

Crosstabs by Age of Household Occupants

Distribution of Respondents by Ages of Household Occupants

<u>Q31 Children Under age 10</u>	<u>Number</u>	<u>Percent</u>
NO	1038	81.0 %
YES	243	19.0 %
Total	1281	100.0 %

<u>Q31 Teens Age 11-19</u>	<u>Number</u>	<u>Percent</u>
NO	1076	84.2 %
YES	202	15.8 %
Total	1278	100.0 %

<u>Q31 Seniors Age 65 +</u>	<u>Number</u>	<u>Percent</u>
NO	980	76.7 %
YES	298	23.3 %
Total	1278	100.0 %

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	
<u>Q1a Quality of police services</u>							
Very satisfied	35.2%	24.9%	33.0%	34.9%	32.4%	36.5%	33.4%
Satisfied	51.3%	63.2%	54.0%	50.5%	53.0%	54.8%	53.5%
Neutral	10.0%	9.6%	9.9%	10.2%	11.0%	6.5%	9.8%
Dissatisfied	2.5%	1.0%	2.0%	3.2%	2.4%	1.5%	2.2%
Very dissatisfied	1.0%	1.4%	1.1%	1.1%	1.2%	0.8%	1.2%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q1b Quality of fire & emergency medical & ambulance services

Very satisfied	46.0%	38.0%	43.8%	48.5%	42.7%	49.8%	44.8%
Satisfied	44.8%	49.7%	46.4%	41.7%	46.5%	43.2%	45.5%
Neutral	8.2%	12.3%	8.9%	9.2%	10.0%	6.2%	9.0%
Dissatisfied	0.9%	0.0%	0.7%	0.6%	0.8%	0.4%	0.7%
Very dissatisfied	0.1%	0.0%	0.1%	0.0%	0.0%	0.4%	0.1%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q1c Quality of the County's emergency preparedness services

Very satisfied	29.0%	24.7%	28.0%	29.3%	28.7%	26.9%	28.3%
Satisfied	49.1%	48.8%	48.5%	51.4%	48.6%	50.0%	48.9%
Neutral	19.1%	25.9%	20.9%	17.9%	20.1%	21.2%	20.4%
Dissatisfied	2.1%	0.6%	1.8%	1.4%	2.1%	0.9%	1.7%
Very dissatisfied	0.8%	0.0%	0.8%	0.0%	0.5%	0.9%	0.6%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q1d Quality of County parks/recreation programs

Very satisfied	34.9%	48.5%	37.2%	39.7%	39.5%	31.3%	37.8%
Satisfied	49.9%	44.4%	48.7%	49.0%	48.2%	50.6%	48.6%
Neutral	12.5%	5.9%	11.6%	8.8%	9.8%	15.8%	11.3%
Dissatisfied	2.2%	1.3%	1.9%	2.6%	2.1%	1.9%	2.0%
Very dissatisfied	0.5%	0.0%	0.5%	0.0%	0.4%	0.4%	0.4%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q1e Quality of County arts/cultural programs

Very satisfied	28.2%	34.8%	28.5%	33.9%	29.7%	28.2%	29.4%
Satisfied	48.5%	45.1%	48.1%	47.0%	48.9%	44.9%	47.7%
Neutral	19.9%	19.1%	20.6%	15.3%	18.7%	22.9%	19.9%
Dissatisfied	3.0%	1.0%	2.5%	3.3%	2.4%	3.3%	2.6%
Very dissatisfied	0.5%	0.0%	0.3%	0.5%	0.2%	0.8%	0.4%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	
<u>Q1f Maintenance of County streets</u>							
Very satisfied	10.9%	14.9%	11.4%	12.7%	12.9%	7.3%	11.7%
Satisfied	48.1%	47.3%	48.0%	47.2%	46.9%	51.0%	47.8%
Neutral	22.0%	24.1%	22.2%	23.9%	22.5%	22.4%	22.4%
Dissatisfied	16.1%	12.4%	15.7%	13.7%	15.1%	16.4%	15.3%
Very dissatisfied	3.0%	1.2%	2.7%	2.5%	2.6%	2.8%	2.8%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q1g Management of traffic flow on County streets

Very satisfied	9.8%	12.6%	10.0%	12.1%	10.4%	10.1%	10.4%
Satisfied	41.9%	44.5%	42.7%	39.9%	42.3%	42.0%	42.2%
Neutral	28.3%	21.8%	27.5%	24.7%	26.3%	29.7%	26.9%
Dissatisfied	15.8%	19.3%	16.2%	18.2%	17.0%	14.9%	16.5%
Very dissatisfied	4.3%	1.7%	3.6%	5.1%	4.0%	3.3%	3.9%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q1h Quality of County water & wastewater services

Very satisfied	20.3%	18.3%	19.2%	23.7%	20.2%	19.2%	20.1%
Satisfied	54.2%	53.6%	54.3%	52.6%	53.1%	57.1%	53.7%
Neutral	17.3%	20.5%	18.5%	14.7%	17.8%	18.0%	18.0%
Dissatisfied	6.0%	5.8%	5.7%	7.4%	6.3%	4.9%	6.0%
Very dissatisfied	2.2%	1.8%	2.2%	1.6%	2.5%	0.8%	2.2%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q1i Quality of the County's stormwater runoff system

Very satisfied	18.0%	15.9%	16.5%	23.4%	18.2%	15.7%	17.5%
Satisfied	45.7%	40.8%	45.7%	40.1%	43.8%	48.1%	44.6%
Neutral	26.5%	33.3%	28.1%	25.7%	27.1%	29.8%	28.0%
Dissatisfied	7.8%	7.0%	7.4%	9.0%	8.7%	4.3%	7.6%
Very dissatisfied	2.0%	3.0%	2.3%	1.8%	2.2%	2.1%	2.3%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q1j Enforcement of County codes & ordinances

Very satisfied	17.7%	24.2%	18.8%	19.9%	19.2%	18.6%	19.1%
Satisfied	41.5%	34.8%	40.5%	39.8%	38.9%	45.0%	40.2%
Neutral	28.0%	31.8%	28.0%	30.9%	30.6%	21.9%	28.6%
Dissatisfied	9.5%	7.6%	9.9%	5.5%	8.6%	10.7%	9.0%
Very dissatisfied	3.3%	1.5%	2.8%	3.9%	2.7%	3.7%	3.1%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q1k Quality of the County's library system

Very satisfied	45.7%	50.2%	46.6%	47.1%	47.1%	45.4%	46.5%
Satisfied	39.9%	36.3%	39.6%	37.2%	38.5%	41.3%	39.0%
Neutral	11.4%	9.9%	10.7%	12.0%	10.7%	11.4%	11.2%
Dissatisfied	2.4%	3.6%	2.6%	3.1%	3.0%	1.8%	2.8%
Very dissatisfied	0.7%	0.0%	0.5%	0.5%	0.7%	0.0%	0.5%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q11 Effectiveness of the County's Smart Growth practices

Very satisfied	25.7%	25.0%	26.0%	23.1%	26.1%	23.6%	25.5%
Satisfied	39.4%	39.8%	39.1%	40.8%	39.2%	39.9%	39.7%
Neutral	25.1%	24.0%	24.7%	26.0%	23.6%	29.2%	24.7%
Dissatisfied	7.7%	9.7%	7.9%	8.9%	8.7%	6.0%	7.9%
Very dissatisfied	2.2%	1.5%	2.3%	1.2%	2.3%	1.3%	2.1%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q1m Quality of customer service you receive

Very satisfied	25.1%	22.1%	24.3%	25.9%	24.9%	23.7%	24.4%
Satisfied	45.0%	50.0%	46.8%	41.5%	44.7%	49.6%	46.0%
Neutral	23.6%	22.6%	22.8%	26.4%	23.7%	22.3%	23.3%
Dissatisfied	4.9%	3.5%	4.5%	5.2%	4.9%	3.6%	4.7%
Very dissatisfied	1.4%	1.8%	1.6%	1.0%	1.7%	0.7%	1.5%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q1n Effectiveness of County communication with the public

Very satisfied	22.0%	24.2%	22.1%	24.5%	23.4%	19.4%	22.5%
Satisfied	48.5%	46.7%	48.4%	46.4%	47.2%	50.7%	48.0%
Neutral	23.0%	24.2%	23.4%	22.9%	23.1%	24.3%	23.4%
Dissatisfied	5.4%	3.5%	4.9%	5.7%	5.1%	4.9%	5.1%
Very dissatisfied	1.1%	1.3%	1.2%	0.5%	1.2%	0.7%	1.1%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q1o County efforts to preserve & protect the environment

Very satisfied	24.8%	23.2%	23.5%	29.7%	26.5%	18.5%	24.3%
Satisfied	46.0%	48.3%	47.6%	40.1%	44.0%	53.8%	46.3%
Neutral	22.6%	21.7%	22.1%	23.6%	22.7%	21.2%	22.6%
Dissatisfied	4.7%	6.9%	5.1%	5.5%	5.2%	5.0%	5.2%
Very dissatisfied	1.9%	0.0%	1.7%	1.1%	1.6%	1.5%	1.5%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q1p Quality of County's human services

Very satisfied	21.3%	19.0%	21.6%	17.9%	19.1%	25.4%	20.8%
Satisfied	42.0%	38.0%	40.4%	45.0%	40.9%	42.0%	41.2%
Neutral	27.9%	36.5%	30.3%	25.7%	30.6%	26.8%	29.5%
Dissatisfied	7.2%	5.8%	6.4%	9.3%	7.4%	5.8%	7.1%
Very dissatisfied	1.6%	0.7%	1.3%	2.1%	2.0%	0.0%	1.4%

Crosstabs by Age of Household Occupants

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

N=1298

	Q31 Children Under age 10		Q31 Teens Age 11- 19		Q31 Seniors Age 65 +		Total
	NO 0	YES 1	NO 0	YES 1	NO 0	YES 1	
<u>Q2 Most important area</u>							
A=Quality of police services	15.0%	15.2%	15.5%	12.4%	16.3%	10.7%	15.1%
B=Fire & emergency medical & ambulance services	10.3%	9.5%	10.0%	10.9%	10.5%	9.1%	10.1%
C=County's emergency preparedness services	19.1%	19.3%	19.7%	15.8%	18.4%	21.5%	19.0%
D=Quality of County parks/ recreation programs	14.1%	24.7%	16.2%	15.8%	18.5%	8.4%	16.2%
E=Quality of County arts/ cultural programs	7.3%	8.6%	7.2%	9.4%	8.2%	5.7%	7.5%
F=Maintenance of County streets	38.2%	37.4%	39.3%	31.7%	38.0%	38.6%	38.0%

Crosstabs by Age of Household Occupants

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

N=1298

Q31 Children Under age 10		Q31 Teens Age 11-19		Q31 Seniors Age 65 +		Total
NO	YES	NO	YES	NO	YES	
0	1	0	1	0	1	

Q2 Most important area (Cont.)

G=Management of traffic flow on County streets	42.8%	41.6%	43.0%	39.6%	44.1%	37.2%	42.4%
H=County water & wastewater services	15.7%	16.9%	15.4%	17.8%	16.1%	14.8%	16.0%
I=County's stormwater runoff system	12.3%	13.6%	11.9%	16.3%	13.5%	9.7%	12.6%
J=Enforcement of County codes & ordinances	18.5%	14.4%	17.9%	16.3%	16.6%	21.1%	17.7%
K=Quality of the County's library system	5.9%	8.2%	6.2%	6.9%	7.3%	3.0%	6.3%

Crosstabs by Age of Household Occupants

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

N=1298

Q31 Children Under age 10		Q31 Teens Age 11-19		Q31 Seniors Age 65 +		Total
NO	YES	NO	YES	NO	YES	
0	1	0	1	0	1	

Q2 Most important area (Cont.)

L=Effectiveness of the Smart Growth practices	28.3%	31.7%	29.1%	28.7%	31.8%	19.8%	28.9%
M=Quality of customer service you receive	12.1%	10.7%	11.5%	13.9%	12.2%	10.7%	11.9%
N=Effectiveness of County communication	13.8%	13.6%	13.1%	17.3%	13.5%	14.8%	13.6%
O=Efforts to preserve & protect the environment	31.4%	33.3%	31.1%	35.6%	32.9%	28.5%	31.8%
P=Quality of County's human services	26.2%	24.3%	24.3%	33.7%	25.7%	26.2%	25.7%
Z=None chosen	13.5%	11.1%	13.3%	11.4%	10.8%	20.1%	13.1%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q3a In your neighborhood during the day

Very safe	68.0%	65.0%	67.8%	66.2%	70.4%	57.7%	67.3%
Safe	27.1%	33.3%	28.1%	28.9%	25.3%	38.1%	28.4%
Neutral	3.7%	1.6%	3.1%	4.5%	3.2%	3.8%	3.3%
Unsafe	1.0%	0.0%	0.8%	0.5%	0.9%	0.3%	0.8%
Very unsafe	0.2%	0.0%	0.2%	0.0%	0.2%	0.0%	0.2%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q3b In your neighborhood at night

Very safe	30.5%	34.4%	30.5%	35.1%	32.7%	26.3%	31.4%
Safe	48.0%	51.5%	49.3%	45.0%	47.3%	53.3%	48.4%
Neutral	14.6%	10.0%	13.8%	13.9%	13.2%	15.9%	13.7%
Unsafe	5.1%	4.1%	4.8%	5.4%	5.3%	3.5%	4.9%
Very unsafe	1.8%	0.0%	1.6%	0.5%	1.5%	1.0%	1.5%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q3c In County parks

Very safe	15.2%	18.7%	16.0%	15.2%	16.5%	13.5%	16.0%
Safe	46.8%	56.8%	48.4%	51.5%	50.9%	41.8%	48.9%
Neutral	28.1%	18.3%	26.0%	25.8%	23.9%	33.5%	25.9%
Unsafe	8.2%	5.0%	7.8%	6.1%	7.1%	9.2%	7.5%
Very unsafe	1.7%	1.2%	1.7%	1.5%	1.6%	2.0%	1.7%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q3d In County buildings

Very safe	41.5%	44.4%	41.9%	41.8%	43.2%	37.7%	42.1%
Safe	44.3%	41.8%	43.7%	45.0%	43.5%	45.4%	43.7%
Neutral	12.5%	12.9%	13.1%	10.6%	11.6%	16.2%	12.6%
Unsafe	1.3%	0.9%	1.2%	1.6%	1.4%	0.8%	1.2%
Very unsafe	0.3%	0.0%	0.1%	1.1%	0.3%	0.0%	0.3%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q3e In commercial/retail areas at night

Very safe	17.7%	23.6%	18.5%	20.1%	20.9%	11.1%	18.9%
Safe	52.2%	51.5%	53.4%	45.2%	53.6%	46.7%	52.0%
Neutral	22.3%	20.7%	20.5%	29.6%	19.9%	29.6%	22.1%
Unsafe	7.2%	3.8%	6.8%	5.0%	5.0%	11.9%	6.5%
Very unsafe	0.6%	0.4%	0.7%	0.0%	0.5%	0.7%	0.6%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q3f Overall feeling of safety in the County

Very safe	23.8%	26.6%	23.8%	26.9%	26.3%	17.5%	24.5%
Safe	61.3%	62.7%	61.9%	59.7%	60.8%	63.9%	61.2%
Neutral	12.0%	10.0%	11.7%	11.4%	10.2%	16.5%	11.7%
Unsafe	2.6%	0.8%	2.4%	2.0%	2.4%	2.1%	2.3%
Very unsafe	0.3%	0.0%	0.3%	0.0%	0.3%	0.0%	0.2%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	
<u>Q4a Overall quality of services provided</u>							
Very satisfied	28.1%	33.5%	28.5%	33.0%	30.6%	24.7%	29.2%
Satisfied	57.6%	59.8%	58.3%	56.0%	56.6%	62.4%	58.0%
Neutral	12.7%	5.4%	11.5%	10.5%	11.0%	12.5%	11.2%
Dissatisfied	1.1%	0.4%	1.1%	0.0%	1.1%	0.3%	0.9%
Very dissatisfied	0.5%	0.8%	0.6%	0.5%	0.7%	0.0%	0.6%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	
<u>Q4b Overall image of Arlington County</u>							
Very satisfied	38.7%	39.7%	38.3%	42.8%	39.7%	36.8%	39.2%
Satisfied	48.7%	52.3%	49.4%	48.3%	49.0%	50.0%	48.9%
Neutral	10.0%	6.3%	9.6%	8.0%	9.2%	9.7%	9.4%
Dissatisfied	2.1%	1.3%	2.1%	1.0%	1.7%	2.8%	1.9%
Very dissatisfied	0.5%	0.4%	0.6%	0.0%	0.4%	0.7%	0.6%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	
<u>Q4c How well the County is managing growth</u>							
Very satisfied	15.4%	14.5%	15.3%	14.9%	15.4%	14.6%	15.3%
Satisfied	40.9%	43.9%	41.8%	39.5%	40.8%	43.4%	41.3%
Neutral	26.4%	23.7%	25.1%	30.3%	26.7%	23.4%	26.0%
Dissatisfied	13.5%	15.4%	14.1%	12.3%	13.4%	15.3%	13.8%
Very dissatisfied	3.8%	2.6%	3.7%	3.1%	3.7%	3.3%	3.6%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	
<u>Q4d Quality of life in Arlington County</u>							
Very satisfied	37.8%	43.2%	38.2%	43.0%	39.6%	36.8%	39.1%
Satisfied	47.2%	50.2%	47.9%	46.5%	48.0%	46.5%	47.5%
Neutral	12.0%	5.4%	11.1%	8.5%	9.6%	14.6%	10.8%
Dissatisfied	2.9%	1.2%	2.7%	2.0%	2.7%	2.1%	2.5%
Very dissatisfied	0.1%	0.0%	0.1%	0.0%	0.1%	0.0%	0.1%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q4e Quality of public schools in the County

Very satisfied	33.4%	38.7%	33.5%	39.2%	35.9%	30.8%	34.7%
Satisfied	43.6%	45.3%	43.7%	45.2%	43.1%	47.1%	43.9%
Neutral	17.7%	9.4%	17.9%	7.5%	15.1%	17.6%	15.9%
Dissatisfied	4.0%	6.1%	4.1%	6.0%	4.6%	4.1%	4.4%
Very dissatisfied	1.2%	0.5%	0.8%	2.0%	1.3%	0.5%	1.1%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q4f Value you receive for your County taxes

Very satisfied	17.6%	19.6%	17.4%	21.2%	18.4%	16.9%	18.1%
Satisfied	42.8%	48.3%	42.7%	49.2%	43.1%	46.0%	43.8%
Neutral	25.9%	20.4%	26.4%	17.1%	24.4%	26.5%	24.7%
Dissatisfied	10.5%	8.3%	9.9%	10.9%	10.4%	8.8%	10.1%
Very dissatisfied	3.2%	3.5%	3.6%	1.6%	3.7%	1.8%	3.3%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q4g County government's overall efforts to embrace diversity

Very satisfied	24.5%	23.4%	23.9%	26.4%	25.4%	21.0%	24.4%
Satisfied	41.6%	46.7%	42.5%	42.9%	42.0%	44.4%	42.2%
Neutral	24.8%	24.8%	25.5%	21.4%	25.1%	23.7%	25.1%
Dissatisfied	6.5%	4.2%	5.8%	7.7%	5.3%	8.6%	6.1%
Very dissatisfied	2.5%	0.9%	2.3%	1.6%	2.2%	2.3%	2.2%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	
<u>Q4h Overall inclusiveness of the community</u>							
Very satisfied	22.3%	27.2%	23.5%	22.6%	24.5%	19.5%	23.5%
Satisfied	46.4%	45.6%	46.0%	48.4%	46.4%	46.6%	45.9%
Neutral	25.9%	22.4%	25.2%	23.7%	24.2%	27.5%	25.3%
Dissatisfied	4.2%	3.9%	4.0%	4.7%	3.7%	5.7%	4.1%
Very dissatisfied	1.2%	0.9%	1.2%	0.5%	1.2%	0.8%	1.2%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q5a Overall maintenance of major streets

Very satisfied	12.8%	15.1%	12.5%	16.9%	13.7%	11.6%	13.4%
Satisfied	52.2%	59.0%	54.0%	50.2%	53.0%	54.8%	53.0%
Neutral	18.6%	15.9%	17.4%	21.9%	18.5%	17.1%	18.3%
Dissatisfied	14.1%	9.2%	14.0%	9.0%	12.6%	15.4%	13.3%
Very dissatisfied	2.2%	0.8%	2.0%	2.0%	2.3%	1.0%	2.0%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q5b Maintenance of streets in your neighborhood

Very satisfied	15.1%	15.4%	15.1%	15.5%	15.2%	15.2%	15.3%
Satisfied	48.0%	47.7%	48.3%	45.5%	47.1%	50.3%	47.6%
Neutral	19.0%	18.3%	18.3%	22.0%	19.0%	18.6%	18.9%
Dissatisfied	14.4%	16.2%	15.1%	13.0%	15.3%	13.2%	14.8%
Very dissatisfied	3.5%	2.5%	3.2%	4.0%	3.5%	2.7%	3.3%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q5c Maintenance of County buildings

Very satisfied	19.1%	12.9%	18.3%	16.1%	17.0%	21.2%	18.2%
Satisfied	58.3%	63.2%	59.0%	60.6%	61.3%	52.2%	58.8%
Neutral	20.6%	19.6%	20.4%	20.0%	18.7%	26.1%	20.6%
Dissatisfied	1.7%	3.8%	1.9%	3.3%	2.7%	0.4%	2.1%
Very dissatisfied	0.2%	0.5%	0.3%	0.0%	0.4%	0.0%	0.3%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q5d Snow removal on major County streets

Very satisfied	18.8%	21.5%	18.4%	24.2%	19.9%	17.6%	19.4%
Satisfied	58.0%	61.4%	59.8%	52.5%	58.5%	59.2%	58.3%
Neutral	16.4%	12.0%	15.3%	16.7%	14.7%	18.3%	15.7%
Dissatisfied	5.6%	4.3%	5.7%	3.5%	5.7%	4.2%	5.4%
Very dissatisfied	1.1%	0.9%	0.7%	3.0%	1.2%	0.7%	1.2%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q5e Snow removal on neighborhood streets

Very satisfied	10.8%	12.8%	10.6%	14.1%	11.5%	10.2%	11.3%
Satisfied	45.7%	43.4%	45.8%	42.4%	45.2%	45.2%	45.1%
Neutral	23.6%	23.0%	23.4%	24.2%	23.1%	25.1%	23.4%
Dissatisfied	16.1%	17.0%	16.7%	14.1%	16.3%	16.3%	16.3%
Very dissatisfied	3.7%	3.8%	3.5%	5.1%	3.9%	3.2%	3.9%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q5f Mowing & trimming of County land

Very satisfied	14.9%	13.8%	14.6%	15.1%	15.7%	11.4%	14.8%
Satisfied	53.9%	56.5%	53.8%	56.8%	55.0%	52.0%	54.4%
Neutral	21.0%	20.5%	21.6%	17.6%	19.7%	25.3%	20.7%
Dissatisfied	8.6%	7.5%	8.4%	8.5%	8.4%	8.5%	8.5%
Very dissatisfied	1.6%	1.7%	1.5%	2.0%	1.3%	2.8%	1.6%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q5g Overall cleanliness of County streets & other public areas

Very satisfied	16.7%	16.3%	16.5%	17.4%	17.4%	14.4%	16.8%
Satisfied	58.5%	59.6%	58.5%	59.2%	59.2%	56.5%	58.4%
Neutral	18.4%	18.8%	18.6%	17.9%	17.8%	20.9%	18.3%
Dissatisfied	5.9%	5.0%	5.9%	5.0%	5.0%	8.2%	5.9%
Very dissatisfied	0.6%	0.4%	0.6%	0.5%	0.7%	0.0%	0.5%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	
<u>Q5h Adequacy of street lighting in your neighborhood</u>							
Very satisfied	17.9%	14.1%	17.4%	16.4%	16.6%	19.4%	17.4%
Satisfied	50.7%	49.0%	51.3%	45.3%	49.7%	52.4%	50.2%
Neutral	18.0%	16.6%	16.9%	21.9%	17.5%	18.4%	17.7%
Dissatisfied	11.5%	17.8%	12.8%	12.4%	13.9%	8.8%	12.8%
Very dissatisfied	1.9%	2.5%	1.6%	4.0%	2.3%	1.0%	2.0%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q5i Adequacy of street lighting in commercial/retail areas

Very satisfied	19.6%	21.0%	19.4%	22.6%	20.8%	17.0%	20.1%
Satisfied	57.6%	53.8%	57.7%	52.3%	56.9%	56.5%	56.5%
Neutral	18.6%	21.0%	18.5%	22.1%	17.9%	23.0%	19.0%
Dissatisfied	3.8%	3.8%	4.1%	2.0%	4.0%	3.2%	4.0%
Very dissatisfied	0.4%	0.4%	0.3%	1.0%	0.4%	0.4%	0.4%

Crosstabs by Age of Household Occupants

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)

N=1298

Q31 Children Under age 10		Q31 Teens Age 11-19		Q31 Seniors Age 65 +		Total
NO	YES	NO	YES	NO	YES	
0	1	0	1	0	1	

Q6 Most important public works items

A=Overall maintenance of major streets	47.9%	40.7%	46.7%	46.0%	49.0%	38.6%	46.5%
B=Maintenance of streets in your neighborhood	39.7%	44.0%	40.8%	39.6%	43.2%	32.2%	40.3%
C=Maintenance of County buildings	5.4%	5.8%	4.6%	8.9%	5.2%	5.7%	5.5%
D=Snow removal on major County streets	11.7%	10.7%	11.4%	11.4%	12.6%	7.7%	11.6%
E=Snow removal on neighborhood streets	32.5%	30.9%	31.8%	34.2%	31.2%	35.2%	31.9%

Crosstabs by Age of Household Occupants

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)

N=1298

Q31 Children Under age 10		Q31 Teens Age 11-19		Q31 Seniors Age 65 +		Total
NO	YES	NO	YES	NO	YES	
0	1	0	1	0	1	

Q6 Most important public works items (Cont.)

F=Mowing & trimming of County land	17.3%	20.2%	18.1%	16.3%	16.8%	21.1%	17.6%
G=Overall cleanliness of County streets	27.9%	31.7%	28.7%	28.2%	30.6%	22.1%	28.6%
H=Adequacy of street lighting in neighborhood	28.3%	31.7%	28.5%	30.7%	30.7%	22.8%	28.9%
I=Street lighting in commercial/retail areas	13.4%	10.3%	12.5%	14.9%	13.3%	11.4%	12.9%
Z=None chosen	17.5%	16.9%	17.8%	15.8%	14.9%	25.8%	17.7%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	
<u>Q7a Residential trash collection services</u>							
Very satisfied	42.4%	44.3%	41.1%	51.3%	42.8%	43.2%	42.7%
Satisfied	45.0%	49.1%	46.7%	40.7%	44.4%	49.8%	45.6%
Neutral	9.9%	2.6%	9.0%	5.5%	9.4%	5.0%	8.6%
Dissatisfied	2.4%	2.6%	2.6%	1.5%	2.6%	1.9%	2.4%
Very dissatisfied	0.4%	1.3%	0.5%	1.0%	0.8%	0.0%	0.8%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	
<u>Q7b Curbside recycling services</u>							
Very satisfied	39.1%	39.5%	37.8%	46.0%	38.9%	40.5%	39.1%
Satisfied	41.6%	44.7%	43.9%	34.8%	41.0%	46.2%	42.1%
Neutral	13.4%	8.8%	12.7%	11.6%	12.7%	11.7%	12.6%
Dissatisfied	4.9%	7.0%	5.0%	6.6%	6.3%	1.6%	5.2%
Very dissatisfied	1.0%	0.0%	0.7%	1.0%	1.0%	0.0%	0.9%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	
<u>Q7c Yardwaste removal services</u>							
Very satisfied	33.5%	31.3%	32.8%	34.2%	32.3%	35.6%	32.9%
Satisfied	43.5%	49.1%	44.9%	44.0%	44.8%	44.5%	44.4%
Neutral	17.9%	9.3%	16.8%	13.5%	15.7%	17.4%	16.4%
Dissatisfied	4.4%	8.4%	4.6%	7.3%	6.1%	2.1%	5.1%
Very dissatisfied	0.6%	1.9%	0.9%	1.0%	1.1%	0.4%	1.1%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	
<u>Q7d Wastewater treatment services</u>							
Very satisfied	26.4%	21.5%	24.7%	28.7%	25.4%	25.7%	25.5%
Satisfied	46.7%	51.8%	48.7%	43.3%	49.0%	43.5%	47.4%
Neutral	22.4%	22.1%	22.4%	22.2%	21.2%	26.2%	22.3%
Dissatisfied	3.7%	4.1%	3.5%	4.7%	3.7%	3.7%	4.0%
Very dissatisfied	0.8%	0.5%	0.7%	1.2%	0.7%	0.9%	0.8%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	
<u>Q7e Drinking water services</u>							
Very satisfied	24.3%	22.3%	23.6%	25.7%	23.2%	26.1%	23.8%
Satisfied	49.9%	51.8%	50.4%	49.7%	50.4%	50.0%	50.0%
Neutral	18.2%	19.5%	18.6%	17.1%	18.2%	18.9%	18.6%
Dissatisfied	5.9%	5.0%	5.8%	5.3%	6.7%	2.7%	5.8%
Very dissatisfied	1.8%	1.4%	1.6%	2.1%	1.5%	2.3%	1.8%

Crosstabs by Age of Household Occupants

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

N=1298

Q31 Children Under age 10		Q31 Teens Age 11-19		Q31 Seniors Age 65 +		Total
NO	YES	NO	YES	NO	YES	
0	1	0	1	0	1	

Q8 Most important utility services

A=Residential trash collection services	13.2%	13.2%	12.8%	14.9%	14.1%	10.1%	13.3%
B=Curbside recycling services	21.5%	29.2%	22.6%	24.3%	26.5%	10.7%	22.7%
C=Yardwaste removal services	14.9%	19.8%	15.0%	20.3%	16.2%	14.4%	15.8%
D=Wastewater treatment services	29.5%	27.6%	29.1%	29.7%	29.0%	29.9%	29.1%
E=Drinking water services	40.4%	48.1%	40.7%	47.5%	43.6%	35.9%	41.8%
Z=None chosen	35.7%	25.9%	35.3%	26.7%	30.3%	46.0%	34.0%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	
<u>Q9a Overall quality of local police protection</u>							
Very satisfied	29.0%	23.9%	27.9%	29.7%	27.5%	30.2%	28.2%
Satisfied	55.5%	61.5%	56.8%	55.1%	56.6%	56.5%	56.4%
Neutral	12.6%	12.7%	12.3%	13.5%	12.7%	11.9%	12.6%
Dissatisfied	2.3%	1.4%	2.4%	1.1%	2.5%	1.1%	2.1%
Very dissatisfied	0.6%	0.5%	0.6%	0.5%	0.7%	0.4%	0.7%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q9b Visibility of police in neighborhoods

Very satisfied	18.5%	16.2%	18.5%	16.1%	19.0%	15.3%	18.2%
Satisfied	43.4%	45.4%	42.9%	48.7%	43.6%	44.5%	43.6%
Neutral	27.8%	32.3%	29.0%	26.4%	27.9%	30.6%	28.6%
Dissatisfied	8.9%	4.8%	8.3%	7.3%	8.4%	7.5%	8.2%
Very dissatisfied	1.4%	1.3%	1.4%	1.6%	1.2%	2.1%	1.4%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	
<u>Q9c Visibility of police in retail areas</u>							
Very satisfied	15.0%	13.5%	14.8%	14.4%	15.7%	11.6%	15.0%
Satisfied	44.9%	49.5%	45.1%	49.5%	45.2%	47.8%	45.6%
Neutral	32.0%	30.2%	32.8%	25.5%	31.9%	31.0%	31.7%
Dissatisfied	7.4%	6.3%	6.9%	9.0%	6.9%	8.2%	7.1%
Very dissatisfied	0.6%	0.5%	0.4%	1.6%	0.3%	1.5%	0.6%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	
<u>Q9d County's efforts to prevent crime</u>							
Very satisfied	17.0%	16.0%	16.7%	17.5%	16.9%	16.5%	17.0%
Satisfied	52.7%	52.0%	51.9%	54.8%	51.8%	54.6%	52.3%
Neutral	25.5%	26.5%	26.3%	23.2%	26.4%	23.7%	25.7%
Dissatisfied	4.1%	5.0%	4.3%	4.0%	4.1%	4.8%	4.2%
Very dissatisfied	0.8%	0.5%	0.8%	0.6%	0.8%	0.4%	0.8%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	
<u>Q9e Enforcement of local traffic laws</u>							
Very satisfied	15.7%	15.4%	15.6%	16.1%	15.5%	16.3%	15.9%
Satisfied	47.7%	48.4%	47.9%	47.4%	47.8%	47.8%	47.8%
Neutral	23.7%	26.7%	24.5%	22.9%	24.3%	24.1%	24.2%
Dissatisfied	9.2%	8.1%	8.8%	10.4%	9.2%	8.5%	8.9%
Very dissatisfied	3.7%	1.4%	3.3%	3.1%	3.2%	3.3%	3.3%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	
<u>Q9f Overall quality of local fire protection</u>							
Very satisfied	33.8%	30.2%	32.3%	38.3%	32.7%	34.8%	33.5%
Satisfied	52.7%	54.7%	54.1%	47.3%	52.9%	53.2%	52.8%
Neutral	13.1%	14.6%	13.2%	14.4%	14.0%	11.6%	13.3%
Dissatisfied	0.4%	0.5%	0.5%	0.0%	0.4%	0.4%	0.4%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	
<u>Q9g Overall quality of local emergency medical/ambulance service</u>							
Very satisfied	36.5%	29.7%	34.5%	39.5%	33.3%	41.0%	35.8%
Satisfied	48.4%	54.1%	50.0%	46.9%	50.5%	46.6%	49.0%
Neutral	14.8%	15.7%	15.1%	13.6%	15.8%	12.4%	15.0%
Dissatisfied	0.3%	0.6%	0.4%	0.0%	0.4%	0.0%	0.3%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q9h How quickly public safety personnel respond to emergencies

Very satisfied	37.9%	30.3%	35.7%	41.8%	37.0%	35.9%	36.7%
Satisfied	44.2%	54.2%	45.9%	45.8%	46.1%	45.1%	45.7%
Neutral	15.6%	14.8%	16.3%	11.1%	14.7%	17.3%	15.7%
Dissatisfied	2.0%	0.6%	1.9%	1.3%	1.8%	1.7%	1.8%
Very dissatisfied	0.3%	0.0%	0.3%	0.0%	0.3%	0.0%	0.2%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	
<u>Q9i Enforcement of parking regulations</u>							
Very satisfied	15.6%	13.1%	15.2%	15.3%	15.2%	15.1%	15.2%
Satisfied	46.0%	47.7%	45.8%	48.1%	46.1%	46.4%	46.1%
Neutral	26.2%	27.6%	26.8%	24.9%	26.6%	26.0%	26.3%
Dissatisfied	8.1%	8.4%	8.3%	7.9%	7.7%	9.8%	8.4%
Very dissatisfied	4.0%	3.3%	3.9%	3.7%	4.3%	2.6%	3.9%

Crosstabs by Age of Household Occupants

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)

N=1298

Q31 Children Under age 10		Q31 Teens Age 11-19		Q31 Seniors Age 65 +		Total
NO	YES	NO	YES	NO	YES	
0	1	0	1	0	1	

Q10 Most important public safety items

A=Overall quality of local police protection	18.9%	23.9%	20.3%	17.8%	23.1%	9.4%	19.6%
B=Visibility of police in neighborhoods	33.0%	32.1%	33.6%	28.7%	33.5%	30.9%	32.9%
C=Visibility of police in retail areas	23.7%	19.8%	22.8%	24.3%	22.7%	24.2%	22.9%
D=County's efforts to prevent crime	34.5%	38.3%	34.5%	39.6%	36.8%	30.2%	35.0%
E=Enforcement of local traffic laws	22.7%	19.3%	22.2%	21.3%	20.5%	27.2%	22.0%
F=Overall quality of local fire protection	8.5%	9.5%	8.6%	8.9%	9.6%	5.7%	8.6%

Crosstabs by Age of Household Occupants

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)

N=1298

Q31 Children Under age 10		Q31 Teens Age 11- 19		Q31 Seniors Age 65 +		Total
NO	YES	NO	YES	NO	YES	
0	1	0	1	0	1	

Q10 Most important public safety items (Cont.)

G=Quality of emergency medical/ambulance	15.3%	12.8%	15.3%	11.9%	15.9%	11.1%	14.6%
H=How quickly public safety personnel respond	17.9%	18.5%	17.3%	21.8%	19.3%	13.8%	18.0%
I=Enforcement of parking regulations	15.6%	11.5%	15.1%	13.9%	13.4%	19.8%	15.0%
Z=None chosen	29.0%	31.3%	29.4%	29.7%	27.8%	34.9%	29.4%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	
<u>Q11a Maintenance of County parks</u>							
Very satisfied	23.6%	25.3%	25.0%	18.9%	23.7%	25.0%	24.0%
Satisfied	61.0%	61.8%	59.5%	68.4%	62.2%	56.9%	60.7%
Neutral	12.8%	9.0%	12.6%	9.2%	10.8%	16.2%	12.4%
Dissatisfied	2.6%	3.4%	2.6%	3.6%	3.0%	1.9%	2.7%
Very dissatisfied	0.1%	0.4%	0.2%	0.0%	0.2%	0.0%	0.2%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q11b Walking & biking trails in the County

Very satisfied	32.5%	34.8%	33.3%	31.4%	34.2%	28.3%	33.0%
Satisfied	49.7%	54.6%	49.3%	57.1%	50.8%	49.8%	50.5%
Neutral	13.9%	6.6%	13.2%	8.9%	10.8%	18.2%	12.6%
Dissatisfied	3.7%	4.0%	4.0%	2.6%	3.8%	3.6%	3.8%
Very dissatisfied	0.2%	0.0%	0.2%	0.0%	0.2%	0.0%	0.2%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q11c Outdoor athletic fields

Very satisfied	21.4%	20.0%	21.6%	19.5%	22.3%	17.1%	21.2%
Satisfied	53.4%	56.7%	52.7%	60.0%	55.1%	50.5%	54.1%
Neutral	21.3%	14.3%	20.9%	14.7%	17.1%	29.2%	19.8%
Dissatisfied	3.2%	8.6%	4.2%	5.3%	4.9%	2.8%	4.3%
Very dissatisfied	0.6%	0.5%	0.6%	0.5%	0.7%	0.5%	0.6%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q11d Youth & teen recreation programs

Very satisfied	18.6%	26.5%	20.4%	21.4%	21.6%	17.5%	20.7%
Satisfied	42.5%	50.0%	44.8%	43.4%	46.9%	36.4%	44.3%
Neutral	36.3%	16.5%	32.7%	26.6%	27.3%	43.5%	31.2%
Dissatisfied	2.3%	6.5%	1.9%	7.5%	3.6%	2.6%	3.3%
Very dissatisfied	0.4%	0.6%	0.2%	1.2%	0.6%	0.0%	0.5%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	
<u>Q11e Adult recreation programs</u>							
Very satisfied	22.1%	22.7%	23.2%	18.2%	22.1%	22.9%	22.4%
Satisfied	48.0%	49.4%	47.9%	48.7%	49.5%	43.9%	48.0%
Neutral	26.4%	24.7%	26.0%	27.3%	24.7%	30.5%	26.1%
Dissatisfied	2.7%	1.9%	2.2%	4.5%	2.5%	2.7%	2.5%
Very dissatisfied	0.7%	1.3%	0.7%	1.3%	1.1%	0.0%	0.9%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	
<u>Q11f Senior recreation programs</u>							
Very satisfied	23.5%	12.2%	23.7%	14.0%	18.9%	27.4%	22.1%
Satisfied	40.7%	52.2%	40.8%	48.2%	43.4%	40.2%	42.2%
Neutral	32.1%	33.3%	32.0%	34.2%	33.9%	29.7%	32.3%
Dissatisfied	2.9%	0.0%	2.4%	2.6%	2.6%	2.3%	2.4%
Very dissatisfied	0.8%	2.2%	1.0%	0.9%	1.3%	0.5%	1.0%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	
<u>Q11g Visual & performing arts programming & facilities</u>							
Very satisfied	16.6%	18.0%	17.8%	13.1%	16.9%	17.1%	17.0%
Satisfied	47.9%	52.7%	48.0%	51.9%	49.6%	46.3%	48.6%
Neutral	30.4%	24.0%	29.3%	28.8%	28.0%	32.4%	29.2%
Dissatisfied	4.4%	3.3%	4.3%	3.8%	4.2%	4.2%	4.1%
Very dissatisfied	0.7%	2.0%	0.6%	2.5%	1.3%	0.0%	0.9%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	
<u>Q11h Community center programs</u>							
Very satisfied	19.0%	19.2%	20.3%	14.0%	18.0%	22.3%	19.2%
Satisfied	49.8%	56.4%	50.1%	55.5%	51.8%	49.5%	50.9%
Neutral	28.8%	22.1%	27.4%	26.8%	27.7%	26.4%	27.5%
Dissatisfied	1.8%	1.2%	1.5%	2.4%	2.1%	0.5%	1.6%
Very dissatisfied	0.6%	1.2%	0.6%	1.2%	0.5%	1.4%	0.8%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	
<u>Q11i Sports programs</u>							
Very satisfied	18.5%	19.4%	18.5%	19.6%	19.2%	17.1%	18.8%
Satisfied	47.5%	58.2%	48.4%	55.4%	51.6%	44.6%	49.7%
Neutral	30.6%	19.4%	29.7%	22.0%	25.6%	36.0%	28.1%
Dissatisfied	2.6%	2.9%	2.9%	1.8%	2.8%	2.3%	2.7%
Very dissatisfied	0.9%	0.0%	0.5%	1.2%	0.9%	0.0%	0.7%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	
<u>Q11j Off-leash dog areas</u>							
Very satisfied	18.9%	21.1%	19.8%	17.4%	21.2%	13.6%	19.3%
Satisfied	38.9%	43.6%	39.3%	41.7%	40.5%	37.5%	39.6%
Neutral	32.5%	25.6%	31.5%	30.6%	28.9%	38.6%	31.1%
Dissatisfied	6.8%	8.3%	6.8%	7.6%	7.3%	6.0%	7.2%
Very dissatisfied	3.0%	1.5%	2.7%	2.8%	2.2%	4.3%	2.7%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	
<u>Q11k Indoor swimming pools</u>							
Very satisfied	13.3%	8.7%	13.3%	8.5%	12.5%	11.4%	12.4%
Satisfied	35.3%	35.5%	33.9%	40.6%	35.4%	35.2%	35.2%
Neutral	36.4%	30.2%	36.3%	30.3%	33.3%	40.3%	34.7%
Dissatisfied	11.5%	20.3%	12.6%	16.4%	14.7%	9.7%	13.6%
Very dissatisfied	3.5%	5.2%	3.9%	4.2%	4.1%	3.4%	4.0%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	
<u>Q11 Fees charged for programs</u>							
Very satisfied	12.0%	13.5%	12.3%	12.5%	12.6%	11.7%	12.4%
Satisfied	41.9%	47.0%	42.1%	46.6%	43.0%	42.7%	42.8%
Neutral	35.5%	31.0%	35.3%	31.8%	34.2%	35.9%	34.6%
Dissatisfied	8.0%	7.5%	8.2%	6.3%	7.5%	8.7%	7.9%
Very dissatisfied	2.6%	1.0%	2.1%	2.8%	2.7%	1.0%	2.3%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q11m Special events sponsored by the County

Very satisfied	15.5%	16.1%	16.1%	13.7%	15.4%	16.2%	15.6%
Satisfied	46.0%	47.0%	45.5%	49.1%	48.7%	38.6%	46.3%
Neutral	35.6%	32.1%	35.2%	33.5%	32.8%	41.0%	34.8%
Dissatisfied	2.1%	3.6%	2.8%	0.6%	2.1%	3.3%	2.3%
Very dissatisfied	0.9%	1.2%	0.4%	3.1%	1.0%	1.0%	0.9%

Crosstabs by Age of Household Occupants

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)

N=1298

Q31 Children Under age 10		Q31 Teens Age 11-19		Q31 Seniors Age 65 +		Total
NO	YES	NO	YES	NO	YES	
0	1	0	1	0	1	

Q12 Most important parks & recreation items

A=Maintenance of County parks	26.0%	33.7%	28.3%	23.3%	29.6%	20.8%	27.4%
B=Walking & biking trails in the County	25.1%	23.0%	25.6%	20.8%	26.7%	18.5%	24.7%
C=Outdoor athletic fields	10.5%	24.3%	11.7%	20.3%	14.8%	7.4%	12.9%
D=Youth & teen recreation programs	13.0%	17.3%	11.2%	27.7%	14.3%	12.4%	13.7%
E=Adult recreation programs	10.8%	7.8%	10.5%	8.9%	10.9%	8.1%	10.2%
F=Senior recreation programs	11.5%	2.5%	9.6%	10.9%	7.8%	16.4%	9.6%

Crosstabs by Age of Household Occupants

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)

N=1298

Q31 Children Under age 10		Q31 Teens Age 11- 19		Q31 Seniors Age 65 +		Total
NO	YES	NO	YES	NO	YES	
0	1	0	1	0	1	

Q12 Most important parks & recreation items (Cont.)

G=Visual & performing arts programming	11.0%	8.2%	9.3%	16.8%	10.7%	9.7%	10.3%
H=Community center programs	9.7%	11.1%	9.5%	12.4%	10.1%	9.4%	9.9%
I=Sports programs	4.6%	4.9%	4.5%	5.9%	5.3%	2.7%	4.7%
J=Off-leash dog areas	10.5%	6.2%	10.0%	7.4%	10.3%	7.4%	9.6%
K=Indoor swimming pools	12.7%	31.7%	14.2%	26.7%	17.8%	11.1%	16.3%
L=Fees charged for programs	12.4%	17.7%	13.3%	13.9%	13.7%	12.4%	13.4%
M=Special events sponsored by the County	9.6%	8.2%	9.6%	8.4%	10.1%	7.0%	9.2%

Crosstabs by Age of Household Occupants

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)

N=1298

Q31 Children Under age 10		Q31 Teens Age 11- 19		Q31 Seniors Age 65 +		Total
NO	YES	NO	YES	NO	YES	
0	1	0	1	0	1	

Q12 Most important parks & recreation items (Cont.)

Z=None chosen	36.9%	27.6%	37.2%	24.3%	32.2%	44.6%	35.4%
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Crosstabs by Age of Household Occupants

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

N=1298	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q13 Contacted County in past year

Yes	52.8%	61.7%	52.3%	65.8%	53.1%	59.1%	54.3%
No	45.9%	35.8%	46.2%	32.2%	45.5%	38.9%	43.9%
Don't know	1.3%	2.5%	1.5%	2.0%	1.4%	2.0%	1.8%

Crosstabs by Age of Household Occupants

Q13a. IF YES to #13: How have you contacted the County during the past year?

N=705

Q31 Children Under age 10		Q31 Teens Age 11- 19		Q31 Seniors Age 65 +		Total
NO	YES	NO	YES	NO	YES	
0	1	0	1	0	1	

Q13a Method of contact

1=Visit in person	29.2%	18.7%	27.2%	25.6%	26.3%	28.4%	27.0%
2=By phone	76.8%	80.7%	77.8%	76.7%	76.9%	79.5%	77.6%
3=Fax	2.6%	2.7%	2.8%	1.5%	3.1%	1.1%	2.6%
4=E-mail	27.0%	41.3%	29.5%	31.6%	34.4%	16.5%	30.4%
5=Letter/mail	6.6%	4.0%	6.2%	5.3%	5.6%	7.4%	6.2%
6=Other	2.7%	6.0%	3.4%	3.8%	4.0%	1.7%	3.5%
9=None chosen	1.5%	0.0%	1.2%	0.8%	0.8%	2.3%	1.1%

Q13b. What service area did you contact most recently?

N=705	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	
<u>Q13b Service contacted most recently</u>							
Police	8.9%	5.3%	7.8%	9.8%	9.2%	5.1%	8.2%
Fire, Emergency Medical/ Rescue	2.4%	2.0%	2.5%	1.5%	1.7%	4.0%	2.3%
Libraries	6.4%	2.7%	6.0%	3.8%	6.2%	4.0%	5.5%
Parks, Recreation & Cultural Resources	7.5%	19.3%	10.1%	9.8%	10.6%	8.5%	9.9%
Health/Human Services	5.5%	2.0%	4.8%	4.5%	2.7%	10.8%	4.7%
Treasurer/Commissioner of Revenue	16.6%	6.0%	15.1%	11.3%	15.6%	10.8%	14.2%
Street maintenance	7.7%	8.0%	8.2%	6.0%	6.9%	10.2%	7.8%
Planning/Code Enforcement	6.4%	12.7%	7.6%	8.3%	7.5%	8.5%	7.9%
Solid waste	19.2%	26.7%	18.1%	30.8%	21.7%	17.0%	20.7%
County Manager/Board	2.9%	2.7%	2.8%	3.0%	2.7%	3.4%	3.0%
Other	14.6%	12.0%	15.1%	9.8%	14.0%	14.2%	14.0%
None chosen	2.0%	0.7%	1.8%	1.5%	1.2%	3.4%	1.7%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	
<u>Q13c How easy they were to contact</u>							
Very satisfied	36.9%	40.3%	37.0%	40.9%	39.4%	32.7%	37.8%
Satisfied	43.0%	41.6%	43.4%	38.6%	41.7%	45.0%	42.6%
Neutral	10.1%	8.7%	9.3%	12.1%	9.8%	9.9%	9.7%
Dissatisfied	6.6%	6.7%	7.0%	5.3%	6.2%	8.2%	6.6%
Very dissatisfied	3.3%	2.7%	3.2%	3.0%	2.9%	4.1%	3.3%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	
<u>Q13d Courtesy & professionalism</u>							
Very satisfied	43.7%	40.7%	42.2%	47.7%	43.5%	42.4%	43.0%
Satisfied	34.4%	39.3%	37.0%	27.7%	34.6%	37.1%	35.4%
Neutral	14.0%	11.7%	13.3%	14.6%	14.2%	11.8%	13.6%
Dissatisfied	5.2%	3.4%	4.6%	6.2%	4.5%	5.9%	4.8%
Very dissatisfied	2.6%	4.8%	2.9%	3.8%	3.1%	2.9%	3.2%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q13e Knowledge & technical competence

Very satisfied	38.6%	33.6%	36.1%	44.1%	37.4%	38.3%	37.5%
Satisfied	35.0%	42.9%	38.3%	28.3%	36.2%	37.1%	36.4%
Neutral	15.3%	16.4%	15.0%	18.1%	16.6%	12.6%	15.6%
Dissatisfied	7.4%	4.3%	6.9%	6.3%	6.6%	7.2%	6.7%
Very dissatisfied	3.8%	2.9%	3.7%	3.1%	3.2%	4.8%	3.9%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q13f Ability to help resolve your issue

Very satisfied	37.5%	35.7%	35.8%	43.2%	37.3%	37.0%	37.0%
Satisfied	30.4%	34.3%	31.9%	27.3%	31.0%	31.2%	31.0%
Neutral	12.4%	11.2%	12.5%	10.6%	12.0%	12.7%	12.2%
Dissatisfied	10.3%	10.5%	10.7%	9.1%	10.4%	10.4%	10.6%
Very dissatisfied	9.4%	8.4%	9.1%	9.8%	9.4%	8.7%	9.3%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	
<u>Q14a Exterior maintenance of residential property</u>							
Very satisfied	7.8%	9.8%	8.6%	6.0%	8.1%	8.4%	8.3%
Satisfied	48.0%	44.3%	46.9%	49.7%	46.8%	49.3%	47.0%
Neutral	27.1%	28.7%	27.0%	28.7%	27.9%	25.1%	27.4%
Dissatisfied	13.0%	12.6%	13.3%	11.4%	12.6%	14.0%	13.1%
Very dissatisfied	4.1%	4.6%	4.2%	4.2%	4.5%	3.3%	4.2%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q14b Exterior maintenance of business property

Very satisfied	8.5%	10.6%	9.5%	6.3%	8.7%	9.6%	9.1%
Satisfied	47.1%	49.4%	46.2%	53.8%	48.3%	44.9%	47.3%
Neutral	35.3%	34.4%	35.4%	33.5%	34.1%	38.4%	35.0%
Dissatisfied	6.4%	5.6%	7.0%	3.2%	6.4%	6.1%	6.5%
Very dissatisfied	2.7%	0.0%	2.0%	3.2%	2.5%	1.0%	2.2%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	
<u>Q14c Construction site conditions</u>							
Very satisfied	6.8%	6.7%	7.3%	4.6%	6.3%	8.5%	7.0%
Satisfied	33.7%	36.9%	34.0%	35.8%	36.2%	28.5%	34.2%
Neutral	41.2%	38.3%	40.0%	43.0%	38.8%	46.0%	40.5%
Dissatisfied	13.4%	16.1%	14.3%	11.9%	14.0%	13.5%	13.8%
Very dissatisfied	4.9%	2.0%	4.4%	4.6%	4.7%	3.5%	4.5%

Crosstabs by Age of Household Occupants

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	Q31 Children Under age 10		Q31 Teens Age 11-19		Q31 Seniors Age 65 +		Total
	NO	YES	NO	YES	NO	YES	
	<u>Q14d Noise regulations</u>						
Very satisfied	7.3%	6.7%	7.9%	3.8%	6.7%	8.7%	7.3%
Satisfied	33.7%	36.2%	33.8%	36.3%	35.4%	30.4%	34.0%
Neutral	37.0%	38.0%	36.9%	38.1%	36.4%	39.6%	37.0%
Dissatisfied	16.9%	12.3%	15.7%	17.5%	15.9%	16.4%	16.2%
Very dissatisfied	5.1%	6.7%	5.6%	4.4%	5.6%	4.8%	5.5%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	
<u>Q14e Overcrowding</u>							
Very satisfied	5.4%	7.6%	5.8%	6.1%	5.8%	6.1%	6.0%
Satisfied	22.7%	26.9%	22.2%	29.1%	24.8%	19.6%	23.4%
Neutral	35.6%	30.3%	34.4%	35.8%	34.9%	34.1%	34.4%
Dissatisfied	22.2%	22.8%	23.5%	16.2%	21.1%	25.1%	22.5%
Very dissatisfied	14.1%	12.4%	14.1%	12.8%	13.4%	15.1%	13.7%

Crosstabs by Age of Household Occupants

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)

N=1298

Q31 Children Under age 10		Q31 Teens Age 11-19		Q31 Seniors Age 65 +		Total
NO	YES	NO	YES	NO	YES	
0	1	0	1	0	1	

Q15 Most important code enforcement activities

A=Exterior maintenance of residential property	21.8%	26.7%	22.2%	25.2%	23.6%	19.8%	22.5%
B=Exterior maintenance of business property	14.1%	14.8%	13.8%	16.3%	15.4%	10.4%	14.2%
C=Construction site conditions	23.9%	23.5%	22.8%	29.2%	24.5%	21.5%	23.5%
D=Noise regulations	32.5%	25.9%	30.9%	33.2%	32.0%	28.5%	31.0%
E=Overcrowding	37.8%	36.2%	37.9%	34.7%	37.3%	37.6%	37.2%
Z=None chosen	30.3%	30.9%	31.2%	26.2%	29.1%	34.9%	30.9%

Crosstabs by Age of Household Occupants

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

N=1298

Q31 Children Under age 10		Q31 Teens Age 11-19		Q31 Seniors Age 65 +		Total
NO	YES	NO	YES	NO	YES	

Q16 Importance of investing in environmental initiatives

Very important	64.4%	60.5%	63.4%	65.3%	66.2%	55.4%	63.3%
Important	21.6%	18.9%	21.4%	19.3%	19.2%	27.2%	21.1%
Somewhat important	7.6%	13.6%	8.5%	9.9%	8.2%	10.4%	8.8%
Not important	3.8%	3.7%	3.8%	3.5%	3.9%	3.4%	3.8%
Don't know	2.7%	3.3%	3.0%	2.0%	2.6%	3.7%	3.0%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q17a Ease of traveling within Arlington County

Very satisfied	20.3%	17.8%	19.5%	22.1%	20.1%	19.2%	19.8%
Satisfied	51.4%	62.3%	53.7%	51.3%	52.7%	55.5%	53.5%
Neutral	17.6%	14.0%	17.1%	16.4%	17.8%	14.2%	17.0%
Dissatisfied	9.5%	5.5%	8.7%	8.7%	8.2%	10.7%	8.6%
Very dissatisfied	1.2%	0.4%	1.0%	1.5%	1.3%	0.4%	1.0%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q17b Ease of traveling to other jurisdictions

Very satisfied	15.4%	17.4%	15.4%	17.9%	16.2%	14.4%	15.9%
Satisfied	51.5%	57.0%	52.2%	53.8%	52.0%	54.2%	52.5%
Neutral	21.9%	13.6%	20.3%	20.5%	20.0%	21.3%	20.3%
Dissatisfied	9.9%	10.2%	10.4%	7.2%	10.3%	8.3%	9.9%
Very dissatisfied	1.4%	1.7%	1.7%	0.5%	1.4%	1.8%	1.4%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q17c Availability of transportation for persons with disabilities

Very satisfied	14.9%	8.1%	12.7%	19.0%	12.1%	17.6%	13.8%
Satisfied	36.1%	44.6%	39.2%	29.1%	39.4%	33.1%	37.4%
Neutral	42.4%	41.9%	41.6%	45.6%	40.7%	45.8%	42.5%
Dissatisfied	5.3%	5.4%	5.1%	6.3%	6.2%	3.5%	5.3%
Very dissatisfied	1.3%	0.0%	1.4%	0.0%	1.6%	0.0%	1.1%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q17d Quality of Arlington's public transit system

Very satisfied	18.4%	14.7%	17.0%	21.6%	17.6%	18.3%	17.7%
Satisfied	44.5%	46.9%	45.3%	43.3%	44.9%	45.0%	45.1%
Neutral	30.1%	33.6%	30.6%	30.6%	30.1%	31.9%	30.4%
Dissatisfied	5.3%	4.2%	5.2%	4.5%	6.1%	2.1%	5.1%
Very dissatisfied	1.8%	0.7%	1.9%	0.0%	1.2%	2.6%	1.7%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q17e Quality of Metro services in Arlington

Very satisfied	21.0%	21.3%	20.4%	24.6%	21.5%	19.7%	20.9%
Satisfied	53.1%	54.3%	53.3%	53.6%	52.9%	54.7%	53.4%
Neutral	19.3%	14.5%	19.2%	14.5%	17.6%	21.3%	18.4%
Dissatisfied	5.4%	10.0%	6.0%	7.3%	6.9%	3.9%	6.2%
Very dissatisfied	1.2%	0.0%	1.1%	0.0%	1.1%	0.4%	1.0%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q17g Availability of sidewalks for pedestrians

Very satisfied	16.9%	15.1%	17.1%	14.2%	17.2%	14.7%	16.5%
Satisfied	51.2%	45.8%	50.8%	46.7%	50.9%	47.7%	50.2%
Neutral	15.9%	21.0%	16.9%	16.2%	16.1%	19.3%	17.0%
Dissatisfied	13.8%	15.1%	13.1%	19.3%	13.3%	16.5%	13.9%
Very dissatisfied	2.2%	2.9%	2.1%	3.6%	2.5%	1.8%	2.3%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q17g Pedestrian safety in your neighborhood

Very satisfied	19.2%	15.7%	19.0%	16.2%	19.0%	17.3%	18.6%
Satisfied	49.2%	47.0%	49.5%	44.7%	48.1%	50.9%	48.5%
Neutral	16.4%	17.4%	16.1%	18.8%	15.7%	19.4%	16.8%
Dissatisfied	12.4%	15.3%	12.4%	16.2%	13.7%	10.7%	13.0%
Very dissatisfied	2.8%	4.7%	3.0%	4.1%	3.5%	1.7%	3.1%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q17h Pedestrian safety in other areas of the County

Very satisfied	9.7%	8.4%	9.9%	7.4%	10.5%	5.8%	9.5%
Satisfied	46.8%	45.8%	46.2%	48.9%	46.9%	45.7%	46.2%
Neutral	29.8%	32.2%	30.7%	27.7%	28.4%	36.8%	30.4%
Dissatisfied	11.7%	12.1%	11.3%	14.4%	12.2%	10.3%	12.0%
Very dissatisfied	2.0%	1.4%	1.9%	1.6%	2.0%	1.3%	1.8%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q17i Availability of bike trails & bike lanes

Very satisfied	24.3%	24.1%	25.2%	20.2%	25.1%	21.6%	24.1%
Satisfied	48.4%	51.8%	48.7%	50.5%	48.8%	50.0%	49.2%
Neutral	19.2%	17.7%	18.6%	20.2%	17.7%	23.3%	19.0%
Dissatisfied	5.9%	5.9%	5.7%	6.9%	6.8%	2.5%	5.8%
Very dissatisfied	2.1%	0.5%	1.8%	2.1%	1.6%	2.5%	1.8%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	
<u>Q17j Use of traffic calming measures</u>							
Very satisfied	12.8%	9.9%	12.5%	11.3%	12.7%	10.7%	12.3%
Satisfied	36.7%	42.5%	38.8%	32.8%	38.0%	37.1%	37.8%
Neutral	25.1%	25.8%	25.5%	23.1%	24.5%	27.2%	25.3%
Dissatisfied	14.7%	15.9%	14.2%	18.5%	15.4%	13.2%	14.8%
Very dissatisfied	10.8%	6.0%	9.0%	14.4%	9.3%	11.8%	9.8%

Crosstabs by Age of Household Occupants

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)

N=1298

Q31 Children Under age 10		Q31 Teens Age 11-19		Q31 Seniors Age 65 +		Total
NO	YES	NO	YES	NO	YES	
0	1	0	1	0	1	

Q18 Most important transportation items

A=Ease of traveling within Arlington County	24.8%	22.2%	24.9%	20.8%	26.5%	16.8%	24.0%
B=Ease of traveling to other jurisdictions	24.0%	19.3%	24.4%	16.3%	24.4%	19.1%	22.9%
C=Availability of transportation for disabled	9.2%	5.8%	8.4%	9.4%	7.6%	11.7%	8.6%
D=Quality of Arlington's public transit system	13.8%	15.6%	13.7%	16.3%	15.1%	10.7%	14.0%
E=Quality of Metro services in Arlington	23.1%	27.6%	24.8%	19.3%	27.3%	12.8%	24.0%

Crosstabs by Age of Household Occupants

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)

N=1298

Q31 Children Under age 10		Q31 Teens Age 11-19		Q31 Seniors Age 65 +		Total
NO	YES	NO	YES	NO	YES	
0	1	0	1	0	1	

Q18 Most important transportation items (Cont.)

F=Availability of sidewalks for pedestrians	26.6%	32.1%	27.0%	31.2%	27.7%	27.5%	27.4%
G=Pedestrian safety in your neighborhood	26.3%	32.5%	27.9%	25.2%	27.7%	26.8%	27.4%
H=Pedestrian safety in other areas	22.9%	21.8%	21.8%	27.2%	23.4%	20.5%	22.8%
I=Availability of bike trails & bike lanes	17.2%	16.5%	16.2%	21.8%	19.3%	9.7%	16.9%
J=Use of traffic calming measures	26.5%	28.0%	24.8%	36.6%	26.1%	28.5%	26.6%
Z=None chosen	18.3%	17.7%	19.1%	13.9%	15.3%	27.9%	18.3%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q19a Availability of information about County programs & services

Very satisfied	23.3%	26.8%	23.4%	27.4%	23.5%	25.8%	23.9%
Satisfied	49.3%	55.3%	50.6%	49.2%	50.9%	48.7%	50.5%
Neutral	21.0%	15.4%	20.2%	18.3%	19.9%	19.6%	19.9%
Dissatisfied	5.6%	2.6%	5.0%	5.1%	4.9%	5.5%	5.1%
Very dissatisfied	0.8%	0.0%	0.8%	0.0%	0.8%	0.4%	0.7%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q19b County efforts to keep you informed about local issues

Very satisfied	21.8%	25.2%	22.5%	22.8%	22.2%	23.7%	22.3%
Satisfied	48.3%	48.2%	47.9%	50.3%	48.4%	47.8%	48.3%
Neutral	22.4%	21.7%	22.6%	20.3%	22.1%	22.6%	22.3%
Dissatisfied	6.5%	4.0%	6.0%	6.1%	6.3%	5.1%	6.1%
Very dissatisfied	1.0%	0.9%	1.1%	0.5%	1.1%	0.7%	1.0%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q19c Programming on the County Government's cable TV channel

Very satisfied	15.5%	11.6%	14.4%	16.6%	13.8%	17.9%	14.7%
Satisfied	38.4%	47.3%	40.7%	37.2%	41.3%	36.3%	39.9%
Neutral	39.7%	33.0%	38.6%	38.6%	37.5%	41.9%	38.8%
Dissatisfied	4.4%	7.1%	4.3%	6.2%	5.6%	2.2%	4.8%
Very dissatisfied	1.9%	0.9%	1.9%	1.4%	1.8%	1.7%	1.8%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q19d Quality of information on the County's website

Very satisfied	21.4%	25.8%	22.2%	23.6%	22.5%	21.9%	22.2%
Satisfied	48.8%	51.2%	49.1%	50.0%	51.0%	41.5%	49.2%
Neutral	26.5%	20.2%	25.3%	24.2%	23.8%	31.1%	25.4%
Dissatisfied	2.5%	2.8%	2.8%	1.7%	2.2%	4.4%	2.6%
Very dissatisfied	0.8%	0.0%	0.6%	0.6%	0.5%	1.1%	0.6%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q19e Quality of the County's bimonthly resident newsletter

Very satisfied	22.8%	22.5%	22.2%	25.6%	22.2%	24.3%	22.7%
Satisfied	51.3%	47.8%	50.7%	51.2%	50.9%	50.6%	50.5%
Neutral	22.2%	24.9%	23.1%	19.8%	22.7%	22.1%	22.9%
Dissatisfied	2.3%	3.8%	2.8%	1.7%	2.6%	2.7%	2.6%
Very dissatisfied	1.3%	1.0%	1.2%	1.7%	1.5%	0.4%	1.2%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q19g Availability of the County's e-newsletter

Very satisfied	21.5%	25.7%	21.3%	27.4%	22.8%	20.9%	22.3%
Satisfied	44.1%	44.0%	45.2%	39.0%	44.8%	41.7%	43.9%
Neutral	28.3%	25.1%	27.2%	30.1%	26.5%	32.1%	28.0%
Dissatisfied	4.7%	5.1%	5.1%	2.7%	4.8%	4.3%	4.7%
Very dissatisfied	1.4%	0.0%	1.2%	0.7%	1.1%	1.1%	1.1%

Crosstabs by Age of Household Occupants

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

N=1298

Q31 Children Under age 10		Q31 Teens Age 11- 19		Q31 Seniors Age 65 +		Total
NO	YES	NO	YES	NO	YES	
0	1	0	1	0	1	

Q20 Primary source of info

01=The County newsletter, The Citizen	66.4%	63.4%	66.2%	63.9%	64.5%	70.1%	65.4%
02=The Washington Post	63.3%	56.8%	62.5%	58.9%	58.7%	72.8%	61.7%
03=DC Examiner	5.9%	3.7%	5.3%	6.4%	4.4%	9.1%	5.4%
04=Sun Gazette	34.0%	48.1%	32.4%	58.9%	34.6%	43.3%	36.6%
05=Arlington Connection	15.1%	10.3%	13.1%	20.3%	13.2%	17.8%	14.0%
06=Local TV/cable news	36.9%	20.6%	34.5%	30.2%	30.6%	44.3%	33.8%
07=Radio	20.9%	15.6%	20.5%	16.8%	19.2%	22.5%	19.9%
08=Arlington's cable TV channel	12.2%	6.2%	10.6%	13.9%	10.1%	14.4%	10.9%

Crosstabs by Age of Household Occupants

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

N=1298

Q31 Children Under age 10		Q31 Teens Age 11- 19		Q31 Seniors Age 65 +		Total
NO	YES	NO	YES	NO	YES	
0	1	0	1	0	1	

Q20 Primary source of info (Cont.)

09=Latino media	3.5%	1.6%	3.1%	3.5%	3.3%	2.7%	3.1%
10=County website	33.3%	45.3%	35.4%	36.1%	39.9%	21.1%	35.3%
11=Arlington Insider, County's e-newsletter	13.3%	16.5%	13.7%	14.9%	14.0%	13.4%	13.8%
12=County press releases	5.9%	8.2%	5.6%	9.4%	5.4%	8.7%	6.2%
13=Recreation & leisure catalog	23.5%	46.9%	27.4%	30.7%	27.9%	28.2%	27.7%
14=Civic association newsletters/listservs	27.5%	35.4%	28.1%	33.7%	28.2%	31.5%	28.9%
15=Blogs/websites	4.4%	6.6%	4.6%	6.4%	5.7%	2.0%	4.9%
99=Other	5.6%	6.2%	5.1%	8.9%	6.4%	3.4%	5.8%

Crosstabs by Age of Household Occupants

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

N=1298

Q31 Children Under age 10		Q31 Teens Age 11- 19		Q31 Seniors Age 65 +		Total
NO	YES	NO	YES	NO	YES	
0	1	0	1	0	1	

Q20 Primary source of info (Cont.)

00=None chosen	2.4%	2.5%	2.4%	2.5%	2.4%	2.3%	2.7%
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Crosstabs by Age of Household Occupants

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

N=1298

Q31 Children Under age 10		Q31 Teens Age 11- 19		Q31 Seniors Age 65 +		Total
NO	YES	NO	YES	NO	YES	
0	1	0	1	0	1	

Q21 Programs & services need communication improvement

01=Police	15.7%	13.6%	15.2%	15.8%	15.2%	15.8%	15.3%
02=Fire, Emergency Medical/ Rescue	8.7%	7.4%	8.6%	7.4%	7.8%	10.4%	8.4%
03=Emergency Management	15.3%	16.9%	15.8%	14.9%	15.5%	16.1%	15.4%
04=Libraries	6.5%	8.6%	6.9%	6.9%	6.9%	6.7%	6.9%
05=Parks Recreation/ Cultural Resources	14.5%	18.9%	15.2%	15.8%	17.0%	9.7%	15.1%
06=Health/Human Services	14.9%	14.8%	14.3%	17.8%	13.6%	19.1%	14.8%
07=Street Maintenance/ Construction	37.2%	35.0%	36.9%	36.1%	37.1%	35.6%	36.6%
08=Treasurer	3.3%	4.5%	3.6%	3.0%	3.3%	4.4%	3.5%

Crosstabs by Age of Household Occupants

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

N=1298

Q31 Children Under age 10		Q31 Teens Age 11- 19		Q31 Seniors Age 65 +		Total
NO	YES	NO	YES	NO	YES	
0	1	0	1	0	1	

Q21 Programs & services need communication improvement (Cont.)

09=Commissioner of Revenue	4.1%	7.8%	4.6%	5.9%	5.6%	2.3%	4.8%
10=Development/Planning	27.0%	30.9%	26.8%	32.2%	29.1%	22.8%	27.4%
11=Code Enforcement	16.2%	16.9%	15.9%	18.3%	15.8%	17.8%	16.5%
12=Parking Management	15.5%	11.9%	15.4%	11.9%	14.4%	16.4%	15.0%
13=Trash/Recycling	11.9%	18.5%	12.8%	14.4%	14.1%	9.7%	13.2%
14=Utilities	9.8%	8.2%	8.8%	12.9%	9.5%	9.4%	9.4%
15=County Manager/Board	8.8%	6.6%	8.0%	10.4%	7.2%	12.1%	8.4%
16=Other	4.5%	2.1%	4.0%	4.5%	4.3%	3.4%	4.0%
99=None chosen	16.6%	18.5%	17.5%	14.4%	16.8%	17.4%	17.3%

Crosstabs by Age of Household Occupants

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

N=1298	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	
<u>Q22 Watch AVN</u>							
Yes on Comcast	20.4%	15.6%	19.9%	17.8%	17.6%	26.3%	19.4%
Yes on Verizon FIOS	4.4%	4.9%	3.4%	10.4%	4.3%	5.4%	4.5%
Yes on the internet	1.5%	3.3%	1.9%	1.5%	1.7%	2.0%	1.9%
No I don't watch AVN	71.5%	74.1%	72.5%	69.3%	74.7%	63.0%	71.9%
Don't know	2.1%	2.1%	2.3%	1.0%	1.7%	3.4%	2.3%

Crosstabs by Age of Household Occupants

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

N=1298	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	
<u>Q23 Used library in past year</u>							
Yes	68.4%	87.2%	68.4%	91.1%	72.3%	70.8%	71.9%
No	30.1%	9.9%	30.0%	5.9%	25.9%	27.2%	26.2%
Don't know	1.5%	2.9%	1.6%	3.0%	1.7%	2.0%	1.9%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	
<u>Q23a Quality of available materials</u>							
Very satisfied	37.8%	40.3%	38.9%	36.1%	38.4%	38.0%	38.5%
Satisfied	49.4%	48.3%	48.2%	53.0%	49.0%	49.8%	49.0%
Neutral	7.3%	7.6%	7.5%	7.1%	7.7%	6.3%	7.4%
Dissatisfied	4.7%	3.8%	4.7%	3.8%	4.6%	4.4%	4.6%
Very dissatisfied	0.7%	0.0%	0.7%	0.0%	0.3%	1.5%	0.5%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q32b Quality & quantity of programs for seniors

Very satisfied	29.5%	25.4%	30.6%	21.9%	25.9%	33.3%	29.2%
Satisfied	40.6%	33.9%	39.5%	39.7%	37.7%	42.2%	39.1%
Neutral	26.6%	39.0%	26.9%	35.6%	33.6%	21.1%	28.4%
Dissatisfied	3.2%	1.7%	3.1%	2.7%	2.7%	3.4%	3.2%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	
<u>Q23c Quality & quantity of programs for children</u>							
Very satisfied	31.6%	28.4%	32.0%	27.0%	30.3%	31.6%	30.6%
Satisfied	42.7%	50.6%	41.7%	54.1%	48.0%	34.7%	45.4%
Neutral	25.1%	13.1%	22.6%	16.9%	18.0%	32.7%	20.9%
Dissatisfied	0.6%	8.0%	3.7%	2.0%	3.8%	1.0%	3.2%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q23d Quality & quantity of programs for new Americans

Very satisfied	26.6%	21.2%	26.2%	23.2%	24.2%	28.6%	26.0%
Satisfied	31.6%	33.3%	31.2%	34.1%	34.7%	25.0%	31.8%
Neutral	38.8%	40.9%	40.3%	36.6%	37.4%	44.0%	39.0%
Dissatisfied	2.5%	4.5%	1.8%	6.1%	3.2%	2.4%	2.9%
Very dissatisfied	0.4%	0.0%	0.5%	0.0%	0.5%	0.0%	0.3%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q23e Quality & quantity of programs for adults

Very satisfied	29.0%	23.1%	28.8%	24.5%	25.8%	33.8%	27.9%
Satisfied	47.6%	53.7%	47.3%	53.7%	49.5%	46.8%	48.7%
Neutral	20.4%	20.1%	21.0%	18.4%	21.5%	16.9%	20.3%
Dissatisfied	2.7%	3.0%	2.5%	3.4%	2.8%	2.6%	2.9%
Very dissatisfied	0.4%	0.0%	0.4%	0.0%	0.4%	0.0%	0.3%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q23f Helpfulness of library staff

Very satisfied	51.5%	39.6%	48.2%	51.6%	47.3%	54.3%	48.9%
Satisfied	38.2%	48.8%	40.9%	39.0%	41.5%	37.2%	40.6%
Neutral	9.0%	9.2%	9.5%	7.1%	9.5%	7.5%	8.9%
Dissatisfied	1.2%	1.9%	1.3%	1.6%	1.4%	1.0%	1.3%
Very dissatisfied	0.1%	0.5%	0.1%	0.5%	0.3%	0.0%	0.2%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q23g Hours libraries are open

Very satisfied	32.9%	28.0%	31.8%	31.9%	31.0%	34.5%	32.1%
Satisfied	47.8%	49.3%	48.6%	46.2%	48.4%	47.3%	48.0%
Neutral	11.7%	10.0%	10.7%	13.7%	11.2%	11.8%	11.2%
Dissatisfied	6.9%	10.4%	7.9%	7.1%	8.3%	5.9%	7.7%
Very dissatisfied	0.7%	2.4%	1.0%	1.1%	1.1%	0.5%	1.1%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q23h Quality of online services provided by the library

Very satisfied	42.5%	42.9%	43.2%	40.9%	43.3%	40.4%	42.8%
Satisfied	39.5%	42.9%	40.5%	39.0%	40.1%	40.4%	40.4%
Neutral	14.8%	11.9%	13.2%	17.6%	13.3%	17.7%	13.9%
Dissatisfied	2.8%	1.7%	2.5%	2.5%	2.8%	1.4%	2.5%
Very dissatisfied	0.4%	0.6%	0.5%	0.0%	0.5%	0.0%	0.4%

Crosstabs by Age of Household Occupants

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

N=933

Q31 Children Under age 10		Q31 Teens Age 11- 19		Q31 Seniors Age 65 +		Total
NO	YES	NO	YES	NO	YES	
0	1	0	1	0	1	

Q23i Library services most important to improve

A=Quality of available materials	36.1%	32.5%	35.3%	34.8%	37.9%	26.1%	35.0%
B=Quality & quantity of programs for seniors	9.0%	4.2%	7.5%	9.8%	5.4%	16.6%	7.9%
C=Quality & quantity of programs for children	6.5%	36.3%	13.6%	12.5%	15.1%	7.6%	13.3%
D=Programs for new Americans	9.3%	7.1%	8.0%	12.0%	10.0%	4.7%	9.0%
E=Quality & quantity of programs for seniors	12.8%	8.0%	11.7%	11.4%	11.0%	13.7%	11.8%
F=Helpfulness of library staff	7.2%	8.5%	7.5%	7.6%	7.8%	6.6%	7.5%

Crosstabs by Age of Household Occupants

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

N=933

	Q31 Children Under age 10		Q31 Teens Age 11- 19		Q31 Seniors Age 65 +		Total
	NO	YES	NO	YES	NO	YES	
	0	1	0	1	0	1	

Q23i Library services most important to improve (Cont.)

G=Hours libraries are open	25.5%	31.6%	25.7%	31.5%	28.6%	20.9%	26.7%
H=Online services provided by the library	12.4%	16.5%	13.6%	12.0%	14.5%	9.0%	13.2%
Z=None chosen	33.9%	21.7%	32.2%	27.2%	28.6%	39.8%	31.3%

Crosstabs by Age of Household Occupants

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

N=1298	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	
<u>Q24a My household is prepared for an emergency</u>							
Strongly agree	8.2%	8.5%	8.4%	8.1%	7.4%	11.5%	8.3%
Agree	31.1%	28.9%	30.7%	30.8%	28.1%	39.8%	30.6%
Neutral	26.6%	23.0%	24.3%	33.3%	24.8%	29.0%	26.0%
Disagree	26.6%	31.5%	28.4%	22.7%	30.9%	15.8%	27.4%
Strongly disagree	7.5%	8.1%	8.2%	5.1%	8.8%	3.9%	7.7%

Crosstabs by Age of Household Occupants

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

N=1298

Q31 Children Under age 10		Q31 Teens Age 11-19		Q31 Seniors Age 65 +		Total
NO	YES	NO	YES	NO	YES	

Q24b County has done good job educating the public

Strongly agree	7.7%	6.8%	7.7%	6.8%	7.9%	6.6%	7.7%
Agree	35.2%	32.7%	33.8%	38.9%	33.6%	38.3%	35.0%
Neutral	32.6%	33.2%	33.3%	30.5%	32.1%	35.2%	32.5%
Disagree	19.5%	21.8%	19.8%	20.5%	21.0%	16.4%	19.8%
Strongly disagree	4.9%	5.5%	5.4%	3.2%	5.5%	3.5%	5.1%

Crosstabs by Age of Household Occupants

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

N=1298

	Q31 Children Under age 10		Q31 Teens Age 11-19		Q31 Seniors Age 65 +		Total
	NO	YES	NO	YES	NO	YES	

Q24c Know where to get information during an emergency

Strongly agree	7.8%	6.3%	7.3%	8.6%	7.4%	7.9%	7.5%
Agree	32.2%	32.7%	32.0%	33.7%	32.0%	33.2%	32.3%
Neutral	23.5%	26.5%	23.8%	25.7%	23.2%	27.4%	24.3%
Disagree	28.9%	27.4%	29.5%	24.6%	29.5%	25.7%	28.3%
Strongly disagree	7.7%	7.2%	7.5%	7.5%	8.0%	5.8%	7.6%

Crosstabs by Age of Household Occupants

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

N=1298

Q31 Children Under age 10		Q31 Teens Age 11-19		Q31 Seniors Age 65 +		Total
NO	YES	NO	YES	NO	YES	

Q24d Aware of efforts by the County to prepare for an emergency

Strongly agree	9.2%	8.7%	8.6%	12.0%	9.2%	8.9%	9.1%
Agree	39.6%	37.9%	39.0%	40.4%	38.0%	43.9%	39.4%
Neutral	22.1%	22.8%	22.2%	22.4%	21.6%	24.4%	22.3%
Disagree	21.4%	22.8%	22.7%	16.4%	23.1%	16.7%	21.6%
Strongly disagree	7.7%	7.8%	7.5%	8.7%	8.2%	6.1%	7.6%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	
<u>Q25a Cleanliness & safety of food</u>							
Very satisfied	18.7%	18.3%	18.4%	19.9%	19.9%	14.4%	18.6%
Satisfied	62.1%	64.3%	63.5%	57.1%	61.1%	67.5%	62.5%
Neutral	15.5%	12.8%	14.3%	18.3%	14.5%	16.6%	15.0%
Dissatisfied	3.4%	4.3%	3.4%	4.2%	4.1%	1.4%	3.6%
Very dissatisfied	0.3%	0.4%	0.3%	0.5%	0.4%	0.0%	0.3%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q25b Availability of quality services to support disabled

Very satisfied	11.2%	8.4%	10.5%	11.8%	8.6%	16.1%	10.7%
Satisfied	40.2%	41.0%	41.5%	36.3%	39.8%	42.0%	40.3%
Neutral	37.4%	42.2%	37.5%	40.2%	39.6%	34.3%	38.1%
Dissatisfied	9.5%	6.0%	8.8%	9.8%	9.5%	7.7%	9.1%
Very dissatisfied	1.7%	2.4%	1.8%	2.0%	2.5%	0.0%	1.8%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q25c Availability of services to seniors

Very satisfied	17.6%	8.9%	17.7%	10.9%	12.5%	22.8%	16.5%
Satisfied	44.3%	44.3%	43.8%	46.5%	42.3%	47.3%	44.3%
Neutral	31.1%	43.0%	32.0%	35.6%	36.9%	25.9%	32.6%
Dissatisfied	6.4%	3.8%	5.9%	6.9%	7.4%	4.0%	6.2%
Very dissatisfied	0.6%	0.0%	0.6%	0.0%	0.9%	0.0%	0.5%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q25d Availability of services to people on a low or fixed income

Very satisfied	10.4%	10.2%	10.1%	11.5%	9.8%	11.6%	10.5%
Satisfied	31.0%	30.7%	30.6%	32.7%	28.2%	37.2%	30.7%
Neutral	42.5%	39.8%	43.9%	34.5%	42.0%	41.9%	42.1%
Dissatisfied	12.6%	14.8%	12.0%	16.8%	14.6%	9.3%	13.0%
Very dissatisfied	3.5%	4.5%	3.4%	4.4%	5.3%	0.0%	3.8%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	
<u>Q25e Overall quality of school health problems</u>							
Very satisfied	10.4%	11.4%	10.3%	11.2%	10.6%	10.6%	10.7%
Satisfied	39.4%	43.2%	41.1%	38.5%	39.7%	42.3%	40.2%
Neutral	43.2%	34.8%	43.0%	37.3%	40.2%	44.7%	41.3%
Dissatisfied	5.6%	9.8%	4.8%	10.7%	7.8%	2.4%	6.5%
Very dissatisfied	1.4%	0.8%	0.8%	2.4%	1.7%	0.0%	1.3%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q25f Substance abuse & prevention programs

Very satisfied	9.5%	7.7%	10.4%	5.2%	7.0%	14.3%	9.4%
Satisfied	31.9%	30.8%	28.1%	43.8%	32.4%	30.2%	31.6%
Neutral	48.0%	58.5%	52.4%	40.6%	49.8%	49.2%	49.6%
Dissatisfied	8.9%	3.1%	7.6%	9.4%	8.7%	6.3%	8.0%
Very dissatisfied	1.7%	0.0%	1.6%	1.0%	2.1%	0.0%	1.4%

Crosstabs by Age of Household Occupants

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	Q31 Children		Q31 Teens Age		Q31 Seniors		Total
	Under age 10		11-19		Age 65 +		
	NO	YES	NO	YES	NO	YES	

Q25g Efforts to preserve & increase the availability of housing

Very satisfied	7.2%	10.4%	8.3%	5.8%	8.2%	6.7%	8.0%
Satisfied	26.0%	21.5%	25.7%	23.2%	21.2%	36.8%	25.2%
Neutral	34.8%	31.3%	34.3%	33.5%	34.5%	33.0%	34.1%
Dissatisfied	20.4%	25.7%	20.4%	25.2%	22.2%	18.7%	21.3%
Very dissatisfied	11.5%	11.1%	11.3%	12.3%	13.8%	4.8%	11.5%

Crosstabs by Age of Household Occupants

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)

N=1298

Q31 Children Under age 10		Q31 Teens Age 11-19		Q31 Seniors Age 65 +		Total
NO	YES	NO	YES	NO	YES	
0	1	0	1	0	1	

Q26 Most important health & human services

A=Cleanliness & safety of food in restaurants	17.7%	23.5%	19.8%	13.9%	19.9%	15.4%	18.6%
B=Availability of quality services for disabled	13.0%	7.4%	12.1%	10.9%	11.7%	12.4%	11.9%
C=Availability of services to seniors	14.2%	4.1%	12.7%	9.4%	10.5%	17.8%	12.2%
D=Services to people on low income	23.0%	18.5%	22.0%	22.8%	21.0%	25.8%	22.0%
E=Overall quality of school health programs	11.6%	28.8%	13.5%	22.3%	16.6%	9.1%	14.7%

Crosstabs by Age of Household Occupants

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)

N=1298

Q31 Children Under age 10		Q31 Teens Age 11- 19		Q31 Seniors Age 65 +		Total
NO	YES	NO	YES	NO	YES	
0	1	0	1	0	1	

Q26 Most important health & human services (Cont.)

F=Substance abuse & prevention programs	10.3%	6.6%	8.6%	15.3%	9.7%	9.4%	9.6%
G=County efforts to preserve & increase housing	38.8%	43.2%	38.0%	48.5%	41.3%	34.2%	39.3%
Z=None chosen	29.9%	28.8%	30.8%	23.8%	28.8%	32.6%	30.2%