



OFFICE OF THE COUNTY MANAGER

2100 Clarendon Blvd., Suite 302 Arlington, VA 22201
TEL 703.228.3120 FAX 703.228.3295 www.arlingtonva.us

Dear Arlington Resident:

Arlington is conducting its second countywide, statistically valid survey of residents. The first survey was conducted in 2004. The survey assesses residents' satisfaction with Arlington County services. **Your response to this survey is extremely important.**

The results will enable us to assess our performance across many County agencies and services. They will be used to guide management decisions to ensure the best possible customer service.

The survey takes a few minutes to complete. However, your response to every question is very important to us.

Please return your survey during the next week. A postage-paid envelope is enclosed that is addressed to our contractor for this survey, ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061. Your responses will remain confidential. Results of the survey will be available on the County's website in the next few months. You may also participate in the survey online at **www.arlingtonsurvey.com**.

If you have any questions about the survey, please call the County Manager's Office at 703-228-7510. I appreciate your taking the time to respond to the survey.

Sincerely,

A handwritten signature in black ink that reads "Ron Carlee".

Ron Carlee
County Manager

El gobierno de Arlington County administra un estudio sobre la calidad de servicios de Arlington County. Sus opiniones son muy importante. Todas las respuestas son confidenciales y no se tomarán ningún tipo de atribuciones.

***Si usted tiene preguntas or no habla ingles,
por favor llame al 1-888-801-5368 y habla con Terry.***

2008 Arlington County, Virginia DirectionFinder® Survey

Thank you for taking the time to complete this important survey. Arlington County will use your input to improve services for the community. When you are finished, please return your completed survey in the postage-paid envelope addressed to ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061.

1. 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.”

<i>Overall how satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Quality of police services	5	4	3	2	1	9
B.	Quality of fire and emergency medical and ambulance services	5	4	3	2	1	9
C.	Quality of the County's emergency preparedness services	5	4	3	2	1	9
D.	Quality of County parks/recreation programs	5	4	3	2	1	9
E.	Quality of County arts/cultural programs	5	4	3	2	1	9
F.	Maintenance of County streets	5	4	3	2	1	9
G.	Management of traffic flow on County streets	5	4	3	2	1	9
H.	Quality of County water and wastewater services	5	4	3	2	1	9
I.	Quality of the County's stormwater runoff system	5	4	3	2	1	9
J.	Enforcement of County codes and ordinances	5	4	3	2	1	9
K.	Quality of the County's library system	5	4	3	2	1	9
L.	Effectiveness of the County's Smart Growth practices that promote transit-oriented development	5	4	3	2	1	9
M.	Quality of customer service you receive from County employees	5	4	3	2	1	9
N.	Effectiveness of County communication with the public	5	4	3	2	1	9
O.	County efforts to help preserve and protect the environment	5	4	3	2	1	9
P.	Quality of County's human services (for seniors, at risk children, homeless, and persons with intellectual/physical disabilities)	5	4	3	2	1	9

2. Which FOUR of the areas listed above do you think are most important to improve over the next TWO Years? [Write in the letters below using the letters from Question 1 above].

1st: _____ 2nd: _____ 3rd: _____ 4th: _____

3. 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.”

<i>How safe do you feel:</i>		Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
A.	In your neighborhood during the day	5	4	3	2	1	9
B.	In your neighborhood at night	5	4	3	2	1	9
C.	In County parks	5	4	3	2	1	9
D.	In County buildings	5	4	3	2	1	9
E.	In commercial/retail areas at night	5	4	3	2	1	9
F.	Overall feeling of safety in the County	5	4	3	2	1	9

4. 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.”

<i>How Satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Overall quality of services provided by Arlington County	5	4	3	2	1	9
B.	Overall image of Arlington County	5	4	3	2	1	9
C.	How well the County is managing growth	5	4	3	2	1	9
D.	Quality of life in Arlington County	5	4	3	2	1	9
E.	Quality of public schools in the County	5	4	3	2	1	9
F.	Value you receive for your County taxes	5	4	3	2	1	9
G.	The County government's overall efforts to embrace diversity	5	4	3	2	1	9
H.	The overall inclusiveness of the community	5	4	3	2	1	9

5. 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:

<i>How Satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Overall maintenance of major streets in Arlington County not including Interstates	5	4	3	2	1	9
B.	Maintenance of streets in your neighborhood	5	4	3	2	1	9
C.	Maintenance of County buildings	5	4	3	2	1	9
D.	Snow removal on major County streets	5	4	3	2	1	9
E.	Snow removal on neighborhood streets	5	4	3	2	1	9
F.	Mowing and trimming of County land along County streets & public areas	5	4	3	2	1	9
G.	Overall cleanliness of County streets and other public areas	5	4	3	2	1	9
H.	Adequacy of street lighting in your Neighborhood	5	4	3	2	1	9
I.	Adequacy of street lighting in Commercial/retail areas of the County	5	4	3	2	1	9

6. Which THREE of the public works items listed above do you think are most important to improve over the next TWO Years? [Write in the letters below using the letters from Question 5 above].

1st: _____ 2nd: _____ 3rd: _____

7. 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.”

<i>How Satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Residential trash collection services	5	4	3	2	1	9
B.	Curbside recycling services	5	4	3	2	1	9
C.	Yardwaste removal services	5	4	3	2	1	9
D.	Wastewater treatment services	5	4	3	2	1	9
E.	Drinking water services	5	4	3	2	1	9

8. Which TWO of the utility services listed above do you think are most important to improve over the next TWO Years? [Write in the letters below using the letters from Question 7 above].

1st: _____ 2nd: _____

9. 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:

<i>How Satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Overall quality of local police protection	5	4	3	2	1	9
B.	The visibility of police in neighborhoods	5	4	3	2	1	9
C.	The visibility of police in retail areas	5	4	3	2	1	9
D.	The County's efforts to prevent crime	5	4	3	2	1	9
E.	Enforcement of local traffic laws	5	4	3	2	1	9
F.	Overall quality of local fire protection	5	4	3	2	1	9
G.	Overall quality of local emergency medical/ ambulance service	5	4	3	2	1	9
H.	How quickly public safety personnel respond to emergencies	5	4	3	2	1	9
I.	Enforcement of parking regulations	5	4	3	2	1	9

10. Which THREE of the public safety items listed above do you think are most important to improve over the next TWO Years? [Write in the letters below using the letters from Question 9 above].

1st.____ 2nd.____ 3rd.____

11. 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:

<i>How Satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Maintenance of County parks	5	4	3	2	1	9
B.	Walking and biking trails in the County	5	4	3	2	1	9
C.	Outdoor athletic fields	5	4	3	2	1	9
D.	Youth and teen recreation programs	5	4	3	2	1	9
E.	Adult recreation programs	5	4	3	2	1	9
F.	Senior recreation programs	5	4	3	2	1	9
G.	Visual and performing arts programming and facilities	5	4	3	2	1	9
H.	Community center programs	5	4	3	2	1	9
I.	Sports programs	5	4	3	2	1	9
J.	Off-leash dog areas (community canine areas)	5	4	3	2	1	9
K.	Indoor swimming pools	5	4	3	2	1	9
L.	Fees charged for programs	5	4	3	2	1	9
M.	Special events sponsored by the County	5	4	3	2	1	9

12. Which THREE of the parks and recreation items listed above do you think are most important to improve over the next TWO Years? [Write in the letters below using the letters from Question 11 above].

1st.____ 2nd.____ 3rd.____

17. 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:

<i>How Satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Ease of traveling within Arlington County	5	4	3	2	1	9
B.	Ease of traveling from Arlington County to other jurisdictions in the metro area	5	4	3	2	1	9
C.	Availability of transportation for persons with Disabilities	5	4	3	2	1	9
D.	Quality of Arlington's public transit system (ART)	5	4	3	2	1	9
E.	Quality of Metro services (bus/rail) in Arlington	5	4	3	2	1	9
F.	Availability of sidewalks for pedestrians	5	4	3	2	1	9
G.	Pedestrian safety in your neighborhood	5	4	3	2	1	9
H.	Pedestrian safety in other areas of the County	5	4	3	2	1	9
I.	Availability of bike trails and bike lanes	5	4	3	2	1	9
J.	Use of traffic calming measures, such as speed humps and nubs	5	4	3	2	1	9

18. Which THREE of the transportation items listed above do you think are most important to improve over the next TWO Years? [Write in the letters below using the letters from Question 17 above].

1st. _____ 2nd. _____ 3rd. _____

19. 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:

<i>How Satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	The availability of information about County programs and services	5	4	3	2	1	9
B.	County efforts to keep you informed about local issues	5	4	3	2	1	9
C.	Programming on the County Government's cable TV channel	5	4	3	2	1	9
D.	The quality of information on the County's Website, www.arlingtonva.us	5	4	3	2	1	9
E.	The quality of the County's bimonthly resident newsletter, <i>The Citizen</i>	5	4	3	2	1	9
F.	The availability of County's e-newsletter and other e-communications products, e.g., crime report, Arlington Insider, What's Up Arlington	5	4	3	2	1	9

20. Which of the following are currently your primary sources of information about County issues, services, and events? (check all that apply)

- | | |
|----------------------------------------------------|---------------------------------------------------|
| ____(01) The County newsletter, <i>The Citizen</i> | ____(09) Latino media |
| ____(02) The Washington Post | ____(10) County website |
| ____(03) DC Examiner | ____(11) Arlington Insider, County's e-newsletter |
| ____(04) Sun Gazette | ____(12) County press releases |
| ____(05) Arlington Connection | ____(13) Recreation & Leisure catalog |
| ____(06) Local TV/cable news | ____(14) Civic association newsletters/listservs |
| ____(07) Radio | ____(15) Blogs/websites |
| ____(08) Arlington's cable TV channel (AVN) | ____(99) Other: _____ |

21. In which **THREE** of the programs and services listed below are improvements in County communication needed most? [Select up to 3 items]

- | | |
|-------------------------------------------------------------------|-----------------------------------------------------------------|
| <input type="checkbox"/> (01) Police | <input type="checkbox"/> (09) Commissioner of Revenue |
| <input type="checkbox"/> (02) Fire, Emergency Medical/Rescue | <input type="checkbox"/> (10) Development/Planning |
| <input type="checkbox"/> (03) Emergency Management | <input type="checkbox"/> (11) Code Enforcement |
| <input type="checkbox"/> (04) Libraries | <input type="checkbox"/> (12) Parking Management |
| <input type="checkbox"/> (05) Parks Recreation/Cultural Resources | <input type="checkbox"/> (13) Trash/Recycling |
| <input type="checkbox"/> (06) Health/Human Services | <input type="checkbox"/> (14) Utilities, including sewage plant |
| <input type="checkbox"/> (07) Street Maintenance/Construction | <input type="checkbox"/> (15) County Manager/Board |
| <input type="checkbox"/> (08) Treasurer | <input type="checkbox"/> (16) Other: _____ |

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

- (1) Yes, on Comcast channel 25 or 74.
 (2) Yes, on Verizon FIOS channel 39 or 40
 (3) Yes, on the internet at www.arlingtonva.us.
 (4) No, I don't watch AVN.

22a. [If yes] What programming is most important to you?

- | | |
|----------------------------------------------------|----------------------------------------------------|
| <input type="checkbox"/> (1) County Board Meetings | <input type="checkbox"/> (3) Arts/history/cultural |
| <input type="checkbox"/> (2) News/current events | <input type="checkbox"/> (4) Others: _____ |

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

- (1) Yes (answer Q#23a-i) (2) No (go to Q#24)

23a-i. [IF YES to Q#23] 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."

<i>How Satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Quality of available materials	5	4	3	2	1	9
B.	Quality and quantity of programs for seniors	5	4	3	2	1	9
C.	Quality and quantity of programs for children	5	4	3	2	1	9
D.	Quality and quantity of programs for new Americans	5	4	3	2	1	9
E.	Quality and quantity of programs for adults	5	4	3	2	1	9
F.	Helpfulness of library staff	5	4	3	2	1	9
G.	Hours libraries are open	5	4	3	2	1	9
H.	Quality of online services provided by the library	5	4	3	2	1	9

23i. [IF YES to Q#23] Which **TWO** of the **library** services listed above do you think are most important to improve over the next **TWO** Years? [Write in the letters below using the letters from Question 23a-h above].

1st: _____ 2nd: _____

24. **Emergency Preparedness Services.** Please indicate your level of agreement with each of the following statements. (Circle the corresponding number)

<i>How Satisfied are you with:</i>		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
A.	My household is prepared with food, water, and other supplies for an emergency, such as a natural disaster or terror attack	5	4	3	2	1	9
B.	The County has done a good job educating The public about what to do in an emergency	5	4	3	2	1	9
C.	I know where to get information during an emergency	5	4	3	2	1	9
D.	I am aware of efforts by the County to prepare our community for an emergency	5	4	3	2	1	9

25. 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."

<i>How Satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Cleanliness and safety of food in restaurants in Arlington County	5	4	3	2	1	9
B.	The availability of quality services to support persons with mental or physical disabilities	5	4	3	2	1	9
C.	Availability of services to seniors	5	4	3	2	1	9
D.	Availability of services to people on a low or fixed income	5	4	3	2	1	9
E.	Overall quality of school health programs	5	4	3	2	1	9
F.	Substance abuse and prevention programs offered by the County	5	4	3	2	1	9
G.	County efforts to preserve and increase the availability of affordable housing	5	4	3	2	1	9

26. Which TWO of the public health and human services listed above do you think are most important to improve over the next TWO Years? [Write in the letters below using the letters from Question 25 above].

1st: _____ 2nd: _____

DEMOGRAPHICS

27. Do you own or rent your home? _____(1) Own _____(2) Rent

28 Which of the following best describes your home?

- _____ (1) Single-family
- _____ (2) Duplex/triplex
- _____ (3) Mobile home
- _____ (4) Condo/apartment
- _____ (5) Other: _____

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

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

- _____ (1) Asian/Pacific Islander
- _____ (2) Black/African American
- _____ (3) Hispanic
- _____ (4) White
- _____ (5) American Indian/Eskimo
- _____ (6) Other: _____

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

Under age 10 _____ Ages 20-44 _____ Ages 65+ _____
 Ages 11-19 _____ Ages 45-64 _____

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

- _____ (1) Under \$35,000
- _____ (2) \$35,000-\$59,999
- _____ (3) \$60,000-\$99,999
- _____ (4) \$100,000+

33. Your gender: _____(1) Male _____(2) Female

34. Sexual Orientation: _____(1) Heterosexual _____(2) Homosexual _____(3) Other

THANK YOU. THIS CONCLUDES THE SURVEY.

Please return your survey in the postage-paid envelope addressed to ETC Institute.

Your responses will remain Completely Confidential. The information printed on the sticker to the right will ONLY be used to help identify which areas of the County are having problems with County services. If your address is not correct, please provide the correct information. Thanks.