



# Prince William County, Virginia 2018 Resident Satisfaction Survey Report

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Conducted by

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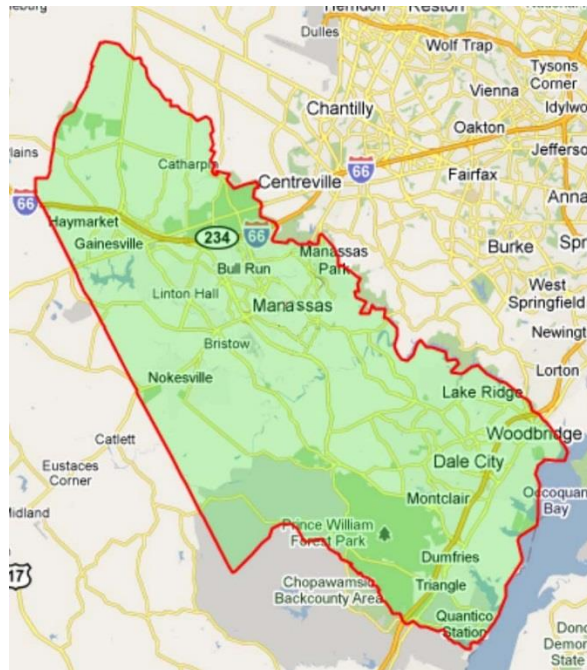
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## Introduction

This report presents results from the 2018 survey of residents of Prince William County. The County is the second largest in the Commonwealth of Virginia. It is also growing rapidly in both population and diversity. The County conducts this survey every two years to keep abreast of changes in how residents feel about the services the County provides.

The County selected Issues & Answers, a global research firm based in Virginia Beach, to conduct this survey this year. We are pleased to have the opportunity. We have made it a goal in this report to provide a much more in-depth analysis of information provided by residents than the County has received in prior years. We hope this proves to be of value.





## Background and Objectives

Prince William County regularly conducts surveys of residents regarding Quality of Life in the County and satisfaction with services provided by the County. The survey has been conducted in alternate years starting in 2014. The 2018 survey was conducted in both English and Spanish.

The purpose of the survey is to get an unbiased assessment of how residents feel about County services and to compare data against previous surveys to look for meaningful trends. The survey is structured to address all geographic areas in the County and all major demographic groups.

Please note that the data shown in the report are weighted to correct for sampling variation and ensure projectability to the entire residential population of the County. The findings discussed in the text in this report are statistically significant at a 95% level of confidence unless otherwise noted.

Please note: Interpretative comments are shown in *blue italics* to distinguish them from the description of survey results.



## Executive Summary

Prince William County has a highly diverse population. That presents a singular challenge to leaders to try to meet the needs and desires of people with very different backgrounds and perspectives. This diversity also accounts for some positive trends in perceptions of the County.

Some of the key findings in this report include:

### Satisfaction with Quality of Life:

Satisfaction with Quality of Life in Prince William County appears to be improving. However, satisfaction varies by several characteristics:

- Location: Hoadly and Battlefield have significantly higher levels of satisfaction than do Old Bridge and Forest Park.
- Length of residence in the County: Newer residents (those moving into the County in the last five years) are more satisfied than those who have lived in the county for 16 years or more.
- Age and Occupation: Older residents and retirees are more satisfied than others.

### Satisfaction with County Services

Overall, 55.7% of residents are “very satisfied” with services provided by the County.

- “Very satisfied” is a score of 8, 9 or 10 on the scale of 0 to 10 that is used in this report. A “10” is always the highest possible score.

On the scale of 0 to 10, where 10 is completely satisfied, there are seven items on which the County clearly excels.

One item has an average rating of 9.03:

- “Fire and emergency medical service responders are professional”

Six items have average ratings of between 8.10 and 8.85:

- “Fire and EMS responders provide high quality service”
- “Your voting experience in Prince William County”
- “You feel safe in your neighborhood”
- “County library services including online services meet your needs”
- “Requests for police assistance receive prompt response”
- “You feel safe when visiting commercial areas of the County”

Fifteen items score average ratings of between 7.14 and 7.98 – certainly respectable scores.

## Who Was Asked to Rate County Services

Please note that we did not limit ratings to users of services. That’s primarily because nonusers support these services and have opinions about them. We did capture information from each respondent to find out if they had direct contact with a program or department, so that we could compare responses between those who did and did not. Where there are differences, they are discussed in the body of the report.



The areas with the lowest scores are Human Services, Transportation and Planning. However, satisfaction with almost all of the items that were measured in both 2016 and 2018 has risen this year.

With Human Services, a large number of respondents were unable to offer an opinion. For example, more than 600 people opted out of the question on addiction services, giving a “don’t know” response.

**No average score for any items is below 5.72. There are no areas in which a majority of residents are dissatisfied.**

### Summary Satisfaction Table Items are ranked by mean (average) score

Category	Item	2018 % Very Satisfied (8-10)	2018 Mean	2018 Number of respondents	2016 Mean	Change from 2016
Overall	Quality of services provided by the County	55.7%	7.45	1,545	6.85	↑
"9's"	Fire and EMS responders are professional (10b. Uses agreement scale instead of satisfaction)	88.7%	9.03	1,515	8.94	↔
	Fire and EMS responders provide high quality service (10a. Uses agreement scale instead of satisfaction)	85.7%	8.85	1,516	8.85	↔
	Voting experience in Prince William County	79.2%	8.52	1,489	8.15	↑
	You feel safe in your neighborhood	80.8%	8.51	1,595	8.08	↑
"8's"	County library services including online services meet your needs	77.0%	8.38	1,498	8.71	↓
	Requests for police assistance receive prompt response	73.3%	8.16	1,481	7.96	↑
	You feel safe visiting commercial areas of the County	69.9%	8.10	1,588	7.79	↑
	County employees have been courteous and helpful (5a. Uses agreement scale instead of satisfaction)	68.4%	7.98	1,549	7.74	↑
	Police display positive attitudes and behavior towards residents	67.0%	7.90	1,550	7.87	↔
	Police Dept. overall performance meets community needs	66.7%	7.85	1,571	7.84	↔
	Officers are courteous and helpful to all community members	65.9%	7.85	1,537	7.83	↔
"7's"	Quality of recreation opportunities such as trails, boating, fishing and picnicking	60.4%	7.67	1,520	7.32	↑
	Easily access information about County programs and services that are important to you (5b. Uses agreement scale instead of satisfaction)	61.1%	7.66	1,552	7.11	↑
	Animal control effectively protects residents and animals	61.6%	7.61	1,390	7.36	↑
	Police Dept. provides adequate information and crime prevention programs	57.9%	7.54	1,434	7.41	↔

	Continued from previous page	2018 % Very Satisfied (8-10)	2018 Mean	2018 Number of respondents	2016 Mean	Change from 2016
	Parks and Recreation services meet community needs	56.4%	7.51	1,507	7.89	↓
	Police Dept. treats everyone fairly regardless of race, gender, ethnic or national origin	60.6%	7.50	1,482	7.69	↔
	Quality of athletic fields	57.0%	7.49	1,400	6.83	↑
	Visual appearances of new developments reflect well on our area	55.6%	7.34	1,563	7.07	↑
	Quality of county pools and waterparks	51.6%	7.29	1,348	6.43	↑
	Prince William County's services and facilities are a fair value for your tax dollars	48.5%	7.15	1,538	6.57	↑
	Quality of indoor recreation facilities	49.9%	7.14	1,369	6.35	↑
	County services for people over the age of 60	46.1%	6.96	1,123	6.86	↔
	County services for people with disabilities	46.4%	6.95	1,219	6.38	↑
	County services for children at risk of neglect or abuse	47.0%	6.89	1,088	6.49	↑
	Transportation network adequately supports the community	42.5%	6.72	1,542	5.41	↑
	Transportation network supports the needs of commuters	42.7%	6.66	1,504	NA	*
"6's"	Trust County to do the Right Thing (4. Uses trust scale instead of satisfaction)	38.4%	6.60	1,573	6.29	↑
	County services for people with mental illness	35.9%	6.24	1,068	5.50	↑
	County services for people who are economically disadvantaged	32.8%	6.23	1,233	5.75	↑
	Transportation network supports County growth	34.6%	6.16	1,526	NA	*
	Can voice opinion while new development is still in planning stages	35.6%	6.10	1,461	NA	*
	County services for people with addictions	31.3%	6.10	972	NA	*
"5's"	Know how to get involved in planning development process	33.5%	5.83	1,467	NA	*
	Easy to know what new development is under consideration	28.7%	5.72	1,491	NA	*

Figure 1: Satisfaction with County Services  
Exact question wording for each item is in Appendix

The next Figure shows this table with the items grouped by department.



## Satisfaction Summary Chart, Sorted by Department

Item	2018 % Very Satisfied (8-10)	2018 Mean	2018 Number of respondents	2016 Mean	Change from 2016
<b>County Overall</b>					
Quality of services provided by the County	55.7%	7.45	1,545	6.85	↑
Prince William County's services and facilities are a fair value for your tax dollars	48.5%	7.15	1,538	6.57	↑
County employees have been courteous and helpful (Agreement scale)	68.4%	7.98	1,549	7.74	↑
Easily access information about County programs and services that are important to you (Agreement scale)	61.1%	7.66	1,552	7.11	↑
Trust County to do the Right Thing (Trust scale)	38.4%	6.60	1,573	6.29	↑
<b>Fire and EMS</b> (5a/b. Uses agreement scale instead of satisfaction.)					
Fire and EMS responders are professional	88.7%	9.03	1,515	8.94	↔
Fire and EMS responders provide high quality service	85.7%	8.85	1,516	8.85	↔
<b>Elections</b>					
Voting experience in Prince William County	79.2%	8.52	1,489	8.15	↑
<b>Library</b> (wording changed in 2018 to include online services)					
County library services including online services meet your needs	77.0%	8.38	1,498	8.71	↓
<b>Police Department/Public Safety</b>					
Police Dept. overall performance meets community needs	66.7%	7.85	1,571	7.84	↔
Officers are courteous and helpful to all community members	65.9%	7.85	1,537	7.83	↔
Requests for police assistance receive prompt response	73.3%	8.16	1,481	7.96	↑
Police Dept. treats everyone fairly regardless of race, gender, ethnic or national origin	60.6%	7.50	1,482	7.69	↔
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You feel safe in your neighborhood	80.8%	8.51	1,595	8.08	↑
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Quality of county pools and waterparks	51.6%	7.29	1,348	6.43	↑
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County services for people who are economically disadvantaged	32.8%	6.23	1,233	5.75	↑
County services for people with addictions	31.3%	6.10	972	NA	*
<b>Transportation</b>					
Transportation network adequately supports the community	42.5%	6.72	1,542	5.41	↑
Transportation network supports the needs of commuters	42.7%	6.66	1,504	NA	*
Transportation network supports County growth	34.6%	6.16	1,526	NA	*
<b>Planning</b>					
Visual appearances of new developments reflect well on our area	55.6%	7.34	1,563	7.07	↑
Can voice opinion while new development is still in planning stages	35.6%	6.10	1,461	NA	*
Know how to get involved in planning development process	33.5%	5.83	1,467	NA	*
Easy to know what new development is under consideration	28.7%	5.72	1,491	NA	*

Figure 2: Items in Figure 1 Sorted by Department



### Perceptions of the County

Residents have very positive views of County employees. Most feel strongly that employees are courteous and helpful.

Most residents also feel strongly that they have easy access to information about County programs and services.

Category	Strongly Agree (8-10)	Mean	Number of respondents	Versus 2016
The County employees you have had contact with have been courteous and helpful.	68.4%	7.98	1,549	↑
You can easily access information about county programs and services that are important to you.	61.1%	7.66	1,552	↑

Figure 3: Perceptions of the County

5. 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.

However, residents are less trusting in the County "to do the right thing."

Category	Strongly Trust (8-10)	Mean	Number of respondents	Versus 2016
To what extent do you think you can trust the County to do the right thing?	38.4%	6.60	1,573	↑

Figure 4: Trust in the County to Do the Right Thing

4. 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.



## Most important Action to Make Prince William County a Better Place to Live

Some 6.6% of residents said they were happy and they couldn't think of anything for the County to do.

Among the rest of residents, there is no consensus about what the County should do. The top items have to do with

- Improving traffic flow, public transportation, and roads
- Improving educational system
- Stopping development

However, no one item is mentioned by more than 6% of residents.

### Most Desired Improvement, items mentioned by 0.5% or more residents

15. What is the ONE most important thing the County should do to make Prince William County a better place to live?			
	Percent Mentioning		Percent Mentioning
Improve traffic flow	6.0	More money for schools	1.1
Improve public transportation	5.9	Human rights	1.0
Improve roads	5.8	Better equipment for learning	1.0
Improve the educational system	4.3	Effectiveness of teachers	0.9
Stop development	4.0	Better fiscal use of tax dollars	0.9
Increase communication between community leaders and residents	3.8	Forum for communication between police and community	0.9
Lower taxes	3.4	Clean up litter	0.8
Control crime	3.0	More pay for teachers	0.8
Better Community planning	2.9	Alleviate congestion on Route One	0.8
More parks	2.4	Public service announcements	0.7
Improve infrastructure	2.1	Attract commerce	0.6
More police presence	2.0	Emergency services	0.6
More housing/affordable housing/senior housing	2.0	Fix traffic on Route 28	0.5
More services for the homeless	1.8	More frequent newsletter	0.5
Economic development	1.7	Gangs	0.5
Rail service	1.6	Address deteriorating neighborhoods	0.5
Check police attitudes	1.5	Help Immigrants	0.5
More youth services	1.5	More green space	0.5
More community events	1.4	Better zoning laws	0.5
More community services	1.4		
More social services	1.4		
More sidewalks	1.3	Nothing, happy, satisfied	6.6
Better transportation for commuters	1.2	Not sure	1.1
Address illegal immigrants	1.2		

Figure 5: Most Important Action to Make the County a Better Place to Live

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

Table shows items mentioned by more than 0.5% of respondents, grouped into categories

n = 1,473



## Factors Affecting Perception of Quality of Life in the County (Key Driver Analysis)

Key Driver analysis answers the question: if I want to improve how residents feel about living in Prince William County, on what do I focus?

We conducted two Key Driver analyses to determine what items measured in the survey appear to have the greatest impact on

- (1) Perception of Quality of Life in the County why is Quality of life question not in the two charts? I asked for the charts to be an index of all questions
- (2) Perception of receiving value for the tax dollar

The statistical model is explained in a little more detail later in the report.

There are five items that significantly affect how people feel about Quality of Life in Prince William County. The items that impact satisfaction with Quality of Life are those concerning

- Trust the County to do the right thing
- Value for the tax dollar
- Feeling safe in the neighborhood
- The visual appearance of new developments
- Ease of access to information about County programs and services important to the resident

In turn, what affects how residents feel about getting fair value for their tax dollar? Those items include:

- Trust the County to do the right thing
- Quality of pools and waterparks
- Police Department overall performance
- Services for people over the age of 60
- Employees are courteous and helpful
- Transportation network supports the community
- Library services meet your needs
- Feel safe in your neighborhood

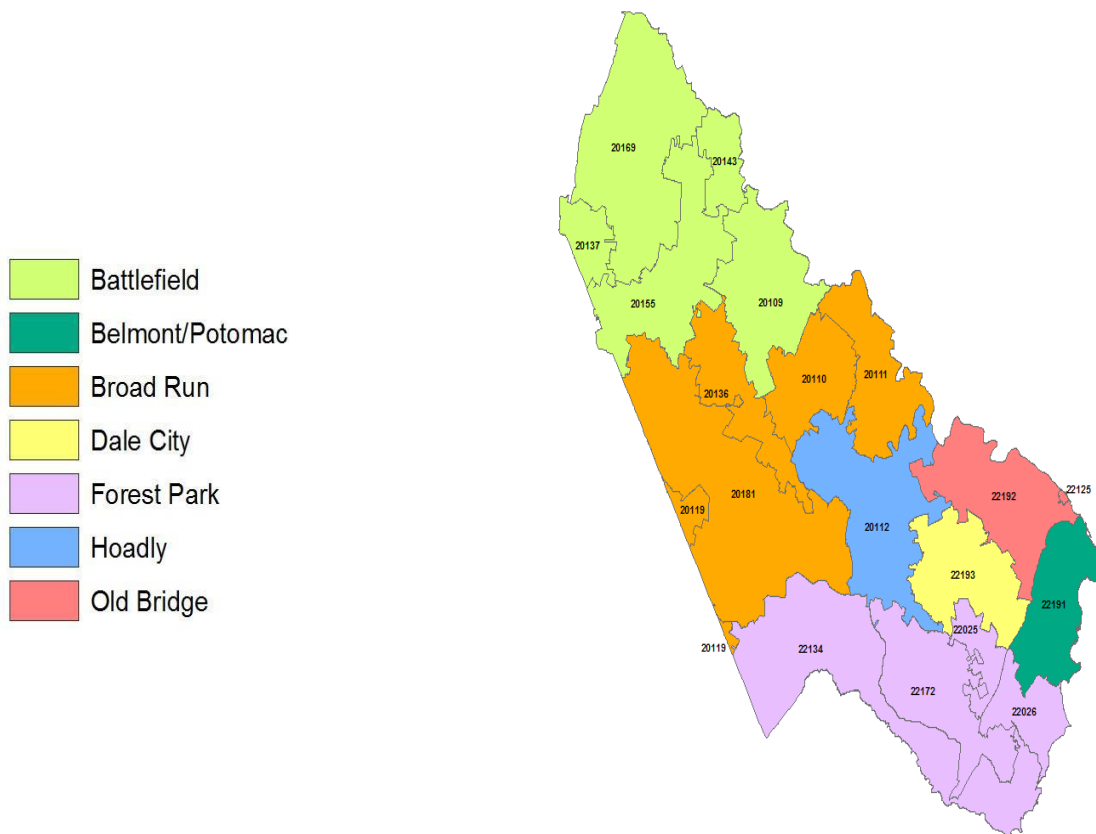
**Notably, trust in County officials and personal safety appear on both lists. *These are keys to maintaining and improving how residents feel about the County.***

## Methodology

Prince William is a large county, with an estimated population (Census, 2017) of 463,023 structured into 138,102 households.

### Geographic Definitions

In the body of this report, data are shown separately for different regions of the county. The definition of these regions is shown in the map below. Residents of the embedded independent cities of Manassas and Manassas Park were excluded from the survey.





### **Sampling**

This survey used a hybrid design combining mail and telephone (CATI) interviewing. The purpose of the hybrid design is to

- Ensure that all residents have the ability to be included in the survey;
- Ensure that individuals not on standard cell phone plans are included in the survey;
- Provide written information to those who might be concerned about confidentiality to encourage their participation.

The United States Postal Service address base is the only sample frame with the ability to provide 99% coverage of residences in a select geography.

In addition, the survey used listed landline, listed cell phone, and Random Digit Dialing sample frames to ensure coverage of all residents. Due to phone number portability, this process is inefficient, but is the only way to ensure that all households have the opportunity to be represented in the final survey sample.

Direct employees of the County were excluded from the survey.

### **Number of Completed Interviews**

We completed a total of 1,603 interviews, three more than the goal. We relied more heavily on telephone interviewing than in past years and better than 90% of the interviews were completed by phone.

### **Other Project Specifications/Details**

The following information is provided in compliance with American Association for Public Opinion Research "Transparency Initiative" standards.

- The study was sponsored and funded by Prince William County.
- The questionnaire with exact question wording is included in the Appendix to this report.
- Language: The survey was administered in English and Spanish.
- The population under study is residents residing in Prince William County in non-institutionalized settings.
- Sample was sourced through STS.
- Coverage of the County is complete. We included ZIP codes in sampling that overlap County boundaries, with screening questions in the survey confirming residence in the County.
- Interviewing was conducted between 11 April and 1 May 2018.
- The survey alternated asking for a male adult or the youngest adult in the household. We do this because it is relatively easy to interview older adults, and we want to avoid having excessive numbers of seniors in the sample. Further, with multiple generations sharing homes, we would miss many younger adults if we did not do this.



- **Weighting:** We used the most recently available Census estimates for geography within the County, ethnicity/race, age and gender to weight the sample. Most of these were 2017 estimates.

### **Sampling error**

Sampling error isn't in fact an error, but instead a measure of the precision of survey estimates that are subject to random sampling variation. That is, if you do repeated samples of 1,603 people from the population of Prince William, you won't get the same people every time, and there will be some variation in the numbers from sample to sample. Sampling error is a measure of the amount of variation that it is normal to expect.

For a sample size of 1,603, the standard error is +/-2.45 percentage points, which is the maximum sampling error for that number of completed interviews.

In Figure 9, we show that 58.86% of our respondents are employed full time (rounded in the table to 58.9%). We would expect the true percentage if we could do a census of the entire county would be between 56.41% and 61.31%.

When we look at data for subgroups of respondents, the sampling error calculation is based on the size of the subgroup, not on the total sample.

That in turn impacts which differences in numbers are statistically significant. We call out differences that are statistically significant in the text in the report.

### **Rounding**

Percentages in tables and charts may not sum exactly to 100% due to rounding.





## Respondent Snapshot

The respondents represent all areas and demographic groups in Prince William County.

### How Respondents are Distributed

Region	Percent of respondents (1,603)
Battlefield	16.6%
Belmont/Potomac	15.0%
Broad Run	15.4%
Dale	16.3%
Forest Park	12.3%
Hoadly	10.8%
Old Bridge	13.4%
Unclassifiable	0.3%

Figure 6: Distribution of Respondents across County

Prince William County is generally an educated and affluent area of Virginia, with a median income far above the national average. The survey sample reflects that.

### Survey Respondent Demographics

Attribute	Statistic
Median age	39.5
Median number of years living in County	15.0
Have children in public school	33.2%
Have adult over age 65 in household	21.1%
Median household income	\$97,127

Figure 7: Basic Statistics for the County

S6. Which of the following categories best describes your age?

F1. We have a few additional questions for statistical analysis purposes. For how many years have you lived in Prince William County?

F5. Are you a parent or guardian attending Prince William public schools?

F6. Which of the following age groups best describes anyone in your household, including you?

F9. Lastly, which letter includes your total yearly household income? Just stop me when I say the right letter. Is it . . . ?

n = 1,603



Most residents live in traditional detached single-family homes.

### Type of Residence

Type of home	Percent
Single family home	70.5%
Multi-unit townhome complex	21.0%
Multi-unit apartment building	7.2%
Trailer, mobile home or boat	0.5%
Other	0.7%

*Figure 8: Housing Profile*

*F2. Which of the following best describes your residence in the County?  
n = 1,588*

### Employment Status

Employment Status	Percent
Employed full-time	58.9%
Employed part-time	9.9%
Self-employed	8.2%
Unemployed	3.3%
Homemaker	4.7%
Student	4.5%
Retired or disabled	15.6%

*Figure 9: Employment Status*

*F4. Which of the following describe your occupation?  
Multiple response selections account for total exceeding 100%  
n = 1,584*

Prince William is highly educated and diverse. Over one-half of residents have at least a four-year college degree.

### Education

Education	Percent
High school or less	18.1%
Some college or 2-year degree	27.5%
BA degree	30.8%
Graduate or professional degree	23.6%

Figure 10: Education

F3. What is the highest level of education you have completed?  
n = 1,575

The 2018 survey achieved a better representation of various ethnicities than in the past. Weighting brought the numbers into exact alignment with 2017 Census Bureau estimates of County residents. Weighting matters because there are differences in how residents perceive County services based on ethnicity and other characteristics. Accuracy requires properly reflecting the County demographic profile.

### Ethnicity

Ethnicity	Unweighted percent (1,527)	Weighted percent
Caucasian, not Hispanic	62.5%	47.8%
Hispanic	9.2%	19.9%
African-American	19.4%	20.3%
Native American	1.5%	0.7%
Asian	5.2%	7.6%
Mixed	2.2%	3.7%

Figure 11: Ethnicity

F7. Do you consider yourself to be Spanish, Hispanic or Latino?  
F8. Which of the following best describes you?



### *Why We Don't Emphasize Income Data in Analysis*

Income is perhaps one of the most problematic questions to ask in a survey, for two reasons:

- Many respondents decline to answer the question. In this survey, 181 residents refused the question.
- Some of those who do will provide less than accurate information, for one reason or another. We don't know the extent to which that happened in this survey.

What we know from our respondents is that household income spans a vast range from less than \$20,000 per year (4.6%) to more than \$200,000 (13.6%). However, we tend to rely on other measures in analysis for these reasons.

### *Why We Emphasize Averages Rather than Percentages in this Report*

In general, the results of the 2018 study are more positive than in prior years, and some of the differences are rather pronounced. For example, on satisfaction with Quality of Life in Prince William County shown in see Figure 12, the percent giving a very satisfied response (8, 9 or 10 on the 0 to 10 point scale) jumped from 38% in 2016 to 55% in 2018. Dissatisfaction dropped from 9% to 5%.

Part of the change probably represents real progress by the County. Part of it is also due to newcomers being more positive about the County than long-term residents.

However, part of the change is due to a subtle shift in ratings that moves the respondent from one category to another. For example, most respondents use either a "7" or an "8" rating on the Quality of Life question. A "7" is classified as "satisfied" while an "8" is grouped into "very satisfied." To the resident, there might not be much of a difference between a 7 and an 8, but when the responses are grouped into buckets and labelled, they seem to indicate something bigger.

To minimize this distortion, we focus on average scores when comparing data over years rather than on categories.

### *Weighting Matters*

Data from prior years appear to have been weighted against older Census data for the County, and the County has changed quite a bit in the past decade. Because different age and ethnicities perceive County services differently, getting the sample profile as close as possible to the current population is important in order to get an accurate picture of where things are today.

Another item worth keeping in mind is the weighting scheme used in the 2014, 2016 and 2018 reports.

- *The 2018 data are weighted by age, geography, ethnicity, and gender to the 2017 Census Bureau estimates for the County, with no group over-represented in the weighted sample.*

The 2017 data were the latest available estimates for the County at the time this report was written.

### *Other Differences in Reporting*

To make the survey easier for respondents, to the extent possible, we standardized the questions around how satisfied the resident is with various services. Standardization made most of the questions consistent throughout the survey. We didn't expect this change to have a material impact on response, nor have we seen evidence of that in the data.

## Detailed Findings



## Quality of Life in Prince William County

More than half of residents are “very satisfied” with their Quality of Life, as shown in Figure 12. This is higher than the 38% shown in the 2016 report shown in Figure 13. The increase is due largely to a subtle shift by respondents from a rating of “7” to an “8” on the 0 to 10 scale. There are slightly fewer people who are dissatisfied in 2018 than were found in 2016.

The average satisfaction rating has increased from 6.82 in 2016 to 7.46 in 2018, as shown in Figure 14.

While the score in 2018 is quite good, few people are willing to give the County a perfect “10” – meaning there is still room for improvement.

It is also interesting to note that everyone has an opinion on Quality of Life. Only four respondents gave a “don’t know” response to this question out of the 1,603 who were interviewed.

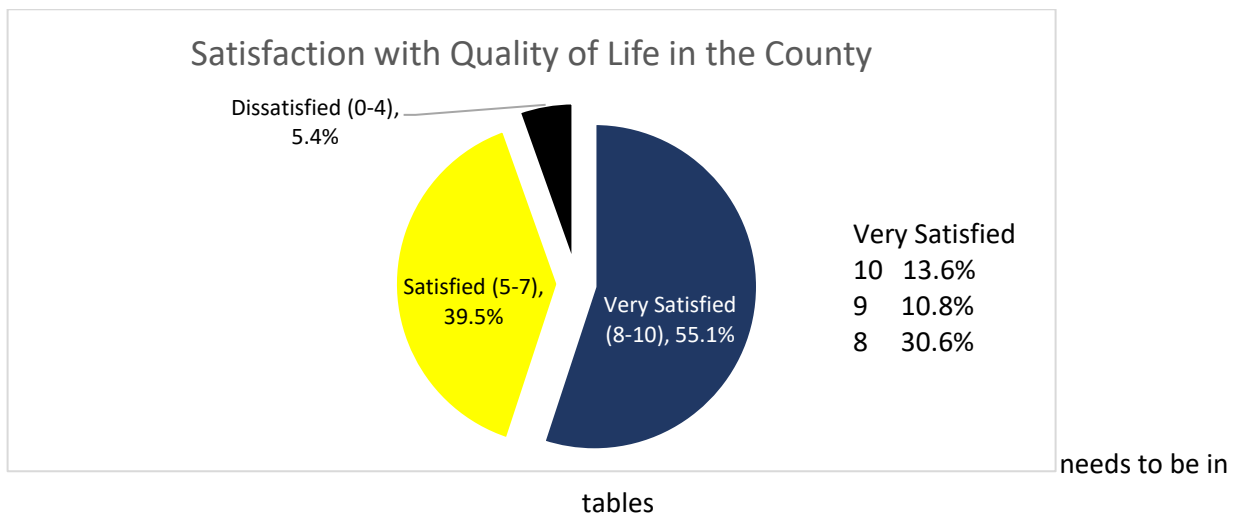


Figure 12: Satisfaction with Quality of Life

1. Overall, how satisfied would you say you are with the quality of life in Prince William County?  
n=1,599

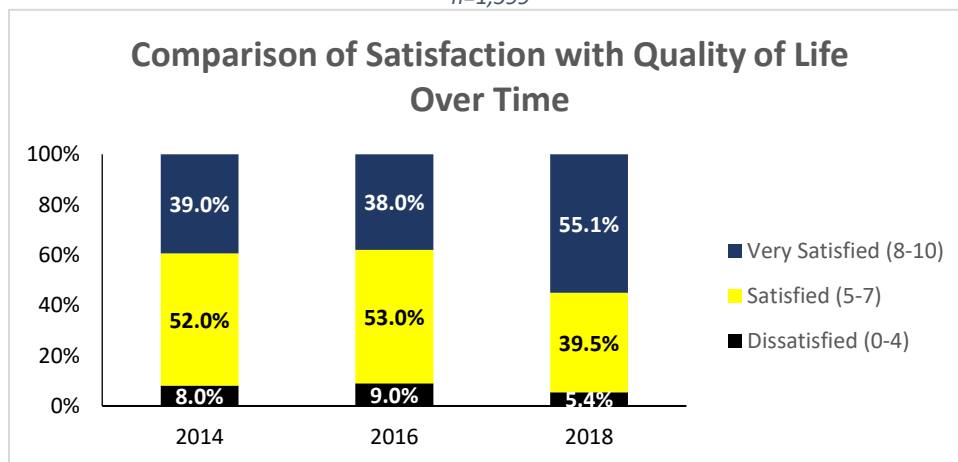


Figure 13: Comparison with 2016 and 2014

1. Overall, how satisfied would you say you are with the quality of life in Prince William County?



*n=1599*

The chart below shows the average score for satisfaction with Quality of Life in Prince William County. The blue line tracks the score. The orange line marks the upper limit on random variation if there had been no real change in this measure. The 2018 score is significantly higher than what was seen previously.

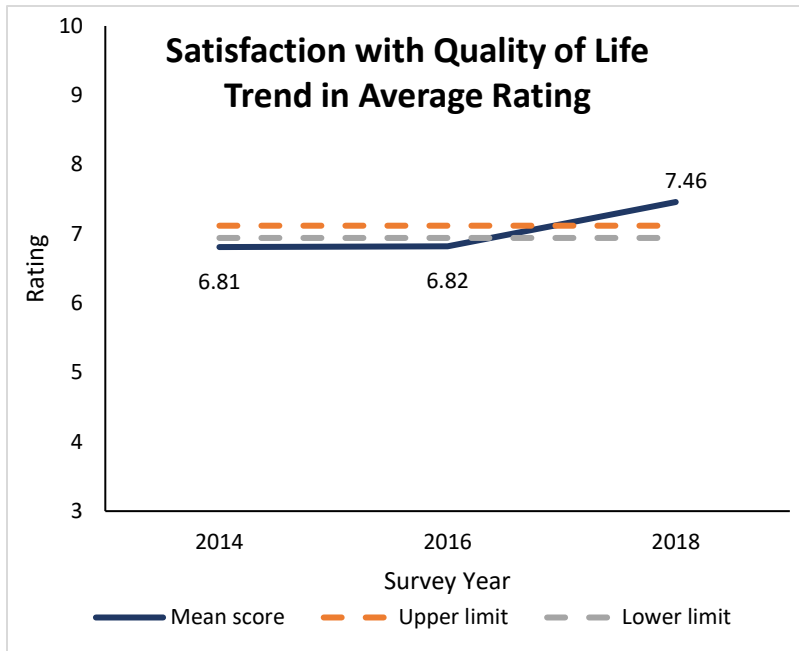


Figure 14: Average Satisfaction Rating on Quality of Life in the County  
 1. Overall, how satisfied would you say you are with the quality of life in Prince William County?

In Figure 14, the 3-wave average and limits are above the scores for 2014 and 2016 because 2018 is so much higher.

## Control Charts

Survey data contains a small element of “noise” inherent in random sampling of respondents. The statistical term for this noise is “sampling error” although it’s not in fact an error of any kind. There will simply be variations in results based on whom you interview.

When we’re tracking data over time, we expect random variation. In fact, the complete absence of variation is so unusual as to raise questions about the data.

When variation occurs, managers always want to know: “Is this important?” “Should we be worried about this?”

Control charts were created to avoid having managers worry about inconsequential noise. In the charts shown in this report, we assume a constant average and show the 95% confidence intervals around that average. The two dotted lines represent the upper and lower limits on the confidence interval. Unless there are odd patterns in the data or the numbers stray outside of those intervals, we assume all is “normal.”



### Satisfaction with Quality of Life by Area of County

Satisfaction with Quality of Life does vary with where residents live in the County, as shown in Figure 15.

Hoadly, Battlefield, Dale and Belmont have the largest proportion of residents giving one of the top scores on Quality of Life. The Hoadly percentage is statistically higher than the score for Old Bridge.

While Hoadly has a slightly smaller number of respondents than the other areas, this has no bearing on the reported percentage. It does require a larger difference from the other areas for the difference to achieve statistical significance.

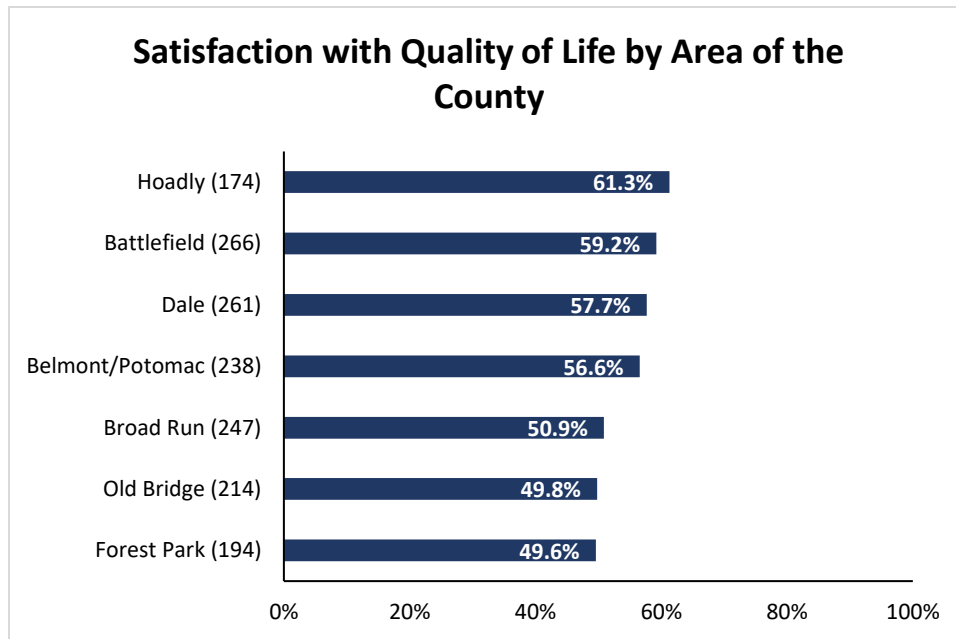


Figure 15: Satisfaction with Quality of Life by Area  
 1. Overall, how satisfied would you say you are with the quality of life in Prince William County?  
 Percent giving an 8-10 rating. n=1,599

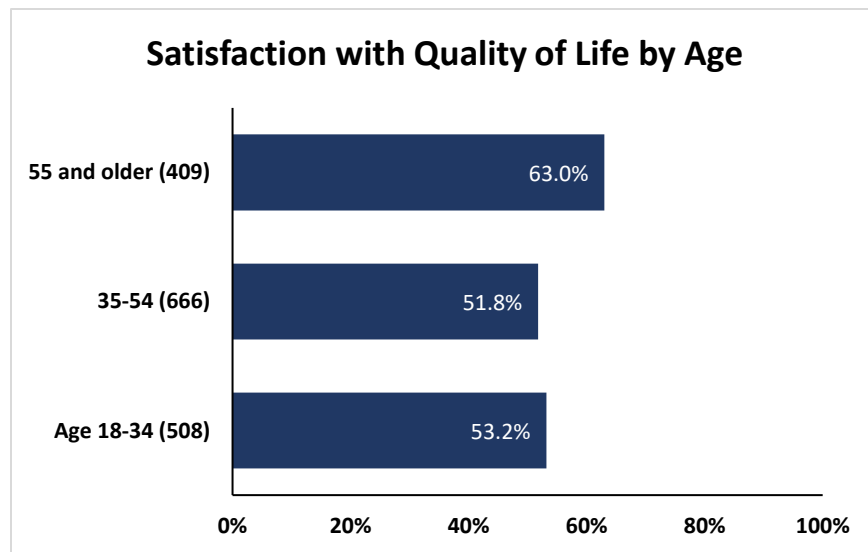
## Quality of Life and Demographics

Perception of Quality of Life in Prince William County is better among:

- Men – 57.6% are “very satisfied” versus 52.5% for women
- Those age 55 and older (63.0%, Figure 16)
- Those living in Prince William less than five years (62.8%, Figure 17)
- Those who are disabled or retired (64.8%, Figure 18)

Satisfaction among Asians is on a par with Hispanics, but there are too few of them for differences to be meaningful.

Age does not necessarily correlate to length of County residence. Older residents (in age) are more satisfied with Quality of Life, as shown in Figure 16. Older residents (in terms of length of residence in the County, Figure 17) express a lower level of satisfaction.



*Figure 16: High Satisfaction and Age*  
 1. Overall, how satisfied would you say you are with the quality of life in Prince William County?  
 Percent giving an 8-10 rating. n=1,583

The most recent arrivals to the County tend to be the happiest.

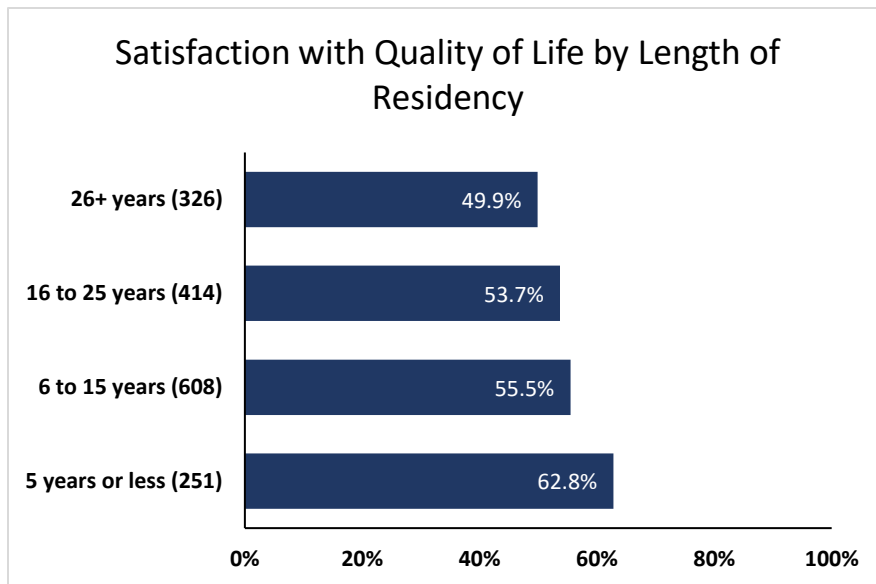
Verbatim comments suggest that some longer-term residents are nostalgic for “the way things used to be” and dislike ongoing changes in the community. A sample of comments include:

*“Stop development or a one hundred percent tax on any development going in.”*

*“Stop developing so many houses in our community, since we’re redistricting, which is affecting the number of children per classroom.”*

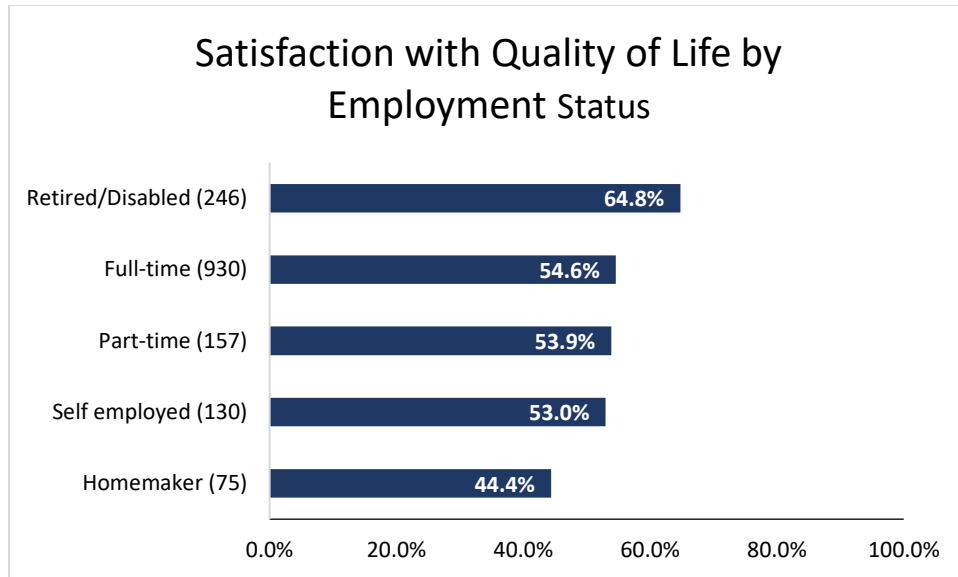
*“Remove the illegals.”*

*“Get the government out of all of the stuff. They tax us for what we don’t need.”*



*Figure 17: High Satisfaction and Length of Time Residing in Prince William*  
 1. Overall, how satisfied would you say you are with the quality of life in Prince William County?  
 Percent giving an 8-10 rating. n=1,599

The retired tend to be more satisfied than those working. The relatively small sample of homemakers is the least satisfied of those we surveyed.



*Figure 18: High Satisfaction and Employment status*

1. Overall, how satisfied would you say you are with the Quality of Life in Prince William County?  
 Percent giving an 8-10 rating. n=1,584

### Trust County to Do the Right Thing

There is a modest but significant increase in trust in the County to “do the right thing” for the people. The average rating on this question has increased from 6.19 in 2016 to 6.60 in 2018.

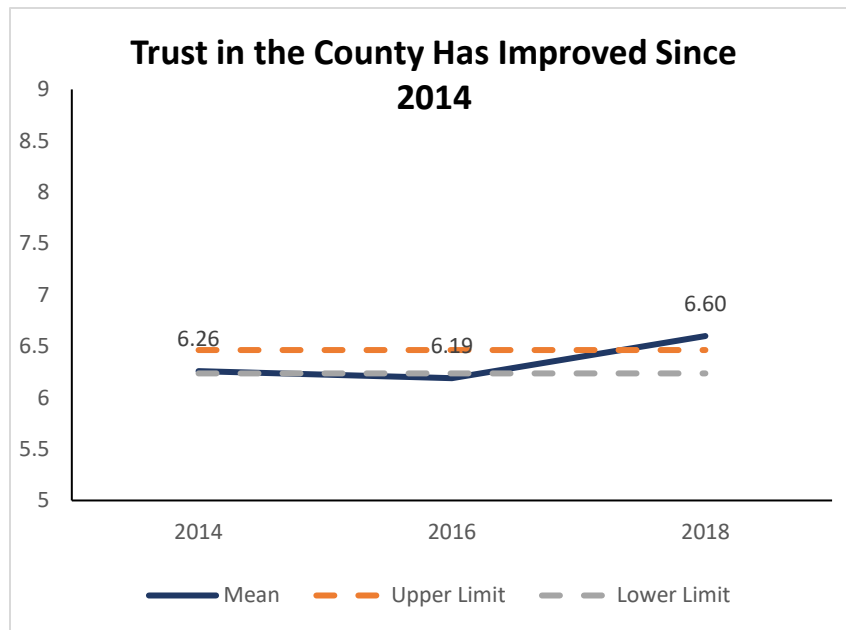


Figure 19: Average Rating

4. To what extent do you think you can trust the County to do the right thing?  
 Average rating on the scale of 0 to 10  
 2018 n = 1,573

Trust varies among areas of the County, but most of the differences aren't statistically significant. The ratings for Hoadly are both higher and statistically significant when compared to Battlefield. Other differences shown in Figure 20 are not statistically meaningful. For example, the Dale score is not statistically different from the score for any other area above or below on the list.

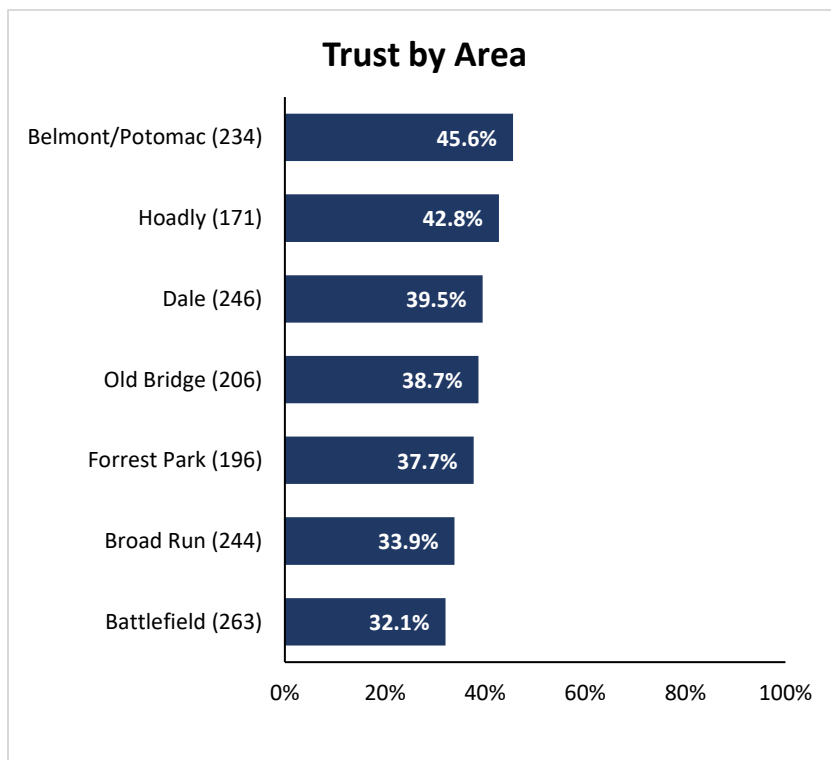


Figure 20: Trust in the County by Area  
 4. To what extent do you think you can trust the County to do the right thing?  
 Percent giving an 8-10 rating. n=1,570

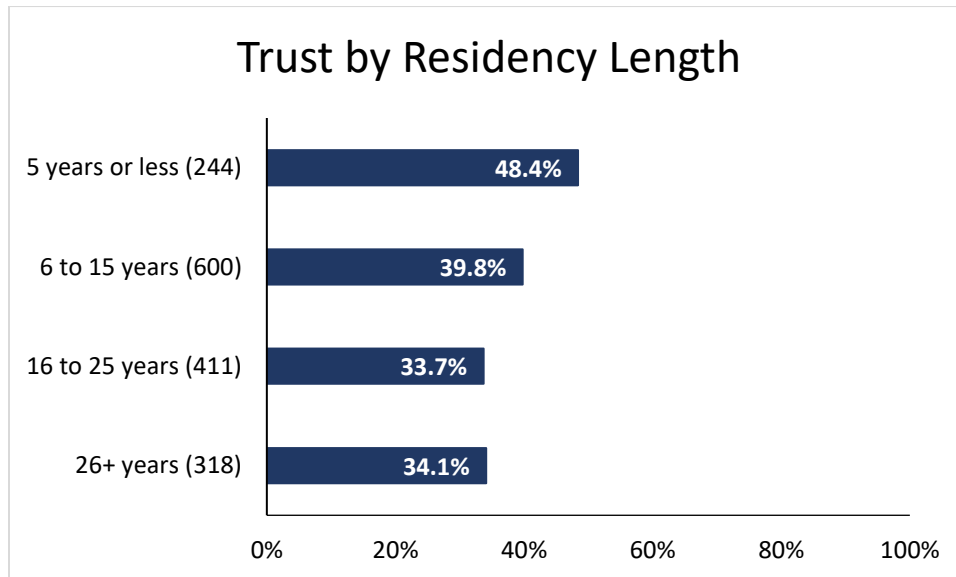
## Statistical Significance

We dislike using jargon in reports, but this one is unavoidable. But what does it mean?

A statistic in a survey is based on a sample of a population. If we were to interview the entire population, we might get a similar number, but probably not an identical result to the survey estimate. This “true” number should be within the +/-% confidence interval of the survey estimate.

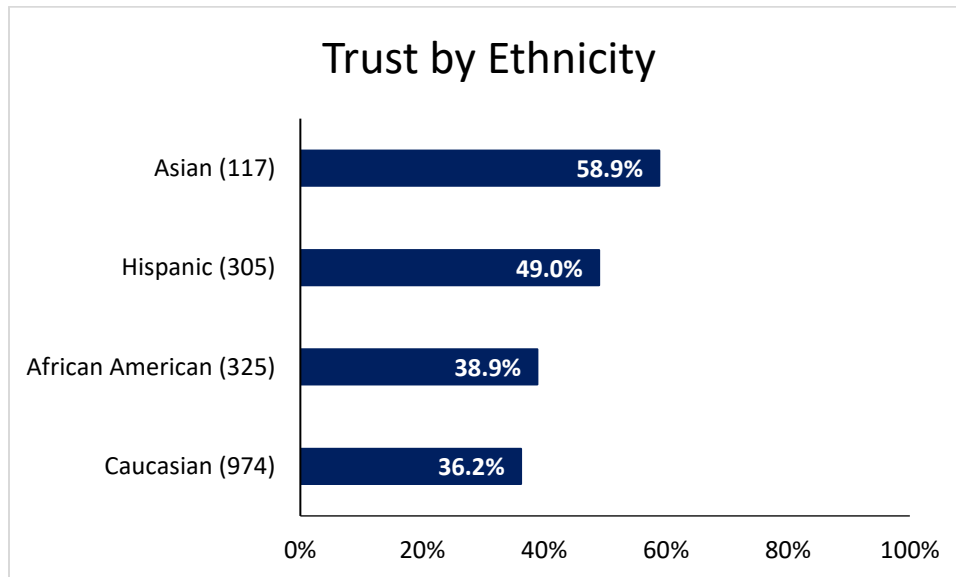
When we say that the difference between 2 numbers is statistically significant, it means that we are 95% confident that the true numbers underlying each survey estimate are different. Being “not significant” means that the numbers may be the same, and we have to treat them as if they are. For example, in Figure 20, 32.1% of residents in Battlefield are very trusting of the County. In Dale, the survey estimate is 39.5%. To us, those numbers are the same. The true underlying number for Battlefield might even be higher than in Dale. We just can't tell. Think of it as a race in which the results are “too close to call.” Or, more directly, you might apply the Scottish verdict, Not Proven, to estimates that aren't statistically significant.

Trust varies with the length of time a resident has lived in the County. Newer residents express a higher level of trust.



*Figure 21: Trust and Length of Time Living in County*  
4. To what extent do you think you can trust the County to do the right thing?  
Percent giving an 8-10 rating. n=1,573

Asians and Hispanics express higher levels of trust in the County than either African-Americans or Caucasians. African-Americans are more trusting than Caucasians. The difference in trust is large enough to be statistically significant despite the relatively small number of Asians in the survey sample.



*Figure 22: Trust and Ethnicity*  
4. To what extent do you think you can trust the County to do the right thing?  
Percent giving an 8-10 rating.



### Value for the Tax Dollar

This metric has increased significantly over 2016. More residents are satisfied with what they get for their taxes.

Notably, residents of the Battlefield area and African-Americans are less highly satisfied than are others in the County regarding value received for their taxes. However, even in these groups, most are satisfied.

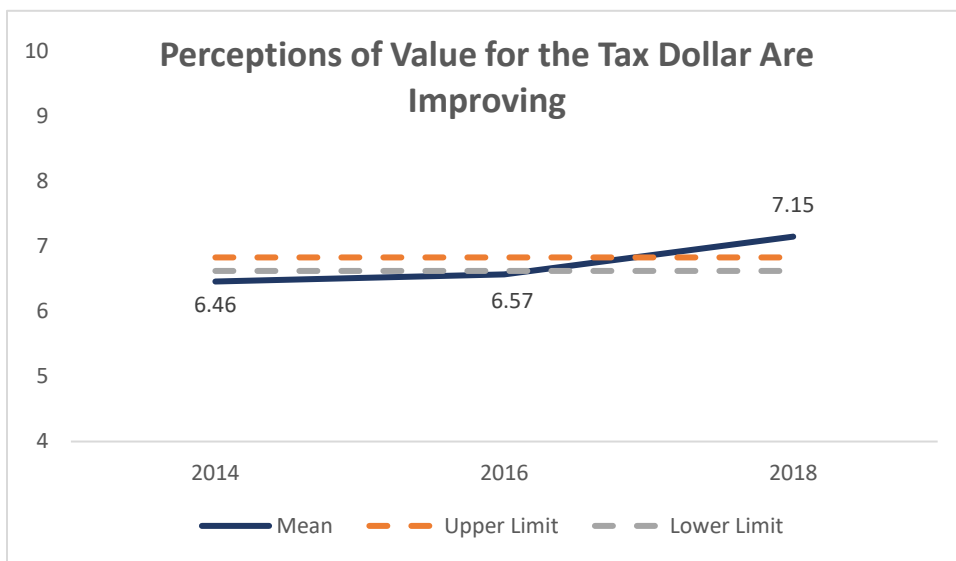


Figure 23: Satisfaction that the County Provides Good Value for the Tax Dollar  
 3. How satisfied are you that Prince William County's services and facilities are a fair value for your tax dollars?  
 Average rating on 0 to 10 scale, 2018 n = 1,538

Given that the topic is taxes, the level of satisfaction is remarkable. Almost one-half of residents are “very satisfied” with what they get for their tax dollar. Fewer than 10% are dissatisfied.

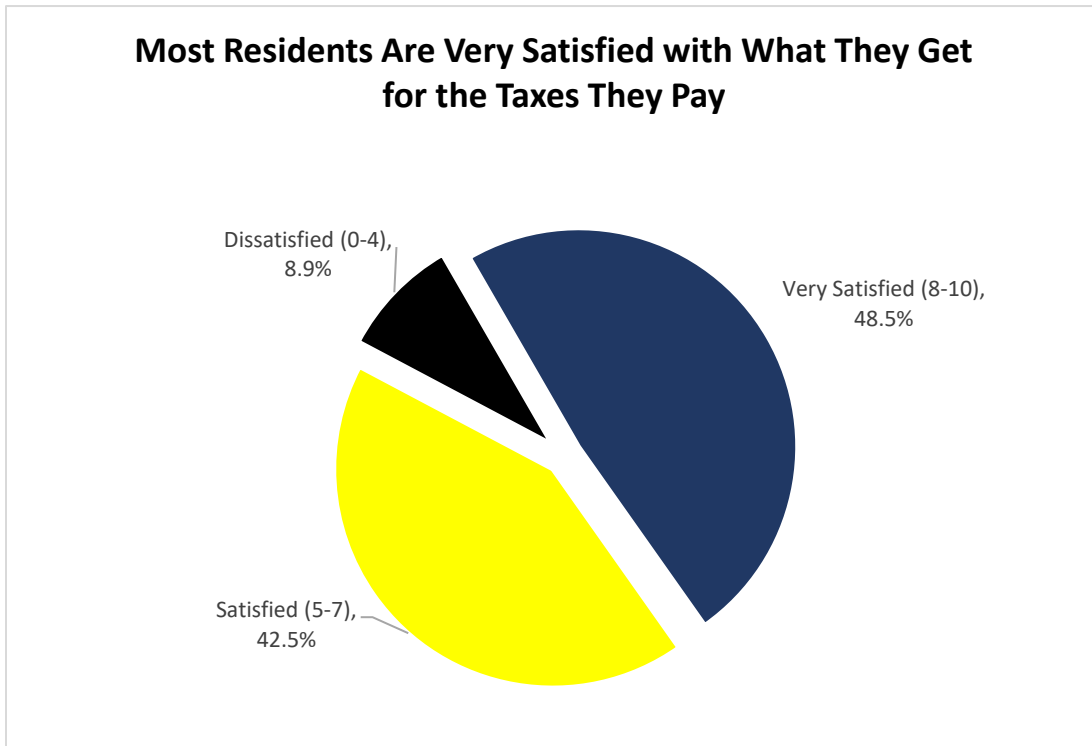


Figure 24: Satisfaction with Value for the Tax Dollar

3. How satisfied are you that Prince William County’s services and facilities are a fair value for your tax dollars?  
n = 1,538

## County Employees Are Courteous and Helpful

Residents were asked to express their agreement or disagreement with the following statement:

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

More than 90% of residents see County workers as courteous and helpful, and 68.4% strongly agree that they are.

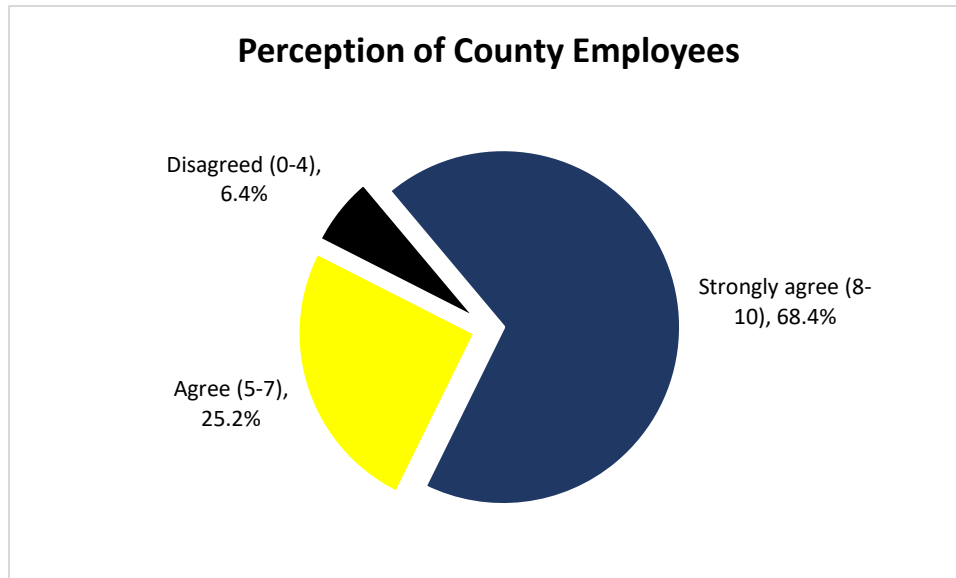
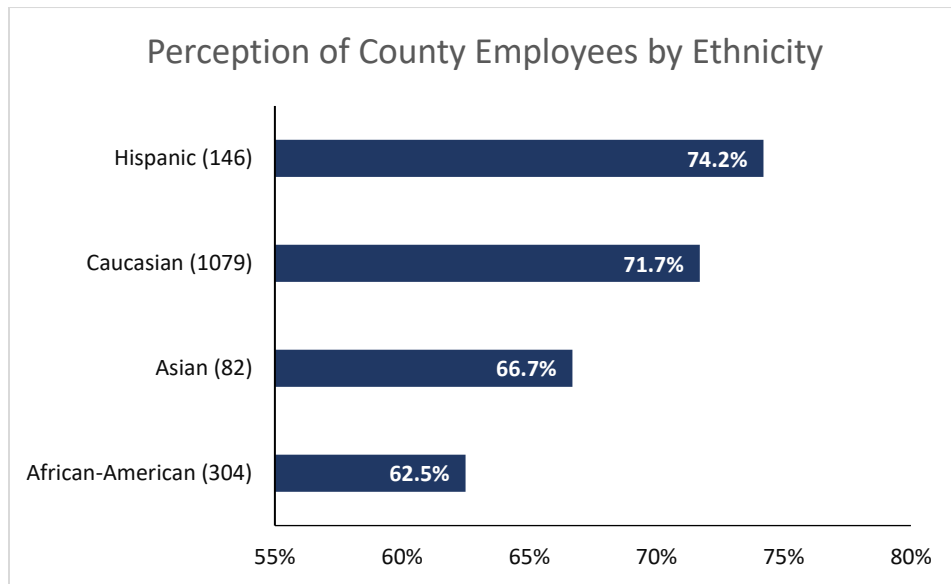


Figure 25: Perception of County Workers and Courteous and Helpful  
 5A. Next, I'm going to read two statements, for each one, please tell me whether you agree or disagree with the statement using a 0 to 10 scale, where 0 means completely disagree and 10 means completely agree. "The County employees you have had contact with have been courteous and helpful." n = 1,549

Perception of County Workers	2018 % Strongly Agree (8-10)	2018 Mean	2018 Number of respondents	2016 Mean	Change from 2016
County employees have been courteous and helpful	68.4%	7.98	1,549	7.74	↑

Figure 26: Perception of County Workers as Courteous and Helpful  
 5A. 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."

African-Americans are less highly positive about County employees being courteous and helpful than are Caucasians and Hispanics. They agree with the statement, but less strongly than the other groups.

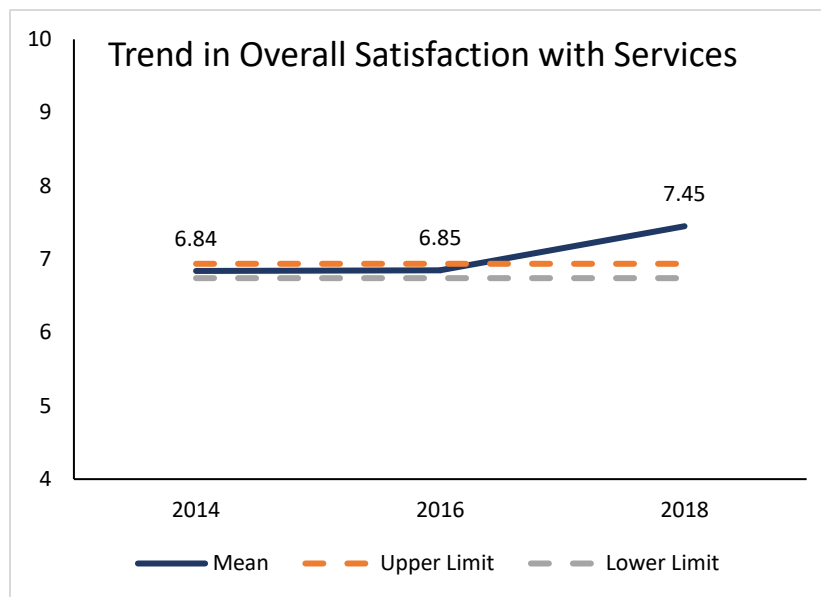


*Figure 27: Ethnic Differences by Ethnicity in Perception of County Employees as Courteous and Helpful 5A. Next, I'm going to read two statements, for each one, please tell me whether you agree or disagree with the statement using a 0 to 10 scale, where 0 means completely disagree and 10 means completely agree. "The County employees you have had contact with have been courteous and helpful."*

### Overall Satisfaction with Quality of Services Provided by the County

As with perceptions of Quality of Life, this metric has improved significantly since 2014. Newcomers to the County appear to be driving this improvement.

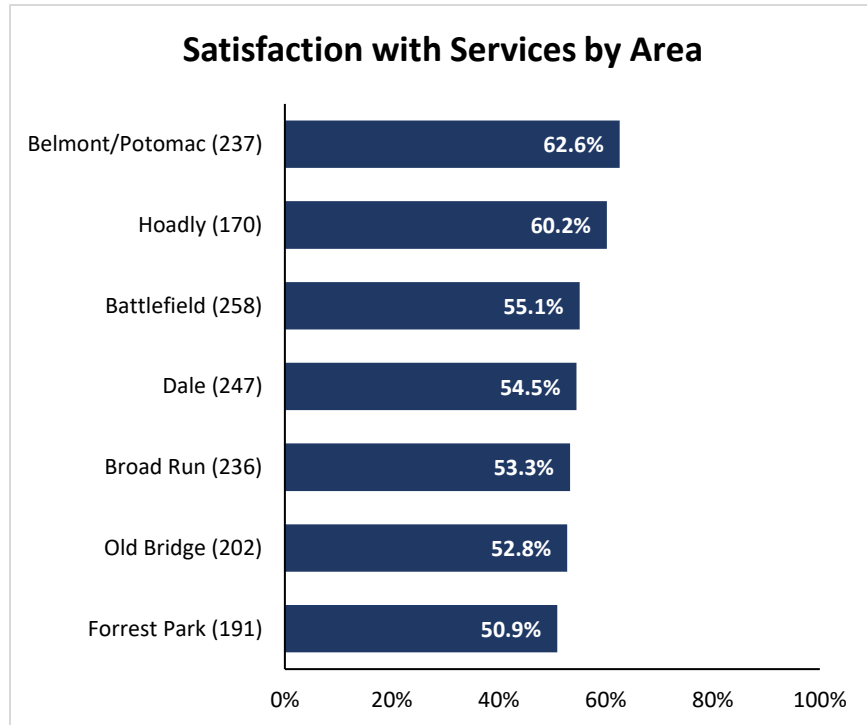
Figure 28 shows the average rating on overall satisfaction with County services over the past three waves of the survey. There has been a noticeable increase between 2016 and 2018.



*Figure 28: Average Rating of Satisfaction with County Services Overall*  
 2. Overall, how satisfied are you with the quality of services provided by the County?  
 2018 n = 1,545

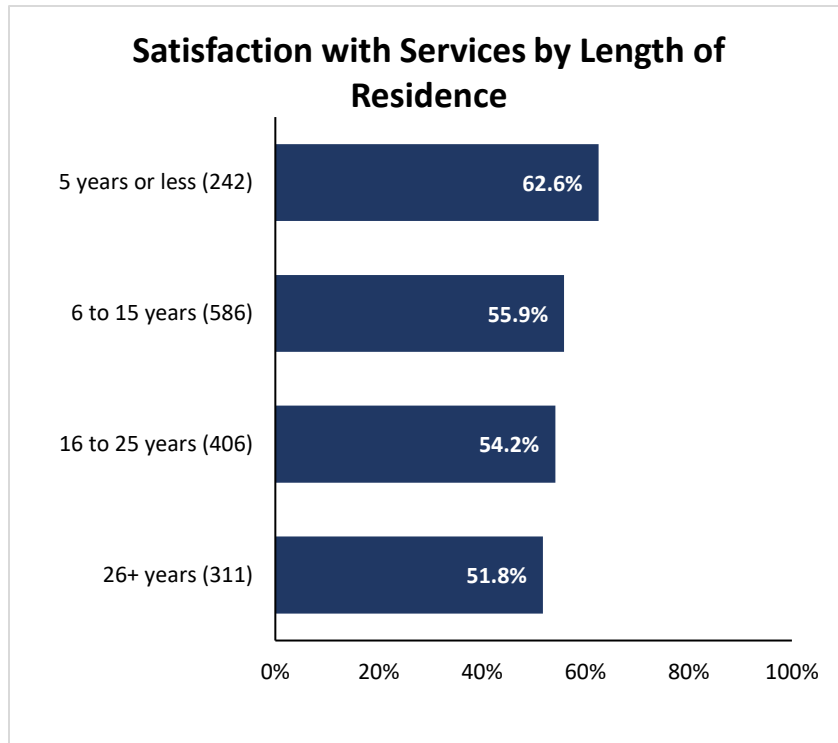
Overall satisfaction is highest in the Belmont/Potomac area of the County and among people living in the County for five years or less. It's lowest among the African-American population.

Figure 29 shows the proportion of residents who are highly satisfied with services in each area of the County.



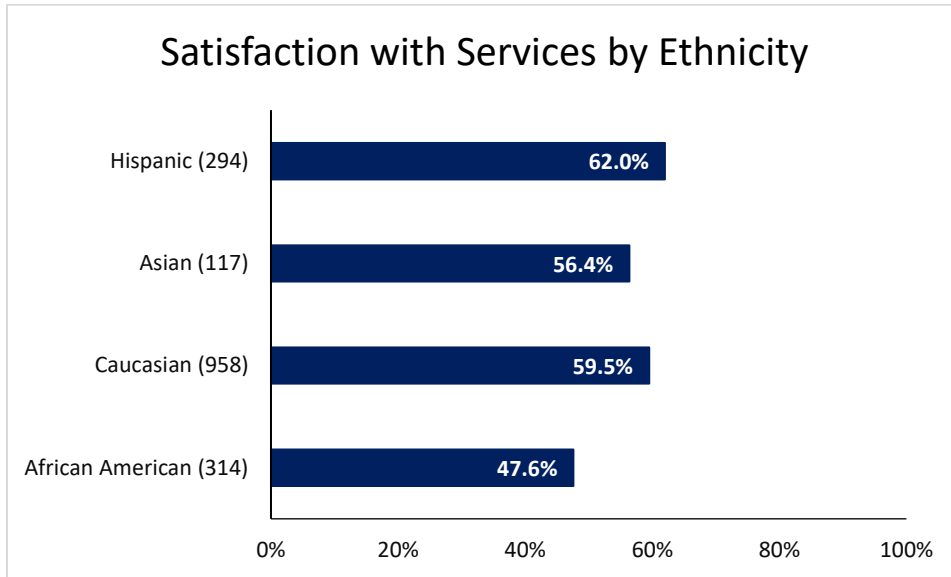
*Figure 29: High Satisfaction by Area*  
 2. Overall, how satisfied are you with the quality of services provided by the County?  
 Percent giving an 8-10 rating. N=1,541

Recent arrivals in the County are more satisfied with County services than are those who have been in the County more than 15 years. The difference between these groups shown in Figure 30 (62.6% very satisfied versus 51.8% for long term residents) is statistically significant.



*Figure 30: High Satisfaction by Length of Time Living in the County*  
 2. Overall, how satisfied are you with the quality of services provided by the County?  
 Percent giving an 8-10 rating. n=1,545

Finally, African-Americans are less highly satisfied with County services than are Caucasians. They appear also to be less highly satisfied than Hispanics and Asians, but in this case, those differences aren't statistically significant.



*Figure 31: Differences in High Satisfaction by Race and Ethnicity*  
2. Overall, how satisfied are you with the quality of services provided by the County?  
Percent giving an 8-10 rating.



## Resident Perceptions of Specific County Services

### Voting

Roughly 4 in 5 residents say they are very satisfied with the experience of voting in Prince William County. The average rating is significantly higher than in 2016.

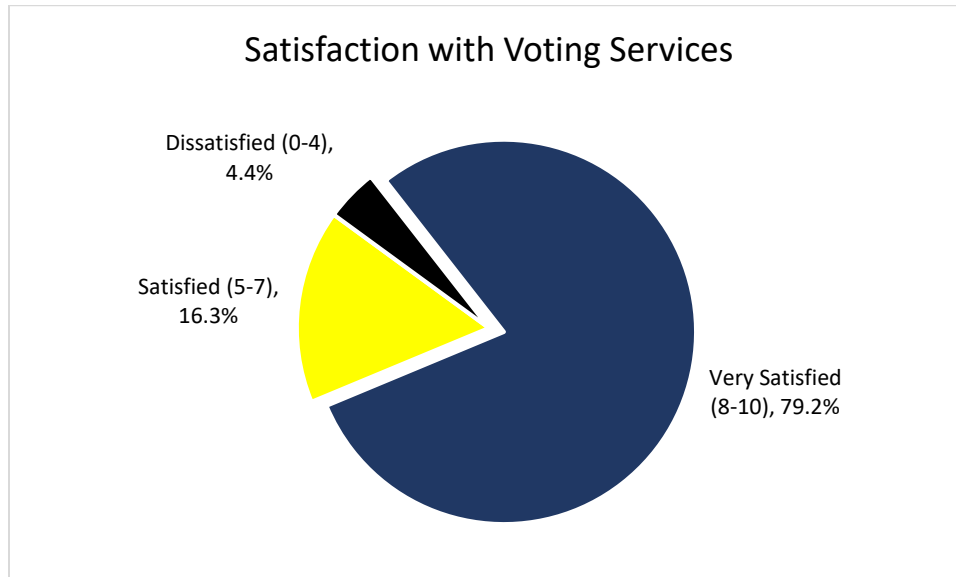


Figure 32: Satisfaction with Voting in the County  
 13. How satisfied are you with your voting experience in Prince William County?  
 n = 1,489

Average rating on scale of 0-10, where 10 is most satisfied	2016	2018	Change
<b>Voting experience in Prince William County</b>	8.15	8.52	↑

There are no meaningful variations in satisfaction with voting by length of time as a resident, area of the County, or ethnicity/race. Everyone is roughly equally satisfied.

### Library Services

The public library system in the County is highly regarded by residents. Almost all residents are satisfied with the system (96.0%) while 77.0% are very satisfied. This is shown in Figure 33.

- We found 103 respondents who gave “not sure” responses, suggesting they had not used the library system and didn’t know enough about it to offer an opinion.

The highest ratings (80% or higher very satisfied) came from females; 18-34 year olds; under 5 years residency; younger adults; Asian, Hispanic and mixed race; and those with some college or an Associate’s Degree. However, no group had a very satisfied percentage below 73%.

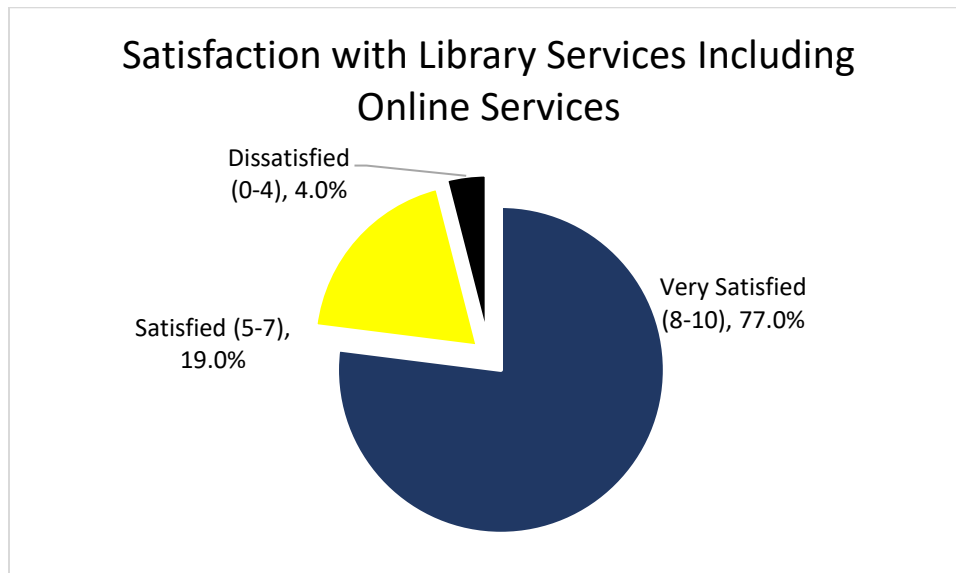


Figure 33: Satisfaction with Library Services  
 9. How satisfied are you that County library services including online services meet your needs?  
 n = 1,498

The average rating has actually fallen since 2016 but remains significantly higher than in 2014. It is important to note that we added “including online services” to the question in 2018. Online services were added to the question text in 2018.

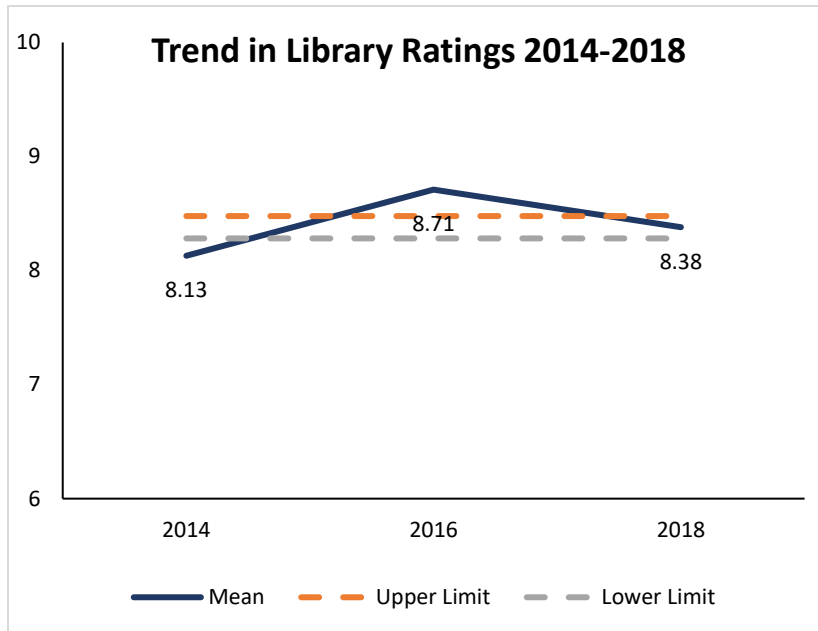


Figure 34: Library Average Rating over Time  
 9. How satisfied are you that County library services including online services meet your needs?  
 2018 n = 1,498

## Resident Perceptions of Police Services

Perceptions of the police are positive and also mostly unchanged from 2016.

There are seven measures of perceptions of police services and two measures of how safe residents feel in their neighborhood and in commercial areas of the County.

### 1. How satisfied are you that the County Police Department's overall performance meets community needs?

Most residents are very satisfied with the overall performance of the Department. The average rating improved between 2014 and 2016, but has remained basically unchanged since 2016.

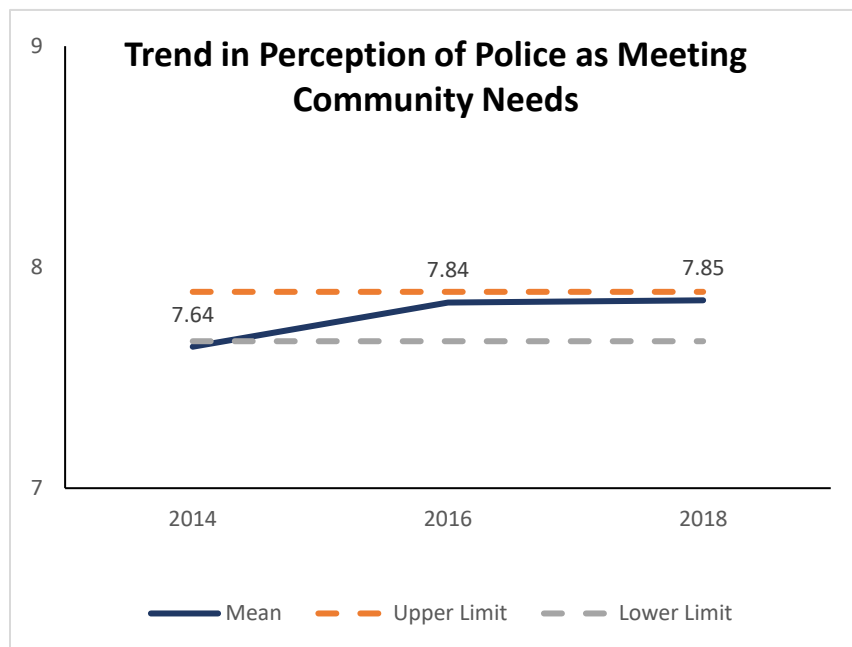


Figure 35: Satisfaction with Police Department Overall Performance  
8A. How satisfied are you that the County Police Department's overall performance meets community needs? 2018 n = 1,571

Two-thirds of residents are very satisfied that the Police Department is meeting the community's needs. Less than 10% express any degree of dissatisfaction.

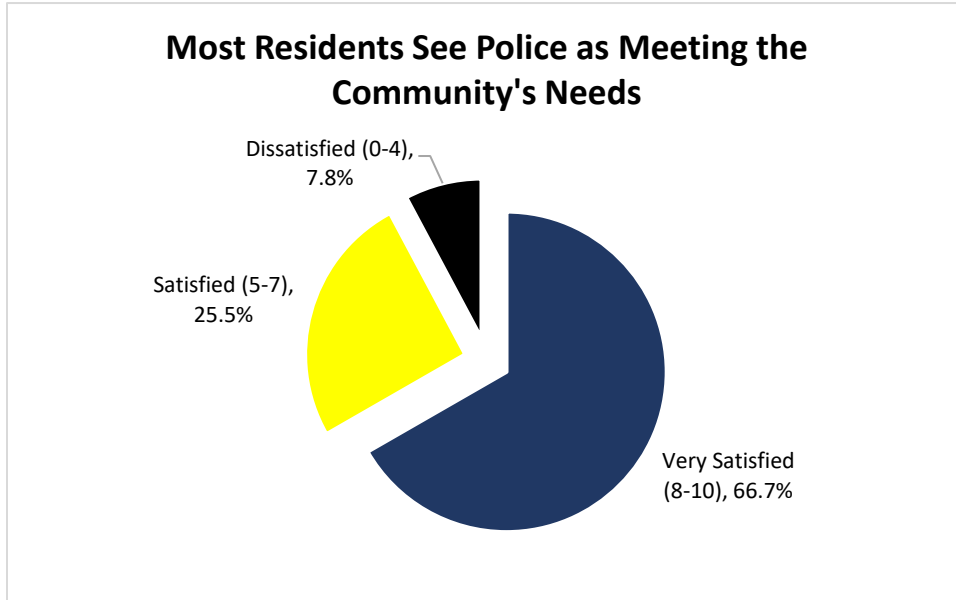
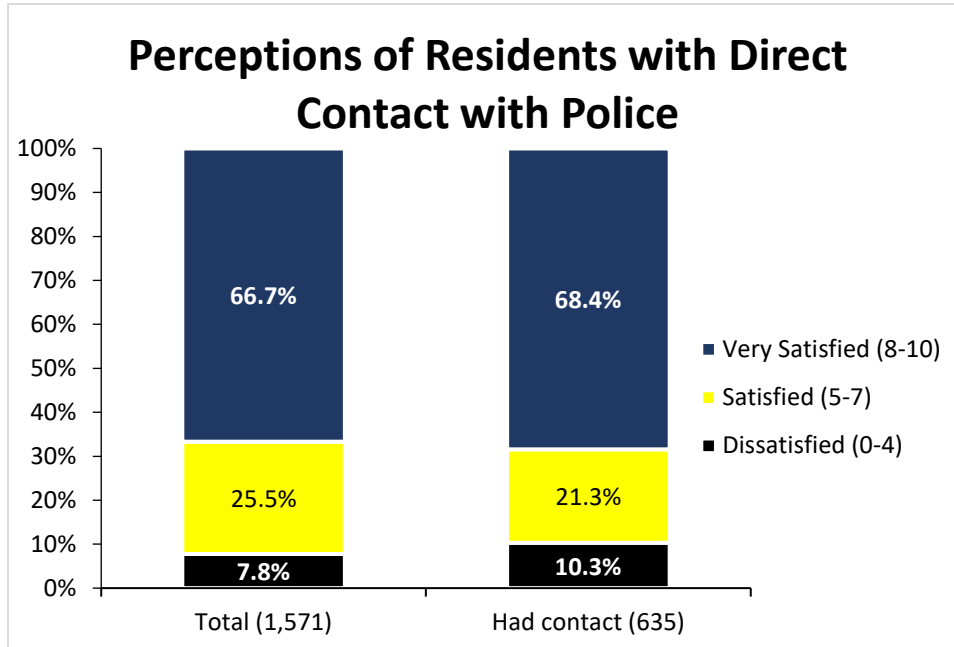


Figure 36: Satisfaction with Police Department Overall Performance  
8A. How satisfied are you that the County Police Department's overall performance meets community needs? n = 1,571

There is virtually no difference in perception between residents who have had direct contact with the department in the 12 months prior to the survey and those who have not.



*Figure 37: Satisfaction among those with Direct Contact with Department in Past Year*

*8A. How satisfied are you that the County Police Department's overall performance meets community needs?  
 17. We'd like to know with which County government departments or services you have had direct contact in the past 12 months.*

The largest variation in satisfaction with the Department’s overall performance is among African-Americans living in the County. African-Americans are significantly less likely than other groups to be very satisfied that the Department’s overall performance meets the needs of the community. However, only 10% of African-Americans say they are dissatisfied with that performance.

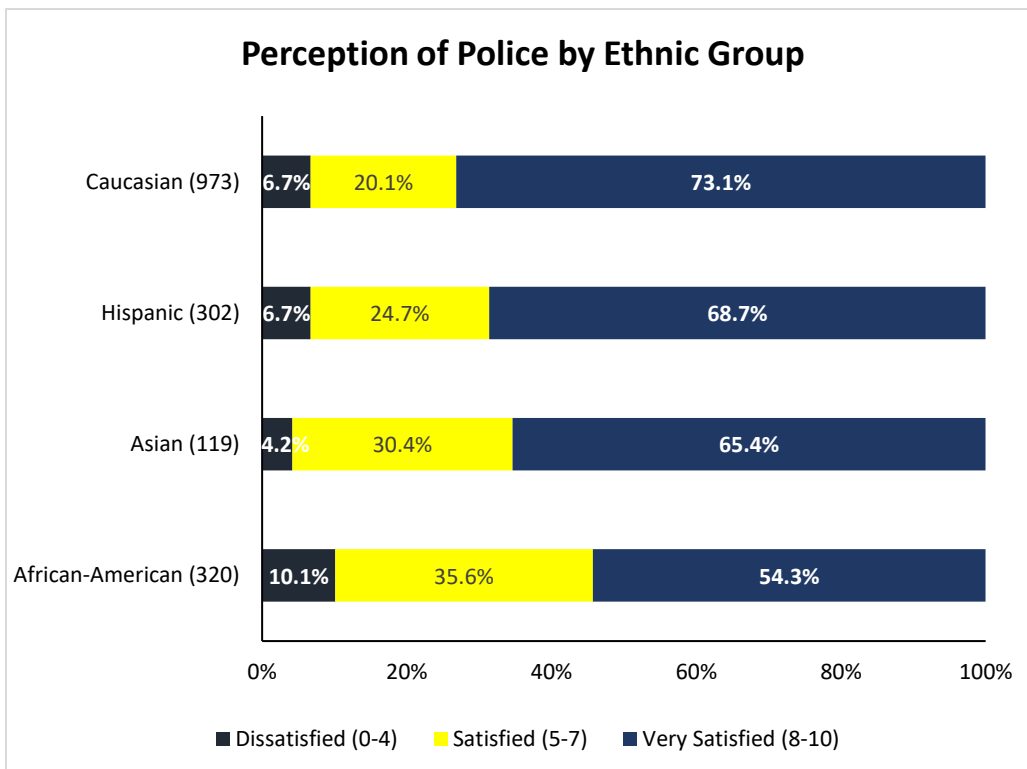
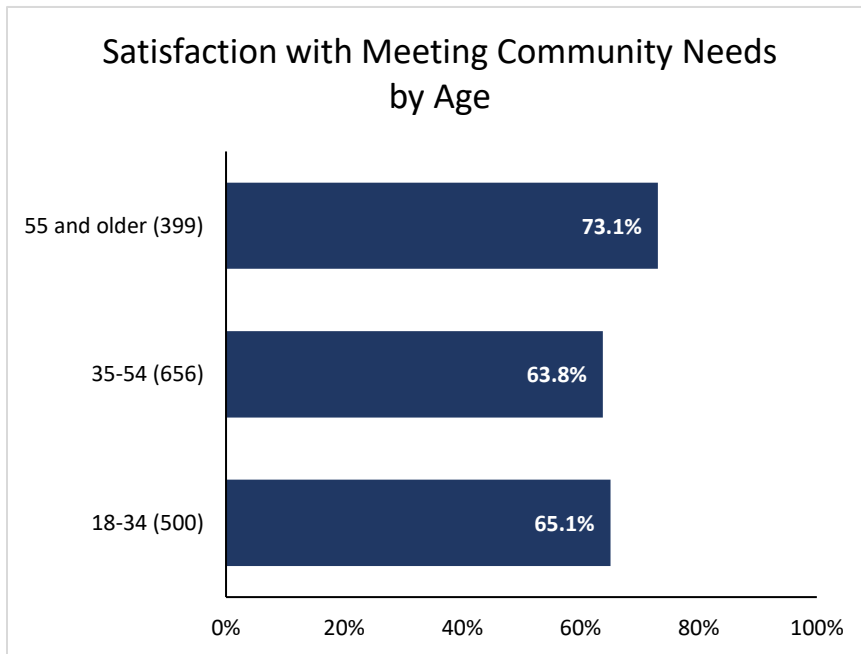


Figure 38: Perceptions of Police Department Overall Performance by Ethnicity  
 8A. How satisfied are you that the County Police Department's overall performance meets community needs?

Older residents (age 55 and older) are more likely to be very satisfied that the Department's overall performance meets the needs of the community than are younger residents.



*Figure 39: Age and Overall Satisfaction that Police Department Performance Meets Community Needs*

*8A. How satisfied are you that the County Police Department's overall performance meets community needs?  
Percent giving an 8-10 rating.*

There are minor differences in overall satisfaction by areas of the County, but they are not statistically significant.



**2. How satisfied are you that Police officers are courteous and helpful to all community members?**

On this measure, resident perceptions of the Department have been improving consistently since 2014.

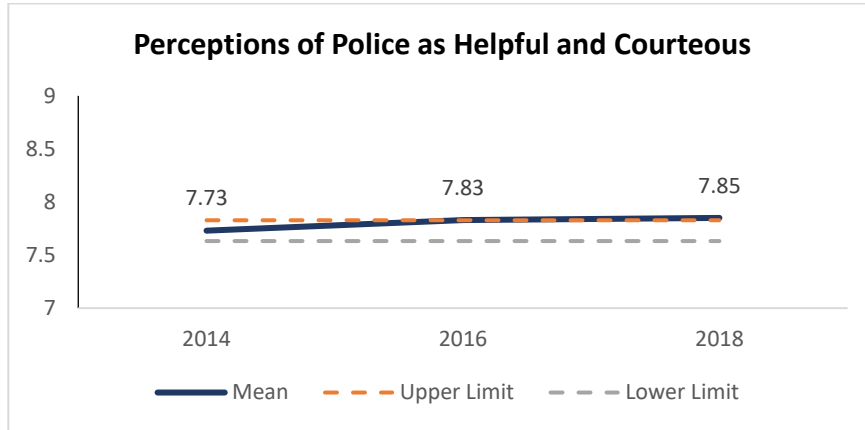


Figure 40: Satisfaction that Officers are Courteous and Helpful to All Members of the Community  
 8B. How satisfied are you that Police officers are courteous and helpful to all community members?  
 (Average score for each year) 2018 n = 1,537

Almost Two-thirds of residents are very satisfied with the courtesy and helpfulness of officers.

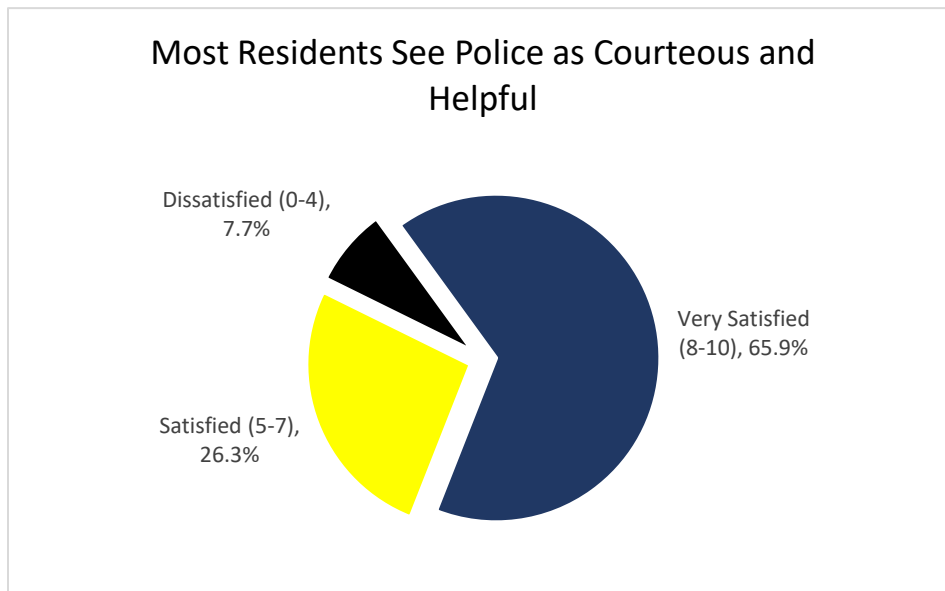


Figure 41: Satisfaction that Police Are Courteous and Helpful  
 8B. How satisfied are you that Police officers are courteous and helpful to all community members? n = 1,537

African-Americans are largely satisfied with the Police Department on this topic, but less highly satisfied than other groups. Some 12% are dissatisfied with the Department as shown in Figure 42.

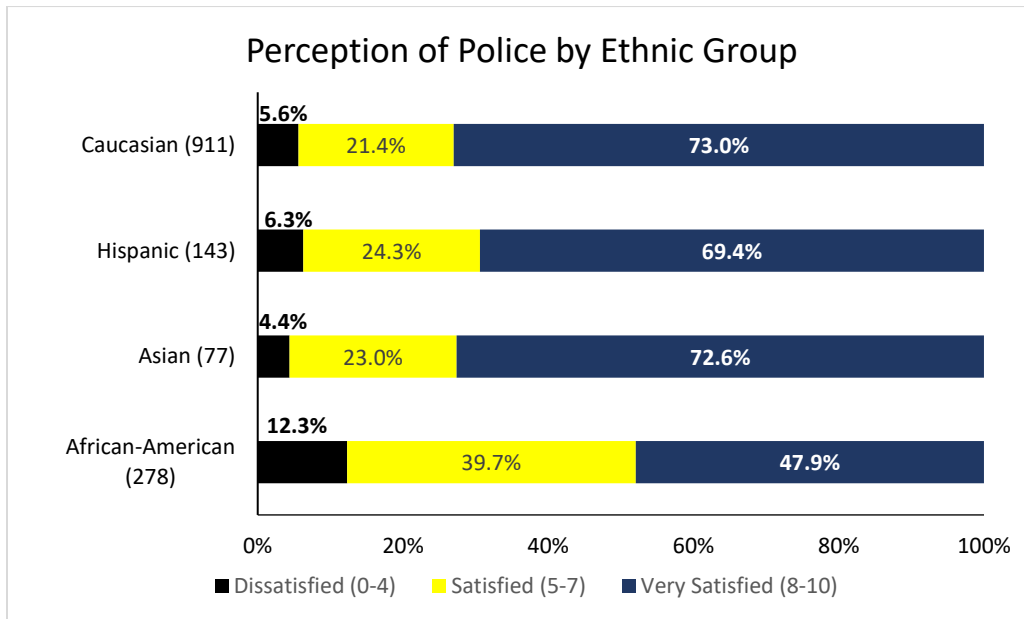


Figure 42: Satisfaction with Police Courtesy and Helpfulness by Race and Ethnicity  
 8B. How satisfied are you that Police officers are courteous and helpful to all community members?

There are no significant differences in perception of officers as being courteous and helpful between residents who have had contact with the Police in the past year and those who have not.

Police get higher ratings for courtesy and helpfulness in the Dale area than in Battlefield, Broad Run and Forest Park, but other differences are not statistically meaningful.

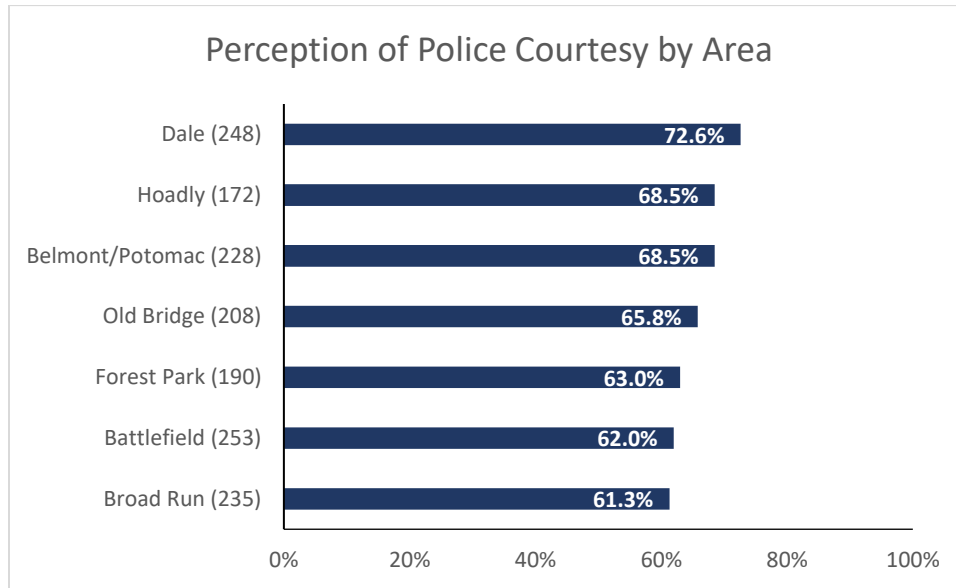


Figure 43: Satisfaction with Courtesy and Helpfulness by Area  
 8B. How satisfied are you that Police officers are courteous and helpful to all community members?  
 Percent giving an 8-10 rating. **n=1,534** should say 1537

**3. How satisfied are you that requests for Police assistance receive a prompt response?**

Public satisfaction with Police response time has improved since 2014.

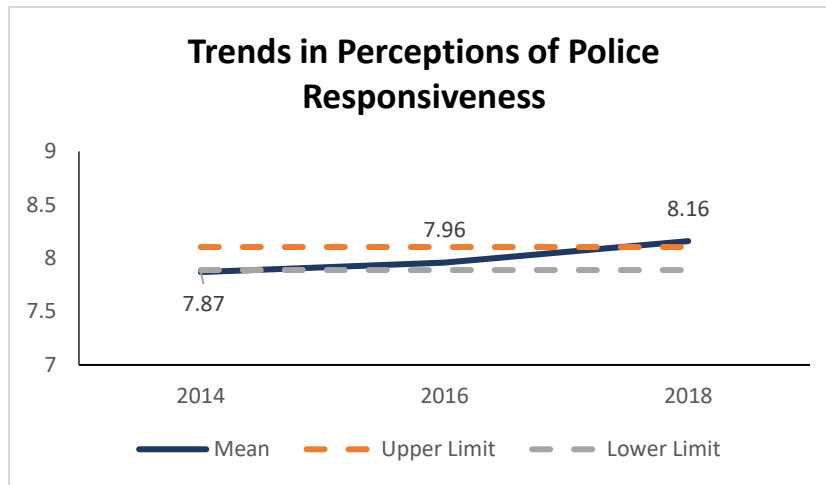


Figure 44: Average Rating for Satisfaction with Police Response Time  
8C. How satisfied are you that requests for police assistance receive a prompt response? 2018 n = 1,481

Again, two-thirds of residents are very satisfied with Police response time. There's no difference in satisfaction between those who have had contact with the Police in the past year and those who have not.

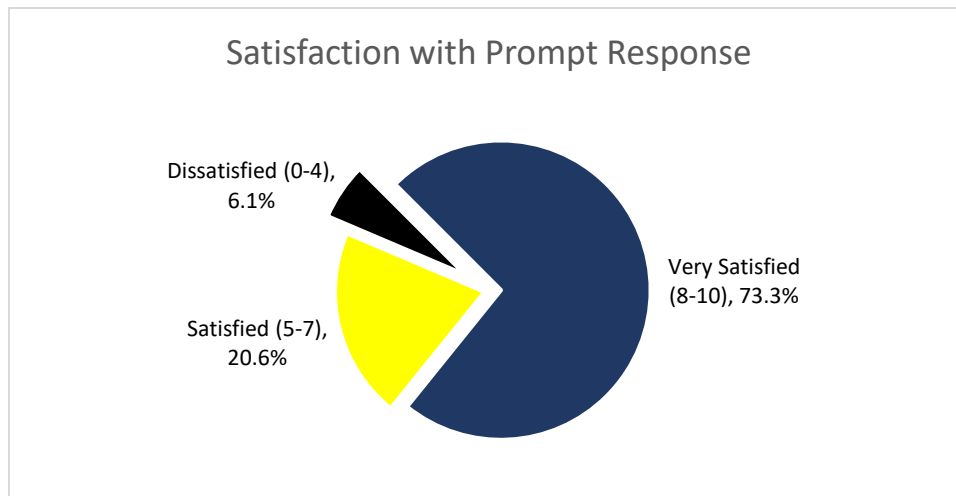


Figure 45: Satisfaction that Police Respond Promptly  
8C. How satisfied are you that requests for police assistance receive a prompt response? 2018 n = 1,481

Residents in the Battlefield area are less satisfied with response times than are those living in Dale and Hoadly.

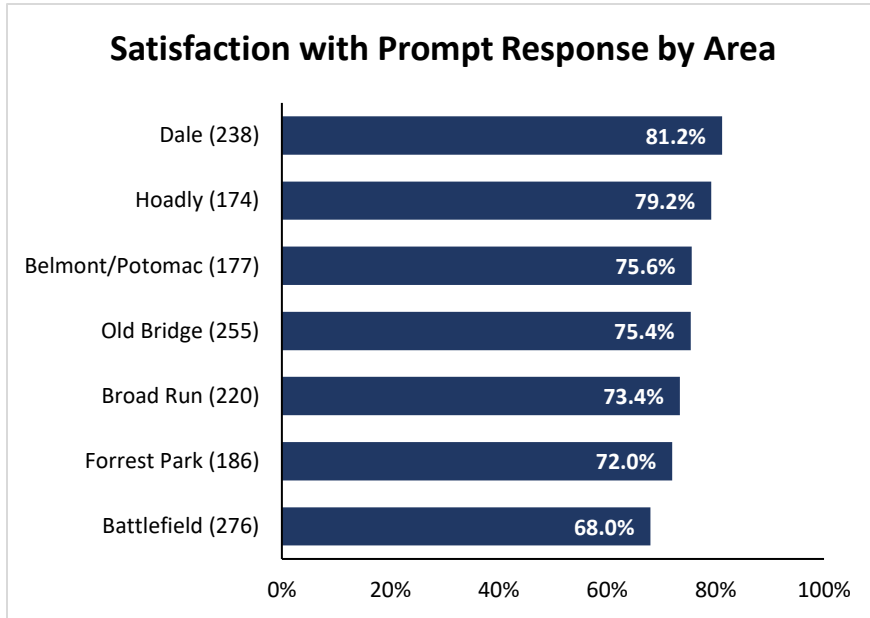
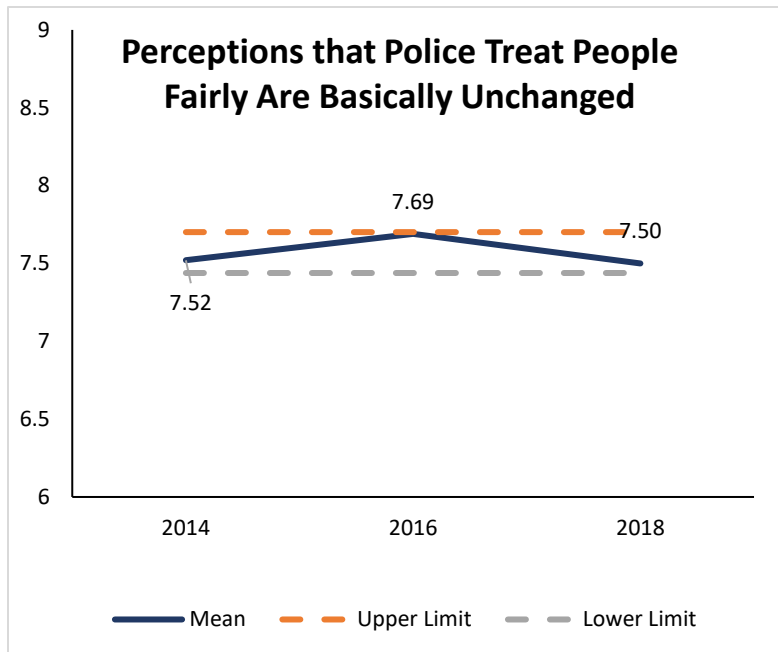


Figure 46: Satisfaction with Response Time by Area  
 8C. How satisfied are you that requests for police assistance receive a prompt response?  
 Percent giving an 8-10 rating.

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

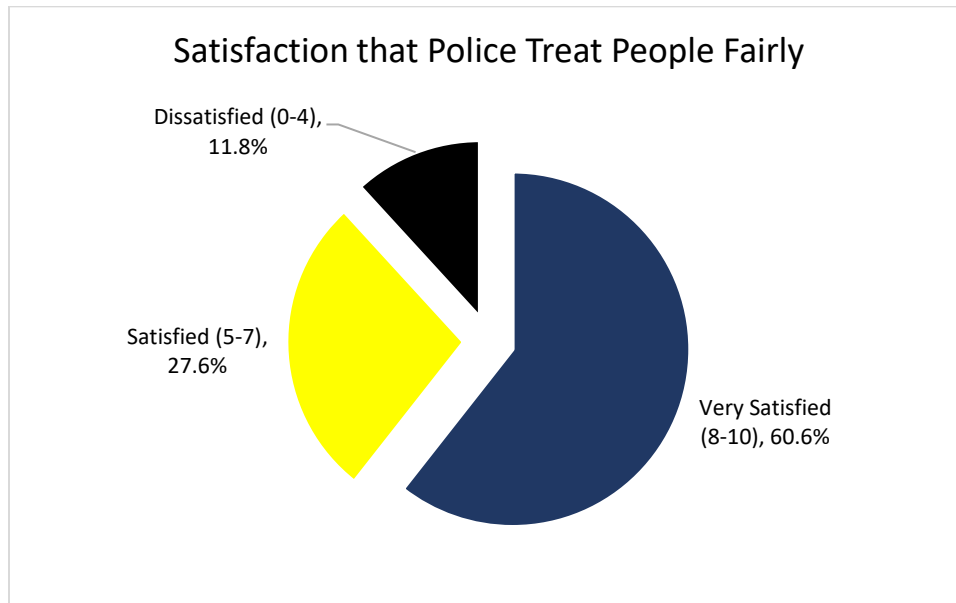
This measure is basically unchanged since 2014. There has been minor fluctuation but nothing that is statistically significant.



*Figure 47: Satisfaction that Police Treat People Fairly*  
 8D. How satisfied are you that the Police Department treats everyone fairly regardless of race, gender, ethnic or national origin?  
 Average rating, n = 1,482

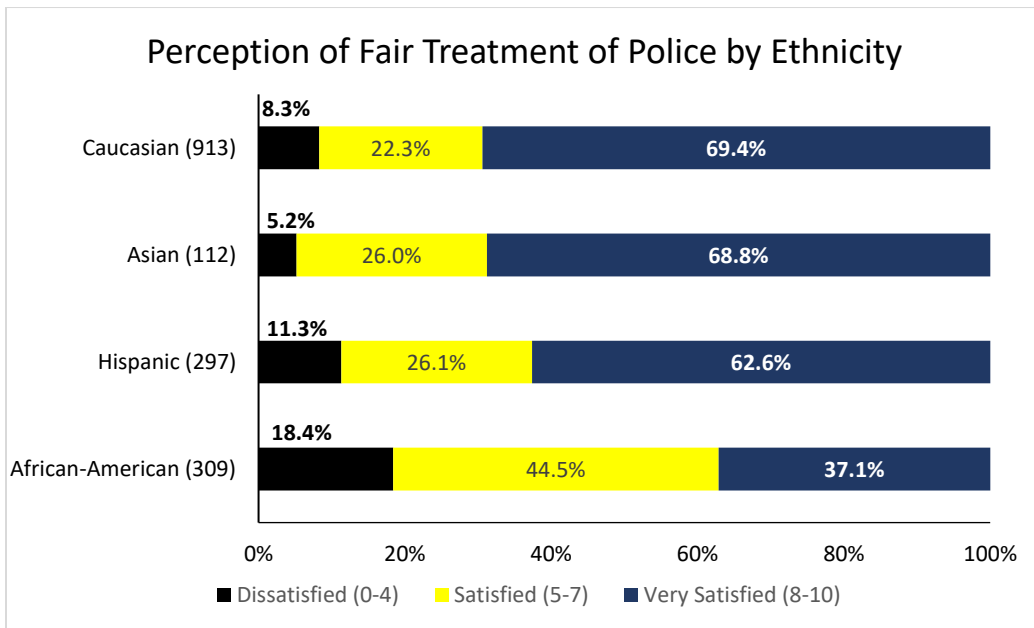
Overall, a total of 61% of residents are very satisfied that the Police Department treats everyone fairly. However, 11.8% are dissatisfied. Further, an additional 122 residents declined to answer this question or gave a “not sure” response.

There is no difference in the perception of fairness between people who have had contact with the Police in the last year had those who have not.



*Figure 48: Satisfaction that Police Treat Everyone Fairly*  
8D. How satisfied are you that the Police Department treats everyone fairly regardless of race, gender, ethnic or national origin?  
*n* = 1,482

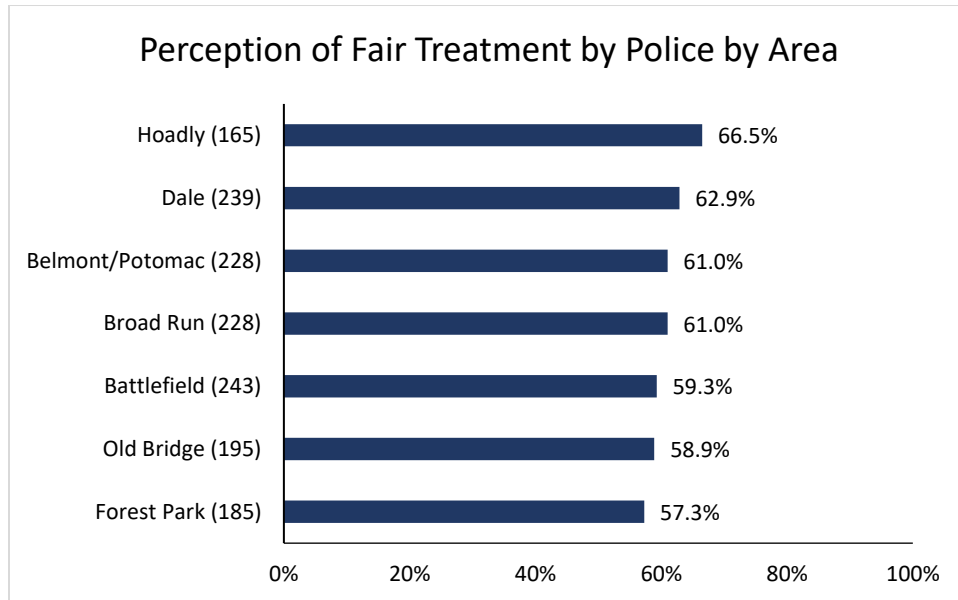
A total of 18.4% of African-Americans express dissatisfaction with the Police on the topic of fair treatment of all people. This finding is statistically significant compared to all other ethnicities.



*Figure 49: Satisfaction that Police Treat People Fairly by Race and Ethnicity*  
 8D. How satisfied are you that the Police Department treats everyone fairly regardless of race, gender, ethnic or national origin?



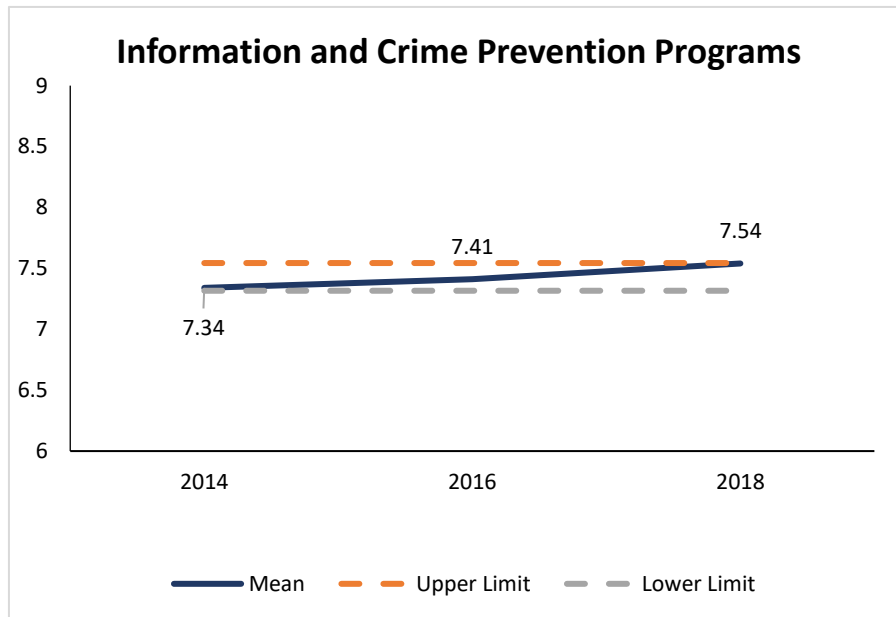
Statistically, there's no difference in how residents perceive the Police on treating people fairly between different areas of the County. None of the differences shown in Figure 50 are statistically meaningful.



*Figure 50: Satisfaction that Police Treat People Fairly*  
8D. How satisfied are you that the Police Department treats everyone fairly regardless of race, gender, ethnic or national origin?  
Percent giving an 8-10 rating.

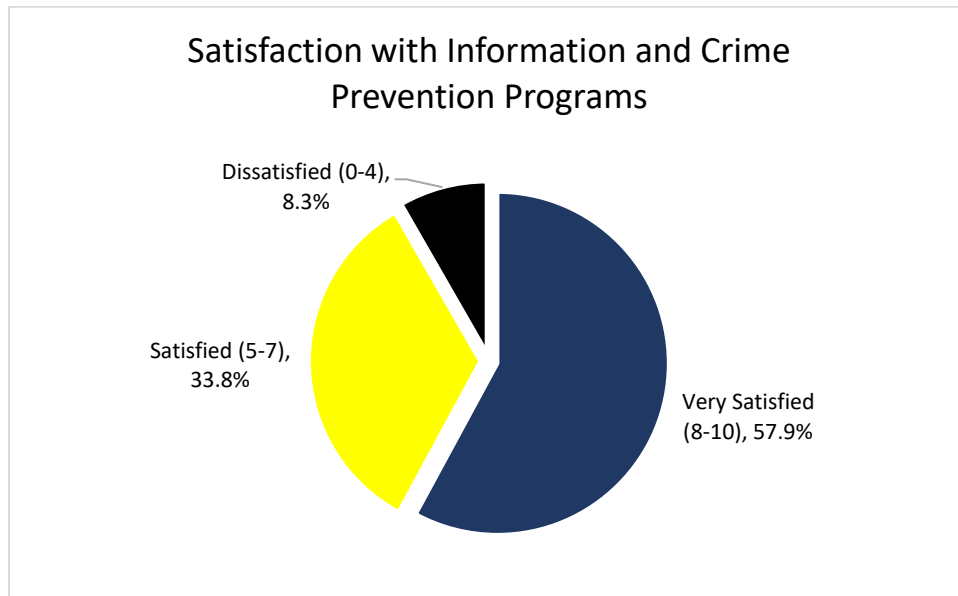
**5. How satisfied are you that the Police Department provides adequate information and crime prevention programs?**

Resident satisfaction with the information the Police Department provides has increased slightly since 2014, but is within the “normal variation” range shown in Figure 51.



*Figure 51: Average Rating for Satisfaction with Information and Crime Prevention Programs  
8E. How satisfied are you that the Police Department provides adequate information and crime prevention programs?  
Average rating, 2018 n = 1,434*

Among those familiar with what the Police Department provides, 57.9% are very satisfied with it. However, 165 people gave a “not sure” response, indicating a lack of familiarity with this information. To be consistent with prior reports, “not sure” responses are excluded from these charts.



*Figure 52: Satisfaction with Information and Crime Prevention Programs Provided by Police Department 8E. How satisfied are you that the Police Department provides adequate information and crime prevention programs? n = 1,434*

Residents of the Dale area stand out as being more satisfied (66.9%) than virtually all other areas of the County; Dale’s result is statistically higher than both Old Bridge and Forest Park. Hoadly, with 60.6% very satisfied, is less than Dale but the difference isn’t statistically significant. No other differences between areas of the County are statistically significant.

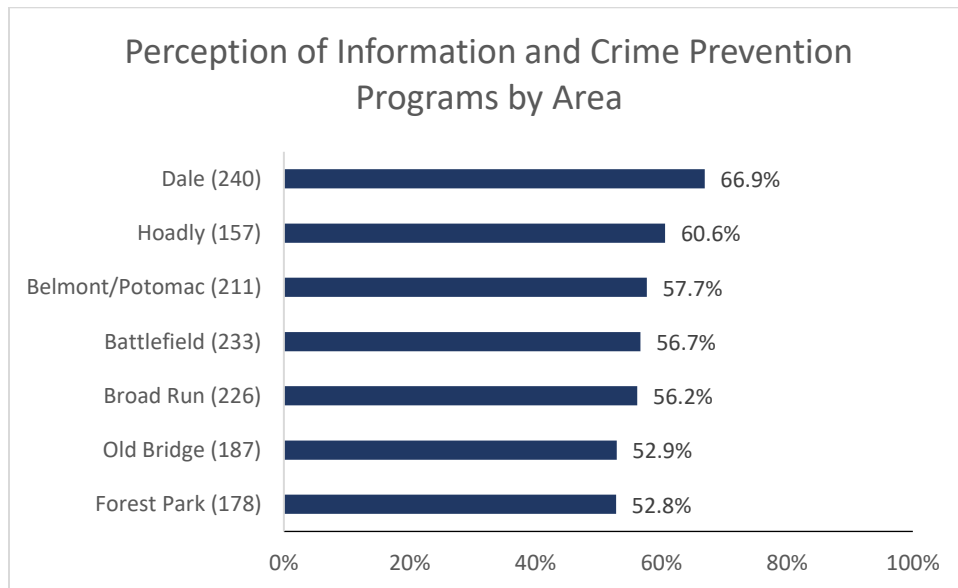


Figure 53: Satisfaction with Information and Crime Prevention Programs Provided by Police Department  
 8E. How satisfied are you that the Police Department provides adequate information and crime prevention programs? Percent giving an 8-10 rating.

**6. How satisfied are you that the Police display positive attitudes and behaviors towards residents?**

This metric is unchanged since 2016, with an average score of 7.9 on the 0 to 10 satisfaction scale used in this survey. Overall, 67% of residents are very satisfied with Police attitudes and behavior, while 8% are dissatisfied.

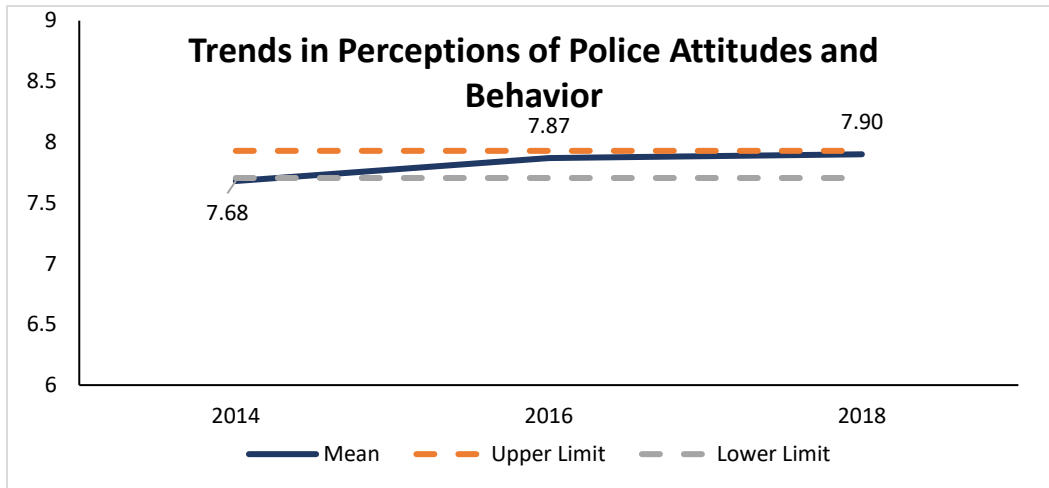


Figure 54: Average Satisfaction with Police Displaying Positive Attitudes and Behavior 8F. How satisfied are you that the Police display positive attitudes and behaviors towards residents? Average rating, 2018 n = 1,550

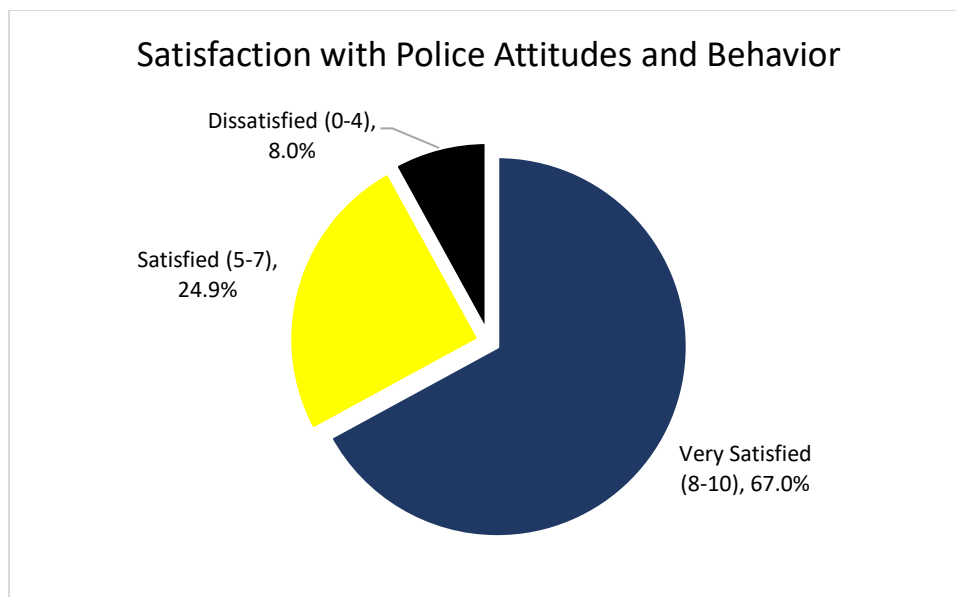


Figure 55: Satisfaction with Police Displaying Positive Attitudes and Behavior 8F. How satisfied are you that the Police display positive attitudes and behaviors towards residents? n = 1,550

There are no substantive differences by area of the County on this question.

As with other measures concerning the Police Department, African-Americans are less positive in their response, as is shown in Figure 56. Only 11% are actually negative toward the Police regarding positive attitudes and behavior, but they are much less likely to be “very satisfied” than other residents.

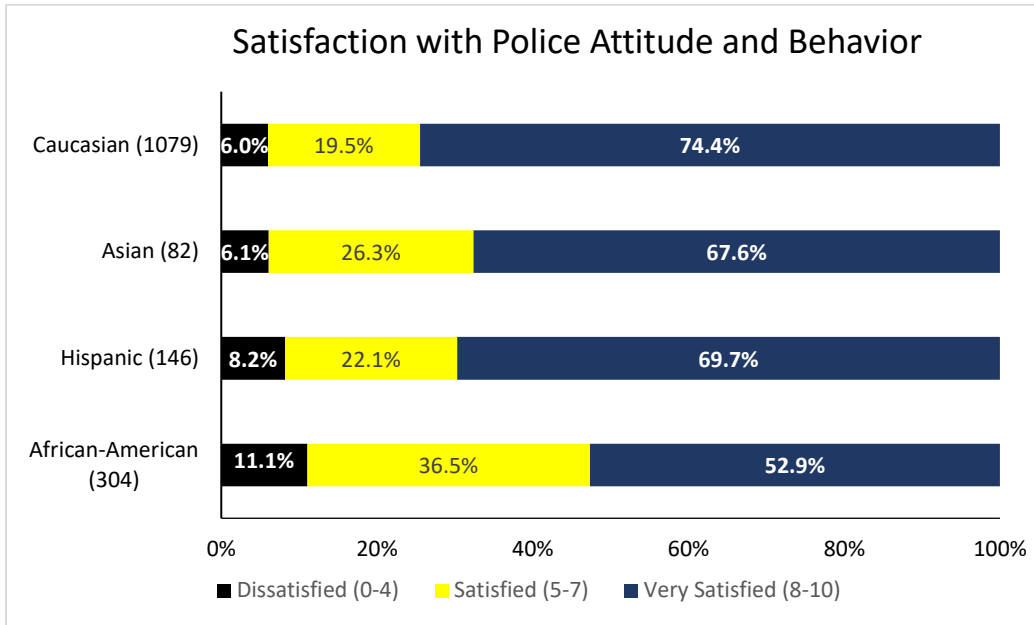


Figure 56: Satisfaction that Police Display Positive Attitudes and Behavior toward Residents  
 8F. How satisfied are you that the Police display positive attitudes and behaviors towards residents?

**7. How satisfied are you that Animal Control effectively protects residents and animals?**

Perceptions of Animal Control have improved since 2016. Overall, 61.6% of County residents are very satisfied with the Animal Control service. There are no meaningful variations in satisfaction by area of the County or by ethnicity or race.

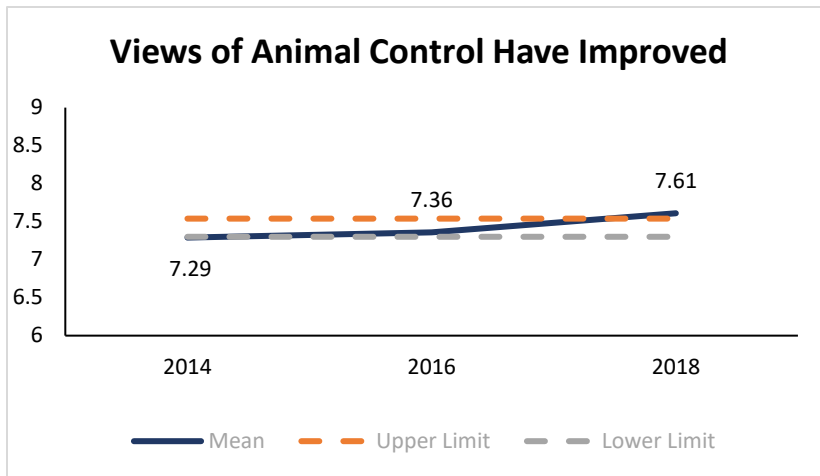


Figure 57: Average Satisfaction Rating for Animal Control  
 8G. How satisfied are you that Animal Control effectively protects residents and animals? 2018 n = 1,390

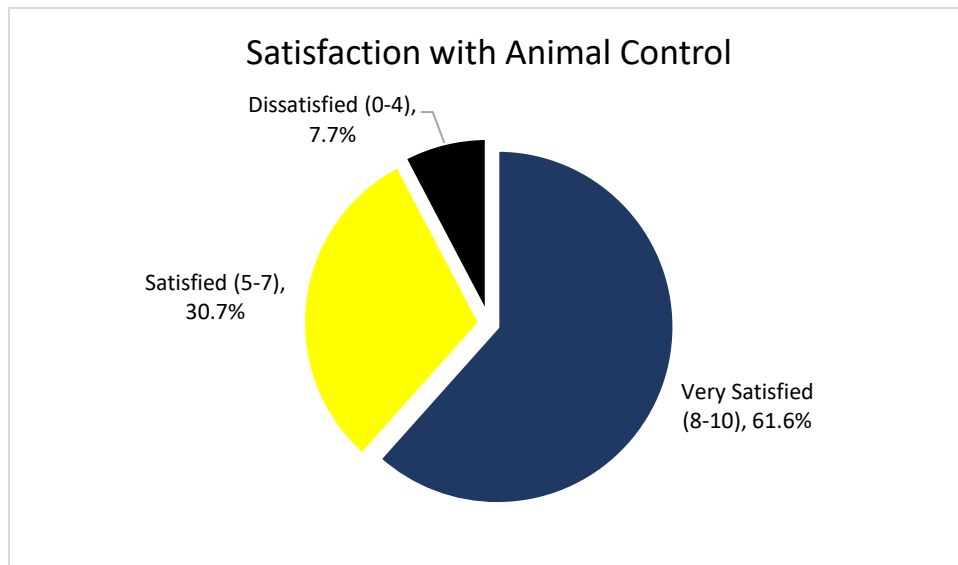


Figure 55: Satisfaction with Effectiveness of Protection Provided by Animal Control  
 8G. How satisfied are you that Animal Control effectively protects residents and animals? n = 1,390

**R1. How satisfied are you that you feel safe in your neighborhood?**

As shown in figure 59, a total of 81% of residents are very satisfied regarding feeling safe in their neighborhood.

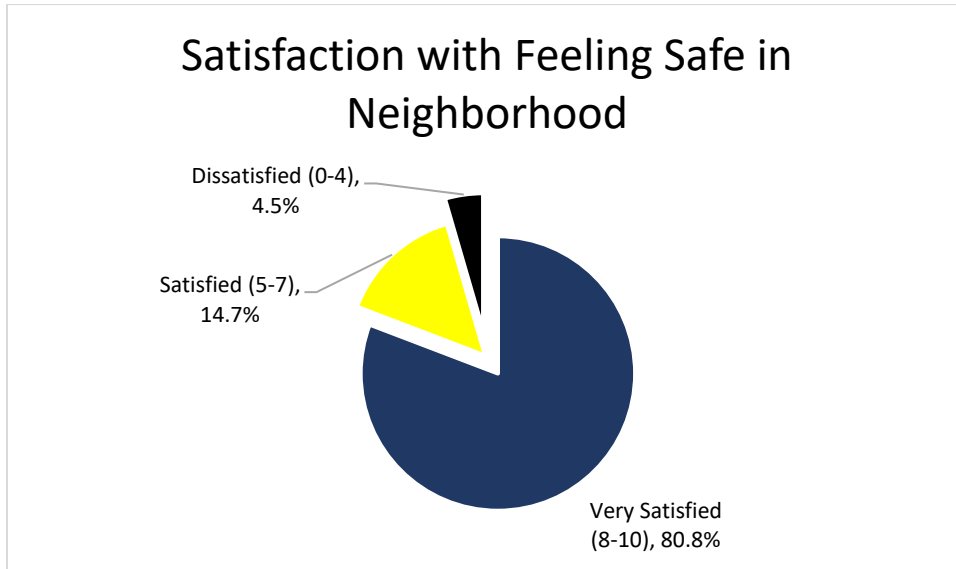


Figure 56: Satisfaction with Feeling Safe in Your Neighborhood  
8H. How satisfied are you that you feel safe in your neighborhood?  
n = 1,595

This metric has improved dramatically in 2018 over prior years.

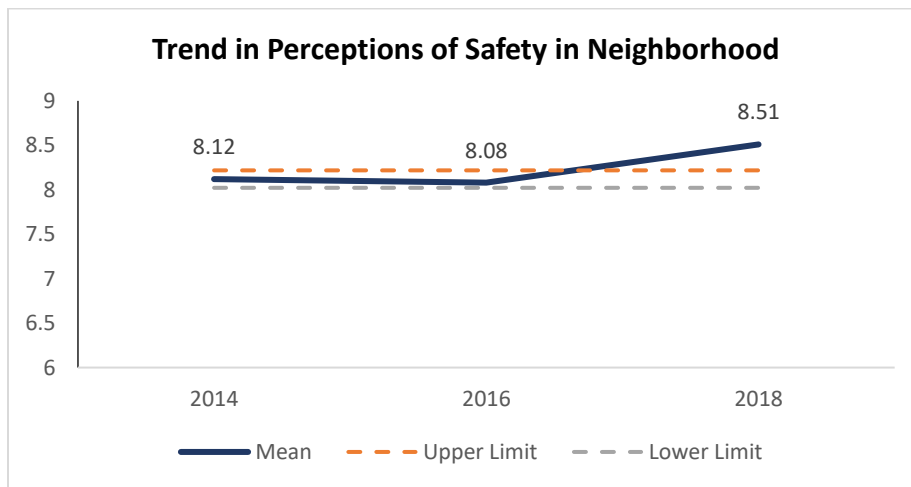
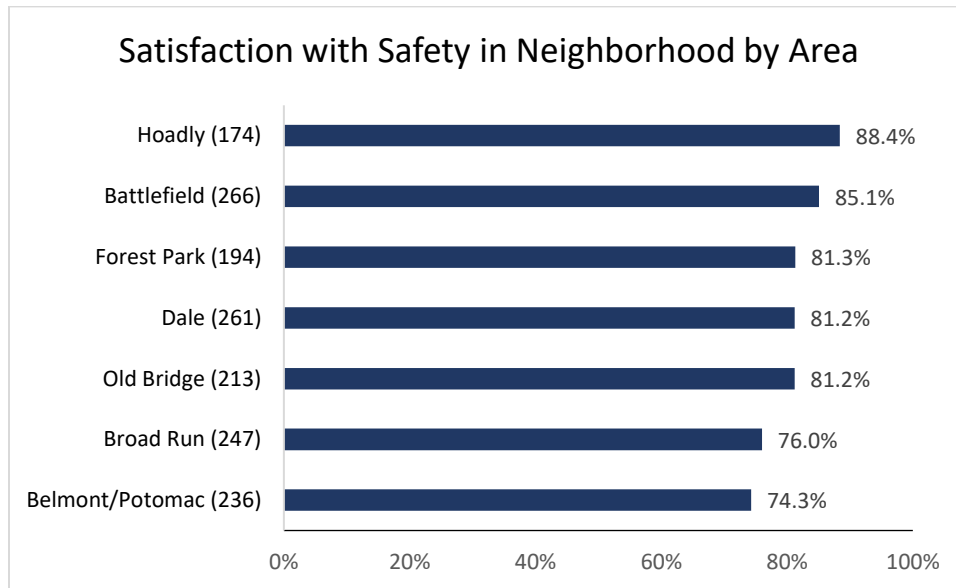


Figure 60: Average Rating for Satisfaction with Feeling Safe in Your Neighborhood.  
8H. How satisfied are you that you feel safe in your neighborhood? 2018 n = 1,595



The feeling of safety varies by area of the County, as shown in Figure 61. Hoadly is on top, and its residents are significantly more satisfied than are residents of the Belmont/Potomac area. The residents of Battlefield are also significantly more satisfied than are those in Broad Run and Belmont/Potomac. The remaining differences shown in Figure 61 aren't statistically meaningful.



*Figure 57: Satisfaction with Safety Where Resident Lives  
8H. How satisfied are you that you feel safe in your neighborhood?  
Percent giving an 8-10 rating.*

Ethnicity has no role in how safe people feel in their neighborhood. There are no differences between Caucasians, African-Americans, Hispanics or Asians with regard to how safe they feel in their neighborhood.

**R2. How satisfied are you that you feel safe when visiting commercial areas in the County?**

Figure 62 shows that residents feel safer now in commercial areas of the County than two or four years ago. Seventy percent are very satisfied about safety in these areas, as shown in Figure 63 below.

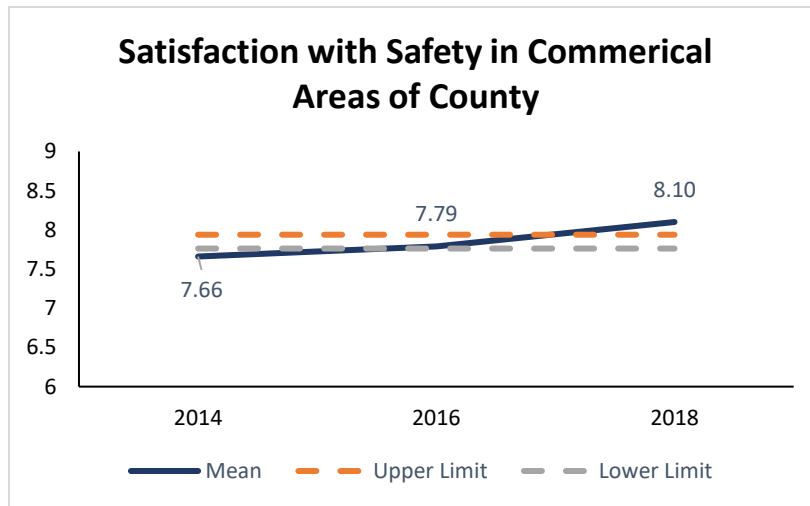


Figure 62: Satisfaction with Feeling Safe When Visiting Commercial Areas  
8J. How satisfied are you that you feel safe when visiting commercial areas in the County? 2018 n = 1,588

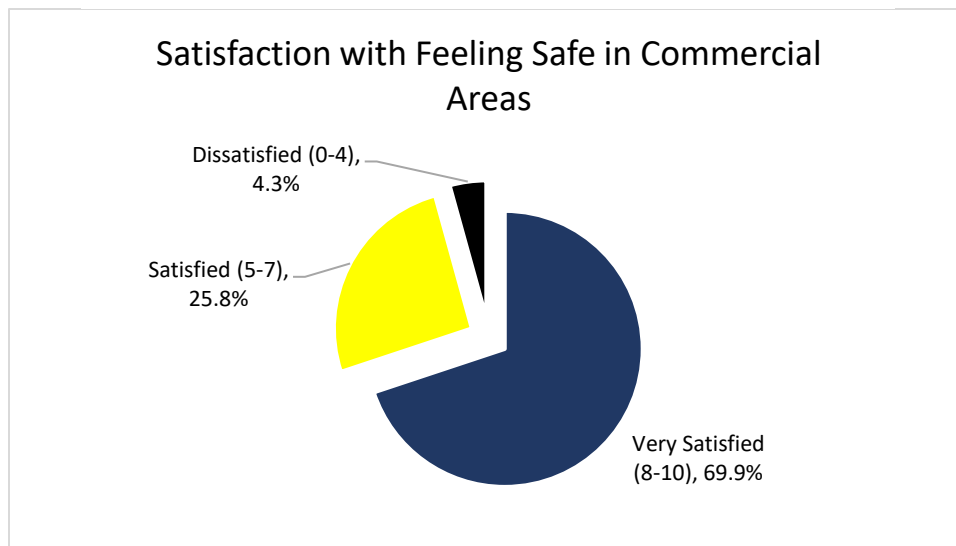
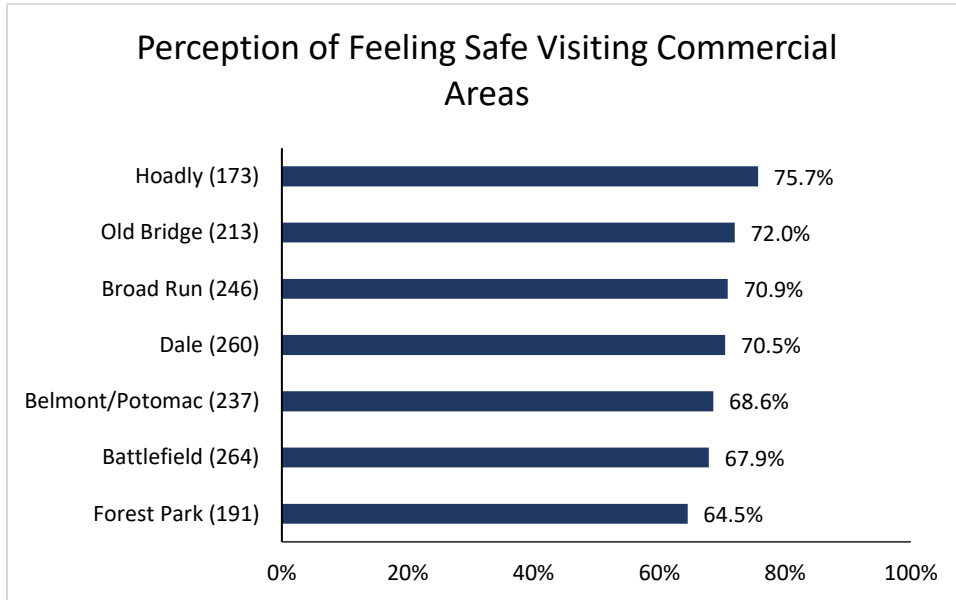


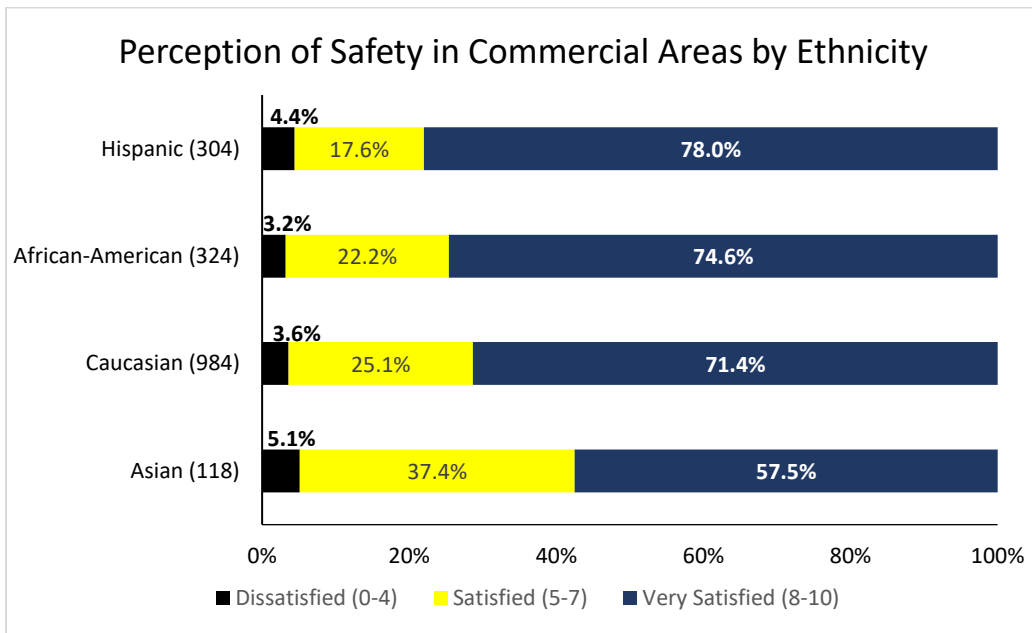
Figure 63: Satisfaction with Feeling Safe Visiting Commercial Areas of the County.  
8J. How satisfied are you that you feel safe when visiting commercial areas in the County?  
n = 1,588

There are differences in feelings of safety by area of the County as shown in Figure 64. Residents of Hoadly are more satisfied with feeling safe visiting commercial areas of the County than are residents of Forest Park.



*Figure 64: Satisfaction with Safety in Commercial Sections by Area of County  
8J. How satisfied are you that you feel safe when visiting commercial areas in the County?  
Percent giving an 8-10 rating.*

There are also differences by ethnicity. Asians feel less safe.



*Figure 65: Safety in Commercial Areas and Ethnicity*  
 8J. How satisfied are you that you feel safe when visiting commercial areas in the County?

## Resident Perceptions of Fire and EMS Services

Residents were asked whether they agree or disagree with two statements about Fire and EMS services.

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.

Fire and Emergency Medical Services responders are professional.

Residents strongly agree with both statements.

The average level of agreement with the quality statement in 2018 is 8.85. That is the same as the rating in the 2016 survey. A total of 85.7% of residents strongly agree that responders provide quality service.

On professionalism, agreement in 2018 is slightly stronger than it was in 2016.

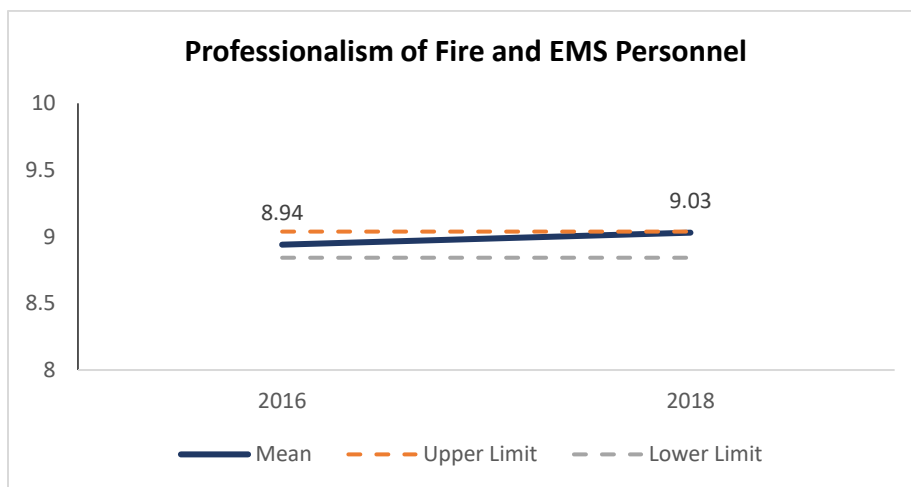
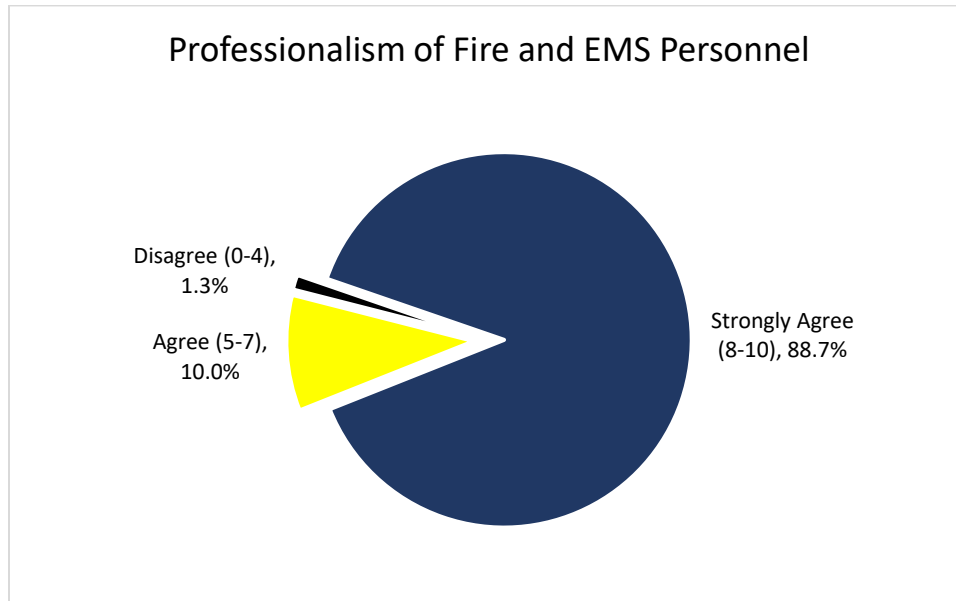


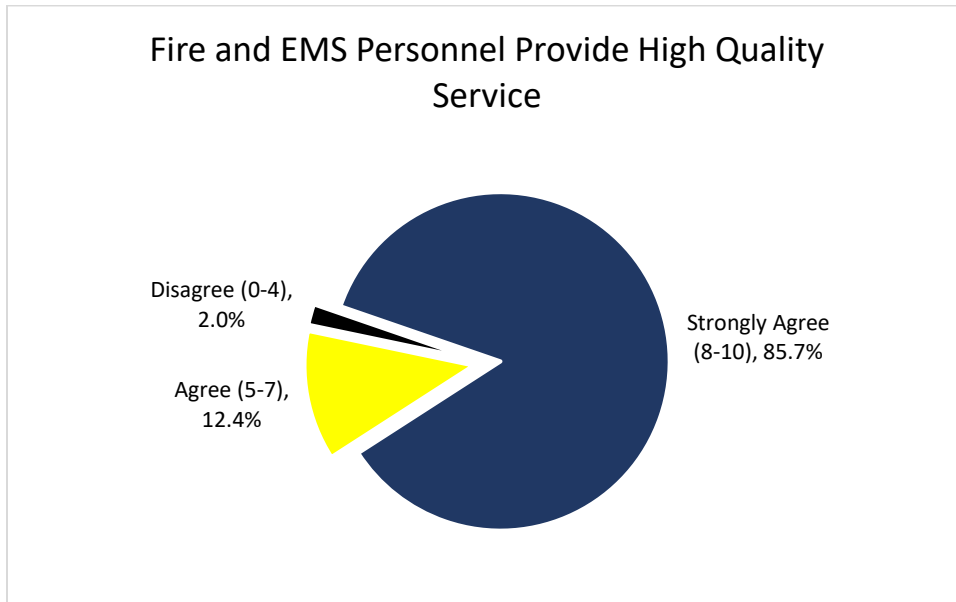
Figure 66: Agreement that Fire and EMS Personnel are Professional  
 10B. Fire and Emergency Medical Services responders are professional. 2018 n = 1,515

There is almost universal agreement that Fire and EMS personnel are professional.



*Figure 67: Agreement that Fire and EMS Personnel are Professional  
10B. Fire and Emergency Medical Services responders are professional. n = 1,515*

Residents also strongly believe that Fire and EMS provide high quality service.



*Figure 6858: Fire and EMS Provide Quality Service*  
10A. Fire and Emergency Medical Services responders provide high quality service.  
n = 1,516

## Emergency Management

- Slightly more than half of residents say they know how to sign up for emergency alerts as shown in Figure 68.
  - Less than half of residents of the Belmont/Potomac area and less than half of African-Americans say they know how to get these alerts.
- Over half say they have emergency kits in the home. See Figure 69.

*Our experience with questions like these is that some respondents will give the “socially acceptable” response rather than an honest response. That means the percentages who know how to get alerts or have emergency kits are probably overstated.*

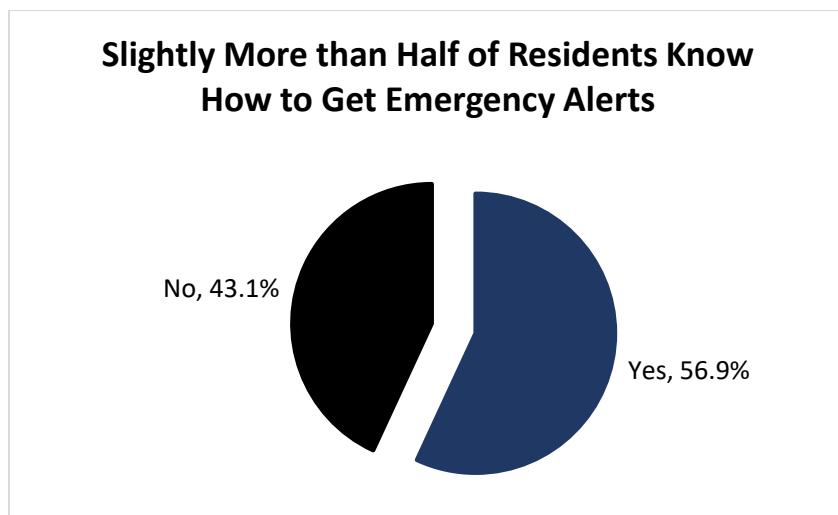


Figure 69: Emergency Alerts

14A. Do you know how to sign up for alerts about developing emergency situations or severe weather in the County?  
n = 1,550

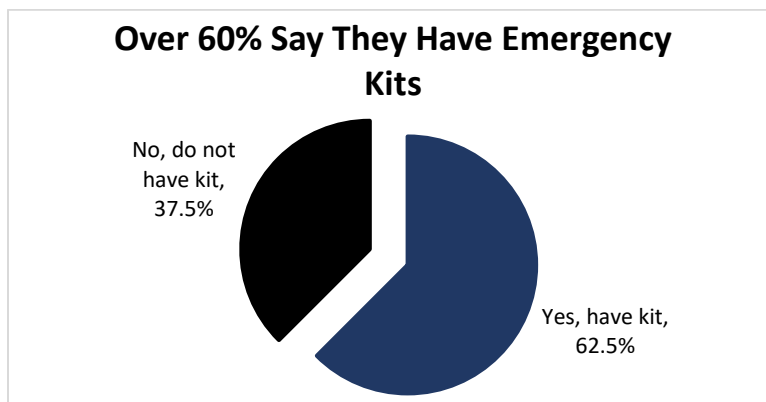


Figure 70: Emergency Kits in the Home

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? n = 1,578



The most common response in an emergency is to shelter with friends or family in the local area. A total of 14% would try to ride out the storm at home while only 4% say they would use a public shelter.

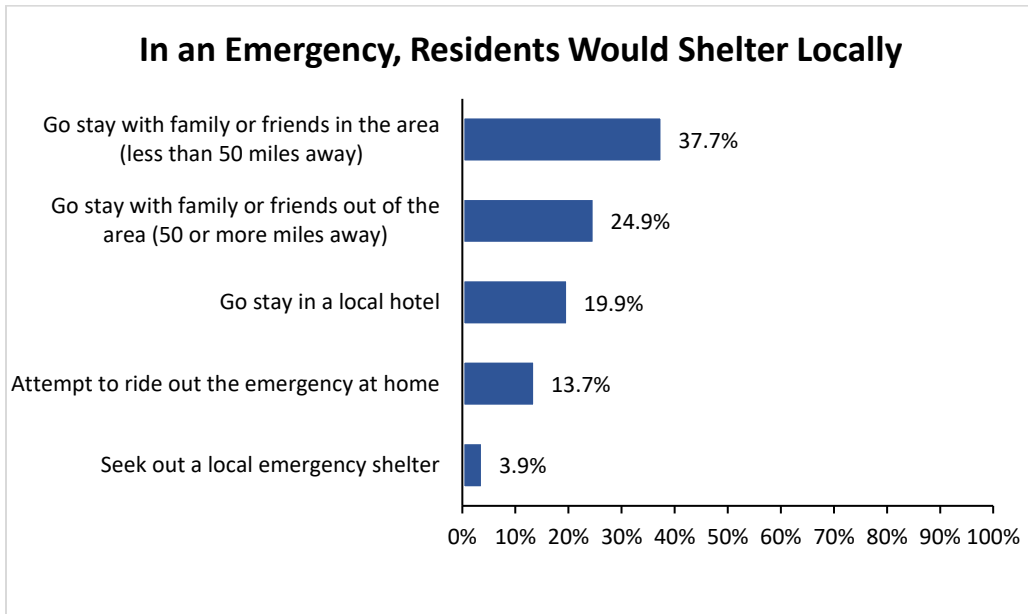


Figure 71: Shelter in an Emergency

14C. If an emergency affects your neighborhood and local officials tell you to evacuate your home for more than 24 hours, would you . . . ? n = 1,539

## Parks and Recreation

There are five items that residents were asked to address regarding Parks and Recreation facilities in the County:

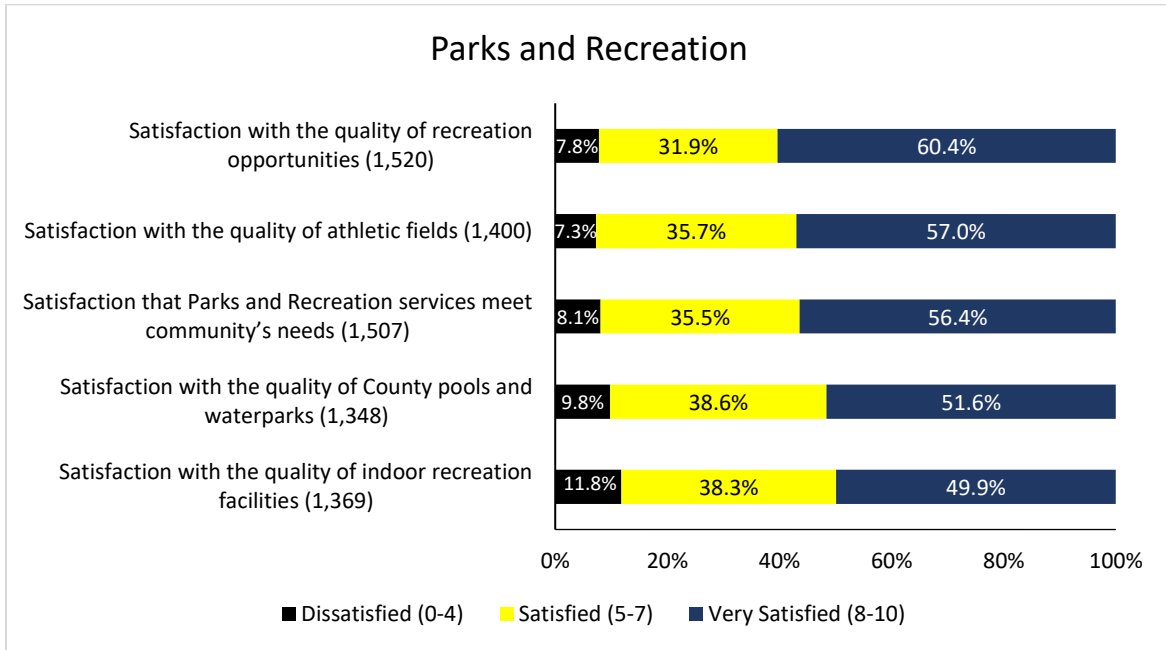
- How satisfied are you that Parks and Recreation services meet the community’s needs?
- How satisfied are you with the quality of indoor recreation facilities?
- How satisfied are you with the quality of County pools and waterparks?
- How satisfied are you with the quality of athletic fields?
- How satisfied are you with the quality of recreation opportunities such as trails, boating, fishing and picnicking?

Satisfaction with Parks and Recreation Services				
	2016	2018	2018 Number of respondents	Direction
Parks and Recreation services meet the community’s needs	7.89	7.51	1,507	↓
Quality of indoor recreation facilities	6.35	7.14	1,369	↑
Quality of County pools and waterparks	6.43	7.29	1,348	↑
Quality of athletic fields	6.83	7.49	1,400	↑
Quality of recreation opportunities	7.32	7.67	1,520	↑

Figure 72: Satisfaction with Parks and Recreation Services

Note: 2016 data was only asked of residents using each service.

Residents are more satisfied with the quality of recreational opportunities and with the quality of athletic fields than with indoor recreational facilities. They are also more satisfied with the quality of recreational opportunities than with pools and waterparks. The other differences in this table are not significant.



*Figure 73: Satisfaction with Parks and Recreation Services  
Question wording shown above*

## Human Services

Residents were asked –

How satisfied are you with the services the County provides for:

- People with mental illness?
- People over the age of 60?
- People with disabilities?
- People who are economically disadvantaged?
- Children at risk of neglect or abuse?
- People with addictions?

Residents indicate the greatest satisfaction with services for children, those with disabilities, and older adults. Over 45% of respondents say they are very satisfied with these services.

It should be noted that upwards of one-third of residents could not offer an opinion on these services.

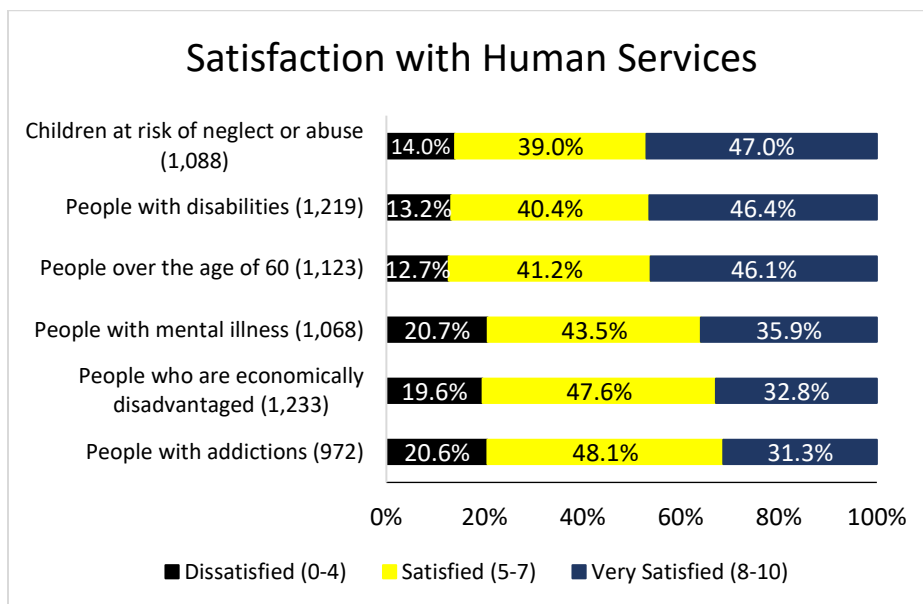


Figure 74: Satisfaction with Human Services



Satisfaction with most Human Services programs has increased since 2016. The only one that hasn't risen is services for older residents. We don't have trend data for addiction services as that was not asked in 2016.

Satisfaction with Human Services				
	2016	2018	Number of respondents	Change
People over the age of 60	6.86	6.96	1,123	↔
People with disabilities	6.38	6.95	1,219	↑
Children at risk of neglect or abuse	6.49	6.89	1,088	↑
People with mental illness	5.50	6.24	1,068	↑
People who are economically disadvantaged	5.75	6.23	1,233	↑
People with addictions	NA	6.10	972	NA

Figure 75: Average Satisfaction with Human Services  
 Note: 2016 data was only asked of residents who said they had interactions with social services.

There are a few notable regional variations in satisfaction with these services.

- Mental Health services: The high score is in Belmont/Potomac, where 49.4% of residents are very satisfied with these services. The lowest score is in Broad Run, where 24.4% of residents are very satisfied. The scores for other areas of the County range from 30.3% to 43.9% very satisfied.
- Disability services: The percent very satisfied is highest in Belmont/Potomac 54.6%, and lowest in Broad Run at 37.4%. Scores for the other areas of the County range between 44.3% and 48.8%.
- Children services: The percent very satisfied is highest in Belmont/Potomac at 60.6%, and lowest in Battlefield at 34.9%. Scores for other areas range from 40.5% to 52.5%.

To gain more understanding of these data, we took the senior services item and analyzed against the age of the respondent. The results are shown in the Figure below. The residents giving the highest rating to these services are young adults and those of age to receive services. The middle age group is less satisfied.

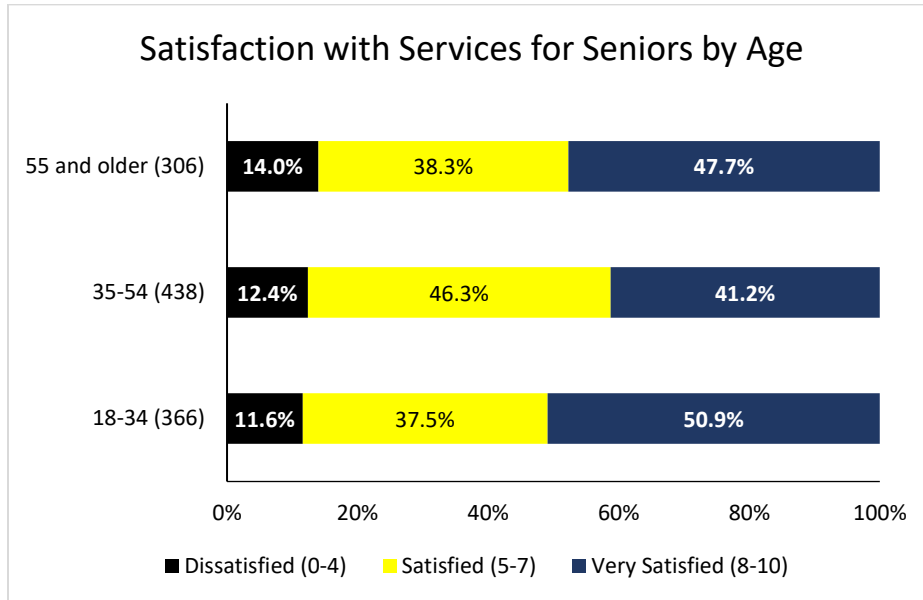


Figure 76: Satisfaction about Services for Seniors by Age

We also explored whether having a child would affect the ratings for services for children at risk of abuse or neglect. It doesn't. The ratings are identical for parents and non-parents.

## Transportation

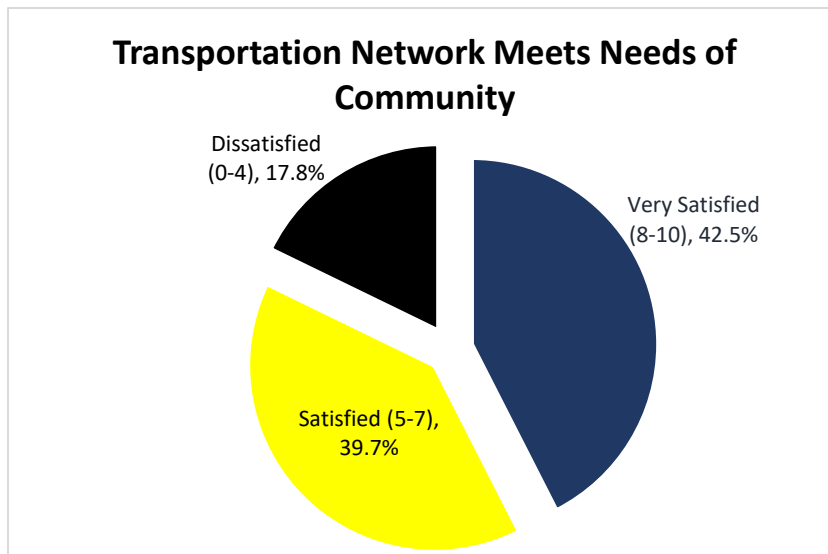
Respondents were asked about their satisfaction with three aspects of transportation in the County:

- How satisfied are you that the transportation network adequately supports the community?
- How satisfied are you that the transportation network supports the needs of commuters?
- How satisfied are you that the transportation network supports County growth?

Residents are divided regarding their satisfaction with transportation in the County. The results in 2018 are much higher than what were shown in the 2016 report. However, as will be shown when we discuss the question on desired improvements, this remains a focal point for many residents.

### **How satisfied are you that the transportation network adequately supports the community?**

More than one-third of residents are very satisfied that the transportation system in the County supports the needs of the County. Only 17.8% are dissatisfied.



*Figure 77: Satisfaction that Transportation Meets the Needs of the Community  
6A. How satisfied are you that the transportation network adequately supports the community? n = 1,542*

The average level of satisfaction on this issue is higher than was reported in 2016.

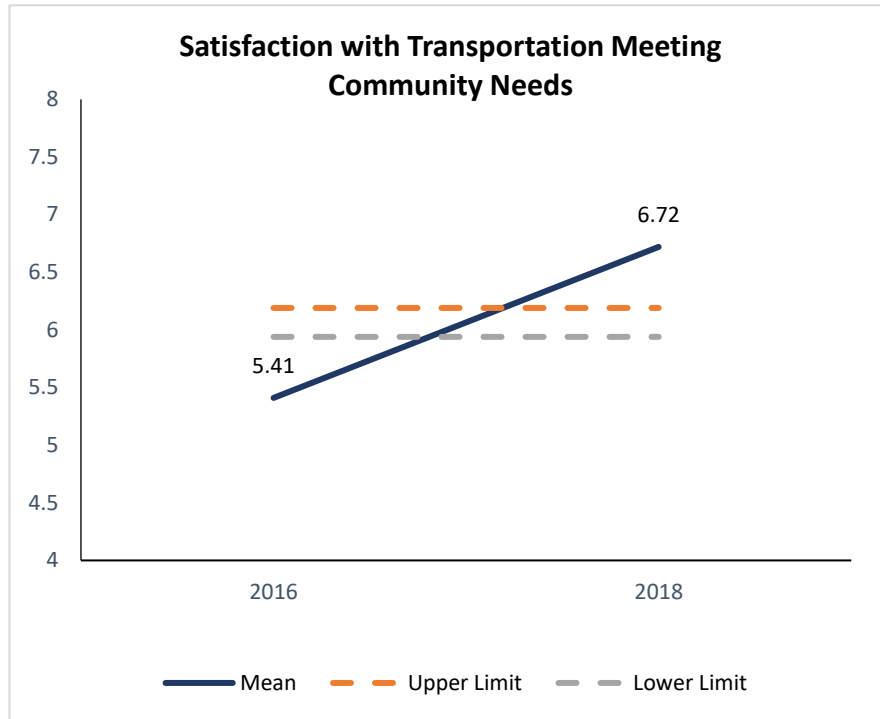


Figure 78: Average Satisfaction Rating on Transportation Supporting the Community. 6A. How satisfied are you that the transportation network adequately supports the community? Average rating, 2018 n = 1,542



However, the reason for the jump in the average between 2016 and 2018 may be that Caucasians are significantly less satisfied with the transportation system than are minorities. Caucasian results in 2016 were weighted higher than in 2016; if this finding were also true then, would have pulled down the average score on this topic.

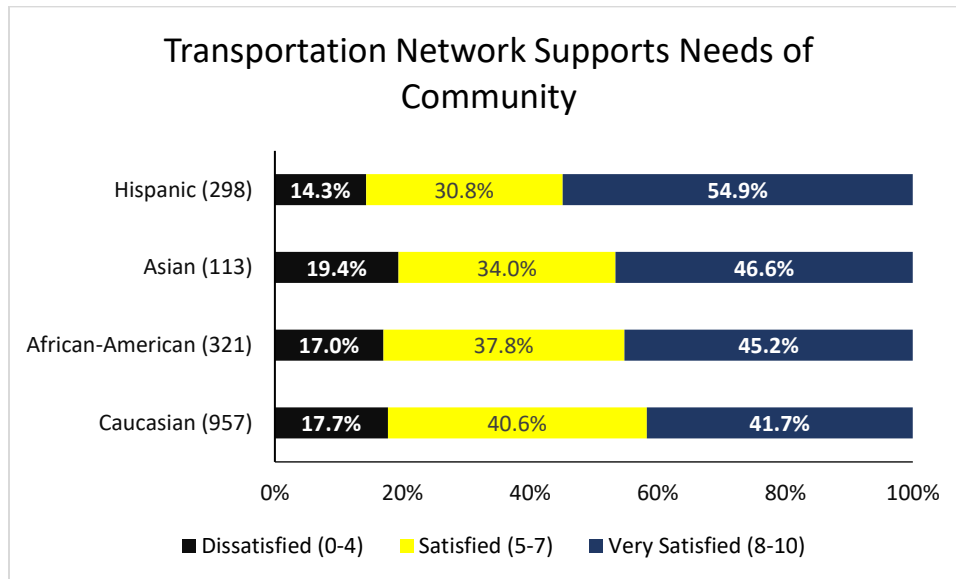
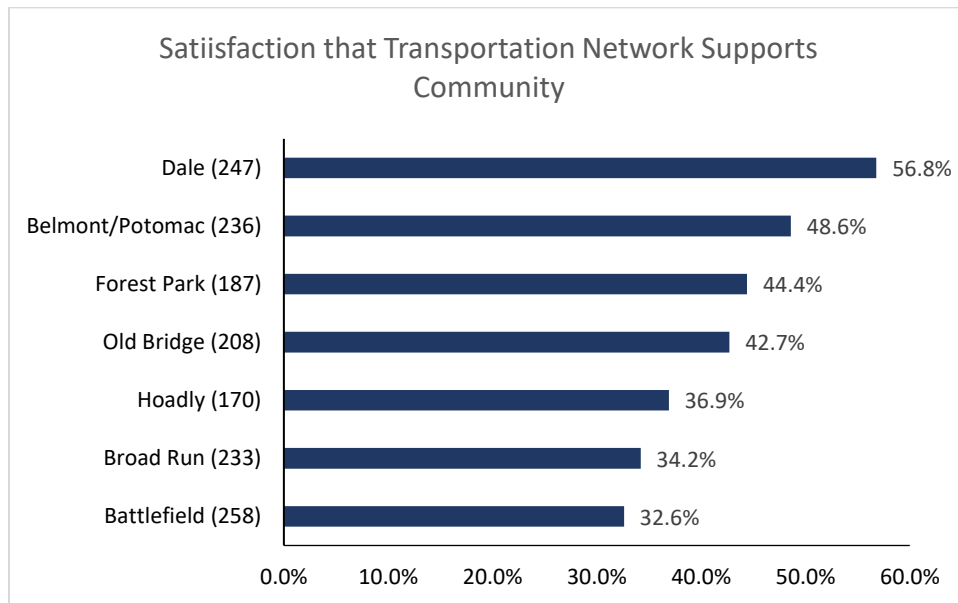


Figure 79: Satisfaction that Transportation Network Supports Needs of Community by Ethnicity 6A. How satisfied are you that the transportation network adequately supports the community?

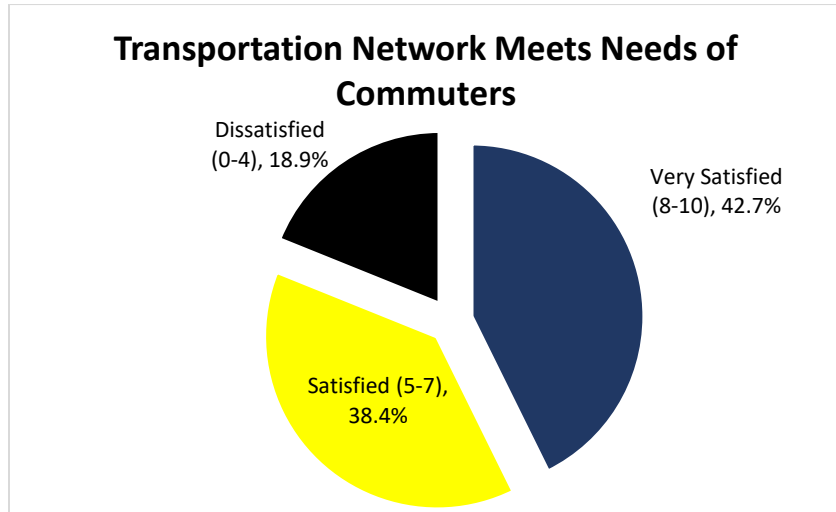
Finally, and not surprisingly, there are regional variations in how well residents feel transportation supports the needs of the County. Residents of Dale and Belmont/Potomac have the highest level of satisfaction, while Hoadly, Broad Run and Battlefield have the lowest. Forest Park is significantly higher than Battlefield but not Broad Run.



*Figure 80: Satisfaction with Transportation Supporting the Community by Area  
6A. How satisfied are you that the transportation network adequately supports the community? Percent giving an 8-10 rating.*

**How satisfied are you that the transportation network supports the needs of commuters?**

The average rating on this item on the 0 to 10 satisfaction scale is 6.66. Again, residents are divided as one might expect—*after all, some commute and some don't, and we didn't ask who does or how far.*



*Figure 81: Satisfaction with Transportation Network Supporting the Needs of Commuters  
6B. How satisfied are you that the transportation network supports the needs of commuters? n = 1,504*

How satisfied people are with the transportation system for commuting depends on their employment status. The most critical of the transportation network are the self-employed.

*The self-employed may be traveling to different locations each day, or traveling at odd times of day, and that can make leveraging transportation resources difficult.*

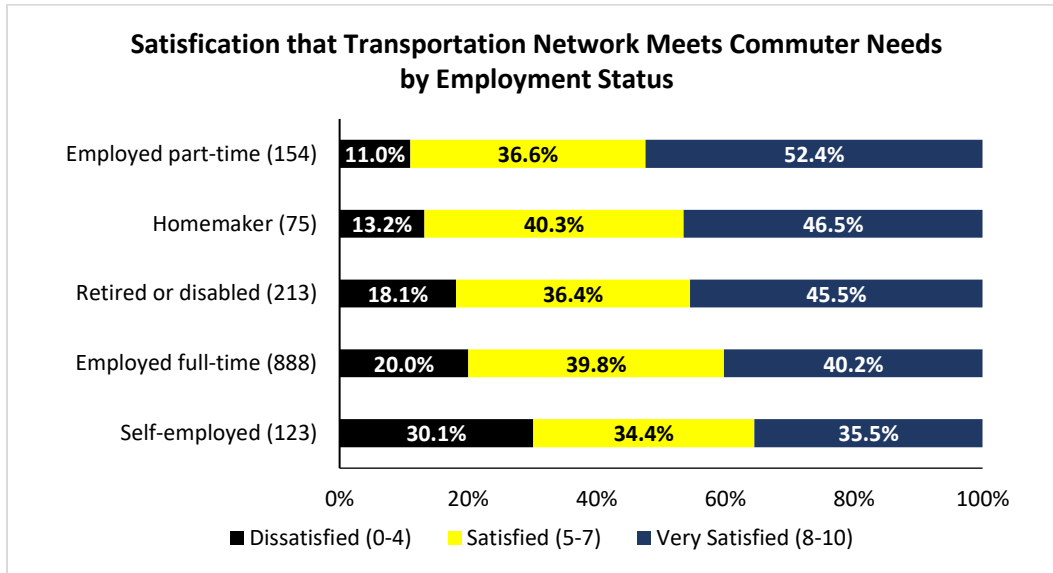
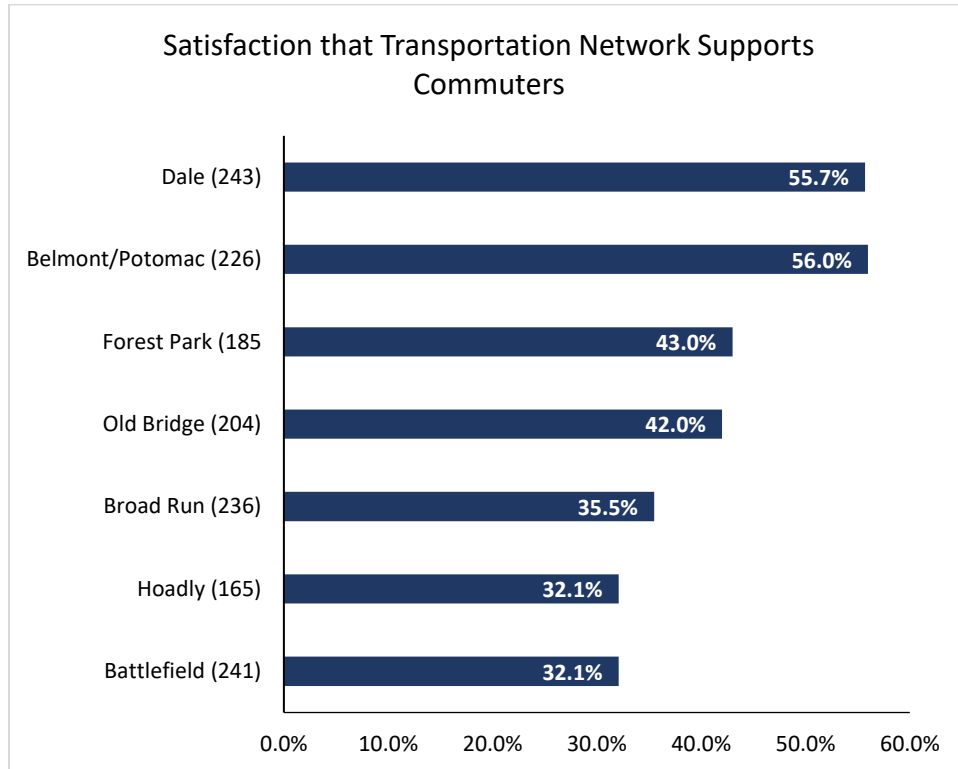


Figure 82: Satisfaction with How Well the Transportation Network Support Commuters by Occupation 6B. How satisfied are you that the transportation network supports the needs of commuters?

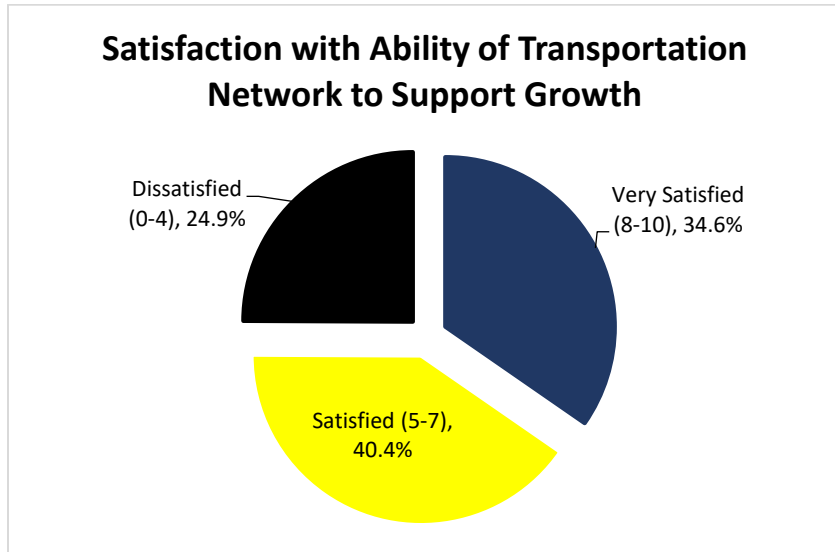
Because there are different employment mixes and commuting patterns in different areas of the County, we would expect different levels of satisfaction with the transportation network in different areas. In fact, the residents of Dale and Belmont/Potomac areas are the most satisfied, while residents of Battlefield, Hoadly and Broad Run are the least satisfied.



*Figure 83: Transportation Network Supports Needs of Commuters*  
 6B. How satisfied are you that the transportation network supports the needs of commuters?  
 Percent giving an 8-10 rating.

**How satisfied are you that the transportation network supports County growth?**

Residents are divided regarding how well the transportation network could support County growth. More than one-third of residents are very satisfied that it can, while one-quarter are dissatisfied with the ability of the network to support growth.



*Figure 84: Satisfaction with Ability of Transportation Network to Support County Growth  
6C. How satisfied are you that the transportation network supports County growth?  
n = 1,526*

Most of the optimism about the ability of the transportation network to support County growth is concentrated among 18 to 34-year-olds. Among this group, 45.5% are very satisfied that the network can support growth. Their elders are less sure.

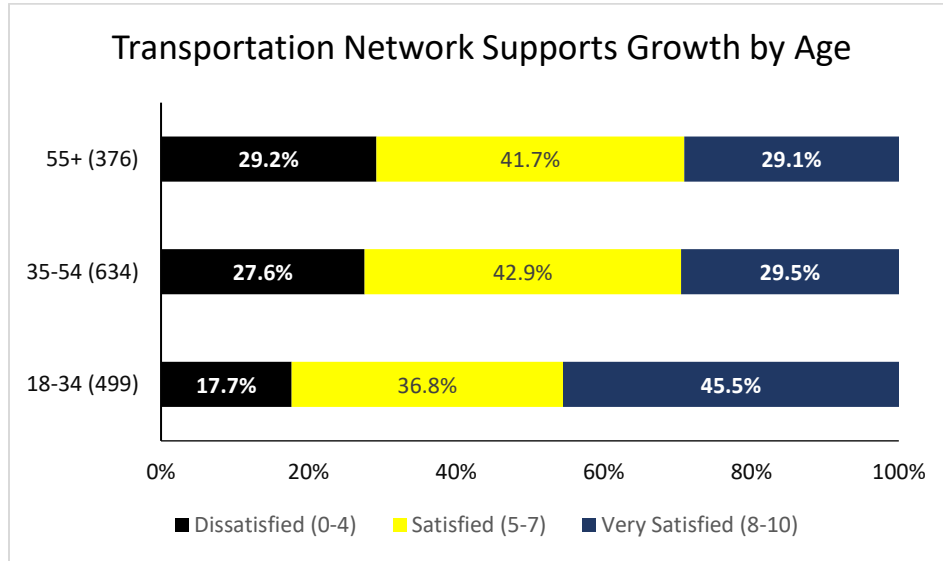


Figure 85: Satisfaction about Ability of Network to Support Growth, by Age of Resident 6C. How satisfied are you that the transportation network supports County growth?



## Planning

There are four questions in the Planning area in the survey. The first was continued from the 2016 survey. The others are new this year.

- How satisfied are you that the visual appearances of new developments reflect well on our area?
- How satisfied are you that it is easy to know what new development is under consideration?
- How satisfied are you that you can voice your opinion while new developments are still in the planning stages?
- How satisfied are you that you know how to get involved in the planning development process if you desire?



**How satisfied are you that the visual appearances of new developments reflect well on our area?**

Satisfaction with the appearance of new developments has improved consistently since 2014. More than half of residents are very satisfied with the appearance of new projects.

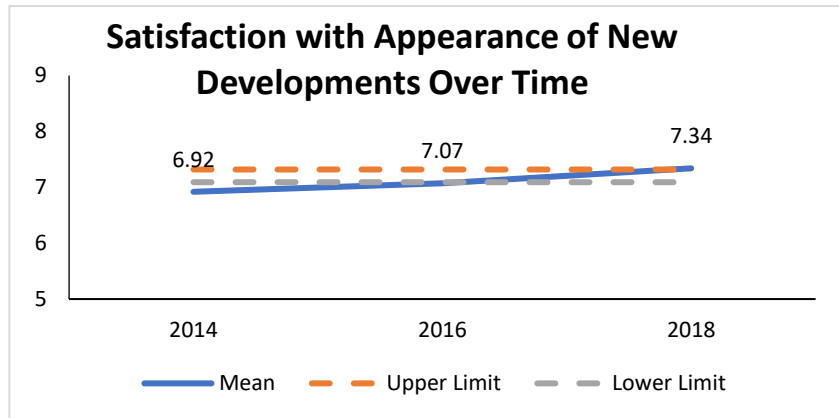


Figure 86: Satisfaction that Appearance of New Developments Reflect Well on Area.  
7A. How satisfied are you that the visual appearances of new developments reflect well on our area? 2018 n = 1,563

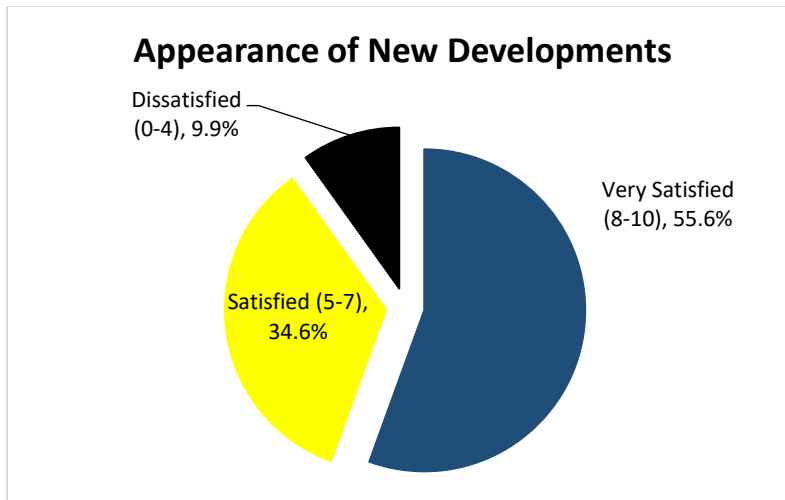
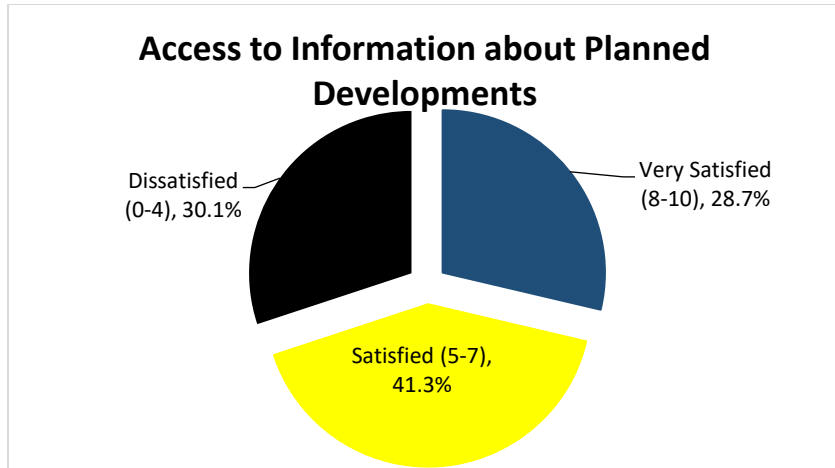


Figure 87: Overall Satisfaction with Appearance of New Development.  
7A. How satisfied are you that the visual appearances of new developments reflect well on our area? n = 1,563

**How satisfied are you that it is easy to know what new development is under consideration?**

Most residents are at least somewhat satisfied with their access to information about developments under consideration. However, 30.1% are dissatisfied.



*Figure 88: Satisfaction with Ease of Access to Information about Planned Developments  
7B. How satisfied are you that it is easy to know what new development is under consideration? n = 1,491*

Satisfaction varies with age. The most highly satisfied are younger adults (under age 35) and seniors. The largest percentage of dissatisfied residents is those in the 35 to 54 age group.

*It makes some sense that those with more free time are better informed. Those in the 35 to 54 age group are busier with jobs, finances and children.*

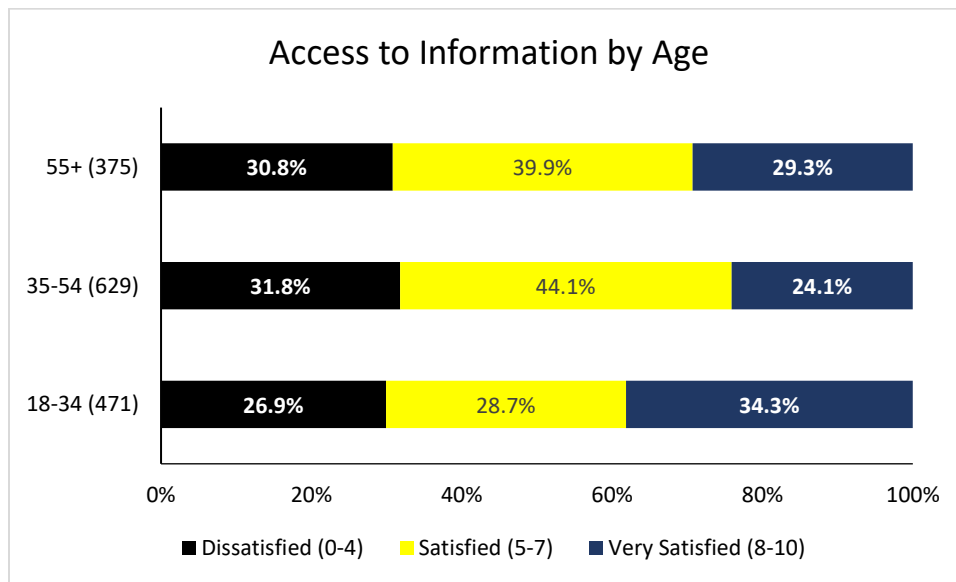
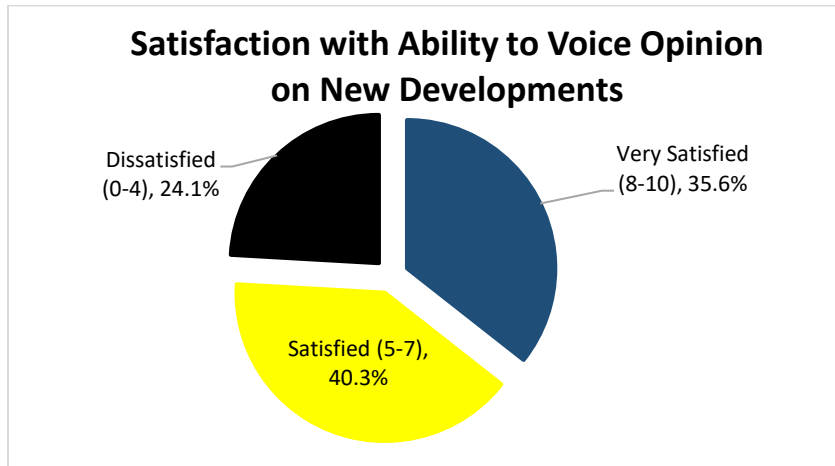


Figure 89: Satisfaction with Ease of Access to Information by Age  
7B. How satisfied are you that it is easy to know what new development is under consideration?

**How satisfied are you that you can voice your opinion while new developments are still in the planning stages?**

Most residents are at least somewhat satisfied that they can have a say regarding new developments before ground is broken. A total of 35.6% of residents are very satisfied. However, 24.1% are dissatisfied.



*Figure 90: Satisfaction with Ability to Voice Opinions about New Developments  
7C. How satisfied are you that you can voice your opinion while new developments  
are still in the planning stages? n = 1,461*

Seniors (age 55 and over) are the most highly satisfied with their ability to voice their opinion.

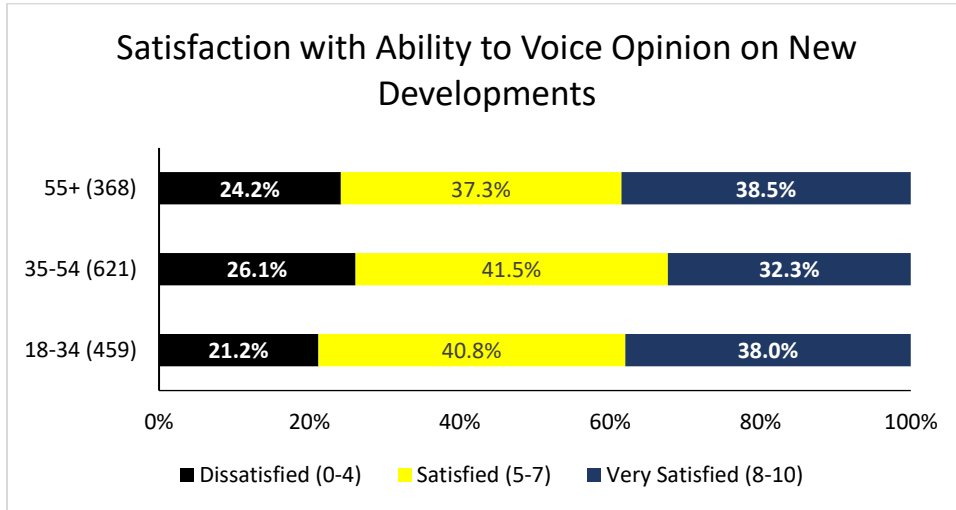
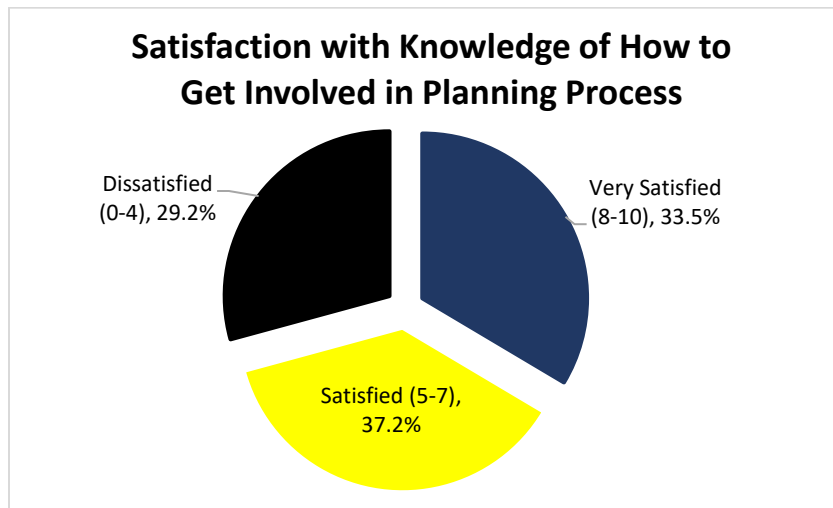


Figure 91: Satisfaction with Ability to Voice Opinions and Age  
 7C. How satisfied are you that you can voice your opinion while new developments are still in the planning stages?

**How satisfied are you that you know how to get involved in the planning development process if you desire?**

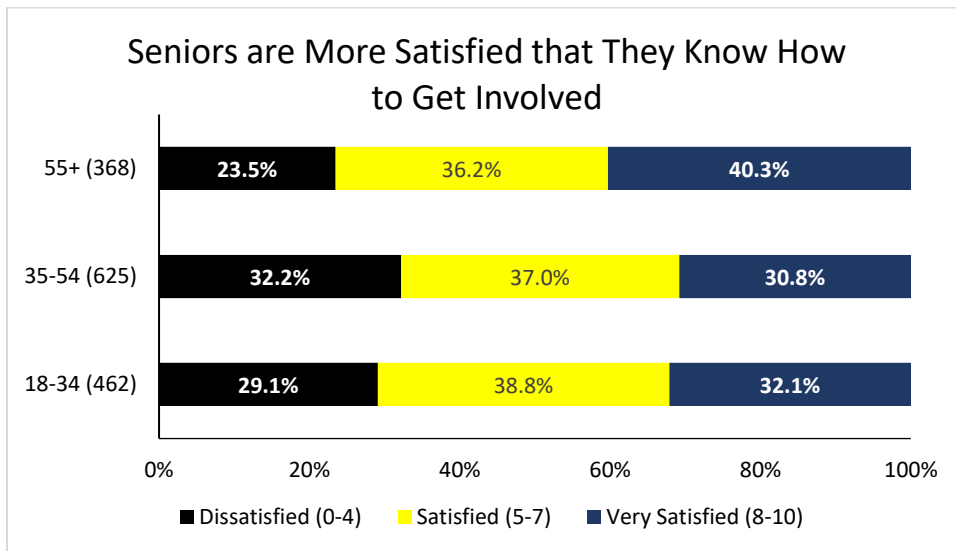
County residents are almost evenly divided among

- Those who are quite confident they know how to get involved in the planning process (“very satisfied,” 33.5%)
- Those who don’t (“dissatisfied,” 29.2%)
- And those in the middle.



*Figure 92: Satisfaction with Knowledge of How to Get Involved in Planning Process  
7D. How satisfied are you that you know how to get involved in the planning  
development process if you desire? n = 1,467*

As with the previous topic, it's the seniors who are most satisfied with knowing how to get involved.



*Figure 93: Knowledge of How to Get Involved by Age*  
 7D. How satisfied are you that you know how to get involved in the planning development process if you desire?



## What Residents Want the County to Do

As noted in the Executive summary, the top improvements for residents are related to

- Roads and transportation,
- Improving schools, and
- Controlling or stopping development.

The Figure below shows what residents want, broken out by area of the County.

Please refer to the chart which appears on the next two pages.



**Figure 94: Desired Improvements mentioned by at least 0.5% of respondents**

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

Continued on next page.

Region	Total	Battlefield	Belmont/ Potomac	Broad Run	Dale	Forest Park	Hoadly	Old Bridge
Base	1473	245	228	224	248	180	151	194
Improve traffic flow	6.0%	4.8%	5.9%	5.5%	3.7%	3.8%	9.5%	10.1%
Improve public transportation	5.9%	6.3%	8.4%	4.5%	5.5%	8.3%	3.1%	4.6%
Improve roads	5.8%	7.1%	7.7%	4.4%	3.4%	4.5%	8.4%	6.0%
Improve the educational system	4.3%	5.1%	4.2%	2.4%	7.6%	3.1%	3.4%	3.3%
Stop development	4.0%	2.8%	1.8%	4.5%	6.3%	4.4%	5.5%	3.4%
Increase communication between community leaders and residents	3.8%	2.1%	7.7%	1.5%	4.9%	2.9%	2.8%	4.1%
Lower taxes	3.4%	4.1%	3.7%	3.5%	1.2%	4.4%	7.0%	1.4%
Control crime	3.0%	1.6%	3.2%	3.6%	5.6%	3.6%		2.5%
Better Community planning	2.9%	4.2%	0.9%	4.9%	2.5%	1.2%	5.7%	1.3%
More parks	2.4%	4.1%	2.5%	3.7%	2.1%	1.5%	2.5%	0.1%
Improve infrastructure	2.1%	1.1%	2.9%	2.3%	1.3%	2.4%	3.5%	1.8%
More police presence	2.0%	2.7%	2.4%	2.0%	1.3%	2.3%	0.4%	2.9%
More housing/ affordable housing/ senior housing	2.0%	0.5%	2.0%	2.4%	2.3%	1.5%	2.1%	3.7%
More services for the homeless	1.8%	0.3%	1.3%	1.4%	4.6%	3.3%	0.4%	0.8%
Economic development	1.7%	1.0%	2.0%	2.3%	2.2%	0.2%	1.2%	2.5%
Rail service	1.6%	2.0%	2.9%	0.5%	2.2%	0.3%	0.5%	1.9%
Check police attitudes	1.5%	0.7%	0.9%	1.4%	3.2%	2.7%	1.3%	0.2%
More youth services	1.5%	0.3%	1.4%	2.8%	0.6%	3.6%		1.9%
More community events	1.4%	0.3%	2.4%	1.9%	0.4%	0.3%	3.3%	2.1%
More community services	1.4%	3.0%		1.7%	1.0%	2.6%	1.3%	0.3%
More social services	1.4%	1.2%	0.9%	1.6%	1.7%	1.7%	2.6%	0.3%
More sidewalks	1.3%	1.6%	1.7%	1.7%		2.8%	0.6%	0.3%
Better transportation for commuters	1.2%	2.6%	0.7%	1.1%	0.6%	1.5%	0.5%	1.3%
Address illegal immigrants	1.2%	2.0%	0.6%	0.9%	0.6%	1.2%	2.2%	1.0%
More money for schools	1.1%	2.0%	0.5%	1.5%	0.4%	1.8%	0.5%	1.2%



Region	Total	Battlefield	Belmont/ Potomac	Broad Run	Dale	Forest Park	Hoadly	Old Bridge
Base	1473	245	228	224	248	180	151	194
Human rights	1.0%	1.4%	0.8%	0.4%	1.6%	0.3%		1.9%
Better equipment for learning	1.0%	0.9%		1.2%	1.6%	1.8%		1.1%
Effectiveness of teachers	0.9%	2.1%		0.7%			0.3%	3.3%
Better fiscal use of tax dollars	0.9%	1.3%	0.3%	1.1%	2.1%		1.0%	0.1%
Forum for communication between police and community	0.9%	1.6%		2.3%		0.7%	0.6%	0.9%
Clean up litter	0.8%		1.7%	0.3%	1.2%		0.4%	1.8%
More pay for teachers	0.8%	1.7%	0.3%	1.1%	0.2%		0.5%	1.4%
Alleviate congestion on Route One	0.8%		3.1%			1.7%		0.6%
Public service announcements	0.7%	0.2%	1.0%	0.9%	1.4%		1.3%	
Attract commerce	0.6%	0.7%		0.7%	0.3%	0.9%		2.0%
Emergency services	0.6%	0.2%	0.9%	0.5%	1.1%		0.5%	1.0%
Fix traffic on Route 28	0.5%	0.2%		0.3%			4.4%	
More frequent newsletter	0.5%	0.3%	0.3%	0.3%	0.3%	0.8%		1.9%
Gangs	0.5%	0.7%	0.6%	0.8%	1.0%			
Address deteriorating neighborhoods	0.5%	0.9%	0.7%	0.5%	0.4%	0.4%		0.3%
Help Immigrants	0.5%		0.7%	1.0%	0.3%	0.2%		0.2%
More green space	0.5%	0.7%		0.2%	0.3%	0.3%	2.2%	
Better zoning laws	0.5%	0.3%		0.9%	0.5%	0.8%	0.6%	0.3%
Nothing, happy, satisfied	6.6%	6.2%	6.5%	8.3%	7.5%	6.4%	3.4%	6.9%
Not sure	1.1%	0.5%		2.0%	0.4%	1.8%	3.4%	0.6%



## Use of County Services

Residents make extensive use of the services the County provides.

### **Parks and Recreation**

Parks and Recreation is the most heavily used service the County offers, with approximately 80% of residents saying they make use of at least one of the facilities.

Only 20% of residents say they do not use any of these facilities. Residents report the greatest use of outdoor trails and facilities for fishing, boating and camping.

County Parks and Recreation Facility use	Percent Using
Public facilities such as trails and areas for boating, fishing or camping	55.5%
Athletic fields	45.8%
Indoor recreation facilities	42.0%
Public pools or waterparks	40.0%
None of the above	20.0%

*Figure 95: Use of Parks and Recreation Facilities*

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 . . . ? n = 1,603

### **County Departments**

The Library is the second most heavily used service that the County offers. Seven in ten residents use the Library services, either at the facilities or online.

Use of County Services	Percent Contacting
Library, including online services	59.4%
Voter Registration	45.5%
Police Department	39.7%
EMS	26.5%
Fire	19.5%
Human Services	14.2%

*Figure 96: Contact with County Departments*

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. n = 1,358

## Key Drivers of Satisfaction

### **What factors make residents satisfied about the Quality of Life in Prince William County?**

The County is diverse, and there is no single item that drives satisfaction with Quality of Life for everyone.

We built a statistical model relating all of the topics measured in the survey to satisfaction with Quality of Life. Among the thirty-five items discussed in this report, five have some impact on perception of quality of living in the County.

Dependent variable: 2. Overall, how satisfied would you say you are with the Quality of Life in Prince William County?

Significant predictors:

- Services and facilities are a fair value for your tax dollars
- Trust the County to do the right thing
- Feel safe in your neighborhood
- Visual appearance of new developments
- You can easily access information about County programs and services that are important to you

Basically, these five items explain approximately 45% of the variation between respondents in overall satisfaction with Quality of Life in the County.

### **What factors make residents satisfied about getting good value for their tax dollar?**

There are a larger number of factors that impact this. They are also more specific.

Dependent variable: 3. How satisfied are you that Prince William County services and facilities are a good value for your tax dollar?

Significant predictors:

- Trust the County to do the right thing
- Quality of pools and waterparks
- Police Department overall performance
- Services for people over the age of 60
- Employees are courteous and helpful
- Transportation network supports the community
- Library services meet your needs
- Feel safe in your neighborhood

## Key Driver Analysis

This is a standard form of statistical analysis for the purpose of determining what make residents most satisfied with high level, summary measures such as Quality of Life or quality of community services.

This analysis uses regression modeling, which assesses the unique contribution of each item to the “dependent” variable. In the first analysis, Quality of Life is the dependent variable.

For example, how a consumer feels about the appearance of new developments might affect how he or she feels about overall Quality of Life. It’s less likely that satisfaction with Quality of Life affects perceptions of new developments.

Some variables have both direct and indirect effects on the dependent variable. The Trust item affects satisfaction with Quality of Life. It also affects perceived value for the tax dollar, which in turn impacts satisfaction with Quality of Life. That can make Trust perceptions particularly important for the County to manage.



Appendix: Survey Questionnaire

## Prince William County Community Survey

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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

- 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]

- For what reasons do you feel that way? (OPEN END)

- 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]

- For what reasons do you feel that way? (OPEN END)

- 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

- 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 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 RESPONSES]

- 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.