

Arlington County  
2004 Citizen  
Survey Results

Presented By  
**ETC Institute**

November 2004

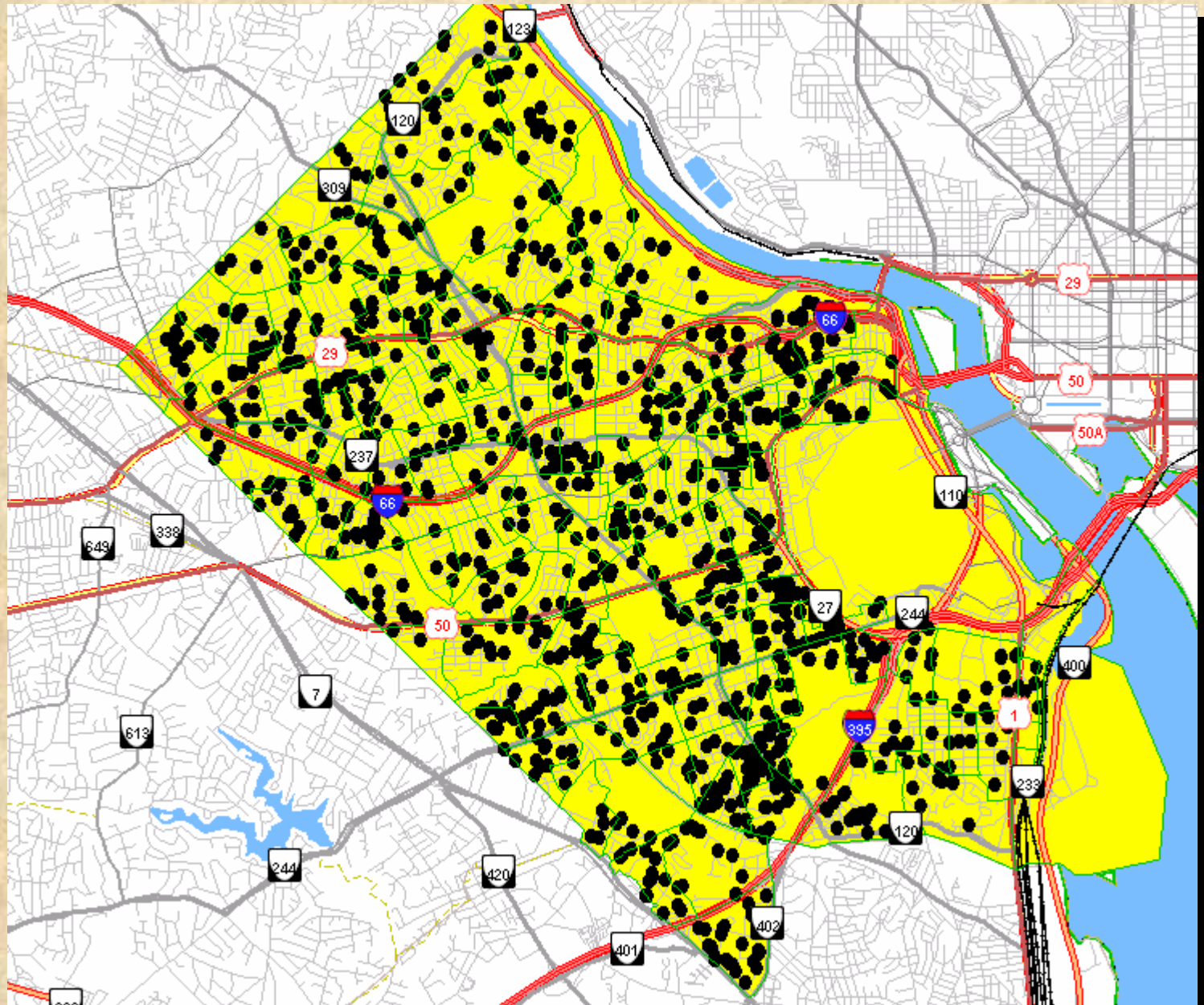
# Agenda

- **Purpose and Methodology**
- **Demographics**
- **Results**
  - **Overall**
  - **Public Works**
  - **Utilities**
  - **Public Safety**
  - **Parks and Recreation**
  - **Customer Service**
  - **Code Enforcement**
  - **Communication**
  - **Transportation**
  - **Library**
  - **Emergency Preparedness**
  - **Health and Human Services**
- **GIS Mapping**
- **Summary and Questions**

# Purpose & Methodology

- Survey was designed to provide an objective assessment of how well residents think the County is providing services
- Administered by mail/phone in both English and Spanish
- Conducted during Summer of 2004
- Random sample of more than 1200 households
- Precision of +/-2.8% at the 95% level of confidence
- Results assessed against ETC Institute's national benchmarks for communities with more than 100,000 residents

# Distribution of Respondents to the 2004 Citizen Survey Based on the Location of the Respondent's Home



# DEMOGRAPHICS

# Q32. Demographics: How Many Years Have You Lived in Arlington County, VA?

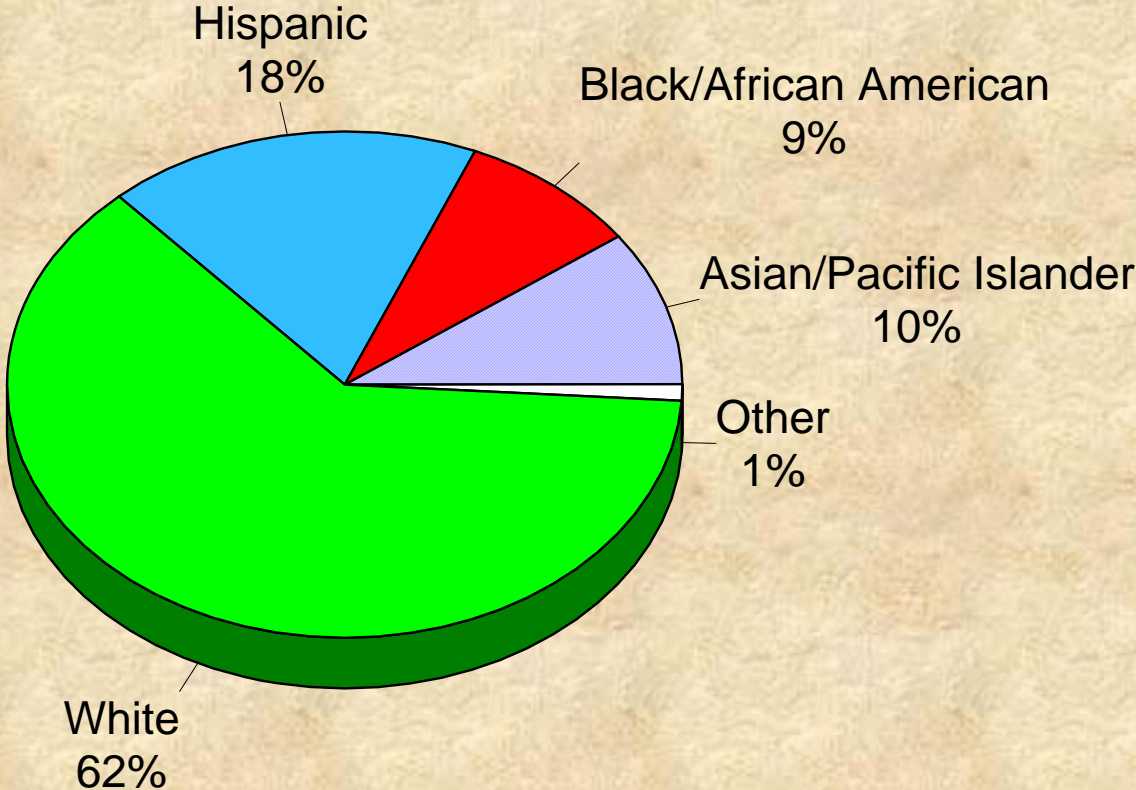
by percentage of respondents



Source: ETC Institute DirectionFinder (July 2004 - Arlington County, VA)

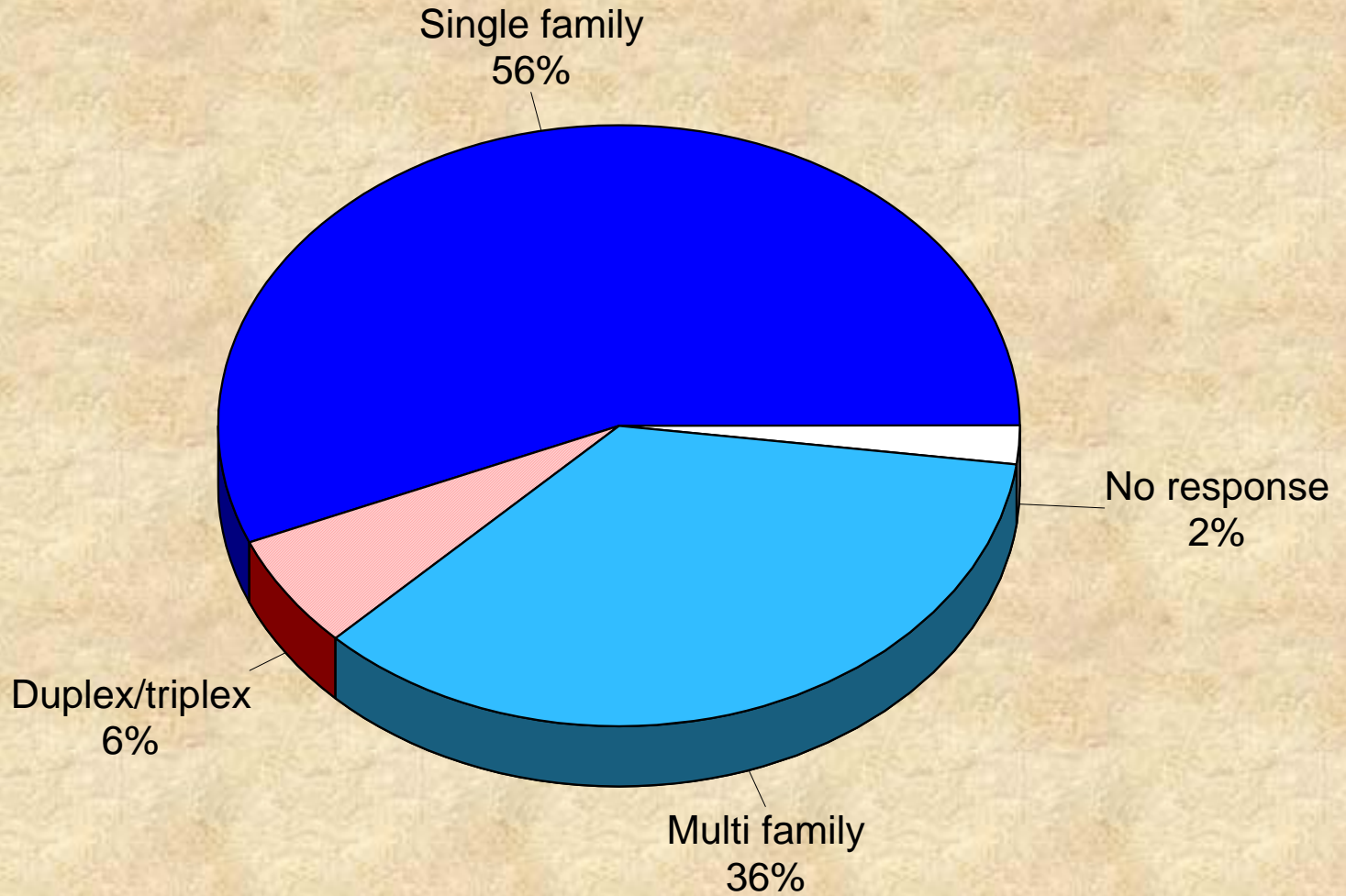
# Demographics: Race/Ethnicity?

by percentage of respondents



# Q28. Description of Respondent's Home

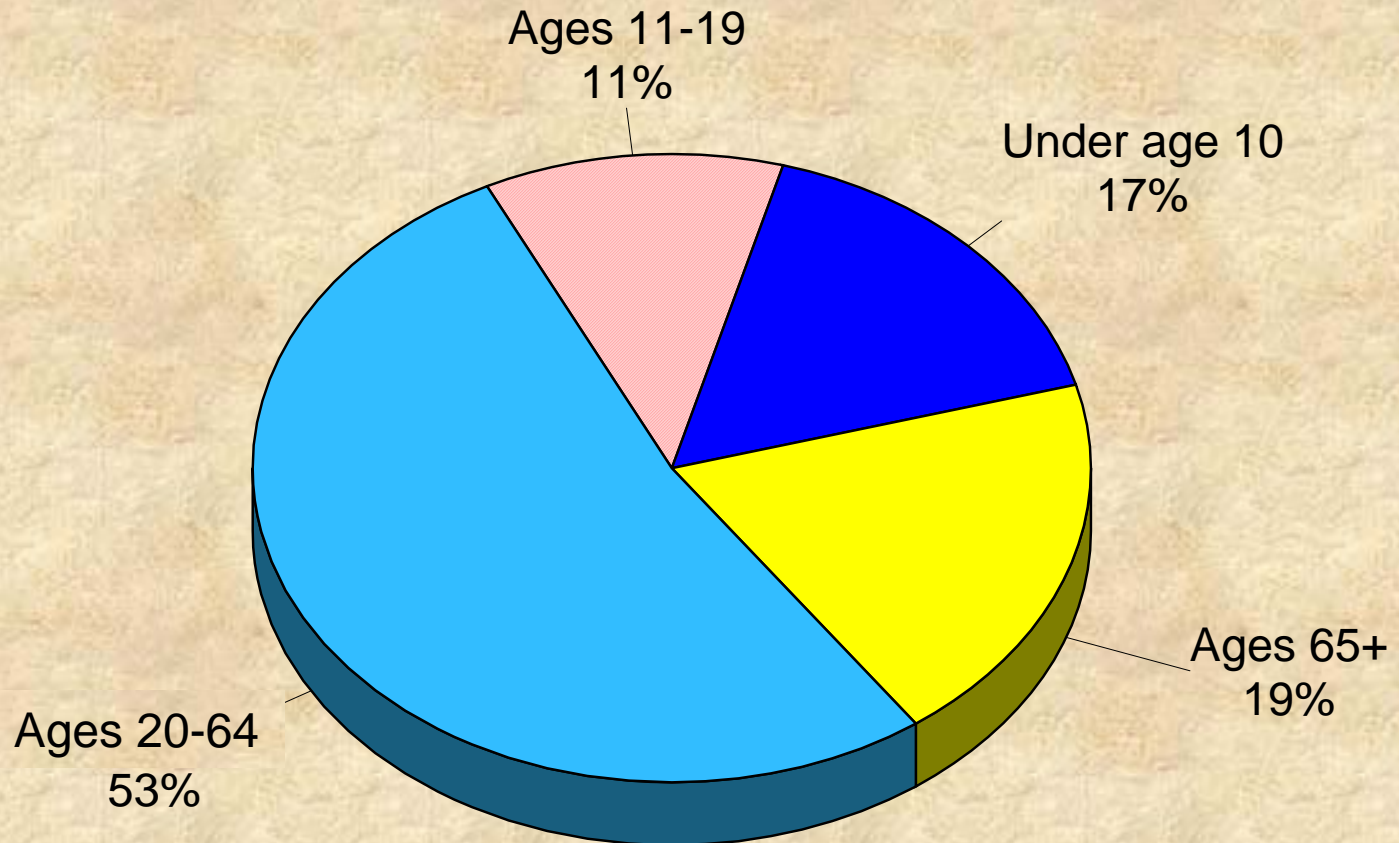
by percentage of respondents



Source: ETC Institute DirectionFinder (July 2004 - Arlington County, VA)

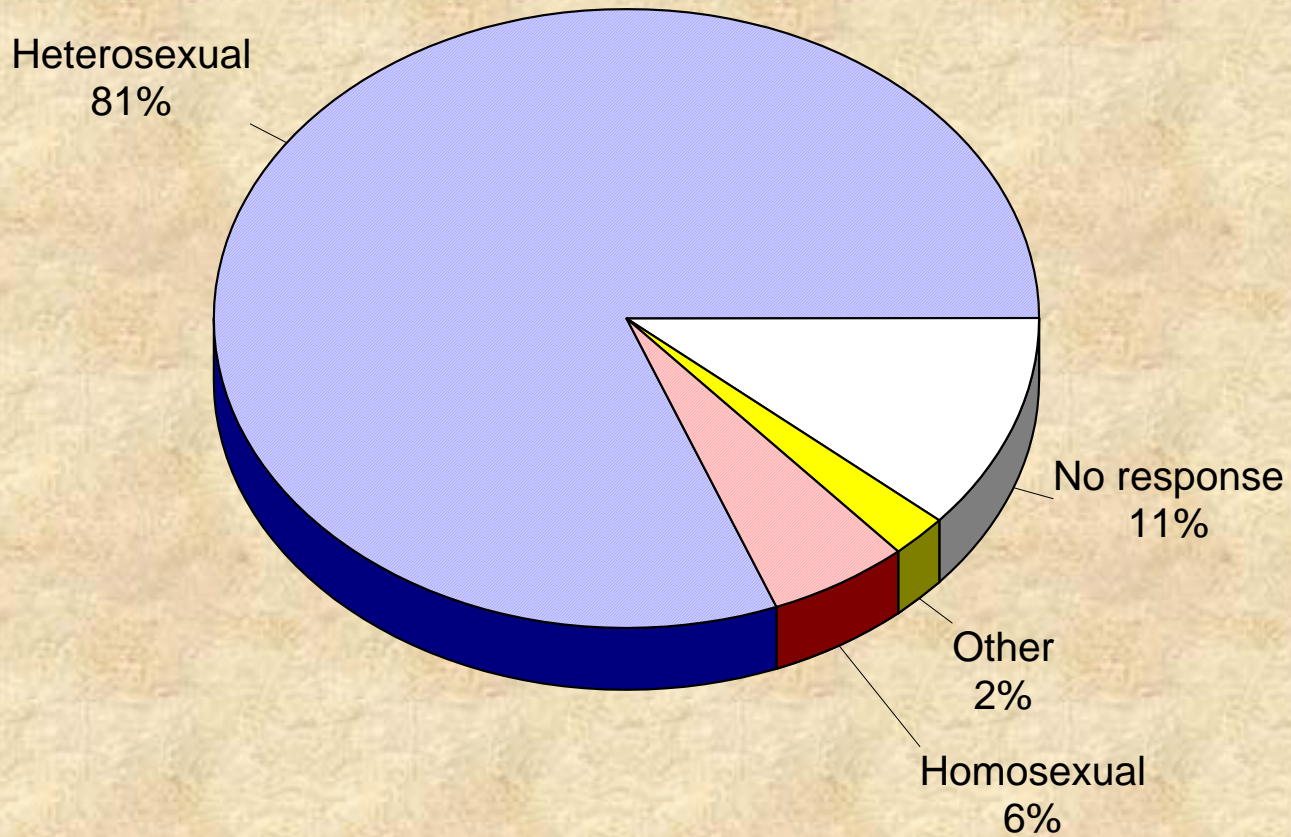
# Q35. Demographics: Ages of Household Occupants

by percentage of persons in households



# Q34. Demographics: Sexual Orientation

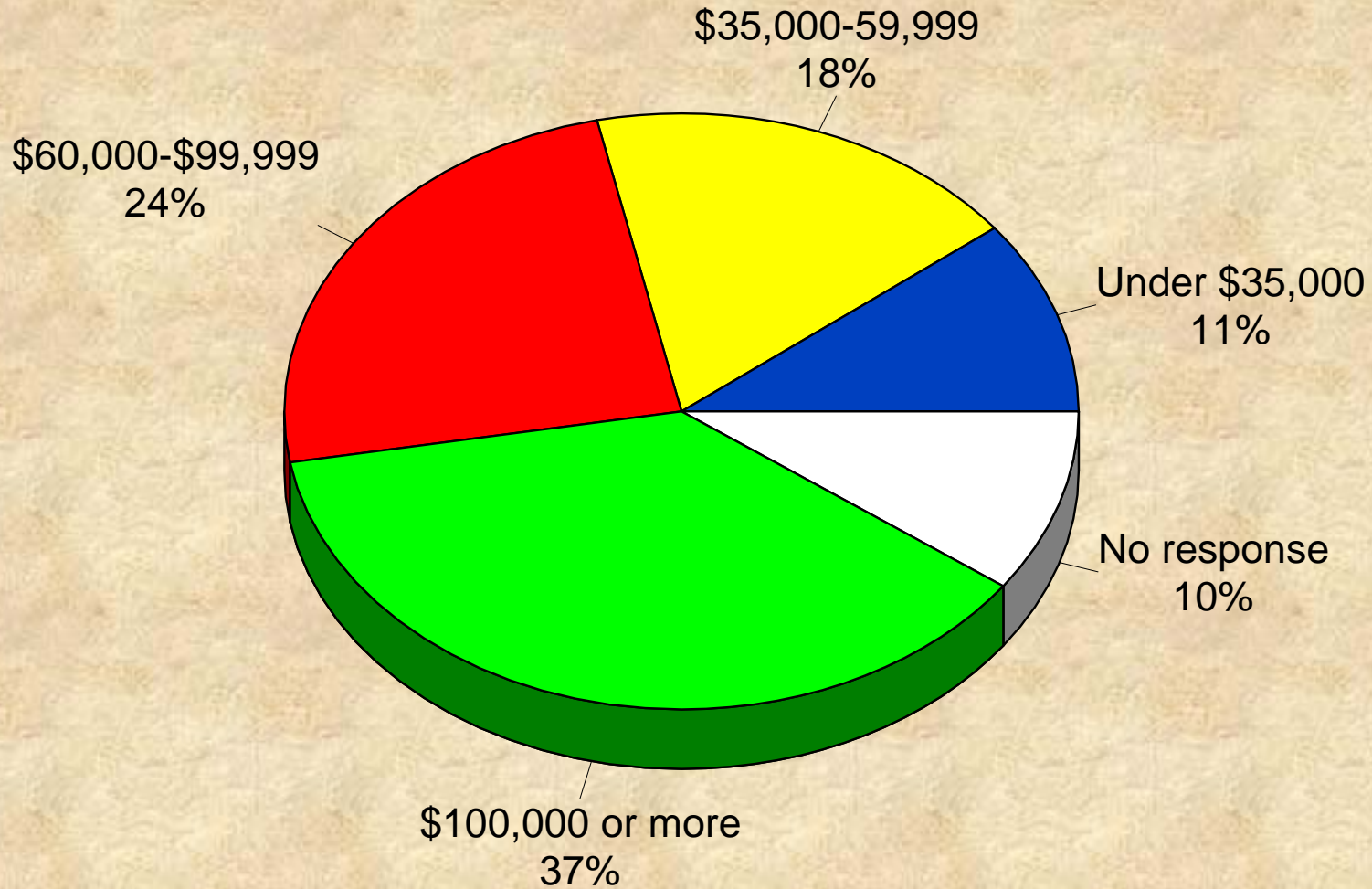
by percentage of respondents



Source: ETC Institute DirectionFinder (July 2004 - Arlington County, VA)

# Q36. Demographics: Total Annual Household Income

by percentage of respondents



Source: ETC Institute DirectionFinder (July 2004 - Arlington County, VA)

# Q37. Demographics: Gender of the Respondents

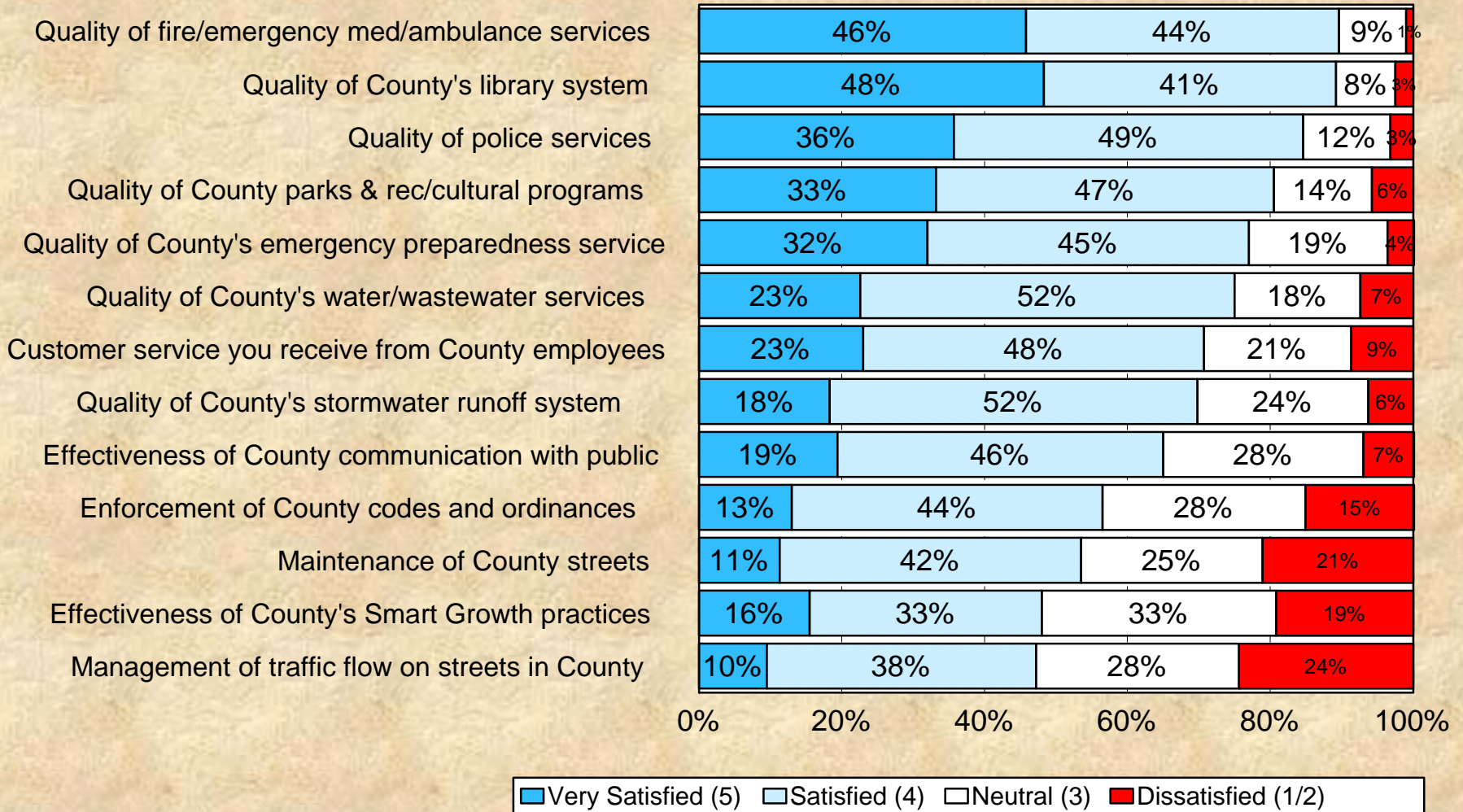
by percentage of respondents



# OVERALL RATINGS

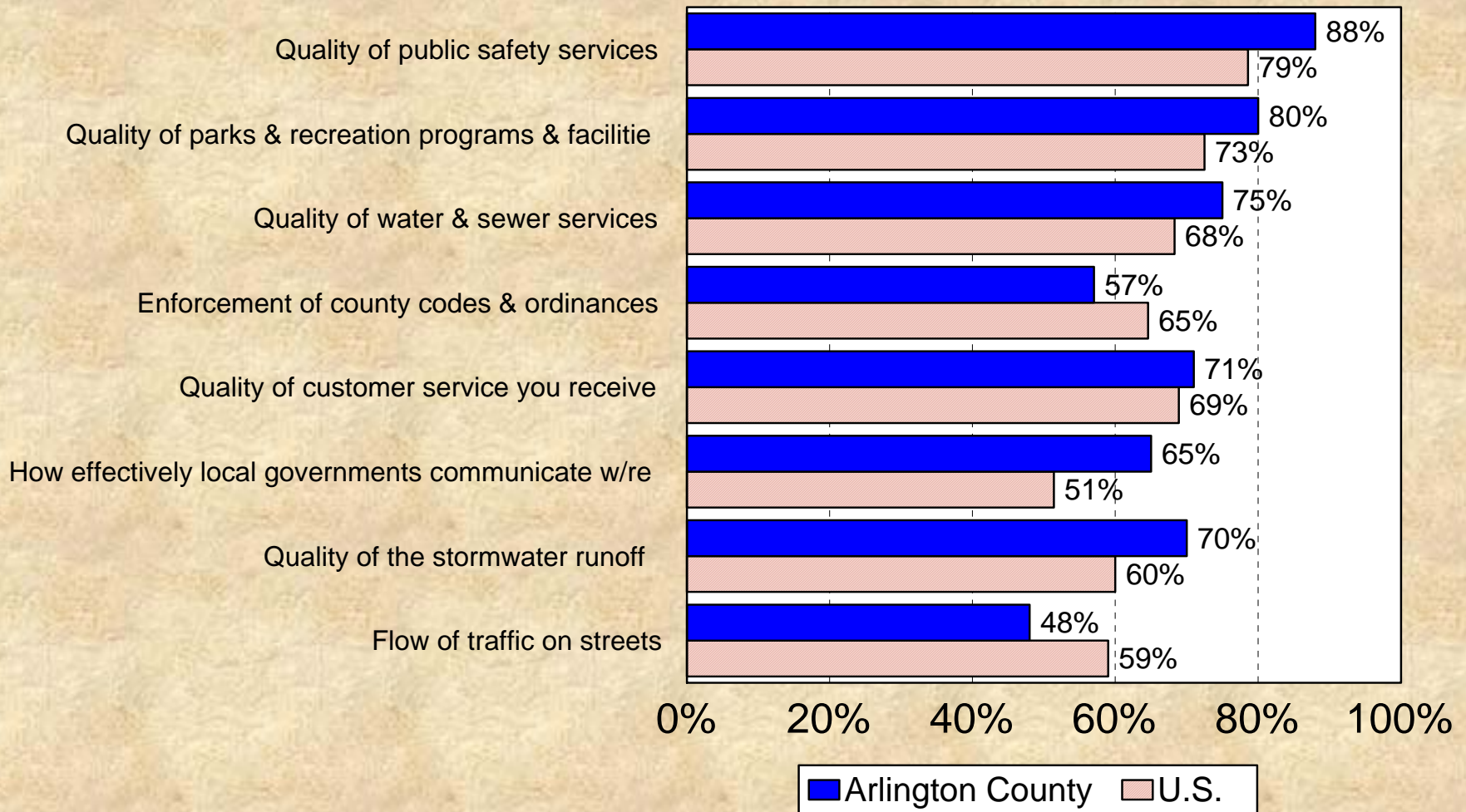
# Q1. Overall Satisfaction With County Services by Major Category

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale ( excluding don't knows )



# Overall Satisfaction with County Services Arlington County vs. U.S

by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

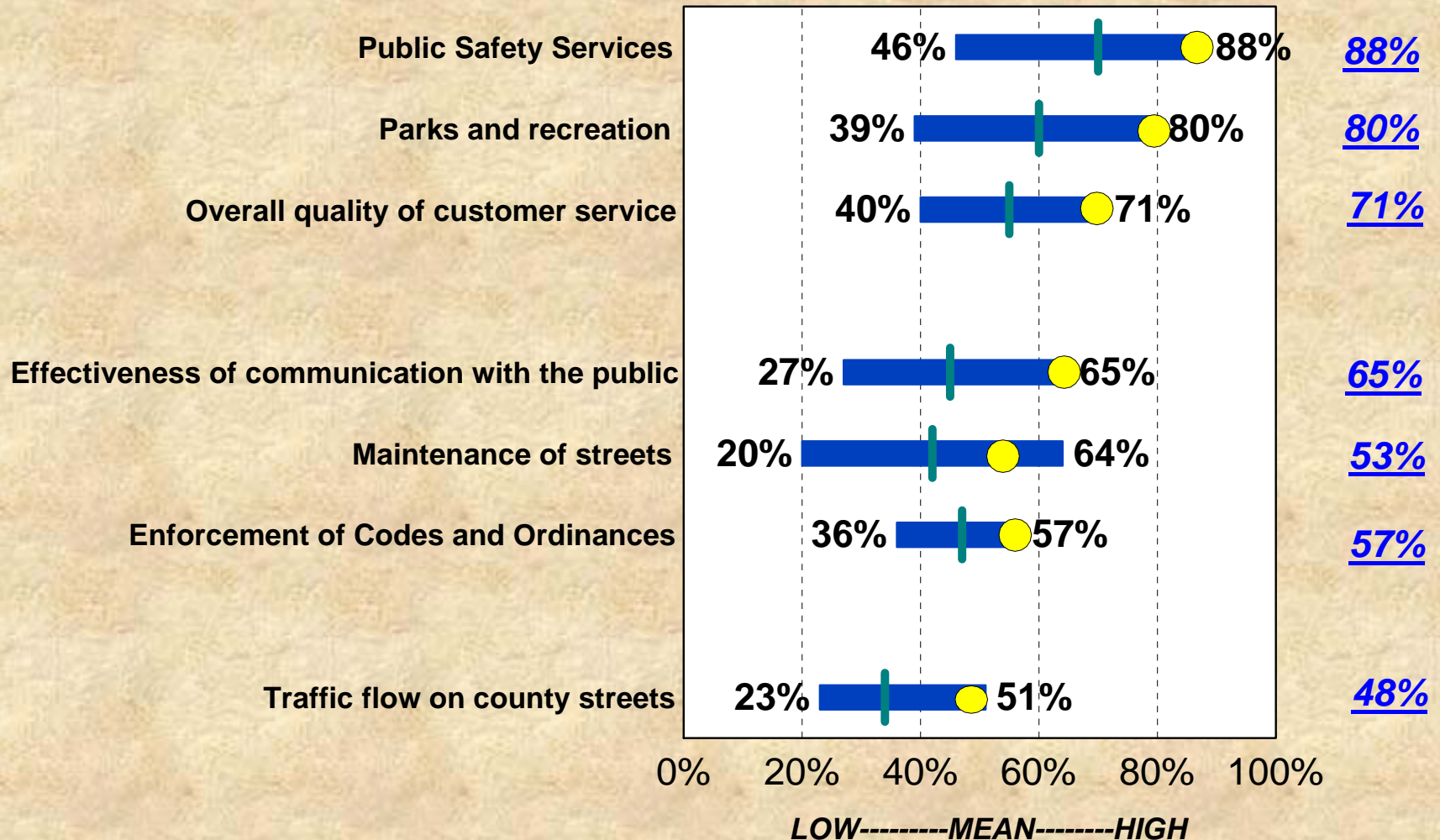


# Overall Satisfaction With County Services 2004

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale ( excluding don't knows )

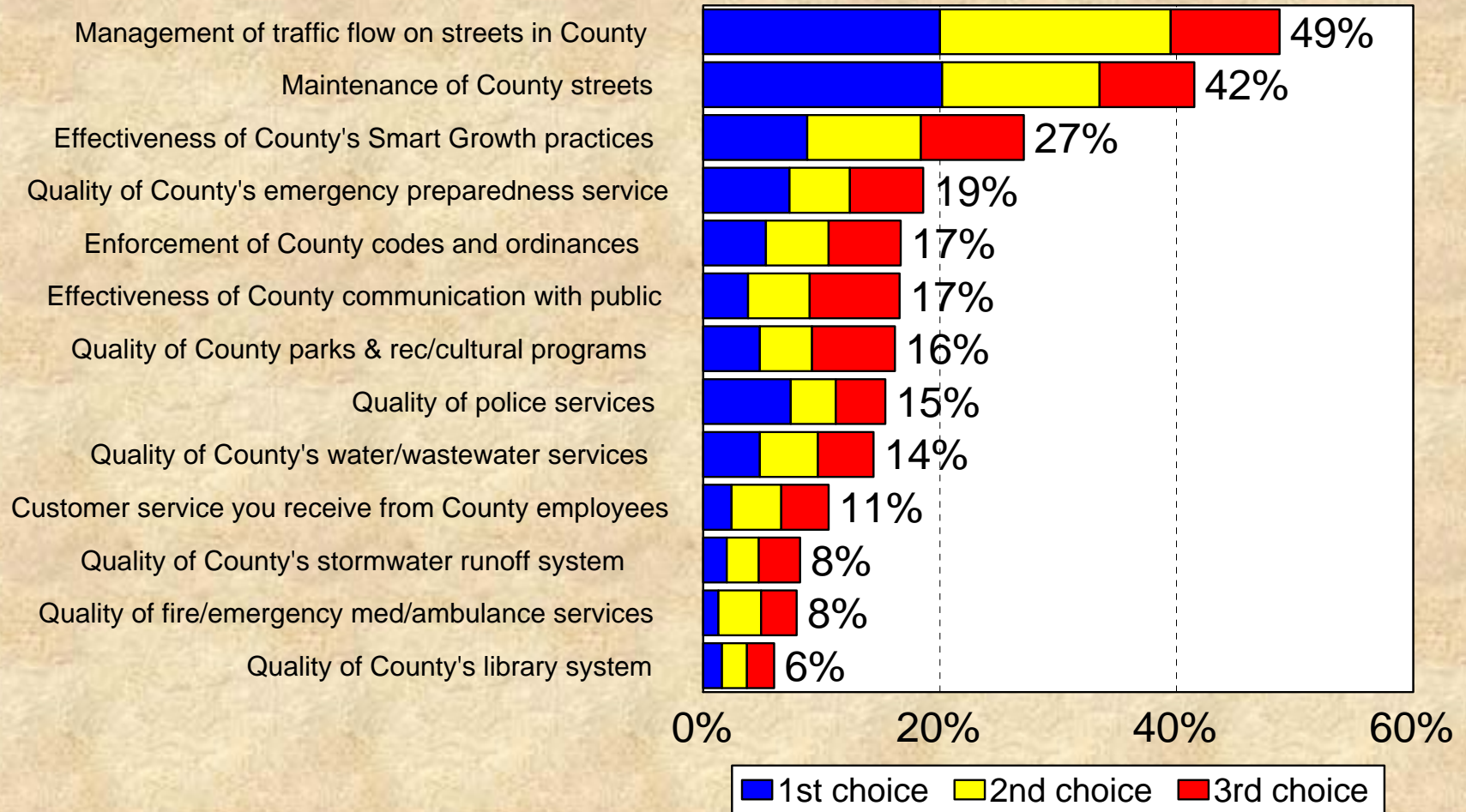
Underlined items Rated Among the Top 25% of all Large Communities

● Arlington County



# Q2. Services That Residents Think Are Most Important for the County to Improve Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices



# Importance-Satisfaction Rating

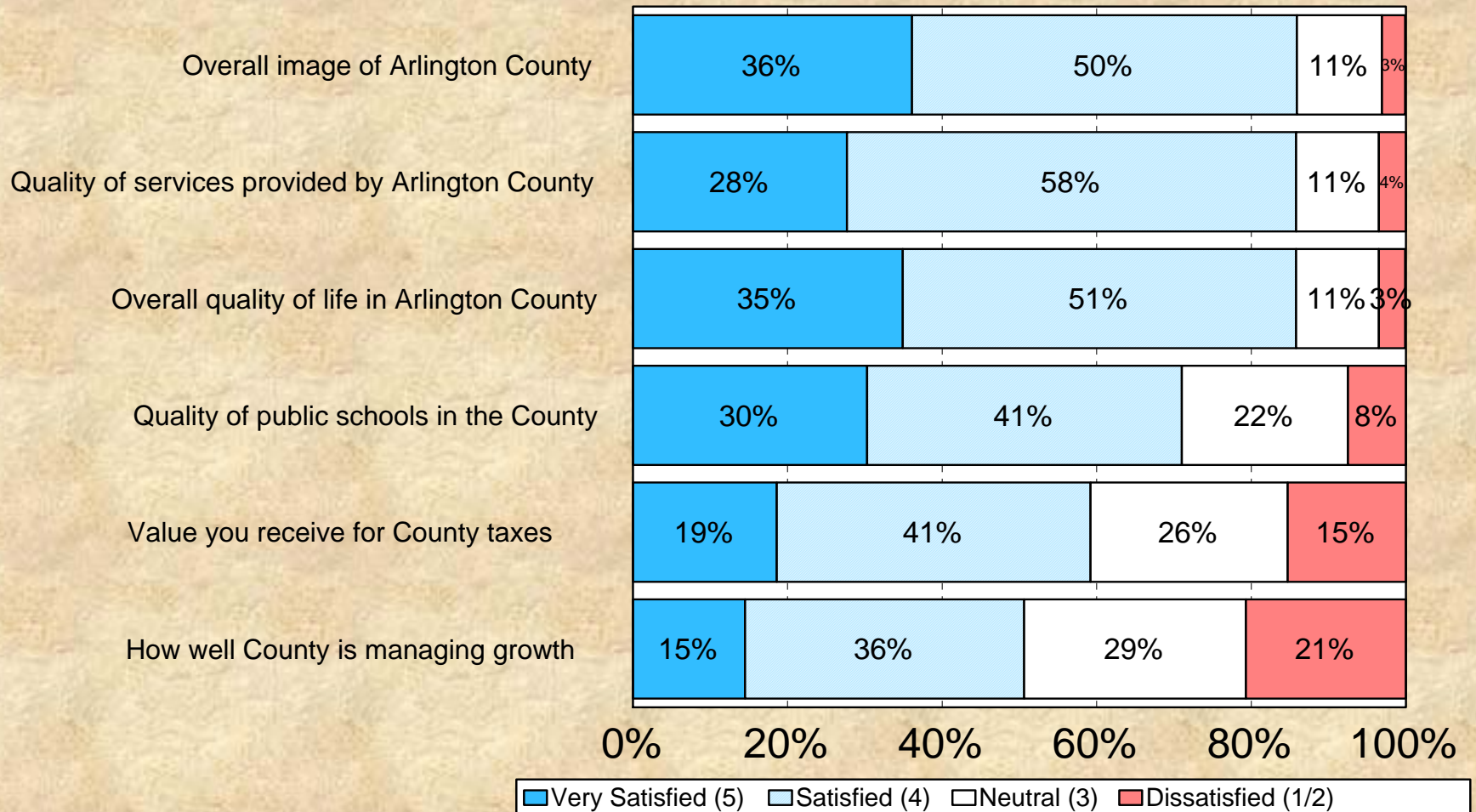
## Arlington County, Virginia

### OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt; .20)</u></b>						
Flow of traffic on County streets	49%	1	48%	13	0.2548	1
<b><u>High Priority (IS .10-.20)</u></b>						
Maintenance of County streets	42%	2	53%	11	0.1974	2
Smart Growth practices	27%	3	49%	12	0.1377	3
<b><u>Medium Priority (IS &lt; .10)</u></b>						
Codes and ordinances	17%	5	57%	10	0.0731	4
County communication with public	17%	6	65%	9	0.0595	5
County's emergency preparedness	19%	4	77%	5	0.0437	6
Water/wastewater services	14%	9	75%	6	0.0350	7
Parks and recreation	16%	7	80%	4	0.0320	8
Customer service	11%	10	71%	7	0.0319	9
Stormwater/runoff management	8%	11	70%	8	0.0240	10
Police services	15%	8	85%	3	0.0225	11
Fire, emergency medical, ambulance	8%	12	90%	1	0.0080	12
County library system	6%	13	89%	2	0.0066	13

# Q4. Satisfaction With Items That Influence the Perception Residents Have of the County

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

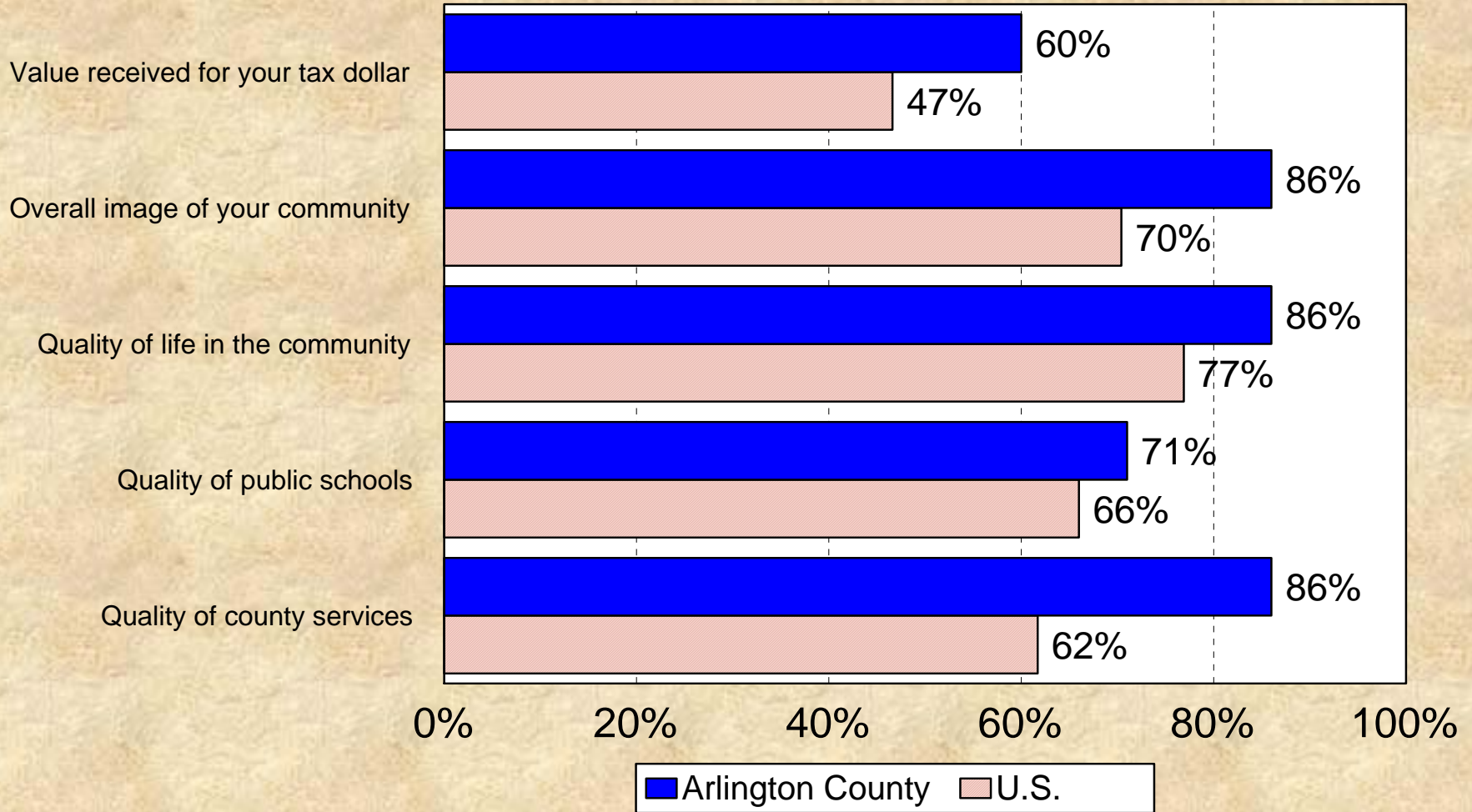


Source: ETC Institute DirectionFinder (July 2004 - Arlington County, VA)

# Overall Satisfaction with the County

## Arlington County vs. U.S

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

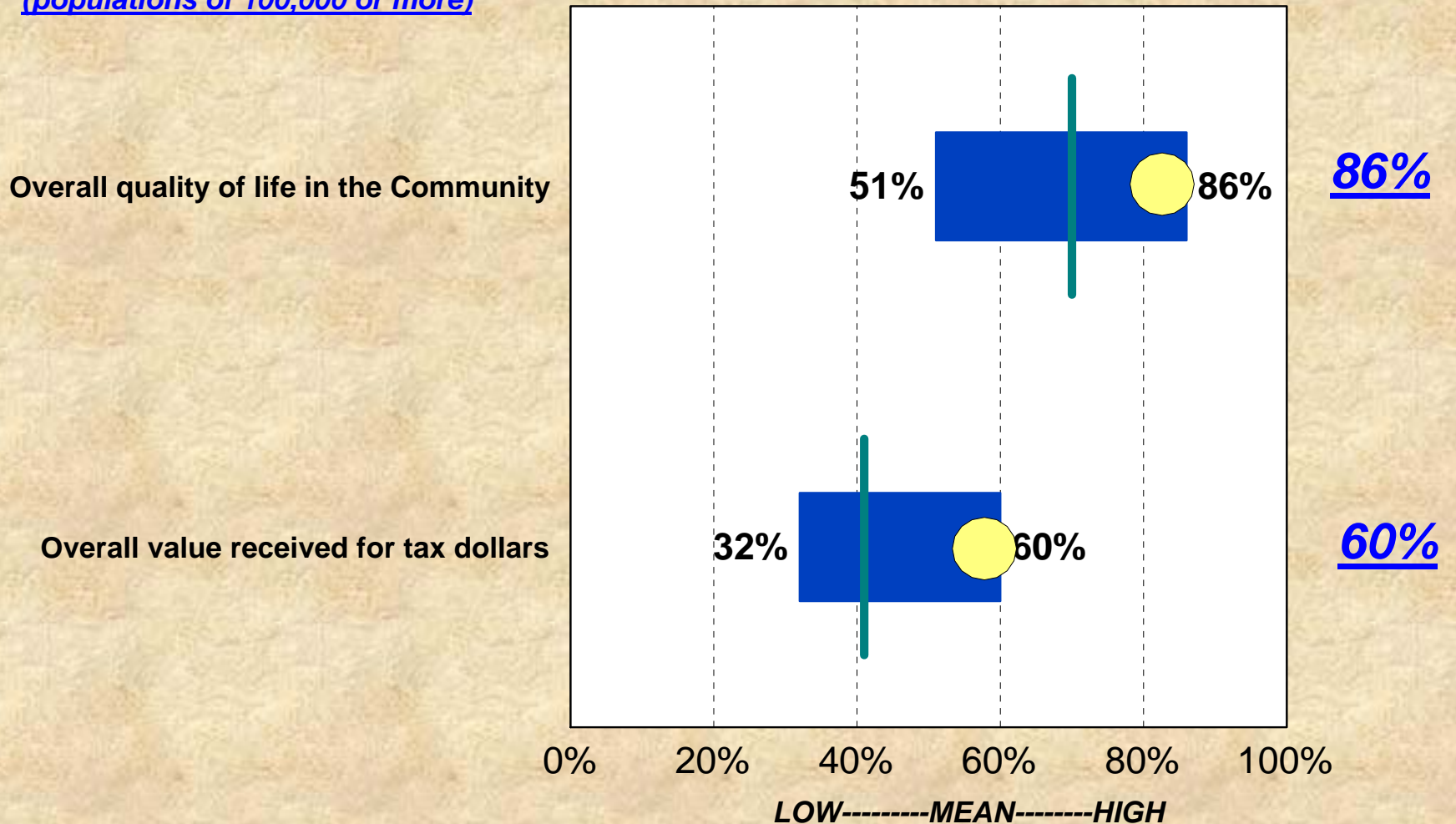


# Perceptions Residents Have of the Community in Which They Live

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale ( excluding don't knows )

Underlined items Rated Among the Top 25% of All Large Communities (populations of 100,000 or more)

● Arlington County

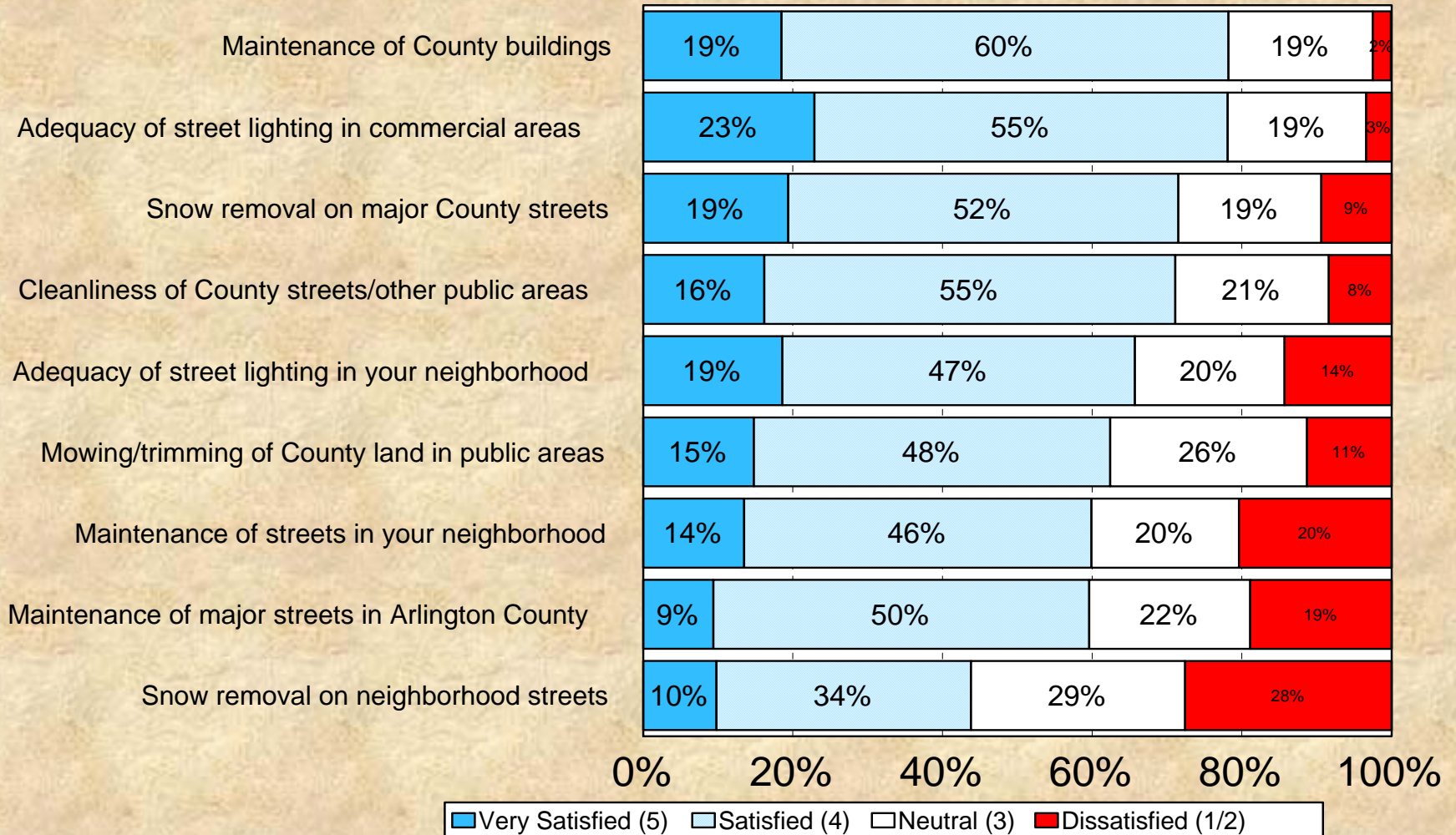


# PUBLIC WORKS SERVICES

*Source: ETC Institute DirectionFinder (July 2004 - Arlington County, VA)*

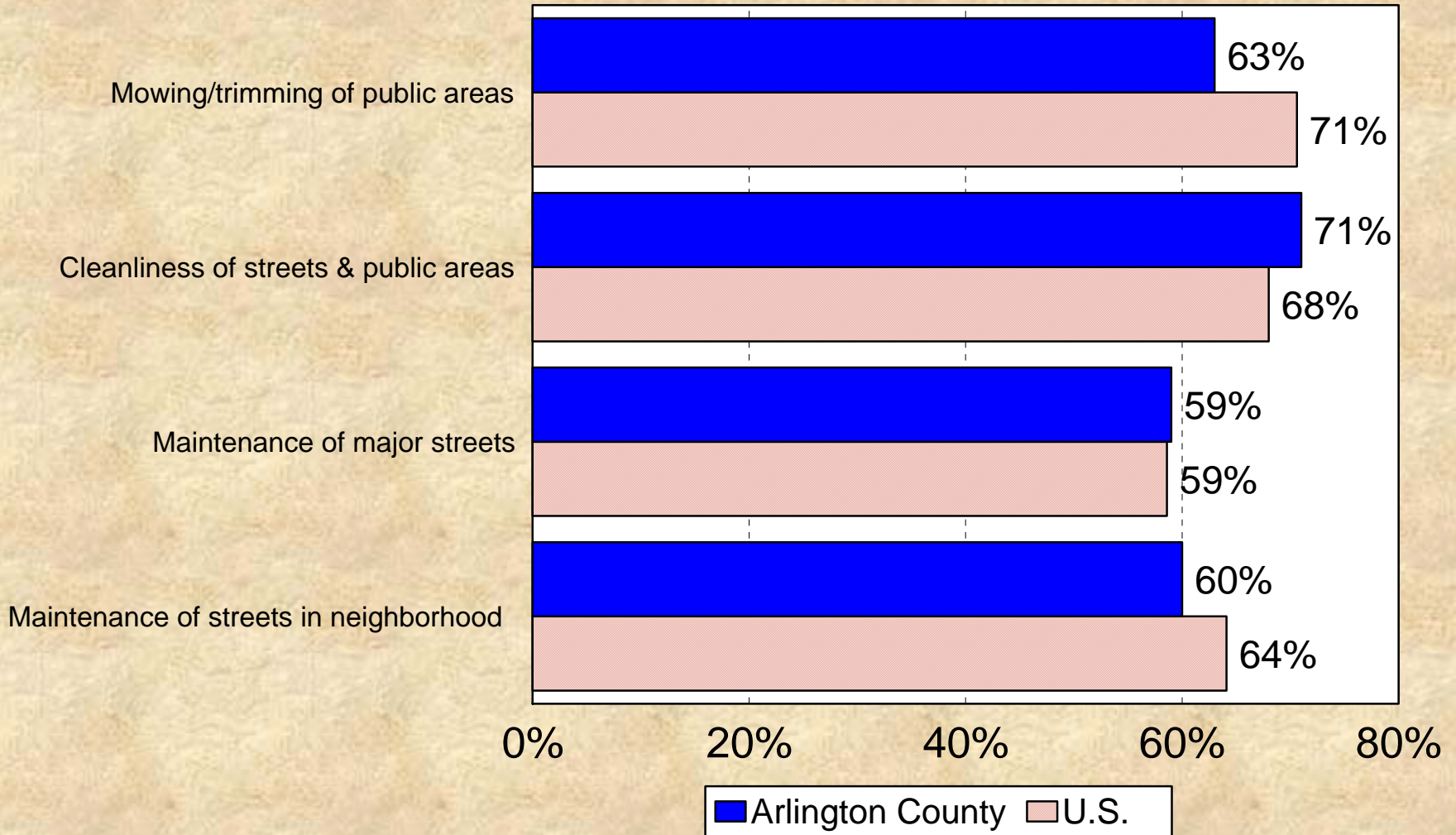
# Q5. Satisfaction with Various Aspects of Public Works Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale ( excluding don't knows )



# Overall Satisfaction with County Maintenance Arlington County vs. U.S

by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 1 was "very dissatisfied"(excluding don't knows)

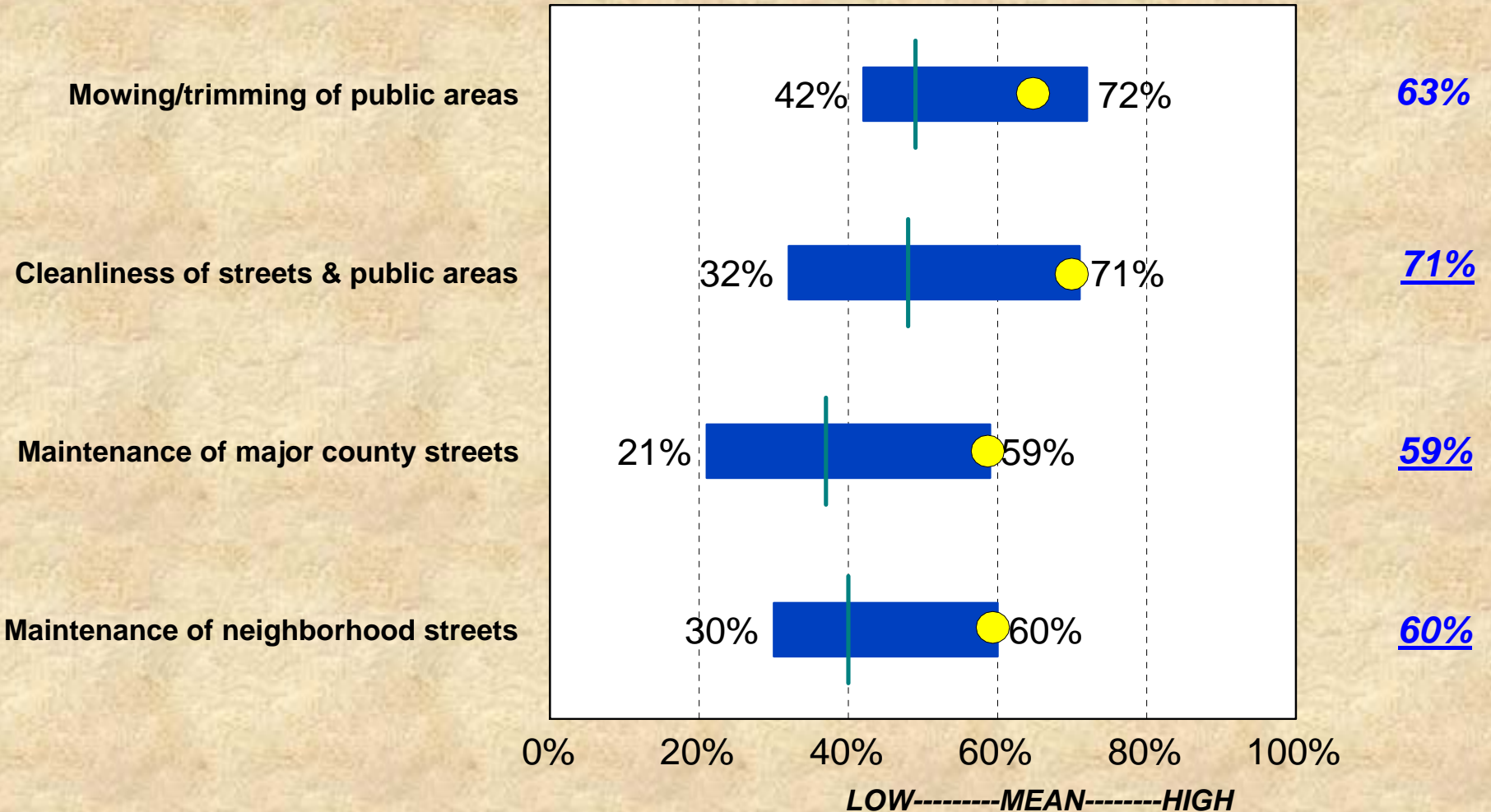


# Satisfaction with Maintenance Services 2004

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale ( excluding don't knows )

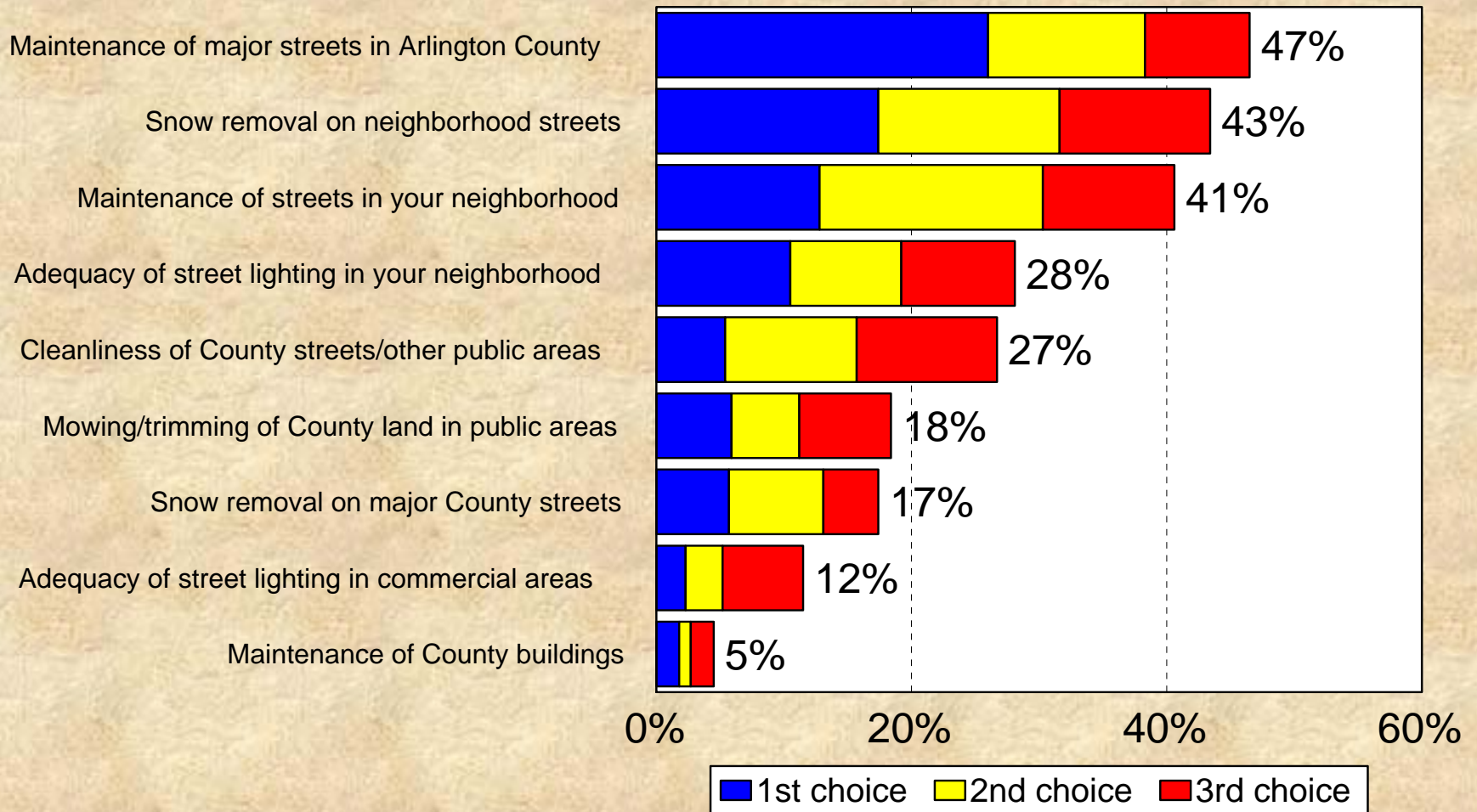
Underlined items Rated Among the Top 25% of all Large Communities

● Arlington County



# Q6. Public Works Services That Are Most Important to Improve Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices



# Importance-Satisfaction Rating

## Arlington, Virginia

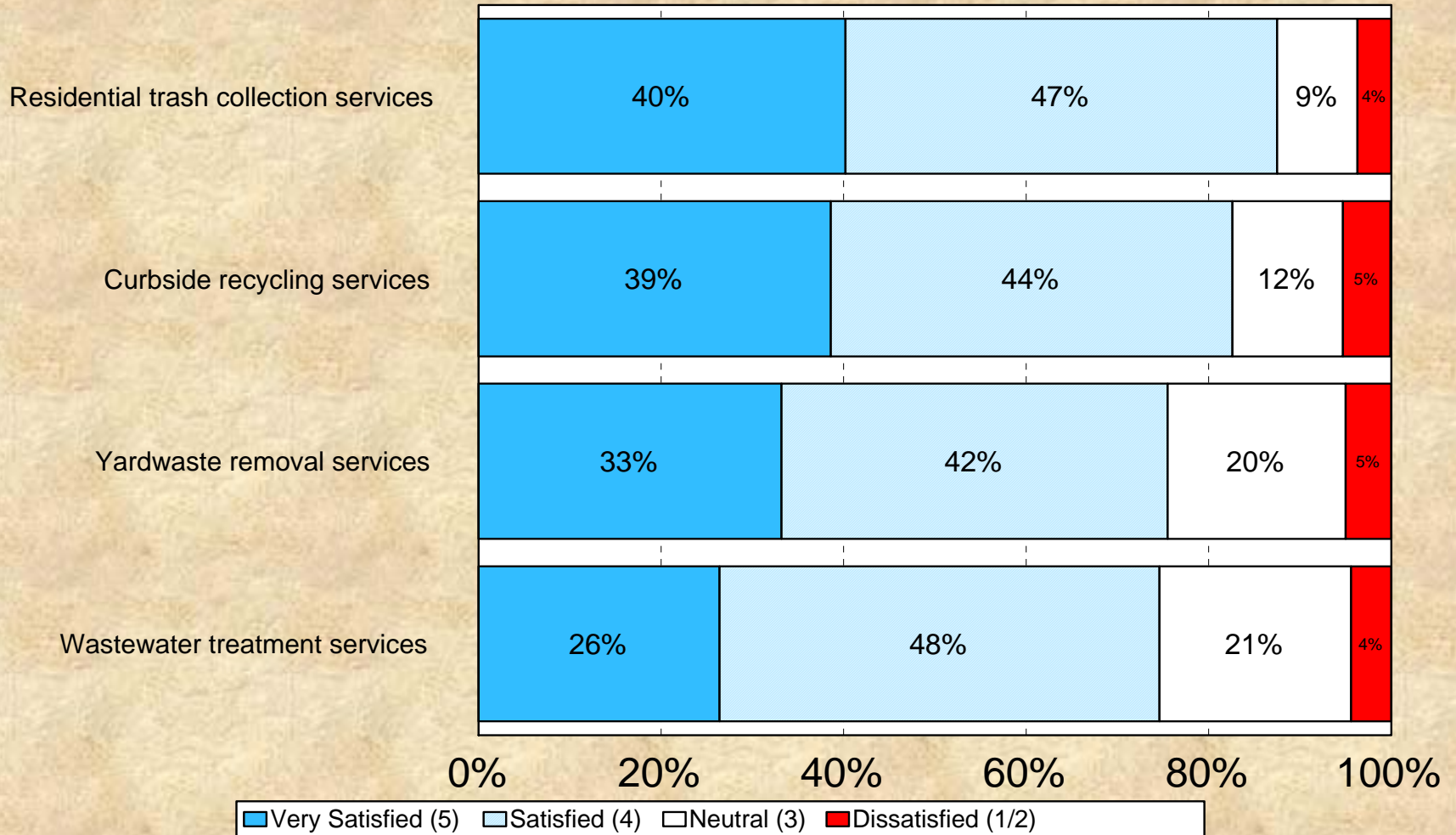
### Public Works Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>High Priority (IS .10-.20)</u></b>						
Maintenance of major streets	47%	1	59%	8	0.1927	1
Maintenance of neighborhood streets	41%	3	60%	7	0.1640	2
Snow removal on major County streets	43%	2	71%	3	0.1247	3
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Snow removal on neighborhood streets	17%	7	44%	9	0.0952	4
Street lighting in neighborhood	28%	4	66%	5	0.0952	5
Cleanliness of County streets	27%	5	71%	4	0.0783	6
Mowing/trimming of County land	18%	6	63%	6	0.0666	7
Street lighting in commercial	12%	8	78%	2	0.0264	8
Maintenance of County buildings	5%	9	79%	1	0.0105	9

# UTILITY SERVICES

# Q7. Satisfaction with Various Aspects of Utility Services

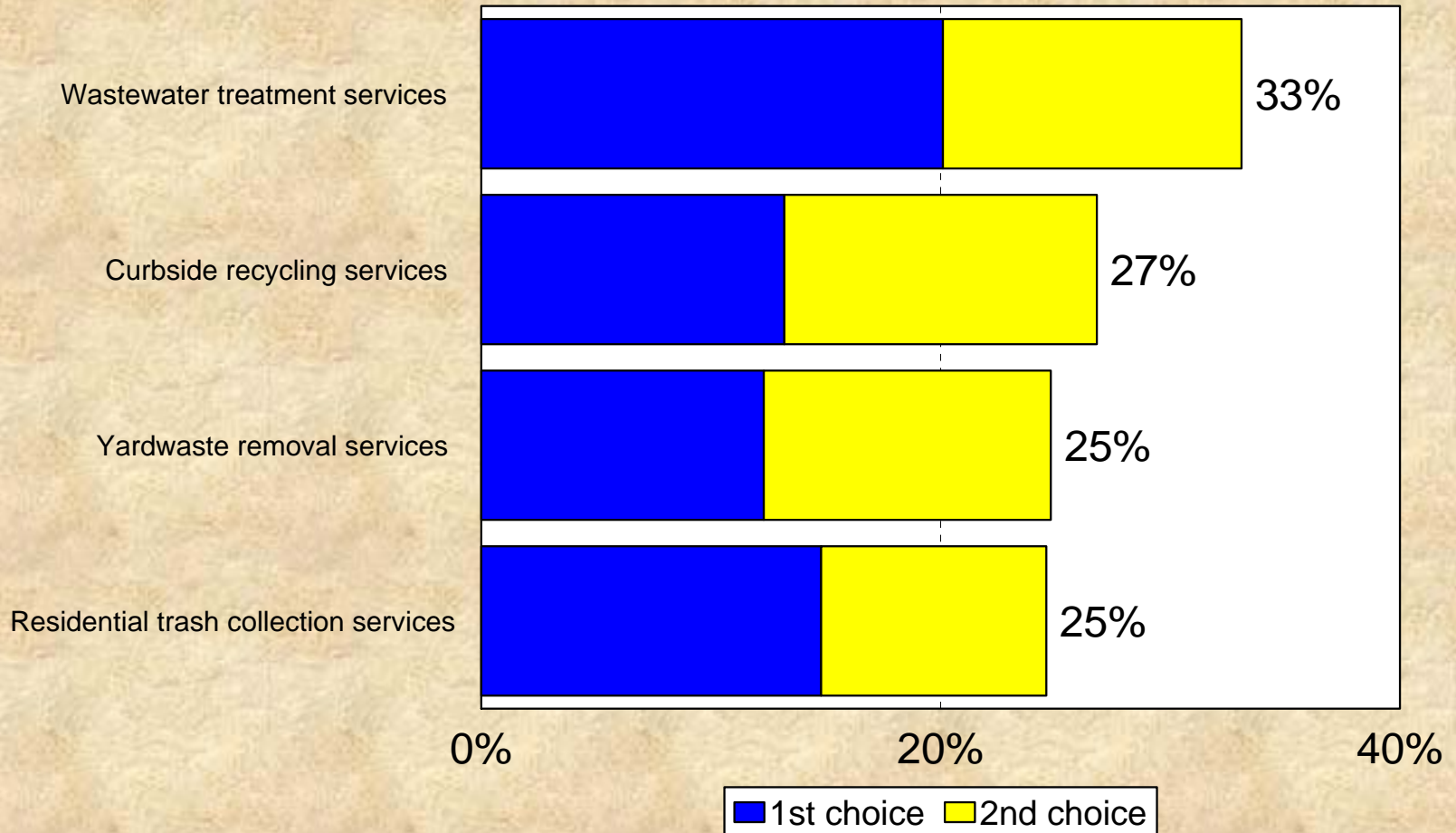
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale ( excluding don't knows )



Source: ETC Institute DirectionFinder (July 2004 - Arlington County, VA)

# Q8. Utility Services That Residents Think Are Most Important for the County to Improve Over the Next Two Years

by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (July 2004 - Arlington County, VA)

# Importance-Satisfaction Rating

## Arlington, Virginia

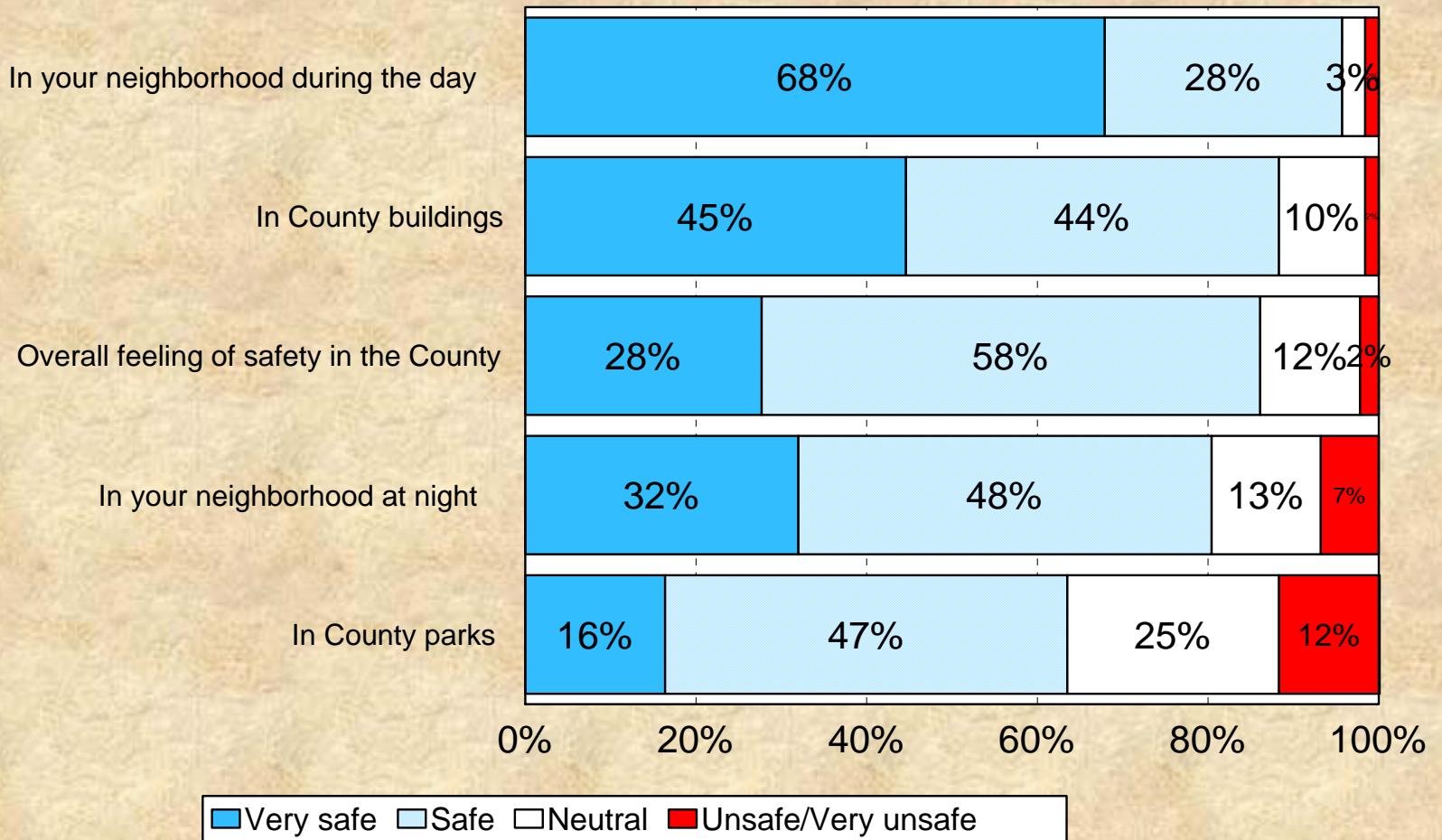
### Utility Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><i>Medium Priority (IS &lt;.10)</i></b>						
Wastewater treatment services	33%	1	74%	4	0.0858	1
Yardwaste removal services	25%	3	75%	3	0.0625	2
Curbside recycling services	27%	2	83%	2	0.0459	3
Residential trash collection services	25%	4	87%	1	0.0325	4

# PUBLIC SAFETY SERVICES

# Q3. How Safe Residents Feel In Certain Situations

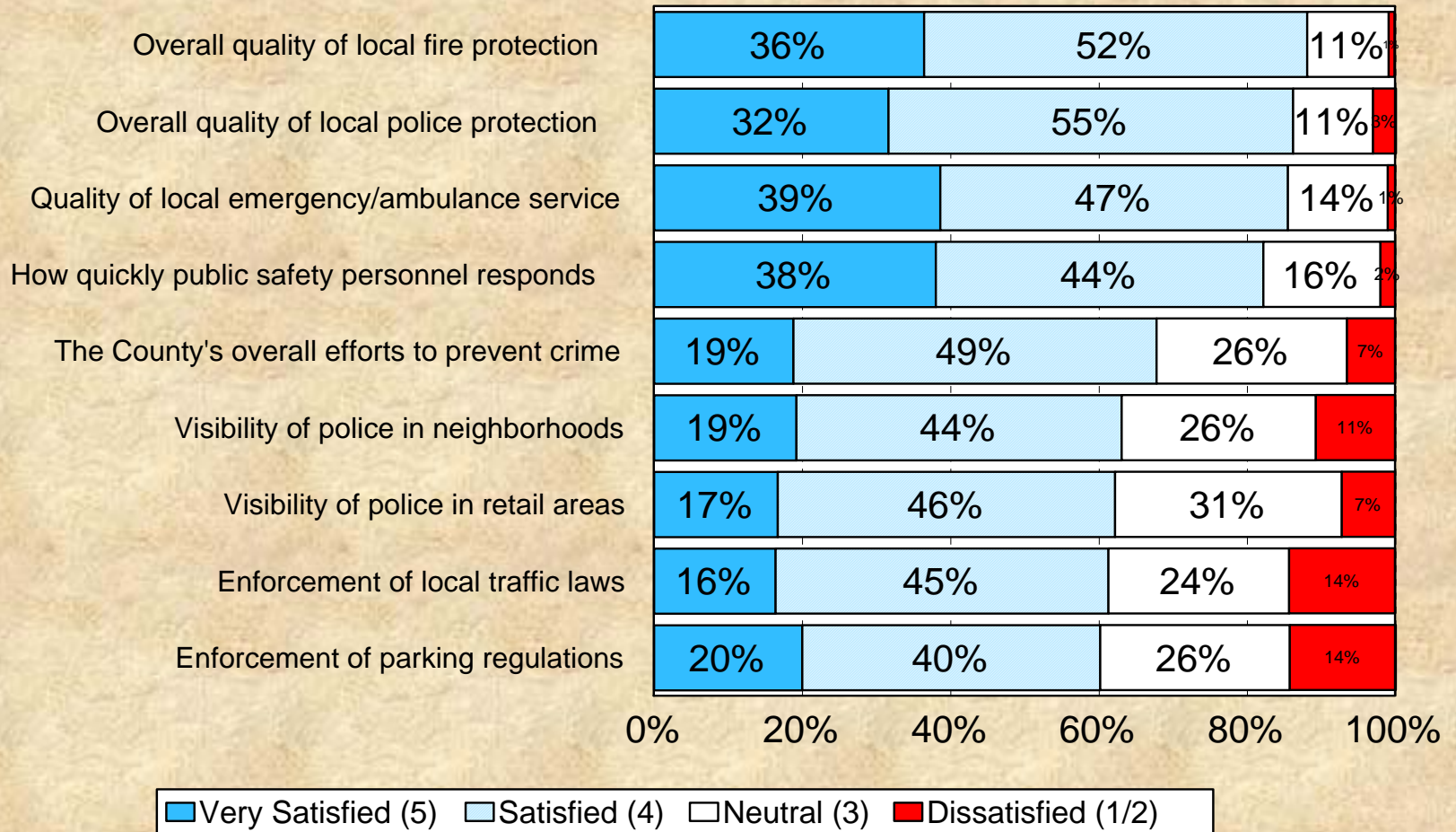
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale ( excluding don't knows )



Source: ETC Institute DirectionFinder (July 2004 - Arlington County, VA)

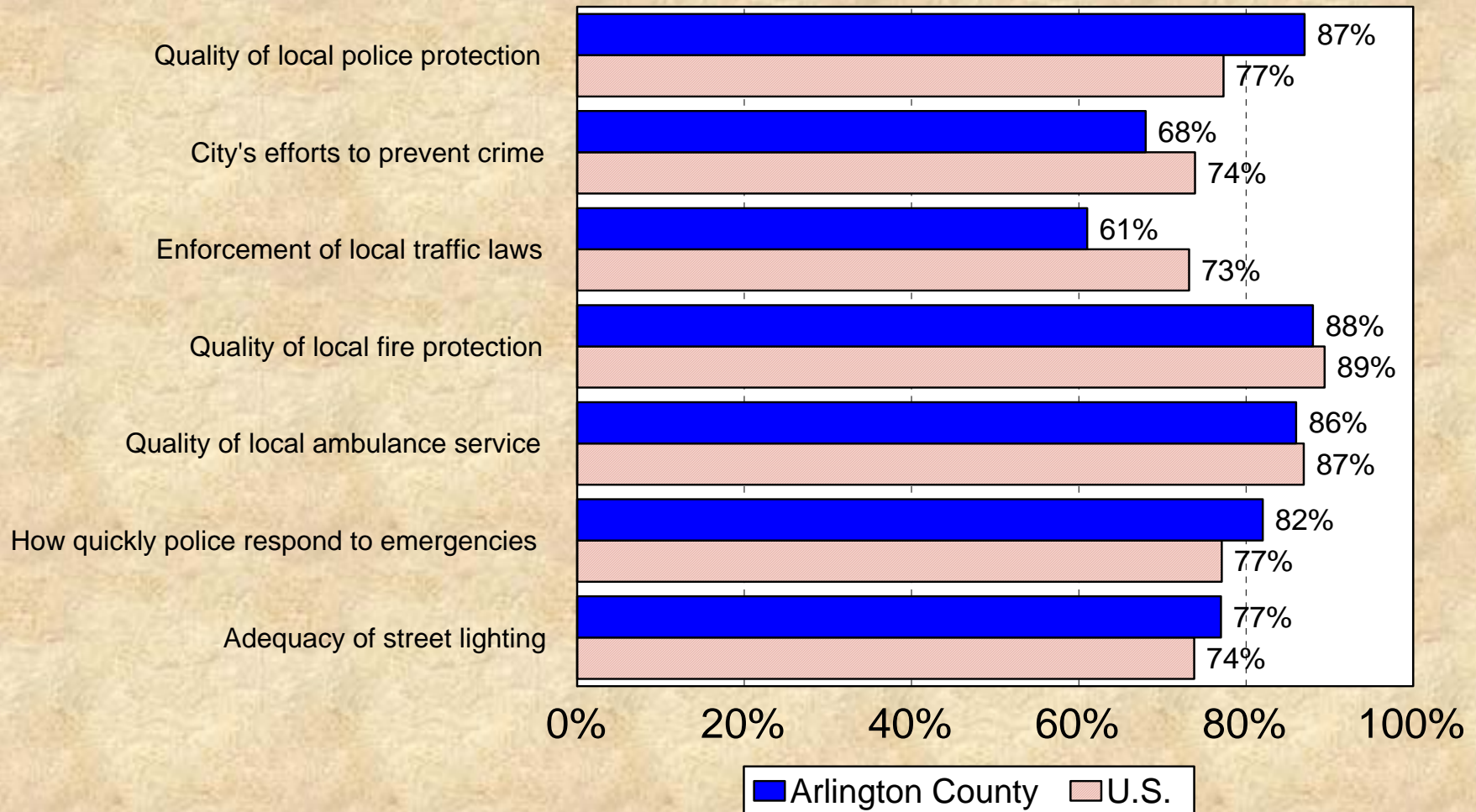
# Q9. Satisfaction with Various Aspects of Public Safety Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale ( excluding don't knows )



# Overall Satisfaction with Public Safety Arlington County vs. U.S

by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

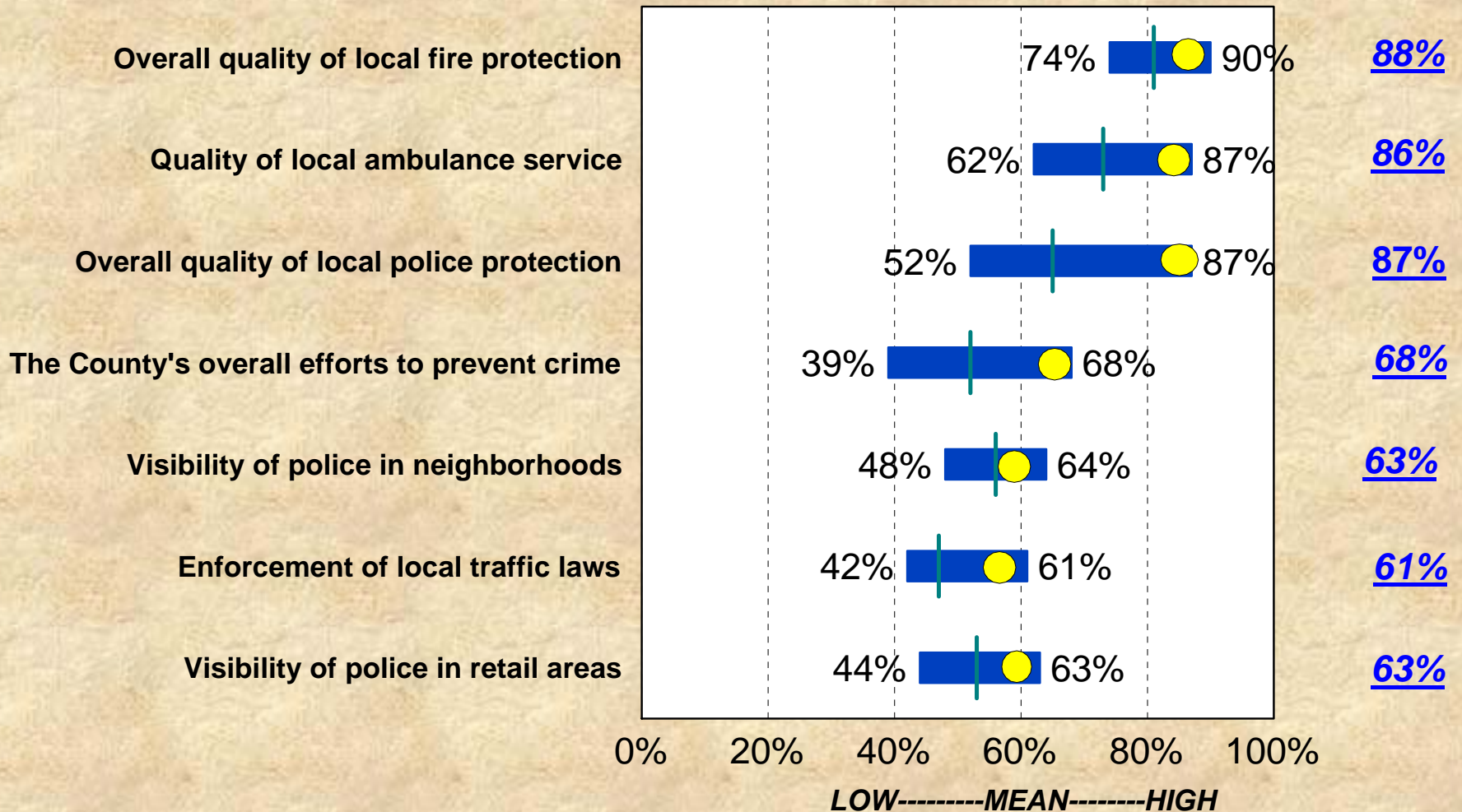


# Satisfaction with Public Safety 2004

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale ( excluding don't knows )

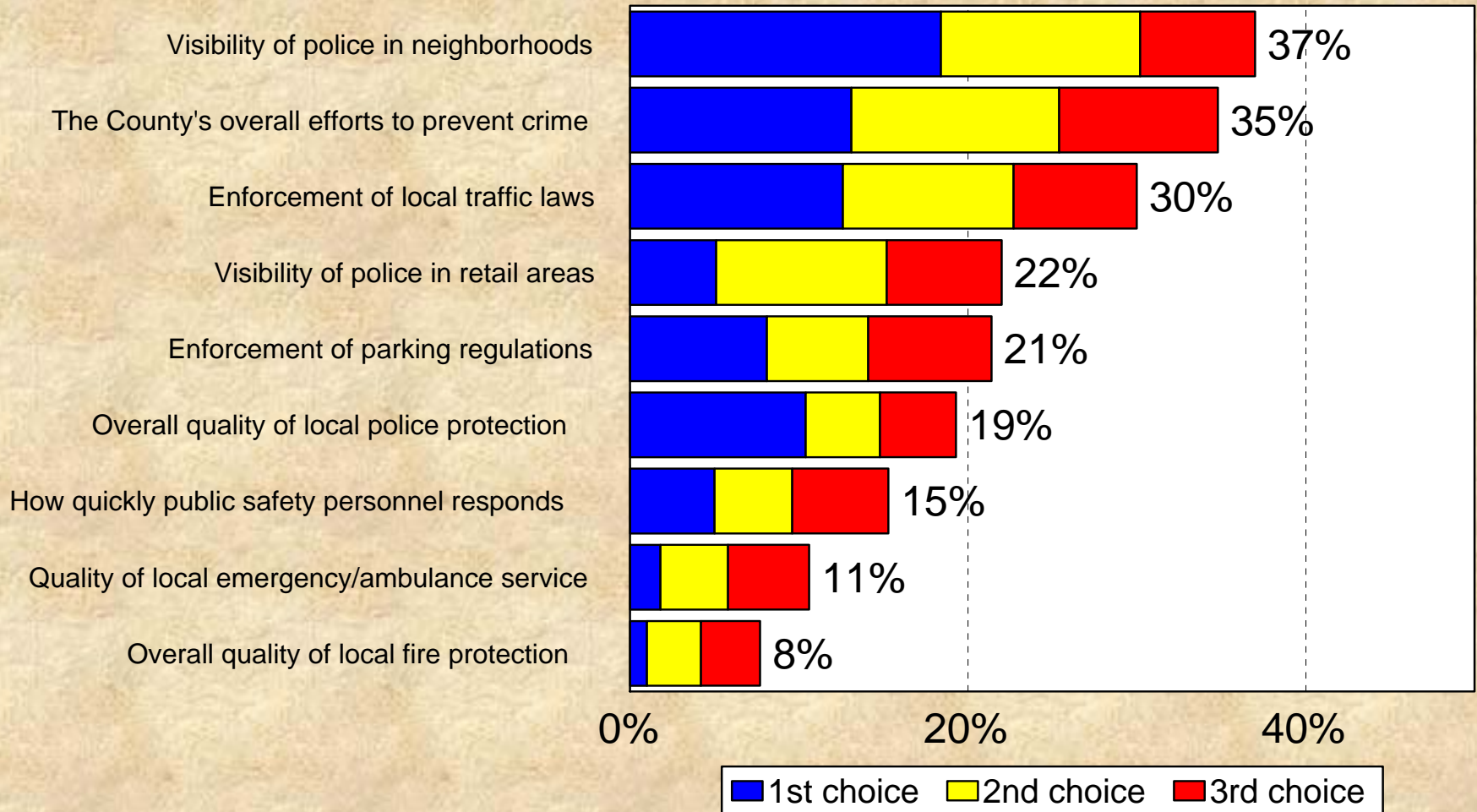
Underlined items Rated Among the Top 25% of all Large Communities

● Arlington County



# Q10. Public Safety Services That Residents Think Are Most Important for the County to Improve Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices



# Importance-Satisfaction Rating

Arlington, Virginia

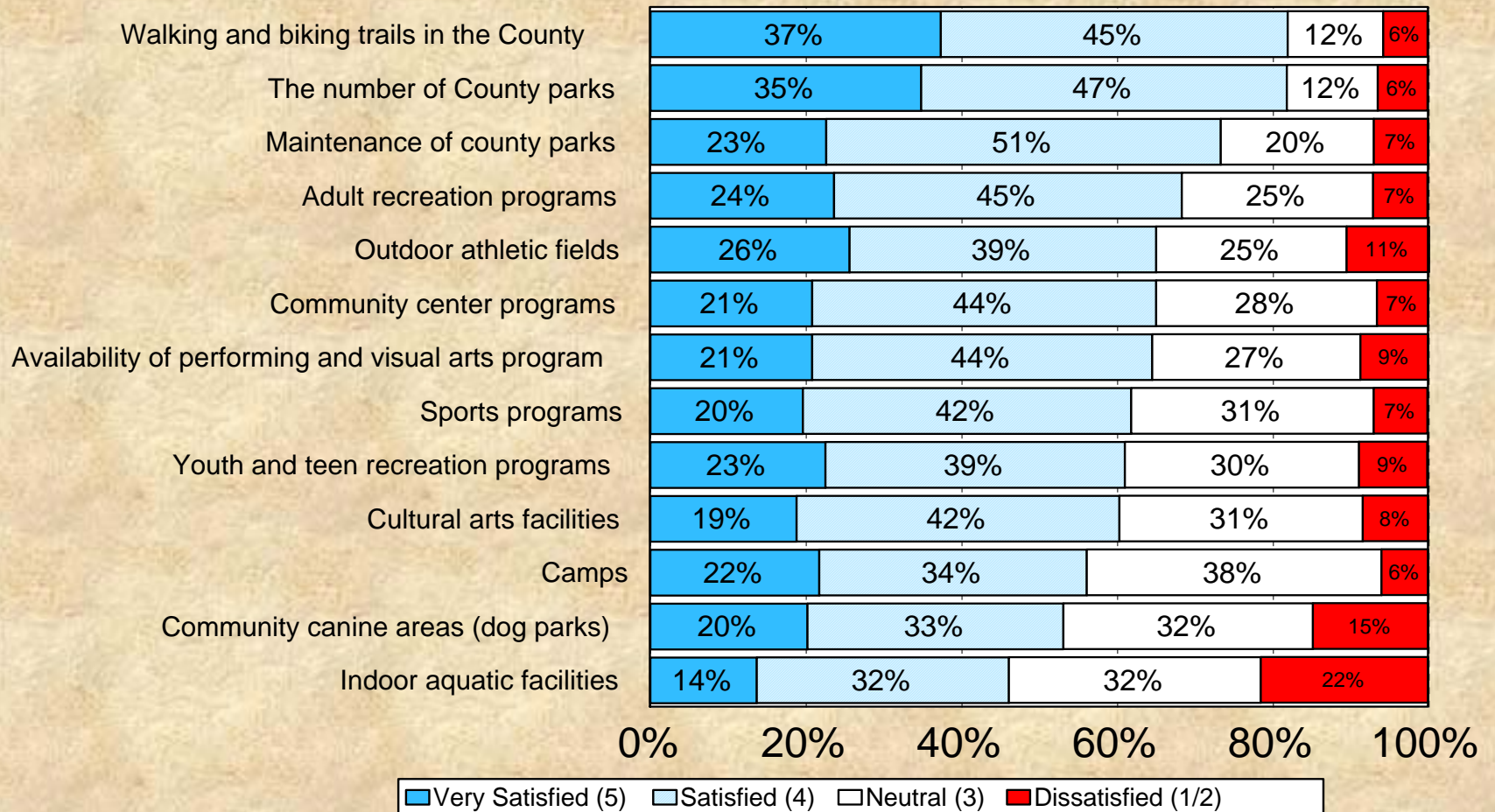
## PUBLIC SAFETY

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>High Priority (IS .10-.20)</u></b>						
Visibility of police in neighborhoods	37%	1	63%	7	0.1369	1
Enforcement of local traffic laws	30%	3	61%	8	0.1170	2
County's efforts to prevent crime	35%	2	68%	5	0.1120	3
<b><u>Medium Priority (IS &lt; .10)</u></b>						
Enforcement of parking regulations	21%	5	60%	9	0.0840	4
Visibility of police in retail areas	22%	4	63%	6	0.0814	5
How quickly public safety responds	15%	7	82%	4	0.0270	6
Quality of police protection	19%	6	87%	2	0.0247	7
Quality local emergency service	11%	8	86%	3	0.0154	8
Quality local fire protection	8%	9	88%	1	0.0096	9

# PARKS, RECREATION AND CULTURAL RESOURCES

# Q11. Satisfaction with Various Aspects of Parks, Recreation and Cultural Resource Services and Facilities

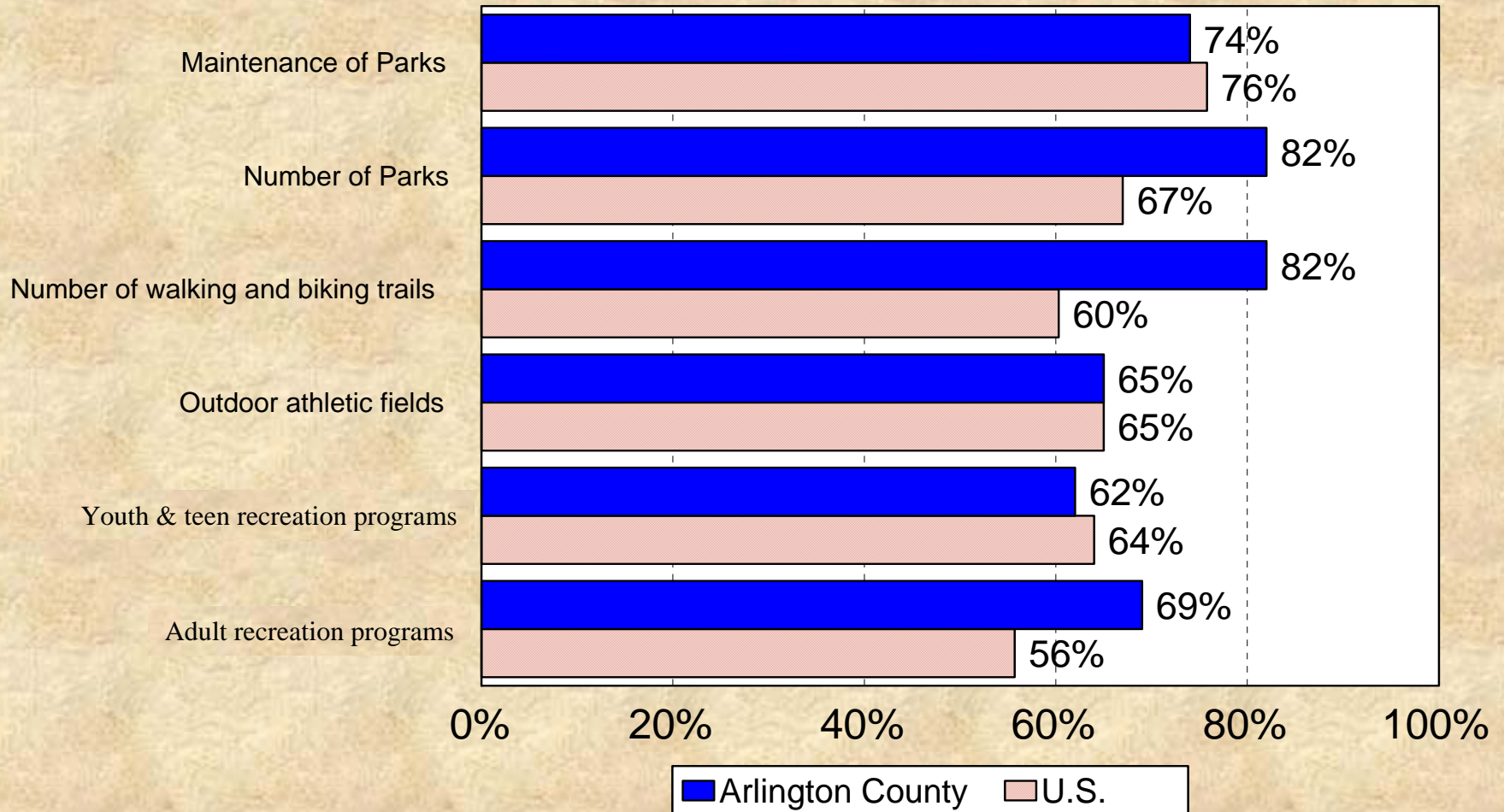
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale ( excluding don't knows )



Source: ETC Institute DirectionFinder (July 2004 - Arlington County, VA)

# Overall Satisfaction with Parks and Recreation Issues Arlington County vs. U.S

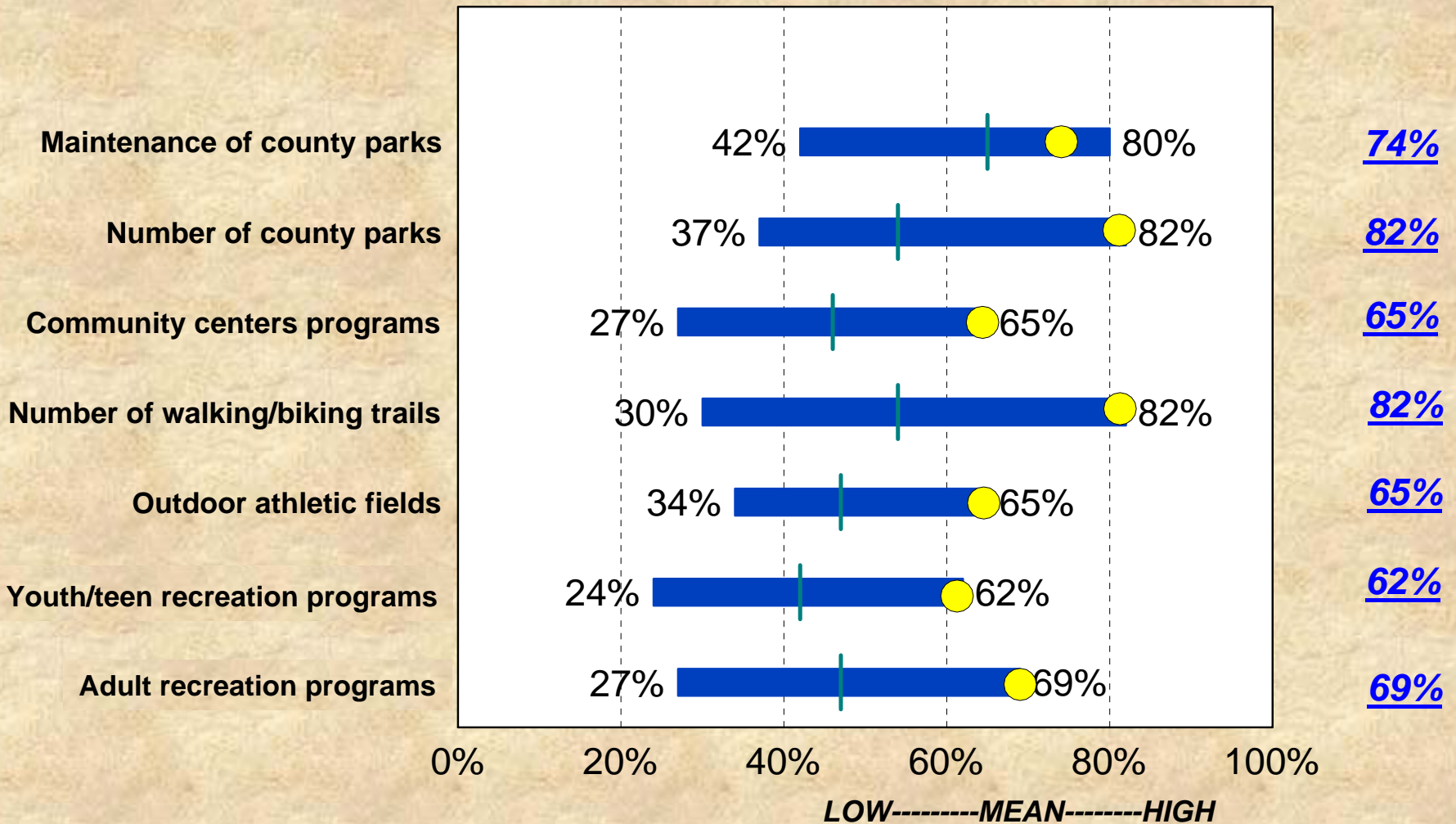
by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Satisfaction with Parks and Recreation 2004

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

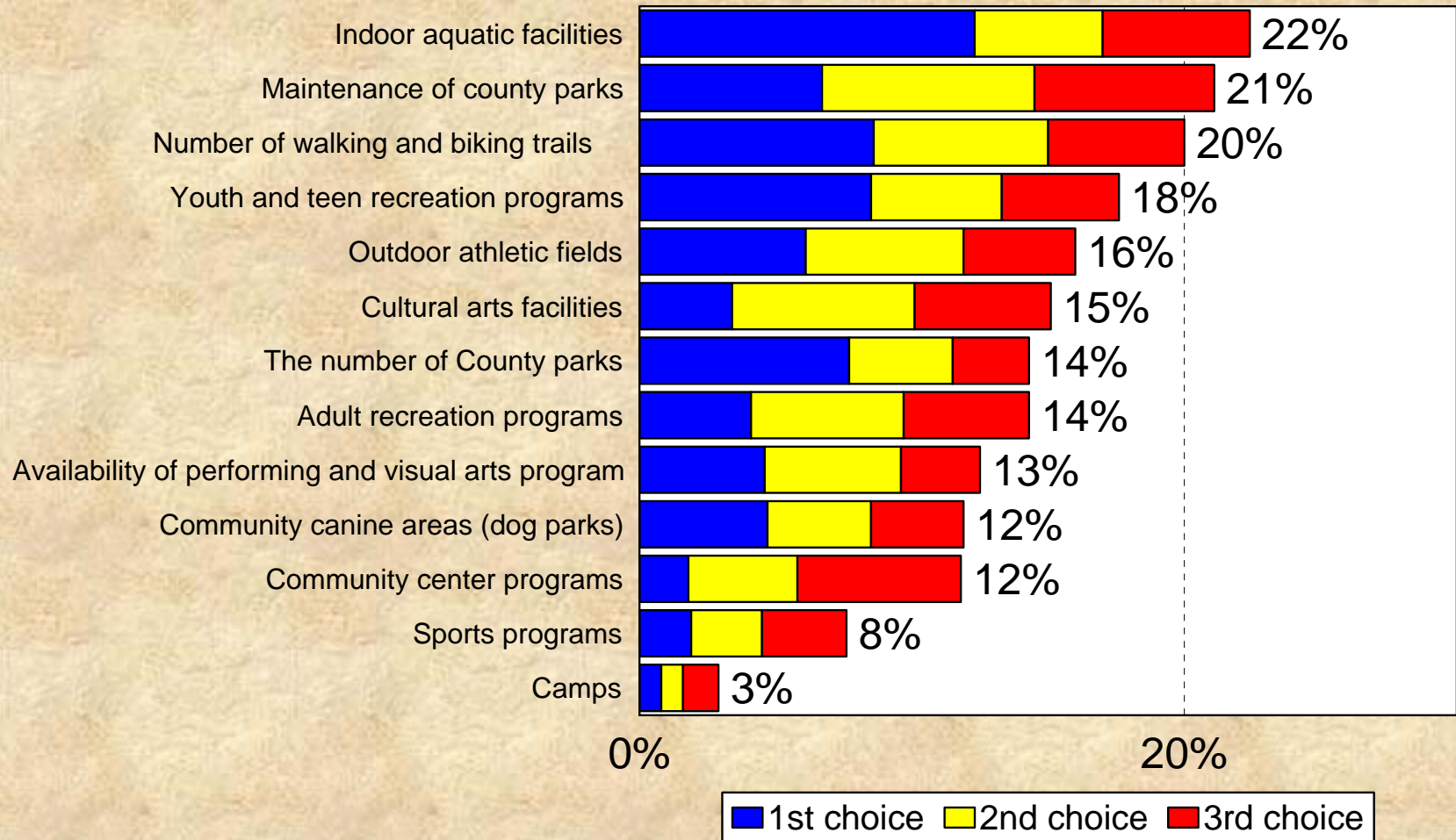
Underlined items Rated Among the Top 25% of all Large Communities ● Arlington County



Source: ETC Institute DirectionFinder

# Q12. Parks, Recreation and Cultural Resources That Residents Think Are Most Important for the County to Improve Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices



# Importance-Satisfaction Rating

Arlington, Virginia

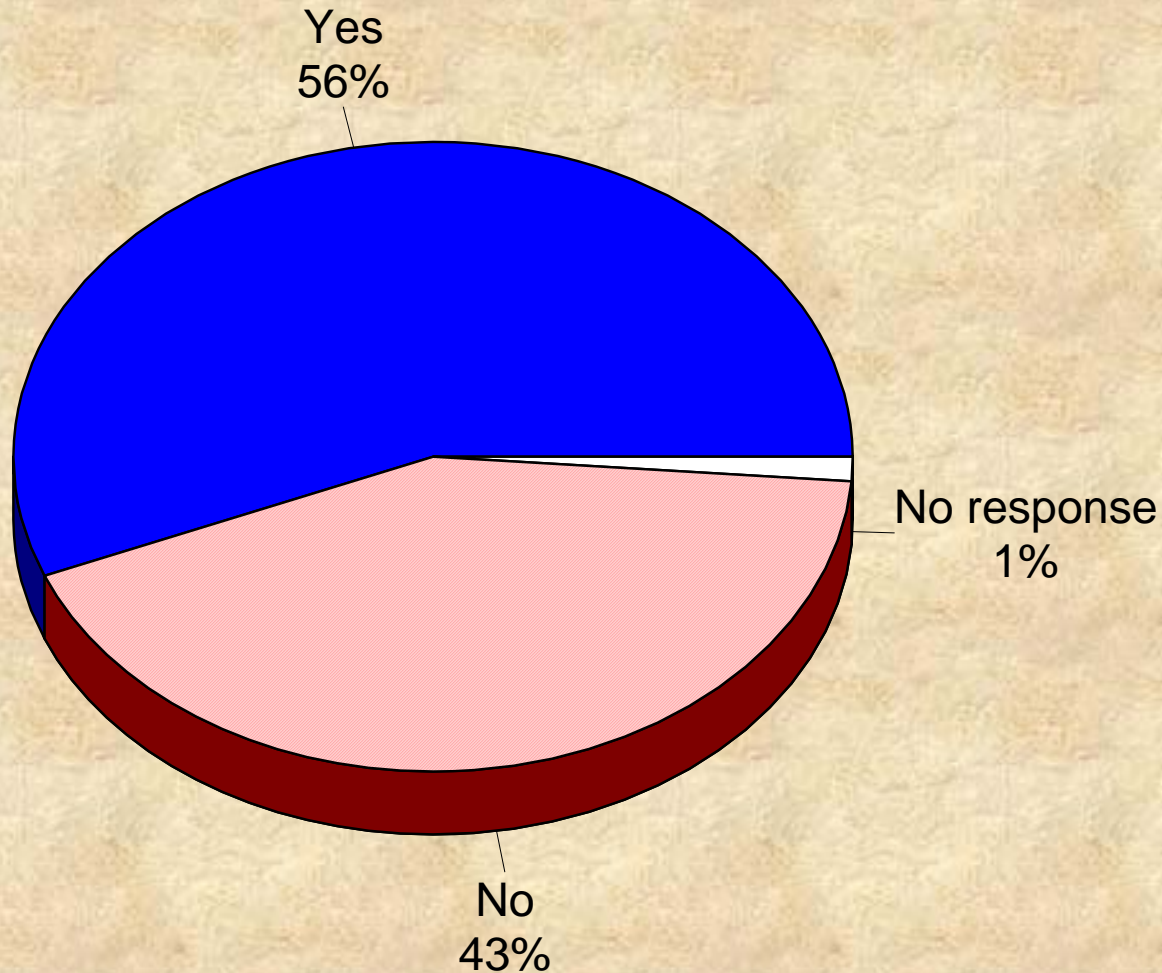
## PARKS and RECREATION

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><i>High Priority (IS .10-.20)</i></b>						
Indoor aquatic facilities	22%	1	46%	13	0.1188	1
<b><i>Medium Priority (IS &lt;.10)</i></b>						
Youth and teen recreation programs	18%	4	62%	9	0.0684	2
Cultural Arts facilities	15%	6	61%	10	0.0585	3
Community canine areas (dog parks)	12%	10	53%	12	0.0564	4
Outdoor athletic fields	16%	5	65%	5	0.0560	5
Maintenance of County parks	21%	2	74%	3	0.0546	6
Availability of performing/visual arts	13%	9	65%	7	0.0455	7
Adult recreation programs	14%	8	69%	4	0.0434	8
Community center programs	12%	11	65%	6	0.0420	9
Walking/biking trails	20%	3	82%	1	0.0360	10
Sports programs	8%	12	62%	8	0.0304	11
The number of County parks	14%	7	82%	2	0.0252	12
Camps	3%	13	56%	11	0.0132	13

# Customer Service

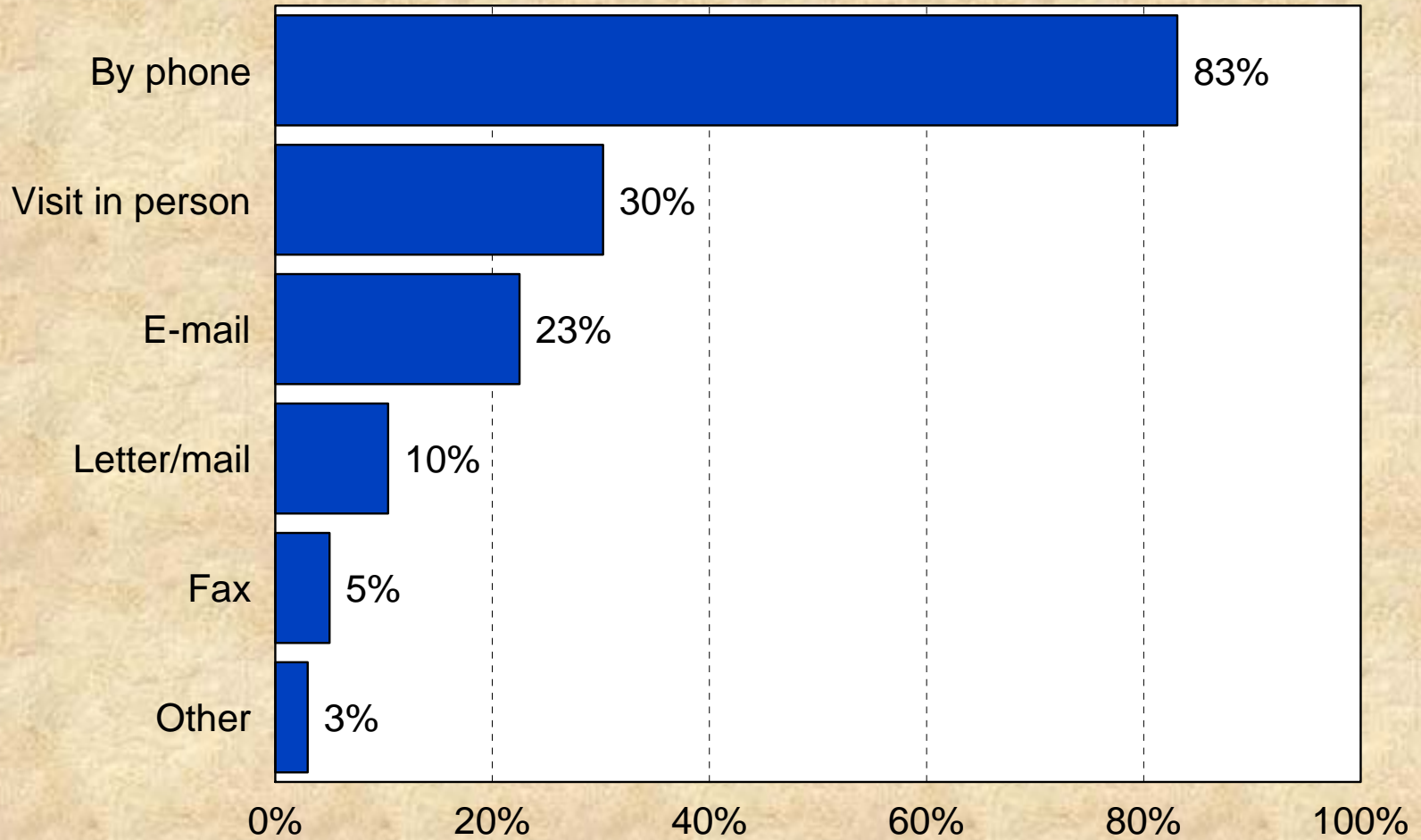
# Q14. Have You Contacted the County with a Question, Service Request, or Complaint During the Past year?

by percentage of respondents



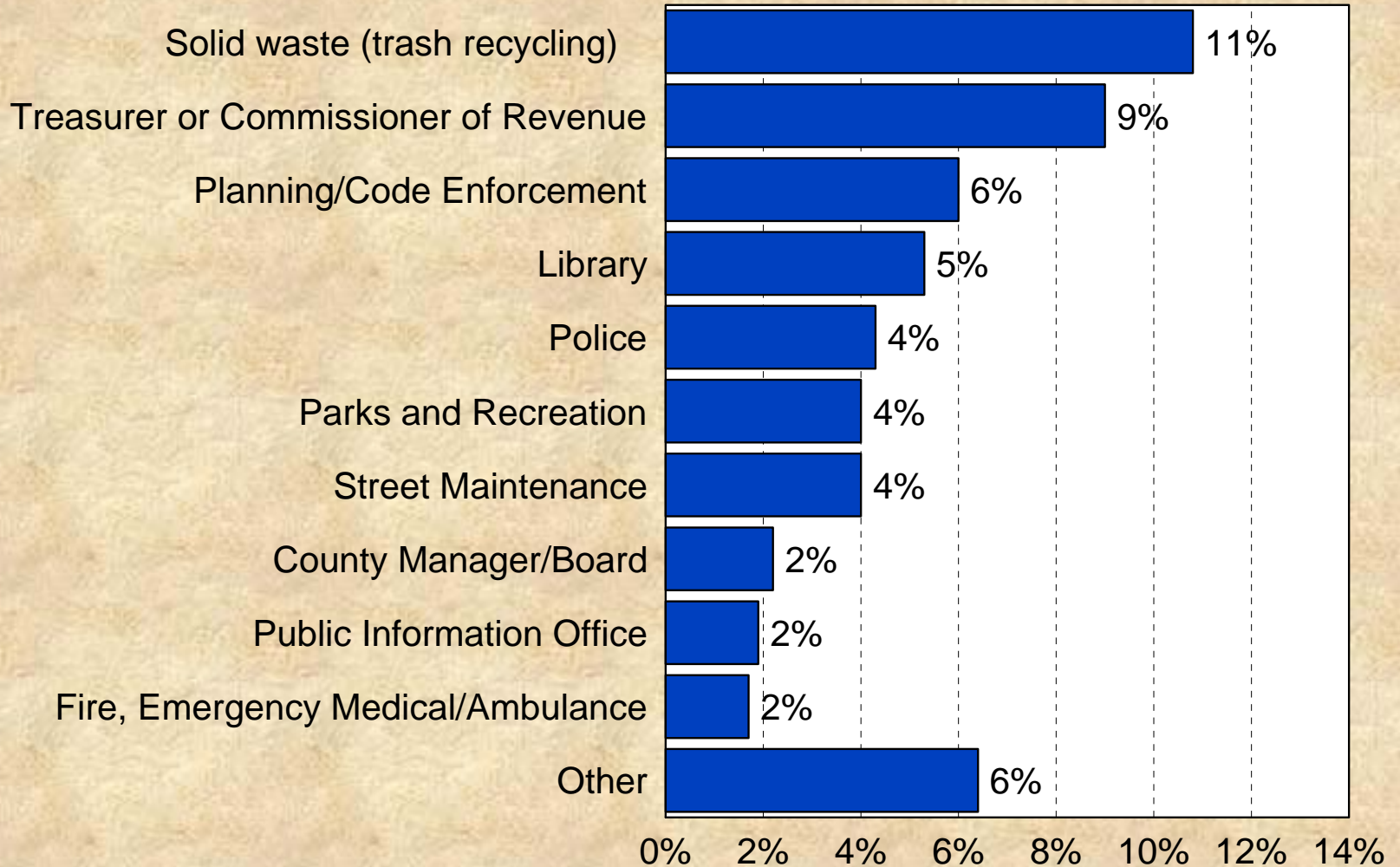
# Q14a. How Have You Contacted the County During the Past Year?

by percentage of respondents *who had contacted County*



# Q14b. What Service Area Did You Contact Most Recently?

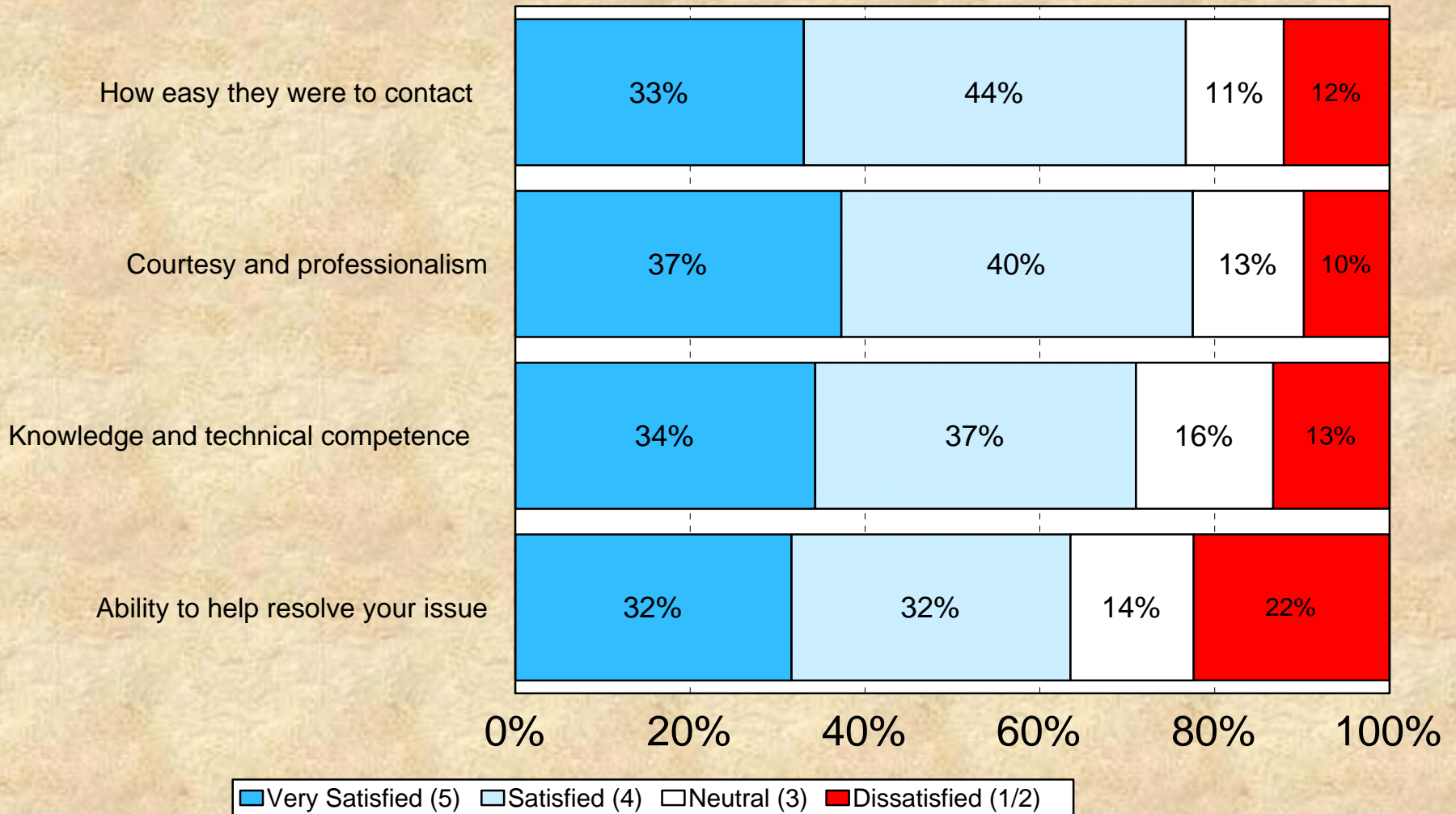
by percentage of all respondents



Source: ETC Institute DirectionFinder (July 2004 - Arlington County, VA)

# Q14 c-f. Satisfaction with Customer Service From County Employees

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale ( excluding don't knows )

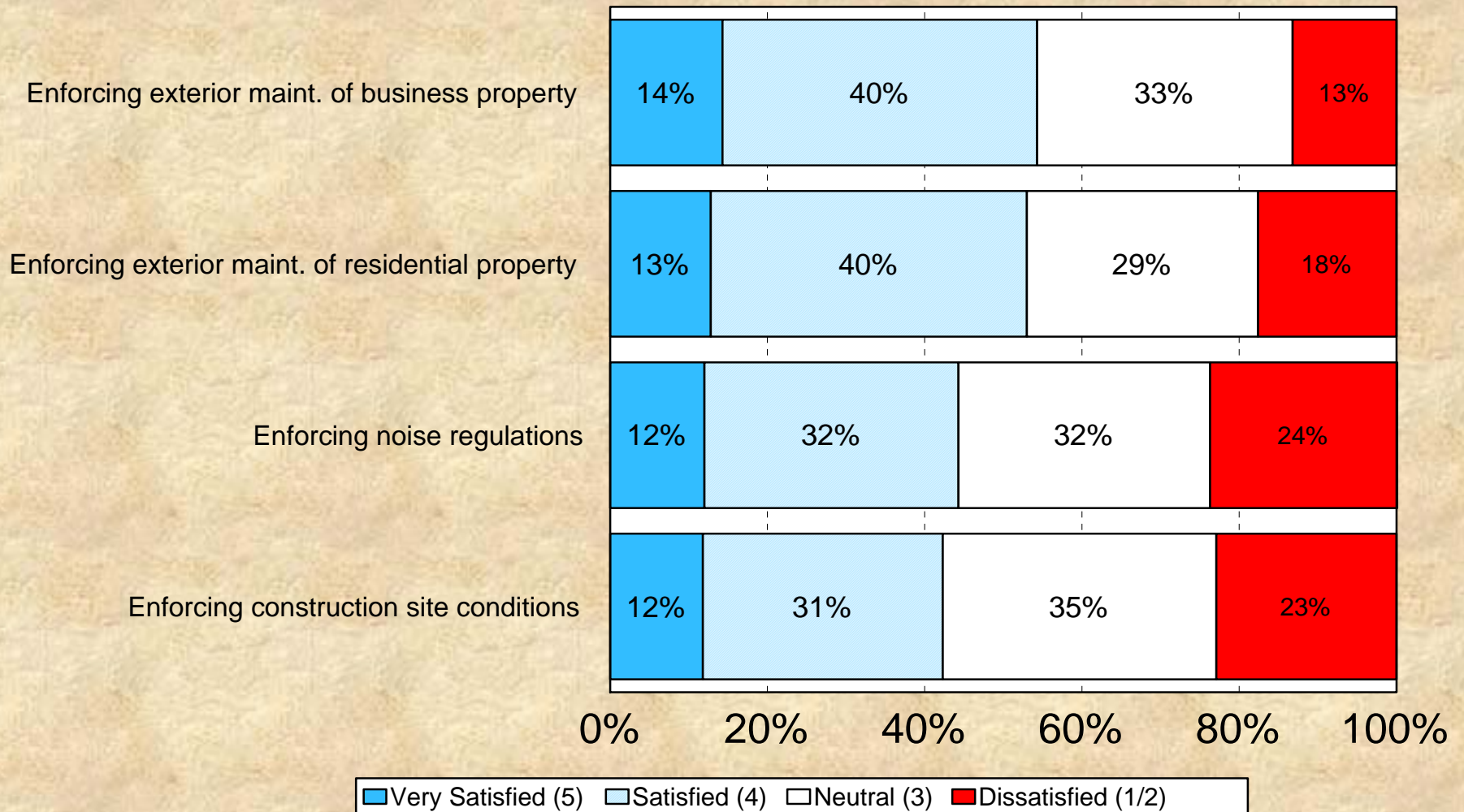


# CODES AND ORDINANCES

*Source: ETC Institute DirectionFinder (July 2004 - Arlington County, VA)*

# Q15. Satisfaction With The Enforcement of County Codes and Ordinances

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale ( excluding don't knows )

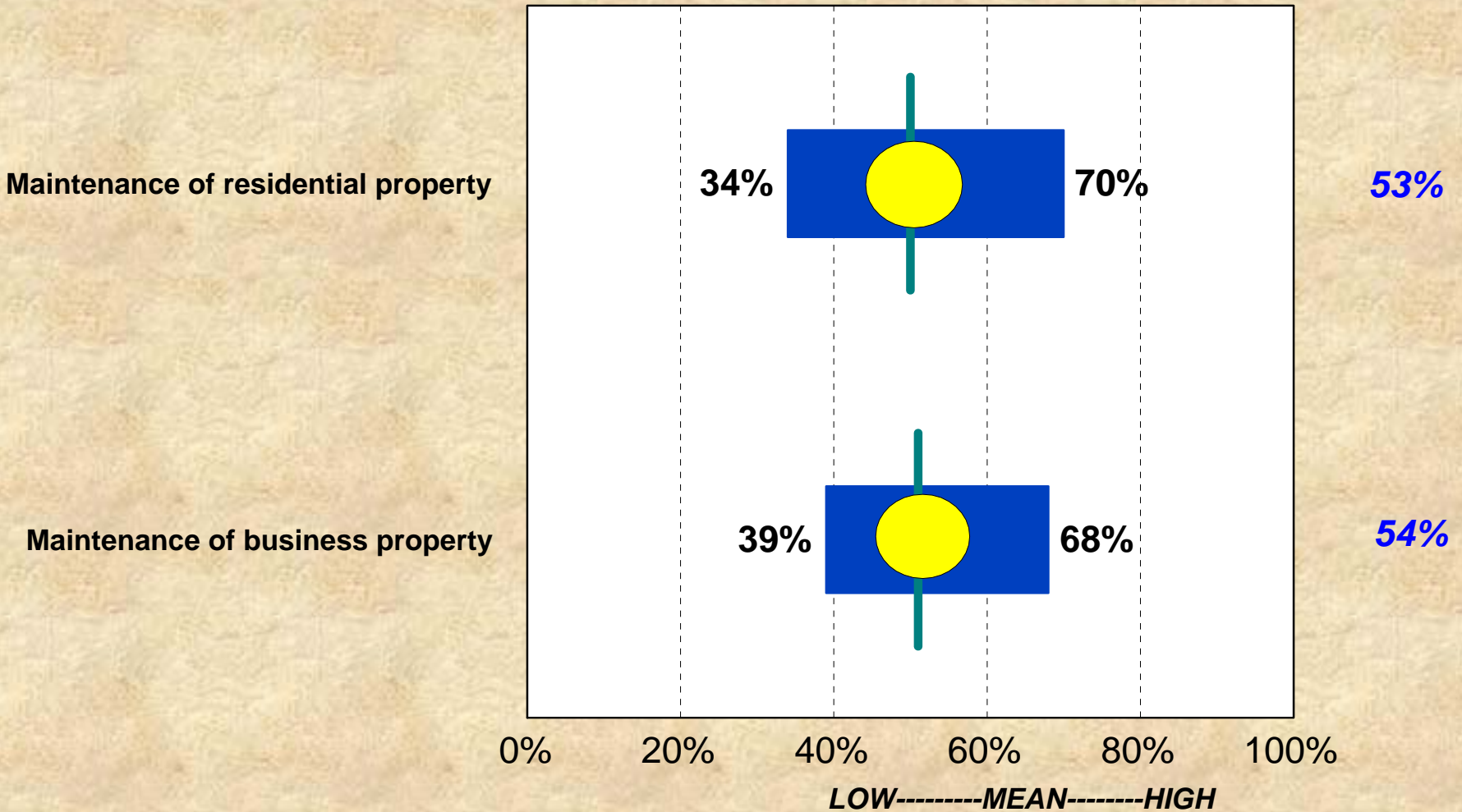


# Satisfaction with the Enforcement of Codes and Ordinances - 2004

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale ( excluding don't knows )

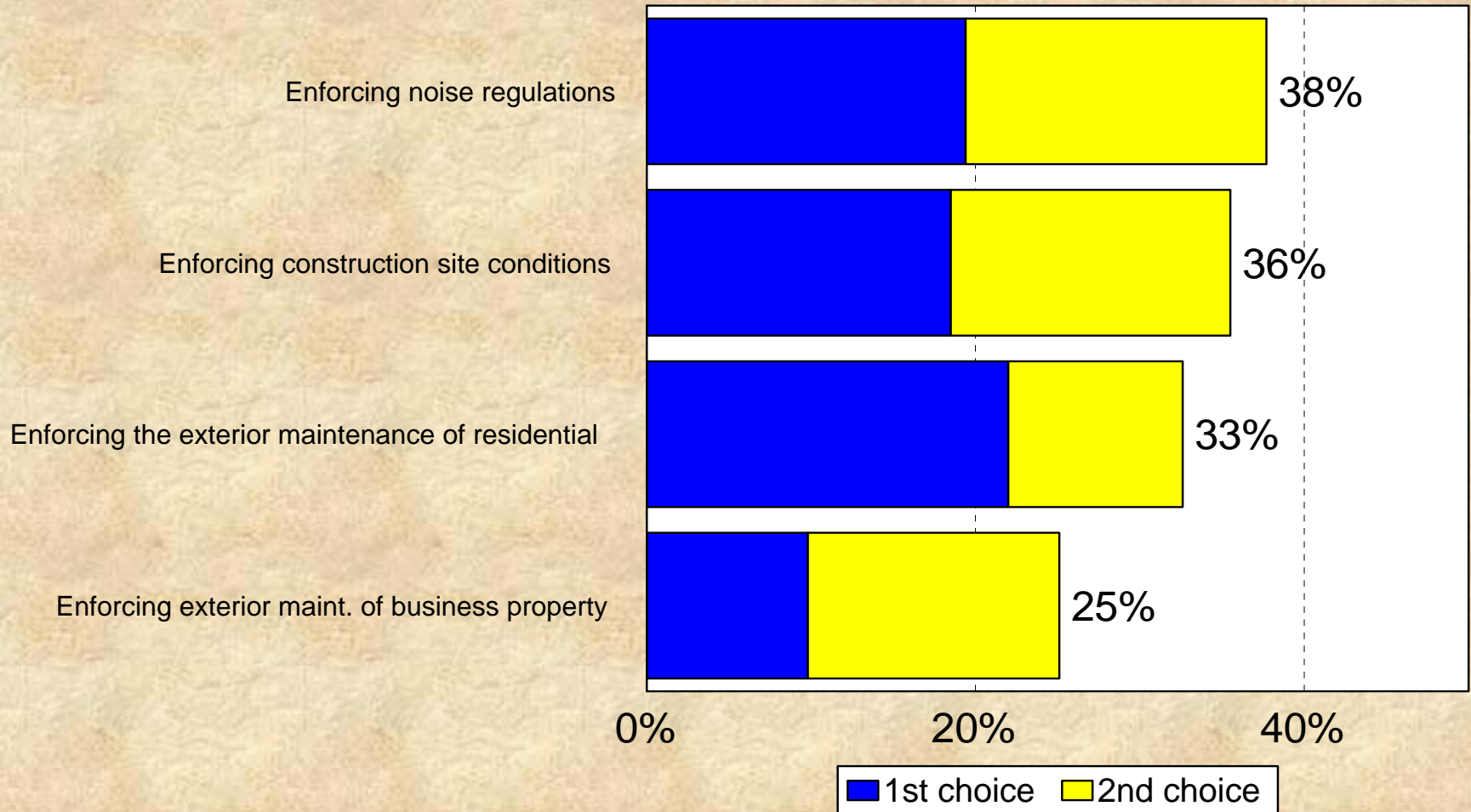
Underlined items Rated Among the Top 25% of all Large Communities

● Arlington County



# Q16. County Code Enforcement Activities that are the Most Important to Improve Over the Next 2 Years

by percentage of respondents who selected the item as one of their top two choices



# Importance-Satisfaction Rating

Arlington County, Virginia

## Code Enforcement

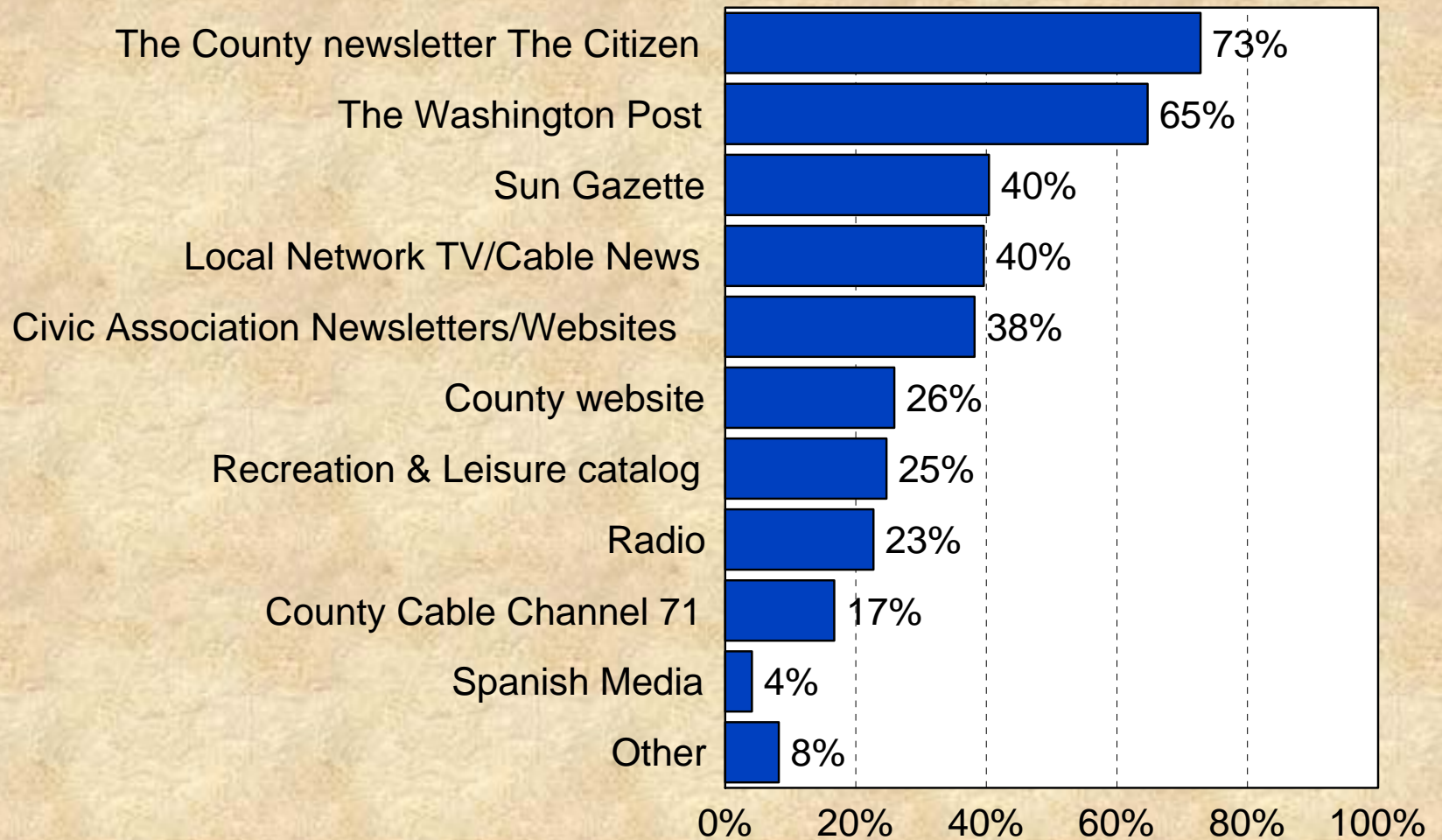
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Enforcing noise regulations	38%	1	44%	3	0.2128	1
Enforcing construction site conditions	36%	2	43%	4	0.2052	2
<b><u>High Priority (IS .10-.20)</u></b>						
Enforcing maint residential property	33%	3	53%	2	0.1551	3
Enforcing maint of business property	25%	4	54%	1	0.1150	4

# COMMUNICATION

*Source: ETC Institute DirectionFinder (July 2004 - Arlington County, VA)*

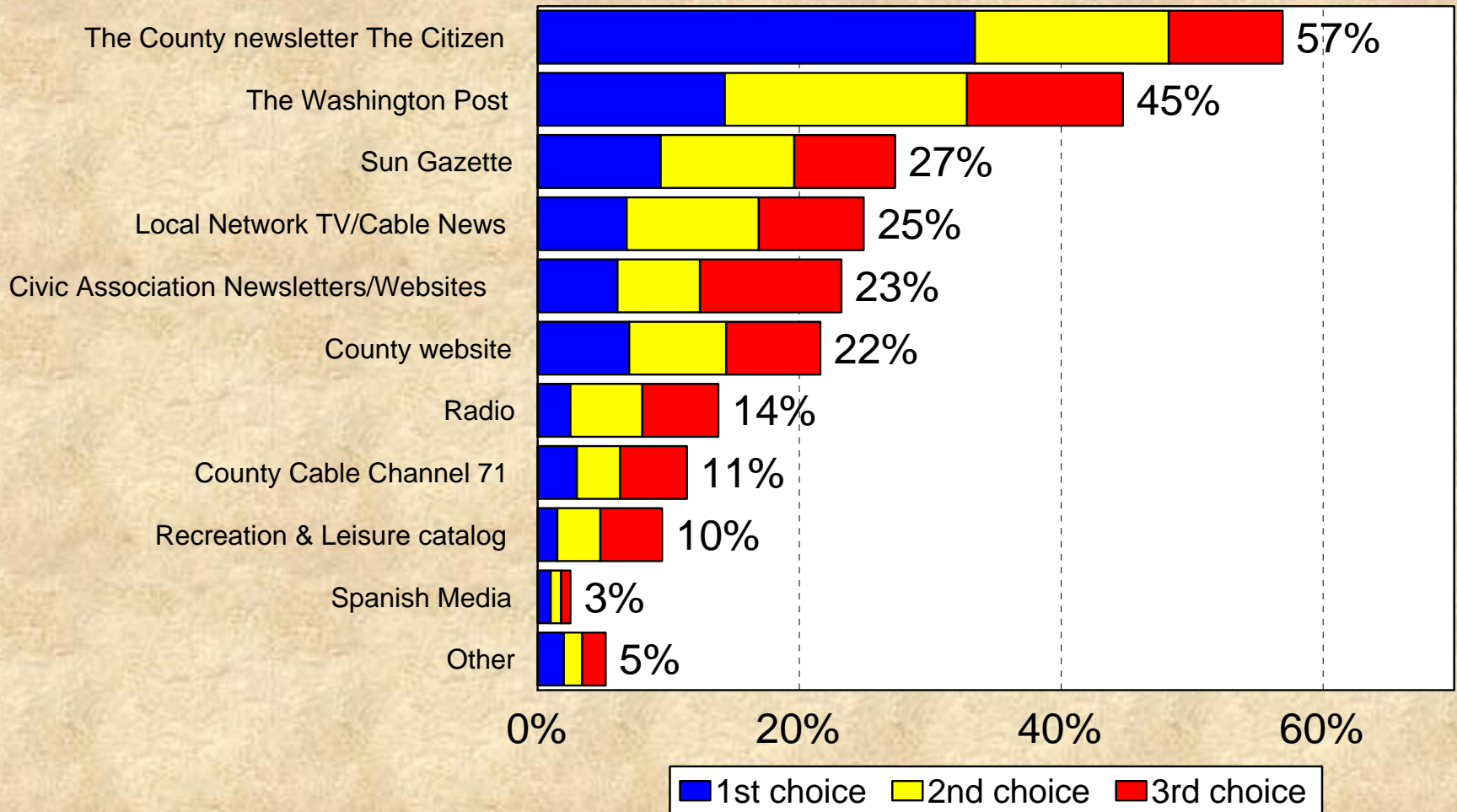
# Q20. Sources of Information Currently Used to Get Information About Arlington County

by percentage of respondents



# Q20a. The Best Ways to Provide Residents With Information About the County

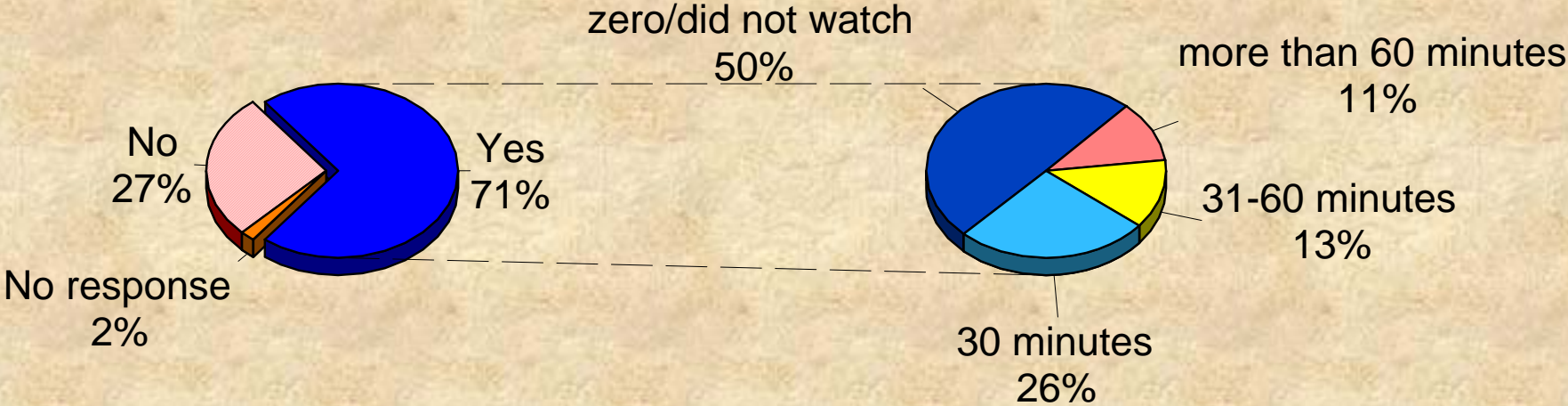
by percentage of respondents who selected the item as one of their top three choices



# Q13. Do You Have Cable Television Service?

by percentage of respondents

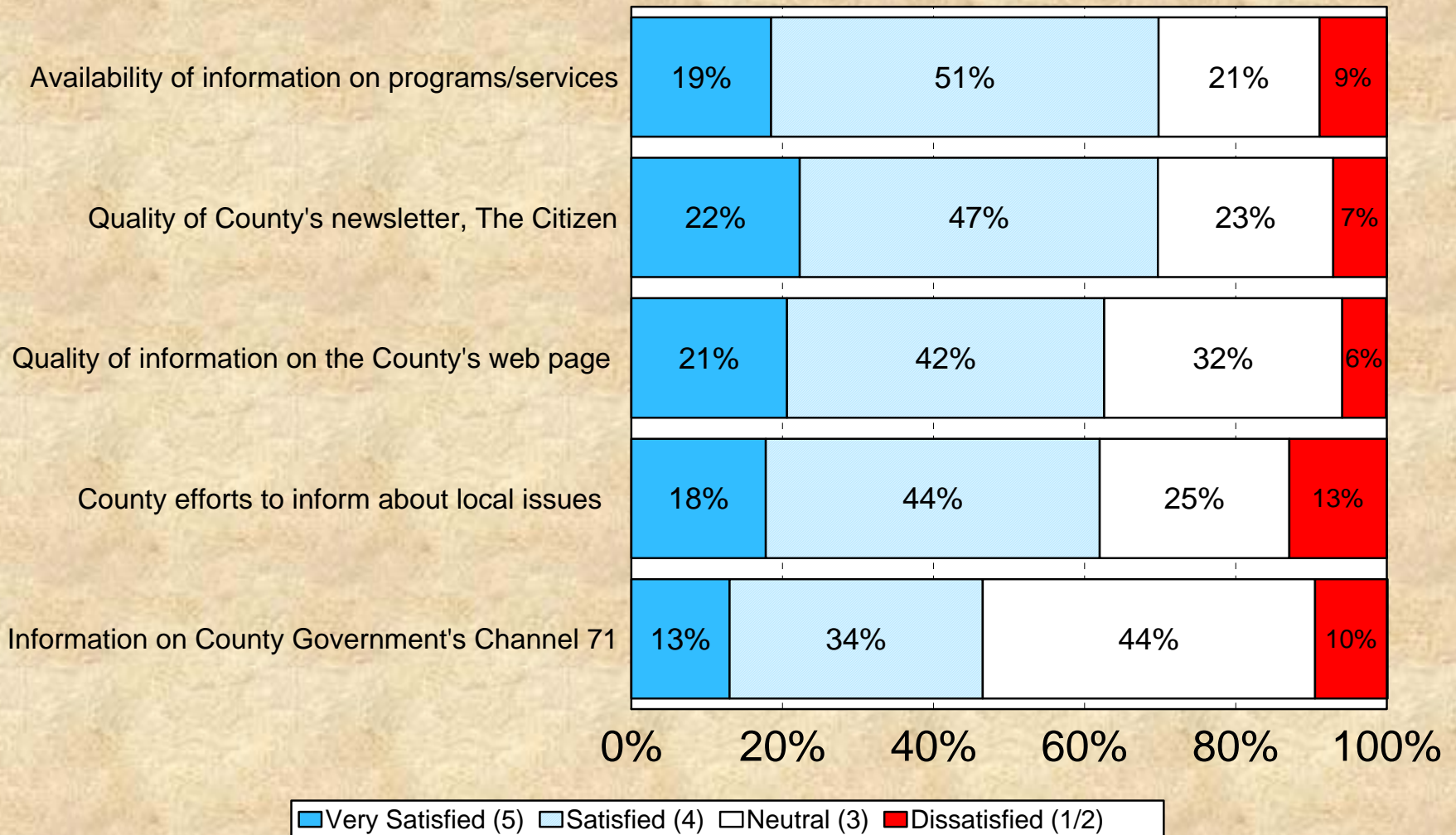
**Q13a. During the past month, approximately how many minutes did you or other members of your household watch the County's cable television, Channel 71?**



Source: ETC Institute DirectionFinder (July 2004 - Arlington County, VA)

# Q21. Satisfaction with County Communication Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

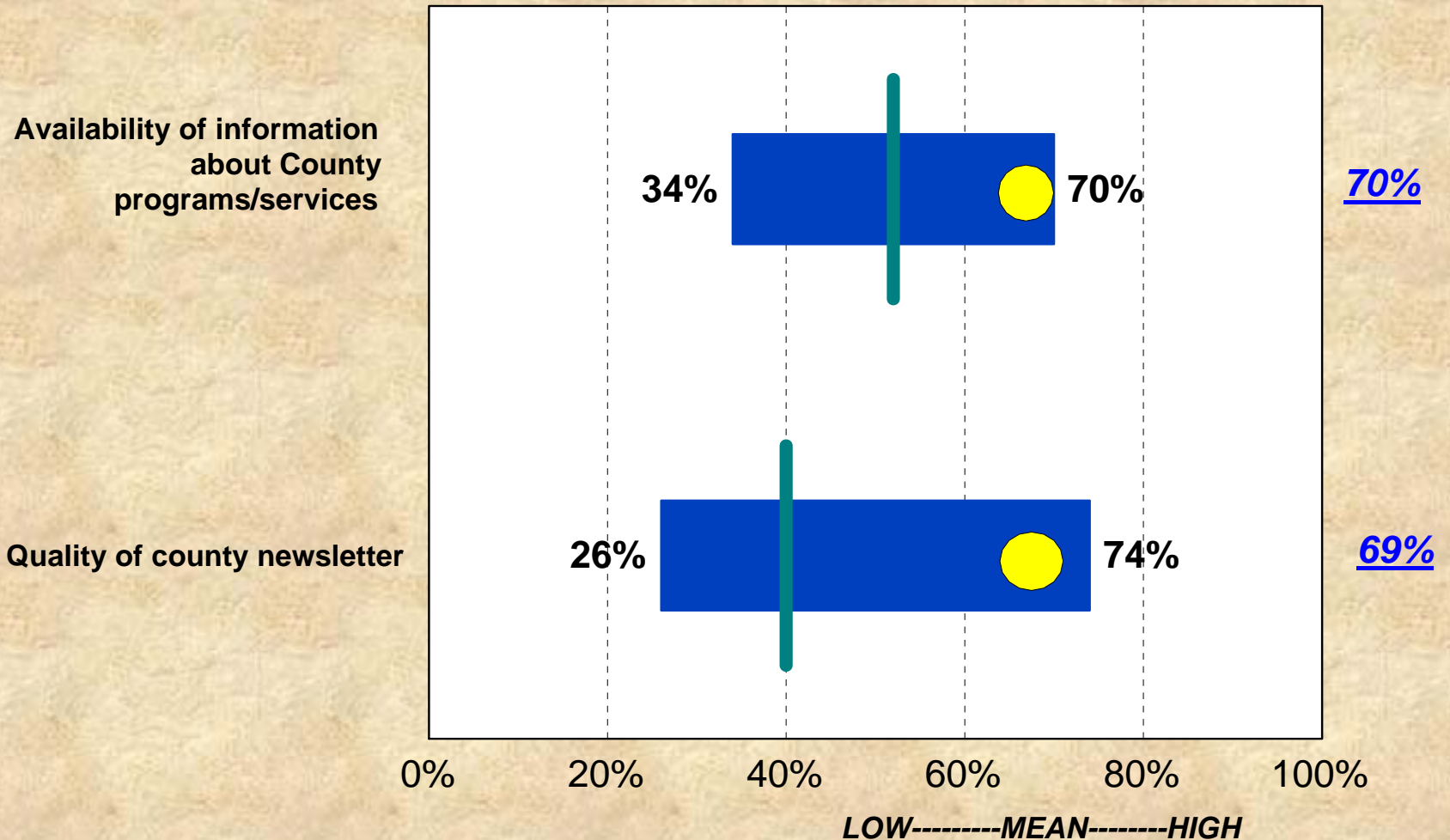


# Satisfaction with County Communications 2004

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale ( excluding don't knows )

Underlined items Rated Among the Top 25% of all Large Communities

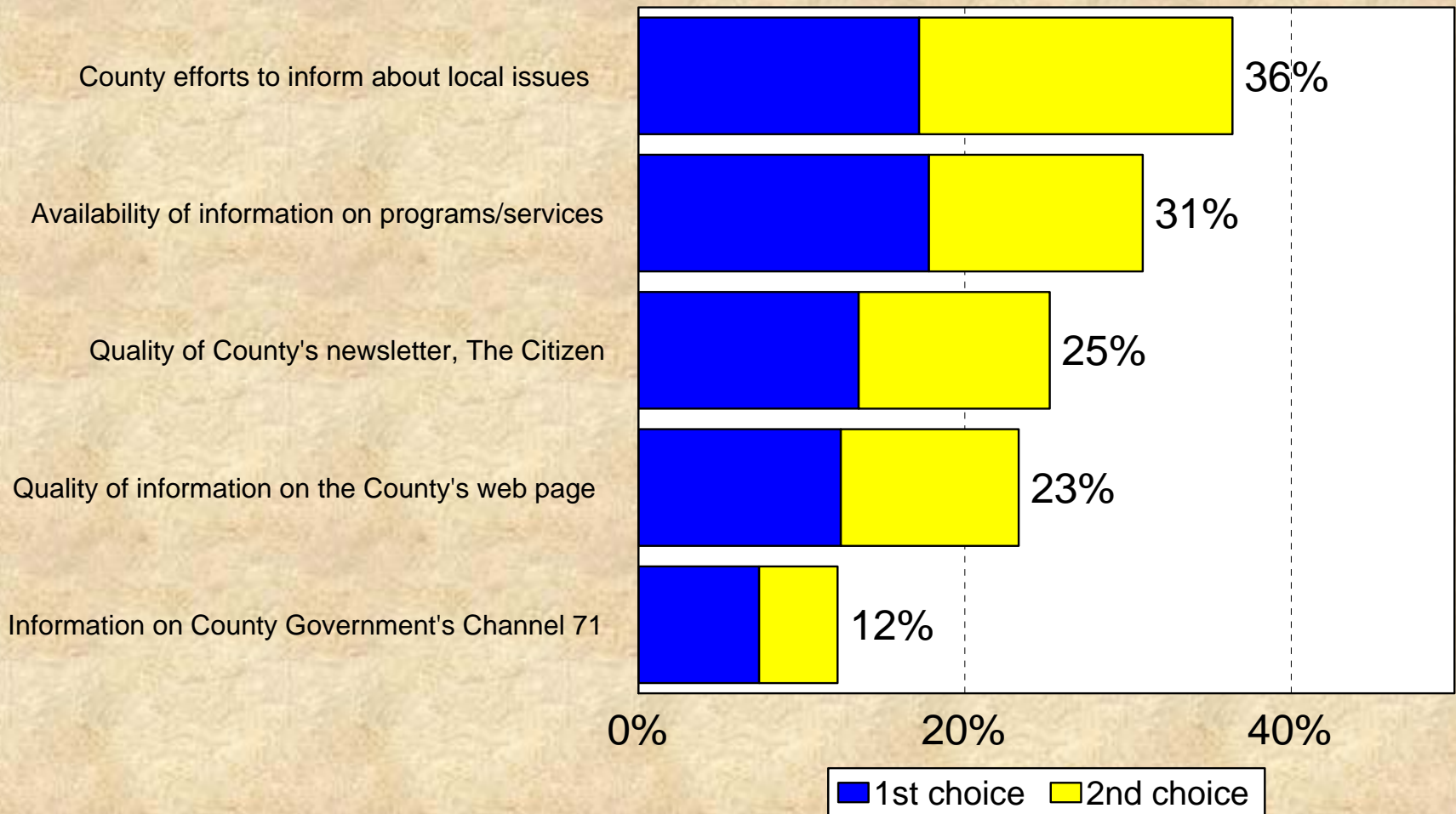
● Arlington County



Source: ETC Institute DirectionFinder

# Q22. Areas of Communication That are Most Important to Improve Over the Next Two Years

by percentage of respondents who selected the item as one of their top two choices



# Importance-Satisfaction Rating

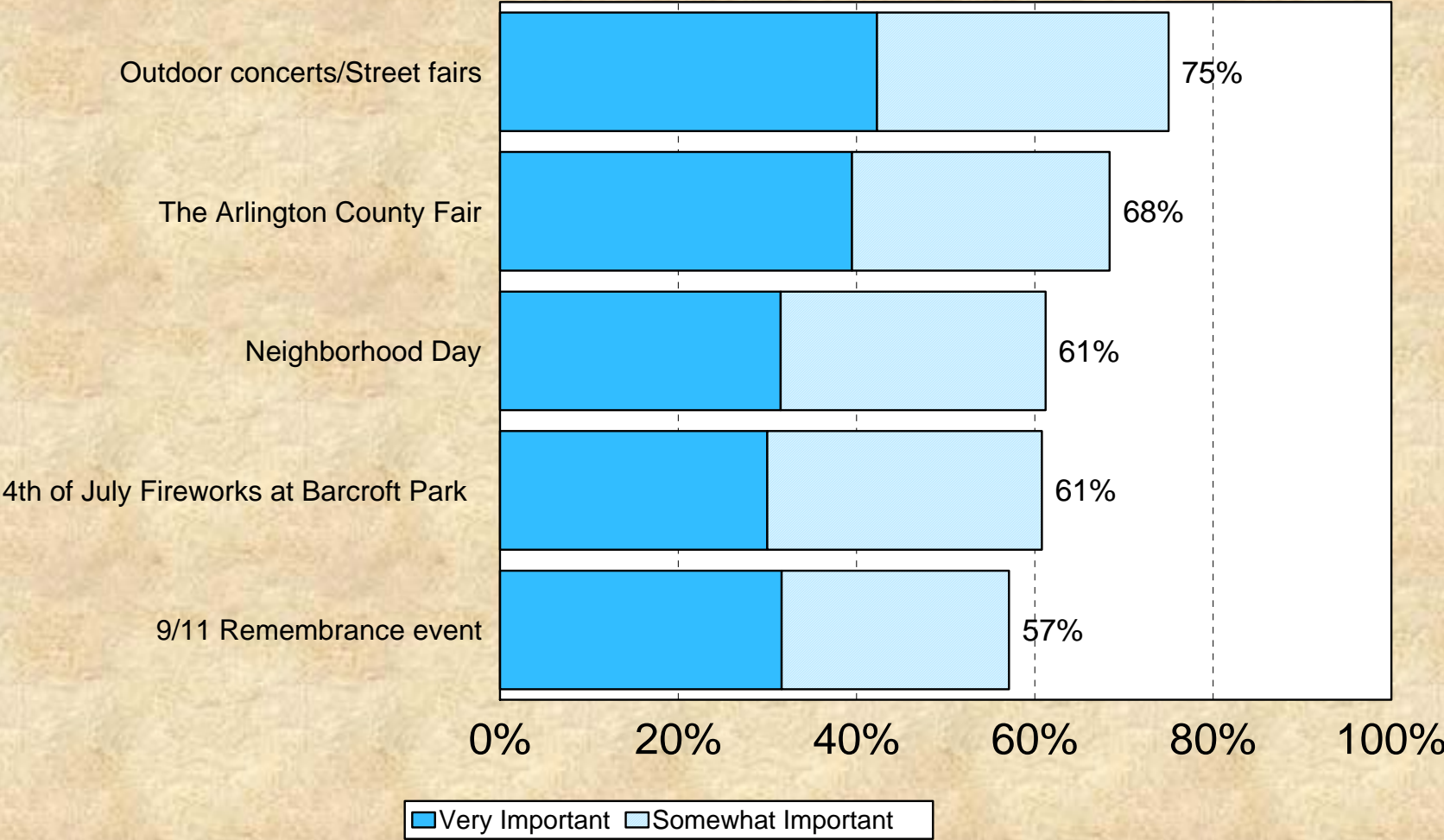
Arlington County, Virginia

## Communication Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><i>High Priority (IS .10-.20)</i></b>						
County efforts to keep you informed	36%	1	62%	4	0.1368	1
<b><i>Medium Priority (IS &lt;.10)</i></b>						
Availability of info/County programs	31%	2	70%	1	0.0930	2
Quality of info on County Web page	23%	4	63%	3	0.0851	3
Quality of newsletter The Citizen	25%	3	69%	2	0.0775	4
Information programming on Channel 71	12%	5	47%	5	0.0636	5

# Q23a. How Important it is for Arlington County to Sponsor the Following Events

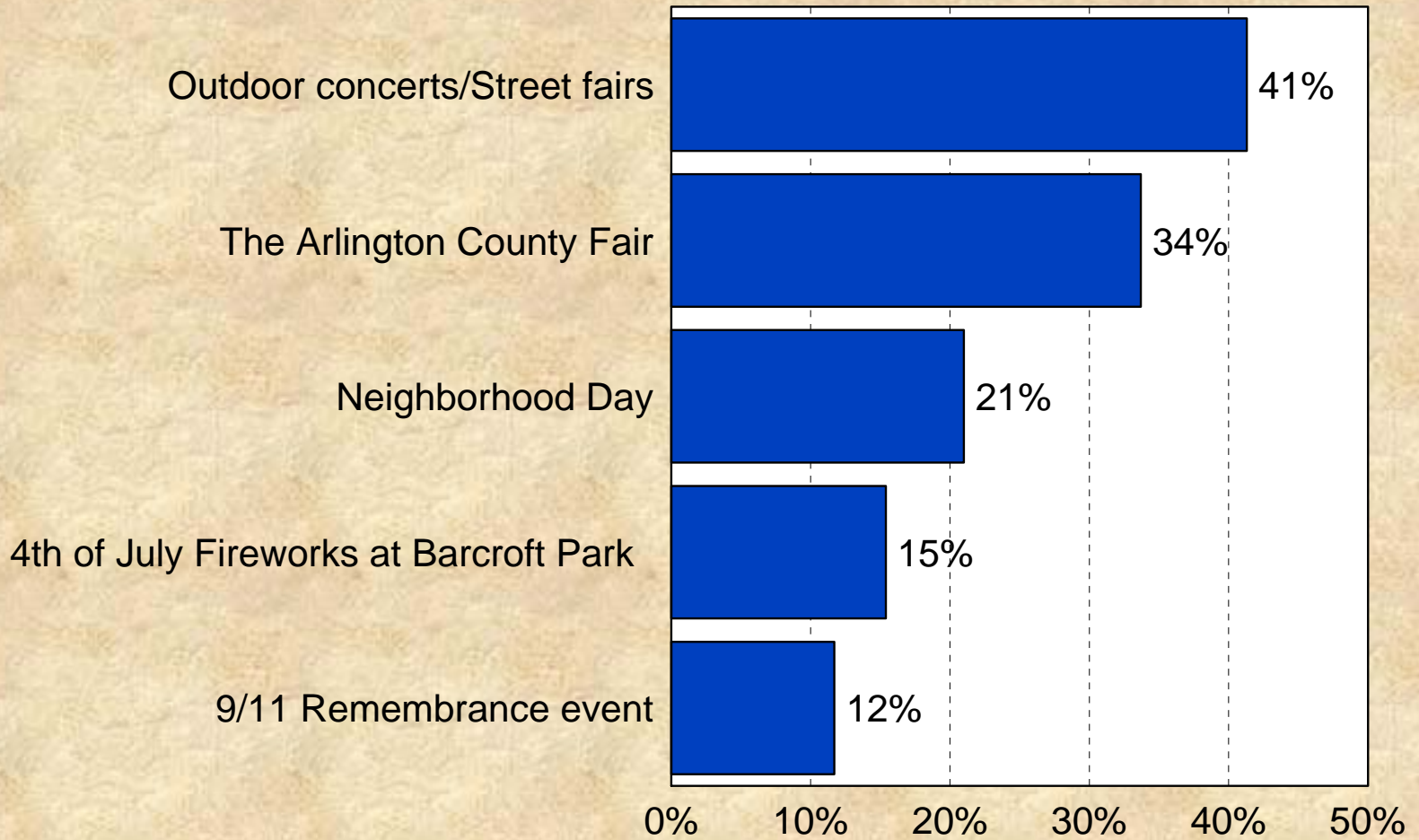
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (July 2004 - Arlington County, VA)

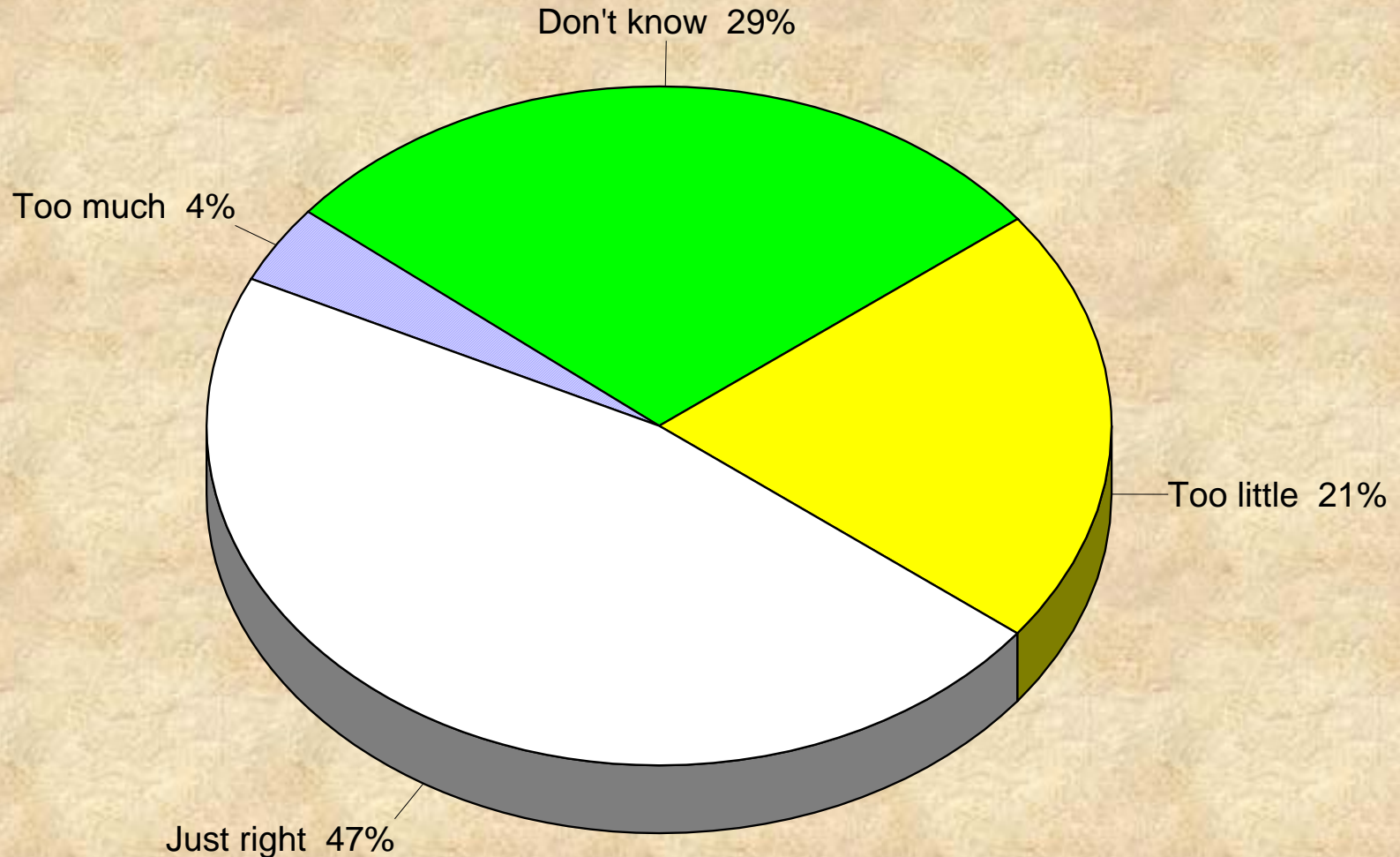
# Q23b. Did You Participate in These Activities During the Past Two Years?

by percentage of respondents who responded "yes"



# Q17. What Do You Think of the Overall Level of Public Involvement in Arlington County Government?

by percentage of respondents



# Q18. Have You Been involved in Any of the Following Civic Activities During the Past 12 Months?

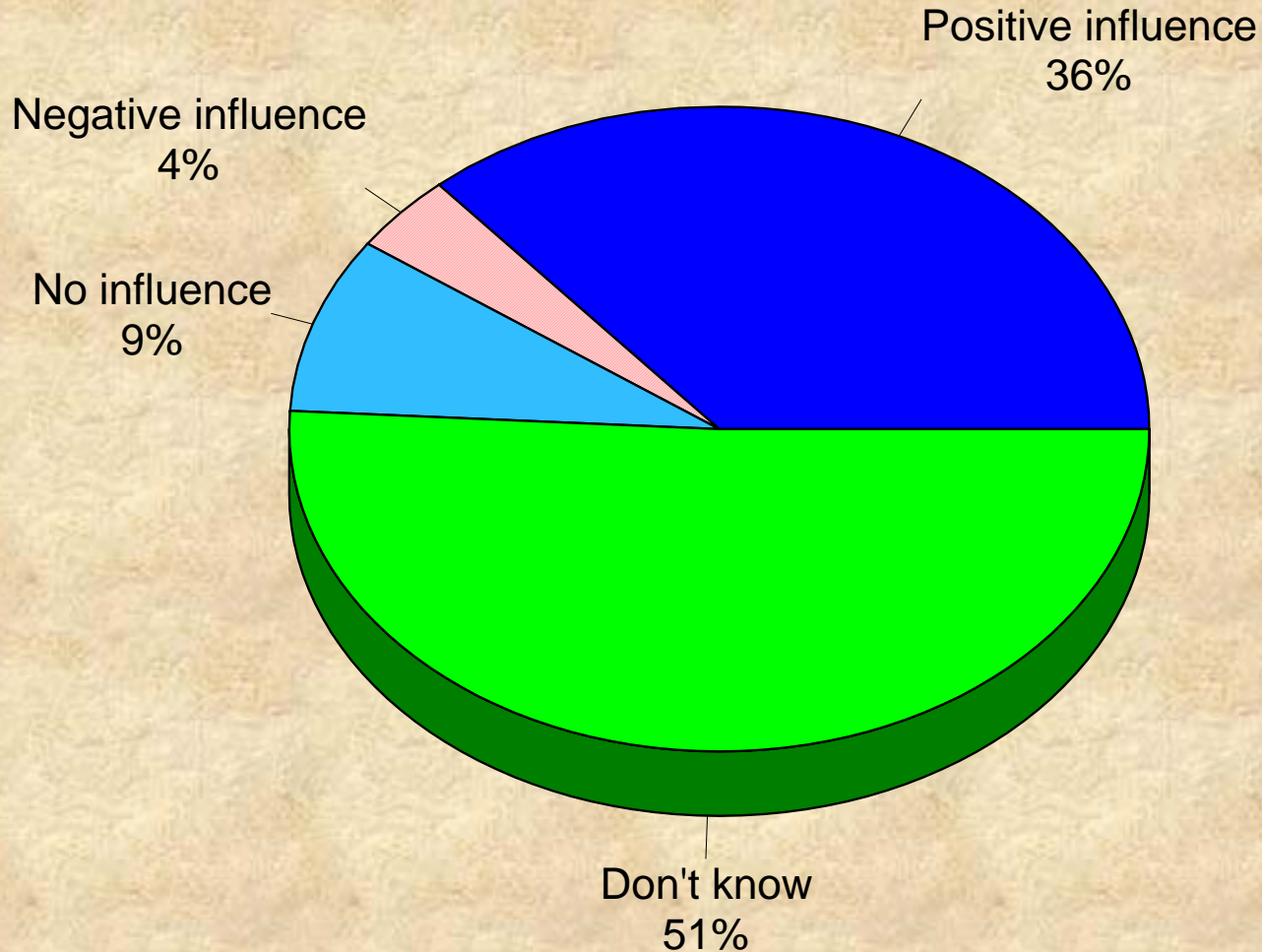
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale ( excluding don't knows )



Source: ETC Institute DirectionFinder (July 2004 - Arlington County, VA)

# Q19. Does the "Arlington Way" Have a Positive, Negative, or No influence on the Quality of Local Decisions?

by percentage of respondents



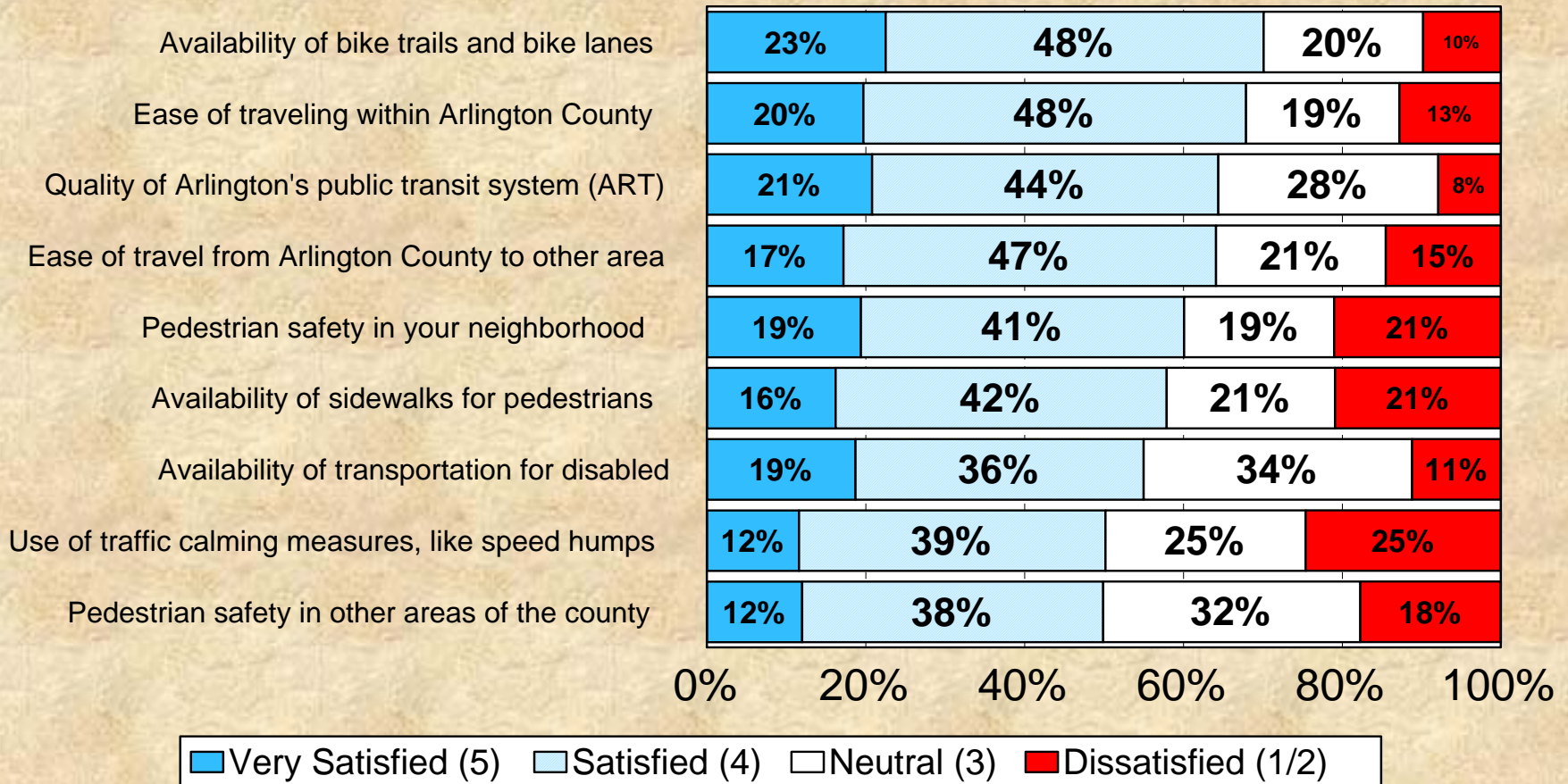
Source: ETC Institute DirectionFinder (July 2004 - Arlington County, VA)

# TRANSPORTATION

*Source: ETC Institute DirectionFinder (July 2004 - Arlington County, VA)*

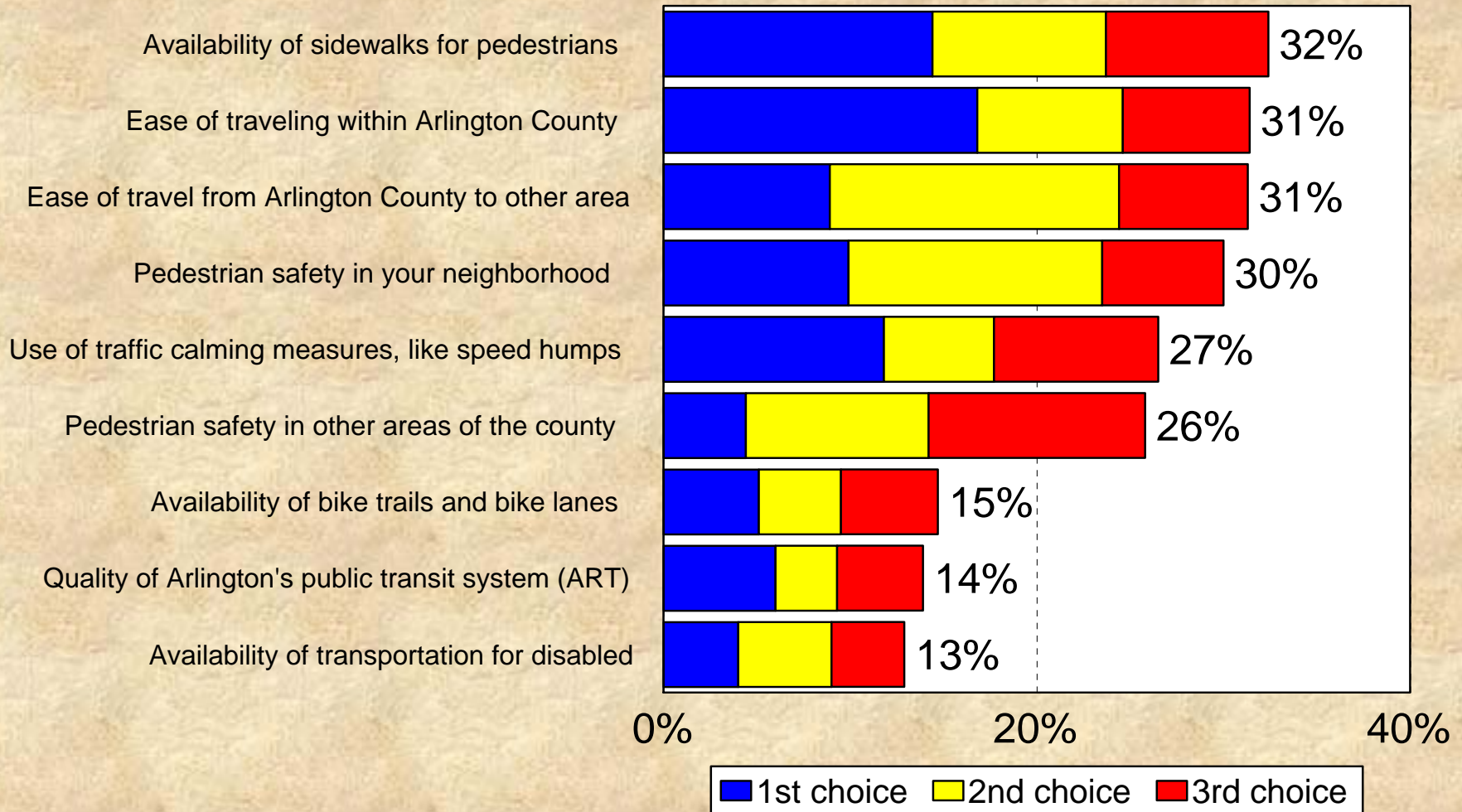
# Q24. Satisfaction with Transportation in Arlington County

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale ( excluding don't knows )



# Q25. The Transportation Areas Most Important to Improve Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices



# Importance-Satisfaction Rating

## Arlington County, Virginia

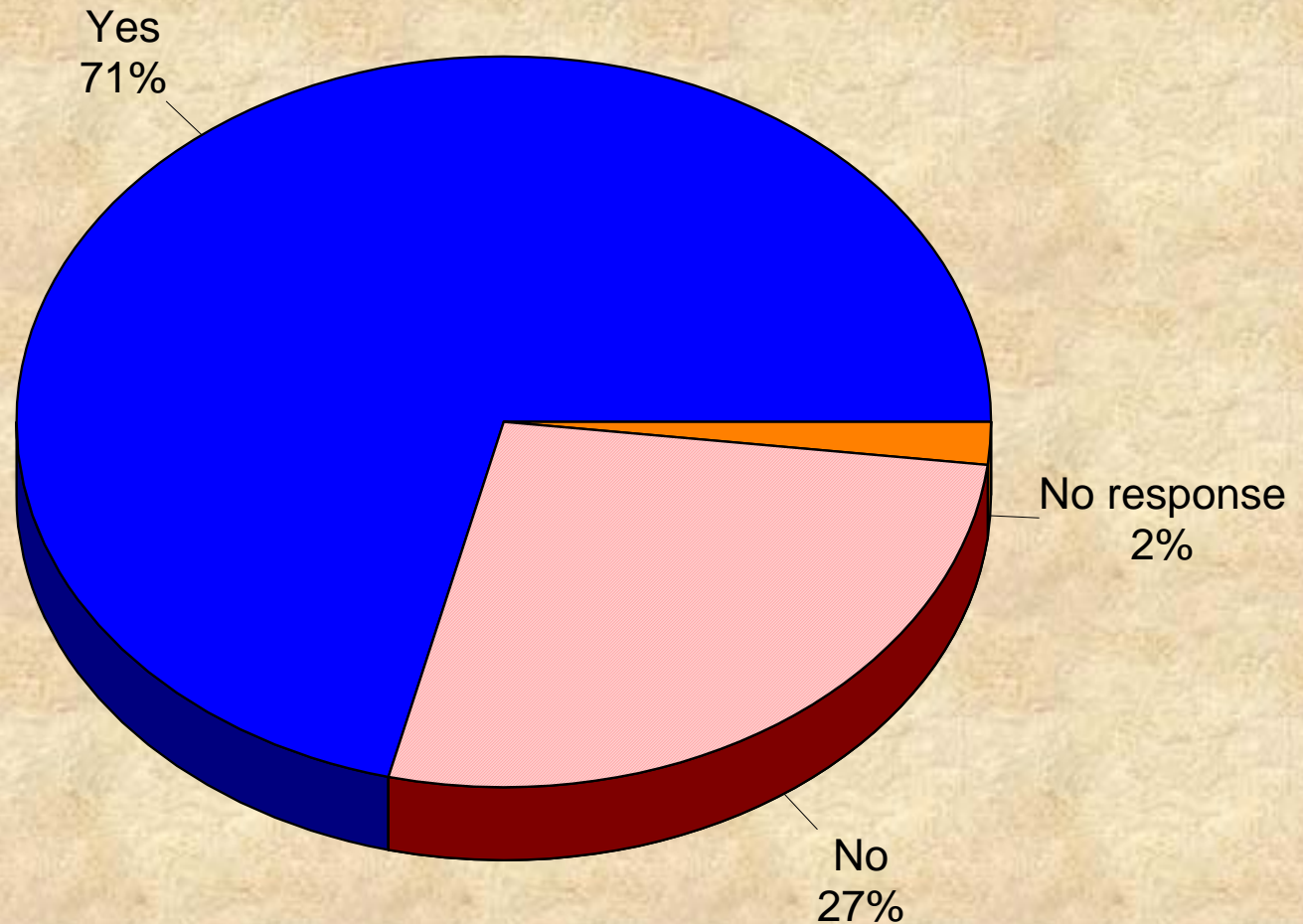
### Transportation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><i>High Priority (IS .10-.20)</i></b>						
Availability of sidewalks	32%	1	58%	6	0.1344	1
Use of traffic calming measures/humps	27%	5	51%	8	0.1323	2
Pedestrian safety in other areas of cnty	26%	6	50%	9	0.1300	3
Pedestrian safety in neighborhood	30%	4	60%	5	0.1200	4
Ease of traveling from Cnty to areas	31%	3	64%	4	0.1116	5
<b><i>Medium Priority (IS &lt;.10)</i></b>						
Ease of traveling within Arlington Cnty	31%	2	68%	2	0.0992	6
Availability of transport. for disabled	13%	9	55%	7	0.0585	7
Quality of Arlington's public transit	14%	8	65%	3	0.0490	8
Availability of bike trails and bike lanes	15%	7	71%	1	0.0435	9

# LIBRARY

# Q26. Have You or Other Members of Your Household Used a County Library During the Past Year?

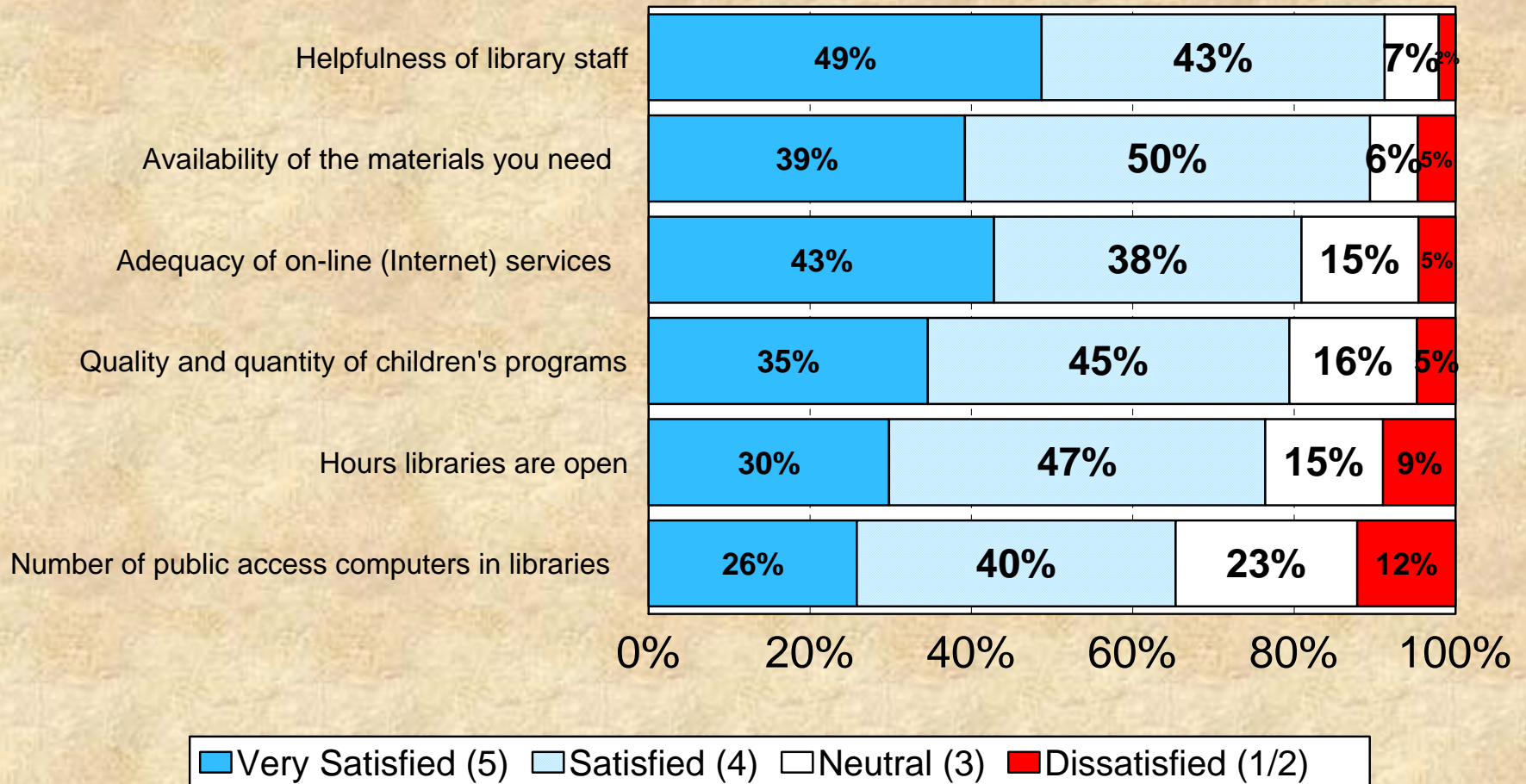
by percentage of respondents



Source: ETC Institute DirectionFinder (July 2004 - Arlington County, VA)

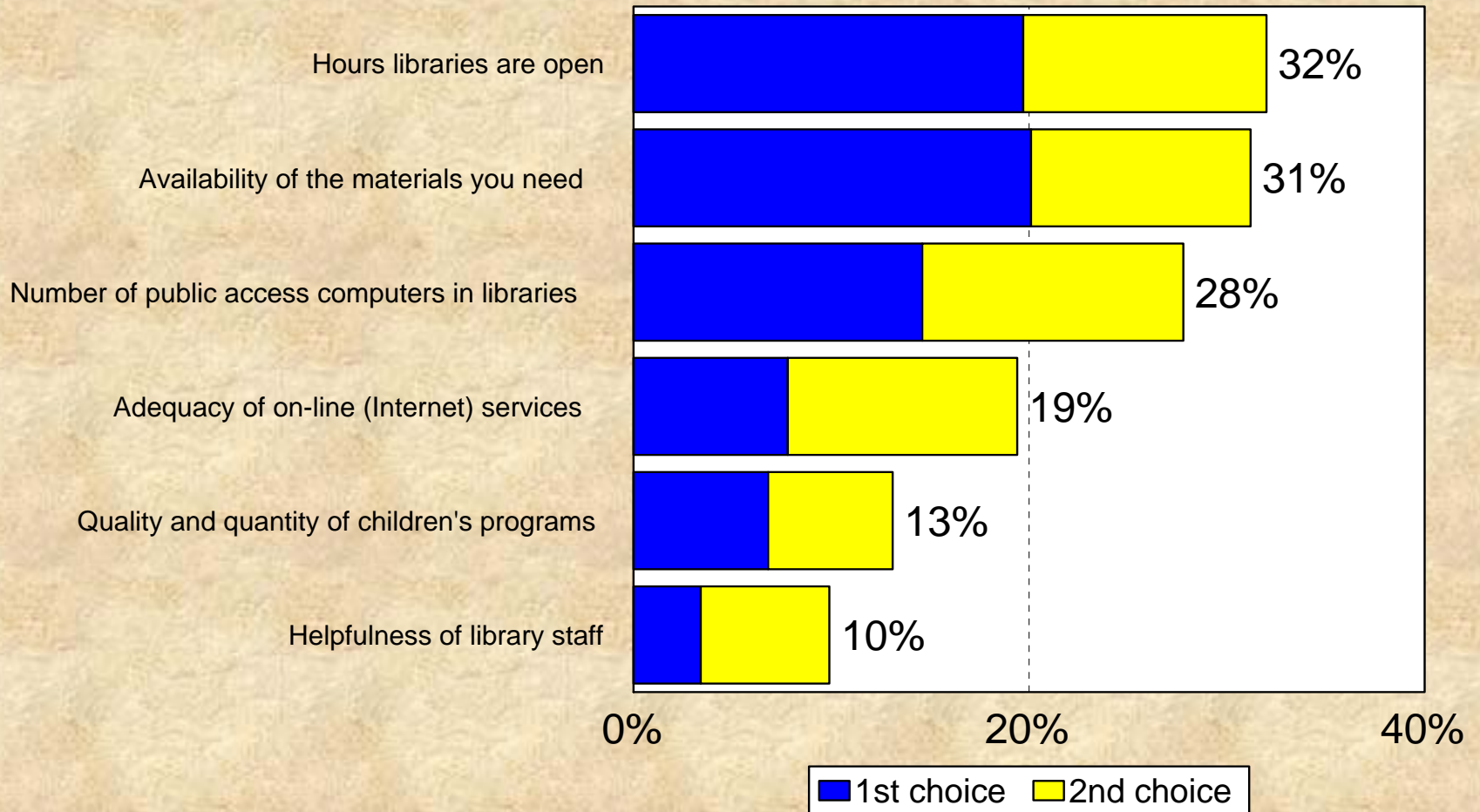
# Q26a-f. Satisfaction with Library Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale ( excluding don't knows )



# Q26g. Library Services that Current Users Think Are Most Important to Improve Over the Next Two Years

by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (July 2004 - Arlington County, VA)

# Importance-Satisfaction Rating

Arlington County, Virginia

## Library Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><i>Medium Priority (IS &lt;.10)</i></b>						
Number of public access computers	20%	3	66%	6	0.0680	1
Hours libraries are open	23%	1	77%	5	0.0529	2
Adequacy of on-line information service	14%	4	81%	3	0.0266	3
Availability of materials you need	22%	2	89%	2	0.0242	4
Quality/quantity of children's programs	9%	5	80%	4	0.0180	5
Helpfulness of library staff	7%	6	92%	1	0.0056	6

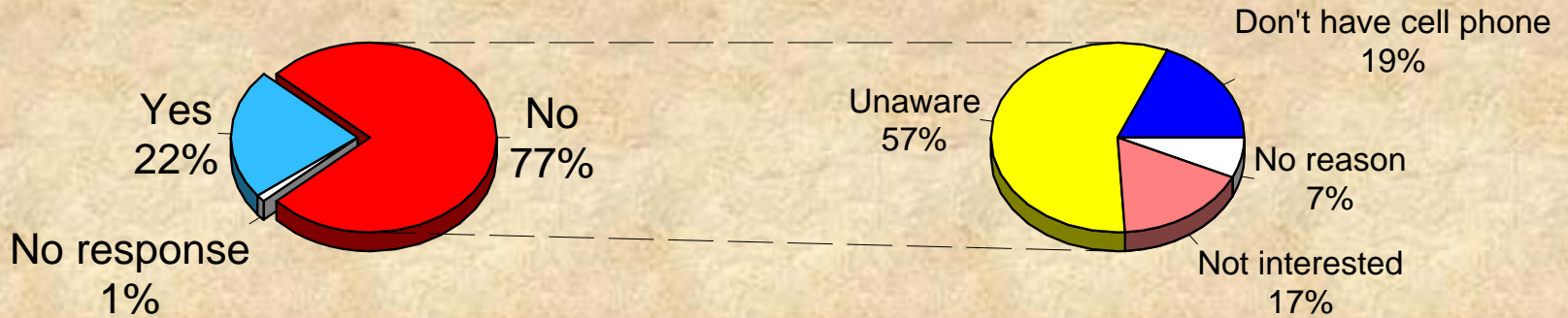
# EMERGENCY PREPAREDNESS

*Source: ETC Institute DirectionFinder (July 2004 - Arlington County, VA)*

# Q27. Are you Registered for Arlington Alert?

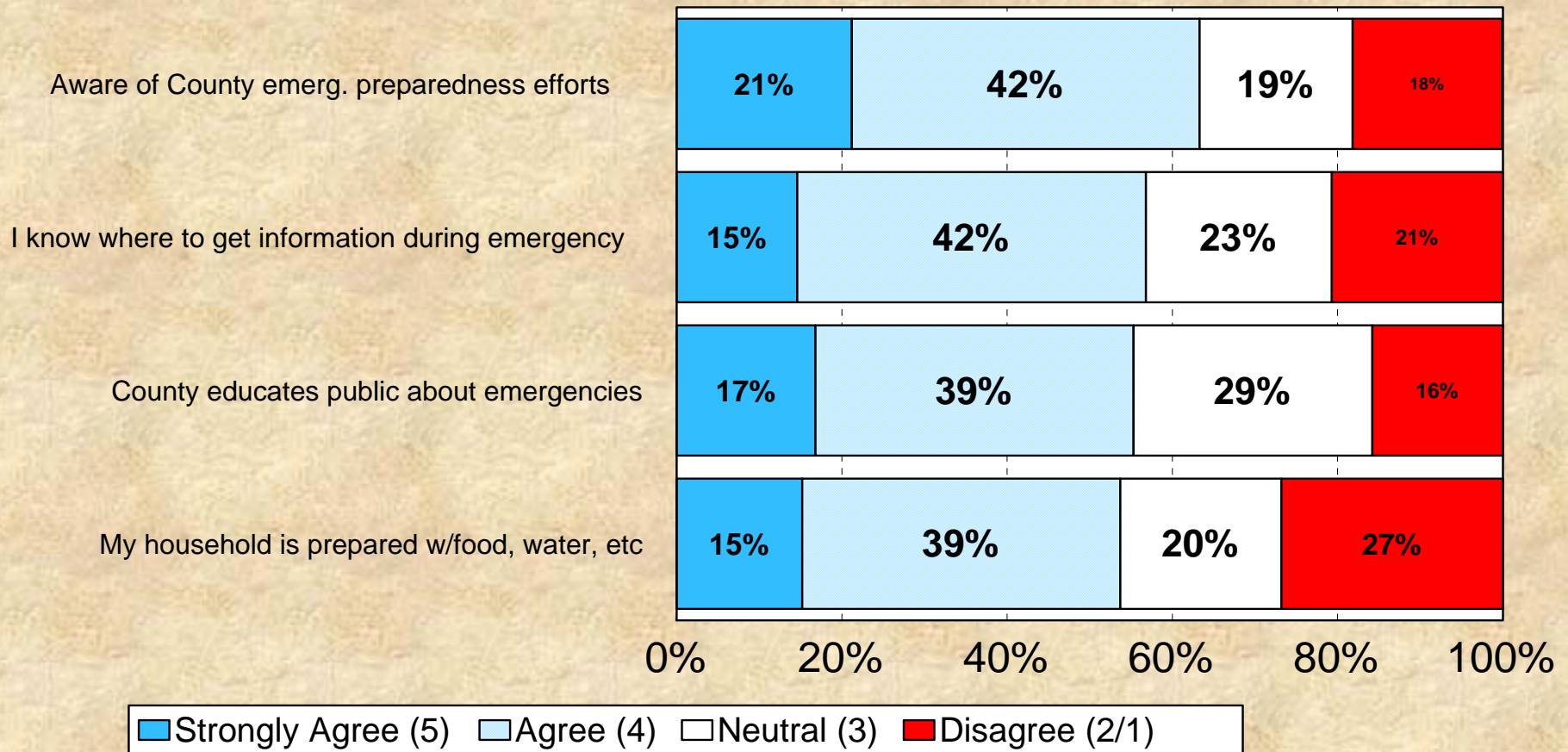
by percentage of respondents

## Q27a. Why people are not registered.



# Q29. Satisfaction with Emergency Preparedness Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale ( excluding don't knows )

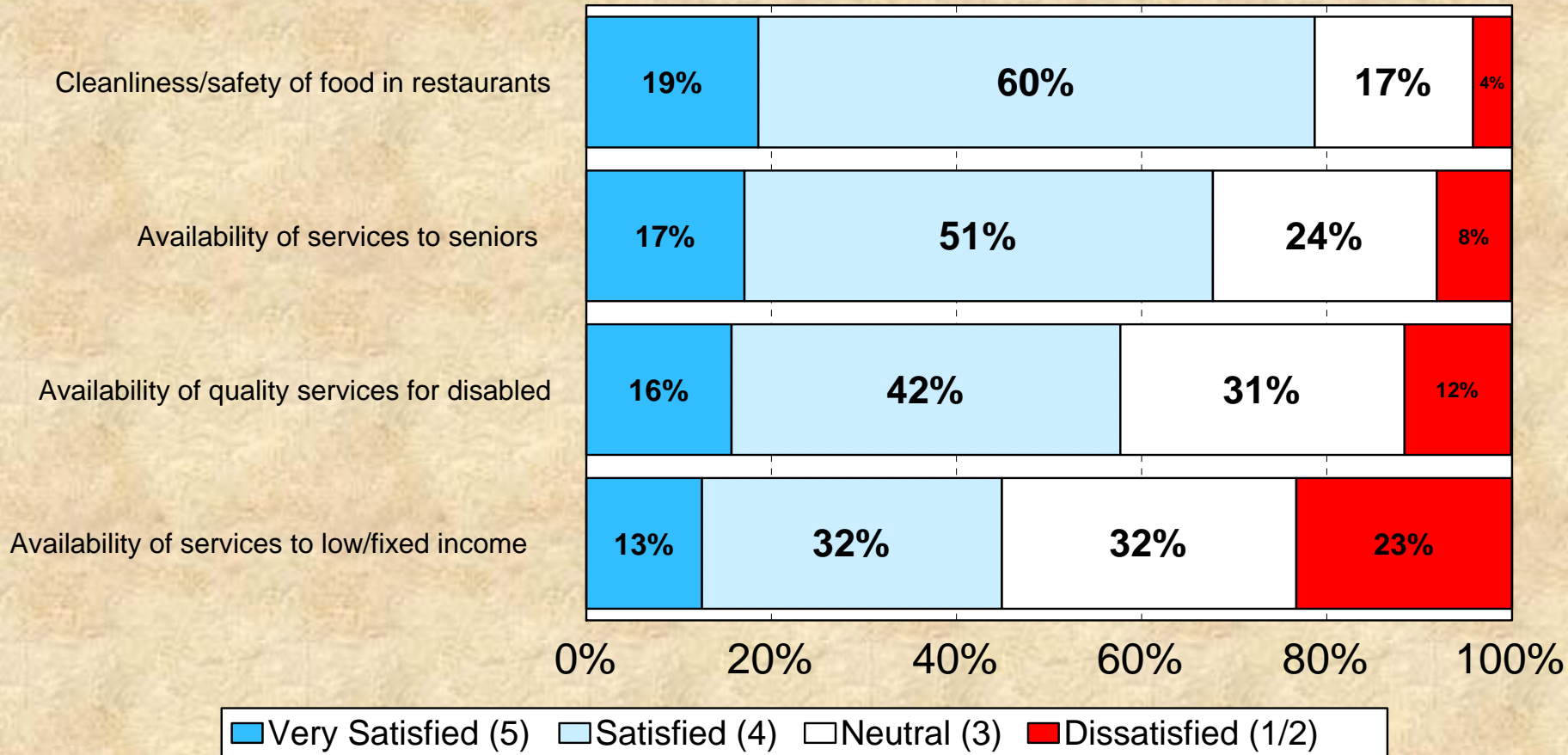


# HEALTH AND HUMAN SERVICES

*Source: ETC Institute DirectionFinder (July 2004 - Arlington County, VA)*

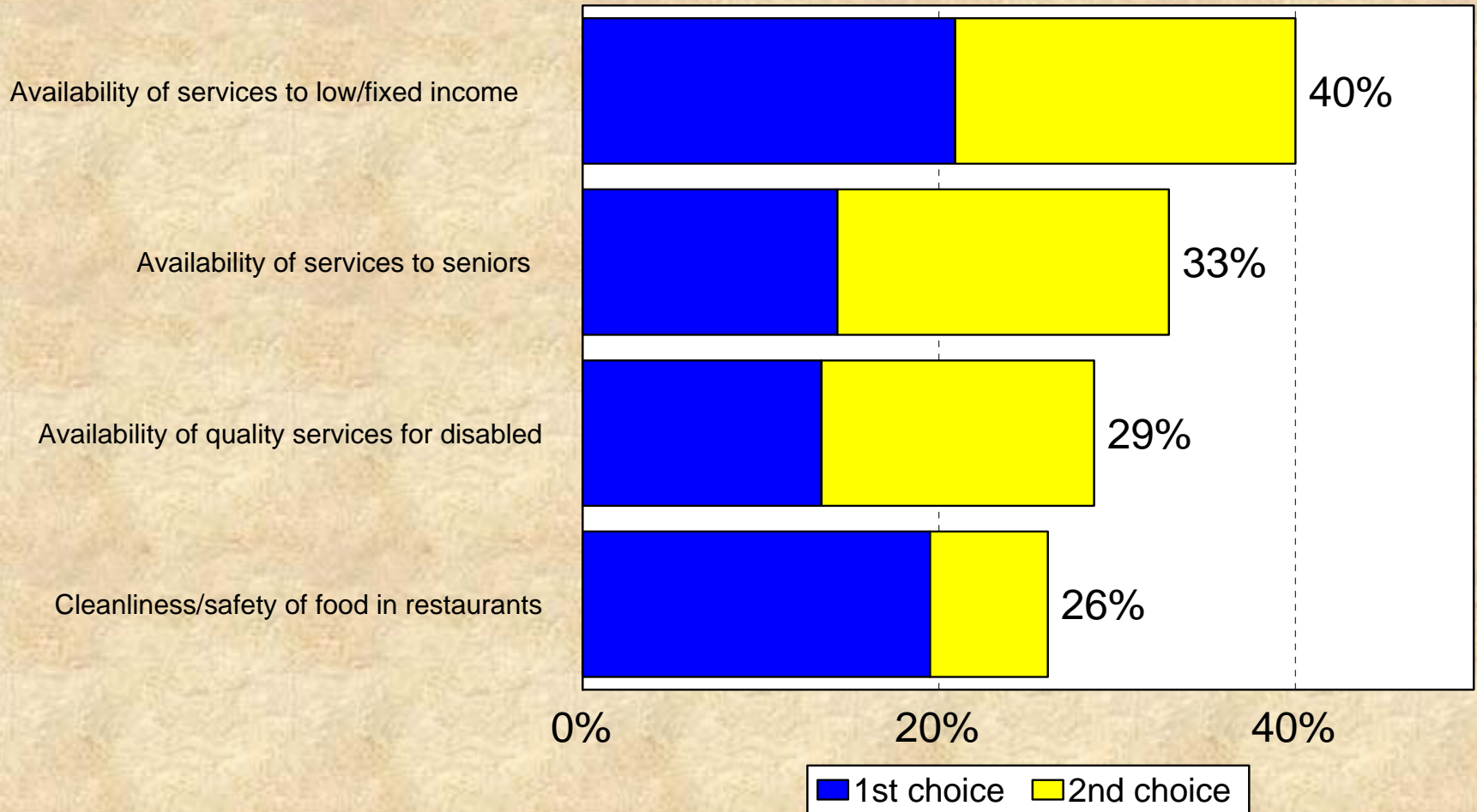
# Q30. Satisfaction with Health and Human Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale ( excluding don't knows )



# Q31. Health and Human Services That are Most Important to Improve Over the Next Two Years

by percentage of respondents who selected the item as one of their top two choices



# Importance-Satisfaction Rating

## Arlington County, Virginia

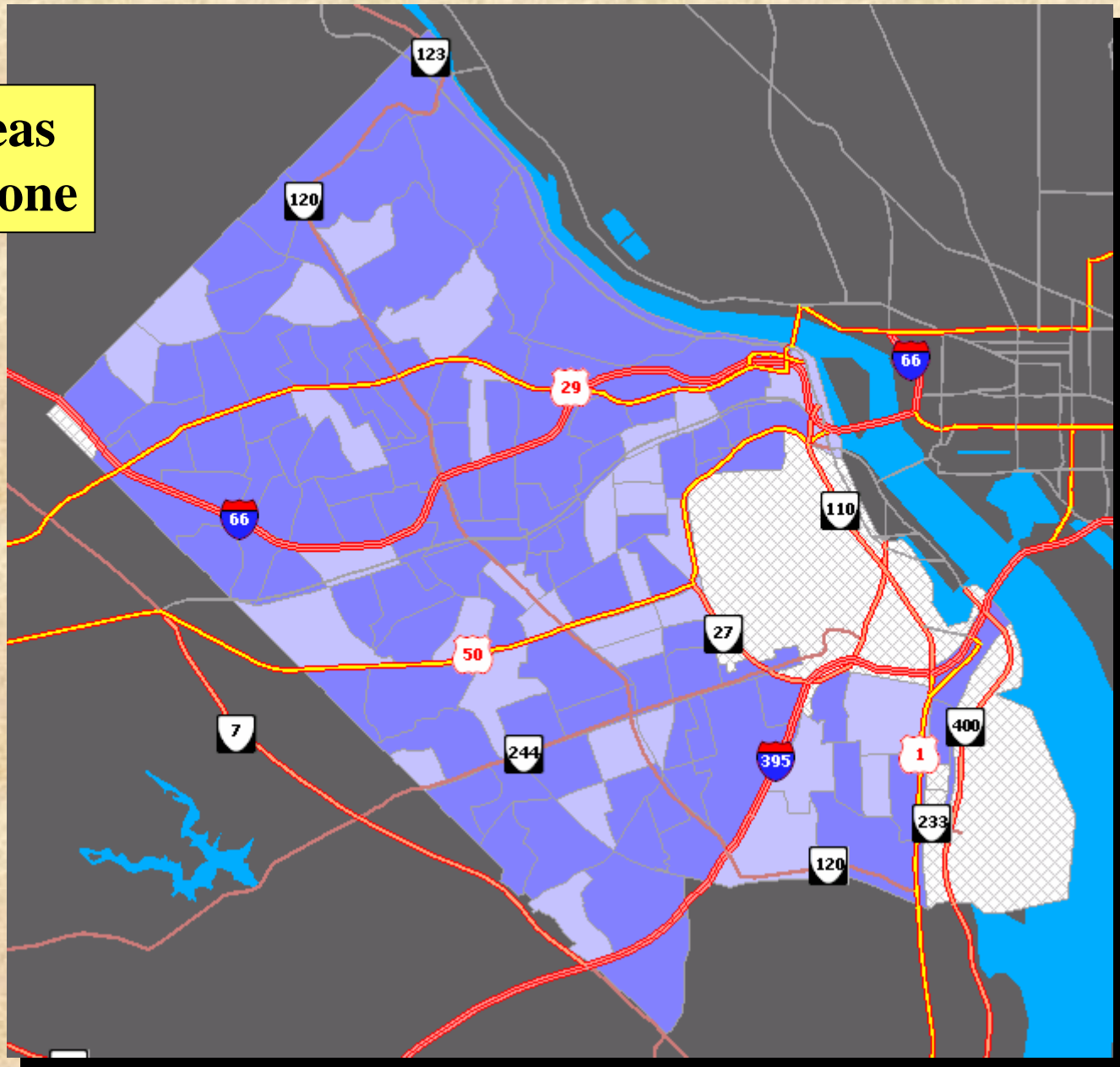
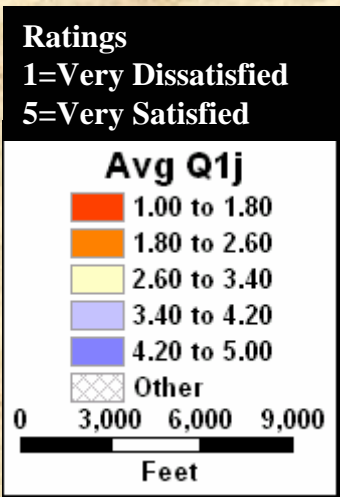
### Health and Human Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><i><u>Very High Priority (IS &gt;.20)</u></i></b>						
Service to those with low/fixed income	40%	1	45%	4	0.2200	1
<b><i><u>High Priority (IS .10-.20)</u></i></b>						
Availability of services for disabled	29%	3	58%	3	0.1218	2
Availability of services for seniors	33%	2	68%	2	0.1056	3
<b><i><u>Medium Priority (IS &lt;.10)</u></i></b>						
Cleanliness/safety of food in restaurants	26%	4	79%	1	0.0546	4

# GIS Mapping

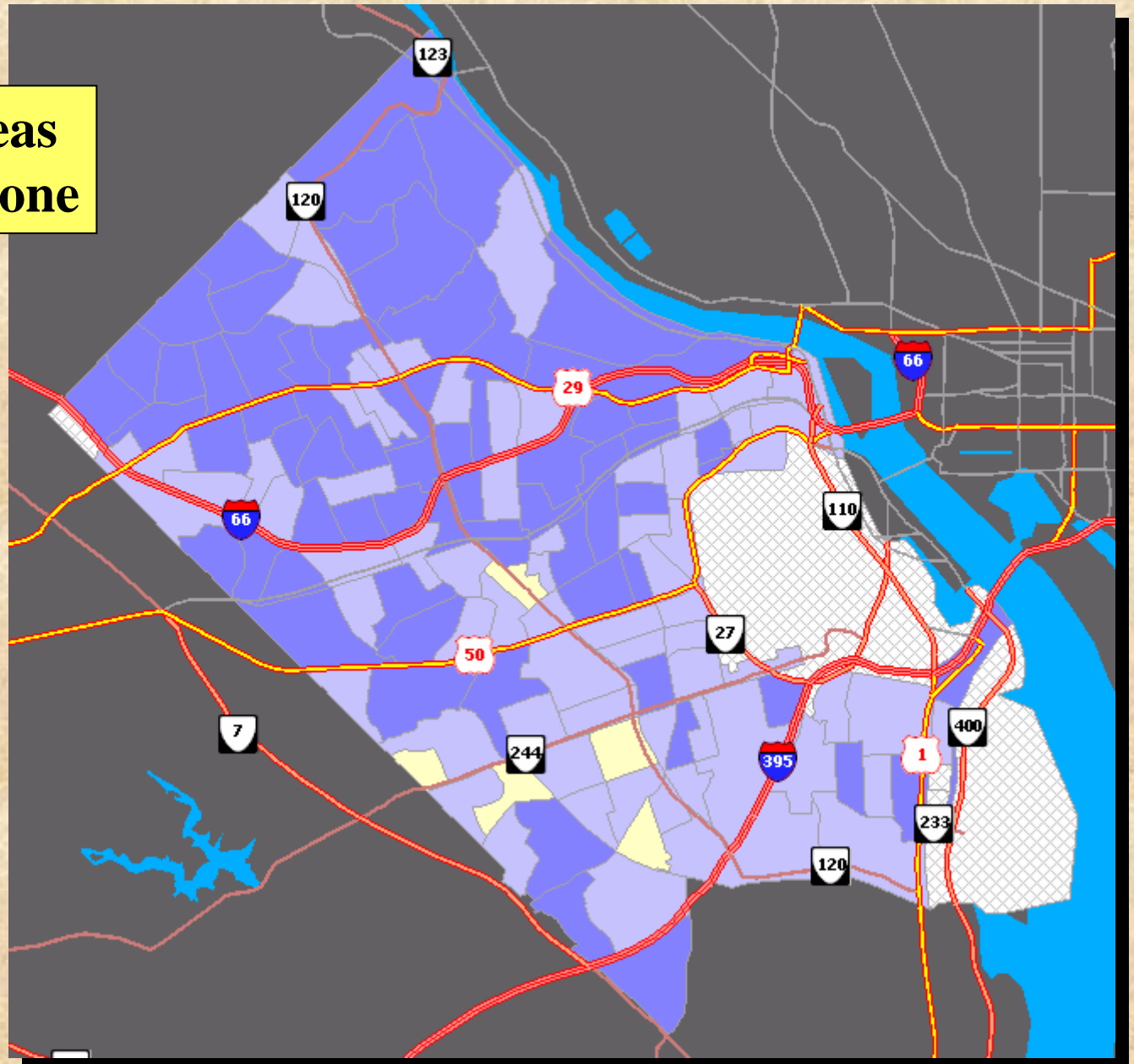
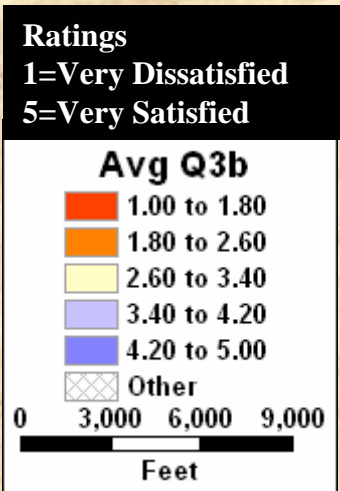
# Satisfaction with the County's Library System (Q1j)

Potential Areas of Concern: none



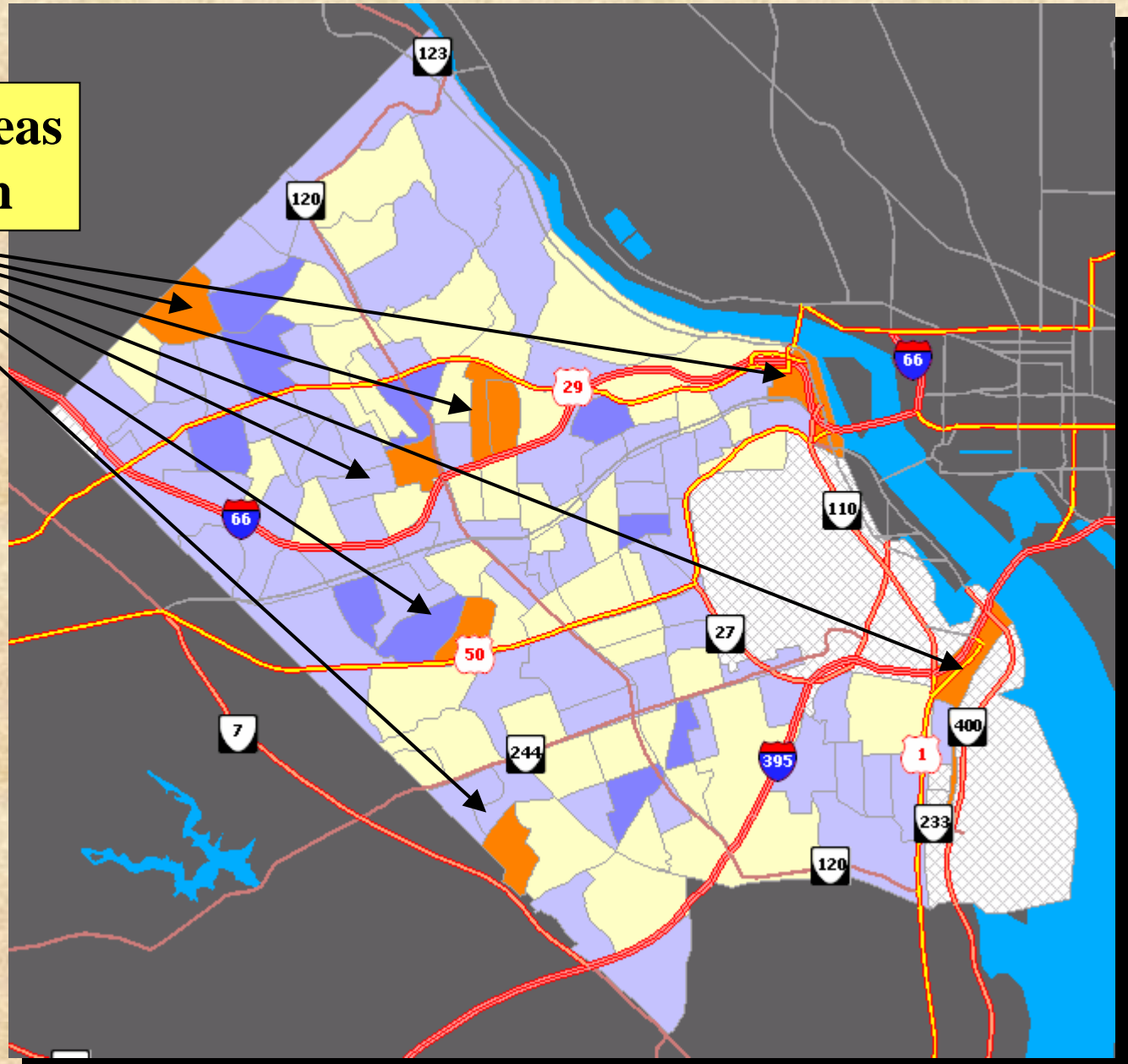
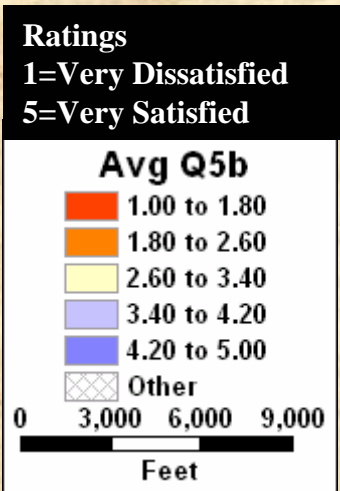
# Satisfaction with Safety in Neighborhoods at Night (Q3b)

Potential Areas of Concern: none



# Satisfaction with Neighborhood Street Maintenance (Q5b)

Potential Areas of Concern



# Satisfaction with Snow Removal on Neighborhood Street (Q5e)

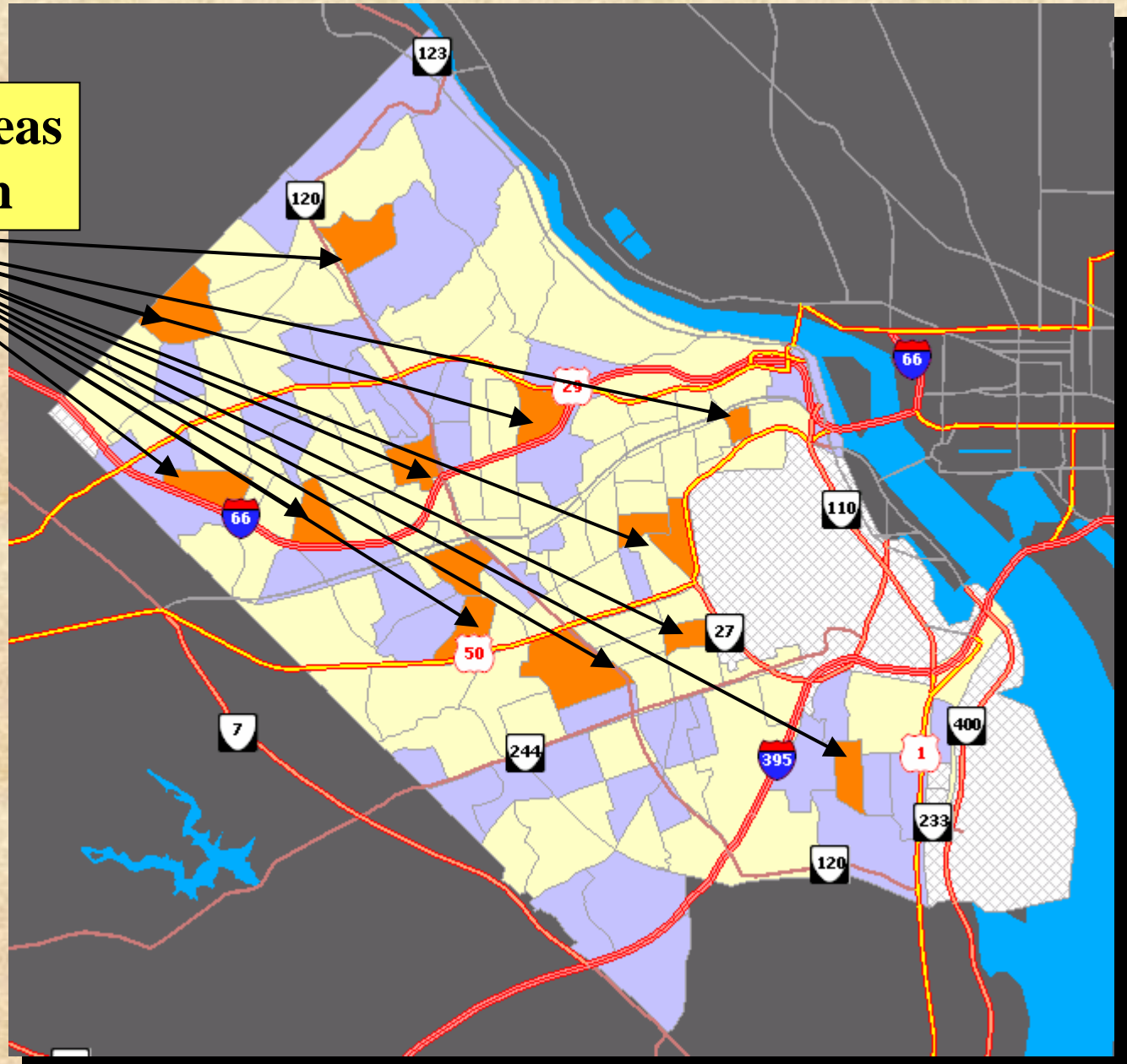
Potential Areas of Concern

Ratings  
1=Very Dissatisfied  
5=Very Satisfied

Avg Q5e

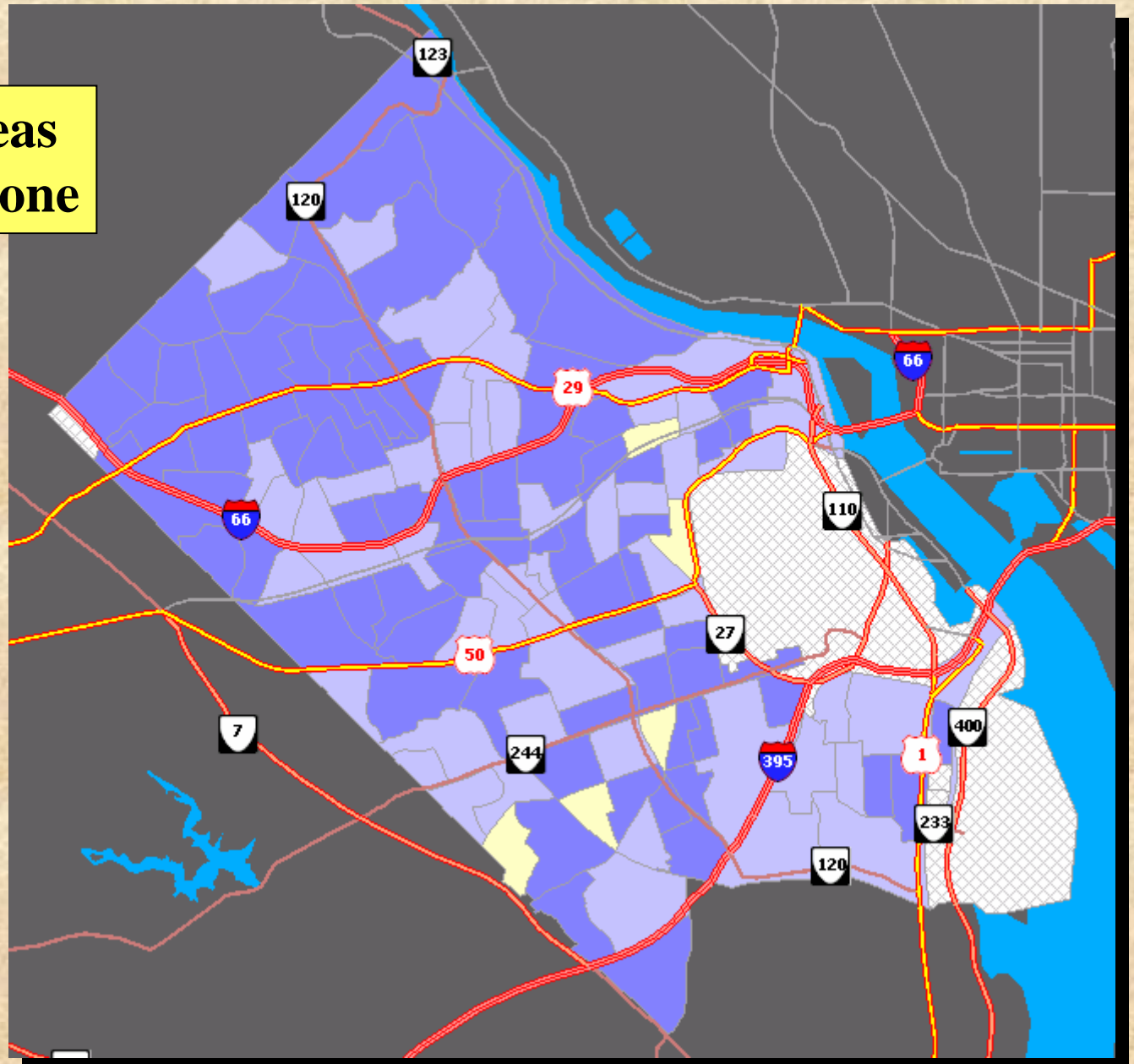
- 1.00 to 1.80
- 1.80 to 2.60
- 2.60 to 3.40
- 3.40 to 4.20
- 4.20 to 5.00
- Other

0 3,000 6,000 9,000  
Feet



# Satisfaction with Residential Trash Collection Services (Q7a)

Potential Areas of Concern: none



# Satisfaction with Curbside Recycling Services (Q7b)

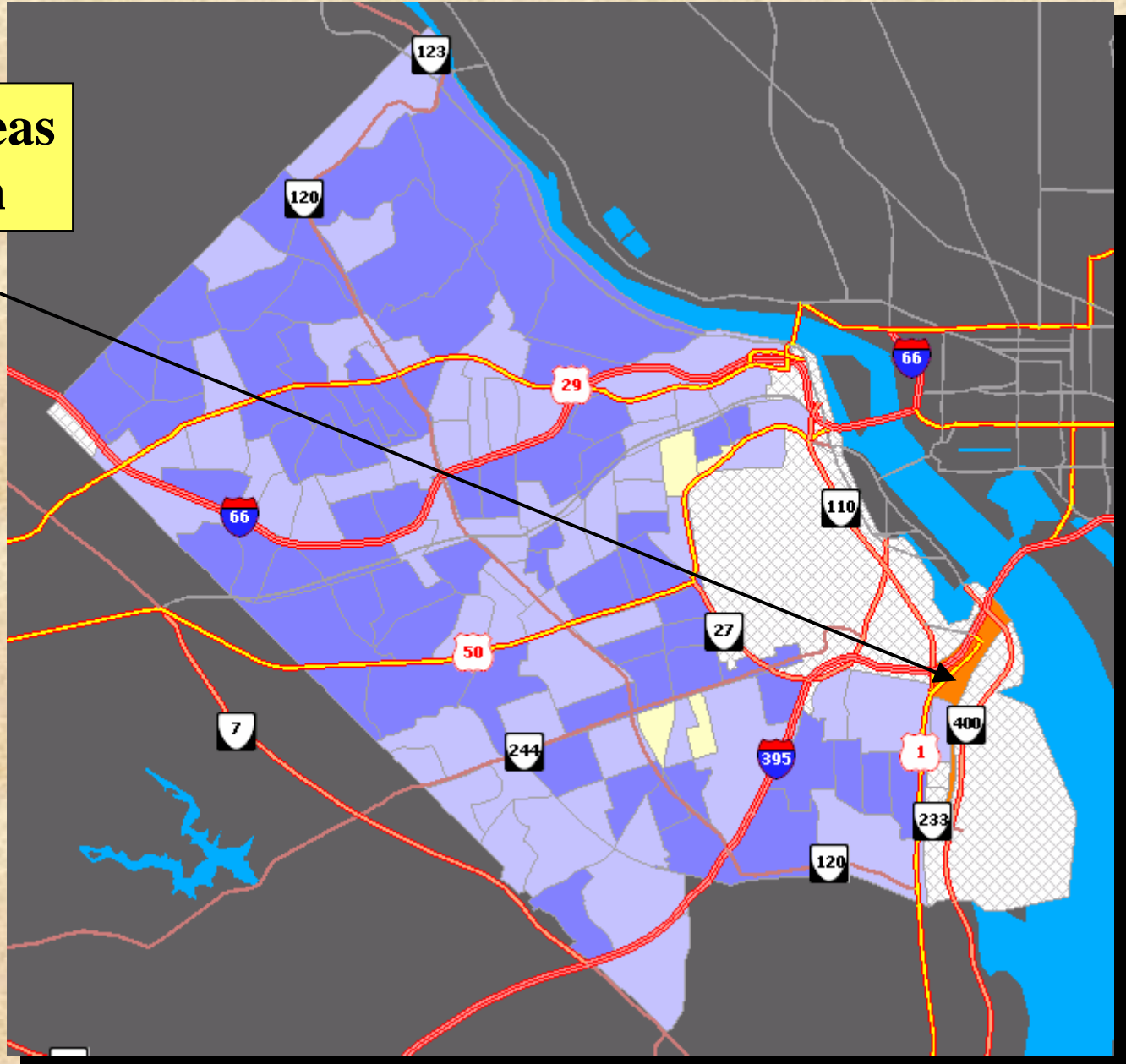
Potential Areas of Concern

**Ratings**  
1=Very Dissatisfied  
5=Very Satisfied

**Avg Q7b**

Red	1.00 to 1.80
Orange	1.80 to 2.60
Yellow	2.60 to 3.40
Light Blue	3.40 to 4.20
Dark Blue	4.20 to 5.00
White with cross-hatch	Other

0 3,000 6,000 9,000  
Feet



# Satisfaction with Yardwaste Removal Services (Q7c)

Potential Areas  
of Concern: none

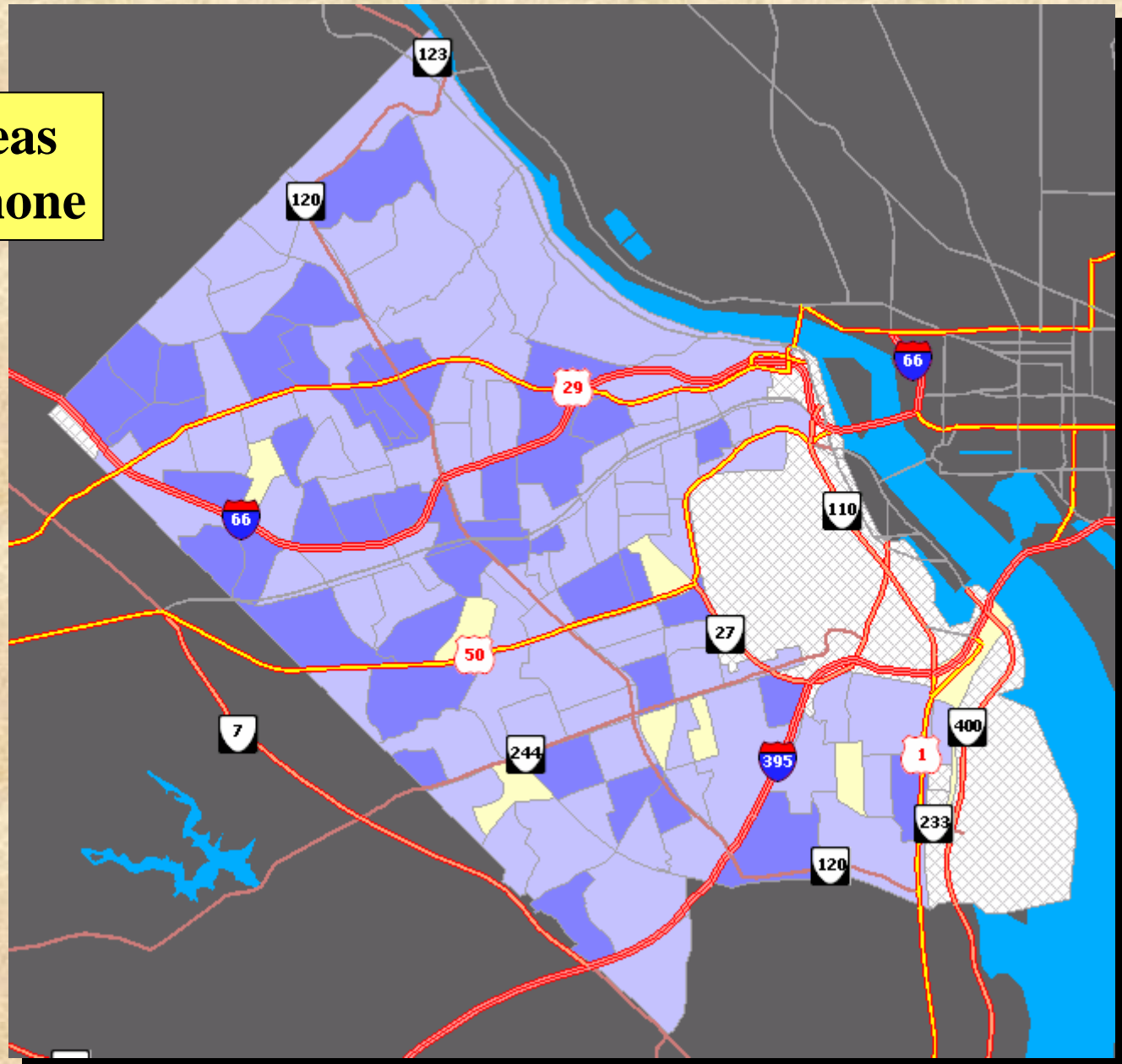
Ratings  
1=Very Dissatisfied  
5=Very Satisfied

## Avg Q7c

- 1.00 to 1.80
- 1.80 to 2.60
- 2.60 to 3.40
- 3.40 to 4.20
- 4.20 to 5.00
- Other

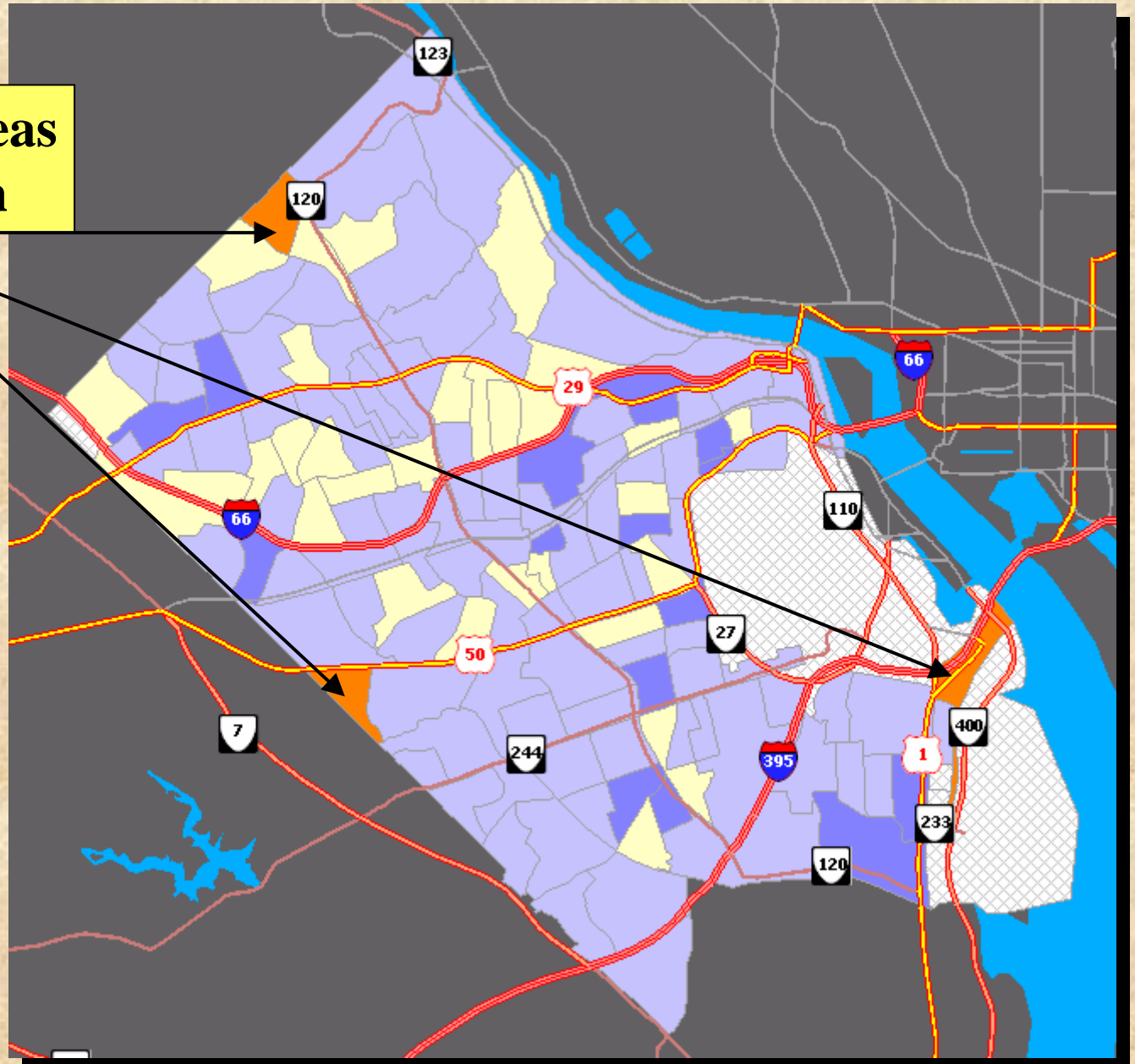
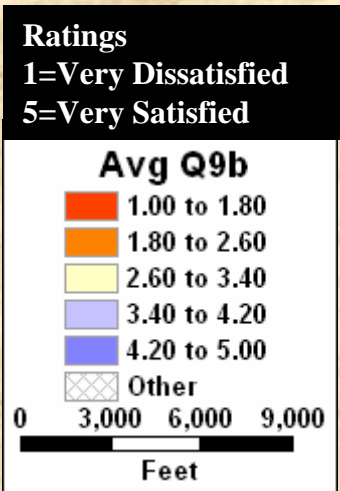
0 3,000 6,000 9,000

Feet



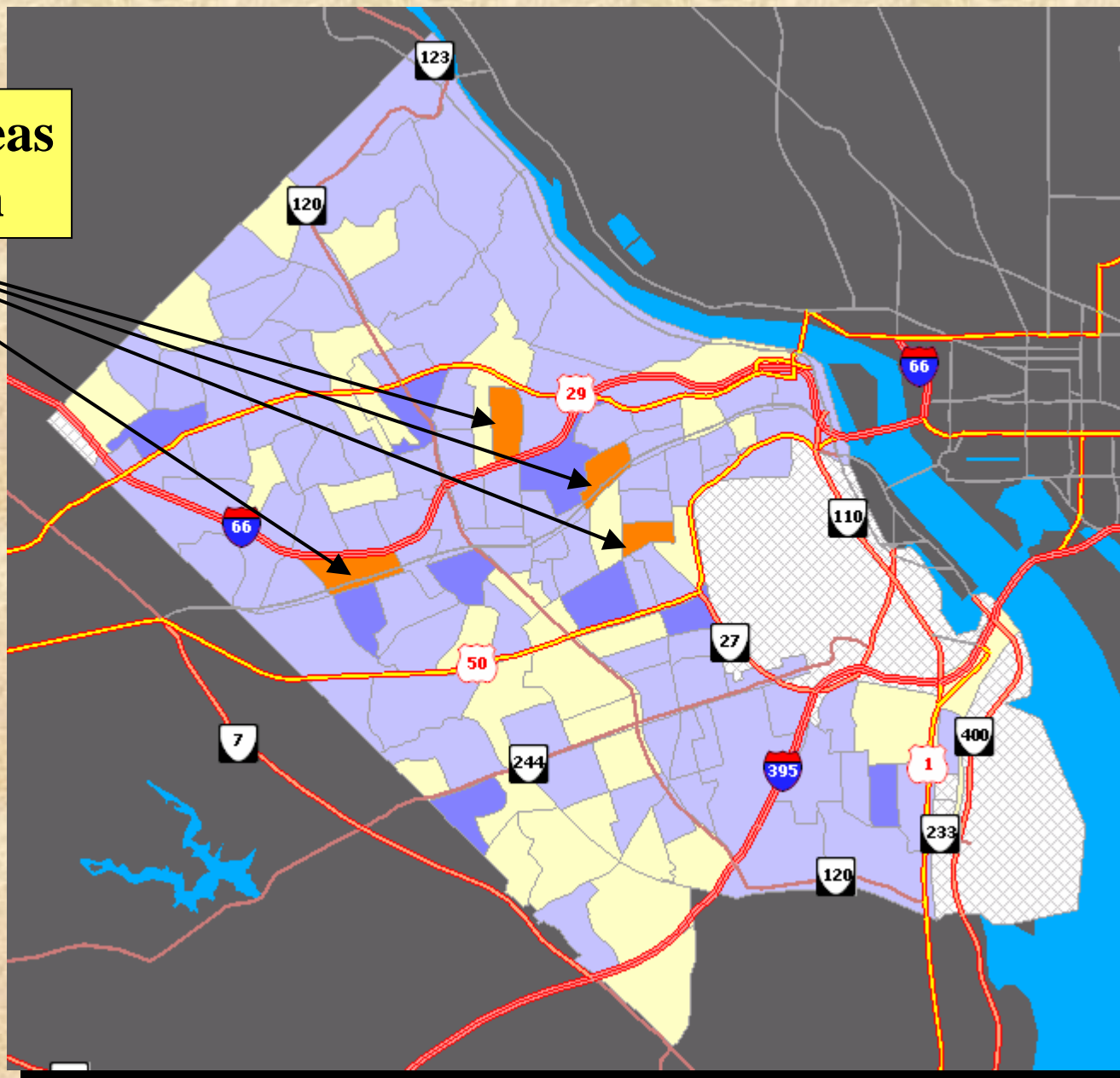
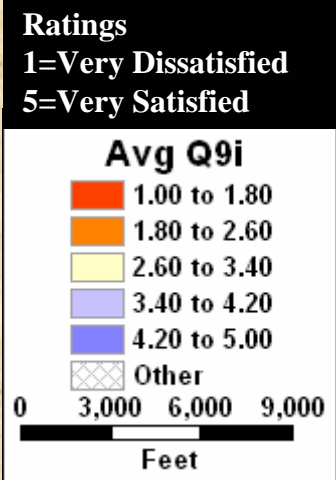
# Satisfaction with the Visibility of Police in Neighborhoods (Q9b)

Potential Areas of Concern



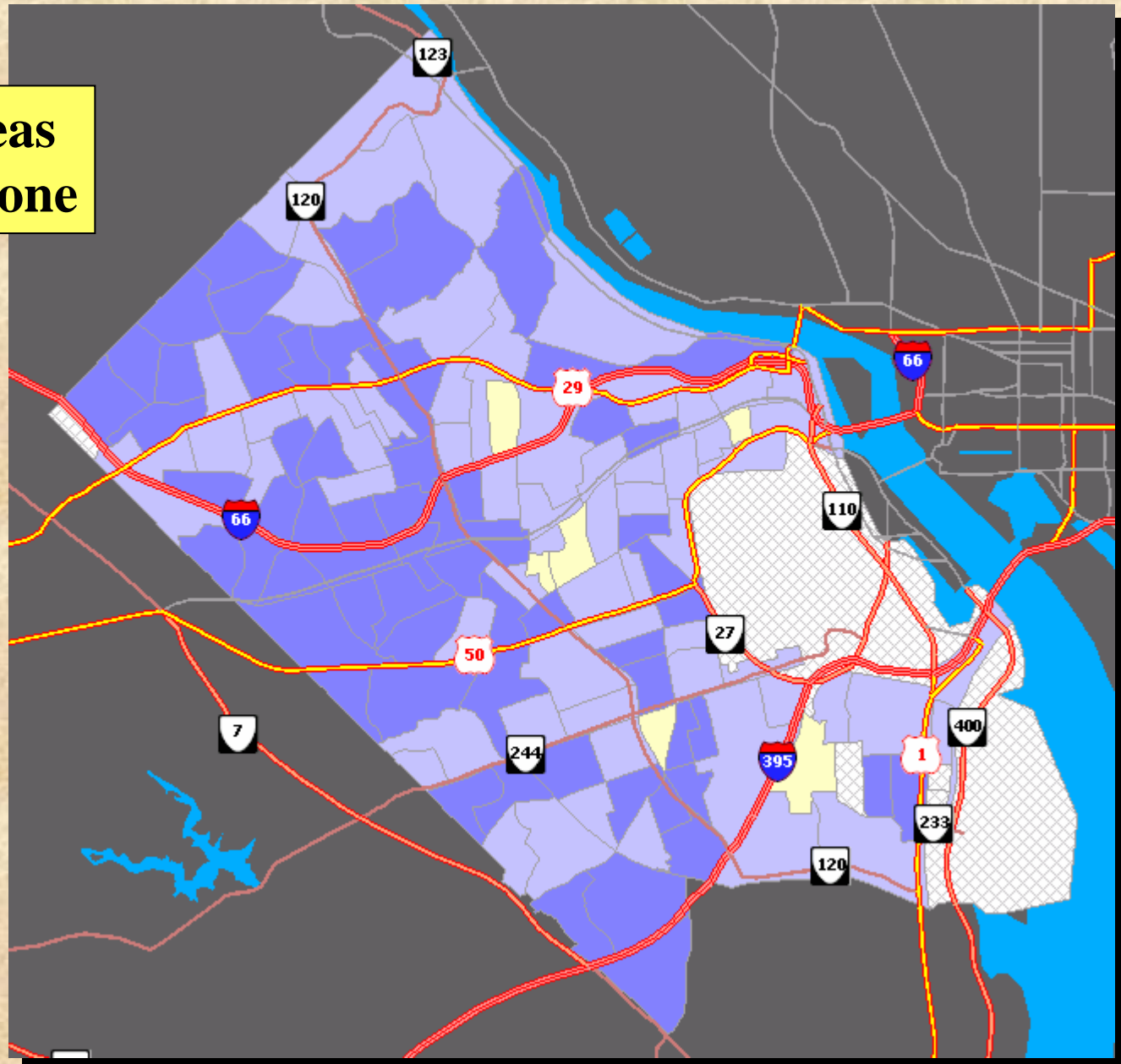
# Satisfaction with the Enforcement of Parking Regulations (Q9i)

Potential Areas of Concern



# Satisfaction with the Number of County Parks (Q11a)

Potential Areas  
of Concern: none



Ratings  
1=Very Dissatisfied  
5=Very Satisfied

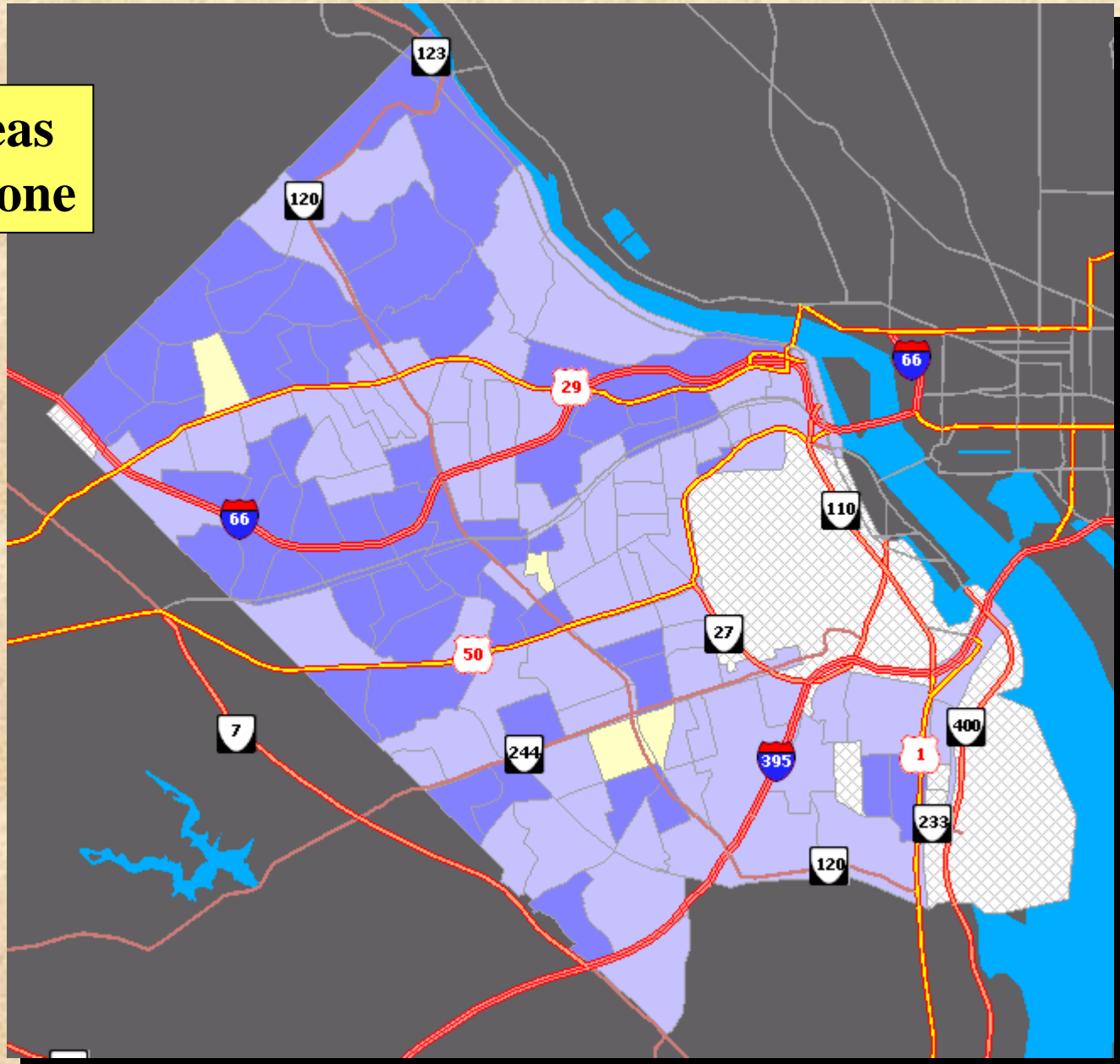
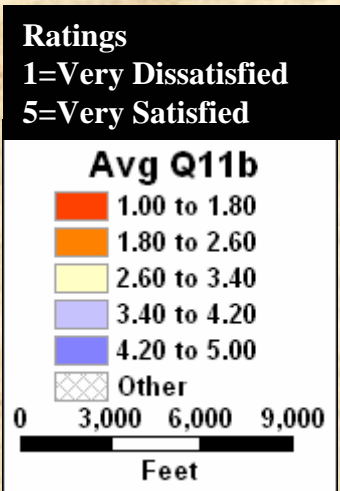
## Avg Q11a

- 1.00 to 1.80
- 1.80 to 2.60
- 2.60 to 3.40
- 3.40 to 4.20
- 4.20 to 5.00
- Other

0 3,000 6,000 9,000  
Feet

# Satisfaction with Walking & Biking Trails (Q11b)

Potential Areas  
of Concern: none



# Satisfaction with the Exterior Maintenance of Residential Property (Q15a)

Potential Areas of Concern

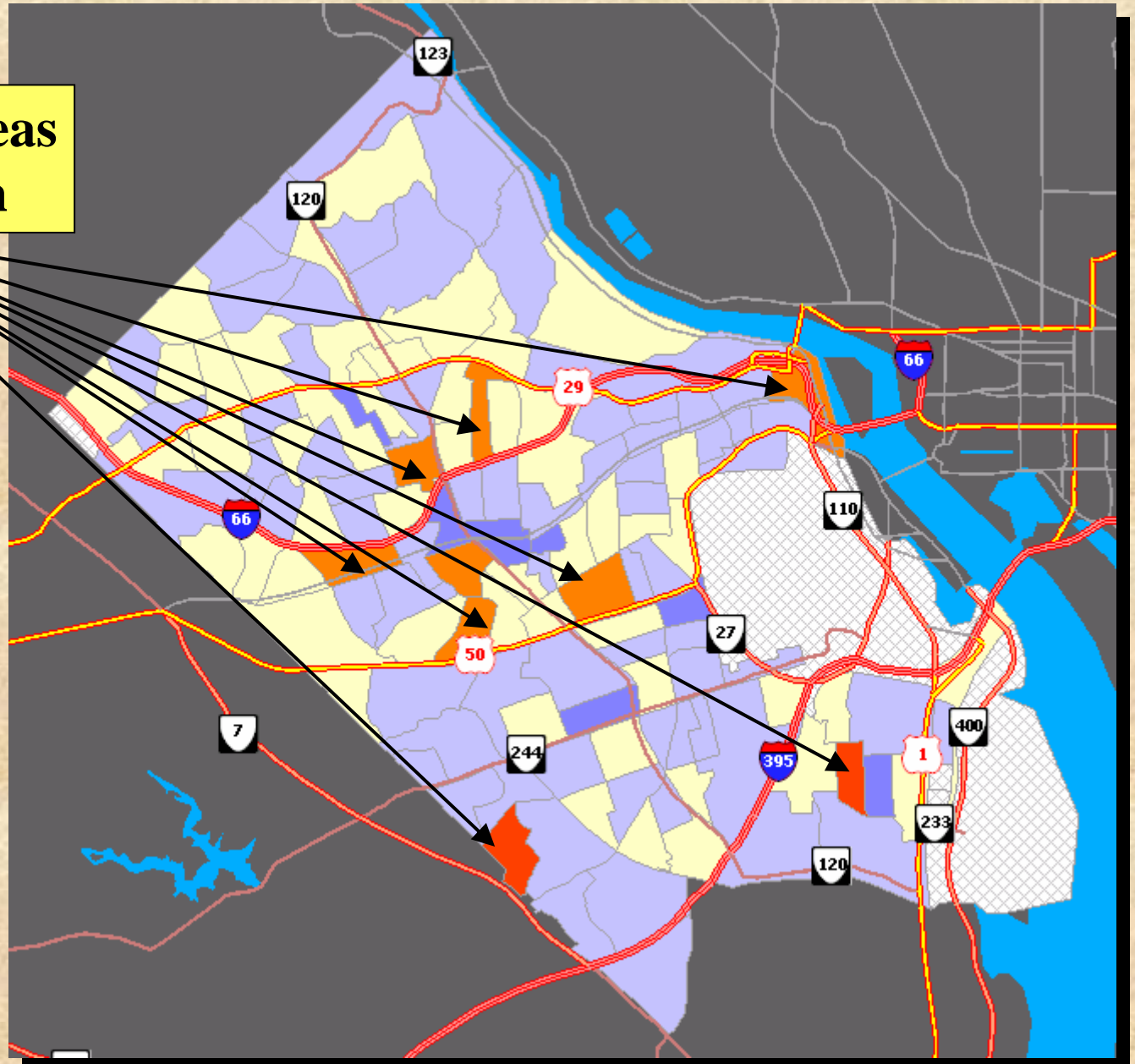
Ratings  
1=Very Dissatisfied  
5=Very Satisfied

Avg Q15a

- 1.00 to 1.80
- 1.80 to 2.60
- 2.60 to 3.40
- 3.40 to 4.20
- 4.20 to 5.00
- Other

0 3,000 6,000 9,000

Feet



# Satisfaction with the Exterior Maintenance of Business Property (Q15b)

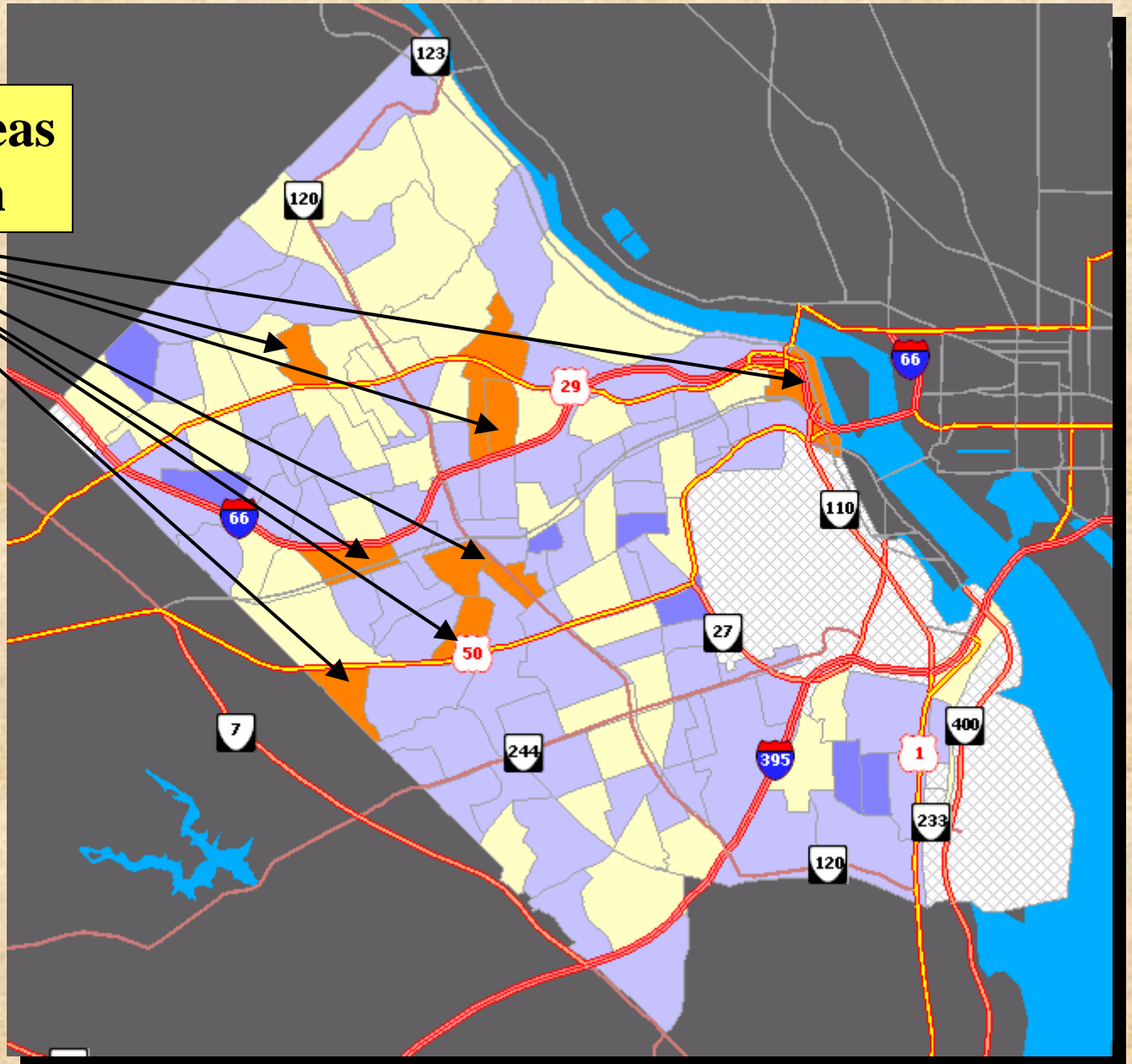
Potential Areas of Concern

Ratings  
1=Very Dissatisfied  
5=Very Satisfied

Avg Q15b

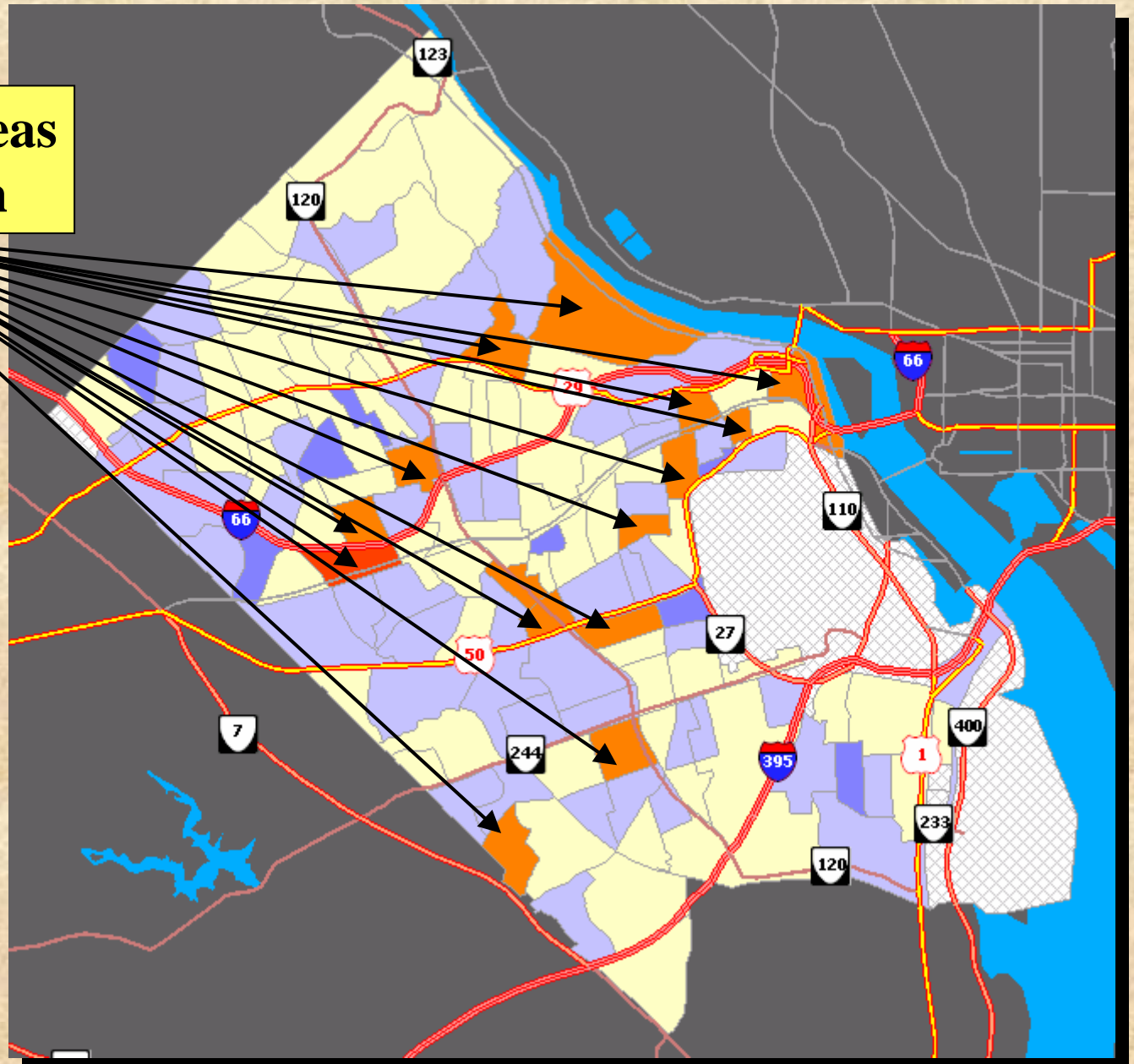
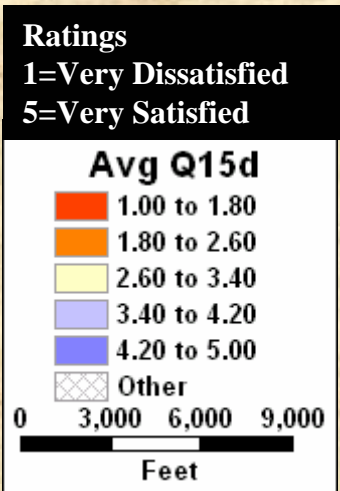
- 1.00 to 1.80
- 1.80 to 2.60
- 2.60 to 3.40
- 3.40 to 4.20
- 4.20 to 5.00
- Other

0 3,000 6,000 9,000  
Feet



# Satisfaction with the Enforcement of Noise Regulations (Q15d)

Potential Areas of Concern



# Satisfaction with Pedestrian Safety in Neighborhoods (Q24f)

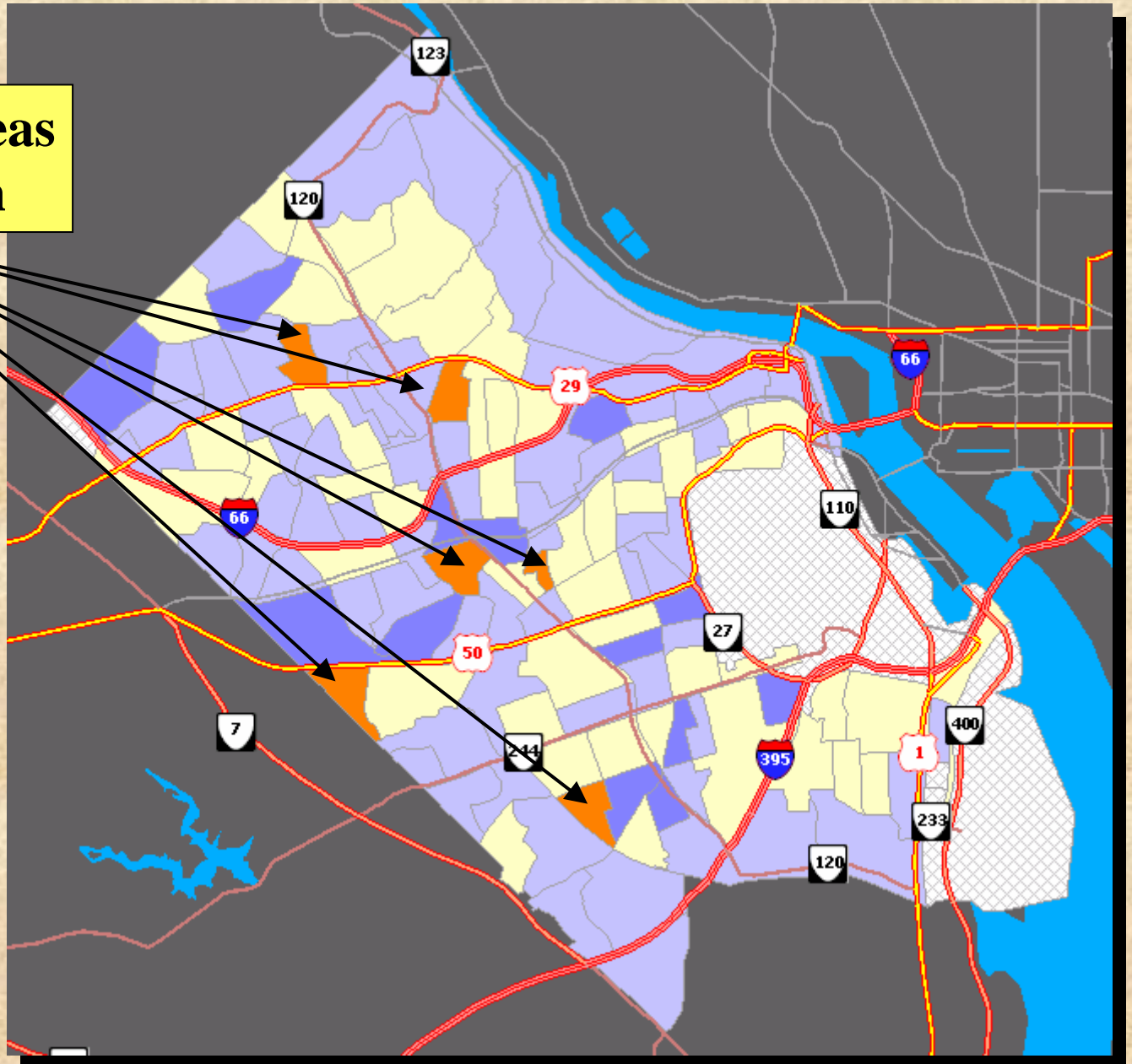
Potential Areas of Concern

**Ratings**  
1=Very Dissatisfied  
5=Very Satisfied

**Avg Q24f**

Dark Orange	1.00 to 1.80
Light Orange	1.80 to 2.60
Yellow	2.60 to 3.40
Light Blue	3.40 to 4.20
Dark Blue	4.20 to 5.00
White with Grid	Other

0 3,000 6,000 9,000  
Feet



# Summary

- **Arlington County is Setting the Standard for the Delivery of County Services in most areas**
  - Rated in the top 25% of all communities with populations of more than 100,000 in 28 of 31 areas that were assessed
- **Residents generally feel safe**
- **County is doing a good job of keeping residents informed**
- **Top Priorities**
  - Traffic Flow
  - Maintenance
- **Opportunities for Improvement**
  - Police: Enforcement of Local Traffic Laws - Visibility of Police
  - Parks & Recreation: Indoor Aquatic Facilities
  - Code enforcement: Noise Regulations & Construction Sites
  - Public Works: Street Maintenance and Snow Removal
  - Transportation: Pedestrian Safety - Sidewalk Availability
- **The 2004 survey results will provide an objective baseline from which to assess future performance**

Questions ???