

# Service Delivery Performance Indices

## Arlington County 2004

		2004 Rating
Category	Service	Sum of 4's & 5's (excluding don't knows)
<b>Code Enforcement</b>	Enforcing noise regulations	44
	Enforcing construction site conditions	43
	Enforcing maint residential property	53
	Enforcing maint of business property	54
	Overall enforcement of Codes/Ordinances	57
<i>weighted double</i>		
<b>Code Enforcement Index</b>		<b>51.33</b>
<b>Communication</b>	County efforts to keep you informed	62
	Availability of info/County programs	70
	Quality of info on County Web page	63
	Quality of newsletter The Citizen	69
	Information programming on Channel 71	47
	Overall communication with the public	65
<i>weighted double</i>		
<b>Communication Index</b>		<b>63.00</b>
<b>Health/Human Services</b>	Service to those with low/fixed income	45
	Availability of services for disabled	58
	Availability of services for seniors	68
	Cleanliness/safety of food in restaurants	79
<b>Health and Human Services Index</b>		<b>62.50</b>
<b>Library Services</b>	Number of public access computers	66
	Hours libraries are open	77
	Adequacy of on-line information service	81
	Availability of materials you need	89
	Quality/quantity of children's programs	80
	Helpfulness of library staff	92
	Overall quality of County libraries	89
<i>weighted double</i>		
<b>Library Services Index</b>		<b>82.88</b>

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Category	Service	Sum of 4's & 5's (excluding don't knows)
<b>Parks &amp; Recreation</b>	Indoor aquatic facilities	46
	Youth and teen recreation programs	62
	Cultural Arts facilities	61
	Community canine areas (dog parks)	53
	Outdoor athletic fields	65
	Maintenance of County parks	74
	Availability of performing/visual arts	65
	Adult recreation programs	69
	Community center programs	65
	Walking/biking trails	82
	Sports programs	62
	The number of County parks	82
	Camps	56
	<i>weighted double</i>	Overall Parks and Recreation
<b>Parks and Recreation Index</b>		<b>66.80</b>
<b>Public Safety</b>	Visibility of police in neighborhoods	63
	Enforcement of local traffic laws	61
	County's efforts to prevent crime	68
	Enforcement of parking regulations	60
	Visibility of police in retail areas	63
	How quickly public safety responds	82
	Quality of police protection	87
	Quality local emergency service	86
	Quality local fire protection	88
	<i>weighted double</i>	Overall quality of police services
<i>weighted double</i>	Overall quality of fire, emergency medical, ambulance	90
<i>weighted double</i>	Overall quality of County's emergency preparedness	77
<b>Public Safety Index</b>		<b>77.47</b>

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Category	Service	Sum of 4's & 5's (excluding don't knows)	
<b>Public Works</b>	Maintenance of major streets	59	
	Maintenance of neighborhood streets	60	
	Snow removal on major County streets	71	
	Snow removal on neighborhood streets	44	
	Street lighting in neighborhood	66	
	Cleanliness of County streets	71	
	Mowing/trimming of County land	63	
	Street lighting in commercial	78	
	Maintenance of County buildings	79	
	<i>weighted double</i>	Overall maintenance of streets/infrastructure	53
<b>Public Works Index</b>		<b>63.36</b>	
<b>Transportation</b>	Availability of sidewalks	58	
	Use of traffic calming measures/humps	51	
	Pedestrian safety in other areas of cnty	50	
	Pedestrian safety in neighborhood	60	
	Ease of traveling from Cnty to areas	64	
	Ease of traveling within Arlington Cnty	68	
	Availability of transport. for disabled	55	
	Quality of Arlington's public transit	65	
	Availability of bike trails and bike lanes	71	
	<i>weighted double</i>	Overall Flow of Traffic on County Streets	48
<b>Transportation Index</b>		<b>58.00</b>	
<b>Utilities/Customer Service</b>	Wastewater treatment services	74	
	Yardwaste removal services	75	
	Curbside recycling services	83	
	Residential trash collection services	87	
	<i>weighted double</i>	Overall quality of water/wastewater services	75
	<i>weighted double</i>	Overall quality of customer service	71
<i>weighted double</i>	Overall quality of stormwater management	70	
<b>Utility Index</b>		<b>75.10</b>	
<b>OVERALL COMPOSITE</b>	<b>ALL SERVICES</b>	<b>66.72</b>	