Prince William County, Virginia

Prince William County Citizen Satisfaction Survey

REPORT OF RESULTS
2009

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Acknowledgements

This report details the seventeenth in an annual series of citizen satisfaction surveys conducted for Prince William County, through its Office of Executive Management, under contract with the Center for Survey Research of the University of Virginia. All those connected with this project are grateful to the hundreds of Prince William County residents who have given of their time to answer many detailed questions in order to help their government better to serve them.

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

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At CSR, Dr. Abdoulaye Diop, Senior Research Analyst, Mousumi Sarkar, M.S., Dr. Trung Kien Le, and Deborah A. Kermer, M.A., Research Analysts, conducted the project analysis and co-authored the final report along with Dr. Guterbock. Dr. Diop prepared the analysis plan and served as Project Coordinator.

Mr. John Lee Holmes, Survey Operations Manager and Dr. Trung Kien Le, Research Analyst, were responsible for the writing and debugging of the computer-assisted telephone script. Mr. Holmes was also responsible for supervising the data collection. Dr. Guterbock and Mr. John Lee Holmes were responsible for writing the methods report.

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

Executive Summary

The 2009 Prince William County Citizen Satisfaction Survey is the seventeenth in an annual series conducted by the Center for Survey Research (CSR) at the University of Virginia, at the request of the Prince William County government.

This year's telephone survey of 1,746 randomly selected individuals living in the County was conducted from May 11 to June 24, 2009. As in prior years, the goals of the survey were:

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

This year's results need to be understood in light of two significant background factors: the introduction in 2008 of the County's illegal immigration enforcement policy, and the dramatic declines in the economy, the housing market and the County's rate of growth after 2007. Several key areas that had declined in 2008 bounced back in 2009 to their prior levels, and other areas rose to new, higher levels. There were no significant declines in satisfaction levels for any of the areas of service measured in this survey. Improvements were especially notable in areas related to the police and those related to growth, planning, development, and neighborhood appearance.

This year's survey repeated several new questions, first added in 2008, related to crime victimization and reporting, and the County's illegal immigration enforcement policy. The immigration enforcement policy was adopted by the Board of County Supervisors (BOCS) in July 2007 and implemented by the Police Department in Spring 2008.

This year's survey shows significant improvement in items related to the police, with overall satisfaction with the police increasing significantly from 89.0 percent in 2008 to 92.5 percent in 2009. Also increasing significantly were satisfaction with the police's implementation of the immigration policy (80.5% in 2008 to 85.0% in 2009) and satisfaction with the police department's fair treatment of residents (74.3% in 2008 to 78.8% in 2009). In other items, such as the police attitude and behavior and efforts to reduce illegal drugs, satisfaction ratings held steady.

Gains in satisfaction were particularly strong among Hispanics and non-Hispanic Blacks. In 2009, 85.5 percent of Hispanics and 93.6 percent of Blacks expressed satisfaction with overall police performance, compared to 72.8 percent of Hispanics and 85.1 percent of Blacks in 2008. In 2009, 68.1 percent of Hispanics and 84.0 percent of Blacks were satisfied with police attitudes and behaviors, compared to 53.5 percent of Hispanics and 76.8 percent of Blacks in 2008. This year, 54.0 percent of Hispanics and 78.0 percent of Blacks found the Police Department's treatment of residents to be fair compared to 49.4 percent of Hispanics and 63.1 percent of Blacks in 2008. This year, 70.5 percent of Hispanics were satisfied with the Police Department's implementation of the immigration policy, contrasting with 51.0 percent of Hispanics who were satisfied last year. Meanwhile, Black satisfaction with the implementation also increased, though not significantly, from 76.6 percent in 2008 to 83.6 percent in 2009. It should be noted, however, that while levels of overall satisfaction with police attitude and behaviors are more or less back to historic levels, the satisfaction ratings among Hispanics are low compared to years prior to 2008.

This year's survey continued to include of cell-phone respondents, a practice that was introduced in 2008. This is the second year Prince William County has had the opportunity to contact people who do not have landline phone service, as previous years' surveys relied primarily on Random Digit Dialing (RDD) samples. This new sampling design, which consisted of augmenting the RDD sample with directory-listed and cell-phone samples, improved the representativeness of the 2009 survey.

This is the ninth Prince William County survey to use the alternating-questions survey format. This format, implemented in January 2001 by the County government and CSR staff to control survey length, contains core questions to be asked each year and two alternating sets of questions. The form is: Core plus group A in one year, followed by Core plus group B in the next year. The 2009 survey includes the core questions, plus the questions designated group A. Geographic and telephone service weighting was used to generalize results to the entire County without over-representing any particular district or under-representing cell-phone only respondents.

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

Changes from 2008/2007

Resident ratings of the overall quality of life in Prince William County increased significantly to an average of 7.30 on a 1-to-10 scale, compared to an average rating of 6.98 in 2008. This brings the quality of life rating back to the higher levels seen earlier in this decade.

Overall satisfaction with County services was 90.6 percent, a rating that is nearly the same as that of last year (89.4%), despite the increased satisfaction reported for many specific services that the survey asks about.

About six out of ten respondents (63.4%) said that they felt that the County could be trusted most of the time or just about always. These opinions are similar to the 64.1 percent reported in 2007 and a significant increase from 2008 when 58.6 percent reported this level of trust.

Compared to 2008 for core items and 2007 for rotating items, eleven core items and eight rotating items showed significant increases in satisfaction, while no items showed significant decreases in satisfaction.

Overall, increases were observed in residents' satisfaction with the police-related items, growth and development and neighborhood appearance.

Nineteen Items Showed Significant Increases in Satisfaction

Overall, increases were observed in residents' satisfaction with the police-related items, growth and development and neighborhood appearance.

Core Satisfaction Items:

- Overall satisfaction with the Police Department increased from 89.0 percent in 2008 to 92.5 percent in 2009.
- Satisfaction with the Police Department's implementation of the immigration policy increased from 80.5 percent in 2008 to 85.0 percent in 2009.
- Satisfaction with the Police Department treating residents fairly increased from 74.3 percent in 2008 to 78.8 percent in 2009.
- Satisfaction with the school system providing efficient and effective services increased from 82.2 percent in 2008 to 86.1 percent in 2009.
- Satisfaction with the Health Department increased from 78.9 percent in 2008 to 87.0 percent in 2009.
- Satisfaction with the job the County is doing in planning how land will be used and developed in the County increased from 56.4 percent in 2008 to 66.5 percent in 2009.
- Satisfaction with the Prince William County's growth rate increased from 56.1 percent in 2008 to 70.5 percent in 2009.
- Satisfaction with the way residential and business development is coordinated with the transportation and road systems increased from 48.6 percent in 2008 to 59.1 percent in 2009.
- Satisfaction with the safety of new residential and non-residential buildings in the County increased from 89.2 percent in 2008 to 94.2 percent in 2009.
- Satisfaction with the County providing effective and efficient services in general rose from 85.8 percent in 2008 to 89.7 percent in 2009.
- Satisfaction with value received for tax dollars increased from 74.8 percent in 2008 to 80.8 percent in 2009.

Rotating Satisfaction Items:

- Satisfaction with the Prince William County's efforts to protect the environment increased significantly from 73.6 percent in 2007, when the question was last asked, to 83.9 percent this year.
- Satisfaction with the County's efforts to preserve open spaces increased significantly from the 51.5 percent satisfaction reported in 2007 to 68.8 percent this year.
- Satisfaction with the way residential and business development is coordinated with the location of community facilities, such as police and fire stations, libraries, schools, and parks was at 86.7 percent this year, which is a significant increase over the 73.7 percent of respondent expressing satisfaction in 2007.
- Satisfaction with the appearance of the County in regards to the amount of trash, debris, and litter along roadways and neighborhoods increased significantly from 78.1 percent in 2007 to 89.2 percent this year.
- Satisfaction with the appearance of the County in regards to the number of illegal signs and advertisements along major roads rose significantly from 49.2 percent in 2007 to 69.5 percent this year.
- Satisfaction with the appearance of the County in regards to deteriorated buildings and other structures was at 84.3 percent, which represent a significant increase from the 74.1 percent satisfied in 2007.
- Satisfaction with efforts to prevent junk cars on roadways and neighborhoods increased significantly from 78.1 percent in 2007 to 88.4 percent this year.
- Satisfaction with public transportation rose significantly from 57.0 percent in 2007 to 66.1 percent this year.

No items showed decreases in satisfaction

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

Long-Term Trends

The overall long-term picture remains positive as there is a combination of steady rates of satisfaction in some indicators and sustained improvement in others over the annual surveys. Prince William County residents are on the whole very satisfied with their County government and quality of life. On most satisfaction items included in the 2009 survey where significant changes in citizen satisfaction have occurred since the baseline survey taken in 1993, changes have been in the direction of greater satisfaction or continued high levels of satisfaction with minor fluctuations from year to year. On only one item, the County's efforts to attract new jobs, did satisfaction decline since 1993.

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

- Satisfaction with the County's value for tax dollars is up more than 15 percentage points since 1993.
- Satisfaction with planning how land will be used and development in the County is up by more than 12 percentage points since 1993.
- Satisfaction with the landfill is up about 6 percentage points since 1993.
- Satisfaction with the services the County provides to the elderly is up by 13 percentage points since 1993.
- Satisfaction with the services provided by the Department of Social Services is up almost 14 percent since 1993.
- Satisfaction with street lighting increased by almost 12 percentage points since 1993.
- Satisfaction with fire protection services is up by almost 2 points since 1993.
- Overall satisfaction with the Police Department is up by almost 4 percentage points.
- Satisfaction with the Police Department's efforts to reduce illegal drugs is up by 9 percentage points since 1993.
- Satisfaction with information provided by the County on government services is up almost 9 percentage points since 1993.

- Satisfaction with voter registration rose more than 4 percentage points since 1993.
- Satisfaction with the County's efforts to attract new jobs is, however, down about 9 percentage points since 1993.

This year represents an upturn in satisfaction with items pertaining to development and growth, while satisfaction with transportation issues remained steady. Satisfaction for these items has trended downward in years prior to 2008. For example, satisfaction with the County growth rate, which was rated at 44 percent in 2007, decreased from 48.7 percent in 2004 to 44.5 percent in 2006, and increased to 56.1 percent in 2008. This year, satisfaction with the County growth's rate was rated at 70.5 percent, a significant increase in satisfaction over the past eight years. Similarly, satisfaction with land planning and development also increased significantly in the last two years from 47.5 percent in 2007 to 56.4 percent in 2008 to 66.5 percent in 2009. Gains made in satisfaction with ease of travel or getting around Prince William County and satisfaction with ease of getting around Northern Virginia outside of Prince William County held steady in 2009 (55.9% and 40.8%, respectively).

Items related to the Police Department also show a significant upturn compared to 2008, and significant gains in satisfaction were made by schools, the Health Department and the Department of Social Services.

Of the 2009 satisfaction items, twenty-one were asked of respondents in 1993. Only one of this year's ratings had decreased significantly from its 1993 ratings.

Overall Quality of Life

With regard to overall quality of life, Prince William County remains a place that people believe is a good place to live. On a scale of 1 to 10, with 10 being the highest quality, the mean rating has increased from 6.90 in 1993 to 7.30 in 2009, a statistically significant improvement and a significant bounce back from the lower level recorded in 2008.

Conclusion

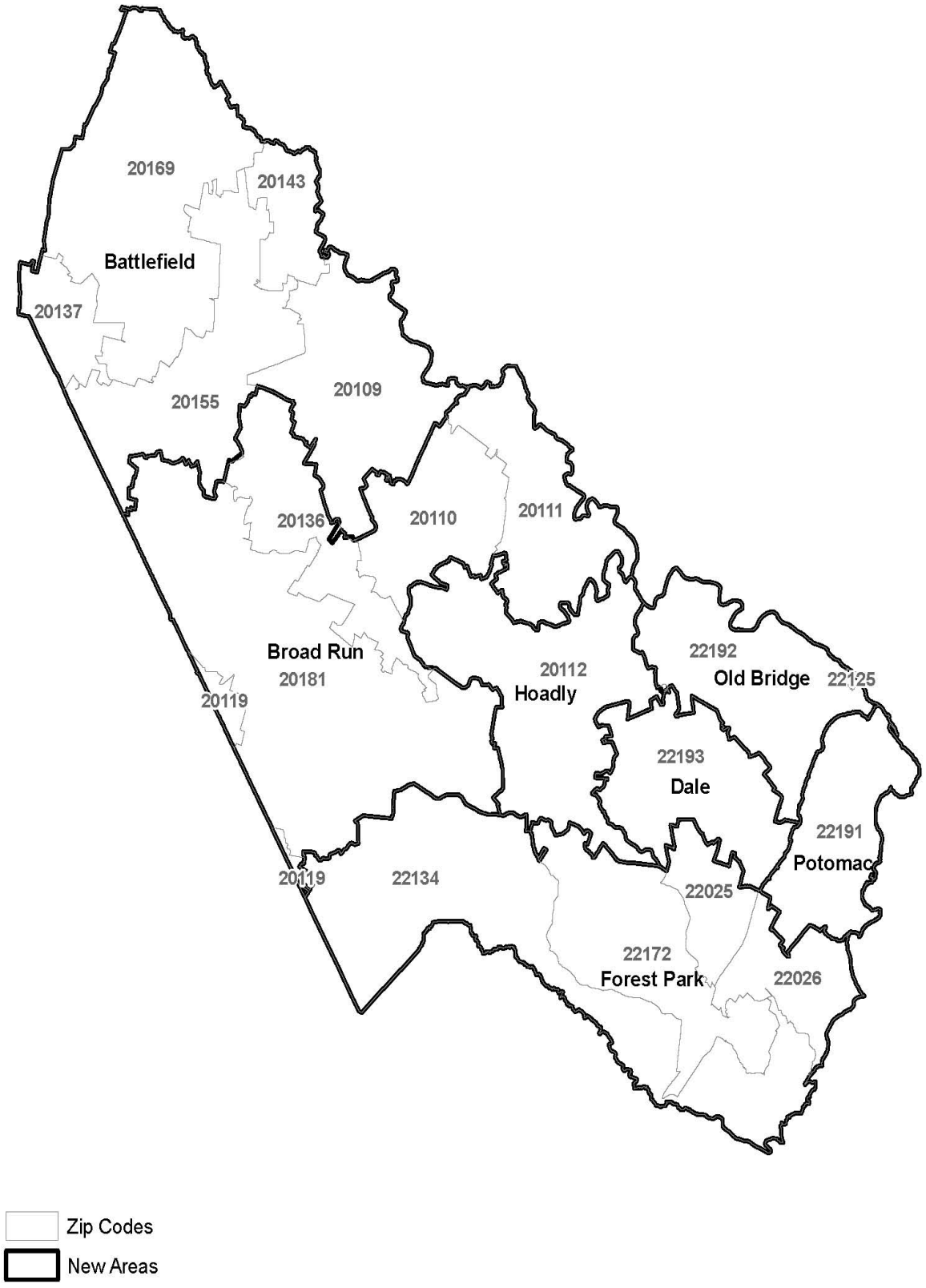
The respondents rated 62 specific services and a general rating of satisfaction with government services and quality of life in Prince William County, for a total of 64 satisfaction items. The highest rated satisfaction items in our survey related to library staff, fire protection, security in the Courthouse, the landfill facility, medical rescue, voter registration, the Park Authority, library services and 911 phone help. Forty-six of the 64 ranked satisfaction items scored ratings of 80 percent or better. Three items received ratings of less than 60 percent: satisfaction with ease of travel around Northern Virginia outside of Prince William County, ease of travel around Prince William County, and coordination of development with road systems.

The general County government rating, perhaps the single most important item in the survey, has a high satisfaction level of 90.6 percent. More than one-third said they were "very satisfied" with the services of the County government in general.

Overall, residents of Prince William County are satisfied with the services they receive. After a troubled year for public opinions about the government and the police in 2008, opinions have rebounded to prior year levels in many areas. With the downturn in housing and the economy, satisfaction has risen to new highs in the areas of growth and development, areas of low citizen satisfaction in years prior to 2008, and also increased with respect to neighborhood appearance. Hispanic opinion, while still lower than that of others in some areas, differs less sharply from non-Hispanic opinion than it did in 2008.

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

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



I. Introduction and Summary of Methods

Overview and Background

The 2009 Prince William County Citizen Satisfaction Survey is the seventeenth in an annual series conducted by the Center for Survey Research (CSR) at the University of Virginia, at the request of the Prince William County government. This year's telephone survey of 1,746 randomly selected individuals living in the County was conducted in the spring and summer of 2009.

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

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

This year's survey results show some very substantial changes from those of 2008 and, for some questions, changes over prior years as well. To understand these changes, two important background factors must be kept in mind.

First is the controversy that surrounded the enactment of the County's policy on illegal immigration enforcement. On July 10, 2007, the Board of County Supervisors passed a resolution directing County Police to undertake a greater role in immigration enforcement.[1] This police illegal immigration enforcement policy is the subject of a two-year comprehensive study by a team of experts directed and coordinated by the University of Virginia Center for Survey Research. The team released its interim report of findings in August 2009.[2] As seen in that report, the public controversy over this policy produced strong reactions among many county residents—both favorable and unfavorable to the policy. It also generated an unprecedented ethnic divide that was seen in resident opinions about the police, desire to live in the County, quality of life ratings, and trust in government. As will be seen in this report, 2009 saw a return of some of these indicators to their pre-2008 levels, and also a lessening of the ethnic divide between opinions of Hispanic residents and those of non-Hispanics.

A second major background factor to the 2009 survey is the economic and housing situation in Prince William County since 2007. Prior to 2008, Prince William was in a building boom and was experiencing rapid rates of population growth. The nationwide economic downturn and collapse of the housing bubble affected Prince William especially hard. New construction in the County slowed substantially, property valuations dropped sharply, and a large number of homeowners defaulted on their mortgages.[3] The County was suddenly transformed from being one of Virginia's fastest growing localities into one in which visible signs of growth, such as clearing of land and new construction, were seen less often. In our past citizen satisfaction surveys, items related to growth in the County, planning, and transportation have received consistently low satisfaction ratings. This year's survey shows dramatic improvement in some of these areas, and it seems clear that the changes in opinion are related to the fact that the

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

[2] Thomas M. Guterbock, Karen Walker, Bruce Taylor, *et al.* Evaluation Study of Prince William County Police Illegal Immigration Enforcement Policy: Interim Report 2009. Center for Survey Research, University of Virginia, August 2009.

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

County's current growth rate has slowed over the past two years.

Additionally, it should be noted that some changes may be due to change in population as well as changes in the economy. Recent data suggest that Prince William County has experienced a decline in overall population growth, especially a decline in the growth of immigrant populations, such as Hispanics. Due to the decline in the economy and loss of construction jobs since early 2008 and due also to the implementation of the new illegal immigration enforcement policy, this year's survey records a slight drop in the Hispanic population in the County, which may account for some of the changes in opinions among Hispanic residents between 2008 and this year's survey.

Survey Design

As in prior years, we have utilized an alternating-questions format for the survey. About half the questions are designated as "Core" questions, those that are included on the survey each year. The remaining questions are divided into two groups, which are included in the survey in alternate years. Two questions on shelter from prior years were replaced this year with one question on having enough food supplies during sheltering in case of an emergency. Please refer to Appendix F for a list of which items were included this year.

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

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

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

The complete 2009 interview script is found in Appendix A of this report. Appendix B details survey methodology, Appendix C provides information on the demographic characteristics of the sample, and Appendix D includes the frequency distributions for all substantive questions. Appendix E presents the crosstabulations/satisfaction mean ratings by the demographic variables. Appendix F consists of a table that identifies the core questions and alternating-year questions, as well as new questions and questions eliminated from the survey. At the end of the report is an index for the satisfaction variables appearing in the report.

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

findings of the survey on the whole, particularly with regard to trends in satisfaction levels.

Each section provides a descriptive summary and interpretation of the 2009 results. All satisfaction levels and certain other results are compared with results in prior years, with significant changes noted. We report the results from the first survey year, 1993, and the most recent five years, 2005 to 2009, but only for questions that were asked this year. Important significant differences among subgroups in the population are reported. The margin of error for the 2009 survey is ± 3.1 percentage points.

Subgroup Analysis

As in previous years, the responses were broken out and analyzed by several demographic categories. In discussing the results, we report those instances in which relevant *statistically significant* differences were found among demographic subgroups, such as, for example, between women and men, or between residents of different parts of the County. (Statistically significant differences are those that probably did not result merely from sampling variability, but instead reflect real differences within the County's adult population.[4]) The demographic variables listed below were those principally used in our subgroup analysis. In some cases, categories were combined to facilitate comparison.

- Age. Age was divided into five categories for most analyses: 18-25, 26-37, 38-49, 50-64, and over 64.
- Education level. Comparisons were made between persons with some high school, high school graduates, some college, four-year degrees, some graduate work, including professional and doctorate degrees.
- Marital status. Respondents presently married were compared with those in other categories (separated, divorced, widowed, and never married).
- Work status. Persons in the labor force working full-time, working part-time, or looking for work were compared with those not in the labor force: retirees, homemakers, and students.
- Household income. Four categories of self-reported annual household incomes were compared: Less than $35,000; $35,000 - $49,999; $50,000 - $74,999; and more than $75,000.
- Homeowner status. We also compared homeowners with renters on satisfaction items.
- Race/ethnicity. Whites, Blacks, Asians, and "others" were compared. Hispanic respondents were also compared with non-Hispanic respondents. Two separate questions in the interview ask about race and ethnicity. Respondents are first asked if they consider themselves to be "of Hispanic origin." They are then asked to say what category of race "best describes you," using a list that does not include Hispanic as a race. This follows the definition in the U.S. Census, which considers Hispanic to be an ethnic category and makes clear that Hispanics can be of any race. However, many Hispanic respondents take a different view and when asked to state their "race" insisting that they are Hispanic (or Latino). These respondents are classified in our survey as "other race" on the race question. As a result, the great majority of those labeled "other race" in the report are actually self-identified Hispanics.

In the graphs in this report that display race and ethnicity, the "Hispanic" bar is based on the separate question about Hispanic origin, and this is displayed separately from the race questions. In the race question Hispanic respondents may self-classify as any of the listed races, though many choose to classify themselves as "Other." But others who declared Hispanic origin are included with Whites, Blacks or Asians based on their responses to the "race" question.

In some of the graphs in this report, respondents are divided into three mutually exclusive groups: Hispanics, non-Hispanic Blacks, and all others. It is important to note that non-Hispanic Blacks are a subset of all Blacks, though almost all Blacks in this survey self-identified as non-Hispanic.

Gender. Women were compared with men.

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

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

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

Interpreting Subgroup Differences

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

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

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

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

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

Visibility

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

a rating. The visibility of all service items is summarized and compared in Section VIII of this report.

Summary of Methods

This survey was conducted by telephone in order to ensure the broadest possible representation of results. For some households, CSR employed a random-digit dialing method that ensures that all households in the County with landline telephones were equally likely to be selected for interviews; for most others we utilized the electronic white pages. According to respondents, about 18.5 percent of calls were to unlisted numbers; the majority of these (93.9%) had chosen an unlisted number, as opposed to other unlisted households whose number had simply not yet appeared in the latest phone book. Finally, a third sample segment was contacted via cell-phone. The sizes of the cell phone and listed samples were increased over 2008.

We conducted all interviews from CSR's Computer-Aided Telephone Interviewing (CATI) laboratory in Charlottesville, Virginia. Production interviews were conducted from May 11 to June 24, 2009. The interviewing staff was composed of carefully trained personnel, most of whom had prior experience as CSR interviewers, and a number of whom had prior experience with the previous Prince William County survey specifically. A total of 75,495 dialing attempts were made in the course of the survey, involving a sample of 16,630 different attempted phone numbers. All numbers were attempted at least once, but not all were working numbers and not all working numbers were those of residences located within the study area. At least eight attempts were made before a working number was inactivated, and a portion of the initial refusals were contacted again after no less than three days. CSR completed a total of 1,746 interviews, for a final response rate estimated at 21.3 percent of the number of qualified households in the original sample. The interview took an average of 20.1 minutes to complete.[5]

Based on 1,746 respondents, the survey has a sampling error of plus or minus 3.1 percentage points. This estimate of the margin of error takes into account the "design effect" associated with post-stratification weighting of the data (See Appendix B). This means that in 95 out of 100 samples of this size drawn from Prince William County, the percentage results obtained for each question in each sample would fall in a range of ± 3.1 percent of what would have been obtained if every household in the County with a working telephone (landline and cell-phone) had been interviewed. Larger sampling errors are present when analyzing subgroups of the sample and for questions asked of fewer respondents.

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

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

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

Demographic Profile

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

[5] Response rate 4 (completions with partials) figure given. The "completion time" indicates the time that it took the interviewer to complete the interview after selection of a qualified respondent.

As indicated earlier, based on the results from the Cell-Phone pilot project and the success of the 2008 sample design, this year's survey included cell-phone respondents. Overall, 14.2 percent of the completed surveys consisted of cell-phone respondents and 85.5 percent consisted of land-line respondents. After weighting, 32 percent of the respondents this year were reached via cell-phone, and 14.2 percent are adults who have cell-phone service only. In general, this strategy of augmenting the traditional RDD samples with cell-phone samples improved the overall distribution of the completed surveys across several demographic variables in the County. As illustrated in Figure I-2, the downward trend in the percentage of the County's residents aged thirty-four or younger who completed the survey during the period 1993-2007 reversed in 2008 with the addition of the cell phone sample, and this year 27.2 percent of the same age group completed the survey.

With respect to marital status, the percentage of "never-married" respondents who completed the survey increased significantly this year to 22.7 percent, higher than all the percentages reported since 1993, the year CSR started conducting the PWC Citizen Satisfaction survey. This is further evidence of the efficacy of cellphone sampling in reaching younger residents of the County.

As in previous years, women slightly outnumbered men in the sample, accounting for 53.6 percent of respondents. Almost six out of ten respondents were married (58.5%), 14.6 percent were divorced or separated, 4.2 percent were widowed, and 22.7 percent (compared to 20.6% in 2008) were never married. Almost half (48.6%) of respondents had children under the age of 18 living in their home. Of those, 37.0 percent had children under the age of five, 67.7 percent had children between the ages of five and twelve, and 59.3 percent had teens from age thirteen to seventeen.

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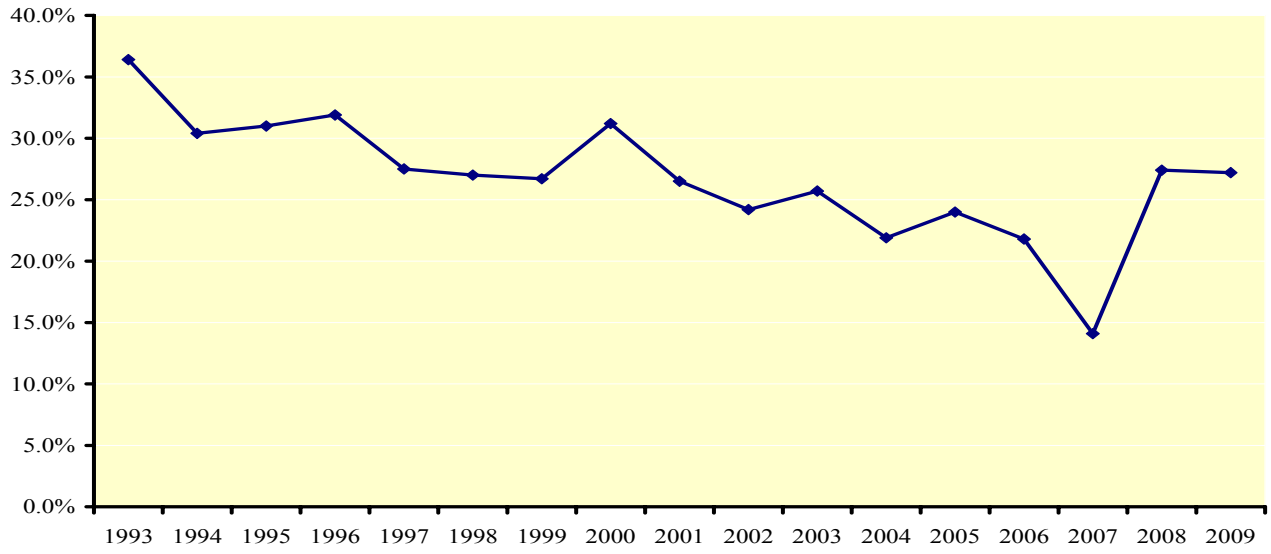
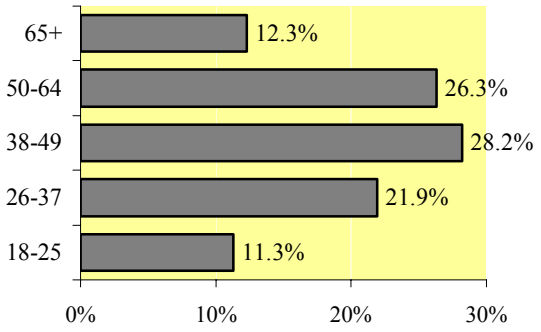
Figure I-2: Residents Aged 34 Years or Younger, 1993-2009



With regards to age, the demographic profile this year is similar to last year's survey as 11.3 percent of the sample was between 18 and 25 years of age (compared to 12% in 2007), 21.9 percent were between 26 and 37 (compared to 21.6% in 2008), 28.2 percent were between 38 and 49 (compared to 27.1% in 2008), 26.3 percent were between 50 and 64 (compared to 25.9% in 2008), and 12.3 percent were 65 and older (compared to 13.4% in 2008). See Figure I-3.

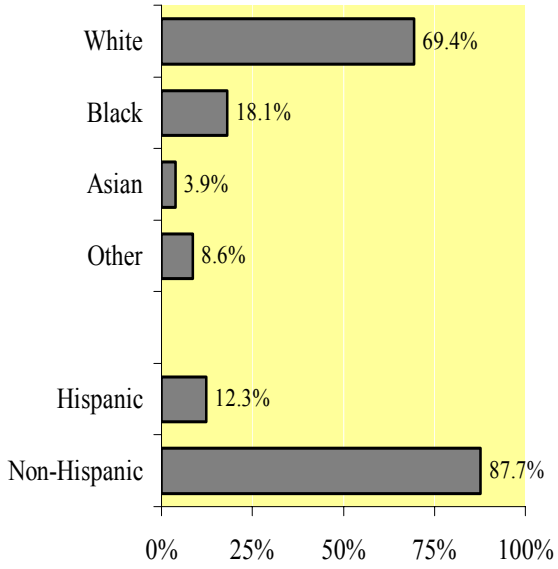
Figure I-3: Age of Respondents, 2009



Respondents were asked (in separate questions) what race they considered themselves to be, and whether they considered themselves to be Hispanic. Almost seven in ten of the sample (69.4%) identified themselves as white, 18.1 percent black, 3.9 percent Asian, and 8.6 percent said they were something else (i.e., Native American, Pacific Islander, etc.) or gave their race as "Hispanic" or "Latino," responses which were also recorded as "other." Not included in this breakdown are the 5.5 percent of our sample who refused to answer the question about race. Twelve percent (12.3%) of the sample considered themselves to be Hispanic, which is slightly lower than the 13.8 percent of respondents in 2008 who identified themselves as Hispanic (see Figure I-4). Of this group, about three-quarters (74.8%) completed the survey in English and the remaining 25.2 percent completed it in Spanish.

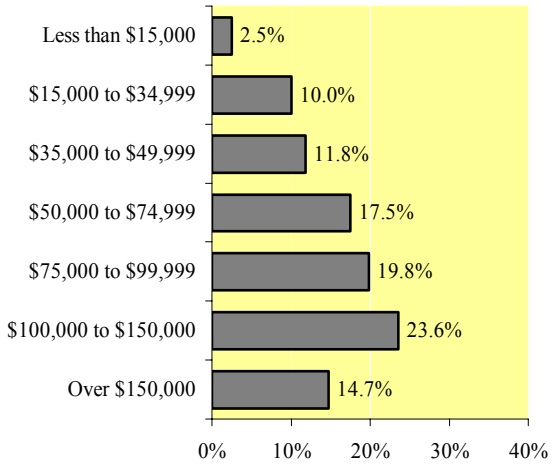
Sixty-two (61.5%) percent of respondents were working full-time and an additional 9.2 percent were working part-time. Those not employed comprised 6.6 percent homemakers, 12.7 percent retirees, 3.6 percent students, and 5.1 percent who were looking for work, which is slightly up from the 3.1 percent who were looking for work in last year's survey.

Figure I-4: Race and Ethnicity, 2009[6]



Again this year, the sample proved to be fairly wealthy and well-educated (see Figure I-5). The median annual household income for our sample was between $75,000 and $100,000. Over ten percent (12.5%) of the sample reported household incomes under $35,000, 11.8 percent fell into the $35,000 to $49,999 range, 17.5 percent fell into the $50,000 to $74,999 range, and 58.2 percent reported incomes over $75,000.

Figure I-5: Household Income, 2009

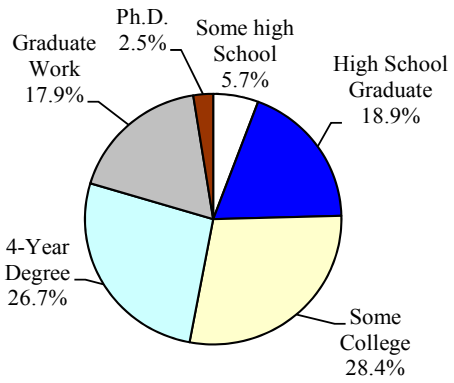


With respect to education, respondents were asked to report their highest level of academic achievement. As is illustrated in Figure I-6, 5.7 percent had some high school and 18.9 percent

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

were high school graduates. Slightly more than one-quarter (28.4%) had attended some college, whereas 26.7 percent had a 4-year degree. Nearly 18 percent (17.9%) had done some graduate work and 2.5 percent had a Ph.D. or some other advanced degree.

Figure I-6: Educational Level, 2009



Most of the respondents live in a home that they own (73.1%), whereas 25.8 percent rent and 1.1 percent have some other arrangement, such as living with their parents. Most respondents live in single-family homes (64.9%), 22.3 percent live in duplexes or townhouses, and 12.2 percent live in apartments or condominiums. Fewer than 1 percent of respondents live in some other type of structure, such as a mobile home or trailer or a group home.

Almost six percent of the respondents (5.7%) have lived in Prince William County less than one year, 29.8 percent have lived in the County 1 to 5 years, 35.9 percent have lived in the County 6 to 19 years, and 23.6 percent reported living in the County twenty years or more. The rest, 5 percent, said they had lived in Prince William County all of their lives.

In terms of geographic distribution across parts of the County (defined by groups of Zip codes), almost ten percent (9.6%) lived in Forest Park, 23.2 percent in the Battlefield area, and 13.1 percent in the Broad Run area. Hoadly accounted for 6.1 percent, the Old Bridge area accounted for 14.0 percent. Dale accounted for 18.6 percent, and the Potomac area accounted for 15.5 percent.

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

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

II. Quality of Life in Prince William County

Overall Impression of PWC

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

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

This year's mean rating of 7.30, which is significantly higher than last year's mean of 6.98, is an indication of the increased regard the County's residents have for the quality of life in Prince William County. Figure II-1 illustrates the distribution of ratings provided by respondents. The ratings were divided into three categories: "Best" includes ratings from 10 through 8, "Middle" is 7 and 6, and "Worst" is 5 through 1. About one-half (50.2%) felt best about the quality of life in Prince William County, whereas 36.2 percent were in the middle, and 13.6 percent felt the worst (see Figure II-1).

Figure II-1: Overall Quality of Life Ratings, 2009

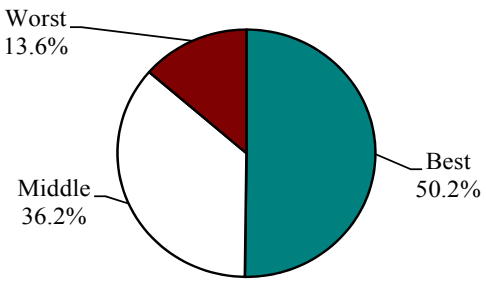
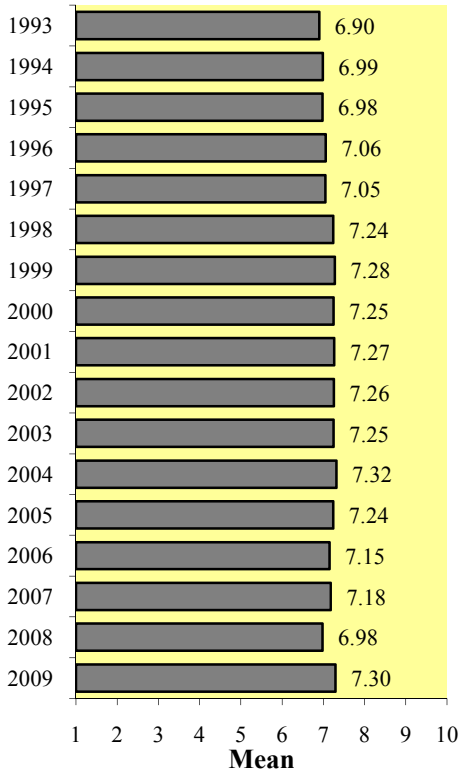


Figure II-2 tracks the average rating over the last 16 years. This year's rating shows a distinct bounce back from the unusually low level registered in 2008, and a return to the higher levels seen earlier in this decade. It is worth noting that if this year's survey had relied solely on sampling landline households, as in years prior to 2008, this year's mean rating for the quality of life would have been virtually unchanged: 7.23.

Figure II-2: Mean Overall Quality of Life Ratings, 1993-2009

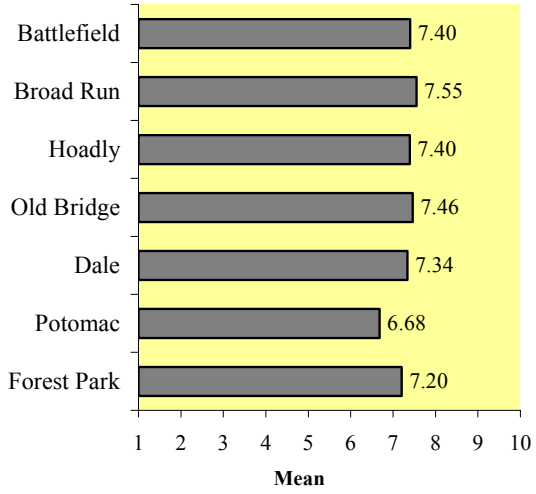


Demographic Factors Affecting County Ratings

The demographic analysis indicates that the quality of life ratings were consistent across most demographics. Older residents (those over 64 years), however, rated quality of life significantly higher (7.57) compared to those between 26 and 37 years of age (7.17). Homemakers also gave significantly higher ratings (7.62) compared to those working full-time (7.20).

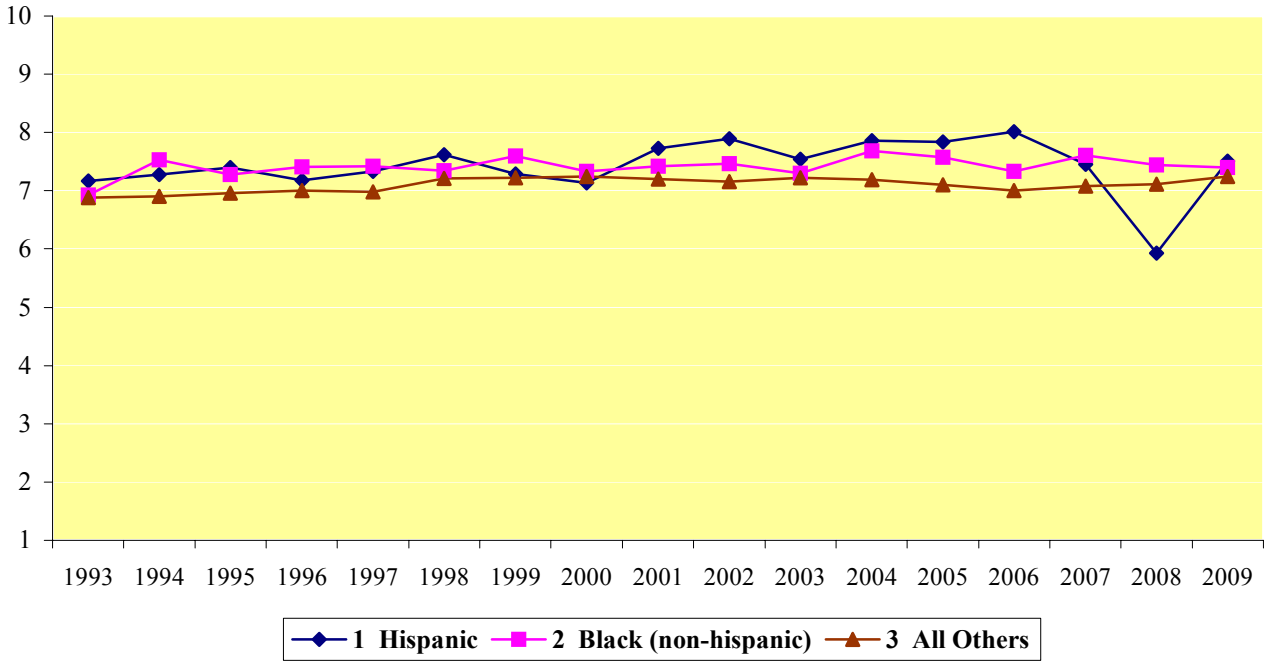
Residents in Potomac were significantly less likely to be satisfied compared to residents of other areas. Figure II-3 illustrates the overall quality of life ratings provided by the geographic areas.

Figure II-3: Mean Overall Quality of Life Ratings by Area, 2009



In addition, Hispanic residents of the County gave similar quality of life ratings in 2009 as non-Hispanic Blacks and residents of other races. As Figure II-4 shows, quality of life ratings, which dipped to an average of 5.93 among Hispanic residents in 2008, rose significantly to 7.51 in 2009. The change in ratings for this subgroup is one of the main reasons that the average quality of life rating for the entire sample returned to its previous level.

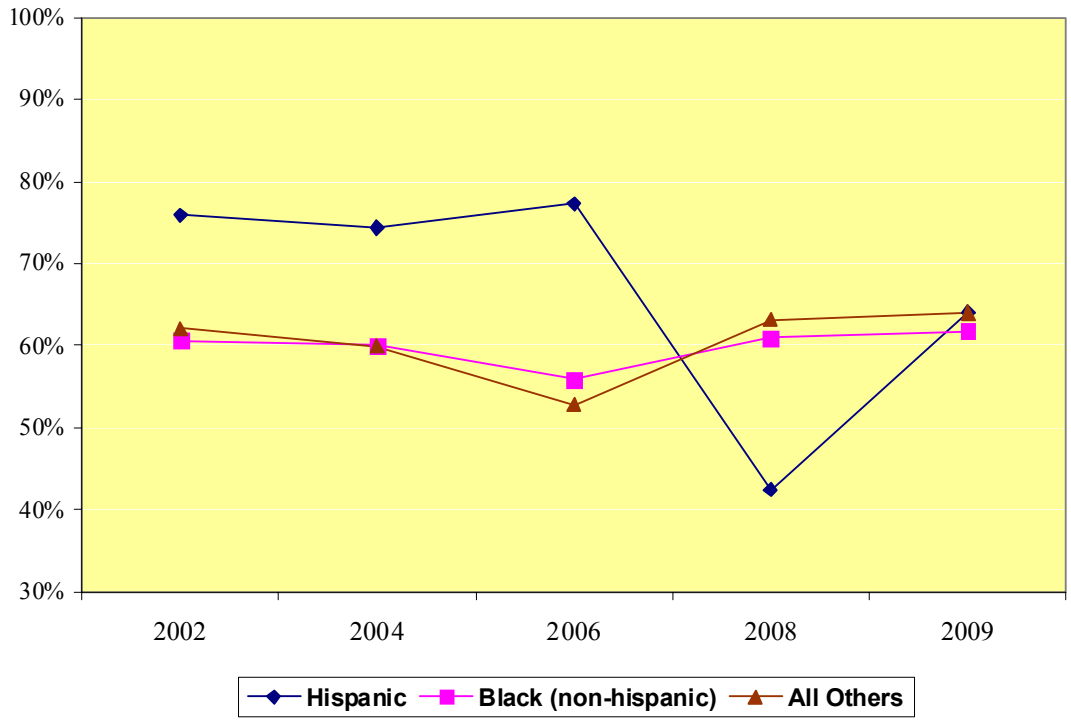
Figure II-4: Mean Overall Quality of Life Ratings by Race-Ethnicity, 1993-2009



Desire to Stay in Prince William

Residents were asked if they would like to be living in Prince William County five years from now or if they hope to be living someplace else. Almost two-thirds of the respondents (63.6%) indicated they would like to stay in PWC, whereas about 36.4% said they would like to live someplace else. These percentages are, however, not significantly different from the 2008 results, the last time this question was asked, when 59.4 percent said they would like to stay in Prince William. While, the overall percentage of residents wanting to live in the County for the next five years remained relatively unchanged, significant changes in responses were observed among Hispanic residents. In 2008, probably because of negative perceptions of the new immigration policy, only 42.4 percent of Hispanic residents had indicated they wanted to continue living in the County. This number rose significantly to 64.1 percent in 2009 and is similar to that of residents of other races and ethnicities (see Figure II-5). However, Hispanic respondents did not return to the very high percentages (hoping to live in the County) that were seen in years before 2008.

Figure II-5: Percentage of Residents Who Want to Live in County 5 Years From Now, 2002-2009



Summary

The 7.30 satisfaction mean rating for quality of life in Prince William County is significantly higher from the 6.98 rating reported in 2008. This is a return to the high ratings seen earlier in this decade. Overall satisfaction with quality of life was consistent across most demographic groups, except older residents (those 64 years and older) were significantly more likely to be satisfied compared to those age 26 to 37 years, and homemakers were significantly more satisfied than those working full-time. While no significant differences were observed by race, ethnicity or other demographic factors, there were significant increases in the quality of life ratings and in the wish to continue living in the County among Hispanic residents between 2008, when the illegal immigration enforcement policy was first implemented, and this year.

III. Satisfaction with County Services

County Government Services

One of the main objectives of this survey is the determination of how satisfied the citizens of Prince William County are with the services they receive from their local government. Respondents were asked whether they were very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with an array of government services. For purposes of analysis, responses were typically dichotomized into two categories: satisfied or dissatisfied. In these analyses, the percent of respondents satisfied with each service is reported. Respondents who were not familiar enough with a service to respond were not counted in either of the two categories. These respondents are considered when determining the "visibility" of a service (see Section VIII.)

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

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

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

Figure III-1 illustrates the response to this question, and Table III-1 and Figure III-2 illustrates the mean level of satisfaction on this question in 1993 and over the past 5 years. This year 90.6 percent were satisfied. Additionally, 6.9 percent were somewhat dissatisfied, and 2.5 percent were very dissatisfied (see Figure III-1). The percent satisfied was not a significant change from the 2008 level of 89.4%. This is a somewhat surprising finding because, as will be seen below, there were significant increases from 2008 in satisfaction with several highly visible categories of service offered by the County.

Figure III-1: Overall Satisfaction with County Government Services, 2009

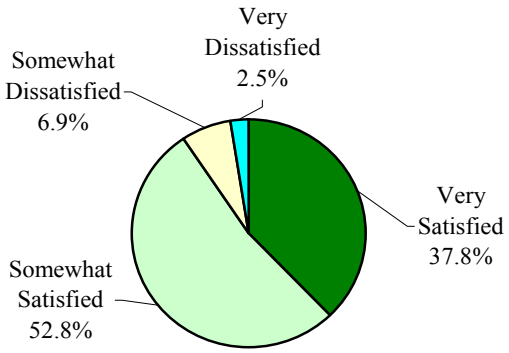


Figure III-2: Overall Satisfaction with County Government Services, 1993 and 2005-2009

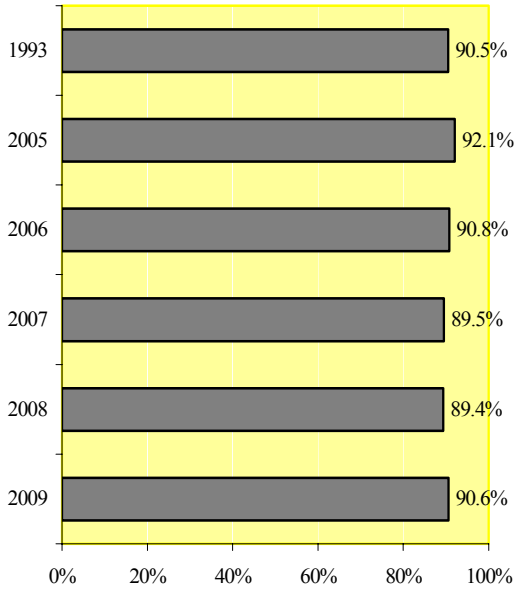


Table III-1: Trends in General Satisfaction with Government Services, 1993 and 2005-2009

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

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

Two specific County government services for which satisfaction levels have also remained consistent are providing convenient opportunities for voters to register, and keeping citizens informed about government services. More than 9 in 10 respondents (95.7%) said they were satisfied with the job the County is doing in providing ways for people to register to vote. This year's rating is virtually unchanged from the 97.0 percent reported in 2008. Almost eight of ten respondents (79.7%) expressed satisfaction with the job the County is doing keeping citizens informed about County government programs and services. This rating is also not significantly different from the 81.1 percent reported in 2008.

The survey also asked how satisfied residents were with the efficiency and effectiveness of the voting precinct set-up for handling voters on election days. Respondents were first asked whether they have gone to a voting precinct in Prince William County to vote in any election in the past year. Overall, slightly less than three-quarters (71.4%) of the respondents said that they have voted in the County in the past year. Of this group, the overwhelming majority (95.3%) expressed satisfaction with the efficiency and effectiveness of the voting precinct set-up; more than three-fourths (76.8%) said they were very satisfied.

Public Safety Services

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

The vast majority of residents, 92.5 percent, said they were satisfied with the overall performance of the police department. This rating is not significantly different across the regions, and it is significantly higher than the rating of 89.0 reported in 2008. Unlike in 2008, this year's overall satisfaction with the Police did not vary by the race of the individual (i.e., White, Black, Asian, Other). However, Hispanic respondents continue to be less satisfied (85.5%) than their non-Hispanic counterparts (93.7%), as shown in Figure III-3.

Figure III-3: Satisfaction with Overall Performance of the Police Department by Race/Ethnicity, 2009

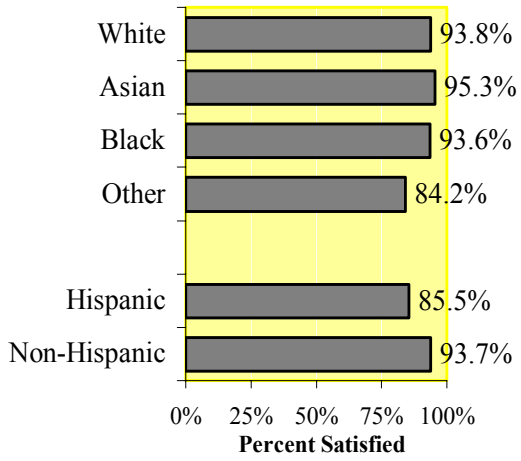
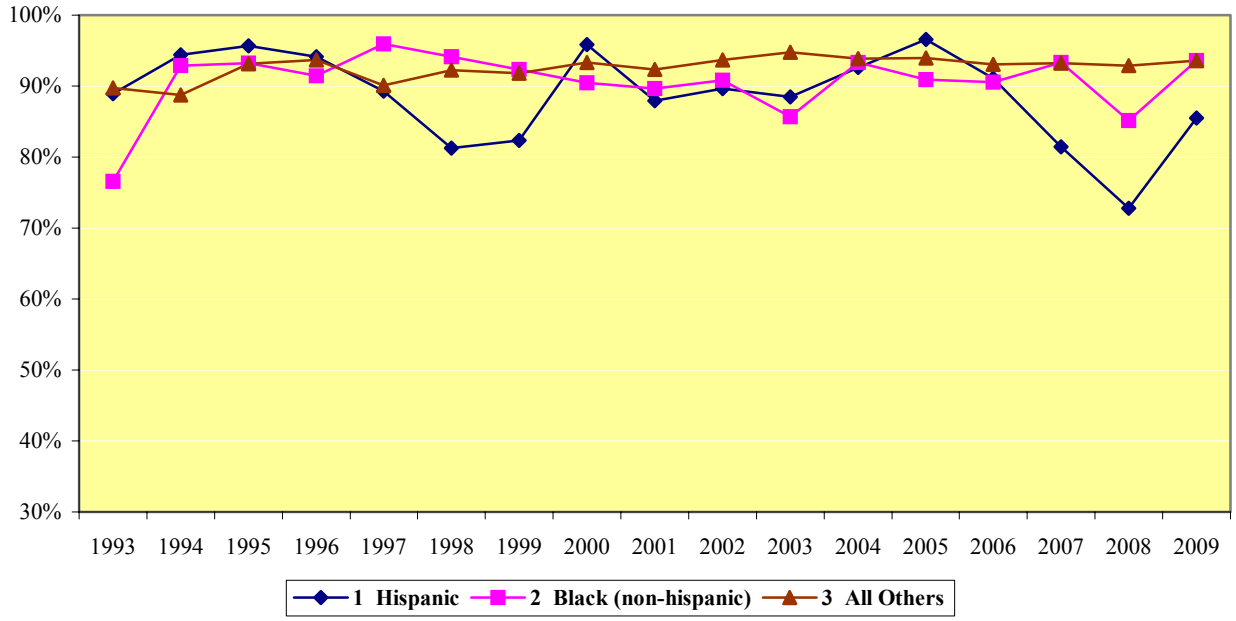


Figure III-4 shows overall performance ratings of the Police Department by race/ethnicity over the years. While ratings from "All Others" are consistent over the years, those of Hispanics and non-Hispanic Blacks showed a sharp and significant decrease in 2008. This year, substantial gains were made among both these populations on this item, though they were not statistically significant increases.

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

Still, as Figure III-4 shows, there has been substantial increase in Hispanic resident's satisfaction with the overall performance of the police department between 2008 and 2009. After dipping to a low of 72.8 percent in 2008, satisfaction rose to 85.5 percent in 2009. The satisfaction with the police department also rose somewhat among non-Hispanic Blacks from a low of 85.1 percent in 2008 to 93.6 percent in 2009.

Figure III-4: Satisfaction with Overall Performance of the Police Department by Race/Ethnicity, 1993-2009



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

Additionally, older respondents (those over 50 years) were significantly more satisfied with the police than younger residents, as were retired people compared to those working full-time; and those living in apartments/condos compared to those living in single-family homes or in duplexes/townhouses (Appendix E).

Residents were asked about their satisfaction with police attitudes and behaviors toward citizens. In 2009, 84.4 percent of respondents were satisfied with police attitudes and behaviors towards citizens, which was not a significant difference from the 2008 satisfaction rating of 79.3 percent.

Similar to previous years, race of the respondent was related to opinions about police attitudes and behaviors. It should be noted that the majority of respondents classified as "Other" in this survey are Hispanics who do not identify themselves as white, black or Asian. This year, the data show that respondents of "Other" races and Hispanics continue to be least satisfied with the attitudes and behaviors of the police, as shown in Figure III-5.

Figure III-5: Satisfaction with Police Attitude and Behaviors by Race/Ethnicity, 2009

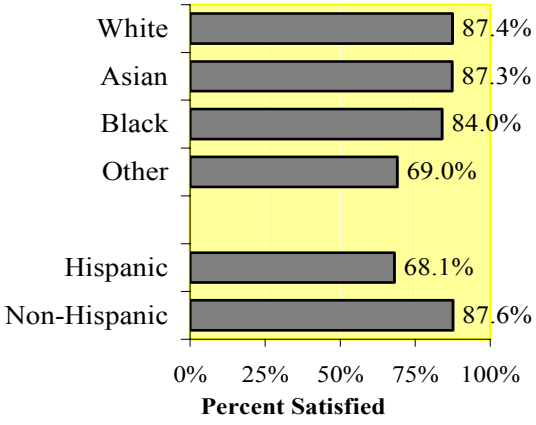
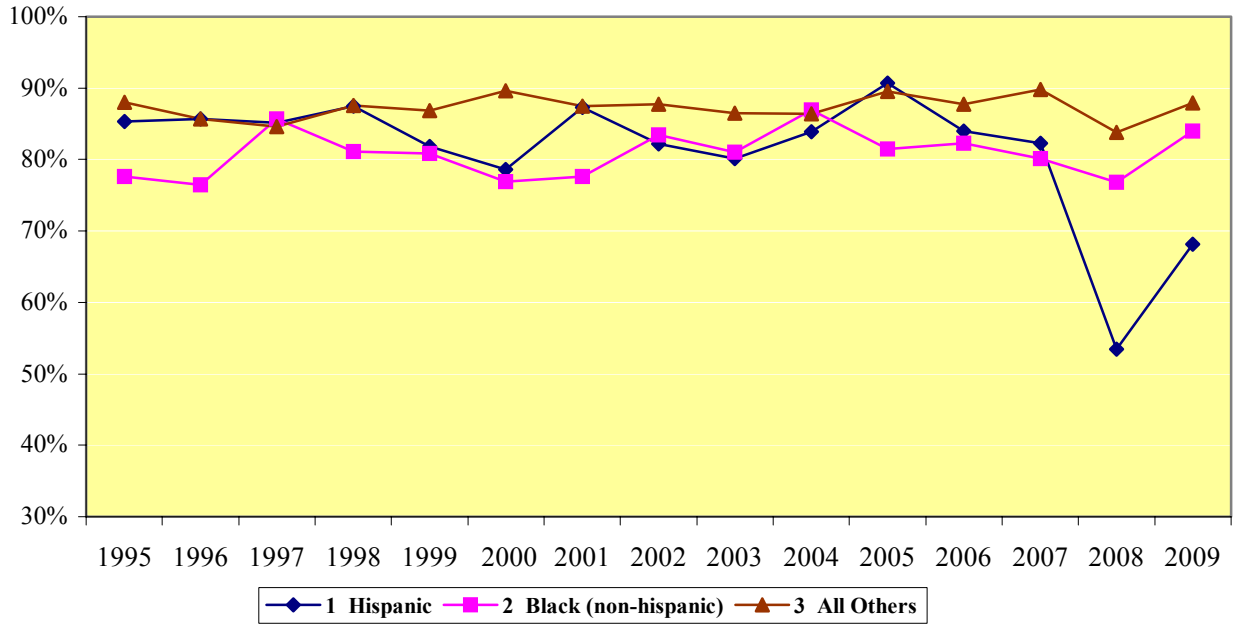


Figure III-6 shows the satisfaction ratings with police attitudes and behaviors towards citizens by a combined indicator of race/ethnicity and by year. More Hispanic respondents expressed satisfaction with police attitude in this year's survey (68.1% versus 53.5% in 2008), but the change was not significant.

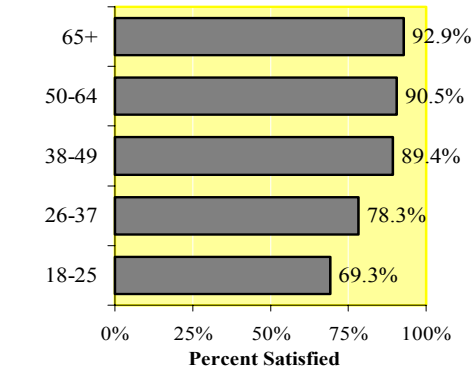
Figure III-6: Satisfaction with Police Attitudes and Behaviors towards Citizens by Race/Ethnicity and by Year, 1993-2009



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

With respect to age, older respondents (38 and over) were significantly more likely to be satisfied with police attitude and behavior than younger respondents. Those aged 18-25 (69.3%), 26-37 (78.3%) and respondents aged 38-49 (89.4%) were significantly less likely to express satisfaction. Figure III-7 presents the satisfaction with police attitudes and behaviors by age.

Figure III-7: Satisfaction with Police Attitudes and Behaviors by Age, 2009



Just as in 2008, the 2009 satisfaction ratings with police attitudes and behaviors show no significant differences with respect to the geographical regions. College graduates, homeowners, and those currently or once-married also gave higher satisfaction ratings for police attitudes and behaviors. Refer to Appendix E for a complete presentation of these ratings by the demographic variables.

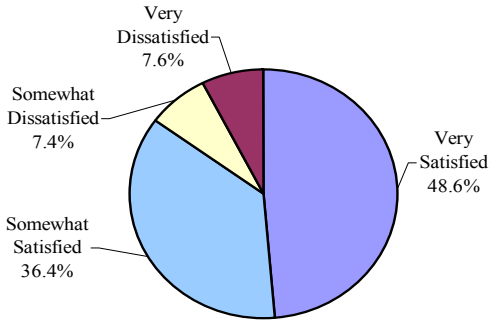
In regard to the immigration ordinance, respondents were asked the following question:

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

Of those who were able to rate the item, eight out of ten respondents (85.0%) said they were satisfied with the job the Police Department is doing in carrying out the policy with nearly half (48.6%) saying that they were very satisfied (see Figure III-8). Not accounted for in those percentages are respondents who declined to rate it because of their opposition to the policy (2.7%), and those who did not know about the policy (17.2%). The satisfaction on this item has increased significantly from the 2008 rating of 80.5 percent, and the percent declining to rate it due to their opposition

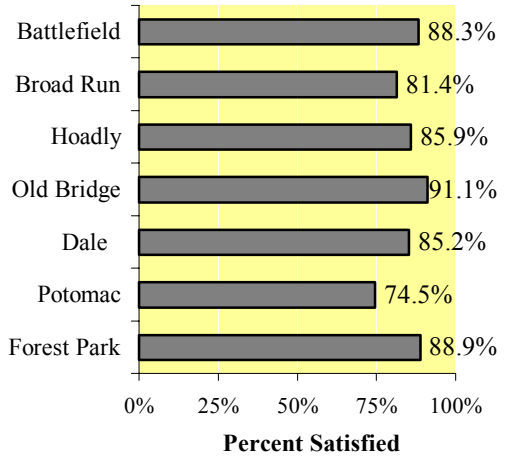
to the policy is down (from 7.7% in 2008 to 2.7% this year).

Figure III-8: Satisfaction with the Job the Police Department is Doing in Carrying out the Immigration Policy, 2009



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

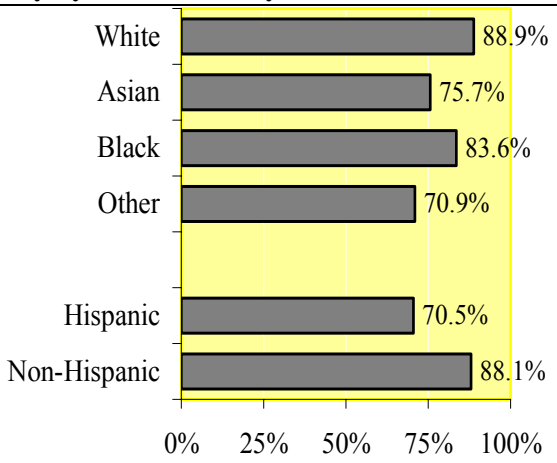
Figure III-9: Satisfaction with the Job the Police Department is Doing in Carrying out the Policy by Region, 2009



As with satisfaction regarding Police Department attitudes towards citizens, satisfaction with the job the Police Department is doing in carrying out the immigration policy is significantly lower among Hispanic respondents (70.5%) than among non-Hispanic respondents (88.1%) and between respondents of "Other" race versus both Whites and Blacks (see Figure III-10).

It should be noted, however, that significantly more Hispanic respondents (70.5%) expressed satisfaction with the implementation of the policy in 2009 compared to 2008 (51%). Asian respondents were also less likely to be satisfied with the implementation of the policy, with only 75.7 percent of them expressing satisfaction. In addition, homemakers were significantly more satisfied with this policy compared to those who worked, as were those earning over $75,000 annually compared to those earning less than $35,000. Respondents with graduate degrees were also significantly more likely to be satisfied with this policy.

Figure III-10: Satisfaction with the Job the Police Department is Doing in Carrying out the Policy by Race/Ethnicity, 2009



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

Table III-2 presents the grouped responses for those respondents who said they were very satisfied. Of these respondents, over 40 percent (40.8%) mentioned favorable comments on police actions. Many of the very satisfied respondents had positive comments on the policy itself (41.5%) or mentioned various positive results of the policy (39.3%). A more detailed listing of these responses is presented in Appendix D of the report.

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

Comments	n	% of cases
Illegal immigration causes problems in the community	84	15.3%
The policy is good/needed	228	41.5%
The policy's enforcement is having positive results	216	39.3%
Police have been doing a good job of carrying out the policy	224	40.8%
Police are doing job well, but disagrees with policy	5	.9%
Approves of policy, but problems with enforcement exist	3	.5%
Supports police and/or policy, but mentions negative effects	9	1.6%
Other, no experience with, no affect, no opinion, comments not codable	36	6.6%
TOTAL	**806**	**549**

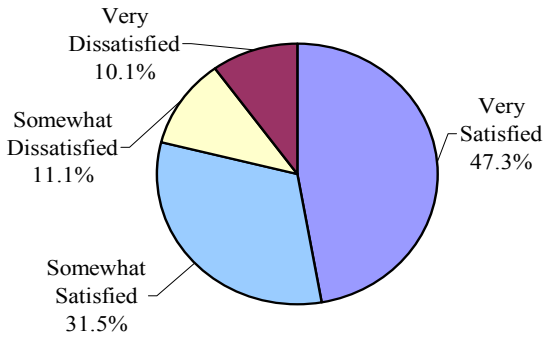
Table III-3 presents the responses from those respondents who said they were very dissatisfied with the job the Police Department is doing in carrying out the policy. More than 40 percent of these respondents (41.6%) mentioned unfavorable comments about the Prince William County policy in general. About 10 percent of these very dissatisfied respondents mentioned unfavorable outcomes or negative effects from the policy or from police enforcement in general. Thirty-five percent indicated that even though they approved of the policy there were problems with insufficient enforcement. More than one fifth of the very dissatisfied (22.1%) felt that the police were acting unfairly, being discriminatory, or engaging in racial profiling. Refer to Appendix D of the report for a more detailed listing of these responses.

Respondents were also asked to rate their level of satisfaction that the Police Department treats everyone fairly regardless of race, gender, ethnic or national origin. More than three-quarters (78.8%) of respondents expressed their satisfaction, with 47.3 percent saying that they were very satisfied (see Figure III-11). This is significantly higher than the 74.3 percent rating this item received last year.

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

Comments	n	% of cases
Illegal immigration causes problems in the community and the policy does not adequately address them	15	19.5%
The policy is bad	32	41.6%
The results of the policy are negative	8	10.4
Approves of policy but problems with enforcement exist	27	35.1
Police are unfair/ discriminatory/ racial profiling	17	22.1%
Other, no experience with, no affect, no opinion, comments not codable	2	2.6%
TOTAL	**103**	**77**

Figure III-11: Satisfaction that the Police Department Treats Everyone Fairly Regardless of Race, Gender, Ethnic or National Origin, 2009

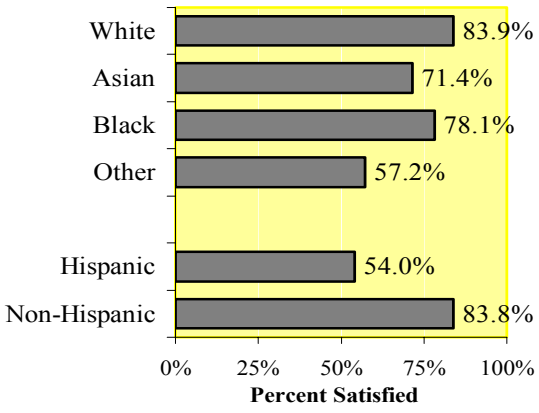


As illustrated in Figure III-12, respondents of other races (57.2%)[8] were less likely to be satisfied than whites (83.9%) and Blacks (78.1%). Hispanics (54.0%) were also less likely to be satisfied than non-Hispanics (83.8%), though more of them expressed satisfaction this year than in 2008, when 49.4 percent were satisfied, but the difference is not significant. Still, significantly more non-Hispanic Blacks this year compared to 2008 (78% versus 63.1% in 2008) expressed

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

satisfaction with the fairness of the Police Department's treatment of everyone regardless of race, gender, ethnic or national origin.

Figure III-12: Satisfaction that the Police Department Treats Everyone Fairly Regardless of Race, Gender, Ethnic or National Origin by Race/Ethnicity, 2009

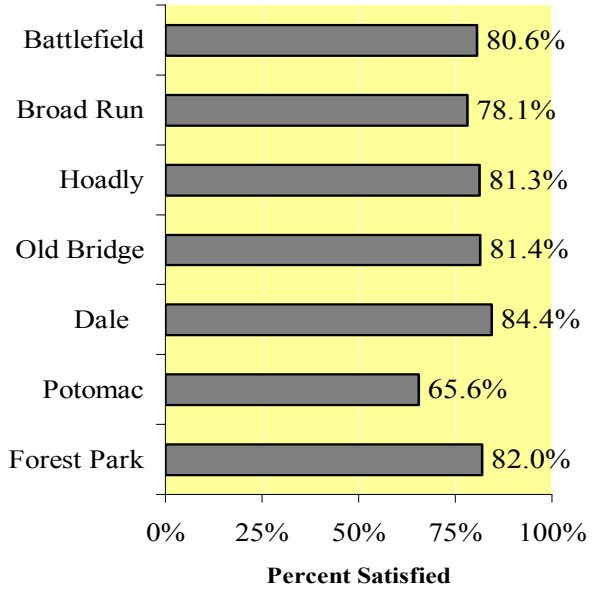


Again, Potomac residents registered the lowest satisfaction with police fairness (65.9%), which was significantly lower than the satisfaction ratings in Battlefield, Hoadly, Old Bridge, Dale and Forest Park (see Figure III-13).

This is the second year that respondents of the survey were also asked to rate their satisfaction with the performance of the Sheriff's Office overall and with respect to its attitudes and behaviors towards citizens. Overall, Prince William County residents are very satisfied with their Sheriff's Office. In addition to 94.0 percent of residents saying they were satisfied with the overall performance of the Sheriff's Office, 92.6 percent expressed satisfaction with its attitudes and behaviors toward citizens, which is similar to the 95.2 percent and 90.6 percent ratings received, respectively, in 2008.

When asked about the efforts law enforcement is making toward reducing the use of illegal drugs, 88.3 percent of respondents were satisfied. Responses to this item were virtually the same as those reported in 2008 (87.7%), but significantly higher than the scores received between 2003 (82.6%) and 2007 (83.2%).

Figure III-13: Satisfaction that the Police Department Treats Everyone Fairly Regardless of Race, Gender, Ethnic or National Origin by Region, 2009



As in the past, residents are very satisfied with fire and rescue services. This year, 98.7 percent were satisfied with fire fighting and 97.9 percent were satisfied with emergency rescue services. Satisfaction with both fire fighting and emergency rescue services were not significantly different from last year's scores of 96.6% and 95.8%, respectively.

For the fourth year, respondents were asked about the level of security in the Judicial Center, which is the courthouse in downtown Manassas. As in past years, about thirty percent (30.5%) of the respondents had had the occasion to visit the Judicial Center during the past 12 months and the vast majority was satisfied with the level of security that they found there. More than eight in 10 (82.7%) were very satisfied with the level of security and an additional 15.6 percent were somewhat satisfied, for a total of 98.2 percent satisfaction. This year's rating is not significantly different from the 99.0 percent satisfaction reported in 2008.

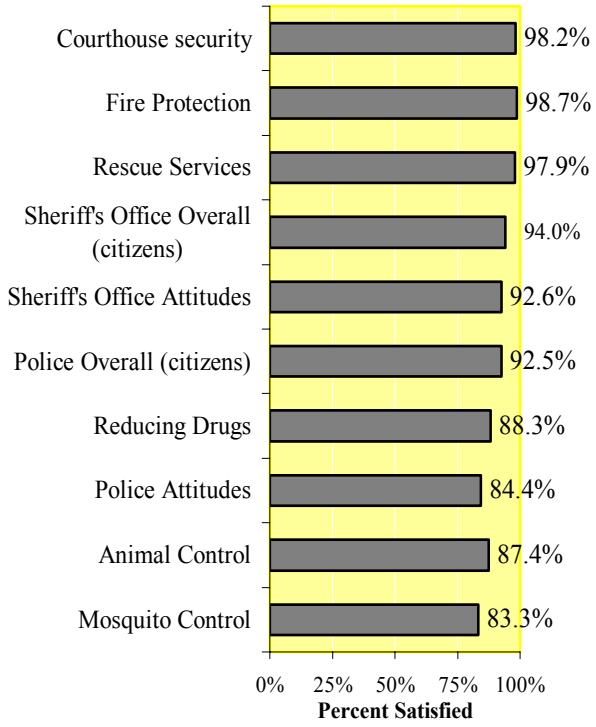
One important safety item that has been asked in previous years is how many people in the home are trained in CPR techniques. Our survey has consistently found that about 70 percent of households in the County have someone trained in CPR, and this year is no exception. The majority of homes, 67 percent, have at least one person trained in the technique, whereas slightly less than

one-third (30.8%) of households have two or more. The percentage of homes with at least one person trained in CPR techniques is not significantly different from the 64.2 percent reported in 2007.

Additionally, more than eight in 10 respondents were satisfied with animal control (87.4%) and with mosquito control (83.3%) services. These ratings have not changed significantly since the questions were last asked in 2007.

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

Figure III-14: Satisfaction with County Emergency Services, 2009



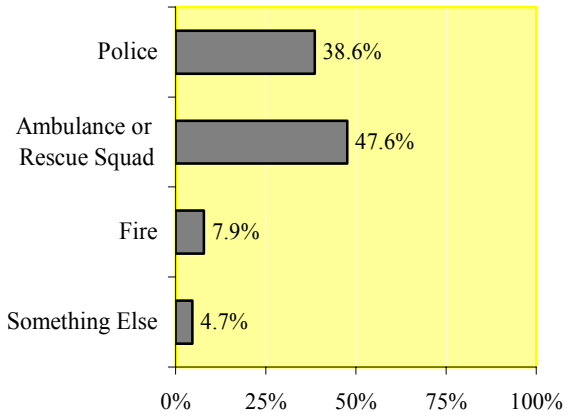
Calling 911

About one-fifth (20.6%) of the respondents had dialed 911 in the past twelve months. Most had called for emergency medical services (47.6%) or police (38.6%). About 8 percent had called for fire fighters and about 4.7 percent for something else.[9] Figure III-15 illustrates these results.

Those who reported calling the police during the past 12 months were further asked whether the call was because of an emergency situation or because of some other reason. About 60 percent (60.8%) of those calling the police reported that it was an emergency, whereas the remaining 39.2 percent said that it was a non-emergency situation.

Asked about the last time they called 911, 94.8 percent expressed satisfaction with the help they received from the person who took their call, with 85.4 percent saying they were very satisfied. This year's ratings are not significantly different from the 94.1 percent satisfaction reported in 2008

Figure III-15: Purpose of 911 Call, 2009



All respondents who had used 911 were also asked about their satisfaction with the length of time it took for emergency services to arrive. About three-quarters of the respondents (75.9%) were very satisfied, and an additional 13.5 percent were somewhat satisfied, for a total of 89.4 percent satisfied. This year's satisfaction rating is not significantly different from the 83.6 percent satisfaction reported in 2008.

Most respondents were also satisfied with the help they received at the scene. More than eight in 10 respondents (81.6%) said they were very satisfied, and an additional 11.2 percent were somewhat satisfied, totaling 92.8 percent. This year's satisfaction rating is not significantly different from the 86.7 percent satisfaction reported in 2008. Figure III-16 illustrates the overall satisfaction findings pertaining to calling 911 and Table III-4 divides these satisfaction ratings by service used.

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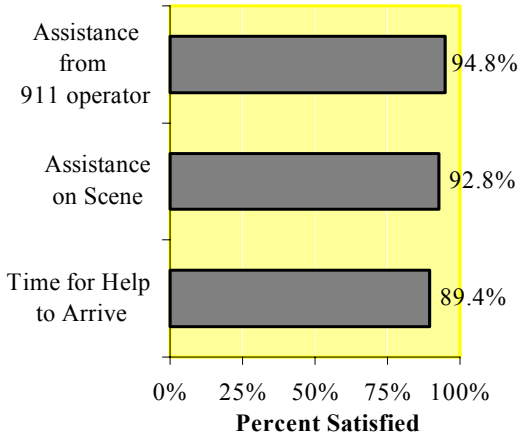
[9] These percentages sum to more than 100 percent because some respondents had called 911 for more than one service.

Table III-4: Satisfaction with 911 by Type of Contact, 2009

	PERCENT SATISFIED				
Satisfaction Item	Police (Emergency)	Police (Non-Emergency)	Fire	Rescue Squad (Ambulance)	Overall
Assistance from 911 Operator	88.3%	95.2%	97.3%	98.5%	94.8%
Time for Help to Arrive	78.0%	81.6%	97.3%	97.0%	89.4%
Assistance on Scene	81.3%	87.5%	97.2%	98.9%	92.8%

Figure III-16: Satisfaction with 911 Services, 2009



Overall, satisfaction with public safety services varied significantly by the demographic characteristics of race, education, and age. In general, Hispanic residents are less likely to be satisfied with the performance of the Police Department than White and Black residents, but their satisfaction with several items relating to the police increased from 2008: the overall performance of the police department, the Police Department's attitude toward residents, and the Police Department's treatment of people. While these changes were not statistically significant, together they represent a general trend of increased satisfaction. Additionally, significant gains were made among Hispanics regarding their satisfaction with the implementation of the immigration policy. Seniors and more educated residents are also more likely to be satisfied with the County public safety services. Refer to tables in Appendix E for a complete listing of the mean ratings by the demographic variables

Neighborhood Safety

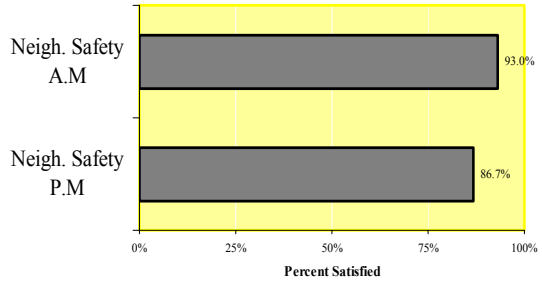
Residents of Prince William County continue to feel safe in their neighborhoods. As expected, fewer (86.7%) report feeling satisfied with the safety in their neighborhood after dark than in the daytime (93%). This year's satisfaction rating with safety in their neighborhood after dark is not different from the 85.8 percent reported in 2008; the satisfaction rating with safety in the daytime is also not different from the 91.9 percent reported in 2008.

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

Women were more likely than men to express satisfaction with safety in their neighborhoods during the daytime. Safety in the evening varied significantly by race and ethnicity with Black and non-Hispanic residents more likely to be satisfied than Asian and Other race residents. Residents with graduate degrees and seniors were more likely to be satisfied with safety in the evenings than others. Residents of Potomac were, however, significantly less likely to be satisfied with evening safety and street lighting than residents in many of the other areas. Refer to tables in Appendix E for a complete presentation of these ratings by the demographic variables.

Figure III-17 illustrates all neighborhood safety items.

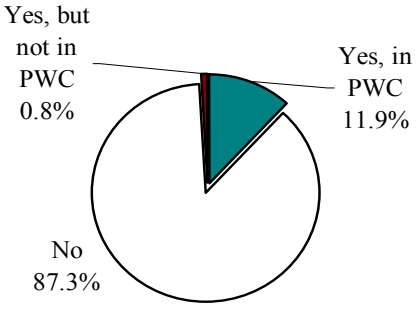
Figure III-17: Satisfaction with Safety from Crime, 2009



Crime Prevention and Reporting

Respondents were asked whether they, or anyone in their household, were victim of any crime during the past twelve months. As illustrated in Figure III-18, the majority of respondents said they were not victim of any crime in the past twelve months. Almost 12 percent (11.9%) of the respondents saidu they were victim of some type of crime within the County and 0.8 percent said they were victim of some type of crime, but not in Prince William County. With respect to race and ethnicity, 14.2 percent of Hispanic respondents (vs. 11.5% of non-Hispanic respondents), 12.5% of White respondents, and 6% of Black respondents reported being victims of crime in the County. Respondents were most often victims of breaking and entering of their homes or their cars, theft or burglary and vandalism. A few cases of assault were also reported.

Figure III-18: Victim of Any Crime, 2009

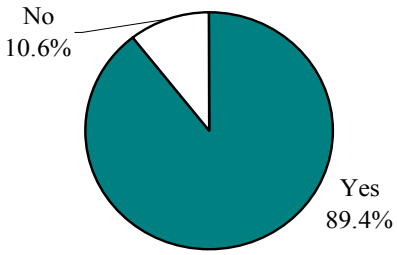


Of those respondents who were victim of crime in the past twelve months, almost nine in 10 (89.4%) said they reported the crime to the Police Department. However, about 10 percent (10.6%) said they did not report the crime to the Police Department (see

Figure III-19).

This year, the percentage of Hispanic crime victims who did not report the crime to the police was 20.0%, compared to 0% for non-Hispanic Black crime victims and 10.1% for all others. The difference between non-Hispanic Blacks and all others is statistically significant, but the difference between Hispanics and all others is not significant. The number of cases is quite small, including only 29 Hispanic respondents who were crime victims, so the sample size is too small to lend confidence that the difference is not just a result of sampling error. Each respondent who said they had been a victim of a crime but did not report it to the police was asked a follow-up question about the reasons for not reporting. Most of these non-reporting victims of crime did not report the event because they thought the crime was too minor to warrant police attention.

Figure III-19: Reporting Crime to Police Department, 2009



Capacity to Shelter in Place

In light of concerns regarding terrorism, natural disaster, and citizen safety, respondents were asked whether they would have supplies for at least three days if there was a disaster. Similar questions have been asked in the past, but they are not directly comparable to the questions in this year's survey. Most respondents (86%) said they had enough supplies to last for three days in case of a disaster (see Figure III-20).

Trends for all public safety items from 1993 and the last five years are shown in Table III-5.

Figure III-20: Capacity to Shelter in Place with Enough Food, 2009

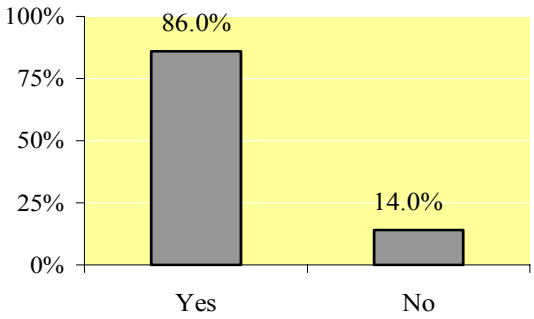


Table III-5: Trends in Satisfaction with Public Safety Services, 1993 and 2005-2009

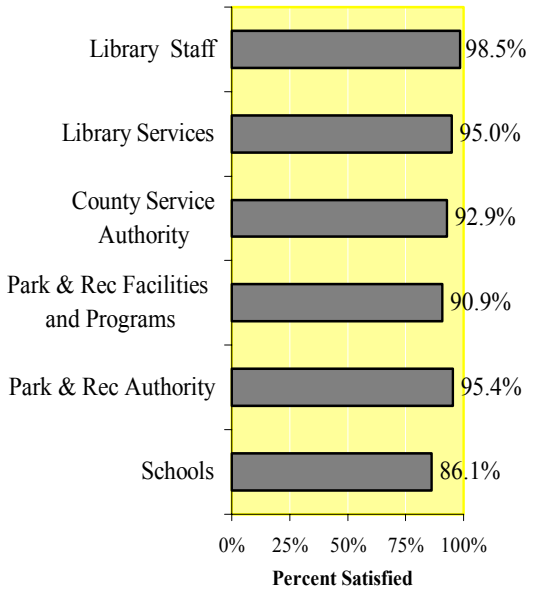
Item Number	Satisfaction Item	1993	2005	2006	2007	2008	2009
POLICE	Overall Satisfaction with Police	88.7	93.7 [0, 1, 4]	92.5 [0, 1]	92.3 [0,1]	89.0 [5,7,8,9,10,11, 12,13,14]	92.5 [0,1,15]
ATTITUDE	Police Attitudes and Behaviors Toward Citizens	—	88.4 [3, 4]	86.6	87.9	79.3 [5,7,8,9,10,11, 12,13,14]	84.4 [12]
POLFAIR	Police Dept. treats everyone fairly	—	—	—	—	74.3	78.8 [15]
PPOLICY	Job Police is carrying out immigration policy	—	—	—	—	80.5	85.0 [15]
DRUGS	Reducing Illegal Drugs	79.2	84.3 [0, 1]	90.8 [5, 7]	83.2 [1]	87.7 [0,1,2,3,4,6,7,8, 9,10,13,14]	88.3 [0,1,2,3,4,5,6,7, 8,9,10,11,12,13,14]
FIRE	Fire Protection	97.2	98.2 [1, 6]	97.9 [1]	98.4 [1,6]	96.6	98.7 [0,1,2,3,5,6,7,8, 10]
COURTSAT	Security in Courthouse	—	96.3	—	97.3	99.0 [12]	98.2
RESCUE	Medical Rescue	96.6	98.3 [0, 1, 2, 3, 4, 6, 8]	95.7 [5, 9,12]	98.5 [0,1,2,4,6,8,13]	95.8 [1,3,5,12,14]	97.9 [1,4,6,13]
EMSATIS	911 Phone Help	—	95.2 [3]	92.5	94.6	94.1	94.8 [3]
EMTIMEB	Time for Help to Arrive	—	90.6 [5, 6, 9]	86.0	89.3 [6, 9]	83.6 [12]	89.4 [5,6,9]
EMASSTB	Assistance on the Scene	—	94.9 [1, 4, 6, 9, 10]	90.1	92.6	86.7 [7, 12]	92.8 [4]
AMCRIME	Safety In Neighborhood in Daylight	—	92.8 [4]	93.0 [4]	94.3 [2,3,4,5,9,11]	91.9 [6, 14]	93.0 [4]
PMCRIME	Safety in Neighborhood after Dark	—	85.7 [2, 3, 4]	85.6 [2, 3, 4]	86.7 [2,3,4,5]	85.8 [2,3,4]	86.7 [2,3,4,5,6]
STRLTA	Street Lighting	71.2	82.0 [0, 1, 2, 3, 4, 6, 10]	—	73.8 [5,7,8,12]	84.7 [0,1,2,3,4,6, 8,10,14]	82.8 [0,1,2,3,4,6,8, 10,14]
SHERIFFA	Sheriff's Office Performance	—	—	—	94.5	95.2	94.0
ATTITUT	Sheriff's Office Attitudes and Behaviors Toward Citizens	—	—	—	91.9	90.6	92.6
ANIMALA	Animal Control	84.8	88.0 [2, 6, 8, 10]	—	84.5	—	87.4 [2,8,10]
MOSCONT	Mosquito Control	—	83.5 [10]	—	84.1 [10]	—	83.3 [10]

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

Public Services

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

Figure III-21: Satisfaction with Public Services, 2009



To ascertain satisfaction with libraries, respondents were first asked if at least one member of their household had visited or used the County Libraries within the past twelve months. Slightly less than three-quarters (70.1%) said at least one member of their household had done so (compared to 73.2% in 2008). Of those who had visited the library, 98.5 percent were satisfied with the quality of service they received from the library staff, with 89.7 percent very satisfied. These ratings are not significantly different from the 98.1 percent satisfaction in 2008. Overall, 95.0 percent of the respondents said they were also satisfied with the job the county is doing providing library services overall. This satisfaction rating is not different from the 95.6 percent reported in 2008. As in 2008, the libraries received some of the highest satisfaction ratings among the items asked in the entire survey.

As in 2008, the great majority of parents (85.6%) reported that they had at least one child attending Prince William County public schools. Eighty-six percent (86.1%) of all residents were satisfied that the school system provided efficient and effective service, with 50.1 percent very satisfied. This is significantly higher than the 82.2 percent reported in 2008.

When asked about the County's park and recreation facilities and programs, more than half (58.7%) of respondents said they had used the County parks or recreation facilities and 90.9 percent of them were satisfied. This year's ratings are not significantly different from those reported last year when 57.1 percent reported using the County parks or recreation facilities with 89.9 percent satisfaction rating.

When asked if they were familiar enough to rate the County Park Authority, about half (44.2%) said that they were. Of those, 95.4 percent were satisfied that the County Park Authority provides efficient and effective service, with 64.3 percent being very satisfied. Ratings on this item also are not significantly different from those reported in 2008 when 45.4 percent of the respondents said they were able to rate the County Park Authority, and there was a satisfaction rating of 93.4 percent.

More than one-half (58.4%) of the respondents said they were familiar with the Prince William Service Authority, which provides water and sewer service to large areas of the County. Of this group, 92.9 percent expressed satisfaction, a rating that is not significantly different from the 94.3 percent reported in 2008.

Overall, satisfaction ratings with the library services and staff varied significantly with area, age, marital and work status. For example, residents of Battlefield are less likely to be satisfied with library services, while seniors were more likely to be satisfied compared to those between 18 and 25 years (see Appendix E).

Human and Mental Health Services

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

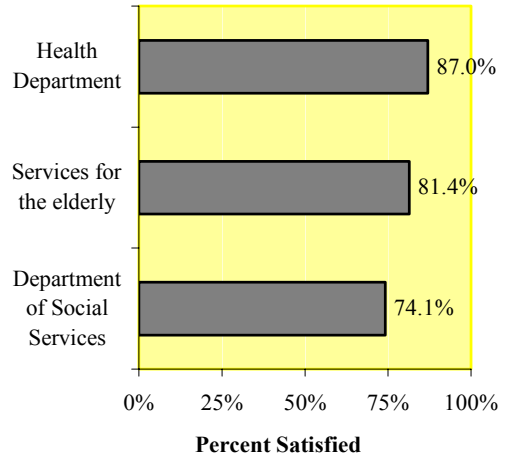
Regarding the Health Department, only about one out of five (21.3%) of the respondents said they were familiar enough to rate it. Their response was positive, though, with 87.0 percent expressing satisfaction, which is significantly higher than last year (78.9%).

Satisfaction with programs and services available to the elderly reached 81.4 percent. This is not significantly different from the 77.2 percent who were satisfied with these services a year ago.

When asked specifically about the County's Department of Social Services, almost one-quarter (23.2%) were able to rate it, with 74.1 percent of those who could expressing satisfaction. This is not significantly different from the 68.0 percent satisfaction reported last year.

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

Figure III-22: Satisfaction with Human Services, 2009



Respondents were asked if they were familiar with the Community Services Board (CSB), which provides mental health, mental retardation, and substance abuse services to the local community. About one in ten (10.5%) of respondents were familiar enough with these services to rate them, a decline from the 14.6 percent that was reported last year.

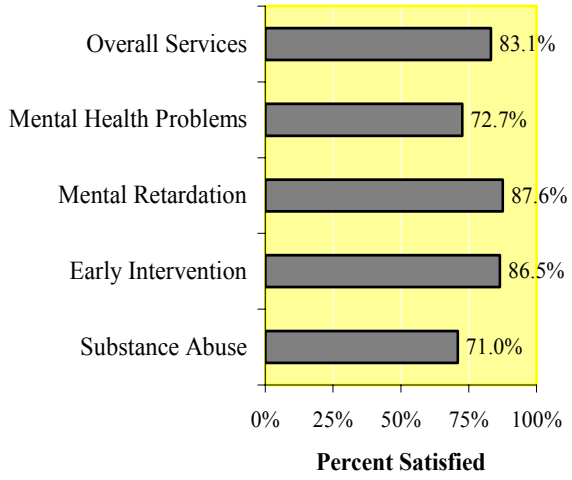
Of the relatively small number of residents who were familiar enough with the CSB, more than 8 in ten (83.1%) were satisfied with the CSB overall, which is not significantly different from the 86.9 percent satisfaction reported in 2008.

Respondents were asked to rate services to people with mental health problems. Almost three-quarters (72.7%) were satisfied with 40.6 percent very satisfied.

This year marked the fifth time respondents were asked separate questions about specific mental health services offered by the Community Services Board (CSB) as opposed to a single overall question. As in 2007, respondents were asked about their specific satisfaction with early intervention services, and services to people with mental retardation and substance abuse problems.

Figure III-23 illustrates the satisfaction with the CSB among residents who were familiar with it. The majority of residents (87.6%) were satisfied with services to people with mental retardation, 86.5 percent were satisfied with the early intervention services, and 71 percent were satisfied with services to people with substance abuse problems. Satisfaction with the services to those with mental retardation, early intervention, and to people with substance abuse problems were not significantly different from those reported last year (85.6%, 81.8% and 80.4%, respectively).

Figure III-23: Satisfaction with Community Services Board Services, 2009



Trends in Public and Human Services

Trends for all public and human service items from 1993 and the last five years are shown in Table III-6.

Table III-6: Trends in Satisfaction with Public and Human Services, 1993 and 2005-2009

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

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

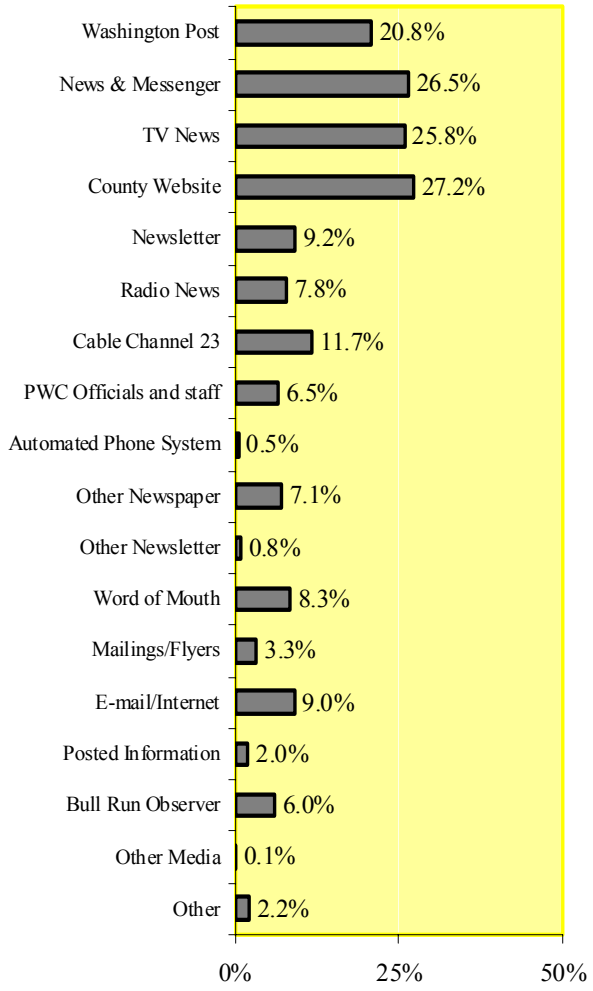
IV. Communication with the County

Information about the County and the Government

One important responsibility of the County is to keep citizens informed about the happenings of its government. Citizens pay taxes and voice their opinions through the ballot and other forums. Likewise, they must be able to inform themselves about the work of government in carrying out its duties. As was shown in Section III above, 79.7 percent expressed satisfaction with the job the County is doing keeping citizens informed about County government programs and services. This rating is not significantly different from the 81.1 percent reported in 2008.

As in 2007, respondents were asked where they get their information about what is going on in Prince William County and its government. This year the County website was slightly more popular as a news source (27.2%) than any one newspaper. The area newspapers were the primary source of this information, however, for a large number of respondents, with 26.5 percent listing *The News & Messenger*, 20.8 percent listing *The Washington Post*, 6.0 percent mentioning *The Bull Run Observer* and 7.1 percent citing other newspapers as a source. Television news was cited by 25.8 percent of respondents, Cable Channel 23 was mentioned by 11.7 percent of respondent, 9.2 percent mentioned the Infocus newsletter, 9.0 percent said e-mail or the Internet, and 8.3 percent said they get their information from word of mouth. These results are illustrated in Figure IV-1.

Figure IV-1: Sources of Information about the County, 2009



Contact with the County for Any Purpose

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

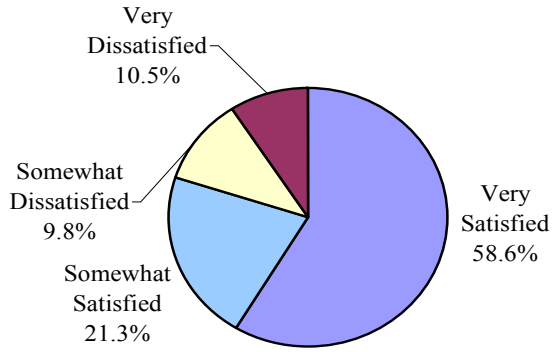
First, in order to evaluate the amount of contact residents have with the County government, they were asked the following question:

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

Just over two-thirds (37.3%) of the residents said they had contacted the County government. This percentage is not significantly different from the 40.1 percent reported in 2008.

Of those who did contact the County, a total of 79.9 percent were satisfied with the helpfulness of County employees (58.6% were very satisfied). Satisfaction with helpfulness is illustrated in Figure IV-2 and does not represent any change from the 79.8 percent and 79.6 percent satisfaction level reported in 2007 and in 2008 respectively.

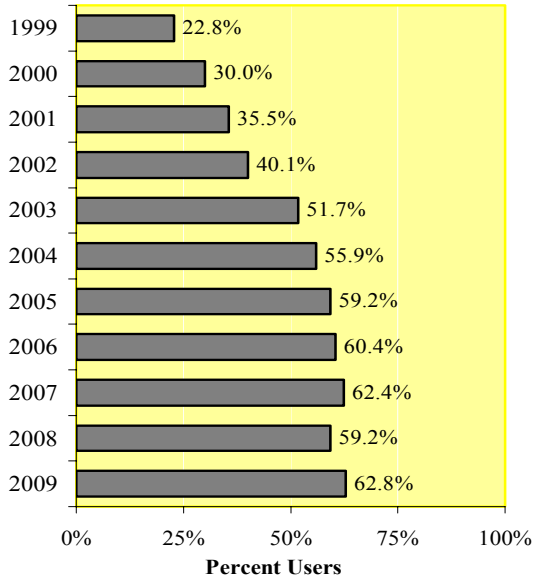
Figure IV-2: Satisfaction with County Employee Helpfulness, 2009



County Web Site

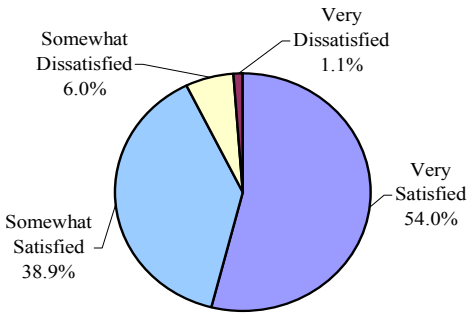
As in the previous years' surveys, residents were also asked about their use of the Prince William County government website. Almost two-thirds (62.8%) of respondents reported that they had used the website, compared with 59.2 percent in 2008 and 62.4 percent in 2007. There was initially a rapid upward trend in website usage from the 22.8 percent reported initially in 1999, but the rate of increase has leveled off in recent years. Figure IV-3 illustrates the increasing use of the County government website since 1999, and its apparent leveling off.

Figure IV-3: Use of County Website, 1999-2009



As is illustrated in Figure IV-4, of those who had used the website, 92.9 percent said they were satisfied with it (54.0% were very satisfied) – this satisfaction rating is not significantly different than the 90.0 percent reported in 2008.

Figure IV-4: Satisfaction with County Website, 2009

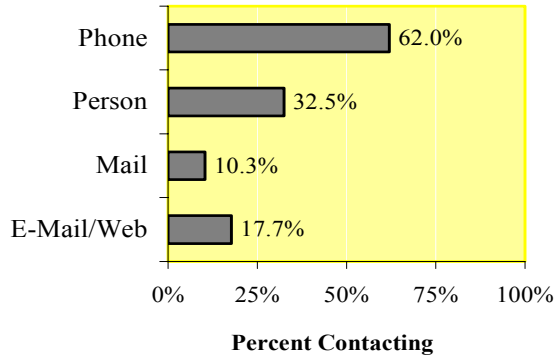


Contact with County for Tax Purposes

As in 2008, respondents were asked specifically if they "had any occasion to contact the County about taxes for real estate, personal property, or a business license." About one-fifth (20.1%) of the respondents had contacted the County for this purpose. This percentage is significantly lower than the 36.2 percent reported in 2008.

As is illustrated in Figure IV-5, nearly two-thirds (62.0%) contacted the government by phone, 32.5 percent made contact in person, 10.3 percent contacted the County by mail, and 17.7 percent said they used e-mail, a website or the Internet.[10] White residents and those between the ages of 26 and 37 years were more likely to use e-mail/web to contact the County regarding taxes.

Figure IV-5: Methods of Contact Regarding Taxes, 2009



Of those who had contacted the County about a tax issue, 86.1 percent expressed satisfaction with the

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

level of assistance they received from the County employees, with 65.8 percent very satisfied. Most also reported that they were satisfied with the time it took for their request to be answered, with 88.9 percent satisfied, and 67.7 percent very satisfied. These overall levels of satisfaction are higher but not significantly different than those received in 2008 (85.8% and 88.4%, respectively).

Figure IV-6 illustrates the satisfaction levels for the communication items in 2009. The trends for the related satisfaction items over past surveys are shown in Table IV-1.

Use of and satisfaction with the government website varied significantly with several demographic variables including age, marital and work status (see Tables in Appendix E for a complete listing).

Figure IV-6: Satisfaction with Contacting the County, 2009

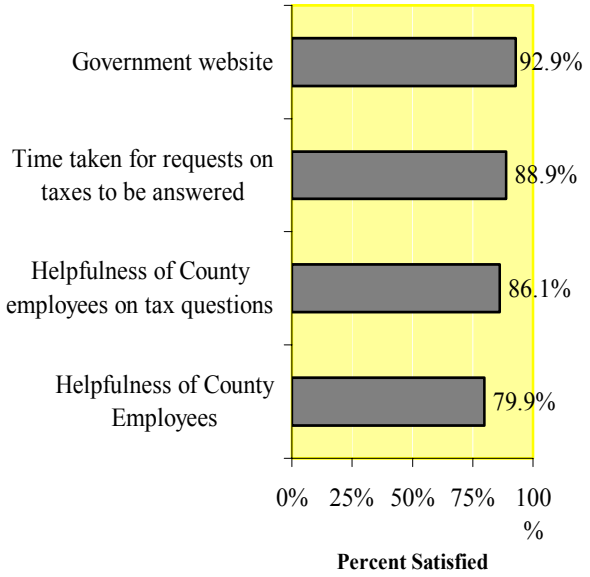


Table IV-1: Trends in Communication Items, 1993 and 2005-2009

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

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

V. Development Issues

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

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

Land Use and Development

As in previous years, we asked:

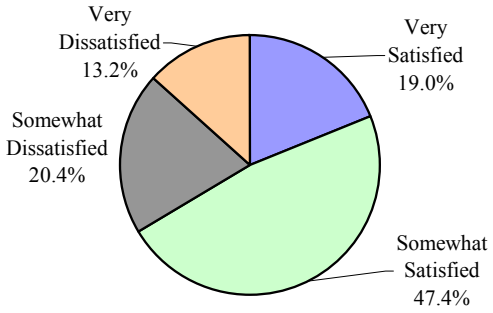
> *"In general, how satisfied are you with the job the County is doing in planning how land will be used and developed in the County?"*

As illustrated in Figure V-1 below, 19.0 percent said they were very satisfied with land use planning, and an additional 47.4 percent said they were somewhat satisfied, totaling 66.5[11] percent of residents who were satisfied this year. The remaining 33.5 percent of residents were dissatisfied (13.2% very dissatisfied, and 20.4% somewhat dissatisfied). This level of satisfaction is significantly higher than any satisfaction level reported on this item since 2003. In 2008, 56.4 percent reported satisfaction on this item. This change coincides with the dramatic slowing of construction and population growth in the County after 2007.

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

Renters were more satisfied than homeowners and those between the ages of 18 and 25 years were more satisfied than those 38 years or older. Those living in PWC for more than 20 years were less satisfied with the County's planning and land use than those living in PWC for a shorter amount of time (see Appendix E).

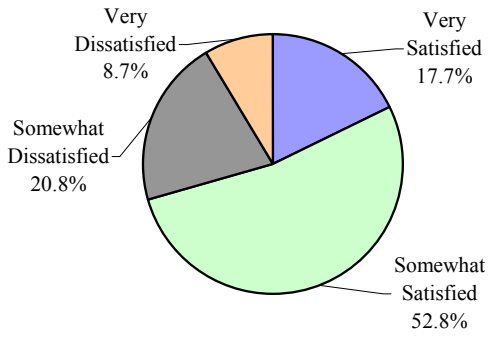
Figure V-1: Satisfaction with Planning and Development, 2009



Rate of Growth

A related question is whether the residents of Prince William County are satisfied with the rate of growth the County is experiencing. Seven out of 10 of the residents surveyed were satisfied (70.5%), with 52.8 percent somewhat satisfied and 17.7 percent very satisfied. On the other hand, 8.7 percent of respondents said they were very dissatisfied and one-fifth (20.8%) said they were somewhat dissatisfied with PWC's rate of growth (see Figure V-2).

Figure V-2: Satisfaction with the Rate of Prince William Growth, 2009

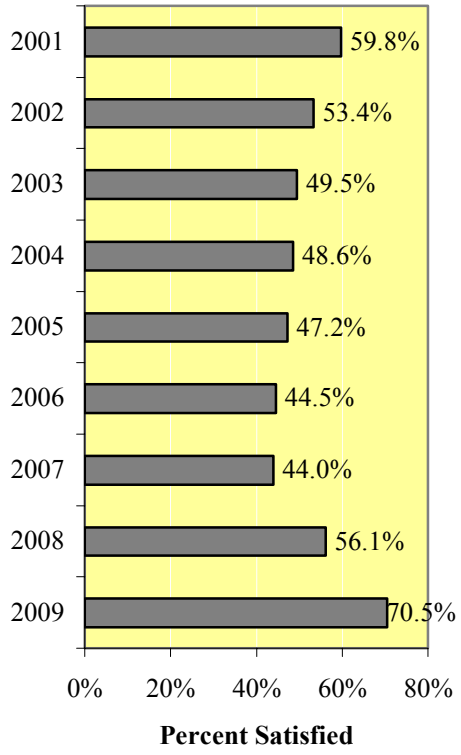


Blacks and Hispanics were significantly more likely to be satisfied with the growth rate as were never married versus married or divorced respondents. Younger residents (18 to 25 years)

were also more likely to be satisfied than their older counterparts. Parents of children under 18 and renters also expressed significantly higher satisfaction with the rate of growth. Residents living in the County 20 or more years were less likely to be satisfied (see Appendix E).

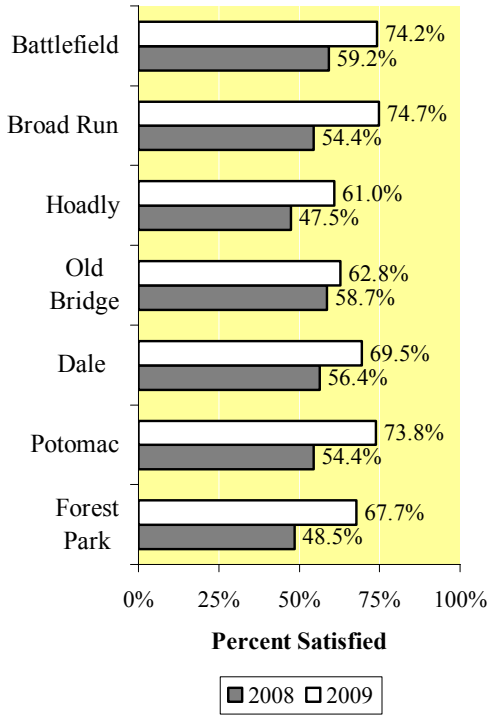
Significantly more residents were satisfied with the rate of growth this year than in every year since 2001, when the question was first asked (see Figure V-3). Thus, this year continues the reversal in the downward trend. In 2007, only 44.0 percent of respondents were satisfied with the rate of growth, which had already increased significantly to 56.1 percent in 2008**.**

Figure V-3: Satisfaction with County Growth by Year, 2001-2009



Compared to 2008, residents in all areas were more satisfied with the rate of growth in Prince William County, as illustrated in Figure V-4. Again, there were no significant differences in satisfaction between areas.

Figure V-4: Satisfaction with County Growth by Area, 2008-2009



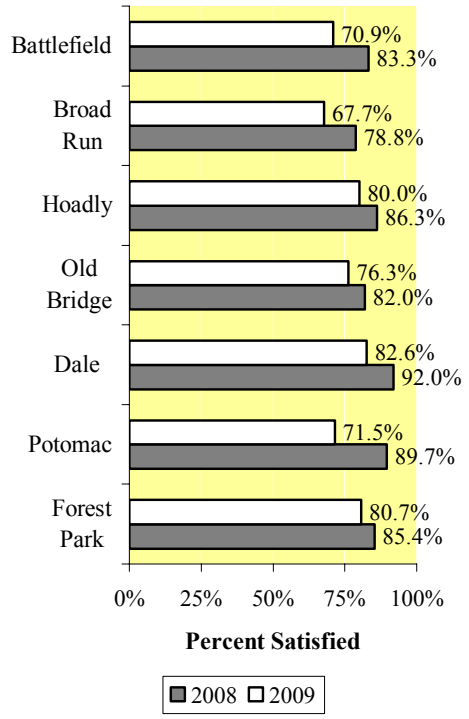
Citizen Input

Respondents were quite satisfied with the opportunities for citizen input into the planning process this year, with 75.4 percent saying that they were satisfied (31.3% very satisfied and 44.1% somewhat satisfied). This level is significantly higher than it has been between 2003 and 2007, though it has not changed significantly from the 2008 level of 74.9 percent.

As with PWC's rate of growth, satisfaction ratings with the opportunities for citizen input do not differ by geographic area. As illustrated in Figure V-5, the increase in satisfaction with opportunities for citizen input is apparent in all regions.

Some groups of residents were somewhat more satisfied with opportunities for citizen input than others. In particular, renters and the oldest residents were the most satisfied with their opportunities (see Appendix E).

Figure V-5: Satisfaction with Opportunities for Citizen Input by Geographic Area, 2008-2009



Returning to the survey this year were items about the County's efforts to protect the environment and preserve open spaces, which were asked of about 65 percent of those surveyed. Among those queried, more than eight in 10 (83.9%) were satisfied with efforts at protecting the environment and 68.8 percent were satisfied with efforts to preserve open spaces, agriculture, and forested lands. This year's satisfaction ratings for the County's efforts to protect the environment are significantly higher than the 73.6 percent reported in 2007, and satisfaction with the County's efforts to preserve open spaces increased significantly from the 51.5 percent satisfaction reported in 2007 when these questions were last asked.

As in previous years, we asked:

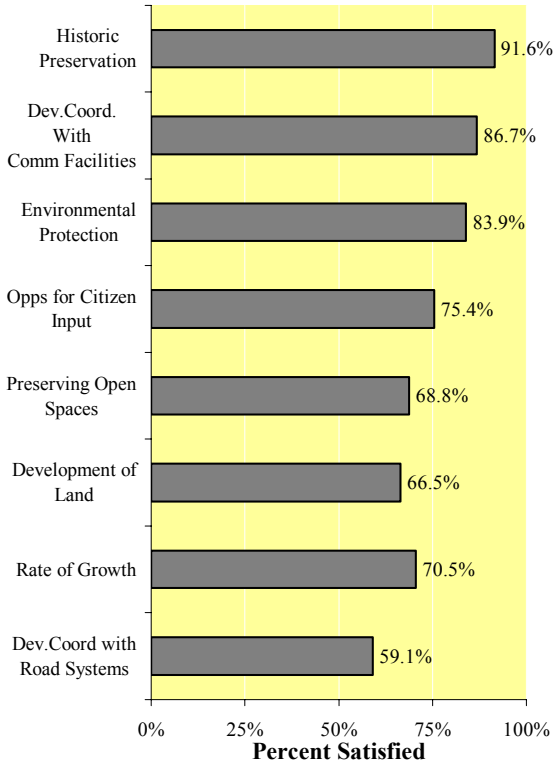
"How satisfied are you with the County's efforts in historic preservation?"

The level of satisfaction with historic preservation was substantially higher than that of efforts to protect the environment and preserve open spaces, with 91.6 percent expressing satisfaction, a rating that is not significantly different from than the 88.4 percent satisfaction reported in 2007.

Two additional questions concerned the County's efforts at coordinating development. When asked about satisfaction with the way residential and business development is coordinated with transportation and road systems, more than half (59.1%) expressed satisfaction, a significant increase from the 48.6 percent satisfaction reported in 2008 when this question was last asked. When asked about satisfaction with the way residential and business development is coordinated with the location of community facilities, such as police and fire stations, libraries, schools, and parks, 86.7 percent expressed satisfaction. This rating also is significantly higher than the 73.7 percent satisfaction reported in 2007 when the question was last asked.

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

Figure V-6: Satisfaction with Development Items, 2009



Appearance

Two questions were posed to residents about the appearance of the County. Residents were first asked how satisfied they were with the visual appearance of new development in the County. Secondly, residents were asked to rate their satisfaction with the County in preventing neighborhoods from deteriorating and making sure the neighborhood is well kept. In addition, respondents were asked a number of rotating items

on the safety of buildings, residential and non-residential, constructed in the County in the last two years, which were added to the survey in 2001.

The visual appearance of new development was satisfactory for 88.1 percent of residents, with 39.4 percent saying they were very satisfied. Residents were somewhat less satisfied with the job the County is doing in preventing neighborhoods from deteriorating and making sure the community is well kept (72.1%), with 42.1 percent being somewhat satisfied and 30.0 percent very satisfied. Neither item showed a significant increase in satisfaction from last year (84.5% and 68.6% respectively), but both are up significantly from the 2007 satisfaction levels of 78.5 percent and 66.9 percent, respectively.

The satisfaction with these areas was compared across various demographic characteristics and is reported in Appendix E. Residents looking for work, those in the $35K to $50K income category and renters were significantly more satisfied with efforts to prevent neighborhood deterioration, as were residents who indicated they were Black or Hispanic. Hispanic residents also reported significantly more satisfaction with the visual appearance of new development, as did residents with children. Residents who have lived in the County for 20 or more years were least satisfied with the efforts to prevent neighborhood deterioration.

For the second time in as many years, respondents were asked about the safety of buildings, residential and non-residential, constructed in the County in the last two years. Overall, 94.2 percent expressed satisfaction, with 51.3 percent saying they were very satisfied and 42.9 saying they were somewhat satisfied. This rating was a significant improvement over 2008's rating of 89.2 percent.

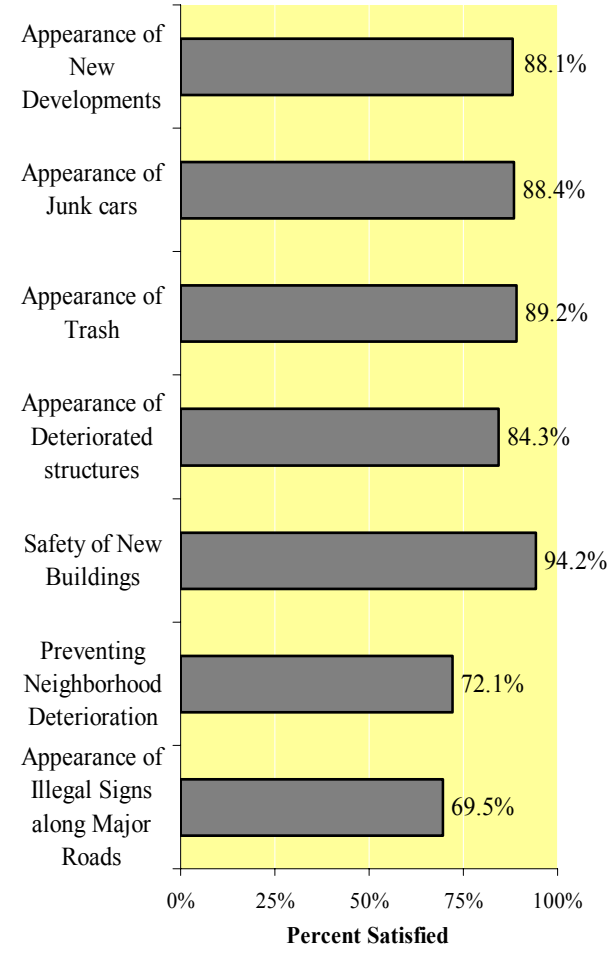
With respect to the safety of new buildings, parents with children under 18 (96.8%) were significantly more likely to be satisfied compared to non-parents, as were those looking for work (100%) compared to those working full-time or retired. There were no significant differences with respect to geographic area.

Asked about the appearance of the County in regards to the amount of trash, debris, and litter along roadways and neighborhoods, 89.2 percent expressed satisfaction. This rating is significantly higher than the 78.1 percent satisfied reported in 2007. Also up significantly and dramatically from when the question was last asked in 2007, was satisfaction with the number of illegal signs and advertisements along major roads, with 69.5 percent satisfied (as compared to 49.2% in 2007). This change can be attributed in part to the downturn in the economy and the housing market in the County.

Most respondents (84.3%) were satisfied with the appearance of the County in regards to deteriorated buildings and other structures, and 88.4 percent were satisfied with regards to junk cars on roadways and neighborhoods. This year's satisfaction with the efforts to prevent deteriorated buildings and junk cars is significantly higher from that of 2007 when these items were rated satisfactorily by 74.1 percent and 78.1 percent of respondents, respectively.

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

Figure V-7: Satisfaction with Appearance Items, 2009



New Jobs

All respondents were asked a screener question to determine if they were familiar enough with the County's efforts to attract new jobs and businesses to be able to rate those efforts. Over one-quarter (26.2%) of the respondents said that they were familiar with those efforts, not significantly different than in 2008, when 28.8 percent were familiar. Only those respondents familiar with the efforts of the County to attract new jobs and businesses were asked to rate how well the County was doing.

A total of 73.2 percent said they were satisfied, with 30.0 percent reporting that they were very satisfied. This level of satisfaction does not differ from the 77.8 percent who were satisfied last year.

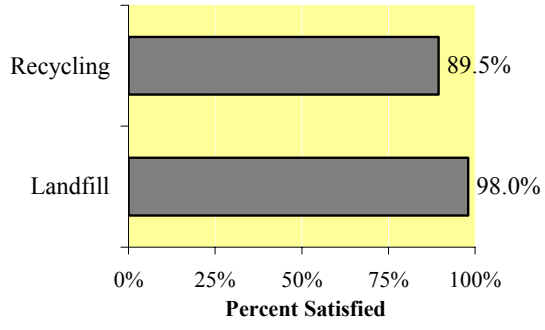
Waste Management

Regarding the landfill, approximately half (40.5%) of the responding PWC residents had taken trash to the County's landfill at Independent Hill. In 2008, 45.2 percent said they had taken trash to County's landfill. The vast majority, 98.0 percent, were satisfied with the landfill (88.9% very satisfied). This year's satisfaction is no different than the 98.3 percent satisfied reported in 2008.

In terms of recycling, 89.5 percent said they were satisfied with the County recycling services. This item is not significantly different from the 88.3 percent reported in 2007 when the question was last asked.

Figure V-8 illustrates the satisfaction with waste management services.

Figure V-8: Satisfaction with Waste Management Services, 2009



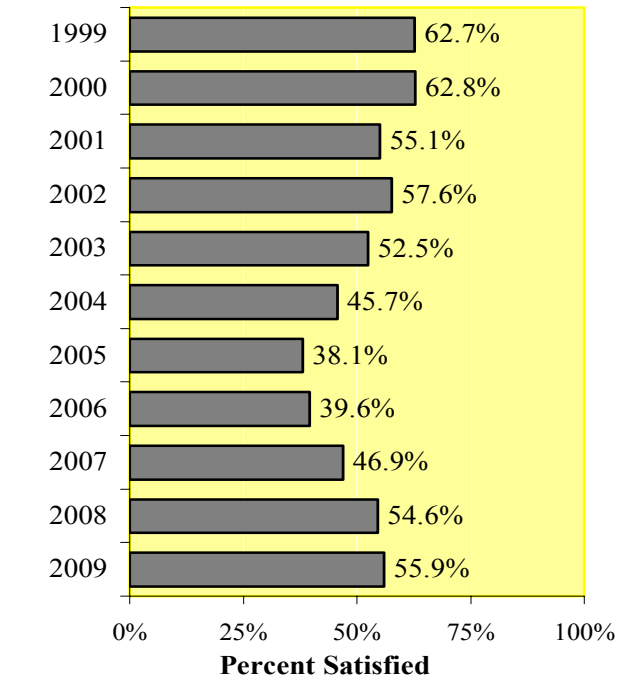
Transportation

Getting around is not always easy in the Northern Virginia area. Each year, respondents are asked how satisfied they are with the ease of travel or getting around within Prince William County. This year 55.9 percent were satisfied, significantly more than each year since 2004, though the difference in satisfaction is not significant between 2008 and this year's survey. In 2005, 38.1 percent were satisfied, in 2007, 46.9 percent were satisfied and in 2008 54.6 percent expressed satisfaction.

Figure V-9 illustrates the pattern of satisfaction with transportation within the County over the past 10 years, illustrating residents' increasing dissatisfaction from 2004 to 2006 and the recent improvements.

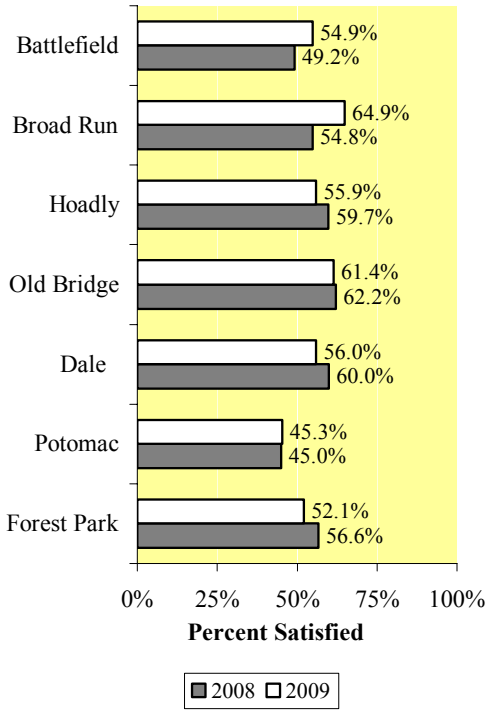
As already noted in the discussion of development issues above, more than one-half (59.1%) of the respondents said they were satisfied with the way residential and business development is coordinated with the transportation and road systems. This year's rating is significantly higher than the 48.6 percent reported in 2008 and the 35.5 percent reported in 2007. This question, which was one of the rotating questions in prior years, was included in the set of core questions starting in 2008.

Figure V-9: Satisfaction with Ease of Travel in the County, 1999-2009



Residents' satisfaction with ease of travel in the County, which did not vary much from last year, are illustrated in Figure V-10 by area. The least satisfied were those in the Potomac (45.3%) and Forest Park (52.1%) areas. Respondents from Broad Run (64.9%) and Old Bridge (61.4%) were the most satisfied with travel in the County.

Figure V-10: Satisfaction with Ease of Travel in the County by Geographic Area, 2008-2009



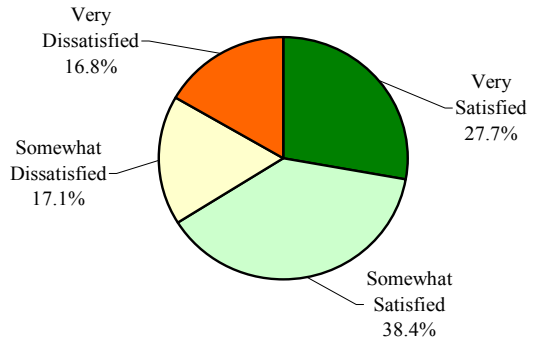
It must be noted that the transportation problem is not one unique to Prince William County. Respondents were also asked how satisfied they were with the ease of travel in Northern Virginia outside of Prince William County, and that produced the lowest satisfaction ratings among all items in the entire survey. Only 40.8 percent of respondents were satisfied with the ease of travel in Northern Virginia, with only 12.8 percent being very satisfied. Although this year's satisfaction is lower than all the items rated on the survey, it is virtually unchanged from the 37.2 percent of residents satisfied in 2008, but significantly higher than the 27.7 percent satisfaction from 2007.

Some groups of respondents were even less satisfied with the ease of travel outside the county than others (see Appendix E). Residents of Hoadly, those working full- or part-time, residents older than 25 years, Blacks, non-Hispanics, those with more than a high school education and those earning more than $35K were most likely to be dissatisfied with travel outside of the County. (As will be seen in Section VII, many of these groups – those with higher income and education, for example – are more likely to be commuters.)

Respondents were also asked how satisfied they were with public transportation provided to Prince William County residents for destinations within the Prince William area and for destinations elsewhere in Northern Virginia and Washington, DC. Respondents were much more satisfied with public transportation than they were with the ease of travel.

As is illustrated in Figure V-11, about two-thirds (66.1%) of the respondents reported that they were satisfied with public transportation provided to Prince William County residents for destinations within Prince William County, with 27.7 percent indicating that they were very satisfied. This rating is significantly higher than the 57.0 percent satisfaction rating reported in 2007, the last time the question was asked.

Figure V-11: Satisfaction with Public Transportation within the County, 2009



There were some differences in satisfaction with public transportation based on education, length of residence, area and ethnicity. In general, respondents with lower levels of education were more likely to be satisfied than those with college. For example, 78.0 percent of residents with high school education or less expressed satisfaction compared to 60.6 percent of those residents with a 4-year degree. Residents who have been living in Prince William County for a period of 6 to 10 years (50.1%) were less likely to be satisfied than residents who have been in the County for under six or over ten years. With respect to the geographic areas, Battlefield residents (53.0%) were less likely to be satisfied than Old Bridge

residents (72.6%) and Dale residents (77.0%), who expressed the highest levels of satisfaction.

Those dissatisfied with public transportation within the County were asked what would make them more satisfied. About half (49.3%) wanted services to other locations, one-third (36.3%) wanted more frequent services and 14.1 percent said they would like service hours to be longer or service on weekends.

When asked about public transportation to destinations elsewhere in Northern Virginia or Washington, 68.5 percent were satisfied, with 30.1 percent saying they were very satisfied. This rating is not significantly different from the 65.0 percent satisfied reported in 2007.

There are some significant differences on this rating with respect to the demographic variables. However, as with satisfaction with public transportation provided to Prince William County residents for destinations within Prince William County, Battlefield residents (50.1%) were less likely to be satisfied with public transportation to destinations elsewhere in Northern Virginia or Washington than residents in all the other areas. Residents with high school or less (79.8%) were more likely to be satisfied than their more educated counterparts, as were those who had lived in the area less than two years compared to those who had lived in the County for 6 to 10 years. Black residents, those of Hispanic origin, those between 18 and 25 years, those looking for work, and those earning less than $35K annually were more likely to be satisfied with public transportation outside the County (see Appendix E).

Figure V-12 illustrates mean satisfaction levels for transportation items. Table V-1 indicates trends in satisfaction for all development and transportation items for 1993 and over the past five years.

Figure V-12: Satisfaction with Transportation Items, 2009

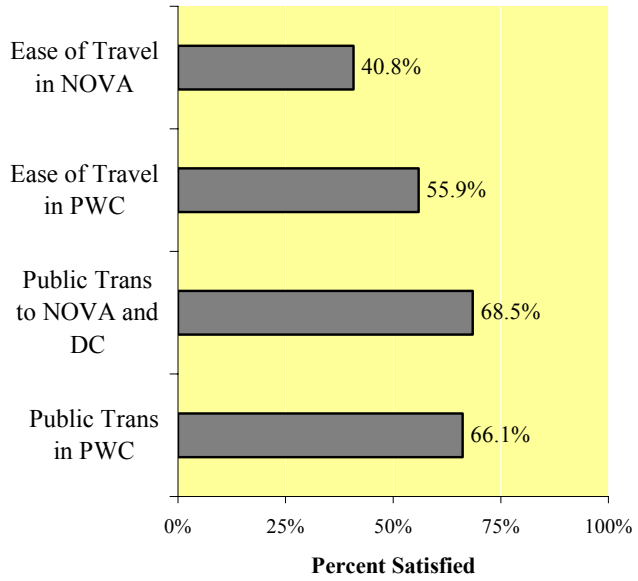


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Table V-1: Trends in Developmental Issues, 1993 and 2005-2009

		PERCENT SATISFIED					
Item Number	**Satisfaction Item**	**1993**	**2005**	**2006**	**2007**	**2008**	**2009**
LAND	Planning and Land Use	53.9	44.8 [0,1,2,3,4,5,6,7,8,9,10]	44.9 [0,1,2,3,4,5,6,7,8,9,10,11]	47.5 [0,2,3,5,6,7,8,9,10]	56.4 [11,12,13,14]	66.5 [0,1,2,3,4,5,6,7,8,9,10,11,12,13,14,15]
GROWTHC	Growth in County	—	47.2 [8,9]	44.5 [8,9,10]	44.0 [8,9,10,11]	56.1 [10,11,12,13,14]	70.5 [8,9,10,11,12,13,14,15]
NEWJOBS	Attract New Jobs and Businesses	—	82.4 [10,11]	78.7 [10,11]	79.0 [0,1,2,9,10,11]	77.8 [1,2,9,10]	73.2 [0,2,7,12]
INPUTDEV	Citizen Input Opportunity re: Development	—	66.8 [9,11]	68.5 [9,11]	66.6 [11]	74.9 [3,4,6,8,9,11,12,13,14]	75.4 [3,4,5,6,8,9,10,11,12,13,14]
ROADDEVA	Coordination of Development with Road Systems	—	34.9 [8,10]	—	35.5 [8,10]	48.6 [12,14]	59.1 [8,10,12,14,15]
SVEDEVA	Coordination of Development with Community Facilities	—	80.1 [3,6,7]	—	73.7 [3,4,5,6,7,8,10,12]	—	86.7 [4,5,8,10,12,14]
VISDEV	Appearance of New Development	—	80.8 [3,6,7]	82.2 [3,7]	78.5 [3,6,7,9]	84.5 [4,8,10,12,14]	88.1 [4,5,8,9,10,11,12,13,14]
NEIGHBOR	Prevent Neighborhood Deterioration	67.8	70.8	68.7 [8]	66.9 [2,5,7,11]	68.6	72.1 [10,14]
BUILDNGS	Safety of New Building	—	—	—	—	89.2	94.2 [15]
BUILDNGC	Appearance of Deteriorated Buildings	—	81.4 [8]	—	74.1 [10,12]	—	84.3 [8,14]
ENVRDEVA	Efforts to Protect Environment	—	71.0	—	73.6 [8]	—	83.9 [8,10,12,14]
SPCEDEVA	Efforts to Preserve Open Space	—	45.1 [3,4,5,6,7,8,10]	—	51.5 [5,6,7,10,12]	—	68.8 [3,4,6,7,8,10,12,14]
HISTORIC	Historic Preservation Efforts	—	81.2	—	88.4 [12]	—	91.6 [12]
TRASHC	Appearance of Trash Along Roads & in Neighborhoods	—	81.7	—	78.1 [10]	—	89.2 [8,10,12,14]
SIGNSC	Appearance of Illegal Signs Along Major Roads	—	62.9 [8,10]	—	49.2 [8,10,12]	—	69.5 [8,10,12,14]
JUNKC	Appearance of Junk Cars on Roads & in Neighborhoods	—	77.7	—	78.1	—	88.4 [8,10,12,14]
RECYCLEC	Recycling Services	—	89.0	—	88.3	—	89.5
LFILLSAT	Landfill	91.7	98.8 [0,1,3,4,5,6,8,9,11]	98.3 [0,1,3,4,5,6,9]	96.0 [4,5,12,13]	98.3 [1,3,4,5,6,9,14]	98.0 [0,1,3,4,5,6]
TRAVEL97	Getting Around	—	38.1 [4,5,6,7,8,9,10,11]	39.6 [4,5,6,7,8,9,10,11]	46.9 [4,5,6,7,8,9,10,12,13]	54.6 [4,7,11,12,13,14]	55.9 [5,6,7,11,12,13,14]
OUTSIDEC	Ease of Travel Around Northern Virginia	—	24.5 [8,10]	—	27.7 [8,10]	37.2 [12,14]	40.8 [10,12,14]
TRANSC2	Public Transportation within Prince William County	—	66.4	—	57.0 [12]	—	66.1 [14]
NOVATRC2	Public Transportation Around Northern Virginia and DC	—	67.4	—	65.0	—	68.5

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

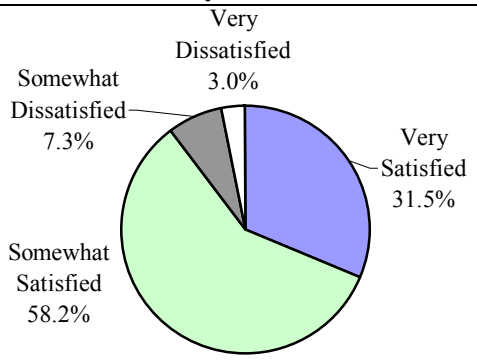
VI. Views of Government

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

Efficient and Effective Service

This year, the citizens of Prince William again reported the extent to which they believe the government provides efficient and effective service. The majority of residents were satisfied with this issue, with 89.7 percent being somewhat or very satisfied (see Figure VI-1). This year's satisfaction is significantly higher than the 85.8 percent satisfaction observed last year. Residents in Potomac (81.8%) were significantly less likely to be satisfied compared to those in Broad Run (92.8%), Hoadly (93.1%), Dale (91.8%) and Forest Park (93.7%). Refer to Appendix E for details.

Figure VI-1: Satisfaction with Efficiency & Effectiveness of County Service, 2009



Trust in Government

Respondents were also asked how often they trust the County government to do what is right. As illustrated in Figure VI-2, the majority (63.4%), reported trusting the County most of the time or just about always. Slightly more than one-third (35.9%) said that the County government could be trusted only some of the time, whereas fewer than 1 percent (0.7%) said that they could never or almost never trust the government.

Residents with graduate degrees (71.9%) were significantly more likely to be trust government more compared to those with a 4-year degree (62.2%) or some college (57.8%). Refer to Appendix E for details.

Figure VI-2: Trust County Government Decisions, 2009

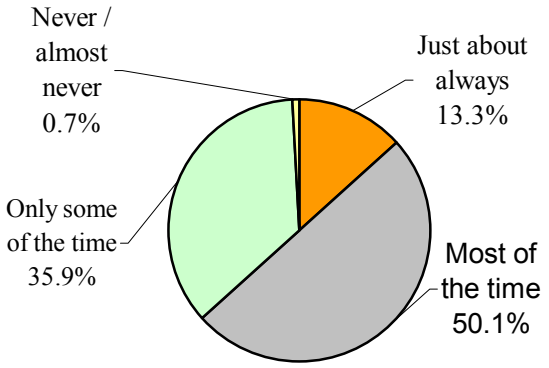


Figure VI-3 illustrates the trends of residents' trust over the last five years of the citizen survey, showing the total percent of respondents who said they would trust the County government most of the time or just about always. This year, there was a significant increase in trust from last year, with the level of trust returning to the levels seen prior to 2008, the year of the controversy over illegal immigration policy in the County.

Figure VI-3: Trust County Government Decisions, 2003-2009

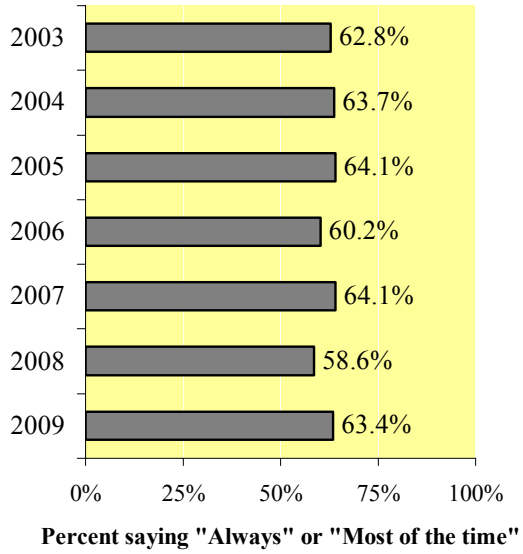
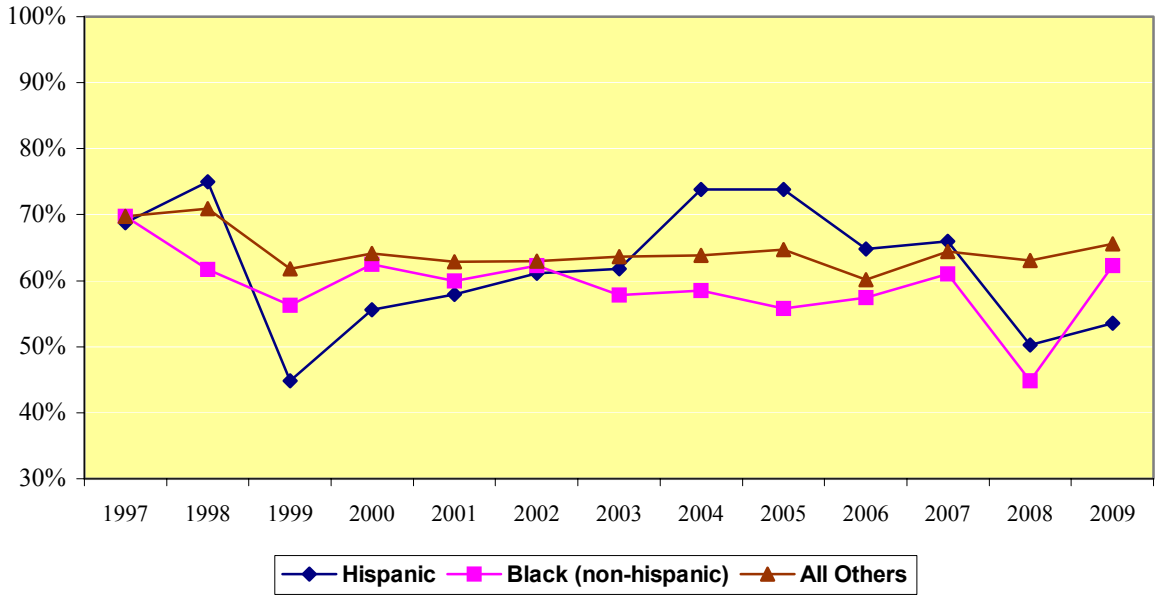


Figure VI-4: Trust County Government Decisions by Race/Ethnicity, 1997-2009



Trust in the County government among Hispanic residents, which had dipped to 50.3 percent in 2008 (the lowest since 1999), rose to 53.6 percent in this year's survey, but the change was not significant. Trust in the County government also rose among non-Hispanic Blacks from an all-time low of 44.8 percent in 2008 to 62.3 percent this year, but again the change was not significant (see Figure VI-4).[12]

View of Taxes

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

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

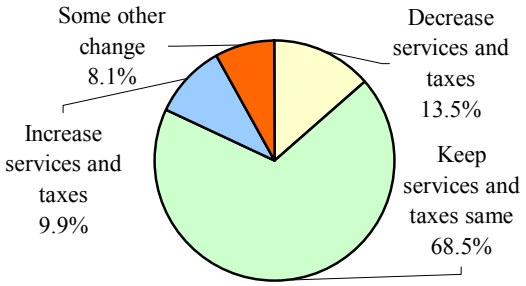
Due to the decline in assessed values in the County in recent years, and the general economic downturn, the County government has had to deal with substantial budget shortfalls compared to prior years. This year, 68.5 percent of our respondents preferred the middle path of maintaining services and taxes at roughly current levels. Another 13.5 percent said that they would cut services and taxes, whereas 9.9 percent opted for increased services and taxes, and 8.1 percent suggested some other change (see Figure VI-5). Compared to 2008, fewer people believed that both services and taxes should be cut (16.2% in 2008 versus 13.5% in 2009) and more people wanted to keep services and taxes the same (63.9% in 2008 versus 68.5% in 2009) or increase taxes and services (8.8% in 2008 versus 9.9% in 2009)

Residents looking for work, those with a high school education or less, those with children under age 5 years, and Asian and Black residents compared to their White counterparts were significantly more likely to prefer decreasing taxes and services. Residents of "Other" races (who are predominantly Hispanics, as discussed earlier) and

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

Whites were significantly more likely to want to keep the level of services and tax the same. Residents were also significantly more likely to say they wanted to preserve the same level of taxes and services this year compared to 2008. Still, college graduates were more likely than those with a high school education or less to support higher levels of service and taxes, as were those who are retired and working full- or part-time compared to those looking for work.

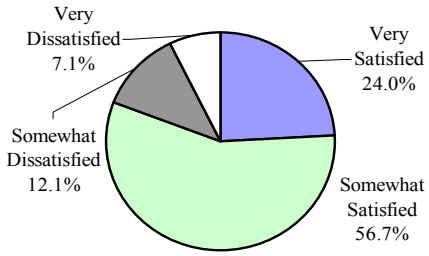
Figure VI-5: Preferred Level of Services and Taxes, 2009



Among those volunteering some other change, 4.2 percent suggested that services should increase while taxes decrease, 1.7 percent said that services should stay the same while taxes decrease and 1.1 percent said that services should be increased while taxes stayed the same, and another 1.1 percent suggested other changes.

Respondents were also asked how satisfied they were with the value provided by the County government for their tax dollar. Figure VI-6 shows that 80.8 percent said they were satisfied with value for tax dollar, with 24.0 percent saying they were very satisfied. This is significantly higher than the 74.8 percent who were satisfied in 2008.

Figure VI-6: Satisfaction with Value for Tax Dollar, 2009



So me groups were more satisfied with the value for their tax dollars than others: the oldest residents (ages 65+), homemakers and those widowed. Residents of Potomac were significantly less likely to be satisfied than residents in other areas (see Appendix E).

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

Figure VI-7: Satisfaction with Government Items, 2009

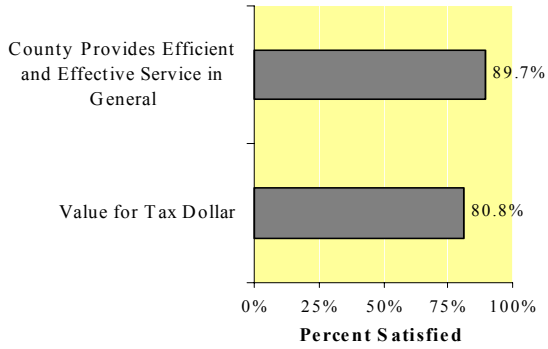


Table VI-1: Trends in Satisfaction with Government, 1993 and 2005-2009

		PERCENT SATISFIED					
Item Number	**Satisfaction Item**	**1993**	**2005**	**2006**	**2007**	**2008**	**2009**
EFFNEFF	County Provides Efficient and Effective Service in General	—	85.3 [4, 5, 7, 10]	84.4 [4, 5, 7, 10]	85.6 [4,5,7,10]	85.8 [5,7]	89.7 [6,8,9,11,12,13, 14,15]
VALUE	Value for Tax Dollar	65.5	79.2 [0, 1, 2, 3]	76.5 [0, 1, 10]	80.2 [0.1,2,11]	74.8 [0,1,5,7,8,10, 12,14]	80.8 [0,1,2,3,4,6,11, 13,15]

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

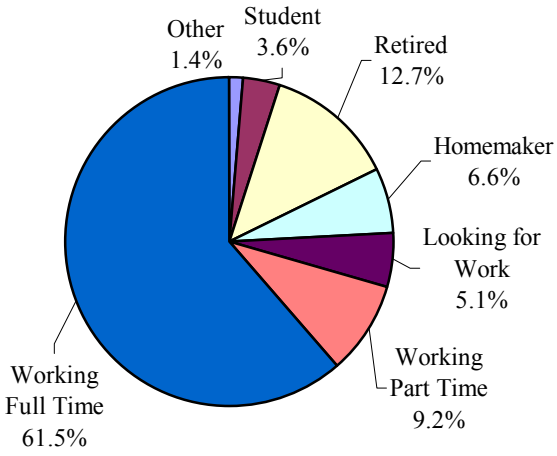
VII. Employment and Commuting

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

Employment

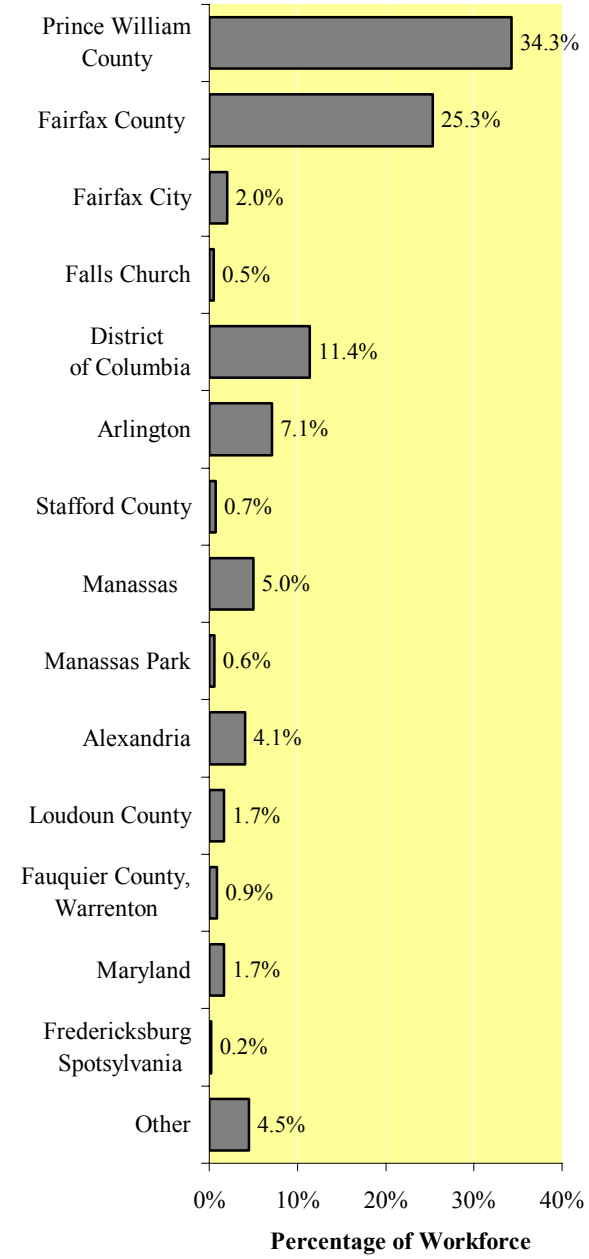
Figure VII-1 shows that the respondents to our survey hold a variety of statuses in the labor force. Slightly less than two-thirds (61.5%) were working full time and an additional 9.2 percent were working part time. Homemakers accounted for 6.6 percent, and 12.7 percent were retired. Students made up 3.6 percent of the sample, and those looking for work also made up 5.1 percent. The percent of respondents looking for work is significantly higher than to 3.0 percent who were looking for work in 2008.

Figure VII-1: Employment Status, 2009



More than a third (34.3%) of the workers in our sample live and work in Prince William County. Slightly more than 5 percent (5.6%) work in Manassas or Manassas Park. The remaining 60.1 percent work elsewhere; 27.8 percent of the workforce commute to Fairfax County, the City of Fairfax, or Falls Church, 11.4 percent work in Washington, DC, 7.1 percent commute to Arlington, and 4.1 percent commute to Alexandria. Figure VII-2 details these findings.

Figure VII-2: Place of Work, 2009



Commuting

The average one-way commute time for all Prince William County workers is 39.7 minutes, an amount of time that is virtually unchanged from the 38.5 minutes reported in 2008, but significantly lower than those reported in 2005, 2006 and 2007. For those who work in Prince William County, the mean commute time is almost 20 minutes (18.4 minutes).

Figure VII-3 illustrates the trend in overall commute time from 2003.

Figure VII-3: Average Commute Time, 2004-2009

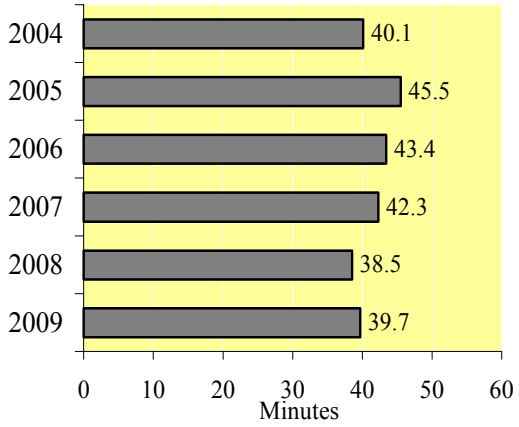
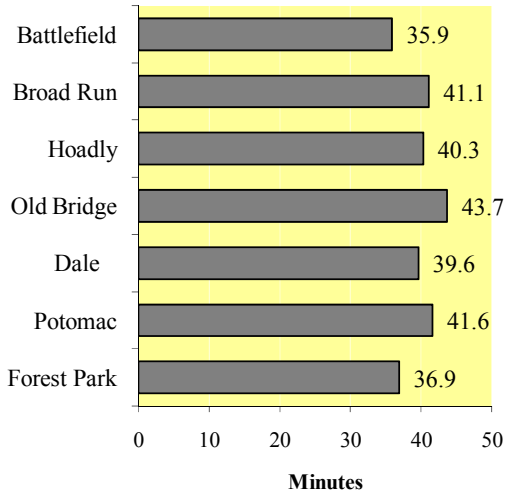


Figure VII-4 shows the variation in average commute time for workers depending on the part of the County in which they reside. The longest commutes are for Old Bridge and Potomac residents, at 43.7 and 41.6 minutes respectively. The shortest commute time is by respondents residing in Battlefield, who commute an average of 35.9 minutes. Old Bridge commuters have a significantly longer commute that those in Battlefield.

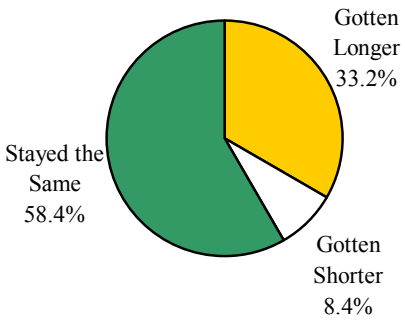
Figure VII-4: Length of Commute by Region, 2009



As in previous surveys, we dichotomized workers into commuters and non-commuters. To be considered a commuter, a worker needed to be commuting outside of Prince William County or Manassas/Manassas Park, and have a commute of 30 minutes or longer. Just over half (53.6%) of the employed respondents met both criteria.

Most of our respondents (83.6%) were commuting to the same place as they were a year ago. Most were also living at the same address (91.0%). Those respondents who were commuting both to the same place from the same place were asked if their commute time to and from work had gotten longer, gotten shorter, or stayed the same during the past year. The majority (58.4%) said that their commute time had stayed the same, but just about one-third (33.2%) of respondents said that it had gotten longer. Approximately eight percent (8.4%) said that it had gotten shorter. Results are shown in Figure VII-5.

Figure VII-5: Change in Travel Time from Last Year, 2009



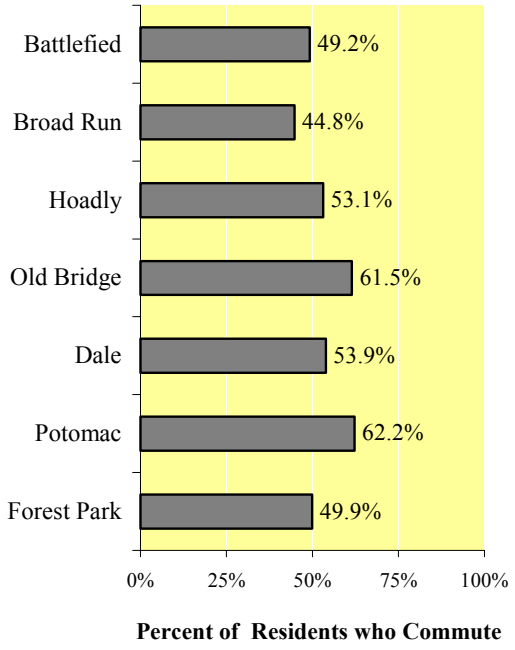
At the request of the County, we once again examined the socio-economic characteristics of commuters in more detail. Unlike last year, but as in previous years, income was correlated with commuter status in this year's survey. However, there has been some change from past years in those who commute. Those earning over $50,000 annually (56.8% of those earning $50-$75K annually and 58.5% of those earning over $75K) were more likely to be commuting compared to those earning less than $35,000 a year (32.2%).

There was a significant difference based on gender, with men being more likely (60.5%) than women (46.6%) to commute. Full-time workers (58.7%) were much more likely to be commuters than part-time workers (20.0%). Those who have lived in Prince William fewer than 2 years (60.4%) were more likely to commute than those residing there for 20 years or more (47.9%). Homeowners are also more likely to be commuters (56.7%) compared to renters (45.2%). In addition, those between the ages of 26 and 64 years (59.3% of 26 to 37-year-olds, 55.8% of those between 38 and 49 years and 56.3% of 50 to 64-year-olds) are more

likely to be commuters compared to their younger (31.9%) or older (28.8%) counterparts. Employed respondents with a college degree (58.3% of those with a 4-year-degree and 63.9% of those with a graduate degree) were more likely to commute than those with some college (45.7%) or a high school education or less (46.8%).

There was also significant difference based on geographic area of residents, with residents of Potomac more likely to commute than those residing in Battlefield and Broad Run; and also residents of Old Bridge more likely to commute than those living in Broad Run. Overall, residents of Broad Run were the least likely to commute and residents of Potomac were the most likely (see Figure VII-6).

Figure VII-6: Percent of Residents Who Commute by Region, 2009



The County was also interested in where jobs were located for commuters in each geographic area of the County. Most commuters are traveling to the Falls Church, Fairfax County and Washington DC areas. This information is detailed in Table VII-11for commuters and Table VII-2 for both commuters and non-commuters together.

Telecommuting

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

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

About one-fifth (21.1%) of the employed respondents said they did telecommute. This is not significantly different from last year's number of 19.2 percent. Those who said they telecommute were asked how often they did: 10.4 percent said they telecommute all the time, 20.2 percent said they telecommute several times a week, 22.6 percent several times a month, 24.2 percent once or twice a month, and 22.6 percent several times a year.

Table VII-1: Job Location of Commuters by Residence Area, 2009

Job Location	Battlefield	Broad Run	Hoadly	Old Bridge	Dale	Potomac	Forest Park
Stafford County		2.9%			1.7%	1.7%	
Fredericksburg/Spotsylvania				1.0%		0.8%	1.8%
Fauquier County/Warrenton		1.4%	0.0%		0.8%		
Loudon County	3.3%	5.8%	2.5%		6.6%	0.8%	1.8%
Fairfax County	59.0%	47.8%	42.5%	33.7%	41.3%	25.2%	40.0%
Fairfax City	4.9%	2.9%		4.1%	1.7%	2.5%	3.6%
Falls Church		1.4%	0.0%	1.0%	1.7%	0.8%	
Arlington	2.5%	4.3%	10.0%	25.5%	15.7%	16.0%	12.7%
Alexandria	5.7%	1.4%	5.0%	5.1%	7.4%	13.4%	9.1%
Elsewhere in VA	3.3%	4.3%	5.0%	6.1%	0.8%	1.7%	
Washington, DC	12.3%	15.9%	25.0%	19.4%	20.7%	28.6%	29.1%
Maryland	4.9%	2.9%	5.0%	1.0%	0.8%	4.2%	
Another location (specify)		2.9%					
Works all over (vol)	4.1%	5.8%	2.5%	3.1%	0.8%	4.2%	1.8%
Elsewhere in USA			2.5%				

Table VII-2: Job Location of Commuters and Non-Commuters by Residence Area

Job Location	Battlefield	Broad Run	Hoadly	Old Bridge	Dale	Potomac	Forest Park
Prince William County	32.8%	33.6%	37.3%	30.4%	38.6%	27.5%	43.2%
Manassas	5.2%	13.8%	6.7%	1.2%	5.4%	2.1%	1.8%
Manassas Park	1.6%	0.7%	1.3%				
Stafford County		1.3%			0.9%	1.0%	2.7%
Fredericksburg/Spotsylvania				0.6%		0.5%	0.9%
Fauquier County/Warrenton	2.4%	1.3%	0.0%		0.4%	0.5%	
Loudon County	1.6%	2.6%	1.3%		3.6%	0.5%	0.9%
Fairfax County	35.6%	25.0%	24.0%	23.6%	23.3%	21.2%	20.7%
Fairfax City	3.6%	1.3%		2.5%	1.3%	1.6%	1.8%
Falls Church		0.7%	0.0%	0.6%	0.9%	0.5%	
Arlington	1.2%	2.0%	5.3%	16.1%	8.5%	10.9%	6.3%
Alexandria	2.8%	0.7%	2.7%	5.0%	4.0%	8.3%	5.4%
Elsewhere in VA	1.6%	2.0%	2.7%	3.7%	0.4%	2.1%	
Washington, DC	6.4%	7.2%	13.3%	12.4%	11.2%	17.6%	15.3%
Maryland	2.4%	1.3%	2.7%	0.6%	0.4%	2.6%	
Another location (specify)		1.3%					
Works all over (vol)	2.4%	5.3%	1.3%	2.5%	0.4%	3.1%	0.9%
Elsewhere in USA	0.4%		1.3%	0.6%	0.4%		

VIII. Summary and Conclusion

The 2009 annual Citizen Satisfaction Survey provides good news for the leadership of Prince William County in almost all areas of service, and unlike in 2008, there were no significant declines in satisfaction levels for any of the areas of service measured in this survey. The preceding sections of this report describe residents' predominantly high level of satisfaction with specific County services. As noted in the introduction, this year's results need to be understood in light of two significant background factors: the introduction in 2008 of the County's illegal immigration enforcement policy, and the dramatic declines in the economy, the housing market and the County's rate of growth after 2007. Several key areas that had declined in 2008 bounced back in 2009 to their prior levels, and other areas rose to new, higher levels. In conclusion, we will consider the entire list of services the survey has rated.

For the second time, this year's survey included cell-phone respondents. This sampling design, which consisted of augmenting the RDD sample with directory listed and cell-phone samples, improved the representativeness of the 2008 and 2009 surveys.

Another feature of this year's survey is the continuation of questions first asked in 2008 relating to the County's illegal immigration enforcement policy, adopted by the County Board of Supervisors (BOCS) in July 2007 and implemented by the Police Department in Spring 2008; and questions about crime victimization and reporting. This year's survey shows significant improvement in items related to the police, with overall satisfaction with the police increasing significantly from 89.0 percent in 2008 to 92.5 percent in 2009. Satisfaction with the police's implementation of the immigration policy (80.5% in 2008 to 85.0% in 2009) and police department's fair treatment of residents (74.3% in 2008 to 78.8% in 2009) also rose significantly in the last year. In other areas, such as the police attitude and behavior and efforts to reduce illegal drugs satisfaction ratings held steady. Gains in satisfaction were particularly strong among Blacks and Hispanics. In 2009 85.5 percent of Hispanics and 93.6 percent of Blacks expressed satisfaction with overall police performance, compared to 72.8 percent of Hispanics and 85.1 percent of Blacks in 2008. In 2009, 68.1 percent of Hispanics and 84.0 percent of Blacks were satisfied with police attitudes and behaviors, compared to 53.5 percent of Hispanics and 76.8 percent of Blacks in 2008. This year, 54 percent of Hispanics and 78.1 percent of Blacks found the Police Department's treatment of residents to be fair compared to 49.4 percent of Hispanics and 61.6 percent of Blacks in 2008. This year, 70.5 percent of Hispanics were satisfied with the Police Department's implementation of the immigration policy, contrasting with 51.0 percent of Hispanics who were satisfied last year (while non-Hispanic Black satisfaction with the implementation did not rise significantly but improved from 76.6% to 83.6%).

While the only significant changes from 2008 were those regarding fair treatment by the police among non-Hispanic Blacks, and among Hispanics regarding the implementation of the immigration policy, the general trend among both groups was rising satisfaction with the police. Among Hispanic residents, significant increases in their general opinion of the County and their wish to continue living here, also indicate that these residents may indeed be more satisfied with the County. It should be noted, however, that while levels of overall, county-wide satisfaction with police attitude and behaviors are more or less back to historic levels, the satisfaction rate among Hispanics is low compared to years prior to 2008.

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

Changes from Prior Years

Overall satisfaction with County services was 90.6 percent, a rating that is nearly the same as that of last year (89.4%). There were a number of significant increases and no significant decreases on satisfaction items from 2008 (or 2007 for the rotating questions).

Almost one-third of the respondents (63.4%) said that they felt that the County could be trusted most

of the time or just about always. These opinions show a significant increase from the 58.6 percent reported in 2008, rebounding to prior year levels.

Nineteen items showed increases in satisfaction

Overall, increases were observed in residents' satisfaction with the police-related items, growth and development and neighborhood appearance.

Core Satisfaction Items:

- Overall satisfaction with the Police Department increased from 89.0 percent in 2008 to 92.5 percent in 2009.
- Satisfaction with the Police Department's implementation of the immigration policy increased from 80.5 percent in 2008 to 85.0 percent in 2009.
- Satisfaction with the Police Department treating residents fairly increased from 74.3 percent in 2008 to 78.8 percent in 2009.
- Satisfaction with the school system providing efficient and effective services increased from 82.2 percent in 2008 to 86.1 percent in 2009.
- Satisfaction with the Health Department increased from 78.9 percent in 2008 to 87.0 percent in 2009.
- Satisfaction with the job the County is doing in planning how land will be used and developed in the County increased from 56.4 percent in 2008 to 66.5 percent in 2009.
- Satisfaction with the Prince William County's growth rate increased from 56.1 percent in 2008 to 70.5 percent in 2009.
- Satisfaction with the way residential and business development is coordinated with the transportation and road systems increased from 48.6 percent in 2008 to 59.1 percent in 2009.
- Satisfaction with the safety of new residential and non-residential buildings in the County increased from 89.2 percent in 2008 to 94.2 percent in 2009.
- Satisfaction with the County providing effective and efficient services in general rose from 85.8 percent in 2008 to 89.7 percent in 2009.
- Satisfaction with value received for tax dollars increased from 74.8 percent in 2008 to 80.8 percent in 2009.

Rotating Satisfaction Items:

- Satisfaction with the Prince William County's efforts to protect the environment increased significantly from 73.6 percent in 2007, when the question was last asked, to 83.9 percent this year.
- Satisfaction with the County's efforts to preserve open spaces increased significantly from the 51.5 percent satisfaction reported in 2007 to 68.8 percent this year.
- Satisfaction with the way residential and business development is coordinated with the location of community facilities, such as police and fire stations, libraries, schools, and parks was at 86.7 percent this year, which is a significant increase over the 73.7 percent of respondent expressing satisfaction in 2007.
- Satisfaction with the appearance of the County in regards to the amount of trash, debris, and litter along roadways and neighborhoods increased significantly from 78.1 percent in 2007 to 89.2 percent this year.
- Satisfaction with the appearance of the County in regards to the number of illegal signs and advertisements along major roads rose significantly from 49.2 percent in 2007 to 69.5 percent this year.
- Satisfaction with the appearance of the County in regards to deteriorated buildings and other structures was at 84.3 percent, which represent a significant increase from the 74.1 percent satisfied in 2007.
- Satisfaction with efforts to prevent junk cars on roadways and neighborhoods increased significantly from 78.1 percent in 2007 to 88.4 percent this year.
- Satisfaction with public transportation rose significantly from 57.0 percent in 2007 to 66.1 percent this year.

No items showed decreases in satisfaction

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

Long-Term Trends

The overall long-term picture remains positive: a combination of steady rates of satisfaction in some indicators and sustained improvement in others over the annual surveys. Prince William County residents are on the whole very satisfied with their County government and quality of life. On most satisfaction items included in the 2009 survey where significant changes in citizen satisfaction have occurred since the baseline survey taken in 1993, changes have been in the direction of greater satisfaction or continued high levels of satisfaction with minor fluctuations from year to year. On only one item, the County's efforts to attract new jobs, did satisfaction decline since 1993.

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

- Satisfaction with the County's value for tax dollars is up more than 15 percentage points since 1993.
- Satisfaction with planning how land will be used and development in the County is up by more than 12 percentage points since 1993.
- Satisfaction with the landfill is up about 6 percentage points since 1993.
- Satisfaction with the services the County provides to the elderly is up by 13 percentage points since 1993.
- Satisfaction with the services provided by the Department of Social Services is up almost 14 percent since 1993.
- Satisfaction with street lighting increased by almost 12 percentage points since 1993.
- Satisfaction with fire protection services is up by almost 2 points since 1993.
- Overall satisfaction with the Police Department is up by almost 4 percentage points.
- Satisfaction with the Police Department's efforts to reduce illegal drugs is up by 9 percentage points since 1993.
- Satisfaction with information provided by the County on government services is up almost 9 percentage points since 1993.
- Satisfaction with voter registration rose more than 4 percentage points since 1993.

This year represents an upturn in satisfaction with items pertaining to development and growth, while satisfaction with transportation issues remained steady. Satisfaction for these items has trended downward in years prior to 2008. For example, satisfaction with the County's growth rate, which was rated at 44 percent in 2007, decreased from 48.7 percent in 2004 to 44.5 percent in 2006, and increased to 56.1 percent in 2008. This year, satisfaction with the County's growth rate was rated at 70.5 percent, a significant increase in satisfaction over the past eight years. Similarly, satisfaction with land planning and development also increased significantly in the last two years from 47.5 percent in 2007 to 56.4 percent in 2008 to 66.5 percent in 2009. As has already been suggested, the dramatic changes in satisfaction about growth, planning and development are driven by the dramatic downturn in signs of new construction and population growth in the County since 2007. Gains made in satisfaction with ease of travel or getting around Prince William County and satisfaction with ease of getting around Northern Virginia outside of Prince William County held steady in 2009 (55.9% and 40.8%, respectively).

Items related to the Police Department also show a significant upturn compared to 2008, and significant gains in satisfaction were made by schools, the Health Department and the Department of Social Services.

Of the 2009 satisfaction items, twenty-one were asked of respondents in 1993. None of this year's ratings had decreased significantly from its 1993 rating.

Overall Quality of Life

With regard to overall quality of life, Prince William County remains a place that people believe is a good place to live. On a scale of 1 to 10, with 10 being the highest quality, the mean rating has increased from 6.90 in 1993 to 6.98 in 2008, a statistically significant improvement. In 2009, the quality of life is rated at 7.30, a mean rating which is significantly higher from last year's mean of 6.98 and represents a return to the high ratings the County enjoyed earlier in this decade.

Services Ranked by Satisfaction Level

Table VIII-2 provides a list of satisfaction items, ranked from those with the highest levels of satisfaction to those with the lowest. The respondents rated 62 specific services and a general rating of satisfaction with government services and quality of life in Prince William County, for a total of 64 satisfaction items. The highest rated satisfaction items in our survey related to fire protection, library staff, security in the Courthouse, the landfill facility, medical rescue, voter registration, the Park Authority, library services and 911 phone help. Forty-six of the 64 ranked satisfaction items scored ratings of 80 percent or better. Three items received ratings of less than 60 percent: satisfaction with ease of travel around Northern Virginia outside of Prince William County, ease of travel around Prince William County, and coordination of development with road systems.

The general County government rating, perhaps the single most important item in the survey, has a high satisfaction level of 90.6 percent. More than one-third said they were "very satisfied" with the services of the County government in general. While this is a high rating, it is something of a puzzle that it did not increase more in a year where so many specific services in important areas were rate substantially higher than in 2008.

Table VIII-3 ranks all satisfaction items for 2009 by visibility. The visibility refers to the percentage of County residents who are sufficiently familiar with a service to be able to rate it. For example, if 10 percent of those asked about a service say they do not know how to rate it or do not have an opinion about its rating, then that service has a visibility of 90 percent. For some services, we specifically asked respondents a screening question to determine if they were familiar enough with a particular service to give it a rating.

Table VIII-4 is a list of all satisfaction items, categorized by level of visibility and satisfaction level. Figure VIII-1 illustrates those numbers graphically.

Conclusions

Overall, residents of Prince William County are satisfied with the services they receive. After a troubled year for public opinions about the government in 2008, opinions have rebounded to prior year levels in many areas. With the downturn in housing and the economy, satisfaction has risen to new highs in the areas of growth and development, areas of low citizen satisfaction in years prior to 2008. Hispanic satisfaction, while still lower than that of others in some areas, differs less sharply from non-Hispanic opinion than it did in 2008.

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

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

Table VIII-1: Percent Satisfied for All Satisfaction Items, 1993 and 2005-2009

Item Number	Satisfaction Item	1993	2005	2006	2007	2008	2009
	General Satisfaction with Government Services						
CTYSAT97	Services of the County Government in General	90.5	92.1 [6, 10]	90.8 [5, 7]	89.5 [2,4,5,7,9,12]	89.4 [2,4,5,7,9]	90.6 [5,7,9]
VOTE	Voter Registration	91.5	97.0 [0, 1, 2, 3, 11]	95.2 [0, 2, 4, 5]	94.9 [0,4,5,9,12]	97.0 [0,1,2,3,11,14]	95.7 [0,2,5]
GOVTSERV	Information on Government Services	70.9	84.3 [0, 1, 2, 5, 6, 8, 9, 10]	79.7 [0, 1, 2, 7,12]	78.8 [0,1,7,12]	81.1 [0,1,2, 6,7]	79.7 [0,1,2,6,7,12]
PCTUP	Efficiency/effectiveness of voting precinct	—	—	—	—	92.8	95.3
	Public Safety						
POLICE	Overall Satisfaction with Police	88.7	93.7 [0, 1, 4]	92.5 [0, 1]	92.3 [0,1]	89.0 [5,7,8, 9,10,11,12, 13,14]	92.5 [0,1,15]
ATTITUDE	Police Attitudes and Behaviors/Citizens	—	88.4 [3, 4]	86.6	87.9	79.3 [5,7,8, 9,10,11,12, 13,14]	84.4 [12]
POLFAIR	Police Dept. treats everyone fairly	—	—	—	—	74.3	78.8 [15]
PPOLICY	Job Police is carrying out immigration policy	—	—	—	—	80.5	85.0 [15]
DRUGS	Reducing Illegal Drugs	79.2	84.3 [0, 1]	90.8 [5, 7]	83.2 [1]	87.7 [0,1,2, 3,4,6,7,8,9, 10,13,14]	88.3 [0,1,2,3,4,5,6,7, 8,9,10,11,12,13,14]
FIRE	Fire Protection	97.2	98.2 [1, 6]	97.9 [1]	98.4 [1,6]	96.6	98.7 [0,1,2,3,5,6,7,8, 10]
RESCUE	Medical Rescue	96.6	98.3 [0, 1, 2, 3, 4, 6, 8]	95.7 [5, 9,12]	98.5 [0,1,2,4,6,8,13]	95.8 [1,3,5, 12,14]	97.9 [1,4,6,13]
COURTSAT	Security in Courthouse	—	96.3	—	97.3	99.0 [12]	98.2
EMSATIS	911 Phone Help	—	95.2 [3]	92.5	94.6	94.1	94.8 [3]
EMTIMEB	Time for Help to Arrive	—	90.6 [5, 6, 9]	86.0	89.3 [6,9]	83.6 [12]	89.4 [5,6,9]
EMASSTB	Assistance on the Scene	—	94.9 [1, 4, 6, 9, 10]	90.1	92.6	86.7 [7,12]	92.8 [4]
AMCRIME	Safety In Neighborhood in Daylight	—	92.8 [4]	93.0 [4]	94.3 [2,3,4,5,9,11]	91.9 [6,14]	93.0 [4]
PMCRIME	Safety in Neighborhood after Dark	—	85.7 [2, 3, 4]	85.6 [2, 3, 4]	86.7 [2,3,4,5]	85.8 [2,3,4]	86.7 [2,3,4,5,6]
STRLTA	Street Lighting	71.2	82.0 [0, 1, 2, 3, 4, 6, 10]	—	73.8 [5,7,8,12]	84.7 [0,1,2, 3,4,6,8,10,14]	82.8% [0,1,2,3,4,6, 8,10,14]
SHERIFFA	Sheriff's Office Performance	—	—	—	94.5	95.2	94.0
ATTITUT	Sheriff's Office Attitudes and Behaviors Toward Citizens	—	—	—	91.9	90.6	92.6
ANIMALA	Animal Control	84.8	88.0 [2,6,8,10]	—	84.5	—	87.4 [2,8,10]
MOSCONT	Mosquito Control	—	83.5 [10]	—	84.1 [10]	—	83.3 [10]

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

Table VIII-1 (cont'd.): Percent Satisfied for All Satisfaction Items, 1993 and 2005-2009

Item Number	Satisfaction Item	1993	2005	2006	2007	2008	2009
	Public Services						
SCHL4	School System Provides Efficient and Effective Service	—	84.0 [4, 5, 6, 7, 8, 9, 10]	83.7 [4, 5, 6, 7, 8, 9, 10]	84.4 [6,7,8]	82.2[6,7,8]	86.1[4,5,6,7,8,9, 10,11,15]
LIBRARY	Library Services	94.9	96.8 [5]	95.5 [5]	94.4[2,5,6,7,8,9, 12]	95.6[5,6]	95.0[5,6]
LIBRYSAT	Library Staff	98.2	99.1	99.2	98.9	98.1[8]	98.5
PARK	Park & Recreation Facilities and Programs	88.7	87.9 [2]	87.6 [2, 11]	89.6	89.9[3, 5]	90.9[1,3,5,13]
PARK2	Park Authority Provides Efficient & Effective Service	—	94.8	94.3	93.7	93.4	95.4
CTYSERV2	Service Authority Provides Efficient & Effective Service	—	93.4 [7, 11]	93.1 [7, 11]	93.3 [7,11]	94.3[7,9,11]	92.9[7,11]
ELDERLY	Helping the Elderly	68.3	83.4 [0, 1, 3, 10, 11]	81.0 [0, 1, 3]	83.2 [0,1,3,10,11]	77.2[0,5,7,8,12,14]	81.4[0,1,3]
DSSSAT	Satisfaction with DSS	60.3	76.4 [0, 1, 2]	69.6 [0, 5]	73.8 [0,2]	68.0[5]	74.1[0,1,2]
HLTHSAT	Health Department	84.6	86.2	82.6 [5, 7, 8]	83.9 [5,7]	78.9[1,5,6,7,8,9, 10,12]	87.0[2,15]
MENTHPB	Services to People with Mental Health Problem	—	—	79.2	—	82.1	72.70
MENTRET	Services to Those with Mental Retardation	—	85.6	77.1	73.3 [12]	85.6[14]	87.6[14]
MENTEIS	Early Intervention Services	—	78.3	81.3	73.7	81.8	86.5[14]
MENTSUB	Services to People with Substance Abuse Problems	—	73.1	73.0	63.7	80.4[14]	71.0
MENTALL	Overall services of CSB	—	86.7	83.1	73.9[12]	86.9[14]	83.1
	Communication with the County						
HELPFUL2	Helpfulness of Employees	79.3	82.0[6]	80.1	79.8	79.6	79.9
HELPFULA	Helpfulness of Employees on Tax Questions	79.3	87.4[2,5,6]	—	85.2[6]	85.8	86.1[5,6]
TIMESATA	Time Taken for Requests to be Answered	—	88.2[3,6,7]	—	83.2[6]	88.4[3,7]	88.9[2,3,6,7]
NET2	County Website	—	92.6	92.9	93.9	90.0	92.9

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

Table VIII-1 (cont'd.): Percent Satisfied for All Satisfaction Items, 1993 and 2005-2009

Item Number	Satisfaction Item	1993	2005	2006	2007	2008	2009
	Planning and Development						
LAND	Planning and Land Use	53.9	44.8 [0,1,2,3,4,5,6,7,8,9,10]	44.9 [0,1,2,3,4,5,6,7,8,9,10,11]	47.5 [0,2,3,5,6,7,8,9,10]	56.4 [11,12,13,14]	66.5 [0,1,2,3,4,5,6,7,8,9,10,11,12,13,14,15]
GROWTHC	Growth in County	—	47.2 [8,9]	44.5 [8,9,10]	44.0 [8,9,10,11]	56.1 [10,11,12,13,14]	70.5 [8,9,10,11,12,13,14,15]
NEWJOBS	Attract New Jobs and Businesses	—	82.4 [10,11]	78.7 [10,11]	79.0 [0,1,2,9,10,11]	77.8 [1,2,9,10]	73.2 [0,2,7,12]
INPUTDEV	Citizen Input Opportunity re: Development	—	66.8 [9,11]	68.5 [9,11]	66.6 [11]	74.9 [3,4,6,8,9,11,12,13,14]	75.4 [3,4,5,6,8,9,10,11,12,13,14]
ROADDEVA	Coordination of Development with Road Systems	—	34.9 [8,10]	—	35.5 [8,10]	48.6 [12,14]	59.1 [8,10,12,14,15]
SVEDEVA	Coordination of Development with Community Facilities	—	80.1 [3,6,7]	—	73.7 [3,4,5,6,7,8,10,12]	—	86.7 [4,5,8,10,12,14]
VISDEV	Appearance of New Development	—	80.8 [3,6,7]	82.2 [3,7]	78.5 [3,6,7,9]	84.5 [4,8,10,12,14]	88.1 [4,5,8,9,10,11,12,13,14]
NEIGHBOR	Prevent Neighborhood Deterioration	67.8	70.8	68.7 [8]	66.9 [2,5,7,11]	68.6	72.1 [10,14]
BUILDNGS	Satisfaction with the Safety of Buildings, Residential and Non-Residential, Constructed in the County in the last Two Years	—	—	—	—	89.2	94.2 [15]
BUILDNGC	Appearance of Deteriorated Buildings	—	81.4 [8]	—	74.1 [10,12]	—	84.3 [8,14]
ENVRDEVA	Efforts to Protect Environment	—	71.0	—	73.6 [8]	—	83.9 [8,10,12,14]
SPCEDEVA	Efforts to Preserve Open Space	—	45.1 [3,4,5,6,7,8,10]	—	51.5 [5,6,7,10,12]	—	68.8 [3,4,6,7,8,10,12,14]
HISTORIC	Historic Preservation Efforts	—	81.2	—	88.4 [12]	—	91.6 [12]
TRASHC	Appearance of Trash Along Roads & in Neighborhoods	—	81.7	—	78.1 [10]	—	89.2 [8,10,12,14]
SIGNSC	Appearance of Illegal Signs Along Major Roads	—	62.9 [8,10]	—	49.2 [8,10,12]	—	69.5 [8,10,12,14]
JUNKC	Appearance of Junk Cars on Roads & in Neighborhoods	—	77.7	—	78.1	—	88.4 [8,10,12,14]
RECYCLEC	Recycling Services	—	89.0	—	88.3	—	89.5
LFILLSAT	Landfill	91.7	98.8 [0,1,3,4,5,6,8,9,11]	98.3 [0,1,3,4,5,6,9]	96.0 [4,5,12,13]	98.3 [1,3,4,5,6,9,14]	98.0 [0,1,3,4,5,6]

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

Table VIII-1 (cont'd.): Percent Satisfied for All Satisfaction Items, 1993 and 2005-2009

Item Number	Satisfaction Item	1993	2005	2006	2007	2008	2009
	Planning and Development (cont'd)						
TRAVEL97	Getting around	—	38.1[4, 5, 6, 7, 8, 9, 10, 11]	39.6[4, 5, 6, 7, 8, 9, 10, 11]	46.9[4,5,6,7,8,9,10,12, 13]	54.6[4,7,11, 12,13,14]	55.9[5,6,7,11,12,13, 14]
OUTSIDEC	Ease of Travel around Northern Virginia	—	24.5[8, 10]	—	27.7[8,10]	37.2[12,14]	40.8[10,12,14]
TRANSC2	Public Transportation within Prince William County	—	66.4	—	57.0[12]	—	66.1[14]
NOVATRC2	Public Transportation Around Northern Virginia and DC	—	67.4	—	65.0	—	68.5
	Government						
EFFNEFF	County Provides Efficient and Effective Service in General	—	85.3[4, 5, 7, 10]	84.4[4, 5, 7, 10]	85.6[4,5,7,10]	85.8[5,7]	89.7[6,8,9,11,12,13, 14,15]
VALUE	Value for Tax Dollar	65.5	79.2[0, 1, 2, 3]	76.5[0, 1, 10]	80.2[0,1,2,11]	74.8[0,1,5,7,8, 10,12,14]	80.8[0,1,2,3,4,6,11, 13,15]

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

Table VIII-2: Ranked List of Satisfaction Items, 2009

Rank	Item Number	Satisfaction Item	Percent Satisfied
1	FIRE	Fire Protection	98.7
2	LIBRYSAT	Library Staff	98.5
3	COURTSAT	Security in Courthouse	98.2
4	LFILLSAT	Landfill	98.0
5	RESCUE	Medical Rescue	97.9
6	VOTE	Voter Registration	95.7
7	PARK2	Park Authority Provides Efficient & Effective Service	95.4
8	PCTUP	Efficiency/effectiveness of voting precinct	95.3
9	LIBRARY	Library Services	95.0
10	EMSATIS	911 Phone Help	94.8
11	BUILDNGS	Satisfaction with the Safety of Buildings, Residential and Non-Residential, Constructed in the County in the last Two Years	94.2
12	SHERIFFA	Sheriff's Office Performance	94.0
13	AMCRIME	Safety In Neighborhood in Daylight	93.0
14	CTYSERV2	Service Authority Provides Efficient & Effective Service	92.9
14	NET2	County Website	92.9
16	EMASSTB	Assistance on the Scene	92.8
17	ATTITUT	Sheriff's Office Attitudes and Behaviors Toward Citizens	92.6
18	POLICE	Overall Satisfaction with Police	92.5
19	HISTORIC	Historic Preservation Efforts	91.6
20	PARK	Park & Recreation Facilities and Programs	90.9
21	CTYSAT97	Services of the County Government in General	90.6
22	EFFNEFF	County Provides Efficient and Effective Service in General	89.7
23	RECYCLEC	Recycling Services	89.5
24	EMTIMEB	Time for Help to Arrive	89.4
25	TRASHC	Appearance of Trash Along Roads & in Neighborhoods	89.2
26	TIMESATA	Time Taken for Requests to be Answered	88.9
27	JUNKC	Appearance of Junk Cars on Roads & in Neighborhoods	88.4
28	DRUGS	Reducing Illegal Drugs	88.3
29	VISDEV	Appearance of New Development	88.1
30	MENTRET	Services to Those with Mental Retardation	87.6
31	ANIMALA	Animal Control	87.4
32	HLTHSAT	Health Department	87.0

Table VIII-2 (cont'd.): Ranked List of Satisfaction Items, 2009

Rank	Item Number	Satisfaction Item	Percent Satisfied
33	PMCRIME	Safety in Neighborhood after Dark	86.7
33	SVEDEVA	Coordination of Development with Community Facilities	86.7
35	MENTEIS	Early Intervention Services	86.5
36	SCHL4	School System Provides Efficient and Effective Service	86.1
36	HELPFULA	Helpfulness of Employees on Tax Questions	86.1
38	PPOLICY	Job Police is carrying out immigration policy	85.0
39	ATTITUDE	Police Attitudes and Behaviors/Citizens	84.4
40	BUILDNGC	Appearance of Deteriorated Buildings	84.3
41	ENVRDEVA	Efforts to Protect Environment	83.9
42	MOSCONT	Mosquito Control	83.3
43	MENTALL	Overall services of CSB	83.1
44	STRLTA	Street Lighting	82.8
45	ELDERLY	Helping the Elderly	81.4
46	VALUE	Value for Tax Dollar	80.8
47	HELPFUL2	Helpfulness of Employees	79.9
48	GOVTSERV	Information on Government Services	79.7
49	POLFAIR	Police Dept. treats everyone fairly	78.8
50	INPUTDEV	Citizen Input Opportunity re: Development	75.4
51	DSSSAT	Satisfaction with DSS	74.1
52	NEWJOBS	Attract New Jobs and Businesses	73.2
53	MENTHPB	Services to People with Mental Health Problem	72.7
54	NEIGHBOR	Prevent Neighborhood Deterioration	72.1
55	MENTSUB	Services to People with Substance Abuse Problems	71.0
56	GROWTHC	Growth in County	70.5
57	SIGNSC	Appearance of Illegal Signs Along Major Roads	69.5
58	SPCEDEVA	Efforts to Preserve Open Space	68.8
59	NOVATRC2	Public Transportation Around Northern Virginia and DC	68.5
60	LAND	Planning and Land Use	66.5
61	TRANSC2	Public Transportation within Prince William County	66.1
62	ROADDEVA	Coordination of Development with Road Systems	59.1
63	TRAVEL97	Getting around	55.9
64	OUTSIDEC	Ease of Travel around Northern Virginia	40.8

Table VIII-3: List of Satisfaction Items Ranked by Visibility, 2009

Rank	Item Number	Satisfaction Item	Visibility	Percent Satisfied
1	TRAVEL97	Ease of Travel in PWC	99.0%	55.9%
2	TRASHC	Appearance of Trash along Roadways & in Neighborhoods	98.7%	89.2%
3	AMCRIME	Safety in Neighborhood in Daytime	98.0%	93.0%
4	PMCRIME	Safety in Neighborhood at Night	97.9%	86.7%
5	OUTSIDEC	Travel in NOVA outside PWC	97.5%	40.8%
6	POLICE	Overall Performance of Police Dept.	95.9%	92.5%
7	VISDEV	Visual Appearance of New Development	95.7%	88.1%
8	CTYSAT97	General Satisfaction with Services	95.7%	90.6%
9	VALUE	Value for Tax Dollar	94.4%	80.8%
10	JUNKC	Appearance of Junk Cars	93.6%	88.4%
11	STRLTA	Street Lighting where Needed	93.0%	82.8%
12	PARK	Providing Park and Recreation facilities and Programs	92.7%	90.9%
13	SIGNSC	Appearance of Illegal Signs along Major Roads	92.1%	69.5%
14	GOVTSERV	Informing Citizens about Government	91.8%	79.7%
15	BUILDNGC	Safety of Buildings	91.5%	84.3%
16	FIRE	Fire Fighting in Area	90.5%	98.7%
17	EFFNEFF	Efficient and Effective Service	90.2%	89.7%
18	RECYCLEC	Recycling services	89.1%	89.5%
19	LIBRARY	Providing Library Services	88.6%	95.0%
20	GROWTHC	Growth Rate of PWC	88.0%	70.5%
21	ATTITUDE	Police Dept. Attitudes Towards Citizens	87.9%	84.4%
22	SVEDEVA	Coordination of Development with Community Facilities	87.8%	86.7%
23	SPCEDEVA	County's Efforts to Preserve Open Space	87.0%	68.8%
24	VOTE	Convenient Ways to Register to Vote	85.8%	95.7%
25	NEIGHBOR	Preventing Neighborhood Deterioration	83.9%	72.1%
26	RESCUE	Emergency Medical Rescue Services	83.7%	97.9%
27	MOSCONT	Mosquito Control	82.2%	83.3%
28	ROADDEVA	Coordination of Development with Road Systems	81.2%	59.1%
29	ENVRDEVA	County's Efforts to Protect Environment	80.7%	83.9%
30	POLFAIR	Police Dept. to Treat Everybody Fairly	80.7%	78.8%
31	LAND	Planning of Land Development (combined)	80.2%	66.5%
32	HISTORIC	County's Efforts in Historic Preservation	79.4%	91.6%

Table VIII-3 (cont'd.): Ranked List of Satisfaction Items by Visibility, 2009

Rank	Item Number	Satisfaction Item	Visibility	Percent Satisfied
33	BUILDNGS	Safety of Buildings	78.3%	94.2%
34	SCHL4	School System Provides Efficient Service	78.2%	86.1%
35	PPOLICY	Police Dept. carrying out Immigration Policy	76.6%	85.0%
36	ANIMALA	Animal Control	75.3%	87.4%
37	DRUGS	Reduce the Use of Illegal Drugs	73.2%	88.3%
38	PCTUP	Efficiency and Effectiveness of the Voting Precinct Setup	70.8%	95.3%
39	LIBRYSAT	Service from Library Staff	69.5%	98.5%
40	INPUTDEV	Opportunities for Citizen Input	68.1%	75.4%
41	NOVATRC2	Public Transportation in NoVA outside PWC	64.3%	68.5%
42	NET2	PWC Government Web Site	61.7%	92.9%
43	CTYSERV2	Service Authority	58.0%	92.9%
44	TRANSC2	Public Transportation in PWC	56.7%	66.1%
45	ELDERLY	Programs for Elderly Population	45.6%	81.4%
46	PARK2	Park Authority	43.6%	95.4%
47	LFILLSAT	Landfill	39.7%	98.0%
48	HELPFUL2	Helpfulness of PWC Employees	36.5%	79.9%
49	COURTSAT	Level of Security in the Courthouse	30.3%	98.2%
50	NEWJOBS	Attracting New Jobs to PWC	24.9%	73.2%
51	DSSSAT	Dept. of Social Services	22.9%	74.1%
52	HLTHSAT	Health Department	21.0%	87.0%
53	SHERIFFA	Overall Performance of Sheriff's Office	20.9%	94.0%
54	ATTITUT	Sheriff's Office Attitudes and Behaviors towards Citizens	20.6%	92.6%
55	EMSATIS	Assistance from 911 Operator	20.3%	94.8%
56	EMTIMEB	Satisfaction with Time for Help to Arrive	19.9%	89.4%
57	HELPFULA	Helpfulness of PWC Employees	19.8%	86.1%
58	EMASSTBD	Assistance on the Scene	19.6%	92.8%
59	TIMESATA	Timeliness of Tax request	19.6%	88.9%
60	MENTALL	Mental Health Services Overall	10.1%	83.1%
61	MENTHPB	Services to People w/ Mental Health Problems	9.4%	72.7%
62	MENTRET	Services to Mental Retardation	7.4%	87.6%
63	MENTSUB	Services to Substance Abuse	7.4%	71.0%
64	MENTEIS	Early Intervention Services	6.1%	86.5%

Table VIII-4: List of Services in Satisfaction/Visibility Categories, 2009

High Satisfaction/High Visibility

Question Name	*Service*
fire	Fire Fighting in Area
rescue	Emergency Medical Rescue Services
vote	Convenient Ways to Register to Vote
library	Providing Library Services
buildngs	Safety of Buildings
amcrime	Safety in Neighborhood in Daytime
police	Overall Performance of Police Dept.
historic	County's Efforts in Historic Preservation
park	Providing Park and Recreation Facilities and Programs
ctysat97	General Satisfaction with Services
effneff	Efficient and Effective Service
recyclec	Recycling Services
trashc	Appearance of Trash along Roadways & in Neighborhoods
junkc	Appearance of Junk Cars
visdev	Visual Appearance of New Development
animala	Animal Control
pmcrime	Safety in Neighborhood at Night
svedeva	Coordination of Development with Community Facilities
schl4	School System Provides Efficient
ppolicy	Police Dept. carrying out Immigration
attitude	Police Dept. Attitudes Towards Citizens
envrdeva	County's Efforts to Protect Environment
moscont	Mosquito Control
strlta	Street Lighting where Needed
value	Value for Tax Dollar

High Satisfaction/Medium Visibility

Question Name	*Service*
librysat	Service from Library Staff
courtsat	Level of Security in the Courthouse
lfillsat	Landfill
park2	Park Authority
pctup	Efficiency and Effectiveness of the Voting Precinct Setup
net2	PWC Government Web Site
ctyserv2	Service Authority
drugs	Reduce the Use of Illegal Drugs
elderly	Programs for Elderly Population

High Satisfaction/Low Visibility

Question Name	*Service*
emsatis	Assistance from 911 Operator
sheriffa	Overall Performance of Sheriff's Office
emasstbd	Assistance on the Scene
attitut	Sheriff's Office Attitudes and Behaviors towards Citizens
emtimeb	Satisfaction with Time for Help to Arrive
timesata	Timeliness of Tax request
mentret	Services to Mental Retardation
hlthsat	Health Department
menteis	Early Intervention Services
helpfula	Helpfulness of PWC Employees
mentall	Mental Health Services Overall

Low to Moderate Satisfaction/High Visibility

Question Name	*Service*
govtserv	Informing Citizens about Government
polfair	Police Dept. to Treat Everybody Fairly
neighbor	Preventing Neighborhood Deterioration
growthc	Growth Rate of PWC
signsc	Appearance of Illegal Signs along Major Roads
spcedeva	County's Efforts to Preserve Open Space
land	Planning of Land Development (combined)
roaddeva	Coordination of Development with Road Systems
travel97	Ease of Travel in PWC
outsidec	Travel in NOVA outside PWC

Low to Moderate Satisfaction/Medium Visibility

Question Name	*Service*
helpful2	Helpfulness of PWC Employees
inputdev	Opportunities for Citizen Input
novatrc2	Public Transportation in NoVA outside PWC
transc2	Public Transportation in PWC

Low to Moderate Satisfaction/Low Visibility

Question Name	*Service*
dsssat	Dept. of Social Services
newjobs	Attracting New Jobs to PWC
menthpb	Services to People w/ Mental Health Problems
mentsub	Services to Substance Abuse

Figure VIII-1: Satisfaction by Visibility, 2009