

Crosstabs by ANNUAL HOUSEHOLD INCOME

Distribution of Respondents by Annual Household Income

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

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

Q32 Annual household income					Total
Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q1a Quality of police services

Very satisfied	38.5%	29.9%	32.8%	34.1%	32.3%	33.4%
Satisfied	45.1%	56.7%	55.8%	52.8%	50.8%	53.5%
Neutral	12.1%	10.4%	8.8%	9.9%	9.2%	9.8%
Dissatisfied	2.2%	3.0%	1.7%	2.1%	3.1%	2.2%
Very dissatisfied	2.2%	0.0%	0.9%	1.1%	4.6%	1.2%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

Q32 Annual household income					Total
Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q1b Quality of fire & emergency medical & ambulance services

Very satisfied	52.3%	42.1%	43.6%	44.4%	47.5%	44.8%
Satisfied	38.6%	46.8%	48.2%	44.7%	44.1%	45.5%
Neutral	6.8%	9.5%	8.2%	9.9%	8.5%	9.0%
Dissatisfied	2.3%	1.6%	0.0%	0.7%	0.0%	0.7%
Very dissatisfied	0.0%	0.0%	0.0%	0.2%	0.0%	0.1%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q1c Quality of the County's emergency preparedness services

Very satisfied	34.2%	23.5%	26.1%	29.5%	30.8%	28.3%
Satisfied	39.5%	50.0%	48.6%	50.3%	53.8%	48.9%
Neutral	22.4%	24.5%	22.9%	18.2%	13.5%	20.4%
Dissatisfied	1.3%	1.0%	2.4%	1.5%	1.9%	1.7%
Very dissatisfied	2.6%	1.0%	0.0%	0.6%	0.0%	0.6%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

Q32 Annual household income					Total
Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q1d Quality of County parks/recreation programs

Very satisfied	35.2%	28.1%	34.3%	43.8%	32.4%	37.8%
Satisfied	46.2%	55.6%	50.5%	46.3%	45.1%	48.6%
Neutral	16.5%	11.9%	13.0%	7.6%	21.1%	11.3%
Dissatisfied	1.1%	3.7%	1.9%	1.9%	1.4%	2.0%
Very dissatisfied	1.1%	0.7%	0.3%	0.4%	0.0%	0.4%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

Q32 Annual household income					Total
Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q1e Quality of County arts/cultural programs

Very satisfied	29.8%	26.8%	26.1%	33.0%	26.2%	29.4%
Satisfied	46.4%	49.6%	49.7%	47.2%	37.7%	47.7%
Neutral	19.0%	22.0%	21.3%	17.2%	29.5%	19.9%
Dissatisfied	3.6%	1.6%	2.6%	2.4%	4.9%	2.6%
Very dissatisfied	1.2%	0.0%	0.3%	0.2%	1.6%	0.4%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

Q32 Annual household income					Total
Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q1f Maintenance of County streets

Very satisfied	9.5%	13.6%	10.0%	12.6%	13.2%	11.7%
Satisfied	51.6%	50.3%	48.1%	47.3%	40.8%	47.8%
Neutral	16.8%	19.0%	22.2%	23.7%	27.6%	22.4%
Dissatisfied	17.9%	12.9%	17.0%	14.8%	11.8%	15.3%
Very dissatisfied	4.2%	4.1%	2.7%	1.6%	6.6%	2.8%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q1g Management of traffic flow on County streets

Very satisfied	17.6%	9.0%	9.2%	11.1%	6.4%	10.4%
Satisfied	49.5%	43.4%	43.1%	41.3%	33.3%	42.2%
Neutral	20.9%	26.9%	29.3%	26.8%	23.1%	26.9%
Dissatisfied	7.7%	17.2%	15.1%	17.5%	25.6%	16.5%
Very dissatisfied	4.4%	3.4%	3.3%	3.3%	11.5%	3.9%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

Q32 Annual household income					Total
Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q1h Quality of County water & wastewater services

Very satisfied	25.3%	16.9%	16.5%	23.3%	14.5%	20.1%
Satisfied	55.2%	61.0%	54.7%	51.2%	52.2%	53.7%
Neutral	10.3%	14.7%	21.1%	17.5%	21.7%	18.0%
Dissatisfied	5.7%	3.7%	6.9%	5.4%	10.1%	6.0%
Very dissatisfied	3.4%	3.7%	0.8%	2.7%	1.4%	2.2%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

Q32 Annual household income					Total
Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q1i Quality of the County's stormwater runoff system

Very satisfied	22.8%	11.8%	16.1%	20.2%	10.0%	17.5%
Satisfied	45.6%	52.1%	43.5%	42.8%	46.7%	44.6%
Neutral	29.1%	26.1%	30.6%	26.2%	30.0%	28.0%
Dissatisfied	2.5%	8.4%	7.9%	8.1%	8.3%	7.6%
Very dissatisfied	0.0%	1.7%	1.9%	2.7%	5.0%	2.3%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

Q32 Annual household income					Total
Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q1j Enforcement of County codes & ordinances

Very satisfied	17.3%	15.3%	17.9%	21.6%	16.7%	19.1%
Satisfied	46.9%	39.5%	40.4%	39.1%	40.0%	40.2%
Neutral	27.2%	33.1%	27.6%	28.9%	25.0%	28.6%
Dissatisfied	2.5%	9.7%	12.2%	7.8%	8.3%	9.0%
Very dissatisfied	6.2%	2.4%	1.9%	2.7%	10.0%	3.1%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

Q32 Annual household income					Total
Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q1k Quality of the County's library system

Very satisfied	45.6%	44.9%	42.3%	51.3%	38.2%	46.5%
Satisfied	35.6%	40.4%	40.3%	36.8%	50.0%	39.0%
Neutral	14.4%	12.5%	13.2%	9.0%	8.8%	11.2%
Dissatisfied	3.3%	1.5%	3.7%	2.5%	2.9%	2.8%
Very dissatisfied	1.1%	0.7%	0.6%	0.4%	0.0%	0.5%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q11 Effectiveness of the County's Smart Growth practices

Very satisfied	23.0%	19.0%	22.4%	30.9%	17.7%	25.5%
Satisfied	40.5%	37.9%	42.0%	39.3%	33.9%	39.7%
Neutral	28.4%	32.8%	26.5%	18.7%	40.3%	24.7%
Dissatisfied	6.8%	8.6%	7.3%	8.4%	8.1%	7.9%
Very dissatisfied	1.4%	1.7%	1.9%	2.7%	0.0%	2.1%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

Q32 Annual household income					Total
Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q1m Quality of customer service you receive

Very satisfied	33.0%	22.1%	21.2%	27.2%	13.4%	24.4%
Satisfied	34.1%	45.6%	47.9%	47.4%	41.8%	46.0%
Neutral	22.0%	27.9%	25.6%	19.7%	31.3%	23.3%
Dissatisfied	5.5%	3.7%	4.4%	4.7%	7.5%	4.7%
Very dissatisfied	5.5%	0.7%	0.8%	1.0%	6.0%	1.5%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

Q32 Annual household income					Total
Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q1n Effectiveness of County communication with the public

Very satisfied	27.3%	18.5%	20.7%	25.7%	8.8%	22.5%
Satisfied	38.6%	48.9%	48.5%	48.9%	48.5%	48.0%
Neutral	29.5%	24.4%	23.7%	20.3%	35.3%	23.4%
Dissatisfied	3.4%	8.1%	5.4%	4.0%	7.4%	5.1%
Very dissatisfied	1.1%	0.0%	1.6%	1.1%	0.0%	1.1%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q1o County efforts to preserve & protect the environment

Very satisfied	22.5%	26.7%	21.7%	28.0%	10.3%	24.3%
Satisfied	49.4%	41.7%	49.3%	44.4%	48.5%	46.3%
Neutral	24.7%	24.2%	20.5%	22.0%	32.4%	22.6%
Dissatisfied	2.2%	5.0%	6.3%	4.6%	8.8%	5.2%
Very dissatisfied	1.1%	2.5%	2.3%	1.0%	0.0%	1.5%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q1p Quality of County's human services

Very satisfied	31.0%	24.3%	17.9%	20.4%	12.8%	20.8%
Satisfied	35.7%	45.6%	42.6%	39.4%	44.7%	41.2%
Neutral	21.4%	19.4%	30.3%	34.3%	31.9%	29.5%
Dissatisfied	8.3%	7.8%	8.8%	5.2%	6.4%	7.1%
Very dissatisfied	3.6%	2.9%	0.4%	0.7%	4.3%	1.4%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

Q32 Annual household income					Total
Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	
1	2	3	4	9	

Q2 Most important area

A=Quality of police services	15.3%	20.3%	13.0%	14.7%	18.5%	15.1%
B=Fire & emergency medical & ambulance services	7.1%	15.7%	9.6%	10.0%	6.2%	10.1%
C=County's emergency preparedness services	16.3%	17.0%	21.3%	18.8%	16.0%	19.0%
D=Quality of County parks/ recreation programs	8.2%	13.7%	15.4%	19.5%	11.1%	16.2%
E=Quality of County arts/ cultural programs	5.1%	7.2%	6.9%	8.8%	4.9%	7.5%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	
	1	2	3	4	9	

Q2 Most important area (Cont.)

F=Maintenance of County streets	38.8%	28.8%	40.2%	39.1%	35.8%	38.0%
G=Management of traffic flow on County streets	30.6%	35.9%	42.2%	45.9%	45.7%	42.4%
H=County water & wastewater services	19.4%	13.7%	20.3%	13.1%	14.8%	16.0%
I=County's stormwater runoff system	12.2%	10.5%	11.5%	14.5%	9.9%	12.6%
J=Enforcement of County codes & ordinances	18.4%	15.0%	18.1%	17.2%	23.5%	17.7%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	
	1	2	3	4	9	

Q2 Most important area (Cont.)

K=Quality of the County's library system	9.2%	6.5%	7.1%	5.7%	2.5%	6.3%
L=Effectiveness of the Smart Growth practices	14.3%	22.9%	31.1%	32.6%	21.0%	28.9%
M=Quality of customer service you receive	18.4%	15.7%	10.3%	10.6%	14.8%	11.9%
N=Effectiveness of County communication	15.3%	13.7%	13.7%	12.5%	17.3%	13.6%
O=Efforts to preserve & protect the environment	20.4%	24.8%	34.3%	34.4%	28.4%	31.8%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	
	1	2	3	4	9	

Q2 Most important area (Cont.)

P=Quality of County's human services

38.8% 30.7% 23.5% 24.9% 16.0% 25.7%

Z=None chosen

25.5% 19.0% 11.5% 10.4% 13.6% 13.1%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q3a In your neighborhood during the day

Very safe	45.7%	56.4%	66.5%	76.6%	53.1%	67.3%
Safe	45.7%	37.6%	28.6%	21.4%	38.3%	28.4%
Neutral	5.3%	5.4%	4.2%	1.6%	4.9%	3.3%
Unsafe	3.2%	0.7%	0.5%	0.4%	2.5%	0.8%
Very unsafe	0.0%	0.0%	0.2%	0.0%	1.2%	0.2%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q3b In your neighborhood at night

Very safe	19.4%	20.1%	27.8%	39.6%	28.8%	31.4%
Safe	47.3%	50.3%	50.6%	46.7%	47.5%	48.4%
Neutral	24.7%	21.5%	15.2%	9.2%	10.0%	13.7%
Unsafe	6.5%	6.0%	5.7%	3.3%	8.8%	4.9%
Very unsafe	2.2%	2.0%	0.7%	1.3%	5.0%	1.5%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q3c In County parks

Very safe	13.1%	10.9%	14.4%	18.7%	17.8%	16.0%
Safe	35.7%	43.4%	48.3%	52.9%	47.9%	48.9%
Neutral	35.7%	34.1%	27.1%	21.8%	23.3%	25.9%
Unsafe	11.9%	8.5%	8.8%	5.3%	9.6%	7.5%
Very unsafe	3.6%	3.1%	1.4%	1.3%	1.4%	1.7%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q3d In County buildings

Very safe	24.4%	32.4%	40.9%	50.2%	32.4%	42.1%
Safe	50.0%	48.5%	42.6%	40.9%	52.1%	43.7%
Neutral	22.1%	16.2%	14.8%	8.3%	12.7%	12.6%
Unsafe	3.5%	2.2%	0.8%	0.6%	2.8%	1.2%
Very unsafe	0.0%	0.7%	0.8%	0.0%	0.0%	0.3%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q3e In commercial/retail areas at night

Very safe	10.6%	11.6%	17.5%	23.6%	14.7%	18.9%
Safe	42.4%	50.0%	52.6%	55.1%	41.3%	52.0%
Neutral	36.5%	30.4%	22.6%	16.9%	25.3%	22.1%
Unsafe	8.2%	8.0%	6.5%	4.2%	17.3%	6.5%
Very unsafe	2.4%	0.0%	0.8%	0.2%	1.3%	0.6%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q3f Overall feeling of safety in the County

Very safe	8.7%	16.8%	23.6%	30.1%	22.5%	24.5%
Safe	65.2%	62.4%	61.8%	61.0%	52.5%	61.2%
Neutral	21.7%	18.1%	11.6%	7.2%	20.0%	11.7%
Unsafe	4.3%	2.7%	2.7%	1.4%	3.8%	2.3%
Very unsafe	0.0%	0.0%	0.2%	0.2%	1.3%	0.2%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	<u>Q32 Annual household income</u>					<u>Total</u>
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q4a Overall quality of services provided

Very satisfied	28.7%	20.7%	24.8%	35.8%	21.3%	29.2%
Satisfied	51.1%	62.7%	60.3%	56.2%	58.7%	58.0%
Neutral	16.0%	14.0%	13.7%	7.3%	16.0%	11.2%
Dissatisfied	2.1%	1.3%	0.8%	0.5%	2.7%	0.9%
Very dissatisfied	2.1%	1.3%	0.5%	0.2%	1.3%	0.6%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q4b Overall image of Arlington County

Very satisfied	33.0%	30.6%	34.3%	46.9%	33.3%	39.2%
Satisfied	50.0%	54.4%	52.2%	44.9%	48.0%	48.9%
Neutral	13.8%	10.9%	11.4%	6.1%	13.3%	9.4%
Dissatisfied	2.1%	2.7%	1.5%	1.6%	4.0%	1.9%
Very dissatisfied	1.1%	1.4%	0.5%	0.4%	1.3%	0.6%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q4c How well the County is managing growth

Very satisfied	19.8%	9.8%	12.8%	18.2%	12.2%	15.3%
Satisfied	47.3%	41.4%	41.5%	41.8%	28.4%	41.3%
Neutral	22.0%	30.8%	27.2%	24.0%	31.1%	26.0%
Dissatisfied	7.7%	14.3%	15.1%	12.8%	20.3%	13.8%
Very dissatisfied	3.3%	3.8%	3.4%	3.2%	8.1%	3.6%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000-\$59,999	\$60,000-\$99,999	\$100,000	Not provided	

Q4d Quality of life in Arlington County

Very satisfied	33.3%	28.9%	36.8%	45.1%	35.0%	39.1%
Satisfied	43.3%	53.7%	49.1%	46.4%	40.0%	47.5%
Neutral	18.9%	14.1%	11.5%	6.7%	20.0%	10.8%
Dissatisfied	4.4%	3.4%	2.3%	1.8%	5.0%	2.5%
Very dissatisfied	0.0%	0.0%	0.3%	0.0%	0.0%	0.1%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q4e Quality of public schools in the County

Very satisfied	35.9%	20.8%	31.3%	39.7%	37.9%	34.7%
Satisfied	37.2%	44.3%	47.2%	43.5%	39.7%	43.9%
Neutral	23.1%	28.3%	15.8%	11.6%	15.5%	15.9%
Dissatisfied	3.8%	4.7%	4.6%	4.3%	5.2%	4.4%
Very dissatisfied	0.0%	1.9%	1.1%	0.9%	1.7%	1.1%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q4f Value you receive for your County taxes

Very satisfied	22.1%	15.0%	16.4%	20.4%	10.7%	18.1%
Satisfied	33.7%	44.3%	42.2%	46.9%	40.0%	43.8%
Neutral	33.7%	27.1%	26.3%	21.8%	22.7%	24.7%
Dissatisfied	10.5%	10.7%	10.1%	8.4%	21.3%	10.1%
Very dissatisfied	0.0%	2.9%	5.0%	2.5%	5.3%	3.3%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	<u>Q32 Annual household income</u>					<u>Total</u>
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	
<u>Q4g County government's overall efforts to embrace diversity</u>						
Very satisfied	30.2%	21.4%	23.9%	26.4%	10.6%	24.4%
Satisfied	38.4%	40.5%	41.2%	44.4%	40.9%	42.2%
Neutral	25.6%	30.5%	25.6%	22.2%	31.8%	25.1%
Dissatisfied	3.5%	6.9%	6.9%	4.9%	12.1%	6.1%
Very dissatisfied	2.3%	0.8%	2.3%	2.1%	4.5%	2.2%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q4h Overall inclusiveness of the community

Very satisfied	23.0%	23.1%	19.0%	27.9%	17.8%	23.5%
Satisfied	40.2%	47.0%	46.9%	45.8%	45.2%	45.9%
Neutral	29.9%	26.1%	27.9%	22.3%	26.0%	25.3%
Dissatisfied	5.7%	1.5%	5.4%	3.0%	8.2%	4.1%
Very dissatisfied	1.1%	2.2%	0.8%	1.0%	2.7%	1.2%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

Q32 Annual household income					Total
Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q5a Overall maintenance of major streets

Very satisfied	15.8%	17.3%	11.9%	13.9%	7.4%	13.4%
Satisfied	49.5%	54.7%	52.5%	53.3%	55.6%	53.0%
Neutral	15.8%	12.0%	20.3%	19.0%	17.3%	18.3%
Dissatisfied	17.9%	11.3%	13.1%	12.5%	17.3%	13.3%
Very dissatisfied	1.1%	4.7%	2.2%	1.3%	2.5%	2.0%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

Q32 Annual household income					Total
Under	\$35,000-\$35,999	\$60,000-\$99,999	\$100,000	Not provided	

Q5b Maintenance of streets in your neighborhood

Very satisfied	19.8%	14.5%	13.8%	16.7%	9.9%	15.3%
Satisfied	39.6%	55.9%	45.7%	48.1%	48.1%	47.6%
Neutral	24.0%	13.2%	21.0%	18.1%	18.5%	18.9%
Dissatisfied	14.6%	11.8%	15.1%	14.9%	18.5%	14.8%
Very dissatisfied	2.1%	4.6%	4.4%	2.2%	4.9%	3.3%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

Q32 Annual household income					Total
Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q5c Maintenance of County buildings

Very satisfied	23.0%	17.8%	15.1%	20.3%	13.8%	18.2%
Satisfied	50.6%	59.7%	63.5%	57.1%	55.4%	58.8%
Neutral	25.3%	19.4%	18.6%	20.3%	29.2%	20.6%
Dissatisfied	1.1%	2.3%	2.6%	1.9%	1.5%	2.1%
Very dissatisfied	0.0%	0.8%	0.3%	0.2%	0.0%	0.3%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

Q32 Annual household income					Total
Under	\$35,000-	\$60,000-	\$99,000-	\$100,000	Not provided

Q5d Snow removal on major County streets

Very satisfied	26.1%	16.7%	18.7%	20.5%	12.5%	19.4%
Satisfied	44.6%	55.6%	60.0%	59.3%	63.8%	58.3%
Neutral	20.7%	18.1%	14.9%	14.9%	15.0%	15.7%
Dissatisfied	7.6%	6.9%	5.6%	4.1%	7.5%	5.4%
Very dissatisfied	1.1%	2.8%	0.8%	1.1%	1.3%	1.2%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

Q32 Annual household income					Total
Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q5e Snow removal on neighborhood streets

Very satisfied	20.2%	6.9%	12.4%	10.3%	9.9%	11.3%
Satisfied	33.0%	46.2%	45.9%	45.9%	48.1%	45.1%
Neutral	26.6%	28.3%	21.2%	23.7%	19.8%	23.4%
Dissatisfied	16.0%	14.5%	16.6%	16.8%	16.0%	16.3%
Very dissatisfied	4.3%	4.1%	3.9%	3.4%	6.2%	3.9%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q5f Mowing & trimming of County land

Very satisfied	24.5%	14.8%	13.2%	14.4%	13.8%	14.8%
Satisfied	44.7%	55.6%	55.4%	55.0%	55.0%	54.4%
Neutral	19.1%	19.7%	22.0%	21.1%	15.0%	20.7%
Dissatisfied	10.6%	8.5%	7.1%	8.5%	12.5%	8.5%
Very dissatisfied	1.1%	1.4%	2.3%	0.9%	3.8%	1.6%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q5g Overall cleanliness of County streets & other public areas

Very satisfied	17.9%	17.1%	15.8%	17.6%	14.8%	16.8%
Satisfied	52.6%	59.9%	59.3%	58.7%	56.8%	58.4%
Neutral	24.2%	17.1%	17.5%	19.0%	12.3%	18.3%
Dissatisfied	5.3%	4.6%	6.9%	4.4%	14.8%	5.9%
Very dissatisfied	0.0%	1.3%	0.5%	0.4%	1.2%	0.5%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

Q32 Annual household income					Total
Under	\$35,000-	\$60,000-	\$99,000-	\$100,000	Not provided

Q5h Adequacy of street lighting in your neighborhood

Very satisfied	20.8%	16.6%	15.1%	19.4%	12.3%	17.4%
Satisfied	39.6%	47.7%	53.1%	49.1%	60.5%	50.2%
Neutral	26.0%	19.2%	16.8%	17.0%	13.6%	17.7%
Dissatisfied	11.5%	13.9%	13.1%	12.7%	11.1%	12.8%
Very dissatisfied	2.1%	2.6%	2.0%	1.8%	2.5%	2.0%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q5i Adequacy of street lighting in commercial/retail areas

Very satisfied	20.0%	15.6%	18.0%	24.0%	11.7%	20.1%
Satisfied	50.5%	55.8%	59.4%	55.2%	59.7%	56.5%
Neutral	24.2%	21.1%	18.8%	17.2%	22.1%	19.0%
Dissatisfied	5.3%	7.5%	3.5%	2.9%	5.2%	4.0%
Very dissatisfied	0.0%	0.0%	0.3%	0.6%	1.3%	0.4%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	
	1	2	3	4	9	

Q6 Most important public works items

A=Overall maintenance of major streets	33.7%	43.1%	46.8%	50.2%	40.7%	46.5%
B=Maintenance of streets in your neighborhood	29.6%	37.3%	45.3%	40.1%	34.6%	40.3%
C=Maintenance of County buildings	8.2%	5.2%	6.1%	5.4%	0.0%	5.5%
D=Snow removal on major County streets	11.2%	15.0%	9.8%	12.2%	9.9%	11.6%
E=Snow removal on neighborhood streets	28.6%	35.3%	29.2%	34.2%	27.2%	31.9%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

Q32 Annual household income					Total
Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	
1	2	3	4	9	

Q6 Most important public works items (Cont.)

F=Mowing & trimming of County land	17.3%	15.7%	15.7%	20.3%	13.6%	17.6%
G=Overall cleanliness of County streets	20.4%	25.5%	29.7%	30.1%	28.4%	28.6%
H=Adequacy of street lighting in neighborhood	27.6%	35.3%	29.7%	28.0%	21.0%	28.9%
I=Street lighting in commercial/retail areas	16.3%	17.0%	12.7%	11.5%	11.1%	12.9%
Z=None chosen	30.6%	17.0%	17.6%	14.3%	27.2%	17.7%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q7a Residential trash collection services

Very satisfied	35.9%	32.0%	42.6%	47.5%	36.6%	42.7%
Satisfied	47.8%	54.7%	46.1%	41.7%	50.7%	45.6%
Neutral	10.9%	10.2%	9.9%	7.0%	8.5%	8.6%
Dissatisfied	4.3%	2.3%	1.2%	3.0%	1.4%	2.4%
Very dissatisfied	1.1%	0.8%	0.3%	0.8%	2.8%	0.8%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q7b Curbside recycling services

Very satisfied	29.1%	29.1%	38.2%	44.5%	35.3%	39.1%
Satisfied	39.5%	51.3%	44.8%	37.9%	45.6%	42.1%
Neutral	23.3%	15.4%	10.3%	12.2%	8.8%	12.6%
Dissatisfied	7.0%	3.4%	5.2%	4.9%	8.8%	5.2%
Very dissatisfied	1.2%	0.9%	1.5%	0.4%	1.5%	0.9%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q7c Yardwaste removal services

Very satisfied	27.2%	22.6%	34.7%	35.3%	32.3%	32.9%
Satisfied	43.2%	53.8%	45.8%	41.8%	43.1%	44.4%
Neutral	23.5%	19.8%	15.2%	14.9%	18.5%	16.4%
Dissatisfied	4.9%	3.8%	3.4%	6.7%	4.6%	5.1%
Very dissatisfied	1.2%	0.0%	1.0%	1.3%	1.5%	1.1%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q7d Wastewater treatment services

Very satisfied	25.0%	17.8%	22.8%	29.1%	25.9%	25.5%
Satisfied	41.3%	48.5%	50.2%	46.9%	44.8%	47.4%
Neutral	30.0%	27.7%	22.8%	18.9%	24.1%	22.3%
Dissatisfied	3.8%	5.0%	3.5%	4.2%	3.4%	4.0%
Very dissatisfied	0.0%	1.0%	0.7%	0.9%	1.7%	0.8%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q7e Drinking water services

Very satisfied	23.9%	15.0%	22.0%	28.1%	18.3%	23.8%
Satisfied	46.6%	55.6%	49.3%	49.4%	52.1%	50.0%
Neutral	19.3%	19.5%	21.4%	15.9%	21.1%	18.6%
Dissatisfied	5.7%	7.5%	6.1%	5.4%	4.2%	5.8%
Very dissatisfied	4.5%	2.3%	1.2%	1.2%	4.2%	1.8%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

Q32 Annual household income					Total
Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	
1	2	3	4	9	

Q8 Most important utility services

A=Residential trash collection services	11.2%	15.0%	12.5%	14.0%	11.1%	13.3%
B=Curbside recycling services	17.3%	12.4%	21.8%	28.3%	14.8%	22.7%
C=Yardwaste removal services	18.4%	11.8%	11.0%	21.0%	8.6%	15.8%
D=Wastewater treatment services	27.6%	28.8%	30.1%	28.9%	28.4%	29.1%
E=Drinking water services	33.7%	45.1%	47.5%	39.4%	33.3%	41.8%
Z=None chosen	44.9%	39.2%	34.8%	27.8%	49.4%	34.0%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q9a Overall quality of local police protection

Very satisfied	29.5%	21.4%	26.3%	31.4%	27.4%	28.2%
Satisfied	53.4%	57.1%	60.2%	54.0%	56.2%	56.4%
Neutral	11.4%	20.0%	11.9%	11.5%	11.0%	12.6%
Dissatisfied	2.3%	1.4%	1.1%	2.8%	4.1%	2.1%
Very dissatisfied	3.4%	0.0%	0.5%	0.4%	1.4%	0.7%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q9b Visibility of police in neighborhoods

Very satisfied	22.3%	13.6%	17.9%	18.8%	19.7%	18.2%
Satisfied	35.1%	51.0%	43.2%	44.1%	38.2%	43.6%
Neutral	30.9%	24.5%	30.7%	28.5%	23.7%	28.6%
Dissatisfied	5.3%	9.5%	7.4%	7.8%	15.8%	8.2%
Very dissatisfied	6.4%	1.4%	0.8%	0.8%	2.6%	1.4%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

Q32 Annual household income					Total
Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q9c Visibility of police in retail areas

Very satisfied	16.7%	9.1%	14.8%	15.6%	20.3%	15.0%
Satisfied	40.0%	51.0%	46.2%	45.0%	43.2%	45.6%
Neutral	33.3%	29.4%	30.6%	33.2%	29.7%	31.7%
Dissatisfied	7.8%	9.8%	8.3%	5.6%	5.4%	7.1%
Very dissatisfied	2.2%	0.7%	0.0%	0.6%	1.4%	0.6%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

Q32 Annual household income					Total
Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q9d County's efforts to prevent crime

Very satisfied	20.5%	15.9%	16.0%	18.1%	12.1%	17.0%
Satisfied	48.2%	50.8%	52.4%	53.2%	53.0%	52.3%
Neutral	28.9%	27.3%	26.9%	23.9%	24.2%	25.7%
Dissatisfied	1.2%	5.3%	3.2%	4.7%	7.6%	4.2%
Very dissatisfied	1.2%	0.8%	1.4%	0.0%	3.0%	0.8%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q9e Enforcement of local traffic laws

Very satisfied	23.3%	17.6%	14.9%	15.3%	13.0%	15.9%
Satisfied	53.5%	45.1%	50.1%	45.6%	50.6%	47.8%
Neutral	15.1%	26.8%	24.4%	25.5%	19.5%	24.2%
Dissatisfied	4.7%	8.5%	7.6%	10.2%	11.7%	8.9%
Very dissatisfied	3.5%	2.1%	3.0%	3.5%	5.2%	3.3%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q9f Overall quality of local fire protection

Very satisfied	36.0%	32.3%	33.0%	33.6%	34.8%	33.5%
Satisfied	47.2%	55.4%	52.0%	53.3%	56.1%	52.8%
Neutral	15.7%	11.5%	15.0%	12.6%	9.1%	13.3%
Dissatisfied	1.1%	0.8%	0.0%	0.5%	0.0%	0.4%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

Q32 Annual household income					Total
	\$35,000-	\$60,000-	\$99,999	\$100,000	Not provided

Q9g Overall quality of local emergency medical/ambulance service

Very satisfied	47.7%	29.2%	36.3%	34.4%	37.7%	35.8%
Satisfied	38.6%	53.3%	49.0%	49.6%	50.8%	49.0%
Neutral	13.6%	17.5%	14.3%	15.5%	11.5%	15.0%
Dissatisfied	0.0%	0.0%	0.3%	0.5%	0.0%	0.3%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

Q32 Annual household income					Total
Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q9h How quickly public safety personnel respond to emergencies

Very satisfied	41.2%	25.0%	35.6%	40.8%	32.8%	36.7%
Satisfied	41.2%	55.2%	44.5%	43.5%	52.5%	45.7%
Neutral	14.1%	19.0%	17.8%	14.1%	11.5%	15.7%
Dissatisfied	2.4%	0.9%	1.8%	1.6%	3.3%	1.8%
Very dissatisfied	1.2%	0.0%	0.4%	0.0%	0.0%	0.2%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

Q32 Annual household income					Total
Under	\$35,000-	\$60,000-	\$99,000-	\$100,000	Not provided

Q9i Enforcement of parking regulations

Very satisfied	28.2%	14.3%	13.8%	14.7%	12.0%	15.2%
Satisfied	37.6%	52.6%	47.3%	46.0%	38.7%	46.1%
Neutral	27.1%	23.3%	27.3%	25.5%	32.0%	26.3%
Dissatisfied	4.7%	6.0%	7.6%	9.8%	12.0%	8.4%
Very dissatisfied	2.4%	3.8%	3.9%	4.0%	5.3%	3.9%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

Q32 Annual household income					Total
Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	
1	2	3	4	9	

Q10 Most important public safety items

A=Overall quality of local police protection	18.4%	21.6%	21.1%	18.5%	18.5%	19.6%
B=Visibility of police in neighborhoods	39.8%	33.3%	30.1%	33.9%	30.9%	32.9%
C=Visibility of police in retail areas	23.5%	23.5%	22.1%	24.4%	14.8%	22.9%
D=County's efforts to prevent crime	31.6%	35.9%	38.7%	33.7%	27.2%	35.0%
E=Enforcement of local traffic laws	18.4%	21.6%	19.4%	25.1%	19.8%	22.0%
F=Overall quality of local fire protection	10.2%	7.8%	9.3%	8.2%	6.2%	8.6%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

Q32 Annual household income					Total
Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	
1	2	3	4	9	

Q10 Most important public safety items (Cont.)

G=Quality of emergency medical/ambulance	12.2%	13.1%	14.7%	15.6%	13.6%	14.6%
H=How quickly public safety personnel respond	12.2%	17.6%	21.1%	17.2%	16.0%	18.0%
I=Enforcement of parking regulations	19.4%	15.0%	13.7%	14.9%	17.3%	15.0%
Z=None chosen	33.7%	28.8%	30.4%	27.4%	34.6%	29.4%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q11a Maintenance of County parks

Very satisfied	27.9%	22.9%	23.8%	24.5%	18.8%	24.0%
Satisfied	48.8%	61.8%	61.9%	61.0%	65.2%	60.7%
Neutral	20.9%	12.2%	12.4%	11.1%	11.6%	12.4%
Dissatisfied	1.2%	3.1%	1.9%	3.3%	4.3%	2.7%
Very dissatisfied	1.2%	0.0%	0.0%	0.2%	0.0%	0.2%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

Q32 Annual household income					Total
Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q11b Walking & biking trails in the County

Very satisfied	25.9%	27.3%	33.0%	36.5%	25.0%	33.0%
Satisfied	44.7%	53.9%	51.9%	48.9%	55.9%	50.5%
Neutral	22.4%	16.4%	12.0%	10.1%	14.7%	12.6%
Dissatisfied	7.1%	2.3%	2.8%	4.3%	4.4%	3.8%
Very dissatisfied	0.0%	0.0%	0.3%	0.2%	0.0%	0.2%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q11c Outdoor athletic fields

Very satisfied	18.4%	19.6%	23.7%	21.0%	15.9%	21.2%
Satisfied	42.1%	57.0%	54.2%	53.7%	66.7%	54.1%
Neutral	36.8%	20.6%	19.4%	17.7%	14.3%	19.8%
Dissatisfied	2.6%	1.9%	2.7%	6.9%	0.0%	4.3%
Very dissatisfied	0.0%	0.9%	0.0%	0.7%	3.2%	0.6%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

Q32 Annual household income					Total
Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q11d Youth & teen recreation programs

Very satisfied	20.6%	9.1%	25.5%	22.1%	7.7%	20.7%
Satisfied	30.2%	46.8%	41.7%	47.5%	53.8%	44.3%
Neutral	46.0%	36.4%	30.9%	26.1%	35.9%	31.2%
Dissatisfied	3.2%	6.5%	2.0%	3.6%	2.6%	3.3%
Very dissatisfied	0.0%	1.3%	0.0%	0.7%	0.0%	0.5%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

Q32 Annual household income					Total
Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q11e Adult recreation programs

Very satisfied	22.2%	19.4%	24.3%	22.7%	17.3%	22.4%
Satisfied	36.1%	45.6%	47.1%	49.7%	61.5%	48.0%
Neutral	37.5%	29.1%	25.7%	24.6%	17.3%	26.1%
Dissatisfied	2.8%	2.9%	2.5%	2.2%	3.8%	2.5%
Very dissatisfied	1.4%	2.9%	0.4%	0.8%	0.0%	0.9%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q11f Senior recreation programs

Very satisfied	25.7%	20.2%	25.4%	20.4%	12.8%	22.1%
Satisfied	38.6%	42.7%	39.5%	43.1%	56.4%	42.2%
Neutral	31.4%	34.8%	32.2%	32.4%	28.2%	32.3%
Dissatisfied	2.9%	1.1%	2.4%	2.8%	2.6%	2.4%
Very dissatisfied	1.4%	1.1%	0.5%	1.4%	0.0%	1.0%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

Q32 Annual household income					Total
Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q11g Visual & performing arts programming & facilities

Very satisfied	16.4%	15.4%	16.2%	18.9%	13.0%	17.0%
Satisfied	37.0%	54.8%	48.2%	50.6%	41.3%	48.6%
Neutral	42.5%	26.9%	32.7%	22.9%	41.3%	29.2%
Dissatisfied	4.1%	1.9%	2.6%	6.0%	4.3%	4.1%
Very dissatisfied	0.0%	1.0%	0.4%	1.7%	0.0%	0.9%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	
<u>Q11h Community center programs</u>						
Very satisfied	20.5%	15.2%	21.2%	19.4%	12.2%	19.2%
Satisfied	45.2%	58.1%	48.5%	50.8%	57.1%	50.9%
Neutral	28.8%	24.8%	28.8%	27.2%	26.5%	27.5%
Dissatisfied	4.1%	1.0%	1.1%	1.7%	2.0%	1.6%
Very dissatisfied	1.4%	1.0%	0.4%	0.8%	2.0%	0.8%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q11i Sports programs

Very satisfied	15.9%	10.7%	21.4%	19.6%	18.4%	18.8%
Satisfied	38.1%	58.3%	47.5%	50.5%	55.1%	49.7%
Neutral	44.4%	25.0%	27.3%	26.9%	24.5%	28.1%
Dissatisfied	1.6%	4.8%	3.8%	2.1%	0.0%	2.7%
Very dissatisfied	0.0%	1.2%	0.0%	0.9%	2.0%	0.7%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q11j Off-leash dog areas

Very satisfied	18.5%	14.3%	19.7%	21.1%	15.6%	19.3%
Satisfied	29.2%	40.5%	37.6%	42.3%	44.4%	39.6%
Neutral	43.1%	36.9%	33.8%	25.2%	31.1%	31.1%
Dissatisfied	4.6%	6.0%	7.3%	8.2%	6.7%	7.2%
Very dissatisfied	4.6%	2.4%	1.7%	3.2%	2.2%	2.7%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q11k Indoor swimming pools

Very satisfied	21.7%	7.6%	14.2%	11.0%	7.0%	12.4%
Satisfied	20.3%	38.0%	37.1%	36.2%	37.2%	35.2%
Neutral	44.9%	40.5%	35.8%	30.4%	34.9%	34.7%
Dissatisfied	11.6%	11.4%	10.8%	16.3%	16.3%	13.6%
Very dissatisfied	1.4%	2.5%	2.2%	6.1%	4.7%	4.0%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q111 Fees charged for programs

Very satisfied	14.1%	9.6%	13.6%	12.8%	5.6%	12.4%
Satisfied	28.2%	33.0%	42.1%	47.0%	50.0%	42.8%
Neutral	42.3%	46.8%	33.0%	32.3%	29.6%	34.6%
Dissatisfied	14.1%	6.4%	9.2%	6.2%	9.3%	7.9%
Very dissatisfied	1.4%	4.3%	2.2%	1.7%	5.6%	2.3%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

Q32 Annual household income					Total
Under	\$35,000-\$35,999	\$60,000-\$99,999	\$100,000	Not provided	

Q11m Special events sponsored by the County

Very satisfied	20.5%	13.7%	15.4%	16.2%	8.2%	15.6%
Satisfied	32.1%	47.1%	45.4%	48.4%	57.1%	46.3%
Neutral	41.0%	38.2%	36.9%	31.6%	30.6%	34.8%
Dissatisfied	6.4%	1.0%	1.9%	1.9%	4.1%	2.3%
Very dissatisfied	0.0%	0.0%	0.4%	1.9%	0.0%	0.9%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	
	1	2	3	4	9	

Q12 Most important parks & recreation items

A=Maintenance of County parks	20.4%	20.9%	27.0%	31.2%	24.7%	27.4%
B=Walking & biking trails in the County	12.2%	15.0%	24.3%	30.8%	17.3%	24.7%
C=Outdoor athletic fields	11.2%	4.6%	11.0%	17.2%	11.1%	12.9%
D=Youth & teen recreation programs	11.2%	17.6%	13.7%	13.4%	11.1%	13.7%
E=Adult recreation programs	13.3%	15.0%	9.6%	8.8%	9.9%	10.2%
F=Senior recreation programs	17.3%	13.7%	9.8%	7.7%	4.9%	9.6%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

Q32 Annual household income					Total
Under \$35,000	\$35,000-\$59,999	\$60,000-\$99,999	\$100,000	Not provided	
1	2	3	4	9	

Q12 Most important parks & recreation items (Cont.)

G=Visual & performing arts programming	9.2%	13.7%	8.8%	10.9%	8.6%	10.3%
H=Community center programs	14.3%	14.4%	11.3%	8.4%	0.0%	9.9%
I=Sports programs	6.1%	7.2%	3.9%	4.5%	3.7%	4.7%
J=Off-leash dog areas	7.1%	7.8%	9.1%	10.8%	9.9%	9.6%
K=Indoor swimming pools	9.2%	11.1%	14.0%	21.9%	8.6%	16.3%
L=Fees charged for programs	19.4%	15.0%	15.9%	9.9%	14.8%	13.4%
M=Special events sponsored by the County	12.2%	13.1%	9.1%	8.1%	7.4%	9.2%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

Q32 Annual household income					Total
Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	
1	2	3	4	9	

Q12 Most important parks & recreation items (Cont.)

Z=None chosen	39.8%	37.9%	37.5%	30.5%	48.1%	35.4%
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Crosstabs by ANNUAL HOUSEHOLD INCOME

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

N=1298	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q13 Contacted County in past year

Yes	46.9%	54.2%	51.7%	57.2%	56.8%	54.3%
No	49.0%	43.8%	46.8%	42.1%	35.8%	43.9%
Don't know	4.1%	2.0%	1.5%	0.7%	7.4%	1.8%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

N=705

	Q32 Annual household income					Total
	Under \$35,000	\$35,000-\$59,999	\$60,000-\$99,999	\$100,000	Not provided	
	1	2	3	4	9	

Q13a Method of contact

1=Visit in person	30.4%	33.7%	28.0%	24.1%	26.1%	27.0%
2=By phone	78.3%	74.7%	81.5%	74.6%	84.8%	77.6%
3=Fax	0.0%	2.4%	1.9%	3.8%	0.0%	2.6%
4=E-mail	15.2%	15.7%	30.8%	37.0%	23.9%	30.4%
5=Letter/mail	10.9%	7.2%	3.8%	5.6%	15.2%	6.2%
6=Other	0.0%	2.4%	3.3%	4.7%	2.2%	3.5%
9=None chosen	2.2%	1.2%	0.9%	0.6%	4.3%	1.1%

Q13b. What service area did you contact most recently?

N=705	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	
<u>Q13b Service contacted most recently</u>						
Police	4.3%	8.4%	10.0%	7.5%	8.7%	8.2%
Fire, Emergency Medical/Rescue	0.0%	3.6%	2.4%	1.6%	6.5%	2.3%
Libraries	2.2%	6.0%	6.2%	6.3%	0.0%	5.5%
Parks, Recreation & Cultural Resources	4.3%	7.2%	10.9%	11.0%	8.7%	9.9%
Health/Human Services	26.1%	12.0%	1.9%	0.6%	10.9%	4.7%
Treasurer/Commissioner of Revenue	4.3%	20.5%	17.5%	12.2%	10.9%	14.2%
Street maintenance	10.9%	8.4%	3.8%	9.1%	13.0%	7.8%
Planning/Code Enforcement	6.5%	3.6%	7.6%	9.4%	8.7%	7.9%
Solid waste	6.5%	15.7%	20.4%	24.5%	19.6%	20.7%
County Manager/Board	4.3%	3.6%	2.4%	2.8%	4.3%	3.0%
Other	19.6%	9.6%	16.1%	14.4%	4.3%	14.0%
None chosen	10.9%	1.2%	0.9%	0.6%	4.3%	1.7%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q13c How easy they were to contact

Very satisfied	35.6%	33.7%	37.0%	40.9%	29.5%	37.8%
Satisfied	37.8%	45.8%	44.7%	40.6%	45.5%	42.6%
Neutral	15.6%	8.4%	10.1%	8.5%	13.6%	9.7%
Dissatisfied	6.7%	9.6%	5.8%	6.9%	2.3%	6.6%
Very dissatisfied	4.4%	2.4%	2.4%	3.1%	9.1%	3.3%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q13d Courtesy & professionalism

Very satisfied	43.2%	39.0%	40.6%	47.4%	30.2%	43.0%
Satisfied	27.3%	34.1%	38.2%	33.5%	46.5%	35.4%
Neutral	18.2%	15.9%	14.5%	11.6%	14.0%	13.6%
Dissatisfied	6.8%	6.1%	4.8%	4.2%	4.7%	4.8%
Very dissatisfied	4.5%	4.9%	1.9%	3.2%	4.7%	3.2%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000-\$59,999	\$60,000-\$99,999	\$100,000	Not provided	

Q13e Knowledge & technical competence

Very satisfied	40.9%	36.3%	33.5%	41.8%	24.4%	37.5%
Satisfied	29.5%	32.5%	38.3%	36.2%	43.9%	36.4%
Neutral	15.9%	15.0%	19.9%	12.5%	17.1%	15.6%
Dissatisfied	6.8%	8.8%	6.3%	6.3%	7.3%	6.7%
Very dissatisfied	6.8%	7.5%	1.9%	3.3%	7.3%	3.9%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q13f Ability to help resolve your issue

Very satisfied	37.8%	32.5%	36.5%	39.7%	27.9%	37.0%
Satisfied	28.9%	32.5%	30.8%	29.8%	39.5%	31.0%
Neutral	11.1%	10.8%	13.9%	10.6%	18.6%	12.2%
Dissatisfied	11.1%	13.3%	12.0%	9.9%	2.3%	10.6%
Very dissatisfied	11.1%	10.8%	6.7%	9.9%	11.6%	9.3%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q14a Exterior maintenance of residential property

Very satisfied	11.0%	8.4%	8.4%	7.5%	8.9%	8.3%
Satisfied	45.1%	52.3%	44.9%	48.4%	41.1%	47.0%
Neutral	28.0%	27.1%	27.7%	26.9%	28.6%	27.4%
Dissatisfied	9.8%	6.5%	15.1%	14.0%	14.3%	13.1%
Very dissatisfied	6.1%	5.6%	3.9%	3.2%	7.1%	4.2%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q14b Exterior maintenance of business property

Very satisfied	13.9%	9.9%	8.5%	8.4%	7.8%	9.1%
Satisfied	45.6%	49.5%	46.0%	48.4%	45.1%	47.3%
Neutral	36.7%	30.7%	35.3%	35.0%	39.2%	35.0%
Dissatisfied	2.5%	6.9%	8.1%	5.8%	7.8%	6.5%
Very dissatisfied	1.3%	3.0%	2.2%	2.4%	0.0%	2.2%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q14c Construction site conditions

Very satisfied	11.0%	7.8%	7.1%	5.8%	8.2%	7.0%
Satisfied	32.9%	34.0%	34.1%	34.5%	34.7%	34.2%
Neutral	42.5%	41.7%	41.6%	38.1%	46.9%	40.5%
Dissatisfied	9.6%	12.6%	13.7%	16.2%	6.1%	13.8%
Very dissatisfied	4.1%	3.9%	3.5%	5.5%	4.1%	4.5%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q14d Noise regulations

Very satisfied	7.5%	8.0%	7.4%	6.7%	9.4%	7.3%
Satisfied	31.3%	33.0%	35.3%	34.4%	30.2%	34.0%
Neutral	43.8%	32.1%	36.4%	37.5%	37.7%	37.0%
Dissatisfied	11.3%	18.8%	17.3%	16.3%	11.3%	16.2%
Very dissatisfied	6.3%	8.0%	3.5%	5.2%	11.3%	5.5%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q14e Overcrowding

Very satisfied	11.3%	5.3%	4.3%	6.3%	6.0%	6.0%
Satisfied	19.7%	26.6%	21.3%	26.3%	14.0%	23.4%
Neutral	38.0%	28.7%	37.8%	33.5%	30.0%	34.4%
Dissatisfied	16.9%	24.5%	24.3%	21.8%	22.0%	22.5%
Very dissatisfied	14.1%	14.9%	12.2%	12.0%	28.0%	13.7%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

Q32 Annual household income					Total
Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	
1	2	3	4	9	

Q15 Most important code enforcement activities

A=Exterior maintenance of residential property	21.4%	19.6%	20.3%	24.6%	25.9%	22.5%
B=Exterior maintenance of business property	14.3%	15.0%	14.7%	14.7%	6.2%	14.2%
C=Construction site conditions	24.5%	28.1%	23.0%	25.4%	2.5%	23.5%
D=Noise regulations	38.8%	36.6%	32.6%	27.8%	25.9%	31.0%
E=Overcrowding	41.8%	41.8%	37.5%	34.1%	43.2%	37.2%
Z=None chosen	25.5%	23.5%	31.6%	31.7%	42.0%	30.9%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

N=1298

Q32 Annual household income					Total
Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q16 Importance of investing in environmental initiatives

Very important	61.2%	64.7%	62.5%	66.7%	44.4%	63.3%
Important	23.5%	19.0%	22.3%	19.4%	28.4%	21.1%
Somewhat important	4.1%	11.8%	9.6%	8.1%	9.9%	8.8%
Not important	2.0%	0.7%	3.7%	4.3%	8.6%	3.8%
Don't know	9.2%	3.9%	2.0%	1.6%	8.6%	3.0%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q17a Ease of traveling within Arlington County

Very satisfied	25.0%	19.0%	15.9%	23.3%	10.7%	19.8%
Satisfied	55.4%	57.8%	54.5%	51.2%	54.7%	53.5%
Neutral	13.0%	16.3%	18.7%	16.0%	21.3%	17.0%
Dissatisfied	6.5%	6.1%	9.1%	9.4%	8.0%	8.6%
Very dissatisfied	0.0%	0.7%	1.8%	0.2%	5.3%	1.0%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q17b Ease of traveling to other jurisdictions

Very satisfied	19.8%	12.9%	14.1%	17.5%	14.9%	15.9%
Satisfied	51.6%	58.5%	51.9%	53.0%	40.5%	52.5%
Neutral	19.8%	21.8%	19.8%	19.0%	29.7%	20.3%
Dissatisfied	7.7%	5.4%	12.3%	9.4%	12.2%	9.9%
Very dissatisfied	1.1%	1.4%	1.8%	1.1%	2.7%	1.4%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q17c Availability of transportation for persons with disabilities

Very satisfied	21.9%	15.7%	12.1%	10.3%	17.9%	13.8%
Satisfied	35.9%	41.4%	37.1%	38.1%	28.6%	37.4%
Neutral	32.8%	37.1%	44.3%	46.5%	46.4%	42.5%
Dissatisfied	6.3%	4.3%	5.7%	4.5%	7.1%	5.3%
Very dissatisfied	3.1%	1.4%	0.7%	0.6%	0.0%	1.1%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q17d Quality of Arlington's public transit system

Very satisfied	26.3%	17.5%	16.4%	17.2%	14.0%	17.7%
Satisfied	46.1%	49.5%	43.3%	44.4%	48.8%	45.1%
Neutral	19.7%	29.1%	32.4%	32.5%	25.6%	30.4%
Dissatisfied	5.3%	2.9%	5.9%	5.0%	7.0%	5.1%
Very dissatisfied	2.6%	1.0%	2.1%	0.9%	4.7%	1.7%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q17e Quality of Metro services in Arlington

Very satisfied	27.7%	17.6%	19.5%	22.5%	13.6%	20.9%
Satisfied	51.8%	54.4%	53.0%	53.6%	54.5%	53.4%
Neutral	13.3%	24.3%	19.0%	16.8%	22.7%	18.4%
Dissatisfied	4.8%	2.9%	8.2%	6.1%	4.5%	6.2%
Very dissatisfied	2.4%	0.7%	0.3%	1.0%	4.5%	1.0%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q17g Availability of sidewalks for pedestrians

Very satisfied	23.4%	15.4%	14.1%	17.8%	13.2%	16.5%
Satisfied	48.9%	49.0%	51.6%	50.0%	48.7%	50.2%
Neutral	14.9%	20.8%	16.9%	16.3%	18.4%	17.0%
Dissatisfied	11.7%	12.8%	15.1%	13.4%	17.1%	13.9%
Very dissatisfied	1.1%	2.0%	2.3%	2.6%	2.6%	2.3%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

Q32 Annual household income					Total
Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q17g Pedestrian safety in your neighborhood

Very satisfied	23.9%	13.2%	19.6%	18.8%	15.6%	18.6%
Satisfied	47.8%	56.3%	46.7%	48.6%	42.9%	48.5%
Neutral	16.3%	16.6%	17.6%	15.5%	23.4%	16.8%
Dissatisfied	9.8%	10.6%	13.8%	13.3%	14.3%	13.0%
Very dissatisfied	2.2%	3.3%	2.3%	3.7%	3.9%	3.1%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q17h Pedestrian safety in other areas of the County

Very satisfied	12.7%	7.2%	7.8%	10.7%	10.8%	9.5%
Satisfied	50.6%	44.8%	49.0%	44.3%	43.1%	46.2%
Neutral	31.6%	37.6%	28.1%	29.8%	30.8%	30.4%
Dissatisfied	5.1%	9.6%	13.9%	12.6%	10.8%	12.0%
Very dissatisfied	0.0%	0.8%	1.2%	2.5%	4.6%	1.8%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q17i Availability of bike trails & bike lanes

Very satisfied	18.1%	21.1%	23.7%	26.6%	21.2%	24.1%
Satisfied	43.4%	52.8%	46.3%	51.5%	48.5%	49.2%
Neutral	31.3%	20.3%	21.1%	14.8%	21.2%	19.0%
Dissatisfied	3.6%	4.9%	6.3%	6.1%	6.1%	5.8%
Very dissatisfied	3.6%	0.8%	2.6%	1.0%	3.0%	1.8%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q17j Use of traffic calming measures

Very satisfied	15.2%	14.8%	10.2%	12.6%	12.3%	12.3%
Satisfied	39.1%	42.3%	38.4%	36.2%	35.6%	37.8%
Neutral	32.6%	21.1%	26.1%	25.5%	19.2%	25.3%
Dissatisfied	8.7%	12.7%	16.2%	16.3%	8.2%	14.8%
Very dissatisfied	4.3%	9.2%	9.1%	9.4%	24.7%	9.8%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

Q32 Annual household income					Total
Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	
1	2	3	4	9	

Q18 Most important transportation items

A=Ease of traveling within Arlington County	16.3%	20.3%	25.5%	25.3%	24.7%	24.0%
B=Ease of traveling to other jurisdictions	22.4%	22.9%	22.5%	24.4%	14.8%	22.9%
C=Availability of transportation for disabled	20.4%	15.7%	8.6%	4.7%	7.4%	8.6%
D=Quality of Arlington's public transit system	19.4%	9.8%	15.4%	14.2%	7.4%	14.0%
E=Quality of Metro services in Arlington	17.3%	21.6%	25.7%	24.7%	23.5%	24.0%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

	Q32 Annual household income					Total
	Under \$35,000	\$35,000-\$59,999	\$60,000-\$99,999	\$100,000	Not provided	
	1	2	3	4	9	

Q18 Most important transportation items (Cont.)

F=Availability of sidewalks for pedestrians	24.5%	26.8%	27.9%	29.2%	17.3%	27.4%
G=Pedestrian safety in your neighborhood	18.4%	23.5%	28.9%	29.4%	24.7%	27.4%
H=Pedestrian safety in other areas	15.3%	26.8%	22.8%	24.7%	11.1%	22.8%
I=Availability of bike trails & bike lanes	14.3%	13.1%	18.1%	18.5%	11.1%	16.9%
J=Use of traffic calming measures	23.5%	30.1%	24.3%	27.8%	27.2%	26.6%
Z=None chosen	29.6%	18.3%	17.6%	15.6%	27.2%	18.3%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q19a Availability of information about County programs & services

Very satisfied	30.3%	20.1%	19.8%	27.5%	17.9%	23.9%
Satisfied	42.7%	53.2%	50.3%	51.0%	52.2%	50.5%
Neutral	21.3%	15.8%	23.2%	18.2%	20.9%	19.9%
Dissatisfied	5.6%	10.1%	5.7%	2.7%	9.0%	5.1%
Very dissatisfied	0.0%	0.7%	1.0%	0.6%	0.0%	0.7%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q19b County efforts to keep you informed about local issues

Very satisfied	27.8%	16.9%	20.4%	25.1%	15.9%	22.3%
Satisfied	38.9%	54.2%	46.5%	49.5%	49.3%	48.3%
Neutral	28.9%	20.4%	24.8%	19.7%	23.2%	22.3%
Dissatisfied	4.4%	7.0%	7.0%	4.9%	10.1%	6.1%
Very dissatisfied	0.0%	1.4%	1.3%	0.8%	1.4%	1.0%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q19c Programming on the County Government's cable TV channel

Very satisfied	26.8%	16.7%	15.7%	11.0%	9.8%	14.7%
Satisfied	29.6%	42.9%	37.3%	43.8%	39.0%	39.9%
Neutral	35.2%	36.9%	41.0%	38.2%	41.5%	38.8%
Dissatisfied	2.8%	2.4%	3.7%	6.3%	9.8%	4.8%
Very dissatisfied	5.6%	1.2%	2.3%	0.7%	0.0%	1.8%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q19d Quality of information on the County's website

Very satisfied	21.5%	18.1%	19.8%	26.1%	10.9%	22.2%
Satisfied	46.2%	44.8%	49.4%	51.4%	41.8%	49.2%
Neutral	29.2%	34.3%	27.9%	19.6%	40.0%	25.4%
Dissatisfied	3.1%	2.9%	2.9%	2.1%	3.6%	2.6%
Very dissatisfied	0.0%	0.0%	0.0%	0.8%	3.6%	0.6%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q19e Quality of the County's bimonthly resident newsletter

Very satisfied	27.1%	22.7%	21.1%	23.5%	20.6%	22.7%
Satisfied	44.7%	50.8%	50.7%	51.2%	50.8%	50.5%
Neutral	22.4%	23.5%	23.9%	21.8%	25.4%	22.9%
Dissatisfied	5.9%	3.0%	2.0%	2.5%	1.6%	2.6%
Very dissatisfied	0.0%	0.0%	2.3%	1.0%	1.6%	1.2%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q19g Availability of the County's e-newsletter

Very satisfied	21.2%	20.8%	20.2%	25.1%	15.2%	22.3%
Satisfied	39.4%	40.6%	44.4%	45.9%	39.1%	43.9%
Neutral	34.8%	34.4%	29.0%	23.2%	37.0%	28.0%
Dissatisfied	3.0%	4.2%	4.8%	4.9%	6.5%	4.7%
Very dissatisfied	1.5%	0.0%	1.6%	0.8%	2.2%	1.1%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

N=1298

Q32 Annual household income					Total
Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	
1	2	3	4	9	

Q20 Primary source of info

01=The County newsletter, The Citizen	73.5%	66.7%	64.7%	65.1%	59.3%	65.4%
02=The Washington Post	52.0%	55.6%	63.7%	65.4%	49.4%	61.7%
03=DC Examiner	11.2%	7.2%	5.6%	3.6%	6.2%	5.4%
04=Sun Gazette	33.7%	26.1%	30.9%	43.7%	39.5%	36.6%
05=Arlington Connection	18.4%	12.4%	13.2%	14.0%	16.0%	14.0%
06=Local TV/cable news	54.1%	45.8%	31.1%	28.1%	39.5%	33.8%
07=Radio	18.4%	24.8%	18.9%	19.7%	18.5%	19.9%
08=Arlington's cable TV channel	29.6%	13.1%	8.8%	9.0%	8.6%	10.9%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

N=1298

	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	
	1	2	3	4	9	

Q20 Primary source of info (Cont.)

09=Latino media	7.1%	5.9%	3.4%	1.4%	2.5%	3.1%
10=County website	21.4%	27.5%	31.4%	44.4%	23.5%	35.3%
11=Arlington Insider, County's e-newsletter	12.2%	11.8%	11.3%	17.0%	9.9%	13.8%
12=County press releases	8.2%	2.6%	5.9%	7.3%	4.9%	6.2%
13=Recreation & leisure catalog	16.3%	22.2%	29.9%	29.2%	29.6%	27.7%
14=Civic association newsletters/listservs	14.3%	21.6%	29.2%	33.2%	29.6%	28.9%
15=Blogs/websites	3.1%	2.0%	5.4%	5.6%	4.9%	4.9%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

N=1298

Q32 Annual household income					Total
Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	
1	2	3	4	9	

Q20 Primary source of info (Cont.)

99=Other	1.0%	5.9%	4.7%	7.0%	8.6%	5.8%
00=None chosen	3.1%	4.6%	2.0%	2.0%	7.4%	2.7%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

N=1298

Q32 Annual household income					Total
Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	
1	2	3	4	9	

Q21 Programs & services need communication improvement

01=Police	24.5%	22.9%	13.0%	14.2%	8.6%	15.3%
02=Fire, Emergency Medical/ Rescue	12.2%	13.1%	8.6%	7.2%	2.5%	8.4%
03=Emergency Management	13.3%	17.0%	14.7%	16.3%	12.3%	15.4%
04=Libraries	8.2%	8.5%	6.9%	6.3%	6.2%	6.9%
05=Parks Recreation/ Cultural Resources	13.3%	13.7%	16.2%	16.5%	4.9%	15.1%
06=Health/Human Services	36.7%	23.5%	13.0%	10.0%	13.6%	14.8%
07=Street Maintenance/ Construction	37.8%	32.0%	41.4%	35.1%	29.6%	36.6%
08=Treasurer	1.0%	7.8%	1.7%	3.6%	6.2%	3.5%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

N=1298

Q32 Annual household income					Total
Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	
1	2	3	4	9	

Q21 Programs & services need communication improvement (Cont.)

09=Commissioner of Revenue	3.1%	5.2%	4.2%	5.6%	3.7%	4.8%
10=Development/Planning	18.4%	15.7%	28.2%	32.6%	21.0%	27.4%
11=Code Enforcement	15.3%	9.2%	15.7%	18.8%	19.8%	16.5%
12=Parking Management	20.4%	13.1%	15.0%	14.5%	16.0%	15.0%
13=Trash/Recycling	16.3%	11.1%	12.5%	14.2%	9.9%	13.2%
14=Utilities	13.3%	10.5%	9.8%	8.8%	4.9%	9.4%
15=County Manager/Board	5.1%	7.2%	9.8%	7.5%	13.6%	8.4%
16=Other	5.1%	2.6%	4.4%	4.1%	2.5%	4.0%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

N=1298

Q32 Annual household income					Total
Under \$35,000 1	\$35,000- \$59,999 2	\$60,000- \$99,999 3	\$100,000 4	Not provided 9	

Q21 Programs & services need communication improvement (Cont.)

99=None chosen	9.2%	13.7%	16.9%	18.3%	28.4%	17.3%
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Crosstabs by ANNUAL HOUSEHOLD INCOME

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

N=1298

Q32 Annual household income					Total
Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q22 Watch AVN

Yes on Comcast	30.6%	26.1%	18.9%	16.3%	17.3%	19.4%
Yes on Verizon FIOS	4.1%	4.6%	4.7%	4.1%	7.4%	4.5%
Yes on the internet	1.0%	1.3%	3.2%	1.3%	1.2%	1.9%
No I don't watch AVN	57.1%	64.7%	71.3%	77.2%	69.1%	71.9%
Don't know	7.1%	3.3%	2.0%	1.1%	4.9%	2.3%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

N=1298	Q32 Annual household income					Total
	Under \$35,000	\$35,000-\$59,999	\$60,000-\$99,999	\$100,000	Not provided	
<u>Q23 Used library in past year</u>						
Yes	70.4%	66.7%	70.6%	73.8%	76.5%	71.9%
No	26.5%	31.4%	27.9%	24.7%	17.3%	26.2%
Don't know	3.1%	2.0%	1.5%	1.4%	6.2%	1.9%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q23a Quality of available materials

Very satisfied	36.9%	40.0%	34.8%	42.4%	27.9%	38.5%
Satisfied	49.2%	48.0%	50.0%	46.1%	65.6%	49.0%
Neutral	4.6%	4.0%	9.6%	7.3%	6.6%	7.4%
Dissatisfied	9.2%	8.0%	5.0%	3.4%	0.0%	4.6%
Very dissatisfied	0.0%	0.0%	0.7%	0.7%	0.0%	0.5%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q32b Quality & quantity of programs for seniors

Very satisfied	32.0%	29.6%	29.8%	28.1%	26.9%	29.2%
Satisfied	38.0%	35.2%	36.5%	41.0%	50.0%	39.1%
Neutral	28.0%	31.5%	28.8%	28.1%	23.1%	28.4%
Dissatisfied	2.0%	3.7%	4.8%	2.9%	0.0%	3.2%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q23c Quality & quantity of programs for children

Very satisfied	40.0%	23.4%	29.7%	32.6%	17.6%	30.6%
Satisfied	35.6%	42.6%	45.9%	46.8%	50.0%	45.4%
Neutral	24.4%	34.0%	21.6%	15.9%	29.4%	20.9%
Dissatisfied	0.0%	0.0%	2.7%	4.7%	2.9%	3.2%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q23d Quality & quantity of programs for new Americans

Very satisfied	34.9%	19.0%	25.6%	25.6%	25.0%	26.0%
Satisfied	27.9%	31.0%	32.9%	30.6%	45.0%	31.8%
Neutral	34.9%	47.6%	39.0%	38.8%	30.0%	39.0%
Dissatisfied	2.3%	2.4%	2.4%	4.1%	0.0%	2.9%
Very dissatisfied	0.0%	0.0%	0.0%	0.8%	0.0%	0.3%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q23e Quality & quantity of programs for adults

Very satisfied	35.8%	27.6%	25.0%	28.5%	26.8%	27.9%
Satisfied	43.4%	50.0%	50.5%	46.9%	56.1%	48.7%
Neutral	13.2%	19.7%	21.7%	22.0%	12.2%	20.3%
Dissatisfied	7.5%	2.6%	2.2%	2.5%	2.4%	2.9%
Very dissatisfied	0.0%	0.0%	0.5%	0.0%	2.4%	0.3%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q23f Helpfulness of library staff

Very satisfied	51.5%	58.2%	46.4%	48.9%	42.4%	48.9%
Satisfied	25.8%	34.7%	42.4%	41.6%	52.5%	40.6%
Neutral	21.2%	5.1%	9.8%	8.3%	1.7%	8.9%
Dissatisfied	1.5%	2.0%	1.4%	1.0%	1.7%	1.3%
Very dissatisfied	0.0%	0.0%	0.0%	0.2%	1.7%	0.2%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q23g Hours libraries are open

Very satisfied	37.9%	34.7%	26.7%	35.1%	25.4%	32.1%
Satisfied	27.3%	48.0%	52.3%	46.1%	64.4%	48.0%
Neutral	24.2%	11.2%	11.4%	9.8%	5.1%	11.2%
Dissatisfied	7.6%	6.1%	8.5%	8.0%	3.4%	7.7%
Very dissatisfied	3.0%	0.0%	1.1%	1.0%	1.7%	1.1%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q23h Quality of online services provided by the library

Very satisfied	35.4%	37.3%	37.0%	47.9%	47.8%	42.8%
Satisfied	43.8%	40.0%	42.6%	38.8%	39.1%	40.4%
Neutral	20.8%	20.0%	18.1%	10.3%	4.3%	13.9%
Dissatisfied	0.0%	2.7%	2.3%	2.6%	4.3%	2.5%
Very dissatisfied	0.0%	0.0%	0.0%	0.3%	4.3%	0.4%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

	Q32 Annual household income					Total
	Under \$35,000	\$35,000-\$59,999	\$60,000-\$99,999	\$100,000	Not provided	
	1	2	3	4	9	

Q23i Library services most important to improve

A=Quality of available materials	26.1%	26.5%	33.7%	40.5%	29.0%	35.0%
B=Quality & quantity of programs for seniors	18.8%	10.8%	5.9%	6.8%	8.1%	7.9%
C=Quality & quantity of programs for children	11.6%	14.7%	12.5%	13.8%	12.9%	13.3%
D=Programs for new Americans	7.2%	12.7%	9.0%	7.8%	12.9%	9.0%
E=Quality & quantity of programs for seniors	11.6%	21.6%	11.8%	9.7%	9.7%	11.8%
F=Helpfulness of library staff	8.7%	6.9%	7.3%	8.0%	4.8%	7.5%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

	Q32 Annual household income					Total
	Under \$35,000	\$35,000-\$59,999	\$60,000-\$99,999	\$100,000	Not provided	
	1	2	3	4	9	

Q23i Library services most important to improve (Cont.)

G=Hours libraries are open	31.9%	20.6%	27.4%	28.2%	17.7%	26.7%
H=Online services provided by the library	5.8%	10.8%	12.2%	16.3%	9.7%	13.2%
Z=None chosen	34.8%	33.3%	34.7%	26.7%	38.7%	31.3%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

N=1298	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q24a My household is prepared for an emergency

Strongly agree	15.4%	7.0%	7.5%	7.9%	8.8%	8.3%
Agree	42.9%	30.1%	28.1%	30.1%	33.8%	30.6%
Neutral	26.4%	35.0%	26.1%	23.1%	29.4%	26.0%
Disagree	11.0%	19.6%	29.6%	31.4%	20.6%	27.4%
Strongly disagree	4.4%	8.4%	8.5%	7.4%	7.4%	7.7%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

N=1298	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q24b County has done good job educating the public

Strongly agree	12.3%	9.5%	5.2%	8.2%	7.5%	7.7%
Agree	42.0%	37.3%	32.2%	35.6%	32.8%	35.0%
Neutral	29.6%	33.3%	36.4%	29.5%	35.8%	32.5%
Disagree	12.3%	15.9%	18.7%	22.5%	20.9%	19.8%
Strongly disagree	3.7%	4.0%	7.4%	4.1%	3.0%	5.1%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

N=1298	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q24c Know where to get information during an emergency

Strongly agree	15.8%	8.9%	5.2%	7.5%	7.8%	7.5%
Agree	40.8%	32.5%	28.4%	34.5%	26.6%	32.3%
Neutral	28.9%	26.8%	25.7%	21.9%	25.0%	24.3%
Disagree	11.8%	25.2%	30.3%	29.2%	35.9%	28.3%
Strongly disagree	2.6%	6.5%	10.4%	6.9%	4.7%	7.6%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

N=1298	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

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

Strongly agree	8.5%	5.7%	8.6%	10.4%	9.1%	9.1%
Agree	48.8%	43.1%	35.4%	40.2%	36.4%	39.4%
Neutral	30.5%	24.4%	24.3%	19.3%	19.7%	22.3%
Disagree	8.5%	18.7%	22.1%	23.2%	28.8%	21.6%
Strongly disagree	3.7%	8.1%	9.7%	6.9%	6.1%	7.6%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q25a Cleanliness & safety of food

Very satisfied	14.0%	11.7%	18.3%	22.7%	8.3%	18.6%
Satisfied	62.8%	61.3%	62.3%	61.7%	70.8%	62.5%
Neutral	20.9%	21.2%	14.5%	12.6%	16.7%	15.0%
Dissatisfied	2.3%	4.4%	4.8%	2.6%	4.2%	3.6%
Very dissatisfied	0.0%	1.5%	0.0%	0.4%	0.0%	0.3%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q25b Availability of quality services to support disabled

Very satisfied	21.2%	10.0%	11.3%	7.7%	3.6%	10.7%
Satisfied	36.4%	41.3%	43.7%	37.6%	46.4%	40.3%
Neutral	31.8%	37.5%	36.4%	44.8%	21.4%	38.1%
Dissatisfied	9.1%	8.8%	8.6%	7.7%	21.4%	9.1%
Very dissatisfied	1.5%	2.5%	0.0%	2.2%	7.1%	1.8%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q25c Availability of services to seniors

Very satisfied	25.6%	13.5%	18.0%	13.8%	9.7%	16.5%
Satisfied	35.9%	50.6%	43.4%	43.4%	58.1%	44.3%
Neutral	29.5%	27.0%	32.8%	37.2%	25.8%	32.6%
Dissatisfied	9.0%	6.7%	5.8%	5.1%	6.5%	6.2%
Very dissatisfied	0.0%	2.2%	0.0%	0.5%	0.0%	0.5%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

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

Very satisfied	18.3%	9.4%	8.2%	8.2%	17.6%	10.5%
Satisfied	28.0%	30.6%	29.1%	33.3%	29.4%	30.7%
Neutral	37.8%	40.0%	43.7%	43.6%	41.2%	42.1%
Dissatisfied	12.2%	16.5%	15.8%	10.3%	8.8%	13.0%
Very dissatisfied	3.7%	3.5%	3.2%	4.6%	2.9%	3.8%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q25e Overall quality of school health problems

Very satisfied	17.7%	5.9%	10.0%	11.6%	3.7%	10.7%
Satisfied	45.2%	39.7%	39.4%	38.2%	51.9%	40.2%
Neutral	32.3%	47.1%	44.4%	40.3%	37.0%	41.3%
Dissatisfied	4.8%	2.9%	4.4%	9.4%	7.4%	6.5%
Very dissatisfied	0.0%	4.4%	1.9%	0.4%	0.0%	1.3%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q25f Substance abuse & prevention programs

Very satisfied	26.3%	7.8%	6.6%	6.7%	4.3%	9.4%
Satisfied	26.3%	34.4%	29.8%	32.7%	39.1%	31.6%
Neutral	40.4%	46.9%	55.4%	51.3%	39.1%	49.6%
Dissatisfied	5.3%	9.4%	6.6%	8.0%	17.4%	8.0%
Very dissatisfied	1.8%	1.6%	1.7%	1.3%	0.0%	1.4%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	

Q25g Efforts to preserve & increase the availability of housing

Very satisfied	14.3%	6.6%	4.8%	8.9%	11.4%	8.0%
Satisfied	23.4%	33.0%	23.8%	24.1%	25.0%	25.2%
Neutral	35.1%	34.0%	34.9%	33.0%	36.4%	34.1%
Dissatisfied	18.2%	13.2%	23.8%	23.3%	15.9%	21.3%
Very dissatisfied	9.1%	13.2%	12.7%	10.6%	11.4%	11.5%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

	Q32 Annual household income					Total
	Under \$35,000 1	\$35,000- \$59,999 2	\$60,000- \$99,999 3	\$100,000 4	Not provided 9	

Q26 Most important health & human services

A=Cleanliness & safety of food in restaurants	14.3%	18.3%	18.4%	20.3%	14.8%	18.6%
B=Availability of quality services for disabled	14.3%	15.0%	10.0%	12.4%	8.6%	11.9%
C=Availability of services to seniors	15.3%	15.7%	10.5%	12.0%	11.1%	12.2%
D=Services to people on low income	37.8%	30.1%	19.6%	19.9%	14.8%	22.0%
E=Overall quality of school health programs	9.2%	13.7%	14.5%	17.0%	8.6%	14.7%

Crosstabs by ANNUAL HOUSEHOLD INCOME

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

	Q32 Annual household income					Total
	Under \$35,000	\$35,000- \$59,999	\$60,000- \$99,999	\$100,000	Not provided	
	1	2	3	4	9	

Q26 Most important health & human services (Cont.)

F=Substance abuse & prevention programs	10.2%	13.1%	9.8%	8.6%	7.4%	9.6%
G=County efforts to preserve & increase housing	43.9%	35.9%	41.7%	39.6%	25.9%	39.3%
Z=None chosen	23.5%	25.5%	31.1%	29.4%	48.1%	30.2%