



Prince William County Citizen Satisfaction Survey



REPORT OF RESULTS 2010

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**WELDON COOPER
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Prince William County Citizen Satisfaction Survey

REPORT OF RESULTS 2010

TABLE OF CONTENTS

List of Figures ii

List of Tables v

Acknowledgements vi

Executive Summary vii

I. Introduction and Summary of Methods 1

II. Quality of Life in Prince William County 9

III. Satisfaction with County Services 13

IV. Communication with the County 29

V. Development Issues 32

VI. Views of Government 40

VII. Employment and Commuting 43

VIII. Summary and Conclusion 49

Appendix A: *Questionnaire*

Appendix B: *Survey and Sampling Methodology*

Appendix C: *Demographics of Sample*

Appendix D: *Survey Results*

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

Appendix F: *Question Revisions and Rotation Plan*

Satisfaction Item Index

List of Figures

Figure I-1: Prince William County Citizen Satisfaction Survey Geographic Regions, 2009..... xii

Figure I-2: Residents Aged 34 Years or Younger, 1993-2010..... 6

Figure I-3: Age of Respondents, 2010..... 7

Figure I-4: Race and Ethnicity, 2010..... 7

Figure I-5: Household Income, 2010..... 7

Figure I-6: Educational Level, 2010..... 8

Figure II-1: Overall Quality of Life Ratings, 2010 9

Figure II-2: Mean Overall Quality of Life Ratings, 1993-2010 9

Figure II-3: Mean Overall Quality of Life Ratings by Area, 2010..... 10

Figure II-4: Mean Overall Quality of Life Ratings by Race-Ethnicity, 1993-2010 10

Figure II-5: Overall Quality of Life Five Years Ago, 2010 11

Figure II-6: Overall Quality of Life Five Years from Now, 2010..... 11

Figure II-7: Percentage of Residents Who Want to Live in County 5 Years From Now, 2002-2010..... 12

Figure III-1: Overall Satisfaction with County Government Services, 2010 13

Figure III-2: Overall Satisfaction with County Government Services, 1993 and 2005-2010 13

Figure III-3: Satisfaction with Overall Performance of the Police Department by Race/Ethnicity, 2010 . 15

Figure III-4: Satisfaction with Overall Performance of the Police Department by Race/Ethnicity, 1993-2010 15

Figure III-5: Satisfaction with Police Attitudes and Behaviors by Race/Ethnicity, 2010 16

Figure III-6: Satisfaction with Police Attitudes and Behaviors towards Citizens by Race/Ethnicity and by Year, 1993-2010 16

Figure III-7: Satisfaction with Police Attitudes and Behaviors by Age, 2010 17

Figure III-8: Satisfaction with the Job the Police Department is Doing in Carrying out the Immigration Policy, 2010 17

Figure III-9: Satisfaction with the Job the Police Department is Doing in Carrying out the Policy by Region, 2010..... 17

Figure III-10: Satisfaction with the Job the Police Department is Doing in Carrying out the Policy by Race/Ethnicity, 2010..... 18

Figure III-11: Satisfaction that the Police Department Treats Everyone Fairly Regardless of Race, Gender, Ethnic or National Origin, 2010..... 19

Figure III-12: Satisfaction that the Police Department Treats Everyone Fairly Regardless of Race, Gender, Ethnic or National Origin by Race/Ethnicity, 2010..... 19

Figure III-13: Satisfaction that the Police Department Treats Everyone Fairly Regardless of Race, Gender, Ethnic or National Origin by Region, 2010 20

Figure III-14: Satisfaction with County Emergency Services, 2010..... 20

Figure III-15: Purpose of 911 Call, 2010 21

Figure III-16: Satisfaction with 911 Services, 2010..... 22

Figure III-17: Satisfaction with Safety from Crime, 2010 23

Figure III-18: Victim of Any Crime, 2010.....	23
Figure III-19: Reporting Crime to Police Department, 2010	23
Figure III-20: Capacity to Shelter in Place with Enough Food, 2010	24
Figure III-21: Satisfaction with Public Services, 2010.....	26
Figure III-22: Satisfaction with Human Services, 2010	27
Figure III-23: Satisfaction with Services Provided by Community Services, 2010.....	27
Figure IV-1: Satisfaction with County Employee Helpfulness, 2010	29
Figure IV-2: Use of County Website, 1999-2010	30
Figure IV-3: Satisfaction with County Website, 2010	30
Figure IV-4: Methods of Contact Regarding Taxes, 2010	30
Figure IV-5: Satisfaction with Contacting the County, 2010.....	31
Figure V-1: Satisfaction with Planning and Development, 2010.....	32
Figure V-2: Satisfaction with the Rate of Prince William Growth, 2010	33
Figure V-3: Satisfaction with County Growth by Year, 2001-2010	33
Figure V-4: Satisfaction with County Growth by Area, 2009-2010	34
Figure V-5: Satisfaction with Opportunities for Citizen Input by Geographic Area, 2009-2010	34
Figure V-6: Satisfaction with Development Items, 2010.....	35
Figure V-7: Satisfaction with Appearance Items, 2010	35
Figure V-8: Perception of Problems in Neighborhood Items, 2010.....	36
Figure V-9: Satisfaction with Waste Management Services, 2010.....	37
Figure V-10: Satisfaction with Ease of Travel in the County, 2000-2010.....	37
Figure V-11: Satisfaction with Ease of Travel in the County by Geographic Area, 2009-2010.....	38
Figure V-12: Satisfaction with Transportation Items, 2009.....	38
Figure V-13: Satisfaction with the County's Efforts to Preserve and Improve the Water Quality of the Streams, 2010	38
Figure VI-1: Satisfaction with Efficiency & Effectiveness of County Service, 2010.....	40
Figure VI-2: Trust County Government Decisions, 2010	40
Figure VI-3: Trust County Government Decisions, 2003-2010.....	40
Figure VI-4: Trust County Government Decisions by Race/Ethnicity, 1997-2010.....	41
Figure VI-5: Preferred Level of Services and Taxes, 2010.....	42
Figure VI-6: Satisfaction with Value for Tax Dollar, 2010	42
Figure VI-7: Satisfaction with Government Items, 2010	42
Figure VII-1: Employment Status, 2010	43
Figure VII-2: Place of Work, 2010.....	43
Figure VII-3: Average Commute Time, 2004-2010.....	46
Figure VII-4: Length of Commute by Region, 2010.....	46
Figure VII-5: Change in Travel Time from Last Year, 2010	47

Figure VII-6: Percent of Residents Who Commute by Region, 2010..... 47

Figure VIII-1: Satisfaction by Visibility, 2010 62

List of Tables

Table III-1: Trends in General Satisfaction with Government Services, 1993 and 2005-2010	14
Table III-2: Reasons for Satisfaction with the Job the Police Department is Doing in Carrying out this Policy	18
Table III-3: Reasons for Dissatisfaction with the Job the Police Department is Doing in Carrying out this Policy	19
Table III-4: Satisfaction with 911 by Type of Contact, 2010.....	22
Table III-5: Trends in Satisfaction with Public Safety Services, 1993 and 2005-2010.....	25
Table III-6: Trends in Satisfaction with Public and Human Services, 1993 and 2005-2010	28
Table IV-1: Trends in Communication Items, 1993 and 2005-2010.....	31
Table V-1: Trends in Developmental Issues, 1993 and 2005-2010	39
Table VI-1: Trends in Satisfaction with Government, 1993 and 2005-2010	42
Table VII-1: Occupation of Prince William County Workers, 2010.....	44
Table VII-2: Industry of Prince William County Workers, 2010.....	45
Table VII-3: Employment Sectors of Prince William County, 2010	45
Table VII-4: Job Location of Commuters by Residence Area, 2010 (Percentage of Commuters)	48
Table VII-5: Job Location of Commuters and Non-Commuters by Residence Area (Percentage of Workers)	48
Table VIII-1: Percent Satisfied for All Satisfaction Items, 1993 and 2005-2010	53
Table VIII-2: Ranked List of Satisfaction Items, 2010	57
Table VIII-3: List of Satisfaction Items Ranked by Visibility, 2010	59
Table VIII-4: List of Services in Satisfaction/Visibility Categories, 2010	61

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

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

Executive Summary

The 2010 Prince William County Citizen Satisfaction Survey is the eighteenth 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 1,637 randomly selected individuals living in the County was conducted in summer 2010. As in prior years, the goals of the survey were:

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

This year's results need to be understood in light of two significant background factors: the dramatic declines in the economy, the housing market and the County's rate of growth after 2007, and the introduction in 2008 of the County's illegal immigration enforcement policy. Several key areas that had declined in 2008 bounced back in 2009 to their prior levels, and other areas rose to new, higher levels. This year's survey continues to uphold the dramatic improvements seen in 2009 in some of these areas, and it seems clear that the changes in some areas of satisfaction are related to the fact that the County's current growth rate has slowed over the past three years. There were no significant declines in satisfaction levels for any of the areas of service measured in this survey. Improvements were especially notable in ease of travel inside the County, a change attributable to the opening of some significant road improvements in the area.

This year's survey repeated several new questions, first added in 2008, related to crime victimization and reporting, and the County's illegal

immigration enforcement policy. The immigration enforcement policy was adopted by the Board of County Supervisors (BOCS) in July 2007, implemented by the Police Department in Spring 2008 and updated in April 2008.

This year's survey shows that gains made in satisfaction in items related to the police being maintained this year with the overall satisfaction with police increasing significantly from 89.0 percent in 2008 to 92.5 percent in 2009 and remaining unchanged at 92.2 percent in 2010. Satisfaction with fair treatment of residents by the police department, regardless of race, gender, ethnic or national origin rose significantly from 2008 to 2009 and maintained that gain in 2010 (74.3% in 2008 to 78.8% in 2009 to 79.9% in 2010). Satisfaction with the police's implementation of the immigration policy changed in a different pattern (80.5% in 2008 to 85.0% in 2009 to 76.0% this year). It should be noted that satisfaction with the implementation of the immigration policy declined among Hispanic residents after having risen significantly between 2008 and 2009 (51.0% in 2008 to 70.5% in 2009 to 33.9% in 2010). It is probable that the growing media attention on this issue due to the law passed in Arizona in April 2010 has affected the perceptions of Prince William County's Hispanic residents on this issue.

In addition, this year, the data show that White and non-Hispanic respondents are significantly more likely to be satisfied with police attitudes and behaviors toward residents compared to Black and Hispanic residents, respectively. Moreover, respondents of other races (63.4%), a category Hispanic residents are prone to choose, were less likely to be satisfied than Whites (85.0%), Asians (81.8%) and Blacks (73.1%) when it came to rating the fairness with which the police department treats all residents, with Whites being significantly more satisfied than Blacks and residents of other races. Hispanic residents (54.8%) were significantly less likely to be satisfied with the fairness of treatment compared to non-Hispanics (84.2%), and their level of satisfaction has remained unchanged from 2009, when 54.0 percent of Hispanic residents expressed satisfaction with the way the police department treats residents regardless of race, gender, ethnic or national origin.

This year's survey continued to include cell-phone respondents, a practice that was introduced in 2008. This is the third year Prince William County has had the opportunity to contact people who do not have landline phone service, as previous years' surveys relied primarily on Random Digit Dialing (RDD) samples. This new sampling design, which consisted of augmenting the RDD sample with directory-listed and cell-phone samples, improved the representativeness since 2008.

This is the tenth Prince William County survey to use the alternating-questions survey format. This format, implemented in January 2001 by the County government and CSR staff to control survey length, contains core questions to be asked each year and two alternating sets of questions. The form is: Core plus group A in one year, followed by Core plus group B in the next year. The 2010 survey includes the core questions, plus the questions designated group B. Geographic and telephone service weighting was used to generalize results to the entire County without over-representing any particular district or under-representing cell-phone only respondents.

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

Changes from 2009 and 2008

Resident ratings of the overall quality of life in Prince William County remained unchanged at an average of 7.28 on a 1-to-10 scale, compared to an average rating of 7.30 in 2009. Overall satisfaction with County services was 91.9 percent, a rating that is nearly the same as that of last year (90.6%).

About six out of ten respondents (63.0%) said that they felt that the County could be trusted most of the time or just about always. These opinions are similar to the 63.4 percent reported in 2009.

Overall, residents remained just as satisfied with services from the County as in the previous year, with significant increases observed in one core item since 2009 and in eleven core items since 2008. Satisfaction rose significantly with one rotating item.

Two Items Showed Significant Increases in Satisfaction Since Last Asked

Overall, residents remained just as satisfied with services from the County as in the previous year, with significant increases observed in one core item since 2009 and in eleven core items since 2008. Satisfaction also rose significantly with one rotating item.

Core Satisfaction Items:

- Satisfaction with the ease of travel within Prince William County rose significantly from 55.9 percent in 2009 to 64.1 percent in 2010.
- Satisfaction with the efficiency and effectiveness of the voting precinct did not change from 2009, but increased significantly from the 2008 satisfaction level (92.8% in 2008 to 95.3% in 2009 to 97.0% in 2010).
- Satisfaction with safety in the neighborhood during the day remained unchanged from 2009, but improved significantly from 2008 (91.9% in 2008 to 93.0% in 2009 to 94.9% in 2010).
- Satisfaction with the overall performance of the police department held steady from 2009 but rose significantly from 2008 (89.0% in 2008 to 92.5% in 2009 to 92.2% in 2010). Satisfaction rose significantly between 2008 and 2009 and maintained that improvement in 2010, i.e., satisfaction did not change significantly between 2009 and 2010.
- Satisfaction with the police department treating everyone fairly regardless of race, gender, ethnic or national origin remained similar to 2009 levels, but improved significantly from 2008 (74.3% in 2008 to 78.8% in 2009 to 79.9% in 2010). A significant increase was first observed between 2008 and 2009 for this item.
- Satisfaction for help to arrive after calling 911 remained steady from 2009 levels but rose significantly from 2008 levels (83.6% in 2008 to 89.4% in 2009 to 90.4% in 2010).
- Satisfaction with the job the County is doing in planning how land will be used and developed in the County increased significantly from 56.4 percent in 2008 to 66.5 percent in 2009 and showed significant

increases in 2010 (68.6%) compared to 2008, though not to 2009.

- Satisfaction with the Prince William County's growth rate increased from 56.1 percent in 2008 to 70.5 percent in 2009 to 69.3 percent in 2010 – the 2010 level is significantly better than the satisfaction level in 2008, though there is no real difference from the 2009 level.
- Satisfaction with the way residential and business development is coordinated with the transportation and road systems increased significantly from 48.6 percent in 2008 to 57.1 percent in 2010. The 59.1 percent expressing satisfaction in 2009 was a significant improvement over 2008, but is not significantly different from the 2010 level.
- Satisfaction with the safety of new residential and non-residential buildings in the County increased from 89.2 percent in 2008 to 94.2 percent in 2009 to 95.6 percent in 2010 – both 2009 and 2010 satisfaction levels are significant improvements over the 2008 level, and there is no significant difference between the 2009 and 2010 levels of satisfaction.
- Satisfaction with value received for tax dollars increased from 74.8 percent in 2008 to 80.8 percent in 2009 to 83.1 percent in 2010 – both 2009 and 2010 levels are significant improvements over the 2008 level. The percent who are satisfied with value for their tax dollar in 2010 is the highest ever recorded in the eighteen years of survey data for Prince William County.

Rotating Satisfaction Items:

- Satisfaction with the Prince William County's efforts preserve the water quality rose significantly from 85.4 percent in 2008, the last time the question was asked, to 92.1

No items showed decreases in satisfaction

There were no items that showed a significant decrease in satisfaction since the last time it was asked.

Long-Term Trends

The overall long-term picture remains positive: a combination of steady rates of satisfaction in almost all indicators 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 2010 survey where significant changes in citizen satisfaction have occurred since the baseline survey taken in 1993, changes have been in the direction of greater satisfaction or continued high levels of satisfaction with minor fluctuations from year to year.

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

- Satisfaction with the County's value for tax dollars is more than 17 percentage points since 1993 and is, as already noted, at an all-time high for this survey series.
- Satisfaction with planning how land will be used and development in the County is up by almost 15 percentage points since 1993.
- Satisfaction with the landfill is up about 6 percentage points since 1993.
- Satisfaction with the services the County provides to the elderly is up by 13 percentage points since 1993.
- Satisfaction with the services provided by the Department of Social Services is up about 13 percent since 1993.
- Satisfaction with street lighting increased by 12 percentage points since 1993.
- Overall satisfaction with the Police Department is up by 3.5 percentage points.
- Satisfaction with the Police Department's efforts to reduce illegal drugs is up by 6 percentage points since 1993.
- Satisfaction with information provided by the County on government services is up almost 6 percentage points since 1993.
- Satisfaction with voter registration rose more than 5 percentage points since 1993.
- Satisfaction with the County's efforts to attract new jobs and businesses in the area rose by 11 percentage points since 1993.

This year continues the upturn in satisfaction with items pertaining to development and growth seen in 2009, while satisfaction with transportation issues within Prince William County rose significantly from last year. Satisfaction for these items has trended downward in years prior to

2008. For example, satisfaction with the County's growth rate, which was rated at 44 percent in 2007, decreased from 48.7 percent in 2004 to 44.5 percent in 2006, and increased to 56.1 percent in 2008. In 2009, satisfaction with the County's growth rate rose significantly to 70.5 percent, which represented a significant increase in satisfaction over the past eight years. This level of satisfaction was maintained in 2010, with 69.3 percent of the residents expressing satisfaction. Similarly, satisfaction with land planning and development also increased significantly in the last two years from 47.5 percent in 2007 to 56.4 percent in 2008 to 66.5 percent in 2009, and these gains were maintained in 2010 with 68.6 percent of residents expressing satisfaction.

Items related to the Police Department also maintained the significant upturn compared to 2008, though there were some declines in these indicators among Hispanic residents, which may be attributed to the national attention to a law passed in Arizona in April 2010, and later overturned in Federal court; these events may have affected perceptions of Prince William's immigration enforcement policy among some Hispanic residents, even though it differs markedly from what was proposed in Arizona.

Of the 2009 satisfaction items, twenty-two were asked of respondents in 1993, and none of these had decreased significantly from its 1993 rating.

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 6.98 in 2008, a statistically significant improvement. In 2009, the quality of life was rated at 7.30, a mean rating which was significantly higher from 2008's mean of 6.98 and represented a return to the high ratings the County enjoyed earlier in this decade. In 2010, the County maintained this high level of satisfaction with the overall quality of life with 7.28 percent of residents expressing satisfaction.

Conclusion

The respondents rated 58 specific services and a general rating of satisfaction with government services and quality of life in Prince William County, for a total of 60 satisfaction items. The highest rated satisfaction items in our survey related to library staff, fire protection, compost and landfill facilities, voting registration and precinct, security in the Courthouse, medical rescue, safety of buildings, library services, the safety in the neighborhood in the daytime, and 911 phone help. Forty-two of the 58 ranked satisfaction items scored ratings of 80 percent or better. Two items received ratings of less than 60 percent: satisfaction with ease of travel around Northern Virginia outside of Prince William County and coordination of development with road systems.

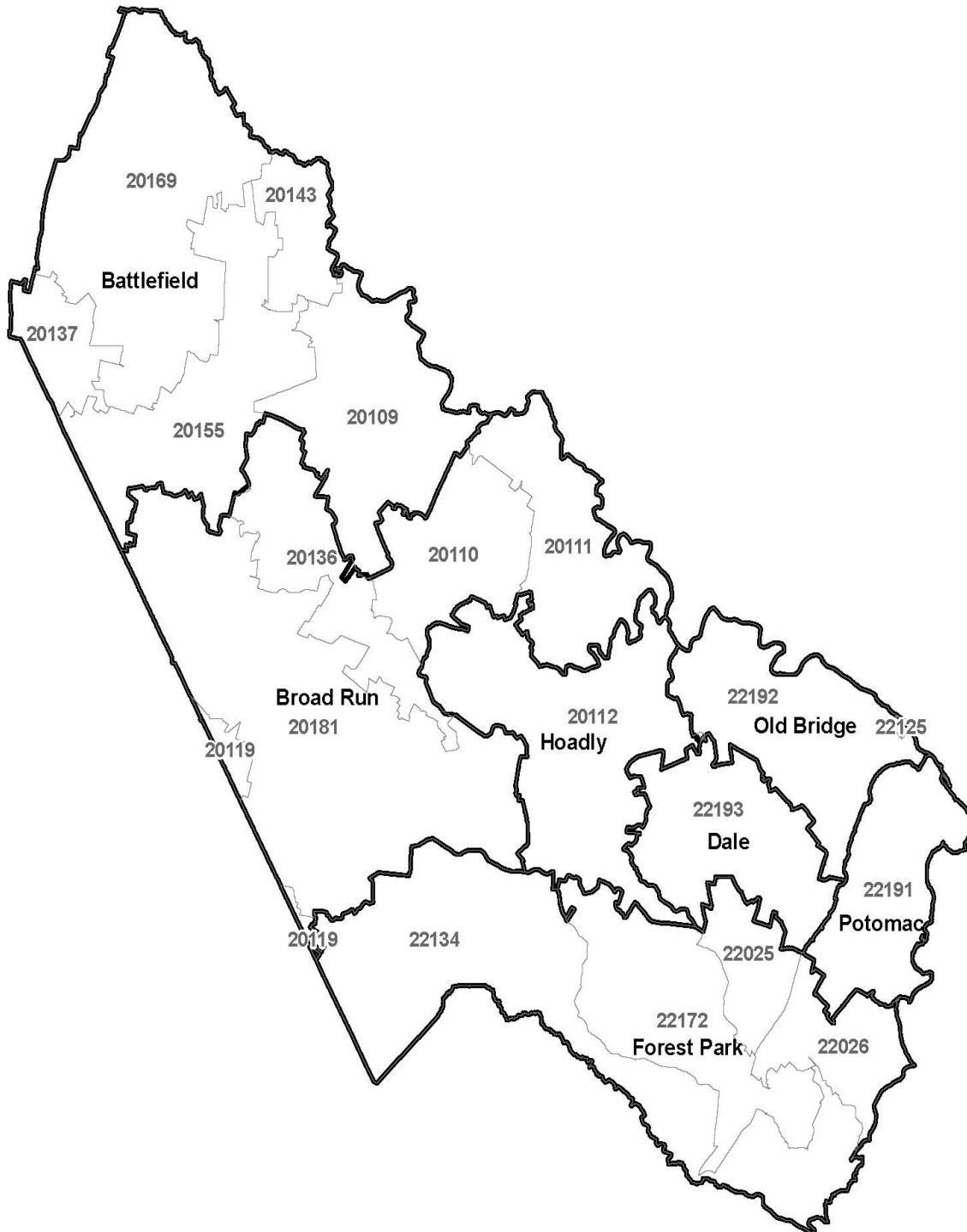
The general County government rating, perhaps the single most important item in the survey has a high satisfaction level of 91.9 percent. More than one-third said they were "very satisfied" with the services of the County government in general.

Overall, residents of Prince William County are satisfied with the services they receive. After a troubled year for public opinions about the government in 2008, opinions rebounded in 2009 and 2010 saw the maintaining of the gains made in 2009. With the downturn in housing and the economy, satisfaction rose to new highs in the areas of growth and development in 2009, areas of low citizen satisfaction in years prior to 2008, and those gains were maintained in 2010. Some gains made in satisfaction among Hispanic residents in 2009 from low levels in 2008 saw a downturn in 2010, but as mentioned earlier these were possibly due in part to events occurring outside the County, such as the new immigration law passed in Arizona in April 2010. Hispanics differ from other residents on very specific points related to the County's immigration enforcement policy; on more general questions such as overall satisfaction with the police, government services, or local quality of life, they do not differ significantly from other residents.

Prince William County certainly can take continuing pride in the high levels of satisfaction its citizens have indicated toward most County government agencies, services and programs, and in the general improvement in citizen satisfaction

levels, both overall and with several specific areas since 1993, the first year the survey was conducted. We trust that 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.

Figure I-1: Prince William County Citizen Satisfaction Survey Geographic Regions, 2009



□ Zip Codes
▣ New Areas

I. Introduction and Summary of Methods

Overview and Background

The 2010 Prince William County Citizen Satisfaction Survey is the eighteenth 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 1,637 randomly selected individuals living in the County was conducted in the summer of 2010.

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

- To assess citizen satisfaction with services offered in the County;
- To compare satisfaction levels with those reported in previous surveys;
- To analyze which subgroups among the County's residents may be more or less satisfied than others with the services they receive;
- To continue annual measurement of overall perception of quality of life in Prince William County;
- To examine the demographic and employment characteristics of workers who commute out of Prince William County for their primary jobs.
- To gather data useful for the evaluation of the County's policy on illegal immigrants, which went into effect in 2008.

This year respondents were also asked a series of questions about problems in their neighborhood, which were asked once before and are being reported for the first time this year. They were asked to rate the magnitude of the problem with residential overcrowding, loitering, and houses or properties, vacant and occupied that are not well maintained.

This year's survey results show very few changes from those of 2009 and, for some questions, changes over prior years as well. To understand these results, two important background factors must be kept in mind.

The first major factor to consider while interpreting the 2010 survey results is the

economic and housing situation in Prince William County since 2007. Prior to 2008, Prince William was in a building boom and was experiencing rapid rates of population growth. The nationwide economic downturn and collapse of the housing bubble affected Prince William especially hard. New construction in the County slowed substantially, property valuations dropped sharply, and a large number of homeowners defaulted on their mortgages.¹ The County was suddenly transformed from being one of Virginia's fastest growing localities into one in which visible signs of growth, such as clearing of land and new construction, were seen less often. In our past citizen satisfaction surveys, items related to growth in the County, planning, and transportation have received consistently low satisfaction ratings. This year's survey continues to uphold the dramatic improvements seen in 2009 in some of these areas, and it seems clear that the changes in opinion are related to the fact that the County's current growth rate has slowed over the past three years. Moreover, this year's survey results show that satisfaction has held steady in other areas, which is particularly remarkable given that this has been a time of retrenchment for the County to adjust to lowered revenues due to the economic downturn, which affected staffing and some services.

The second background factor is the controversy that surrounded the enactment of the County's policy on illegal immigration enforcement. On July 10, 2007, the Board of County Supervisors passed a resolution directing County Police to undertake a greater role in immigration enforcement.² This police illegal immigration enforcement policy is the subject of a two-year comprehensive study by a team of experts directed and coordinated by the University of Virginia Center for Survey Research. The team released its

¹ For some relevant details, see Craig Gerhart, "A Locality's Economic Challenge and Response: Prince William County, VA." Presentation to the Virginia Institute of Government Advisory Committee, June 12, 2009.

² The original resolution required police to do an immigration check on anyone detained or stopped, if there was probable cause to believe the person was in violation of federal immigration law. This resolution was modified on April 29, 2008 to require inquiries into the immigration status only of persons who are under physical custodial arrest for a violation of state or local law.

interim report of findings in August 2009.³ As seen in that report, the public controversy over this policy produced strong reactions among many county residents—both favorable and unfavorable to the policy. It also generated an unprecedented ethnic divide that was seen in resident opinions about the police, desire to live in the County, quality of life ratings, and trust in government. As will be seen in this report, 2009 saw a return of some of these indicators to their pre-2008 levels and those levels continued to be maintained or improved in 2010.

Survey Design

As in prior years, we have utilized an alternating-questions format for the survey. About half the questions are designated as “Core” questions, those that are included on the survey each year. The remaining questions are divided into two groups, which are included in the survey in alternate years. Please refer to Appendix F for a list of which items were included this year.

Just as in 2008, this year’s survey included cell-phone respondents. This is the third year Prince William County has had the opportunity to contact people who do not have landline phone service, as previous years’ surveys relied primarily on Random Digit Dialing (RDD) samples. The decline in respondents from the youngest age group between 1993 and 2007 prompted the County and CSR to conduct a Cell-Phone Pilot project in 2007. Results from the pilot project showed that more minorities, low-income groups, renters, never-married residents, and respondents with low levels of education were likely to be reached via cell-phone samples than via traditional RDD samples, which contact only households that have landline phone service. Based on the results from the Cell-Phone Pilot survey, CSR recommended to the County that RDD samples from 2008 onward be augmented with cell-phone samples for a better representation of the County’s population.

Another feature of this year’s survey is the continuation of new questions, first added in 2008,

related to the police immigration policy enacted in April 2008. Because CSR conducts an annual citizen satisfaction survey for the County, it was determined that the 2008 survey should include questions about residents’ satisfaction with the job the Police Department is doing in carrying out this policy, their reasons for being satisfied or dissatisfied with the policy, their satisfaction that the Police Department treats everyone fairly regardless of race, gender, ethnic, or national origin, and several additional questions related indirectly to the immigration issue. These questions are repeated on this year’s survey.

This year’s survey also marks the fourth time the defined geographic regions were reduced from eight to seven. The new geographic regions, which were defined in 2007, include (1) Battlefield; (2) Broad Run; (3) Hoadly; (4) Old Bridge; (5) Dale; (6) Potomac; (7) Forest Park (Figure I-1). These areas, comprised of ZIP code areas, correspond roughly to the County’s seven Supervisor’s districts.

The complete 2010 interview script is found in Appendix A of this report. Appendix B details survey methodology, Appendix C provides information on the demographic characteristics of the sample, and Appendix D includes the frequency distributions for all substantive questions. Appendix E presents the crosstabulations/satisfaction mean ratings by the demographic variables. Appendix F consists of a table that identifies the core questions and alternating-year questions, as well as new questions and questions eliminated from the survey. At the end of the report is an index for the satisfaction variables appearing in the report.

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

³ Thomas M. Guterbock, Karen Walker, Bruce Taylor, *et al.* Evaluation Study of Prince William County Police Illegal Immigration Enforcement Policy: Interim Report 2009. Center for Survey Research, University of Virginia, August 2009. The final report will be released in November 2010.

Each section provides a descriptive summary and interpretation of the 2010 results. All satisfaction levels and certain other results are compared with results in prior years, with significant changes noted. We report the results from the first survey year, 1993, and the most recent five years, 2005 to 2009, but only for questions that were asked this year. Important significant differences among subgroups in the population are reported. The margin of error for the 2010 survey is ± 3.15 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.⁴) The demographic variables listed below were those principally used in our subgroup analysis. In some cases, categories were combined to facilitate comparison.

- Household income. Four categories of self-reported annual household incomes were compared: Less than \$35,000 (also referred to as less than \$35K); \$35,000 - \$49,999 (or \$35K-\$50K), \$50,000 - \$74,999 (or \$50K-\$75K); and more than \$75,000 (or more than \$75K).
 - Homeowner status. We also compared homeowners with renters on satisfaction items.
 - Race/ethnicity. Whites, Blacks, Asians, and "others" were compared. Hispanic respondents were also compared with non-Hispanic respondents. Two separate questions in the interview ask about race and ethnicity. Respondents are first asked if they consider themselves to be "of Hispanic origin." They are then asked to say what category of race "best describes you," using a list that does not include Hispanic as a race. This follows the definition in the U.S. Census, which considers Hispanic to be an ethnic category and makes clear that Hispanics can be of any race. However, many Hispanic respondents take a different view and when asked to state their "race" insisting that they are Hispanic (or Latino). These respondents are classified in our survey as "other race" on the race question. As a result, the great majority of those labeled "other race" in the report are actually self-identified Hispanics.
- In the graphs in this report that display race and ethnicity, the "Hispanic" bar is based on the separate question about Hispanic origin, and this is displayed separately from the race questions. In the race question Hispanic respondents may self-classify as any of the listed races, though many choose to classify themselves as "Other." But others who declared Hispanic origin are included with Whites, Blacks or Asians based on their responses to the "race" question.
- In some of the graphs in this report, respondents are divided into three mutually exclusive groups: Hispanics, non-Hispanic Blacks, and all others. It is important to note that non-Hispanic Blacks are a subset of all Blacks, though almost all Blacks in this survey self-identified as non-Hispanic.

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

Gender. Women were compared with men.

Geographic area. The study areas, shown in Figure I-1, include the seven geographic areas as defined

⁴ Throughout this report, only those differences that reached statistical significance to the degree of $p < .05$ (a 95% level of confidence) will be discussed.

for the 2007 survey, each of which is a group of contiguous Zip code areas: (1) Battlefield; (2) Broad Run; (3) Hoadly; (4) Old Bridge; (5) Dale; (6) Potomac; (7) Forest Park. Our subgroup analysis of geography includes these areas. Residents of the cities of Manassas and Manassas Park and Quantico Military Base were excluded from the study.

Interpreting Subgroup Differences

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

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

Differences in expectations. People in Group B may report lower satisfaction because they expect more service than do those in Group A. Expectations about service differ for many reasons. Often, people form expectations about what government services should be from past

experience. Group B, then, may include people who experienced a higher level of service in some other community, leading to dissatisfaction with the service level available where they live now. Conversely, members of group A may be highly satisfied now because they used to live somewhere with poorer provision of the service in question. When service levels in a community increase over time, satisfaction of long-term residents may be higher than the satisfaction of newcomers because their expectations are based on the lower service levels to which they had become accustomed in the past.

Differences in perceptions of costs versus benefits.

Group B also may be less satisfied than Group A because they perceive the costs of the service differently, or think that government is doing “too much” as a general matter. For example, higher income residents may feel that welfare programs impose a tax burden upon them while not bringing them direct benefit. Political viewpoints differ among citizens to begin with: some expect their government to provide many services, while others desire lower service levels. These differences can be especially important in people’s judgments about human services provided by government. Thus, some residents may base their satisfaction level on an informal cost-benefit analysis involving both perceptions of service quality and considerations of service cost efficiency. Also in this year’s survey, the impact of legislation elsewhere and the general political atmosphere pertaining to immigration might have had a direct effect on how people judge the police in carrying out Prince William County’s immigration policy enacted in April 2008.

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

Visibility

At various places in this report, we refer to the “visibility” of various services. The visibility score refers to the percentage of County residents who are sufficiently familiar with a service to be able to rate it. For example, if 10 percent of those asked about a service say they don’t know how to rate it or don’t have an opinion about its rating, then that service has a visibility of 90 percent. For some

services, we specifically asked respondents a screening question to determine if they were familiar enough with a particular service to give it a rating. The visibility of all service items is summarized and compared in Section VIII of this report.

Summary of Methods

This survey was conducted by telephone in order to ensure the broadest possible representation of results. For some households, CSR employed a random-digit dialing method that ensures that all households in the County with landline telephones were equally likely to be selected for interviews; for most others we utilized the electronic white pages. According to respondents, about 16.8 percent of calls were to unlisted numbers; the majority of these (91.2%) had chosen an unlisted number, as opposed to other unlisted households whose number had simply not yet appeared in the latest phone book. Finally, a third sample segment was contacted via cell-phone. The sizes of the cell phone and listed samples were similar to those in the 2009 sample.

We conducted all interviews from CSR's Computer-Aided Telephone Interviewing (CATI) laboratory in Charlottesville, Virginia. Production interviews were conducted from June 27 to August 29, 2010. 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 79,630 dialing attempts were made in the course of the survey, involving a sample of 14,822 different attempted phone numbers. All numbers were attempted at least once, but not all were working numbers and not all working numbers were those of residences located within the study area. At least eight attempts were made before a working number was inactivated, and a portion of the initial refusals were contacted again after no less than three days. CSR completed a total of 1,637 interviews, for a final response rate estimated at 24.0 percent of the number of qualified households in the Landline sample and 14.3 percent in the wireless (cellular) sample. The interview took an average of 18.6 minutes to complete.⁵

Based on 1,637 respondents, the survey has a sampling error of plus or minus 3.16 percentage points. This estimate of the margin of error takes into account the "design effect" associated with post-stratification weighting of the data (See Appendix B). This means that in 95 out of 100 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 ± 3.16 percent of what would have been obtained if every household in the County with a working telephone (landline and cell-phone) had been interviewed. Larger sampling errors are present when analyzing subgroups of the sample and for questions asked of fewer respondents.

When comparing the results of the 2010 survey with those of previous years, independent T-tests were used to assess statistical significance between the years. The sample size of each survey is large enough that a change of approximately 5 percent, up or down, will be statistically significant if a service was rated by most of the respondents questioned each year. However, for services that were less "visible" and rated by smaller numbers of respondents, a change of only 5 percent in satisfaction may not be statistically significant. The same T-tests were used to assess the difference between the 2009 ratings and the demographic variables. Further details on the sample and methodology may be found in Appendix B of this report.

All the T-tests performed this year were completed using SPSS Complex Samples, an add-on module for SPSS for Windows®, which is used by CSR for data analysis purposes. This module provides more statistical precision with respect to inferences for a population by incorporating the sample design into survey analysis. It also allows the possibility to take into account the design effect, a by-product of post stratification weighting, when conducting the statistical tests. Consequently, some differences in means ratings could be found statistically insignificant that would not be so identified without the module.

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

⁵ Response rate 4 (completions with partials) figure given. The "completion time" indicates the time that it

took the interviewer to complete the interview after selection of a qualified respondent.

Demographic Profile

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

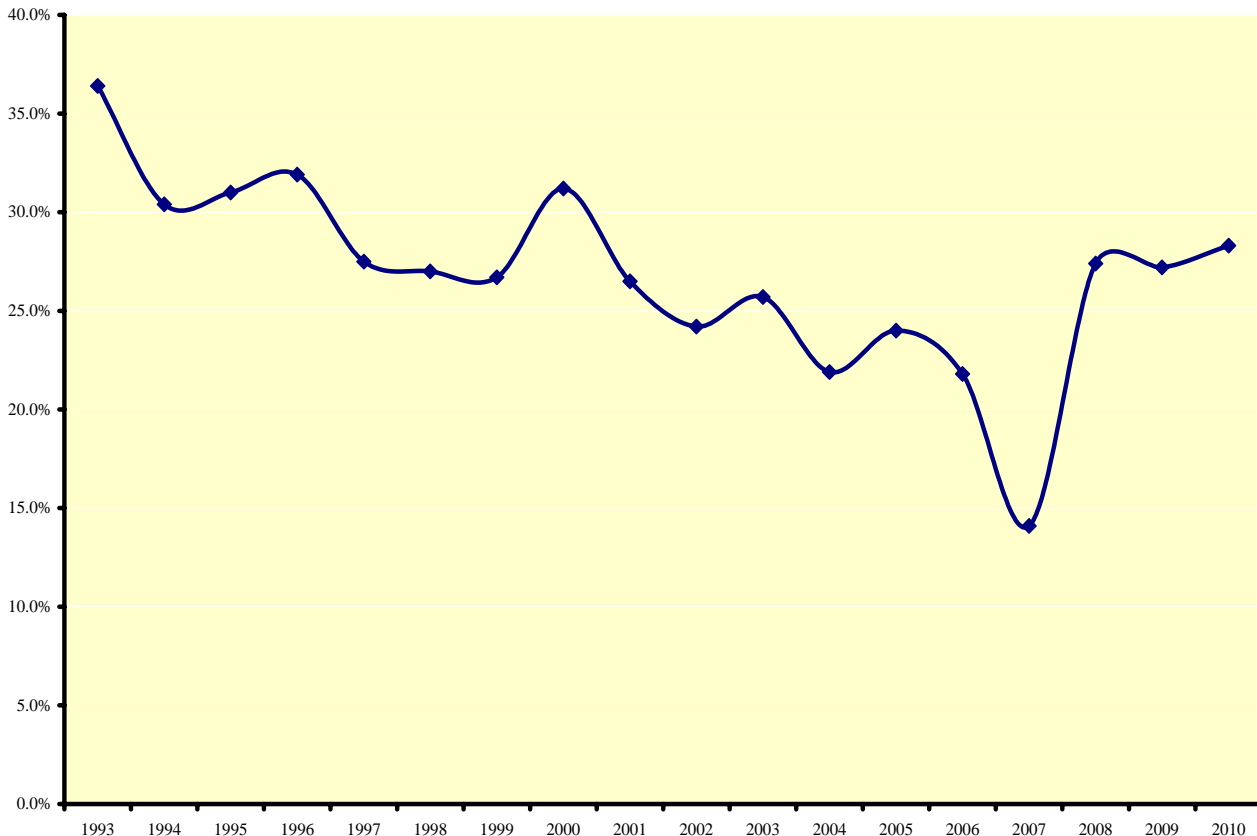
As indicated earlier, based on the results from the Cell-Phone pilot project and the success of the 2008 sample design, this year’s survey included cell-phone respondents. Overall, 15.6 percent of the completed surveys consisted of cell-phone respondents, 83.8 percent consisted of land-line respondents and 0.7 percent Voice Over Internet Phone (VOIP) systems. After weighting, 38.6 percent of the respondents this year were reached via cell-phone, and 23.0 percent are adults who have cell-phone service only. In general, this strategy of augmenting the traditional RDD samples with cell-phone samples improved the overall distribution of the completed surveys across several demographic variables in the County. As illustrated in Figure I-2, the downward trend in the percentage of the County’s residents aged thirty-four or younger who completed the survey during the period 1993-2007 reversed in

2008 with the addition of the cell phone sample, and this year 28.3 percent of the same age group completed the survey.

With respect to marital status, the percentage of “never-married” respondents who completed the survey remained relatively the same this year at 22.5 percent, which is further evidence of the efficacy of cell phone sampling in reaching younger residents of the County.

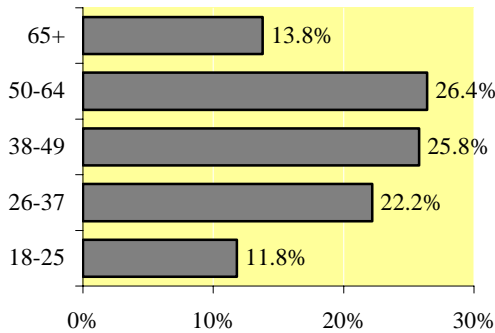
The share of women respondents (49.7%), unlike previous years, was almost the same as male respondents (50.3%). About six out of ten respondents were married (60.4%), 13.5 percent were divorced or separated, 3.7 percent were widowed, and 22.5 percent (compared to 22.7% in 2009 and 20.6% in 2008) were never married. Almost half (43.0%) of respondents had children under the age of 18 living in their home. Of those, 40.4 percent had children under the age of five, 58.6 percent had children between the ages of five and twelve, and 58.1 percent had teens from age thirteen to seventeen.

Figure I-2: Residents Aged 34 Years or Younger, 1993-2010



With regards to age, the demographic profile this year is similar to last year’s survey as 11.8 percent of the sample was between 18 and 25 years of age (compared to 11.3% in 2009), 22.2 percent were between 26 and 37 (compared to 21.9% in 2009), 25.8 percent were between 38 and 49 (compared to 28.2% in 2009), 26.4 percent were between 50 and 64 (compared to 26.3% in 2009), and 13.8 percent were 65 and older (compared to 12.3% in 2009). See Figure I-3.

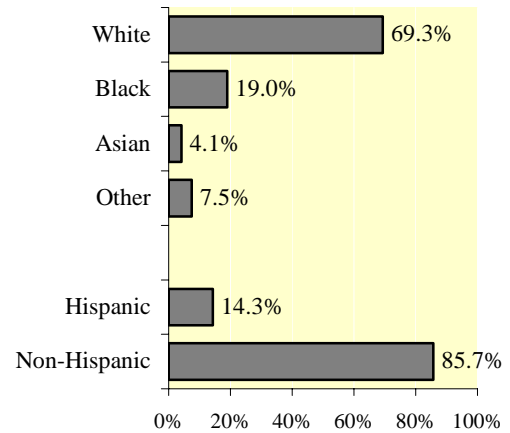
Figure I-3: Age of Respondents, 2010



Respondents were asked (in separate questions) what race they considered themselves to be, and whether they considered themselves to be Hispanic. Almost seven in ten of the sample (69.3%) identified themselves as White, 19.0 percent Black, 4.1 percent Asian, and 7.5 percent said they were something else (i.e., Native American, Pacific Islander, etc.) or gave their race as “Hispanic” or “Latino,” responses which were also recorded as “other.” Not included in this breakdown are the 4.2 percent of our sample who refused to answer the question about race. Fourteen percent (14.3%) of the sample considered themselves to be Hispanic, which is slightly higher than the 12.3 percent of respondents in 2009 who identified themselves as Hispanic (see Figure I-4). Of this group, about 60.3 percent completed the survey in English and the remaining 39.7 percent completed it in Spanish.

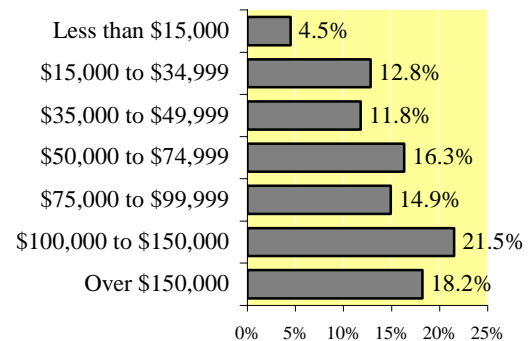
Almost six in ten respondents (59.7%) were working full-time and an additional 7.5 percent were working part-time. Those not employed comprised 5.2 percent homemakers, 14.0 percent retirees, 3.5 percent students, and 7.4 percent who were looking for work, which is up from the 5.1 percent who were looking for work in last year’s survey. The remaining respondents reported being temporarily laid-off or disabled, being permanently disabled or other work status.

Figure I-4: Race and Ethnicity, 2010⁶



Again this year, the sample proved to be fairly wealthy and well-educated (see Figure I-5). The median annual household income for our sample was between \$75,000 and \$100,000, though more respondents reported lower incomes this year. More than one in six respondents (17.3% compared to 12.5% in 2009) of the sample reported household incomes under \$35,000, 11.8 percent fell into the \$35,000 to \$49,999 range, 16.3 percent fell into the \$50,000 to \$74,999 range, and 54.6 percent reported incomes over \$75,000 (compared to 58.2% in 2009).

Figure I-5: Household Income, 2010

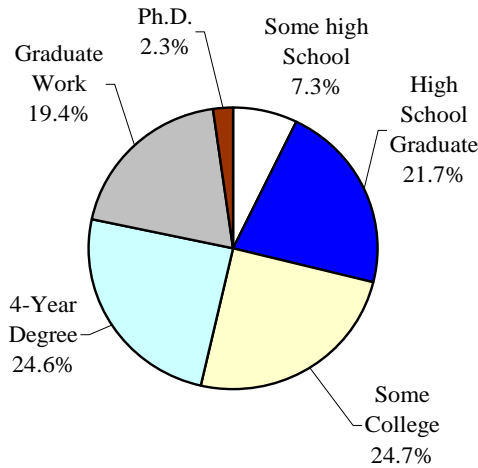


With respect to education, respondents were asked to report their highest level of academic achievement. As is illustrated in Figure I-6, 7.3 percent had some high school and 21.7 percent were high school graduates. About one-quarter (24.7%) had attended some college, and another 24.6 percent had a 4-year degree. Nearly one in five (19.4%) had done some graduate work and

⁶ 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.

2.3 percent had a Ph.D. or some other advanced degree.

Figure I-6: Educational Level, 2010



Most of the respondents live in a home that they own (68.3%), whereas 28.7 percent rent and 3.0 percent have some other arrangement, such as living with their parents. Most respondents live in single-family homes (63.1%), 21.3 percent live in duplexes or townhouses, and 13.7 percent live in apartments or condominiums. About 2 percent of respondents live in some other type of structure, such as a mobile home or trailer or a group home.

Four percent of the respondents have lived in Prince William County less than one year, 25.7 percent have lived in the County 1 to 5 years, 42.0 percent have lived in the County 6 to 19 years, and 24.5 percent reported living in the County twenty years or more. The rest, 3.9 percent, said they had lived in Prince William County all of their lives.

In terms of geographic distribution across parts of the County (defined by groups of ZIP codes), almost ten percent (9.6%) lived in Forest Park, 23.2 percent in the Battlefield area, and 13.1 percent in the Broad Run area. Hoadly accounted for 6.1 percent, the Old Bridge area accounted for 13.9 percent. Dale accounted for 18.6 percent, and the Potomac area accounted for 15.5 percent.

The sampling plan also included additional calls to listed phone numbers in the smaller areas, allowing us to complete additional interviews in the areas that had fewer cases in the county-wide RDD, listed, and cell phone samples. The numbers for each region were then weighted in the analysis to match the actual population of residents in those areas.⁷ The weighting of the data also took into account our estimates of the percentages of the County’s adult telephone population that are served by cell-phone only, landline only, and by both types of phones. For more about the weighting procedure, see the Methodology Report in Appendix B.

⁷ However, for our analyses comparing the different districts, we leave the geographic distributions unweighted, resulting in a more nearly equal distribution of cases across the districts and greater statistical precision in comparing the districts.

II. Quality of Life in Prince William County

Overall Impression of PWC

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

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

This year’s mean rating of 7.28, which is similar to last year’s mean of 7.30, is an indication the County’s residents continue to highly regard the quality of life in Prince William County. Figure II-1 illustrates the distribution of ratings provided by respondents. The ratings were divided into three categories: “Best” includes ratings from 10 through 8, “Middle” is 7 and 6, and “Worst” is 5 through 1. Almost one-half (48.2%) felt best about the quality of life in Prince William County, whereas 38.4 percent were in the middle, and 13.4 percent felt the worst (see Figure II-1).

Figure II-1: Overall Quality of Life Ratings, 2010

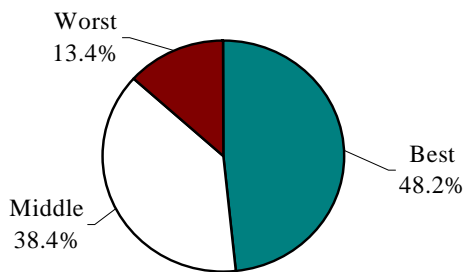
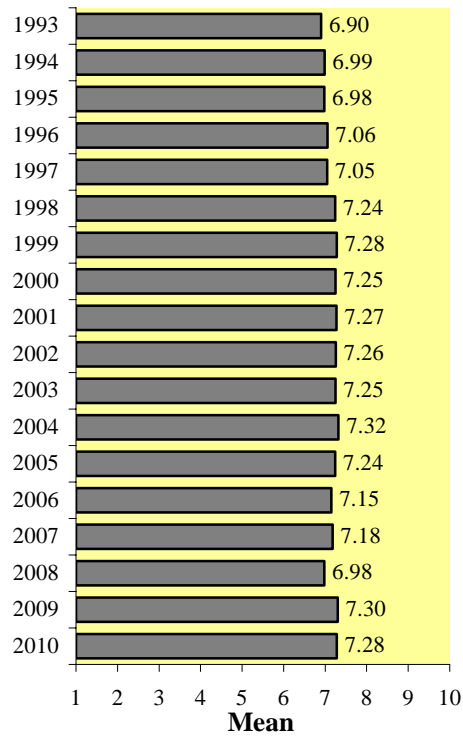


Figure II-2 tracks the average rating over the last 16 years. This year’s rating continues the bounce back from the unusually low level registered in 2008, and a return to the higher levels seen earlier in this decade.

Figure II-2: Mean Overall Quality of Life Ratings, 1993-2010

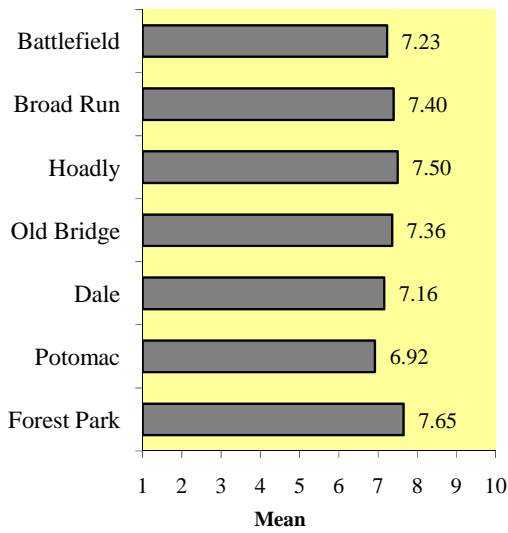


Demographic Factors Affecting County Ratings

The demographic analysis indicates that the quality of life ratings were consistent across most demographics. Older residents (those over 50 years), however, rated quality of life significantly higher (7.40 by those between ages 50 and 64 years and 7.46 by those over 64 years) compared to those between 26 and 37 years of age (7.03). Retired (7.54) residents and those with other employment status (7.64) also gave significantly higher ratings compared to those working full-time (7.21). Parents with no children under age five were more likely to be satisfied (7.62) compared to those with children under that age (6.98).

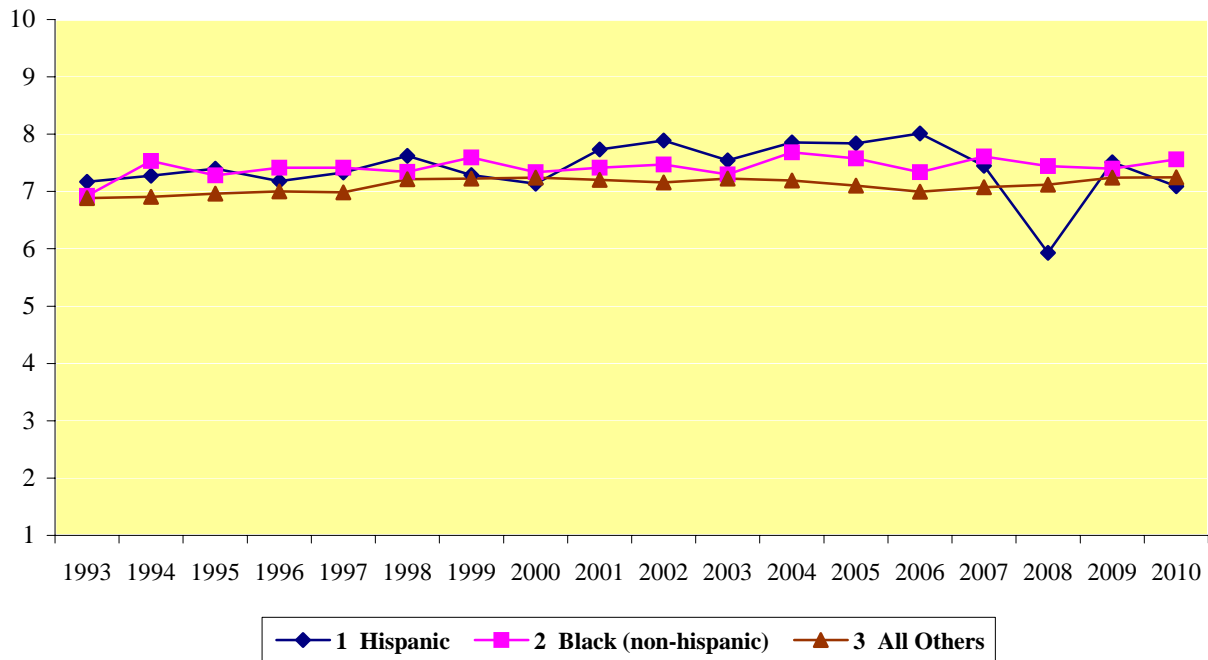
Furthermore, residents who have lived in the county between 6 and 10 years were less likely to be satisfied compared to their counterparts who had lived in the county for 3 to 5 years or for 11 or more years. Residents in Potomac were significantly less likely to be satisfied compared to residents of other areas, except Battlefield and Old Bridge and Dale. Dale residents were less satisfied than those living in Forest Park. Figure II-3 illustrates the overall quality of life ratings provided by the geographic areas.

Figure II-3: Mean Overall Quality of Life Ratings by Area, 2010



This year the satisfaction with the overall quality of life in Prince William County did not vary significantly by race or ethnicity. As Figure II-4 shows, quality of life ratings, which dipped to an average of 5.93 among Hispanic residents in 2008 and rose significantly to 7.51 in 2009 maintained that gain in 2010 with an average rating of 7.09. Non-Hispanic Black residents expressed significantly higher levels of satisfaction (7.56) compared to Hispanic (7.09) and all other (7.25) residents.

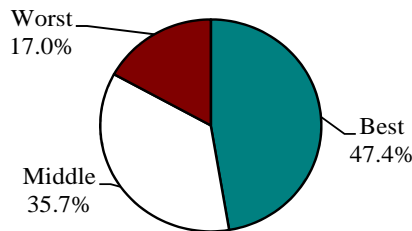
Figure II-4: Mean Overall Quality of Life Ratings by Race-Ethnicity, 1993-2010



Quality of Life over Time

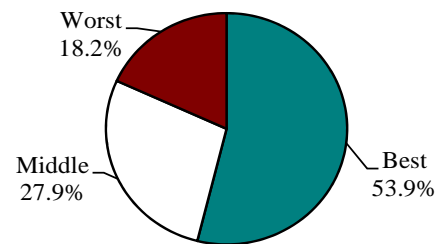
Residents who lived in Prince William County for over five years were asked to rate, on a scale of 1-10, where the county stood five years ago. On this scale, 1 represents the worst possible community to live in and 10 the best. The comparative mean rating for quality of life five years ago is 7.19 in 2010, which is not significantly different from the ratings of 7.35, 7.41 and 7.20 reported in 2008, 2006 and 2004 respectively – the last three years this question was asked. Figure II-5 presents the results for this item with the same classification system as in Figure II-1, where “Best” was defined as those ratings from #10-8, “Middle” was #7-6, and “Worst” was #5-1.

Figure II-5: Overall Quality of Life Five Years Ago, 2010



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 7.23, which means that residents feel that the quality of life will be about the same in the future. This rating is significantly higher than the 2008, 2006 and 2004 mean scores of 6.90, 6.63 and 6.93, respectively, the last three times this question was asked. Figure II-6 presents the results for this item with the same classification system as in Figure II-5, where “Best” was defined as those ratings from #10-8, “Middle” was #7-6, and “Worst” was #5-1.

Figure II-6: Overall Quality of Life Five Years from Now, 2010

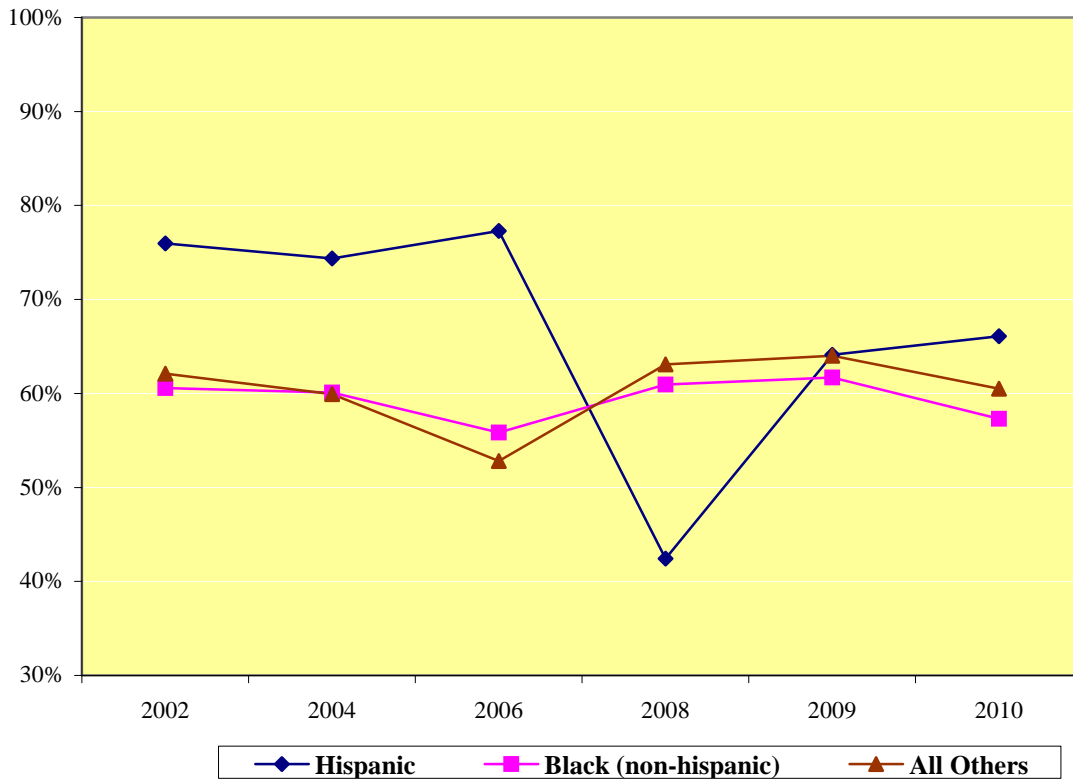


Desire to Stay in Prince William

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. About six in ten of the respondents (60.7%) indicated they would like to stay in PWC, whereas about 39.3% said they would like to live someplace else. These percentages are, however, not significantly different from the 2009 results, the last time this question was asked when 63.6 percent said they would like to stay in Prince William. Just as the overall percentage of residents wanting to live in the County for the next five years remained relatively unchanged, the percent of Hispanic residents saying they plan to continue living in Prince William County remained

relatively unchanged from 2009 (66.2% in 2010 compared to 64.1% in 2009), and is a continuation of the significant increase from 2008. In 2008, probably because of negative perceptions of the new immigration policy, only 42.4 percent of Hispanic residents had indicated they wanted to continue living in the County. This number rose significantly to 64.1 percent in 2009 and the rise was maintained in 2010 at 66.1% and is similar to that of residents of other races and ethnicities (see Figure II-7). However, Hispanic respondents did not return to the very high percentages (hoping to live in the County) that were seen in years before 2008.

Figure II-7: Percentage of Residents Who Want to Live in County 5 Years From Now, 2002-2010



Summary

The 7.28 satisfaction mean rating for quality of life in Prince William County remains unchanged from the 7.30 rating reported in 2009. Overall satisfaction with quality of life was consistent across most demographic groups, except older residents (those 50 years and older) were significantly more likely to be satisfied compared to those age 26 to 37 years. Retired residents and those with other work status were significantly more satisfied than those working full-time as were residents with no children under 5 years

compared to those with children under that age. In addition, non-Hispanic Black residents were significantly more satisfied with the overall quality of life in the County compared to Hispanic and other residents. Residents, overall, also thought the quality of life in Prince William County was going to be high in the next five years, and this rating was significantly higher than when the question was last asked in 2008.

III. Satisfaction with County Services

County Government Services

One of the main objectives of this survey is the determination of how satisfied the citizens of Prince William County are with the services they receive from their local government. Respondents were asked whether they were very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with an array of government services. For purposes of analysis, responses were typically dichotomized into two categories: satisfied or dissatisfied. In these analyses, the percent of respondents satisfied with each service is reported. Respondents who were not familiar enough with a

service to respond were not counted in either of the two categories. These respondents are considered when determining the “visibility” of a service (see Section VIII.)

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

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

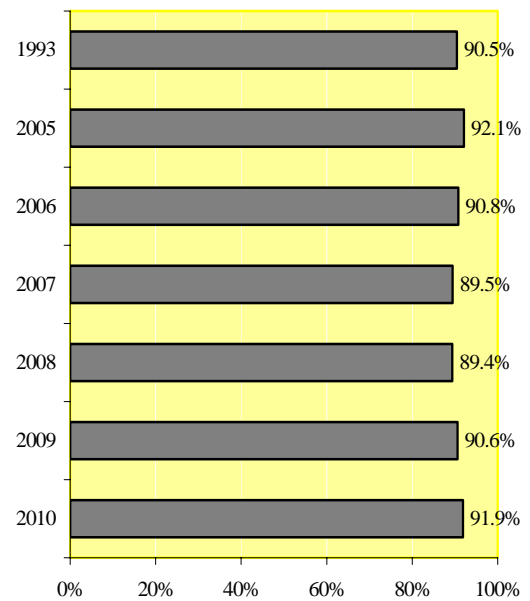
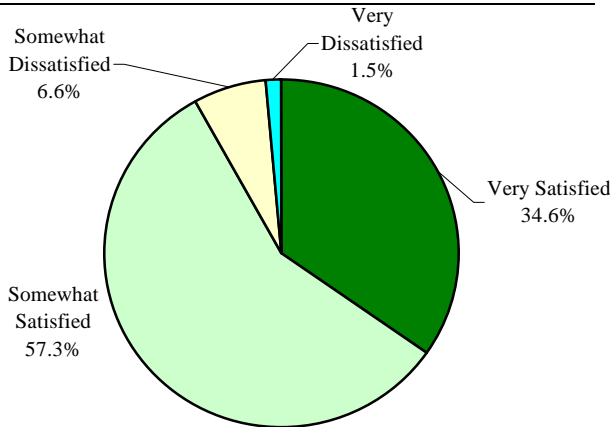
“How satisfied are you in general with the services the County provides?”

Figure III-1 illustrates the response to this question,

and Figure III-2 illustrates the mean level of satisfaction on this question in 1993 and since 2005. This year 91.9 percent were satisfied. Additionally, 6.6 percent were somewhat dissatisfied, and 1.5 percent were very dissatisfied (see Figure III-1). The percent satisfied was not a significant change from the 2009 level of 90.6%.

Figure III-2: Overall Satisfaction with County Government Services, 1993 and 2005-2010

Figure III-1: Overall Satisfaction with County Government Services, 2010



The County government services for which satisfaction levels have also remained consistent are providing convenient opportunities for voters to register, the efficiency and effectiveness of the voting precincts and keeping citizens informed about government services. More than 9 in 10 respondents (97.1%) said they were satisfied with the job the County is doing in providing ways for people to register to vote. This year’s rating is virtually unchanged from the 95.7 percent reported in 2009. The survey also asked how satisfied residents were with the efficiency and effectiveness of the voting precinct set-up for handling voters on election days. Respondents

were first asked whether they have gone to a voting precinct in Prince William County to vote in any election in the past year. Overall, slightly more than half (58.9%) of the respondents said that they have voted in the County in the past year. Of this group, the overwhelming majority (97.0%) expressed satisfaction with the efficiency and effectiveness of the voting precinct set-up, which is virtually unchanged from the 95.3% expressing satisfaction in 2009; more than three-fourths (76.8%) said they were very satisfied in 2010.

Additionally, almost eight of ten respondents (76.7%) expressed satisfaction with the job the County is doing keeping citizens informed about County government programs and services. This rating is also not significantly different from the 79.7 percent reported in 2009.

Table III-1: Trends in General Satisfaction with Government Services, 1993 and 2005-2010

Item Number	Satisfaction Item	1993	2005	2006	2007	2008	2009	2010
CTYSAT97	Services of the County Government in General	90.5	92.1 ^{6, 10}	90.8 ^{5, 7}	89.5 ^{2, 4, 5, 7, 9, 12}	89.4 ^{2, 4, 5, 7, 9}	90.6 ^{5, 7, 9}	91.9
VOTE	Voter Registration	91.5	97.0 ^{0, 1, 2, 3, 11}	95.2 ^{0, 2, 4, 5}	94.9 ^{0, 4, 5, 9, 12}	97.0 ^{0, 1, 2, 3, 11, 14}	95.7 ^{0, 2, 5}	97.1 ^{0, 1, 2, 3, 11, 14}
GOVTSERV	Information on Government Services	70.9	84.3 ^{0, 1, 2, 5, 6, 8, 9, 10}	79.7 ^{0, 1, 2, 7, 12}	78.8 ^{0, 1, 7, 12}	81.1 ^{0, 1, 2, 6, 7}	79.7 ^{0, 1, 2, 6, 7, 12}	76.7 ^{0, 1}
PCTUP	Efficiency/effectiveness of voting precinct	—	—	—	—	92.8	95.3	97.0 ¹⁵

Footnotes indicate value is significantly different from: ⁰ 1993 ² 1995 ⁴ 1997 ⁶ 1999 ⁸ 2001 ¹⁰ 2003 ¹² 2005 ¹⁴ 2007 ¹⁶ 2009
¹ 1994 ³ 1996 ⁵ 1998 ⁷ 2000 ⁹ 2002 ¹¹ 2004 ¹³ 2006 ¹⁵ 2008

Public Safety Services

Residents were asked to rate their satisfaction with County public safety services. This included police performance, police attitudes and behaviors toward citizens, efforts to reduce illegal use of drugs and gangs’ activities, fire department performance, rescue service performance, the prevalence of cardio-pulmonary resuscitation (CPR) training among the public, questions about the police immigration ordinance and the types of crimes residents are victim of in the County. As noted in the introduction, the police department’s illegal immigration enforcement policy, passed into law in late 2007, implemented in 2008 and modified in late April 2008, had a strong impact on some of these opinions in our 2008 results, but a rebound was observed among Hispanic residents in 2009. This year’s survey results indicate that Hispanic residents continue to be satisfied with the performance of the police.

Unlike in 2009, this year’s overall satisfaction with the police department did not vary by the race of the individual. However, satisfaction among Hispanic respondents improved from 85.5 percent in 2009 to 92.0 percent in 2010, as shown in Figure III-3. By comparison, 93.7 percent and 92.1 percent of non-Hispanics expressed satisfaction with the overall police performance in 2009 and 2010, respectively.

The vast majority of residents, 92.2 percent, said they were satisfied with the overall performance of the police department. This rating is not significantly different across the regions, and it remains unchanged from the 92.5 rating in 2009.

Figure III-3: Satisfaction with Overall Performance of the Police Department by Race/Ethnicity, 2010

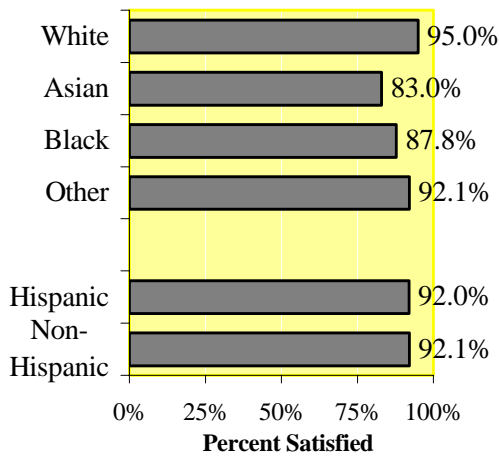


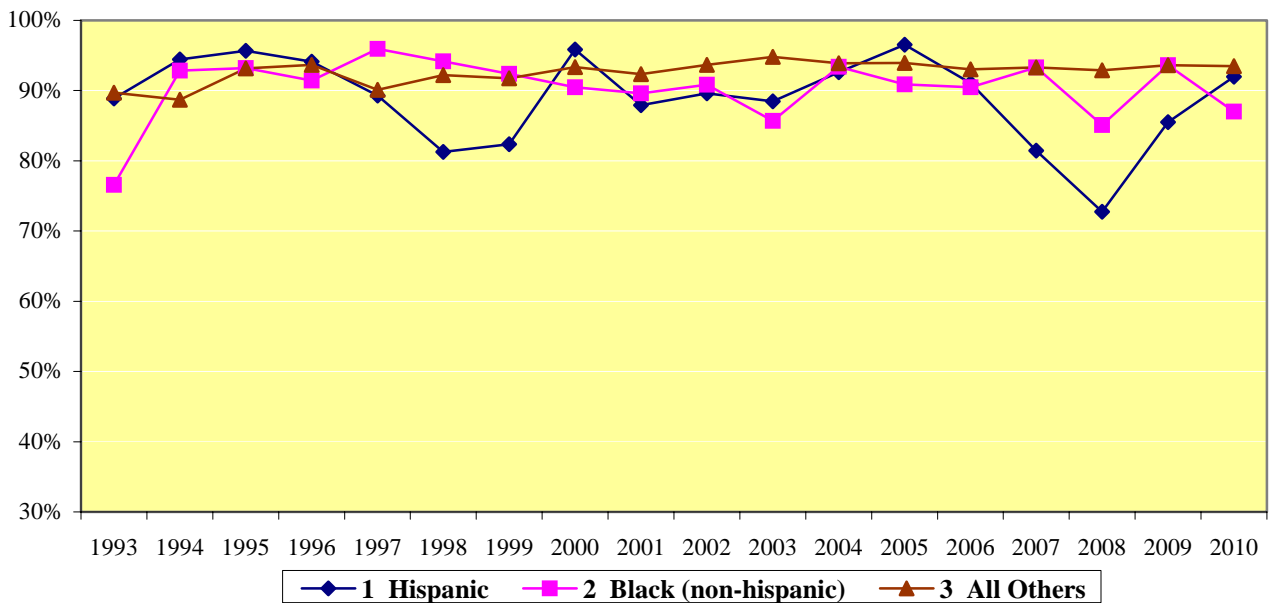
Figure III-4 shows overall performance ratings of the Police Department by race/ethnicity over the years. While ratings from “All Others” are consistent over the years, those of Hispanics and non-Hispanic Blacks showed a sharp and significant decrease in 2008 and increased in 2009. This year, while gains continue to be observed among the Hispanic population, there was a slight decline in satisfaction among non-Hispanic Black

residents – they were less satisfied (87.4%) compared to residents of other races (93.3%).

The fluctuation in ratings by Hispanic residents, particularly prior to 2000, may be due to sampling variability because of the small number of Hispanics in the samples. In recent years, the survey has included more Hispanics because of their increase in the County population and because of the addition of cellphones to the sampling design in 2008. Further, since 2006, the instrument is translated into Spanish and respondents are given the option to complete the survey in Spanish.

As Figure III-4 shows, there has been substantial increase in Hispanic resident’s satisfaction with the overall performance of the police department between 2008 and 2010. After dipping to a low of 72.8 percent in 2008, satisfaction rose to 85.5 percent in 2009 and then rose further to 92.0 percent in 2010. The satisfaction with the police department also increased somewhat among non-Hispanic Blacks from a low of 85.1 percent in 2008 to 93.6 percent in 2009, but then declined a little to 87.0 percent in 2010, but these differences are not significant.

Figure III-4: Satisfaction with Overall Performance of the Police Department by Race/Ethnicity, 1993-2010



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

Additionally, older respondents (those over 64 years) were significantly more satisfied with the police than younger residents (26 to 64 years), as

were widowed respondents compared to those who are married, divorced or never married. Homeowners were also more satisfied compared

to renters and others, and those who have lived in the county for two years or less also expressed more satisfaction than those living in the county for six to ten years (Appendix E).

Residents were asked about their satisfaction with police attitudes and behaviors toward citizens. In 2010, 84.7 percent of respondents were satisfied with police attitudes and behaviors towards citizens, which was not a significant difference from the 2009 satisfaction rating of 84.4 percent.

Similar to previous years, race of the respondent was related to opinions about police attitudes and behaviors. It should be noted that the majority of respondents classified as “Other” in this survey are Hispanics who do not identify themselves as White, Black or Asian. This year, the data show that White and non-Hispanic respondents are significantly more likely to be satisfied with police attitudes and behaviors toward residents compared to Black and Hispanic residents, respectively, as shown in Figure III-5.

Figure III-5: Satisfaction with Police Attitudes and Behaviors by Race/Ethnicity, 2010

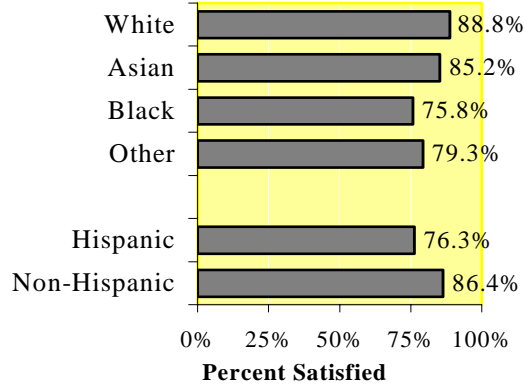
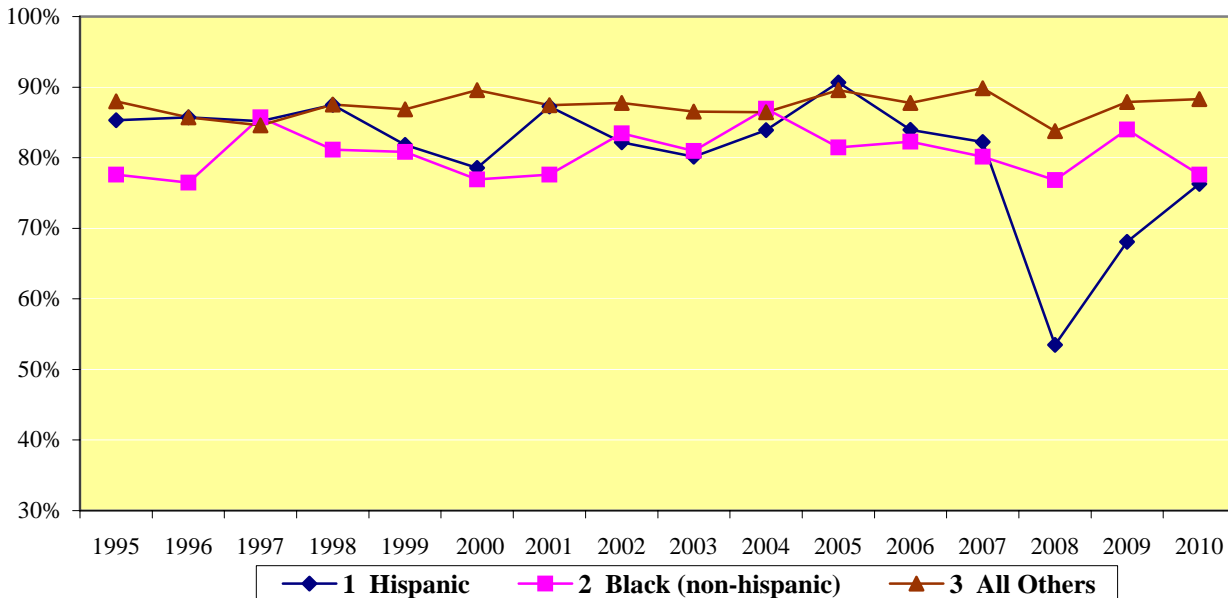


Figure III-6 shows the satisfaction ratings with police attitudes and behaviors towards citizens by a combined indicator of race/ethnicity and by year. More Hispanic respondents expressed satisfaction with police attitude in this year’s survey (76.3% compared to 68.1% in 2009 and 53.5% in 2008).

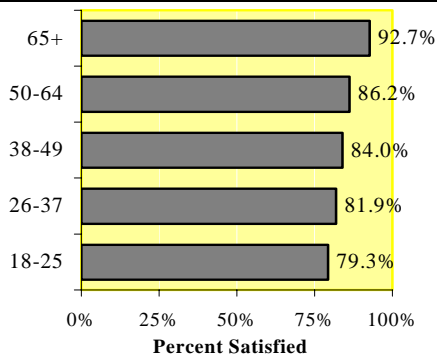
Figure III-6: Satisfaction with Police Attitudes and Behaviors towards Citizens by Race/Ethnicity and by Year, 1993-2010



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

With respect to age, older respondents (64 and over) were significantly more likely to be satisfied with police attitudes and behaviors than younger respondents (under 64). Figure III-7 presents the satisfaction with police attitudes and behaviors by age.

Figure III-7: Satisfaction with Police Attitudes and Behaviors by Age, 2010



Just as in 2009, the 2010 satisfaction ratings with police attitudes and behaviors show no significant differences with respect to the geographical regions. Employed and retired residents compared to those looking for work, respondents earning more than \$75K compared to those making less than \$35K, homeowners, those living in single-family homes compared to those living in duplex or townhouses, those living in the county three to five years compared to those living in the county for six to ten years, and widowed residents compared to those never married were more likely to be satisfied with police attitudes and behaviors. Refer to Appendix E for a complete presentation of these ratings by the demographic variables.

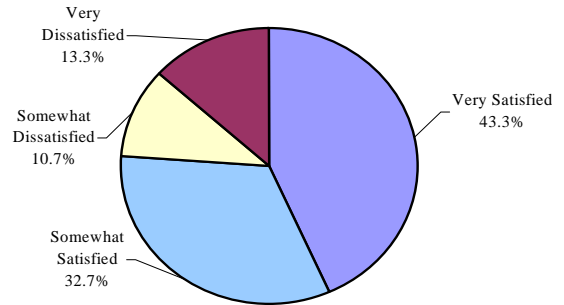
In regard to the immigration ordinance, respondents were asked the following question:

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

Of those who were able to rate the item, about three-quarters (76.0%) in 2010 compared to 85.0 percent in 2009 said they were satisfied with the job the Police Department is doing in carrying out the policy. Slightly more than four in ten (43.3%) in 2010 said that they were very satisfied (see Figure III-8), compared to the 48.6 percent giving that response in 2009. Not accounted for in those percentages are respondents who declined to rate it because of their opposition to the policy (3.7%), and those who did not know about the policy

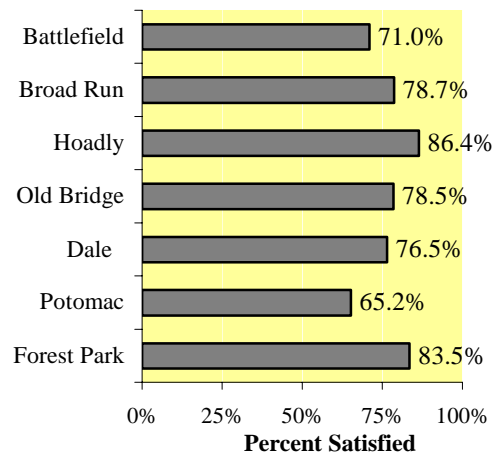
(22.9%). The satisfaction on this item has declined somewhat from the 2009 rating of 85.0 percent. The percent declining to rate it due to their opposition to the policy increased slightly in 2010 after declining between 2008 and 2009 (from 7.7% in 2008 to 2.7% 2009 to 3.7% in 2010).

Figure III-8: Satisfaction with the Job the Police Department is Doing in Carrying out the Immigration Policy, 2010



Potomac residents gave the lowest satisfaction ratings for the job the police department is doing in carrying out the immigration policy (see Figure III-9), and rated this item significantly lower than residents in Forest Park and Hoadly.

Figure III-9: Satisfaction with the Job the Police Department is Doing in Carrying out the Policy by Region, 2010

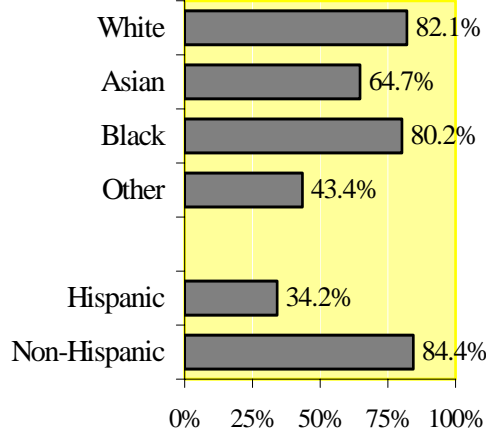


As with satisfaction regarding Police Department attitudes towards citizens, satisfaction with the job the Police Department is doing in carrying out the immigration policy is significantly lower among Hispanic respondents (33.9%) than among non-Hispanic respondents (84.3%) (see Figure III-10).

Satisfaction among Hispanic residents with this policy dipped to a new low of 34.2 percent compared to 70.5 percent in 2009 and 51.0 percent in 2008 – satisfaction with this item among

Hispanic residents in both 2008 and 2009 were significantly higher compared to this year. Asian respondents were also somewhat less likely to be satisfied with the implementation of the policy, with 64.7 percent of them expressing satisfaction in 2010 compared to 75.7 percent in 2009. In addition, older residents (those over 64 compared to those between 26 and 64 and those over 38 versus those 26 to 37 years), those widowed compared to those married, divorced or never married, those with incomes over \$35K, homeowners, residents living in duplex, townhomes or apartments and other residences and those living in the County for 11 or more years were more likely to be satisfied with the implementation of the policy (see Appendix E).

Figure III-10: Satisfaction with the Job the Police Department is Doing in Carrying out the Policy by Race/Ethnicity, 2010



Respondents who reported that they were very satisfied or very dissatisfied with the job the Police Department is doing in carrying out the policy were asked, on a follow-up question, the reasons for their satisfaction or dissatisfaction. This question was asked in an open-ended format and respondents' verbatim responses were coded for analysis.

Table III-2 presents the grouped responses for those respondents who said they were very satisfied. Of these respondents, about one third (32.8%) mentioned favorable comments on police actions. Many of the very satisfied respondents had positive comments on the policy itself (35.0%) or mentioned various positive results of the policy (31.6%). A more detailed listing of these responses is presented in Appendix D of the report.

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

Comments	n	% of cases
Illegal immigration causes problems in the community	56	14.3%
The policy is good/needed	138	35.0%
The policy's enforcement is having positive results	124	31.6%
Police have been doing a good job of carrying out the policy	129	32.8%
Other, no experience with, no effect on me, no opinion, comments not codable	44	11.3%
TOTAL	492	394

Table III-3 presents the responses from those respondents who said they were very dissatisfied with the job the Police Department is doing in carrying out the policy. About a quarter of these respondents (27.7%) mentioned unfavorable comments about the Prince William County policy in general. About nine percent of these very dissatisfied respondents mentioned unfavorable outcomes or negative effects from the policy or from police enforcement in general. Thirty-one percent indicated that even though they approved of the policy there were problems with insufficient enforcement. One fifth of the very dissatisfied (20.7 %) felt that the police were acting unfairly, being discriminatory, or engaging in racial profiling. Refer to Appendix D of the report for a more detailed listing of these responses.

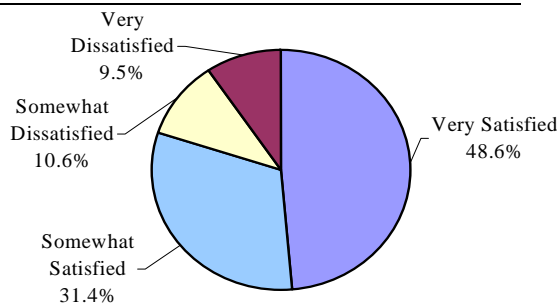
The distributions of responses shown in Table III-2 and in Table III-3 are largely similar to those seen in the 2009 survey.

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

Comments	n	% of cases
Illegal immigration causes problems in the community and the policy does not adequately address them	2	1.5%
The policy is bad	31	27.7%
The results of the policy are negative	10	8.5%
Approves of policy but problems with enforcement exist	35	31.0%
Police are unfair/discriminatory/racial profiling	23	20.7%
Other, no experience with, no affect on me, no opinion, comments not codable	24	21.3%
TOTAL	125	113

Respondents were also asked to rate their level of satisfaction that the Police Department treats everyone fairly regardless of race, gender, ethnic or national origin. Eight in ten respondents (80.0%) expressed their satisfaction, with 48.6 percent saying that they were very satisfied (see Figure III-11). This is unchanged from the 78.8 percent rating this item received last year.

Figure III-11: Satisfaction that the Police Department Treats Everyone Fairly Regardless of Race, Gender, Ethnic or National Origin, 2010

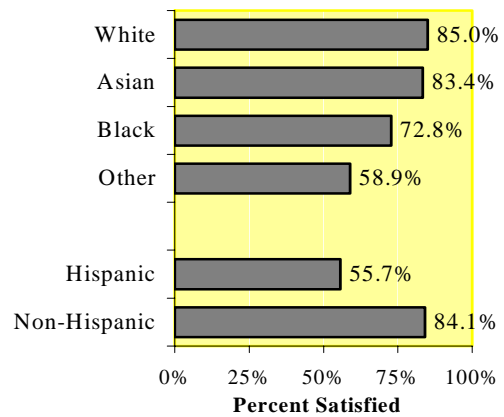


As illustrated in Figure III-12, respondents of other races (58.9%)⁸ were less likely to be satisfied

⁸ As explained above, most of the “others” are those who identified their race as Hispanic, which is not considered a racial category in this survey.

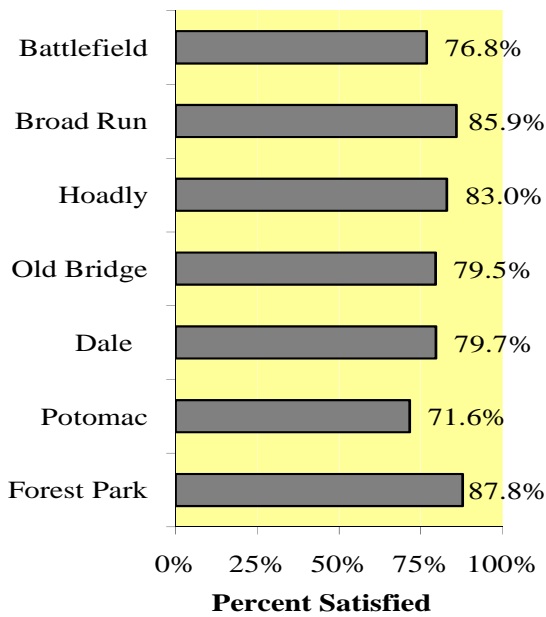
than Whites (85.0%), Asians (83.4%) and Blacks (72.8%), with Whites being significantly more satisfied than Blacks residents and both White and Asian residents being significantly more satisfied than residents of other races. Hispanics (55.7%) were also significantly less likely to be satisfied than non-Hispanics (84.1%), and their level of satisfaction has remained unchanged from 2009, when 54.0 percent of Hispanic residents expressed satisfaction with the way the police department treats residents regardless of race, gender, ethnic or national origin.

Figure III-12: Satisfaction that the Police Department Treats Everyone Fairly Regardless of Race, Gender, Ethnic or National Origin by Race/Ethnicity, 2010



Again, Potomac residents registered the lowest satisfaction with police fairness (71.6%), which was significantly lower than the satisfaction ratings in Broad Run and Forest Park (see Figure III-13).

Figure III-13: Satisfaction that the Police Department Treats Everyone Fairly Regardless of Race, Gender, Ethnic or National Origin by Region, 2010



When asked about the efforts law enforcement is making toward reducing the use of illegal drugs, 85.2 percent of respondents were satisfied. Responses to this item were virtually the same as those reported in 2009 (88.3%).

Respondents were also asked to rate the efforts of law enforcement to combat gangs. More than eight in ten of the respondents (85.0%) expressed satisfaction with the police’s efforts in this area. This was not significantly different from the 84.7 percent expressing satisfaction in 2008, the last time this question was asked. It is worth noting that Hispanic respondents do not differ from non-Hispanics in their satisfaction with police efforts in the areas of illegal drugs and gangs.

As in the past, residents are very satisfied with fire and rescue services. This year, 98.1 percent were satisfied with fire fighting and 95.7 percent were satisfied with emergency rescue services. Satisfaction with both fire fighting and emergency rescue services were not significantly different from last year’s scores of 98.7% and 97.9%, respectively.

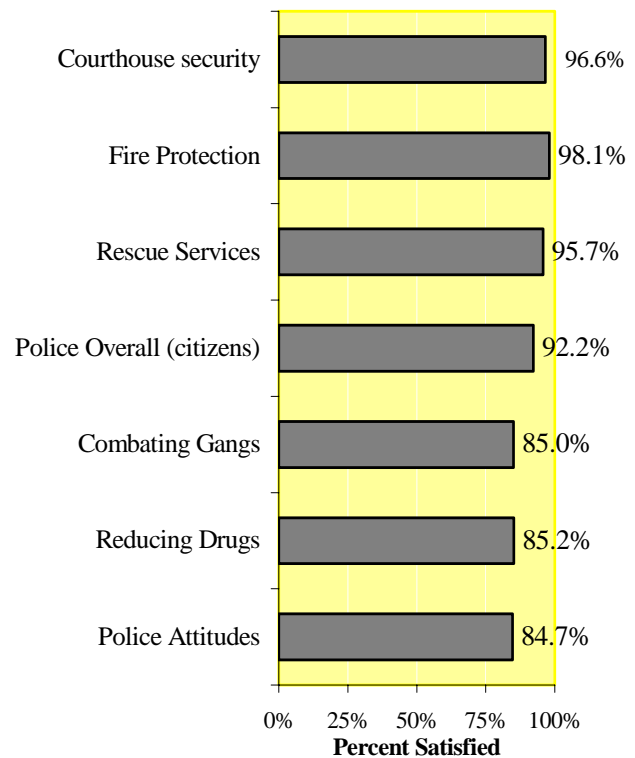
For the fifth year, respondents were asked about the level of security in the Judicial Center, which is the courthouse in downtown Manassas. As in past years, about thirty percent (29.7%) of the

respondents had had the occasion to visit the Judicial Center during the past 12 months and the vast majority was satisfied with the level of security that they found there. About eight in 10 (80.1%) were very satisfied with the level of security and an additional 16.5 percent were somewhat satisfied, for a total of 96.6 percent satisfaction. This year’s rating is not significantly different from the 98.2 percent satisfaction reported in 2009.

One important safety item that has been asked in previous years is how many people in the home are trained in CPR techniques. The majority of homes, 63.3 percent, have at least one person trained in the technique, whereas slightly less than one-third (29.2%) of households have two or more. The percentage of homes with at least one person trained in CPR techniques is not significantly different from the 67.0 percent reported in 2009.

Figure III-14 summarizes satisfaction with all County emergency services.

Figure III-14: Satisfaction with County Emergency Services, 2010



Calling 911

About one-sixth (17.4%) of the respondents had dialed 911 in the past twelve months. Most had called for police (49.6%) or emergency medical services (44.3%). About 6.5 percent had called for fire fighters and 6.4 percent for something else.⁹ Figure III-15 illustrates these results.

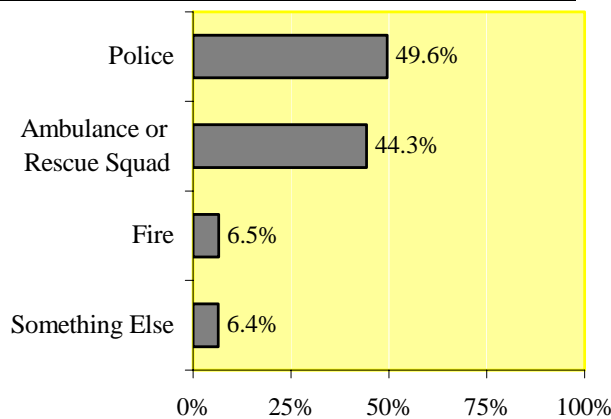
Those who reported calling the police during the past 12 months were further asked whether the call was because of an emergency situation or because of some other reason. More than half (57.7%) of those calling the police reported that it was an emergency, whereas the remaining 42.3 percent said that it was a non-emergency situation.

Asked about the last time they called 911, 94.5 percent expressed satisfaction with the help they received from the person who took their call, with 83.8 percent saying they were very satisfied. This year's ratings are not significantly different from the 94.8 percent satisfaction reported in 2009.

All respondents who had used 911 were also asked about their satisfaction with the length of time it took for emergency services to arrive. About three-quarters of the respondents (72.9%) were very satisfied, and an additional 17.5 percent were somewhat satisfied, for a total of 90.4 percent satisfied. This year's satisfaction rating is not significantly different from the 89.4 percent satisfaction reported in 2009.

Most respondents were also satisfied with the help they received at the scene. About three-quarters of the respondents (76.5%) said they were very satisfied, and an additional 16.0 percent were somewhat satisfied, totaling 92.5 percent. This year's satisfaction rating is not significantly different from the 92.8 percent satisfaction reported in 2009. Figure III-16 illustrates the overall satisfaction findings pertaining to calling 911 and Table III-4 divides these satisfaction ratings by service used.

Figure III-15: Purpose of 911 Call, 2010

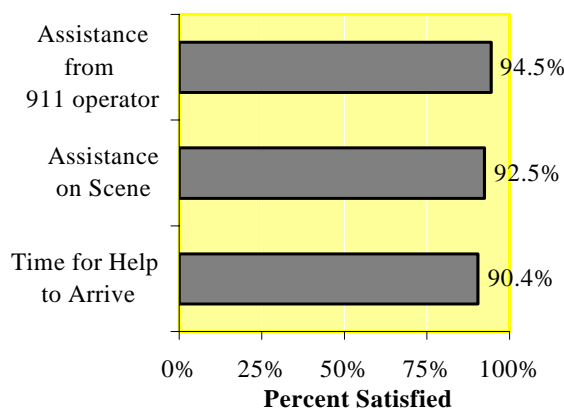


⁹ These percentages sum to more than 100 percent because some respondents had called 911 for more than one service.

Table III-4: Satisfaction with 911 by Type of Contact, 2010

PERCENT SATISFIED					
Satisfaction Item	Police (Emergency)	Police (Non-Emergency)	Fire	Rescue Squad (Ambulance)	Overall
Assistance from 911 Operator	93.3%	89.5%	100%	97.8%	94.5%
Time for Help to Arrive	84.9%	77.8%	93.3%	96.3%	90.4%
Assistance on Scene	89.6%	79.9%	100%	95.7%	92.5%

Figure III-16: Satisfaction with 911 Services, 2010



Overall, satisfaction with public safety services varied significantly by the demographic characteristics of race, ethnicity, age and homeownership. In general, Hispanic residents are less likely to be satisfied with some aspects of the performance of the Police Department than White residents. Seniors and homeowner are also more likely to be satisfied with the County public safety services. Refer to tables in Appendix E for a complete listing of the mean ratings by the demographic variables.

Neighborhood Safety

Residents of Prince William County continue to feel safe in their neighborhoods. As expected, fewer (87.2%) report feeling satisfied with the safety in their neighborhood after dark than in the daytime (94.9%). This year’s satisfaction rating with safety in their neighborhood after dark is not different from the 86.7 percent reported in 2009; the satisfaction rating with safety in the daytime is also not different from the 93.0 percent reported in 2009, but is higher than the 91.8 percent satisfied in 2008.

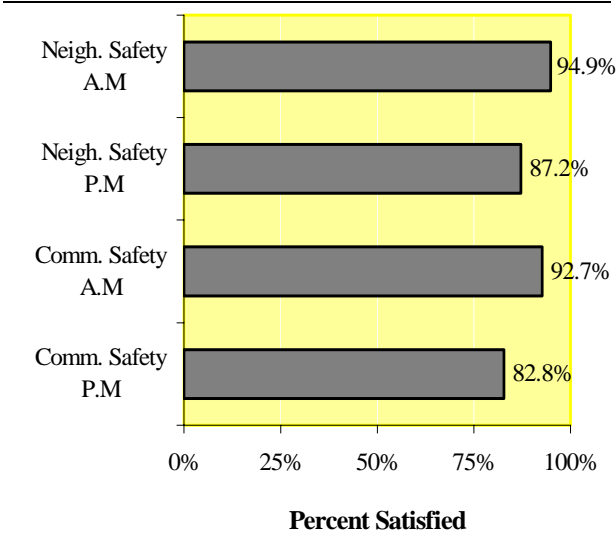
One important factor related to satisfaction with neighborhood safety in the evening is street lighting. Respondents were asked how satisfied they were with the job the County is doing in providing street lighting where it is needed. Eight out of ten respondents (83.2%) were satisfied. This rating is virtually unchanged from the 82.8 percent and 84.7 percent rating received in 2009 and 2008, respectively, but continues to represent significant gains from the 73.8 percent satisfaction rating in 2007.

As in 2008, residents were asked how safe they felt in commercial and business areas of the County during daylight hours and night time. The vast majority, 92.7 percent, felt safe during the day, and 82.8 percent felt safe at night in 2010. Responses to these items were not significantly different from those obtained in 2008 (respectively 90.6% and 79.4%).

Older residents (over 64) were more likely to be satisfied with neighborhood and community or business area safety at night compared younger residents (26 to 64) and were significantly more satisfied with daytime neighborhood safety compared to those age 38 to 49 years. Residents of Potomac continue, however, to be significantly less likely to be satisfied with evening safety than residents in many of the other areas. Additionally, parents were significantly more satisfied with safety in business areas in the daytime compared to those without children. Refer to tables in Appendix E for a complete presentation of these ratings by the demographic variables.

Figure III-17 illustrates all neighborhood safety items.

Figure III-17: Satisfaction with Safety from Crime, 2010

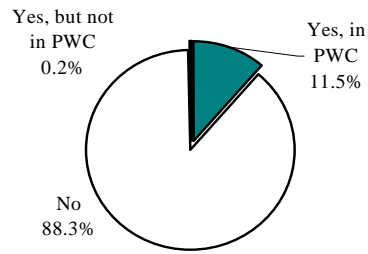


Crime Prevention and Reporting

Overall, Prince William County residents remained satisfied with the crime prevention programs offered by the police department, with 82.8 percent expressing satisfaction. These ratings are not significantly different from those reported in 2008 (81.6%) or in 2006 (82.1%).

In addition, respondents were asked whether they, or anyone in their household, were victim of any crime during the past twelve months. As illustrated in Figure III-18, the majority of respondents said they were not victim of any crime in the past twelve months. Almost 12 percent (11.5%) of the respondents said they were victim of some type of crime within the County and 0.2 percent said they were victim of some type of crime, but not in Prince William County. With respect to race and ethnicity, 12.9 percent of Hispanic respondents (vs. 11.1% of non-Hispanic respondents), 11.3% of White respondents, and 13.4% of Black respondents reported being victims of crime in the County. Respondents were most often victims of vandalism, auto break-ins and theft. A few cases of violent crimes, such as assault, were also reported.

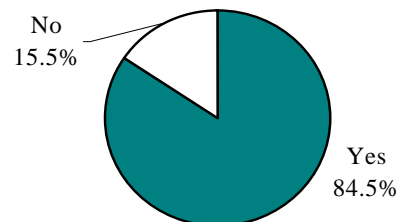
Figure III-18: Victim of Any Crime, 2010



Of those respondents who were victim of crime in the past twelve months, more than eight in 10 (84.5%) said they reported the crime to the Police Department. However, 15.5 percent said they did not report the crime to the Police Department (see Figure III-19).

This year, the percentage of Hispanic crime victims who did not report the crime to the police was 16.8%, compared to 9.2% for non-Hispanic Black crime victims and 15.8% for all others, which are not significant differences. The number of cases is quite small, including only 27 Hispanic respondents who were crime victims, so the sample size is too small to lend confidence that the difference is not just a result of sampling error. Each respondent who said they had been a victim of a crime but did not report it to the police was asked a follow-up question about the reasons for not reporting. Most of these non-reporting victims of crime did not report the event because they thought the crime was too minor to warrant police attention.

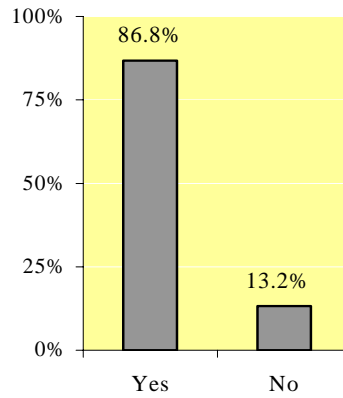
Figure III-19: Reporting Crime to Police Department, 2010



Capacity to Shelter in Place

In light of concerns regarding terrorism, natural disaster, and citizen safety, respondents were asked for the second time whether they would have supplies for at least three days if there was a disaster. Most respondents (86.8%) said they had enough supplies to last for three days in case of a disaster (see Figure III-20).

Figure III-20: Capacity to Shelter in Place with Enough Food, 2010



Trends for all public safety items from 1993 and since 2005 are shown in Table III-5.

Table III-5: Trends in Satisfaction with Public Safety Services, 1993 and 2005-2010

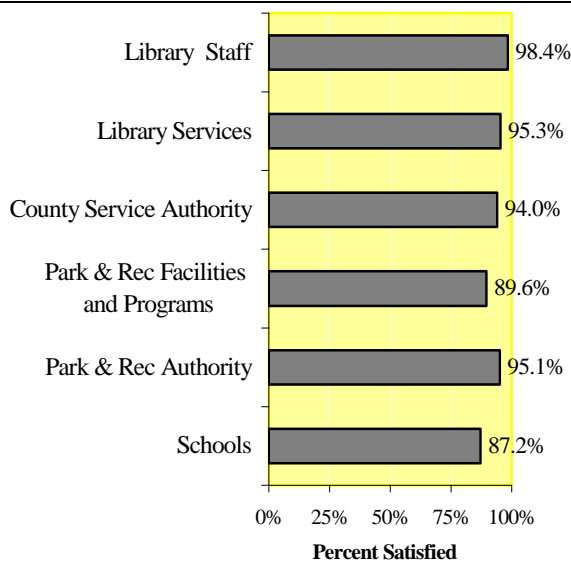
Item Number	Satisfaction Item	1993	2005	2006	2007	2008	2009	2010
POLICE	Overall Satisfaction with Police	88.7	93.7 ^{0,1,4}	92.5 ^{0,1}	92.3 ^{0,1}	89.0 ^{5,7,8,9,10,11,12,13,14}	92.5 ^{0,1,15}	92.2 ^{0,1,15}
ATTITUDE	Police Attitudes and Behaviors Toward Citizens	—	88.4 ^{3,4}	86.6	87.9	79.3 ^{5,7,8,9,10,11,12,13,14}	84.4 ¹²	84.7
POLFAIR	Police Dept. treats everyone fairly	—	—	—	—	74.3	78.8 ¹⁵	79.9 ¹⁵
PPOLICY	Job Police is carrying out immigration policy	—	—	—	—	80.5	85.0 ¹⁵	76.0
DRUGS	Reducing Illegal Drugs	79.2	84.3 ^{0,1}	90.8 ^{5,7}	83.2 ¹	87.7 ^{0,1,2,3,4,6,7,8,9,10,13,14}	88.3 ^{0,1,2,3,4,5,6,7,8,9,10,11,12,13,14}	85.2 ^{0,1,2,3}
GANGS	Efforts to Combat Gang Activity	—	—	76.1	—	84.7 ^{11,13}	—	85.0 ^{11,13}
FIRE	Fire Protection	97.2	98.2 ^{1,6}	97.9 ¹	98.4 ^{1,6}	96.6	98.7 ^{0,1,2,3,5,6,7,8,10}	98.1 ¹
COURTSAT	Security in Courthouse	—	96.3	—	97.3	99.0 ¹²	98.2	96.6
RESCUE	Medical Rescue	96.6	98.3 ^{0,1,2,3,4,6,8}	95.7 ^{5,9,12}	98.5 ^{0,1,2,4,6,8,13}	95.8 ^{1,3,5,12,14}	97.9 ^{1,4,6,13}	95.7
EMSATIS	911 Phone Help	—	95.2 ³	92.5	94.6	94.1	94.8 ³	94.5
EMTIMEB	Time for Help to Arrive	—	90.6 ^{5,6,9}	86.0	89.3 ^{6,9}	83.6 ¹²	89.4 ^{5,6,9}	90.4 ^{5,6,9,15}
EMASSTB	Assistance on the Scene	—	94.9 ^{1,4,6,9,10}	90.1	92.6	86.7 ^{7,12}	92.8 ⁴	92.5
AMCRIME	Safety In Neighborhood in Daylight	—	92.8 ⁴	93.0 ⁴	94.3 ^{2,3,4,5,9,11}	91.9 ^{6,14}	93.0 ⁴	94.9 ^{2,3,4,5,9,11,15}
PMCRIME	Safety in Neighborhood after Dark	—	85.7 ^{2,3,4}	85.6 ^{2,3,4}	86.7 ^{2,3,4,5}	85.8 ^{2,3,4}	86.7 ^{2,3,4,5,6}	87.2 ^{2,3,4,5,6}
DYCRIMEB	Safety in Commercial and Business Area in Daylight	—	—	91.9	—	90.6 ²	—	92.7 ²
NTCRIMEB	Safety in Commercial and Business Area after Dark	—	—	79.3	—	79.4 ^{2,3,4,6}	—	82.8 ^{2,3,4,6,9}
PREVENTB	Crime Prevention Program and Information	83.4	—	82.1	—	81.6	—	82.8
STRLLTA	Street Lighting	71.2	82.0 ^{0,1,2,3,4,6,10}	—	73.8 ^{5,7,8,12}	84.7 ^{0,1,2,3,4,6,8,10,14}	82.8 ^{0,1,2,3,4,6,8,10,14}	83.2 ^{0,1,2,3,4,6,8,10,14}

Footnotes indicate value is ⁰ 1993 ² 1995 ⁴ 1997 ⁶ 1999 ⁸ 2001 ¹⁰ 2003 ¹² 2005 ¹⁴ 2007 ¹⁶ 2009 significantly different from: ¹ 1994 ³ 1996 ⁵ 1998 ⁷ 2000 ⁹ 2002 ¹¹ 2004 ¹³ 2006 ¹⁵ 2008

Public Services

In addition to services relating to crime, safety and emergency services, Prince William residents were asked to rate their satisfaction with a number of other public services the County provides. Respondents were asked about education, libraries, parks, and County water/sewer services. Figure III-21 illustrates the satisfaction levels with these services.

Figure III-21: Satisfaction with Public Services, 2010



Respondents were asked to rate their satisfaction with the job the County was doing in providing library services – 95.3 percent were satisfied with 70.3 being very satisfied. To ascertain satisfaction with library staff, respondents were first asked if at least one member of their household had visited or used the County Libraries within the past twelve months. Fewer than three-quarters (69.3%) said at least one member of their household had done so (compared to 70.1% in 2009). Of those who had visited the library, 98.4 percent were satisfied with the quality of service they received from the library staff, with 87.2 percent very satisfied. These ratings are not significantly different from the 98.5 percent satisfaction in 2009. As in 2009, the libraries received some of the highest satisfaction ratings among the items asked in the entire survey.

As in 2009, the great majority of parents (82.7%) reported that they had at least one child attending Prince William County public schools. More than eight in ten (87.2%) of all residents were satisfied

that the school system provided efficient and effective service, with 49.7 percent very satisfied.

When asked about the County’s park and recreation facilities and programs, almost nine in ten (89.6%) of the respondents expressed satisfaction, which is similar to the 90.9 percent saying they were satisfied in 2009. Just about half the respondents (52.0%) reported using the park facilities in the last 12 months, which is lower than the 58.7 percent who reported using the parks in 2009.

When asked if they were familiar enough to rate the County Park Authority, about half (44.9%) said that they were. Of those, 95.1 percent were satisfied that the County Park Authority provides efficient and effective service, with 62.3 percent being very satisfied. Ratings on this item also are not significantly different from those reported in 2009 when 44.2 percent of the respondents said they were able to rate the County Park Authority, and there was a satisfaction rating of 95.4 percent.

More than one-half (53.4%) of the respondents said they were familiar with the Prince William Service Authority, which provides water and sewer service to large areas of the County. Of this group, 94.0 percent expressed satisfaction, a rating that is not significantly different from the 92.9 percent reported in 2009.

Overall, satisfaction ratings with the library services and staff did not vary much with demographics. Seniors and retired residents were more likely to be satisfied with the parks and recreation programs (see Appendix E).

Human and Mental Health Services

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

Regarding the Health Department, only about one-quarter (25.7%) of the respondents said they were familiar enough to rate it. Their response was positive, though, with 83.2 percent expressing satisfaction, which is not significantly different from the 87.0 percent rating from last year.

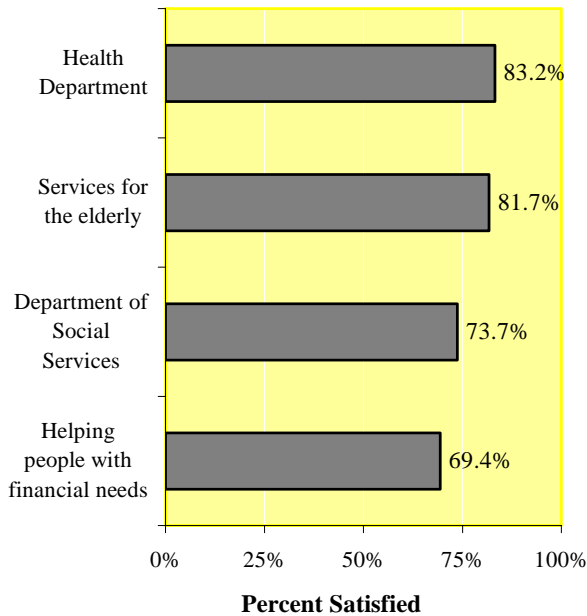
Satisfaction with programs and services available to the elderly reached 81.7 percent, which is almost the same as the 81.4 percent who were satisfied with these services a year ago.

When asked specifically about the County’s Department of Social Services, slightly more than one-quarter (27.2%) were able to rate it, with 73.7 percent of those who could expressing satisfaction. This is not significantly different from the 74.1 percent satisfaction reported last year.

Another question that was not asked since 2008 was about satisfaction with the job the County is doing in providing help to people in financial need. More than one-quarter (27.8%) of residents were very satisfied and slightly more than one in four (41.6%) were somewhat satisfied for a total of 69.4 percent satisfied, which is unchanged from the 2008 level of 69.1 percent.

Satisfaction for human service items is shown in Figure III-22.

Figure III-22: Satisfaction with Human Services, 2010



Respondents were asked if they were familiar with Community Services (CS), which provides mental health, mental retardation, and substance abuse services to the local community. About one-sixth (17.5%) of respondents were familiar enough with these services to rate them, a slight increase from the 10.6 percent that was reported last year.

Of the relatively small number of residents who were familiar enough with CS, more than 8 in ten

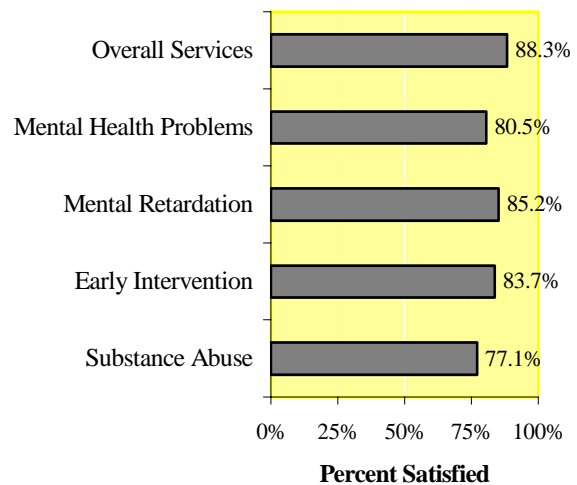
(88.3%) were satisfied with CS overall, which is not significantly different from the 83.1 percent satisfaction reported in 2009.

Respondents were asked to rate services to people with mental health problems. About eight in ten (80.5%) were satisfied with 43.1 percent very satisfied. This is not significantly different from the 72.7 percent expressing satisfaction in 2009.

This year marked the sixth time respondents were asked separate questions about specific mental health services offered by CS as opposed to a single overall question. Respondents were asked about their specific satisfaction with early intervention services, and services to people with mental retardation and substance abuse problems.

Figure III-23 illustrates the satisfaction with CS among residents who were familiar with it. The majority of residents (85.2%) were satisfied with services to people with mental retardation, 83.7 percent were satisfied with the early intervention services, and 77.1 percent were satisfied with services to people with substance abuse problems. Satisfaction with the services to those with mental retardation, early intervention, and to people with substance abuse problems were not significantly different from those reported last year (87.6%, 86.5% and 71.0%, respectively).

Figure III-23: Satisfaction with Services Provided by Community Services, 2010



Trends in Public and Human Services

Trends for all public and human service items from 1993 and since 2005 are shown in **Error!**
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Table III-6: Trends in Satisfaction with Public and Human Services, 1993 and 2005-2010

Item Number	Satisfaction Item	1993	2005	2006	2007	2008	2009	2010
SCHL4	School System Provides Efficient and Effective Service	—	84.0 ^{4,5,6,7,8,9,10}	83.7 ^{4,5,6,7,8,9,10}	84.4 ^{6,7,8}	82.2 ^{6,7,8}	86.1 ^{4,5,6,7,8,9,10,11,15}	87.2 ^{4,5,6,7,8,9,10,11,13,15}
LIBRARY	Library Services	94.9	96.8 ⁵	95.5 ⁵	94.4 ^{2,5,6,7,8,9,12}	95.6 ^{5,6}	95.0 ^{5,6}	95.3
LIBRYSAT	Library Staff	98.2	99.1	99.2	98.9	98.1 ⁸	98.5	98.4
PARK	Park & Recreation Facilities and Programs	88.7	87.9 ²	87.6 ^{2,11}	89.6	89.9 ^{3,5}	90.9 ^{1,3,5,13}	89.6
PARK2	Park Authority Provides Efficient & Effective Service	—	94.8	94.3	93.7	93.4	95.4	95.1
CTYSERV2	Service Authority Provides Efficient & Effective Service	—	93.4 ^{7,11}	93.1 ^{7,11}	93.3 ^{7,11}	94.3 ^{7,9,11}	92.9 ^{7,11}	94.0 ^{7,9,11}
ELDERLY	Helping the Elderly	68.3	83.4 ^{0,1,3,10,11}	81.0 ^{0,1,3}	83.2 ^{0,1,3,10,11}	77.2 ^{0,5,7,8,12,14}	81.4 ^{0,1,3}	81.7 ^{0,1,3}
DSSSAT	Satisfaction with DSS	60.3	76.4 ^{0,1,2}	69.6 ^{0,5}	73.8 ^{0,2}	68.0 ⁵	74.1 ^{0,1,2}	73.7 ^{0,1,2}
FINNEEDB	Help to People in Financial Need	61.0	—	76.7 ^{0,1,11,15,17}	—	69.1 ^{0,5,6,13}	—	69.4
HLTHSAT	Health Department	84.6	86.2	82.6 ^{5,7,8}	83.9 ^{5,7}	78.9 ^{1,5,6,7,8,9,10,12}	87.0 ^{2,15}	83.2
MENTHPB	Services to People with Mental Health Problem	—	—	79.2	—	82.1	72.70	80.5
MENTRET	Services to Those with Mental Retardation	—	85.6	77.1	73.3 ¹²	85.6 ¹⁴	87.6 ¹⁴	85.2 ¹⁴
MENTEIS	Early Intervention Services	—	78.3	81.3	73.7	81.8	86.5 ¹⁴	83.7
MENTSUB	Services to People with Substance Abuse Problems	—	73.1	73.0	63.7	80.4 ¹⁴	71.0	77.1 ¹⁴
MENTALL	Overall services of CSB	—	86.7	83.1	73.9 ¹²	86.9 ¹⁴	83.1	88.3 ¹⁴

Footnotes indicate value is significantly different from: ⁰ 1993 ² 1995 ⁴ 1997 ⁶ 1999 ⁸ 2001 ¹⁰ 2003 ¹² 2005 ¹⁴ 2007 ¹⁶ 2009
¹ 1994 ³ 1996 ⁵ 1998 ⁷ 2000 ⁹ 2002 ¹¹ 2004 ¹³ 2006 ¹⁵ 2008

IV. Communication with the County

Information about the County and the Government

One important responsibility of the County is to keep citizens informed about the happenings of its government. Citizens pay taxes and voice their opinions through the ballot and other forums. Likewise, they must be able to inform themselves about the work of government in carrying out its duties. As was shown in Section III above, 76.7 percent expressed satisfaction with the job the County is doing keeping citizens informed about County government programs and services. This rating is not significantly different from the 79.7 percent reported in 2009.

Contact with the County for Any Purpose

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

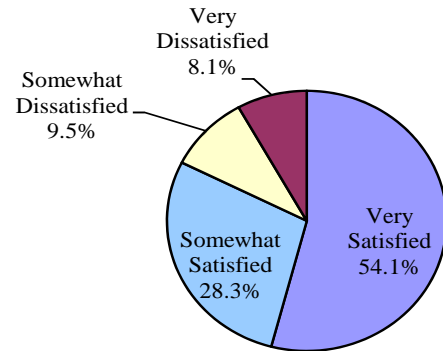
First, in order to evaluate the amount of contact residents have with the County government, they were asked the following question:

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

Just over two-thirds (35.8%) of the residents said they had contacted the County government. This percentage is not significantly different from the 37.3 percent reported in 2009.

Of those who did contact the County, a total of 82.4 percent were satisfied with the helpfulness of County employees (54.1% were very satisfied). Satisfaction with helpfulness is illustrated in Figure IV-1 and does not represent any change from the 79.9 percent and 79.8 percent satisfaction level reported in 2009 and in 2008 respectively.

Figure IV-1: Satisfaction with County Employee Helpfulness, 2010

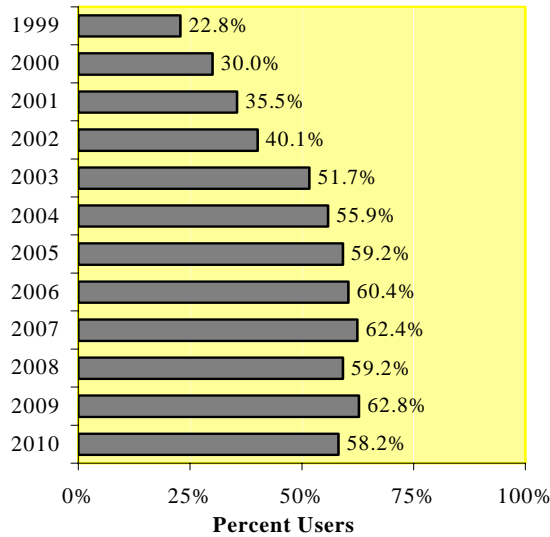


County Web Site

As in the previous years' surveys, residents were also asked about their use of the Prince William County government website. More than half (58.2%) of respondents reported that they had used the website, compared with 62.8 percent in 2009, 59.2 percent in 2008 and 62.4 percent in 2007. There was initially a rapid upward trend in website usage from the 22.8 percent reported initially in 1999, but the rate of increase has leveled off in recent years. Figure IV-2 illustrates the increasing use of the County government website since 1999, and its apparent leveling off.

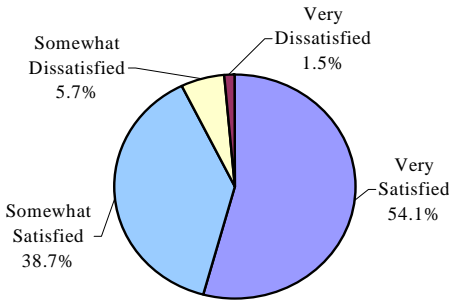
Non-Hispanic residents, homeowners, those with higher income and education, and residents between 38 and 64 years were more likely to use the website compared those between ages 18 and 25 and those 65 years and older. Satisfaction with the government website varied significantly with several demographic variables including age, ethnicity and work status, with seniors, Hispanics and retired residents being significantly more satisfied with the site (see Tables in Appendix E for a complete listing).

Figure IV-2: Use of County Website, 1999-2010



As is illustrated in Figure IV-3, of those who had used the website, 92.8 percent said they were satisfied with it (54.1% were very satisfied) – this satisfaction rating is not significantly different than the 92.9 percent reported in 2009.

Figure IV-3: Satisfaction with County Website, 2010



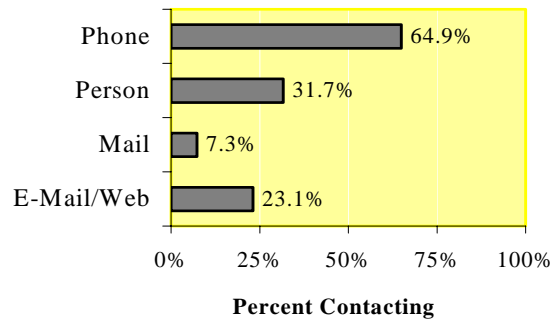
Contact with County for Tax Purposes

As in 2009, respondents were asked specifically if they “had any occasion to contact the County about taxes for real estate, personal property, or a business license.” About one-fifth (21.8%) of the respondents had contacted the County for this purpose. This percentage is similar to the 20.1 percent reported in 2009.

As is illustrated in Figure IV-4, nearly two-thirds (64.9%) contacted the government by phone, 31.7 percent made contact in person, 7.3 percent contacted the County by mail, and 23.1 percent

said they used e-mail, a website or the Internet.¹⁰ White residents and those under 50 years of age were more likely to use e-mail/web to contact the County regarding taxes.

Figure IV-4: Methods of Contact Regarding Taxes, 2010



Of those who had contacted the County about a tax issue, 87.0 percent expressed satisfaction with the level of assistance they received from the County employees, with 59.6 percent very satisfied. Most also reported that they were satisfied with the time it took for their request to be answered, with 88.5 percent satisfied, and 68.9 percent very satisfied. These overall levels of satisfaction are not significantly different than those received in 2009 (86.1% and 88.9%, respectively).

Figure IV-5 illustrates the satisfaction levels for the communication items in 2010. The trends for the related satisfaction items over past surveys are shown in Table IV-1.

¹⁰ These percentages total to more than 100 percent because some respondents had contacted the government in more than one way.

Figure IV-5: Satisfaction with Contacting the County, 2010

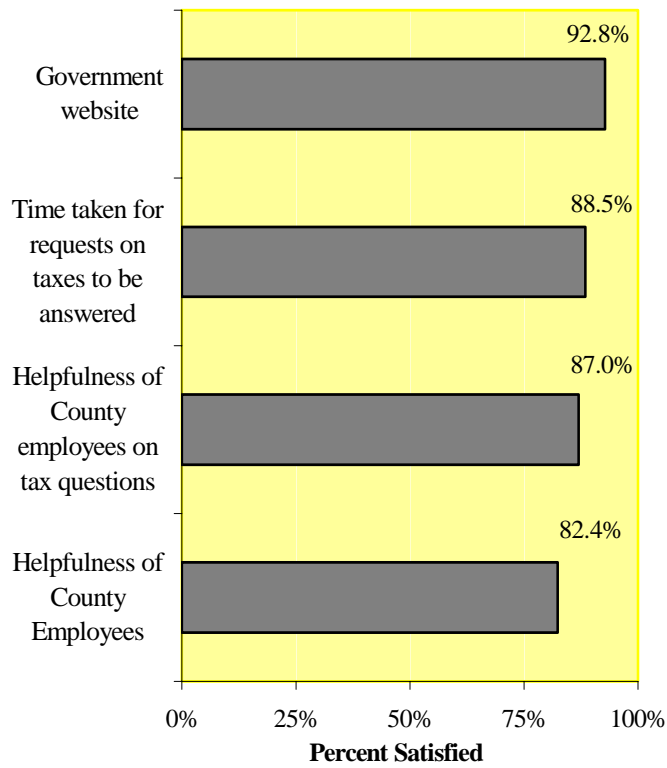


Table IV-1: Trends in Communication Items, 1993 and 2005-2010

Item Number	Satisfaction Item	1993	2005	2006	2007	2008	2009	2010
HELPFUL2	Helpfulness of Employees	79.3	82.0 ⁶	80.1	79.8	79.6	79.9	82.4 ⁶
HELPFULA	Helpfulness of Employees on Tax Questions	79.3	87.4 ^{2,5,6}	—	85.2 ⁶	85.8	86.1 ^{5,6}	87.0 ^{2,5,6}
TIMESATA	Time Taken for Requests on Taxes to be Answered	—	88.2 ^{3,6,7}	—	83.2 ⁶	88.4 ^{3,7}	88.9 ^{2,3,6,7}	88.5 ^{3,6,7}
NET2	County Website	—	92.6	92.9	93.9	90.0	92.9	92.8

Footnotes indicate value is significantly different from:

⁰ 1993 ² 1995 ⁴ 1997 ⁶ 1999 ⁸ 2001 ¹⁰ 2003 ¹² 2005 ¹⁴ 2007 ¹⁶ 2009

¹ 1994 ³ 1996 ⁵ 1998 ⁷ 2000 ⁹ 2002 ¹¹ 2004 ¹³ 2006 ¹⁵ 2008

V. Development Issues

In each year of the survey, a series of questions is included to gauge citizen opinion about land use, development, new jobs, ease of travel, waste management, and related development issues in Prince William County. Growth and development mean new opportunities for employment but can also bring new demands on infrastructure, such as roads and community facilities. Many of the items reported in this chapter continue to show far lower levels of satisfaction than is the case with most other Prince William County services. Many of these items, on the other hand, showed significant increases in satisfaction in 2009 and maintained those gains in 2010.

In considering these results, it should be kept in mind that both the population growth and the rate of new construction were much higher in the middle of this decade than they were in 2008 or 2009. According to population estimates issued by U.Va.’s Weldon Cooper Center for Public Service, Prince William’s population growth was at or above 3.5% annually in the years from 2003 to 2006. In contrast, the estimated rate of growth for 2008 was only 1.4 percent, and 1.8 percent for 2009. The County’s construction boom continued into 2007, followed by a severe drop in the rate of new construction.

Land Use and Development

As in previous years, we asked:

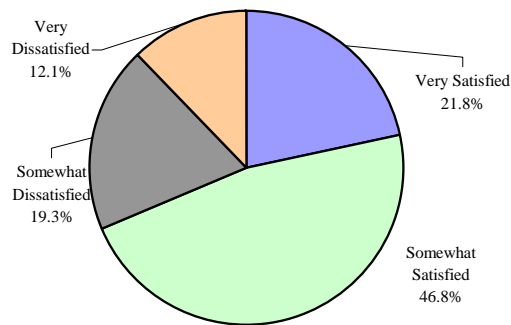
“In general, how satisfied are you with the job the County is doing in planning how land will be used and developed in the County?”

As illustrated in Figure V-1 below, 21.8 percent said they were very satisfied with land use planning, and an additional 46.8 percent said they were somewhat satisfied, totaling 68.6¹¹ percent of residents who were satisfied this year. The remaining 31.4 percent of residents were dissatisfied (12.1% very dissatisfied, and 19.3% somewhat dissatisfied). In 2009, 66.5 percent reported satisfaction on this item, which is not significantly different from the percentage of residents expressing satisfaction this year. This year continues the trend of higher satisfaction compared to earlier years, and coincides with the

dramatic slowing of construction and population growth in the County after 2007.

Residents under 50 years of age were more likely to be satisfied with the County’s planning and land use compared to those between 50 and 64 years. Black, Asian and respondents of other races were more likely to express satisfaction compared to White respondents, as were high school graduates compared to those with a Bachelor’s degree and respondents with incomes of \$35,000 to \$50,000 compared to those earning between \$50,000 and \$75,000. Those living in PWC for 5 years or less were more satisfied with the County’s planning and land use than those living in PWC for a longer amount of time (see Appendix E).

Figure V-1: Satisfaction with Planning and Development, 2010

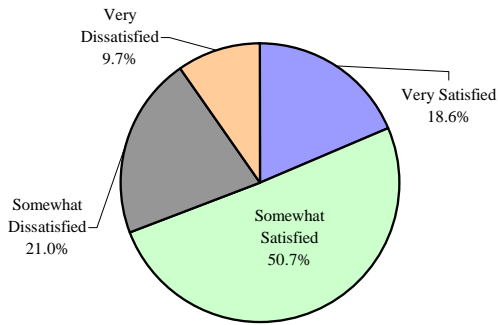


Rate of Growth

A related question is whether the residents of Prince William County are satisfied with the rate of growth the County is experiencing. Almost seven out of 10 of the residents surveyed were satisfied (69.3%), with 50.7 percent somewhat satisfied and 18.6 percent very satisfied. On the other hand, 9.7 percent of respondents said they were very dissatisfied and about one-fifth (21.1%) said they were somewhat dissatisfied with PWC’s rate of growth (see Figure V-2).

¹¹ These ratings combined the ratings of the land question asked before and after the jobs series (see page A-23 of Appendix A)

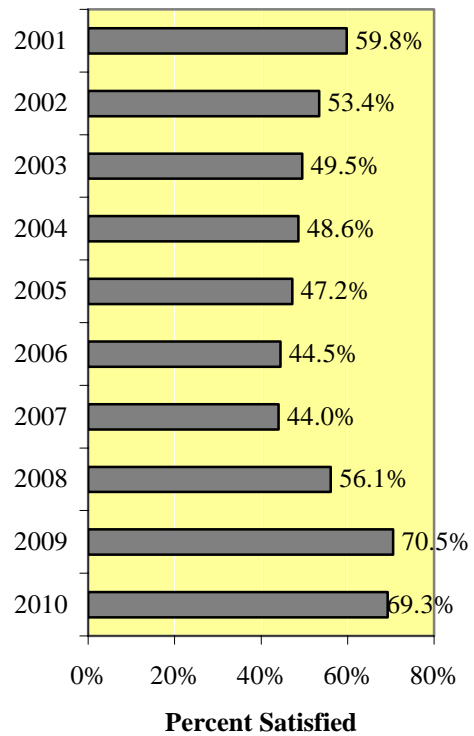
Figure V-2: Satisfaction with the Rate of Prince William Growth, 2010



Asians and Hispanics were significantly more likely to be satisfied with the growth rate as were renters and those who had lived in the County for 10 years or less. Younger residents (26 to 49) were also more likely to be satisfied than their older counterparts (50 to 64) (see Appendix E).

While the share of residents satisfied with the growth in the county did not change since 2009, when 70.5 percent of residents expressed satisfaction, significantly more residents were satisfied with the rate of growth this year than in every year since 2001, when the question was first asked (see Figure V-3). Thus, this year continues the reversal in the downward trend. In 2007, only 44.0 percent of respondents were satisfied with the rate of growth, which had already increased significantly to 56.1 percent in 2008.

Figure V-3: Satisfaction with County Growth by Year, 2001-2010



Compared to 2009, satisfaction with the rate of growth in Prince William County among residents in all areas was more or less the same, as illustrated in Figure V-4. Again, there were no significant differences in satisfaction between areas.

Figure V-4: Satisfaction with County Growth by Area, 2009-2010

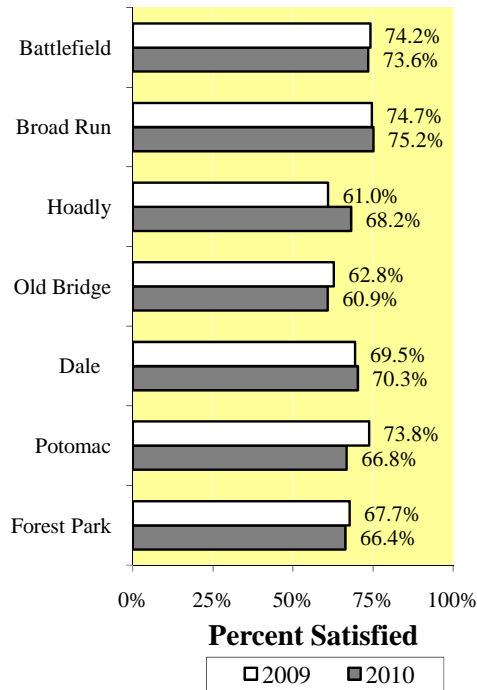
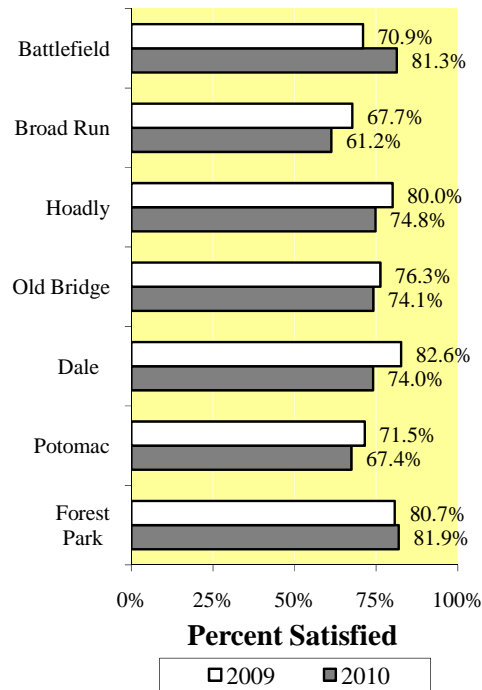


Figure V-5: Satisfaction with Opportunities for Citizen Input by Geographic Area, 2009-2010



Citizen Input

Respondents were quite satisfied with the opportunities for citizen input into the planning process this year, with 73.7 percent saying that they were satisfied (24.2% very satisfied and 49.5% somewhat satisfied). This level has not changed significantly from the 2009 level of 75.4 percent.

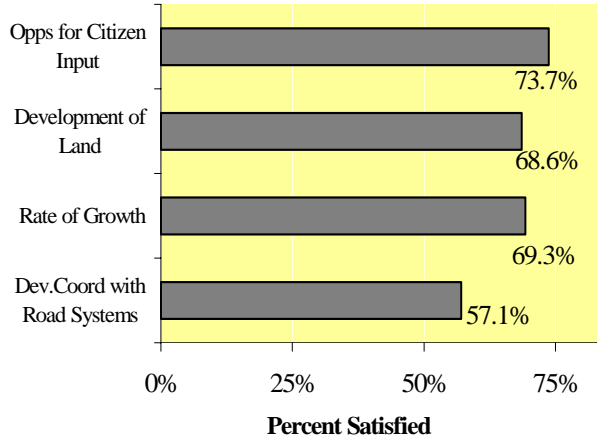
As with PWC’s rate of growth, satisfaction ratings with the opportunities for citizen input do not differ by geographic area. As Figure V-5 illustrates, the satisfaction with opportunities for citizen input has remained unchanged from 2009.

Some groups of residents were somewhat more satisfied with opportunities for citizen input than others. In particular, residents looking for work compared to those employed full-time and divorced residents compared to married ones, were more likely to be satisfied with the opportunities for citizen input (see Appendix E).

One additional question concerned the County’s efforts at coordinating development. When asked about satisfaction with the way residential and business development is coordinated with transportation and road systems, more than half the respondents (57.1%) of the respondents said they were satisfied. This year’s rating is not significantly lower than the 59.1 percent expressing satisfaction last year, but continues the trend of significant increases in satisfaction from 2007 (35.5%) and 2008 (48.6%).

Figure V-6 illustrates satisfaction levels for all land use and development items.

Figure V-6: Satisfaction with Development Items, 2010



Appearance

Two questions were posed to residents about the appearance of the County. Residents were first asked how satisfied they were with the visual appearance of new development in the County. Secondly, residents were asked to rate their satisfaction with the County in preventing neighborhoods from deteriorating and making sure the neighborhood is well kept. In addition, respondents were asked a number of rotating items on the safety of buildings, residential and non-residential, constructed in the County in the last two years, which were added to the survey in 2001.

The visual appearance of new development was satisfactory for 88.2 percent of residents, with 41.8 percent saying they were very satisfied. Residents were somewhat less satisfied with the job the County is doing in preventing neighborhoods from deteriorating and making sure the community is well kept (68.6%), with 41.0 percent being somewhat satisfied and 27.6 percent very satisfied. Neither item showed significant changes in satisfaction from last year (88.1% and 72.1% respectively).

The satisfaction with these areas was compared across various demographic characteristics and is reported in Appendix E. Residents looking for work, in the \$35,000 to \$50,000 income category, and with a high school degree or less were significantly more satisfied with efforts to prevent neighborhood deterioration, as were residents who indicated they were Black or Asian. Black residents and those looking for work also reported significantly more satisfaction with the visual

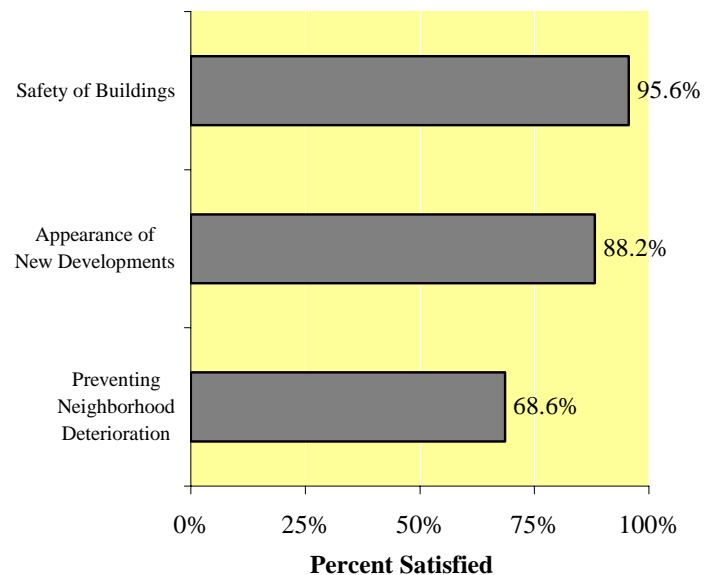
appearance of new development, as did residents with children. Residents who have lived in the County for five or fewer years were more likely to be satisfied with the efforts to prevent neighborhood deterioration compared to those who have lived in the County longer.

For the third time in as many years, respondents were asked about the safety of buildings, residential and non-residential, constructed in the County in the last two years. Overall, 95.6 percent expressed satisfaction, with 49.1 percent saying they were very satisfied and 46.5 saying they were somewhat satisfied. This rating did not significantly change from last year’s rating of 94.2 percent, but is a significant improvement over 2008’s rating of 89.2 percent.

With respect to the safety of new buildings, Asians were significantly more likely to be satisfied compared to Whites, as were those in the \$50K to \$75K income category compared to those earning over \$75K. There were no significant differences with respect to geographic area.

Figure V-7 illustrates mean satisfaction levels for appearance items.

Figure V-7: Satisfaction with Appearance Items, 2010



Respondents were asked a series of questions about problems in their neighborhood, which are being reported for the first time. They were asked how big a problem their neighborhood has with residential overcrowding, loitering, and houses or properties, vacant and occupied, that are not well maintained. They were asked to rate the problem

now and those saying it was a problem were asked to compare it to one year ago. Figure V-8 shows residents' perceptions on these items.

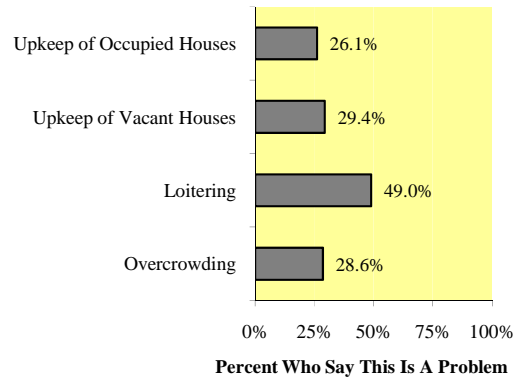
Regarding overcrowding, more than one-quarter (28.6%) considered it to be a big or somewhat of a problem, with 7.5 percent saying it was a big problem. Of those who found overcrowding to be a problem, most (59.3%) thought it had stayed the same, 16.2 percent thought it was better compared to a year ago, another 13.0 percent said it had become worse and 11.6 percent said overcrowding had never been a problem.

When it came to loitering, almost half the respondents (49.0%) found it to be a problem, with 13.6 percent considering it to be a big problem. Of those, almost two-thirds (64.6%) thought the problem had stayed the same in the last year, 16.4 percent thought it had gotten better, 13.5 percent found it to have gotten worse, and 5.5 percent said that they had never had this problem.

Respondent were also asked about the maintenance of vacant houses or properties. About three in ten (29.4%) of respondents felt the upkeep of vacant houses or properties was a problem, with 6.4 percent reporting it to be a big problem. Of them, 57.3 percent thought the problem had stayed the same in the last year, 21.8 percent thought it had gotten better, 9.8 percent said it had gotten worse, and 11.2 percent said they never had a problem with this.

Residents also rated the maintenance of occupied houses or properties. About one-quarter (26.1 percent) found this to be a problem, with 5.1 percent saying it was a big problem. Of them, 67.5 percent said the problem had remained the same compared to a year ago, 14.3 percent reported it being better, 8.1 percent said it was worse, and 10.1 percent said they had never had this problem.

Figure V-8: Perception of Problems in Neighborhood Items, 2010



New Jobs

All respondents were asked a screener question to determine if they were familiar enough with the County's efforts to attract new jobs and businesses to be able to rate those efforts. Over one-quarter (28.6%) of the respondents said that they were familiar with those efforts, significantly higher than in 2009, when 26.2 percent were familiar. Only those respondents familiar with the efforts of the County to attract new jobs and businesses were asked to rate how well the County was doing.

A total of 75.9 percent said they were satisfied, with 33.4 percent reporting that they were very satisfied. This level of satisfaction does not differ from the 73.2 percent who were satisfied last year.

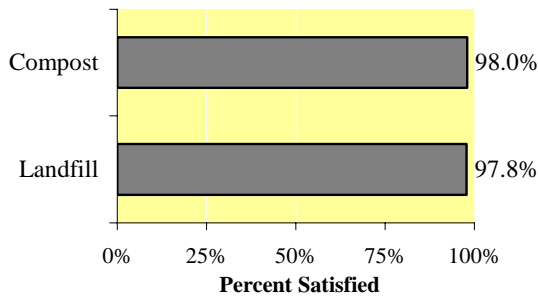
Waste Management

Regarding the landfill, about half (44.5%) of the responding Prince William County residents had taken trash to the County's landfill at Independent Hill. In 2009, 40.5 percent said they had taken trash to the County's landfill. The vast majority, 97.8 percent, was satisfied with the landfill (89.0% very satisfied). This year's satisfaction is no different than the 98.0 percent satisfied reported in 2009.

About one in ten respondents (11.6%) said they had used the compost facility in PWC this year compared to 16.1 percent the last time this question was asked, in 2008. Of those respondents, nearly all, or 98.0 percent, said they were satisfied, not significantly different from the 2008 level of 97.2 percent satisfaction.

Figure V-9 illustrates the satisfaction with waste management services.

Figure V-9: Satisfaction with Waste Management Services, 2010



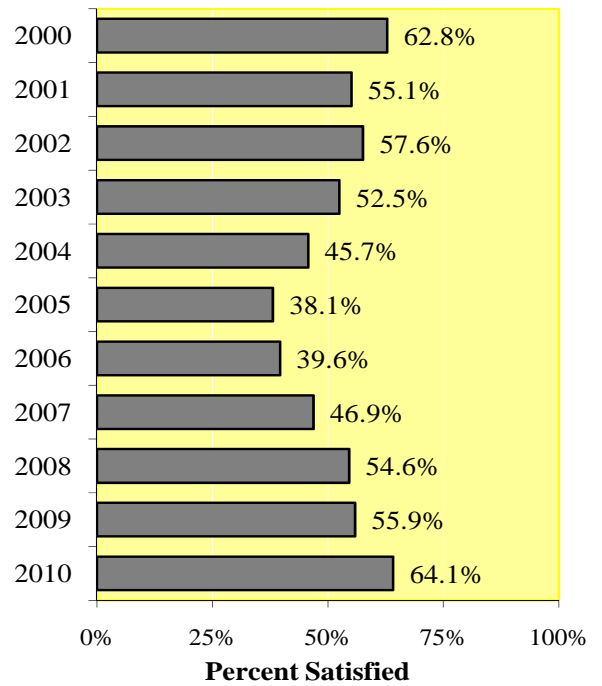
Transportation

Getting around is not always easy in the Northern Virginia area. Each year, respondents are asked how satisfied they are with the ease of travel or getting around within Prince William County. This year 64.1 percent were satisfied, significantly more than each year since 2005. In 2005, 38.1 percent were satisfied, in 2006, 39.6 percent said they were satisfied, in 2007, 46.9 percent were satisfied, in 2008, 54.6 percent expressed satisfaction, and in 2009, 55.9 percent were satisfied.

Figure V-10 illustrates the pattern of satisfaction with transportation within the County over the past 10 years, illustrating residents’ increasing dissatisfaction from 2004 to 2006 and the recent improvements.

As already noted in the discussion of development issues above, more than one-half (57.1%) of the respondents said they were satisfied with the way residential and business development is coordinated with the transportation and road systems. This year’s rating is similar to last year’s rating of 59.1 percent, but is significantly higher than the 48.6 percent reported in 2008 and the 35.5 percent reported in 2007.

Figure V-10: Satisfaction with Ease of Travel in the County, 2000-2010



Residents’ satisfaction with ease of travel in the County increased significantly in the Battlefield area as illustrated in Figure V-11 by area. The least satisfied were those in the Forest Park (51.6%) and Old Bridge (54.9%) areas. Respondents from Broad Run (74.7%), Hoadly (73.4%) and Battlefield (72.9%) areas were most satisfied, and they were significantly more satisfied than those in the Old Bridge and Forest Park areas.

Figure V-11: Satisfaction with Ease of Travel in the County by Geographic Area, 2009-2010

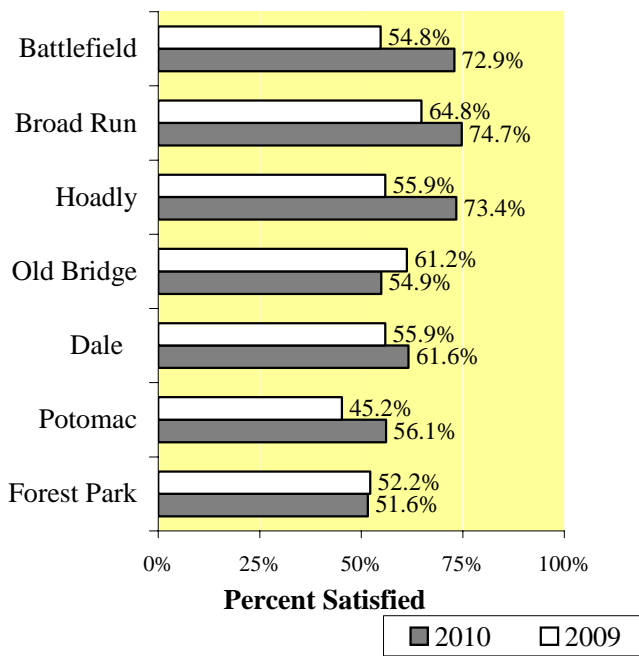
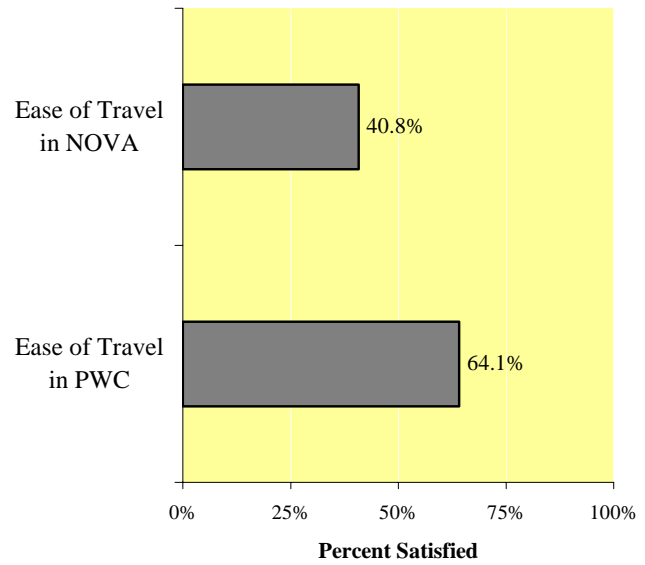


Figure V-12: Satisfaction with Transportation Items, 2009



It must be noted that the transportation problem is not one unique to Prince William County. Respondents were also asked how satisfied they were with the ease of travel in Northern Virginia outside of Prince William County, and that produced the lowest satisfaction ratings among all items in the entire survey. Only 40.8 percent of respondents were satisfied with the ease of travel in Northern Virginia, with only 13.1 percent being very satisfied. Although this year's satisfaction is lower than all the items rated on the survey, it is unchanged from the 40.8 percent of residents satisfied in 2009.

Some groups of respondents were even less satisfied with the ease of travel outside the county than others (see Appendix E). Residents of Old Bridge, Potomac and Forest Park, non-Hispanic residents, and those without children were most likely to be dissatisfied with travel outside of the County.

Figure V-12 illustrates mean satisfaction levels for transportation items.

Quality of Streams

This year, residents were asked to rate their level of satisfaction with the County's efforts to preserve and improve the water quality of the streams. Only the residents who indicated they were familiar with these efforts (27.4%) were asked that question.

As Figure V-13 illustrates, of the residents familiar with the County's efforts regarding the water quality of streams, 92.1 percent were satisfied. This rating is a significant improvement from the 85.4 percent satisfaction rating reported in 2008, when the question was last asked.

Figure V-13: Satisfaction with the County's Efforts to Preserve and Improve the Water Quality of the Streams, 2010

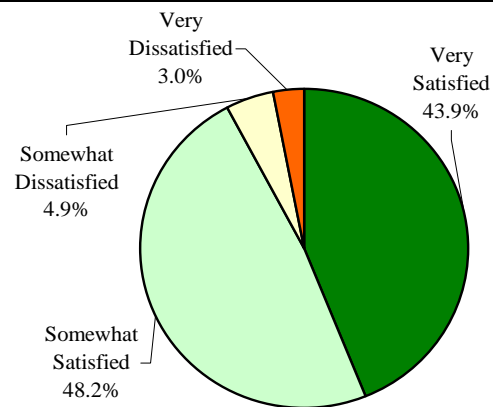


Table V-1 indicates trends in satisfaction for all development and transportation items for 1993 and since 2005.

Table V-1: Trends in Developmental Issues, 1993 and 2005-2010

Item Number	Satisfaction Item	1993	2005	2006	2007	2008	2009	2010
LAND	Planning and Land Use	53.9	44.8 ^{0,1,2,3,4,5,6,7,8,9,10}	44.9 ^{0,1,2,3,4,5,6,7,8,9,10,11}	47.5 ^{0,2,3,5,6,7,8,9,10}	56.4 ^{11,12,13,14}	66.5 ^{0,1,2,3,4,5,6,7,8,9,10,11,12,13,14,15}	68.6 ^{0,1,2,3,4,5,6,7,8,9,10,11,12,13,14,15}
GROWTHC	Growth in County	—	47.2 ^{8,9}	44.5 ^{8,9,10}	44.0 ^{8,9,10,11}	56.1 ^{10,11,12,13,14}	70.5 ^{8,9,10,11,12,13,14,15}	69.3 ^{8,9,10,11,12,13,14,15}
NEWJOBS	Attract New Jobs and Businesses	—	82.4 ^{10,11}	78.7 ^{10,11}	79.0 ^{0,1,2,9,10,11}	77.8 ^{1,2,9,10}	73.2 ^{0,2,7,12}	75.9 ^{0,1,2,10}
INPUTDEV	Citizen Input Opportunity re: Development	—	66.8 ^{9,11}	68.5 ^{9,11}	66.6 ¹¹	74.9 ^{3,4,6,8,9,11,12,13,14}	75.4 ^{3,4,5,6,8,9,10,11,12,13,14}	73.7 ^{3,4,8,9,11,12,14}
ROADDEVA	Coordination of Development with Road Systems	—	34.9 ^{8,10}	—	35.5 ^{8,10}	48.6 ^{12,14}	59.1 ^{8,10,12,14,15}	57.1 ^{8,10,12,14,15}
VISDEV	Appearance of New Development	—	80.8 ^{3,6,7}	82.2 ^{3,7}	78.5 ^{3,6,7,9}	84.5 ^{4,8,10,12,14}	88.1 ^{4,5,8,9,10,11,12,13,14}	88.2 ^{4,5,8,9,10,11,12,13,14}
NEIGHBOR	Prevent Neighborhood Deterioration	67.8	70.8	68.7 ⁸	66.9 ^{2,5,7,11}	68.6	72.1 ^{10,14}	68.6
BUILDNGS	Safety of New Building	—	—	—	—	89.2	94.2 ¹⁵	95.6 ¹⁵
LFILLSAT	Landfill	91.7	98.8 ^{0,1,3,4,5,6,8,9,11}	98.3 ^{0,1,3,4,5,6,9}	96.0 ^{4,5,12,13}	98.3 ^{1,3,4,5,6,9,14}	98.0 ^{0,1,3,4,5,6}	97.8 ^{0,1,3,4,5,6}
COMPSAT	Balls Ford Road Compost Facility	—	—	99.0	—	97.2	—	98.0
TRAVEL97	Getting Around	—	38.1 ^{4,5,6,7,8,9,10,11}	39.6 ^{4,5,6,7,8,9,10,11}	46.9 ^{4,5,6,7,8,9,10,12,13}	54.6 ^{4,7,11,12,13,14}	55.9 ^{5,6,7,11,12,13,14}	64.1 ^{8,9,10,11,12,13,14,15,16}
OUTSIDE	Ease of Travel Around Northern Virginia	—	24.5 ^{8,10}	—	27.7 ^{8,10}	37.2 ^{12,14}	40.8 ^{10,12,14}	40.8 ^{10,12,14}
QSTREAMS	Efforts to Preserve and Improve Water Quality of Streams	—	—	82.7	—	85.4	—	92.1 ^{13,15}

Footnotes indicate value is significantly different from: ⁰ 1993 ² 1995 ⁴ 1997 ⁶ 1999 ⁸ 2001 ¹⁰ 2003 ¹² 2005 ¹⁴ 2007 ¹⁶ 2009
¹ 1994 ³ 1996 ⁵ 1998 ⁷ 2000 ⁹ 2002 ¹¹ 2004 ¹³ 2006 ¹⁵ 2008

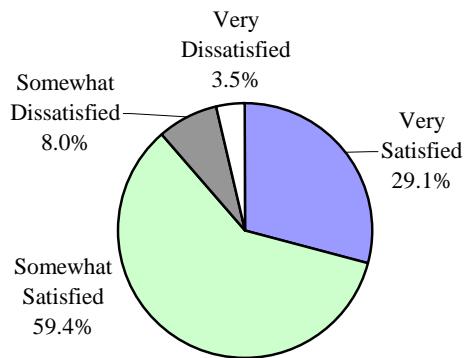
VI. Views of Government

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

Efficient and Effective Service

This year, the citizens of Prince William again reported the extent to which they believe the government provides efficient and effective service. The majority of residents were satisfied with this issue, with 88.4 percent being somewhat or very satisfied (see Figure VI-1). This year's satisfaction is about the same as the 89.7 percent satisfaction observed last year and did not vary by geography. Women were more likely to be satisfied with the effectiveness and efficiency of government compared to men. Refer to Appendix E for details.

Figure VI-1: Satisfaction with Efficiency & Effectiveness of County Service, 2010



Trust in Government

Respondents were also asked how often they trust the County government to do what is right. As illustrated in Figure VI-2, the majority (63.0%) reported trusting the County most of the time or just about always. Slightly more than one-third (35.3%) said that the County government could be trusted only some of the time, whereas almost 2 percent (1.7%) said that

they could never or almost never trust the government.

White compared to Black residents and those in the \$35K to \$50K income category compared to those earning less were more likely to trust government. Refer to Appendix E for details.

Figure VI-2: Trust County Government Decisions, 2010

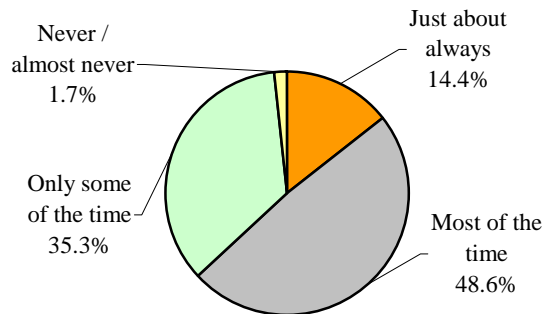


Figure VI-3 illustrates the trends of residents' trust over the last five years of the citizen survey, showing the total percent of respondents who said they would trust the County government most of the time or just about always. This year, there was no change in trust from last year, with the level of trust returning to the levels seen prior to 2008, the year of the approval of the illegal immigration policy in the County.

Figure VI-3: Trust County Government Decisions, 2003-2010

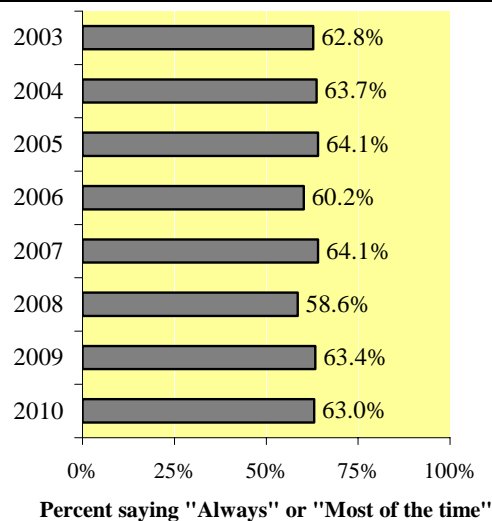
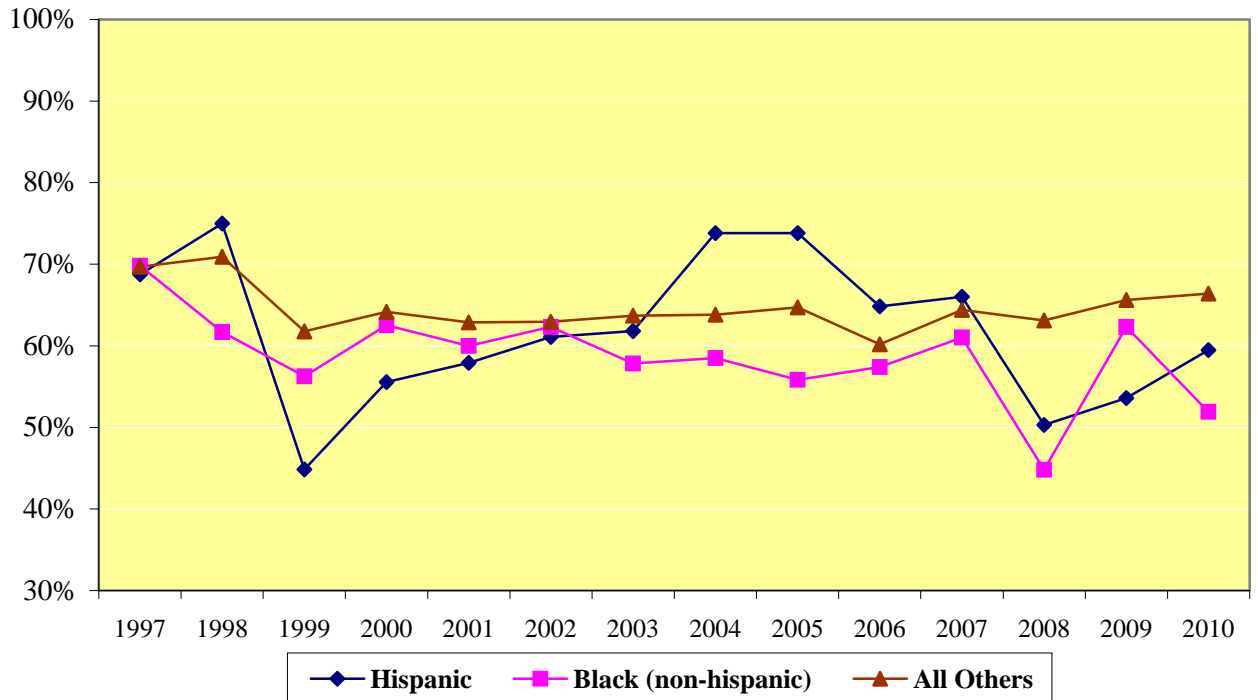


Figure VI-4: Trust County Government Decisions by Race/Ethnicity, 1997-2010

Trust in the County government among Hispanic residents, which had dipped to 50.3 percent in 2008 (the lowest since 1999), rose to 53.6 percent in 2009, and rose again to 59.5 percent in this year's survey, but the change was not significant. Trust in the County government, however, dropped among non-Hispanic Blacks from 62.3 percent in 2009 to 51.9 percent this year, but again the change was not significant (see Figure VI-4).¹²

View of Taxes

As a general rule, local governments encounter the difficult tradeoff of operating within resource constraints while trying to satisfy the increasing demands and expectations of the community. Citizens, unlike elected leaders and other policy makers, are not faced every day with the need to choose the right mix of taxes and services. Once

again the survey asked respondents to consider just this tradeoff:

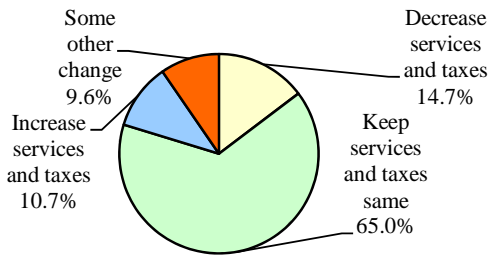
“Considering all the County government’s services on the one hand and taxes on the other, which of the following statements comes closest to your view: they should decrease services and taxes, keep taxes and services about where they are, or increase services and taxes?”

Due to the decline in assessed values in the County in recent years, and the general economic downturn, the County government has had to deal with substantial budget shortfalls compared to prior years. This year, 65.0 percent of our respondents preferred the middle path of maintaining services and taxes at roughly current levels. Another 14.7 percent said that they would cut services and taxes, whereas 10.7 percent opted for increased services and taxes, and 9.6 percent suggested some other change (see Figure VI-5). Compared to 2009, almost the same share of residents believed that both services and taxes should be cut (13.5% in 2009 versus 14.7% in 2010), wanted to keep services and taxes the same (68.5% in 2009 versus 65.0% in 2010) or increase

¹² Note that the sample size for Hispanics is quite small in years prior to 2000, and sampling variability could be responsible for the fluctuating percentages for that group in those years.

both taxes and services (9.9% in 2009 versus 10.7% in 2010).

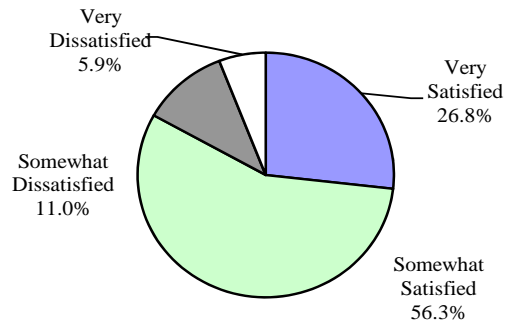
Figure VI-5: Preferred Level of Services and Taxes, 2010



Among those volunteering some other change, 3.6 percent suggested that services should increase while taxes decrease, 1.9 percent said that services should stay the same while taxes decrease and another 2.0 percent suggested other changes.

Respondents were also asked how satisfied they were with the value provided by the County government for their tax dollar. Figure VI-6 shows that 83.1 percent said they were satisfied with value for tax dollar, with 26.8 percent saying they were very satisfied. This is about the same as the 80.8 percent who were satisfied in 2009, but represents the highest level of satisfaction in the survey's 18 year history.

Figure VI-6: Satisfaction with Value for Tax Dollar, 2010



Some groups were more satisfied with the value for their tax dollars than others: women and those living in the County for three to five years compared to those living in Prince William County for 20 years or more (see Appendix E).

Figure VI-7 shows the level of satisfaction for these items for the current year. Table VI-1 indicates trends in satisfaction for attitudes toward government for 1993 and since 2005.

Figure VI-7: Satisfaction with Government Items, 2010

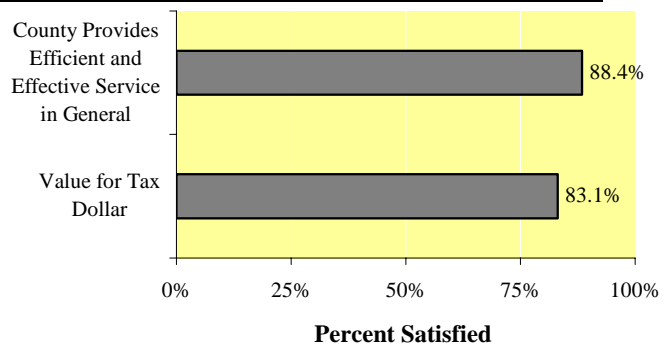


Table VI-1: Trends in Satisfaction with Government, 1993 and 2005-2010

Item Number	Satisfaction Item	1993	2005	2006	2007	2008	2009	2010
EFFNEFF	County Provides Efficient and Effective Service in General	—	85.3 ^{4,5,7,10}	84.4 ^{4,5,7,10}	85.6 ^{4,5,7,10}	85.8 ^{5,7}	89.7 ^{6,8,9,11,12} .13, 14,15	88.4 ^{6,8,13}
VALUE	Value for Tax Dollar	65.5	79.2 ^{0,1,2,3}	76.5 ^{0,1,10}	80.2 ^{0,1,2,11}	74.8 ^{0,1,5,7,8,10,12,14}	80.8 ^{0,1,2,3,4,6,11,13,15}	83.1 ^{13,15}

Footnotes indicate value is significantly different from: ⁰ 1993 ² 1995 ⁴ 1997 ⁶ 1999 ⁸ 2001 ¹⁰ 2003 ¹² 2005 ¹⁴ 2007 ¹⁶ 2009 ¹ 1994 ³ 1996 ⁵ 1998 ⁷ 2000 ⁹ 2002 ¹¹ 2004 ¹³ 2006 ¹⁵ 2008

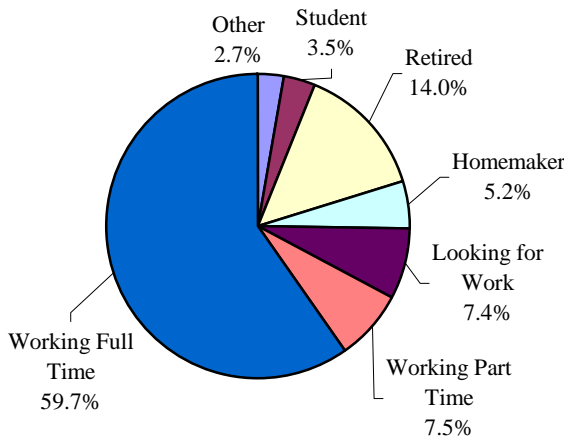
VII. Employment and Commuting

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

Employment

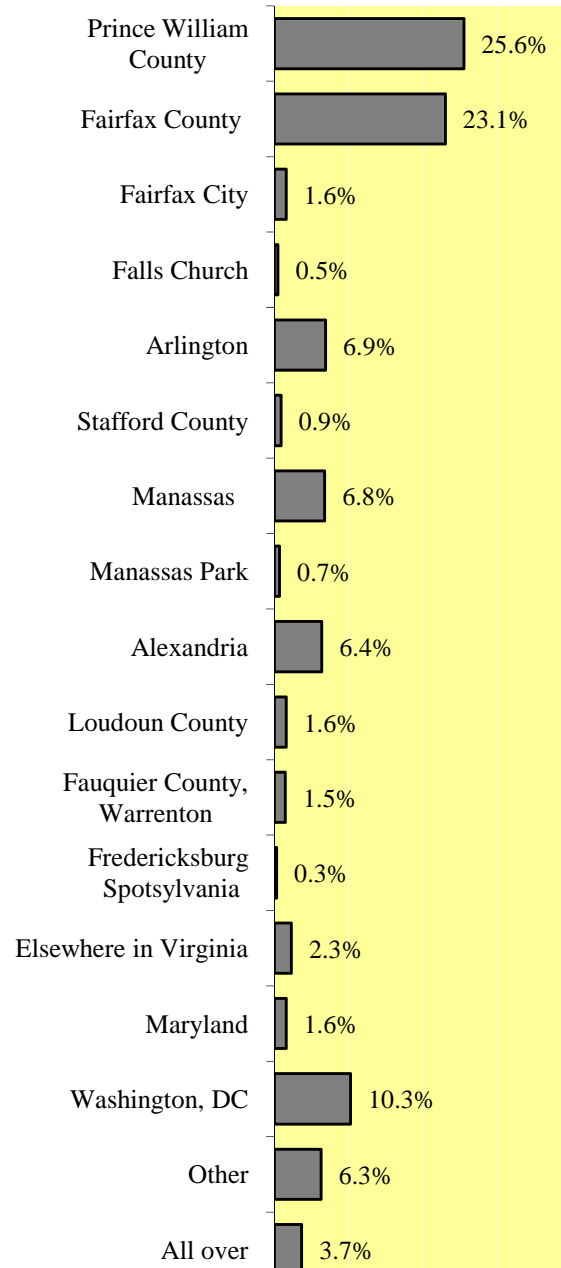
Figure VII-1 shows that the respondents to our survey hold a variety of statuses in the labor force. More than half (59.7%) were working full time and an additional 7.5 percent were working part time. Homemakers accounted for 5.2 percent, and 14.0 percent were retired. Students made up 3.5 percent of the sample, and those looking for work also made up 7.4 percent. The percent of respondents looking for work is significantly higher than the 5.1 percent who were looking for work in 2009.

Figure VII-1: Employment Status, 2010



About one-quarter (25.6%) of the workers in our sample live and work in Prince William County. Slightly more than 7 percent (7.5%) work in Manassas or Manassas Park. The remaining 66.9 percent work elsewhere; 25.2 percent of the workforce commute to Fairfax County, the City of Fairfax, or Falls Church, 10.3 percent work in Washington, DC, 6.9 percent commute to Arlington, and 6.4 percent commute to Alexandria. Figure VII-2 details these findings.

Figure VII-2: Place of Work, 2010



Occupation and Industry

This year the survey again asked a series of questions about the specifics of each respondent's job. Just over one-quarter (28.2%) 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. Details on these responses are shown in Table VII-1 and VII-2.

Prince William County residents work in a variety of settings, as shown in Table VII-3. Just over half of the workforce (54.1%) works in a private company, and almost one-fifth (20.7%) work for the federal government. About one-tenth (9.6%) work for local government, while 7.3 percent work for a non-profit organization. About five percent (4.9%) own their own business, practice or farm, and 3.4 percent work for the state government.

Working respondents were also asked whether

they worked in particular technology fields. Just over five percent (5.5%) report working in research, development or design of software, and 3.8 percent said they work in manufacturing of computer hardware. About two percent of respondents said they work in a biotechnology field (2.8%), in pharmaceuticals (2.1%), and in the manufacturing of special instruments (2.0%). About seven percent (7.1%) of respondents said they work in some other research/development service.

Table VII-1: Occupation of Prince William County Workers, 2010

Occupation	Percentage of PWC Workforce	Percentage of Commuting Workforce	Percentage of Occupation that Commutes
Management	18.7	21.6	64.8%
Computer and Mathematical	9.3	13.6	81.8%
Business and Financial Operations	9.1	12.4	75.6%
Education, Training, and Library	8.0	3.9	26.7%
Office and Administrative Support	7.6	7.2	52.8%
Sales and Related	6.7	2.8	23.4%
Construction and Extraction	5.7	5.2	56.3%
Healthcare Practitioners and Technical	3.9	3.3	45.9%
Protective Service	3.8	4.7	68.6%
Military Specific	3.7	5.2	81.8%
Building, Grounds Cleaning, and Maintenance	3.6	0.9	14.3%
Transportation and Material Moving	2.8	1.6	36.0%
Architecture and Engineering	2.6	3.4	72.0%
Installation, Maintenance, and Repair	2.4	2.6	60.9%
Personal Care and Service	2.1	1.9	50.0%
Legal	2.0	2.7	73.7%
Food Preparation and Serving Related	1.6	0.6	20.0%
Community and Social Services	1.6	1.6	56.3%
Arts, Design, Entertainment, Sports and Media	1.6	1.8	66.7%
Life, Physical, and Social Services	1.3	1.5	61.5%
Production	1.0	0.6	33.3%
Healthcare Support	0.7	0.6	42.9%
Professional, Scientific, and Technical Services	0.2	0.2	50.0%

Table VII-2: Industry of Prince William County Workers, 2010

Industry	Percentage of PWC Workforce	Percentage of Commuting Workforce	Percentage of Industry that Commutes
Public Administration	28.9	41.7	81.8%
Educational Services	10.8	6.1	32.0%
Health Care and Social Assistance	9.7	7.9	45.7%
Retail Trade	9.2	5.6	34.9%
Construction	7.8	5.5	41.7%
Professional, Scientific, and Technical Services	7.6	8.9	67.6%
Waste Management and Remediation Services	4.1	4.0	56.4%
Finance and Insurance	3.8	4.9	72.2%
Information	3.3	4.4	71.9%
Other Services (except Public Administration)	3.2	3.0	51.6%
Transporting and Warehousing	2.5	1.5	36.4%
Manufacturing	2.4	1.0	23.8%
Accommodation and Food Services	2.0	0.3	10.0%
Real Estate, Rental, and Leasing	1.4	1.1	46.2%
Wholesale Trade	1.1	1.6	90.0%
Utilities	1.0	0.5	33.3%
Arts, Entertainment, and Recreation	0.7	0.9	71.4%
Agriculture, Forestry, Fishing, Hunting	0.5	0.9	100.0%
Mining	0.2	0.2	50.0%

Table VII-3: Employment Sectors of Prince William County, 2010

Sector	Percentage of PWC Workforce	Percentage of Commuting Workforce	Percentage of Sector that Commutes
Private Company	54.1	50.1	52.7%
Federal Government	20.7	32.2	88.4%
Local Government	9.6	5.0	29.2%
Non-profit Organization	7.3	7.0	52.7%
Own Business	4.9	2.7	34.1%
State Government	3.4	3.1	51.5%

Commuting

The average one-way commute time for all Prince William County workers is 40.8 minutes, an amount of time that is virtually unchanged from the 39.7 minutes reported in 2009. For those who work in Prince William County, the mean commute time is almost 20 minutes (19.2 minutes).

Figure VII-3 illustrates the trend in overall commute time from 2004.

Figure VII-3: Average Commute Time, 2004-2010

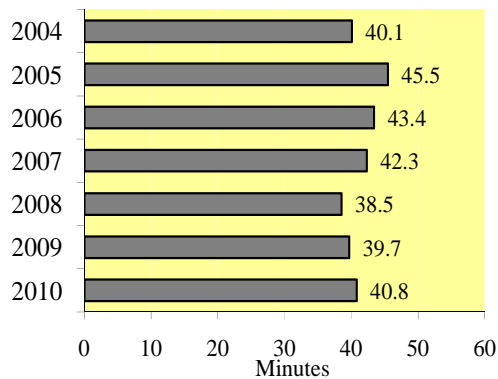
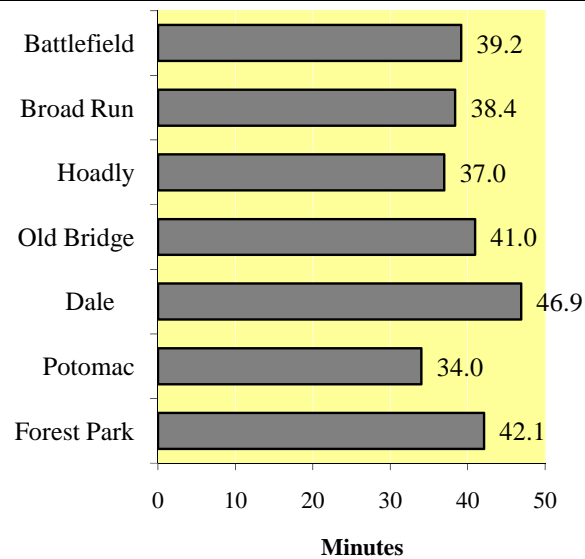


Figure VII-4 shows the variation in average commute time for workers depending on the part of the County in which they reside. The longest commutes are for Dale and Forest Park residents, at 46.9 and 42.1 minutes, respectively. The shortest commute time is by respondents residing in Potomac, who commute an average of 34.0 minutes. Dale commuters have a significantly longer commute than those in Potomac.

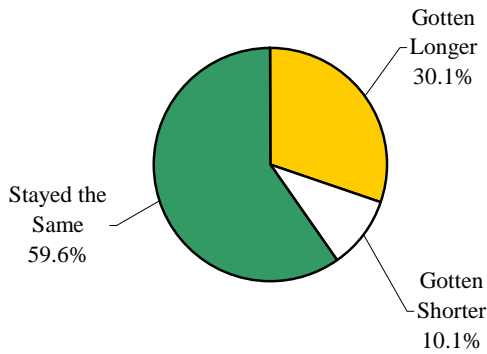
Figure VII-4: Length of Commute by Region, 2010



As in previous surveys, we dichotomized workers into commuters and non-commuters. To be considered a commuter, a worker needed to be commuting outside of Prince William County or Manassas/Manassas Park, and have a commute of 30 minutes or longer. Just over half (57.2%) of the employed respondents met both criteria.

Most of our respondents (86.0%) were commuting to the same place as they were a year ago. Most were also living at the same address (92.6%). Those respondents who were commuting both to the same place from the same place were asked if their commute time to and from work had gotten longer, gotten shorter, or stayed the same during the past year. The majority (59.6%) said that their commute time had stayed the same, but three in ten (30.1%) of respondents said that it had gotten longer. Approximately one in ten (10.1%) said that it had gotten shorter. Results are shown in Figure VII-5.

Figure VII-5: Change in Travel Time from Last Year, 2010



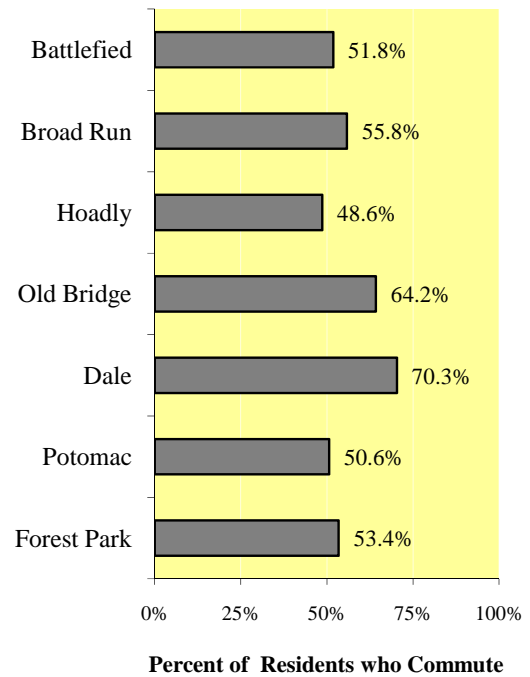
At the request of the County, we once again examined the socio-economic characteristics of commuters in more detail. Unlike 2008, but as in 2009 and years prior to 2008, income was correlated with commuter status in this year’s survey. Those earning over \$50,000 annually (55.2% of those earning \$50-\$75K annually and 65.3% of those earning over \$75K) were more likely to be commuting compared to those earning less than \$35,000 a year (32.2%), and those earning over \$75K were also significantly more likely to be commuting compared to those with incomes between \$35-\$50K.

Full-time workers (60.6%) were much more likely to be commuters than part-time workers (29.9%). Those with some college experience (61.1%) or degrees (66.4% of those with Bachelor’s and 64.3% of those with graduate degrees) were more likely to commute than their counterparts with a high school degree or less (39.3%). In addition, Asian residents (73.0%) were more likely to be commuters compared to Whites (55.5%) and residents of other races (48.1%). Those who have lived in Prince William fewer than 20 years (72.5% of those living in the County less than 2 years, 60.2% of those with 3 to 5 years, 57.1% of those with 6 to 10 years and 60.0% of those with 11 to 19 years) were also more likely to commute than those residing there for 20 years or more (45.6%). Homeowners are also more likely to be commuters (61.6%) compared to renters (46.5%).

There was also significant difference based on geographic area of residents, with residents of Dale more likely to commute than those residing in Battlefield, Hoadly and Potomac. Overall, residents of Hoadly were the least likely to

commute and residents of Dale were the most likely to commute (see Figure VII-6).

Figure VII-6: Percent of Residents Who Commute by Region, 2010



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

Telecommuting

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

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

About one-fifth (20.9%) of the employed respondents said they did telecommute. This is not significantly different from last year’s number of 21.1 percent. Those who said they telecommute were asked how often they did: 7.3 percent said they telecommute all the time, 25.0 percent said they telecommute several times a week, 25.2 percent several times a month, 22.3 percent once or twice a month, and 20.2 percent several times a year.

Table VII-4: Job Location of Commuters by Residence Area, 2010 (Percentage of Commuters)

Job Location	Battlefield	Broad Run	Hoadly	Old Bridge	Dale	Potomac	Forest Park
Stafford County			3.1		0.8		
Fredericksburg/Spotsylvania			0.0	1.1			4.3
Fauquier County/Warrenton	3.2	2.6	0.0	1.1			2.1
Loudon County	4.0	1.3		3.2	0.8	3.9	4.3
Fairfax County	48.8	48.7	34.4	23.4	33.3	29.9	19.1
Fairfax City	7.2	1.3	0.0	1.1	0.8%	1.3	2.1
Falls Church		3.8		1.1		1.3	
Arlington	4.0	9.0	18.8	9.6	17.9	15.6	19.1
Alexandria	4.8	1.3	12.5	16.0	16.3%	11.7	8.5
Elsewhere in VA	3.2	5.1	0.0	7.4		1.3	
Washington, DC	12.8	9.0	25.0	22.3	17.9	22.1	27.7
Maryland	0.8	2.6		7.4	3.3	1.3	2.1
Another location (specify)	6.4	10.3	3.1	3.2	7.3	10.4	10.6
Works all over (vol)	4.8	5.1	3.1	3.2	1.6	1.3	

Table VII-5: Job Location of Commuters and Non-Commuters by Residence Area (Percentage of Workers)

Job Location	Battlefield	Broad Run	Hoadly	Old Bridge	Dale	Potomac	Forest Park
Prince William County	23.4	25.3	33.3	23.3	21.7	29.3	32.2
Manassas	14.6	8.2	12.1	4.8	1.1	2.7	1.1
Manassas Park	2.5		0.0		0.6		
Stafford County	0.4		1.5		0.6	2.0	3.4
Fredericksburg/Spotsylvania			0.0	0.7			2.3
Fauquier County/Warrenton	3.8	2.7	0.0	0.7			1.1
Loudon County	2.5	0.7		2.1	0.6	2.0	2.3
Fairfax County	27.6	26.0	16.7	18.5	26.1	22.7	12.6
Fairfax City	4.2	0.7	0.0	1.4	0.6	0.7	1.1
Falls Church		2.1		0.7		0.7	
Arlington	2.1	4.8	9.1	6.2	12.2	8.0	10.3
Alexandria	2.5	0.7	6.1	10.3	12.8	8.0	4.6
Elsewhere in VA	1.7	4.8	0.0	4.8		2.7	1.1
Washington, DC	6.7	4.8	12.1	14.4	12.2	11.3	14.9
Maryland	0.4	1.4		4.8	2.2	0.7	1.1
Another location (specify)	3.3	10.3	7.6	4.1	5.6	6.7	11.5
Works all over (vol)	4.2	7.5	1.5	3.4	3.9	2.7	

VIII. Summary and Conclusion

The 2010 annual Citizen Satisfaction Survey provides good news for the leadership of Prince William County in all areas of service. While there was only one area, ease of travel within Prince William County, which showed significant improvement since 2009, there were no areas where there were any significant declines in satisfaction levels, just as in 2009. Much of the gain observed in the 2009 survey continued to be maintained, according to the data collected in this year's survey. The preceding sections of this report describe residents' predominantly high level of satisfaction with specific County services. As noted in the introduction, this year's results need to be understood in light of two significant background factors: the dramatic declines in the economy, the housing market and the County's rate of growth after 2007, and the introduction in 2008 of the County's illegal immigration enforcement policy and a similar policy passed in Arizona that has seen significant news coverage this summer. Several key areas that had declined in 2008 bounced back in 2009 to their prior levels, maintaining or increasing those higher levels this year. In conclusion, we will consider the entire list of services the survey has rated.

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

Within the context of the immigration debate, it is encouraging to note that this year the survey shows that, while satisfaction among Hispanic residents declined regarding Prince William County's illegal immigration policy specifically, their satisfaction with the overall performance of the police department, the police's treatment of and attitude toward residents remained unchanged from the previous year. In fact, Hispanic residents' general opinion of the County and their wish to continue living there

remained unchanged from 2009 levels, which had seen significant improvement from 2008, thus indicating that their general desire to live in the area and their appreciation of the area remain unchanged. It should be noted, however, that while levels of overall, county-wide satisfaction with police attitude and behaviors are more or less back to historic levels, the satisfaction rate among Hispanics remains low compared to years prior to 2008.

Changes from Prior Years

Overall satisfaction with County services was 91.9 percent, a rating that is nearly the same as that of last year (90.6%). There were two significant increases and no significant decreases on satisfaction items from 2009 (or 2008 for the rotating questions). Satisfaction levels for other services maintained the levels seen in earlier years and the items that had made significant gains in satisfaction in 2009 maintained those gains in 2010. This is a noteworthy achievement given that this has been a time of retrenchment, when the County has had to adjust to lowered revenues due to the economic downturn, which has affected staffing and some services.

Almost two-thirds of the respondents (63.0%) said that they felt that the County could be trusted most of the time or just about always, which is unchanged from the 63.4 percent who expressed these views in 2009.

Two items showed increase in satisfaction since last asked

Overall, residents remained just as satisfied with services from the County as in the previous year, with significant increases observed in one core item since 2009 and in eleven core items since 2008. Satisfaction also rose significantly with one rotating item.

Core Satisfaction Items:

- Satisfaction with the ease of travel within Prince William County rose significantly from 55.9 percent in 2009 to 64.1 percent in 2010.
- Satisfaction with the efficiency and effectiveness of the voting precinct did not change from 2009, but increased significantly from the 2008 satisfaction level

(92.8% in 2008 to 95.3% in 2009 to 97.0% in 2010).

- Satisfaction with safety in the neighborhood during the day remained unchanged from 2009, but improved significantly from 2008.
- Satisfaction with the overall performance of the police department held steady from 2009 but rose significantly from 2008 (89.0% in 2008 to 92.5% in 2009 to 92.2% in 2010). Satisfaction rose significantly between 2008 and 2009 and maintained that improvement in 2010, i.e., satisfaction did not change significantly between 2009 and 2010.
- Satisfaction with the police department treating everyone fairly regardless of race, gender, ethnic or national origin remained similar to 2009 levels, but improved significantly from 2008 (74.3% in 2008 to 78.8% in 2009 to 79.9% in 2010). Significant increase was first observed between 2008 and 2009 for this item.
- Satisfaction for help to arrive after calling 911 remained steady from 2009 levels but rose significantly from 2008 levels (83.6% in 2008 to 89.4% in 2009 to 90.4% in 2010).
- Satisfaction with the job the County is doing in planning how land will be used and developed in the County increased significantly from 56.4 percent in 2008 to 66.5 percent in 2009 and showed significant increases in 2010 (68.6%) compared to 2008, though not to 2009.
- Satisfaction with the Prince William County's growth rate increased from 56.1 percent in 2008 to 70.5 percent in 2009 to 69.3 percent in 2010 – the 2010 level is significantly better than the satisfaction level in 2008, though there is no real difference from the 2009 level.
- Satisfaction with the way residential and business development is coordinated with the transportation and road systems increased significantly from 48.6 percent in 2008 to 57.1 percent in 2010. The 59.1 percent expressing satisfaction in 2009 was a significant improvement over 2008, but is not significantly different from the 2010 level.
- Satisfaction with the safety of new residential and non-residential buildings in the County increased from 89.2 percent in 2008 to 94.2 percent in 2009 to 95.6 percent in 2010 – both 2009 and 2010 satisfaction levels are significant improvements over the 2008 level, and there is no significant difference between the 2009 and 2010 levels of satisfaction.
- Satisfaction with value received for tax dollars increased from 74.8 percent in 2008 to 80.8 percent in 2009 to 83.1 percent in 2010 – both 2009 and 2010 levels are significant improvements over the 2008 level. The percent who are satisfied with value for their tax dollar in 2010 is the highest ever recorded in the eighteen years of survey data for Prince William County.

Rotating Satisfaction Items:

- Satisfaction with the Prince William County's efforts to preserve water quality rose significantly from 85.4 percent in 2008, the last time the question was asked, to 92.1 percent in 2010.

No items showed decreases in satisfaction

There was no item that showed a significant decrease in satisfaction since the last time it was asked.

Long-Term Trends

The overall long-term picture remains positive: a combination of steady rates of satisfaction in almost all indicators 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 2010 survey where significant changes in citizen satisfaction have occurred since the baseline survey taken in 1993, changes have been in the direction of greater satisfaction or continued high levels of satisfaction with minor fluctuations from year to year.

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

- Satisfaction with the County's value for tax dollars is more than 17 percentage points

since 1993 and is, as already noted, at an all-time high for this survey series.

- Satisfaction with planning how land will be used and development in the County is up by almost 15 percentage points since 1993.
- Satisfaction with the landfill is up about 6 percentage points since 1993.
- Satisfaction with the services the County provides to the elderly is up by 13 percentage points since 1993.
- Satisfaction with the services provided by the Department of Social Services is up about 13 percent since 1993.
- Satisfaction with street lighting increased by 12 percentage points since 1993.
- Overall satisfaction with the Police Department is up by 3.5 percentage points.
- Satisfaction with the Police Department's efforts to reduce illegal drugs is up by 6 percentage points since 1993.
- Satisfaction with information provided by the County on government services is up almost 6 percentage points since 1993.
- Satisfaction with voter registration rose more than 5 percentage points since 1993.
- Satisfaction with the County's efforts to attract new jobs and businesses in the area rose by 11 percentage points since 1993.

This year continues the upturn in satisfaction with items pertaining to development and growth seen in 2009, while satisfaction with transportation issues within Prince William County rose significantly from last year. Satisfaction for these items had trended downward in years prior to 2008. For example, satisfaction with the County's growth rate, which was rated at 44 percent in 2007, decreased from 48.7 percent in 2004 to 44.5 percent in 2006, and increased to 56.1 percent in 2008. In 2009, satisfaction with the County's growth rate rose significantly to 70.5 percent, which represented a significant increase in satisfaction over the past eight years. This level of satisfaction was maintained in 2010, with 69.3 percent of the residents expressing satisfaction. Similarly, satisfaction with land planning and development also increased significantly in the

last two years from 47.5 percent in 2007 to 56.4 percent in 2008 to 66.5 percent in 2009, and these gains were maintained in 2010 with 68.6 percent of residents expressing satisfaction.

Items related to the Police Department also maintained the significant upturn seen last year, though there were some declines in these indicators among Hispanic residents, which may be attributed to the national attention to a law passed in Arizona in April 2010 and later partially overturned in Federal court; these events may have affected perceptions of Prince William's immigration enforcement policy among some Hispanic residents, even though it differs markedly from what was proposed in Arizona.

Of the 2009 satisfaction items, twenty-two were asked of respondents in 1993, and none of these had decreased significantly from its 1993 rating.

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 6.98 in 2008, a statistically significant improvement. In 2009, the quality of life was rated at 7.30, a mean rating which was significantly higher from 2008's mean of 6.98 and represented a return to the high ratings the County enjoyed earlier in this decade. In 2010, the County maintained this high level of satisfaction with the overall quality of life with 7.28 percent of residents expressing satisfaction.

Services Ranked by Satisfaction Level

Table VIII-1 provides a list of satisfaction items, ranked from those with the highest levels of satisfaction to those with the lowest. The respondents rated 58 specific services and a general rating of satisfaction with government services and quality of life in Prince William County, for a total of 60 satisfaction items. The highest rated satisfaction items in our survey related to library staff, fire protection, compost and landfill facilities, voting registration and precinct, security in the Courthouse, medical rescue, safety of buildings, library services, the safety in the neighborhood in the daytime, and

911 phone help. Forty-two of the 58 ranked satisfaction items scored ratings of 80 percent or better. Two items received ratings of less than 60 percent: satisfaction with ease of travel around Northern Virginia outside of Prince William County and coordination of development with road systems.

The general County government rating, perhaps the single most important item in the survey, has a high satisfaction level of 91.9 percent. More than one-third said they were “very satisfied” with the services of the County government in general.

Error! Reference source not found. VIII-2 ranks all satisfaction items for 2010 by visibility. The visibility refers to the percentage of County residents who are sufficiently familiar with a service to be able to rate it. For example, if 10 percent of those asked about a service say they do not know how to rate it or do not have an opinion about its rating, then that service has a visibility of 90 percent. For some services, we specifically asked respondents a screening question to determine if they were familiar enough with a particular service to give it a rating.

Table VIII-3 is a list of all satisfaction items, categorized by level of visibility and satisfaction level. Figure VIII-1 illustrates those numbers graphically.

Conclusions

Overall, residents of Prince William County are satisfied with the services they receive. After a troubled year for public opinions about the government in 2008, opinions rebounded in 2009 and 2010 saw the maintaining of the gains made in 2009. With the downturn in housing and the economy, satisfaction rose to new highs in the areas of growth and development in 2009 and, areas of low citizen satisfaction in years prior to 2008, and those gains were maintained in 2010. Some gains made in satisfaction among Hispanic residents in 2009 from low levels in 2008 saw a downturn in 2010, but, as mentioned earlier, these were possibly due in part to events occurring outside the County, such as the new immigration law passed in Arizona in April 2010. Hispanics differ from other residents on very specific points related to the County’s immigration enforcement policy; on more

general questions such as overall satisfaction with the police, government services, or local quality of life; they do not differ significantly from other residents.

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

Prince William County certainly can take continuing pride in the high levels of satisfaction its citizens have indicated toward most County government agencies, services and programs, and in the general improvement in citizen satisfaction levels, both overall and with several specific areas since 1993, the first year the survey was conducted. We trust that this survey series will continue to be of help to decision-makers and citizens as they work toward continuous improvement of public services and programs for the people of Prince William County.

Table VIII-1: Percent Satisfied for All Satisfaction Items, 1993 and 2005-2010

<i>General Satisfaction with Government Services</i>								
Item Number	Satisfaction Item	1993	2005	2006	2007	2008	2009	2010
CTYSAT97	Services of the County Government in General	90.5	92.1 _{6, 10}	90.8 _{5, 7}	89.5 ² _{4, 5, 7, 9, 12}	89.4 ² _{4, 5, 7, 9}	90.6 ⁵ _{7, 9}	91.9
VOTE	Voter Registration	91.5	97.0 ⁰ _{1, 2, 3, 11}	95.2 ⁰ _{2, 4, 5}	94.9 ⁰ _{4, 5, 9, 12}	97.0 ⁰ _{1, 2, 3, 11, 14}	95.7 ⁰ _{2, 5}	97.1 ^{0,1} _{2,3, 11,14}
GOVTSERV	Information on Government Services	70.9	84.3 ⁰ _{1, 2, 5, 6, 8, 9, 10}	79.7 ⁰ _{1, 2, 7, 12}	78.8 ⁰ _{1, 7, 12}	81.1 ⁰ _{1, 2, 6, 7}	79.7 ^{0,1} _{2, 6, 7, 12}	76.7 ^{0,1}
PCTUP	Efficiency/effectiveness of voting precinct	—	—	—	—	92.8	95.3	97.0 ¹⁵
<i>Public Safety</i>								
POLICE	Overall Satisfaction with Police	88.7	93.7 ⁰ _{1, 4}	92.5 ^{0,1}	92.3 ^{0,1}	89.0 ^{5,7} _{8,9,10,11, 12,13,14}	92.5 ⁰ _{1,15}	92.2 ⁰ _{1,15}
ATTITUDE	Police Attitudes and Behaviors Toward Citizens	—	88.4 _{3, 4}	86.6	87.9	79.3 ^{5,7} _{8,9,10,11, 12,13,14}	84.4 _{1,2}	84.7
POLFAIR	Police Dept. treats everyone fairly	—	—	—	—	74.3	78.8 _{1,5}	79.9 ₁₅
PPOLICY	Job Police is carrying out immigration policy	—	—	—	—	80.5	85.0 _{1,5}	76.0
DRUGS	Reducing Illegal Drugs	79.2	84.3 _{0, 1}	90.8 _{5, 7}	83.2 ¹	87.7 ^{0,1} _{2,3,4,6,7, 8,9,10, 13,14}	88.3 ^{0,1} _{2,3,4,5,6, 7,8,9, 10,11,12, 13,14}	85.2 ^{0,1} _{2,3}
GANGS	Efforts to Combat Gang Activity	—	—	76.1	—	84.7 _{11,13}	—	85.0 _{11,13}
FIRE	Fire Protection	97.2	98.2 _{1, 6}	97.9 ¹	98.4 _{1,6}	96.6	98.7 ^{0,1} _{2,3,5,6,7, 8,10}	98.1 ¹
COURTSAT	Security in Courthouse	—	96.3	—	97.3	99.0 ¹²	98.2	96.6
RESCUE	Medical Rescue	96.6	98.3 ⁰ _{1, 2, 3, 4, 6, 8}	95.7 ⁵ _{9,12}	98.5 ^{0,1} _{2,4,6,8,13}	95.8 ^{1,3} _{5,12,14}	97.9 ^{1,4} _{6,13}	95.7
EMSATIS	911 Phone Help	—	95.2 ³	92.5	94.6	94.1	94.8 ³	94.5
EMTIMEB	Time for Help to Arrive	—	90.6 ⁵ _{6, 9}	86.0	89.3 _{6, 9}	83.6 ¹²	89.4 ⁵ _{6, 9}	90.4 ⁵ _{6,9,15}
EMASSTB	Assistance on the Scene	—	94.9 ¹ _{4, 6, 9, 10}	90.1	92.6	86.7 _{7, 12}	92.8 ⁴	92.5

Footnotes indicate value is ⁰ 1993 ² 1995 ⁴ 1997 ⁶ 1999 ⁸ 2001 ¹⁰ 2003 ¹² 2005 ¹⁴ 2007 ¹⁶ 2009 significantly different from: ¹ 1994 ³ 1996 ⁵ 1998 ⁷ 2000 ⁹ 2002 ¹¹ 2004 ¹³ 2006 ¹⁵ 2008

Table VIII-1 (cont'd): Percent Satisfied for All Satisfaction Items, 1993 and 2005-2010

Item Number	Satisfaction Item	1993	2005	2006	2007	2008	2009	2010
<i>Public Safety continued</i>								
AMCRIME	Safety In Neighborhood in Daylight	—	92.8 ⁴	93.0 ⁴	94.3 ^{2,3} 4,5,9,11	91.9 6, 14	93.0 ⁴	94.9 ^{2,3} 4,5,9, 11,15
PMCRIME	Safety in Neighborhood after Dark	—	85.7 ² 3, 4	85.6 ² 3, 4	86.7 ^{2,3} 4,5	85.8 ² 3,4	86.7 ^{2,3} 4,5,6	87.2 2,3,4, 5,6
DYCRIMEB	Safety in Commercial and Business Area in Daylight	—	—	91.9	—	90.6 ²	—	92.7 ²
NTRIMEB	Safety in Commercial and Business Area after Dark	—	—	79.3	—	79.4 2,3,4,6	—	82.8 ^{2,3} 4,6,9
PREVENTB	Crime Prevention Program and Information	83.4	—	82.1	—	81.6	—	82.8
STRLTA	Street Lighting	71.2	82.0 ⁰ 1, 2, 3, 4, 6, 10	—	73.8 5,7,8,12	84.7 ^{0,1} 2,3,4,6,8, 10,14	82.8 ^{0,1} 2,3,4,6 8,10,14	83.2 ^{0,1} 2,3,4,6,8, 10,14
<i>Public Services</i>								
SCHL4	School System Provides Efficient and Effective Service	—	84.0 ⁴ 5, 6, 7, 8, 9, 10	83.7 ⁴ 5, 6, 7, 8, 9, 10	84.4 ⁶ 7,8	82.2 ⁶ 7,8	86.1 ^{4,5} 6,7,8,9, 10,11,15	87. ⁴ 5,6,7,8,9 10,11, 13,15
LIBRARY	Library Services	94.9	96.8 ⁵	95.5 ⁵	94.4 ^{2,5} 6,7,8,9,12	95.6 ^{5,6}	95.0 5,6	95.3
LIBRYSAT	Library Staff	98.2	99.1	99.2	98.9	98.1 ⁸	98.5	98.4
PARK	Park & Recreation Facilities and Programs	88.7	87.9 ²	87.6 ² 11	89.6	89.9 3, 5	90.9 ^{1,3} 5,13	89.6
PARK2	Park Authority Provides Efficient & Effective Service	—	94.8	94.3	93.7	93.4	95.4	95.1
CTYSERV2	Service Authority Provides Efficient & Effective Service	—	93.4 ⁷ 11	93.1 ⁷ 11	93.3 ⁷ 11	94.3 ⁷ 9,11	92.9 ⁷ 11	94.0 ⁷ 9,11
ELDERLY	Helping the Elderly	68.3	83.4 ^{0,1} 3,10,11	81.0 ⁰ 1, 3	83.2 ^{0,1} 3,10,11	77.2 ^{0,5} 7,8,12,14	81.4 ⁰ 1,3	81.7 ⁰ 1,3
DSSSAT	Satisfaction with DSS	60.3	76.4 ⁰ 1, 2	69.6 0, 5	73.8 0,2	68.0 ⁵	74.1 ⁰ 1,2	73.7 ⁰ 1,2

Footnotes indicate value is ⁰ 1993 ² 1995 ⁴ 1997 ⁶ 1999 ⁸ 2001 ¹⁰ 2003 ¹² 2005 ¹⁴ 2007 ¹⁶ 2009
 significantly different from: ¹ 1994 ³ 1996 ⁵ 1998 ⁷ 2000 ⁹ 2002 ¹¹ 2004 ¹³ 2006 ¹⁵ 2008

Table VIII-1 (cont'd): Percent Satisfied for All Satisfaction Items, 1993 and 2005-2010

Item Number	Satisfaction Item	1993	2005	2006	2007	2008	2009	2010
<i>Public Services continued</i>								
FINNEEDB	Help to People in Financial Need	61.0	—	76.7 ^{0,1} 11,15,17	—	69.1 ^{0,5} 6,13	—	69.4
HLTHSAT	Health Department	84.6	86.2	82.6 ^{5,} 7,8	83.9 5,7	78.9 ^{1,5} 6,7,8,9, 10,12	87.0 2,15	83.2
MENTHPB	Services to People with Mental Health Problem	—	—	79.2	—	82.1	72.7	80.5
MENTRET	Services to Those with Mental Retardation	—	85.6	77.1	73.3 ¹²	85.6 ¹⁴	87.6 ¹⁴	85.2 ¹⁴
MENTEIS	Early Intervention Services	—	78.3	81.3	73.7	81.8	86.5 ¹⁴	83.7
MENTSUB	Services to People with Substance Abuse Problems	—	73.1	73.0	63.7	80.4 ¹⁴	71.0	77.1 ¹⁴
MENTALL	Overall services of CSB	—	86.7	83.1	73.9 ¹²	86.9 ¹⁴	83.1	88.3 ¹⁴
<i>Communication with the County</i>								
HELPFUL2	Helpfulness of Employees	79.3	82.0 ⁶	80.1	79.8	79.6	79.9	82.4 ⁶
HELPFULA	Helpfulness of Employees on Tax Questions	79.3	87.4 ^{2,} 5,6	—	85.2 ⁶	85.8	86.1 ^{5,6}	87.0 ^{2,5,} 6
TIMESATA	Time Taken for Requests on Taxes to be Answered	—	88.2 ^{3,} 6,7	—	83.2 ⁶	88.4 ^{3,7}	88.9 ^{2,3} 6,7	88.5 ^{3,} 6,7
NET2	County Website	—	92.6	92.9	93.9	90.0	92.9	92.8
LAND	Planning and Land Use	53.9	44.8 ⁰ 1, 2, 3, 4, 5, 6, 7, 8, 9, 10	44.9 ^{0,} 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11	47.5 ^{0,2} 3,5,6,7,8, 9,10	56.4 ^{11,} 12,13,14	66.5 ^{0,1} 2,3,4,5,6, 7,8,9,10, 11,12,13, 14,15	68.6 ^{0,1,} 2,3,4,5,6,7 8,9,10, 11,12,13, 14,15
GROWTHC	Growth in County	—	47.2 8, 9	44.5 ^{8,} 9, 10	44.0 ^{8,9} 10,11	56.1 ^{10,} 11,12, 13,14	70.5 ^{8,9} 10,11,12, 13,14,15	69.3 ^{8,9,} 10,11,12, 13,14,15
NEWJOBS	Attract New Jobs and Businesses	—	82.4 ^{10,} 11	78.7 ^{10,} 11	79.0 ^{0,1} 2,9,10,11	77.8 ^{1,2} 9,10	73.2 ^{0,2} 7,12	75.9 ^{0,1,} 2,10
INPUTDEV	Citizen Input Opportunity re: Development	—	66.8 ^{9,} 11	68.5 ^{9,} 11	66.6 ¹¹	74.9 ^{3,4} 6,8,9,11, 12,13,14	75.4 ^{3,4} 5,6,8,9, 10,11,12, 13,14	73.7 ^{3,4,} 8,9,11, 12,14

Footnotes indicate value is ⁰ 1993 ² 1995 ⁴ 1997 ⁶ 1999 ⁸ 2001 ¹⁰ 2003 ¹² 2005 ¹⁴ 2007 ¹⁶ 2009 significantly different from: ¹ 1994 ³ 1996 ⁵ 1998 ⁷ 2000 ⁹ 2002 ¹¹ 2004 ¹³ 2006 ¹⁵ 2008

Table VIII-1 (cont'd): Percent Satisfied for All Satisfaction Items, 1993 and 2005-2010

Item Number	Satisfaction Item	1993	2005	2006	2007	2008	2009	2010
<i>Communication with the County continued</i>								
ROADDEVA	Coordination of Development with Road Systems	—	34.9 _{8,10}	—	35.5 _{8,10}	48.6 ₄ ^{12,1}	59.1 _{10,12,14,15} ^{8,}	57.1 _{10,12,14,15} ^{8,}
VISDEV	Appearance of New Development	—	80.8 _{6,7} ^{3,}	82.2 ₇ ^{3,}	78.5 _{3,6,7,9}	84.5 _{10,12,14} ^{4,8,}	88.1 _{8,9,10,11,12,13,14} ^{4,5,}	88.2 _{8,9,10,11,12,13,14} ^{4,5,}
NEIGHBOR	Prevent Neighborhood	67.8	70.8	68.7 ⁸	66.9 _{7,11} ^{2,5,}	68.6	72.1 ₁₄ ^{10,}	68.6
BUILDNGS	Safety of New Building	—	—	—	—	89.2	94.2 ¹⁵	95.6 ¹⁵
LFILLSAT	Landfill	91.7	98.8 _{3,4,5,6,8,9,11} ^{0,1,}	98.3 _{1,3,4,5,6,9} ^{0,}	96.0 _{4,5,12,13}	98.3 _{4,5,6,9,14} ^{1,3,}	98.0 _{3,4,5,6} ^{0,1,}	97.8 _{3,4,5,6} ^{0,1,}
COMPSAT	Balls Ford Road Compost Facility	—	—	99.0	—	97.2	—	98.0
TRAVEL97	Getting Around	—	38.1 _{6,7,8,9,10,11} ^{4,5,}	39.6 _{5,6,7,8,9,10,11} ^{4,}	46.9 _{6,7,8,9,10,12,13} ^{4,5,}	54.6 _{11,12,13,14} ^{4,7,}	55.9 _{7,11,12,13,14} ^{5,6,}	64.1 _{10,11,12,13,14,15,16} ^{8,9,}
OUTSIDEDEC	Ease of Travel Around Northern Virginia	—	24.5 ₁₀ ^{8,}	—	27.7 _{8,10}	37.2 ₁₄ ^{12,}	40.8 _{12,14} ^{10,}	40.8 _{12,14} ^{10,}
QSTREAMS	Efforts to Preserve and Improve Water	—	—	82.7	—	85.4	—	92.1 ₁₅ ^{13,}
EFFNEFF	County Provides Efficient and Effective Service in General	—	85.3 _{7,10} ^{4,5,}	84.4 _{5,7,10} ^{4,}	85.6 _{7,10} ^{4,5,}	85.8 ^{5,7}	89.7 _{9,11,12,13,14,15} ^{6,8,}	88.4 ₁₃ ^{6,8,}
VALUE	Value for Tax Dollar	65.5	79.2 _{1,2,3} ^{0,}	76.5 _{1,10} ^{0,}	80.2 _{0,1,2,11}	74.8 _{5,7,8,10,12,14} ^{0,1,}	80.8 _{2,3,4,6,11,13,15} ^{0,1,}	83.1 ₁₅ ^{13,}

Footnotes indicate value is ⁰ 1993 ² 1995 ⁴ 1997 ⁶ 1999 ⁸ 2001 ¹⁰ 2003 ¹² 2005 ¹⁴ 2007 ¹⁶ 2009 significantly different from: ¹ 1994 ³ 1996 ⁵ 1998 ⁷ 2000 ⁹ 2002 ¹¹ 2004 ¹³ 2006 ¹⁵ 2008

Table VIII-2: Ranked List of Satisfaction Items, 2010

Rank	Item Number	Satisfaction Item	Percent Satisfied
1	LIBRYSAT	Library Staff	98.4
2	FIRE	Fire Protection	98.1
3	COMPSAT	Balls Ford Road Compost Facility	98.0
4	LFILLSAT	Landfill	97.8
5	VOTE	Voter Registration	97.1
6	PCTUP	Efficiency/effectiveness of voting precinct	97.0
7	COURTSAT	Security in Courthouse	96.0
8	BUILDNGS	Safety of New Building	95.6
9	LIBRARY	Library Services	95.3
10	PARK2	Park Authority Provides Efficient & Effective Service	95.1
11	RESCUE	Medical Rescue	95.0
12	AMCRIME	Safety In Neighborhood in Daylight	94.9
13	EMSATIS	911 Phone Help	94.5
14	CTYSERV2	Service Authority Provides Efficient & Effective Service	94.0
15	NET2	County Website	92.8
16	DYCRIMEB	Safety in Commercial and Business Area in Daylight	92.7
17	EMASSTB	Assistance on the Scene	92.5
18	POLICE	Overall Satisfaction with Police	92.2
19	QSTREAMS	Efforts to Preserve and Improve Water Quality of Streams	92.1
20	CTYSAT97	Services of the County Government in General	91.9
21	EMTIMEB	Time for Help to Arrive	90.4
22	PARK	Park & Recreation Facilities and Programs	89.6
23	TIMESATA	Time Taken for Requests on Taxes to be Answered	88.5
24	EFFNEFF	County Provides Efficient and Effective Service in General	88.4
25	MENTALL	Overall services of CSB	88.3
26	VISDEV	Appearance of New Development	88.2
27	PMCRIME	Safety in Neighborhood after Dark	87.2
27	SCHL4	School System Provides Efficient and Effective Service	87.2
29	HELPFULA	Helpfulness of Employees on Tax Questions	87.0
30	DRUGS	Reducing Illegal Drugs	85.2
30	MENTRET	Services to Those with Mental Retardation	85.2
32	GANGS	Efforts to Combat Gang Activity	85.0
33	ATTITUDE	Police Attitudes and Behaviors Toward Citizens	84.7

Table VIII-2 (cont'd): Ranked List of Satisfaction Items, 2010

Rank	Item Number	Satisfaction Item	Percent Satisfied
34	MENTEIS	Early Intervention Services	83.7
35	STRLTA	Street Lighting	83.2
35	HLTHSAT	Health Department	83.2
37	VALUE	Value for Tax Dollar	83.1
38	NTCRIMEB	Safety in Commercial and Business Area after Dark	82.8
38	PREVENTB	Crime Prevention Program and Information	82.8
40	HELPFUL2	Helpfulness of Employees	82.4
41	ELDERLY	Helping the Elderly	81.7
42	MENTHPB	Services to People with Mental Health Problem	80.5
43	POLFAIR	Police Dept. treats everyone fairly	79.9
44	MENTSUB	Services to People with Substance Abuse Problems	77.1
45	GOVTSERV	Information on Government Services	76.7
46	PPOLICY	Job Police is carrying out immigration policy	76.0
47	NEWJOBS	Attract New Jobs and Businesses	75.9
48	DSSSAT	Satisfaction with DSS	73.7
48	INPUTDEV	Citizen Input Opportunity re: Development	73.7
50	FINNEEDB	Help to People in Financial Need	69.4
51	GROWTHC	Growth in County	69.3
52	NEIGHBOR	Prevent Neighborhood Deterioration	68.6
53	LAND	Planning and Land Use	68.6
54	TRAVEL97	Getting Around	64.1
55	ROADDEVA	Coordination of Development with Road Systems	57.1
56	OUTSIDEC	Ease of Travel Around Northern Virginia	40.8

Table VIII-3: List of Satisfaction Items Ranked by Visibility, 2010

Rank	Item Number	Satisfaction Item	Visibility	Percent Satisfied
1	COMPSAT ¹³	Balls Ford Road Compost Facility	99.2%	98.0%
2	TRAVEL97	Ease of Travel in PWC	99.2%	64.1%
3	AMCRIME	Safety in Neighborhood in Daytime	97.9%	94.9%
4	PMCRIME	Safety in Neighborhood at Night	97.7%	87.2%
5	OUTSIDEDEC	Travel in NOVA outside PWC	97.0%	40.8%
6	QSTREAMS	Efforts to Preserve and Improve Water Quality of Streams	96.9%	92.1%
7	CTYSAT97	General Satisfaction with Services	95.2%	91.9%
8	POLICE	Overall Performance of Police Dept.	94.8%	92.2%
9	VALUE	Value for Tax Dollar	92.9%	83.1%
10	STRLTA	Street Lighting where Needed	92.7%	83.2%
11	DYCRIMEB	Safety in Commercial and Business Area in Daylight	92.7%	92.7%
12	VISDEV	Visual Appearance of New Development	91.7%	88.2%
13	EFFNEFF	Efficient and Effective Service	89.9%	88.4%
14	GOVTSERV	Informing Citizens about Government	89.0%	76.7%
15	LIBRARY	Providing Library Services	88.4%	95.3%
16	FIRE	Fire Fighting in Area	87.8%	98.1%
17	NTCRIMEB	Safety in Commercial and Business Area at Night	87.1%	82.8%
18	GROWTHC	Growth Rate of PWC	86.4%	69.3%
19	ATTITUDE	Police Dept. Attitudes Towards Citizens	86.2%	84.7%
20	PARK	Providing Park and Recreation facilities and Programs	84.7%	89.6%
21	ROADDEVA	Coordination of Development with Road Systems	83.6%	57.1%
22	RESCUE	Emergency Medical Rescue Services	81.5%	95.7%
23	POLFAIR	Police Dept. to Treat Everybody Fairly	79.5%	79.9%
24	NEIGHBOR	Preventing Neighborhood Deterioration	79.0%	68.6%
25	SCHL4	School System Provides Efficient Service	78.7%	87.2%
26	VOTE	Voter Registration	78.2%	97.1%
27	LAND	Planning of Land Development (combined)	77.8%	68.6%
28	PREVENTB	Crime Prevention Program and Information	76.5%	82.8%
29	BUILDNGS	Safety of Buildings	74.9%	95.6%
30	GANGS	Efforts to Combat Gang Activity	73.4%	85.0%
31	PPOLICY	Police Dept. carrying out Immigration Policy	71.5%	76.0%
32	LIBRYSAT	Service from Library Staff	67.9%	98.9%

¹³ In 2008 many respondents received the compost satisfaction question without first receiving the awareness screener and this led to a higher number of don't know responses, thus lowering its visibility score for that year. In 2010 all respondents received the screener first, so there were fewer don't know responses, hence the visibility score is higher.

Table VIII-3 (cont'd.): Ranked List of Satisfaction Items by Visibility, 2010

Rank	Item Number	Satisfaction Item	Visibility	Percent Satisfied
33	DRUGS	Reduce the Use of Illegal Drugs	67.8%	85.2%
34	PCTUP	Efficiency and Effectiveness of the Voting Precinct Setup	58.3%	97.0%
35	NET2	PWC Government Web Site	56.6%	92.8%
36	CTYSERV2	Service Authority	53.2%	94.0%
37	INPUTDEV	Opportunities for Citizen Input	52.1%	73.7%
38	FINNEEDB	Help to People in Financial Need	47.1%	69.4%
39	PARK2	Park Authority	44.8%	95.1%
40	LFILLSAT	Landfill	43.7%	97.8%
41	ELDERLY	Programs for Elderly Population	43.2%	81.7%
42	HELPFUL2	Helpfulness of PWC Employees	35.1%	82.4%
43	COURTSAT	Level of Security in the Courthouse	29.6%	96.6%
44	NEWJOBS	Attracting New Jobs to PWC	26.8%	75.9%
45	DSSSAT	Dept. of Social Services	26.4%	73.7%
46	HLTHSAT	Health Department	25.3%	83.2%
47	TIMESATA	Timeliness of Tax request	21.4%	88.5%
48	HELPFULA	Helpfulness of Employees on Tax Questions	21.3%	87.0%
49	EMSATIS	Assistance from 911 Operator	17.3%	94.5%
50	MENTALL	Mental Health Services Overall	17.0%	88.3%
51	EMTIMEB	Satisfaction with Time for Help to Arrive	16.8%	90.4%
52	MENTHPB	Services to People w/ Mental Health Problems	16.5%	80.5%
53	EMASSTBD	Assistance on the Scene	16.3%	92.5%
54	MENTRET	Services to Mental Retardation	13.5%	85.2%
55	MENTSUB	Services to Substance Abuse	12.4%	77.1%
56	MENTEIS	Early Intervention Services	11.7%	83.7%

Table VIII-4: List of Services in Satisfaction/Visibility Categories, 2010

High Satisfaction/High Visibility		High Satisfaction/Low Visibility	
<i>Question Name</i>	<i>Service</i>	<i>Question Name</i>	<i>Service</i>
FIRE	Fire Fighting in Area	COURTSAT	Level of Security in the Courthouse
COMPSAT	Balls Ford Road Compost Facility	EMSATIS	Assistance from 911 Operator
VOTE	Voter Registration	EMASSTBD	Assistance on the Scene
RESCUE	Emergency Medical Rescue Services	EMTIMEB	Satisfaction with Time for Help to Arrive
BUILDNGS	Safety of Buildings	TIMESATA	Timeliness of Tax request
LIBRARY	Providing Library Services	MENTALL	Mental Health Services Overall
AMCRIME	Safety in Neighborhood in Daytime		Helpfulness of Employees on Tax Questions
DYCRIMEB	Safety in Commercial and Business Area in Daylight	HELPFULA	
POLICE	Overall Performance of Police Dept.	MENTRET	Services to Mental Retardation
QSTREAMS	Efforts to Preserve and Improve Water Quality of Streams	MENTEIS	Early Intervention Services
CTYSAT97	General Satisfaction with Services	HLTHSAT	Health Department Services to People w/ Mental Health Problems
PARK	Providing Park and Recreation facilities and Programs	MENTHPB	
EFFNEFF	Efficient and Effective Service	Low to Moderate Satisfaction/High Visibility	
VISDEV	Visual Appearance of New Development	<i>Question Name</i>	<i>Service</i>
PMCRIME	Safety in Neighborhood at Night	TRAVEL97	Ease of Travel in PWC
SCHL4	School System Provides Efficient Service	OUTSIDE	Travel in NOVA outside PWC
GANGS	Efforts to Combat Gang Activity	GOVTSERV	Informing Citizens about Government
ATTITUDE	Police Dept. Attitudes Towards Citizens	GROWTHC	Growth Rate of PWC
STRLTA	Street Lighting where Needed		Coordination of Development with Road Systems
VALUE	Value for Tax Dollar	ROADDEVA	
NTRIMEB	Safety in Commercial and Business Area at Night	Low to Moderate Satisfaction/Medium Visibility	
PREVENTB	Crime Prevention Program and Information	<i>Question Name</i>	<i>Service</i>
High Satisfaction/Medium Visibility		POLFAIR	Police Dept. to Treat Everybody Fairly
<i>Question Name</i>	<i>Service</i>	NEIGHBOR	Preventing Neighborhood Deterioration
LIBRYSAT	Service from Library Staff	LAND	Planning of Land Development (combined)
LFILLSAT	Landfill		Police Dept. carrying out Immigration Policy
PCTUP	Efficiency and Effectiveness of the Voting Precinct Setup	PPOLICY	
PARK2	Park Authority	INPUTDEV	Opportunities for Citizen Input
CTYSERV2	Service Authority	FINNEEDB	Help to People in Financial Need
NET2	PWC Government Web Site	Low to Moderate Satisfaction/Low Visibility	
DRUGS	Reduce the Use of Illegal Drugs	<i>Question Name</i>	<i>Service</i>
HELPFUL2	Helpfulness of PWC Employees	NEWJOBS	Attracting New Jobs to PWC
ELDERLY	Programs for Elderly Population	DSSSAT	Dept. of Social Services
		MENTSUB	Services to Substance Abuse

Figure VIII-1: Satisfaction by Visibility, 2010

