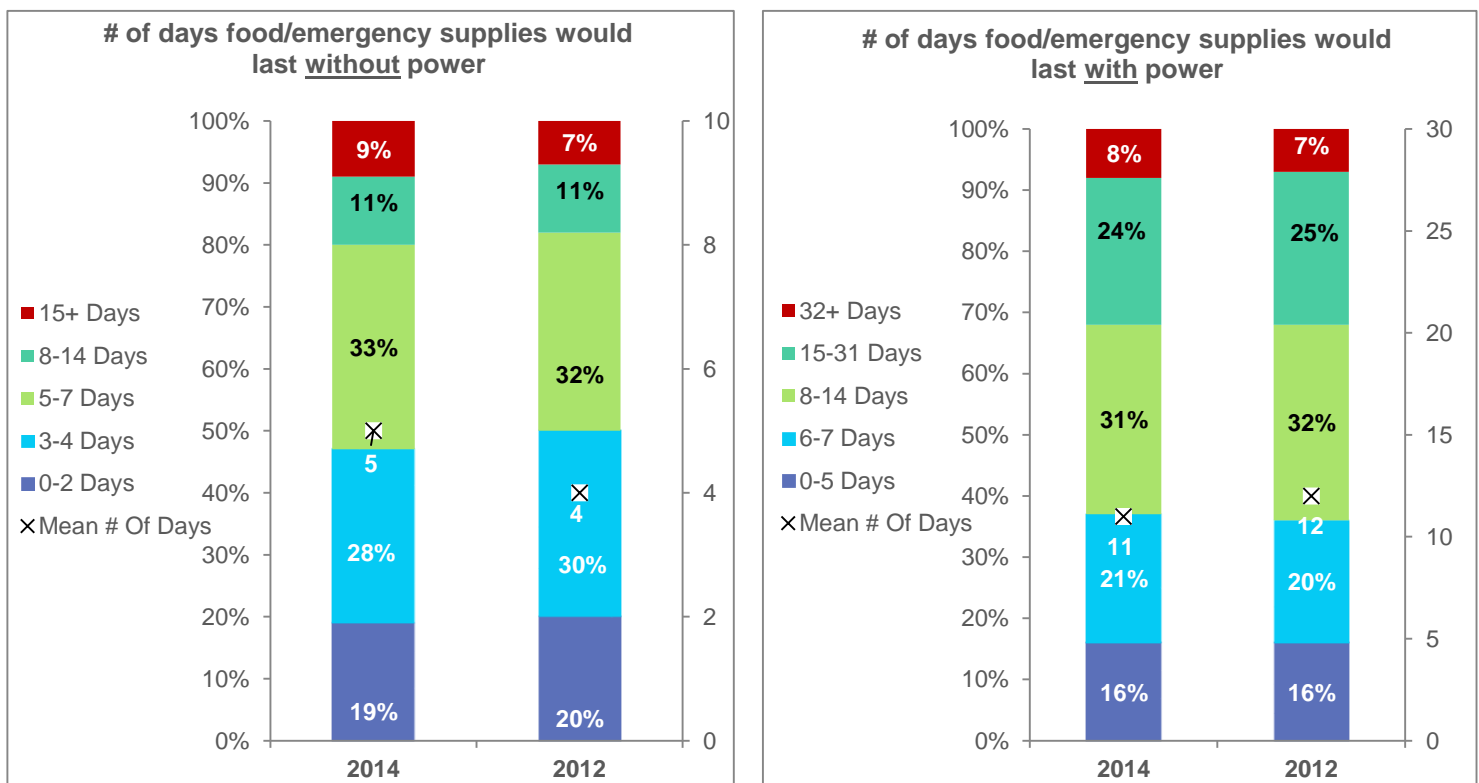


## Emergency Planning\*

Respondents were asked the number of days their current supply of food, water, medications and other necessary items would last if they did not have power and running water and if they did have power and running water.

On average<sup>1</sup>, Prince William County residents report that their current supply of food, water, medications and other necessary items would last 5 days if they did not have power and running water. This figure increases to 11 days given the scenario of having power and running water.

The current (2014) estimates are similar to 2012.



↑/↓ Indicate a statistically higher/lower score than 2012 at the 95% confidence level.

<sup>1</sup>The mean is represented by the median; meaning that 50% of residents have emergency supplies that would last this amount of time or more and 50% of residents have emergency supplies that would last this amount of time or less.

\* QE1 For how many days would your current supply of food, water, medications and other necessary items last, if you...

## Social Services\*

Respondents were asked to provide their perceptions of their ability to access social services if needed and the availability of social services and facilities for special populations.

In general, residents rate the availability of social services moderately high. Scores, however, are slightly lower for facilities to treat mental illness, substance use disorder, or development disabilities.

- Perceptions were split between those who strongly agree versus those agreeing with these statements.
- Current (2014) scores are similar to 2012.

	County-Wide		Battlefield		Belmont		Broad Run		Dale		Forest Park		Hoadly		Old Bridge	
	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012
<b>County provides facilities and services for seniors and caregivers</b>																
Mean	6.80	6.81	6.69	6.80	6.97	7.12	6.81	6.62	6.79	6.70	7.06	7.01	6.35	6.96	6.80	6.59
Strongly Agree	44%	44%	39%	42%	51%	49%	51%	43%	41%	40%	48%	49%	39%	40%	39%	42%
Agree	44%	46%	50%	50%	37%	43%	37%	43%	47%	48%	41%	40%	42%	52%	50%	45%
Disagree	12%	10%	11%	8%	12%	8%	12%	14%	12%	12%	11%	11%	19%↑	8%	11%	13%
<b>I Can easily access facilities and services provided by DSS</b>																
Mean	7.02	6.92	6.95	6.87	7.08	7.01	7.16	6.64	6.92	6.84	6.96	7.13	6.72	6.83	7.22	7.10
Strongly Agree	48%	47%	46%	46%	50%	51%	52%	44%	44%	44%	48%	49%	49%	37%	53%	50%
Agree	41%	42%	44%	44%	38%	38%	38%	41%	48%	44%	39%	40%	30%↓	57%	37%	41%
Disagree	11%	11%	10%	10%	12%	11%	10%	15%	8%	12%	13%	11%	21%↑	6%	10%	9%
<b>County provides facilities and services for people with mental illness, substance use disorder, or intellectual disabilities*</b>																
Mean	6.45	6.58	6.51	6.53	6.67	6.89	6.36	5.83	6.21	6.62	6.56	6.80	5.96	6.57	6.65	6.65
Strongly Agree	40%	42%	40%	39%	38%	51%	37%	34%	37%	43%	43%	44%	38%	38%	49%	40%
Agree	43%	42%	44%	45%	50%↑	35%	44%	39%	41%	43%	47%	41%	34%	47%	38%	45%
Disagree	17%	16%	16%	16%	12%	14%	19%	27%	22%	14%	10%	15%	28%	15%	13%	15%

↑/↓ Indicate a statistically higher/lower score than 2012 at the 95% confidence level.

\* QH1 - A/B/C (\*wording change in 2014) Based on what you have experienced, seen or heard, please specify your agreement with each of the following statements.



While scores are largely similar across the county, it is worth noting that Hoadly consistently has the lowest mean score for all three types of social services.

2014	County-Wide	Battlefield	Belmont	Broad Run	Dale	Forest Park	Hoadly	Old Bridge
<b>County provides facilities and services for seniors and caregivers</b>								
Mean	6.80	6.69	6.97	6.81	6.79	7.06	6.35	6.80
Strongly Agree	44%	39%	51%	51%	41%	48%	39%	39%
Agree	44%	50%	37%	37%	47%	41%	42%	50%
Disagree	12%	11%	12%	12%	12%	11%	19%▲	11%
<b>I Can easily access facilities and services provided by DSS</b>								
Mean	7.02	6.95	7.08	7.16	6.92	6.96	6.72	7.22
Strongly Agree	48%	46%	50%	52%	44%	48%	49%	53%
Agree	41%	44%	38%	38%	48%▲	39%	30%	37%
Disagree	11%	10%	12%	10%	8%	13%	21%	10%
<b>County provides facilities and services for people with mental illness, substance use disorder, or intellectual disabilities</b>								
Mean	6.45	6.51	6.67	6.36	6.21	6.56	5.96	6.65
Strongly Agree	40%	40%	38%	37%	37%	43%	38%	49%
Agree	43%	44%	50%	44%	41%	47%	34%	38%
Disagree	17%	16%	12%	19%	22%	10%	28%	13%

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

## Community Amenities\*

Residents agree that the county's historic sites enhance the community, the library meet their needs, and the county does a good job protecting the natural environment. Current (2014) scores are similar to 2012.

	County-Wide		Battlefield		Belmont		Broad Run		Dale		Forest Park		Hoadly		Old Bridge	
	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012
<b>The county's historic sites enhance our community</b>																
Mean	8.01	8.04	8.09	8.25	7.83	7.48	8.46	8.47	7.81	7.80	7.82	8.03	8.14	8.11	7.97	8.19
Strongly Agree	69%	70%	71%	74%	62%	58%	78%	80%	65%	65%	67%	69%	71%	70%	69%	77%
Agree	26%	25%	23%	23%	31%	33%	20%	17%	28%	29%	29%	29%	22%	26%	26%	20%
Disagree	5%	5%	6%	3%	7%	9%	2%	3%	7%	6%	4%	2%	7%	4%	5%	3%
<b>County library services meet my needs</b>																
Mean	8.13	8.06	7.70	7.69	8.32	8.15	8.32	8.01	8.08	8.21	8.20	8.15	8.22	8.29	8.37	8.27
Strongly Agree	72%	71%	66%	66%	73%	73%	77%	70%	70%	72%	72%	69%	76%	73%	79%	80%
Agree	23%	23%	25%	25%	26%	22%	19%	25%	26%	23%	24%	27%	19%	25%	16%	15%
Disagree	5%	6%	9%	9%	1%↓	5%	4%	5%	4%	5%	4%	4%	5%	2%	5%	5%
<b>The County does a good job protecting our natural environment</b>																
Mean	6.70↓	6.90	6.66	7.01	6.69	6.71	6.58	6.82	6.89	6.95	6.75	6.96	6.59	6.84	6.68	6.90
Strongly Agree	44%	46%	45%	46%	42%	45%	42%	50%	44%	45%	45%	47%	44%	43%	44%	45%
Agree	40%	40%	39%	42%	42%	38%	40%	35%	43%	43%	38%	40%	35%	45%	41%	39%
Disagree	16%	14%	16%	12%	16%	17%	18%	15%	13%	12%	17%	13%	21%↑	12%	15%	16%

↑/↓ Indicate a statistically higher/lower score than 2012 at the 95% confidence level.

\* QJ1 A/B/D/E/G (H/I – Added in 2014) Based on what you have experienced, seen or heard, please specify your agreement with each of the following statements.

Questions were added for 2014 concerning whether sports fields, community centers, indoor & outdoor pools, and passive recreation facilities meet residents' needs and expectations. County-wide, the scores were fairly strong ranging from 7.10 to 7.38.

While perceptions of community amenities are generally positive, they do vary somewhat across the county. Battlefield residents give significantly lower scores than county-wide on 4 of 6 amenities and Old Bridge residents give significantly higher scores than county-wide on 4 of 6 amenities.

2014	County-Wide	Battlefield	Belmont	Broad Run	Dale	Forest Park	Hoadly	Old Bridge
The county's historic sites enhance our community	8.01	8.09	7.83	8.46▲	7.81	7.82	8.14	7.97
County library services meet my needs	8.13	7.70▼	8.32	8.32	8.08	8.20	8.22	8.37
County sports fields, and field amenities meet my needs	7.38	7.28	7.34	7.40	7.22	7.25	7.51	7.78▲
The county provides enough passive recreation opportunities such as trails, boating, fishing and picnicking	7.10	6.66▼	7.30	6.99	7.04	7.29	7.41	7.46▲
The country recreation or community centers meet my needs	7.32	6.76▼	7.49	7.22	7.50	7.31	7.38	7.81▲
The county indoor and outdoor pools meet my needs	7.17	6.44▼	7.38	7.21	7.14	7.21	7.31	7.89▲
The County does a good job protecting our natural environment	6.70	6.66	6.69	6.58	6.89	6.75	6.59	6.68

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

Scores are similar across length of residency for the amenities. However, longer-term residents give the highest ratings for the county library meeting their needs but don't as strongly agree that the county does a good job protecting the natural environment. Those living in the county 3-5 years give the lowest rating for the library.

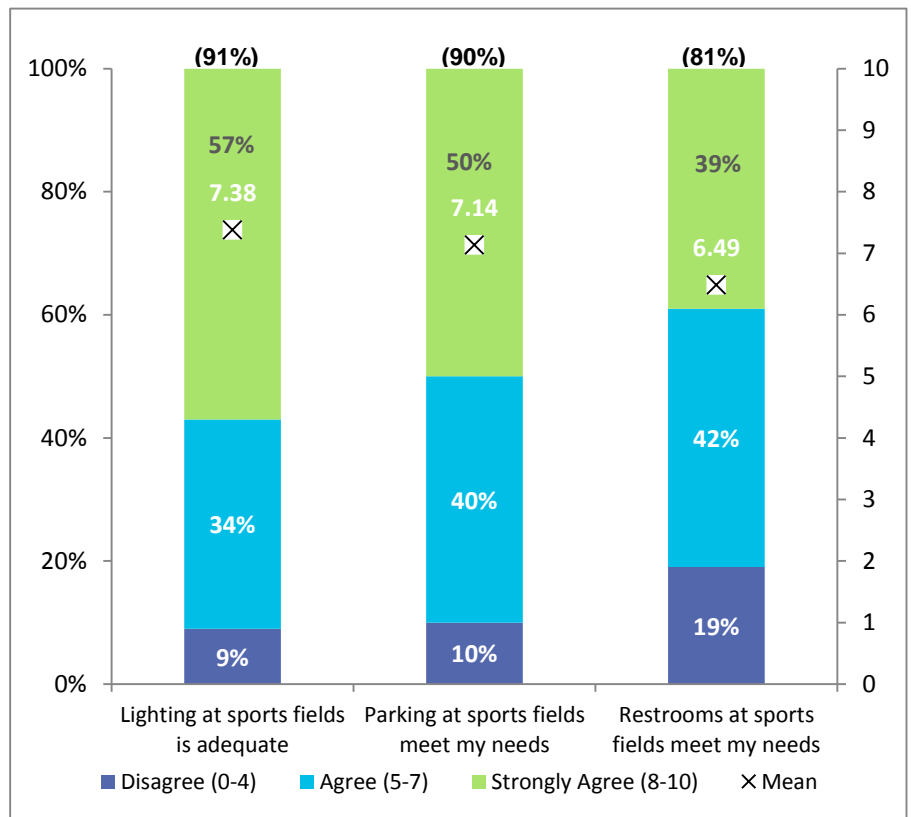
2014	County-Wide	<3 yrs.	3-5 yrs.	6-10 yrs.	11+ yrs.
The county's historic sites enhance our community	8.01	8.19	8.04	7.99	7.97
County library services meet my needs	8.13	8.15	7.73▼	8.04	8.22▲
County sports fields, and field amenities meet my needs	7.38	7.62	7.08	7.30	7.42
The county provides enough passive recreation opportunities such as trails, boating, fishing and picnicking	7.10	7.27	6.82	7.11	7.12
The country recreation or community centers meet my needs	7.32	7.35	7.15	7.25	7.36
The county indoor and outdoor pools meet my needs	7.17	7.35	6.78	7.20	7.20
The County does a good job protecting our natural environment	6.70	7.04	6.91	6.80	6.56▼

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

## Sports Field's Amenities\*

In 2014, questions were added to assess residents' view of the county's sports fields. Scores are higher for parking and lighting at sports fields and lower for restrooms.

- Old Bridge generally has the highest scores. Battlefield residents rate the county's sports field parking and restrooms significantly lower than county-wide.



2014	County-Wide	Battlefield	Belmont	Broad Run	Dale	Forest Park	Hoadly	Old Bridge
Parking at sports fields meet my needs	7.14	6.81 ▼	7.27	7.25	7.15	7.00	7.16	7.54 ▲
Restrooms at sports fields meet my needs	6.49	6.08 ▼	6.53	6.89	6.45	6.27	6.73	6.83
Lighting at sports fields is adequate	7.38	7.24	7.32	7.52	7.25	7.23	7.61	7.73

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

\* Added for 2014 - QJ2 A/B/C Based on what you have experienced, seen or heard, please specify your agreement with each of the following statements.

## Voting & Involvement\*

County residents indicate that it is relatively easy to register to vote but agree less strongly that voting at polling places is quick and easy.

- Ease of voting at local polling places dropped significantly in most regions of the county from 2012 to 2014. (\*Note: 2012 data collection was completed before the 2012 general election.)
- Belmont has the lowest ease of voting scores in the county, indicating residents in that region find it more difficult to go to a polling place and vote.
- Broad Run residents give the highest scores for ease of voting at the local polls.

Residents agree that they can easily access information about county programs and services that are important to them.

While the majority of PWC residents find it easy to register to vote, far fewer are actively engaged. Only one-third strongly agree they play an active role in the community. Just over one-fifth (22%) say they play little or no role.

- Compared to 2012, significantly fewer Battlefield residents agree they are actively involved in the community versus county-wide.

	County-Wide		Battlefield		Belmont		Broad Run		Dale		Forest Park		Hoadly		Old Bridge	
	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012
<b>It is easy to register to vote</b>																
Mean	8.68	8.65	8.60	8.65	8.47	8.60	8.76	8.73	8.67	8.69	8.71	8.67	8.68	8.47	8.97	8.66
Strongly Agree	82%	82%	79%	81%	80%	83%	82%	83%	84%	82%	81%	83%	81%	79%	90%	83%
Agree	15%	15%	19%	16%	14%	10%	16%	15%	14%	16%	17%	14%	18%	16%	10%	15%
Disagree	3%	3%	2%	3%	6%	7%	2%	2%	2%	2%	2%	3%	1%	5%	0%	2%
<b>I can easily access information about county programs and services that are important to me</b>																
Mean	7.30	7.36	7.25	7.32	7.11	7.35	7.41	7.17	7.23	7.36	7.35	7.62	7.25	7.45	7.50	7.34
Strongly Agree	53%	55%	52%	54%	51%	55%	54%	54%	50%	53%	53%	60%	52%	57%	60%	58%
Agree	37%	35%	37%	37%	38%	32%	37%	36%	39%	38%	40%	33%	38%	34%	32%	32%
Disagree	10%	10%	11%	9%	11%	13%	9%	10%	11%	9%	7%	7%	10%	9%	8%	10%
<b>Voting at local polling places is quick and easy</b>																
Mean	7.68↓	8.52	7.85↓	8.49	6.78↓	8.35	8.21↓	8.66	7.59↓	8.49	7.70↓	8.78	8.11	8.47	7.70↓	8.45
Strongly Agree	64%↓	78%	67%↓	78%	53%↓	76%	75%	82%	63%↓	76%	63%↓	83%	66%↓	78%	63%↓	79%
Agree	24%↑	18%	23%	18%	22%	19%	19%	16%	24%	20%	28%↑	15%	29%↑	17%	26%↑	17%
Disagree	12%↑	4%	10%↑	4%	25%↑	5%	6%	2%	13%↑	4%	9%↑	2%	5%	5%	11%↑	4%
<b>I play an active role in my community</b>																
Mean	6.30	6.41	6.31	6.59	5.98	6.21	6.39	6.44	6.28	6.37	6.45	6.39	6.47	6.62	6.33	6.31
Strongly Agree	37%	38%	38%	38%	34%	36%	36%	38%	37%	40%	40%	40%	41%	38%	38%	38%
Agree	41%	42%	39%↓	48%	39%	41%	42%	41%	45%	38%	39%	39%	40%	46%	43%	42%
Disagree	22%	20%	23%↑	14%	27%	23%	22%	21%	18%	22%	21%	21%	19%	16%	19%	20%

↑/↓ Indicate a statistically higher/lower score than 2012 at the 95% confidence level.

\* QA7A / K1 A/B/C Based on what you have experienced, seen or heard, please specify your agreement with each of the following statements.

2014	County-Wide	Battlefield	Belmont	Broad Run	Dale	Forest Park	Hoadly	Old Bridge
<b>It is easy to register to vote</b>								
Mean	8.68	8.60	8.47	8.76	8.67	8.71	8.68	8.97▲
Strongly Agree	82%	79%	80%	82%	84%	81%	81%	90%▲
Agree	15%	19%▲	14%	16%	14%	17%	18%	10%▼
Disagree	3%	2%	6%▲	2%	2%	2%	1%	0%▼
<b>I can easily access information about county programs and services that are important to me</b>								
Mean	7.30	7.25	7.11	7.41	7.23	7.35	7.25	7.50
Strongly Agree	53%	52%	51%	54%	50%	53%	52%	61%▲
Agree	37%	37%	38%	37%	39%	40%	38%	32%
Disagree	10%	11%	11%	9%	11%	7%	10%	7%
<b>Voting at local polling places is quick and easy</b>								
Mean	7.68	7.85	6.78▼	8.21▲	7.59	7.70	8.11▲	7.70
Strongly Agree	64%	67%	53%▼	75%▲	63%	63%	66%	63%
Agree	24%	23%	22%	19%	24%	28%	29%	26%
Disagree	12%	10%	25%▲	6%▼	13%	9%	5%▼	11%
<b>I play an active role in my community</b>								
Mean	6.30	6.31	5.98	6.39	6.28	6.45	6.47	6.33
Strongly Agree	37%	38%	34%	36%	37%	40%	41%	38%
Agree	41%	39%	39%	42%	45%	39%	40%	43%
Disagree	22%	23%	27%	22%	18%	21%	19%	19%

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

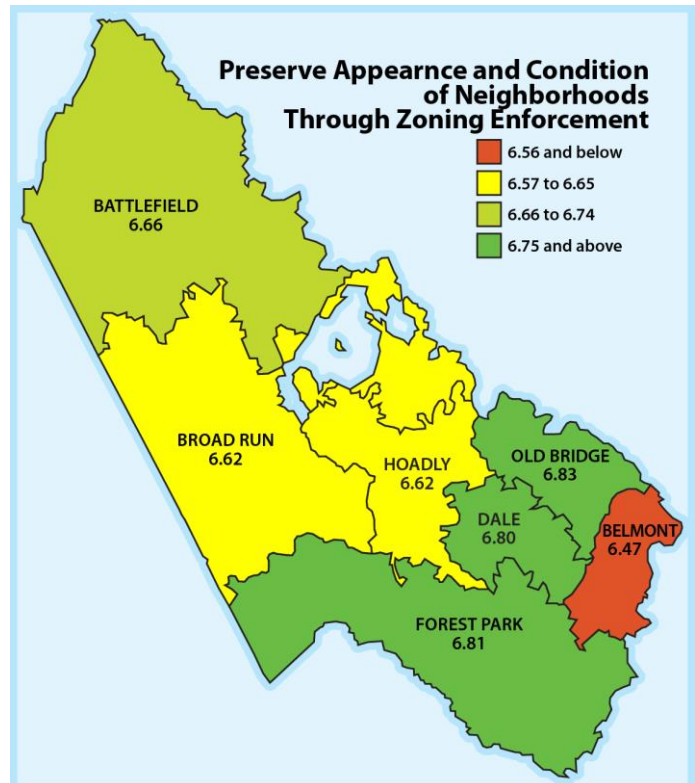
## Code & Zoning Enforcement\*

Residents generally agree that the county does a good job of enforcing codes related to litter and illegal signage on major roads as well as zone standards.

- For the current (2014) survey, Belmont has the lowest scores, indicating code enforcement may be a greater problem in that region.

	County-Wide		Battlefield		Belmont		Broad Run		Dale		Forest Park		Hoadly		Old Bridge	
	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012
<b>By enforcing zoning standards, the county has helped preserve the appearance and condition of our neighborhoods</b>																
Mean	6.69	6.74	6.66	7.03	6.47	6.44	6.62	6.69	6.80	6.69	6.81	6.84	6.62	6.60	6.83	6.70
Strongly Agree	44%	44%	43%	47%	41%	40%	45%	44%	43%	42%	43%	43%	48%	43%	46%	47%
Agree	41%	40%	40%	40%	41%	39%	39%	40%	46%	43%	47%	41%	26%↓	40%	41%	37%
Disagree	15%	16%	17%	13%	18%	21%	16%	16%	11%	15%	10%	16%	26%	17%	13%	16%
<b>The county effectively removes litter and illegal signage on major roads</b>																
Mean	6.81	6.82	6.83	6.89	6.75	6.72	6.87	6.88	6.62	6.72	7.01	6.75	6.68	6.47	6.93	7.05
Strongly Agree	47%	46%	47%	49%	47%	43%	50%	47%	42%	41%	44%	42%	48%	44%	54%	55%
Agree	36%	39%	36%	37%	35%	41%	36%	39%	40%	43%	47%	45%	30%	35%	30%	32%
Disagree	17%	15%	17%	14%	18%	16%	14%	14%	18%	16%	9%	13%	22%	21%	16%	13%

↑/↓ Indicate a statistically higher/lower score than 2012 at the 95% confidence level.

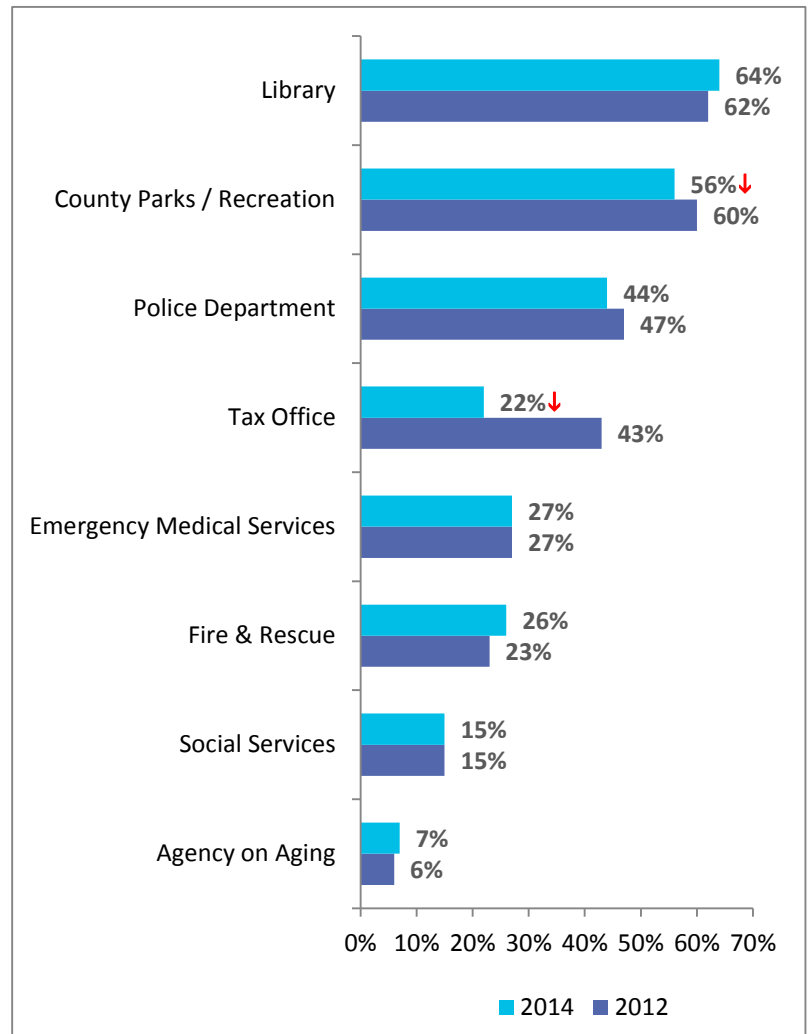


\* QJ1 C/F Based on what you have experienced, seen or heard, please specify your agreement with each of the following statements.

## Use of County Services\*

The most frequently used services are the county library and county parks and recreation facilities. The least used services are the Agency on Aging and the Department of Social Services.

County service usage in 2014 is similar to 2012 with the exception of the Tax Office which was used by twice as many residents in 2012 than it was in 2014\*\*.



↑/↓ Indicate a statistically higher/lower score than 2012 at the 95% confidence level.

\*\* Note: There was a difference in the way this question was asked in 2014 and 2012 which has probably impacted the answers:

2012: *Over the last year, have you interacted with the Tax Officer? Would you say, "yes had contact," or "had no contact"?*

2014: *In the past year, did you contact the Tax Office to find information or to resolve a problem?*

\* QB1 A-G / G2 Over the last year, with which of the following County departments or services have you interacted?



## Service Provided by County Employees\*

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

- In the current survey (2014), 91% of residents agree that county employees have been courteous and helpful.
- Scores are similar from 2012 to 2014.

Tax office employees received a somewhat lower mean rating than employees generally. That could in part be due to the nature of the contact rather than the level of service provided.

- Residents' ratings for the helpfulness of Tax Office employees remained similar from 2012 to 2014.

	County employees have been courteous & helpful		Tax office employees are helpful	
	2014	2012	2014	2012
Mean	7.66	7.66	7.47	7.31
Strongly Agree	62%	63%	55%	53%
Agree	29%	29%	37%	39%
Disagree	9%	8%	8%	8%

↑/↓ Indicate a statistically higher/lower score than 2012 at the 95% confidence level.

\* QA7B / G3. The County employees I have had contact with have been courteous and helpful. / Tax Office employees are 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)	2014 PWC Community Survey (weighted)	Census Data*
Region			
Battlefield	21%	23%	23%
Belmont	14%	14%	14%
Broad Run	12%	13%	13%
Dale	17%	17%	17%
Forest Park	11%	11%	11%
Hoadly	13%	7%	6%
Old Bridge	11%	15%	15%
Gender			
Male	47%	49%	49%
Female	53%	51%	51%
Age			
18–34	11%	28%	28%
35–54	43%	46%	46%
55 Plus	46%	26%	26%
Dwelling Type			
Single-Family Home	82%	78%	56%
Other	18%	22%	44%
Income			
Less than \$50,000	13%	13%	22%
\$50,000 to \$99,999	31%	31%	31%
\$100,000 to \$149,999	29%	31%	22%
\$150,000 or more	27%	25%	25%
Race/Ethnic Origin			
White Only, Non-Hispanic	74%	71%	48%
Black, Non-Hispanic	15%	16%	19%
Asian, Non-Hispanic	5%	6%	8%
Other, Non-Hispanic	1%	1%	5%
Hispanic	5%	6%	20%
Children in Household			
None	63%	55%	54%
One or more	37%	45%	46%
Household Phone Type			
Cell Phone Only	13%	14%	21%
Landline and Cell Phone	67%	70%	69%
Landline Only	19%	16%	10%

## 2014 Questionnaire

### Introduction

INTROPHONE [PHONE SAMPLE]

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, 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 15 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

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 2 adjacent signatures (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 Barb Gold at [barb.gold@orcinternational.com](mailto:barb.gold@orcinternational.com).

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

[SIGNATURES IN LINE ON L and R OF SCREEN]

[signature file]

Corey A. Stewart, Chairman

Board of County Supervisors

[signature file]

Michael C. May, Vice 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 1-800-765-1100. 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 SCR1.

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 would you agree that overall the County's services are **efficient and effective**?

[PHONE:] Please use a scale from 0 to 10 where “0” means “strongly disagree” and “10” means “strongly agree”.

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

A4. 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	

A5. 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	

A6. Over the next two years, what is the **most** important issue for the County to address? Please be as specific as possible.

[OPEN-END;-CAPTURE FIRST RESPONSE]

A7. [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-C] [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 information about County programs and services that are important to me.
- B. The County employees I have had contact with have been courteous and helpful.
- C. Prince William County (PWC) is developing a strong local economy.

**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-I] [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 on-line
- B. Parks and Recreation
- C. Agency on Aging
- D. Social Services
- E. Police
- F. Emergency Medical Services
- G. Fire and Rescue

**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 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 effectively manages land use and development.
- B. The County does a good job of preserving open space.
- C. The visual appearance of new developments in my community reflects well on our area.
- D. My neighborhood has or is planning adequate community facilities (recreation or community centers, libraries, parks, etc.)
- E. I understand how, when and where to recycle in PWC.



**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-M] [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. Police officers are courteous and helpful to all community members.
- B. The Police Department’s overall performance meets community needs.
- C. I feel safe when I visit commercial areas.
- D. Emergency Medical Services staff is skilled and reliable.
- E. Requests for police assistance receive a prompt response.
- F. Animal Control effectively protects residents and animals.
- G. Firefighting services are prompt and reliable.
- H. I feel safe in my neighborhood.
- I. I feel safe in the County Courthouse.
- J. Fire and Rescue’s overall performance meets community needs.
- K. The Police Department treats everyone fairly regardless of race, gender, ethnic or national origin.
- L. The Police Department provides adequate information and crime prevention programs
- M. The Police Department has positive attitudes and behaviors towards residents

**Emergency Planning**

E1 During a disaster, you might be asked to stay at home for an extended period of time. For how many days would your current supply of food, water, medications and other necessary items last, if you...

	Days
Had no electrical power or running water	—
Had electrical power and running water	—

998 DON'T KNOW  
 999 REFUSED

## Taxes & Fees

F1 On which of the following assets, if any, do you pay taxes to Prince William County?

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

[WEB:] Please check all that apply.

- 01 Residential property
- 02 Vehicle personal property
- 03 Business property
- 04 None of these
- 98 DON'T KNOW
- 99 REFUSED

## Tax Branch

G1 [PHONE] Which of the following comes closest to your view?

- 01 The County should **decrease** both services and taxes
- 02 The County should keep both services and taxes **the same**
- 03 The County should **increase** both services and taxes
- 04 OTHER [specify]
- 98 DON'T KNOW
- 99 REFUSED

G1 [WEB] Which of the following comes closest to your view?

- 01 The County should **decrease** both services and taxes
- 02 The County should keep both services and taxes **the same**
- 03 The County should **increase** both services and taxes
- 04 OTHER [Please specify] [DISPLAY ONLY IF ANSWER MISSING]
- 98 DON'T KNOW [DISPLAY ONLY IF ANSWER MISSING]
- 99 REFUSED

G2 In the past year, did you contact the Tax office to find information or to resolve a problem?

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

[WEB:] Please select the best answer.

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

G3 [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.

[PHONE:] [REPEAT SCALE ONLY AS NECESSARY]

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

[SET-UP AS A single question – second item has been removed]

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. Tax Office employees are helpful.

**Social Services**

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 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-C] [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 seniors and caregivers.
- B. I can easily access facilities and services provided by the Department of Social Services (DSS) that might be helpful to me.
- C. If you had an opportunity to seek County services for a mental illness, substance use disorder, or a developmental disability, you found the facilities and services to be adequate.

**Getting Around**

I1 [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. Local bus service between Prince William County destinations meets residents' needs
- B. Street lighting is provided where needed in the County.
- C. Transportation and road systems adequately support residential and business developments.
- D. I can easily get around by car within Prince William County.
- E. I can easily get around by car outside of the County, throughout Northern Virginia.

**Community Amenities**

J1 [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 each statement below.

[RANDOMIZE A-I] [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's historic sites enhance our community.
- B. The County does a good job protecting our natural environment.
- C. The County effectively removes litter and illegal signage on major roads.
- D. County library services meet my needs.
- E. County sports fields, and field amenities meet my needs
- F. By enforcing zoning standards, the County has helped preserve the appearance and condition of our neighborhoods.
- G The County provides enough passive recreation opportunities such as trails, boating, fishing and picnicking.
- H The County recreation or community centers meet my needs.
- I The County indoor and outdoor pools meet my needs.

J2 [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 each statement below.

[RANDOMIZE A-C] [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. Parking at sports fields meet my needs.
- B. Restrooms at sports fields meet my needs.
- C. Lighting at sports fields is adequate.

**Information & County Decision-Making**

K1 [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.

[DO NOT RANDOMIZE]

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. It is easy to register to vote in PWC.
- B. Voting at local polling places is quick and easy.
- C. I play an active role in my community.

K2 When you have questions or concerns about County issues, facilities or services, what is the most useful source of information you have found? Please be as specific as possible.

[OPEN-END]

## 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 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 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.

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