

Q1. Major categories of services provided by Arlington County are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1298)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5	Don't know 9
Q1a Quality of police services	1.0%	1.9%	8.4%	46.0%	28.8%	14.0%
Q1b Quality of fire & emergency medical & ambulance services	0.1%	0.5%	6.8%	34.4%	33.9%	24.3%
Q1c Quality of the County's emergency preparedness services	0.4%	1.1%	12.7%	30.4%	17.6%	37.8%
Q1d Quality of County parks/ recreation programs	0.4%	1.8%	10.4%	44.9%	34.9%	7.6%
Q1e Quality of County arts/ cultural programs	0.3%	2.2%	16.7%	40.0%	24.7%	16.2%
Q1f Maintenance of County streets	2.7%	14.9%	21.9%	46.7%	11.4%	2.4%
Q1g Management of traffic flow on County streets	3.8%	15.9%	25.9%	40.6%	10.0%	3.9%
Q1h Quality of County water & wastewater services	2.0%	5.5%	16.5%	49.2%	18.3%	8.6%
Q1i Quality of the County's stormwater runoff system	1.8%	6.0%	22.0%	35.1%	13.8%	21.3%
Q1j Enforcement of County codes & ordinances	2.5%	7.1%	22.7%	31.8%	15.1%	20.9%
Q1k Quality of the County's library system	0.5%	2.5%	9.8%	34.1%	40.7%	12.5%
Q1l Effectiveness of the County's Smart Growth practices	1.6%	6.2%	19.4%	31.2%	20.0%	21.5%
Q1m Quality of customer service you receive	1.4%	4.2%	21.0%	41.3%	21.9%	10.2%

Q1. Major categories of services provided by Arlington County are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1298)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5	Don't know 9
Q1n Effectiveness of County communication with the public	1.0%	4.6%	21.3%	43.8%	20.5%	8.8%
Q1o County efforts to preserve & protect the environment	1.3%	4.5%	19.3%	39.4%	20.7%	14.8%
Q1p Quality of County's human services	0.8%	4.2%	17.6%	24.6%	12.4%	40.3%

Excluding Don't Knows

Q1. Major categories of services provided by Arlington County are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (excluding don't know)

(N=1298)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
	1	2	3	4	5
Q1a Quality of police services	1.2%	2.2%	9.8%	53.5%	33.4%
Q1b Quality of fire & emergency medical & ambulance services	0.1%	0.7%	9.0%	45.5%	44.8%
Q1c Quality of the County's emergency preparedness services	0.6%	1.7%	20.4%	48.9%	28.3%
Q1d Quality of County parks/recreation programs	0.4%	2.0%	11.3%	48.6%	37.8%
Q1e Quality of County arts/cultural programs	0.4%	2.6%	19.9%	47.7%	29.4%
Q1f Maintenance of County streets	2.8%	15.3%	22.4%	47.8%	11.7%
Q1g Management of traffic flow on County streets	3.9%	16.5%	26.9%	42.2%	10.4%
Q1h Quality of County water & wastewater services	2.2%	6.0%	18.0%	53.7%	20.1%
Q1i Quality of the County's stormwater runoff system	2.3%	7.6%	28.0%	44.6%	17.5%
Q1j Enforcement of County codes & ordinances	3.1%	9.0%	28.6%	40.2%	19.1%
Q1k Quality of the County's library system	0.5%	2.8%	11.2%	39.0%	46.5%
Q1l Effectiveness of the County's Smart Growth practices	2.1%	7.9%	24.7%	39.7%	25.5%
Q1m Quality of customer service you receive	1.5%	4.7%	23.3%	46.0%	24.4%
Q1n Effectiveness of County communication with the public	1.1%	5.1%	23.4%	48.0%	22.5%

Excluding Don't Knows

Q1. Major categories of services provided by Arlington County are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (excluding don't know)

(N=1298)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5
Q1o County efforts to preserve & protect the environment	1.5%	5.2%	22.6%	46.3%	24.3%
Q1p Quality of County's human services	1.4%	7.1%	29.5%	41.2%	20.8%

1st Choice**Q2. Which FOUR of the areas listed above do you think are most important to improve over the next TWO Years?**

<u>Q2 1st Choice</u>	<u>Number</u>	<u>Percent</u>
A=Quality of police services	77	5.9 %
B=Fire & emergency medical & ambulance services	22	1.7 %
C=County's emergency preparedness services	66	5.1 %
D=Quality of County parks/recreation programs	47	3.6 %
E=Quality of County arts/cultural programs	12	0.9 %
F=Maintenance of County streets	193	14.9 %
G=Management of traffic flow on County streets	183	14.1 %
H=County water & wastewater services	57	4.4 %
I=County's stormwater runoff system	32	2.5 %
J=Enforcement of County codes & ordinances	60	4.6 %
K=Quality of the County's library system	8	0.6 %
L=Effectiveness of the Smart Growth practices	102	7.9 %
M=Quality of customer service you receive	33	2.5 %
N=Effectiveness of County communication	23	1.8 %
O=Efforts to preserve & protect the environment	105	8.1 %
P=Quality of County's human services	108	8.3 %
<u>Z=None chosen</u>	<u>170</u>	<u>13.1 %</u>
Total	1298	100.0 %

2nd Choice**Q2. Which FOUR of the areas listed above do you think are most important to improve over the next TWO Years?**

<u>Q2 2nd choice</u>	<u>Number</u>	<u>Percent</u>
A=Quality of police services	46	3.5 %
B=Fire & emergency medical & ambulance services	43	3.3 %
C=County's emergency preparedness services	56	4.3 %
D=Quality of County parks/recreation programs	38	2.9 %
E=Quality of County arts/cultural programs	17	1.3 %
F=Maintenance of County streets	124	9.6 %
G=Management of traffic flow on County streets	191	14.7 %
H=County water & wastewater services	60	4.6 %
I=County's stormwater runoff system	53	4.1 %
J=Enforcement of County codes & ordinances	54	4.2 %
K=Quality of the County's library system	21	1.6 %
L=Effectiveness of the Smart Growth practices	109	8.4 %
M=Quality of customer service you receive	30	2.3 %
N=Effectiveness of County communication	45	3.5 %
O=Efforts to preserve & protect the environment	119	9.2 %
P=Quality of County's human services	67	5.2 %
<u>Z=None chosen</u>	<u>225</u>	<u>17.3 %</u>
Total	1298	100.0 %

3rd Choice**Q2. Which FOUR of the areas listed above do you think are most important to improve over the next TWO Years?**

<u>Q2 3rd choice</u>	<u>Number</u>	<u>Percent</u>
A=Quality of police services	36	2.8 %
B=Fire & emergency medical & ambulance services	32	2.5 %
C=County's emergency preparedness services	63	4.9 %
D=Quality of County parks/recreation programs	64	4.9 %
E=Quality of County arts/cultural programs	32	2.5 %
F=Maintenance of County streets	102	7.9 %
G=Management of traffic flow on County streets	97	7.5 %
H=County water & wastewater services	54	4.2 %
I=County's stormwater runoff system	40	3.1 %
J=Enforcement of County codes & ordinances	62	4.8 %
K=Quality of the County's library system	19	1.5 %
L=Effectiveness of the Smart Growth practices	96	7.4 %
M=Quality of customer service you receive	60	4.6 %
N=Effectiveness of County communication	47	3.6 %
O=Efforts to preserve & protect the environment	83	6.4 %
P=Quality of County's human services	85	6.5 %
<u>Z=None chosen</u>	<u>326</u>	<u>25.1 %</u>
Total	1298	100.0 %

4th Choice**Q2. Which FOUR of the areas listed above do you think are most important to improve over the next TWO Years?**

<u>Q2 4th choice</u>	<u>Number</u>	<u>Percent</u>
A=Quality of police services	37	2.9 %
B=Fire & emergency medical & ambulance services	34	2.6 %
C=County's emergency preparedness services	62	4.8 %
D=Quality of County parks/recreation programs	61	4.7 %
E=Quality of County arts/cultural programs	36	2.8 %
F=Maintenance of County streets	74	5.7 %
G=Management of traffic flow on County streets	79	6.1 %
H=County water & wastewater services	37	2.9 %
I=County's stormwater runoff system	39	3.0 %
J=Enforcement of County codes & ordinances	54	4.2 %
K=Quality of the County's library system	34	2.6 %
L=Effectiveness of the Smart Growth practices	68	5.2 %
M=Quality of customer service you receive	32	2.5 %
N=Effectiveness of County communication	61	4.7 %
O=Efforts to preserve & protect the environment	106	8.2 %
P=Quality of County's human services	73	5.6 %
<u>Z=None chosen</u>	<u>411</u>	<u>31.7 %</u>
Total	1298	100.0 %

Sum of all Four Choices**Q2. Which FOUR of the areas listed above do you think are most important to improve over the next TWO Years? (all four selections)**

<u>Q2 Sum of all four choices</u>	<u>Number</u>	<u>Percent</u>
A = Quality of police services	196	15.1 %
B = Fire & emergency medical & ambulance services	131	10.1 %
C = County's emergency preparedness services	247	19.0 %
D = Quality of County parks/recreation programs	210	16.2 %
E = Quality of County arts/cultural programs	97	7.5 %
F = Maintenance of County streets	493	38.0 %
G = Management of traffic flow on County streets	550	42.4 %
H = County water & wastewater services	208	16.0 %
I = County's stormwater runoff system	164	12.6 %
J = Enforcement of County codes & ordinances	230	17.7 %
K = Quality of the County's library system	82	6.3 %
L = Effectiveness of the Smart Growth practices	375	28.9 %
M = Quality of customer service you receive	155	11.9 %
N = Effectiveness of County communication	176	13.6 %
O = Efforts to preserve & protect the environment	413	31.8 %
P = Quality of County's human services	333	25.7 %
Z = None chosen	170	13.1 %
Total	4231	

Q3. Please indicate how safe you feel in the following areas using a scale of 1 to 5 where 5 means "very safe" and 1 means "very unsafe."

(N=1298)

	Very Unsafe 1	Unsafe 2	Neutral 3	Safe 4	Very Safe 5	Don't know 9
Q3a In your neighborhood during the day	0.2%	0.8%	3.3%	28.1%	66.7%	0.9%
Q3b In your neighborhood at night	1.5%	4.9%	13.6%	47.8%	31.0%	1.2%
Q3c In County parks	1.5%	6.8%	23.3%	44.1%	14.5%	9.7%
Q3d In County buildings	0.3%	1.1%	11.2%	38.8%	37.4%	11.3%
Q3e In commercial/retail areas at night	0.5%	6.2%	21.1%	49.7%	18.0%	4.5%
Q3f Overall feeling of safety in the County	0.2%	2.3%	11.6%	60.4%	24.2%	1.3%

Excluding Don't Knows**Q3. Please indicate how safe you feel in the following areas using a scale of 1 to 5 where 5 means "very safe" and 1 means "very unsafe." (excluding don't know)**

(N=1298)

	Very Unsafe 1	Unsafe 2	Neutral 3	Safe 4	Very Safe 5
Q3a In your neighborhood during the day	0.2%	0.8%	3.3%	28.4%	67.3%
Q3b In your neighborhood at night	1.5%	4.9%	13.7%	48.4%	31.4%
Q3c In County parks	1.7%	7.5%	25.9%	48.9%	16.0%
Q3d In County buildings	0.3%	1.2%	12.6%	43.7%	42.1%
Q3e In commercial/retail areas at night	0.6%	6.5%	22.1%	52.0%	18.9%
Q3f Overall feeling of safety in the County	0.2%	2.3%	11.7%	61.2%	24.5%

Q4. PERCEPTIONS OF THE COUNTY. Several items that may influence your overall perception of Arlington County are listed below. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1298)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5	Don't know 9
Q4a Overall quality of services provided	0.6%	0.9%	10.9%	56.5%	28.4%	2.6%
Q4b Overall image of Arlington County	0.6%	1.8%	9.2%	47.9%	38.4%	2.0%
Q4c How well the County is managing growth	3.4%	12.9%	24.4%	38.8%	14.4%	6.1%
Q4d Quality of life in Arlington County	0.1%	2.5%	10.6%	46.5%	38.3%	2.2%
Q4e Quality of public schools in the County	0.8%	3.2%	11.6%	32.1%	25.3%	26.9%
Q4f Value you receive for your County taxes	3.1%	9.4%	22.9%	40.5%	16.7%	7.4%
Q4g County government's overall efforts to embrace diversity	1.8%	5.2%	21.3%	35.9%	20.7%	15.0%
Q4h Overall inclusiveness of the community	1.1%	3.7%	22.9%	41.4%	21.3%	9.6%

Excluding Don't Knows

Q4. PERCEPTIONS OF THE COUNTY. Several items that may influence your overall perception of Arlington County are listed below. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (excluding don't know)

(N=1298)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5
Q4a Overall quality of services provided	0.6%	0.9%	11.2%	58.0%	29.2%
Q4b Overall image of Arlington County	0.6%	1.9%	9.4%	48.9%	39.2%
Q4c How well the County is managing growth	3.6%	13.8%	26.0%	41.3%	15.3%
Q4d Quality of life in Arlington County	0.1%	2.5%	10.8%	47.5%	39.1%
Q4e Quality of public schools in the County	1.1%	4.4%	15.9%	43.9%	34.7%
Q4f Value you receive for your County taxes	3.3%	10.1%	24.7%	43.8%	18.1%
Q4g County government's overall efforts to embrace diversity	2.2%	6.1%	25.1%	42.2%	24.4%
Q4h Overall inclusiveness of the community	1.2%	4.1%	25.3%	45.9%	23.5%

Q5. PUBLIC WORKS SERVICES. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following:

(N=1298)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5	Don't know 9
Q5a Overall maintenance of major streets	2.0%	13.1%	18.0%	52.4%	13.3%	1.2%
Q5b Maintenance of streets in your neighborhood	3.3%	14.6%	18.7%	47.1%	15.2%	1.0%
Q5c Maintenance of County buildings	0.2%	1.8%	17.3%	49.3%	15.3%	16.2%
Q5d Snow removal on major County streets	1.2%	5.2%	15.1%	56.0%	18.6%	3.9%
Q5e Snow removal on neighborhood streets	3.7%	15.6%	22.4%	43.1%	10.8%	4.3%
Q5f Mowing & trimming of County land	1.5%	8.2%	20.0%	52.5%	14.3%	3.6%
Q5g Overall cleanliness of County streets & other public areas	0.5%	5.9%	18.0%	57.6%	16.6%	1.4%
Q5h Adequacy of street lighting in your neighborhood	2.0%	12.6%	17.5%	49.7%	17.2%	1.0%
Q5i Adequacy of street lighting in commercial/retail areas	0.4%	3.9%	18.5%	55.0%	19.6%	2.7%

Excluding Don't Knows

Q5. PUBLIC WORKS SERVICES. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following: (excluding don't know)

(N=1298)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5
Q5a Overall maintenance of major streets	2.0%	13.3%	18.3%	53.0%	13.4%
Q5b Maintenance of streets in your neighborhood	3.3%	14.8%	18.9%	47.6%	15.3%
Q5c Maintenance of County buildings	0.3%	2.1%	20.6%	58.8%	18.2%
Q5d Snow removal on major County streets	1.2%	5.4%	15.7%	58.3%	19.4%
Q5e Snow removal on neighborhood streets	3.9%	16.3%	23.4%	45.1%	11.3%
Q5f Mowing & trimming of County land	1.6%	8.5%	20.7%	54.4%	14.8%
Q5g Overall cleanliness of County streets & other public areas	0.5%	5.9%	18.3%	58.4%	16.8%
Q5h Adequacy of street lighting in your neighborhood	2.0%	12.8%	17.7%	50.2%	17.4%
Q5i Adequacy of street lighting in commercial/retail areas	0.4%	4.0%	19.0%	56.5%	20.1%

1st Choice**Q6. Which THREE of the public works items listed above do you think are most important to improve over the next TWO Years?**

<u>Q6 1st choice</u>	<u>Number</u>	<u>Percent</u>
A=Overall maintenance of major streets	355	27.3 %
B=Maintenance of streets in your neighborhood	185	14.3 %
C=Maintenance of County buildings	18	1.4 %
D=Snow removal on major County streets	41	3.2 %
E=Snow removal on neighborhood streets	137	10.6 %
F=Mowing & trimming of County land	70	5.4 %
G=Overall cleanliness of County streets	88	6.8 %
H=Adequacy of street lighting in neighborhood	142	10.9 %
I=Street lighting in commercial/retail areas	32	2.5 %
<u>Z=None chosen</u>	<u>230</u>	<u>17.7 %</u>
Total	1298	100.0 %

2nd Choice**Q6. Which THREE of the public works items listed above do you think are most important to improve over the next TWO Years?**

<u>Q6 2nd choice</u>	<u>Number</u>	<u>Percent</u>
A=Overall maintenance of major streets	141	10.9 %
B=Maintenance of streets in your neighborhood	228	17.6 %
C=Maintenance of County buildings	26	2.0 %
D=Snow removal on major County streets	62	4.8 %
E=Snow removal on neighborhood streets	142	10.9 %
F=Mowing & trimming of County land	85	6.5 %
G=Overall cleanliness of County streets	113	8.7 %
H=Adequacy of street lighting in neighborhood	122	9.4 %
I=Street lighting in commercial/retail areas	63	4.9 %
<u>Z=None chosen</u>	<u>316</u>	<u>24.3 %</u>
Total	1298	100.0 %

3rd Choice**Q6. Which THREE of the public works items listed above do you think are most important to improve over the next TWO Years?**

<u>Q6 3rd choice</u>	<u>Number</u>	<u>Percent</u>
A=Overall maintenance of major streets	107	8.2 %
B=Maintenance of streets in your neighborhood	110	8.5 %
C=Maintenance of County buildings	27	2.1 %
D=Snow removal on major County streets	47	3.6 %
E=Snow removal on neighborhood streets	135	10.4 %
F=Mowing & trimming of County land	74	5.7 %
G=Overall cleanliness of County streets	170	13.1 %
H=Adequacy of street lighting in neighborhood	111	8.6 %
I=Street lighting in commercial/retail areas	72	5.5 %
<u>Z=None chosen</u>	<u>445</u>	<u>34.3 %</u>
Total	1298	100.0 %

Sum of all Three Choices**Q6. Which THREE of the public works items listed above do you think are most important to improve over the next TWO Years? (all three selections)**

<u>Q6 Sum of all three choices</u>	<u>Number</u>	<u>Percent</u>
A = Overall maintenance of major streets	603	46.5 %
B = Maintenance of streets in your neighborhood	523	40.3 %
C = Maintenance of County buildings	71	5.5 %
D = Snow removal on major County streets	150	11.6 %
E = Snow removal on neighborhood streets	414	31.9 %
F = Mowing & trimming of County land	229	17.6 %
G = Overall cleanliness of County streets	371	28.6 %
H = Adequacy of street lighting in neighborhood	375	28.9 %
I = Street lighting in commercial/retail areas	167	12.9 %
<u>Z = None chosen</u>	<u>230</u>	<u>17.7 %</u>
Total	3133	

Q7. UTILITY SERVICES. For each of the following, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1298)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5	Don't know 9
Q7a Residential trash collection services	0.7%	2.1%	7.6%	39.9%	37.4%	12.4%
Q7b Curbside recycling services	0.8%	4.4%	10.6%	35.2%	32.7%	16.3%
Q7c Yardwaste removal services	0.8%	4.0%	12.8%	34.6%	25.7%	22.1%
Q7d Wastewater treatment services	0.6%	2.9%	16.4%	35.0%	18.8%	26.3%
Q7e Drinking water services	1.5%	5.1%	16.3%	43.8%	20.8%	12.6%

Excluding Don't Knows

Q7. UTILITY SERVICES. For each of the following, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (excluding don't know)

(N=1298)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5
Q7a Residential trash collection services	0.8%	2.4%	8.6%	45.6%	42.7%
Q7b Curbside recycling services	0.9%	5.2%	12.6%	42.1%	39.1%
Q7c Yardwaste removal services	1.1%	5.1%	16.4%	44.4%	32.9%
Q7d Wastewater treatment services	0.8%	4.0%	22.3%	47.4%	25.5%
Q7e Drinking water services	1.8%	5.8%	18.6%	50.0%	23.8%

1st Choice**Q8. Which TWO of the utility services listed above do you think are most important to improve over the next TWO Years?**

<u>Q8 1st choice</u>	<u>Number</u>	<u>Percent</u>
A=Residential trash collection services	90	6.9 %
B=Curbside recycling services	174	13.4 %
C=Yardwaste removal services	98	7.6 %
D=Wastewater treatment services	131	10.1 %
E=Drinking water services	364	28.0 %
<u>Z=None chosen</u>	<u>441</u>	<u>34.0 %</u>
Total	1298	100.0 %

2nd Choice**Q8. Which TWO of the utility services listed above do you think are most important to improve over the next TWO Years?**

<u>Q8 2nd choice</u>	<u>Number</u>	<u>Percent</u>
A=Residential trash collection services	82	6.3 %
B=Curbside recycling services	121	9.3 %
C=Yardwaste removal services	107	8.2 %
D=Wastewater treatment services	247	19.0 %
E=Drinking water services	179	13.8 %
<u>Z=None chosen</u>	<u>562</u>	<u>43.3 %</u>
Total	1298	100.0 %

Sum of both Choices**Q8. Which TWO of the utility services listed above do you think are most important to improve over the next TWO Years? (both selections)**

<u>Q8 Sum of both choices</u>	<u>Number</u>	<u>Percent</u>
A = Residential trash collection services	172	13.3 %
B = Curbside recycling services	295	22.7 %
C = Yardwaste removal services	205	15.8 %
D = Wastewater treatment services	378	29.1 %
E = Drinking water services	543	41.8 %
Z = None chosen	441	34.0 %
Total	2034	

Q9. PUBLIC SAFETY SERVICES. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following:

(N=1298)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5	Don't know 9
Q9a Overall quality of local police protection	0.6%	1.9%	11.4%	51.2%	25.6%	9.3%
Q9b Visibility of police in neighborhoods	1.3%	7.8%	27.2%	41.4%	17.3%	4.9%
Q9c Visibility of police in retail areas	0.5%	6.5%	29.3%	42.1%	13.8%	7.8%
Q9d County's efforts to prevent crime	0.7%	3.5%	21.6%	44.1%	14.3%	15.7%
Q9e Enforcement of local traffic laws	3.0%	8.2%	22.2%	43.9%	14.6%	8.2%
Q9f Overall quality of local fire protection	0.0%	0.3%	10.8%	42.8%	27.2%	18.9%
Q9g Overall quality of local emergency medical/ambulance service	0.0%	0.2%	11.0%	36.1%	26.3%	26.3%
Q9h How quickly public safety personnel respond to emergencies	0.2%	1.2%	11.0%	32.1%	25.8%	29.7%
Q9i Enforcement of parking regulations	3.5%	7.5%	23.3%	40.8%	13.5%	11.4%

Excluding Don't Knows

Q9. PUBLIC SAFETY SERVICES. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following: (excluding don't know)

(N=1298)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5
Q9a Overall quality of local police protection	0.7%	2.1%	12.6%	56.4%	28.2%
Q9b Visibility of police in neighborhoods	1.4%	8.2%	28.6%	43.6%	18.2%
Q9c Visibility of police in retail areas	0.6%	7.1%	31.7%	45.6%	15.0%
Q9d County's efforts to prevent crime	0.8%	4.2%	25.7%	52.3%	17.0%
Q9e Enforcement of local traffic laws	3.3%	8.9%	24.2%	47.8%	15.9%
Q9f Overall quality of local fire protection	0.0%	0.4%	13.3%	52.8%	33.5%
Q9g Overall quality of local emergency medical/ambulance service	0.0%	0.3%	15.0%	49.0%	35.8%
Q9h How quickly public safety personnel respond to emergencies	0.2%	1.8%	15.7%	45.7%	36.7%
Q9i Enforcement of parking regulations	3.9%	8.4%	26.3%	46.1%	15.2%

1st Choice**Q10. Which THREE of the public safety items listed above do you think are most important to improve over the next TWO Years?**

<u>Q10 1st choice</u>	<u>Number</u>	<u>Percent</u>
A=Overall quality of local police protection	132	10.2 %
B=Visibility of police in neighborhoods	212	16.3 %
C=Visibility of police in retail areas	84	6.5 %
D=County's efforts to prevent crime	172	13.3 %
E=Enforcement of local traffic laws	128	9.9 %
F=Overall quality of local fire protection	10	0.8 %
G=Quality of emergency medical/ambulance	32	2.5 %
H=How quickly public safety personnel respond	70	5.4 %
I=Enforcement of parking regulations	76	5.9 %
<u>Z=None chosen</u>	<u>382</u>	<u>29.4 %</u>
Total	1298	100.0 %

2nd Choice**Q10. Which THREE of the public safety items listed above do you think are most important to improve over the next TWO Years?**

<u>Q10 2nd choice</u>	<u>Number</u>	<u>Percent</u>
A=Overall quality of local police protection	70	5.4 %
B=Visibility of police in neighborhoods	134	10.3 %
C=Visibility of police in retail areas	127	9.8 %
D=County's efforts to prevent crime	145	11.2 %
E=Enforcement of local traffic laws	97	7.5 %
F=Overall quality of local fire protection	48	3.7 %
G=Quality of emergency medical/ambulance	74	5.7 %
H=How quickly public safety personnel respond	70	5.4 %
I=Enforcement of parking regulations	63	4.9 %
<u>Z=None chosen</u>	<u>470</u>	<u>36.2 %</u>
Total	1298	100.0 %

3rd Choice**Q10. Which THREE of the public safety items listed above do you think are most important to improve over the next TWO Years?**

<u>Q10 3rd choice</u>	<u>Number</u>	<u>Percent</u>
A=Overall quality of local police protection	53	4.1 %
B=Visibility of police in neighborhoods	81	6.2 %
C=Visibility of police in retail areas	86	6.6 %
D=County's efforts to prevent crime	137	10.6 %
E=Enforcement of local traffic laws	61	4.7 %
F=Overall quality of local fire protection	53	4.1 %
G=Quality of emergency medical/ambulance	84	6.5 %
H=How quickly public safety personnel respond	94	7.2 %
I=Enforcement of parking regulations	56	4.3 %
<u>Z=None chosen</u>	<u>593</u>	<u>45.7 %</u>
Total	1298	100.0 %

Sum of all Three Choices**Q10. Which THREE of the public safety items listed above do you think are most important to improve over the next TWO Years? (all three selections)**

<u>Q10 Most important public safety items</u>	<u>Number</u>	<u>Percent</u>
A = Overall quality of local police protection	255	19.6 %
B = Visibility of police in neighborhoods	427	32.9 %
C = Visibility of police in retail areas	297	22.9 %
D = County's efforts to prevent crime	454	35.0 %
E = Enforcement of local traffic laws	286	22.0 %
F = Overall quality of local fire protection	111	8.6 %
G = Quality of emergency medical/ambulance	190	14.6 %
H = How quickly public safety personnel respond	234	18.0 %
I = Enforcement of parking regulations	195	15.0 %
<u>Z = None chosen</u>	<u>382</u>	<u>29.4 %</u>
Total	2831	

Q11. PARKS AND RECREATION. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following:

(N=1298)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5	Don't know 9
Q11a Maintenance of County parks	0.2%	2.5%	11.2%	54.8%	21.6%	9.8%
Q11b Walking & biking trails in the County	0.2%	3.4%	11.1%	44.6%	29.1%	11.6%
Q11c Outdoor athletic fields	0.5%	3.3%	15.1%	41.4%	16.2%	23.6%
Q11d Youth & teen recreation programs	0.2%	1.7%	15.9%	22.7%	10.6%	48.9%
Q11e Adult recreation programs	0.6%	1.7%	17.4%	32.0%	14.9%	33.4%
Q11f Senior recreation programs	0.5%	1.2%	15.4%	20.1%	10.6%	52.3%
Q11g Visual & performing arts programming & facilities	0.6%	2.7%	19.0%	31.7%	11.1%	34.9%
Q11h Community center programs	0.5%	1.1%	18.0%	33.4%	12.6%	34.4%
Q11i Sports programs	0.4%	1.6%	16.6%	29.3%	11.1%	41.1%
Q11j Off-leash dog areas	1.5%	4.2%	17.9%	22.7%	11.1%	42.6%
Q11k Indoor swimming pools	2.3%	7.9%	20.0%	20.3%	7.2%	42.3%
Q11l Fees charged for programs	1.6%	5.5%	24.0%	29.6%	8.6%	30.8%
Q11m Special events sponsored by the County	0.6%	1.5%	22.9%	30.4%	10.2%	34.3%

Excluding Don't Knows

Q11. PARKS AND RECREATION. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following: (excluding don't know)

(N=1298)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5
Q11a Maintenance of County parks	0.2%	2.7%	12.4%	60.7%	24.0%
Q11b Walking & biking trails in the County	0.2%	3.8%	12.6%	50.5%	33.0%
Q11c Outdoor athletic fields	0.6%	4.3%	19.8%	54.1%	21.2%
Q11d Youth & teen recreation programs	0.5%	3.3%	31.2%	44.3%	20.7%
Q11e Adult recreation programs	0.9%	2.5%	26.1%	48.0%	22.4%
Q11f Senior recreation programs	1.0%	2.4%	32.3%	42.2%	22.1%
Q11g Visual & performing arts programming & facilities	0.9%	4.1%	29.2%	48.6%	17.0%
Q11h Community center programs	0.8%	1.6%	27.5%	50.9%	19.2%
Q11i Sports programs	0.7%	2.7%	28.1%	49.7%	18.8%
Q11j Off-leash dog areas	2.7%	7.2%	31.1%	39.6%	19.3%
Q11k Indoor swimming pools	4.0%	13.6%	34.7%	35.2%	12.4%
Q11l Fees charged for programs	2.3%	7.9%	34.6%	42.8%	12.4%
Q11m Special events sponsored by the County	0.9%	2.3%	34.8%	46.3%	15.6%

1st Choice**Q12. Which THREE of the parks and recreation items listed above do you think are most important to improve over the next TWO Years?**

<u>Q12 1st choice</u>	<u>Number</u>	<u>Percent</u>
A=Maintenance of County parks	177	13.6 %
B=Walking & biking trails in the County	131	10.1 %
C=Outdoor athletic fields	54	4.2 %
D=Youth & teen recreation programs	61	4.7 %
E=Adult recreation programs	39	3.0 %
F=Senior recreation programs	46	3.5 %
G=Visual & performing arts programming	40	3.1 %
H=Community center programs	22	1.7 %
I=Sports programs	13	1.0 %
J=Off-leash dog areas	53	4.1 %
K=Indoor swimming pools	118	9.1 %
L=Fees charged for programs	63	4.9 %
M=Special events sponsored by the County	22	1.7 %
<u>Z=None chosen</u>	<u>459</u>	<u>35.4 %</u>
Total	1298	100.0 %

2nd Choice**Q12. Which THREE of the parks and recreation items listed above do you think are most important to improve over the next TWO Years?**

<u>Q12 2nd choice</u>	<u>Number</u>	<u>Percent</u>
A=Maintenance of County parks	109	8.4 %
B=Walking & biking trails in the County	119	9.2 %
C=Outdoor athletic fields	61	4.7 %
D=Youth & teen recreation programs	70	5.4 %
E=Adult recreation programs	39	3.0 %
F=Senior recreation programs	40	3.1 %
G=Visual & performing arts programming	47	3.6 %
H=Community center programs	50	3.9 %
I=Sports programs	29	2.2 %
J=Off-leash dog areas	39	3.0 %
K=Indoor swimming pools	55	4.2 %
L=Fees charged for programs	48	3.7 %
M=Special events sponsored by the County	40	3.1 %
<u>Z=None chosen</u>	<u>552</u>	<u>42.5 %</u>
Total	1298	100.0 %

3rd Choice**Q12. Which THREE of the parks and recreation items listed above do you think are most important to improve over the next TWO Years?**

<u>Q12 3rd choice</u>	<u>Number</u>	<u>Percent</u>
A=Maintenance of County parks	70	5.4 %
B=Walking & biking trails in the County	70	5.4 %
C=Outdoor athletic fields	53	4.1 %
D=Youth & teen recreation programs	47	3.6 %
E=Adult recreation programs	54	4.2 %
F=Senior recreation programs	39	3.0 %
G=Visual & performing arts programming	47	3.6 %
H=Community center programs	57	4.4 %
I=Sports programs	19	1.5 %
J=Off-leash dog areas	32	2.5 %
K=Indoor swimming pools	39	3.0 %
L=Fees charged for programs	63	4.9 %
M=Special events sponsored by the County	58	4.5 %
Z=None chosen	650	50.1 %
Total	1298	100.0 %

Sum of all Three Choices**Q12. Which THREE of the parks and recreation items listed above do you think are most important to improve over the next TWO Years? (all three selections)**

<u>Q12 Sum of all three choices</u>	<u>Number</u>	<u>Percent</u>
A = Maintenance of County parks	356	27.4 %
B = Walking & biking trails in the County	320	24.7 %
C = Outdoor athletic fields	168	12.9 %
D = Youth & teen recreation programs	178	13.7 %
E = Adult recreation programs	132	10.2 %
F = Senior recreation programs	125	9.6 %
G = Visual & performing arts programming	134	10.3 %
H = Community center programs	129	9.9 %
I = Sports programs	61	4.7 %
J = Off-leash dog areas	124	9.6 %
K = Indoor swimming pools	212	16.3 %
L = Fees charged for programs	174	13.4 %
M = Special events sponsored by the County	120	9.2 %
Z = None chosen	459	35.4 %
Total	2692	

Q13. Have you contacted the County with a question, service request, or complaint during the past year?

<u>Q13 Contacted County in past year</u>	<u>Number</u>	<u>Percent</u>
1=Yes	705	54.3 %
2=No	570	43.9 %
9=Don't know	23	1.8 %
Total	1298	100.0 %

Q13a. How have you contacted the County during the past year?

<u>Q13a Method of contact</u>	<u>Number</u>	<u>Percent</u>
1 = Visit in person	190	27.0 %
2 = By phone	547	77.6 %
3 = Fax	18	2.6 %
4 = E-mail	214	30.4 %
5 = Letter/mail	44	6.2 %
6 = Other	25	3.5 %
9 = None chosen	8	1.1 %
Total	1046	

Q13b. What service area did you contact most recently?

<u>Q13b Service contacted most recently</u>	<u>Number</u>	<u>Percent</u>
01=Police	58	8.2 %
02=Fire, Emergency Medical/Rescue	16	2.3 %
03=Libraries	39	5.5 %
04=Parks, Recreation & Cultural Resources	70	9.9 %
05=Health/Human Services	33	4.7 %
06=Treasurer/Commissioner of Revenue	100	14.2 %
07=Street maintenance	55	7.8 %
08=Planning/Code Enforcement	56	7.9 %
09=Solid waste	146	20.7 %
10=County Manager/Board	21	3.0 %
11=Other	99	14.0 %
99=Don't remember	12	1.7 %
Total	705	100.0 %

Q13c-f. Several factors that may influence your perception of the quality of customer service you receive from County employees are listed below. Using a 5-point scale where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the employees you contacted in the service area listed above:

(N=705)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5	Don't know 9
Q13c How easy they were to contact	3.3%	6.5%	9.6%	42.1%	37.4%	1.0%
Q13d Courtesy & professionalism	3.1%	4.7%	13.2%	34.5%	41.8%	2.7%
Q13e Knowledge & technical competence	3.7%	6.4%	14.9%	34.9%	35.9%	4.3%
Q13f Ability to help resolve your issue	9.1%	10.4%	11.9%	30.4%	36.3%	2.0%

Excluding Don't Knows

Q13c-f. Several factors that may influence your perception of the quality of customer service you receive from County employees are listed below. Using a 5-point scale where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the employees you contacted in the service area listed above: (excluding don't know)

(N=705)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5
Q13c How easy they were to contact	3.3%	6.6%	9.7%	42.6%	37.8%
Q13d Courtesy & professionalism	3.2%	4.8%	13.6%	35.4%	43.0%
Q13e Knowledge & technical competence	3.9%	6.7%	15.6%	36.4%	37.5%
Q13f Ability to help resolve your issue	9.3%	10.6%	12.2%	31.0%	37.0%

Q14. CODE ENFORCEMENT. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following:

(N=1298)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5	Don't know 9
Q14a Exterior maintenance of residential property	3.0%	9.4%	19.6%	33.7%	5.9%	28.3%
Q14b Exterior maintenance of business property	1.5%	4.4%	23.8%	32.2%	6.2%	32.0%
Q14c Construction site conditions	2.9%	9.0%	26.3%	22.3%	4.5%	34.9%
Q14d Noise regulations	3.9%	11.4%	26.1%	24.0%	5.2%	29.5%
Q14e Overcrowding	8.0%	13.2%	20.2%	13.7%	3.5%	41.4%

Excluding Don't Knows

Q14. CODE ENFORCEMENT. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following: (excluding don't know)

(N=1298)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5
Q14a Exterior maintenance of residential property	4.2%	13.1%	27.4%	47.0%	8.3%
Q14b Exterior maintenance of business property	2.2%	6.5%	35.0%	47.3%	9.1%
Q14c Construction site conditions	4.5%	13.8%	40.5%	34.2%	7.0%
Q14d Noise regulations	5.5%	16.2%	37.0%	34.0%	7.3%
Q14e Overcrowding	13.7%	22.5%	34.4%	23.4%	6.0%

1st Choice**Q15. Which TWO of the code enforcement activities listed above do you think are most important to improve over the next TWO Years?**

<u>Q15 1st choice</u>	<u>Number</u>	<u>Percent</u>
A=Exterior maintenance of residential property	173	13.3 %
B=Exterior maintenance of business property	72	5.5 %
C=Construction site conditions	161	12.4 %
D=Noise regulations	175	13.5 %
E=Overcrowding	316	24.3 %
<u>Z=None chosen</u>	<u>401</u>	<u>30.9 %</u>
Total	1298	100.0 %

2nd Choice**Q15. Which TWO of the code enforcement activities listed above do you think are most important to improve over the next TWO Years?**

<u>Q15 2nd choice</u>	<u>Number</u>	<u>Percent</u>
A=Exterior maintenance of residential property	119	9.2 %
B=Exterior maintenance of business property	112	8.6 %
C=Construction site conditions	144	11.1 %
D=Noise regulations	228	17.6 %
E=Overcrowding	167	12.9 %
<u>Z=None chosen</u>	<u>528</u>	<u>40.7 %</u>
Total	1298	100.0 %

Sum of both Choices**Q15. Which TWO of the code enforcement activities listed above do you think are most important to improve over the next TWO Years? (both selections)**

<u>Q15 Most important code enforcement activities</u>	<u>Number</u>	<u>Percent</u>
A = Exterior maintenance of residential property	292	22.5 %
B = Exterior maintenance of business property	184	14.2 %
C = Construction site conditions	305	23.5 %
D = Noise regulations	403	31.0 %
E = Overcrowding	483	37.2 %
Z = None chosen	401	30.9 %
Total	2068	

Q16. Overall, how important do you think it is for Arlington County to invest in initiatives that will help sustain the environment?

<u>Q16 Importance of investing in environmental initiatives</u>	<u>Number</u>	<u>Percent</u>
1=Not important	49	3.8 %
2=Somewhat important	114	8.8 %
3=Important	274	21.1 %
4=Very important	822	63.3 %
9=Don't know	39	3.0 %
Total	1298	100.0 %

Q17. TRANSPORTATION. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following:

(N=1298)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5	Don't know 9
Q17a Ease of traveling within Arlington County	1.0%	8.3%	16.4%	51.8%	19.2%	3.3%
Q17b Ease of traveling to other jurisdictions	1.4%	9.5%	19.4%	50.2%	15.3%	4.2%
Q17c Availability of transportation for persons with disabilities	0.4%	1.8%	14.9%	13.2%	4.9%	64.8%
Q17d Quality of Arlington's public transit system	1.0%	3.1%	18.3%	27.1%	10.6%	39.9%
Q17e Quality of Metro services in Arlington	0.9%	5.5%	16.5%	47.8%	18.6%	10.6%
Q17g Availability of sidewalks for pedestrians	2.2%	13.6%	16.6%	48.8%	16.0%	2.8%
Q17g Pedestrian safety in your neighborhood	3.0%	12.6%	16.4%	47.3%	18.1%	2.5%
Q17h Pedestrian safety in other areas of the County	1.5%	10.1%	25.5%	38.8%	8.0%	16.0%
Q17i Availability of bike trails & bike lanes	1.5%	5.0%	16.3%	42.3%	20.7%	14.1%
Q17j Use of traffic calming measures	9.2%	13.9%	23.9%	35.6%	11.6%	5.8%

Excluding Don't Knows

Q17. TRANSPORTATION. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following: (excluding don't know)

(N=1298)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5
Q17a Ease of traveling within Arlington County	1.0%	8.6%	17.0%	53.5%	19.8%
Q17b Ease of traveling to other jurisdictions	1.4%	9.9%	20.3%	52.5%	15.9%
Q17c Availability of transportation for persons with disabilities	1.1%	5.3%	42.5%	37.4%	13.8%
Q17d Quality of Arlington's public transit system	1.7%	5.1%	30.4%	45.1%	17.7%
Q17e Quality of Metro services in Arlington	1.0%	6.2%	18.4%	53.4%	20.9%
Q17f Availability of sidewalks for pedestrians	2.3%	13.9%	17.0%	50.2%	16.5%
Q17g Pedestrian safety in your neighborhood	3.1%	13.0%	16.8%	48.5%	18.6%
Q17h Pedestrian safety in other areas of the County	1.8%	12.0%	30.4%	46.2%	9.5%
Q17i Availability of bike trails & bike lanes	1.8%	5.8%	19.0%	49.2%	24.1%
Q17j Use of traffic calming measures	9.8%	14.8%	25.3%	37.8%	12.3%

1st Choice**Q18. Which THREE of the transportation items listed above do you think are most important to improve over the next TWO Years?**

<u>Q18 1st choice</u>	<u>Number</u>	<u>Percent</u>
A=Ease of traveling within Arlington County	157	12.1 %
B=Ease of traveling to other jurisdictions	105	8.1 %
C=Availability of transportation for disabled	38	2.9 %
D=Quality of Arlington's public transit system	54	4.2 %
E=Quality of Metro services in Arlington	120	9.2 %
F=Availability of sidewalks for pedestrians	149	11.5 %
G=Pedestrian safety in your neighborhood	142	10.9 %
H=Pedestrian safety in other areas	68	5.2 %
I=Availability of bike trails & bike lanes	75	5.8 %
J=Use of traffic calming measures	152	11.7 %
<u>Z=None chosen</u>	<u>238</u>	<u>18.3 %</u>
Total	1298	100.0 %

2nd Choice**Q18. Which THREE of the transportation items listed above do you think are most important to improve over the next TWO Years?**

<u>Q18 2nd choice</u>	<u>Number</u>	<u>Percent</u>
A=Ease of traveling within Arlington County	78	6.0 %
B=Ease of traveling to other jurisdictions	115	8.9 %
C=Availability of transportation for disabled	31	2.4 %
D=Quality of Arlington's public transit system	69	5.3 %
E=Quality of Metro services in Arlington	107	8.2 %
F=Availability of sidewalks for pedestrians	123	9.5 %
G=Pedestrian safety in your neighborhood	139	10.7 %
H=Pedestrian safety in other areas	131	10.1 %
I=Availability of bike trails & bike lanes	71	5.5 %
J=Use of traffic calming measures	73	5.6 %
<u>Z=None chosen</u>	<u>361</u>	<u>27.8 %</u>
Total	1298	100.0 %

3rd Choice**Q18. Which THREE of the transportation items listed above do you think are most important to improve over the next TWO Years?**

<u>Q18 3rd choice</u>	<u>Number</u>	<u>Percent</u>
A=Ease of traveling within Arlington County	77	5.9 %
B=Ease of traveling to other jurisdictions	77	5.9 %
C=Availability of transportation for disabled	42	3.2 %
D=Quality of Arlington's public transit system	59	4.5 %
E=Quality of Metro services in Arlington	85	6.5 %
F=Availability of sidewalks for pedestrians	84	6.5 %
G=Pedestrian safety in your neighborhood	75	5.8 %
H=Pedestrian safety in other areas	97	7.5 %
I=Availability of bike trails & bike lanes	74	5.7 %
J=Use of traffic calming measures	120	9.2 %
<u>Z=None chosen</u>	<u>508</u>	<u>39.1 %</u>
Total	1298	100.0 %

Sum of all Three Choices**Q18. Which THREE of the transportation items listed above do you think are most important to improve over the next TWO Years? (all three selections)**

<u>Q18 Sum of all three choices</u>	<u>Number</u>	<u>Percent</u>
A = Ease of traveling within Arlington County	312	24.0 %
B = Ease of traveling to other jurisdictions	297	22.9 %
C = Availability of transportation for disabled	111	8.6 %
D = Quality of Arlington's public transit system	182	14.0 %
E = Quality of Metro services in Arlington	312	24.0 %
F = Availability of sidewalks for pedestrians	356	27.4 %
G = Pedestrian safety in your neighborhood	356	27.4 %
H = Pedestrian safety in other areas	296	22.8 %
I = Availability of bike trails & bike lanes	220	16.9 %
J = Use of traffic calming measures	345	26.6 %
<u>Z = None chosen</u>	<u>238</u>	<u>18.3 %</u>
Total	3025	

Q19. COMMUNICATION. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following:

(N=1298)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5	Don't know 9
Q19a Availability of information about County programs & services	0.6%	4.7%	18.5%	46.9%	22.2%	7.1%
Q19b County efforts to keep you informed about local issues	0.9%	5.7%	20.8%	45.1%	20.9%	6.5%
Q19c Programming on the County Government's cable TV channel	0.9%	2.5%	20.5%	21.0%	7.8%	47.2%
Q19d Quality of information on the County's website	0.5%	2.0%	19.7%	38.2%	17.3%	22.3%
Q19e Quality of the County's bimonthly resident newsletter	1.1%	2.2%	19.8%	43.6%	19.6%	13.6%
Q19g Availability of the County's e-newsletter	0.7%	3.0%	17.8%	28.0%	14.2%	36.4%

Excluding Don't Knows

Q19. COMMUNICATION. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following: (excluding don't know)

(N=1298)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5
Q19a Availability of information about County programs & services	0.7%	5.1%	19.9%	50.5%	23.9%
Q19b County efforts to keep you informed about local issues	1.0%	6.1%	22.3%	48.3%	22.3%
Q19c Programming on the County Government's cable TV channel	1.8%	4.8%	38.8%	39.9%	14.7%
Q19d Quality of information on the County's website	0.6%	2.6%	25.4%	49.2%	22.2%
Q19e Quality of the County's bimonthly resident newsletter	1.2%	2.6%	22.9%	50.5%	22.7%
Q19g Availability of the County's e-newsletter	1.1%	4.7%	28.0%	43.9%	22.3%

Q20. Which of the following are currently your primary sources of information about County issues, services, and events?

<u>Q20 Primary source of info</u>	<u>Number</u>	<u>Percent</u>
00 = None chosen	35	2.7 %
01 = The County newsletter, The Citizen	849	65.4 %
02 = The Washington Post	801	61.7 %
03 = DC Examiner	70	5.4 %
04 = Sun Gazette	475	36.6 %
05 = Arlington Connection	182	14.0 %
06 = Local TV/cable news	439	33.8 %
07 = Radio	258	19.9 %
08 = Arlington's cable TV channel	142	10.9 %
09 = Latino media	40	3.1 %
10 = County website	458	35.3 %
11 = Arlington Insider, County's e-newsletter	179	13.8 %
12 = County press releases	81	6.2 %
13 = Recreation & leisure catalog	359	27.7 %
14 = Civic association newsletters/listservs	375	28.9 %
15 = Blogs/websites	63	4.9 %
99 = Other	76	5.9 %
Total	4882	

Q21. In which THREE of the programs and services listed below are improvements in County communication needed most?

Q21 Programs & services need communication improvement	Number	Percent
01 = Police	198	15.3 %
02 = Fire, Emergency Medical/Rescue	109	8.4 %
03 = Emergency Management	200	15.4 %
04 = Libraries	89	6.9 %
05 = Parks Recreation/Cultural Resources	196	15.1 %
06 = Health/Human Services	192	14.8 %
07 = Street Maintenance/Construction	475	36.6 %
08 = Treasurer	45	3.5 %
09 = Commissioner of Revenue	62	4.8 %
10 = Development/Planning	356	27.4 %
11 = Code Enforcement	214	16.5 %
12 = Parking Management	195	15.0 %
13 = Trash/Recycling	171	13.2 %
14 = Utilities	122	9.4 %
15 = County Manager/Board	109	8.4 %
16 = Other	52	4.0 %
99 = None chosen	225	17.4 %
Total	3010	

Q22. Have you watched AVN (Arlington Virginia Network) programming?

<u>Q22 Watch AVN</u>	<u>Number</u>	<u>Percent</u>
1=Yes on Comcast	252	19.4 %
2=Yes on Verizon FIOS	59	4.5 %
3=Yes on the internet	24	1.9 %
4=No I don't watch AVN	932	71.9 %
9=Don't know	31	2.3 %
Total	1297	100.0 %

Q22a. What programming is most important to you?

<u>Q22a Most important programming</u>	<u>Number</u>	<u>Percent</u>
1=County Board Meetings	114	34.0 %
2=News/current events	137	40.9 %
3=Arts/history/cultural	62	18.5 %
4=Others	8	2.4 %
9=Don't know	14	4.2 %
Total	335	100.0 %

Q23. LIBRARIES. Have you or other members of your household used a County library during the past year?

<u>Q23 Used library in past year</u>	<u>Number</u>	<u>Percent</u>
1=Yes	933	71.9 %
2=No	340	26.2 %
9=Don't remember	25	1.9 %
Total	1298	100.0 %

Q23a-h. Please rate your satisfaction with the following library services on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=933)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5	Don't know 9
Q23a Quality of available materials	0.5%	4.5%	7.3%	48.2%	37.8%	1.6%
Q23b Quality & quantity of programs for seniors	0.0%	1.3%	11.4%	15.6%	11.7%	60.0%
Q23c Quality & quantity of programs for children	0.0%	1.7%	11.4%	24.7%	16.6%	45.7%
Q23d Quality & quantity of programs for new Americans	0.1%	1.0%	12.9%	10.5%	8.6%	67.0%
Q23e Quality & quantity of programs for adults	0.2%	1.9%	13.7%	32.9%	18.9%	32.4%
Q23f Helpfulness of library staff	0.2%	1.3%	8.7%	39.5%	47.6%	2.7%
Q23g Hours libraries are open	1.1%	7.5%	10.9%	47.1%	31.4%	2.0%
Q23h Quality of online services provided by the library	0.3%	1.9%	10.8%	31.4%	33.2%	22.3%

Excluding Don't Knows

Q23a-i. Please rate your satisfaction with the following library services on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excluding don't know)

(N=933)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5
Q23a Quality of available materials	0.5%	4.6%	7.4%	49.0%	38.5%
Q23b Quality & quantity of programs for seniors	0.0%	3.2%	28.4%	39.1%	29.2%
Q23c Quality & quantity of programs for children	0.0%	3.2%	20.9%	45.4%	30.6%
Q23d Quality & quantity of programs for new Americans	0.3%	2.9%	39.0%	31.8%	26.0%
Q23e Quality & quantity of programs for adults	0.3%	2.9%	20.3%	48.7%	27.9%
Q23f Helpfulness of library staff	0.2%	1.3%	8.9%	40.6%	48.9%
Q23g Hours libraries are open	1.1%	7.7%	11.2%	48.0%	32.1%
Q23h Quality of online services provided by the library	0.4%	2.5%	13.9%	40.4%	42.8%

1st Choice

Q23i. Which TWO of the library services listed above do you think are most important to improve over the next TWO Years?

<u>Q23i 1st choice</u>	<u>Number</u>	<u>Percent</u>
A=Quality of available materials	238	25.5 %
B=Quality & quantity of programs for seniors	45	4.8 %
C=Quality & quantity of programs for children	69	7.4 %
D=Programs for new Americans	38	4.1 %
E=Quality & quantity of programs for seniors	36	3.9 %
F=Helpfulness of library staff	29	3.1 %
G=Hours libraries are open	140	15.0 %
H=Online services provided by the library	46	4.9 %
<u>Z=None chosen</u>	<u>292</u>	<u>31.3 %</u>
Total	933	100.0 %

2nd Choice**Q23i. Which TWO of the library services listed above do you think are most important to improve over the next TWO Years?**

<u>Q23i 2nd choice</u>	<u>Number</u>	<u>Percent</u>
A=Quality of available materials	89	9.5 %
B=Quality & quantity of programs for seniors	29	3.1 %
C=Quality & quantity of programs for children	55	5.9 %
D=Programs for new Americans	46	4.9 %
E=Quality & quantity of programs for seniors	74	7.9 %
F=Helpfulness of library staff	41	4.4 %
G=Hours libraries are open	109	11.7 %
H=Online services provided by the library	77	8.3 %
<u>Z=None chosen</u>	<u>413</u>	<u>44.3 %</u>
Total	933	100.0 %

Sum of both Choices**Q23i. Which TWO of the library services listed above do you think are most important to improve over the next TWO Years? (both selections)**

<u>Q23i Sum of both Choices</u>	<u>Number</u>	<u>Percent</u>
A = Quality of available materials	327	35.0 %
B = Quality & quantity of programs for seniors	74	7.9 %
C = Quality & quantity of programs for children	124	13.3 %
D = Programs for new Americans	84	9.0 %
E = Quality & quantity of programs for seniors	110	11.8 %
F = Helpfulness of library staff	70	7.5 %
G = Hours libraries are open	249	26.7 %
H = Online services provided by the library	123	13.2 %
<u>Z = None chosen</u>	<u>292</u>	<u>31.3 %</u>
Total	1453	

Q24. Emergency Preparedness Services. Please indicate your level of agreement with each of the following statements.

(N=1298)

	Strongly Disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly Agree 5	Don't know 9
Q24a My household is prepared for an emergency	7.3%	26.2%	24.9%	29.3%	7.9%	4.4%
Q24b County has done good job educating the public	4.5%	17.5%	28.7%	31.0%	6.8%	11.6%
Q24c Know where to get information during an emergency	6.7%	25.1%	21.5%	28.7%	6.6%	11.4%
Q24d Aware of efforts by the County to prepare for an emergency	6.7%	19.0%	19.6%	34.6%	8.0%	12.1%

Excluding Don't Knows**Q24. Emergency Preparedness Services. Please indicate your level of agreement with each of the following statements. (excluding don't know)**

(N=1298)

	Strongly Disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly Agree 5
Q24a My household is prepared for an emergency	7.7%	27.4%	26.0%	30.6%	8.3%
Q24b County has done good job educating the public	5.1%	19.8%	32.5%	35.0%	7.7%
Q24c Know where to get information during an emergency	7.6%	28.3%	24.3%	32.3%	7.5%
Q24d Aware of efforts by the County to prepare for an emergency	7.6%	21.6%	22.3%	39.4%	9.1%

Q25. Health and Human Services. For each of the following, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1298)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5	Don't know 9
Q25a Cleanliness & safety of food	0.3%	3.4%	14.3%	59.4%	17.7%	4.9%
Q25b Availability of quality services to support disabled	0.7%	3.5%	14.9%	15.7%	4.2%	61.0%
Q25c Availability of services to seniors	0.2%	2.8%	14.6%	19.9%	7.4%	55.1%
Q25d Availability of services to people on a low or fixed income	1.6%	5.5%	18.0%	13.1%	4.5%	57.3%
Q25e Overall quality of school health problems	0.5%	2.8%	17.5%	17.0%	4.5%	57.6%
Q25f Substance abuse & prevention programs	0.5%	2.5%	15.9%	10.1%	3.0%	68.0%
Q25g Efforts to preserve & increase the availability of housing	7.3%	13.6%	21.7%	16.0%	5.1%	36.3%

Excluding Don't Knows

Q25. Health and Human Services. For each of the following, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (excluding don't know)

(N=1298)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5
Q25a Cleanliness & safety of food	0.3%	3.6%	15.0%	62.5%	18.6%
Q25b Availability of quality services to support disabled	1.8%	9.1%	38.1%	40.3%	10.7%
Q25c Availability of services to seniors	0.5%	6.2%	32.6%	44.3%	16.5%
Q25d Availability of services to people on a low or fixed income	3.8%	13.0%	42.1%	30.7%	10.5%
Q25e Overall quality of school health problems	1.3%	6.5%	41.3%	40.2%	10.7%
Q25f Substance abuse & prevention programs	1.4%	8.0%	49.6%	31.6%	9.4%
Q25g Efforts to preserve & increase the availability of housing	11.5%	21.3%	34.1%	25.2%	8.0%

1st Choice

Q26. Which TWO of the public health and human services listed above do you think are most important to improve over the next TWO Years?

<u>Q26 1st choice</u>	<u>Number</u>	<u>Percent</u>
A=Cleanliness & safety of food in restaurants	158	12.2 %
B=Availability of quality services for disabled	79	6.1 %
C=Availability of services to seniors	77	5.9 %
D=Services to people on low income	99	7.6 %
E=Overall quality of school health programs	72	5.5 %
F=Substance abuse & prevention programs	55	4.2 %
G=County efforts to preserve & increase housing	366	28.2 %
<u>Z=None chosen</u>	<u>392</u>	<u>30.2 %</u>
Total	1298	100.0 %

2nd Choice

Q26. Which TWO of the public health and human services listed above do you think are most important to improve over the next TWO Years?

<u>Q26 2nd choice</u>	<u>Number</u>	<u>Percent</u>
A=Cleanliness & safety of food in restaurants	84	6.5 %
B=Availability of quality services for disabled	75	5.8 %
C=Availability of services to seniors	81	6.2 %
D=Services to people on low income	187	14.4 %
E=Overall quality of school health programs	119	9.2 %
F=Substance abuse & prevention programs	69	5.3 %
G=County efforts to preserve & increase housing	144	11.1 %
<u>Z=None chosen</u>	<u>539</u>	<u>41.5 %</u>
Total	1298	100.0 %

Sum of both Choices**Q26. Which TWO of the public health and human services listed above do you think are most important to improve over the next TWO Years? (both selections)**

<u>Q26 Sum of both choices</u>	<u>Number</u>	<u>Percent</u>
A = Cleanliness & safety of food in restaurants	242	18.6 %
B = Availability of quality services for disabled	154	11.9 %
C = Availability of services to seniors	158	12.2 %
D = Services to people on low income	286	22.0 %
E = Overall quality of school health programs	191	14.7 %
F = Substance abuse & prevention programs	124	9.6 %
G = County efforts to preserve & increase housing	510	39.3 %
<u>Z = None chosen</u>	<u>392</u>	<u>30.2 %</u>
Total	2057	

Q27. Do you own or rent your home?

<u>Q27 Own or rent home</u>	<u>Number</u>	<u>Percent</u>
1=Own	901	69.4 %
2=Rent	397	30.6 %
Total	1298	100.0 %

Q28. Which of the following best describes your home?

<u>Q28 Describe home</u>	<u>Number</u>	<u>Percent</u>
1=Single family	744	57.3 %
2=Duplex/triplex	64	4.9 %
3=Mobile home	6	0.5 %
4=Condo/apartment	420	32.4 %
5=Other	56	4.3 %
9=None chosen	8	0.6 %
Total	1298	100.0 %

Q29. Approximately how many years have you lived in Arlington County?

<u>Q29 Years in Arlington County</u>	<u>Number</u>	<u>Percent</u>
2=Under 3	99	7.8 %
5=3 to 5	144	11.4 %
10=6 to 10	265	20.9 %
15=11 to 15	160	12.6 %
20=16 to 20	163	12.9 %
30=21 to 30	217	17.1 %
31=31+	219	17.3 %
Total	1267	100.0 %

Not provided = 31

Q30. Which of the following best describes your race/ethnicity (check all that apply)?

<u>Q30 Race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
1 = Asian/Pacific Islander	143	11.0 %
2 = Black/African American	114	8.8 %
3 = Hispanic	209	16.1 %
4 = White	947	73.0 %
5 = American Indian/Eskimo	8	0.6 %
6 = Other	16	1.2 %
9 = None chosen	40	3.1 %
Total	1477	

Q31. How many persons, counting yourself, are currently living in your household?

	<u>Mean</u>
Total	2.30
Under age 10	0.31
Ages 11-19	0.23
Ages 20-44	0.72
Ages 45-64	0.74
Ages 65 +	0.31

Q32. Would you say your total annual household income is:

<u>Q32 Annual household income</u>	<u>Number</u>	<u>Percent</u>
1=Under \$35,000	98	7.6 %
2=\$35,000-\$59,999	153	11.8 %
3=\$60,000-\$99,999	408	31.4 %
4=\$100,000	558	43.0 %
9=Not provided	81	6.2 %
Total	1298	100.0 %

Q33. Your gender:

<u>Q33 Gender</u>	<u>Number</u>	<u>Percent</u>
1=Male	624	48.1 %
2=Female	674	51.9 %
Total	1298	100.0 %

Q34. Sexual Orientation:

<u>Q34 Sexual orientation</u>	<u>Number</u>	<u>Percent</u>
1=Heterosexual	1082	83.4 %
2=Homosexual	74	5.7 %
3=Other	16	1.2 %
9=None chosen	126	9.7 %
Total	1298	100.0 %