

Crosstabs by Type of Housing and Home Ownership

Distribution of Respondents by Type of Housing and Home Ownership

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

<u>Q28 Type of home</u>	<u>Number</u>	<u>Percent</u>
1=Single family	744	57.3 %
2=Duplex/triplex	64	4.9 %
4=Condo/apartment	420	32.4 %
5=Other	70	5.4 %
Total	1298	100.0 %

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	<u>Single family</u>	<u>Duplex/ triplex</u>	<u>Condo/ apartm-ent</u>	<u>Other</u>	
<u>Q1a Quality of police services</u>							
Very satisfied	33.0%	34.5%	35.7%	26.8%	30.6%	31.1%	33.4%
Satisfied	54.9%	50.2%	52.7%	58.9%	54.9%	49.2%	53.5%
Neutral	8.9%	11.7%	9.0%	7.1%	10.4%	16.4%	9.8%
Dissatisfied	2.2%	2.1%	1.4%	5.4%	2.9%	3.3%	2.2%
Very dissatisfied	1.0%	1.5%	1.2%	1.8%	1.2%	0.0%	1.2%

Crosstabs by Type of Housing and Home Ownership

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

Q27 Own or rent home		Q28 Describe home				Total
Own	Rent	Single family	Duplex/triplex	Condo/apartm-ent	Other	

Q1b Quality of fire & emergency medical & ambulance services

Very satisfied	45.3%	43.5%	47.7%	42.6%	41.3%	33.3%	44.8%
Satisfied	44.4%	47.9%	42.0%	48.1%	50.5%	53.3%	45.5%
Neutral	9.3%	8.2%	9.3%	9.3%	7.5%	13.3%	9.0%
Dissatisfied	0.9%	0.3%	0.9%	0.0%	0.7%	0.0%	0.7%
Very dissatisfied	0.1%	0.0%	0.2%	0.0%	0.0%	0.0%	0.1%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	<u>Condo/</u>			<u>Other</u>	
			<u>Single family</u>	<u>Duplex/ triplex</u>	<u>apartm-ent</u>		
<u>Q1c Quality of the County's emergency preparedness services</u>							
Very satisfied	28.2%	28.3%	27.9%	20.4%	30.8%	26.3%	28.3%
Satisfied	47.5%	52.7%	49.6%	53.1%	47.5%	44.7%	48.9%
Neutral	21.5%	17.7%	20.2%	24.5%	18.8%	28.9%	20.4%
Dissatisfied	2.1%	0.9%	1.7%	0.0%	2.5%	0.0%	1.7%
Very dissatisfied	0.7%	0.4%	0.6%	2.0%	0.4%	0.0%	0.6%

Crosstabs by Type of Housing and Home Ownership

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

Q27 Own or rent home		Q28 Describe home				Total
Own	Rent	Single family	Duplex/triplex	Condo/apartm-ent	Other	

Q1d Quality of County parks/recreation programs

Very satisfied	38.6%	35.8%	39.3%	40.0%	35.1%	33.3%	37.8%
Satisfied	48.9%	47.7%	47.5%	41.7%	52.3%	46.0%	48.6%
Neutral	10.3%	13.6%	10.8%	15.0%	9.8%	20.6%	11.3%
Dissatisfied	1.8%	2.6%	1.8%	3.3%	2.5%	0.0%	2.0%
Very dissatisfied	0.5%	0.3%	0.6%	0.0%	0.3%	0.0%	0.4%

Crosstabs by Type of Housing and Home Ownership

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

Q27 Own or rent home		Q28 Describe home				Total
Own	Rent	Single family	Duplex/triplex	Condo/apartm-ent	Other	

Q1e Quality of County arts/cultural programs

Very satisfied	28.8%	30.8%	30.2%	32.1%	28.1%	25.9%	29.4%
Satisfied	48.5%	45.8%	46.2%	39.6%	51.9%	46.3%	47.7%
Neutral	19.7%	20.6%	20.6%	24.5%	17.7%	22.2%	19.9%
Dissatisfied	2.5%	2.8%	2.5%	1.9%	2.3%	5.6%	2.6%
Very dissatisfied	0.5%	0.0%	0.5%	1.9%	0.0%	0.0%	0.4%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	Condo/ Single Duplex/ apartm- family triplex ent			<u>Other</u>	
			<u>family</u>	<u>triplex</u>	<u>ent</u>		
<u>Q1f Maintenance of County streets</u>							
Very satisfied	10.5%	14.3%	10.7%	9.7%	14.2%	8.7%	11.7%
Satisfied	49.3%	44.5%	48.6%	43.5%	47.5%	44.9%	47.8%
Neutral	22.8%	21.6%	23.2%	25.8%	20.3%	23.2%	22.4%
Dissatisfied	14.7%	16.7%	15.1%	17.7%	14.2%	21.7%	15.3%
Very dissatisfied	2.7%	2.9%	2.3%	3.2%	3.7%	1.4%	2.8%

Crosstabs by Type of Housing and Home Ownership

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

Q27 Own or rent home		Q28 Describe home				Total
Own	Rent	Single family	Duplex/triplex	Condo/apartm-ent	Other	

Q1g Management of traffic flow on County streets

Very satisfied	9.8%	11.9%	11.0%	9.5%	9.8%	8.7%	10.4%
Satisfied	43.2%	40.1%	41.5%	46.0%	42.7%	43.5%	42.2%
Neutral	26.6%	27.7%	25.8%	20.6%	29.5%	29.0%	26.9%
Dissatisfied	16.5%	16.6%	17.6%	15.9%	14.6%	15.9%	16.5%
Very dissatisfied	4.0%	3.7%	4.0%	7.9%	3.3%	2.9%	3.9%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	<u>Condo/</u>				
			<u>Single family</u>	<u>Duplex/ triplex</u>	<u>apartm-ent</u>	<u>Other</u>	
<u>Q1h Quality of County water & wastewater services</u>							
Very satisfied	20.6%	18.7%	21.9%	20.3%	17.4%	14.1%	20.1%
Satisfied	53.5%	54.4%	52.6%	52.5%	54.6%	62.5%	53.7%
Neutral	17.6%	19.0%	17.7%	15.3%	19.6%	15.6%	18.0%
Dissatisfied	5.9%	6.2%	5.5%	8.5%	6.4%	6.3%	6.0%
Very dissatisfied	2.4%	1.7%	2.3%	3.4%	2.0%	1.6%	2.2%

Crosstabs by Type of Housing and Home Ownership

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

Q27 Own or rent home		Q28 Describe home				Total
Own	Rent	Single family	Duplex/triplex	Condo/apartm-ent	Other	

Q1i Quality of the County's stormwater runoff system

Very satisfied	17.3%	18.1%	17.7%	23.7%	16.7%	13.0%	17.5%
Satisfied	44.0%	46.1%	42.4%	32.2%	51.2%	46.3%	44.6%
Neutral	27.9%	28.3%	28.9%	30.5%	24.9%	31.5%	28.0%
Dissatisfied	7.8%	7.2%	7.8%	10.2%	6.8%	7.4%	7.6%
Very dissatisfied	3.0%	0.3%	3.1%	3.4%	0.3%	1.9%	2.3%

Crosstabs by Type of Housing and Home Ownership

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

Q27 Own or rent home		Q28 Describe home				Total
Own	Rent	Single family	Duplex/triplex	Condo/apartm-ent	Other	

Q1j Enforcement of County codes & ordinances

Very satisfied	18.9%	19.7%	19.0%	24.1%	17.7%	23.2%	19.1%
Satisfied	40.0%	40.7%	38.7%	31.5%	46.0%	33.9%	40.2%
Neutral	27.7%	30.8%	28.2%	29.6%	28.7%	32.1%	28.6%
Dissatisfied	10.2%	5.8%	11.2%	1.9%	5.7%	8.9%	9.0%
Very dissatisfied	3.1%	3.1%	2.9%	13.0%	2.0%	1.8%	3.1%

Crosstabs by Type of Housing and Home Ownership

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

Q27 Own or rent home		Q28 Describe home				Total
Own	Rent	Single family	Duplex/triplex	Condo/apartm-ent	Other	

Q1k Quality of the County's library system

Very satisfied	47.2%	44.8%	46.6%	45.6%	47.1%	42.6%	46.5%
Satisfied	38.3%	40.7%	39.5%	33.3%	39.1%	37.7%	39.0%
Neutral	10.8%	12.2%	11.1%	17.5%	9.4%	16.4%	11.2%
Dissatisfied	3.0%	2.4%	2.2%	1.8%	4.0%	3.3%	2.8%
Very dissatisfied	0.8%	0.0%	0.6%	1.8%	0.3%	0.0%	0.5%

Crosstabs by Type of Housing and Home Ownership

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

	Q27 Own or rent home		Q28 Describe home				Total
	Own	Rent	Condo/			Other	
			Single family	Duplex/ triplex	apartm-ent		

Q11 Effectiveness of the County's Smart Growth practices

Very satisfied	24.9%	27.1%	25.1%	28.0%	26.6%	22.0%	25.5%
Satisfied	40.4%	38.1%	39.0%	34.0%	39.9%	50.8%	39.7%
Neutral	25.6%	22.7%	26.9%	20.0%	22.1%	20.3%	24.7%
Dissatisfied	7.1%	10.0%	6.6%	14.0%	9.7%	6.8%	7.9%
Very dissatisfied	2.1%	2.0%	2.3%	4.0%	1.6%	0.0%	2.1%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	<u>Single family</u>	<u>Duplex/ triplex</u>	<u>Condo/ apartm-ent</u>	<u>Other</u>	
<u>Q1m Quality of customer service you receive</u>							
Very satisfied	24.8%	23.4%	24.5%	30.5%	23.7%	20.6%	24.4%
Satisfied	47.7%	41.9%	46.2%	44.1%	46.2%	44.4%	46.0%
Neutral	21.9%	26.9%	23.7%	13.6%	23.7%	27.0%	23.3%
Dissatisfied	4.0%	6.6%	3.4%	10.2%	5.8%	7.9%	4.7%
Very dissatisfied	1.7%	1.2%	2.2%	1.7%	0.6%	0.0%	1.5%

Crosstabs by Type of Housing and Home Ownership

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	Q27 Own or rent home		Q28 Describe home				Total
	Own	Rent	Condo/			Other	
			Single family	Duplex/ triplex	apartm-ent		

Q1n Effectiveness of County communication with the public

Very satisfied	22.9%	21.5%	22.2%	21.7%	22.7%	24.6%	22.5%
Satisfied	48.0%	48.0%	48.8%	50.0%	47.7%	37.7%	48.0%
Neutral	23.2%	23.8%	22.7%	18.3%	24.5%	29.5%	23.4%
Dissatisfied	4.6%	6.1%	5.4%	5.0%	4.3%	6.6%	5.1%
Very dissatisfied	1.3%	0.6%	0.9%	5.0%	0.8%	1.6%	1.1%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	<u>Condo/</u>			<u>Other</u>	
			<u>Single family</u>	<u>Duplex/ triplex</u>	<u>apartm-ent</u>		
<u>Q1o County efforts to preserve & protect the environment</u>							
Very satisfied	24.5%	23.9%	23.1%	25.9%	25.1%	32.1%	24.3%
Satisfied	47.2%	44.1%	47.2%	48.1%	46.4%	33.9%	46.3%
Neutral	21.8%	24.5%	23.6%	18.5%	21.0%	25.0%	22.6%
Dissatisfied	4.8%	6.2%	4.7%	3.7%	5.8%	8.9%	5.2%
Very dissatisfied	1.7%	1.2%	1.4%	3.7%	1.7%	0.0%	1.5%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	<u>Condo/</u>			<u>Other</u>	
			<u>Single family</u>	<u>Duplex/ triplex</u>	<u>apartm-ent</u>		
<u>Q1p Quality of County's human services</u>							
Very satisfied	19.7%	23.3%	19.2%	35.7%	22.1%	15.4%	20.8%
Satisfied	42.4%	38.6%	41.7%	33.3%	42.6%	35.9%	41.2%
Neutral	30.3%	27.5%	31.2%	21.4%	26.0%	38.5%	29.5%
Dissatisfied	5.9%	9.7%	6.1%	7.1%	8.5%	10.3%	7.1%
Very dissatisfied	1.7%	0.8%	1.7%	2.4%	0.9%	0.0%	1.4%

Crosstabs by Type of Housing and Home Ownership

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

	Q27 Own or rent home		Q28 Describe home				Total
	Own 1	Rent 2	Single family 1	Duplex/ triplex 2	Condo/ apartment 4	Other 5	
<u>Q2 Most important area</u>							
A=Quality of police services	14.4%	16.6%	11.4%	17.2%	20.5%	20.0%	15.1%
B=Fire & emergency medical & ambulance services	9.3%	11.8%	9.1%	7.8%	12.4%	8.6%	10.1%
C=County's emergency preparedness services	18.2%	20.9%	19.2%	14.1%	19.8%	17.1%	19.0%
D=Quality of County parks/recreation programs	16.5%	15.4%	16.0%	15.6%	15.5%	22.9%	16.2%
E=Quality of County arts/cultural programs	7.7%	7.1%	7.3%	6.3%	7.9%	8.6%	7.5%

Crosstabs by Type of Housing and Home Ownership

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

	Q27 Own or rent home		Q28 Describe home				Total
	Own 1	Rent 2	Single family 1	Duplex/ triplex 2	Condo/ apartment 4	Other 5	
<u>Q2 Most important area (Cont.)</u>							
F=Maintenance of County streets	39.3%	35.0%	37.9%	29.7%	38.1%	45.7%	38.0%
G=Management of traffic flow on County streets	43.5%	39.8%	41.4%	42.2%	44.5%	40.0%	42.4%
H=County water & wastewater services	16.5%	14.9%	16.0%	20.3%	15.2%	17.1%	16.0%
I=County's stormwater runoff system	14.0%	9.6%	15.3%	12.5%	8.6%	8.6%	12.6%
J=Enforcement of County codes & ordinances	17.9%	17.4%	20.2%	20.3%	12.6%	20.0%	17.7%

Crosstabs by Type of Housing and Home Ownership

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

Q27 Own or rent home		Q28 Describe home				Total
Own 1	Rent 2	Single family 1	Duplex/ triplex 2	Condo/ apartment 4	Other 5	

Q2 Most important area (Cont.)

K=Quality of the County's library system	5.7%	7.8%	5.8%	4.7%	7.6%	5.7%	6.3%
L=Effectiveness of the Smart Growth practices	29.1%	28.5%	28.1%	23.4%	31.9%	24.3%	28.9%
M=Quality of customer service you receive	10.7%	14.9%	11.7%	15.6%	11.2%	15.7%	11.9%
N=Effectiveness of County communication	12.5%	15.9%	12.6%	20.3%	13.6%	17.1%	13.6%
O=Efforts to preserve & protect the environment	31.9%	31.7%	33.1%	28.1%	30.7%	28.6%	31.8%

Crosstabs by Type of Housing and Home Ownership

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

Q27 Own or rent home		Q28 Describe home				Total
Own 1	Rent 2	Single family 1	Duplex/ triplex 2	Condo/ apartment 4	Other 5	

Q2 Most important area (Cont.)

P=Quality of County's human services

24.9% 27.5% 25.8% 28.1% 26.0% 20.0% 25.7%

Z=None chosen

12.8% 13.9% 12.2% 15.6% 14.5% 11.4% 13.1%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	<u>Condo/</u>			<u>Other</u>	
			<u>Single family</u>	<u>Duplex/ triplex</u>	<u>apartm-ent</u>		
<u>Q3a In your neighborhood during the day</u>							
Very safe	67.9%	66.0%	69.1%	52.4%	66.7%	65.2%	67.3%
Safe	27.5%	30.4%	27.3%	38.1%	28.7%	29.0%	28.4%
Neutral	3.5%	3.1%	3.3%	3.2%	3.3%	4.3%	3.3%
Unsafe	0.9%	0.5%	0.3%	3.2%	1.2%	1.4%	0.8%
Very unsafe	0.2%	0.0%	0.0%	3.2%	0.0%	0.0%	0.2%

Crosstabs by Type of Housing and Home Ownership

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	Q27 Own or rent home		Q28 Describe home				Total
	Own	Rent	Condo/			Other	
			Single family	Duplex/ triplex	apartm-ent		
<u>Q3b In your neighborhood at night</u>							
Very safe	32.0%	30.3%	35.7%	20.6%	26.3%	26.1%	31.4%
Safe	49.7%	45.6%	49.0%	54.0%	45.9%	52.2%	48.4%
Neutral	13.0%	15.4%	11.8%	7.9%	18.1%	13.0%	13.7%
Unsafe	3.8%	7.4%	2.9%	11.1%	7.5%	5.8%	4.9%
Very unsafe	1.6%	1.3%	0.5%	6.3%	2.2%	2.9%	1.5%

Crosstabs by Type of Housing and Home Ownership

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	Q27 Own or rent home		Q28 Describe home				Total
	Own	Rent	Condo/			Other	
			Single family	Duplex/ triplex	apartm-ent		
<u>Q3c In County parks</u>							
Very safe	15.4%	17.7%	17.8%	10.2%	15.2%	6.6%	16.0%
Safe	49.9%	46.3%	49.1%	47.5%	46.9%	59.0%	48.9%
Neutral	25.6%	26.5%	25.3%	30.5%	27.0%	21.3%	25.9%
Unsafe	7.6%	7.4%	6.0%	8.5%	9.6%	11.5%	7.5%
Very unsafe	1.6%	2.1%	1.7%	3.4%	1.4%	1.6%	1.7%

Crosstabs by Type of Housing and Home Ownership

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	Q27 Own or rent home		Q28 Describe home				Total
	Own	Rent	Single family	Duplex/ triplex	Condo/ apartm-ent		
					Other		
<u>Q3d In County buildings</u>							
Very safe	43.1%	39.9%	42.7%	27.1%	44.4%	37.7%	42.1%
Safe	43.2%	44.9%	44.1%	49.2%	43.0%	37.7%	43.7%
Neutral	12.3%	13.2%	12.3%	20.3%	10.1%	23.0%	12.6%
Unsafe	1.1%	1.5%	0.9%	1.7%	2.0%	0.0%	1.2%
Very unsafe	0.2%	0.6%	0.0%	1.7%	0.6%	1.6%	0.3%

Crosstabs by Type of Housing and Home Ownership

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	Q27 Own or rent home		Q28 Describe home				Total
	Own	Rent	Condo/			Other	
			Single family	Duplex/ triplex	apartm-ent		

Q3e In commercial/retail areas at night

Very safe	18.6%	19.5%	18.3%	15.0%	21.0%	15.2%	18.9%
Safe	52.2%	51.6%	52.7%	45.0%	50.8%	59.1%	52.0%
Neutral	22.1%	22.2%	22.7%	28.3%	20.8%	18.2%	22.1%
Unsafe	6.5%	6.4%	6.0%	10.0%	7.0%	4.5%	6.5%
Very unsafe	0.7%	0.3%	0.3%	1.7%	0.5%	3.0%	0.6%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	<u>Condo/</u>			<u>Other</u>	
			<u>Single family</u>	<u>Duplex/ triplex</u>	<u>apartm-ent</u>		
<u>Q3f Overall feeling of safety in the County</u>							
Very safe	25.1%	23.3%	25.8%	19.0%	23.3%	23.2%	24.5%
Safe	61.9%	59.7%	61.0%	63.5%	61.3%	60.9%	61.2%
Neutral	10.9%	13.7%	11.5%	12.7%	11.5%	14.5%	11.7%
Unsafe	1.9%	3.4%	1.6%	1.6%	3.8%	1.4%	2.3%
Very unsafe	0.3%	0.0%	0.1%	3.2%	0.0%	0.0%	0.2%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	<u>Single family</u>	<u>Duplex/triplex</u>	<u>Condo/apartm-ent</u>		
					<u>Other</u>		
<u>Q4a Overall quality of services provided</u>							
Very satisfied	30.2%	26.8%	30.9%	14.1%	27.0%	37.9%	29.2%
Satisfied	58.4%	57.1%	58.3%	70.3%	57.8%	43.9%	58.0%
Neutral	9.8%	14.5%	9.4%	9.4%	13.9%	16.7%	11.2%
Dissatisfied	1.1%	0.5%	0.8%	3.1%	0.7%	1.5%	0.9%
Very dissatisfied	0.5%	1.1%	0.5%	3.1%	0.5%	0.0%	0.6%

Crosstabs by Type of Housing and Home Ownership

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	Q27 Own or rent home		Q28 Describe home				Total
	Own	Rent	Single family	Duplex/triplex	Condo/apartm-ent	Other	

Q4b Overall image of Arlington County

Very satisfied	39.8%	37.9%	39.4%	34.9%	38.6%	45.6%	39.2%
Satisfied	49.0%	48.6%	49.5%	52.4%	49.3%	36.8%	48.9%
Neutral	8.6%	11.2%	8.8%	7.9%	9.7%	14.7%	9.4%
Dissatisfied	1.9%	1.8%	1.8%	3.2%	1.9%	1.5%	1.9%
Very dissatisfied	0.7%	0.5%	0.5%	1.6%	0.5%	1.5%	0.6%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	<u>Single family</u>	<u>Duplex/ triplex</u>	<u>Condo/ apartm-ent</u>		
					<u>Other</u>		
<u>Q4c How well the County is managing growth</u>							
Very satisfied	15.0%	16.2%	14.7%	15.0%	15.9%	18.8%	15.3%
Satisfied	41.5%	40.7%	41.1%	45.0%	41.4%	39.1%	41.3%
Neutral	25.5%	27.2%	26.5%	20.0%	26.7%	21.9%	26.0%
Dissatisfied	14.4%	12.4%	14.0%	13.3%	12.9%	17.2%	13.8%
Very dissatisfied	3.7%	3.5%	3.7%	6.7%	3.1%	3.1%	3.6%

Crosstabs by Type of Housing and Home Ownership

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	Q27 Own or rent home		Q28 Describe home				Total
	Own	Rent	Single family	Duplex/triplex	Condo/apartm-ent	Other	

Q4d Quality of life in Arlington County

Very satisfied	41.2%	34.5%	40.8%	31.7%	36.9%	40.6%	39.1%
Satisfied	46.2%	50.5%	46.7%	50.8%	48.8%	44.9%	47.5%
Neutral	10.3%	11.9%	10.0%	12.7%	11.6%	13.0%	10.8%
Dissatisfied	2.3%	3.1%	2.5%	3.2%	2.7%	1.4%	2.5%
Very dissatisfied	0.1%	0.0%	0.0%	1.6%	0.0%	0.0%	0.1%

Crosstabs by Type of Housing and Home Ownership

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

	Q27 Own or rent home		Q28 Describe home				Total
	Own	Rent	Condo/ Single Duplex/ apartm- family triplex ent Other				
			Single family	Duplex triplex	Condo/ apartm-ent	Other	

Q4e Quality of public schools in the County

Very satisfied	34.8%	34.2%	36.7%	25.9%	32.9%	25.6%	34.7%
Satisfied	44.2%	43.3%	44.3%	46.3%	41.8%	46.5%	43.9%
Neutral	14.6%	19.4%	13.2%	18.5%	21.8%	20.9%	15.9%
Dissatisfied	5.1%	2.7%	4.6%	3.7%	3.6%	7.0%	4.4%
Very dissatisfied	1.3%	0.4%	1.1%	5.6%	0.0%	0.0%	1.1%

Crosstabs by Type of Housing and Home Ownership

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	Q27 Own or rent home		Q28 Describe home				Total
	Own	Rent	Single family	Duplex/triplex	Condo/apartm-ent	Other	
<u>Q4f Value you receive for your County taxes</u>							
Very satisfied	18.2%	17.6%	20.5%	12.7%	14.6%	16.7%	18.1%
Satisfied	45.5%	39.5%	42.9%	47.6%	46.2%	36.4%	43.8%
Neutral	23.1%	28.7%	22.6%	17.5%	28.6%	33.3%	24.7%
Dissatisfied	9.6%	11.4%	10.6%	14.3%	8.8%	9.1%	10.1%
Very dissatisfied	3.5%	2.8%	3.5%	7.9%	1.9%	4.5%	3.3%

Crosstabs by Type of Housing and Home Ownership

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	Q27 Own or rent home		Q28 Describe home				Total
	Own	Rent	Single family	Duplex/triplex	Condo/apartm-ent	Other	
<u>Q4g County government's overall efforts to embrace diversity</u>							
Very satisfied	24.6%	24.0%	23.9%	25.0%	25.3%	23.6%	24.4%
Satisfied	43.7%	38.8%	42.6%	46.7%	40.9%	41.8%	42.2%
Neutral	23.8%	28.3%	24.5%	21.7%	27.1%	23.6%	25.1%
Dissatisfied	5.5%	7.4%	6.5%	1.7%	5.6%	9.1%	6.1%
Very dissatisfied	2.4%	1.5%	2.5%	5.0%	1.2%	1.8%	2.2%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	<u>Single family</u>	<u>Duplex/ triplex</u>	<u>Condo/ apartm-ent</u>		
					<u>Other</u>		
<u>Q4h Overall inclusiveness of the community</u>							
Very satisfied	23.7%	23.1%	24.7%	23.3%	21.6%	22.2%	23.5%
Satisfied	45.8%	46.0%	43.6%	46.7%	50.4%	42.9%	45.9%
Neutral	26.0%	23.7%	26.5%	23.3%	23.2%	27.0%	25.3%
Dissatisfied	3.8%	4.9%	4.4%	3.3%	3.2%	6.3%	4.1%
Very dissatisfied	0.7%	2.3%	0.7%	3.3%	1.6%	1.6%	1.2%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	<u>Single family</u>	<u>Duplex/ triplex</u>	<u>Condo/ apartm-ent</u>	<u>Other</u>	
<u>Q5a Overall maintenance of major streets</u>							
Very satisfied	14.2%	11.6%	14.9%	7.9%	11.7%	12.9%	13.4%
Satisfied	54.0%	50.8%	54.2%	55.6%	52.6%	41.4%	53.0%
Neutral	17.6%	19.8%	17.5%	19.0%	17.8%	28.6%	18.3%
Dissatisfied	12.1%	16.0%	11.8%	15.9%	14.8%	17.1%	13.3%
Very dissatisfied	2.1%	1.8%	1.6%	1.6%	3.2%	0.0%	2.0%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
<u>Own</u>	<u>Rent</u>	<u>Single family</u>	<u>Duplex/ triplex</u>	<u>Condo/ apartm-ent</u>	<u>Other</u>	

Q5b Maintenance of streets in your neighborhood

Very satisfied	15.5%	15.0%	15.8%	10.9%	15.4%	14.3%	15.3%
Satisfied	48.7%	45.3%	48.0%	42.2%	48.4%	44.3%	47.6%
Neutral	17.9%	21.1%	19.4%	21.9%	16.6%	24.3%	18.9%
Dissatisfied	14.5%	15.5%	13.6%	15.6%	16.6%	15.7%	14.8%
Very dissatisfied	3.5%	3.1%	3.3%	9.4%	2.9%	1.4%	3.3%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	<u>Single family</u>	<u>Duplex/ triplex</u>	<u>Condo/ apartm-ent</u>	<u>Other</u>	
<u>Q5c Maintenance of County buildings</u>							
Very satisfied	18.6%	17.2%	17.9%	15.8%	20.1%	12.3%	18.2%
Satisfied	59.1%	58.1%	57.3%	63.2%	60.7%	61.4%	58.8%
Neutral	19.3%	23.8%	21.5%	21.1%	17.7%	26.3%	20.6%
Dissatisfied	2.7%	0.6%	2.8%	0.0%	1.5%	0.0%	2.1%
Very dissatisfied	0.3%	0.3%	0.5%	0.0%	0.0%	0.0%	0.3%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	<u>Condo/</u>			<u>Other</u>	
			<u>Single family</u>	<u>Duplex/ triplex</u>	<u>apartm-ent</u>		
<u>Q5d Snow removal on major County streets</u>							
Very satisfied	19.7%	18.6%	20.0%	14.1%	19.3%	18.6%	19.4%
Satisfied	60.3%	53.7%	58.3%	70.3%	57.1%	54.3%	58.3%
Neutral	14.9%	17.6%	15.9%	9.4%	15.2%	22.9%	15.7%
Dissatisfied	4.1%	8.2%	4.6%	3.1%	7.6%	2.9%	5.4%
Very dissatisfied	0.9%	1.9%	1.3%	3.1%	0.8%	1.4%	1.2%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	<u>Single family</u>	<u>Duplex/ triplex</u>	<u>Condo/ apartm-ent</u>	<u>Other</u>	
<u>Q5e Snow removal on neighborhood streets</u>							
Very satisfied	11.2%	11.5%	11.2%	9.5%	11.7%	11.4%	11.3%
Satisfied	45.9%	43.3%	45.4%	34.9%	46.9%	41.4%	45.1%
Neutral	24.3%	21.4%	24.1%	25.4%	21.2%	27.1%	23.4%
Dissatisfied	15.2%	19.0%	15.2%	22.2%	17.6%	15.7%	16.3%
Very dissatisfied	3.5%	4.8%	4.1%	7.9%	2.6%	4.3%	3.9%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	Condo/ Single Duplex/ apartm- family triplex ent			<u>Other</u>	
			<u>family</u>	<u>triplex</u>	<u>ent</u>		
<u>Q5f Mowing & trimming of County land</u>							
Very satisfied	14.6%	15.3%	13.9%	17.5%	16.1%	14.7%	14.8%
Satisfied	54.0%	55.5%	53.9%	50.8%	56.5%	51.5%	54.4%
Neutral	20.1%	22.1%	21.3%	17.5%	19.4%	25.0%	20.7%
Dissatisfied	9.4%	6.3%	9.1%	12.7%	6.6%	8.8%	8.5%
Very dissatisfied	2.0%	0.8%	1.9%	1.6%	1.3%	0.0%	1.6%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	<u>Single family</u>	<u>Duplex/ triplex</u>	<u>Condo/ apartm-ent</u>	<u>Other</u>	
<u>Q5g Overall cleanliness of County streets & other public areas</u>							
Very satisfied	17.2%	16.0%	16.2%	15.9%	17.5%	20.0%	16.8%
Satisfied	58.0%	59.4%	58.7%	52.4%	59.4%	55.7%	58.4%
Neutral	17.8%	19.3%	19.2%	19.0%	16.8%	17.1%	18.3%
Dissatisfied	6.4%	4.8%	5.3%	12.7%	5.8%	7.1%	5.9%
Very dissatisfied	0.6%	0.5%	0.7%	0.0%	0.5%	0.0%	0.5%

Crosstabs by Type of Housing and Home Ownership

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

Q27 Own or rent home		Q28 Describe home				Total
Own	Rent	Single family	Duplex/triplex	Condo/apartm-ent	Other	

Q5h Adequacy of street lighting in your neighborhood

Very satisfied	16.5%	19.3%	17.3%	15.9%	17.9%	15.7%	17.4%
Satisfied	51.5%	47.3%	51.6%	39.7%	50.4%	44.3%	50.2%
Neutral	17.3%	18.6%	16.6%	15.9%	19.4%	20.0%	17.7%
Dissatisfied	12.7%	13.0%	12.3%	22.2%	10.9%	20.0%	12.8%
Very dissatisfied	2.1%	1.8%	2.2%	6.3%	1.5%	0.0%	2.0%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
<u>Own</u>	<u>Rent</u>	<u>Single family</u>	<u>Duplex/ triplex</u>	<u>Condo/ apartm-ent</u>	<u>Other</u>	

Q5i Adequacy of street lighting in commercial/retail areas

Very satisfied	19.5%	21.4%	20.8%	22.2%	18.6%	20.0%	20.1%
Satisfied	57.4%	54.5%	57.2%	54.0%	55.6%	57.1%	56.5%
Neutral	19.1%	18.9%	19.1%	14.3%	19.6%	18.6%	19.0%
Dissatisfied	3.7%	4.7%	2.5%	7.9%	6.0%	4.3%	4.0%
Very dissatisfied	0.3%	0.5%	0.4%	1.6%	0.2%	0.0%	0.4%

Crosstabs by Type of Housing and Home Ownership

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

Q27 Own or rent home		Q28 Describe home				Total
Own 1	Rent 2	Single family 1	Duplex/ triplex 2	Condo/ apartment 4	Other 5	

Q6 Most important public works items

A=Overall maintenance of major streets	45.7%	48.1%	44.1%	43.8%	50.0%	52.9%	46.5%
B=Maintenance of streets in your neighborhood	41.0%	38.8%	39.4%	43.8%	41.9%	37.1%	40.3%
C=Maintenance of County buildings	4.4%	7.8%	5.8%	3.1%	5.5%	4.3%	5.5%
D=Snow removal on major County streets	10.2%	14.6%	11.0%	9.4%	12.4%	14.3%	11.6%
E=Snow removal on neighborhood streets	31.3%	33.2%	34.3%	35.9%	27.9%	27.1%	31.9%

Crosstabs by Type of Housing and Home Ownership

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

Q27 Own or rent home		Q28 Describe home				Total
Own 1	Rent 2	Single family 1	Duplex/ triplex 2	Condo/ apartment 4	Other 5	

Q6 Most important public works items (Cont.)

F=Mowing & trimming of County land	18.1%	16.6%	19.9%	14.1%	14.3%	17.1%	17.6%
G=Overall cleanliness of County streets	29.6%	26.2%	26.7%	28.1%	31.4%	31.4%	28.6%
H=Adequacy of street lighting in neighborhood	28.7%	29.2%	26.1%	37.5%	31.7%	34.3%	28.9%
I=Street lighting in commercial/retail areas	13.5%	11.3%	10.5%	15.6%	16.4%	14.3%	12.9%
Z=None chosen	18.2%	16.6%	18.4%	15.6%	16.9%	17.1%	17.7%

Crosstabs by Type of Housing and Home Ownership

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

	<u>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	<u>Single family</u>	<u>Duplex/ triplex</u>	<u>Condo/ apartm-ent</u>	<u>Other</u>	
<u>Q7a Residential trash collection services</u>							
Very satisfied	44.6%	37.8%	48.6%	38.7%	31.0%	29.5%	42.7%
Satisfied	45.7%	45.2%	44.3%	46.8%	48.0%	47.5%	45.6%
Neutral	6.2%	14.8%	4.5%	9.7%	17.8%	14.8%	8.6%
Dissatisfied	2.5%	2.2%	2.2%	1.6%	2.8%	3.3%	2.4%
Very dissatisfied	1.1%	0.0%	0.4%	3.2%	0.4%	4.9%	0.8%

Crosstabs by Type of Housing and Home Ownership

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

	<u>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	<u>Single family</u>	<u>Duplex/ triplex</u>	<u>Condo/ apartm-ent</u>	<u>Other</u>	
<u>Q7b Curbside recycling services</u>							
Very satisfied	40.7%	35.1%	44.8%	40.0%	24.2%	29.8%	39.1%
Satisfied	42.7%	40.4%	42.5%	40.0%	42.2%	38.6%	42.1%
Neutral	11.0%	16.9%	7.4%	15.0%	25.4%	21.1%	12.6%
Dissatisfied	4.8%	6.3%	4.7%	3.3%	6.6%	8.8%	5.2%
Very dissatisfied	0.8%	1.3%	0.6%	1.7%	1.6%	1.8%	0.9%

Crosstabs by Type of Housing and Home Ownership

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	<u>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	Condo/ Single Duplex/ apartm- family triplex ent			<u>Other</u>	
			<u>family</u>	<u>triplex</u>	<u>ent</u>		
<u>Q7c Yardwaste removal services</u>							
Very satisfied	33.9%	30.4%	35.8%	33.3%	23.1%	30.6%	32.9%
Satisfied	44.3%	44.8%	45.2%	48.3%	43.2%	32.7%	44.4%
Neutral	15.1%	20.0%	12.5%	15.0%	28.6%	24.5%	16.4%
Dissatisfied	5.5%	4.1%	5.3%	1.7%	4.5%	10.2%	5.1%
Very dissatisfied	1.2%	0.7%	1.1%	1.7%	0.5%	2.0%	1.1%

Crosstabs by Type of Housing and Home Ownership

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	<u>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	Condo/ Single Duplex/ apartm- family triplex ent			<u>Other</u>	
			<u>family</u>	<u>triplex</u>	<u>ent</u>		
<u>Q7d Wastewater treatment services</u>							
Very satisfied	25.5%	25.5%	29.4%	25.9%	17.8%	15.4%	25.5%
Satisfied	48.0%	46.0%	44.7%	46.6%	52.7%	55.8%	47.4%
Neutral	21.5%	24.3%	21.3%	22.4%	24.9%	21.2%	22.3%
Dissatisfied	4.0%	3.8%	3.6%	5.2%	4.1%	5.8%	4.0%
Very dissatisfied	1.0%	0.4%	1.0%	0.0%	0.4%	1.9%	0.8%

Crosstabs by Type of Housing and Home Ownership

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	Q27 Own or rent home		Q28 Describe home				Total
	Own	Rent	Condo/ Single Duplex/ apartm- family triplex ent			Other	
			Single family	Duplex triplex	Condo/ apartm-ent		
<u>Q7e Drinking water services</u>							
Very satisfied	23.7%	24.1%	27.5%	25.0%	16.8%	19.4%	23.8%
Satisfied	50.8%	48.2%	50.1%	42.2%	52.1%	46.8%	50.0%
Neutral	18.7%	18.4%	17.2%	23.4%	19.2%	25.8%	18.6%
Dissatisfied	5.4%	6.9%	3.7%	9.4%	9.1%	8.1%	5.8%
Very dissatisfied	1.5%	2.4%	1.6%	0.0%	2.7%	0.0%	1.8%

Crosstabs by Type of Housing and Home Ownership

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

	Q27 Own or rent home		Q28 Describe home				Total
	Own 1	Rent 2	Single family 1	Duplex/ triplex 2	Condo/ apartment 4	Other 5	
<u>Q8 Most important utility services</u>							
A=Residential trash collection services	12.7%	14.6%	12.5%	20.3%	12.4%	20.0%	13.3%
B=Curbside recycling services	22.0%	24.4%	22.2%	17.2%	24.3%	24.3%	22.7%
C=Yardwaste removal services	16.9%	13.4%	20.3%	15.6%	8.3%	12.9%	15.8%
D=Wastewater treatment services	30.4%	26.2%	26.6%	34.4%	32.4%	31.4%	29.1%
E=Drinking water services	41.5%	42.6%	40.6%	39.1%	42.4%	54.3%	41.8%
Z=None chosen	33.9%	34.3%	33.5%	34.4%	36.4%	24.3%	34.0%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	<u>Condo/</u>			<u>Other</u>	
			<u>Single family</u>	<u>Duplex/ triplex</u>	<u>apartm-ent</u>		
<u>Q9a Overall quality of local police protection</u>							
Very satisfied	29.0%	26.5%	29.9%	22.4%	26.3%	27.7%	28.2%
Satisfied	56.0%	57.3%	56.3%	62.1%	55.8%	55.4%	56.4%
Neutral	12.3%	13.1%	11.2%	10.3%	15.0%	15.4%	12.6%
Dissatisfied	2.1%	2.2%	1.9%	3.4%	2.4%	1.5%	2.1%
Very dissatisfied	0.6%	0.8%	0.7%	1.7%	0.5%	0.0%	0.7%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	Condo/ Single Duplex/ apartm- family triplex ent			<u>Other</u>	
			<u>family</u>	<u>triplex</u>	<u>ent</u>		
<u>Q9b Visibility of police in neighborhoods</u>							
Very satisfied	16.0%	23.2%	15.1%	22.2%	23.6%	15.9%	18.2%
Satisfied	45.3%	39.8%	44.5%	44.4%	43.6%	33.3%	43.6%
Neutral	29.0%	27.7%	31.7%	22.2%	22.6%	37.7%	28.6%
Dissatisfied	8.7%	7.1%	7.8%	4.8%	8.8%	11.6%	8.2%
Very dissatisfied	1.1%	2.1%	0.9%	6.3%	1.5%	1.4%	1.4%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	Condo/ Single Duplex/ apartm- family triplex ent			<u>Other</u>	
			<u>family</u>	<u>triplex</u>	<u>ent</u>		
<u>Q9c Visibility of police in retail areas</u>							
Very satisfied	13.9%	17.3%	14.3%	16.1%	15.6%	16.9%	15.0%
Satisfied	46.3%	44.1%	47.4%	50.0%	44.4%	30.8%	45.6%
Neutral	32.8%	29.5%	32.1%	30.6%	29.5%	43.1%	31.7%
Dissatisfied	6.7%	8.1%	6.0%	3.2%	9.2%	9.2%	7.1%
Very dissatisfied	0.4%	1.1%	0.3%	0.0%	1.3%	0.0%	0.6%

Crosstabs by Type of Housing and Home Ownership

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	Q27 Own or rent home		Q28 Describe home				Total
	Own	Rent	Single family	Duplex/ triplex	Condo/ apartm-ent	Other	
<u>Q9d County's efforts to prevent crime</u>							
Very satisfied	16.9%	17.2%	17.1%	15.5%	16.8%	18.3%	17.0%
Satisfied	51.9%	53.3%	51.5%	58.6%	53.0%	50.0%	52.3%
Neutral	26.6%	23.7%	27.2%	20.7%	23.6%	26.7%	25.7%
Dissatisfied	3.7%	5.3%	3.5%	1.7%	5.7%	5.0%	4.2%
Very dissatisfied	0.9%	0.6%	0.6%	3.4%	0.9%	0.0%	0.8%

Crosstabs by Type of Housing and Home Ownership

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	Q27 Own or rent home		Q28 Describe home				Total
	Own	Rent	Single family	Duplex/ triplex	Condo/ apartm-ent	Other	
<u>Q9e Enforcement of local traffic laws</u>							
Very satisfied	15.7%	16.3%	15.6%	16.1%	16.5%	14.9%	15.9%
Satisfied	48.1%	47.2%	47.5%	54.8%	47.2%	47.8%	47.8%
Neutral	24.6%	23.2%	25.1%	17.7%	22.7%	28.4%	24.2%
Dissatisfied	8.4%	9.9%	9.0%	8.1%	9.3%	6.0%	8.9%
Very dissatisfied	3.3%	3.3%	2.8%	3.2%	4.3%	3.0%	3.3%

Crosstabs by Type of Housing and Home Ownership

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

Q27 Own or rent home		Q28 Describe home				Total
Own	Rent	Single family	Duplex/triplex	Condo/apartm-ent	Other	

Q9f Overall quality of local fire protection

Very satisfied	34.6%	31.2%	33.2%	34.5%	33.9%	34.0%	33.5%
Satisfied	51.2%	56.3%	52.4%	56.4%	52.9%	52.8%	52.8%
Neutral	13.8%	12.2%	14.1%	9.1%	12.5%	13.2%	13.3%
Dissatisfied	0.4%	0.3%	0.3%	0.0%	0.6%	0.0%	0.4%

Crosstabs by Type of Housing and Home Ownership

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

Q27 Own or rent home		Q28 Describe home				Total
Own	Rent	Single family	Duplex/ triplex	Condo/ apartm- ent	Other	

Q9g Overall quality of local emergency medical/ambulance service

Very satisfied	36.2%	34.7%	36.9%	41.5%	33.4%	30.4%	35.8%
Satisfied	47.7%	51.9%	47.7%	50.9%	50.2%	54.3%	49.0%
Neutral	15.6%	13.4%	15.1%	7.5%	16.0%	15.2%	15.0%
Dissatisfied	0.5%	0.0%	0.4%	0.0%	0.3%	0.0%	0.3%

Crosstabs by Type of Housing and Home Ownership

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

Q27 Own or rent home		Q28 Describe home					Total
Own	Rent	Single family	Duplex/triplex	Condo/apartm-ent	Other		

Q9h How quickly public safety personnel respond to emergencies

Very satisfied	38.2%	33.3%	38.3%	36.5%	32.6%	42.9%	36.7%
Satisfied	43.7%	50.2%	43.9%	51.9%	48.7%	40.5%	45.7%
Neutral	16.6%	13.6%	15.2%	9.6%	17.9%	14.3%	15.7%
Dissatisfied	1.3%	2.9%	2.4%	0.0%	0.7%	2.4%	1.8%
Very dissatisfied	0.3%	0.0%	0.2%	1.9%	0.0%	0.0%	0.2%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	<u>Single family</u>	<u>Duplex/ triplex</u>	<u>Condo/ apartm-ent</u>	<u>Other</u>	
<u>Q9i Enforcement of parking regulations</u>							
Very satisfied	14.8%	16.3%	14.5%	16.7%	15.6%	18.8%	15.2%
Satisfied	45.8%	46.8%	46.1%	48.3%	47.2%	37.5%	46.1%
Neutral	27.3%	24.1%	27.8%	20.0%	24.3%	28.1%	26.3%
Dissatisfied	8.3%	8.7%	7.5%	5.0%	10.1%	12.5%	8.4%
Very dissatisfied	3.8%	4.1%	4.0%	10.0%	2.8%	3.1%	3.9%

Crosstabs by Type of Housing and Home Ownership

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

	Q27 Own or rent home		Q28 Describe home				Total
	Own 1	Rent 2	Single family 1	Duplex/ triplex 2	Condo/ apartment 4	Other 5	
<u>Q10 Most important public safety items</u>							
A=Overall quality of local police protection	19.2%	20.7%	16.4%	29.7%	23.1%	24.3%	19.6%
B=Visibility of police in neighborhoods	34.9%	28.5%	32.7%	35.9%	31.4%	41.4%	32.9%
C=Visibility of police in retail areas	24.1%	20.2%	23.0%	15.6%	23.6%	24.3%	22.9%
D=County's efforts to prevent crime	33.7%	37.8%	34.0%	37.5%	36.4%	34.3%	35.0%
E=Enforcement of local traffic laws	22.5%	20.9%	23.0%	20.3%	21.0%	20.0%	22.0%
F=Overall quality of local fire protection	7.9%	10.1%	7.7%	10.9%	10.2%	5.7%	8.6%

Crosstabs by Type of Housing and Home Ownership

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

	Q27 Own or rent home		Q28 Describe home				Total
	Own 1	Rent 2	Single family 1	Duplex/ triplex 2	Condo/ apartment 4	Other 5	
<u>Q10 Most important public safety items (Cont.)</u>							
G=Quality of emergency medical/ambulance	12.8%	18.9%	13.4%	12.5%	18.1%	8.6%	14.6%
H=How quickly public safety personnel respond	17.9%	18.4%	16.7%	21.9%	20.5%	14.3%	18.0%
I=Enforcement of parking regulations	14.9%	15.4%	14.5%	23.4%	14.5%	15.7%	15.0%
Z=None chosen	29.5%	29.2%	31.3%	25.0%	27.6%	24.3%	29.4%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	Condo/ Single Duplex/ apartm- family triplex ent			Other	
			family	triplex	ent		
<u>Q11a Maintenance of County parks</u>							
Very satisfied	23.1%	26.0%	23.5%	28.3%	25.3%	18.0%	24.0%
Satisfied	60.9%	60.3%	61.5%	56.7%	59.6%	62.3%	60.7%
Neutral	12.8%	11.4%	12.1%	10.0%	12.9%	14.8%	12.4%
Dissatisfied	3.0%	2.0%	2.7%	5.0%	2.0%	4.9%	2.7%
Very dissatisfied	0.1%	0.3%	0.1%	0.0%	0.3%	0.0%	0.2%

Crosstabs by Type of Housing and Home Ownership

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

Q27 Own or rent home		Q28 Describe home				Total
Own	Rent	Single family	Duplex/triplex	Condo/apartm-ent	Other	

Q11b Walking & biking trails in the County

Very satisfied	33.4%	31.9%	32.9%	33.3%	33.1%	31.6%	33.0%
Satisfied	50.1%	51.5%	51.2%	48.3%	49.6%	49.1%	50.5%
Neutral	12.3%	13.2%	11.7%	13.3%	14.1%	12.3%	12.6%
Dissatisfied	4.0%	3.5%	3.8%	5.0%	3.2%	7.0%	3.8%
Very dissatisfied	0.2%	0.0%	0.3%	0.0%	0.0%	0.0%	0.2%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	Condo/ Single Duplex/ apartm- family triplex ent			<u>Other</u>	
			<u>family</u>	<u>triplex</u>	<u>ent</u>		
<u>Q11c Outdoor athletic fields</u>							
Very satisfied	20.3%	23.3%	21.9%	15.5%	21.6%	15.6%	21.2%
Satisfied	55.9%	50.0%	53.7%	62.1%	52.7%	57.8%	54.1%
Neutral	18.8%	22.0%	19.0%	17.2%	22.0%	20.0%	19.8%
Dissatisfied	4.5%	4.1%	4.5%	5.2%	3.3%	6.7%	4.3%
Very dissatisfied	0.6%	0.7%	0.8%	0.0%	0.4%	0.0%	0.6%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	Condo/ Single Duplex/ apartm- family triplex ent			<u>Other</u>	
			<u>family</u>	<u>triplex</u>	<u>ent</u>		
<u>Q11d Youth & teen recreation programs</u>							
Very satisfied	20.0%	22.5%	21.9%	23.3%	17.8%	14.3%	20.7%
Satisfied	45.6%	41.2%	45.0%	48.8%	40.1%	48.6%	44.3%
Neutral	31.1%	31.6%	28.9%	25.6%	38.2%	37.1%	31.2%
Dissatisfied	3.2%	3.7%	3.5%	2.3%	3.9%	0.0%	3.3%
Very dissatisfied	0.2%	1.1%	0.7%	0.0%	0.0%	0.0%	0.5%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	<u>Single family</u>	<u>Duplex/ triplex</u>	<u>Condo/ apartm-ent</u>	<u>Other</u>	
<u>Q11e Adult recreation programs</u>							
Very satisfied	19.8%	28.7%	21.2%	33.3%	22.7%	22.5%	22.4%
Satisfied	50.7%	41.3%	48.9%	46.3%	47.7%	40.0%	48.0%
Neutral	26.8%	24.4%	27.4%	18.5%	23.8%	35.0%	26.1%
Dissatisfied	1.6%	4.7%	1.6%	0.0%	5.1%	2.5%	2.5%
Very dissatisfied	1.0%	0.8%	1.0%	1.9%	0.8%	0.0%	0.9%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	<u>Condo/</u>			<u>Other</u>	
			<u>Single family</u>	<u>Duplex/ triplex</u>	<u>apartm-ent</u>		
<u>Q11f Senior recreation programs</u>							
Very satisfied	20.6%	25.8%	20.7%	23.8%	23.7%	28.1%	22.1%
Satisfied	44.7%	36.0%	43.2%	50.0%	40.1%	31.3%	42.2%
Neutral	32.0%	33.1%	33.2%	26.2%	31.6%	34.4%	32.3%
Dissatisfied	1.6%	4.5%	1.6%	0.0%	4.0%	6.3%	2.4%
Very dissatisfied	1.1%	0.6%	1.4%	0.0%	0.6%	0.0%	1.0%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	Condo/ Single Duplex/ apartm- family triplex ent			Other	
			family	triplex	ent		
<u>Q11g Visual & performing arts programming & facilities</u>							
Very satisfied	16.7%	17.8%	16.1%	18.2%	18.9%	15.9%	17.0%
Satisfied	49.2%	47.3%	50.0%	52.3%	45.0%	50.0%	48.6%
Neutral	28.6%	30.7%	28.5%	27.3%	30.5%	31.8%	29.2%
Dissatisfied	4.5%	3.3%	4.3%	0.0%	4.8%	2.3%	4.1%
Very dissatisfied	1.0%	0.8%	1.0%	2.3%	0.8%	0.0%	0.9%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	<u>Single family</u>	<u>Duplex/ triplex</u>	<u>Condo/ apartm-ent</u>	<u>Other</u>	
<u>Q11h Community center programs</u>							
Very satisfied	17.1%	24.3%	17.6%	17.6%	22.6%	20.0%	19.2%
Satisfied	53.5%	44.5%	52.0%	60.8%	46.1%	52.5%	50.9%
Neutral	27.2%	28.3%	28.8%	21.6%	26.3%	25.0%	27.5%
Dissatisfied	1.7%	1.6%	0.8%	0.0%	4.1%	0.0%	1.6%
Very dissatisfied	0.7%	1.2%	0.8%	0.0%	0.8%	2.5%	0.8%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	<u>Single family</u>	<u>Duplex/ triplex</u>	<u>Condo/ apartm-ent</u>	<u>Other</u>	
<u>Q11i Sports programs</u>							
Very satisfied	17.4%	22.3%	18.8%	16.7%	18.4%	25.0%	18.8%
Satisfied	49.5%	50.0%	51.3%	58.3%	47.3%	28.1%	49.7%
Neutral	29.4%	25.0%	26.6%	22.9%	30.9%	40.6%	28.1%
Dissatisfied	3.1%	1.8%	2.7%	0.0%	2.9%	6.3%	2.7%
Very dissatisfied	0.6%	0.9%	0.6%	2.1%	0.5%	0.0%	0.7%

Crosstabs by Type of Housing and Home Ownership

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	Q27 Own or rent home		Q28 Describe home				Total
	Own	Rent	Single family	Duplex/ triplex	Condo/ apartm-ent	Other	
<u>Q11j Off-leash dog areas</u>							
Very satisfied	18.1%	22.6%	18.9%	16.7%	21.0%	17.9%	19.3%
Satisfied	41.4%	34.7%	39.4%	52.4%	39.0%	30.8%	39.6%
Neutral	30.8%	32.2%	30.2%	28.6%	32.4%	38.5%	31.1%
Dissatisfied	7.0%	8.0%	8.1%	2.4%	5.7%	10.3%	7.2%
Very dissatisfied	2.7%	2.5%	3.3%	0.0%	1.9%	2.6%	2.7%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	<u>Single family</u>	<u>Duplex/ triplex</u>	<u>Condo/ apartm-ent</u>	<u>Other</u>	
<u>Q11k Indoor swimming pools</u>							
Very satisfied	9.9%	19.2%	9.5%	20.0%	17.5%	16.7%	12.4%
Satisfied	36.6%	31.5%	37.3%	37.5%	29.9%	33.3%	35.2%
Neutral	34.8%	34.5%	34.2%	40.0%	35.6%	30.0%	34.7%
Dissatisfied	14.7%	10.8%	14.6%	2.5%	13.9%	10.0%	13.6%
Very dissatisfied	4.0%	3.9%	4.3%	0.0%	3.1%	10.0%	4.0%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	Condo/ Single Duplex/ apartm- family triplex ent			<u>Other</u>	
			<u>family</u>	<u>triplex</u>	<u>ent</u>		
<u>Q11 Fees charged for programs</u>							
Very satisfied	10.8%	16.2%	12.1%	17.0%	11.7%	15.0%	12.4%
Satisfied	44.1%	39.4%	44.9%	46.8%	37.7%	40.0%	42.8%
Neutral	36.0%	31.3%	34.8%	23.4%	36.0%	37.5%	34.6%
Dissatisfied	7.2%	9.7%	6.4%	8.5%	11.3%	7.5%	7.9%
Very dissatisfied	1.9%	3.5%	2.0%	4.3%	3.2%	0.0%	2.3%

Crosstabs by Type of Housing and Home Ownership

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

Q27 Own or rent home		Q28 Describe home				Total
Own	Rent	Single family	Duplex/triplex	Condo/apartm-ent	Other	

Q11m Special events sponsored by the County

Very satisfied	13.9%	19.8%	14.0%	22.9%	17.0%	17.8%	15.6%
Satisfied	48.8%	40.3%	47.6%	45.8%	45.7%	35.6%	46.3%
Neutral	34.2%	36.3%	35.3%	29.2%	33.2%	44.4%	34.8%
Dissatisfied	2.3%	2.4%	1.9%	2.1%	3.2%	2.2%	2.3%
Very dissatisfied	0.8%	1.2%	1.2%	0.0%	0.8%	0.0%	0.9%

Crosstabs by Type of Housing and Home Ownership

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

	Q27 Own or rent home		Q28 Describe home				Total
	Own 1	Rent 2	Single family 1	Duplex/ triplex 2	Condo/ apartment 4	Other 5	
<u>Q12 Most important parks & recreation items</u>							
A=Maintenance of County parks	27.5%	27.2%	25.8%	34.4%	29.0%	28.6%	27.4%
B=Walking & biking trails in the County	25.2%	23.4%	23.3%	18.8%	28.3%	22.9%	24.7%
C=Outdoor athletic fields	13.7%	11.3%	15.5%	7.8%	9.3%	12.9%	12.9%
D=Youth & teen recreation programs	14.5%	11.8%	15.3%	23.4%	9.8%	11.4%	13.7%
E=Adult recreation programs	8.9%	13.1%	7.5%	12.5%	15.2%	5.7%	10.2%
F=Senior recreation programs	9.2%	10.6%	9.1%	10.9%	10.5%	8.6%	9.6%

Crosstabs by Type of Housing and Home Ownership

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

Q27 Own or rent home		Q28 Describe home				Total
Own 1	Rent 2	Single family 1	Duplex/ triplex 2	Condo/ apartment 4	Other 5	

Q12 Most important parks & recreation items (Cont.)

G=Visual & performing arts programming	10.3%	10.3%	9.7%	14.1%	11.2%	8.6%	10.3%
H=Community center programs	10.2%	9.3%	9.1%	14.1%	11.4%	5.7%	9.9%
I=Sports programs	4.4%	5.3%	4.3%	7.8%	5.5%	1.4%	4.7%
J=Off-leash dog areas	10.1%	8.3%	9.7%	10.9%	9.3%	8.6%	9.6%
K=Indoor swimming pools	17.9%	12.8%	20.7%	7.8%	10.2%	14.3%	16.3%
L=Fees charged for programs	13.1%	14.1%	14.1%	14.1%	12.9%	8.6%	13.4%
M=Special events sponsored by the County	8.8%	10.3%	6.7%	7.8%	13.6%	11.4%	9.2%

Crosstabs by Type of Housing and Home Ownership

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

Q27 Own or rent home		Q28 Describe home				Total
Own 1	Rent 2	Single family 1	Duplex/ triplex 2	Condo/ apartment 4	Other 5	

Q12 Most important parks & recreation items (Cont.)

Z=None chosen	34.3%	37.8%	34.8%	34.4%	35.2%	42.9%	35.4%
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Crosstabs by Type of Housing and Home Ownership

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

N=1298

	<u>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	<u>Single family</u>	<u>Duplex/ triplex</u>	<u>Condo/ apartm-ent</u>	<u>Other</u>	
<u>Q13 Contacted County in past year</u>							
Yes	59.6%	42.3%	66.7%	53.1%	34.0%	45.7%	54.3%
No	38.6%	55.9%	31.2%	46.9%	64.8%	51.4%	43.9%
Don't know	1.8%	1.8%	2.2%	0.0%	1.2%	2.9%	1.8%

Crosstabs by Type of Housing and Home Ownership

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

N=705

	Q27 Own or rent home		Q28 Describe home				Total
	Own	Rent	Single family	Duplex/triplex	Condo/apartment	Other	
	1	2	1	2	4	5	
<u>Q13a Method of contact</u>							
1=Visit in person	26.8%	27.4%	24.8%	20.6%	37.1%	21.9%	27.0%
2=By phone	77.5%	78.0%	79.6%	88.2%	66.4%	84.4%	77.6%
3=Fax	3.2%	0.6%	3.4%	0.0%	0.0%	3.1%	2.6%
4=E-mail	32.6%	23.2%	33.5%	32.4%	19.6%	28.1%	30.4%
5=Letter/mail	6.1%	6.5%	6.5%	11.8%	4.2%	6.3%	6.2%
6=Other	3.2%	4.8%	4.0%	0.0%	3.5%	0.0%	3.5%
9=None chosen	1.1%	1.2%	1.2%	0.0%	1.4%	0.0%	1.1%

Q13b. What service area did you contact most recently?

N=705	Q27 Own or rent home		Q28 Describe home				Total
	Own	Rent	Single family	Dupl- ex/ triplex	Con- do/ apar- tment	Other	
<u>Q13b Service contacted most recently</u>							
Police	8.0%	8.9%	6.9%	11.8%	11.2%	12.5%	8.2%
Fire, Emergency Medical/ Rescue	2.4%	1.8%	2.4%	0.0%	2.8%	0.0%	2.3%
Libraries	5.8%	4.8%	5.0%	2.9%	8.4%	3.1%	5.5%
Parks, Recreation & Cultural Resources	10.1%	9.5%	9.3%	11.8%	11.9%	9.4%	9.9%
Health/Human Services	3.5%	8.3%	3.4%	2.9%	7.7%	12.5%	4.7%
Treasurer/Commissioner of Revenue	13.8%	15.5%	11.5%	2.9%	25.9%	15.6%	14.2%
Street maintenance	7.3%	9.5%	7.7%	17.6%	6.3%	6.3%	7.8%
Planning/Code Enforcement	9.1%	4.2%	8.9%	5.9%	5.6%	6.3%	7.9%
Solid waste	21.4%	18.5%	26.8%	11.8%	2.8%	15.6%	20.7%
County Manager/Board	3.2%	2.4%	3.2%	5.9%	1.4%	3.1%	3.0%
Other	13.4%	16.1%	13.9%	20.6%	13.3%	12.5%	14.0%
None chosen	2.0%	0.6%	1.0%	5.9%	2.8%	3.1%	1.7%

Crosstabs by Type of Housing and Home Ownership

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

	Q27 Own or rent home		Q28 Describe home				Total
	Own	Rent	Single family	Duplex/triplex	Condo/apartm-ent		
					Other		
<u>Q13c How easy they were to contact</u>							
Very satisfied	37.9%	37.7%	36.5%	41.2%	43.7%	28.1%	37.8%
Satisfied	42.7%	41.9%	46.3%	32.4%	32.4%	40.6%	42.6%
Neutral	9.2%	11.4%	7.8%	11.8%	14.1%	18.8%	9.7%
Dissatisfied	7.0%	5.4%	5.9%	8.8%	7.0%	12.5%	6.6%
Very dissatisfied	3.2%	3.6%	3.5%	5.9%	2.8%	0.0%	3.3%

Crosstabs by Type of Housing and Home Ownership

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

	Q27 Own or rent home		Q28 Describe home				Total
	Own	Rent	Single family	Duplex/triplex	Condo/apartm-ent		
					Other		
<u>Q13d Courtesy & professionalism</u>							
Very satisfied	43.3%	42.1%	42.7%	47.1%	42.8%	43.8%	43.0%
Satisfied	36.2%	32.9%	36.9%	17.6%	36.2%	28.1%	35.4%
Neutral	12.5%	17.1%	12.0%	23.5%	15.9%	15.6%	13.6%
Dissatisfied	4.8%	4.9%	4.6%	5.9%	3.6%	12.5%	4.8%
Very dissatisfied	3.3%	3.0%	3.7%	5.9%	1.4%	0.0%	3.2%

Crosstabs by Type of Housing and Home Ownership

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

	Q27 Own or rent home		Q28 Describe home				Total
	Own	Rent	Single family	Duplex/triplex	Condo/apartm-ent	Other	

Q13e Knowledge & technical competence

Very satisfied	38.9%	32.9%	37.5%	35.3%	38.0%	37.5%	37.5%
Satisfied	36.2%	37.3%	38.3%	32.4%	33.6%	25.0%	36.4%
Neutral	14.8%	18.0%	15.0%	17.6%	15.3%	21.9%	15.6%
Dissatisfied	6.2%	8.1%	5.1%	8.8%	9.5%	15.6%	6.7%
Very dissatisfied	3.9%	3.7%	4.0%	5.9%	3.6%	0.0%	3.9%

Crosstabs by Type of Housing and Home Ownership

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

	Q27 Own or rent home		Q28 Describe home				Total
	Own	Rent	Single family	Duplex/triplex	Condo/apartm-ent	Other	

Q13f Ability to help resolve your issue

Very satisfied	38.0%	33.9%	38.2%	23.5%	36.2%	37.5%	37.0%
Satisfied	31.6%	29.1%	31.6%	35.3%	30.5%	18.8%	31.0%
Neutral	12.2%	12.1%	11.8%	11.8%	14.2%	9.4%	12.2%
Dissatisfied	9.5%	13.9%	9.5%	11.8%	9.9%	28.1%	10.6%
Very dissatisfied	8.7%	10.9%	8.9%	17.6%	9.2%	6.3%	9.3%

Crosstabs by Type of Housing and Home Ownership

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

	<u>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	Condo/ Single Duplex/ apartm- family triplex ent			<u>Other</u>	
			<u>family</u>	<u>triplex</u>	<u>ent</u>		
<u>Q14a Exterior maintenance of residential property</u>							
Very satisfied	8.3%	8.1%	6.9%	16.7%	9.4%	8.0%	8.3%
Satisfied	46.6%	48.2%	46.3%	33.3%	51.7%	46.0%	47.0%
Neutral	25.5%	32.0%	26.5%	29.6%	28.7%	28.0%	27.4%
Dissatisfied	14.4%	9.9%	15.8%	11.1%	6.8%	18.0%	13.1%
Very dissatisfied	5.2%	1.8%	4.4%	9.3%	3.4%	0.0%	4.2%

Crosstabs by Type of Housing and Home Ownership

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

	<u>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	Condo/ Single Duplex/ apartm- family triplex ent			<u>Other</u>	
			<u>family</u>	<u>triplex</u>	<u>ent</u>		
<u>Q14b Exterior maintenance of business property</u>							
Very satisfied	9.0%	9.2%	8.0%	13.5%	10.9%	6.4%	9.1%
Satisfied	47.4%	47.3%	48.3%	42.3%	46.5%	46.8%	47.3%
Neutral	34.3%	36.5%	35.0%	38.5%	33.6%	38.3%	35.0%
Dissatisfied	6.9%	5.4%	6.6%	1.9%	7.0%	6.4%	6.5%
Very dissatisfied	2.4%	1.5%	2.1%	3.8%	2.0%	2.1%	2.2%

Crosstabs by Type of Housing and Home Ownership

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	<u>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	Condo/ Single Duplex/ apartm- family triplex ent			<u>Other</u>	
			<u>family</u>	<u>triplex</u>	<u>ent</u>		
<u>Q14c Construction site conditions</u>							
Very satisfied	6.3%	8.6%	5.6%	14.6%	8.2%	6.8%	7.0%
Satisfied	34.0%	34.6%	34.3%	33.3%	33.9%	36.4%	34.2%
Neutral	41.3%	38.5%	41.5%	43.8%	38.5%	36.4%	40.5%
Dissatisfied	13.8%	14.0%	14.3%	6.3%	14.0%	15.9%	13.8%
Very dissatisfied	4.6%	4.3%	4.2%	2.1%	5.4%	4.5%	4.5%

Crosstabs by Type of Housing and Home Ownership

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

	<u>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	Condo/ Single Duplex/ apartm- family triplex ent			<u>Other</u>	
			<u>family</u>	<u>triplex</u>	<u>ent</u>		
<u>Q14d Noise regulations</u>							
Very satisfied	6.3%	9.7%	6.3%	10.9%	9.1%	4.2%	7.3%
Satisfied	34.6%	32.5%	35.0%	32.7%	31.5%	39.6%	34.0%
Neutral	38.1%	34.7%	38.6%	29.1%	35.0%	41.7%	37.0%
Dissatisfied	16.0%	16.6%	15.4%	20.0%	17.5%	12.5%	16.2%
Very dissatisfied	5.0%	6.5%	4.8%	7.3%	7.0%	2.1%	5.5%

Crosstabs by Type of Housing and Home Ownership

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	<u>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	Condo/ Single Duplex/ apartm- family triplex ent			<u>Other</u>	
			<u>family</u>	<u>triplex</u>	<u>ent</u>		
<u>Q14e Overcrowding</u>							
Very satisfied	4.8%	9.0%	5.0%	5.9%	8.0%	7.5%	6.0%
Satisfied	24.2%	21.5%	24.7%	19.6%	23.1%	15.0%	23.4%
Neutral	34.8%	33.6%	33.6%	29.4%	36.3%	40.0%	34.4%
Dissatisfied	22.3%	22.9%	23.6%	29.4%	17.9%	25.0%	22.5%
Very dissatisfied	13.9%	13.0%	13.1%	15.7%	14.6%	12.5%	13.7%

Crosstabs by Type of Housing and Home Ownership

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

Q27 Own or rent home		Q28 Describe home				Total
Own 1	Rent 2	Single family 1	Duplex/ triplex 2	Condo/ apartment 4	Other 5	

Q15 Most important code enforcement activities

A=Exterior maintenance of residential property	23.6%	19.9%	24.7%	26.6%	17.1%	27.1%	22.5%
B=Exterior maintenance of business property	14.0%	14.6%	14.8%	7.8%	13.6%	17.1%	14.2%
C=Construction site conditions	23.8%	22.9%	22.7%	20.3%	26.4%	17.1%	23.5%
D=Noise regulations	29.4%	34.8%	27.3%	31.3%	37.6%	31.4%	31.0%
E=Overcrowding	36.4%	39.0%	36.2%	50.0%	36.2%	42.9%	37.2%
Z=None chosen	31.1%	30.5%	31.3%	29.7%	30.7%	28.6%	30.9%

Crosstabs by Type of Housing and Home Ownership

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

N=1298

Q27 Own or rent home		Q28 Describe home				Total
Own	Rent	Single family	Duplex/triplex	Condo/apartm-ent	Other	

Q16 Importance of investing in environmental initiatives

Very important	62.8%	64.5%	59.0%	54.7%	72.6%	61.4%	63.3%
Important	20.9%	21.7%	22.6%	26.6%	18.6%	15.7%	21.1%
Somewhat important	9.3%	7.6%	9.9%	12.5%	5.7%	11.4%	8.8%
Not important	4.2%	2.8%	4.8%	3.1%	1.4%	7.1%	3.8%
Don't know	2.8%	3.5%	3.6%	3.1%	1.7%	4.3%	3.0%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
<u>Own</u>	<u>Rent</u>	<u>Single family</u>	<u>Duplex/ triplex</u>	<u>Condo/ apartm-ent</u>	<u>Other</u>	

Q17a Ease of traveling within Arlington County

Very satisfied	19.4%	20.8%	19.2%	23.8%	20.5%	19.1%	19.8%
Satisfied	53.9%	52.7%	56.4%	50.8%	48.9%	54.4%	53.5%
Neutral	16.7%	17.7%	15.2%	19.0%	19.6%	17.6%	17.0%
Dissatisfied	9.2%	7.3%	8.4%	4.8%	9.5%	8.8%	8.6%
Very dissatisfied	0.8%	1.6%	0.8%	1.6%	1.5%	0.0%	1.0%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	<u>Single family</u>	<u>Duplex/ triplex</u>	<u>Condo/ apartm-ent</u>	<u>Other</u>	
<u>Q17b Ease of traveling to other jurisdictions</u>							
Very satisfied	16.0%	15.8%	15.7%	17.5%	15.8%	17.9%	15.9%
Satisfied	52.4%	52.5%	55.4%	47.6%	49.5%	43.3%	52.5%
Neutral	20.3%	20.3%	18.9%	20.6%	22.3%	22.4%	20.3%
Dissatisfied	10.1%	9.5%	8.7%	11.1%	11.1%	13.4%	9.9%
Very dissatisfied	1.3%	1.8%	1.3%	3.2%	1.2%	3.0%	1.4%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	Condo/ Single Duplex/ apartm- family triplex ent			<u>Other</u>	
			<u>family</u>	<u>triplex</u>	<u>ent</u>		
<u>Q17c Availability of transportation for persons with disabilities</u>							
Very satisfied	12.7%	16.3%	12.5%	12.1%	15.4%	23.5%	13.8%
Satisfied	35.8%	41.1%	34.7%	54.5%	39.0%	35.3%	37.4%
Neutral	45.9%	34.8%	46.1%	30.3%	38.2%	41.2%	42.5%
Dissatisfied	5.1%	5.7%	5.9%	0.0%	5.9%	0.0%	5.3%
Very dissatisfied	0.6%	2.1%	0.7%	3.0%	1.5%	0.0%	1.1%

Crosstabs by Type of Housing and Home Ownership

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

Q27 Own or rent home		Q28 Describe home				Total
Own	Rent	Single family	Duplex/triplex	Condo/apartm-ent	Other	

Q17d Quality of Arlington's public transit system

Very satisfied	16.1%	21.2%	16.7%	20.5%	18.1%	23.1%	17.7%
Satisfied	45.8%	43.6%	44.9%	45.5%	45.3%	46.2%	45.1%
Neutral	31.9%	27.0%	32.6%	29.5%	27.6%	23.1%	30.4%
Dissatisfied	5.0%	5.4%	4.4%	0.0%	7.4%	5.1%	5.1%
Very dissatisfied	1.1%	2.9%	1.3%	4.5%	1.6%	2.6%	1.7%

Crosstabs by Type of Housing and Home Ownership

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

Q27 Own or rent home		Q28 Describe home				Total
Own	Rent	Single family	Duplex/triplex	Condo/apartm-ent	Other	

Q17e Quality of Metro services in Arlington

Very satisfied	19.5%	23.8%	19.6%	21.1%	22.3%	25.4%	20.9%
Satisfied	53.8%	52.6%	55.8%	59.6%	49.6%	46.0%	53.4%
Neutral	19.4%	16.3%	18.7%	12.3%	19.9%	12.7%	18.4%
Dissatisfied	6.4%	5.8%	5.2%	5.3%	7.1%	12.7%	6.2%
Very dissatisfied	0.9%	1.4%	0.8%	1.8%	1.0%	3.2%	1.0%

Crosstabs by Type of Housing and Home Ownership

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

Q27 Own or rent home		Q28 Describe home				Total
Own	Rent	Single family	Duplex/triplex	Condo/apartm-ent	Other	

Q17g Availability of sidewalks for pedestrians

Very satisfied	14.3%	21.4%	14.8%	15.9%	19.6%	16.4%	16.5%
Satisfied	51.2%	48.0%	48.2%	54.0%	53.2%	50.7%	50.2%
Neutral	17.6%	15.7%	17.7%	14.3%	15.9%	19.4%	17.0%
Dissatisfied	14.3%	13.1%	16.4%	11.1%	10.3%	11.9%	13.9%
Very dissatisfied	2.5%	1.8%	2.9%	4.8%	1.0%	1.5%	2.3%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	<u>Single family</u>	<u>Duplex/ triplex</u>	<u>Condo/ apartm-ent</u>	<u>Other</u>	
<u>Q17g Pedestrian safety in your neighborhood</u>							
Very satisfied	16.8%	22.6%	17.9%	16.4%	18.9%	25.8%	18.6%
Satisfied	48.1%	49.6%	46.3%	50.8%	53.4%	40.9%	48.5%
Neutral	18.5%	13.0%	18.3%	14.8%	13.8%	21.2%	16.8%
Dissatisfied	13.5%	11.7%	13.9%	9.8%	11.9%	12.1%	13.0%
Very dissatisfied	3.1%	3.1%	3.6%	8.2%	1.9%	0.0%	3.1%

Crosstabs by Type of Housing and Home Ownership

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

Q27 Own or rent home		Q28 Describe home				Total
Own	Rent	Single family	Duplex/triplex	Condo/apartm-ent	Other	

Q17h Pedestrian safety in other areas of the County

Very satisfied	8.5%	12.1%	8.5%	13.8%	10.3%	13.0%	9.5%
Satisfied	45.1%	48.9%	44.0%	53.4%	48.8%	48.1%	46.2%
Neutral	31.3%	28.0%	32.6%	22.4%	28.5%	24.1%	30.4%
Dissatisfied	13.0%	9.7%	12.7%	8.6%	10.9%	14.8%	12.0%
Very dissatisfied	2.1%	1.2%	2.2%	1.7%	1.5%	0.0%	1.8%

Crosstabs by Type of Housing and Home Ownership

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

Q27 Own or rent home		Q28 Describe home				Total
Own	Rent	Single family	Duplex/triplex	Condo/apartm-ent	Other	

Q17i Availability of bike trails & bike lanes

Very satisfied	24.2%	24.0%	24.7%	25.9%	22.4%	25.5%	24.1%
Satisfied	49.2%	49.2%	48.7%	51.7%	49.9%	49.1%	49.2%
Neutral	18.5%	20.1%	19.3%	15.5%	18.7%	21.8%	19.0%
Dissatisfied	6.6%	3.9%	5.2%	6.9%	7.3%	3.6%	5.8%
Very dissatisfied	1.4%	2.7%	2.1%	0.0%	1.7%	0.0%	1.8%

Crosstabs by Type of Housing and Home Ownership

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	Q27 Own or rent home		Q28 Describe home				Total
	Own	Rent	Single family	Duplex/ triplex	Condo/ apartm-ent	Other	
<u>Q17j Use of traffic calming measures</u>							
Very satisfied	12.4%	12.0%	10.8%	19.0%	13.4%	16.1%	12.3%
Satisfied	37.4%	38.6%	36.5%	46.6%	39.3%	35.5%	37.8%
Neutral	23.6%	29.3%	23.3%	20.7%	29.1%	30.6%	25.3%
Dissatisfied	16.1%	11.7%	16.5%	10.3%	12.8%	11.3%	14.8%
Very dissatisfied	10.4%	8.4%	12.9%	3.4%	5.5%	6.5%	9.8%

Crosstabs by Type of Housing and Home Ownership

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

	Q27 Own or rent home		Q28 Describe home				Total
	Own 1	Rent 2	Single family 1	Duplex/ triplex 2	Condo/ apartment 4	Other 5	
<u>Q18 Most important transportation items</u>							
A=Ease of traveling within Arlington County	23.6%	24.9%	20.8%	23.4%	28.6%	31.4%	24.0%
B=Ease of traveling to other jurisdictions	21.1%	27.0%	18.1%	31.3%	27.4%	38.6%	22.9%
C=Availability of transportation for disabled	8.2%	9.3%	7.8%	12.5%	10.0%	4.3%	8.6%
D=Quality of Arlington's public transit system	13.1%	16.1%	14.1%	14.1%	14.8%	8.6%	14.0%
E=Quality of Metro services in Arlington	22.6%	27.2%	18.0%	31.3%	31.4%	37.1%	24.0%

Crosstabs by Type of Housing and Home Ownership

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

	Q27 Own or rent home		Q28 Describe home				Total
	Own 1	Rent 2	Single family 1	Duplex/ triplex 2	Condo/ apartment 4	Other 5	

Q18 Most important transportation items (Cont.)

F=Availability of sidewalks for pedestrians	27.5%	27.2%	29.7%	25.0%	24.0%	25.7%	27.4%
G=Pedestrian safety in your neighborhood	28.7%	24.4%	28.5%	26.6%	26.7%	21.4%	27.4%
H=Pedestrian safety in other areas	23.9%	20.4%	23.7%	20.3%	21.7%	22.9%	22.8%
I=Availability of bike trails & bike lanes	17.4%	15.9%	16.5%	7.8%	19.5%	14.3%	16.9%
J=Use of traffic calming measures	27.2%	25.2%	32.3%	18.8%	18.8%	20.0%	26.6%
Z=None chosen	18.5%	17.9%	18.8%	23.4%	17.6%	12.9%	18.3%

Crosstabs by Type of Housing and Home Ownership

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

Q27 Own or rent home		Q28 Describe home				Total
Own	Rent	Single family	Duplex/triplex	Condo/apartm-ent	Other	

Q19a Availability of information about County programs & services

Very satisfied	24.1%	23.4%	23.9%	30.0%	22.6%	25.4%	23.9%
Satisfied	53.0%	44.8%	52.9%	46.7%	47.9%	42.9%	50.5%
Neutral	18.3%	23.6%	18.9%	16.7%	21.3%	25.4%	19.9%
Dissatisfied	4.2%	7.1%	3.8%	6.7%	7.1%	4.8%	5.1%
Very dissatisfied	0.5%	1.1%	0.4%	0.0%	1.1%	1.6%	0.7%

Crosstabs by Type of Housing and Home Ownership

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

Q27 Own or rent home		Q28 Describe home					Total
Own	Rent	Single family	Duplex/triplex	Condo/apartm-ent	Other		

Q19b County efforts to keep you informed about local issues

Very satisfied	23.2%	20.4%	21.4%	30.5%	21.9%	28.1%	22.3%
Satisfied	48.6%	47.6%	50.0%	47.5%	46.6%	40.6%	48.3%
Neutral	22.1%	22.6%	23.4%	11.9%	21.9%	21.9%	22.3%
Dissatisfied	5.4%	7.6%	4.4%	10.2%	8.2%	7.8%	6.1%
Very dissatisfied	0.6%	1.9%	0.9%	0.0%	1.3%	1.6%	1.0%

Crosstabs by Type of Housing and Home Ownership

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

Q27 Own or rent home		Q28 Describe home					Total
Own	Rent	Single family	Duplex/triplex	Condo/apartm-ent	Other		

Q19c Programming on the County Government's cable TV channel

Very satisfied	13.1%	18.6%	11.8%	20.0%	19.4%	13.5%	14.7%
Satisfied	39.7%	40.2%	40.1%	46.7%	37.9%	40.5%	39.9%
Neutral	40.5%	34.8%	42.3%	31.1%	35.4%	29.7%	38.8%
Dissatisfied	4.8%	4.9%	4.3%	2.2%	5.3%	10.8%	4.8%
Very dissatisfied	1.9%	1.5%	1.5%	0.0%	1.9%	5.4%	1.8%

Crosstabs by Type of Housing and Home Ownership

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

Q27 Own or rent home		Q28 Describe home				Total
Own	Rent	Single family	Duplex/triplex	Condo/apartm-ent	Other	

Q19d Quality of information on the County's website

Very satisfied	22.1%	22.6%	22.6%	27.5%	19.9%	25.5%	22.2%
Satisfied	50.7%	45.5%	49.2%	51.0%	51.0%	38.2%	49.2%
Neutral	24.6%	27.4%	24.9%	19.6%	26.0%	32.7%	25.4%
Dissatisfied	2.2%	3.4%	2.8%	2.0%	2.4%	1.8%	2.6%
Very dissatisfied	0.4%	1.0%	0.5%	0.0%	0.7%	1.8%	0.6%

Crosstabs by Type of Housing and Home Ownership

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

Q27 Own or rent home		Q28 Describe home					Total
Own	Rent	Single family	Duplex/triplex	Condo/apartm-ent	Other		

Q19e Quality of the County's bimonthly resident newsletter

Very satisfied	22.8%	22.7%	21.6%	25.4%	24.6%	21.4%	22.7%
Satisfied	51.5%	48.1%	49.8%	49.2%	50.6%	58.9%	50.5%
Neutral	22.0%	25.1%	25.0%	18.6%	21.3%	14.3%	22.9%
Dissatisfied	2.4%	2.9%	2.3%	3.4%	3.0%	1.8%	2.6%
Very dissatisfied	1.3%	1.2%	1.2%	3.4%	0.6%	3.6%	1.2%

Crosstabs by Type of Housing and Home Ownership

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

Q27 Own or rent home		Q28 Describe home				Total
Own	Rent	Single family	Duplex/triplex	Condo/apartm-ent	Other	

Q19g Availability of the County's e-newsletter

Very satisfied	23.4%	19.5%	22.6%	22.0%	20.2%	31.6%	22.3%
Satisfied	44.3%	43.2%	43.8%	54.0%	43.0%	39.5%	43.9%
Neutral	27.5%	29.0%	29.4%	20.0%	28.9%	13.2%	28.0%
Dissatisfied	3.9%	6.6%	3.4%	4.0%	6.2%	13.2%	4.7%
Very dissatisfied	0.9%	1.7%	0.8%	0.0%	1.7%	2.6%	1.1%

Crosstabs by Type of Housing and Home Ownership

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

N=1298

	Q27 Own or rent home		Q28 Describe home				Total
	Own 1	Rent 2	Single family 1	Duplex/ triplex 2	Condo/ apartment 4	Other 5	
<u>Q20 Primary source of info</u>							
01=The County newsletter, The Citizen	66.6%	62.7%	65.5%	59.4%	66.7%	62.9%	65.4%
02=The Washington Post	62.8%	59.2%	61.6%	50.0%	63.1%	65.7%	61.7%
03=DC Examiner	5.0%	6.3%	6.3%	4.7%	3.8%	5.7%	5.4%
04=Sun Gazette	41.7%	24.9%	57.1%	23.4%	3.8%	27.1%	36.6%
05=Arlington Connection	14.3%	13.4%	17.5%	14.1%	8.8%	8.6%	14.0%
06=Local TV/cable news	31.9%	38.3%	30.2%	43.8%	39.0%	31.4%	33.8%
07=Radio	18.6%	22.7%	18.0%	29.7%	21.9%	18.6%	19.9%
08=Arlington's cable TV channel	10.9%	11.1%	9.5%	12.5%	13.3%	10.0%	10.9%

Crosstabs by Type of Housing and Home Ownership

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

N=1298

	Q27 Own or rent home		Q28 Describe home				Total
	Own 1	Rent 2	Single family 1	Duplex/ triplex 2	Condo/ apartment 4	Other 5	
<u>Q20 Primary source of info (Cont.)</u>							
09=Latino media	3.1%	3.0%	2.0%	7.8%	4.0%	4.3%	3.1%
10=County website	38.5%	28.0%	38.0%	34.4%	29.8%	40.0%	35.3%
11=Arlington Insider, County's e-newsletter	15.1%	10.8%	16.1%	12.5%	9.8%	14.3%	13.8%
12=County press releases	7.4%	3.5%	7.3%	7.8%	3.3%	11.4%	6.2%
13=Recreation & leisure catalog	29.0%	24.7%	30.4%	26.6%	24.3%	20.0%	27.7%
14=Civic association newsletters/listservs	32.6%	20.4%	39.4%	23.4%	12.9%	18.6%	28.9%
15=Blogs/websites	4.6%	5.5%	4.6%	4.7%	6.0%	1.4%	4.9%

Crosstabs by Type of Housing and Home Ownership

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

N=1298

Q27 Own or rent home		Q28 Describe home				Total
Own 1	Rent 2	Single family 1	Duplex/ triplex 2	Condo/ apartment 4	Other 5	

Q20 Primary source of info (Cont.)

99=Other	6.5%	4.0%	6.7%	7.8%	4.3%	2.9%	5.8%
00=None chosen	2.3%	3.5%	2.3%	4.7%	3.1%	2.9%	2.7%

Crosstabs by Type of Housing and Home Ownership

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

N=1298

	Q27 Own or rent home		Q28 Describe home				Total
	Own	Rent	Single family	Duplex/triplex	Condo/apartment	Other	
	1	2	1	2	4	5	
<u>Q21 Programs & services need communication improvement</u>							
01=Police	14.0%	18.1%	12.5%	18.8%	18.6%	21.4%	15.3%
02=Fire, Emergency Medical/Rescue	7.3%	10.8%	7.0%	15.6%	9.5%	10.0%	8.4%
03=Emergency Management	14.4%	17.6%	14.8%	15.6%	16.7%	14.3%	15.4%
04=Libraries	6.5%	7.6%	7.1%	3.1%	7.4%	4.3%	6.9%
05=Parks Recreation/Cultural Resources	14.5%	16.4%	14.5%	17.2%	16.0%	14.3%	15.1%
06=Health/Human Services	13.0%	18.9%	12.5%	26.6%	17.4%	12.9%	14.8%
07=Street Maintenance/Construction	35.8%	38.3%	35.5%	40.6%	38.6%	32.9%	36.6%
08=Treasurer	4.1%	2.0%	3.1%	4.7%	4.5%	0.0%	3.5%

Crosstabs by Type of Housing and Home Ownership

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

N=1298

Q27 Own or rent home		Q28 Describe home				Total
Own 1	Rent 2	Single family 1	Duplex/ triplex 2	Condo/ apartment 4	Other 5	

Q21 Programs & services need communication improvement (Cont.)

09=Commissioner of Revenue	4.9%	4.5%	5.2%	4.7%	4.3%	2.9%	4.8%
10=Development/Planning	29.0%	23.9%	29.0%	17.2%	26.7%	24.3%	27.4%
11=Code Enforcement	18.3%	12.3%	20.6%	17.2%	10.0%	11.4%	16.5%
12=Parking Management	15.2%	14.6%	12.9%	17.2%	18.6%	14.3%	15.0%
13=Trash/Recycling	13.3%	12.8%	12.5%	14.1%	13.6%	17.1%	13.2%
14=Utilities	10.3%	7.3%	10.2%	9.4%	8.3%	7.1%	9.4%
15=County Manager/Board	9.1%	6.8%	10.1%	10.9%	6.0%	2.9%	8.4%
16=Other	4.0%	4.0%	3.6%	1.6%	4.0%	10.0%	4.0%

Crosstabs by Type of Housing and Home Ownership

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

N=1298

Q27 Own or rent home		Q28 Describe home				Total
Own 1	Rent 2	Single family 1	Duplex/ triplex 2	Condo/ apartment 4	Other 5	

Q21 Programs & services need communication improvement (Cont.)

99=None chosen	17.8%	16.1%	18.8%	10.9%	15.2%	18.6%	17.3%
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Crosstabs by Type of Housing and Home Ownership

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

N=1298

	<u>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	Condo/ Single Duplex/ apartm- family triplex ent Other				
			<u>Own</u>	<u>Rent</u>	<u>Single family</u>	<u>Duplex/ triplex</u>	
<u>Q22 Watch AVN</u>							
Yes on Comcast	20.1%	17.9%	16.7%	21.9%	23.6%	21.4%	19.4%
Yes on Verizon FIOS	5.0%	3.5%	6.7%	3.1%	1.4%	1.4%	4.5%
Yes on the internet	1.4%	2.8%	1.5%	1.6%	2.4%	2.9%	1.9%
No I don't watch AVN	71.2%	73.3%	72.8%	68.8%	71.0%	70.0%	71.9%
Don't know	2.2%	2.5%	2.3%	4.7%	1.7%	4.3%	2.3%

Crosstabs by Type of Housing and Home Ownership

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

N=1298	<u>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	<u>Single family</u>	<u>Duplex/ triplex</u>	<u>Condo/</u>	<u>Other</u>	
					<u>apartm-ent</u>		
<u>Q23 Used library in past year</u>							
Yes	73.0%	69.3%	76.5%	56.3%	66.2%	71.4%	71.9%
No	25.3%	28.2%	21.4%	42.2%	32.6%	24.3%	26.2%
Don't know	1.7%	2.5%	2.2%	1.6%	1.2%	4.3%	1.9%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	<u>Single family</u>	<u>Duplex/ triplex</u>	<u>Condo/ apartm-ent</u>	<u>Other</u>	
<u>Q23a Quality of available materials</u>							
Very satisfied	38.4%	38.6%	38.6%	44.4%	37.4%	38.0%	38.5%
Satisfied	48.5%	50.4%	49.2%	50.0%	48.7%	48.0%	49.0%
Neutral	7.4%	7.4%	7.7%	2.8%	7.0%	10.0%	7.4%
Dissatisfied	5.1%	3.3%	3.9%	2.8%	6.2%	4.0%	4.6%
Very dissatisfied	0.6%	0.4%	0.5%	0.0%	0.7%	0.0%	0.5%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	Condo/ Single Duplex/ apartm- family triplex ent			<u>Other</u>	
			<u>family</u>	<u>triplex</u>	<u>ent</u>		
<u>Q32b Quality & quantity of programs for seniors</u>							
Very satisfied	28.8%	30.1%	27.8%	50.0%	27.2%	38.9%	29.2%
Satisfied	38.5%	40.7%	39.5%	22.2%	43.0%	27.8%	39.1%
Neutral	28.8%	27.4%	29.6%	27.8%	26.3%	27.8%	28.4%
Dissatisfied	3.8%	1.8%	3.1%	0.0%	3.5%	5.6%	3.2%

Crosstabs by Type of Housing and Home Ownership

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

Q27 Own or rent home		Q28 Describe home				Total
Own	Rent	Single family	Duplex/triplex	Condo/apartm-ent	Other	

Q23c Quality & quantity of programs for children

Very satisfied	29.0%	35.1%	29.8%	40.9%	31.5%	27.3%	30.6%
Satisfied	46.1%	43.3%	47.2%	45.5%	41.4%	36.4%	45.4%
Neutral	21.7%	18.7%	19.9%	9.1%	26.1%	22.7%	20.9%
Dissatisfied	3.2%	3.0%	3.1%	4.5%	0.9%	13.6%	3.2%

Crosstabs by Type of Housing and Home Ownership

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

Q27 Own or rent home		Q28 Describe home				Total
Own	Rent	Single family	Duplex/triplex	Condo/apartm-ent	Other	

Q23d Quality & quantity of programs for new Americans

Very satisfied	23.2%	32.0%	24.2%	42.1%	24.5%	35.3%	26.0%
Satisfied	32.7%	29.9%	28.1%	42.1%	37.2%	29.4%	31.8%
Neutral	41.2%	34.0%	44.9%	15.8%	33.0%	35.3%	39.0%
Dissatisfied	2.8%	3.1%	2.8%	0.0%	4.3%	0.0%	2.9%
Very dissatisfied	0.0%	1.0%	0.0%	0.0%	1.1%	0.0%	0.3%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	Condo/ Single Duplex/ apartm- family triplex ent Other				
			<u>family</u>	<u>triplex</u>	<u>ent</u>	<u>Other</u>	
<u>Q23e Quality & quantity of programs for adults</u>							
Very satisfied	25.9%	32.8%	26.8%	36.7%	28.0%	33.3%	27.9%
Satisfied	49.7%	46.1%	51.2%	40.0%	44.6%	50.0%	48.7%
Neutral	20.8%	18.9%	19.7%	23.3%	22.0%	13.3%	20.3%
Dissatisfied	3.3%	1.7%	2.3%	0.0%	4.3%	3.3%	2.9%
Very dissatisfied	0.2%	0.6%	0.0%	0.0%	1.1%	0.0%	0.3%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	<u>Single family</u>	<u>Duplex/ triplex</u>	<u>Condo/ apartm-ent</u>	<u>Other</u>	
<u>Q23f Helpfulness of library staff</u>							
Very satisfied	48.3%	50.4%	49.8%	45.7%	47.1%	51.0%	48.9%
Satisfied	42.0%	37.3%	40.4%	42.9%	41.2%	38.8%	40.6%
Neutral	8.4%	10.1%	8.5%	5.7%	10.2%	8.2%	8.9%
Dissatisfied	1.1%	1.9%	1.1%	5.7%	1.1%	2.0%	1.3%
Very dissatisfied	0.2%	0.4%	0.2%	0.0%	0.4%	0.0%	0.2%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	<u>Single family</u>	<u>Duplex/ triplex</u>	<u>Condo/ apartm-ent</u>	<u>Other</u>	
<u>Q23g Hours libraries are open</u>							
Very satisfied	30.1%	36.8%	31.7%	38.9%	30.8%	38.8%	32.1%
Satisfied	52.2%	37.9%	49.5%	44.4%	46.9%	40.8%	48.0%
Neutral	8.8%	16.7%	10.1%	2.8%	14.3%	12.2%	11.2%
Dissatisfied	8.1%	6.7%	7.9%	8.3%	7.0%	8.2%	7.7%
Very dissatisfied	0.8%	1.9%	0.9%	5.6%	1.1%	0.0%	1.1%

Crosstabs by Type of Housing and Home Ownership

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

Q27 Own or rent home		Q28 Describe home				Total
Own	Rent	Single family	Duplex/triplex	Condo/apartm-ent	Other	

Q23h Quality of online services provided by the library

Very satisfied	41.8%	45.1%	43.7%	50.0%	39.1%	48.5%	42.8%
Satisfied	42.6%	35.0%	38.5%	28.6%	46.0%	39.4%	40.4%
Neutral	13.5%	15.0%	15.4%	10.7%	11.6%	12.1%	13.9%
Dissatisfied	1.7%	4.4%	2.2%	10.7%	2.3%	0.0%	2.5%
Very dissatisfied	0.4%	0.5%	0.2%	0.0%	0.9%	0.0%	0.4%

Crosstabs by Type of Housing and Home Ownership

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

Q27 Own or rent home		Q28 Describe home				Total
Own 1	Rent 2	Single family 1	Duplex/ triplex 2	Condo/ apartment 4	Other 5	

Q23i Library services most important to improve

A=Quality of available materials	34.3%	36.7%	33.9%	25.0%	37.8%	40.0%	35.0%
B=Quality & quantity of programs for seniors	6.8%	10.5%	8.8%	8.3%	6.8%	4.0%	7.9%
C=Quality & quantity of programs for children	14.4%	10.5%	14.1%	13.9%	11.5%	14.0%	13.3%
D=Programs for new Americans	9.1%	8.7%	7.7%	8.3%	11.5%	10.0%	9.0%
E=Quality & quantity of programs for seniors	11.6%	12.4%	10.5%	11.1%	14.7%	10.0%	11.8%
F=Helpfulness of library staff	6.5%	9.8%	6.5%	19.4%	9.0%	2.0%	7.5%

Crosstabs by Type of Housing and Home Ownership

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

Q27 Own or rent home		Q28 Describe home				Total
Own 1	Rent 2	Single family 1	Duplex/ triplex 2	Condo/ apartment 4	Other 5	

Q23i Library services most important to improve (Cont.)

G=Hours libraries are open	26.0%	28.4%	26.9%	22.2%	25.5%	34.0%	26.7%
H=Online services provided by the library	13.7%	12.0%	13.9%	13.9%	12.9%	6.0%	13.2%
Z=None chosen	32.2%	29.1%	32.0%	36.1%	28.4%	36.0%	31.3%

Crosstabs by Type of Housing and Home Ownership

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

N=1298

	<u>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	<u>Condo/</u>				
			<u>Single family</u>	<u>Duplex/ triplex</u>	<u>apartm-ent</u>	<u>Other</u>	
<u>Q24a My household is prepared for an emergency</u>							
Strongly agree	8.6%	7.6%	8.6%	3.3%	7.9%	12.1%	8.3%
Agree	31.0%	29.7%	34.2%	29.5%	25.1%	27.3%	30.6%
Neutral	26.4%	25.3%	25.5%	36.1%	25.6%	25.8%	26.0%
Disagree	27.1%	28.2%	25.2%	23.0%	32.3%	25.8%	27.4%
Strongly disagree	7.0%	9.2%	6.6%	8.2%	9.2%	9.1%	7.7%

Crosstabs by Type of Housing and Home Ownership

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

N=1298

	<u>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	<u>Single family</u>	<u>Duplex/ triplex</u>	<u>Condo/ apartm-ent</u>	<u>Other</u>	
<u>Q24b County has done good job educating the public</u>							
Strongly agree	7.8%	7.4%	8.1%	8.8%	6.3%	10.5%	7.7%
Agree	34.7%	35.8%	34.8%	49.1%	32.1%	42.1%	35.0%
Neutral	33.0%	31.4%	31.2%	24.6%	37.0%	26.3%	32.5%
Disagree	19.9%	19.5%	20.9%	14.0%	18.8%	19.3%	19.8%
Strongly disagree	4.7%	5.9%	5.0%	3.5%	6.0%	1.8%	5.1%

Crosstabs by Type of Housing and Home Ownership

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

N=1298

	<u>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	<u>Single family</u>	<u>Duplex/ triplex</u>	<u>Condo/ apartm-ent</u>	<u>Other</u>	
<u>Q24c Know where to get information during an emergency</u>							
Strongly agree	7.8%	6.7%	7.2%	9.3%	8.0%	5.2%	7.5%
Agree	32.1%	32.9%	33.6%	42.6%	29.3%	27.6%	32.3%
Neutral	24.8%	23.0%	24.4%	29.6%	21.9%	32.8%	24.3%
Disagree	28.4%	28.3%	27.9%	13.0%	31.7%	25.9%	28.3%
Strongly disagree	6.9%	9.0%	6.8%	5.6%	9.1%	8.6%	7.6%

Crosstabs by Type of Housing and Home Ownership

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

N=1298

	<u>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	<u>Single family</u>	<u>Duplex/ triplex</u>	<u>Condo/ apartm-ent</u>	<u>Other</u>	
<u>Q24d Aware of efforts by the County to prepare for an emergency</u>							
Strongly agree	9.9%	7.3%	9.8%	14.3%	6.7%	11.9%	9.1%
Agree	40.8%	36.0%	40.2%	42.9%	37.2%	40.7%	39.4%
Neutral	21.7%	23.7%	21.5%	23.2%	24.3%	16.9%	22.3%
Disagree	20.9%	23.4%	20.9%	14.3%	23.7%	23.7%	21.6%
Strongly disagree	6.8%	9.6%	7.6%	5.4%	8.1%	6.8%	7.6%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	Condo/ Single Duplex/ apartm- family triplex ent			<u>Other</u>	
			<u>family</u>	<u>triplex</u>	<u>ent</u>		
<u>Q25a Cleanliness & safety of food</u>							
Very satisfied	19.2%	17.4%	19.8%	16.4%	16.7%	20.3%	18.6%
Satisfied	61.9%	63.9%	62.0%	67.2%	62.3%	64.1%	62.5%
Neutral	15.2%	14.4%	15.4%	14.8%	15.0%	10.9%	15.0%
Dissatisfied	3.5%	3.7%	2.5%	1.6%	5.5%	4.7%	3.6%
Very dissatisfied	0.2%	0.5%	0.3%	0.0%	0.5%	0.0%	0.3%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	<u>Condo/</u>			<u>Other</u>	
			<u>Single family</u>	<u>Duplex/ triplex</u>	<u>apartm-ent</u>		
<u>Q25b Availability of quality services to support disabled</u>							
Very satisfied	10.0%	12.4%	9.2%	17.1%	11.8%	12.0%	10.7%
Satisfied	40.7%	39.3%	37.8%	42.9%	45.4%	36.0%	40.3%
Neutral	37.1%	40.7%	41.2%	34.3%	32.9%	40.0%	38.1%
Dissatisfied	10.0%	6.9%	9.2%	2.9%	9.9%	12.0%	9.1%
Very dissatisfied	2.2%	0.7%	2.7%	2.9%	0.0%	0.0%	1.8%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	<u>Single family</u>	<u>Duplex/ triplex</u>	<u>Condo/ apartm-ent</u>	<u>Other</u>	
<u>Q25c Availability of services to seniors</u>							
Very satisfied	16.5%	16.4%	14.1%	16.2%	19.2%	29.6%	16.5%
Satisfied	47.8%	36.2%	47.3%	56.8%	37.8%	29.6%	44.3%
Neutral	28.6%	41.8%	32.3%	27.0%	33.1%	40.7%	32.6%
Dissatisfied	6.7%	5.1%	5.5%	0.0%	9.9%	0.0%	6.2%
Very dissatisfied	0.5%	0.6%	0.9%	0.0%	0.0%	0.0%	0.5%

Crosstabs by Type of Housing and Home Ownership

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

Q27 Own or rent home		Q28 Describe home					Total
Own	Rent	Single family	Duplex/triplex	Condo/apartm-ent	Other		

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

Very satisfied	9.8%	12.0%	9.2%	11.4%	12.2%	14.3%	10.5%
Satisfied	32.6%	26.3%	32.5%	37.1%	26.7%	23.8%	30.7%
Neutral	39.5%	47.9%	43.6%	37.1%	39.0%	52.4%	42.1%
Dissatisfied	14.7%	9.0%	11.7%	11.4%	16.9%	4.8%	13.0%
Very dissatisfied	3.4%	4.8%	3.1%	2.9%	5.2%	4.8%	3.8%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	<u>Condo/</u>			<u>Other</u>	
			<u>Single family</u>	<u>Duplex/ triplex</u>	<u>apartm-ent</u>		
<u>Q25e Overall quality of school health problems</u>							
Very satisfied	10.0%	12.8%	9.9%	11.4%	12.0%	17.4%	10.7%
Satisfied	39.4%	42.3%	39.5%	48.6%	40.2%	39.1%	40.2%
Neutral	42.1%	38.9%	41.9%	37.1%	41.0%	39.1%	41.3%
Dissatisfied	7.5%	4.0%	7.2%	2.9%	6.8%	0.0%	6.5%
Very dissatisfied	1.0%	2.0%	1.6%	0.0%	0.0%	4.3%	1.3%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	<u>Condo/</u>			<u>Other</u>	
			<u>Single family</u>	<u>Duplex/ triplex</u>	<u>apartm-ent</u>		
<u>Q25f Substance abuse & prevention programs</u>							
Very satisfied	9.8%	8.5%	7.8%	17.2%	9.0%	21.1%	9.4%
Satisfied	32.9%	28.7%	31.3%	34.5%	32.4%	26.3%	31.6%
Neutral	47.2%	55.0%	51.2%	37.9%	51.4%	36.8%	49.6%
Dissatisfied	8.7%	6.2%	8.6%	10.3%	4.5%	15.8%	8.0%
Very dissatisfied	1.4%	1.6%	1.2%	0.0%	2.7%	0.0%	1.4%

Crosstabs by Type of Housing and Home Ownership

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>Q27 Own or rent home</u>		<u>Q28 Describe home</u>				<u>Total</u>
	<u>Own</u>	<u>Rent</u>	<u>Condo/</u>			<u>Other</u>	
			<u>Single family</u>	<u>Duplex/ triplex</u>	<u>apartm-ent</u>		
<u>Q25g Efforts to preserve & increase the availability of housing</u>							
Very satisfied	8.0%	7.9%	8.0%	10.6%	7.4%	7.9%	8.0%
Satisfied	25.9%	23.2%	24.8%	23.4%	26.0%	26.3%	25.2%
Neutral	34.6%	32.8%	35.4%	27.7%	32.2%	36.8%	34.1%
Dissatisfied	21.3%	21.2%	21.4%	27.7%	19.8%	21.1%	21.3%
Very dissatisfied	10.1%	14.9%	10.4%	10.6%	14.5%	7.9%	11.5%

Crosstabs by Type of Housing and Home Ownership

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

	Q27 Own or rent home		Q28 Describe home				Total
	Own 1	Rent 2	Single family 1	Duplex/ triplex 2	Condo/ apartment 4	Other 5	
<u>Q26 Most important health & human services</u>							
A=Cleanliness & safety of food in restaurants	19.2%	17.4%	16.5%	17.2%	22.4%	20.0%	18.6%
B=Availability of quality services for disabled	12.9%	9.6%	10.6%	9.4%	14.0%	14.3%	11.9%
C=Availability of services to seniors	13.1%	10.1%	13.3%	3.1%	11.2%	14.3%	12.2%
D=Services to people on low income	22.4%	21.2%	19.8%	28.1%	26.2%	15.7%	22.0%
E=Overall quality of school health programs	15.8%	12.3%	16.1%	10.9%	12.9%	14.3%	14.7%

Crosstabs by Type of Housing and Home Ownership

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

	Q27 Own or rent home		Q28 Describe home				Total
	Own 1	Rent 2	Single family 1	Duplex/ triplex 2	Condo/ apartment 4	Other 5	

Q26 Most important health & human services (Cont.)

F=Substance abuse & prevention programs	9.2%	10.3%	9.8%	14.1%	9.0%	5.7%	9.6%
G=County efforts to preserve & increase housing	38.7%	40.6%	37.4%	60.9%	40.7%	31.4%	39.3%
Z=None chosen	28.9%	33.2%	32.1%	25.0%	26.9%	34.3%	30.2%