



Prince William County Citizen Satisfaction Survey



REPORT OF RESULTS 2008

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Prepared for:

OFFICE OF EXECUTIVE MANAGEMENT
Prince William County, Virginia
September 2008



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CENTER FOR PUBLIC SERVICE
University of Virginia

Prince William County Citizen Satisfaction Survey

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Acknowledgements

This report details the sixteenth in an annual series of citizen satisfaction surveys conducted for Prince William County, through its Office of Executive Management, under contract with the Center for Survey Research of the University of Virginia. All those connected with this project are grateful to the hundreds of Prince William County residents who have given of their time to answer many detailed questions in order to help their government better to serve them.

Dr. Thomas M. Guterbock, Director of the Center and Professor of Sociology, has been the Principal Investigator from the commencement of these studies, and has been involved in all phases of the project, including budgeting, questionnaire drafting, logistical planning, data coding, data analysis, and writing this report.

Mr. Lawrence R. Keller, Senior Auditor in the Prince William County Office of Executive Management/Internal Audit, served as project manager and as primary point of contact between CSR and the County on all aspects of the project. He participated actively in the design of the questionnaire and in editing previous survey reports. He has been meticulous in his oversight of the project and has been a big part of our efforts to deliver a quality product over the past several years.

At CSR, Dr. Abdoulaye Diop, Senior Research Analyst, Dr. Trung Kien Le, and Deborah A. Kermer, M.A., Research Analysts, conducted the project analysis and co-authored the final report along with Dr. Guterbock. Dr. Diop prepared the analysis plan and served as Project Coordinator.

Mr. John Lee Holmes, Survey Operations Manager and Dr. Trung Kien Le, Research Analyst, were responsible for the writing and debugging of the computer-assisted telephone script. Mr. Holmes was also responsible for supervising the data collection. Dr. Guterbock and Mr. John Lee Holmes were responsible for writing the methods report.

Mr. Young-Il Kim, M.A., Research Analyst, assisted with the preparation of the data files. Ms. Kathy Coker, Mr. Andrew Farber-Miller, and Mr. Daniel Thomas Moore, Project Assistants, provided assistance with the coding of the open-ended comments and formatting of the Appendices.

Dr. Alisú Schoua-Glusberg, General Partner in the firm Research Support Services, provided for the translation of the questionnaire into Spanish. Mr. Leonard Arnold supervised the Spanish language interviewing during data collection.

For Prince William County, Mr. Craig Gerhart, County Executive, gave his support and advice to this project from the outset. Staff members from many County offices contributed to the review of items for this year's questionnaire.

The Center for Survey Research is responsible for any errors or omissions in this report. Questions may be directed to the Center for Survey Research, P.O. Box 400767, Charlottesville Virginia 22904-4767. CSR also may be reached by telephone at 434-243-5222; by electronic mail at surveys@virginia.edu, or via the World Wide Web at: <http://www.virginia.edu/surveys>.

Executive Summary

The 2008 Prince William County Citizen Satisfaction Survey is the sixteenth in an annual series conducted by the Center for Survey Research (CSR) at the University of Virginia, at the request of the Prince William County government.

A new feature of this year's survey is the inclusion of cell-phone respondents. This is the first year Prince William County has had the opportunity to contact people who do not have landline phone service, as previous years' surveys relied primarily on Random Digit Dialing (RDD) samples. This new sampling design, which consisted of augmenting the RDD sample with directory-listed and cell-phone samples, improved the representativeness of the 2008 survey.

Another feature of this year's survey is the addition of new questions related to the County's immigration policy adopted by the County Board of Supervisors (BOCS) in July 2007 and implemented by the Police Department in Spring 2008; and new questions about crime victimization and reporting. This year's survey shows significant changes in items related to the police, with satisfaction increasing in some areas (combating gangs and illegal drugs) and decreasing in others (police attitudes). Although 80.5 percent of residents were satisfied with police efforts to enforce the new policy with respect to illegal immigrants, satisfaction with the overall performance of the Police Department decreased significantly from 92.3 percent in 2007 to 89 percent in 2008. This year, overall satisfaction with the Police appears to be related to the race or ethnicity of the respondent. For example, in 2005 when overall satisfaction was 94 percent, blacks were 91 percent satisfied and Hispanics the most satisfied at 97 percent with all others at 94 percent. This year, the rating for all others is virtually unchanged, but satisfaction among blacks had dipped to 85 percent and Hispanic satisfaction with police has decreased to 73 percent.

Satisfaction with the Police Department attitudes and behaviors towards citizens also decreased significantly from 87.9 percent in 2007 to 79.3 percent in 2008. The changes of perceptions in police performance may reflect, to some extent, the conflicting opinions in the community about the policy itself, which were evident in the open-

ended comments from respondents about its enforcement.

This year's telephone survey of 1,666 randomly selected individuals living in the County was conducted from April 29 to July 25, 2008. As in prior years, the goals of the survey were:

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

This is the eighth Prince William County survey to use the alternating-questions survey format. This format, implemented in January 2001 by the County government and CSR staff to control survey length, contains core questions to be asked each year and two alternating sets of questions. The form is: Core plus group A in one year, followed by Core plus group B in the next year. The 2008 survey includes the core questions, plus the questions designated group B. Some geographic regions were over-sampled (see Appendix B) to include a larger number of respondents in order to allow for a comparison among all geographic areas. Geographic and telephone service weighting was used to generalize results to the entire County without over-representing any particular district or under-representing cell-phone only respondents.

All the statistical tests performed this year were completed using SPSS Complex Samples, an add-on module for SPSS for Windows®, which is used by CSR for data analysis purposes. This module provides more statistical precision with respect to inferences for a population by incorporating the complex sample design into survey analysis

Changes from 2007

Overall satisfaction with County services was 89.4 percent, a rating that is nearly the same as that of last year (89.5%).

About six out of ten respondents (58.6%) said that they felt that the County could be trusted most of the time or just about always. These opinions show a significant decrease from the 64.1 percent reported in 2007.

Compared to 2007, fourteen of the core items showed significant increases in satisfaction, while seven items showed significant decreases in satisfaction. Compared to 2006, one of the rotating items showed an increase in satisfaction while one showed a decrease in satisfaction.

Increases in satisfaction:

Core Satisfaction Items:

- Satisfaction with the Prince William County’s growth rate increased from 44 percent in 2007 to 56.1 percent in 2008.
- Satisfaction with the job the County is doing in planning how land will be used and developed in the County increased from 47.5 percent in 2007 to 56.4 percent in 2008.
- Satisfaction with opportunities for citizens input on the planning process in the County increased from 66.6 percent in 2007 to 74.9 percent in 2008.
- Satisfaction with the visual appearance of new development in the County increased from 78.5 percent in 2007 to 84.5 percent in 2008.
- Satisfaction with the way residential and business development is coordinated with the transportation and road systems increased from 35.5 percent in 2007 to 48.6 percent in 2008.
- Satisfaction with the job the County is doing in providing street lighting where it’s needed in the County increased from 73.8 percent in 2007 to 84.7 percent in 2008.
- Satisfaction with the job the County is doing in providing convenient ways for people to register to vote increased from 94.9 percent in 2007 to 97 percent in 2008.
- Satisfaction with the Police Department’s effort to reduce the use of illegal drugs increased from 83.2 percent in 2007 to 87.7 percent in 2008.
- Overall satisfaction with Community Services Board (CSB) services increased from 73.9 percent in 2007 to 86.9 percent in 2008.
- Overall satisfaction with Community Services Board (CSB) services to people with mental retardation increased from 73.3 percent in 2007 to 85.6 percent in 2008.

- Overall satisfaction with Community Services Board (CSB) services to people with substance abuse problems increased 63.7 percent in 2007 to 80.4 percent in 2008.
- Satisfaction with the ease of travel or getting around within Prince William County increased from 46.9 percent in 2007 to 54.6 percent in 2008.
- Satisfaction with the ease of travel or getting around Northern Virginia outside Prince William County increased from 27.7 percent in 2007 to 37.2 percent in 2008.
- Satisfaction with the County’s landfill services increased from 96 percent in 2007 to 98.3 percent in 2008.

Decreases in satisfaction:

Core Satisfaction Items:

- General satisfaction with the job the County is doing in giving residents value for their tax dollar decreased from 80.2 percent in 2007 to 74.8 percent in 2008.
- Satisfaction with the overall performance of the Police Department decreased from 92.3 percent in 2007 to 89 percent in 2008.
- Satisfaction with the Police Department attitudes and behaviors towards citizens decreased from 87.9 percent in 2007 to 79.3 percent in 2008.
- Satisfaction with the job the County is doing in providing emergency medical rescue services decreased from 98.5 percent in 2007 to 95.8 percent in 2008.
- Satisfaction with safety from crime during daylight hours decreased from 94.3 percent in 2007 to 91.9 percent in 2008.
- Satisfaction with the job the County is doing in providing programs to help the County’s elderly population decreased from 83.2 percent in 2007 to 77.2 percent in 2008.
- Satisfaction with the County Website decreased from 93.9 percent in 2007 to 90 percent in 2008.

This year represents an upturn in satisfaction with items pertaining to development, growth, and transportation issues. Satisfaction for these items has trended downward in the past few years. For example, satisfaction with the County growth rate, which was rated at 44 percent in 2007, had decreased from 48.7 percent in 2004 to 44.5 percent in 2006. This year, satisfaction with the County growth’s rate was rated at 56.1 percent, a

significant increase in satisfaction. Satisfaction with ease of travel or getting around Prince William County and satisfaction with ease of getting around Northern Virginia outside of Prince William County increased significantly from their 2005 ratings (38.1% and 24.5%, respectively) to 54.6 percent and 37.2 percent, respectively in 2008.

Changes from 2006 on Non-Core Survey Items

Several items were returned to the survey this year according to the rotating schedule of non-core items. Of these items, one showed significant increase in satisfaction while another one showed a significant decrease in satisfaction:

Increases in satisfaction:

- Satisfaction with the police department's efforts to combat gang activity increased from 76.1 percent in 2006 to 84.7 percent in 2008.

Decreases in satisfaction:

- Satisfaction with the job the County is doing in providing help to people in financial need decreased from 76.7 percent in 2006 to 69.1 percent in 2008.

Long-Term Trends

The overall long-term picture remains positive: a combination of steady rates of satisfaction in some indicators and sustained improvement in others over the annual surveys. Prince William County residents are on the whole very satisfied with their County government and quality of life. On most satisfaction items included in the 2007 survey, where significant changes in citizen satisfaction have occurred since the baseline survey taken in 1993, changes have been in the direction of greater satisfaction or continued high levels of satisfaction with minor fluctuations from year to year.

The indicators showing a general trend of improvement since 1993 are as follows:

- Satisfaction with the County's value for tax dollars is up more than 9 points since 1993.
- Satisfaction with helping the elderly is up approximately 9 points since 1993.
- Satisfaction with information on government services is up over 10 percentage points since 1993.
- Satisfaction with the landfill is up almost 7

percentage points since 1993.

- Satisfaction with providing help to those in financial need is up over 8 percentage points since 1993.
- Satisfaction with the police department's efforts to reduce the use of illegal drugs is up over 8 points since 1993.
- Satisfaction with voter registration is up over 5 points from 1993.
- Satisfaction with street lighting is up over 13 percentage points since 1993.

Of the 2008 satisfaction items, twenty-two were asked of respondents in 1993. None of this year's ratings had decreased significantly from their 1993 ratings.

Overall Quality of Life

With regard to overall quality of life, Prince William County remains a place that people believe is a good place to live. On a scale of 1 to 10, with 10 being the highest quality, the mean rating has increased from 6.90 in 1993 to 7.18 in 2007, a statistically significant improvement. In 2008, the quality of life is rated at 6.98, a mean rating which is not statistically significant from last year's mean of 7.18. It is worth noting that if this year's survey had relied solely on sampling landline households, as in prior years, this year's mean rating for the quality of life would have been virtually unchanged: 7.12

New Questions in 2008

Four additional open-ended questions were added to this year's survey: two questions related to the types of crime respondents were victim of and the reasons for not reporting the crimes to the Police Department; and two questions related to the reasons for satisfaction and dissatisfaction with the job the Police Department is doing in carrying out the immigration policy. In addition to these open-ended questions, the 2008 survey included seven completely new items:

- In the past year, have you gone to a voting precinct in Prince William County to vote in any election? (62.7% said yes)
- How satisfied are you with the efficiency and effectiveness of the voting precinct set-up for handling voters on election days? (92.8% satisfied)

- How satisfied are you with job the Police Department is doing in carrying out this policy [Immigration Policy]? (80.5% satisfied)
- How satisfied are you that the Police Department treats everyone fairly regardless of race, gender, ethnic or national origin? (74.3% satisfied)
- How satisfied are you with the safety of buildings, residential and non-residential, constructed in the County in the last two years? (89.2% satisfied)
- Thinking back over the past twelve months, were you or anyone in your household the victim of a crime? (12.5% said yes)
- Did you report it to the Prince William County Police Department (78.7% of those who said they were victim of crime responded yes).

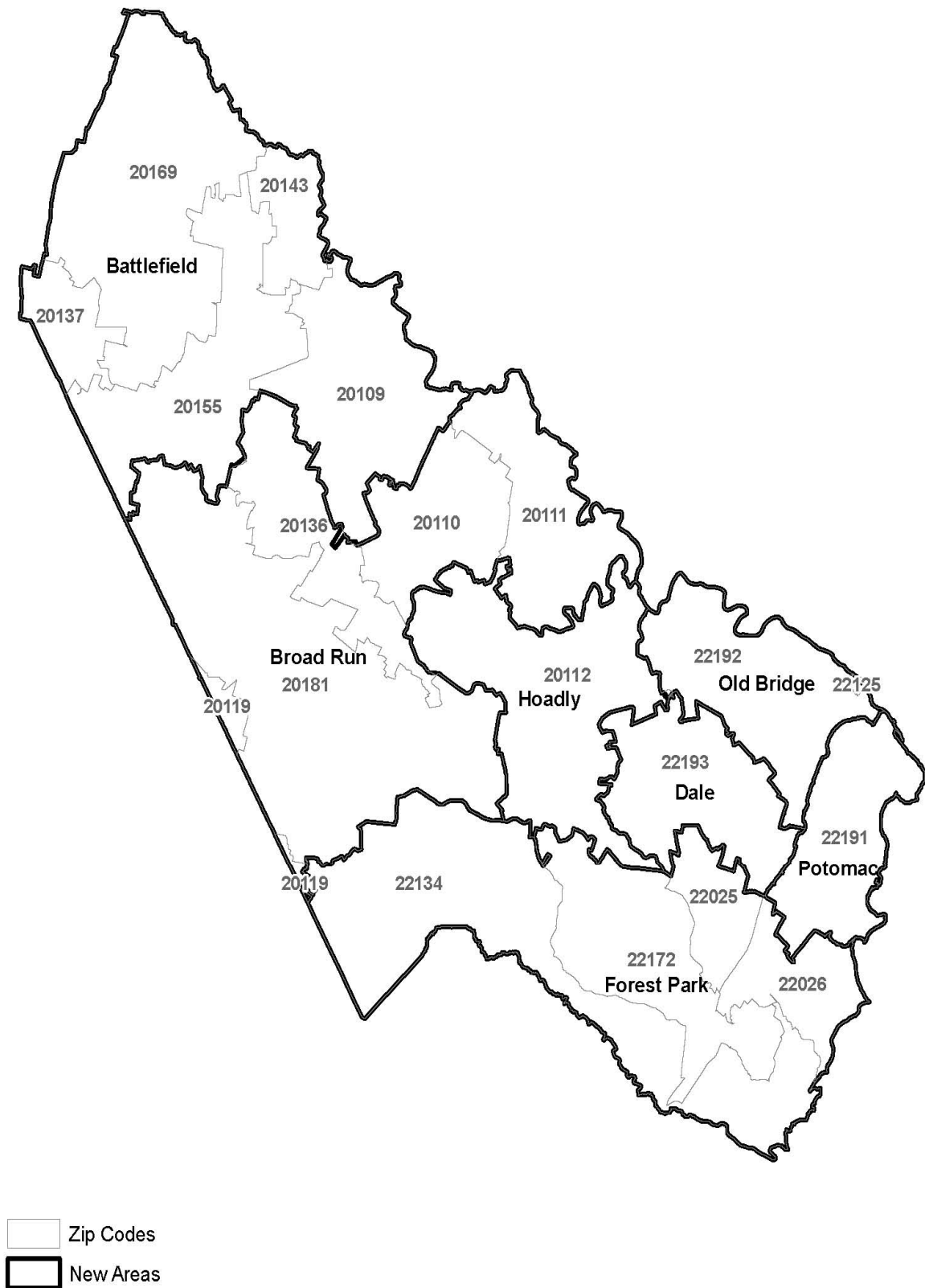
Conclusion

The respondents rated 61 specific services and a general rating of satisfaction with government services and quality of life in Prince William County, for a total of 62 satisfaction items. The highest rated satisfaction items in our survey

related to security in the Courthouse, the libraries, the compost facility, medical rescue, fire protection, the landfill, overall performance of the Sheriff's Office, and opportunities for voter registration. Forty-two of the 61 ranked satisfaction items scored ratings of 80 percent or better. Five items received ratings less than 60 percent: satisfaction with ease of travel around Northern Virginia outside of Prince William County, coordination of development with road systems, growth in the County, ease of travel around Prince William County, planning and land use.

The survey results suggest that most residents of Prince William County are satisfied with the services they receive. The reductions in satisfaction levels on some items also indicate areas where improvements might be made. A more detailed discussion of the findings can be found in the body of the report. This detailed information is offered to assist County decision-makers and the public as they continue to seek ways to further improve the quality of services that Prince William County offers to its residents.

Figure I-1: Prince William County Citizen Satisfaction Survey Geographic Regions, 2008



I. Introduction and Summary of Methods

Overview

The 2008 Prince William County Citizen Satisfaction Survey is the sixteenth in an annual series conducted by the Center for Survey Research (CSR) at the University of Virginia, at the request of the Prince William County government. This year's telephone survey of 1,666 randomly selected individuals living in the County was conducted in the spring and summer of 2008.

As in prior years, we have utilized an alternating-questions format for the survey. About half the questions are designated as "Core" questions, those that are included on the survey each year. The remaining questions are divided into two groups which are included in the survey in alternate years. This year, four rotating questions were moved into the list of core questions: the capacity to shelter in place with power (SHELTER1), the capacity to shelter without power (SHELTER2), satisfaction with the level of security in the courthouse (COURTSAT), and satisfaction with the way that residential and business development is coordinated with transportation and road systems (ROADDEVA). Please refer to Appendix F for a list of which items were included this year.

A new feature of this year's survey is the inclusion of cell-phone respondents. This is the first year Prince William County has had the opportunity to contact people who do not have landline phone service, as previous years' surveys relied primarily on Random Digit Dialing (RDD) samples. The decline in respondents from the youngest age group between 1993 and 2007 prompted the County and CSR to conduct a Cell-Phone Pilot project in 2007. Results from the pilot project showed that more minorities, low-income groups, renters, never-married residents, and respondents with low levels of education were likely to be reached via cell-phone samples than via traditional RDD samples, which contact only households that have landline phone service. Based on the results from the Cell-Phone Pilot survey, CSR recommended to the County that RDD samples be augmented with cell-phone samples for a better representation of the County's population.

Another feature of this year's survey is the addition of new questions related to the police immigration policy enacted since last year's survey. On July 10, 2007, the Board of County Supervisors passed a resolution directing County Police to undertake a greater role in immigration enforcement. The original resolution required police to do an immigration check on anyone detained or stopped, if there was probable cause to believe the person was in violation of federal immigration law. This resolution was modified on April 29, 2008 to require inquiries into the immigration status only of persons who are under physical custodial arrest for a violation of state or local law.

This "immigration policy" resolution is the subject of a two-year comprehensive study by a team of experts directed and coordinated by the University of Virginia Center for Survey Research. Because CSR conducts an annual citizen satisfaction survey for the County, it was determined that this year's survey should include questions about residents' satisfaction with the job the Police Department is doing in carrying out this policy, their reasons for being satisfied or dissatisfied with the policy, and their satisfaction that the Police Department treats everyone fairly regardless of race, gender, ethnic, or national origin.

Because of concerns (in light of this new immigration policy) regarding past use of the word "citizen" in three survey questions, most participants in this year's survey were asked, instead, about "residents". To allow this change in wording while maintaining continuity in the ratings across years, questions using that term were asked in a split ballot format. Only two-thirds of surveys used the word "residents" and the remaining one-third of surveys used the word "citizens." In addition to these changes, this year's survey asked residents whether they were victim of any crimes. They were also asked to identify the types of crimes they were victim of and whether they reported the crime to the police.

This year's survey also marks the second time the defined geographic regions were reduced from eight to seven. The new geographic regions, which were defined in 2007, include (1) Battlefield; (2) Broad Run; (3) Hoadly; (4) Old Bridge; (5) Dale; (6) Potomac; (7) Forest Park (Figure I-1).

Overall, the purposes of this year's survey are similar to those in most previous years:

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

The complete 2008 interview script is found in Appendix A of this report. Appendix B details survey methodology, Appendix C provides information on the demographic characteristics of the sample, and Appendix D includes the frequency distributions for all substantive questions. Appendix E presents the crosstabulations/satisfaction mean ratings by the demographic variables. Appendix F consists of a table that identifies the core questions and alternating-year questions, as well as new questions and questions eliminated from the survey. At the end of the report is an index for the satisfaction variables appearing in the report.

The survey results reported here cover general perceptions of the Prince William County government, overall quality of life, and satisfaction with specific programs, processes, and services. The report begins with a presentation of the quality of life (see Section II). Satisfaction with County services is examined in detail in Section III. Section IV explores communication with the County, and Section V considers development, growth, transportation and County appearance. General attitudes toward government and taxes are covered in Section VI. Section VII presents employment and commuting issues. Finally, Section VIII summarizes the findings of the survey on the whole, particularly with regard to trends in satisfaction levels.

Each section provides a descriptive summary and interpretation of the 2008 results. All satisfaction

levels and certain other results are compared with results in prior years, with significant changes noted. We report the results from the first survey year, 1993, and the most recent five years, 2004 to 2008 but results for questions from prior surveys are not reported if they were not asked this year. Important significant differences among subgroups in the population are reported. The margin of error for the 2008 survey is ± 2.4 percentage points.

Subgroup Analysis

As in previous years, the responses were broken out and analyzed by several demographic categories. In discussing the results, we report those instances in which relevant *statistically significant* differences were found among demographic subgroups, such as, for example, between women and men, or between residents of different parts of the County. (Statistically significant differences are those that probably did not result merely from sampling variability, but instead reflect real differences within the County's adult population.¹) The demographic variables listed below were those principally used in our subgroup analysis. In some cases, categories were combined to facilitate comparison.

- Age. Age was divided into five categories for most analyses: 18-25, 26-37, 38-49, 50-64, and over 64.
- Education level. Comparisons were made between persons with some high school, high school graduates, some college, four-year degrees, some graduate work, including professional and doctorate degrees.
- Marital status. Respondents presently married were compared with those in other categories (separated, divorced, widowed, and never married).
- Work status. Persons in the labor force working full-time, working part-time, or looking for work were compared with those not in the labor force: retirees, homemakers, and students.
- Household income. Four categories of self-reported annual household incomes were compared: Less than \$35,000; \$35,000 -

¹ Throughout this report, only those differences that reached statistical significance to the degree of $p < .05$ (a 95% level of confidence) will be discussed.

\$49,999; \$50,000 - \$74,999; and more than \$75,000.

- Homeowner status. We also compared homeowners with renters on satisfaction items.
- Race/ethnicity. Whites, Blacks, Asians, and “others” were compared. Hispanic respondents were also compared with non-Hispanic respondents. Two separate questions in the interview ask about race and ethnicity. Respondents are first asked if they consider themselves to be “of Hispanic origin.” They are then asked to say what category of race “best describes you,” using a list that does not include Hispanic as a race. This follows the definition in the U.S. Census, which considers Hispanic to be an ethnic category and makes clear that Hispanics can be of any race. However, many Hispanic respondents take a different view and when asked to state their “race” insist that they are Hispanic (or Latino). These respondents are classified in our survey as “other race” on the race question. As a result, the great majority of those labeled “other race” in the report are actually self-identified Hispanics.

In the graphs in this report that display race and ethnicity jointly, the “Hispanic” bar is based on the separate question about Hispanic origin, and this is displayed alongside the several categories from the race questions, thus including again many of the same Hispanic respondents categorized as “other” on race. But others who declared Hispanic origin are included with Whites, Blacks or Asians based on their responses to the “race” question.

In some of the graphs in this report, respondents are divided into three mutually exclusive groups: Hispanics, non-Hispanic Blacks, and all others. It is important to note that non-Hispanic Blacks are a subset of all Blacks.

- Gender. Women were compared with men.
- Geographic area. The study areas, shown in Figure 1-1, include the seven geographic areas newly defined for the 2007 survey, each of which is a group of contiguous Zip code areas: (1) Battlefield; (2) Broad Run; (3) Hoadly; (4) Old Bridge; (5) Dale; (6) Potomac; (7) Forest Park. Our subgroup analysis of geography includes these areas. Residents of the cities of

Manassas and Manassas Park and Quantico Military Base were excluded from the study.

Interpreting Subgroup Differences

Every effort has been made to avoid speculative interpretations about why, for example, men as a group should differ significantly from women, or residents of one geographic area from residents in another, or persons with college degrees from those without college degrees, in their satisfaction levels with respect to given items. A variety of circumstances can cause two groups to differ in the levels of satisfaction they express with a given service, program, or process. People are “satisfied” when the level of service they receive (or perceive to be available to them) meets their expectations. Therefore, satisfaction depends both on what people receive and their expectations of what they think they ought to receive. When Group A expresses a higher level of satisfaction than Group B, it can mean one or more of the following:

Actual differences in service levels. People in Group A may actually be receiving a different level of service than those in Group B. This can happen because the service is site-specific, and the people in Group A are located closer to the service site(s) than are those in Group B. The given service also may be targeted specifically toward members of Group A for reasons of age, income, eligibility, need, etc. Older residents may be more satisfied than younger people with services to senior citizens, for instance, because they are the targeted recipients of those services. In several cases we are able to control for these factors by asking screening questions about the eligibility or familiarity of the respondent. In other instances, of course, it is impractical to determine eligibility or proximity to a service through the use of survey questions directed at County residents as a whole.

Differences in expectations. People in Group B may report lower satisfaction because they expect more service than do those in Group A. Expectations about service differ for many reasons. Often, people form expectations about what government services should be from past experience. Group B, then, may include people who experienced a higher level of service in some other community, leading to dissatisfaction with the service level available where they live now. Conversely, members of group A may be highly satisfied now because they used to live somewhere

with poorer provision of the service in question. When service levels in a community increase over time, satisfaction of long-term residents may be higher than the satisfaction of newcomers because their expectations are based on the lower service levels to which they had become accustomed in the past.

Differences in perceptions of costs versus benefits.

Group B also may be less satisfied than Group A because they perceive the costs of the service differently, or think that government is doing "too much" as a general matter. For example, higher income residents may feel that welfare programs impose a tax burden upon them while not bringing them direct benefit. Political viewpoints differ among citizens to begin with: some expect their government to provide many services, while others desire lower service levels. These differences can be especially important in people's judgments about human services provided by government. Thus, some residents may base their satisfaction level on an informal cost-benefit analysis involving both perceptions of service quality and considerations of service cost efficiency. In this year's survey, with its questions about the police illegal immigration enforcement policy, opinions about the policy itself can have a direct effect on how people judge the police in carrying out that policy.

We hope, nonetheless, that the subgroup analyses provided will give both County decision-makers and the public a better sense of how different residents perceive County services, and will suggest possible avenues to improvement in service levels.

Visibility

At various places in this report, we refer to the "visibility" of various services. The visibility score refers to the percentage of County residents who are sufficiently familiar with a service to be able to rate it. For example, if 10 percent of those asked about a service say they don't know how to rate it or don't have an opinion about its rating, then that service has a visibility of 90 percent. For some services, we specifically asked respondents a screening question to determine if they were familiar enough with a particular service to give it a rating. The visibility of all service items is summarized and compared in Section VIII of this report.

Summary of Methods

This survey was conducted by telephone in order to ensure the broadest possible representation of results. For most households, CSR employed a random-digit dialing method that ensures that all households in the County with landline telephones were equally likely to be selected for interviews; for most others we utilized the electronic white pages. According to respondents, about 21.5 percent of calls were to unlisted numbers; the majority of these (91.5%) had chosen an unlisted number, as opposed to other unlisted households whose number had simply not yet appeared in the latest phone book. Finally, a third sample segment was contacted via cell-phone.

We conducted all interviews from CSR's Computer-Aided Telephone Interviewing (CATI) laboratory in Charlottesville, Virginia. Production interviews were conducted from April 29 to July 25, 2008. The interviewing staff was composed of carefully trained personnel, most of whom had prior experience as CSR interviewers, and a number of whom had prior experience with the previous Prince William County survey specifically. A total of 80,328 dialing attempts were made in the course of the survey, involving a sample of 16,895 different attempted phone numbers. All numbers were attempted at least once, but not all were working numbers and not all working numbers were those of residences located within the study area. At least eight attempts were made before a working number was inactivated, and a portion of the initial refusals were contacted again after no less than three days. CSR completed a total of 1,666 interviews, for a final response rate estimated at 21.4 percent of the number of qualified households in the original sample. The interview took an average of 19.4 minutes to complete.²

Based on 1,666 respondents, the survey has a sampling error of plus or minus 2.9 percentage points. This estimate of the margin of error takes into account the "design effect" associated with post-stratification weighting of the data (See Appendix B). This means that in 95 out of 100

² These indicate the "completion time"—the time that it took the interviewer to complete the interview after selection of a qualified respondent. The total time a household respondent was on the phone for this year was an average of 21.5 minutes.

samples of this size drawn from Prince William County, the percentage results obtained for each question in each sample would fall in a range of ± 2.9 percent of what would have been obtained if every household in the County with a working telephone (landline and cell-phone) had been interviewed. Larger sampling errors are present when analyzing subgroups of the sample and for questions asked of fewer respondents.

When comparing the results of the 2008 survey with those of previous years, independent T-tests were used to assess statistical significance between the years. The sample size of each survey is large enough that a change of approximately 5 percent, up or down, will be statistically significant if a service was rated by most of the respondents questioned each year. However, for services that were less "visible" and rated by smaller numbers of respondents, a change of only 5 percent in satisfaction may not be statistically significant. The same T-tests were used to assess the difference between the 2008 ratings and the demographic variables. Further details on the sample and methodology may be found in Appendix B of this report.

All the T-tests performed this year were completed using SPSS Complex Samples, an add-on module for SPSS for Windows®, which is used by CSR for data analysis purposes. This module provides more statistical precision with respect to inferences for a population by incorporating the sample design into survey analysis. It also allows the possibility to take into account the design

effect, a by product of post stratification weighting, when conducting the statistical tests. Consequently, some differences in means ratings could be found statistically insignificant that would not be so identified without the module.

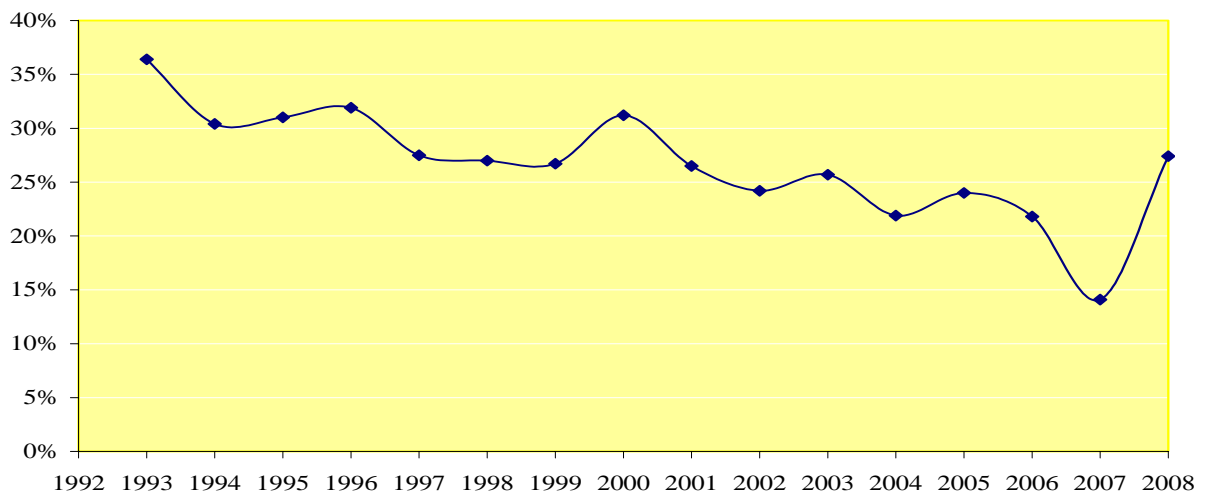
Throughout the report, percentages may not total exactly to 100% due to rounding.

Demographic Profile

Each year respondents are asked some questions about themselves and their households to allow for analysis of the data by personal and social characteristics.

As indicated earlier, based on the results from the Cell-Phone pilot project, this year's survey included cell-phone respondents. Overall, 11.2 percent of the completed surveys consisted of cell-phone respondents and 88.8 percent consisted of land-line respondents. After weighting, 29.4 percent of the respondents this year were reached via cell-phone, and 16 percent are adults who have cell-phone service only. In general, this strategy of augmenting the traditional RDD samples with cell-phone samples improved the overall distribution of the completed surveys across several demographic variables in the County. As illustrated in Figure I-2, the downward trend in the percentage of the County's residents aged thirty-four or younger who completed the survey during the period 1993-2007 is reversed this year with 27.4 percent of the same age group completing the survey.

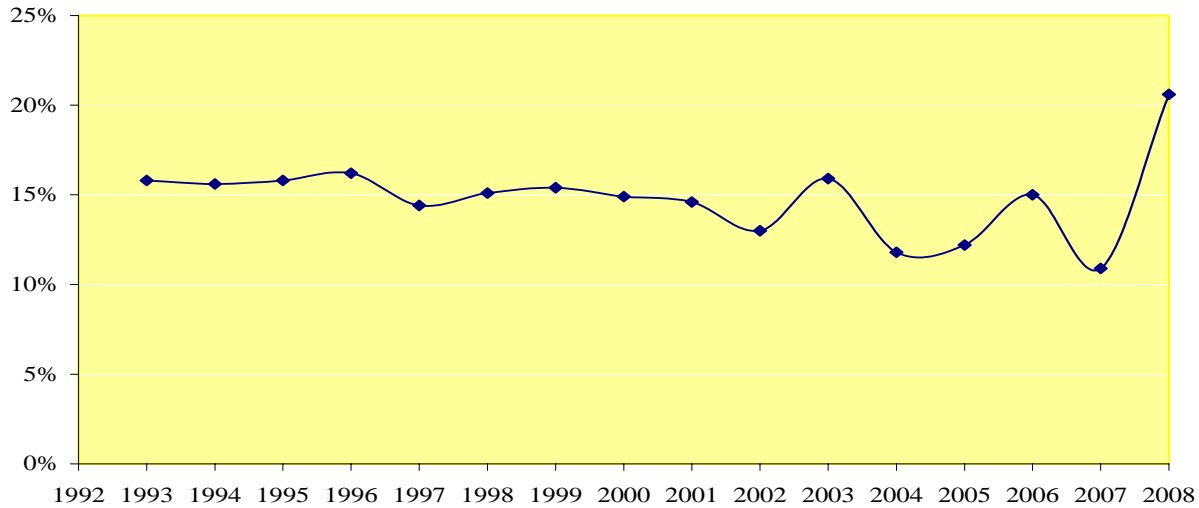
Figure I-2: Residents Aged 34 Years or Younger, 1993-2008



With respect to marital status also, the percentage of “never-married” respondents who completed the survey increased significantly this year as

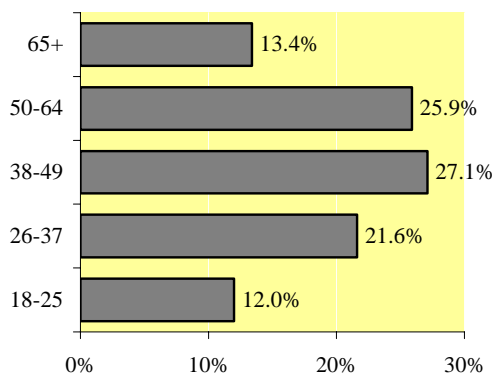
compared to all the percentages reported since 1993, the year CSR started conducting the PWC Citizen Satisfaction survey (see Figure I-3).

Figure I-3: PWC Citizen Satisfaction Survey, Percent of "Never Married" by Year (1993-2008)



As in previous years, women slightly outnumbered men in the sample this year, accounting for 54.6 percent of respondents. With regards to age, the demographic profile this year is different from prior years as 12 percent of the sample was between 18 and 25 years of age (compared to 4.1% in 2007), 21.6 percent were between 26 and 37 (compared to 14.9% in 2007), 27.1 percent were between 38 and 49 (compared to 31.6% in 2007), 25.9 percent were between 50 and 64 (compared to 32.9% in 2007), and 13.4 percent were 65 and older (compared to 16.5% in 2007). See Figure I-4.

Figure I-4: Age of Respondents, 2008

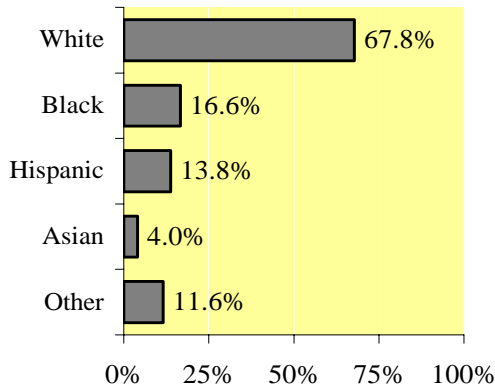


(46.6%) of respondents had children under the age of 18 living in their home. Of those, 37.4 percent had children under the age of five, 59.7 percent had children between the ages of five and twelve, and 61.3 percent had teens from age thirteen to seventeen.

Respondents were asked (in separate questions) what race they considered themselves to be, and whether they considered themselves to be Hispanic. Slightly more than two-thirds of the sample (67.8%) identified themselves as white, 16.6 percent black, 4 percent Asian, and 11.6 percent said they were something else (i.e., Native American, Pacific Islander, etc.) or gave their race as “Hispanic” or “Latino,” response which were also recorded as “other.” Not included in this breakdown are the 5.6 percent of our sample who refused to answer the question about race. Thirteen percent (13.8%) of the sample considered themselves to be Hispanic. Of this group, slightly more than half (59.6%) completed the survey in English and the remaining 40.4 percent completed it in Spanish. See Figure I-5.

Six out of ten respondents were married (61.0%), 12.3 percent were divorced or separated, 6 percent were widowed, and 20.6 percent (compared to 10.9% in 2007) were never married. Almost half

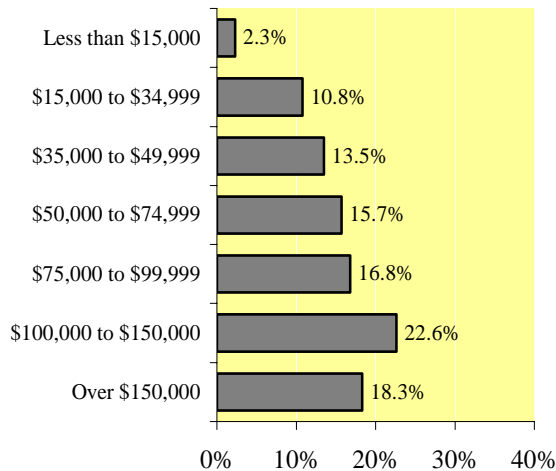
Figure I-5: Race of Respondents, 2008³



Sixty two (62.3%) percent of respondents were working full-time and an additional 9.3 percent were working part-time. Those not employed comprised 5.4 percent homemakers, 15.1 percent retirees, 3.1 percent students, and 3.1 percent who were looking for work.

Again this year, the sample proved to be fairly wealthy and well-educated (see Figure I-6). The median annual household income for our sample was between \$75,000 and \$100,000. Over ten percent (13.1%) of the sample reported household incomes under \$35,000, 13.5 percent fell into the \$35,000 to \$49,999 range, 15.7 percent fell into the \$50,000 to \$74,999 range, and 57.7 percent reported incomes over \$75,000.

Figure I-6: Household Income, 2008

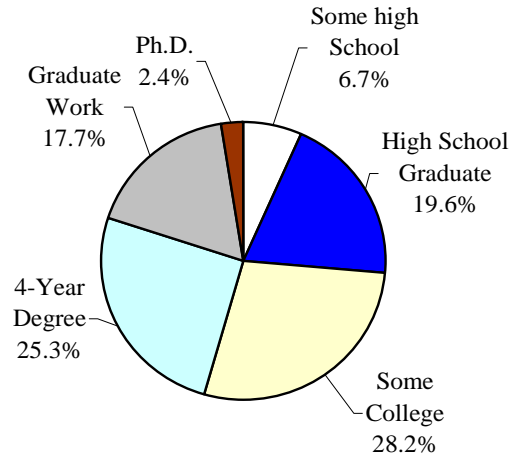


With respect to education, respondents were asked

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

to report their highest level of academic achievement. As is illustrated in Figure I-7, 6.7 percent had some high school and 19.6 percent were high school graduates. Slightly more than one-quarter (28.2%) had attended some college, whereas 25.3 percent had a 4-year degree. Seventeen percent (17.7%) had done some graduate work and 2.4 percent had a Ph.D. or some other advanced degree.

Figure I-7: Educational Level, 2008



Most of the respondents live in a home that they own (71.1%), whereas 25.9 percent rent and 3 percent have some other arrangement, such as living with their parents. Most respondents live in single-family homes (62.5%), 23 percent live in duplexes or townhouses, and 13.4 percent live in apartments or condominiums. About 1 percent of respondents live in some other type of structure, such as a mobile home or trailer.

Five percent of the respondents have lived in Prince William County less than one year, 29.2 percent have lived in the County 1 to 5 years, 38.1 percent have lived in the County 6 to 19 years, and 23.8 percent reported living in the County twenty years or more. The rest, 3.9 percent, said they had lived in Prince William County all of their lives.

In terms of geographic distribution across parts of the County (defined by groups of Zip codes), the population of Hoadly was oversampled to ensure enough participants for statistically reliable comparisons. As a result, 13.6 percent of the sample lived in Hoadly. Oversamples were also included for the Forest Park and Potomac areas. About twelve (11.9%) percent lived in Forest Park, 16.2 percent in the Battlefield area, and 13.9 percent in the Broad Run area. The Old Bridge area accounted for 14.1 percent, Dale accounted

for 17.2 percent, and the Potomac area accounted for 13.1 percent.

The numbers for each region were weighted in the analysis to match the actual population of residents in those areas. The weighting of the data also took into account our estimates of the

percentages of the County's adult telephone population that are served by cell-phone only, landline only, and by both types of phones. For more about the weighting procedure, see the Methodology Report in Appendix B.

II. Quality of Life in Prince William County

Overall Impression of PWC

As in previous years, respondents were asked about their overall impressions of the quality of life in Prince William County:

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

This year’s mean rating of 6.98, which is not significantly different than last year’s mean of 7.18, is an indication of the continuing high regard the County’s residents have for the quality of life in Prince William County. Figure II-1 illustrates the distribution of ratings provided by respondents. The ratings were divided into three categories: “Best” includes ratings from 10 through 8, “Middle” is 7 and 6, and “Worst” is 5 through 1. Less than one-half (44.1%) felt the best about the quality of life in Prince William County, whereas 38.4 percent were in the middle, and 17.6 percent felt the worst.

Figure II-1: Overall Quality of Life Ratings, 2008

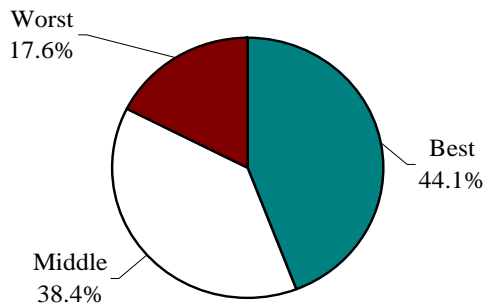
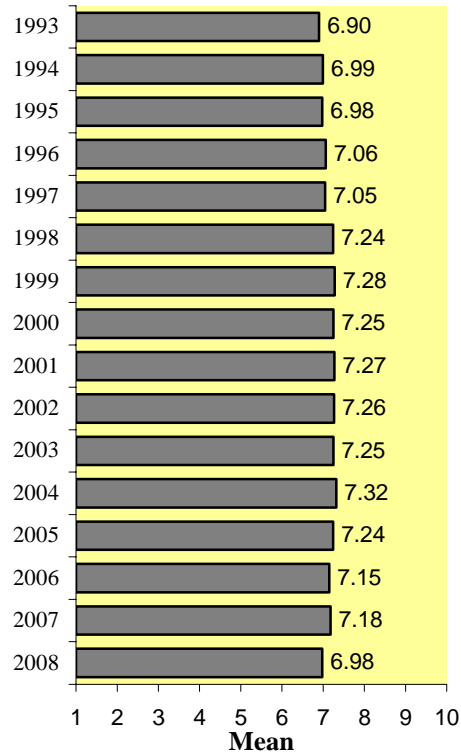


Figure II-2 tracks the average rating over the last 16 years. It is worth noting that if this year’s survey had relied solely on sampling landline households, as in prior years, this year’s mean rating for the quality of life would have been virtually unchanged: 7.12.

Figure II-2: Mean Overall Quality of Life Ratings, 1993-2008

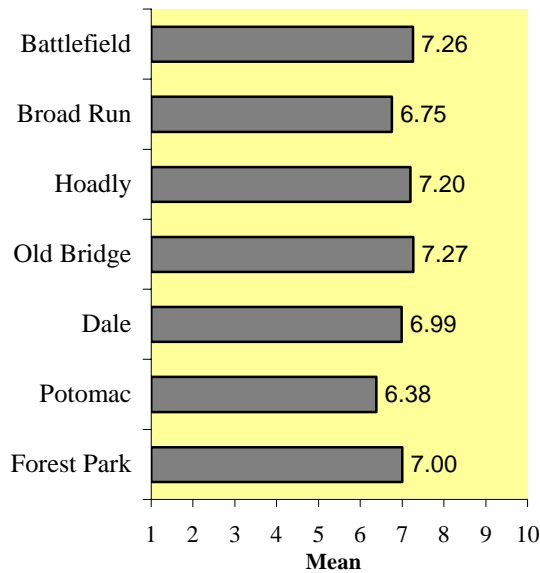


Demographic Factors Affecting County Ratings

The demographic analysis indicates that the quality of life ratings varied significantly by race, age, marital status, work status, education, and the length of residence in the County (see Appendix E for a complete listing of the quality of life ratings by the demographic variables). For example, widowed residents rate the quality of life significantly higher (7.61) than married (7.06), divorced (6.58), and never-married residents (6.82). Hispanics rate the quality of life significantly lower (5.93) than non-Hispanics (7.20). This is a significant change from prior surveys in which Hispanics gave quality of life ratings similar to or higher than those of non-Hispanics.

As in 2005 and 2006, this year’s quality of life ratings, using newly defined geographic areas, also show that the quality of life ratings are significantly higher in Hoadly (7.20) than in Dale (6.99). Figure II-3 illustrates the overall quality of life ratings provided by the geographic areas.

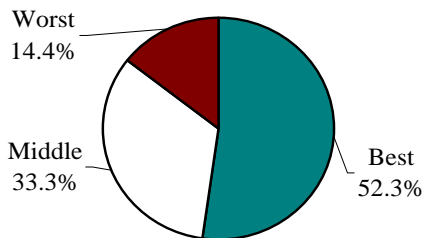
Figure II-3: Mean Overall Quality of Life Ratings by Area, 2008



Quality of Life over Time

Residents who lived in Prince William County for over five years were asked to rate, on a scale of 1-10, where the county stood five years ago. On this scale, 1 represents the worst possible community to live in and 10 the best. The comparative mean rating for quality of life five years ago is 7.35, which is not significantly different from the ratings of 7.41 and 7.20 reported in 2006 and 2004 respectively – the last two years this question was asked. Figure II-4 presents the results for this item with the same classification system as in Figure II-1, where “Best” was defined as those ratings from #10-8, “Middle” was #7-6, and “Worst” was #5-1.

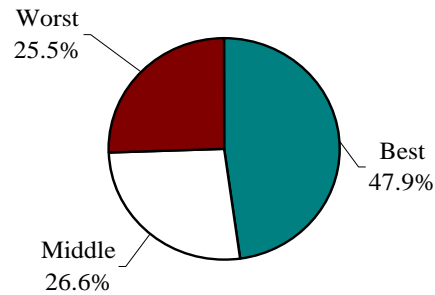
Figure II-4: Overall Quality of Life Five Years Ago, 2008



In addition, residents were asked, on a scale of 1-10, where they think Prince William County will stand five years from now. As in the previous two items, 1 represents the worst

possible community to live in and 10 the best. The rating for this item is 6.90, which means that residents feel that the quality of life will be about the same in the future. This rating is significantly higher than the 2006 mean score of 6.63, the last time this question was asked. Figure II-5 presents the results for this item with the same classification system as in Figure II-4, where “Best” was defined as those ratings from #10-8, “Middle” was #7-6, and “Worst” was #5-1.

Figure II-5: Overall Quality of Life Five Years from Now, 2008



Finally, residents were asked if they would like to be living in Prince William County five years from now or if they hope to be living someplace else. More than half of the respondents (59.4%) indicated they would like to stay in PWC, whereas about 40.6% said they would like to live someplace else. These percentages are significantly higher from the 2006 results, the last time this question was asked, when 55.7 percent said they would like to stay in Prince William.

Summary

The 6.98 satisfaction mean rating for quality of life in Prince William County is lower but not significantly different from the 7.18 rating reported in 2007. This is an indication of the continuing high regard the County residents have for the quality of life in Prince William County. This year, Whites, Blacks, and Asians gave significantly higher ratings than residents of other races. Note that the question about race does not include Hispanic (an ethnic status) in the offered list of racial groups. Many respondents insist that their race is Hispanic, and these cases are then classified as “others” on race. Hispanics constitute the majority of the “other race” category in this survey. And, this year, for the first time, Hispanic residents gave significantly lower ratings to the quality of life than non-Hispanics. Also, unlike last year, education was positively related to the

quality of life ratings, such that County residents with higher levels of school education were more likely to give the County a higher rating than high school graduates and those with less than high school education.

III. Satisfaction with County Services

County Government Services

One of the main objectives of this survey is the determination of how satisfied the citizens of Prince William County are with the services they receive from their local government. Respondents were asked whether they were very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with an array of government services. For purposes of analysis, responses were typically dichotomized into two categories: satisfied or dissatisfied. In these analyses, the percent of respondents satisfied with each service is reported. Respondents who were not familiar enough with a service to respond were not counted in either of the two categories. These respondents are considered when determining the “visibility” of a service (see Section VIII.)

This chapter reports the general level of satisfaction with County government services, public services, social services, and specific services relating to public safety.

The first question, perhaps the most important question in the survey, inquires:

“How satisfied are you in general with the services the County provides?”

Figure III-1 illustrates the response to this question, and Table III-1 illustrates the mean level of satisfaction on this question in 1993 and over the past 5 years. This year 89.4 percent were satisfied. Of the rest, 7.5 percent were somewhat dissatisfied, and 3.1 percent were very dissatisfied (see Figure III-1). The percent satisfied did not

change significantly from the 2007 percentage of 89.5%.

Figure III-1: Overall Satisfaction with County Government Services, 2008

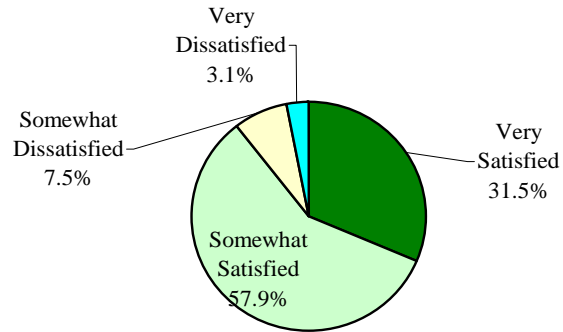


Figure III-2: Overall Satisfaction with County Government Services, 1993 and 2004-2008

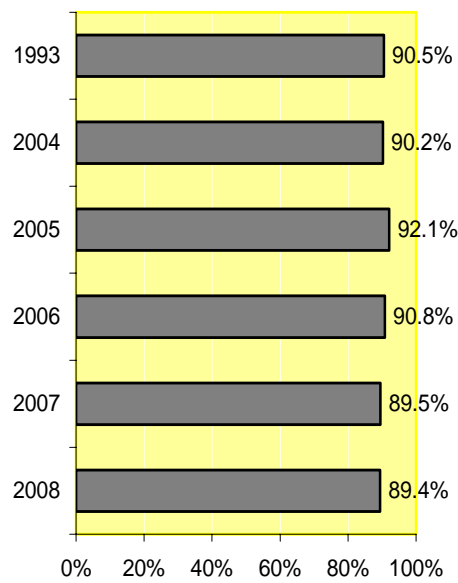


Table III-1: Trends in General Satisfaction with Government Services, 1993 and 2004-2008

Item Number	Satisfaction Item	1993	2004	2005	2006	2007	2008		
CTYSAT97	Services of the County Government in General	90.5	90.2 ^{2, 4, 5, 7, 9}	92.1 ^{6, 10}	90.8 ^{5, 7}	89.5 ^{2, 4, 5, 7, 9, 12}	89.4 ^{2, 4, 5, 7, 9}		
VOTE	Voter Registration	91.5 ¹⁵	94.5 ^{0, 4, 5, 15}	97.0 ^{0, 1, 2, 3, 11}	95.2 ^{0, 2, 4, 5, 12}	94.9 ^{0, 4, 5, 9, 12, 15}	97.0 ^{0, 1, 2, 3, 11, 14}		
GOVTSERV	Information on Government Services	70.9 ¹⁵	81.0 ^{0, 1, 2, 6, 7, 10, 13, 14}	84.3 ^{0, 1, 2, 5, 6, 8, 9, 10}	79.7 ^{0, 1, 2, 7, 10, 12}	78.8 ^{0, 1, 7, 12}	81.1 ^{0, 1, 2, 6, 7}		
PCTUP	Efficiency/effectiveness of voting precinct	—	—	—	—	—	92.8		
Footnotes indicate value is significantly different from:		⁰ 1993	² 1995	⁴ 1997	⁶ 1999	⁸ 2001	¹⁰ 2003	¹² 2005	¹⁴ 2007
		¹ 1994	³ 1996	⁵ 1998	⁷ 2000	⁹ 2002	¹¹ 2004	¹³ 2006	¹⁵ 2008

Respondents were also asked about satisfaction in two areas of County government services, specifically: providing convenient opportunities for voters to register, and keeping citizens informed about government services. Ninety-seven (97.0%) percent of respondents said they were satisfied with the job the County is doing in providing ways for people to register to vote. This year's rating is significantly higher than the 94.9 percent reported in 2007. Eight of ten respondents (81.1%)⁴ expressed satisfaction with the job the County is doing keeping citizens informed about County government programs and services. This rating is not significantly different from the 78.8 percent reported in 2007.

Of particular interest in this year's survey was how satisfied residents were with the efficiency and effectiveness of the voting precinct set-up for handling voters on election days. Respondents were first asked whether they have gone to a voting precinct in Prince William County to vote in any election in the past year. Overall, less than two-thirds (62.7%) of the respondents said that they have voted in the County in the past year. Of this group, the overwhelming majority (92.8%) expressed satisfaction with the efficiency and effectiveness of the voting precinct set-up, with nearly two-thirds (63.7%) saying they were very satisfied.

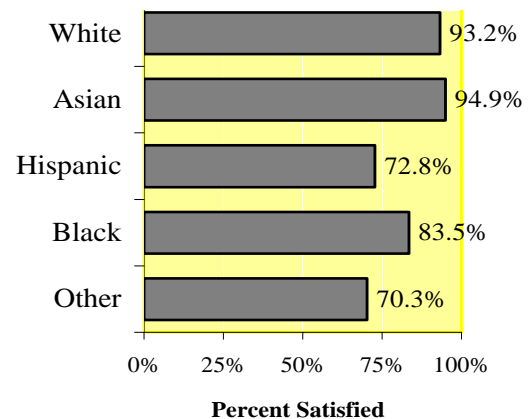
Public Safety Services

Residents were asked to rate their satisfaction with County public safety services. This included police performance, police attitudes and behaviors toward citizens, efforts to reduce illegal use of drugs and gangs' activities, fire department performance, rescue service performance, the prevalence of cardio-pulmonary resuscitation (CPR) training among the public, and new questions this year about the police immigration ordinance and the types of crimes residents are victim of in the County.

The vast majority of residents, 89 percent, said they were satisfied with the overall performance of the police department. This rating, which is not significantly different across the regions, is significantly lower than the ratings reported in the

last five years. This year, overall satisfaction with the Police appears to be related to the race or ethnicity of the respondent. For example, in 2005 when overall satisfaction was 94 percent, Blacks were 91 percent satisfied and Hispanics the most satisfied at 97 percent with all others at 94 percent. This year, the rating for all others is virtually unchanged, but satisfaction among Blacks had dipped to 84 percent and Hispanic satisfaction with Police has decreased to 73 percent (see Figure III-3). The majority of respondents classified as "other" in this survey are Hispanics who do not identify themselves as white, black or Asian.

Figure III-3: Satisfaction with Overall Performance of the Police Department by Race/Ethnicity, 2008



Residents were asked about their satisfaction with police attitudes and behaviors toward citizens. As indicated earlier, this question was asked in a split ballot format with one-third of the respondents answering the question with the word *citizens* and the remaining two-thirds answering the question with the word *residents*. Slightly more than three-quarters (79.3%) of respondents expressed satisfaction with the traditional question (using the word *citizens*), while 78.4 percent expressed satisfaction with the new wording (using the word *residents*)⁵. Using the rating of 79.3 percent for comparative purposes, the analysis shows that the 2008 satisfaction with police attitudes and behaviors towards citizens is significantly lower than those ratings experienced since 2003.

Similar to previous years, race of the respondent was related to opinions about police attitudes and

⁴ Using the wording *residents*, 79.7 percent expressed satisfaction, a rating that is not significantly different from the 81.1 percent satisfied (with the word *citizens*).

⁵ Analysis of these ratings shows no significant differences between the two wordings of the question.

behaviors. This year, the data show that respondents of other races and Hispanics were least satisfied with the attitudes and behaviors of the police. This is a significant change from previous years. For example, in 2004, Blacks were most satisfied with the Police at 87 percent and Hispanics were most satisfied in 2005 at 91 percent. This has changed significantly in 2008 with Blacks being 73 percent satisfied and Hispanics only 54 percent. This finding is illustrated in Figure III-4.

Figure III-4: Satisfaction with Police Attitude and Behaviors by Race/Ethnicity, 2008

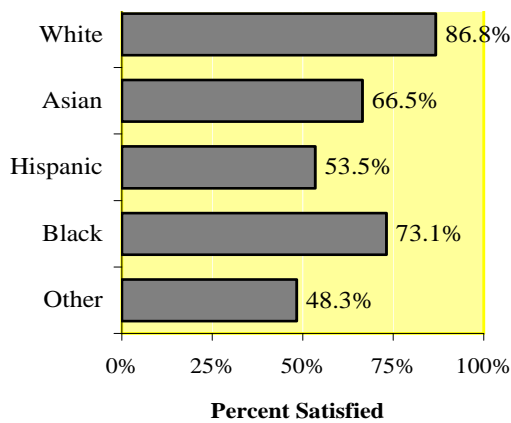
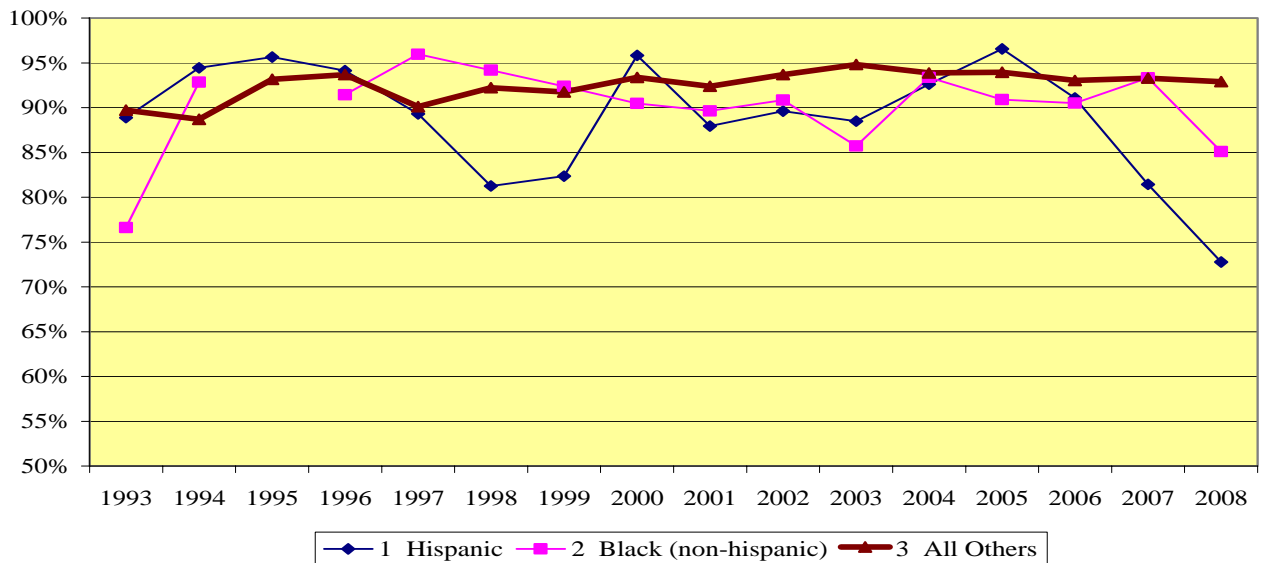


Figure III-5 shows overall performance ratings of the Police Department by race/ethnicity over the years. While ratings from “All Others” are consistent over the years, those of Hispanics and non-Hispanic Blacks show a sharp and significant decrease in 2008. Fluctuation in Hispanic ratings in earlier years of the survey may be due to sampling variability because of a small number of Hispanics in the samples. Recent years of the survey include more Hispanics because their increase in the County population and because, since 2006, the instrument is translated into Spanish and respondents are offered the possibility to take the survey in Spanish.

Figure III-5: Satisfaction with Overall Performance of the Police by Race/Ethnicity and by Year, 1993-2008

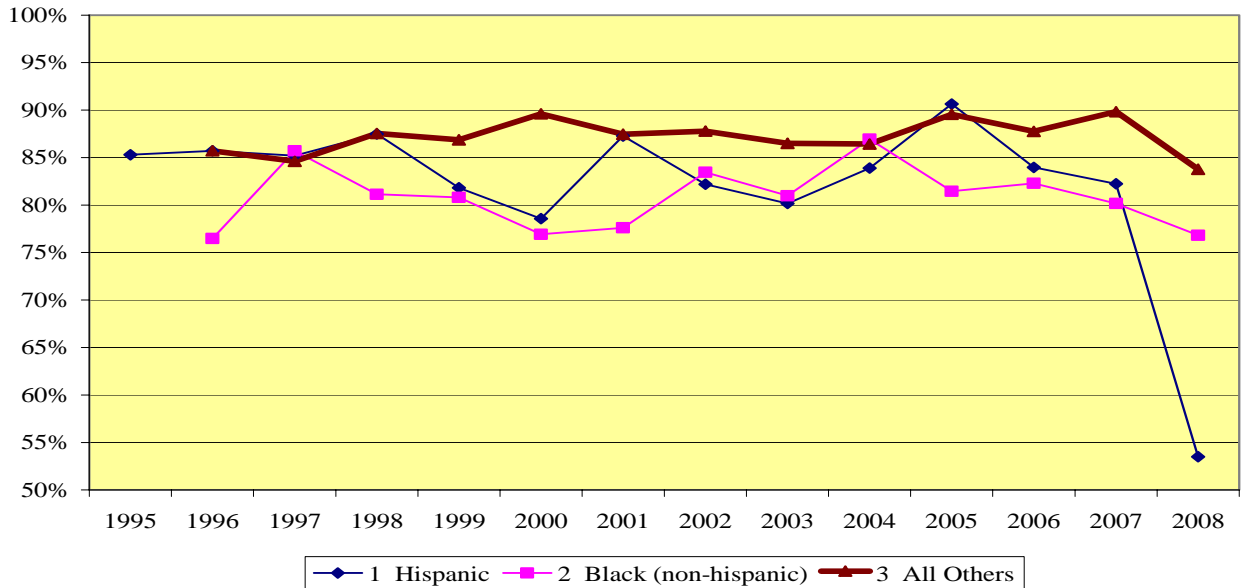


Satisfaction of Blacks may be different from satisfaction from non-Hispanic Blacks as the latter group is a subset of the former group.

Figure III-6 shows the satisfaction ratings with the Police attitudes and behaviors towards citizens by race/ethnicity and by year. These ratings also

indicate a sharp and significant decrease in the ratings of Hispanics. Non-Hispanic Blacks and All Others also show a decrease in their ratings.

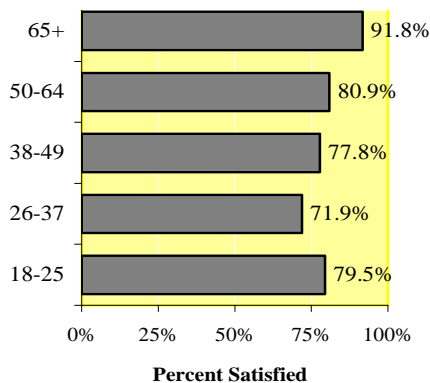
Figure III-6: Satisfaction with Police Attitudes and Behaviors towards Citizens by Race/Ethnicity and by Year, 1993-2008



Satisfaction of Blacks may be different from satisfaction from non-Hispanic Blacks as the latter group is a subset of the former group.

With respect to age, seniors (91.8%) were more likely to express more satisfaction than respondents aged 26-37 (71.9%) and respondents aged 38-49 (77.8%). Figure III-7 presents the satisfaction with police attitudes and behaviors by age.

Figure III-7: Satisfaction with Police Attitudes and Behaviors by Age, 2008



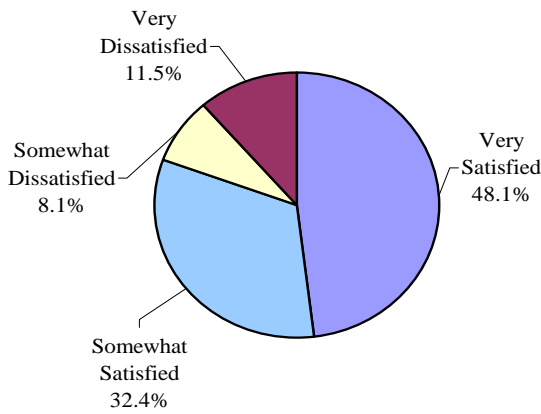
Unlike last year, the 2008 satisfaction ratings with police attitudes and behaviors show no significant differences with respected to the geographical regions. Refer to Appendix E for a complete presentation of these ratings by the demographic variables.

In regards to the immigration ordinance, respondents were asked the following question:

The Prince William County Board of County Supervisors recently ordered the Department of Police to be more active in checking the citizenship or immigration status of people, to see if they are in violation of federal immigration law. How satisfied are you with the job the Police Department is doing in carrying out this policy? Are you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

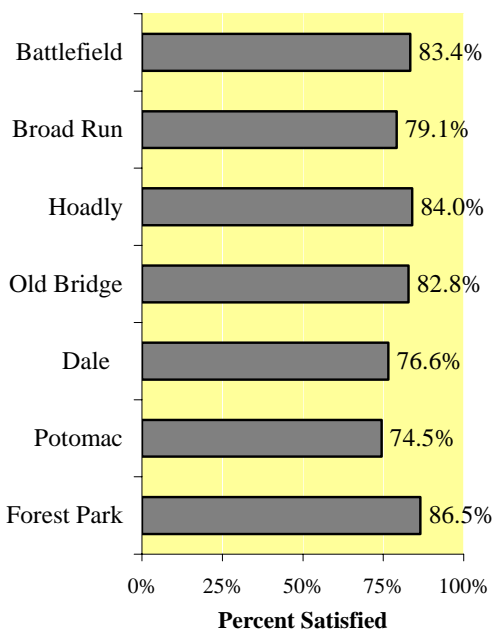
Of those who were able to rate the item, eight out of ten respondents said they were satisfied with the job the Police Department is doing in carrying out the policy with nearly half (48.1%) saying that they were very satisfied (see Figure III-8). Not accounted for in these satisfaction ratings are those respondents (7.7%) who, because of their opposition to the policy, declined to rate it and those respondents who did not know about the policy (17.2%).

Figure III-8: Satisfaction with the Job the Police Department is Doing in Carrying out the Immigration Policy, 2008



While there are no significant differences across the regions on this item, Dale and Potomac scored the lowest satisfaction ratings (see Figure III-9). As with satisfaction with Police Department attitudes towards citizens, satisfaction with the job the Police Department is doing in carrying out the immigration policy is significantly lower among Hispanic respondents (51%) than among non-Hispanic respondents (84.6%) (see Table E63 of Appendix E).

Figure III-9: Satisfaction with the Job the Police Department is Doing in Carrying out the Policy by Region, 2008



Respondents who reported that they were very satisfied or very dissatisfied with the job the Police Department is doing in carrying out the policy

were asked on a follow-up question the reasons for their satisfaction or dissatisfaction. This question was asked in an open-ended format and respondents' verbatim responses were coded for analysis.

Table III-2 presents the grouped responses for those respondents who said they were very satisfied. Of these respondents, slightly more than one third (33.5%) mentioned favorable comments on police actions and 26 percent had positive comments on the policy itself. About one-fifth (19.8%) of those who were satisfied had negative comments on problems of illegal immigration, stressing its disadvantageous aspects. A more detailed listing of these responses is presented in Appendix D of the report.

Table III-2: Reasons for Satisfaction with the Job the Police Department is Doing in Carrying out this Policy

Comments	Responses		% of cases
	n	%	
Negative comments on problem of illegal immigration, stressing its disadvantageous aspects	81	17.2	19.8
Positive comments on PWC's policy	106	22.6	26.0
Favorable outcomes or effects from police enforcement	75	15.9	18.3
Favorable comments on police actions--general	137	29.2	33.5
Comments favorable to immigrants or minimizing immigration problem	0	0.1	0.1
Unfavorable comments about the PWC policy—general	9	1.9	2.2
Unfavorable outcomes or negative effects from the policy or from police enforcement	1	0.2	0.2
Haven't experienced, no opinion, other reasons, answers cannot be coded	61	13.0	15.0
TOTAL	471	100	115

Table III-3 presents the responses from those respondents who said they were very dissatisfied with the job the Police Department is doing in carrying out the policy. More than one-third of these respondents mentioned unfavorable comments about the Prince William County policy in general and 29.3 percent indicated unfavorable outcomes or negative effects from the policy or from police enforcement in general. As with those who were satisfied, nearly one-quarter (22.8%) of the respondents in this group also mentioned general negative comments on problem of illegal immigration, stressing its bad aspects. Only 17.8 percent of these very dissatisfied respondents mentioned the actions of the police among their reasons. Refer to Appendix D of the report for a more detailed listing of these responses.

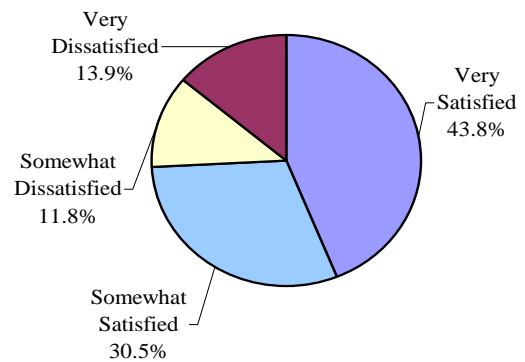
Table III-3: Reasons for Dissatisfaction with the Job the Police Department is Doing in Carrying out this Policy

Comments	Responses		% of cases
	n	%	
Negative comments on problem of illegal immigration, stressing its disadvantageous aspects	20	19.5	22.8
Positive comments on police actions--general	3	3.3	3.8
Comments favorable to immigrants or minimizing immigration problem	2	2.1	2.4
Unfavorable comments about the PWC policy	30	30.1	35.3
Unfavorable outcomes or negative effects from the policy or from police enforcement	25	25.0	29.3
Unfavorable comments on police actions	15	15.2	17.8
Haven't experienced, no opinion, other reasons, answers cannot be coded	5	4.9	5.7
TOTAL	100	100	117

In another new survey question, respondents were asked to rate their level of satisfaction that the Police Department treats everyone fairly regardless of race, gender, ethnic or national

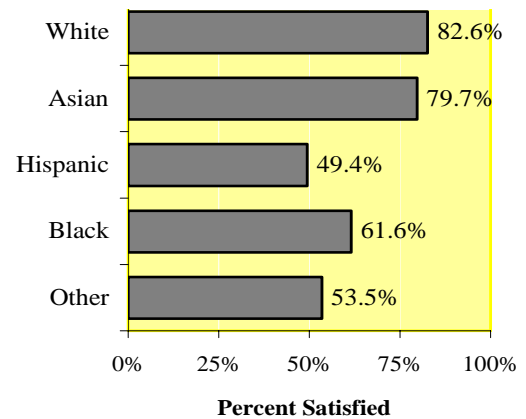
origin. Nearly three-quarters (74.3%) of respondents expressed their satisfaction, with 43.8 percent saying that they were very satisfied (Figure III-10).

Figure III-10: Satisfaction that the Police Department Treats Everyone Fairly Regardless of Race, Gender, Ethnic or National Origin, 2008



As illustrated in Figure III-11, blacks (61.6%) and respondents of other races (53.5%)⁶ were less likely to be satisfied than whites (82.6%) and Asians (79.7%). Hispanics (49.4%) were also less likely to be satisfied than non-Hispanics (79.8%) (see Appendix E).

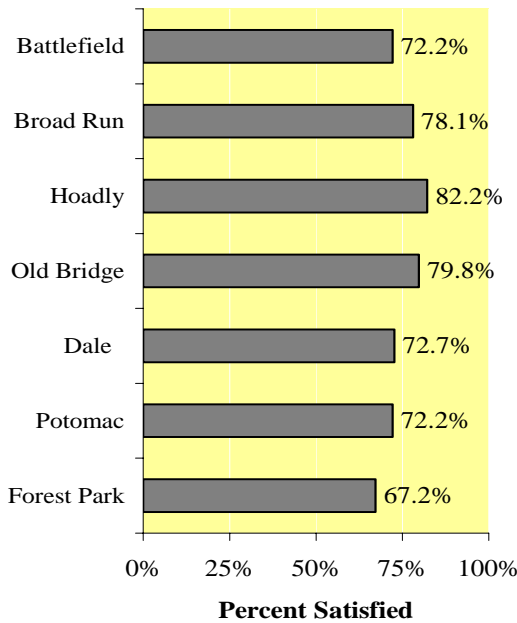
Figure III-11: Satisfaction that the Police Department Treats Everyone Fairly Regardless of Race, Gender, Ethnic or National Origin by Race/Ethnicity, 2008



⁶ As explained above, most of the “others” are those who identified their race as Hispanic, which is not considered a racial category in this survey.

On this item again, the results show no significant differences across the regions. However, Forest Park registered the lowest score (67.2%).

Figure III-12: Satisfaction that the Police Department Treats Everyone Fairly Regardless of Race, Gender, Ethnic or National Origin, by Region, 2008



For the second time, this year respondents of the survey were also asked to rate their satisfaction with the performance of the Sheriff’s Office overall and with respect to its attitudes and behaviors towards citizens. Overall, Prince William County residents are very satisfied with their Sheriff’s Office. While 95.2 percent of residents said they were satisfied with the overall performance of the Sheriff’s Office, 90.6 percent expressed satisfaction with its attitudes and behaviors toward citizens. When respondents were asked to rate their satisfaction with the Sheriff’s Office attitudes and behaviors towards residents, 97.2⁷ percent expressed satisfaction.

When asked about the efforts law enforcement is making toward reducing the use of illegal drugs, 87.7 percent were satisfied. Responses to this item were significantly higher than those reported in 2007 (83.2%), 2006 (82.0%), and 2003 (82.6%).

⁷ This rating is significantly higher than the 90.6 percent satisfaction reported with the use of the word “citizens”.

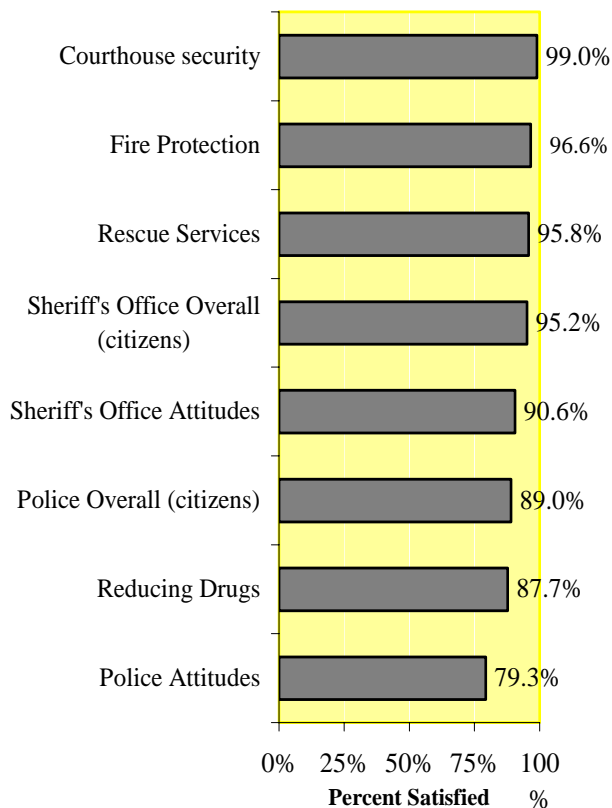
With respect to the police department’s efforts to combat gang activity, 89.7 percent of respondents expressed satisfaction. Ratings of the police’s efforts on this item were significantly higher than the 76.1 percent and 79.9 percent reported respectively in 2006 and 2004, the last times this question was asked.

As in the past, residents are very satisfied with fire and rescue services. This year, 96.6 percent were satisfied with fire fighting and 95.8 percent were satisfied with emergency rescue services. While satisfaction with fire fighting was not different from that of last year (95.8%), satisfaction with emergency rescue services has decreased significantly from the 98.5 percent satisfaction reported last year.

For the third time this year, respondents were asked about the level of security in the Judicial Center, which is the courthouse in downtown Manassas. As in 2005 and 2007, about thirty percent (29.1%) of the respondents had had the occasion to visit the Judicial Center during the past 12 months and the vast majority was satisfied with the level of security that they found there. More than three-quarters (77.1%) were very satisfied with the level of security and an additional 21.9 percent were somewhat satisfied, for a total of 99 percent satisfaction. Although this year’s rating is not significantly different from the 97.3 percent satisfaction reported in 2007, it is significantly higher than the 96.3 percent satisfaction reported in 2005.

One important safety item that has been asked in previous years is how many people in the home are trained in CPR techniques. Our survey has consistently found that about 70 percent of households in the County have someone trained in CPR, and this year is no exception. The majority of homes, 66 percent, have at least one person trained in the technique, whereas more than one-quarter 27.4 percent have two or more. The percentage of homes with at least one person trained in CPR techniques is not significantly different from the 64.2 percent reported in 2007.

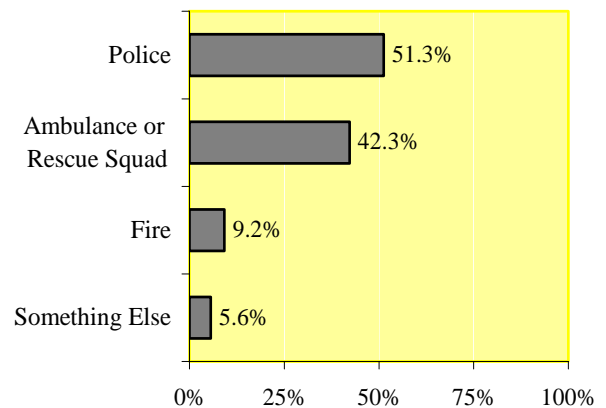
Figure III-13 summarizes satisfaction with all County emergency services.

Figure III-13: Satisfaction with County Emergency Services, 2008

Calling 911

About one-fifth (19.7%) of the respondents had dialed 911 in the past twelve months. Most had called for emergency medical services (42.3%) or police (51.3%). About 9.2 percent had called for fire fighters and about 5.6 percent for something else.⁸ Figure III-14 illustrates these results.

Those who reported calling the police during the past 12 months were further asked whether the call was because of an emergency situation or because of some other reason. About 60 percent (57.2%) of those calling the police reported that it was an emergency, whereas the remaining 42.8 percent said that it was a non-emergency situation.

Figure III-14: Purpose of 911 Call, 2008

Asked about the last time they called 911, 94.1 percent expressed satisfaction with the help they received from the person who took their call with 78 percent saying they were very satisfied. This year's ratings are not significantly different from the 94.6 percent satisfaction reported in 2007.

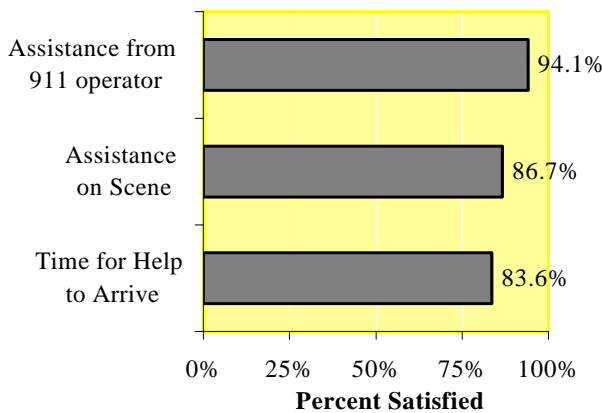
All respondents who had used 911 were also asked about their satisfaction with the length of time taken for emergency services to arrive. Slightly more than two-thirds of the respondents (68.7%) were very satisfied, and an additional 14.9 percent were somewhat satisfied, for a total of 83.6 percent satisfied. This year's satisfaction rating is not significantly different from the 89.3 percent satisfaction reported in 2007.

Dissatisfied respondents reported that on average, it took 46.7 minutes for help to come on the scene. When asked about the reasonable amount of time to receive help, these respondents reported an average of 27.2 minutes.

Most respondents were also satisfied with the help they received at the scene. Three-quarters of respondents (75.4%) said they were very satisfied, whereas an additional 11.3 percent were somewhat satisfied, totaling to 86.7 percent. This year's satisfaction rating is not significantly different from the 92.6 percent satisfaction reported in 2007. Figure III-15 illustrates the overall satisfaction findings pertaining to calling 911 and Table III-4 divides these satisfaction ratings by service used.

⁸ These percentages sum to more than 100 percent because some respondents had called 911 for more than one service.

Figure III-15: Satisfaction with 911 Services, 2008



Overall, satisfaction with public safety services varied significantly by the demographics of race, education, length of residence in the county, and work status. In general, Hispanic residents are less likely to be satisfied with the performance of the Police Department than White and Black residents. Seniors and short-term residents are also more likely to be satisfied with the County public safety services. Refer to tables in Appendix E for a complete listing of the mean ratings by the demographic variables.

Table III-4: Satisfaction with 911 by Type of Contact, 2008

Satisfaction Item	PERCENT SATISFIED				Overall
	Police (Emergency)	Police (Non-Emergency)	Fire	Rescue Squad (Ambulance)	
Assistance from 911 Operator	83.5	100	95.5	94.0	94.1
Time for Help to Arrive	83.5	100	89.0	91.9	83.6
Assistance on Scene	69.8	100	95.8	92.5	86.7

Neighborhood Safety

Residents of Prince William County continue to feel safe in their neighborhoods. As expected, fewer (85.8%) report feeling satisfied with the safety in their neighborhood after dark than in the daytime (91.9%). While this year’s satisfaction rating with safety in their neighborhood after dark is not different from the 86.7 percent reported in 2007, the satisfaction rating with safety in the daytime has decreased significantly from the 94.3 percent reported in 2007.

One important factor related to satisfaction with neighborhood safety in the evening is street lighting. Respondents were asked how satisfied they were with the job the County is doing in providing street lighting where it is needed. Eight out of ten respondents (84.7%) were satisfied. This represents a significant increase from the 73.8 percent who were satisfied in 2007.

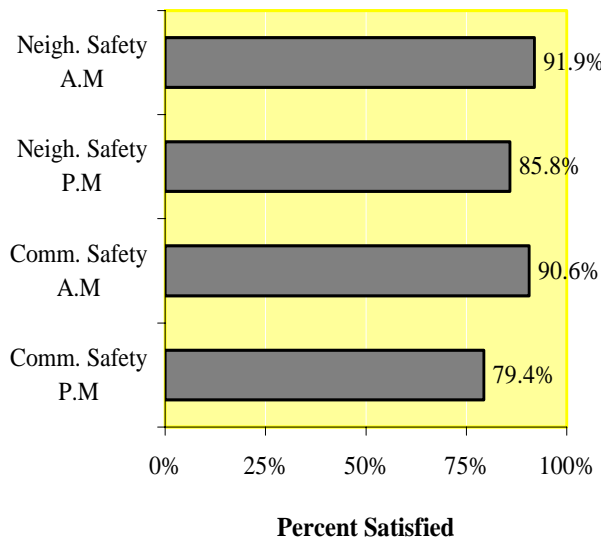
As in 2006, residents were asked how safe they felt in commercial and business areas of the County during daylight hours and night time. The vast majority, 90.6 percent, felt safe during the day, and 79.4 percent felt safe at night. Responses

to these items were not significantly different from those obtained in 2006 (respectively 91.9% and 79.3%).

As with the satisfaction ratings with the public safety services discussed above, these safety ratings also varied significantly with the demographic variables including, race, and age. In general, Black residents are more likely to be satisfied with these items than White residents. Refer to tables in Appendix E for a complete presentation of these ratings by the demographic variables.

Figure III-16 illustrates all neighborhood safety items.

Figure III-16: Satisfaction with Safety from Crime, 2008



Crime Prevention and Reporting

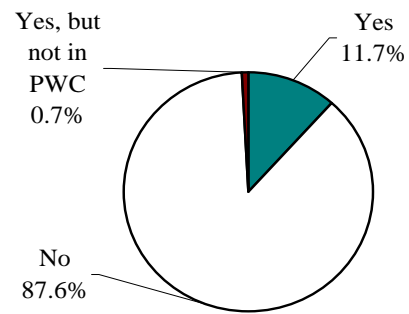
Overall, Prince William County residents remained satisfied with the crime prevention programs offered by the police department, with 81.6 percent expressing satisfaction. These ratings are not significantly different from those reported in 2006 (82.1%) or in 2004 (82.8%).

In addition, respondents this year were asked whether they, or anyone in their household, were victim of any crime during the past twelve months. As illustrated in Figure III-17, the majority of respondents said they were not victim of any crime in the past twelve months. Eleven percent (11.7%) of the respondents said they were victim of some type of crime and 0.7 percent said they were victim of some type of crime, but not in Prince William County.

Of those respondents who were victim of crime in the past twelve months, more than three-quarters (78.7%) said they reported the crime to the Police Department. However, slightly more than one-fifth (21.3%) said they did not report the crime to the Police Department.

With respect to race, Blacks (14.3%) and Whites (11.4%) were more likely to say they were victim of crime than Asians (5.2%). This percentage is also significantly higher with Hispanics (16.4%) than with non-Hispanics (11.9%).

Figure III-17: Victim of Any Crime, 2008



Capacity to Shelter in Place

In light of concerns regarding terrorism, natural disaster, and citizen safety, respondents were asked, for the third time, two questions regarding their capacity to shelter at home if an emergency situation arose. As in 2007 the question was split with one half of respondents asked how long they could shelter “with electricity” and the other half how long they could shelter “without” electricity. These questions are now part of the survey “core” that is to be asked every year.

Imagining the presence of electricity, 18.9 percent of the respondents said they would be able to shelter for 3 days or less, 44.7 percent for 4 days to 1 week, and 36.3 percent for 8 days or more. Imagining the absence of electricity, 33.6 percent would be able to shelter for 3 days or less, 42.3 percent for 4 days to 1 week, and 24 percent for 8 days or more. As expected, the presence of electricity greatly extends residents’ capacity to shelter in the case of a natural or man-made disaster. The percentage of residents predicting they would be able to shelter for 8 days or more dropped significantly from 36.3 percent with electricity to 24 percent when electricity was not available (see Figure III-18).

While there were no significant differences in residents’ capacity to shelter without power between this year and last year, responses with regard to their capacity to shelter with electricity were significantly different from those reported in 2007. In 2007, 43.2 percent of respondents said they were able to shelter for a period of 8 days or more compared to 36.3 percent this year.

Trends for all public safety items from 1993 and the last five years are shown in Table III-5.

Figure III-18: Capacity to Shelter in Place with/without Electricity, 2008

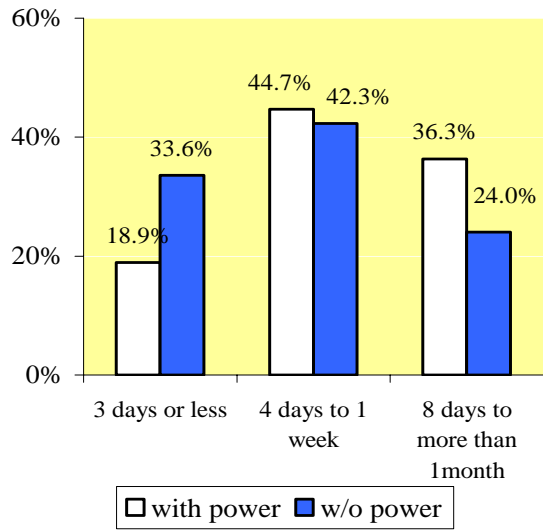


Table III-5: Trends in Satisfaction with Public Safety Services, 1993 and 2004-2008

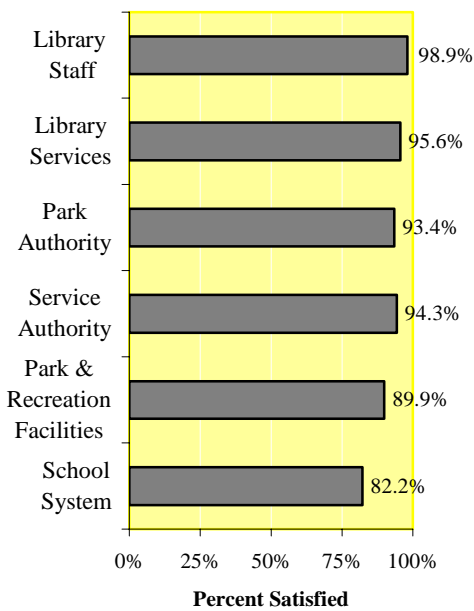
Item Number	Satisfaction Item	1993	2004	2005	2006	2007	2008
POLICE	Overall Satisfaction with Police	88.7	93.7 ^{0, 1, 4, 15}	93.7 ^{0, 1, 4, 15}	92.5 ^{0, 1, 15}	92.3 ^{0, 1, 15}	89.0 ^{5, 7, 8, 9}
ATTITUDE	Police Attitudes and Behaviors Toward Citizens	—	86.3 ¹⁵	88.4 ^{3, 4, 15}	86.6 ¹⁵	87.9 ¹⁵	79.3 ^{5, 7, 8, 9}
DRUGS	Reducing Illegal Drugs	79.2 ¹⁵	84.1 ^{0, 1}	84.3 ^{0, 1}	90.8 ^{5, 7}	83.2 ¹	87.7 ^{0, 1, 2, 3, 4, 6, 7, 8, 9, 10, 13, 14}
GANGS	Efforts to Combat Gang Activity	—	79.9	—	76.1	—	84.7 ^{11, 13}
FIRE	Fire Protection	97.2	98.2 ^{1, 2, 6}	98.2 ^{1, 6}	97.9 ¹	98.4 ^{1, 6, 10}	96.6
RESCUE	Medical Rescue	96.6	97.4 ^{4, 6}	98.3 ^{0, 1, 2, 3, 4, 6, 8, 15}	95.7 ^{5, 9, 12}	98.5 ^{0, 1, 2, 4, 6, 8, 13, 15}	95.8 ^{0, 1, 3, 5}
EMSATIS	911 Phone Help	—	91.9	95.2 ³	92.5	94.6	94.1
EMTIMEB	Time for Help to Arrive	—	86.3	90.6 ^{5, 6, 9, 15}	86.0	89.3 ^{6, 9}	83.6
EMASSTB	Assistance on the Scene	—	89.7	94.9 ^{1, 4, 6, 9, 10, 11, 15}	90.1 ¹²	92.6	86.7 ⁷
AMCRIME	Safety In Neighborhood in Daylight	—	91.9 ⁶	92.8 ⁴	93.0 ⁴	94.3 ^{2, 3, 4, 5, 9, 11, 15}	91.9 ⁶
PMCRIME	Safety in Neighborhood after Dark	—	86.3 ^{2, 3, 4, 5}	85.7 ^{2, 3, 4}	85.6 ^{2, 3, 4}	86.7 ^{2, 3, 4, 5}	85.8 ^{2, 3, 4}
COURTSAT	Security in Courthouse	—	—	96.3	—	97.3	99.0 ¹²
STRLTA	Street Lighting	71.2 ¹⁵	—	82.0 ^{0, 1, 2, 3, 4, 6, 10}	—	73.8 ^{5, 7, 8, 12}	84.7 ^{0, 1, 2, 3, 4, 6, 8, 10, 14}
DYCRIMEB	Safety in Commercial and Business Area in Daylight	—	91.3	—	91.9	—	90.6 ²
NTCRIMEB	Safety in Commercial and Business Area after Dark	—	81.7 ^{2, 3, 4, 6}	—	79.3	—	79.4 ^{2, 3, 4, 6}
PREVENTB	Crime Prevention Program and Information	83.4	82.8	—	82.1	—	81.6
SHERIFFA	Sheriff's Office Performance	—	—	—	—	94.5	95.2
ATTITUT	Sheriff's Office Attitudes and Behaviors Toward Citizens	—	—	—	—	91.9	90.6
POLFAIR	Satisfaction with Police Dept. treats everyone fairly	—	—	—	—	—	74.3
PPOLICY	Satisfaction with the job of the Police in carrying out immigration policy	—	—	—	—	—	80.5

Footnotes indicate value is significantly different from: ⁰ 1993 ¹ 1994 ² 1995 ³ 1996 ⁴ 1997 ⁵ 1998 ⁶ 1999 ⁷ 2000 ⁸ 2001 ⁹ 2002 ¹⁰ 2003 ¹¹ 2004 ¹² 2005 ¹³ 2006 ¹⁴ 2007 ¹⁵ 2008

Public Services

In addition to services relating to crime, safety and emergency services, Prince William residents were asked to rate their satisfaction with a number of other public services the County provides. Respondents were asked about education, libraries, parks, and County water/sewer services. Figure III-19 illustrates the satisfaction levels with these services.

Figure III-19: Satisfaction with Public Services, 2008



To ascertain satisfaction with libraries, respondents were first asked if at least one member of their household had visited or used the County Libraries within the past twelve months. Slightly less than three-quarters (73.2%) said at least one member of their household had (compared to 69.8% in 2007). Of those who had visited the library, 98.1 percent were satisfied with the quality of service they received from the library staff, with 84.7 percent very satisfied. These ratings are not significantly different from the 98.9 percent satisfaction reported in 2007. Overall, 95.6 percent of the respondents said they were also satisfied with the library services. This satisfaction rating is not different from the 94.4 percent reported in 2007. As in 2007, the libraries received some of the highest satisfaction ratings among the items asked in the entire survey.

As in 2007, the great majority of parents (82.7%) reported that they had at least one child attending Prince William County public schools. Eighty-four percent (82.2%) of all residents were satisfied that the school system provided efficient and effective service, with 40.6 percent very satisfied. This is not significantly different from the 84.4 percent reported in 2007.

When asked about the County’s park and recreation facilities and programs, more than half (57.1%) of respondents said they had used the County parks or recreation facilities and 89.9 percent of them were satisfied. This year’s ratings are not significantly different from those reported last year when 57.0 percent reported using the County parks or recreation facilities with 89.6 percent satisfaction rating.

When asked if they were familiar enough to rate the County Park Authority, about half (45.4%) said that they were. Of those, 93.4 percent were satisfied that the County Park Authority provides efficient and effective service, with 56.6 percent being very satisfied. Ratings on this item also are not significantly different from those reported in 2007 when 48.7 percent of the respondents said they were able to rate the County Park Authority with a total satisfaction rating of 93.7 percent.

More than one-half (59.1%) of the respondents said they were familiar with the Prince William Service Authority. Of this group, 94.3 percent expressed satisfaction, a rating that is not significantly different from the 93.3 percent reported in 2007.

Overall, satisfaction ratings with the library services and staff and satisfaction ratings with the parks varied significantly with education, age, and work status. For example, students and residents aged 18-25 are more likely to express higher satisfaction levels with these services (see Appendix E).

Human and Mental Health Services

Respondents were asked a series of questions regarding health and human services, such as their satisfaction with the health department, programs for the elderly, social services, and services for the mentally ill. First, however, they were asked if they were familiar enough with each of these services to be able to rate them, as many respondents do not have experience with them.

Regarding the Health Department, slightly more one-quarter (26.2%) of the respondents said they were familiar enough to rate it. Their response was positive, though, with 78.9 percent expressing satisfaction, not significantly different from last year (83.9%).

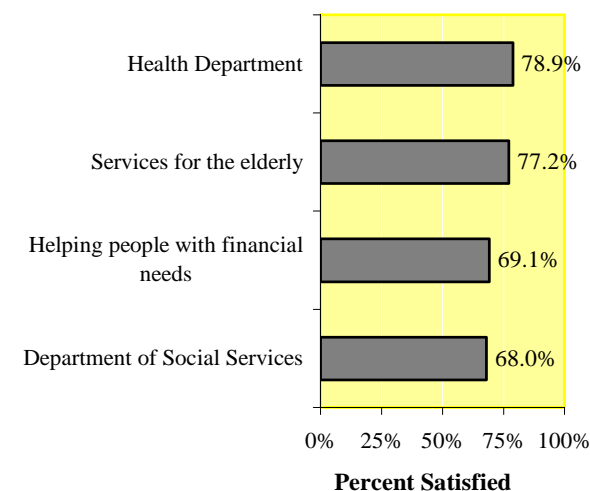
Satisfaction with programs and services available to the elderly reached 77.2 percent. This is significantly lower than the 83.2 percent who were satisfied with these services a year ago.

When asked specifically about the County’s Department of Social Services, slightly more than one-fifth (22.1%) were able to rate it, with 68.0 percent of those who could expressing satisfaction. This is not significantly different from the 73.8 percent satisfaction reported last year.

Another question that was not asked since 2006 was about satisfaction with the job the County is doing in providing help to people in financial need. One-fifth (20.6%) of residents were very satisfied and slightly less than one-half (48.4%) were somewhat satisfied for a total of 69.1 percent satisfied, a significant decrease from the 2006 level of 76.7 percent.

Satisfaction for human service items is shown in Figure III-20.

Figure III-20: Satisfaction with Human Services, 2008



Respondents were asked if they were familiar with the Community Services Board (CSB), which provides mental health, mental retardation, and substance abuse services to the local community. This year saw significant increases in several items related to mental health services. About one in seven (14.6%) of respondents were familiar

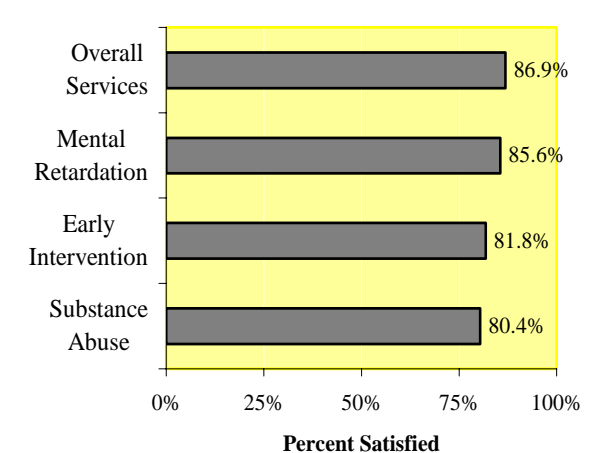
enough with these services to rate them, an increase from the 11.4 percent that was reported last year. In 2006, about the same percentage (14.6%) of respondents said they were familiar with the services of the Community Services Board.

Of the relatively small number of residents who were familiar enough with the CSB, nearly three-quarters (86.9%) were satisfied with the CSB overall, a significant increase from the 73.9 percent satisfaction reported in 2007.

This year marked the fourth time respondents were asked separate questions about specific mental health services offered by the Community Services Board (CSB) as opposed to a single overall question. As in 2007, respondents were asked about their specific satisfaction with early intervention services, and services to people with mental retardation and those with substance abuse problems.

Figure III-21 illustrates the satisfaction with the CSB among residents who were familiar with it. The majority of residents (85.6%) were satisfied with services to people with mental retardation, 81.8 percent were satisfied with the early intervention services, and 80.4 percent were satisfied with services to people with substance abuse problems. Satisfaction with the areas of services to those with mental retardation and to people with substance abuse problems increased significantly from those reported last year (73.3% and 63.7%, respectively).

Figure III-21: Satisfaction with Community Services Board Services, 2008



Trends in Public and Human Services

Trends for all public and human service items from 1993 and the last five years are shown in Table III-6.

Table III-6: Trends in Satisfaction with Public and Human Services, 1993 and 2004-2008

Item Number	Satisfaction Item	1993	2004	2005	2006	2007	2008
SCHL4	School System Provides Efficient and Effective Service	—	81.2	84.0 ^{4,5,6,7,8,9,10}	83.7 ^{4,5,6,7,8,9,10}	84.4 ^{6,7,8}	82.2 ^{6,7,8}
LIBRARY	Library Services	94.9	96.2 ⁵	96.8 ⁵	95.5 ⁵	94.4 ^{2,5,6,7,8,9,12}	95.6 ^{5,6}
LIBRYSAT	Library Staff	98.2	99.1 ¹⁰	99.1 ¹⁰	99.2 ¹⁰	98.9	98.1 ⁸
PARK	Park & Recreation Facilities and Programs	88.7	91.0 ^{1,3,5}	87.9 ^{2,11}	87.6 ^{2,11}	89.6	89.9 ^{3,5}
PARK2	Park Authority Provides Efficient & Effective Service	—	94.6	94.8	94.3	93.7	93.4
CTYSERV2	Service Authority Provides Efficient & Effective Service	—	89.8 ⁵	93.4 ^{7,11}	93.1 ^{7,11}	93.3 ^{7,11}	94.3 ^{7,9,11}
ELDERLY	Helping the Elderly	68.3	77.9 ^{0,1,5,7}	83.4 ^{0,1,3,10,11,15}	81.0 ^{0,1,3}	83.2 ^{0,1,3,10,11,15}	77.2 ^{0,5,7,8}
FINNEEDB	Help to People in Financial Need	61.0	69.9	—	76.7 ^{0,1,11,15}	—	69.1 ^{0,5,6,13}
DSSSAT	Satisfaction with DSS	60.3	75.4 ^{0,1,2}	76.4 ^{0,1,2,10}	69.6 ^{0,5}	73.8 ^{0,2}	68.0 ⁵
HLTHSAT	Health Department	84.6	82.1 ^{5,7,8}	86.2 ¹⁵	82.6 ^{5,7,8}	83.9 ^{5,7}	78.9 ^{1,5,6,7,8,9}
MENTRET	Services to Those with Mental Retardation	—	—	85.6	77.1	73.3 ¹²	85.6 ¹⁴
MENTEIS	Early Intervention Services	—	—	78.3	81.3	73.7	81.8
MENTSUB	Services to People with Substance Abuse Problems	—	—	73.1	73.0	63.7	80.4 ¹⁴
MENTHPB	Services to People with Mental Health Problem	—	—	—	79.2	—	82.1
MENTALL*	Overall services of CSB	—	—	86.7	83.1	73.9 ^{12,13}	86.9 ¹⁴

Footnotes indicate value is significantly different: ⁰ 1993, ¹ 1994, ² 1995, ³ 1996, ⁴ 1997, ⁵ 1998, ⁶ 1999, ⁷ 2000, ⁸ 2001, ⁹ 2002, ¹⁰ 2003, ¹¹ 2004, ¹² 2005, ¹³ 2006, ¹⁴ 2007, ¹⁵ 2008

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

IV. Communication with the County

Information about the County and the Government

One important responsibility of the County is to keep citizens informed about the happenings of its government. Citizens pay taxes and voice their opinions through the ballot and other forums. Likewise, they must be able to inform themselves about the work of government in carrying out its duties.

Contact with the County for Any Purpose

Although the citizens of Prince William County receive a great deal of service from the County government, they also have responsibilities as residents. They pay taxes and purchase licenses for various projects. As consumers of services or providers of revenue, thus, citizens communicate with the County government in a number of ways. In the survey, respondents were again asked a series of questions about citizens' experiences as they contacted the County.

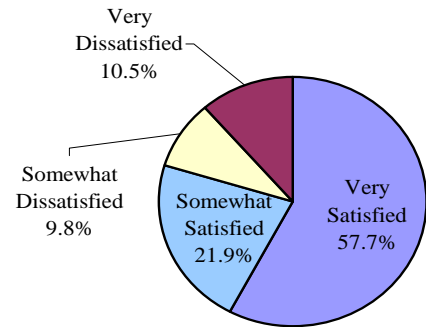
First, in order to evaluate the amount of contact residents have with the County government, they were asked the following question:

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

Less than half (40.1%) of the residents said they had contacted the County government. This percentage is not significantly different from the 43.1 percent reported in 2007, but it is significantly lower than the response of 47.8 percent reported in 2006.

Of those who did contact the County, a total of 79.9 percent were satisfied with the helpfulness of County employees (57.7% were very satisfied). Satisfaction with helpfulness is illustrated in Figure IV-1 and does not represent a significant change from the 79.8 percent satisfaction level reported in 2007.

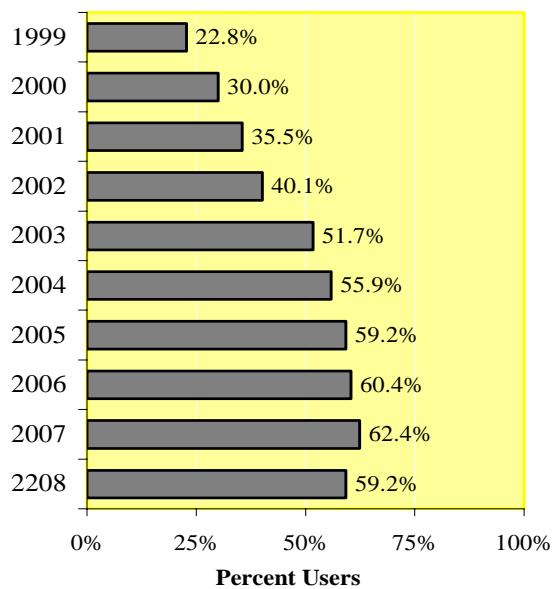
Figure IV-1: Satisfaction with County Employee Helpfulness, 2008



County Web Site

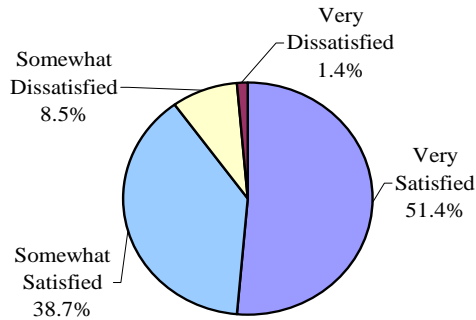
As in the previous years' surveys, residents were also asked about their use of the Prince William County government website. Fifty-nine percent (59.2%) of respondents reported that they had used the website, compared with 62.4 percent in 2007 and 60.4 percent in 2006. There was initially a rapid upward trend in website usage from the 22.8 percent reported initially in 1999, but the rate of increase has leveled off in recent years. Figure IV-2 illustrates the increasing use of the County government website since 1999, and its apparent leveling off.

Figure IV-2: Use of County Website, 1999-2008



As is illustrated in Figure IV-3, of those who had used the website, 90.0 percent said they were satisfied with it (51.3% were very satisfied), a significantly lower satisfaction rating than the 93.9 percent reported in 2007.

Figure IV-3: Satisfaction with County Website, 2008

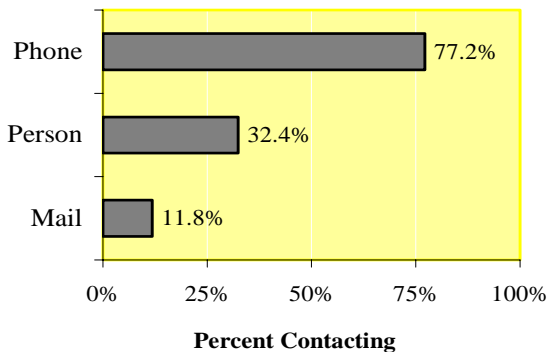


Contact with County for Tax Purposes

As in 2007, respondents were asked specifically if they “had any occasion to contact the County about taxes for real estate, personal property, or a business license.” Slightly more than one-third (36.2%) had contacted the County for this purpose. This percentage is not significantly different from the 35.9 percent reported in 2007.

As is illustrated in Figure IV-4, nearly three-quarters (77.2%) contacted the government by phone, 32.4 percent made contact in person, and 11.8 percent contacted the County by mail.⁹

Figure IV-4: Methods of Contact Regarding Taxes, 2008



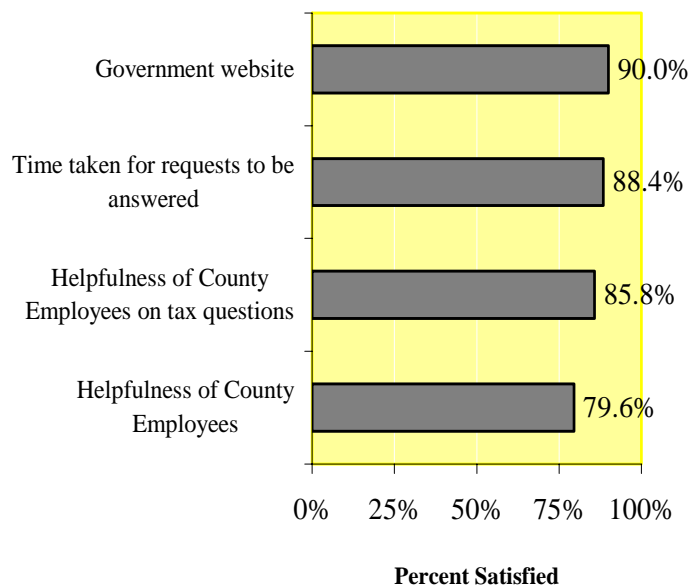
Of those who had contacted the County about a tax issue, 85.8 percent expressed satisfaction with the level of assistance they received from the County employees, with 63.3 percent very satisfied. Most also reported that they were

⁹ These percentages total to more than 100 percent because some respondents had contacted the government in more than one way.

satisfied with the time it took for their request to be answered, with 88.4 percent satisfied, and 63.6 percent very satisfied. These overall levels of satisfaction are higher but not significantly different than those received in 2007 (85.2% and 83.2%, respectively).

Figure IV-5 illustrates the satisfaction levels for the communication items in 2008. The trends for the related satisfaction items over past surveys are shown in Table IV-1.

Figure IV-5: Satisfaction with Contacting the County, 2008



Use of and satisfaction with the government website varied significantly with several demographic variables including marital status, education, homeownership, and length of residence in the County (see Tables in Appendix E for a complete listing).

Table IV-1: Trends in Communication Items, 1993 and 2004-2008

Item Number	Satisfaction Item	1993	2004	2005	2006	2007	2008
HELPFUL2	Helpfulness of Employees	79.3	78.8	82.0 ⁶	80.1	79.8	79.6
HELPFULA	Helpfulness of Employees on Tax Questions	79.3	—	87.4 ^{2,5,6}	—	85.2 ⁶	85.8
TIMESATA	Time Taken for Requests to be Answered	—	—	88.2 ^{3,6,7}	—	83.2 ⁶	88.4 ^{3,7}
NET2	County Website	—	92.6	92.6	92.9	93.9 ¹⁵	90.0

Footnotes indicate value is significantly different from:

⁰ 1993	² 1995	⁴ 1997	⁶ 1999	⁸ 2001	¹⁰ 2003	¹² 2005	¹⁴ 2007
¹ 1994	³ 1996	⁵ 1998	⁷ 2000	⁹ 2002	¹¹ 2004	¹³ 2006	¹⁵ 2008

V. Development Issues

In each year of the survey, a series of questions is included to gauge citizen opinion about land use, development, new jobs, ease of travel, waste management, and related development issues in Prince William County. Growth and development mean new opportunities for employment but can also bring new demands on infrastructure, such as roads and community facilities. Many of the items reported in this chapter continue to show far lower levels of satisfaction than is the case with most other Prince William County services. On the other hand, some of these items show increased satisfaction in 2008.

Land Use and Development

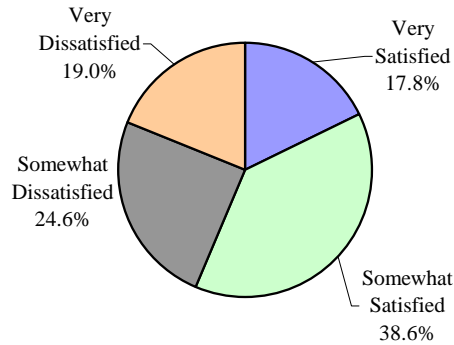
As in previous years, we asked:

“In general, how satisfied are you with the job the County is doing in planning how land will be used and developed in the County?”

As illustrated in Figure V-1 below, 17.8 percent said they were very satisfied with land use planning, and an additional 38.6 percent said they were somewhat satisfied, totaling 56.4¹⁰ percent of residents who were satisfied. The remaining 43.6 percent of residents were dissatisfied (19.0% very dissatisfied, and 24.6% somewhat dissatisfied). This level of satisfaction is significantly higher than any satisfaction level reported on this item since 2004. In 2007, 47.5 percent reported satisfaction on this item.

As expected, newer residents and renters were more satisfied than homeowners and those who have lived in the County for longer. Those living in PWC for more than 20 years were the least satisfied with the County’s planning and land use (see Appendix E).

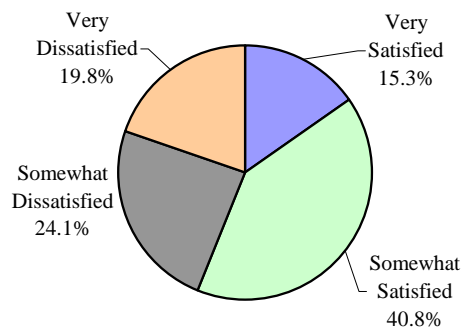
Figure V-1: Satisfaction with Planning and Development, 2008



Rate of Growth

A related question is whether the residents of Prince William County are satisfied with the rate of growth the County is experiencing. More than half of the residents surveyed were satisfied (56.1%), with 40.8 percent somewhat satisfied and 15.3 percent very satisfied. On the other hand, about one-fifth of respondents (19.8%) said they were very dissatisfied and one-quarter (24.1%) were somewhat dissatisfied with PWC’s rate of growth. Significantly more residents were satisfied with the rate of growth this year than in every year since 2003. Thus, this year marks a reversal in the downward trend seen in recent years. In 2007, only 44 percent of respondents were satisfied with the rate of growth.

Figure V-2: Satisfaction with the Rate of Prince William Growth, 2008



As expected, newer residents, those with children, renters, and the youngest residents were the most satisfied with the rate of growth. Retirees and those living in PWC for ten years or more were significantly less satisfied with the rate of growth than others (see Appendix E).

¹⁰ These ratings combined the ratings of the land question asked before and after the jobs series (see page A-27 of Appendix A)

Compared to 2007, residents in all areas were significantly more satisfied with the rate of growth in Prince William County, as illustrated in Figure V-3. Again, there were no significant differences in satisfaction between areas.

Figure V-3: Satisfaction with County Growth by Area, 2008

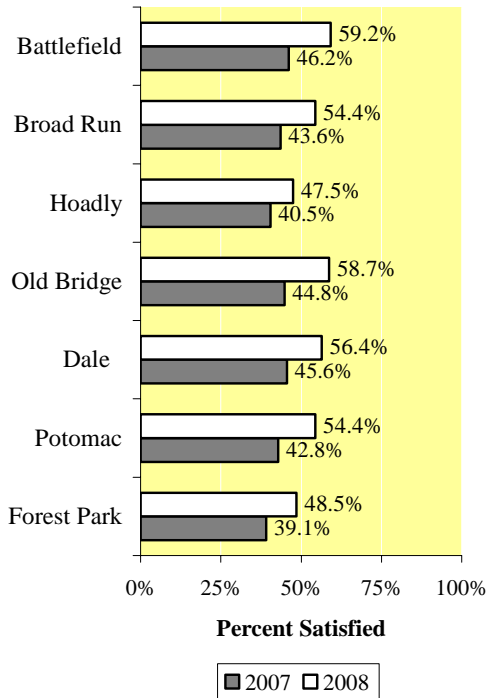


Figure V-4: Satisfaction with Opportunities for Citizen Input by Geographic Area, 2008

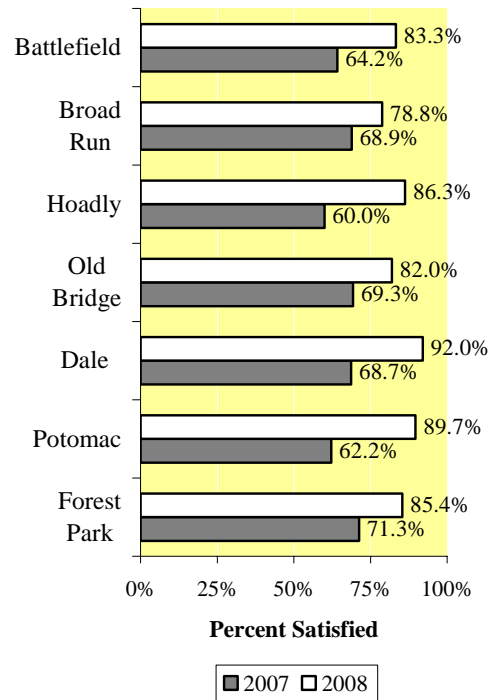
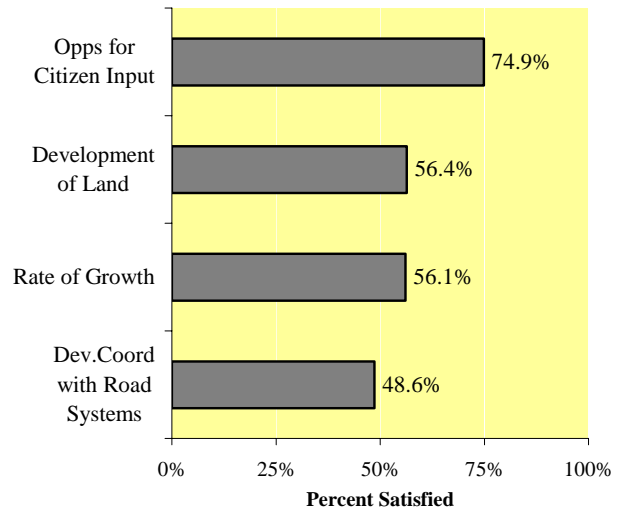


Figure V-5 illustrates satisfaction levels for each of the land use and development items.

Figure V-5: Satisfaction with Development Items, 2008



Citizen Input

Respondents were quite satisfied with the opportunities for citizen input into the planning process this year, with 74.9 percent saying that they were satisfied (22.2% very satisfied and 52.7% somewhat satisfied). This level is significantly higher than it has been since 2004. For instance, in 2007, 66.6 percent of the respondents reported satisfaction and in 2006, 68.5 percent were satisfied.

As with PWC’s rate of growth, satisfaction ratings with the opportunities for citizen input do not differ by geographic area. As illustrated in Figure V-4, the increase in satisfaction with opportunities for citizen input is apparent in all regions.

Some groups of residents were somewhat more satisfied with opportunities for citizen input than others. In particular, renters and the oldest and youngest residents were the most satisfied with their opportunities (see Appendix E).

Appearance

Two questions were posed to residents about the appearance of the County. Residents were first asked how satisfied they were with the visual appearance of new development in the County. Secondly, residents were asked to rate their satisfaction with the County in preventing

neighborhoods from deteriorating and making sure the neighborhood is well kept. In addition, respondents were asked about the safety of buildings, residential and non-residential, constructed in the County in the last two years.

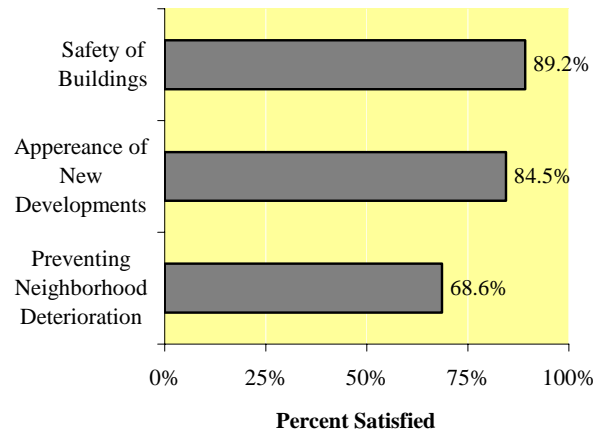
The visual appearance of new development was satisfactory for 84.5 percent of residents, with 31.8 percent saying they were very satisfied. Residents were somewhat less satisfied with the job the County is doing in preventing neighborhoods from deteriorating and making sure the community is well kept (68.6%), with 45.9 percent being somewhat satisfied and 22.7 percent very satisfied. Satisfaction with prevention of neighborhood deterioration did not significantly increase this year (compared to 66.9% in 2007), but satisfaction with the visual appearance did increase significantly, rising six percent from the 78.5 percent satisfaction level reported in 2007.

The satisfaction with these areas was compared across various demographic characteristics and is reported in Appendix E. Residents in the lowest income category (<\$35k per year) were significantly more satisfied with efforts to prevent neighborhood deterioration, as were residents who indicated they were black or Hispanic. Black residents also reported significantly more satisfaction with the visual appearance of new development, as did residents with children.

For the first time, respondents were asked about the safety of buildings, residential and non-residential, constructed in the County in the last two years. Overall, 89.2 percent expressed satisfaction with 40.7 percent saying they were very satisfied and 48.4 saying they were somewhat satisfied.

Figure V-6 illustrates mean satisfaction levels for appearance and building items.

Figure V-6: Satisfaction with Appearance Items and Safety of Buildings, 2008



New Jobs

All respondents were asked a screener question to determine if they were familiar enough with the County’s efforts to attract new jobs and businesses to be able to rate those efforts. Over one-quarter (28.8%) of the respondents said that they were familiar with those efforts, no different than in 2007, when 29.4 percent were familiar. Only those respondents familiar with the efforts of the County to attract new jobs and businesses were asked to rate how well the County was doing.

A total of 77.8 percent said they were satisfied, with 28.9 percent reporting that they were very satisfied. This level of satisfaction does not differ from the 79 percent who were satisfied last year.¹¹

Waste Management

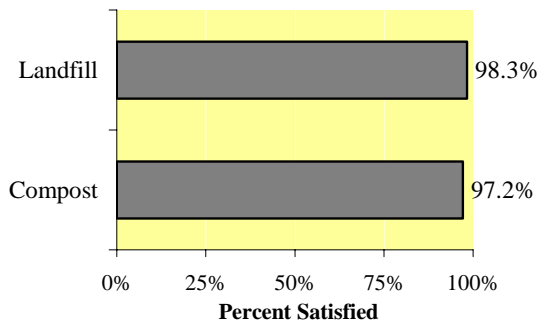
Regarding the landfill, approximately half (45.2%) of the responding PWC residents had taken trash to the County’s landfill at Independent Hill. In 2007, 47.5 percent said they had taken trash to County’s landfill. The vast majority, 98.3 percent, were satisfied with the landfill (86.5% very satisfied). This year’s satisfaction is significantly higher than the 96 percent satisfied reported in 2007.

There was also a significant increase in use of composting, with more respondents (16.1%)

¹¹ In order to provide an unbiased comparison, this percentage only includes the satisfaction ratings of those that were asked the screener question in 2006. Those that were not asked the screener question are not included in this percentage and comparison.

saying they had used the compost facility in PWC this year than the last time this question was asked, in 2006 (9.9%). Of those respondents, nearly all, or 97.2 percent, said they were satisfied, not significantly different from the 2006 level of 99 percent satisfaction.

Figure V-7: Satisfaction with Waste Management Services, 2008



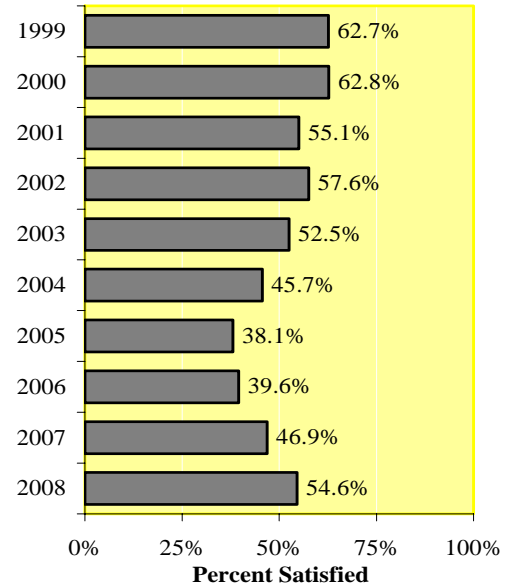
Transportation

Getting around is not always easy in the Northern Virginia area. Each year, respondents are asked how satisfied they are with the ease of travel or getting around within Prince William County. This year 54.6 percent were satisfied, significantly more than each year since 2004. For instance, in 2005, 38.1 percent were satisfied and in 2007, 46.9 percent were satisfied.

Figure V-8 illustrates the pattern of satisfaction with transportation within the County over the past nine years, illustrating residents’ increasing dissatisfaction from 2004 to 2006 and the recent improvements.

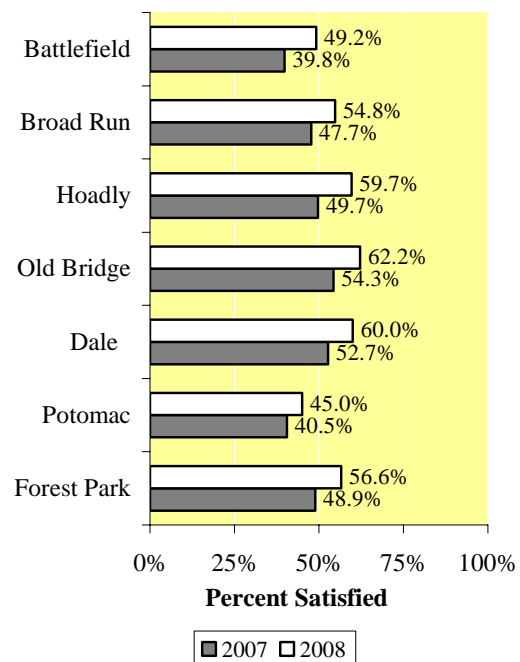
Overall, slightly less than one-half (48.6%) of the respondents said they were satisfied with the way residential and business is coordinated with the transportation and road systems. This year’s rating is significantly higher than the 35.5 percent reported in 2007 and the 34.9 percent reported in 2005. This question, which was part of the rotating questions, is included in the set of core questions starting this year.

Figure V-8: Satisfaction with Ease of Travel in the County, 1999-2008



All regions achieved a significant increase in residents’ satisfaction with travel in the County as illustrated in Figure V-9. The least satisfied were those in the Potomac (45%) and Battlefield (49.2%) areas. Respondents from Old Bridge (62.2%), Dale (60%), and Hoadly (59.7%) were the most satisfied with travel in the County.

Figure V-9: Satisfaction with Ease of Travel in the County by Geographic Area, 2007-2008



It must be noted that the transportation problem is not one unique to Prince William County. Respondents were also asked how satisfied they were with the ease of travel in Northern Virginia outside of Prince William County, and that produced the lowest satisfaction ratings among all items in the entire survey. Only 37.2 percent of respondents were satisfied with the ease of travel in Northern Virginia, with only 8.7 percent being very satisfied. Although this year's satisfaction is lower than all the items rated on the survey, it is significantly higher than the 27.7 percent of residents satisfied in 2007 and the 24.5 percent satisfaction from 2005.

Some groups of respondents were even less satisfied with the ease of travel outside the county than others (see Appendix E). Those who reported having attended college and those with higher incomes were particularly dissatisfied. (As will be seen in Section VII, these groups are more likely to be commuters.) Residents aged 38-64 were less satisfied than others, as were residents without children.

Quality of Streams

This year, residents were asked to rate their level of satisfaction with the County efforts to preserve and improve the water quality of the streams.

Only the residents who indicated they were familiar with these efforts (30.4%) were asked that question.

Of the residents familiar with the County's efforts regarding the water quality of streams, 85.4 percent were satisfied. This rating is not significantly different from the 82.7 percent satisfaction rating reported in 2006, when 32.1 percent of the respondents were familiar with the efforts.

Figure V-10: Satisfaction with the County's Efforts to Preserve and Improve the Water Quality of the Streams, 2008

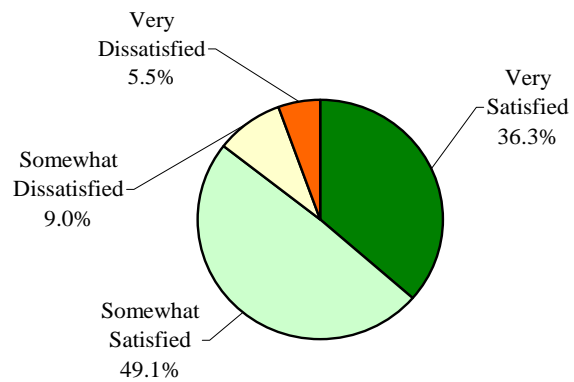


Table V-1: Trends in Developmental Issues, 1993 and 2004-2008

Item Number	Satisfaction Item	PERCENT SATISFIED					
		1993	2004	2005	2006	2007	2008
LAND	Planning and Land Use	53.9	49.8 ^{2,3,5,6,7}	44.8 ^{0,1,2,3,4,5,6,7,8,9,10,11}	44.9 ^{0,1,2,3,4,5,6,7,8,9,10,11}	47.5 ^{0,2,3,5,6,7,8,9,10}	56.4 ^{11,12,13,14}
GROWTHC	Growth in County	—	48.7 ^{8,9}	47.2 ^{8,9}	44.5 ^{8,9,10,11}	44.0 ^{8,9,10,11}	56.1 ^{10,11,12,13,14}
INPUTDEV	Citizen Input Opportunity re: Development	—	57.4 ^{3,4,5,6,7,8,10}	66.8 ^{9,11}	68.5 ^{9,11}	66.6 ¹¹	74.9 ^{3,4,6,8,9,11,12,13,14}
ROADDEVA	Coordination of Development with Road Systems	—	—	34.9 ^{8,10}	—	35.5 ^{8,10}	48.6 ^{12,14}
VISDEV	Appearance of New Development	—	81.9 ^{3,7}	80.8 ^{3,6,7}	82.2 ^{3,7}	78.5 ^{3,6,7,9,13}	84.5 ^{4,8,10,12,14}
NEIGHBOR	Prevent Neighborhood Deterioration	67.8	71.9 ¹⁰	70.8 ¹⁰	68.7 ⁸	66.9 ^{2,5,7,11}	68.6 ⁸
NEWJOBS**	Attract New Jobs and Businesses	—	81.0	82.4	78.7	79.0 ^{0,1,2,9,10,11}	77.8 ^{1,2,9,10}
TRAVEL97	Getting Around	—	45.7 ^{4,5,6,7,8,9,10}	38.1 ^{4,5,6,7,8,9,10,11}	39.6 ^{4,5,6,7,8,9,10,11}	46.9 ^{4,5,6,7,8,9,10,12,13}	54.6 ^{4,7,11,12,13,14}
OUTSIDEC	Ease of Travel Around Northern Virginia	—	—	24.5 ^{8,10}	—	27.7 ^{8,10}	37.2 ^{12,14}
LFILLSAT	Landfill	91.7	95.9 ^{0,4,5,7}	98.8 ^{0,1,3,4,5,6,8,9,10,11}	98.3 ^{0,1,3,4,5,6,9,11}	96.0 ^{4,5,12,13}	98.3 ^{1,3,4,5,6,9,14}
COMPSAT	Balls Ford Road Compost Facility	—	—	—	99.0	—	97.2
QSTREAMS	Efforts to Preserve and Improve Water Quality of Streams	—	—	—	82.7	—	85.4
BUILDNGS	Satisfaction with the safety of buildings, residential and non-residential, constructed in the County in the last two years	—	—	—	—	—	89.2

Footnotes indicate value is significantly different from:

0 1993 2 1995 4 1997 6 1999 8 2001 10 2003 12 2005 14 2007
1 1994 3 1996 5 1998 7 2000 9 2002 11 2004 13 2006 15 2008

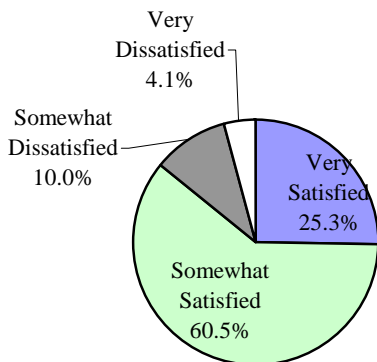
VI. Views of Government

Section III reported residents' satisfaction with government services individually and overall. This section will address the more general views of local government expressed by the citizens of Prince William County, such as the attitudes toward the County government and opinions about value for tax dollars.

Efficient and Effective Service

This year, the citizens of Prince William again reported the extent to which they believe the government provides efficient and effective service. The majority of residents were satisfied with this issue, with 85.8 percent being somewhat or very satisfied (see Figure VI-1). This year's satisfaction is not significantly different from the 85.6 percent satisfaction observed last year.

Figure VI-1: Satisfaction with Efficiency & Effectiveness of County Service, 2008



Trust in Government

Respondents were also asked how often they trust the County government to do what is right. As illustrated in Figure VI-2, the majority (58.6%), reported trusting the County most of the time or just about always. Slightly more than one-third (39.5%) said that the County government could be trusted only some of the time, whereas only 1.9 percent said that they could never or almost never trust the government.

The oldest residents, those over the age of 64, reported trusting the government significantly more than residents of any other age group, with

75.8 percent reporting they trust the government to do what is right most of the time or just about always. However, residents who are Black, rent, or have incomes less than \$35k a year reported the least trust in government—less than half reported trusting the government to make the right decisions most or all the time (see Appendix E).

Figure VI-2: Trust County Government Decisions, 2008

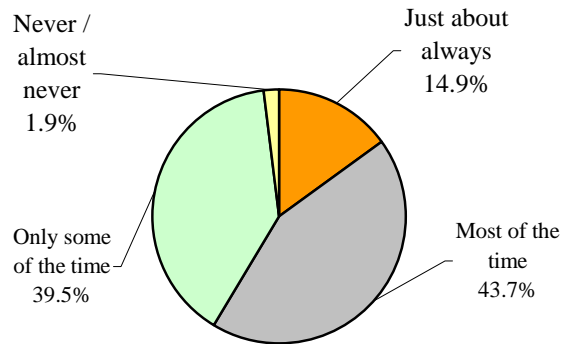
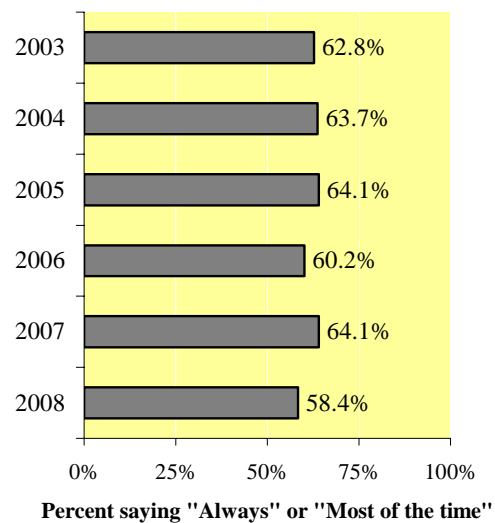


Figure VI-3 illustrates the trends of residents' trust over the last five years of the citizen survey, showing the total percent of respondents who said they would trust the County government most of the time or just about always. This year, there was a significant drop in trust from previous years (2004, 2005, and 2007).

Figure VI-3: Trust County Government Decisions, 2003-2008



View of Taxes

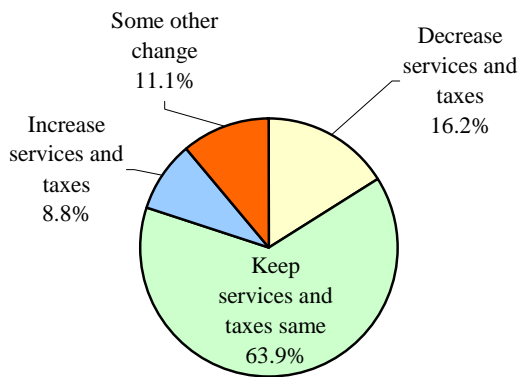
As a general rule, local governments encounter the difficult tradeoff of operating within resource constraints while trying to satisfy the increasing demands and expectations of the community. Citizens, unlike elected leaders and other policy makers, are not faced every day with the need to choose the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

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

This year, 63.9 percent of our respondents preferred the middle path of maintaining services and taxes at roughly current levels. Another 16.2 percent said that they would cut services and taxes, whereas 8.8 percent opted for increased services and taxes, and 11.1 percent suggested some other change (see Figure VI-4). Compared to 2007, more people believed that both services and taxes should be cut (9.6% in 2007 versus 16.2% in 2008).

Residents with the lowest incomes (<\$35k) were the mostly likely to prefer a decrease in services and taxes. Also, educational attainment was strongly related to an overall preference for similar or increased services and taxes, especially for those with graduate school education.

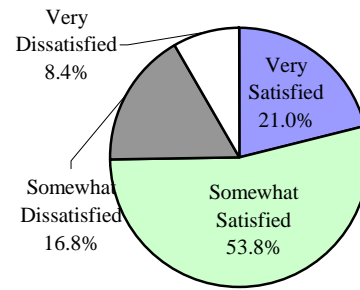
Figure VI-4: Preferred Level of Services and Taxes, 2008



Among those volunteering some other change, 3.7 percent suggested that services should increase while taxes decrease, 3.3 percent said that services should stay the same while taxes decrease, and 3 percent said that services should be increased while taxes stayed the same.

Respondents were also asked how satisfied they were with the value provided by the County government for their tax dollar. Figure VI-5 shows that 74.8 percent said they were satisfied with value for tax dollar, with 21 percent saying they were very satisfied. This is significantly less than the 80.2 percent who were satisfied in 2007.

Figure VI-5: Satisfaction with Value for Tax Dollar, 2008



Some groups were more satisfied with the value for their tax dollars than others: the oldest residents (ages 65+), the newer residents (particularly those who arrived in the past 2 years), and parents with young children under age 5 (see Appendix E).

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

Figure VI-6: Satisfaction with Government Items, 2008

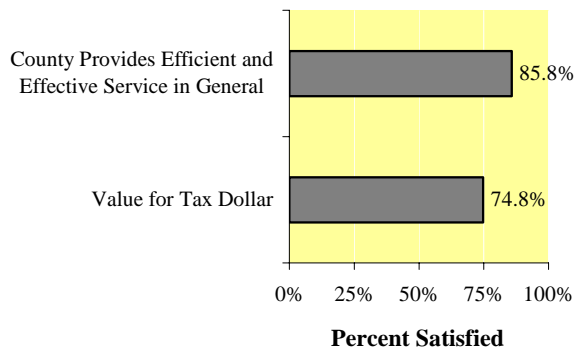


Table VI-1: Trends in Satisfaction with Government, 1993 and 2004-2008

Item Number	Satisfaction Item	PERCENT SATISFIED							
		1993	2004	2005	2006	2007	2008		
EFFNEFF	County Provides Efficient and Effective Service in General	—	84.6 ^{4, 5, 7, 10}	85.3 ^{4, 5, 7, 10}	84.4 ^{4, 5, 7, 10}	85.6 ^{4, 5, 7, 10}	85.8 ^{5, 7}		
VALUE	Value for Tax Dollar	65.5 ¹⁵	75.8 ^{0, 1, 5, 8, 10}	79.2 ^{0, 1, 2, 3, 10, 15}	76.5 ^{0, 1, 10}	80.2 ^{0, 1, 2, 13, 15}	74.8 ^{0, 1, 5, 7, 8, 10}		
Footnotes indicate value is significantly different from:		⁰ 1993	² 1995	⁴ 1997	⁶ 1999	⁸ 2001	¹⁰ 2003	¹² 2005	¹⁴ 2007
		¹ 1994	³ 1996	⁵ 1998	⁷ 2000	⁹ 2002	¹¹ 2004	¹³ 2006	¹⁵ 2008

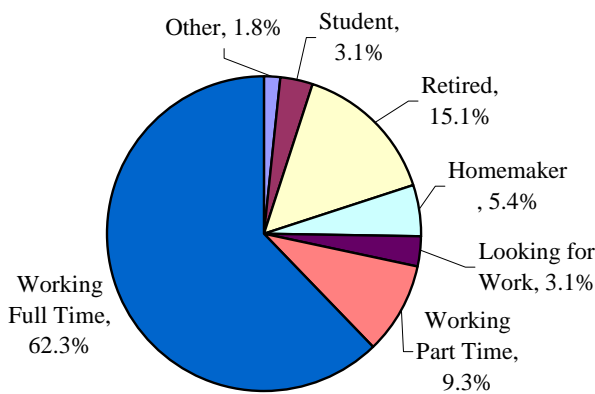
VII. Employment and Commuting

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

Employment

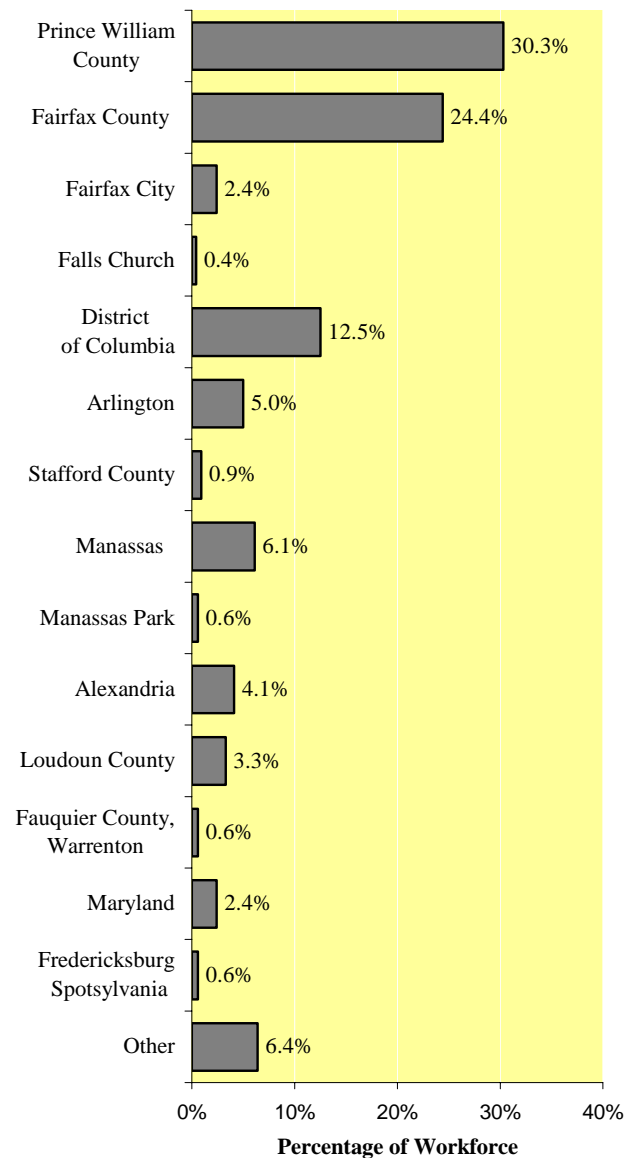
Figure VII-1 shows that the respondents to our survey hold a variety of statuses in the labor force. Slightly less than two-thirds (62.3%) were working full time and an additional 9.3 percent were working part time. Homemakers accounted for 5.4 percent, and 15.1 percent were retired. Students made up 3.1 percent of the sample, and those looking for work also made up 3.1 percent.

Figure VII-1: Employment Status, 2008



Almost a third (30.3%) of the workers in our sample live and work in Prince William County. Slightly more than 5 percent (6.7%) work in Manassas or Manassas Park. The remaining 63 percent work elsewhere; 27.2 percent of the workforce commute to Fairfax County, the City of Fairfax, or Falls Church, 12.5 percent work in Washington, DC, 5 percent commute to Arlington, and 4.1 percent commute to Alexandria. Figure VII-2 details these findings.

Figure VII-2: Place of Work, 2008



Occupation and Industry

This year the survey again asked a series of questions about the specifics of each respondent’s job. Just over twenty-seven percent (27.3%) said they had some kind of specialized credential for work other than a college degree.

The survey also asked respondents several questions designed to obtain further information about the Prince William County workforce. First, respondents were asked their occupation, then the industry they were part of, and finally their employment sector. Occupation and industry were asked as open-ended questions, recorded verbatim,

and subsequently post-coded into reporting categories by CSR staff.

Prince William County residents work in a variety of settings. Just over half of the workforce (51.7%) works in a private company, and almost twenty percent (18.7%) work for the federal government. About twelve percent (12.3%) work for local government, while 7.7 percent work for a non-profit organization. Almost five percent (4.9%) own their own business, practice or farm, and 4.6 percent work for the state government.

Working respondents were also asked whether they worked in particular technology fields. Just over five percent (5.3%) report working in research, development or design of software, and 2.5 percent said they work in manufacturing of computer hardware. Just less than two percent of respondents said they work in a biotechnology field, in pharmaceuticals, and in the manufacturing of special instruments (1.6%, 1.6%, and 1.9% respectively). Five percent of respondents said they work in some other research/development service.

Table VII-1: Occupation of Prince William County Workers, 2008

Occupation	Percentage of PWC Workforce	Percentage of Commuting Workforce	Percentage of Occupation that Commutes
Management	16.8	18.9	64.6%
Business and Financial Operations	8.2	9.8	67.0%
Office and Administrative Support	8.1	9.4	64.2%
Computer and Mathematical	7.6	9.5	69.3%
Sales and Related	7.3	4.6	36.6%
Education, Training and Library	6.2	2.1	19.4%
Construction and Extraction	4.5	5.1	62.3%
Installation, Maintenance, and Repair	4.4	4.6	58.8%
Architecture and Engineering	3.9	4.3	63.6%
Military Specific	3.9	5.9	84.4%
Protective Service	3.6	4.5	69.0%
Healthcare Practitioners and Technical	3.2	2.6	45.9%
Healthcare Support	2.9	2.3	44.1%
Transportation and Material Moving	2.9	2.6	50.0%
Arts, Design, Entertainment, Sports and Media	2.5	2.3	53.6%
Community and Social Services	2.1	1.5	40.0%
Personal Care and Service	2.1	1.4	37.5%
Building and Grounds Cleaning and Maintenance	1.7	1.1	35.0%
Legal	1.6	2.3	78.9%
Production	1.2	0.5	23.1%
Food Preparation and Serving Related	1.1	0.5	23.1%
Life, Physical, and Social Services	0.9	1.2	72.7%

Table VII-2: Industry of Prince William County Workers, 2008

Industry	Percentage of PWC Workforce	Percentage of Commuting Workforce	Percentage of Industry that Commutes
Public Administration	22.3	31.6	79.5%
Professional, Scientific, and Technical Services	10.4	12.4	67.8%
Health Care and Social Assistance	10.4	9.6	51.2%
Educational Services	8.5	2.9	19.2%
Construction	7.0	8.2	65.4%
Retail Trade	5.9	2.9	28.8%
Other Services (Except Public Administration)	5.4	4.0	41.9%
Finance and Insurance	4.0	4.8	66.0%
Information	3.9	3.8	53.3%
Transportation and warehousing	3.5	3.8	61.0%
Manufacturing	2.5	2.1	48.3%
Arts, Entertainment, and Recreation	2.4	2.1	50.0%
Accommodation and Food Services	2.1	1.2	33.3%
Administrative and Support, Waste Management and Remediation Services	2.0	1.7	55.0%
Utilities	1.5	1.8	64.7%
Real Estate and Rental and Leasing	1.5	1.2	44.4%
Wholesale Trade	0.7	0.2	25.0%
Agriculture, Forestry, Fishing and Hunting	0.3	0.3	66.7%

Table VII-3: Employment Sectors of Prince William County, 2008

Sector	Percentage of PWC Workforce	Percentage of Commuting Workforce	Percentage of Sector that Commutes
Private Company	51.7	49.4	53.7%
Federal Government	18.7	29.8	89.2%
Local Government	12.3	6.2	28.2%
Non-Profit Organization	7.7	9.3	67.4%
Own Business	4.9	1.0	11.3%
State Government	4.6	4.3	52.8%

Commuting

The average one-way commute time for all Prince William County workers is 38.5 minutes, a significantly lower amount of time than was reported in 2005, 2006, and 2007. For those who work in Prince William County, the mean commute time is almost 20 minutes (18.5 minutes).

Figure VII-3 illustrates the trend in overall commute time from 2003.

Figure VII-3: Average Commute Time, 2004-2008

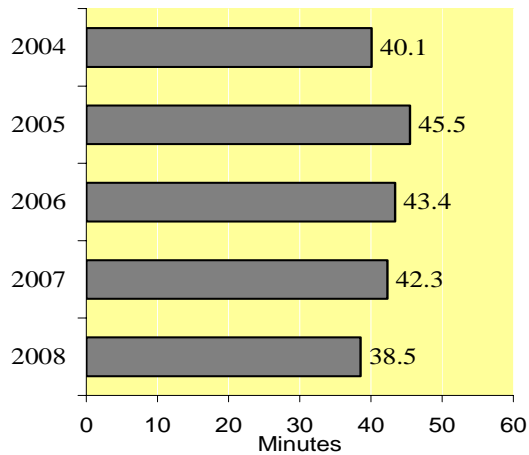
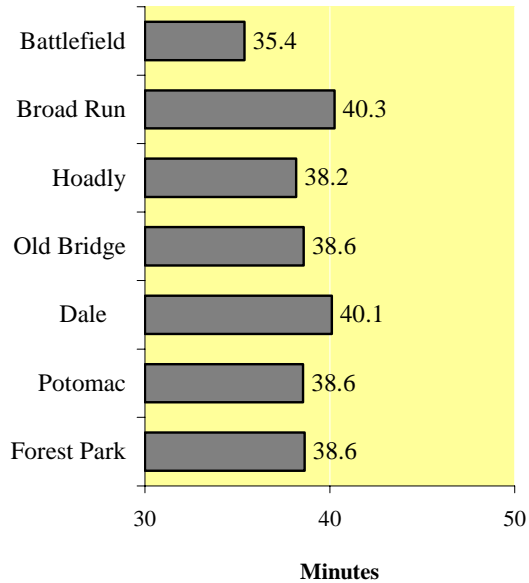


Figure VII-4 shows the variation in average commute time for workers depending on the part of the County in which they reside. The longest commutes are for Broad Run and Dale residents, at 40.3 and 40.1 minutes respectively. The shortest commute time is by respondents residing in Battlefield, who commute an average of 35.4 minutes. However, these differences are not statistically significant based on the limited sample size of workers in each area.

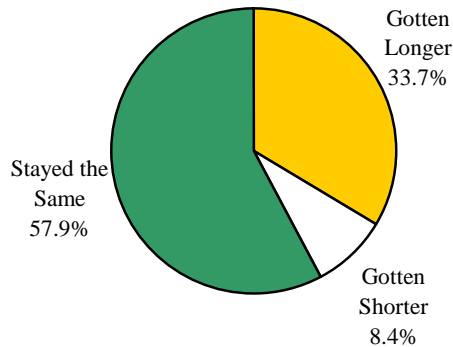
Figure VII-4: Length of Commute by Region, 2008



As in previous surveys, we dichotomized workers into commuters and non-commuters. To be considered a commuter, a worker needed to be commuting outside of Prince William County or Manassas/Manassas Park, and have a commute of 30 minutes or longer. Just under 60 percent (56.4%) of the employed respondents met both criteria.

Most of our respondents (81.1%) were commuting to the same place as they were a year ago. Most were also living at the same address (91.4%). Those respondents who were commuting both to the same place from the same place were asked if their commute time to and from work had gotten longer, gotten shorter, or stayed the same during the past year. The majority (57.9%) said that their commute time had stayed the same, but just about one-third (33.7%) of respondents said that it had gotten longer. Approximately eight percent (8.4%) said that it had gotten shorter. Results are shown in Figure VII-5.

Figure VII-5: Change in Travel Time from Last Year, 2008



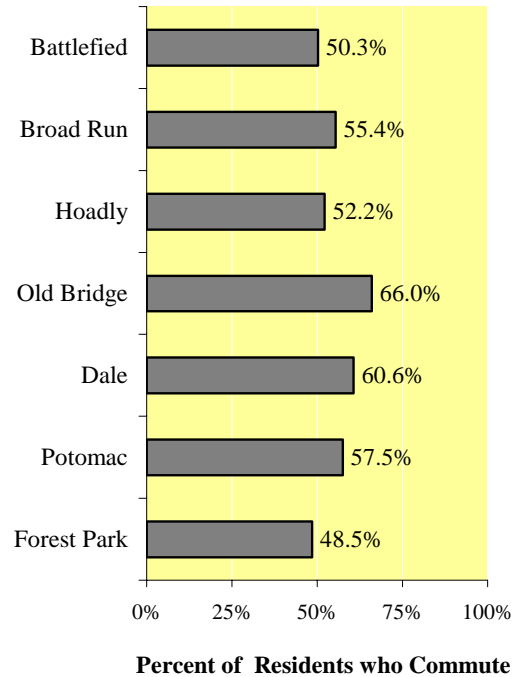
At the request of the County, we once again examined the socio-economic characteristics of commuters in more detail. Unlike in previous years, income was not correlated with commuter status. However, there has been some change from past years in those who commute.

There was a significant difference based on gender, with men being more likely (62.1%) than women (50.7%) to commute. Full-time workers (59.4%) were much more likely to be commuters than part-time workers (36.1%). Also, those who have lived in Prince William County for 20 years or more (45.3%) were less likely to commute than those residing there 3 to 5 years (64.0%) and less (63.7%).

The oldest and youngest residents (>64 yrs & 18-25 yrs) were the least likely to commute, with only 41.5 and 46.4 percent commuting respectively. Also, residents with the status of high school graduate were significantly less likely to commute than others, with only 43.7 percent commuting.

There was also a significant difference based on geographic area of residents, but no specific pairs of areas were significantly different. Overall, residents of Forest Park were the least likely to commute and residents of Old Bridge were the most likely (see Figure VII-6).

Figure VII-6: Percent of Residents Who Commute by Region, 2008



The County was also interested in where jobs were located for commuters in each geographic area of the County. Most commuters are traveling to the Fairfax County, Arlington, and Washington DC areas. This information is detailed in Table VII-4 for commuters and Table VII-5 for both commuters and non-commuters together.

Telecommuting

We also asked employed respondents about telecommuting. The survey asked:

“A telecommuter is someone who spends a whole day or more per week working at home or at a telecommuting center closer to home, instead of going to their main place of work. Do you ever telecommute or telework?”

About one-fifth (19.2%) of the employed respondents said they did telecommute. This is not significantly different from last year’s number of 21.2 percent. Those who said they telecommute were asked how often they did: 7.6 percent said they telecommute all the time, 28 percent said they telecommute several times a week, 21.4 percent several times a month, 23.9 percent once or twice a month, and 18.9 percent several times a year.

Table VII-4: Job Location of Commuters by Residence Area, 2008

Job Location	Battlefield	Broad Run	Hoadly	Old Bridge	Dale	Potomac	Forest Park
Stafford County	--	1.1%	--	1.0%	.9%	--	--
Fredericksburg/Spotsylvania	--	--	--	--	.9%	1.2%	--
Fauquier County/Warrenton	2.4%	--	1.2%	--	--	--	--
Loudon County	8.2%	5.4%	4.8%	1.9%	3.4%	3.6%	--
Fairfax County	50.6%	50.0%	42.2%	26.2%	36.8%	36.9%	31.3%
Fairfax City	8.2%	3.3%	4.8%	2.9%	2.6%	1.2%	4.7%
Falls Church	--	--	--	--	1.7%	1.2%	4.7%
Arlington	3.5%	7.6%	12.0%	16.5%	9.4%	11.9%	18.8%
Alexandria	4.7%	3.3%	7.2%	7.8%	9.4%	10.7%	6.3%
Elsewhere in VA	1.2%	1.1%	1.2%	1.9%	2.6%		1.6%
Washington, DC	12.9%	16.3%	20.5%	33.0%	19.7%	26.2%	23.4%
Maryland	2.4%	4.3%	--	2.9%	6.8%	1.2%	1.6%
Another location (specify)	5.9%	1.1%	2.4%	4.9%	5.1%	3.6%	4.7%
Works all over (vol)	--	6.5%	3.6%	1.0%	.9%	2.4%	3.1%

Table VII-5: Job Location of Commuters and Non-Commuters by Residence Area

Job Location	Battlefield	Broad Run	Hoadly	Old Bridge	Dale	Potomac	Forest Park
Prince William County	31.2%	31.7%	39.0%	25.2%	30.4%	30.1%	40.9%
Manassas	8.1%	7.8%	6.9%	2.5%	4.6%	3.4%	3.0%
Manassas Park	--	2.4%	--	.6%	.5%	--	--
Stafford County	--	.6%	.6%	1.9%	2.1%	--	1.5%
Fredericksburg/Spotsylvania	--	--	--	--	.5%	1.4%	--
Fauquier County/Warrenton	2.3%	.6%	.6%	--	--	--	--
Loudon County	6.4%	3.0%	2.5%	1.3%	2.1%	2.1%	--
Fairfax County	28.3%	29.9%	22.6%	18.9%	22.7%	25.3%	18.2%
Fairfax City	4.0%	1.8%	2.5%	1.9%	1.5%	.7%	2.3%
Falls Church	--	--	--	--	1.0%	.7%	2.3%
Arlington	1.7%	4.2%	6.3%	11.3%	5.7%	6.8%	9.1%
Alexandria	2.3%	1.8%	4.4%	6.3%	6.2%	6.2%	3.8%
Richmond	.6%	--	--	--	--	--	--
Elsewhere in VA	.6%	.6%	.6%	1.3%	1.5%	--	.8%
Washington, DC	7.5%	9.0%	10.7%	21.4%	11.9%	16.4%	12.1%
Maryland	1.2%	2.4%	--	1.9%	4.1%	.7%	.8%
Another location	4.6%	.6%	1.3%	3.8%	4.6%	4.8%	3.8%
Works all over	1.2%	3.6%	1.9%	1.9%	.5%	1.4%	1.5%

VIII. Summary and Conclusion

As in prior years the 2008 annual Citizen Satisfaction Survey continues to be good news for the leadership of Prince William County in most areas of service, but with some important areas showing decreases in satisfaction. The preceding sections of this report describe residents' predominantly high level of satisfaction with specific County services. In conclusion, we will consider the entire list of services the survey has rated.

A new feature of this year's survey is the inclusion of cell-phone respondents. This is the first year Prince William County has had the opportunity to contact people who do not have landline phone service, as previous years' surveys relied primarily on Random Digit Dialing (RDD) samples. This new sampling design, which consisted of augmenting the RDD sample with directory listed and cell-phone samples, improved the representativeness of the 2008 survey.

Another feature of this year's survey is the addition of new questions related to the County's immigration policy adopted by the County Board of Supervisors (BOCS) in July 2007 and implemented by the Police Department in Spring 2008; and new questions about crime victimization and reporting. This year's survey shows significant changes in items related to the police, with satisfaction increasing in some areas (combating gangs and illegal drugs) and decreasing in others (police attitudes). Although 80.5 percent of residents were satisfied with police efforts to enforce the new policy with respect to illegal immigrants, satisfaction with the overall performance of the Police Department decreased significantly from 92.3 percent in 2007 to 89 percent in 2008. This year, overall satisfaction with the Police appears to be related to the race or ethnicity of the respondent. For example, in 2005 when overall satisfaction was 94 percent, blacks were 91 percent satisfied and Hispanics the most satisfied at 97 percent with all others at 94 percent. This year, the rating for all others is virtually unchanged, but satisfaction among blacks had dipped to 85 percent and Hispanic satisfaction with police has decreased to 73 percent.

Satisfaction with the Police Department attitudes and behaviors towards citizens also decreased significantly from 87.9 percent in 2007 to 79.3 percent in 2008. The changes of perceptions in police performance may reflect, to some extent, the conflicting opinions in the community about the policy itself, which were evident in the open-ended comments from respondents about its enforcement.

Table VIII-1 shows the satisfaction ratings for the services and programs, in the order in which they were discussed in the preceding sections, for this year and for the most recent five years in which a specific satisfaction item has been included in the survey. The superscripted numbers in this table indicate statistically significant changes in satisfaction levels between years, including between this year and any of the fifteen preceding years.

Changes from Prior Years

Overall satisfaction with County services was 89.4 percent, a rating that is nearly the same as that of last year (89.5%). There were a number of significant increases and decreases on satisfaction items from 2007 (or 2006 for the rotating questions).

About six out of ten respondents (58.6%) said that they felt that the County could be trusted most of the time or just about always. These opinions show a significant decrease from the 64.1 percent reported in 2007.

Fifteen Items Showed Increases in Satisfaction

Core Satisfaction Items:

- Satisfaction with the Prince William County's growth rate increased from 44 percent in 2007 to 56.1 percent in 2008.
- Satisfaction with the job the County is doing in planning how land will be used and developed in the County increased from 47.5 percent in 2007 to 56.4 percent in 2008.
- Satisfaction with opportunities for citizen input on the planning process in the County increased from 66.6 percent in 2007 to 74.9 percent in 2008.
- Satisfaction with the visual appearance of new development in the County increased from 78.5 percent in 2007 to 84.5 percent in 2008.

- Satisfaction with the way residential and business development is coordinated with the transportation and road systems increased from 35.5 percent in 2007 to 48.6 percent in 2008.
- Satisfaction with the job the County is doing in providing street lighting where it's needed in the County increased from 73.8 percent in 2007 to 84.7 percent in 2008.
- Satisfaction with the job the County is doing in providing convenient ways for people to register to vote increased from 94.9 percent in 2007 to 97 percent in 2008.
- Satisfaction with the Police Department's effort to reduce the use of illegal drugs increased from 83.2 percent in 2007 to 87.7 percent in 2008.
- Overall satisfaction with Community Services Board (CSB) services increased from 73.9 percent in 2007 to 86.9 percent in 2008.
- Overall satisfaction with Community Services Board (CSB) services to people with mental retardation increased from 73.3 percent in 2007 to 85.6 percent in 2008.
- Overall satisfaction with Community Services Board (CSB) services to people with substance abuse problems increased from 63.7 percent in 2007 to 80.4 percent in 2008.
- Satisfaction with the ease of travel or getting around within Prince William County increased from 46.9 percent in 2007 to 54.6 percent in 2008.
- Satisfaction with the ease of travel or getting around Northern Virginia outside Prince William County increased from 27.7 percent in 2007 to 37.2 percent in 2008.
- Satisfaction with the County's landfill services increased from 96 percent in 2007 to 98.3 percent in 2008.

Rotating Satisfaction Items:

- Satisfaction with the police department's efforts to combat gang activity increased from 76.1 percent in 2006 to 84.7 percent in 2008.

Eight Items Showed Decreases in Satisfaction:

Core Satisfaction Items:

- General satisfaction with the job the County is doing in giving residents value for their tax dollar decreased from 80.2 percent in 2007 to 74.8 percent in 2008.

- Satisfaction with the overall performance of the Police Department decreased from 92.3 percent in 2007 to 89 percent in 2008.
- Satisfaction with the Police Department attitudes and behaviors towards citizens decreased from 87.9 percent in 2007 to 79.3 percent in 2008.
- Satisfaction with the job the County is doing in providing emergency medical rescue services decreased from 98.5 percent in 2007 to 95.8 percent in 2008.
- Satisfaction with safety from crime during daylight hours decreased from 94.3 percent in 2007 to 91.9 percent in 2008.
- Satisfaction with the job the County is doing in providing programs to help the County's elderly population decreased from 83.2 percent in 2007 to 77.2 percent in 2008.
- Satisfaction with the County Website decreased from 93.9 percent in 2007 to 90 percent in 2008.

Rotating Satisfaction Items:

- Satisfaction with the job the County is doing in providing help to people in financial need decreased from 76.7 percent in 2006 to 69.1 percent in 2008.

Long-Term Trends

The overall long-term picture remains positive: a combination of steady rates of satisfaction in some indicators and sustained improvement in others over the annual surveys. Prince William County residents are on the whole very satisfied with their County government and quality of life. On most satisfaction items included in the 2008 survey where significant changes in citizen satisfaction have occurred since the baseline survey taken in 1993, changes have been in the direction of greater satisfaction or continued high levels of satisfaction with minor fluctuations from year to year.

The indicators showing a general trend of improvement since 1993 are as follows:

- Satisfaction with the County's value for tax dollars is up more than 9 percentage points since 1993.
- Satisfaction with helping the elderly is up approximately 9 percentage points since 1993.
- Satisfaction with information on government services is up over 10 percentage points since 1993.

- Satisfaction with the landfill is up almost 7 percentage points since 1993.
- Satisfaction with providing help to those in financial need is up over 8 percentage points since 1993.
- Satisfaction with the police department's efforts to reduce the use of illegal drugs is up over 8 percentage points since 1993.
- Satisfaction with voter registration is up over 5 percentage points from 1993.
- Satisfaction with street lighting is up over 13 percentage points since 1993.

This year represents an upturn in satisfaction with items pertaining to development, growth, and transportation issues. Satisfaction for these items has trended downward in the past few years. For example, satisfaction with the County growth rate, which was rated at 44 percent in 2007, decreased from 48.7 percent in 2004 to 44.5 percent in 2006. This year, satisfaction with the County growth's rate was rated at 56.1 percent, a significant increase in satisfaction. Satisfaction with ease of travel or getting around Prince William County and satisfaction with ease of getting around Northern Virginia outside of Prince William County increased significantly from their 2005 ratings (38.1% and 24.5%, respectively) to 54.6 percent and 37.2 percent, respectively in 2008.

Items related to mental health services also show a significant upturn compared to recent years.

Of the 2008 satisfaction items, twenty-two were asked of respondents in 1993. None of this year's ratings had decreased significantly from their 1993 ratings.

Overall Quality of Life

With regard to overall quality of life, Prince William County remains a place that people believe is a good place to live. On a scale of 1 to 10, with 10 being the highest quality, the mean rating has increased from 6.90 in 1993 to 7.18 in 2007, a statistically significant improvement. In 2008, the quality of life is rated at 6.98, a mean rating which is not statistically significant from last year's mean of 7.18. It is worth noting that if this year's survey had relied solely on sampling landline households, as in prior years, this year's mean rating for the quality of life would have been virtually unchanged: 7.12

Services Ranked by Satisfaction Level

Table VIII-2 provides a list of satisfaction items, ranked from those with the highest levels of satisfaction to those with the lowest. The respondents rated 61 specific services and a general rating of satisfaction with government services and quality of life in Prince William County, for a total of 62 satisfaction items. The highest rated satisfaction items in our survey related to security in the Courthouse, the libraries, the compost facility, medical rescue, fire protection, security in the Courthouse, the landfill, overall performance of the Sheriff's Office, and opportunities for voter registration. Forty-two of the 61 ranked satisfaction items scored ratings of 80 percent or better. Five items received ratings of less than 60 percent: satisfaction with ease of travel around Northern Virginia outside of Prince William County, coordination of development with road systems, growth in the County, ease of travel around Prince William County, and planning and land use.

The general County government rating, perhaps the single most important item in the survey, has a high satisfaction level of 89.4 percent. Nearly a third said they were "very satisfied" with the services of the County government in general.

Table VIII-3 ranks all satisfaction items for 2008 by visibility. The visibility refers to the percentage of County residents who are sufficiently familiar with a service to be able to rate it. For example, if 10 percent of those asked about a service say they do not know how to rate it or do not have an opinion about its rating, then that service has a visibility of 90 percent. For some services, we specifically asked respondents a screening question to determine if they were familiar enough with a particular service to give it a rating.

Table VIII-4 is a list of all satisfaction items, categorized by level of visibility and satisfaction level. Figure VIII-1 illustrates those numbers graphically.

Conclusions

Overall, residents of Prince William County are satisfied with the services they receive. Reductions in satisfaction levels on some items also indicate areas where improvements might be made. As indicated earlier, the reasons for

citizens' satisfaction with any particular service relates not merely to its actual quality, but also to citizens' expectations of its quality, or to their own informal cost-benefit analyses regarding the usefulness of a given service or policy to them. These figures are subject to change as people's life circumstances and expectations change. In addition, a citizen satisfaction survey is only one of many possible indicators of the actual quality of the work a public agency is doing, and the findings must of course be weighed against other objective and qualitative indicators when policy and resource allocation decisions are made.

Prince William County certainly can take continuing pride in the high levels of satisfaction its citizens have indicated toward most County government agencies, services and programs, and in the general improvement in citizen satisfaction levels, both overall and with several specific areas since 1993, the first year the survey was conducted. There is no doubt this survey series will continue to be of help to decision-makers and citizens as they work toward continuous improvement of public services and programs for the people of Prince William County.

Table VIII-1: Percent Satisfied for All Satisfaction Items, 1993 and 2004-2008

Item Number	Satisfaction Item	1993	2004	2005	2006	2007	2008
<i>General Satisfaction with Government Services</i>							
CTYSAT97	Services of the County Government in General	90.5	90.2 ^{2, 4, 5, 7, 9}	92.1 ^{6, 10}	90.8 ^{5, 7}	89.5 ^{2, 4, 5, 7, 9, 12}	89.4 ^{2, 4, 5, 7, 9}
VOTE	Voter Registration	91.5 ¹⁵	94.5 ^{0, 4, 5, 15}	97.0 ^{0, 1, 2, 3, 11}	95.2 ^{0, 2, 4, 5, 12}	94.9 ^{0, 4, 5, 9, 12, 15}	97.0 ^{0, 1, 2, 3, 11, 14}
GOVTSERV	Information on Government Services	70.9 ¹⁵	81.0 ^{0, 1, 2, 6, 7, 10, 13, 14}	84.3 ^{0, 1, 2, 5, 6, 8, 9, 10}	79.7 ^{0, 1, 2, 7, 10, 12}	78.8 ^{0, 1, 7, 12}	81.1 ^{0, 1, 2, 6, 7}
PCTUP	Efficiency/effectiveness of voting precinct	—	—	—	—	—	92.8
<i>Public Safety</i>							
POLICE	Overall Satisfaction with Police	88.7	93.7 ^{0, 1, 4, 15}	93.7 ^{0, 1, 4, 15}	92.5 ^{0, 1, 15}	92.3 ^{0, 1, 15}	89.0 ^{5, 7, 8, 9}
ATTITUDE	Police Attitudes and Behaviors/Citizens	—	86.3 ¹⁵	88.4 ^{3, 4, 15}	86.6 ¹⁵	87.9 ¹⁵	79.3 ^{5, 7, 8, 9}
DRUGS	Reducing Illegal Drugs	79.2 ¹⁵	84.1 ^{0, 1}	84.3 ^{0, 1}	90.8 ^{5, 7}	83.2 ¹	87.7 ^{0, 1, 2, 3, 4, 6, 7, 8, 9, 10, 13, 14}
GANGS	Efforts to Combat Gang Activity	—	79.9	—	76.1	—	84.7 ^{11, 13}
FIRE	Fire Protection	97.2	98.2 ^{1, 2, 6}	98.2 ^{1, 6}	97.9 ¹	98.4 ^{1, 6, 10}	96.6
RESCUE	Medical Rescue	96.6	97.4 ^{4, 6}	98.3 ^{0, 1, 2, 3, 4, 6, 8, 15}	95.7 ^{5, 9, 12}	98.5 ^{0, 1, 2, 4, 6, 8, 13, 15}	95.8 ^{1, 3, 5}
COURTSAT	Security in Courthouse	—	—	96.3	—	97.3	99.0 ¹²
EMSATIS	911 Phone Help	—	91.9	95.2 ³	92.5	94.6	94.1
EMTIMEB	Time for Help to Arrive	—	86.3	90.6 ^{5, 6, 9, 15}	86.0	89.3 ^{6, 9}	83.6
EMASSTB	Assistance on the Scene	—	89.7	94.9 ^{1, 4, 6, 9, 10, 11, 15}	90.1 ¹²	92.6	86.7 ⁷
AMCRIME	Safety In Neighborhood in Daylight	—	91.9 ⁶	92.8 ⁴	93.0 ⁴	94.3 ^{2, 3, 4, 5, 9, 11, 15}	91.9 ⁶
PMCRIME	Safety in Neighborhood after Dark	—	86.3 ^{2, 3, 4, 5}	85.7 ^{2, 3, 4}	85.6 ^{2, 3, 4}	86.7 ^{2, 3, 4, 5}	85.8 ^{2, 3, 4}
STRLTA	Street Lighting	71.2 ¹⁵	—	82.0 ^{0, 1, 2, 3, 4, 6, 10}	—	73.8 ^{5, 7, 8, 12}	84.7 ^{0, 1, 2, 3, 4, 6, 8, 10, 14}
SHERIFFA	Sheriff's Office Performance	—	—	—	—	94.5	95.2
ATTITUT	Sheriff's Office Attitudes and Behaviors Toward Citizens	—	—	—	—	91.9	90.6
PREVENTB	Crime Prevention Program and Information	83.4	82.8	—	82.1	—	81.6
DYCRIMEB	Safety in Commercial and Business Area in Daylight	—	91.3	—	91.9	—	90.6 ²
NTCRIMEB	Safety in Commercial and Business Area after Dark	—	81.7 ^{2, 3, 4, 6}	—	79.3	—	79.4 ^{2, 3, 4, 6}
POLFAIR	Police Dept. treats everyone fairly	—	—	—	—	—	74.3
PPOLICY	Job Police is carrying out immigration policy	—	—	—	—	—	80.5

Footnotes indicate value is significantly different from:

⁰ 1993	² 1995	⁴ 1997	⁶ 1999	⁸ 2001	¹⁰ 2003	¹² 2005	¹⁴ 2007
¹ 1994	³ 1996	⁵ 1998	⁷ 2000	⁹ 2002	¹¹ 2004	¹³ 2006	¹⁵ 2008

Table VIII-1 (cont'd.): Percent Satisfied for All Satisfaction Items, 1993 and 2004-2008

Item Number	Satisfaction Item	1993	2004	2005	2006	2007	2008
<i>Public Services</i>							
SCHL4	School System Provides Efficient and Effective Service	—	81.2	84.0 ^{4,5,6,7,8,9,10}	83.7 ^{4,5,6,7,8,9,10}	84.4 ^{6,7,8}	82.2 ^{6,7,8}
LIBRARY	Library Services	94.9	96.2 ⁵	96.8 ⁵	95.5 ⁵	94.4 ^{2,5,6,7,8,9,12}	95.6 ^{5,6}
LIBRYSAT	Library Staff	98.2	99.1 ¹⁰	99.1 ¹⁰	99.2 ¹⁰	98.9	98.1 ⁸
PARK	Park & Recreation Facilities and Programs	88.7	91.0 ^{1,3,5}	87.9 ^{2,11}	87.6 ^{2,11}	89.6	89.9 ^{3,5}
PARK2	Park Authority Provides Efficient & Effective Service	—	94.6	94.8	94.3	93.7	93.4
CTYSERV2	Service Authority Provides Efficient & Effective Service	—	89.8 ⁵	93.4 ^{7,11}	93.1 ^{7,11}	93.3 ^{7,11}	94.3 ^{7,9,11}
ELDERLY	Helping the Elderly	68.3	77.9 ^{0,1,5,7}	83.4 ^{0,1,3,10,11,15}	81.0 ^{0,1,3}	83.2 ^{0,1,3,10,11,15}	77.2 ^{0,5,7,8}
FINNEEDB	Help to People in Financial Need	61.0	69.9	—	76.7 ^{0,1,11,15}	—	69.1 ^{0,5,6,13}
DSSSAT	Satisfaction with DSS	60.3	75.4 ^{0,1,2}	76.4 ^{0,1,2,10}	69.6 ^{0,5}	73.8 ^{0,2}	68.0 ⁵
HLTHSAT	Health Department	84.6	82.1 ^{5,7,8}	86.2 ¹⁵	82.6 ^{5,7,8}	83.9 ^{5,7}	78.9 ^{1,5,6,7,8,9}
MENTHPB	Services to People with Mental Health Problem	—	—	—	79.2	—	82.1
MENTRET	Services to Those with Mental Retardation	—	—	85.6	77.1	73.3 ¹²	85.6 ¹⁴
MENTEIS	Early Intervention Services	—	—	78.3	81.3	73.7	81.8
MENTSUB	Services to People with Substance Abuse Problems	—	—	73.1	73.0	63.7	80.4 ¹⁴
MENTALL*	Overall services of CSB	—	—	86.7	83.1	73.9 ^{12,13}	86.9 ¹⁴
<i>Communication with the County</i>							
HELPFUL2	Helpfulness of Employees	79.3	78.8	82.0 ⁶	80.1	79.8	79.6
HELPFULA	Helpfulness of Employees on Tax Questions	79.3	—	87.4 ^{2,5,6}	—	85.2 ⁶	85.8
TIMESATA	Time Taken for Requests to be Answered	—	—	88.2 ^{3,6,7}	—	83.2 ⁶	88.4 ^{3,7}
NET2	County Website	—	92.6	92.6	92.9	93.9 ¹⁵	90.0

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

Table VIII-1 (cont'd.): Percent Satisfied for All Satisfaction Items, 1993 and 2004-2008

Item Number	Satisfaction Item	1993	2004	2005	2006	2007	2008	
<i>Planning and Development</i>								
COMPSAT	Balls Ford Road Compost Facility	—	—	—	99.0	—	97.2	
QSTREAMS	Efforts to Preserve and Improve Water Quality of Streams	—	—	—	82.7	—	85.4	
LAND	Planning and Land Use	53.9	49.8 ^{2, 3, 5, 6, 7}	44.8 ^{0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11}	44.9 ^{0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11}	47.5 ^{0, 2, 3, 5, 6, 7, 8, 9, 10}	56.4 ^{11, 12, 13, 14}	
GROWTHC	Growth in County	—	48.7 ^{8, 9}	47.2 ^{8, 9}	44.5 ^{8, 9, 10, 11}	44.0 ^{8, 9, 10, 11}	56.1 ^{10, 11, 12, 13, 14}	
INPUTDEV	Citizen Input Opportunity re: Development	—	57.4 ^{3, 4, 5, 6, 7, 8, 10}	66.8 ^{9, 11}	68.5 ^{9, 11}	66.6 ¹¹	74.9 ^{3, 4, 6, 8, 9, 11, 12, 13, 14}	
ROADDEVA	Coordination of Development with Road Systems	—	—	34.9 ^{8, 10}	—	35.5 ^{8, 10}	48.6 ^{12, 14}	
VISDEV	Appearance of New Development	—	81.9 ^{3, 7}	80.8 ^{3, 6, 7}	82.2 ^{3, 7}	78.5 ^{3, 6, 7, 9, 13}	84.5 ^{4, 8, 10, 12, 14}	
NEIGHBOR	Prevent Neighborhood Deterioration	67.8	71.9 ¹⁰	70.8 ¹⁰	68.7 ⁸	66.9 ^{2, 5, 7, 11}	68.6	
NEWJOBS*	Attract New Jobs and Businesses	—	81.0	82.4	78.7	79.0 ^{0, 1, 2, 9, 10, 11}	77.8 ^{1, 2, 9, 10}	
BUILDNGS	Satisfaction with the Safety of Buildings, Residential and Non-Residential, Constructed in the County in the last Two Years	—	—	—	—	—	89.2	
Footnotes indicate value is significantly different from:		⁰ 1993	² 1995	⁴ 1997	⁶ 1999	⁸ 2001	¹⁰ 2003	¹² 2005
		¹ 1994	³ 1996	⁵ 1998	⁷ 2000	⁹ 2002	¹¹ 2004	¹³ 2006
								¹⁴ 2007
								¹⁵ 2008

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

Table VIII-1 (cont'd.): Percent Satisfied for All Satisfaction Items, 1993 and 2003-2007

Item Number	Satisfaction Item	1993	2004	2005	2006	2007	2008		
<i>Planning and Development (cont'd)</i>									
TRAVEL97	Getting around	—	45.7 ^{4, 5, 6, 7, 8, 9, 10}	38.1 ^{4, 5, 6, 7, 8, 9, 10, 11}	39.6 ^{4, 5, 6, 7, 8, 9, 10, 11}	46.9 ^{4, 5, 6, 7, 8, 9, 10, 12, 13}	54.6 ^{4, 7, 11, 12, 13, 14}		
OUTSIDE C	Ease of Travel around Northern Virginia	—	—	24.5 ^{8, 10}		27.7 ^{8, 10}	37.2 ^{12, 14}		
LFILLSAT	Landfill	91.7	95.9 ^{0, 4, 5, 7}	98.8 ^{0, 1, 3, 4, 5, 6, 8, 9, 10, 11}	98.3 ^{0, 1, 3, 4, 5, 6, 9, 11}	96.0 ^{4, 5, 12, 13}	98.3 ^{1, 3, 4, 5, 6, 9, 14}		
<i>Government</i>									
EFFNEFF	County Provides Efficient and Effective Service in General	—	84.6 ^{4, 5, 7, 10}	85.3 ^{4, 5, 7, 10}	84.4 ^{4, 5, 7, 10}	85.6 ^{4, 5, 7, 10}	85.8 ^{5, 7}		
VALUE	Value for Tax Dollar	65.5 ¹⁵	75.8 ^{0, 1, 5, 8, 10}	79.2 ^{0, 1, 2, 3, 10, 15}	76.5 ^{0, 1, 10}	80.2 ^{0, 1, 2, 13, 15}	74.8 ^{0, 1, 5, 7, 8, 10}		
Footnotes indicate value is		⁰ 1993	² 1995	⁴ 1997	⁶ 1999	⁸ 2001	¹⁰ 2003	¹² 2005	¹⁴ 2007
significantly different from:		¹ 1994	³ 1996	⁵ 1998	⁷ 2000	⁹ 2002	¹¹ 2004	¹³ 2006	¹⁵ 2008

Table VIII-2: Ranked List of Satisfaction Items, 2008

Rank	Item Number	Satisfaction Item	Percent Satisfied
1	COURTSAT	Level of Security in the Courthouse	99.0
2	LFILLSAT	Landfill	98.3
3	LIBRYSAT	Service from Library Staff	98.1
4	ATTITUT_RES	Sheriff's Office Attitudes and Behaviors towards Residents	97.2
5	COMPSAT	Compost Facility	97.2
6	VOTE	Convenient Ways to Register to Vote	97.0
7	FIRE	Fire Fighting in Area	96.6
8	RESCUE	Emergency Medical Rescue Services	95.8
9	LIBRARY	Providing Library Services	95.6
10	SHERIFFA	Overall Performance of Sheriff's Office	95.2
11	CTYSERV2	Service Authority	94.3
12	EMSATIS	Assistance from 911 Operator	94.1
13	PARK2	Park Authority	93.4
14	PCTUP	Efficiency and Effectiveness of the Voting Precinct Setup	92.8
15	AMCRIME	Safety in Neighborhood in Daytime	91.9
16	ATTITUT	Sheriff's Office Attitudes and Behaviors towards Citizens	90.6
17	DYCRIMEB	Safety in Business Areas in Daytime	90.6
18	NET2	PWC Government Web Site	90.0
19	PARK	Providing Park and Recreation Facilities and Programs	89.9
20	CTYSAT97	General Satisfaction with Services	89.4
21	BUILDINGS	Safety of Buildings	89.2
22	POLICE	Overall Performance of Police Dept.	89.0
23	TIMESATA	Timeliness of Tax Request	88.4
24	DRUGS	Reduce the Use of Illegal Drugs	87.7
25	MENTALL	Mental Health Services Overall	86.9
26	EMASSTB	Assistance on the Scene	86.7
27	EFFNEFF	Efficient and Effective Service	85.8
28	HELPFULA	Helpfulness of PWC Employees	85.8
29	PMCRIME	Safety in Neighborhood at Night	85.8
30	MENTRET	Services to Mental Retardation	85.6
31	QSTREAMS	PWC Efforts to Preserve Water Quality	85.4
32	STRLTA	Street Lighting where Needed	84.7

Table VIII-2 (cont'd.): Ranked List of Satisfaction Items, 2008

33	GANGS	Police Dept. Efforts to Combat Gangs	84.7
34	VISDEV	Visual Appearance of New Development	84.5
35	EMTIMEB	Satisfaction with Time for Help to Arrive	83.6
36	SCHL4	School System Provides Efficient Service	82.2
37	MENTHPB	Services to People w/ Mental Health Problems	82.1
38	MENTEIS	Early Intervention Services	81.8
39	PREVENTB	Crime Prevention Programs	81.6
40	GOVTSERV	Informing Citizens about Government	81.1
41	PPOLICY	Police Dept. Carrying out Immigration Policy	80.5
42	MENTSUB	Services to Substance Abuse	80.4
43	GOVTSERV_RES	Informing Residents about Government	79.7
44	HELPFUL2	Helpfulness of PWC Employees	79.6
45	NTCRIMEB	Safety in Business Areas at Night	79.4
46	ATTITUDE	Police Dept. Attitudes Towards Citizens	79.3
47	HLTHSAT	Health Department	78.9
48	ATTITUDE_RES	Police Dept. Attitudes Towards Residents	78.4
49	NEWJOBS	Attracting New Jobs to PWC	77.8
50	ELDERLY	Programs for Elderly Population	77.2
51	INPUTDEV	Opportunities for Citizen Input	74.9
52	VALUE	Value for Tax Dollar	74.8
53	POLFAIR	Police Dept. to Treat Everybody Fairly	74.3
54	FINNEEDB	County's Help to People in Need	69.1
55	NEIGHBOR	Preventing Neighborhood Deterioration	68.6
56	DSSSAT	Dept. of Social Services	68.0
57	LAND	Land Use Planning and Development	56.4
58	GROWTHC	Growth Rate of PWC	56.1
59	TRAVEL97	Ease of Travel in PWC	54.6
60	ROADDEVA	Coordination of Development with Road Systems	48.6
61	OUTSIDEDEC	Travel in NOVA outside PWC	37.2

Table VIII-3: List of Satisfaction Items Ranked by Visibility, 2008

Rank	Item Number	Satisfaction Item	Visibility	Percent Satisfied
1	TRAVEL97	Ease of Travel in PWC	98.7	54.6
2	OUTSIDDEC	Travel in NOVA outside PWC	98.0	37.2
3	AMCRIME	Safety in Neighborhood in Daytime	97.8	91.9
4	QSTREAMS	PWC Efforts to Preserve Water Quality	97.4	85.4
5	PMCRIME	Safety in Neighborhood at Night	96.5	85.8
6	CTYSAT97	General Satisfaction with Services	95.5	89.4
7	POLICE	Overall Performance of Police Dept.	95.5	89.0
8	VALUE	Value for Tax Dollar	94.8	74.8
9	GROWTHC	Growth Rate of PWC	93.3	56.1
10	VISDEV	Visual Appearance of New Development	92.7	84.5
11	GOVTSERV_RES	Informing Residents about Government	92.4	79.7
12	COURTSAT	Level of Security in the Courthouse	91.0	99.0
13	STRLTA	Street Lighting where Needed	90.8	84.7
14	EFFNEFF	Efficient and Effective Service	90.0	85.8
15	LAND	Land Use Planning and Development (land1 & land2)	89.9	56.4
16	PARK	Providing Park and Recreation Facilities and Programs	89.6	89.9
17	DYCRIMEB	Safety in Business Areas in Daytime	89.2	90.6
18	ROADDEVA	Coordination of Development with Road Systems	88.9	48.6
19	ATTITUDE_RES	Police Dept. Attitudes Towards Residents	87.7	78.4
20	FIRE	Fire Fighting in Area	87.4	96.6
21	GOVTSERV	Informing Citizens about Government	87.1	81.1
22	ATTITUDE	Police Dept. Attitudes Towards Citizens	86.0	79.3
23	LIBRARY	Providing Library Services	85.7	95.6
24	NTCRIMEB	Safety in Business Areas at Night	84.0	79.4
25	NEIGHBOR	Preventing Neighborhood Deterioration	82.2	68.6
26	VOTE	Convenient Ways to Register to Vote	81.3	97.0
27	RESCUE	Emergency Medical Rescue Services	80.2	95.8
28	POLFAIR	Police Dept. to Treat Everybody Fairly	79.2	74.3
29	SCHL4	School System Provides Efficient Service	76.5	82.2
30	GANGS	Police Dept. Efforts to Combat Gangs	76.4	84.7
31	PREVENTB	Crime Prevention Programs	75.8	81.6
32	PPOLICY	Police Dept. Carrying out Immigration Policy	75.0	80.5
33	BUILDINGS	Safety of Buildings	72.6	89.2

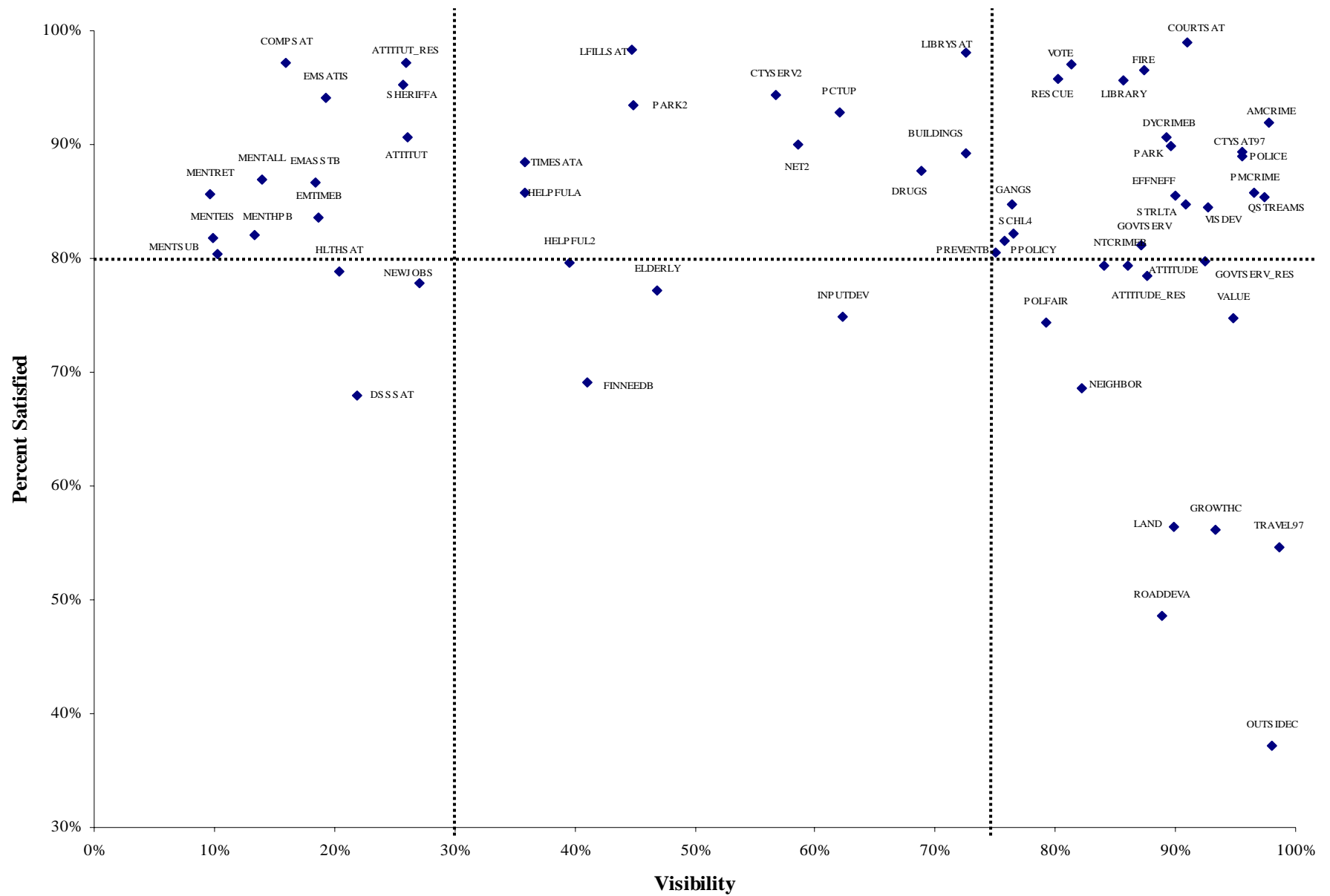
Table VIII-3 (cont'd.): Ranked List of Satisfaction Items by Visibility, 2008

34	LIBRYSAT	Service from Library Staff	72.6	98.1
35	DRUGS	Reduce the Use of Illegal Drugs	68.9	87.7
36	INPUTDEV	Opportunities for Citizen Input	62.3	74.9
37	PCTUP	Efficiency and Effectiveness of the Voting Precinct Setup	62.1	92.8
38	NET2	PWC Government Web Site	58.6	90.0
39	CTYSERV2	Service Authority	56.7	94.3
40	ELDERLY	Programs for Elderly Population	46.8	77.2
41	PARK2	Park Authority	44.9	93.4
42	LFILLSAT	Landfill	44.7	98.3
43	FINNEEDB	County's Help to People in Need	41.0	69.1
44	HELPFUL2	Helpfulness of PWC Employees	39.6	79.6
45	TIMESATA	Timeliness of Tax Request	35.9	88.4
46	HELPFULA	Helpfulness of PWC Employees	35.9	85.8
47	NEWJOBS	Attracting New Jobs to PWC	27.1	77.8
48	ATTITUT	Sheriff's Office Attitudes and Behaviors towards Citizens	26.1	90.6
49	ATTITUT_RES	Sheriff's Office Attitudes and Behaviors towards Residents	26.0	97.2
50	SHERIFFA	Overall Performance of Sheriff's Office	25.7	95.2
51	DSSSAT	Dept. of Social Services	21.9	68.0
52	HLTHSAT	Health Department	20.4	78.9
53	EMSATIS	Assistance from 911 Operator	19.3	94.1
54	EMTIMEB	Satisfaction with Time for Help to Arrive	18.7	83.6
55	EMASSTB	Assistance on the Scene	18.4	86.7
56	COMPSAT	Compost Facility	15.9	97.2
57	MENTALL	Mental Health Services Overall	14.0	86.9
58	MENTHPB	Services to People w/ Mental Health Problems	13.3	82.1
59	MENTSUB	Services to Substance Abuse	10.2	80.4
60	MENTEIS	Early Intervention Services	9.9	81.8
61	MENTRET	Services to Mental Retardation	9.6	85.6

Table VIII-4: List of Services in Satisfaction/Visibility Categories, 2008

High Satisfaction/High Visibility		High Satisfaction/Low Visibility	
<i>Question Name</i>	<i>Service</i>	<i>Question Name</i>	<i>Service</i>
courtsat	Security in the Courtsat	emsatis	Assistance from 9-1-1 Operator
rescue	Emergency Medical Rescue Services	sheriffa	Sheriff's office Performance
fire	Fire Fighting in R's Area	emasstb	Assistance on the Scene
library	Library Services	attitut	Sheriff's Office Attitudes and Behaviors Toward Citizens
vote	Convenient Ways to Register to Vote	entimeb	Time for Help to Arrive
amcrime	Safety in Neighborhood in Daytime	mentall	Mental Health Services Overall
park	Providing Park and Recreation Programs	mentret	Services to Mental Retardation
schl4	School System Provides Efficient Service	menteis	Early Intervention Services
hlthsat	Health Department	mentsub	Services to Substance Abuse
police	Overall Performance of Police Dept.	menthpb	Services to People w/ Mental Health Problems
ctysat97	Gen Satisfaction with County Services	attitut_res	Sheriff's Office Attitudes and Behaviors towards Residents
qstreams	Preserve Water Qualities of Streams	compsat	Compost Facility
effneff	Efficient and Effective Service		
pmcrime	Safety in Neighborhood at Night		
gangs	Combat Gang Activity		
preventb	Crime Prevention Program & Information		
govtserv	Informing Citizens about Government		
strlta	Street Lighting		
visdev	Visual Appearance of New Development		
dycrimeb	Safety in Commercial & Business Area in Daylight		
ppolicy	Police Dept. carrying out Immigration Policy		
High Satisfaction/Medium Visibility		Low to Moderate Satisfaction/High Visibility	
<i>Question Name</i>	<i>Service</i>	<i>Question Name</i>	<i>Service</i>
lfillsat	Landfill	outsidec	Travel in NOVA outside PWC Coordination of Development with Road Systems
helpfula	Helpfulness of tax County employees	roaddeva	Ease of Travel in PWC
timesata	Timeliness of Tax request	travel97	Growth Rate of PWC
buildings	Safety of Buildings	growthc	Police Attitudes and Behaviors (citizens)
pctup	Efficiency and Effectiveness of the Voting Precinct Setup	attitude	Informing Residents about Government Police Attitudes and Behaviors (residents)
park2	Park Authority	Govtserv_res	Value for Tax Dollars
ctyserv2	Service Authority	Attitude_res	Fair Treatment of Everyone by Police
net2	PWC Government Web Site	value	Preventing Neighborhood Deterioration
librysat	Service from Library Staff	polfair	Land Use Planning and Development
drugs	Reduce the Use of Illegal Drugs	neighbor	Safety in Commercial & Business Area after Dark
		land	
		ntcrimeb	
		Low to Moderate Satisfaction/Medium Visibility	
<i>Question Name</i>	<i>Service</i>	<i>Question Name</i>	<i>Service</i>
		helpful2	Helpfulness of County Employees
		finneedb	Financial Need
		elderly	Programs for Elderly Population
		inputdev	Opportunities for Citizen Input
		Low to Moderate Satisfaction/Low Visibility	
<i>Question Name</i>	<i>Service</i>	<i>Question Name</i>	<i>Service</i>
		hlthsat	Health Department
		dsssat	Department of Social Services
		newjobs	Attracting New Jobs to PWC

Figure VIII-1: Satisfaction by Visibility, 2008



Appendix A: Questionnaire

PRINCE WILLIAM SURVEY QUESTIONNAIRE (2008)¹

INTRO SECTION FOR LISTED AND RDD SAMPLES

{Q: INTRO}

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

1 NO ANSWER

2 BUSY

3 ANSWER MACHINE

4 BAD NUMBER

5 IMMEDIATE HANGUP

6 IMMEDIATE REFUSAL

7 CALLBACK

8 GO ON

[IF FINISHING INCOMPLETE SURVEY]

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

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

{Q: INTRO2}

[CONTINUATION OF INTRO AS NECESSARY HERE]

[IF APPROPRIATE: We can conduct the interview in English or Spanish. Which would you prefer?]

1 ENGLISH - GO ON

2 SPANISH - GO ON

3 CALL BACK

4 CALL BACK WITH SPANISH SPEAKER

9 REFUSED

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

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

{Q: ADULTRES}

First, I need to confirm that you are at least 18 years old, and that you live at the residence I am calling. [IF NECESSARY SAY: Your answers are confidential, and we don't use anybody's name.]

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

{Q: ADCOME}

If R is not resident or adult in ADULTRES, ASK

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

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

{Q: ADCALLBK}

If NO to ADCOME, ASK

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

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

{Q: REINTRO}

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

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

{Q: CONFIRM}

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

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

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

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

[If answer is different from PWC then TERMINATE]

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

{Q: HOWMANY}

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

If there is only 1 person in the household, then skip to R1GO. If there are 2 persons in the household, then 50% skip to R1GO and the other 50% go on to the next question.

If there are 3 persons in the household, then 33% skip to R1GO and the other 67% go on to the next question.

If there are 4 persons in the household, then 25% skip to R1GO and the other 75% go on to the next question.

And so on.

{Q: LASTBDAY}

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

To help us select this person, do you know who has had the most recent birthday among these adults? [IF NECESSARY SAY: I don't mean the youngest person in your house; I mean the last one to have had a birthday according to the calendar.]

- 1 R1 says YES, KNOWS OTHER ADULT HAD LAST BIRTHDAY
- 2 R1 SAYS DOESN'T KNOW WHO HAD LAST BIRTHDAY
- 3 REF TO SAY WHO HAD LAST BIRTHDAY / R1 REFUSES TO CONTINUE

If answer = 1 then skip to R2COME

If answer = 2 then go on to R2KISH

If answer = 3 TERMINATE

{Q: LASTBDA2}

IF (HOWMANY = 99)

Then our next selection criterion is to select the person who has had the most recent birthday among adults in the household. Do you know who that is or would that be you?

IF NECESSARY: I mean the resident over 18 to have had a birthday

- 1 R1 says YES, I HAD LAST BIRTHDAY
- 2 R1 says YES, KNOWS OTHER ADULT HAD LAST BIRTHDAY
- 3 R1 SAYS DOESN'T KNOW WHO HAD LAST BIRTHDAY
- 4 REF TO SAY WHO HAD LAST BIRTHDAY / R1 REFUSES TO CONTINUE

If answer = 1 then skip to R1GO

If answer = 2 then skip to R2COME

If answer = 3 or 4 TERMINATE

{Q: R2KISH}

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

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

{Q: R2Names}

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

INTERVIEWER: HIT 1 EACH TIME A NAME IS SPOKEN OUT

{Q: R1GO}

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

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

{Q: R2COME}

If LASTBDAY is other adult, ASK

Can you ask that person to come to the phone?

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

{Q: R2CALLBK}

If NO to R2COME, ASK

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

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

{Q: R2INTRO}

If R2 IS SELECTED to NEWBDAY, ASK

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

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

{Q: R2GO}

If R2 READY to R2INTRO, ASK

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

- 1 R2 READY [GO TO CELLPHONE]
- 2 R2 CALLBACK [GET NAME OF R2 FOR CALLBACK MESSAGE LINE]
- 3 R2 REFUSES

INTRO SECTON FOR CELL PHONE SAMPLE

{Q: INTRO}

Hello. My name is _____ and I'm calling on behalf of the Prince William County Government. Each year we conduct a survey to find out how satisfied people are with the services that the County provides. You were randomly selected to be part of our sample this year. Qualified respondents will be compensated [\$5/\$10] for answering our questions. If you are currently doing any activity that requires your full attention, I need to call you back at a later time. If you would prefer, I would be happy to call you back on a landline phone to conduct this interview at a time that is convenient for you. Prince William County will be using the results to try to improve its services and programs.

- | | |
|---------------------------------|--------------------------|
| 1 NO ANSWER/TEMP UNAVAIL | 5 IMMEDIATE HANGUP |
| 2 BUSY /NETWORK BUSY | 6 IMMEDIATE REFUSAL |
| 3 ANS MACH/VOICEMAIL/SYSTEM MSG | 7 CALLBACK/CALL LANDLINE |
| 4 BAD NUMBER | 8 GO ON |

[IF FINISHING INCOMPLETE SURVEY]

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

{Q: INTRO2}

[CONTINUATION OF INTRO AS NECESSARY HERE]

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

Which would you prefer?]

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

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

Q: ADULTCEL}

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

- 1 YES
- 2 NO [TERMINATE]
- 8 DON'T KNOW/REFUSED

[IF NO, OR DON'T KNOW/REFUSED SAY:

Thank you very much, but we are only interviewing persons aged 18 or older at this time.

{Q: CONFIRM2}

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

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

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

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

[If answer is different from PWC then TERMINATE]

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

{Q: CELLPHONE}

To begin we have a few questions about how we reached you.

Are we speaking to you on a cellular telephone?

[IF NECESSARY SAY: By cellular telephone, we mean a telephone that is mobile and usable outside of your neighborhood.]

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

{Q: LANDLINE}

Then is this a landline or regular phone located in your home?

- 1 YES
- 2 NO
- 3 NO [VOICE OVER IP]
- 9 DON'T KNOW/REFUSED

IV: VOICE OVER IP ALSO KNOWN AS VOICE OVER INTERNET PROTOCOL SERVICE OR VOIP RESPONDENT MAY SAY "make calls over internet" OR MENTION "web services such as Skype" TO INDICATED VOIP

{Q: OWNCELL}

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

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

{Q: CELLUSE}

Is this cell phone used for ...?

- 1 Personal use only
- 2 Business use only or [TERMINATE]
- 3 Personal and business use
- 8 DON'T KNOW/NOT SURE
- 9 REFUSED

{Q: HAVELINE}

Do you also have a regular telephone at home?

[IF NECESSARY SAY: By regular telephone, we mean a land line telephone]

YES

NO

YES, VOICE OVER INTERNET PROTOCOL SERVICE (VOIP) [VOLUNTEERED]

8 DON'T KNOW/NOT SURE

9 REFUSED

{Q: ZIPCODE}

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

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

20109	20143	22134
20110	20155	22172
20111	20169	22191
20112	20181	22192
20119	22025	22193
20136	22026	OTHER
20137	22125	DON'T KNOW/REFUSED

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

{Q: INTRSECTN}

If DON'T KNOW or REFUSED to ZIPCODE, ASK

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

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

{Q: HOWLONG}

How long have you lived in Prince William County?

- 1 Less than one year
- 2 One to two years
- 3 Three to five years
- 4 Six to ten years
- 5 Eleven to nineteen years
- 6 Twenty years or more, but not all my life
- 7 All my life
- 8 NOT SURE
- 9 REFUSED

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

{Q: PREVRES}

If LESS THAN FIVE YEARS to HOWLONG, ASK

Where did you live before moving to Prince William County?

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

{Q: OWNHOME}

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

- 1 Owns [Dwelling is owner-occupied]
- 2 Rents
- 3 Other [SPECIFY:]
- 8 DON'T KNOW
- 9 REFUSED

{Q: KINDPLCE}

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

- 1 Single-family home,
- 2 A duplex or townhouse,
- 3 An apartment or condominium [MULTI-FAMILY UNIT WITH 3 OR MORE UNITS]
- 4 A mobile home or trailer, or
- 5 Some other kind of structure? [SPECIFY:]
- 8 DON'T KNOW
- 9 REFUSED

{Q: QOL10}

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

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

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

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

{Q: YR5AGOB}

If LONGER THAN FIVE YEARS to HOWLONG, ASK

Where on the same 1 to 10 scale would you say that Prince William County stood five years ago?

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

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

{Q: FUTUREB}

ASK OF 57% OF RESPONDENTS

Now, thinking about the future, where on the same 1 to 10 scale would you say that Prince William County will stand five years from now?

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

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

{Q: HPELIVB}

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

- 1 PRINCE WILLIAM COUNTY
- 2 MANASSAS/MANASSAS PARK [VOLUNTEERED]
- 3 SOMEPLACE ELSE
- 8 DON'T KNOW
- 9 REFUSED

{Q: CTYSAT97}

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

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

{Q: SATCHG}

ASK OF 70% OF RESPONDENTS

Thinking back over the past year, would you say that your satisfaction with services provided by the Prince William County government has increased, decreased, or stayed about the same?

- 1 Increased/more satisfied
- 2 Decreased/less satisfied
- 3 Stayed about the same
- 8 DON'T KNOW
- 9 REFUSED

{Q: LISTSERV}

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

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

{Q: VOTE}

ASK OF 75% OF RESPONDENTS

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

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

{Q: VOTEYEAR}

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

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

{Q: PCTUP}

ASK IF VOTEYEAR=1

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

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

{Q: GOVTSERV}

ASK OF 75% OF RESPONDENTS

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

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

{Q: STRLTA}

ASK OF 75% OF RESPONDENTS

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

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

{Q: FIRE}

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

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

{Q: RESCUE}

ASK OF 75% OF RESPONDENTS

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

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

{Q: POLINTRO}

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

{Q: AMCRIME}

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

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

{Q: PMCRIME}

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

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

{Q: DYCRIMEB}

ASK OF 62% OF RESPONDENTS

How satisfied are you with safety from crime in commercial and business areas of the County during daylight hours?

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

{Q: NTCRIMEB}

How satisfied are you with safety from crime in commercial and business areas of the County after dark?

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

{Q: PREVENTB}

ASK OF 77% OF RESPONDENTS

How satisfied are you with crime prevention programs and information provided by the police department?

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

{Q: ATTITUDE}

ASK OF 75% OF RESPONDENTS

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

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

{Q: POLFAIR}

ASK OF 75% OF RESPONDENTS

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

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

{Q: DRUGS}

ASK OF 75% OF RESPONDENTS

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

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

{Q: GANGS}

ASK OF 77% OF RESPONDENTS

How satisfied are you with the police department's efforts to combat gang activity?

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

{Q: POLICE}

ASK OF 75% OF RESPONDENTS

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

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

{Q: VCRIME}

Thinking back over the past twelve (12) months, were you or anyone in your household the victim of ANY crime?

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

{Q: VCRIMER}

Ask if VCRIMER = 1

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

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

{Q: VCRIMNR}

Ask if VCRIME = 2

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

[OPEN END]

{Q: CRMTYPES}

Ask if VCRIME = 1

What types of crime were you a victim of?

[OPEN END]

{Q: PPOLICY}

The Prince William County Board of County Supervisors recently ordered the Dept of Police to be more active in checking the citizenship or immigration status of people, to see if they are in violation of federal immigration law. How satisfied are you with the job the Police Department is doing in carrying out this policy? Are you . . .

- 1 Very Satisfied
- 2 Somewhat Satisfied
- 3 Somewhat Dissatisfied
- 4 Very Dissatisfied
- 7 DECLINES TO RATE (OPPOSES POLICY) (VOLUNTEERED)
- 8 DON'T KNOW/UNABLE TO RATE
- 9 REFUSED

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

IF INSISTS THAT CANNOT RATE: Select all caps option 7

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

{Q: WPOLSAT1}

Ask if PPOLICY = 1

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

{Q: WPOLSAT2}

Ask if PPOLICY = 4

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

{Q: COURT}

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

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

{Q: COURTSAT}

If YES to COURT, ASK

How satisfied were you with the level of security in the courthouse? Would you say you are . . .

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

{Q: CTYSHERF}

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

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

{Q: ATTITUT}

If YES to CTYSHERF, ASK

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

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

{Q: SHERIFFA}

If YES to CTYSHERF, ASK

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

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

{Q: EMERG911}

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

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

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

{Q: EMSERVB}

If YES to EMERG911, ASK

Thinking back to the last time you called 9-1-1, which services did you call for...
[ENTER ALL THAT APPLY]

- 1 Police
- 2 Fire
- 3 Ambulance or rescue squad, or
- 4 Something else ... [SPECIFY:]
- 7 CAN'T RECALL/DON'T KNOW
- 8 REFUSED
- 9 NO MORE, GO ON

{Q: EMERGSB}

If POLICE on EMERG911, ASK

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

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

{Q: EMSATIS}

If YES to EMERG911, ASK

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

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

{Q: EMSATRES}

Ask if EMSATIS = 3 or 4

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

[OPEN END]

{Q: EMTIMEB}

If YES to EMERG911, ASK

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

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

{Q: EMTIMES}

Ask if EMTIMEB = 3 or 4

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

ENTER TIME IN HOURS AND MINUTES: _____ HOURS _____ MINUTES

ENTER 99 IF DK OR REFUSED

{Q: EMTIMRE}

Ask if EMTIMEB = 3 or 4

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

ENTER TIME IN HOURS AND MINUTES: _____ HOURS _____ MINUTES

ENTER 99 IF DK OR REFUSED

{Q: EMASSTB}

If YES to EMERG911, ASK

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

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

{EMASSRES}

Ask if EMASSTB = 3 or 4

What caused you to be dissatisfied with the assistance provided on the scene?
[OPEN END]

{Q: CPR97}

ASK OF 61% OF RESPONDENTS

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

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

ENTER NUMBER HERE __ AND PRESS RETURN
[ENTER "99" FOR DON'T KNOW/REFUSED]

{Q: SHELTER1}

ASK OF 50% OF RESPONDENTS

Now a question about preparedness. In case of a natural or man-made disaster, people might be directed to "shelter in place." This means staying at home until the emergency is over, without leaving home, even to get things you need. Assume an emergency happened today but you still have electrical power, for how many days would you be able to shelter in place at your home, with the food, water, medication and supplies you have on hand now?

{Q: SHELTER2}

ASK OF 50% OF RESPONDENTS

Now a question about preparedness. In case of a natural or man-made disaster, people might be directed to "shelter in place." This means staying at home until the emergency is over, without leaving home, even to get things you need. Assume an emergency happened today and the electrical power lines to your home are not working, for how many days would you be able to shelter in place at your home, with the food, water, medication and supplies you have on hand now?

- 1 NO CAPABILITY FOR SHELTERING
- 2 ONE DAY
- 3 2 TO 3 DAYS
- 4 4 DAYS TO 1 WEEK
- 5 8 DAYS TO 2 WEEKS
- 6 2 WEEKS TO 1 MONTH
- 7 MORE THAN 1 MONTH
- 8 DON'T KNOW
- 9 REFUSED

{Q: LSTSERV2}

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

{Q: LIBRARY}

ASK OF 61% OF RESPONDENTS

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

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

{Q: PARK}

ASK OF 61% OF RESPONDENTS

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

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

{Q: ELDERLY}

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

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

[DEFINITION: By “elderly population”, we mean people 60 years old and older]

{Q: FINNEEDB}

ASK OF 75% OF RESPONDENTS

How satisfied are you with the job the County is doing in providing help to people in financial need?

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

{Q: LIBRY12}

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

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

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

{Q: LIBRYSAT}

If YES to LIBRY12, ASK

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

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

{Q: DEPTSS}

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

- 1 Yes – familiar enough to rate
- 2 Not sure
- 3 No – not familiar

{Q: DSSSAT}

If YES to DEPTSS, ASK

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

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

{Q: HLTHDEPT}

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

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

{Q: HLTHSAT}

If YES to HLTHDEPT, ASK

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

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

{Q: MENTAL}

Are you familiar with the services of the Community Service Board (CSB)? They provide mental health, mental retardation, and substance abuse services to the local community?

- 1 Yes – familiar enough to rate
- 2 Not sure
- 3 No – not familiar

{Q: MENTHPB}

If YES to MENTAL, ASK

How satisfied are you with their services to people with mental health problems?
[COMMUNITY MENTAL HEALTH, MENTAL RETARDATION, SUBSTANCE ABUSE SERVICES]

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

{Q: MENTRET}

If YES to MENTAL, ASK

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

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

{Q: MENTEIS}

If YES to MENTAL, ASK

How satisfied are you with their Early Intervention Services?

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

{Q: MENTSUB}

If YES to MENTAL, ASK

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

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

{Q: MENTALL}

If YES to MENTAL, ASK

How satisfied are you with their services overall?

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

{Q: ANYBODY}

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

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

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

{Q: HELPFUL2}

If YES to ANYBODY, ASK

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

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

{Q: TAXESA}

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

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

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

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

{Q: HOWCONA}

Ask if TAXESA = 1 (YES)

Did you contact the County:

[MULTIPLE RESPONSES; ALL THAT APPLY]

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

{Q: HELPFULA}

Ask if TAXESA = 1 (YES)

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

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

{Q: TIMESATA}

Ask if TAXESA = 1 (YES)

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

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

{Q: NET1}

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

[DEFINITION: COUNTY WEBSITE IS LOCATED AT www.co.prince-william.va.us]

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

{Q: NET2}

If YES to NET1, ASK

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

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

{Q: LAND1/LAND2}

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

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

First, in general, how satisfied are you with the job the County is doing in planning how land will be used and developed in the County?

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

{Q: RATEJOBS}

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

- 1 Yes
- 2 No
- 8 DON'T KNOW
- 9 REFUSED

{Q: NEWJOBS}

If YES to RATEJOBS, ASK

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

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

{Q: JOBSDIS}

Ask if NEWJOBS = 3 or 4 (COLLECT 100 RESPONSES)

What caused you to be dissatisfied with the job the County is doing to attract new jobs and businesses?

[OPEN END]

{Q: JOBSAT}

Ask if NEWJOBS = 1 (COLLECT 50 RESPONSES)

What are some reasons you are very satisfied with the job the County is doing to attract new jobs and businesses?

[OPEN END]

{Q: LAND2/LAND1}***50% of respondents receive this question before the jobs series (NEWJOBS)***

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

First, in general, how satisfied are you with the job the County is doing in planning how land will be used and developed in the County?

{Q: NEIGHBOR}

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

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

{Q: LANDFILL}

ASK OF 75% OF RESPONDENTS

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

- 1 Yes
- 2 No
- 8 CAN'T RECALL/DON'T KNOW

{Q: LFILLSAT}

ASK IF LANDFILL = 1 (YES)

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

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

{Q: COMPOST}

In the past twelve months, have you or a member of your family used the Balls Ford Road compost facility?

DEFINITION: "The Balls Ford Road Yard Waste Composting facility is located on Balls Ford Road just west of the intersections of Balls Ford Road and the Prince William Parkway. The facility produces compost and mulch from leaves, grass and brush, and has a facility where residents can dispose of household trash and drop-off recyclable material."

- 1 Yes
- 2 No
- 8 DON'T KNOW
- 9 REFUSED

{Q: COMPSAT}

ASK IF COMPOST = 1 (YES)

And how satisfied were you with the Balls Ford Road compost facility?

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

{Q: TRAVEL97}

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

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

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

{Q: OUTSIDEC}

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

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

{Q: GROWTHC}

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

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

{Q: ROADDEVA}

ASK OF 65% OF RESPONDENTS

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

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

{Q: QSSCREEN}

Are you familiar with the County's efforts to preserve and improve the water quality of the streams?

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

{Q: QSTREAMS}

If YES to QSSCREEN, ASK

How satisfied are you with the County's efforts to preserve and improve the water quality of the streams?

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

{Q: INPUTDEV}

ASK OF 75% OF RESPONDENTS

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

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

{Q: VISDEV}

ASK OF 75% OF RESPONDENTS

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

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

{Q: BUILDNGS}

ASK OF 75% OF RESPONDENTS

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

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

{Q: VIEW}

Considering all the County Government's services on the one hand and taxes on the other, which of the following statements comes closest to your view:

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

{Q: VALUE}

ASK OF 75% OF RESPONDENTS

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

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

{Q: EFFNEFF}

ASK OF 75% OF RESPONDENTS

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

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

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

{Q: TRSTGOV1}

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

- 1 Just about always
- 2 Most of the time
- 3 Only some of the time
- 4 NEVER/ALMOST NEVER [VOLUNTEERED]
- 8 DON'T KNOW/NO ANSWER
- 9 REFUSED

{Q: UNDER18}

Thanks for rating those services. Now I'm going to ask you about the Prince William County public schools, but first I'd like to know

How many persons under 18 live in your household?

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

{Q: KUNDR597}

If 1 or more to UNDER18, ASK

Are any of those children less than 5 years old?

- 1 Yes
- 2 No
- 9 REFUSED

{Q: K5TO1297}

If 1 or more to UNDER18, ASK

Are any of those children ages 5 to 12?

- 1 Yes
- 2 No
- 9 REFUSED

{Q: KOVR1297}

If 1 or more to UNDER18, ASK

And are any of those children ages 13 to 17?

- 1 Yes
- 2 No
- 9 REFUSED

{Q: INTROSCH}

If YES to K5TO1297 OR KOVR1297, ASK

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

{Q: SCHL1}

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

- 1 Yes
- 2 No
- 8 DON'T KNOW
- 9 REFUSED

{Q: SCHL4}

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

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

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

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

{Q: PARK12}

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

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

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

{Q: PARK1}

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

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

{Q: PARK2}

If YES to PARK1, ASK

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

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

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

{Q: CTYSERV1}

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

- 1 Yes – familiar enough to rate
- 2 Not sure
- 3 No – not familiar

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

{Q: CTYSERV2}

If YES to CTYSERV1, ASK

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

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

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

{Q: OLDER18}

If HOWMANY > 0 & <> 99 SHOW:

“IV: WE ASKED THIS EARLIER BUT WANT TO CONFIRM IT.”

EARLIER RESPONSE WAS: ____

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

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

{Q: CELLSHARE}

If OLDER18>1 AND [CELLPHONE=1 OR OWNCELL=1], ASK

Of the other adults in your household, how many have their own cell phone?

T: 5

ENTER NUMBER HERE _____ AND PRESS RETURN

ENTER "99" FOR REFUSAL

Do any of these adults share this cell phone?

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

{Q: CELLCOMP}

If [HAS BOTH CELL AND LANDLINE], ASK

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

Would you say that . . .

- 1 Almost all are on a landline phone,
- 2 Most of them are on a landline phone,
- 3 Amount of calls on a landline and cell phone are about equal,
- 4 Most of the calls are on a cell phone, or
- 5 Almost all of them are on a cell phone?
- 8 DON'T KNOW/UNABLE TO RATE
- 9 REFUSED

{Q: CELLCOUNT}

If OLDER18>1, ASK

Of the other adults in your household, how many have their own cell phone?

ENTER NUMBER HERE __ AND PRESS RETURN

ENTER "99" FOR REFUSAL

{Q: PHONE1A}

If HAVELINE=1, ASK

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

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

{Q: PHONE1B}

If CELLPHONE=2 AND LANDLINE=1, ASK

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

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

{Q: PHONE2}

If No to PHONE1A or No to PHONE1B, ASK

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

- 1 UNLISTED OR UNPUBLISHED
- 2 GOT NUMBER AFTER PHONE BOOK CAME OUT
- 3 OTHER SPECIFY [SPECIFY:]
- 8 DON'T KNOW
- 9 REFUSED

{Q: YRBORN}

In what year were you born?

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

{Q: WORK}

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

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

- 1 Working full time [35 HRS/WK OR MORE]
- 2 Working part time
- 3 Looking for work
- 4 Homemaker
- 5 Retired
- 6 Student
- 7 Other [SPECIFY:]
- 9 DON'T KNOW/REFUSED

{Q: CRED98B}

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

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

- 1 Yes [SPECIFY]
- 2 NO
- 8 DON'T KNOW
- 9 REFUSED

{Q: JOB1B}

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

I'd like to ask you some questions now about your primary job.
First, what kind of work do you do at your job?

[INTERVIEWER PROBE: What is your job title? For example, are you a high school teacher, a machine operator, a sales manager?]

[OPEN-END]

<<INTERVIEWER : SUGGESTED OCCUPATION CATEGORIES - GET DETAILS FROM R>>

MANAGEMENT / BUSINESS & FINANCE OPERATIONS / COMPUTER & MATH
 ARCHTECT & ENGINEERING / LIFE, PHYSICAL, SOCIAL SCIENCE OCCUP
 COMMUNITY & SOCIAL SERVICE /LEGAL / EDUC, TRAINING, & LIBRY
 ARTS, SPORTS, ENTERTAINMNT / MEDIA & PUB RELATIONS
 HEALTHCARE / PROTECTIVE SERVICE / FOOD PREPARATION
 BUILDING, GROUNDS & MAINTENANCE / PERSONAL CARE & SERVICE
 SALES / OFFICE & ADMIN SUPPORT / FARMING, FISHING & FORESTRY
 CONSTRUCTION, EXTRACTION (MINING) / INSTALLATION & REPAIR
 PRODUCTION / TRANSPORTATION & MATERIAL MOVING
 MILITARY SPECIFIC OCCUPATIONS\

{Q: JOB2B}

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

What is the main business or industry of the organization that you work for?
[OPEN-END]

<< INTERVIEWER : SUGGESTED OCCUPATION CATEGORIES - ADD DETAILS >>

- AGRICULTURE, FORESTRY, FISH & HUNT
- UTILITIES / CONSTRUCTION
- MANUFACTURING / WHOLESALE TRADE / RETAIL TRADE
- TRANSPORTING & WAREHOUSING / INFORMATION
- FINANCE & INSURANCE / REAL ESTATE, RENTAL & LEASING
- SCIENTIFIC & TECHNICAL SERVICES
- PROFESSIONAL & LEGAL / WASTE MANAGEMENT & REMEDIATION
- EDUCATIONAL SERVICES / HEALTHCARE & SOCIAL ASSISTNCE
- ARTS, ENTERTNMNT & RECREATION
- FOOD SERVICES & ACCOMMODATIONS
- OTHER SERVICES (NOT PUBLIC ADMIN)
- PUB ADMIN (GOVT, POLICE, INTL AFFAIRS)

{Q: JOB3B}

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

So are you employed in... [INTERVIEWER: READ ONLY THOSE THAT APPLY]

- 1 A private company,
- 2 A non-profit organization,
- 3 The federal government,
- 4 The state government,
- 5 Local government
- 6 Or your own business, professional practice, or farm?
- 8 DON'T KNOW/NO ANSWER
- 9 REFUSED

{Q: JOB4B}

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

Is the place where you work primarily concerned with?
[INTERVIEWER: READ AS NECESSARY AND SELECT ALL THAT APPLY]
[SELECT NONE OF THE ABOVE IF CERTAIN THAT NONE APPLY]

- 1 Biotechnology
- 2 Manufacturing of computer hardware
- 3 Manufacturing of specialized measuring, analyzing, or controlling instruments
- 4 Pharmaceuticals
- 5 Research, development, or design of software
- 6 Other research and development or testing services
- 7 NONE OF THE ABOVE
- 8 DON'T KNOW / NO ANSWER
- 9 REFUSAL

{Q: JOBCITY}

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

And in what county or city is your job located?

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

[READ AS NECESSARY]

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

{Q: FAIRFAX}

If WORKING IN FAIRFAX COUNTY, ASK

And where in Fairfax is your job located?

- 1 Fort Belvoir
- 2 Springfield
- 3 Tyson's Corner
- 4 Dulles
- 5 Or elsewhere in Fairfax
- 8 DON'T KNOW/NO ANSWER
- 9 REFUSED

{Q: SAMEHOME}

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

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

- 1 Yes
- 2 NO
- 8 DON'T KNOW/REFUSED

{Q: SAMEWORK}

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

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

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

{Q: COMM98}

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

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

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

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

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

{Q: COMMTIME}

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

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

- 1 Gotten longer
- 2 Gotten shorter
- 3 Stayed about the same
- 4 NOT WORKING ONE YEAR AGO [VOLUNTEERED]
- 8 DON'T KNOW
- 9 REFUSED

{Q: TELECOM}

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

Now we'd like to ask about telecommuting or teleworking. A telecommuter is someone who spends a whole day or more per week working at home or at a telecommuting center closer to home, instead of going to their main place of work.

Do you ever telecommute or telework?

- 1 Yes
- 2 No
- 3 Home is main place of work
- 8 DON'T KNOW
- 9 REFUSED

{Q: TELTIME}

If YES to TELECOM, ASK

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

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

{Q: OUTRO}

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

{Q: GENDER}

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

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

{Q: MARITAL}

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

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

{Q: EDUC}

What is the highest level of education you completed?

- 1 Less than 9th grade
- 2 9th-12th, but did not finish high school
- 3 High school graduate
- 4 Some college but no degree
- 5 2 year college degree/A.A./A.S.
- 6 4 year college degree/B.A./B.S.
- 7 SOME GRADUATE WORK
- 8 COMPLETED MASTERS OR PROFESSIONAL DEGREE
- 9 ADVANCED GRADUATE WORK OR PH.D.
- 10 DON'T KNOW
- 11 REFUSED

{Q: INCOME}

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

[PRECISE CATEGORIES:]

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

{Q: HISPANIC}

Do you consider yourself to be of Hispanic origin?

- 1 Yes
- 2 No
- 9 DON'T KNOW/REFUSED

{Q: RACE}

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

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

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

{Q: RCOMM}

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

[OPEN-END]

{Q: THANKYOU}

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

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

Again, thank you and goodbye.

**Appendix B:
Survey and Sampling Methodology**

SURVEY AND SAMPLING METHODOLOGY

The 2008 Prince William County Citizen Satisfaction Survey was conducted by the Center for Survey Research (CSR) using a Computer-Assisted Telephone Interviewing (CATI) system, employing an innovative triple-frame telephone sampling methodology that included Random Digit Dialing [RDD] of landline telephones, a random sample of directory-listed telephone numbers, and RDD sampling of cellphone exchanges. A discussion of the general methodology appears in Section I of this report. This appendix provides additional details on how the questionnaire was developed, how the sample was selected, how the survey was administered, statistical weighting and how statistical testing was used to evaluate the results.

Sample

In previous years, CSR employed list-assisted random-digit dialing (RDD) to reach a random sample of the households in Prince William County. RDD produces a more representative sample of the population than do most other sampling methods because households are selected for contact at random and all households with a working landline telephone can be reached. Listed and unlisted residential telephones have equal probability of being included in an RDD study. However, because of the increase in the use of cell phones by respondents, the rise in cellphone-only adults, and the decreasing efficiency in RDD, leading survey organizations have begun to field telephone surveys that include cellphone samples. Cell phone samples are less efficient to call than landlines (fewer completions per hour) but reach populations that are less well represented in landline samples. CSR is the first academic survey organization in Virginia to use this developing methodology.

A pilot study of cellphones, funded jointly by CSR and by Prince William County, was fielded by CSR in January-February 2008.¹ This pilot study used the interview script from the 2007 survey (which was conducted using landline samples in summer of 2007) to complete interviews with 134 adult cellphone users residing in the County, including 45 cellphone-only adults. The pilot provided CSR with an opportunity to develop appropriate procedures, disposition codes, survey questions, and training materials for surveying cellphones. The pilot demonstrated the feasibility of cellphone surveying and allowed assessment of the costs, which are two to three times higher (per interview) than ordinary RDD interviewing. Respondents in the cellphone pilot were offered a cash incentive to complete the interview, in recognition of the fact that some cellphone users incur usage fees if they stay on the phone to complete the interview. A small experiment was built into the cellphone pilot, testing the use of \$5.00 and \$10.00 incentives to encourage response.

The 2007 cellphone pilot not only showed the feasibility of cellphone calling, but demonstrated that the demographics of those reached via cellphone are quite different from those currently reachable via landline phone. Cellphone respondents are markedly younger, more likely to be single and never-married, more likely to be renters, newcomers to the County, low-income, and members of minority groups (African-American or Hispanic). The pilot also tested the extent to which these respondents differed from those in the main survey in their level of satisfaction with County services. For most items, there was little difference in satisfaction, but for some items differences were large enough to be substantively significant.

In light of these results, County staff agreed that the 2008 Citizen Survey should include a cellphone sample, and the study was budgeted and planned accordingly. To partially offset the additional cost of including cellphones, the sample design included a substantial number of cases to be completed from a random sample of directory-listed numbers, referred to below as “*listed sample*.” (listed sample is sometimes referred to as *EWP sample* in the literature, because it is derived from the “electronic white

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

pages.”) In a recent conference presentation, CSR researchers have argued that the cost of pursuing an RDD sample may not be worthwhile if cellphone numbers are sampled as well, arguing that listed sample combined with cellphone sample might offer a closely comparable degree of representativeness.² Rather than discard the RDD approach entirely, the 2008 design split the landline portion of the sample into an RDD portion (the method used in prior years of the survey) and a listed-sample portion drawing on a random selection of directory-listed telephone numbers from any area of Prince William County. This choice was made to preserve comparability with prior years of the survey, and to allow further exploration of whether RDD produces different results. In addition, for the sixth year the survey included geographic over-sampling (based on listed sample for specific areas) to include a larger number of respondents in smaller study areas. The larger sample size allows for a more detailed examination of the responses from the less populated areas in the county. This targeted directory-listed supplement included the Forest Park (22025, 22026 and 22172), Potomac (22191), and Hoadly (20112) areas. Geographic weighting was used to generalize results to the entire county without over-representing any particular district.

In summary, an RDD sample of 7525 telephone numbers (45% of the total) randomly generated from five-digit call groups known to be in operation in Prince William County, and a second, general directory-listed sample from electronic white pages of 3521 telephone numbers (21% of the total) supplemented by a targeted-geography listed sample of 1162 telephone numbers (7%) were combined with a cell phone sample of 4687 numbers in an effort to ensure greater targeting of harder to reach populations and geographies.

For the 2008 survey, the incentive experiment used in the pilot study was continued, with the same \$5/\$10 random split used for cellular telephones. The Cell phone samples were randomly divided into two groups, half of which were offered a \$5 incentive and the other half \$10. All samples were purchased from Survey Sampling, Inc. of Fairfield, CT, a commercial sampling company that uses state-of-the-art methodologies. Table B-1 summarizes the sample purchased and completions for the different sample types.

Table B-1: Summary of Survey Sample Types Used, 2008

Phone Type	Sample	(%)	Completed	(%)	Ratio (sample:completes)
RDD	7525	(45%)	623	(37%)	12:1
Listed-General	3521	(21%)	693	(42%)	5:1
Listed-Targeted	1162	(7%)	163	(10%)	7:1
Cell_\$5	2354	(14%)	95	(6%)	25:1
Cell_\$10	2333	(14%)	92	(6%)	25:1
Total	16895		1666	100%	

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

Table B-2 below breaks down sample type by geography and illustrates how interviews from the targeted-listed sample were used to supplement responses in these three areas.

Table B-2: Respondents by Sample Type and Area, 2008

2008 AREA	Sample Type				Total
	Random Digit Dialing	Directory Listed-General	Directory Listed- Targeted	Cell phone	
Battlefield	108	131	--	29	268
Broad Run	96	105	--	27	228
Hoadly	54	54	101	15	224
Old Bridge	105	111	2	14	232
Dale	114	120	1	47	282
Potomac	69	86	34	27	216
Forest Park	<u>70</u>	<u>78</u>	<u>24</u>	<u>24</u>	<u>196</u>
Total	616	685	162	183	1,646

Telephone surveys risk biases owing to variation among members of a household in the likelihood of answering the telephone. For example, persons who do not work may be more likely to be available to answer the phone than are those who are employed. Various methods have been developed to randomize respondents within households in order to reduce these biases. For the third year, CSR used a “minimally intrusive method” which combines random selection (between two adults) by computer with the “last-birthday” method (if household has three or more adults), in which we ask to speak to the adult in the household who had the most recent birthday or, if last birthday is unknown, with the Kish selection³ process of enumerating first names of eligible household members for random selection by the computer. This protocol was applied to all households reached via the RDD or listed samples. Cellphone adults, however, were considered to be sampled as individuals. Prior research by others has shown that the percentage of cellphones actively shared by more than one adult is low and that it is very difficult in practice to accomplish a ‘hand-off’ of the cellphone from one adult to another randomly selected user of the phone.⁴ Therefore, no within-household selection was attempted in the cellphone interviews for this study.

Questionnaire

This is the eighth Prince William County survey to use the alternating-questions survey format. In an effort to reduce the overall number of questions asked in every year while retaining the ability to make comparisons over multiple years, beginning in 2001 questions were divided into three categories: those that are to be asked every year, those to be asked in only even years, and those to be asked in only odd years. This format, implemented January 2001 by the County government and CSR staff to control

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

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

survey length, contains core questions to be asked each year and two sets of questions included in the survey in alternate years. The form is: Core plus group A in odd-numbered years, followed by Core plus group B in the even years. The 2008 survey includes the core questions, plus many of the questions designated group B. To allow reliable comparisons among the results of the sixteen surveys, the wording of most of the questions was left identical to that used in the previous fourteen surveys.

The 2008 survey continued the practice of “question rationing” begun in 1995. This is a system for asking certain questions of fewer than all respondents, in order to ask a larger number of questions and obtain a sufficiently large sample of responses to each question without making the survey substantially longer for any individual respondent.

In early 2008, the Prince William County Police Department contracted with the Center for Survey Research for an inter-disciplinary, two-year evaluation of the Department’s execution of the illegal immigration enforcement policy enacted by the County Board in 2007 and put into effect in March 2008. As part of this evaluation process, the department requested that additional questions be placed on the annual citizen survey to measure public perceptions of the police performance in this controversial arena of activity. It is expected that the questions added this year about the police execution of the policy (PPOLICY), fairness of the police (POLFAIR), and about crime victimization and reporting will be retained in the survey in 2009 and 2010 as part of this continued evaluation process. (Part of the cost of these additional questions is offset by funding from the police department through the separate evaluation contract with U.Va.)

The questionnaire was pre-tested March 28 through March 31, 2008. The pre-test resulted in 35 completed interviews with households in Prince William County. Based on the pre-test, we refined our training procedures, evaluated the average interview length, adjusted the question-rationing percentages downward to bring the mean survey length below 19 minutes, and corrected minor errors in the CATI program for production interviews. An additional change in the questionnaire was necessitated as the survey went into its production calling phase at the end of April, because the Board of County Supervisors voted on April 29th to change the illegal immigration policy. The PPOLICY question was changed at that time to use a more general wording to describe the policy, and an on-screen explanation was provided, to be used only as needed, to explain the change to those who had heard about the Board’s action.

This year for the third time, CSR translated the survey into Spanish and used Spanish-English bilingual interviewers so that the survey could be conducted as easily in Spanish as in English. To enable a proper translation that would achieve comparable results in the Spanish language version of the survey, the English language instrument was sent out to Research Support Services (RSS), a firm that specializes in language translation of survey instruments. They used a Modified Committee Approach carried out by a team of three experienced survey translators and a committee referee. The translators and referee were all native speakers of Spanish (from Mexico, Puerto Rico, Peru and Argentina). In the committee meeting they discussed item by item to determine which word choices would convey the closest meaning to the widest spectrum of Spanish speakers. In addition, decisions on word choice were also affected by the firm’s assessment of the demographic characteristics of Spanish speakers in the Virginia area. CSR’s lead Spanish interviewer discussed translation decisions with the referee of the RSS team to ensure that the on-site interviewers understood why word choices were made.

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

Interviewing Procedures

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

Production calling for the survey was carried out from April 29 through July 25, 2008. All telephone calls for the study were made from the CATI laboratory under the direct supervision of CSR staff. Numbers were dialed automatically by the WinCATI computer system. Calling was done on Sunday through Friday evenings and on Sunday afternoons. The interviewers received at least six hours of training prior to production interviewing. Many had prior interviewing experience on similar studies, some had prior experience with the Prince William County studies specifically, and several were veterans of the cellphone pilot study. Each phone number was given from 8 to 12 call attempts before it was treated as a "no answer" or "busy" number. Landline phones answered by automatic answering machines were treated the same as "no answer" calls (although counted separately); CSR interviewers did not leave messages on the answering machines of potential landline respondents but simply returned the phone number to the sample pool for another calling attempt at a later time. However, answering machine announcements that identified the phone number as a place of business were recorded as such and not re-attempted.

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

During the 1996 survey we began the practice known as "conversion calling," which was used again this year, in order to reduce "non-response bias." Non-response bias in surveys results when qualified respondents do not complete a survey, usually because they refuse to cooperate. In conversion calling, our most highly trained interviewers call back households in which we previously had someone refuse to take the survey. First, we kept track of the "tone" of initial refusals. "Hard" refusals, those in which people explicitly asked not to be called again, or were noticeably agitated or upset about our phone call, were not called back at all. "Soft" refusals, those for which it seemed that we only caught someone at a bad time, were called back once more after an interval of at least three days. In addition, "hard" refusal respondents who additionally request to be put on CSR's do not call list are removed from calling for three years. This is in keeping with best practices recommendations in the survey industry.

Productivity and Response Rates

A total of 16,895 phone numbers were attempted in the course of the survey resulting in 1666 complete or nearly complete cases used for analysis. The interviews took an average of 19.44 minutes to complete once a qualified respondent was identified, with a median time of 18.78 minutes.⁵ Spanish language surveys in the past as well as in 2008 have run longer than the English language version. The length disparity is even greater this year primarily due to a higher proportion of Spanish language surveys being

⁵These times indicate the "completion time"—the time that it took the interviewer to complete the interview from within-household selection of a qualified respondent to goodbye. For this year, the amount of time that the respondent household was actually on the phone, e.g. from greeting to goodbye, comprised an average of 21.54 minutes, with a median of 20.53 minutes.

conducted by cell phone (36%) than was the case in English (10.1%). Cell phone surveys tend to be shorter at the beginning because of the simpler selection process but longer at the end because of the need to obtain information for providing the incentive. For production interviewing the time on the phone from greeting to goodbye was 20.9 minutes in English and 26.1 minutes in Spanish.

Landline surveys have more complex selection process (discussed above) than the cellular phone. For the cell phone it was assumed that the person answering the phone was the primary user unless stated otherwise by the respondent. This contributed to cell phone surveys being shorter at the respondent selection portion on average than landline. However, overall, cell phone interviews tend to be longer: the average length from greeting to goodbye on a landline interview was 21.4 minutes whereas for the cell phone it was 22.6 minutes. If we look at the point at which a qualified respondent was selected, the landline was 17.3 minutes on average and the cellular was 18.1 minutes.

The final disposition of each of the attempted phone numbers is shown in three tables at the end of this Appendix. This year's disposition report, like those reported since 1998, is presented in a format that has been recommended as an industry standard by the American Association for Public Opinion Research.⁶ However, because of the addition of cellular phones this year we have also reported the final dispositions with landline and cellular broken out into their own tables. The AAPOR rate was calculated by a custom analysis of the complete call history of each attempted number, using a program written in SPSS by CSR technical staff. CSR completed a total of 1663 interviews (including those completed in the conversion phase of calling), for an overall response rate of 17.5%.⁷ There were also 161 partial interviews of which 3 were sufficiently complete for inclusion in the study. Of these interviews, 75 interviews were conducted in Spanish.

The true response rate depends on how one estimates the percentage of working residential phones that exist among the many numbers that never answered our many call attempts. An estimate of 19.4% for the landline only RR3 (not shown in the table) is based on the most conservative assumption (equivalent to the CASRO rate) that the percentage of residential households among unreachable numbers is the same as the percentage among those we reached, *i.e.*, 60.8%. However, because CSR completed multiple attempts to nearly all of the no-answer numbers and based upon prior experimentation with listed and RDD samples in Virginia, we estimate that the residency rate is around 20% of no-answer numbers and that our true response rate (adjusted RR3) for landlines is closer to 20.2%. Within the landline sample the adjusted RR3 for RDD production was 17.7% and the unadjusted RR3 for listed production was 22.1%. For the Cell phone portion of the sample, the estimated response rate is 8.31% and as with directory-listed sample the adjustment is not used.⁸

Finally, the efficiency of the calling can be expressed in terms of number of completions per hour of calling (CPH). The overall interview production rate (0.84 interviews per hour) is less than prior surveys, mostly due to the addition of cell phones as well as declining rates of RDD productivity nationwide. For the 1479 landline cases the production rate was .92, whereas for the 187 cellular respondents production was .50. Table B-3 breaks out the production rates for each sample component.

⁶The American Association for Public Opinion Research. 1998. *Standard Definitions: Final Dispositions of Case Codes and Outcome Rates for RDD Telephone Surveys and In-Person Household Surveys*. Ann Arbor, Michigan: AAPOR. See also the AAPOR website, www.aapor.org.

⁷Calculated according to AAPOR suggested formula RR3, with $e1=.17$ and $e2=.84$. We estimated the percent of working, residential numbers among those that were found to always be busy or no-answer (the residency rate) to be .20. This estimate is based on the results of prior CSR experiments that compare RDD sample results with directory-listed sample results for Virginia. We estimated $e2$ by dividing households determined to be eligible by the N of households overall. The estimated $e2$ was applied to housing units where eligibility could not be determined. We derived $e1$ by taking the product of $e2$ and the estimated residency rate. This rate was applied to numbers that were never reached and could not be determined to be residential households. Partial interviews are not counted in the numerator of the RR3 formula but are counted in the RR4. Our RR4 response rate with partial interviews included was 21.4%.

⁸The RR4 estimates for RDD and directory-listed samples for 2008 were 20.8% and 24.3%, respectively.

Table B-3: Respondents by Sample Type and Area, 2008

PWC Citizen Satisfaction Survey 2008 Productivity		
	Completes	Rate/hr
PR1: RDD	623	0.76
PR2: List-Targeted geography	163	1.11
PR3: Cell+\$10	92	0.56
PR4 List-General Area	693	1.09
PR5: Cell+\$5	95	0.46
Cell only	187	0.50
Landline only	1479	0.92
TOTAL	1666	0.84

In terms of cost, using a \$10.00 incentive instead of \$5.00 can lead to a net cost savings. Given a standard cost estimate of \$32 per interviewing hour for telephone production, the increase in the rate of completions per hour can actually save more than the cost of an extra \$5.00 in incentive payment. This estimate does not include processing fees and other administrative costs. Table B-4 illustrates this result.

Table B-4: Cell phone \$5.00 v. \$10.00 incentive cost calculations

PWC Incentive Productivity 2008							
	Rate/hr	minutes / interview		Ave. cost / hour	Interview cost	Incentive cost	Total \$ / Interview
PR3: Cell+\$10	0.56	107.61	min	\$32.00	\$57.39	\$10.00	\$67.39
PR5: Cell+\$5	0.46	131.37	min	\$32.00	\$70.06	\$5.00	\$75.06
Difference		23.76	minutes less for \$10		\$12.67	Savings:	\$7.67

Geography

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

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

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

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

For the 2006 survey a few changes in population distribution were significant. A portion of the areas designated with the 22193 Zip code in prior surveys were moved to 22192 because these areas, formerly part of the Dale City survey area, are now part of the Lake Ridge-Westridge-Occoquan survey area. It is likely that survey respondents living in this area reported their Zip code differently that year but this change did not affect the definition of the distribution areas for Prince William County. One change that did slightly modify the distribution areas from the 2005 Survey was the addition of Zip code 22025 to the Woodbridge-Dumfries survey area. Table B-5 shows the relationship between the Zip codes and the geographic areas through 2006.

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

AREA	2006 Zip Codes	2002-2005 Zip Codes	1997-2001 Zip Codes	1993-1996 Zip Codes
Woodbridge-Dumfries	22025, 22026, 22172, 22191	22026, 22172, 22191	Same	Same
Dale City	22193	Same	Same	Same
Lake Ridge-Westridge-Occoquan	22125, 22192	Same	Same	Same
Sudley-Yorkshire	20109, 20110	Same	Same	Same
Rural-Residential Crescent:		Divided into four additional areas	20111, 20112, 20119, 20136, 20137, 20143, 20155, 20169, 20181	Same
North County	20137, 20169, 20143	Same		
Gainesville-Linton Hall	20136, 20155			
Brentsville	20181	20119, 20181		
Mid County	20111, 20112	Same		

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

Table B-6: Zip Code by Area Distribution, 2007-8

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

Table B-7 provides the sample distribution of the new 2007-8 seven area grouping indicating how the Zip code distribution for the current 2008 sample responses falls into each.

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

2007-8 Areas (7)	Population of Households, 2008		2008 Sample		Weight
	(count)	(%)	(count)	(%)	
Battlefield	30,156	23.48%	268	16.28%	1.438
Broad Run	16,635	12.95%	228	13.85%	0.932
Hoadly	7,745	6.03%	224	13.61%	0.442
Old Bridge	17,983	14.00%	232	14.09%	0.993
Dale	23,912	18.62%	282	17.13%	1.084
Potomac	19,643	15.29%	216	13.12%	1.162
Forest Park	12,355	9.62%	196	11.91%	0.805
Total	128,429	100.00%	1,646	100.00%	

Weighting

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

Geographic weighting. This year continues the practice begun four years ago of using statistical weighting to correct within-county geographic representation. This procedure was necessary for countywide generalizations because of the over-sample designed to offer a more detailed examination of the responses from the three less populated areas in the county. The data are weighted to properly reflect the proportion of households in each of the County's districts as demonstrated in Table B-7 above.⁹

⁹ This household population information by Zip code was provided by Prince William County and is based on Census 2006 Survey Area Demographics excluding Quantico base.

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

The heart of the weighting problem is simple: there is no available external source that will tell us the percentage of the County population that has cellphone-only service, landline only, or both. Authoritative data are collected at the national level by the Centers for Disease Control in the National Health Interview Survey, a very large, continuous, in-person data collection focused on health issues.¹⁰ That survey determines the phone-service status of each household in a representative national sample, and results from as recently as the second half of 2007 are currently available. However, these data are available only at the national or broad regional level. It is doubtful that these broad averages across regions are directly applicable to Prince William County.

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

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

A further refinement in the estimation of the response rate ratios is attainable by examining the results of a question in the NHIS and in CHIS that asked those in the overlap sample where they get most of their calls: on the cellphone, on the landline, or from both about equally. As might be expected, those reached through the cellphone sample are more likely to say they get most of their calls by cellphone, and vice

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

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

versa for the landline sample. Comparison of these contrasting percentage distributions on phone usage can contribute information that allows for a more refined estimate of r_1 and r_2 . When specific phone-usage response rate ratios (calculated from comparing CHIS 2007 to NHIS 2007) are applied to the data on phone usage collected in the current study (see question CELLCOMP), we arrive at PWC-specific values for the response rate ratios: r_1 is estimated to be .373 and r_2 is estimated to be .612.

Because final results of the survey were not available at the time when decisions had to be made about the sample weights, the basic weights were determined using near-final survey data as shown in Table B-8. The “estimated true” values are derived by application of the PWC-specific estimated values for r_1 and r_2 .

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

	Cell Phone sample		Landline sample		Combined samples		Est. true	Weight	Weighted N	
Cell Only	57	35.20%	12	0.90%	69	4.70%	16.00%	3.415	236	16.00%
Overlap (Both)	105	64.80%	1186	90.30%	1291	87.50%	78.80%	0.901	1163	78.80%
LL Only	--	--	116	8.80%	116	7.90%	5.20%	0.663	77	5.20%
	162		1314		1476		100%		1476	

Once the final results were available, a further decision needed to be made about weighting the overlap sample. By design, we did not complete a very large number of cellphone cases because of their greater expense. In theory, if all phones in the County had been called with equal likelihood, we would have reached one half of the overlap sample through their cellphone and one half through their landline. This would call for weighting the portion of the overlap sample reached through cellphone up by a very large weight to bring their share of the overlap to 50%, which could potentially have distorted the results and also increased the ‘design effect’ in the study, reducing the precision of the estimates. We decided to apply a weight of 2.0 to the cellphone cases in our overlap sample, allowing the weight on the landline cases in the overlap sample to take a value that would result in an overall overlap percentage in the weighted sample of 78.8%. Table B-9 shows these weights as applied to the completions in the near-final sample. When data were subjected to final cleaning and the last few interviews were completed, the final number of usable cases increased slightly, but the weights shown below were applied to all cases in each phone-usage segment.

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

	Cell phone sample		Landline sample		Combined samples		Est. true	Weight	Weighted N	
Cell only	76	40.60%	11	0.70%	87	5.30%	0.1596	3.0365	264	16.00%
Overlap: Cell	111	59.40%			111	6.70%	0.1341	2.0000	222	13.40%
Overlap : LL	--		1303	88.80%	1303	78.70%	0.6541	0.8309	1083	65.40%
LL only	--	--	154	10.50%	154	9.30%	0.0521	0.5599	86	5.20%
	187		1468		1655	100%	1		1655	100%

The final step in the weighting process was “raking,” a statistical procedure used to produce combined weights for two weighting factors. The percentages for geographical areas in Table B-7 were used along with the weights for phone usage from Table B-9 in an iterative process that produced a final weight for each of the 28 design cells (4 phone-usage segments × 7 areas) that would best fit with the given marginal

population distribution for each weighting factor. This procedure necessarily treats the distribution of phone-usage segments as being equal across the geographic areas.

The weights so derived were introduced into the Complex Sampling module of SPSS statistical software. This tool allows calculation of a “design effect” for each question in the survey. The design effect shows how the variance of sample estimates is increased by the effect of post-stratification weighting. We base our estimate of the overall margin of error on a key survey question, the satisfaction with overall services in the County (CTYSAT). For that question, the design effect is 1.37, meaning that the margin of error in our sample of 1,666 cases is equivalent (because of the weighting) to the margin of error we would have obtained from a simple random sample of 1,216 (1,666/1.37). The margin of error is increased by the square root of the design effect, a factor in this case of 1.17.

A more complete description of the cell phone estimation procedures used here, along with algebraic formulas needed to calculate and apply the response rate ratios, is currently in preparation by Prof. Guterbock and his colleagues.

Sampling Error and Statistical Testing

Based on our final sample of 1,666 respondents, the survey has a sampling error of plus or minus 2.87 percent.¹² This means that in 95 out of 100 samples of this size drawn from Prince William County, the results obtained in the sample would fall in a range of ± 2.9 percentage points of what would have been obtained had every household in the County with a working landline or cellular telephone been interviewed. Larger sampling errors are present when analyzing subgroups of the sample or questions that were not asked of all respondents; smaller sampling errors are present when a lopsided majority gives the same answer (e.g., 80 percent of the sample are satisfied with a given service).

Statistical significance tests were used for two principal purposes. One was to compare the results of the 2008 survey with those obtained in previous years. The other was to verify the existence of satisfaction differences among various subgroups. For both of these purposes, we used the Pearson Chi-Square test of independence. We report in these pages differences that yield a “p-value” of .05 or less. A level of .05 indicates that there is only a 5 percent chance that the difference we find is due to sampling error, rather than reflecting a real relationship within the study population. In comparisons of satisfaction items, the four response categories were collapsed into two, “satisfied” and “dissatisfied.” The statistics for evaluating statistical significance were calculated using the SPSS Complex Sampling module and hence take into account the “design effect.”¹³ However, they do not measure sources of error, which can occur in any poll or survey, that are not related to sampling or weighting.

¹² This estimate takes into account the “design effect” that somewhat increases sampling variance due to the over-sampling of smaller districts and the weighting used to correctly represent our estimates of phone-service segments. If we had taken a simple random sample of 1,666 cases, the margin of error would have been $\pm 2.4\%$.

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

Table B-10: Sample Disposition Report

PRINCE WILLIAM 2008 – COMBINED CALLING
 [dispositions arranged for calculation of AAPOR standard rates]

Code	Disposition	Total	Group	Group Total
1100	Complete	1,663	Complete Interview	1,663
1200	Partial	161	Partial Interview	161
2110	Eligible: Refusal	2,275		
2120	Eligible: Break-off	130	Refusal and break-off	2,405
2210	Eligible: Resp Never Available	561		
2221	Eligible: Ans Mach, No Message	2,334		
2222	Eligible: Ans Machine, Message	894	Non-contact	3,789
2310	Eligible: Dead	3		
2320	Eligible: Phys/Mentally Unable	32	Other	105
2330	Eligible: Language Unable	59		
2340	Eligible: Misc Unable	11	Unknown if household	1,240
3120	Busy	114		
3130	No Answer	487	Unknown if other	1,395
3140	Ans Mach (Don't Know if HU)	366		
3150	Technical Phone Problems	273	Ineligible Numbers	6,137
3210	HU, Unknown Eligible: NoScrn	1,394	Total Dialed Attempts	80,328
3220	HU, Unknown Eligible: Other	1		
4100	Out of Sample	865	<u>Results [AAPOR RATES]:</u>	
4200	Fax/Data Line	472	*(Estimated 1 = 0.169	
4310	Non-working Number	1,960	(Estimated 2 = 0.844	
4320	Disconnected Number	1,656	Response Rate 1 = 0.155	
4410	Number Changed	107	Response Rate 2 = 0.170	
4420	Cell Phone	N/A	*Response Rate 3 = 0.175	
4430	Call Forwarding	0	*Response Rate 4 = 0.214	
4510	Business/Government/Other Org	922	Response Rate 5 = 0.205	
4520	Institution	0	Response Rate 6 = 0.225	
4530	Group Quarter	6	Cooperation Rate 1 = 0.384	
4700	No Eligible Respondent	22	Cooperation Rate 2 = 0.421	
4800	Quota Filled	127	Cooperation Rate 3 = 0.393	
			Cooperation Rate 4 = 0.431	
	Total	16,895	Refusal Rate 1 = 0.224	
			*Refusal Rate 2 = 0.282	
			Refusal Rate 3 = 0.296	
			Contact Rate 1 = 0.403	
			*Contact Rate 2 = 0.456	
			Contact Rate 3 = 0.534	

*CSR adjusted rate for VA residency

Table B-11: Sample Disposition Report

PRINCE WILLIAM 2008 – LANDLINE CALLING
 [dispositions arranged for calculation of AAPOR standard rates]

Code	Disposition	Total	Group	Group Total
1100	Complete	1,473	Complete Interview	1,473
1200	Partial	141	Partial Interview	141
2110	Eligible: Refusal	1,882		
2120	Eligible: Break-off	114	Refusal and break-off	1,996
2210	Eligible: Resp Never Available	466		
2221	Eligible: Ans Mach, No Message	2,072		
2222	Eligible: Ans Machine, Message	7	Non-contact	2,545
2310	Eligible: Dead	0		
2320	Eligible: Phys/Mentally Unable	31	Other	85
2330	Eligible: Language Unable	46		
2340	Eligible: Misc Unable	8	Unknown if household	728
3120	Busy	80		
3130	No Answer	355	Unknown if other	958
3140	Ans Mach (Don't Know if HU)	183		
3150	Technical Phone Problems	110	Ineligible Numbers	4,282
3210	HU, Unknown Eligible: NoScrn	957	Total Dialed Attempts	63,451
3220	HU, Unknown Eligible: Other	1		
4100	Out of Sample	217	<u>Results [AAPOR RATES]:</u>	
4200	Fax/Data Line	464	*(Estimated 1 = 0.189	
4310	Non-working Number	914	(Estimated 2 = 0.946	
4320	Disconnected Number	1,625	Response Rate 1 = 0.186	
4410	Number Changed	83	Response Rate 2 = 0.204	
4420	Cell Phone	N/A	*Response Rate 3 = 0.202	
4430	Call Forwarding	0	*Response Rate 4 = 0.229	
4510	Business/Government/Other Org	842	Response Rate 5 = 0.236	
4520	Institution	0	Response Rate 6 = 0.259	
4530	Group Quarter	6	Cooperation Rate 1 = 0.399	
4700	No Eligible Respondent	15	Cooperation Rate 2 = 0.437	
4800	Quota Filled	116	Cooperation Rate 3 = 0.408	
			Cooperation Rate 4 = 0.447	
	Total	12,208	Refusal Rate 1 = 0.252	
			*Refusal Rate 2 = 0.284	
			Refusal Rate 3 = 0.320	
			Contact Rate 1 = 0.466	
			*Contact Rate 2 = 0.507	
			Contact Rate 3 = 0.592	

**CSR adjusted rate for VA residency*

Table B-12: Sample Disposition Report

PRINCE WILLIAM 2008 – CELLULAR CALLING
 [dispositions arranged for calculation of AAPOR standard rates]

Code	Disposition	Total	Group	Group Total
1100	Complete	190	Complete Interview	190
1200	Partial	20	Partial Interview	20
2110	Eligible: Refusal	393		
2120	Eligible: Break-off	16	Refusal and break-off	409
2210	Eligible: Resp Never Available	95		
2221	Eligible: Ans Mach, No Message	262		
2222	Eligible: Ans Machine, Message	887	Non-contact	1,244
2310	Eligible: Dead	3		
2320	Eligible: Phys/Mentally Unable	1	Other	20
2330	Eligible: Language Unable	13		
2340	Eligible: Misc Unable	3	Unknown if household	512
3120	Busy	34		
3130	No Answer	132	Unknown if other	437
3140	Ans Mach (Don't Know if HU)	183		
3150	Technical Phone Problems	163	Ineligible Numbers	1,855
3210	HU, Unknown Eligible: NoScrn	437	Total Dialed Attempts	16,877
3220	HU, Unknown Eligible: Other	0		
4100	Out of Sample	648	Results [AAPOR RATES]:	
4200	Fax/Data Line	8	<i>Estimated 1 = 0.345</i>	
4310	Non-working Number	1,046	<i>Estimated 2 = 0.522</i>	
4320	Disconnected Number	31	Response Rate 1 = 0.067	
4410	Number Changed	24	Response Rate 2 = 0.074	
4420	Cell Phone	N/A	Response Rate 3 = 0.083	
4430	Call Forwarding	0	Response Rate 4 = 0.141	
4510	Business/Government/Other Org	80	Response Rate 5 = 0.101	
4520	Institution	0	Response Rate 6 = 0.112	
4530	Group Quarter	0	Cooperation Rate 1 = 0.297	
4700	No Eligible Respondent	7	Cooperation Rate 2 = 0.329	
4800	Quota Filled	11	Cooperation Rate 3 = 0.307	
			Cooperation Rate 4 = 0.339	
	Total	4,687	Refusal Rate 1 = 0.144	
			Refusal Rate 2 = 0.275	
			Refusal Rate 3 = 0.217	
			Contact Rate 1 = 0.226	
			Contact Rate 2 = 0.279	
			Contact Rate 3 = 0.339	

Appendix C: Demographics

newarea

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Battlefield	385	23.1	23.5	23.5
	2 Broad Run	213	12.8	12.9	36.4
	3 Hoadly	99	5.9	6.0	42.5
	4 Old Bridge	230	13.8	14.0	56.5
	5 Dale	306	18.3	18.6	75.1
	6 Potomac	251	15.1	15.3	90.4
	7 Forest Park	158	9.5	9.6	100.0
	Total	1642	98.5	100.0	
Missing	8 Other areas	9	.6		
	9 Refusal	15	.9		
	Total	24	1.5		
Total		1666	100.0		

rgender R's Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3 Male	753	45.2	45.4	45.4
	4 Female	905	54.4	54.6	100.0
	Total	1659	99.6	100.0	
Missing	8 Don't know/Can't tell	2	.1		
	9 Refused	2	.1		
	System	3	.2		
	Total	7	.4		
Total		1666	100.0		

race4 Race (4 Categories)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 White	1075	64.5	67.8	67.8
	2 Black	263	15.8	16.6	84.4
	3 Asian	64	3.8	4.0	88.4
	4 Other	184	11.0	11.6	100.0
	Total	1586	95.2	100.0	
Missing	9	66	4.0		
	System	14	.8		
	Total	80	4.8		
Total		1666	100.0		

agecat5 Age (5 Categories)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 18-25	192	11.5	12.0	12.0
	2 26-37	345	20.7	21.6	33.6
	3 38-49	433	26.0	27.1	60.7
	4 50-64	414	24.8	25.9	86.6
	5 Over 64	215	12.9	13.4	100.0
	Total	1599	96.0	100.0	
Missing	9	67	4.0		
Total		1666	100.0		

marital R's Marital Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Married	984	59.0	61.0	61.0
	2 Separated	41	2.4	2.5	63.6
	3 Divorced	158	9.5	9.8	73.3
	4 Widowed	97	5.8	6.0	79.4
	5 Never married	333	20.0	20.6	100.0
	Total	1612	96.7	100.0	
Missing	9 Refused	48	2.9		
	System	7	.4		
	Total	54	3.3		
Total		1666	100.0		

under18_rec

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 No children under 18	887	53.2	53.4	53.4
	2 Children under 18	774	46.5	46.6	100.0
	Total	1661	99.7	100.0	
Missing	System	5	.3		
Total		1666	100.0		

kundr597 Any children Under 5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	289	17.4	37.4	37.4
	2 No	484	29.0	62.6	100.0
	Total	773	46.4	100.0	
Missing	9 Refused	1	.0		
	System	892	53.5		
	Total	893	53.6		
Total		1666	100.0		

k5to1297 Any children age 5-12

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	409	24.6	59.7	59.7
	2 No	277	16.6	40.3	100.0
	Total	686	41.2	100.0	
Missing	9 Refused	0	.0		
	System	980	58.8		
	Total	980	58.8		
Total		1666	100.0		

kovr1297 Any children age 13-17

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	339	20.3	61.3	61.3
	2 No	214	12.8	38.7	100.0
	Total	552	33.1	100.0	
Missing	9 Refused	0	.0		
	System	1113	66.8		
	Total	1114	66.9		
Total		1666	100.0		

hispanic Is R of Hispanic Origin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	225	13.5	13.8	13.8
	2 No	1400	84.0	86.2	100.0
	Total	1625	97.5	100.0	
Missing	9 Don't know/Refused	28	1.7		
	System	13	.8		
	Total	41	2.5		
Total		1666	100.0		

work Work Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Working full time	1032	61.9	62.3	62.3
	2 Working part time	154	9.3	9.3	71.6
	3 Looking for work	51	3.0	3.1	74.6
	4 Homemaker	90	5.4	5.4	80.0
	5 Retired	250	15.0	15.1	95.1
	6 Student	51	3.0	3.1	98.2
	7 Other	30	1.8	1.8	100.0
	Total	1657	99.5	100.0	
Missing	9 Don't know/Refused	8	.5		
	System	1	.0		
	Total	9	.5		
Total		1666	100.0		

income4 Income (4 Categories)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Up to \$35k	173	10.4	13.1	13.1
	2 \$35k to \$50k	178	10.7	13.5	26.6
	3 \$50k ti \$75k	207	12.4	15.7	42.3
	4 Over \$75k	762	45.7	57.7	100.0
	Total	1319	79.2	100.0	
Missing	9 Don't know/Refused	334	20.1		
	System	13	.8		
	Total	347	20.8		
Total		1666	100.0		

educ6 Education (6 Categories)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Less than HS	110	6.6	6.7	6.7
	2 High School grad	319	19.2	19.6	26.3
	3 Some college	459	27.6	28.2	54.5
	4 4 year degree	412	24.7	25.3	79.8
	5 Grad work	289	17.4	17.7	97.6
	6 Adv Grad/PhD	39	2.4	2.4	100.0
	Total	1629	97.8	100.0	
Missing	10 Don't know	3	.2		
	11 Refused	24	1.5		
	System	10	.6		
	Total	37	2.2		
Total		1666	100.0		

howlong Length of Residence in PWC

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Less than 1 year	77	4.7	4.7	4.7
	2 1 to 2 years	154	9.2	9.3	13.9
	3 3 to 5 years	326	19.6	19.6	33.5
	4 6 to 10 years	351	21.1	21.1	54.6
	5 11 to 19 years	281	16.9	16.9	71.5
	6 20 years or more	414	24.9	24.9	96.4
	7 All my life	60	3.6	3.6	100.0
	Total	1664	99.9	100.0	
Missing	8 Not sure	1	.1		
	9 Refused	1	.1		
	Total	2	.1		
Total		1666	100.0		

ownhome Homeowner Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Owns	1237	74.3	75.0	75.0
	2 Rents	371	22.3	22.5	97.5
	3 Other	41	2.5	2.5	100.0
	Total	1650	99.0	100.0	
Missing	8 Don't know	7	.4		
	9 Refused	9	.6		
	Total	16	1.0		
Total		1666	100.0		

kindplce Kind of Place R Lives in

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Single-family home	1077	64.6	64.7	64.7
	2 Duplex/townhouse	370	22.2	22.3	86.9
	3 Apartment or condo	202	12.1	12.1	99.1
	4 Mobile home	10	.6	.6	99.7
	5 Some other kind of structure	5	.3	.3	100.0
	Total	1664	99.9	100.0	
Missing	9 Refused	2	.1		
Total		1666	100.0		

confirm1 at least 18 years old

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	454	27.2	100.0	100.0
Missing	System	1212	72.8		
Total		1666	100.0		

cellphon I this a cellular telephone

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	443	26.6	26.6	26.6
	2 No	1221	73.3	73.4	100.0
	Total	1664	99.9	100.0	
Missing	9	2	.1		
Total		1666	100.0		

landline Phone is a landline

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	1190	71.5	97.4	97.4
	2 No	27	1.6	2.2	99.6
	3 No (voice over IP)	4	.3	.4	100.0
	Total	1222	73.4	100.0	
Missing	9 Refused	0	.0		
	System	443	26.6		
	Total	444	26.6		
Total		1666	100.0		

owncell have a cell phone for R's personal use

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	1126	67.6	92.8	92.8
	2 No	87	5.2	7.2	100.0
	Total	1213	72.8	100.0	
Missing	9	10	.6		
	System	443	26.6		
	Total	453	27.2		
Total		1666	100.0		

celluse cellphone use

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Personal use only	950	57.0	60.9	60.9
	2 Business use only	35	2.1	2.2	63.1
	3 Personal and business use only	575	34.5	36.9	100.0
	Total	1560	93.6	100.0	
Missing	8 Don't know/Not sure	4	.3		
	9 Refused	5	.3		
	System	97	5.8		
	Total	106	6.4		
Total		1666	100.0		

haveline R also have a regular telephone at home

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	203	12.2	45.6	45.6
	2 No	239	14.3	53.7	99.4
	3 Yes, voice over internet protocol service	3	.2	.6	100.0
	Total	445	26.7	100.0	
Missing	System	1221	73.3		
Total		1666	100.0		

zipcode R's zipcode

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 20109	164	9.9	9.9	9.9
	2 20110	44	2.7	2.7	12.6
	3 20111	56	3.4	3.4	16.0
	4 20112	99	5.9	6.0	22.0
	5 20119	7	.4	.4	22.5
	6 20136	77	4.6	4.7	27.1
	7 20137	2	.1	.1	27.3
	8 20143	2	.1	.1	27.4
	9 20155	113	6.8	6.8	34.3
	10 20169	102	6.1	6.2	40.4
	11 20181	28	1.7	1.7	42.1
	12 22025	82	4.9	4.9	47.1
	13 22026	51	3.1	3.1	50.2
	14 22125	4	.3	.3	50.4
	15 22134	4	.2	.2	50.7
	16 22172	25	1.5	1.5	52.2
	17 22191	251	15.1	15.2	67.4
	18 22192	226	13.6	13.7	81.1
	19 22193	307	18.4	18.6	99.7
	20 OTHER	6	.3	.3	100.0
	Total	1651	99.1	100.0	
Missing	21 Don't know/Refused	15	.9		
Total		1666	100.0		

howlong Length of Residence in PWC

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Less than 1 year	77	4.7	4.7	4.7
	2 1 to 2 years	154	9.2	9.3	13.9
	3 3 to 5 years	326	19.6	19.6	33.5
	4 6 to 10 years	351	21.1	21.1	54.6
	5 11 to 19 years	281	16.9	16.9	71.5
	6 20 years or more	414	24.9	24.9	96.4
	7 All my life	60	3.6	3.6	100.0
	Total	1664	99.9	100.0	
Missing	8 Not sure	1	.1		
	9 Refused	1	.1		
	Total	2	.1		
Total		1666	100.0		

prevres Previous Residence

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Manassas	27	1.6	4.9	4.9
	2 Manassas Park	3	.2	.5	5.4
	3 Stafford County	10	.6	1.8	7.2
	4 Fredericksburg/ Spotsylvania	4	.3	.8	8.0
	5 Fauquier County/Warrenton	3	.2	.6	8.6
	6 Loudoun County	11	.7	2.1	10.6
	7 Fairfax/Fairfax City/Falls Church	142	8.5	25.8	36.4
	8 Arlington	15	.9	2.7	39.1
	9 Alexandria	34	2.0	6.2	45.3
	10 Richmond	2	.1	.4	45.7
	11 Elsewhere in VA	21	1.3	3.8	49.5
	12 Washington	6	.4	1.1	50.6
	13 Maryland	21	1.3	3.9	54.5
	14 Another location	247	14.8	44.9	99.4
	15 Lives all over	3	.2	.6	100.0
	Total	550	33.0	100.0	
Missing	16	8	.5		
	System	1109	66.5		
	Total	1116	67.0		
Total		1666	100.0		

Appendix D: Survey Results

Statistics

qol10 Overall Impression of PWC

N	Valid	1145
	Missing	521
Mean		6.98

qol10 Overall Impression of PWC

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Worst	21	1.3	1.9	1.9
	2	13	.8	1.1	3.0
	3	24	1.4	2.1	5.1
	4	33	2.0	2.9	8.0
	5	110	6.6	9.6	17.6
	6	142	8.5	12.4	30.0
	7	297	17.8	25.9	55.9
	8	346	20.8	30.3	86.2
	9	97	5.8	8.5	94.7
	10 Best	61	3.6	5.3	100.0
Total		1145	68.7	100.0	
Missing	98 Don't know/Unable to rate	5	.3		
	99 Refused	1	.1		
	System	516	31.0		
	Total	521	31.3		
Total		1666	100.0		

Statistics

yr5agob Rating PWC 5 Years Ago

N	Valid	751
	Missing	915
Mean		7.35

yr5agob Rating PWC 5 Years Ago

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Worst	1	.1	.2	.2
	2	4	.2	.5	.6
	3	7	.4	.9	1.6
	4	23	1.4	3.0	4.6
	5	74	4.4	9.8	14.4
	6	100	6.0	13.3	27.7
	7	151	9.0	20.1	47.8
	8	222	13.3	29.6	77.4
	9	104	6.2	13.8	91.2
	10 Best	66	4.0	8.8	100.0
	Total	751	45.1	100.0	
Missing	98 Don't know/Unable to rate	13	.8		
	99 Refused	2	.1		
	System	900	54.0		
	Total	915	54.9		
Total	1666	100.0			

Statistics

futureb Rating PWC 5 Years From Now

N	Valid	899
	Missing	767
Mean		6.90

futureb Rating PWC 5 Years From Now

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Worst	25	1.5	2.8	2.8
	2	17	1.0	1.8	4.6
	3	41	2.5	4.5	9.2
	4	53	3.2	5.9	15.1
	5	93	5.6	10.4	25.5
	6	108	6.5	12.0	37.5
	7	131	7.9	14.6	52.1
	8	201	12.1	22.4	74.4
	9	132	7.9	14.7	89.1
	10 Best	98	5.9	10.9	100.0
	Total	899	54.0	100.0	
Missing	98 Don't know/Unable to rate	93	5.6		
	99 Refused	6	.4		
	System	667	40.1		
	Total	767	46.0		
Total	1666	100.0			

hpelivb Where R Wants to Live 5 Years From Now

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Prince William County	542	32.5	59.4	59.4
	3 Someplace Else	371	22.3	40.6	100.0
	Total	913	54.8	100.0	
Missing	8 Don't know	64	3.8		
	System	690	41.4		
	Total	753	45.2		
Total		1666	100.0		

ctysat97 General Satisfaction with Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	327	19.6	31.5	31.5
	2 Somewhat satisfied	600	36.0	57.9	89.4
	3 Somewhat dissatisfied	78	4.7	7.5	96.9
	4 Very dissatisfied	32	1.9	3.1	100.0
	Total	1036	62.2	100.0	
Missing	8 Don't know/Unable to rate	49	2.9		
	System	580	34.8		
	Total	630	37.8		
Total		1666	100.0		

satchg Sat w/ Services versus One Year Ago

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Increased/more satisfied	143	8.6	15.1	15.1
	2 Decreased/less satisfied	154	9.2	16.2	31.3
	3 Stayed about the same	650	39.0	68.7	100.0
	Total	946	56.8	100.0	
Missing	8 Don't know	28	1.7		
	System	691	41.5		
	Total	720	43.2		
Total		1666	100.0		

vote Sat w/ Convenient Ways to Register to Vote

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	522	31.3	63.7	63.7
	2 Somewhat satisfied	273	16.4	33.3	97.0
	3 Somewhat dissatisfied	18	1.1	2.1	99.1
	4 Very dissatisfied	7	.4	.9	100.0
	Total	820	49.2	100.0	
Missing	8 Don't know/Unable to rate	188	11.3		
	System	658	39.5		
	Total	846	50.8		
Total		1666	100.0		

voteyear Went to a Voting Precinct in the Past Year

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	674	40.5	62.7	62.7
	2 No	401	24.1	37.3	100.0
	Total	1075	64.5	100.0	
Missing	8 Can't recall/Don't know	11	.7		
	System	580	34.8		
	Total	591	35.5		
Total		1666	100.0		

pctup Sat w/ Efficiency and Effectiveness of the Voting Precinct Setup

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	471	28.3	70.2	70.2
	2 Somewhat satisfied	152	9.1	22.6	92.8
	3 Somewhat dissatisfied	33	2.0	5.0	97.8
	4 Very dissatisfied	15	.9	2.2	100.0
	Total	671	40.3	100.0	
Missing	8 Don't know/Unable to rate	3	.2		
	System	992	59.5		
	Total	995	59.7		
Total		1666	100.0		

govtserv Sat w/ Informing CITIZENS about Government

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	76	4.6	27.9	27.9
	2 Somewhat satisfied	145	8.7	53.2	81.1
	3 Somewhat dissatisfied	34	2.1	12.6	93.7
	4 Very dissatisfied	17	1.0	6.3	100.0
	Total	273	16.4	100.0	
Missing	8 Don't know/Unable to rate	40	2.4		
	System	1353	81.2		
	Total	1393	83.6		
Total		1666	100.0		

govtserv_res Sat w/ Informing RESIDENTS about Government

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	171	10.2	28.4	28.4
	2 Somewhat satisfied	308	18.5	51.3	79.7
	3 Somewhat dissatisfied	94	5.6	15.6	95.3
	4 Very dissatisfied	28	1.7	4.7	100.0
	Total	601	36.1	100.0	
Missing	8 Don't know/Unable to rate	50	3.0		
	System	1016	61.0		
	Total	1065	63.9		
Total		1666	100.0		

strlta Sat w/ Street Lighting where Needed

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	403	24.2	38.5	38.5
	2 Somewhat satisfied	485	29.1	46.3	84.7
	3 Somewhat dissatisfied	95	5.7	9.1	93.8
	4 Very dissatisfied	65	3.9	6.2	100.0
	Total	1048	62.9	100.0	
Missing	8 Don't know/Unable to rate	106	6.4		
	System	512	30.7		
	Total	618	37.1		
Total		1666	100.0		

fire Sat w/ Fire Fighting in Area

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	664	39.8	77.8	77.8
	2 Somewhat satisfied	160	9.6	18.8	96.6
	3 Somewhat dissatisfied	20	1.2	2.3	98.9
	4 Very dissatisfied	9	.6	1.1	100.0
	Total	853	51.2	100.0	
Missing	8 Don't know/Unable to rate	122	7.3		
	9 Refused	1	.1		
	System	690	41.4		
	Total	813	48.8		
Total		1666	100.0		

rescue Sat w/ Emergency Medical Rescue Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	573	34.4	71.8	71.8
	2 Somewhat satisfied	191	11.5	24.0	95.8
	3 Somewhat dissatisfied	21	1.3	2.6	98.4
	4 Very dissatisfied	13	.8	1.6	100.0
	Total	798	47.9	100.0	
Missing	8 Don't know/Unable to rate	197	11.8		
	System	671	40.3		
	Total	868	52.1		
Total		1666	100.0		

amcrime Sat w/ Safety in Neighborhood in Daytime

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	686	41.2	63.2	63.2
	2 Somewhat satisfied	311	18.7	28.7	91.9
	3 Somewhat dissatisfied	59	3.5	5.4	97.3
	4 Very dissatisfied	29	1.8	2.7	100.0
	Total	1086	65.2	100.0	
Missing	8 Don't know/Unable to rate	24	1.4		
	System	556	33.4		
	Total	580	34.8		
Total		1666	100.0		

pmcrime Sat w/ Safety in Neighborhood at Night

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	539	32.4	51.0	51.0
	2 Somewhat satisfied	367	22.0	34.7	85.8
	3 Somewhat dissatisfied	89	5.4	8.5	94.2
	4 Very dissatisfied	61	3.7	5.8	100.0
	Total	1056	63.4	100.0	
Missing	8 Don't know/Unable to rate	39	2.3		
	9 Refused	1	.1		
	System	570	34.2		
	Total	610	36.6		
Total		1666	100.0		

dycrimeb Sat w/ Safety in Business Areas in Daytime

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	352	21.1	46.6	46.6
	2 Somewhat satisfied	332	19.9	44.0	90.6
	3 Somewhat dissatisfied	56	3.4	7.4	98.1
	4 Very dissatisfied	15	.9	1.9	100.0
	Total	754	45.3	100.0	
Missing	8 Don't know/Unable to rate	91	5.5		
	System	820	49.2		
	Total	912	54.7		
Total		1666	100.0		

ntcrimeb Sat w/ Safety in Business Areas at Night

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	218	13.1	30.7	30.7
	2 Somewhat satisfied	346	20.8	48.7	79.4
	3 Somewhat dissatisfied	110	6.6	15.5	94.9
	4 Very dissatisfied	36	2.2	5.1	100.0
	Total	710	42.6	100.0	
Missing	8 Don't know/Unable to rate	135	8.1		
	System	820	49.2		
	Total	956	57.4		
Total		1666	100.0		

preventb Sat w/ Crime Prevention Programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	270	16.2	35.9	35.9
	2 Somewhat satisfied	344	20.6	45.7	81.6
	3 Somewhat dissatisfied	100	6.0	13.3	94.9
	4 Very dissatisfied	38	2.3	5.1	100.0
	Total	752	45.2	100.0	
Missing	8 Don't know/Unable to rate	240	14.4		
	9 Refused	1	.1		
	System	673	40.4		
Total		914	54.8		
Total		1666	100.0		

attitude Sat w/ Police Dept Attitudes Towards CITIZENS

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	161	9.7	44.0	44.0
	2 Somewhat satisfied	130	7.8	35.3	79.3
	3 Somewhat dissatisfied	49	3.0	13.4	92.7
	4 Very dissatisfied	27	1.6	7.3	100.0
	Total	367	22.0	100.0	
Missing	8 Don't know/Unable to rate	60	3.6		
	System	1239	74.4		
	Total	1299	78.0		
Total		1666	100.0		

attitude_res Sat w/ Police Dept Attitudes Towards RESIDENTS

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	341	20.5	43.3	43.3
	2 Somewhat satisfied	277	16.6	35.1	78.4
	3 Somewhat dissatisfied	99	5.9	12.5	90.9
	4 Very dissatisfied	72	4.3	9.1	100.0
	Total	789	47.4	100.0	
Missing	8 Don't know/Unable to rate	111	6.6		
	9 Refused	1	.1		
	System	765	45.9		
Total		877	52.6		
Total		1666	100.0		

polfair Sat w/ Police Dept to Treat Everybody Fairly

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	479	28.8	43.8	43.8
	2 Somewhat satisfied	334	20.0	30.5	74.3
	3 Somewhat dissatisfied	129	7.8	11.8	86.1
	4 Very dissatisfied	152	9.1	13.9	100.0
	Total	1094	65.7	100.0	
Missing	8 Don't know/Unable to rate	288	17.3		
	9 Refused	2	.1		
	System	282	16.9		
	Total	572	34.3		
Total	1666	100.0			

drugs Sat w/ Reduce the Use of Illegal Drugs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	283	17.0	41.1	41.1
	2 Somewhat satisfied	321	19.3	46.6	87.7
	3 Somewhat dissatisfied	53	3.2	7.7	95.5
	4 Very dissatisfied	31	1.9	4.5	100.0
	Total	689	41.3	100.0	
Missing	8 Don't know/Unable to rate	311	18.7		
	9 Refused	1	.1		
	System	665	39.9		
	Total	977	58.7		
Total	1666	100.0			

gangs Sat w/ Police Dept Efforts to Combat Gangs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	276	16.6	35.7	35.7
	2 Somewhat satisfied	379	22.7	49.0	84.7
	3 Somewhat dissatisfied	72	4.3	9.3	93.9
	4 Very dissatisfied	47	2.8	6.1	100.0
	Total	774	46.4	100.0	
Missing	8 Don't know/Unable to rate	239	14.3		
	System	654	39.3		
	Total	892	53.6		
Total	1666	100.0			

police Sat w/ Overall Performance of Police Dept

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	574	34.4	43.5	43.5
	2 Somewhat satisfied	600	36.0	45.5	89.0
	3 Somewhat dissatisfied	108	6.5	8.2	97.2
	4 Very dissatisfied	36	2.2	2.8	100.0
	Total	1319	79.1	100.0	
Missing	8 Don't know/Unable to rate	62	3.7		
	System	285	17.1		
	Total	347	20.9		
Total		1666	100.0		

vcrime Were you or Anyone in Your Household the Victim of Any Crime

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	195	11.7	11.7	11.7
	2 No	1457	87.4	87.5	99.3
	3 Yes, but not in PWC	12	.7	.7	100.0
	Total	1664	99.9	100.0	
Missing	8 Can't Recall/Don't know	2	.1		
Total		1666	100.0		

vcrimer Reporting Crime to County Police Dept

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	152	9.1	78.7	78.7
	2 No	41	2.5	21.3	100.0
	Total	193	11.6	100.0	
Missing	8 Can't Recall/Don't know	2	.1		
	System	1471	88.3		
	Total	1473	88.4		
Total		1666	100.0		

ppolicy Sat w/ Police Dept carrying out Immigration Policy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	440	26.4	48.1	48.1
	2 Somewhat satisfied	296	17.8	32.4	80.5
	3 Somewhat dissatisfied	74	4.4	8.1	88.5
	4 Very dissatisfied	105	6.3	11.5	100.0
	Total	915	54.9	100.0	
Missing	7 DECLINES TO RATE (OPPOSES POLICY) (VOLUNTEERED)	94	5.7		
	8 Don't know/Unable to rate	211	12.7		
	9 Refused	3	.2		
	System	443	26.6		
Total	751	45.1			
Total	1666	100.0			

court Have you had Occasion to visit the Judicial Center

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes, visited in last 12 months	415	24.9	29.1	29.1
	2 No, has not visited	1009	60.6	70.9	100.0
	Total	1424	85.5	100.0	
Missing	8 Can't Recall/Don't know	6	.3		
	System	236	14.2		
Total	242	14.5			
Total	1666	100.0			

courtsat Sat w/ Level of Security in the Courthouse

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	318	19.1	77.1	77.1
	2 Somewhat satisfied	90	5.4	21.9	99.0
	3 Somewhat dissatisfied	4	.3	1.0	100.0
	Total	413	24.8	100.0	
Missing	8 Don't know/Unable to rate	41	2.5		
	9 Refused	2	.1		
	System	1210	72.6		
Total	1253	75.2			
Total	1666	100.0			

ctysherf Familiar with Sheriff's Office

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes - familiar enough to rate	341	20.4	21.7	21.7
	2 No - not familiar	1229	73.8	78.3	100.0
	Total	1570	94.2	100.0	
Missing	8 Don't know/not sure	96	5.8		
Total		1666	100.0		

attitut Sat w/ Sheriff's Office Attitudes and Behaviors towards CITIZENS

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	52	3.1	54.5	54.5
	2 Somewhat satisfied	34	2.1	36.2	90.6
	3 Somewhat dissatisfied	2	.1	1.8	92.4
	4 Very dissatisfied	7	.4	7.6	100.0
	Total	95	5.7	100.0	
Missing	8 Don't know/Unable to rate	4	.2		
	9 Refused	1	.1		
	System	1567	94.0		
	Total	1571	94.3		
Total		1666	100.0		

attitut_res Sat w/ Sheriff's Office Attitudes and Behaviors towards RESIDENTS

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	135	8.1	59.5	59.5
	2 Somewhat satisfied	85	5.1	37.7	97.2
	3 Somewhat dissatisfied	4	.2	1.6	98.7
	4 Very dissatisfied	3	.2	1.3	100.0
	Total	226	13.6	100.0	
Missing	8 Don't know/Unable to rate	15	.9		
	System	1425	85.5		
	Total	1440	86.4		
Total		1666	100.0		

sheriffa Sat w/ Overall Performance of Sheriff's Office

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	186	11.1	57.4	57.4
	2 Somewhat satisfied	122	7.3	37.7	95.2
	3 Somewhat dissatisfied	5	.3	1.6	96.7
	4 Very dissatisfied	11	.6	3.3	100.0
Total		323	19.4	100.0	
Missing	8 Don't know/Unable to rate	18	1.1		
	System	1325	79.6		
Total		1343	80.6		
Total		1666	100.0		

emerg911 R Dialed 911 in Last 12 Months

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes, contacted in last 12 months	327	19.6	19.7	19.7
	2 No, has not contacted	1335	80.1	80.3	100.0
Total		1662	99.8	100.0	
Missing	8 Can't recall/Don't know	4	.2		
Total		1666	100.0		

Multiple Response

Case Summary^b

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
\$emserv ^a	325	19.5%	1341	80.5%	1666	100.0%

a. Dichotomy group tabulated at value 1.

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

\$emserv Frequencies

		Responses		Percent of Cases
		N	Percent	
\$emserv	emservb1 911: Police	167	47.3%	51.3%
emergency	emservb2 911: Fire	30	8.4%	9.2%
called	emservb3 911: Ambulance or Rescue Squad	138	39.0%	42.3%
	emservb4 911: Something else	18	5.2%	5.6%
Total		353	100.0%	108.4%

a. Dichotomy group tabulated at value 1.

emergsb Nature of 911 Call (emerg or other)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Emergency	95	5.7	57.2	57.2
	2 Some other reason	71	4.3	42.8	100.0
	Total	166	10.0	100.0	
Missing	3 Can't remember/Don't know	1	.1		
	System	1499	90.0		
	Total	1500	90.0		
Total		1666	100.0		

emsatis Sat w/ Assistance from 911 Operator

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	246	14.8	78.0	78.0
	2 Somewhat satisfied	51	3.0	16.1	94.1
	3 Somewhat dissatisfied	9	.5	2.7	96.8
	4 Very dissatisfied	10	.6	3.2	100.0
	Total	315	18.9	100.0	
Missing	7 Not Applicable/No Help Sent	5	.3		
	8 Don't Know/Unable to rate	6	.4		
	System	1339	80.4		
	Total	1351	81.1		
Total		1666	100.0		

entimeb Satisfaction with Time for Help to Arrive

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	201	12.1	68.7	68.7
	2 Somewhat satisfied	44	2.6	14.9	83.6
	3 Somewhat dissatisfied	25	1.5	8.5	92.1
	4 Very dissatisfied	23	1.4	7.9	100.0
	Total	293	17.6	100.0	
Missing	7 Not Applicable/No Help Sent	19	1.1		
	8 Don't Know/Unable to rate	16	1.0		
	System	1339	80.4		
	Total	1373	82.4		
Total		1666	100.0		

entimesa Hours Until Help Arrived on the Scene

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	34	2.0	77.2	77.2
	1	5	.3	10.4	87.6
	2	3	.2	7.5	95.1
	3	1	.1	3.1	98.2
	4	1	.0	1.8	100.0
	Total	44	2.6	100.0	
Missing	99 Don't know/refused	4	.2		
	System	1618	97.1		
	Total	1622	97.4		
Total		1666	100.0		

emtimesb Minutes Until Help Arrived on the Scene

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	8	.5	16.4	16.4
	5	2	.1	3.8	20.2
	10	4	.2	8.8	29.1
	15	4	.2	7.8	36.9
	18	1	.1	2.1	39.0
	20	5	.3	11.2	50.2
	25	6	.3	12.5	62.7
	30	9	.5	18.6	81.3
	35	0	.0	.9	82.2
	40	3	.2	7.6	89.8
	45	5	.3	10.2	100.0
	Total	46	2.8	100.0	
	Missing	99 Don't know/refused	2	.1	
System		1618	97.1		
Total		1620	97.2		
Total		1666	100.0		

emtimrea Reasonable hours to Receive Help

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	44	2.6	99.1	99.1
	24	0	.0	.9	100.0
	Total	44	2.7	100.0	
Missing	99 Don't know/refused	4	.2		
	System	1618	97.1		
	Total	1622	97.3		
Total		1666	100.0		

entimreb Reasonable minutes to Receive Help

		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	0	1	.1	3.0	3.0	
	3	3	.2	6.4	9.3	
	4	0	.0	.9	10.2	
	4	1	.1	2.2	12.4	
	5	12	.7	27.2	39.6	
	7	2	.1	3.6	43.3	
	10	6	.4	13.8	57.1	
	15	4	.2	9.1	66.2	
	20	5	.3	10.2	76.4	
	25	3	.2	6.5	82.8	
	30	5	.3	11.7	94.5	
	35	0	.0	.9	95.4	
	45	2	.1	4.6	100.0	
	Total		44	2.7	100.0	
	Missing	99 Don't know/refused	4	.2		
System		1618	97.1			
Total		1622	97.3			
Total		1666	100.0			

emasstb Sat w/ Assistance on the Scene

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	214	12.9	75.4	75.4
	2 Somewhat satisfied	32	1.9	11.3	86.7
	3 Somewhat dissatisfied	19	1.2	6.8	93.5
	4 Very dissatisfied	18	1.1	6.5	100.0
	Total	284	17.1	100.0	
Missing	7 Not Applicable/No Help Sent	4	.3		
	8 Don't Know/Unable to rate	20	1.2		
	System	1357	81.5		
Total		1382	82.9		
Total		1666	100.0		

cpr97 Number of People in HH with CPR

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	309	18.5	34.0	34.0
	1	349	20.9	38.5	72.6
	2	186	11.2	20.5	93.1
	3	45	2.7	5.0	98.0
	4	10	.6	1.1	99.2
	5	8	.5	.8	100.0
	Total	906	54.4	100.0	
Missing	99 Don't know/Refused	1	.1		
	System	759	45.5		
	Total	760	45.6		
Total		1666	100.0		

shelter1 How Many Days would you be able to shelter with Electricity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 No capability for sheltering	2	.1	.4	.4
	2 One day	11	.6	1.7	2.1
	3 2 to 3 Days	106	6.4	16.9	18.9
	4 4 Days to 1 Week	282	16.9	44.7	63.7
	5 8 Days to 2 Weeks	100	6.0	15.9	79.6
	6 2 Weeks to 1 Month	101	6.1	16.1	95.7
	7 More Than 1 Month	27	1.6	4.3	100.0
	Total	630	37.8	100.0	
Missing	8 Don't know	3	.2		
	9 Refused	2	.1		
	System	1031	61.9		
Total		1036	62.2		
Total		1666	100.0		

shelter2 How Many Days would you be able to shelter without Electricity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 No capability for sheltering	12	.7	1.7	1.7
	2 One day	38	2.3	5.4	7.1
	3 2 to 3 Days	183	11.0	26.5	33.6
	4 4 Days to 1 Week	292	17.5	42.3	76.0
	5 8 Days to 2 Weeks	81	4.9	11.8	87.8
	6 2 Weeks to 1 Month	67	4.0	9.7	97.4
	7 More Than 1 Month	18	1.1	2.6	100.0
	Total	690	41.4	100.0	
Missing	8 Don't know	6	.4		
	System	970	58.2		
	Total	976	58.6		
Total	1666	100.0			

library Sat w/ Providing Library Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	720	43.2	73.3	73.3
	2 Somewhat satisfied	218	13.1	22.2	95.6
	3 Somewhat dissatisfied	29	1.8	3.0	98.6
	4 Very dissatisfied	14	.8	1.4	100.0
	Total	982	59.0	100.0	
Missing	8 Don't know/Unable to rate	164	9.8		
	System	520	31.2		
	Total	684	41.0		
Total	1666	100.0			

park Sat w/ Providing Park and Recreation facilities and Programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	561	33.7	55.1	55.1
	2 Somewhat satisfied	355	21.3	34.8	89.9
	3 Somewhat dissatisfied	59	3.6	5.8	95.7
	4 Very dissatisfied	44	2.6	4.3	100.0
	Total	1019	61.2	100.0	
Missing	8 Don't know/Unable to rate	119	7.1		
	System	528	31.7		
	Total	647	38.8		
Total	1666	100.0			

elderly Sat w/ Programs for Elderly Population

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	160	9.6	30.8	30.8
	2 Somewhat satisfied	242	14.5	46.4	77.2
	3 Somewhat dissatisfied	77	4.6	14.9	92.1
	4 Very dissatisfied	41	2.5	7.9	100.0
	Total	521	31.3	100.0	
Missing	8 Don't know/Unable to rate	592	35.5		
	9 Refused	2	.1		
	System	551	33.1		
	Total	1145	68.7		
Total	1666	100.0			

finneedb Sat w/ County's Help to People in Need

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	94	5.6	20.6	20.6
	2 Somewhat satisfied	220	13.2	48.4	69.1
	3 Somewhat dissatisfied	70	4.2	15.3	84.4
	4 Very dissatisfied	71	4.2	15.6	100.0
	Total	454	27.2	100.0	
Missing	8 Don't know/Unable to rate	652	39.1		
	9 Refused	0	.0		
	System	560	33.6		
	Total	1212	72.8		
Total	1666	100.0			

libry12 Has R Used Library Services in last 12 months

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	969	58.1	73.2	73.2
	2 No	354	21.3	26.8	100.0
	Total	1323	79.4	100.0	
Missing	8 Can't recall/Don't know	12	.7		
	System	331	19.9		
	Total	343	20.6		
Total	1666	100.0			

librysat Sat w/ Service from Library Staff

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	667	40.1	84.7	84.7
	2 Somewhat satisfied	100	6.0	12.7	97.4
	3 Somewhat dissatisfied	9	.6	1.2	98.6
	4 Very dissatisfied	6	.3	.7	99.3
	7 R had no contact with staff	6	.3	.7	100.0
	Total	788	47.3	100.0	
Missing	8 Don't know/Unable to rate	10	.6		
	System	869	52.1		
	Total	878	52.7		
Total		1666	100.0		

deptss Familiar w/ Dept of Social Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes--familiar	305	18.3	22.1	22.1
	2 Not sure	91	5.5	6.6	28.7
	3 No--not familiar	982	58.9	71.3	100.0
	Total	1378	82.7	100.0	
Missing	System	288	17.3		
Total		1666	100.0		

dsssat Sat w/ Dept of Social Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	106	6.4	35.1	35.1
	2 Somewhat satisfied	99	5.9	32.8	68.0
	3 Somewhat dissatisfied	45	2.7	15.0	82.9
	4 Very dissatisfied	51	3.1	17.1	100.0
	Total	301	18.1	100.0	
Missing	8 Don't know/Unable to rate	3	.2		
	System	1361	81.7		
	Total	1365	81.9		
Total		1666	100.0		

hlthdept Familiar w/ Health Department

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes--familiar	376	22.6	26.2	26.2
	2 Not sure	66	4.0	4.6	30.8
	3 No--not familiar	994	59.7	69.2	100.0
	Total	1437	86.2	100.0	
Missing	System	229	13.8		
Total		1666	100.0		

hlthsat Sat w/ Health Department

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	152	9.1	40.7	40.7
	2 Somewhat satisfied	143	8.6	38.2	78.9
	3 Somewhat dissatisfied	32	1.9	8.6	87.6
	4 Very dissatisfied	47	2.8	12.4	100.0
	Total	374	22.5	100.0	
Missing	8 Don't know/Unable to rate	107	6.4		
	9 Refused	0	.0		
	System	1185	71.1		
Total		1292	77.5		
Total		1666	100.0		

mental Familiar w/ Mental Health Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes--familiar	221	13.3	14.6	14.6
	2 Not sure	50	3.0	3.3	17.9
	3 No--not familiar	1241	74.5	82.1	100.0
	Total	1513	90.8	100.0	
Missing	System	153	9.2		
Total		1666	100.0		

menthpb Sat w/ Services to People w/ Mental Health Problems

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	80	4.8	39.7	39.7
	2 Somewhat satisfied	85	5.1	42.4	82.1
	3 Somewhat dissatisfied	18	1.1	8.9	91.0
	4 Very dissatisfied	18	1.1	9.0	100.0
	Total	201	12.1	100.0	
Missing	8 Don't know/Unable to rate	20	1.2		
	9 Refused	0	.0		
	System	1445	86.7		
Total	1465	87.9			
Total		1666	100.0		

mentret Sat w/ Services to Mental Retardation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	62	3.7	42.8	42.8
	2 Somewhat satisfied	62	3.7	42.8	85.6
	3 Somewhat dissatisfied	11	.6	7.3	92.9
	4 Very dissatisfied	10	.6	7.1	100.0
	Total	146	8.7	100.0	
Missing	8 Don't know/Unable to rate	75	4.5		
	9 Refused	0	.0		
	System	1445	86.7		
Total	1520	91.3			
Total		1666	100.0		

menteis Sat w/ Early Intervention Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	56	3.4	37.8	37.8
	2 Somewhat satisfied	66	3.9	44.0	81.8
	3 Somewhat dissatisfied	15	.9	10.3	92.1
	4 Very dissatisfied	12	.7	7.9	100.0
	Total	150	9.0	100.0	
Missing	8 Don't know/Unable to rate	70	4.2		
	9 Refused	1	.1		
	System	1445	86.7		
Total	1516	91.0			
Total		1666	100.0		

mentsub Sat w/ Services to Substance Abuse

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	60	3.6	38.7	38.7
	2 Somewhat satisfied	64	3.9	41.7	80.4
	3 Somewhat dissatisfied	15	.9	9.9	90.3
	4 Very dissatisfied	15	.9	9.7	100.0
	Total	154	9.3	100.0	
Missing	8 Don't know/Unable to rate	67	4.0		
	System	1445	86.7		
Total		1512	90.7		
Total		1666	100.0		

mentall Sat w/ Mental Health Services Overall

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	78	4.7	36.8	36.8
	2 Somewhat satisfied	106	6.4	50.1	86.9
	3 Somewhat dissatisfied	18	1.1	8.4	95.3
	4 Very dissatisfied	10	.6	4.7	100.0
	Total	212	12.7	100.0	
Missing	8 Don't know/Unable to rate	9	.5		
	System	1445	86.7		
Total		1454	87.3		
Total		1666	100.0		

anybody Has R Contacted County Govt

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	659	39.6	40.1	40.1
	2 No	985	59.1	59.9	100.0
	Total	1644	98.7	100.0	
Missing	9 Can't recall/Don't know/Refused	22	1.3		
Total		1666	100.0		

helpful2 Helpfulness of PWC Employees

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	376	22.6	57.7	57.7
	2 Somewhat satisfied	143	8.6	21.9	79.6
	3 Somewhat dissatisfied	59	3.6	9.1	88.7
	4 Very dissatisfied	74	4.4	11.3	100.0
	Total	652	39.2	100.0	
Missing	8 Don't know/Unable to rate	7	.4		
	System	1007	60.4		
	Total	1014	60.8		
Total		1666	100.0		

taxesa R's Contact with PWC about Taxes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	236	14.2	36.2	36.2
	2 No	417	25.0	63.8	100.0
	Total	653	39.2	100.0	
Missing	9 Dont know/refused/not applicable	6	.4		
	System	1007	60.4		
	Total	1013	60.8		
Total		1666	100.0		

Multiple Response

Case Summary^b

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
\$ccounty ^a	231	13.9%	1435	86.1%	1666	100.0%

a. Dichotomy group tabulated at value 1.

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

\$ccounty Frequencies

		Responses		Percent of Cases
		N	Percent	
\$ccounty Contacting _a the County	howcona1 Contact taxes: Person	75	26.7%	32.4%
	howcona2 Contact taxes: Phone	178	63.6%	77.2%
	howcona3 Contact taxes: Mail	27	9.7%	11.8%
Total		280	100.0%	121.4%

a. Dichotomy group tabulated at value 1.

helpfula Sat w/ Helpfulness of PWC Employees

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	147	8.8	63.3	63.3
	2 Somewhat satisfied	52	3.1	22.5	85.8
	3 Somewhat dissatisfied	11	.7	4.7	90.5
	4 Very dissatisfied	22	1.3	9.5	100.0
	Total	233	14.0	100.0	
Missing	8 Don't know/Unable to rate	4	.2		
	System	1430	85.8		
	Total	1433	86.0		
Total		1666	100.0		

timesata Sat w/ Time Took to be Answered

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	148	8.9	63.6	63.6
	2 Somewhat satisfied	58	3.5	24.8	88.4
	3 Somewhat dissatisfied	12	.7	5.3	93.7
	4 Very dissatisfied	15	.9	6.3	100.0
	Total	232	14.0	100.0	
Missing	8 Don't know/Unable to rate	4	.2		
	System	1430	85.8		
	Total	1434	86.0		
Total		1666	100.0		

net1 Used the PWC Government Web Site

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	605	36.3	59.2	59.2
	2 No	416	25.0	40.8	100.0
	Total	1021	61.3	100.0	
Missing	8 Don't know	12	.7		
	System	633	38.0		
	Total	645	38.7		
Total		1666	100.0		

net2 Sat w/ PWC Government Web Site

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	307	18.5	51.3	51.3
	2 Somewhat satisfied	232	13.9	38.7	90.0
	3 Somewhat dissatisfied	51	3.1	8.5	98.6
	4 Very dissatisfied	9	.5	1.4	100.0
	Total	599	36.0	100.0	
Missing	8 Don't know/Unable to rate	5	.3		
	System	1062	63.7		
	Total	1067	64.0		
Total		1666	100.0		

land1 Sat w/ Planning of Land Level-prejob

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	69	4.1	16.5	16.5
	2 Somewhat satisfied	169	10.1	40.4	56.9
	3 Somewhat dissatisfied	115	6.9	27.4	84.3
	4 Very dissatisfied	66	3.9	15.7	100.0
	Total	419	25.1	100.0	
Missing	8 Don't know/Unable to rate	61	3.7		
	System	1186	71.2		
	Total	1247	74.9		
Total		1666	100.0		

ratejobs Familiar w/ Attracting New Jobs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	456	27.4	28.8	28.8
	2 No	1129	67.8	71.2	100.0
	Total	1585	95.1	100.0	
Missing	8 Don't know	80	4.8		
	9 Refused	1	.1		
	Total	81	4.9		
Total		1666	100.0		

newjobs Sat w/ Attracting New Jobs to PWC

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	130	7.8	28.9	28.9
	2 Somewhat satisfied	221	13.3	48.9	77.8
	3 Somewhat dissatisfied	57	3.4	12.6	90.3
	4 Very dissatisfied	44	2.6	9.7	100.0
	Total	452	27.1	100.0	
Missing	8 Don't know/Unable to rate	4	.3		
	System	1210	72.6		
	Total	1214	72.9		
Total		1666	100.0		

land2 Sat w/ Planning of Land Devel-postjob

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	45	2.7	20.2	20.2
	2 Somewhat satisfied	78	4.7	35.2	55.4
	3 Somewhat dissatisfied	43	2.6	19.3	74.7
	4 Very dissatisfied	56	3.4	25.3	100.0
	Total	223	13.4	100.0	
Missing	8 Don't know/Unable to rate	11	.7		
	9 Refused	1	.0		
	System	1432	85.9		
Total		1443	86.6		
Total		1666	100.0		

neighbor Sat w/ Preventing Neighborhood Deterioration

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	185	11.1	22.7	22.7
	2 Somewhat satisfied	374	22.4	45.9	68.6
	3 Somewhat dissatisfied	156	9.4	19.1	87.8
	4 Very dissatisfied	99	6.0	12.2	100.0
	Total	814	48.8	100.0	
Missing	8 Don't know/Unable to rate	176	10.6		
	9 Refused	1	.1		
	System	675	40.5		
Total	852	51.2			
Total		1666	100.0		

landfill Has R Taken Trash to Landfill

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	445	26.7	45.2	45.2
	2 No	539	32.3	54.8	100.0
	Total	984	59.0	100.0	
Missing	8 Can't recall/Don't know	11	.7		
	System	672	40.3		
Total		682	41.0		
Total		1666	100.0		

Ifillsat Sat with Landfill

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	379	22.7	86.5	86.5
	2 Somewhat satisfied	52	3.1	11.8	98.3
	3 Somewhat dissatisfied	5	.3	1.2	99.5
	4 Very dissatisfied	2	.1	.5	100.0
	Total	438	26.3	100.0	
Missing	8 Don't know/Unable to rate	7	.4		
	System	1221	73.3		
Total		1228	73.7		
Total		1666	100.0		

compost Has R Used Compost Facility

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	170	10.2	16.1	16.1
	2 No	883	53.0	83.9	100.0
	Total	1053	63.2	100.0	
Missing	8 Don't know	15	.9		
	System	599	35.9		
	Total	613	36.8		
Total		1666	100.0		

compsat Sat w/ Compost Facility

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	125	7.5	75.4	75.4
	2 Somewhat satisfied	36	2.2	21.7	97.2
	3 Somewhat dissatisfied	1	.1	.7	97.9
	4 Very dissatisfied	4	.2	2.1	100.0
	Total	166	10.0	100.0	
Missing	8 Don't know/Unable to rate	212	12.7		
	System	1288	77.3		
	Total	1500	90.0		
Total		1666	100.0		

travel97 Sat w/ Ease of Travel in PWC

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	214	12.8	18.6	18.6
	2 Somewhat satisfied	416	25.0	36.1	54.6
	3 Somewhat dissatisfied	278	16.7	24.1	78.8
	4 Very dissatisfied	245	14.7	21.2	100.0
	Total	1153	69.2	100.0	
Missing	8 Don't know/Unable to rate	15	.9		
	System	498	29.9		
	Total	513	30.8		
Total		1666	100.0		

outsidec Sat w/ Travel in NOVA outside PWC

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	96	5.8	8.7	8.7
	2 Somewhat satisfied	312	18.7	28.4	37.2
	3 Somewhat dissatisfied	305	18.3	27.8	64.9
	4 Very dissatisfied	385	23.1	35.1	100.0
	Total	1098	65.9	100.0	
Missing	8 Don't know/Unable to rate	22	1.3		
	System	545	32.7		
	Total	568	34.1		
Total		1666	100.0		

growthc Sat w/ Growth Rate of PWC

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	149	8.9	15.3	15.3
	2 Somewhat satisfied	396	23.8	40.8	56.1
	3 Somewhat dissatisfied	234	14.1	24.1	80.2
	4 Very dissatisfied	193	11.6	19.8	100.0
	Total	972	58.3	100.0	
Missing	8 Don't know/Unable to rate	70	4.2		
	9 Refused	0	.0		
	System	624	37.4		
	Total	694	41.7		
Total		1666	100.0		

roaddeva Sat w/ Coordination of Development with Road Systems

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	102	6.1	11.9	11.9
	2 Somewhat satisfied	313	18.8	36.7	48.6
	3 Somewhat dissatisfied	213	12.8	24.9	73.5
	4 Very dissatisfied	226	13.5	26.5	100.0
	Total	853	51.2	100.0	
Missing	8 Don't know/Unable to rate	107	6.4		
	System	706	42.4		
	Total	813	48.8		
Total		1666	100.0		

qsscreen Familiar w/ PWC Efforts to Preserve Water Quality

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	477	28.6	30.4	30.4
	2 No	1095	65.7	69.6	100.0
	Total	1572	94.3	100.0	
Missing	8 Don't know/Refused	93	5.6		
	9	1	.1		
	Total	94	5.7		
Total		1666	100.0		

qstreams Sat w/ PWC Efforts to Preserve Water Quality

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	169	10.1	36.3	36.3
	2 Somewhat satisfied	228	13.7	49.1	85.4
	3 Somewhat dissatisfied	42	2.5	9.0	94.5
	4 Very dissatisfied	26	1.5	5.5	100.0
	Total	465	27.9	100.0	
Missing	8 Don't know/Unable to rate	12	.7		
	System	1189	71.4		
	Total	1201	72.1		
Total		1666	100.0		

inputdev Sat w/ Opportunities for Citizen Input

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	133	8.0	22.2	22.2
	2 Somewhat satisfied	316	19.0	52.7	74.9
	3 Somewhat dissatisfied	88	5.3	14.6	89.5
	4 Very dissatisfied	63	3.8	10.5	100.0
	Total	600	36.0	100.0	
Missing	8 Don't know/Unable to rate	364	21.8		
	9 Refused	1	.1		
	System	701	42.1		
Total		1066	64.0		
Total		1666	100.0		

visdev Sat w/ Visual Appearance of New Development

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	263	15.8	31.8	31.8
	2 Somewhat satisfied	436	26.2	52.7	84.5
	3 Somewhat dissatisfied	81	4.9	9.8	94.3
	4 Very dissatisfied	47	2.8	5.7	100.0
	Total	826	49.6	100.0	
Missing	8 Don't know/Unable to rate	65	3.9		
	System	775	46.5		
	Total	840	50.4		
Total		1666	100.0		

buildngs Sat w/ Safety of Buildings

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	318	19.1	40.7	40.7
	2 Somewhat satisfied	378	22.7	48.4	89.2
	3 Somewhat dissatisfied	51	3.1	6.5	95.7
	4 Very dissatisfied	34	2.0	4.3	100.0
	Total	781	46.9	100.0	
Missing	8 Don't know/Unable to rate	294	17.7		
	System	591	35.5		
	Total	885	53.1		
Total		1666	100.0		

view View of Services and Taxes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Decrease services & taxes	147	8.8	16.2	16.2
	2 Keep services & taxes same	581	34.9	63.9	80.1
	3 Increase services & taxes	80	4.8	8.8	88.9
	4 Increase services, keep taxes same (vol)	27	1.6	3.0	91.9
	5 Increase services, decrease taxes (vol)	34	2.0	3.7	95.6
	6 Keep services same, decrease taxes (vol)	30	1.8	3.3	98.9
	7 Some other change (vol)	10	.6	1.1	100.0
	Total	909	54.6	100.0	
Missing	8 Don't know/No opinion	38	2.3		
	System	719	43.2		
	Total	757	45.4		
Total		1666	100.0		

value Value for Tax Dollar

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	201	12.1	21.0	21.0
	2 Somewhat satisfied	516	31.0	53.8	74.8
	3 Somewhat dissatisfied	161	9.7	16.8	91.6
	4 Very dissatisfied	81	4.8	8.4	100.0
	Total	958	57.5	100.0	
Missing	8 Don't know/Unable to rate	52	3.1		
	9 Refused	1	.1		
	System	654	39.3		
	Total	708	42.5		
Total		1666	100.0		

effneff Sat w/ Efficient and Effective Service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	215	12.9	25.3	25.3
	2 Somewhat satisfied	516	31.0	60.5	85.8
	3 Somewhat dissatisfied	86	5.1	10.0	95.9
	4 Very dissatisfied	35	2.1	4.1	100.0
	Total	852	51.1	100.0	
Missing	8 Don't know/Unable to rate	95	5.7		
	9 Refused	1	.1		
	System	718	43.1		
	Total	814	48.9		
Total	1666	100.0			

trstgov1 Trust of Government to do What is Right

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Just about always	135	8.1	14.9	14.9
	2 Most of the time	398	23.9	43.7	58.6
	3 Only some of the time	359	21.5	39.5	98.1
	4 Never/almost never (vol)	18	1.1	1.9	100.0
	Total	909	54.6	100.0	
Missing	8 Don't know/No answer	27	1.6		
	9 Refused	1	.1		
	System	728	43.7		
	Total	757	45.4		
Total	1666	100.0			

under18 Number of People Under 18

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	887	53.2	53.4	53.4
	1	317	19.0	19.1	72.5
	2	282	16.9	17.0	89.5
	3	117	7.0	7.1	96.6
	4	49	2.9	3.0	99.5
	5	6	.4	.4	99.9
	6	1	.1	.1	100.0
	10	1	.0	.0	100.0
	Total	1661	99.7	100.0	
	Missing	99 Don't know/Refused	5	.3	
Total	1666	100.0			

kundr597 Any children Under 5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	289	17.4	37.4	37.4
	2 No	484	29.0	62.6	100.0
	Total	773	46.4	100.0	
Missing	9 Refused	1	.0		
	System	892	53.5		
	Total	893	53.6		
Total		1666	100.0		

k5to1297 Any children age 5-12

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	409	24.6	59.7	59.7
	2 No	277	16.6	40.3	100.0
	Total	686	41.2	100.0	
Missing	9 Refused	0	.0		
	System	980	58.8		
	Total	980	58.8		
Total		1666	100.0		

kovr1297 Any children age 13-17

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	339	20.3	61.3	61.3
	2 No	214	12.8	38.7	100.0
	Total	552	33.1	100.0	
Missing	9 Refused	0	.0		
	System	1113	66.8		
	Total	1114	66.9		
Total		1666	100.0		

sch11 R Has Children in PWC Schools

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	508	30.5	82.7	82.7
	2 No	106	6.4	17.3	100.0
	Total	615	36.9	100.0	
Missing	8 Don't know	1	.1		
	9 Refused	1	.1		
	System	1049	63.0		
Total		1051	63.1		
Total		1666	100.0		

schl4 Sat that School System Provides Efficient Service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	321	19.3	40.6	40.6
	2 Somewhat satisfied	330	19.8	41.6	82.2
	3 Somewhat dissatisfied	74	4.4	9.3	91.5
	4 Very dissatisfied	67	4.0	8.5	100.0
	Total	792	47.6	100.0	
Missing	8 Don't know/Unable to rate	243	14.6		
	9 Refused	1	.1		
	System	629	37.8		
Total	874	52.4			
Total		1666	100.0		

park12 Has R Used Park Authority's Parks

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes--has used	619	37.2	57.1	57.1
	2 No--has not	466	28.0	42.9	100.0
	Total	1085	65.1	100.0	
Missing	8 Can't recall/Don't know	12	.7		
	System	569	34.2		
	Total	581	34.9		
Total		1666	100.0		

park1 Familiar with Park Authority

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes--familiar	511	30.7	45.4	45.4
	2 Not sure	84	5.1	7.5	52.9
	3 No--not familiar	531	31.8	47.1	100.0
	Total	1126	67.6	100.0	
Missing	System	540	32.4		
Total		1666	100.0		

park2 Sat with Park Authority

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	256	15.4	56.6	56.6
	2 Somewhat satisfied	166	10.0	36.8	93.4
	3 Somewhat dissatisfied	21	1.3	4.6	98.0
	4 Very dissatisfied	9	.5	2.0	100.0
	Total	452	27.1	100.0	
Missing	8 Don't know/Unable to rate	6	.4		
	System	1208	72.5		
Total		1214	72.9		
Total		1666	100.0		

ctyserv1 Familiar with Service Authority

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes--familiar	736	44.2	59.1	59.1
	2 Not sure	54	3.3	4.4	63.5
	3 No--not familiar	455	27.3	36.5	100.0
	Total	1245	74.7	100.0	
Missing	System	421	25.3		
Total		1666	100.0		

ctyserv2 Sat with Service Authority

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	420	25.2	57.9	57.9
	2 Somewhat satisfied	265	15.9	36.4	94.3
	3 Somewhat dissatisfied	25	1.5	3.5	97.8
	4 Very dissatisfied	16	1.0	2.2	100.0
	Total	727	43.6	100.0	
Missing	8 Don't know	42	2.5		
	9 Refused	4	.3		
	System	893	53.6		
Total		939	56.4		
Total		1666	100.0		

older18 Number of People Over 18

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	335	20.1	20.2	20.2
	2	915	54.9	55.1	75.3
	3	232	13.9	14.0	89.3
	4	144	8.6	8.6	97.9
	5	30	1.8	1.8	99.7
	6	5	.3	.3	100.0
	Total	1661	99.7	100.0	
Missing	99 Don't know/Refused	5	.3		
Total		1666	100.0		

cellshar Do Any of these adults share this Phone

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	45	2.7	11.7	11.7
	2 No	342	20.5	88.3	100.0
	Total	387	23.2	100.0	
Missing	System	1279	76.8		
Total		1666	100.0		

cellcomp Composition of phone calls received or made

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Almost all on landline	169	10.2	12.8	12.8
	2 Most of them on landline	316	19.0	23.9	36.7
	3 Calls on landline and cell about equal	410	24.6	31.0	67.7
	4 Most of them on cell	280	16.8	21.2	89.0
	5 Almost all on cell	146	8.8	11.0	100.0
	Total	1322	79.3	100.0	
Missing	8 Don't know	6	.4		
	9 Refused	2	.1		
	System	336	20.1		
	Total	344	20.7		
Total		1666	100.0		

cellcoun How many have their own Cell Phone

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	105	6.3	7.9	7.9
	1	645	38.7	48.9	56.8
	2	352	21.1	26.7	83.5
	3	139	8.4	10.6	94.1
	4	63	3.8	4.8	98.9
	5	12	.7	.9	99.8
	6	2	.1	.2	100.0
	Total	1318	79.1	100.0	
Missing	99	12	.7		
	System	335	20.1		
	Total	348	20.9		
Total		1666	100.0		

phone1a Is Landline Phone Number Listed

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	122	7.3	70.4	70.4
	2 No	51	3.1	29.6	100.0
	Total	174	10.4	100.0	
Missing	8 Don't know	32	1.9		
	System	1460	87.6		
	Total	1492	89.6		
Total		1666	100.0		

phone1b Is Number dialed Listed

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	929	55.8	84.5	84.5
	2 No	170	10.2	15.5	100.0
	Total	1099	66.0	100.0	
Missing	8 Don't know	87	5.2		
	9 Refused	3	.2		
	System	477	28.6		
Total		567	34.0		
Total		1666	100.0		

phone2 The Reason Number is listed

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Unlisted/Unpublished	200	12.0	93.7	93.7
	2 Got number after phone book came out	10	.6	4.8	98.5
	3 Other	3	.2	1.5	100.0
	Total	213	12.8	100.0	
Missing	8	8	.5		
	System	1445	86.7		
	Total	1453	87.2		
Total		1666	100.0		

work Work Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Working full time	1032	61.9	62.3	62.3
	2 Working part time	154	9.3	9.3	71.6
	3 Looking for work	51	3.0	3.1	74.6
	4 Homemaker	90	5.4	5.4	80.0
	5 Retired	250	15.0	15.1	95.1
	6 Student	51	3.0	3.1	98.2
	7 Other	30	1.8	1.8	100.0
	Total	1657	99.5	100.0	
Missing	9 Don't know/Refused	8	.5		
	System	1	.0		
	Total	9	.5		
Total		1666	100.0		

cred98b Specialized Work-related License

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	320	19.2	27.3	27.3
	2 No	854	51.3	72.7	100.0
	Total	1175	70.5	100.0	
Missing	8 Don't know	3	.2		
	9 Refused	7	.4		
	System	481	28.9		
Total		491	29.5		
Total		1666	100.0		

job3b Type of Employer - Full or Part Time

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 A private company	596	35.8	51.7	51.7
	2 A non-profit organization	89	5.3	7.7	59.4
	3 The federal government	216	13.0	18.7	78.2
	4 The state government	53	3.2	4.6	82.8
	5 Local government	142	8.5	12.3	95.1
	6 Your own business, professional practice, or farm	57	3.4	4.9	100.0
	Total	1152	69.2	100.0	
Missing	8 Don't know/no answer	14	.8		
	9 Refused	17	1.0		
	System	483	29.0		
	Total	514	30.8		
Total	1666	100.0			

Multiple Response

Case Summary^b

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
\$job ^a	1135	68.1%	531	31.9%	1666	100.0%

a. Dichotomy group tabulated at value 1.

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

\$job Frequencies

		Responses		Percent of Cases
		N	Percent	
\$job Job concerned with ^a	job4b_1 Biotechnology	19	1.6%	1.7%
	job4b_2 Manufacturing of computer hardware	29	2.4%	2.5%
	job4b_3 Manufacturing of specialized instruments	22	1.8%	1.9%
	job4b_4 Pharmaceuticals	18	1.5%	1.6%
	job4b_5 Research, development or design of software	61	5.1%	5.4%
	job4b_6 Other research and development or testing services	59	4.9%	5.2%
	job4b_7 None of the above	985	82.6%	86.8%
Total		1193	100.0%	105.0%

a. Dichotomy group tabulated at value 1.

jobcity City Where R Works

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	11 Prince William County	356	21.4	30.3	30.3
	12 Manassas	71	4.3	6.1	36.4
	13 Manassas Park	7	.4	.6	37.0
	14 Stafford County	11	.6	.9	37.9
	15 Fredericksburg/ Spotsylvania	7	.4	.6	38.5
	16 Fauquier County/Warrenton	8	.5	.6	39.2
	17 Loudon County	39	2.3	3.3	42.5
	18 Fairfax County	286	17.2	24.4	66.9
	19 Fairfax City	28	1.7	2.4	69.2
	20 Falls Church	4	.3	.4	69.6
	21 Arlington	58	3.5	5.0	74.6
	22 Alexandria	49	2.9	4.1	78.7
	23 Richmond	1	.1	.1	78.8
	24 Elsewhere in VA	7	.4	.6	79.5
	25 Washington, DC	147	8.8	12.5	91.9
	26 Maryland	28	1.7	2.4	94.3
	27 Another location (specify)	47	2.8	4.0	98.3
	28 Works all over (vol)	20	1.2	1.7	100.0
	Total	1174	70.5	100.0	
Missing	29 Don't know/No answer	9	.5		
	System	483	29.0		
	Total	492	29.5		
Total		1666	100.0		

fairfax Where in Fairfax is Job Located

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Fort Belvoir	21	1.3	7.6	7.6
	2 Springfield	35	2.1	12.6	20.2
	3 Tyson's Corner	27	1.6	9.9	30.1
	4 Dulles	24	1.4	8.7	38.8
	5 Elsewhere in Fairfax	170	10.2	61.2	100.0
	Total	277	16.6	100.0	
Missing	8 Don't know/No answer	7	.4		
	9 Refused	2	.1		
	System	1380	82.8		
	Total	1389	83.4		
Total		1666	100.0		

samehome Live in Same House as 1 Year Ago

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	1020	61.2	91.4	91.4
	2 No	96	5.8	8.6	100.0
	Total	1116	67.0	100.0	
Missing	9 Don't know/No answer	1	.1		
	System	549	32.9		
	Total	550	33.0		
Total		1666	100.0		

samework Same Workplace as 1 Year Ago

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	953	57.2	81.1	81.1
	2 No	222	13.3	18.9	100.0
	Total	1175	70.5	100.0	
Missing	3 Not working a year ago (vol)	3	.2		
	9 Don't know/Refused	5	.3		
	System	483	29.0		
	Total	491	29.5		
Total		1666	100.0		

Statistics

comm98 Commute Time to Work

N	Valid	1163
	Missing	503
Mean		38.54

commtime Commute Time Difference From 1 Year Ago

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Gotten longer	367	22.0	32.0	32.0
	2 Gotten shorter	127	7.6	11.1	43.1
	3 Stayed about the same	654	39.2	56.9	100.0
	Total	1148	68.9	100.0	
Missing	4 Not working 1 year ago (vol)	14	.8		
	8 Don't know	17	1.0		
	9 Refused	4	.2		
	System	483	29.0		
	Total	518	31.1		
Total		1666	100.0		

telecom Does R Telecommute

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	225	13.5	19.2	19.2
	2 No	927	55.7	79.3	98.5
	3 Home is main place of work	18	1.1	1.5	100.0
	Total	1170	70.2	100.0	
Missing	8 Don't know	6	.3		
	9 Refused	7	.4		
	System	483	29.0		
	Total	496	29.8		
Total		1666	100.0		

teltime How Often R Telecommutes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 All the time	17	1.0	7.8	7.8
	2 Several times a week	62	3.7	28.0	35.8
	3 Several times a month	47	2.8	21.4	57.3
	4 Once or twice a month	52	3.1	23.9	81.1
	5 Several times a year	41	2.5	18.9	100.0
	Total	220	13.2	100.0	
Missing	8 Don't know	5	.3		
	9 Refused	1	.0		
	System	1441	86.5		
	Total	1446	86.8		
Total		1666	100.0		

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

Multiple Response

Case Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
\$Wpolsat1(a)	409	93.1%	30	6.9%	440	100.0%

a. Group

\$Wpolsat1 Frequencies

		Responses		Percent of Cases
		N	Percent	
\$Wpolsat1 Satisfaction reasons - with the job the Police Dept. is doing in carrying this policy(a)	1.0 Negative comments on problem of illegal immigration, stressing its bad aspects	81	17.2%	19.8%
	2.0 Positive comments on PWC's policy	106	22.6%	26.0%
	3.0 Favorable outcomes or effects from police enforcement	75	15.9%	18.3%
	4.0 Positive comments on police actions	137	29.2%	33.5%
	5.0 Comments favorable to immigrants or minimizing immigration problem	0	0.1%	0.1%
	6.0 Unfavorable comments about the PWC policy	9	1.9%	2.2%
	7.0 Unfavorable outcomes or negative effects from the policy or from police enforcement	1	0.2%	0.2%
	9.0 Haven't experienced, no opinion, other reasons, not codable	61	13.0%	15.0%
Total		471	100.0%	115.0%

a. Group

Multiple Response

Case Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
\$Wpolsat1(a)	409	93.1%	30	6.9%	440	100.0%

a. Group

\$Wpolsat1 Frequencies

	Responses	Percent of Cases		
		N	Percent	Percent of Cases
\$Wpolsat1 Satisfaction reasons - with the job the Police Dept. is doing in carrying this policy(a)	10.00 Negative comments on problem of illegal immigration, stressing its bad aspects	55	11.6%	13.3%
	11.00 Not fair that illegals are here getting benefits; not paying taxes	14	3.0%	3.5%
	12.00 Overcrowding of houses; unsightly property appearance	2	0.5%	0.6%
	13.00 Crime	2	0.3%	0.4%
	14.00 Loitering, day laborers gathering	3	0.7%	0.8%
	15.00 Declining property value	5	1.1%	1.2%
	20.00 Positive comments on PWC's policy	39	8.3%	9.5%
	21.00 Needed to do something	19	4.1%	4.7%
	22.00 Good that PWC is addressing the problem	25	5.4%	6.2%
	24.00 Support the policy; agree that it should exist; in favor	23	4.8%	5.5%
	30.00 Favorable outcomes or effects from police enforcement	11	2.3%	2.7%
	31.00 Less loitering	33	7.0%	8.1%
	32.00 More jobs available to legals or locals	4	0.9%	1.1%
	33.00 Less crime	22	4.6%	5.3%
	34.00 Feel more safe	5	1.0%	1.2%
	40.00 Favorable comments on police actions	44	9.3%	10.7%
	41.00 Good effort/trying hard	36	7.7%	8.8%
	42.00 fairness/not targeting	22	4.7%	5.4%
	43.00 Sticking to procedures	11	2.4%	2.7%
	44.00 Checking all ID's; checking more often	24	5.2%	6.0%
	50.00 Comments favorable to immigrants or minimizing immigration problem	0	0.1%	0.1%
	60.00 Unfavorable comments about the PWC policy	1	0.2%	0.2%

	61.00 Immigration is a federal job, not County's business to do	8	1.7%	2.0%
	72.00 Abandonment of houses, neighborhoods	0	0.1%	0.1%
	78.00 Scaring people/scaring Hispanics	0	0.1%	0.1%
	91.00 Haven't experienced, hasn't affected me, no opinion	9	2.0%	2.3%
	92.00 Other reason	50	10.6%	12.2%
	93.00 Response not codable	2	0.4%	0.5%
Total		471	100.0%	115.0%

a. Group

Multiple Response

Case Summary(b)

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
\$Wpolsat2(a)	86	81.8%	19	18.2%	105	100.0%

a. Group

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

\$Wpolsat2 Frequencies

		Responses		Percent of Cases
		N	Percent	
\$Wpolsat2	1.0 Negative comments on problem of illegal immigration, stressing its bad aspects	20	19.5%	22.8%
Dissatisfaction reasons - with the job the Police Dept. is doing in carrying this policy(a)	4.0 Positive comments on police actions	3	3.3%	3.8%
	5.0 Comments favorable to immigrants or minimizing immigration problem	2	2.1%	2.4%
	6.0 Unfavorable comments about the PWC policy	30	30.1%	35.3%
	7.0 Unfavorable outcomes or negative effects from the policy or from police enforcement	25	25.0%	29.3%
	8.0 Unfavorable comments on police actions	15	15.2%	17.8%
	9.0 Haven't experienced, no opinion, other reasons, not codable	5	4.9%	5.7%
Total		100	100.0%	117.0%

a. Group

Multiple Response

Case Summary(b)

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
\$Wpolsat2(a)	86	81.8%	19	18.2%	105	100.0%

a. Group

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

\$Wpolsat2 Frequencies

	Responses	Percent of Cases		
		N	Percent	Percent of Cases
\$Wpolsat2 Dissatisfaction reasons - with the job the Police Dept. is doing in carrying this policy(a)	10.00 Negative comments on problem of illegal immigration, stressing its bad aspects	9	8.5%	10.0%
	12.00 Overcrowding of houses; unsightly property appearance	3	2.8%	3.3%
	13.00 Crime	4	4.0%	4.6%
	14.00 Loitering, day laborers gathering	4	3.7%	4.4%
	15.00 Declining property value	0	0.4%	0.5%
	40.00 Favorable comments on police actions	2	2.3%	2.7%
	43.00 Sticking to procedures	1	1.0%	1.1%
	50.00 Comments favorable to immigrants or minimizing immigration problem	1	1.2%	1.4%
	52.00 We are all immigrants	1	0.8%	1.0%
	60.00 Unfavorable comments about the PWC policy	3	2.9%	3.5%
	61.00 Immigration is a federal job, not County's business to do	7	7.4%	8.7%
	62.00 Policy can't be monitored	1	0.8%	1.0%
	63.00 Policy is unfair	9	9.2%	10.7%
	64.00 Policy is discriminatory/illegal	4	4.1%	4.8%
	65.00 Policy costs too much	4	4.3%	5.0%
	66.00 Manpower/resources needed elsewhere	1	1.4%	1.6%
	70.00 Unfavorable outcomes or negative effects from the policy or from police enforcement	16	16.2%	18.9%
	72.00 Abandonment of houses, neighborhoods	5	4.8%	5.6%
	73.00 Hurting local businesses	1	0.9%	1.1%
	78.00 Scaring people/scaring Hispanics	3	3.1%	3.7%
	80.00 Unfavorable comments on police actions	1	1.2%	1.4%

	81.00 Not trying hard enough	0	0.4%	0.5%
	83.00 Police are profiling/selectively targeting/being arbitrary	12	11.9%	14.0%
	84.00 Police wasting time on immigration/should be doing other things	2	1.6%	1.9%
	92.00 Other reason	5	4.9%	5.7%
Total		100	100.0%	117.0%

a. Group

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

TABLE E: Satisfaction Mean Ratings by Demographic Variables*

Table E1		Gender			
		Male (1)		Female (2)	
Quality of life		mean	n	mean	n
qol10	Quality of life (ratings on 10 point-scale)	6.89	522	7.05	618
Satisfaction with Services		%	n	%	n
ctysat97d	General Satisfaction with Services	88.3%	473	90.3%	559
voted	Sat w/ Convenient Ways to Register to Vote	96.7%	348	97.2%	468
pctupd	Sat w/ Efficiency and Effectiveness of the Voting Precinct Setup	93.9%	290	92.2%	378
govtservd	Sat w/ Informing Citizens about Government	80.5%	127	81.6%	145
govtserv_resd	Sat w/ Informing RESIDENTS about Government	80.3%	271	79.3%	325

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

Table E2		Gender			
		Male (1)		Female (2)	
Emergency Services		%	n	%	n
policed	Sat w/ Overall Performance of Police Dept	89.6%	600	88.4%	712
attituded	Sat w/ Police Dept Attitudes Towards Citizens	80.7%	157	78.2%	210
attitude_resd	Sat w/ Police Dept Attitudes Towards RESIDENTS	78.3%	373	78.2%	413
attitud	Sat w/ Sheriff's Office Attitudes and Behaviors towards Citizens	91.6%	47	89.7%	48
attitut_resd	Sat w/ Sheriff's Office Attitudes and Behaviors towards RESIDENTS	96.0%	110	98.3%	115
sheriffad	Sat w/ Overall Performance of Sheriff's Office	94.8%	159	95.5%	163
drugsd	Sat w/ Reduce the Use of Illegal Drugs	89.6%	330	85.9%	356
gangsd	Sat w/ Police Dept Efforts to Combat Gangs	86.7%	380	82.7%	392
courtsatd	Sat w/ Level of Security in the Courthouse	98.3%	190	99.5%	221
fired	Sat w/ Fire Fighting in Area	95.7%	401	97.4%	448
rescued	Sat w/ Emergency Medical Rescue Services	95.1%	361	96.4%	435

Table E3		Gender			
Immigration Policy		Male (1)		Female (2)	
		%	n	%	n
polfaird	Sat w/ Police Dept to Treat Everybody Fairly	77.0%	519	71.9%	571
ppolicyd	Sat w/ Police Dept carrying out Immigration Policy	77.5%	407	82.8%	505

Table E4		Gender			
		Male (1)		Female (2)	
Calling 9-1-1		%	n	%	n
		emsatsid	Sat w/ Assistance from 911 Operator	95.2%	126
emtimebd	Satisfaction with Time for Help to Arrive	83.4%	112	84.0%	178
emasstbd	Sat w/ Assistance on the Scene	86.7%	110	86.5%	173
amcrimed	Sat w/ Safety in Neighborhood in Daytime	92.6%	484	91.2%	597
pmcrimed	Sat w/ Safety in Neighborhood at Night	85.2%	474	86.1%	577
dycrimebd	Sat w/ Safety in Business Areas in Daytime	90.5%	342	90.7%	409
ntcrimebd	Sat w/ Safety in Business Areas at Night	84.3% ⁽⁴⁾	334	74.9%	373
strltad	Sat w/ Street Lighting where Needed	85.8%	497	83.9%	546

Table E5		Gender			
Crime		Male (1)		Female (2)	
		%	n	%	n
preventbd	Sat w/ Crime Prevention Programs	82.8%	330	80.6%	420

Table E6		Gender			
		Male (1)		Female (2)	
Public Services		%	n	%	n
		schl4d	Sat that School System Provides Efficient Service	84.4%	346
libraryd	Sat w/ Providing Library Services	93.9%	427	96.8%	553
librysatd	Sat w/ Service from Library Staff	96.9%	324	98.9%	454
parkd	Sat w/ Providing Park and Recreation facilities and Programs	88.4%	458	91.0%	555
park2d	Sat with Park Authority	92.2%	207	94.4%	245
ctyserv2d	Sat with Service Authority	93.5%	310	94.8%	414

Table E7		Gender			
		Male (1)		Female (2)	
Human Services		%	n	%	n
hlthsatd	Sat w/ Health Department	81.4%	155	77.0%	218
elderlyd	Sat w/ Programs for Elderly Population	85.8% ⁽⁴⁾	229	70.5%	290
dsstsd	Sat w/ Dept of Social Services	75.3%	94	64.4%	205
menthpb	Sat w/ Services to People w/ Mental Health Problems	84.1%	64	81.1%	137
mentret	Sat w/ Services to Mental Retardation	84.3%	45	86.0%	100
menteis	Sat w/ Early Intervention Services	83.1%	45	80.9%	103
mentsub	Sat w/ Services to Substance Abuse	86.0%	49	77.5%	104
mentald	Sat w/ Mental Health Services Overall	88.8%	66	85.9%	145
finneedb	Sat w/ County's Help to People in Need	78.0% ⁽⁴⁾	212	61.3%	242

Table E8		Gender			
		Male (1)		Female (2)	
Communication with the County		%	n	%	n
		helpful2d	Helpfulness of PWC Employees	80.2%	278
helpfulad	Sat w/ Helpfulness of PWC Employees	83.5%	101	87.5%	131
timesatad	Sat w/ Time Took to be Answered	82.1%	101	93.2% ⁽³⁾	131
net2d	Sat w/ PWC Government Web Site	92.4%	268	88.1%	330

Table E9		Gender			
		Male (1)		Female (2)	
Development Issues		%	n	%	n
		landd	Sat w/ Planning of Land Devel (combined)	60.3%	305
roaddevad	Sat w/ Coordination of Development with Road Systems	52.1%	413	45.3%	440
inputdevd	Sat w/ Opportunities for Citizen Input	75.9%	275	74.2%	323
growthcd	Sat w/ Growth Rate of PWC	61.3% ⁽⁴⁾	439	51.6%	529
buildngsd	Sat w/ Safety of Buildings	89.6%	348	88.7%	431
visdevd	Sat w/ Visual Appearance of New Development	84.3%	361	84.8%	463
neighbord	Sat w/ Preventing Neighborhood Deterioration	70.6%	373	66.7%	437
newjobsd	Sat w/ Attracting New Jobs to PWC	77.5%	227	77.8%	222
travel97d	Sat w/ Ease of Travel in PWC	55.9%	535	53.4%	614
outsidedc	Sat w/ Travel in NOVA outside PWC	40.2%	509	34.3%	586
lfillsatd	Sat with Landfill	97.8%	211	98.7%	223
compsatd	Sat w/ Compost Facility	95.8%	74	98.2%	91
qstreams	Sat w/ PWC Efforts to Preserve Water Quality	88.5%	220	82.6%	243

Table E10		Gender			
		Male (1)		Female (2)	
Views of Government		%	n	%	n
		effneffd	Sat w/ Efficient and Effective Service	84.3%	404
valued	Value for Tax Dollar	76.8%	434	73.0%	520
trstgov1d	Trust in government (Just about always & Most of the time)	59.0%	410	58.4%	497

TABLE E: Satisfaction Mean Ratings by Demographic Variables*

Table E11		Race							
		White (1)		Black (2)		Asian (3)		Other (4)	
Quality of Life		mean	n	mean	n	mean	n	mean	n
qol10	Quality of life (ratings on 10 point-scale)	7.12 ⁽⁴⁾	732	7.43 ⁽⁴⁾	172	7.00 ⁽⁴⁾	39	5.84	147
Satisfaction with Services		%	n	%	n	%	n	%	n
ctysat97d	General Satisfaction with Services	93.4% ⁽⁴⁾	660	87.5%	155	96.5% ⁽²⁾⁽⁴⁾	39	75.6%	134
voted	Sat w/ Convenient Ways to Register to Vote	97.2%	556	96.1%	141	100.0% ⁽¹⁾⁽²⁾	32	96.6%	49
pctupd	Sat w/ Efficiency and Effectiveness of the Voting Precinct Setup	92.5%	495	94.0%	95	100.0% ⁽¹⁾⁽²⁾	16	96.3%	33
govtservd	Sat w/ Informing Citizens about Government	83.8%	177	74.3%	41	92.5%	12	62.9%	26
govtserv_resd	Sat w/ Informing RESIDENTS about Government	81.7%	397	77.7%	92	75.3%	22	71.9%	65

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

Table E12		Race							
		White (1)		Black (2)		Asian (3)		Other (4)	
Emergency Services		%	n	%	n	%	n	%	n
policed	Sat w/ Overall Performance of Police Dept	93.2% ⁽²⁾⁽⁴⁾	857	83.5% ⁽⁴⁾	207	94.9% ⁽²⁾⁽⁴⁾	56	70.3%	143
attitued	Sat w/ Police Dept Attitudes Towards Residents	86.8% ⁽⁴⁾	229	73.1% ⁽⁴⁾	57	66.5%	16	48.3%	40
attitude_resd	Sat w/ Police Dept Attitudes Towards RESIDENTS	84.3% ⁽²⁾⁽⁴⁾	498	71.9%	130	73.7%	31	57.3%	99
attitud	Sat w/ Sheriff's Office Attitudes and Behaviors towards Residents	96.2%	62	100.0% ⁽⁴⁾	10	100.0% ⁽⁴⁾	3	58.3%	12
attitut_resd	Sat w/ Sheriff's Office Attitudes and Behaviors towards RESIDENTS	98.1%	149	100.0%	39	100.0%	4	91.4%	24
sheriffad	Sat w/ Overall Performance of Sheriff's Office	97.2% ⁽⁴⁾	213	98.8% ⁽⁴⁾	49	100.0% ⁽¹⁾⁽⁴⁾	7	80.5%	37
drugsd	Sat w/ Reduce the Use of Illegal Drugs	86.1%	430	94.1% ⁽¹⁾	109	97.0% ⁽¹⁾⁽⁴⁾	31	87.7%	88
gangsd	Sat w/ Police Dept Efforts to Combat Gangs	84.0%	488	87.8%	135	91.1%	21	85.4%	98
courtsatd	Sat w/ Level of Security in the Courthouse	98.8%	251	99.2%	85	100.0%	13	100.0%	45
fired	Sat w/ Fire Fighting in Area	97.4%	577	95.1%	130	97.4%	26	90.9%	77
rescued	Sat w/ Emergency Medical Rescue Services	98.0% ⁽⁴⁾	511	95.2%	141	95.5%	21	85.8%	87

Table E13		Race							
		White (1)		Black (2)		Asian (3)		Other (4)	
Immigration Policy		%	n	%	n	%	n	%	n
polfaird	Sat w/ Police Dept to Treat Everybody Fairly	82.6% ⁽²⁾⁽⁴⁾	666	61.6%	187	79.7% ⁽²⁾⁽⁴⁾	48	53.5%	143
ppolicyd	Sat w/ Police Dept carrying out Immigration Policy	86.1% ⁽⁴⁾	602	77.3% ⁽⁴⁾	159	75.2% ⁽⁴⁾	34	50.3%	84

Table E14		Race							
		White (1)		Black (2)		Asian (3)		Other (4)	
Calling 9-1-1		%	n	%	n	%	n	%	n
emsatisd	Sat w/ Assistance from 911 Operator	95.9%	208	92.4%	55	72.4%	9	90.3%	33
emtimebd	Satisfaction with Time for Help to Arrive	86.4% ⁽⁴⁾	185	92.2% ⁽⁴⁾	54	70.5%	10	59.5%	34
emasstbd	Sat w/ Assistance on the Scene	90.0%	178	88.2%	52	86.7%	10	66.1%	34
amcrimed	Sat w/ Safety in Neighborhood in Daytime	93.4%	719	92.2%	158	82.3%	36	85.2%	118
pmcrimed	Sat w/ Safety in Neighborhood at Night	87.6% ⁽⁴⁾	678	84.8%	181	84.2%	35	75.4%	106
dycrimebd	Sat w/ Safety in Business Areas in Daytime	90.2%	497	95.9% ⁽¹⁾	112	98.3% ⁽¹⁾	28	87.3%	86
ntcrimebd	Sat w/ Safety in Business Areas at Night	77.4%	461	88.1% ⁽¹⁾	105	84.6%	30	80.7%	86
strltad	Sat w/ Street Lighting where Needed	85.9%	649	85.2%	194	88.4%	38	79.8%	117

Table E15		Race							
		White (1)		Black (2)		Asian (3)		Other (4)	
Crime		%	n	%	n	%	n	%	n
preventbd	Sat w/ Crime Prevention Programs	83.0%	500	85.5%	109	82.3%	29	72.5%	81

Table E16		Race							
		White (1)		Black (2)		Asian (3)		Other (4)	
Public Services		%	n	%	n	%	n	%	n
schl4d	Sat that School System Provides Efficient Service	80.3%	505	85.7%	135	77.9%	32	91.7% ⁽¹⁾	85
libraryd	Sat w/ Providing Library Services	96.5%	638	95.2%	152	97.6%	40	91.3%	101
librysatd	Sat w/ Service from Library Staff	98.7%	496	96.4%	145	96.7%	30	99.1%	77
parkd	Sat w/ Providing Park and Recreation facilities and Programs	90.8%	666	87.6%	162	78.4%	39	89.2%	112
park2d	Sat with Park Authority	93.4%	328	100.0% ⁽¹⁾⁽³⁾	45	73.8%	14	95.6%	43
ctyserv2d	Sat with Service Authority	93.6%	490	97.1% ⁽¹⁾	121	96.5%	26	97.8% ⁽¹⁾	52

Table E17		Race							
		White (1)		Black (2)		Asian (3)		Other (4)	
Human Services		%	n	%	n	%	n	%	n
hlthsatd	Sat w/ Health Department	77.5%	209	80.1%	77	93.6% ⁽¹⁾	23	78.4%	51
elderlyd	Sat w/ Programs for Elderly Population	72.1%	310	84.8% ⁽¹⁾	99	89.7% ⁽¹⁾	18	83.9%	69
dsssatd	Sat w/ Dept of Social Services	69.7%	162	70.7%	73	90.1% ⁽¹⁾⁽⁴⁾	15	49.1%	40
mentpbd	Sat w/ Services to People w/ Mental Health Problems	82.4%	129	94.1% ⁽¹⁾	37	60.9%	7	64.2%	15
mentret	Sat w/ Services to Mental Retardation	87.2%	94	96.3% ⁽³⁾	26	48.8%	6	78.2%	12
menteisd	Sat w/ Early Intervention Services	77.3%	91	96.7% ⁽¹⁾	30	70.1%	6	88.7%	11
mentsubd	Sat w/ Services to Substance Abuse	77.2%	93	90.1%	30	70.1%	6	91.1%	13
mentalld	Sat w/ Mental Health Services Overall	86.2%	137	94.7%	37	73.9%	7	91.2%	17
finneedbd	Sat w/ County's Help to People in Need	73.8% ⁽²⁾	236	57.3%	98	75.5%	14	70.4%	82

Table E18		Race							
		White (1)		Black (2)		Asian (3)		Other (4)	
Communication with the County		%	n	%	n	%	n	%	n
helpful2d	Helpfulness of PWC Employees	84.3% ⁽⁴⁾	458	74.0% ⁽⁴⁾	98	73.1% ⁽⁴⁾	19	42.0%	46
helpfulad	Sat w/ Helpfulness of PWC Employees	89.6% ⁽⁴⁾	158	89.6% ⁽⁴⁾	42	100.0% ⁽¹⁾⁽²⁾⁽⁴⁾	4	49.2%	18
timesatad	Sat w/ Time Took to be Answered	91.0%	158	94.2%	42	100.0% ⁽¹⁾⁽⁴⁾	4	66.8%	18
net2d	Sat w/ PWC Government Web Site	90.4%	409	86.1%	84	94.0%	31	90.4%	46

Table E19		Race							
		White (1)		Black (2)		Asian (3)		Other (4)	
Development Issues		%	n	%	n	%	n	%	n
landd	Sat w/ Planning of Land Devel (combined)	53.4%	426	63.3%	88	72.7% ⁽¹⁾	20	60.0%	73
roaddevd	Sat w/ Coordination of Development with Road Systems	40.5%	553	60.3% ⁽¹⁾	135	61.1%	24	77.0% ⁽¹⁾⁽²⁾	101
inputdevd	Sat w/ Opportunities for Citizen Input	73.6%	415	80.4%	81	85.8%	17	74.7%	63
growthcd	Sat w/ Growth Rate of PWC	51.5%	635	72.4% ⁽¹⁾	135	72.8% ⁽¹⁾	40	58.9%	113
buildngsd	Sat w/ Safety of Buildings	90.2%	513	86.3%	125	89.9%	36	89.9%	75
visdevd	Sat w/ Visual Appearance of New Development	82.2%	548	92.4% ⁽¹⁾	125	91.3%	29	88.8% ⁽¹⁾	83
neighbord	Sat w/ Preventing Neighborhood Deterioration	63.2%	527	81.8% ⁽¹⁾	133	69.0%	30	81.9% ⁽¹⁾	87
newjobsd	Sat w/ Attracting New Jobs to PWC	79.5% ⁽⁴⁾	309	83.8% ⁽⁴⁾	63	85.5% ⁽⁴⁾	19	60.3%	40
travel97d	Sat w/ Ease of Travel in PWC	52.2%	743	61.1%	186	57.8%	45	61.8%	120
outsided	Sat w/ Travel in NOVA outside PWC	30.4%	714	49.4% ⁽¹⁾	179	55.2% ⁽¹⁾	43	61.1% ⁽¹⁾	105
lfillsatd	Sat with Landfill	98.3%	333	100.0% ⁽¹⁾	40	100.0% ⁽¹⁾	5	97.4%	33
compsatd	Sat w/ Compost Facility	96.9%	113	100.0%	28	100.0%	2	92.8%	17
qstreams	Sat w/ PWC Efforts to Preserve Water Quality	84.1%	328	86.7%	54	93.1%	14	93.5% ⁽¹⁾	45

Table E20		Race							
		White (1)		Black (2)		Asian (3)		Other (4)	
Views of Government		%	n	%	n	%	n	%	n
effneffd	Sat w/ Efficient and Effective Service	87.2%	545	87.2%	141	93.2% ⁽⁴⁾	29	75.7%	92
valued	Value for Tax Dollar	77.3%	622	72.1%	135	85.9% ⁽⁴⁾	35	66.4%	111
trstgov1d	Trust in government (Just about always & Most of the time)	65.3% ⁽²⁾⁽⁴⁾	580	47.5%	148	61.3%	36	42.3%	97

TABLE E: Satisfaction Mean Ratings by Demographic Variables*

Table E21		Under 18			
		No Children (1)		Children Under (2)	
Quality of life		mean	n	mean	n
qol10	Quality of life (ratings on 10 point-scale)	7.06	598	6.90	543
Satisfaction with Services		%	n	%	n
ctysat97d	General Satisfaction with Services	90.1%	568	88.5%	466
voted	Sat w/ Convenient Ways to Register to Vote	96.7%	447	97.4%	370
pctupd	Sat w/ Efficiency and Effectiveness of the Voting Precinct Setup	92.9%	404	93.1%	266
govtservd	Sat w/ Informing Citizens about Government	82.6%	148	79.1%	123
govtserv_resd	Sat w/ Informing RESIDENTS about Government	83.4% ⁽²⁾	318	75.5%	283

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

Table E22		Under 18			
		No Children (1)		Children Under (2)	
Emergency Services		%	n	%	n
policed	Sat w/ Overall Performance of Police Dept	91.8% ⁽²⁾	700	85.8%	618
attituded	Sat w/ Police Dept Attitudes Towards Citizens	81.6%	200	76.4%	166
attitude_resd	Sat w/ Police Dept Attitudes Towards RESIDENTS	83.0% ⁽²⁾	411	73.3%	376
attitud	Sat w/ Sheriff's Office Attitudes and Behaviors towards Citizens	92.2%	53	88.7%	41
attitud_resd	Sat w/ Sheriff's Office Attitudes and Behaviors towards RESIDENTS	98.4%	122	95.8%	103
sheriffad	Sat w/ Overall Performance of Sheriff's Office	96.5%	182	93.7%	140
drugsd	Sat w/ Reduce the Use of Illegal Drugs	89.4%	357	85.9%	331
gangsd	Sat w/ Police Dept Efforts to Combat Gangs	86.9%	409	82.2%	365
courtsatd	Sat w/ Level of Security in the Courthouse	98.8%	196	99.0%	215
fired	Sat w/ Fire Fighting in Area	96.2%	473	97.2%	379
rescued	Sat w/ Emergency Medical Rescue Services	96.2%	411	95.3%	386

Table E23		Under 18			
Immigration Policy		No Children (1)		Children Under (2)	
		%	n	%	n
polfaird	Sat w/ Police Dept to Treat Everybody Fairly	75.3%	569	73.2%	523
ppolicyd	Sat w/ Police Dept carrying out Immigration Policy	82.4%	500	78.0%	413

Table E24		Under 18			
		No Children (1)		Children Under (2)	
Calling 9-1-1		%	n	%	n
emsatisd	Sat w/ Assistance from 911 Operator	96.6%	164	91.3%	151
emtimebd	Satisfaction with Time for Help to Arrive	86.3%	142	80.9%	149
emasstbd	Sat w/ Assistance on the Scene	88.5%	140	84.8%	143
amcrimed	Sat w/ Safety in Neighborhood in Daytime	93.1%	573	90.5%	512
pmcrimed	Sat w/ Safety in Neighborhood at Night	85.8%	556	85.7%	497
dycrimebd	Sat w/ Safety in Business Areas in Daytime	88.8%	399	92.7%	354
ntcrimebd	Sat w/ Safety in Business Areas at Night	76.0%	360	82.9% ⁽¹⁾	349
strltad	Sat w/ Street Lighting where Needed	84.3%	563	85.2%	484

Table E25		Under 18			
Crime		No Children (1)		Children Under (2)	
		%	n	%	n
preventbd	Sat w/ Crime Prevention Programs	86.9% ⁽²⁾	387	76.0%	364

Table E26		Under 18			
		Public Services		No Children (1)	
		%	n	%	n
schl4d	Sat that School System Provides Efficient Service	83.6%	365	81.1%	427
libraryd	Sat w/ Providing Library Services	95.7%	496	95.4%	483
librysatd	Sat w/ Service from Library Staff	98.1%	394	98.1%	386
parkd	Sat w/ Providing Park and Recreation facilities and Programs	92.2% ⁽²⁾	534	87.2%	482
park2d	Sat with Park Authority	93.6%	217	93.2%	232
ctyserv2d	Sat with Service Authority	92.6%	391	96.2% ⁽¹⁾	334

Table E27		Under 18			
		No Children (1)		Children Under (2)	
Human Services		%	n	%	n
hlthsatd	Sat w/ Health Department	77.6%	187	80.3%	187
elderlyd	Sat w/ Programs for Elderly Population	76.8%	292	78.2%	227
dsstsd	Sat w/ Dept of Social Services	71.2%	139	64.9%	161
menthpb	Sat w/ Services to People w/ Mental Health Problems	84.1%	99	80.2%	101
mentret	Sat w/ Services to Mental Retardation	91.2%	78	79.1%	67
menteis	Sat w/ Early Intervention Services	84.6%	73	79.0%	76
mentsub	Sat w/ Services to Substance Abuse	83.2%	72	77.9%	82
mentald	Sat w/ Mental Health Services Overall	91.8% ⁽²⁾	107	82.0%	105
finneedb	Sat w/ County's Help to People in Need	71.4%	218	66.9%	236

Table E28		Under 18			
		Communication with the County		No Children (1)	
		%	n	%	n
helpful2d	Helpfulness of PWC Employees	82.9%	363	75.3%	288
helpfulad	Sat w/ Helpfulness of PWC Employees	86.8%	125	84.6%	108
timesatad	Sat w/ Time Took to be Answered	86.4%	125	90.8%	107
net2d	Sat w/ PWC Government Web Site	93.2% ⁽²⁾	323	86.2%	274

Table E29		Under 18			
		No Children (1)		Children Under (2)	
Development Issues		%	n	%	n
		landd	Sat w/ Planning of Land Devel (combined)	54.0%	346
roaddevad	Sat w/ Coordination of Development with Road Systems	42.0%	473	57.3% ⁽¹⁾	378
inputdevd	Sat w/ Opportunities for Citizen Input	75.5%	336	74.5%	263
growthcd	Sat w/ Growth Rate of PWC	52.5%	514	60.5% ⁽¹⁾	453
buildngsd	Sat w/ Safety of Buildings	88.1%	374	90.1%	406
visdevd	Sat w/ Visual Appearance of New Development	83.1%	442	86.2%	384
neighbord	Sat w/ Preventing Neighborhood Deterioration	66.5%	440	71.0%	374
newjobsd	Sat w/ Attracting New Jobs to PWC	78.1%	254	77.6%	197
travel97d	Sat w/ Ease of Travel in PWC	53.4%	609	56.0%	542
outsidedc	Sat w/ Travel in NOVA outside PWC	33.5%	587	41.3% ⁽¹⁾	511
lfillsatd	Sat with Landfill	97.7%	268	99.3%	169
compsatd	Sat w/ Compost Facility	97.1%	90	97.2%	77
qstreams	Sat w/ PWC Efforts to Preserve Water Quality	85.2%	265	85.8%	199

Table E30		Under 18			
		Views of Government		No Children (1)	
		%	n	%	n
effneffd	Sat w/ Efficient and Effective Service	86.6%	449	85.0%	402
valued	Value for Tax Dollar	77.1%	490	72.5%	466
trstgov1d	Trust in government (Just about always & Most of the time)	62.0%	471	55.3%	436

TABLE E: Satisfaction Mean Ratings by Demographic Variables*

Table E31		Any Children Under 5			
		Yes (1)		No (2)	
Quality of life		mean	n	mean	n
qol10	Quality of life (ratings on 10 point-scale)	6.87	203	6.92	340
Satisfaction with Services		%	n	%	n
ctysat97d	General Satisfaction with Services	89.8%	188	87.8%	277
voted	Sat w/ Convenient Ways to Register to Vote	96.9%	126	97.6%	244
pctupd	Sat w/ Efficiency and Effectiveness of the Voting Precinct Setup	88.7%	71	94.7%	194
govtservd	Sat w/ Informing Citizens about Government	80.1%	46	78.4%	77
govtserv_resd	Sat w/ Informing RESIDENTS about Government	75.6%	98	75.4%	185

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

Table E32		Any Children Under 5			
		Emergency Services		Yes (1)	
		%	n	%	n
policed	Sat w/ Overall Performance of Police Dept	85.7%	229	85.8%	389
attituded	Sat w/ Police Dept Attitudes Towards Citizens	78.1%	58	75.5%	108
attitude_resd	Sat w/ Police Dept Attitudes Towards RESIDENTS	74.6%	127	72.7%	248
attitud	Sat w/ Sheriff's Office Attitudes and Behaviors towards Citizens	93.7%	15	85.7%	26
attitud_resd	Sat w/ Sheriff's Office Attitudes and Behaviors towards RESIDENTS	97.8%	37	94.7%	66
sheriffad	Sat w/ Overall Performance of Sheriff's Office	95.5%	53	92.7%	87
drugsd	Sat w/ Reduce the Use of Illegal Drugs	83.0%	124	87.6%	206
gangsd	Sat w/ Police Dept Efforts to Combat Gangs	86.8%	122	79.8%	242
courtsatd	Sat w/ Level of Security in the Courthouse	98.0%	69	99.5%	146
fired	Sat w/ Fire Fighting in Area	95.4%	144	98.2%	235
rescued	Sat w/ Emergency Medical Rescue Services	95.4%	139	95.3%	247

Table E33		Any Children Under 5			
Immigration Policy		Yes (1)		No (2)	
		%	n	%	n
polfaird	Sat w/ Police Dept to Treat Everybody Fairly	73.8%	188	73.0%	335
ppolicyd	Sat w/ Police Dept carrying out Immigration Policy	75.6%	151	79.4%	262

Table E34		Any Children Under 5			
		Yes (1)		No (2)	
Calling 9-1-1		%	n	%	n
emsatsid	Sat w/ Assistance from 911 Operator	84.0%	39	93.8%	111
emtimebd	Satisfaction with Time for Help to Arrive	83.3%	41	80.3%	107
emasstbd	Sat w/ Assistance on the Scene	68.6%	39	91.3% ⁽¹⁾	103
amcrimed	Sat w/ Safety in Neighborhood in Daytime	91.0%	187	90.1%	324
pmcrimed	Sat w/ Safety in Neighborhood at Night	82.3%	187	87.7%	311
dycrimebd	Sat w/ Safety in Business Areas in Daytime	91.3%	148	93.6%	206
ntcrimebd	Sat w/ Safety in Business Areas at Night	86.1%	144	80.7%	206
strltad	Sat w/ Street Lighting where Needed	86.1%	186	84.8%	297

Table E35		Any Children Under 5			
Crime		Yes (1)		No (2)	
		%	n	%	n
preventbd	Sat w/ Crime Prevention Programs	67.0%	115	80.2% ⁽¹⁾	249

Table E36		Any Children Under 5			
		Public Services		Yes (1)	
		%	n	%	n
schl4d	Sat that School System Provides Efficient Service	80.9%	137	81.2%	289
libraryd	Sat w/ Providing Library Services	92.9%	161	96.7%	321
librysatd	Sat w/ Service from Library Staff	98.7%	121	97.9%	265
parkd	Sat w/ Providing Park and Recreation facilities and Programs	85.7%	182	88.1%	299
park2d	Sat with Park Authority	92.8%	87	93.4%	145
ctyserv2d	Sat with Service Authority	95.7%	117	96.5%	216

Table E37		Any Children Under 5			
		Human Services		Yes (1)	
		%	n	%	n
hlthsatd	Sat w/ Health Department	80.3%	73	80.3%	114
elderlyd	Sat w/ Programs for Elderly Population	91.3% ⁽²⁾	84	70.4%	142
dsssatd	Sat w/ Dept of Social Services	75.2% ⁽²⁾	72	56.3%	88
menthpb	Sat w/ Services to People w/ Mental Health Problems	85.8%	28	78.4%	73
mentret	Sat w/ Services to Mental Retardation	86.0%	21	75.9%	46
menteis	Sat w/ Early Intervention Services	87.9%	21	75.6%	55
mentsub	Sat w/ Services to Substance Abuse	84.2%	29	74.5%	53
mentald	Sat w/ Mental Health Services Overall	82.6%	32	82.1%	73
finneedb	Sat w/ County's Help to People in Need	70.2%	82	65.1%	153

Table E38		Any Children Under 5			
		Communication with the County		Yes (1)	
				%	n
helpful2d	Helpfulness of PWC Employees	78.7%	100	73.4%	187
helpfulad	Sat w/ Helpfulness of PWC Employees	76.4%	37	89.0%	71
timesatad	Sat w/ Time Took to be Answered	89.1%	37	91.7%	70
net2d	Sat w/ PWC Government Web Site	84.3%	102	87.3%	172

Table E39		Any Children Under 5			
		Yes (1)		No (2)	
Development Issues		%	n	%	n
		landd	Sat w/ Planning of Land Devel (combined)	58.4%	104
roaddevad	Sat w/ Coordination of Development with Road Systems	67.4% ⁽²⁾	143	51.2%	235
inputdevd	Sat w/ Opportunities for Citizen Input	77.2%	85	73.2%	177
growthcd	Sat w/ Growth Rate of PWC	59.8%	173	61.0%	280
buildngsd	Sat w/ Safety of Buildings	93.7%	140	88.2%	266
visdevd	Sat w/ Visual Appearance of New Development	92.3% ⁽²⁾	143	82.6%	241
neighbord	Sat w/ Preventing Neighborhood Deterioration	71.0%	142	71.2%	231
newjobsd	Sat w/ Attracting New Jobs to PWC	75.3%	69	78.8%	127
travel97d	Sat w/ Ease of Travel in PWC	60.7%	196	53.2%	346
outsidedcd	Sat w/ Travel in NOVA outside PWC	44.3%	189	39.5%	322
lfillsatd	Sat with Landfill	100.0%	53	98.9%	115
compsatd	Sat w/ Compost Facility	95.9%	24	97.7%	53
qstreamsdc	Sat w/ PWC Efforts to Preserve Water Quality	88.9%	70	84.0%	129

Table E40		Any Children Under 5			
		Views of Government		Yes (1)	
				%	n
effneffd	Sat w/ Efficient and Effective Service	86.1%	140	84.4%	261
valued	Value for Tax Dollar	79.5% ⁽²⁾	180	68.1%	286
trstgov1d	Trust in government (Just about always & Most of the time)	50.9%	148	57.6%	288

TABLE E: Satisfaction Mean Ratings by Demographic Variables*

Table E41		Any Children Age 5-12			
		Yes (1)		No (2)	
Quality of life		mean	n	mean	n
qol10	Quality of life (ratings on 10 point-scale)	6.77	290	7.18	188
Satisfaction with Services		%	n	%	n
ctysat97d	General Satisfaction with Services	87.4%	239	89.7%	166
voted	Sat w/ Convenient Ways to Register to Vote	96.5%	189	98.4%	146
pctupd	Sat w/ Efficiency and Effectiveness of the Voting Precinct Setup	94.0%	149	94.5%	95
govtservd	Sat w/ Informing Citizens about Government	70.5%	65	86.9% ⁽¹⁾	45
govtserv_resd	Sat w/ Informing RESIDENTS about Government	71.7%	154	77.4%	101

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

Table E42		Any Children Age 5-12			
Emergency Services		Yes (1)		No (2)	
		%	n	%	n
policed	Sat w/ Overall Performance of Police Dept	85.3%	324	86.4%	230
attituded	Sat w/ Police Dept Attitudes Towards Citizens	74.5%	89	73.5%	57
attitude_resd	Sat w/ Police Dept Attitudes Towards RESIDENTS	73.8%	198	71.4%	134
attitud	Sat w/ Sheriff's Office Attitudes and Behaviors towards Citizens	89.7%	17	83.1%	17
attitut_resd	Sat w/ Sheriff's Office Attitudes and Behaviors towards RESIDENTS	95.9%	50	94.8%	44
sheriffad	Sat w/ Overall Performance of Sheriff's Office	94.5%	66	91.1%	58
drugsd	Sat w/ Reduce the Use of Illegal Drugs	87.9%	168	81.8%	136
gangsd	Sat w/ Police Dept Efforts to Combat Gangs	84.8%	194	76.9%	131
courtsatd	Sat w/ Level of Security in the Courthouse	99.6%	102	98.3%	96
fired	Sat w/ Fire Fighting in Area	96.9%	196	97.5%	151
rescued	Sat w/ Emergency Medical Rescue Services	94.3%	216	96.4%	129

Table E43		Any Children Age 5-12			
Immigration Policy		Yes (1)		No (2)	
		%	n	%	n
polfaird	Sat w/ Police Dept to Treat Everybody Fairly	71.7%	268	74.9%	198
ppolicyd	Sat w/ Police Dept carrying out Immigration Policy	76.1%	219	82.0%	152

Table E44		Any Children Age 5-12			
		Calling 9-1-1		Yes (1)	
		%	n	%	n
emsatisd	Sat w/ Assistance from 911 Operator	92.1%	83	90.8%	60
emtimebd	Satisfaction with Time for Help to Arrive	82.0%	84	81.1%	58
emasstbd	Sat w/ Assistance on the Scene	80.6%	80	91.5%	57
amcrimed	Sat w/ Safety in Neighborhood in Daytime	92.6%	278	87.6%	175
pmcrimed	Sat w/ Safety in Neighborhood at Night	87.6%	268	85.8%	166
dycrimebd	Sat w/ Safety in Business Areas in Daytime	95.0%	203	91.3%	127
ntcrimebd	Sat w/ Safety in Business Areas at Night	87.2%	200	78.1%	125
strltad	Sat w/ Street Lighting where Needed	85.8%	260	84.8%	164

Table E45		Any Children Age 5-12			
Crime		Yes (1)		No (2)	
		%	n	%	n
preventbd	Sat w/ Crime Prevention Programs	77.1%	194	75.4%	143

Table E46		Any Children Age 5-12			
		Public Services		Yes (1)	
				%	n
schl4d	Sat that School System Provides Efficient Service	79.0%	242	82.1%	155
libraryd	Sat w/ Providing Library Services	96.2%	266	96.5%	178
librysatd	Sat w/ Service from Library Staff	99.6%	213	96.1%	147
parkd	Sat w/ Providing Park and Recreation facilities and Programs	85.9%	258	86.7%	175
park2d	Sat with Park Authority	91.1%	141	95.5%	72
ctyserv2d	Sat with Service Authority	96.3%	177	96.9%	127

Table E47		Any Children Age 5-12			
		Yes (1)		No (2)	
Human Services		%	n	%	n
hlthsatd	Sat w/ Health Department	77.2%	104	86.3%	66
elderlyd	Sat w/ Programs for Elderly Population	76.5%	117	73.5%	80
dsstsd	Sat w/ Dept of Social Services	60.9%	91	64.0%	53
menthpb	Sat w/ Services to People w/ Mental Health Problems	75.9%	52	84.3%	43
mentret	Sat w/ Services to Mental Retardation	76.5%	37	78.6%	25
menteis	Sat w/ Early Intervention Services	76.9%	37	77.7%	34
mentsub	Sat w/ Services to Substance Abuse	77.4%	40	75.8%	36
mentald	Sat w/ Mental Health Services Overall	83.9%	53	78.3%	45
finneedb	Sat w/ County's Help to People in Need	65.7%	131	66.8%	88

Table E48		Any Children Age 5-12			
		Communication with the County		Yes (1)	
		%	n	%	n
helpful2d	Helpfulness of PWC Employees	72.7%	161	75.4%	101
helpfulad	Sat w/ Helpfulness of PWC Employees	87.7%	56	78.7%	40
timesatad	Sat w/ Time Took to be Answered	88.3%	56	95.3%	40
net2d	Sat w/ PWC Government Web Site	88.0%	138	83.9%	105

Table E49		Any Children Age 5-12			
		Yes (1)		No (2)	
Development Issues		%	n	%	n
		landd	Sat w/ Planning of Land Devel (combined)	58.6%	170
roaddevad	Sat w/ Coordination of Development with Road Systems	52.8%	208	62.2%	135
inputdevd	Sat w/ Opportunities for Citizen Input	77.2%	127	69.3%	112
growthcd	Sat w/ Growth Rate of PWC	59.4%	242	63.1%	170
buildngsd	Sat w/ Safety of Buildings	90.0%	213	90.4%	159
visdevd	Sat w/ Visual Appearance of New Development	90.0% ⁽²⁾	201	79.3%	144
neighbord	Sat w/ Preventing Neighborhood Deterioration	77.1% ⁽²⁾	188	64.5%	141
newjobsd	Sat w/ Attracting New Jobs to PWC	76.5%	102	80.8%	81
travel97d	Sat w/ Ease of Travel in PWC	54.9%	272	56.8%	207
outsidedcd	Sat w/ Travel in NOVA outside PWC	46.0%	256	35.9%	197
lfillsatd	Sat with Landfill	99.5%	86	98.8%	67
compsatd	Sat w/ Compost Facility	94.7%	41	100.0%	30
qstreamsdc	Sat w/ PWC Efforts to Preserve Water Quality	82.8%	115	88.5%	75

Table E50		Any Children Age 5-12			
Views of Government		Yes (1)		No (2)	
		%	n	%	n
effneffd	Sat w/ Efficient and Effective Service	82.2%	213	88.1%	152
valued	Value for Tax Dollar	72.7%	244	72.6%	175
trstgov1d	Trust in government (Just about always & Most of the time)	57.5%	239	54.2%	145

TABLE E: Satisfaction Mean Ratings by Demographic Variables*

Table E51		Any Children Age 13-17			
		Yes (1)		No (2)	
Quality of life		mean	n	mean	n
qol10	Quality of life (ratings on 10 point-scale)	7.00	232	6.74	154
Satisfaction with Services		%	n	%	n
ctysat97d	General Satisfaction with Services	91.8%	203	83.5%	117
voted	Sat w/ Convenient Ways to Register to Vote	97.0%	171	98.0%	93
pctupd	Sat w/ Efficiency and Effectiveness of the Voting Precinct Setup	95.2%	132	91.8%	51
govtservd	Sat w/ Informing Citizens about Government	82.9%	56	76.7%	38
govtserv_resd	Sat w/ Informing RESIDENTS about Government	76.6%	129	71.7%	68

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

Table E52		Any Children Age 13-17			
		Emergency Services		Yes (1)	
		%	n	%	n
policed	Sat w/ Overall Performance of Police Dept	87.0%	282	85.5%	162
attituded	Sat w/ Police Dept Attitudes Towards Citizens	76.9%	86	71.0%	35
attitude_resd	Sat w/ Police Dept Attitudes Towards RESIDENTS	69.3%	160	81.8%	101
attitud	Sat w/ Sheriff's Office Attitudes and Behaviors towards Citizens	87.0%	22	100.0%	7
attitud_resd	Sat w/ Sheriff's Office Attitudes and Behaviors towards RESIDENTS	92.1%	44	100.0% ⁽¹⁾	30
sheriffad	Sat w/ Overall Performance of Sheriff's Office	90.0%	61	100.0% ⁽¹⁾	37
drugsd	Sat w/ Reduce the Use of Illegal Drugs	86.8%	165	80.8%	82
gangsd	Sat w/ Police Dept Efforts to Combat Gangs	77.7%	166	90.4% ⁽¹⁾	84
courtsatd	Sat w/ Level of Security in the Courthouse	99.4%	113	97.4%	54
fired	Sat w/ Fire Fighting in Area	97.7%	185	96.9%	105
rescued	Sat w/ Emergency Medical Rescue Services	97.0%	161	94.5%	108

Table E53		Any Children Age 13-17			
Immigration Policy		Yes (1)		No (2)	
		%	n	%	n
polfaird	Sat w/ Police Dept to Treat Everybody Fairly	74.5%	236	74.1%	140
ppolicyd	Sat w/ Police Dept carrying out Immigration Policy	79.6%	180	83.1%	113

Table E54		Any Children Age 13-17			
		Yes (1)		No (2)	
Calling 9-1-1		%	n	%	n
emsatsid	Sat w/ Assistance from 911 Operator	91.5%	75	88.3%	46
emtimebd	Satisfaction with Time for Help to Arrive	78.9%	78	85.8%	46
emasstbd	Sat w/ Assistance on the Scene	86.8%	76	80.9%	43
amcrimed	Sat w/ Safety in Neighborhood in Daytime	90.4%	229	89.3%	122
pmcrimed	Sat w/ Safety in Neighborhood at Night	91.4%	215	84.5%	138
dycrimebd	Sat w/ Safety in Business Areas in Daytime	92.5%	144	94.1%	114
ntcrimebd	Sat w/ Safety in Business Areas at Night	80.3%	143	86.3%	111
strltad	Sat w/ Street Lighting where Needed	82.9%	204	86.5%	128

Table E55		Any Children Age 13-17			
Crime		Yes (1)		No (2)	
		%	n	%	n
preventbd	Sat w/ Crime Prevention Programs	78.2%	178	73.9%	96

Table E56		Any Children Age 13-17			
Public Services		Yes (1)		No (2)	
		%	n	%	n
schl4d	Sat that School System Provides Efficient Service	82.8%	205	80.5%	104
libraryd	Sat w/ Providing Library Services	98.1%	234	94.3%	127
librysatd	Sat w/ Service from Library Staff	97.5%	196	98.1%	91
parkd	Sat w/ Providing Park and Recreation facilities and Programs	86.4%	210	86.0%	132
park2d	Sat with Park Authority	94.7%	114	89.8%	58
ctyserv2d	Sat with Service Authority	96.9%	157	96.1%	94

Table E57		Any Children Age 13-17			
Human Services		Yes (1)		No (2)	
		%	n	%	n
hlthsatd	Sat w/ Health Department	85.3%	83	82.1%	57
elderlyd	Sat w/ Programs for Elderly Population	74.5%	99	87.0%	52
dsssatd	Sat w/ Dept of Social Services	63.6%	65	68.4%	54
menthpb	Sat w/ Services to People w/ Mental Health Problems	81.4%	48	86.9%	30
mentret	Sat w/ Services to Mental Retardation	73.6%	26	83.0%	28
menteis	Sat w/ Early Intervention Services	73.4%	35	85.4%	27
mentsub	Sat w/ Services to Substance Abuse	68.4%	37	82.9%	28
mentald	Sat w/ Mental Health Services Overall	77.8%	49	91.3%	33
finneedb	Sat w/ County's Help to People in Need	64.6%	97	71.4%	68

Table E58		Any Children Age 13-17			
		Communication with the County		Yes (1)	
				%	n
helpful2d	Helpfulness of PWC Employees	73.5%	127	72.6%	82
helpfulad	Sat w/ Helpfulness of PWC Employees	80.5%	46	82.6%	27
timesatad	Sat w/ Time Took to be Answered	95.0%	46	84.1%	27
net2d	Sat w/ PWC Government Web Site	82.3%	115	91.3%	66

Table E59		Any Children Age 13-17			
		Yes (1)		No (2)	
Development Issues		%	n	%	n
		landd	Sat w/ Planning of Land Devel (combined)	57.3%	133
roaddevad	Sat w/ Coordination of Development with Road Systems	53.2%	176	69.5% ⁽¹⁾	96
inputdevd	Sat w/ Opportunities for Citizen Input	69.5%	132	87.2% ⁽¹⁾	67
growthcd	Sat w/ Growth Rate of PWC	59.6%	200	63.5%	122
buildngsd	Sat w/ Safety of Buildings	88.5%	203	93.3%	112
visdevd	Sat w/ Visual Appearance of New Development	79.9%	172	91.1% ⁽¹⁾	110
neighbord	Sat w/ Preventing Neighborhood Deterioration	69.9%	168	82.6%	95
newjobsd	Sat w/ Attracting New Jobs to PWC	77.3%	95	84.2%	50
travel97d	Sat w/ Ease of Travel in PWC	54.1%	242	61.2%	146
outsidedcd	Sat w/ Travel in NOVA outside PWC	39.7%	227	44.1%	139
lfillsatd	Sat with Landfill	98.6%	91	100.0%	37
compsatd	Sat w/ Compost Facility	96.0%	30	100.0%	30
qstreams	Sat w/ PWC Efforts to Preserve Water Quality	87.8%	99	83.0%	57

Table E60		Any Children Age 13-17			
Views of Government		Yes (1)		No (2)	
		%	n	%	n
effneffd	Sat w/ Efficient and Effective Service	83.0%	182	90.4%	103
valued	Value for Tax Dollar	69.6%	206	78.0%	133
trstgov1d	Trust in government (Just about always & Most of the time)	57.9%	194	57.5%	113

TABLE E: Satisfaction Mean Ratings by Demographic Variables*

Table E61		Is R of Hispanic Origin			
		Yes (1)		No (2)	
Quality of life		mean	n	mean	n
qol10	Quality of life (ratings on 10 point-scale)	5.93	178	7.20 ⁽¹⁾	937
Satisfaction with Services		%	n	%	n
ctysat97d	General Satisfaction with Services	79.3%	166	92.0% ⁽¹⁾	845
voted	Sat w/ Convenient Ways to Register to Vote	96.1%	64	97.4%	738
pctupd	Sat w/ Efficiency and Effectiveness of the Voting Precinct Setup	94.2%	32	92.8%	622
govtservd	Sat w/ Informing Citizens about Government	78.9%	26	80.8%	236
govtserv_resd	Sat w/ Informing RESIDENTS about Government	82.0%	85	79.6%	506

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

Table E62		Is R of Hispanic Origin			
		Yes (1)		No (2)	
Emergency Services		%	n	%	n
policed	Sat w/ Overall Performance of Police Dept	72.8%	181	91.9% ⁽¹⁾	1,108
attituded	Sat w/ Police Dept Attitudes Towards Citizens	53.5%	41	82.9% ⁽¹⁾	313
attitude_resd	Sat w/ Police Dept Attitudes Towards RESIDENTS	57.8%	121	82.3% ⁽¹⁾	651
attitud	Sat w/ Sheriff's Office Attitudes and Behaviors towards Citizens	57.4%	11	94.6%	77
attitud_resd	Sat w/ Sheriff's Office Attitudes and Behaviors towards RESIDENTS	94.0%	28	98.4%	194
sheriffad	Sat w/ Overall Performance of Sheriff's Office	80.9%	39	97.3% ⁽¹⁾	276
drugsd	Sat w/ Reduce the Use of Illegal Drugs	86.0%	91	88.7%	580
gangsd	Sat w/ Police Dept Efforts to Combat Gangs	88.9%	111	84.2%	649
courtsatd	Sat w/ Level of Security in the Courthouse	100.0% ⁽²⁾	42	98.8%	361
fired	Sat w/ Fire Fighting in Area	97.1% ⁽²⁾	101	96.4%	730
rescued	Sat w/ Emergency Medical Rescue Services	91.3%	112	96.9%	664

Table E63		Is R of Hispanic Origin			
Immigration Policy		Yes (1)		No (2)	
		%	n	%	n
polfaird	Sat w/ Police Dept to Treat Everybody Fairly	49.4%	172	79.8% ⁽¹⁾	899
ppolicyd	Sat w/ Police Dept carrying out Immigration Policy	51.0%	99	84.6% ⁽¹⁾	802

Table E64		Is R of Hispanic Origin			
Calling 9-1-1		Yes (1)		No (2)	
		%	n	%	n
emsatsd	Sat w/ Assistance from 911 Operator	91.6%	31	94.2%	276
emtimebd	Satisfaction with Time for Help to Arrive	72.3%	33	84.9%	251
emasstbd	Sat w/ Assistance on the Scene	77.9%	33	87.4%	243
amcrimed	Sat w/ Safety in Neighborhood in Daytime	87.8%	150	92.4%	910
pmcrimed	Sat w/ Safety in Neighborhood at Night	79.6%	124	86.6%	904
dycrimebd	Sat w/ Safety in Business Areas in Daytime	92.3%	106	90.9%	632
ntcrimebd	Sat w/ Safety in Business Areas at Night	86.1%	105	78.8%	590
strltad	Sat w/ Street Lighting where Needed	83.2%	151	85.4%	873

Table E65		Is R of Hispanic Origin			
Crime		Yes (1)		No (2)	
		%	n	%	n
preventbd	Sat w/ Crime Prevention Programs	77.6%	94	82.4%	637

Table E66		Is R of Hispanic Origin			
		Public Services		Yes (1)	
				%	n
schl4d	Sat that School System Provides Efficient Service	89.5%	97	81.4%	676
libraryd	Sat w/ Providing Library Services	91.6%	118	96.0%	844
librysatd	Sat w/ Service from Library Staff	99.3%	91	98.0%	675
parkd	Sat w/ Providing Park and Recreation facilities and Programs	86.5%	123	90.2%	870
park2d	Sat with Park Authority	100.0% ⁽²⁾	44	92.7%	400
ctyserv2d	Sat with Service Authority	98.4% ⁽²⁾	74	94.0%	635

Table E67		Is R of Hispanic Origin			
Human Services		Yes (1)		No (2)	
		%	n	%	n
hlthsatd	Sat w/ Health Department	79.6%	69	80.1%	294
elderlyd	Sat w/ Programs for Elderly Population	87.0%	75	75.9%	434
dsssatd	Sat w/ Dept of Social Services	61.2%	52	69.5%	242
menthpb	Sat w/ Services to People w/ Mental Health Problems	67.3%	21	84.4%	175
mentret	Sat w/ Services to Mental Retardation	79.5%	17	87.5%	126
menteis	Sat w/ Early Intervention Services	96.0% ⁽²⁾	17	80.6%	128
mentsub	Sat w/ Services to Substance Abuse	84.6%	17	80.8%	131
mentall	Sat w/ Mental Health Services Overall	89.1%	21	87.5%	185
finneedb	Sat w/ County's Help to People in Need	74.0%	105	68.2%	336

Table E68		Is R of Hispanic Origin			
Communication with the County		Yes (1)		No (2)	
		%	n	%	n
helpful2d	Helpfulness of PWC Employees	62.5%	50	81.3%	589
helpfulad	Sat w/ Helpfulness of PWC Employees	50.8%	19	89.0% ⁽¹⁾	210
timesatad	Sat w/ Time Took to be Answered	73.0%	19	90.0%	209
net2d	Sat w/ PWC Government Web Site	90.3%	49	89.9%	537

Table E69		Is R of Hispanic Origin			
		Yes (1)		No (2)	
Development Issues		%	n	%	n
		landd	Sat w/ Planning of Land Devel (combined)	62.1%	87
roaddevad	Sat w/ Coordination of Development with Road Systems	77.7% ⁽²⁾	121	43.9%	716
inputdevd	Sat w/ Opportunities for Citizen Input	78.5%	72	74.9%	515
growthcd	Sat w/ Growth Rate of PWC	61.3%	132	55.5%	815
buildngsd	Sat w/ Safety of Buildings	90.5%	89	89.7%	674
visdevd	Sat w/ Visual Appearance of New Development	85.0%	107	84.7%	700
neighbord	Sat w/ Preventing Neighborhood Deterioration	81.5% ⁽²⁾	101	66.8%	694
newjobsd	Sat w/ Attracting New Jobs to PWC	63.8%	45	80.4%	397
travel97d	Sat w/ Ease of Travel in PWC	65.1% ⁽²⁾	153	52.8%	971
outsidedcd	Sat w/ Travel in NOVA outside PWC	64.1% ⁽²⁾	137	33.5%	935
lfillsatd	Sat with Landfill	98.0%	43	98.3%	380
compsatd	Sat w/ Compost Facility	92.5%	16	97.6%	147
qstreamsdc	Sat w/ PWC Efforts to Preserve Water Quality	95.6% ⁽²⁾	56	84.3%	398

Table E70		Is R of Hispanic Origin			
		Views of Government		Yes (1)	
				%	n
effneffd	Sat w/ Efficient and Effective Service	77.0%	96	87.0%	733
valued	Value for Tax Dollar	65.6%	134	76.9%	795
trstgov1d	Trust in government (Just about always & Most of the time)	50.3%	121	60.7%	765

TABLE E: Satisfaction Mean Ratings by Demographic Variables*

Table E71		Homeowner Status					
		Owns (1)		Rents (2)		Other (3)	
Quality of life		mean	n	mean	n	mean	n
qol10	Quality of life (ratings on 10 point-scale)	7.05	861	6.73	257	6.97	18
Satisfaction with Services		%	n	%	n	%	n
ctysat97d	General Satisfaction with Services	90.1%	761	86.1%	238	100.0% ⁽¹⁾⁽²⁾	25
voted	Sat w/ Convenient Ways to Register to Vote	96.9%	617	96.9%	174	100.0% ⁽¹⁾⁽²⁾	20
pctupd	Sat w/ Efficiency and Effectiveness of the Voting Precinct Setup	92.3%	593	97.2% ⁽¹⁾	69	83.6%	5
govtservd	Sat w/ Informing Citizens about Government	81.9%	213	79.2%	58	100.0% ⁽¹⁾⁽²⁾	1
govtserv_resd	Sat w/ Informing RESIDENTS about Government	79.6%	459	82.0%	128	51.4%	11

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

Table E72		Homeowner Status					
		Emergency Services		Owns (1)		Rents (2)	
		%	n	%	n	%	n
policed	Sat w/ Overall Performance of Police Dept	91.5% ⁽²⁾	982	79.1%	285	95.9% ⁽²⁾	39
attituded	Sat w/ Police Dept Attitudes Towards Residents	82.1% ⁽²⁾	282	66.8%	77	100.0% ⁽¹⁾⁽²⁾	7
attitude_resd	Sat w/ Police Dept Attitudes Towards RESIDENTS	84.3% ⁽²⁾	574	61.2%	184	85.6% ⁽²⁾	24
attitud	Sat w/ Sheriff's Office Attitudes and Behaviors towards Residents	91.5%	70	87.7%	23	100.0% ⁽¹⁾	1
attitut_resd	Sat w/ Sheriff's Office Attitudes and Behaviors towards RESIDENTS	96.4%	174	100.0% ⁽¹⁾	47	100.0% ⁽¹⁾	2
sheriffad	Sat w/ Overall Performance of Sheriff's Office	95.3%	248	94.2%	69	100.0% ⁽¹⁾	3
drugsd	Sat w/ Reduce the Use of Illegal Drugs	88.4%	531	87.5%	148	46.8%	8
gangsd	Sat w/ Police Dept Efforts to Combat Gangs	83.3%	574	89.0%	184	87.0%	12
courtsatd	Sat w/ Level of Security in the Courthouse	98.6%	306	100.0% ⁽¹⁾	103	100.0% ⁽¹⁾	4
fired	Sat w/ Fire Fighting in Area	96.8%	645	95.6%	186	100.0% ⁽¹⁾	13
rescued	Sat w/ Emergency Medical Rescue Services	96.0%	580	94.5%	190	100.0% ⁽¹⁾⁽²⁾	23

Table E73		Homeowner Status					
Immigration Policy		Owns (1)		Rents (2)		Other (3)	
		%	n	%	n	%	n
polfaird	Sat w/ Police Dept to Treat Everybody Fairly	79.2% ⁽²⁾	815	58.9%	246	72.5%	26
ppolicyd	Sat w/ Police Dept carrying out Immigration Policy	82.1%	689	74.1%	204	84.4%	18

Table E74		Homeowner Status					
		Owns (1)		Rents (2)		Other (3)	
Calling 9-1-1		%	n	%	n	%	n
emsatsid	Sat w/ Assistance from 911 Operator	95.3%	235	89.8%	73	100.0% ⁽¹⁾⁽²⁾	8
emtimebd	Satisfaction with Time for Help to Arrive	84.1%	210	80.5%	75	100.0% ⁽¹⁾⁽²⁾	8
emasstbd	Sat w/ Assistance on the Scene	90.2%	202	79.4%	74	63.7%	8
amcrimed	Sat w/ Safety in Neighborhood in Daytime	92.2%	824	89.6%	230	100.0% ⁽¹⁾⁽²⁾	23
pmcrimed	Sat w/ Safety in Neighborhood at Night	86.7%	804	81.3%	221	100.0% ⁽¹⁾⁽²⁾	24
dycrimebd	Sat w/ Safety in Business Areas in Daytime	90.7%	569	90.2%	166	100.0% ⁽¹⁾⁽²⁾	13
ntcrimebd	Sat w/ Safety in Business Areas at Night	79.2%	535	81.6%	157	68.8%	13
strltad	Sat w/ Street Lighting where Needed	83.6%	773	86.5%	243	100.0% ⁽¹⁾⁽²⁾	21

Table E75		Homeowner Status					
Crime		Owns (1)		Rents (2)		Other (3)	
		%	n	%	n	%	n
preventbd	Sat w/ Crime Prevention Programs	82.7%	546	77.9%	177	80.7%	17

Table E76		Homeowner Status					
		Owns (1)		Rents (2)		Other (3)	
Public Services		%	n	%	n	%	n
schl4d	Sat that School System Provides Efficient Service	80.5%	608	87.6% ⁽¹⁾	167	94.3% ⁽¹⁾	15
libraryd	Sat w/ Providing Library Services	96.1%	744	93.3%	202	100.0% ⁽¹⁾⁽²⁾	26
librysatd	Sat w/ Service from Library Staff	97.7%	605	99.4%	153	100.0% ⁽¹⁾	18
parkd	Sat w/ Providing Park and Recreation facilities and Programs	90.7%	770	89.0%	212	82.6%	27
park2d	Sat with Park Authority	92.6%	367	96.6%	75	100.0% ⁽¹⁾	6
ctyserv2d	Sat with Service Authority	93.6%	571	96.7%	145	100.0% ⁽¹⁾⁽²⁾	7

Table E77		Homeowner Status					
		Owns (1)		Rents (2)		Other (3)	
Human Services		%	n	%	n	%	n
hlthsatd	Sat w/ Health Department	78.3%	246	76.4%	108	100.0% ⁽¹⁾⁽²⁾	14
elderlyd	Sat w/ Programs for Elderly Population	73.3%	365	84.7% ⁽¹⁾	140	100.0% ⁽¹⁾⁽²⁾	15
dsssatd	Sat w/ Dept of Social Services	68.6%	196	65.2%	92	100.0% ⁽¹⁾⁽²⁾	7
menthpb	Sat w/ Services to People w/ Mental Health Problems	81.2%	158	84.6%	40	100.0% ⁽¹⁾⁽²⁾	1
mentret	Sat w/ Services to Mental Retardation	85.2%	117	90.0%	28	30.0%	1
menteisd	Sat w/ Early Intervention Services	79.6%	117	88.1%	29	100.0% ⁽¹⁾	3
mentsub	Sat w/ Services to Substance Abuse	78.0%	118	86.5%	32	100.0% ⁽¹⁾	3
mentalld	Sat w/ Mental Health Services Overall	84.7%	169	95.1% ⁽¹⁾	39	100.0% ⁽¹⁾	3
finneedbd	Sat w/ County's Help to People in Need	70.4%	302	68.7%	139	49.8%	9

Table E78		Homeowner Status					
		Owns (1)		Rents (2)		Other (3)	
Communication with the County		%	n	%	n	%	n
helpful2d	Helpfulness of PWC Employees	80.0%	542	78.6%	98	87.0%	6
helpfulad	Sat w/ Helpfulness of PWC Employees	86.3%	193	88.7%	34		
timesatad	Sat w/ Time Took to be Answered	88.0%	193	97.1% ⁽¹⁾	34		
net2d	Sat w/ PWC Government Web Site	89.7%	486	90.9%	106	100.0% ⁽¹⁾⁽²⁾	5

Table E79		Homeowner Status					
		Owns (1)		Rents (2)		Other (3)	
Development Issues		%	n	%	n	%	n
landd	Sat w/ Planning of Land Devel (combined)	50.9%	485	74.4% ⁽¹⁾	141	36.3%	8
roaddevd	Sat w/ Coordination of Development with Road Systems	41.4%	624	68.0% ⁽¹⁾	201	83.7% ⁽¹⁾	19
inputdevd	Sat w/ Opportunities for Citizen Input	72.5%	464	86.6% ⁽¹⁾	119	69.8%	8
growthcd	Sat w/ Growth Rate of PWC	52.5%	740	67.9% ⁽¹⁾	207	66.2%	18
buildngsd	Sat w/ Safety of Buildings	89.8%	581	85.8%	163	100.0% ⁽¹⁾⁽²⁾	27
visdevd	Sat w/ Visual Appearance of New Development	84.6%	641	85.3%	161	70.2%	17
neighbord	Sat w/ Preventing Neighborhood Deterioration	64.8%	616	81.9% ⁽¹⁾	177	68.1%	17
newjobsd	Sat w/ Attracting New Jobs to PWC	76.7%	345	86.0%	90	76.0%	12
travel97d	Sat w/ Ease of Travel in PWC	54.0%	827	56.8%	280	50.7%	33
outsidedc	Sat w/ Travel in NOVA outside PWC	32.6%	793	47.7% ⁽¹⁾	260	41.5%	33
lfillsatd	Sat with Landfill	98.3%	383	98.2%	43	100.0% ⁽¹⁾	5
compsatd	Sat w/ Compost Facility	96.5%	137	100.0% ⁽¹⁾	30		
qstreams	Sat w/ PWC Efforts to Preserve Water Quality	85.0%	384	88.1%	70	55.7%	4

Table E80		Homeowner Status					
Views of Government		Owns (1)		Rents (2)		Other (3)	
		%	n	%	n	%	n
effneffd	Sat w/ Efficient and Effective Service	85.3%	638	86.7%	190	100.0% ⁽¹⁾⁽²⁾	18
valued	Value for Tax Dollar	74.6%	715	72.0%	212	100.0% ⁽¹⁾⁽²⁾	25
trstgov1d	Trust in government (Just about always & Most of the time)	61.2% ⁽²⁾	691	48.1%	194	69.8%	16

TABLE E: Satisfaction Mean Ratings by Demographic Variables*

Table E81		Age									
		18-25 (1)		26-37 (2)		38-49 (3)		50-64 (4)		Over 64 (5)	
Quality of life		mean	n	mean	n	mean	n	mean	n	mean	n
qol10	Quality of life (ratings on 10 point-scale)	7.11	98	6.49	254	6.91	314	7.01 ⁽²⁾	280	7.81 ⁽¹⁾⁽²⁾⁽³⁾⁽⁴⁾	156
Satisfaction with Services		%	n	%	n	%	n	%	n	%	n
ctysat97d	General Satisfaction with Services	89.3%	112	84.7%	217	90.2%	275	89.5%	255	96.3% ⁽²⁾⁽³⁾⁽⁴⁾	137
voted	Sat w/ Convenient Ways to Register to Vote	100.0% ⁽³⁾⁽⁴⁾⁽⁵⁾	81	97.9%	149	97.0%	226	97.0%	221	95.4%	116
pctupd	Sat w/ Efficiency and Effectiveness of the Voting Precinct Setup	100.0% ⁽²⁾⁽³⁾⁽⁴⁾⁽⁵⁾	24	91.8%	96	94.7%	183	92.4%	228	95.2%	111
govtservd	Sat w/ Informing Citizens about Government	80.8%	18	83.3%	49	76.0%	84	83.8%	78	88.8%	33
govtserv_resd	Sat w/ Informing RESIDENTS about Government	72.0%	71	75.6%	124	81.9%	152	80.9%	153	88.1% ⁽²⁾	80

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

Table E82		Age									
		18-25 (1)		26-37 (2)		38-49 (3)		50-64 (4)		Over 64 (5)	
Emergency Services		%	n	%	n	%	n	%	n	%	n
policed	Sat w/ Overall Performance of Police Dept	87.2%	144	84.9%	275	87.7%	341	89.9%	347	96.6% ⁽¹⁾⁽²⁾⁽³⁾⁽⁴⁾	168
attitued	Sat w/ Police Dept Attitudes Towards Residents	79.5%	31	71.9%	70	77.8%	110	80.9%	95	91.8% ⁽²⁾⁽³⁾	44
attitude_resd	Sat w/ Police Dept Attitudes Towards RESIDENTS	67.0%	106	69.4%	167	77.8%	198	84.4% ⁽¹⁾⁽²⁾	191	93.4% ⁽¹⁾⁽²⁾⁽³⁾⁽⁴⁾	92
attitugd	Sat w/ Sheriff's Office Attitudes and Behaviors towards Residents	68.1%	3	83.2% ⁽¹⁾	20	91.7% ⁽¹⁾	22	95.4% ⁽¹⁾	35	94.5% ⁽¹⁾	12
attitugd_resd	Sat w/ Sheriff's Office Attitudes and Behaviors towards RESIDENTS	96.3%	25	97.4%	47	95.6%	55	97.2%	64	100.0%	28
sheriffad	Sat w/ Overall Performance of Sheriff's Office	93.4%	28	92.8%	65	95.6%	78	96.5%	99	98.4%	42
drugsd	Sat w/ Reduce the Use of Illegal Drugs	88.3%	84	88.7%	121	89.0%	200	86.2%	175	84.8%	88
gangsd	Sat w/ Police Dept Efforts to Combat Gangs	79.6%	85	86.6%	167	81.7%	207	85.1%	202	92.6% ⁽³⁾⁽⁴⁾	90
courtsatd	Sat w/ Level of Security in the Courthouse	100.0%	53	99.6%	89	98.6%	116	98.8%	97	99.0%	40
fired	Sat w/ Fire Fighting in Area	97.2%	93	93.7%	151	96.7%	238	96.5%	226	99.0%	116
rescued	Sat w/ Emergency Medical Rescue Services	95.2%	90	92.4%	160	95.3%	206	96.6%	203	99.5% ⁽²⁾⁽³⁾⁽⁴⁾	111

Table E83		Age									
		18-25 (1)		26-37 (2)		38-49 (3)		50-64 (4)		Over 64 (5)	
Immigration Policy		%	n	%	n	%	n	%	n	%	n
pofaird	Sat w/ Police Dept to Treat Everybody Fairly	71.2%	137	67.3%	223	77.5% ⁽²⁾	287	74.5%	266	82.2% ⁽²⁾	138
ppolicyd	Sat w/ Police Dept carrying out Immigration Policy	85.8% ⁽²⁾	99	70.7%	186	81.2%	245	80.6%	234	87.8% ⁽²⁾	115

Table E84		Age									
		18-25 (1)		26-37 (2)		38-49 (3)		50-64 (4)		Over 64 (5)	
Calling 9-1-1		%	n	%	n	%	n	%	n	%	n
emsatisd	Sat w/ Assistance from 911 Operator	91.2%	41	90.0%	57	97.1%	88	93.5%	83	100.0% ⁽⁴⁾	37
entimebd	Satisfaction with Time for Help to Arrive	70.6%	37	79.2%	53	79.9%	87	92.3% ⁽¹⁾⁽³⁾	74	96.8% ⁽¹⁾⁽²⁾⁽³⁾	34
emasstbd	Sat w/ Assistance on the Scene	89.0%	37	77.2%	51	82.0%	80	92.6%	74	94.4%	34
amcrimed	Sat w/ Safety in Neighborhood in Daytime	90.5%	116	89.5%	219	92.4%	293	91.9%	275	97.1% ⁽²⁾⁽⁴⁾	141
pmcrimed	Sat w/ Safety in Neighborhood at Night	83.7%	127	81.9%	194	86.4%	291	85.1%	270	92.4% ⁽²⁾⁽⁴⁾	127
dycrimebd	Sat w/ Safety in Business Areas in Daytime	94.3%	72	90.7%	165	89.2%	209	89.5%	184	94.1%	92
ntcrimebd	Sat w/ Safety in Business Areas at Night	78.1%	68	84.8% ⁽⁴⁾	168	82.0% ⁽⁴⁾	200	71.7%	174	79.6%	78
strltad	Sat w/ Street Lighting where Needed	93.0% ⁽³⁾⁽⁴⁾	123	85.6%	217	81.7%	288	82.6%	260	87.1%	118

Table E85		Age									
		18-25 (1)		26-37 (2)		38-49 (3)		50-64 (4)		Over 64 (5)	
Crime		%	n	%	n	%	n	%	n	%	n
preventbd	Sat w/ Crime Prevention Programs	78.4%	71	75.7%	151	79.7%	220	86.5% ⁽²⁾	196	90.2% ⁽²⁾	98

Table E86		Age									
		18-25 (1)		26-37 (2)		38-49 (3)		50-64 (4)		Over 64 (5)	
Public Services		%	n	%	n	%	n	%	n	%	n
schl4d	Sat that School System Provides Efficient Service	86.4%	94	77.9%	151	85.5%	233	81.2%	208	84.1%	87
libraryd	Sat w/ Providing Library Services	98.4% ⁽²⁾	102	89.7%	202	99.1% ⁽²⁾⁽⁴⁾	283	94.5%	244	97.8% ⁽²⁾	113
librysatd	Sat w/ Service from Library Staff	98.9%	88	97.2%	153	97.9%	226	98.5%	194	97.9%	90
parkd	Sat w/ Providing Park and Recreation facilities and Programs	89.0%	117	87.7%	206	90.3%	275	88.4%	262	95.8% ⁽²⁾⁽³⁾⁽⁴⁾	124
park2d	Sat with Park Authority	100.0% ⁽²⁾⁽³⁾⁽⁴⁾⁽⁵⁾	36	95.6%	75	94.2%	149	90.0%	124	91.4%	47
ctyserv2d	Sat with Service Authority	95.3%	45	96.0%	144	95.5%	207	92.0%	200	93.6%	104

Table E87		Age									
		18-25 (1)		26-37 (2)		38-49 (3)		50-64 (4)		Over 64 (5)	
Human Services		%	n	%	n	%	n	%	n	%	n
hlthsatd	Sat w/ Health Department	85.3%	65	75.7%	83	81.8%	86	74.3%	94	86.0%	39
elderlyd	Sat w/ Programs for Elderly Population	93.5% ⁽³⁾⁽⁴⁾⁽⁵⁾	82	83.5% ⁽⁴⁾	88	76.1% ⁽⁴⁾	108	61.2%	126	80.8% ⁽⁴⁾	102
dsssatd	Sat w/ Dept of Social Services	71.0%	41	62.7%	70	69.2%	64	69.1%	81	74.5%	35
menthpb	Sat w/ Services to People w/ Mental Health Problems	85.5%	21	72.8%	41	87.0%	45	80.4%	71	98.0% ⁽²⁾⁽³⁾⁽⁴⁾	20
mentret	Sat w/ Services to Mental Retardation	78.0%	22	91.6%	34	87.7%	27	80.3%	47	97.5% ⁽⁴⁾	16
menteis	Sat w/ Early Intervention Services	92.0%	23	89.0%	33	74.2%	29	76.2%	51	86.6%	12
mentsub	Sat w/ Services to Substance Abuse	88.0%	25	89.2% ⁽⁴⁾	33	70.5%	28	71.6%	52	97.3% ⁽³⁾⁽⁴⁾	15
mentald	Sat w/ Mental Health Services Overall	100.0% ⁽³⁾⁽⁴⁾	25	93.2% ⁽⁴⁾	42	79.4%	45	81.5%	74	98.3% ⁽³⁾⁽⁴⁾	23
finneed	Sat w/ County's Help to People in Need	70.5%	69	62.1%	117	80.5% ⁽²⁾⁽⁴⁾	112	62.4%	102	72.4%	43

Table E88		Age									
		18-25 (1)		26-37 (2)		38-49 (3)		50-64 (4)		Over 64 (5)	
Communication with the County		%	n	%	n	%	n	%	n	%	n
helpful2d	Helpfulness of PWC Employees	70.9%	45	77.9%	124	78.8%	174	80.9%	206	87.1%	80
helpfulad	Sat w/ Helpfulness of PWC Employees	64.2%	11	82.5%	50	83.4%	62	88.7%	68	95.9% ⁽³⁾	32
timesatad	Sat w/ Time Took to be Answered	73.3%	11	90.9%	50	86.5%	62	87.5%	68	94.2%	32
net2d	Sat w/ PWC Government Web Site	93.3%	53	89.1%	112	87.7%	177	90.6%	172	93.6%	62

Table E89		Age									
		18-25 (1)		26-37 (2)		38-49 (3)		50-64 (4)		Over 64 (5)	
Development Issues		%	n	%	n	%	n	%	n	%	n
landd	Sat w/ Planning of Land Devel (combined)	69.1%	72	57.9%	116	52.2%	186	51.6%	162	63.5%	85
roaddevad	Sat w/ Coordination of Development with Road Systems	81.9% ⁽²⁾⁽³⁾⁽⁴⁾⁽⁵⁾	107	58.6% ⁽³⁾⁽⁴⁾	167	44.6% ⁽⁴⁾	229	30.6%	219	49.3% ⁽⁴⁾	101
inputdevd	Sat w/ Opportunities for Citizen Input	86.2% ⁽³⁾⁽⁴⁾	69	76.7%	108	70.6%	159	69.3%	162	85.4% ⁽³⁾⁽⁴⁾	82
growthcd	Sat w/ Growth Rate of PWC	71.7% ⁽³⁾⁽⁴⁾⁽⁵⁾	95	63.4% ⁽⁴⁾	211	53.1%	257	48.5%	254	54.1%	117
buildngsd	Sat w/ Safety of Buildings	97.8% ⁽²⁾⁽³⁾⁽⁴⁾⁽⁵⁾	108	87.6%	161	90.3%	224	86.1%	176	84.9%	90
visdevd	Sat w/ Visual Appearance of New Development	87.2%	71	87.7%	191	82.4%	224	82.5%	204	87.5%	105
neighborbd	Sat w/ Preventing Neighborhood Deterioration	81.6% ⁽⁴⁾	91	69.6%	165	68.9%	227	64.2%	200	65.5%	99
newjobsd	Sat w/ Attracting New Jobs to PWC	78.0%	52	77.1%	83	78.4%	109	74.1%	135	87.8% ⁽⁴⁾	58
travel97d	Sat w/ Ease of Travel in PWC	54.6%	144	57.9%	232	53.9%	291	50.6%	313	61.4% ⁽⁴⁾	136
outsidecd	Sat w/ Travel in NOVA outside PWC	57.9% ⁽²⁾⁽³⁾⁽⁴⁾	138	41.2% ⁽⁴⁾	219	33.5%	283	27.3%	296	41.7% ⁽⁴⁾	126
lfillsatd	Sat with Landfill	100.0% ⁽⁴⁾	44	97.6%	56	98.3%	117	98.0%	143	98.0%	59
compsatd	Sat w/ Compost Facility	82.2%	12	100.0%	41	97.2%	35	99.1%	49	95.7%	28
qstreamsds	Sat w/ PWC Efforts to Preserve Water Quality	94.5% ⁽²⁾⁽⁴⁾	38	76.4%	66	91.3% ⁽⁴⁾	122	80.3%	145	90.6% ⁽⁴⁾	79

Table E90		Age									
		18-25 (1)		26-37 (2)		38-49 (3)		50-64 (4)		Over 64 (5)	
Views of Government		%	n	%	n	%	n	%	n	%	n
effneffd	Sat w/ Efficient and Effective Service	89.6%	102	85.1%	164	83.4%	230	84.3%	212	92.0% ⁽³⁾⁽⁴⁾	114
valued	Value for Tax Dollar	80.5%	111	69.6%	190	70.9%	258	75.3%	248	84.9% ⁽²⁾⁽³⁾⁽⁴⁾	125
trstgovld	Trust in government (Just about always & Most of the time)	56.5%	81	49.1%	203	59.8%	247	58.1%	231	75.8% ⁽¹⁾⁽²⁾⁽³⁾⁽⁴⁾	113

TABLE E: Satisfaction Mean Ratings by Demographic Variables*

Table E91		R's Marital Status									
		Married (1)		Separated (2)		Divorced (3)		Widowed (4)		Never Married (5)	
Quality of life		mean	n	mean	n	mean	n	mean	n	mean	n
qol10	Quality of life (ratings on 10 point-scale)	7.06 ⁽³⁾	704	6.66	32	6.58	108	7.61 ⁽¹⁾⁽³⁾⁽⁵⁾	64	6.82	202
Satisfaction with Services		%	n	%	n	%	n	%	n	%	n
ctysat97d	General Satisfaction with Services	90.7%	621	81.3%	25	88.8%	97	92.6%	58	89.1%	201
voted	Sat w/ Convenient Ways to Register to Vote	96.8%	481	100.0% ⁽¹⁾⁽³⁾⁽⁴⁾	18	95.5%	83	94.2%	50	98.4%	161
pctupd	Sat w/ Efficiency and Effectiveness of the Voting Precinct Setup	91.3%	445	83.0%	10	96.4% ⁽¹⁾	70	93.6%	42	99.5% ⁽¹⁾	85
govtservd	Sat w/ Informing Citizens about Government	79.9%	163	61.0%	8	82.2%	28	100.0% ⁽¹⁾⁽³⁾⁽⁵⁾	17	86.6%	44
govtserv_resd	Sat w/ Informing RESIDENTS about Government	77.9%	363	77.5%	13	83.2%	53	88.2%	34	81.3%	120

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

Table E92		R's Marital Status									
		Married (1)		Separated (2)		Divorced (3)		Widowed (4)		Never Married (5)	
		%	n	%	n	%	n	%	n	%	n
Emergency Services											
policed	Sat w/ Overall Performance of Police Dept	91.1%	797	72.6%	37	85.2%	118	93.3%	77	85.4%	253
attitued	Sat w/ Police Dept Attitudes Towards Residents	82.4% ⁽²⁾	219	37.8%	8	79.4% ⁽²⁾	39	94.9% ⁽¹⁾⁽²⁾⁽⁵⁾	19	69.0%	65
attitude_resd	Sat w/ Police Dept Attitudes Towards RESIDENTS	82.8% ⁽⁵⁾	461	60.0%	24	72.0%	64	88.0% ⁽²⁾⁽⁵⁾	46	67.9%	175
attitud	Sat w/ Sheriff's Office Attitudes and Behaviors towards Residents	94.2%	52	100.0%	2	100.0%	13	100.0%	6	72.3%	15
attitut_resd	Sat w/ Sheriff's Office Attitudes and Behaviors towards RESIDENTS	96.5%	135	100.0% ⁽¹⁾	13	95.9%	16	100.0% ⁽¹⁾	10	98.0%	46
sheriffad	Sat w/ Overall Performance of Sheriff's Office	96.0%	193	100.0% ⁽¹⁾	15	97.6%	29	100.0% ⁽¹⁾	14	90.2%	60
drugsd	Sat w/ Reduce the Use of Illegal Drugs	88.4%	421	97.1% ⁽¹⁾⁽³⁾	18	85.2%	61	80.0%	33	89.5%	133
gangsd	Sat w/ Police Dept Efforts to Combat Gangs	84.5%	474	81.6%	26	85.0%	66	90.1%	37	85.1%	153
courtsatd	Sat w/ Level of Security in the Courthouse	98.1%	233	100.0% ⁽¹⁾⁽³⁾⁽⁵⁾	15	100.0% ⁽¹⁾⁽⁵⁾	42	100.0% ⁽¹⁾⁽³⁾	18	100.0% ⁽¹⁾	91
fired	Sat w/ Fire Fighting in Area	96.7%	529	79.0%	14	98.0%	88	98.9%	53	95.7%	148
rescued	Sat w/ Emergency Medical Rescue Services	97.0%	461	86.0%	23	93.7%	84	96.2%	49	95.8%	155

Table E93		R's Marital Status									
		Married (1)		Separated (2)		Divorced (3)		Widowed (4)		Never Married (5)	
Immigration Policy		%	n	%	n	%	n	%	n	%	n
polfaird	Sat w/ Police Dept to Treat Everybody Fairly	80.2% ⁽²⁾⁽³⁾⁽⁵⁾	651	48.0%	33	63.5%	87	82.3% ⁽²⁾⁽³⁾⁽⁵⁾	61	63.6%	231
ppolicyd	Sat w/ Police Dept carrying out Immigration Policy	81.2%	538	62.2%	23	84.3%	90	84.3%	53	78.8%	180

Table E94		R's Marital Status									
		Married (1)		Separated (2)		Divorced (3)		Widowed (4)		Never Married (5)	
Calling 9-1-1		%	n	%	n	%	n	%	n	%	n
emsatisd	Sat w/ Assistance from 911 Operator	95.5%	174	80.4%	17	90.2%	30	100.0% ⁽¹⁾⁽³⁾	18	94.7%	69
emtimebd	Satisfaction with Time for Help to Arrive	83.2%	166	84.8%	18	88.0%	26	100.0% ⁽¹⁾⁽³⁾⁽⁵⁾	17	80.1%	58
emasstbd	Sat w/ Assistance on the Scene	87.2%	158	72.0%	18	87.6%	25	95.4%	18	85.0%	58
amcrimed	Sat w/ Safety in Neighborhood in Daytime	92.6%	662	90.5%	21	94.5%	95	92.5%	60	89.0%	213
pmcrimed	Sat w/ Safety in Neighborhood at Night	86.3%	638	87.9%	30	82.2%	101	86.0%	52	84.3%	198
dycrimebd	Sat w/ Safety in Business Areas in Daytime	92.9%	473	76.9%	20	85.7%	65	92.8%	42	91.1%	134
ntcrimebd	Sat w/ Safety in Business Areas at Night	83.2% ⁽³⁾	452	74.3%	18	64.8%	61	65.2%	34	82.5% ⁽³⁾	127
strltad	Sat w/ Street Lighting where Needed	84.5%	619	82.8%	25	85.9%	103	92.1% ⁽¹⁾	50	86.3%	218

Table E95		R's Marital Status									
		Married (1)		Separated (2)		Divorced (3)		Widowed (4)		Never Married (5)	
Crime		%	n	%	n	%	n	%	n	%	n
preventbd	Sat w/ Crime Prevention Programs	82.1%	459	84.0%	22	77.8%	77	85.5%	42	81.0%	127

Table E96		R's Marital Status									
		Married (1)		Separated (2)		Divorced (3)		Widowed (4)		Never Married (5)	
Public Services		%	n	%	n	%	n	%	n	%	n
schl4d	Sat that School System Provides Efficient Service	80.8%	484	96.7% ⁽¹⁾⁽³⁾⁽⁴⁾⁽⁵⁾	23	86.4%	73	77.0%	34	84.6%	153
libraryd	Sat w/ Providing Library Services	95.5%	600	100.0% ⁽¹⁾⁽⁵⁾	26	96.1%	85	94.1%	41	95.4%	199
librysatd	Sat w/ Service from Library Staff	97.7%	473	100.0% ⁽¹⁾	26	99.0%	66	97.2%	33	98.8%	156
parkd	Sat w/ Providing Park and Recreation facilities and Programs	89.7%	622	94.8%	27	86.0%	92	97.4% ⁽¹⁾⁽³⁾⁽⁵⁾	47	88.9%	199
park2d	Sat with Park Authority	91.7%	319	100.0% ⁽¹⁾	5	95.8%	36	97.7%	17	99.3% ⁽¹⁾	61
ctyserv2d	Sat with Service Authority	94.2%	463	100.0% ⁽¹⁾⁽³⁾⁽⁵⁾	16	92.4%	72	92.4%	40	95.8%	109

Table E97		R's Marital Status									
		Married (1)		Separated (2)		Divorced (3)		Widowed (4)		Never Married (5)	
Human Services		%	n	%	n	%	n	%	n	%	n
hlthsatd	Sat w/ Health Department	82.1% ⁽³⁾	206	77.5%	12	63.3%	41	90.6% ⁽³⁾	17	77.0%	93
elderlyd	Sat w/ Programs for Elderly Population	73.4%	265	100.0% ⁽¹⁾⁽³⁾⁽⁴⁾⁽⁵⁾	16	58.3%	44	74.5%	45	88.1% ⁽¹⁾⁽³⁾	131
dsssatd	Sat w/ Dept of Social Services	70.6% ⁽³⁾	165	76.9%	14	47.5%	35	84.4%	18	63.2%	59
menthpb	Sat w/ Services to People w/ Mental Health Problems	79.4%	103	88.0%	19	77.3%	23	100.0% ⁽¹⁾⁽³⁾⁽⁵⁾	12	89.2%	37
mentret	Sat w/ Services to Mental Retardation	85.4%	79	100.0% ⁽¹⁾⁽³⁾⁽⁵⁾	12	75.3%	14	100.0% ⁽¹⁾⁽³⁾⁽⁵⁾	5	87.8%	32
menteis	Sat w/ Early Intervention Services	74.0%	71	92.6% ⁽¹⁾	16	73.1%	14	86.8%	9	95.2% ⁽¹⁾	35
mentsub	Sat w/ Services to Substance Abuse	71.1%	76	95.7% ⁽¹⁾	14	77.5%	13	100.0% ⁽¹⁾	10	93.7% ⁽¹⁾	36
mentalld	Sat w/ Mental Health Services Overall	82.9%	110	100.0% ⁽¹⁾⁽³⁾	19	80.6%	22	100.0% ⁽¹⁾⁽³⁾	13	95.9% ⁽¹⁾	40
finneedb	Sat w/ County's Help to People in Need	74.4%	237	58.0%	17	58.0%	41	62.5%	20	67.3%	124

Table E98		R's Marital Status									
		Married (1)		Separated (2)		Divorced (3)		Widowed (4)		Never Married (5)	
Communication with the County		%	n	%	n	%	n	%	n	%	n
helpful2d	Helpfulness of PWC Employees	77.8%	410	85.0%	19	85.5%	74	77.4%	39	81.1%	93
helpfulad	Sat w/ Helpfulness of PWC Employees	86.2%	136	100.0% ⁽¹⁾⁽⁵⁾	11	89.6%	25	98.2% ⁽¹⁾⁽⁵⁾	23	70.7%	34
timesatad	Sat w/ Time Took to be Answered	90.5%	135	69.7%	11	89.0%	25	100.0% ⁽¹⁾⁽³⁾⁽⁵⁾	23	80.2%	34
net2d	Sat w/ PWC Government Web Site	89.2%	396	86.9%	6	87.5%	63	100.0% ⁽¹⁾⁽³⁾⁽⁵⁾	18	92.3%	96

Table E99 Development Issues		R's Marital Status									
		Married (1)		Separated (2)		Divorced (3)		Widowed (4)		Never Married (5)	
		%	n	%	n	%	n	%	n	%	n
landd	Sat w/ Planning of Land Devel (combined)	54.8% ⁽³⁾	376	74.6%	12	38.9%	55	63.4%	42	62.8% ⁽³⁾	134
roaddevad	Sat w/ Coordination of Development with Road Systems	42.3%	494	68.1% ⁽¹⁾	14	44.1%	93	54.9%	42	65.4% ⁽¹⁾⁽³⁾	186
inputdevd	Sat w/ Opportunities for Citizen Input	75.9% ⁽³⁾	386	97.1% ⁽¹⁾⁽³⁾⁽⁴⁾⁽⁵⁾	15	58.1%	49	78.1%	34	75.9%	103
growthcd	Sat w/ Growth Rate of PWC	55.8%	584	47.4%	23	48.3%	86	46.9%	57	66.6% ⁽³⁾⁽⁴⁾	189
buildngsd	Sat w/ Safety of Buildings	89.0%	465	98.0% ⁽¹⁾⁽³⁾⁽⁴⁾	22	79.4%	70	79.0%	39	94.4% ⁽¹⁾⁽³⁾	170
visdevd	Sat w/ Visual Appearance of New Development	84.3%	507	93.2% ⁽³⁾	24	76.9%	86	87.3%	40	87.2% ⁽³⁾	143
neighborbd	Sat w/ Preventing Neighborhood Deterioration	67.1%	497	93.1% ⁽¹⁾⁽³⁾⁽⁴⁾⁽⁵⁾	17	66.2%	83	63.7%	40	73.8%	153
newjobsd	Sat w/ Attracting New Jobs to PWC	78.5%	277	100.0% ⁽¹⁾⁽³⁾⁽⁴⁾⁽⁵⁾	10	79.9%	42	81.7%	22	75.6%	86
travel97d	Sat w/ Ease of Travel in PWC	55.8%	678	51.1%	30	52.3%	110	58.6%	63	51.9%	234
outsidecd	Sat w/ Travel in NOVA outside PWC	33.6%	656	51.9%	28	35.5%	104	33.1%	54	47.0% ⁽¹⁾	219
lfillsatd	Sat with Landfill	98.7%	294	100.0% ⁽¹⁾	5	92.0%	35	98.3%	24	99.4%	67
compsatd	Sat w/ Compost Facility	98.6%	98	100.0%	8	100.0%	15	85.9%	8	93.2%	31
qstreamsds	Sat w/ PWC Efforts to Preserve Water Quality	86.7%	300	52.8%	6	76.2%	33	92.5%	39	83.6%	74

Table E100		R's Marital Status									
Views of Government		Married (1)		Separated (2)		Divorced (3)		Widowed (4)		Never Married (5)	
		%	n	%	n	%	n	%	n	%	n
effneffd	Sat w/ Efficient and Effective Service	86.0%	529	79.0%	13	80.5%	72	92.0%	49	86.1%	164
valued	Value for Tax Dollar	75.9%	578	67.0%	24	76.8%	103	77.7%	54	71.8%	167
trstgovld	Trust in government (Just about always & Most of the time)	60.1% ⁽²⁾	578	33.1%	25	53.5%	83	78.2% ⁽¹⁾⁽²⁾⁽³⁾	43	59.0%	155

TABLE E: Satisfaction Mean Ratings by Demographic Variables*

Table E101		Income							
		Up to \$35k (1)		\$35k to \$50k (2)		\$50k to \$75k (3)		Over \$75k (4)	
Quality of life		mean	n	mean	n	mean	n	mean	n
qol10	Quality of life (ratings on 10 point-scale)	6.62	130	6.92	111	7.05	143	7.15	524
Satisfaction with Services		%	n	%	n	%	n	%	n
ctysat97d	General Satisfaction with Services	86.1%	128	89.2%	104	89.3%	123	91.1%	465
voted	Sat w/ Convenient Ways to Register to Vote	98.2%	71	99.0%	83	95.3%	97	97.1%	406
pctupd	Sat w/ Efficiency and Effectiveness of the Voting Precinct Setup	100.0% ⁽⁴⁾	40	95.7%	51	96.4%	73	91.7%	362
govtservd	Sat w/ Informing Citizens about Government	91.6% ⁽²⁾⁽⁴⁾	32	66.1%	30	90.5% ⁽²⁾	27	79.2%	124
govtserv_resd	Sat w/ Informing RESIDENTS about Government	76.8%	60	66.2%	61	80.1%	82	82.5%	283

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

Table E102		Income							
		Up to \$35k (1)		\$35k to \$50k (2)		\$50k to \$75k (3)		Over \$75k (4)	
Emergency Services		%	n	%	n	%	n	%	n
policed	Sat w/ Overall Performance of Police Dept	78.0%	132	84.6%	152	89.7% ⁽¹⁾	157	92.1% ⁽¹⁾	614
attitued	Sat w/ Police Dept Attitudes Towards Residents	63.2%	39	82.5%	45	81.8%	39	84.1%	170
attitude_resd	Sat w/ Police Dept Attitudes Towards RESIDENTS	59.3%	91	78.4%	93	74.9%	108	84.5% ⁽¹⁾	337
attitud	Sat w/ Sheriff's Office Attitudes and Behaviors towards Residents	73.4%	12	100.0% ⁽⁴⁾	11	100.0% ⁽⁴⁾	11	91.1%	37
attitut_resd	Sat w/ Sheriff's Office Attitudes and Behaviors towards RESIDENTS	94.0%	25	100.0%	27	96.5%	24	97.8%	112
sheriffad	Sat w/ Overall Performance of Sheriff's Office	88.0%	37	98.3%	35	97.6%	35	95.6%	152
drugsd	Sat w/ Reduce the Use of Illegal Drugs	83.9%	65	88.4%	73	84.4%	99	88.2%	308
gangsd	Sat w/ Police Dept Efforts to Combat Gangs	83.9%	81	88.5%	84	79.8%	98	84.6%	365
courtsatd	Sat w/ Level of Security in the Courthouse	98.9%	35	100.0%	57	100.0%	56	99.1%	183
fired	Sat w/ Fire Fighting in Area	96.7% ⁽⁴⁾	86	94.5%	86	97.3%	93	95.9%	419
rescued	Sat w/ Emergency Medical Rescue Services	90.6%	87	97.9%	77	99.3%	107	96.5%	344

Table E103		Income							
		Up to \$35k (1)		\$35k to \$50k (2)		\$50k to \$75k (3)		Over \$75k (4)	
Immigration Policy		%	n	%	n	%	n	%	n
polfaird	Sat w/ Police Dept to Treat Everybody Fairly	54.6%	116	71.6% ⁽¹⁾	123	76.7% ⁽¹⁾	130	80.2% ⁽¹⁾	500
ppolicyd	Sat w/ Police Dept carrying out Immigration Policy	64.3%	94	82.1%	94	84.4% ⁽¹⁾	110	83.8% ⁽¹⁾	445

Table E104		Income							
		Up to \$35k (1)		\$35k to \$50k (2)		\$50k to \$75k (3)		Over \$75k (4)	
Calling 9-1-1		%	n	%	n	%	n	%	n
emsatisd	Sat w/ Assistance from 911 Operator	96.5%	38	86.1%	32	92.3%	37	96.6%	144
emtimebd	Satisfaction with Time for Help to Arrive	85.9%	37	87.1%	32	81.5%	34	85.4%	128
emasstbd	Sat w/ Assistance on the Scene	76.1%	37	79.0%	32	91.5%	32	85.6%	127
amcrimed	Sat w/ Safety in Neighborhood in Daytime	83.7%	104	88.9%	107	89.5%	137	94.1% ⁽¹⁾	513
pmcrimed	Sat w/ Safety in Neighborhood at Night	77.0%	100	79.7%	104	82.0%	134	88.8% ⁽¹⁾	492
dycrimebd	Sat w/ Safety in Business Areas in Daytime	86.7%	74	86.5%	90	96.5% ⁽⁴⁾	106	91.0%	338
ntcrimebd	Sat w/ Safety in Business Areas at Night	81.2%	70	68.9%	90	82.6%	99	82.3%	324
strltad	Sat w/ Street Lighting where Needed	85.5%	106	84.2%	103	80.6%	129	85.6%	487

Table E105		Income							
		Up to \$35k (1)		\$35k to \$50k (2)		\$50k to \$75k (3)		Over \$75k (4)	
Crime		%	n	%	n	%	n	%	n
preventbd	Sat w/ Crime Prevention Programs	84.7%	86	86.4%	97	84.8%	85	79.3%	346

Table E106		Income							
		Up to \$35k (1)		\$35k to \$50k (2)		\$50k to \$75k (3)		Over \$75k (4)	
Public Services		%	n	%	n	%	n	%	n
schl4d	Sat that School System Provides Efficient Service	88.7%	72	82.6%	81	85.6%	102	81.7%	368
libraryd	Sat w/ Providing Library Services	93.6%	82	98.3%	114	94.7%	120	95.2%	470
librysatd	Sat w/ Service from Library Staff	100.0% ⁽³⁾	77	97.4%	70	96.4%	99	98.3%	377
parkd	Sat w/ Providing Park and Recreation facilities and Programs	87.4%	100	90.8%	97	92.8%	132	88.7%	500
park2d	Sat with Park Authority	96.0%	38	96.4%	39	98.1% ⁽⁴⁾	50	92.5%	238
ctyserv2d	Sat with Service Authority	95.9%	52	95.4%	72	94.4%	88	94.0%	363

Table E107		Income							
		Up to \$35k (1)		\$35k to \$50k (2)		\$50k to \$75k (3)		Over \$75k (4)	
Human Services		%	n	%	n	%	n	%	n
hlthsatd	Sat w/ Health Department	72.9%	65	82.5%	47	86.3%	42	79.2%	133
elderlyd	Sat w/ Programs for Elderly Population	75.5%	70	91.2% ⁽¹⁾⁽³⁾⁽⁴⁾	71	76.4%	57	71.8%	199
dsssatd	Sat w/ Dept of Social Services	72.5% ⁽²⁾	75	38.0%	40	78.7% ⁽²⁾	34	69.6% ⁽²⁾	100
mentpbd	Sat w/ Services to People w/ Mental Health Problems	89.9% ⁽⁴⁾	33	93.7% ⁽⁴⁾	39	91.0% ⁽⁴⁾	18	73.1%	70
mentret	Sat w/ Services to Mental Retardation	88.8%	23	100.0% ⁽⁴⁾	28	94.8%	13	80.2%	54
menteisd	Sat w/ Early Intervention Services	87.8%	27	100.0% ⁽¹⁾⁽⁴⁾	29	82.4%	14	72.8%	53
mentsubd	Sat w/ Services to Substance Abuse	83.3%	26	97.3% ⁽⁴⁾	31	88.3%	16	74.8%	54
mentalld	Sat w/ Mental Health Services Overall	89.4%	34	100.0% ⁽¹⁾⁽⁴⁾	38	96.8% ⁽⁴⁾	21	78.5%	76
finneedbd	Sat w/ County's Help to People in Need	75.0%	74	54.2%	67	68.8%	60	72.1%	171

Table E108		Income							
Communication with the County		Up to \$35k (1)		\$35k to \$50k (2)		\$50k to \$75k (3)		Over \$75k (4)	
		%	n	%	n	%	n	%	n
helpful2d	Helpfulness of PWC Employees	71.9%	46	70.1%	78	86.0%	71	80.6%	340
helpfulad	Sat w/ Helpfulness of PWC Employees	60.8%	24	93.1% ⁽¹⁾	28	93.4% ⁽¹⁾	29	87.9%	123
timesatad	Sat w/ Time Took to be Answered	85.7%	24	88.7%	28	94.3%	29	89.9%	123
net2d	Sat w/ PWC Government Web Site	91.0%	35	92.6%	46	90.6%	68	89.0%	336

Table E109		Income							
		Up to \$35k (1)		\$35k to \$50k (2)		\$50k to \$75k (3)		Over \$75k (4)	
Development Issues		%	n	%	n	%	n	%	n
		landd	Sat w/ Planning of Land Devel (combined)	66.6%	60	53.4%	74	57.3%	80
roaddevd	Sat w/ Coordination of Development with Road Systems	58.8% ⁽⁴⁾	89	67.9% ⁽⁴⁾	93	61.1% ⁽⁴⁾	115	37.4%	389
inputdevd	Sat w/ Opportunities for Citizen Input	80.2%	69	73.2%	62	69.9%	71	76.7%	279
growthcd	Sat w/ Growth Rate of PWC	64.0%	95	53.3%	97	59.9%	101	56.3%	464
buildngsd	Sat w/ Safety of Buildings	85.8%	81	85.5%	89	85.0%	92	91.4%	376
visdevd	Sat w/ Visual Appearance of New Development	80.7%	71	82.9%	81	90.5%	116	84.9%	374
neighbord	Sat w/ Preventing Neighborhood Deterioration	86.6% ⁽³⁾⁽⁴⁾	90	75.5%	85	68.4%	105	63.4%	364
newjobsd	Sat w/ Attracting New Jobs to PWC	74.6%	35	80.2%	61	74.5%	57	78.4%	222
travel97d	Sat w/ Ease of Travel in PWC	51.1%	124	64.5%	129	54.9%	140	52.5%	515
outsidedcd	Sat w/ Travel in NOVA outside PWC	61.8% ⁽³⁾⁽⁴⁾	114	44.2% ⁽⁴⁾	128	38.0%	132	31.9%	505
lfillsatd	Sat with Landfill	97.6%	35	100.0% ⁽⁴⁾	31	100.0% ⁽⁴⁾	53	98.2%	215
compsatd	Sat w/ Compost Facility	93.2%	18	100.0%	22	100.0%	17	97.3%	72
qstreams	Sat w/ PWC Efforts to Preserve Water Quality	91.6%	48	72.3%	56	90.4%	59	85.2%	214

Table E110		Income							
Views of Government		Up to \$35k (1)		\$35k to \$50k (2)		\$50k to \$75k (3)		Over \$75k (4)	
		%	n	%	n	%	n	%	n
effneffd	Sat w/ Efficient and Effective Service	78.0%	90	82.2%	75	88.4%	104	87.4%	406
valued	Value for Tax Dollar	64.9%	108	73.1%	108	77.1%	116	76.1%	419
trstgov1d	Trust in government (Just about always & Most of the time)	48.5%	102	62.1%	104	59.0%	100	63.5% ⁽¹⁾	407

TABLE E: Satisfaction Mean Ratings by Demographic Variables*

Table E111		Work Status													
		Working full time (1)		Working part time (2)		Looking for work (3)		Homemaker (4)		Retired (5)		Student (6)		Other (7)	
Quality of life		mean	n	mean	n	mean	n	mean	n	mean	n	mean	n	mean	n
qol10	Quality of life (ratings on 10 point-scale)	6.94 ⁽⁷⁾	702	6.39	113	6.77	30	6.62	65	7.62 ⁽¹⁾⁽²⁾⁽⁴⁾⁽⁷⁾	179	7.77 ⁽¹⁾⁽²⁾⁽⁴⁾⁽⁷⁾	28	6.29	19
Satisfaction with Services		%	n	%	n	%	n	%	n	%	n	%	n	%	n
ctysat97d	General Satisfaction with Services	88.1%	643	88.5%	88	96.4% ⁽¹⁾	35	92.7%	57	93.5% ⁽¹⁾	158	96.6% ⁽¹⁾	27	81.7%	19
voted	Sat w/ Convenient Ways to Register to Vote	97.3%	514	96.4%	67	95.0%	24	98.0%	42	96.1%	135	100.0% ⁽¹⁾⁽⁵⁾	17	95.6%	15
pctupd	Sat w/ Efficiency and Effectiveness of the Voting Precinct Setup	93.0%	419	95.2%	53	95.8%	10	93.2%	31	91.6%	135	100.0% ⁽¹⁾⁽⁵⁾	6	92.0%	15
govtservd	Sat w/ Informing Citizens about Government	77.9%	165	80.6%	23	83.8%	16	87.9%	15	90.3% ⁽¹⁾	44	86.7%	5	60.2%	3
govtserv_resd	Sat w/ Informing RESIDENTS about Government	77.7%	346	85.3%	61	70.8%	21	75.8%	33	88.7% ⁽¹⁾	99	75.5%	24	82.4%	13

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

Table E112		Work Status													
		Working full time (1)		Working part time (2)		Looking for work (3)		Homemaker (4)		Retired (5)		Student (6)		Other (7)	
		%	n	%	n	%	n	%	n	%	n	%	n	%	n
policed	Sat w/ Overall Performance of Police Dept	89.2% ⁽³⁾	813	82.7%	122	66.8%	37	91.7% ⁽³⁾	72	94.3% ⁽¹⁾⁽²⁾⁽³⁾	205	89.3%	43	93.7% ⁽³⁾	23
attitued	Sat w/ Police Dept Attitudes Towards Residents	79.4%	229	71.2%	35	75.7%	15	86.6%	17	86.8%	55	63.4%	6	58.7%	8
attitude_resd	Sat w/ Police Dept Attitudes Towards RESIDENTS	77.6%	492	69.5%	76	50.7%	19	81.4%	39	94.6% ⁽¹⁾⁽²⁾⁽³⁾⁽⁷⁾	117	73.5%	25	61.0%	16
attituid	Sat w/ Sheriff's Office Attitudes and Behaviors towards Residents	93.0%	56	48.1%	6	100.0% ⁽¹⁾	5	75.9%	3	100.0% ⁽¹⁾	21	.0%	1	100.0%	1
attituid_resd	Sat w/ Sheriff's Office Attitudes and Behaviors towards RESIDENTS	97.2%	148	96.9%	22	100.0% ⁽¹⁾	3	100.0% ⁽¹⁾	5	100.0% ⁽¹⁾	36	100.0% ⁽¹⁾	5	80.6%	8
sheriffad	Sat w/ Overall Performance of Sheriff's Office	96.0%	209	84.3%	26	100.0% ⁽¹⁾	8	90.9%	7	100.0% ⁽¹⁾	57	83.1%	6	80.4%	8
drugsd	Sat w/ Reduce the Use of Illegal Drugs	88.6%	429	73.6%	58	88.3%	20	96.8% ⁽¹⁾⁽²⁾	36	87.9%	104	98.3% ⁽¹⁾⁽²⁾⁽⁵⁾⁽⁷⁾	24	77.5%	12
gangsd	Sat w/ Police Dept Efforts to Combat Gangs	84.5%	497	81.8%	63	89.3%	19	92.8%	31	87.5%	115	81.1%	29	73.6%	16
courtsatd	Sat w/ Level of Security in the Courthouse	98.6%	258	99.1%	44	100.0%	17	100.0%	17	99.3%	55	100.0%	13	100.0%	4
fired	Sat w/ Fire Fighting in Area	96.0%	510	93.2%	84	100.0% ⁽¹⁾	26	100.0% ⁽¹⁾	51	99.2% ⁽¹⁾	136	91.4%	23	100.0% ⁽¹⁾	17
rescued	Sat w/ Emergency Medical Rescue Services	95.8%	489	94.7%	55	87.6%	27	92.0%	45	98.9% ⁽¹⁾⁽⁴⁾	136	96.4%	26	95.6%	16

Table E113		Work Status													
		Working full time (1)		Working part time (2)		Looking for work (3)		Homemaker (4)		Retired (5)		Student (6)		Other (7)	
Immigration Policy		%	n	%	n	%	n	%	n	%	n	%	n	%	n
polfaird	Sat w/ Police Dept to Treat Everybody Fairly	74.2%	676	63.1%	108	64.7%	36	79.6%	57	81.5% ⁽²⁾	155	76.4%	38	80.2%	19
ppolicyd	Sat w/ Police Dept carrying out Immigration Policy	80.5%	570	73.5%	82	62.8%	31	83.6%	47	84.2%	145	96.5% ⁽¹⁾⁽²⁾⁽³⁾⁽⁴⁾⁽⁵⁾	24	81.5%	11

Table E114		Work Status													
		Working full time (1)		Working part time (2)		Looking for work (3)		Homemaker (4)		Retired (5)		Student (6)		Other (7)	
Calling 9-1-1		%	n	%	n	%	n	%	n	%	n	%	n	%	n
emsatisd	Sat w/ Assistance from 911 Operator	94.3%	187	86.4%	36	100.0% ⁽¹⁾	9	100.0% ⁽¹⁾	21	95.8%	44	100.0% ⁽¹⁾	8	86.1%	9
entimebd	Satisfaction with Time for Help to Arrive	82.1%	172	81.6%	32	80.7%	9	82.2%	19	94.6% ⁽¹⁾	42	75.2%	8	78.9%	9
emasstbd	Sat w/ Assistance on the Scene	84.1%	168	79.7%	30	90.6%	9	93.3%	18	92.6%	40	100.0% ⁽¹⁾⁽⁵⁾	8	100.0% ⁽¹⁾⁽⁵⁾	9
amcrimed	Sat w/ Safety in Neighborhood in Daytime	89.9%	674	92.9%	95	93.4%	25	97.9% ⁽¹⁾	63	95.9% ⁽¹⁾	170	95.1%	38	88.6%	18
pmcrimed	Sat w/ Safety in Neighborhood at Night	85.3%	665	87.1%	97	63.4%	31	89.3%	52	89.6% ⁽³⁾	155	94.3% ⁽¹⁾⁽³⁾⁽⁷⁾	28	71.4%	19
dycrimebd	Sat w/ Safety in Business Areas in Daytime	91.3%	477	84.9%	58	80.6%	29	94.3%	49	91.4%	114	93.3%	14	88.6%	12
ntcrimebd	Sat w/ Safety in Business Areas at Night	83.2% ⁽²⁾⁽⁵⁾	462	64.1%	55	69.4%	26	84.0% ⁽²⁾⁽⁷⁾	42	72.4%	96	84.8%	14	57.0%	13
strltad	Sat w/ Street Lighting where Needed	83.9%	675	85.7%	84	86.6%	35	81.7%	54	87.5%	144	93.1% ⁽¹⁾	32	84.5%	20

Table E115		Work Status													
		Working full time (1)		Working part time (2)		Looking for work (3)		Homemaker (4)		Retired (5)		Student (6)		Other (7)	
Crime		%	n	%	n	%	n	%	n	%	n	%	n	%	n
preventbd	Sat w/ Crime Prevention Programs	79.3%	463	86.1%	78	81.7%	15	83.8%	42	88.9% ⁽¹⁾	113	77.1%	19	80.7%	18

Table E116		Work Status													
		Working full time (1)		Working part time (2)		Looking for work (3)		Homemaker (4)		Retired (5)		Student (6)		Other (7)	
Public Services		%	n	%	n	%	n	%	n	%	n	%	n	%	n
schl4d	Sat that School System Provides Efficient Service	82.4%	504	88.8%	76	76.3%	17	86.6%	49	79.4%	102	78.0%	26	72.9%	14
libraryd	Sat w/ Providing Library Services	94.7%	602	95.9% ⁽¹⁾	98	100.0% ⁽¹⁾⁽⁵⁾	31	96.8%	52	96.6%	145	100.0% ⁽¹⁾⁽⁵⁾	30	97.1%	20
librysatd	Sat w/ Service from Library Staff	97.4%	485	98.6%	66	100.0% ⁽¹⁾	28	100.0% ⁽¹⁾	40	98.9%	119	100.0% ⁽¹⁾	28	100.0% ⁽¹⁾	12
parkd	Sat w/ Providing Park and Recreation facilities and Programs	88.9%	635	92.2%	106	92.6%	25	87.8%	54	93.6% ⁽¹⁾	145	88.3%	32	82.4%	18
park2d	Sat with Park Authority	93.9%	313	91.3%	36	94.2%	7	94.6%	18	91.8%	58	100.0% ⁽¹⁾⁽⁵⁾	9	84.2%	10
ctyserv2d	Sat with Service Authority	94.1%	458	96.3%	57	94.7%	10	96.8%	38	93.2%	127	94.7%	22	94.7%	13

Table E117		Work Status													
		Working full time (1)		Working part time (2)		Looking for work (3)		Homemaker (4)		Retired (5)		Student (6)		Other (7)	
Human Services		%	n	%	n	%	n	%	n	%	n	%	n	%	n
hlthsatd	Sat w/ Health Department	77.8%	210	86.1%	41	69.5%	13	82.9%	20	78.0%	58	81.6%	19	78.4%	13
elderlyd	Sat w/ Programs for Elderly Population	76.4%	300	81.9%	48	79.8%	24	66.8%	14	74.4%	109	100.0% ⁽¹⁾⁽²⁾⁽⁴⁾⁽⁵⁾	16	79.4%	7
dsssatd	Sat w/ Dept of Social Services	65.8%	177	49.6%	33	74.8%	21	81.2% ⁽²⁾	15	77.0%	45	88.3% ⁽²⁾	5	84.6%	5
menthpb	Sat w/ Services to People w/ Mental Health Problems	80.2%	128	81.8%	15	100.0% ⁽¹⁾⁽²⁾⁽⁵⁾⁽⁷⁾	6	90.8%	7	89.4%	34	100.0% ⁽¹⁾⁽²⁾⁽⁵⁾⁽⁷⁾	3	59.0%	6
mentret	Sat w/ Services to Mental Retardation	86.7% ⁽⁷⁾	97	93.1% ⁽⁷⁾	10	100.0% ⁽¹⁾⁽⁵⁾⁽⁷⁾	6	78.1%	3	86.1%	21	100.0% ⁽¹⁾⁽⁵⁾⁽⁷⁾	3	40.1%	5
menteis	Sat w/ Early Intervention Services	79.9%	96	87.5%	11	100.0% ⁽¹⁾	6	50.0%	1	85.6%	24	100.0% ⁽¹⁾	5	75.6%	5
mentsub	Sat w/ Services to Substance Abuse	79.5%	100	82.3%	11	100.0% ⁽¹⁾⁽⁵⁾⁽⁷⁾	7			82.2%	24	100.0% ⁽¹⁾⁽⁵⁾⁽⁷⁾	5	53.0%	5
mentall	Sat w/ Mental Health Services Overall	85.3%	133	87.1%	16	100.0% ⁽¹⁾⁽⁵⁾	7	84.9%	4	90.5%	39	100.0% ⁽¹⁾⁽⁵⁾	5	88.8%	6
finneed	Sat w/ County's Help to People in Need	69.7%	296	64.6%	45	46.2%	15	89.6% ⁽¹⁾⁽²⁾⁽³⁾⁽⁵⁾⁽⁷⁾	17	67.9%	50	91.2% ⁽¹⁾⁽²⁾⁽³⁾⁽⁵⁾⁽⁷⁾	15	59.3%	14

Table E118		Work Status													
		Working full time (1)		Working part time (2)		Looking for work (3)		Homemaker (4)		Retired (5)		Student (6)		Other (7)	
Communication with the County		%	n	%	n	%	n	%	n	%	n	%	n	%	n
helpful2d	Helpfulness of PWC Employees	79.8%	410	74.1%	53	61.4%	20	73.4%	32	85.8%	109	79.1%	11	86.7%	14
helpfulad	Sat w/ Helpfulness of PWC Employees	87.1%	150	60.1%	18	78.5%	9	87.9%	11	91.9%	41			100.0% ⁽¹⁾⁽²⁾⁽⁵⁾	4
timesatad	Sat w/ Time Took to be Answered	88.1%	150	78.2%	18	100.0% ⁽¹⁾	9	95.1%	11	88.7%	41			100.0% ⁽¹⁾	4
net2d	Sat w/ PWC Government Web Site	90.1%	389	88.5%	55	93.2%	18	84.2%	27	92.0%	81	86.3%	17	93.8%	11

Table E119		Work Status													
		Working full time (1)		Working part time (2)		Looking for work (3)		Homemaker (4)		Retired (5)		Student (6)		Other (7)	
		%	n	%	n	%	n	%	n	%	n	%	n	%	n
landd	Sat w/ Planning of Land Devel (combined)	54.0%	408	62.9%	57	60.2%	17	57.0%	34	56.9%	91	82.8% ⁽¹⁾⁽⁵⁾	21	48.2%	11
roaddevad	Sat w/ Coordination of Development with Road Systems	47.2%	519	52.1%	83	62.9%	31	56.7%	44	39.2%	127	78.2% ⁽¹⁾⁽²⁾⁽⁵⁾	26	56.9%	23
inputdevd	Sat w/ Opportunities for Citizen Input	74.7% ⁽⁷⁾	365	66.8%	44	84.4% ⁽⁷⁾	25	76.2% ⁽⁷⁾	30	81.6% ⁽⁷⁾	101	88.5% ⁽²⁾⁽⁷⁾	15	40.1%	17
growthcd	Sat w/ Growth Rate of PWC	58.9% ⁽⁵⁾	597	47.6%	98	46.8%	19	64.0%	56	45.9%	148	73.9% ⁽²⁾⁽⁵⁾	32	44.3%	19
buildngsd	Sat w/ Safety of Buildings	89.6% ⁽⁵⁾	499	93.5% ⁽⁵⁾	72	90.1%	16	94.8% ⁽⁵⁾	41	80.8%	104	97.8% ⁽¹⁾⁽⁵⁾	27	81.1%	20
visdevd	Sat w/ Visual Appearance of New Development	86.0%	533	80.7%	66	89.6%	22	77.3%	49	82.1%	116	83.2%	21	91.7%	16
neighbord	Sat w/ Preventing Neighborhood Deterioration	68.0%	508	76.2%	68	74.5%	21	67.4%	43	64.5%	129	80.8%	26	69.7%	18
newjobsd	Sat w/ Attracting New Jobs to PWC	74.8%	287	72.6%	42	77.5%	12	90.0% ⁽¹⁾	17	87.3% ⁽¹⁾	68	100.0% ⁽¹⁾⁽²⁾⁽⁵⁾	15	75.8%	9
travel97d	Sat w/ Ease of Travel in PWC	53.3%	719	54.0%	105	74.6% ⁽⁷⁾	38	63.2% ⁽⁷⁾	55	52.4%	173	70.0% ⁽⁷⁾	37	35.6%	21
outsidedcd	Sat w/ Travel in NOVA outside PWC	36.9%	694	35.9%	98	68.9% ⁽¹⁾⁽²⁾⁽⁴⁾⁽⁵⁾⁽⁷⁾	33	31.6%	52	31.1%	162	64.7% ⁽¹⁾⁽²⁾⁽⁴⁾⁽⁵⁾⁽⁷⁾	33	21.0%	21
lfillsatd	Sat with Landfill	97.7%	271	100.0% ⁽¹⁾	38	100.0% ⁽¹⁾	6	100.0% ⁽¹⁾	20	98.4%	79	100.0% ⁽¹⁾	14	100.0% ⁽¹⁾	8
compsatd	Sat w/ Compost Facility	98.1%	101	100.0%	12	100.0%	6	95.4%	9	95.9%	29	100.0%	3	75.6%	5
qstreams	Sat w/ PWC Efforts to Preserve Water Quality	87.8%	269	73.0%	43	80.0%	18	84.2%	23	85.8%	89	94.2% ⁽²⁾	10	74.8%	11

Table E120		Work Status													
		Working full time (1)		Working part time (2)		Looking for work (3)		Homemaker (4)		Retired (5)		Student (6)		Other (7)	
Views of Government		%	n	%	n	%	n	%	n	%	n	%	n	%	n
effneffd	Sat w/ Efficient and Effective Service	85.7%	538	84.2%	78	79.9%	24	84.4%	36	90.0%	130	91.7%	28	67.3%	14
valued	Value for Tax Dollar	73.6%	596	75.4%	78	75.1%	30	78.1%	54	78.1%	155	86.5%	19	70.9%	20
trstgov1d	Trust in government (Just about always & Most of the time)	56.6%	566	60.5%	88	51.1%	27	55.9%	44	67.1% ⁽¹⁾	144	77.9% ⁽¹⁾⁽⁷⁾	20	43.3%	16

TABLE E: Satisfaction Mean Ratings by Demographic Variables*

Table E121		Education											
		Less than HS (1)		High School Grad (2)		Some College (3)		4 Year Degree (4)		Grad Work (5)		Adv Grad/PhD (6)	
Quality of life		mean	n	mean	n	mean	n	mean	n	mean	n	mean	n
qol10	Quality of life (ratings on 10 point-scale)	5.69	98	6.88 ⁽¹⁾	193	7.23 ⁽¹⁾	304	7.16 ⁽¹⁾	305	7.10 ⁽¹⁾	189	7.21 ⁽¹⁾	29
Satisfaction with Services		%	n	%	n	%	n	%	n	%	n	%	n
ctysat97d	General Satisfaction with Services	83.2%	97	90.3%	198	91.5%	260	90.7%	258	89.4%	173	95.2%	28
voted	Sat w/ Convenient Ways to Register to Vote	92.6%	23	96.8%	152	98.5%	242	96.7%	220	96.5%	144	94.5%	22
pctupd	Sat w/ Efficiency and Effectiveness of the Voting Precinct Setup	93.1%	14	95.9%	72	92.3%	184	92.3%	217	94.2%	150	86.8%	21
govtservd	Sat w/ Informing Citizens about Government	75.7%	19	80.0%	41	85.5%	77	79.8%	66	80.2%	54	74.3%	7
govtserv_resd	Sat w/ Informing RESIDENTS about Government	84.0%	39	85.3%	108	76.8%	173	82.9%	138	76.4%	119	83.6%	13

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

Table E122		Education											
		Less than HS (1)		High School Grad (2)		Some College (3)		4 Year Degree (4)		Grad Work (5)		Adv Grad/PhD (6)	
Emergency Services		%	n	%	n	%	n	%	n	%	n	%	n
policed	Sat w/ Overall Performance of Police Dept	74.6%	92	85.4%	252	89.1% ⁽¹⁾	363	93.4% ⁽¹⁾⁽²⁾	315	91.9% ⁽¹⁾	239	93.3% ⁽¹⁾	32
attitued	Sat w/ Police Dept Attitudes Towards Residents	44.2%	20	79.5% ⁽¹⁾	62	80.0% ⁽¹⁾	98	85.5% ⁽¹⁾	101	83.2% ⁽¹⁾	63	66.6%	9
attitude_resd	Sat w/ Police Dept Attitudes Towards RESIDENTS	57.6%	63	69.5%	169	76.7%	213	86.3% ⁽¹⁾⁽²⁾⁽³⁾	179	88.0% ⁽¹⁾⁽²⁾⁽³⁾	130	84.5%	18
attitud	Sat w/ Sheriff's Office Attitudes and Behaviors towards Residents	95.4%	9	100.0%	14	78.8%	26	92.9%	19	91.5%	19	100.0%	5
attitut_resd	Sat w/ Sheriff's Office Attitudes and Behaviors towards RESIDENTS	100.0% ⁽⁵⁾	11	97.9%	40	97.1%	69	99.3%	57	92.3%	40	100.0% ⁽⁵⁾	6
sheriffad	Sat w/ Overall Performance of Sheriff's Office	97.0%	18	97.5%	56	92.2%	96	97.7%	78	92.4%	59	100.0% ⁽³⁾⁽⁵⁾	10
drugsd	Sat w/ Reduce the Use of Illegal Drugs	91.4%	45	83.5%	136	89.5%	213	89.1%	156	87.4%	112	81.2%	17
gangs	Sat w/ Police Dept Efforts to Combat Gangs	92.2%	49	87.5%	145	83.0%	213	84.3%	196	82.7%	146	91.8%	11
courtsatd	Sat w/ Level of Security in the Courthouse	100.0%	13	100.0%	86	98.9%	126	99.3%	103	97.2%	67	95.5%	9
fired	Sat w/ Fire Fighting in Area	93.7% ⁽⁵⁾	45	96.3%	169	98.0%	243	96.9%	211	94.1%	147	100.0% ⁽⁵⁾	20
rescued	Sat w/ Emergency Medical Rescue Services	88.5%	59	98.3%	162	95.3%	225	96.7%	184	96.3%	130	100.0% ⁽¹⁾⁽³⁾⁽⁵⁾	20

Table E123		Education											
		Less than HS (1)		High School Grad (2)		Some College (3)		4 Year Degree (4)		Grad Work (5)		Adv Grad/PhD (6)	
Immigration Policy		%	n	%	n	%	n	%	n	%	n	%	n
pofaird	Sat w/ Police Dept to Treat Everybody Fairly	54.9%	81	65.1%	240	77.1% ⁽¹⁾⁽²⁾	284	80.6% ⁽¹⁾⁽²⁾	256	81.0% ⁽¹⁾⁽²⁾	187	84.7% ⁽¹⁾⁽²⁾	24
ppolicyd	Sat w/ Police Dept carrying out Immigration Policy	38.0%	54	82.5% ⁽¹⁾	175	84.4% ⁽¹⁾	264	85.6% ⁽¹⁾	238	79.6% ⁽¹⁾	155	83.2% ⁽¹⁾	17

Table E124		Education											
		Less than HS (1)		High School Grad (2)		Some College (3)		4 Year Degree (4)		Grad Work (5)		Adv Grad/PhD (6)	
Calling 9-1-1		%	n	%	n	%	n	%	n	%	n	%	n
emsatisd	Sat w/ Assistance from 911 Operator	90.7%	13	91.9%	55	96.3%	108	95.0%	74	91.7%	52	87.9%	8
entimebd	Satisfaction with Time for Help to Arrive	92.6%	16	82.6%	55	83.9%	101	83.4%	63	81.7%	46	81.7%	7
emasstbd	Sat w/ Assistance on the Scene	79.4%	16	86.4%	54	85.8%	98	86.9%	59	88.8%	46	93.7%	6
amcrimed	Sat w/ Safety in Neighborhood in Daytime	83.7%	71	88.4%	197	92.4%	300	94.7%	273	94.1%	192	89.8%	30
pmcrimed	Sat w/ Safety in Neighborhood at Night	76.3%	66	86.7%	211	85.3%	281	87.0%	254	87.3%	195	88.5%	24
dycrimebd	Sat w/ Safety in Business Areas in Daytime	89.6%	51	91.5%	144	92.8%	196	89.6%	199	90.8%	133	94.2%	16
ntcrimebd	Sat w/ Safety in Business Areas at Night	84.3%	49	78.2%	129	79.7%	179	79.0%	193	80.3%	132	93.7% ⁽²⁾⁽³⁾⁽⁴⁾	15
strltad	Sat w/ Street Lighting where Needed	80.2%	66	85.5%	197	88.8% ⁽⁵⁾	296	82.9%	268	80.6%	179	96.5% ⁽¹⁾⁽²⁾⁽⁴⁾⁽⁵⁾	20

Table E125		Education											
		Less than HS (1)		High School Grad (2)		Some College (3)		4 Year Degree (4)		Grad Work (5)		Adv Grad/PhD (6)	
Crime		%	n	%	n	%	n	%	n	%	n	%	n
preventbd	Sat w/ Crime Prevention Programs	76.7%	57	81.6%	148	80.8%	205	83.5%	177	83.8%	132	75.5%	17

Table E126		Education											
		Less than HS (1)		High School Grad (2)		Some College (3)		4 Year Degree (4)		Grad Work (5)		Adv Grad/PhD (6)	
Public Services		%	n	%	n	%	n	%	n	%	n	%	n
schl4d	Sat that School System Provides Efficient Service	90.6% ⁽⁵⁾	41	87.2% ⁽⁵⁾	152	82.7%	212	81.1%	198	76.1%	151	78.2%	24
libraryd	Sat w/ Providing Library Services	88.3%	53	97.8%	183	98.9% ⁽⁴⁾⁽⁵⁾⁽⁶⁾	285	95.6%	244	92.2%	178	83.1%	22
librysatd	Sat w/ Service from Library Staff	100.0% ⁽³⁾⁽⁴⁾	35	99.2%	129	98.0%	216	97.4%	207	97.6%	166	100.0% ⁽³⁾⁽⁴⁾	14
parkd	Sat w/ Providing Park and Recreation facilities and Programs	89.3%	48	87.2%	184	91.3%	282	91.7%	278	87.9%	180	80.0%	22
park2d	Sat with Park Authority	100.0% ⁽³⁾⁽⁴⁾⁽⁵⁾⁽⁶⁾	21	97.9% ⁽⁵⁾	44	92.6%	116	96.1%	138	89.5%	109	73.8%	13
ctyserv2d	Sat with Service Authority	97.0%	25	95.0%	120	94.9%	212	91.1%	198	96.3% ⁽⁴⁾	138	97.8% ⁽⁴⁾	18

Table E127		Education											
		Less than HS (1)		High School Grad (2)		Some College (3)		4 Year Degree (4)		Grad Work (5)		Adv Grad/PhD (6)	
Human Services		%	n	%	n	%	n	%	n	%	n	%	n
hlthsatd	Sat w/ Health Department	67.7%	30	88.9% ⁽³⁾	78	73.9%	127	81.3%	65	80.4%	58	79.7%	10
elderlyd	Sat w/ Programs for Elderly Population	84.0%	42	86.2% ⁽⁴⁾⁽⁵⁾	126	79.1% ⁽⁵⁾	147	70.7%	113	65.7%	75	61.1%	8
dsssatd	Sat w/ Dept of Social Services	72.0%	27	69.9% ⁽⁵⁾	72	67.9%	91	78.4% ⁽⁵⁾	56	47.4%	45	70.2%	4
menthpb	Sat w/ Services to People w/ Mental Health Problems	87.1%	9	91.7% ⁽⁴⁾	41	86.4%	60	70.0%	38	79.5%	47	66.8%	3
mentret	Sat w/ Services to Mental Retardation	72.7%	7	93.9% ⁽⁶⁾	30	93.6% ⁽⁶⁾	46	80.4%	27	81.2% ⁽⁶⁾	31	29.9%	3
menteis	Sat w/ Early Intervention Services	100.0% ⁽³⁾⁽⁴⁾⁽⁵⁾⁽⁶⁾	7	92.3% ⁽⁵⁾⁽⁶⁾	33	85.1% ⁽⁶⁾	44	80.2%	23	71.6%	36	29.9%	3
mentsub	Sat w/ Services to Substance Abuse	86.7% ⁽⁶⁾	9	84.6% ⁽⁶⁾	34	90.4% ⁽⁵⁾⁽⁶⁾	49	78.5% ⁽⁶⁾	26	66.7% ⁽⁶⁾	31	.0%	2
mentall	Sat w/ Mental Health Services Overall	100.0% ⁽³⁾⁽⁴⁾⁽⁵⁾⁽⁶⁾	10	98.3% ⁽⁴⁾⁽⁵⁾⁽⁶⁾	40	91.6% ⁽⁶⁾	69	79.8%	40	78.5%	46	29.9%	3
finneed	Sat w/ County's Help to People in Need	78.2%	45	71.6%	118	66.1%	122	70.2%	93	68.3%	62	49.2%	6

Table E128		Education											
		Less than HS (1)		High School Grad (2)		Some College (3)		4 Year Degree (4)		Grad Work (5)		Adv Grad/PhD (6)	
Communication with the County		%	n	%	n	%	n	%	n	%	n	%	n
helpful2d	Helpfulness of PWC Employees	48.6%	16	82.9% ⁽¹⁾	89	78.7%	175	83.2% ⁽¹⁾	188	79.0%	149	75.7%	23
helpfulad	Sat w/ Helpfulness of PWC Employees	39.6%	5	81.3%	30	88.5%	73	89.3% ⁽¹⁾	66	84.8%	53	78.5%	6
timesatad	Sat w/ Time Took to be Answered	88.5%	5	86.3%	30	89.6%	72	90.7%	66	87.6%	53	61.9%	6
net2d	Sat w/ PWC Government Web Site	86.3%	9	91.8%	79	89.5%	170	88.6%	182	90.7%	131	92.8%	17

Table E129		Education											
		Less than HS (1)		High School Grad (2)		Some College (3)		4 Year Degree (4)		Grad Work (5)		Adv Grad/PhD (6)	
Development Issues		%	n	%	n	%	n	%	n	%	n	%	n
landd	Sat w/ Planning of Land Devel (combined)	57.3%	49	61.4%	114	56.1%	175	49.8%	166	60.8%	112	55.3%	14
roaddevad	Sat w/ Coordination of Development with Road Systems	90.4% ⁽²⁾⁽³⁾⁽⁴⁾⁽⁵⁾⁽⁶⁾	63	61.7% ⁽⁴⁾⁽⁵⁾⁽⁶⁾	148	56.1% ⁽⁴⁾⁽⁵⁾⁽⁶⁾	236	33.1%	216	31.7%	160	32.5%	16
inputdevd	Sat w/ Opportunities for Citizen Input	86.5%	27	78.7%	108	74.9%	161	73.1%	162	73.4%	118	60.7%	12
growthcd	Sat w/ Growth Rate of PWC	55.3%	64	66.4% ⁽⁴⁾⁽⁵⁾	173	56.9%	272	54.2%	255	47.7%	162	60.5%	24
buildngsd	Sat w/ Safety of Buildings	90.1%	39	89.3%	151	89.4%	213	92.1% ⁽⁵⁾	208	83.4%	135	84.6%	21
visdevd	Sat w/ Visual Appearance of New Development	89.8% ⁽²⁾⁽³⁾⁽⁴⁾⁽⁵⁾	53	84.8%	150	87.2%	223	84.1%	215	79.7%	154	83.3%	16
neighbord	Sat w/ Preventing Neighborhood Deterioration	92.2% ⁽²⁾⁽³⁾⁽⁴⁾⁽⁵⁾⁽⁶⁾	52	77.3% ⁽³⁾⁽⁵⁾	124	63.9%	234	69.1%	218	61.9%	158	57.5%	15
newjobsd	Sat w/ Attracting New Jobs to PWC	71.2%	22	73.2%	82	80.1%	138	76.3%	110	86.5%	82	72.1%	10
travel97d	Sat w/ Ease of Travel in PWC	59.9%	73	54.6%	220	58.3% ⁽⁵⁾	320	53.8%	278	47.7%	206	57.2%	27
outsidedcd	Sat w/ Travel in NOVA outside PWC	73.3% ⁽²⁾⁽³⁾⁽⁴⁾⁽⁵⁾⁽⁶⁾	59	45.2% ⁽⁴⁾⁽⁵⁾	209	38.4% ⁽⁵⁾	306	31.4%	272	25.0%	199	34.9%	25
lfillsatd	Sat with Landfill	100.0% ⁽³⁾	15	98.7%	64	95.8%	126	99.7% ⁽³⁾	136	98.7%	72	100.0% ⁽³⁾	12
compsatd	Sat w/ Compost Facility	89.1%	11	100.0%	32	94.2%	40	97.5%	49	100.0%	28	100.0%	4
qstreams	Sat w/ PWC Efforts to Preserve Water Quality	95.8% ⁽⁴⁾⁽⁵⁾⁽⁶⁾	28	82.8%	73	88.4% ⁽⁶⁾	138	86.5% ⁽⁶⁾	110	82.1% ⁽⁶⁾	94	51.6%	11

Table E130		Education											
Views of Government		Less than HS (1)		High School Grad (2)		Some College (3)		4 Year Degree (4)		Grad Work (5)		Adv Grad/PhD (6)	
		%	n	%	n	%	n	%	n	%	n	%	n
effneffd	Sat w/ Efficient and Effective Service	68.8%	44	89.9% ⁽¹⁾	159	84.3%	229	87.4%	227	85.4%	152	86.6%	21
valued	Value for Tax Dollar	68.8%	63	71.1%	197	73.8%	254	81.9% ⁽²⁾	239	74.6%	163	73.9%	23
trstgovld	Trust in government (Just about always & Most of the time)	53.1%	66	50.5%	158	66.0% ⁽²⁾	243	63.6% ⁽²⁾	212	56.1%	178	55.6%	26

TABLE E: Satisfaction Mean Ratings by Demographic Variables*

Table E131		Length of Residence in PWC													
		Less than 1 year (1)		1 to 2 years (2)		3 to 4 years (3)		6 to 10 years (4)		11 to 19 years (5)		20 years or more (6)		All my life (7)	
Quality of life		mean	n	mean	n	mean	n	mean	n	mean	n	mean	n	mean	n
qol10	Quality of life (ratings on 10 point-scale)	7.00	48	6.82	95	6.66	241	6.91	246	7.17 ⁽³⁾	193	7.24 ⁽³⁾	283	6.76	38
Satisfaction with Services		%	n	%	n	%	n	%	n	%	n	%	n	%	n
ctysat97d	General Satisfaction with Services	98.3% ⁽²⁾⁽³⁾⁽⁴⁾⁽⁵⁾⁽⁶⁾	39	88.2%	99	85.4%	212	91.3%	228	92.5% ⁽³⁾	164	89.0%	251	87.1%	41
voted	Sat w/ Convenient Ways to Register to Vote	97.4%	30	95.7%	68	96.0%	151	97.3%	176	97.6%	155	96.9%	205	100.0% ⁽³⁾⁽⁴⁾⁽⁵⁾⁽⁶⁾	32
pctupd	Sat w/ Efficiency and Effectiveness of the Voting Precinct Setup	85.3%	8	93.9%	31	87.3%	108	93.4%	152	93.2%	133	94.7%	223	95.1%	16
govtservd	Sat w/ Informing Citizens about Government	79.9%	7	87.5%	20	75.2%	59	84.2%	54	77.3%	53	83.9%	74	88.8%	7
govtserv_resd	Sat w/ Informing RESIDENTS about Government	79.9%	23	81.2%	50	76.5%	118	80.4%	139	79.9%	95	80.6%	150	83.9%	23

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

Table E132		Length of Residence in PWC													
		Less than 1 year (1)		1 to 2 years (2)		3 to 4 years (3)		6 to 10 years (4)		11 to 19 years (5)		20 years or more (6)		All my life (7)	
		%	n	%	n	%	n	%	n	%	n	%	n	%	n
policed	Sat w/ Overall Performance of Police Dept	93.9%	56	96.0% ⁽³⁾⁽⁴⁾⁽⁵⁾	116	85.3%	274	88.3%	279	86.7%	216	91.4%	332	85.6%	44
attitued	Sat w/ Police Dept Attitudes Towards Residents	94.5% ⁽⁴⁾⁽⁵⁾	14	82.8%	34	77.8%	69	77.0%	65	76.9%	75	79.1%	96	88.7%	14
attitude_resd	Sat w/ Police Dept Attitudes Towards RESIDENTS	70.6%	26	84.7%	65	76.5%	142	77.4%	177	76.5%	135	82.7%	209	64.4%	33
attitud	Sat w/ Sheriff's Office Attitudes and Behaviors towards Residents	100.0% ⁽⁵⁾	6	100.0% ⁽⁵⁾	6	100.0% ⁽⁵⁾	10	100.0% ⁽⁵⁾	13	72.9%	24	93.9%	34	86.9%	3
attitut_resd	Sat w/ Sheriff's Office Attitudes and Behaviors towards RESIDENTS	100.0% ⁽⁴⁾	5	93.8%	13	97.3%	25	94.1%	53	97.9%	45	99.5%	76	95.7%	9
sheriffad	Sat w/ Overall Performance of Sheriff's Office	100.0% ⁽⁵⁾⁽⁶⁾	11	92.8%	19	98.0%	34	96.3%	62	89.6%	68	96.7%	116	96.8%	13
drugsd	Sat w/ Reduce the Use of Illegal Drugs	96.6% ⁽⁴⁾⁽⁶⁾	20	96.4% ⁽⁴⁾⁽⁶⁾	44	93.7% ⁽⁴⁾⁽⁶⁾	110	82.5%	155	89.7%	135	86.7%	189	74.2%	37
gangsd	Sat w/ Police Dept Efforts to Combat Gangs	96.3% ⁽³⁾⁽⁴⁾⁽⁵⁾⁽⁶⁾	32	93.8% ⁽³⁾⁽⁴⁾⁽⁵⁾⁽⁶⁾	69	83.5%	148	83.9%	160	81.8%	134	82.9%	201	85.6%	28
courtsatd	Sat w/ Level of Security in the Courthouse	100.0%	5	95.5%	27	100.0%	74	97.3%	92	99.1%	78	100.0%	109	100.0%	27
fired	Sat w/ Fire Fighting in Area	100.0% ⁽⁶⁾	30	92.4%	77	95.5%	168	97.6%	164	99.4%	163	95.1%	216	100.0% ⁽⁶⁾	34
rescued	Sat w/ Emergency Medical Rescue Services	96.9%	25	97.4%	66	95.2%	147	95.6%	185	95.0%	142	95.6%	202	100.0% ⁽³⁾⁽⁴⁾	30

Table E133		Length of Residence in PWC													
		Less than 1 year (1)		1 to 2 years (2)		3 to 4 years (3)		6 to 10 years (4)		11 to 19 years (5)		20 years or more (6)		All my life (7)	
Immigration Policy		%	n	%	n	%	n	%	n	%	n	%	n	%	n
polfaird	Sat w/ Police Dept to Treat Everybody Fairly	76.8%	39	76.7%	91	76.2%	208	69.4%	240	72.5%	189	79.2% ⁽⁴⁾	281	62.0%	45
ppolicyd	Sat w/ Police Dept carrying out Immigration Policy	69.8%	35	81.6%	82	75.1%	175	78.9%	196	82.8%	163	84.5%	226	86.4%	39

Table E134		Length of Residence in PWC													
		Less than 1 year (1)		1 to 2 years (2)		3 to 4 years (3)		6 to 10 years (4)		11 to 19 years (5)		20 years or more (6)		All my life (7)	
Calling 9-1-1		%	n	%	n	%	n	%	n	%	n	%	n	%	n
emsatisd	Sat w/ Assistance from 911 Operator	93.0%	10	100.0% ⁽⁴⁾⁽⁵⁾	21	90.5%	58	93.1%	70	90.9%	54	97.8%	83	95.7%	19
entimebd	Satisfaction with Time for Help to Arrive	84.3%	10	90.6%	20	84.2%	55	84.7%	60	75.3%	57	86.0%	77	86.1%	14
emasstbd	Sat w/ Assistance on the Scene	93.0%	10	100.0% ⁽⁴⁾⁽⁵⁾⁽⁶⁾	18	85.9%	54	87.7%	58	83.0%	55	84.0%	74	91.7%	14
amcrimed	Sat w/ Safety in Neighborhood in Daytime	94.6%	45	96.2%	84	89.6%	212	91.8%	221	93.4%	191	91.1%	287	90.8%	44
pmcrimed	Sat w/ Safety in Neighborhood at Night	94.7% ⁽⁴⁾⁽⁵⁾	50	87.7%	98	87.5%	192	83.5%	240	83.0%	183	86.8%	249	81.0%	41
dycrimebd	Sat w/ Safety in Business Areas in Daytime	100.0% ⁽³⁾⁽⁴⁾⁽⁵⁾⁽⁶⁾	34	92.5%	55	91.4%	175	93.3%	147	89.5%	122	86.8%	192	86.5%	27
ntcrimebd	Sat w/ Safety in Business Areas at Night	94.0% ⁽⁵⁾⁽⁶⁾	32	80.4%	50	84.9% ⁽⁵⁾⁽⁶⁾	162	84.0% ⁽⁶⁾	143	73.6%	115	72.8%	180	71.2%	27
strltad	Sat w/ Street Lighting where Needed	98.6% ⁽²⁾⁽³⁾⁽⁴⁾⁽⁵⁾⁽⁶⁾	60	80.3%	96	85.5%	198	82.4%	226	88.5%	183	82.1%	250	84.8%	35

Table E135		Length of Residence in PWC													
Crime		Less than 1 year (1)		1 to 2 years (2)		3 to 4 years (3)		6 to 10 years (4)		11 to 19 years (5)		20 years or more (6)		All my life (7)	
		%	n	%	n	%	n	%	n	%	n	%	n	%	n
preventbd	Sat w/ Crime Prevention Programs	84.7%	21	80.6%	58	71.8%	128	86.2% ⁽³⁾	162	84.0% ⁽³⁾	133	84.7% ⁽³⁾	219	67.7%	32

Table E136		Length of Residence in PWC													
		Less than 1 year (1)		1 to 2 years (2)		3 to 4 years (3)		6 to 10 years (4)		11 to 19 years (5)		20 years or more (6)		All my life (7)	
Public Services		%	n	%	n	%	n	%	n	%	n	%	n	%	n
schl4d	Sat that School System Provides Efficient Service	97.1% ⁽²⁾⁽³⁾⁽⁴⁾⁽⁵⁾⁽⁶⁾⁽⁷⁾	26	80.0%	53	75.2%	147	84.7%	162	85.4% ⁽³⁾	157	82.5%	210	75.7%	36
libraryd	Sat w/ Providing Library Services	82.3%	27	93.8%	76	93.4%	181	96.6%	224	97.2%	188	96.2%	247	100.0% ⁽³⁾⁽⁴⁾⁽⁵⁾⁽⁶⁾	39
librysatd	Sat w/ Service from Library Staff	95.2%	19	98.3%	56	96.5%	158	99.6%	161	98.1%	158	98.2%	199	100.0% ⁽⁶⁾	30
parkd	Sat w/ Providing Park and Recreation facilities and Programs	91.3%	38	91.4%	94	89.3%	204	86.7%	193	90.4%	176	90.9%	274	96.2% ⁽⁴⁾	38
park2d	Sat with Park Authority	100.0% ⁽³⁾⁽⁴⁾⁽⁶⁾	12	97.3%	29	89.2%	73	91.6%	88	98.3% ⁽³⁾⁽⁴⁾⁽⁶⁾	96	91.7%	140	97.1%	14
ctyserv2d	Sat with Service Authority	94.7%	30	94.6%	59	95.1%	134	92.8%	167	96.4%	131	93.3%	187	95.7%	18

Table E137		Length of Residence in PWC													
		Less than 1 year (1)		1 to 2 years (2)		3 to 4 years (3)		6 to 10 years (4)		11 to 19 years (5)		20 years or more (6)		All my life (7)	
Human Services		%	n	%	n	%	n	%	n	%	n	%	n	%	n
hlthsatd	Sat w/ Health Department	89.0%	14	88.2%	26	81.2%	72	78.6%	83	83.3%	70	71.1%	90	76.4%	18
elderlyd	Sat w/ Programs for Elderly Population	79.2%	17	88.4% ⁽⁶⁾	40	84.6% ⁽⁶⁾	77	77.8%	112	74.1%	86	72.9%	162	70.8%	27
dsssatd	Sat w/ Dept of Social Services	80.3%	9	92.0% ⁽³⁾⁽⁴⁾⁽⁵⁾⁽⁶⁾	30	67.6%	49	61.6%	55	57.8%	59	68.3%	88	77.2%	12
menthpb	Sat w/ Services to People w/ Mental Health Problems	100.0% ⁽³⁾⁽⁴⁾⁽⁵⁾⁽⁶⁾	8	100.0% ⁽³⁾⁽⁴⁾⁽⁵⁾⁽⁶⁾	7	66.4%	21	79.5%	39	82.8%	40	84.3%	77	78.3%	8
mentret	Sat w/ Services to Mental Retardation	100.0% ⁽³⁾⁽⁴⁾⁽⁶⁾	4	100.0% ⁽³⁾⁽⁴⁾⁽⁶⁾	7	69.8%	15	75.0%	26	90.4%	26	91.8%	58	71.2%	9
menteis	Sat w/ Early Intervention Services	100.0% ⁽⁴⁾⁽⁵⁾⁽⁶⁾	7	100.0% ⁽⁴⁾⁽⁵⁾⁽⁶⁾	7	81.9%	16	69.5%	28	80.7%	29	85.7%	53	70.6%	9
mentsub	Sat w/ Services to Substance Abuse	100.0% ⁽³⁾⁽⁴⁾⁽⁵⁾⁽⁶⁾	5	100.0% ⁽³⁾⁽⁴⁾⁽⁵⁾⁽⁶⁾	7	72.9%	18	74.4%	28	81.7%	33	80.5%	54	80.5%	9
mentall	Sat w/ Mental Health Services Overall	100.0% ⁽³⁾⁽⁴⁾⁽⁵⁾⁽⁶⁾	8	100.0% ⁽³⁾⁽⁴⁾⁽⁵⁾⁽⁶⁾	7	78.5%	22	79.7%	41	81.5%	44	91.8%	79	100.0% ⁽³⁾⁽⁴⁾⁽⁵⁾⁽⁶⁾	10
finneed	Sat w/ County's Help to People in Need	86.0%	13	79.6%	26	78.6% ⁽⁴⁾	89	63.0%	106	65.2%	81	65.9%	111	67.5%	27

Table E138		Length of Residence in PWC													
		Less than 1 year (1)		1 to 2 years (2)		3 to 4 years (3)		6 to 10 years (4)		11 to 19 years (5)		20 years or more (6)		All my life (7)	
Communication with the County		%	n	%	n	%	n	%	n	%	n	%	n	%	n
helpful2d	Helpfulness of PWC Employees	93.4% ⁽³⁾⁽⁵⁾	12	88.7% ⁽³⁾	53	70.0%	115	82.9%	133	75.2%	117	82.2%	197	83.6%	24
helpfulad	Sat w/ Helpfulness of PWC Employees	100.0% ⁽³⁾⁽⁴⁾⁽⁵⁾⁽⁶⁾	4	97.7% ⁽³⁾⁽⁵⁾	17	76.3%	40	91.0%	56	77.6%	49	89.1%	63	90.3%	4
timesatad	Sat w/ Time Took to be Answered	100.0% ⁽³⁾⁽⁵⁾⁽⁶⁾	4	97.7%	17	82.0%	40	94.4%	56	81.5%	49	89.6%	63	81.7%	4
net2d	Sat w/ PWC Government Web Site	80.8%	16	90.9%	59	90.1%	121	90.3%	117	89.9%	125	90.7%	140	89.2%	21

Development Issues		Length of Residence in PWC													
		Less than 1 year (1)		1 to 2 years (2)		3 to 4 years (3)		6 to 10 years (4)		11 to 19 years (5)		20 years or more (6)		All my life (7)	
		%	n	%	n	%	n	%	n	%	n	%	n	%	n
landd	Sat w/ Planning of Land Devel (combined)	93.1% ⁽²⁾⁽³⁾⁽⁴⁾⁽⁵⁾⁽⁶⁾⁽⁷⁾	29	72.1% ⁽⁶⁾	43	59.4% ⁽⁶⁾	116	56.3% ⁽⁶⁾	113	56.3% ⁽⁶⁾	133	42.5%	174	64.8%	31
roaddevd	Sat w/ Coordination of Development with Road Systems	74.5% ⁽²⁾⁽⁴⁾⁽⁵⁾⁽⁶⁾	37	52.9%	73	63.2% ⁽⁴⁾⁽⁵⁾⁽⁶⁾	183	48.2% ⁽⁶⁾	158	41.8%	151	34.4%	217	55.8%	34
inputdevd	Sat w/ Opportunities for Citizen Input	100.0% ⁽²⁾⁽³⁾⁽⁴⁾⁽⁵⁾⁽⁶⁾⁽⁷⁾	8	82.4%	45	79.9%	115	77.0%	120	68.3%	115	73.8%	173	59.0%	22
growthcd	Sat w/ Growth Rate of PWC	91.0% ⁽²⁾⁽³⁾⁽⁴⁾⁽⁵⁾⁽⁶⁾⁽⁷⁾	36	66.2% ⁽⁵⁾⁽⁶⁾	74	61.2% ⁽⁵⁾⁽⁶⁾	205	65.6% ⁽⁵⁾⁽⁶⁾	202	45.8%	177	43.7%	237	48.5%	39
buildngsd	Sat w/ Safety of Buildings	97.0% ⁽²⁾⁽⁴⁾⁽⁶⁾	25	84.0%	68	92.3%	160	85.6%	189	94.2% ⁽⁴⁾⁽⁶⁾	139	85.6%	167	96.4% ⁽²⁾⁽⁴⁾⁽⁶⁾	32
visdevd	Sat w/ Visual Appearance of New Development	84.5%	38	85.7%	71	89.5% ⁽⁵⁾⁽⁶⁾	167	88.5%	174	81.2%	136	80.8%	211	74.6%	28
neighbord	Sat w/ Preventing Neighborhood Deterioration	60.4%	31	79.9% ⁽⁶⁾⁽⁷⁾	76	73.3% ⁽⁶⁾	154	69.2%	154	76.6% ⁽⁶⁾⁽⁷⁾	149	59.0%	216	51.8%	33
newjobsd	Sat w/ Attracting New Jobs to PWC	100.0% ⁽²⁾⁽³⁾⁽⁴⁾⁽⁵⁾⁽⁶⁾⁽⁷⁾	18	78.5%	34	80.1%	59	76.9%	87	77.4%	96	75.1%	134	75.6%	22
travel97d	Sat w/ Ease of Travel in PWC	42.0%	57	62.7% ⁽¹⁾	113	55.1%	226	60.8%	230	49.6%	193	53.9%	294	40.3%	39
outsidedcd	Sat w/ Travel in NOVA outside PWC	39.6%	53	47.1% ⁽⁶⁾	108	40.1%	213	39.2%	217	36.6%	189	30.4%	279	30.9%	38
lfillsatd	Sat with Landfill	100.0%	4	95.5%	19	94.9%	58	99.0%	84	100.0%	79	98.3%	162	100.0%	31
compsatd	Sat w/ Compost Facility	100.0%	1	100.0%	13	95.2%	25	100.0%	30	95.2%	40	96.8%	50	100.0%	7
qstreams	Sat w/ PWC Efforts to Preserve Water Quality	93.4%	14	79.6%	21	87.7%	81	86.0%	90	89.7%	84	82.2%	149	84.3%	24

Table E140		Length of Residence in PWC													
		Less than 1 year (1)		1 to 2 years (2)		3 to 4 years (3)		6 to 10 years (4)		11 to 19 years (5)		20 years or more (6)		All my life (7)	
Views of Government		%	n	%	n	%	n	%	n	%	n	%	n	%	n
effneffd	Sat w/ Efficient and Effective Service	95.9% ⁽³⁾⁽⁶⁾	37	88.8%	64	83.3%	168	88.2%	176	88.0%	155	81.8%	223	85.8%	28
valued	Value for Tax Dollar	93.2% ⁽³⁾⁽⁴⁾⁽⁵⁾⁽⁶⁾⁽⁷⁾	44	85.4% ⁽⁵⁾⁽⁶⁾	83	74.6%	183	75.8%	204	72.9%	177	69.2%	237	69.7%	30
trstgovld	Trust in government (Just about always & Most of the time)	67.3%	30	50.9%	81	55.5%	184	62.2%	192	57.4%	150	61.0%	248	53.2%	23

TABLE E: Satisfaction Mean Ratings by Demographic Variables*

Table E141		Kind of Place R Lives In							
		Single-Family Home (1)		Duplex/Townhome (2)		Apartment or Condo (3)		Other (4)	
Quality of life		mean	n	mean	n	mean	n	mean	n
qol10	Quality of life (ratings on 10 point-scale)	7.10	756	6.64	238	6.87	135	7.16	15
Satisfaction with Services		%	n	%	n	%	n	%	n
ctysat97d	General Satisfaction with Services	90.3%	664	88.2%	241	87.5%	123	92.5%	7
voted	Sat w/ Convenient Ways to Register to Vote	97.1%	545	96.5%	158	97.4%	111	100.0% ⁽¹⁾⁽²⁾	5
pctupd	Sat w/ Efficiency and Effectiveness of the Voting Precinct Setup	93.5%	492	88.8%	126	95.6%	44	100.0% ⁽¹⁾⁽²⁾	8
govtservd	Sat w/ Informing Citizens about Government	81.9%	187	78.8%	50	82.5%	35		
govtserv_resd	Sat w/ Informing RESIDENTS about Government	79.4%	386	80.3%	147	78.4%	62	100.0% ⁽¹⁾⁽²⁾⁽³⁾	4

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

Table E142		Kind of Place R Lives In							
		Single-Family Home (1)		Duplex/Townhome (2)		Apartment or Condo (3)		Other (4)	
Emergency Services		%	n	%	n	%	n	%	n
policed	Sat w/ Overall Performance of Police Dept	91.1% ⁽³⁾	862	85.8%	294	81.9%	147	100.0% ⁽¹⁾⁽²⁾⁽³⁾	14
attitued	Sat w/ Police Dept Attitudes Towards Citizens	81.3%	232	78.0%	91	70.4%	42	100.0%	1
attitude_resd	Sat w/ Police Dept Attitudes Towards RESIDENTS	81.6%	503	72.7%	187	70.9%	93	100.0% ⁽¹⁾⁽²⁾⁽³⁾	7
attitud	Sat w/ Sheriff's Office Attitudes and Behaviors towards Citizens	86.1%	57	95.9%	23	100.0% ⁽¹⁾	14	100.0%	1
attitut_resd	Sat w/ Sheriff's Office Attitudes and Behaviors towards RESIDENTS	96.5%	160	97.7%	36	100.0% ⁽¹⁾	29	100.0% ⁽¹⁾	2
sheriffad	Sat w/ Overall Performance of Sheriff's Office	94.3%	225	94.7%	55	100.0% ⁽¹⁾	40	100.0% ⁽¹⁾	3
drugsd	Sat w/ Reduce the Use of Illegal Drugs	88.6%	466	87.8%	148	81.6%	73	100.0%	0
gangsd	Sat w/ Police Dept Efforts to Combat Gangs	86.5%	510	80.5%	166	85.1%	88	57.9%	8
courtsatd	Sat w/ Level of Security in the Courthouse	98.4%	267	100.0% ⁽¹⁾	88	100.0% ⁽¹⁾	54	100.0% ⁽¹⁾	3
fired	Sat w/ Fire Fighting in Area	96.8%	571	95.6%	191	97.1%	84	100.0% ⁽¹⁾	8
rescued	Sat w/ Emergency Medical Rescue Services	97.0%	520	91.7%	181	97.5%	87	94.0%	10

Table E143		Kind of Place R Lives In							
Immigration Policy		Single-Family Home (1)		Duplex/Townhome (2)		Apartment or Condo (3)		Other (4)	
		%	n	%	n	%	n	%	n
polfaird	Sat w/ Police Dept to Treat Everybody Fairly	76.9% ⁽³⁾	727	74.3% ⁽³⁾	248	58.0%	113	66.8%	5
ppolicyd	Sat w/ Police Dept carrying out Immigration Policy	83.8% ⁽²⁾	581	71.6%	230	80.6%	96	85.5%	6

Table E144		Kind of Place R Lives In							
		Single-Family Home (1)		Duplex/Townhome (2)		Apartment or Condo (3)		Other (4)	
Calling 9-1-1		%	n	%	n	%	n	%	n
emsatisd	Sat w/ Assistance from 911 Operator	96.9%	206	87.9%	71	90.6%	37	100.0%	1
emtimebd	Satisfaction with Time for Help to Arrive	82.3%	197	89.2%	64	80.5%	31	100.0%	1
emasstbd	Sat w/ Assistance on the Scene	87.3%	190	84.9%	63	86.1%	30	100.0%	1
amcrimed	Sat w/ Safety in Neighborhood in Daytime	92.5%	722	90.0%	223	90.6%	128	100.0% ⁽¹⁾⁽²⁾⁽³⁾	10
pmcrimed	Sat w/ Safety in Neighborhood at Night	86.0%	674	87.4%	245	80.4%	129	100.0% ⁽¹⁾⁽²⁾⁽³⁾	7
dycrimebd	Sat w/ Safety in Business Areas in Daytime	91.6%	505	90.8%	168	85.3%	73	100.0% ⁽¹⁾⁽²⁾⁽³⁾	6
ntcrimebd	Sat w/ Safety in Business Areas at Night	80.8%	475	79.7%	161	73.0%	69	43.5%	3
strltad	Sat w/ Street Lighting where Needed	83.4%	666	87.1%	252	87.2%	121	81.0%	8

Table E145		Kind of Place R Lives In							
		Single-Family Home (1)		Duplex/Townhome (2)		Apartment or Condo (3)		Other (4)	
Crime		%	n	%	n	%	n	%	n
preventbd	Sat w/ Crime Prevention Programs	82.7%	490	79.6%	157	79.7%	95	84.2%	9

Table E146		Kind of Place R Lives In							
		Single-Family Home (1)		Duplex/Townhome (2)		Apartment or Condo (3)		Other (4)	
Public Services		%	n	%	n	%	n	%	n
schl4d	Sat that School System Provides Efficient Service	81.3%	537	79.3%	174	94.1% ⁽¹⁾⁽²⁾	75	100.0% ⁽¹⁾⁽²⁾⁽³⁾	6
libraryd	Sat w/ Providing Library Services	96.5% ⁽⁴⁾	634	95.5% ⁽⁴⁾	223	93.0%	115	71.4%	8
librysatd	Sat w/ Service from Library Staff	99.0%	525	95.8%	178	98.7%	70	90.0%	9
parkd	Sat w/ Providing Park and Recreation facilities and Programs	90.3%	680	89.4%	212	88.3%	117	90.0%	10
park2d	Sat with Park Authority	92.8%	322	94.7%	89	94.6%	35	100.0% ⁽¹⁾⁽²⁾	5
ctyserv2d	Sat with Service Authority	92.9%	479	97.4% ⁽¹⁾	170	95.6%	74	100.0% ⁽¹⁾⁽²⁾	4

Table E147		Kind of Place R Lives In							
		Single-Family Home (1)		Duplex/Townhome (2)		Apartment or Condo (3)		Other (4)	
Human Services		%	n	%	n	%	n	%	n
hlthsatd	Sat w/ Health Department	79.7%	220	80.9%	86	72.1%	61	87.7%	8
elderlyd	Sat w/ Programs for Elderly Population	74.9%	332	82.1%	105	80.3%	76	77.7%	8
dsssatd	Sat w/ Dept of Social Services	72.1%	181	61.2%	64	60.4%	52	84.3%	5
mentpbd	Sat w/ Services to People w/ Mental Health Problems	80.5%	132	85.4%	37	83.4%	28	100.0% ⁽¹⁾⁽²⁾⁽³⁾	3
mentret	Sat w/ Services to Mental Retardation	84.8%	101	80.1%	19	91.8%	23	100.0% ⁽¹⁾⁽²⁾	3
menteisd	Sat w/ Early Intervention Services	80.6%	102	75.6%	23	90.9%	21	100.0% ⁽¹⁾⁽²⁾	3
mentsubd	Sat w/ Services to Substance Abuse	75.2%	98	86.3%	30	91.7% ⁽¹⁾	23	100.0% ⁽¹⁾⁽²⁾	3
mentalld	Sat w/ Mental Health Services Overall	86.1%	142	83.7%	37	93.4%	29	100.0% ⁽¹⁾⁽²⁾	3
finneedbd	Sat w/ County's Help to People in Need	74.8% ⁽²⁾	278	58.1%	105	63.4%	70	44.4%	2

Table E148		Kind of Place R Lives In							
		Single-Family Home (1)		Duplex/Townhome (2)		Apartment or Condo (3)		Other (4)	
Communication with the County		%	n	%	n	%	n	%	n
helpful2d	Helpfulness of PWC Employees	81.4% ⁽²⁾	459	69.8%	129	86.3% ⁽²⁾	59	84.6%	6
helpfulad	Sat w/ Helpfulness of PWC Employees	84.5%	151	86.5%	57	91.1%	22	100.0% ⁽²⁾	3
timesatad	Sat w/ Time Took to be Answered	87.9%	151	88.6%	57	89.9%	22	100.0% ⁽²⁾	3
net2d	Sat w/ PWC Government Web Site	90.7%	400	90.6%	130	84.1%	63	100.0% ⁽¹⁾⁽²⁾⁽³⁾	5

Table E149		Kind of Place R Lives In							
		Single-Family Home (1)		Duplex/Townhome (2)		Apartment or Condo (3)		Other (4)	
Development Issues		%	n	%	n	%	n	%	n
landd	Sat w/ Planning of Land Devel (combined)	55.1% ⁽⁴⁾	432	58.8% ⁽⁴⁾	134	58.5% ⁽⁴⁾	71	100.0% ⁽²⁾⁽³⁾	3
roaddevd	Sat w/ Coordination of Development with Road Systems	41.7%	563	60.6% ⁽¹⁾	186	65.7% ⁽¹⁾	99	78.4%	4
inputdevd	Sat w/ Opportunities for Citizen Input	73.7%	408	76.6%	127	76.6%	57	100.0% ⁽¹⁾⁽²⁾⁽³⁾	8
growthcd	Sat w/ Growth Rate of PWC	51.6%	643	62.9% ⁽¹⁾	212	68.2% ⁽¹⁾	109	75.3%	8
buildngsd	Sat w/ Safety of Buildings	90.3%	498	87.0%	187	86.2%	86	100.0% ⁽¹⁾⁽²⁾⁽³⁾	9
visdevd	Sat w/ Visual Appearance of New Development	82.9%	533	85.8%	202	90.0%	79	100.0% ⁽¹⁾⁽²⁾⁽³⁾	12
neighbord	Sat w/ Preventing Neighborhood Deterioration	65.9%	517	74.8%	189	70.1%	99	86.9%	7
newjobsd	Sat w/ Attracting New Jobs to PWC	79.8%	304	74.4%	91	73.5%	53	100.0% ⁽¹⁾⁽²⁾⁽³⁾	2
travel97d	Sat w/ Ease of Travel in PWC	52.8%	743	54.3%	257	63.4%	141	74.6%	10
outsided	Sat w/ Travel in NOVA outside PWC	33.6%	705	40.1%	244	49.6% ⁽¹⁾	139	44.5%	10
lfillsatd	Sat with Landfill	99.0%	356	95.1%	61	95.0%	15	100.0% ⁽¹⁾	4
compsatd	Sat w/ Compost Facility	96.3%	126	100.0% ⁽¹⁾⁽³⁾	24	100.0% ⁽¹⁾	16		
qstreams	Sat w/ PWC Efforts to Preserve Water Quality	86.0%	348	87.2%	85	68.4%	26	100.0% ⁽¹⁾⁽²⁾⁽³⁾	6

Table E150		Kind of Place R Lives In							
		Single-Family Home (1)		Duplex/Townhome (2)		Apartment or Condo (3)		Other (4)	
Views of Government		%	n	%	n	%	n	%	n
		effneffd	Sat w/ Efficient and Effective Service	86.0%	568	83.4%	182	88.7%	95
valued	Value for Tax Dollar	74.3%	639	74.9%	216	78.2%	98	77.4%	4
trstgov1d	Trust in government (Just about always & Most of the time)	60.2% ⁽⁵⁾	604	54.3% ⁽⁵⁾	187	55.9% ⁽⁵⁾	107	87.4% ⁽¹⁾⁽²⁾⁽³⁾⁽⁵⁾	6

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

Question	Prior Designator	Question Name	Core Question	Not Core Incl. 2007	Not Core Incl. 2008
NEW Is this a cellular telephone?		CELLPHONE			1
NEW Is this a landline or regular?		LANDLINE			1
NEW Do you also have a cell phone for your personal use?		OWNCELL			1
NEW Is this cell phone used for (personal, business, personal & business)?		CELLUSE			1
NEW Do you also have a regular telephone at home?		HAVELINE			1
Between 1 and 10 how would you rate PWC as a place to live?	OVERALL	QOL10	1		
On the same scale where would you say PWC stood 5 yrs ago?	Q22	5YRAGOB			
On the same scale where would you say PWC will stand 5 yrs from now?	Future	FUTUREB			
Would you like to be living in PWC 5 yrs from now or someplace else?	Q23	HPELIVEB			
How satisfied are you in general with services the County provides?		CTYSAT97	1		
Since last year is satisfaction with services increased/decreased/same?	satchg				
How satisfied are you with:					
The job the county is doing in providing convenient ways to register to vote?	Q51	VOTE	1		
NEW Have you gone to a voting precinct in PWC to vote in any election?		VOTEYEAR			1
NEW Satisfaction: efficiency and effectiveness of the voting precinct set-up		PCTUP			1
The job the county is doing keeping citizens informed about programs?	Q54	GOVTSERV	1		
Where do you get information on the PWC government?		INFOSORC		1	
How satisfied are you with:					
The job the County is doing in animal control services?	Q39	ANIMALA		1	
The job the County is doing in providing street lighting?	Q40	STRLTA	1		
The job the County is doing in fire fighting in your area?	Q33	FIRE	1		
The job the County is doing in providing emergency medical rescue?	Q34	RESCUE	1		
The job the County is doing in controlling mosquitoes?		MOSCONT		1	
How satisfied are you with:					
Safety from crime in your neighborhood during daylight?	Q36a	AMCRIME	1		
Safety from crime in your neighborhood after dark?	Q36b	PMCRIME	1		
Safety from crime in commercial areas during daylight?	Q36c	DYCRIMEB			
Safety from crime in commercial areas after dark?	Q36d	NTRIMEB			
Crime prevention programs and information provided by police?	Q37	PREVENTB			
Police department attitudes and behaviors towards citizens?	Q37a	ATTITUDE	1		
NEW Satisfaction: Police department treats everyone fairly?		POLFAIR			1
Police department efforts to reduce the use of illegal drugs?	Q38	DRUGS	1		
Police department's efforts to combat gang activity?		GANGS			
The overall performance of the police department?	Q35	POLICE	1		
NEW Were you or anyone in your household victim of ANY crime?		VCRIME			1
NEW Did you report it to PWC Police Department?		VCRIMER			1
NEW Reasons for not reporting crime to PWC Police Department		VCRIMNR			1
NEW What types of crimes were you victim of?		CRMTYPES			1
NEW Satisfaction with the job the Police Department is doing in carrying out the immigration policy?		PPOLICY			1
NEW Reasons for satisfaction (open end)		WPOLSAT1			1
NEW Reasons for dissatisfaction (open end)		WPOLSAT2			1
In the past year, have you had occasion to visit the Judicial Center (the courthouse in downtown Manassas)?		COURT	1		

Question

Question	Prior Designator	Question Name	Core Question	Not Core Incl. 2007	Not Core Incl. 2008
How satisfied are you with the level of security in the courthouse?		COURTSAT	1		
Satisfaction Sheriff's Office attitudes and behaviors toward citizens		ATTITUT	1		
Satisfaction with the overall performance of the Sheriff's Office		SHERIFFA	1		
Have you dialed 911 over the past 12 months?	Q184	EMERG911	1		
When you dialed 911 which services did you call for?	Q187	EMSERVB	1		
Was your call because of an emergency?	Q187a	EMERGSB	1		
How satisfied were you with:					
The assistance you received from the person who took your 911 call?	Q191	EMSATIS	1		
The time it took for help to arrive on scene?	Q192	EMTIMEB	1		
The assistance provided on the scene?	Q193	EMASSTB	1		
How many people in your household have been trained in CPR?		CPR97	1		
Why dissatisfied with the assistance received from person taking 911 call?		EMSATRES			
How much time did it take for help to arrive on the scene?		EMTIMEST			
What is a reasonable amount of time to receive help?		EMTIMRES			
Why dissatisfied with the assistance provided on the scene?		EMASSRES			
In the event of an emergency, how long could you shelter in your home with electricity?		SHELTER1	1		
In the event of an emergency, how long could you shelter in your home without electricity?		SHELTER2	1		
Providing library services?	Q50	LIBRARY	1		
Providing park and recreation facilities and programs?	Q46	PARK	1		
Providing programs to help the County's elderly population?	Q58	ELDERLY	1		
Providing help to people in financial need?	Q59	FINNEEDB			
Providing help to people with emotional, mental, or alcohol and drug problems?		PROBLEMB		1	
Have you used the county libraries in the past 12 months?	Q81	LIBRY12	1		
If so, how satisfied were you with service from library staff?	Q82	LIBRYSAT	1		
Are you familiar enough to rate the Department of Social Services?	Q87	DEPTSS	1		
If so, how satisfied are you with DSS services?	Q88	DSSSAT	1		
Are you familiar enough with Health Department to rate their services?	Q89	HLTHDEPT	1		
If so, how satisfied are you with Health Department services?	Q90	HLTHSAT	1		
Are you familiar with the services of the Community Service Board?	Q93	MENTAL	1		
How satisfied are you with their:					
Services to people with mental retardation?		MENTRET	1		
Early Intervention Services?		MENTEIS	1		
Services to people with substance abuse problems?		MENSUB	1		
Services overall?		MENTALL	1		
Services to people with mental health problems		MENTHPB*	1		
* This question was omitted in the 2007 survey					
Over the past 12 months have you contacted anybody in the County government about anything?	Q65	ANYBODY	1		
If so, how satisfied were you with the helpfulness of employees?	Q68	HELPFUL2	1		
Have you contacted the County about your taxes over last 12 months?	Q64a	TAXESA	1		
What was the specific reason you contacted the County?	Q64a1	CONTACTA	1		
How did you contact the county (telephone, walk in, etc).	Q64b	HOWCONA	1		
How satisfied were you with the helpfulness of employees?	Q64c1	HELPFULA	1		
How satisfied were you with time it took for your request to be answered?	Q64c3	TIMESATA	1		

Question

Question	Prior Designator	Question Name	Core Question	Not Core Incl. 2007	Not Core Incl. 2008
Have you ever used the PWC government website?		NET1	1		
If so, how satisfied were you with the site?		NET2	1		
How satisfied are you with the job the County is doing planning how land will be used and developed?	Q52	LAND	1		
Are you familiar enough with County's effort to attract new jobs and business to rate those efforts?		RATEBJOBS	1		
How satisfied are you with the job the County is doing trying to attract new jobs and businesses?	Q56	NEWJOBS	1		
What caused you to be dissatisfied with the job the County is doing to attract new jobs and businesses?		JOBSDIS			
Deleted What types of jobs do you think the county should be trying to attract?		JOBSDISN			
What are some reasons you are very satisfied with the job the County is doing to attract new jobs and businesses?		JOBSSAT			
How satisfied are you with:					
The job the County is doing in preventing neighborhoods from deteriorating and making sure the community is well kept up?	Q53	NEIGHBOR	1		
The recycling services in the County?		RECYCLEC			1
Have you used the County landfill in the last 12 months?	Q83	LANDFILL	1		
If so, how satisfied were you with landfill services?	Q86	LFILLSAT	1		
In the past twelve months, have a member of your family used the Balls Ford Road Compost		COMPOST			
How satisfied were you with the Balls Ford Road compost facility		COMPSAT			
How satisfied are you with:					
The ease of travel or getting around within PWC?		TRAVEL97	1		
The ease of getting around Northern VA outside of PWC?		OUTSIDEDEC	1*		
*Client asked that OUTSIDEDEC be moved to the core questions.					
REVISED Public transportation provided to PWC residents for destinations within PWC?	TRANSC	TRANSC2			1
What would make you more satisfied with public transportation?	pubtra	MORESAT			1
What aspects of PWC's public transportation contribute to your satisfaction?		WHYSAT			1
REVISED How satisfied are you with public transportation provided to PWC residents for destinations elsewhere in NOVA and DC?	NOVATRC	NOVATRC2			1
How satisfied are you with:					
The rate of growth in the County?		GROWTHC	1		
The coordination of development with transportation and road systems?	roadeva	ROADDEVA	1		
The coordination of development with locations of community facilities?	svcdev	SVEDEVA			1
The County's efforts to protect the environment?	envirdev	ENVRDEVA			1
The County's efforts to preserve open space?	spacedev	SPCEDEVA			1
The County's efforts in historic preservation?		HISTORIC			1
Opportunities for citizen input on the planning process?		INPUTDEV	1		
The visual appearance of new development in the County?		VISDEV	1		
NEW Satisfaction: safety of buildings, residential and non-residential constructed in the County in the two years?		BUILDINGS			1
Familiarity with the County's effort to preserve and improve the water quality of the streams?		QSSCREEN			
Satisfaction with the County's effort to preserve and improve the water quality of the streams		QSTREAMS			

Question

Question	Prior Designator	Question Name	Core Question	Not Core Incl. 2007	Not Core Incl. 2008
How satisfied are you with the visual appearance of the County in regards to:					
The amount of trash / debris, litter along roadways and in neighborhoods?		TRASHC		1	
The number of illegal signs along major roads?		SIGNSC		1	
Deteriorated buildings and other structures?		BUILDNGC		1	
The number of junk cars along roadways and in neighborhoods?		JUNKC		1	
Should services and taxes increase, decrease, or stay the same?	Q129	VIEW	1		
How satisfied are you with the County in giving you value for your tax dollar?	Q96	VALUE	1		
How satisfied are you that the County provides efficient and effective service?		EFFNEFF	1		
How much of the time can you trust the County government to do right?		TRSTGOV1	1		
How many persons under 18 live in your household?	Q132	UNDER18	1		
Are any of those children less than 5?		KUNDR597	1		
Are any of those children ages 5 to 12?		K5TO1297	1		
Are any of those children ages 13 to 17?		KOVR1297	1		
Do you currently have any children attending PWC Schools?		SCHLO1	1		
How satisfied are you:					
That the school system provides efficient/effective service?		SCHL4	1		
Deleted With adult learning opportunities in the County?		ADULTC			
Deleted With life-long learning opportunities in the County?		LEARNC			
Have you used park and recreation facilities in the past 12 months?	Q75	PARK12	1		
Are you familiar enough with Park Authority services to rate?		PARK1	1		
How satisfied are you that the Park Authority provides efficient/effective service?		PARK2	1		
Are you familiar enough with Service Authority to rate?		CTYSERV1	1		
How satisfied are you that Service Authority provides efficient/effective service?		CTYSERV2	1		
How many persons in your household are 18 or older?	Q131	OLDER18	1		
NEW Do any of these adults share this cell phone?		CELLSHARE			1
NEW Distribution of calls made and received (cell/landline)		CELLCOMP			1
NEW Of the other adults in the household, how many have their own cell phone?		CELLCOUNT			1
NEW Is the number I dialed listed in the current telephone book?		PHONE1B			1
In what year were you born?	Q134	YRBORN	1		
Are you working full time, part time, looking for work?	Q135	WORK	1		
Do you have any specialized work related license?	cred98	CRED98B			
What kind of work do you do at your job?	job1	JOB1B			
What is the main business or industry of your organization?	job2	JOB2B			
So you are employed in?	job3	JOB3B			
What is the place where you work primarily concerned with?	job5	JOB5B			
In what county or city is your job located?	Q136	JOBCITY	1		
And where in Fairfax is your job located		FAIRFAX			
Are you living today in the same house as you were a year ago?		SAMEHOME	1		
Are you commuting to the same workplace as you were a year ago?		SAMEWORK	1		
How long on average does it take you to get to work?		COMM98	1		
During the past year has your commuting time gotten longer/shorter/same?		COMMTIME	1		
Do you telecommute or telework?		TELECOM	1		
In past 12 months, how often have you telecommuted or teleworked?		TELTIME	1		

Question

Question	Prior Designator	Question Name	Core Question	Not Core Incl. 2007	Not Core Incl. 2008
Is the number I dialed listed in the current telephone book?		PHONE1	1		
If not, is it because you chose to have an unlisted number or because you got this number after the current phone book came out?		PHONE2	1		
What is your marital status?	Q137	MARITAL	1		
What is the highest level of education you completed?	Q138	EDUC	1		
Are you currently serving or have you served in the U.S. military?	Qmiltry	MILTRY	1		
What is your income range?	Q151	INCOME	1		
Do you consider yourself to be of Hispanic origin?		HISPANIC	1		
What is your race?	Q152	RACE	1		
Total Questions			94	17	20

SATISFACTION ITEM INDEX

ITEM	SATISFACTION ITEM DESCRIPTION	FREQUENCY PAGE NUMBER	QUESTIONNAIRE PAGE NUMBER	REPORT PAGE NUMBER
<i>General Satisfaction with Government Services</i>				
CTYSAT97	Services of the County Government in General	D-3	A-10	12
GOVTSERV	Informing Citizens on Government Services	D-5	A-11	12
GOVTSERV_RES	Informing Residents on Government Services	D-5	A-11	13
PCTUP	Efficiency and Effectiveness of the Voting Precinct Setup	D-4	A-11	13
VOTE	Voter Registration	D-4	A-11	13
<i>Public Safety</i>				
POLICE	Overall Satisfaction with Police	D-10	A-15	13
ATTITUDE	Police Attitudes and Behaviors Towards Citizens	D-8	A-14	14
PPOLICY	Police Department Carrying Out Immigration Policy	D-11	A-15	15
POLFAIR	Police Department Treats Everyone Fairly	D-9	A-14	17
DRUGS	Reduce Illegal Drugs	D-9	A-14	18
GANGS	Efforts to Combat Gang Activity	D-9	A-14	18
FIRE	Fire Protection	D-6	A-12	18
RESCUE	Medical Rescue	D-6	A-12	18
COURTSAT	Security in Courthouse	D-11	A-16	18
SHERIFFA	Sheriff's Office Performance	D-13	A-17	18
ATTITUT	Sheriff's Office Attitudes and Behaviors Toward Citizens	D-12	A-17	18
ATTITUT_RES	Sheriff's Office Attitudes and Behaviors Toward Residents	D-12	A-17	18
EMSATIS	911 Phone Help	D-14	A-18	19
EMTIMEB	Time for Help to Arrive	D-15	A-19	19
EMASSTB	Assistance on the Scene	D-17	A-19	19
AMCRIME	Safety in Neighborhood in Daylight	D-6	A-12	20
PMCRIME	Safety in Neighborhood after Dark	D-7	A-13	20
STRLTA	Street Lighting	D-5	A-12	21
PREVENTB	Crime Prevention Program and Information	D-8	A-13	21
DYCRIMEB	Safety in Commercial and Business Areas in Daylight	D-7	A-13	21
NTCRIMEB	Safety in Commercial and Business Areas at Night	D-7	A-13	21
<i>Public Services</i>				
SCHL4	School System Provides Efficient and Effective Service	D-37	A-33	24
LIBRARY	Library Services	D-19	A-21	24
LIBRYSAT	Library Staff	D-21	A-22	24
PARK	Park & Recreation Facilities and Programs	D-19	A-21	24
PARK2	Park Authority Provides Efficient & Effective Service	D-38	A-33	24
ELDERLY	Helping the Elderly	D-20	A-21	25
FINNEEDB	Help to People in Financial Need	D-20	A-22	25
DSSSAT	Satisfaction with DSS	D-21	A-22	25

PRINCE WILLIAM COUNTY CITIZEN SATISFACTION SURVEY

HLTHSAT	Health Department	D-22	A-23	25
MENTHPB	Services to People with Mental Health Problem	D-23	A-23	25
MENTRET	Services those with Mental Retardation	D-23	A-23	25
MENTEIS	Early Intervention Services	D-23	A-24	25
MENTSUB	Services to People with Substance Abuse Problems	D-24	A-24	25
MENTALL	Overall Services of CSB	D-24	A-23	25
<i>Communication with the County</i>				
HELPFUL2	Helpfulness of Employees	D-25	A-25	28
HELPFULA	Helpfulness of Employees on Tax Questions	D-26	A-25	28
TIMESATA	Time Taken for Requests to be Answered	D-26	A-25	28
NET2	County Web Site	D-27	A-26	27
<i>Planning and Development</i>				
COMPSAT	Balls Ford Road Compost Facility	D-30	A-28	33
LAND1	Planning of Land Development – pre-job	D-27	A-26	30
LAND2	Planning of Land Development – post-job	D-28	A-26	30
QSTREAMS	Efforts to Preserve and Improve Water Quality of Streams	D-32	A-30	34
GROWTHC	Growth in County	D-31	A-29	30
INPUTDEV	Citizen Input Opportunity re: Development	D-32	A-30	31
ROADDEVA	Coordination of Development with Road Systems	D-31	A-29	33
VISDEV	Appearance of New Development	D-33	A-30	32
BUILDINGS	Safety of Buildings	D-33	A-31	32
NEIGHBOR	Prevent Neighborhood Deterioration	D-29	A-27	32
NEWJOBS	Attract New Jobs and Businesses	D-28	A-27	32
TRAVEL97	Getting Around	D-30	A-29	33
OUTSIDEC	Ease of Travel around Northern Virginia	D-31	A-29	33
LFILLSAT	Landfill	D-29	A-28	32
CTYSERV2	Satisfaction with Service Authority	D-38	A-35	24
<i>Government</i>				
EFFNEFF	County Provides Efficient and Effective Service in General	D-35	A-31	36
VALUE	Value for Tax Dollar	D-34	A-31	37