

Crosstabs by Race/Ethnicity

Distribution of Respondents by Race/Ethnicity

(multiple responses allowed)

<u>Q30 Race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
1 = Asian/Pacific Islander	143	11.0 %
2 = Black/African American	114	8.8 %
3 = Hispanic	209	16.1 %
4 = White	947	73.0 %
<u>6 = Other</u>	<u>64</u>	<u>4.9 %</u>
Total	1477	

Crosstabs by Race/Ethnicity

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	Q30 Race/ethnicity					Total
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	

Q1a Quality of police services

Very satisfied	28.3%	35.4%	28.1%	33.9%	45.2%	33.4%
Satisfied	49.2%	57.3%	57.3%	54.2%	35.7%	53.5%
Neutral	16.7%	5.2%	11.2%	9.1%	9.5%	9.8%
Dissatisfied	4.2%	1.0%	2.2%	2.0%	2.4%	2.2%
Very dissatisfied	1.7%	1.0%	1.1%	0.8%	7.1%	1.2%

Crosstabs by Race/Ethnicity

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	Q30 Race/ethnicity					Total
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	

Q1b Quality of fire & emergency medical & ambulance services

Very satisfied	43.6%	48.1%	43.5%	44.6%	47.4%	44.8%
Satisfied	44.6%	43.2%	45.9%	45.8%	47.4%	45.5%
Neutral	10.9%	8.6%	10.6%	8.6%	5.3%	9.0%
Dissatisfied	1.0%	0.0%	0.0%	0.9%	0.0%	0.7%
Very dissatisfied	0.0%	0.0%	0.0%	0.1%	0.0%	0.1%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q1c Quality of the County's emergency preparedness services</u>						
Very satisfied	26.1%	28.4%	25.4%	29.3%	23.3%	28.3%
Satisfied	51.1%	41.9%	54.9%	48.6%	53.3%	48.9%
Neutral	19.3%	29.7%	15.5%	19.9%	20.0%	20.4%
Dissatisfied	2.3%	0.0%	4.2%	1.7%	0.0%	1.7%
Very dissatisfied	1.1%	0.0%	0.0%	0.6%	3.3%	0.6%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q1d Quality of County parks/recreation programs</u>						
Very satisfied	37.7%	30.7%	39.6%	38.5%	36.4%	37.8%
Satisfied	46.9%	51.5%	45.8%	49.0%	45.5%	48.6%
Neutral	12.3%	15.8%	13.5%	10.0%	15.9%	11.3%
Dissatisfied	2.3%	1.0%	1.0%	2.2%	2.3%	2.0%
Very dissatisfied	0.8%	1.0%	0.0%	0.4%	0.0%	0.4%

Crosstabs by Race/Ethnicity

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	Q30 Race/ethnicity					Total
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	

Q1e Quality of County arts/cultural programs

Very satisfied	31.7%	25.9%	28.9%	29.6%	29.3%	29.4%
Satisfied	48.3%	43.5%	52.2%	48.1%	36.6%	47.7%
Neutral	17.5%	25.9%	15.6%	19.6%	29.3%	19.9%
Dissatisfied	2.5%	4.7%	3.3%	2.3%	2.4%	2.6%
Very dissatisfied	0.0%	0.0%	0.0%	0.4%	2.4%	0.4%

Crosstabs by Race/Ethnicity

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	Q30 Race/ethnicity					Total
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	

Q1f Maintenance of County streets

Very satisfied	13.0%	11.7%	17.0%	10.9%	10.9%	11.7%
Satisfied	52.2%	53.4%	49.0%	45.8%	58.7%	47.8%
Neutral	20.3%	18.4%	21.0%	23.9%	10.9%	22.4%
Dissatisfied	13.0%	15.5%	8.0%	16.5%	15.2%	15.3%
Very dissatisfied	1.4%	1.0%	5.0%	2.8%	4.3%	2.8%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q1g Management of traffic flow on County streets</u>						
Very satisfied	12.3%	11.7%	15.2%	9.7%	6.3%	10.4%
Satisfied	43.5%	51.5%	45.5%	40.3%	45.8%	42.2%
Neutral	28.3%	22.3%	24.2%	28.0%	20.8%	26.9%
Dissatisfied	14.5%	9.7%	14.1%	18.2%	10.4%	16.5%
Very dissatisfied	1.4%	4.9%	1.0%	3.8%	16.7%	3.9%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q1h Quality of County water & wastewater services</u>						
Very satisfied	21.5%	18.6%	25.3%	19.1%	25.0%	20.1%
Satisfied	52.3%	60.8%	43.2%	55.0%	41.7%	53.7%
Neutral	19.2%	11.3%	23.2%	17.8%	22.9%	18.0%
Dissatisfied	3.8%	9.3%	7.4%	5.8%	6.3%	6.0%
Very dissatisfied	3.1%	0.0%	1.1%	2.3%	4.2%	2.2%

Crosstabs by Race/Ethnicity

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	Q30 Race/ethnicity					Total
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	

Q1i Quality of the County's stormwater runoff system

Very satisfied	21.4%	19.3%	19.8%	16.5%	15.9%	17.5%
Satisfied	41.1%	42.0%	49.4%	45.0%	40.9%	44.6%
Neutral	30.4%	29.5%	23.5%	27.6%	34.1%	28.0%
Dissatisfied	7.1%	9.1%	4.9%	8.1%	4.5%	7.6%
Very dissatisfied	0.0%	0.0%	2.5%	2.7%	4.5%	2.3%

Crosstabs by Race/Ethnicity

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	Q30 Race/ethnicity					Total
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	

Q1j Enforcement of County codes & ordinances

Very satisfied	19.3%	18.4%	25.0%	18.8%	12.2%	19.1%
Satisfied	41.3%	37.9%	36.9%	40.3%	48.8%	40.2%
Neutral	32.1%	32.2%	28.6%	27.8%	24.4%	28.6%
Dissatisfied	6.4%	6.9%	6.0%	10.2%	4.9%	9.0%
Very dissatisfied	0.9%	4.6%	3.6%	2.8%	9.8%	3.1%

Crosstabs by Race/Ethnicity

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	Q30 Race/ethnicity					Total
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	

Q1k Quality of the County's library system

Very satisfied	47.2%	41.8%	45.2%	46.9%	51.1%	46.5%
Satisfied	43.2%	44.9%	37.6%	38.1%	31.9%	39.0%
Neutral	8.0%	11.2%	11.8%	11.7%	10.6%	11.2%
Dissatisfied	1.6%	2.0%	3.2%	2.8%	6.4%	2.8%
Very dissatisfied	0.0%	0.0%	2.2%	0.5%	0.0%	0.5%

Crosstabs by Race/Ethnicity

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	Q30 Race/ethnicity					Total
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	

Q11 Effectiveness of the County's Smart Growth practices

Very satisfied	23.7%	25.3%	21.8%	26.7%	18.6%	25.5%
Satisfied	44.7%	39.8%	38.5%	39.5%	32.6%	39.7%
Neutral	21.1%	27.7%	29.5%	24.1%	30.2%	24.7%
Dissatisfied	10.5%	4.8%	7.7%	7.6%	14.0%	7.9%
Very dissatisfied	0.0%	2.4%	2.6%	2.1%	4.7%	2.1%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q1m Quality of customer service you receive</u>						
Very satisfied	28.2%	30.5%	20.4%	23.7%	22.7%	24.4%
Satisfied	46.0%	40.0%	44.9%	46.9%	45.5%	46.0%
Neutral	21.0%	23.2%	21.4%	24.1%	20.5%	23.3%
Dissatisfied	4.8%	5.3%	10.2%	4.2%	0.0%	4.7%
Very dissatisfied	0.0%	1.1%	3.1%	1.1%	11.4%	1.5%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q1n Effectiveness of County communication with the public</u>						
Very satisfied	25.8%	21.4%	17.0%	22.7%	23.1%	22.5%
Satisfied	44.7%	46.9%	50.0%	49.0%	35.9%	48.0%
Neutral	25.0%	23.5%	23.4%	22.8%	28.2%	23.4%
Dissatisfied	3.8%	8.2%	7.4%	4.5%	7.7%	5.1%
Very dissatisfied	0.8%	0.0%	2.1%	1.0%	5.1%	1.1%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q1o County efforts to preserve & protect the environment</u>						
Very satisfied	21.6%	17.2%	22.5%	25.9%	22.5%	24.3%
Satisfied	48.0%	55.2%	48.3%	45.2%	40.0%	46.3%
Neutral	21.6%	23.0%	21.3%	22.3%	32.5%	22.6%
Dissatisfied	6.4%	4.6%	7.9%	4.8%	5.0%	5.2%
Very dissatisfied	2.4%	0.0%	0.0%	1.8%	0.0%	1.5%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q1p Quality of County's human services</u>						
Very satisfied	21.6%	23.2%	21.1%	20.5%	15.6%	20.8%
Satisfied	42.0%	33.3%	52.1%	40.9%	37.5%	41.2%
Neutral	30.7%	27.5%	21.1%	30.4%	34.4%	29.5%
Dissatisfied	5.7%	14.5%	2.8%	7.2%	3.1%	7.1%
Very dissatisfied	0.0%	1.4%	2.8%	1.0%	9.4%	1.4%

Crosstabs by Race/Ethnicity

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

	Q30 Race/ethnicity					Total
	Asian/ Pacific Islander	Black/ African American	Hispanic	White	Other	
	1	2	3	4	6	
<u>Q2 Most important area</u>						
A=Quality of police services	17.5%	17.0%	23.5%	13.7%	11.3%	15.1%
B=Fire & emergency medical & ambulance services	7.0%	12.3%	10.8%	10.5%	5.7%	10.1%
C=County's emergency preparedness services	18.2%	20.8%	9.8%	20.5%	9.4%	19.0%
D=Quality of County parks/ recreation programs	17.5%	17.0%	17.6%	16.0%	9.4%	16.2%
E=Quality of County arts/ cultural programs	7.0%	6.6%	6.9%	7.7%	5.7%	7.5%

Crosstabs by Race/Ethnicity

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

Q30 Race/ethnicity					Total
Asian/ Pacific Islander 1	Black/ African American 2	Hispanic 3	White 4	Other 6	

Q2 Most important area (Cont.)

F=Maintenance of County streets	35.7%	28.3%	29.4%	41.3%	24.5%	38.0%
G=Management of traffic flow on County streets	38.5%	38.7%	38.2%	44.2%	37.7%	42.4%
H=County water & wastewater services	20.3%	13.2%	15.7%	15.7%	17.0%	16.0%
I=County's stormwater runoff system	11.2%	10.4%	10.8%	13.5%	11.3%	12.6%
J=Enforcement of County codes & ordinances	14.0%	19.8%	16.7%	18.4%	15.1%	17.7%

Crosstabs by Race/Ethnicity

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

Q30 Race/ethnicity					Total
Asian/ Pacific Islander 1	Black/ African American 2	Hispanic 3	White 4	Other 6	

Q2 Most important area (Cont.)

K=Quality of the County's library system	7.7%	8.5%	5.9%	5.8%	7.5%	6.3%
L=Effectiveness of the Smart Growth practices	30.1%	21.7%	20.6%	30.7%	26.4%	28.9%
M=Quality of customer service you receive	12.6%	12.3%	11.8%	11.9%	11.3%	11.9%
N=Effectiveness of County communication	14.7%	18.9%	16.7%	12.4%	11.3%	13.6%
O=Efforts to preserve & protect the environment	33.6%	27.4%	30.4%	33.0%	20.8%	31.8%

Crosstabs by Race/Ethnicity

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

Q30 Race/ethnicity					Total
Asian/ Pacific Islander 1	Black/ African American 2	Hispanic 3	White 4	Other 6	

Q2 Most important area (Cont.)

P=Quality of County's human services

28.7% 35.8% 25.5% 24.1% 22.6% 25.7%

Z=None chosen

14.0% 16.0% 19.6% 11.3% 22.6% 13.1%

Crosstabs by Race/Ethnicity

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	Q30 Race/ethnicity					Total
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q3a In your neighborhood during the day</u>						
Very safe	59.3%	60.0%	49.5%	71.9%	60.8%	67.3%
Safe	37.1%	32.4%	42.6%	24.8%	29.4%	28.4%
Neutral	1.4%	4.8%	7.9%	2.7%	7.8%	3.3%
Unsafe	2.1%	1.9%	0.0%	0.5%	2.0%	0.8%
Very unsafe	0.0%	1.0%	0.0%	0.1%	0.0%	0.2%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q3b In your neighborhood at night</u>						
Very safe	24.5%	37.1%	30.7%	31.7%	37.3%	31.4%
Safe	44.6%	43.8%	40.6%	50.7%	43.1%	48.4%
Neutral	20.9%	11.4%	20.8%	12.0%	15.7%	13.7%
Unsafe	8.6%	4.8%	5.0%	4.4%	3.9%	4.9%
Very unsafe	1.4%	2.9%	3.0%	1.2%	0.0%	1.5%

Crosstabs by Race/Ethnicity

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	Q30 Race/ethnicity					Total
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q3c In County parks</u>						
Very safe	10.2%	21.3%	16.0%	15.9%	23.9%	16.0%
Safe	40.2%	37.2%	47.9%	51.5%	52.2%	48.9%
Neutral	38.6%	27.7%	29.8%	23.7%	17.4%	25.9%
Unsafe	7.9%	9.6%	4.3%	7.8%	4.3%	7.5%
Very unsafe	3.1%	4.3%	2.1%	1.1%	2.2%	1.7%

Crosstabs by Race/Ethnicity

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	Q30 Race/ethnicity					Total
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q3d In County buildings</u>						
Very safe	36.2%	41.5%	28.1%	44.8%	42.6%	42.1%
Safe	43.1%	41.5%	51.0%	43.0%	44.7%	43.7%
Neutral	17.2%	13.8%	18.8%	11.1%	12.8%	12.6%
Unsafe	3.4%	1.1%	1.0%	1.0%	0.0%	1.2%
Very unsafe	0.0%	2.1%	1.0%	0.1%	0.0%	0.3%

Crosstabs by Race/Ethnicity

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	Q30 Race/ethnicity					Total
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q3e In commercial/retail areas at night</u>						
Very safe	15.4%	22.4%	17.0%	19.0%	23.4%	18.9%
Safe	48.5%	48.0%	44.7%	53.8%	51.1%	52.0%
Neutral	27.9%	20.4%	33.0%	20.3%	21.3%	22.1%
Unsafe	7.4%	8.2%	5.3%	6.4%	4.3%	6.5%
Very unsafe	0.7%	1.0%	0.0%	0.6%	0.0%	0.6%

Crosstabs by Race/Ethnicity

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	Q30 Race/ethnicity					Total
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	

Q3f Overall feeling of safety in the County

Very safe	20.6%	28.8%	20.0%	25.0%	28.6%	24.5%
Safe	61.7%	56.7%	61.0%	61.8%	57.1%	61.2%
Neutral	15.6%	8.7%	16.0%	11.0%	12.2%	11.7%
Unsafe	2.1%	4.8%	3.0%	2.0%	2.0%	2.3%
Very unsafe	0.0%	1.0%	0.0%	0.2%	0.0%	0.2%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q4a Overall quality of services provided</u>						
Very satisfied	23.9%	31.1%	25.5%	30.4%	27.7%	29.2%
Satisfied	57.2%	52.4%	64.7%	58.1%	53.2%	58.0%
Neutral	18.8%	11.7%	7.8%	10.3%	12.8%	11.2%
Dissatisfied	0.0%	1.9%	2.0%	0.9%	0.0%	0.9%
Very dissatisfied	0.0%	2.9%	0.0%	0.2%	6.4%	0.6%

Crosstabs by Race/Ethnicity

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	Q30 Race/ethnicity					Total
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	

Q4b Overall image of Arlington County

Very satisfied	32.6%	39.8%	38.0%	40.1%	44.9%	39.2%
Satisfied	56.0%	44.7%	48.0%	49.3%	32.7%	48.9%
Neutral	11.3%	10.7%	11.0%	8.3%	14.3%	9.4%
Dissatisfied	0.0%	2.9%	2.0%	1.8%	6.1%	1.9%
Very dissatisfied	0.0%	1.9%	1.0%	0.5%	2.0%	0.6%

Crosstabs by Race/Ethnicity

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	Q30 Race/ethnicity					Total
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	

Q4c How well the County is managing growth

Very satisfied	16.2%	18.8%	17.5%	14.8%	12.2%	15.3%
Satisfied	41.5%	43.8%	43.3%	41.4%	28.6%	41.3%
Neutral	31.5%	21.9%	23.7%	25.7%	30.6%	26.0%
Dissatisfied	9.2%	11.5%	12.4%	14.4%	20.4%	13.8%
Very dissatisfied	1.5%	4.2%	3.1%	3.7%	8.2%	3.6%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q4d Quality of life in Arlington County</u>						
Very satisfied	35.7%	39.8%	43.9%	39.0%	39.2%	39.1%
Satisfied	50.7%	42.7%	39.8%	48.7%	41.2%	47.5%
Neutral	13.6%	11.7%	12.2%	9.7%	17.6%	10.8%
Dissatisfied	0.0%	4.9%	4.1%	2.5%	2.0%	2.5%
Very dissatisfied	0.0%	1.0%	0.0%	0.0%	0.0%	0.1%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q4e Quality of public schools in the County</u>						
Very satisfied	31.5%	29.9%	33.8%	36.4%	24.2%	34.7%
Satisfied	48.1%	41.6%	37.7%	44.4%	39.4%	43.9%
Neutral	17.6%	19.5%	20.8%	14.4%	21.2%	15.9%
Dissatisfied	1.9%	7.8%	7.8%	3.7%	12.1%	4.4%
Very dissatisfied	0.9%	1.3%	0.0%	1.1%	3.0%	1.1%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q4f Value you receive for your County taxes</u>						
Very satisfied	12.8%	27.6%	20.9%	17.9%	10.4%	18.1%
Satisfied	47.2%	32.7%	40.7%	45.2%	37.5%	43.8%
Neutral	30.4%	22.4%	25.3%	23.4%	35.4%	24.7%
Dissatisfied	8.8%	13.3%	11.0%	10.0%	8.3%	10.1%
Very dissatisfied	0.8%	4.1%	2.2%	3.5%	8.3%	3.3%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q4g County government's overall efforts to embrace diversity</u>						
Very satisfied	23.2%	27.5%	26.1%	24.5%	15.6%	24.4%
Satisfied	44.0%	30.8%	43.5%	43.7%	35.6%	42.2%
Neutral	28.0%	28.6%	17.4%	24.3%	37.8%	25.1%
Dissatisfied	4.8%	8.8%	8.7%	5.5%	8.9%	6.1%
Very dissatisfied	0.0%	4.4%	4.3%	2.0%	2.2%	2.2%

Crosstabs by Race/Ethnicity

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	Q30 Race/ethnicity					Total
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	

Q4h Overall inclusiveness of the community

Very satisfied	20.3%	28.6%	25.0%	23.9%	13.0%	23.5%
Satisfied	52.3%	29.6%	42.4%	47.2%	47.8%	45.9%
Neutral	25.8%	29.6%	26.1%	23.9%	37.0%	25.3%
Dissatisfied	1.6%	6.1%	5.4%	4.3%	0.0%	4.1%
Very dissatisfied	0.0%	6.1%	1.1%	0.7%	2.2%	1.2%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q5a Overall maintenance of major streets</u>						
Very satisfied	13.6%	22.1%	16.8%	12.0%	13.5%	13.4%
Satisfied	53.6%	49.0%	49.5%	53.7%	55.8%	53.0%
Neutral	17.1%	17.3%	20.8%	18.2%	17.3%	18.3%
Dissatisfied	14.3%	10.6%	8.9%	14.0%	11.5%	13.3%
Very dissatisfied	1.4%	1.0%	4.0%	2.0%	1.9%	2.0%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q5b Maintenance of streets in your neighborhood</u>						
Very satisfied	15.0%	25.7%	12.7%	14.4%	17.3%	15.3%
Satisfied	56.4%	36.2%	49.0%	47.4%	48.1%	47.6%
Neutral	15.7%	21.9%	23.5%	18.9%	11.5%	18.9%
Dissatisfied	11.4%	14.3%	10.8%	15.6%	19.2%	14.8%
Very dissatisfied	1.4%	1.9%	3.9%	3.7%	3.8%	3.3%

Crosstabs by Race/Ethnicity

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	Q30 Race/ethnicity					Total
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	

Q5c Maintenance of County buildings

Very satisfied	14.3%	23.2%	17.9%	18.5%	15.0%	18.2%
Satisfied	61.3%	57.3%	58.9%	58.9%	52.5%	58.8%
Neutral	23.5%	18.3%	22.1%	19.6%	32.5%	20.6%
Dissatisfied	0.8%	0.0%	1.1%	2.8%	0.0%	2.1%
Very dissatisfied	0.0%	1.2%	0.0%	0.3%	0.0%	0.3%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q5d Snow removal on major County streets</u>						
Very satisfied	17.4%	24.8%	22.4%	19.0%	16.3%	19.4%
Satisfied	59.4%	53.5%	51.0%	59.5%	57.1%	58.3%
Neutral	18.1%	14.9%	20.4%	14.8%	18.4%	15.7%
Dissatisfied	4.3%	4.0%	6.1%	5.7%	4.1%	5.4%
Very dissatisfied	0.7%	3.0%	0.0%	1.0%	4.1%	1.2%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q5e Snow removal on neighborhood streets</u>						
Very satisfied	9.5%	16.7%	11.0%	11.0%	10.2%	11.3%
Satisfied	47.4%	35.3%	46.0%	45.2%	53.1%	45.1%
Neutral	26.3%	24.5%	25.0%	23.2%	14.3%	23.4%
Dissatisfied	15.3%	16.7%	17.0%	16.4%	16.3%	16.3%
Very dissatisfied	1.5%	6.9%	1.0%	4.1%	6.1%	3.9%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q5f Mowing & trimming of County land</u>						
Very satisfied	12.5%	27.2%	16.0%	13.4%	18.4%	14.8%
Satisfied	52.2%	39.8%	54.0%	56.4%	57.1%	54.4%
Neutral	25.7%	20.4%	14.0%	21.1%	12.2%	20.7%
Dissatisfied	7.4%	11.7%	13.0%	7.7%	10.2%	8.5%
Very dissatisfied	2.2%	1.0%	3.0%	1.4%	2.0%	1.6%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q5g Overall cleanliness of County streets & other public areas</u>						
Very satisfied	14.8%	25.7%	18.2%	15.7%	21.6%	16.8%
Satisfied	50.7%	52.4%	58.6%	60.3%	60.8%	58.4%
Neutral	28.2%	14.3%	19.2%	17.3%	13.7%	18.3%
Dissatisfied	4.9%	6.7%	4.0%	6.4%	3.9%	5.9%
Very dissatisfied	1.4%	1.0%	0.0%	0.5%	0.0%	0.5%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q5h Adequacy of street lighting in your neighborhood</u>						
Very satisfied	14.9%	22.9%	15.8%	16.9%	23.1%	17.4%
Satisfied	48.2%	41.0%	42.6%	52.3%	55.8%	50.2%
Neutral	22.0%	17.1%	24.8%	16.4%	13.5%	17.7%
Dissatisfied	13.5%	15.2%	15.8%	12.4%	5.8%	12.8%
Very dissatisfied	1.4%	3.8%	1.0%	2.0%	1.9%	2.0%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q5i Adequacy of street lighting in commercial/retail areas</u>						
Very satisfied	13.7%	27.2%	19.0%	20.3%	24.0%	20.1%
Satisfied	55.4%	51.5%	50.0%	58.2%	54.0%	56.5%
Neutral	25.9%	14.6%	24.0%	17.7%	20.0%	19.0%
Dissatisfied	3.6%	6.8%	6.0%	3.6%	2.0%	4.0%
Very dissatisfied	1.4%	0.0%	1.0%	0.2%	0.0%	0.4%

Crosstabs by Race/Ethnicity

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

	Q30 Race/ethnicity					Total
	Asian/ Pacific Islander 1	Black/ African American 2	Hispanic 3	White 4	Other 6	

Q6 Most important public works items

A=Overall maintenance of major streets	41.3%	43.4%	40.2%	49.0%	37.7%	46.5%
B=Maintenance of streets in your neighborhood	36.4%	37.7%	42.2%	40.8%	43.4%	40.3%
C=Maintenance of County buildings	7.0%	9.4%	2.9%	5.2%	3.8%	5.5%
D=Snow removal on major County streets	13.3%	10.4%	11.8%	11.4%	11.3%	11.6%
E=Snow removal on neighborhood streets	34.3%	30.2%	25.5%	32.8%	26.4%	31.9%

Crosstabs by Race/Ethnicity

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

Q30 Race/ethnicity					Total
Asian/ Pacific Islander 1	Black/ African American 2	Hispanic 3	White 4	Other 6	

Q6 Most important public works items (Cont.)

F=Mowing & trimming of County land	13.3%	18.9%	17.6%	18.3%	15.1%	17.6%
G=Overall cleanliness of County streets	31.5%	21.7%	22.5%	30.3%	17.0%	28.6%
H=Adequacy of street lighting in neighborhood	30.8%	32.1%	30.4%	28.8%	13.2%	28.9%
I=Street lighting in commercial/retail areas	15.4%	14.2%	11.8%	12.6%	9.4%	12.9%
Z=None chosen	17.5%	19.8%	24.5%	15.9%	32.1%	17.7%

Crosstabs by Race/Ethnicity

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	Q30 Race/ethnicity					Total
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q7a Residential trash collection services</u>						
Very satisfied	40.9%	39.8%	33.3%	45.0%	34.7%	42.7%
Satisfied	45.7%	43.0%	52.2%	44.7%	49.0%	45.6%
Neutral	10.2%	12.9%	8.9%	7.9%	8.2%	8.6%
Dissatisfied	2.4%	3.2%	5.6%	1.8%	4.1%	2.4%
Very dissatisfied	0.8%	1.1%	0.0%	0.6%	4.1%	0.8%

Crosstabs by Race/Ethnicity

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	Q30 Race/ethnicity					Total
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q7b Curbside recycling services</u>						
Very satisfied	34.5%	36.0%	27.6%	42.0%	34.8%	39.1%
Satisfied	42.0%	36.0%	50.6%	42.4%	30.4%	42.1%
Neutral	19.3%	23.3%	18.4%	9.8%	10.9%	12.6%
Dissatisfied	3.4%	3.5%	3.4%	5.2%	17.4%	5.2%
Very dissatisfied	0.8%	1.2%	0.0%	0.7%	6.5%	0.9%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q7c Yardwaste removal services</u>						
Very satisfied	25.0%	27.2%	27.5%	35.9%	27.3%	32.9%
Satisfied	42.6%	50.6%	41.3%	45.1%	31.8%	44.4%
Neutral	25.9%	19.8%	17.5%	13.9%	25.0%	16.4%
Dissatisfied	5.6%	1.2%	12.5%	4.3%	11.4%	5.1%
Very dissatisfied	0.9%	1.2%	1.3%	0.9%	4.5%	1.1%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q7d Wastewater treatment services</u>						
Very satisfied	16.2%	25.3%	18.1%	27.8%	26.2%	25.5%
Satisfied	55.2%	43.0%	48.6%	47.0%	42.9%	47.4%
Neutral	22.9%	27.8%	30.6%	20.8%	16.7%	22.3%
Dissatisfied	5.7%	3.8%	1.4%	3.6%	9.5%	4.0%
Very dissatisfied	0.0%	0.0%	1.4%	0.8%	4.8%	0.8%

Crosstabs by Race/Ethnicity

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	Q30 Race/ethnicity					Total
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q7e Drinking water services</u>						
Very satisfied	17.6%	25.0%	11.4%	25.5%	31.8%	23.8%
Satisfied	57.1%	42.7%	53.4%	50.1%	40.9%	50.0%
Neutral	18.5%	24.0%	20.5%	17.7%	18.2%	18.6%
Dissatisfied	5.9%	5.2%	10.2%	5.5%	4.5%	5.8%
Very dissatisfied	0.8%	3.1%	4.5%	1.3%	4.5%	1.8%

Crosstabs by Race/Ethnicity

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

Q30 Race/ethnicity					Total
Asian/ Pacific Islander 1	Black/ African American 2	Hispanic 3	White 4	Other 6	

Q8 Most important utility services

A=Residential trash collection services	11.2%	17.0%	14.7%	12.9%	13.2%	13.3%
B=Curbside recycling services	21.7%	23.6%	14.7%	23.5%	24.5%	22.7%
C=Yardwaste removal services	14.0%	17.0%	12.7%	16.5%	13.2%	15.8%
D=Wastewater treatment services	32.9%	22.6%	29.4%	29.7%	20.8%	29.1%
E=Drinking water services	50.3%	34.0%	43.1%	41.9%	30.2%	41.8%
Z=None chosen	31.5%	37.7%	40.2%	32.6%	45.3%	34.0%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q9a Overall quality of local police protection</u>						
Very satisfied	22.8%	33.7%	21.7%	28.8%	32.7%	28.2%
Satisfied	52.0%	53.1%	55.4%	58.4%	44.9%	56.4%
Neutral	21.3%	11.2%	17.4%	10.6%	14.3%	12.6%
Dissatisfied	3.1%	2.0%	4.3%	1.7%	2.0%	2.1%
Very dissatisfied	0.8%	0.0%	1.1%	0.4%	6.1%	0.7%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q9b Visibility of police in neighborhoods</u>						
Very satisfied	15.6%	28.7%	16.5%	17.4%	23.1%	18.2%
Satisfied	47.4%	40.6%	42.3%	44.0%	34.6%	43.6%
Neutral	28.1%	21.8%	25.8%	29.9%	26.9%	28.6%
Dissatisfied	8.1%	6.9%	13.4%	7.6%	11.5%	8.2%
Very dissatisfied	0.7%	2.0%	2.1%	1.2%	3.8%	1.4%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q9c Visibility of police in retail areas</u>						
Very satisfied	10.0%	19.4%	14.4%	15.0%	20.8%	15.0%
Satisfied	45.4%	44.9%	43.3%	46.6%	35.4%	45.6%
Neutral	35.4%	24.5%	26.8%	32.5%	33.3%	31.7%
Dissatisfied	8.5%	10.2%	14.4%	5.6%	8.3%	7.1%
Very dissatisfied	0.8%	1.0%	1.0%	0.4%	2.1%	0.6%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q9d County's efforts to prevent crime</u>						
Very satisfied	16.2%	23.2%	14.4%	16.6%	18.2%	17.0%
Satisfied	52.1%	47.4%	46.7%	54.3%	40.9%	52.3%
Neutral	25.6%	24.2%	25.6%	25.3%	34.1%	25.7%
Dissatisfied	6.0%	3.2%	13.3%	3.1%	2.3%	4.2%
Very dissatisfied	0.0%	2.1%	0.0%	0.7%	4.5%	0.8%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q9e Enforcement of local traffic laws</u>						
Very satisfied	13.4%	22.7%	17.3%	15.2%	17.0%	15.9%
Satisfied	47.2%	44.3%	44.9%	48.8%	44.7%	47.8%
Neutral	28.3%	23.7%	27.6%	23.4%	19.1%	24.2%
Dissatisfied	7.9%	5.2%	8.2%	9.5%	10.6%	8.9%
Very dissatisfied	3.1%	4.1%	2.0%	3.0%	8.5%	3.3%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q9f Overall quality of local fire protection</u>						
Very satisfied	28.3%	37.6%	26.4%	34.7%	34.1%	33.5%
Satisfied	52.8%	51.8%	54.9%	53.2%	45.5%	52.8%
Neutral	18.9%	10.6%	17.6%	11.8%	18.2%	13.3%
Dissatisfied	0.0%	0.0%	1.1%	0.3%	2.3%	0.4%

Crosstabs by Race/Ethnicity

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	Q30 Race/ethnicity					Total
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	

Q9g Overall quality of local emergency medical/ambulance service

Very satisfied	29.0%	42.5%	32.9%	36.4%	35.0%	35.8%
Satisfied	49.0%	42.5%	53.2%	49.4%	47.5%	49.0%
Neutral	21.0%	15.0%	13.9%	13.9%	17.5%	15.0%
Dissatisfied	1.0%	0.0%	0.0%	0.3%	0.0%	0.3%

Crosstabs by Race/Ethnicity

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	Q30 Race/ethnicity					Total
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	

Q9h How quickly public safety personnel respond to emergencies

Very satisfied	31.5%	42.7%	32.9%	37.7%	30.2%	36.7%
Satisfied	44.6%	42.7%	45.6%	46.3%	46.5%	45.7%
Neutral	22.8%	14.6%	21.5%	13.6%	18.6%	15.7%
Dissatisfied	1.1%	0.0%	0.0%	2.4%	0.0%	1.8%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	4.7%	0.2%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q9i Enforcement of parking regulations</u>						
Very satisfied	14.4%	23.7%	15.1%	14.6%	12.5%	15.2%
Satisfied	44.0%	47.3%	47.3%	46.5%	39.6%	46.1%
Neutral	28.8%	16.1%	23.7%	27.0%	33.3%	26.3%
Dissatisfied	9.6%	8.6%	8.6%	8.0%	12.5%	8.4%
Very dissatisfied	3.2%	4.3%	5.4%	3.9%	2.1%	3.9%

Crosstabs by Race/Ethnicity

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

Q30 Race/ethnicity					Total
Asian/ Pacific Islander 1	Black/ African American 2	Hispanic 3	White 4	Other 6	

Q10 Most important public safety items

A=Overall quality of local police protection	19.6%	23.6%	31.4%	17.4%	26.4%	19.6%
B=Visibility of police in neighborhoods	30.8%	27.4%	43.1%	33.1%	26.4%	32.9%
C=Visibility of police in retail areas	26.6%	17.9%	23.5%	22.9%	20.8%	22.9%
D=County's efforts to prevent crime	32.9%	42.5%	39.2%	34.8%	20.8%	35.0%
E=Enforcement of local traffic laws	16.8%	19.8%	17.6%	24.0%	17.0%	22.0%

Crosstabs by Race/Ethnicity

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

	Q30 Race/ethnicity					Total
	Asian/ Pacific Islander 1	Black/ African American 2	Hispanic 3	White 4	Other 6	

Q10 Most important public safety items (Cont.)

F=Overall quality of local fire protection	9.8%	6.6%	6.9%	8.6%	9.4%	8.6%
G=Quality of emergency medical/ambulance	15.4%	11.3%	7.8%	16.3%	5.7%	14.6%
H=How quickly public safety personnel respond	21.0%	17.0%	17.6%	18.0%	11.3%	18.0%
I=Enforcement of parking regulations	15.4%	13.2%	11.8%	15.6%	15.1%	15.0%
Z=None chosen	32.9%	34.0%	30.4%	27.8%	37.7%	29.4%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q11a Maintenance of County parks</u>						
Very satisfied	23.3%	26.7%	15.2%	24.5%	28.3%	24.0%
Satisfied	58.9%	57.8%	63.0%	61.8%	50.0%	60.7%
Neutral	16.3%	11.1%	18.5%	10.7%	19.6%	12.4%
Dissatisfied	0.8%	4.4%	3.3%	2.8%	2.2%	2.7%
Very dissatisfied	0.8%	0.0%	0.0%	0.1%	0.0%	0.2%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q11b Walking & biking trails in the County</u>						
Very satisfied	28.0%	31.5%	26.4%	34.5%	35.6%	33.0%
Satisfied	51.2%	49.4%	49.5%	51.3%	37.8%	50.5%
Neutral	14.4%	14.6%	22.0%	10.7%	17.8%	12.6%
Dissatisfied	6.4%	4.5%	2.2%	3.3%	8.9%	3.8%
Very dissatisfied	0.0%	0.0%	0.0%	0.3%	0.0%	0.2%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q11c Outdoor athletic fields</u>						
Very satisfied	18.5%	18.8%	11.9%	23.2%	19.0%	21.2%
Satisfied	54.6%	55.0%	58.3%	54.1%	42.9%	54.1%
Neutral	24.1%	21.3%	23.8%	17.8%	28.6%	19.8%
Dissatisfied	2.8%	3.8%	6.0%	4.4%	4.8%	4.3%
Very dissatisfied	0.0%	1.3%	0.0%	0.4%	4.8%	0.6%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q11d Youth & teen recreation programs</u>						
Very satisfied	18.7%	18.5%	16.9%	22.3%	14.3%	20.7%
Satisfied	49.3%	27.8%	47.9%	46.0%	28.6%	44.3%
Neutral	30.7%	42.6%	31.0%	29.2%	42.9%	31.2%
Dissatisfied	0.0%	9.3%	4.2%	2.5%	10.7%	3.3%
Very dissatisfied	1.3%	1.9%	0.0%	0.0%	3.6%	0.5%

Crosstabs by Race/Ethnicity

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	Q30 Race/ethnicity					Total
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	

Q11e Adult recreation programs

Very satisfied	18.9%	20.8%	15.3%	24.6%	13.9%	22.4%
Satisfied	50.0%	45.5%	51.4%	47.7%	44.4%	48.0%
Neutral	27.8%	29.9%	27.8%	24.6%	36.1%	26.1%
Dissatisfied	1.1%	3.9%	4.2%	2.4%	2.8%	2.5%
Very dissatisfied	2.2%	0.0%	1.4%	0.7%	2.8%	0.9%

Crosstabs by Race/Ethnicity

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	Q30 Race/ethnicity					Total
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	

Q11f Senior recreation programs

Very satisfied	17.9%	19.0%	16.9%	24.3%	17.9%	22.1%
Satisfied	37.3%	37.9%	50.8%	42.8%	35.7%	42.2%
Neutral	35.8%	39.7%	28.8%	30.5%	42.9%	32.3%
Dissatisfied	6.0%	1.7%	1.7%	2.0%	3.6%	2.4%
Very dissatisfied	3.0%	1.7%	1.7%	0.5%	0.0%	1.0%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q11g Visual & performing arts programming & facilities</u>						
Very satisfied	14.1%	17.2%	17.3%	17.8%	11.4%	17.0%
Satisfied	42.4%	39.1%	45.3%	51.1%	48.6%	48.6%
Neutral	35.9%	35.9%	32.0%	26.9%	31.4%	29.2%
Dissatisfied	4.3%	7.8%	5.3%	3.5%	5.7%	4.1%
Very dissatisfied	3.3%	0.0%	0.0%	0.7%	2.9%	0.9%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q11h Community center programs</u>						
Very satisfied	18.8%	20.5%	18.6%	19.5%	11.8%	19.2%
Satisfied	45.5%	48.7%	50.0%	52.6%	44.1%	50.9%
Neutral	31.7%	29.5%	25.7%	26.4%	32.4%	27.5%
Dissatisfied	3.0%	0.0%	4.3%	1.1%	5.9%	1.6%
Very dissatisfied	1.0%	1.3%	1.4%	0.4%	5.9%	0.8%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q11i Sports programs</u>						
Very satisfied	18.8%	20.3%	8.7%	20.2%	16.7%	18.8%
Satisfied	48.8%	42.2%	56.5%	50.4%	41.7%	49.7%
Neutral	28.8%	34.4%	27.5%	26.4%	41.7%	28.1%
Dissatisfied	3.8%	1.6%	5.8%	2.5%	0.0%	2.7%
Very dissatisfied	0.0%	1.6%	1.4%	0.6%	0.0%	0.7%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q11j Off-leash dog areas</u>						
Very satisfied	23.5%	22.0%	16.4%	19.0%	16.7%	19.3%
Satisfied	39.7%	32.2%	32.8%	41.7%	33.3%	39.6%
Neutral	32.4%	30.5%	41.0%	29.6%	36.1%	31.1%
Dissatisfied	2.9%	11.9%	4.9%	7.7%	5.6%	7.2%
Very dissatisfied	1.5%	3.4%	4.9%	2.1%	8.3%	2.7%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q11k Indoor swimming pools</u>						
Very satisfied	8.8%	16.7%	10.3%	12.5%	16.7%	12.4%
Satisfied	38.8%	35.0%	35.3%	35.6%	22.2%	35.2%
Neutral	41.3%	33.3%	36.8%	33.1%	41.7%	34.7%
Dissatisfied	6.3%	11.7%	14.7%	15.0%	11.1%	13.6%
Very dissatisfied	5.0%	3.3%	2.9%	3.8%	8.3%	4.0%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q11 Fees charged for programs</u>						
Very satisfied	10.6%	8.7%	12.0%	13.2%	10.5%	12.4%
Satisfied	42.6%	39.1%	33.3%	45.6%	23.7%	42.8%
Neutral	37.2%	33.3%	36.0%	32.9%	55.3%	34.6%
Dissatisfied	5.3%	15.9%	16.0%	6.6%	5.3%	7.9%
Very dissatisfied	4.3%	2.9%	2.7%	1.8%	5.3%	2.3%

Crosstabs by Race/Ethnicity

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	Q30 Race/ethnicity					Total
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	

Q11m Special events sponsored by the County

Very satisfied	14.4%	16.4%	16.0%	15.9%	12.1%	15.6%
Satisfied	47.4%	42.5%	38.7%	48.1%	36.4%	46.3%
Neutral	35.1%	37.0%	44.0%	32.9%	42.4%	34.8%
Dissatisfied	2.1%	4.1%	1.3%	2.1%	6.1%	2.3%
Very dissatisfied	1.0%	0.0%	0.0%	1.0%	3.0%	0.9%

Crosstabs by Race/Ethnicity

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

Q30 Race/ethnicity					Total
Asian/ Pacific Islander 1	Black/ African American 2	Hispanic 3	White 4	Other 6	

Q12 Most important parks & recreation items

A=Maintenance of County parks	29.4%	18.9%	20.6%	28.4%	34.0%	27.4%
B=Walking & biking trails in the County	22.4%	18.9%	15.7%	26.9%	20.8%	24.7%
C=Outdoor athletic fields	10.5%	9.4%	6.9%	14.1%	18.9%	12.9%
D=Youth & teen recreation programs	16.8%	17.0%	11.8%	13.5%	7.5%	13.7%
E=Adult recreation programs	9.8%	13.2%	10.8%	10.0%	5.7%	10.2%
F=Senior recreation programs	15.4%	14.2%	10.8%	8.5%	1.9%	9.6%

Crosstabs by Race/Ethnicity

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

Q30 Race/ethnicity					Total
Asian/ Pacific Islander 1	Black/ African American 2	Hispanic 3	White 4	Other 6	

Q12 Most important parks & recreation items (Cont.)

G=Visual & performing arts programming	14.0%	6.6%	8.8%	10.8%	3.8%	10.3%
H=Community center programs	14.0%	12.3%	13.7%	8.7%	7.5%	9.9%
I=Sports programs	3.5%	5.7%	6.9%	4.8%	0.0%	4.7%
J=Off-leash dog areas	6.3%	8.5%	9.8%	10.2%	9.4%	9.6%
K=Indoor swimming pools	13.3%	15.1%	14.7%	17.2%	17.0%	16.3%
L=Fees charged for programs	15.4%	18.9%	19.6%	11.8%	11.3%	13.4%

Crosstabs by Race/Ethnicity

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

Q30 Race/ethnicity					Total
Asian/ Pacific Islander 1	Black/ African American 2	Hispanic 3	White 4	Other 6	

Q12 Most important parks & recreation items (Cont.)

M=Special events sponsored
by the County

11.2% 10.4% 10.8% 8.7% 7.5% 9.2%

Z=None chosen

33.6% 36.8% 40.2% 34.4% 45.3% 35.4%

Crosstabs by Race/Ethnicity

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

N=1298	<u>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q13 Contacted County in past year</u>						
Yes	44.1%	53.8%	51.0%	56.6%	50.9%	54.3%
No	55.2%	44.3%	48.0%	41.7%	41.5%	43.9%
Don't know	0.7%	1.9%	1.0%	1.7%	7.5%	1.8%

Crosstabs by Race/Ethnicity

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

N=705

Q30 Race/ethnicity						Total
Asian/ Pacific Islander 1	Black/ African American 2	Hispanic 3	White 4	Other 6		

Q13a Method of contact

1=Visit in person	27.0%	29.8%	38.5%	25.0%	37.0%	27.0%
2=By phone	77.8%	80.7%	73.1%	78.4%	63.0%	77.6%
3=Fax	3.2%	3.5%	1.9%	2.6%	0.0%	2.6%
4=E-mail	28.6%	22.8%	28.8%	30.5%	51.9%	30.4%
5=Letter/mail	9.5%	7.0%	7.7%	5.1%	14.8%	6.2%
6=Other	0.0%	1.8%	0.0%	4.6%	3.7%	3.5%
9=None chosen	3.2%	3.5%	0.0%	0.6%	3.7%	1.1%

Q13b. What service area did you contact most recently?

N=705	<u>Q30 Race/ethnicity</u>					<u>Total</u>
	Asian/ Pacifi- c Islan...	Black/ Afric- an Ame...	Hispanic	White	Other	
<u>Q13b Service contacted most recently</u>						
Police	7.9%	5.3%	11.5%	8.5%	3.7%	8.2%
Fire, Emergency Medical/ Rescue	3.2%	1.8%	0.0%	2.6%	0.0%	2.3%
Libraries	3.2%	1.8%	5.8%	5.9%	11.1%	5.5%
Parks, Recreation & Cultural Resources	6.3%	15.8%	7.7%	10.1%	3.7%	9.9%
Health/Human Services	12.7%	8.8%	7.7%	2.8%	7.4%	4.7%
Treasurer/Commissioner of Revenue	15.9%	7.0%	17.3%	14.7%	11.1%	14.2%
Street maintenance	6.3%	7.0%	3.8%	8.3%	11.1%	7.8%
Planning/Code Enforcement	7.9%	5.3%	11.5%	7.5%	14.8%	7.9%
Solid waste	23.8%	22.8%	13.5%	20.8%	22.2%	20.7%
County Manager/Board	0.0%	3.5%	5.8%	2.8%	7.4%	3.0%
Other	11.1%	17.5%	7.7%	15.0%	7.4%	14.0%
None chosen	1.6%	3.5%	7.7%	1.0%	0.0%	1.7%

Crosstabs by Race/Ethnicity

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	Q30 Race/ethnicity					Total
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	

Q13c How easy they were to contact

Very satisfied	34.9%	47.3%	29.4%	38.2%	34.6%	37.8%
Satisfied	38.1%	36.4%	39.2%	44.2%	38.5%	42.6%
Neutral	20.6%	12.7%	17.6%	7.6%	3.8%	9.7%
Dissatisfied	3.2%	3.6%	11.8%	6.6%	11.5%	6.6%
Very dissatisfied	3.2%	0.0%	2.0%	3.4%	11.5%	3.3%

Crosstabs by Race/Ethnicity

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	Q30 Race/ethnicity					Total
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	

Q13d Courtesy & professionalism

Very satisfied	38.7%	49.1%	34.0%	43.8%	44.0%	43.0%
Satisfied	37.1%	34.5%	42.0%	35.3%	20.0%	35.4%
Neutral	16.1%	12.7%	10.0%	13.6%	16.0%	13.6%
Dissatisfied	6.5%	1.8%	8.0%	4.5%	8.0%	4.8%
Very dissatisfied	1.6%	1.8%	6.0%	2.8%	12.0%	3.2%

Crosstabs by Race/Ethnicity

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	Q30 Race/ethnicity					Total
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	

Q13e Knowledge & technical competence

Very satisfied	31.7%	38.2%	32.7%	38.8%	36.0%	37.5%
Satisfied	43.3%	41.8%	32.7%	36.3%	16.0%	36.4%
Neutral	15.0%	10.9%	20.4%	15.1%	28.0%	15.6%
Dissatisfied	5.0%	7.3%	8.2%	6.6%	8.0%	6.7%
Very dissatisfied	5.0%	1.8%	6.1%	3.3%	12.0%	3.9%

Crosstabs by Race/Ethnicity

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	Q30 Race/ethnicity					Total
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	

Q13f Ability to help resolve your issue

Very satisfied	36.5%	33.9%	32.0%	38.0%	34.6%	37.0%
Satisfied	33.3%	37.5%	26.0%	30.9%	23.1%	31.0%
Neutral	14.3%	10.7%	22.0%	10.9%	15.4%	12.2%
Dissatisfied	9.5%	7.1%	14.0%	10.5%	15.4%	10.6%
Very dissatisfied	6.3%	10.7%	6.0%	9.7%	11.5%	9.3%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q14a Exterior maintenance of residential property</u>						
Very satisfied	8.2%	16.2%	8.6%	7.6%	3.1%	8.3%
Satisfied	48.0%	43.2%	43.2%	48.4%	37.5%	47.0%
Neutral	29.6%	20.3%	29.6%	26.8%	40.6%	27.4%
Dissatisfied	10.2%	17.6%	12.3%	13.3%	9.4%	13.1%
Very dissatisfied	4.1%	2.7%	6.2%	3.9%	9.4%	4.2%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q14b Exterior maintenance of business property</u>						
Very satisfied	10.1%	18.8%	8.9%	8.0%	6.3%	9.1%
Satisfied	43.8%	50.7%	46.8%	48.3%	34.4%	47.3%
Neutral	33.7%	24.6%	34.2%	35.9%	43.8%	35.0%
Dissatisfied	10.1%	5.8%	8.9%	5.4%	12.5%	6.5%
Very dissatisfied	2.2%	0.0%	1.3%	2.4%	3.1%	2.2%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q14c Construction site conditions</u>						
Very satisfied	6.6%	16.9%	7.7%	5.5%	13.8%	7.0%
Satisfied	33.0%	33.8%	32.1%	35.5%	20.7%	34.2%
Neutral	44.0%	32.3%	46.2%	40.4%	31.0%	40.5%
Dissatisfied	11.0%	12.3%	7.7%	14.8%	24.1%	13.8%
Very dissatisfied	5.5%	4.6%	6.4%	3.8%	10.3%	4.5%

Crosstabs by Race/Ethnicity

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	Q30 Race/ethnicity					Total
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q14d Noise regulations</u>						
Very satisfied	8.0%	17.1%	6.3%	5.9%	11.4%	7.3%
Satisfied	32.0%	35.5%	35.0%	34.8%	20.0%	34.0%
Neutral	41.0%	26.3%	37.5%	37.9%	31.4%	37.0%
Dissatisfied	15.0%	15.8%	13.8%	16.2%	25.7%	16.2%
Very dissatisfied	4.0%	5.3%	7.5%	5.1%	11.4%	5.5%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q14e Overcrowding</u>						
Very satisfied	9.0%	11.4%	8.7%	4.7%	3.3%	6.0%
Satisfied	25.6%	18.6%	30.4%	23.4%	13.3%	23.4%
Neutral	38.5%	31.4%	34.8%	34.9%	20.0%	34.4%
Dissatisfied	17.9%	22.9%	15.9%	22.8%	43.3%	22.5%
Very dissatisfied	9.0%	15.7%	10.1%	14.2%	20.0%	13.7%

Crosstabs by Race/Ethnicity

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

	Q30 Race/ethnicity					Total
	Asian/ Pacific Islander 1	Black/ African American 2	Hispanic 3	White 4	Other 6	

Q15 Most important code enforcement activities

A=Exterior maintenance of residential property	18.9%	28.3%	22.5%	22.6%	18.9%	22.5%
B=Exterior maintenance of business property	16.8%	10.4%	19.6%	13.8%	11.3%	14.2%
C=Construction site conditions	30.1%	20.8%	23.5%	23.4%	11.3%	23.5%
D=Noise regulations	36.4%	27.4%	34.3%	30.2%	32.1%	31.0%
E=Overcrowding	36.4%	38.7%	32.4%	38.0%	34.0%	37.2%
Z=None chosen	26.6%	32.1%	29.4%	31.2%	37.7%	30.9%

Crosstabs by Race/Ethnicity

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

N=1298

Q30 Race/ethnicity					Total
Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	

Q16 Importance of investing in environmental initiatives

Very important	65.0%	68.9%	64.7%	63.2%	49.1%	63.3%
Important	21.0%	17.9%	23.5%	20.7%	26.4%	21.1%
Somewhat important	11.2%	4.7%	5.9%	9.3%	7.5%	8.8%
Not important	1.4%	1.9%	2.0%	4.4%	7.5%	3.8%
Don't know	1.4%	6.6%	3.9%	2.4%	9.4%	3.0%

Crosstabs by Race/Ethnicity

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	Q30 Race/ethnicity					Total
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	

Q17a Ease of traveling within Arlington County

Very satisfied	18.7%	28.4%	23.0%	18.5%	22.4%	19.8%
Satisfied	56.1%	44.1%	50.0%	54.9%	49.0%	53.5%
Neutral	18.0%	14.7%	17.0%	16.9%	20.4%	17.0%
Dissatisfied	6.5%	12.7%	10.0%	8.5%	4.1%	8.6%
Very dissatisfied	0.7%	0.0%	0.0%	1.2%	4.1%	1.0%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q17b Ease of traveling to other jurisdictions</u>						
Very satisfied	11.3%	23.5%	20.2%	15.0%	22.4%	15.9%
Satisfied	53.9%	44.9%	45.5%	54.1%	49.0%	52.5%
Neutral	29.8%	19.4%	19.2%	19.0%	18.4%	20.3%
Dissatisfied	5.0%	10.2%	13.1%	10.3%	10.2%	9.9%
Very dissatisfied	0.0%	2.0%	2.0%	1.6%	0.0%	1.4%

Crosstabs by Race/Ethnicity

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	Q30 Race/ethnicity					Total
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q17c Availability of transportation for persons with disabilities</u>						
Very satisfied	13.2%	23.3%	13.7%	12.2%	18.2%	13.8%
Satisfied	45.3%	34.9%	41.2%	34.7%	50.0%	37.4%
Neutral	35.8%	37.2%	39.2%	46.5%	22.7%	42.5%
Dissatisfied	3.8%	0.0%	5.9%	6.3%	4.5%	5.3%
Very dissatisfied	1.9%	4.7%	0.0%	0.3%	4.5%	1.1%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q17d Quality of Arlington's public transit system</u>						
Very satisfied	19.3%	18.2%	21.1%	17.3%	11.8%	17.7%
Satisfied	46.6%	54.5%	42.3%	43.8%	50.0%	45.1%
Neutral	28.4%	19.7%	26.8%	32.8%	26.5%	30.4%
Dissatisfied	4.5%	4.5%	8.5%	4.8%	5.9%	5.1%
Very dissatisfied	1.1%	3.0%	1.4%	1.3%	5.9%	1.7%

Crosstabs by Race/Ethnicity

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	Q30 Race/ethnicity					Total
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	

Q17e Quality of Metro services in Arlington

Very satisfied	20.9%	28.9%	18.3%	20.5%	17.4%	20.9%
Satisfied	53.0%	52.2%	52.7%	53.7%	54.3%	53.4%
Neutral	18.7%	14.4%	17.2%	19.1%	17.4%	18.4%
Dissatisfied	7.5%	4.4%	9.7%	5.9%	4.3%	6.2%
Very dissatisfied	0.0%	0.0%	2.2%	0.9%	6.5%	1.0%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q17g Availability of sidewalks for pedestrians</u>						
Very satisfied	16.5%	20.6%	10.1%	16.5%	21.6%	16.5%
Satisfied	49.6%	44.1%	57.6%	50.7%	39.2%	50.2%
Neutral	19.4%	20.6%	19.2%	15.9%	19.6%	17.0%
Dissatisfied	12.2%	12.7%	12.1%	14.4%	17.6%	13.9%
Very dissatisfied	2.2%	2.0%	1.0%	2.5%	2.0%	2.3%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q17g Pedestrian safety in your neighborhood</u>						
Very satisfied	17.4%	23.5%	7.1%	19.3%	22.0%	18.6%
Satisfied	49.3%	45.1%	51.0%	49.3%	36.0%	48.5%
Neutral	17.4%	17.6%	24.5%	15.4%	22.0%	16.8%
Dissatisfied	11.6%	11.8%	14.3%	13.1%	14.0%	13.0%
Very dissatisfied	4.3%	2.0%	3.1%	2.9%	6.0%	3.1%

Crosstabs by Race/Ethnicity

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	Q30 Race/ethnicity					Total
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	

Q17h Pedestrian safety in other areas of the County

Very satisfied	11.3%	13.3%	2.4%	9.4%	13.3%	9.5%
Satisfied	46.0%	53.3%	44.7%	46.6%	28.9%	46.2%
Neutral	29.0%	25.6%	32.9%	30.0%	44.4%	30.4%
Dissatisfied	11.3%	7.8%	16.5%	12.1%	13.3%	12.0%
Very dissatisfied	2.4%	0.0%	3.5%	1.9%	0.0%	1.8%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q17i Availability of bike trails & bike lanes</u>						
Very satisfied	19.5%	25.3%	12.6%	26.3%	19.0%	24.1%
Satisfied	50.0%	51.7%	54.0%	48.2%	50.0%	49.2%
Neutral	20.3%	16.1%	25.3%	18.2%	23.8%	19.0%
Dissatisfied	6.8%	6.9%	8.0%	5.4%	4.8%	5.8%
Very dissatisfied	3.4%	0.0%	0.0%	1.9%	2.4%	1.8%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q17j Use of traffic calming measures</u>						
Very satisfied	13.0%	17.8%	8.4%	12.1%	8.2%	12.3%
Satisfied	43.5%	38.6%	45.3%	36.6%	26.5%	37.8%
Neutral	29.0%	25.7%	31.6%	23.6%	34.7%	25.3%
Dissatisfied	9.2%	9.9%	7.4%	17.4%	10.2%	14.8%
Very dissatisfied	5.3%	7.9%	7.4%	10.4%	20.4%	9.8%

Crosstabs by Race/Ethnicity

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

	Q30 Race/ethnicity					Total
	Asian/ Pacific Islander 1	Black/ African American 2	Hispanic 3	White 4	Other 6	

Q18 Most important transportation items

A=Ease of traveling within Arlington County	25.2%	18.9%	18.6%	25.3%	18.9%	24.0%
B=Ease of traveling to other jurisdictions	29.4%	15.1%	18.6%	23.3%	20.8%	22.9%
C=Availability of transportation for disabled	9.8%	16.0%	11.8%	7.3%	5.7%	8.6%
D=Quality of Arlington's public transit system	16.1%	16.0%	17.6%	13.3%	9.4%	14.0%

Crosstabs by Race/Ethnicity

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

Q30 Race/ethnicity					Total
Asian/ Pacific Islander 1	Black/ African American 2	Hispanic 3	White 4	Other 6	

Q18 Most important transportation items (Cont.)

E=Quality of Metro services in Arlington	26.6%	22.6%	22.5%	23.8%	28.3%	24.0%
F=Availability of sidewalks for pedestrians	27.3%	31.1%	19.6%	28.6%	15.1%	27.4%
G=Pedestrian safety in your neighborhood	31.5%	23.6%	41.2%	25.3%	32.1%	27.4%
H=Pedestrian safety in other areas	22.4%	17.9%	28.4%	23.2%	17.0%	22.8%
I=Availability of bike trails & bike lanes	17.5%	14.2%	19.6%	17.4%	9.4%	16.9%

Crosstabs by Race/Ethnicity

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

Q30 Race/ethnicity					Total
Asian/ Pacific Islander 1	Black/ African American 2	Hispanic 3	White 4	Other 6	

Q18 Most important transportation items (Cont.)

J=Use of traffic calming
measures

23.8% 35.8% 18.6% 26.9% 26.4% 26.6%

Z=None chosen

16.1% 19.8% 18.6% 18.4% 20.8% 18.3%

Crosstabs by Race/Ethnicity

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	Q30 Race/ethnicity					Total
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	

Q19a Availability of information about County programs & services

Very satisfied	16.4%	32.3%	18.8%	25.3%	13.3%	23.9%
Satisfied	52.2%	39.6%	53.1%	51.0%	53.3%	50.5%
Neutral	24.6%	17.7%	20.8%	18.8%	26.7%	19.9%
Dissatisfied	4.5%	10.4%	5.2%	4.4%	6.7%	5.1%
Very dissatisfied	2.2%	0.0%	2.1%	0.4%	0.0%	0.7%

Crosstabs by Race/Ethnicity

Q19. COMMUNICATION. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following: (excluding don't know)

N=1298	<u>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q19b County efforts to keep you informed about local issues</u>						
Very satisfied	17.5%	26.3%	17.5%	23.3%	21.3%	22.3%
Satisfied	50.4%	44.4%	51.5%	48.7%	36.2%	48.3%
Neutral	21.9%	19.2%	22.7%	22.1%	29.8%	22.3%
Dissatisfied	7.3%	10.1%	4.1%	5.3%	12.8%	6.1%
Very dissatisfied	2.9%	0.0%	4.1%	0.5%	0.0%	1.0%

Crosstabs by Race/Ethnicity

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	Q30 Race/ethnicity					Total
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	

Q19c Programming on the County Government's cable TV channel

Very satisfied	12.1%	30.8%	17.1%	12.5%	14.3%	14.7%
Satisfied	36.4%	30.8%	40.0%	42.5%	25.0%	39.9%
Neutral	40.9%	35.4%	34.3%	39.0%	50.0%	38.8%
Dissatisfied	9.1%	1.5%	4.3%	4.4%	10.7%	4.8%
Very dissatisfied	1.5%	1.5%	4.3%	1.5%	0.0%	1.8%

Crosstabs by Race/Ethnicity

Q19. COMMUNICATION. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following: (excluding don't know)

N=1298	<u>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q19d Quality of information on the County's website</u>						
Very satisfied	15.0%	27.2%	17.6%	23.5%	20.5%	22.2%
Satisfied	56.1%	46.9%	50.6%	48.3%	48.7%	49.2%
Neutral	26.2%	25.9%	25.9%	24.9%	28.2%	25.4%
Dissatisfied	1.9%	0.0%	3.5%	3.0%	0.0%	2.6%
Very dissatisfied	0.9%	0.0%	2.4%	0.3%	2.6%	0.6%

Crosstabs by Race/Ethnicity

Q19. COMMUNICATION. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following: (excluding don't know)

N=1298	<u>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q19e Quality of the County's bimonthly resident newsletter</u>						
Very satisfied	20.2%	29.3%	22.2%	22.3%	27.3%	22.7%
Satisfied	56.6%	41.3%	43.2%	52.1%	36.4%	50.5%
Neutral	20.9%	25.0%	28.4%	22.0%	29.5%	22.9%
Dissatisfied	1.6%	4.3%	2.5%	2.5%	4.5%	2.6%
Very dissatisfied	0.8%	0.0%	3.7%	1.2%	2.3%	1.2%

Crosstabs by Race/Ethnicity

Q19. COMMUNICATION. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following: (excluding don't know)

N=1298	<u>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q19g Availability of the County's e-newsletter</u>						
Very satisfied	20.2%	28.9%	18.6%	22.4%	18.4%	22.3%
Satisfied	40.4%	31.6%	45.7%	46.1%	42.1%	43.9%
Neutral	32.6%	32.9%	27.1%	26.2%	34.2%	28.0%
Dissatisfied	5.6%	5.3%	4.3%	4.5%	5.3%	4.7%
Very dissatisfied	1.1%	1.3%	4.3%	0.7%	0.0%	1.1%

Crosstabs by Race/Ethnicity

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

N=1298

Q30 Race/ethnicity					Total
Asian/ Pacific Islander 1	Black/ African American 2	Hispanic 3	White 4	Other 6	

Q20 Primary source of info

01=The County newsletter, The Citizen	68.5%	56.6%	63.7%	66.6%	58.5%	65.4%
02=The Washington Post	53.8%	56.6%	53.9%	65.1%	50.9%	61.7%
03=DC Examiner	8.4%	6.6%	8.8%	4.4%	5.7%	5.4%
04=Sun Gazette	30.8%	23.6%	28.4%	40.2%	32.1%	36.6%
05=Arlington Connection	11.9%	14.2%	11.8%	14.8%	9.4%	14.0%
06=Local TV/cable news	34.3%	39.6%	40.2%	32.4%	32.1%	33.8%
07=Radio	16.8%	27.4%	16.7%	20.2%	15.1%	19.9%

Crosstabs by Race/Ethnicity

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

N=1298

Q30 Race/ethnicity					Total
Asian/ Pacific Islander 1	Black/ African American 2	Hispanic 3	White 4	Other 6	

Q20 Primary source of info (Cont.)

08=Arlington's cable TV channel	9.8%	17.9%	20.6%	9.1%	13.2%	10.9%
09=Latino media	0.7%	3.8%	28.4%	0.6%	1.9%	3.1%
10=County website	33.6%	30.2%	30.4%	37.3%	24.5%	35.3%
11=Arlington Insider, County's e-newsletter	14.7%	11.3%	12.7%	14.2%	11.3%	13.8%
12=County press releases	3.5%	4.7%	5.9%	6.7%	7.5%	6.2%
13=Recreation & leisure catalog	31.5%	22.6%	29.4%	28.1%	15.1%	27.7%

Crosstabs by Race/Ethnicity

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

N=1298

Q30 Race/ethnicity					Total
Asian/ Pacific Islander 1	Black/ African American 2	Hispanic 3	White 4	Other 6	

Q20 Primary source of info (Cont.)

14=Civic association newsletters/listservs	20.3%	26.4%	23.5%	31.7%	17.0%	28.9%
15=Blogs/websites	6.3%	1.9%	2.0%	5.4%	3.8%	4.9%
99=Other	2.1%	6.6%	2.0%	6.3%	13.2%	5.8%
00=None chosen	2.8%	2.8%	2.9%	2.1%	11.3%	2.7%

Crosstabs by Race/Ethnicity

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

N=1298

Q30 Race/ethnicity					Total
Asian/ Pacific Islander 1	Black/ African American 2	Hispanic 3	White 4	Other 6	

Q21 Programs & services need communication improvement

01=Police	25.9%	21.7%	23.5%	11.9%	15.1%	15.3%
02=Fire, Emergency Medical/ Rescue	18.9%	12.3%	5.9%	6.7%	5.7%	8.4%
03=Emergency Management	18.9%	19.8%	13.7%	15.1%	5.7%	15.4%
04=Libraries	9.1%	9.4%	6.9%	6.2%	7.5%	6.9%
05=Parks Recreation/ Cultural Resources	16.1%	12.3%	17.6%	15.4%	9.4%	15.1%
06=Health/Human Services	23.8%	23.6%	21.6%	11.1%	22.6%	14.8%
07=Street Maintenance/ Construction	37.8%	32.1%	38.2%	37.4%	24.5%	36.6%

Crosstabs by Race/Ethnicity

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

N=1298

Q30 Race/ethnicity					Total
Asian/ Pacific Islander 1	Black/ African American 2	Hispanic 3	White 4	Other 6	

Q21 Programs & services need communication improvement (Cont.)

08=Treasurer	4.9%	2.8%	4.9%	3.0%	5.7%	3.5%
09=Commissioner of Revenue	3.5%	2.8%	5.9%	5.2%	3.8%	4.8%
10=Development/Planning	21.7%	17.0%	24.5%	30.4%	18.9%	27.4%
11=Code Enforcement	7.0%	14.2%	14.7%	18.4%	18.9%	16.5%
12=Parking Management	16.1%	7.5%	14.7%	15.9%	13.2%	15.0%
13=Trash/Recycling	14.7%	13.2%	17.6%	12.3%	15.1%	13.2%
14=Utilities	11.9%	11.3%	9.8%	8.7%	9.4%	9.4%
15=County Manager/Board	7.7%	6.6%	5.9%	9.1%	7.5%	8.4%

Crosstabs by Race/Ethnicity

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

N=1298

Q30 Race/ethnicity					Total
Asian/ Pacific Islander 1	Black/ African American 2	Hispanic 3	White 4	Other 6	

Q21 Programs & services need communication improvement (Cont.)

16=Other	3.5%	4.7%	2.0%	4.3%	3.8%	4.0%
99=None chosen	11.2%	15.1%	14.7%	18.0%	28.3%	17.3%

Crosstabs by Race/Ethnicity

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

N=1298	<u>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q22 Watch AVN</u>						
Yes on Comcast	11.9%	21.7%	31.4%	19.1%	18.9%	19.4%
Yes on Verizon FIOS	2.8%	5.7%	2.0%	5.3%	0.0%	4.5%
Yes on the internet	0.7%	4.7%	3.9%	1.5%	1.9%	1.9%
No I don't watch AVN	83.2%	63.2%	57.8%	72.8%	67.9%	71.9%
Don't know	1.4%	4.7%	4.9%	1.3%	11.3%	2.3%

Crosstabs by Race/Ethnicity

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

N=1298	<u>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q23 Used library in past year</u>						
Yes	70.6%	68.9%	70.6%	72.4%	75.5%	71.9%
No	29.4%	28.3%	22.5%	26.1%	20.8%	26.2%
Don't know	0.0%	2.8%	6.9%	1.5%	3.8%	1.9%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q23a Quality of available materials</u>						
Very satisfied	35.7%	45.7%	32.4%	38.7%	41.0%	38.5%
Satisfied	49.0%	47.1%	56.3%	48.4%	48.7%	49.0%
Neutral	8.2%	1.4%	8.5%	7.8%	7.7%	7.4%
Dissatisfied	6.1%	5.7%	2.8%	4.5%	2.6%	4.6%
Very dissatisfied	1.0%	0.0%	0.0%	0.6%	0.0%	0.5%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q32b Quality & quantity of programs for seniors</u>						
Very satisfied	19.1%	46.7%	22.6%	29.0%	41.2%	29.2%
Satisfied	42.6%	36.7%	45.2%	38.3%	35.3%	39.1%
Neutral	29.8%	16.7%	32.3%	29.4%	23.5%	28.4%
Dissatisfied	8.5%	0.0%	0.0%	3.2%	0.0%	3.2%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q23c Quality & quantity of programs for children</u>						
Very satisfied	34.4%	39.1%	32.6%	28.3%	33.3%	30.6%
Satisfied	43.8%	54.3%	52.2%	43.4%	44.4%	45.4%
Neutral	21.9%	6.5%	13.0%	23.8%	22.2%	20.9%
Dissatisfied	0.0%	0.0%	2.2%	4.5%	0.0%	3.2%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q23d Quality & quantity of programs for new Americans</u>						
Very satisfied	22.4%	34.6%	19.4%	25.7%	36.8%	26.0%
Satisfied	38.8%	38.5%	45.2%	27.3%	26.3%	31.8%
Neutral	32.7%	26.9%	32.3%	45.9%	15.8%	39.0%
Dissatisfied	6.1%	0.0%	0.0%	1.1%	21.1%	2.9%
Very dissatisfied	0.0%	0.0%	3.2%	0.0%	0.0%	0.3%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q23e Quality & quantity of programs for adults</u>						
Very satisfied	17.8%	36.5%	21.2%	28.9%	35.7%	27.9%
Satisfied	63.0%	44.2%	51.9%	46.8%	39.3%	48.7%
Neutral	16.4%	17.3%	25.0%	20.5%	25.0%	20.3%
Dissatisfied	2.7%	0.0%	1.9%	3.5%	0.0%	2.9%
Very dissatisfied	0.0%	1.9%	0.0%	0.2%	0.0%	0.3%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q23f Helpfulness of library staff</u>						
Very satisfied	42.9%	48.5%	45.7%	50.1%	52.6%	48.9%
Satisfied	45.9%	39.7%	38.6%	40.4%	34.2%	40.6%
Neutral	11.2%	10.3%	12.9%	7.9%	10.5%	8.9%
Dissatisfied	0.0%	0.0%	2.9%	1.4%	2.6%	1.3%
Very dissatisfied	0.0%	1.5%	0.0%	0.2%	0.0%	0.2%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q23g Hours libraries are open</u>						
Very satisfied	22.2%	39.4%	21.7%	33.1%	47.2%	32.1%
Satisfied	56.6%	42.3%	53.6%	47.3%	36.1%	48.0%
Neutral	14.1%	8.5%	13.0%	10.7%	13.9%	11.2%
Dissatisfied	7.1%	8.5%	8.7%	8.0%	0.0%	7.7%
Very dissatisfied	0.0%	1.4%	2.9%	0.9%	2.8%	1.1%

Crosstabs by Race/Ethnicity

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	Q30 Race/ethnicity					Total
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	

Q23h Quality of online services provided by the library

Very satisfied	32.1%	44.9%	37.3%	45.3%	36.7%	42.8%
Satisfied	46.9%	42.9%	47.5%	37.9%	46.7%	40.4%
Neutral	21.0%	10.2%	11.9%	13.4%	13.3%	13.9%
Dissatisfied	0.0%	0.0%	1.7%	3.2%	3.3%	2.5%
Very dissatisfied	0.0%	2.0%	1.7%	0.2%	0.0%	0.4%

Crosstabs by Race/Ethnicity

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

	Q30 Race/ethnicity					Total
	Asian/ Pacific Islander 1	Black/ African American 2	Hispanic 3	White 4	Other 6	

Q23i Library services most important to improve

A=Quality of available materials	43.6%	31.5%	27.8%	35.0%	32.5%	35.0%
B=Quality & quantity of programs for seniors	8.9%	8.2%	8.3%	7.7%	7.5%	7.9%
C=Quality & quantity of programs for children	11.9%	16.4%	18.1%	13.0%	5.0%	13.3%
D=Programs for new Americans	11.9%	15.1%	16.7%	7.0%	10.0%	9.0%
E=Quality & quantity of programs for seniors	17.8%	13.7%	19.4%	10.4%	2.5%	11.8%

Crosstabs by Race/Ethnicity

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

	Q30 Race/ethnicity					Total
	Asian/ Pacific Islander 1	Black/ African American 2	Hispanic 3	White 4	Other 6	

Q23i Library services most important to improve (Cont.)

F=Helpfulness of library staff	5.9%	6.8%	9.7%	7.7%	5.0%	7.5%
G=Hours libraries are open	36.6%	21.9%	30.6%	25.7%	20.0%	26.7%
H=Online services provided by the library	10.9%	9.6%	8.3%	14.7%	10.0%	13.2%
Z=None chosen	20.8%	32.9%	25.0%	32.5%	47.5%	31.3%

Crosstabs by Race/Ethnicity

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

N=1298	<u>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q24a My household is prepared for an emergency</u>						
Strongly agree	12.5%	6.9%	7.6%	7.7%	12.5%	8.3%
Agree	27.9%	31.4%	32.6%	31.5%	18.8%	30.6%
Neutral	26.5%	25.5%	29.3%	25.1%	37.5%	26.0%
Disagree	25.7%	24.5%	23.9%	28.5%	22.9%	27.4%
Strongly disagree	7.4%	11.8%	6.5%	7.3%	8.3%	7.7%

Crosstabs by Race/Ethnicity

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

N=1298	<u>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q24b County has done good job educating the public</u>						
Strongly agree	12.8%	11.0%	5.8%	6.6%	9.8%	7.7%
Agree	29.6%	35.2%	45.3%	34.9%	31.7%	35.0%
Neutral	30.4%	37.4%	25.6%	32.8%	36.6%	32.5%
Disagree	22.4%	11.0%	17.4%	20.7%	19.5%	19.8%
Strongly disagree	4.8%	5.5%	5.8%	5.1%	2.4%	5.1%

Crosstabs by Race/Ethnicity

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

N=1298	<u>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q24c Know where to get information during an emergency</u>						
Strongly agree	11.3%	6.6%	7.1%	7.1%	7.1%	7.5%
Agree	35.7%	37.4%	31.0%	31.5%	33.3%	32.3%
Neutral	18.3%	23.1%	28.6%	24.1%	33.3%	24.3%
Disagree	27.0%	27.5%	25.0%	29.3%	23.8%	28.3%
Strongly disagree	7.8%	5.5%	8.3%	8.0%	2.4%	7.6%

Crosstabs by Race/Ethnicity

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

N=1298	Q30 Race/ethnicity					Total
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	

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

Strongly agree	9.6%	7.6%	10.7%	9.0%	9.8%	9.1%
Agree	36.0%	42.4%	36.9%	40.2%	31.7%	39.4%
Neutral	25.6%	23.9%	22.6%	20.8%	34.1%	22.3%
Disagree	20.8%	16.3%	17.9%	22.8%	22.0%	21.6%
Strongly disagree	8.0%	9.8%	11.9%	7.2%	2.4%	7.6%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q25a Cleanliness & safety of food</u>						
Very satisfied	11.2%	16.5%	18.1%	19.8%	24.4%	18.6%
Satisfied	59.7%	60.8%	53.2%	64.5%	55.6%	62.5%
Neutral	23.9%	15.5%	18.1%	13.0%	17.8%	15.0%
Dissatisfied	5.2%	6.2%	7.4%	2.7%	2.2%	3.6%
Very dissatisfied	0.0%	1.0%	3.2%	0.0%	0.0%	0.3%

Crosstabs by Race/Ethnicity

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	Q30 Race/ethnicity					Total
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	

Q25b Availability of quality services to support disabled

Very satisfied	15.3%	21.3%	8.0%	8.8%	9.1%	10.7%
Satisfied	30.5%	34.0%	46.0%	42.1%	40.9%	40.3%
Neutral	39.0%	34.0%	44.0%	38.4%	27.3%	38.1%
Dissatisfied	15.3%	4.3%	2.0%	9.1%	18.2%	9.1%
Very dissatisfied	0.0%	6.4%	0.0%	1.5%	4.5%	1.8%

Crosstabs by Race/Ethnicity

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	Q30 Race/ethnicity					Total
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	

Q25c Availability of services to seniors

Very satisfied	21.7%	22.0%	13.2%	15.4%	14.3%	16.5%
Satisfied	31.7%	35.6%	45.3%	47.2%	47.6%	44.3%
Neutral	36.7%	37.3%	37.7%	30.5%	33.3%	32.6%
Dissatisfied	8.3%	3.4%	3.8%	6.7%	4.8%	6.2%
Very dissatisfied	1.7%	1.7%	0.0%	0.3%	0.0%	0.5%

Crosstabs by Race/Ethnicity

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	Q30 Race/ethnicity					Total
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	

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

Very satisfied	18.5%	12.3%	12.5%	8.8%	4.2%	10.5%
Satisfied	26.2%	26.3%	26.8%	33.0%	29.2%	30.7%
Neutral	41.5%	36.8%	41.1%	42.9%	45.8%	42.1%
Dissatisfied	10.8%	14.0%	14.3%	13.1%	12.5%	13.0%
Very dissatisfied	3.1%	10.5%	5.4%	2.3%	8.3%	3.8%

Crosstabs by Race/Ethnicity

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	Q30 Race/ethnicity					Total
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	

Q25e Overall quality of school health problems

Very satisfied	15.9%	18.0%	7.5%	9.6%	4.5%	10.7%
Satisfied	44.9%	38.0%	43.4%	39.0%	40.9%	40.2%
Neutral	37.7%	36.0%	39.6%	42.7%	45.5%	41.3%
Dissatisfied	1.4%	4.0%	9.4%	7.3%	9.1%	6.5%
Very dissatisfied	0.0%	4.0%	0.0%	1.4%	0.0%	1.3%

Crosstabs by Race/Ethnicity

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	Q30 Race/ethnicity					Total
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	

Q25f Substance abuse & prevention programs

Very satisfied	10.9%	27.0%	11.1%	6.8%	5.6%	9.4%
Satisfied	39.1%	27.0%	30.6%	31.3%	27.8%	31.6%
Neutral	41.3%	32.4%	47.2%	53.6%	50.0%	49.6%
Dissatisfied	8.7%	10.8%	11.1%	6.5%	16.7%	8.0%
Very dissatisfied	0.0%	2.7%	0.0%	1.8%	0.0%	1.4%

Crosstabs by Race/Ethnicity

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>Q30 Race/ethnicity</u>					<u>Total</u>
	Black/ Asian/ Pacific Islander	African Ameri- can	Hispan- ic	White	Other	
<u>Q25g Efforts to preserve & increase the availability of housing</u>						
Very satisfied	12.8%	9.7%	5.8%	6.9%	14.3%	8.0%
Satisfied	36.0%	23.6%	26.1%	24.2%	14.3%	25.2%
Neutral	29.1%	36.1%	29.0%	35.0%	37.1%	34.1%
Dissatisfied	11.6%	15.3%	18.8%	24.2%	14.3%	21.3%
Very dissatisfied	10.5%	15.3%	20.3%	9.6%	20.0%	11.5%

Crosstabs by Race/Ethnicity

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

Q30 Race/ethnicity					Total
Asian/ Pacific Islander 1	Black/ African American 2	Hispanic 3	White 4	Other 6	

Q26 Most important health & human services

A=Cleanliness & safety of food in restaurants	28.7%	17.9%	18.6%	17.6%	9.4%	18.6%
B=Availability of quality services for disabled	9.8%	8.5%	5.9%	12.9%	18.9%	11.9%
C=Availability of services to seniors	15.4%	13.2%	12.7%	12.0%	3.8%	12.2%
D=Services to people on low income	22.4%	29.2%	31.4%	20.1%	22.6%	22.0%
E=Overall quality of school health programs	18.2%	12.3%	10.8%	15.4%	5.7%	14.7%

Crosstabs by Race/Ethnicity

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

	Q30 Race/ethnicity					Total
	Asian/ Pacific Islander 1	Black/ African American 2	Hispanic 3	White 4	Other 6	

Q26 Most important health & human services (Cont.)

F=Substance abuse & prevention programs	5.6%	12.3%	8.8%	10.2%	5.7%	9.6%
G=County efforts to preserve & increase housing	35.7%	45.3%	36.3%	39.9%	32.1%	39.3%
Z=None chosen	27.3%	27.4%	33.3%	29.8%	45.3%	30.2%