

Crosstabs by Years of Residency

Distribution of Respondents by Years of Residency

<u>Q29 Years in Arlington County</u>	<u>Number</u>	<u>Percent</u>
Under 3	99	7.6 %
3 to 5	144	11.1 %
6 to 10	265	20.4 %
11 to 15	160	12.3 %
16 to 20	163	12.6 %
21 to 30	217	16.7 %
31+	219	16.9 %
<u>Not provided</u>	<u>31</u>	<u>2.4 %</u>
Total	1298	100.0 %

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q1a Quality of police services</u>									
Very satisfied	21.5%	36.4%	32.0%	30.9%	29.3%	36.3%	38.0%	40.7%	33.4%
Satisfied	61.5%	48.2%	55.7%	54.0%	55.3%	52.7%	51.2%	48.1%	53.5%
Neutral	13.8%	11.8%	10.5%	10.1%	11.3%	7.0%	8.3%	7.4%	9.8%
Dissatisfied	3.1%	2.7%	0.5%	3.6%	3.3%	3.0%	1.0%	0.0%	2.2%
Very dissatisfied	0.0%	0.9%	1.4%	1.4%	0.7%	1.0%	1.5%	3.7%	1.2%

Crosstabs by Years of Residency

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	<u>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q1b Quality of fire & emergency medical & ambulance services</u>									
Very satisfied	25.0%	40.0%	40.6%	50.0%	42.0%	47.0%	52.6%	50.0%	44.8%
Satisfied	55.8%	51.6%	49.0%	36.0%	51.9%	45.3%	38.0%	42.3%	45.5%
Neutral	19.2%	8.4%	9.4%	13.2%	5.3%	7.2%	8.3%	3.8%	9.0%
Dissatisfied	0.0%	0.0%	1.0%	0.9%	0.8%	0.6%	0.5%	3.8%	0.7%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.5%	0.0%	0.1%

Crosstabs by Years of Residency

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	<u>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q1c Quality of the County's emergency preparedness services</u>									
Very satisfied	24.4%	29.2%	29.9%	29.9%	25.7%	31.1%	25.2%	27.8%	28.3%
Satisfied	46.3%	47.2%	50.3%	47.4%	51.4%	54.1%	43.4%	50.0%	48.9%
Neutral	26.8%	22.2%	16.8%	19.6%	21.9%	13.5%	27.7%	22.2%	20.4%
Dissatisfied	2.4%	1.4%	2.4%	3.1%	1.0%	0.7%	1.9%	0.0%	1.7%
Very dissatisfied	0.0%	0.0%	0.6%	0.0%	0.0%	0.7%	1.9%	0.0%	0.6%

Crosstabs by Years of Residency

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	<u>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q1d Quality of County parks/recreation programs</u>									
Very satisfied	38.6%	42.4%	38.7%	37.3%	42.6%	36.5%	32.0%	30.8%	37.8%
Satisfied	51.1%	47.0%	50.2%	49.3%	43.9%	50.0%	48.5%	46.2%	48.6%
Neutral	9.1%	9.1%	9.9%	8.0%	10.3%	12.0%	16.5%	19.2%	11.3%
Dissatisfied	1.1%	0.8%	1.2%	4.7%	1.9%	1.5%	2.4%	3.8%	2.0%
Very dissatisfied	0.0%	0.8%	0.0%	0.7%	1.3%	0.0%	0.5%	0.0%	0.4%

Crosstabs by Years of Residency

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	<u>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q1e Quality of County arts/cultural programs</u>									
Very satisfied	32.9%	29.4%	28.3%	32.4%	31.5%	28.1%	26.3%	35.0%	29.4%
Satisfied	44.7%	49.6%	51.6%	47.1%	42.7%	48.6%	46.3%	50.0%	47.7%
Neutral	21.1%	18.5%	17.8%	17.6%	23.1%	20.0%	22.6%	15.0%	19.9%
Dissatisfied	1.3%	2.5%	2.3%	2.9%	2.1%	2.2%	4.2%	0.0%	2.6%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	0.7%	1.1%	0.5%	0.0%	0.4%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q1f Maintenance of County streets</u>									
Very satisfied	7.3%	15.6%	12.7%	15.8%	13.0%	7.5%	9.0%	18.5%	11.7%
Satisfied	60.4%	41.8%	49.2%	44.9%	47.2%	50.5%	43.9%	51.9%	47.8%
Neutral	17.7%	20.6%	23.1%	24.1%	23.6%	22.2%	23.1%	22.2%	22.4%
Dissatisfied	11.5%	19.1%	13.5%	12.7%	11.8%	17.5%	20.3%	7.4%	15.3%
Very dissatisfied	3.1%	2.8%	1.5%	2.5%	4.3%	2.4%	3.8%	0.0%	2.8%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q1g Management of traffic flow on County streets</u>									
Very satisfied	5.2%	15.6%	10.9%	13.0%	6.9%	8.1%	10.5%	20.7%	10.4%
Satisfied	46.9%	40.0%	44.9%	37.7%	42.1%	44.0%	39.0%	48.3%	42.2%
Neutral	33.3%	22.2%	27.3%	27.3%	28.3%	24.9%	28.1%	20.7%	26.9%
Dissatisfied	11.5%	18.5%	15.6%	16.2%	18.2%	18.2%	17.6%	3.4%	16.5%
Very dissatisfied	3.1%	3.7%	1.2%	5.8%	4.4%	4.8%	4.8%	6.9%	3.9%

Crosstabs by Years of Residency

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N=1298	<u>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q1h Quality of County water & wastewater services</u>									
Very satisfied	13.6%	24.8%	19.0%	25.0%	20.8%	19.0%	17.2%	26.9%	20.1%
Satisfied	52.3%	49.6%	56.3%	43.9%	53.2%	57.5%	57.6%	53.8%	53.7%
Neutral	23.9%	19.8%	19.4%	18.2%	16.9%	15.0%	16.7%	15.4%	18.0%
Dissatisfied	9.1%	3.3%	3.2%	8.8%	6.5%	7.5%	5.9%	3.8%	6.0%
Very dissatisfied	1.1%	2.5%	2.0%	4.1%	2.6%	1.0%	2.5%	0.0%	2.2%

Crosstabs by Years of Residency

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	<u>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q1i Quality of the County's stormwater runoff system</u>									
Very satisfied	12.3%	17.5%	18.8%	24.4%	17.7%	13.3%	14.3%	45.5%	17.5%
Satisfied	47.9%	42.7%	46.5%	40.2%	37.9%	49.7%	46.6%	27.3%	44.6%
Neutral	37.0%	26.2%	26.7%	22.8%	29.8%	27.1%	31.2%	18.2%	28.0%
Dissatisfied	2.7%	9.7%	6.4%	10.2%	11.3%	7.7%	5.3%	9.1%	7.6%
Very dissatisfied	0.0%	3.9%	1.5%	2.4%	3.2%	2.2%	2.6%	0.0%	2.3%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q1j Enforcement of County codes & ordinances</u>									
Very satisfied	25.0%	21.4%	18.0%	24.4%	20.3%	14.2%	15.0%	34.8%	19.1%
Satisfied	38.2%	40.8%	39.5%	36.2%	42.0%	43.2%	39.0%	47.8%	40.2%
Neutral	32.4%	30.1%	34.0%	26.8%	26.6%	27.8%	26.2%	13.0%	28.6%
Dissatisfied	2.9%	5.8%	8.5%	7.1%	7.7%	11.4%	13.9%	4.3%	9.0%
Very dissatisfied	1.5%	1.9%	0.0%	5.5%	3.5%	3.4%	5.9%	0.0%	3.1%

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N=1298	<u>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q1k Quality of the County's library system</u>									
Very satisfied	34.7%	47.3%	54.5%	52.0%	40.7%	41.9%	44.8%	54.5%	46.5%
Satisfied	51.4%	39.3%	32.9%	34.5%	45.3%	40.9%	39.4%	27.3%	39.0%
Neutral	12.5%	9.8%	7.8%	10.8%	12.7%	11.6%	13.3%	18.2%	11.2%
Dissatisfied	1.4%	2.7%	3.5%	1.4%	1.3%	5.6%	2.5%	0.0%	2.8%
Very dissatisfied	0.0%	0.9%	1.3%	1.4%	0.0%	0.0%	0.0%	0.0%	0.5%

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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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q11 Effectiveness of the County's Smart Growth practices</u>									
Very satisfied	22.9%	27.1%	30.5%	33.6%	16.9%	23.3%	21.8%	31.8%	25.5%
Satisfied	47.1%	45.8%	38.6%	38.1%	40.0%	37.8%	37.4%	40.9%	39.7%
Neutral	24.3%	15.9%	21.3%	17.2%	32.3%	27.8%	32.4%	13.6%	24.7%
Dissatisfied	2.9%	8.4%	8.1%	8.2%	7.7%	8.9%	8.4%	9.1%	7.9%
Very dissatisfied	2.9%	2.8%	1.5%	3.0%	3.1%	2.2%	0.0%	4.5%	2.1%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q1m Quality of customer service you receive</u>									
Very satisfied	27.0%	21.8%	24.0%	29.9%	24.5%	20.8%	23.5%	34.6%	24.4%
Satisfied	43.2%	48.4%	49.8%	40.8%	41.9%	50.0%	45.1%	38.5%	46.0%
Neutral	29.7%	21.8%	20.2%	23.1%	25.2%	23.8%	24.5%	19.2%	23.3%
Dissatisfied	0.0%	6.5%	4.7%	4.1%	7.7%	3.5%	4.9%	3.8%	4.7%
Very dissatisfied	0.0%	1.6%	1.3%	2.0%	0.6%	2.0%	2.0%	3.8%	1.5%

Crosstabs by Years of Residency

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	<u>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q1n Effectiveness of County communication with the public</u>									
Very satisfied	24.4%	25.4%	23.2%	25.7%	20.9%	20.1%	19.0%	31.8%	22.5%
Satisfied	51.2%	45.4%	48.5%	46.7%	45.8%	50.5%	48.0%	45.5%	48.0%
Neutral	19.8%	25.4%	22.4%	20.4%	28.1%	21.1%	26.0%	22.7%	23.4%
Dissatisfied	3.5%	2.3%	4.6%	5.9%	5.2%	6.9%	6.0%	0.0%	5.1%
Very dissatisfied	1.2%	1.5%	1.3%	1.3%	0.0%	1.5%	1.0%	0.0%	1.1%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q1o County efforts to preserve & protect the environment</u>									
Very satisfied	27.5%	31.3%	28.1%	30.0%	22.2%	19.5%	16.1%	30.4%	24.3%
Satisfied	47.8%	44.3%	45.6%	35.7%	45.1%	51.3%	52.1%	39.1%	46.3%
Neutral	17.4%	19.1%	20.6%	25.7%	25.0%	21.5%	25.0%	30.4%	22.6%
Dissatisfied	4.3%	3.5%	5.3%	7.1%	5.6%	5.6%	5.2%	0.0%	5.2%
Very dissatisfied	2.9%	1.7%	0.4%	1.4%	2.1%	2.1%	1.6%	0.0%	1.5%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q1p Quality of County's human services</u>									
Very satisfied	22.7%	26.6%	20.0%	22.9%	14.0%	15.8%	24.6%	37.5%	20.8%
Satisfied	38.6%	37.5%	37.8%	34.4%	43.0%	49.3%	41.9%	37.5%	41.2%
Neutral	31.8%	31.3%	34.8%	34.4%	33.0%	25.0%	24.0%	18.8%	29.5%
Dissatisfied	4.5%	4.7%	7.4%	7.3%	8.0%	7.2%	8.4%	0.0%	7.1%
Very dissatisfied	2.3%	0.0%	0.0%	1.0%	2.0%	2.6%	1.2%	6.3%	1.4%

Crosstabs by Years of Residency

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

	Q29 Years in Arlington County								Total
	Under 3 2	3 to 5 5	6 to 10 10	11 to 15 15	16 to 20 20	21 to 30 30	31+ 31	Not provided 99	
<u>Q2 Most important area</u>									
A=Quality of police services	15.2%	17.4%	13.2%	18.1%	18.4%	15.2%	12.3%	6.5%	15.1%
B=Fire & emergency medical & ambulance services	10.1%	11.1%	9.4%	12.5%	9.2%	9.7%	10.0%	6.5%	10.1%
C=County's emergency preparedness services	21.2%	16.7%	17.4%	25.6%	16.0%	17.1%	21.5%	16.1%	19.0%
D=Quality of County parks/recreation programs	23.2%	22.9%	15.5%	20.6%	14.1%	13.4%	8.7%	29.0%	16.2%
E=Quality of County arts/cultural programs	10.1%	9.0%	6.4%	8.8%	8.6%	6.5%	5.5%	9.7%	7.5%

Crosstabs by Years of Residency

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

Q29 Years in Arlington County								Total
Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
2	5	10	15	20	30	31	99	

Q2 Most important area (Cont.)

F=Maintenance of County streets	37.4%	34.7%	37.0%	36.3%	36.2%	42.9%	42.5%	16.1%	38.0%
G=Management of traffic flow on County streets	42.4%	39.6%	42.6%	43.1%	45.4%	45.2%	41.6%	19.4%	42.4%
H=County water & wastewater services	14.1%	13.9%	12.8%	18.8%	17.2%	21.7%	13.2%	19.4%	16.0%
I=County's stormwater runoff system	11.1%	10.4%	11.3%	13.8%	14.7%	14.7%	12.3%	9.7%	12.6%
J=Enforcement of County codes & ordinances	9.1%	12.5%	15.5%	13.8%	19.6%	19.8%	28.3%	9.7%	17.7%

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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

Q29 Years in Arlington County								Total
Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
2	5	10	15	20	30	31	99	

Q2 Most important area (Cont.)

K=Quality of the County's library system	8.1%	9.7%	4.5%	9.4%	8.6%	5.5%	2.7%	3.2%	6.3%
L=Effectiveness of the Smart Growth practices	37.4%	27.1%	34.7%	31.3%	31.3%	27.6%	17.4%	25.8%	28.9%
M=Quality of customer service you receive	7.1%	10.4%	11.3%	13.1%	14.1%	11.5%	14.6%	6.5%	11.9%
N=Effectiveness of County communication	16.2%	10.4%	13.2%	12.5%	13.5%	14.3%	16.0%	6.5%	13.6%
O=Efforts to preserve & protect the environment	33.3%	32.6%	35.1%	33.8%	32.5%	32.3%	26.0%	19.4%	31.8%

Crosstabs by Years of Residency

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

	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
	2	5	10	15	20	30	31	99	

Q2 Most important area (Cont.)

P=Quality of County's human services	21.2%	22.9%	22.6%	23.8%	25.8%	31.8%	30.1%	12.9%	25.7%
Z=None chosen	13.1%	16.7%	15.8%	8.8%	9.8%	9.7%	13.2%	35.5%	13.1%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
Q3a In your neighborhood during the day									
Very safe	68.0%	74.3%	72.7%	68.1%	64.8%	63.7%	61.5%	60.0%	67.3%
Safe	27.8%	24.3%	23.5%	28.1%	30.2%	31.6%	32.4%	33.3%	28.4%
Neutral	4.1%	0.7%	3.4%	1.9%	3.7%	2.8%	5.6%	6.7%	3.3%
Unsafe	0.0%	0.7%	0.4%	1.9%	0.6%	1.4%	0.5%	0.0%	0.8%
Very unsafe	0.0%	0.0%	0.0%	0.0%	0.6%	0.5%	0.0%	0.0%	0.2%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q3b In your neighborhood at night</u>									
Very safe	25.8%	31.3%	34.6%	34.2%	33.5%	26.9%	29.9%	41.4%	31.4%
Safe	56.7%	43.1%	51.3%	43.7%	44.7%	52.8%	48.1%	37.9%	48.4%
Neutral	15.5%	17.4%	8.0%	19.0%	13.7%	11.1%	15.9%	17.2%	13.7%
Unsafe	1.0%	5.6%	4.6%	1.3%	6.8%	7.9%	5.1%	3.4%	4.9%
Very unsafe	1.0%	2.8%	1.5%	1.9%	1.2%	1.4%	0.9%	0.0%	1.5%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q3c In County parks</u>									
Very safe	13.8%	17.1%	20.0%	19.0%	15.2%	12.8%	12.2%	23.1%	16.0%
Safe	50.6%	54.3%	51.7%	52.4%	51.7%	41.8%	43.4%	50.0%	48.9%
Neutral	27.6%	20.2%	21.3%	20.4%	23.8%	35.2%	31.1%	23.1%	25.9%
Unsafe	6.9%	5.4%	5.8%	6.8%	7.9%	8.7%	10.7%	3.8%	7.5%
Very unsafe	1.1%	3.1%	1.3%	1.4%	1.3%	1.5%	2.6%	0.0%	1.7%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q3d In County buildings</u>									
Very safe	39.2%	43.8%	49.8%	44.5%	40.9%	38.6%	34.5%	51.9%	42.1%
Safe	46.8%	43.8%	37.1%	47.3%	44.3%	45.7%	46.9%	29.6%	43.7%
Neutral	12.7%	10.0%	11.8%	6.2%	14.8%	12.7%	17.5%	18.5%	12.6%
Unsafe	1.3%	1.5%	1.3%	1.4%	0.0%	2.0%	1.0%	0.0%	1.2%
Very unsafe	0.0%	0.8%	0.0%	0.7%	0.0%	1.0%	0.0%	0.0%	0.3%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q3e In commercial/retail areas at night</u>									
Very safe	17.2%	21.4%	27.0%	20.1%	19.7%	12.2%	12.5%	20.8%	18.9%
Safe	63.4%	60.0%	49.4%	52.6%	52.2%	51.6%	45.5%	41.7%	52.0%
Neutral	18.3%	14.3%	19.3%	22.7%	21.7%	26.3%	27.0%	33.3%	22.1%
Unsafe	1.1%	3.6%	3.9%	4.5%	5.1%	8.9%	14.5%	4.2%	6.5%
Very unsafe	0.0%	0.7%	0.4%	0.0%	1.3%	0.9%	0.5%	0.0%	0.6%

Crosstabs by Years of Residency

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	<u>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q3f Overall feeling of safety in the County</u>									
Very safe	21.9%	22.9%	33.3%	25.6%	26.7%	17.1%	20.2%	30.0%	24.5%
Safe	67.7%	64.6%	56.3%	60.6%	57.8%	65.3%	61.5%	56.7%	61.2%
Neutral	9.4%	9.0%	8.0%	10.6%	13.0%	13.9%	16.9%	10.0%	11.7%
Unsafe	1.0%	3.5%	1.9%	3.1%	1.9%	3.2%	1.4%	3.3%	2.3%
Very unsafe	0.0%	0.0%	0.4%	0.0%	0.6%	0.5%	0.0%	0.0%	0.2%

Crosstabs by Years of Residency

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>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q4a Overall quality of services provided</u>									
Very satisfied	28.7%	25.0%	32.2%	33.1%	27.2%	31.1%	25.0%	31.0%	29.2%
Satisfied	54.3%	62.1%	59.7%	50.3%	56.2%	58.5%	61.8%	55.2%	58.0%
Neutral	16.0%	12.9%	7.4%	13.4%	14.8%	8.5%	11.3%	10.3%	11.2%
Dissatisfied	0.0%	0.0%	0.4%	2.5%	1.9%	0.5%	1.4%	0.0%	0.9%
Very dissatisfied	1.1%	0.0%	0.4%	0.6%	0.0%	1.4%	0.5%	3.4%	0.6%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q4b Overall image of Arlington County</u>									
Very satisfied	31.3%	40.4%	41.4%	40.5%	39.1%	40.7%	37.6%	35.7%	39.2%
Satisfied	56.3%	53.2%	49.0%	43.7%	49.7%	46.7%	48.4%	46.4%	48.9%
Neutral	8.3%	6.4%	8.0%	9.5%	9.3%	10.7%	10.8%	17.9%	9.4%
Dissatisfied	4.2%	0.0%	1.5%	3.2%	1.9%	1.4%	2.3%	0.0%	1.9%
Very dissatisfied	0.0%	0.0%	0.0%	3.2%	0.0%	0.5%	0.9%	0.0%	0.6%

Crosstabs by Years of Residency

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>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q4c How well the County is managing growth</u>									
Very satisfied	14.6%	14.9%	16.8%	19.2%	15.0%	13.2%	12.4%	26.1%	15.3%
Satisfied	44.9%	46.3%	44.4%	39.1%	39.2%	37.3%	42.1%	21.7%	41.3%
Neutral	30.3%	23.9%	24.4%	25.6%	24.8%	31.1%	22.3%	34.8%	26.0%
Dissatisfied	7.9%	12.7%	11.6%	11.5%	16.3%	14.6%	18.3%	17.4%	13.8%
Very dissatisfied	2.2%	2.2%	2.8%	4.5%	4.6%	3.8%	5.0%	0.0%	3.6%

Crosstabs by Years of Residency

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>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q4d Quality of life in Arlington County</u>									
Very satisfied	31.3%	42.6%	42.5%	46.2%	40.1%	34.0%	36.2%	34.5%	39.1%
Satisfied	62.5%	48.2%	48.6%	35.4%	45.7%	49.1%	47.4%	48.3%	47.5%
Neutral	6.3%	8.5%	6.6%	13.3%	12.3%	15.1%	12.2%	10.3%	10.8%
Dissatisfied	0.0%	0.7%	2.3%	5.1%	1.9%	1.4%	4.2%	6.9%	2.5%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	0.0%	0.5%	0.0%	0.0%	0.1%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q4e Quality of public schools in the County</u>									
Very satisfied	28.6%	45.7%	36.3%	37.2%	33.9%	31.5%	31.5%	38.9%	34.7%
Satisfied	51.8%	38.3%	44.0%	40.5%	47.6%	43.8%	43.8%	44.4%	43.9%
Neutral	14.3%	13.6%	13.0%	16.5%	13.7%	16.3%	21.3%	16.7%	15.9%
Dissatisfied	3.6%	1.2%	6.2%	5.8%	2.4%	6.2%	3.4%	0.0%	4.4%
Very dissatisfied	1.8%	1.2%	0.5%	0.0%	2.4%	2.2%	0.0%	0.0%	1.1%

Crosstabs by Years of Residency

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>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q4f Value you receive for your County taxes</u>									
Very satisfied	13.1%	16.7%	16.9%	22.0%	15.3%	19.6%	20.4%	14.8%	18.1%
Satisfied	34.5%	46.8%	46.4%	41.3%	47.1%	43.6%	43.2%	33.3%	43.8%
Neutral	38.1%	21.4%	27.0%	20.0%	24.2%	21.1%	25.2%	29.6%	24.7%
Dissatisfied	11.9%	9.5%	7.7%	10.7%	11.5%	10.8%	10.7%	11.1%	10.1%
Very dissatisfied	2.4%	5.6%	2.0%	6.0%	1.9%	4.9%	0.5%	11.1%	3.3%

Crosstabs by Years of Residency

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>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q4g County government's overall efforts to embrace diversity</u>									
Very satisfied	26.8%	31.5%	23.6%	27.3%	27.1%	23.2%	17.6%	23.1%	24.4%
Satisfied	39.4%	38.9%	42.4%	42.4%	41.0%	42.4%	46.8%	34.6%	42.2%
Neutral	26.8%	25.0%	27.9%	20.1%	22.2%	28.8%	22.3%	30.8%	25.1%
Dissatisfied	5.6%	3.7%	5.2%	7.2%	4.9%	5.1%	9.6%	7.7%	6.1%
Very dissatisfied	1.4%	0.9%	0.9%	2.9%	4.9%	0.5%	3.7%	3.8%	2.2%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County							Not provid- ed	Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+		
<u>Q4h Overall inclusiveness of the community</u>									
Very satisfied	25.3%	26.0%	23.2%	26.5%	23.8%	21.8%	19.3%	37.5%	23.5%
Satisfied	45.6%	49.6%	48.4%	40.8%	45.0%	46.0%	47.2%	25.0%	45.9%
Neutral	25.3%	22.8%	23.2%	25.9%	26.5%	27.2%	25.4%	33.3%	25.3%
Dissatisfied	3.8%	1.6%	4.5%	4.8%	2.6%	3.5%	7.1%	0.0%	4.1%
Very dissatisfied	0.0%	0.0%	0.8%	2.0%	2.0%	1.5%	1.0%	4.2%	1.2%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q5a Overall maintenance of major streets</u>									
Very satisfied	7.1%	12.8%	13.0%	17.7%	16.0%	13.4%	11.5%	17.9%	13.4%
Satisfied	61.2%	54.6%	51.3%	51.9%	50.0%	53.0%	54.4%	46.4%	53.0%
Neutral	19.4%	12.1%	24.1%	18.4%	21.6%	16.1%	13.4%	25.0%	18.3%
Dissatisfied	8.2%	17.7%	10.3%	8.9%	10.5%	16.1%	19.4%	7.1%	13.3%
Very dissatisfied	4.1%	2.8%	1.1%	3.2%	1.9%	1.4%	1.4%	3.6%	2.0%

Crosstabs by Years of Residency

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	<u>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q5b Maintenance of streets in your neighborhood</u>									
Very satisfied	10.3%	18.3%	17.2%	16.9%	15.5%	12.5%	13.8%	23.3%	15.3%
Satisfied	57.7%	44.4%	44.1%	48.8%	50.3%	48.6%	46.8%	40.0%	47.6%
Neutral	18.6%	14.1%	21.1%	19.4%	18.6%	19.0%	18.8%	23.3%	18.9%
Dissatisfied	7.2%	19.0%	15.3%	12.5%	13.0%	16.2%	17.4%	6.7%	14.8%
Very dissatisfied	6.2%	4.2%	2.3%	2.5%	2.5%	3.7%	3.2%	6.7%	3.3%

Crosstabs by Years of Residency

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	<u>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q5c Maintenance of County buildings</u>									
Very satisfied	17.8%	17.1%	16.3%	24.4%	17.6%	15.9%	16.6%	41.7%	18.2%
Satisfied	64.4%	63.1%	66.1%	51.9%	54.2%	62.1%	53.5%	37.5%	58.8%
Neutral	17.8%	18.9%	14.5%	20.0%	23.2%	20.5%	28.9%	16.7%	20.6%
Dissatisfied	0.0%	0.9%	2.3%	3.7%	4.9%	1.5%	1.1%	0.0%	2.1%
Very dissatisfied	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	4.2%	0.3%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q5d Snow removal on major County streets</u>									
Very satisfied	13.1%	22.5%	17.6%	21.0%	20.8%	19.5%	18.0%	32.1%	19.4%
Satisfied	61.9%	55.8%	65.1%	57.3%	54.1%	56.7%	58.3%	39.3%	58.3%
Neutral	16.7%	13.8%	12.2%	14.0%	17.6%	16.7%	19.0%	21.4%	15.7%
Dissatisfied	7.1%	7.2%	4.3%	5.7%	5.7%	5.6%	4.3%	3.6%	5.4%
Very dissatisfied	1.2%	0.7%	0.8%	1.9%	1.9%	1.4%	0.5%	3.6%	1.2%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q5e Snow removal on neighborhood streets</u>									
Very satisfied	10.5%	15.7%	10.4%	12.6%	9.4%	9.9%	11.6%	11.1%	11.3%
Satisfied	53.5%	44.0%	46.2%	44.0%	41.3%	47.2%	43.7%	37.0%	45.1%
Neutral	23.3%	17.9%	25.3%	23.3%	27.5%	21.7%	23.3%	25.9%	23.4%
Dissatisfied	9.3%	19.4%	14.9%	14.5%	18.1%	17.0%	18.1%	18.5%	16.3%
Very dissatisfied	3.5%	3.0%	3.2%	5.7%	3.8%	4.2%	3.3%	7.4%	3.9%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q5f Mowing & trimming of County land</u>									
Very satisfied	8.3%	18.8%	17.1%	20.5%	13.9%	12.6%	11.0%	14.3%	14.8%
Satisfied	59.4%	57.2%	57.4%	48.1%	58.2%	50.9%	52.9%	50.0%	54.4%
Neutral	21.9%	15.9%	18.7%	19.9%	17.1%	24.3%	24.3%	28.6%	20.7%
Dissatisfied	10.4%	6.5%	6.0%	9.6%	8.2%	9.8%	10.0%	7.1%	8.5%
Very dissatisfied	0.0%	1.4%	0.8%	1.9%	2.5%	2.3%	1.9%	0.0%	1.6%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q5g Overall cleanliness of County streets & other public areas</u>									
Very satisfied	9.3%	19.0%	21.2%	23.3%	15.3%	11.6%	13.5%	28.6%	16.8%
Satisfied	64.9%	57.7%	58.5%	50.9%	58.9%	58.3%	61.9%	53.6%	58.4%
Neutral	20.6%	20.4%	16.5%	17.6%	18.4%	22.7%	14.9%	10.7%	18.3%
Dissatisfied	5.2%	2.8%	3.5%	7.5%	6.7%	6.5%	9.3%	3.6%	5.9%
Very dissatisfied	0.0%	0.0%	0.4%	0.6%	0.6%	0.9%	0.5%	3.6%	0.5%

Crosstabs by Years of Residency

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	<u>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q5h Adequacy of street lighting in your neighborhood</u>									
Very satisfied	16.5%	16.9%	19.8%	19.5%	16.0%	12.9%	18.1%	24.1%	17.4%
Satisfied	61.9%	47.9%	50.2%	43.4%	48.8%	53.5%	50.9%	37.9%	50.2%
Neutral	11.3%	15.5%	16.7%	22.0%	19.8%	19.8%	15.7%	20.7%	17.7%
Dissatisfied	7.2%	18.3%	11.4%	13.2%	13.6%	11.5%	13.4%	13.8%	12.8%
Very dissatisfied	3.1%	1.4%	1.9%	1.9%	1.9%	2.3%	1.9%	3.4%	2.0%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q5i Adequacy of street lighting in commercial/retail areas</u>									
Very satisfied	20.8%	17.5%	24.3%	26.6%	18.6%	16.7%	13.8%	37.0%	20.1%
Satisfied	65.6%	55.5%	56.4%	49.4%	52.2%	56.7%	63.8%	40.7%	56.5%
Neutral	12.5%	20.4%	15.4%	20.3%	23.0%	21.9%	19.0%	14.8%	19.0%
Dissatisfied	0.0%	6.6%	3.5%	3.8%	5.0%	4.7%	3.3%	3.7%	4.0%
Very dissatisfied	1.0%	0.0%	0.4%	0.0%	1.2%	0.0%	0.0%	3.7%	0.4%

Crosstabs by Years of Residency

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

Q29 Years in Arlington County								Total
Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
2	5	10	15	20	30	31	99	

Q6 Most important public works items

A=Overall maintenance of major streets	56.6%	45.1%	46.8%	48.1%	41.7%	48.8%	43.4%	38.7%	46.5%
B=Maintenance of streets in your neighborhood	48.5%	43.1%	39.6%	39.4%	40.5%	40.1%	36.1%	41.9%	40.3%
C=Maintenance of County buildings	10.1%	4.2%	5.3%	4.4%	6.7%	6.0%	4.6%	0.0%	5.5%
D=Snow removal on major County streets	14.1%	13.2%	11.3%	15.0%	14.1%	8.8%	9.1%	3.2%	11.6%
E=Snow removal on neighborhood streets	20.2%	26.4%	30.9%	37.5%	30.1%	34.1%	37.9%	25.8%	31.9%

Crosstabs by Years of Residency

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

Q29 Years in Arlington County								Total
Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
2	5	10	15	20	30	31	99	

Q6 Most important public works items (Cont.)

F=Mowing & trimming of County land	24.2%	13.2%	15.5%	21.3%	11.7%	21.7%	18.7%	12.9%	17.6%
G=Overall cleanliness of County streets	35.4%	28.5%	30.2%	33.1%	27.6%	30.4%	21.0%	16.1%	28.6%
H=Adequacy of street lighting in neighborhood	26.3%	34.0%	29.1%	28.8%	23.9%	31.8%	27.9%	25.8%	28.9%
I=Street lighting in commercial/retail areas	10.1%	11.8%	13.2%	10.6%	11.7%	19.8%	10.5%	9.7%	12.9%
Z=None chosen	12.1%	18.8%	18.5%	13.8%	22.7%	11.1%	21.9%	35.5%	17.7%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q7a Residential trash collection services</u>									
Very satisfied	41.4%	40.5%	41.0%	44.3%	40.4%	40.9%	47.3%	50.0%	42.7%
Satisfied	47.1%	46.3%	46.4%	42.9%	48.2%	45.6%	44.0%	42.3%	45.6%
Neutral	6.9%	9.1%	8.6%	10.0%	8.5%	10.9%	6.3%	7.7%	8.6%
Dissatisfied	3.4%	3.3%	3.2%	2.9%	0.7%	2.1%	1.9%	0.0%	2.4%
Very dissatisfied	1.1%	0.8%	0.9%	0.0%	2.1%	0.5%	0.5%	0.0%	0.8%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q7b Curbside recycling services</u>									
Very satisfied	37.5%	41.1%	33.6%	43.7%	36.6%	38.5%	44.5%	33.3%	39.1%
Satisfied	36.3%	35.5%	45.8%	33.3%	44.0%	43.2%	45.5%	58.3%	42.1%
Neutral	15.0%	9.3%	15.4%	15.6%	14.2%	13.5%	7.0%	8.3%	12.6%
Dissatisfied	8.8%	10.3%	5.1%	7.4%	3.7%	4.2%	2.5%	0.0%	5.2%
Very dissatisfied	2.5%	3.7%	0.0%	0.0%	1.5%	0.5%	0.5%	0.0%	0.9%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q7c Yardwaste removal services</u>									
Very satisfied	32.3%	35.1%	30.2%	36.6%	28.0%	33.5%	35.9%	28.6%	32.9%
Satisfied	41.5%	40.4%	43.7%	40.7%	47.0%	43.8%	48.4%	52.4%	44.4%
Neutral	18.5%	17.0%	18.1%	16.3%	18.9%	16.2%	12.0%	19.0%	16.4%
Dissatisfied	7.7%	4.3%	7.5%	6.5%	3.0%	5.4%	3.1%	0.0%	5.1%
Very dissatisfied	0.0%	3.2%	0.5%	0.0%	3.0%	1.1%	0.5%	0.0%	1.1%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q7d Wastewater treatment services</u>									
Very satisfied	14.3%	31.8%	24.7%	28.3%	21.8%	22.5%	29.7%	35.0%	25.5%
Satisfied	57.1%	43.2%	54.1%	40.8%	47.6%	45.7%	45.1%	45.0%	47.4%
Neutral	27.0%	19.3%	19.1%	21.7%	26.6%	24.9%	21.1%	15.0%	22.3%
Dissatisfied	1.6%	5.7%	1.5%	8.3%	1.6%	5.2%	4.0%	5.0%	4.0%
Very dissatisfied	0.0%	0.0%	0.5%	0.8%	2.4%	1.7%	0.0%	0.0%	0.8%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q7e Drinking water services</u>									
Very satisfied	12.2%	25.7%	24.6%	27.5%	16.3%	22.2%	30.2%	29.6%	23.8%
Satisfied	58.5%	46.9%	50.0%	44.2%	54.4%	49.5%	49.5%	51.9%	50.0%
Neutral	23.2%	17.7%	16.4%	18.1%	21.8%	22.2%	14.9%	14.8%	18.6%
Dissatisfied	6.1%	7.1%	7.3%	9.4%	4.8%	4.1%	3.5%	3.7%	5.8%
Very dissatisfied	0.0%	2.7%	1.7%	0.7%	2.7%	2.1%	2.0%	0.0%	1.8%

Crosstabs by Years of Residency

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

Q29 Years in Arlington County								Total
Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
2	5	10	15	20	30	31	99	

Q8 Most important utility services

A=Residential trash collection services	17.2%	15.3%	11.3%	11.9%	12.3%	12.9%	13.7%	19.4%	13.3%
B=Curbside recycling services	35.4%	30.6%	27.2%	23.8%	20.2%	17.5%	14.2%	12.9%	22.7%
C=Yardwaste removal services	13.1%	14.6%	19.6%	11.9%	17.8%	15.2%	16.0%	9.7%	15.8%
D=Wastewater treatment services	24.2%	26.4%	24.5%	35.0%	31.9%	30.9%	30.6%	29.0%	29.1%
E=Drinking water services	44.4%	39.6%	38.9%	49.4%	42.9%	45.2%	37.4%	32.3%	41.8%
Z=None chosen	27.3%	31.3%	34.7%	28.8%	33.7%	34.6%	40.2%	41.9%	34.0%

Crosstabs by Years of Residency

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	<u>Q9 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q9a Overall quality of local police protection</u>									
Very satisfied	17.5%	27.8%	29.8%	25.0%	29.5%	25.9%	32.7%	40.0%	28.2%
Satisfied	60.0%	57.9%	57.6%	56.3%	51.0%	60.2%	54.8%	43.3%	56.4%
Neutral	18.8%	11.1%	11.3%	14.6%	14.8%	11.9%	10.1%	13.3%	12.6%
Dissatisfied	3.8%	3.2%	1.3%	2.8%	4.0%	1.0%	1.4%	0.0%	2.1%
Very dissatisfied	0.0%	0.0%	0.0%	1.4%	0.7%	1.0%	1.0%	3.3%	0.7%

Crosstabs by Years of Residency

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	<u>Q9 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q9b Visibility of police in neighborhoods</u>									
Very satisfied	17.2%	22.7%	21.6%	18.8%	14.5%	15.5%	14.8%	31.0%	18.2%
Satisfied	46.2%	41.1%	48.4%	36.4%	41.4%	44.7%	44.5%	41.4%	43.6%
Neutral	26.9%	24.8%	22.0%	34.4%	33.6%	30.1%	31.6%	20.7%	28.6%
Dissatisfied	7.5%	10.6%	7.6%	8.4%	9.2%	7.8%	7.2%	6.9%	8.2%
Very dissatisfied	2.2%	0.7%	0.4%	1.9%	1.3%	1.9%	1.9%	0.0%	1.4%

Crosstabs by Years of Residency

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	Q9 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q9c Visibility of police in retail areas</u>									
Very satisfied	14.0%	17.4%	19.0%	15.6%	14.0%	11.3%	11.2%	25.9%	15.0%
Satisfied	45.2%	46.4%	47.1%	38.8%	42.0%	46.3%	50.8%	44.4%	45.6%
Neutral	32.3%	31.2%	28.9%	33.3%	35.3%	33.0%	31.5%	22.2%	31.7%
Dissatisfied	7.5%	5.1%	4.5%	11.6%	8.7%	7.9%	6.1%	7.4%	7.1%
Very dissatisfied	1.1%	0.0%	0.4%	0.7%	0.0%	1.5%	0.5%	0.0%	0.6%

Crosstabs by Years of Residency

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	<u>Q9 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q9d County's efforts to prevent crime</u>									
Very satisfied	14.1%	16.4%	20.0%	17.2%	14.6%	16.5%	13.3%	42.9%	17.0%
Satisfied	53.8%	55.2%	51.6%	46.9%	51.1%	51.5%	58.0%	39.3%	52.3%
Neutral	28.2%	24.1%	23.1%	29.7%	26.3%	28.4%	25.5%	7.1%	25.7%
Dissatisfied	3.8%	4.3%	4.4%	4.7%	6.6%	3.6%	2.1%	7.1%	4.2%
Very dissatisfied	0.0%	0.0%	0.9%	1.6%	1.5%	0.0%	1.1%	3.6%	0.8%

Crosstabs by Years of Residency

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	<u>Q9 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q9e Enforcement of local traffic laws</u>									
Very satisfied	9.3%	17.3%	18.8%	16.1%	17.0%	11.8%	14.1%	37.9%	15.9%
Satisfied	55.8%	49.6%	47.9%	47.0%	43.5%	44.3%	51.7%	37.9%	47.8%
Neutral	26.7%	21.8%	23.8%	26.8%	23.8%	27.1%	22.9%	6.9%	24.2%
Dissatisfied	5.8%	8.3%	8.3%	5.4%	9.5%	11.8%	9.8%	13.8%	8.9%
Very dissatisfied	2.3%	3.0%	1.3%	4.7%	6.1%	4.9%	1.5%	3.4%	3.3%

Crosstabs by Years of Residency

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	<u>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q9f Overall quality of local fire protection</u>									
Very satisfied	21.5%	35.1%	32.3%	37.7%	36.5%	30.2%	35.5%	42.9%	33.5%
Satisfied	55.4%	50.5%	54.8%	50.9%	46.0%	55.7%	54.5%	46.4%	52.8%
Neutral	23.1%	14.4%	12.4%	11.4%	17.5%	13.5%	10.0%	3.6%	13.3%
Dissatisfied	0.0%	0.0%	0.5%	0.0%	0.0%	0.5%	0.0%	7.1%	0.4%

Crosstabs by Years of Residency

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	<u>Q9 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q9g Overall quality of local emergency medical/ambulance service</u>									
Very satisfied	24.5%	35.8%	32.6%	37.6%	35.2%	32.2%	44.0%	42.3%	35.8%
Satisfied	52.8%	44.2%	52.6%	45.9%	45.1%	55.9%	44.6%	46.2%	49.0%
Neutral	22.6%	20.0%	14.7%	16.5%	18.9%	11.9%	10.9%	7.7%	15.0%
Dissatisfied	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%	0.5%	3.8%	0.3%

Crosstabs by Years of Residency

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	<u>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q9h How quickly public safety personnel respond to emergencies</u>									
Very satisfied	20.4%	39.5%	35.0%	37.2%	36.7%	37.7%	39.5%	42.3%	36.7%
Satisfied	59.2%	41.9%	48.3%	42.5%	43.3%	46.3%	44.1%	46.2%	45.7%
Neutral	16.3%	17.4%	14.4%	18.6%	19.2%	14.8%	13.0%	11.5%	15.7%
Dissatisfied	4.1%	1.2%	1.7%	1.8%	0.8%	0.6%	3.4%	0.0%	1.8%
Very dissatisfied	0.0%	0.0%	0.6%	0.0%	0.0%	0.6%	0.0%	0.0%	0.2%

Crosstabs by Years of Residency

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	<u>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q9i Enforcement of parking regulations</u>									
Very satisfied	15.5%	15.6%	16.4%	19.4%	14.6%	12.4%	12.2%	25.0%	15.2%
Satisfied	50.0%	45.3%	51.7%	43.8%	39.6%	42.5%	49.7%	35.7%	46.1%
Neutral	31.0%	22.7%	20.7%	28.5%	31.3%	29.5%	26.4%	17.9%	26.3%
Dissatisfied	3.6%	11.7%	9.5%	6.3%	6.9%	9.3%	7.6%	17.9%	8.4%
Very dissatisfied	0.0%	4.7%	1.7%	2.1%	7.6%	6.2%	4.1%	3.6%	3.9%

Crosstabs by Years of Residency

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

Q29 Years in Arlington County								Total
Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
2	5	10	15	20	30	31	99	

Q10 Most important public safety items

A=Overall quality of local police protection	26.3%	21.5%	21.1%	25.0%	19.0%	18.0%	11.0%	25.8%	19.6%
B=Visibility of police in neighborhoods	35.4%	30.6%	30.2%	40.0%	35.6%	31.8%	32.0%	22.6%	32.9%
C=Visibility of police in retail areas	22.2%	20.1%	20.4%	25.0%	24.5%	22.1%	26.9%	16.1%	22.9%
D=County's efforts to prevent crime	50.5%	29.2%	36.2%	39.4%	31.3%	31.8%	34.7%	22.6%	35.0%
E=Enforcement of local traffic laws	18.2%	13.2%	21.5%	20.6%	20.9%	28.6%	26.9%	12.9%	22.0%
F=Overall quality of local fire protection	10.1%	8.3%	10.2%	8.1%	11.0%	8.8%	4.6%	6.5%	8.6%

Crosstabs by Years of Residency

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

Q29 Years in Arlington County								Total
Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
2	5	10	15	20	30	31	99	

Q10 Most important public safety items (Cont.)

G=Quality of emergency medical/ambulance	17.2%	16.7%	15.5%	12.5%	16.0%	16.1%	11.4%	6.5%	14.6%
H=How quickly public safety personnel respond	27.3%	22.2%	20.4%	20.6%	9.2%	16.1%	15.1%	16.1%	18.0%
I=Enforcement of parking regulations	5.1%	14.6%	13.2%	13.1%	13.5%	17.1%	22.4%	16.1%	15.0%
Z=None chosen	23.2%	32.6%	30.2%	22.5%	35.6%	27.2%	29.7%	45.2%	29.4%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q11a Maintenance of County parks</u>									
Very satisfied	25.0%	30.8%	27.0%	15.9%	24.2%	20.5%	24.0%	30.8%	24.0%
Satisfied	67.0%	54.9%	61.2%	65.6%	58.4%	58.5%	63.0%	50.0%	60.7%
Neutral	8.0%	11.3%	8.4%	12.6%	13.4%	19.0%	12.0%	15.4%	12.4%
Dissatisfied	0.0%	2.3%	3.4%	5.3%	4.0%	2.1%	1.0%	3.8%	2.7%
Very dissatisfied	0.0%	0.8%	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	0.2%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q11b Walking & biking trails in the County</u>									
Very satisfied	32.3%	39.4%	38.1%	31.7%	34.5%	28.9%	25.5%	40.0%	33.0%
Satisfied	55.9%	48.8%	48.9%	51.0%	45.3%	52.1%	53.2%	48.0%	50.5%
Neutral	9.7%	10.2%	9.1%	11.7%	14.9%	14.2%	17.0%	12.0%	12.6%
Dissatisfied	2.2%	1.6%	3.9%	5.5%	5.4%	4.7%	3.2%	0.0%	3.8%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%	0.2%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q11c Outdoor athletic fields</u>									
Very satisfied	26.7%	27.1%	22.6%	16.2%	20.9%	23.6%	14.4%	25.0%	21.2%
Satisfied	53.3%	51.4%	56.4%	56.2%	50.4%	48.5%	59.3%	62.5%	54.1%
Neutral	18.7%	16.8%	13.3%	19.2%	24.0%	24.2%	23.4%	12.5%	19.8%
Dissatisfied	1.3%	4.7%	7.7%	6.2%	4.7%	2.4%	2.4%	0.0%	4.3%
Very dissatisfied	0.0%	0.0%	0.0%	2.3%	0.0%	1.2%	0.6%	0.0%	0.6%

Crosstabs by Years of Residency

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	<u>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q11d Youth & teen recreation programs</u>									
Very satisfied	25.0%	21.4%	24.0%	19.8%	20.8%	21.9%	14.4%	25.0%	20.7%
Satisfied	45.5%	53.6%	42.1%	56.0%	39.6%	39.5%	40.0%	56.3%	44.3%
Neutral	29.5%	21.4%	28.1%	20.9%	33.3%	36.0%	43.2%	12.5%	31.2%
Dissatisfied	0.0%	3.6%	5.8%	3.3%	4.2%	2.6%	2.4%	0.0%	3.3%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%	0.0%	6.3%	0.5%

Crosstabs by Years of Residency

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	<u>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q11e Adult recreation programs</u>									
Very satisfied	32.1%	26.7%	22.0%	18.2%	21.1%	22.4%	21.7%	15.8%	22.4%
Satisfied	39.3%	50.0%	48.2%	49.5%	50.9%	46.1%	49.1%	42.1%	48.0%
Neutral	28.6%	16.3%	27.4%	27.3%	23.7%	28.3%	26.9%	36.8%	26.1%
Dissatisfied	0.0%	7.0%	2.4%	3.0%	0.0%	3.3%	2.3%	0.0%	2.5%
Very dissatisfied	0.0%	0.0%	0.0%	2.0%	4.4%	0.0%	0.0%	5.3%	0.9%

Crosstabs by Years of Residency

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	<u>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q11f Senior recreation programs</u>									
Very satisfied	23.5%	25.0%	20.0%	15.2%	17.6%	25.4%	24.7%	26.7%	22.1%
Satisfied	26.5%	45.5%	46.3%	39.4%	40.0%	42.1%	44.8%	40.0%	42.2%
Neutral	50.0%	25.0%	32.6%	39.4%	36.5%	27.8%	28.6%	33.3%	32.3%
Dissatisfied	0.0%	4.5%	0.0%	4.5%	1.2%	4.8%	1.9%	0.0%	2.4%
Very dissatisfied	0.0%	0.0%	1.1%	1.5%	4.7%	0.0%	0.0%	0.0%	1.0%

Crosstabs by Years of Residency

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	<u>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q11g Visual & performing arts programming & facilities</u>									
Very satisfied	27.8%	23.1%	15.0%	11.9%	14.9%	19.7%	14.5%	21.4%	17.0%
Satisfied	40.7%	52.6%	52.3%	52.3%	43.9%	44.6%	50.6%	50.0%	48.6%
Neutral	29.6%	17.9%	29.4%	30.3%	32.5%	29.3%	31.3%	28.6%	29.2%
Dissatisfied	1.9%	6.4%	2.6%	4.6%	4.4%	5.7%	3.6%	0.0%	4.1%
Very dissatisfied	0.0%	0.0%	0.7%	0.9%	4.4%	0.6%	0.0%	0.0%	0.9%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q11h Community center programs</u>									
Very satisfied	29.5%	24.7%	18.8%	15.3%	15.9%	18.8%	16.8%	33.3%	19.2%
Satisfied	50.8%	47.9%	53.5%	52.3%	46.0%	48.6%	55.3%	38.9%	50.9%
Neutral	19.7%	26.0%	23.5%	29.7%	34.5%	29.2%	27.3%	27.8%	27.5%
Dissatisfied	0.0%	1.4%	2.9%	1.8%	1.8%	2.1%	0.6%	0.0%	1.6%
Very dissatisfied	0.0%	0.0%	1.2%	0.9%	1.8%	1.4%	0.0%	0.0%	0.8%

Crosstabs by Years of Residency

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	<u>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q11i Sports programs</u>									
Very satisfied	28.0%	26.0%	18.9%	15.3%	16.4%	20.3%	14.4%	21.4%	18.8%
Satisfied	50.0%	49.3%	51.4%	53.1%	50.0%	45.1%	48.2%	64.3%	49.7%
Neutral	20.0%	21.9%	27.7%	24.5%	28.2%	33.1%	34.5%	7.1%	28.1%
Dissatisfied	2.0%	2.7%	1.4%	7.1%	4.5%	0.8%	2.2%	0.0%	2.7%
Very dissatisfied	0.0%	0.0%	0.7%	0.0%	0.9%	0.8%	0.7%	7.1%	0.7%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q11j Off-leash dog areas</u>									
Very satisfied	27.1%	26.8%	21.6%	21.9%	16.3%	20.8%	9.8%	21.4%	19.3%
Satisfied	41.7%	39.4%	50.4%	29.2%	35.6%	39.2%	38.5%	42.9%	39.6%
Neutral	27.1%	29.6%	23.0%	34.4%	32.7%	32.3%	37.8%	21.4%	31.1%
Dissatisfied	4.2%	4.2%	5.0%	11.5%	6.7%	4.6%	11.2%	14.3%	7.2%
Very dissatisfied	0.0%	0.0%	0.0%	3.1%	8.7%	3.1%	2.8%	0.0%	2.7%

Crosstabs by Years of Residency

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	<u>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q11k Indoor swimming pools</u>									
Very satisfied	19.6%	18.2%	11.9%	12.7%	12.9%	9.7%	8.0%	33.3%	12.4%
Satisfied	28.3%	25.8%	38.5%	37.3%	31.7%	37.3%	40.1%	8.3%	35.2%
Neutral	34.8%	30.3%	28.7%	32.7%	36.6%	37.3%	40.1%	41.7%	34.7%
Dissatisfied	10.9%	18.2%	18.2%	11.8%	13.9%	14.2%	8.0%	16.7%	13.6%
Very dissatisfied	6.5%	7.6%	2.8%	5.5%	5.0%	1.5%	3.6%	0.0%	4.0%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q11 Fees charged for programs</u>									
Very satisfied	6.1%	18.5%	12.6%	15.0%	12.2%	12.0%	9.5%	14.3%	12.4%
Satisfied	50.0%	38.0%	48.6%	40.0%	44.3%	36.1%	44.3%	35.7%	42.8%
Neutral	31.8%	31.5%	29.7%	35.8%	33.9%	39.9%	38.6%	21.4%	34.6%
Dissatisfied	12.1%	10.9%	7.4%	5.0%	4.3%	9.5%	7.0%	21.4%	7.9%
Very dissatisfied	0.0%	1.1%	1.7%	4.2%	5.2%	2.5%	0.6%	7.1%	2.3%

Crosstabs by Years of Residency

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	<u>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q11m Special events sponsored by the County</u>									
Very satisfied	11.5%	25.9%	14.5%	12.4%	16.1%	14.8%	13.1%	33.3%	15.6%
Satisfied	55.8%	39.5%	50.3%	50.4%	39.3%	49.7%	43.1%	33.3%	46.3%
Neutral	30.8%	33.3%	30.2%	34.5%	42.9%	31.6%	40.0%	28.6%	34.8%
Dissatisfied	1.9%	1.2%	4.4%	1.8%	0.9%	1.9%	2.5%	4.8%	2.3%
Very dissatisfied	0.0%	0.0%	0.6%	0.9%	0.9%	1.9%	1.3%	0.0%	0.9%

Crosstabs by Years of Residency

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

Q29 Years in Arlington County								Total
Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
2	5	10	15	20	30	31	99	

Q12 Most important parks & recreation items

A=Maintenance of County parks	29.3%	30.6%	29.1%	35.0%	22.7%	30.0%	19.6%	16.1%	27.4%
B=Walking & biking trails in the County	31.3%	27.1%	24.9%	27.5%	23.3%	25.8%	19.2%	12.9%	24.7%
C=Outdoor athletic fields	7.1%	11.8%	14.7%	20.0%	16.6%	10.1%	9.6%	9.7%	12.9%
D=Youth & teen recreation programs	19.2%	11.1%	12.5%	20.0%	11.7%	13.4%	12.8%	6.5%	13.7%
E=Adult recreation programs	16.2%	13.2%	8.7%	7.5%	11.0%	11.1%	7.3%	12.9%	10.2%
F=Senior recreation programs	8.1%	7.6%	4.9%	9.4%	9.2%	14.3%	12.8%	12.9%	9.6%

Crosstabs by Years of Residency

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

Q29 Years in Arlington County								Total
Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
2	5	10	15	20	30	31	99	

Q12 Most important parks & recreation items (Cont.)

G=Visual & performing arts programming	5.1%	13.2%	9.4%	9.4%	14.7%	11.1%	9.6%	3.2%	10.3%
H=Community center programs	10.1%	6.9%	7.9%	11.9%	12.3%	13.8%	8.2%	3.2%	9.9%
I=Sports programs	5.1%	4.9%	6.8%	6.9%	3.1%	2.8%	3.2%	6.5%	4.7%
J=Off-leash dog areas	6.1%	13.2%	8.3%	11.9%	11.0%	7.8%	9.1%	9.7%	9.6%
K=Indoor swimming pools	19.2%	13.2%	15.8%	24.4%	17.8%	15.2%	12.3%	12.9%	16.3%
L=Fees charged for programs	22.2%	13.2%	12.1%	13.1%	9.8%	12.4%	14.6%	16.1%	13.4%
M=Special events sponsored by the County	12.1%	11.8%	11.7%	5.0%	8.0%	8.3%	9.1%	3.2%	9.2%

Crosstabs by Years of Residency

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

Q29 Years in Arlington County								Total
Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
2	5	10	15	20	30	31	99	

Q12 Most important parks & recreation items (Cont.)

Z=None chosen	30.3%	34.7%	38.1%	23.8%	36.2%	33.6%	41.6%	54.8%	35.4%
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Crosstabs by Years of Residency

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

N=1298	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	

Q13 Contacted County in past year

Yes	38.4%	45.8%	50.6%	60.0%	55.8%	59.9%	60.7%	54.8%	54.3%
No	61.6%	54.2%	46.8%	40.0%	41.7%	38.2%	36.5%	38.7%	43.9%
Don't know	0.0%	0.0%	2.6%	0.0%	2.5%	1.8%	2.7%	6.5%	1.8%

Crosstabs by Years of Residency

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

N=705

Q29 Years in Arlington County									Total
Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided		
2	5	10	15	20	30	31	99		

Q13a Method of contact

1=Visit in person	23.7%	24.2%	27.6%	29.2%	24.2%	25.4%	27.1%	52.9%	27.0%
2=By phone	76.3%	78.8%	70.9%	78.1%	73.6%	80.0%	85.0%	70.6%	77.6%
3=Fax	0.0%	0.0%	2.2%	4.2%	1.1%	2.3%	3.8%	11.8%	2.6%
4=E-mail	42.1%	37.9%	32.8%	37.5%	33.0%	26.9%	20.3%	5.9%	30.4%
5=Letter/mail	5.3%	1.5%	3.0%	8.3%	6.6%	6.2%	9.0%	17.6%	6.2%
6=Other	2.6%	6.1%	3.7%	4.2%	3.3%	5.4%	0.8%	0.0%	3.5%
9=None chosen	0.0%	0.0%	2.2%	2.1%	0.0%	0.8%	0.8%	5.9%	1.1%

Q13b. What service area did you contact most recently?

N=705

	<u>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q13b Service contacted most recently</u>									
Police	5.3%	12.1%	9.0%	7.3%	9.9%	10.8%	3.8%	5.9%	8.2%
Fire, Emergency Medical/Rescue	0.0%	0.0%	3.0%	1.0%	3.3%	2.3%	3.8%	0.0%	2.3%
Libraries	7.9%	4.5%	5.2%	5.2%	3.3%	10.8%	3.0%	0.0%	5.5%
Parks, Recreation & Cultural Resources	18.4%	10.6%	11.2%	7.3%	15.4%	6.9%	7.5%	5.9%	9.9%
Health/Human Services	2.6%	4.5%	3.0%	3.1%	5.5%	5.4%	6.8%	5.9%	4.7%
Treasurer/Commissioner of Revenue	13.2%	16.7%	17.2%	14.6%	11.0%	11.5%	13.5%	23.5%	14.2%
Street maintenance	0.0%	7.6%	6.7%	9.4%	4.4%	9.2%	10.5%	11.8%	7.8%
Planning/Code Enforcement	5.3%	6.1%	9.0%	10.4%	11.0%	6.2%	7.5%	0.0%	7.9%
Solid waste	28.9%	22.7%	17.9%	19.8%	23.1%	21.5%	20.3%	5.9%	20.7%
County Manager/Board	2.6%	1.5%	2.2%	6.3%	1.1%	3.1%	3.0%	5.9%	3.0%
Other	15.8%	12.1%	14.2%	14.6%	12.1%	11.5%	17.3%	17.6%	14.0%
None chosen	0.0%	1.5%	1.5%	1.0%	0.0%	0.8%	3.0%	17.6%	1.7%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q13c How easy they were to contact</u>									
Very satisfied	31.6%	40.0%	41.4%	43.8%	46.7%	30.0%	31.3%	46.7%	37.8%
Satisfied	60.5%	41.5%	37.6%	39.6%	31.1%	49.2%	48.1%	26.7%	42.6%
Neutral	2.6%	12.3%	7.5%	9.4%	15.6%	10.0%	7.6%	20.0%	9.7%
Dissatisfied	2.6%	4.6%	9.0%	6.3%	3.3%	5.4%	10.7%	0.0%	6.6%
Very dissatisfied	2.6%	1.5%	4.5%	1.0%	3.3%	5.4%	2.3%	6.7%	3.3%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q13d Courtesy & professionalism</u>									
Very satisfied	34.2%	36.4%	46.9%	51.1%	47.8%	37.1%	41.2%	46.7%	43.0%
Satisfied	44.7%	45.5%	35.2%	30.9%	25.6%	37.1%	38.2%	20.0%	35.4%
Neutral	21.1%	13.6%	13.3%	10.6%	14.4%	12.9%	12.2%	26.7%	13.6%
Dissatisfied	0.0%	1.5%	3.1%	5.3%	6.7%	7.3%	6.1%	0.0%	4.8%
Very dissatisfied	0.0%	3.0%	1.6%	2.1%	5.6%	5.6%	2.3%	6.7%	3.2%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q13e Knowledge & technical competence</u>									
Very satisfied	26.3%	31.8%	40.8%	40.9%	41.4%	36.9%	36.4%	33.3%	37.5%
Satisfied	47.4%	40.9%	36.0%	35.5%	26.4%	38.5%	35.7%	46.7%	36.4%
Neutral	23.7%	18.2%	13.6%	12.9%	14.9%	18.0%	14.0%	13.3%	15.6%
Dissatisfied	0.0%	7.6%	6.4%	6.5%	10.3%	1.6%	11.6%	0.0%	6.7%
Very dissatisfied	2.6%	1.5%	3.2%	4.3%	6.9%	4.9%	2.3%	6.7%	3.9%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q13f Ability to help resolve your issue</u>									
Very satisfied	37.8%	30.8%	37.9%	40.4%	40.9%	34.6%	37.1%	31.3%	37.0%
Satisfied	32.4%	32.3%	31.1%	27.7%	25.0%	35.4%	31.8%	31.3%	31.0%
Neutral	13.5%	13.8%	11.4%	9.6%	13.6%	13.4%	10.6%	18.8%	12.2%
Dissatisfied	8.1%	15.4%	11.4%	12.8%	6.8%	6.3%	13.6%	6.3%	10.6%
Very dissatisfied	8.1%	7.7%	8.3%	9.6%	13.6%	10.2%	6.8%	12.5%	9.3%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
Q14a Exterior maintenance of residential property									
Very satisfied	7.4%	9.0%	9.7%	4.1%	11.5%	5.9%	7.4%	27.8%	8.3%
Satisfied	64.7%	46.1%	51.4%	52.1%	35.1%	43.8%	46.0%	33.3%	47.0%
Neutral	19.1%	34.8%	21.1%	26.4%	34.4%	28.8%	26.7%	33.3%	27.4%
Dissatisfied	5.9%	9.0%	14.9%	11.6%	13.0%	17.0%	14.8%	5.6%	13.1%
Very dissatisfied	2.9%	1.1%	2.9%	5.8%	6.1%	4.6%	5.1%	0.0%	4.2%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q14b Exterior maintenance of business property</u>									
Very satisfied	7.8%	8.6%	12.6%	6.0%	10.4%	5.9%	8.0%	33.3%	9.1%
Satisfied	57.8%	46.9%	51.5%	48.3%	39.2%	45.1%	48.8%	26.7%	47.3%
Neutral	31.3%	37.0%	27.5%	35.3%	40.0%	39.2%	34.6%	40.0%	35.0%
Dissatisfied	3.1%	6.2%	6.6%	7.8%	9.6%	4.6%	6.8%	0.0%	6.5%
Very dissatisfied	0.0%	1.2%	1.8%	2.6%	0.8%	5.2%	1.9%	0.0%	2.2%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q14c Construction site conditions</u>									
Very satisfied	7.5%	10.8%	6.9%	4.6%	8.3%	4.6%	5.2%	33.3%	7.0%
Satisfied	54.7%	30.1%	41.3%	34.9%	28.9%	35.1%	26.1%	20.0%	34.2%
Neutral	32.1%	37.3%	32.5%	38.5%	45.5%	39.7%	51.0%	46.7%	40.5%
Dissatisfied	5.7%	18.1%	15.0%	14.7%	12.4%	13.9%	15.0%	0.0%	13.8%
Very dissatisfied	0.0%	3.6%	4.4%	7.3%	5.0%	6.6%	2.6%	0.0%	4.5%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q14d Noise regulations</u>									
Very satisfied	14.9%	8.0%	7.3%	7.0%	7.8%	3.7%	5.5%	25.0%	7.3%
Satisfied	43.3%	25.3%	41.8%	34.8%	26.6%	34.8%	31.7%	25.0%	34.0%
Neutral	34.3%	37.9%	35.0%	34.8%	40.6%	32.3%	43.3%	37.5%	37.0%
Dissatisfied	7.5%	24.1%	10.7%	15.7%	17.2%	19.9%	17.7%	12.5%	16.2%
Very dissatisfied	0.0%	4.6%	5.1%	7.8%	7.8%	9.3%	1.8%	0.0%	5.5%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q14e Overcrowding</u>									
Very satisfied	4.1%	8.8%	6.5%	9.3%	7.3%	2.9%	4.7%	8.3%	6.0%
Satisfied	40.8%	23.5%	29.5%	22.7%	19.3%	24.6%	14.8%	16.7%	23.4%
Neutral	38.8%	36.8%	30.2%	32.0%	40.4%	34.1%	34.2%	25.0%	34.4%
Dissatisfied	8.2%	22.1%	18.0%	21.6%	24.8%	22.5%	28.2%	50.0%	22.5%
Very dissatisfied	8.2%	8.8%	15.8%	14.4%	8.3%	15.9%	18.1%	0.0%	13.7%

Crosstabs by Years of Residency

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

Q29 Years in Arlington County								Total
Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
2	5	10	15	20	30	31	99	

Q15 Most important code enforcement activities

A=Exterior maintenance of residential property	31.3%	13.9%	20.4%	23.1%	27.6%	22.6%	21.9%	25.8%	22.5%
B=Exterior maintenance of business property	18.2%	13.9%	14.3%	18.8%	15.3%	14.3%	8.7%	9.7%	14.2%
C=Construction site conditions	25.3%	27.1%	23.4%	23.1%	24.5%	24.0%	21.5%	9.7%	23.5%
D=Noise regulations	26.3%	36.1%	30.6%	30.6%	28.8%	39.2%	26.5%	16.1%	31.0%
E=Overcrowding	35.4%	34.0%	33.6%	35.6%	39.3%	36.9%	46.6%	22.6%	37.2%
Z=None chosen	27.3%	35.4%	34.7%	28.8%	28.2%	24.9%	31.1%	54.8%	30.9%

Crosstabs by Years of Residency

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

N=1298

Q29 Years in Arlington County								Total
Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	

Q16 Importance of investing in environmental initiatives

Very important	69.7%	67.4%	68.3%	62.5%	58.9%	69.1%	50.2%	61.3%	63.3%
Important	15.2%	18.8%	18.1%	22.5%	22.1%	19.8%	28.8%	19.4%	21.1%
Somewhat important	9.1%	7.6%	7.5%	10.0%	9.2%	6.0%	12.3%	9.7%	8.8%
Not important	4.0%	4.9%	3.0%	4.4%	6.1%	1.8%	4.1%	0.0%	3.8%
Don't know	2.0%	1.4%	3.0%	0.6%	3.7%	3.2%	4.6%	9.7%	3.0%

Crosstabs by Years of Residency

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	<u>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q17a Ease of traveling within Arlington County</u>									
Very satisfied	19.8%	18.9%	20.1%	20.4%	21.0%	17.5%	19.0%	37.0%	19.8%
Satisfied	58.3%	52.4%	56.4%	51.0%	49.0%	52.6%	55.6%	48.1%	53.5%
Neutral	14.6%	21.0%	17.4%	19.1%	14.6%	18.0%	15.1%	7.4%	17.0%
Dissatisfied	6.3%	7.7%	5.8%	7.0%	12.7%	11.4%	9.8%	3.7%	8.6%
Very dissatisfied	1.0%	0.0%	0.4%	2.5%	2.5%	0.5%	0.5%	3.7%	1.0%

Crosstabs by Years of Residency

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	<u>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q17b Ease of traveling to other jurisdictions</u>									
Very satisfied	12.2%	17.0%	17.5%	16.8%	16.6%	13.1%	15.2%	28.0%	15.9%
Satisfied	59.2%	49.6%	53.7%	52.9%	50.3%	51.5%	52.9%	44.0%	52.5%
Neutral	17.3%	24.8%	21.4%	13.5%	18.5%	24.3%	21.1%	8.0%	20.3%
Dissatisfied	9.2%	8.5%	6.6%	14.8%	10.2%	10.7%	9.8%	16.0%	9.9%
Very dissatisfied	2.0%	0.0%	0.8%	1.9%	4.5%	0.5%	1.0%	4.0%	1.4%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q17c Availability of transportation for persons with disabilities</u>									
Very satisfied	3.6%	16.2%	14.3%	19.2%	10.0%	10.1%	15.8%	25.0%	13.8%
Satisfied	60.7%	43.2%	47.6%	32.7%	31.7%	35.4%	28.7%	31.3%	37.4%
Neutral	25.0%	40.5%	35.7%	40.4%	48.3%	45.6%	51.5%	25.0%	42.5%
Dissatisfied	10.7%	0.0%	2.4%	7.7%	10.0%	6.3%	3.0%	6.3%	5.3%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	0.0%	2.5%	1.0%	12.5%	1.1%

Crosstabs by Years of Residency

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	<u>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q17d Quality of Arlington's public transit system</u>									
Very satisfied	6.9%	24.3%	16.2%	18.1%	22.5%	16.9%	17.1%	18.2%	17.7%
Satisfied	55.2%	39.2%	49.4%	44.7%	34.3%	45.6%	45.7%	54.5%	45.1%
Neutral	31.0%	27.0%	26.6%	35.1%	34.3%	30.9%	31.4%	18.2%	30.4%
Dissatisfied	3.4%	9.5%	7.1%	2.1%	5.9%	4.4%	4.3%	0.0%	5.1%
Very dissatisfied	3.4%	0.0%	0.6%	0.0%	2.9%	2.2%	1.4%	9.1%	1.7%

Crosstabs by Years of Residency

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	<u>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q17e Quality of Metro services in Arlington</u>									
Very satisfied	16.1%	26.4%	22.2%	25.3%	22.8%	17.5%	16.3%	18.2%	20.9%
Satisfied	64.5%	45.7%	55.2%	44.0%	45.6%	57.7%	59.2%	63.6%	53.4%
Neutral	11.8%	19.4%	14.6%	24.0%	20.1%	19.6%	19.0%	18.2%	18.4%
Dissatisfied	6.5%	7.8%	7.1%	6.0%	9.4%	4.1%	4.3%	0.0%	6.2%
Very dissatisfied	1.1%	0.8%	0.8%	0.7%	2.0%	1.0%	1.1%	0.0%	1.0%

Crosstabs by Years of Residency

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	<u>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q17g Availability of sidewalks for pedestrians</u>									
Very satisfied	12.4%	19.3%	19.2%	19.0%	12.6%	12.5%	16.1%	31.0%	16.5%
Satisfied	62.9%	52.1%	52.3%	38.6%	52.2%	50.5%	48.3%	44.8%	50.2%
Neutral	12.4%	17.1%	13.1%	24.7%	14.5%	19.2%	18.5%	13.8%	17.0%
Dissatisfied	12.4%	10.7%	11.9%	15.2%	17.6%	14.9%	15.2%	10.3%	13.9%
Very dissatisfied	0.0%	0.7%	3.5%	2.5%	3.1%	2.9%	1.9%	0.0%	2.3%

Crosstabs by Years of Residency

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	<u>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q17g Pedestrian safety in your neighborhood</u>									
Very satisfied	16.7%	21.8%	19.2%	17.1%	19.1%	13.7%	20.2%	33.3%	18.6%
Satisfied	61.5%	52.1%	48.1%	42.4%	42.7%	48.6%	50.2%	44.4%	48.5%
Neutral	14.6%	13.4%	16.2%	18.4%	18.5%	18.4%	16.9%	18.5%	16.8%
Dissatisfied	6.3%	10.6%	10.4%	19.6%	16.6%	16.5%	10.8%	3.7%	13.0%
Very dissatisfied	1.0%	2.1%	6.2%	2.5%	3.2%	2.8%	1.9%	0.0%	3.1%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q17h Pedestrian safety in other areas of the County</u>									
Very satisfied	9.5%	12.8%	11.8%	8.6%	11.2%	4.3%	8.2%	19.0%	9.5%
Satisfied	65.5%	47.2%	45.9%	42.4%	39.9%	42.2%	48.0%	57.1%	46.2%
Neutral	16.7%	30.4%	30.5%	33.8%	31.5%	35.8%	29.2%	14.3%	30.4%
Dissatisfied	8.3%	8.8%	7.3%	14.4%	15.4%	16.0%	13.5%	9.5%	12.0%
Very dissatisfied	0.0%	0.8%	4.5%	0.7%	2.1%	1.6%	1.2%	0.0%	1.8%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q17i Availability of bike trails & bike lanes</u>									
Very satisfied	18.2%	34.4%	25.6%	25.2%	26.0%	18.2%	21.2%	31.8%	24.1%
Satisfied	56.8%	44.3%	54.3%	45.5%	45.2%	50.3%	48.4%	45.5%	49.2%
Neutral	21.6%	13.1%	14.3%	23.1%	20.5%	18.7%	23.9%	13.6%	19.0%
Dissatisfied	3.4%	7.4%	5.4%	4.2%	6.2%	8.6%	4.3%	9.1%	5.8%
Very dissatisfied	0.0%	0.8%	0.4%	2.1%	2.1%	4.3%	2.2%	0.0%	1.8%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q17j Use of traffic calming measures</u>									
Very satisfied	5.6%	16.5%	13.9%	16.0%	13.0%	9.4%	7.2%	32.1%	12.3%
Satisfied	55.6%	36.1%	45.4%	30.1%	29.9%	40.4%	32.7%	25.0%	37.8%
Neutral	24.4%	28.6%	21.5%	29.5%	33.1%	20.7%	23.1%	32.1%	25.3%
Dissatisfied	8.9%	14.3%	13.1%	16.0%	13.6%	14.8%	20.7%	7.1%	14.8%
Very dissatisfied	5.6%	4.5%	6.0%	8.3%	10.4%	14.8%	16.3%	3.6%	9.8%

Crosstabs by Years of Residency

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

Q29 Years in Arlington County								Total
Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
2	5	10	15	20	30	31	99	

Q18 Most important transportation items

A=Ease of traveling within Arlington County	32.3%	32.6%	24.5%	21.9%	20.9%	24.4%	18.7%	16.1%	24.0%
B=Ease of traveling to other jurisdictions	25.3%	24.3%	23.0%	26.3%	20.9%	22.1%	19.6%	29.0%	22.9%
C=Availability of transportation for disabled	13.1%	1.4%	5.3%	5.6%	13.5%	8.3%	12.8%	16.1%	8.6%
D=Quality of Arlington's public transit system	18.2%	15.3%	15.5%	13.8%	10.4%	16.1%	11.4%	6.5%	14.0%
E=Quality of Metro services in Arlington	34.3%	29.9%	25.3%	31.3%	25.2%	19.4%	12.3%	25.8%	24.0%

Crosstabs by Years of Residency

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

Q29 Years in Arlington County								Total
Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
2	5	10	15	20	30	31	99	

Q18 Most important transportation items (Cont.)

F=Availability of sidewalks for pedestrians	19.2%	25.0%	31.3%	31.9%	28.8%	29.0%	24.2%	12.9%	27.4%
G=Pedestrian safety in your neighborhood	22.2%	26.4%	27.2%	33.8%	31.3%	27.2%	25.1%	16.1%	27.4%
H=Pedestrian safety in other areas	16.2%	15.3%	25.7%	25.0%	25.2%	24.9%	22.8%	16.1%	22.8%
I=Availability of bike trails & bike lanes	25.3%	18.8%	17.4%	15.6%	16.6%	20.3%	11.0%	6.5%	16.9%
J=Use of traffic calming measures	17.2%	25.0%	24.2%	25.0%	27.0%	30.0%	34.2%	12.9%	26.6%
Z=None chosen	18.2%	19.4%	18.1%	13.8%	14.7%	16.1%	23.3%	38.7%	18.3%

Crosstabs by Years of Residency

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	<u>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q19a Availability of information about County programs & services</u>									
Very satisfied	18.9%	25.4%	26.9%	25.8%	23.3%	22.7%	22.0%	20.8%	23.9%
Satisfied	50.0%	44.0%	50.2%	51.6%	52.7%	48.8%	53.7%	58.3%	50.5%
Neutral	20.0%	24.6%	19.2%	15.5%	16.7%	25.6%	18.5%	12.5%	19.9%
Dissatisfied	10.0%	5.2%	3.3%	7.1%	5.3%	2.5%	5.4%	8.3%	5.1%
Very dissatisfied	1.1%	0.7%	0.4%	0.0%	2.0%	0.5%	0.5%	0.0%	0.7%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q19b County efforts to keep you informed about local issues</u>									
Very satisfied	16.3%	25.8%	24.6%	25.8%	21.9%	20.2%	20.5%	17.4%	22.3%
Satisfied	53.3%	43.9%	49.2%	45.2%	47.7%	48.8%	49.3%	56.5%	48.3%
Neutral	18.5%	22.7%	21.0%	19.4%	23.2%	25.1%	24.4%	17.4%	22.3%
Dissatisfied	9.8%	6.1%	5.2%	8.4%	4.5%	5.4%	5.4%	8.7%	6.1%
Very dissatisfied	2.2%	1.5%	0.0%	1.3%	2.6%	0.5%	0.5%	0.0%	1.0%

Crosstabs by Years of Residency

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	<u>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q19c Programming on the County Government's cable TV channel</u>									
Very satisfied	18.4%	17.6%	17.2%	13.8%	12.4%	14.4%	13.5%	11.8%	14.7%
Satisfied	31.6%	49.0%	40.2%	39.1%	45.4%	35.6%	38.3%	47.1%	39.9%
Neutral	44.7%	27.5%	34.4%	39.1%	36.1%	43.2%	43.3%	35.3%	38.8%
Dissatisfied	5.3%	3.9%	6.6%	3.4%	4.1%	6.1%	3.5%	5.9%	4.8%
Very dissatisfied	0.0%	2.0%	1.6%	4.6%	2.1%	0.8%	1.4%	0.0%	1.8%

Crosstabs by Years of Residency

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	<u>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q19d Quality of information on the County's website</u>									
Very satisfied	25.0%	22.0%	23.0%	24.1%	19.4%	25.8%	15.9%	29.4%	22.2%
Satisfied	48.8%	49.2%	52.2%	50.4%	51.2%	45.4%	47.0%	47.1%	49.2%
Neutral	26.3%	23.7%	21.1%	22.7%	26.4%	26.4%	33.1%	23.5%	25.4%
Dissatisfied	0.0%	5.1%	3.8%	2.8%	1.6%	1.2%	2.6%	0.0%	2.6%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	1.6%	1.2%	1.3%	0.0%	0.6%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q19e Quality of the County's bimonthly resident newsletter</u>									
Very satisfied	21.3%	22.8%	26.7%	21.4%	19.6%	22.7%	21.4%	27.3%	22.7%
Satisfied	51.3%	51.8%	47.4%	47.9%	55.2%	47.4%	55.6%	40.9%	50.5%
Neutral	25.0%	20.2%	22.4%	27.1%	21.7%	25.8%	18.9%	27.3%	22.9%
Dissatisfied	1.3%	3.5%	2.6%	2.1%	2.1%	3.1%	2.6%	4.5%	2.6%
Very dissatisfied	1.3%	1.8%	0.9%	1.4%	1.4%	1.0%	1.5%	0.0%	1.2%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q19g Availability of the County's e-newsletter</u>									
Very satisfied	15.5%	26.3%	26.3%	20.7%	24.5%	20.6%	19.7%	20.0%	22.3%
Satisfied	43.1%	45.0%	43.7%	43.1%	38.2%	46.8%	45.1%	50.0%	43.9%
Neutral	34.5%	21.3%	23.4%	31.0%	32.4%	28.4%	28.2%	30.0%	28.0%
Dissatisfied	5.2%	6.3%	5.4%	4.3%	3.9%	3.5%	5.6%	0.0%	4.7%
Very dissatisfied	1.7%	1.3%	1.2%	0.9%	1.0%	0.7%	1.4%	0.0%	1.1%

Crosstabs by Years of Residency

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

N=1298

	Q29 Years in Arlington County								Total
	Under 3 2	3 to 5 5	6 to 10 10	11 to 15 15	16 to 20 20	21 to 30 30	31+ 31	Not provided 99	
<u>Q20 Primary source of info</u>									
01=The County newsletter, The Citizen	52.5%	59.0%	65.7%	64.4%	66.9%	65.0%	77.2%	51.6%	65.4%
02=The Washington Post	54.5%	57.6%	57.7%	63.1%	60.7%	66.8%	69.9%	41.9%	61.7%
03=DC Examiner	4.0%	4.2%	3.8%	5.6%	5.5%	5.5%	8.2%	6.5%	5.4%
04=Sun Gazette	15.2%	20.8%	30.2%	42.5%	38.7%	44.2%	53.4%	19.4%	36.6%
05=Arlington Connection	8.1%	12.5%	11.7%	10.0%	11.0%	18.9%	21.0%	12.9%	14.0%
06=Local TV/cable news	21.2%	38.9%	23.4%	32.5%	30.1%	35.5%	49.8%	41.9%	33.8%
07=Radio	20.2%	27.1%	16.2%	20.0%	11.7%	21.2%	25.1%	12.9%	19.9%
08=Arlington's cable TV channel	6.1%	7.6%	9.4%	11.3%	8.6%	14.3%	16.0%	6.5%	10.9%

Crosstabs by Years of Residency

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

N=1298

	Q29 Years in Arlington County								Total
	Under 3 2	3 to 5 5	6 to 10 10	11 to 15 15	16 to 20 20	21 to 30 30	31+ 31	Not provided 99	
<u>Q20 Primary source of info (Cont.)</u>									
09=Latino media	1.0%	3.5%	3.4%	1.9%	3.1%	3.2%	3.2%	9.7%	3.1%
10=County website	33.3%	38.9%	37.7%	42.5%	35.0%	35.0%	28.8%	16.1%	35.3%
11=Arlington Insider, County's e-newsletter	11.1%	12.5%	10.9%	18.1%	16.6%	13.8%	12.8%	22.6%	13.8%
12=County press releases	3.0%	5.6%	4.5%	8.8%	3.7%	8.3%	9.1%	0.0%	6.2%
13=Recreation & leisure catalog	29.3%	21.5%	29.8%	26.9%	28.2%	26.7%	31.1%	16.1%	27.7%
14=Civic association newsletters/listservs	13.1%	16.7%	27.9%	31.9%	28.8%	34.6%	37.4%	29.0%	28.9%
15=Blogs/websites	11.1%	7.6%	6.8%	5.6%	1.8%	3.7%	0.9%	3.2%	4.9%

Crosstabs by Years of Residency

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

N=1298

	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
	2	5	10	15	20	30	31	99	

Q20 Primary source of info (Cont.)

99=Other	7.1%	5.6%	5.7%	5.0%	6.7%	7.8%	3.7%	3.2%	5.8%
00=None chosen	2.0%	3.5%	3.0%	1.3%	4.9%	1.8%	1.8%	6.5%	2.7%

Crosstabs by Years of Residency

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

N=1298

	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
	2	5	10	15	20	30	31	99	

Q21 Programs & services need communication improvement

01=Police	17.2%	13.2%	15.5%	16.3%	16.0%	16.1%	12.8%	19.4%	15.3%
02=Fire, Emergency Medical/Rescue	9.1%	6.3%	6.8%	8.1%	8.0%	12.4%	8.2%	6.5%	8.4%
03=Emergency Management	19.2%	16.0%	14.0%	19.4%	15.3%	15.2%	13.2%	9.7%	15.4%
04=Libraries	5.1%	6.3%	6.4%	9.4%	8.0%	7.4%	5.0%	9.7%	6.9%
05=Parks Recreation/Cultural Resources	15.2%	24.3%	15.5%	21.9%	16.0%	7.8%	8.7%	25.8%	15.1%
06=Health/Human Services	12.1%	10.4%	13.2%	14.4%	15.3%	17.5%	18.7%	9.7%	14.8%
07=Street Maintenance/Construction	44.4%	36.1%	40.8%	31.9%	33.7%	31.8%	39.7%	29.0%	36.6%
08=Treasurer	3.0%	4.2%	3.4%	5.6%	1.8%	3.7%	3.2%	0.0%	3.5%

Crosstabs by Years of Residency

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

N=1298

Q29 Years in Arlington County								Total
Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
2	5	10	15	20	30	31	99	

Q21 Programs & services need communication improvement (Cont.)

09=Commissioner of Revenue	4.0%	6.3%	5.3%	5.6%	4.3%	6.0%	2.7%	0.0%	4.8%
10=Development/Planning	23.2%	23.6%	29.1%	35.0%	27.6%	27.6%	26.0%	12.9%	27.4%
11=Code Enforcement	8.1%	12.5%	15.5%	17.5%	15.3%	22.1%	18.7%	16.1%	16.5%
12=Parking Management	15.2%	18.1%	15.5%	11.3%	12.9%	12.4%	19.6%	12.9%	15.0%
13=Trash/Recycling	16.2%	17.4%	15.5%	10.6%	7.4%	14.3%	10.0%	22.6%	13.2%
14=Utilities	4.0%	8.3%	9.1%	6.3%	11.0%	14.3%	8.7%	12.9%	9.4%
15=County Manager/Board	2.0%	2.1%	6.4%	6.9%	6.7%	12.9%	16.0%	6.5%	8.4%
16=Other	1.0%	6.3%	4.9%	3.1%	7.4%	3.7%	1.4%	3.2%	4.0%

Crosstabs by Years of Residency

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

N=1298

Q29 Years in Arlington County									Total
Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided		
2	5	10	15	20	30	31	99		

Q21 Programs & services need communication improvement (Cont.)

99=None chosen	20.2%	16.7%	18.1%	15.6%	20.2%	15.7%	15.5%	19.4%	17.3%
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Crosstabs by Years of Residency

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

N=1298

	<u>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q22 Watch AVN</u>									
Yes on Comcast	13.1%	15.3%	17.0%	20.0%	17.2%	22.7%	26.5%	16.1%	19.4%
Yes on Verizon FIOS	0.0%	2.8%	4.2%	5.0%	4.3%	5.1%	8.2%	0.0%	4.5%
Yes on the internet	5.1%	0.7%	1.9%	1.3%	1.2%	1.4%	1.4%	9.7%	1.9%
No I don't watch AVN	80.8%	80.6%	74.7%	72.5%	73.6%	70.4%	60.3%	58.1%	71.9%
Don't know	1.0%	0.7%	2.3%	1.3%	3.7%	0.5%	3.7%	16.1%	2.3%

Crosstabs by Years of Residency

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

N=1298	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	

Q23 Used library in past year

Yes	56.6%	68.1%	72.1%	81.9%	78.5%	72.8%	68.5%	67.7%	71.9%
No	42.4%	30.6%	26.4%	18.1%	18.4%	25.8%	28.8%	19.4%	26.2%
Don't know	1.0%	1.4%	1.5%	0.0%	3.1%	1.4%	2.7%	12.9%	1.9%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q23a Quality of available materials</u>									
Very satisfied	36.4%	27.6%	46.3%	40.0%	33.9%	36.1%	41.5%	38.9%	38.5%
Satisfied	47.3%	51.0%	42.0%	46.2%	52.8%	51.6%	53.1%	55.6%	49.0%
Neutral	3.6%	15.3%	8.5%	10.0%	7.1%	5.2%	2.7%	5.6%	7.4%
Dissatisfied	12.7%	6.1%	2.7%	3.8%	5.5%	5.8%	2.0%	0.0%	4.6%
Very dissatisfied	0.0%	0.0%	0.5%	0.0%	0.8%	1.3%	0.7%	0.0%	0.5%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q32b Quality & quantity of programs for seniors</u>									
Very satisfied	23.1%	23.8%	34.8%	29.3%	20.8%	24.1%	36.8%	20.0%	29.2%
Satisfied	46.2%	23.8%	33.3%	26.8%	41.7%	46.8%	42.1%	50.0%	39.1%
Neutral	23.1%	47.6%	30.3%	34.1%	37.5%	25.3%	18.9%	30.0%	28.4%
Dissatisfied	7.7%	4.8%	1.5%	9.8%	0.0%	3.8%	2.1%	0.0%	3.2%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q23c Quality & quantity of programs for children</u>									
Very satisfied	16.7%	28.6%	38.1%	27.0%	23.5%	31.5%	36.6%	33.3%	30.6%
Satisfied	50.0%	23.8%	45.7%	45.9%	54.3%	50.0%	38.0%	50.0%	45.4%
Neutral	30.0%	28.6%	13.3%	21.6%	22.2%	18.5%	25.4%	16.7%	20.9%
Dissatisfied	3.3%	19.0%	2.9%	5.4%	0.0%	0.0%	0.0%	0.0%	3.2%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	

Q23d Quality & quantity of programs for new Americans

Very satisfied	21.4%	28.0%	32.8%	28.9%	20.5%	20.7%	25.5%	30.0%	26.0%
Satisfied	28.6%	16.0%	35.9%	36.8%	29.5%	44.8%	21.8%	20.0%	31.8%
Neutral	35.7%	56.0%	28.1%	31.6%	40.9%	32.8%	52.7%	50.0%	39.0%
Dissatisfied	14.3%	0.0%	3.1%	2.6%	6.8%	1.7%	0.0%	0.0%	2.9%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%	0.3%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q23e Quality & quantity of programs for adults</u>									
Very satisfied	18.9%	22.9%	30.5%	27.4%	21.3%	25.2%	37.0%	40.0%	27.9%
Satisfied	45.9%	39.6%	45.0%	50.0%	59.6%	52.9%	45.4%	33.3%	48.7%
Neutral	32.4%	33.3%	20.6%	16.7%	16.9%	18.5%	16.7%	26.7%	20.3%
Dissatisfied	2.7%	4.2%	3.1%	6.0%	1.1%	3.4%	0.9%	0.0%	2.9%
Very dissatisfied	0.0%	0.0%	0.8%	0.0%	1.1%	0.0%	0.0%	0.0%	0.3%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q23f Helpfulness of library staff</u>									
Very satisfied	41.8%	41.7%	47.6%	48.1%	45.2%	51.3%	58.7%	56.3%	48.9%
Satisfied	47.3%	41.7%	40.6%	41.9%	46.0%	37.8%	36.4%	25.0%	40.6%
Neutral	10.9%	13.5%	10.7%	9.3%	7.1%	7.7%	4.9%	12.5%	8.9%
Dissatisfied	0.0%	3.1%	0.5%	0.0%	1.6%	3.2%	0.0%	6.3%	1.3%
Very dissatisfied	0.0%	0.0%	0.5%	0.8%	0.0%	0.0%	0.0%	0.0%	0.2%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q23g Hours libraries are open</u>									
Very satisfied	30.9%	34.7%	32.3%	32.8%	28.7%	30.6%	35.9%	17.6%	32.1%
Satisfied	52.7%	35.7%	47.1%	45.0%	53.3%	52.2%	48.3%	58.8%	48.0%
Neutral	10.9%	15.3%	10.6%	13.7%	9.0%	7.0%	11.7%	23.5%	11.2%
Dissatisfied	5.5%	11.2%	8.5%	7.6%	8.2%	9.6%	3.4%	0.0%	7.7%
Very dissatisfied	0.0%	3.1%	1.6%	0.8%	0.8%	0.6%	0.7%	0.0%	1.1%

Crosstabs by Years of Residency

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	<u>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q23h Quality of online services provided by the library</u>									
Very satisfied	36.0%	44.0%	43.2%	45.2%	39.6%	40.8%	47.1%	46.2%	42.8%
Satisfied	50.0%	40.0%	46.5%	31.7%	39.6%	40.8%	37.3%	30.8%	40.4%
Neutral	8.0%	12.0%	8.4%	21.2%	15.6%	15.4%	14.7%	23.1%	13.9%
Dissatisfied	6.0%	2.7%	1.3%	1.0%	5.2%	3.1%	1.0%	0.0%	2.5%
Very dissatisfied	0.0%	1.3%	0.6%	1.0%	0.0%	0.0%	0.0%	0.0%	0.4%

Crosstabs by Years of Residency

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

Q29 Years in Arlington County								Total
Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
2	5	10	15	20	30	31	99	

Q23i Library services most important to improve

A=Quality of available materials	44.6%	40.8%	34.0%	38.2%	31.3%	43.7%	24.0%	9.5%	35.0%
B=Quality & quantity of programs for seniors	3.6%	3.1%	5.2%	6.1%	7.8%	8.9%	16.0%	14.3%	7.9%
C=Quality & quantity of programs for children	19.6%	21.4%	19.9%	19.1%	8.6%	5.1%	4.7%	14.3%	13.3%
D=Programs for new Americans	3.6%	6.1%	10.5%	8.4%	9.4%	8.9%	10.7%	14.3%	9.0%
E=Quality & quantity of programs for seniors	10.7%	10.2%	9.9%	12.2%	9.4%	13.9%	14.7%	14.3%	11.8%
F=Helpfulness of library staff	7.1%	6.1%	7.3%	6.9%	10.9%	8.9%	3.3%	19.0%	7.5%

Crosstabs by Years of Residency

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

	Q29 Years in Arlington County								Total
	Under 3 2	3 to 5 5	6 to 10 10	11 to 15 15	16 to 20 20	21 to 30 30	31+ 31	Not provided 99	

Q23i Library services most important to improve (Cont.)

G=Hours libraries are open	25.0%	25.5%	26.2%	29.8%	27.3%	34.8%	17.3%	23.8%	26.7%
H=Online services provided by the library	7.1%	15.3%	15.7%	19.1%	9.4%	14.6%	8.7%	4.8%	13.2%
Z=None chosen	32.1%	32.7%	29.3%	26.0%	35.2%	20.9%	44.0%	38.1%	31.3%

Crosstabs by Years of Residency

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

N=1298	<u>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q24a My household is prepared for an emergency</u>									
Strongly agree	3.2%	11.0%	6.3%	9.0%	7.0%	8.5%	10.8%	15.4%	8.3%
Agree	16.8%	22.8%	25.0%	34.0%	38.2%	33.6%	38.7%	23.1%	30.6%
Neutral	28.4%	17.6%	27.0%	26.9%	23.6%	28.0%	27.0%	38.5%	26.0%
Disagree	35.8%	39.0%	32.8%	20.5%	24.2%	25.6%	19.6%	19.2%	27.4%
Strongly disagree	15.8%	9.6%	9.0%	9.6%	7.0%	4.3%	3.9%	3.8%	7.7%

Crosstabs by Years of Residency

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

N=1298	<u>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q24b County has done good job educating the public</u>									
Strongly agree	2.7%	4.7%	7.9%	8.3%	9.5%	9.0%	7.2%	14.3%	7.7%
Agree	18.7%	21.3%	39.2%	41.0%	31.3%	38.7%	39.5%	38.1%	35.0%
Neutral	38.7%	37.8%	29.2%	31.3%	36.1%	30.7%	30.3%	38.1%	32.5%
Disagree	33.3%	28.3%	20.8%	10.4%	19.7%	15.6%	20.5%	4.8%	19.8%
Strongly disagree	6.7%	7.9%	2.9%	9.0%	3.4%	6.0%	2.6%	4.8%	5.1%

Crosstabs by Years of Residency

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

N=1298	<u>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q24c Know where to get information during an emergency</u>									
Strongly agree	4.7%	5.2%	7.4%	4.3%	8.2%	10.9%	8.0%	13.6%	7.5%
Agree	23.3%	25.2%	28.9%	39.6%	31.5%	35.8%	38.5%	27.3%	32.3%
Neutral	15.1%	21.5%	30.2%	22.3%	23.3%	24.9%	22.5%	40.9%	24.3%
Disagree	48.8%	38.5%	27.3%	25.2%	30.8%	19.7%	24.1%	13.6%	28.3%
Strongly disagree	8.1%	9.6%	6.2%	8.6%	6.2%	8.8%	7.0%	4.5%	7.6%

Crosstabs by Years of Residency

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

N=1298	<u>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q24d Aware of efforts by the County to prepare for an emergency</u>									
Strongly agree	2.4%	4.8%	10.5%	8.2%	7.8%	14.4%	9.1%	13.0%	9.1%
Agree	19.0%	26.2%	40.2%	44.9%	37.6%	44.3%	48.1%	39.1%	39.4%
Neutral	23.8%	22.2%	21.8%	20.4%	29.1%	18.6%	21.4%	30.4%	22.3%
Disagree	45.2%	37.3%	20.9%	18.4%	18.4%	14.4%	16.0%	4.3%	21.6%
Strongly disagree	9.5%	9.5%	6.7%	8.2%	7.1%	8.2%	5.3%	13.0%	7.6%

Crosstabs by Years of Residency

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	Q29 Years in Arlington County								Total
	Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided	
<u>Q25a Cleanliness & safety of food</u>									
Very satisfied	19.4%	21.0%	20.8%	17.5%	20.1%	17.2%	14.6%	23.1%	18.6%
Satisfied	62.2%	64.5%	60.0%	61.7%	63.0%	63.1%	64.6%	57.7%	62.5%
Neutral	16.3%	9.4%	14.1%	16.2%	14.3%	15.3%	18.4%	15.4%	15.0%
Dissatisfied	2.0%	4.3%	4.7%	4.5%	1.9%	4.4%	2.4%	0.0%	3.6%
Very dissatisfied	0.0%	0.7%	0.4%	0.0%	0.6%	0.0%	0.0%	3.8%	0.3%

Crosstabs by Years of Residency

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	<u>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q25b Availability of quality services to support disabled</u>									
Very satisfied	4.2%	6.5%	9.9%	10.7%	9.3%	6.2%	15.4%	33.3%	10.7%
Satisfied	45.8%	41.9%	45.1%	42.9%	34.7%	38.1%	40.2%	33.3%	40.3%
Neutral	41.7%	45.2%	35.2%	37.5%	40.0%	40.2%	36.8%	26.7%	38.1%
Dissatisfied	4.2%	6.5%	8.8%	8.9%	16.0%	12.4%	5.1%	0.0%	9.1%
Very dissatisfied	4.2%	0.0%	1.1%	0.0%	0.0%	3.1%	2.6%	6.7%	1.8%

Crosstabs by Years of Residency

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	<u>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q25c Availability of services to seniors</u>									
Very satisfied	13.6%	15.2%	16.9%	15.9%	14.8%	15.5%	16.9%	31.6%	16.5%
Satisfied	40.9%	39.4%	47.2%	38.1%	38.3%	42.7%	51.2%	36.8%	44.3%
Neutral	40.9%	39.4%	29.2%	36.5%	35.8%	35.5%	28.3%	21.1%	32.6%
Dissatisfied	4.5%	6.1%	6.7%	9.5%	11.1%	4.5%	3.6%	5.3%	6.2%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	0.0%	1.8%	0.0%	5.3%	0.5%

Crosstabs by Years of Residency

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	<u>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q25d Availability of services to people on a low or fixed income</u>									
Very satisfied	14.7%	5.9%	9.6%	12.1%	12.0%	13.1%	5.9%	23.5%	10.5%
Satisfied	23.5%	17.6%	34.0%	27.3%	25.3%	31.3%	35.6%	47.1%	30.7%
Neutral	47.1%	55.9%	40.4%	36.4%	44.0%	44.4%	42.2%	11.8%	42.1%
Dissatisfied	11.8%	17.6%	8.5%	19.7%	16.0%	9.1%	13.3%	11.8%	13.0%
Very dissatisfied	2.9%	2.9%	7.4%	4.5%	2.7%	2.0%	3.0%	5.9%	3.8%

Crosstabs by Years of Residency

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	<u>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q25e Overall quality of school health problems</u>									
Very satisfied	5.6%	12.1%	16.0%	13.0%	7.4%	7.5%	8.7%	30.8%	10.7%
Satisfied	44.4%	33.3%	49.0%	32.5%	42.0%	39.3%	36.9%	46.2%	40.2%
Neutral	38.9%	39.4%	30.0%	45.5%	37.0%	48.6%	49.5%	15.4%	41.3%
Dissatisfied	11.1%	12.1%	4.0%	7.8%	13.6%	1.9%	4.9%	0.0%	6.5%
Very dissatisfied	0.0%	3.0%	1.0%	1.3%	0.0%	2.8%	0.0%	7.7%	1.3%

Crosstabs by Years of Residency

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	<u>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q25f Substance abuse & prevention programs</u>									
Very satisfied	8.3%	16.0%	7.6%	7.3%	8.6%	6.5%	12.6%	14.3%	9.4%
Satisfied	33.3%	16.0%	37.9%	34.1%	29.3%	30.4%	33.7%	21.4%	31.6%
Neutral	54.2%	44.0%	45.5%	51.2%	53.4%	55.4%	44.2%	50.0%	49.6%
Dissatisfied	4.2%	20.0%	6.1%	4.9%	6.9%	7.6%	9.5%	7.1%	8.0%
Very dissatisfied	0.0%	4.0%	3.0%	2.4%	1.7%	0.0%	0.0%	7.1%	1.4%

Crosstabs by Years of Residency

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	<u>Q29 Years in Arlington County</u>								<u>Total</u>
	<u>Under 3</u>	<u>3 to 5</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	<u>Not provided</u>	
<u>Q25g Efforts to preserve & increase the availability of housing</u>									
Very satisfied	11.6%	10.6%	8.5%	11.7%	8.1%	5.0%	4.9%	15.0%	8.0%
Satisfied	20.9%	16.7%	25.5%	23.4%	19.8%	28.9%	29.3%	35.0%	25.2%
Neutral	34.9%	34.8%	34.6%	33.3%	37.8%	37.7%	30.5%	10.0%	34.1%
Dissatisfied	16.3%	19.7%	19.6%	19.8%	20.7%	21.4%	25.0%	30.0%	21.3%
Very dissatisfied	16.3%	18.2%	11.8%	11.7%	13.5%	6.9%	10.4%	10.0%	11.5%

Crosstabs by Years of Residency

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

	Q29 Years in Arlington County								Total
	Under 3 2	3 to 5 5	6 to 10 10	11 to 15 15	16 to 20 20	21 to 30 30	31+ 31	Not provided 99	

Q26 Most important health & human services

A=Cleanliness & safety of food in restaurants	20.2%	16.7%	20.4%	23.1%	17.2%	17.5%	16.4%	16.1%	18.6%
B=Availability of quality services for disabled	11.1%	6.9%	12.5%	11.3%	11.0%	16.1%	11.9%	9.7%	11.9%
C=Availability of services to seniors	7.1%	5.6%	9.4%	10.6%	16.6%	16.1%	16.9%	6.5%	12.2%
D=Services to people on low income	20.2%	19.4%	23.8%	23.1%	21.5%	19.8%	25.6%	12.9%	22.0%
E=Overall quality of school health programs	24.2%	17.4%	15.5%	16.3%	16.0%	12.0%	9.1%	9.7%	14.7%

Crosstabs by Years of Residency

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

		Q29 Years in Arlington County							Total
		Under 3	3 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31+	Not provided
		2	5	10	15	20	30	31	99

Q26 Most important health & human services (Cont.)

F=Substance abuse & prevention programs	8.1%	7.6%	6.0%	10.0%	10.4%	12.0%	12.8%	6.5%	9.6%
G=County efforts to preserve & increase housing	34.3%	39.6%	41.5%	42.5%	39.3%	41.9%	35.6%	25.8%	39.3%
Z=None chosen	34.3%	37.5%	29.8%	26.9%	27.6%	24.9%	30.6%	51.6%	30.2%