



# 2021 Community Survey Presentation

Prepared By



September 7, 2021



# Background & Objectives

- **Since 1993, Prince William County has been conducting community surveys to keep abreast of changes in residents' satisfaction with the quality of life.**
- **The survey goal is to obtain an assessment of how residents feel about the services they receive from the County, and specifically to:**
  - Understand resident perceptions of the overall quality of life in Prince William County;
  - Quantify the satisfaction levels with the County services;
  - Identify areas of improvement.

# Methodology & Sampling

- **The survey started on April 13, 2021 and closed on May 23, 2021.**
- **All interviews were completed by telephone:**
  - A random sample of 1,601 residents of Prince William County
  - Landline: 830 respondents
  - Cell: 771 respondents
  - English: 1,589 respondents
  - Spanish: 12 respondents
  - Average interview length: 19 minutes
- **The margin of error for the presented data is +/-2.4%.**

# Methodology & Sampling – cont'd.

- Sample represented all geographic areas and all major demographic groups in the County.

Region	%
Battlefield	16%
Belmont/Potomac	14%
Broad Run	14%
Dale	15%
Forest Park	11%
Hoadly	15%
Old Bridge	14%

Ethnicity	%
White	67%
Black	21%
Asian	5%
Native American	1%
Mixed	4%
Other	2%

Identify as Hispanic	%
Yes	9%

Gender	%
Men	52%
Women	49%

Demographic Factor	Statistic
Age	55
Years in the County	22
Children in Public School	30%
Household Income	\$123K

# Satisfaction Snapshot

- The survey is based on a 0-to-10 scale to estimate resident satisfaction.

Bottom Box					Middle Box			Top Box		
0	1	2	3	4	5	6	7	8	9	10

- Overall, residents are pleased with their lives in the County.
  - No metrics drop below average ratings of 5.
- The majority of metrics remains consistent with the 2018 survey.
- Significant changes of +/-5% since 2018:
  - County employees have been courteous and helpful 
  - Visual appearances of new developments reflect well on the area 

# Satisfaction Snapshot – cont'd.

9's

## FIRE & EMS SERVICES

- Fire and EMS responders are professional
- Fire and EMS responders provide quality service

## VOTING, POLICE & LIBRARY SERVICES

- Voting experience in Prince William County
- You feel safe in your neighborhood
- Library services meet your needs
- Requests for police assistance receive prompt response  
County employees have been courteous and helpful
- Police display positive attitudes and behaviors towards residents
- You feel safe when visiting commercial areas in the County

8's

# Satisfaction Snapshot – cont'd.



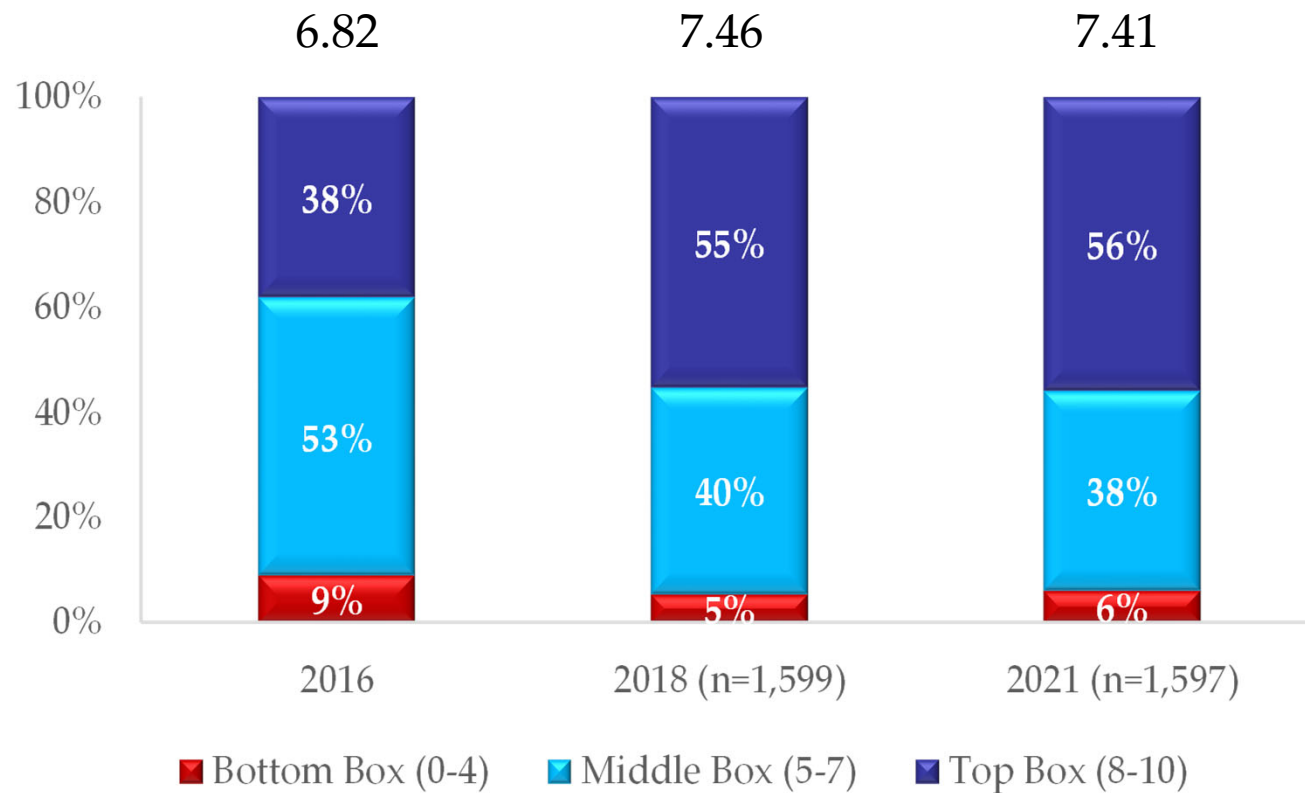
5's

## NEW DEVELOPMENT & GROWTH

- You can voice your opinion while new developments are in planning stages
- You know how to get involved in planning development process
- It is easy to know what new development is under consideration

# Overall Metrics: Quality of Life

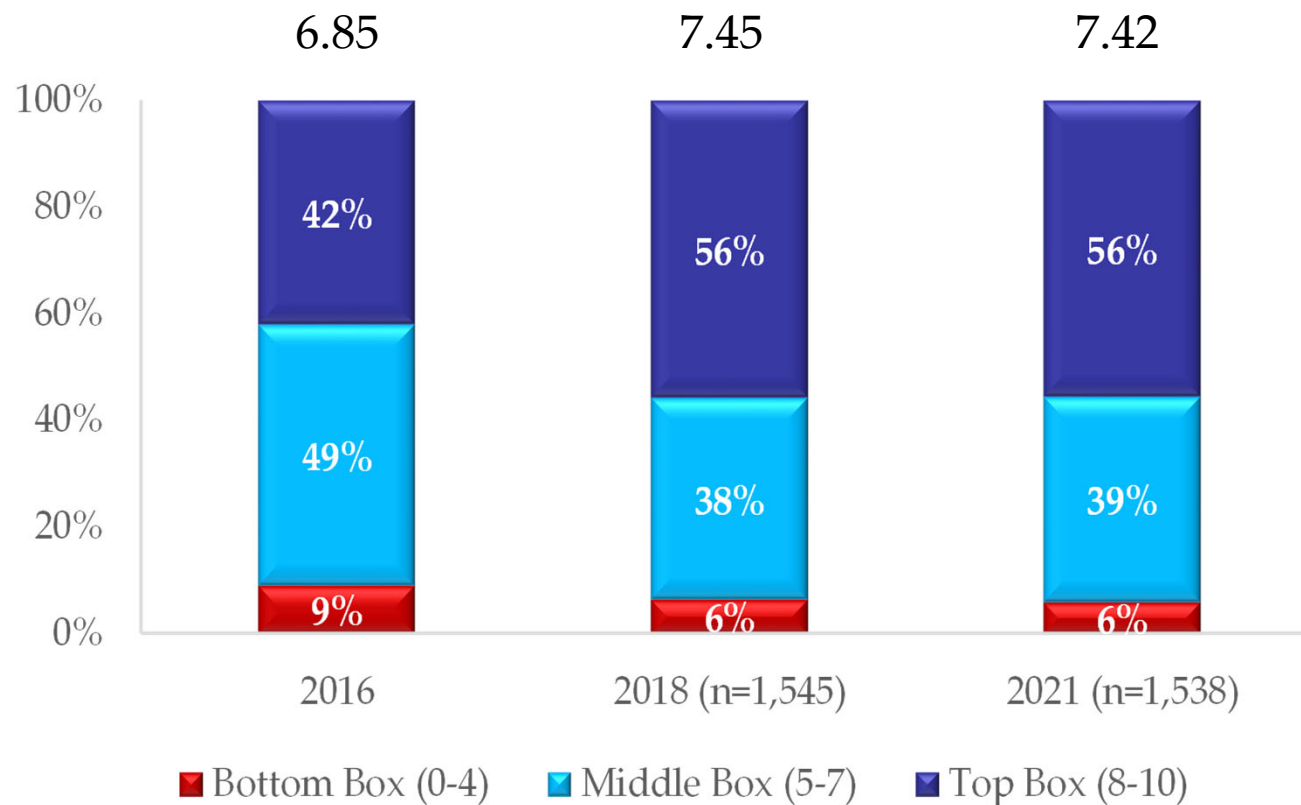
- More than a half of residents assign top scores to the quality of life in the County.





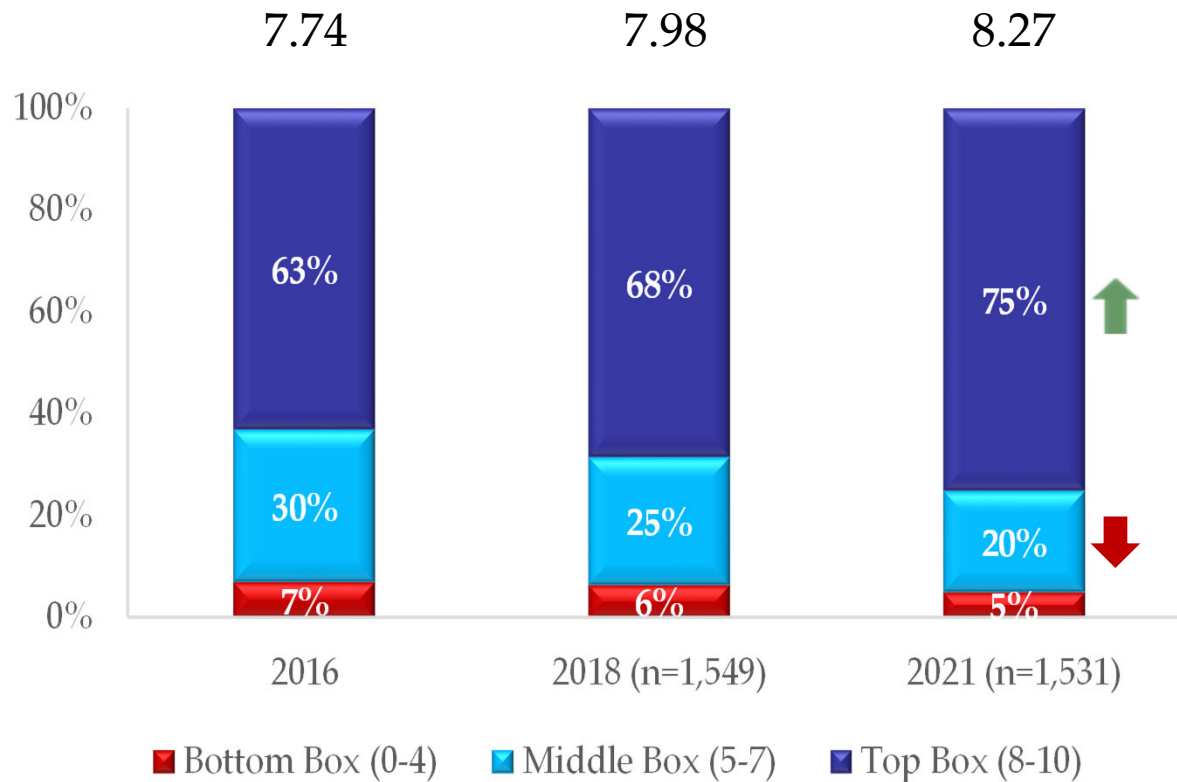
# Overall Metrics: Quality of Services

- More than a half of residents assign top scores to the quality of services provided by the County.



# Significant Lift: County Employees

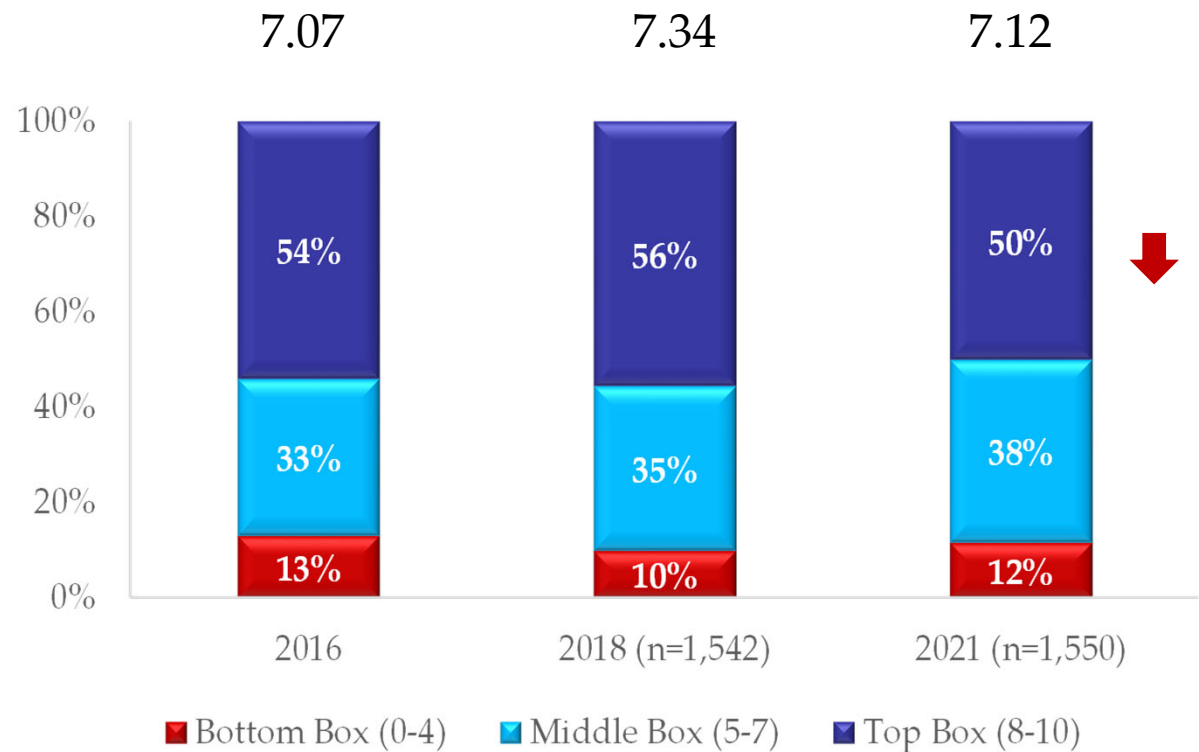
- Three-quarters of residents fully agree that County employees they have had contact with have been courteous and helpful.



# Significant Drop: New Development

- **Half of residents are satisfied that the visual appearances of new developments reflect well on the area.**

- Observably less than in 2018 / new sentiment;
- Differences in how rural and urban areas react to growth: lowest satisfaction observed in Hoadly, Broad Run and Old Bridge.
- Other New Development metrics received the lowest scores in the study.

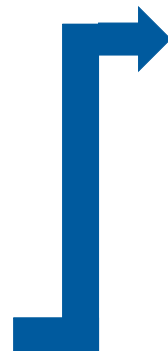


# What Affects How Residents Feel?

- Analysis of key satisfaction drivers (correlation and multiple regression) was conducted to answer the question: If I want to improve how residents feel about living in the County, on what do I focus?

## Predictors of Overall Satisfaction with Quality of Life

- You can trust the County to do the right thing (AVG: 6.30)
- County services and facilities are a fair value for your tax dollars (AVG: 7.06)

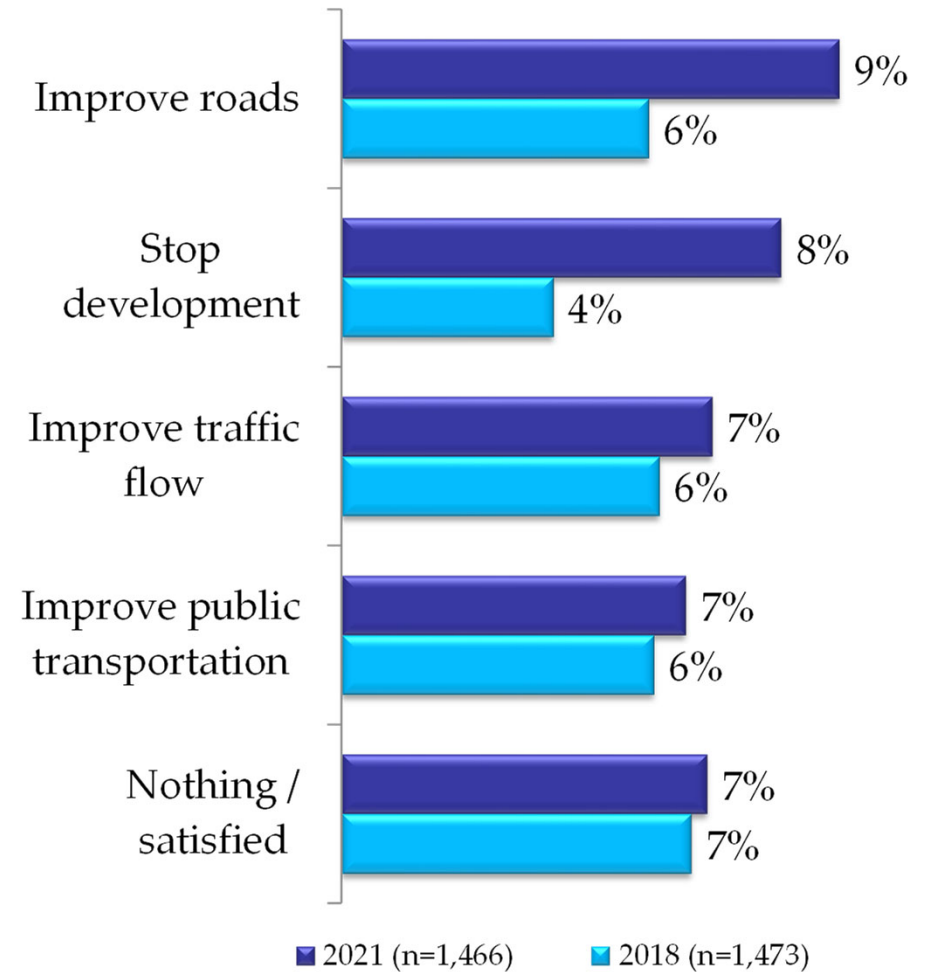


## Predictors of Satisfaction with Getting Good Value for Tax Dollars

- Quality of County services (AVG: 7.42)
- You can trust the County to do the right thing (AVG: 6.30)
- You can easily access information about County programs and services (AVG: 7.52)
- The County employees have been courteous and helpful (AVG: 8.27)
- Quality of recreation opportunities (trails, fishing, boating, picnicking) (AVG: 7.69)

# Key Actions to Make County Better Place to Live

- What is the ONE most important thing the County should do to make Prince William County a better place to live?





# Wrap Up

- **Survey results are consistent with previous years.**
- **Overall, more than half of residents are highly satisfied with the quality of life in Prince William County and the services provided by the County.**
- **Fire and EMS, voting experience, Police Department/public safety, Library Services and customer service offered by County employees are a few areas in which the County excels.**
- **Opportunities for improvement include trust that the County will do the right thing; it scored relatively low but it is an important predictor of overall satisfaction with quality of life and getting good value for tax dollars. Other areas include New Development & Growth and transportation/traffic/road conditions.**
- **There are no service areas where a majority of residents are dissatisfied.**



# Community Survey

## Final Report

August 2021

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## Chapter 1. Executive Summary

For the past several decades, Prince William County has been conducting regular community surveys to obtain information on resident satisfaction with existing services, including the overall satisfaction with the quality of life and identification of potentially underserved subgroups. Results of these surveys help the County make decisions and achieve the strategic vision of being a healthy, safe, and caring community with a thriving economy and a protected natural environment.

Prince William County has a highly diverse population, which presents a singular challenge to the community leaders when trying to meet the needs and desires of people with very different backgrounds and perspectives. Notwithstanding this context, Prince William residents are largely pleased with their lives in the County. Indeed, close to six-in-ten (56%) report being highly satisfied with the quality of life in Prince William County and the same proportion (56%) is highly satisfied with the overall quality of County services. At the same time, close to a half (48%) remains highly satisfied that Prince William County's services and facilities are a fair value for their tax dollars. The majority of all metrics tested in the survey, including the above-mentioned three key measures, remains consistent with the previous survey wave (2018) – no small feat considering the ongoing worldwide pandemic and the social and economic impacts. In addition, residents are now more likely to be highly satisfied with the courtesy and helpfulness of County employees and the positive attitudes displayed by police towards the County's residents.

However, while still relatively high, satisfaction with the visual appearance of new development has declined somewhat since the prior research: 50% report they are highly satisfied with this aspect of their lives in the County compared to 56% three years ago. Moreover, the proportion of those who say they trust the County to do the right thing has declined by four percentage points (34% now from 38% in 2018). While the change is not yet significant, decreasing trust calls for the County's attention, especially considering that, through the Key Driver Analysis, it was identified as one of the crucial factors contributing to maintaining and improving how residents' feel about the County.

*Key Driver Analysis is a standard form of statistical analysis for the purpose of determining what factors make residents most satisfied with a high-level, summary measure such as the overall quality of life in the County or the perception that they are getting good value for their tax dollars. Please refer to p. 188 for more details on how Key Driver Analysis is conducted.*

Other than trust, the County's top priorities – also gleaned via the Key Driver Analysis, include the following:

- Quality of services provided by the County;
- Ease of access to information about County programs and services;
- Courteous and helpful employees; and,
- Quality of recreation opportunities such as trails, boating, fishing and picnicking.

The importance of trust and ease of access to information about County programs and services is reinforced by changes in attitudes since 2018. As already mentioned, the public’s degree of trust that the County will do the right thing and the satisfaction with ease of access to information dropped slightly, making both items an important area of focus. Metrics such as the overall quality of services and the quality of recreation opportunities remained stable and, due to their role in the overall satisfaction with life, the County will do well to continue paying close attention to them. In terms of courtesy and helpfulness of the County employees, the fantastic growth trend is a success to celebrate within the County. An overview of resident satisfaction scores at a glance is included in **Table A** (please note metrics belonging to the same service area are highlighted in the same color in the table). All metrics were sorted in a descending order of the average ratings received.

The County’s challenges vary by region. Residents in the Hoadly and Belmont/Potomac regions exhibit the lowest satisfaction levels across the 37 metrics included in the questionnaire; residents of Hoadly are particularly critical of Transportation and Human Services, while those living in Belmont/Potomac are most inclined to award lower ratings to the Police Department and Fire/Emergency Medical Services. Conversely, Old Bridge is the most satisfied locality virtually across all metrics (**Table B**). However, every region (with the exception of Hoadly), shows stability in overall satisfaction with the overall quality of life in Prince William. As in previous years, the regions are more similar than different with respect to their agendas, and the condition of the roads and transportation-related issues continue to be among the chief problems for all.

**Table A. Community Satisfaction Scores – At a Glance – LEGEND:**

- Fire and Emergency Medical Services
- Voting
- Police Department
- Library Services
- County Employees and Access to Information about County Programs/Services
- Parks & Recreation Services
- Overall Metrics
- New Development
- Human Services
- Transportation
- Value of Services and Facilities
- Trust in County

Table A. Community Satisfaction Scores – At a Glance

METRIC	2016		2018		2021		Top Box Change from 2018
	Top Box (8-10)	Average Rating (0-10)	Top Box (8-10)	Average Rating (0-10)	Top Box (8-10)	Average Rating (0-10)	
Fire and EMS responders are professional	89%	8.94	89%	9.03	93%	9.19	+4%
Fire and EMS responders provide quality service	85%	8.85	86%	8.85	90%	9.05	+4%
Voting experience	72%	8.15	80%	8.52	84%	8.68	+4%
You feel safe in your neighborhood	71%	8.08	81%	8.51	80%	8.56	-1%
Library services meet your needs	83%	8.71	77%	8.38	74%	8.28	-3%
Requests for police assistance receive prompt response	67%	7.96	73%	8.16	75%	8.27	+2%
County employees have been courteous and helpful	63%	7.74	68%	7.98	75%	8.27	+7% ↑
Police display positive attitudes and behaviors towards residents	69%	7.87	67%	7.90	71%	8.01	+4%
You feel safe when visiting commercial areas in the County	64%	7.79	70%	8.10	68%	8.00	-2%
Police officers are courteous and helpful to all	67%	7.83	66%	7.85	69%	7.91	+3%
Police Dept.'s overall performance meets community needs	66%	7.84	67%	7.85	66%	7.85	-1%
Quality of recreation opportunities (trails, boating, fishing, etc.)	58%	7.32	60%	7.67	61%	7.69	+1%
Animal Control effectively protects residents and animals	57%	7.36	62%	7.61	62%	7.66	-
Police Dept. treats everyone fairly	65%	7.69	61%	7.50	63%	7.60	+2%
Quality of athletic fields	52%	6.83	57%	7.49	60%	7.58	+3%
Parks and Recreation services meet community needs	66%	7.89	56%	7.51	57%	7.52	+1%
Info about County programs/services can be easily accessed	49%	7.11	61%	7.66	58%	7.52	-3%

\*County departments/service areas are color-coded. Each color denotes services within a dedicated department/service area grouping, e.g., all transportation services are highlighted in red and all police services are highlighted in pale green.

**Table A. Community Satisfaction Scores – At a Glance – cont’d.**

Police Dept. provides information and crime prevention programs	57%	7.41	58%	7.54	59%	7.51	+1%
Quality of services provided	42%	6.85	56%	7.45	56%	7.42	-
Overall quality of life	38%	6.82	55%	7.46	56%	7.41	+1%
Quality of County pools and waterparks	47%	6.43	52%	7.29	50%	7.14	-2%
Visual appearances of new developments reflect well on the area	54%	7.07	56%	7.34	50%	7.12	-6% ↓
Services and facilities are fair value for tax dollars	36%	6.57	49%	7.15	48%	7.06	-1%
County services for people with disabilities	38%	6.38	46%	6.95	47%	7.04	+1%
Quality of indoor recreation facilities	46%	6.35	50%	7.14	46%	6.98	-4%
County services for people over the age of 60	47%	6.86	46%	6.96	47%	6.91	+1%
Transportation network supports community	25%	5.41	43%	6.72	47%	6.87	+4%
County services for children at risk of neglect or abuse	37%	6.49	47%	6.89	44%	6.86	-3%
Transportation network supports needs of commuters	n/a	n/a	43%	6.66	44%	6.76	+1%
County services for people who are economically disadvantaged	32%	5.75	33%	6.23	36%	6.49	+3%
County services for people with addictions	n/a	n/a	31%	6.10	35%	6.36	+4%
Trust in County to do the right thing	34%	6.19	38%	6.60	34%	6.30	-4%
County services for people with mental illness	24%	5.50	36%	6.24	33%	6.23	-3%
Transportation network supports County growth	n/a	n/a	35%	6.16	35%	6.21	-
You can voice your opinion while new developments are in planning stages	n/a	n/a	36%	6.10	35%	5.98	-1%
You know how to get involved in planning development process	n/a	n/a	34%	5.83	35%	5.84	+1%
It is easy to know what new development is under consideration	n/a	n/a	29%	5.72	29%	5.66	-

\*County departments/service areas are color-coded. Each color denotes services within a dedicated department/service area grouping, e.g., all transportation services are highlighted in red and all police services are highlighted in pale green.

**Table B. Most and Least Satisfied County Regions**

METRIC	TOP REGION	BOTTOM REGION
Overall quality of life	Old Bridge	Dale
Quality of services provided	Old Bridge	Dale
Transportation network supports community	Dale	Battlefield & Hoadly
Transportation network supports needs of commuters	Belmont/Potomac	Hoadly
Transportation network supports County growth	Dale	Hoadly
Visual appearances of new developments reflect well on the area	Forest Park	Hoadly
It is easy to know what new development is under consideration	Belmont/Potomac	Hoadly
You can voice your opinion while new developments are in planning stages	Old Bridge	Battlefield
You know how to get involved in planning development process	Old Bridge	Dale
Police Dept.'s overall performance meets community needs	Old Bridge	Belmont/Potomac
Police officers are courteous and helpful to all	Old Bridge	Belmont/Potomac
Requests for police assistance receive prompt response	Battlefield	Belmont/Potomac
Police Dept. treats everyone fairly	Old Bridge	Dale
Police Dept. provides adequate information and crime prevention programs	Old Bridge	Belmont/Potomac
Police display positive attitudes and behaviors towards residents	Battlefield	Belmont/Potomac
Animal Control effectively protects residents and animals	Old Bridge	Belmont/Potomac
You feel safe in your neighborhood	Battlefield	Belmont/Potomac
You feel safe when visiting commercial areas in the County	Old Bridge	Broad Run
Library services meet your needs	Old Bridge	Hoadly
Fire and EMS responders provide high quality service	Dale	Belmont/Potomac
Fire and EMS responders are professional	Battlefield	Belmont/Potomac
County services for people with mental illness	Belmont/Potomac & Dale	Hoadly
County services for people over the age of 60	Old Bridge	Dale
County services for people with disabilities	Old Bridge	Forest Park
County services for people who are economically disadvantaged	Old Bridge	Dale
County services for children at risk of neglect or abuse	Old Bridge & Dale	Hoadly
County services for people with addictions	Old Bridge	Hoadly
Parks & Recreation services meet community needs	Old Bridge	Broad Run
Quality of indoor recreation facilities	Old Bridge	Broad Run
Quality of County pools and waterparks	Old Bridge	Battlefield
Quality of athletic fields	Battlefield	Broad Run
Quality of recreation opportunities (trails, boating, fishing, etc.)	Old Bridge	Broad Run
Voting experience	Forest Park	Hoadly
Info about County programs/services can be easily accessed	Old Bridge	Broad Run/Hoadly
County employees have been courteous and helpful	Old Bridge	Belmont/Potomac
County's services and facilities are fair value for tax dollars	Old Bridge	Hoadly
Trust in County to do the right thing	Forest Park	Hoadly

*\*Region ranking determined by average ratings on each metric*

## 1.1 Key Community Satisfaction Measures

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**More than one-half (56%) of respondents were highly satisfied with the quality of life in Prince William County.**

- No observable change has taken place since 2018.
- Satisfaction peaked among respondents age 55+.
- Black and Hispanic residents were more satisfied with the overall quality of life in Prince William than White residents.
- Respondents who were at least college graduates were more satisfied than those with lower education levels.
- Females rated the quality of life in the County better than males.

**Far more of the public was satisfied with the overall quality of the County services than dissatisfied (56% vs. 6%).**

- The satisfaction level remained consistent with the 2018 survey findings.
- Satisfaction peaked among respondents age 55+.
- Residents with 6-15 years of tenure in the County were most satisfied.

**Courtesy and helpfulness of the County employees came in 7<sup>th</sup> out of the 37 metrics tested. Three-quarters (75%) of residents were highly satisfied with this metric.**

- The County is moving in the right direction on this metric; a significant change since 2018 has been noted. This is a very positive finding, considering the importance of this factor to the overall satisfaction with the County.
- Black residents were less likely than White residents to express satisfaction with this metric.

**Nearly six-in-ten residents (58%) reported high satisfaction with the ease of access to information about County programs and services that were important to them. Overall, this metric came in 17<sup>th</sup> out of the 37 metrics tested. Considering it was one of the key drivers of satisfaction with the County in general, this service facet should be one of the main areas of focus for the County.**

- A minor decline on this metric has been noted since 2018, but it was not statistically measurable.
- Hispanic residents were most likely to express satisfaction on this metric.

**Less than a half (48%) of residents was highly satisfied that Prince William County's services and facilities were a fair value for their tax dollars.**

- The satisfaction level remained consistent with the 2018 survey findings.
- Satisfaction peaked among residents age 55+.
- Those who have resided in the County for 6-15 years were most likely to rate this metric as 8-10 on the 0-to-10 scale.
- Residents with the lowest annual incomes were most likely to feel satisfied with the value of services received.

- Hispanic residents were most apt to rate this aspect within the top box (8-10 on the 0-to-10 scale).

**An aspect essential to the overall satisfaction with the quality of life in the County and the perception of the value of services – trust that the County will do the right thing – was rated quite low. Only 34% of residents thought this metric deserved a rating of 8-10, a result which represented a slight drop from the 2018 survey. While enhancing residents’ trust in the County may be a very challenging task due to the intangible character of this metric, it is of utmost importance.**

- The satisfaction level has dropped in comparison to the 2018 survey.
- Those who have resided in the County for 6-15 years were most likely to rate this metric as 8-10 on the 0-to-10 scale.
- Residents with the lowest educational attainment levels were most inclined to trust the County to do the right thing.
- Similarly, residents with the lowest annual incomes were most likely to trust the County.
- White residents were the most likely segment to report dissatisfaction on this metric.

## 1.2 Satisfaction with Specific Service Aspects

In addition to the 6 key satisfaction metrics, respondents rated 31 aspects of County services in terms of their satisfaction with their delivery. Overall, residents were most satisfied with Fire and Emergency Medical Services, as well as with their voting experience in the County and Police Department services. The highest rating in the survey was observed for professionalism of Fire and Emergency Medical Services respondents – an impressive 9.19 on the 0-to-10 scale. New Development, Transportation and Human Services, on the other hand, were among the lowest rated services. This being said, it is important to note that even the lowest rated service facet, the ease of knowing what new development is under consideration, received an average rating of 5.66 – which is the roughly the mid-point of the 0-to-10 scale. The satisfaction level on this metric was mediocre, but by no means unsatisfactory. The following is an overview of the survey results by service area:

### **Transportation**

As discussed earlier, transportation metrics did not test very well in terms of residents' satisfaction. This finding (coupled with transportation issues being cited among the top four most important things that could make the County a better place to live) indicated that this is an important area of focus for the County.

**The highest rated aspect of transportation in the County was the ability of the network to support the community. Nearly a half (47%) rate this service facet as 8-10 on the 0-to-10 scale.**

- This year was a continuation of the upward trend noted on this metric in 2018, although the +4% increase was not a statistically appreciable change.
- Residents with the lowest level of educational attainment were most likely to be satisfied.
- Black and Hispanic residents were more satisfied with the ability of the transportation network to adequately support the community than White residents.

**The ability of the transportation network to support the needs of commuters came in next, at 44%.**

- There was no measurable change on this aspect since 2018.
- Residents with the lowest level of educational attainment were most likely to be satisfied.
- Black and Hispanic residents were more satisfied with the ability of the transportation network to support the needs of commuters than White residents.

**Finally, the lowest rated aspect of transportation in the County was the ability of the network to support County growth. With just over a third (35%) satisfied, it was the 4<sup>th</sup> lowest rated service aspect out of the 37 tested.**

- There was no measurable change on this aspect since 2018.
- Residents age 18-34 were most optimistic.
- Residents with the lowest level of educational attainment were most likely to be satisfied.
- Black and Hispanic residents were more satisfied with the ability of the transportation network to adequately support the community than White residents.



### **New Development**

Services associated with New Development were the lowest ranking services in the survey, with three out of the four metrics coming in at the very bottom among the 37 tested aspects of life in the County.

**The highest rated aspect of New Development in the County was satisfaction that the visual appearances of new developments reflected well on the area. A half (50%) of residents felt this way.**

- This being said, the metric was now rated significantly worse than in 2018, with a 6-point drop.
- Residents age 18-34 were most optimistic about this aspect.
- Residents with 0-15 years of tenure in the County were most satisfied.
- Asian, Black and Hispanic residents were more satisfied that visual appearances reflected well on the area than White residents.

**Satisfaction with the ability to voice their opinion while new developments were in planning stages was expressed by just over a third (35%) of residents. In terms of average ratings, this metric ranked as 35<sup>th</sup> out of the 37 tested.**

- There was no measurable change on this aspect since 2018.
- Residents age 18-34 were most optimistic about this aspect.
- Residents with the lowest level of educational attainment were most likely to be satisfied.
- Residents with the lowest income levels were most apt to feel satisfied.
- Asian and Hispanic residents were more satisfied with the ability to voice their opinion than White residents.

**More than a third (35%) of Prince William County residents were highly satisfied that they knew how to get involved in the planning development process. This metric ranked as 36<sup>th</sup> out of the 37 tested.**

- There was no measurable change on this aspect since 2018.
- Satisfaction with this aspect peaked among residents age 55+.
- Residents with the 26+ years in the County reported the highest satisfaction levels.
- Asian residents were more satisfied with their knowledge how to get involved than White and Black residents.

**Finally, the lowest rated aspect of New Development in the County was satisfaction that it was easy to know what new development was under consideration. This metric was the 37<sup>th</sup> out of the 37 service aspects tested, with fewer than three-in-ten residents (29%) reporting scores of 8-10 on the 0-to-10 scale.**

- There was no change on this aspect since 2018.
- Residents age 18-34 were most optimistic about this aspect.
- Residents with the lowest income levels were most apt to feel satisfied.
- Asian and Hispanic residents were more satisfied with the ease of access to information than White residents.

### **Police Department**

Police Department received mostly favorable ratings in the survey.

**Feeling of safety in their neighborhood received the most favorable ratings among all facets of Police Department's services, with 80% reporting satisfaction of 8-10 on the 0-to-10 scale. It was the 4<sup>th</sup> highest rated metric out of the 37 tested in the survey.**

- There has been no measurable change on this aspect since 2018.
- Residents with the highest education level (graduate degrees) were most satisfied with safety in their neighborhoods.
- Residents in the top income bracket (\$150K+) were most satisfied with the safety in their neighborhoods.

**Additionally, three-quarters (75%) reported they were highly satisfied that requests for police assistance received prompt response. It was the 6<sup>th</sup> highest rated metric.**

- There has been no measurable change on this aspect since 2018.
- Residents age 55+ were most satisfied with the promptness of police response.
- Residents with the longest tenure in the County (26+ years) rated this aspect in the most positive manner.

**Police displaying positive attitudes and behaviors towards residents followed as the 8<sup>th</sup> highest rated metric in the study, with 71% satisfied.**

- This metric showed some growth since 2018 (+4%), a commendable result speaking volumes about the quality of services provided by the Department.
- Males were more likely to express satisfaction with the attitudes and behaviors displayed by police.
- Residents with the lowest level of educational attainment were most likely to be satisfied.
- Satisfaction with this aspect peaked among residents age 55+.
- Consistent with the two previous surveys, Black residents gave the Police Department significantly lower ratings on this metric than their White, Hispanic and Asian counterparts.

**More than two-thirds (68%) of residents felt safe when visiting commercial areas in the County.**

- There has been no measurable change on this aspect since 2018.
- Males were more likely than females to feel safe in commercial areas of the County.

**Nearly seven-in-ten (69%) residents confirmed that police officers were courteous and helpful to all.**

- There was a slight uptick on this metric since 2018, signifying positive changes, but they were not yet statistically appreciable.
- Residents age 55+ were the most satisfied segment on this aspect.
- Residents with the lowest educational attainment levels were most apt to feel satisfied.

- As in the two previous surveys, Black residents were less satisfied than other segments on this metric.

**Two-thirds (66%) expressed satisfaction that the County Police Department's overall performance met community needs.**

- There has been no measurable change on this aspect since 2018.
- Residents age 55+ rated the Department in the most positive manner.
- Residents with the lowest education attainment levels were most apt to feel satisfied.
- Mirroring the 2016 survey results, Black residents were less satisfied than others on this metric.

**More than six-in-ten respondents (62%) felt that Animal Control effectively protected residents and animals.**

- There has been no measurable change on this aspect since 2018.
- Residents with the lowest education levels were most apt to feel satisfied.
- In comparison to other residents, Black residents were less likely to report high satisfaction on this metric.

**A total of 63% were highly satisfied that the Police Department treated everyone fairly regardless of race, gender, ethnic or national origin.**

- There has been a minor uptick on this metric, but it lacked statistical significance.
- Males were more positive on this metric than females.
- Residents age 55+ rated the Department in the most favorable manner.
- Consistent with the 2016 and 2018 data, there was a noticeable minority of Black residents who were dissatisfied on this metric.

**Close to six-in-ten (59%) believed that Police Department provided adequate information and crime prevention programs.**

- There has been no measurable change on this aspect since 2018.
- Residents age 55+ were most optimistic about this aspect.
- Residents with the longest tenure in the County (26+ years) rated this aspect in the most positive manner.
- Residents with the lowest educational attainment levels were most apt to feel satisfied.
- As in 2016, Black residents were less likely than others to report satisfaction with information and crime prevention programs.

### **Library Services**

Despite the fact that the County libraries were closed for most of the year, Library Services were rated very highly and ranked 5<sup>th</sup> out of the 37 service aspects in the County. **Specifically, just under three-quarters (74%) of residents were highly satisfied that County Library services, including online services, met their needs.**

- While a slight drop in satisfaction since 2018 has been observed, it was not statistically appreciable.
- Females were more satisfied with Library services than males.
- Residents age 55+ were most likely to rate this service in a positive manner.
- Residents with the longest tenure in the County (26+ years) rated this aspect most favorably.
- In comparison to their White counterparts, Black residents were less likely to report satisfaction with library services.

### **Fire and Emergency Medical Services**

Fire and Emergency Medical Services were the highest rated metrics in the study.

**A staggering 93% were highly satisfied with the professionalism of Fire and Emergency Medical Services responders.**

- A moderate increase has been noted on this metric since 2018, but it is not yet statistically appreciable.
- Males were more likely than females to express satisfaction on this metric.
- Residents age 55+ were most satisfied with responders' professionalism.
- Residents with the lowest education level were most likely to rate this aspect between 8-10 on the 0-to-10 scale.
- Black residents were less likely to report satisfaction with this aspect than many other residents.

**Nine-in-ten residents (90%) were highly satisfied with the high-quality service provided by Fire and EMS responders. This metric came in second among the 37 service aspects tested in the survey.**

- A moderate increase has been noted on this metric since 2018, but it is not yet statistically appreciable.
- Males were more likely than females to express satisfaction on this metric.
- Residents age 55+ were most satisfied with the high-quality service provided.
- Residents with the longest tenure in the County (26+ years) rated this aspect in the most positive manner.
- Those in the lowest income bracket were most satisfied.
- Those in the lowest educational attainment segment were most satisfied.
- While still highly satisfied, Black and Asian residents were less likely than others to award the highest ratings to Fire and EMS responders.

### **Human Services**

Human Services were among the lowest rated services in the County.

**Less than a half (47%) of residents were satisfied with the services the County provided for people with disabilities.**

- There has been no measurable change on this aspect since 2018.
- Residents in the lowest income bracket were most satisfied with the services for people with disabilities.
- Asian and Hispanic residents felt most positively about this metric.

**The same proportion (47%) was satisfied with the services provided for people over the age of 60.**

- There has been no measurable change on this aspect since 2018.
- Residents with the lowest education attainment levels were most apt to feel satisfied.
- Residents in the lowest income brackets were most likely to feel optimistic about this service.
- Residents with the shortest tenure in the County (<5 years) rated this aspect in the most positive manner.
- Hispanic residents were the most satisfied segment.

**Fewer (44%) of residents were satisfied with the services provided for children at risk of neglect or abuse.**

- A minor drop on this metric has been noted in comparison to 2018, but it lacked statistical significance.
- Residents with the lowest education attainment levels were most apt to feel satisfied.
- Residents in the lowest income brackets were most likely to feel optimistic about this service.
- Hispanic and Asian residents were the most satisfied segment on this metric.

**Over a third (36%) of residents reported satisfaction with the services targeting people who were economically disadvantaged.**

- There has been a minor uptick on this service aspect since 2018, but it is not statistically appreciable.
- Residents with the lowest education attainment levels were most apt to feel satisfied.
- Residents in the lowest income brackets were most likely to feel optimistic about this service; this was a very positive finding considering the target recipients of this type of support.
- Black residents were least apt to rate this facet of Human Services within the top box on the 0-to-10 scale.

**A total of 35% of the County residents were highly satisfied with the services offered for people with addictions.**

- There was a small uptick on this metric since 2018, signifying positive changes, but they were not yet statistically appreciable.
- Residents in the lowest income brackets were most likely to feel optimistic about this service.
- Hispanic and Asian residents were the most satisfied segment on this metric.

**A third (33%) rated their satisfaction with the services provided for people with mental illness as 8-10 on the 0-to-10 scale.**

- A minor decline has been noted on this metric since 2018, but it lacks statistical significance.
- Males were more likely than females to express satisfaction.
- Residents with the lowest education attainment levels were most apt to feel satisfied.
- Residents in the lowest income brackets were most likely to feel optimistic about this service.
- Asian residents were the most satisfied segment on this metric.

### **Parks & Recreation Services**

Parks & Recreation Services received mid-scale ratings, with some aspects rated better than others. When reviewing the results, it is important to bear in mind that recreation centers were closed for part of the year due to the COVID-19 pandemic.

**At 61%, the top-rated facet of Parks & Recreation services was the quality of recreation opportunities, such as trails, boating, fishing and picnicking. Considering that this metric was among the key drivers of satisfaction with the County overall, it should continue to be one of the main areas of focus in the coming years.**

- There has been no measurable change on this aspect since 2018.
- Residents age 55+ were most satisfied with the quality of recreation opportunities.
- Residents with the lowest level of educational attainment were most likely to be satisfied.
- Residents with the longest tenure in the County (26+ years) rated this aspect in the most positive manner.
- Black residents were less likely than other residents to report high satisfaction on this metric.

**Six-in-ten residents (60%) rated the quality of athletic fields in thy County as 8-10 on the 0-to-10 scale.**

- There has been some uptick on this metric since 2018, but it lacked statistical significance.
- Residents age 55+ were most satisfied with the quality of athletic fields.
- Residents with the lowest level of educational attainment were most likely to be satisfied.
- Residents with the lowest incomes were most likely to be satisfied.

- In comparison to residents of other ethnic backgrounds, Black residents were less satisfied on this metric.

**A total of 57% of residents were highly satisfied that Parks and Recreation services met the community's needs.**

- There has been no measurable change on this aspect since 2018.
- Residents with the lowest level of educational attainment were most likely to be satisfied.
- Residents with the lowest incomes were most likely to be satisfied.
- Satisfaction that Parks and Recreation services met the community's needs was lowest among Black residents.

**The quality of County pools and waterparks was rated as 8-10 by a half (50%) of residents.**

- There has been no measurable change on this aspect since 2018.
- Residents age 55+ were the most satisfied segment on this aspect.
- Residents with the longest tenure in the County (26+ years) rated this aspect in the most positive manner.
- Residents with the lowest level of educational attainment were most likely to be satisfied.
- Residents with the lowest incomes were most likely to be satisfied.
- Black residents were less likely than others to express positive sentiments on this metric.

**A total of 46% rated the quality of indoor recreation facilities in the top box (8-10 on the 0-to-10 scale).**

- There was some decline on this metric since 2018, signifying potentially negative changes, but they were not yet statistically appreciable.
- Residents age 55+ were the most satisfied segment on this aspect.
- Those who have resided in the County for less than 5 years were least likely to report satisfaction on this metric.
- Residents with the lowest educational attainment levels were most apt to feel satisfied.
- Residents in the lowest income brackets were most likely to feel optimistic about this service.
- In comparison to White and Hispanic residents, Black residents were less satisfied on this metric.

### **Voting Experience**

Voting experience ranked as the 3<sup>rd</sup> highest rated metric out of the 37 service aspects tested in the survey. Specifically, **84% of residents were satisfied with their experience.**

- A slight uptick has been noted on this metric in comparison to 2018. It might be an indication of a positive future trend, but it was not yet statistically appreciable.
- Residents with the highest educational attainment levels were most apt to feel satisfied.

### 1.3 Summary of Demographic Trends

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

- Generally, satisfaction with the quality of life in the County and with most of the services Prince William provides was directly proportional to residents' age, with those age 55+ being most likely to say they were highly satisfied. Services such as Transportation and New Development, where those age 18-34 drove satisfaction, were an exception to this pattern.
- Overall, residents with high school education or less, as well as those within the bottom income bracket (<\$50K per year) were most lenient in their opinions on the County. Several exceptions were noted, e.g., residents who were at least college graduates were more satisfied with the quality of life in Prince William, safety in their neighborhoods and voting experience.
- Just as in 2018, Black residents reported markedly lower satisfaction levels on nearly all metrics. This being said, they were more satisfied than their White counterparts with key aspects (such as the overall quality of life in the County and trust that the County will do the right thing) and services such as Transportation.
- Patterns based on tenure were not as clear, but it did appear that residents who have been living in the area for 6-15 years were most inclined to express satisfaction on key aspects such as the overall quality of County services, fair value of services for tax dollars, and trust that the County will do the right thing. The most tenured residents (26+ years in the County), on the other hand, were most likely to be satisfied with the Police Department, the Library services, Parks & Recreation Services, as well as Fire and Emergency Medical Services.

### 1.4 Key Actions to Make Prince William County a Better Place to Live

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When asked about the most important thing that Prince William County should do to make it a better place to live, traffic related issues were cited most often – exactly as three years ago. Specifically, 9% of residents mentioned improving roads, 7% - improving traffic flow and another 7% - improving public transportation. These findings went hand in hand with the relatively low satisfaction ratings garnered by the Transportation Services in the County. Additionally, this year, a new issue gained importance; a total of 8% demanded that the County stops development – this, again, was consistent with the low ratings observed for New Development metric tested in the survey.



## 1.5 Conclusions

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On the whole, Prince William County continues to perform well. Particularly healthy results have been noted for Fire and Emergency Medical Services, voting experience, the Library services, as well as the Police Department (with safety in neighborhoods being rated especially high). These are the things to celebrate within the County.

With this 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 Belmont/Potomac in terms of perception of police services, Hoadly in terms of Transportation, Broad Run in terms of Parks & Recreation services), where ratings fell below the average on many researched aspects.

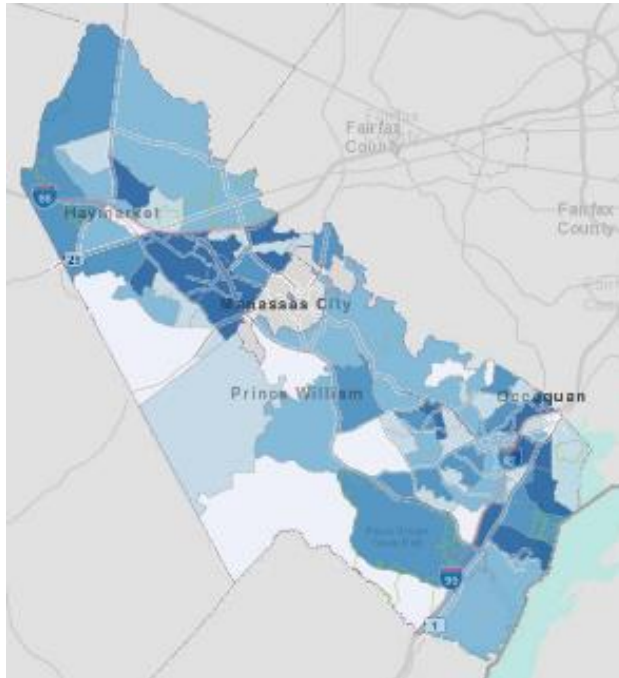
Moreover, to help the County direct the focus, resources and improvement efforts, Key Driver Analysis was applied with the goal to distill the factors which have the biggest potential to influence residents' satisfaction levels. These included trust that the County will do the right thing and the perception that the County's services are a fair value for residents' tax dollars. The perception of a fair value, on the other hand, was correlated with factors such as the overall quality of services provided by the County, ease of access to information about County programs and services, courteous and helpful employees and recreation opportunities such as trails, boating, fishing and picnicking. Among these factors, some were rated very favorably in the survey, to include courtesy and helpfulness of the County employees and quality of recreation opportunities. Others were a relatively easy fix, such as access to information about programs and services. The most challenging area of attention for the County, and one that had powerful impact on residents' satisfaction *and* perception of value offered to residents, was the trust that County will do the right thing. Not only is it an intangible, low-rated and hard-to-define metric, but it has also declined in the past three years (undoubtedly, some of it was related to the ongoing pandemic crisis). The County will do well to place this metric under a microscope in an attempt to build the trust levels up, especially Hoadly and Battlefield, as well as among new arrivals (0-5 years in the County) and seasoned residents (16+ years), the well educated and high earners and White residents.

Finally, should further resources be available, consideration should also be given to some of the problems cited by residents as suggestions for improvement. While some respondents insisted the County was already doing a good job (which is confirmed by the survey results in general), issues such as road conditions, transportation and traffic have been repeated across many past survey waves and continued to be voiced this year – virtually across the County (mainly in Belmont/Potomac, Hoadly, Broad Run, Old Bridge and Forest Park). This is, unfortunately, a problem haunting many highly populated communities across the country. A newly emerged issue was stopping development – at present it was mentioned twice as often as in 2018, and the relatively low 2021 ratings associated with New Development confirmed it should not be ignored by the County in the coming years. While these issues did not appear to have a strong capacity on influencing satisfaction in Key Driver Analysis, addressing them and, possibly, publicizing the efforts, will likely have a positive impact on the community and boost the image of the County as a caring community that learns from residents' feedback.

## Chapter 2. Research Objectives & Methodology

### 2.1 Background & Research Objectives

Figure 1. Prince William County



With approximately 470,335 residents, Prince William County is the second most populous jurisdiction in the Commonwealth of Virginia. Given its rapid growth and increasing diversity, the County has been conducting a Community Survey to keep abreast of changes in residents’ satisfaction with the quality of life in the area and to maintain focus on its strategic vision. The survey has been fielded since 1993, initially on an annual basis and then in alternate, even-numbered years. The scheduled 2020 wave has been postponed to 2021 due to public health circumstances (the COVID-19 pandemic). The two most recent waves (2018 and 2021) have been completed by Issues & Answers Network, Inc., a Virginia-based market research company.

As in previous iterations, the primary goal of the research is to obtain an unbiased assessment of how residents feel about the services they receive from the County. Specifically, the survey is designed 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 services;
- Gauge residents’ perceptions of and attitudes towards various aspects of the County services; and,
- Identify areas of improvement and subgroups which may be underserved.

For trending purposes, the 2021 questionnaire has remained unchanged since 2018 and it employs the same 0-to-10 measurement scale that has been in use since 2014.

Bottom Box					Middle Box			Top Box		
0	1	2	3	4	5	6	7	8	9	10

The full 2018/2021 questionnaire is included in [Appendix B](#) of this report.

## 2.2 Methodology & Sampling

The 2021 survey was conducted with 1,601 residents of Prince William County over a roughly 6-week period beginning on April 13, 2021 and ending on May 23, 2021. It was 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. All members of the community had an equal chance to be contacted and participate in the initiative. Interviews lasted approximately 19 minutes each and were conducted in both English (n=1,589) and Spanish (n=12), as needed.

All interviews were conducted using Computer-Assisted Telephone Interviewing software that kept track of each attempt made. In order to obtain a representative sample of respondents, data was collected using a landline sample and geo-targeted cell phone sample of Prince William residents, as well as a targeted cell phone sample of Hispanic residents of the County. To ensure all reached respondents truly resided in the County, screener questions verifying residence were also included in the introductory part of the questionnaire. Additionally, when calling landlines, we alternated asking for a male adult or the youngest adult in the household. This is a standard market research procedure designed to control for excessive proportion of females and seniors (who are relatively easier to interview) in the sample.

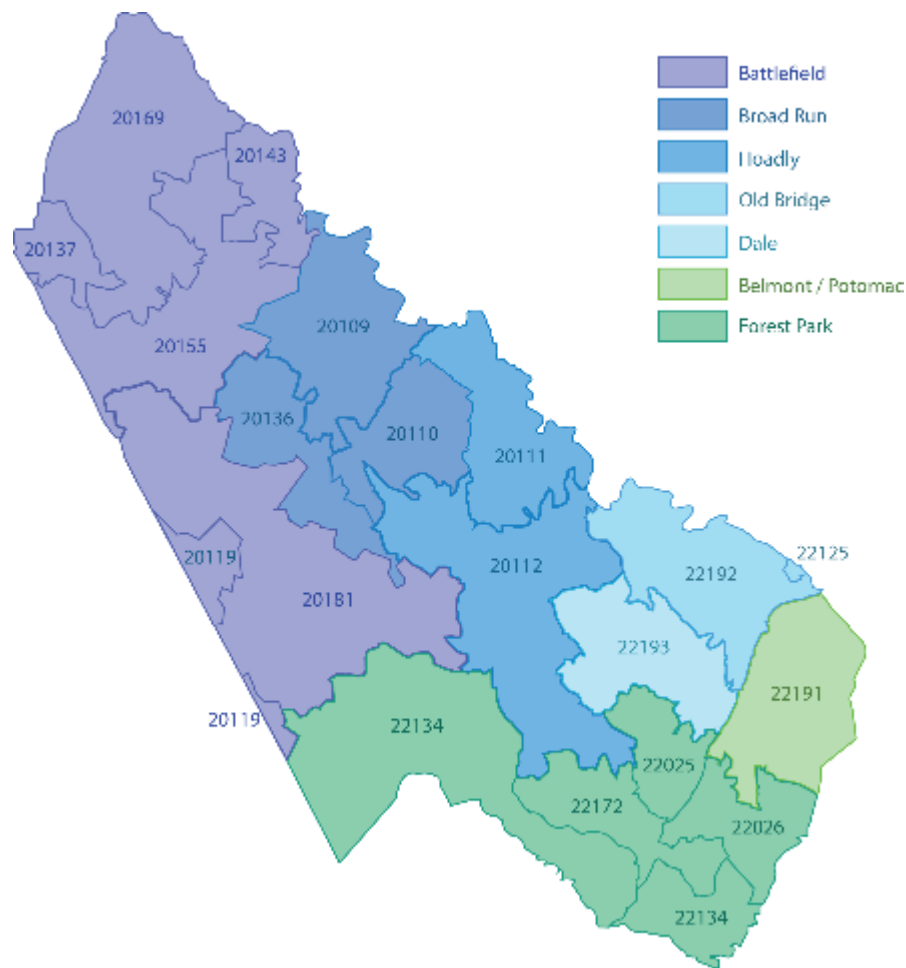
The survey was structured to include all major demographic groups and all geographic areas in the County. “Soft” quotas were set (and tracked daily) for zip code to ensure the localities were represented in their actual proportions in this survey.

The following is a summary of all interviews conducted by region/zip code and sample type. Please note that residents of the embedded independent cities of Manassas and Manassas Park were excluded from the survey. A full demographic profile of respondents can be found in [Appendix A](#) included further in this report.

**Table 1. Respondent Distribution by Sample Type and Region**

SAMPLE TYPE	REGION/ZIP CODE						
	Battlefield	Belmont/Potomac	Broad Run	Dale	Forest Park	Hoadly	Old Bridge
	20119	22191	20109	22193	22025	20111	22125
	20137		20110		22026	20112	22192
	20143		20136		22134		
	20155				22172		
	20169						
	20181						
Landline	114	119	110	127	99	131	128
Cell Phone	139	110	112	115	85	111	98
<b>Total</b>	<b>253</b>	<b>229</b>	<b>222</b>	<b>242</b>	<b>184</b>	<b>242</b>	<b>226</b>

Figure 2. Prince William County Regions



### 2.3 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 preceding waves (2016 and 2018). When comparing the overall current results to the previous year, drops or lifts of +/-5% for percentage responses and 0.5 points for average scores are marked with arrows ↓↑, where green symbols indicate observably higher scores and red – notably lower scores.

Respondents are also segmented into various sub-groups based on key demographics and the localities 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.

In previous years, in order to correct for sampling variation, the collected data were weighted by age, region and ethnicity to the most recent Census estimates. This year, however, and moving forward, the data has not and will not be weighted to ensure complete transparency of the survey process and the information gathered. It is important to keep this in mind when trending the 2021 data to previous (2016 and 2018) waves.

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 not included in the analysis of the distribution of responses.

The sample size for this study resulted in a very favorable sampling error of +/-2.4%, allowing for a highly reliable representation of the County. The findings discussed in the report are statistically significant at the 95% level of confidence. Due to rounding, percentages presented in tables and charts may not add to 100%.

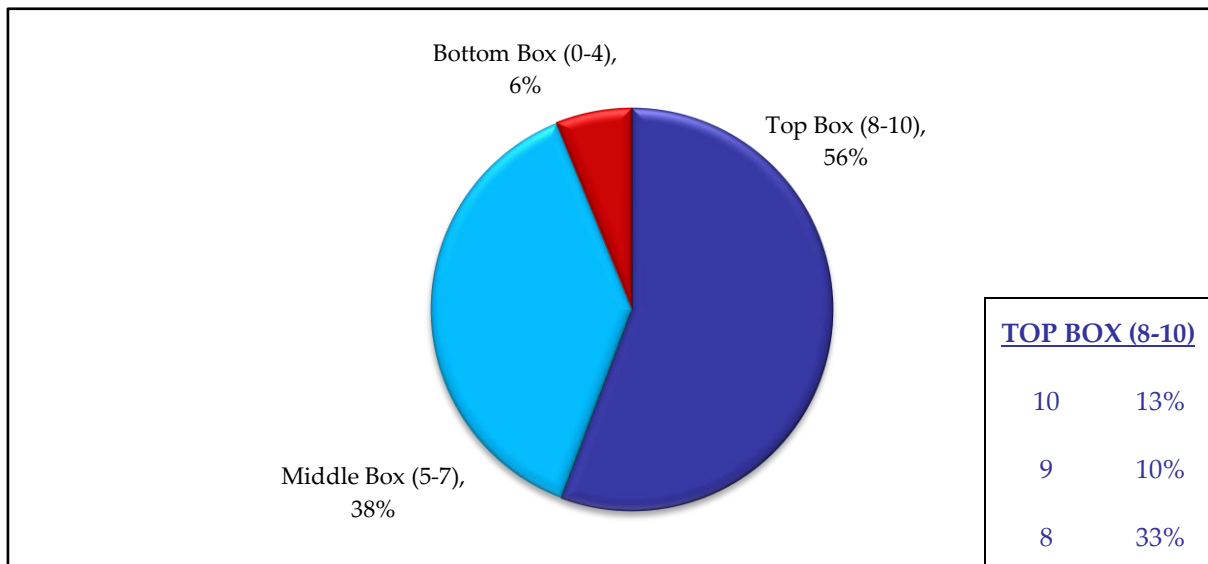
## Chapter 3. Survey Results

This chapter discusses the results of all survey questions and evaluations of Prince William County. These measures, which were also asked in prior waves, help assess how well the County delivers services to its residents and allow for comparisons over time, aiding in the understanding of the public’s perceptions.

### 3.1 Overall Satisfaction with Quality of Life

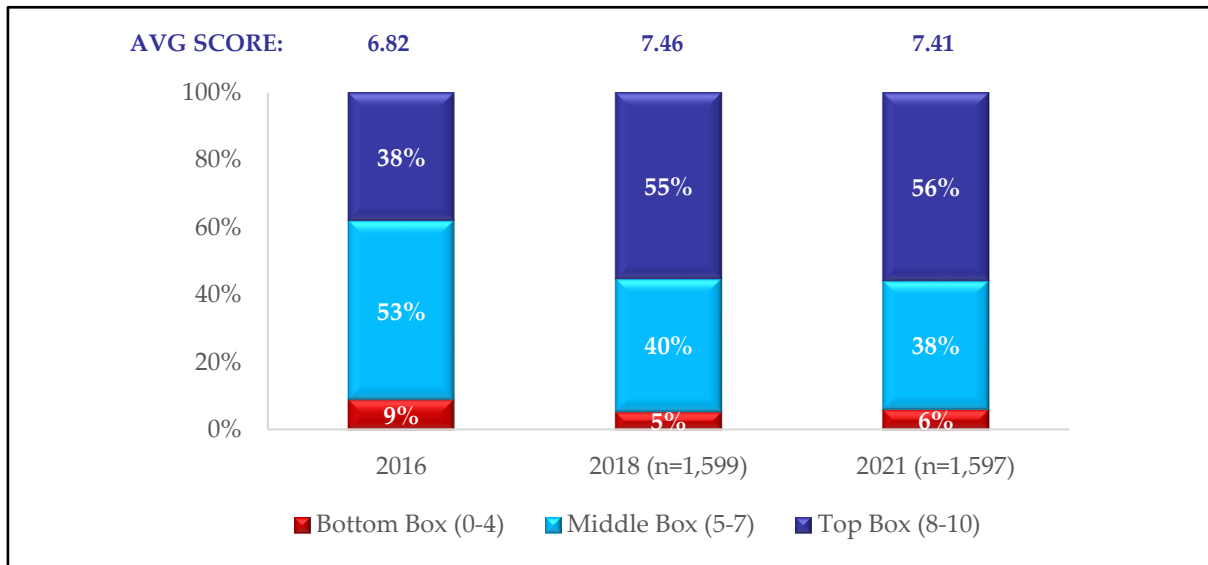
The first measure asked respondents for their satisfaction with the quality of life in Prince William County, using a 0-to-10 scale where 10 stood for completely satisfied and 0 meant completely dissatisfied. In response to this question, more than a half (56%) of residents assigned top scores to the quality of life in the County, while a total of 94% felt positive about this metric (a score of at least a “5”). (Figure 3). These results are on par with the 2018 figures (Figure 4).

**Figure 3. Overall Satisfaction with Quality of Life**



Q1. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,597] 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.

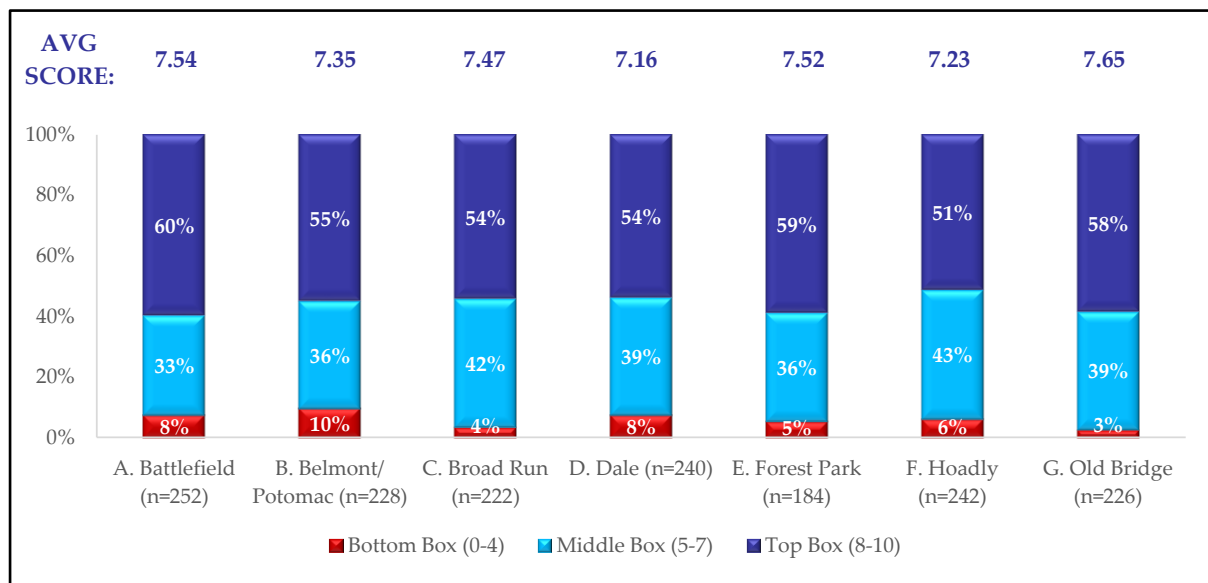
Figure 3. Overall Satisfaction with Quality of Life – by Year



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.

While in 2021, all localities within the County received average scores exceeding “7” on the 0-to-10 rating scale, views of the quality of life in Prince William did vary somewhat by region. Specifically, those living in Old Bridge, Battlefield, Forest Park and Broad Run gave Prince William County the highest ratings (Figure 4). Battlefield was also among the regions with the highest mean quality of life scores in 2018 and 2016, while Old Bridge and Broad Run were the leading regions in 2016. In comparison to the 2018 survey iteration, the quality of life ratings are now observably higher among residents of Old Bridge and Forest Park, while the scores awarded by residents of Hoadly show a notable drop. (Table 2).

Figure 4. Satisfaction with Quality of Life – by Region



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.

Table 2. Satisfaction with Quality of Life – by Region and Year

Year	Battlefield			Belmont/Potomac			Broad Run			Dale		
	2016	2018 n=266	2021 n=252	2016	2018 n=238	2021 n=228	2016	2018 n=247	2021 n=222	2016	2018 n=261	2021 n=240
Mean	7.12	7.47	7.54	6.45	7.57	7.35	6.85	7.37	7.47	6.75	7.53	7.16
Top Box (8-10)	42%	59%	60%	30%	57%	55%	39%	51%	54%	33%	58%	54%
Middle Box (5-7)	51%	34%	33%	56%	37%	36%	51%	45%	42%	58%	38%	39%
Bottom Box (0-4)	7%	7%	8%	13%	6%	10%	10%	5%	4%	9%	5%	8%

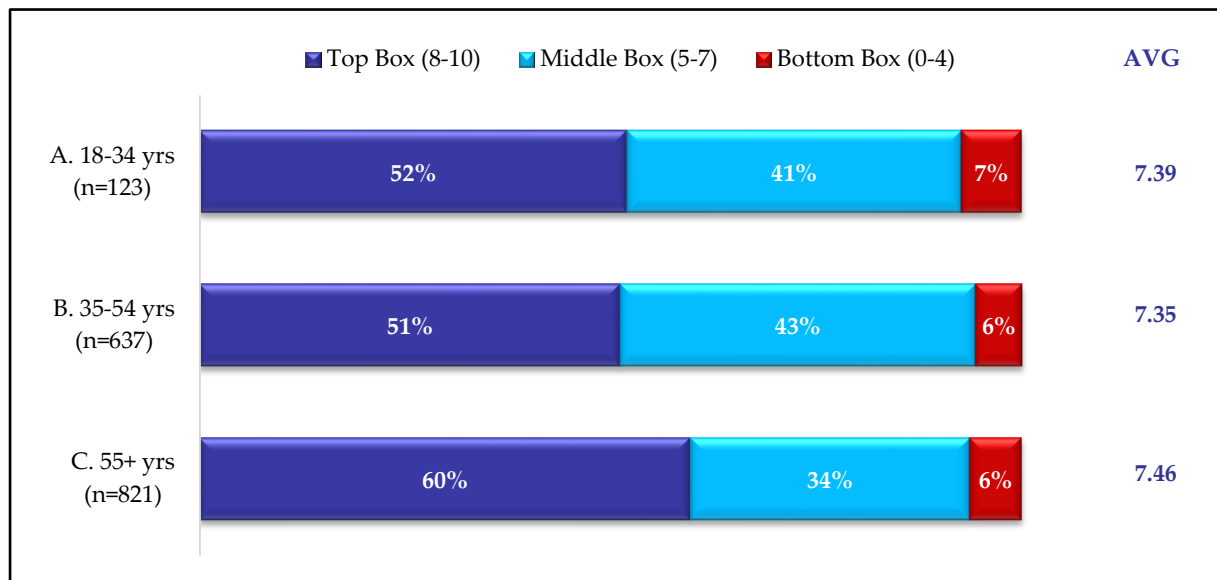
  

Year	Forest Park			Hoadly			Old Bridge		
	2016	2018 n=194	2021 n=184	2016	2018 n=174	2021 n=242	2016	2018 n=214	2021 n=226
Mean	6.75	7.14	7.52	6.80	7.76	7.23 ↓	6.97	7.38	7.65
Top Box (8-10)	39%	50%	59% ↑	40%	61%	51% ↓	40%	50%	58% ↑
Middle Box (5-7)	51%	44%	36% ↓	50%	35%	43% ↑	52%	44%	39% ↓
Bottom Box (0-4)	9%	7%	5%	11%	4%	6%	8%	6%	3%



The highest levels of satisfaction with the quality of life in Prince William County were observed in the 55+ age group. To illustrate, 60% of 55+ year-olds gave the County the highest ratings of 8-10 on this aspect, as compared to 51% of 35–54-year-olds and 52% of 18–34-year-olds (Figure 5). This trend has been observed across all past waves of the survey, with no meaningful changes from 2018. (Table 3).

Figure 5. Satisfaction with Quality of Life – by Age



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.

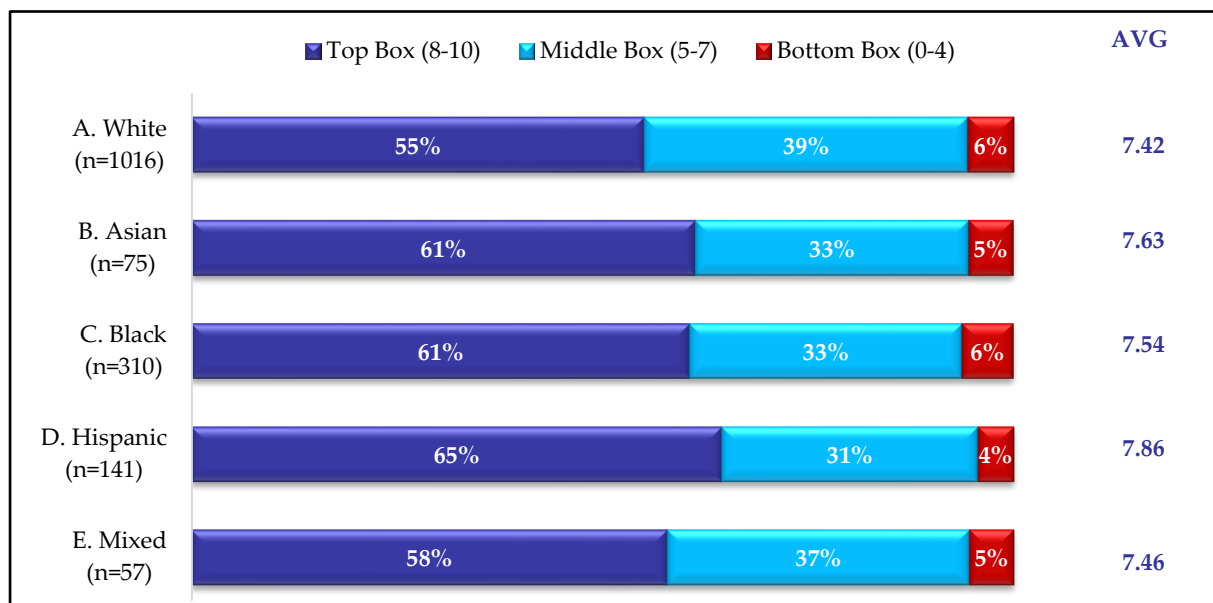
Table 3. Satisfaction with Quality of Life – by Age and Year

Year	18-34			35-54			55+		
	2016	2018 n=508	2021 n=123	2016	2018 n=666	2021 n=637	2016	2018 n=409	2021 n=821
Mean	6.78	7.40	7.39	6.75	7.41	7.35	7.01	7.61	7.46
Top Box (8-10)	35%	53%	52%	36%	52%	51%	46%	63%	60%
Middle Box (5-7)	53%	41%	41%	55%	43%	43%	48%	31%	34%
Bottom Box (0-4)	12%	6%	7%	9%	5%	6%	6%	6%	6%

This year, in addition to age, several other demographic factors played a role in how residents perceive the overall quality of life in Prince William County. These included ethnicity, education and gender. Specifically:

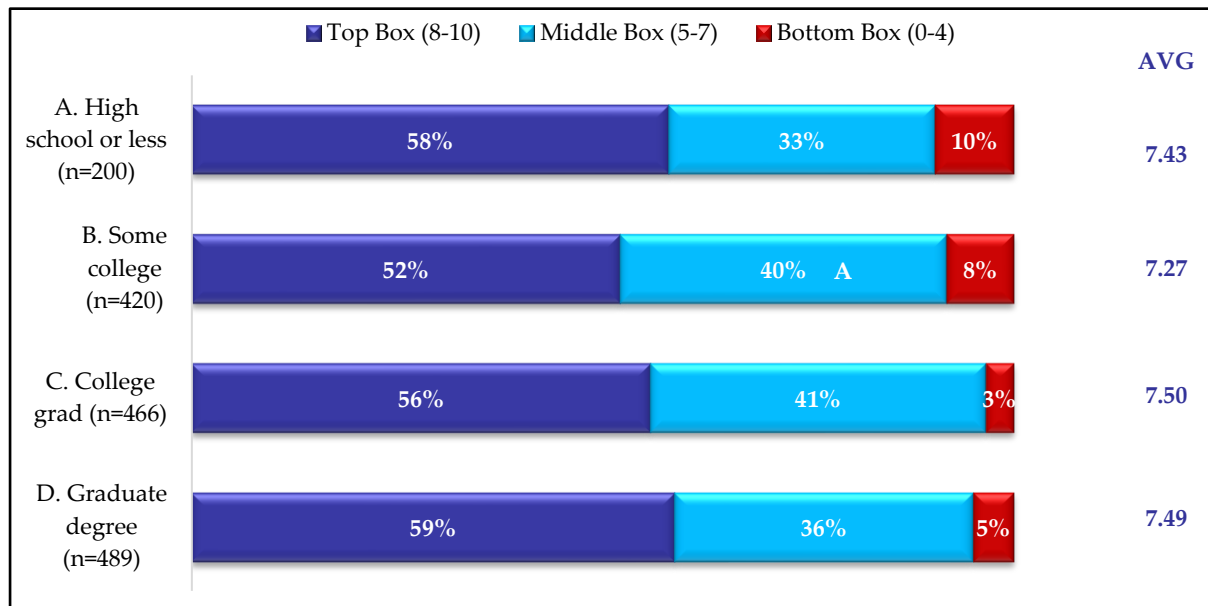
- Minority (and particularly Black and Hispanic) residents were observably more likely to rate the County higher than their White counterparts on this metric. To illustrate, 65% of Hispanic residents and 61% of Black residents rated the County as 8-10 on the 0-to-10 scale, as compared to 55% of White residents (**Figure 6**).
- More educated residents were significantly more likely than those with lower educational attainment to rate the County higher, e.g., an average respondent with a graduate degree, rated the County as a 7.49 and an average college graduate rated it as 7.50. This is significantly above the mean rating of 7.27 observed for those with some college (**Figure 7**).
- Finally, in a reversal of the trend noted in 2018, females are now much more likely to rate the quality of life in the County as 8-10. Nearly six-in-ten women (58%) do so, as opposed to 53% of men (**Figure 8**).

**Figure 6. Satisfaction with Quality of Life – by Ethnicity**



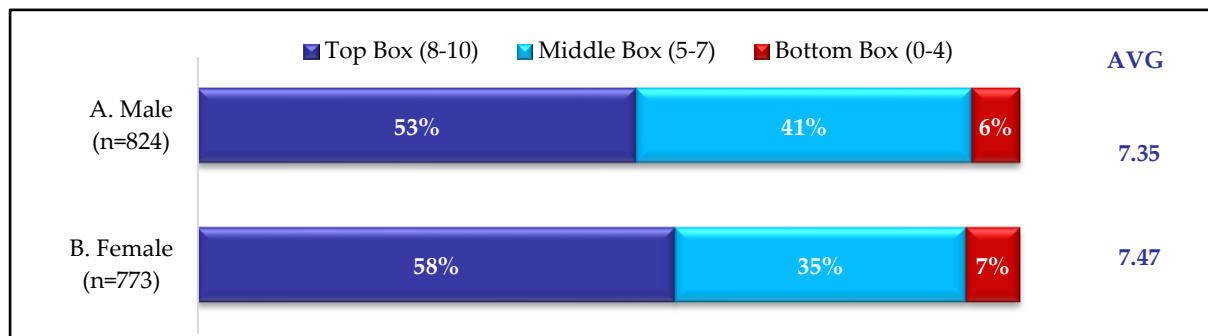
Q1. [Base: Total respondents excluding “Not sure”/Refused responses] Overall, how satisfied would you say you are with the quality of life in Prince William County? Please use a scale from 0 to 10, where 0 means you are completely dissatisfied and 10 means you are completely satisfied. You can use any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

**Figure 7. Satisfaction with Quality of Life – by Education**



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.

**Figure 8. Satisfaction with Quality of Life – by Gender**

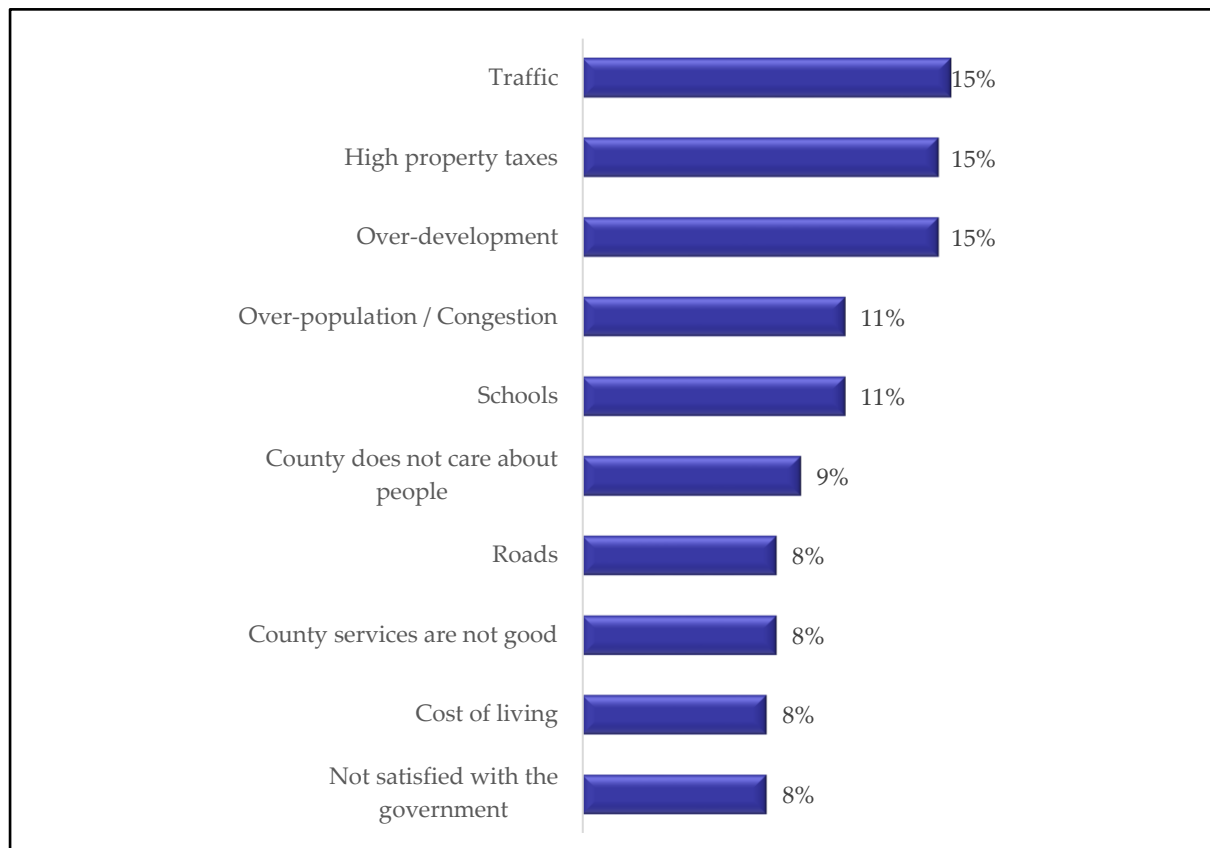


Q1. [Base: Total respondents excluding “Not sure”/Refused responses] Overall, how satisfied would you say you are with the quality of life in Prince William County? Please use a scale from 0 to 10, where 0 means you are completely dissatisfied and 10 means you are completely satisfied. You can use any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

Residents who rated the quality of life in the County as 0-5 on the 0-to-10 scale cited a broad range of reasons, with issues such as traffic (15%), high property taxes (15%) and over-development (15%) topping the list (**Figure 9**). Some regional patterns emerged, as follows:

- Traffic was most likely to be cited by dissatisfied residents of Belmont/ Potomac (22%) and Forest Park (24%);
- High property taxes were mentioned most often in Dale (20%), Forest Park (16%) and Hoadly (22%).
- Over-development was given as a reason for dissatisfaction mainly in Forest Park (16%) and Hoadly (20%).

**Figure 9. Reasons for Low Satisfaction with Quality of Life\***

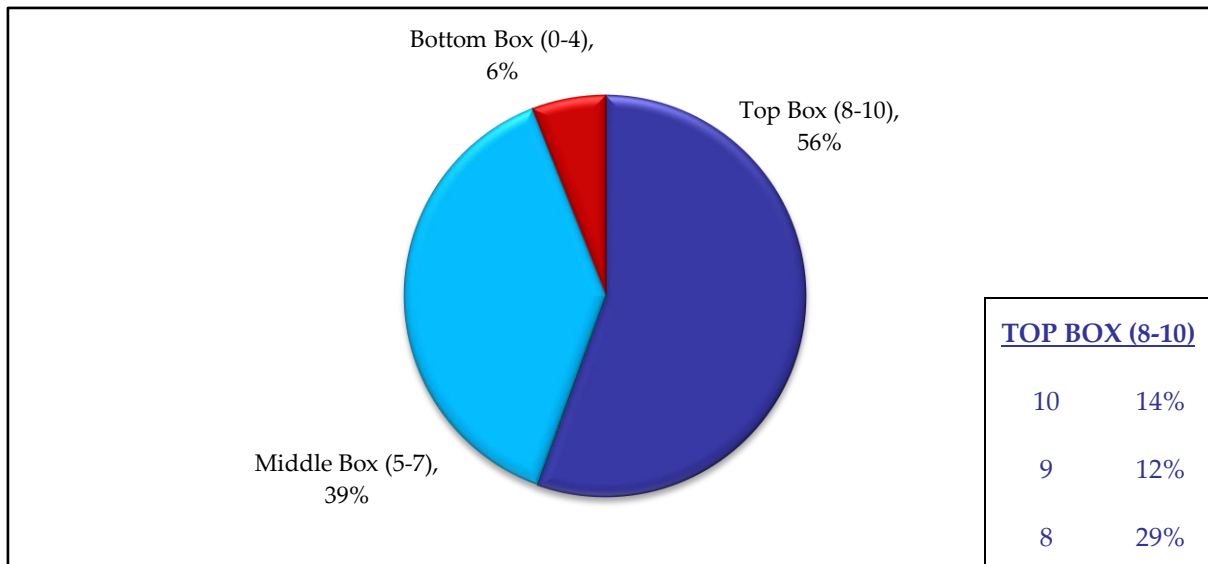


Q1A. [Base: Respondents who rated overall satisfaction with quality of life in Prince William County as 0-5, excluding "Not sure"/Refused responses, n=214] For what reason do you feel that way? \*Services cited by <5% not shown

### 3.2 Overall Satisfaction with County Services

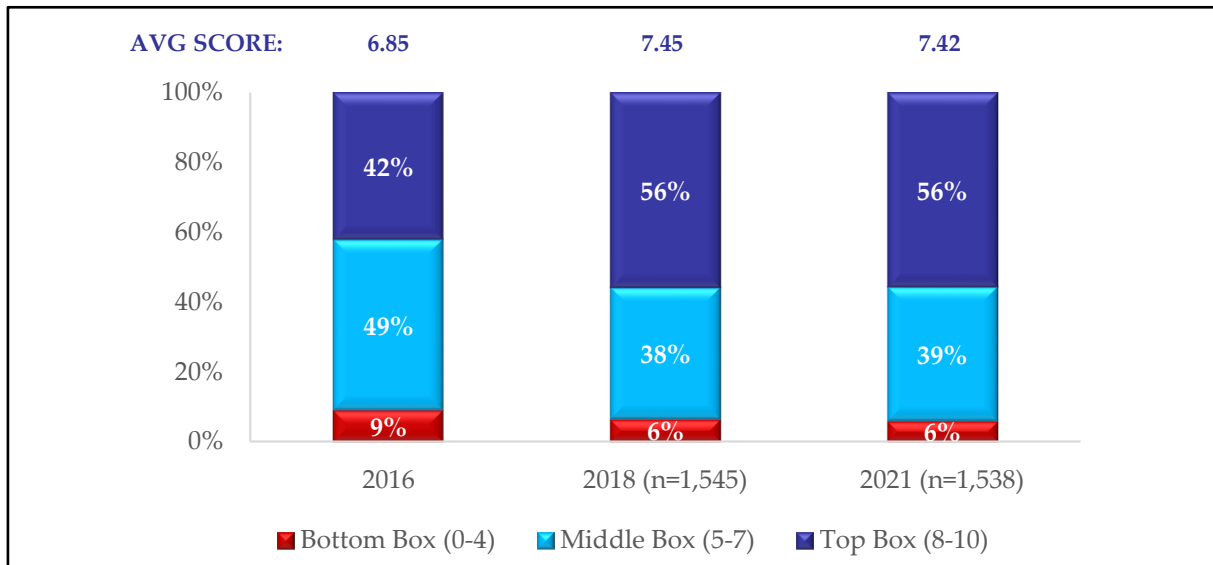
The second measure asks respondents for their overall satisfaction with the quality of services provided by the County, using a 0-to-10 scale where 0 meant completely dissatisfied and 10 stood for completely satisfied. More than a half (56%) awarded the County the top ratings of 8-10 on this metric, while only 6% were dissatisfied (**Figure 10**). The results are on par with the 2018 survey (**Figure 11**).

**Figure 10. Overall Satisfaction with Quality of Services Provided by the County**



Q2. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,538] Using the same 0-to-10 scale, overall, how satisfied are you with the quality of services provided by the County? [If needed] Remember, 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.

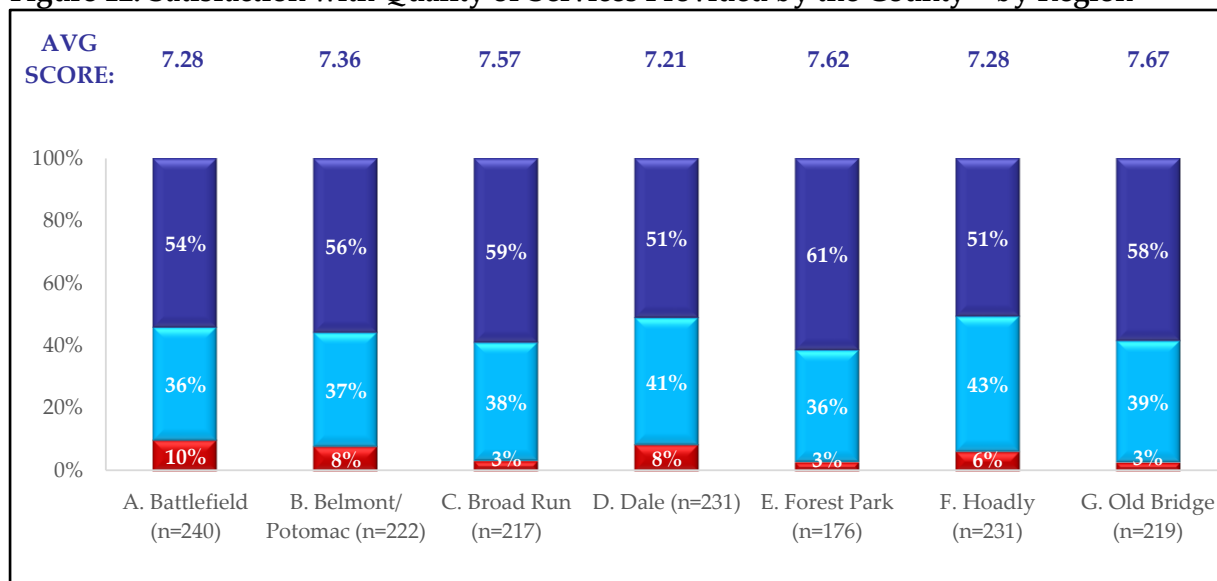
Figure 11. Overall Satisfaction with Quality of Services Provided by the County – by Year



Q2. [Base: Total respondents excluding “Not sure”/Refused responses] Using the same 0-to-10 scale, overall, how satisfied are you with the quality of services provided by the County? [If needed] Remember, 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.

In 2021, the County’s average scores on the quality of services provided exceeded “7” on the 0-to-10 rating scale across all localities. This being said, residents of Forest Park (61%), Broad Run (59%) and Old Bridge (58%) were most likely to award County services the highest scores (Figure 12). This is a reversal of the pattern noted in 2018, where Forest Park, Broad Run and Old Bridge saw the lowest scores on this metric, and it was a result of significant increases in the proportion of top ratings of 8-10 in these regions. At the same time, Belmont/Potomac and Hoadly (which came in first and second on this aspect in 2018) were now observably less likely to rate the County services within the top box (Table 4).

Figure 12. Satisfaction with Quality of Services Provided by the County – by Region



Q2. [Base: Total respondents excluding “Not sure”/Refused responses] Using the same 0-to-10 scale, overall, how satisfied are you with the quality of services provided by the County? [If needed] Remember, 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.

Table 4. Satisfaction with Quality of Services Provided by the County – by Region and Year

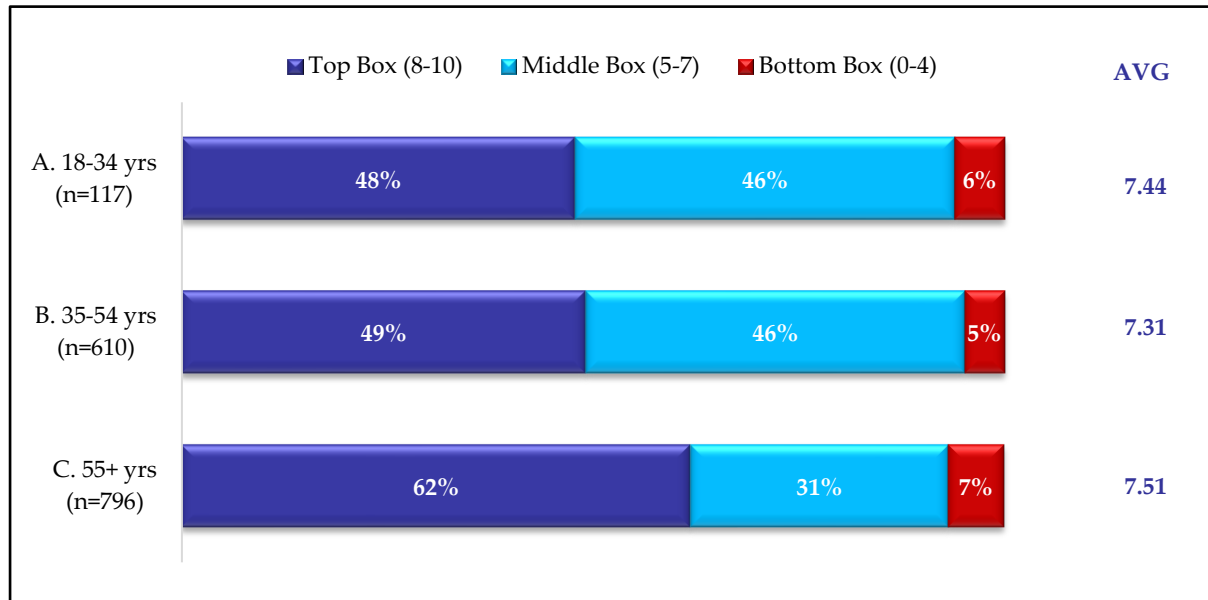
Year	Battlefield			Belmont/Potomac			Broad Run			Dale		
	2016	2018 n=258	2021 n=253	2016	2018 n=237	2021 n=222	2016	2018 n=236	2021 n=217	2016	2018 n=247	2021 n=231
Mean	6.83	7.48	7.28	6.79	7.74	7.36	6.71	7.31	7.57	6.92	7.41	7.21
Top Box (8-10)	44%	55%	54%	41%	63%	56% ↓	39%	53%	59% ↑	44%	55%	51%
Middle Box (5-7)	49%	40%	36%	47%	31%	37% ↑	48%	38%	38%	48%	41%	41%
Bottom Box (0-4)	6%	5%	10% ↑	12%	6%	8%	13%	9%	3% ↓	8%	5%	8%

Year	Forest Park			Hoadly			Old Bridge		
	2016	2018 n=191	2021 n=176	2016	2018 n=170	2021 n=231	2016	2018 n=202	2021 n=219
Mean	6.66	7.24	7.62	6.93	7.55	7.28	7.10	7.42	7.67
Top Box (8-10)	39%	51%	61% ↑	42%	60%	51% ↓	45%	53%	58% ↑
Middle Box (5-7)	48%	39%	36%	53%	35%	43% ↑	49%	42%	39%
Bottom Box (0-4)	14%	10%	3% ↓	5%	5%	6%	6%	6%	3%

Just as with the quality of life metric, satisfaction with the services provided by the County peaked in the oldest respondent segment (55+); nearly two-thirds (62%) of these residents rated this aspect within the top box (Figure 13).

**Figure 13. Satisfaction with Quality of Services Provided by the County – by Age**

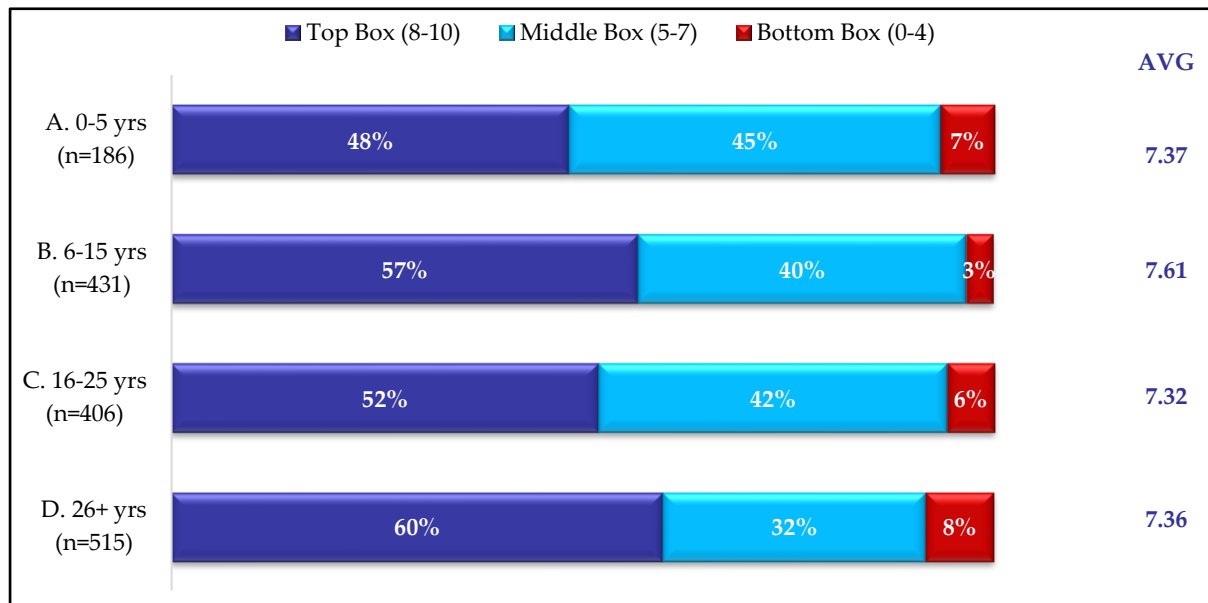


Q2. [Base: Total respondents excluding “Not sure”/Refused responses] Using the same 0-to-10 scale, overall, how satisfied are you with the quality of services provided by the County? [If needed] Remember, 0 means you are completely dissatisfied and 10 means you are completely satisfied. You can use any number between 0 and 10 to express how you feel.



As in 2018, length of residence in the County was a differentiating factor. However, while 3 years ago the most recent arrivals (i.e., those with tenures of up to 5 years) appeared most satisfied with the quality of County services as a whole, this is no longer the case. At present, on average, residents in the 6–15-year tenure segment were most likely to rate the services within the top box (i.e., ratings of 8-10). At the same time, residents in the longest tenure category (26+) were most likely to report both the highest scores (60%) and the lowest scores (8%). (Figure 14).

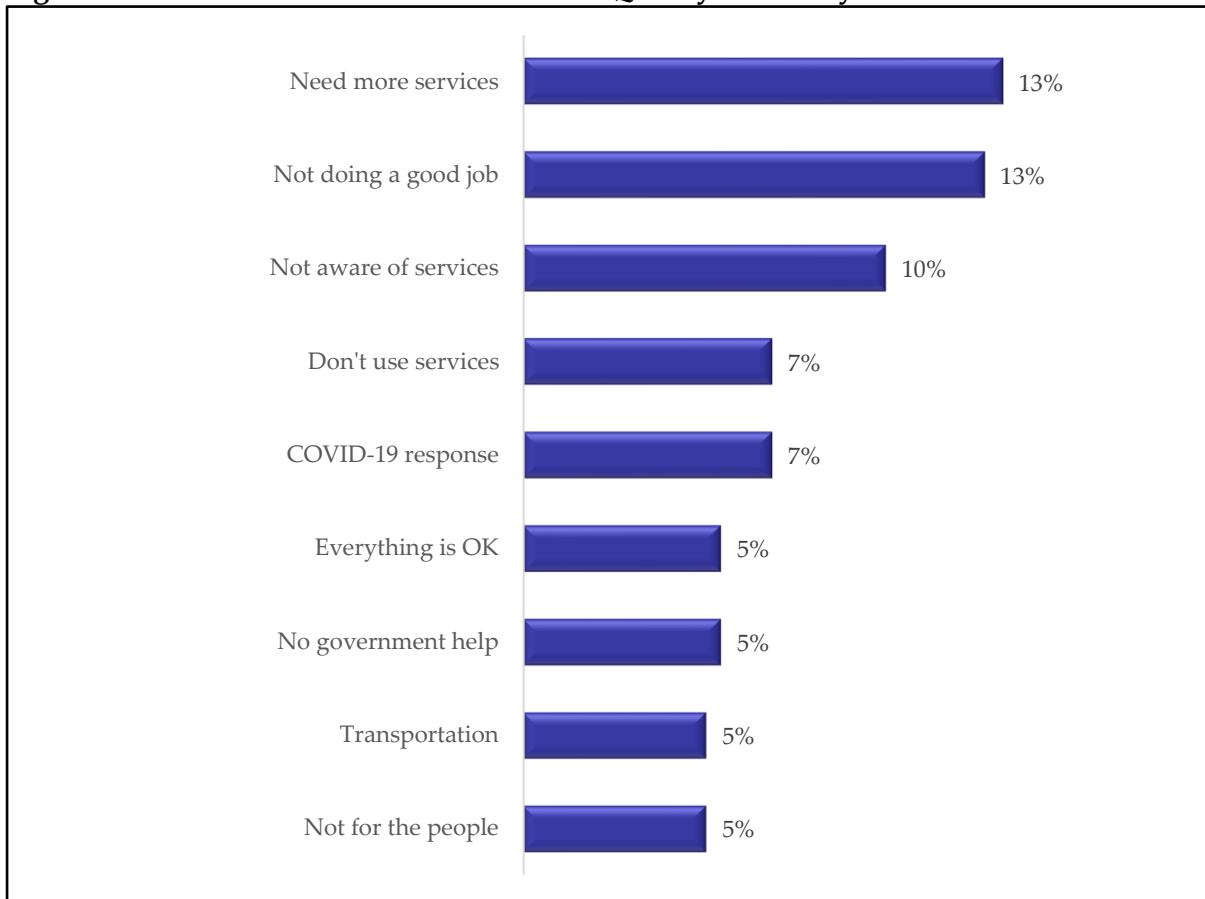
**Figure 14. Satisfaction with Quality of Services Provided by the County – by Length of Residence**



Q2. [Base: Total respondents excluding “Not sure”/Refused responses] Using the same 0-to-10 scale, overall, how satisfied are you with the quality of services provided by the County? [If needed] Remember, 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.

Residents who rated the quality of County-provided services as 0-5 on the 0-to-10 scale cited a plethora of reasons, with many mentioned by only a handful of respondents. This indicated a lack of major, clearly identifiable problems on this metric. The most frequent issues included the need for more services (13%), the County not doing a good job on the services provided (13%) and the lack of awareness of services available in the County (10%) (Figure 15). These issues were mentioned consistently across the County, with no discernible differences by region.

**Figure 15. Reasons for Low Satisfaction with Quality of County Services Overall**



Q2A. [Base: Respondents who rated overall satisfaction with quality of life in Prince William County as 0-5, excluding "Not sure"/Refused responses, n=222] For what reason do you feel that way?

\*Services cited by <5% not shown

### 3.3 Satisfaction with Specific Service Aspects

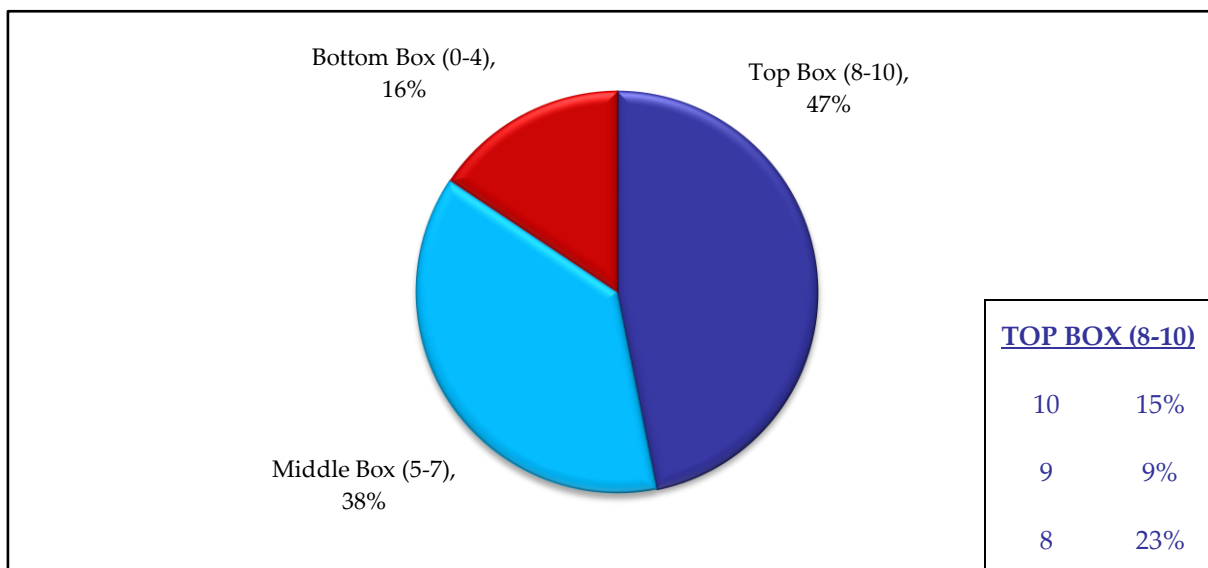
All respondents were asked a series of thirty-one questions designed to gauge satisfaction with specific aspects services in the County, to include transportation, new development, the Police Department, Library Services, Fire and Emergency Medical Services, Human Services, Parks & Recreation Services and voting experience. Responses to these questions are presented in the thematic sub-chapters that follow.

#### 3.3.1 Transportation

The survey questions were designed to obtain resident feedback on three facets of transportation and its ability to adequately support the community, the needs of commuters and County growth.

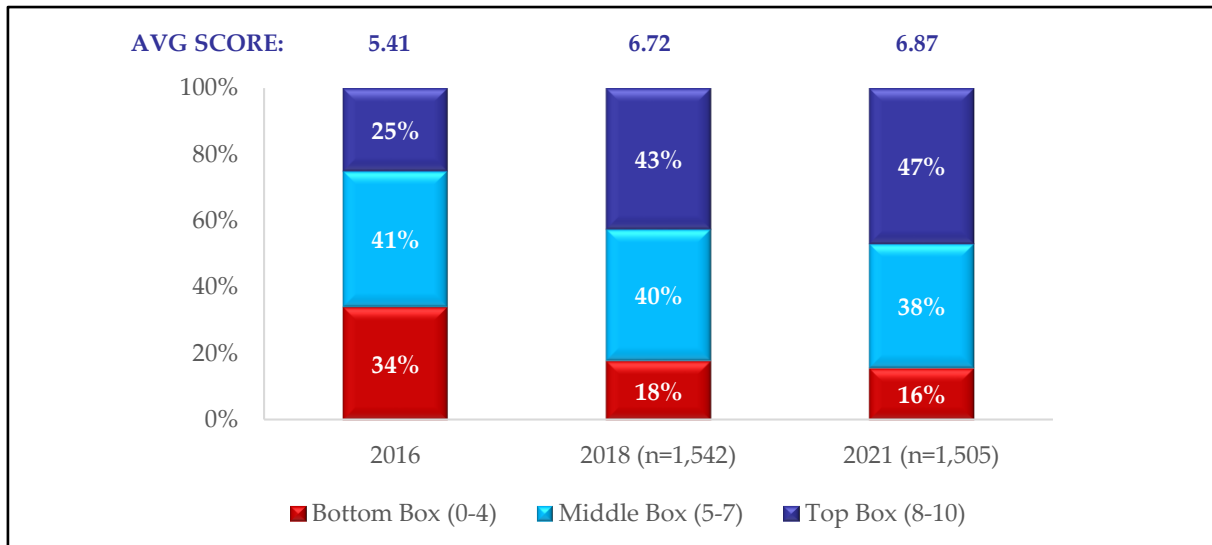
Nearly a half (47%) of Prince William County residents is satisfied that the transportation network adequately supports the community (**Figure 16**). While no significant change has taken place since 2018 on this metric, metric tracking from 2016 on illustrated a clear upward trend in resident satisfaction (**Figure 17**).

**Figure 16. Satisfaction That Transportation Network Adequately Supports Community**



Q6A. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,505] How satisfied are you that the transportation network adequately supports the community? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

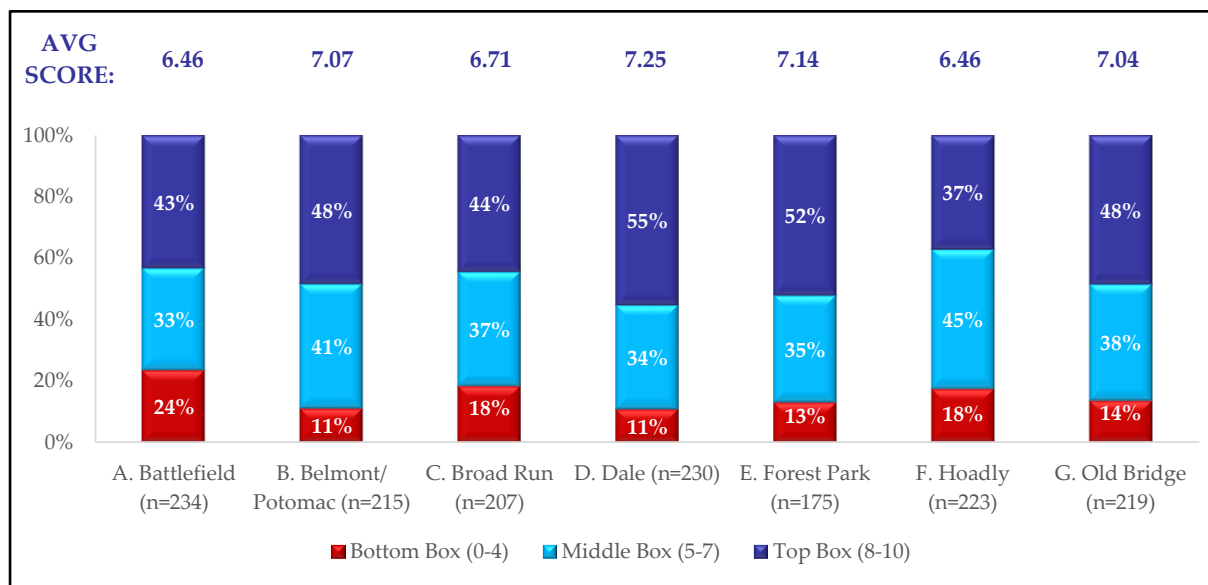
**Figure 17. Satisfaction That Transportation Network Adequately Supports Community – by Year**



Q6A. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you that the transportation network adequately supports the community? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Regionally, Dale (55%), Forest Park (52%), Belmont/Potomac (48%) and Old Bridge (48%) were most satisfied that the County transportation network adequately supported the community (Figure 18). Moreover, in comparison to 2018, several localities now showed observably increased satisfaction levels on this metric; these included Battlefield, Broad Run, Forest Park and Old Bridge (Table 5).

Figure 18. Satisfaction That Transportation Network Adequately Supports Community – by Region



Q6A. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you that the transportation network adequately supports the community? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

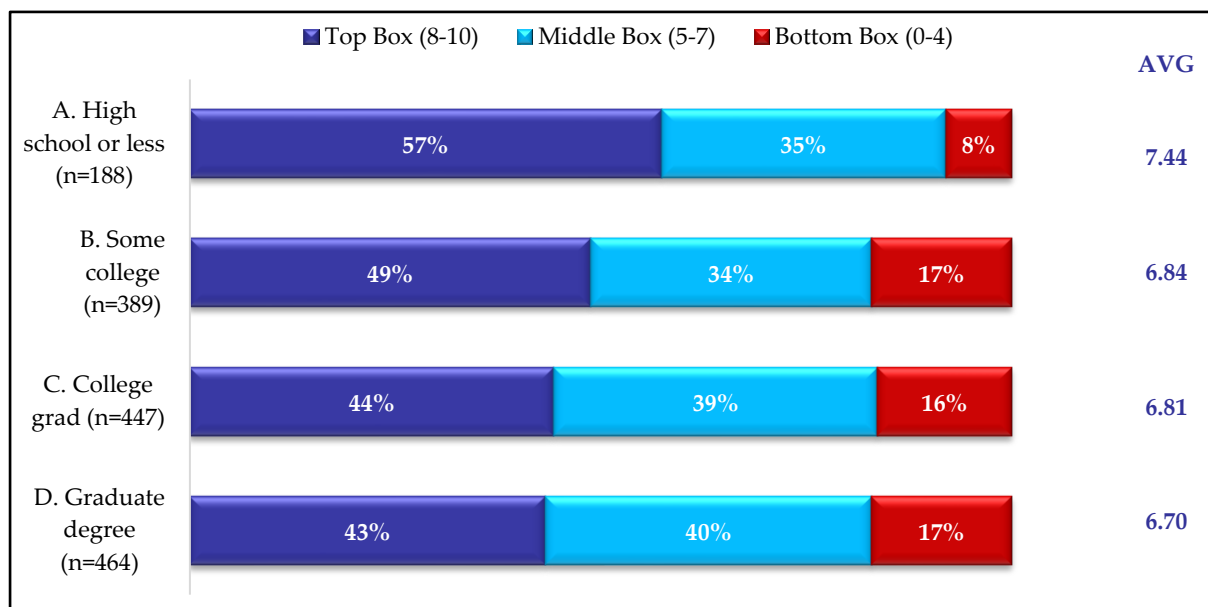
Table 5. Satisfaction That Transportation Network Adequately Supports Community – by Region and Year

Year	Battlefield		Belmont/Potomac		Broad Run		Dale	
	2018 n=258	2021 n=234	2018 n=236	2021 n=215	2018 n=233	2021 n=207	2018 n=247	2021 n=230
Mean	5.97	6.46	7.12	7.07	6.34	6.71	7.41	7.25
Top Box (8-10)	33%	43% ↑	49%	48%	34%	44% ↑	57%	55%
Middle Box (5-7)	42%	33% ↓	36%	41% ↑	45%	37% ↓	32%	34%
Bottom Box (0-4)	25%	24%	15%	11%	21%	18%	11%	11%

Year	Forest Park		Hoadly		Old Bridge	
	2018 n=187	2021 n=175	2018 n=170	2021 n=223	2018 n=208	2021 n=219
Mean	6.93	7.14	6.40	6.46	6.89	7.04
Top Box (8-10)	44%	52% ↑	37%	37%	43%	48% ↑
Middle Box (5-7)	38%	35%	46%	45%	41%	38%
Bottom Box (0-4)	18%	13% ↓	18%	18%	17%	14%

A more in-depth analysis revealed that Prince William adults who have completed high school or less are most likely to be satisfied that the County transportation network adequately supports the community. To illustrate, the top box rate among respondents with high school education or less was 57%. In comparison, 49% of those with some college, 44% of college graduates and 43% of those with a graduate degree felt this way (Figure 19).

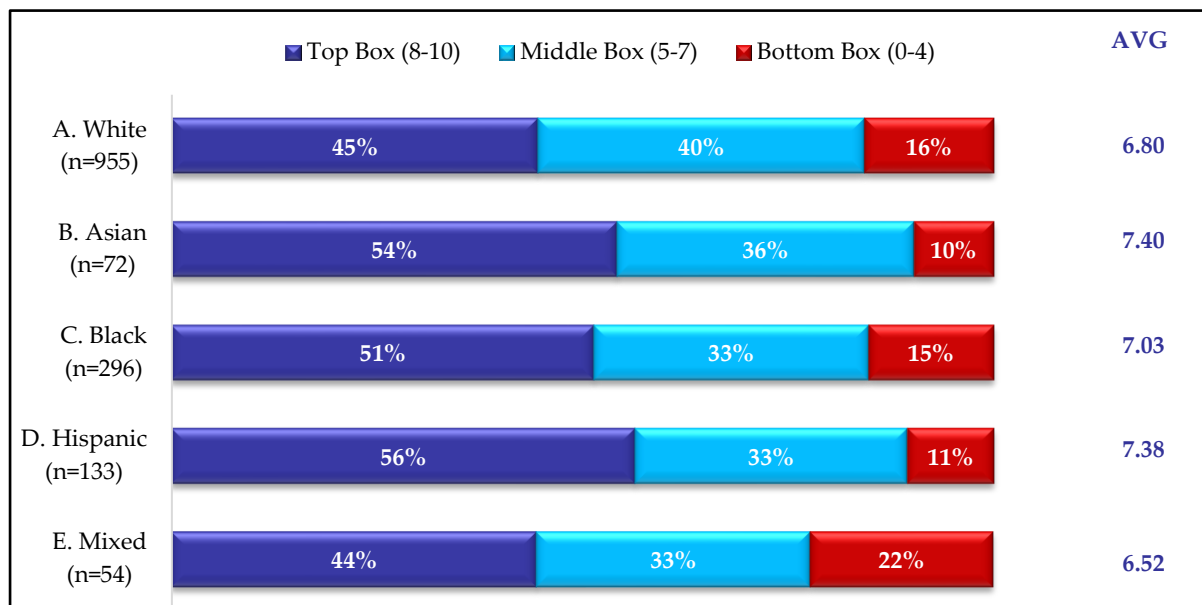
**Figure 19. Satisfaction That Transportation Network Adequately Supports Community – by Education**



Q6A. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you that the transportation network adequately supports the community? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

In terms of ethnicity, continuing pattern first observed in 2018, minority residents were significantly more likely than White respondents to be satisfied that the County transportation network adequately supported the community. To illustrate, 56% of Hispanic residents, 54% of Asian residents and 51% of Black residents indicated top-level satisfaction, as compared to 45% of their White counterparts (**Figure 20**).

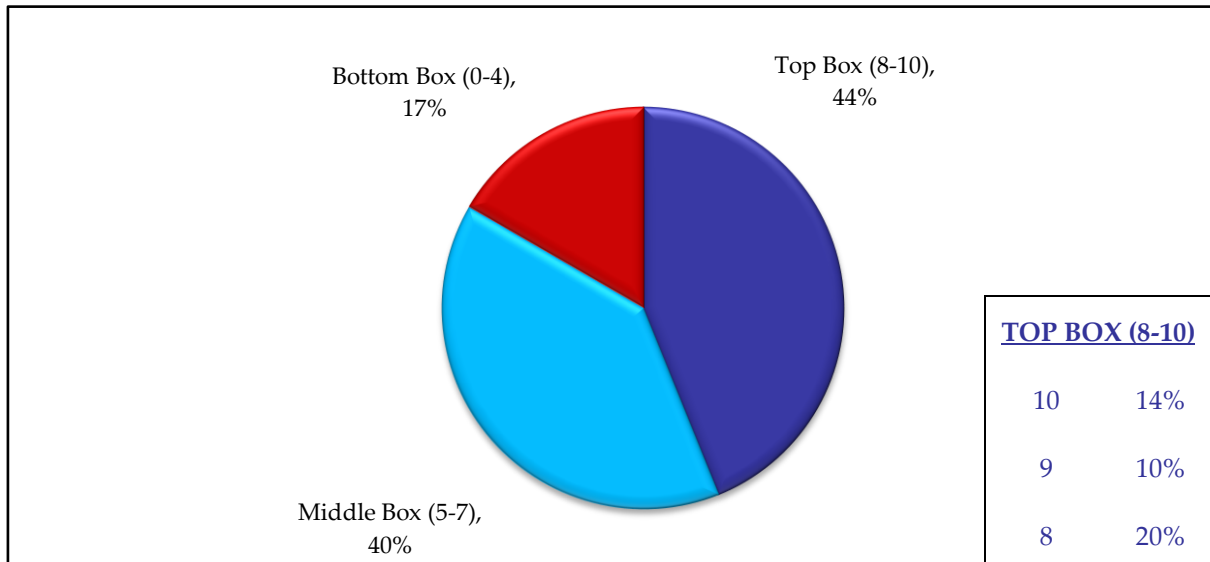
**Figure 20. Satisfaction That Transportation Network Adequately Supports Community – by Ethnicity**



Q6A. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you that the transportation network adequately supports the community? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

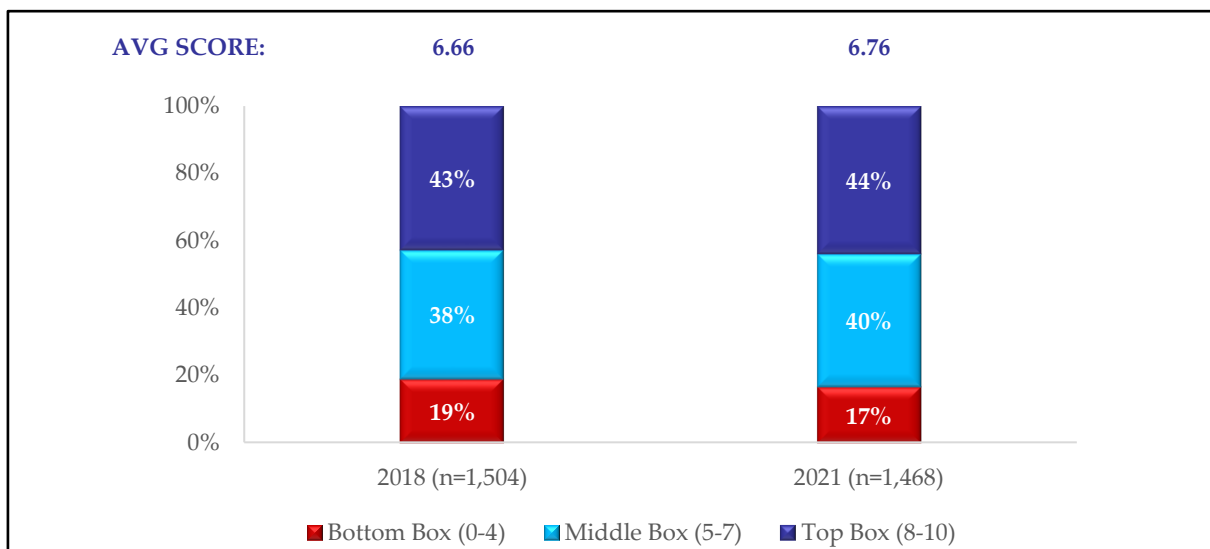
More than four-in-ten residents of Prince William County are satisfied that the transportation network supports the needs of commuters (Figure 21). This result has remained on par with the 2018 findings (Figure 22).

**Figure 21. Satisfaction That Transportation Network Supports Needs of Commuters**



Q6B. [Base: Total respondents excluding "Not sure"/Refused responses, n=1,468] How satisfied are you that the transportation network supports the needs of commuters? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

**Figure 22. Satisfaction That Transportation Network Supports Needs of Commuters – by Year\***

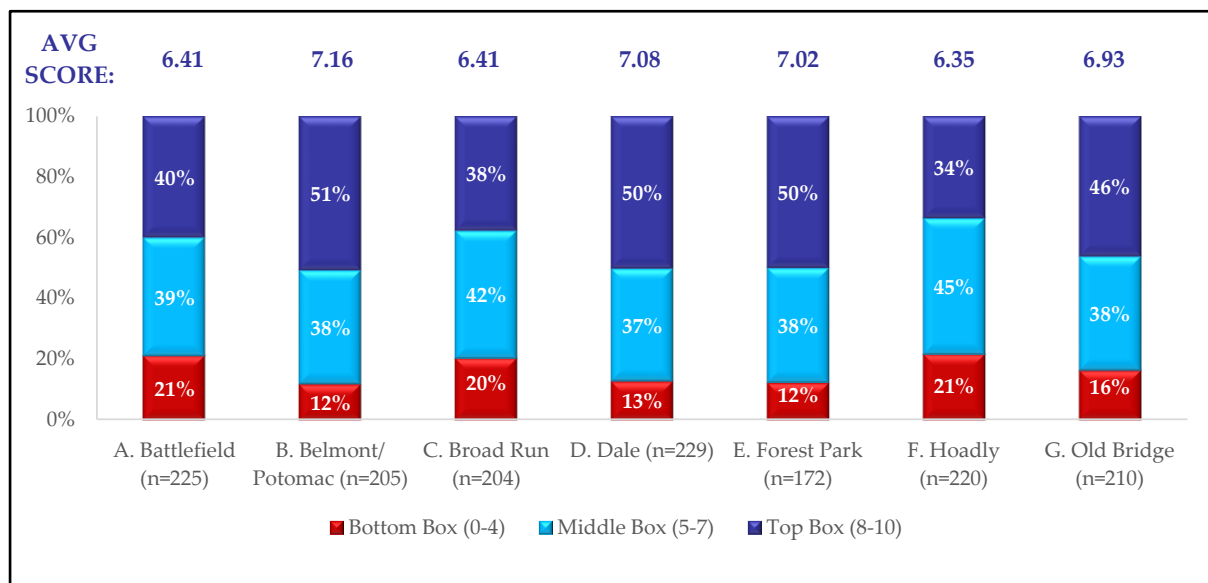


Q6B. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that the transportation network supports the needs of commuters? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied. \*Question added in 2018



Because there are different employment mixes and commuting patterns in different areas of the County, varying levels of satisfaction with the transportation network is expected. At present, Belmont/Potomac (51%), Dale (50%), Forest Park (50%) and Old Bridge (46%) were the localities most satisfied that the County transportation network supports the needs of commuters (**Figure 23**). This is a continuation of the pattern uncovered in 2018, with the same four regions achieving the highest satisfaction scores on this metric. This being said, observable lifts in satisfaction were noted this wave in Battlefield and Forest Park, while observable drops were reported for Belmont/Potomac and Dale (**Table 6**).

**Figure 23. Satisfaction That Transportation Network Supports Needs of Commuters – by Region**



Q6B. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you that the transportation network supports the needs of commuters? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

**Table 6. Satisfaction That Transportation Network Supports Needs of Commuters – by Region and Year\***

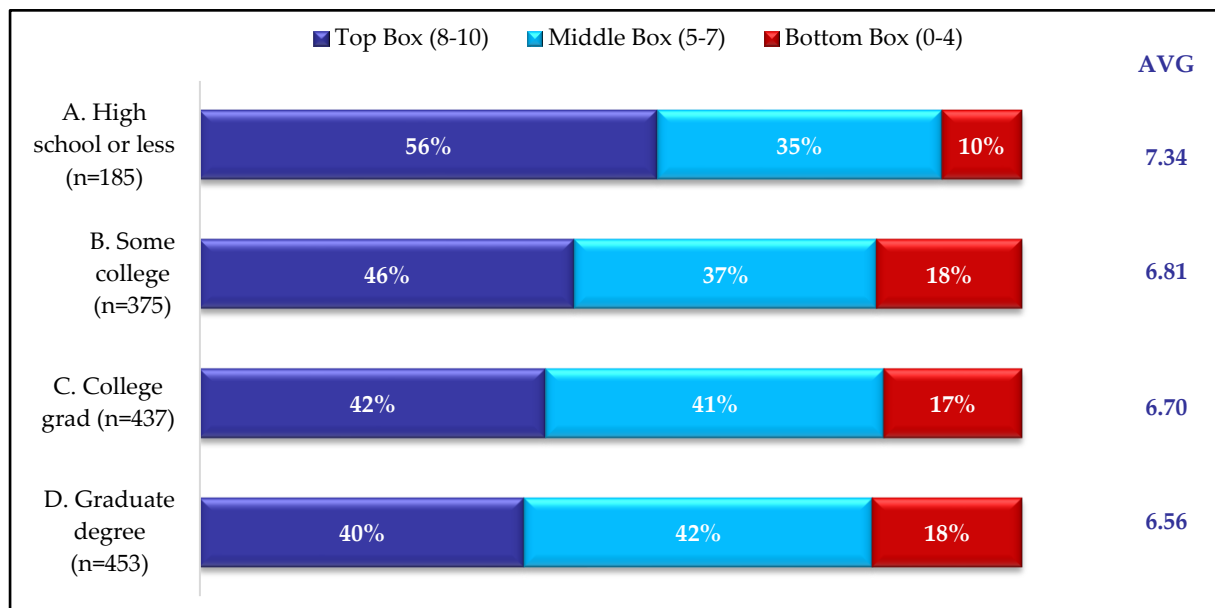
	Battlefield		Belmont/ Potomac		Broad Run		Dale	
Year	2018 n=241	2021 n=225	2018 n=226	2021 n=205	2018 n=236	2021 n=204	2018 n=243	2021 n=229
Mean	5.79	6.41 ↑	7.35	7.16 ↓	6.37	6.41	7.24	7.08 ↓
Top Box (8-10)	32%	40% ↑	56%	51% ↓	36%	38%	56%	50% ↓
Middle Box (5-7)	39%	39%	28%	38% ↑	43%	42%	32%	37% ↑
Bottom Box (0-4)	29%	21% ↓	16%	12%	21%	20%	13%	13%

	Forest Park		Hoadly		Old Bridge	
Year	2018 n=185	2021 n=172	2018 n=165	2021 n=220	2018 n=204	2021 n=210
Mean	7.00	7.02 ↑	6.06	6.35	6.76	6.93
Top Box (8-10)	43%	50% ↑	32%	34%	42%	46%
Middle Box (5-7)	42%	38%	45%	45%	43%	38% ↓
Bottom Box (0-4)	15%	12%	23%	21%	16%	16%

\*Question added in 2018

Additional analysis revealed that satisfaction with the way commuter needs were being met was inversely proportional to residents’ education levels. Specifically, this metric peaked among respondents with high school education or less (56% within the top box) and was rated the lowest among those with graduate degrees (40% within the top box) (Figure 24). Similar pattern was prevalent when comparing residents with various income levels. To illustrate, the lowest income segment (<\$50K per annum) was most likely to express satisfaction that the County transportation network supports the needs of commuters (52%). In comparison, 43% of residents representing the top income bracket (\$150K+) felt the same way.

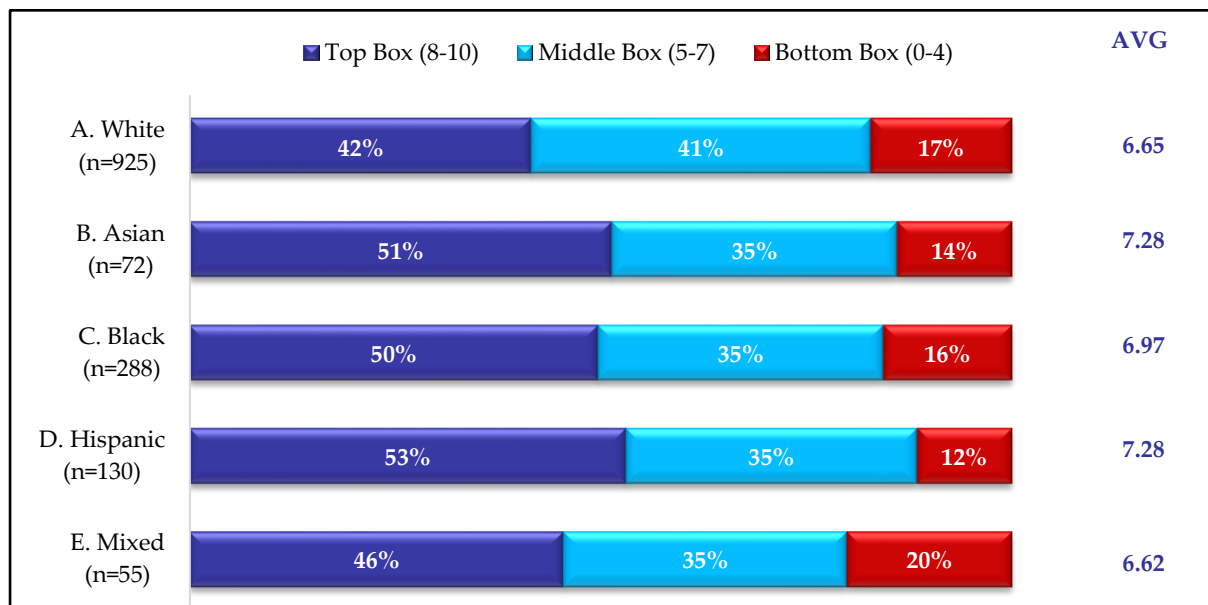
**Figure 24. Satisfaction That Transportation Network Supports Needs of Commuters – by Education**



Q6B. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you that the transportation network supports the needs of commuters? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

In terms of ethnicity, minority residents were significantly more likely than White respondents to be satisfied that the County transportation network supported the needs of commuters. To illustrate, 53% of Hispanic residents, 51% of Asian residents and 50% of Black residents indicated top-level satisfaction, as compared to 42% of their White counterparts (Figure 25).

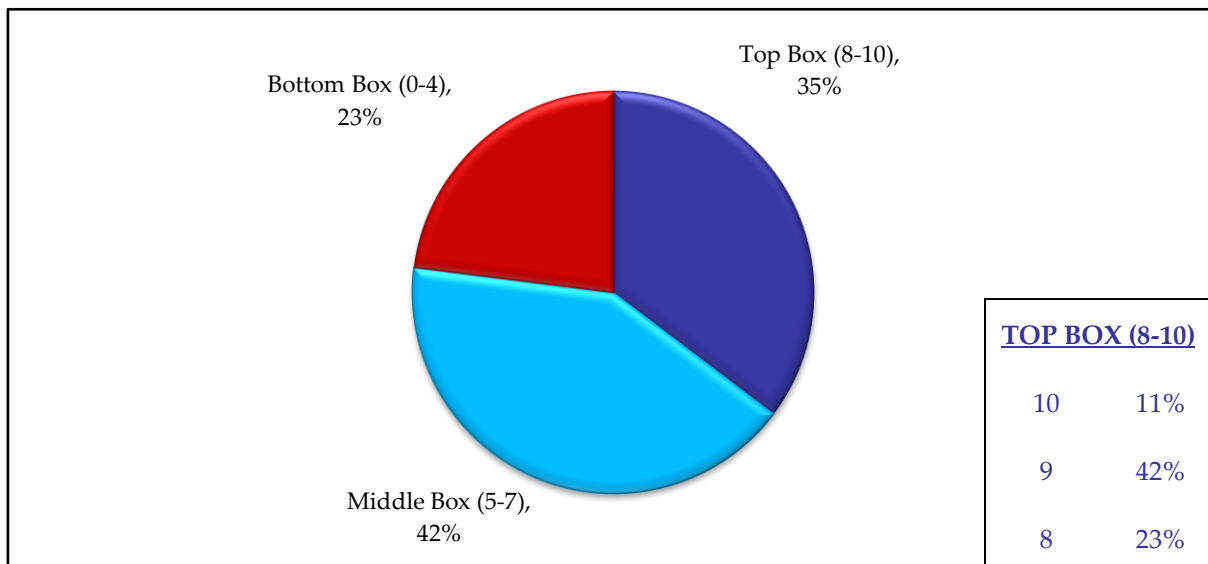
**Figure 25. Satisfaction That Transportation Network Supports Needs of Commuters – by Ethnicity**



Q6B. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you that the transportation network supports the needs of commuters? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

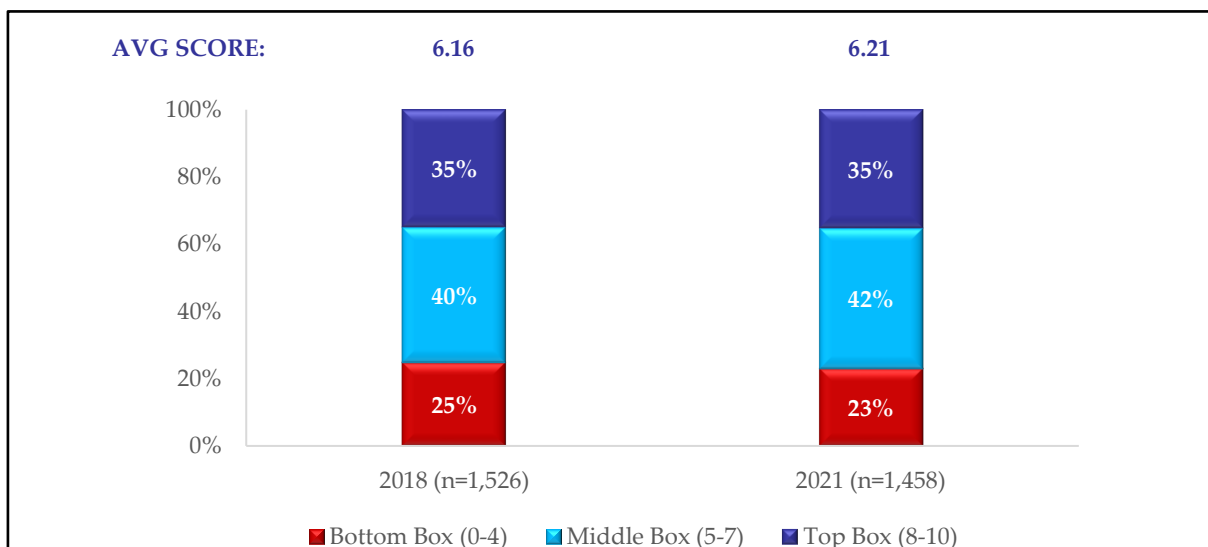
Just as in 2018, residents continue to be divided regarding how well the transportation network could support County growth. While more than a third (35%) were highly satisfied that it could, nearly a quarter (23%) were dissatisfied with the ability of the network to support growth (Figure 26). The results have remained largely unchanged over the past three years (Figure 27).

**Figure 26. Satisfaction That Transportation Network Supports County Growth**



Q6C. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,458] How satisfied are you that the transportation network supports County growth? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

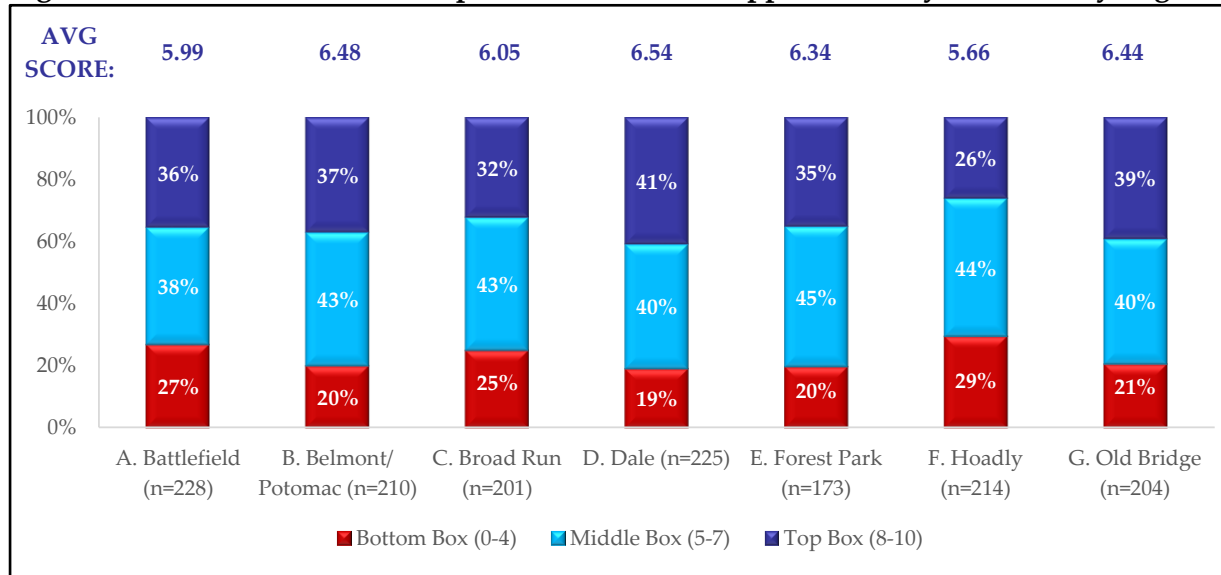
**Figure 27. Satisfaction That Transportation Network Supports County Growth – by Year\***



Q6C. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you that the transportation network supports County growth? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied. \*Question added in 2018

Regionally, Dale (41%), Old Bridge (39%), Belmont/Potomac (37%), Battlefield (36%) and Forest Park (35%) drove the top box satisfaction that the transportation network supported County growth (Figure 28). Belmont/Potomac, Dale and Forest Park were also among the most satisfied localities in 2018. In comparison to three years ago, residents of Old Bridge were now notably more likely to feel positive about the network’s ability to support growth. (Table 7).

Figure 28. Satisfaction That Transportation Network Supports County Growth – by Region



Q6C. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you that the transportation network supports County growth? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Table 7. Satisfaction That Transportation Network Supports County Growth – by Region and Year\*

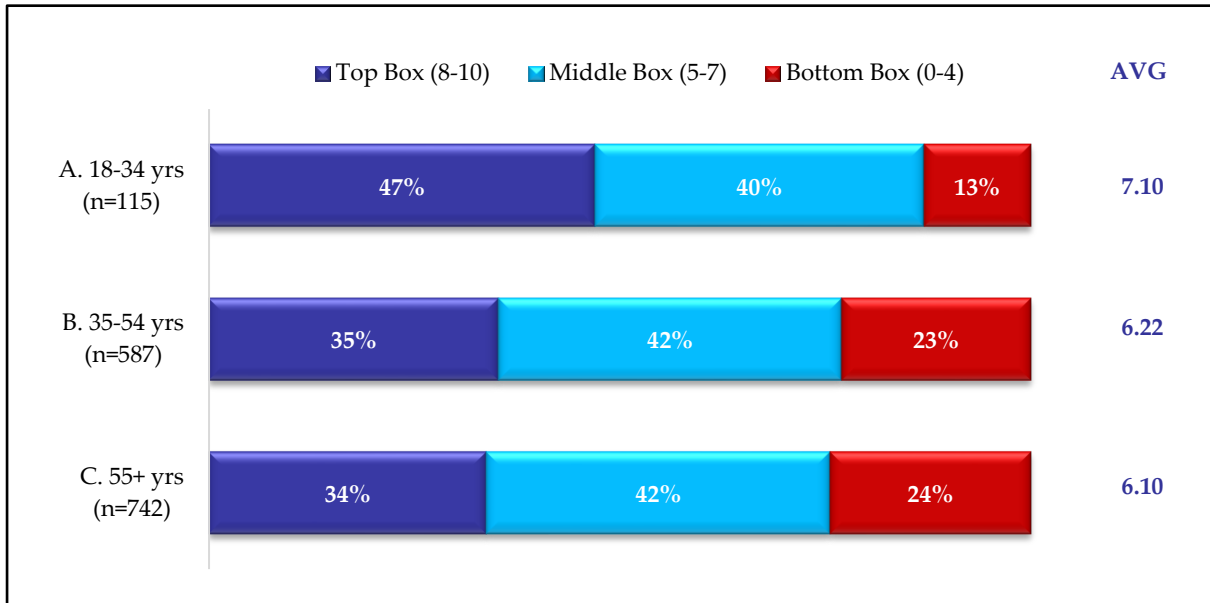
Year	Battlefield		Belmont/ Potomac		Broad Run		Dale	
	2018 n=255	2021 n=228	2018 n=226	2021 n=210	2018 n=234	2021 n=201	2018 n=250	2021 n=225
<b>Mean</b>	<b>5.57</b>	<b>5.99</b>	<b>6.83</b>	<b>6.48</b>	<b>5.95</b>	<b>6.05</b>	<b>6.73</b>	<b>6.54</b>
Top Box (8-10)	32%	36%	41%	37%	30%	32%	43%	41%
Middle Box (5-7)	35%	38%	41%	43%	42%	43%	40%	40%
Bottom Box (0-4)	33%	27% ↓	19%	20%	28%	25%	17%	19%

Year	Forest Park		Hoadly		Old Bridge	
	2018 n=186	2021 n=173	2018 n=167	2021 n=214	2018 n=205	2021 n=204
<b>Mean</b>	<b>6.45</b>	<b>6.34</b>	<b>5.50</b>	<b>5.66</b>	<b>6.02</b>	<b>6.44</b>
Top Box (8-10)	37%	35%	27%	26%	30%	39% ↑
Middle Box (5-7)	43%	45%	41%	44%	45%	40% ↓
Bottom Box (0-4)	20%	20%	32%	29%	25%	21%

\*Question added in 2018

Just as in 2018, Prince William residents in the youngest age category (18-34) were most optimistic about the ability of the transportation network to support County growth. To illustrate, nearly a half (47%) of this age group were highly satisfied with this metric, as compared to 35% of those age 35-54 and 34% of those age 55+. (Figure 29).

**Figure 29. Satisfaction That Transportation Network Supports County Growth – by Age**

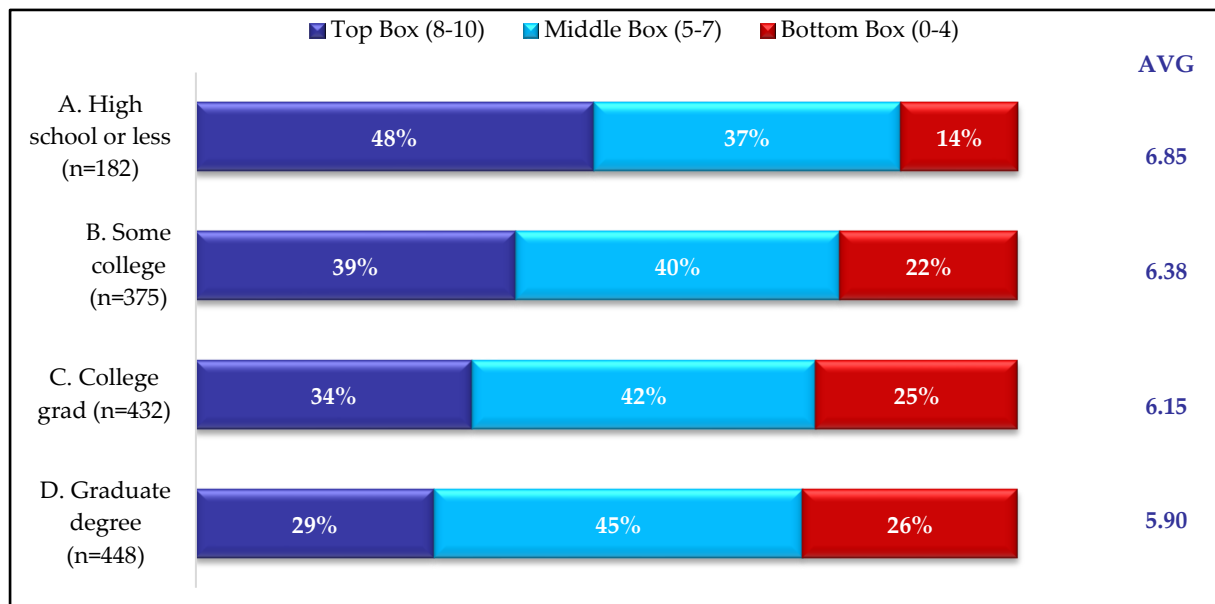


Q6C. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that the transportation network supports County growth? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.



Additional analysis revealed that Prince William adults who have completed high school or less are most likely to be satisfied that the transportation network supports County growth. To illustrate, the top box rate among respondents with high school education or less was 48%. In comparison, 39% of those with some college, 34% of college graduates and 29% of those with a graduate degree felt this way (Figure 30). Similar trends were discovered based on respondents' income. Specifically, on this metric, income levels were inversely proportional to satisfaction levels, with the lowest income bracket (<\$50K) being most likely to express satisfaction that the network supported growth (46%) and the top segment (\$150K+) being least likely to do so (29%).

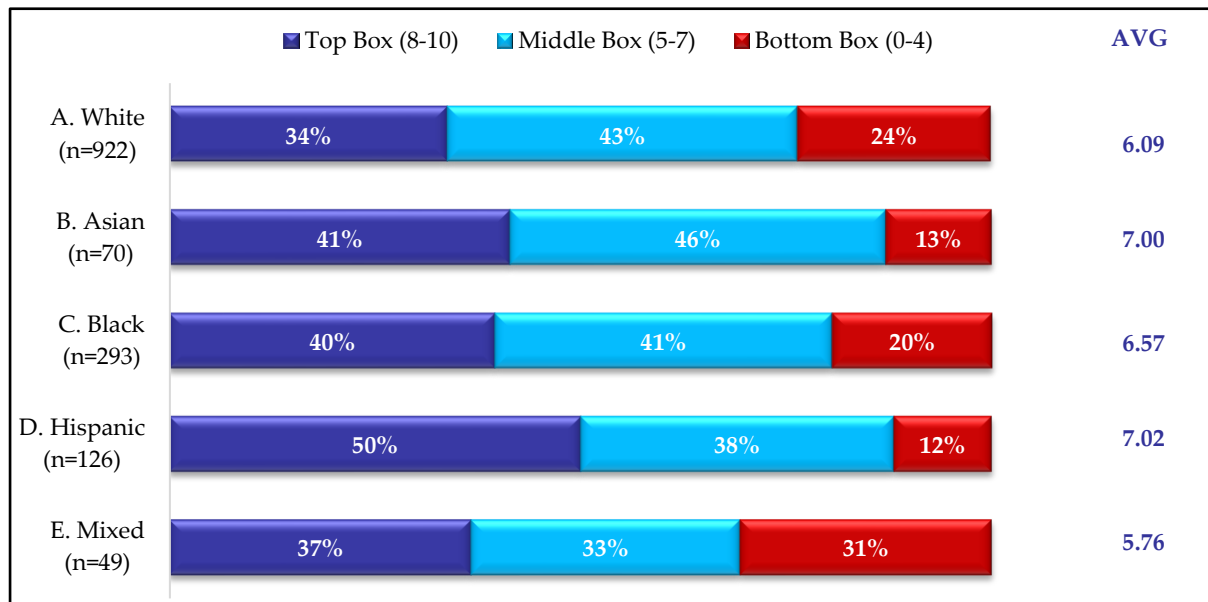
**Figure 30. Satisfaction That Transportation Network Supports County Growth – by Education**



Q6C. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that the transportation network supports County growth? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Once again, minority residents were significantly more likely than White respondents to be satisfied that the transportation network supported County growth. To illustrate, 50% of Hispanic residents, 41% of Asian residents and 40% of Black residents indicated top-level satisfaction, as compared to only a third (34%) of their White counterparts (Figure 31).

**Figure 31. Satisfaction That Transportation Network Supports County Growth – by Ethnicity**



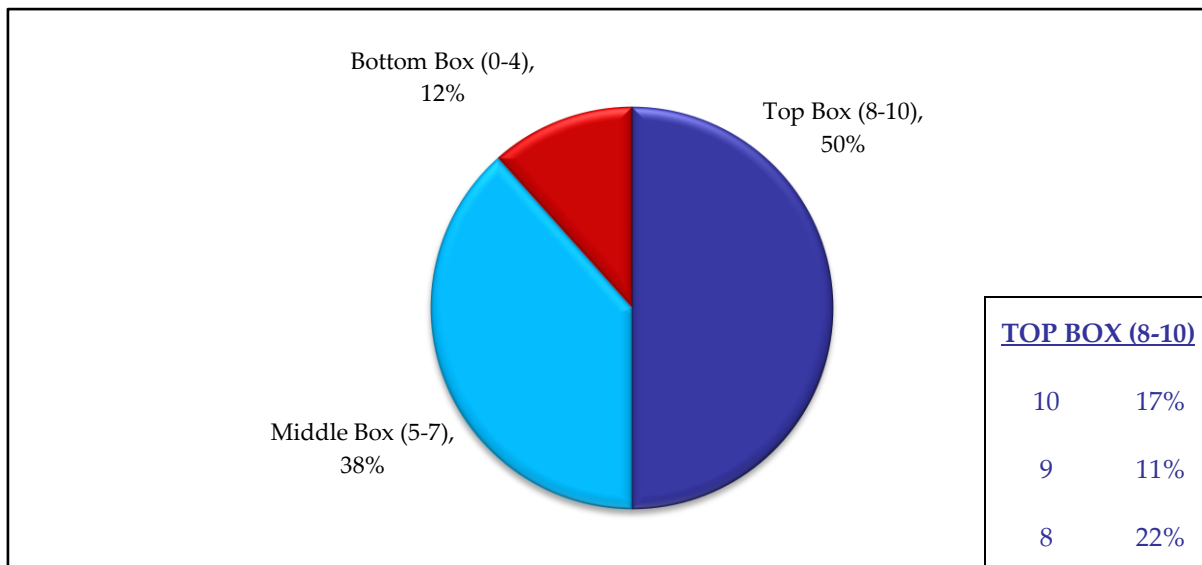
Q6C. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you that the transportation network supports County growth? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

### 3.3.2 New Development

Four aspects of new development in the County were explored. These included how the visual developments reflected on the area, the ease of knowing what new developments are under consideration, chances to voice opinions while new developments are in planning stages and knowledge how to get involved in the planning development process.

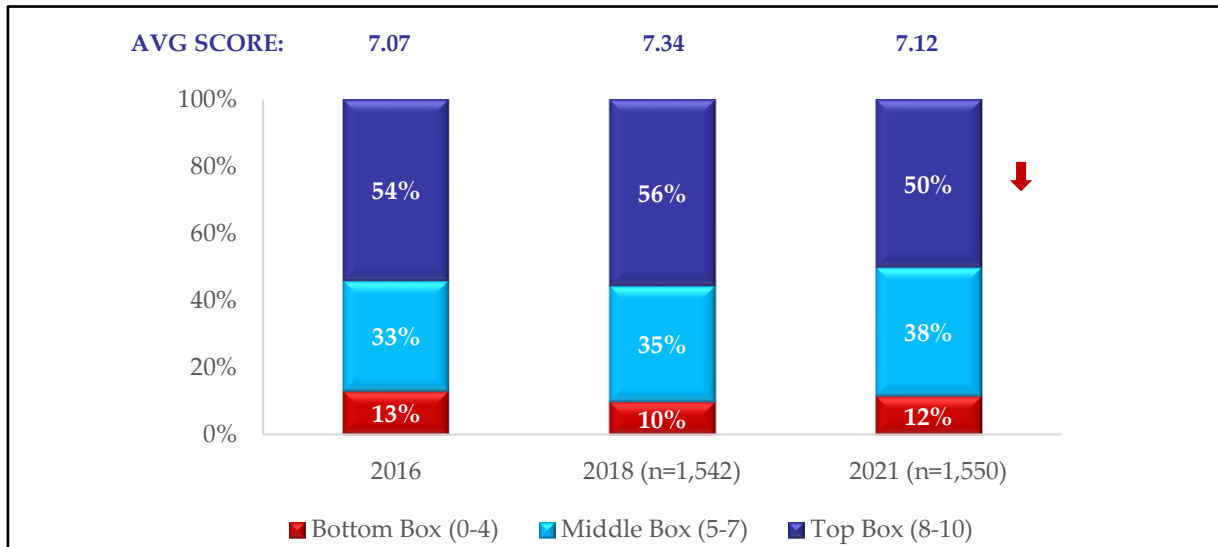
Half (50%) of Prince William County residents are satisfied that the visual appearances of new developments reflect well on the area (**Figure 32**). This is observably less than in 2018, when close to six-in-ten residents (56%) shared this view (**Figure 33**).

**Figure 32. Satisfaction That Visual Appearances Reflect Well on Area**



Q7A. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,550] How satisfied are you that the visual appearances of new developments reflect well on our area? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

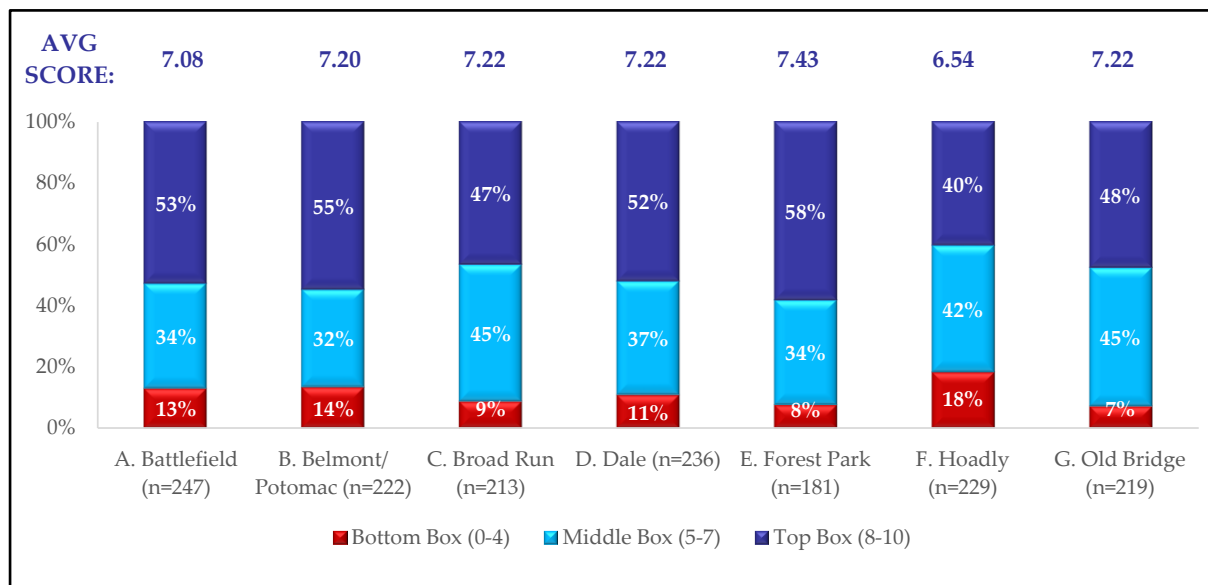
Figure 33. Satisfaction That Visual Appearances Reflect Well on Area – by Year



Q7A. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you that the visual appearances of new developments reflect well on our area? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

The overall drop in satisfaction that visual appearances reflect well on the area was attributable mainly to notable declines in satisfaction across many regions of the County, including Belmont/Potomac, Broad Run, Dale, Hoadly and Old Bridge (Table 8). At present, the lowest satisfaction figures on this metric were reported in Hoadly (40%), Broad Run (47%) and Old Bridge (48%) (Figure 34). Hoadly and Broad Run were also among the least satisfied areas in 2018 (Table 8).

Figure 34. Satisfaction That Visual Appearances Reflect Well on Area – by Region



Q7A. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you that the visual appearances of new developments reflect well on our area? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Table 8. Satisfaction That Visual Appearances Reflect Well on Area – by Region and Year

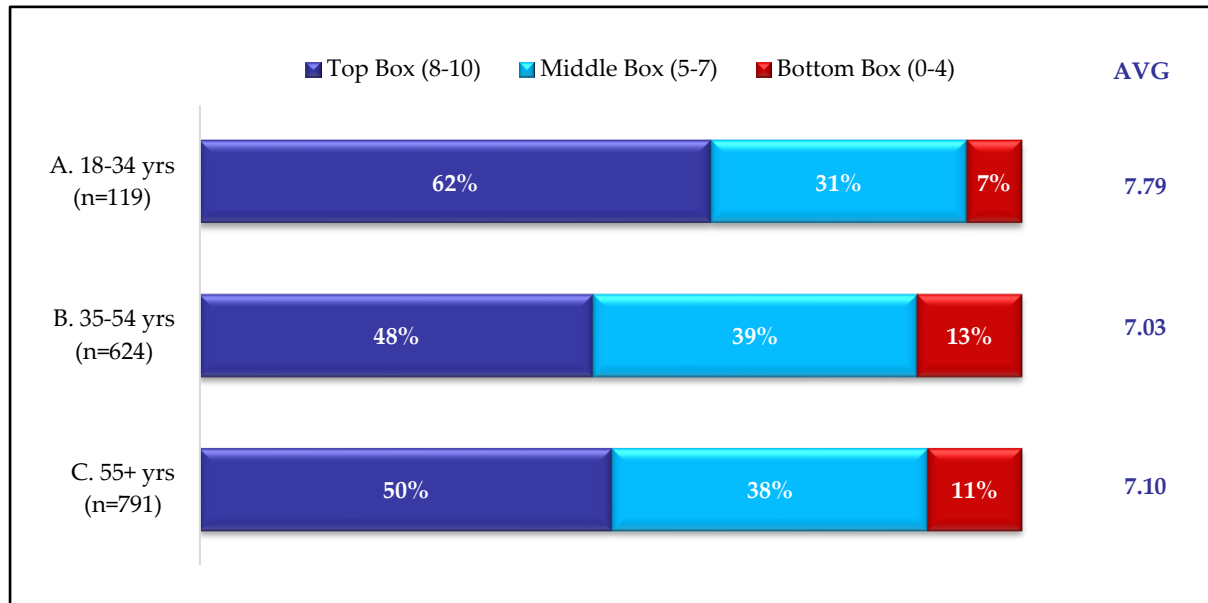
Year	Battlefield		Belmont/Potomac		Broad Run		Dale	
	2018 n=256	2021 n=247	2018 n=238	2021 n=222	2018 n=244	2021 n=213	2018 n=256	2021 n=236
Mean	6.94	7.08	7.89	7.20 ↓	7.30	7.22 ↓	7.44	7.22 ↓
Top Box (8-10)	51%	53%	65%	55% ↓	53%	47% ↓	57%	52% ↓
Middle Box (5-7)	34%	34%	29%	32%	39%	45% ↑	34%	37%
Bottom Box (0-4)	15%	13%	7%	14% ↑	9%	9%	9%	11%

Year	Forest Park		Hoadly		Old Bridge	
	2018 n=189	2021 n=181	2018 n=171	2021 n=229	2018 n=205	2021 n=219
Mean	7.34	7.43	7.01	6.54 ↓	7.42	7.22 ↓
Top Box (8-10)	56%	58%	50%	40% ↓	56%	48% ↓
Middle Box (5-7)	35%	34%	36%	42% ↑	37%	45% ↑
Bottom Box (0-4)	9%	8%	14%	18%	7%	7%

Prince William residents in the youngest age category (18-34) were most likely to be satisfied that the visual appearances of new developments reflect well on the area. Specifically, more than six-in-ten respondents in this age category (62%) were highly satisfied with this metric, as compared to 48% of those age 35-54 and 50% of those age 55+. (Figure 35).

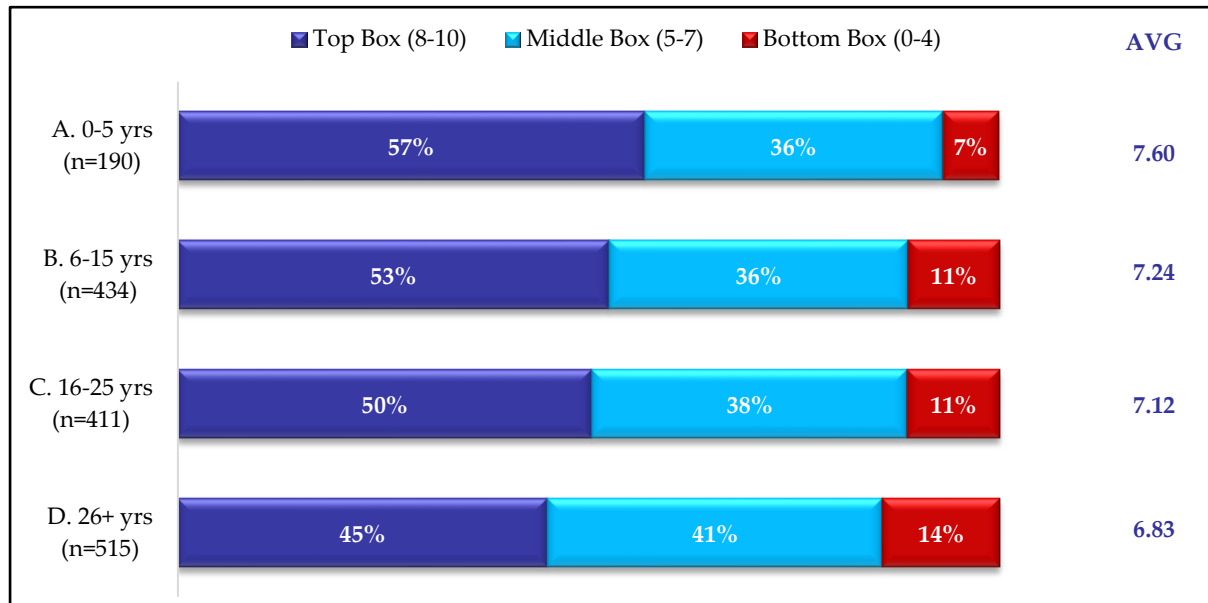
**Figure 35. Satisfaction That Visual Appearances Reflect Well on Area – by Age**



Q7A. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you that the visual appearances of new developments reflect well on our area? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Analysis by length of residency showed that those with shorter tenures in the County were more likely to feel satisfied that the visual appearances of new developments reflected well on the area. For example, nearly six-in-ten respondents who had lived in Prince William for less than 5 years gave this metric a rating of 8-10 on the 0-to-10 scale, and 53% of those who had lived locally for 6-15 years did the same. In comparison, 45% of those with tenures exceeding 26 years shared this sentiment (Figure 36).

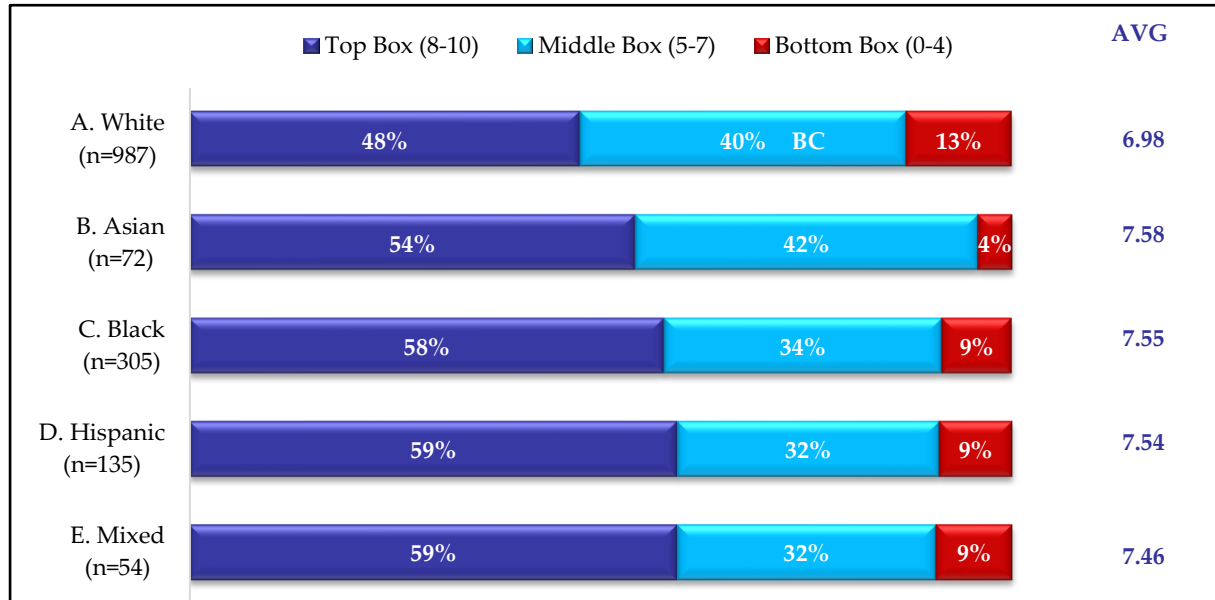
**Figure 36. Satisfaction That Visual Appearances Reflect Well on Area – by Length of Residence**



Q7A. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you that the visual appearances of new developments reflect well on our area? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

As with previously discussed metrics, minority residents were more likely to feel satisfied that the visual appearances of new developments reflected well on the area. Specifically, 59% of Hispanic residents, 58% of Black residents and 54% of Asian residents rated this aspect within the top box (8-10 on the 0-to-10 scale), whereas less than a half (48%) of White residents said the same (Figure 37).

**Figure 37. Satisfaction That Visual Appearances Reflect Well on Area – by Ethnicity**

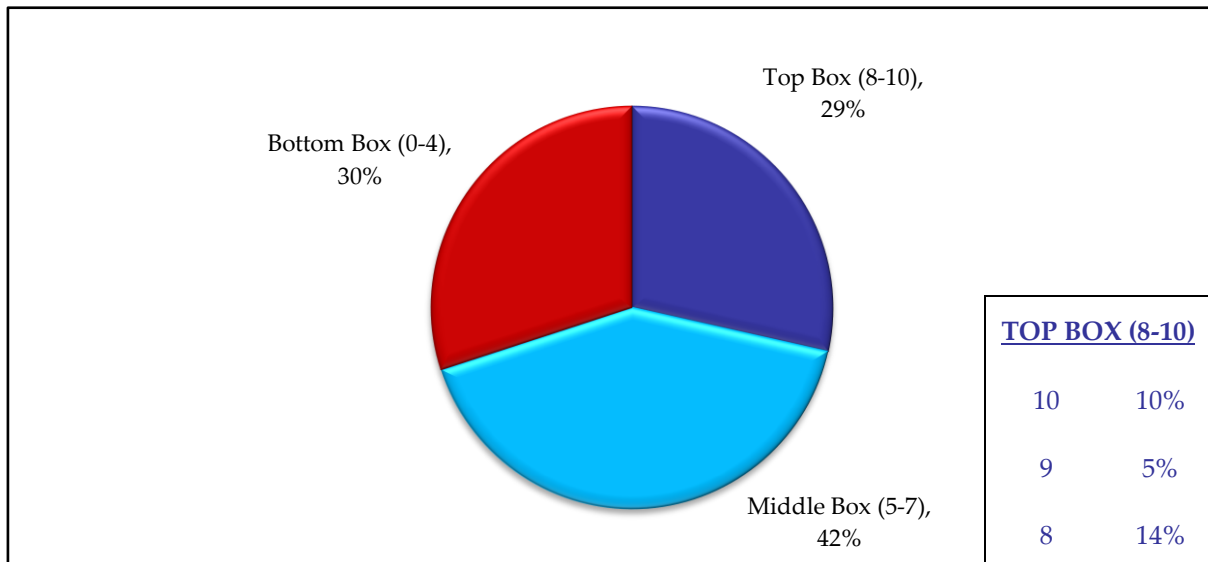


Q7A. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you that the visual appearances of new developments reflect well on our area? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.



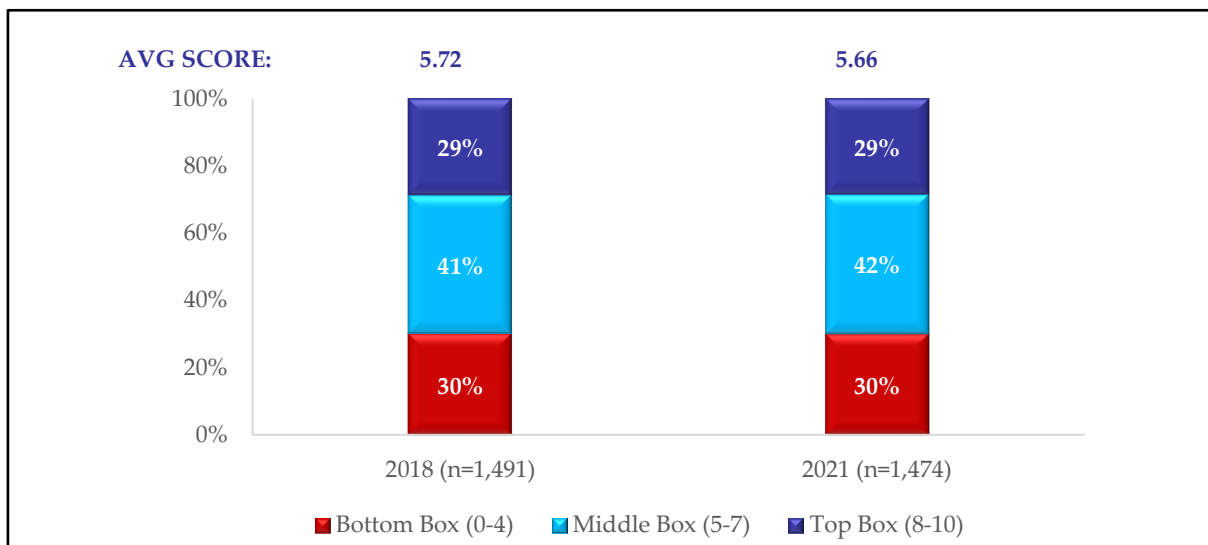
Prince William County residents were polarized in their satisfaction with access to information about developments under consideration. While nearly three-in-ten (29%) rated this aspect within the top box (8-10 on the 0-to-10 scale), roughly the same proportion (30%) expressed dissatisfaction (Figure 38). The results have remained unchanged over the past three years (Figure 39).

**Figure 38. Satisfaction That It Is Easy to Know What New Development Is Under Consideration**



Q7B. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,474] How satisfied are you that it is easy to know what new development is under consideration? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

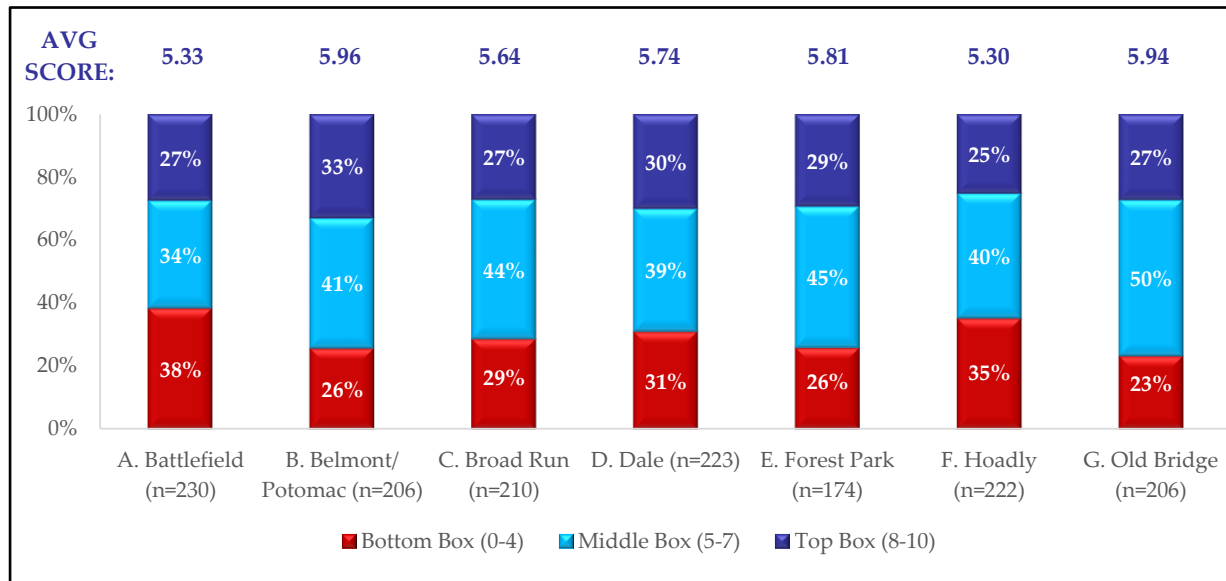
**Figure 39. Satisfaction That It Is Easy to Know What New Development Is Under Consideration – by Year\***



Q7B. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you that it is easy to know what new development is under consideration? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied. \* Question added in 2018

At 33%, residents living in Belmont/Potomac were more likely than those living anywhere else in the County to be satisfied that it is easy to know what new development is under consideration. The difference was statistically significant when compared to Broad Run (27%). (Figure 40). Belmont/Potomac was also the most satisfied region in 2018, but a considerable drop has been observed on this metric since then. Battlefield residents, on the other hand, are now more likely to feel satisfied than they did three years ago (Table 9).

**Figure 40. Satisfaction That It Is Easy to Know What New Development Is Under Consideration – by Region**



Q7B. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you that it is easy to know what new development is under consideration? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

**Table 9. Satisfaction That It Is Easy to Know What New Development Is Under Consideration – by Region and Year\***

	Battlefield		Belmont/ Potomac		Broad Run		Dale	
Year	2018 n=246	2021 n=230	2018 n=224	2021 n=206	2018 n=233	2021 n=210	2018 n=243	2021 n=223
<b>Mean</b>	5.29	5.33 ↑	6.49	5.96 ↓	5.64	5.64	5.88	5.74
Top Box (8-10)	21%	27% ↑	42%	33% ↓	25%	27%	33%	30%
Middle Box (5-7)	45%	34% ↓	37%	41%	42%	44%	38%	39%
Bottom Box (0-4)	34%	38%	22%	26%	33%	29%	29%	31%

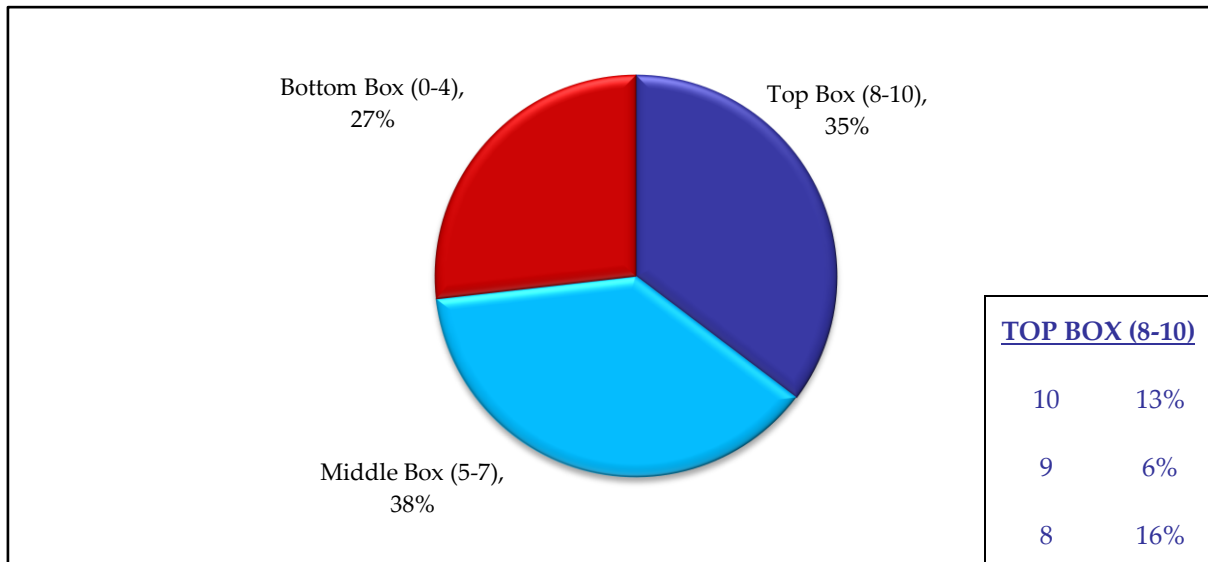
	Forest Park		Hoadly		Old Bridge	
Year	2018 n=183	2021 n=174	2018 n=162	2021 n=222	2018 n=197	2021 n=206
<b>Mean</b>	5.49	5.81 ↑	5.46	5.30	5.75	5.94
Top Box (8-10)	29%	29%	25%	25%	27%	27%
Middle Box (5-7)	36%	45% ↑	42%	40%	48%	50%
Bottom Box (0-4)	35%	26% ↓	33%	35%	26%	23%

\*Question added in 2018

As in 2018, satisfaction with the ease of access to information about planned developments varies with age. At 35%, those in the youngest age category (18-34%) rating this aspect notably better than their older counterparts. Additionally, following the already established pattern, minority residents, and particularly Asian respondents (44%) and Hispanic respondents (35%) were observably more apt to express satisfaction with the ease of access to information than their White counterparts (27%). Finally, satisfaction levels were inversely proportional to residents’ income. To illustrate, 35% of those earning less than \$50K per year and 31% of those earning \$50K-\$100K per year rated this metric as 8-10 on the 0-to-10 scale, as compared to 25% of those making over \$150K per annum.

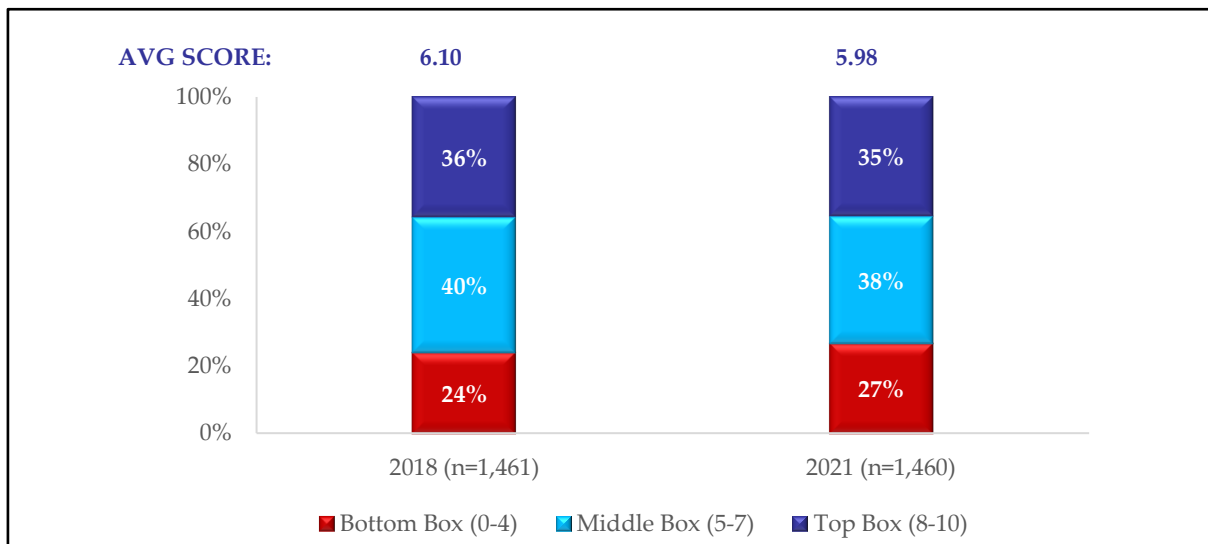
More than a third (35%) of Prince William County residents were satisfied that they can have a say regarding new developments before ground is broken (Figure 41). The results have remained stable over the past three years (Figure 42).

**Figure 41. Satisfaction That You Can Voice Opinion While New Developments Are in Planning Stages**



Q7C. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,460] How satisfied are you that you can voice your opinion while new developments are still in the planning stages? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

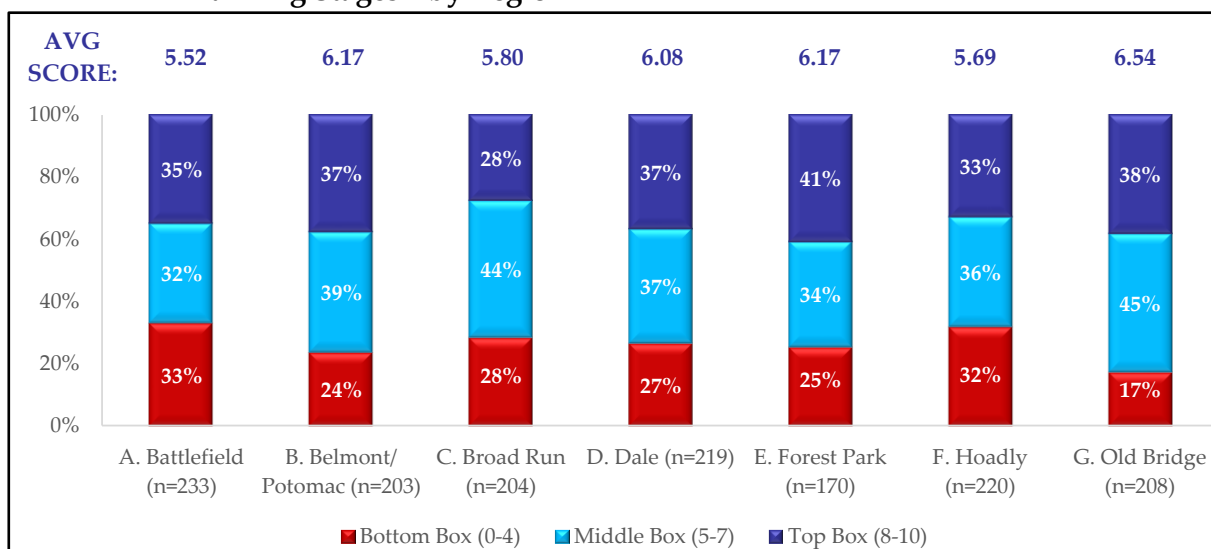
**Figure 42. Satisfaction That You Can Voice Opinion While New Developments Are in Planning Stages – by Year\***



Q7C. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you that you can voice your opinion while new developments are still in the planning stages? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied. \*Question added in 2018

At 28%, residents living in Broad Run were the least likely segment to state that they could voice their opinions while new developments were still in planning stages. Hoadly followed, with only a third (33%) expressing satisfaction with this metric. (Figure 43). In 2018, Hoadly was the least satisfied locality, but since then some observable changes have taken place. Specifically, Belmont/Potomac showed directional drops in satisfaction, while Forest Park was now more likely to rate this aspect within the top box (8-10 on the 0-to-10 scale) (Table 10).

**Figure 43. Satisfaction That You Can Voice Opinion While New Developments Are in Planning Stages – by Region**



Q7C. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that you can voice your opinion while new developments are still in the planning stages? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

**Table 10. Satisfaction That You Can Voice Opinion While New Developments Are in Planning Stages – by Region and Year\***

Year	Battlefield		Belmont/Potomac		Broad Run		Dale	
	2018 n=241	2021 n=233	2018 n=219	2021 n=203	2018 n=233	2021 n=204	2018 n=238	2021 n=219
<b>Mean</b>	5.83	5.52	6.73	6.17 ↓	5.98	5.80	6.10	6.08
Top Box (8-10)	35%	35%	44%	37% ↓	35%	28% ↓	36%	37%
Middle Box (5-7)	37%	32% ↓	40%	39%	39%	44% ↑	40%	37%
Bottom Box (0-4)	29%	33%	16%	24% ↑	26%	28%	24%	27%

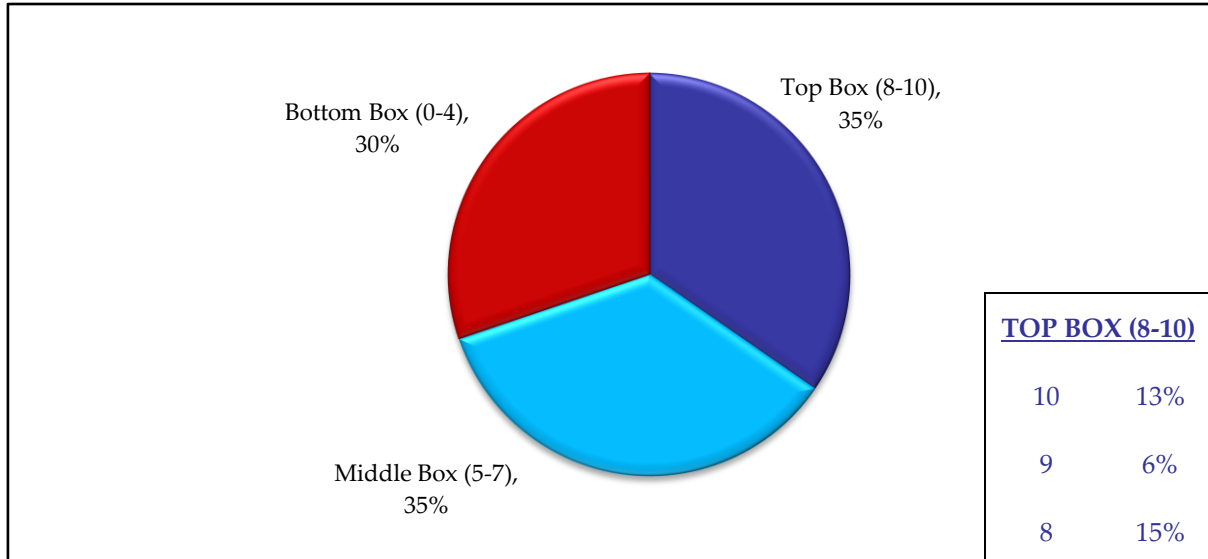
Year	Forest Park		Hoadly		Old Bridge	
	2018 n=181	2021 n=170	2018 n=159	2021 n=220	2018 n=189	2021 n=208
<b>Mean</b>	6.03	6.17 ↑	5.78	5.69	6.17	6.54
Top Box (8-10)	34%	41% ↑	31%	33%	34%	38%
Middle Box (5-7)	40%	34% ↓	40%	36%	47%	45%
Bottom Box (0-4)	26%	25%	29%	32%	19%	17%

\*Question added in 2018

As in 2018, satisfaction with the ability to voice opinions on new developments while they are still in the planning stages does vary with age. This year, however, it was not the oldest segment, but the youngest one that was most likely to express positive sentiments. To illustrate, 41% of those age 18-34 rated this aspect within the top box (8-10 on the 0-to-10 scale), as compared to 32% of those age 35-54 and 37% of those age 55+. Ethnicity played a role, as well, with Asians (51%) and Hispanics (45%) being most apt to report satisfaction. Finally, residents' educational attainment and income were important differentiating factors. Specifically, satisfaction with this metric peaked among those with high school education or less (43%) and those in the bottom income category (<\$50K per year) (45%).

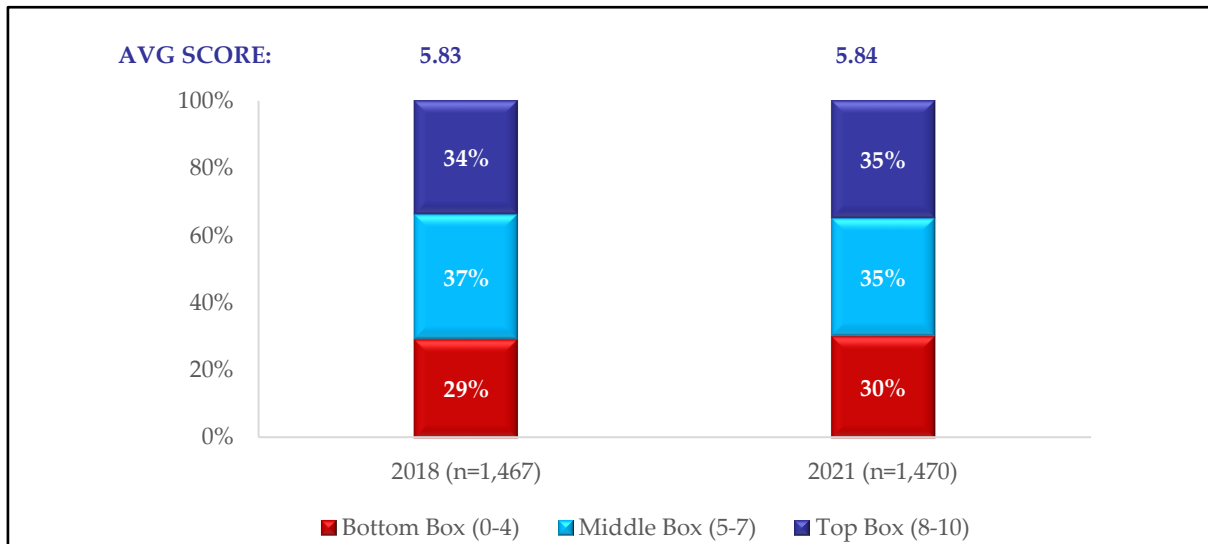
More than a third (35%) of Prince William County residents were satisfied that they know how to get involved in the planning development process if they desire (Figure 44). The results have remained unchanged over the past three years (Figure 45).

**Figure 44. Satisfaction That You Know How to Get Involved in the Planning Development Process**



Q7D. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,470] How satisfied are you that you know how to get involved in the planning development process if you desire? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

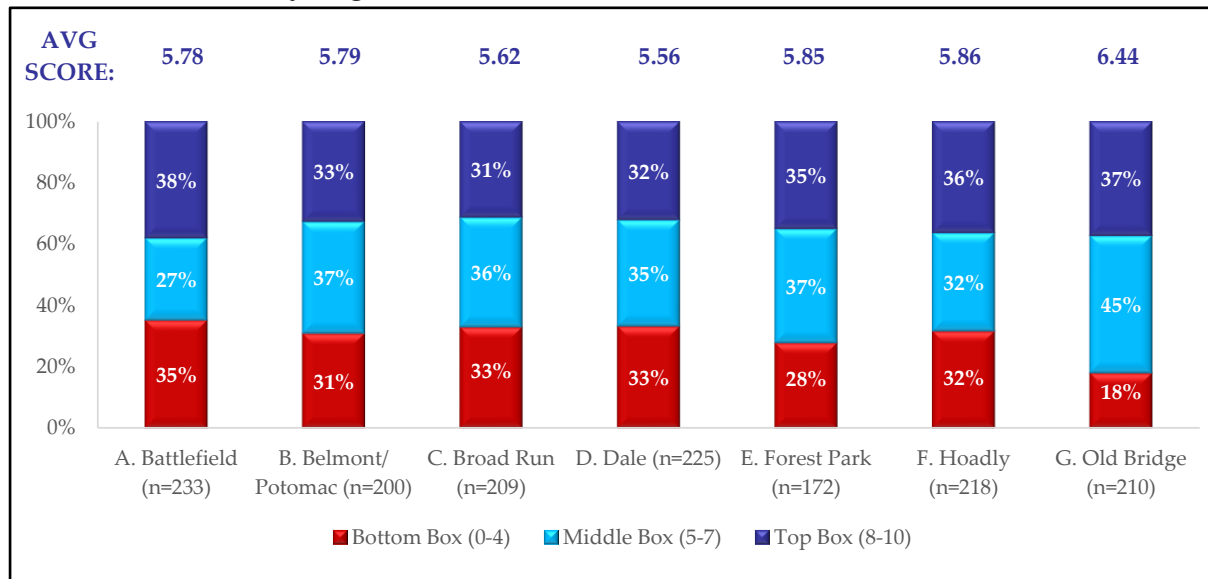
**Figure 45. Satisfaction That You Know How to Get Involved in the Planning Development Process – by Year\***



Q7D. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you that you know how to get involved in the planning development process if you desire? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied. \*Question added in 2018

With 37% satisfied that they know how to get involved in the planning development process and approximately half the number (18%) of those dissatisfied when compared to other localities, Old Bridge led the way on this metric (Figure 46). It is also the only region that has showed a substantial lift in the top box and in terms of the average rating since 2018. Conversely, residents of Belmont/Potomac and Dale were now less likely to award the top ratings to this aspect of new developments in the County (Table 11).

**Figure 46. Satisfaction That You Know How to Get Involved in the Planning Development Process – by Region**



Q7D. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you that you know how to get involved in the planning development process if you desire? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

**Table 11. Satisfaction That You Know How to Get Involved in the Planning Development Process – by Region and Year\***

Year	Battlefield		Belmont/Potomac		Broad Run		Dale	
	2018 n=238	2021 n=233	2018 n=211	2021 n=200	2018 n=232	2021 n=209	2018 n=244	2021 n=225
Mean	5.70	5.78	6.42	5.79 ↓	5.58	5.62	6.01	5.56 ↓
Top Box (8-10)	33%	38% ↑	41%	33% ↓	30%	31%	38%	32% ↓
Middle Box (5-7)	36%	27% ↓	35%	37%	35%	36%	36%	35%
Bottom Box (0-4)	31%	35%	25%	31% ↑	35%	33%	26%	33% ↑

Year	Forest Park		Hoadly		Old Bridge	
	2018 n=185	2021 n=172	2018 n=164	2021 n=218	2018 n=189	2021 n=210
Mean	5.50	5.85	5.71	5.86 ↑	5.80	6.44 ↑
Top Box (8-10)	31%	35%	30%	36% ↑	31%	37% ↑
Middle Box (5-7)	37%	37%	39%	32% ↓	46%	45%
Bottom Box (0-4)	32%	28%	31%	32%	24%	18% ↓

\*Question added in 2018



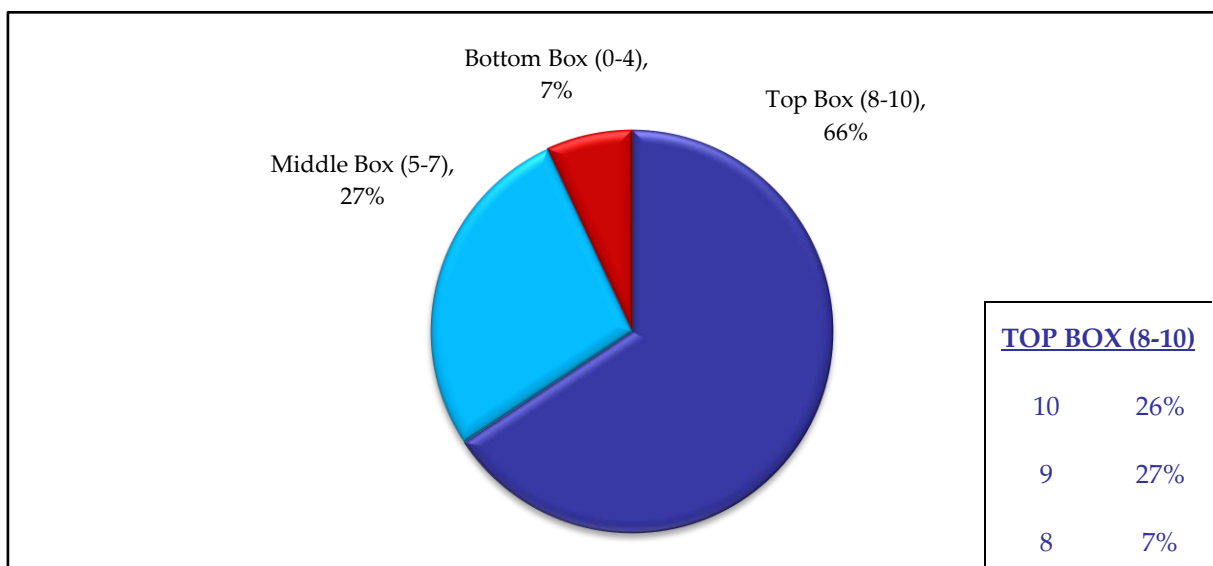
Mirroring the pattern discovered in 2018, satisfaction with knowing how to get involved in the planning development process peaked among the most senior segment, i.e., those age 55+. At present, 40% of these respondents rated this metric within the top box (8-10), as compared to 30% of residents age 18-34 and 29% of those age 35-54. Ethnicity also played a role, with Asians (47%) being significantly more apt than White (34%) and Black (33%) residents to know how to get involved. Unsurprisingly, length of residence was another differentiating factor, with tenure in the County being directly proportional to satisfaction levels; e.g., just over a quarter (26%) of new arrivals (0-5 years in Prince William) rated their knowledge on how to get involved as 8-10, as compared to 34% of those with tenures of 6-25 years and 39% of those with tenures in excess of 26 years.

### 3.3.3 Police Department

The survey explored nine facets of police services and safety in Prince William County. These included meeting community needs, officers being courteous and helpful to community members, responsiveness, fair treatment of everyone, provision of adequate information and crime prevention programs, positive attitudes and behaviors towards residents, Animal Control, neighborhood safety and safety in commercial areas of the County.

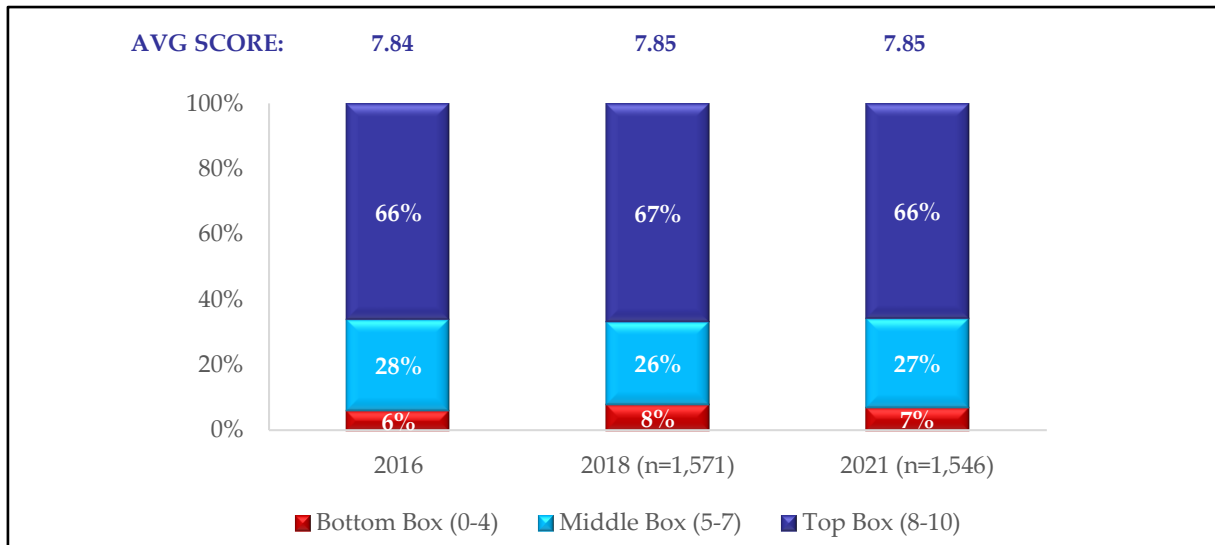
Two-thirds (66%) of residents were highly satisfied with the County Police Department’s overall performance (Figure 47). The results remained largely unchanged since 2016 (Figure 48).

**Figure 47. Satisfaction That Police Department’s Overall Performance Meets Community Needs**



Q8A. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,546] How satisfied are you that the County 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.

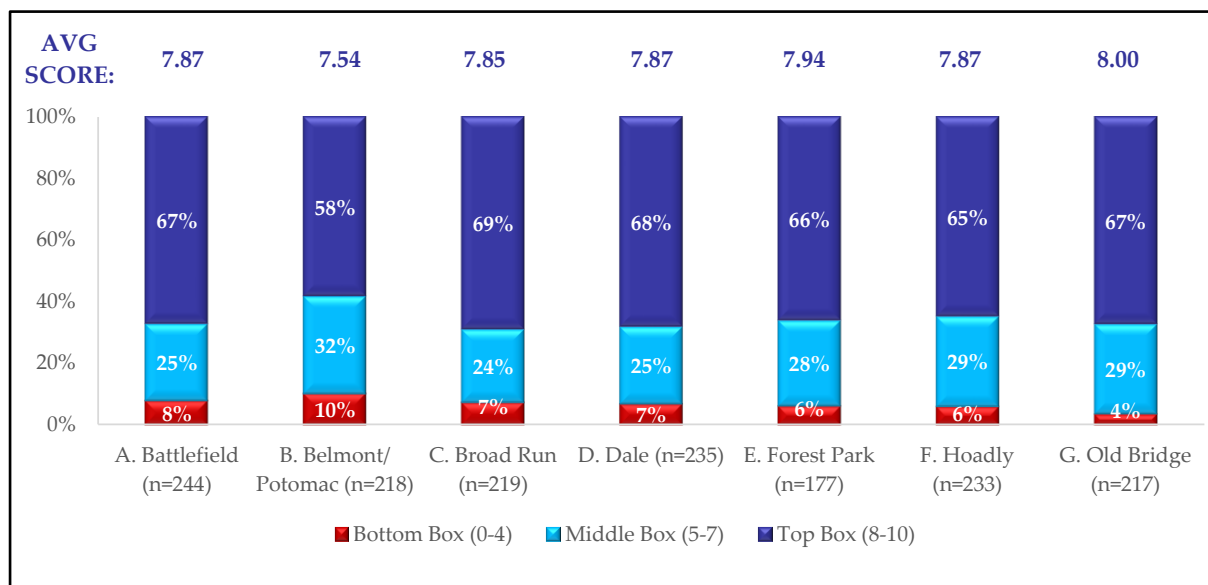
**Figure 48. Satisfaction That Police Department’s Overall Performance Meets Community Needs – by Year**



Q8A. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you that the County 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.

The countywide level of satisfaction was driven mainly by Broad Run (69%), Dale (68%), Battlefield (67%), and Old Bridge (67%) – all of which reported notably higher ratings than the remaining regions (Figure 49). Belmont/Potomac and Hoadly, which were the most satisfied localities in 2018, showed substantial drops in satisfaction this year, while Battlefield and Broad Run experienced directional lifts (Table 12).

**Figure 49. Satisfaction That Police Department’s Overall Performance Meets Community Needs – by Region**



Q8A. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you that the County 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.

**Table 12. Satisfaction That Police Department’s Overall Performance Meets Community Needs – by Region and Year**

Year	Battlefield			Belmont/Potomac			Broad Run			Dale		
	2016	2018 n=262	2021 n=244	2016	2018 n=231	2021 n=218	2016	2018 n=242	2021 n=219	2016	2018 n=255	2021 n=235
Mean	7.95	7.65	7.87	7.85	8.05	7.54	8.09	7.59	7.85	7.67	8.12	7.87
Top Box (8-10)	69%	60%	67%	59%	73%	58%	72%	61%	69%	60%	71%	68%
Middle Box (5-7)	26%	31%	25%	36%	20%	32%	25%	31%	24%	33%	24%	25%
Bottom Box (0-4)	5%	8%	8%	5%	7%	10%	3%	8%	7%	8%	5%	7%

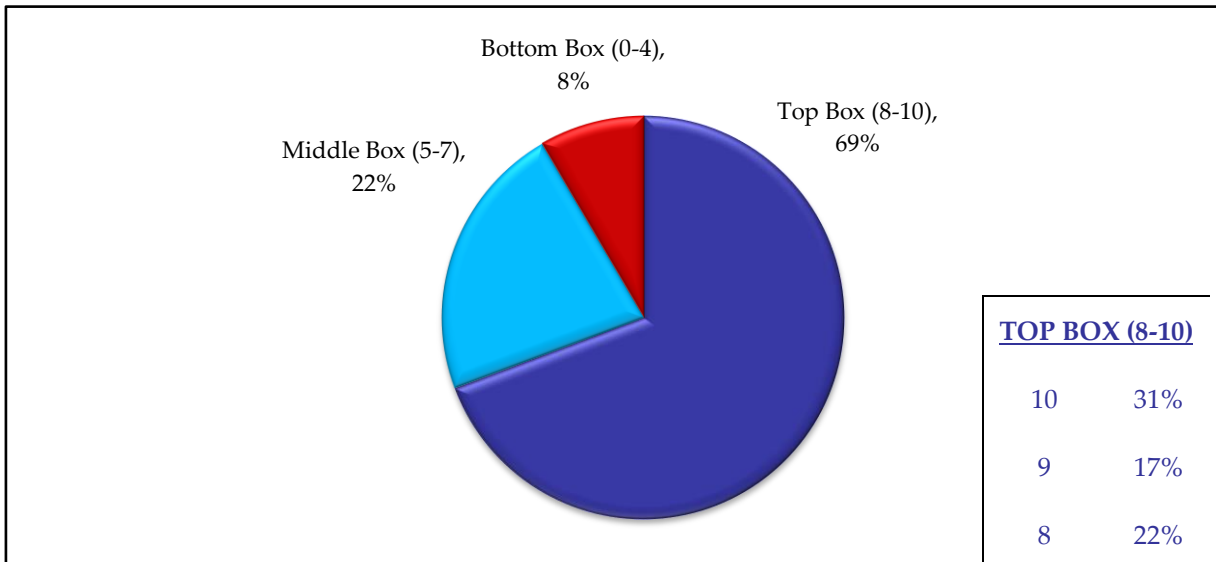
  

Year	Forest Park			Hoadly			Old Bridge		
	2016	2018 n=194	2021 n=177	2016	2018 n=171	2021 n=233	2016	2018 n=211	2021 n=217
Mean	7.87	7.76	7.94	7.87	8.11	7.87	7.61	7.72	8.00
Top Box (8-10)	69%	65%	66%	71%	75%	65%	66%	64%	67%
Middle Box (5-7)	26%	27%	28%	22%	16%	29%	23%	27%	29%
Bottom Box (0-4)	6%	9%	6%	7%	9%	6%	10%	8%	4%

Additionally, analysis by demographic factors revealed that satisfaction levels with the County Police Department's overall performance was directly proportional to residents' age, with those in the oldest category (55+) rating this aspect in the most positive manner. Specifically, 56% of those age 18-34 believed the Department's overall performance deserved ratings of 8-10, as compared to 63% of those age 35-54 and 69% of those age 55+. This pattern is consistent with the 2018 survey findings. Educational attainment level is another differentiating factor, with residents with high school education or less being most satisfied with the overall performance of the Police Department (73%). In comparison, 65% of those with some college or a college degree and 64% of those with a graduate degree felt the same way. The most notable variations, however, are noted based on residents' ethnic backgrounds. To illustrate, as in previous survey waves, Black residents were least likely to be satisfied that the Police Department's overall performance met community needs, at 49%. This result was significantly lower than the figures noted for White residents (71%), Asians (74%) and Hispanics (62%).

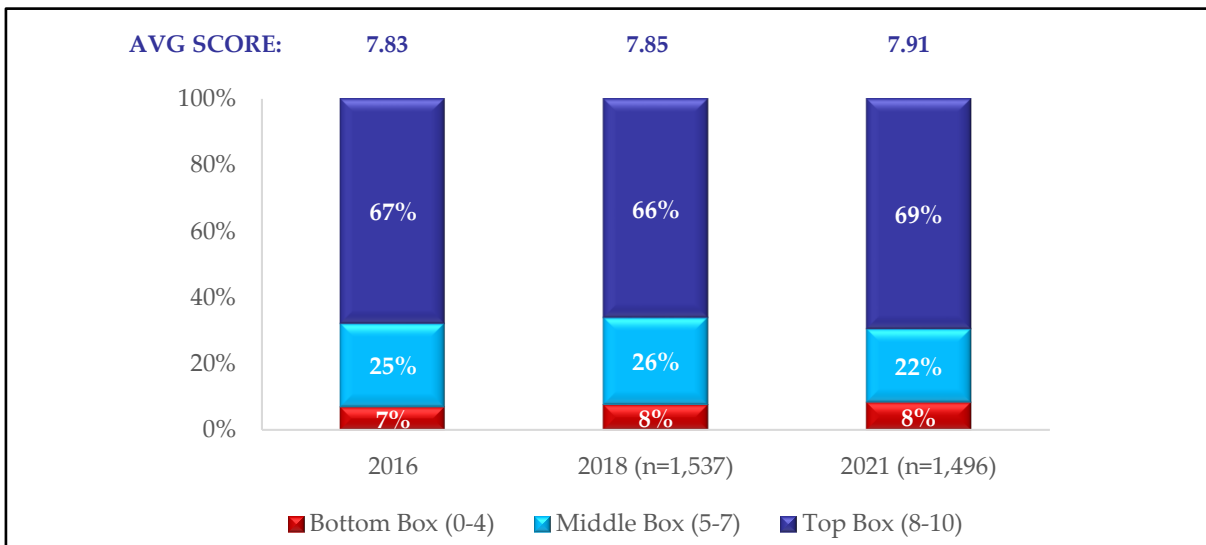
Nearly seven-in-ten residents (69%) were highly satisfied that Police officers were courteous and helpful to all community members (Figure 50). The results remained stable since 2016 (Figure 51).

**Figure 50. Satisfaction That Police Officers Are Courteous and Helpful to All Community Members**



Q8B. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,496] How satisfied are you that 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.

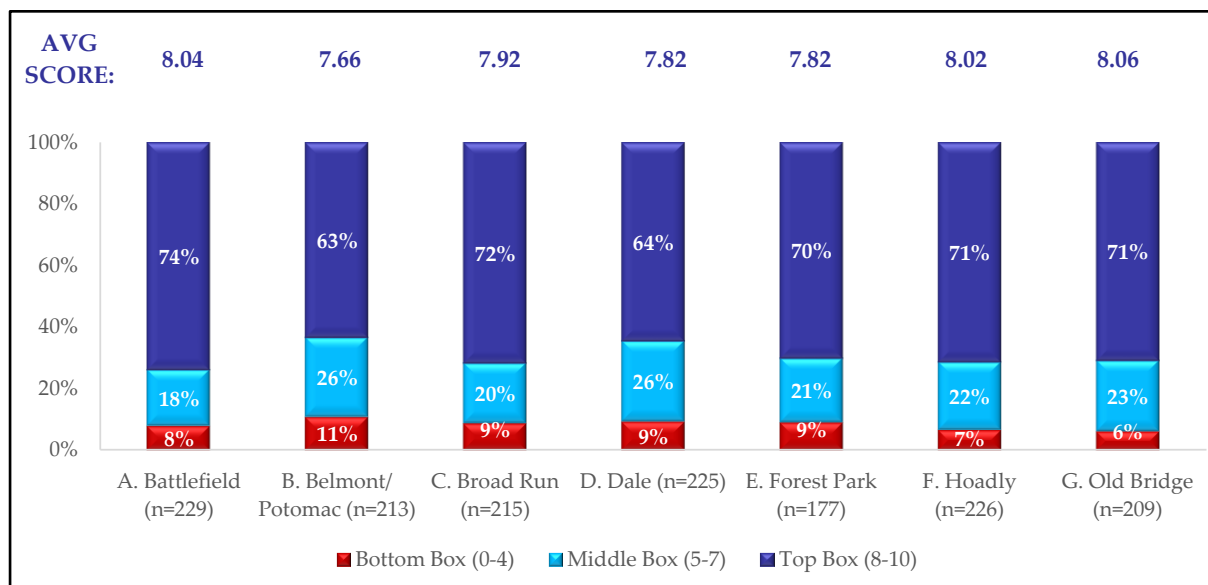
**Figure 51. Satisfaction That Police Officers Are Courteous and Helpful to All Community Members – by Year**



Q8B. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,496] How satisfied are you that 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.

Regionally, Battlefield (74%), Broad Run (72%) Hoadly (71%) and Old Bridge (71%) were most likely to rate police officers’ courtesy and helpfulness as 8-10 on the 0-to-10 scale (**Figure 52**). Hoadly was also in the lead on this metric in 2016 and 2018. This year, notable upticks in ratings were noted in Battlefield, Broad Run and Forest Park, while substantial drops occurred in Belmont/Potomac and Dale (**Table 13**).

**Figure 52. Satisfaction That Police Officers Are Courteous and Helpful to All Community Members – by Region**



Q8B. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,496] How satisfied are you that 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.

**Table 13. Satisfaction That Police Officers Are Courteous and Helpful to All Community Members – by Region and Year**

Year	Battlefield			Belmont/Potomac			Broad Run			Dale		
	2016	2018 n=253	2021 n=229	2016	2018 n=228	2021 n=213	2016	2018 n=235	2021 n=215	2016	2018 n=248	2021 n=225
Mean	7.91	7.70	8.04	7.74	8.02	7.66	8.16	7.64	7.92	7.84	8.13	7.82
Top Box (8-10)	69%	62%	74% ↑	62%	69%	63% ↓	70%	61%	72% ↑	65%	73%	64% ↓
Middle Box (5-7)	25%	27%	18% ↓	31%	26%	26%	27%	29%	20% ↓	27%	23%	26%
Bottom Box (0-4)	6%	11%	8%	7%	6%	11% ↑	3%	10%	9%	7%	4%	9% ↑

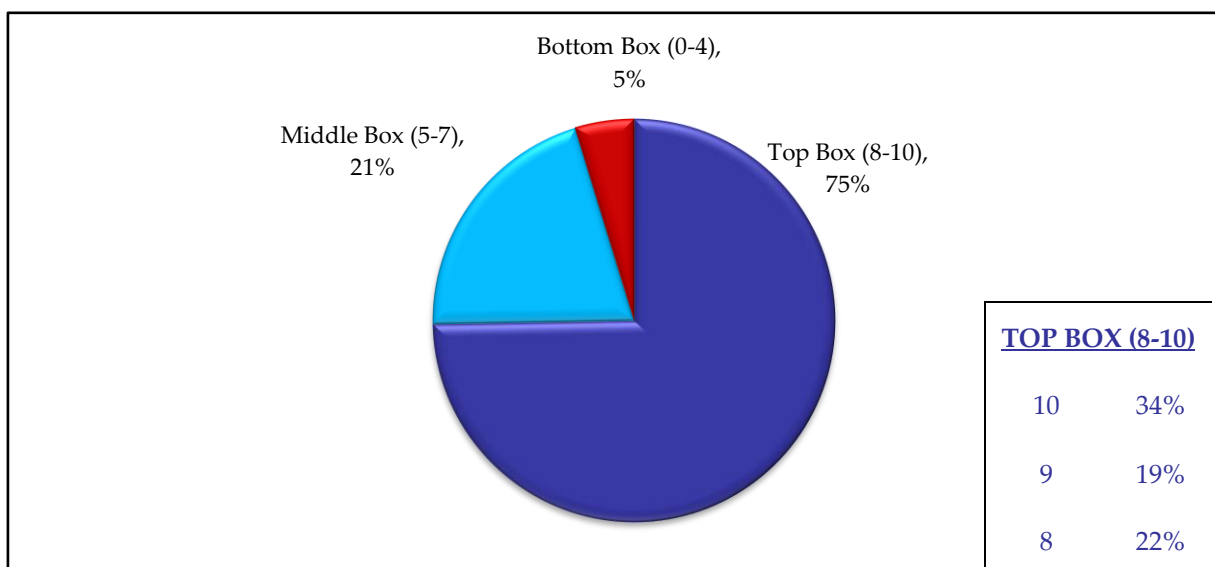
  

Year	Forest Park			Hoadly			Old Bridge		
	2016	2018 n=190	2021 n=177	2016	2018 n=172	2021 n=226	2016	2018 n=208	2021 n=209
Mean	7.79	7.60	7.82	7.88	7.97	8.02	7.50	7.89	8.06
Top Box (8-10)	69%	63%	70% ↑	72%	69%	71%	67%	66%	71% ↑
Middle Box (5-7)	25%	27%	21% ↓	19%	25%	22%	19%	27%	23%
Bottom Box (0-4)	7%	10%	9%	8%	7%	7%	14%	7%	6%

Again, satisfaction that Police officers are courteous and helpful was directly proportional to residents’ age, with those in the oldest category (55+) viewing this aspect in the most positive light. Specifically, 59% of those age 18-34 rated officers’ courtesy and helpfulness as 8-10 on the 0-to-10 scale, as compared to two-thirds (66%) of those age 35-54 and roughly three-quarters (73%) of those age 55+. Analysis by educational attainment level showed that, yet again, residents with high school education or less were most satisfied with officers’ courtesy (74%). In comparison, 67% of those with some college, 70% of those with a college degree and 69% of those with a graduate degree felt the same way. Finally, a deeper look at ethnic backgrounds revealed that Black residents were least likely to be satisfied with officers’ courtesy, at 47%. This result was significantly lower than the figures noted for White residents (76%), Asians (73%), Hispanics (68%) and those identifying as Mixed Race (63%). The same pattern was observed in the 2016 and 2018 surveys.

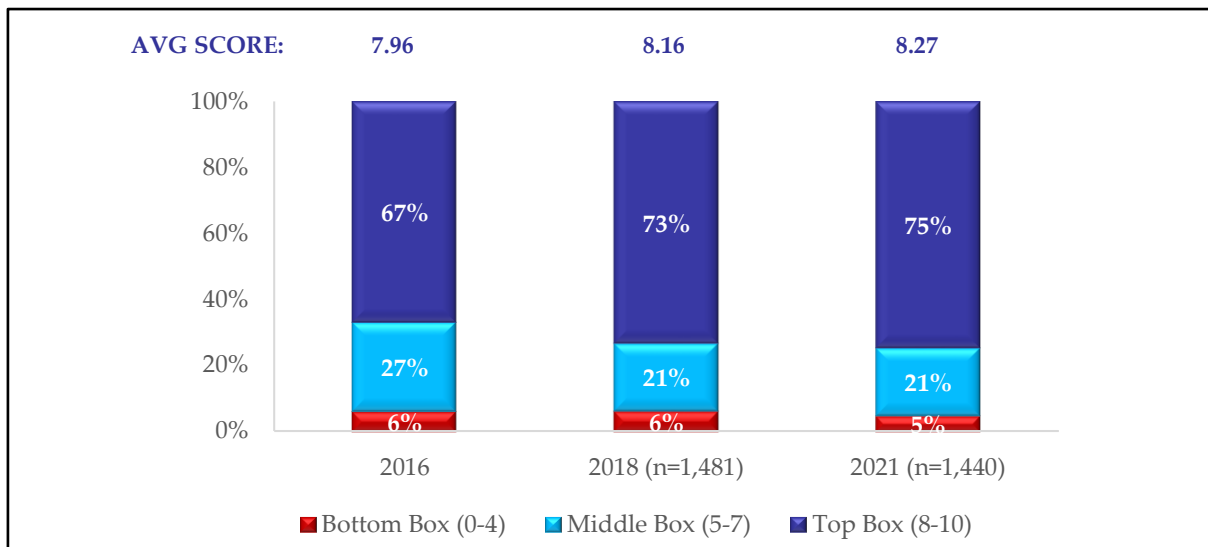
Three-quarters (75%) of residents were highly satisfied that requests for police assistance received a prompt response (Figure 53). These are the highest results observed to date, although the change from previous wave is not statistically appreciable (Figure 54).

**Figure 53. Satisfaction That Requests for Police Assistance Receive Prompt Response**



Q8C. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,440] How satisfied are you that requests for police assistance receive a prompt response? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

**Figure 54. Satisfaction That Requests for Police Assistance Receive Prompt Response – by Year**

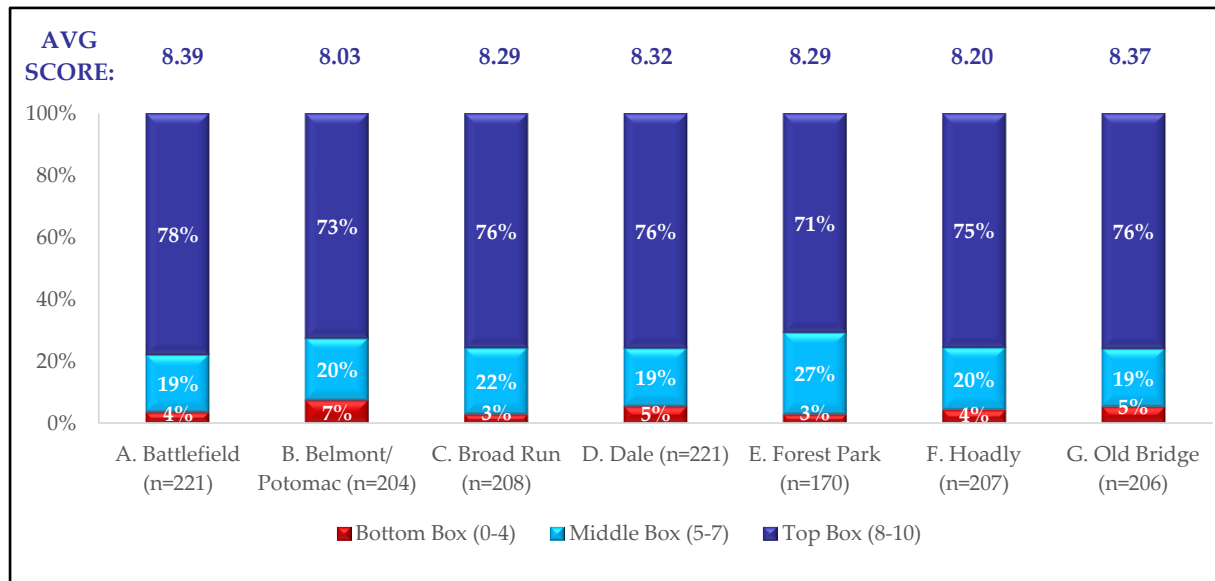


Q8C. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you that requests for police assistance receive a prompt response? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.



Satisfaction that requests for police assistance receive a prompt response is distributed fairly evenly across the County, with few significant differences by locality. This being said, average satisfaction peaked in Battlefield and Old Bridge, at 8.39 and 8.37, respectively (Figure 55). In comparison to 2018, residents of Battlefield and Broad Run were now considerably more likely to rate their satisfaction with police response within the top box (8-10). Those living in Hoadly, on the other hand, were less optimistic this year than they were three years ago (Table 14).

**Figure 55. Satisfaction That Requests for Police Assistance Receive Prompt Response – by Region**



Q8C. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,440] How satisfied are you that requests for police assistance receive a prompt response? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

**Table 14. Satisfaction That Requests for Police Assistance Receive Prompt Response – by Region and Year**

Year	Battlefield			Belmont/Potomac			Broad Run			Dale		
	2016	2018 n=240	2021 n=221	2016	2018 n=218	2021 n=204	2016	2018 n=232	2021 n=208	2016	2018 n=244	2021 n=221
Mean	7.65	7.82	8.39 ↑	8.23	8.44	8.03	8.22	8.05	8.29	7.96	8.43	8.32
Top Box (8-10)	59%	66%	78% ↑	69%	74%	73%	72%	70%	76% ↑	65%	80%	76%
Middle Box (5-7)	33%	25%	19% ↓	27%	23%	20%	25%	23%	22%	30%	17%	19%
Bottom Box (0-4)	8%	9%	4% ↓	4%	3%	7%	3%	7%	3%	5%	3%	5%

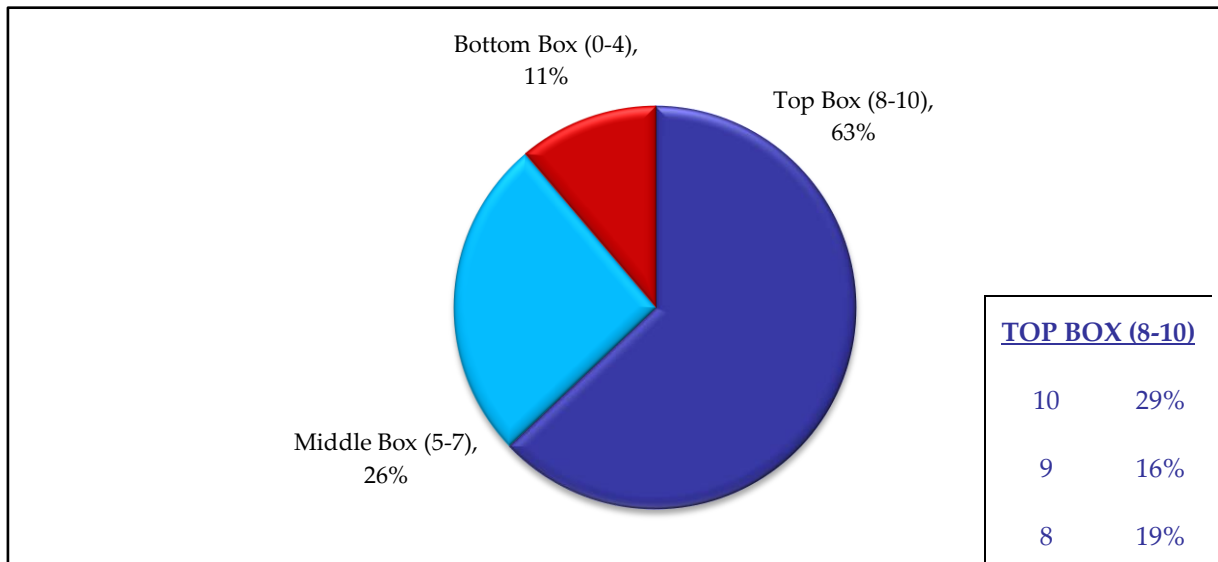
  

Year	Forest Park			Hoadly			Old Bridge		
	2016	2018 n=188	2021 n=170	2016	2018 n=159	2021 n=207	2016	2018 n=195	2021 n=206
Mean	7.96	7.90	8.29	8.25	8.33	8.20	7.70	8.16	8.37
Top Box (8-10)	70%	70%	71%	70%	82%	75% ↓	69%	73%	76%
Middle Box (5-7)	20%	21%	27% ↑	28%	12%	20% ↑	21%	22%	19%
Bottom Box (0-4)	10%	9%	3% ↓	2%	6%	4%	10%	6%	5%

As with previous aspects of police service, those in the oldest category (55+) were most satisfied with the promptness of police response. Specifically, 69% of those age 18-34 rated this metric as 8-10 on the 0-to-10 scale, as compared to 73% of those age 35-54 and 77% of those age 55+. Length of residence in Prince William County was also a differentiating factor and those with the longest tenures (26+) years awarded the Police Department the highest rate on prompt response (78%). Finally, White residents (78%) and Hispanics (77%) were significantly more likely than their Black counterparts (66%) to feel highly positive about this facet of police services. The same pattern was observed in the 2016 and 2018 surveys.

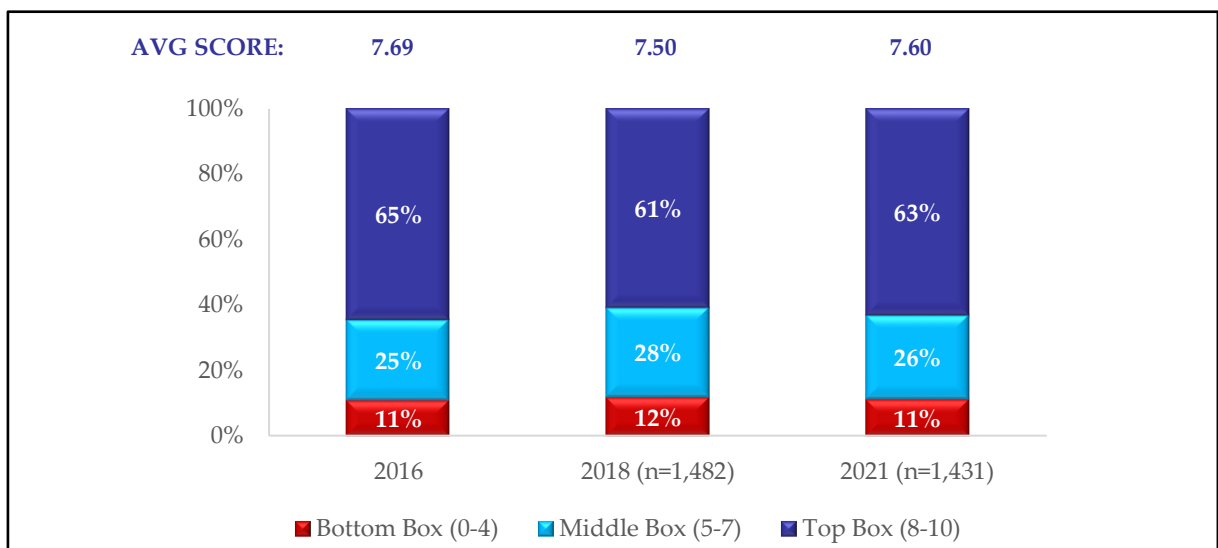
Just under two-thirds (63%) of residents were highly satisfied that the Police Department treated everyone fairly, regardless of race, gender, ethnic or national origin (Figure 56). The responses were consistent across the survey years, with very limited fluctuations (Figure 57).

**Figure 56. Satisfaction That Police Department Treats Everyone Fairly**



Q8D. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,431] How satisfied are you that the 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.

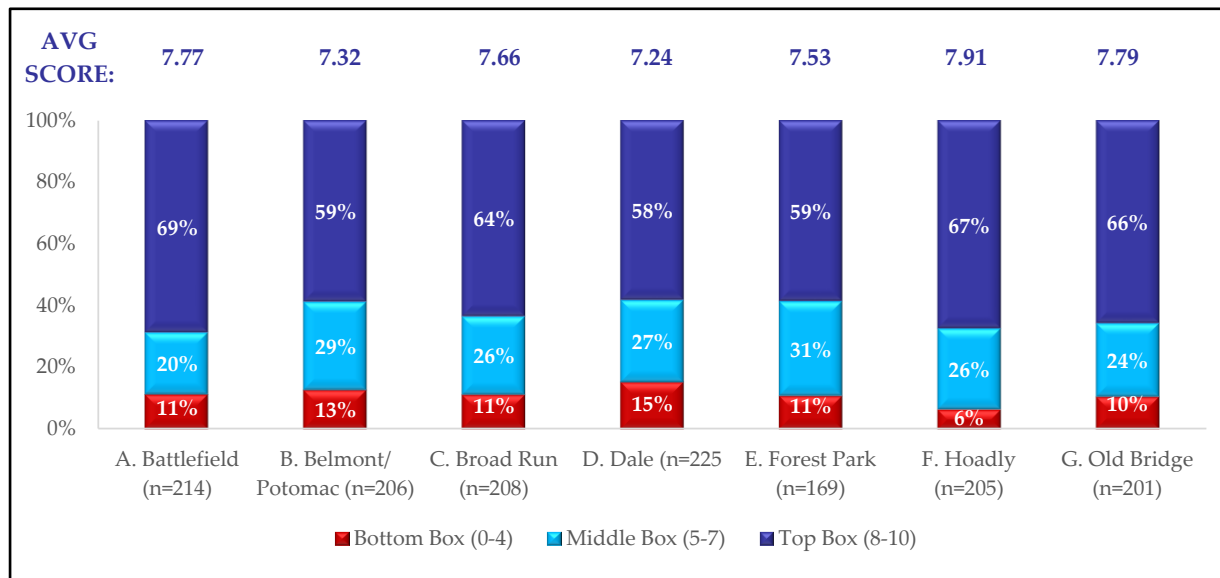
**Figure 57. Satisfaction That Police Department Treats Everyone Fairly – by Year**



Q8D. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you that the 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.

Regionally, satisfaction with fair treatment by police peaked in Battlefield (69%), Hoadly (67%) and Old Bridge (66%) (Figure 55). Hoadly was also the leading locality on this metric in 2016 and 2018. Over the past three years, satisfaction with this facet of police service has increased considerably in Battlefield, Broad Run and Old Bridge, while a substantial drop was noted in Dale (Table 15).

Figure 58. Satisfaction That Police Department Treats Everyone Fairly – by Region



Q8D. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you that the 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.

Table 15. Satisfaction That Police Department Treats Everyone Fairly – by Region and Year

Year	Battlefield			Belmont/Potomac			Broad Run			Dale		
	2016	2018 n=243	2021 n=214	2016	2018 n=228	2021 n=206	2016	2018 n=223	2021 n=208	2016	2018 n=239	2021 n=225
Mean	7.43	7.51	7.77	7.60	7.55	7.32	7.93	7.37	7.66	7.88	7.65	7.24
Top Box (8-10)	62%	59%	69% ↑	59%	61%	59%	65%	59%	64% ↑	67%	63%	58% ↓
Middle Box (5-7)	26%	26%	20% ↓	32%	28%	29%	29%	25%	26%	23%	29%	27%
Bottom Box (0-4)	12%	14%	11%	10%	11%	13%	5%	16%	11% ↓	11%	8%	15% ↑

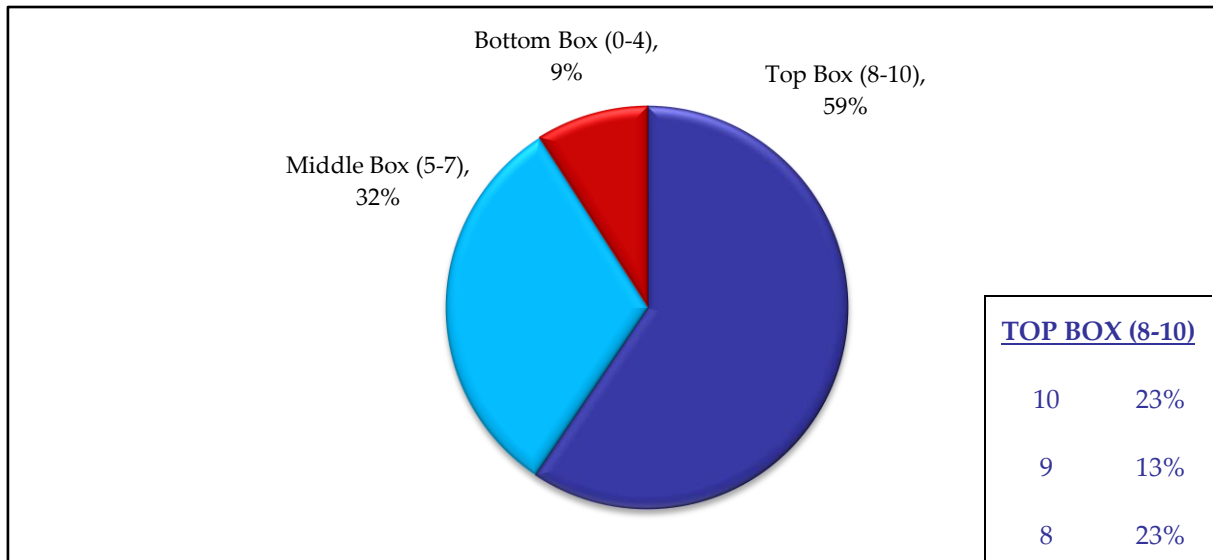
  

Year	Forest Park			Hoadly			Old Bridge		
	2016	2018 n=185	2021 n=169	2016	2018 n=165	2021 n=205	2016	2018 n=195	2021 n=201
Mean	8.02	7.20	7.53	7.98	7.79	7.91	7.33	7.44	7.79
Top Box (8-10)	70%	57%	59%	74%	67%	67%	62%	59%	66% ↑
Middle Box (5-7)	22%	28%	31%	16%	26%	26%	21%	31%	24% ↓
Bottom Box (0-4)	8%	14%	11%	10%	8%	6%	17%	10%	10%

Further analysis revealed that males were significantly more apt to be satisfied with fair treatment of everyone by police than females (66% vs. 59%). Moreover, mirroring previously discussed patterns, residents' likelihood to be satisfied with this aspect of police services was directly proportional to their age. Specifically, a half (50%) of Prince William County residents age 18-34 rated this metric as 8-10 on the 0-to-10 scale, as compared to 61% of those age 35-54 and 67% of those age 55+. Finally, as in previous years, Black residents were least apt to express satisfaction with police on the topic of fair treatment of all people. Only 37% of this respondent category gave this metric ratings of 8-10 on the 0-to-10 scale, as opposed to 71% White residents, 68% Asians, 61% Hispanics and 54% of Mixed-Race residents.

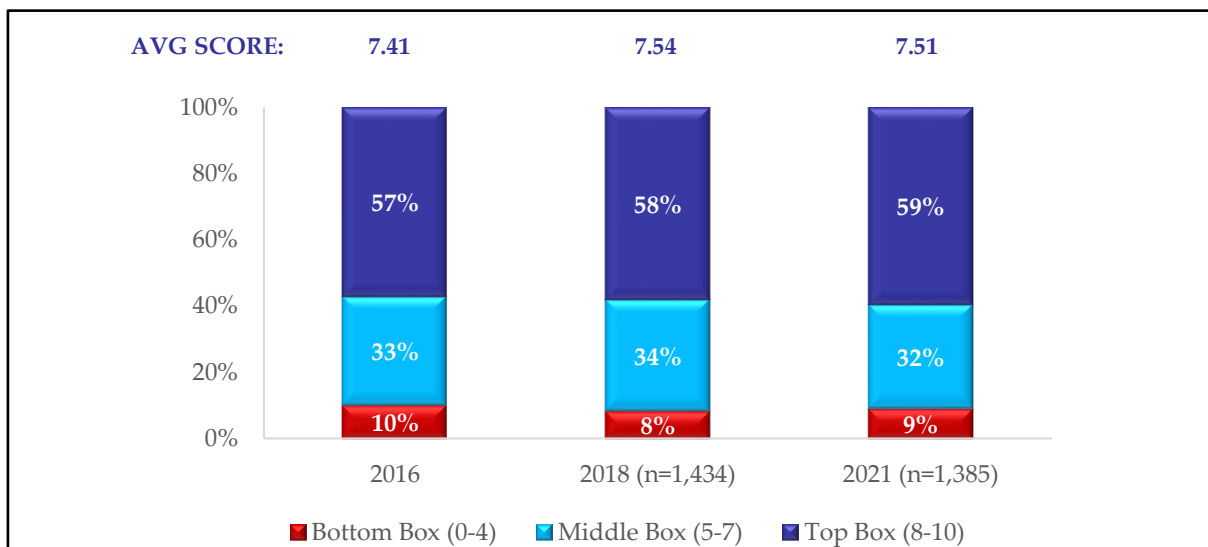
Approximately six-in-ten residents were highly satisfied that the Police Department provided adequate information and crime prevention programs (Figure 59). The responses were consistent across the survey years (Figure 60).

**Figure 59. Satisfaction That Police Department Provides Adequate Information and Crime Prevention Programs**



Q8E. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,385] How satisfied are you that the 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.

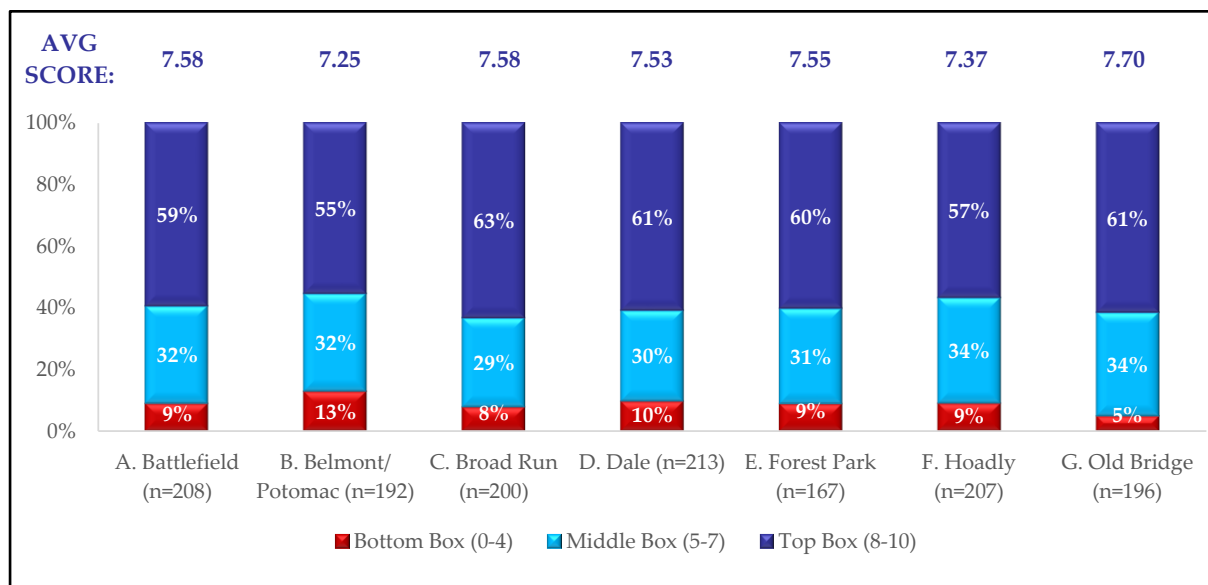
**Figure 60. Satisfaction That Police Department Provides Adequate Information and Crime Prevention Programs – by Year**



Q8E. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you that the 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.

Satisfaction with information and crime prevention programs was at fairly similar levels across the County, although Old Bridge showed an average rating (7.70) that was higher than in any other region (Figure 61). In comparison to previous years, Broad Run, Forest Park and Old Bridge show directional improvement, achieving their top results in the current wave. Conversely, Dale, which was the leading region in 2018, show a considerable loss. (Table 16).

**Figure 61. Satisfaction That Police Department Provides Adequate Information and Crime Prevention Programs – by Region**



Q8E. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that the 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.

**Table 16. Satisfaction That Police Department Provides Adequate Information and Crime Prevention Programs – by Region and Year**

Year	Battlefield			Belmont/Potomac			Broad Run			Dale		
	2016	2018 n=233	2021 n=208	2016	2018 n=211	2021 n=192	2016	2018 n=226	2021 n=200	2016	2018 n=240	2021 n=213
<b>Mean</b>	7.48	7.36	7.58	7.52	7.74	7.25	7.54	7.55	7.58	7.46	7.85	7.53
Top Box (8-10)	53%	57%	59%	57%	58%	55%	58%	56%	63%↑	56%	67%	61%↓
Middle Box (5-7)	38%	32%	32%	35%	36%	32%	33%	37%	29%↓	33%	27%	30%
Bottom Box (0-4)	9%	11%	9%	8%	6%	13%↑	9%	7%	8%	11%	6%	10%

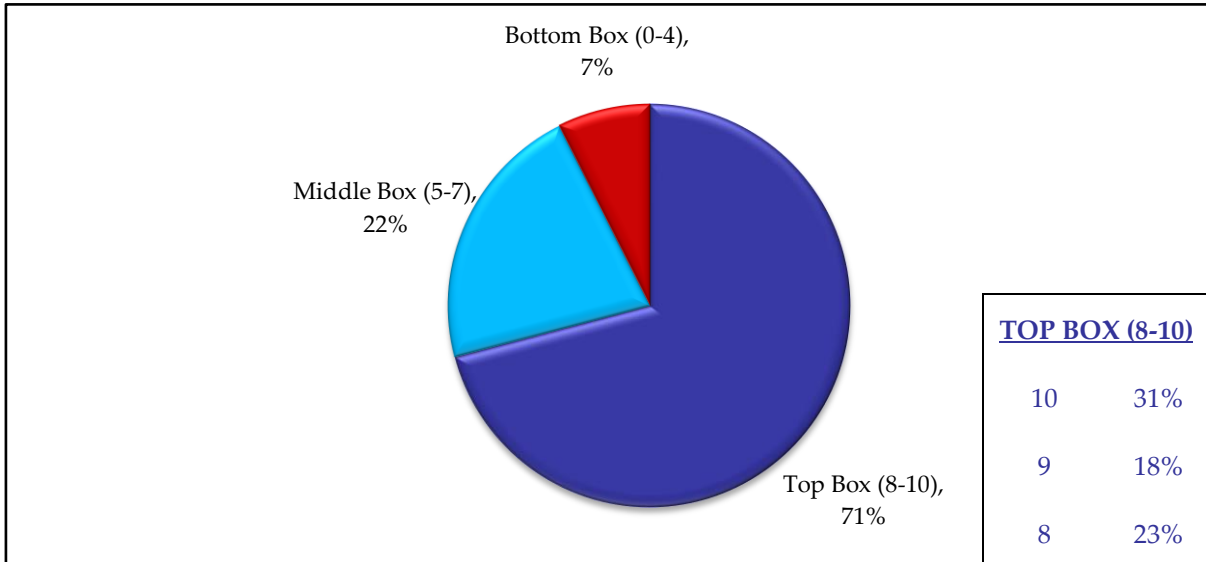
Year	Forest Park			Hoadly			Old Bridge		
	2016	2018 n=178	2021 n=167	2016	2018 n=157	2021 n=207	2016	2018 n=187	2021 n=196
<b>Mean</b>	7.36	7.14	7.55	7.58	7.58	7.37	6.97	7.50	7.70
Top Box (8-10)	58%	53%	60%↑	66%	61%	57%	56%	53%	61%↑
Middle Box (5-7)	35%	32%	31%	26%	33%	34%	27%	41%	34%↓
Bottom Box (0-4)	7%	16%	9%↓	8%	7%	9%	17%	7%	5%

Demographically, residents' likelihood to be satisfied with information and crime prevention programs was directly proportional to their age. Specifically, 53% of Prince William County residents age 18-34 rated this metric as 8-10 on the 0-to-10 scale, as compared to 57% of those age 35-54 and 62% of those age 55+. Length of residence in Prince William also played an important role, with the most tenured residents (26+ years in the area) reporting the highest satisfaction levels (62%). In terms of educational attainment, residents with high school or less were most apt to rate this aspect in the top box (8-10), at 67%. In comparison, 56% of those with graduate degrees expressed the same views. Finally, looking at the ethnic backgrounds represented in the County, Black residents were least inclined to rate their satisfaction with information and crime prevention programs as very high. Only 41% of them shared this sentiment, as opposed to 65% White residents, 66% Asians, 58% Hispanics and 57% of Mixed-Race residents.



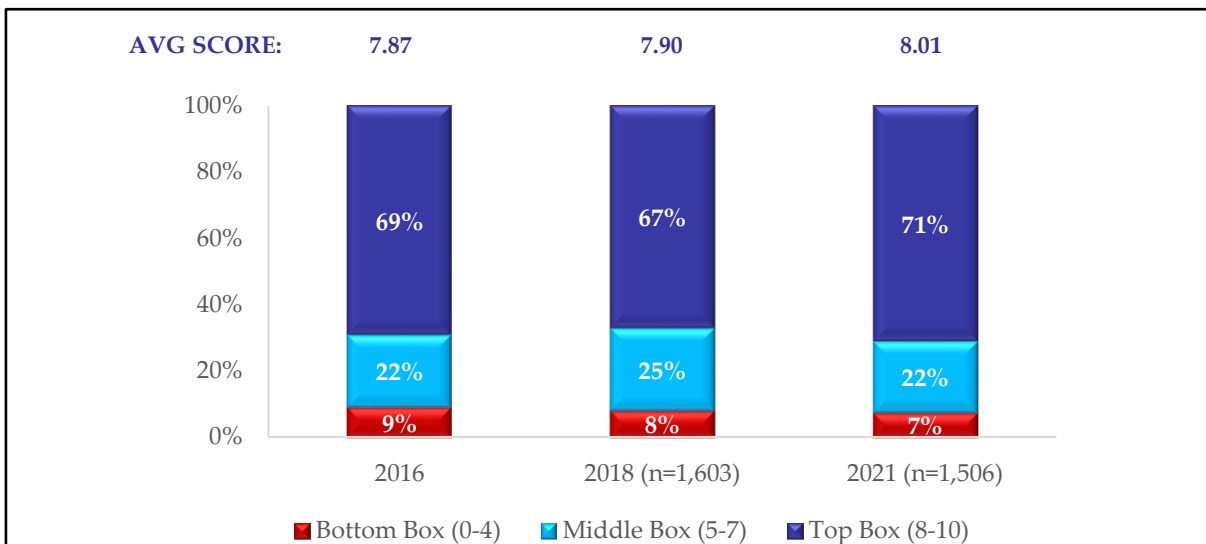
More than seven-in-ten residents gave the Police Department ratings of 8-10 on the 0-to-10 scale in terms of positive attitudes and behaviors towards residents (Figure 62). Satisfaction levels on this metric have been gradually increasing since 2016, but the lifts are not statistically appreciable (Figure 63).

**Figure 62. Satisfaction That Police Display Positive Attitudes and Behaviors Towards Residents**



Q8F. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,506] How satisfied are you that the 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.

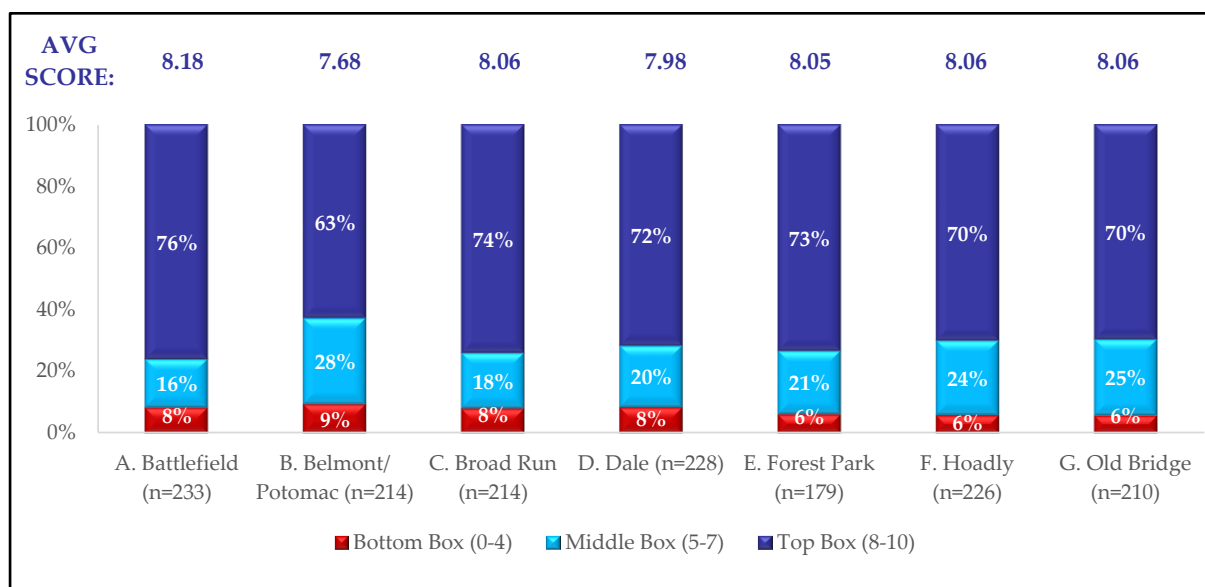
**Figure 63. Satisfaction That Police Display Positive Attitudes and Behaviors Towards Residents – by Year**



Q8F. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you that the 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.

Regionally, Belmont/Potomac showed the lowest proportion of top box ratings on this metric, at 63% (Figure 64). In comparison to previous years, Battlefield and Forest Park have showed considerable lifts and were now at the highest satisfaction levels to date. A substantial uptick since 2018 has also been noted in Broad Run, but the average rating of the attitudes and behaviors displayed by police were still below the 2016 levels (Table 17).

Figure 64. Satisfaction That Police Display Positive Attitudes and Behaviors Towards Residents – by Region



Q8F. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you that the 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.

Table 17. Satisfaction That Police Display Positive Attitudes and Behaviors Towards Residents – by Region and Year

Year	Battlefield			Belmont/Potomac			Broad Run			Dale		
	2016	2018 n=252	2021 n=233	2016	2018 n=232	2021 n=214	2016	2018 n=237	2021 n=214	2016	2018 n=253	2021 n=228
Mean	7.79	7.65	8.18 ↑	7.69	7.89	7.68	8.20	7.84	8.06	8.11	8.13	7.98
Top Box (8-10)	71%	65%	76% ↑	62%	64%	63%	70%	66%	74% ↑	74%	73%	72%
Middle Box (5-7)	18%	22%	16% ↓	27%	29%	28%	28%	25%	18% ↓	19%	23%	20%
Bottom Box (0-4)	10%	13%	8% ↓	11%	8%	9%	3%	9%	8%	7%	4%	8%

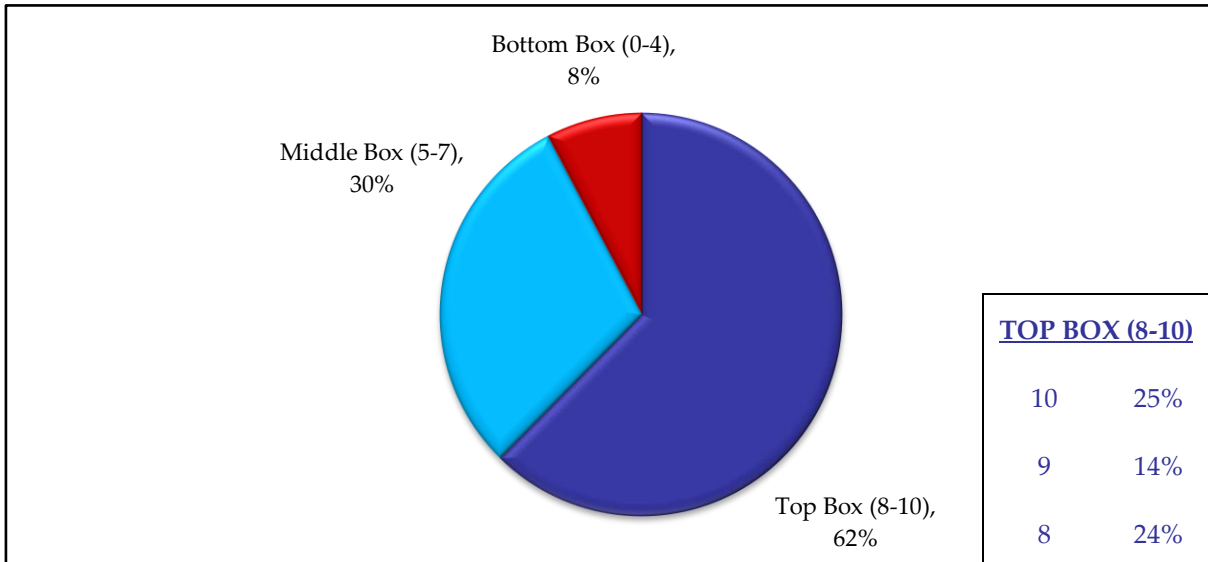
  

Year	Forest Park			Hoadly			Old Bridge		
	2016	2018 n=196	2021 n=179	2016	2018 n=169	2021 n=226	2016	2018 n=208	2021 n=210
Mean	8.01	7.70	8.05 ↑	7.77	8.18	8.06	7.50	7.97	8.06
Top Box (8-10)	74%	65%	73% ↑	68%	72%	70%	62%	67%	70%
Middle Box (5-7)	19%	27%	21% ↓	21%	23%	24%	26%	26%	25%
Bottom Box (0-4)	7%	9%	6% ↓	12%	6%	6%	12%	7%	6%

Further analysis indicated that males were notably more likely than females to report satisfaction with the attitudes and behaviors displayed by police (73% vs. 69%) and that satisfaction increased proportionally to age. To illustrate, 80% of those age 18-34 were satisfied with this aspect, as compared to 69% of those age 35-54 and three-quarters (75%) of those age 55+. Furthermore, residents who had high school education or less displayed the most positive sentiments observably more often than those with some college, college graduates or those with graduate degrees (76% vs. 69%, 71% and 71%, respectively). Finally, Black residents were the least likely segment to rate the attitudes and behaviors displayed by police as 8-10 on the 0-to-10 scale. While more than a half (54%) of them shared this sentiment, 77% of White residents, 76% of Asians and 67% of Hispanics felt this way. The remaining 46% of Black residents rated this metric as either 5-7 on the 0-to-10 scale (36%) or 0-4 (10%).

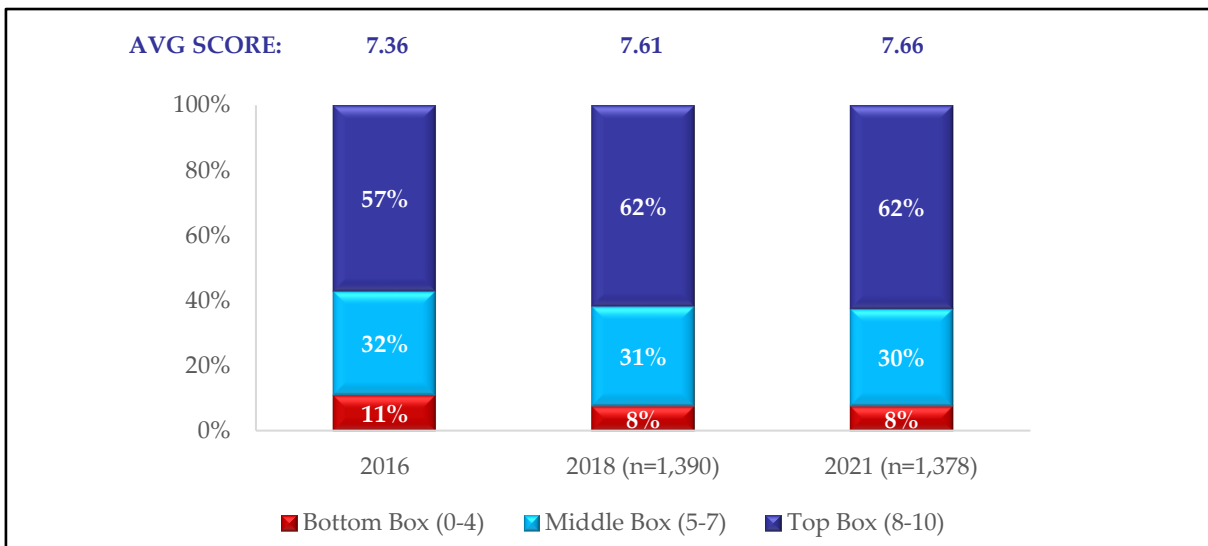
More than six-in-ten residents of Prince William County (62%) are highly satisfied that Animal Control effectively protects residents and animals (Figure 65). Satisfaction levels on this metric have remained stable over the past three years (Figure 66).

**Figure 65. Satisfaction That Animal Control Effectively Protects Residents and Animals**



Q8G. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,378] 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.

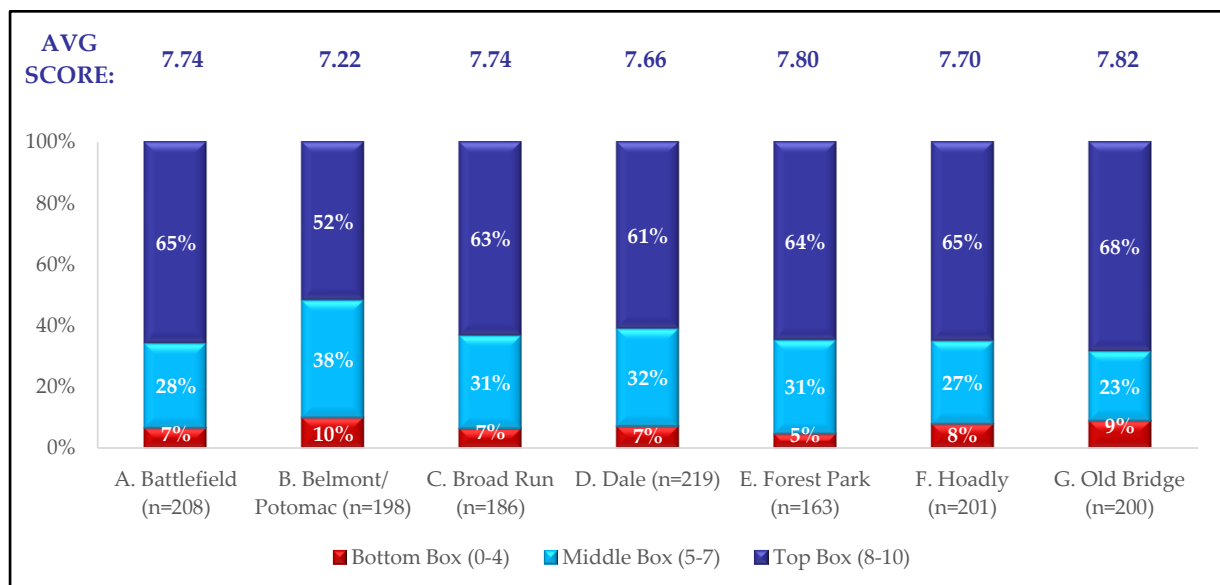
**Figure 66. Satisfaction That Animal Control Effectively Protects Residents and Animals – by Year**



Q8G. [Base: Total respondents excluding “Not sure”/Refused responses] 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.

Regionally, Belmont/Potomac showed the lowest proportion of top box ratings on this metric, at 52% (Figure 67). This result was largely attributable to a notable drop in satisfaction with Animal Control that has been observed for this locality since 2018. Additionally, a considerable downturn was noted for Dale, while a substantial lift took place in Old Bridge (Table 18).

**Figure 67. Satisfaction That Animal Control Effectively Protects Residents and Animals – by Region**



Q8G. [Base: Total respondents excluding “Not sure”/Refused responses] 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.

**Table 18. Satisfaction That Animal Control Effectively Protects Residents and Animals – by Region and Year**

Year	Battlefield		Belmont/Potomac		Broad Run		Dale	
	2018 n=227	2021 n=208	2018 n=203	2021 n=198	2018 n=232	2021 n=186	2018 n=229	2021 n=219
Mean	7.24	7.74	7.86	7.22 ↓	7.62	7.74	7.68	7.66
Top Box (8-10)	58%	65%	60%	52% ↓	61%	63%	66%	61% ↓
Middle Box (5-7)	29%	28%	36%	38% ↑	33%	31%	26%	32% ↑
Bottom Box (0-4)	13%	7% ↓	4%	10% ↑	5%	7%	8%	7%

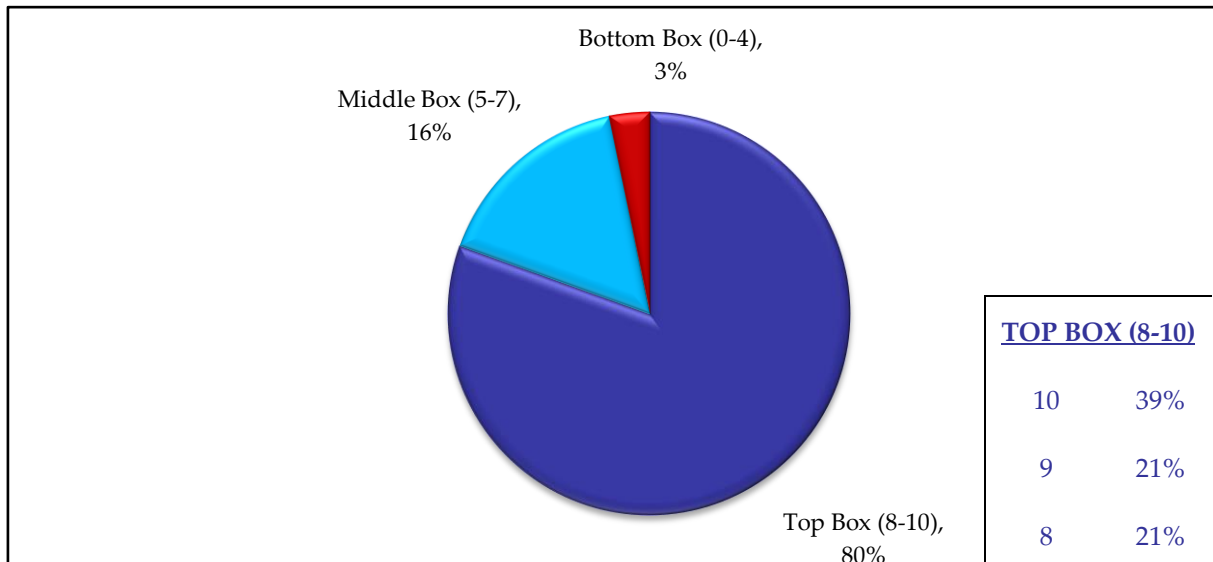
  

Year	Forest Park		Hoadly		Old Bridge	
	2018 n=175	2021 n=163	2018 n=158	2021 n=201	2018 n=184	2021 n=200
Mean	7.49	7.80	7.80	7.70	7.68	7.82
Top Box (8-10)	60%	64%	66%	65%	62%	68% ↑
Middle Box (5-7)	31%	31%	28%	27%	33%	23% ↓
Bottom Box (0-4)	9%	5%	6%	8%	5%	9%

In keeping with the already established pattern, residents who have high school education or less were most likely to report very high satisfaction with Animal Control. Specifically, 71% of them rated this facet of County services as 8-10 on the 0-to-10 scale, as compared to 61% of those with some college education, 62% of college graduates and 60% of those with a graduate degree. Additionally, Black residents were again the least likely segment to rate their satisfaction with Animal Control in the same manner. To illustrate, 54% of this resident segment was satisfied, as opposed to nearly two-thirds (65%) of White residents, three-quarters (75%) of Asians, 68% of Hispanics and 70% of those representing Mixed Races.

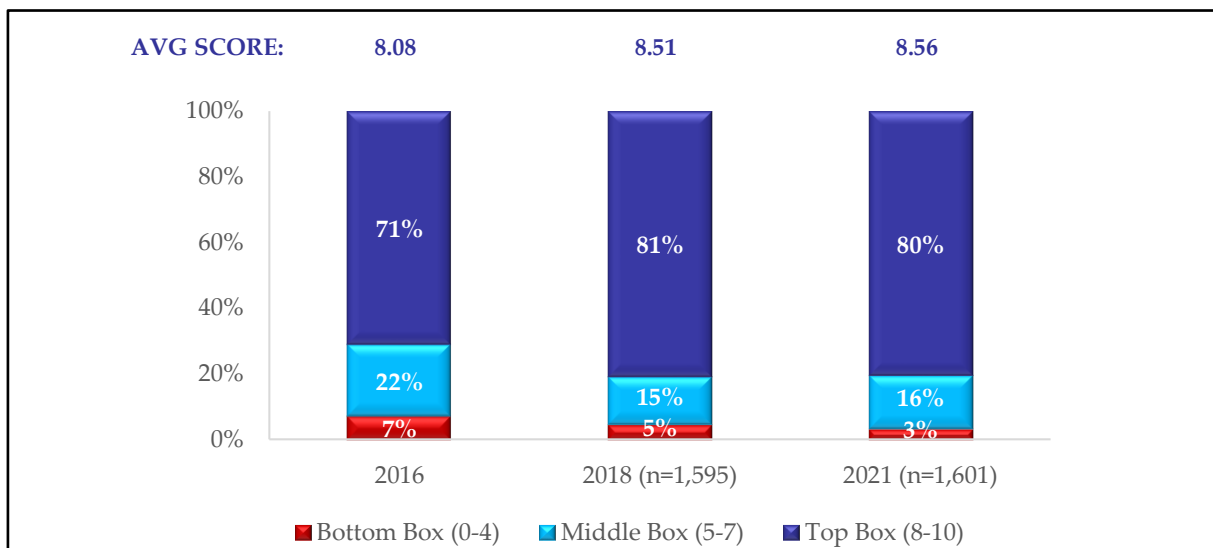
The vast majority (80%) of Prince William County residents felt very safe in their neighborhoods (**Figure 68**). Satisfaction levels on this metric are much higher than in the 2016 survey wave, but on par with the 2018 iteration (**Figure 69**).

**Figure 68. Satisfaction That You Feel Safe in Your Neighborhood**



Q8H. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,601] 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.

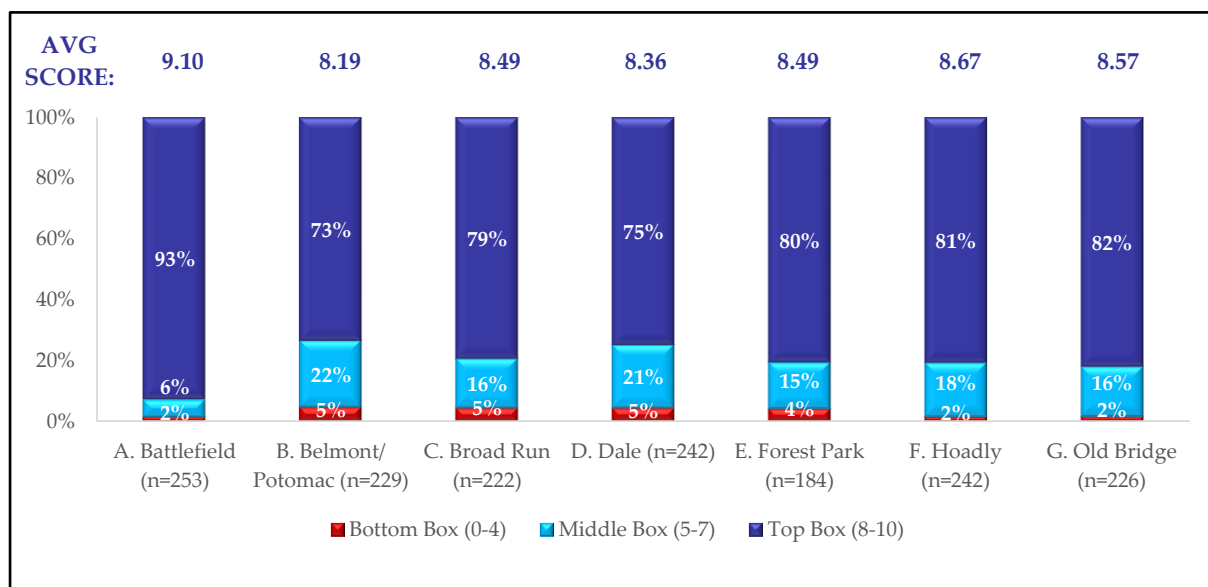
**Figure 69. Satisfaction That You Feel Safe in Your Neighborhood – by Year**



Q8H. [Base: Total respondents excluding “Not sure”/Refused responses] 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.

The feeling of safety peaked in Battlefield, with 93% rating their satisfaction on this metric as 8-10 on the 0-to-10 scale. The lowest scores, on the other hand, were observed in Belmont/Potomac and Dale (73% and 75%, respectively) (**Figure 70**). Previously, Battlefield came in second, but has now showed directional growth on this metric. Hoadly, on the other hand, which was the most satisfied region in 2018, saw a notable drop in 2021, just as Dale did (**Table 19**).

**Figure 70. Satisfaction That You Feel Safe in Your Neighborhood – by Region**



Q8H. [Base: Total respondents excluding “Not sure”/Refused responses] 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.

**Table 19. Satisfaction That You Feel Safe in Your Neighborhood – by Region and Year**

Year	Battlefield			Belmont/Potomac			Broad Run			Dale		
	2016	2018 n=266	2021 n=253	2016	2018 n=236	2021 n=229	2016	2018 n=247	2021 n=222	2016	2018 n=261	2021 n=242
<b>Mean</b>	8.59	8.79	9.10	7.96	8.30	8.19	8.34	8.36	8.49	7.38	8.53	8.36
Top Box (8-10)	80%	85%	93% ↑	62%	74%	73%	77%	76%	79%	58%	81%	75% ↓
Middle Box (5-7)	16%	11%	6% ↓	32%	19%	22%	19%	19%	16%	32%	16%	21% ↑
Bottom Box (0-4)	4%	4%	2%	5%	7%	5%	4%	5%	5%	10%	3%	5%

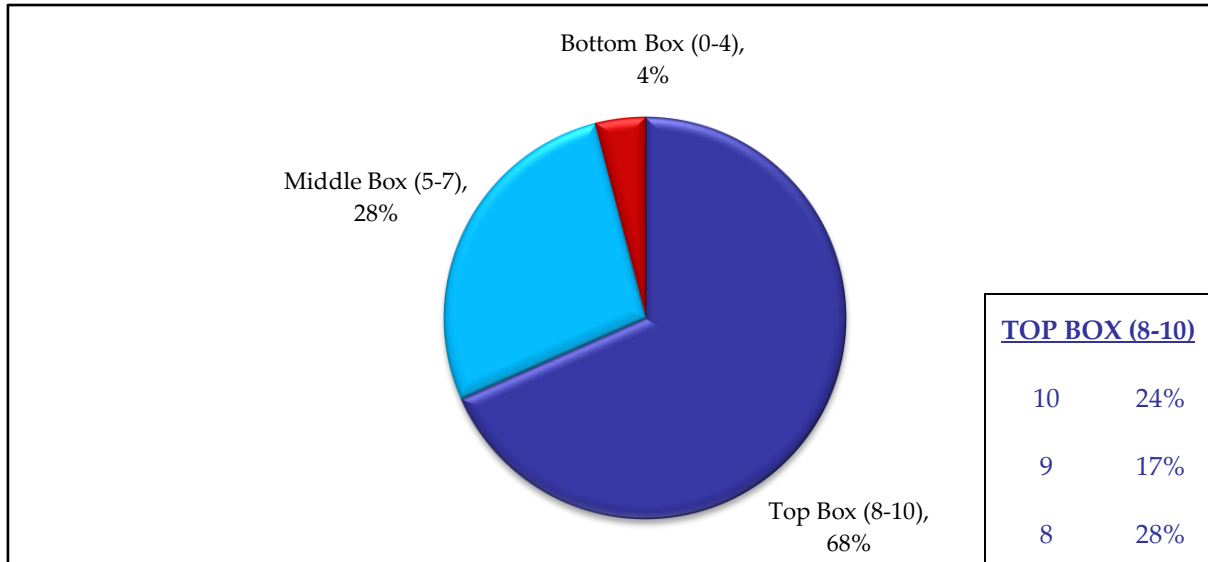
Year	Forest Park			Hoadly			Old Bridge		
	2016	2018 n=194	2021 n=184	2016	2018 n=174	2021 n=242	2016	2018 n=213	2021 n=226
<b>Mean</b>	8.05	8.39	8.49	8.62	8.80	8.67	7.79	8.43	8.57
Top Box (8-10)	72%	81%	80%	84%	88%	81% ↓	69%	81%	82%
Middle Box (5-7)	21%	13%	15%	9%	9%	18% ↑	21%	14%	16%
Bottom Box (0-4)	7%	6%	4%	7%	3%	2%	10%	5%	2%



Demographically, residents with the highest level of education attainment (graduate degrees) and those in the top income bracket (\$150K+) were most likely to rate safety in their neighborhoods as 8-10 on the 0-to-10 scale (84% and 83%, respectively). However, ethnicity had no role in how safe people felt.

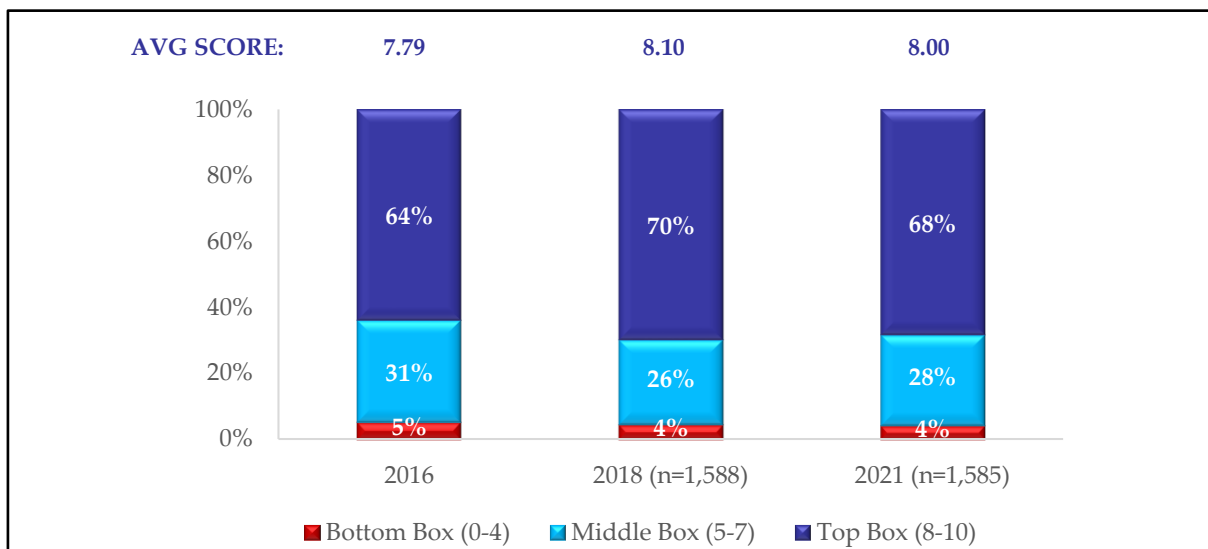
More than two-thirds (68%) of residents felt very safe when visiting commercial areas in Prince William County (**Figure 71**). Satisfaction levels on this metric were minimally lower than in 2018, but the differences were not statistically appreciable (**Figure 72**).

**Figure 71. Satisfaction That You Feel Safe When Visiting Commercial Areas in the County**



Q8I. [Base: Total respondents excluding "Not sure"/Refused responses, n=1,585] How satisfied are you that you feel safe in when visiting commercial areas in the County? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

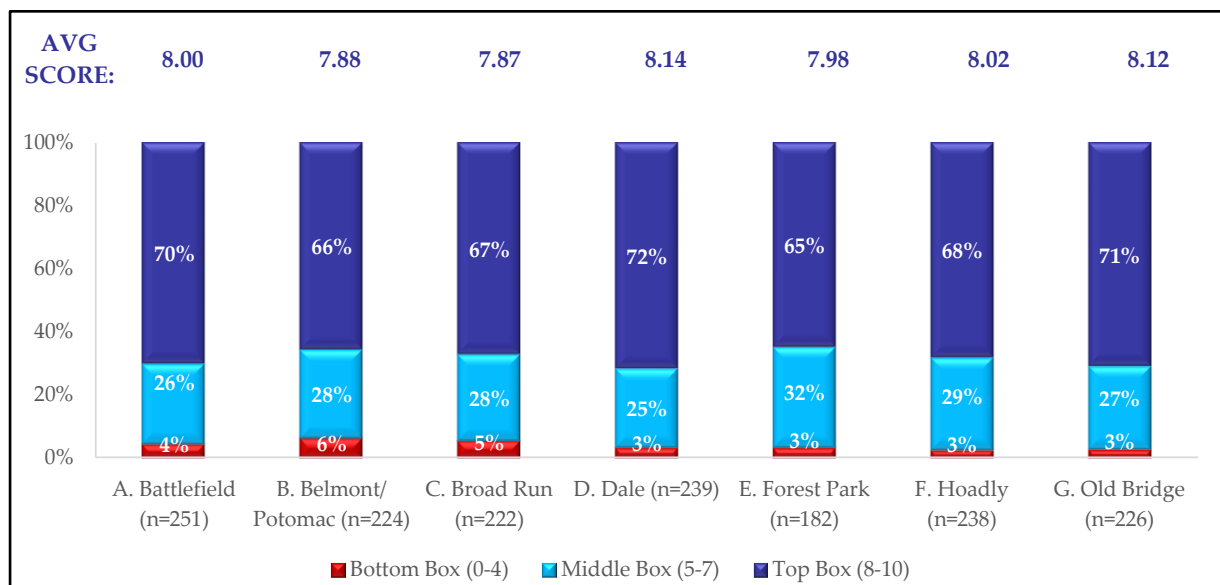
**Figure 72. Satisfaction That You Feel Safe When Visiting Commercial Areas in the County – by Year**



Q8I. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that you feel safe in when visiting commercial areas in the County? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

A deeper look at localities within the County showed that residents of Belmont/Potomac were more likely than others to rate satisfaction with safety in commercial areas as 0-4 on the 0-to-10 scale, but other than this the results were remarkably consistent across the board (Figure 73). In comparison to 2018, residents of Hoadly were now observably less likely to report feeling very safe in commercial areas (Table 20).

**Figure 73. Satisfaction That You Feel Safe When Visiting Commercial Areas in the County – by Region**



Q81. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that you feel safe in when visiting commercial areas in the County? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

**Table 20. Satisfaction That You Feel Safe When Visiting Commercial Areas in the County – by Region and Year**

Year	Battlefield			Belmont/Potomac			Broad Run			Dale		
	2016	2018 n=264	2021 n=251	2016	2018 n=237	2021 n=224	2016	2018 n=246	2021 n=222	2016	2018 n=260	2021 n=239
<b>Mean</b>	8.00	7.94	8.00	7.68	8.18	7.88	8.03	8.08	7.87	7.76	8.16	8.14
Top Box (8-10)	69%	68%	70%	56%	69%	66%	72%	71%	67%	65%	71%	72%
Middle Box (5-7)	27%	28%	26%	41%	27%	28%	24%	23%	28%	29%	26%	25%
Bottom Box (0-4)	3%	4%	4%	3%	5%	6%	4%	6%	5%	6%	4%	3%

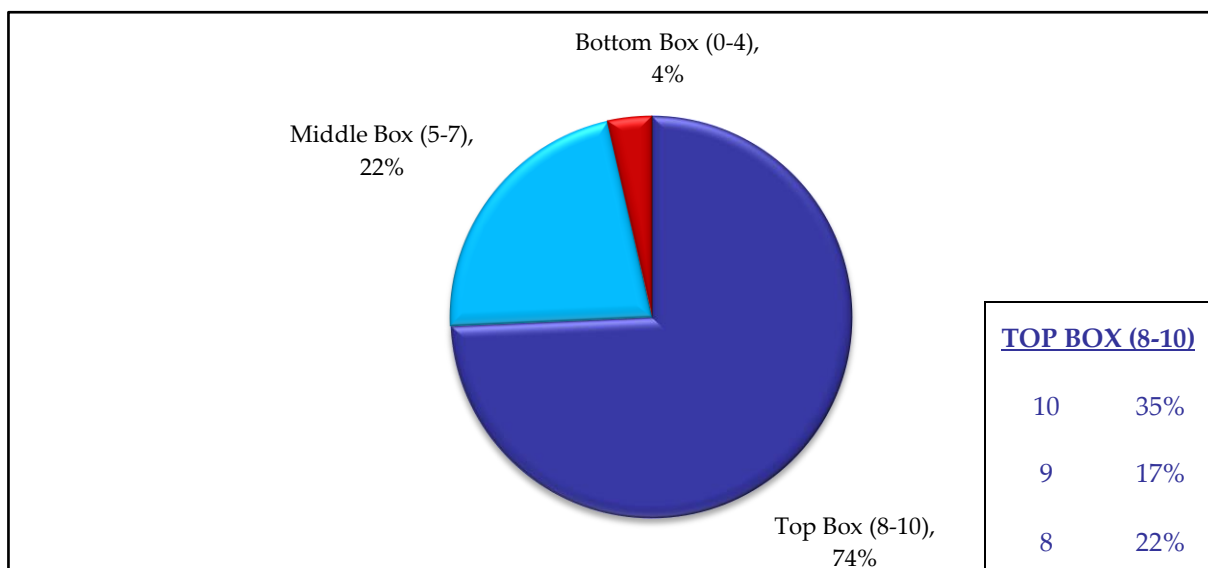
Year	Forest Park			Hoadly			Old Bridge		
	2016	2018 n=191	2021 n=182	2016	2018 n=173	2021 n=238	2016	2018 n=213	2021 n=226
<b>Mean</b>	7.40	8.03	7.98	7.64	8.26	8.02	7.77	8.11	8.12
Top Box (8-10)	56%	65%	65%	62%	76%	68%	64%	72%	71%
Middle Box (5-7)	33%	30%	32%	30%	23%	29%	31%	24%	27%
Bottom Box (0-4)	10%	6%	3%	8%	2%	3%	5%	4%	3%

Further analysis revealed that males were notably more likely to feel very safe in commercial areas of the County than females (72% vs. 64%), but ethnicity or any other demographic factors did not play a role in how this metric was rated.

### 3.3.4 Library Services

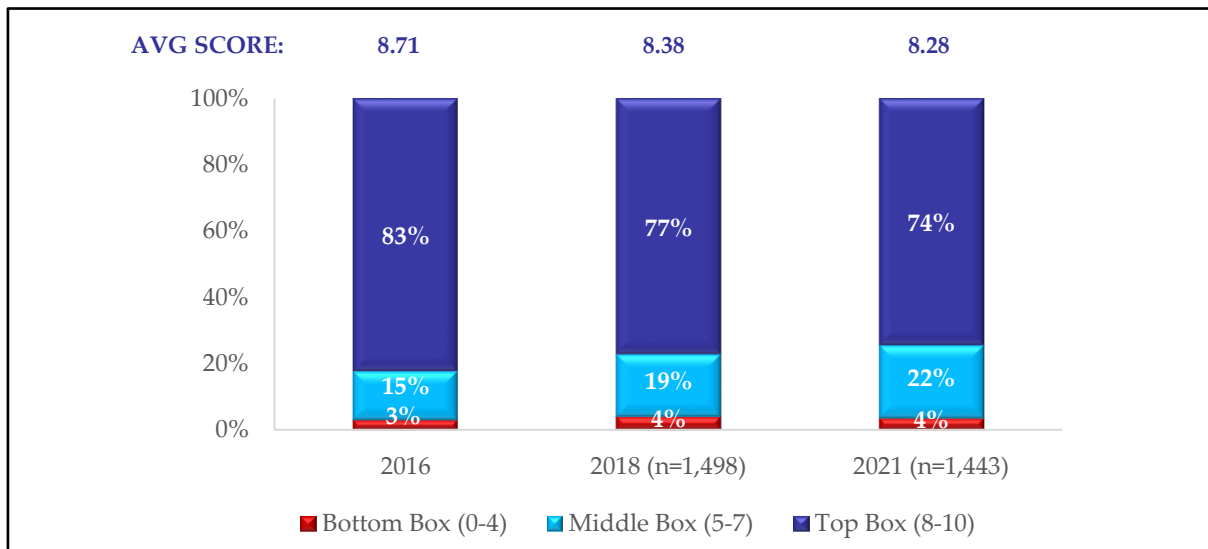
One of the survey questions was designed to obtain feedback on County library services, including their online aspect. Nearly three-quarters (74%) of residents rated this metric as 8-10 on the 0-to-10 scale (**Figure 74**). This year’s results were minimally lower than they were in 2018 and much lower than in 2016, but it is important to note that the question was reworded three years ago to include online services (**Figure 75**).

**Figure 74. Satisfaction That County Library Services Meet Your Needs**



Q9. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,443] How satisfied are you that County library services including online services meet your needs? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied. \*Question wording changed in 2018 to include online services.

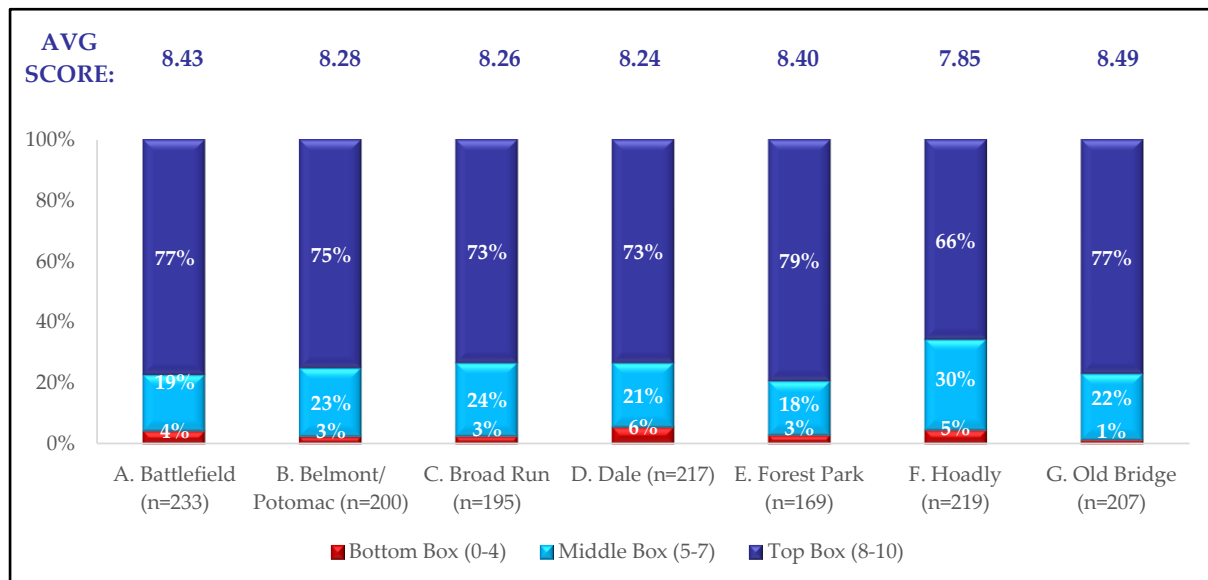
Figure 75. Satisfaction That County Library Services Meet Your Needs – by Year



Q9. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,443] How satisfied are you that County library services including online services meet your needs? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied. \*Question wording changed in 2018 to include online services.

At 66%, Hoadly residents were least likely to express high satisfaction with library services (Figure 76). This result was attributable to an observable drop in this region that has taken place over the past three years. A similar decline in satisfaction has been noted among residents of Dale (Table 21).

Figure 76. Satisfaction That County Library Services Meet Your Needs – by Region



Q9. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,443] How satisfied are you that County library services including online services meet your needs? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied. \*Question wording changed in 2018 to include online services.

Table 21. Satisfaction That County Library Services Meet Your Needs – by Region and Year

Year	Battlefield			Belmont/Potomac			Broad Run			Dale		
	2016	2018 n=237	2021 n=233	2016	2018 n=226	2021 n=200	2016	2018 n=235	2021 n=195	2016	2018 n=245	2021 n=217
Mean	8.80	8.52	8.43	8.42	8.40	8.28	8.47	8.01	8.26	8.66	8.55	8.24
Top Box (8-10)	80%	78%	77%	77%	76%	75%	80%	74%	73%	83%	81%	73% ↓
Middle Box (5-7)	19%	21%	19%	17%	21%	23%	18%	17%	24% ↑	14%	16%	21% ↑
Bottom Box (0-4)	1%	2%	4%	5%	4%	3%	3%	9%	3% ↓	3%	3%	6%

Year	Forest Park			Hoadly			Old Bridge		
	2016	2018 n=186	2021 n=169	2016	2018 n=164	2021 n=219	2016	2018 n=201	2021 n=207
Mean	8.73	8.72	8.40	8.85	8.26	7.85	9.07	8.20	8.49
Top Box (8-10)	85%	83%	79%	89%	74%	66% ↓	89%	73%	77%
Middle Box (5-7)	11%	15%	18%	10%	22%	30% ↑	10%	22%	22%
Bottom Box (0-4)	4%	2%	3%	1%	4%	5%	1%	5%	1%

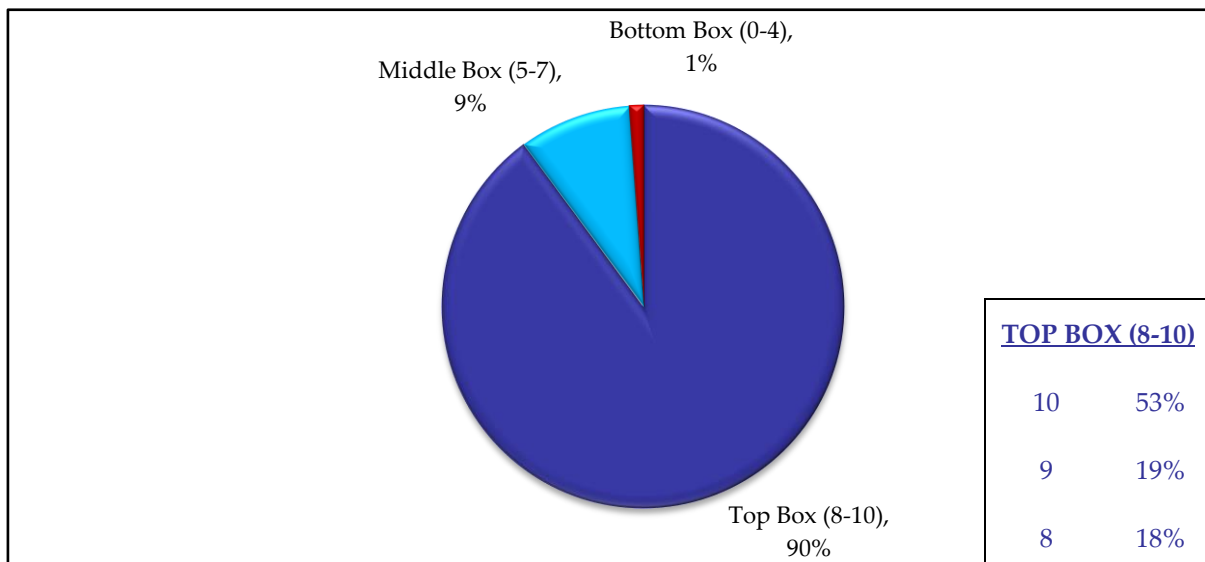
Analysis by demographic factors revealed that females were notably more likely than males to express high satisfaction with County library services (76% vs. 72%). Satisfaction levels were also directly proportional to residents' age; to illustrate, two-thirds (66%) of those age 18-34 rated this metric as 8-10 on the 0-to-10 scale, as compared to 74% of those age 35-54 and 76% of those age 55+. Length of residence was another differentiating factor, with the newest arrivals being much less likely than those with longest tenures to rate library services within the top box. Specifically, two-thirds (66%) of those with tenures of 0-5 years were highly satisfied, as opposed to three-quarters (75%) of those with tenures of 6-15 years, 73% of those with tenures of 16-25 years and 78% of those with tenures exceeding 26 years. Moreover, Black residents were less likely than their White counterparts to award the top ratings to library services (70% vs. 76%).

### 3.3.5 Fire and Emergency Medical Services

The survey also explored two facets of Fire and Emergency Medical Services. These included whether responders provided high quality services and whether they were professional.

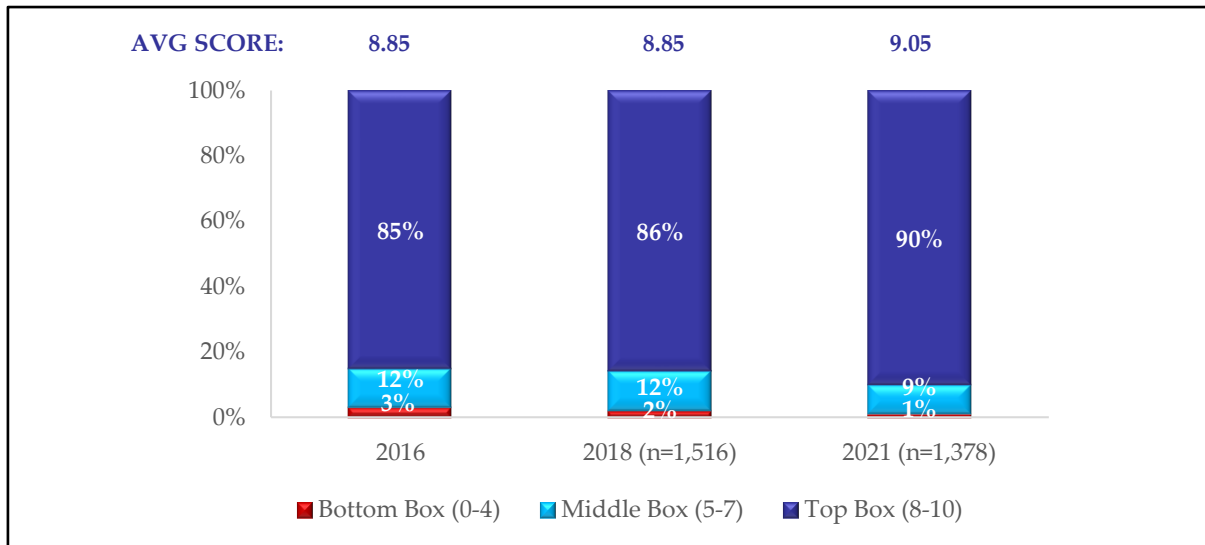
A staggering 90% of Prince William County residents were very much in agreement that Fire and Emergency Medical Services responders provided high quality service. Among them, more than a half (53%) rated their level of agreement with this statement as 10 on the 0-to-10 scale (**Figure 77**). The survey results peaked this year, although, considering how positive the perceptions were in previous survey iterations, the upticks were not statistically appreciable (**Figure 78**).

**Figure 77. Agreement That Fire and Emergency Medical Services Responders Provide High Quality Service**



Q10A. [Base: Total respondents excluding "Not sure"/Refused responses, n=1,533] Next, I'm going to read two statements, for each one, please tell me whether you agree or disagree with the statement using a 0 to 10 scale, where 0 means completely disagree and 10 means completely agree. Fire and Emergency Medical Services responders provide high quality service.

**Figure 78. Agreement That Fire and Emergency Medical Services Responders Provide High Quality Service – by Year**

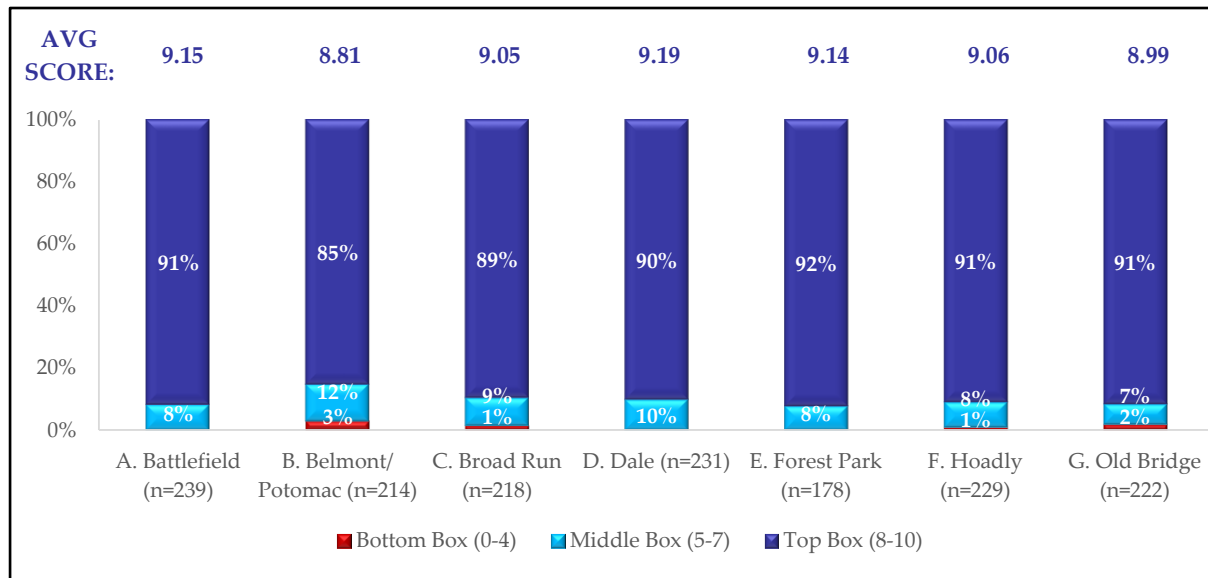


Q10A. [Base: Total respondents excluding “Not sure”/Refused responses] Next, I’m going to read two statements, for each one, please tell me whether you agree or disagree with the statement using a 0 to 10 scale, where 0 means completely disagree and 10 means completely agree. Fire and Emergency Medical Services responders provide high quality service.



With 85% agreeing that Fire and Emergency Medical Services responders provide high quality service, Belmont/Potomac came in last on this metric among all the regions in the County (Figure 79). In comparison to three years ago, four regions now achieved considerably higher agreement levels: Battlefield, Broad Run, Forest Park and Hoadly (Table 22).

**Figure 79. Agreement That Fire and Emergency Medical Services Responders Provide High Quality Service – by Region**



Q10A. [Base: Total respondents excluding “Not sure”/Refused responses] Next, I’m going to read two statements, for each one, please tell me whether you agree or disagree with the statement using a 0 to 10 scale, where 0 means completely disagree and 10 means completely agree. Fire and Emergency Medical Services responders provide high quality service.

**Table 22. Agreement That Fire and Emergency Medical Services Responders Provide High Quality Service – by Region and Year\***

Year	Battlefield			Belmont/Potomac			Broad Run			Dale		
	2016	2018 n=253	2021 n=239	2016	2018 n=217	2021 n=214	2016	2018 n=238	2021 n=218	2016	2018 n=245	2021 n=231
<b>Mean</b>	9.12	8.75	9.15	9.04	8.95	8.81	8.34	8.71	9.05	8.74	8.93	9.19
Top Box (8-10)	88%	86%	91% ↑	88%	86%	85%	73%	83%	89% ↑	87%	89%	90%
Middle Box (5-7)	11%	11%	8%	12%	13%	12%	24%	14%	9% ↓	6%	10%	10%
Bottom Box (0-4)	1%	4%	<1%	0%	2%	3%	3%	2%	1%	7%	2%	<1%

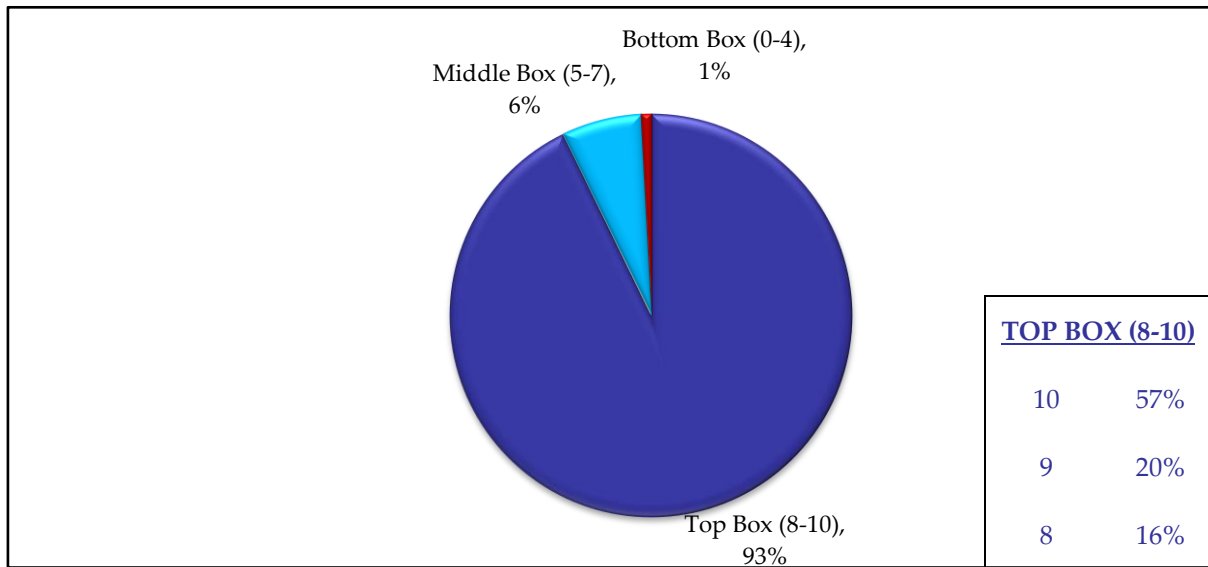
  

Year	Forest Park			Hoadly			Old Bridge		
	2016	2018 n=190	2021 n=178	2016	2018 n=166	2021 n=229	2016	2018 n=202	2021 n=222
<b>Mean</b>	8.53	9.02	9.14	9.23	8.67	9.06	8.98	8.95	8.99
Top Box (8-10)	78%	84%	92% ↑	96%	82%	91% ↑	85%	88%	91%
Middle Box (5-7)	15%	14%	8% ↓	4%	17%	8% ↓	13%	11%	7%
Bottom Box (0-4)	7%	2%	0%	0%	1%	1%	2%	1%	2%

Demographically, males were notably more likely than females to agree that Fire and Emergency Medical Services responders provided high quality service (91% vs. 88%). As with many previously discussed metrics, older respondents exhibited perceptibly higher levels of agreement that responders provided high quality service; to illustrate, 87% of those age 18-54 rated their agreement as 8-10 on the 0-to-10 scale, as compared to 92% of those age 55+. Length of residence also played a role, with the most tenured residents (26+ years in the area) being most likely to agree that the services were high quality (92%). Moreover, income and education were important differentiators. Specifically, residents in the bottom educational attainment (high school or less) and income brackets (<\$50K) led the way on the agreement levels, at 94% and 92%, respectively. Finally, Asian (84%) and Black residents (85%) rated their agreement that Fire and Emergency Medical Services responders provided high quality services as 8-10 significantly less often than their White (92%), Hispanic (92%) and Mixed Race (96%) counterparts.

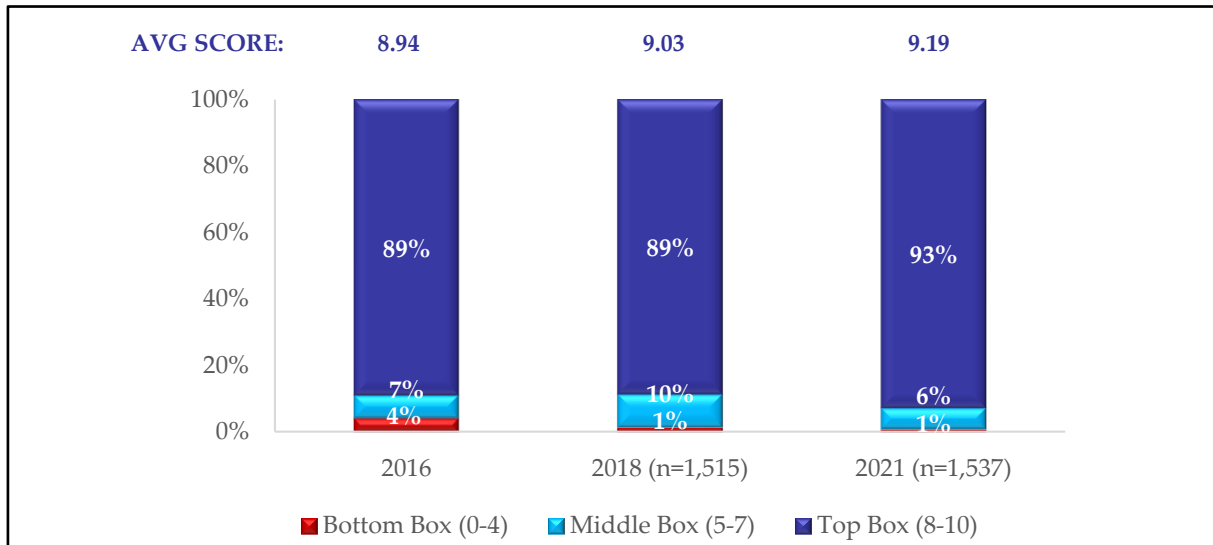
An overwhelming majority (93%) of Prince William County residents were very much in agreement that Fire and Emergency Medical Services responders were professional. Among them, nearly six-in-ten (57%) rated their level of agreement with this statement as 10 on the 0-to-10 scale (Figure 80). Just as with the quality of services provided by the Fire and Emergency Medical Services, the perception of their professionalism peaked in this year’s survey, although the lift from 2018 was not statistically appreciable (Figure 81).

**Figure 80. Agreement That Fire and Emergency Medical Services Responders Are Professional**



Q10B. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,537] Next, I’m going to read two statements, for each one, please tell me whether you agree or disagree with the statement using a 0 to 10 scale, where 0 means completely disagree and 10 means completely agree. Fire and Emergency Medical Services are professional.

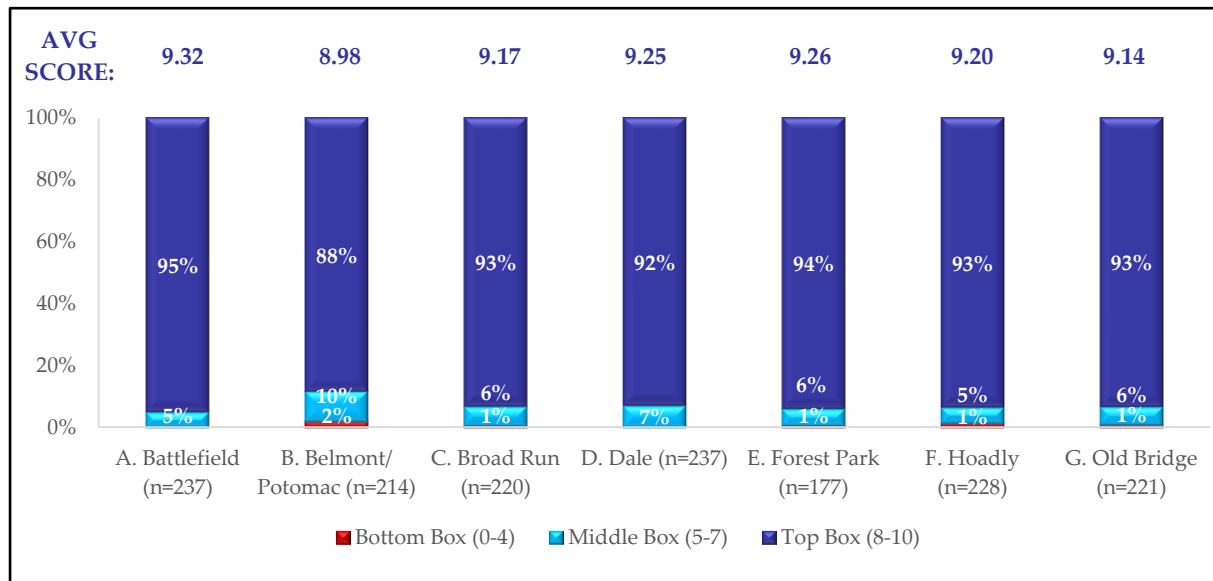
**Figure 81. Agreement That Fire and Emergency Medical Services Responders Are Professional – by Year**



Q10B. [Base: Total respondents excluding "Not sure"/Refused responses] Next, I'm going to read two statements, for each one, please tell me whether you agree or disagree with the statement using a 0 to 10 scale, where 0 means completely disagree and 10 means completely agree. Fire and Emergency Medical Services are professional.

Again, regional analysis revealed that Belmont/Potomac came in last in terms of perceptions of Fire and Emergency Medical Services responders’ professionalism. While 88% awarding this metric a rating of 8-10 is a very strong result, significantly higher figures were reported for the remaining regions (92%-95%) (Figure 82). When compared to the 2018 wave, Battlefield and Broad Run showed substantial gains in terms of top box (8-10) ratings, achieving the highest results to date (Table 23).

**Figure 82. Agreement That Fire and Emergency Medical Services Responders Are Professional – by Region**



Q10B. [Base: Total respondents excluding “Not sure”/Refused responses] Next, I’m going to read two statements, for each one, please tell me whether you agree or disagree with the statement using a 0 to 10 scale, where 0 means completely disagree and 10 means completely agree. Fire and Emergency Medical Services are professional.

**Table 23. Agreement That Fire and Emergency Medical Services Responders Are Professional – by Region and Year**

Year	Battlefield			Belmont/ Potomac			Broad Run			Dale		
	2016	2018 n=254	2021 n=237	2016	2018 n=215	2021 n=214	2016	2018 n=239	2021 n=220	2016	2018 n=244	2021 n=237
Mean	9.19	8.97	9.32 ↑	9.17	8.93	8.98	8.78	8.95	9.17 ↑	8.81	9.08	9.25
Top Box (8-10)	92%	87%	95% ↑	92%	85%	88%	84%	88%	93% ↑	89%	91%	92%
Middle Box (5-7)	7%	11%	5% ↓	8%	11%	10%	10%	11%	6% ↓	5%	8%	7%
Bottom Box (0-4)	1%	2%	1%	0%	4%	2%	6%	1%	1%	7%	1%	<1%

Year	Forest Park			Hoadly			Old Bridge		
	2016	2018 n=190	2021 n=177	2016	2018 n=168	2021 n=228	2016	2018 n=202	2021 n=221
Mean	8.50	9.20	9.26	9.27	8.92	9.20	8.89	9.19	9.14
Top Box (8-10)	81%	91%	94%	93%	90%	93%	93%	90%	93%
Middle Box (5-7)	10%	9%	6%	7%	9%	5%	5%	10%	6%
Bottom Box (0-4)	9%	0%	1%	0%	<1%	1%	2%	<1%	1%

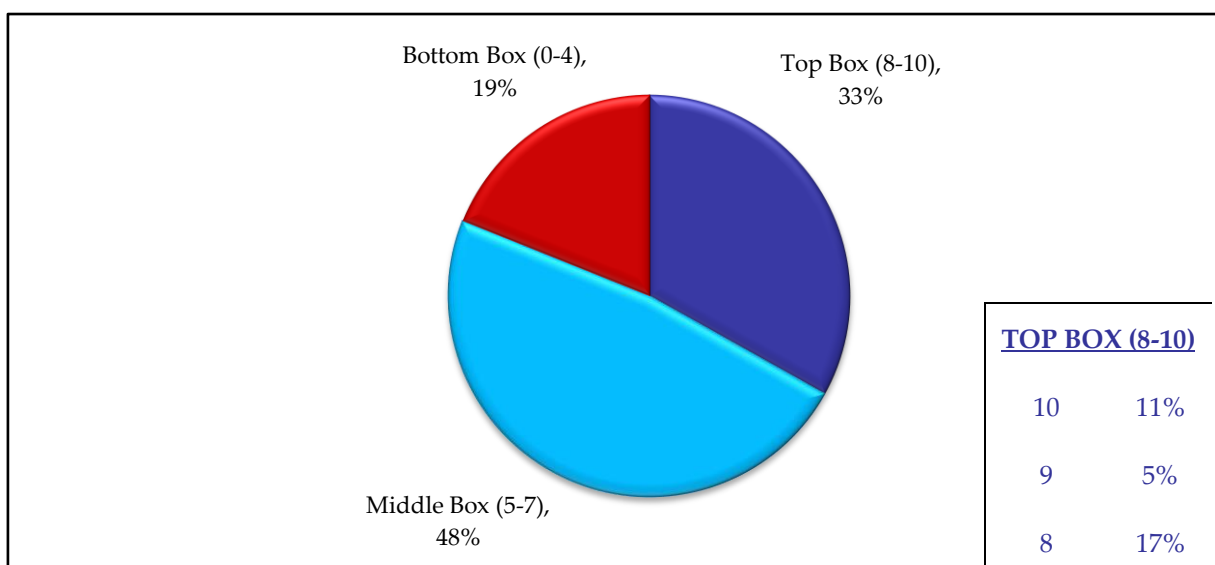
In keeping with the perceptions of the quality of Fire and Emergency services, males were notably more likely than females to agree that Fire and Emergency Medical Services responders were professional (94% vs. 91%). Similarly, older respondents exhibited considerably higher levels of agreement that responders were professional than their younger counterparts; to illustrate, 92% of those age 18-34 rated their agreement as 8-10 on the 0-to-10 scale, as compared to 91% of those age 35-54 and 94% of those age 55+. Furthermore, educational attainment was an important predictor of agreement levels, with residents who had high school education or less being most likely to view Fire and Emergency Medical Services as very professional (96%). Finally, yet again, Black residents (88%) rated their agreement that Fire and Emergency Medical Services responders were professional as 8-10 significantly less often than their White (94%), Hispanic (96%) and Mixed Race (98%) counterparts.

### 3.3.6 Human Services

Six aspects of the County’s Human Services were explored in the survey. These included services for people with mental illness, services for people over the age of 60, services for people with disabilities, services for people who are economically disadvantaged, services for children at risk of neglect or abuse and services for people with addictions.

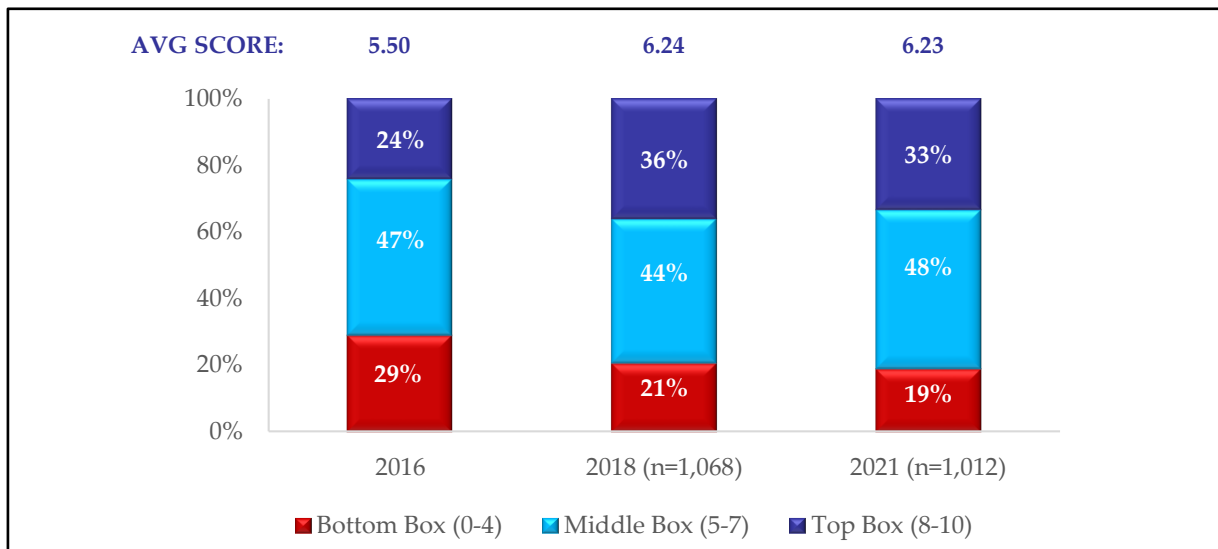
A third (33%) of Prince William County residents were highly satisfied with the services the County provided for people with mental illness (**Figure 83**). The survey results were essentially stable in comparison to 2018 and above the 2016 figures. However, it is important to note the question was reworded three years ago, which might have affected how residents responded (**Figure 84**).

**Figure 83. Satisfaction with County Services for People with Mental Illness**



Q11A. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,012] How satisfied are you with the services the County provides for people with mental illness? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied. \*Question wording changed in 2018.

Figure 84. Satisfaction with County Services for People with Mental Illness – by Year

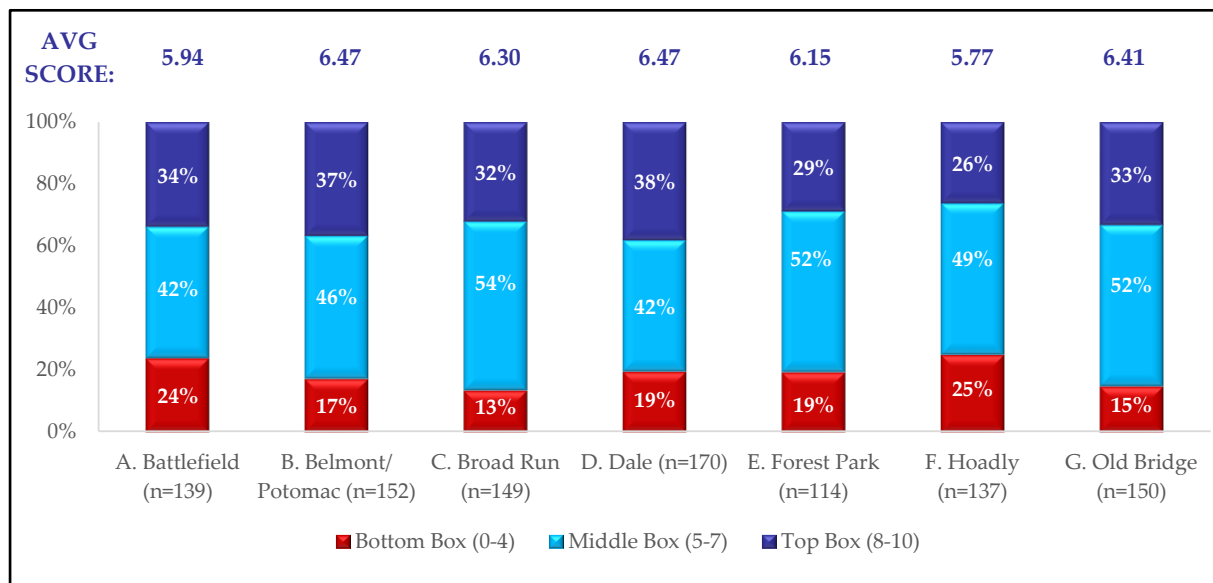


Q11A. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you with the services the County provides for people with mental illness? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied. \*Question wording changed in 2018.



Regions with the most positive perceptions on County services for people with mental illness include Dale and Belmont/Potomac, with 38% and 37% satisfied, respectively (Figure 85). Belmont/Potomac was also the most satisfied region in 2018. In comparison to three years ago, Broad Run (which was the lowest ranking locality on this metric) show considerable improvement, as did Old Bridge. Substantial drops, on the other hand, were noted in Belmont/Potomac, Forest Park and Hoadly. Caution is advised when comparing to the 2016 wave, because the question designed to obtain feedback on mental illness services was reworded (Table 23).

Figure 85. Satisfaction with County Services for People with Mental Illness – by Region



Q11A. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you with the services the County provides for people with mental illness? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied. \*Question wording changed in 2018.

**Table 23. Satisfaction with County Services for People with Mental Illness – by Region and Year**

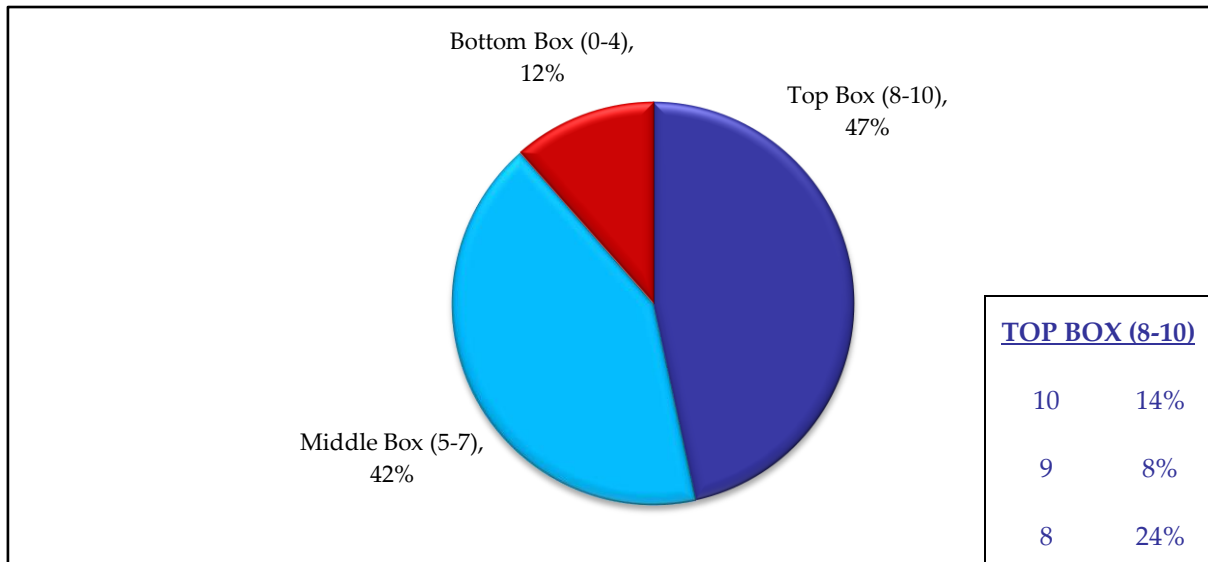
Year	Battlefield			Belmont/ Potomac			Broad Run			Dale		
	2016	2018 n=162	2021 n=139	2016	2018 n=168	2021 n=152	2016	2018 n=182	2021 n=149	2016	2018 n=172	2021 n=170
<b>Mean</b>	5.62	5.82	5.94	5.02	6.81	6.47	6.09	5.92	6.30	4.86	6.53	6.47
Top Box (8-10)	20%	36%	34%	16%	49%	37%↓	28%	24%	32%↑	19%	35%	38%
Middle Box (5-7)	58%	39%	42%	51%	30%	46%↑	43%	57%	54%	43%	49%	42%↓
Bottom Box (0-4)	22%	25%	24%	33%	21%	17%	29%	19%	13%↓	38%	16%	19%

Year	Forest Park			Hoadly			Old Bridge		
	2016	2018 n=132	2021 n=114	2016	2018 n=109	2021 n=137	2016	2018 n=140	2021 n=150
<b>Mean</b>	5.27	6.51	6.15	6.62	6.31	5.77↓	5.97	5.84	6.41↑
Top Box (8-10)	28%	44%	29%↓	47%	30%	26%	28%	33%	33%
Middle Box (5-7)	40%	34%	52%↑	40%	53%	49%	48%	41%	52%↑
Bottom Box (0-4)	32%	22%	19%	13%	16%	25%↑	24%	26%	15%↓

Further analysis indicated that males were notably more likely than females to voice high satisfaction with services for people with mental illness (36% vs. 30%). Moreover, income and education were again among differentiating factors. Specifically, residents in the bottom educational attainment (high school or less) and income brackets (<\$50K) were most likely to rate their satisfaction with this metric as 8-10 on the 0-to-10 scale, at 42% and 45%, respectively. Finally, considering ethnic backgrounds, satisfaction with services for residents with mental illness peaked among Asians (52%).

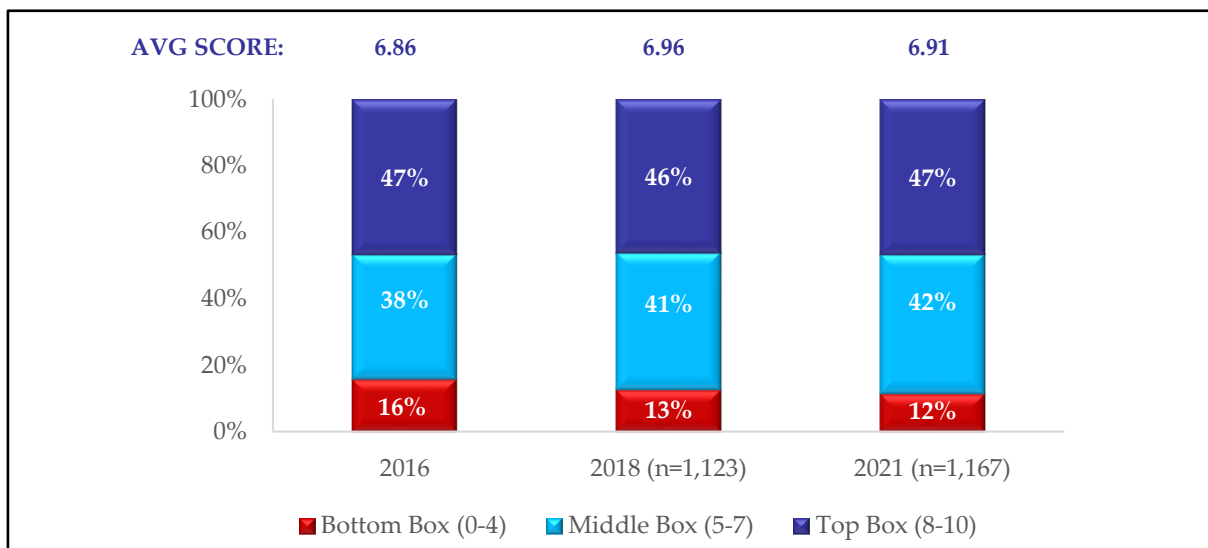
Close to a half (47%) of residents reported high satisfaction with the services the County provides for people over the age of 60 (Figure 86). This result tracked closely to previous survey waves (Figure 87).

**Figure 86. Satisfaction with County Services for People Over the Age of 60**



Q11B. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,167] How satisfied are you with the services the County provides for people over the age of 60? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied. \*Question wording changed in 2018.

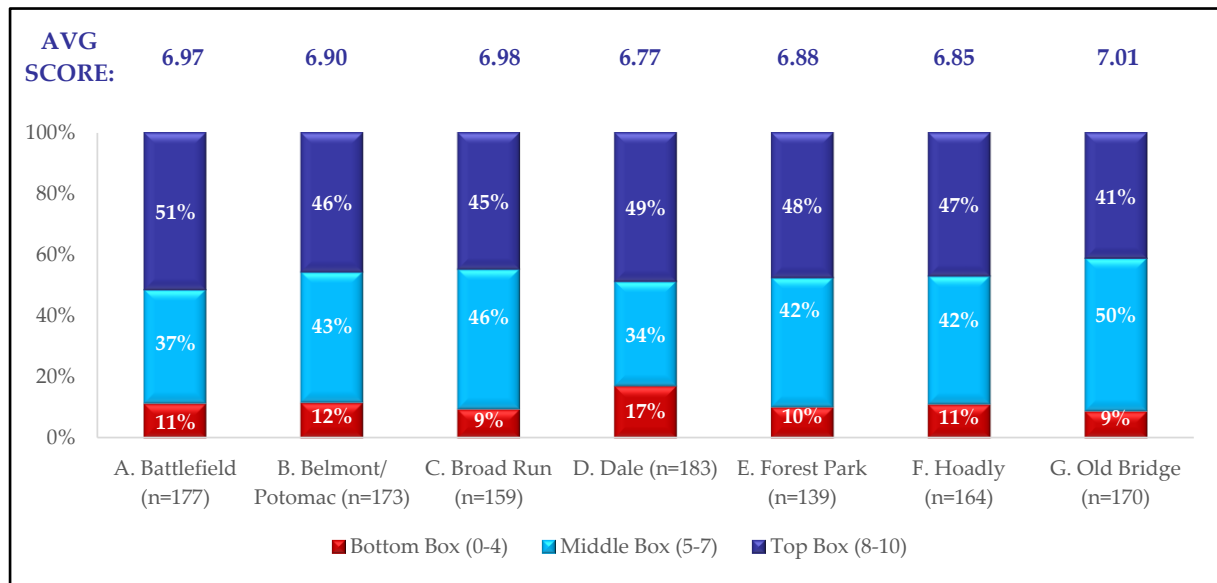
**Figure 87. Satisfaction with County Services for People Over the Age of 60 – by Year**



Q11B. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you with the services the County provides for people over the age of 60? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied. \*Question wording changed in 2018.

Regionally, residents of Battlefield were most inclined to express the highest satisfaction levels (8-10 on the 0-to-10 scale) with services for seniors, at 51% (**Figure 88**). This was attributable to a recent lift on this metric observed in this locality. Additional upticks in comparison to 2018 figures were also noted Forest Park and Hoadly. Substantial declines, on the other hand, were reported for Belmont/Potomac and Dale, which were leading on this metric three years ago (**Table 24**).

**Figure 88. Satisfaction with County Services for People Over the Age of 60 – by Region**



Q11B. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you with the services the County provides for people over the age of 60? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied. \*Question wording changed in 2018.

Table 24. Satisfaction with County Services for People Over the Age of 60 – by Region and Year

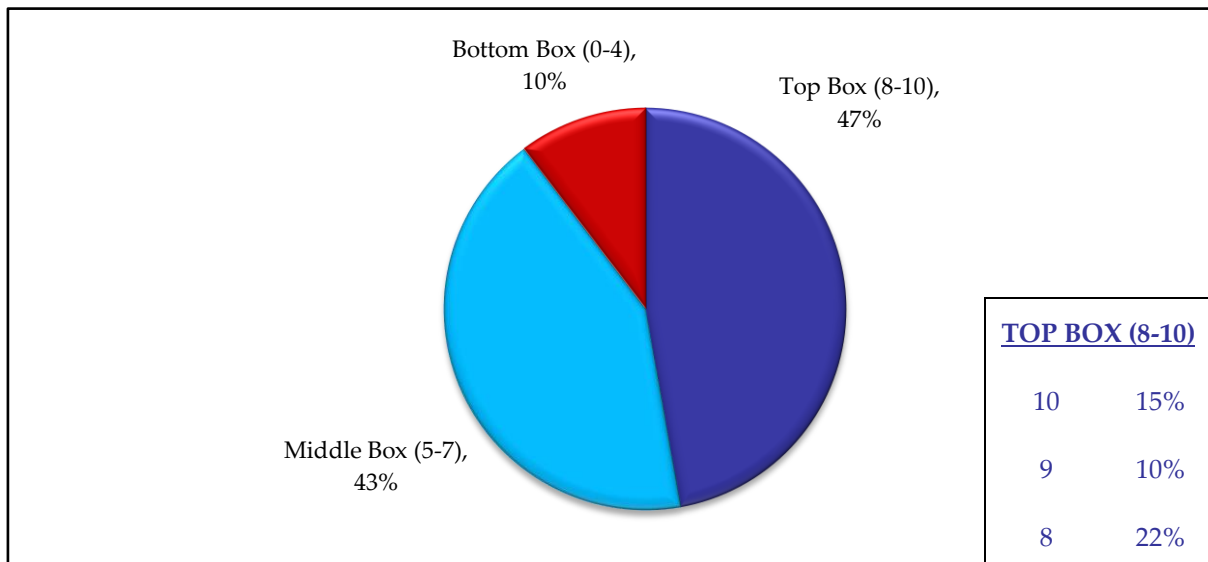
Year	Battlefield			Belmont/ Potomac			Broad Run			Dale		
	2016	2018 n=189	2021 n=177	2016	2018 n=168	2021 n=173	2016	2018 n=177	2021 n=159	2016	2018 n=175	2021 n=183
Mean	7.12	6.79	6.97 ↑	7.60	7.29	6.90 ↓	8.01	6.95	6.98	6.09	7.18	6.77 ↓
Top Box (8-10)	48%	46%	51% ↑	51%	51%	46% ↓	72%	45%	45%	33%	54%	49% ↓
Middle Box (5-7)	35%	39%	37%	42%	40%	43%	23%	41%	46% ↑	44%	31%	34%
Bottom Box (0-4)	16%	15%	11%	7%	9%	12%	5%	14%	9% ↓	23%	14%	17%

Year	Forest Park			Hoadly			Old Bridge		
	2016	2018 n=146	2021 n=139	2016	2018 n=126	2021 n=164	2016	2018 n=139	2021 n=170
Mean	6.38	6.69	6.88 ↑	7.65	6.90	6.85	5.64	6.86	7.01
Top Box (8-10)	37%	39%	48% ↑	75%	41%	47% ↑	29%	44%	41%
Middle Box (5-7)	41%	45%	42%	17%	52%	42% ↓	49%	43%	50% ↑
Bottom Box (0-4)	23%	16%	10% ↓	8%	7%	11%	22%	13%	9%

Analysis by demographic factors revealed that residents with the shortest tenures in the County were most satisfied with the services offered for those age 60+. Specifically, 56% of those who have lived in Prince William for less than 5 years rated this service facet as 8-10 on the 0-to-10 scale, as compared to 42% of those with tenures of 6-15 years, 46% of those with tenures of 16-25 and 45% of those living in the County for 26+ years. Moreover, mirroring patterns discussed earlier in this report, residents with the least advanced education and the lowest income were most likely to express positive views. To illustrate, 60% of those with high school or less rated services for people over the age of 60 as 8-10, as compared to 44% of those with graduate degrees. Likewise, 56% of those with incomes below \$50K per year and 54% of those with incomes of \$50K-<\$100K shared similarly positive sentiments, as opposed to 35% of those making \$100K-<\$150K and 40% of those making in excess of \$150K. Finally, services targeting residents over the age of 60 were rated best by Hispanics (56%). In comparison, less than a half (46%) of White and Black residents thought this metric deserved ratings of 8-10.

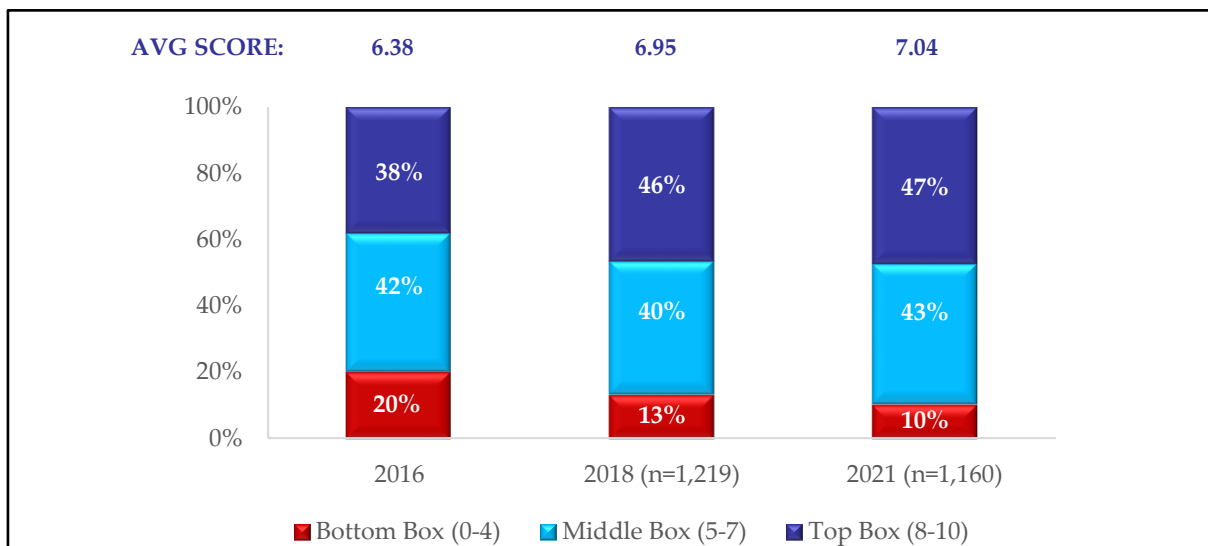
Close to a half (47%) of residents reported high satisfaction with the services the County provides for people with disabilities (**Figure 89**). This result is comparable to the 2018 figures and above 2016 scores; it is, however, important to note that the question was reworded in 2018, which might affect comparability between years (**Figure 90**).

**Figure 89. Satisfaction with County Services for People with Disabilities**



Q11C. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,160] How satisfied are you with the services the County provides for people with disabilities? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied. \*Question wording changed in 2018.

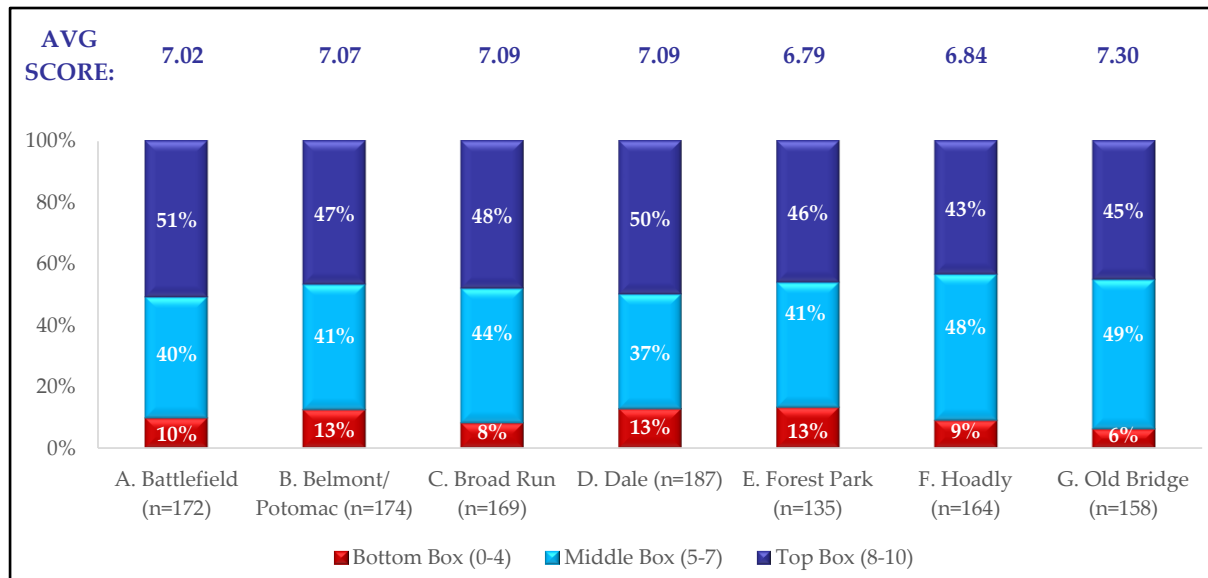
**Figure 90. Satisfaction with County Services for People with Disabilities – by Year**



Q11C. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,160] How satisfied are you with the services the County provides for people with disabilities? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied. \*Question wording changed in 2018.

Only limited variation was observed on this metric regionally. However, the highest average rating (7.30) was observed in Old Bridge. This score is significantly higher than the figures noted in Forest Park and Hoadly (Figure 91). Additionally, a few changes have taken place since 2018, with localities such as Battlefield and Broad Run reporting increased satisfaction and Belmont/Potomac and Hoadly reporting substantial declines (Table 25).

Figure 91. Satisfaction with County Services for People with Disabilities – by Region



Q11C. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,160] How satisfied are you with the services the County provides for people with disabilities? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied. \*Question wording changed in 2018.

Table 25. Satisfaction with County Services for People with Disabilities – by Region and Year

	Battlefield			Belmont/ Potomac			Broad Run			Dale		
Year	2016	2018 n=197	2021 n=172	2016	2018 n=185	2021 n=174	2016	2018 n=189	2021 n=169	2016	2018 n=202	2021 n=187
Mean	6.64	6.85	7.02 ↑	6.26	7.23	7.07 ↓	7.13	6.63	7.09	5.86	7.11	7.09
Top Box (8-10)	32%	44%	51% ↑	38%	55%	47% ↓	54%	37%	48% ↑	26%	48%	50%
Middle Box (5-7)	57%	42%	40%	42%	31%	41% ↑	37%	46%	44%	45%	41%	37%
Bottom Box (0-4)	11%	14%	10%	20%	15%	13%	9%	17%	8% ↓	29%	11%	13%

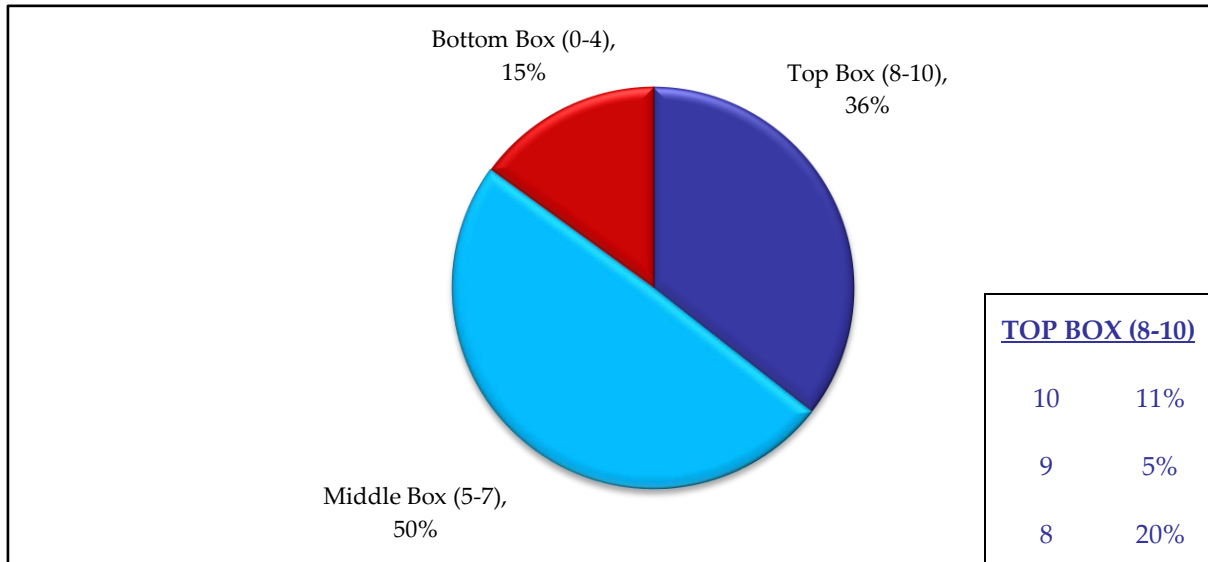
	Forest Park			Hoadly			Old Bridge		
Year	2016	2018 n=160	2021 n=135	2016	2018 n=131	2021 n=164	2016	2018 n=153	2021 n=158
Mean	5.74	6.89	6.79	7.71	7.04	6.84	6.25	6.98	7.30
Top Box (8-10)	36%	47%	46%	76%	49%	43% ↓	39%	47%	45%
Middle Box (5-7)	31%	39%	41%	16%	43%	48% ↑	42%	43%	49% ↑
Bottom Box (0-4)	33%	15%	13%	8%	9%	9%	19%	11%	6% ↓

Demographically, residents in the top income segment (\$150K+ per year) were significantly less likely than their less affluent counterparts to rate their satisfaction with the County services targeting people with disabilities as 8-10 on the 0-to-10 scale. To illustrate 40% of this resident category was highly satisfied with this metric, as compared to 60% of those with incomes below \$50K per year, 48% of those with incomes of \$50K-<\$100K and 47% of those with incomes of \$100K-<\$150K. Ethnicity was, once again, a differentiating factor, with Asians and Hispanics expressing the most positive sentiments (63% and 61%, respectively). In comparison, 46% of Black residents and 45% of White residents were highly satisfied with the services offered to the disabled.



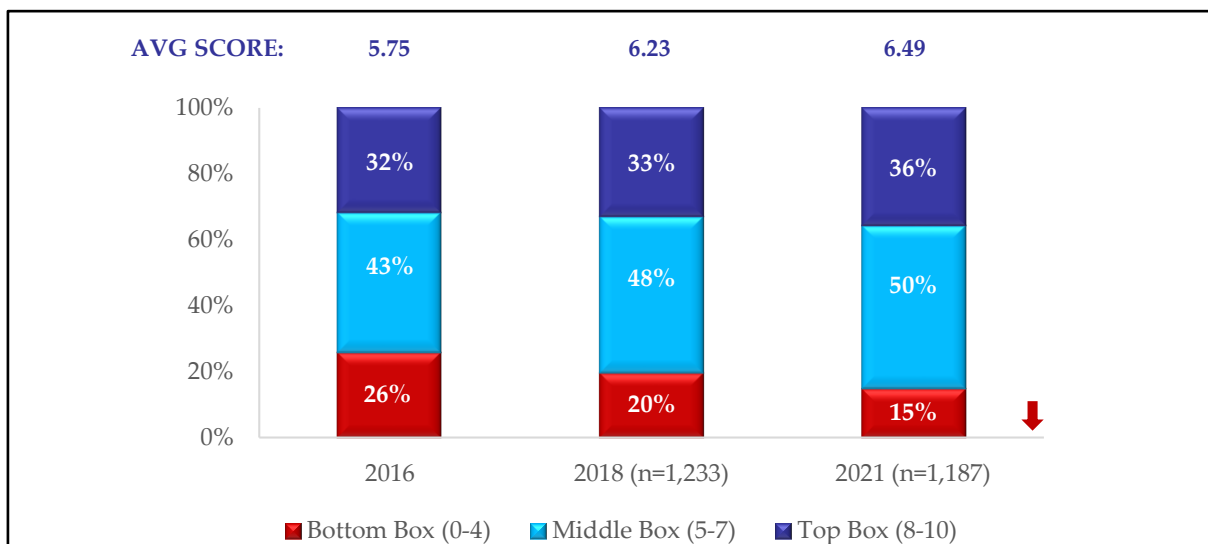
Over a third (36%) of residents reported high satisfaction with the services the County provides for people who are economically disadvantaged (**Figure 92**). Satisfaction with this metric has been increasing steadily since 2016; the proportion of the lowest ratings (0-4 on the 0-to-10 scale) has decreased significantly over the past three years (**Figure 93**).

**Figure 92. Satisfaction with County Services for People Who Are Economically Disadvantaged**



Q11D. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,187] How satisfied are you with the services the County provides for people with disabilities? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied. \*Question wording changed in 2018.

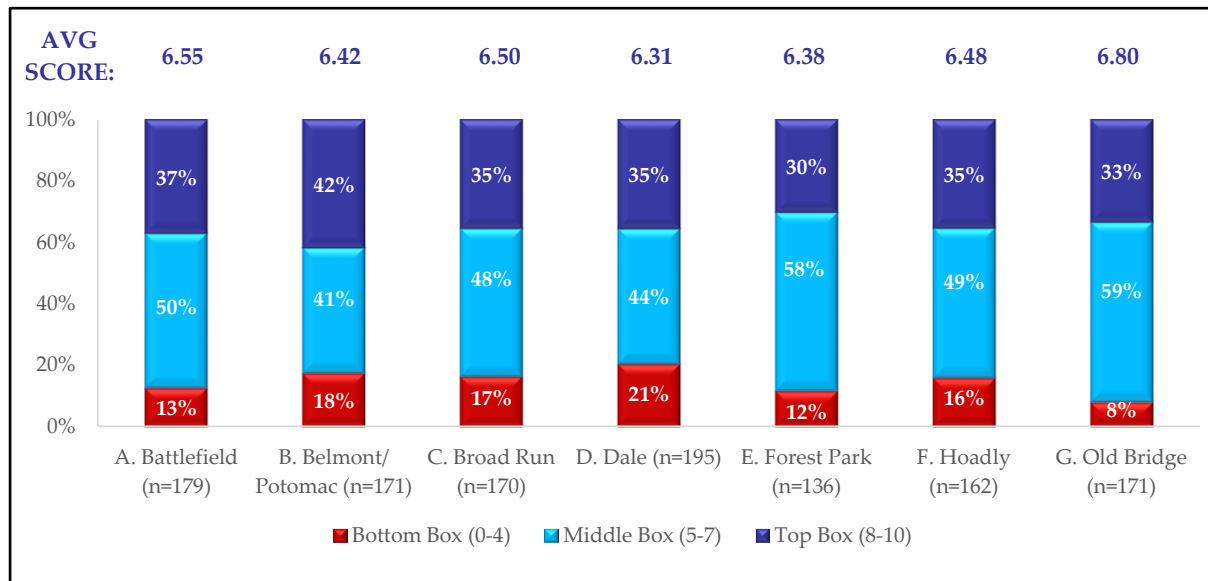
**Figure 93. Satisfaction with County Services for People Who Are Economically Disadvantaged – by Year**



Q11D. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,187] How satisfied are you with the services the County provides for people with disabilities? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied. \*Question wording changed in 2018. \*Question wording changed in 2018.

Comparison of regions within the County revealed that the highest average rating (6.80) was again observed in Old Bridge. This score is significantly higher than the figures noted in Dale and Forest Park (Figure 94). Furthermore, several localities were now notably more likely to report elevated satisfaction levels as compared to 2018. These include Battlefield, Belmont/Potomac and Old Bridge. A substantial decline in ratings, on the other hand, has been observed in Forest Park (Table 26).

**Figure 94. Satisfaction with County Services for People Who Are Economically Disadvantaged – by Region**



Q11D. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,187] How satisfied are you with the services the County provides for people with disabilities? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied. \*Question wording changed in 2018.

**Table 26. Satisfaction with County Services for People Who Are Economically Disadvantaged – by Region and Year**

	Battlefield			Belmont/ Potomac			Broad Run			Dale		
Year	2016	2018 n=189	2021 n=179	2016	2018 n=199	2021 n=171	2016	2018 n=189	2021 n=170	2016	2018 n=197	2021 n=195
Mean	6.00	5.92	6.55↑	5.61	6.62	6.42↑	6.10	6.24	6.50	5.42	6.34	6.31
Top Box (8-10)	44%	25%	37%↑	23%	37%	42%↑	39%	32%	35%	30%	37%	35%
Middle Box (5-7)	16%	52%	50%	59%	46%	41%↓	36%	52%	48%	42%	42%	44%
Bottom Box (0-4)	39%	23%	13%↓	18%	17%	18%	24%	16%	17%	28%	21%	21%

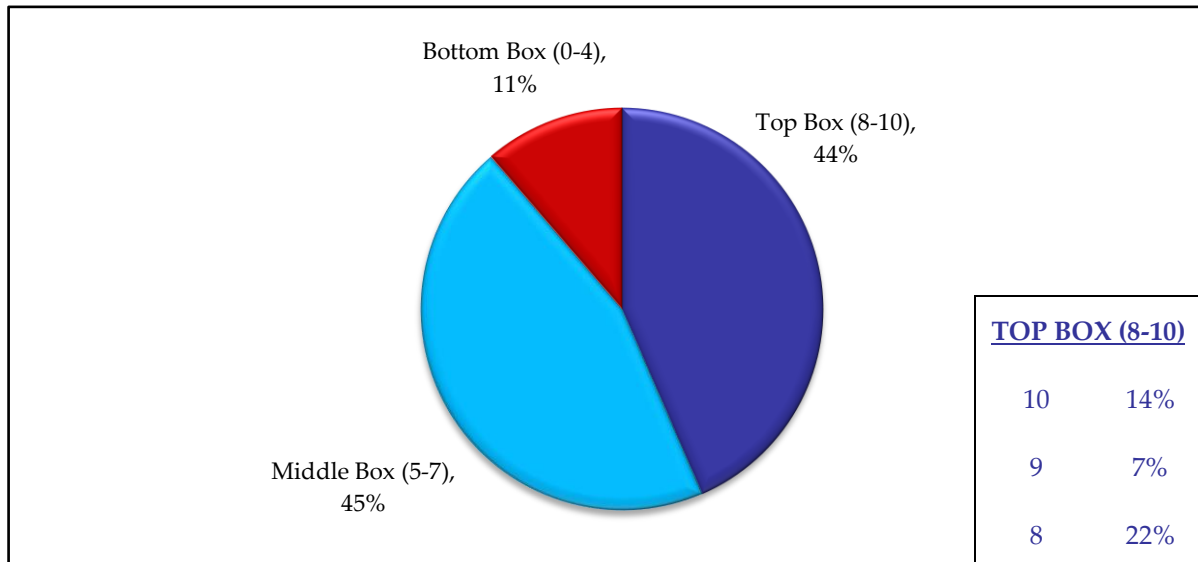
  

	Forest Park			Hoadly			Old Bridge		
Year	2016	2018 n=159	2021 n=136	2016	2018 n=133	2021 n=162	2016	2018 n=166	2021 n=171
Mean	6.63	6.18	6.38	6.13	6.53	6.48	4.86	5.84	6.80↑
Top Box (8-10)	38%	37%	30%↓	33%	33%	35%	16%	29%	33%
Middle Box (5-7)	49%	41%	58%↑	48%	51%	49%	52%	49%	59%↑
Bottom Box (0-4)	12%	22%	12%↓	19%	16%	16%	31%	22%	8%↓

Meaningful demographic differentiators on this metric included educational attainment, income and ethnicity. In keeping with the prevailing patterns, residents with the lowest education level (high school or less) were most likely to rate services developed to support economically disadvantaged individuals as 8-10 on the 0-to-10 scale, at 44%. A similar finding was noted for income, with residents in the bottom bracket (<\$50K) being most likely to report high satisfaction (42%). In terms of ethnic backgrounds, Black residents were least apt to rate this facet of Human Services within the top box. In fact, fewer than three-in-ten (28%) did so, as compared to 49% Hispanics, 43% Asians and 37% White residents.

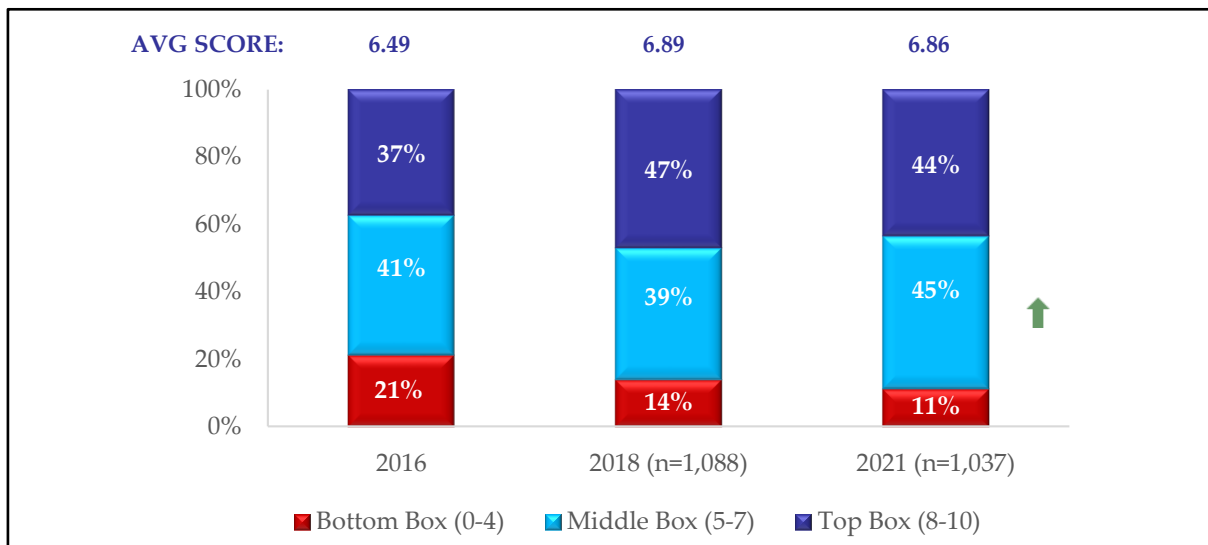
More than four-in-ten residents (44%) said they were highly satisfied with the services the County provided for children at risk of neglect or abuse (Figure 95). Average satisfaction with this metric remained consistent with the previous survey wave, even though the proportion of those with middle-of-the-road views (ratings of 5-7) has increased (Figure 96).

**Figure 95. Satisfaction with County Services for Children at Risk of Neglect or Abuse**



Q11E. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,037] How satisfied are you with the services the County provides for children at risk of neglect or abuse? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied. \*Question wording changed in 2018.

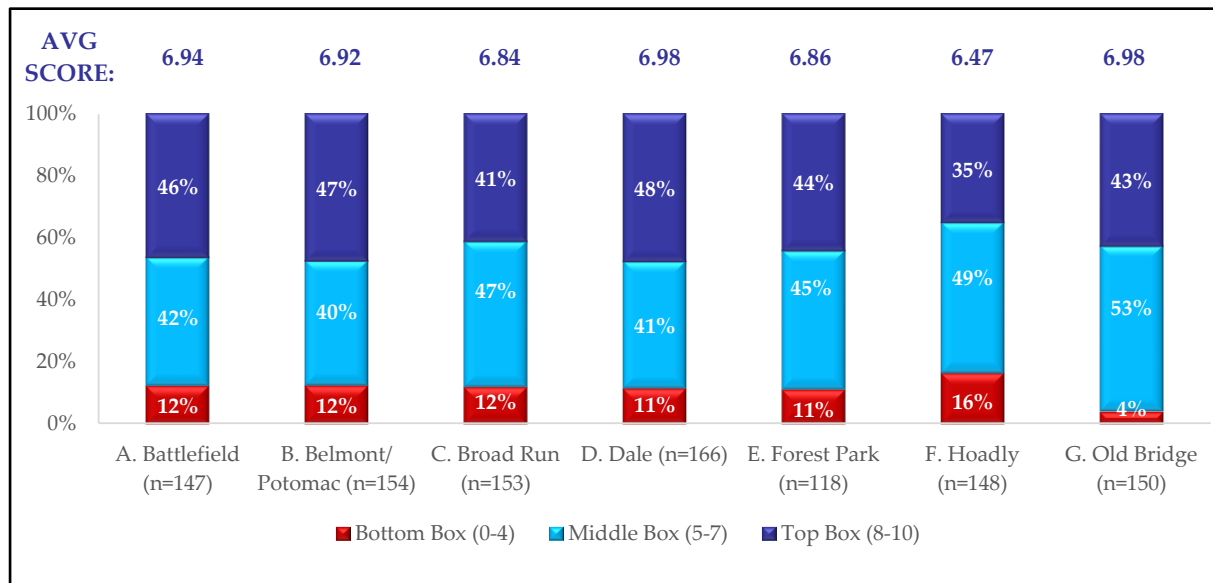
**Figure 96. Satisfaction with County Services for Children at Risk of Neglect or Abuse – by Year**



Q11E. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,037] How satisfied are you with the services the County provides for children at risk of neglect or abuse? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied. \*Question wording changed in 2018. \*Question wording changed in 2018.

Regions with the highest levels of satisfaction with services offered for children at risk of neglect and abuse included Dale, Belmont/Potomac and Battlefield (Figure 97). Belmont/Potomac and Dale were also the top regions on this metric in 2018. This being said, substantial drops occurred in Belmont/Potomac and Hoadly, while Battlefield showed considerable growth (Table 27).

**Figure 97. Satisfaction with County Services for Children at Risk of Neglect or Abuse – by Region**



Q11E. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,037] How satisfied are you with the services the County provides for children at risk of neglect or abuse? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied. \*Question wording changed in 2018.

**Table 27. Satisfaction with County Services for Children at Risk of Neglect or Abuse – by Region and Year**

	Battlefield			Belmont/ Potomac			Broad Run			Dale		
Year	2016	2018 n=179	2021 n=147	2016	2018 n=172	2021 n=154	2016	2018 n=166	2021 n=153	2016	2018 n=185	2021 n=166
Mean	6.80	6.26	6.94↑	6.59	7.58	6.92↓	6.78	6.70	6.84	6.35	6.95	6.98
Top Box (8-10)	41%	35%	46%↑	32%	61%	47%↓	47%	44%	41%	32%	52%	48%
Middle Box (5-7)	36%	46%	42%	57%	29%	40%↑	39%	43%	47%	39%	31%	41%↑
Bottom Box (0-4)	23%	19%	12%↓	11%	11%	12%	14%	14%	12%	29%	17%	11%↓

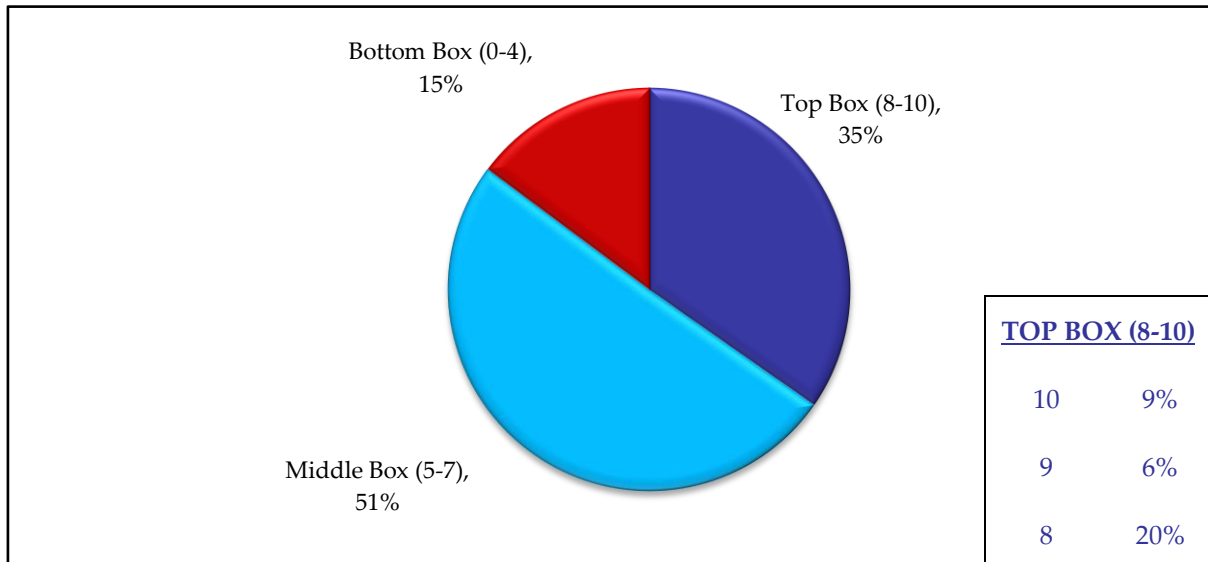
  

	Forest Park			Hoadly			Old Bridge		
Year	2016	2018 n=133	2021 n=118	2016	2018 n=119	2021 n=148	2016	2018 n=132	2021 n=150
Mean	5.84	7.04	6.86	7.04	7.09	6.47↓	5.95	6.65	6.98
Top Box (8-10)	46%	48%	44%	54%	48%	35%↓	19%	41%	43%
Middle Box (5-7)	24%	44%	45%	24%	43%	49%↑	64%	42%	53%↑
Bottom Box (0-4)	30%	9%	11%	22%	9%	16%↑	17%	18%	4%↓

In keeping with the prevalent patterns, residents with high school education were most likely to express high satisfaction with County services for children at risk of neglect or abuse (55%). Similarly, household income levels were inversely proportional to residents’ likelihood to rate this metric as 8-10 on the 0-to-10 scale. Specifically, over a half (52%) of those with income below \$50K per year said they were highly satisfied, as compared to 45% of those earning \$50K-<\$100K per year, 44% of those making \$100K-<\$150K and 37% of those making \$150K+. Finally, a deeper look at ethnicity revealed that satisfaction peaked among Hispanics and Asians (60% and 54%, respectively). In comparison, 45% of Black residents and 42% of White residents rated their satisfaction with children services as 8-10.

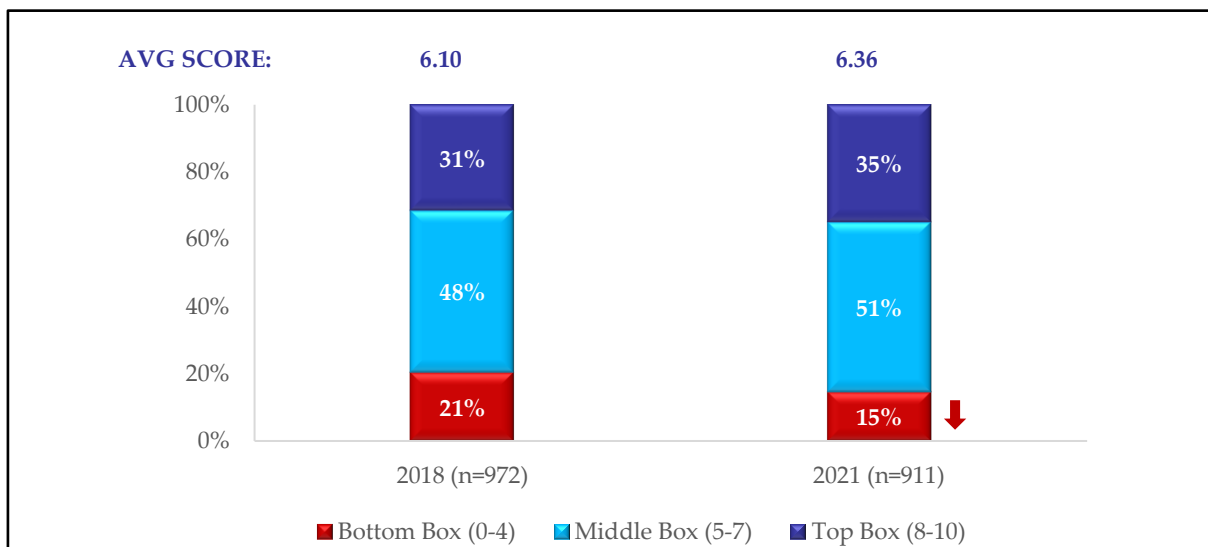
More than a third (35%) of Prince William County residents were satisfied with the services the County provided for people with addictions (**Figure 98**). In comparison to 2018, satisfaction with this metric is now somewhat higher, with a notable decline in the proportion of dissatisfied respondents (ratings of 0-4 on the 0-to-10 scale) (**Figure 99**).

**Figure 98. Satisfaction with County Services for People with Addictions**



Q11F. [Base: Total respondents excluding “Not sure”/Refused responses, n=911] How satisfied are you with the services the County provides for people with addictions? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

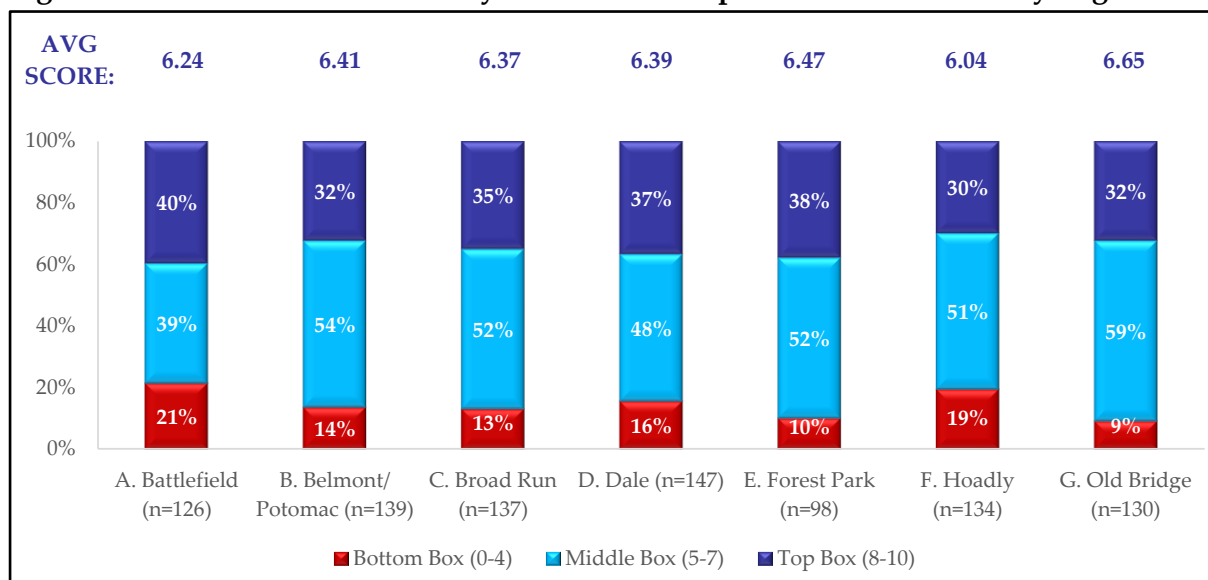
**Figure 99. Satisfaction with County Services for People with Addictions – by Year\***



Q11F. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you with the services the County provides for people with addictions? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied. \*Question added in 2018

Residents of Battlefield were most likely to rate their satisfaction with County services for people with addictions as 8-10 on the 0-to-10 scale, especially as compared to Hoadly. The highest average rating (6.65) was noted in Old Bridge, although it is largely attributable to those rating this aspect of Human Services as 5-7 (Figure 100). While residents of Belmont/Potomac were less likely to report high satisfaction this year than in 2018, many regions reported elevated satisfaction figures. These included Battlefield, Broad Run, Forest Park and Old Bridge (Table 28).

Figure 100. Satisfaction with County Services for People with Addictions – by Region



Q11F. [Base: Total respondents excluding “Not sure”/Refused responses, n=911] How satisfied are you with the services the County provides for people with addictions? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Table 28. Satisfaction with County Services for People with Addictions – by Region and Year\*

Year	Battlefield		Belmont/Potomac		Broad Run		Dale	
	2018 n=153	2021 n=126	2018 n=151	2021 n=139	2018 n=163	2021 n=137	2018 n=153	2021 n=147
Mean	5.72	6.24 ↑	6.53	6.41 ↓	5.87	6.37 ↑	6.64	6.39
Top Box (8-10)	30%	40% ↑	38%	32% ↓	24%	35% ↑	40%	37%
Middle Box (5-7)	45%	39% ↓	45%	54% ↑	55%	52%	47%	48%
Bottom Box (0-4)	24%	21%	17%	14%	22%	13% ↓	13%	16%

Year	Forest Park		Hoadly		Old Bridge	
	2018 n=127	2021 n=98	2018 n=102	2021 n=134	2018 n=124	2021 n=130
Mean	5.97	6.47 ↑	6.06	6.04	5.83	6.65 ↑
Top Box (8-10)	28%	38% ↑	28%	30%	30%	32%
Middle Box (5-7)	44%	52% ↑	54%	51%	47%	59% ↑
Bottom Box (0-4)	28%	10% ↓	19%	19%	23%	9% ↓

\*Question added in 2018



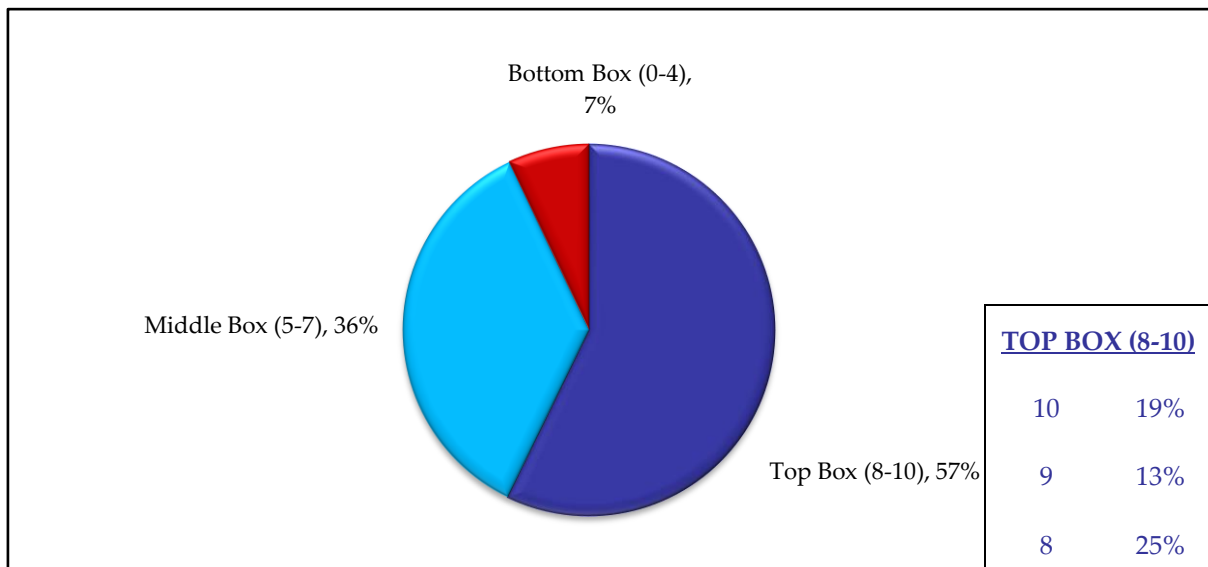
Demographically, satisfaction with the services targeting people with addictions was inversely proportional to residents’ annual incomes. To illustrate, 45% of those in the bottom income bracket (<\$50K per year) were highly satisfied and 37% of those with incomes of \$50K-<\$100K said the same. In comparison, only 33% of residents earning \$100K-<\$150K and 28% of those earning \$150K+ shared this view. In terms of ethnic backgrounds, Hispanics (50%) and Asians (47%) were again most likely to rate their satisfaction with County services for the addicted as 8-10 on the 0-to-10 scale. This was significantly higher than White (34%) and Black residents (32%).

### 3.3.7 Parks & Recreation Services

Five aspects of the County’s Parks & Recreation Services were explored in the survey. These included satisfaction that Parks & Recreation services meet the community’s needs, as well as the quality of indoor recreation facilities, County pools and waterparks, athletic fields and recreation opportunities such as trails, boating, fishing and picnicking.

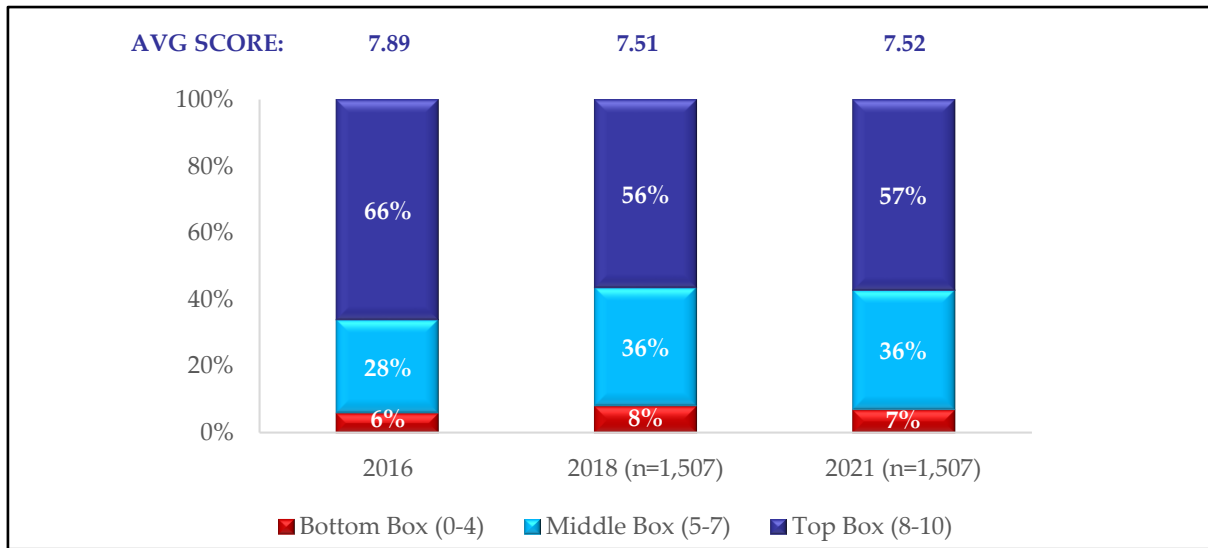
Nearly six-in-ten Prince William residents (57%) were highly satisfied that Parks and Recreation services met the community needs (**Figure 101**). The survey results were essentially stable in comparison to 2018 but below the 2016 figures. (**Figure 102**).

**Figure 101. Satisfaction That Parks & Recreation Services Meet Community’s Needs**



Q12A. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,507] How satisfied are you that Parks and Recreation services meet the community’s needs? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

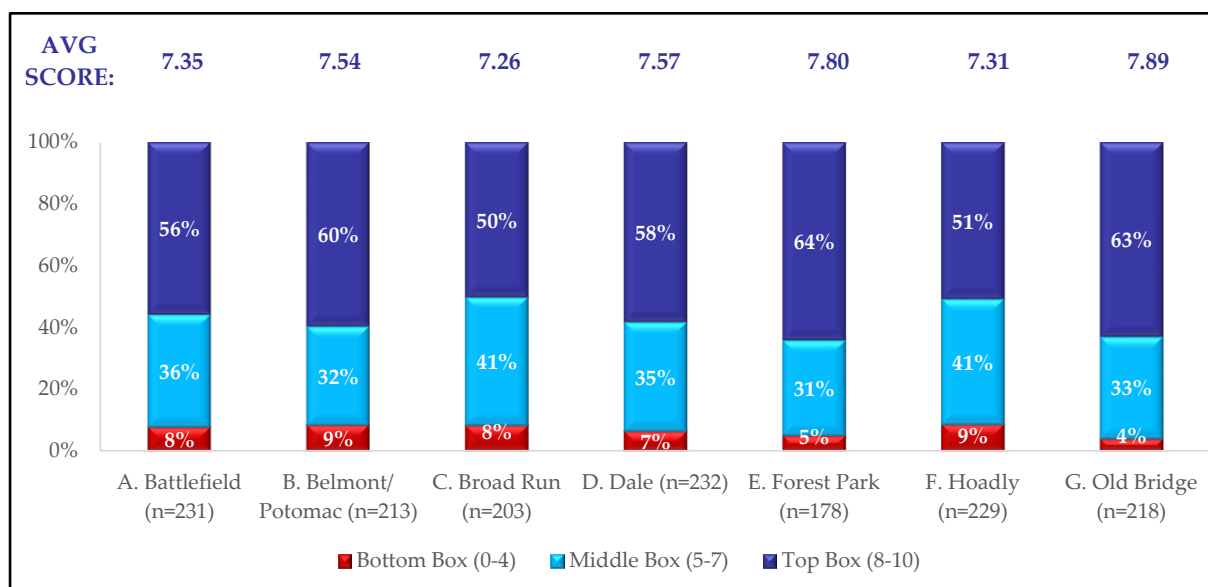
**Figure 102. Satisfaction That Parks & Recreation Services Meet Community’s Needs – by Year**



Q12A. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you that Parks and Recreation services meet the community’s needs? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Regions most likely to concur that the County’s Parks & Recreation services meet the community’s needs included Forest Park, Old Bridge, Belmont/Potomac and Dale (Figure 103). In comparison to 2018, Belmont/Potomac showed a notable decline in average satisfaction. Battlefield and Forest Park, on the other hand, were now more likely to rate this metric within the top box (8-10 on the 0-to-10 scale) (Table 29).

Figure 103. Satisfaction That Parks & Recreation Services Meet Community’s Needs – by Region



Q12A. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are that Parks and Recreation services meet the community’s needs? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Table 29. Satisfaction That Parks & Recreation Services Meet Community’s Needs – by Region and Year

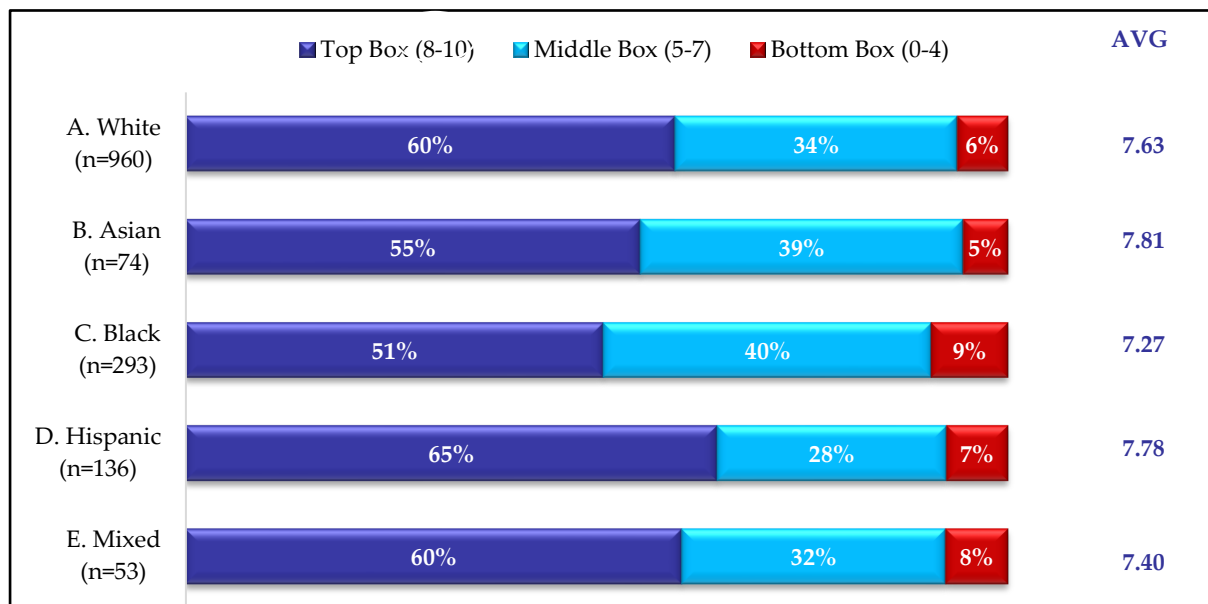
Year	Battlefield			Belmont/Potomac			Broad Run			Dale		
	2016	2018 n=236	2021 n=231	2016	2018 n=224	2021 n=213	2016	2018 n=232	2021 n=203	2016	2018 n=251	2021 n=232
Mean	8.03	7.10	7.35	8.44	8.08	7.54	7.11	7.24	7.26	7.38	7.61	7.57
Top Box (8-10)	74%	51%	56%	72%	64%	60%	45%	48%	50%	60%	62%	58%
Middle Box (5-7)	24%	36%	36%	24%	33%	32%	43%	43%	41%	28%	28%	36%
Bottom Box (0-4)	2%	13%	8%	4%	3%	9%	12%	9%	8%	12%	10%	7%

Year	Forest Park			Hoadly			Old Bridge		
	2016	2018 n=189	2021 n=178	2016	2018 n=167	2021 n=229	2016	2018 n=205	2021 n=218
Mean	7.84	7.53	7.80	7.92	7.31	7.31	8.37	7.69	7.89
Top Box (8-10)	64%	58%	64%	67%	50%	51%	76%	61%	63%
Middle Box (5-7)	32%	34%	31%	30%	44%	41%	21%	34%	33%
Bottom Box (0-4)	4%	8%	5%	3%	5%	9%	3%	6%	4%

Further analysis indicated that residents with high school education or less were most likely to report high satisfaction that Parks and Recreation met the community needs, at 66%. Moreover, income was again inversely proportional to satisfaction levels. Specifically, 63% of residents with income below the \$50K threshold rated their satisfaction with this metric as 8-10 on the 0-to-10 scale, as compared to 60% of those making \$50K-\$<100K, 59% of those making \$100K-<\$150K and 53% of the highest earners (\$150K+). Finally, considering ethnic backgrounds, satisfaction that Parks and Recreation services met the community’s needs was lowest among Black residents (51%) and peaked among Hispanics (65%) and White residents (60%) (Figure 104).

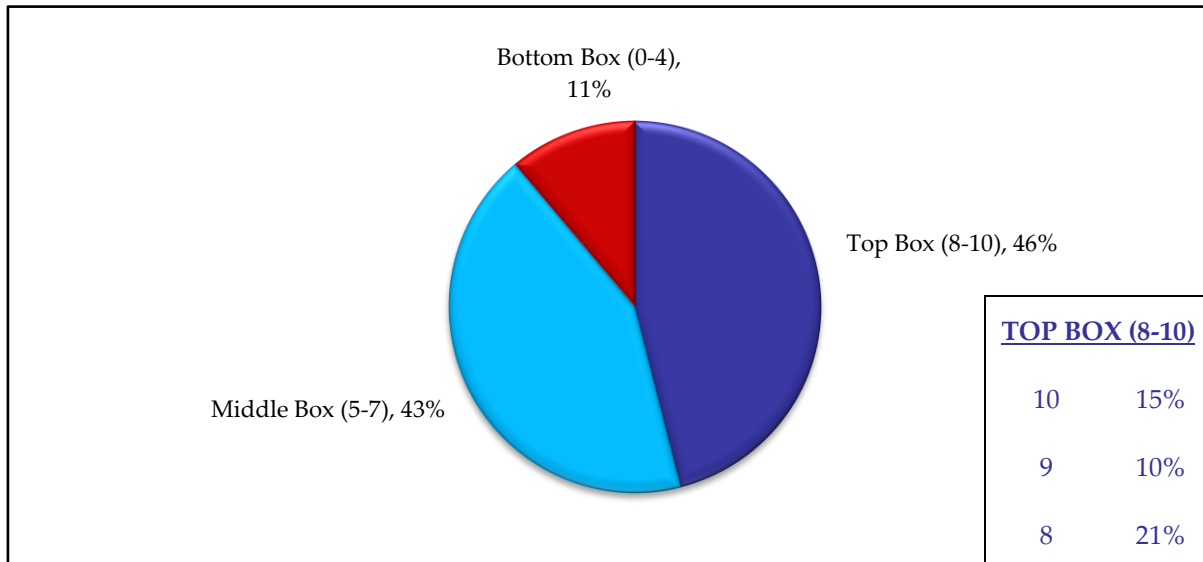
**Figure 104. Satisfaction That Parks & Recreation Services Meet Community’s Needs – by Ethnicity**



Q12A. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you that Parks and Recreation services meet the community’s needs? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

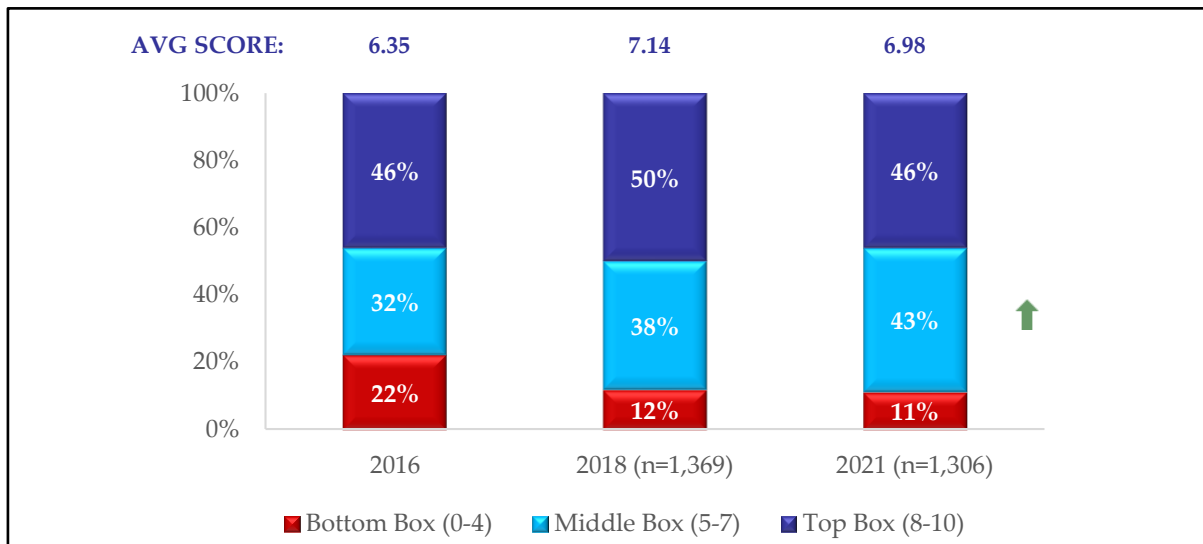
Close to a half (46%) of Prince William residents was highly satisfied with the quality of indoor recreation facilities (**Figure 105**). The satisfaction level was slightly lower this year than in 2018 due to a drop in the proportion of residents rating this metric as 8-10 on the 0-to-10 scale and a significant increase in those rating it as 5-7. (**Figure 106**).

**Figure 105. Satisfaction with Quality of Indoor Recreation Facilities**



Q12B. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,306] How satisfied are you with the quality of indoor recreation facilities? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

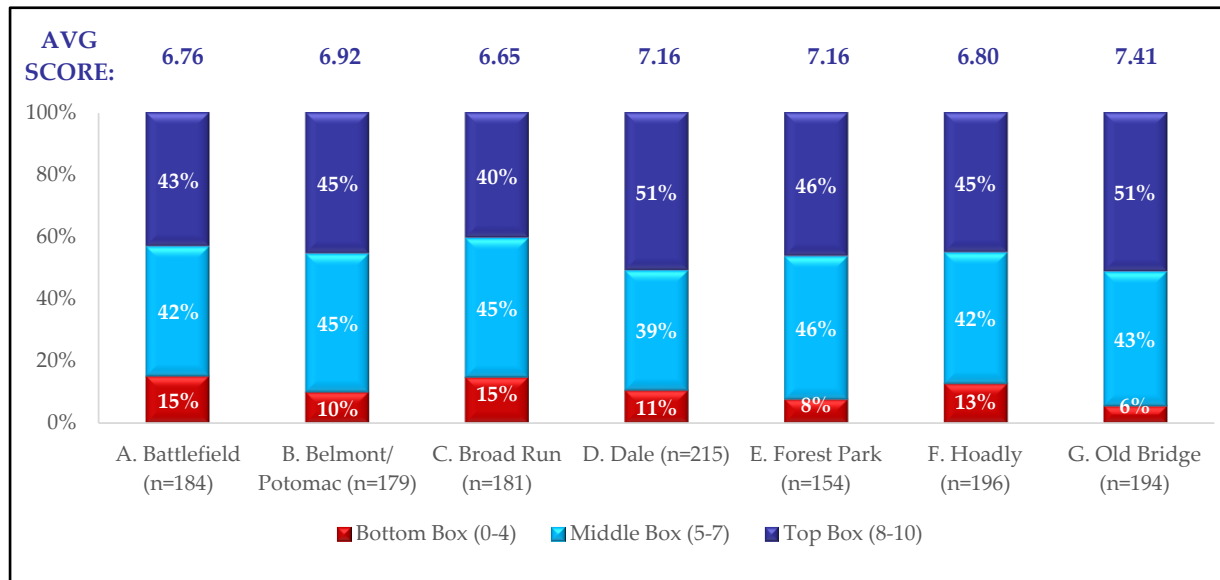
**Figure 106. Satisfaction with Quality of Indoor Recreation Facilities – by Year**



Q12B. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you with the quality of indoor recreation facilities? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

With more than a half of residents report high satisfaction with the quality of indoor recreation facilities, Dale (51%) and Old Bridge (51%) were the leading localities on this metric (Figure 107). The overall drop in satisfaction is attributable to declines observed among residents of Belmont/Potomac, Dale and Forest Park (Table 30).

Figure 107. Satisfaction with Quality of Indoor Recreation Facilities – by Region



Q12B. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you with the quality of indoor recreation facilities? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Table 30. Satisfaction with Quality of Indoor Recreation Facilities – by Region and Year

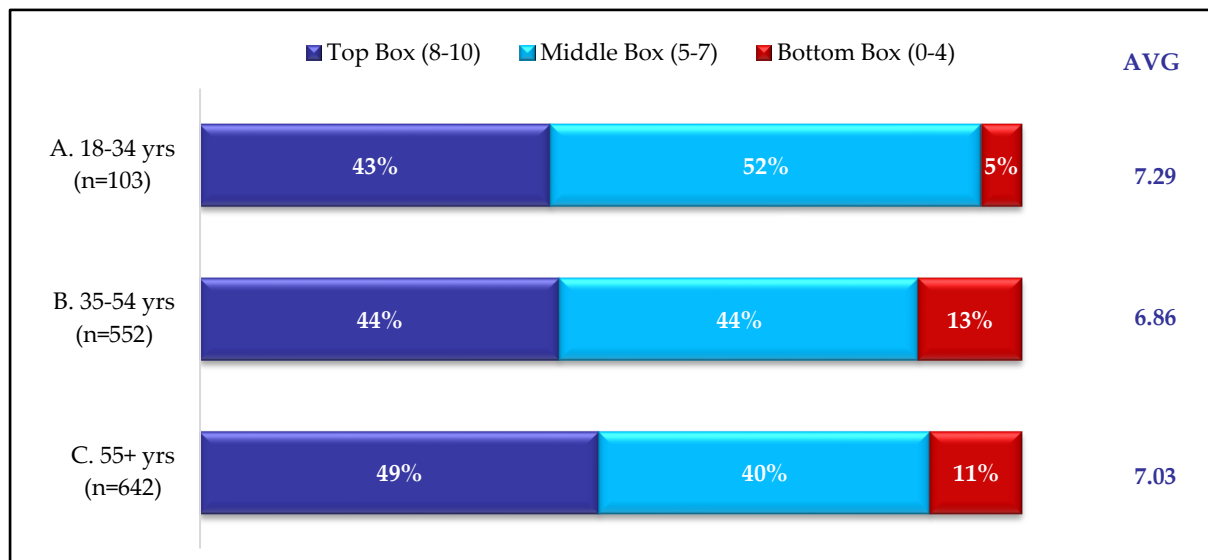
Year	Battlefield			Belmont/Potomac			Broad Run			Dale		
	2016	2018 n=206	2021 n=184	2016	2018 n=206	2021 n=179	2016	2018 n=212	2021 n=181	2016	2018 n=226	2021 n=215
Mean	5.82	6.53	6.76	6.57	7.26	6.92	5.18	6.75	6.65	6.64	7.58	7.16
Top Box (8-10)	45%	42%	43%	45%	52%	45% ↓	28%	40%	40%	53%	60%	51% ↓
Middle Box (5-7)	26%	43%	42%	42%	35%	45% ↑	35%	45%	45%	24%	30%	39% ↑
Bottom Box (0-4)	28%	15%	15%	14%	13%	10%	37%	15%	15%	23%	10%	11%

Year	Forest Park			Hoadly			Old Bridge		
	2016	2018 n=175	2021 n=154	2016	2018 n=147	2021 n=196	2016	2018 n=197	2021 n=194
Mean	6.42	7.28	7.16	6.27	7.19	6.80	7.17	7.40	7.41
Top Box (8-10)	44%	55%	46% ↓	40%	47%	45%	59%	53%	51%
Middle Box (5-7)	35%	33%	46% ↑	42%	44%	42%	27%	41%	43%
Bottom Box (0-4)	22%	13%	8%	18%	9%	13%	13%	7%	6%

Further analysis indicated that residents’ age was directly proportional to their likelihood to rate their satisfaction with the quality of indoor recreation facilities as 8-10 on the 0-to-10 scale. Specifically, close to a half (49%) of residents age 55+ felt the indoor facilities deserved the highest scores, as compared to 44% of those age 35-54 and 43% of those age 18-34. Yet, average satisfaction peaked within the youngest segment, at 7.29, which was attributable to a low proportion of dissatisfied respondents (**Figure 108**).

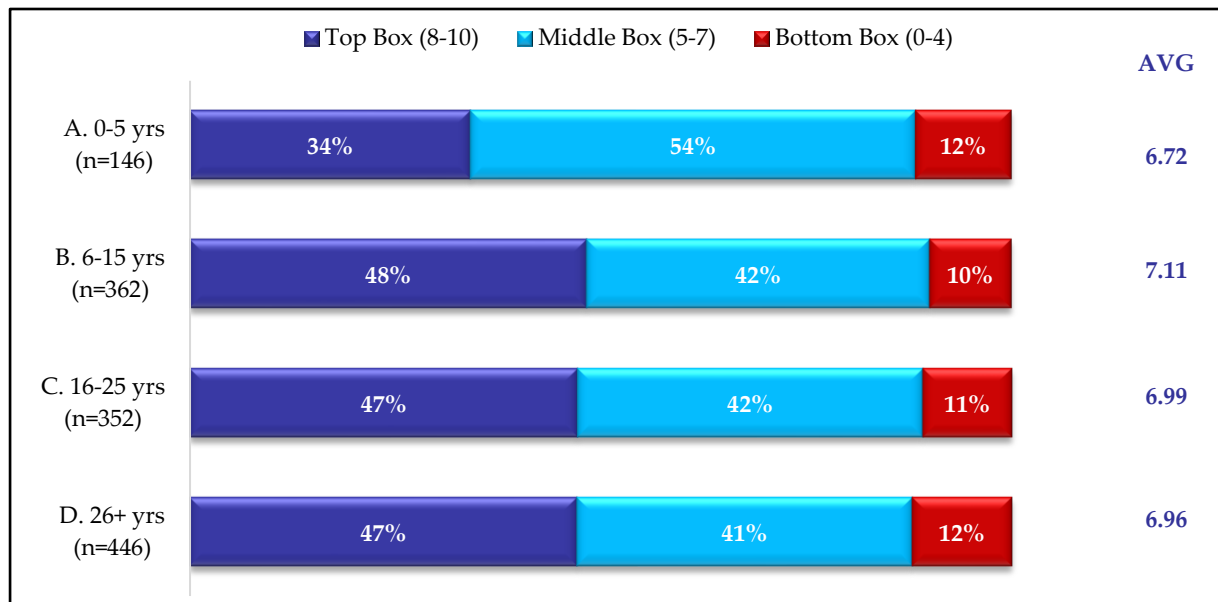
**Figure 108. Satisfaction with Quality of Indoor Recreation Facilities – by Age**



Q12B. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you with the quality of indoor recreation facilities? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Tenure also played a role, with the most recent arrivals being least likely to report high satisfaction. Specifically, just over a third (34%) of those who have lived in the County for less than 5 years rated their satisfaction with the quality of indoor recreation facilities as 8-10 (Figure 109).

**Figure 109. Satisfaction with Quality of Indoor Recreation Facilities – by Length of Residence**

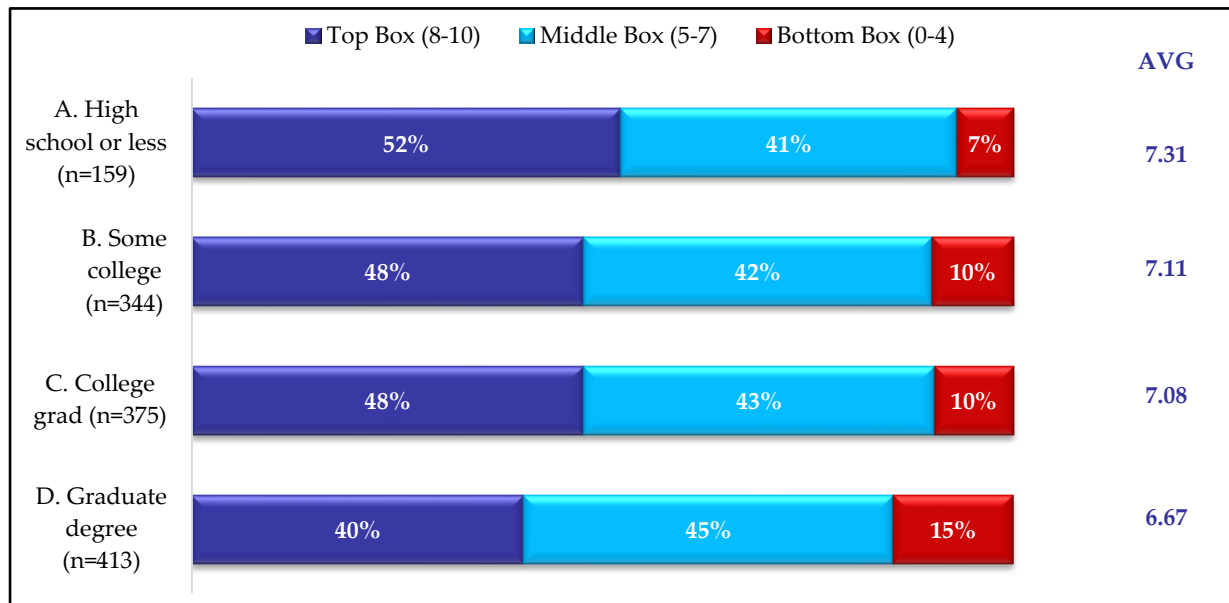


Q12B. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you with the quality of indoor recreation facilities? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.



Furthermore, residents with graduate degrees were least likely to rate their satisfaction with the quality of indoor recreation facilities as 8-10 on the 0-to-10 scale, at 40% (Figure 110).

**Figure 110. Satisfaction with Quality of Indoor Recreation Facilities – by Education**

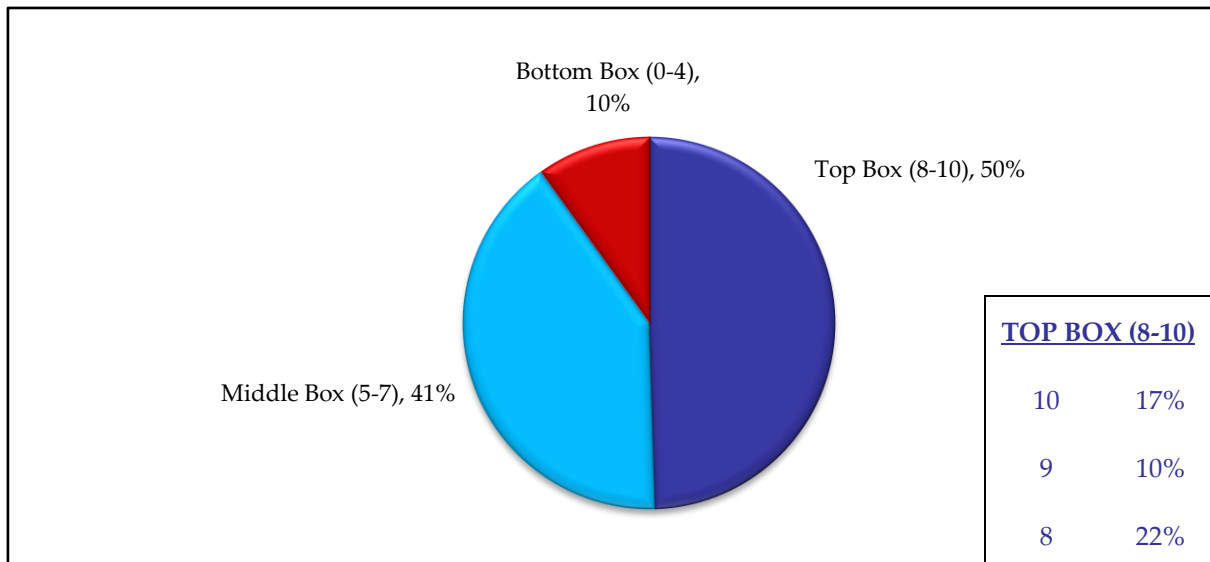


Q12B. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you with the quality of indoor recreation facilities? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Mirroring the education pattern, residents with the lowest household incomes were most satisfied with the quality of indoor facilities, at 51%. Finally, in keeping with the prevalent patterns, Black residents were least likely to express positive sentiments on this metric, at 39%. In comparison, 53% of Hispanics and 49% of White residents rated their satisfaction with indoor facilities as 8-10.

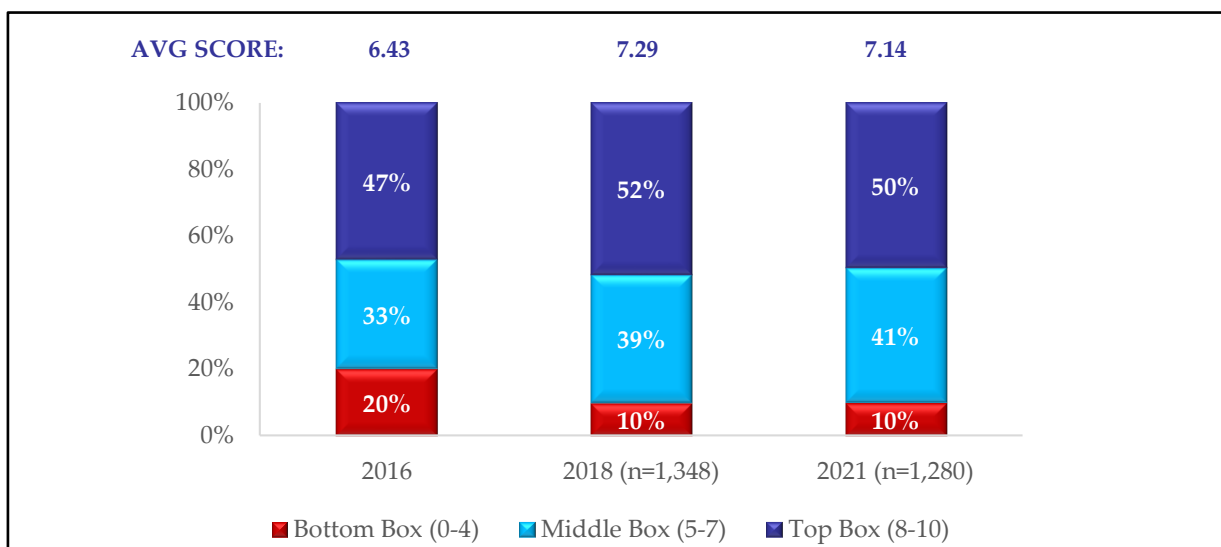
A half (50%) of Prince William residents was highly satisfied with the quality of County pools and waterparks (**Figure 111**). This result remained essentially unchanged since 2018 (**Figure 112**).

**Figure 111. Satisfaction with Quality of County Pools and Waterparks**



Q12C. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,280] How satisfied are you with the quality of County pools and waterparks? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

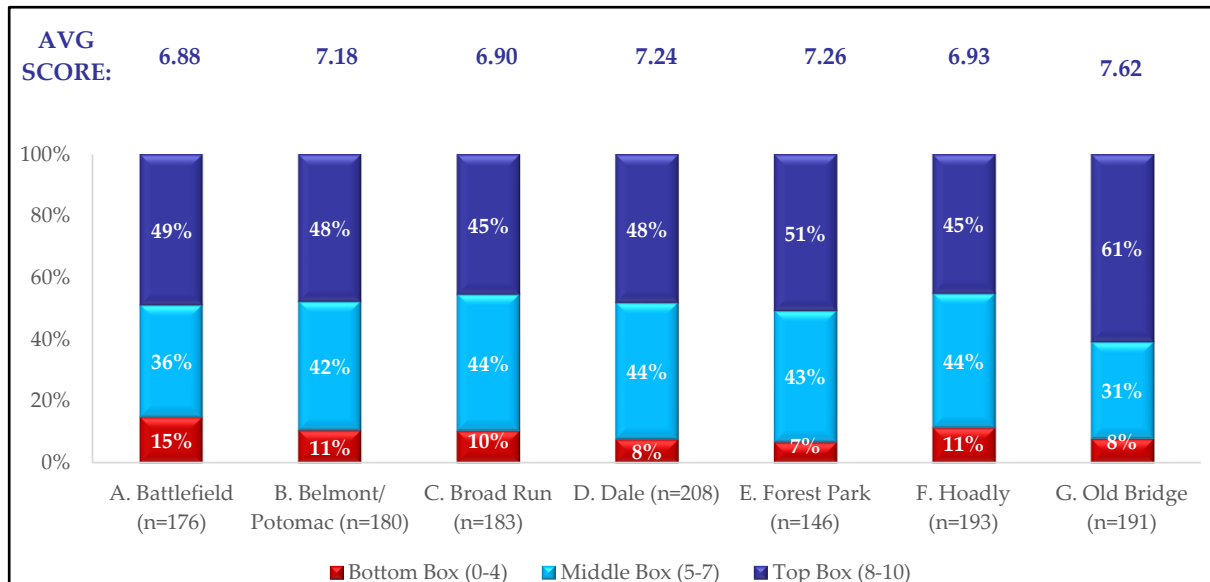
**Figure 112. Satisfaction with Quality of County Pools and Waterparks – by Year**



Q12C. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you with the quality of County pools and waterparks? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Old Bridge is the clear leader in terms of satisfaction with County pools and waterparks, at 61%. (Figure 113). In 2018, it was the second most satisfied region, after Belmont/Potomac, but Belmont/Potomac, Dale and Hoadly have experienced notable losses on this metric since then. Conversely, elevated satisfaction levels were observed in Battlefield this year (Table 31).

Figure 113. Satisfaction with Quality of County Pools and Waterparks – by Region



Q12C. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you with the quality of County pools and waterparks? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Table 31. Satisfaction with Quality of County Pools and Waterparks – by Region and Year

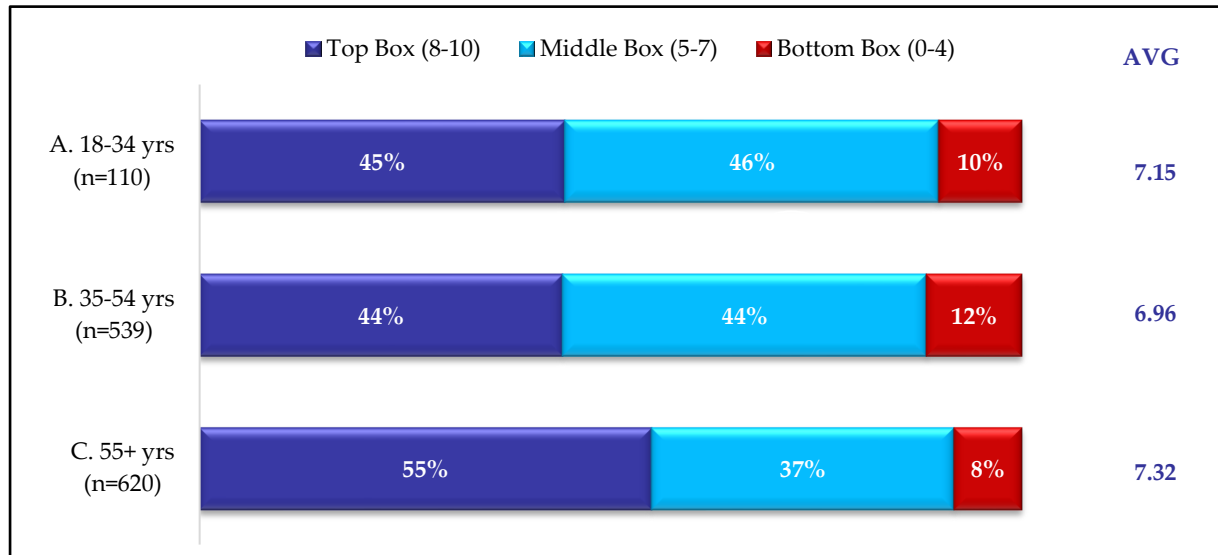
Year	Battlefield			Belmont/Potomac			Broad Run			Dale		
	2016	2018 n=202	2021 n=176	2016	2018 n=205	2021 n=180	2016	2018 n=209	2021 n=183	2016	2018 n=218	2021 n=208
Mean	5.84	6.80	6.88	6.14	7.63	7.18	5.88	6.86	6.90	6.75	7.47	7.24
Top Box (8-10)	49%	43%	49%	38%	60%	48%	32%	44%	45%	44%	57%	48%
Middle Box (5-7)	20%	44%	36%	41%	29%	42%	41%	44%	44%	44%	36%	44%
Bottom Box (0-4)	31%	13%	15%	21%	11%	11%	27%	13%	10%	11%	8%	8%

Year	Forest Park			Hoadly			Old Bridge		
	2016	2018 n=174	2021 n=146	2016	2018 n=149	2021 n=193	2016	2018 n=189	2021 n=191
Mean	7.21	7.15	7.26	6.73	7.46	6.93	6.74	7.70	7.62
Top Box (8-10)	63%	48%	51%	43%	50%	45%	61%	58%	61%
Middle Box (5-7)	21%	40%	43%	45%	43%	44%	22%	38%	31%
Bottom Box (0-4)	16%	13%	7%	11%	7%	11%	17%	5%	8%

The oldest respondent segment (age 55+) was most likely to express satisfaction with County pools and waterparks, with more than a half (55%) rating this metric as 8-10 on the 0-to-10 scale. (Figure 108).

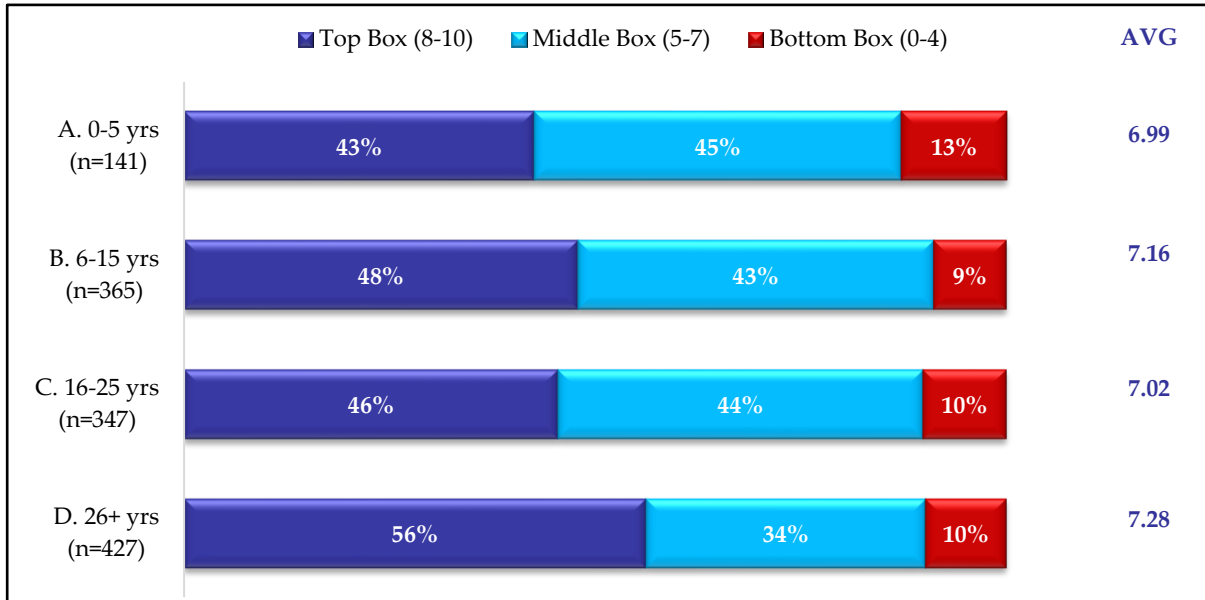
**Figure 114. Satisfaction with Quality of County Pools and Waterparks – by Age**



Q12C. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you with the quality of County pools and waterparks? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Similarly, residents with the longest tenures living in the County (26+ years) were most likely to state they were highly satisfied with the pools and waterparks, at 56% (Figure 115).

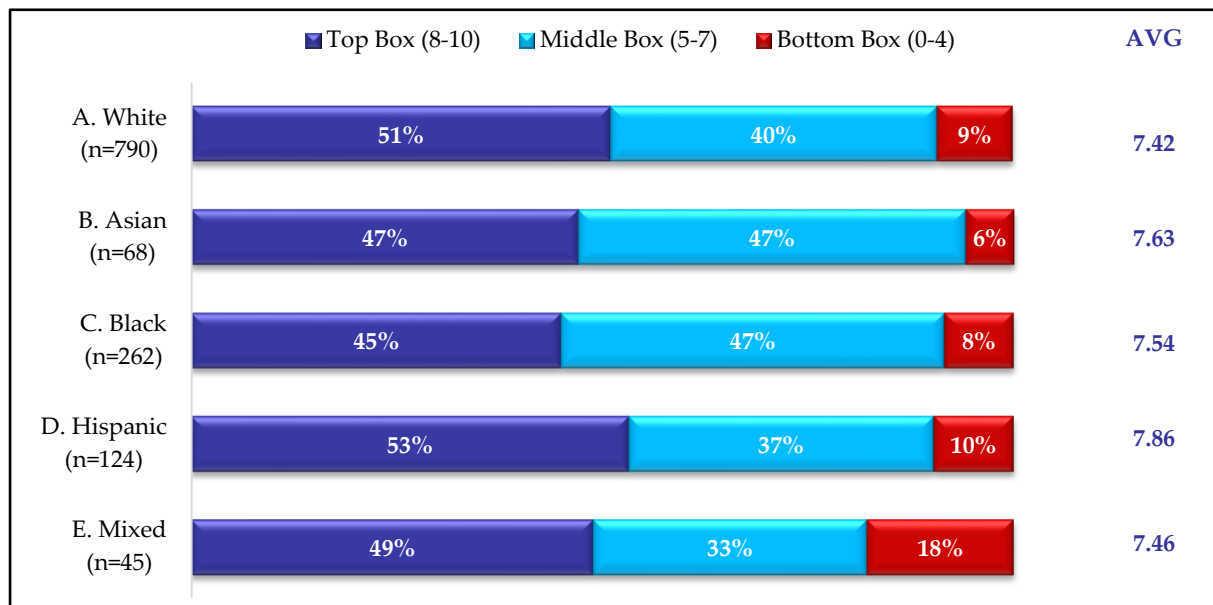
**Figure 115. Satisfaction with Quality of County Pools and Waterparks– by Length of Residence**



Q12C. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you with the quality of County pools and waterparks? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Furthermore, residents with high school or less (55%) and those with some college (53%) drove the top box ratings (8-10 on the 0-to-10 scale). A similar pattern was noted for residents' income, with the top bracket (\$150K+) being least likely to rate County pools and waterparks as 8-10. Finally, Black residents were least likely to express positive sentiments on this metric, at 45%. In comparison, 51% of White residents rated their satisfaction with indoor facilities as 8-10 (Figure 116).

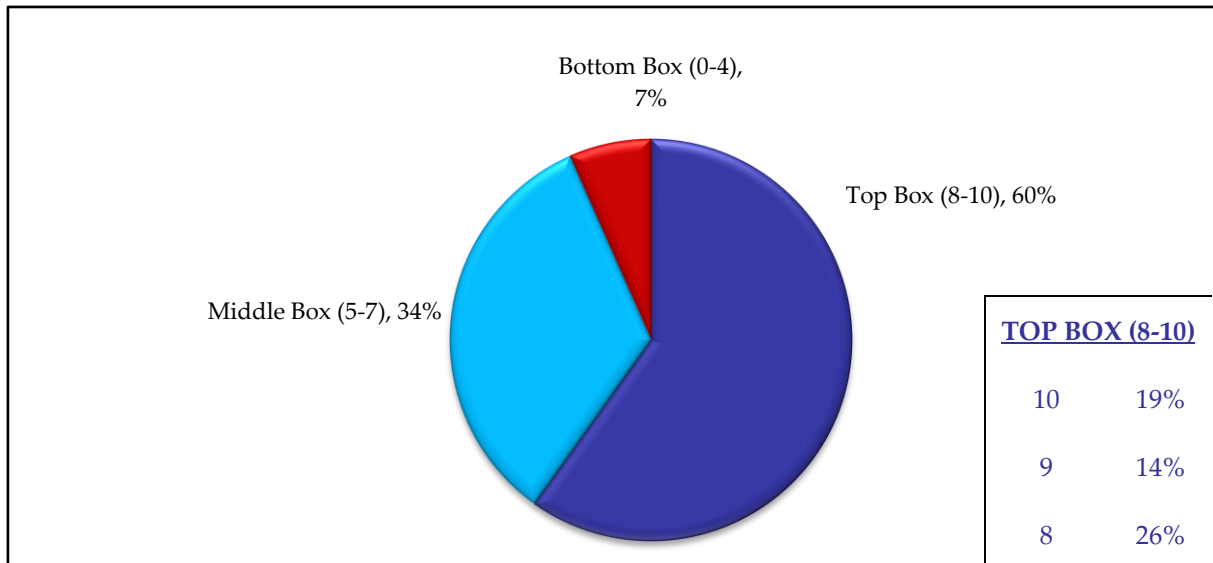
**Figure 116. Satisfaction with Quality of County Pools and Waterparks – by Ethnicity**



Q12C. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you with the quality of County pools and waterparks? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

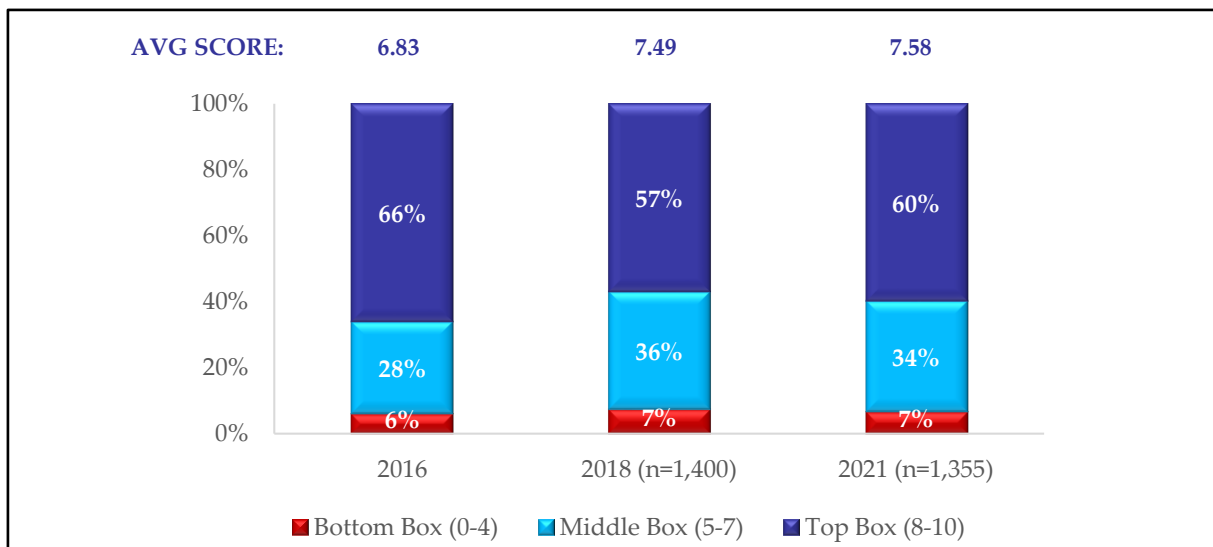
Six-in-ten residents (60%) were highly satisfied with the quality of athletic fields in Prince William County (Figure 117). This result remained essentially stable since 2018 (Figure 118).

Figure 117. Satisfaction with Quality of Athletic Fields



Q12D. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,355] How satisfied are you with the quality of athletic fields? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

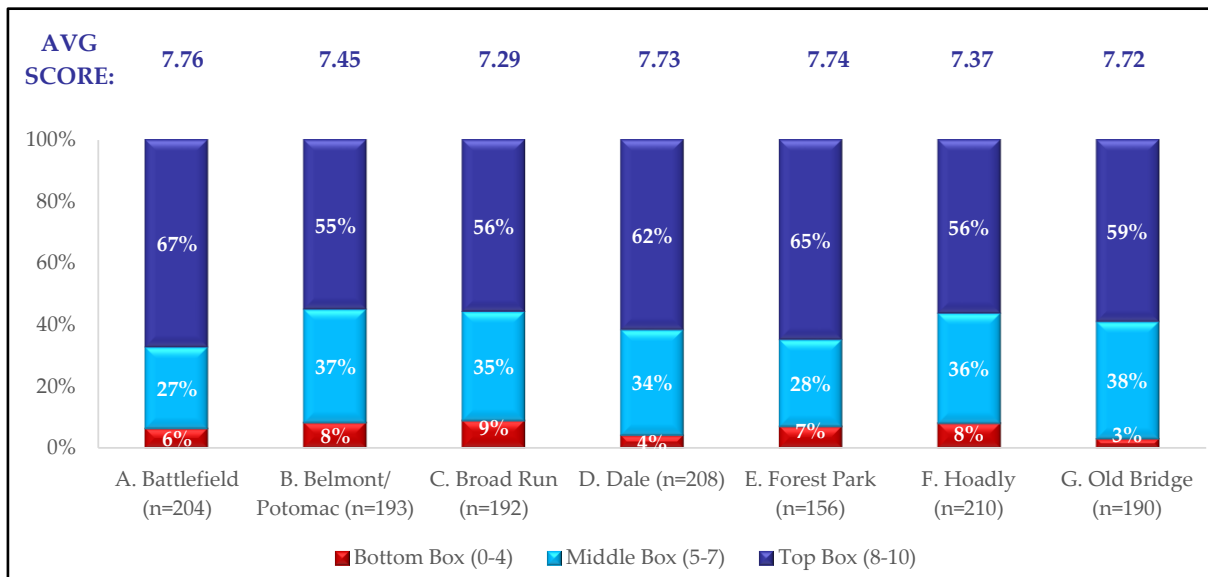
Figure 118. Satisfaction with Quality of Athletic Fields – by Year



Q12D. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you with the quality of athletic fields? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Satisfaction with the quality of athletic fields peaked in Battlefield (67%) and Forest Park (65%) (Figure 119). In comparison to the previous survey wave in 2018, three localities showed directional improvement in their perceptions of athletic fields. These included Battlefield, Broad Run and Old Bridge. Belmont/Potomac, on the other hand, showed a substantial decline on this metric (Table 32).

Figure 119. Satisfaction with Quality of Athletic Fields – by Region



Q12D. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you with the quality of athletic fields? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Table 32. Satisfaction with Quality of Athletic Fields – by Region and Year

Year	Battlefield			Belmont/Potomac			Broad Run			Dale		
	2016	2018 n=230	2021 n=204	2016	2018 n=204	2021 n=193	2016	2018 n=224	2021 n=192	2016	2018 n=226	2021 n=208
<b>Mean</b>	7.29	7.46	7.76	6.29	7.71	7.45	6.66	7.06	7.29	6.52	7.72	7.73
Top Box (8-10)	62%	61%	67%	38%	61%	55%	49%	49%	56%	50%	62%	62%
Middle Box (5-7)	23%	30%	27%	40%	32%	37%	36%	40%	35%	29%	33%	34%
Bottom Box (0-4)	15%	9%	6%	22%	7%	8%	15%	11%	9%	21%	5%	4%

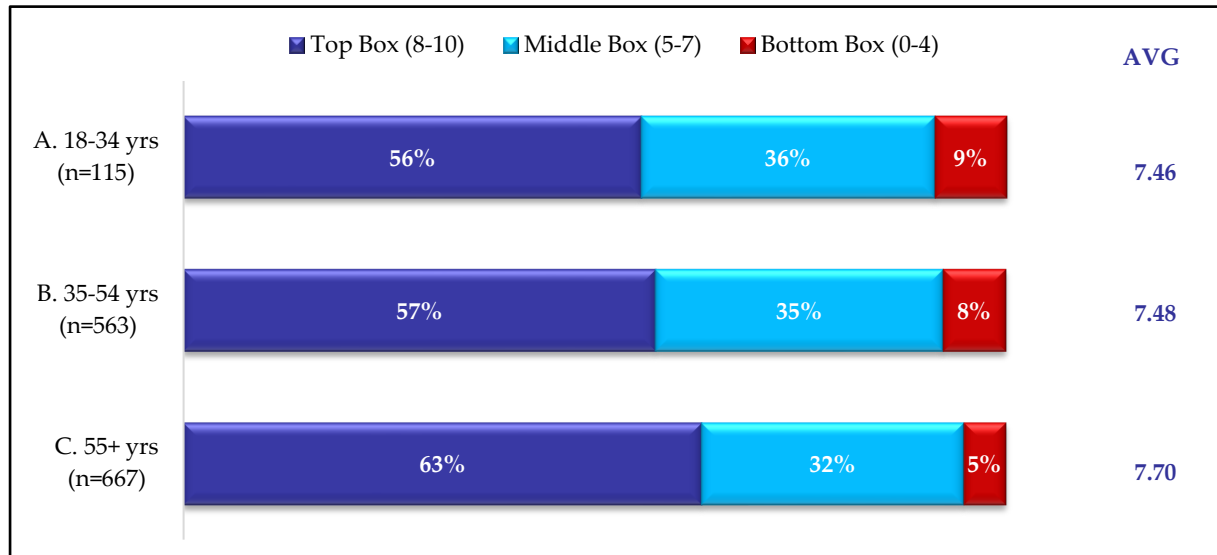
  

Year	Forest Park			Hoadly			Old Bridge		
	2016	2018 n=171	2021 n=156	2016	2018 n=154	2021 n=210	2016	2018 n=188	2021 n=190
<b>Mean</b>	7.16	7.59	7.74	7.38	7.42	7.37	6.86	7.47	7.72
Top Box (8-10)	53%	61%	65%	65%	53%	56%	55%	51%	59%
Middle Box (5-7)	33%	32%	28%	23%	40%	36%	27%	44%	38%
Bottom Box (0-4)	14%	7%	7%	11%	7%	8%	18%	5%	3%



As with many aspects of community services, the oldest respondent segment (age 55+) was most likely to express satisfaction with athletic fields in Prince William County. More than six-in-ten (63%) of these residents rated this metric as 8-10 on the 0-to-10 scale. (Figure 120).

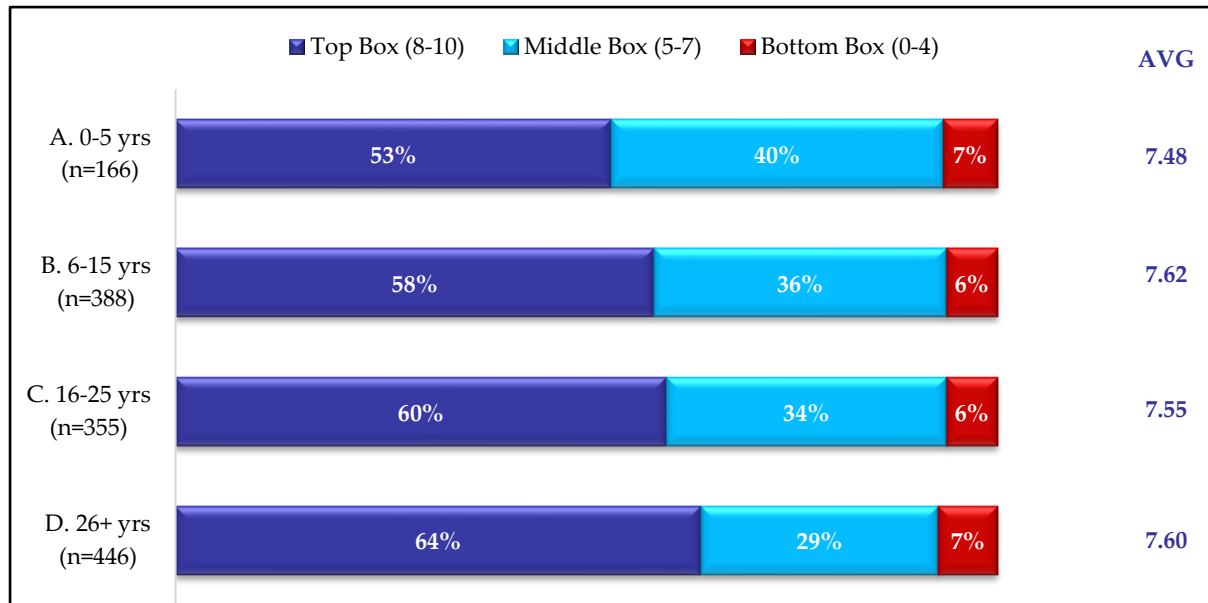
**Figure 120. Satisfaction with Quality of Athletic Fields – by Age**



Q12D. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you with the quality of athletic fields? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Likewise, residents with the longest tenures living in the County (26+ years) were most likely to state they were highly satisfied with the athletic fields, at 64% (Figure 121).

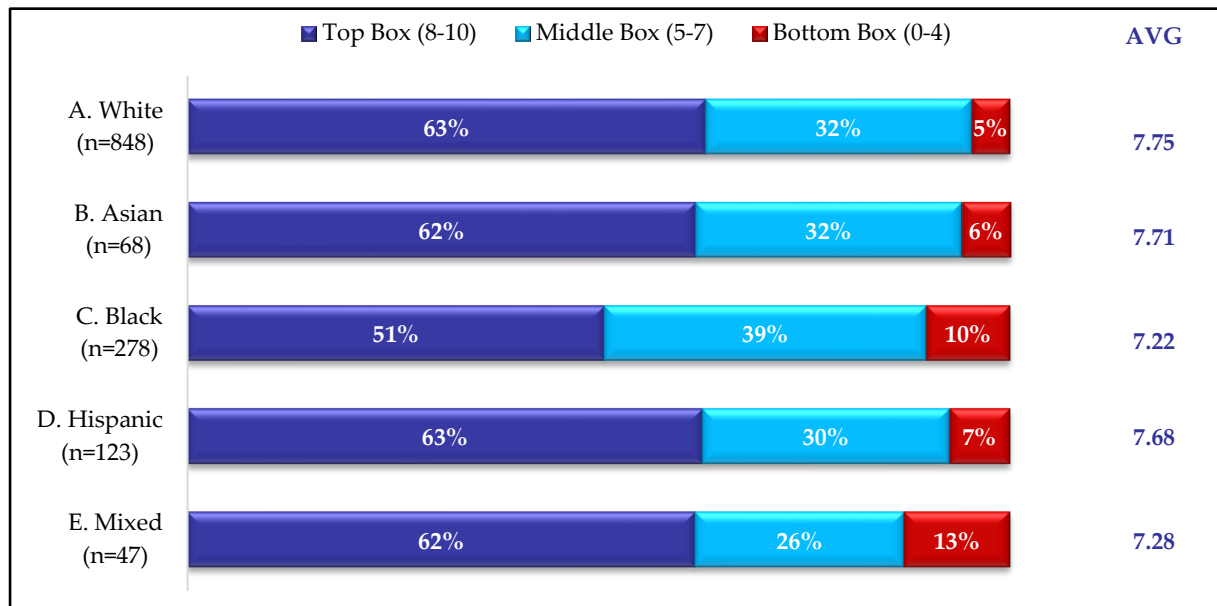
Figure 121. Satisfaction with Quality of Athletic Fields – by Length of Residence



Q12D. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you with the quality of athletic fields? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

In terms of educational attainment, residents with graduate degrees were the least likely to feel highly positive about athletic fields (53%), as did those in the top income brackets (59% among those earning \$100K-<\$150K and 55% among those earning \$150K+). Finally, Black residents were least likely to rate the quality of athletic fields within the top box. Just over a half (51%) of these residents thought their satisfaction with this aspect of County services was 8-10 on the 0-to-10 scale. In comparison, 63% of White and Hispanic residents and 62% of Asians were highly satisfied (Figure 122).

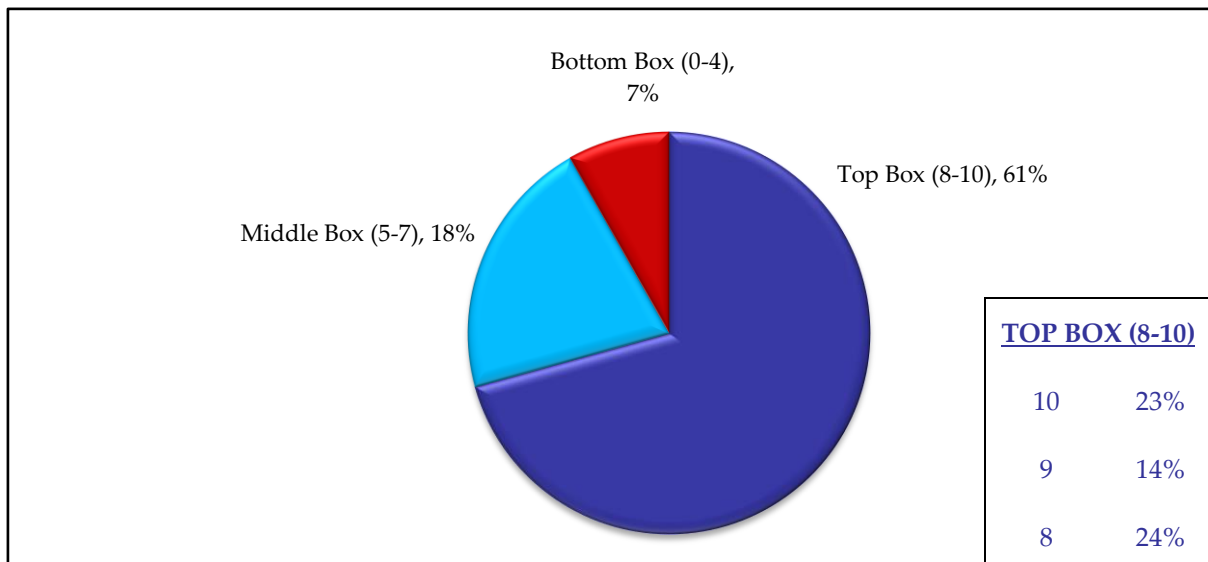
Figure 122. Satisfaction with Quality of Athletic Fields – by Ethnicity



Q12D. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you with the quality of athletic fields? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

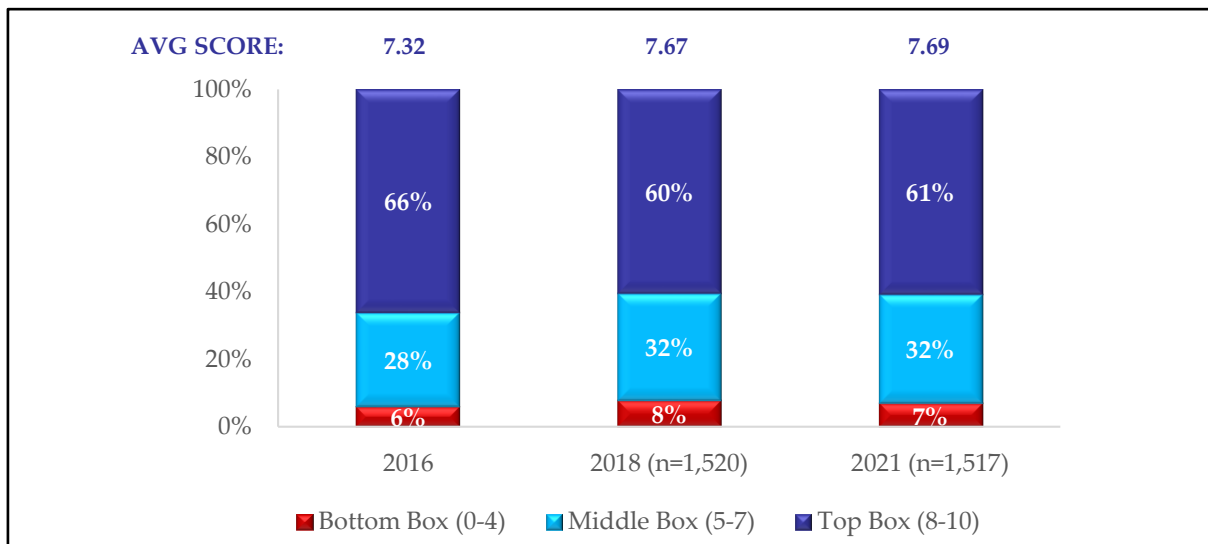
Roughly six-in-ten residents (61%) were highly satisfied with the quality of recreation opportunities in Prince William County, such as trails, boating, fishing and/or picnicking (Figure 123). This result was consistent with the 2018 satisfaction levels (Figure 124).

**Figure 123. Satisfaction with Quality of Recreation Opportunities (Trails, Boating, Fishing and Picnicking)**



Q12E. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,517] How satisfied are you with the quality of recreation opportunities such as trails, boating, fishing and picnicking? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

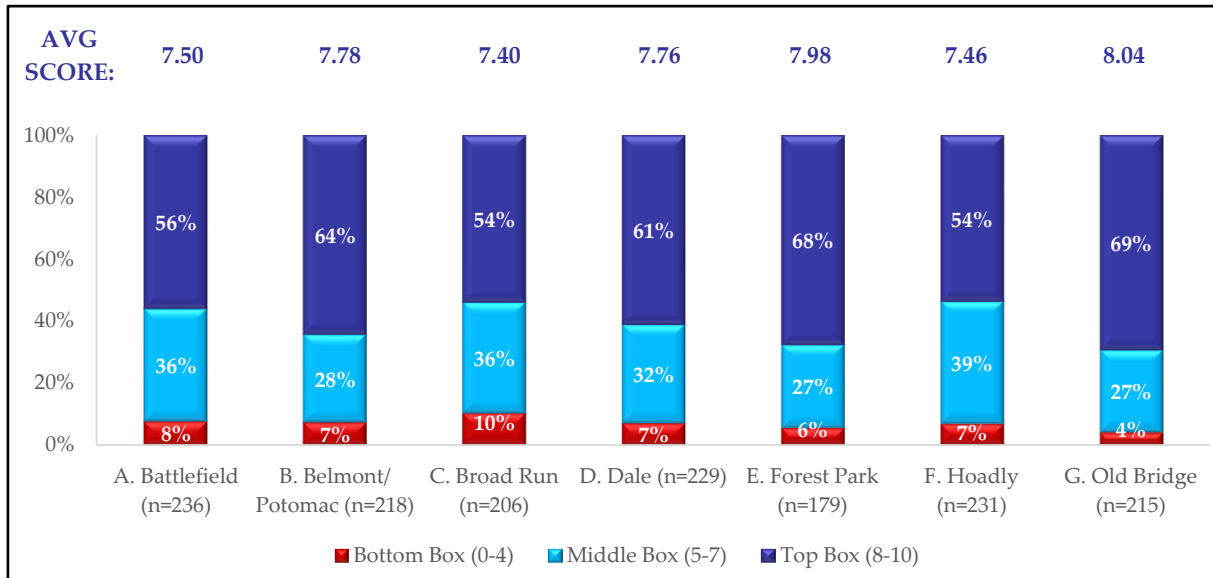
**Figure 124. Satisfaction with Quality of Recreation Opportunities (Trails, Boating, Fishing and Picnicking) – by Year**



Q12E. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you with the quality of recreation opportunities such as trails, boating, fishing and picnicking? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Satisfaction with the quality of recreation opportunities in the County peaked in Old Bridge (69%), Forest Park (68%) and Belmont/Potomac (64%) (**Figure 125**). In comparison to the previous survey wave in 2018, satisfaction levels noted for this metric in Battlefield and Hoadly showed a directional drop (**Table 33**).

**Figure 125. Satisfaction with Quality of Recreation Opportunities (Trails, Boating, Fishing and Picnicking) – by Region**



Q12E. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you with the quality of recreation opportunities such as trails, boating, fishing and picnicking? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

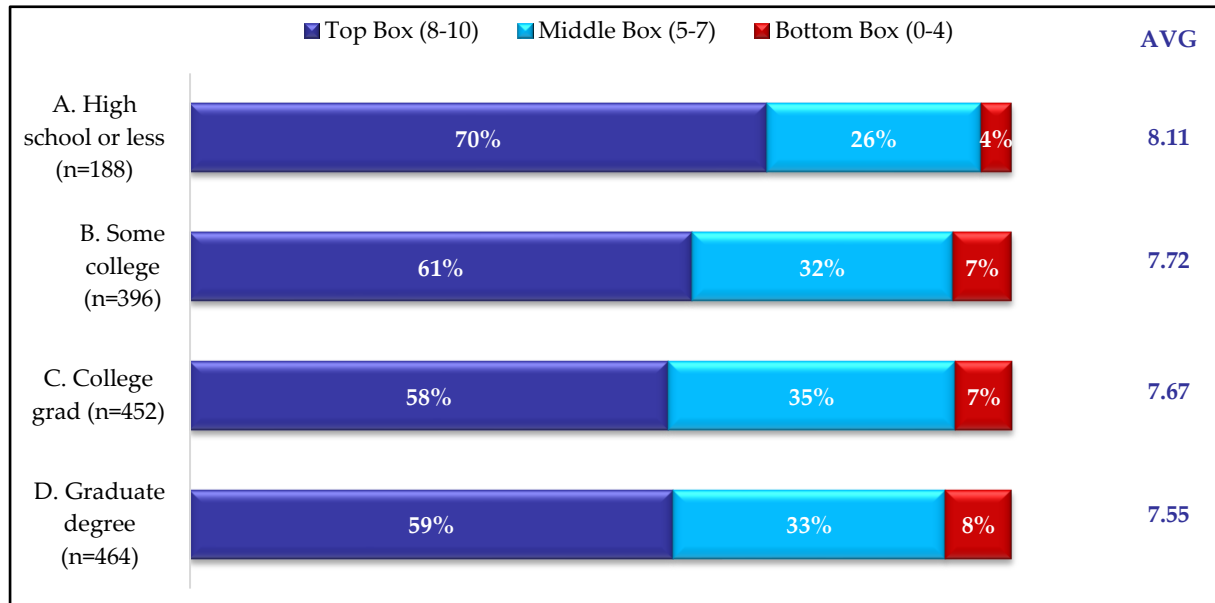
Table 33. Satisfaction with Quality of Recreation Opportunities (Trails, Boating, Fishing and Picnicking) – by Region and Year

Year	Battlefield			Belmont/ Potomac			Broad Run			Dale		
	2016	2018 n=245	2021 n=236	2016	2018 n=229	2021 n=218	2016	2018 n=237	2021 n=206	2016	2018 n=246	2021 n=229
<b>Mean</b>	<b>8.03</b>	<b>7.47</b>	<b>7.50</b>	<b>8.44</b>	<b>8.00</b>	<b>7.78</b>	<b>7.11</b>	<b>7.20</b>	<b>7.40</b>	<b>7.38</b>	<b>7.79</b>	<b>7.76</b>
Top Box (8-10)	74%	61%	56%↓	72%	64%	64%	45%	51%	54%	60%	59%	61%
Middle Box (5-7)	24%	27%	36%↑	24%	30%	28%	43%	40%	36%	28%	35%	32%
Bottom Box (0-4)	2%	12%	8%	4%	6%	7%	12%	10%	10%	12%	7%	7%

Year	Forest Park			Hoadly			Old Bridge		
	2016	2018 n=189	2021 n=179	2016	2018 n=167	2021 n=231	2016	2018 n=204	2021 n=215
<b>Mean</b>	<b>7.84</b>	<b>7.78</b>	<b>7.98</b>	<b>7.92</b>	<b>7.53</b>	<b>7.46</b>	<b>8.37</b>	<b>7.93</b>	<b>8.04</b>
Top Box (8-10)	64%	64%	68%	67%	59%	54%↓	76%	66%	69%
Middle Box (5-7)	32%	29%	27%	30%	34%	39%↑	21%	29%	27%
Bottom Box (0-4)	4%	8%	6%	3%	7%	7%	3%	5%	4%

Once again, the oldest respondent segment (age 55+) was most likely to rate the quality of recreation opportunities in the County as 8-10 on the 0-to-10 scale. Specifically, nearly two-thirds (64%) of these residents expressed highly positive opinions on this aspect of Parks and Recreation, as opposed to 57% noted among their younger counterparts. Furthermore, in keeping with the prevalent patterns, residents with high school education or less were significantly more likely than those with higher education levels to report ratings of 8-10 on this metric (Figure 126).

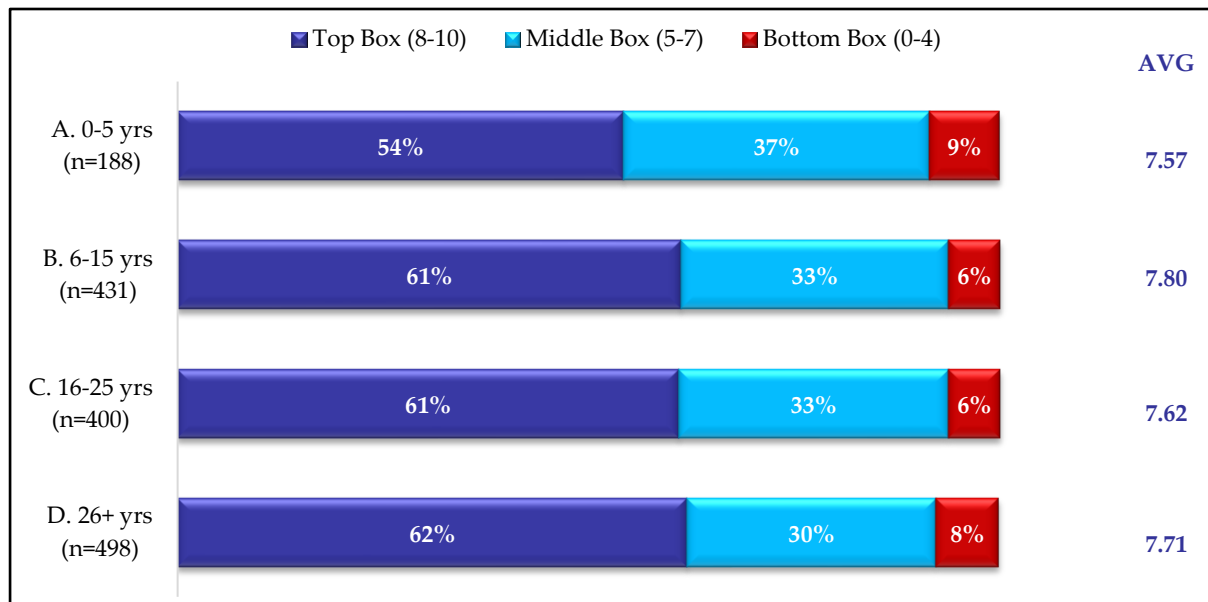
**Figure 126. Satisfaction with Quality of Recreation Opportunities (Trails, Boating, Fishing and Picnicking) – by Education**



Q12E. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you with the quality of recreation opportunities such as trails, boating, fishing and picnicking? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Additionally, residents with the longest tenures living in the County (26+ years) were most likely to state they were highly satisfied with the trails, boating, fishing and picnicking opportunities available in the area. A total of 62% of them reported the highest satisfaction levels (8-10 on the 0-to-10 scale) (Figure 127).

**Figure 127. Satisfaction with Quality of Recreation Opportunities (Trails, Boating, Fishing and Picnicking) – by Length of Residence**

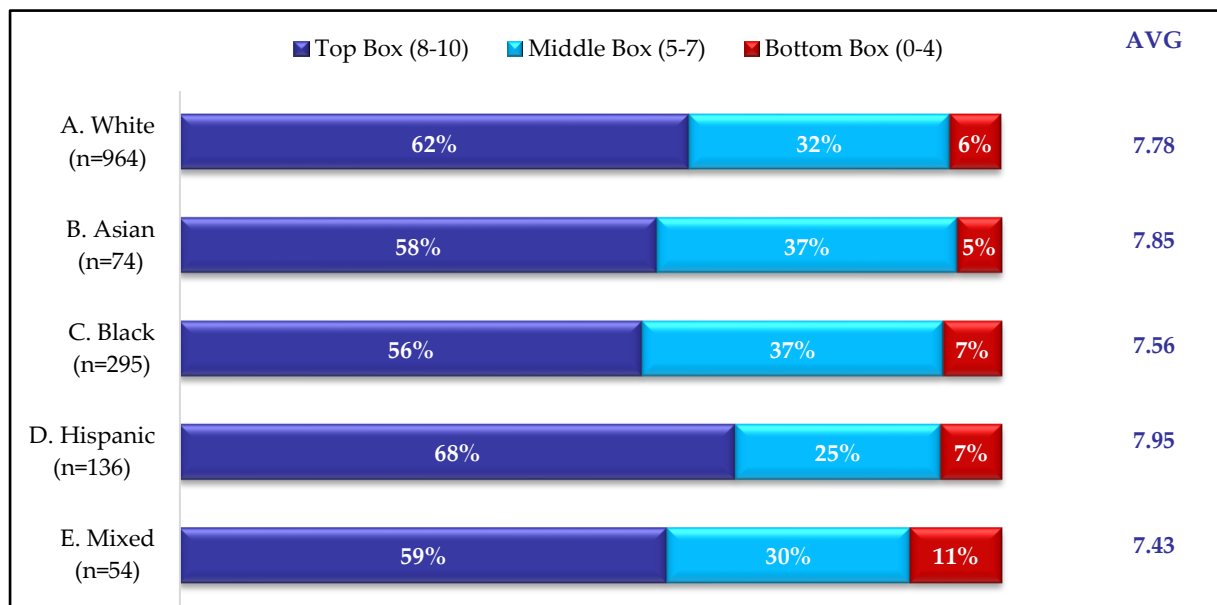


Q12E. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you with the quality of recreation opportunities such as trails, boating, fishing and picnicking? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.



Finally, Black residents were least likely to rate the quality of recreation opportunities within the top box. The difference is significant when comparing Black residents to their White and Hispanic counterparts. A total of 56% of these residents said this aspect deserved ratings of 8-10 on the 0-to-10 scale. In comparison, 68% of Hispanic residents and 62% of White residents were highly satisfied (**Figure 128**).

**Figure 128. Satisfaction with Quality of Recreation Opportunities (Trails, Boating, Fishing and Picnicking) – by Ethnicity**

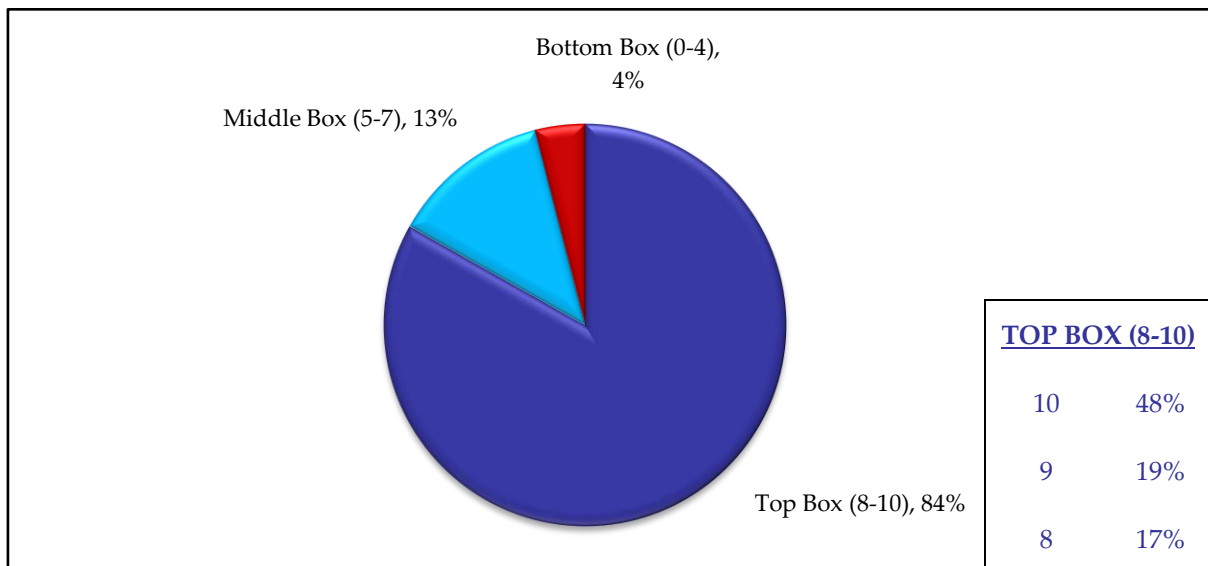


Q12E. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you with the quality of recreation opportunities such as trails, boating, fishing and picnicking? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

3.3.8 Voting Experience

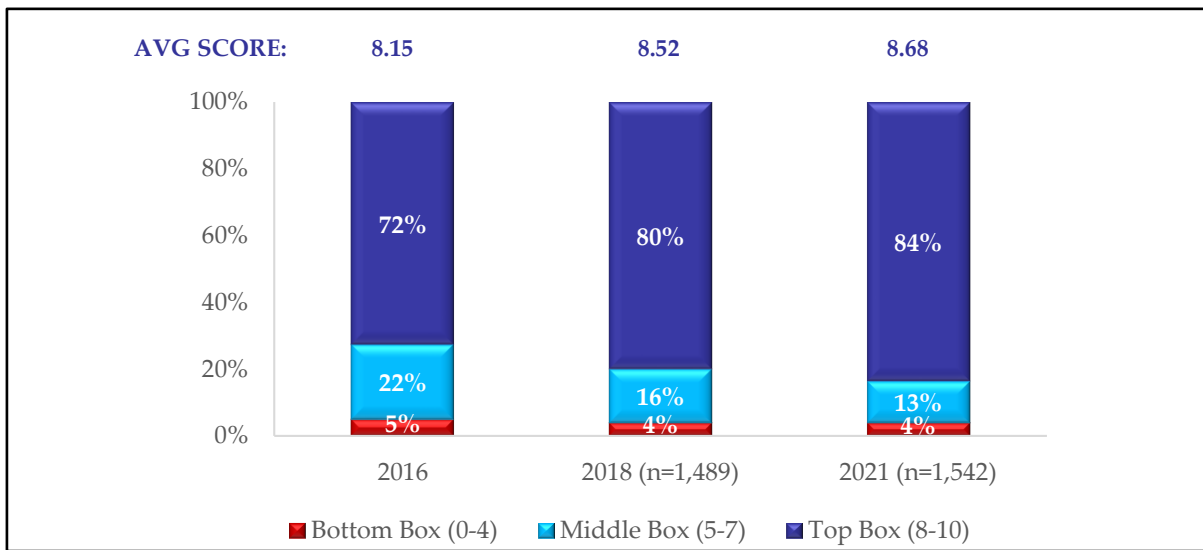
When asked about their satisfaction with voting experience in Prince William County, more than eight-in-ten residents (84%) rated it as 8-10 on the 0-to-10 scale, indicating very high satisfaction. Among them, close to a half (50%) awarded the County the impressive top rating of 10 (Figure 129). The survey results were consistent with the 2018 results, with only minimally improved figures (Figure 130).

Figure 129. Satisfaction with Voting Experience



Q13. [Base: Total respondents excluding "Not sure"/Refused responses, n=1,542] How satisfied are you with your voting experience in Prince William County? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

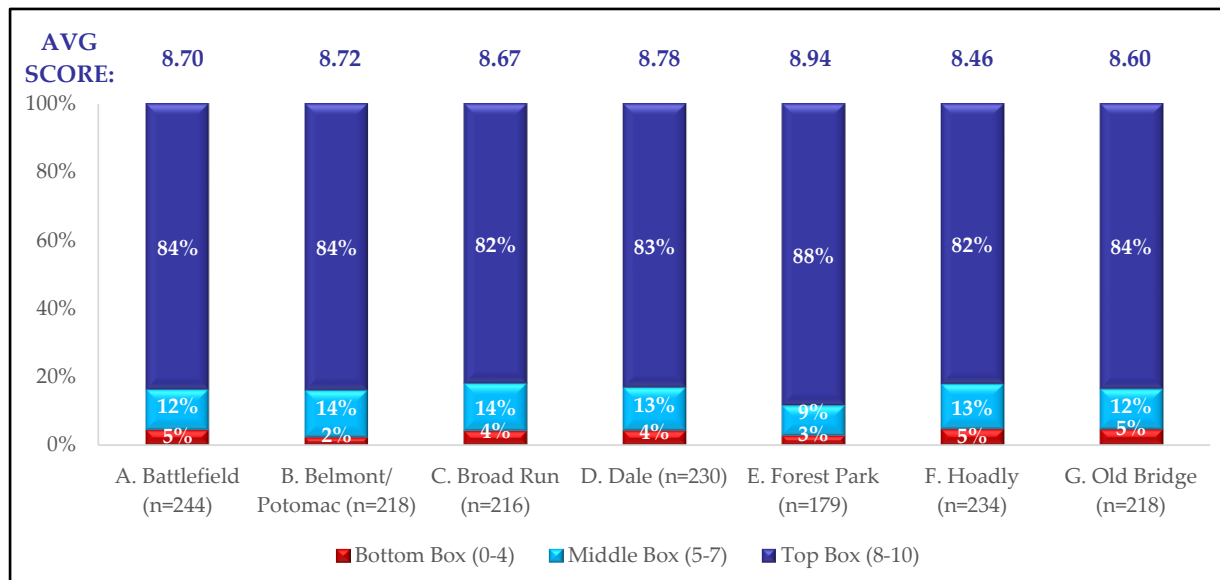
Figure 130. Satisfaction with Voting Experience – by Year



Q13. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you with your voting experience in Prince William County? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied. \*Question wording changed in 2018.

Regionally, average ratings were all above 8 on the 8-10 scale, with the proportion of highly satisfied residents peaking in Forest Park, at 88% (**Figure 131**). This was attributable to a substantial lift noted in Forest Park over the past three years. Other localities where high satisfaction has considerably increased included Belmont/Potomac and Broad Run (**Table 34**).

**Figure 131. Satisfaction with Voting Experience – by Region**



Q13. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,542] How satisfied are you with your voting experience in Prince William County? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

**Table 34. Satisfaction with Voting Experience – by Region and Year**

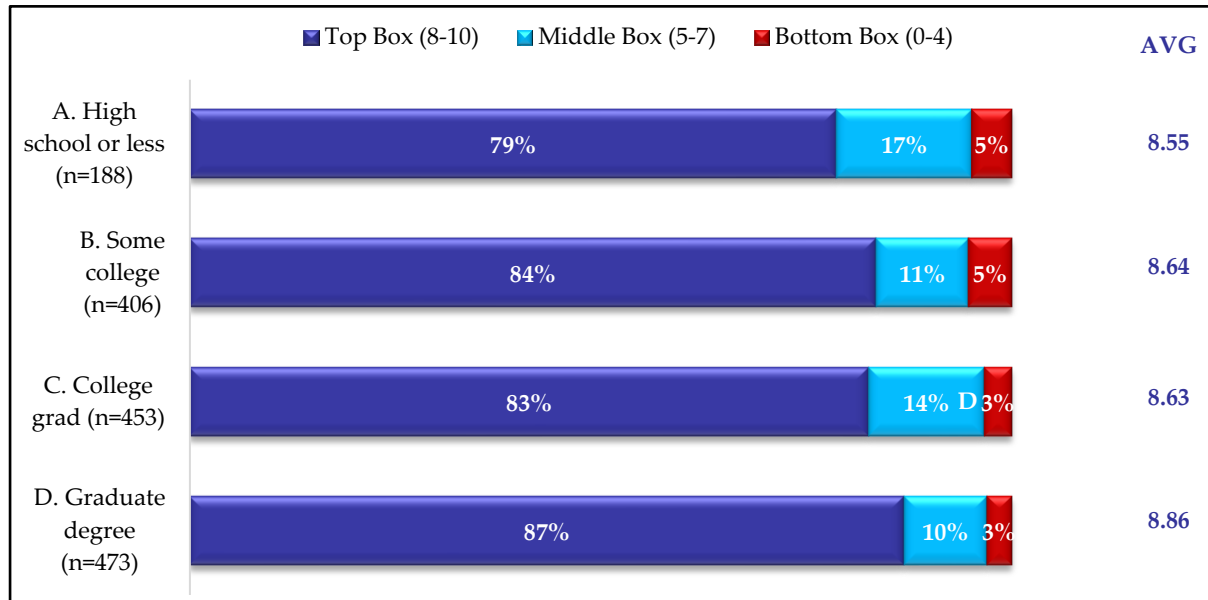
Year	Battlefield			Belmont/Potomac			Broad Run			Dale		
	2016	2018 n=259	2021 n=244	2016	2018 n=215	2021 n=218	2016	2018 n=234	2021 n=216	2016	2018 n=226	2021 n=230
<b>Mean</b>	8.37	8.53	8.70	7.94	8.24	8.72	8.08	8.33	8.67	8.08	8.82	8.78
Top Box (8-10)	74%	83%	84%	68%	75%	84%	71%	75%	82%	72%	84%	83%
Middle Box (5-7)	21%	12%	12%	25%	18%	14%	23%	20%	14%	21%	14%	13%
Bottom Box (0-4)	5%	5%	5%	6%	7%	2%	6%	4%	4%	7%	2%	4%

Year	Forest Park			Hoadly			Old Bridge		
	2016	2018 n=182	2021 n=179	2016	2018 n=166	2021 n=234	2016	2018 n=202	2021 n=218
<b>Mean</b>	8.15	8.54	8.94	8.48	8.54	8.46	8.06	8.67	8.60
Top Box (8-10)	72%	80%	88%	79%	78%	82%	73%	80%	84%
Middle Box (5-7)	23%	16%	9%	18%	16%	13%	22%	18%	12%
Bottom Box (0-4)	4%	4%	3%	3%	6%	5%	5%	2%	5%

More in-depth analysis showed that ethnicity had no impact on residents’ voting experience in the County, but education did. Specifically, at 87%, respondents with graduate degrees were most likely to rate the experience highly, i.e., 8-10 on the 0-to-10 scale (Figure 132).

**Figure 132. Satisfaction with Voting Experience – by Education**

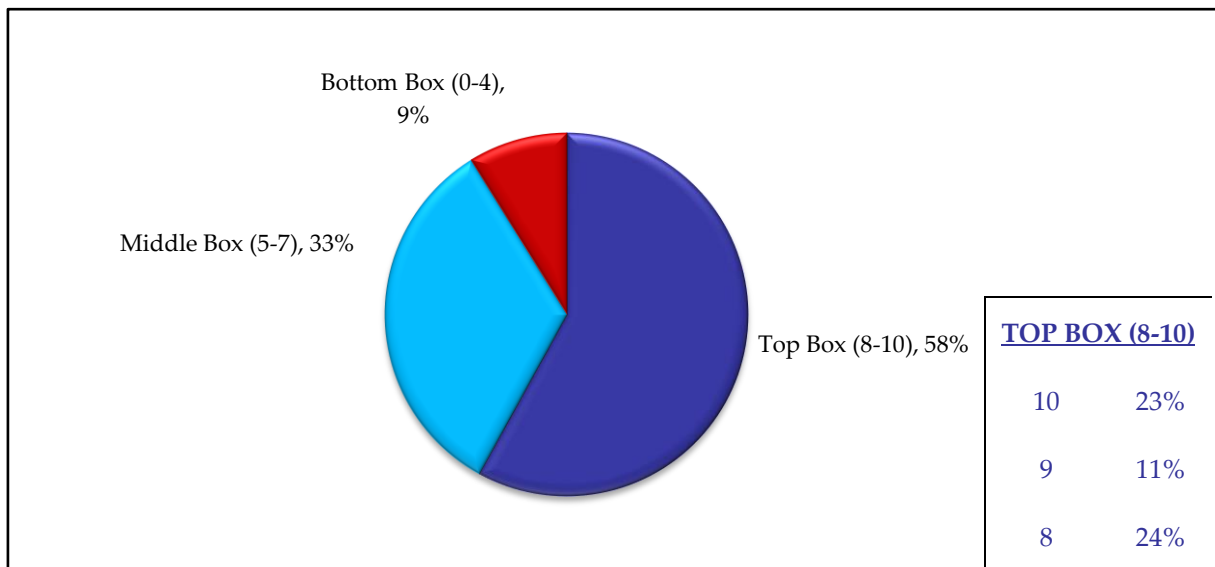


Q13. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,542] How satisfied are you with your voting experience in Prince William County? [If needed] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

### 3.4 Access to Information About County Programs and Services

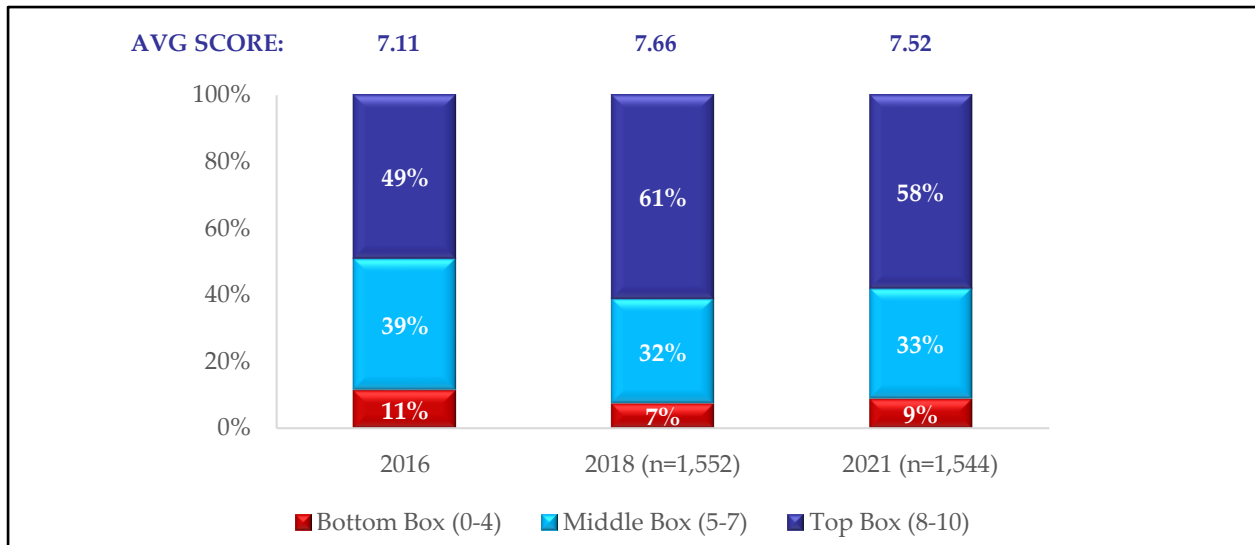
In order to fully estimate residents’ perceptions of the County, respondents were asked how much they agreed that they can easily access information about County programs and services that are important to them. Nearly six-in-ten residents (58%) expressed very high agreement with this statement, rating it as 8-10 on the 0-to-10 scale (**Figure 133**). The survey results were minimally lower than in 2018, with no significant changes, and notably above the 2016 result (**Figure 134**).

**Figure 133. Agreement That Information About County Programs and Services Can Be Easily Accessed**



Q5B. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,544] Next, I’m going to read two statements, for each one, please tell me whether you agree or disagree with the statement using a 0 to 10 scale, where 0 means completely disagree and 10 means completely agree. You can easily access information about county programs and services that are important to you.

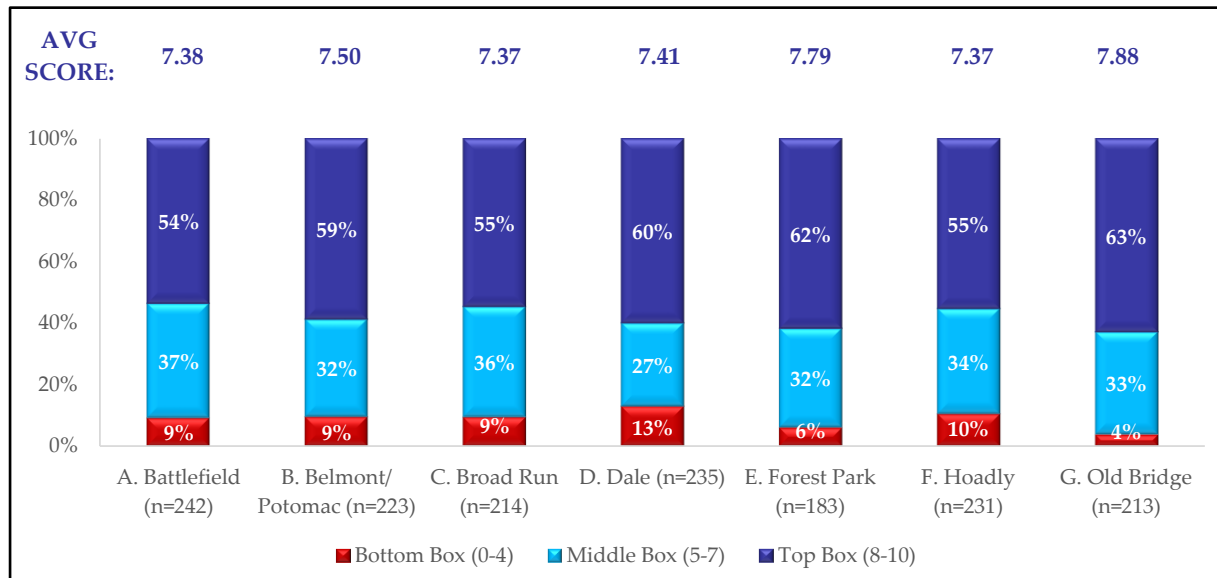
**Figure 134. Agreement That Information About County Programs and Services Can Be Easily Accessed – by Year**



Q5B. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,544] Next, I’m going to read two statements, for each one, please tell me whether you agree or disagree with the statement using a 0 to 10 scale, where 0 means completely disagree and 10 means completely agree. You can easily access information about county programs and services that are important to you.

Regionally, residents of Old Bridge and Forest Park were most likely to agree that they could access information about County programs and services, at 63% and 62%, respectively (Figure 135). In comparison to 2018, regions such as Battlefield and Belmont/Potomac experienced measurable losses on this metric, indicating that respondents living in these localities were now less likely to agree that they can easily access information about County programs and services important to them (Table 35).

**Figure 135. Agreement That Information About County Programs and Services Can Be Easily Accessed – by Region**



Q5B. [Base: Total respondents excluding “Not sure”/Refused responses] Next, I’m going to read two statements, for each one, please tell me whether you agree or disagree with the statement using a 0 to 10 scale, where 0 means completely disagree and 10 means completely agree. You can easily access information about county programs and services that are important to you.

**Table 35. Agreement That Information About County Programs and Services Can Be Easily Accessed – by Region and Year**

Year	Battlefield			Belmont/Potomac			Broad Run			Dale		
	2016	2018 n=255	2021 n=242	2016	2018 n=234	2021 n=223	2016	2018 n=241	2021 n=214	2016	2018 n=250	2021 n=235
<b>Mean</b>	7.19	7.46	7.38	6.99	8.10	7.50	6.93	7.47	7.37	7.12	7.68	7.41
Top Box (8-10)	48%	61%	54%	45%	68%	59%	44%	57%	55%	52%	61%	60%
Middle Box (5-7)	42%	29%	37%	44%	29%	32%	47%	34%	36%	35%	29%	27%
Bottom Box (0-4)	10%	9%	9%	10%	3%	9%	9%	9%	9%	12%	10%	13%

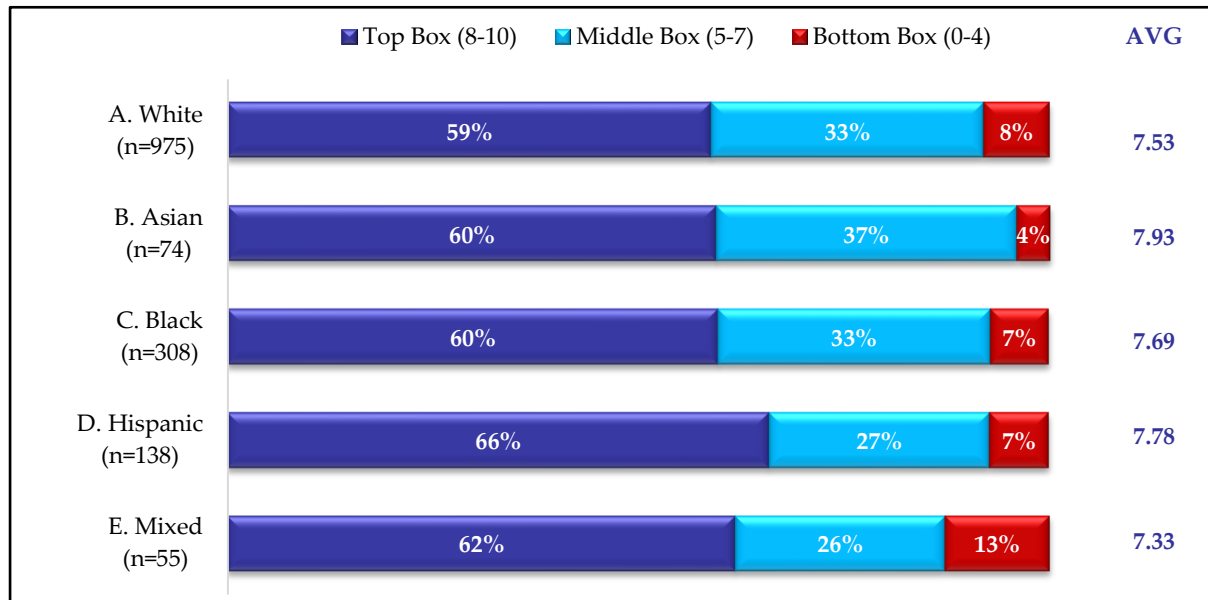
  

Year	Forest Park			Hoadly			Old Bridge		
	2016	2018 n=191	2021 n=183	2016	2018 n=171	2021 n=231	2016	2018 n=205	2021 n=213
<b>Mean</b>	7.34	7.70	7.79	7.33	7.77	7.37	6.95	7.43	7.88
Top Box (8-10)	58%	61%	62%	54%	58%	55%	49%	60%	63%
Middle Box (5-7)	30%	33%	32%	38%	39%	34%	38%	31%	33%
Bottom Box (0-4)	13%	7%	6%	8%	4%	10%	14%	9%	4%



In term of demographic differences, Hispanic residents were significantly more likely than their White counterparts to voice high level of agreement that they could easily access information about County programs and services that were important to them (66% vs. 59%) (Figure 136).

**Figure 136. Agreement That Information About County Programs and Services Can Be Easily Accessed – by Ethnicity**

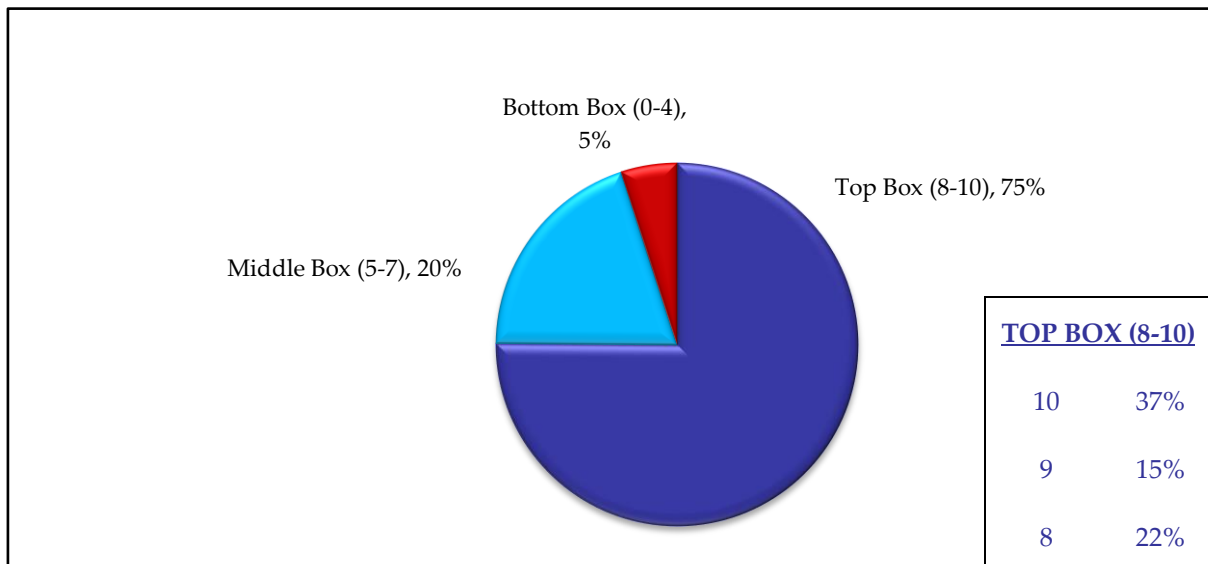


Q5B. [Base: Total respondents excluding “Not sure”/Refused responses] Next, I’m going to read two statements, for each one, please tell me whether you agree or disagree with the statement using a 0 to 10 scale, where 0 means completely disagree and 10 means completely agree. You can easily access information about county programs and services that are important to you.

### 3.5 Courtesy & Helpfulness of County Employees

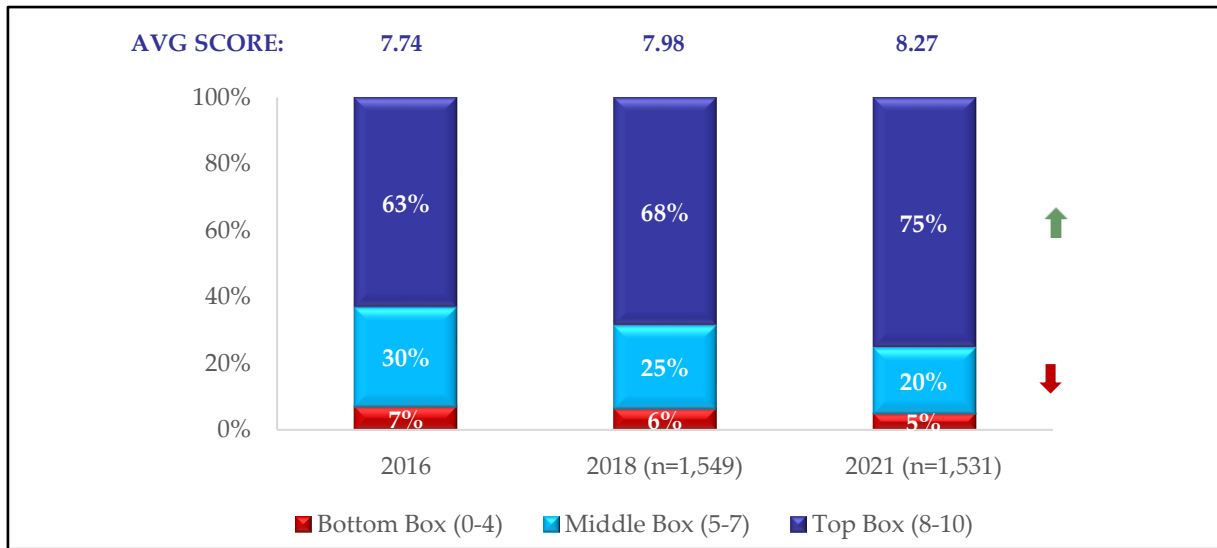
Three-quarters (75%) of Prince William residents fully agreed that the County employees they have had contact with have been courteous and helpful (**Figure 137**). This finding represented a significant improvement over the 2018 result (68%) and the 2016 figure (63%), speaking volumes about the County’s customer service efforts (**Figure 138**).

**Figure 137. Agreement That County Employees Have Been Courteous and Helpful**



Q5A. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,531] Next, I’m going to read two statements, for each one, please tell me whether you agree or disagree with the statement using a 0 to 10 scale, where 0 means completely disagree and 10 means completely agree. The County employees you have had contact with have been courteous and helpful.

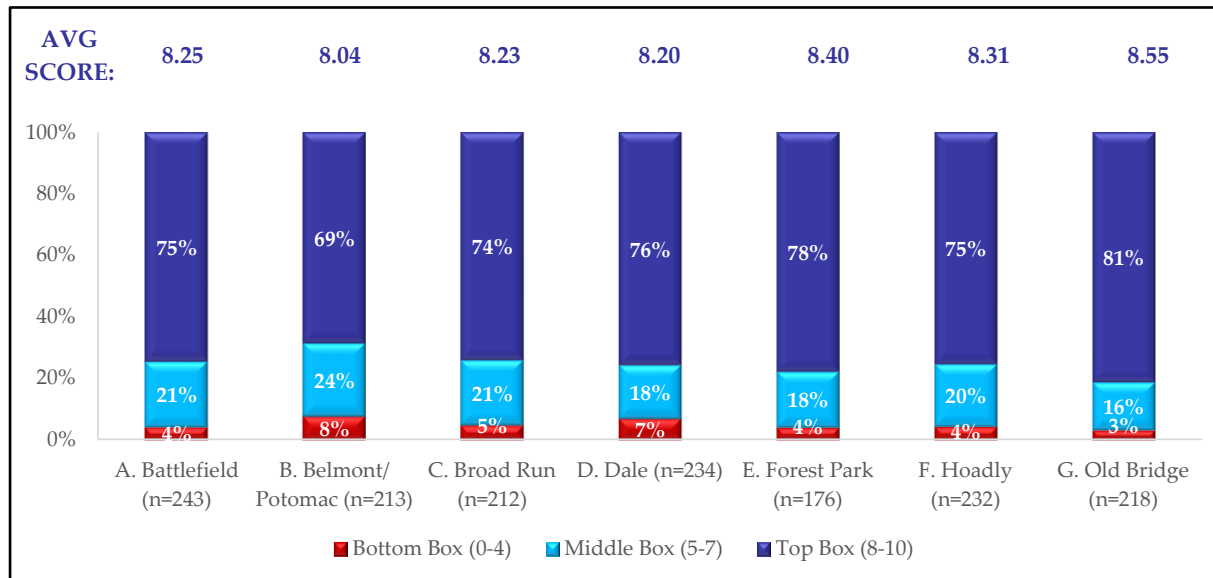
Figure 138. Agreement That County Employees Have Been Courteous and Helpful – by Year



Q5A. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,531] Next, I’m going to read two statements, for each one, please tell me whether you agree or disagree with the statement using a 0 to 10 scale, where 0 means completely disagree and 10 means completely agree. The County employees you have had contact with have been courteous and helpful.

Analysis by region indicated that respondents most likely to have experienced courteous and helpful encounters with the County employees resided in Old Bridge (81%), Forest Park (78%) and Dale (76%) (**Figure 139**). In comparison to 2018, notable lifts on this metric have been observed in Battlefield, Broad Run, Dale, Forest Park and Old Bridge (**Table 36**).

**Figure 139. Agreement That County Employees Have Been Courteous and Helpful – by Region**



Q5A. [Base: Total respondents excluding “Not sure”/Refused responses] Next, I’m going to read two statements, for each one, please tell me whether you agree or disagree with the statement using a 0 to 10 scale, where 0 means completely disagree and 10 means completely agree. The County employees you have had contact with have been courteous and helpful.

**Table 36. Agreement That County Employees Have Been Courteous and Helpful – by Region and Year**

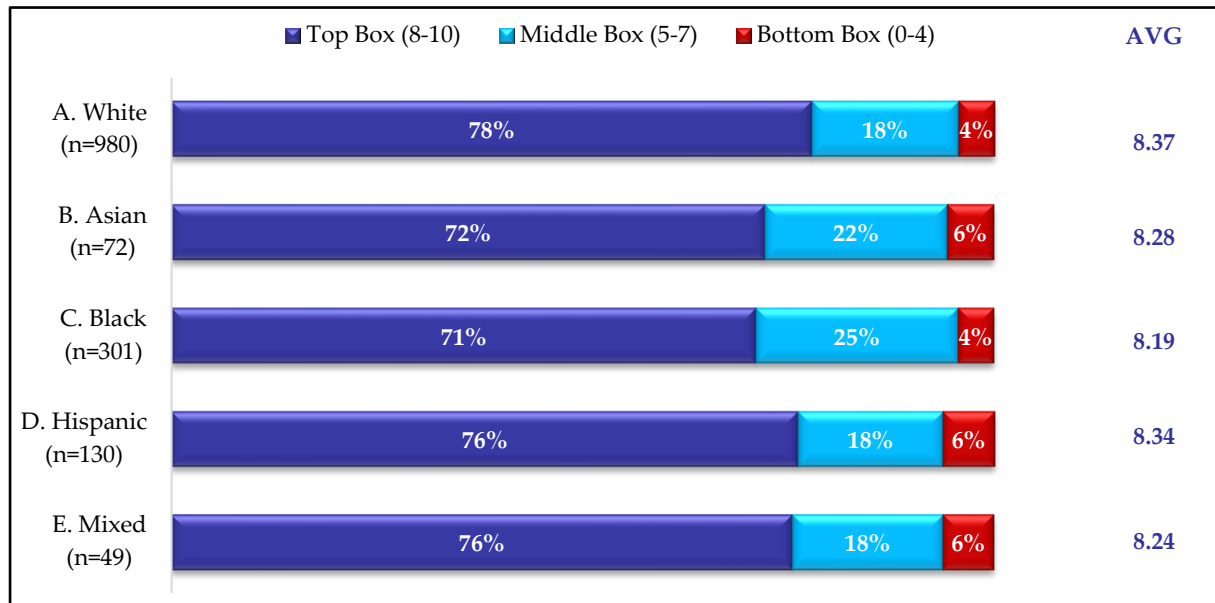
	Battlefield		Belmont/Potomac		Broad Run		Dale	
Year	2018 n=251	2021 n=243	2018 n=227	2021 n=213	2018 n=241	2021 n=212	2018 n=254	2021 n=234
Mean	7.84	8.25 ↑	8.12	8.04	7.94	8.23 ↑	7.97	8.20 ↑
Top Box (8-10)	69%	75% ↑	69%	69%	66%	74% ↑	68%	76% ↑
Middle Box (5-7)	23%	21%	24%	24%	27%	21% ↓	26%	18% ↓
Bottom Box (0-4)	8%	4%	6%	8%	7%	5%	5%	7%

	Forest Park		Hoadly		Old Bridge	
Year	2018 n=189	2021 n=176	2018 n=173	2021 n=232	2018 n=210	2021 n=218
Mean	8.09	8.40 ↑	8.19	8.31	7.82	8.55 ↑
Top Box (8-10)	72%	78% ↑	71%	75%	64%	81% ↑
Middle Box (5-7)	22%	18% ↓	26%	20% ↓	28%	16% ↓
Bottom Box (0-4)	6%	4%	3%	4%	8%	3% ↓

Demographic factors in general did not have much impact on residents’ perceptions of the County employees, with the exception of ethnic backgrounds. This being said, White residents were significantly more likely than their Black counterparts to agree that the employees were courteous and helpful (78% vs. 71%) (Figure 140).

**Figure 140. Agreement That County Employees Have Been Courteous and Helpful – by Ethnicity**



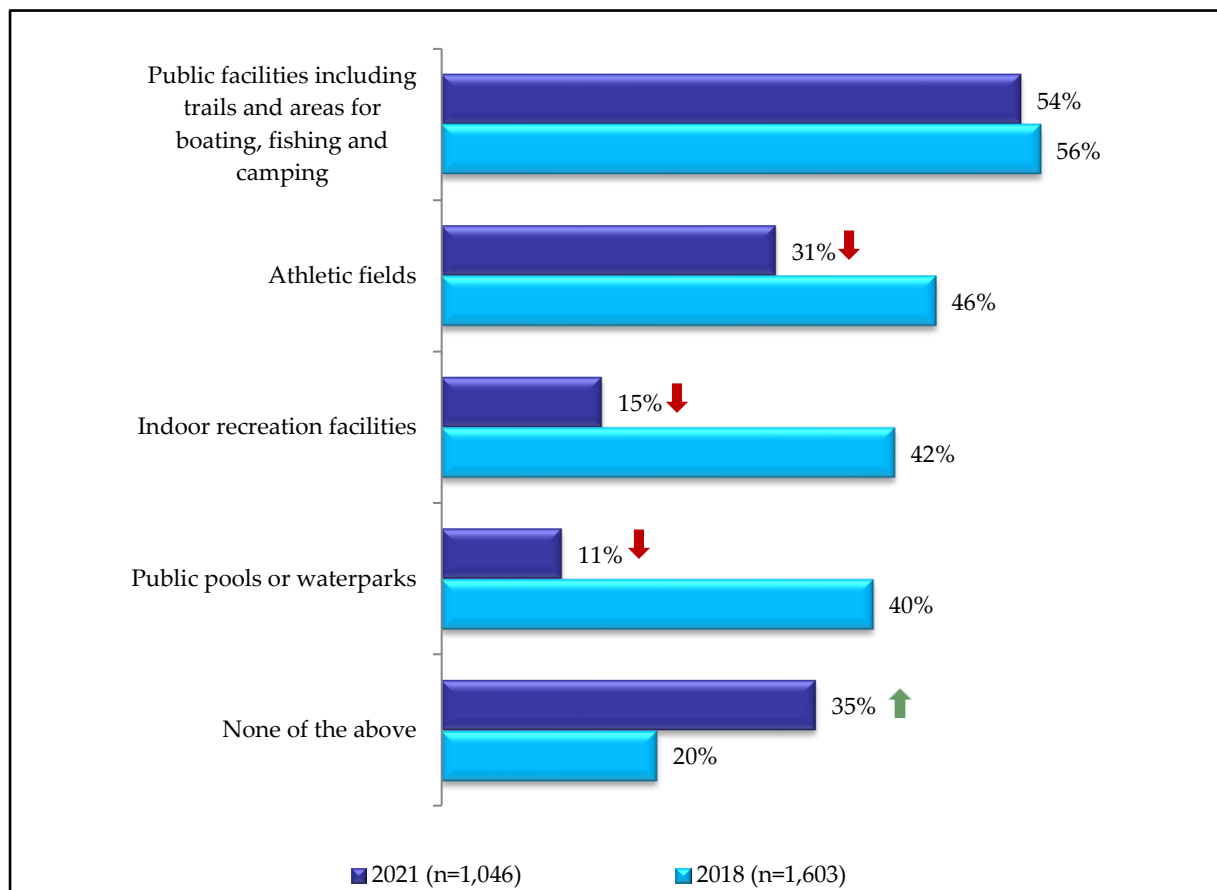
Q5A. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,531] Next, I’m going to read two statements, for each one, please tell me whether you agree or disagree with the statement using a 0 to 10 scale, where 0 means completely disagree and 10 means completely agree. The County employees you have had contact with have been courteous and helpful.

### 3.6 Use of County Services

The survey measured the use of the services provided to residents by the County, including Parks and Recreation resources, Emergency Medical Services, Fire Department, Human Services, Library, Police Department and Voter Registration.

In comparison to three years ago, the use of virtually any resources other than public trails and areas for boating, fishing and camping has immensely decreased. Specifically, the use of public pools and waterparks has dropped by 29 percentage points, the use of indoor recreation facilities has dropped by 27 points and the use of athletic fields has dropped by 15 points. At the same time, the proportion of residents who have not used any of the available resources has increased by 15 points to more than a third (35%) of all interviewees (**Figure 141**). While these are major changes, they can be largely explained by the public health circumstances and the COVID-19 pandemic that has been raging since the winter of 2020.

**Figure 141. Use of Parks and Recreation Services – Past 12 Months – by Year\***



Q16. [Base: Total respondents] We'd like to know which Parks and Recreation resources you or other members of your household have used in the past 12 months. Have you visited or used...? \*Question added in 2018

Analysis by region indicated that residents from Dale and Forest Park were among the least likely to use public facilities such as trails and areas for boating, fishing and camping (44% and 51%, respectively). Conversely, athletic fields were used most often by those residing in Battlefield (48%), Hoadly (34%) and Forest Park (31%) (**Table 37**). The overall drop in use of the Parks and Recreation resources since 2018 has been fueled by declines across all localities (**Table 38**).

**Table 37. Use of Parks and Recreation Services – Past 12 Months – by Region**

	A. Battlefield	B. Belmont/Potomac	C. Broad Run	D. Dale
<b>Resources Used:</b>	n=253	n=229	n=222	n=242
Public facilities	55%	56%	53%	44%
Athletic fields	48%	23%	29%	27%
Indoor facilities	14%	14%	16%	17%
Pools/waterparks	9%	13%	9%	11%
None of the above	27%	33%	37%	42%

	E. Forest Park	F. Hoadly	G. Old Bridge
<b>Resources Used:</b>	n=184	n=242	n=226
Public facilities	51%	60%	56%
Athletic fields	31%	34%	24%
Indoor facilities	15%	14%	15%
Pools/waterparks	13%	10%	13%
None of the above	38%	30%	36%

**Table 38. Use of Parks and Recreation Services – Past 12 Months – by Region and Year\***

Resources Used:	Battlefield		Belmont/Potomac		Broad Run		Dale	
	2018 n=266	2021 n=253	2018 n=240	2021 n=229	2018 n=247	2021 n=222	2018 n=261	2021 n=242
Public facilities	51%	55%	60%	56%	54%	53%	51%	44% ↓
Athletic fields	51%	48% ↓	44%	23% ↓	47%	29% ↓	45%	27% ↓
Indoor facilities	32%	14% ↓	35%	14% ↓	37%	16% ↓	52%	17% ↓
Pools/waterparks	28%	9% ↓	40%	13% ↓	45%	9% ↓	41%	11% ↓
None of the above	24%	27%	20%	33% ↑	18%	37% ↑	22%	42% ↑

Resources Used:	Forest Park		Hoadly		Old Bridge	
	2018 n=197	2021 n=184	2018 n=174	2021 n=242	2018 n=214	2021 n=226
Public facilities	59%	51% ↓	57%	60%	61%	56% ↓
Athletic fields	49%	31% ↓	42%	34% ↓	42%	24% ↓
Indoor facilities	46%	15% ↓	42%	14% ↓	53%	15% ↓
Pools/waterparks	39%	13% ↓	42%	10% ↓	49%	13% ↓
None of the above	18%	38% ↑	19%	30% ↑	17%	36% ↑

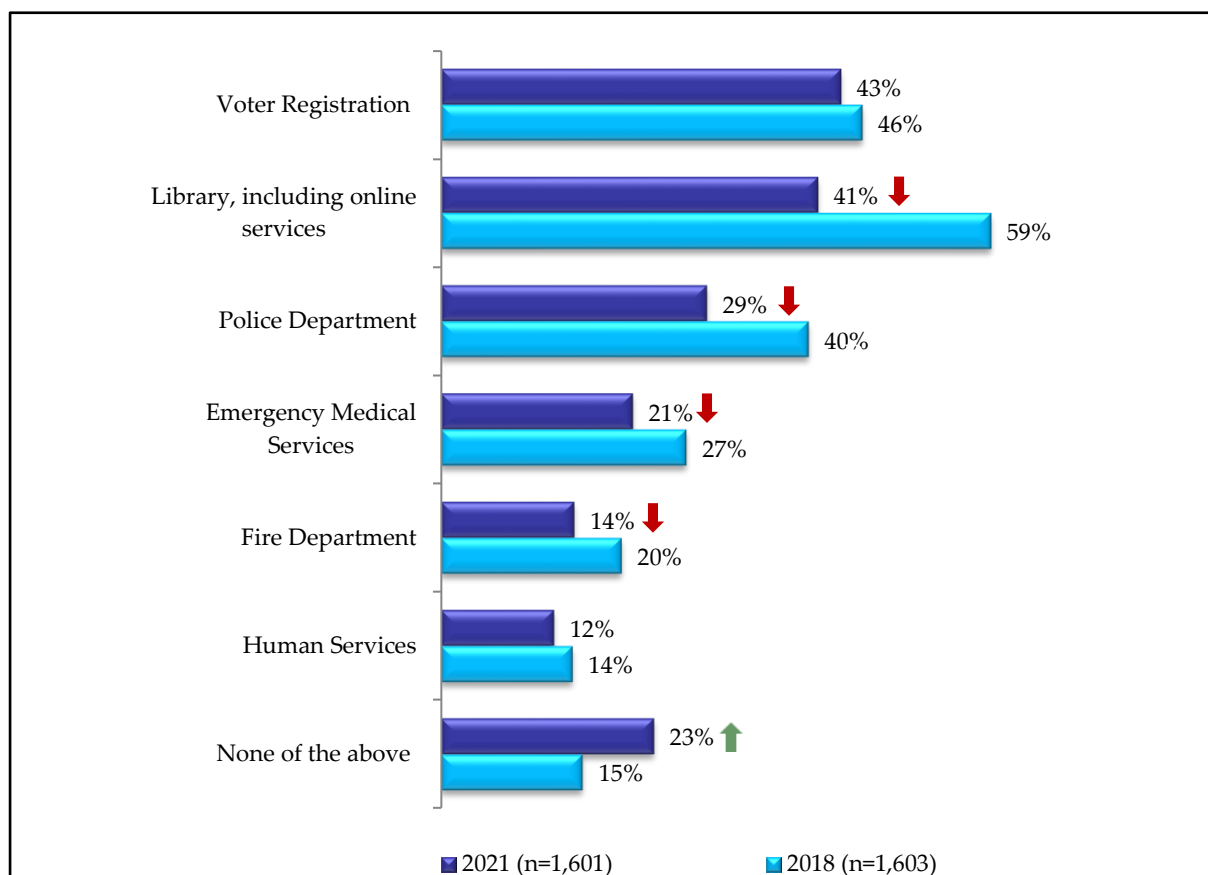
\*Question added in 2018

A deeper look at demographic factors revealed that males were more likely than females to report use of public pools and waterparks (13% vs. 10%), athletic fields (34% vs. 28%) and public facilities (56% vs. 51%). Predictably, residents under the age of 54 were more likely to use any of the Parks and Recreation resources than their older counterparts (74% among those age 18-34, 76% among those age 35-54 and 56% among those age 55+). Likewise, in terms of tenure in the area, residents who have lived in Prince William County for up to 25 years were more likely to use public facilities than those older. To illustrate, 59% of those who have lived locally for 0-5 years used the facilities within the past year, while 55% of those who have lived here for 6-15 and 56% of those with tenures of 16-25 years said the same. In comparison, 49% of those with tenures of 26+ report use of trails and areas for boating, fishing and camping. Education and income are also important differentiators, with residents who are at least college graduates and those who earn at least \$50K per year being more likely to use athletic fields and public facilities than their less educated and less affluent counterparts. Finally, Hispanic residents are most likely to have used public pools and waterparks (16%), whereas White, Hispanic and Mixed-Race respondents drive the past usage of public facilities (56%, 60% and 67%, respectively).



At 43%, residents reported contact with Voter Registration most often. Library, which three years ago was the most popular service from the tested set, now came in second, with just over four-in-ten residents (41%) having used it over the past year. In comparison to the 2018 survey, direct contact with most County government departments and/or services has notably decreased. These included Library (an 18-point drop), Police Department (an 11-point drop), and Emergency Medical Services and Fire Department (both showing 6-point drops). At the same time, the proportion of residents who have not had contact with any of the departments within the past year has increased by 8 percentage points. Currently, nearly a quarter (23%) of County residents have not used any of the researched services (Figure 142).

**Figure 142. Direct Contact with County Government Departments – Past 12 Months – by Year\***



Q17. [Base: Total respondents] We'd like to know which County government departments or services you have had direct contact with in the past 12 months. Contact could be either in-person or by phone. \*Question added in 2018

Regionally, rates of contact with the Voter Registration department were driven by residents of Forest Park (49%), Battlefield (48%) and Broad Run (46%), whereas use of Library services was attributable mainly to localities such as Battlefield (59%), Old Bridge (45%), Forest Park (43%) and Hoadly (42%). Emergency Medical Services were contacted most frequently by residents of Dale (26%), Fire Department – by residents of Battlefield and Hoadly (both at 17%) and Human Services – by residents of Old Bridge (16%) (Table 39). The overall drop in contact rates observed for most departments since 2018 is reflected across all localities with

the exception of Battlefield; Battlefield reported stable contact rates for nearly all of the services provided, but was now less likely to have contacted police (Table 40).

**Table 39. Direct Contact with County Government Departments – Past 12 Months – by Region**

	A. Battlefield n=253	B. Belmont/Potomac n=229	C. Broad Run n=222	D. Dale n=242
Contact With:				
Voter Registration	48%	42%	46%	38%
Library	59%	31%	34%	29%
Police Dept.	28%	28%	27%	31%
EMS	23%	18%	20%	26%
Fire Dept.	17%	14%	14%	14%
Human Services	10%	14%	11%	11%
None of the above	15%	26%	25%	26%

	A. Forest Park n=184	B. Hoadly n=242	C. Old Bridge n=226
Contact With:			
Voter Registration	49%	44%	38%
Library	43%	42%	45%
Police Dept.	28%	32%	28%
EMS	17%	20%	20%
Fire Dept.	15%	17%	11%
Human Services	11%	12%	16%
None of the above	21%	24%	23%

**Table 40. Direct Contact with County Government Departments – Past 12 Months – by Region and Year\***

Contact With:	Battlefield n=266		Belmont/ Potomac n=240		Broad Run n=247		Dale n=261	
	2018	2021	2018	2021	2018	2021	2018	2021
Voter Registration	46%	48%	38%	42%	51%	46%	47%	38%
Library	59%	59%	54%	31%	62%	34%	58%	29%
Police Dept.	35%	28%	38%	28%	41%	27%	40%	31%
EMS	27%	23%	29%	18%	21%	20%	26%	26%
Fire Dept.	15%	17%	20%	14%	19%	14%	19%	14%
Human Services	11%	10%	16%	14%	12%	11%	16%	11%
None of the above	18%	15%	21%	26%	12%	25%	15%	26%

Contact With:	Forest Park n=197		Hoadly n=174		Old Bridge n=214	
	2018	2021	2018	2021	2018	2021
Voter Registration	45%	49%	47%	44%	46%	38%
Library	65%	43%	65%	42%	56%	45%
Police Dept.	40%	28%	42%	32%	42%	28%
EMS	34%	17%	25%	20%	25%	20%
Fire Dept.	24%	15%	25%	17%	16%	11%
Human Services	16%	11%	17%	12%	13%	16%
None of the above	11%	21%	14%	24%	14%	23%

\*Question added in 2018

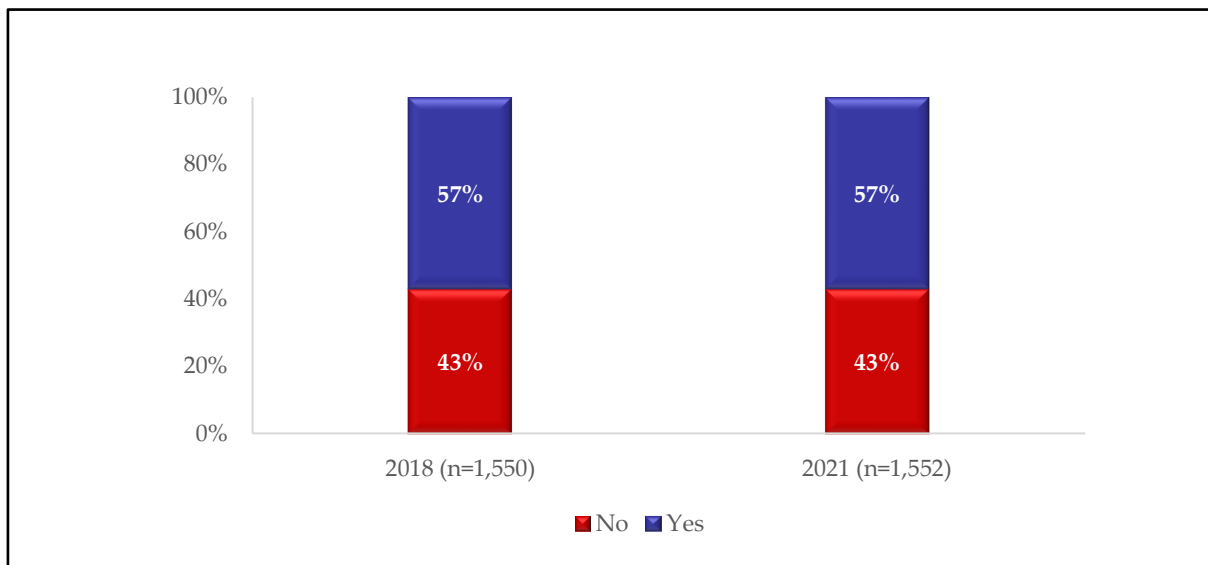
Analysis of the survey responses by demographic factors showed that females were significantly more likely than males to have contacted Human Services over the past 12 months (14% vs. 10%). Age-wise, Police Department was contacted most often by residents age 18-34 (34%) and 35-54 (32%), while Voter Registration –by the youngest segment, i.e., those under 34 (55%). Library services were used mainly by those age 35-54 (45%). In terms of education, college graduates and those with a graduate degree were observably more inclined than those with lower education levels to have used Library (44% and 49%, respectively) and Voter Registration (46% and 47%). Income was also a differentiating factor. Specifically, those making less than \$50K per year and those making \$50K-<\$100K annually were most likely to have used Emergency Medical Services (30% and 23%, respectively), while use of Library was driven by those with incomes of \$100K-<\$150K (48%) and \$150K+ (43%). Contact with Police Department and Voter Registration, on the other hand, was most limited among those earning below \$50K (22% and 35%, respectively). Finally, analysis of ethnic backgrounds revealed that White residents were most apt to have contacted Emergency Medical Services (22%), Library (44%) and Police Department (31%), while Black residents were most likely to have contacted Voter Registration (55%) and Human Services (16%).

### 3.7 Emergency Management

Three survey questions were designed to measure the quality of Emergency Management in the area, and specifically to understand residents’ awareness of how to sign up for alerts about emergency situations, their preparedness for major emergencies and their knowledge of how to act if told to evacuate.

Approximately six-in-ten residents (57%) know how to sign up for alerts about developing emergency situations or severe weather in the County. The results have remained consistent with the 2018 data, indicating there is room for improvement (**Figure 143**).

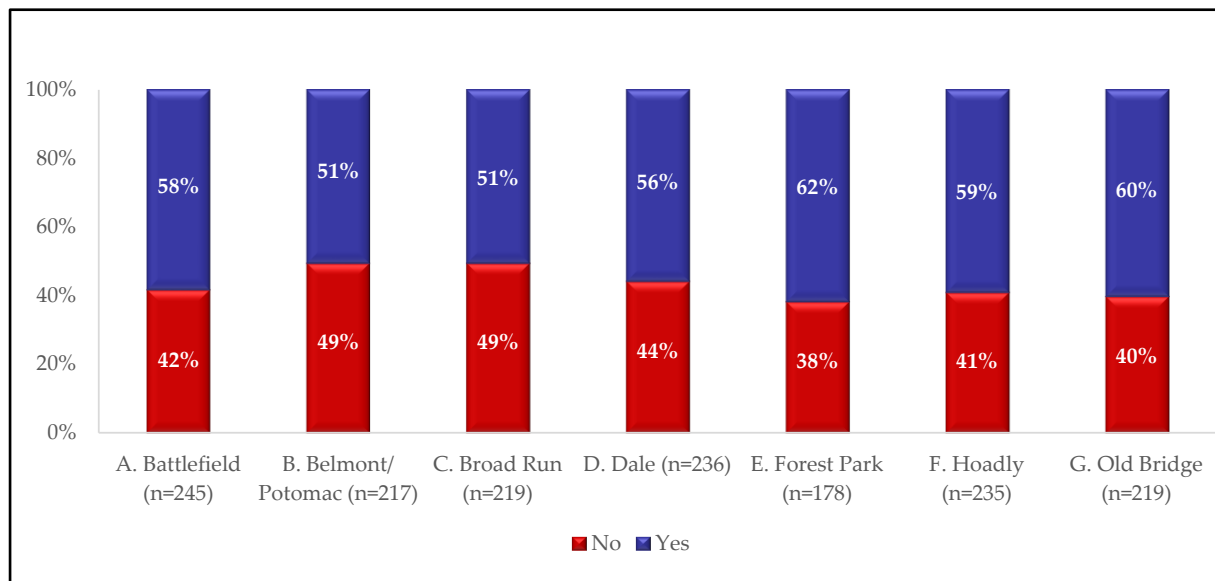
**Figure 143. Knowledge How to Sign Up for Alerts About Emergency Situations – by Year\***



Q14A. [Base: Total respondents excluding “Not sure”/Refused responses] Do you know how to sign up for alerts about developing emergency situations or severe weather in the County? \*Question added in 2018

Regionally, residents of Forest Park (62%), Old Bridge (60%), Hoadly (59%) and Battlefield (58%) were most likely to know how to sign up for emergency alerts. Conversely, regions with the lowest awareness levels included Broad Run and, for the second survey year in a row, Belmont/Potomac; in both localities 49% of residents did not know how to sign up for such alerts (Figure 144). In comparison to three years ago, three regions showed directional drops in awareness (Broad Run, Dale and Hoadly), while residents of Forest Park were now much more likely to know how to sign up for alerts (Table 41).

Figure 144. Knowledge How to Sign Up for Alerts About Emergency Situations – by Region



Q14A. [Base: Total respondents excluding “Not sure”/Refused responses] Do you know how to sign up for alerts about developing emergency situations or severe weather in the County?

Table 41. Knowledge How to Sign Up for Alerts About Emergency Situations – by Region and Year\*

Year	Battlefield		Belmont/Potomac		Broad Run		Dale	
	2018 n=258	2021 n=245	2018 n=237	2021 n=217	2018 n=244	2021 n=219	2018 n=239	2021 n=236
Yes	59%	58%	48%	51%	57%	51% ↓	61%	56% ↓
No	41%	42%	52%	49%	43%	49% ↑	39%	44% ↑

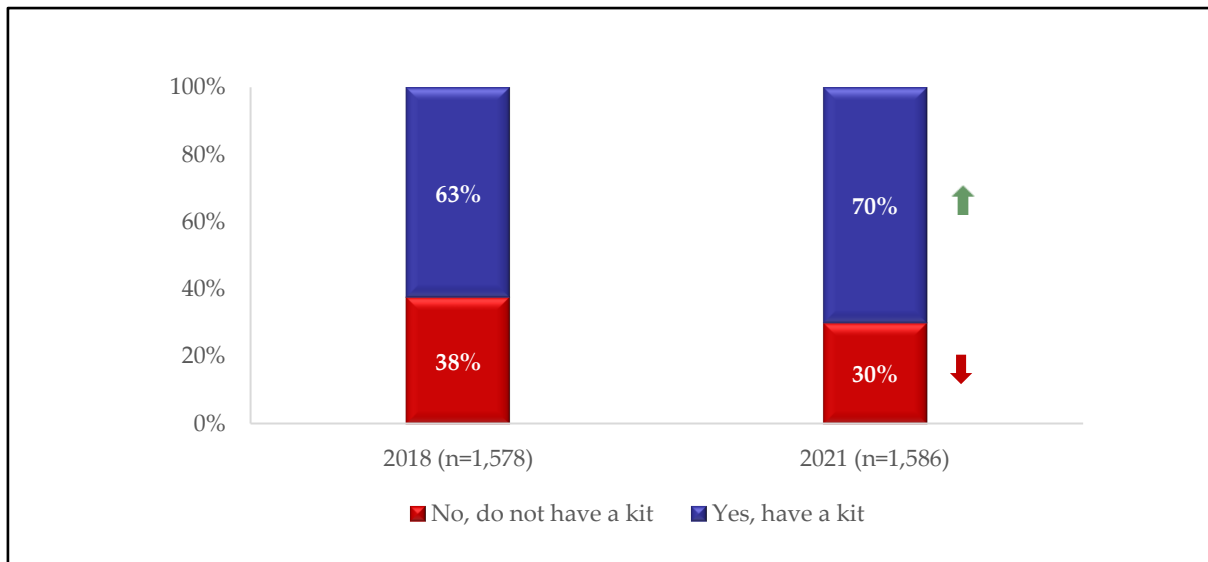
Year	Forest Park		Hoadly		Old Bridge	
	2018 n=190	2021 n=178	2018 n=170	2021 n=235	2018 n=210	2021 n=219
Yes	54%	62% ↑	65%	59% ↓	57%	60%
No	46%	38% ↓	35%	41% ↑	43%	40%

\*Question added in 2018

Several demographic factors were important differentiators on this metric. For example, females were significantly more likely than males to report awareness of how to sign up for emergency alerts (60% vs. 54%). Likelihood to know how to sign up was also directly proportional to age and peaked in the 55+ age category, at 59%. As expected, length of residence played a role, with the newest arrivals (0-5 years in the area) being least likely to report awareness, at 43%. Finally, analysis of ethnic backgrounds revealed that White residents were most apt to report awareness, with 57% saying they knew how to sign up for alerts about developing emergency situations.

Seven-in-ten residents (70%) reported they had emergency kits that contained three days of food that could be eaten without cooking, three gallons of bottled water and medication per person and a change of clothes for each member of their families. This was a notable improvement over the rate reported in 2018, when less than two-thirds had emergency kits (Figure 145).

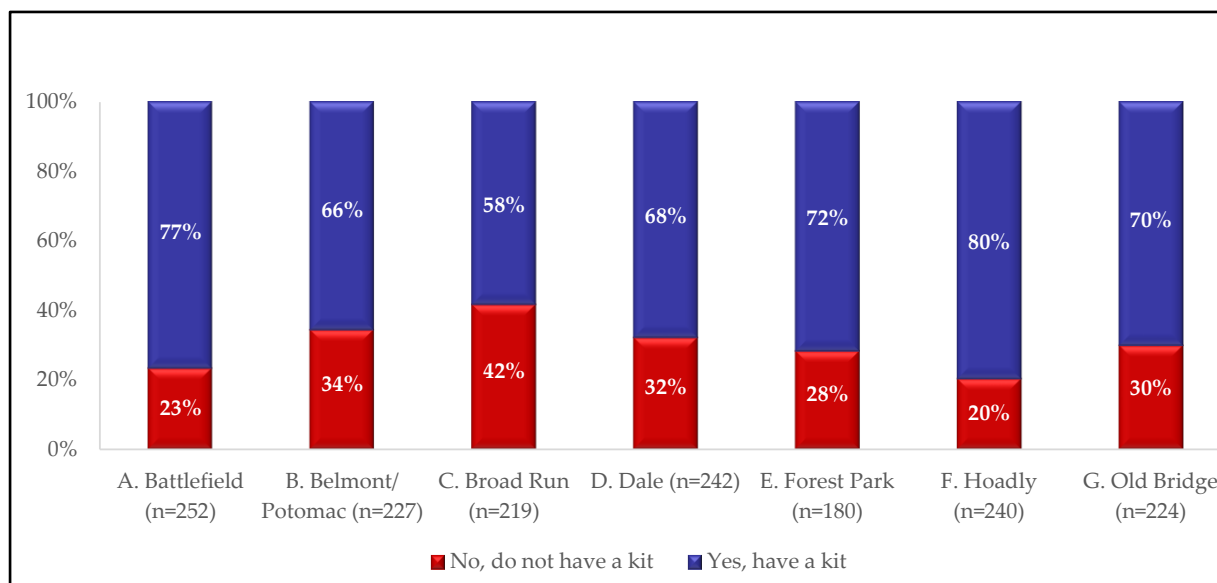
**Figure 145. Whether Have Emergency Kit – by Year\***



Q14B. [Base: Total respondents excluding “Not sure”/Refused responses] During a major emergency, power may be out, food stores or restaurants might be closed, and basic government services may be unavailable – or unable to reach you – for several days. Do you have an emergency kit that contains three days of food that can be eaten without cooking, three gallons of bottled water and medication per person and a change of clothes for each member of your family? \*Question added in 2018

The incidence of emergency kit ownership peaked in Hoadly (80%), Battlefield (77%), Battlefield (77%), Forest Park (72%), Old Bridge (70%) and Dale (68%) (**Figure 146**). Substantial upticks have been noted in all of the aforementioned regions, contributing to a significant lift on this metric countywide (**Table 42**).

**Figure 146. Whether Have Emergency Kit – by Region**



Q14B. [Base: Total respondents excluding “Not sure”/Refused responses] During a major emergency, power may be out, food stores or restaurants might be closed, and basic government services may be unavailable – or unable to reach you – for several days. Do you have an emergency kit that contains three days of food that can be eaten without cooking, three gallons of bottled water and medication per person and a change of clothes for each member of your family?

**Table 42. Whether Have Emergency Kit – by Region and Year\***

Year	Battlefield		Belmont/Potomac		Broad Run		Dale	
	2018 n=261	2021 n=252	2018 n=237	2021 n=227	2018 n=244	2021 n=219	2018 n=256	2021 n=242
Yes, have kit	70%	77% ↑	63%	66%	55%	58%	63%	68% ↑
No, don't have kit	30%	23% ↓	37%	34%	45%	42%	37%	32% ↓

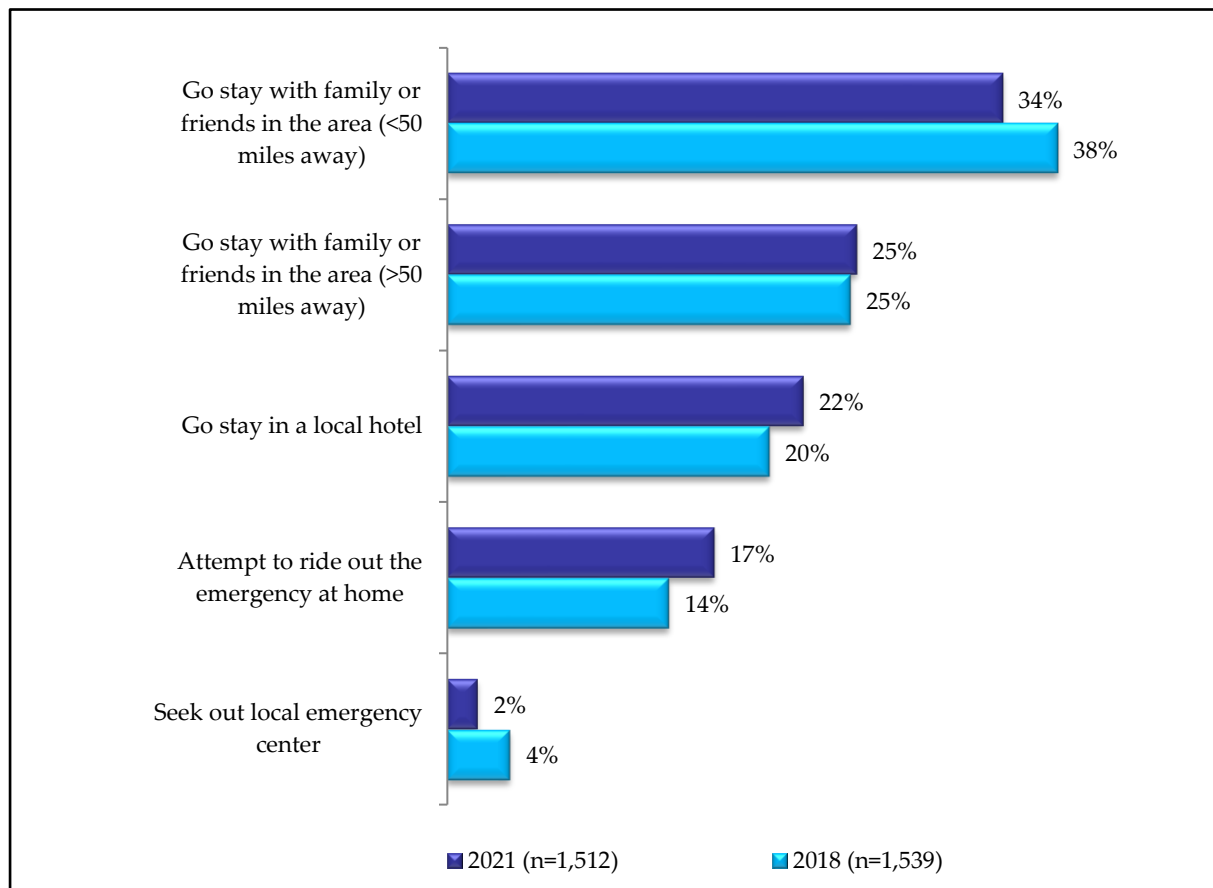
Year	Forest Park		Hoadly		Old Bridge	
	2018 n=195	2021 n=180	2018 n=169	2021 n=240	2018 n=211	2021 n=224
Yes, have kit	59%	72% ↑	68%	80% ↑	60%	70% ↑
No, don't have kit	41%	28% ↓	32%	20% ↓	40%	30% ↓

\*Question added in 2018



More in-depth analysis showed that the likelihood of emergency kit ownership is directly proportional to residents’ age, with just over three-quarters (76%) of those age 55+ reporting they did have one. Similarly, residents with the longest tenures in the County (26+ years) were more likely than those who have resided in Prince William County for shorter period of time to have emergency kits (77%). In terms of ethnic backgrounds, White residents were significantly more likely to have emergency kits than any other respondents, at 74%. Just as in 2018, the most common response if told to evacuate home for more than 24 hours would be to shelter with friends or family in the local area (34%). A quarter (25%) would stay with friends and family outside of the local area, while just over a fifth (22%) would stay in a local hotel. A total of 17% of residents would go against the evacuate orders and attempt to ride out the emergency at home, while only 2% would seek out local emergency center. These responses were consistent with the previous survey iteration, with only minor fluctuations (Figure 147).

**Figure 147. Actions Taken If Told to Evacuate Home for 24+ Hours – by Year\***



Q14C. [Base: Total respondents excluding “Not sure”/Refused responses] If an emergency affects your neighborhood and local officials tell you to evacuate your home for more than 24 hours, would you... \*Question added in 2018

Regionally, residents of Broad Run (45%), Old Bridge (37%), Battlefield (35%) and Hoadly (35%) were more likely than the remaining respondents to stay with their local family and/or friends if told to evacuate. Staying in a local hotel was also cited notably more often in Battlefield (25%) and Old Bridge (25%), and also in Dale (26%). At the same time, residents of Hoadly (21%) and Belmont/Potomac (21%) were most inclined to try and ride out the emergency at home (Table 43). In comparison to three years ago, the likelihood to stay with local friends and family dropped among residents of Belmont/Potomac, Dale, Forest Park and Old Bridge but increased in Broad Run. Staying with out-of-area friends and/or family was now cited notably less often in Broad Run and Hoadly but more frequently in Forest Park and Old Bridge. In Dale, staying in a local hotel would be considered more often, while seeking out a local shelter was mentioned less readily. Finally, residents of Hoadly were not substantially more inclined to attempt to ride out the emergency at home (Table 44).

**Table 43. Actions Taken If Told to Evacuate Home for 24+ Hours – by Region**

	A. Battlefield	B. Belmont/Potomac	C. Broad Run	D. Dale
<b>Actions Taken:</b>	n=239	n=220	n=208	n=232
Stay with family/friends in the area	35%	31%	45%	27%
Stay with family/friends out of area	24%	28%	22%	27%
Stay in local hotel	25%	20%	17%	26%
Ride out emergency at home	14%	20%	14%	18%
Seek out local shelter	2%	2%	2%	2%

	E. Forest Park	F. Hoadly	G. Old Bridge
<b>Actions Taken:</b>	n=173	n=222	n=215
Stay with family/friends in the area	32%	35%	37%
Stay with family/friends out of area	29%	24%	24%
Stay in local hotel	22%	19%	25%
Ride out emergency at home	15%	21%	13%
Seek out local shelter	2%	1%	2%

Table 44. Actions Taken If Told to Evacuate Home for 24+ Hours – by Region and Year\*

Actions Taken:	Battlefield		Belmont/ Potomac		Broad Run		Dale	
	2018 n=254	2021 n=239	2018 n=229	2021 n=220	2018 n=238	2021 n=208	2018 n=258	2021 n=232
Stay with family/ friends in the area	34%	35%	36%	31% ↓	39%	45% ↑	35%	27% ↓
Stay with family/ friends out of area	25%	24%	27%	28%	30%	22% ↓	27%	27%
Stay in local hotel	22%	25%	21%	20%	17%	17%	17%	26% ↑
Ride out emergency at home	16%	14%	11%	20% ↑	10%	14%	14%	18%
Seek out local shelter	3%	2%	6%	2%	4%	2%	7%	2% ↓

Actions Taken:	Forest Park		Hoadly		Old Bridge	
	2018 n=193	2021 n=173	2018 n=163	2021 n=222	2018 n=200	2021 n=215
Stay with family/ friends in the area	42%	32% ↓	36%	35%	44%	37% ↓
Stay with family/ friends out of area	17%	29% ↑	29%	24% ↓	19%	24% ↑
Stay in local hotel	21%	22%	19%	19%	22%	25%
Ride out emergency at home	17%	15%	13%	21% ↑	14%	13%
Seek out local shelter	3%	2%	4%	1%	1%	2%

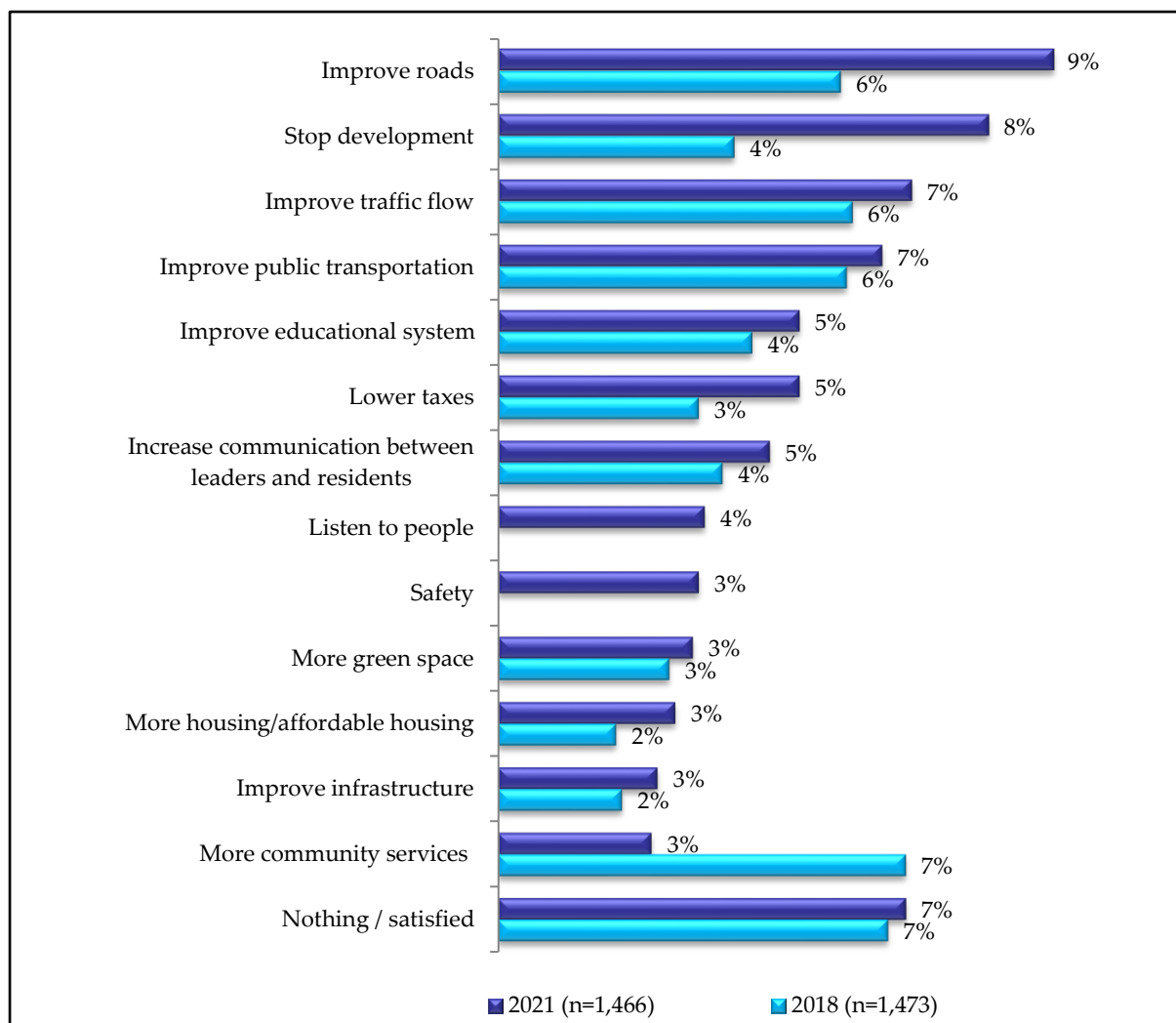
\*Question added in 2018

Demographically, females were notably more likely than males to stay with local family and/or friends (38% vs. 31%), while males were more likely to stay at home irrespective of the evacuation orders (20% vs. 13%). In terms of length of residence in the area, respondents who have lived in Prince William County for 26+ years were most likely to attempt to ride out the emergency at home (21%). Education was also an important differentiator, with residents who completed high school or less being most likely to ignore evacuation orders (21%). Finally, White residents were most likely to stay at home (19%), while their Black counterparts were most inclined to stay in a local hotel (31%).

### 3.8 Key Actions to Make Prince William County a Better Place to Live

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 (9%) thought it was necessary to improve roads. Other traffic-related issues were also raised; 7% wanted to see traffic flow improved and 7% wanted public transportation to be improved. Additionally, 8% wanted to stop development in the County. This being said, 7% felt the County was already doing a good job and nothing more was needed. The results are consistent with the 2018 wave, with no significant changes having taken place over the past three years (Figure 148).

Figure 148. One Most Important Thing to Make the County Better Place to Live – by Year\*



Q15. [Base: Total respondents excluding "Not sure"/Refused responses] What is 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 mentions are not shown. \*\*Question added in 2018

Regionally, issues such as improvement of roads were raised most often by residents of Belmont/Potomac (12%), Hoadly (12%), Broad Run (10%) and Old Bridge (10%). Opposition to new development was strongest in Hoadly (12%) and the postulate to improve traffic flow peaked in Forest Park (12%). Old Bridge residents were by far most likely to suggest improving public transportation (11%), while lower taxes were requested in Battlefield (10%), Broad Run (6%) and Dale (6%). Respondents representing Hoadly also wanted the County to listen to people (7%) and safety issues were raised across many localities, to include Old Bridge (5%), Belmont/Potomac (4%), Broad Run (4%) and Dale (4%). More green spaces were mentioned particularly often in Battlefield (6%) and requests for more affordable housing – in Belmont/Potomac (5%). Finally, those residing in Forest Park (9%), Dale (9%) and Broad Run (8%) were most inclined to report satisfaction with the current state of affairs (Table 45).

**Table 45. One Most Important Thing to Make the County Better Place to Live – by Region**

	A. Battlefield	B. Belmont/Potomac	C. Broad Run	D. Dale
Most Important:	n=230	n=204	n=205	n=223
Improve roads	9%	13%	10%	5%
Stop development	9%	7%	8%	7%
Improve traffic flow	4%	7%	5%	7%
Improve public transportation	7%	6%	6%	6%
Improve educational system	5%	4%	6%	5%
Lower taxes	10%	2%	6%	6%
Increase communication	4%	6%	4%	5%
Listen to people	3%	3%	4%	3%
Safety	2%	4%	4%	4%
More green space	6%	2%	3%	2%
Housing	2%	5%	3%	2%
Improve infrastructure	2%	3%	2%	2%
More services	2%	3%	3%	2%
Nothing / satisfied	6%	7%	8%	9%

	E. Forest Park	F. Hoadly	G. Old Bridge
<b>Most Important:</b>	n=170	n=223	n=209
Improve roads	8%	12%	10%
Stop development	7%	12%	7%
Improve traffic flow	12%	8%	8%
Improve public transportation	7%	4%	11%
Improve educational system	6%	5%	5%
Lower taxes	3%	5%	3%
Increase communication	3%	5%	5%
Listen to people	4%	7%	1%
Safety	3%	1%	5%
More green space	4%	3%	4%
Housing	3%	2%	3%
Improve infrastructure	3%	4%	3%
More services	2%	2%	4%
Nothing / satisfied	9%	4%	5%

Comparison of survey results from 2018 and 2021 by region showed limited fluctuations. These included more frequent mentions of the need to improve roads noted in Broad Run, more postulates to stop development in Battlefield, Belmont/Potomac and Hoadly, more requests for traffic flow improvement in Forest Park, more mentions of public transportation improvement in Old Bridge and elevated proportion of those asking for lower taxes in Battlefield and Dale. The only observable drop was noted among Forest Park residents, who were now less inclined to request more services than in 2018 (Table 46).

**Table 46. One Most Important Thing to Make the County Better Place to Live – by Region and Year\***

Most Important:	Battlefield		Belmont/Potomac		Broad Run		Dale	
	2018 n=245	2021 n=230	2018 n=2228	2021 n=204	2018 n=224	2021 n=205	2018 n=248	2021 n=223
Improve roads	7%	9%	8%	12%	4%	10% ↑	3%	5%
Stop development	3%	9% ↑	2%	7% ↑	5%	8%	6%	7%
Improve traffic flow	5%	4%	6%	7%	6%	5%	4%	7%
Improve public transportation	6%	7%	8%	6%	5%	6%	6%	6%
Improve educational system	5%	5%	4%	4%	2%	6%	8%	5%
Lower taxes	4%	10% ↑	4%	2%	4%	6%	1%	6% ↑
Increase communication	2%	4%	8%	6%	2%	4%	5%	5%
Listen to people	-	3%	-	3%	-	4%	-	3%
Safety	-	2%	-	4%	-	4%	-	4%
More green space	5%	6%	3%	2%	4%	3%	2%	2%
Housing	1%	2%	2%	5%	2%	3%	2%	2%
Improve infrastructure	1%	2%	3%	3%	2%	2%	1%	2%
More services	5%	2%	3%	3%	7%	3%	4%	2%
Nothing / satisfied	6%	6%	7%	7%	8%	8%	8%	9%

Most Important:	Forest Park		Hoadly		Old Bridge	
	2018 n=180	2021 n=170	2018 n=151	2021 n=223	2018 n=194	2021 n=209
Improve roads	5%	8%	8%	12%	6%	10%
Stop development	4%	7%	6%	12% ↑	3%	7%
Improve traffic flow	4%	12% ↑	10%	8%	10%	8%
Improve public transportation	8%	7%	3%	4%	5%	11% ↑
Improve educational system	3%	6%	3%	5%	3%	5%
Lower taxes	4%	3%	7%	5%	1%	3%
Increase communication	3%	3%	3%	5%	4%	5%
Listen to people	-	4%	-	7%	-	1%
Safety	-	3%	-	1%	-	5%
More green space	2%	4%	5%	3%	<1%	4%
Housing	2%	3%	2%	2%	4%	3%
Improve infrastructure	2%	3%	2%	4%	4%	3%
More services	8%	2% ↓	4%	2%	4%	4%
Nothing / satisfied	6%	9%	3%	4%	7%	5%

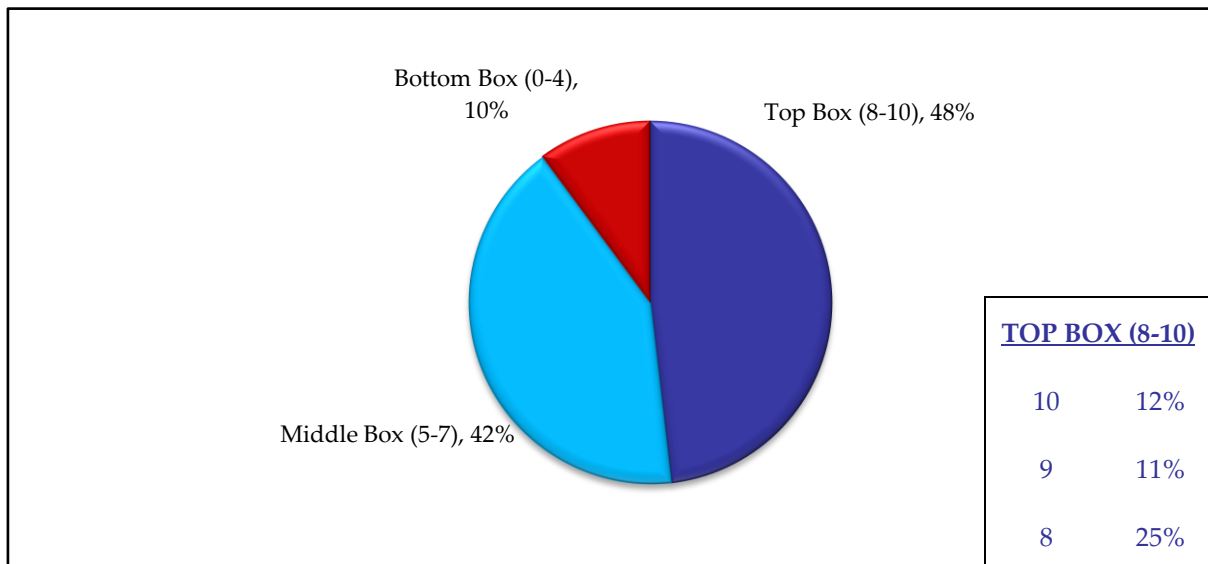
\*Question added in 2018



### 3.9 Value of County’s Services and Facilities

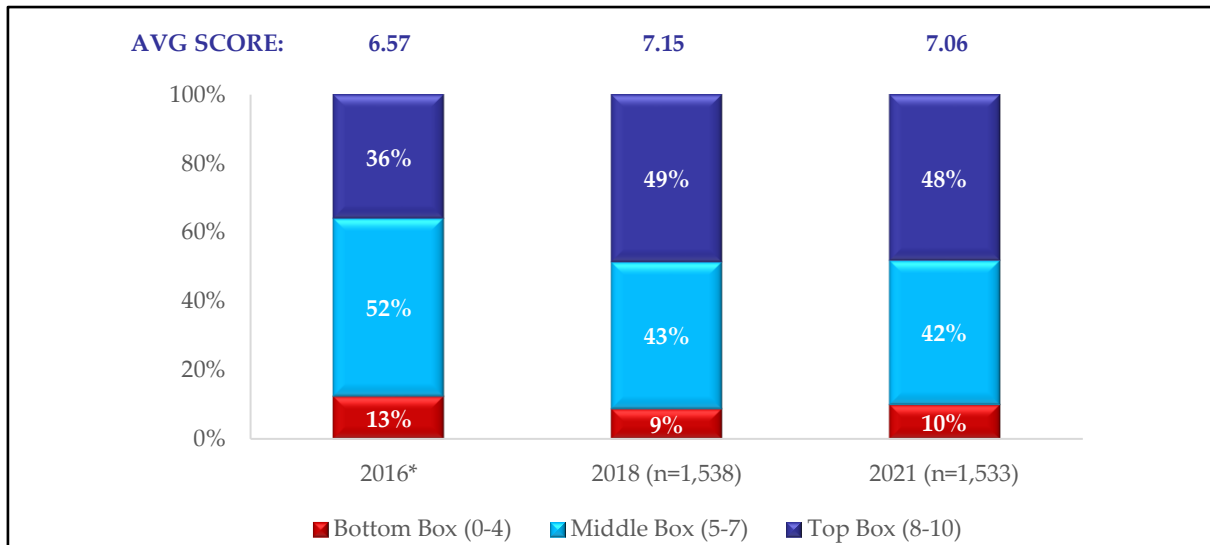
Nearly a half (48%) of Prince William residents were highly satisfied that the County’s services and facilities were a fair value for their tax dollars (**Figure 149**). This finding was essentially consistent with the 2018 result and represented a considerable improvement over the 2016 survey (**Figure 150**).

**Figure 149. Satisfaction That County’s Services and Facilities Are Fair Value for Tax Dollars**



Q3. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,533] How satisfied are you that Prince William County’s services and facilities are a fair value for your tax dollars? [If needed] Remember, 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.

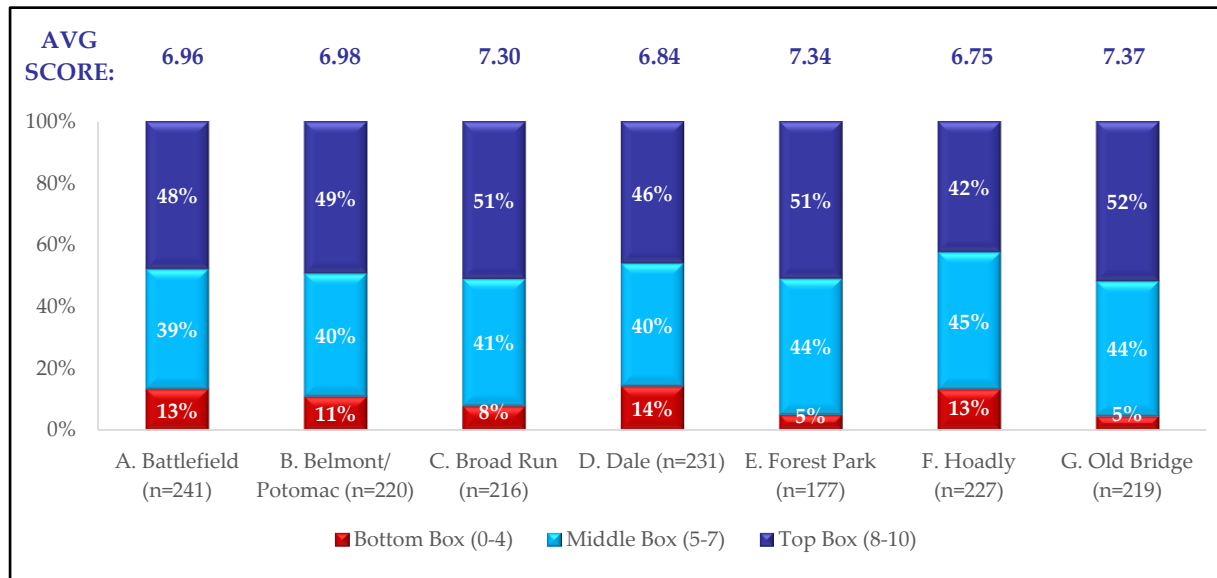
**Figure 150. Satisfaction That County’s Services and Facilities Are Fair Value for Tax Dollars – by Year**



Q3. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you that Prince William County’s services and facilities are a fair value for your tax dollars? [If needed] Remember, 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.

Analysis by region indicated that those residing in Old Bridge (52%), Forest Park (51%) and Broad Run (51%) were most likely to express satisfaction that Prince William County’s services and facilities were a fair value for their tax dollars (Figure 151). The previously peaking locality – Dale – was substantially less likely this year to rate this metric as 8-10 on the 0-to-10 scale this wave, as was Hoadly. Conversely, elevated satisfaction levels were noted in Broad Run and Battlefield (Table 47).

**Figure 151. Satisfaction That County’s Services and Facilities Are Fair Value for Tax Dollars – by Region**



Q3. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you that Prince William County’s services and facilities are a fair value for your tax dollars? [If needed] Remember, 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.

**Table 47. Satisfaction That County’s Services and Facilities Are Fair Value for Tax Dollars – by Region and Year**

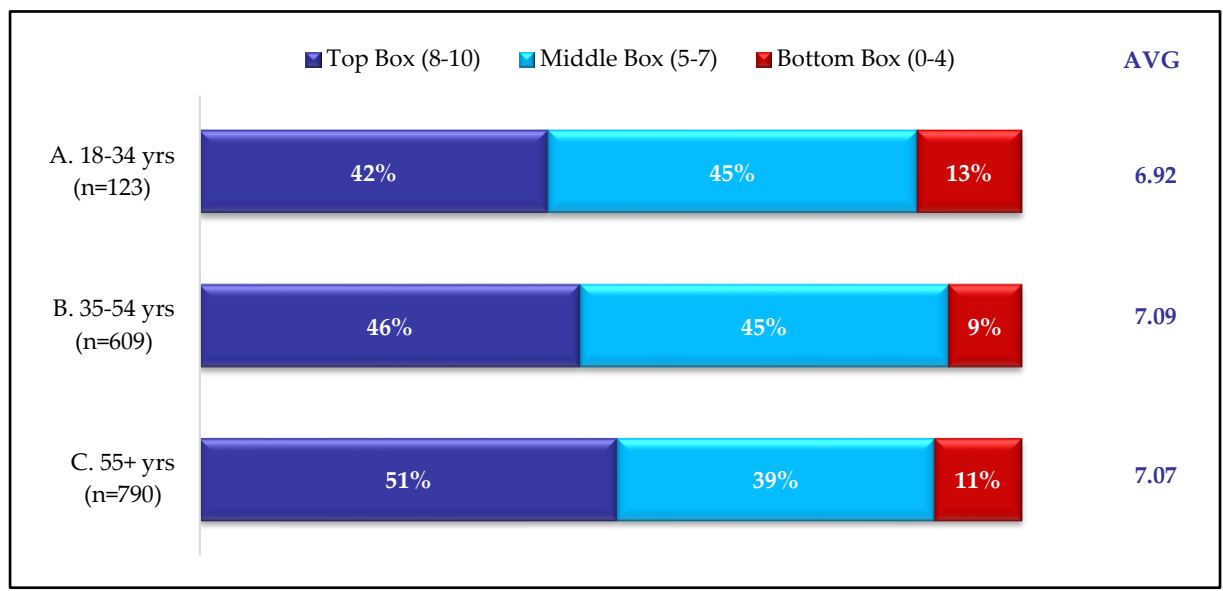
Year	Battlefield			Belmont/ Potomac			Broad Run			Dale		
	2016	2018 n=255	2021 n=241	2016	2018 n=234	2021 n=220	2016	2018 n=237	2021 n=216	2016	2018 n=241	2021 n=231
<b>Mean</b>	6.60	6.83	6.96	6.51	7.42	6.98	6.25	7.03	7.30	6.81	7.30	6.84
Top Box (8-10)	33%	41%	48% <span style="color: green;">↑</span>	36%	52%	49%	27%	45%	51% <span style="color: green;">↑</span>	42%	54%	46% <span style="color: red;">↓</span>
Middle Box (5-7)	55%	48%	39% <span style="color: red;">↓</span>	51%	44%	40%	59%	46%	41% <span style="color: red;">↓</span>	47%	38%	40%
Bottom Box (0-4)	12%	11%	13%	13%	4%	11% <span style="color: green;">↑</span>	15%	9%	8%	12%	8%	14% <span style="color: green;">↑</span>

Year	Forest Park			Hoadly			Old Bridge		
	2016	2018 n=193	2021 n=177	2016	2018 n=172	2021 n=227	2016	2018 n=201	2021 n=219
<b>Mean</b>	6.42	7.07	7.34	6.68	7.14	6.75	6.67	7.27	7.37
Top Box (8-10)	33%	50%	51%	41%	49%	42% <span style="color: red;">↓</span>	40%	50%	52%
Middle Box (5-7)	50%	39%	44% <span style="color: green;">↑</span>	51%	41%	45%	48%	42%	44%
Bottom Box (0-4)	16%	11%	5% <span style="color: red;">↓</span>	8%	11%	13%	12%	8%	5%

The highest level of satisfaction that the County’s services and facilities were a fair value for their tax dollars was observed in the 55+ age group, at 51% (Figure 152).

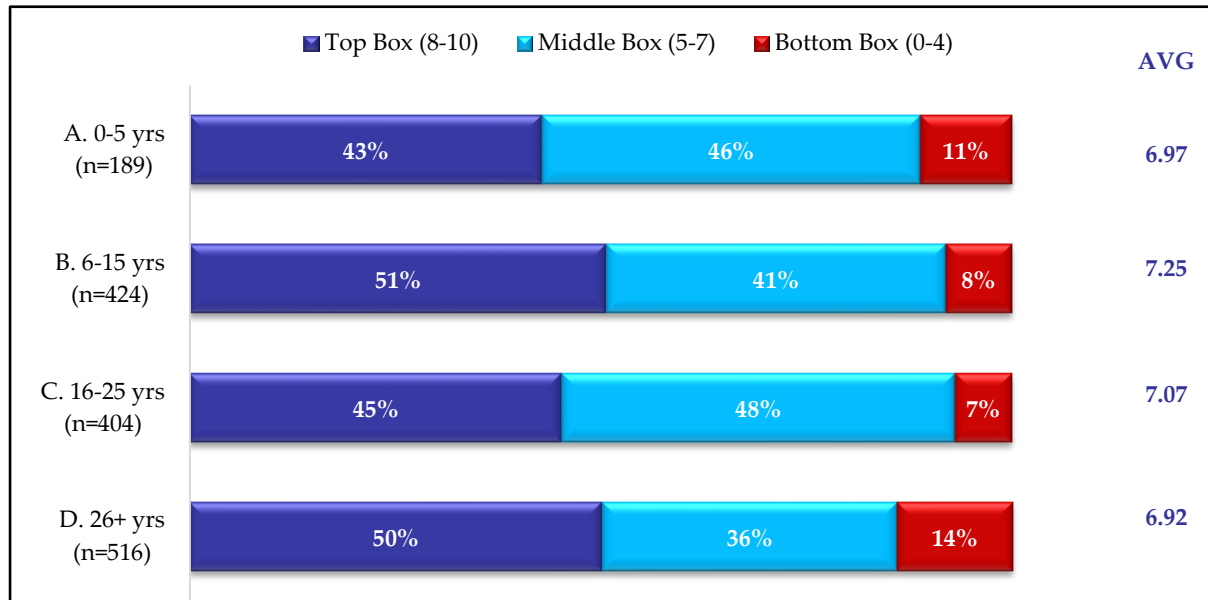
**Figure 152. Satisfaction That County’s Services and Facilities Are Fair Value for Tax Dollars – by Age**



Q3. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you that Prince William County’s services and facilities are a fair value for your tax dollars? [If needed] Remember, 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.

In terms of length of residence, those living in the County for 6-15 years were most likely to rate their satisfaction that the services and facilities available are a fair value for their tax dollars. More than a half (51%) of these respondents rated this metric within the top box (8-10 on the 0-to-10 scale) and the average score in this segment was 7.25 (Figure 153).

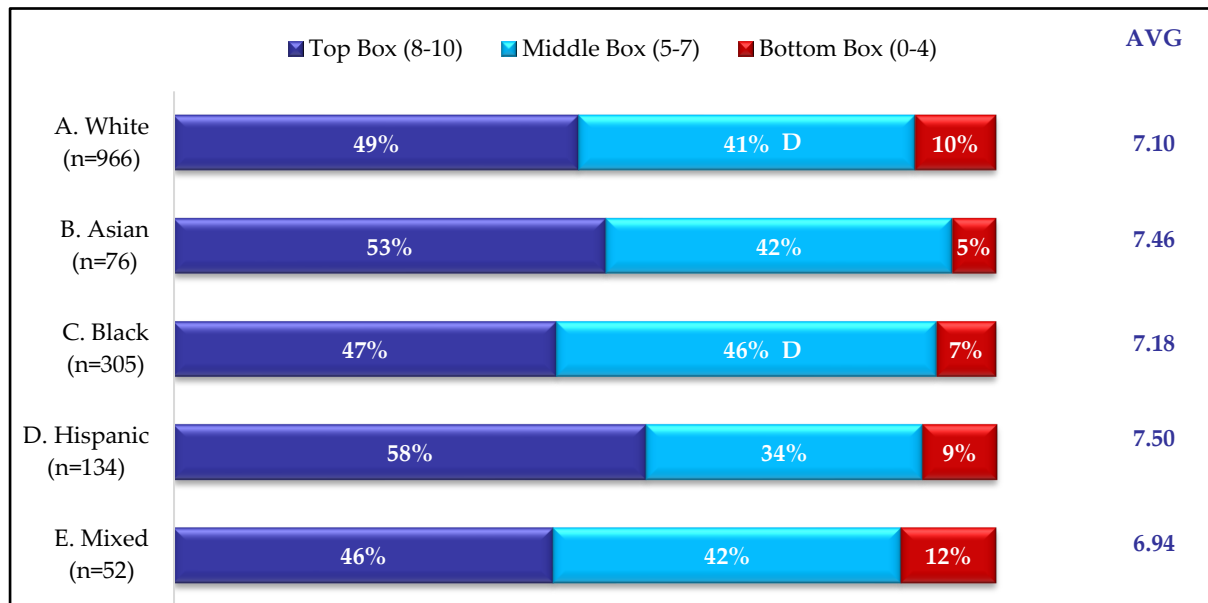
**Figure 153. Satisfaction That County’s Services and Facilities Are Fair Value for Tax Dollars – by Length of Residence**



Q3. [Base: Total respondents excluding “Not sure”/Refused responses] How satisfied are you that Prince William County’s services and facilities are a fair value for your tax dollars? [If needed] Remember, 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.

Income was another differentiating factor. Specifically, the likelihood to rate satisfaction levels within the top box were inversely proportion to the annual household levels. This being said, residents in the bottom income bracket (<\$50K) were most likely to be highly satisfied with the value they were getting for their tax dollars, at 57%. Those in the \$50K-<\$100K bracket followed, with 51% being highly satisfied. Finally, satisfaction levels were driven by Hispanic residents, 58% of whom said they were highly satisfied that Prince William County’s services and facilities were a fair value for their tax dollars (Figure 154).

**Figure 154. Satisfaction That County’s Services and Facilities Are Fair Value for Tax Dollars – by Ethnicity**

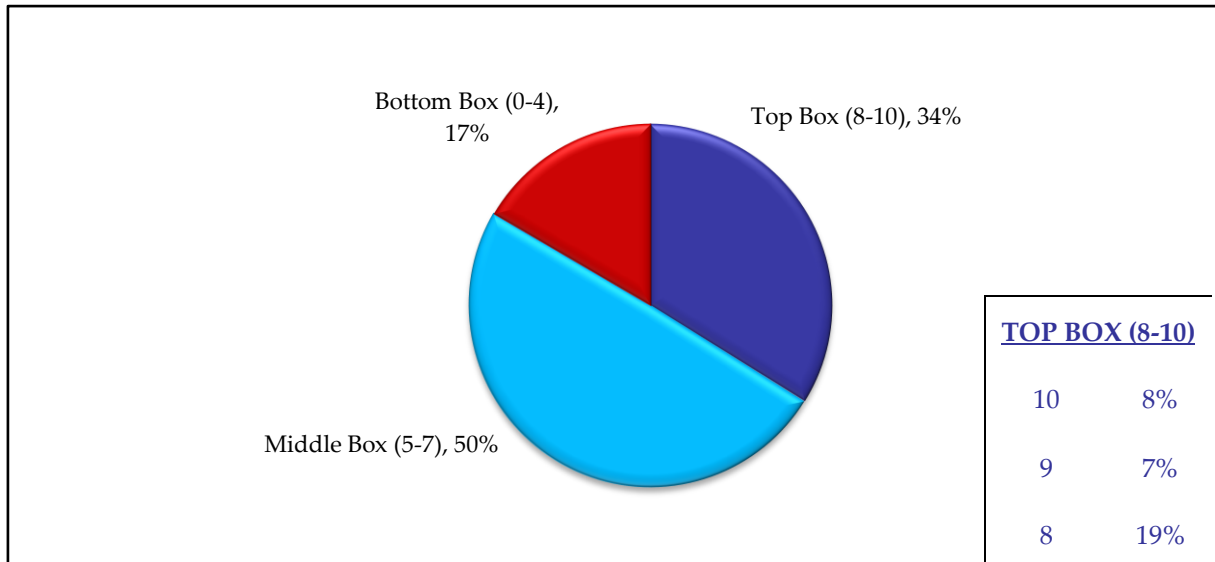


Q3. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,533] How satisfied are you that Prince William County’s services and facilities are a fair value for your tax dollars? [If needed] Remember, 0 means you are completely dissatisfied and 10 means you are completely satisfied. You can use any number between 0 and 10 to express how you feel.

### 3.10 Trust in County to Do the Right Thing

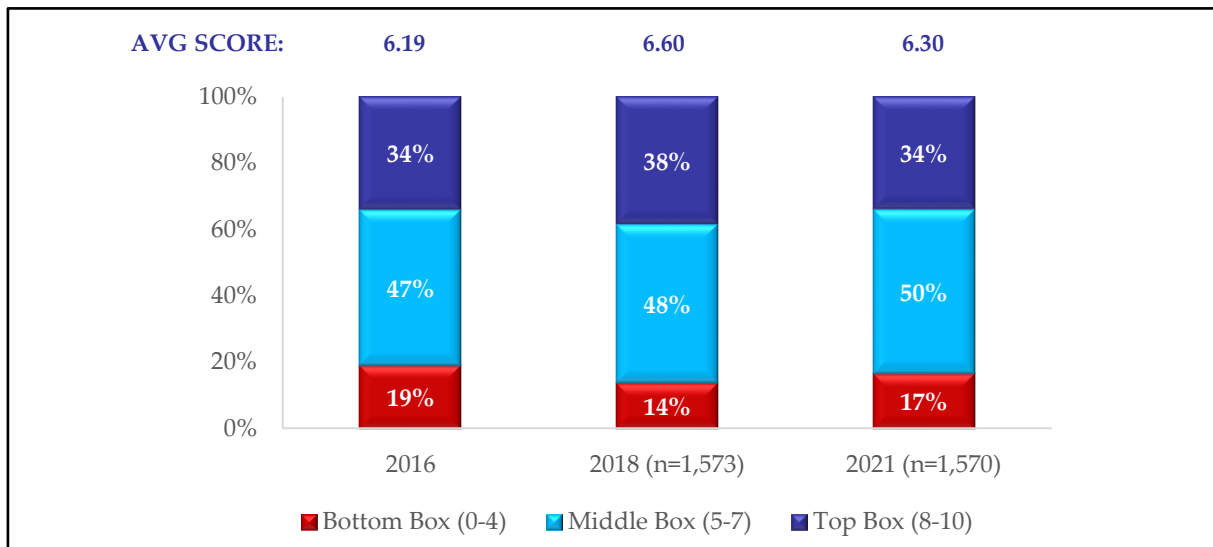
Just over a third (35%) trusts the County to do the right thing (**Figure 155**). This result has remained essentially unchanged across the survey waves, with only minimal fluctuations (**Figure 156**).

**Figure 155. Level of Trust That County Will Do the Right Thing**



Q4. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,570] The next question is slightly different. To what extent do you think you can trust the County to do the right thing? Please use a 0 to 10 scale, where 0 means you can never trust the County and 10 means you can always trust the County. You can use any number between 0 and 10 to express how you feel.

Figure 156. Level of Trust That County Will Do the Right Thing – by Year

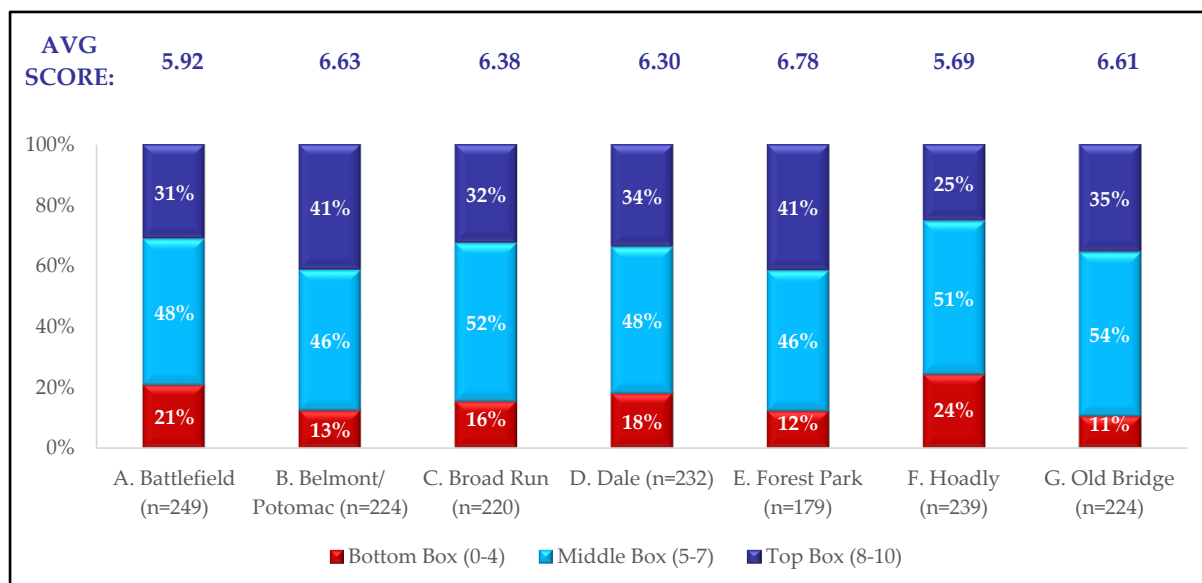


Q4. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,570] The next question is slightly different. To what extent do you think you can trust the County to do the right thing? Please use a 0 to 10 scale, where 0 means you can never trust the County and 10 means you can always trust the County. You can use any number between 0 and 10 to express how you feel.



Regions including Battlefield (31%) and Hoadly (25%) are least likely to trust the County to do the right thing (Figure 157). Despite a lack of significant changes County-wide, three regions showed considerable drops in terms of trust. These included Belmont/Potomac, Dale and Hoadly (Table 48).

Figure 157. Level of Trust That County Will Do the Right Thing – by Region



Q4. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,570] The next question is slightly different. To what extent do you think you can trust the County to do the right thing? Please use a 0 to 10 scale, where 0 means you can never trust the County and 10 means you can always trust the County. You can use any number between 0 and 10 to express how you feel.

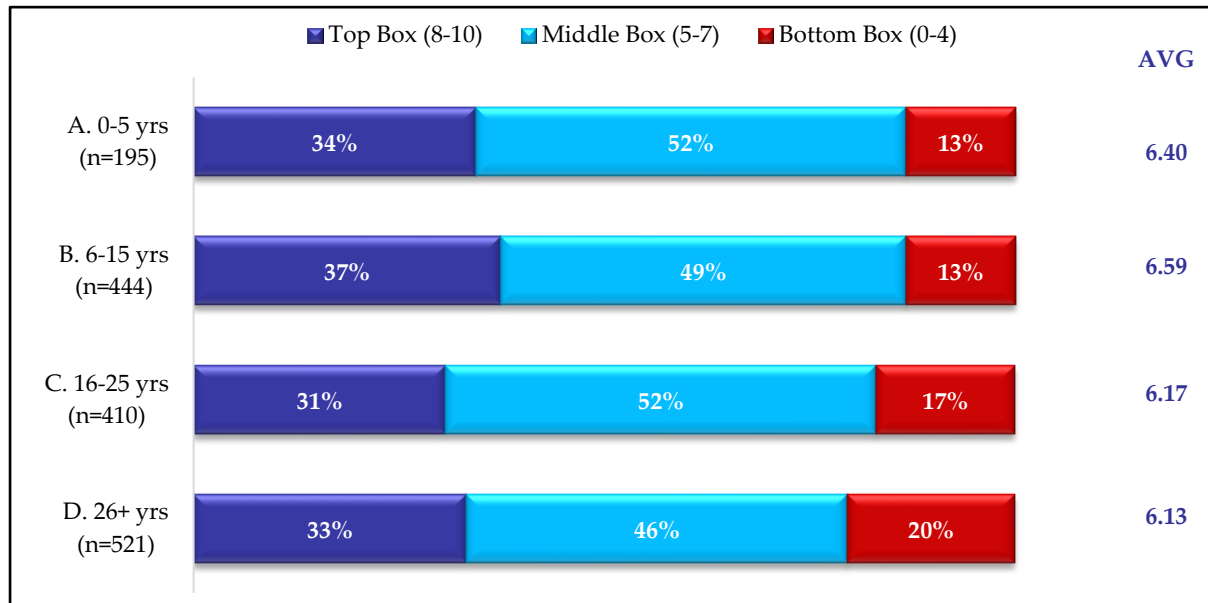
Table 48. Level of Trust That County Will Do the Right Thing – by Region and Year

Year	Battlefield			Belmont/Potomac			Broad Run			Dale		
	2016	2018 n=263	2021 n=249	2016	2018 n=234	2021 n=224	2016	2018 n=244	2021 n=220	2016	2018 n=256	2021 n=232
Mean	6.11	6.10	5.92	6.25	6.94	6.63	6.03	6.47	6.38	6.21	6.77	6.30
Top Box (8-10)	31%	32%	31%	28%	46%	41%	30%	34%	32%	39%	40%	34%
Middle Box (5-7)	50%	48%	48%	57%	44%	46%	45%	48%	52%	40%	49%	48%
Bottom Box (0-4)	19%	20%	21%	15%	11%	13%	25%	18%	16%	21%	12%	18%

Year	Forest Park			Hoadly			Old Bridge		
	2016	2018 n=196	2021 n=179	2016	2018 n=171	2021 n=239	2016	2018 n=206	2021 n=224
Mean	6.17	6.71	6.78	6.26	6.58	5.69	6.39	6.69	6.61
Top Box (8-10)	37%	38%	41%	34%	43%	25%	37%	39%	35%
Middle Box (5-7)	43%	52%	46%	49%	45%	51%	48%	50%	54%
Bottom Box (0-4)	20%	10%	12%	17%	13%	24%	15%	11%	11%

In terms of length of residence, those living in the County for 6-15 years were most likely to rate their level of trust that the County would do the right thing as 8-10 on the 0-to-10 scale. Nearly four-in-ten respondents (37%) rated this metric within the top box and the average score in this segment was 6.59 (Figure 158).

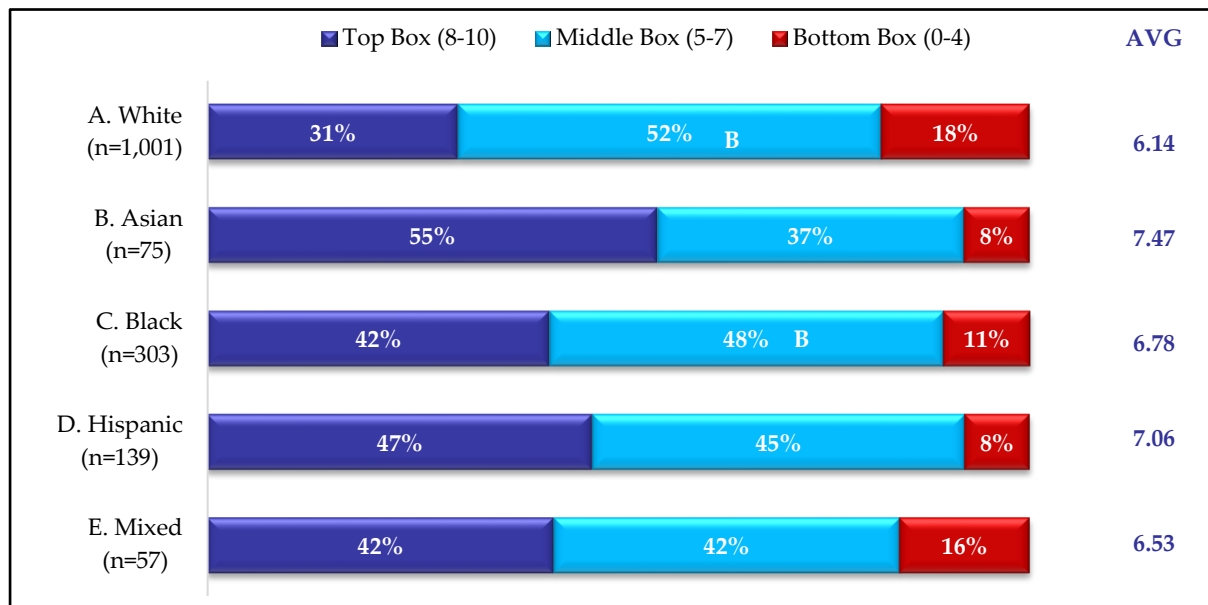
**Figure 158. Level of Trust That County Will Do the Right Thing – by Length of Residence**



Q4. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,570] The next question is slightly different. To what extent do you think you can trust the County to do the right thing? Please use a 0 to 10 scale, where 0 means you can never trust the County and 10 means you can always trust the County. You can use any number between 0 and 10 to express how you feel.

Education and income were also important differentiators, with those in the lowest education and lowest income brackets being most likely to say they trusted the County. Specifically, 41% of residents with high school education or less and 46% of residents earning less than \$50K per year rated their level of trust as 8-10 on the 0-to-10 scale. Finally, satisfaction levels were lowest among White residents; only three-in-ten (31%) stated they trusted the County to do the right thing, which was significantly below any other ethnic segment (**Figure 159**).

**Figure 159. Figure 149. Level of Trust That County Will Do the Right Thing – by Ethnicity**



Q4. [Base: Total respondents excluding “Not sure”/Refused responses, n=1,570] The next question is slightly different. To what extent do you think you can trust the County to do the right thing? Please use a 0 to 10 scale, where 0 means you can never trust the County and 10 means you can always trust the County. You can use any number between 0 and 10 to express how you feel.

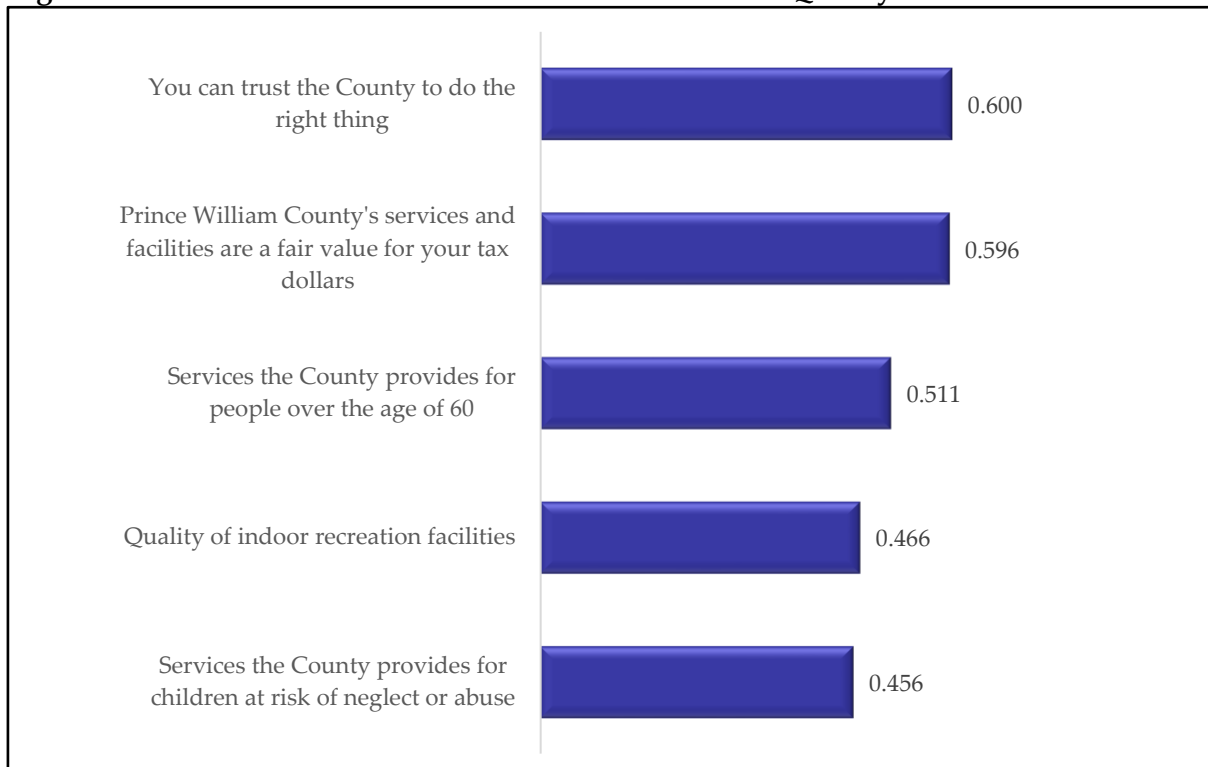
## Chapter 4. Key Driver Analysis

Key Driver Analysis is a standard form of statistical analysis for the purpose of determining what factors make residents most satisfied with a high-level, summary measure such as the overall quality of life in the County (Q1) or the perception that they are getting good value for their tax dollars (Q3). The analysis uses correlation and regression modelling, which help assess the unique contributions of each item to the dependent variables (quality of life and satisfaction that good value for tax dollars is received). Equally unsatisfactory items may not deserve the same degree of focus, if one is more correlated with the key satisfaction measures than the other. Similarly, if two items contribute equally to the key measures, and one is more unsatisfactory than the other, the public may take more notice of solutions targeted to the less satisfactory aspect.

### 4.1 Key Drivers of Overall Satisfaction with Quality of Life

For the needs of this analysis, a Pearson Correlation was performed to determine which factors were highly correlated to residents' satisfaction with the overall quality of life in Prince William County. Pearson Correlation is a statistical tool that measures the strength of relationship between variables. A strong correlation (i.e., correlation of 0.50-1.00) means that if residents gave high ratings to their satisfaction with overall quality of life, they also gave high ratings to these factors. The five factors most highly correlated to residents' satisfaction are shown in **Figure 160** below. Factors such as trust that the County will do the right thing and the belief that services and facilities are a fair value for tax dollars were also among the key drivers of satisfaction three years ago, in the 2018 survey.

**Figure 160. Factors Correlated to Overall Satisfaction with Quality of Life**



As a second step of key driver analysis, a multiple regression was conducted to determine if the five most highly-correlated factors were predictive of the overall quality of life in the County. Based upon the findings, these factors as a whole predicted 55% of overall satisfaction (R-square for the model was 0.554, a perfect square is 1.00). Two of the five correlated factors contributed significantly to the model, i.e., had p-value <0.05. The significance levels were:

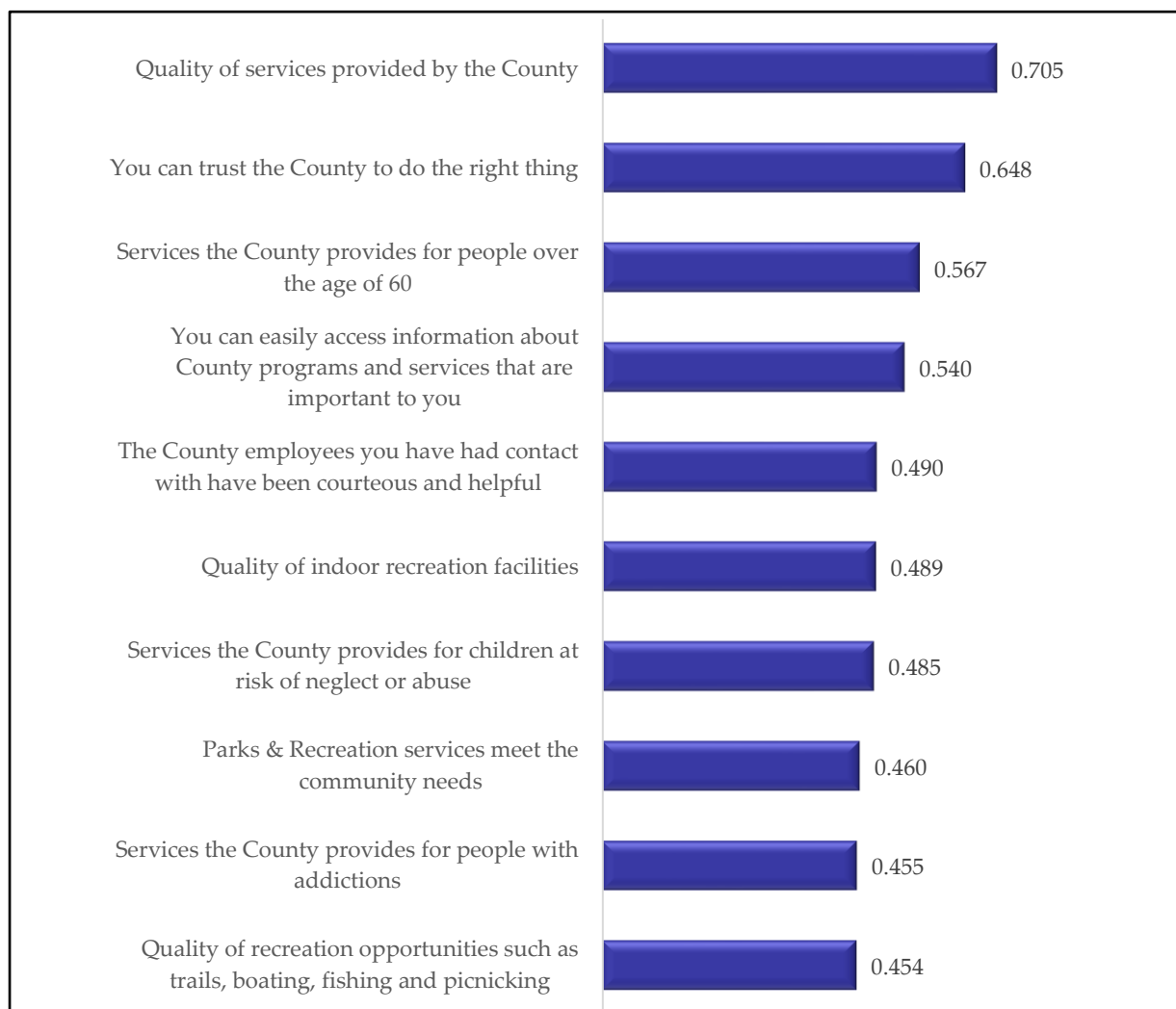
- **You can trust the County to do the right thing** 0.000
- **Prince William County's services and facilities are a fair value for your tax dollars** 0.014

The significance means these factors were predictors (i.e., key drivers) of overall satisfaction and should be emphasized by the County.

## 4.2 Key Drivers of Satisfaction with Getting Good Value for Tax Dollars

Again, a Pearson Correlation was performed to determine which factors were highly correlated to residents’ satisfaction that Prince William County’s services and facilities were a fair value for their tax dollars. The ten factors most highly correlated to residents’ satisfaction are shown in **Figure 161** below. Factors such as trust that the County will do the right thing, services for people over the age of 60, as well as courteous and helpful County employees and were also among the key drivers of satisfaction three years ago, in the 2018 survey.

**Figure 161. Factors Correlated to Overall Satisfaction with County Services**



A multiple regression conducted as the second step of the Key Driver Analysis indicated that these factors as a whole predicted 67% of overall satisfaction (R-square for the model was 0.667, a perfect square is 1.00). Five of the ten correlated factors contributed significantly to the model, i.e., had p-value <0.05. The significance levels were:

---

• The quality of services provided by the County	0.000
• You can trust the County to do the right thing	0.000
• You can easily access information about County programs and services that are important to you	0.028
• The County employees you have had contact with have been courteous and helpful	0.041
• The quality of recreation opportunities such as trails, boating, fishing and picnicking	0.041

The significance means these factors were predictors (i.e., key drivers) of overall satisfaction and should be emphasized by the County.

## Appendix A. Profile of the Sample



**Profile of the Sample**

	<i>Count</i>	<i>Percent</i>
All adults.....	1,601	100%
<b>YEARS LIVED IN COUNTY</b>		
5 years or less .....	199	12%
6-15 years .....	451	28%
16-20 years .....	260	16%
21-30 years .....	298	19%
More than 30 years .....	393	25%
<b>TYPE OF RESIDENCE</b>		
Single family home.....	1231	77%
Multi-unit (townhome/apt) .....	359	23%
Trailer, mobile home, or boat .....	5	0.3%
<b>EDUCATION</b>		
H.S. grad or less .....	200	13%
Some college/2-year degree .....	421	27%
Bachelor’s degree .....	468	30%
Graduate degree or higher .....	489	31%
<b>GENDER</b>		
Men .....	824	52%
Women .....	777	49%
<b>EMPLOYMENT</b>		
Full time .....	846	53%
Part time .....	82	5%
Self-employed.....	119	8%
Unemployed.....	35	2%
Homemaker .....	64	4%
Student .....	23	1%
Retired/Disabled .....	505	32%
<b>CHILD ATTENDS PWC PUBLIC SCHOOLS</b>		
Yes.....	483	30%
No .....	1109	70%
<b>AGE GROUPS IN HOUSEHOLD</b>		
Under 18.....	578	37%
18-64.....	1186	75%
65+ .....	596	38%
<b>IDENTIFY AS HISPANIC</b>		
Yes.....	141	9%
No .....	1429	91%
<b>ETHNICITY</b>		
White .....	1017	67%
Asian/Asian American .....	76	5%
Black/African American.....	312	21%
Native American.....	19	1%
Other .....	32	2%
Mixed.....	57	4%

	<i>Count</i>	<i>Percent</i>
<b>AGE GROUP</b>		
18-34 years old.....	123	8%
35-54 years old.....	639	40%
55 years or older .....	823	52%
<b>ANNUAL HOUSEHOLD INCOME</b>		
\$50,000 or less .....	200	14%
\$50,000 - \$74,999 .....	175	12%
\$75,000 - \$99,999 .....	247	17%
\$100,000 - \$149,999 .....	343	24%
\$150,000 - %199,999.....	217	15%
\$200,000 or more .....	255	18%

*\*Respondents who do not know or refused to answer these questions are not reported here, therefore the answers may not sum to 100%.*

## Appendix B. Survey Questionnaire

## Prince William County Community Survey

**INTRODUCTION:** Hello, I'm calling on behalf of Prince William County. I'm \_\_\_\_\_ with Issues & Answers Research, and we're conducting a survey to see how residents feel about the County and the services the County provides. Your answers are confidential, and the results of the survey will 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 15 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.

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 Q2]**

1A. For what reasons do you feel that way? **(OPEN END)**

2. Using the same 0-to-10 scale, overall, how satisfied are you with the quality of services provided by the County? **[IF NEEDED]** Remember, 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 Q2]**

2A. For what reasons do you feel that way? **(OPEN END)**

3. How satisfied are you that Prince William County’s services and facilities are a fair value for your tax dollars? **[IF NEEDED]** Remember, 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	Not Applicable
0	1	2	3	4	5	6	7	8	9	10	97	98	99

4. The next question is slightly different. To what extent do you think you can trust the County to do the right thing? Please use a 0 to 10 scale, where 0 means you can never trust the County and 10 means you can always trust the County. You can use any number between 0 and 10 to express how you feel.

Always trust										Never trust	Not sure	Refused
0	1	2	3	4	5	6	7	8	9	10	98	99

5-INTRO. Next, I'm going to read two statements, for each one, please tell me whether you agree or disagree with the statement using a 0 to 10 scale, where 0 means completely disagree and 10 means completely agree.

5A. The County employees you have had contact with have been courteous and helpful.

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

5B. You can easily access information about county programs and services that are important to you.

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

**(ROTATE QUESTIONS Q6 THROUGH Q13; SOME QUESTIONS ARE IN BLOCKS THAT HAVE TO BE KEPT TOGETHER)**

I'm going to read additional questions about the County and the services it provides.

**[TRANSPORTATION: KEEP Q6A, 6B AND 6C TOGETHER AND IN THE ORDER SHOWN]**

Q6-INTRO: The County has a transportation network that includes different modes of travel including roads, bus, rail, sidewalks/trails, ridesharing and commuter parking.

6A. How satisfied are you that the transportation network adequately supports the community? **[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

6B. How satisfied are you that the transportation network supports the needs of commuters? **[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

6C. How satisfied are you that the transportation network supports County growth? **[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

**[PLANNING AND DEVELOPMENT: KEEP Q7A, 7B, 7C AND 7D TOGETHER, BUT ROTATE ORDER WITHIN BLOCK]**

7A. How satisfied are you that the visual appearances of new developments reflect well on our area? **[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

7B. How satisfied are you that it is easy to know what new development is under consideration? **[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

7C. How satisfied are you that you can voice your opinion while new developments are still in the planning stages? **[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

7D. How satisfied are you that you know how to get involved in the planning development process if you desire? **[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

**[POLICE/SAFETY: KEEP Q8A THROUGH Q8J TOGETHER; ASK Q8A FIRST; ROTATE ORDER OF REMAINING QUESTIONS WITHIN BLOCK]**

8A. How satisfied are you that the County 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

8B. How satisfied are you that 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

8C. How satisfied are you that requests for police assistance receive a 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

8D. How satisfied are you that the 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



8E. How satisfied are you that the 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

8F. How satisfied are you that the 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

8G. 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

8H. 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

8J. How satisfied are you that you feel safe when visiting commercial areas in the 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

9. How satisfied are you that County library services including online services meet your 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

**[FIRE AND RESCUE, PART 1: KEEP Q12A AND Q12B TOGETHER; DO NOT ROTATE WITHIN BLOCK]**

10-INTRO: Next, I'm going to read two statements, for each one, please tell me whether you agree or disagree with the statement using a 0 to 10 scale, where 0 means completely disagree and 10 means completely agree.

10A. Fire and Emergency Medical Services responders provide high quality service.

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

10B. Fire and Emergency Medical Services responders are professional.

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

**[HUMAN SERVICES: KEEP Q11A THROUGH Q11F TOGETHER; ROTATE WITHIN BLOCK]**

11A. How satisfied are you with the services the County provides for people with mental illness? **[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

11B. How satisfied are you with the services the County provides for people over the age of 60? **[IF NEEDED:]** Please use a 0 to 10 scale where 0 means you are completely dissatisfied and 10 means you are completely satisfied.

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

11C. How satisfied are you with the services the County provides for people with disabilities? **[IF NEEDED:]** Please use a 0 to 10 scale where 0 means you are completely dissatisfied and 10 means you are completely satisfied.

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

11D. How satisfied are you with the services the County provides for people who are economically disadvantaged? **[IF NEEDED:]** Please use a 0 to 10 scale where 0 means you are completely dissatisfied and 10 means you are completely satisfied.

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

11E. How satisfied are you with the services the County provides for children at risk of neglect or abuse? **[IF NEEDED:]** Please use a 0 to 10 scale where 0 means you are completely dissatisfied and 10 means you are completely satisfied.

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

11F. How satisfied are you with the services the County provides for people with addictions? **[IF NEEDED:]** Please use a 0 to 10 scale where 0 means you are completely dissatisfied and 10 means you are completely satisfied.

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

**[PARKS AND RECREATION: KEEP Q12A THROUGH Q12E TOGETHER; ROTATE WITHIN BLOCK]**

12A. How satisfied are you that Parks and Recreation services meet the community’s needs? **[IF NEEDED:]** Please use a 0 to 10 scale where 0 means you are completely dissatisfied and 10 means you are completely satisfied.

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

12B. How satisfied are you with the quality of indoor recreation facilities? **[IF NEEDED:]** Please use a 0 to 10 scale where 0 means you are completely dissatisfied and 10 means you are completely satisfied.

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

12C. How satisfied are you with the quality of County pools and waterparks? **[IF NEEDED:]** Please use a 0 to 10 scale where 0 means you are completely dissatisfied and 10 means you are completely satisfied.

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

12D. How satisfied are you with the quality of athletic fields? **[IF NEEDED:]** Please use a 0 to 10 scale where 0 means you are completely dissatisfied and 10 means you are completely satisfied.

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

12E. How satisfied are you with the quality of recreation opportunities such as trails, boating, fishing and picnicking? **[IF NEEDED:]** Please use a 0 to 10 scale where 0 means you are completely dissatisfied and 10 means you are completely satisfied.

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

13. How satisfied are you with your voting experience in Prince William County? **[IF NEEDED:]** Please use a 0 to 10 scale where 0 means you are completely dissatisfied and 10 means you are completely satisfied.

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

**[END ROTATION SECTION]**

**[FIRE AND RESCUE, PART 2]**

14A. Do you know how to sign up for alerts about developing emergency situations or severe weather in in the County?

- 1 Yes
- 2 No
- 3 Not Sure

14B. During a major emergency, power may be out, food stores or restaurants might be closed, and basic government services may be unavailable - or unable to reach you - for several days. Do you have an emergency kit that contains three days of food that can be eaten without cooking, three gallons of bottled water and medication per person and a change of clothes for each member of your family?

- 1 Yes, have kit
- 2 No, do not have kit
- 3 Not Sure

14C. If an emergency affects your neighborhood and local officials tell you to evacuate your home for more than 24 hours, would you **[READ LIST]**:

- 1 Go stay with family or friends in the area (less than 50 miles away)
- 2 Go stay with family or friends out of the area (50 or more miles away)
- 3 Go stay in a local hotel
- 4 Seek out a local emergency shelter
- 5 Attempt to ride out the emergency at home
- 9 **[DO NOT READ]** Not sure

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

16. We'd like to know which Parks and Recreation resources you or other members of your household have used in the past 12 months. Have you visited or used . . . **[READ LIST; CHECK ALL THAT APPLY; MULTIPLE RESPONSE]**

- 1 Indoor recreation facilities
- 2 Public pools or waterparks
- 3 Athletic fields
- 4 Public facilities including trails and areas for boating, fishing and camping
- 5 None of the above

17. We'd like to know with which County government departments or services you have had direct contact in the past 12 months. Contact could be either in-person or by phone. **[READ LIST; CHECK ALL THAT APPLY; MULTIPLE RESPONSE]**

- 1 Emergency Medical Services
- 2 Fire Department
- 3 Human Services
- 4 Library, including online services
- 5 Police Department
- 6 Voter Registration
- 9 None of the above

F1. 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]

F2. 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

F3. 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

F4. 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

F5. Are you a parent or guardian of any children attending Prince William public schools?

- 1 Yes
- 2 No
- 8 Not sure
- 9 Refused

F6. 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

F7. Do you consider yourself to be Spanish, Hispanic or Latino?

- 1 Yes
- 2 No
- 3 Not sure
- 4 Refused

F8. 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

F9. 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

F10. 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

Thank you for sharing your time with me today.



**Appendix C.**  
**Prince William County Community Survey**  
**vs. Police Department Survey**

In 2020, Issues & Answers Network was hired by the Prince William County Police Department to conduct a community survey. This survey, while similar to the biannual County Community Survey, has distinct differences. These differences preclude the data from being comparable to the Community Survey and those results are not shown or mentioned in this report.

The primary differences include:

- The questionnaires are different. The Police Department Survey did not include all of the topics listed in the Community Survey. This can contribute to bias. For example, residents who wanted to give ratings for all aspects of life in Prince William County may have declined to participate in a one topic survey. This unmeasurable bias could tilt the data in one direction or another.
- A total of 826 interviews were conducted for the Police Department Survey while 1,601 were conducted for the Community Survey. The Community Survey has consistently used a base size of  $\approx 1600$ , with a minimum quota by each region. This methodology ensures a statistically significant base for each region meaning each region could stand on its own as a sample. The lower base size used for the Police Department Survey does not allow for the same level of statistical significance by separate areas. The overall base size for each survey is representative of Prince William County as a whole data set.
- The Police Department Survey data was weighted based on 2019 census projections for age, race and gender. The 2021 Community Survey data is unweighted. Telephone data collection was used for both surveys. This method is more and more challenging as technology to block unsolicited phone calls and decline in response rates overall has become more prevalent. Weighting is used to help balance data of those responding to the composition of the expected demographics of the population. Prince William County made the decision to show the 2021 data unweighted. It is a representation of all residents who participated in the Community Survey. Data collection used both landline and cell phone samples to ensure that all types of households and residents had an equal chance of receiving a phone call and therefore had an equal chance to choose to participate and be included in the final data set.