

Arlington County, Virginia DirectionFinder® Survey

Thank you for taking the time to complete this important survey. Arlington County will use your input to improve services for the community. When you are finished, please return your completed survey in the postage-paid envelope addressed to ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061.

1. Major categories of services provided by 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.”

<u>How satisfied are you with:</u>	<u>Very Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know</u>
(A) Overall quality of police services	5	4	3	2	1	9
(B) Overall quality of fire, and emergency medical/ambulance services	5	4	3	2	1	9
(C) Overall quality of the County's emergency preparedness services	5	4	3	2	1	9
(D) Overall quality of County parks, recreation, and cultural resources programs	5	4	3	2	1	9
(E) Overall maintenance of County streets	5	4	3	2	1	9
(F) Overall management of traffic flow on streets in the County	5	4	3	2	1	9
(G) Overall quality of the County's water and and wastewater services	5	4	3	2	1	9
(H) Overall quality of the County's stormwater runoff system	5	4	3	2	1	9
(I) Overall enforcement of County codes and ordinances.....	5	4	3	2	1	9
(J) Overall quality of the County's library system.....	5	4	3	2	1	9
(K) Overall effectiveness of the County's Smart Growth practices	5	4	3	2	1	9
(L) Overall quality of customer service you receive from County employees.....	5	4	3	2	1	9
(M) Overall effectiveness of County communication with the public	5	4	3	2	1	9

2. Which THREE of the areas listed above do you think are most important to improve over the next TWO Years? [Write in the letters below using the letters from Question 1 above].

1st. ____ 2nd. ____ 3rd : ____

3. 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.”

<u>How safe do you feel:</u>	<u>Very safe</u>	<u>Safe</u>	<u>Neutral</u>	<u>Unsafe</u>	<u>Very Unsafe</u>	<u>Don't Know</u>
(A) In your neighborhood during the day	5	4	3	2	1	9
(B) In your neighborhood at night	5	4	3	2	1	9
(C) In county parks.....	5	4	3	2	1	9
(D) In County buildings.....	5	4	3	2	1	9
(E) Overall feeling of safety in the County.....	5	4	3	2	1	9

4. 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.”

<i>How satisfied are you with:</i>	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
(A) Overall quality of services provided by Arlington County	5.....	4.....	3.....	2.....	1.....	9
(B) Overall image of Arlington County	5.....	4.....	3.....	2.....	1.....	9
(C) How well the County is managing growth.....	5.....	4.....	3.....	2.....	1.....	9
(D) Quality of life in Arlington County.....	5.....	4.....	3.....	2.....	1.....	9
(E) Quality of public schools in the County.....	5.....	4.....	3.....	2.....	1.....	9
(F) Value you receive for your <u>County</u> taxes.....	5.....	4.....	3.....	2.....	1.....	9

5. Using a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” please rate your level of satisfaction with the following public works services provided by Arlington County:

<i>How satisfied are you with:</i>	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
(A) Overall maintenance of major streets in Arlington County not including Interstates.....	5.....	4.....	3.....	2.....	1.....	9
(B) Maintenance of streets in your neighborhood.....	5.....	4.....	3.....	2.....	1.....	9
(C) Maintenance of County buildings.....	5.....	4.....	3.....	2.....	1.....	9
(D) Snow removal on major County streets.....	5.....	4.....	3.....	2.....	1.....	9
(E) Snow removal on neighborhood streets.....	5.....	4.....	3.....	2.....	1.....	9
(F) Mowing and trimming of County land along County streets & public areas.....	5.....	4.....	3.....	2.....	1.....	9
(G) Overall cleanliness of County streets and other public areas.....	5.....	4.....	3.....	2.....	1.....	9
(H) Adequacy of street lighting in your neighborhood.....	5.....	4.....	3.....	2.....	1.....	9
(I) Adequacy of street lighting in commercial and retail areas of the County.....	5.....	4.....	3.....	2.....	1.....	9

6. Which **THREE** of the public works items listed above do you think are most important to improve over the next **TWO** Years? [Write in the letters below using the letters from Question 5 above].

1st.:____ 2nd.:____ 3rd :____

7. 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.”

<i>How satisfied are you with:</i>	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
(A) Residential trash collection services.....	5.....	4.....	3.....	2.....	1.....	9
(B) Curbside recycling services	5.....	4.....	3.....	2.....	1.....	9
(C) Yardwaste removal services	5.....	4.....	3.....	2.....	1.....	9
(D) Wastewater treatment services.....	5.....	4.....	3.....	2.....	1.....	9

8. Which **TWO** of the utility services listed above do you think are most important to improve over the next **TWO** Years? [Write in the letters below using the letters from Question 7 above].

1st. _____

2nd. _____

9. Using a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” please rate your satisfaction with the following public safety services provided by Arlington County:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
<i>How satisfied are you with:</i>						
(A) Overall quality of local police protection	5	4	3	2	1	9
(B) The visibility of police in neighborhoods	5	4	3	2	1	9
(C) The visibility of police in retail areas	5	4	3	2	1	9
(D) The County’s efforts to prevent crime	5	4	3	2	1	9
(E) Enforcement of local traffic laws	5	4	3	2	1	9
(F) Overall quality of local fire protection	5	4	3	2	1	9
(G) Overall quality of local emergency medical/ambulance service	5	4	3	2	1	9
(H) How quickly public safety personnel respond to emergencies	5	4	3	2	1	9
(I) Enforcement of parking regulations	5	4	3	2	1	9

10. Which **THREE** of the public safety items listed above do you think are most important to improve over the next **TWO** Years? [Write in the letters below using the letters from Question 9 above].

1st: _____ 2nd: _____ 3rd : _____

11. Using a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” with the following parks, recreation and cultural resources services & facilities provided by Arlington County:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
<i>How satisfied are you with:</i>						
(A) Number of county parks	5	4	3	2	1	9
(B) Walking and biking trails in the county	5	4	3	2	1	9
(C) Outdoor athletic fields	5	4	3	2	1	9
(D) Youth and teen recreation programs	5	4	3	2	1	9
(E) Adult recreation programs	5	4	3	2	1	9
(F) Availability of performing and visual arts programs	5	4	3	2	1	9
(G) Cultural arts facilities	5	4	3	2	1	9
(H) Community center programs	5	4	3	2	1	9
(I) Sports programs	5	4	3	2	1	9
(J) Maintenance of county parks	5	4	3	2	1	9
(K) Camps	5	4	3	2	1	9
(L) Community canine areas (dog parks)	5	4	3	2	1	9
(M) Indoor aquatic facilities	5	4	3	2	1	9

12. Which **THREE** of the parks, recreation and cultural resources items listed above do you think are most important to improve over the next **TWO** Years? [Write in the letters below using the letters from Question 11 above].

1st: _____ 2nd: _____ 3rd : _____

13. Do you have cable television service? ___(1) Yes - answer 13a ___(2) No – go to 14

13a. [If yes] During the past month, approximately how many minutes did you or other members of your household watch the County’s cable television, Channel 71?

- | | |
|----------------------------------|-----------------------------|
| ___(1) zero/did not watch at all | ___(3) 31 to 60 minutes |
| ___(2) 30 minutes or less | ___(4) more than 60 minutes |

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

year? ___(1) Yes [answer Q 14a-f] ___(2) No [go to Q 15]

14a. [Only if YES to Q#14] **How have you contacted the County during the past year?** (check all)

- ___(1) Visit in person
- ___(2) By Phone
- ___(3) Fax
- ___(4) E-mail
- ___(5) Letter/mail
- ___(6) Other: _____

14b. [Only if YES to Q#14] **What service area did you contact most recently?** (check one)

- ___(01) Police
- ___(02) Fire, Emergency Medical/Ambulance
- ___(03) Library
- ___(04) Parks and Recreation
- ___(05) Street Maintenance
- ___(06) Treasurer or Commissioner of Revenue
- ___(07) Public Information Office
- ___(08) Planning/Code Enforcement
- ___(09) Solid waste (e.g., trash/recycling)
- ___(10) County Manager/Board
- ___(11) Other: _____

14c-f. [Only is “YES” to Question 14] **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:**

	Very <u>Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	Very <u>Dissatisfied</u>	Don't <u>Know</u>
<i>How satisfied are you with:</i>						
(c) How easy they were to contact	5	4	3	2	1	9
(d) Courtesy and professionalism..	5	4	3	2	1	9
(e) Knowledge and technical competence	5	4	3	2	1	9
(f) Ability to help resolve your issue	5	4	3	2	1	9

15. Please rate your satisfaction with enforcement of County codes and ordinances using a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” with the following:

	Very <u>Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	Very <u>Dissatisfied</u>	Don't <u>Know</u>
<i>How satisfied are you with:</i>						
(A) Enforcing the exterior maintenance of residential property	5	4	3	2	1	9
(B) Enforcing the exterior maintenance of business property	5	4	3	2	1	9
(C) Enforcing construction site conditions	5	4	3	2	1	9
(D) Enforcing noise regulations	5	4	3	2	1	9

16. Which TWO of the code enforcement activities listed above do you think are most important to improve over the next TWO Years? [Write in the letters below using the letters from Q15 above].

1st: _____ 2nd: _____

17. Overall, do you think the level of public involvement in Arlington County government is:

- ___(1) Too much
- ___(2) Just right
- ___(3) Too little
- ___(9) Don't know

18. During the last 12 months, have you been involved in any of the following civic activities? (check all)

- ___(1) County commission or task force
- ___(2) Civic/neighborhood association
- ___(3) Church or religious organization
- ___(4) PTA or school organization
- ___(5) Service/non-governmental organization
- ___(6) Sports or recreation club/league
- ___(7) Non profit group
- ___(8) Other

19. Arlington has a tradition of active citizen involvement in public affairs, commonly known as the

24. Please rate your satisfaction with transportation services using a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” with the following:

<i>How satisfied are you with:</i>	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
(A) Ease of traveling within Arlington County	5	4	3	2	1	9
(B) Ease of traveling from Arlington County to other jurisdictions in the metro area	5	4	3	2	1	9
(C) Availability of transportation for persons with disabilities	5	4	3	2	1	9
(D) Quality of Arlington’s public transit system (ART)	5	4	3	2	1	9
(E) Availability of sidewalks for pedestrians	5	4	3	2	1	9
(F) Pedestrian safety in your neighborhood	5	4	3	2	1	9
(G) Pedestrian safety in other areas of the county	5	4	3	2	1	9
(H) Availability of bike trails and bike lanes	5	4	3	2	1	9
(I) Use of traffic calming measures, such as speed humps and nubs	5	4	3	2	1	9

25. Which THREE of the transportation items listed above do you think are most important to improve over the next TWO Years? [Write in the letters below using the letters from Question 24 above].

1st: _____ 2nd: _____ 3rd : _____

26. Have you or other members of your household used a county library during the past year?
 ___(1) Yes (answer Q 26a-g) ___(2) No (go to Q 27)

26a-f. [IF YES to 26] 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.”

<i>How satisfied are you with:</i>	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
(a) Availability of the materials you need	5	4	3	2	1	9
(b) Adequacy of on-line (Internet) information and services	5	4	3	2	1	9
(c) Number of public access computers in libraries	5	4	3	2	1	9
(d) Quality & quantity of children’s programs	5	4	3	2	1	9
(e) Helpfulness of library staff	5	4	3	2	1	9
(f) Hours libraries are open	5	4	3	2	1	9

26g. [IF YES to 26] Which TWO of the library services listed above do you think are most important to improve over the next TWO Years? [Write in the letters below using the letters from Question 26a-f above].

1st: _____ 2nd: _____

27. Are you registered for Arlington Alert (the County’s free emergency messaging system)?
 ___(1) Yes ___(2) No

27a. [If NO] Why are you not registered for Arlington Alert?

- ___(1) Don’t have a cell phone/pager with text messaging capability
- ___(2) Didn’t know about the service
- ___(3) Not interested in the service

28. Which of the following best describes your home?

- ___(1) Single family
- ___(2) Duplex/triplex
- ___(3) Multi family (apartment/condo)
- ___(4) Other: _____

29. Emergency Preparedness Services. Please indicate your level of agreement with each of the following statements. (Circle the corresponding number)

- | | Strongly
<u>Agree</u> | <u>Agree</u> | <u>Neutral</u> | <u>Disagree</u> | Strongly
<u>Disagree</u> | Don't
<u>Know</u> |
|--|--------------------------|--------------|----------------|-----------------|-----------------------------|----------------------|
| (A) My household is prepared with food, water, and other supplies for an emergency, such as a natural disaster or terror attack..... | 5 | 4 | 3 | 2 | 1 | 9 |
| (B) The County has done a good job educating the public about what to do in an emergency | 5 | 4 | 3 | 2 | 1 | 9 |
| (C) I know where to get information during an emergency..... | 5 | 4 | 3 | 2 | 1 | 9 |
| (D) I am aware of efforts by the County to prepare our community for an emergency | 5 | 4 | 3 | 2 | 1 | 9 |

30. For each of the following, please rate your satisfaction with Health and Human Services on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

- How satisfied are you with:**
- | | Very
<u>Satisfied</u> | <u>Satisfied</u> | <u>Neutral</u> | <u>Dissatisfied</u> | Very
<u>Dissatisfied</u> | Don't
<u>Know</u> |
|---|--------------------------|------------------|----------------|---------------------|-----------------------------|----------------------|
| (A) Cleanliness and safety of food in restaurants in Arlington County | 5 | 4 | 3 | 2 | 1 | 9 |
| (B) The availability of quality services to support persons with mental or physical disabilities .5 | 5 | 4 | 3 | 2 | 1 | 9 |
| (C) Availability of services to seniors | 5 | 4 | 3 | 2 | 1 | 9 |
| (D) Availability of services to people on a low or fixed income | 5 | 4 | 3 | 2 | 1 | 9 |

31. Which TWO of the public health and human services listed above do you think are most important to improve over the next TWO Years? [Write in the letters below using the letters from Q30 above].

1st: ____ 2nd: ____

32. Approximately how many years have you lived in Arlington County? _____ years

- 33. Which of the following best describes your race/ethnicity (check all that apply)?**
- | | |
|--------------------------------|--------------------------------|
| ____(1) Asian/Pacific Islander | ____(4) White |
| ____(2) Black/African American | ____(5) American Indian/Eskimo |
| ____(3) Hispanic | ____(6) Other: _____ |

34. Your sexual orientation:
 ____ (1) Heterosexual ____ (2) Homosexual ____ (3) Other

35. How many persons, counting yourself, are currently living in your household?

Under age 10	_____	Ages 20-44	_____	Ages 65+	_____
Ages 11-19	_____	Ages 45-64	_____		

36. Would you say your total annual household income is:

____(1) Under \$35,000	____(3) \$60,000 to \$99,999
____(2) \$35,000 to \$59,999	____(4) more than \$100,000

37. Your gender: ____ (1) Male ____ (2) Female

This concludes the survey. Thank you for your time!
Please return your survey in the postage-paid envelope addressed to ETC Institute.

Your responses will remain Completely Confidential. The information printed on the sticker to the right will ONLY be used to help identify which areas of the County are having problems with county services. If your address is not correct, please provide the correct information. Thanks.