

Prince William County Citizen Satisfaction Survey

REPORT OF RESULTS 2006



Prepared by:

Abdoulaye Diop, Ph.D.
Senior Research Analyst

Michael A. Aquino, M.A.
Research Analyst

Thomas M. Guterbock, Ph.D.
Director

With the assistance of:

Trung Kien Le, M.A.
Research Analyst

Yamini Damodharan, M.S.
Research Analyst

Prepared for:

**OFFICE OF EXECUTIVE MANAGEMENT
Prince William County, Virginia
August 2006**



**WELDON COOPER
CENTER FOR PUBLIC SERVICE**
University of Virginia

Prince William County Citizen Satisfaction Survey

REPORT OF RESULTS 2006

TABLE OF CONTENTS

List of Figures ii

List of Tables iii

Acknowledgements..... iv

Executive Summaryv

1 Introduction, Respondent Selection, and Summary of Methods.....1

2 Quality of Life in Prince William County.....6

3 Satisfaction with County Services.....10

4 Communication with the County21

5 Development Issues.....24

6 Views of Government30

7 Employment and Commuting34

8 Summary and Conclusion41

- Appendix A: *Questionnaire*
- Appendix B: *Survey and Sampling Methodology*
- Appendix C: *Demographics of Sample*
- Appendix D: *Survey Results*
- Appendix E: *Question Revisions and Rotation Plan*

Satisfaction Item Index

LIST OF FIGURES

Figure 1-1	Map of Prince William County
Figure 1-2	Age of Respondents, 2006
Figure 1-3	Race of Respondents, 2006
Figure 1-4	Household Income, 2006
Figure 1-5	Educational Level, 2006
Figure 2-1	Overall Quality of Life Ratings, 2006
Figure 2-2	Mean Overall Quality of Life Ratings, 1993-2006
Figure 2-3	Mean Overall Quality of Life Ratings by Area, 2006
Figure 2-4	Overall Quality of Life Five Years Ago, 2006
Figure 2-5	Overall Quality of Life Five Years from Now, 2006
Figure 3-1	Overall Satisfaction with County Government Services, 2006
Figure 3-2	Overall Satisfaction with County Government Services, 1993 and 2002-2006
Figure 3-3	Change in Satisfaction with County Services over the Year, 2006
Figure 3-4	Satisfaction with Police Attitude by Race, 2006
Figure 3-5	Satisfaction with County Emergency Services, 2006
Figure 3-6	Purpose of 911 Call, 2006
Figure 3-7	Satisfaction with 911 Services, 2006
Figure 3-8	Satisfaction with Safety from Crime, 2006
Figure 3-9	Satisfaction with Public Services, 2006
Figure 3-10	Satisfaction with Human Services, 2006
Figure 3-11	Satisfaction with Community Service Board Services, 2006
Figure 4-1	Satisfaction with County Employee Helpfulness, 2006
Figure 4-2	Use of County Website, 1999-2006
Figure 4-3	Satisfaction with County Website, 2006
Figure 4-4	Satisfaction with Contacting the County, 2006
Figure 5-1	Satisfaction with Planning and Development, 2006
Figure 5-2	Satisfaction with County Growth Rate by Area, 2006
Figure 5-3	Satisfaction with Development Items, 2006
Figure 5-4	Satisfaction with Appearance Items, 2006
Figure 5-5	Satisfaction with Waste Management Services, 2006
Figure 5-6	Satisfaction with Transportation in the County, 2006
Figure 6-1	Satisfaction with Efficiency and Effectiveness of County Service, 2006
Figure 6-2	Trust County Government Decisions, 2006
Figure 6-3	Trust County Government Decisions, 2002-2006
Figure 6-4	Preferred Level of Services and Taxes, 2006
Figure 6-5	Satisfaction with Value of Tax Dollar, 2006
Figure 6-6	Satisfaction with Government Items, 2006
Figure 6-7	Satisfaction with Education Items, 2006
Figure 7-1	Employment Status, 2006
Figure 7-2	Place of Work, 2006
Figure 7-3	Length of Commute by Region, 2006
Figure 7-4	Average Commute Time, 2002-2006
Figure 7-5	Change in Travel Time from Last Year, 2006
Figure 8-1	Satisfaction by Visibility, 2006

LIST OF TABLES

Table 3-1	Trends in General Satisfaction with Government Services, 1993 and 2002-2006
Table 3-2	Satisfaction with 911 by Type of Contact, 2006
Table 3-3	Trends in Satisfaction with Public Safety Services, 1993 and 2002-2006
Table 3-4	Trends in Satisfaction with Public Services, 1993 and 2002-2006
Table 4-1	Trends in Communication Items, 1993 and 2002-2006
Table 5-1	Trends in Development Issues, 1993 and 2002-2006
Table 6-1	Trends in Government Issues, 1993 and 2002-2006
Table 7-1	Occupation of Prince William County Workers, 2006
Table 7-2	Industry of Prince William County Workers, 2006
Table 7-3	Employment Sectors of Prince William County, 2006
Table 7-4	Job Location of Commuters by Residence Area, 2006
Table 7-5	Job Location of Commuters and Non-Commuters by Residence Area, 2006
Table 8-1	Percent Satisfied for All Satisfaction Items, 1993 and 2002-2006
Table 8-2	Ranked List of Satisfaction Items, 2006
Table 8-3	List of Satisfaction Items Ranked by Visibility, 2006
Table 8-4	List of Services in Satisfaction/Visibility Categories, 2006

Acknowledgements

This report details the fourteenth 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 Associate Professor of Sociology, has been the Principal Investigator from the commencement of these studies, and has been involved in all phases of the project, including budgeting, questionnaire drafting, logistical planning, data coding, data analysis, and editing this report.

Mr. James Webster, Internal Audit Director in the Prince William County Office of Executive Management, served as project manager and as primary point of contact between CSR and the County on all aspects of the project. He participated actively in the design of the questionnaire and in editing this report.

At CSR, Dr. Abdoulaye Diop, Senior Research Analyst, and Michael A. Aquino, M.A., Research Analyst, conducted the project analysis and co-authored the final report, which was then edited by Dr. Guterbock. During the early phases of the project, Dr. Guterbock prepared the analysis plan and Dr. Diop served as Project Coordinator.

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

Ms. Yamini Damodharan and Mr. Trung Kien Le, Research Analysts, provided valuable assistance in the analysis phase. Caroline Dyar, Project Assistant provided assistance with the final edits and format of the questionnaire, report, and PowerPoint presentation.

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

2006 PRINCE WILLIAM COUNTY CITIZEN SATISFACTION SURVEY

CENTER FOR SURVEY RESEARCH
UNIVERSITY OF VIRGINIA
AUGUST 2006

The 2006 Prince William County Citizen Satisfaction Survey is the fourteenth 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 1,439 randomly selected individuals living in the County was conducted from May 08 to June 23, 2006. As in prior years, the goals of the survey are:

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

This is the sixth Prince William County survey to use the alternating-questions survey format. This format, implemented in January 2001 by the County government and CSR staff to control survey length, contains core questions to be asked each year and two sets of questions included in the survey in alternate years. The form is: Core plus group A in one year, followed by Core plus group B in the next year. The 2006 survey includes the core questions, plus the questions designated group B. This year marks the fourth use of over-sampling to include a larger number of respondents in the rural crescent. The larger sample size allows for a more detailed look at the responses from the less populated areas in the County. Geographic weighting was used to generalize results to the entire County without over-representing any particular district.

Changes from 2005

Overall satisfaction with county services was 90.8 percent, down about 1 percentage point from the 2005 level, a change which is not statistically significant. Citizen satisfaction levels remained relatively constant. Compared to 2005, there were no significant increases on satisfaction items, while four items showed decreases in satisfaction. However, the ratings of these four items do not differ from the 2004 ratings.

- Satisfaction with the job the County is doing in providing convenient ways for people to register to vote decreased from 97 percent in 2005 to 95.2 percent in 2006.
- Satisfaction with the job the County is doing in keeping citizens informed about County government programs and services decreased from 84.3 percent in 2005 to 79.7 percent in 2006.
- Satisfaction with the job the County is doing in providing medical rescue services decreased from 98.3 percent in 2005 to 95.7 percent in 2006.
- Satisfaction with the assistance provided on the scene (in response to 911 calls) decreased from 94.9 percent in 2005 to 90.1 percent in 2006.

Changes from 2004 on Non-Core Survey Items

Several items were returned to the survey this year, according to the rotating schedule of non-core items. While none of the items showed significant decreases in satisfaction since the last time these questions were asked, in 2004, one item showed a significant increase in satisfaction:

- Satisfaction with the job the County is doing in providing help to people in financial need increased from 69.9 percent in 2004 to 76.7 percent in 2006.

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 2006 survey,

where significant changes in citizen satisfaction have occurred since the baseline survey taken in 1993, changes have been in the direction of greater satisfaction or continued high levels of satisfaction with minor fluctuations from year to year. Those indicators showing a general trend of improvement since 1993 are as follows:

- Satisfaction with voter registration is up 3.7 points from 1993.
- Satisfaction with information on government services is up 8.8 percentage points since 1993.
- Satisfaction with the police department is up 3.8 points since 1993.
- Satisfaction with helping the elderly is up approximately 13 points since 1993.
- Satisfaction with providing help to those in financial need is up more than 15 percentage points since 1993.
- Satisfaction with the Department of Social Services is up 9.3 percentage points since 1993.
- Satisfaction with the landfill is up approximately 7 percentage points since 1993.
- Satisfaction with the County's value for tax dollars is up 11 points since 1993.

An exception to this trend of increased satisfaction is:

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

Overall Quality of Life

With regard to overall quality of life, Prince William County remains a place that people believe is a good place to live. On a scale of 1 to 10, with 10 being the highest quality, the mean rating has increased from 6.90 in 1993 to 7.15 in 2006, a statistically significant improvement. The 2006 mean rating is not statistically significant from last year's mean of 7.24.

New Questions in 2005

In addition to the question asking PWC residents working in Fairfax County to specify where in Fairfax their jobs were located, the 2006 survey included three completely new items:

- How satisfied are you with [the Community Services Board] services to people with men-

tal health problems? (85.6% satisfied)

- In the past twelve months, have you or a member of your family used the Balls Ford Road Compost facility? (10% yes)
- How satisfied were you with the Balls Ford Road compost facility? (99% satisfied)
- Are you familiar with the County's efforts to preserve and improve the water quality of the streams? (32.1% familiarity)
- How satisfied are with the County's efforts to preserve and improve the water quality of the streams? (82.7% satisfied)

Residents were also asked a series of questions about the smoke detectors in their homes. These questions, initiated in a new series of questions in 1999, were last asked in 2000. Over 40 percent (42.2%) of residents tested their smoke detector "within the last month" in 2000 as compared to 35.5 percent in 2006, a significant decrease. However, a significantly higher percentage (98.9%) of residents said that their smoke detector was working properly when tested in 2006 as compared to 97.4 percent in 2000. The results showed no significant differences in the number of residents with smoke detectors in their home (99.1% in 2000 versus 99.5% in 2006).

Conclusion

The respondents rated 48 specific services not including a general rating of satisfaction with government service, for a total of 49 satisfaction items. The general County government rating, perhaps the single most important item in the survey, has a high satisfaction level of 90.8 percent. Over a third (34.8%) said they were "very satisfied" with the services of the County government in general.

The highest rated satisfaction items in our survey related to the libraries, the compost facility, the landfill, fire protection, medical rescue, and library services. Thirty-three of the 48 ranked satisfaction items (69%) scored ratings of 80 percent or better. Three items (6%) received ratings less than 60 percent: satisfaction with growth in the County, planning and land use, and ease of travel around Prince William County.

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. In general, people

are least satisfied with development and transportation issues, suggesting that these areas are in need of improvement.

A more detailed discussion of the findings can be found in the body of the report. This detailed information is offered to assist County decision-makers and the public as they continue to seek ways to further improve the quality of services that Prince William County offers to its residents.

Figure 1-1: Map of Prince William County

Prince William County Citizen Satisfaction Survey Map of Prince William County



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

Overview

The 2006 Prince William County Citizen Satisfaction Survey is the fourteenth 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 1,439 randomly selected individuals living in the County, conducted in the spring of 2006, marks the sixth year we have utilized the alternating questions format for the survey. In January 2001, a decision was made by the County government to experiment with a new program for the annual survey, the length of which had become a matter of concern to both County leaders and CSR staff. After careful consideration, about half the questions were designated as "Core" questions, those that will be included on the survey each year. The remaining questions were divided into two groups, which will be included in the survey in alternate years. Please refer to Appendix E for a list of which items were included this year.

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

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

The complete 2006 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 consists of a table that identifies core questions and alternating-year questions, as well as noting new questions and questions eliminated from the survey. At the end of the

report is an index for satisfaction variables appearing in the report.

"I am very happy that the county is doing this survey because it is the only way to improve"

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

Each chapter provides a descriptive summary and interpretation of the 2006 results. All satisfaction levels and certain other results are compared with results in prior years, with significant changes noted. We do not report results for questions from prior surveys if they were not asked this year. We report the results from the first survey year, 1993, and the most recent five years, 2001 to 2006. Important significant differences among subgroups in the population are reported. The margin of error for the 2006 survey is ± 2.6 percentage points.

Subgroup Analysis

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

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

those principally used in our subgroup analysis. In some cases, categories were combined to facilitate comparison.

- Age. Age was divided into five categories for most analyses: 18-25, 26-37, 38-49, 50-64, and over 64.
- Education level. Persons with some high school, high school graduates, some college, four-year degrees, some graduate work, including professional and doctorate degrees, were compared.
- Marital status. Respondents presently married were compared with those in other categories (separated, divorced, widowed, or never married).
- Work status. Persons in the labor force working full-time, working part-time, or looking for work were compared with those not in the labor force: retirees, homemakers, and students.
- Military Status. We compared persons in the armed forces — serving currently, on reserve, and veterans — to those who had never served.
- Household income. Four categories of self-reported annual household incomes were compared: Less than \$35,000; \$35,000 to \$49,999; \$50,000 to \$74,999; and more than \$75,000.
- Homeowner status. We also compared homeowners with renters on satisfaction items.
- Race/ethnicity. Whites, Blacks, Asians, and “others” were compared. Hispanic respondents were also compared with non-Hispanic respondents.
- Gender. Women were compared with men.
- Geographic area. The study areas, shown in Figure 1-1, include eight regions that had previously been defined for the survey: (1) Lake Ridge-Westridge-Occoquan; (2) Dale City; (3) Woodbridge-Dumfries; (4) Sudley-Yorkshire; (5) North County; (6) Gainesville-Linton Hall; (7) Mid-County; and (8) Brentsville. Our subgroup analysis of geography includes these areas. Residents of the cities of Manassas and Manassas Park and Quantico Military Base were excluded from the study.

Interpreting Subgroup Differences

We have taken pains here to avoid speculative interpretations about why, for example, men as a group should differ significantly from women, or residents of one geographic area from residents in another, or persons with college degrees from those without college degrees, in their satisfaction levels with respect to given items. A variety of circumstances can cause two groups to differ in the levels of satisfaction they express with a given service, program, or process. People are “satisfied” when the level of service they receive (or perceive to be available to them) meets their

expectations. Therefore, satisfaction depends both on what people receive and their expectations (what they think they ought to receive). When Group A expresses a higher level of satisfaction than Group B, it can mean one or more of the following:

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

Differences in expectations. People in Group B may report lower satisfaction because they expect more service than do those in Group A. Expectations about service differ for many reasons. Often, people form expectations about what government services should be from past experience. Group B, then, may include people who experienced a higher level of service in some other community, leading to dissatisfaction with the service level available where they live now. Conversely, members of group A may be highly satisfied now because they used to live somewhere with poorer provision of the service in question. When service levels in a community increase over time, satisfaction of long-term residents may be higher than the satisfaction of newcomers because their expectations are based on the lower service levels to which they became accustomed in the past.

Differences in perceptions of costs versus benefits. Group B also may be less satisfied than Group A because they perceive the costs of the service differently, or think that government is doing “too much” as a general matter. For example, higher income residents may feel that welfare programs impose a tax burden upon them while not bringing them direct benefit. Political viewpoints differ among citizens to begin with: some expect their governments to provide many services, while others desire lower service levels. These differences can be especially important in people’s judgments about human services provided by government. Thus, some residents may base their satisfaction

level on an informal cost-benefit analysis involving both perceptions of service quality and considerations of service cost efficiency.

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

Visibility

At various places in this report, we refer to the “visibility” of various services. By this we mean simply the percentage of County residents who are sufficiently familiar with a service to be able to rate it. For example, if 10 percent of those asked about a service say they don’t know how to rate it or don’t have an opinion about its rating, then that service has a visibility of 90 percent. For some services, we specifically asked respondents a screening question to determine if they were familiar enough with a particular service to give it a rating. The visibility of all service items is summarized and compared in Chapter 8 of this report.

Summary of Methods

This survey was conducted by telephone in order to ensure the broadest possible representation of results. For the first time, this year’s survey instrument was translated and conducted into Spanish. A total of 76 surveys (5.3%) were completed in Spanish with the remaining 1,363 (94.7%) being completed in English. For most households, CSR employed a random-digit dialing method that ensures that all households in the County with land-line telephones were equally likely to be selected for interviews; for the remainder (targeted in the more sparsely populated geographic study areas) we utilized the electronic white pages. According to respondents, about 19 percent of calls were to unlisted numbers; the majority of these (93.3%) had chosen an unlisted number, as opposed to others whose number had not yet appeared in the latest phone book.

This year marks the fourth use of over-sampling to include a larger number of respondents in the rural crescent. The larger sample size allows for a more detailed look at the responses from the less populated areas in the County. Geographic weighting was used to generalize results to the entire County without over-representing any particular district.

We conducted all interviews from CSR’s Computer-Aided Telephone Interviewing (CATI) laboratory in Charlottesville, Virginia. Production interviews were

conducted from May 8 to June 23, 2006. 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 50,768 dialing attempts were made in the course of the survey, involving a sample of 11,546 different attempted phone numbers. All numbers were attempted at least once, but not all were working numbers and not all working numbers were those of residences located within the study area. Up to ten attempts were made before a working number was inactivated, and a portion of the initial refusals were contacted again after no less than five days. CSR completed a total of 1,439 interviews for analysis, for a final response rate estimated at 23.8 percent of the number of qualified households in our original sample. The interview took an average of 17.22 minutes to complete, with a median time of 16.17 minutes.²

Based on a sample of 1,439 respondents, the survey has a sampling error of plus or minus 2.6 percentage points. This means that in 95 out of 100 samples of this size drawn from Prince William County, the percentage results obtained for each question in each sample would fall in a range of ± 2.6 percent of what would have been obtained if every household in the County with a working telephone had been interviewed. Larger sampling errors are present when analyzing subgroups of the sample.

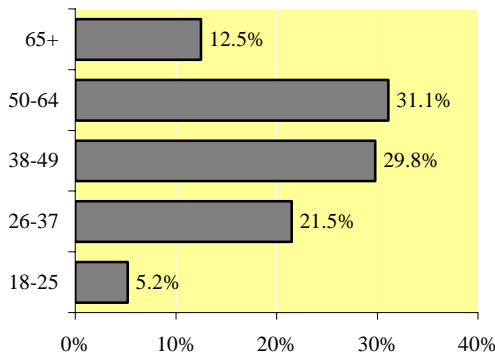
When comparing the results of the 2006 survey with those of previous years, statistical significance in difference in satisfaction is measured by the chi-square test of independence and indicated where applicable in the concluding chapter. The sample size of each survey is large enough that a change of approximately 5 percent, up or down, will be statistically significant if a service was rated by most of the respondents questioned each year. However, for services that were less “visible” and rated by smaller numbers of respondents, a change of only 5 percent in satisfaction may not be statistically significant. Further details on the sample and method may be found in Appendix B of this report.

² These times indicate the amount of time that the respondent was actually on the phone. Prior to 2005 year, we have reported the “completion time”—the time that it took the interviewer to complete the interview. The completion time for this year was an average of 19.16 minutes, with a median of 18.07 minutes.

Demographic Profile

Each year we ask respondents some questions about themselves and their households to allow for analysis of the data by personal and social characteristics. The demographic profile this year was similar to prior years. Women were slightly over-represented in our sample at 56.4 percent. In terms of age, 5.2 percent of our sample was between 18 and 25, 21.5 percent were between 26 and 37, 29.8 percent were between 38 and 49, 31.1 percent were between 50 and 64, and 12.5 percent were 65 and older.

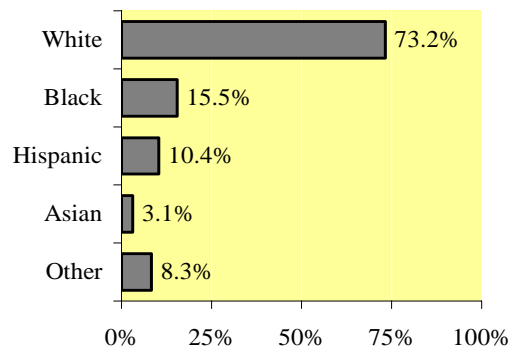
Figure 1-2: Age of Respondents, 2006



Over two-thirds of our respondents were married (68.6%); 12.3 percent were divorced or separated, 4.1 percent were widowed, and 15.0 percent were never married. Almost half (47.5%) of respondents had children under the age of 18 living in their home. Of those, 41.3 percent had children under the age of five, 62.4 percent had children between five and twelve, and 63.5 percent had teens from age thirteen to seventeen.

To report race, we asked respondents what race they considered themselves to be, and whether they considered themselves Hispanic. Almost three-quarters of our sample (73.2%) were white, 15.5 percent were black, 3.1 percent were Asian, and 8.3 percent said they were something else (*i.e.*, Native American, Pacific Islander, etc.). Not included in this breakdown are the 3.8 percent of our sample who refused to answer the question about race. Almost ten percent (10.4%) of our sample said they considered themselves to be Hispanic. Of this group, nearly one-half (49.0%) completed the survey in the Spanish language.

Figure 1-3: Race of Respondents, 2006³



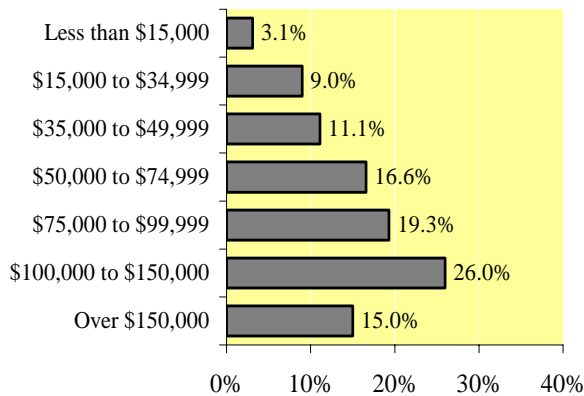
Almost 64 percent were working full-time, and an additional 7.5 percent were working part-time. Those not employed comprised 9.6 percent homemakers, 14.0 percent retirees, 1.7 percent students, and 1.6 percent who were looking for work.

Over three quarters (76.7%) of our respondents had never served in the military, whereas 3.6 percent were currently serving on active duty, 0.9 percent were currently in the reserves, and 18.9 percent had past military service.

Again this year, our sample proved to be fairly wealthy and well-educated. The median annual household income for our sample was between \$75,000 and \$100,000. Twelve percent (12.1%) of the sample reported household incomes under \$35,000, 11.1 percent fell into the \$35,000 to \$49,999 range, 16.6 percent fell into the \$50,000 to \$74,999 range, and 60.3 percent reported incomes of \$75,000 or more.

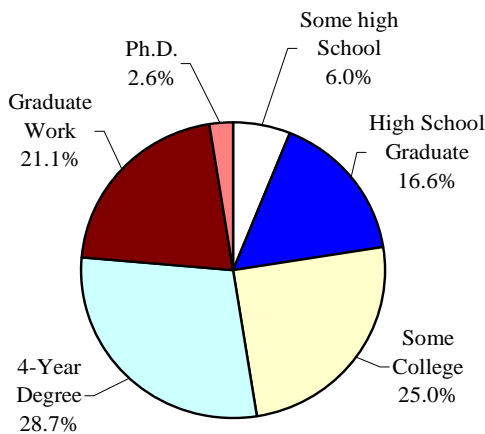
³ These percentages total more than 100 percent because respondents were asked to indicate whether or not they were Hispanic in addition to selecting their race.

Figure 1-4: Household Income, 2006



In terms of education, respondents were asked to tell us their highest level of academic achievement. As is illustrated in Figure 1-5, 6.0 percent had some high school and 16.6 percent were high school graduates. About a quarter (25.0%) had attended some college, whereas 28.7 percent were college graduates. Slightly more than one-fifth (21.1%) had done some graduate work and 2.6 percent had a Ph.D. or some other advanced degree.

Figure 1-5: Educational Level, 2006



Most of our respondents live in a home that they own (84.6%), whereas 14.7 percent rent, and 0.7 percent have some other arrangement, such as living with parents. Most respondents live in single-family homes (68.1%), whereas 21.3 percent live in duplexes or townhouses, and 9.5 percent live in apartments. Less than 2 percent live in some other type of structure, such as a mobile home or trailer.

Approximately seven percent (6.7%) have lived in Prince William County less than one year, whereas 28.8 percent have lived in the County 1 to 5 years, 34.4 percent have lived in the County 6 to 19 years, and 26.3 percent reported living in the County twenty years or more; 3.7 percent said they had lived in Prince William County all of their lives.

In terms of geographic distribution across parts of the County (defined by groups of zip codes), the population of the rural crescent was oversampled to ensure enough participants for statistically reliable comparisons. As a result, 16.6 percent of our sample lived in the Woodbridge/Dumfries area, 17.4 percent in Dale City, 14.0 percent in the Lake Ridge/Westridge/Occoquan area, and 9.0 percent in the Sudley/Yorkshire area. The four areas created from the “rural crescent” accounted for 11.5 percent in the Mid-County area, 13.5 percent in Gainesville/Linton Hall, 8.8 percent in the North County area, and 9.2 percent in Brentsville before weighting. The numbers for each region were weighted in the analysis to match the actual population of residents in those areas. For more about the weighting procedure, see the Methodology Report in Appendix B.

CHAPTER 2: Quality of Life in Prince William County

Overall Impression of PWC

As in previous years, we asked a question about residents' overall impressions of the quality of life in Prince William County:

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

"I have been very happy in Prince William County and I am sorry to be leaving soon."

This year's mean of 7.15 is not significantly different than last year's mean of 7.24, an indication of the continuing high regard the County's residents have for the quality of life in Prince William County. Figure 2-1 illustrates the distribution of ratings provided by respondents. When divided into three categories, almost half (47.5%) felt the best about the quality of life in Prince William County, whereas 34.7 percent were in the middle, and 17.8 percent felt the worst. "Best" was defined as those ratings from #10-8, "Middle" was #7-6, and "Worst" was #5-1. Figure 2-2 tracks the average rating over the last fourteen years.

Figure 2-1: Overall Quality of Life Ratings, 2006

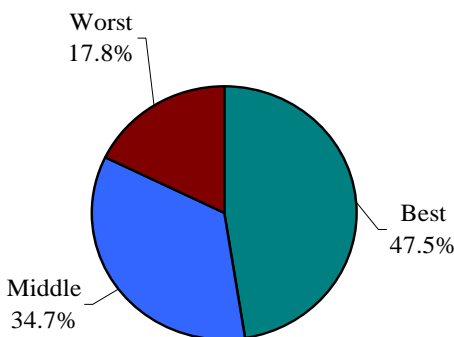
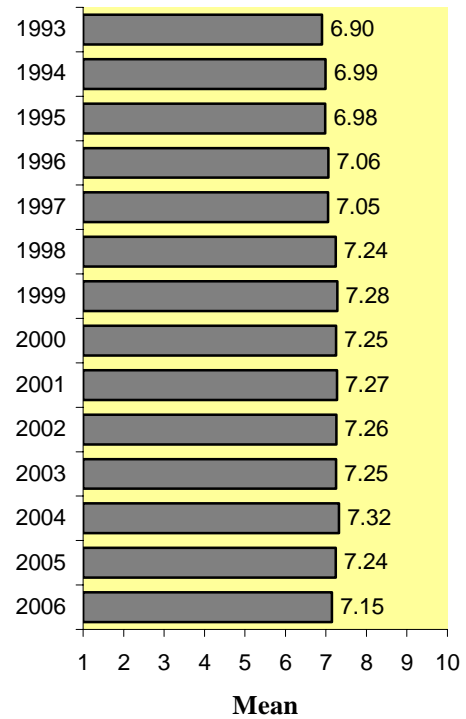


Figure 2-2: Mean Overall Quality of Life Ratings, 1993-2006



Demographic Factors Affecting County Ratings

Similarly to previous years, our subgroup analysis shows significant differences between how minority versus white residents rated the quality of life in the County. Again this year, minorities consistently gave higher ratings than whites. The mean quality of life rating was 7.07 for whites, 7.35 for blacks, 7.62 for Asians, and 7.68 for "Other." Hispanics rated the quality of life at 8.01, which was significantly greater than that of non-Hispanics (mean of 7.08), but is not significantly different from last year's Hispanic rating of 7.84.

Contrary to last year's results, income was not a factor in quality of life ratings. The analysis finds no significant difference between the quality of life ratings from County residents making less than \$35,000 (7.31), \$35,000 to less than \$50,000 (7.15), \$50,000 to less than \$75,000 (7.10), and those making \$75,000 and over (7.18).

However, education played a role in quality of life ratings. County residents with some high school education level are more likely to give higher rating (7.73) than those with some graduate work (6.98). High school graduates, residents with some college, and

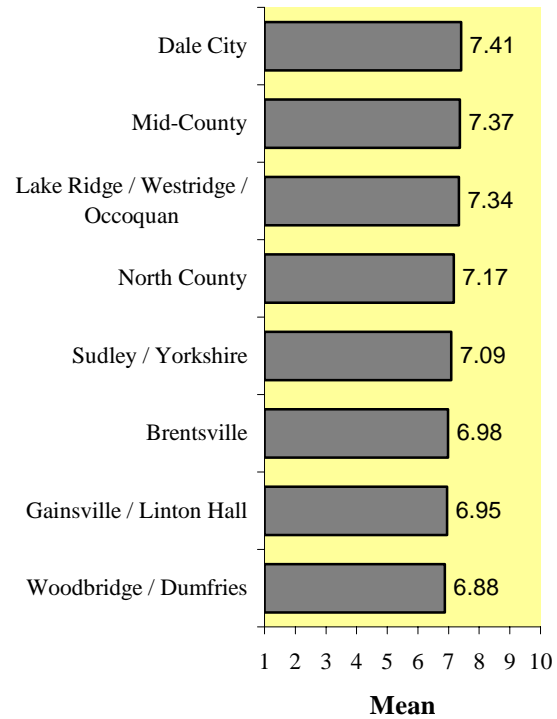
residents with a four-year degree scored in between with respectively a mean rating of 7.21, 7.14, and 7.18. County residents with an advanced graduate degree rated the quality of life at 7.42. These results are different from those of last year where the education was not a factor in rating the quality of life in Prince William County.

Also of interest is the finding that those residents with children under 18 living at home gave higher ratings, with a mean of 7.28, than those without children under 18 living in the home, who gave a mean rating of 7.03. Contrary to the results from last year, age and marital status did not play a major role in the quality of life ratings.

"I think overall it's a great place to live and they do a good job."

As in 2005, geographic area was also a determining factor for rating overall quality of life in 2006. The results show that Dale City residents are more likely to give higher ratings (7.41) as compared to Woodbridge/Dumfries who gave a mean rating of 6.88. For the remainder of the geographic areas, the results show no significant differences in the quality of life ratings. Please see figure 2-3 for the quality of life ratings by geographic area.

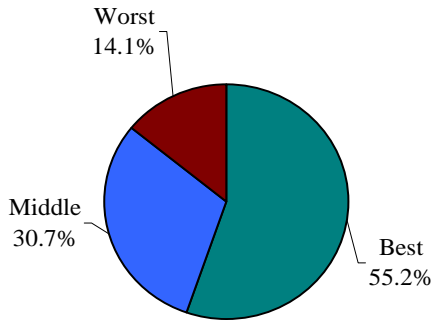
Figure 2-3: Mean Overall Quality of Life Ratings by Area, 2006



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 mean rating for quality of life five years ago was 7.41, which is significantly higher than the current quality of life rating (7.15), and significantly greater than the rating of 7.20 in 2004 – the last time this question was asked. Figure 2.4 presents the results for this item with the same classification system as in figure 2-1, where “Best” was defined as those ratings from #10-8, “Middle” was #7-6, and “Worst” was #5-1.

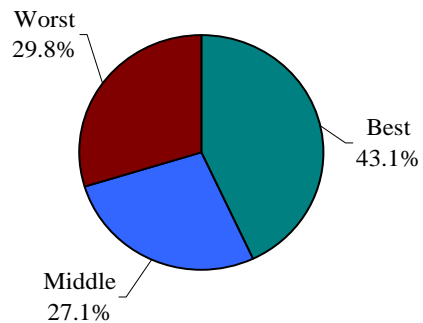
Figure 2-4: Overall Quality of Life Five Years Ago, 2006



Ratings of the quality of life five years ago varied by age and geographical area. Respondents 26-37 years of age are more likely to give lower ratings (6.98) than those respondents in the 38-49 age category (7.62) and respondents 65 years of age or older (7.64). Similarly, ratings on this item were significantly lower in Gainesville/Linton Hall (7.09) and Woodbridge/Dumfries (7.20) as compared to other geographical areas. Of all the areas, North County (7.85) scored the highest mean rating on this item.

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 6.63, which means that residents feel that the quality of life will decrease in the future. This rating is significantly lower than the 2004 mean score of 6.93, the last time this question was asked. Figure 2.5 presents the results for this item with the same classification system as in figure 2-1 and 2-4, where “Best” was defined as those ratings from #10-8, “Middle” was #7-6, and “Worst” was #5-1.

Figure 2-5: Overall Quality of Life Five Years from Now, 2006



Overall perceptions of the quality of life five years from now varied by race. Blacks are more likely to give higher ratings (7.41) than whites (6.43). Asian scored in between with a mean rating of 7.27 on this item. Similarly, Hispanic residents rated the future higher (7.77) as compared to non-Hispanic (6.53). Length of residence in Prince William also impacts ratings of overall quality of life five years from now. Residents who have been living in Prince William for a period of less 5 years (7.06), and 11 to 19 years (6.56) are more likely to give higher ratings on this item as compared to residents who have been living in Prince William for all their lives (5.02).

Overall, residents with children under the age of 18 gave higher ratings (6.92) as compared to those respondents without children under the age of 18 living in the home (6.37). The results show no significant differences between the geographical areas on this item.

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 (55.7%) indicated they would like to stay in PWC, whereas about 44.3% said they would like to live someplace else. These percentages are significantly different from the 2004 results, the last time this question was asked, when 60 percent said they would like to stay in Prince William.

Summary

The mean satisfaction rating with the quality of life in Prince William County is above the 7 points, an indication of the continuing high regard the County residents have for the quality of life in Prince William County. Similar to last year's results, minorities gave higher ratings than whites. Education also played a role in the quality of life ratings. County residents with some high school education level are more likely to give the County a higher rating than those with some graduate work. Overall, residents with children living at home gave higher ratings than those without children living in the home. These ratings were similar with residents who have children under the age of 5 and 18 living at home. With respect to the geographical areas, residents of Dale City gave more positive ratings than Woodbridge/Dumfries residents.

CHAPTER 3: 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 sometimes dichotomized into two categories: satisfied or dissatisfied. We generally report the percent of respondents satisfied with each service. Those who were not familiar enough with a service to respond were not counted in either of the two categories. Their responses are considered when the “visibility” of a service is determined (Chapter 8).

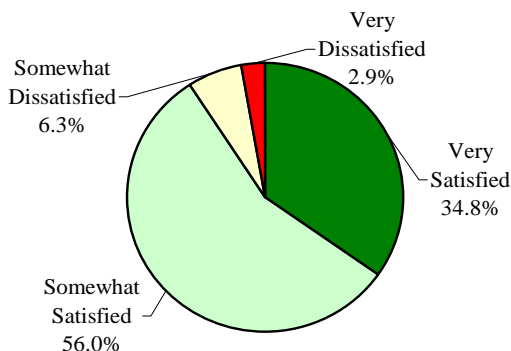
This chapter will report the general level of satisfaction with County government services and specific services relating to public safety, public services, and social services.

The first question, and perhaps the most important question in the survey, reads:

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

Figure 3-1 illustrates the response to this question, and Figure 3-2 illustrates the mean level of satisfaction on this question in 1993 and over the past 6 years. This year, the total percentage is 90.8 percent satisfied. This year’s rating is not significantly different from the ratings obtained since 1993. A total of 6.3 percent were somewhat dissatisfied, and 2.9 percent were very dissatisfied (see Figure 3-1).

Figure 3-1: Overall Satisfaction with County Government Services, 2006

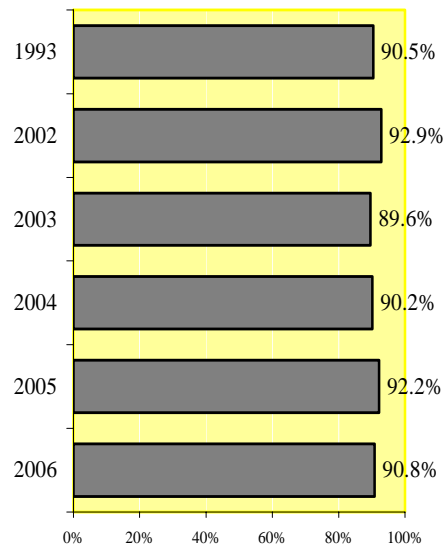


As in 2005, there were some differences in satisfaction by how long the respondent had lived in Prince William County. Those respondents who had lived in Prince William County for a period of 1-2 years (90.6%), 3-5 years (95.0%), 6-10 years (91.9%), 11-19 years (89.9%), and 20 years or more (91.2%) are more likely to be satisfied as compared to respondents who had lived in Prince William their entire lives (70.6).

With respect to work status, residents working full time (91.1%), part-time (92.0%), homemakers (94.7%), retired (90.9%), and students (90.9%) are more likely to be satisfied with the services the County provides than residents who are looking for work (78.3%). Similarly, satisfaction ratings are higher with respondents who have 5-12 year old children in the home (92.6%) than with those respondents without 5-12 year old children in the home.

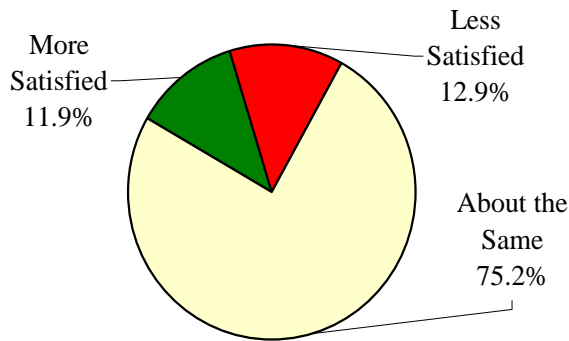
Unlike last year, the 2006 survey results show no significant differences between the geographical areas on this item. As with the 2005 results, there are no significant differences in satisfaction by racial categories, age, education, home ownership, or gender with these year’s results.

Figure 3-2: Overall Satisfaction with County Government Services, 1993 and 2002-2006



Residents were also asked if their satisfaction with the services offered by Prince William County had increased, decreased, or stayed the same over the past year. The vast majority felt the services had stayed the same (75.2%), with about equal numbers reporting their level of satisfaction had changed for the better and worse (11.9% and 12.9%, respectively). This is illustrated in Figure 3-3.

Figure 3-3: Change in Satisfaction with County Services over the Year, 2006



As with the quality of life overall ratings, Asians (28.6%) and blacks (21.7%) were more likely to say that their satisfaction levels with the County services had increased as compared to whites (9.4%). Similarly, respondents who have children under the age of 5 years living in the home (15.8%) were more likely to say that their satisfaction had increased as compared to those respondents without children under the age of 5 living in the home (11.6%). However, positive

changes in the satisfaction level were higher with respondents without children between the ages of 13 and 17 in the home (16.5%) than with respondents who have children between the ages of 13 and 17 years (9.0%).

Respondents were also asked about their satisfaction in two areas of County government services, specifically with regard to providing convenient opportunities for voters to register and keeping citizens informed about government services. Ninety-five percent (95.2%) of respondents were satisfied with voting registration opportunities. Eighty percent (79.7%) of County residents said they were satisfied with County government services with regard to keeping citizens informed. Although these ratings show significant decreases from respectively, 97.0 percent and 84.3 percent in 2005—they indicate a high level of satisfaction with government services. For both of these items, the results show no significant differences by the demographic variables.

Table 3-1: Trends in General Satisfaction with Government Services, 1993 and 2002-2006

Item Number	Satisfaction Item	1993	2002	2003	2004	2005	2006
CTYSAT97	Services of the County Government in General	90.5	92.9 ^{1,6}	89.6 ^{2,4,5,7,9}	90.2 ^{2,4,5,7,9}	92.1 ^{6,10}	90.8 ^{5,7}
VOTE	Voter Registration	91.5	97.1 ^{0,2,5}	95.3 ^{0,1,2,3}	94.5 ^{0,4,5}	97.0 ^{0,1,2,3,11}	95.2 ^{0,2,4,5,12}
GOVTSERV	Information on Government Services	70.9	80.8 ^{0,1,2,6,7}	75.3 ^{1,3,4,5,7,9}	81.0 ^{0,1,2,6,7,10}	84.3 ^{0,1,2,5,6,8,9,10}	79.7 ^{0,1,2,7,10,12}
		⁰ Significantly Different from 1993	⁵ Significantly Different from 1998			¹⁰ Significantly Different from 2003	
		¹ Significantly Different from 1994	⁶ Significantly Different from 1999			¹¹ Significantly Different from 2004	
		² Significantly Different from 1995	⁷ Significantly Different from 2000			¹² Significantly Different from 2005	
		³ Significantly Different from 1996	⁸ Significantly Different from 2001				
		⁴ Significantly Different from 1997	⁹ Significantly Different from 2002				

Emergency Services

Residents were asked to rate their satisfaction with County emergency services. This included police performance, police attitudes toward citizens, efforts to reduce drug and gangs' activities, fire department performance, rescue service performance, and the prevalence of cardio-pulmonary resuscitation (CPR) training among the public.

The great majority of residents, 92.5 percent, are satisfied with the overall performance of the police department. This rating is not significantly different from 93.7 percent observed in 2005.

When reviewing individual factors related to satisfaction with police performance, race, home ownership, and type of residence seemed to be major predictors. These results differed from those of last year when none of these variables played an important role on police performance. Asians (96.2%) and whites (93.5%) are more likely to be satisfied with police performance than blacks (90.3%) and residents of other races (84.8%). Similarly, widowed respondents (93.3%), married respondents (93.8%), and divorced respondents (92.5%) are more likely to be satisfied with police performance as compared to separated respondents (80.0%) and respondents who have never been married (89.7%).

With respect to home ownership, the level of satisfaction is higher with those respondents who own a home (93.6%) than those who rent (87.6%). Similarly, respondents who are living in a single-family home (94.6%) or a duplex/townhouse (89.6%) are more likely to be satisfied than respondents who are living in an apartment or condominium (85.9%). There were no significant differences with respect to income, age and length of residence in Prince William.

As in 2005, the 2006 results indicated no significant differences by gender, education, and geographical areas.

"I met a lot of police officers and have had good experiences."

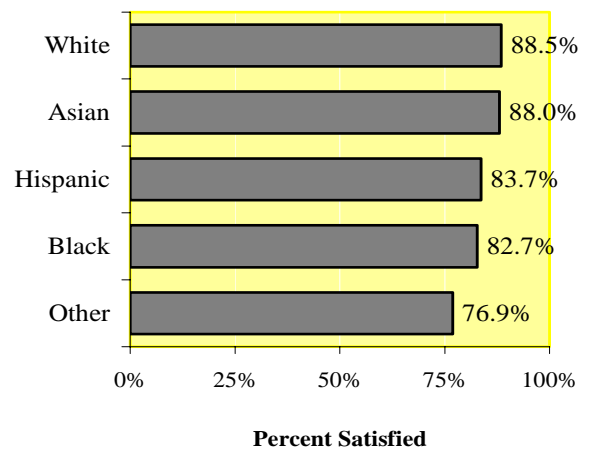
In addition, residents were asked about their satisfaction with police attitudes towards the public. Not significantly different from recent years, 86.6 percent were satisfied, but this varied according to a number of demographic factors.

Similar to last year, this year's opinions towards police attitude demonstrated a significant difference based on

the race of the respondent. Blacks (82.7%) and residents of other races (76.9%) were least satisfied with the attitude of the police as compared to whites (88.5%) and Asians (88.0%). This finding is illustrated in Figure 3-4.

Unlike last year, residents with children between the ages of 5-12 years expressed more satisfaction (90.2%) as compared to those residents without 5-12 year old children in the home (82.6%). In addition, single-family home residents (89.2%) are more likely to be satisfied with police attitude than residents who are living in a duplex or townhouse (80.6%) and residents who live in an apartment or condominium (82.0%). Respondents who served in the military (91.3%) also expressed more satisfaction than those who do not serve in the military (84.9%).

Figure 3-4: Satisfaction with Police Attitude by Race, 2006



Unlike last year, the 2006 results indicated no significant differences by age, marital status, education, income, and geographical areas.

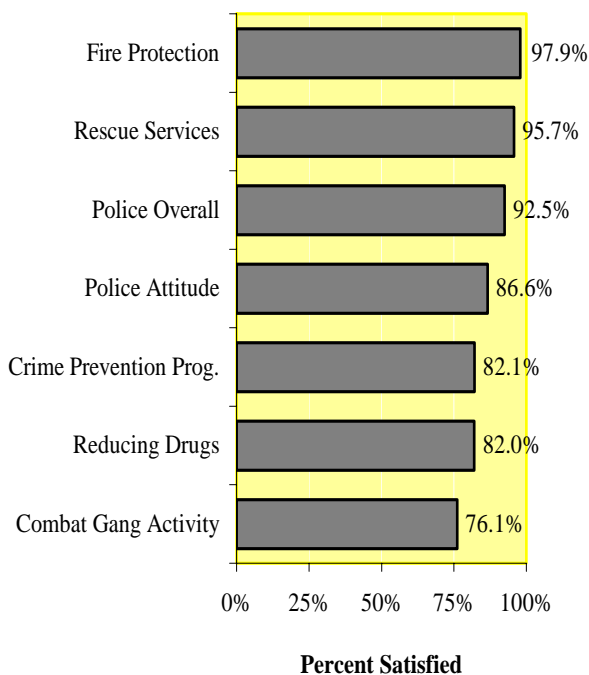
When asked about the efforts law enforcement is making toward reducing the use of illegal drugs, 82.0 percent expressed satisfaction. Responses to this item were not significantly different from last year and responses did not vary by area. Interestingly, respondents who have children under 5 year old (90.8%) expressed more satisfaction than respondents without children under 5 year old (79.8%).

When asked about the police department's efforts to combat gang activity, more than three-quarters (76.1%) of County residents expressed satisfaction. Ratings of the police's efforts on this item were not significantly different from 80.0 percent in 2004, the last time this question was asked. Widowed (86.4%), married (78.5%), and County residents that have never

been married (77.8%) are more likely to give higher ratings on this item as compared to residents that are separated (61.9%) and divorced (62.9%). Except for marital status, the results show no significant differences between ratings of this item with the demographic variables including the geographical areas.

As in previous years, residents are very satisfied with fire and rescue services. This year, 97.9 percent of County residents are satisfied with fire fighting, a percentage that is not significantly different from 98.2 reported in 2005. With respect to the job the County is doing in providing emergency medical rescue services, 95.7 percent of County residents expressed satisfaction. Responses on this item were significantly different from 98.3 percent that was reported in 2005. There were no significant differences between the ratings of the fire and rescue services when analyzed by the demographic variables including the geographical areas. Figure 3-5 illustrates satisfaction with all County emergency services.

Figure 3-5: Satisfaction with County Emergency Services, 2006



One important safety item that has been asked in previous years is how many people in the home are trained in cardio-pulmonary resuscitation (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, 69.1 percent, have at least one person trained in the technique, whereas more than one-quarter (27.8%) of homes have two or more.

This year, residents were also asked the smoke detector questions. These questions were initiated in 1999 but were not asked since the 2000 survey. More than 99 percent (99.5%) of residents reported that they had a smoke detector in their home, a result that was not significantly different from 99.1 percent reported in 2000. More than one-half (59.3%) percent of those residents with smoke detectors reported having tested them within the last twelve months, 35.5 percent within the past month, and 5.2 percent longer than twelve months ago. Less than two percent of the residents with smoke detectors (1.2%) reported that their smoke detector was not working properly when tested. Of this number, 78.3 replaced the battery, an additional 13.1 replaced the detector itself, and 8.6 percent took some other action.

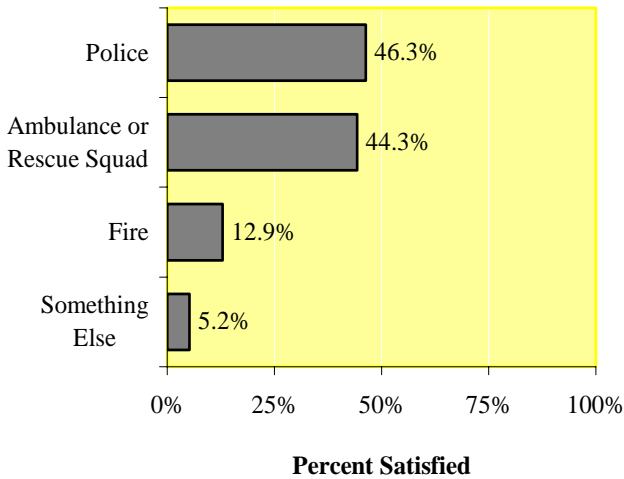
Calling 911

About a fifth (20.2%) of County residents had dialed 911 in the past twelve months. Most of them had called for police (46.3%) or emergency medical services (44.3%). About 12.9 percent had called for fire fighters and about 5.2 percent for something else.⁴ Figure 3-6 illustrates these results.

Those that reported that they had called the police during the past 12 months were further asked whether the call was because of an emergency situation or because of some other reason. Slightly more than one-half (52.5%) of those calling the police reported that it was an emergency, whereas the remaining 47.5 percent said that it was a non-emergency situation.

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

Figure 3-6: Purpose of 911 Calls, 2006



Asked about the last time they called 911, 80.0 percent said they were very satisfied with the help they received from the person who took their call, whereas an additional 12.5 percent said they were somewhat satisfied, for a total of 92.5 percent satisfied.

All respondents who had used 911 were also asked about their satisfaction with the length of time taken for emergency services to arrive. Slightly less than three-quarters of residents (70.4%) were very satisfied, and an additional 15.6 percent were somewhat satisfied, for a total of 86.0 percent satisfied. Responses to both of these items were not significantly different from last year's results (respectively 95.2% and 90.6% percent in 2005).

Respondents were also satisfied with the help they received at the scene. About 75 percent (75.3%) said they were very satisfied, whereas an additional 14.7 percent were somewhat satisfied, totaling to 90.1 percent. Hispanic residents (100%) were more likely to be satisfied with the assistance on the scene than were non Hispanic residents (88.8%). This level of satisfac-

tion is decreased significantly from the 94.9 percent of residents who were satisfied last year.

Residents who were somewhat or very dissatisfied with the time it took for help to arrive the last time they called 911 were also asked how much time did it take for help to arrive on the scene and what would be a reasonable amount of time to receive help. The mean wait time for this dissatisfied group was estimated at 2 hours and, according to residents, 12 minutes is a reasonable amount of time to receive help.

Figure 3-7 illustrates the overall satisfaction findings pertaining to calling 911 and Table 3-2 divides these satisfaction ratings by service used.

Figure 3-7: Satisfaction with 911 Services, 2006

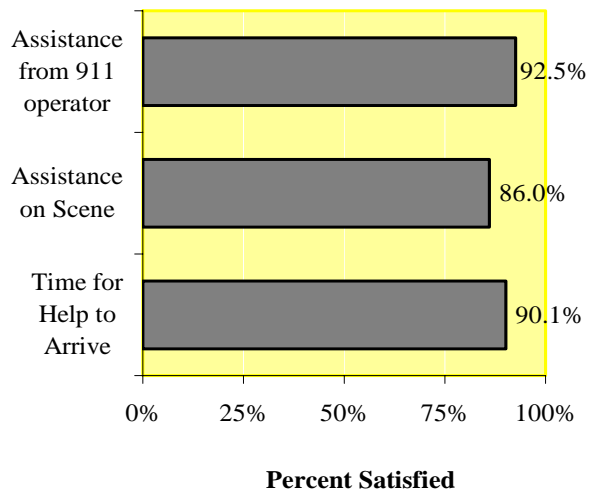


Table 3-2: Satisfaction with 911 by Type of Contact, 2006

Satisfaction Item	PERCENT SATISFIED				Overall
	Contacted Police Dept. (Emergency)	Contacted Police Dept. (Non-Emergency)	Contacted Fire Dept.	Contacted Rescue Squad (Ambulance)	
Assistance from 911 Operator	85.3	94.3	85.4	96.6	92.5
Time for Help to Arrive	66.2	85.8	88.9	96.0	86.0
Assistance on Scene	76.3	84.8	94.2	97.1	90.1

Neighborhood Safety

Residents of Prince William County continue to feel safe in their neighborhoods. As expected, a smaller number (85.6%) report feeling satisfied with the safety in their neighborhood after dark than in the daytime (93.0%). These figures do not differ significantly from last year (85.7% and 92.8% respectively)

As has been demonstrated in past years, in terms of daytime safety from crime, women felt somewhat less satisfied (92.8%) than men (93.3%). This difference, however, is not statistically significant. Satisfaction also varied by geographical area, with residents of Woodbridge/Dumfries expressing the least satisfaction (88.1%) and residents of North County (98.3%), Mid County (96.3%), and Brentsville (96.0%) expressing the most. This differs from last year's findings when residents of Sudley/Yorkshire were the least satisfied.

Unlike last year, satisfaction with neighborhood safety from crime at night did not vary by geographic area and gender. However, residents 18-25 of age (82.9%) and residents 26-37 years of age (79.6%) were less satisfied with safety after dark than were residents 38-49 years of age (87.7%), residents 50-64 years of age (88.2%), and residents 65 years of age or older (87.0%). Similarly, residents who are separated (79.1%) or divorced (81.6%) were less satisfied than were residents who are married (87.6%) or widowed (86.5%).

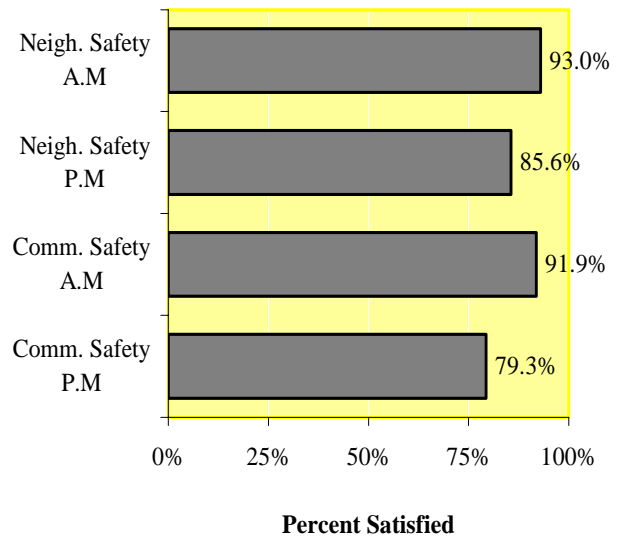
Income, education, and type of residence were also determinant factors for satisfaction with neighborhood safety from crime at night. Higher income level households expressed higher satisfaction than did lower income level households. Residents with an annual household income of \$75,000 or more (89.3%) felt more satisfied than residents with \$50,000 to \$74,999 (80.9%), \$35,000 to \$49,999 (78.4%) and less than \$35,000 (80.3%). A similar pattern is observed with education where residents with higher level of education expressing a higher satisfaction than those residents with lower levels of education. With respect to the type of residence, residents living in a single-family home (87.5%) expressed more satisfaction than those residents living in a duplex/townhouse (82.2%) and apartment or condominium (82.9%).

As with the daytime safety from crime, residents from Woodbridge/Dumfries (79.7%) expressed the least satisfaction with nighttime safety from crime. Of all the geographical areas, North County (96.7%) has the highest percentage of residents who felt satisfied.

This year residents were asked how safe they felt in commercial and business areas of the County during daylight hours. The vast majority, 91.9 percent, felt safe during the day, and 79.3 percent felt safe at night. Responses to these items were not significantly different from those obtained in 2004 (respectively 91.2% and 81.7%). There were no significant differences by the demographics for daytime safety, but residents who have been living in Prince William for a period of 5 years or less expressed more satisfaction with commercial and business area safety after dark (84.3%) as compared to residents who have been living in Prince William for a period of 6 years or more (76.6%).

Figure 3-8 illustrates all neighborhood safety items.

Figure 3-8: Satisfaction with Safety from Crime, 2006



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

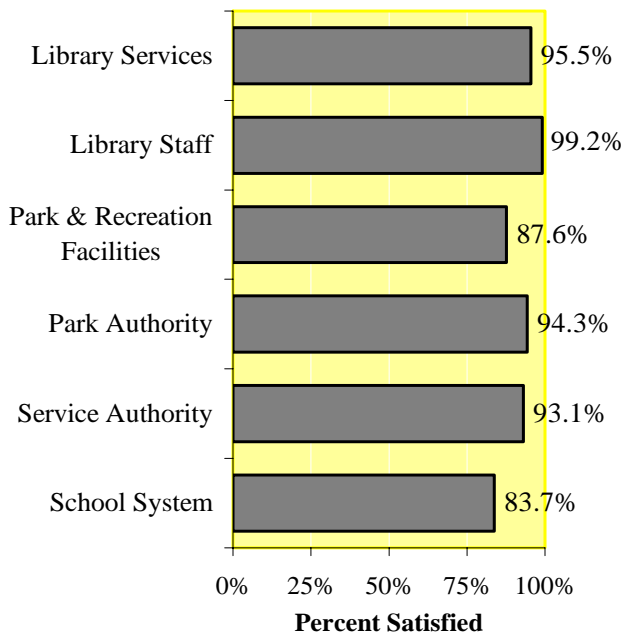
Item Number	Satisfaction Item	PERCENT SATISFIED					
		1993	2002	2003	2004	2005	2006
POLICE	Overall Satisfaction with Police	88.7	93.0 ^{0,1}	93.2 ^{0,1}	93.7 ^{0,1,4}	93.7 ^{0,1,4}	92.5 ^{0,1}
ATTITUDE	Police Behaviors Toward Citizens	—	86.7	85.4	86.3	88.4 ^{3,4}	86.6
DRUGS	Reducing Illegal Drugs	79.2	83.6 ¹	82.6 ¹	84.1 ^{0,1}	84.3 ^{0,1}	82.0 ¹
GANGS	Efforts to Combat Gang Activity	—	—	—	79.9	—	76.1
FIRE	Fire Protection	97.2	97.5 ¹	97.1 ¹	98.2 ^{1,2,6}	98.2 ^{1,6}	97.9 ¹
RESCUE	Medical Rescue	96.6	97.6 ^{4,6}	97.2	97.4 ^{4,6}	98.3 ^{0,1,2,3,4,6,8}	95.7 ^{5,9,12}
EMSATIS	911 Phone Help	—	93.3	91.0 ^{4,7}	91.9	95.2 ³	92.5
EMTIMEB	Time for Help to Arrive	—	80.8	85.3	86.3	90.6 ^{5,6,9}	86.0
EMASSTB	Assistance on the Scene	—	89.3	88.9	89.7	94.9 ^{1,4,6,9,10,11}	90.1 ¹²
AMCRIME	Safety In Neighborhood in Daylight	—	91.3 ⁶	93.1 ⁴	91.9 ⁶	92.8 ⁴	93.0 ⁴
PMCRIME	Safety in Neighborhood after Dark	—	85.6 ^{2,3,4}	86.2 ^{2,3,4,5}	86.3 ^{2,3,4,5}	85.7 ^{2,3,4}	85.6 ^{2,3,4}
DYCRIMEB	Safety in Commercial and Business Area in Daylight	—	90.9 ²	—	91.3	—	91.9
NTRIMEB	Safety in Commercial and Business Area After Dark	—	77.9 ^{2,4,6}	—	81.7 ^{2,3,4,6}	—	79.3
PREVENTB	Crime Prevention Program and Information	83.4	80.5	—	82.8	—	82.1

⁰ Significantly Different from 1993 ⁵ Significantly Different from 1998 ¹⁰ Significantly Different from 2003
¹ Significantly Different from 1994 ⁶ Significantly Different from 1999 ¹¹ Significantly Different from 2004
² Significantly Different from 1995 ⁷ Significantly Different from 2000 ¹² Significantly Different from 2005
³ Significantly Different from 1996 ⁸ Significantly Different from 2001
⁴ Significantly Different from 1997 ⁹ Significantly Different from 2002

Public Services

In addition to the crime safety and emergency questions, Prince William residents were asked to rate a certain number of public services that the County provides. This year again, respondents were asked about education, libraries, parks, and County water/sewer services. Figure 3-9 illustrates the satisfaction levels pertaining to these services. As with the previous years, the 2006 ratings show a high level of PWC residents' satisfaction with respect to the public services the County provides.

Figure 3-9: Satisfaction with Public Services, 2006



Regarding the libraries, respondents were asked first 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 (71.3%) said at least one member of their household had visited or used the County Libraries. Of those who had visited the library, 99.2 percent were satisfied with the quality of service they received from the library staff, with 87.6 percent very satisfied. This item received the highest satisfaction rating on the entire survey. While there were no significant differences in the quality of service received from the staff when analyzed by the demographic variables, residents who have been living in Prince William for a period of six years or more (96.9%) were more satisfied with the job the County is doing in providing library services as compared to residents who have been living in Prince William for a period of five years or less (92.5%).

With respect to education, the great majority of parents (87.2%) reported that they had at least one child attending Prince William County public schools. Eighty-four percent (83.7%) of all residents were satisfied that the school system provided efficient and effective service, with 44.0 percent very satisfied. Parents of children in the school system were even more satisfied than those without (85.5%, as compared to 57.7%).

While there was no significant difference in school satisfaction with respect to the demographic variables including the geographic area of residence, Dale City residents (76.5%) were the least satisfied and Mid County and Gainesville/Linton Hall residents were the most satisfied (88.5% and 88.0% respectively). Responses to this item by geographical area were different from those obtained last year when residents of Sudley/Yorkshire were the least satisfied (74.6%) and residents of Brentsville were the most satisfied (93.6%).

"The best thing here is that we have a lot of recreational programs for kids and good schools."

When asked about the County's park and recreation programs, almost two-thirds (61.5%) said they had used the County parks or recreation facilities and 87.6 percent were satisfied. Responses to this item were similar to those of last year when 87.9 percent of residents were satisfied with the job the County is doing in providing park and recreation services.

There were also some significant demographic differences. Asians (90.9%) and whites (90.7%) were more likely to be satisfied with the County's park and recreation facilities than blacks (77.9%). Unlike last year, there were no geographical differences for this item.

When asked if they were familiar enough to rate the County Park Authority, more than one-half (53.3%), an increase from 49.8% last year, said that they were. Of those, 94.3 percent were satisfied that the County Park Authority provides efficient and effective service, with 60.4 percent being very satisfied. This is not significantly different from the 94.8 percent who were satisfied last year.

Unlike last year, there were no significant differences between ratings on this item by geographic region. However, residents who are separated (76.9%) were the least satisfied while widowed residents (100%) were the most satisfied.

Most residents (60.1%) were familiar with the County Service Authority, which provides water and sewer service to County residents. The majority (93.1%) were satisfied that they provide efficient and effective service. This was similar to last year's rating of 93.4 percent who were satisfied. Residents with an advanced degree were the least satisfied.

Human and Mental Health Services

Respondents were also asked a series of questions regarding health and human services, such as citizen satisfaction with the health department, programs for the elderly, social services, and services for the mentally ill. First, they were asked if they were familiar enough with each of these services to be able to rate them, as a relatively smaller number of respondents had experience with them.

Regarding the Health Department, 23.6 percent of residents were familiar enough to rate it. This is a significant increase from 18.7 percent reported last year. The response was positive, with 82.6 percent expressing satisfaction, which was not significantly different from last year's rating of 86.2 percent.

While there were no significant differences by geographic area, satisfaction with the Health Department was an increasing function of household income level. Residents with a household income level of \$75,000 or more (88.4%) expressed more satisfaction than residents whose household income level is between \$50,000 and \$74,999 (84.0%), \$35,000 and \$49,999 (73.0%), and residents with a household income of less than \$35,000 (70.8%).

Well over 80 percent (81.0%) were satisfied with programs and services available to the elderly. This is similar to last year's rating of 83.4 percent of residents who were satisfied with these services.

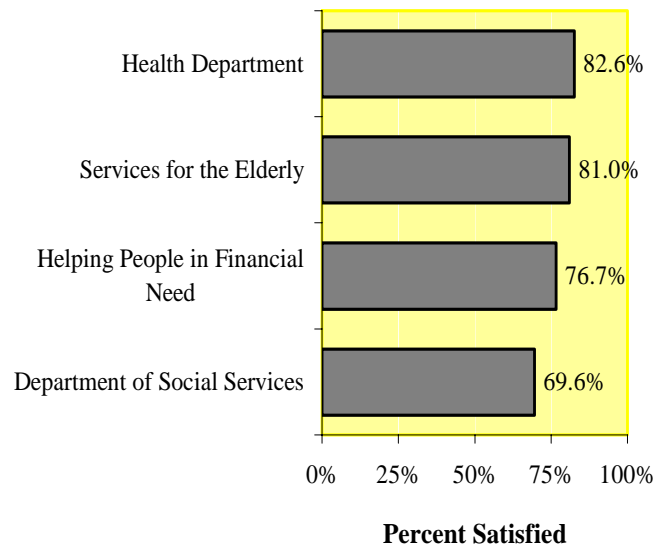
When asked specifically about the County's Department of Social Services, almost a quarter were able to rate it (23.0%), with 69.6 percent expressing satisfaction. This is not a significant decrease from last year's rating of 76.4%, but does represent a significant increase from 60.3 percent, reported in 1993 when residents were first asked the question.

Another question that was not asked since 2004 was about satisfaction with the job the County is doing in providing help to people in financial need. About one-quarter (25.3%) of residents were very satisfied and slightly more than one-half (51.4%) were somewhat satisfied for a total of 76.7 percent satisfied, a significant increase from the 2004 level of 69.9 percent. With respect to this item, male residents (84.4%) ex-

pressed more satisfaction than did female residents (72.0%).

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

Figure 3-10: Satisfaction with Human Services, 2006



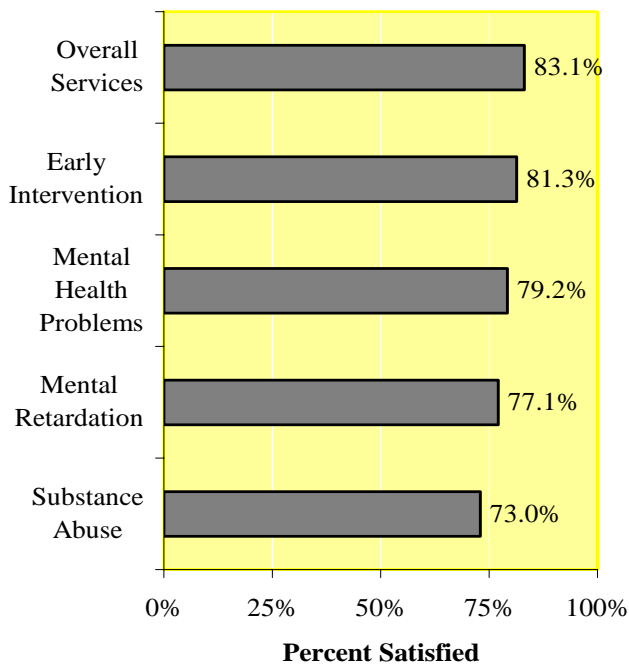
Respondents were also asked if they were familiar with the Community Services Board (CSB), which provides mental health, mental retardation, and substance abuse services to the local community. Less than one-fifth (14.6%) of respondents were familiar enough with these services to rate them, an increase from 10.6 percent that was reported last year.

Over 80 percent (83.1%) of Prince William residents were satisfied with the CSB overall services, a rating that was not significantly different from last year's rating of 86.7 percent. Female residents (87.9%) were more likely to be satisfied than were male residents (75.6%). While there was no significant difference in satisfaction with CSB overall services with respect to the geographic area of residence, Gainesville/Linton Hall residents (75.0%) were the least satisfied and Mid County residents were the most satisfied (92.6%).

This year marked the second time respondents were asked four questions about mental health services offered by the Community Services Board, whereas in the past they were only asked one overall question. In addition to the overall satisfaction question, this year respondents were asked about their specific satisfaction with services to people with mental retardation, Early Intervention Services, and services to people with substance abuse problems. This year, one satis-

faction question about the services to people with mental health problems was added to the survey. As illustrated in figure 3-11, eight out of 10 residents (81.3%) were satisfied with the early intervention services, 77.1 percent with services to people with mental retardation, and 73.0 percent were satisfied with services to people with substance abuse problems. Responses to these items were not significantly different from those obtained last year. With respect to the services to people with mental health problems, more than three-quarters (79.2%) expressed satisfaction.

Figure 3-11: Satisfaction with Community Services Board Services, 2006



Trends in Social Services

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

Item Number	Satisfaction Item	1993	2002	2003	2004	2005	2006
SCHL4	School System Provides Efficient and Effective Service	—	79.2	79.5	81.2	84.0 ^{4, 5, 6, 7, 8, 9, 10}	83.7 ^{4, 5, 6, 7, 8, 9, 10}
LIBRARY	Library Services	94.9	96.8 ⁵	96.3 ⁵	96.2 ⁵	96.8 ⁵	95.5 ⁵
LIBRYSAT	Library Staff	98.2	99.1	97.8 ⁸	99.1 ¹⁰	99.1 ¹⁰	99.2 ¹⁰
PARK	Park & Recreation Facilities	88.7	88.2 ²	89.5	91.0 ^{1, 3, 5}	87.9 ^{2, 11}	87.6 ^{2, 11}
PARK2	Park Authority Provides Efficient & Effective Service	—	94.3	93.8	94.6	94.8	94.3
CTYSERV2	Service Authority Provides Efficient & Effective Service	—	91.8 ⁵	92.3	89.8 ⁵	93.4 ^{7, 11}	93.1 ^{7, 11}
ELDERLY	Helping the Elderly	68.3	79.1 ^{0, 1, 5}	77.6 ^{0, 1, 5, 7, 8}	77.9 ^{0, 1, 5, 7}	83.4 ^{0, 1, 3, 10, 11}	81.0 ^{0, 1, 3}
FINNEEDB	Help to People in Financial Need	61.0	72.4	—	69.9	—	76.7 ^{0, 1, 11}
DSSSAT	Satisfaction with DSS	60.3	72.5 ^{0, 2}	69.2 ^{0, 5}	75.4 ^{0, 1, 2}	76.4 ^{0, 1, 2, 10}	69.6 ^{0, 5}
HLTHSAT	Health Department	84.6	85.6	86.4	82.1 ^{5, 7, 8}	86.2	82.6 ^{5, 7, 8}
MENTRET	Services to Those with Mental Retardation	—	—	—	—	85.6	77.1
MENTEIS	Early Intervention Services	—	—	—	—	78.3	81.3
MENTSUB	Services to People with Substance Abuse Problems	—	—	—	—	73.1	73.0
PROBLEMB	Providing Help to Those with Emotional Problems	70.1	71.7 ^{2, 4, 5, 6, 7}	71.2 ^{2, 4, 5, 6, 7}	73.7 ^{2, 5, 6, 7}	81.1 ^{0, 1, 3, 9, 10, 11}	—
MENTHPB	Providing Services to People with Mental Health Problems	—	—	—	—	—	79.2
MENTALL*	Overall services of CSB	—	—	—	—	86.7	83.1
⁰ Significantly Different from 1993		⁵ Significantly Different from 1998		¹⁰ Significantly Different from 2003			
¹ Significantly Different from 1994		⁶ Significantly Different from 1999		¹¹ Significantly Different from 2004			
² Significantly Different from 1995		⁷ Significantly Different from 2000		¹² Significantly Different from 2005			
³ Significantly Different from 1996		⁸ Significantly Different from 2001					
⁴ Significantly Different from 1997		⁹ Significantly Different from 2002					

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

CHAPTER 4: Communication with the County

Information about the County and the Government

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

Contact with County for Any Purpose

While the citizens of Prince William County receive a great deal of service from the County government, they also have responsibilities as residents. They pay taxes and purchase licenses for various projects. As consumers of services or providers of revenue, citizens communicate with the County government in a number of ways. This year again, residents were asked a series of questions about their 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?”

Almost half (47.8%) of the residents said they had contacted the County government. This percentage was not significantly different from last year’s response of 46.4 percent.

As in 2005, contact with the County government varied by a number of different demographic variables. White residents (51.2%) were more likely to contact the County government as compared to blacks (47.2%) and Asians (21.4%). Respondents in the youngest age category (18-25) were the least likely to contact the government (25%), whereas those in the older age categories were all approximately equally likely (ranging from 50.9% to 54.1%).

Marital status also had a significant effect on one’s likelihood of contacting the County government. Those respondents who are separated were the most likely to contact the government (67.4%), whereas those that are divorced were the least likely (39.2%). Hispanic respondents were far less likely to have con-

tacted the government (23.3%) as compared to non-Hispanics (50.8%).

As in 2005, income was correlated with contact with the government, with those with higher incomes contacting the government more often than those with lower incomes (54.3% for residents with a household income of \$75,000 or more as compared to 32.1% for residents whose household income is less than \$35,000). Similarly, those with higher levels of education contacted the government more frequently than those with less education. Homeowners were also significantly more likely than renters to have contacted the County government (50.5% as compared to 33.3%).

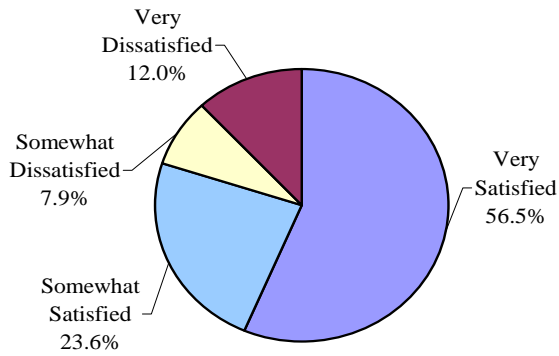
Finally, geographic region had an effect on whether or not one contacted the County government. As in 2005, those respondents from Sudley/Yorkshire (40.3%) were the least likely to have contacted the government. Of all the geographic areas, Mid County residents (58.9%) followed by Brentsville residents (56.9%) were the most likely to have contacted the government.

Of all those who did contact the County, a total of 80.1 percent were satisfied with the helpfulness of County employees (56.5% were very satisfied). This level of satisfaction is illustrated in Figure 4-1 and does not represent a significant change from the level reported for the 2005 survey.

“Someone couldn’t find my house because it is set back from the road so I called my supervisor, and within one week we had house numbers put up by the County. That was very fast.”

While the level of satisfaction did not vary significantly by geographic region, Asians (100%) and blacks (82.2%) were more likely to be satisfied with the helpfulness of County employees than were whites (80.9%) and residents of other races (59.4%). Unlike last year, there were no significant differences by the level of household income and by whether the resident is Hispanic or not.

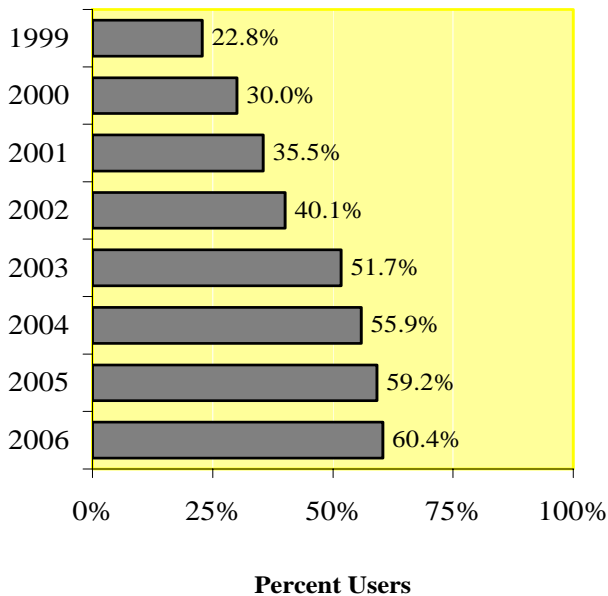
Figure 4-1: Satisfaction with County Employee Helpfulness, 2006



County Web Site

As in the previous years’ surveys, residents were also asked about their use of the Prince William County government website. Sixty percent (60.4%) reported that they had used the website, compared with 59.2 percent in 2005 and 55.9 percent in 2004. There has been a noticeable leveling of the rapid upward trend from 22.8 percent in 1999, the first year the website questions were asked in comparable wording. Figure 4-2 illustrates the increasing use of the County government website since 1999, and its apparent leveling off.

Figure 4-2: Use of County Website, 1999-2006

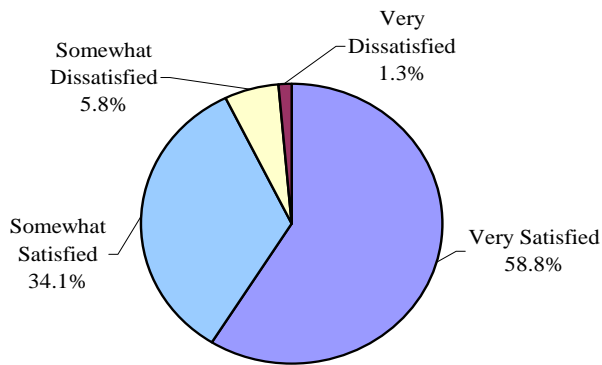


As in 2005, the degree of use of the County website varies by a number of different demographic factors. Whites (63.1%) were significantly more likely to have visited the website than were Asians (53.5%) and residents of other races (39.3%). Residents aged 65 or older (32.0%) were less likely to have visited the website than were younger residents (ranging from 51.4% to 69.8%). Likewise, widowed residents were also less likely to have visited the website. Hispanic respondents were significantly less likely (34.9%) than were non-Hispanics (63.6%). Income was correlated with website use, with those earning higher amounts of money being more likely to have visited the website than those earning less money (73.6% for residents with a household income of \$75,000 or more as compared to 20.6% for residents whose household income is less than \$35,000). Similarly, in general, higher levels of education were associated with higher usage of the website. Homeowners (62.9%) were more likely to have visited the website than renters (46.0%). Of all the geographic areas, Sudley/Yorkshire residents (45.0%) were the least likely to have visited the website while North County residents (68.5%) were the most likely to have visited the website.

“The web is little bit confusing to navigate. They could make it a little easier to get around.”

As is illustrated in Figure 4-3, of those who had used the website, 92.9 percent said they were satisfied with it (58.8% were very satisfied), approximately the same levels as in prior years. In 2005, 92.6 percent reported satisfaction with the County website.

Figure 4-3: Satisfaction with County Website, 2006



Whereas the level of website usage varied significantly by a number of different demographic variables, the level of satisfaction did not. Those residents without children under the age of 5 in the home (95.4%) expressed more satisfaction with the website than those residents who have children under the age of 5 in the home (89.9%). There were no other significant demographic differences, however, demonstrating a high level of satisfaction of all respondents.

Figure 4-4 illustrates the satisfaction levels for the two communication items in 2006. The trends for the related satisfaction items over past surveys are shown in Table 4-1.

Figure 4-4: Satisfaction with Contacting the County, 2006

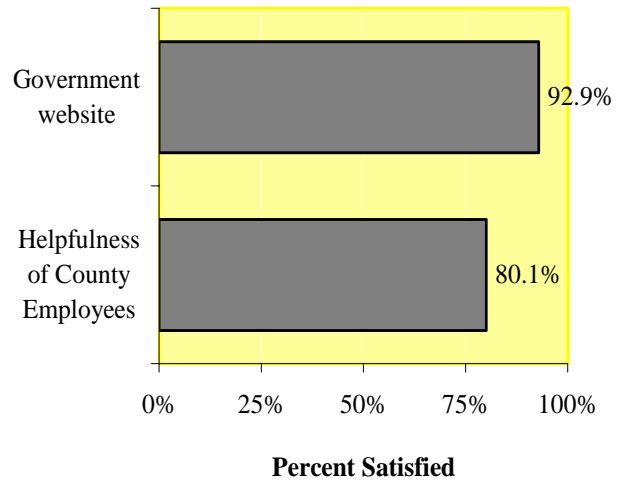


Table 4-1: Trends in Communication Items, 1993 and 2002-2006

Item Number	Satisfaction Item	1993	2002	2003	2004	2005	2006
HELPFUL2	Helpfulness of Employees	79.3	80.0	80.8	78.8	82.0 ⁶	80.1
NET2	County Website	—	91.5	93.5	92.6	92.6	92.9

⁰ Significantly Different from 1993
¹ Significantly Different from 1994
² Significantly Different from 1995
³ Significantly Different from 1996
⁴ Significantly Different from 1997
⁵ Significantly Different from 1998
⁶ Significantly Different from 1999
⁷ Significantly Different from 2000
⁸ Significantly Different from 2001
⁹ Significantly Different from 2002
¹⁰ Significantly Different from 2003
¹¹ Significantly Different from 2004
¹² Significantly Different from 2005

CHAPTER 5: 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 issues in Prince William County. Growth and development mean new opportunities for employment, but also can bring new demands on infrastructure, such as roads and community facilities. Again this year, in the free response portion of the survey, many residents commented that the population growth of the County had outpaced the development of necessary roads and other infrastructures. Correspondingly, many of the items reported in this chapter continue to show far lower levels of satisfaction than most Prince William County services.

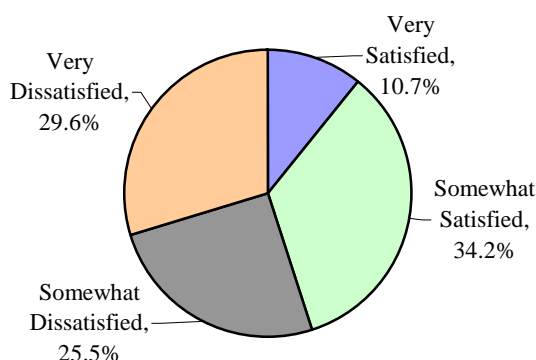
Land Use and Development

As in previous years, we asked:

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

As illustrated in Figure 5-1 below, 10.7 percent said they were very satisfied, and an additional 34.2 percent said they were somewhat satisfied, for a total of 44.9 percent satisfied. Conversely, 55.1 percent of residents were dissatisfied (29.6% very dissatisfied, and 25.5% somewhat dissatisfied). This level of satisfaction is not significantly different than that found in 2005.

Figure 5-1: Satisfaction with Planning and Development, 2006



Satisfaction varied by several demographic variables. Similarly to 2005, younger residents were more satisfied than older residents (75.0% for 18-25 year olds, but 40.8% for 50-64 year olds). In regard

to marital status, respondents who were separated or never married were the most satisfied (56.3% and 54.7% respectively), whereas those that were married, divorced or widowed were the least satisfied (44.1%, 39.5%, and 37.0% respectively).

“I’m just concerned about the growth. Every time you turn around they are building something else. It gets more distressing all the time.”

As in 2005, whites were less satisfied (41.3%) than African-Americans (53.2%), Asians (68.8%), and those of other races (60.5%) when it comes to land use and development in Prince William County.

Similarly to 2005, those with the greatest annual incomes (\$50,000-\$74,999 and \$75,000 or more) tended to be less satisfied with planning and development in the County (39.3% and 43.1% respectively) than respondents earning less than \$35,000 or \$35,000-\$49,999 (62.4% and 52.8%).

As in 2005, respondents with less education were more satisfied with development than residents with higher educational levels. Similarly, those who own their home were also significantly less satisfied with land use and development than renters (42.8% as compared to 61.1%).

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

By geographic area, the three lowest levels of satisfaction with planning and development came from Brentsville, North County, and Gainesville/Linton Hall (23.7%, 32.6%, and 36.5% respectively). These were the same regions that demonstrated the lowest levels of satisfaction in 2005. The most satisfied residents were from Sudley/Yorkshire, Mid County, and Lake Ridge/Westridge/Occoquan (56.3%, 51.4%, and 50.9% respectively).

Rate of Growth

A related question is whether the citizens of Prince William County are satisfied with the rate of growth the County is experiencing. On this question less than half expressed satisfaction (44.5%). Thirty-four percent (34.3%) of respondents said they were somewhat satisfied and 10.2 percent said they were very satisfied with PWC's rate of growth. On the other hand, twenty-nine percent (28.9%) of respondents said they were very dissatisfied and 26.7 percent said they were somewhat dissatisfied with PWC's rate of growth. This level of satisfaction with the rate of growth is not statistically different than that of 2005, but it continues the downward trend seen in recent years.

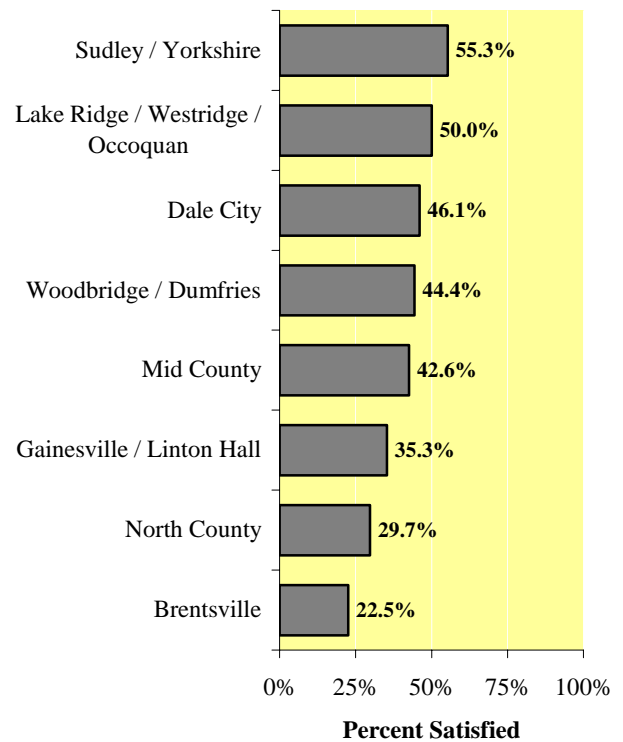
This item also varied by a number of different demographic characteristics, most of them similar to the demographic differences in satisfaction with the job the County is doing in planning how land will be used and developed.

Statistically, males were more satisfied than females with the rate of PWC's growth (49.2% and 40.9% respectively), and residents who were separated or never married were more satisfied than those who were married, divorced or widowed. Again, satisfaction with PWC's growth rate was significantly lower among white respondents (38.5%) than African-Americans (57.0%) and respondents of "other" races (83.6%).

Overall, residents living in PWC the longest are the least satisfied with rate of growth, and older residents tend to be less satisfied than younger respondents when it comes to PWC's growth rate. Renters were generally more satisfied than homeowners (55.0% and 42.9% respectively), and residents with lower educational levels tended to be more satisfied than respondents with higher educational levels when rating PWC's rate of growth. Furthermore, residents with lower household incomes were more satisfied with PWC's rate of growth than individuals with higher income levels.

By geographic area, the three lowest levels of satisfaction with the rate of growth again came from Brentsville, North County, and Gainesville/Linton Hall (22.5%, 29.7%, and 35.3% respectively). The most satisfied residents were from Sudley/Yorkshire and Lake Ridge/Westridge/Occoquan (55.3% and 50.0% respectively). This pattern and percent satisfied for each area are illustrated in Figure 5-2.

Figure 5-2: Satisfaction with County Growth Rate by Area, 2006



Citizen Input

Respondents were considerably more satisfied with the opportunities for citizen input into the planning process than they were with planning, development and growth, with 68.5 percent saying that they were satisfied (22.7% very satisfied and 45.9% somewhat satisfied). This is a similar rating from last year, when 66.8 percent were satisfied, which is at the usual level of satisfaction for this survey question.

"Thank you for this survey. It is good that you are taking input from the citizens."

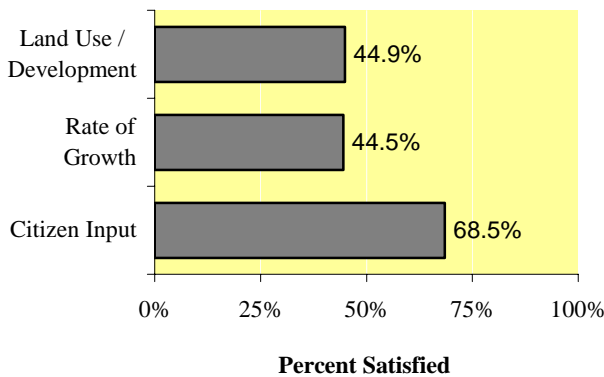
Residents of Prince William County who rent their home were more satisfied than home owners (77.9% as compared to 67.2%) in regards to citizen input on the development process.

Unlike last year's 2005 survey, educational levels did not present any significant patterns of variation on this question. Age, gender, length of residency, income, and race also did not demonstrate any statistical differences in satisfaction ratings for citizen input on PWC development issues.

“There are just too many people in the general area.”

By geographic area, the highest levels of satisfaction for citizen input came from residents of Lake Ridge/Westridge/Occoquan (80.6%). Perhaps not surprisingly given their dissatisfaction with planning, development, and growth, residents of Brentsville were also the least satisfied with the opportunities for citizen input (59.8%). Figure 5-3 illustrates satisfaction levels for all land use and development items.

Figure 5-3: Satisfaction with Development Items, 2006



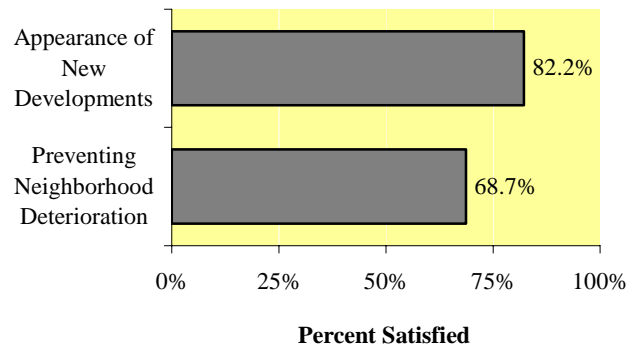
Appearance

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.

When asked how satisfied they were with the visual appearance of new development, 82.2 percent said they were satisfied, with 33.3 percent saying they were very satisfied. This level of satisfaction is consistent with that of the past two years. Residents from North County and Brentsville were the least satisfied with the visual appearance of new development (68.8% and 74.5% respectively), whereas those from Lake Ridge/Westridge/Occoquan, Mid County, and Gainesville/Linton Hall were the most satisfied (86.0%, 85.6%, and 84.6% respectively). Residents who have lived in PWC for longer periods

of time tended to be less satisfied with appearance of new development than newer residents. Caucasian residents tended to be less satisfied (80.2%) than African-American residents (87.7%) and residents of “other” races in regards to the appearance of new development.

Figure 5-4: Satisfaction with Appearance Items, 2006



When asked how satisfied citizens were with the job the County is doing in preventing neighborhoods from deteriorating and making sure the community is well kept, 68.7 percent expressed satisfaction (44.0% somewhat satisfied and 24.7% very satisfied). This level of satisfaction is consistent with that of last year. Again, those respondents from Brentsville were the least satisfied (49.4%), and those from Woodbridge/Dumfries were also less likely to be satisfied with the job the County is doing in preventing neighborhoods from deteriorating (64.9%). Respondents from North County and Lake Ridge/Westridge/Occoquan expressed the most satisfaction with this item (74.5% and 72.2% respectively). Once again, respondents who have been living in PWC for longer periods of time tended to be less satisfied than more recent residents when it came to the County’s efforts in preventing neighborhood deterioration. In general, homeowners were less satisfied (66.9%) than renters (79.0%) in regards to neighborhood maintenance in PWC. When it comes to the efforts of PWC in preventing neighborhood deterioration, Caucasian respondents were less satisfied (65.4%) than Asians (85.3%), African-Americans (77.6%), and respondents of “other” races (77.5%).

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 rate those efforts. Less than half (45.8%) of respondents said that they were familiar enough and were therefore asked to rate the job the County is doing in trying to attract new jobs and businesses to the County.

“Prince William County has done a fine job in acknowledging and planning for its growth compared to neighboring counties.”

A total of 78.7 percent reported being satisfied (34.8% very satisfied and 44.0% somewhat satisfied) with PWC’s efforts in attracting new jobs to the area. This level of satisfaction does not differ from the 82.4 percent who were satisfied last year.⁵ Satisfaction on this item did not vary significantly by race, work status, education, income, or geographic region. However, homeowners (77.0%) were less satisfied with new job efforts of the County than renters (92.0%).

Waste Management

Figure 5-5 illustrates results for two waste management facilities: landfill and compost.

Regarding the landfill, approximately half (44.5%) of the responding PWC residents had taken trash to the County’s landfill at Independent Hill. Almost all, 98.3 percent, were satisfied with the landfill (82.6% very satisfied). This item is consistent with the 98.8 percent who were satisfied in 2005.

As expected, there were some geographic differences in use of the landfill. As in 2005, Brentsville and Mid County residents were most likely to use the landfill (83.9% and 66.4% respectively), whereas only about a quarter to a third of residents in Gainesville/Linton Hall, Sudley/Yorkshire, and North County had used it.

Those residents living in PWC for longer periods of time said yes to visiting the landfill more than newer residents of PWC. Homeowners (49.3%) were far more likely to have been to the landfill site than renters (17.9%). Also, respondents earning higher

levels of income were more likely to have visited the landfill than respondents in lower income brackets.

In regards to compost, ten percent (9.9%) of survey respondents said they had used the compost facility in PWC. Of those respondents, nearly all, or 99.0 percent, said they were satisfied. There are no demographic differences in satisfaction with the compost facility.

Figure 5-5: Satisfaction with Waste Management Services, 2006

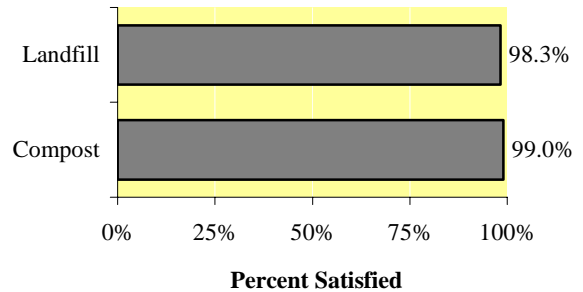


Table 5-1 (on page 29) reveals the trends in satisfaction ratings for this chapter’s development items over the past five years, and as far back as 1993.

Transportation

Getting around is not always easy in the Northern Virginia area. Asked how satisfied they were with the ease of travel or getting around within Prince William County, a total of approximately 39.6 percent said they were satisfied, with 11.5 percent being very satisfied and 28.1 percent somewhat satisfied. However, this level does not represent a statistically significant change from 38.1% satisfaction reported in 2005.

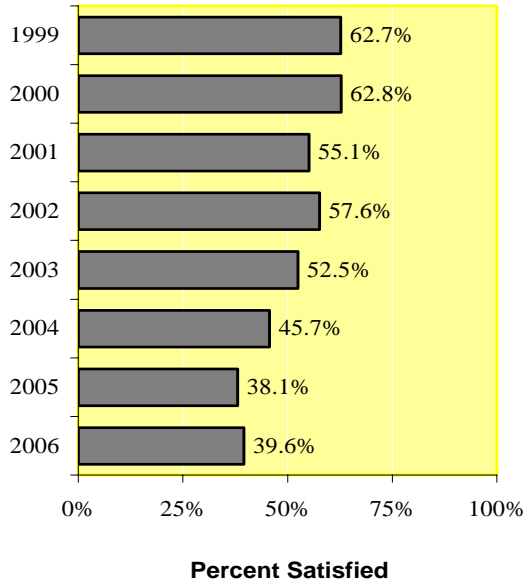
“It’s getting worse everyday.”

As we might expect, a respondent’s location in the County made a difference in how satisfied they were with this issue. The least satisfied were those in North County, of whom 15.4 percent were satisfied, followed by residents of Gainesville/Linton Hall at 16.0 percent, and Brentsville at 17.8 percent. The most satisfied were respondents from Lake Ridge/Westridge/Occoquan and Sudley/Yorkshire, of whom 54.0 and 49.6 percent were satisfied.

⁵ In order to provide an unbiased comparison, this percentage only includes the satisfaction ratings of those that were asked the screener question in 2005. Those that were not asked the screener question are not included in this percentage and comparison.

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

Figure 5-6: Satisfaction with Transportation in the County, 2006



Demographically, younger respondents were more satisfied with transportation in the County than older residents. Education and income also revealed significant difference in satisfaction, as residents with lower incomes and less education tended to be more satisfied than residents with higher levels of education and income. Renters had significantly higher ratings of satisfaction with PWC's transportation than homeowners. Additionally, among racial groups, whites were the least satisfied when it came to rating PWC's transportation.

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. First, they were asked if they were familiar with them enough to rate them.

"They are doing a good job trying to keep the streams clean but with all the building it's difficult."

Slightly less than one-third (32.1%) of residents said that they were familiar with the County efforts to preserve and improve the water quality of the

streams. Of these residents, 82.7 percent were satisfied with the County efforts. The ratings showed significant differences between the geographic areas with Gainesville/Linton Hall residents (68.6%) and Brentsville residents (73.8%) expressing the least satisfaction and Mid County residents (91.2%) and residents from Lake Ridge/Westridge/Occoquan (90.3%) expressing the most satisfaction.

Table 5-1: Trends in Development Issues, 1993 and 2002-2005

Item Number	Satisfaction Item	PERCENT SATISFIED					
		1993	2002	2003	2004	2005	2006
LAND	Planning and Land Use	53.9	52.8	53.2 ³	49.8 ^{2, 3, 5, 6, 7}	46.8 ^{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}
GROWTHC	Growth in County	—	53.4 ⁸	49.5 ⁸	48.7 ^{8, 9}	47.2 ^{8, 9}	44.5 ^{8, 9, 10, 11}
INPUTDEV	Citizen Input Opportunity re: Development	—	61.2 ^{3, 5, 6, 7}	69.2 ⁹	57.4 ^{3, 4, 5, 6, 7, 8, 10}	66.8 ^{9, 11}	68.5 ^{9, 11}
VISDEV	Appearance of New Development	—	84.1 ^{4, 8}	80.0 ^{3, 6, 7, 9}	81.9 ^{3, 7}	80.8 ^{3, 6, 7}	82.2 ^{3, 7}
NEIGHBOR	Prevent Neighborhood Deterioration	67.8	68.9 ⁸	67.0 ^{2, 7, 8}	71.9 ¹⁰	70.8 ¹⁰	68.7 ⁸
NEWJOBS**	Attract New Jobs and Businesses	—	—	—	81.0	82.4	78.7
COMPSAT	Balls Ford Road Compost Facility	—	—	—	—	—	99.0
TRAVEL97	Ease of Getting Around	—	57.6 ⁵	52.5 ^{4, 5, 6, 7, 9}	45.7 ^{4, 5, 6, 7, 8, 9, 10}	38.1 ^{4, 5, 6, 7, 8, 9, 10, 11}	39.6 ^{4, 5, 6, 7, 8, 9, 10, 11}
LFILLSAT	Landfill	91.7	96.1 ^{0, 3, 4, 5}	97.0 ^{0, 3, 4, 5, 6}	95.9 ^{0, 4, 5, 7}	98.8 ^{0, 1, 3, 4, 5, 6, 8, 9, 10, 11}	98.3 ^{0, 1, 3, 4, 5, 6, 9, 11}
QSTREAMS	Efforts to Preserve and Improve Water Quality of Streams	—	—	—	—	—	82.7

⁰ Significantly Different from 1993 ⁵ Significantly Different from 1998 ¹⁰ Significantly Different from 2003
¹ Significantly Different from 1994 ⁶ Significantly Different from 1999 ¹¹ Significantly Different from 2004
² Significantly Different from 1995 ⁷ Significantly Different from 2000 ¹² Significantly Different from 2005
³ Significantly Different from 1996 ⁸ Significantly Different from 2001
⁴ Significantly Different from 1997 ⁹ Significantly Different from 2002

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

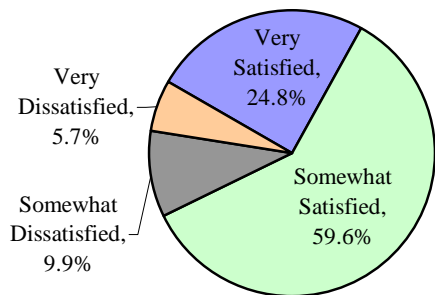
CHAPTER 6: Views of Government

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

Efficient and Effective Service

This year, the survey again asked the citizens of Prince William about the extent to which they believe the government provides efficient and effective service. The majority of residents were satisfied with this issue, with 84.4 percent expressing satisfaction (59.6% somewhat satisfied and 24.8 very satisfied). Figure 6-1 illustrates the opinions of respondents regarding efficiency and effectiveness of County Service. The 2006 rating (84.4) is not significantly different from the 85.3 percent who expressed satisfaction with the government last year.

Figure 6-1: Satisfaction with Efficiency & Effectiveness of County Service, 2006



In general, those that were new to Prince William County were more likely to express their satisfaction than were those who had lived there longer periods of time (89.2% satisfied for those who have lived in the County five years or less, compared with 81.8% who had lived in Prince William County for six years or more).

There was a significant difference in satisfaction with ratings of efficiency and effectiveness of government service based on geographic area of residence. Residents of Brentsville and Gainesville/Linton Hall were

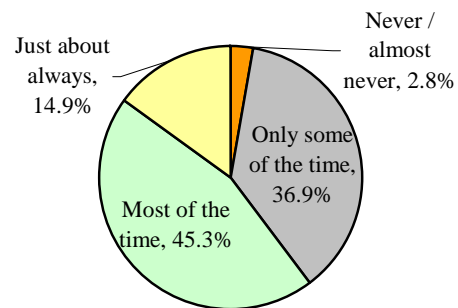
the least satisfied (65.0% and 75.2% respectively), whereas residents of Dale City and Lake Ridge/Westridge/Occoquan were the most satisfied (89.6% and 89.2% respectively).

Trust in Government

We also asked citizens how often they trust the County government to do what is right. As is illustrated in Figure 6-2, the majority, a total of 60.2 percent, said that they felt that the County could be trusted most of the time or just about always. Over a third (36.9%) said that the County government could be trusted only some of the time, whereas just 2.8 percent said they could never or almost never trust the government. These opinions show a significant decrease from those expressed in 2005.

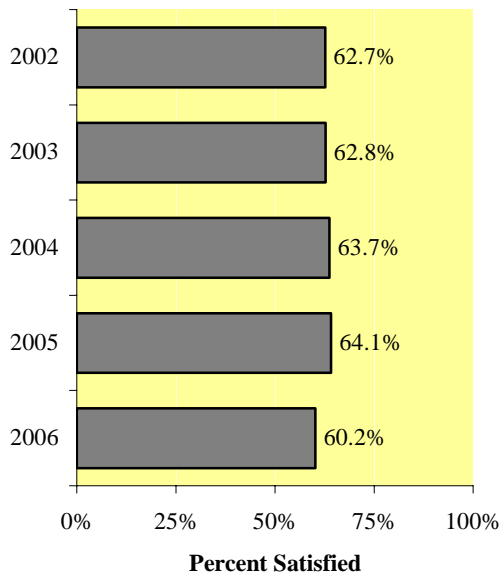
Figure 6-3 illustrates the trends for this question over the last five years of the citizen survey, showing the total percent of respondents who said they would trust the County government most of the time or just about always.

Figure 6-2: Trust County Government Decisions, 2006



There were just a few demographic differences in response to this question. Those respondents residing in Brentsville were the least likely to trust the government (46.6%), whereas those residing in Lake Ridge/Westridge/Occoquan (68.6%) were the most. African-American respondents trusted the County government less than Caucasian respondents, and those of “other” races. Surprisingly, the difference based on age was not statistically significant.

Figure 6-3: Trust County Government Decisions, 2002-2006



View of Taxes

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

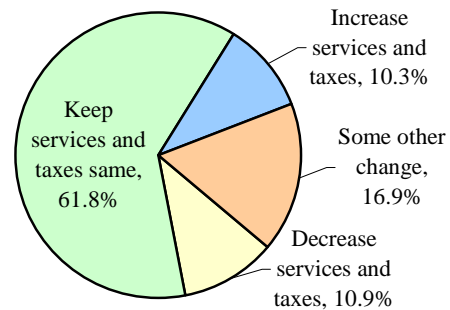
“Considering all the County government’s services on the one hand and taxes on the other, which of the following statements comes closest to your view: they should decrease services and taxes, keep taxes and services about where they are, or increase services and taxes?”

This year, 61.8 percent of PWC residents chose the middle path of maintaining services and taxes at roughly current levels; 10.9 percent said that they would cut services and taxes, 10.3 percent opted for increased services and taxes, and 16.9 percent suggested some other change. Figure 6-4 illustrates this finding, which closely resembles that of the 2005 survey.

“I think we need to re-evaluate the plan for all this growth. Slow down and look at it. We may need to allocate money differently.”

Among those volunteering some “other change,” 5.2 percent said that services should be increased while taxes are decreased, 4.3 percent said that services should stay the same while taxes are decreased, and 4.1 percent said that services should be increased while taxes stayed the same. In similarity to last year, several citizens commented that they would be willing to pay the same (or even higher) taxes, but that the spending priorities should change.

Figure 6-4: Preferred Level of Services and Taxes, 2006



A subgroup analysis found very few statistically significant differences between groups. There was some variation in opinion on this item based on educational level. Respondents with a high school degree were more likely to suggest decreasing both services and taxes, while those with some college or graduate school were more likely to suggest increasing services and taxes. However, across all educational levels, respondent were most likely to suggest keeping services and taxes the same.

There were no significant differences based on income, length of residency, or geographic area of residency, when it came to assessing the level of taxes and services respondents wished to see prevail.

The survey also asked how satisfied the citizens were with the value for their tax dollar provided by the County government. Figure 6-5 shows that 76.5 percent said they were satisfied on this item, with 20.5 percent saying they were very satisfied. This does not differ significantly from the results of 2005, but is up substantially from 1993.

Figure 6-5: Satisfaction with Value of Tax Dollar, 2006

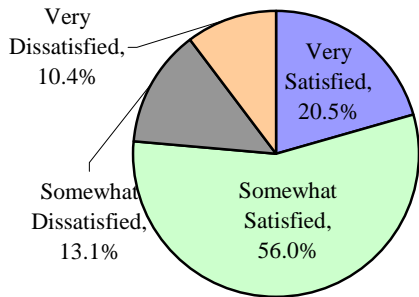
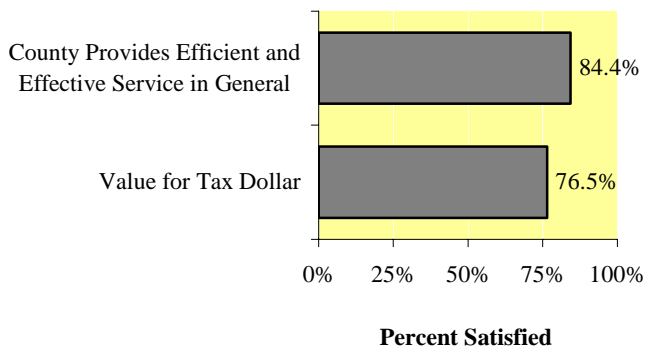


Figure 6-6 shows the level of satisfaction for these items for the current year and Table 6-1 indicates trends in satisfaction for attitudes toward government for 1993 and over the past five years.

Figure 6-6: Satisfaction with Government Items, 2006



Education

The survey aimed to address satisfaction ratings with education in Prince William County. Figure 6-7 illustrates the results of the following three educational topics in this year’s survey: public schools, adult learning opportunities, and life-long learning opportunities.

A large majority of parents in this survey (87.2%) reported having at least one child attending Prince William County public schools. Well over three-quarters (83.7%) of all residents were satisfied that the school system provided efficient and effective service, with 44.0 percent being very satisfied. When analyzing only respondents with children in the public schools, the results show slightly more satisfaction (85.5%; 53.5% very satisfied) than the general public as a whole. By geographic area, Mid County, Gainesville/Linton Hall, and North County were most satisfied (88.5%, 88.0%, and 86.0% respectively), while residents of Dale City

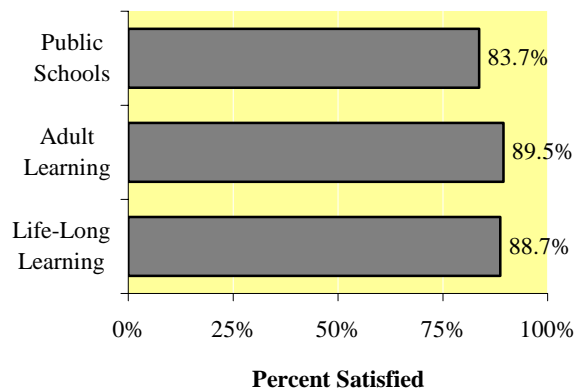
and Brentsville were the least satisfied (76.5% and 79.6% respectively).

“They do the best they can with what they have, but the teachers are over stressed. Growth is becoming a problem.”

The survey also asked about satisfaction with adult learning opportunities. Adult learning opportunities are those that enable residents to advance in their jobs, get new jobs, or change careers. A total of 89.5 percent said they were satisfied, with 41.5 percent of those respondents being very satisfied. These results are very similar to those received in 2004 and previous years (see Table 6-1). There were no significant differences among demographic variables in regards to satisfaction with adult learning opportunities. However, many respondents reported that they did not know or were unaware of these opportunities.

A third educational topic was opportunities for life-long learning, which are classes that provide possibilities for increasing quality of life: fishing classes, gardening, and so forth. On this question, 88.7 percent said they were satisfied, with 41.0 percent being very satisfied and 47.7 percent somewhat satisfied.

Figure 6-7: Satisfaction with Education Items, 2006



Trends in Satisfaction with Government and Education

Table 6-1 indicates trends in satisfaction for all attitudes toward government and education items for 1993 and over the past five years.

Table 6-1: Trends in Government Issues, 1993 and 2002-2006

Item Number	Satisfaction Item	PERCENT SATISFIED					
		1993	2002	2003	2004	2005	2006
EFFNEFF	County Provides Efficient and Effective Service in General	—	86.8 ⁵	89.1 ^{6, 8}	84.6 ^{4, 5, 7, 10}	85.3 ^{4, 5, 7, 10}	84.4 ^{4, 5, 7, 10}
VALUE	Value for Tax Dollar	65.5	77.9 ^{0, 1}	82.7 ^{0, 1, 2, 3, 4, 6, 9}	75.8 ^{0, 1, 5, 8, 10}	79.2 ^{0, 1, 2, 3, 10}	76.5 ^{0, 1, 10}
SCHL4	School System Provides Efficient and Effective Service	—	79.2	79.5	81.2	84.0	83.7
ADULTC	Adult Learning Opportunities	—	85.2	85.4	86.3	—	89.5
LEARNC	Opportunities for Life-long Learning	—	89.5	87.8	89.9	—	88.7

⁰ Significantly Different from 1993

¹ Significantly Different from 1994

² Significantly Different from 1995

³ Significantly Different from 1996

⁴ Significantly Different from 1997

⁵ Significantly Different from 1998

⁶ Significantly Different from 1999

⁷ Significantly Different from 2000

⁸ Significantly Different from 2001

⁹ Significantly Different from 2002

¹⁰ Significantly Different from 2003

¹¹ Significantly Different from 2004

¹² Significantly Different from 2005

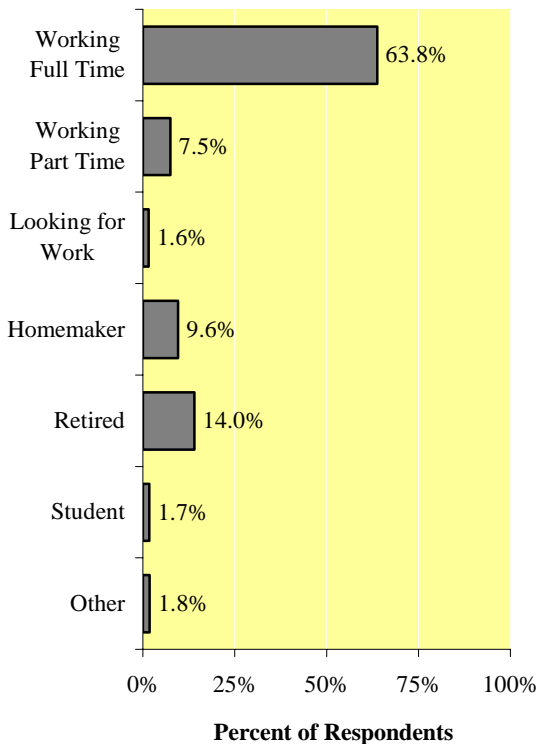
CHAPTER 7: Employment and Commuting

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

Employment

Figure 7-1 shows that the respondents to our survey hold a variety of statuses in the labor force. Approximately two-thirds (63.8%) were working full time; an additional 7.5 percent were working part time. Homemakers accounted for 9.6 percent, and 14.0 percent were retired. Students made up 1.7 percent of the sample, and those looking for work also made up 1.6 percent. These figures are very similar to last year's figures.

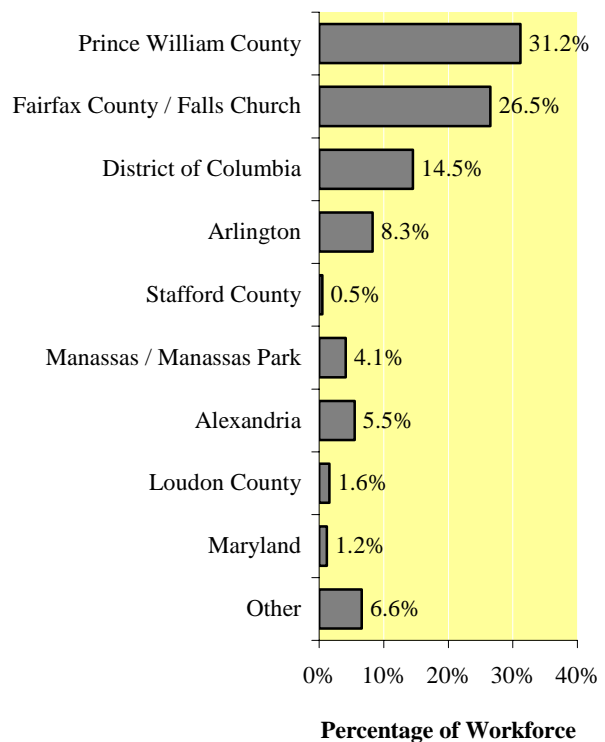
Figure 7-1: Employment Status, 2006



Almost a third of our sample, 31.2 percent, lives and works in Prince William County. Slightly more than one-quarter (26.5%) work in Fairfax (city/county) or Falls Church. Nearly fifteen percent (14.5%) report working in the District of Columbia, and 8.3 percent in Arlington; Over five percent (5.5%) of the workforce commute to Alexandria, 4.1 percent commute to Manassas or Manassas Park, 1.6 percent work in Loudoun County, 1.2 percent commute somewhere in Maryland, less than one percent (0.5%) work in Stafford County,

and 6.6 percent report working in some “other” location. Figure 7-2 details these findings.

Figure 7-2: Place of Work, 2006



A follow-up question was asked of those residents who said they work in Fairfax County. Twelve percent (11.7%) of these residents said they work in Fort Belvoir, 11.5 percent in Springfield, 9.6 percent in the Dulles Airport area, 9.1 percent in Tyson's Corner, and 3.1 percent in Falls Church. The remainder of the residents (55.1%) said they work elsewhere in Fairfax County.

Occupation and Industry

This year the survey again asked a series of questions about the specifics of each respondent's job. Just over twenty-eight percent (28.4%) 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. Almost half of the workforce (48.2%) works in a private company, and over twenty-four percent (24.3%) work for the federal government. Almost thirteen percent (12.8%) work for local government, while 6.1 percent work for a non-profit organization. Almost six percent (5.6%) own their own business, practice or farm, and 3.0 percent work for the state government.

Working respondents were also asked whether they worked in particular technology fields. Almost seven percent (6.6%) report working in research, development or design of software, and 2.2 percent said they work in manufacturing of computer hardware. Just less than two percent of respondents said they work in a biotechnology field, 1.6 percent in pharmaceuticals, and 1.4 percent report working in the manufacturing of special instruments. Nearly six percent (5.6%) of respondents said they work in some other research/development service.

Commuting

As in previous surveys, we dichotomized workers into commuters and non-commuters. To be considered a commuter, a worker needed to be commuting both outside of Prince William County or Manassas and Manassas Park, and have a commute of at least 30 minutes or longer. Nearly six of ten employed respondents (59.3%) met both criteria.

Commuters and non-commuters are spread among many occupations, which are detailed in Table 7.1. The table includes three columns, the first of which shows the percentage of the workforce accounted for by a particular occupation. For instance, 13.8 percent of the Prince William County workforce is employed in business financial occupations, 10.4 percent in office and administrative support, and so on. The second column gives the percentage of the commuting workforce accounted for by a particular occupational group as compared to the total workforce. For example, 15.5 percent of the commuting workforce in PWC is in the business financial operations occupation. Finally, the third column indicates the percentage of each occupational group that commutes to work. We can see from the third column that 66.2 percent of those working in business financial operations commute to their place of work – that is to say, they work outside of Prince William County, Manassas, and Manassas Park, and drive longer than 30 minutes to work. Tables 7-2 and 7-3 provide the same type of information by industry and employment sector.

Table 7-1: Occupation of Prince William County Workers, 2006

Occupation	Percentage of PWC Workforce	Percentage of Com-muting Workforce	Percentage of Oc-cupation that Com-mutes
Business Financial Operations	13.8	15.5	66.2
Office and Administrative Support	10.4	10.5	59.6
Education, Training, and Library	10.1	5.3	30.5
Computer and Mathematical	8.6	12.3	86.3
Management	8.6	9.6	67.5
Construction and Extraction	5.0	5.3	64.4
Sales and Related Occupations	4.9	3.1	37.0
Installation Maintenance and Repair	4.4	4.4	59.5
Protective Service	4.4	5.4	73.2
Healthcare Practitioners and Technical	4.1	3.4	50.0
Architecture and Engineering	4.0	4.9	73.0
Healthcare Support	2.8	2.7	55.6
Military Specific	2.8	4.3	92.3
Transportation and Material Moving	2.7	2.0	44.0
Legal	2.5	3.6	90.9
Personal Care and Service	2.3	0.8	19.0
Arts, Design, Entertainment, Sports, and Media	2.0	1.9	57.9
Food Preparation and Serving	1.9	0.4	11.8
Building and Grounds	1.6	1.5	57.1
Community and Social Services	1.2	1.7	81.8
Production	0.9	0.5	33.3
Farming, Fishing, Forestry	0.7	0.5	42.9
Life, Physical, and Social Sciences	0.3	0.4	100.0

Table 7-2: Industry of Prince William County Workers, 2006

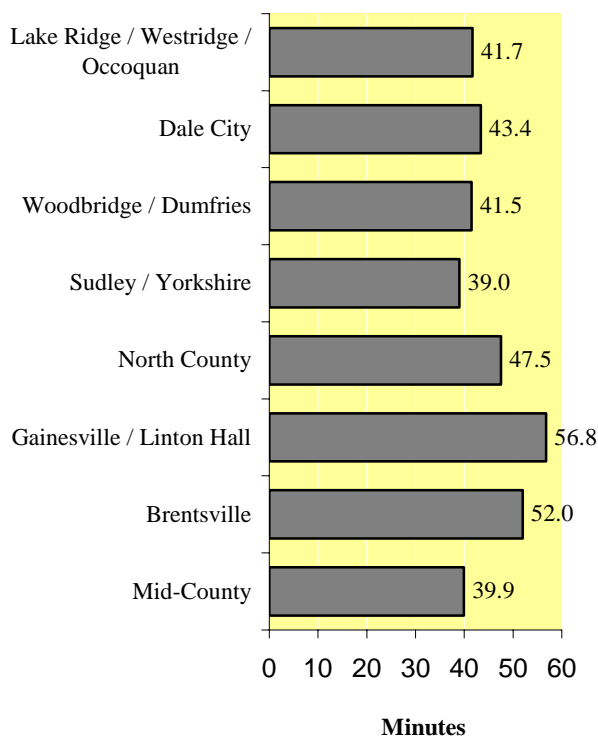
Industry	Percentage of PWC Workforce	Percentage of Commuting Workforce	Percentage of Industry that Commutes
Public Administration	31.3	39.8	75.7
Educational Services	11.7	6.8	34.2
Health Care and Social Assistance	8.4	8.4	59.0
Professional, Scientific, and Technical	8.1	8.6	64.9
Construction	7.0	6.2	52.9
Other Services (except Public Administration)	6.1	6.0	58.3
Retail Trade	5.6	2.1	21.8
Information	4.3	5.1	69.8
Finance and Insurance	3.6	3.5	57.1
Transportation and Warehousing	3.2	3.7	70.0
Utilities	2.3	2.7	69.6
Real Estate, Rental, and Leasing	2.0	2.1	63.2
Waste Management and Remediation Services	1.7	1.8	66.7
Accommodation and Food Service	1.7	0.9	29.4
Manufacturing	1.4	1.1	42.9
Arts, Entertainment, and Recreation	0.7	0.8	66.7
Agriculture, Forestry, Fishing and Hunting	0.5	0.4	50.0
Wholesale Trade	0.3	0.2	33.3

Table 7-3: Employment Sectors of Prince William County, 2006

Sector	Percentage of PWC Workforce	Percentage of Commuting Workforce	Percentage of Sector that Commutes
Private Company	48.2	46.0	56.8
Federal Government	24.3	35.1	85.4
Local Government	12.8	6.7	31.2
Non-Profit Organization	6.1	7.6	74.6
Own Business	5.6	2.0	22.2
State Government	3.0	2.5	51.7

The average commute time for Prince William County workers (who commute at least 30 minutes and work outside of PWC or Manassas/Manassas Park) is 58.1 minutes. However, for those respondents who work within Prince William County, the mean commute time is about twenty minutes (20.3 min.). Figure 7-3 shows the variation in average commute time for workers depending on the part of the County in which they reside. The longest commute is by Gainesville/Linton Hall residents (56.8 min.), followed by Brentsville and North County residents, at 52.0 and 47.5 minutes respectively. The shortest commute time is by respondents residing in Sudley/Yorkshire and Mid-County, who report commuting an average of 39.0 and 39.9 minutes respectively.

Figure 7-3: Length of Commute by Region, 2006



When all respondents are included, the average one-way commute time for all Prince William County workers is 43.4 minutes, a similar amount of time as reported in last year's survey results. Figure 7-4 illustrates the trend in commute time since 2002.

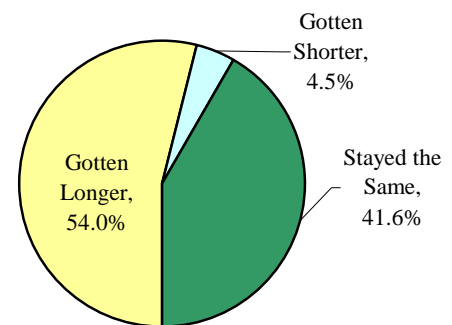
Figure 7-4: Average Commute Time, 2002-2006



"It is very difficult to travel. It takes 40 minutes to get to the grocery store."

Most of our respondents (83.4%) were commuting to the same place as they were a year ago. Most were also living in the same home (94.2%). Those respondents who were commuting both to the same place and 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 (54.0%) said that their commute time had gotten longer, whereas most of the remaining respondents (41.6%) said that it had stayed the same. Only 4.5 percent said their commute had gotten shorter. Results are shown in Figure 7-5.

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



At the request of the County, we once again examined in more detail the socio-economic characteristics of commuters. As in the past, income was directly correlated with commuter status, such that those with higher incomes were much more likely than those with lower incomes to be commuters. In regards to education, respondents with Bachelor's degrees and higher were more likely to be commuters than respondents without a college degree or less. Homeowners were also more likely to be commuters than were renters (61.5% and 47.9% respectively). African-American (69.7%) and Asian (70.0%) residents of PWC were more likely than Caucasians (56.7%) to be commuters. Based on gender, there was a significant difference with males being much more likely (66.3%) than females (52.4%) to commute. Additionally, the newer someone was to Prince William County, the more likely he or she was to be a commuter.

There was also a significant difference based on geographic area of residents, with residents of Mid-County and Brentsville being less likely to commute than were those of other geographic areas (49.1% and 50.0% respectively), as compared to Gainesville/Linton Hall, Dale City, and North County (68.1%, 65.9%, and 61.6% respectively).

The County was also interested in where commuters' jobs were located for each geographic area of the County. Most commuters are traveling to the Fairfax/Falls Church, Arlington, and Washington DC areas. This information is detailed in Table 7-4 for commuters and Table 7-5 for both commuters and

non-commuters together. The pattern of destinations differs substantially between those who reside near I-95 and those nearer to I-66.

Telecommuting

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

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

Approximately 18 percent (17.6%) of our employed respondents said they did telecommute. This is a significant increase from last year's number of 12.9 percent and more closely matches the 2004 percentage of 19.3 percent. Those who said they telecommute were asked how often they did: 11.6 percent said they telecommute all the time, 30.5 percent said they telecommute several times a week, 24.6 percent several times a month, 18.7 percent once or twice a month, and 14.7 percent several times a year.

Table 7-4: Job Location of Commuters by Residence Area, 2006

Job Location	Wood-bridge/Dumfries	Dale City	Lake Ridge/Westridge/Occoquan	Sudley/Yorkshire	North County	Gainesville/Linton	Brentsville	Mid County
Stafford County	2.0%	0.9%	1.1%	-	-	-	-	-
Fredericksburg / Spotsylvania	-	1.7%	-	-	-	-	-	-
Fauquier County / Warrenton	-	-	-	2.0%	-	-	4.9%	-
Loudoun County	-	-	-	6.0%	17.0%	6.5%	2.4%	5.5%
Fairfax / Falls Church	34.7%	29.2%	36.7%	48.0%	64.2%	58.5%	58.5%	41.8%
Arlington	13.9%	21.6%	11.5%	8.0%	1.9%	9.1%	9.8%	9.1%
Alexandria	14.9%	13.8%	8.0%	2.0%	-	5.2%	2.4%	3.6%
Washington, DC	22.8%	23.3%	37.9%	20.0%	7.5%	14.3%	12.2%	30.9%
Maryland	4.0%	3.4%	-	2.0%	-	-	-	1.8%
Another location / Elsewhere in VA	5.0%	3.4%	4.6%	8.0%	7.6%	5.2%	4.8%	5.4%
Work all over	3.0%	2.6%	-	4.0%	1.9%	1.3%	4.9%	1.8%

Table 7-5: Job Location of Commuters and Non-Commuters by Residence Area, 2006

Job Location	Wood-bridge/Dumfries	Dale City	Lake Ridge/Westridge/Occoquan	Sudley/Yorkshire	North County	Gainesville/Linton	Brentsville	Mid County
Prince William County	34.3%	27.3%	32.9%	30.9%	29.4%	23.7%	39.3	34.5
Manassas / Manassas Park	1.1	1.7	1.4	9.6	3.6	5.3	6.0	11.5
Stafford County	1.1	0.6	0.7	-	-	-	1.2	-
Fredericksburg / Spotsylvania	-	1.1	-	-	-	-	-	-
Fauquier County / Warrenton	-	-	-	1.1	3.5	0.9	2.4	0.9
Loudoun County	-	-	-	3.2	10.6	4.4	1.2	2.7
Fairfax / Falls Church	24.0	19.9	24.7	30.9	40.0	40.4	29.8	22.1
Arlington	9.1	15.9	7.5	4.3	1.2	6.1	4.8	4.4
Alexandria	8.6	10.2	4.8	1.1	-	3.5	1.2	1.8
Washington, DC	13.1	15.9	23.3	10.6	4.7	9.6	6.0	15.9
Maryland	2.3	2.3	-	1.1	-	-	-	0.9
Another location / Elsewhere in VA	4.6	3.4	4.1	5.3	5.9	4.4	3.6	3.6
Work all over	1.7	1.7	0.7	2.1	1.2	1.8	4.8	1.8

CHAPTER 8: Summary and Conclusion

As in prior years, the 2006 annual Citizen Satisfaction Survey continues to be good news for the leadership of Prince William County in most areas of service. The chapters herein describe residents' predominantly high level of satisfaction with specific County services. In conclusion, we will consider the entire list of services our survey has rated.

Table 8-1 shows the satisfaction ratings for the services and programs, in the order in which they were discussed in the preceding chapters, for this year and for the most recent four 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 thirteen preceding years.

Changes from Prior Years

Overall satisfaction with county services was 90.8 percent, down about 1 percentage point from the 2005 level, a change which is not statistically significant. In general, the 2006 service ratings showed no significant increase with respect to the 2005 results. However, three items showed increased in satisfaction as compared to the 2004 services rating.

- Satisfaction with the job the County Service Authority is doing in providing efficient and effective service increased from 89.8 percent in 2004 to 93.1 percent in 2006.
- Satisfaction with the opportunities for citizen input on the planning process in the County increased from 57.4 percent in 2004 to 68.5 percent in 2006.
- Satisfaction with the County's landfill services increased from 95.9 percent in 2004 to 98.3 percent in 2006.

"On the whole, I am satisfied with living in Prince William County."

Compared to 2005, there were no significant increases on satisfaction items, while four items showed decreases in satisfaction. However, the ratings of these four items do not differ from the 2004 ratings.

- Satisfaction with the job the County is doing in providing convenient ways for people to register

to vote decreased from 97 percent in 2005 to 95.2 percent in 2006.

- Satisfaction with the job the County is doing in keeping citizens informed about County government programs and services decreased from 84.3 percent in 2005 to 79.7 percent in 2006.
- Satisfaction with the job the County is doing in providing medical rescue services decreased from 98.3 percent in 2005 to 95.7 percent in 2006.
- Satisfaction with the assistance provided on the scene decreased from 94.9 percent in 2005 to 90.1 percent in 2006.

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 2006 survey, where significant changes in citizen satisfaction have occurred since the baseline survey taken in 1993, changes have been in the direction of greater satisfaction or continued high levels of satisfaction with minor fluctuations from year to year.

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

- Satisfaction with voter registration is up 3.7 points from 1993.
- Satisfaction with information on government services is up 8.8 percentage points since 1993.
- Satisfaction with the police department is up 3.8 points since 1993.
- Satisfaction with helping the elderly is up approximately 13 points since 1993.
- Satisfaction with providing help to those in financial need is up more than 15 percentage points since 1993.
- Satisfaction with the Department of Social Services is up 9.3 percentage points since 1993.
- Satisfaction with the landfill is up approximately 7 percentage points since 1993.
- Satisfaction with the County's value for tax dollars is up 11 points since 1993.

An exception to this trend of increased satisfaction is:

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

In addition, several other items pertaining to development, growth, and transportation issues are trending downward, but these items were not asked in the 1993 baseline survey. With regard to overall quality of life, Prince William County remains a place that people believe is a good place to live. On a scale of 1 to 10, with 10 being the highest quality, the mean rating has increased from 6.90 in 1993 to 7.15 in 2006, a statistically significant improvement.

Services Ranked by Satisfaction Level

Table 8-2 is a list of satisfaction items, ranked from those with the highest levels of satisfaction to the lowest. The respondents rated 48 specific services and a general rating of satisfaction with government services and quality of life in Prince William County, for a total of 49 satisfaction items. The highest rated satisfaction items in our survey related to the libraries, the compost facility, the landfill, fire protection, and medical rescue. Thirty-three of the 48 ranked satisfaction items (69%) scored ratings of 80 percent or better. Three items (6%) received ratings less than 60 percent: satisfaction with growth in the County, planning and land use, and ease of travel around Prince William County.

The general County government rating, perhaps the single most important item in the survey, has a high satisfaction level of 90.1 percent. Over a third (34.8%) said they were “very satisfied” with the services of the County government in general.

Table 8-3 ranks all satisfaction items for 2006 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 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, a screening question was used to determine if residents were familiar enough with a particular service to give it a rating.

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

“Something needs to be done
about the traffic and rapid develop-
ment.”

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 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, overall and with several specific areas, since 1993; the first year the survey was conducted. There’s 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 8-1 Percent Satisfied for All Satisfaction Items, 1993 and 2002-2006

PERCENT SATISFIED							
Item Number	Satisfaction Item	1993	2002	2003	2004	2005	2006
	<i>General Satisfaction with Government Services</i>						
CTYSAT97	Services of the County Government in General	90.5	92.9 ^{1,6}	89.6 ^{2,4,5,7,9}	90.2 ^{2,4,5,7,9}	92.1 ^{6,10}	90.8 ^{5,7}
VOTE	Voter Registration	91.5	97.1 ^{0,2,5}	95.3 ^{0,1,2,3}	94.5 ^{0,4,5}	97.0 ^{0,1,2,3,11}	95.2 ^{0,2,4,5,12}
GOVTSERV	Information on Government Services	70.9	80.8 ^{0,1,2,6,7}	75.3 ^{1,3,4,5,7,9}	81.0 ^{0,1,2,6,7,10}	84.3 ^{0,1,2,5,6,8,9,10}	79.7 ^{0,1,2,7,10,12}
	<i>Public Safety</i>						
POLICE	Overall Satisfaction with Police	88.7	93.0 ^{0,1}	93.2 ^{0,1}	93.7 ^{0,1,4}	93.7 ^{0,1,4}	92.5 ^{0,1}
ATTITUDE	Police Behaviors Toward Citizens	—	86.7	85.4	86.3	88.4 ^{3,4}	86.6
DRUGS	Reducing Illegal Drugs	79.2	83.6 ¹	82.6 ¹	84.1 ^{0,1}	84.3 ^{0,1}	82.0 ¹
GANGS	Efforts to Combat Gang Activity	—	—	—	79.9	—	76.1
FIRE	Fire Protection	97.2	97.5 ¹	97.1 ¹	98.2 ^{1,2,6}	98.2 ^{1,6}	97.9 ¹
RESCUE	Medical Rescue	96.6	97.6 ^{4,6}	97.2	97.4 ^{4,6}	98.3 ^{0,1,2,3,4,6,8}	95.7 ^{5,9,12}
EMSATIS	911 Phone Help	—	93.3	91.0 ^{4,7}	91.9	95.2 ³	92.5
EMTIMEB	Time for Help to Arrive	—	80.8	85.3	86.3	90.6 ^{5,6,9}	86.0
EMASSTB	Assistance on the Scene	—	89.3	88.9	89.7	94.9 ^{1,4,6,9,10,11}	90.1 ¹²
AMCRIME	Safety In Neighborhood in Daylight	—	91.3 ⁶	93.1 ⁴	91.9 ⁶	92.8 ⁴	93.0 ⁴
PMCRIME	Safety in Neighborhood after Dark	—	85.6 ^{2,3,4}	86.2 ^{2,3,4,5}	86.3 ^{2,3,4,5}	85.7 ^{2,3,4}	85.6 ^{2,3,4}
DYCRIMEB	Safety in Commercial and Business Area in Daylight	—	90.9	—	91.3	—	91.9 ²
NTRIMEB	Safety in Commercial and Business Area After Dark	—	77.9	—	81.7	—	79.3 ^{2,3,4,6}
PREVENTB	Crime Prevention Program and Information	83.4	80.5	—	82.8	—	82.1
⁰ Significantly Different from 1993		⁵ Significantly Different from 1998		¹⁰ Significantly Different from 2003			
¹ Significantly Different from 1994		⁶ Significantly Different from 1999		¹¹ Significantly Different from 2004			
² Significantly Different from 1995		⁷ Significantly Different from 2000		¹² Significantly Different from 2005			
³ Significantly Different from 1996		⁸ Significantly Different from 2001					
⁴ Significantly Different from 1997		⁹ Significantly Different from 2002					

Table 8-1 (cont'd): Percent Satisfied for All Satisfaction Items, 1993 and 2002-2006

PERCENT SATISFIED							
Item Number	Satisfaction Item	1993	2002	2003	2004	2005	2006
	<i>Public Services</i>						
SCHL4	School System Provides Efficient and Effective Service	—	79.2	79.5	81.2	84.0 ^{4,5,6,7,8,9,10}	83.7 ^{4,5,6,7,8,9,10}
LIBRARY	Library Services	94.9	96.8 ⁵	96.3 ⁵	96.2 ⁵	96.8 ⁵	95.5 ⁵
LIBRYSAT	Library Staff	98.2	99.1	97.8 ⁸	99.1 ¹⁰	99.1 ¹⁰	99.2 ¹⁰
PARK	Park & Recreation Facilities	88.7	88.2 ²	89.5	91.0 ^{1,3,5}	87.9 ^{2,11}	87.6 ^{2,11}
PARK2	Park Authority Provides Efficient & Effective Service	—	94.3	93.8	94.6	94.8	94.3
CTYSERV2	Service Authority Provides Efficient & Effective Service	—	91.8 ⁵	92.3	89.8 ⁵	93.4 ^{7,11}	93.1 ^{7,11}
ELDERLY	Helping the Elderly	68.3	79.1 ^{0,1,5}	77.6 ^{0,1,5,7,8}	77.9 ^{0,1,5,7}	83.4 ^{0,1,3,10,11}	81.0 ^{0,1,3}
FINNEEDB	Help to People in Financial Need	61.0	72.4	—	69.9	—	76.7 ^{0,1,11}
DSSSAT	Satisfaction with DSS	60.3	72.5 ^{0,2}	69.2 ^{0,5}	75.4 ^{0,1,2}	76.4 ^{0,1,2,10}	69.6 ^{0,5}
HLTHSAT	Health Department	84.6	85.6	86.4	82.1 ^{5,7,8}	86.2	82.6 ^{5,7,8}
MENTHPB	Services to People with Mental Health Problem	—	—	—	—	—	79.2
MENTRET	Services to Those with Mental Retardation	—	—	—	—	85.6	77.1
MENTEIS	Early Intervention Services	—	—	—	—	78.3	81.3
MENTSUB	Services to People with Substance Abuse Problems	—	—	—	—	73.1	73.0
MENTALL*	Overall services of CSB	—	—	—	—	86.7	83.1
	<i>Communication with the County</i>						
HELPFUL2	Helpfulness of Employees	79.3	80.0	80.8	78.8	82.0 ⁶	80.1
NET2	County Website	—	91.5	93.5	92.6	92.6	92.9
	<i>Planning and Development</i>						
COMPSAT	Balls Ford Road Compost Facility	—	—	—	—	—	99.0
	⁰ Significantly Different from 1993		⁵ Significantly Different from 1998		¹⁰ Significantly Different from 2003		
	¹ Significantly Different from 1994		⁶ Significantly Different from 1999		¹¹ Significantly Different from 2004		
	² Significantly Different from 1995		⁷ Significantly Different from 2000		¹² Significantly Different from 2005		
	³ Significantly Different from 1996		⁸ Significantly Different from 2001				
	⁴ Significantly Different from 1997		⁹ Significantly Different from 2002				

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

Table 8-1 (cont'd): Percent Satisfied for All Satisfaction Items, 1993 and 2002-2006

PERCENT SATISFIED							
Item Number	Satisfaction Item	1993	2002	2003	2004	2005	2006
QSTREAMS	Efforts to Preserve and Improve Water Quality of Streams	—	—	—	—	—	82.7
ADULTC	Adult Learning Opportunities	—	85.2	85.4	86.3	—	89.5 ^{9, 10}
LEARNC	Opportunities for Lifelong Learning	—	89.5	87.8	89.9	—	88.7
LAND	Planning and Land Use	53.9	52.8	53.2 ³	49.8 ^{2, 3, 5, 6, 7}	46.6 ^{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}
GROWTHC	Growth in County	—	53.4 ⁸	49.5 ⁸	48.7 ^{8, 9}	47.2 ^{8, 9}	44.5 ^{8, 9, 10, 11}
INPUTDEV	Citizen Input Opportunity re: Development	—	61.2 ^{3, 5, 6, 7}	69.2 ⁹	57.4 ^{3, 4, 5, 6, 7, 8, 10}	66.8 ^{9, 11}	68.5 ^{9, 11}
VISDEV	Appearance of New Development	—	84.1 ^{4, 8}	80.0 ^{3, 6, 7, 9}	81.9 ^{3, 7}	80.8 ^{3, 6, 7}	82.2 ^{3, 7}
NEIGHBOR	Prevent Neighborhood Deterioration	67.8	68.9 ⁸	67.0 ^{2, 7, 8}	71.9 ¹⁰	70.8 ¹⁰	68.7 ⁸
NEWJOBS**	Attract New Jobs and Businesses	—	—	—	81.0	82.4	78.7
TRAVEL97	Getting Around	—	57.6 ⁵	52.5 ^{4, 5, 6, 7, 9}	45.7 ^{4, 5, 6, 7, 8, 9, 10}	38.1 ^{4, 5, 6, 7, 8, 9, 10, 11}	39.6 ^{4, 5, 6, 7, 8, 9, 10, 11}
LFILLSAT	Landfill	91.7	96.1 ^{0, 3, 4, 5}	97.0 ^{0, 3, 4, 5, 6}	95.9 ^{0, 4, 5, 7}	98.8 ^{0, 1, 3, 4, 5, 6, 8, 9, 10, 11}	98.3 ^{0, 1, 3, 4, 5, 6, 9, 11}
Government							
EFFNEFF	County Provides Efficient and Effective Service in General	—	86.8 ⁵	89.1 ^{6, 8}	84.6 ^{4, 5, 7, 10}	85.3 ^{4, 5, 7, 10}	84.4 ^{4, 5, 7, 10}
VALUE	Value for Tax Dollar	65.5	77.9 ^{0, 1}	82.7 ^{0, 1, 2, 3, 4, 6, 9}	75.8 ^{0, 1, 5, 8, 10}	79.2 ^{0, 1, 2, 3, 10}	76.5 ^{0, 1, 10}
		⁰ Significantly Different from 1993		⁵ Significantly Different from 1998		¹⁰ Significantly Different from 2003	
		¹ Significantly Different from 1994		⁶ Significantly Different from 1999		¹¹ Significantly Different from 2004	
		² Significantly Different from 1995		⁷ Significantly Different from 2000		¹² Significantly Different from 2005	
		³ Significantly Different from 1996		⁸ Significantly Different from 2001			
		⁴ Significantly Different from 1997		⁹ Significantly Different from 2002			

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

Table 8-2: Ranked list of Satisfaction Items, 2006

Rank	Item Number	Satisfaction Item	Percent Satisfied
1	LIBRYSAT	Library Staff	99.2%
2	COMPSAT	Compost Facility	99.0%
3	LFILLSAT	Landfill	98.3%
4	FIRE	Fire Protection	97.9%
5	RESCUE	Medical Rescue	95.7%
6	LIBRARY	Library Services	95.5%
7	VOTE	Voter registration	95.2%
8	PARK2	Park Authority Provides Efficient & Effective Service	94.3%
9	CTYSERV2	Service Authority Provides Efficient & Effective Service	93.1%
10	AMCRIME	Safety in Neighborhood in Daylight	93.0%
11	NET2	County Website	92.9%
12	POLICE	Overall Satisfaction with Police	92.5%
13	EMSATIS	911 Phone Help	92.5%
14	DYCRIMEB	Safety in Commercial & Business Area in Daylight	91.9%
15	CTYSAT97	Services of the County Government in General	90.8%
16	EMASSTB	Assistance on the Scene	90.1%
17	ADULTC	Adult Learning Opportunities	89.5%
18	LEARNC	Opportunities for Life-Long Learning	88.7%
19	PARK	Park & Recreation Facilities	87.6%
20	ATTITUDE	Police Behaviors Toward Citizens	86.6%
21	EMTIMEB	Time for Help to Arrive	86.0%
22	PMCRIME	Safety in Neighborhood after Dark	85.6%
23	EFFNEFF	Efficient and Effective Services in General	84.4%
24	SCHL4	School System Provides Efficient & Effective Service	83.7%
25	MENTALL	Overall Services of CSB	83.1%
26	QSTREAMS	Preserve Water Quality of Streams	82.7%
27	HLTHSAT	Health Department	82.6%
28	VISDEV	Appearance of New Development	82.2%
29	PREVENTB	Crime Prevention Program & Information	82.1%
30	DRUGS	Reducing Illegal Drugs	82.0%
31	MENTEIS	Early Intervention Services	81.3%
32	ELDERLY	Helping the Elderly	81.0%
33	HELPFUL2	Helpfulness of Employees	80.1%
34	GOVTSERV	Information on Government Services	79.7%
35	NTCRIMEB	Safety in Commercial & Business Area after Dark	79.3%
36	MENTHPB	Services to People with Mental Health Problems	79.2%
37	NEWJOBS	Attract New Jobs and Businesses	78.7%
38	MENTRET	Services to those with Mental Retardation	77.1%
39	FINNEEDB	Financial Need	76.7%
40	VALUE	Value for Tax Dollar	76.5%
41	GANGS	Combat Gang Activity	76.1%
42	MENTSUB	Services to People with Substance Abuse Problems	73.0%
43	DSSSAT	Satisfaction with DSS	69.6%
44	NEIGHBOR	Prevent Neighborhood Deterioration	68.7%
45	INPUTDEV	Citizen Input Opportunity re: Development	68.5%
46	LAND	Planning and Land Use	44.9%
47	GROWTHC	Growth in County	44.5%
48	TRAVEL97	Getting around	39.6%

Table 8-3: List of Satisfaction Items Ranked by Visibility, 2006

Rank	Item Number	Satisfaction Item	Visibility Score	Percent Satisfied
1	TRAVEL97	Getting around	98.8%	39.6%
2	AMCRIME	Safety in Neighborhood in Daylight	97.4%	93.0%
3	PMCRIME	Safety in Neighborhood after Dark	97.3%	85.6%
4	QSTREAMS	Preserve Water Quality of Streams	97.2%	82.7%
5	VISDEV	Appearance of New Development	95.8%	82.2%
6	CTYSAT97	Services of the County Government in General	95.8%	90.8%
7	POLICE	Overall Satisfaction with Police	94.7%	92.5%
8	GROWTHC	Growth in County	93.3%	44.5%
9	MENTHPB	Services to People with Mental Health Problems	93.2%	79.2%
10	VALUE	Value for Tax Dollar	93.1%	76.5%
11	GOVTSERV	Information on Government Services	90.5%	79.7%
12	DYCRIMEB	Safety in Commercial & Business Area in Daylight	89.3%	91.9%
13	EFFNEFF	Efficient and Effective Services in General	87.7%	84.4%
14	NTCRIMEB	Safety in Commercial & Business Area after Dark	86.1%	79.3%
15	PARK	Park & Recreation Facilities	86.1%	87.6%
16	LIBRARY	Library Services	85.7%	95.5%
17	FIRE	Fire Protection	85.3%	97.9%
18	LAND	Planning and Land Use	84.6%	44.9%
19	ATTITUDE	Police Behaviors Toward Citizens	83.1%	86.6%
20	NEIGHBOR	Prevent Neighborhood Deterioration	83.1%	68.7%
21	VOTE	Voter registration	81.5%	95.2%
22	RESCUE	Medical Rescue	76.8%	95.7%
23	SCHL4	School System Provides Efficient & Effective Service	74.7%	83.7%
24	PREVENTB	Crime Prevention Program & Information	73.4%	82.1%
25	LIBRYSAT	Library Staff	70.8%	99.2%
26	GANGS	Combat Gang Activity	67.2%	76.1%
27	DRUGS	Reducing Illegal Drugs	62.0%	82.0%
28	INPUTDEV	Citizen Input Opportunity re: Development	60.4%	68.5%
29	CTYSERV2	Service Authority Provides Efficient & Effective Service	60.1%	93.1%
30	NET2	County Website	60.0%	92.9%
31	PARK2	Park Authority Provides Efficient & Effective Service	53.3%	94.3%
32	ADULTC	Adult Learning Opportunities	49.4%	89.5%
33	HELPFUL2	Helpfulness of Employees	47.5%	80.1%
34	LFILLSAT	Landfill	44.1%	98.3%
35	LEARNC	Opportunities for Life-Long Learning	43.8%	88.7%
36	NEWJOBS	Attract New Jobs and Businesses	43.2%	78.7%
37	ELDERLY	Helping in Elderly	38.3%	81.0%
38	FINNEEDB	Financial Need	36.6%	76.7%
39	HLTHSAT	Health Department	23.6%	82.6%
40	DSSSAT	Satisfaction with DSS	23.0%	69.6%
41	EMASSTB	Assistance on the Scene	20.1%	90.1%
42	EMSATIS	911 Phone Help	20.1%	92.5%
43	EMTIMEB	Time for Help to Arrive	20.1%	86.0%
44	MENTALL	Overall Services of CSB	14.6%	83.1%
45	MENTEIS	Early Intervention Services	14.6%	81.3%
46	MENTRET	Services to those with Mental Retardation	14.6%	77.1%
47	MENTSUB	Services to People with Substance Abuse Problems	14.6%	73.0%
48	COMPSAT	Compost Facility	9.7.0%	99.0%

Table 8-4: List of Services in Satisfaction/Visibility Categories, 2006

High Satisfaction/High Visibility

<i>Question Name</i>	<i>Service</i>
AMCRIME	Safety in Neighborhood in Daylight
PMCRIME	Safety in Neighborhood after Dark
QSTREAMS	Preserve Water Quality of Streams
VISDEV	Appearance of New Development
CTYSAT97	Services of the County Government in General
POLICE	Overall Satisfaction with Police
DYCRIMEB	Safety in Commercial & Business Area in Daylight
EFFNEFF	County Provides Efficient and Effective Service in General
PARK	Park & Recreation Facilities
LIBRARY	Library Services
FIRE	Fire Protection
ATTITUDE	Police Behaviors Toward Citizens
VOTE	Voter Registration
RESCUE	Medical Rescue

High Satisfaction/Medium Visibility

<i>Question Name</i>	<i>Service</i>
SCHL4	School System Provides Efficient and Effective Service
PREVENTB	Crime Prevention Program & Information
LIBRYSAT	Library Staff
DRUGS	Reducing Illegal Drugs
ANIMALA	Animal Control
DRUGS	Reducing Illegal Drugs
CTYSERV2	Service Authority Provides Efficient & Effective Service
NET2	County Website
PARK2	Park Authority Provides Efficient & Effective Service
ADULTC	Adult Learning Opportunities
HELPFUL2	Helpfulness of Employees
LFILLSAT	Landfill
LEARNC	Opportunities for Life-Long Learning
ELDERLY	Helping the Elderly

High Satisfaction/Low Visibility

<i>Question Name</i>	<i>Service</i>
HLTHSAT	Health Department
COMPSAT	Compost Facility
EMASSTB	Assistance on the Scene
EMSATIS	911 Phone Help
EMTIMEB	Time for Help to Arrive
MENTALL	Overall services of CBS
MENTEIS	Early Intervention Services

Low to Moderate Satisfaction/High Visibility

<i>Question Name</i>	<i>Service</i>
TRAVEL97	Getting Around
GROWTHC	Growth in County
MENTHPB	Services to People with Mental Health Problems
VALUE	Value for Tax Dollar
GOVTSERV	Information on Government Services
NTCRIMEB	Safety in Commercial & Business Area after Dark
LAND	Planning and Land Use
NEIGHBOR	Prevent Neighborhood Deterioration

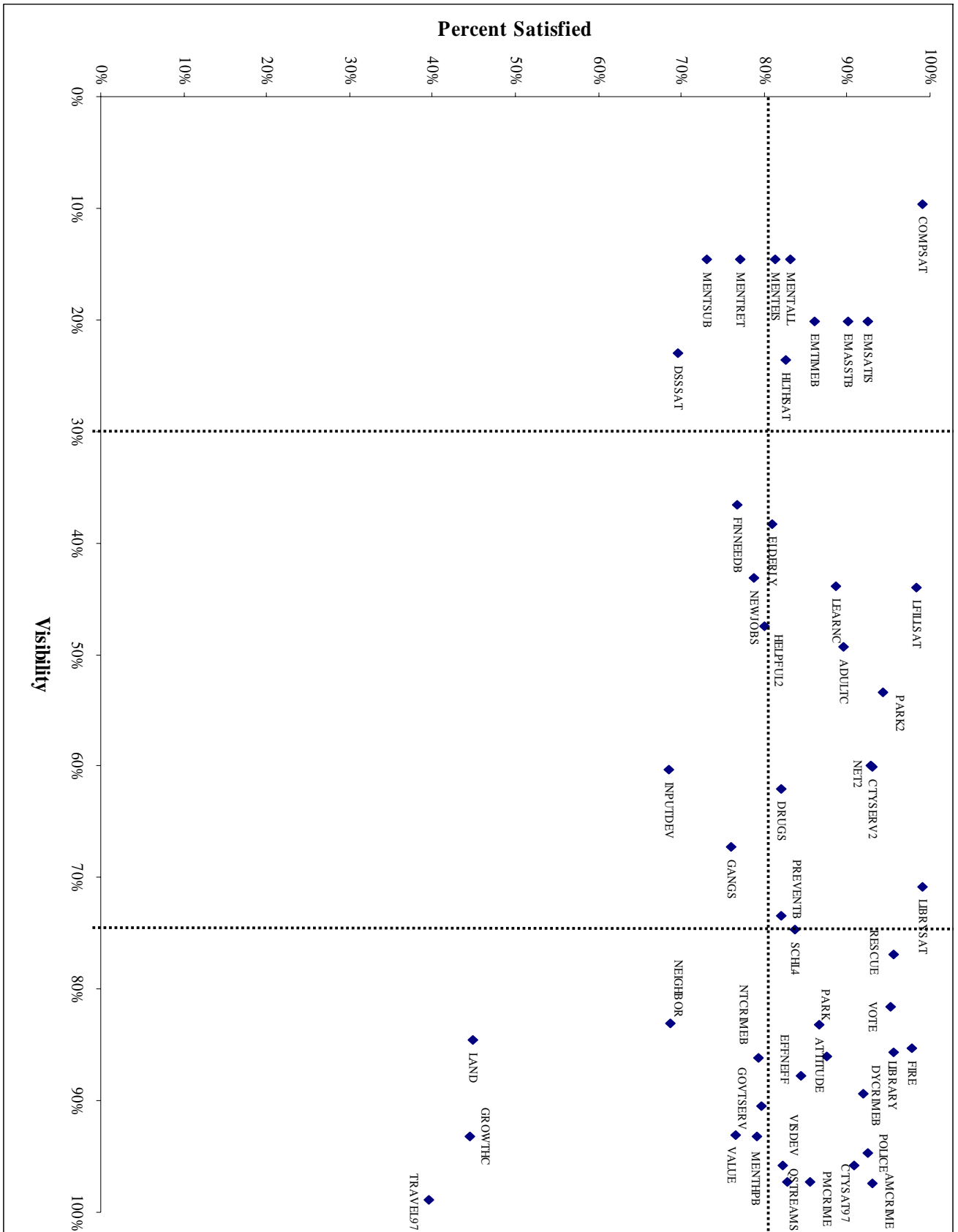
Low to Moderate Satisfaction/Medium Visibility

<i>Question Name</i>	<i>Service</i>
GANGS	Combat Gang Activity
INPUTDEV	Citizen Input Opportunity re: Development
NEWJOBS	Attract New Jobs & Businesses
FINNEEDB	Financial Need

Low to Moderate Satisfaction/Low Visibility

<i>Question Name</i>	<i>Service</i>
DSSSAT	Satisfaction with DSS
MENTRET	Services to those with Mental Retardation
MENTSUB	Services to people with Substance Abuse Problem

Figure 8-1: Satisfaction by Visibility, 2006



**Appendix A:
Questionnaire**

PRINCE WILLIAM SURVEY QUESTIONNAIRE (2006)¹

{Q: INTRO}

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

- | | |
|---------------------|---------------------|
| 1 NO ANSWER | 5 IMMEDIATE HANGUP |
| 2 BUSY | 6 IMMEDIATE REFUSAL |
| 3 ANSWERING MACHINE | 7 CALLBACK |
| 4 BAD NUMBER | 8 GO ON |

[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}

First, I need to confirm that you are at least 18 years old, and that you live at the residence I am calling.

[IF NECESSARY SAY: Your answers are confidential, and we don't use anybody's name.]

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

{Q: ADGO}

First, I need to select the right person in your household to complete the interview with.

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

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

{Q: ADCOME}

If R is not resident or adult in INTRO2, ASK

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

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

{Q: ADCALLBK}

If NO to ADCOME, ASK

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

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

{Q: REINTRO}

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

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

{Q: 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

If there is only 1 person in the household, then skip to A1GO. If there are 2 persons in the household, then 50% skip to A1GO and the other 50% go on to the next question.

If there are 3 persons in the household, then 33% skip to A1GO and the other 67% go on to the next question.

If there are 4 persons in the household, then 25% skip to A1GO 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 has most recent birthday
- 2 R1 Doesn't know
- 8 REFUSED TO SAY WHO HAD LAST BIRTHDAY – TERMINATES
- 9 R1 REFUSES TO CONTINUE

If answer = 1 then skip to R2COME

If answer = 2 then go on to the next question

If answer = 8 or 9 then 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
- 8 R1 DOESN'T KNOW
- 9 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, PROCEED
- 2 R1 CALLBACK [GET NAME OF R1 FOR CALLBACK MESSAGE LINE]
- 3 R1 REFUSES

{Q: R2COME}

If LASTBDAY is other adult, ASK

Can you ask that person to come to the phone?

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

{Q: R2CALLBK}

If NO to R2COME, ASK

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

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

{Q: R2INTRO}

If R2 IS SELECTED to NEWBDAY, ASK

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

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

{Q: R2GO}

If R2 READY to R2INTRO, ASK

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

- 1 R2 READY, PROCEED
- 2 R2 CALLBACK [GET NAME OF R2 FOR CALLBACK MESSAGE LINE]
- 3 R2 REFUSES

{Q: ZIPCODE}

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

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

20109	20143	22134
20110	20155	22172
20111	20169	22191
20112	20181	22192
20119	22025	22193
20136	22026	22888 OTHER
20137	22125	22999 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/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
- 02 MANASSAS PARK
- 03 STAFFORD COUNTY
- 04 FREDRICKSBURG/SPOTSYLVANIA
- 05 FAUQUIER COUNTY/WARRENTON
- 06 LOUDOUN COUNTY
- 07 FAIRFAX/FALLS CHURCH
- 08 ARLINGTON
- 09 ALEXANDRIA
- 10 RICHMOND CITY OR AREA
- 11 ELSEWHERE IN VIRGINIA
- 12 WASHINGTON, D.C.
- 13 MARYLAND
- 14 ANOTHER LOCATION [SPECIFY...]
- 15 LIVES ALL OVER [VOLUNTEERED]
- 99 DON'T KNOW/NO ANSWER

{Q: OWNHOME}

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

- 1 Owns [Dwelling is owner-occupied]
- 2 Rents
- 3 Other [SPECIFY]:
- 8 DON'T KNOW/NO ANSWER

{Q: KINDPLCE}

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

- 1 Single-family home,
- 2 A duplex or townhouse,
- 3 An apartment or condominium, [MULTI-FAMILY UNIT WITH 3 OR MORE UNITS]
- 4 A mobile home or trailer, or
- 5 Some other kind of structure? [SPECIFY:]
- 8 DON'T KNOW/NO ANSWER

{Q: QOL10}

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

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

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

- 98 DON'T KNOW
- 99 REFUSED

{Q: 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

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

99 REFUSED

{Q: HPELIVB}

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

- 1 PRINCE WILLIAM COUNTY
- 2 MANASSAS/MANASSAS PARK [VOLUNTEERED]
- 3 SOMEPLACE ELSE
- 8 DON'T KNOW/NO ANSWER

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

{Q: LISTSERV}

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

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

{Q: VOTE}

ASK OF 75% OF RESPONDENTS

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

- 1 Very satisfied
- 2 Somewhat satisfied
- 3 Somewhat dissatisfied
- 4 Very dissatisfied
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: GOVTSERV}

ASK OF 75% OF RESPONDENTS

How satisfied are you with the job the County is doing in keeping citizens informed about County government programs and services?

- 1 Very satisfied
- 2 Somewhat satisfied
- 3 Somewhat dissatisfied
- 4 Very dissatisfied
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: FIRE}

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

- 1 Very satisfied
- 2 Somewhat satisfied
- 3 Somewhat dissatisfied
- 4 Very dissatisfied
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: RESCUE}

ASK OF 75% OF RESPONDENTS

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

- 1 Very satisfied
- 2 Somewhat satisfied
- 3 Somewhat dissatisfied
- 4 Very dissatisfied
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: POLINTRO}

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

{Q:AMCRIME}

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

- 1 Very satisfied
- 2 Somewhat satisfied
- 3 Somewhat dissatisfied
- 4 Very dissatisfied
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: PMCRIME}

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

- 1 Very satisfied
- 2 Somewhat satisfied
- 3 Somewhat dissatisfied
- 4 Very dissatisfied
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

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

{Q: ATTITUDE}

ASK OF 75% OF RESPONDENTS

How satisfied are you with police department attitudes and behaviors toward citizens?

- 1 Very satisfied
- 2 Somewhat satisfied
- 3 Somewhat dissatisfied
- 4 Very dissatisfied
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: DRUGS}

ASK OF 75% OF RESPONDENTS

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

- 1 Very satisfied
- 2 Somewhat satisfied
- 3 Somewhat dissatisfied
- 4 Very dissatisfied
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

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

{Q: POLICE}

ASK OF 75% OF RESPONDENTS

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

- 1 Very satisfied
- 2 Somewhat satisfied
- 3 Somewhat dissatisfied
- 4 Very dissatisfied
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: EMERG911}

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

- 1 Yes, contacted in last 12 months
- 2 No, has not contacted
- 8 CAN'T RECALL/DON'T KNOW
- 9 REFUSED

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

{Q: EMSERVB}

If YES to EMERG911, ASK

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

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

{Q: EMERGSB}

If POLICE on EMERG911, ASK

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

- 1 Emergency
- 2 Some other reason
- 3 CAN'T REMEMBER/DON'T KNOW
- 9 REFUSED

{Q: EMSATIS}

If YES to EMERG911, ASK

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

- 1 Very satisfied
- 2 Somewhat satisfied
- 3 Somewhat dissatisfied
- 4 Very dissatisfied
- 7 NOT APPLICABLE [NO HELP SENT, ETC.]
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: 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 UNABLE TO RATE/DON'T KNOW
- 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 REFUESED

{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 UNABLE TO RATE/DON'T KNOW
- 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: SMOKE1}

Ask of 67% of *RESPONDENTS*

Do you have a smoke detector in your home?

- 1 Yes
 - 2 No
 - 8 DON'T KNOW
 - 9 REFUSED
- Skip to *LISTSERV2*

{Q: SMOKE2}

Ask if *SMOKE1=1*

When was the last time you tested your smoke detector? Was it...

- 1 Within the last month
 - 2 Within the last twelve month,
 - 3 or longer than 12 months ago
 - 8 DON'T KNOW/NO ANSWER
 - 9 REFUSED
- Skip to *LISTSERV2*

{Q: SMOKE3}

Ask if *SMOKE2=1 or 2*

When you tested your smoke detector, was it working properly?

- 1 Yes (Skip to *LISTSERV2*)
 - 2 No,
 - 8 DON'T KNOW/NO ANSWER
 - 9 REFUSED
- Skip to *LISTSERV2*

{Q: SMOKE4}

Ask if SMOKE3=2

What action did you take to correct the problem?

- 1 REPLACED THE BATTERY
- 2 REPLACED THE SMOKE DETECTOR
- 3 OTHER ACTION [SPECIFY...]
- 4 DID NOTHING/NO ACTION TAKEN
- 8 DON'T KNOW/DON'T REMEMBER
- 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 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: PARK}

ASK OF 61% OF RESPONDENTS

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

- 1 Very satisfied
- 2 Somewhat satisfied
- 3 Somewhat dissatisfied
- 4 Very dissatisfied
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: ELDERLY}

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

- 1 Very satisfied
- 2 Somewhat satisfied
- 3 Somewhat dissatisfied
- 4 Very dissatisfied
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

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

{Q: LIBRY12}

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

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

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

{Q: LIBRYSAT}

If YES to LIBRY12, ASK

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

- 1 Very satisfied
- 2 Somewhat satisfied
- 3 Somewhat dissatisfied
- 4 Very dissatisfied
- 5 R HAD NO CONTACT WITH STAFF
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: DEPTSS}

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

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

{Q: DSSSAT}

If YES to DEPTSS, ASK

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

- 1 Very satisfied
- 2 Somewhat satisfied
- 3 Somewhat dissatisfied
- 4 Very dissatisfied
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: HLTHDEPT}

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

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

{Q: HLTHSAT}

If YES to HLTHDEPT, ASK

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

- 1 Very satisfied
- 2 Somewhat satisfied
- 3 Somewhat dissatisfied
- 4 Very dissatisfied
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: MENTAL}

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

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

{Q: MENTHPB}

If YES to MENTAL, ASK

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

- 1 Very satisfied
- 2 Somewhat satisfied
- 3 Somewhat dissatisfied
- 4 Very dissatisfied
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: MENTRET}

If YES to MENTAL, ASK

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

- 1 Very satisfied
- 2 Somewhat satisfied
- 3 Somewhat dissatisfied
- 4 Very dissatisfied
- 8 UNABLE TO RATE/DON'T KNOW
- 9 Refused

{Q: MENTEIS}

If YES to MENTAL, ASK

How satisfied are you with their Early Intervention Services?

- 1 Very satisfied
- 2 Somewhat satisfied
- 3 Somewhat dissatisfied
- 4 Very dissatisfied
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: MENTSUB}

If YES to MENTAL, ASK

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

- 1 Very satisfied
- 2 Somewhat satisfied
- 3 Somewhat dissatisfied
- 4 Very dissatisfied
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: MENTALL}

If YES to MENTAL, ASK

How satisfied are you with their services overall?

- 1 Very satisfied
- 2 Somewhat satisfied
- 3 Somewhat dissatisfied
- 4 Very dissatisfied
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: ANYBODY}

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

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

- 1 Yes, contacted in last 12 months
- 2 No, has not contacted
- 9 CAN'T RECALL/DON'T KNOW/REFUSED

{Q: HELPFUL2}

If YES to ANYBODY, ASK

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

- 1 Very satisfied
- 2 Somewhat satisfied
- 3 Somewhat dissatisfied
- 4 Very dissatisfied
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: NET1}

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

[DEFINITION: COUNTY WEBSITE IS LOCATED AT
WWW.CO.PRINCEWILLIAM.VA.US]

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

{Q: NET2}

If YES to NET1, ASK

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

- 1 Very satisfied,
- 2 Somewhat satisfied,
- 3 Somewhat dissatisfied
- 4 Very dissatisfied
- 8 DON'T KNOW
- 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
- 9 REFUSED

{Q: RATEJOBS}

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

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

{Q: NEWJOBS}

If YES to RATEJOBS, ASK

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

- 1 Very satisfied,
- 2 Somewhat satisfied,
- 3 Somewhat dissatisfied
- 4 Very dissatisfied
- 8 DON'T KNOW
- 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: JOBSDISN}

Ask if NEWJOBS = 3 or 4

What types of jobs do you think the county should be trying to attract?

[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: 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
- 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
- 9 REFUSED

{Q: COMPOST}

In the past twelve months, have 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 citizens 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
- 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: 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
- 9 REFUSED

{Q: QSSCREEN}

If YES to QSSCREEN, ASK

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/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?

- [READ AS NECESSARY]
- 1 VERY SATISFIED,
 - 2 SOMEWHAT SATISFIED,
 - 3 SOMEWHAT DISSATISFIED,
 - 4 VERY DISSATISFIED
 - 8 UNABLE TO RATE/DON'T KNOW
 - 9 REFUSED

{Q: INPUTDEV}

ASK OF 75% OF RESPONDENTS

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

- 1 Very satisfied,
- 2 Somewhat satisfied,
- 3 Somewhat dissatisfied
- 4 Very dissatisfied
- 8 DON'T KNOW
- 9 REFUSED

{Q: VISDEV}

ASK OF 75% OF RESPONDENTS

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

- 1 Very satisfied,
- 2 Somewhat satisfied,
- 3 Somewhat dissatisfied
- 4 Very dissatisfied
- 8 DON'T KNOW
- 9 REFUSED

{Q: VIEW}

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

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

{Q: VALUE}

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

- 1 Very satisfied,
- 2 Somewhat satisfied,
- 3 Somewhat dissatisfied
- 4 Very dissatisfied
- 8 DON'T KNOW
- 9 REFUSED

{Q: EFFNEFF}

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

- 1 Very satisfied,
- 2 Somewhat satisfied,
- 3 Somewhat dissatisfied
- 4 Very dissatisfied
- 8 DON'T KNOW
- 9 REFUSED

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

{Q: TRSTGOV1}

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

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

{Q: UNDER18}

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

How many persons under 18 live in your household?

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

{Q: KUNDR597}

If 1 or more to UNDER18, ASK

Are any of those children less than 5 years old?

- 1 Yes
- 2 No
- 9 REFUSED

{Q: K5TO1297}

If 1 or more to UNDER18, ASK

Are any of those children ages 5 to 12?

- 1 Yes
- 2 No
- 9 REFUSED

{Q: KOVR1297}

If 1 or more to UNDER18, ASK

And are any of those children ages 13 to 17?

- 1 Yes
- 2 No
- 9 REFUSED

{Q: INTROSCH}

If YES to K5TO1297 and KOVR1297, ASK

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

{Q: SCHL1}

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

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

{Q: SCHL4}

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

- 1 Very satisfied,
- 2 Somewhat satisfied,
- 3 Somewhat dissatisfied
- 4 Very dissatisfied
- 8 DON'T KNOW
- 9 REFUSED

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

{Q: ADULTC}

ASK OF 72% OF RESPONDENTS

How satisfied are you with access to adult learning opportunities in Prince William County (that will enable you to advance in your job, get a new job, change careers, etc)?

- 1 Very satisfied,
- 2 Somewhat satisfied,
- 3 Somewhat dissatisfied
- 4 Very dissatisfied
- 8 DON'T KNOW
- 9 REFUSED

{Q: LEARNC}

How satisfied are you with opportunities for life-long learning in the community (quality-of-life classes such as fishing, gardening, etc)?

- 1 Very satisfied,
- 2 Somewhat satisfied,
- 3 Somewhat dissatisfied
- 4 Very dissatisfied
- 8 DON'T KNOW
- 9 REFUSED

{Q: PARK12}

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

- 1 Yes – has used
- 2 No – has not
- 3 CAN'T RECALL/DON'T KNOW

{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
- 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
- 9 REFUSED

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

{Q: OLDER18}

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

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

{Q: YRBORN}

In what year were you born?

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

{Q: WORK}

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

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

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

{Q: CRED98B}

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

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

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

{Q: 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]

{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]

{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 NO MORE/GO ON
- 9 DON'T KNOW/NO ANSWER

{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 CITY OR AREA |
| 13 MANASSAS PARK | 24 ELSEWHERE IN VIRGINIA |
| 14 STAFFORD COUNTY | 25 WASHINGTON, D.C. |
| 15 FREDRICKSBURG/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
- 9 DON'T KNOW/REFUSED

{Q: SAMEWORK}

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

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

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

{Q: COMM98}

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

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

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

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

{Q: COMMTIME}

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

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

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

{Q: TELECOM}

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

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

Do you ever telecommute or telework?

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

{Q: TELTIME}

If YES to 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: PHONE1}

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

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

{Q: PHONE2}

If No to PHONE1, ASK

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

- 1 Unlisted or unpublished
- 2 Got number after phone book came out
- 3 OTHER [SPECIFY:]
- 9 DON'T KNOW/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."]

- 1 Male
- 2 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: MILTRY}

Are you currently serving, or have you ever served in the U.S. military, on either active duty or in the reserves?

- 1 Yes – Current active duty
- 2 Yes – Current reserve duty
- 3 Yes – Past military service
- 4 No – never in military
- 8 DON'T KNOW/NO ANSWER

{Q: INCOME}

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

[PRECISE CATEGORIES:]

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

{Q: HISPANIC}

Do you consider yourself to be of Hispanic origin?

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

{Q: RACE}

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

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

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

{Q: 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.

INTERVIEWERS: HANG UP THE PHONE
IF YOU ARE READY TO MOVE ON, PRESS "1" TO CONTINUE
THE RESULTS OF THIS CALL WILL NOT BE SAVED UNTIL YOU
COMPLETE THE REMAINING QUESTIONS

{Q: INTCOMM}

INTERVIEWERS: PLEASE TYPE IN HERE ANY SPECIAL COMMENTS BY THE RESPONDENT THAT YOU FEEL SHOULD BE RECORDED, OR ANY SPECIAL PROBLEMS INVOLVED IN THIS PARTICULAR INTERVIEW.

IF THERE IS NOTHING ESSENTIAL TO REPORT, JUST PRESS RETURN...

INTERVIEWERS:

ENTER YOUR INTERVIEWER NUMBER (ASSIGNED BY YOUR SUPERVISOR)

ENTER INTERVIEWER NUMBER HERE: _____

CHECK YOUR TYPING CAREFULLY!!

THEN: PRESS "ENTER" TO COMPLETE THE INTERVIEW. THE SYSTEM WILL RECORD THE DATA AND THE TIMING CLOCK FOR THE INTERVIEW WILL BE RESET TO ZERO.

Appendix B:
Survey and Sampling Methodology

SURVEY AND SAMPLING METHODOLOGY

The 2006 Prince William County Citizen Satisfaction Survey was conducted by the Center for Survey Research (CSR) using a Computer-Assisted Telephone Interviewing (CATI) system, employing random-digit dialing as the primary sampling method. A discussion of the general methodology appears in Chapter I of this report. This appendix provides additional details on how the questionnaire was developed, how the sample was selected, how the survey was administered, statistical weighting and how statistical testing was used to evaluate the results.

Sample

As with previous years, CSR employed random-digit dialing (RDD) to reach a random sample of the households in Prince William County. RDD produces a more representative sample of the population than do most other sampling methods because households are selected for contact at random and all households with a working land-line telephone can be reached. Listed and unlisted residential telephones have equal probability of being included in an RDD study. Additionally, this year marks the fourth use of over-sampling to include a larger number of respondents in the rural crescent. The larger sample size allows for a more detailed examination of the responses from the less populated areas in the county. Geographic weighting was used to generalize results to the entire county without over-representing any particular district. Both an RDD sample of telephone numbers randomly generated from five-digit call groups known to be in operation in Prince William County and a second, supplementary sample of listed numbers within the rural crescent was purchased from Survey Sampling, Inc. of Fairfield, CT, a commercial sampling company that uses state-of-the-art methodologies.

Telephone surveys risk biases owing to variation among members of a household in the likelihood of answering the telephone. For example, persons who do not work may be more likely to be available to answer the phone than are those who are employed. Various methods have been developed to randomize respondents within households in order to reduce these biases. Unlike in prior years, the Minimally Intrusive Method of respondent selection was used this year. This method allows for more random selection of people into the survey as compared to the “last-birthday” method used in previous surveys.

Questionnaire

This is the sixth Prince William County survey to use the alternating-questions survey format. In an effort to reduce the overall number of questions asked in every year while retaining the ability to make comparisons over multiple years, beginning in 2001 questions were divided into three categories: those that are to be asked every year, those to be asked in only even years, and those to be asked in only odd years. This format, implemented January 2001 by the County government and CSR staff to control survey length, contains core questions to be asked each year and two sets of questions included in the survey in alternate years. The form is: Core plus group A in one year, followed by Core plus group B in the next year. The 2006 survey includes the core questions, plus many of the questions designated group B. To allow reliable comparisons among the results of the thirteen surveys, the wordings of most of the questions were left identical to those used in the previous twelve surveys.

The 2006 survey continued the practice of “question rationing” begun in 1995. This is a system for asking certain questions of fewer than all respondents, in order to ask a larger number of questions and obtain a sufficiently large sample of responses to each question without making the survey substantially longer for any individual respondent.

The questionnaire was pre-tested April 11 through April 18, 2006. The pre-test resulted in 34 completed interviews with households in Prince William County. Based on the pre-test, we refined our training procedures, evaluated the average interview length, adjusted the question-rationing percentages, and corrected minor errors in the CATI program for production interviews.

This year for the first 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 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.

The Spanish language survey tended to run longer than the English language version. For production interviewing the average time on the phone from greeting to goodbye was 21.01 minutes in English and 19.01 minutes in Spanish. The Sawtooth WinCATI software enables switching out English and Spanish surveys without interruption as long as the interviewer is bilingual. Otherwise, English speaking interviewers code a household as likely Spanish-speaking and then a bilingual interviewer would receive that number in their calling queue.

Interviewing Procedures

CSR conducted the telephone interviews from its Computer-Assisted Telephone Interviewing (CATI) Laboratory at the University of Virginia. CATI is a system in which computers are employed to increase the efficiency, accuracy, and flexibility of telephone surveys conducted by trained interviewers. Questions appear on the computer screen in programmed sequence as the interviewer presses the keys on the keyboard to record the respondent's answers. Accurate, instantaneous data entry is assured by the system. The computer system stores the database of telephone numbers and is used to control the sampling process, dial each sampled number, schedule callbacks, and record the disposition of each attempted call.

Production calling for the survey was carried out from May 08 through June 23, 2006. All telephone calls for the study were made from the CATI laboratory under the direct supervision of CSR staff. Numbers were dialed automatically by the WinCATI computer system. Calling was done on Sunday through Friday evenings and on Sunday afternoons. The interviewers received at least six hours of training prior to production interviewing. Many had prior interviewing experience on similar studies, and some had prior experience with the Prince William County studies specifically. Each phone number was given from 8 to 10 call attempts before it was treated as a "no answer" or "busy" number. Residential phones answered by automatic answering machines were treated the same as "no answer" calls (although counted separately); CSR interviewers did not leave messages on the answering machines of potential respondents but simply returned the phone number to the sample pool for another calling attempt at a later time. However, answering machine announcements that identified the phone number as a place of business were recorded as such and not re-attempted.

During the 1996 survey we began the practice known as "conversion calling," which was used again this year, in order to reduce "non-response bias." Non-response bias in surveys results when qualified respondents do not complete a survey, usually because they refuse to cooperate. In conversion calling, our most highly trained interviewers call back households in which we previously had someone refuse to take the survey. First, we kept track of the "tone" of initial refusals. "Hard" refusals, those in which people explicitly asked not to be called again, or were noticeably agitated or upset about our phone call, were not called back at all. "Soft" refusals, those for which it seemed that we only caught someone at a bad time, were called back once more after an interval of at least three days.

A total of 11,546 phone numbers were attempted in the course of the survey. The final disposition of each of the attempted phone numbers is shown in Appendix Table B-3, the Sample Disposition Report. This year's disposition report, like those reported since 1998, is presented in a format that has been recommended as an industry standard by the American Association for Public Opinion Research.¹ The AAPOR rate 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. This new tool increases the accuracy of the calculation. CSR completed a total of 1,505 interviews (including those completed in the conversion phase of calling), for an overall response rate of 23.8%.² There were also 49 partial interviews of which 4 were sufficiently complete for inclusion in the study. The interview took an average of 17.22 minutes to complete once a qualified respondent was identified, with a median time of 16.17 minutes.³ The overall interview production rate (1.12 interviews per hour) is only slightly less than the 2005 survey.

The true response rate depends on how one estimates the percentage of working residential phones that exist among the many numbers that never answered our many call attempts. An estimate of 22.4% for RR3 is based on the most conservative assumption (equivalent to the CASRO rate) that the percentage of residential households among unreachable numbers is the same as the percentage among those we reached, *i.e.*, 62.3%. However, because CSR completed multiple attempts to nearly all of the no-answer numbers and based upon prior experimentation with listed and RDD samples in Virginia, we estimate that the residency rate is around 20% of no-answer numbers and that our true response rate (adjusted RR3) is closer to 23.8%.

Weighting

This year continues the practice begun two years ago using statistical weighting to correct within-county geographic representation. This procedure was necessary for county-wide generalizations because of the rural-crescent over-sample designed to offer a more detailed examination of the responses from less populated areas in the county. The data are weighted to properly reflect the proportion of households in each of the County's districts.⁴

¹ The American Association for Public Opinion Research. 1998. *Standard Definitions: Final Dispositions of Case Codes and Outcome Rates for RDD Telephone Surveys and In-Person Household Surveys*. Ann Arbor, Michigan: AAPOR. See also the AAPOR website, www.aapor.org.

² Calculated according to AAPOR suggested formula RR3, with $e1=.18$ and $e2=.89$. 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 26.3%.

³ These times indicate the amount of time that the respondent was actually on the phone. Prior to this year, we have reported the "completion time"—the time that it took the interviewer to complete the interview. The completion time for this year was an average of 19.16 minutes, with a median of 18.07 minutes.

⁴ This population information by zip code was provided by Prince William County and is based on Census 2005 Survey Area Demographics.

The following table details the geographic weighting applied to the 2006 data.

Table B-1

Area	Population of Households		Sample		Weight
	(count)	(%)	(count)	(%)	
Woodbridge/Dumfries	28,521	23.6%	239	16.6%	1.413
Dale City	22,167	18.4%	251	17.4%	1.056
Lake Ridge/Westridge/Occoquan	19,993	16.6%	201	14.0%	1.189
Sudley/Yorkshire	14,479	12.0%	130	9.0%	1.332
North County	5,682	4.7%	126	8.8%	.539
Gainesville/Linton Hall	14,252	11.8%	194	13.5%	.878
Brentsville	2,654	2.2%	132	9.2%	.240
Mid County	12,872	10.7%	166	11.5%	.928
Total	120,626	100.00%	1,439	100.00%	

Sampling Error and Statistical Testing

While CSR completed a total of 1,505 interviews, for purposes of this survey only the 1439 respondents who identified themselves as being in the correct geographic regions were used for analysis. Based on a sample of 1,439 respondents, the survey has a sampling error of plus or minus 2.6 percent.⁵ This means that in 95 out of 100 samples of this size drawn from Prince William County, the results obtained in the sample would fall in a range of ± 2.6 percentage points of what would have been obtained had every household in the County with a working telephone been interviewed. Larger sampling errors are present when analyzing subgroups of the sample or questions that were not asked of all respondents; smaller sampling errors are present when a lopsided majority give the same answer (e.g., 80 percent of the sample are satisfied with a given service).

Statistical significance tests were used for two principal purposes. One was to compare the results of the 2006 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 do not take into account the “design effect” and do not measure sources of error, which can occur in any poll or survey, that are not related to sampling.

Geography

In order to perform a geographic analysis of survey responses, we grouped respondents according to the ZIP code area in which they live. This was preferable to other methods because virtually all respondents gave us a ZIP code when asked and we had obtained ZIP codes in the previous surveys.

The regions of Prince William County used in the present analysis are defined by ZIP code groupings, which were developed in consultation with the study sponsors. They were selected to represent distinct and meaningful groupings of the population, while collecting a sufficient number of respondents from each region to allow fruitful statistical analysis.

From 1993 through 2001, the County was divided into five geographic areas. Several ZIP code numbers in the County changed effective 1 July 1996; however, except for the splitting of two previous Manassas-

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

area ZIP code areas, this involved no changes in ZIP code boundaries, and the boundaries of the five geographic regions used in our 1997-2001 analysis are identical to those used in 1994, 1995 and 1996, before the number changes took effect.

In 2002, because of growth in the County, the regional groupings were further refined. The “Rural-Residential Crescent” is divided into four areas – North County, Gainesville/Linton Hall, Brentsville and Mid County – creating a total of eight geographic areas. The regions are defined by ZIP code in the table below.

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 this year but this change did not affect the definition of the distribution areas for Prince William County. One change that does slightly modify the distribution areas from the 2005 Survey is the addition of zip code 22025 to the Woodbridge-Dumfries survey area.

Table B-2

AREA	2006 Zip Codes	2002-2005 Zip Codes	1997-2001 Zip Codes	1993-1996 Zip Codes
Woodbridge-Dumfries	22025, 22026, 22172, 22191	Same	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		

Table B-3

PRINCE WILLIAM 2005 – COMBINED CALLING
 [dispositions arranged for calculation of AAPOR standard rates]

<u>Code</u>	<u>Disposition</u>	<u>Total</u>	<u>Group</u>	<u>Group Total</u>
1100	Complete	1505	Complete Interview	1505
1200	Partial	49	Partial Interview	49
2110	Eligible: Refusal	1264		
2120	Eligible: Break-off	44	Refusal and break-off	1308
2210	Eligible: Resp Never Available	761		
2221	Eligible: Ans Mach, No Message	1632		
2222	Eligible: Ans Machine, Message	0	Non-contact	2393
2310	Eligible: Dead	1		
2320	Eligible: Phys/Mentally Unable	14	Other	55
2330	Eligible: Language Unable	36		
2340	Eligible: Misc Unable	4	Unknown if household	1059
3120	Busy	120		
3130	No Answer	629	Unknown if other	941
3140	Ans Mach (Don't Know if HU)	155		
3150	Technical Phone Problems	155	Ineligible Numbers	4236
3210	HU, Unknown Eligible: NoScrn	941	Total Dialed Attempts	50768
3220	HU, Unknown Eligible: Other	0		
4100	Out of Sample	438	Results [AAPOR RATES]:	
4200	Fax/Data Line	610	<i>(Estimated 1 = 0.178</i>	
4310	Non-working Number	669	<i>(Estimated 2 = 0.888</i>	
4320	Disconnected Number	1465	Response Rate 1 = 0.206	
4410	Number Changed	112	Response Rate 2 = 0.213	
4420	Cell Phone	8	Response Rate 3 = 0.238	
4430	Call Forwarding	2	Response Rate 4 = 0.263	
4510	Business/Government/Other Org	911	Response Rate 5 = 0.283	
4520	Institution	1	Response Rate 6 = 0.293	
4530	Group Quarter	1	Cooperation Rate 1 = 0.516	
4700	No Eligible Respondent	19	Cooperation Rate 2 = 0.533	
4800	Quota Filled	0	Cooperation Rate 3 = 0.526	
			Cooperation Rate 4 = 0.543	
	Total	11546	Refusal Rate 1 = 0.179	
			Refusal Rate 2 = 0.221	
			Refusal Rate 3 = 0.246	
			Contact Rate 1 = 0.399	
			Contact Rate 2 = 0.461	
			Contact Rate 3 = 0.549	

Appendix C: Demographics

area Geographic area

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Woodbridge/Dumfries	338	23.5	23.5	23.5
	Dale City	265	18.4	18.4	41.9
	Lake Ridge/Westridge/ Occoquan	239	16.6	16.6	58.5
	Sudley/Yorkshire	173	12.0	12.0	70.5
	North County	68	4.7	4.7	75.3
	Gainesville/Linton Hall	170	11.8	11.8	87.1
	Brentsville	32	2.2	2.2	89.3
	Mid County	154	10.7	10.7	100.0
	Total	1439	100.0	100.0	

howlong Length of Residence in PWC

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 1 year	97	6.7	6.7	6.7
	1 to 2 years	169	11.7	11.7	18.5
	3 to 5 years	246	17.1	17.1	35.6
	6 to 10 years	216	15.0	15.0	50.6
	11 to 19 years	279	19.4	19.4	70.0
	20 years or more	379	26.3	26.3	96.3
	All my life	54	3.7	3.7	100.0
	Total	1439	100.0	100.0	

ownhome Homeowner Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Owns	1213	84.3	84.6	84.6
	Rents	210	14.6	14.7	99.3
	Other	10	.7	.7	100.0
	Total	1433	99.6	100.0	
Missing	Don't know/No answer	6	.4		
Total		1439	100.0		

kindplce Kind of Place R Lives in

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Single-family home	976	67.8	68.1	68.1
	Duplex/townhouse	304	21.2	21.3	89.4
	Apartment or condo	136	9.5	9.5	98.9
	Mobile home	10	.7	.7	99.6
	Some other kind of structure	6	.4	.4	100.0
	Total	1431	99.5	100.0	
Missing	Don't know/No answer	8	.5		
Total		1439	100.0		

prevres Previous Residence

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Manassas	20	1.4	2.8	2.8
	Manassas Park	6	.4	.8	3.6
	Stafford County	10	.7	1.5	5.1
	Fredericksburg/Spotsylvania	3	.2	.4	5.5
	Fauquier County/Warrenton	4	.3	.6	6.1
	Loudoun County	16	1.1	2.3	8.4
	Fairfax/Falls Church	217	15.1	30.4	38.8
	Arlington	28	1.9	3.9	42.7
	Alexandria	69	4.8	9.7	52.4
	Richmond	2	.1	.3	52.7
	Elsewhere in VA	33	2.3	4.6	57.3
	Washington	8	.6	1.1	58.5
	Maryland	30	2.1	4.2	62.7
	Another location	262	18.2	36.8	99.5
	Lives all over	4	.3	.5	100.0
	Total	712	49.5	100.0	
	Missing	16	15	1.0	
	System		711	49.4	
Total		727	50.5		
Total		1439	100.0		

children Children in the home

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No children in the home	755	52.4	52.7	52.7
	Children in the home	677	47.0	47.3	100.0
	Total	1432	99.5	100.0	
Missing	System	7	.5		
	Total	1439	100.0		

kundr597 Any children Under 5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	279	19.4	41.3	41.3
	No	397	27.6	58.7	100.0
	Total	676	47.0	100.0	
Missing	Refused	1	.0		
	System	762	53.0		
	Total	763	53.0		
Total		1439	100.0		

k5to1297 Any children age 5-12

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	362	25.1	62.4	62.4
	No	218	15.1	37.6	100.0
	Total	579	40.3	100.0	
Missing	Refused	2	.1		
	System	858	59.6		
	Total	860	59.7		
Total		1439	100.0		

kovr1297 Any children age 13-17

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	290	20.1	63.5	63.5
	No	167	11.6	36.5	100.0
	Total	457	31.7	100.0	
Missing	Refused	2	.1		
	System	981	68.2		
	Total	982	68.3		
Total		1439	100.0		

under18 Number of People Under 18

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	755	52.4	52.7	52.7
	1	262	18.2	18.3	71.0
	2	274	19.1	19.2	90.2
	3	96	6.7	6.7	96.9
	4	31	2.1	2.1	99.0
	5	7	.5	.5	99.6
	6	2	.2	.2	99.7
	7	2	.1	.1	99.9
	8	1	.1	.1	99.9
	9	1	.1	.1	100.0
Total		1432	99.5	100.0	
Missing	Don't know/Refused	6	.4		
	System	2	.1		
	Total	7	.5		
Total		1439	100.0		

older18 Number of People Over 18

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	2	.1	61.9	61.9
	3	1	.1	38.1	100.0
	Total	3	.2	100.0	
Missing	System	1436	99.8		
Total		1439	100.0		

agecat age categories

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-25	72	5.0	5.2	5.2
	26-37	298	20.7	21.5	26.7
	38-49	413	28.7	29.8	56.4
	50-64	431	30.0	31.1	87.5
	65 & over	173	12.0	12.5	100.0
	Total	1387	96.4	100.0	
Missing	System	52	3.6		
Total		1439	100.0		

work Work Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Working full time	909	63.2	63.8	63.8
	Working part time	106	7.4	7.5	71.2
	Looking for work	23	1.6	1.6	72.9
	Homemaker	137	9.5	9.6	82.5
	Retired	199	13.9	14.0	96.4
	Student	24	1.7	1.7	98.2
	Other	26	1.8	1.8	100.0
	Total	1425	99.0	100.0	
Missing	Don't know/Refused	12	.9		
	System	2	.1		
	Total	14	1.0		
Total		1439	100.0		

income4 Household income

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 35K	137	9.6	12.1	12.1
	35K-49K	127	8.8	11.1	23.2
	50K-74K	189	13.1	16.6	39.7
	75K & +	687	47.8	60.3	100.0
	Total	1141	79.3	100.0	
Missing	System	298	20.7		
Total		1439	100.0		

educ6 Education (6 Categories)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than HS	84	5.8	6.0	6.0
	High School grad	234	16.3	16.6	22.6
	Some college	353	24.5	25.0	47.6
	4 year degree	405	28.1	28.7	76.3
	Grad work	298	20.7	21.1	97.4
	Adv Grad/PhD	36	2.5	2.6	100.0
	Total	1410	98.0	100.0	
Missing	System	29	2.0		
Total		1439	100.0		

jobcity City Where R Works

		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	Prince William County	312	21.7	31.2	31.2	
	Manassas	36	2.5	3.6	34.7	
	Manassas Park	5	.3	.5	35.2	
	Stafford County	5	.4	.5	35.7	
	Fredericksburg/ Spotsylvania	2	.1	.2	35.9	
	Fauquier County/Warrenton	5	.4	.5	36.5	
	Loudon County	16	1.1	1.6	38.1	
	Fairfax County	232	16.1	23.1	61.2	
	Fairfax City	27	1.9	2.7	63.9	
	Falls Church	7	.5	.7	64.6	
	Arlington	83	5.8	8.3	72.8	
	Alexandria	55	3.9	5.5	78.4	
	Elsewhere in VA	8	.5	.8	79.1	
	Washington, DC	146	10.1	14.5	93.7	
	Maryland	12	.8	1.2	94.9	
	Another location (specify)	35	2.4	3.5	98.4	
	Works all over (vol)	16	1.1	1.6	100.0	
	Total	1003	69.7	100.0		
	Missing	Don't know/No answer	12	.9		
		System	424	29.4		
Total		436	30.3			
Total		1439	100.0			

marital R's Marital Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Married	957	66.5	68.6	68.6
	Separated	43	3.0	3.0	71.6
	Divorced	130	9.0	9.3	80.9
	Widowed	57	4.0	4.1	85.0
	Never married	209	14.5	15.0	100.0
	Total	1396	97.0	100.0	
Missing	Refused	42	2.9		
	System	2	.1		
	Total	43	3.0		
Total		1439	100.0		

race R's Race

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	White	1013	70.4	73.2	73.2
	Black	215	14.9	15.5	88.7
	Asian	43	3.0	3.1	91.7
	American Indian	11	.7	.8	92.5
	Pacific Islander	5	.3	.4	92.9
	Other	99	6.9	7.1	100.0
	Total	1385	96.2	100.0	
Missing	Refused/No answer	53	3.7		
	System	2	.1		
	Total	54	3.8		
Total		1439	100.0		

race4 Race (4 Categories)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	White	1013	70.4	73.2	73.2
	Black	215	14.9	15.5	88.7
	Asian	43	3.0	3.1	91.7
	Other	114	7.9	8.3	100.0
	Total	1385	96.2	100.0	
Missing	System	54	3.8		
Total		1439	100.0		

hispanic Is R of Hispanic Origin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	146	10.2	10.4	10.4
	No	1261	87.6	89.6	100.0
	Total	1407	97.8	100.0	
Missing	Don't know/Refused	30	2.1		
	System	2	.1		
	Total	32	2.2		
Total		1439	100.0		

rgender R's Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	625	43.4	43.6	43.6
	Female	808	56.1	56.4	100.0
	Total	1433	99.6	100.0	
Missing	Refused	5	.3		
	System	2	.1		
	Total	6	.4		
Total		1439	100.0		

Appendix D: Survey Results

qol10 Overall Impression of PWC

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Worst	12	.8	.8	.8
	2	15	1.1	1.1	1.9
	3	30	2.1	2.1	4.0
	4	37	2.6	2.6	6.6
	5	160	11.1	11.2	17.8
	6	115	8.0	8.1	25.9
	7	379	26.4	26.6	52.5
	8	431	29.9	30.2	82.7
	9	140	9.7	9.8	92.5
	Best	108	7.5	7.5	100.0
	Total	1427	99.2	100.0	
Missing	Don't know	9	.7		
	Refused	2	.2		
	Total	12	.8		
Total		1439	100.0		

yr5agob Rating PWC 5 Years Ago

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Worst	1	.1	.2	.2
	2	6	.4	.6	.8
	3	16	1.1	1.7	2.5
	4	20	1.4	2.2	4.7
	5	86	6.0	9.5	14.1
	6	103	7.1	11.2	25.4
	7	178	12.3	19.5	44.8
	8	275	19.1	30.2	75.0
	9	150	10.4	16.4	91.5
	Best	78	5.4	8.5	100.0
	Total	911	63.3	100.0	
Missing	Don't know	14	1.0		
	Refused	1	.1		
	System	512	35.6		
	Total	528	36.7		
Total		1439	100.0		

futureb Rating PWC 5 Years From Now

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Worst	37	2.5	4.7	4.7
	2	31	2.2	4.0	8.7
	3	37	2.6	4.7	13.4
	4	39	2.7	5.1	18.5
	5	88	6.1	11.3	29.8
	6	87	6.0	11.1	40.9
	7	124	8.6	16.0	56.9
	8	151	10.5	19.4	76.3
	9	92	6.4	11.8	88.1
	Best	93	6.5	11.9	100.0
	Total	779	54.2	100.0	
Missing	Don't know	65	4.5		
	Refused	5	.3		
	System	590	41.0		
	Total	660	45.8		
Total	1439	100.0			

hpelivb Where R Wants to Live 5 Years From Now

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Prince William County	748	52.0	55.7	55.7
	Someplace Else	593	41.2	44.3	100.0
	Total	1341	93.2	100.0	
Missing	Don't know/No Answer	98	6.8		
Total		1439	100.0		

ctysat97 General Satisfaction with Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	480	33.3	34.8	34.8
	Somewhat satisfied	771	53.6	56.0	90.8
	Somewhat dissatisfied	87	6.0	6.3	97.1
	Very dissatisfied	39	2.7	2.9	100.0
	Total	1377	95.7	100.0	
Missing	Unable to rate/don't know	61	4.2		
	Refused	1	.1		
	Total	62	4.3		
Total	1439	100.0			

satchg Sat w/ Services versus One Year Ago

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Increased/more satisfied	134	9.3	12.2	12.2
	Decreased/less satisfied	130	9.0	11.9	24.1
	Stayed about the same	833	57.9	75.9	100.0
	Total	1096	76.2	100.0	
Missing	8	6	.4		
	Don't know/Refused	35	2.4		
	System	302	21.0		
	Total	343	23.8		
Total		1439	100.0		

vote Sat w/ Convenient Ways to Register to Vote

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	509	35.4	62.1	62.1
	Somewhat satisfied	272	18.9	33.1	95.2
	Somewhat dissatisfied	25	1.8	3.1	98.3
	Very dissatisfied	14	1.0	1.7	100.0
	Total	820	57.0	100.0	
Missing	Unable to rate/don't know	186	12.9		
	Refused	3	.2		
	System	431	29.9		
	Total	619	43.0		
Total		1439	100.0		

govtserv Sat w/ Informing Citizens about Government

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	292	20.3	32.2	32.2
	Somewhat satisfied	431	30.0	47.5	79.7
	Somewhat dissatisfied	126	8.8	13.9	93.6
	Very dissatisfied	58	4.0	6.4	100.0
	Total	908	63.1	100.0	
Missing	Unable to rate/don't know	96	6.6		
	Refused	1	.1		
	System	434	30.2		
	Total	531	36.9		
Total		1439	100.0		

fire Sat w/ Fire Fighting in Area

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	907	63.0	74.0	74.0
	Somewhat satisfied	293	20.4	23.9	97.9
	Somewhat dissatisfied	15	1.1	1.3	99.1
	Very dissatisfied	11	.8	.9	100.0
	Total	1226	85.2	100.0	
Missing	Unable to rate/don't know	211	14.7		
	Refused	1	.1		
	System	1	.0		
	Total	213	14.8		
Total		1439	100.0		

rescue Sat w/ Emergency Medical Rescue Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	561	39.0	73.5	73.5
	Somewhat satisfied	169	11.7	22.2	95.7
	Somewhat dissatisfied	22	1.5	2.9	98.6
	Very dissatisfied	11	.7	1.4	100.0
	Total	762	53.0	100.0	
Missing	Unable to rate/don't know	230	16.0		
	System	447	31.1		
	Total	677	47.0		
Total		1439	100.0		

amcrime Sat w/ Safety in Neighborhood in Daytime

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	843	58.6	60.2	60.2
	Somewhat satisfied	459	31.9	32.8	93.0
	Somewhat dissatisfied	68	4.7	4.9	97.9
	Very dissatisfied	30	2.1	2.1	100.0
	Total	1400	97.3	100.0	
Missing	Unable to rate/don't know	37	2.6		
	Refused	1	.1		
	System	1	.0		
	Total	39	2.7		
Total		1439	100.0		

pmcrime Sat w/ Safety in Neighborhood at Night

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	685	47.6	49.0	49.0
	Somewhat satisfied	512	35.6	36.6	85.6
	Somewhat dissatisfied	119	8.3	8.5	94.1
	Very dissatisfied	82	5.7	5.9	100.0
	Total	1399	97.2	100.0	
Missing	Unable to rate/don't know	39	2.7		
	Refused	1	.1		
	System	1	.0		
	Total	40	2.8		
Total		1439	100.0		

dycrimeb Sat w/ Safety in Business Areas in Daytime

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	395	27.5	45.8	45.8
	Somewhat satisfied	398	27.6	46.1	91.9
	Somewhat dissatisfied	57	4.0	6.6	98.5
	Very dissatisfied	13	.9	1.5	100.0
	Total	863	60.0	100.0	
Missing	Unable to rate/don't know	103	7.2		
	System	473	32.9		
	Total	576	40.0		
Total		1439	100.0		

ntcrimeb Sat w/ Safety in Business Areas at Night

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	248	17.2	29.8	29.8
	Somewhat satisfied	412	28.7	49.6	79.3
	Somewhat dissatisfied	128	8.9	15.4	94.7
	Very dissatisfied	44	3.1	5.3	100.0
	Total	832	57.8	100.0	
Missing	Unable to rate/don't know	134	9.3		
	System	473	32.9		
	Total	607	42.2		
Total		1439	100.0		

preventb Sat w/ Crime Prevention Programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	293	20.4	35.7	35.7
	Somewhat satisfied	381	26.5	46.4	82.1
	Somewhat dissatisfied	88	6.1	10.7	92.8
	Very dissatisfied	59	4.1	7.2	100.0
	Total	821	57.1	100.0	
Missing	Unable to rate/don't know	297	20.6		
	Refused	2	.2		
	System	319	22.2		
	Total	618	42.9		
Total		1439	100.0		

attitude Sat w/ Police Dept Attitudes Towards Citizens

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	466	32.4	49.6	49.6
	Somewhat satisfied	347	24.1	37.0	86.6
	Somewhat dissatisfied	78	5.4	8.3	94.9
	Very dissatisfied	48	3.4	5.1	100.0
	Total	939	65.2	100.0	
Missing	Unable to rate/don't know	190	13.2		
	Refused	3	.2		
	System	306	21.3		
	Total	500	34.8		
Total		1439	100.0		

drugs Sat w/ Reduce the Use of Illegal Drugs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	249	17.3	40.3	40.3
	Somewhat satisfied	258	17.9	41.7	82.0
	Somewhat dissatisfied	63	4.4	10.3	92.2
	Very dissatisfied	48	3.3	7.8	100.0
	Total	618	42.9	100.0	
Missing	Unable to rate/don't know	379	26.3		
	Refused	1	.1		
	System	441	30.7		
	Total	821	57.1		
Total		1439	100.0		

gangs Sat w/ Police Dept Efforts to Combat Gangs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	219	15.2	32.1	32.1
	Somewhat satisfied	300	20.8	44.0	76.1
	Somewhat dissatisfied	100	6.9	14.7	90.7
	Very dissatisfied	63	4.4	9.3	100.0
	Total	681	47.3	100.0	
Missing	Unable to rate/don't know	333	23.1		
	Refused	1	.1		
	System	424	29.5		
	Total	758	52.7		
Total	1439	100.0			

police Sat w/ Overall Performance of Police Dept

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	495	34.4	45.6	45.6
	Somewhat satisfied	509	35.4	46.9	92.5
	Somewhat dissatisfied	61	4.2	5.6	98.1
	Very dissatisfied	21	1.4	1.9	100.0
	Total	1086	75.4	100.0	
Missing	Unable to rate/don't know	61	4.2		
	System	292	20.3		
	Total	353	24.6		
Total	1439	100.0			

emerg911 R Dialed 911 in Last 12 Months

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	289	20.1	20.2	20.2
	No	1142	79.4	79.8	100.0
	Total	1431	99.4	100.0	
Missing	Can't recall/Don't know	6	.4		
	Refused	1	.1		
	System	1	.0		
	Total	8	.6		
Total	1439	100.0			

emservb1 Did You Call For Police

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	156	10.8	53.8	53.8
	Selected	133	9.3	46.2	100.0
	Total	289	20.1	100.0	
Missing	System	1150	79.9		
Total		1439	100.0		

emservb2 Did You Call For Fire

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	252	17.5	87.1	87.1
	Selected	37	2.6	12.9	100.0
	Total	289	20.1	100.0	
Missing	System	1150	79.9		
Total		1439	100.0		

emservb3 Did You Call For Ambulance or Rescue Squad

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	161	11.2	55.9	55.9
	Selected	128	8.9	44.1	100.0
	Total	289	20.1	100.0	
Missing	System	1150	79.9		
Total		1439	100.0		

emservb4 Did You Call For Something else

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	274	19.0	94.8	94.8
	Selected	15	1.0	5.2	100.0
	Total	289	20.1	100.0	
Missing	System	1150	79.9		
Total		1439	100.0		

emservb5 EMSERVB5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	289	20.1	100.0	100.0
Missing	System	1150	79.9		
Total		1439	100.0		

emservb6 EMSERVB6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	289	20.1	100.0	100.0
Missing	System	1150	79.9		
Total		1439	100.0		

emservb7 Can't Recall/Don't Know

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	288	20.0	99.6	99.6
	Selected	1	.1	.4	100.0
	Total	289	20.1	100.0	
Missing	System	1150	79.9		
Total		1439	100.0		

emservb8 Refused

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	289	20.1	100.0	100.0
Missing	System	1150	79.9		
Total		1439	100.0		

emservb9 No More, Go On

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	1	.1	.4	.4
	Selected	288	20.0	99.6	100.0
	Total	289	20.1	100.0	
Missing	System	1150	79.9		
Total		1439	100.0		

emergsb Nature of 911 Call (emerg or other)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Emergency	70	4.9	52.5	52.5
	Some other reason	63	4.4	47.5	100.0
	Total	133	9.3	100.0	
Missing	System	1306	90.7		
Total		1439	100.0		

emsatis Sat w/ Assistance from 911 Operator

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	226	15.7	80.0	80.0
	Somewhat satisfied	35	2.4	12.5	92.5
	Somewhat dissatisfied	9	.6	3.2	95.7
	Very dissatisfied	12	.8	4.3	100.0
	Total	283	19.6	100.0	
Missing	Not Applicable/No Help Sent	1	.1		
	Unable to rate/Don't know	5	.3		
	System	1150	79.9		
	Total	1156	80.4		
Total	1439	100.0			

emtimeb Satisfaction with Time for Help to Arrive

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	189	13.1	70.4	70.4
	Somewhat satisfied	42	2.9	15.6	86.0
	Somewhat dissatisfied	8	.5	2.9	88.8
	Very dissatisfied	30	2.1	11.2	100.0
	Total	269	18.7	100.0	
Missing	Not Applicable/No Help Sent	15	1.0		
	Unable to rate/Don't know	5	.4		
	System	1150	79.9		
	Total	1170	81.3		
Total	1439	100.0			

emasstb Sat w/ Assistance on the Scene

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	199	13.8	75.3	75.3
	Somewhat satisfied	39	2.7	14.7	90.1
	Somewhat dissatisfied	11	.7	4.1	94.2
	Very dissatisfied	15	1.1	5.8	100.0
	Total	264	18.3	100.0	
Missing	Not Applicable/No Help Sent	6	.4		
	Unable to rate/Don't know	4	.3		
	System	1165	81.0		
	Total	1175	81.7		
Total	1439	100.0			

smoke1 Do You Have a Smoke Detector in Home

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1043	72.5	99.5	99.5
	No	5	.4	.5	100.0
	Total	1048	72.9	100.0	
Missing	Don't know	3	.2		
	Refused	1	.1		
	System	387	26.9		
	Total	391	27.1		
Total		1439	100.0		

smoke2 When Did You Last Test Smoke Detector

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Within the last month	363	25.2	35.5	35.5
	Within the last twelve months	606	42.1	59.3	94.8
	Longer than 12 months ago	53	3.7	5.2	100.0
	Total	1022	71.0	100.0	
Missing	Don't know/No answer	20	1.4		
	9	1	.1		
	System	396	27.5		
Total		417	29.0		
Total		1439	100.0		

smoke3 Smoke Detector Working Properly when Tested

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	956	66.4	98.8	98.8
	No	11	.8	1.2	100.0
	Total	968	67.2	100.0	
Missing	Don't know/No answer	1	.1		
	System	470	32.7		
Total		471	32.8		
Total		1439	100.0		

smoke4 What Action Did You Take to Correct Problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Replaced the battery	8	.6	78.3	78.3
	Replaced the smoke detector	1	.1	13.1	91.4
	Other action	1	.1	8.6	100.0
	Total	10	.7	100.0	
Missing	Don't know/Don't remember	1	.1		
	System	1428	99.2		
	Total	1429	99.3		
Total		1439	100.0		

library Sat w/ Providing Library Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	622	43.2	74.0	74.0
	Somewhat satisfied	181	12.6	21.5	95.5
	Somewhat dissatisfied	28	1.9	3.3	98.8
	Very dissatisfied	10	.7	1.2	100.0
	Total	841	58.4	100.0	
Missing	Unable to rate/don't know	140	9.8		
	Refused	1	.1		
	System	456	31.7		
	Total	598	41.6		
Total		1439	100.0		

park Sat w/ Providing Park and Recreation Programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	445	31.0	52.0	52.0
	Somewhat satisfied	304	21.1	35.5	87.6
	Somewhat dissatisfied	62	4.3	7.3	94.8
	Very dissatisfied	44	3.1	5.2	100.0
	Total	856	59.5	100.0	
Missing	Unable to rate/don't know	139	9.6		
	Refused	1	.1		
	System	443	30.8		
	Total	583	40.5		
Total		1439	100.0		

elderly Sat w/ Programs for Elderly Population

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	200	13.9	36.3	36.3
	Somewhat satisfied	246	17.1	44.6	81.0
	Somewhat dissatisfied	67	4.6	12.1	93.1
	Very dissatisfied	38	2.6	6.9	100.0
	Total	550	38.2	100.0	
Missing	Unable to rate/don't know	886	61.6		
	Refused	1	.1		
	System	1	.1		
	Total	889	61.8		
Total		1439	100.0		

finneedb Sat w/ County's Help to People in Need

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	89	6.2	25.3	25.3
	Somewhat satisfied	182	12.6	51.4	76.7
	Somewhat dissatisfied	35	2.4	10.0	86.7
	Very dissatisfied	47	3.3	13.3	100.0
	Total	353	24.5	100.0	
Missing	Unable to rate/don't know	611	42.5		
	Refused	3	.2		
	System	472	32.8		
	Total	1086	75.5		
Total		1439	100.0		

libry12 Has R Used Library Services in last 12 months

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1018	70.8	71.3	71.3
	No	411	28.5	28.7	100.0
	Total	1429	99.3	100.0	
Missing	Can't recall/Don't know	9	.6		
	System	1	.1		
	Total	10	.7		
Total		1439	100.0		

librysat Sat w/ Service from Library Staff

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	882	61.3	87.6	87.6
	Somewhat satisfied	107	7.5	10.7	98.3
	Somewhat dissatisfied	5	.4	.5	98.8
	Very dissatisfied	3	.2	.3	99.1
	R had no contact with staff	9	.6	.9	100.0
	Total	1007	70.0	100.0	
Missing	Unable to rate/Don't know	11	.8		
	System	421	29.2		
	Total	432	30.0		
Total		1439	100.0		

deptss Familiar w/ Dept of Soc Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes--familiar	330	23.0	23.0	23.0
	Not sure	48	3.3	3.3	26.3
	No--not familiar	1059	73.6	73.7	100.0
	Total	1438	99.9	100.0	
Missing	System	1	.1		
Total		1439	100.0		

dsssat Sat w/ Dept of Soc Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	135	9.4	41.2	41.2
	Somewhat satisfied	93	6.4	28.4	69.6
	Somewhat dissatisfied	44	3.1	13.6	83.1
	Very dissatisfied	55	3.8	16.9	100.0
	Total	327	22.7	100.0	
Missing	Unable to rate/don't know	4	.3		
	System	1109	77.0		
	Total	1112	77.3		
Total		1439	100.0		

hlthdept Familiar w/ Health Department

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes--familiar	339	23.6	23.6	23.6
	Not sure	39	2.7	2.7	26.3
	No--not familiar	1059	73.6	73.7	100.0
	Total	1438	99.9	100.0	
Missing	System	1	.1		
Total		1439	100.0		

hlthsat Sat w/ Health Department

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	159	11.0	47.6	47.6
	Somewhat satisfied	117	8.1	35.0	82.6
	Somewhat dissatisfied	28	1.9	8.4	91.0
	Very dissatisfied	30	2.1	9.0	100.0
	Total	334	23.2	100.0	
Missing	Unable to rate/don't know	5	.4		
	System	1100	76.4		
	Total	1105	76.8		
Total		1439	100.0		

mental Familiar w/ Mental Health Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes--familiar	210	14.6	14.6	14.6
	Not sure	25	1.8	1.8	16.4
	No--not familiar	1202	83.6	83.6	100.0
	Total	1438	99.9	100.0	
Missing	System	1	.1		
Total		1439	100.0		

menthpb Sat w/ Services to People w/ Mental Health Problems

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	70	4.9	37.3	37.3
	Somewhat satisfied	79	5.5	41.9	79.2
	Somewhat dissatisfied	22	1.5	11.5	90.7
	Very dissatisfied	17	1.2	9.3	100.0
	Total	189	13.1	100.0	
Missing	Unable to rate/don't know	14	1.0		
	Refused	7	.5		
	System	1229	85.4		
	Total	1250	86.9		
	Total	1439	100.0		

mentret Sat w/ Services to Mental Retardation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	62	4.3	44.8	44.8
	Somewhat satisfied	44	3.1	32.3	77.1
	Somewhat dissatisfied	19	1.3	14.0	91.1
	Very dissatisfied	12	.9	8.9	100.0
	Total	137	9.5	100.0	
Missing	Unable to rate/don't know	72	5.0		
	System	1229	85.4		
	Total	1302	90.5		
	Total	1439	100.0		

menteis Sat w/ Early Intervention Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	55	3.8	41.6	41.6
	Somewhat satisfied	52	3.6	39.7	81.3
	Somewhat dissatisfied	15	1.0	11.4	92.6
	Very dissatisfied	10	.7	7.4	100.0
	Total	131	9.1	100.0	
Missing	Unable to rate/don't know	77	5.3		
	Refused	1	.1		
	System	1230	85.4		
	Total	1308	90.9		
	Total	1439	100.0		

mentsub Sat w/ Services to Substance Abuse

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	46	3.2	36.3	36.3
	Somewhat satisfied	47	3.3	36.7	73.0
	Somewhat dissatisfied	20	1.4	16.0	89.0
	Very dissatisfied	14	1.0	11.0	100.0
	Total	128	8.9	100.0	
Missing	Unable to rate/don't know	82	5.7		
	System	1230	85.4		
	Total	1311	91.1		
Total		1439	100.0		

mentall Sat w/ Mental Health Services Overall

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	78	5.4	39.4	39.4
	Somewhat satisfied	86	6.0	43.7	83.1
	Somewhat dissatisfied	23	1.6	11.4	94.5
	Very dissatisfied	11	.7	5.5	100.0
	Total	197	13.7	100.0	
Missing	Unable to rate/don't know	12	.8		
	System	1230	85.4		
	Total	1242	86.3		
Total		1439	100.0		

anybody Has R Contacted County Govt

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	683	47.4	47.8	47.8
	No	744	51.7	52.2	100.0
	Total	1427	99.2	100.0	
Missing	Can't recall/Don't know/Refused	10	.7		
	System	2	.1		
	Total	12	.8		
Total		1439	100.0		

helpful2 Helpfulness of County Employees

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	384	26.7	56.5	56.5
	Somewhat satisfied	160	11.1	23.6	80.1
	Somewhat dissatisfied	54	3.7	7.9	88.0
	Very dissatisfied	81	5.6	12.0	100.0
	Total	679	47.2	100.0	
Missing	Unable to rate/don't know	4	.3		
	System	756	52.6		
	Total	760	52.8		
Total		1439	100.0		

net1 Used the PWC Government Web Site

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	862	59.9	60.4	60.4
	No	565	39.3	39.6	100.0
	Total	1427	99.2	100.0	
Missing	Don't know	9	.6		
	Refused	1	.1		
	System	2	.1		
	Total	12	.8		
Total		1439	100.0		

net2 Sat w/ PWC Government Web Site

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	501	34.8	58.8	58.8
	Somewhat satisfied	290	20.2	34.1	92.9
	Somewhat dissatisfied	49	3.4	5.8	98.7
	Very dissatisfied	11	.8	1.3	100.0
	Total	852	59.2	100.0	
Missing	Unable to rate/don't know	11	.7		
	System	577	40.1		
	Total	587	40.8		
Total		1439	100.0		

land1 Sat w/ Planning of Land Devel-prejob

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	61	4.2	10.2	10.2
	Somewhat satisfied	204	14.2	34.1	44.3
	Somewhat dissatisfied	151	10.5	25.3	69.6
	Very dissatisfied	182	12.6	30.4	100.0
	Total	598	41.5	100.0	
Missing	Unable to rate/don't know	87	6.0		
	System	754	52.4		
	Total	841	58.5		
Total		1439	100.0		

land2 Sat w/ Planning of Land Devel-postjob

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	69	4.8	11.2	11.2
	Somewhat satisfied	212	14.7	34.3	45.5
	Somewhat dissatisfied	158	11.0	25.6	71.1
	Very dissatisfied	179	12.4	28.9	100.0
	Total	618	42.9	100.0	
Missing	Unable to rate/don't know	135	9.4		
	System	686	47.7		
	Total	821	57.1		
Total		1439	100.0		

ratejobs Familiar w/ Attracting New Jobs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	621	43.1	45.8	45.8
	No	734	51.0	54.2	100.0
	Total	1354	94.1	100.0	
Missing	Don't know	83	5.8		
	System	2	.1		
	Total	85	5.9		
Total		1439	100.0		

newjobs Sat w/ Attracting New Jobs to PWC

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	213	14.8	34.8	34.8
	Somewhat satisfied	269	18.7	44.0	78.7
	Somewhat dissatisfied	66	4.6	10.8	89.5
	Very dissatisfied	64	4.5	10.5	100.0
	Total	612	42.6	100.0	
Missing	Unable to rate/don't know	8	.6		
	System	818	56.9		
	Total	827	57.4		
Total		1439	100.0		

neighbor Sat w/ Preventing Neighborhood Deterioration

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	295	20.5	24.7	24.7
	Somewhat satisfied	525	36.5	44.0	68.7
	Somewhat dissatisfied	209	14.5	17.5	86.3
	Very dissatisfied	164	11.4	13.7	100.0
	Total	1193	82.9	100.0	
Missing	Unable to rate/don't know	243	16.9		
	Refused	2	.1		
	System	2	.1		
	Total	246	17.1		
Total		1439	100.0		

landfill Has R Taken Trash to Landfill

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	440	30.5	44.5	44.5
	No	547	38.0	55.5	100.0
	Total	987	68.6	100.0	
Missing	Can't recall/Don't know	11	.7		
	System	442	30.7		
Total	Total	452	31.4		
Total		1439	100.0		

fillsat Sat with Landfill

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	358	24.9	82.6	82.6
	Somewhat satisfied	68	4.7	15.7	98.3
	Somewhat dissatisfied	5	.4	1.2	99.5
	Very dissatisfied	2	.1	.5	100.0
	Total	433	30.1	100.0	
Missing	Unable to rate/don't know	6	.4		
	System	999	69.5		
	Total	1006	69.9		
Total		1439	100.0		

compost Has R Used Compost Facility

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	97	6.8	9.9	9.9
	No	887	61.7	90.1	100.0
	Total	985	68.4	100.0	
Missing	Don't know	13	.9		
	System	442	30.7		
	Total	454	31.6		
Total		1439	100.0		

compsat Sat w/ Compost Facility

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	81	5.6	83.7	83.7
	Somewhat satisfied	15	1.0	15.3	99.0
	Somewhat dissatisfied	1	.1	1.0	100.0
	Total	96	6.7	100.0	
Missing	Unable to rate/don't know	1	.1		
	System	1342	93.2		
	Total	1343	93.3		
Total		1439	100.0		

travel97 Sat w/ Ease of Travel in PWC

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	163	11.3	11.5	11.5
	Somewhat satisfied	399	27.7	28.1	39.6
	Somewhat dissatisfied	328	22.8	23.1	62.6
	Very dissatisfied	531	36.9	37.4	100.0
	Total	1421	98.7	100.0	
Missing	Unable to rate/don't know	17	1.2		
	System	2	.1		
	Total	18	1.3		
Total		1439	100.0		

growthc Sat w/ Growth Rate of PWC

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	114	8.0	10.2	10.2
	Somewhat satisfied	387	26.9	34.3	44.5
	Somewhat dissatisfied	301	20.9	26.7	71.1
	Very dissatisfied	325	22.6	28.9	100.0
	Total	1128	78.4	100.0	
Missing	Unable to rate/don't know	81	5.7		
	Refused	1	.1		
	System	229	15.9		
	Total	311	21.6		
Total		1439	100.0		

qsscreen Familiar w/ PWC Efforts to Preserve Water Quality

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	437	30.4	32.1	32.1
	No	922	64.1	67.9	100.0
	Total	1359	94.4	100.0	
Missing	Don't know/Refused	77	5.4		
	9	1	.1		
	System	2	.1		
	Total	80	5.6		
Total		1439	100.0		

qstreams Sat w/ PWC Efforts to Preserve Water Quality

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	146	10.1	34.4	34.4
	Somewhat satisfied	205	14.3	48.4	82.7
	Somewhat dissatisfied	28	1.9	6.6	89.3
	Very dissatisfied	45	3.1	10.7	100.0
	Total	425	29.5	100.0	
Missing	Unable to rate/don't know	12	.8		
	System	1002	69.6		
	Total	1014	70.5		
Total		1439	100.0		

inputdev Sat w/ Opportunities for Citizen Input

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	165	11.4	22.7	22.7
	Somewhat satisfied	333	23.2	45.9	68.5
	Somewhat dissatisfied	116	8.1	16.0	84.5
	Very dissatisfied	112	7.8	15.5	100.0
	Total	726	50.5	100.0	
Missing	Unable to rate/don't know	477	33.1		
	System	236	16.4		
	Total	713	49.5		
Total		1439	100.0		

visdev Sat w/ Visual Appearance of New Development

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	314	21.8	33.3	33.3
	Somewhat satisfied	462	32.1	49.0	82.2
	Somewhat dissatisfied	81	5.6	8.6	90.8
	Very dissatisfied	86	6.0	9.2	100.0
	Total	943	65.5	100.0	
Missing	Unable to rate/don't know	41	2.9		
	System	455	31.6		
	Total	496	34.5		
Total		1439	100.0		

view View of Services and Taxes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Decrease services & taxes	153	10.6	10.9	10.9
	Keep services & taxes same	867	60.3	61.8	72.7
	Increase services & taxes	145	10.1	10.3	83.1
	Increase services, keep taxes same (vol)	57	4.0	4.1	87.2
	Increase services, decrease taxes (vol)	74	5.1	5.2	92.4
	Keep services same, decrease taxes (vol)	61	4.2	4.3	96.7
	Some other change (vol)	46	3.2	3.3	100.0
	Total	1403	97.5	100.0	
Missing	Don't know/No opinion	34	2.4		
	System	2	.1		
	Total	36	2.5		
Total		1439	100.0		

value Value for Tax Dollar

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	197	13.7	20.5	20.5
	Somewhat satisfied	538	37.4	56.0	76.5
	Somewhat dissatisfied	126	8.7	13.1	89.6
	Very dissatisfied	100	6.9	10.4	100.0
	Total	960	66.7	100.0	
Missing	Unable to rate/don't know	71	4.9		
	Refused	1	.1		
	System	406	28.2		
Total		479	33.3		
Total		1439	100.0		

effneff Sat w/ Efficient and Effective Service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	224	15.6	24.8	24.8
	Somewhat satisfied	538	37.4	59.6	84.4
	Somewhat dissatisfied	90	6.2	9.9	94.3
	Very dissatisfied	51	3.5	5.7	100.0
	Total	903	62.7	100.0	
Missing	Unable to rate/don't know	126	8.8		
	System	410	28.5		
	Total	536	37.3		
Total		1439	100.0		

trstgov1 Trust of Government to do What is Right

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Just about always	207	14.4	14.9	14.9
	Most of the time	628	43.6	45.3	60.2
	Only some of the time	511	35.5	36.9	97.2
	Never/almost never (vol)	39	2.7	2.8	100.0
	Total	1385	96.3	100.0	
Missing	Don't know/No answer	50	3.5		
	Refused	2	.1		
	System	2	.1		
	Total	54	3.7		
Total		1439	100.0		

kundr597 Any children Under 5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	279	19.4	41.3	41.3
	No	397	27.6	58.7	100.0
	Total	676	47.0	100.0	
Missing	Refused	1	.0		
	System	762	53.0		
	Total	763	53.0		
Total		1439	100.0		

k5to1297 Any children age 5-12

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	362	25.1	62.4	62.4
	No	218	15.1	37.6	100.0
	Total	579	40.3	100.0	
Missing	Refused	2	.1		
	System	858	59.6		
	Total	860	59.7		
Total		1439	100.0		

kovr1297 Any children age 13-17

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	290	20.1	63.5	63.5
	No	167	11.6	36.5	100.0
	Total	457	31.7	100.0	
Missing	Refused	2	.1		
	System	981	68.2		
	Total	982	68.3		
Total		1439	100.0		

sch1 R Has Children in PWC Schools

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	465	32.3	87.2	87.2
	No	68	4.7	12.8	100.0
	Total	533	37.1	100.0	
Missing	Refused	1	.1		
	System	905	62.9		
	Total	906	62.9		
Total		1439	100.0		

sch14 Sat that School System Provides Efficient Service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	470	32.7	44.0	44.0
	Somewhat satisfied	425	29.5	39.7	83.7
	Somewhat dissatisfied	97	6.8	9.1	92.8
	Very dissatisfied	78	5.4	7.2	100.0
	Total	1070	74.3	100.0	
Missing	Unable to rate/don't know	362	25.2		
	Refused	6	.4		
	System	2	.1		
	Total	369	25.7		
Total		1439	100.0		

adultc Sat w/ Access to Adult Learning

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	231	16.0	41.5	41.5
	Somewhat satisfied	266	18.5	47.9	89.5
	Somewhat dissatisfied	42	2.9	7.6	97.1
	Very dissatisfied	16	1.1	2.9	100.0
	Total	555	38.6	100.0	
Missing	Unable to rate/don't know	570	39.6		
	Refused	3	.2		
	System	311	21.6		
	Total	884	61.4		
Total		1439	100.0		

learnc Sat w/ Opportunities for Life-Long Learning

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	202	14.1	41.0	41.0
	Somewhat satisfied	235	16.3	47.7	88.7
	Somewhat dissatisfied	38	2.6	7.6	96.3
	Very dissatisfied	18	1.3	3.7	100.0
	Total	493	34.3	100.0	
Missing	Unable to rate/don't know	632	43.9		
	Refused	3	.2		
	System	311	21.6		
	Total	946	65.7		
Total		1439	100.0		

park12 Has R Used Park Authority's Parks

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes--has used	873	60.6	61.5	61.5
	No--has not	547	38.0	38.5	100.0
	Total	1419	98.6	100.0	
Missing	Can't recall/Don't know	18	1.3		
	System	2	.1		
	Total	20	1.4		
Total		1439	100.0		

park1 Familiar with Park Authority

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes--familiar	767	53.3	53.3	53.3
	Not sure	75	5.2	5.2	58.5
	No--not familiar	596	41.4	41.5	100.0
	Total	1437	99.9	100.0	
Missing	System	2	.1		
Total		1439	100.0		

park2 Sat with Park Authority

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	457	31.8	60.4	60.4
	Somewhat satisfied	256	17.8	33.9	94.3
	Somewhat dissatisfied	32	2.2	4.3	98.5
	Very dissatisfied	11	.8	1.5	100.0
	Total	757	52.6	100.0	
Missing	Unable to rate/don't know	10	.7		
	System	672	46.7		
	Total	682	47.4		
Total		1439	100.0		

ctyserv1 Familiar with Service Authority

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes--familiar	864	60.0	60.1	60.1
	Not sure	33	2.3	2.3	62.4
	No--not familiar	540	37.5	37.6	100.0
	Total	1437	99.9	100.0	
Missing	System	2	.1		
Total		1439	100.0		

ctyserv2 Sat with Service Authority

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	484	33.6	56.7	56.7
	Somewhat satisfied	310	21.6	36.4	93.1
	Somewhat dissatisfied	38	2.6	4.4	97.5
	Very dissatisfied	21	1.5	2.5	100.0
	Total	853	59.3	100.0	
Missing	Don't know	10	.7		
	Refused	1	.1		
	System	575	40.0		
	Total	586	40.7		
Total	1439	100.0			

work Work Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Working full time	909	63.2	63.8	63.8
	Working part time	106	7.4	7.5	71.2
	Looking for work	23	1.6	1.6	72.9
	Homemaker	137	9.5	9.6	82.5
	Retired	199	13.9	14.0	96.4
	Student	24	1.7	1.7	98.2
	Other	26	1.8	1.8	100.0
	Total	1425	99.0	100.0	
Missing	Don't know/Refused	12	.9		
	System	2	.1		
	Total	14	1.0		
Total	1439	100.0			

cred98b Specialized Work-related License

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	287	19.9	28.4	28.4
	No	723	50.2	71.6	100.0
	Total	1010	70.2	100.0	
Missing	Don't know	0	.0		
	Refused	5	.4		
	System	424	29.4		
	Total	429	29.8		
Total	1439	100.0			

job3b Type of Employer - Full or Part Time

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	A private company	478	33.2	48.2	48.2
	A non-profit organization	60	4.2	6.1	54.3
	The federal government	241	16.8	24.3	78.7
	The state government	30	2.1	3.0	81.7
	Local government	127	8.8	12.8	94.4
	Your own business, professional practice, or farm	55	3.8	5.6	100.0
	Total	992	68.9	100.0	
Missing	Don't know/no answer	13	.9		
	Refused	11	.8		
	System	424	29.4		
	Total	447	31.1		
Total	1439	100.0			

job4b_1 Biotechnology

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	997	69.3	98.2	98.2
	Selected	18	1.3	1.8	100.0
	Total	1015	70.6	100.0	
Missing	System	424	29.4		
Total		1439	100.0		

job4b_2 Manufacturing of computer hardware

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	994	69.1	97.9	97.9
	Selected	21	1.5	2.1	100.0
	Total	1015	70.6	100.0	
Missing	System	424	29.4		
Total		1439	100.0		

job4b_3 Manufacturing of specialized instruments

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	1001	69.6	98.6	98.6
	Selected	14	1.0	1.4	100.0
	Total	1015	70.6	100.0	
Missing	System	424	29.4		
Total		1439	100.0		

job4b_4 Pharmaceuticals

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	1000	69.5	98.5	98.5
	Selected	16	1.1	1.5	100.0
	Total	1015	70.6	100.0	
Missing	System	424	29.4		
Total		1439	100.0		

job4b_5 Research, development or design of software

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	951	66.1	93.6	93.6
	Selected	65	4.5	6.4	100.0
	Total	1015	70.6	100.0	
Missing	System	424	29.4		
Total		1439	100.0		

job4b_6 Other research and development or testing services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	960	66.7	94.6	94.6
	Selected	55	3.8	5.4	100.0
	Total	1015	70.6	100.0	
Missing	System	424	29.4		
Total		1439	100.0		

job4b_7 None of the above

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	162	11.2	15.9	15.9
	Selected	854	59.3	84.1	100.0
	Total	1015	70.6	100.0	
Missing	System	424	29.4		
Total		1439	100.0		

job4b_8 No more/go on

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	971	67.5	95.6	95.6
	Selected	45	3.1	4.4	100.0
	Total	1015	70.6	100.0	
Missing	System	424	29.4		
Total		1439	100.0		

job4b_9 Don't know/no answer

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	1015	70.6	100.0	100.0
Missing	System	424	29.4		
Total		1439	100.0		

jobcity City Where R Works

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Prince William County	312	21.7	31.2	31.2
	Manassas	36	2.5	3.6	34.7
	Manassas Park	5	.3	.5	35.2
	Stafford County	5	.4	.5	35.7
	Fredericksburg/ Spotsylvania	2	.1	.2	35.9
	Fauquier County/Warrenton	5	.4	.5	36.5
	Loudon County	16	1.1	1.6	38.1
	Fairfax County	232	16.1	23.1	61.2
	Fairfax City	27	1.9	2.7	63.9
	Falls Church	7	.5	.7	64.6
	Arlington	83	5.8	8.3	72.8
	Alexandria	55	3.9	5.5	78.4
	Elsewhere in VA	8	.5	.8	79.1
	Washington, DC	146	10.1	14.5	93.7
	Maryland	12	.8	1.2	94.9
	Another location (specify)	35	2.4	3.5	98.4
	Works all over (vol)	16	1.1	1.6	100.0
	Total	1003	69.7	100.0	
Missing	Don't know/No answer	12	.9		
	System	424	29.4		
	Total	436	30.3		
Total		1439	100.0		

fairfax Where in Fairfax is Job Located

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fort Belvoir	27	1.9	12.1	12.1
	Springfield	27	1.9	11.8	23.9
	Tyson's Corner	21	1.5	9.4	33.3
	Dulles	22	1.6	9.9	43.2
	Elsewhere in Fairfax	129	8.9	56.8	100.0
	Total	227	15.7	100.0	
Missing	Don't know/No answer	2	.2		
	Refused	3	.2		
	System	1207	83.9		
	Total	1212	84.3		
Total	1439	100.0			

samehome Live in Same House as 1 Year Ago

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	890	61.9	94.2	94.2
	No	55	3.8	5.8	100.0
	Total	945	65.7	100.0	
Missing	System	494	34.3		
Total		1439	100.0		

samework Same Workplace as 1 Year Ago

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	841	58.4	83.4	83.4
	No	167	11.6	16.6	100.0
	Total	1008	70.0	100.0	
Missing	Not working a year ago (vol)	3	.2		
	Don't know/Refused	4	.3		
	System	424	29.4		
	Total	431	30.0		
Total		1439	100.0		

commtime Commute Time Difference From 1 Year Ago

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Gotten longer	515	35.8	51.6	51.6
	Gotten shorter	69	4.8	6.9	58.5
	Stayed about the same	414	28.8	41.5	100.0
	Total	998	69.4	100.0	
Missing	Not working 1 year ago (vol)	4	.3		
	Don't know	6	.4		
	Refused	7	.5		
	System	424	29.4		
	Total	441	30.6		
Total		1439	100.0		

telecom Does R Telecommute

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	178	12.3	17.6	17.6
	No	824	57.2	81.6	99.1
	Home is main place of work	9	.6	.9	100.0
	Total	1010	70.2	100.0	
Missing	Don't know	2	.1		
	Refused	4	.2		
	System	424	29.4		
	Total	429	29.8		
Total		1439	100.0		

teltime How Often R Telecommutes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	All the time	20	1.4	11.6	11.6
	Several times a week	53	3.7	30.5	42.1
	Several times a month	43	3.0	24.6	66.6
	Once or twice a month	33	2.3	18.7	85.3
	Several times a year	26	1.8	14.7	100.0
	Total	174	12.1	100.0	
Missing	Don't know	2	.1		
	Refused	1	.1		
	System	1261	87.7		
	Total	1265	87.9		
Total		1439	100.0		

phone1 Is Phone Number Listed

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1113	77.4	81.0	81.0
	No	261	18.1	19.0	100.0
	Total	1374	95.5	100.0	
Missing	Don't know/Refused	63	4.4		
	System	2	.1		
	Total	65	4.5		
Total		1439	100.0		

phone2 R Chose Unlisted Number or Not Yet in Phone Book

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Unlisted/Unpublished	242	16.8	93.3	93.3
	Got number after phone book came out	12	.8	4.4	97.7
	Other	6	.4	2.3	100.0
	Total	259	18.0	100.0	
Missing	Don't know/Refused	2	.1		
	System	1178	81.9		
	Total	1180	82.0		
Total		1439	100.0		

rgender R's Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	625	43.4	43.6	43.6
	Female	808	56.1	56.4	100.0
	Total	1433	99.6	100.0	
Missing	Refused	5	.3		
	System	2	.1		
	Total	6	.4		
Total		1439	100.0		

marital R's Marital Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Married	957	66.5	68.6	68.6
	Separated	43	3.0	3.0	71.6
	Divorced	130	9.0	9.3	80.9
	Widowed	57	4.0	4.1	85.0
	Never married	209	14.5	15.0	100.0
	Total	1396	97.0	100.0	
Missing	Refused	42	2.9		
	System	2	.1		
	Total	43	3.0		
Total		1439	100.0		

educ R's Educational Achievement

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 9th grade	38	2.7	2.7	2.7
	9th-12th	46	3.2	3.2	6.0
	High school graduate	234	16.3	16.6	22.6
	Some college	229	15.9	16.3	38.8
	2 year college degree	124	8.6	8.8	47.6
	4 year college degree	405	28.1	28.7	76.3
	Some graduate work	55	3.8	3.9	80.2
	Completed masters or prof degree	243	16.9	17.2	97.4
	Advanced graduate work	36	2.5	2.6	100.0
	Total	1410	98.0	100.0	
Missing	Don't know	4	.3		
	Refused	23	1.6		
	System	2	.1		
	Total	29	2.0		
Total		1439	100.0		

miltry R's Military Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes--current active duty	50	3.5	3.6	3.6
	Yes--current reserve duty	12	.8	.9	4.4
	Yes--past military service	268	18.6	18.9	23.3
	No--never in military	1085	75.4	76.7	100.0
	Total	1415	98.3	100.0	
Missing	Don't know/No answer	22	1.5		
	System	2	.1		
	Total	24	1.7		
Total		1439	100.0		

income R's Income

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 15K	35	2.4	3.1	3.1
	15K to 35K	102	7.1	9.0	12.1
	35K to 50K	127	8.8	11.1	23.2
	50K to 75K	189	13.1	16.6	39.7
	75K to 100K	220	15.3	19.3	59.0
	100K to 150K	296	20.6	26.0	85.0
	Over 150K	171	11.9	15.0	100.0
	Total	1141	79.3	100.0	
Missing	Don't know/Refused/No answer	297	20.6		
	System	2	.1		
	Total	298	20.7		
Total		1439	100.0		

hispanic Is R of Hispanic Origin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	146	10.2	10.4	10.4
	No	1261	87.6	89.6	100.0
	Total	1407	97.8	100.0	
Missing	Don't know/Refused	30	2.1		
	System	2	.1		
	Total	32	2.2		
Total		1439	100.0		

race R's Race

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	White	1013	70.4	73.2	73.2
	Black	215	14.9	15.5	88.7
	Asian	43	3.0	3.1	91.7
	American Indian	11	.7	.8	92.5
	Pacific Islander	5	.3	.4	92.9
	Other	99	6.9	7.1	100.0
	Total	1385	96.2	100.0	
	Missing	Refused/No answer	53	3.7	
System		2	.1		
Total		54	3.8		
Total		1439	100.0		

freq job1b.

Appendix E:
Question Revisions and Rotation Plan

Question	Prior Designator	Question Name	Core Question	Not Core Incl. 2005	Not Core Incl. 2006
Between 1 and 10 how would you rate PWC as a place to live?	OVERALL	QOL10	1		
On the same scale where would you say PWC stood 5 yrs ago?	Q22	5YRAGOB			1
On the same scale where would you say PWC will stand 5 yrs from now?	Future	FUTUREB			1
Would you like to be living in PWC 5 yrs from now or someplace else?	Q23	HPELIVEB			1
How satisfied are you in general with services the County provides?		CTYSAT97	1		
Since last year is satisfaction with services increased/decreased/same?	satchg				1
How satisfied are you with:					
The job the county is doing in providing convenient ways to register to vote?	Q51	VOTE	1		
The job the county is doing keeping citizens informed about programs?	Q54	GOVTSERV	1		
Where do you get information on the PWC government?		INFOSORC		1	
How satisfied are you with:					
The job the County is doing in animal control services?	Q39	ANIMALA		1	
The job the County is doing in providing street lighting?	Q40	STRLTA		1	
The job the County is doing in fire fighting in your area?	Q33	FIRE	1		
The job the County is doing in providing emergency medical rescue?	Q34	RESCUE	1		
The job the County is doing in controlling mosquitoes?		MOSCONT		1	
How satisfied are you with:					
Safety from crime in your neighborhood during daylight?	Q36a	AMCRIME	1		
Safety from crime in your neighborhood after dark?	Q36b	PMCRIME	1		
Safety from crime in commercial areas during daylight?	Q36c	DYCRIMEB			1
Safety from crime in commercial areas after dark?	Q36d	NTCRIMEB			1
Crime prevention programs and information provided by police?	Q37	PREVENTB			1
Police department attitudes and behaviors towards citizens?	Q37a	ATTITUDE	1		
Police department efforts to reduce the use of illegal drugs?	Q38	DRUGS	1		
Police department's efforts to combat gang activity?		GANGS			1
The overall performance of the police department?	Q35	POLICE	1		
NEW In the past year, have you had occasion to visit the Judicial Center (the courthouse in downtown Manassas)?		COURT		1	
NEW How satisfied are you with the level of security in the courthouse?		COURTSAT		1	
Have you dialed 911 over the past 12 months?	Q184	EMERG911	1		
When you dialed 911 which services did you call for?	Q187	EMSERVB	1		
Was your call because of an emergency?	Q187a	EMERGSB	1		
How satisfied were you with:					
The assistance you received from the person who took your 911 call?	Q191	EMSATIS	1		
The time it took for help to arrive on scene?	Q192	EMTIMEB	1		
The assistance provided on the scene?	Q193	EMASSTB	1		
How many people in your household have been trained in CPR?		CPR97	1		
Why dissatisfied with the assistance received from person taking 911 call?		EMSATRES			1
How much time did it take for help to arrive on the scene?		EMTIMEST			1
What is a reasonable amount of time to receive help?		EMTIMRES			1
Why dissatisfied with the assistance provided on the scene?		EMASSRES			1
NEW In the event of an emergency, how long could you shelter in your home?		SELF		1	

Question

Question	Prior Designator	Question Name	Core Question	Incl. 2005	Not Core Incl. 2006	Not Core Incl. 2006
Providing library services?	Q50	LIBRARY	1			
Providing park and recreation facilities and programs?	Q46	PARK	1			
Providing programs to help the County's elderly population?	Q58	ELDERLY	1			
Providing help to people in financial need?	Q59	FINNEEDB				1
Providing help to people with emotional, mental, or alcohol and drug problems?		PROBLEMB			1	
Have you used the county libraries in the past 12 months?	Q81	LIBRY12	1			
If so, how satisfied were you with service from library staff?	Q82	LIBRYSAT	1			
Are you familiar enough to rate the Department of Social Services?	Q87	DEPTSS	1			
If so, how satisfied are you with DSS services?	Q88	DSSSAT	1			
Are you familiar enough with Health Department to rate their services?	Q89	HLTHDEPT	1			
If so, how satisfied are you with Health Department services?	Q90	HLTHSAT	1			
Are you familiar with the services of the Community Service Board?	Q93	MENTAL	1			
How satisfied are you with their:						
NEW Services to people with mental retardation?		MENTRET	1			
NEW Early Intervention Services?		MENTEIS	1			
NEW Services to people with substance abuse problems?		MENSUB	1			
NEW Services overall?		MENTALL	1			
New Services to people with mental health problems						1
Over the past 12 months have you contacted anybody in the County government about anything?	Q65	ANYBODY	1			
If so, how satisfied were you with the helpfulness of employees?	Q68	HELPFUL2	1			
Have you contacted the County about your taxes over last 12 months?	Q64a	TAXESA			1	
What was the specific reason you contacted the County?	Q64a1	CONTACTA			1	
How did you contact the county (telephone, walk in, etc).	Q64b	HOWCONA			1	
How satisfied were you with the helpfulness of employees?	Q64c1	HELPFULA			1	
How satisfied were you with time it took for your request to be answered?	Q64c3	TIMESATA			1	
Have you ever used the PWC government website?		NET1	1			
If so, how satisfied were you with the site?		NET2	1			
How satisfied are you with the job the County is doing planning how land will be used and developed?	Q52	LAND	1			
Are you familiar enough with County's effort to attract new jobs and business to rate those efforts?		RATEBJOBS	1			
How satisfied are you with the job the County is doing trying to attract new jobs and businesses?	Q56	NEWJOBS	1			
What caused you to be dissatisfied with the job the County is doing to attract new jobs and businesses?		JOBSDIS				1
What types of jobs do you think the county should be trying to attract?		JOBSDISN				1
What are some reasons you are very satisfied with the job the County is doing to attract new jobs and businesses?		JOBSAT				1

Question	Prior Designator	Question Name	Core Question	Not Core Incl. 2005	Not Core Incl. 2006
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		
NEW In the past twelve months, have a member of your family used the Balls Ford Road Compost		COMPOST			1
NEW How satisfied were you with the Balls Ford Road compost facility		COMPSAT			1
How satisfied are you with: The ease of travel or getting around within PWC?		TRAVEL97	1		
The ease of getting around Northern VA outside of PWC?		OUTSIDEC		1	
REVISED Public transportation provided to PWC residents for destinations within PWC?	TRANSC	TRANSC2		1	
What would make you more satisfied with public transportation?	pubtra	MORESAT		1	
What aspects of PWC's public transportation contribute to your satisfaction?		WHYSAT		1	
REVISED How satisfied are you with public transportation provided to PWC residents for destinations elsewhere in NOVA and DC?	NOVATRC	NOVATRC2		1	
How satisfied are you with: The rate of growth in the County?		GROWTHC	1		
The coordination of development with transportation and road systems?	roadeva	ROADDEVA		1	
The coordination of development with locations of community facilities?	svcdev	SVEDEVA		1	
The County's efforts to protect the environment?	envirdev	ENVRDEVA		1	
The County's efforts to preserve open space?	spacedev	SPCEDEVA		1	
NEW The County's efforts in historic preservation?		HISTORIC		1	
Opportunities for citizen input on the planning process?		INPUTDEV	1		
The visual appearance of new development in the County?		VISDEV	1		
NEW Familiarity with the County's effort to preserve and improve the water quality of the streams?		QSSCREEN			1
NEW Satisfaction with the County's effort to preserve and improve the water quality of the streams		QSTREAMS			1
How satisfied are you with the visual appearance of the County in regards to: The amount of trash / debris, litter along roadways and in neighborhoods?		TRASHC		1	
The number of illegal signs along major roads?		SIGNSC		1	
Deteriorated buildings and other structures?		BUILDNGC		1	
The number of junk cars along roadways and in neighborhoods?		JUNKC		1	
Should services and taxes increase, decrease, or stay the same?	Q129	VIEW	1		
How satisfied are you with the County in giving you value for your tax dollar?	Q96	VALUE	1		
How satisfied are you that the County provides efficient and effective service?		EFFNEFF	1		
How much of the time can you trust the County government to do right?		TRSTGOV1	1		

Question	Prior Designator	Question Name	Core Question	Not Core Incl. 2005	Not Core Incl. 2006
How many persons under 18 live in your household?	Q132	UNDER18	1		
Are any of those children less than 5?		KUNDR597	1		
Are any of those children ages 5 to 12?		K5TO1297	1		
Are any of those children ages 13 to 17?		KOVR1297	1		
Do you currently have any children attending PWC Schools?		SCHL1	1		
How satisfied are you:					
That the school system provides efficient/effective service?		SCHL4	1		
With adult learning opportunities in the County?		ADULTC			1
With life-long learning opportunities in the County?		LEARNC			1
Have you used park and recreation facilities in the past 12 months?	Q75	PARK12	1		
Are you familiar enough with Park Authority services to rate?		PARK1	1		
How satisfied are you that the Park Authority provides efficient/effective service?		PARK2	1		
Are you familiar enough with Service Authority to rate?		CTYSERV1	1		
How satisfied are you that Service Authority provides efficient/effective service?		CTYSERV2	1		
How many persons in your household are 18 or older?	Q131	OLDER18	1		
In what year were you born?	Q134	YRBORN	1		
Are you working full time, part time, looking for work?	Q135	WORK	1		
Do you have any specialized work related license?	cred98	CRED98B			1
What kind of work do you do at your job?	job1	JOB1B			1
What is the main business or industry of your organization?	job2	JOB2B			1
So you are employed in?	job3	JOB3B			1
What is the place where you work primarily concerned with?	job5	JOB5B			1
In what county or city is your job located?	Q136	JOBCITY	1		
NEW And where in Fairfax is your job located		FAIRFAX			1
Are you living today in the same house as you were a year ago?		SAMEHOME	1		
Are you commuting to the same workplace as you were a year ago?		SAMEWORK	1		
How long on average does it take you to get to work?		COMM98	1		
During the past year has your commuting time gotten longer/shorter/same?		COMMTIME	1		
Do you telecommute or telework?		TELECOM	1		
In past 12 months, how often have you telecommuted or teleworked?		TELTIME	1		
Is the number I dialed listed in the current telephone book?		PHONE1	1		
If not, is it because you chose to have an unlisted number or because you got this number after the current phone book came out?		PHONE2	1		
What is your marital status?	Q137	MARITAL	1		
What is the highest level of education you completed?	Q138	EDUC	1		
Are you currently serving or have you served in the U.S. military?	Qmiltry	MILTRY	1		
What is your income range?	Q151	INCOME	1		
Do you consider yourself to be of Hispanic origin?		HISPANIC	1		
What is your race?	Q152	RACE	1		
Total Questions			79	28	28

SATISFACTION ITEM INDEX

Item Name	Satisfaction Item	Frequency Page Number	Questionnaire Page Number	Report Page Number
	<i>General Satisfaction with Services and Taxes</i>			
CTYSAT97	Services of the County Government in General	D-4	A-9	10
VOTE	Voter Registration	D-5	A-10	11
GOVTSERV	Information on Government Services	D-5	A-10	11
	<i>Public Safety</i>			
POLICE	Overall Satisfaction with Police	D-9	A-13	12
ATTITUDE	Police Behaviors Toward Citizens	D-8	A-12	12
DRUGS	Reducing Illegal Drugs	D-8	A-13	12
GANGS	Efforts to Combat Gang Activity	D-9	A-13	12
FIRE	Fire Protection	D-6	A-11	13
RESCUE	Medical Rescue	D-6	A-11	13
EMSATIS	911 Phone Help	D-12	A-14	14
EMTIMEB	Time for Help to Arrive	D-12	A-15	14
EMASSTB	Assistance on the Scene	D-12	A-15	14
AMCRIME	Safety In Neighborhood in Daylight	D-6	A-11	15
PMCRIME	Safety in Neighborhood in Dark	D-7	A-11	15
	<i>Public Services</i>			
SCHL4	School System Provides Efficient and Effective Service	D-29	A-28	17
LIBRARY	Library Services	D-14	A-17	17
LIBRYSAT	Library Staff	D-16	A-18	17
PARK	Park & Recreation Facilities	D-14	A-17	17
PARK 2	Park Authority	D-30	A-30	17
CTYSERV2	Service Authority	D-31	A-30	18
ELDERLY	Helping the Elderly	D-15	A-18	18
DSSSAT	Satisfaction with DSS	D-16	A-19	18
HLTHSAT	Health Department	D-17	A-19	18
MENTRET	Services to Those with Mental Retardation	D-18	A-20	18
MENTEIS	Early Intervention Services	D-18	A-20	18
MENTSUB	Services to People with Substance Abuse Problems	D-19	A-20	19
MENTALL	Overall services of CSB	D-19	A-21	19
	<i>Communication with the County</i>			
HELPFUL2	Helpfulness of Employees	D-20	A-21	21
NET2	County Website	D-20	A-22	22
	<i>Planning and Development Issues</i>			
LAND	Planning and Land Use	D-21	A-22	24
GROWTHC	Growth in County	D-24	A-25	25
INPUTDEV	Citizen Input Opportunity re: Development	D-25	A-26	25

Item Name	Satisfaction Item	Frequency Page Number	Questionnaire Page Number	Report Page Number
VISDEV	Appearance of New Development	D-25	A-26	26
NEIGHBOR	Prevent Neighborhood Deterioration	D-22	A-23	26
NEW JOBS	Attract New Jobs and Businesses	D-22	A-22	26
TRAVEL97	Getting Around	D-24	A-25	27
LFILLSAT	Landfill	D-21	A-24	27
QSTREAMS	Efforts to Preserve & Improve Water quality of Streams	D-25	A-25	27
	<i>Government</i>			
EFFNEFF	County Provides Efficient and Effective Service in General	D-27	A-27	29
VALUE	Value for Tax Dollar	D-26	A-26	30