Police Department Community Survey Final Report

Prepared By

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Introduction

In 2020, Prince William County Government funded a Police Department Survey. This report presents those results. With approximately 470,335 citizens, the County it is the second largest in the Commonwealth of Virginia. It is also growing rapidly in both population and diversity.

The scope of this study is limited to the Police Department and is also intended to serve the department compliance with their national accreditation requirements in accordance with the Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA).

The County selected Issues & Answers Network, Inc., a full service global market research firm based in Virginia Beach, Virginia, to conduct this survey. Issues & Answers previously completed the 2018 Community Study for the County which included the Police Department questions. We are pleased to have the opportunity to continue to provide an unbiased assessment of how residents feel about the services provided by the County Police Department.

Issues & Answers specializes in public opinion studies conducted for governmental organizations at the municipal, state, and federal levels. We continue to strive to provide an in-depth analysis of residents' opinions. This report provides comparison data with previous Police Department 2018 survey.
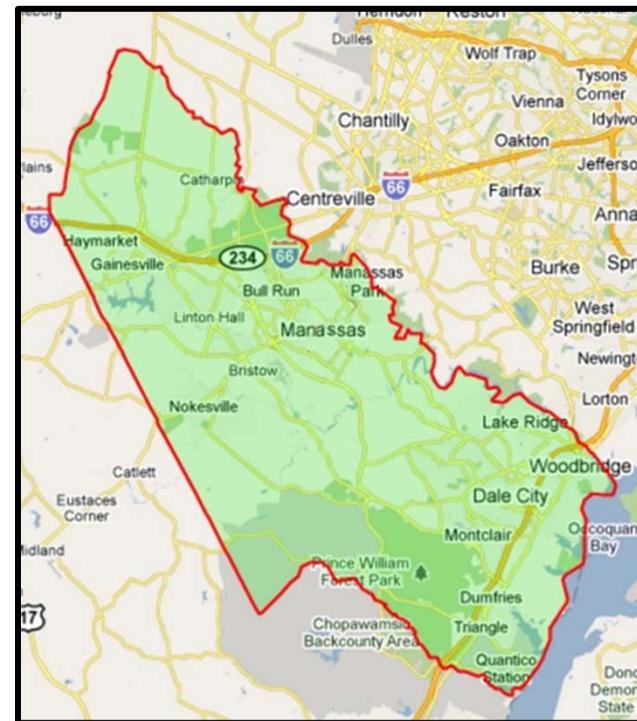
Figure 1: Prince William County

Research Objectives & Methodology

Background & Research Objectives

- Prince William County conducts surveys with constituents not only to keep in touch with changes in their residents' satisfaction with the quality of life but also to maintain focus on its strategic vision of being the "community of choice". Community surveys have been fielded since the early 1990's, initially on an annual basis and then in alternate years.

- The scope of this survey is the County's Police Department. The research is to assess how residents feel about provided services and to meet the following objectives:
    - Understand resident perceptions of the overall quality of life in Prince William County;
    - Quantify the satisfaction levels with the County's Police Department;
    - Gauge citizens' perceptions of and attitudes toward various aspects of the Police Department's services; and,
    - Identify areas of improvement as well as subgroups which may be underserved.

- This survey specifically measures:
    - Seven perceptions of police services;
    - Two measures of how safe residents feel in their neighborhood and in commercial areas of the County; and,
    - The resident's overall satisfaction with the quality of life in the area.

- The 2020 Police Department survey questionnaire is more compact than the Community Surveys. For consistency the same 10-point measurement scale that has been in use since 2014 is employed here. The 2020 Police Department survey instrument is included in the Appendix B of this report in its entirety.

Methodology & Sampling

Methodology:

The 2020 Police Department survey was:

- Conducted with 826 county residents; December 14, 2020 - January 2, 2021.

- Designed as a telephone survey administered by a cadre of highly trained, professional interviewers, who made calls to each of the randomly selected households on weeknights and weekends at various times of the day and evening hours.

- Surveys averaged 11 minutes in length and conducted in English (n=785) or Spanish (n=41).

- Conducted using Computer-Assisted Telephone Interviewing software that kept track of each attempt made.

Sampling:

- To obtain a representative sample of the population the sampling was structured to address all geographic areas in the County, major age groups, and gender. Quotas were set (and tracked daily) to ensure representation to population proportions.

- To ensure that all residents had the ability to be included in the survey, a sample frame of landline and geo-targeted cell phone numbers as well as a targeted cell phone sample of Hispanic residents across the County was used.

- The smart cell phone sample was dialed more heavily to ensure the inclusion of younger residents which are the most difficult demographic to reach.

- U.S. postal codes in the sampling frame included overlap County boundaries, with screening questions in the survey confirming residence in the County.

- All sample lists were screened to eliminate businesses and non-working numbers.

- In line with market research best practices, employees of the County were excluded from the survey.

Methodology & Sampling – cont'd.

Geographic Definitions: In this report, data are shown separately for different regions of the county. The definition of these regions is defined here.

Sample Type	Region / Zip Code							
	Battlefield 20169 20143 20137 20155 20119 20181	**Belmont/Potomac** 22191	**Broad Run** 20136 20110 20109	**Dale City** 22193	**Forest Park** 22134 22172 22025 22026	**Hoadly** 20111 20112	**Old Bridge** 22192 22125	**Total**
Landline	50	26	28	31	15	32	27	209
Cell Phone	86	97	99	104	86	58	83	613
Total	**136**	**123**	**127**	**135**	**101**	**90**	**110**	

Please note that residents of the embedded independent cities of Manassas City and Manassas Park City were excluded from the survey. A full demographic profile of respondents can be found in Appendix A.
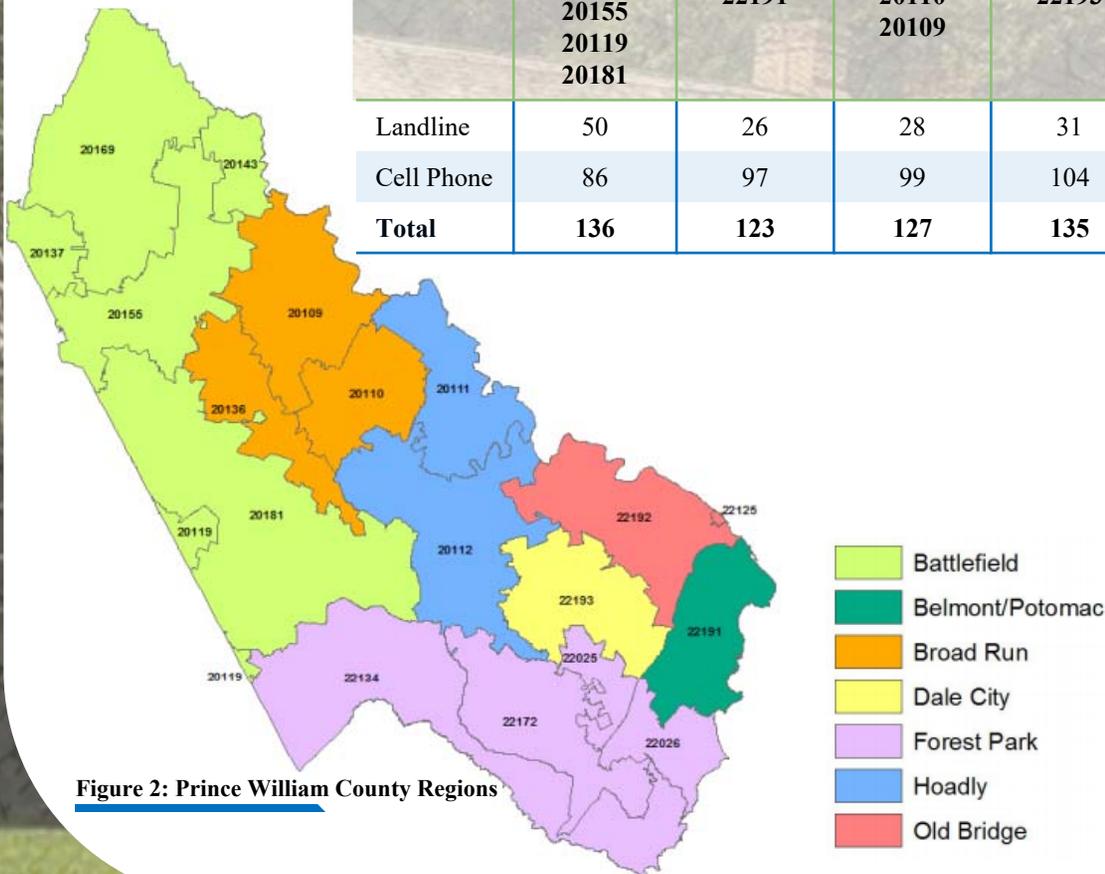
Figure 2: Prince William County Regions

Legend:
- Battlefield
- Belmont/Potomac
- Broad Run
- Dale City
- Forest Park
- Hoadly
- Old Bridge

Due to weighting and rounding percentages may not add to 100%.

Analytical Summary

Analytical Summary:

- In order to provide deeper context for the survey results and to track potential changes, this report includes historical analyses, with comparative data from the 2018 Community Study. When comparing the overall current results to the previous survey year, statistically significant drops or lifts of are marked with arrows ⬇⬆, where green symbols indicate observably higher scores and red – notably lower scores.

- Respondents were segmented into various sub-groups based on key demographics and the communities within the County in which they live, as defined by zip code blocks. This information was used to aid in analysis and present detailed findings, as appropriate. Whenever applicable, statistically appreciable differences among respondent segments were noted (in those instances, the results are marked with the following symbol: ⬭).

- On many questions in the survey, respondents may have answered "not sure" or refused to respond. In some cases, this is because they do not have adequate information or personal experience of certain service aspects. "Not sure"/Refused responses were <u>not</u> included in the analysis of the distribution of responses.

- Data shown in the report are weighted by age, region and ethnicity to the 2018 Census estimates for the County. This weighting approach helps correct for sampling variation and to ensure projectability to the entire Prince William County population.

- The sample size for this study resulted in a very favorable sampling error of +/-3.4%, allowing for a reliable representation of the County. The findings discussed in the report are statistically significant at the 95% level of confidence.

- Due to weighting and rounding, percentages may not add to 100%.

Analytical Summary – cont'd.

Other Project Specifications/Details

- In response to the rapidly growing diversity across the County two questions were added to the Police Department survey. These two questions were not included in the 2018 Community Study and no comparison is provided. These two questions appear in the statistical demographic sections at the end of the survey instrument with the results displayed at the end of this report in the: Appendix A Demographic Profile.
  - Sexual orientation
  - Disability status

Executive Summary

Executive Summary

- Prince William County residents were very positive about the quality of life in the community and rated each of the metrics designed to gauge their satisfaction with the performance of the Police Department high. Results for the Police Survey showed markedly higher satisfaction than in the 2018 Community survey.

  – Currently, the overall satisfaction rates (i.e., rates combining those satisfied (5-7) and very satisfied (8-10) on a 10-point scale) for the quality of life in the County (98%) and for the Police services (93%) were positive results.

- Importantly, lifts in average satisfaction levels occurred not only due to drops in the proportion of dissatisfied residents, but also shifts away from the ratings of "satisfied" towards those of "very satisfied," pointing to intensified positive perceptions. This indicated that Prince William County excels at the difficult art of maintaining and enhancing citizen satisfaction.

  – A total of 10 attributes included in both surveys were tested and compared against each other. All 10 attributes received a higher average (mean) score in 2020 Police Study than the 2018 Community Study.

- An overview of resident satisfaction scores at a glance is included on the following page.

Executive Summary – cont'd.

METRIC	2018		2020		Change from 2018
	Very satisfied (8-10)	Average Rating (0-10)	Very satisfied (8-10)	Average Rating (0-10)	
Quality of life in Prince William County	55%	7.5	68%	8.0	13% ⬆
Police Dept.'s overall performance meets community needs	67%	7.9	78%	8.4	11% ⬆
Officers are courteous and helpful to all community members	66%	7.9	79%	8.5	13% ⬆
Requests for Police Assistance receive prompt response	73%	8.2	81%	8.6	8% ⬆
Police Dept. treats everyone fairly regardless of race, gender, ethnic or national origin	61%	7.5	74%	8.3	13% ⬆
Police Dept. provides adequate information and crime prevention programs	58%	7.5	71%	8.2	13% ⬆
Police display positive attitudes and behaviors towards residents	67%	7.9	81%	8.6	14% ⬆
Animal Control effectively protects residents and animals	62%	7.6	74%	8.3	12% ⬆
You feel safe in your neighborhood	81%	8.5	84%	8.8	3% ⬆
You feel safe visiting commercial areas in the County	70%	8.1	79%	8.6	9% ⬆

Executive Summary – cont'd.

- An overview of the survey results by demographic factors shows several prominent trends in the County:

  – Generally, satisfaction with the quality of life in the County and with the services of the local Police Department is directly proportional to residents' age. Residents aged 55+ were most likely to say they were very satisfied on the 10 attributes compared. The average satisfaction scores noted in the youngest resident segment (under the age of 34) fall below the overall County-wide scores, across all tested metrics.

  – Coinciding with the age pattern, the length of residency is another differentiating factor, with the most-tenured residents (26+ years in the community) most likely to express satisfaction with the Police Department attributes tested.

  – Just as in the 2018 Survey, Caucasian residents drove the positive perceptions of all Police service aspects, and of the overall quality of life. In nearly all cases, the average satisfaction scores noted for African American, Hispanic, or mixed ethnicity residents, fell below the overall average scores for the County. Moreover, with the exception of neighborhood safety, the average ratings of tested metrics African American residents expressed the lowest averages.

  – Patterns based on educational attainment are not as clear as ethnicity, age and length of residency patterns, but it does appear that residents with some college education are more critical of the Police Department than their counterparts, with many of their average ratings falling below the County-wide scores.

Executive Summary – cont'd.

- Geographically speaking, Battlefield residents expressed the highest satisfaction in more of the tested metrics than the other regions. Conversely, Forest Park is the area most inclined toward lower ratings to the Police Department and to the overall quality of life in Prince William County. The following table summarizes these findings:

METRIC	TOP REGION	BOTTOM REGION
Quality of life in Prince William County	Battlefield	Hoadly
Police Dept.'s overall performance meets community needs	Battlefield	Forest Park
Officers are courteous and helpful to all community members	Battlefield	Forest Park
Requests for Police Assistance receive prompt response	Battlefield	Forest Park
Police Dept. treats everyone fairly regardless of race, gender, ethnic or national origin	Hoadly	Forest Park
Police Dept. provides adequate information and crime prevention programs	Battlefield	Forest Park
Police display positive attitudes and behaviors towards residents	Hoadly	Forest Park
Animal Control effectively protects residents and animals	Broad Run	Forest Park
You feel safe in your neighborhood	Battlefield	Forest Park
You feel safe visiting commercial areas in the County	Battlefield	Forest Park

Executive Summary – cont'd.

- Considering the survey results, there is not much room for improvement in terms of overall satisfaction, but the County could focus on maintaining the high scores, and on further conversion of the "satisfied" resident ratings into the "very satisfied" ones – something that is already a successful work in progress.

- With the healthy survey results in mind, there are also opportunities in targeting differences by demographic characteristics (such as the younger and newly relocated residents or ethnic minorities) and geographic areas (such as Forest Park) where ratings fall below the average on many researched aspects.

- Finally, consideration could be given to tackling some of the problems cited by residents as suggestions for improvement. While many insisted the County is already doing a good job, issues such as overcrowding and traffic have been repeated across other survey results and are currently voiced after concerns with policing.

Survey Results

1. Quality of Life

Quality of Life

| AVG | 7.5 | 8.0 | ⬆ |

| Overall Satisfied | 95% | 98% | |
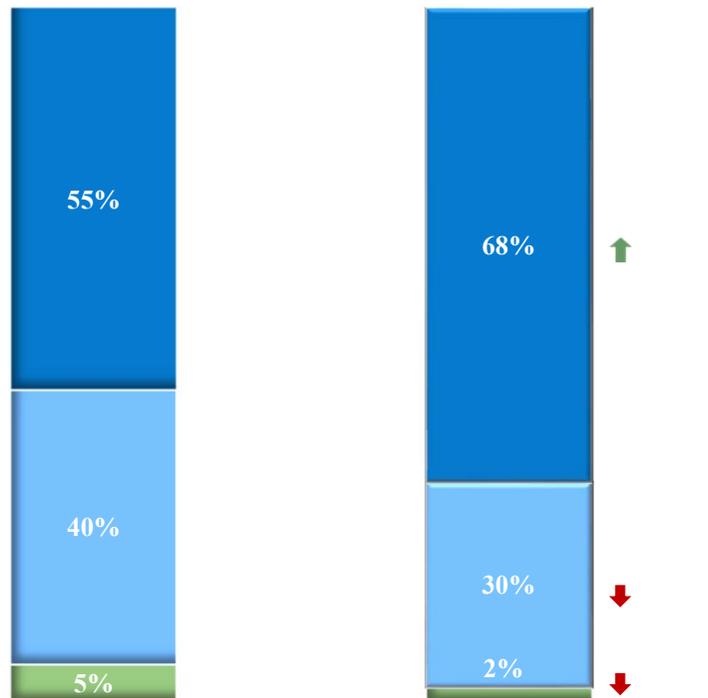
- Dissatisfied (0-4)   ⬜ Satisfied (5-7)   ⬛ Very satisfied (8-10)

2018 (n=1599)

55%

40%

5%

2020 (n=822)

68% ⬆

30% ⬇

2% ⬇

- The overwhelming majority of residents feel positive about the quality of life in Prince William County. Nearly all (98%) indicate they are at least satisfied with this aspect, with roughly seven-in-ten (68%) being very satisfied.

- Impressively, this result represents a notable improvement over the 2018 overall score of 95% satisfied.

  – The proportion of those dissatisfied dropped significantly over the past 2 years, while the proportion of those awarding the County the highest scores of 8-10 observably increased.

  – This elevated the average satisfaction score from 7.5 to 8.5 on the 10-point scale.

Due to weighting and rounding percentages may not add to 100%.

Q1. [Base: Total respondents excluding "Not sure"/Refused responses] Overall, how satisfied would you say you are with the quality of life in Prince William County? Please use a scale from 0 to 10, where 0 means you are completely dissatisfied and 10 means you are completely satisfied. You can use any number between 0 and 10 to express how you feel.

Quality of Life – by Region

Quality of Life:
Very Satisfied (8-10) by Region

AVG

A
- Battlefield 2018 (n=266) — 59% — 7.5
- Battlefield 2020 (n=137) — 78% EFG — 8.4 CDEFG

B
- Broad Run 2018 (n=247) — 51% — 7.4
- Broad Run 2020 (n=127) — 74% FG — 8.3 CEFG

C
- Belmont/Potomac 2018 (n=238) — 57% — 7.6
- Belmont/Potomac 2020 (n=123) — 69% — 7.8

D
- Old Bridge 2018 (n=214) — 50% — 7.4
- Old Bridge 2020 (n=110) — 69% — 8.0

E
- Dale 2018 (n=261) — 58% — 7.5
- Dale 2020 (n=133) — 65% — 7.9

F
- Forest Park 2018 (n=194) — 50% — 7.1
- Forest Park 2020 (n=100) — 60% — 7.8

G
- Hoadly 2018 (n=174) — 61% — 7.8
- Hoadly 2020 (n=88) — 58% — 7.8
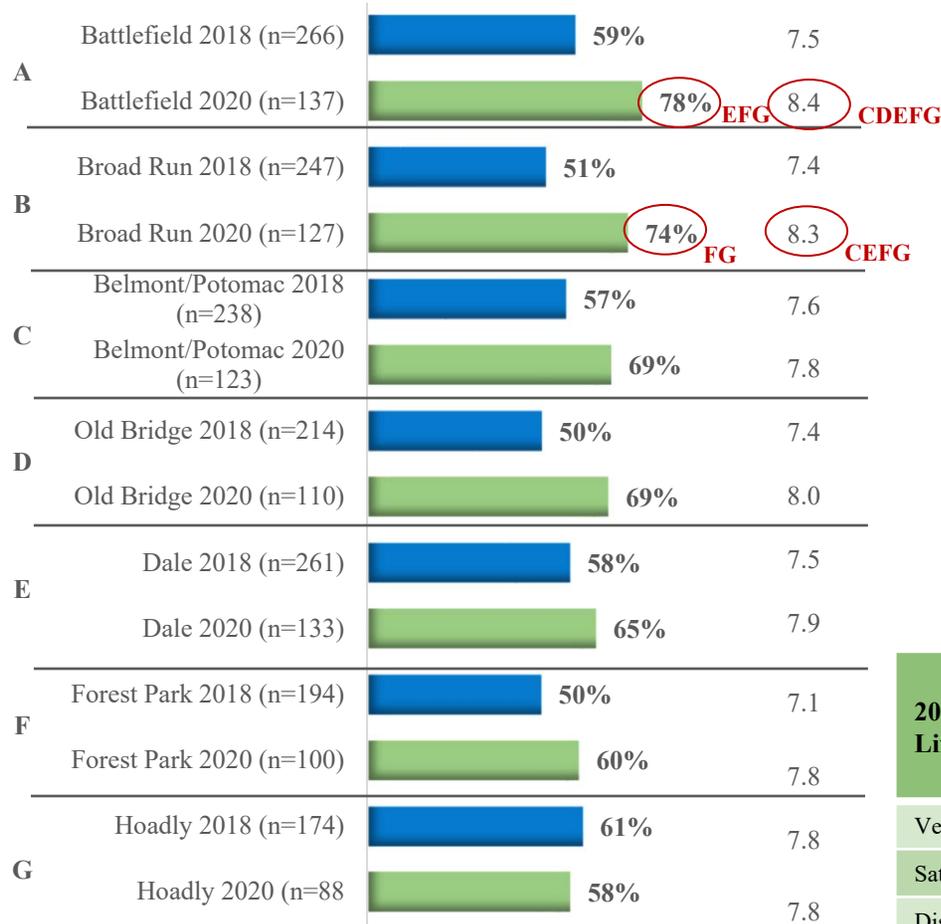
⭕ = *significant difference among regions*

- The overall lift in residents' satisfaction with the quality of life in the County is attributable to increases across all regions, with the exception of Hoadly.

  – The most substantial increases are noted for Broad Run (+23 points), Battlefield and Old Bridge (+19 points each).

- This year, Battlefield leads the way, with more than three-quarters (78%) satisfied, which is significantly more than in any other area of the County.

  – An average resident of Battlefield rates their satisfaction with the quality of life in the County as 8.4 on the 10-point scale.

2020 Quality of Life	Battlefield	Broad Run	Belmont/ Potomac	Old Bridge	Dale	Forest Park	Hoadly
Very satisfied (8-10)	78%	74%	69%	69%	65%	60%	58%
Satisfied (5-7)	21%	25%	27%	31%	33%	36%	39%
Dissatisfied (0-4)	1%	1%	4%	1%	2%	4%	3%

Due to weighting and rounding percentages may not add to 100%.

Q1. [Base: Total respondents excluding "Not sure"/Refused responses] Overall, how satisfied would you say you are with the quality of life in Prince William County? Please use a scale from 0 to 10, where 0 means you are completely dissatisfied and 10 means you are completely satisfied. You can use any number between 0 and 10 to express how you feel.

Quality of Life – by Age

AVG

A   Age 18-34
     (n=261)   65%   33%   2%   7.9

B   Age 35-54
     (n=345)   68%   30%   2%   8.0

C   Age 55+
     (n=210)   73%   24%   3%   8.1

■ Very satisfied (8-10)   ■ Satisfied (5-7)   ■ Dissatisfied (0-4)

⬭ = significant difference among respondent segments
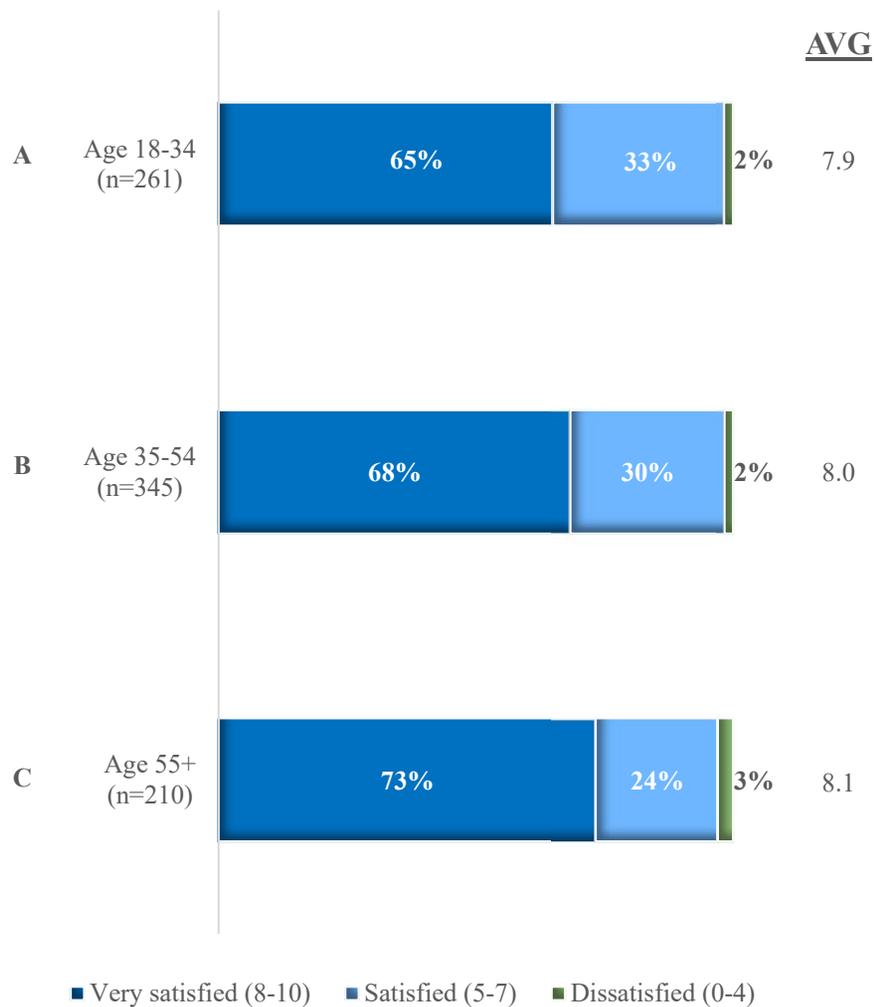
- Mirroring the patterns observed in 2018, the oldest resident segment (those aged 55+) is more likely to rate the quality of life in Prince William County higher than their younger counterparts.

  – This is particularly true when compared to residents under the age of 34. Specifically, approximately three-quarters (73%) of residents aged 55+ give the quality of life in the County the highest ratings of 8-10, as compared to roughly two-thirds (65%) of those aged 18-34.

Due to weighting and rounding percentages may not add to 100%.

Q1. [Base: Total respondents excluding "Not sure"/Refused responses] Overall, how satisfied would you say you are with the quality of life in Prince William County? Please use a scale from 0 to 10, where 0 means you are completely dissatisfied and 10 means you are completely satisfied. You can use any number between 0 and 10 to express how you feel.

Quality of Life – by Length of Residency

AVG

A	0-5 years (n=178)	66% · 32% · 3% — 7.9
B	6-15 years (n=251)	68% · 31% · 0% — 8.1
C	16-25 years (n=238)	70% · 29% · 2% — 8.1
D	26+ years (n=156)	69% · 26% · 5% **BC** — 7.9

■ Very satisfied (8-10)   ■ Satisfied (5-7)   ■ Dissatisfied (0-4)

⬭ = significant difference among respondent segments
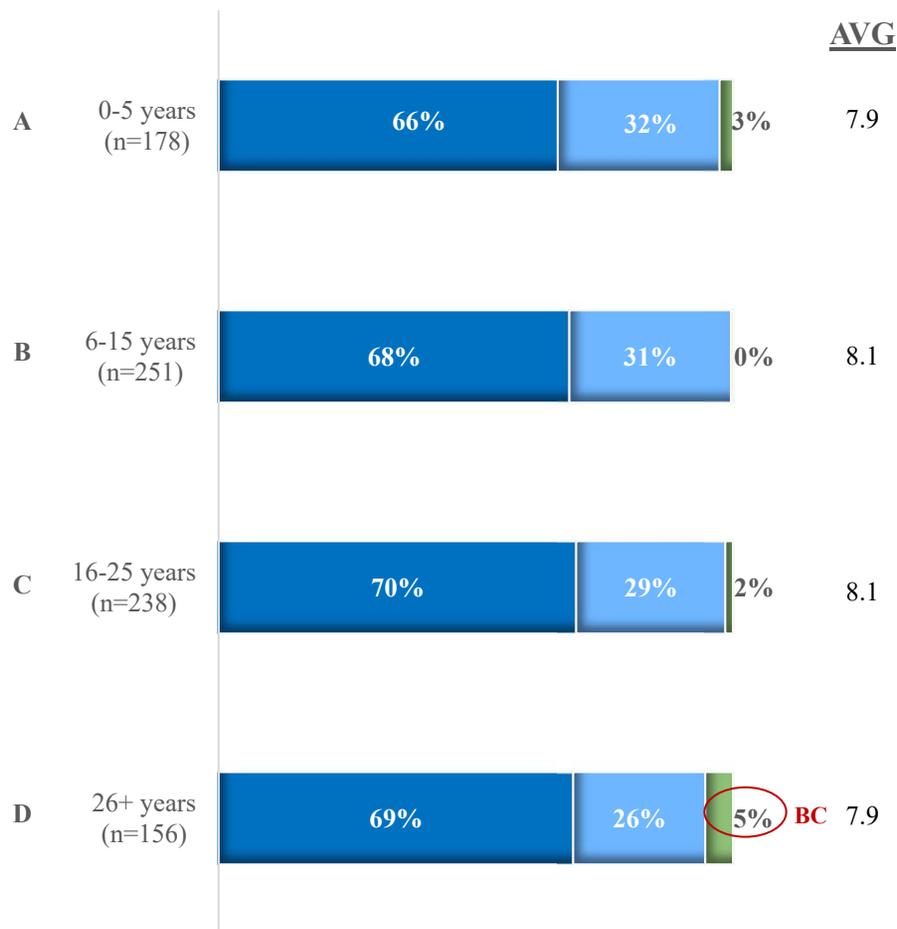
- Again, just as in 2018, residents in the County with the longest tenures (26+ years) are significantly more likely than those with shorter tenures to express dissatisfaction with the overall quality of life in the area.

  – This being said, only 5% of these long-term residents give the County a rating of 4 or less on the 1-to-10 scale on this metric.

Due to weighting and rounding percentages may not add to 100%.

Q1. [Base: Total respondents excluding "Not sure"/Refused responses] Overall, how satisfied would you say you are with the quality of life in Prince William County? Please use a scale from 0 to 10, where 0 means you are completely dissatisfied and 10 means you are completely satisfied. You can use any number between 0 and 10 to express how you feel.

Quality of Life – by Education

AVG

A	High school or less (n=157)	68% 28% 5%	CD 8.0
B	Some college (n=191)	65% 32% 3%	C 7.9
C	4-year college grad (n=254)	72% 27% 0%	8.2 B
D	Grad degree (n=208)	66% 33% <1%	8.0

■ Very satisfied (8-10)　■ Satisfied (5-7)　■ Dissatisfied (0-4)
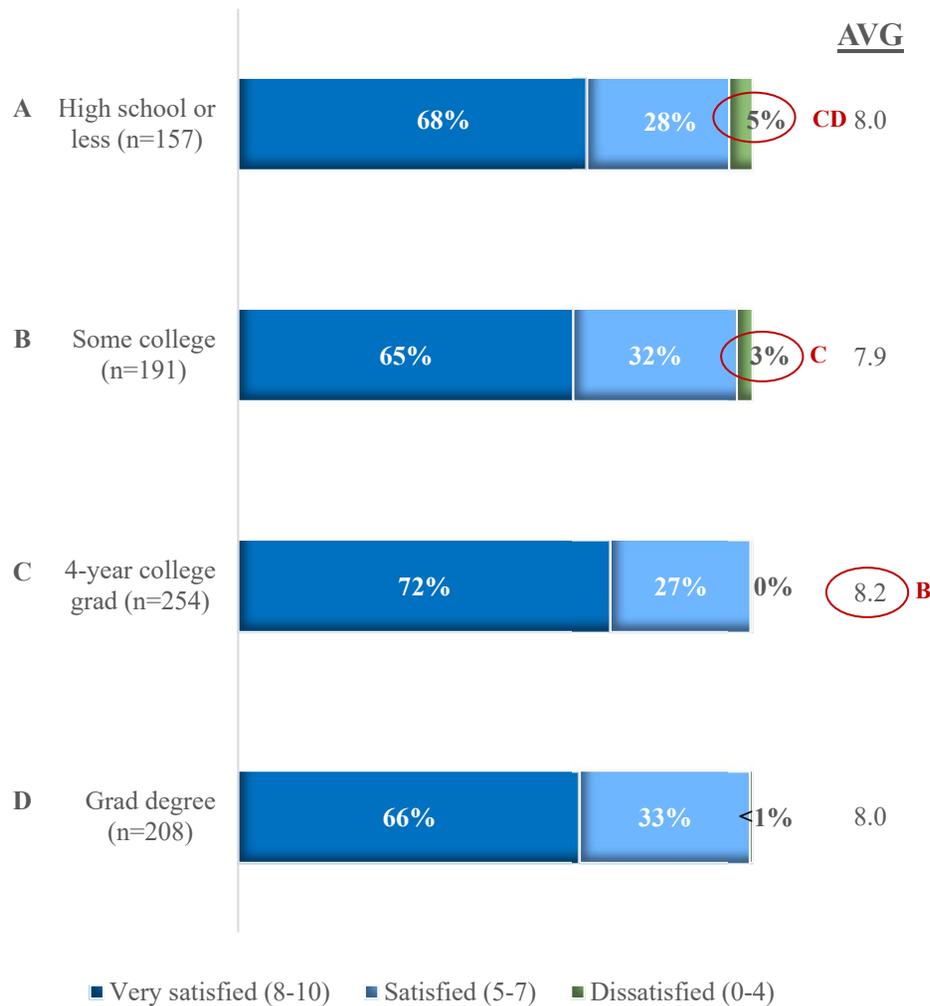
⬭ = significant difference among respondent segments

- Residents' satisfaction with the quality of life in Prince William County is inversely proportional to their educational attainment. While this metric receives high scores across all education segments, citizens who have a high school diploma or less are most likely to express dissatisfaction (5%), followed by those with some college (3%).

- On average, satisfaction with the quality of life peaks among respondents with a 4-year college degree (8.2 on the 10-point scale).

Due to weighting and rounding percentages may not add to 100%.

Q1. [Base: Total respondents excluding "Not sure"/Refused responses] Overall, how satisfied would you say you are with the quality of life in Prince William County? Please use a scale from 0 to 10, where 0 means you are completely dissatisfied and 10 means you are completely satisfied. You can use any number between 0 and 10 to express how you feel.

Quality of Life – by Ethnicity
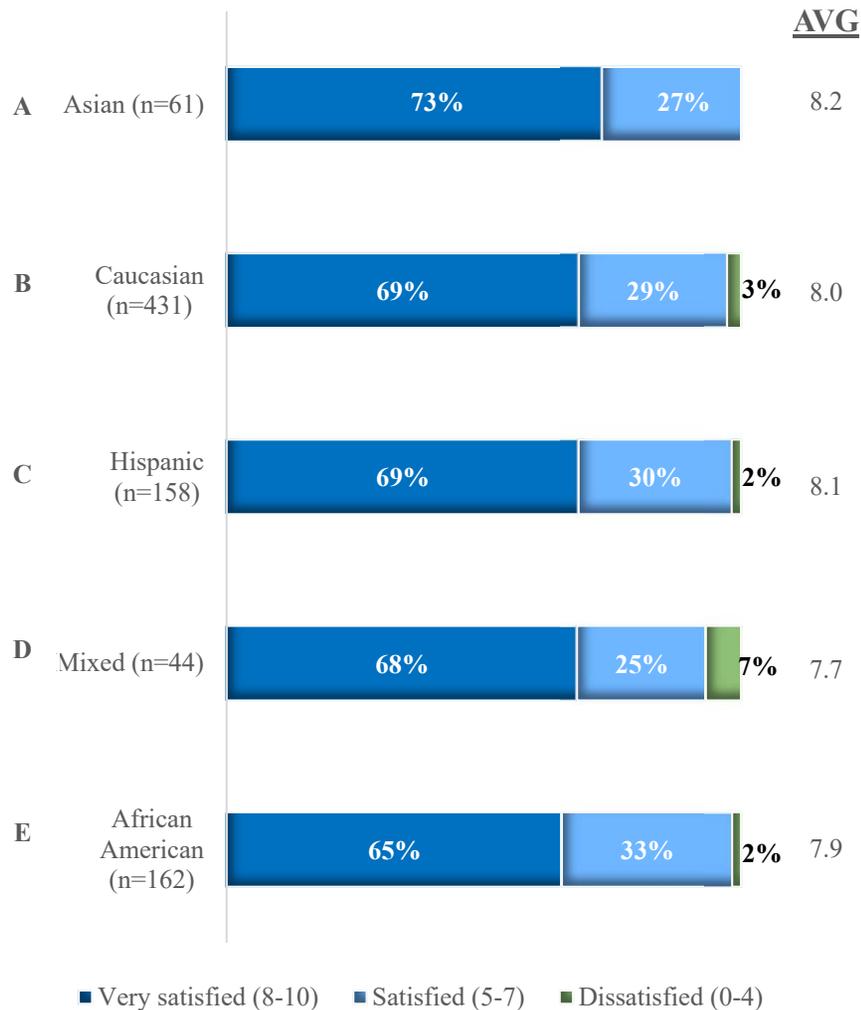
		AVG
A	Asian (n=61)	8.2
B	Caucasian (n=431)	8.0
C	Hispanic (n=158)	8.1
D	Mixed (n=44)	7.7
E	African American (n=162)	7.9

A Asian (n=61): 73% | 27% — 8.2

B Caucasian (n=431): 69% | 29% | 3% — 8.0

C Hispanic (n=158): 69% | 30% | 2% — 8.1

D Mixed (n=44): 68% | 25% | 7% — 7.7

E African American (n=162): 65% | 33% | 2% — 7.9

■ Very satisfied (8-10)   ■ Satisfied (5-7)   ■ Dissatisfied (0-4)

○ = significant difference among respondent segments

- Asian residents are more likely to rate their overall Quality of Life very satisfied (73%).

- A total of 69% of Caucasian and Hispanic residents say they are very satisfied their Quality of life; closely followed by Mixed Ethnicity residents (68%).

  - With that being said, the Ethnically Mixed residents are more likely to voice dissatisfaction with their overall quality of life at 7%.

Due to weighting and rounding percentages may not add to 100%.

Q2A. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you with the Prince William County's Police Department's overall performance meets community needs? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Quality of Life – by Presence of Children in Household

AVG

A   Children under 18 in the household (n=343)

68%   30%   1%   8.1

B   No children under 18 in the household (n=479)

68%   29%   3%   8.0
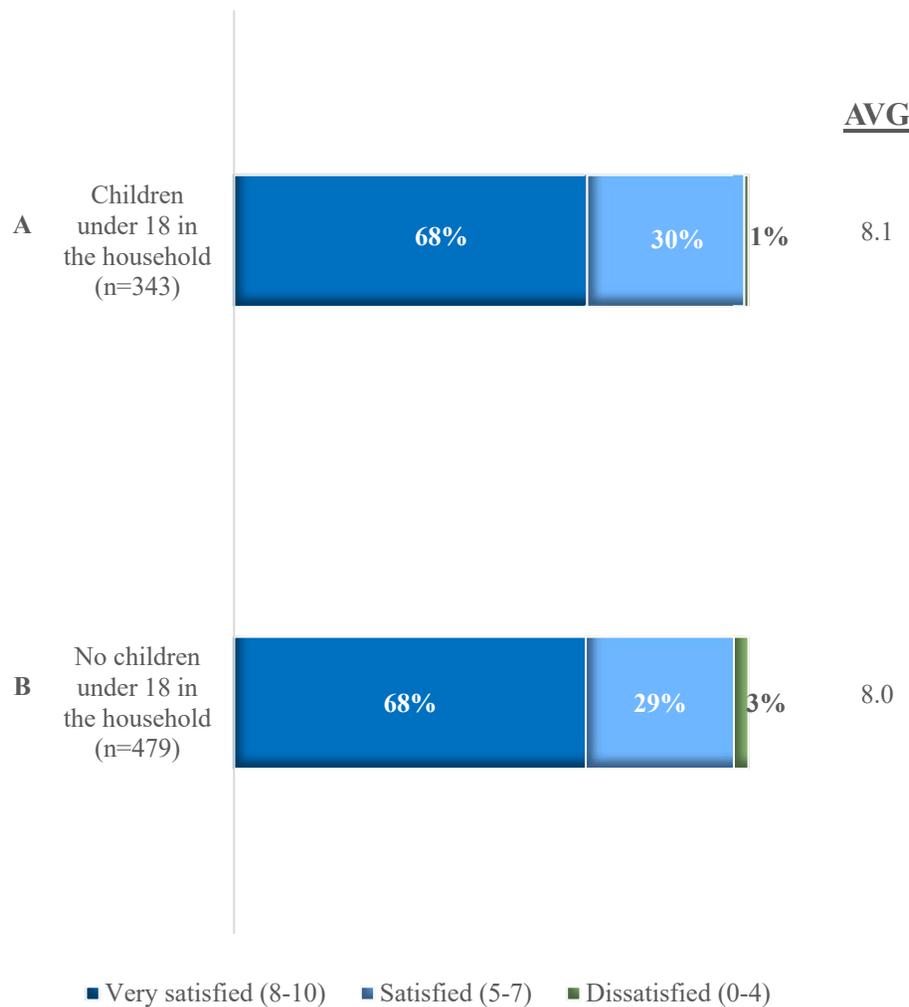
- Residents with no children under the age of 18 in the household are more likely than their counterparts to report dissatisfaction with the quality of life in Prince William County.

  – A total of 3% of those with no children rate this metric between 0 and 4 on the 10-point scale, as compared to only 1% of those who do have kids at home.

■ Very satisfied (8-10)   ■ Satisfied (5-7)   ■ Dissatisfied (0-4)

◯ = *significant difference among respondent segments*

Due to weighting and rounding percentages may not add to 100%.

Q1. [Base: Total respondents excluding "Not sure"/Refused responses] Overall, how satisfied would you say you are with the quality of life in Prince William County? Please use a scale from 0 to 10, where 0 means you are completely dissatisfied and 10 means you are completely satisfied. You can use any number between 0 and 10 to express how you feel.

Quality of Life – cont'd.

- Only 7% of Prince William County residents (n=58) rate their overall satisfaction with quality of life in the area as 5 or less on the 10-point scale. These respondents cite a range of reasons for the relatively low ratings, but each issue is mentioned by only a handful of individuals.

- The table below summarizes residents' reasons for dissatisfaction with the quality of life in the County.

2020 Reasons Why Rated Satisfaction with Quality of Life in Prince William County as ≤ 5 on the 0-to-10 Scale*	%	N
Police issues	11%	6
Overpopulated/congested	9%	5
Crime	9%	5
Traffic	8%	5
Racial issues	6%	4
Programs for disabled	5%	3

Q1. [Base: Respondents who rated satisfaction with quality of life as 5 or less on 10-point scale] For what reasons do you feel that way?

*Note: Responses with fewer than 5% of mentions are not shown

2. Overall Performance of Police Department

Overall Performance of Police Department

AVG | 7.9 | 8.4 ⬆

Overall Satisfied | 92% | 96%

2018 (n=1571)	2020 (n=761)
67%	78% ⬆
26%	18% ⬇
8%	4% ⬇

■ Dissatisfied (0-4) ⬚ Satisfied (5-7) ■ Very satisfied (8-10)

- In comparison to the previous survey conducted in 2018, the overall performance of the Prince William County's Police Department is rated even higher this year. At 96%, the vast majority of residents are satisfied or very satisfied with this metric, and an average citizen rates it as 8.4 on the 10-point scale.

  - This is a result of a significant drop in the proportion of dissatisfied respondents (4% now vs. 8% in 2018).

  - Additionally, residents with positive opinions on the overall performance of the Department are now more likely to say they are very satisfied (an 11-point lift from 67% in 2018 to 78% in 2020) and less likely to say they are just satisfied (an 8-point drop from 26% to 18%).
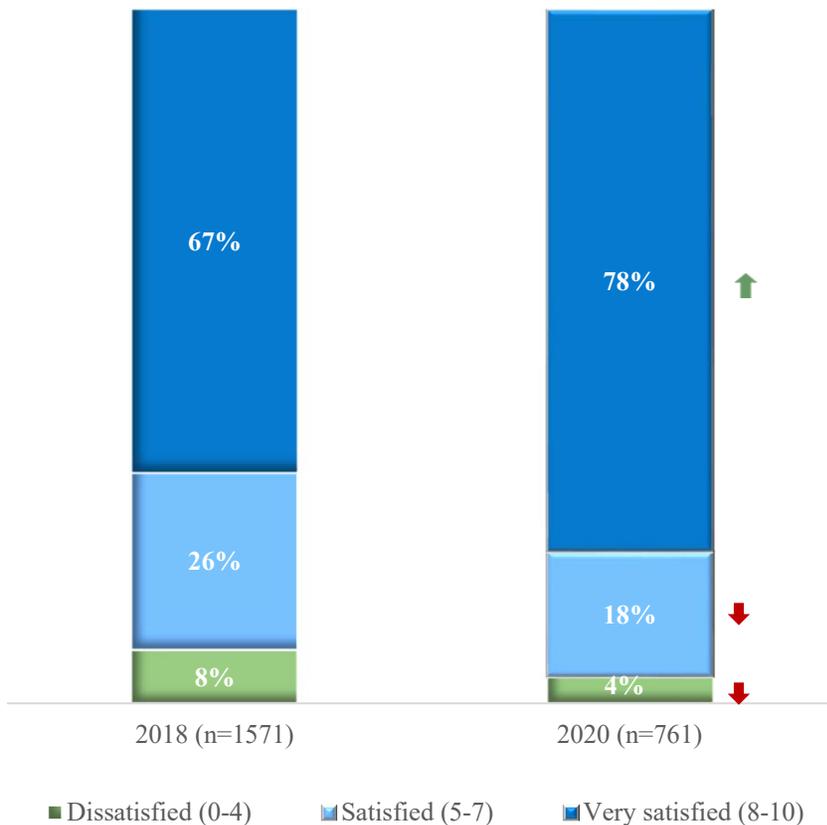
Due to weighting and rounding percentages may not add to 100%.

Q2A. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you with the Prince William County's Police Department's overall performance meets community needs? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Overall Performance of Police Department – by Region

Overall Performance of Police Dept.: Very Satisfied (8-10) by Region

Region		Bar	%	AVG	
A	Battlefield 2018 (n=262)		60%	7.7	
	Battlefield 2020 (n=127)		86% FG	8.7	G
B	Hoadly 2018 (n=171)		75%	8.1	
	Hoadly 2020 (n=83)		82% G	8.5	G
C	Old Bridge 2018 (n=211)		64%	7.7	
	Old Bridge 2020 (n=95)		80% G	8.3	G
D	Broad Run 2018 (n=242)		61%	7.6	
	Broad Run 2020 (n=119)		80% G	8.5	G
E	Dale 2018 (n=255)		71%	8.1	
	Dale 2020 (n=127)		77%	8.3	G
F	Belmont/Potomac 2018 (n=231)		73%	8.1	
	Belmont/Potomac 2020 (n=114)		73%	8.3	
G	Forest Park 2018 (n=194)		65%	7.8	
	Forest Park 2020 (n=93)		66%	7.8	
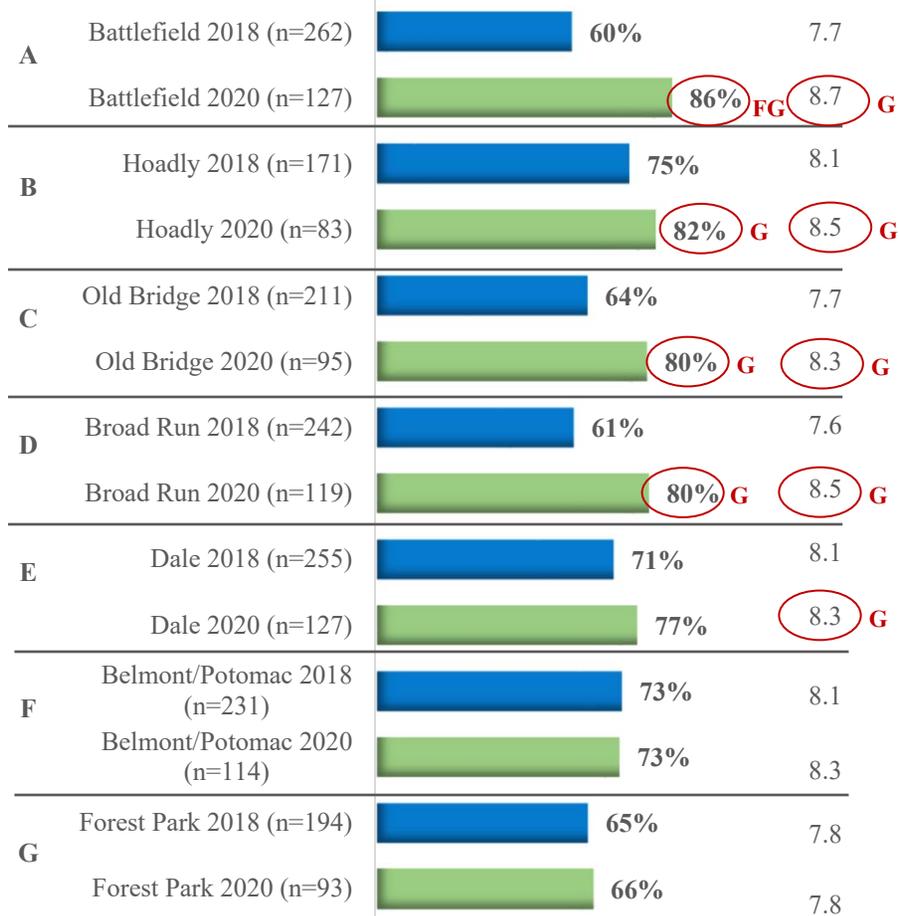
○ = *significant difference among regions*

- The noteworthy increase in residents' satisfaction that the Police Department meets community needs is driven by substantial lifts in regions such as Battlefield (+26 points), Broad Run (+19 points) and Old Bridge (+16 points).

  – The only region where the perception of Police Department's overall performance has not shown an uptick is Belmont/Potomac.

- In 2018, Hoadly was the top region on this metric, with three-quarters (75%) satisfied with the Department's overall performance. This year, Battlefield at 86% is the most likely area to rate the performance between 8 and 10 on the 10-point scale. Hoadly is second 82%). Old Bridge and Broad Run follow, with 80% very satisfied.

2020 Overall Performance of Police Department	Battlefield	Hoadly	Old Bridge	Broad Run	Dale	Belmont/ Potomac	Forest Park
Very satisfied (8-10)	86%	82%	80%	80%	77%	73%	66%
Satisfied (5-7)	11%	15%	18%	15%	19%	24%	30%
Dissatisfied (0-4)	3%	3%	2%	5%	4%	4%	4%

Due to weighting and rounding percentages may not add to 100%.

Q2A. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you with the Prince William County's Police Department's overall performance meets community needs? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Overall Performance of Police Department – by Age

AVG

A Age 18-34 (n=241): Very satisfied 66%, Satisfied 28% BC, Dissatisfied 6% E — AVG 7.9

B Age 35-54 (n=318): Very satisfied 83% A, Satisfied 15%, Dissatisfied 2% — AVG 8.6 A

C Age 55+ (n=197): Very satisfied 85% A, Satisfied 12%, Dissatisfied 2% — AVG 8.7 A
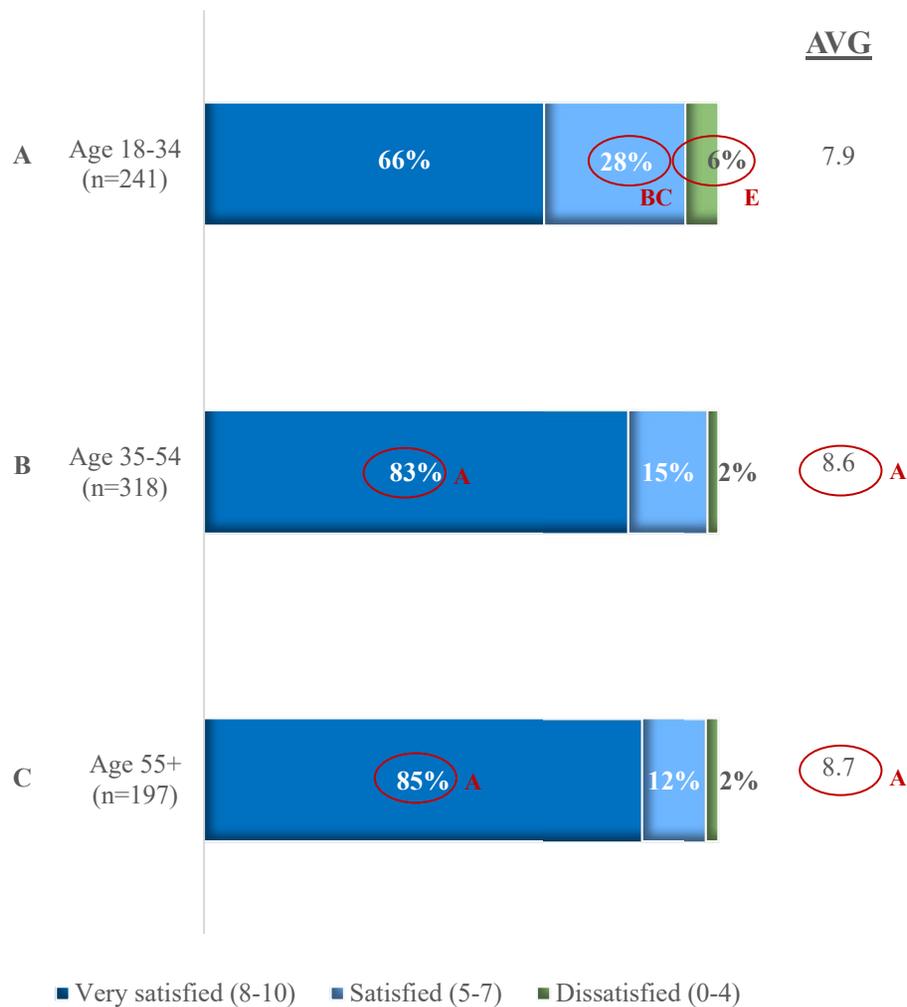
- In line with the 2018 findings, older County residents are more likely than their younger counterparts to express satisfaction with the overall performance of the Police Department.

  – In 2020, the relationship is directly proportional. That is the likelihood to be satisfied with the overall performance of the Department increases in proportion to citizens' age. Specifically, 85% of those age 55+ are very satisfied with this aspect of life in Prince William County, as compared to 83% of those age 35-54 and two-thirds (66%) of those under the age of 35.

■ Very satisfied (8-10)   ■ Satisfied (5-7)   ■ Dissatisfied (0-4)

⬭ = significant difference among respondent segments

Due to weighting and rounding percentages may not add to 100%.

Q2A. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you with the Prince William County's Police Department's overall performance meets community needs? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Overall Performance of Police Department – by Length of Residency
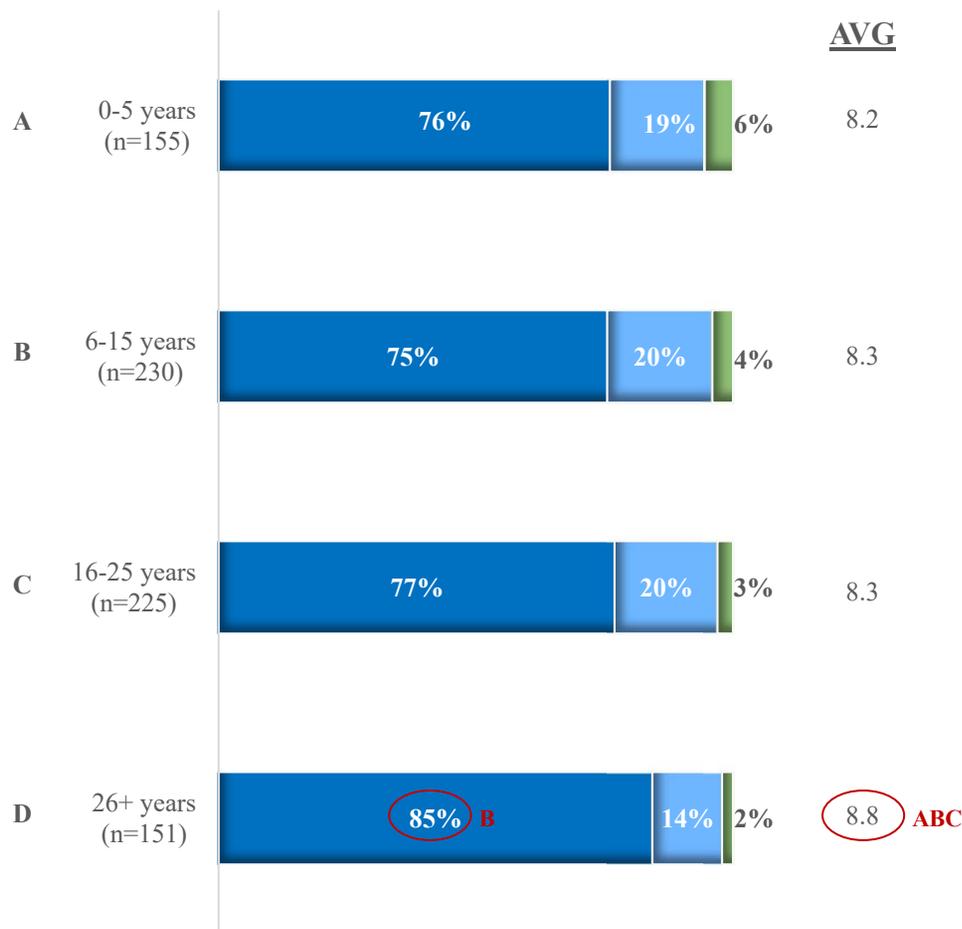
AVG

A	0-5 years (n=155)	76% 19% 6%	8.2
B	6-15 years (n=230)	75% 20% 4%	8.3
C	16-25 years (n=225)	77% 20% 3%	8.3
D	26+ years (n=151)	85% B 14% 2%	8.8 ABC

- Very satisfied (8-10)   - Satisfied (5-7)   - Dissatisfied (0-4)

◯ = significant difference among respondent segments

Due to weighting and rounding percentages may not add to 100%.

- Mirroring the patterns found for the age segments, the length of residency in the County is directly proportional to the levels of satisfaction with the Police Department's overall performance.

  - To illustrate, 85% of residents with 26+ years of tenure in Prince William County are very satisfied that the Police Department's performance meeting community needs.

  - In comparison, approximately three-quarters of those with shorter tenures feel this way (77% among those with residency of 16-25 years and 75% among those with residency of 6-15 years and 76% for those shorter than 6 years).

Q2A. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you with the Prince William County's Police Department's overall performance meets community needs? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Overall Performance of Police Department – by Education

AVG

A High school or less (n=150)   **78%** **19%** **3%**   8.5

B Some college (n=178)   **77%** **18%** **5%**   8.3

C 4-year college grad (n=233)   **76%** **22%** **2%**   8.4

D Grad degree (n=189)   **82%** **15%** **3%**   8.4

■ Very satisfied (8-10)   ■ Satisfied (5-7)   ■ Dissatisfied (0-4)

◯ = *significant difference among respondent segments*
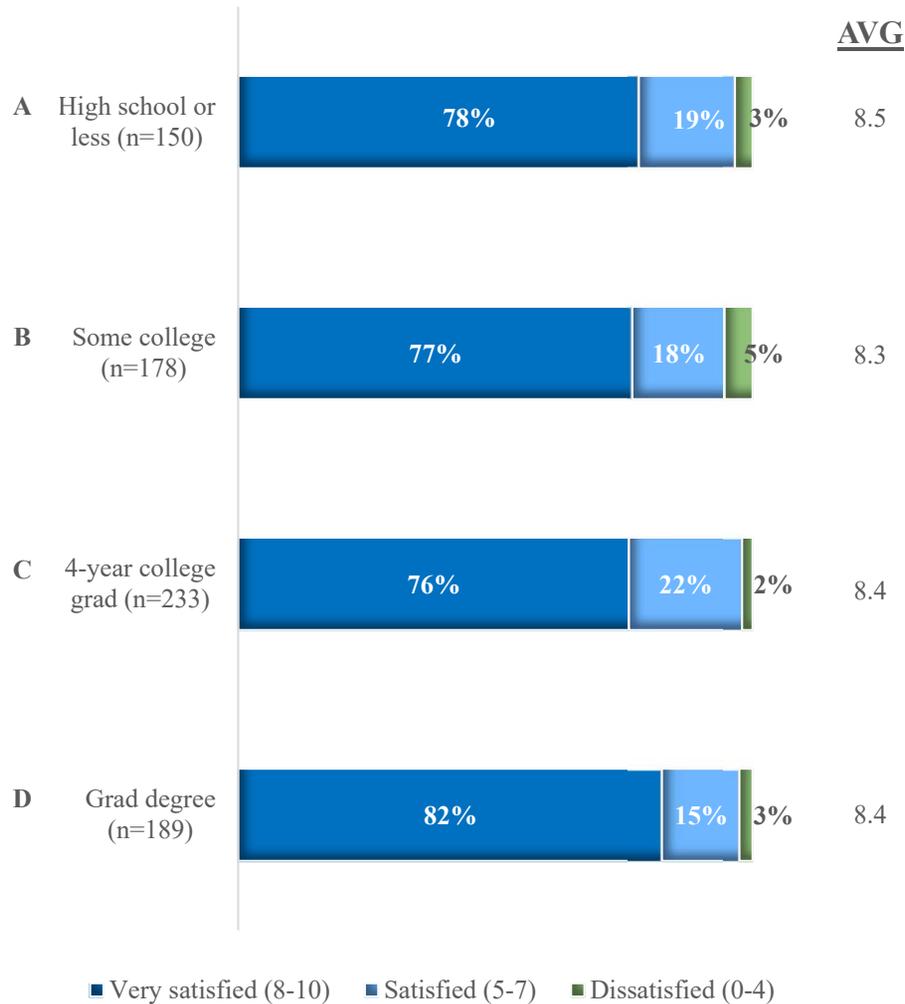
- Residents with the highest level of education (graduate degrees) are most apt to be very satisfied with the overall performance of the Prince William County Police Department.

  – More than eight-in-ten respondents representing this population segment (82%) rate this aspect of their lives in the County as 8, 9 or 10 on the 10-point satisfaction scale, as compared to 78% of those with high school diploma or less, 77% of those with some college, and 76% of 4-year college graduates.

Due to weighting and rounding percentages may not add to 100%.

Q2A. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you with the Prince William County's Police Department's overall performance meets community needs? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Overall Performance of Police Department – by Ethnicity
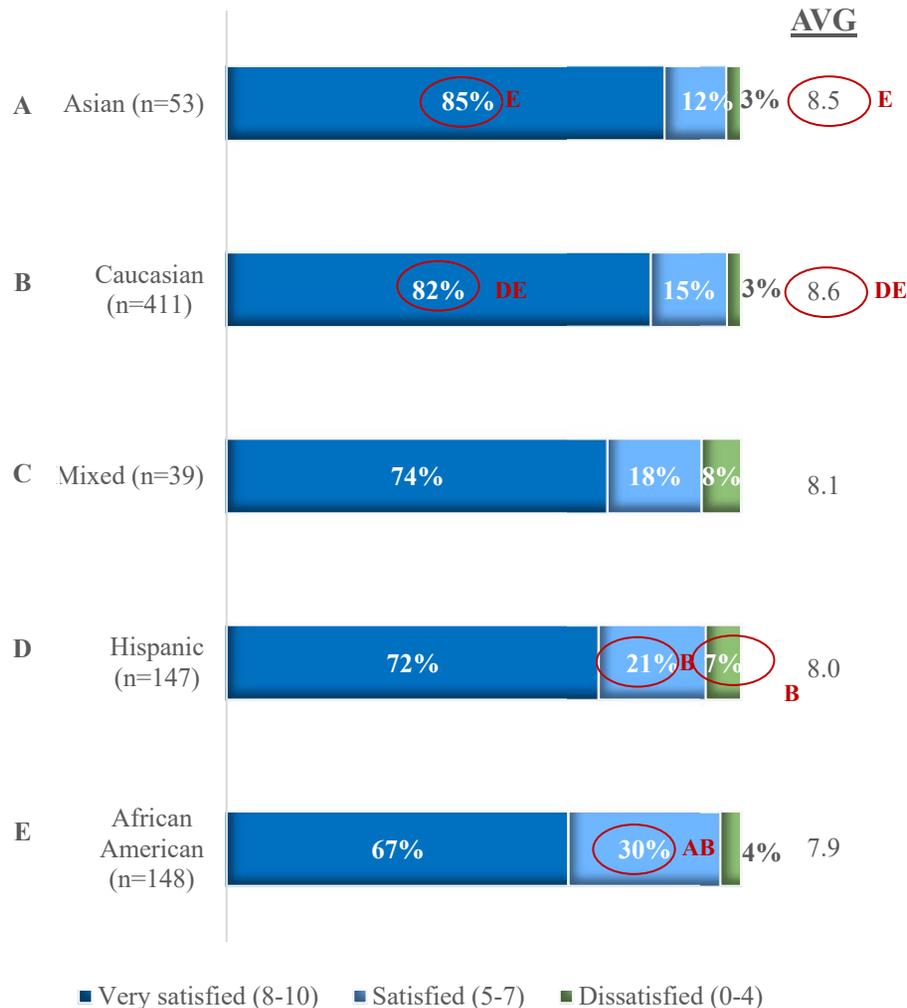
AVG

- A Asian (n=53): 85% E | 12% | 3% — 8.5 E
- B Caucasian (n=411): 82% DE | 15% | 3% — 8.6 DE
- C Mixed (n=39): 74% | 18% | 8% — 8.1
- D Hispanic (n=147): 72% | 21% B | 7% B — 8.0
- E African American (n=148): 67% | 30% AB | 4% — 7.9

Legend: ■ Very satisfied (8-10) ■ Satisfied (5-7) ■ Dissatisfied (0-4)

○ = significant difference among respondent segments
Due to weighting and rounding percentages may not add to 100%.

- More than two-thirds (67%) of African American residents, Mixed (74%), and (72%) of Hispanic residents say they are very satisfied with the overall performance of the Police Department. This is notably fewer than Asian 85% and Caucasian (82%) residents.
  - This being said, African Americans (4%), Hispanics (7%), and Mixed Ethnicity (8%) voice dissatisfaction with the overall performance of the Police Department.

- Similar pattern is noted among African Americans in the 2018 survey where African Americans are more likely to share lukewarm sentiments.
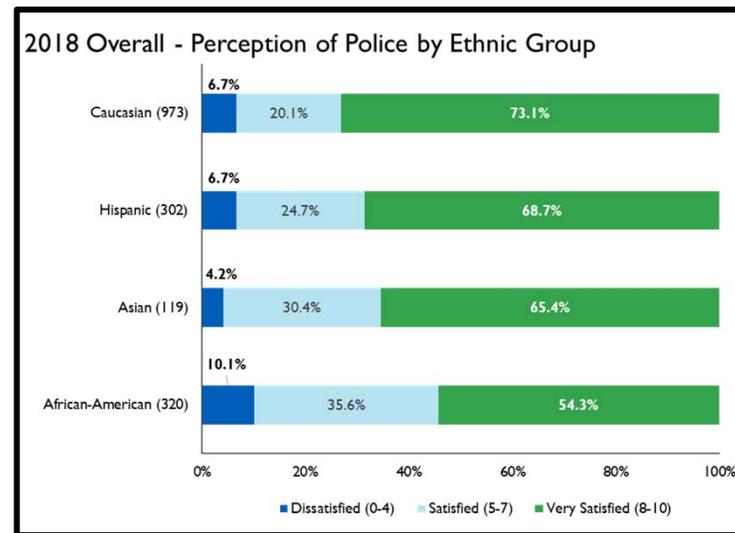
2018 Overall - Perception of Police by Ethnic Group

Ethnic Group	Dissatisfied (0-4)	Satisfied (5-7)	Very Satisfied (8-10)
Caucasian (973)	6.7%	20.1%	73.1%
Hispanic (302)	6.7%	24.7%	68.7%
Asian (119)	4.2%	30.4%	65.4%
African-American (320)	10.1%	35.6%	54.3%

Q2A. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you with the Prince William County's Police Department's overall performance meets community needs? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

3. Courtesy & Helpfulness of Police Officers

Courtesy & Helpfulness

AVG	7.9	8.5	▲
Overall Satisfied	92%	95%	

2018 (n=1537)   2020 (n=747)

66%   26%   8%

79% ▲   16% ▼   5% ▼

■ Dissatisfied (0-4)   ■ Satisfied (5-7)   ■ Very satisfied (8-10)

- Mirroring the 2018 patterns, this metric shows continued improvement, with nearly all (95%) of residents indicating satisfaction that Prince William County Police officers are courteous and helpful to all community members.

  – The lift is attributable to a significant uptick (+13 points) in the proportion of residents who are now very satisfied with this aspect of Police service, and a drop in the percentage of those who rate it as 5 or less on the 10-point scale.
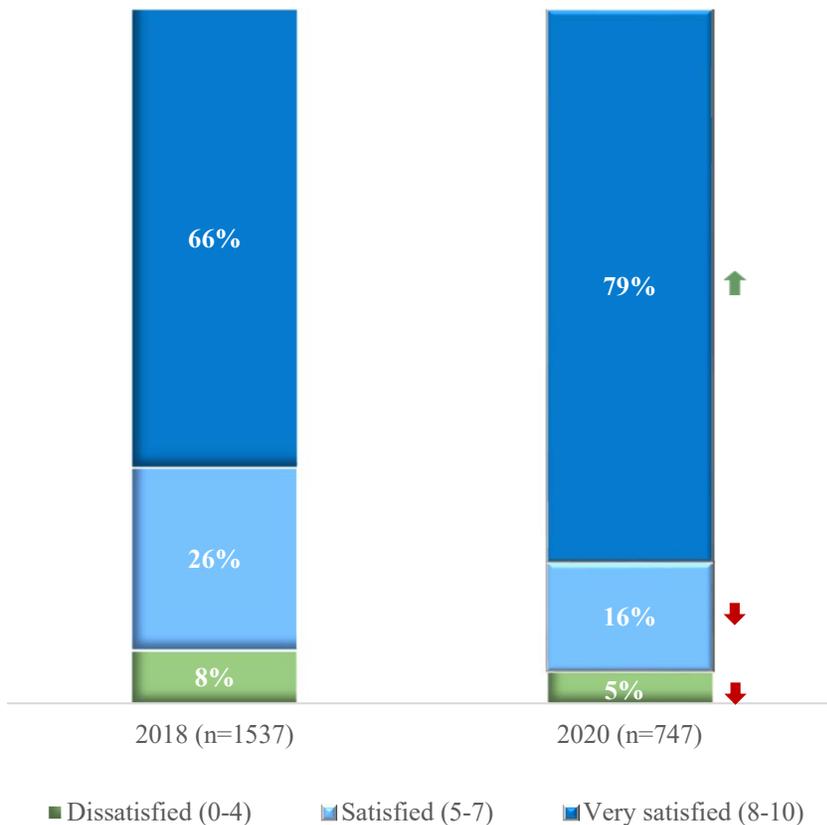
Due to weighting and rounding percentages may not add to 100%.

Q2B. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that Prince William's Police officers are courteous and helpful to all community members? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Courtesy & Helpfulness – by Region

Courtesy & Helpfulness of Officers:
Very Satisfied (8-10) by Region

AVG

A
- Battlefield 2018 (n=253) — 62% — 7.7
- Battlefield 2020 (n=120) — 88% **EFG** — 8.9 **FG**

B
- Hoadly 2018 (n=172) — 69% — 8.0
- Hoadly 2020 (n=84) — 86% **EFG** — 8.8 **G**

C
- Broad Run 2018 (n=235) — 61% — 7.6
- Broad Run 2020 (n=117) — 80% — 8.6

D
- Belmont/Potomac 2018 (n=228) — 69% — 8.0
- Belmont/Potomac 2020 (n=110) — 79% — 8.5

E
- Dale 2018 (n=248) — 73% — 8.1
- Dale 2020 (n=123) — 76% — 8.5

F
- Old Bridge 2018 (n=208) — 66% — 7.9
- Old Bridge 2020 (n=97) — 74% — 8.4

G
- Forest Park 2018 (n=190) — 63% — 7.6
- Forest Park 2020 (n=91) — 72% — 8.0
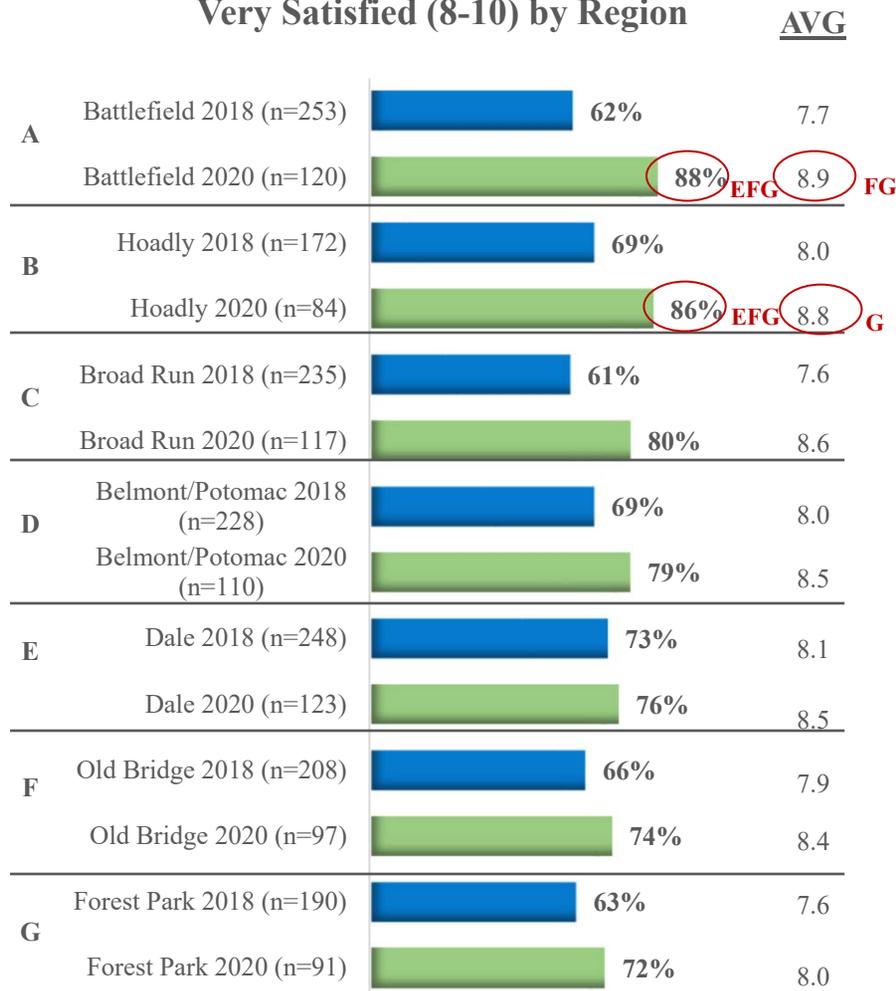
- The improvement noted in the County-wide courtesy and helpfulness score is reflected in lifts across all regions. The most substantial upticks, however, are observed in Battlefield (+26 points), Broad Run (+19 points) and Hoadly (+17 points).

- In 2018, Dale, Hoadly and Belmont/Potomac were the leading regions on this metric. This 2020 survey shows some reshuffling with Battlefield and Broad Run regions joining in the top three. Battlefield residents (88%) are most likely to be very satisfied with the courtesy and helpfulness of Police officers, followed by Hoadly (86%) and Broad Run (80%).

2020 Courtesy & Helpfulness	Battlefield	Hoadly	Broad Run	Belmont/ Potomac	Dale	Old Bridge	Forest Park
Very satisfied (8-10)	88%	86%	80%	79%	76%	74%	72%
Satisfied (5-7)	11%	11%	16%	16%	21%	23%	14%
Dissatisfied (0-4)	2%	3%	5%	5%	3%	4%	14%

⬭ = *significant difference among regions*

Q2B. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that Prince William's Police officers are courteous and helpful to all community members? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Courtesy & Helpfulness – by Age
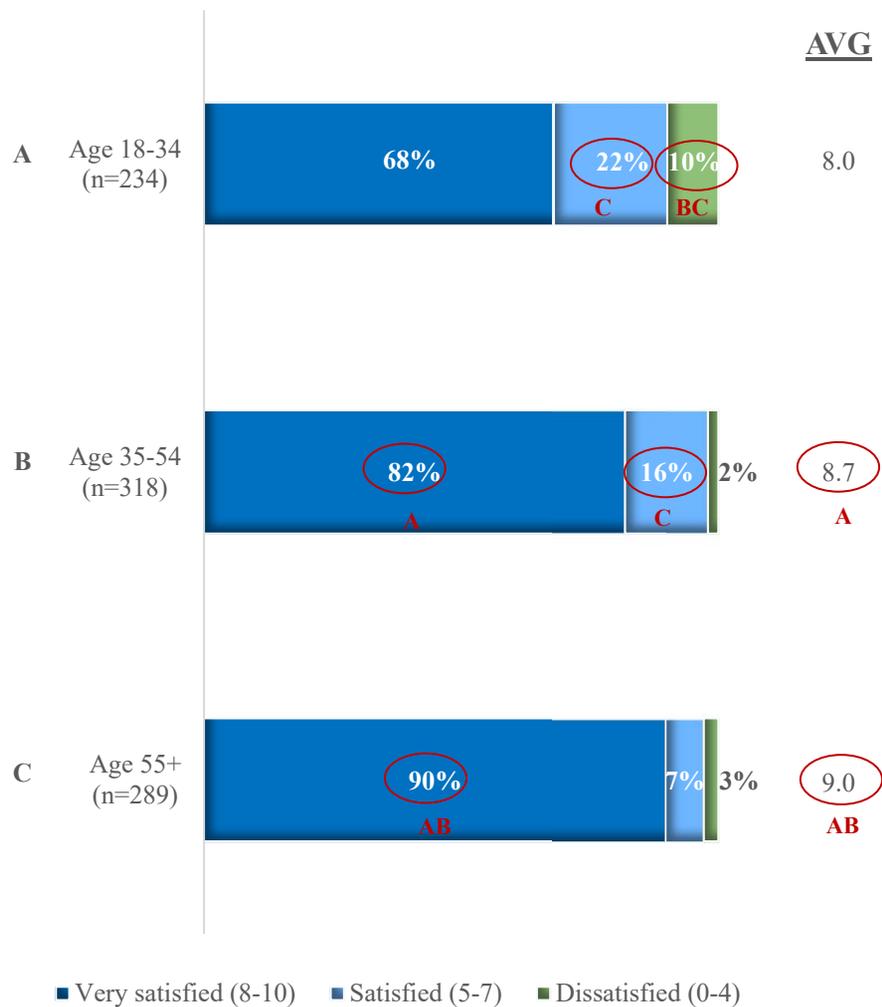
AVG

A Age 18-34 (n=234)

68%   22%   10%   8.0
       C   BC

B Age 35-54 (n=318)

82%   16%   2%   8.7
 A   C   A

C Age 55+ (n=289)

90%   7%   3%   9.0
AB   AB

■ Very satisfied (8-10)   ■ Satisfied (5-7)   ■ Dissatisfied (0-4)

◯ = *significant difference among respondent segments*

Due to weighting and rounding percentages may not add to 100%.

- As observed with previously discussed metrics, residents' likelihood to express satisfaction that Prince William County Police officers are courteous and helpful to all community members is directly proportional to their age.

  - Specifically, nine-in-ten residents aged 55+ (90%) are very satisfied with this aspect of Police service, as compared to 82% of those aged 35-54 and approximately two-thirds (68%) of those younger than 34.

  - Those in the youngest age bracket 18 – 34 are most apt to express dissatisfaction with this metric (10%).

Q2B. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that Prince William's Police officers are courteous and helpful to all community members? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Courtesy & Helpfulness – by Length of Residency

AVG

A 0-5 years (n=150)
80% | 12% | 8% D
8.5

B 6-15 years (n=229)
77% | 19% | 4%
D
8.5

C 16-25 years (n=220)
76% | 19% | 5%
AD
8.4

D 26+ years (n=148)
87% BC | 10% | 2%
9.0 ABC

■ Very satisfied (8-10)　■ Satisfied (5-7)　■ Dissatisfied (0-4)
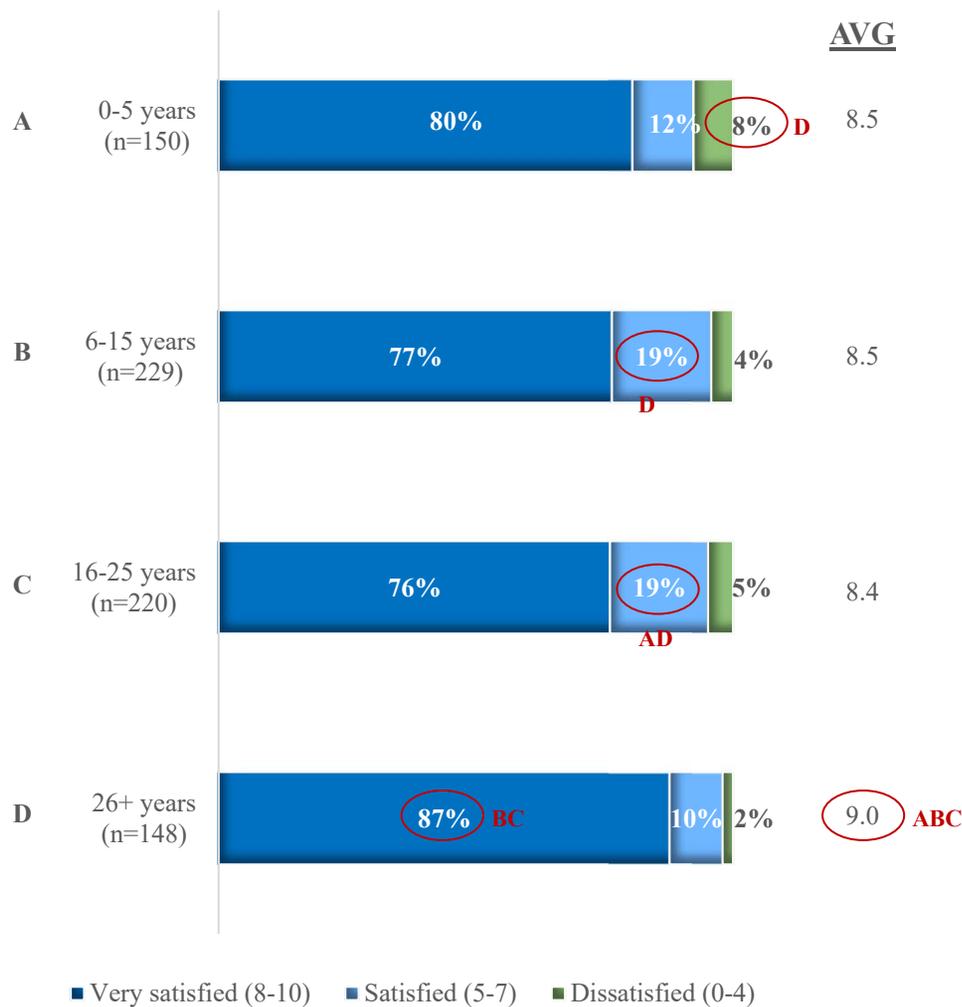
⬭ = significant difference among respondent segments

- Once again, the most tenured County residents (26+ years) are the most likely to be very satisfied with Prince William County Police officers' courtesy and helpfulness to all community members.

  - To illustrate, 87% of residents with the longest tenures give the County ratings of 8, 9 or 10 on the 10-point scale.

  - Those with the shortest tenures (0-5 years) rate very satisfied at 80% while this group are also most apt to express dissatisfaction with this metric (8%).

  - In comparison, just over three-quarters of those residing in Prince William County for 6-25 years are very satisfied.

Due to weighting and rounding percentages may not add to 100%.

Q2B. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that Prince William's Police officers are courteous and helpful to all community members? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Courtesy & Helpfulness – by Education
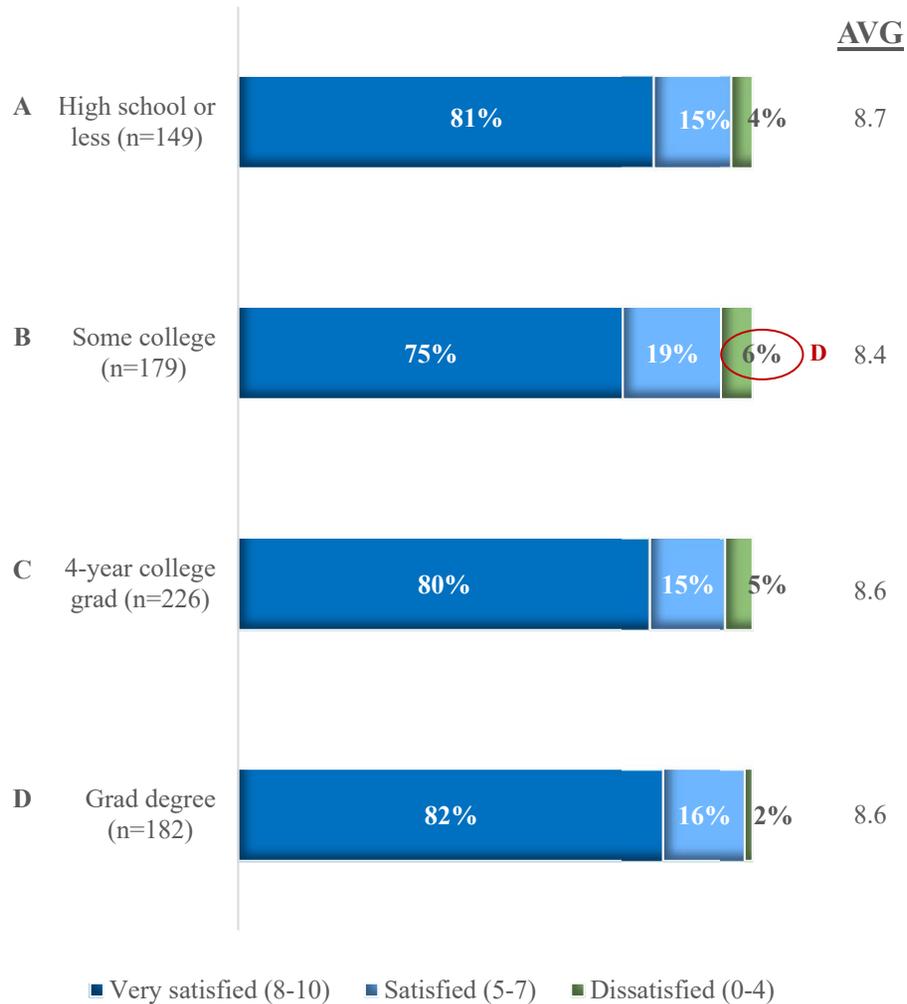
AVG

A	High school or less (n=149)	81%	15%	4%	8.7
B	Some college (n=179)	75%	19%	6% D	8.4
C	4-year college grad (n=226)	80%	15%	5%	8.6
D	Grad degree (n=182)	82%	16%	2%	8.6

■ Very satisfied (8-10)　■ Satisfied (5-7)　■ Dissatisfied (0-4)

◯ = significant difference among respondent segments

- County residents with graduate or professional degrees beyond college are notably more likely than their counterparts with some college education to feel positive about the courtesy and helpfulness of local Police officers (82% vs. 75%).

- High satisfaction with this metric is noted across all resident segments, as reflected in average scores of well above 8 on the 10-point scale. This being said, dissatisfaction rates peak among residents with some college (6%) and a 4-year college degree (5%).

Due to weighting and rounding percentages may not add to 100%.

Q2B. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that Prince William's Police officers are courteous and helpful to all community members? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Courtesy & Helpfulness – by Ethnicity

AVG

	Very satisfied (8-10)	Satisfied (5-7)	Dissatisfied (0-4)	AVG
A Caucasian (n=404)	85%	12%	3%	8.8
	CDE			CDE
B Asian (n=51)	79%	21%		8.7
C Hispanic (n=145)	76%	17%	7%	8.3
D Mixed (n=43)	70%	23%	7%	8.1
E African American (n=143)	70%	21%	9%	8.1
		AC		

■ Very satisfied (8-10) ■ Satisfied (5-7) ■ Dissatisfied (0-4)
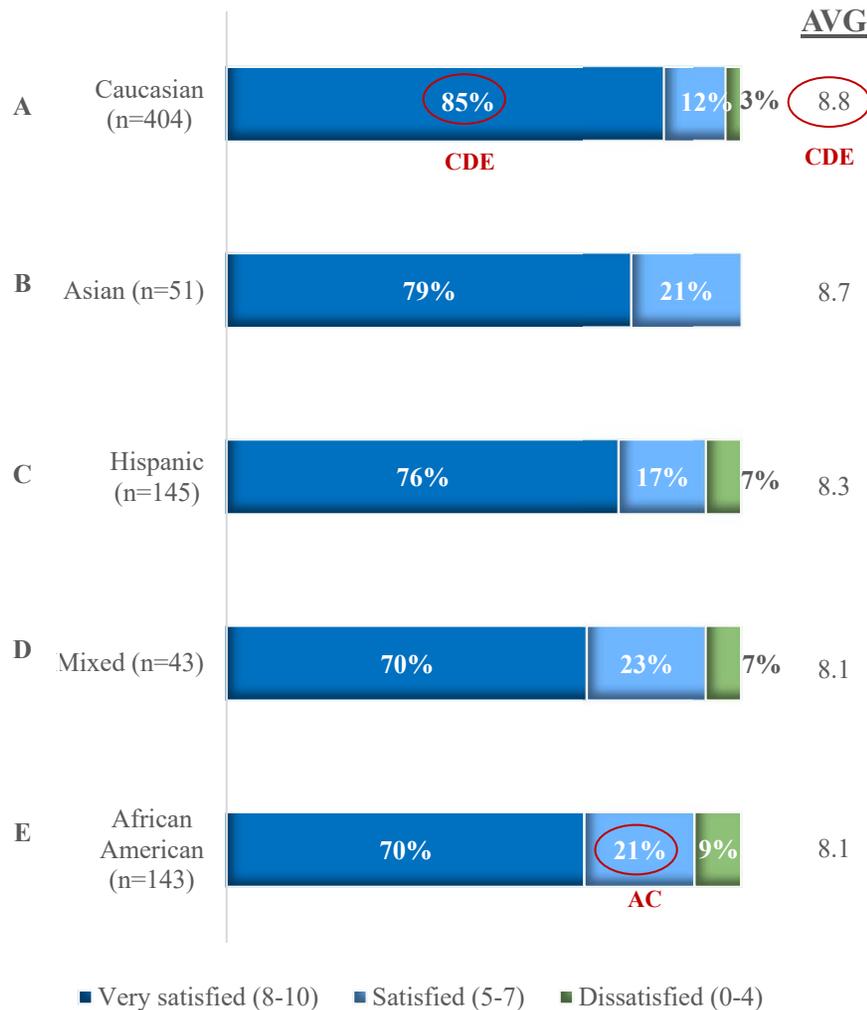
⬭ = *significant difference among respondent segments*

- In keeping with the 2018 findings, Caucasian residents are most likely to be very satisfied that Police officers are courteous and helpful to all community members.
  - 85% of Caucasian's feel this way, as compared to significantly lower results noted among Hispanic residents (76%) and African American and Mixed Ethnicity residents (70% each).

- Again mirroring the 2018 findings African American residents are most apt to say they are dissatisfied.
  - A total of 9% of African Americans, 7% of Hispanics, and 7% of Mixes Ethnicity, are dissatisfied that the officers are courteous and helpful to all in 2020.
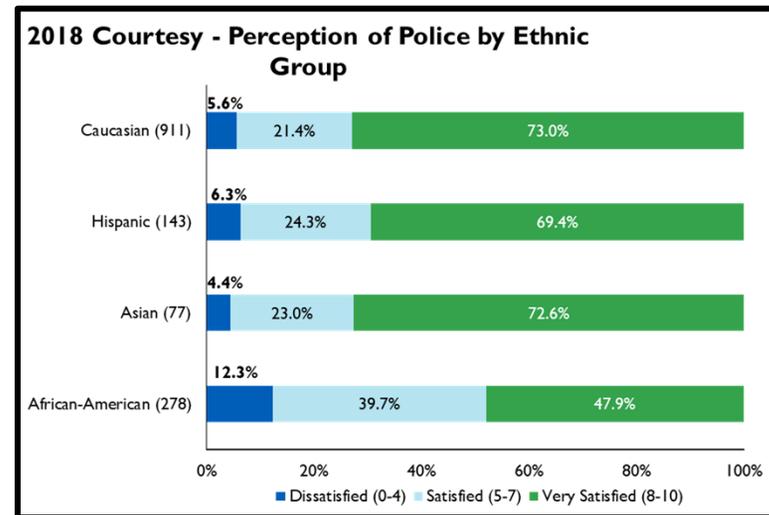
2018 Courtesy - Perception of Police by Ethnic Group

	Dissatisfied (0-4)	Satisfied (5-7)	Very Satisfied (8-10)
Caucasian (911)	5.6%	21.4%	73.0%
Hispanic (143)	6.3%	24.3%	69.4%
Asian (77)	4.4%	23.0%	72.6%
African-American (278)	12.3%	39.7%	47.9%

■ Dissatisfied (0-4) ■ Satisfied (5-7) ■ Very Satisfied (8-10)

Due to weighting and rounding percentages may not add to 100%.

Q2B. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that Prince William's Police officers are courteous and helpful to all community members? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

4. Promptness of Police Department

Promptness

	2018	2020	
<u>AVG</u>	8.2	8.6	⬆
<u>Overall Satisfied</u>	94%	97%	

2018: Very satisfied 73%, Satisfied 21%, Dissatisfied 6%
2020: Very satisfied 81% ⬆, Satisfied 16% ⬇, Dissatisfied 3% ⬇

2018 (n=1481)   2020 (n=699)
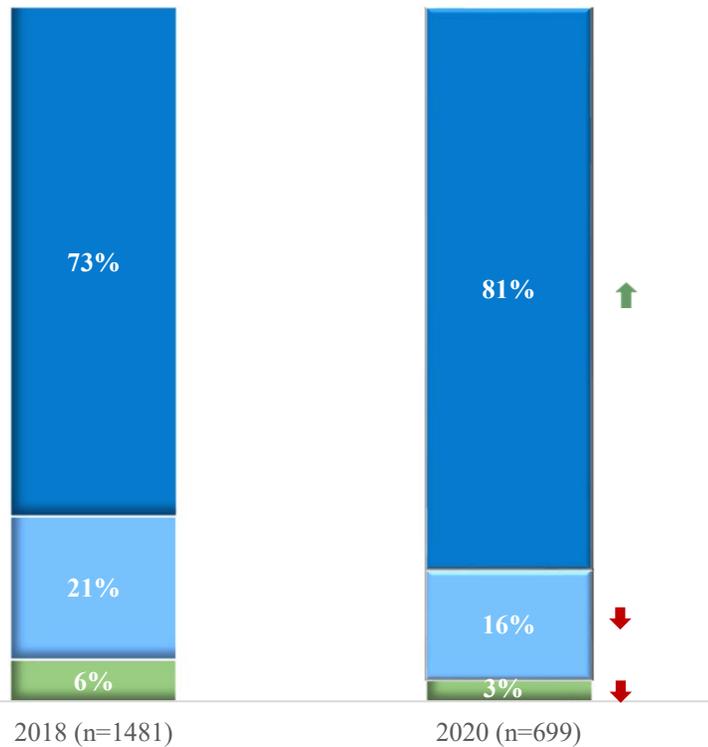
■ Dissatisfied (0-4)   ▨ Satisfied (5-7)   ▣ Very satisfied (8-10)

- In keeping with the prevailing pattern, the perception of Prince William County Police promptness has improved since 2018. At present, nearly all (97%) of the County residents are satisfied or very satisfied that requests for Police Assistance receive prompt response.

  – The 3-point lift is attributable to an observable drop in the proportion of residents dissatisfied with the Department's promptness (3% now vs. 6% in 2018).

  – Additionally, there has been a shift away from the satisfied ratings (5-7 on the 10-point scale) to very satisfied ratings (8 and above). To illustrate, more than eight-in-ten residents (81%) are now very satisfied, as compared to 73% noted in the previous survey.

Due to weighting and rounding percentages may not add to 100%.

Q2C. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that requests for Prince William's Police Assistance receive prompt response? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Promptness – by Region

Promptness of Police Dept.: Very Satisfied (8-10) by Region
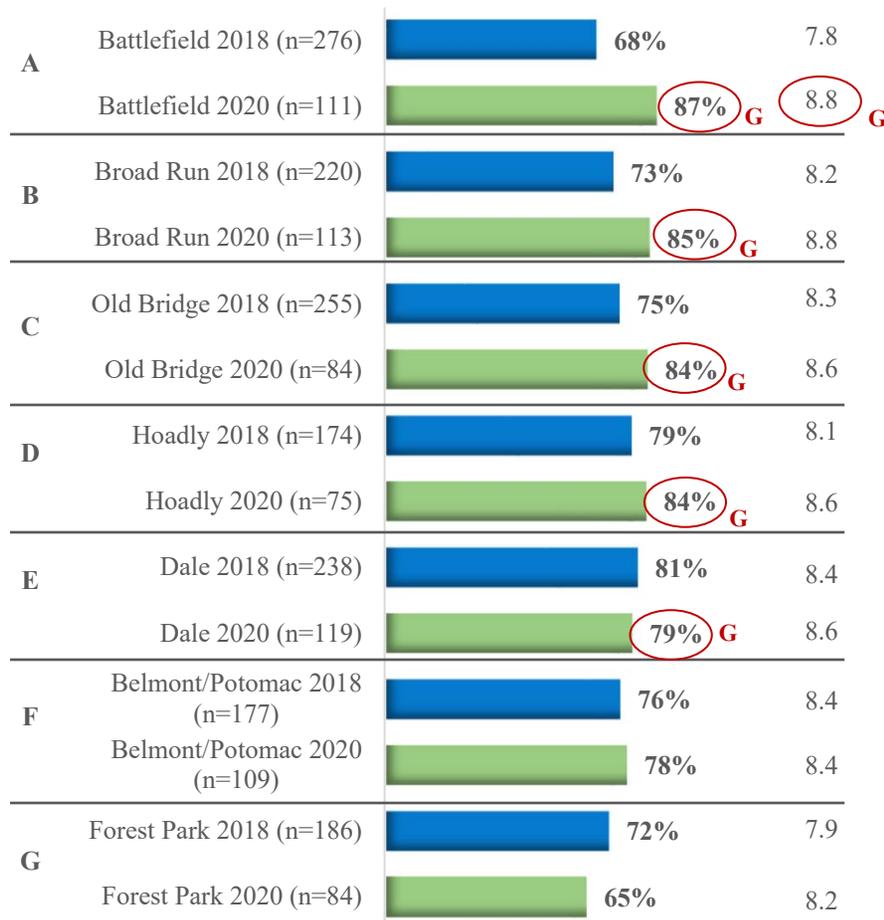
Region		%	AVG
A	Battlefield 2018 (n=276)	68%	7.8
	Battlefield 2020 (n=111)	87% G	8.8 G
B	Broad Run 2018 (n=220)	73%	8.2
	Broad Run 2020 (n=113)	85% G	8.8
C	Old Bridge 2018 (n=255)	75%	8.3
	Old Bridge 2020 (n=84)	84% G	8.6
D	Hoadly 2018 (n=174)	79%	8.1
	Hoadly 2020 (n=75)	84% G	8.6
E	Dale 2018 (n=238)	81%	8.4
	Dale 2020 (n=119)	79% G	8.6
F	Belmont/Potomac 2018 (n=177)	76%	8.4
	Belmont/Potomac 2020 (n=109)	78%	8.4
G	Forest Park 2018 (n=186)	72%	7.9
	Forest Park 2020 (n=84)	65%	8.2

○ = significant difference among regions

- The County-wide increase in residents' satisfaction with the Police Department's prompt response is attributable mostly to dramatic lifts in regions such as Battlefield (+19) points since 2018), Broad Run (+12 points), and Old Bridge (+9 points).

- This being said, some regions experienced a decline in satisfaction.
  - Dale, which was a leading region on this metric in the previous survey, now shows a drop of 2 points.
  - A drop of 7 points is noted in Forest Park.

- At present, Battlefield (87%), Broad Run (85%), Old Bridge (84%), and Hoadly (84%), are the most likely regions to be very satisfied that requests for Police Assistance receive prompt response.

| 2020 Responsiveness	Battlefield	Broad Run	Old Bridge	Hoadly	Dale	Belmont/ Potomac	Forest Park
Very satisfied (8-10)	87%	85%	84%	84%	79%	78%	65%
Satisfied (5-7)	11%	13%	15%	13%	18%	17%	29%
Dissatisfied (0-4)	2%	2%	1%	3%	3%	5%	6%

Due to weighting and rounding percentages may not add to 100%.

Q2C. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that requests for Prince William's Police Assistance receive prompt response? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Promptness – by Age

AVG

A	Age 18-34 (n=219)	76% 19% 5% 8.3
B	Age 35-54 (n=302)	81% 17% 2% 8.6
C	Age 55+ (n=175)	87% A 11% 2% 8.9 A

■ Very satisfied (8-10)   ■ Satisfied (5-7)   ■ Dissatisfied (0-4)
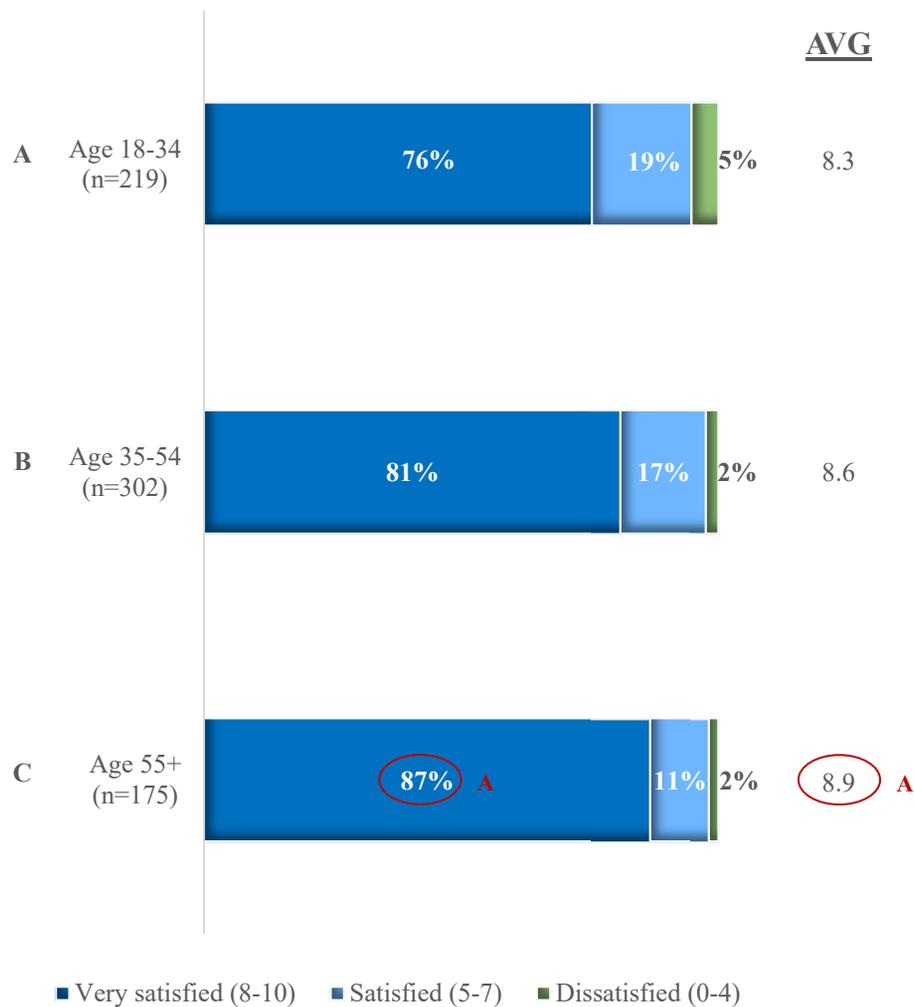
◯ = significant difference among respondent segments

- As with the metrics discussed earlier in this report, County residents age 55+ are the most likely segment to be very satisfied that requests for Prince William County Police Assistance receive prompt response.

  – Close to nine-in-ten residents in the oldest age segment (87%) are very satisfied with this aspect, as compared to 81% of those age 35-54 and three-quarters (76%) of those age 18-34.

Due to weighting and rounding percentages may not add to 100%.

Q2C. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that requests for Prince William's Police Assistance receive prompt response? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Promptness – by Length of Residency

AVG

A	0-5 years (n=131)	82% 12% 6% D	8.5
B	6-15 years (n=218)	79% 19% 3%	8.5
C	16-25 years (n=213)	79% 18% 3%	8.5
D	26+ years (n=137)	86% 13% 1%	8.9 ABC

- ■ Very satisfied (8-10) ■ Satisfied (5-7) ■ Dissatisfied (0-4)

⬭ = *significant difference among respondent segments*

Due to weighting and rounding percentages may not add to 100%.
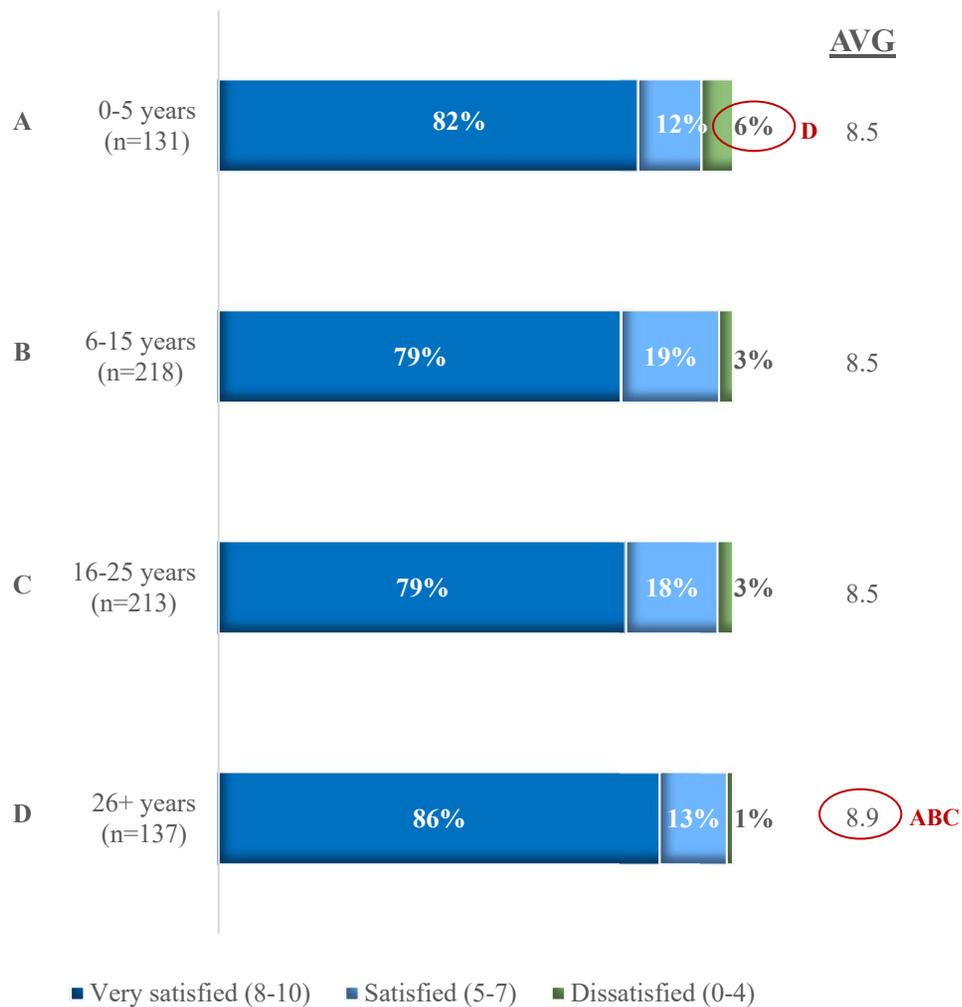
- In keeping with the previously discussed metrics, residents with the longest tenure in the County (26+ years) are most inclined to be very satisfied that requests for Prince William County Police Department receive prompt response.

  - 86% in the most tenured segment are very satisfied with this aspect, as compared to 79% of those living in the County between 6 and 25 years, and 82% of those who have arrived up to 5 years ago.

- On the flip side, residents with the shortest tenure (up to 5 years) are most likely to be dissatisfied with this aspect of Police service.

  - A total of 6% of these respondents rate the Department's responsiveness as 0-4 on the 10-point scale, as compared to 3% among those residing in the County for 6-25 years and only 1% of those who have lived in the community for longer than that.

Q2C. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that requests for Prince William's Police Assistance receive prompt response? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Responsiveness – by Education

AVG

A High school or less (n=142)
| 82% | 16% | 3% | 8.7

B Some college (n=167)
| 75% | 20% | 5% C | 8.4

C 4-year college grad (n=207)
| 84% B | 15% | 1% | 8.8 B

D Grad degree (n=174)
| 82% | 15% | 3% | 8.5

■ Very satisfied (8-10)   ■ Satisfied (5-7)   ■ Dissatisfied (0-4)

◯ = significant difference among respondent segments

Due to weighting and rounding percentages may not add to 100%.
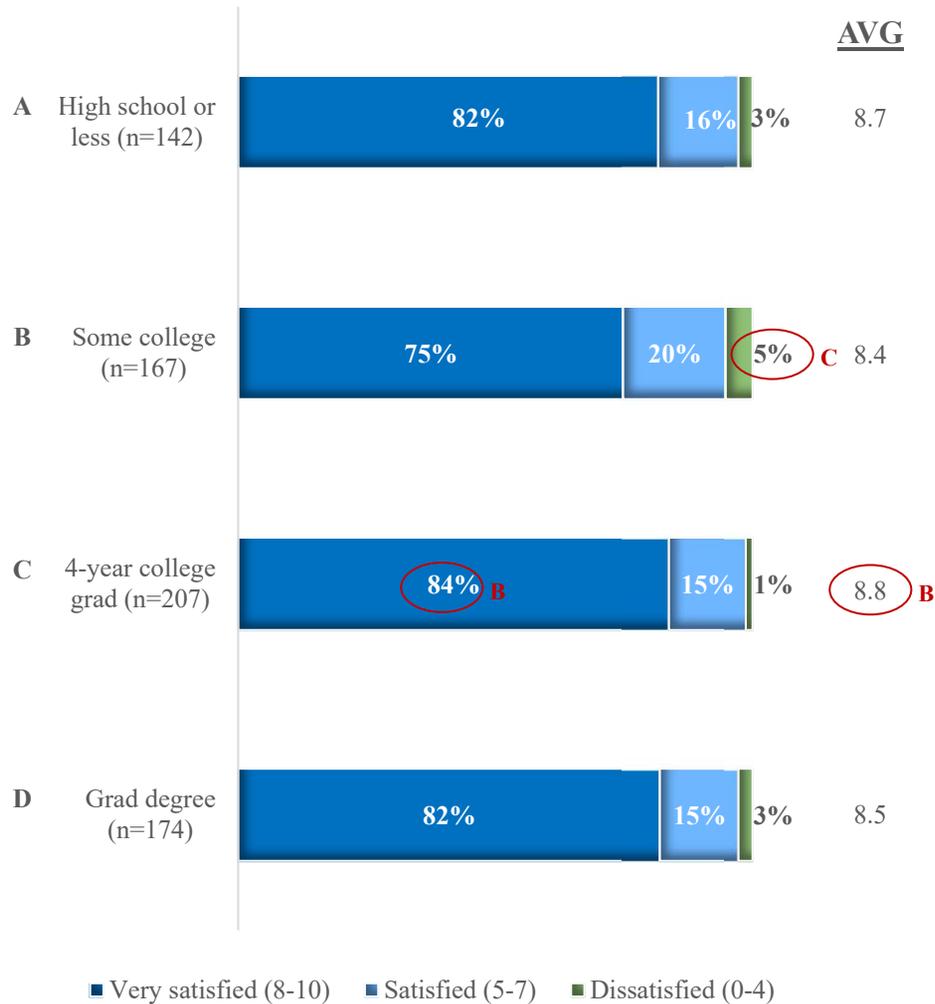
- County residents with some college coursework are most apt to express dissatisfaction that requests for Prince William County Police Assistance receive prompt response.
  - A total of 5% of these respondents rate the Department's promptness 0-4 on the 10-point scale. This is the highest proportion among all educational attainment levels, particularly when compared to residents with a 4-year college degree, 1% of whom report dissatisfaction.

- With averages of 8.8 and 8.7 on the 1-to-10 scale, residents with a high school diploma or less, and those with a 4-year college degree, award the Department the highest ratings on this metric.

Q2C. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that requests for Prince William's Police Assistance receive prompt response? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Promptness – by Ethnicity
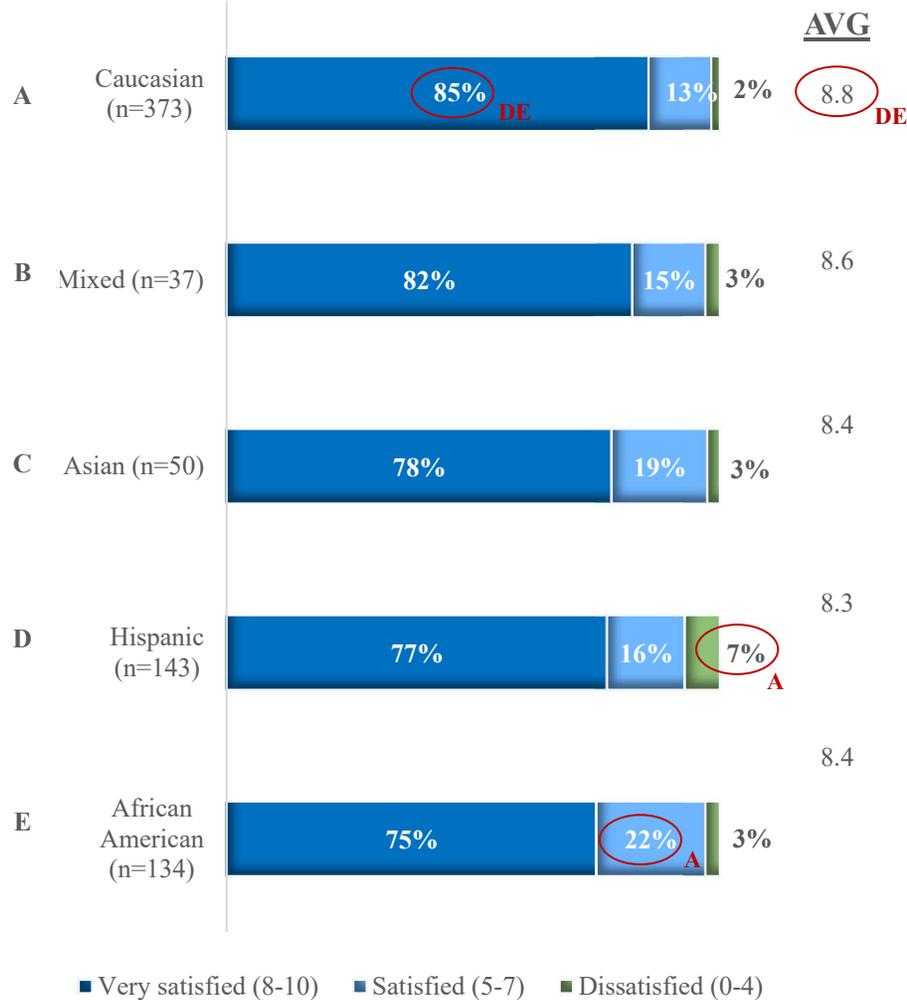
AVG

A Caucasian (n=373)	85% DE	13%	2%	8.8 DE
B Mixed (n=37)	82%	15%	3%	8.6
C Asian (n=50)	78%	19%	3%	8.4
D Hispanic (n=143)	77%	16%	7% A	8.3
E African American (n=134)	75%	22% A	3%	8.4

■ Very satisfied (8-10)   ■ Satisfied (5-7)   ■ Dissatisfied (0-4)

◯ = *significant difference among respondent segments*

Due to weighting and rounding percentages may not add to 100%.

- Mirroring the patterns discussed earlier in this report, Caucasian residents are most likely to be very satisfied that requests for Prince William's Police Assistance receive prompt response.
  - 85% of respondents representing this segment feel this way, as compared to significantly lower results noted among Hispanic residents (77%) and African American residents (75%).

- At the same time, residents of Hispanic descent are most likely to be dissatisfied.
  - A total of 7% of Hispanics give this metric ratings of 0-4 on the 10-point scale, as opposed to 2% of Caucasians.

- Caucasian and African American residents report higher results in the 2020 survey versus 2018.
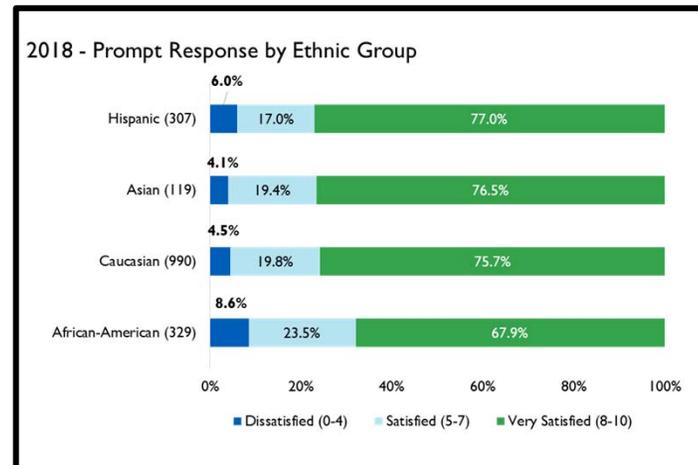
2018 - Prompt Response by Ethnic Group

Hispanic (307)	6.0%	17.0%	77.0%
Asian (119)	4.1%	19.4%	76.5%
Caucasian (990)	4.5%	19.8%	75.7%
African-American (329)	8.6%	23.5%	67.9%

■ Dissatisfied (0-4)   ■ Satisfied (5-7)   ■ Very Satisfied (8-10)

Q2C. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that requests for Prince William's Police Assistance receive prompt response? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

5. Fair Treatment by Police Department

Fair Treatment

AVG	7.5	8.3	⬆
Overall Satisfied	88%	93%	

2018 (n=1482)
- 61% (Very satisfied)
- 28% (Satisfied)
- 12% (Dissatisfied)

2020 (n=713)
- 74% ⬆ (Very satisfied)
- 18% ⬇ (Satisfied)
- 7% ⬇ (Dissatisfied)
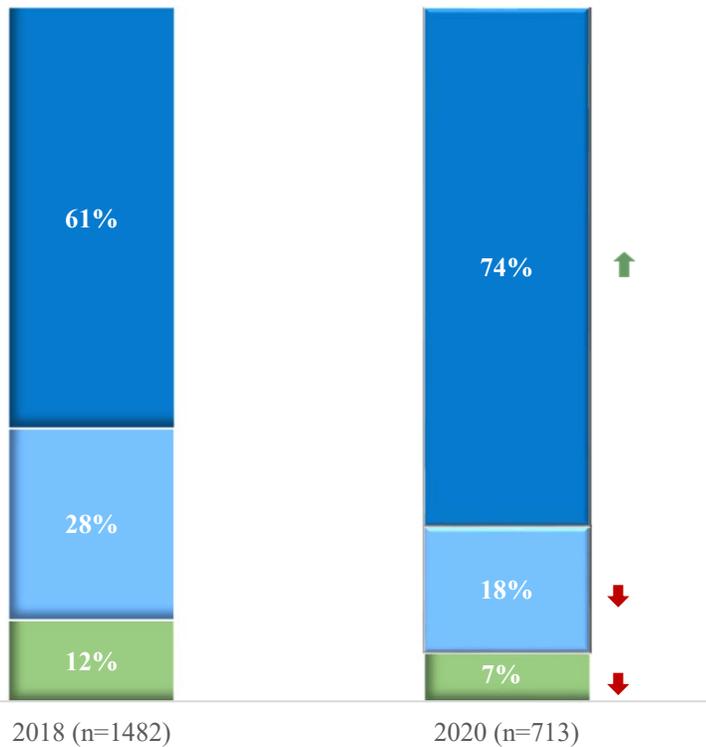
■ Dissatisfied (0-4) ◪ Satisfied (5-7) ■ Very satisfied (8-10)

- In comparison to the 2018 survey, a significant improvement is noted in the level of satisfaction with Prince William County Police Department treating everyone fairly regardless of race, gender, ethnic or national origin.

  – The 5% lift is a result of a decrease in reported dissatisfaction (from 12% in 2018 to 7% in 2020).

  – Additionally, County residents are now more likely to say they are very satisfied with this metric (a 13-point gain) and less likely to report lukewarm ratings of 5-7 on the 10-point scale (a 10-point decrease).

Due to weighting and rounding percentages may not add to 100%.

Q2D. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that the Prince William's Police Department treats everyone fairly regardless of race, gender, ethnic or national origin? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Fair Treatment – by Region

Fair Treatment by Police Dept.: Very Satisfied (8-10) by Region

			AVG	
A	Hoadly 2018 (n=165)	67%	7.8	
	Hoadly 2020 (n=79)	**DEFG** (84%)	(8.7) **G**	
B	Battlefield 2018 (n=243)	59%	7.5	
	Battlefield 2020 (n=117)	**G** (81%)	(8.7) **G**	
C	Belmont/Potomac 2018 (n=228)	61%	7.6	
	Belmont/Potomac 2020 (n=108)	76%	8.4	
D	Dale 2018 (n=239)	63%	7.7	
	Dale 2020 (n=117)	73%	8.2	
E	Broad Run 2018 (n=228)	61%	7.4	
	Broad Run 2020 (n=116)	72%	8.2	
F	Old Bridge 2018 (n=195)	59%	7.4	
	Old Bridge 2020 (n=92)	70%	8.1	
G	Forest Park 2018 (n=185)	57%	7.2	
	Forest Park 2020 (n=81)	64%	7.6	
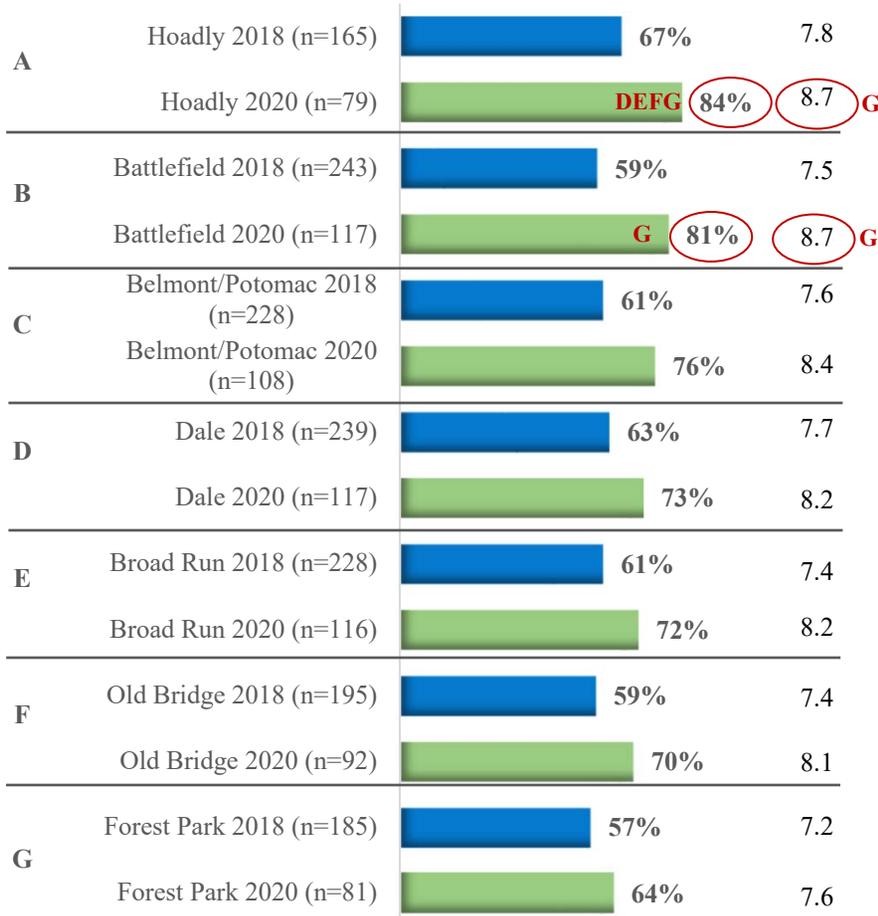
- Lifts in satisfaction with fair treatment by Police are noted across all regions in the County.

  – The largest upticks are observed in Battlefield (+22 points), Hoadly (+17 points), and Belmont/Potomac (+15 points).

- Just as in 2018, Hoadly is the leading region on this metric, with 84% of the residents expressing satisfaction that the Police Department treats everyone fairly regardless of race, gender, ethnic or national origin.

  – This result is significantly higher than satisfaction levels recorded in Dale (73%), Broad Run (72%), Old Bridge (70%) and Forest Park (64%).

2020 Fair Treatment	Hoadly	Battlefield	Belmont/ Potomac	Dale	Broad Run	Old Bridge	Forest Park
Very satisfied (8-10)	84%	81%	76%	73%	72%	70%	64%
Satisfied (5-7)	12%	16%	18%	18%	22%	22%	16%
Dissatisfied (0-4)	3%	4%	6%	9%	6%	8%	19%

◯ = *significant difference among regions*

Q2D. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that the Prince William's Police Department treats everyone fairly regardless of race, gender, ethnic or national origin? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Fair Treatment – by Age

AVG

A Age 18-34 (n=232)
61% 26% BC 13% BC   7.7

B Age 35-54 (n=299)
79% A 16% 6% C   8.5 A

C Age 55+ (n=178)
86% AB 12% 2%   8.8 AB

- Very satisfied (8-10) - Satisfied (5-7) - Dissatisfied (0-4)
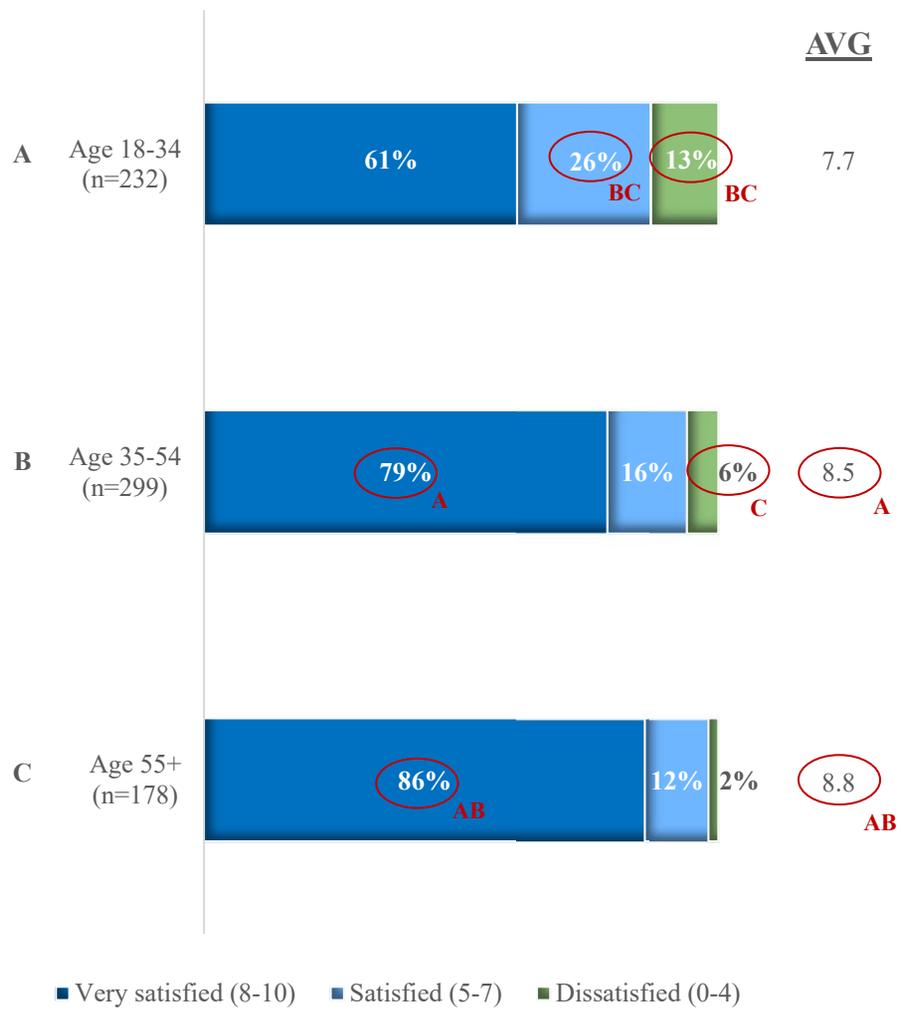
○ = significant difference among respondent segments

- In keeping with the discussion of previous metric patterns, likelihood to be satisfied with fair treatment by Prince William County Police Department is directly proportional to residents' age.

  – Specifically, 86% of those age 55+ are very satisfied that the Department treats everyone fairly, as compared to 79% of those age 35-54 and 61% of those age 18-34.

  – Conversely, the youngest resident segment is the most likely one to be dissatisfied with this metric. A total of 13% of those under the age of 35 rate this aspect as only 0-4 on the 10-point scale, as opposed to 6% among those age 35-54 and 2% among those age 55+.

Due to weighting and rounding percentages may not add to 100%.

Q2D. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that the Prince William's Police Department treats everyone fairly regardless of race, gender, ethnic or national origin? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Fair Treatment – by Length of Residency

AVG

A	0-5 years (n=148)	76% 13% 10% **D** 8.2
B	6-15 years (n=214)	72% 22% **A** 6% 8.3
C	16-25 years (n=212)	70% 20% **A** 10% **D** 8.0
D	26+ years (n=139)	83% **BC** 14% 3% 8.8 **ABC**

■ Very satisfied (8-10) ■ Satisfied (5-7) ■ Dissatisfied (0-4)

⬭ = *significant difference among respondent segments*
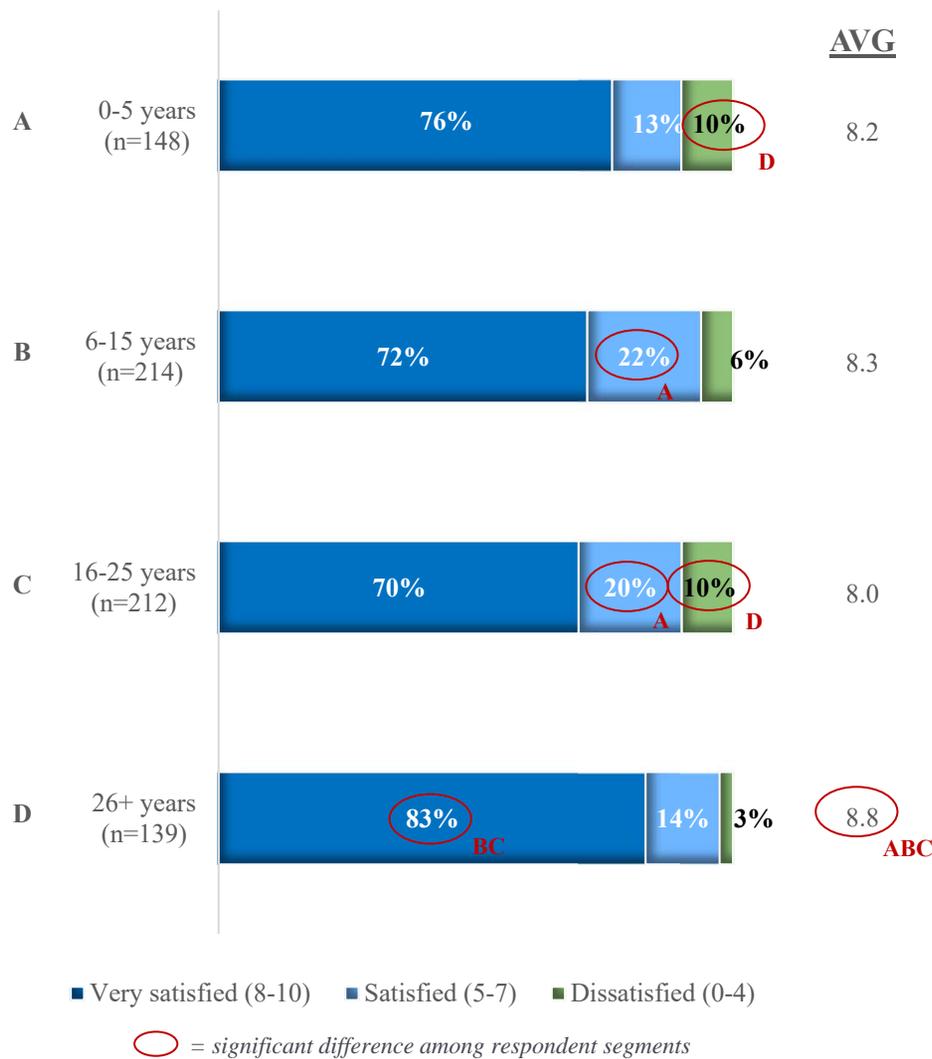
- Following the already established pattern, residents with the longest tenure in the County (26+ years) are most inclined to be very satisfied that Prince William County Police Department treats everyone fairly.

  - More than eight-in-ten residents in the most tenured segment (83%) are very satisfied with this aspect, as compared to those living in the County between 16 and 25 years (70%), and those living in the area for 6-15 years (72%), and those who have arrived up to 5 years ago 76% .

- At the same time, residents with shorter tenures are most likely to be dissatisfied with this aspect of Police service.

  - To illustrate, a total of 10% of residents living in the County for no more than 5 years rate the Department's fairness as 0-4 on the 10-point scale. Similarly, the same ratings are given by 6% of those residing in the County for 6-15 years and 10% of those residing in the area for 16-25 years.

  - In comparison, only 3% of those who have lived in the community for 26+ years express any dissatisfaction with this service aspect.

Due to weighting and rounding percentages may not add to 100%.

Q2D. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that the Prince William's Police Department treats everyone fairly regardless of race, gender, ethnic or national origin? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Fair Treatment – by Ethnicity
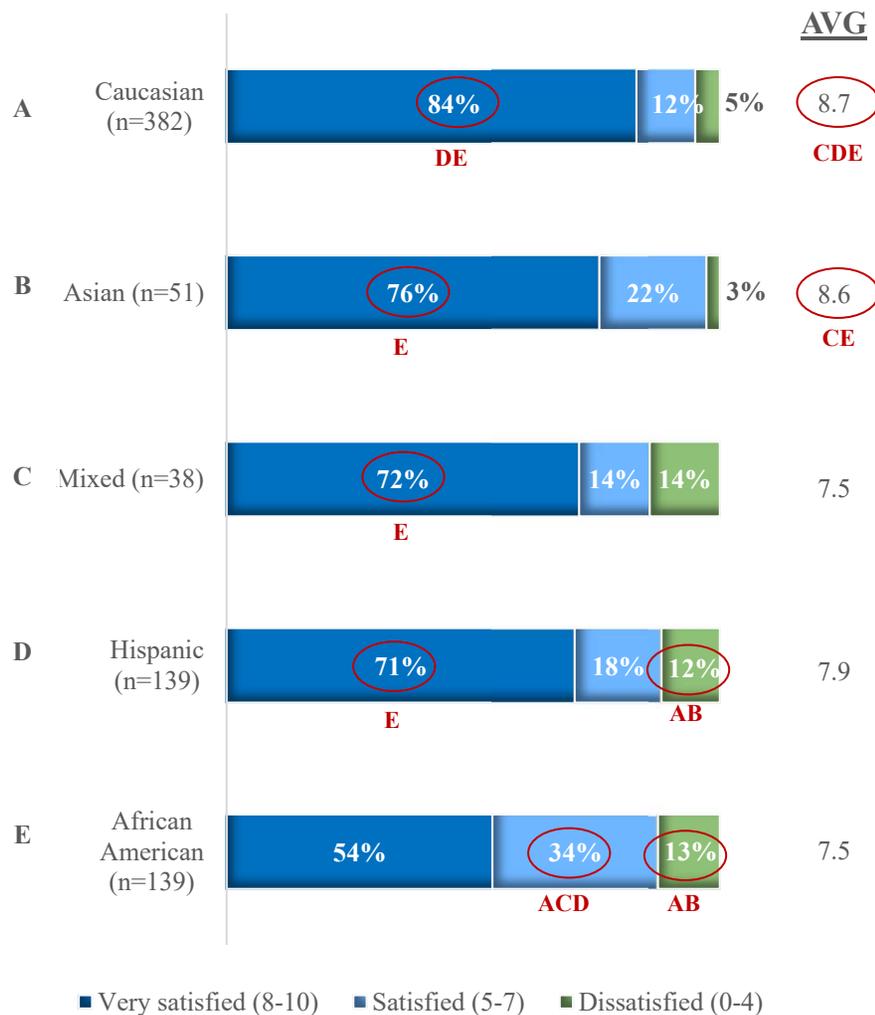
AVG

A Caucasian (n=382) 84% 12% 5% 8.7
DE CDE

B Asian (n=51) 76% 22% 3% 8.6
E CE

C Mixed (n=38) 72% 14% 14% 7.5
E

D Hispanic (n=139) 71% 18% 12% 7.9
E AB

E African American (n=139) 54% 34% 13% 7.5
ACD AB

- Very satisfied (8-10) ■ Satisfied (5-7) ■ Dissatisfied (0-4)

⬭ = significant difference among respondent segments

Due to weighting and rounding percentages may not add to 100%.

- Mirroring the already established pattern, Caucasian residents are most likely to be very satisfied that the Police Department treats everyone fairly.
  - A total of very satisfied respondents are: 84% of Caucasian, compared to 76% of Asians, 72% of Mixed descent, 71% of Hispanics, and, in especially stark contrast to 54% of African Americans in 2020.

- Similar to 2018 African American and Hispanic residents are most apt to express dissatisfaction with the Police on the topic of fair treatment of all people.
  - A total of 13% of African Americans, 12% of Hispanics are dissatisfied, as opposed to only 3% of Asians and 5% of Caucasians in 2020.
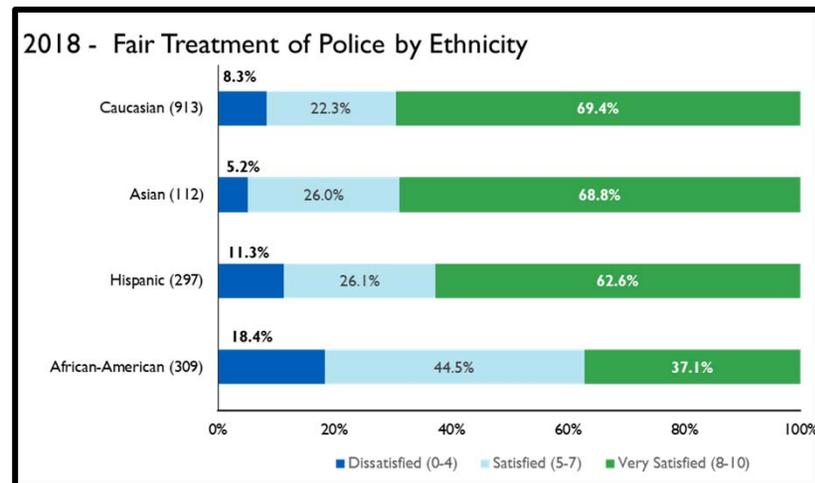
2018 - Fair Treatment of Police by Ethnicity

	Dissatisfied (0-4)	Satisfied (5-7)	Very Satisfied (8-10)
Caucasian (913)	8.3%	22.3%	69.4%
Asian (112)	5.2%	26.0%	68.8%
Hispanic (297)	11.3%	26.1%	62.6%
African-American (309)	18.4%	44.5%	37.1%

Q2D. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that the Prince William's Police Department treats everyone fairly regardless of race, gender, ethnic or national origin? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

6. Information & Crime Prevention Programs

Information & Crime Prevention Programs

AVG   7.5   8.2 ⬆

Overall Satisfied   92%   96%

2018 (n=1434): Very satisfied (8-10) 58%, Satisfied (5-7) 34%, Dissatisfied (0-4) 8%

2020 (n=656): Very satisfied (8-10) 71% ⬆, Satisfied (5-7) 25% ⬇, Dissatisfied (0-4) 4% ⬇

Legend: ■ Dissatisfied (0-4)   ■ Satisfied (5-7)   ■ Very satisfied (8-10)
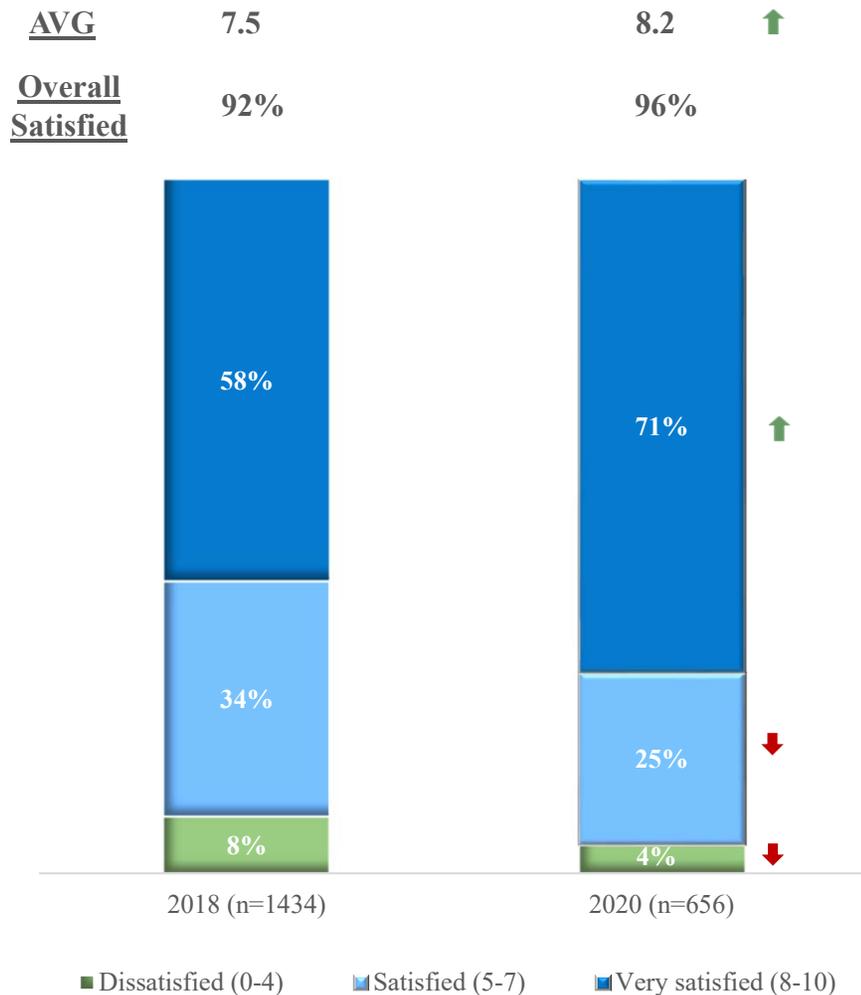
- Continuing the upward trend observed in previous years, residents' satisfaction that the Prince William County Police Department provides adequate information and crime prevention programs has increased by 4 points over the past two years.

  - Specifically, the proportion of those dissatisfied has dropped significantly since 2018, while the proportion of those awarding the County the highest score of 8-10 has observably increased.

  - This has elevated the average satisfaction score from 7.5 to 8.2 on the 10-point scale.

Due to weighting and rounding percentages may not add to 100%.

Q2E. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that the Prince William Police Department provides adequate information and crime prevention programs? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Information & Crime Prevention Programs – by Region

Information & Crime Prevention: Very Satisfied (8-10) by Region
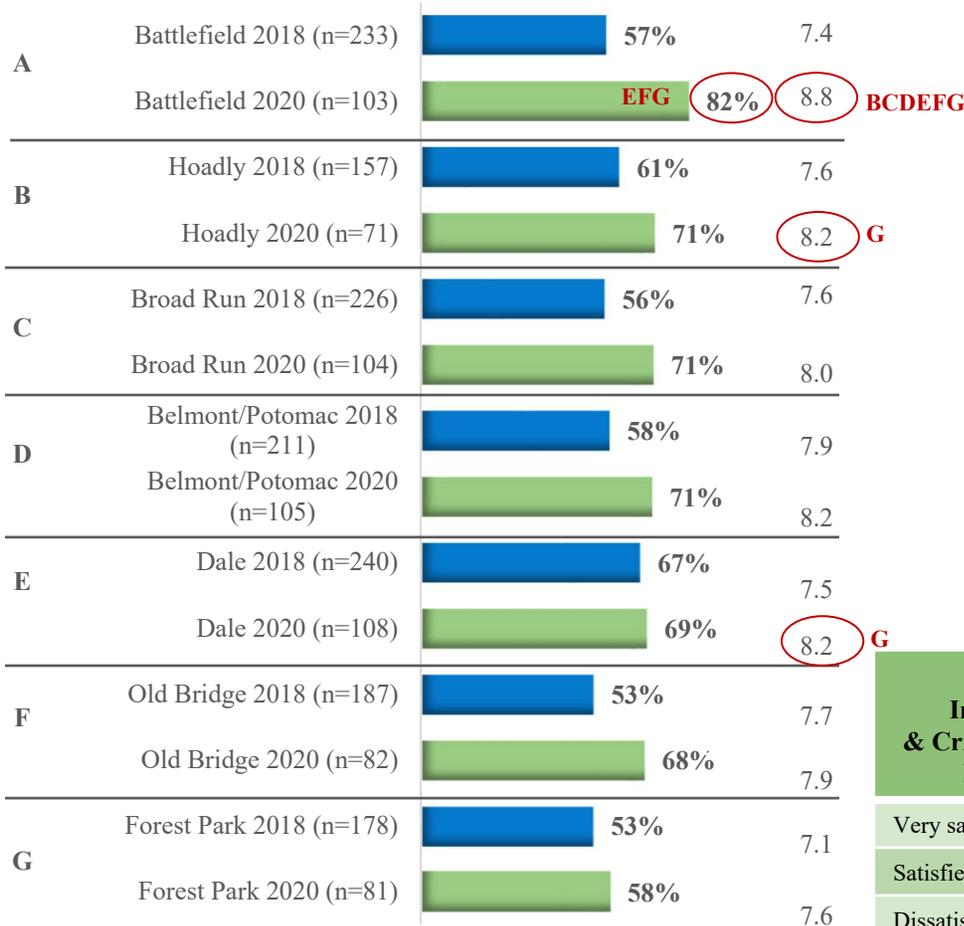
AVG

Region		Year (n)	%	AVG
A	Battlefield 2018 (n=233)		57%	7.4
	Battlefield 2020 (n=103)	**EFG**	82%	8.8 **BCDEFG**
B	Hoadly 2018 (n=157)		61%	7.6
	Hoadly 2020 (n=71)		71%	8.2 **G**
C	Broad Run 2018 (n=226)		56%	7.6
	Broad Run 2020 (n=104)		71%	8.0
D	Belmont/Potomac 2018 (n=211)		58%	7.9
	Belmont/Potomac 2020 (n=105)		71%	8.2
E	Dale 2018 (n=240)		67%	7.5
	Dale 2020 (n=108)		69%	8.2 **G**
F	Old Bridge 2018 (n=187)		53%	7.7
	Old Bridge 2020 (n=82)		68%	7.9
G	Forest Park 2018 (n=178)		53%	7.1
	Forest Park 2020 (n=81)		58%	7.6

◯ = significant difference among regions

- The County-wide increase in satisfaction that Prince William County Police Department provides adequate information and crime prevention programs is reflected across all regions, with the largest gains noted in Battlefield (+25 points), Broad Run (+15 points), and Old Bridge (+15 points).

- While Dale and Hoadly were the leading regions on this metric in 2018, they are now outperformed by Battlefield which boasts 82% of very satisfied residents.

2020 Information & Crime Prevention Programs	Battlefield	Hoadly	Broad Run	Belmont/ Potomac	Dale	Old Bridge	Forest Park
Very satisfied (8-10)	82%	71%	71%	71%	69%	68%	58%
Satisfied (5-7)	17%	28%	22%	26%	28%	27%	33%
Dissatisfied (0-4)	1%	1%	7%	4%	2%	5%	9%

Due to weighting and rounding percentages may not add to 100%.

Q2E. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that the Prince William Police Department provides adequate information and crime prevention programs? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Information & Crime Prevention Programs – by Age

AVG

A   Age 18-34 (n=204)   65%   27%   8% **BC**   7.9

B   Age 35-54 (n=280)   71%   26%   3% **C**   8.1

C   Age 55+ (n=168)   78% **A**   22%   <1%   8.6 **AB**
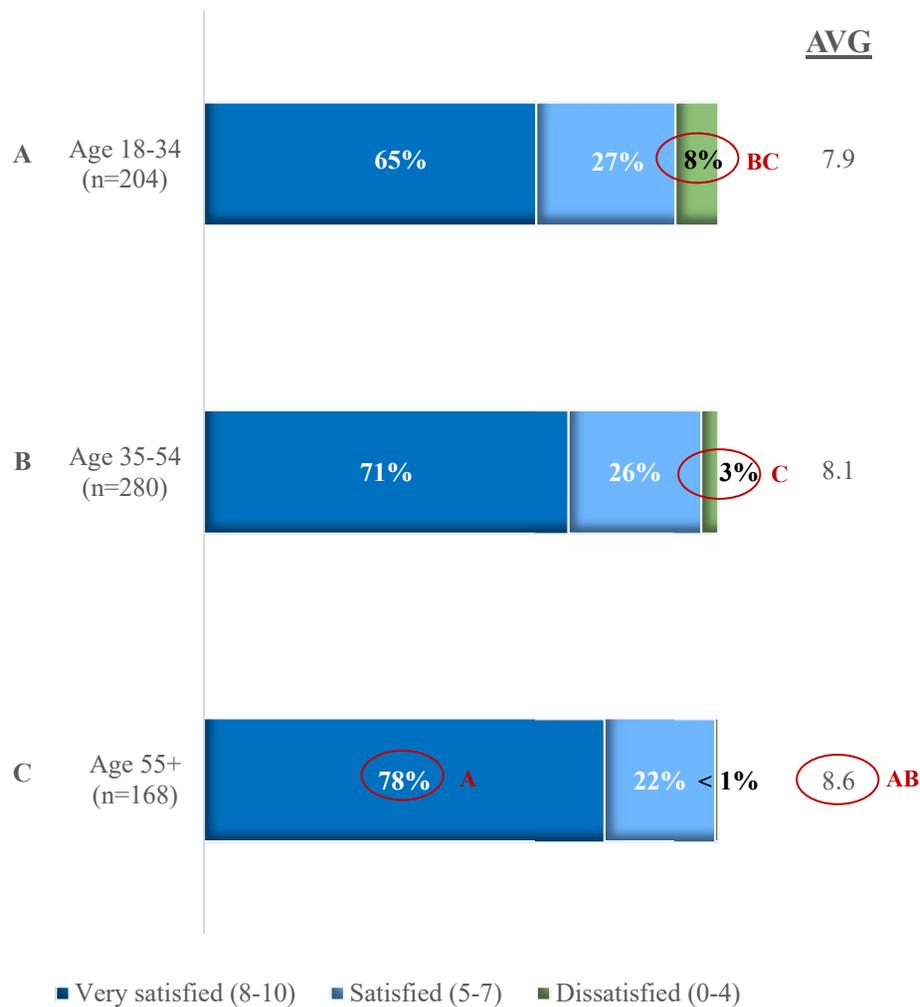
- Just as with the previously discussed metrics, residents' satisfaction that the Prince William County Police Department provides adequate information and crime prevention programs is directly proportional to their age, meaning that those in older categories are more likely to express positive opinions on this matter.

  - To illustrate, 78% of residents age 55+ are very satisfied with the information and crime prevention programs, as compared to 71% of those age 35-54 and 65% of those age 18-34.

  - On the flip side, the youngest resident segment is most inclined to feel dissatisfied. Specifically, 8% of those age 18-34 voice negative sentiments, vs. 3% of those age 35-54 and only 1% of those age 55+.

■ Very satisfied (8-10)   ■ Satisfied (5-7)   ■ Dissatisfied (0-4)

◯ = *significant difference among respondent segments*

Due to weighting and rounding percentages may not add to 100%.

Q2E. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that the Prince William Police Department provides adequate information and crime prevention programs? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Information & Crime Prevention Programs – by Length of Residency
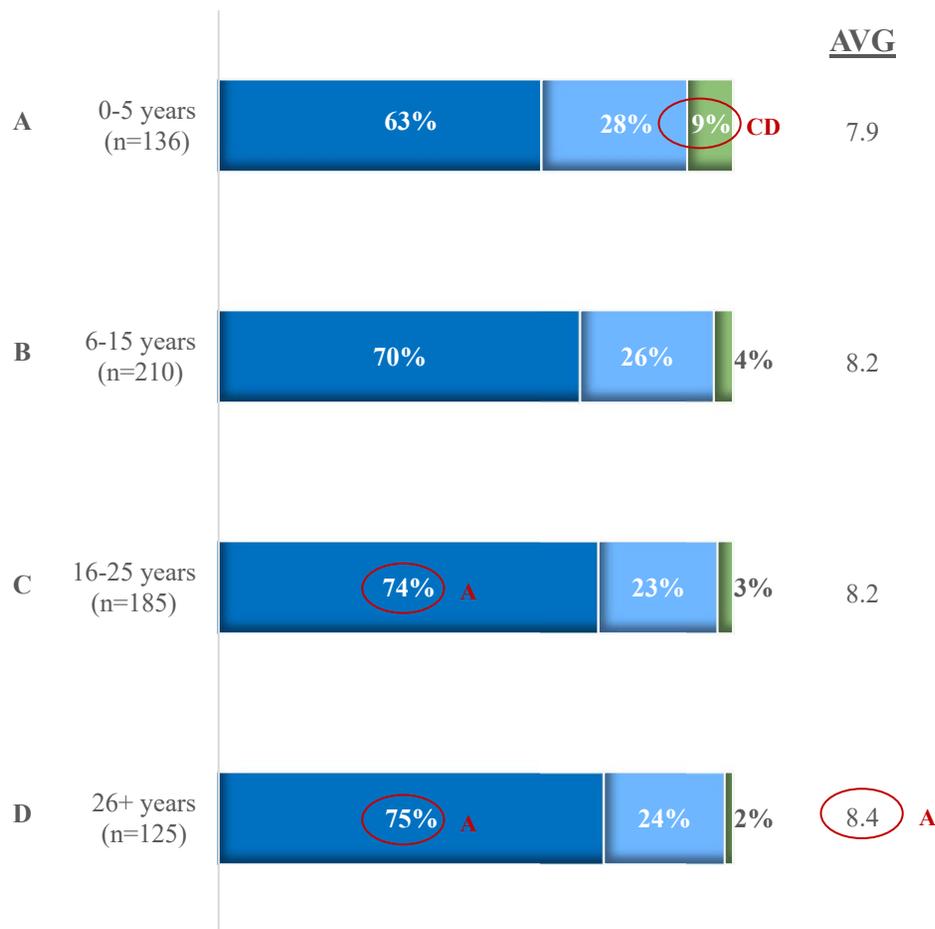
AVG

A	0-5 years (n=136)	63% 28% 9% CD	7.9
B	6-15 years (n=210)	70% 26% 4%	8.2
C	16-25 years (n=185)	74% A 23% 3%	8.2
D	26+ years (n=125)	75% A 24% 2%	8.4 A

■ Very satisfied (8-10)   ■ Satisfied (5-7)   ■ Dissatisfied (0-4)

◯ = significant difference among respondent segments

- As with previous metrics, residents with the longest tenure in the County (26+ years) are most inclined to be very satisfied that Prince William Police Department provides adequate information and crime prevention programs.

  - Three-quarters (75%) of the most tenured segment is very satisfied with this aspect, as compared to less than two-thirds (63%) of those who have arrived 5 years ago or more recently.

  - Conversely, at 9%, residents with the shortest tenure (5 years or less) are the most likely respondent category to rate the Department's programs as 0-4 on the 10-point scale.

Due to weighting and rounding percentages may not add to 100%.

Q2E. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that the Prince William Police Department provides adequate information and crime prevention programs? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Information & Crime Prevention Programs – by Education

AVG

A High school or less (n=134) — 72% | 22% | 6% — 8.2

B Some college (n=157) — 70% | 26% | 4% — 8.1

C 4-year college grad (n=189) — 75% | 24% | 2% — (8.4) **D**

D Grad degree (n=168) — 66% | 29% | 4% — 7.9

■ Very satisfied (8-10)   ■ Satisfied (5-7)   ■ Dissatisfied (0-4)

◯ = significant difference among respondent segments
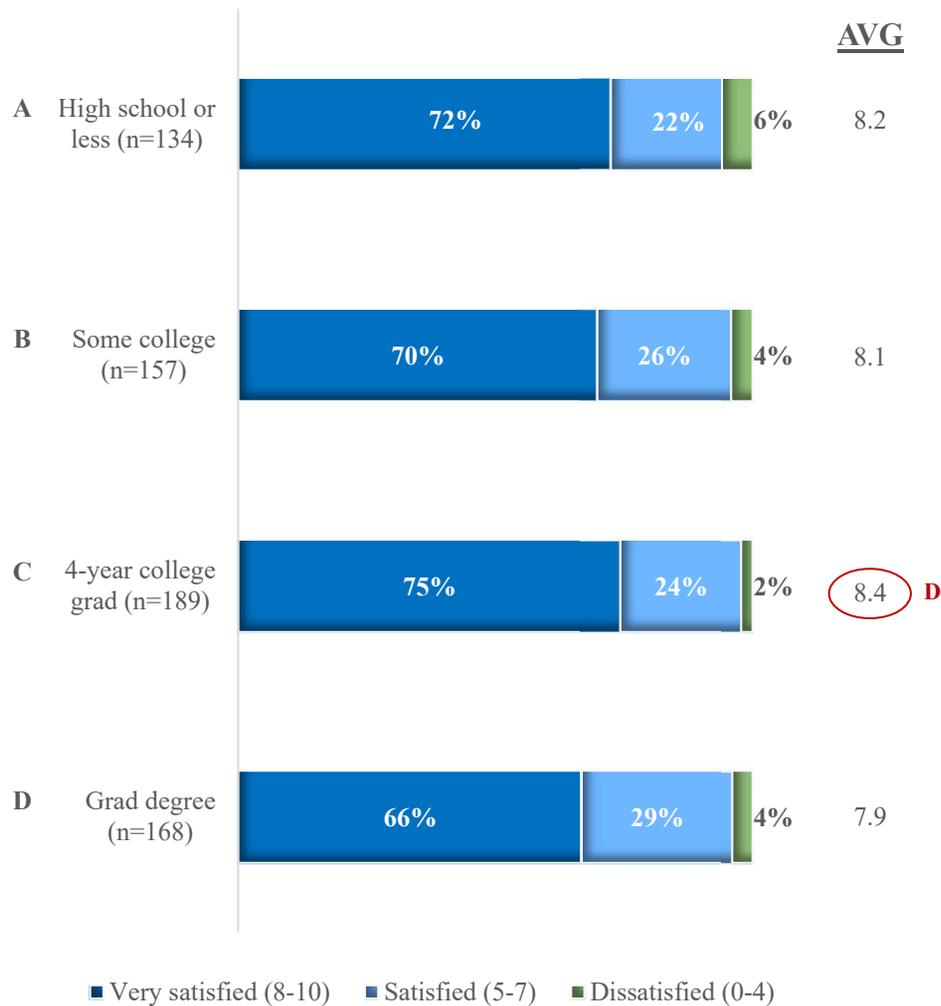
- County residents with 4-year college degrees are most apt to express satisfaction that the Prince William County Police Department provides adequate information and crime prevention programs.

  - Three-quarters (75%) of these respondents rate the Department's provided programs 8-10 on the 10-point scale. This is the highest proportion among all educational attainment segments, particularly when compared to residents with a graduate or professional degree beyond college, two-thirds (66%) of whom report similar satisfaction levels.

Due to weighting and rounding percentages may not add to 100%.

Q2E. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that the Prince William Police Department provides adequate information and crime prevention programs? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Information & Crime Prevention Programs – by Ethnicity

AVG

A Caucasian (n=353): Very satisfied 77% | Satisfied 22% | 1% — AVG 8.5 (DE)
DE

B Mixed (n=38): Very satisfied 75% | Satisfied 19% | 6% — AVG 8.2 (E)
E

C Asian (n=49): Very satisfied 71% | Satisfied 30% — AVG 8.4 (E)

D Hispanic (n=134): Very satisfied 69% | Satisfied 23% | 9% — AVG 8.0
E   A

E African American (n=116): Very satisfied 52% | Satisfied 38% | 10% — AVG 7.3
ABD   A

■ Very satisfied (8-10)   ■ Satisfied (5-7)   ■ Dissatisfied (0-4)

◯ = significant difference among respondent segments

Due to weighting and rounding percentages may not add to 100%.

- As with the previously discussed metrics mirroring 2018 results, Caucasian residents are most likely to be very satisfied that the Police Department provides adequate information and crime prevention programs.
  - Over three quarters of Caucasians (77%), and Mixed Ethnicity (75%) residents are very satisfied with this service aspect, as compared to 69% of Hispanics and 52% of African Americans.

- At the same time, African American and Hispanic residents are most apt to express dissatisfaction with the Department's programs.
  - A total of 10% of African Americans and 9% of Hispanics give this metric rating of 0-4 on the 10-point scale, as opposed to 0% of Asians and only 1% of Caucasians.
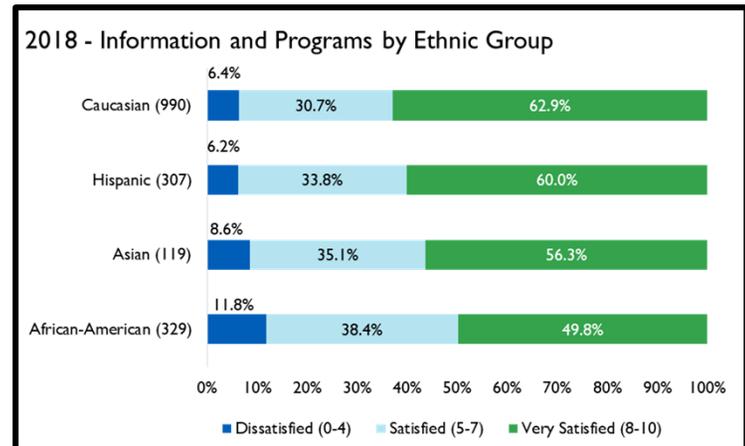
2018 - Information and Programs by Ethnic Group

- Caucasian (990): 6.4% | 30.7% | 62.9%
- Hispanic (307): 6.2% | 33.8% | 60.0%
- Asian (119): 8.6% | 35.1% | 56.3%
- African-American (329): 11.8% | 38.4% | 49.8%

■ Dissatisfied (0-4)   ■ Satisfied (5-7)   ■ Very Satisfied (8-10)

Q2E. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that the Prince William Police Department provides adequate information and crime prevention programs? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Information & Crime Prevention Programs – by Income

AVG

A	<$50K (n=119)	75% · 22% · 3%	8.4
B	$50K-<$100K (n=167)	68% · 25% · 7% D	7.9
C	$100K-<$150K (n=118)	69% · 26% · 5% D	8.1
D	$150K+ (n=142)	72% · 27% · 1%	8.3

■ Very satisfied (8-10)   ■ Satisfied (5-7)   ■ Dissatisfied (0-4)

⬭ = significant difference among respondent segments

*Due to weighting and rounding percentages may not add to 100%.*
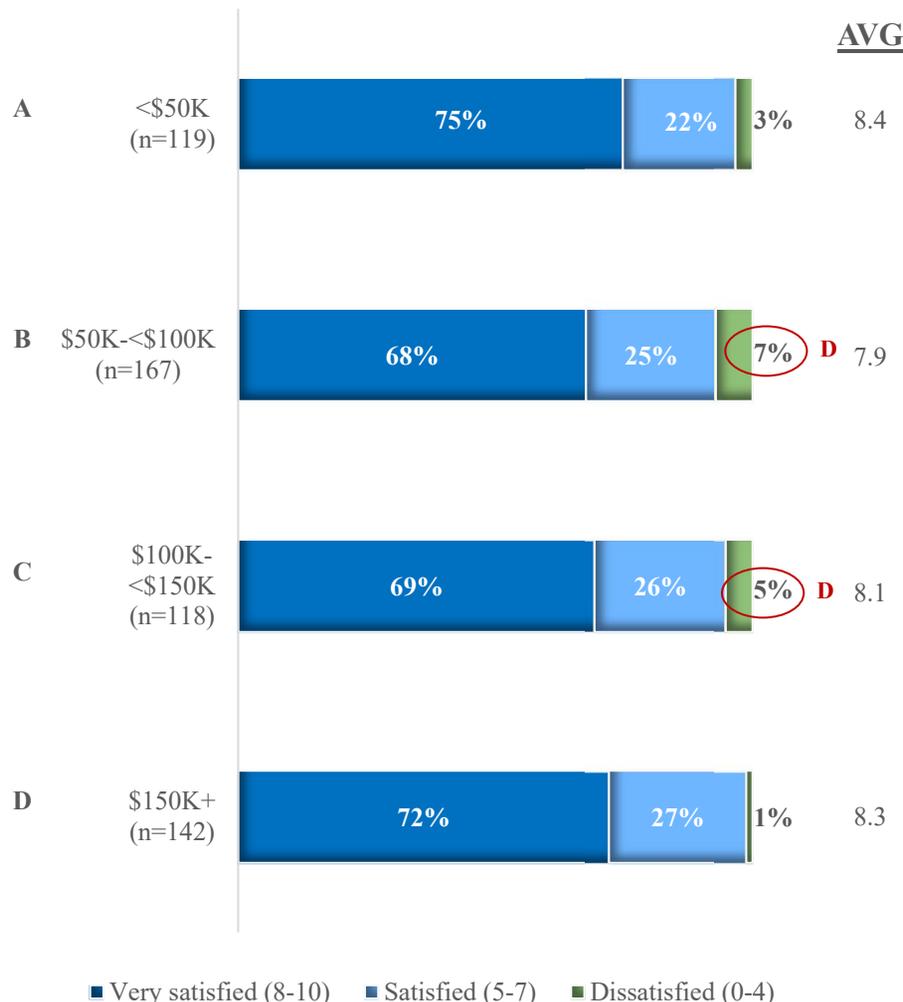
- County residents with the lowest income level (under $50K per year) are most apt to be very satisfied with the Police Department's information and crime prevention programs.

  – To illustrate, three quarters of residents (75%) representing this segment rate the Department as 8-10 on the 10-point satisfaction scale. This is higher than the middle income categories of $50K-<$100K (68%) and $100K-<$150K (69%), as well as the top income category of $150K+ per year (72%).

  – At the same time, those with middle income levels are most likely to voice dissatisfaction with this service aspect. Specifically, 7% of those earning $50K-<$100K per year and 5% of those earning $100K-<$150K per year rate the provided programs as 4 or less on the 10-point scale.

  – In comparison, only 3% of the lowest income (<$50K) residents and 1% of the top income ($150K+) residents share these views.

Q2E. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that the Prince William Police Department provides adequate information and crime prevention programs? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

7. Police Attitudes & Behaviors

Police Attitudes & Behaviors
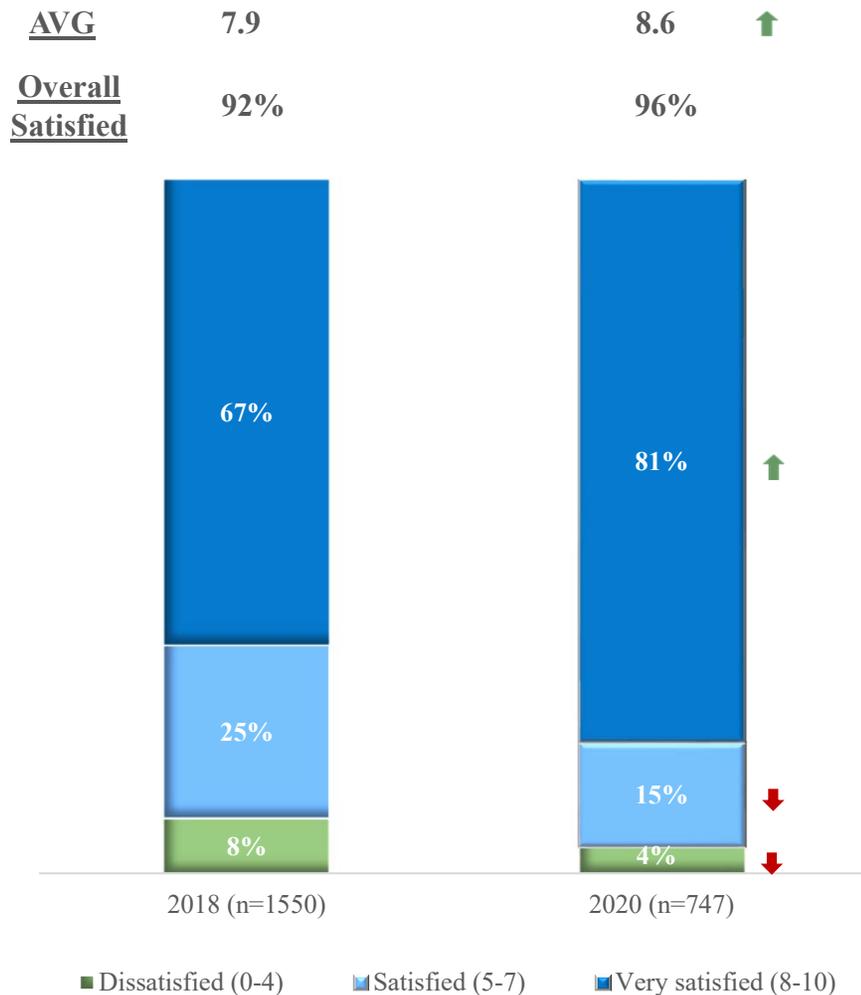
AVG	7.9	8.6	⬆
Overall Satisfied	92%	96%	

2018 (n=1550): Dissatisfied 8%, Satisfied 25%, Very satisfied 67%

2020 (n=747): Dissatisfied 4%, Satisfied 15%, Very satisfied 81% ⬆ ⬇ ⬇

- Dissatisfied (0-4)
- Satisfied (5-7)
- Very satisfied (8-10)

- Residents' satisfaction that the Prince William County Police display positive attitudes and behaviors towards them has also improved, with 96% expressing positive views on this metric.

  - This 4-point lift is attributable to a drop in the proportion of dissatisfied residents, from 8% in 2018 to 4% in 2020.

  - The impressive uptick in the average score, from 7.9 to 8.6 on the 10-point scale, is driven by a shift from "satisfied" responses (a 10-point drop) to "very satisfied" responses (a 14-point gain).

Due to weighting and rounding percentages may not add to 100%.

Q2F. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that the Prince William's Police display positive attitudes and behaviors towards residents? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Police Attitudes & Behaviors – by Region

Police Attitudes & Behaviors: Very Satisfied (8-10) by Region
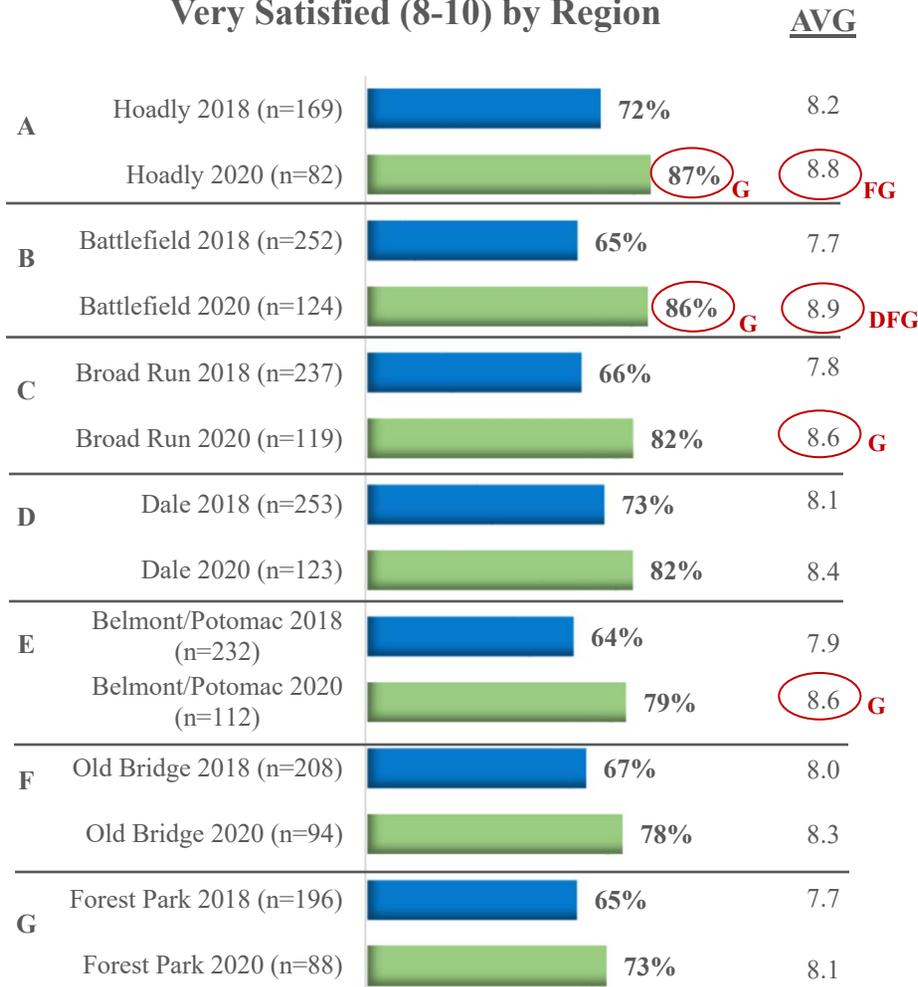
	Region	AVG
A	Hoadly 2018 (n=169) — 72%	8.2
	Hoadly 2020 (n=82) — 87% G	8.8 FG
B	Battlefield 2018 (n=252) — 65%	7.7
	Battlefield 2020 (n=124) — 86% G	8.9 DFG
C	Broad Run 2018 (n=237) — 66%	7.8
	Broad Run 2020 (n=119) — 82%	8.6 G
D	Dale 2018 (n=253) — 73%	8.1
	Dale 2020 (n=123) — 82%	8.4
E	Belmont/Potomac 2018 (n=232) — 64%	7.9
	Belmont/Potomac 2020 (n=112) — 79%	8.6 G
F	Old Bridge 2018 (n=208) — 67%	8.0
	Old Bridge 2020 (n=94) — 78%	8.3
G	Forest Park 2018 (n=196) — 65%	7.7
	Forest Park 2020 (n=88) — 73%	8.1

- The County-wide increase in satisfaction that Prince William County Police display positive attitudes and behaviors towards residents is attributable to gains across all regions.

  – The most pronounced growth is noted in Battlefield (+21 points), Broad Run (+16 points), and Hoadly (+15 points).

- In 2018, Dale and Hoadly were the top regions on this metric. In the current survey, Hoadly and Battlefield are the most satisfied areas, 87 and 86% respectively, followed by Broad Run and Dale measuring 82% each.

2020 Police Attitudes & Behaviors	Hoadly	Battlefield	Broad Run	Dale	Belmont/ Potomac	Old Bridge	Forest Park
Very satisfied (8-10)	87%	86%	82%	82%	79%	78%	73%
Satisfied (5-7)	9%	12%	14%	13%	20%	18%	19%
Dissatisfied (0-4)	4%	2%	5%	6%	1%	4%	8%

◯ = significant difference among regions

Q2F. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that the Prince William's Police display positive attitudes and behaviors towards residents? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Police Attitudes & Behaviors – by Age

	AVG
A Age 18-34 (n=236)	71% 23% 6% — 8.2
B Age 35-54 (n=314)	86% 12% 3% — 8.7
C Age 55+ (n=191)	88% 10% 3% — 8.8

■ Very satisfied (8-10)   ■ Satisfied (5-7)   ■ Dissatisfied (0-4)
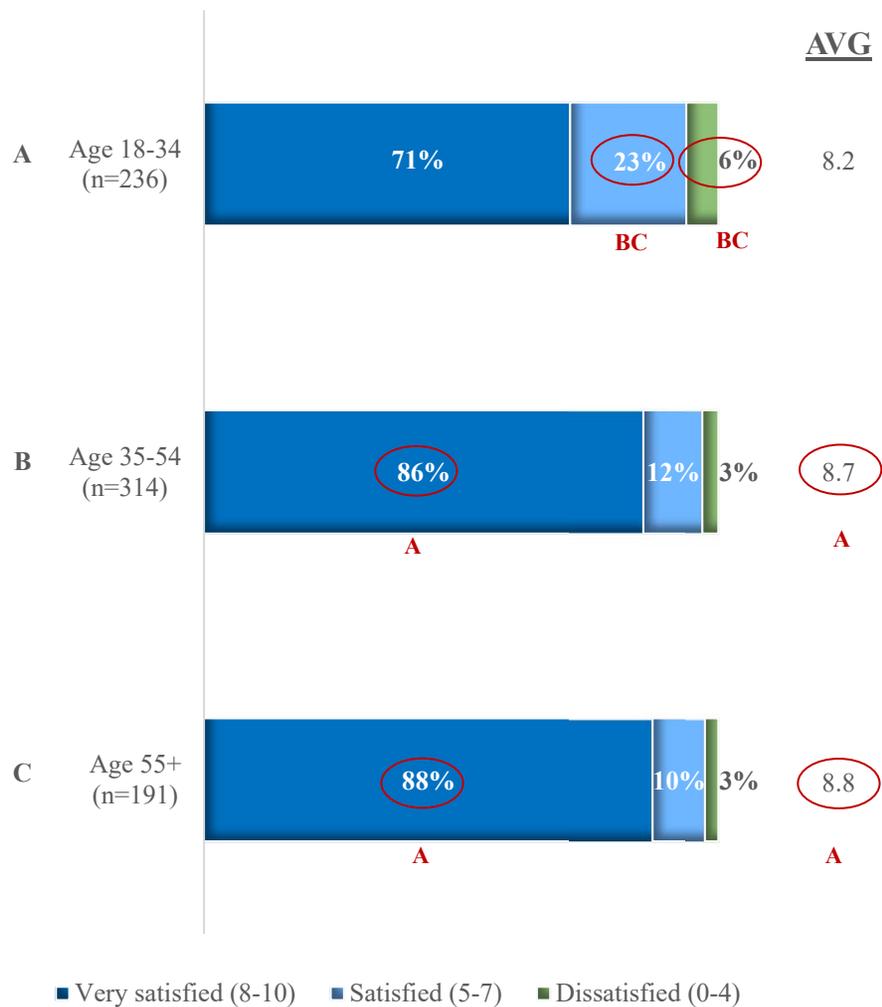
⬭ = *significant difference among respondent segments*

- In keeping with the established pattern, residents' satisfaction that the Prince William County Police display positive attitudes and behaviors towards them is directly proportional to their age, meaning that those in older categories are more likely to express positive opinions on this matter.

  – To illustrate, approximately nine-in-ten residents age 55+ (88%) are very satisfied with this aspect, as compared to 86% of those age 35-54 and 71% of those age 18-34.

  – Conversely, the youngest resident segment is most inclined to feel dissatisfied. Specifically, 6% of those age 18-34 voice negative sentiments, vs. 3% of their older counterparts.

*Due to weighting and rounding percentages may not add to 100%.*

Q2F. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that the Prince William's Police display positive attitudes and behaviors towards residents? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Police Attitudes & Behaviors – by Length of Residency

AVG

A 0-5 years (n=152)
83% 13% 5% 8.6

B 6-15 years (n=227)
81% 15% 3% 8.6

C 16-25 years (n=223)
77% 18% 5% 8.3
D D

D 26+ years (n=143)
87% 12% 2% 8.9
C BC

■ Very satisfied (8-10) ■ Satisfied (5-7) ■ Dissatisfied (0-4)

⬭ = significant difference among respondent segments
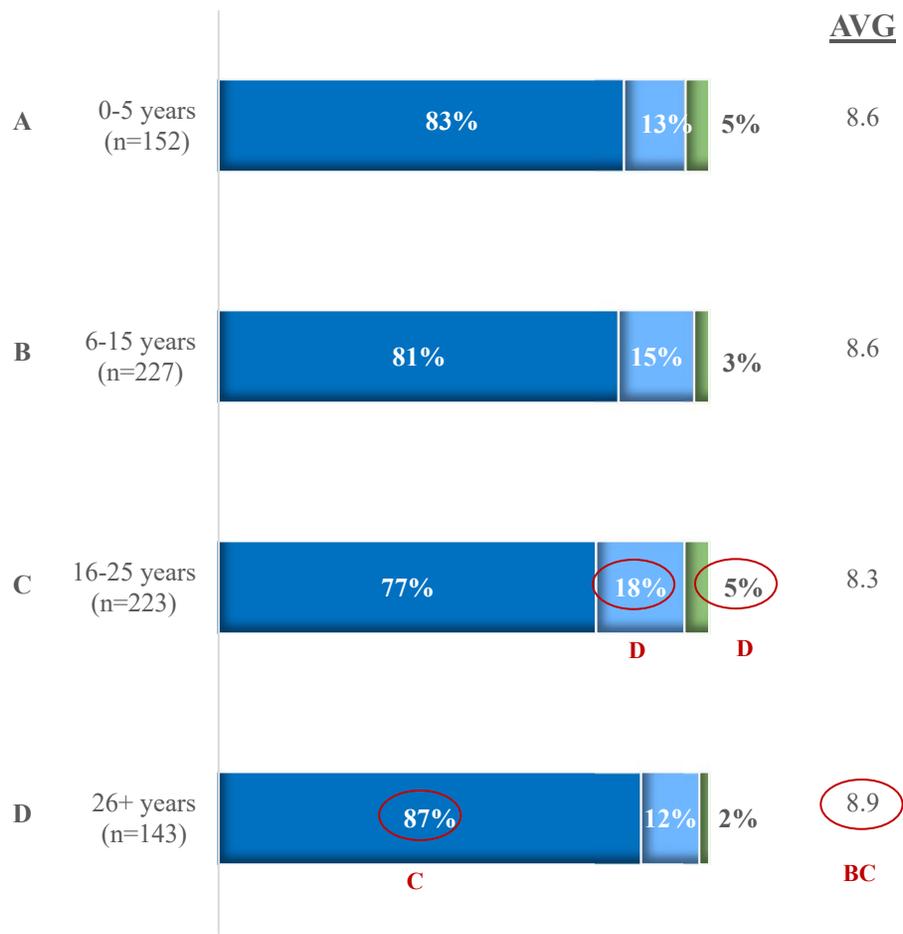
- As with previous metrics, citizens with the longest tenure in the area (26+ years) are most to be very satisfied that Prince William County Police display positive attitudes and behaviors towards residents.

  – Close to nine-in-ten (87%) of the most tenured residents are very satisfied with this aspect, which is significantly higher than the 77% noted among those living in the County for the past 16-25 years.

  – Interestingly, the highest proportion of dissatisfied respondents (5%) is observed among those with 16-25 year tenure.

*Due to weighting and rounding percentages may not add to 100%.*

Q2F. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that the Prince William's Police display positive attitudes and behaviors towards residents? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Police Attitudes & Behaviors – by Education

AVG

A High school or less (n=148) — 81% | 14% | 5% ⓓ D — 8.7

B Some college (n=179) — 79% | 15% | 6% ⓓ D — 8.4

C 4-year college grad (n=225) — 82% | 14% | 4% ⓓ D — 8.6

D Grad degree (n=184) — 83% | 16% | 1% — (8.7) B

■ Very satisfied (8-10)   ■ Satisfied (5-7)   ■ Dissatisfied (0-4)

◯ = significant difference among respondent segments
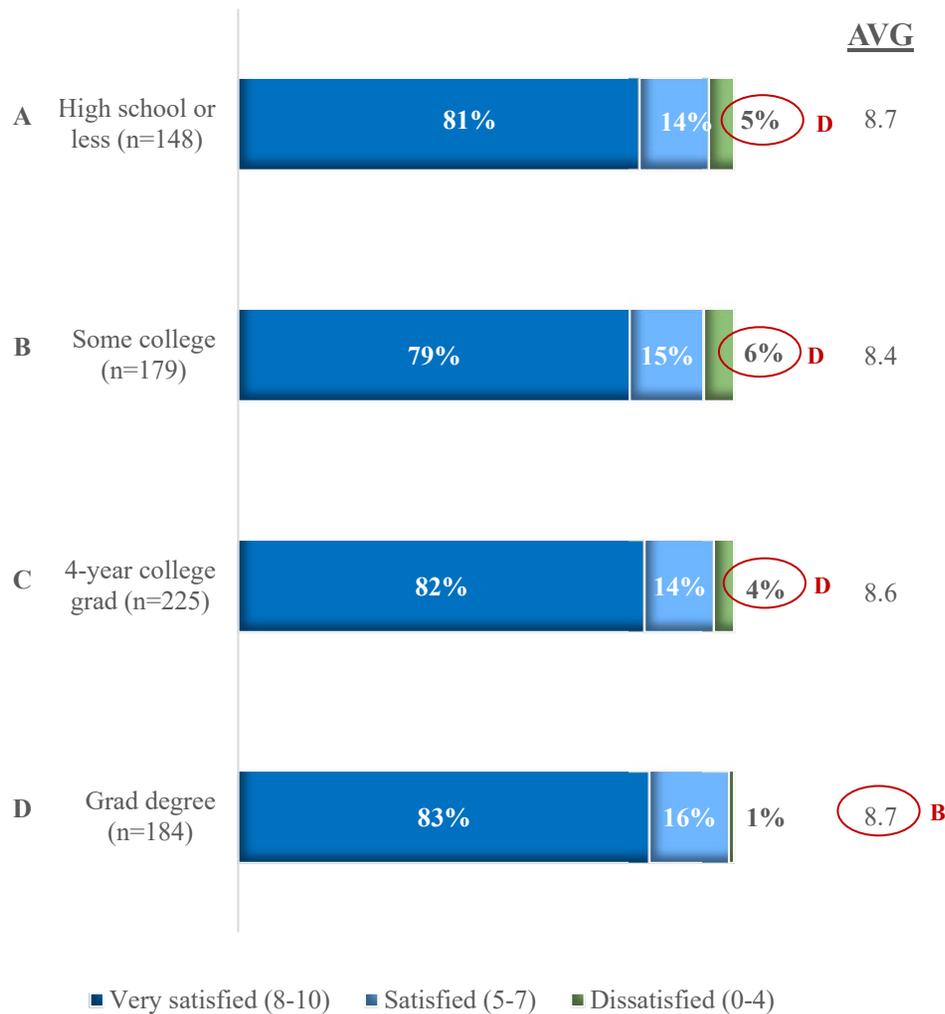
- County residents with graduate or professional degrees beyond college are the least likely segment to feel dissatisfied with the Police officers' attitudes and behaviors towards citizens.

  – Only 1% of this segment report ratings of 0-4 on the 10-point scale, as compared to 4% among 4-year college graduates, 6% among those with some college and 5% among those with a high school diploma or less.

Due to weighting and rounding percentages may not add to 100%.

Q2F. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that the Prince William's Police display positive attitudes and behaviors towards residents? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Police Attitudes & Behaviors – by Ethnicity

AVG

A Caucasian (n=402)	87% CE	10% 3%	8.9 CDE
B Asian (n=53)	86% E	12% 3%	8.7
C Hispanic (n=146)	77%	18% A	5%	8.4
D Mixed (n=39)	75%	18%	8%	8.0
E African American (n=143)	70%	25% AB	5%	8.1

■ Very satisfied (8-10) ■ Satisfied (5-7) ■ Dissatisfied (0-4)
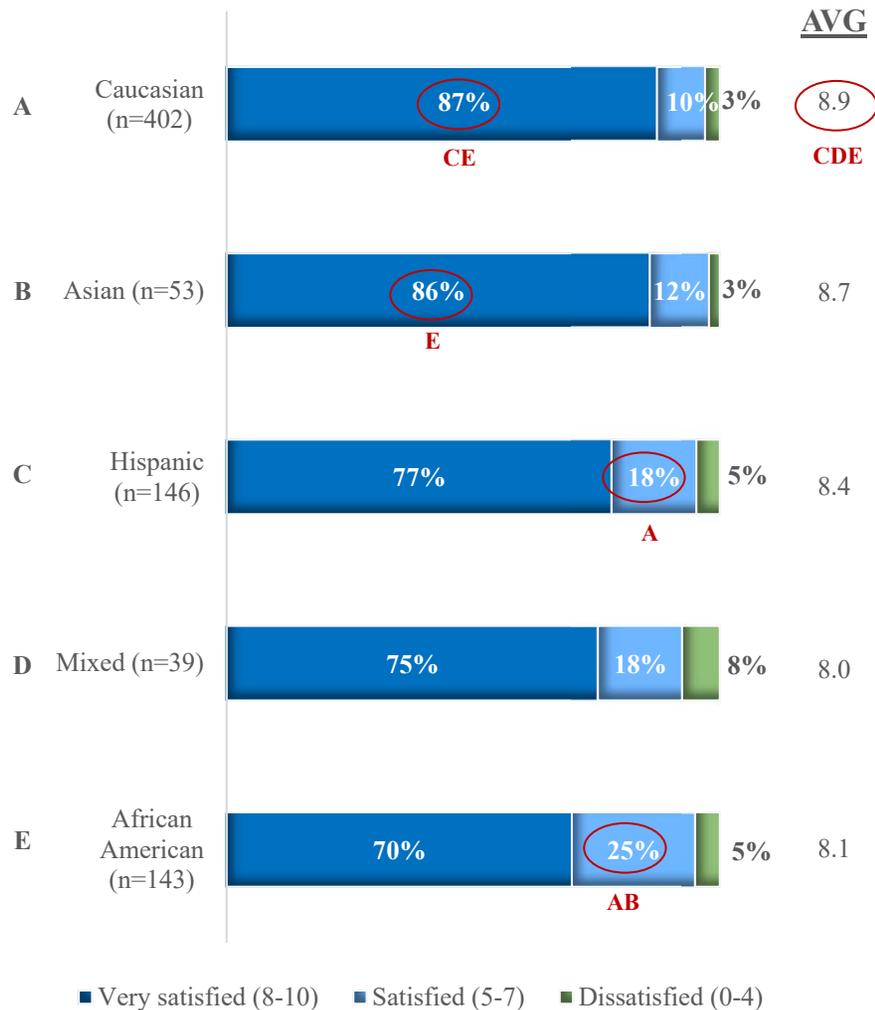
⬭ = *significant difference among respondent segments*

- At 87%, Caucasian and 86%, Asian respondents are most likely to be very satisfied that the Police display positive attitudes and behaviors towards residents. This result is consistent with the previously discussed metrics, as well as with the 2018 trends.

- At the same time, African American, Hispanic and Mixed Ethnicity residents are most apt to award the County's Police officers lukewarm ratings of 5-7 on the 10-point scale.
  - A quarter (25%) of African Americans and 18% of Hispanics and Mixed Ethnicity are only satisfied with this metric, as opposed to 10% of Caucasians and 12% of Asians.

- Similar pattern of results were observed in 2018.
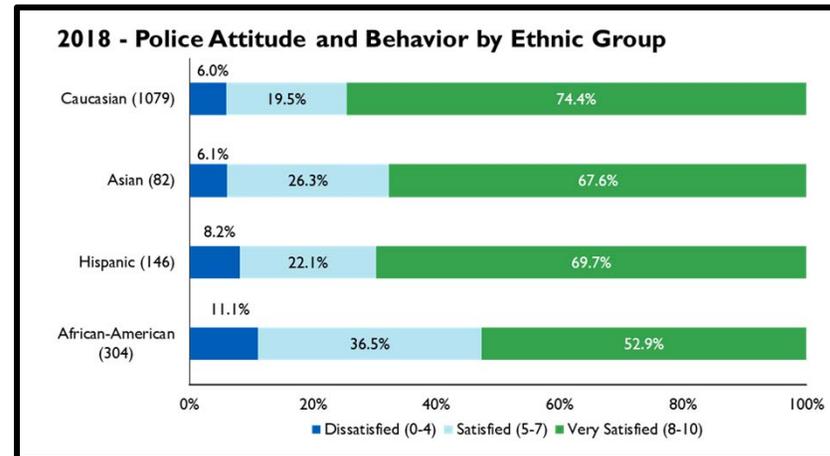
2018 - Police Attitude and Behavior by Ethnic Group

	Dissatisfied (0-4)	Satisfied (5-7)	Very Satisfied (8-10)
Caucasian (1079)	6.0%	19.5%	74.4%
Asian (82)	6.1%	26.3%	67.6%
Hispanic (146)	8.2%	22.1%	69.7%
African-American (304)	11.1%	36.5%	52.9%

Due to weighting and rounding percentages may not add to 100%.

Q2F. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that the Prince William's Police display positive attitudes and behaviors towards residents? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

8. Animal Control

Animal Control

AVG	7.6	8.3 ⬆
Overall Satisfied	92%	95%

Legend:
- ■ Dissatisfied (0-4)
- ■ Satisfied (5-7)
- ■ Very satisfied (8-10)

2018 (n=1390) — 62% / 31% / 8%
2020 (n=624) — 74% ⬆ / 21% ⬇ / 5% ⬇
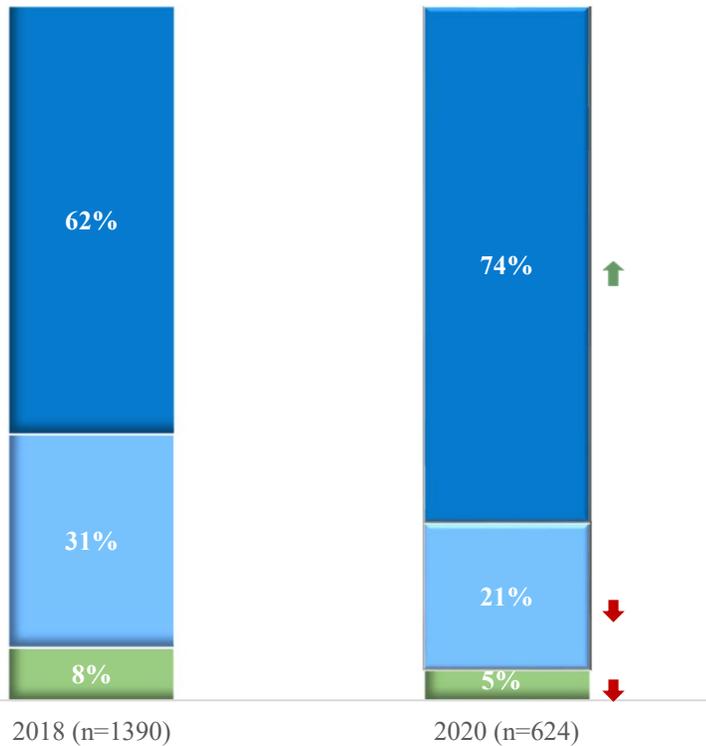
- In line with the previously discussed metrics, residents' satisfaction that the County's Animal Control effectively protects residents and animals has increased since the 2018 survey. At present, nearly all citizens (95%) are satisfied with this aspect of the County services.

  – This increase is attributable to a 3-point drop in the proportion of dissatisfied residents (8% in 2018 vs. 5% in 2020).

  – Additionally, residents are now less likely to rate the Animal Control services as 5-7 (21% now vs. 31% in 2018) and more likely to rate it as 8-10 on the 10-point scale (74% now vs. 62% in 2018).

Due to weighting and rounding percentages may not add to 100%.

Q2G. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that Animal Control effectively protects residents and animals? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Animal Control – by Region

Animal Control: Very Satisfied (8-10) by Region

Region		Percent	AVG	
A	Broad Run 2018 (n=210)	61%	7.6	
	Broad Run 2020 (n=102)	**DEFG** 84%	8.7	**DEFG**
B	Battlefield 2018 (n=227)	58%	7.2	
	Battlefield 2020 (n=101)	**EFG** 82%	8.8	**ADEFG**
C	Hoadly 2018 (n=158)	66%	7.8	
	Hoadly 2020 (n=63)	74%	8.4	**G**
D	Dale 2018 (n=229)	66%	7.7	
	Dale 2020 (n=96)	73%	8.3	
E	Belmont/Potomac 2018 (n=203)	60%	7.9	
	Belmont/Potomac 2020 (n=99)	71%	8.3	
F	Old Bridge 2018 (n=184)	62%	7.7	
	Old Bridge 2020 (n=80)	69%	8.0	
G	Forest Park 2018 (n=175)	60%	7.5	
	Forest Park 2020 (n=78)	63%	7.8	

- The overall increase in satisfaction that Animal Control effectively protects residents and animals in the County is driven by gains across all regions, and particularly by the substantial lifts in Battlefield (+24 points) and Broad Run (+23 points).

  – In the 2018 survey iteration, there were no noteworthy differences among satisfaction levels noted across the regions. In 2020, however, Broad Run and Battlefield are the obvious leaders on this metric, with more than eight-in-residents (84% and 82%, respectively) reporting they are very satisfied.

2020 Animal Control	Broad Run	Battlefield	Hoadly	Dale	Belmont/ Potomac	Old Bridge	Forest Park
Very satisfied (8-10)	84%	82%	74%	73%	71%	69%	63%
Satisfied (5-7)	14%	16%	23%	20%	24%	24%	30%
Dissatisfied (0-4)	3%	2%	3%	7%	5%	7%	7%

◯ = *significant difference among regions*

Q2G. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that Animal Control effectively protects residents and animals? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Animal Control – by Ethnicity

AVG

A Caucasian (n=329)	76% / 20% / 4%	8.5 E
B Hispanic (n=131)	76% / 19% / 5%	8.3
C Asian (n=45)	75% / 25%	8.6
D Mixed (n=33)	75% / 19% / 6%	8.0
E African American (n=114)	67% / 25% / 9%	7.9

■ Very satisfied (8-10) ■ Satisfied (5-7) ■ Dissatisfied (0-4)

⬭ = *significant difference among respondent segments*

- In keeping with the already established pattern, Caucasian residents of Prince William County are among the most likely to be very satisfied that Animal Control effectively protects residents and animals. This high satisfaction level is shared with the Hispanic residents as well.

  – A rating of just over or at three-quarters showing most of the Prince William County residents are very satisfied with this aspect of the County services. This result is higher than the 67% recorded among African American residents.

Due to weighting and rounding percentages may not add to 100%.

Q2G. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that Animal Control effectively protects residents and animals? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

9. Neighborhood Safety

Neighborhood Safety

AVG | 8.5 | 8.8 ↑

Overall
Satisfied | 96% | 98%

2018 (n=1595)
- 81% (Very satisfied)
- 15% (Satisfied)
- 5% (Dissatisfied)

2020 (n=824)
- 84% ↑ (Very satisfied)
- 14% (Satisfied)
- 2% ↓ (Dissatisfied)
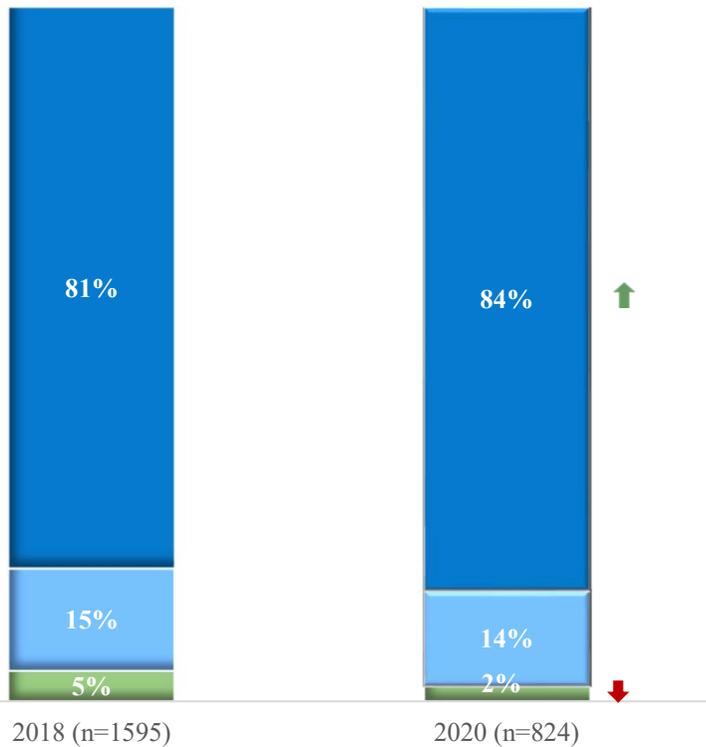
■ Dissatisfied (0-4) ◩ Satisfied (5-7) ◼ Very satisfied (8-10)

- The overwhelming majority of Prince William County residents feel safe in their neighborhoods. This metric has increased by 2 points since 2018, which is a continuation of an upward trend noted in the previous survey.

  – The observed lift is a result of a simultaneous drop in dissatisfaction (5% in 2018 and 2% in 2020) and an uptick among those very satisfied (81% in 2018 and 84% now).

  – The resulting average rating of 8.8 on a 10-point scale is an important indicator of a healthy, safe community.

*Due to weighting and rounding percentages may not add to 100%.*

Q2H. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that you feel safe in your neighborhood? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Neighborhood Safety – by Region

Neighborhood Safety:
Very Satisfied (8-10) by Region

AVG

A	Battlefield 2018 (n=266)	85%	8.8
	Battlefield 2020 (n=136)	**BCDEFG** 95%	9.5 **BCDEFG**
B	Hoadly 2018 (n=174)	88%	8.8
	Hoadly 2020 (n=89)	**FG** 88%	8.9 **FG**
C	Old Bridge 2018 (n=213)	81%	8.4
	Old Bridge 2020 (n=110)	**FG** 87%	8.9 **FG**
D	Broad Run 2018 (n=247)	76%	8.4
	Broad Run 2020 (n=126)	84%	8.8 **F**
E	Belmont/Potomac 2018 (n=236)	74%	8.3
	Belmont/Potomac 2020 (n=123)	81%	8.6
F	Dale 2018 (n=261)	81%	8.5
	Dale 2020 (n=134)	78%	8.4
G	Forest Park 2018 (n=194)	81%	8.4
	Forest Park 2020 (n=101)	76%	8.5

- The County-wide lift in the perception of safety of the immediate neighborhood is driven by upticks in regions such as Battlefield (+10 points), Broad Run (+8 points), and Belmont/Potomac and Old Bridge (+6 points each).

- Despite the overall gains on this metric, two areas experience declines. These include Forest Park (-5 points) and Dale (-3 points).

- In 2018, Hoadly and Battlefield were the top regions in terms of satisfaction with neighborhood safety. This year that trend continues with Battlefield topping of the list at a impressive 95%, followed by Hoadly (88%) and Old Bridge (87%).

2020 Neighborhood Safety	Battlefield	Hoadly	Old Bridge	Broad Run	Belmont/ Potomac	Dale	Forest Park
Very satisfied (8-10)	95%	88%	87%	84%	81%	78%	76%
Satisfied (5-7)	5%	10%	12%	14%	15%	18%	23%
Dissatisfied (0-4)	-	2%	1%	2%	4%	4%	2%

◯ = *significant difference among regions*

Q2H. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that you feel safe in your neighborhood? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Neighborhood Safety – by Age

AVG

A Age 18-34
(n=263)

80% 17% 2%   8.7

B

B Age 35-54
(n=345)

87% 11% 2%   8.9

A

C Age 55+
(n=211)

84% 14% 2%   8.9

■ Very satisfied (8-10) ■ Satisfied (5-7) ■ Dissatisfied (0-4)

◯ = *significant difference among respondent segments*

Due to weighting and rounding percentages may not add to 100%.
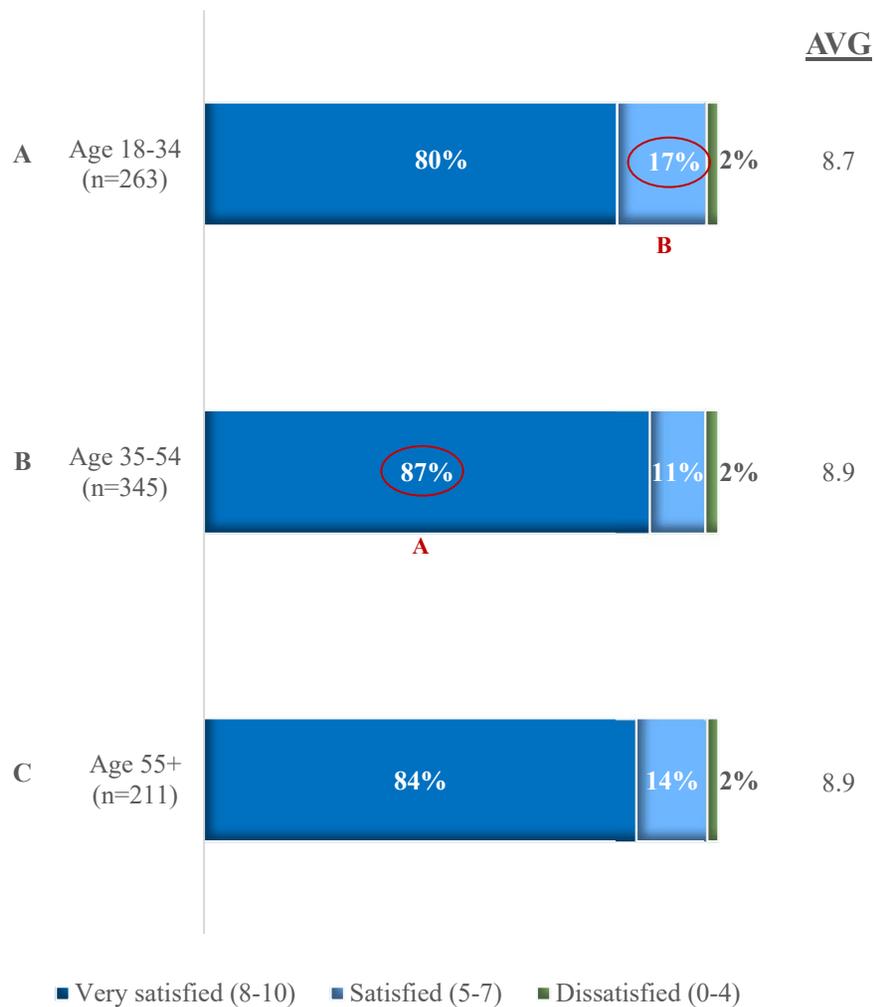
- At 87%, residents age 35-54 are the most likely to be very satisfied that they feel safe in their neighborhood. This result is significantly higher than the 80% noted among the youngest respondent segment, i.e., those under the age of 35.

  – In comparison, residents age 18-34 are notably more likely than those age 35-54 to rate neighborhood safety as 5-7 on the 10-point satisfaction scale.

Q2H. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that you feel safe in your neighborhood? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Neighborhood Safety – by Length of Residency

AVG

A 0-5 years (n=178) — 79% | 18% | 3% — 8.7

B 6-15 years (n=251) — 84% | 13% | 3% — 8.8

C 16-25 years (n=240) — 87% | 12% | 1% — 8.9

D 26+ years (n=156) — 86% A | 12% | 1% — 9.0 A

■ Very satisfied (8-10)   ■ Satisfied (5-7)   ■ Dissatisfied (0-4)

⬭ = significant difference among respondent segments
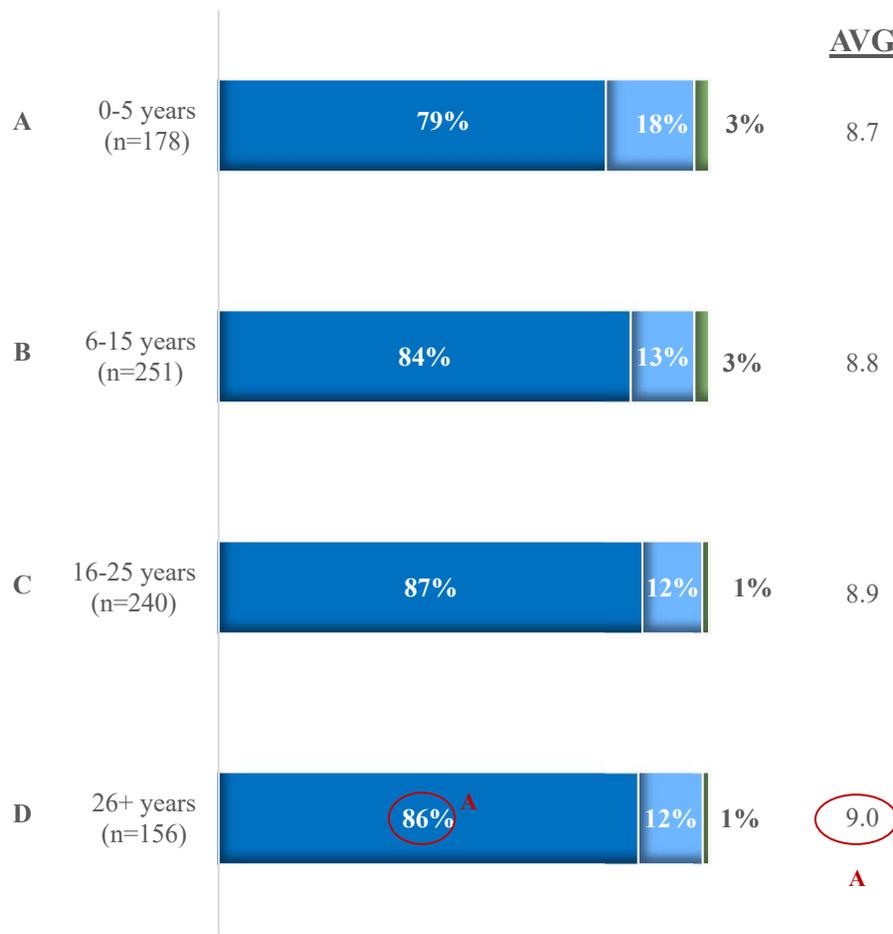
- Residents who have been living in Prince William County for at least 16 years are most likely to be very satisfied that they feel safe in their neighborhood.

  – At 87 - 86%, those residing in the County for 16+ years are more likely to be very satisfied than those living in the area for up to 5 years (79%).

  – Dissatisfaction levels are very low, but they peak among residents with tenures less than 16 years. A total of 3% of those respondents rate neighborhood safety as only 0-4 on the 10-point scale.

Due to weighting and rounding percentages may not add to 100%.

Q2H. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that you feel safe in your neighborhood? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Neighborhood Safety – by Education

AVG

A High school or less (n=157)
82% | 15% | 4% — 8.7

B Some college (n=192)
86% | 13% | 1% — 8.9

C 4-year college grad (n=255)
88% | 11% | 2% — 8.9
D

D Grad degree (n=208)
82% | 16% | 2% — 8.7

- Very satisfied (8-10) ■ Satisfied (5-7) ■ Dissatisfied (0-4)

◯ = *significant difference among respondent segments*
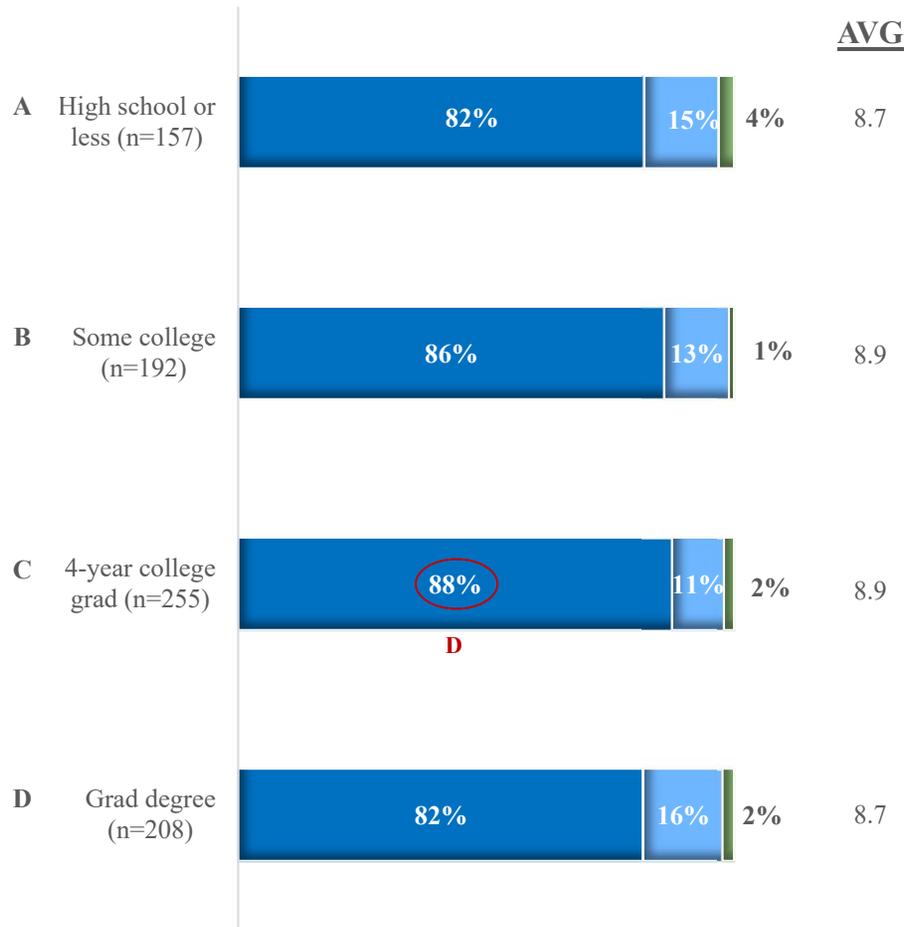
- At 88%, residents with 4-year college degrees are the most likely segment to say they are very satisfied with their neighborhood safety.

  – This result is higher than the 82% reported among respondents with graduate / professional degrees beyond college or those with a high school or less education.

Due to weighting and rounding percentages may not add to 100%.

Q2H. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that you feel safe in your neighborhood? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Neighborhood Safety – by Ethnicity

AVG

A Caucasian (n=431)	87% 12% 1% 9.0
	E DE
B Mixed (n=44)	82% 12% 6% 8.5
C Asian (n=61)	82% 15% 3% 8.7
D African American (n=165)	80% 17% 2% 8.6
E Hispanic (n=158)	78% 18% 4% 8.5
	A A

■ Very satisfied (8-10)   ■ Satisfied (5-7)   ■ Dissatisfied (0-4)
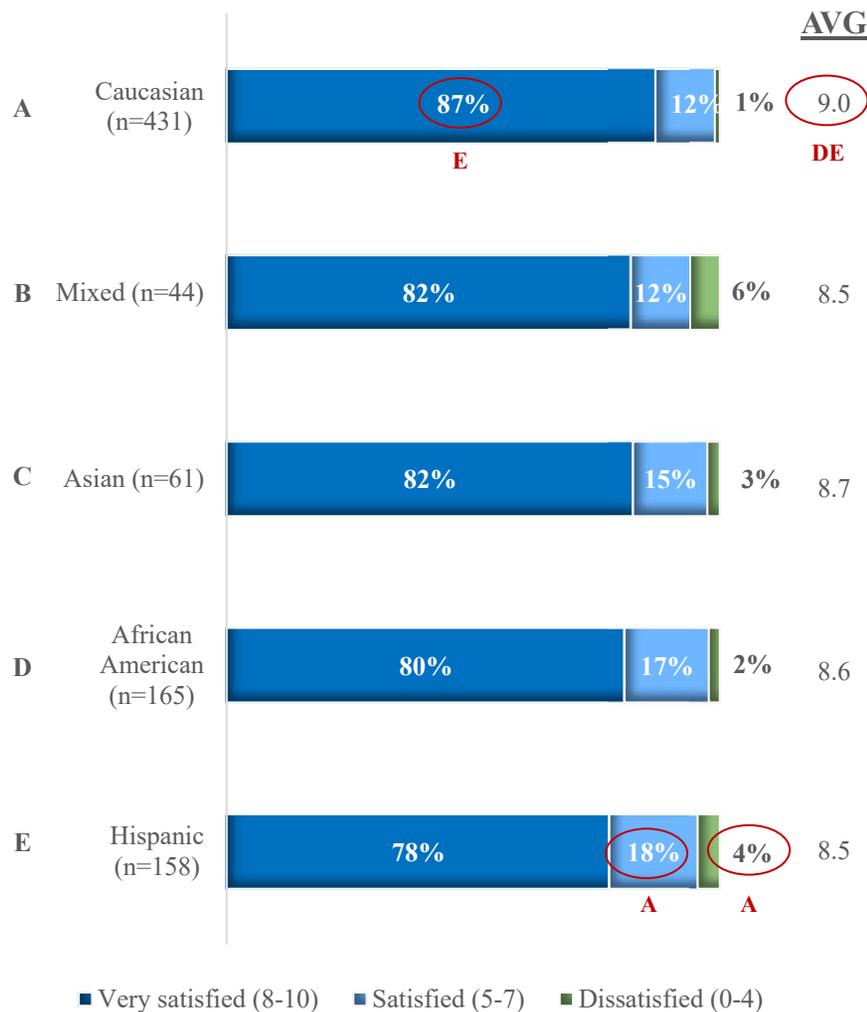
⬭ = *significant difference among respondent segments*

- Mirroring the established pattern, Caucasian residents of Prince William County are most likely to be very satisfied that they feel safe in their neighborhood.
  - Almost nine-in-ten Caucasians (87%) are very satisfied with this aspect of their life in Prince William County. This result is significantly higher than the 78% recorded among residents of Hispanic descent.

- It is noticeable that African American respondents rate this metric highest in 2018, (82.1%).
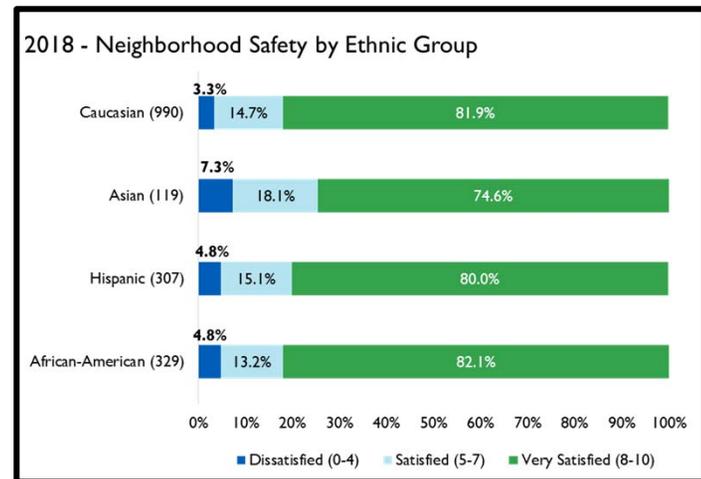
2018 - Neighborhood Safety by Ethnic Group

Caucasian (990)	3.3% 14.7% 81.9%
Asian (119)	7.3% 18.1% 74.6%
Hispanic (307)	4.8% 15.1% 80.0%
African-American (329)	4.8% 13.2% 82.1%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

■ Dissatisfied (0-4)   ■ Satisfied (5-7)   ■ Very Satisfied (8-10)

Due to weighting and rounding percentages may not add to 100%.

Q2H. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that you feel safe in your neighborhood? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Neighborhood Safety – by Income

AVG

A	<$50K (n=137)	77% **20%** 4% → 8.6
		CD
B	$50K-<$100K (n=207)	82% **16%** 3% → 8.6
C	$100K-<$150K (n=149)	**88%** 11% 1% → 9.0 **AB**
		A
D	$150K+ (n=185)	**89%** 11% 1% → 9.0 **AB**
		AB

■ Very satisfied (8-10)   ■ Satisfied (5-7)   ■ Dissatisfied (0-4)

◯ = *significant difference among respondent segments*
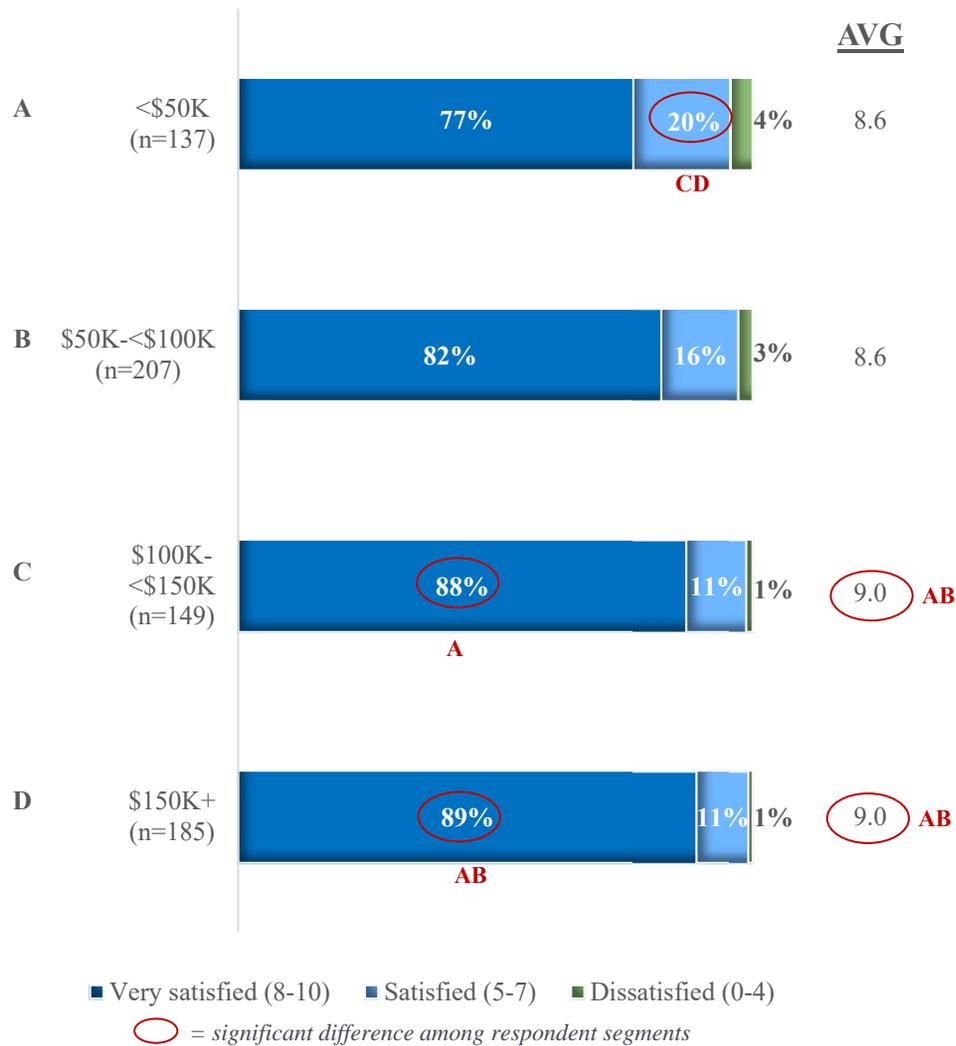
- County residents in the top income brackets ($100K or more per year) are most likely to be very satisfied with their neighborhood safety.

  – To illustrate, nearly nine-in-ten residents representing the $150K+ income segment (89%) rate the safety of their neighborhood as 8-10 on the 10-point satisfaction scale, and 88% of those with incomes ranging from $100K to $150K feel the same way.

  – In comparison, just over three-quarters (77%) of residents with incomes below $50K are very satisfied with their neighborhood safety.

  – The impressive average ratings of this metric noted in the $100K+ segments (9.0 on the 10-point scale) are some of the highest in this year's study.

Due to weighting and rounding percentages may not add to 100%.

Q2H. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that you feel safe in your neighborhood? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

10. Safety in Commercial Areas of Prince William County

Safety in Commercial Areas

AVG	8.1	8.6 ⬆
Overall Satisfied	96%	98%

2018 (n=1588) | 2020 (n=816)

Bar values: 2018 — Very satisfied 70%, Satisfied 26%, Dissatisfied 4%. 2020 — Very satisfied 79% ⬆, Satisfied 19% ⬇, Dissatisfied 2% ⬇

Legend: ■ Dissatisfied (0-4) ■ Satisfied (5-7) ■ Very satisfied (8-10)
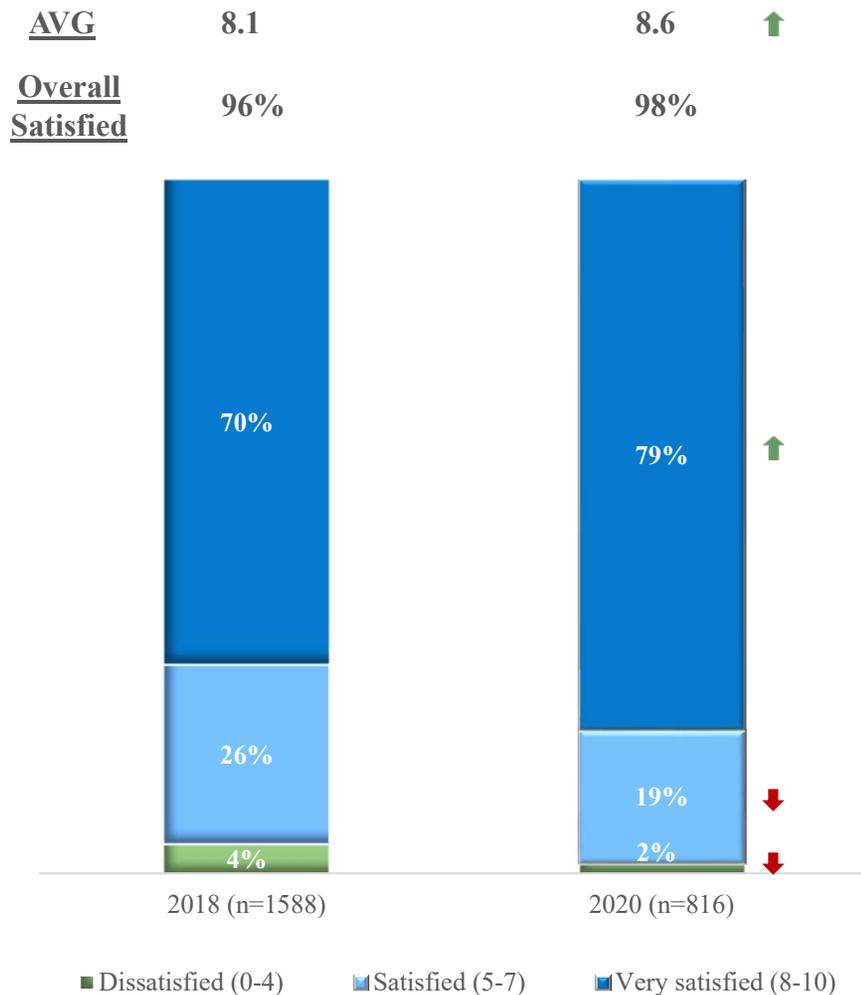
- Residents feel safer now in commercial areas of the County than they did two years ago.

  - At present, an impressive 98% of respondents are satisfied that they feel safe when visiting commercial areas, compared to 96% noted in 2018.

  - This result is attributable to further reduction in the proportion of dissatisfied residents (4% in 2018 vs. 2% now). Additionally, there has been some reshuffling in the overall satisfied category, with more residents now giving the response of very satisfied (a 9-point gain) and fewer saying they are just satisfied (a 6-point drop).

- Unlike with metrics discussed earlier in this report, no statistically significant differences among demographic segments are observed.

  - While in 2018 Asian residents were the most likely to feel less safe when visiting commercial areas in Prince William County, this is no longer the case.

*Due to weighting and rounding percentages may not add to 100%.*

Q2I. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that you feel safe when visiting commercial areas in Prince William County? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Safety in Commercial Areas – by Region

Safety in Commercial Areas: Very Satisfied (8-10) by Region
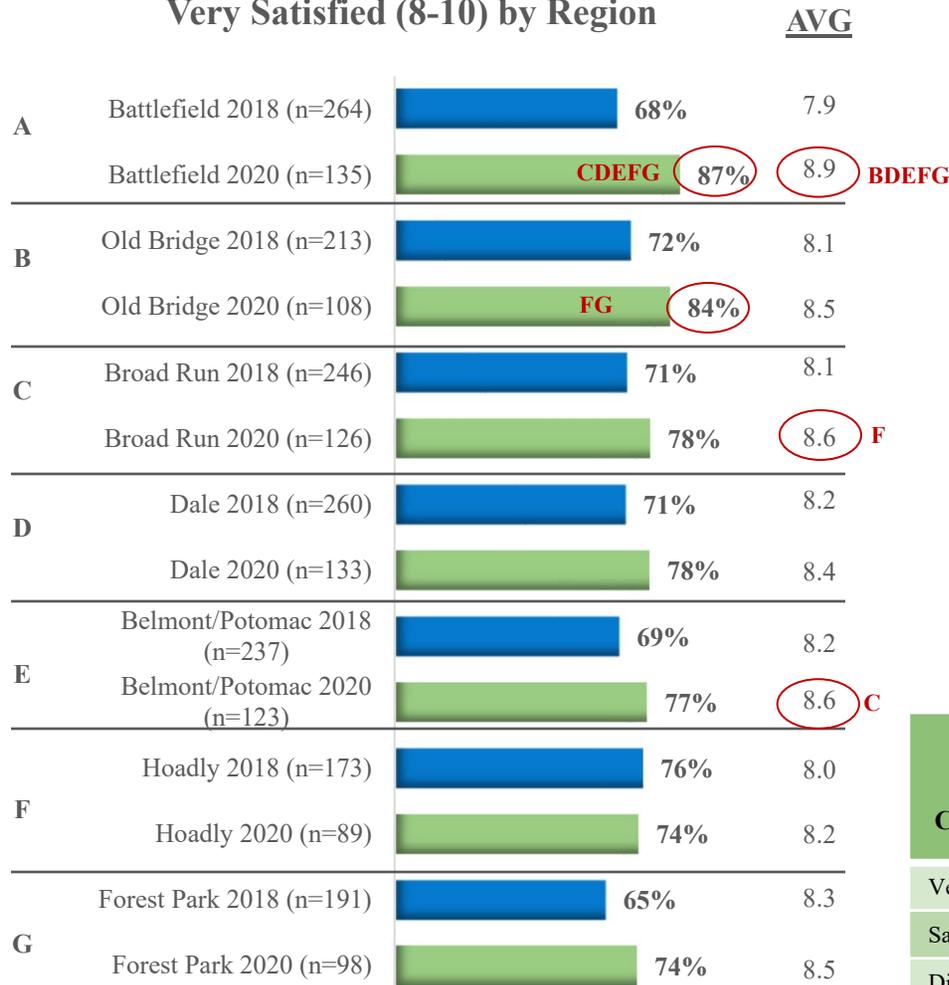
Region		%	AVG	
A	Battlefield 2018 (n=264)	68%	7.9	
	Battlefield 2020 (n=135)	CDEFG 87%	8.9	BDEFG
B	Old Bridge 2018 (n=213)	72%	8.1	
	Old Bridge 2020 (n=108)	FG 84%	8.5	
C	Broad Run 2018 (n=246)	71%	8.1	
	Broad Run 2020 (n=126)	78%	8.6	F
D	Dale 2018 (n=260)	71%	8.2	
	Dale 2020 (n=133)	78%	8.4	
E	Belmont/Potomac 2018 (n=237)	69%	8.2	
	Belmont/Potomac 2020 (n=123)	77%	8.6	C
F	Hoadly 2018 (n=173)	76%	8.0	
	Hoadly 2020 (n=89)	74%	8.2	
G	Forest Park 2018 (n=191)	65%	8.3	
	Forest Park 2020 (n=98)	74%	8.5	

○ = significant difference among regions

- The County-wide increase in residents' satisfaction that they feel safe when visiting commercial areas in Prince William County is reflected across all but one region – Hoadly.

  - In comparison to the 2018 survey, the most substantial lifts can be seen in Battlefield (+19 points), Old Bridge (+12 points), and Forest Park (+9 points).

  - Hoadly shows a 2-point drop on this aspect of life in the County when compared to the 2018 results.

  - Consequently, Hoadly is pushed from the top position on this metric in 2018 to next to last, while Battlefield (6th in 2018) leads the way this year.

2020 Safety in Commercial Areas	Battlefield	Old Bridge	Broad Run	Dale	Belmont/ Potomac	Hoadly	Forest Park
Very satisfied (8-10)	87%	84%	78%	78%	77%	74%	74%
Satisfied (5-7)	11%	14%	22%	20%	20%	24%	27%
Dissatisfied (0-4)	2%	2%	-	2%	2%	3%	-

*Due to weighting and rounding percentages may not add to 100%.*

Q2I. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that you feel safe when visiting commercial areas in Prince William County? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Safety in Commercial Areas – by Ethnicity

AVG

A	Asian (n=61)	8.8

- 82%
- 18%

B	Caucasian (n=429)	8.6

- 80%
- 19%
- 2%

C	African American (n=163)	8.5

- 79%
- 19%
- 2%

D	Hispanic (n=157)	8.5

- 77%
- 22%
- 1%

E	Mixed (n=42)	8.1

- 74%
- 21%
- 5%

■ Very satisfied (8-10)   ■ Satisfied (5-7)   ■ Dissatisfied (0-4)
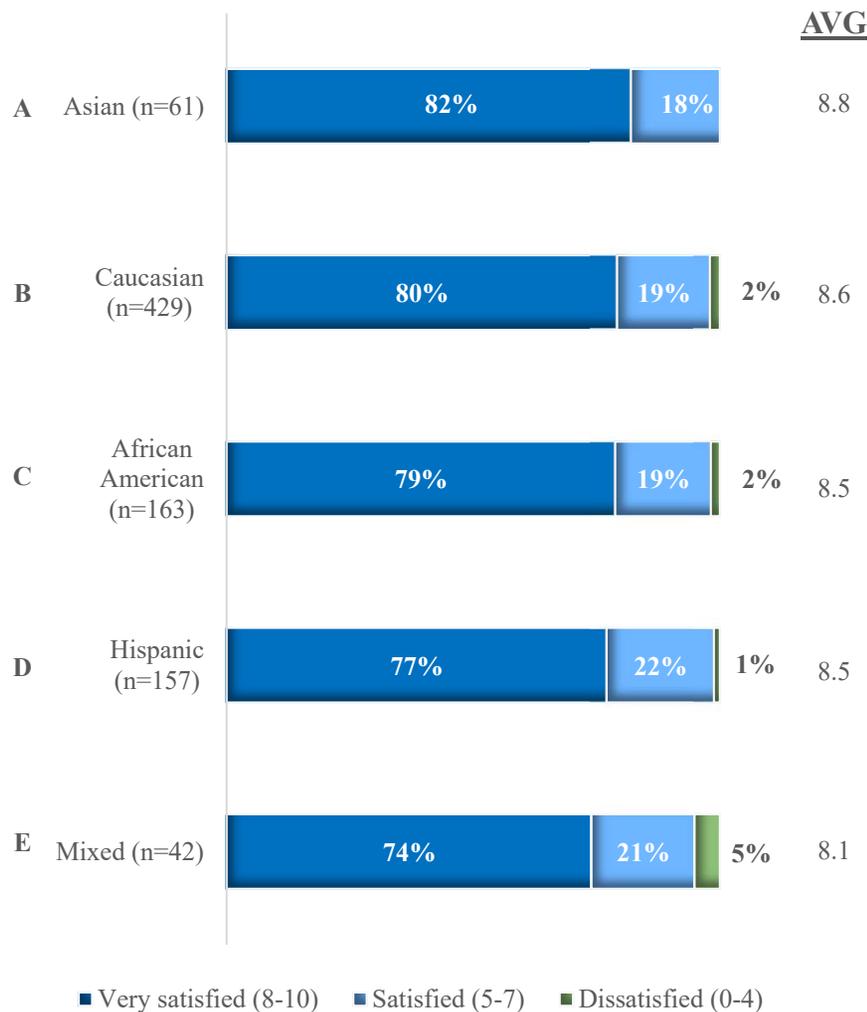
Due to weighting and rounding percentages may not add to 100%.

- There are no significant differences in how satisfied residence are in feeling safe when visiting commercial areas in Prince William County in 2020.

- With that said, the Asian residents (82%) are most likely to say they are very satisfied with this aspect of their life in Prince William County. Interestingly, this result is the opposite ranking for Asians in 2018 where they were the least likely to be very satisfied.
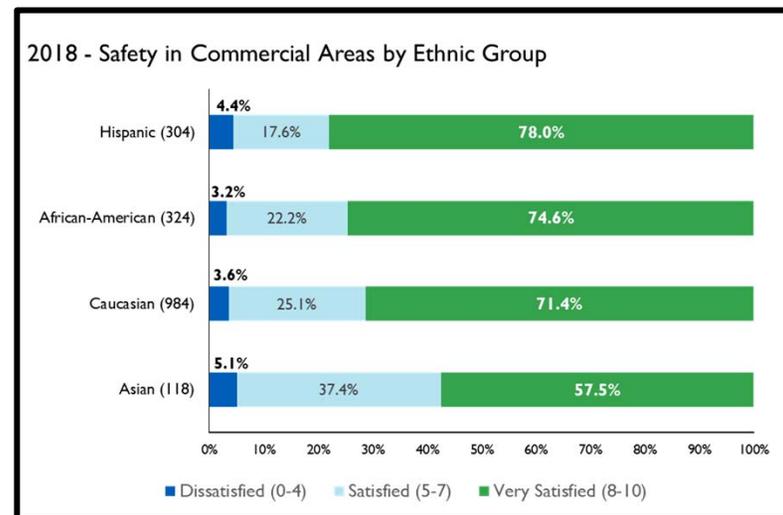
2018 - Safety in Commercial Areas by Ethnic Group

	Dissatisfied (0-4)	Satisfied (5-7)	Very Satisfied (8-10)
Hispanic (304)	4.4%	17.6%	78.0%
African-American (324)	3.2%	22.2%	74.6%
Caucasian (984)	3.6%	25.1%	71.4%
Asian (118)	5.1%	37.4%	57.5%

■ Dissatisfied (0-4)   ■ Satisfied (5-7)   ■ Very Satisfied (8-10)

Q2I. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that you feel safe when visiting commercial areas in Prince William County? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

11. Improvement Suggestions

How to Make Prince William County a Better Place to Live

Nothing / doing a good job / satisfied: 7% (2018), 17% (2020)
Community outreach: 5% (2020)
More patrols day and night/more police: 6% (2020)
Improve traffic: 6% (2018), 5% (2020)
Safety: 4% (2020)
Improve/finish/build more roads: 6% (2018), 3% (2020)
Control crime: 3% (2018), 3% (2020)
Driving violations/speeding: 3% (2020)
Equality: 2% (2020)
More visible presence: 3% (2020)
Improve public transportation: 6% (2018)
Improve the educational system: 4% (2018)
Stop development: 4% (2018)
Increase communication between community leaders and residents: 4% (2018)
Lower taxes: 3% (2018)
Better community planning: 3% (2018)

■ 2018 (n=1473)   ■ 2020 (n=826)

- When asked about the one most important thing the Prince William County should do to make it a better place to live, the largest proportion of residents (17%) thought it is already doing a good job and nothing more was needed.
  - This response is now given more than twice as often as in 2018 (17% now vs. 7% two years ago), which is consistent with the increased satisfaction observed on all metrics in the current survey iteration.

- This year, the most frequently cited suggestions for improvement included community outreach (5%), more police and patrols (6%), improved traffic (5%) and safety (4%).
  - The list residents came up with this year is quite different from the one developed in 2018. This being said, traffic, roads and crime control are the issues repeated in both surveys.

3. [Base: Total respondents who gave response] What us the <u>ONE</u> most important thing the County should do to make Prince William County a better place to live?
Note: Responses with fewer than 3% of mentions are not shown

How to Make Prince William County a Better Place to Live – by Region

- Residents of Belmont/Potomac, Old Bridge, Battlefield, and Dale are most likely to say "nothing needs to be improved in Prince William County", at 20%, 18%, and 19%, respectively.
- At the same time, those living in Battlefield and Hoadly are more likely than others to suggest community outreach (8%).
- Respondents representing Old Bridge, on the other hand, are most concerned with improving traffic (10%) and introducing more police patrols (9%).

How to Make Prince William County a Better Place to Live	Battlefield (A)		Belmont/ Potomac (B)		Broad Run (C)		Dale (D)		Forest Park (E)		Hoadly (F)		Old Bridge (G)	
	2018 (n=245)	2020 (n=137)	2018 (n=228)	2020 (n=123)	2018 (n=224)	2020 (n=127)	2018 (n=248)	2020 (n=134)	2018 (n=180)	2020 (n=101)	2018 (n=151)	2020 (n=89)	2018 (n=194)	2020 (n=110)
Nothing/doing a good job/satisfied	6%	18% CF	7%	20% CF	8%	13%	8%	18% CF	6%	14%	3%	11%	7%	19% CF
Community outreach	-	8%	-	5%	-	5%	-	6%	-	4%	-	8%	-	3%
More patrols/more police	-	4%	-	8% AE	-	7%	-	9% AE	-	5%	-	-	-	9% AE
Improve traffic	5%	3%	6%	6%	6%	-	4%	5%	4%	5%	10%	7%	10%	10% A
Safety	-	6%	-	3%	-	9% B	-	-	-	5%	-	-	-	7%
Improve/finish/build more roads	7%	3%	8%	4%	4%	6%	3%	-	5%	3%	8%	7%	6%	-
Control crime	2%	-	3%	2%	4%	-	6%	3%	4%	7%	-	4%	3%	3%
Driving violations/speeding	-	-	-	-	-	5%	-	5%	-	-	-	4%	-	-
Equality	-	-	-	-	-	3%	-	3%	-	-	-	4%	-	3%
More visible presence	-	-	-	-	-	3%	-	4%	-	5%	-	3%	-	3%

⬭ = significant difference among regions

3. [Base: Total respondents who gave response] What us the ONE most important thing the County should do to make Prince William County a better place to live?

Note: Responses with fewer than 3% of overall mentions are not shown

12. Comparative Community Benchmarking

Community Benchmarking

	Satisfaction with Police Department	Timeliness of Police Response	Police Courteous and Helpful	Police Treat Everyone Fairly	Display Positive Attitude/ Behaviors	Feelings of Safety in the Neighborhood	Overall Quality of Life
Prince William County	96	97	95	93	96	98	98
Loudon County (2018)	86	********	********	********	********	96	87
City of Roanoke (2019)	84	********	********	********	********	88	72
Durham County (2019)	57	********	********	********	********	86 (Day) 60 (Night)	64
Arlington County (2018)	85	********	********	********	********	98 (Day) 87(Night)	86
VA Beach (2019)	91	********	********	********	********	96	93
Kansas City, MO (2019)	58	43	********	********	********	59	62
Oklahoma City, OK (2020)	71	66	********	88	********	87 (Day) 57 (Night)	70

Community Benchmarking – cont'd.

	Satisfaction with Police Department	Timeliness of Police Response	Police Courteous and Helpful	Police Treat Everyone Fairly	Display Positive Attitude/ Behaviors	Feelings of Safety in the Neighborhood	Overall Quality of Life
Portland, OR (2019)	********	********	********	********	********	57 (Night)	********
Austin, TX (2019)	66	********	********	********	********	89 (Day) 73 (Night)	65
Sarasota County, FL (2020)	********	********	********	********	********	********	96
Dakota County, MN (2019)	70	********	********	********	********	87	80
Miami, FL (2019)	61	********	********	********	********	********	54
Raleigh, NC (2018)	74	********	********	********	********	91 (Day) 75 (Night)	90
Sacramento, CA (2019)	50	********	********	********	********	82	62
Arlington City, TX (2019)	81	76	********	********	81	89 (Day) 54 (Night)	68

Community Benchmarking – cont'd.

	Satisfaction with Police Department	Timeliness of Police Response	Police Courteous and Helpful	Police Treat Everyone Fairly	Display Positive Attitude/ Behaviors	Feelings of Safety in the Neighborhood	Overall Quality of Life
New Orleans, LA (2020)	57	34	********	********	********	81	********
Aurora, CO (2018)	72	********	********	********	********	81 (Day)	69
Pasco County, FL (2019)	78	********	********	********	********	93	62
Colorado Springs, CO (2018)	75	********	********	********	********	********	********
Adams County, CO (2019)	56	********	********	********	********	********	67
Richmond, VA (2018)	57	58	********	********	********	87 (Day) 57(Night)	63
Newport News, VA (2019)	70	********	********	********	********	********	56

Appendices

A. Demographic Profile

Demographic Profile

Demographic Characteristic		2018 (n=1,603)	2020 (n=826)
Gender	Male	51%	54%
	Female	49%	47%
Education	High school or less	18%	19%
	Some college or 2-year degree	28%	24%
	Bachelor's degree	31%	31%
	Graduate or professional degree	24%	26%
Age	18 - 34 years	32%	32%
	35 - 54 years	42%	42%
	55 or older	26%	26%
	MEAN	44.1 years old	44.1 years old
Income	Less than $50,000	24%	20%
	$50,000 - $99,999	28%	31%
	$100,000 - $149,999	22%	22%
	$150,000 or more	26%	27%
	MEAN	$109K	$111K
Adult age 65+ in Household	Yes	21%	15%
	No	79%	85%
Children in PWC Public School	None	67%	69%
	One or more	33%	31%

Percentages may not add to 100% due to rounding

Demographic Profile – cont'd.

Demographic Characteristic		2018 (n=1,603)	2020 (n=826)
Employment Status*	Employed full-time	59%	63%
	Employed part-time	10%	5%
	Self-employed	8%	7%
	Unemployed looking for work	3%	5%
	Homemaker	5%	5%
	Student	5%	4%
	Retired or disabled	16%	14%
	Other	-	1%
Disability Status**	Permanent life-/work-limiting disability	-	3%
	Qualified for disability benefits within last year	-	1%
	Diagnosed with a disabling condition/disability	-	4%
	None of the above	-	92%
Ethnicity	Caucasian	48%	48%
	Hispanic	20%	20%
	African American	20%	20%
	Native American	1%	<1%
	Asian American	8%	8%
	Mixed	4%	4%
	Other	-	1%

Percentages may not add to 100% due to rounding

*Multiple response options (total exceeds 100%)   ***Not asked in 2018*

Demographic Profile – cont'd.

Demographic Characteristic		2018 (n=1,603)	2020 (n=826)
Number of Years in the County	0-5 years	16%	22%
	6-15 years	38%	31%
	16-25 years	26%	29%
	25+ years	20%	19%
	MEAN	17.3 years	17.1 years
Region	Battlefield	17%	17%
	Belmont/Potomac	15%	15%
	Broad Run	15%	15%
	Dale	16%	16%
	Forest Park	12%	12%
	Hoadly	11%	11%
	Old Bridge	13%	13%
Dwelling Type	Single-family home	71%	66%
	Other	29%	34%
Sexual Orientation*	Gay/lesbian	-	1%
	Straight	-	96%
	Bisexual	-	2%
	Something else	-	1%

Percentages may not add to 100% due to rounding

*Not asked in 2018

B. Survey Instrument

Survey Instrument

PWC Community Police Department Survey

INTRODUCTION: Hello, I'm calling on behalf of Prince William County and the Prince William County Police department.. I'm _____with Issues & Answers Research, and we're conducting a survey to see how residents feel about the County Police Department and the services the County Police Department provides. Your answers are confidential, and the results of the survey will only be used for future planning.

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

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

[IF ASKED ABOUT HOW LONG THIS TAKES:] This should take less than 10 minutes of your time.

[IF TOLD THIS IS A BUSINESS:] THANK AND TERMINATE

SAMPLE

  1 Landline
  2 Cell phone

S1. Are you speaking to me on a cell phone?

  1 Yes --------------[ASK S2]
  2 NO ---------------[SKIP TO S3]

S2 Are you driving or is this a safe time for us to talk?

  1 Safe time to talk --------------[CONTINUE]
  2 Driving or not safe -------------[SCHEDULE CALLBACK]

[INTRO2] Our first questions are to make sure we are speaking to a variety of people from all areas of the County.

S2.1 Are you an employee of Prince William County?

  1. Yes [CONTINUE]
  2. No [THANK AND TERMINATE]

S3. Gender [BY OBSERVATION OR ASK IF NECESSARY:] Do you identify yourself as . . . [READ LIST]

  1 Male
  2 Female

S4. Do you live in Prince William County? (NOTE: IF RESPONDENT SAYS THEY LIVE IN MANASSAS CITY OR MANASSAS PARK CITY, THEY ARE A "NO")

  1. Yes [CONTINUE]
  2. No [THANK AND TERMINATE]
  3. Not sure [CONTINUE]

S5. To get a sense of which part of the county you represent, please tell me the zip code for your home address in the County. We're not going to ask for the address itself, just the Zip code.

  1. 20109
  2. 20110
  3. 20111
  4. 20112
  5. 20113
  6. 20119
  7. 20136
  8. 20137
  9. 20143
  10. 20155
  11. 20156
  12. 20168
  13. 20169
  14. 20181
  15. 20182
  16. 20187
  17. 22025
  18. 22026
  19. 22125
  20. 22134
  21. 22135
  22. 22172
  23. 22191
  24. 22192
  25. 22193
  26. 22194
  27. 22195
  28. Other (THANK AND TERMINATE)

S6. Which of the following categories best describes your age? **(READ LIST)**

1. Less than 18 years of age **(THANK AND TERMINATE)**
2. 18 to 24
3. 25 to 34
4. 35 to 44
5. 45 to 54
6. 55 to 64
7. 65 to 74
8. 75 or older
9. **(DO NOT READ)** Not sure
10. **(DO NOT READ)** Refused

MAIN SURVEY

1. Overall, how satisfied would you say you are with the quality of life in Prince William County? Please use a scale of from 0 to 10, where 0 means you are completely dissatisfied and 10 means you are completely satisfied. You can use any number between 0 and 10 to express how you feel.

Completely dissatisfied										Completely satisfied	Not sure	Refused
0	1	2	3	4	5	6	7	8	9	10	98	99

[ASK Q1A IF RESPONDENT GIVES A 5 OR LESS ON Q1; ELSE SKIP TO Q2A]
1A. For what reasons do you feel that way? (OPEN END)

[KEEP Q2A THROUGH Q2I TOGETHER; ASK Q2A FIRST; ROTATE ORDER OF REMAINING QUESTIONS WITHIN BLOCK]

2A. How satisfied are you that the Prince William County's Police Department's overall performance meets community needs? [IF NEEDED] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Completely dissatisfied										Completely satisfied	Not sure	Refused
0	1	2	3	4	5	6	7	8	9	10	98	99

2B. How satisfied are you that Prince William's Police officers are courteous and helpful to all community members? [IF NEEDED] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Completely dissatisfied										Completely satisfied	Not sure	Refused
0	1	2	3	4	5	6	7	8	9	10	98	99

2C. How satisfied are you that requests for Prince William's Police Assistance receives prompt response? [IF NEEDED] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Completely dissatisfied										Completely satisfied	Not sure	Refused
0	1	2	3	4	5	6	7	8	9	10	98	99

2D. How satisfied are you that the Prince William's Police Department treats everyone fairly regardless of race, gender, ethnic or national origin? [IF NEEDED] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Completely dissatisfied										Completely satisfied	Not sure	Refused
0	1	2	3	4	5	6	7	8	9	10	98	99

2E. How satisfied are you that the Prince William Police Department provides adequate information and crime prevention programs? [IF NEEDED] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Completely dissatisfied										Completely satisfied	Not sure	Refused
0	1	2	3	4	5	6	7	8	9	10	98	99

2F. How satisfied are you that the Prince William 's Police display positive attitudes and behaviors towards residents? [IF NEEDED] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Completely dissatisfied										Completely satisfied	Not sure	Refused
0	1	2	3	4	5	6	7	8	9	10	98	99

2G. How satisfied are you that Animal Control effectively protects residents and animals? [IF NEEDED] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Completely dissatisfied										Completely satisfied	Not sure	Refused
0	1	2	3	4	5	6	7	8	9	10	98	99

2H. How satisfied are you that you feel safe in your neighborhood? [IF NEEDED] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Completely dissatisfied										Completely satisfied	Not sure	Refused
0	1	2	3	4	5	6	7	8	9	10	98	99

2I. How satisfied are you that you feel safe when visiting commercial areas in Prince William County? [IF NEEDED] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Completely dissatisfied										Completely satisfied	Not sure	Refused
0	1	2	3	4	5	6	7	8	9	10	98	99

3. What is the ONE most important thing the County should do to make Prince William County a better place to live? [OPEN END] [MULTIPUNCH]

D1. We have a few additional questions for statistical analysis purposes. For how many years have you lived in Prince William County?

RECORD NUMBER
[IF LESS THAN 6 MONTHS, RECORD AS 0]

DF2.   Which of the following best describes your residence in the County?

1   Single family home
2   Multi-unit townhome complex
3   Multi-unit apartment building
4   Trailer, mobile home or boat
5   Other (PLEASE SPECIFY)
9   (DO NOT READ) Refused

D3. What is the highest level of education you have completed? [READ LIST, STOP WHEN RESPONDENT SAYS YES]

1   Not a high school graduate
2   High school diploma or GED
3   Some college
4   Two year or Associate's degree
5   Bachelor's degree
6   Graduate or professional degree beyond college
7   (DO NOT READ) Not sure
8   (DO NOT READ) Refused

D4. Which of the following describe your occupation? [READ LIST; MULTIPLE RESPONSE]

1   Employed full-time
2   Employed part-time
3   Self-employed
4   Unemployed looking for work
5   Home maker
6   Student
7   Retired or disabled
8   Other (PLEASE SPECIFY)
9   (DO NOT READ) Refused

Survey Instrument – cont'd.

D5. Are you a parent or guardian of any children attending Prince William public schools?

1   Yes
2   No
8   Not sure
9   Refused

D6. Which of the following age groups describes anyone in your household, including you? (**MULTIPLE RESPONSE**)

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

D7. Do you consider yourself to be Spanish, Hispanic or Latino?

1   Yes
2   No
3   Not sure
4   Refused

D8. Which of the following best describes you?

1   White or Caucasian
2   Asian or Asian-American
3   Black or African-American
4   Native American
5   Other (PLEASE SPECIFY)
6   Mixed
8   Not sure
9   Refused

D9. Lastly, which LETTER includes your total yearly household income? Just stop me when I say the right letter. Is it . . . ? (READ LIST)

A Under $20,000
B $20,000 to $34,999
C $35,000 to $49,999
D $50,000 to $74,999
E $75,000 to $99,999
F $100,000 to $149,999
G $150,000 to $199,999
H $200,000 or more
J (DO NOT READ) Not sure
K (DO NOT READ) Refused

D10.   When you receive calls at home, what percentage of the time do you answer them on a cell or mobile phone?

RECORD PERCENT
IF DOESN'T USE A CELL PHONE AT HOME, ENTER 0.

IF RECEIVES ALL CALLS AT HOME ON A CELL PHONE, ENTER 100.

998 DON'T KNOW

999 REFUSED

D11. Do you think of yourself as…

1. Gay or lesbian
2. Straight, that is, not lesbian or gay
3. Bisexual
4. Or something else _____
5. Prefer not to say

D12. What is your disability status? (Read all that apply)

1. I currently have a permanent life or work limiting disability
2. Within the last year I qualified for disability benefits
3. I have been diagnosed by a provider with a disabling condition or disability
4. None of the above

Thank you for sharing your time with me today.