

# Perceptions of Arlington County

# Key Findings

## **Residents are most satisfied the quality of life; the overall image; and services provided by Arlington County**

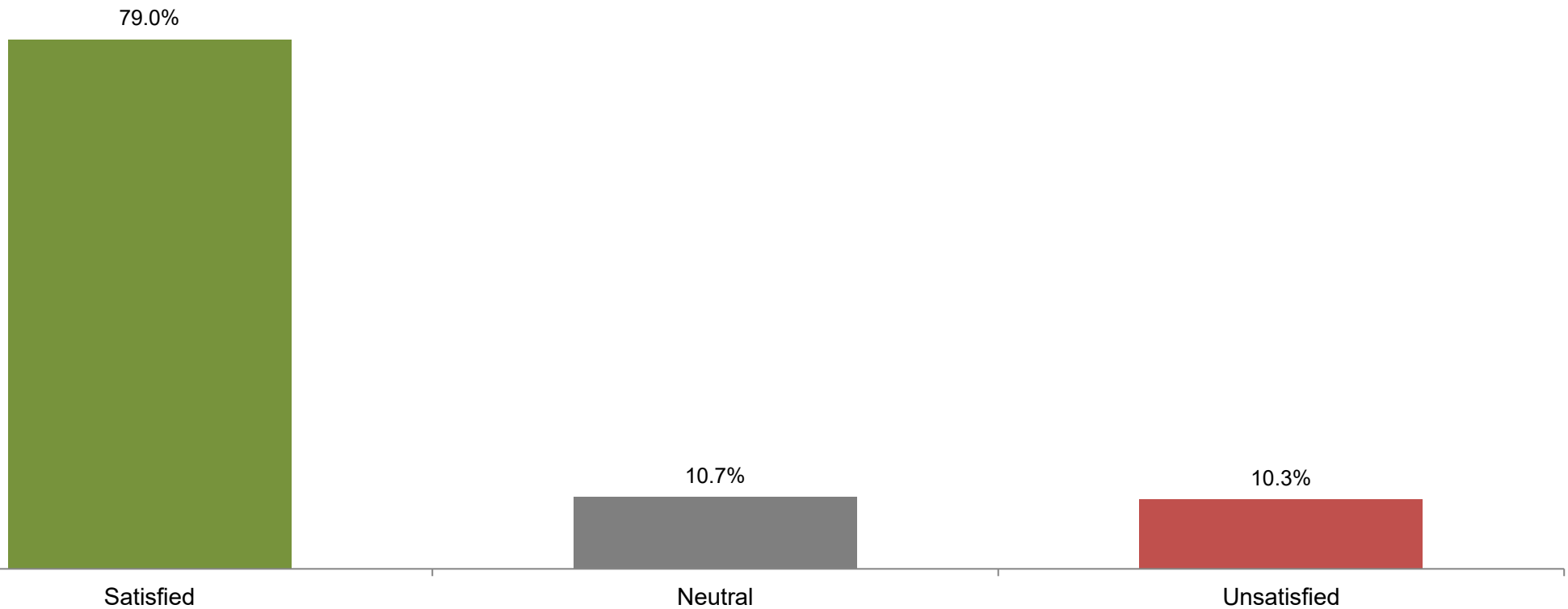
- 85% are satisfied with the quality of life in Arlington County – among those satisfied, 55% are very satisfied
- 79% are satisfied with the overall image of Arlington County – among those satisfied, 53% are very satisfied
- 79% are satisfied with the quality of services provided by Arlington County – among those satisfied, 48% are very satisfied

## **Areas of Opportunity**

- Transparency of the County's decision-making process
- Efforts to manage and plan for growth and development

# 79% are satisfied with the overall image of Arlington County

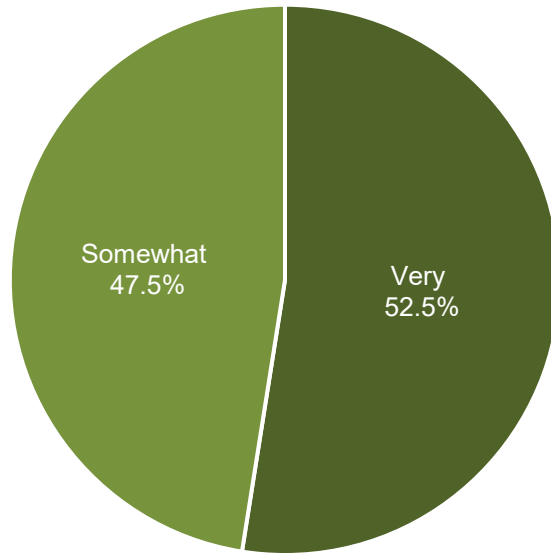
Question 3\_A: Please indicate how satisfied or unsatisfied you are with the overall image of Arlington County



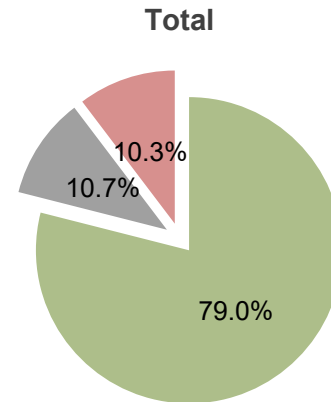
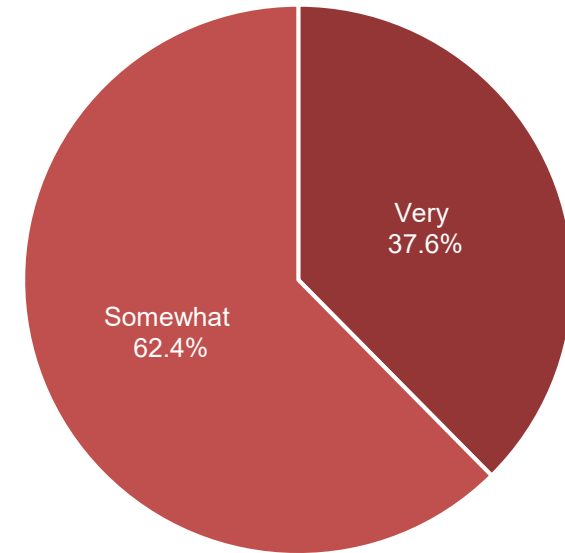
# Among those who said satisfied, 53% are very satisfied

Question 3\_A: Please indicate how satisfied or unsatisfied you are with the overall image of Arlington County

Among those who said satisfied

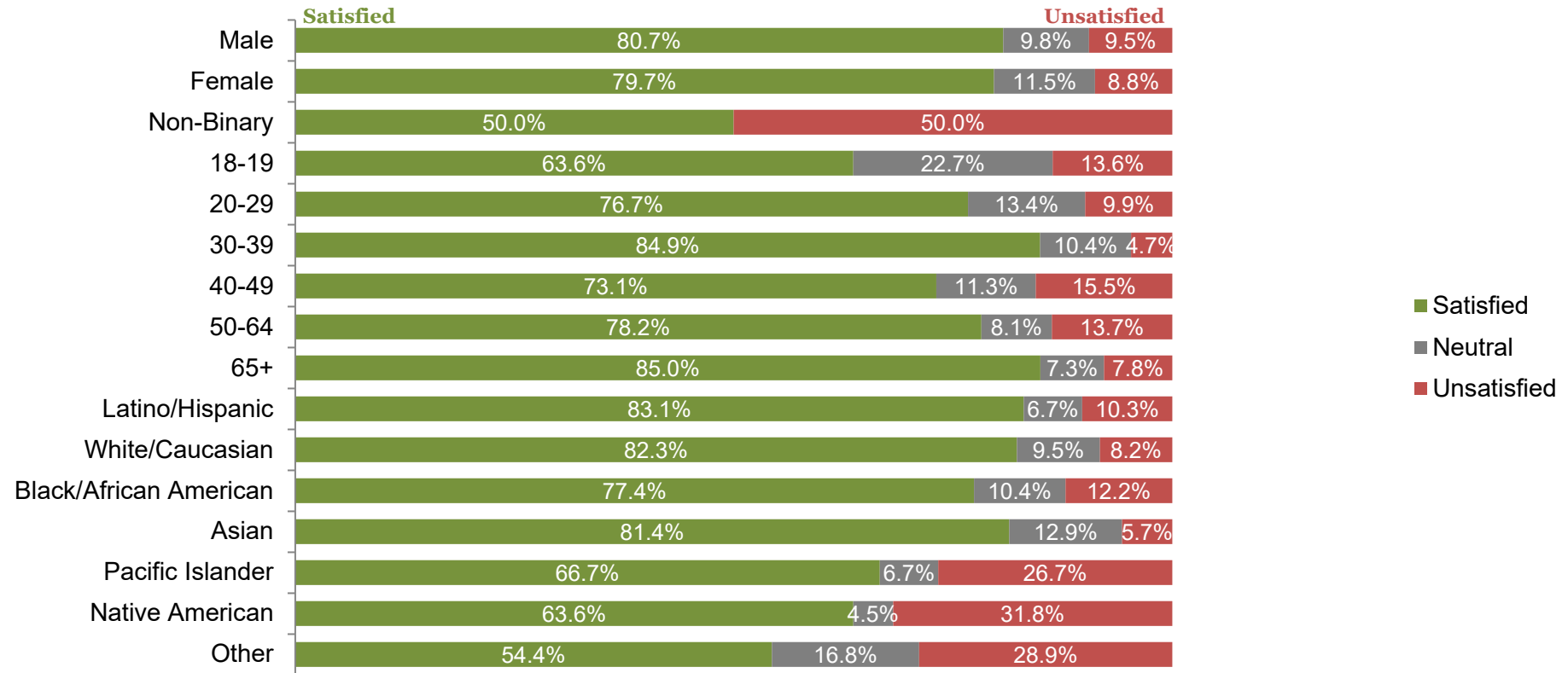


Among those who said unsatisfied



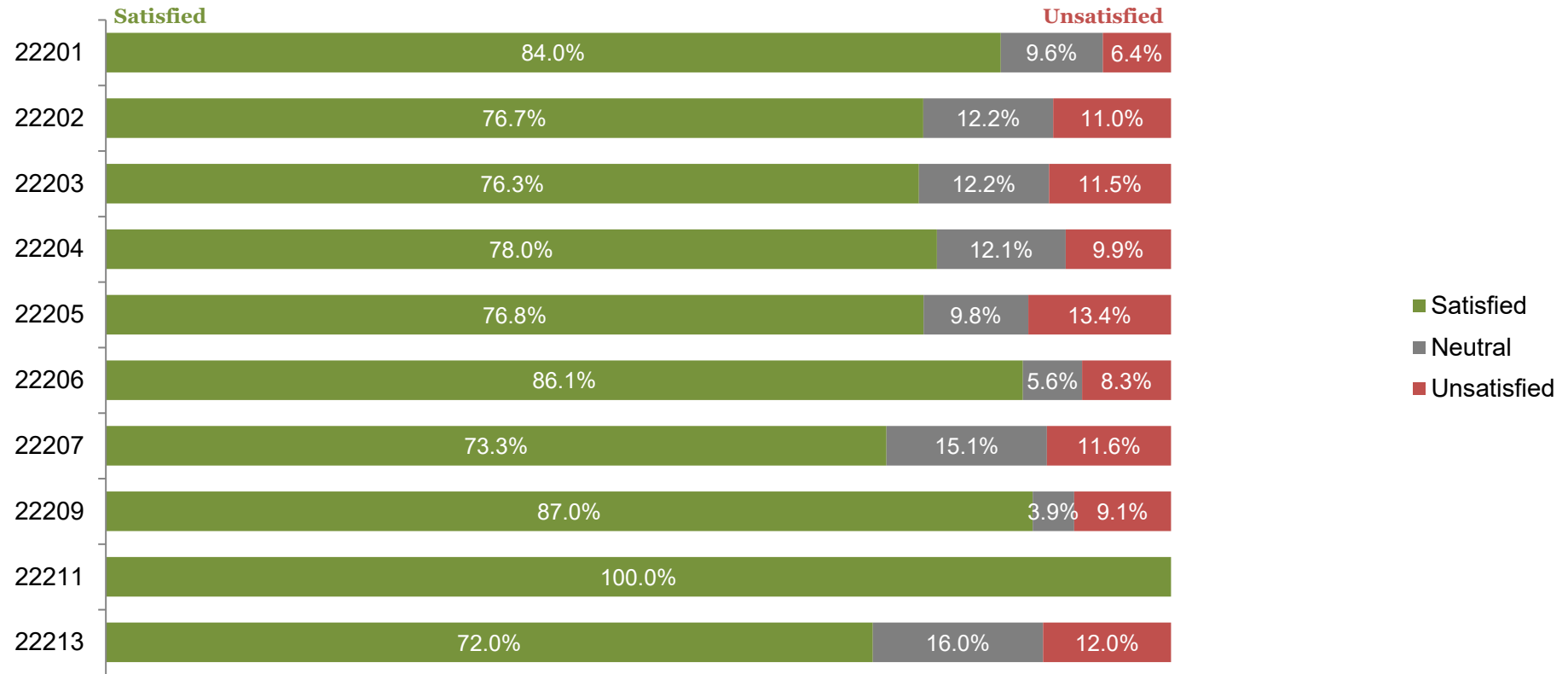
# Results by gender, age group and ethnicity

Question 3\_A: Please indicate how satisfied or unsatisfied you are with the overall image of Arlington County



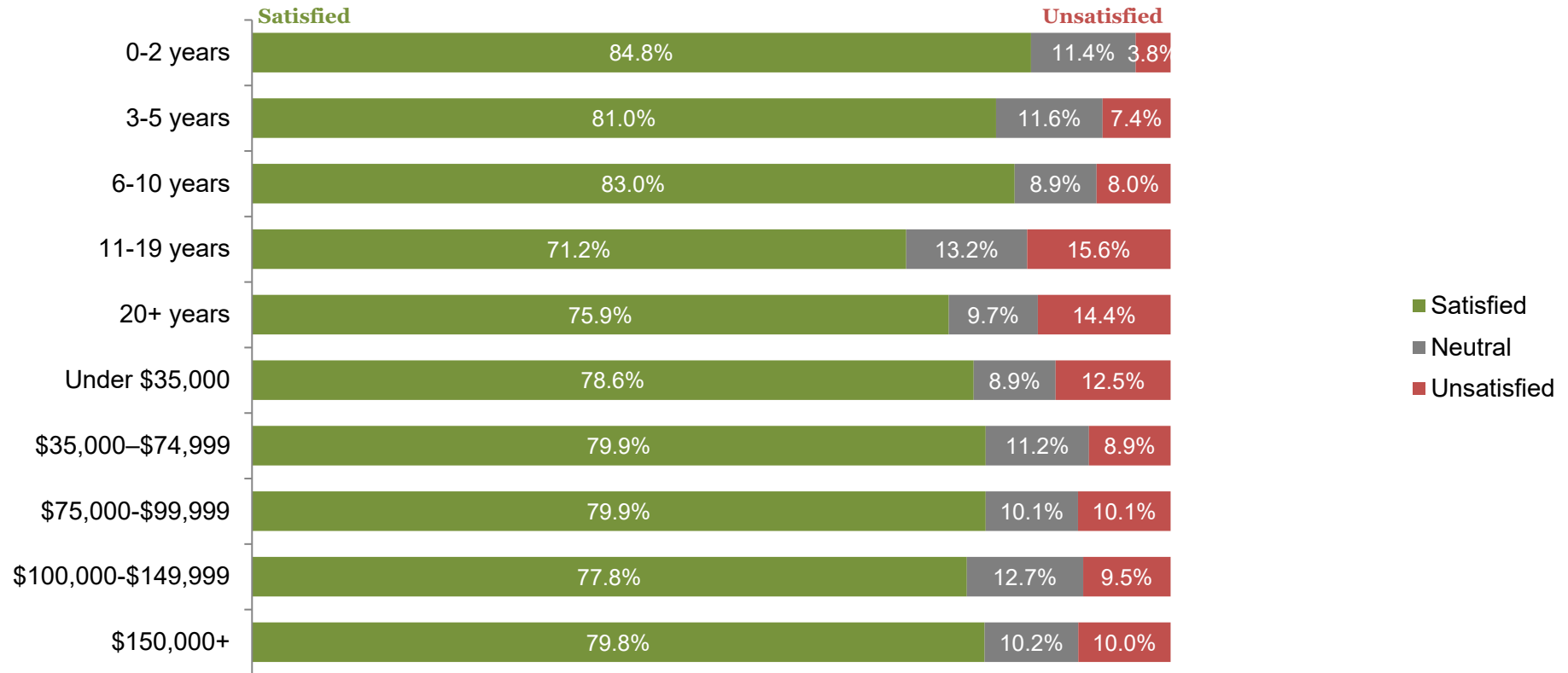
# Results by zip code

Question 3\_A: Please indicate how satisfied or unsatisfied you are with the overall image of Arlington County



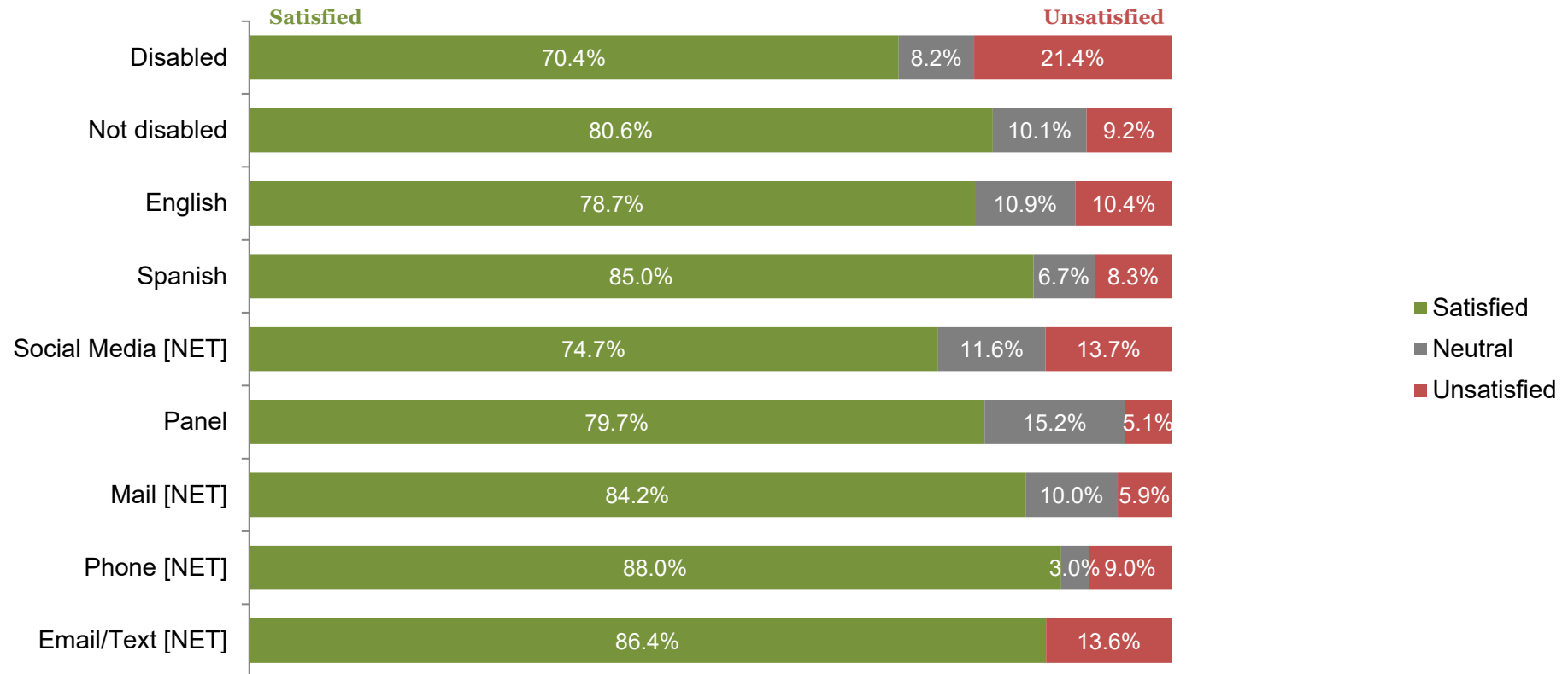
# Results by years of residency and household income

Question 3\_A: Please indicate how satisfied or unsatisfied you are with the overall image of Arlington County



# Results by disability status, survey language and survey mode

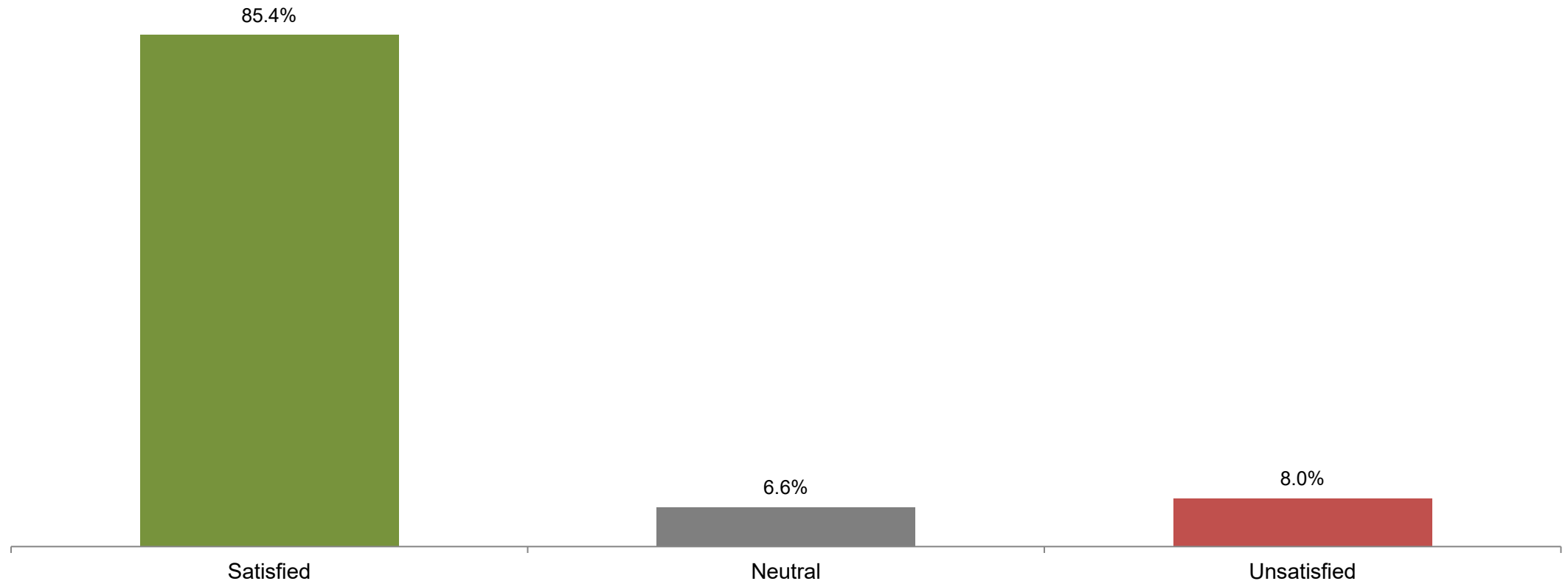
Question 3\_A: Please indicate how satisfied or unsatisfied you are with the overall image of Arlington County





# 85% are satisfied with the quality of life in Arlington County

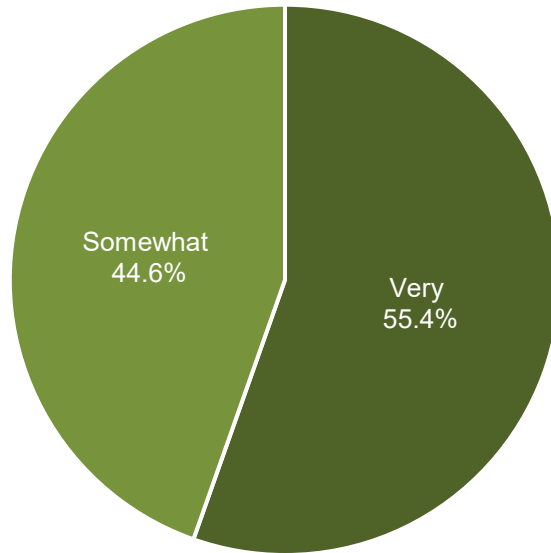
Question 3\_B: Please indicate how satisfied or unsatisfied you are with the quality of life in Arlington County



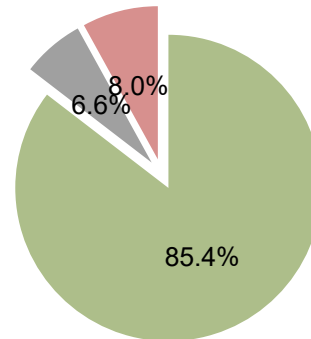
# Among those who said satisfied, 55% are very satisfied

Question 3\_B: Please indicate how satisfied or unsatisfied you are with the quality of life in Arlington County

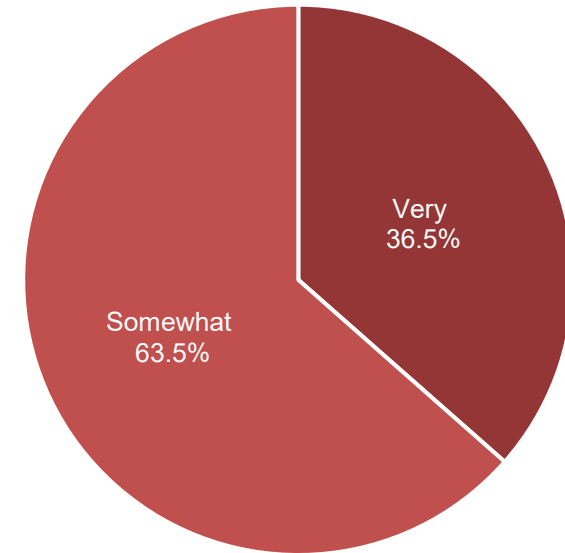
Among those who said satisfied



Total

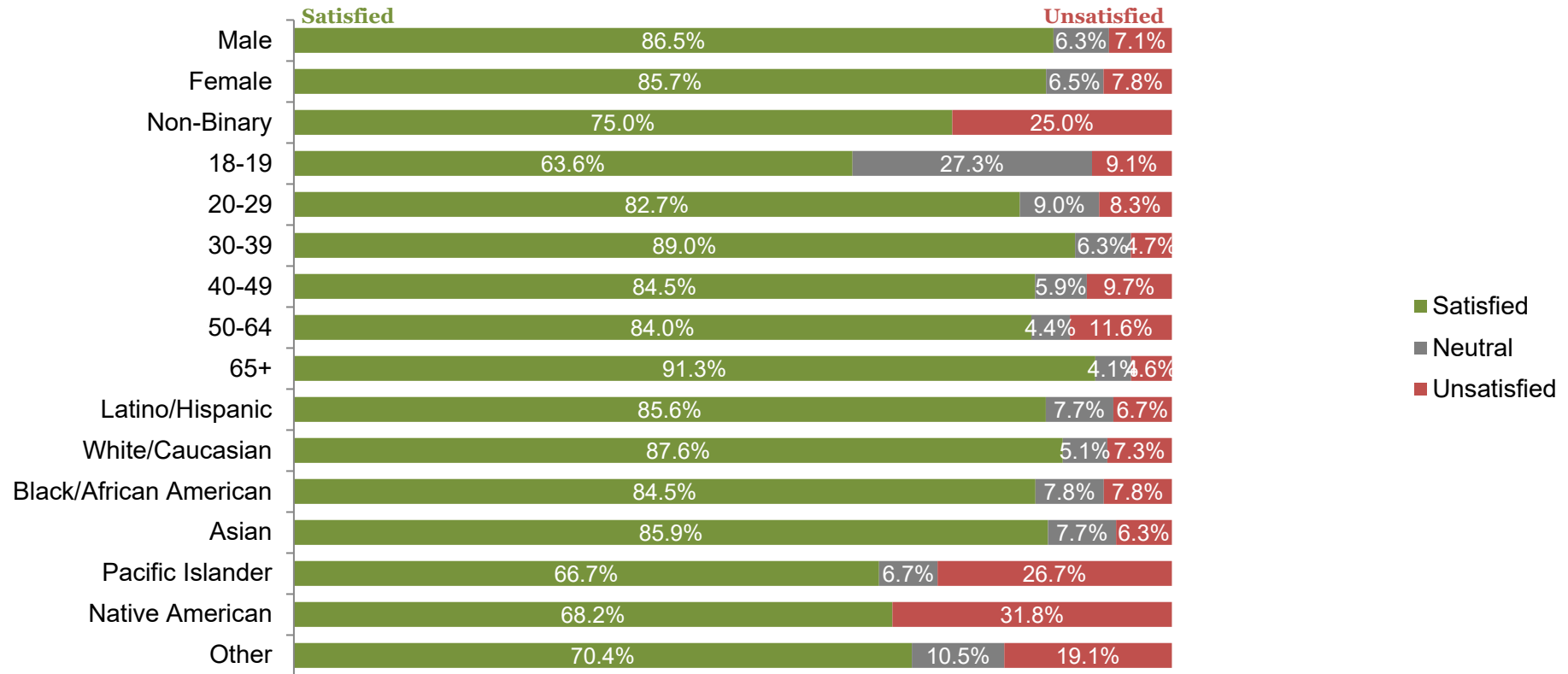


Among those who said unsatisfied



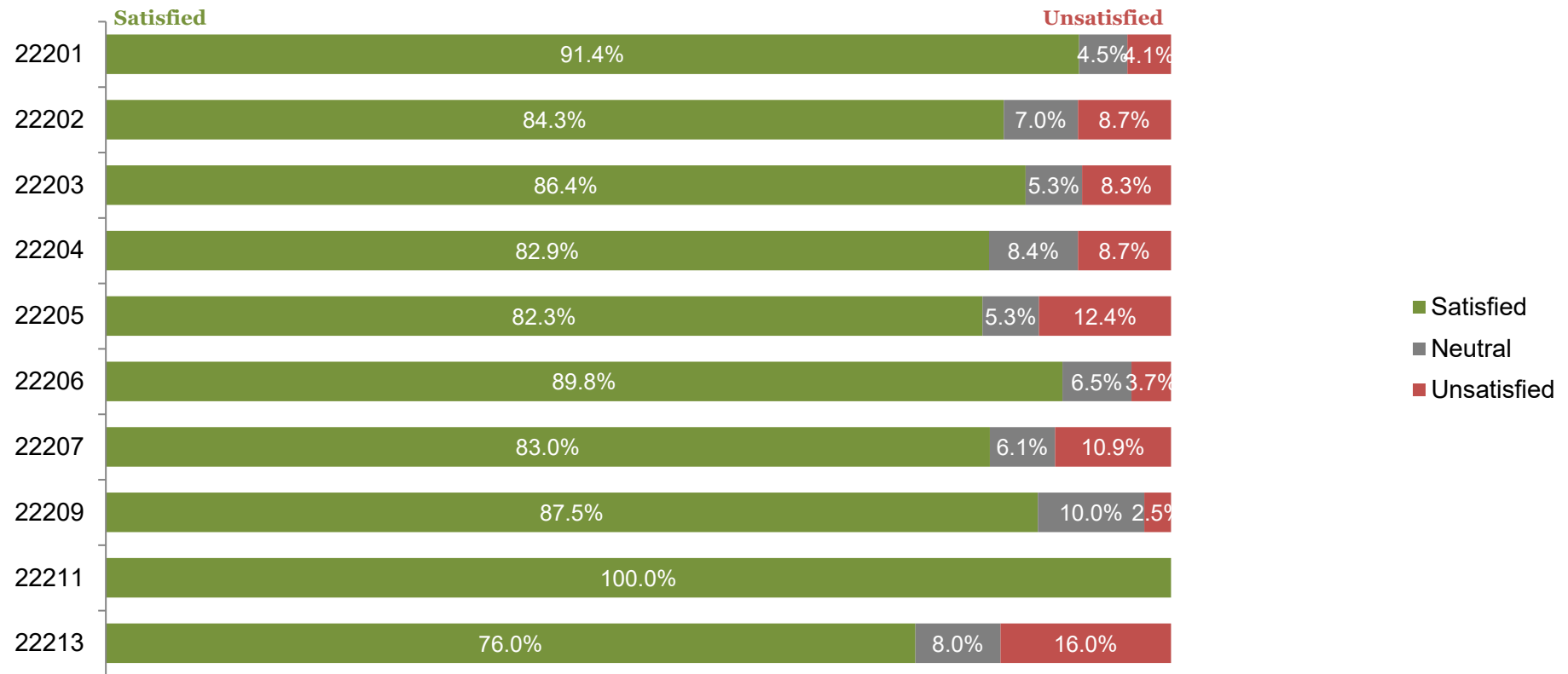
# Results by gender, age group and ethnicity

Question 3\_B: Please indicate how satisfied or unsatisfied you are with the quality of life in Arlington County



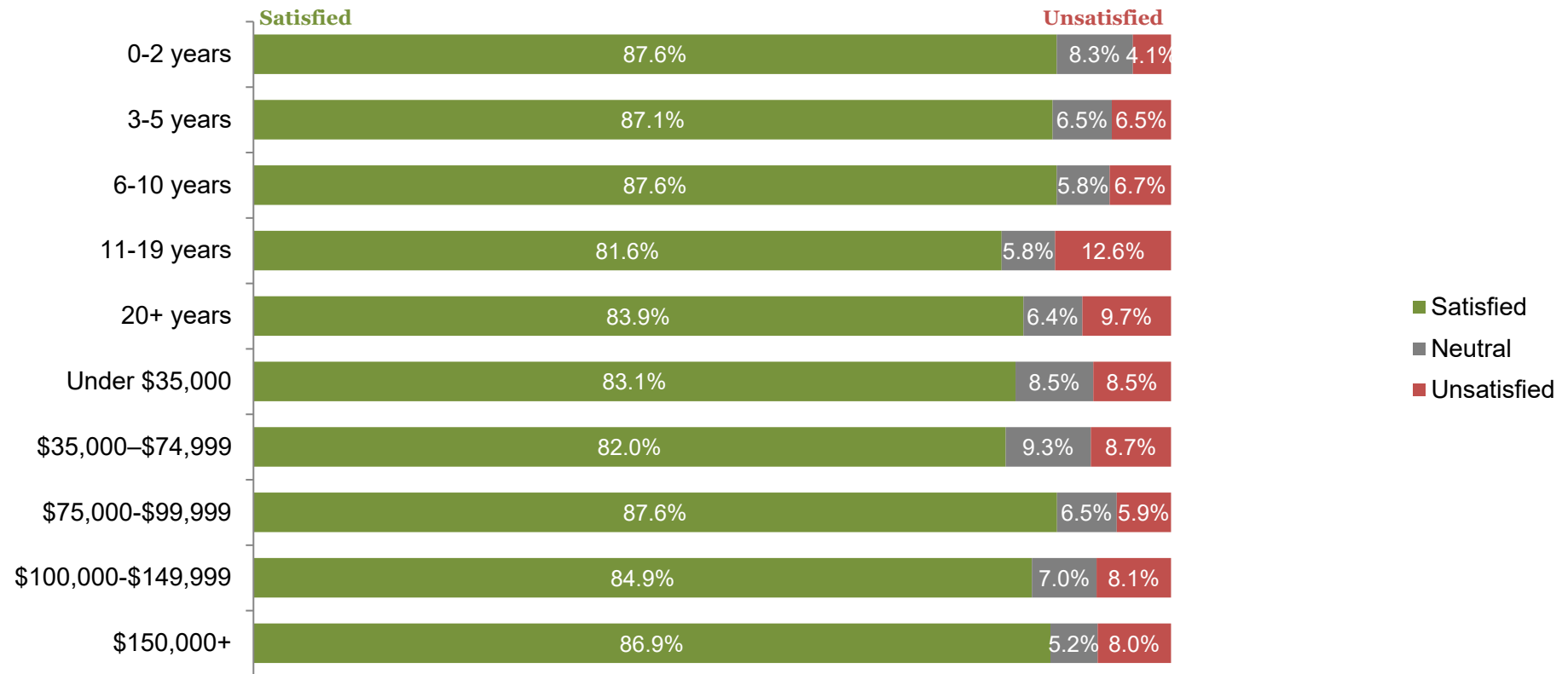
# Results by zip code

Question 3\_B: Please indicate how satisfied or unsatisfied you are with the quality of life in Arlington County



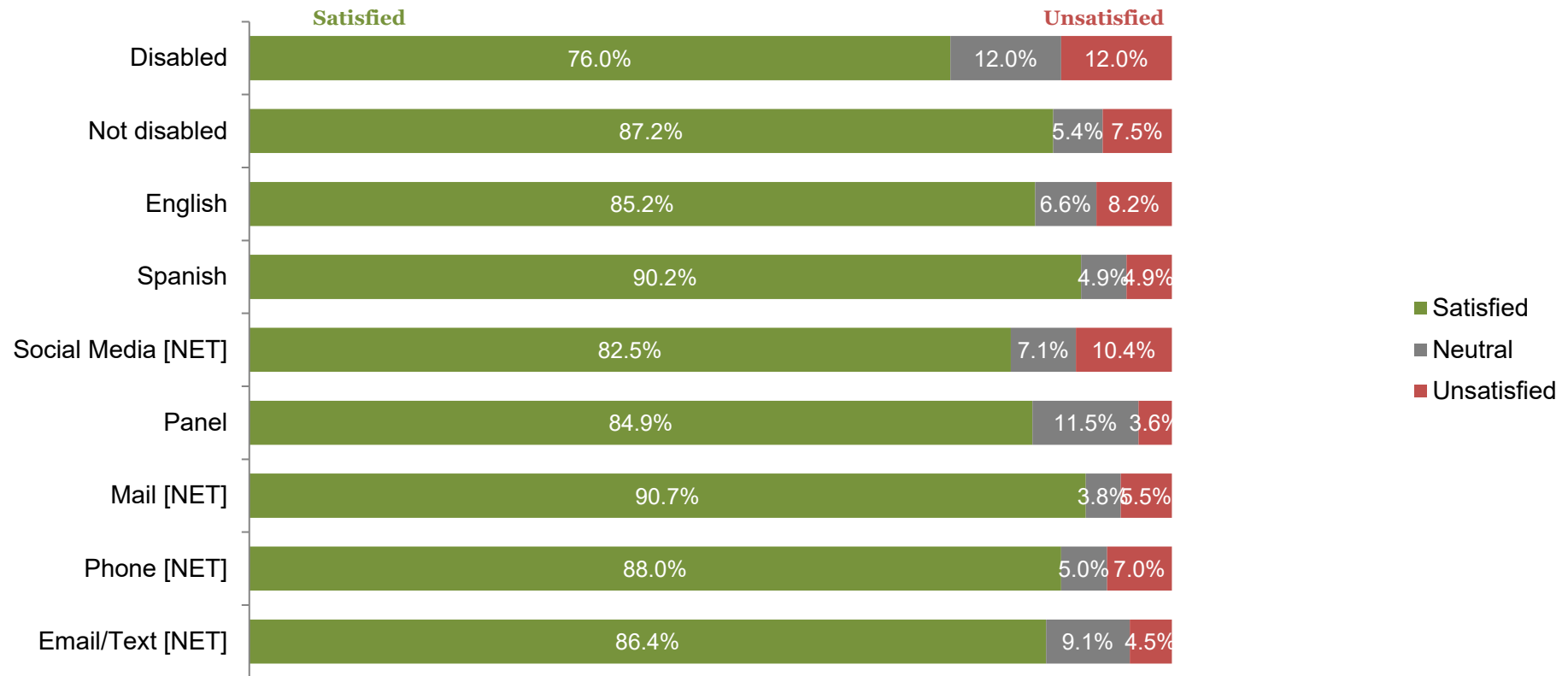
# Results by years of residency and household income

Question 3\_B: Please indicate how satisfied or unsatisfied you are with the quality of life in Arlington County



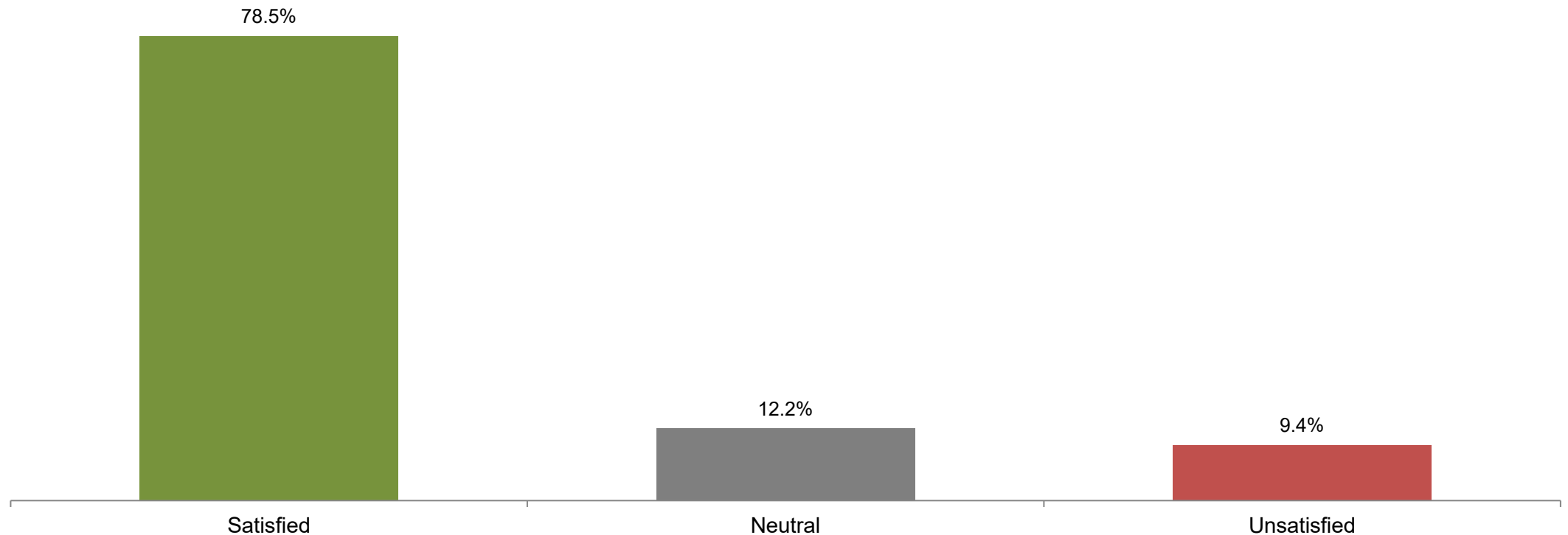
# Results by disability status, survey language and survey mode

Question 3\_B: Please indicate how satisfied or unsatisfied you are with the quality of life in Arlington County



# 79% are satisfied with the overall quality of services provided by Arlington County

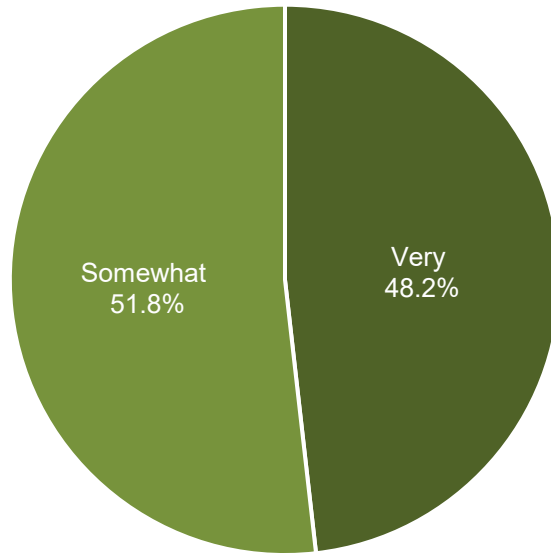
Question 3\_C: Please indicate how satisfied or unsatisfied you are with overall quality of services provided by Arlington County



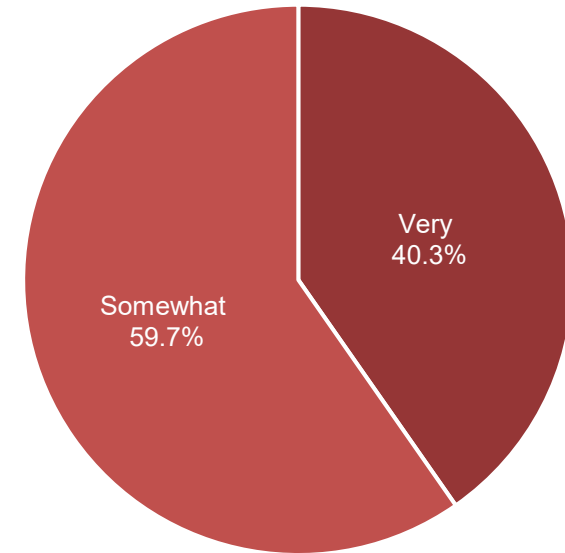
# Among those who said satisfied, 48% are very satisfied

Question 3\_C: Please indicate how satisfied or unsatisfied you are with overall quality of services provided by Arlington County

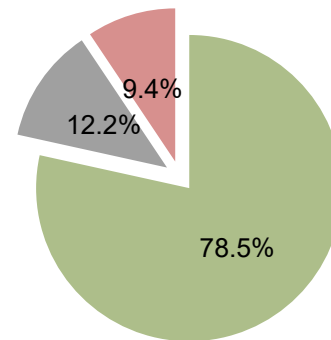
Among those who said satisfied



Among those who said unsatisfied



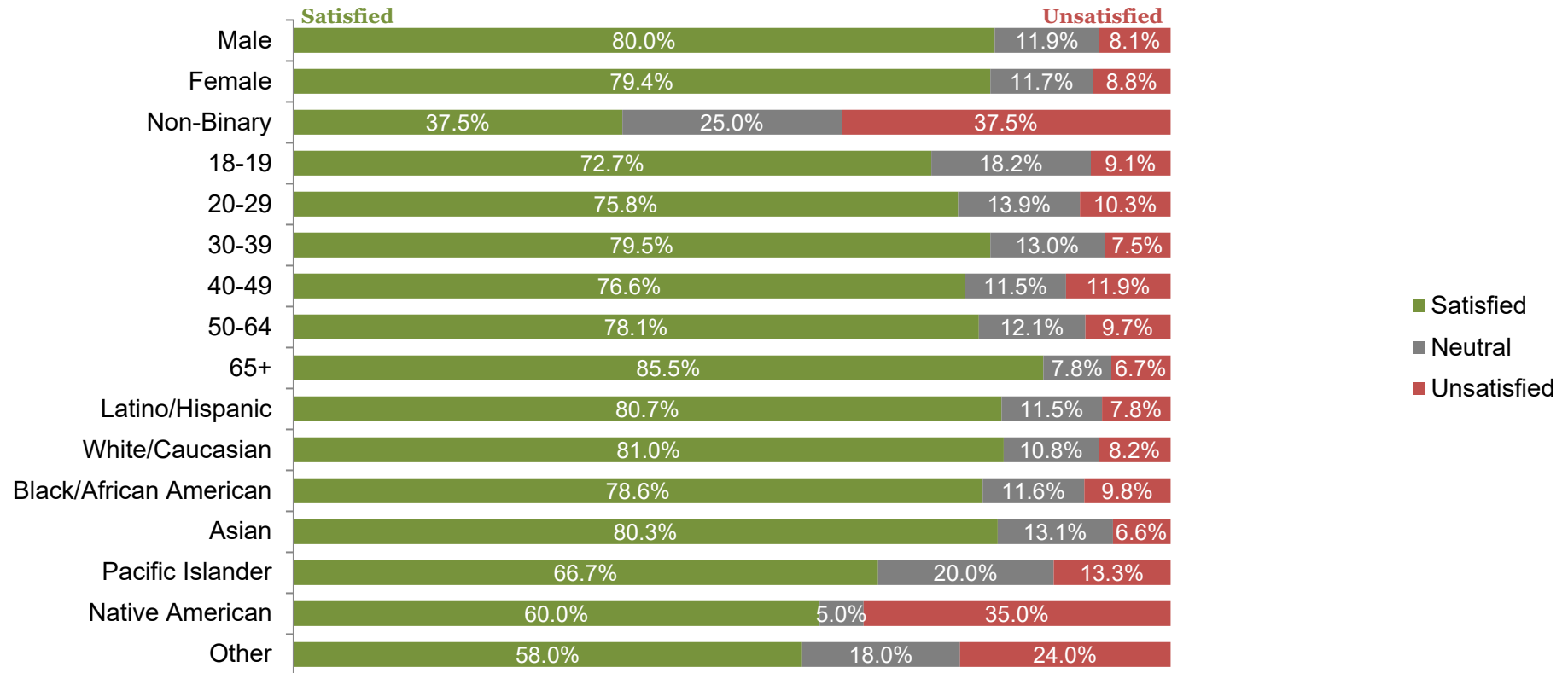
Total





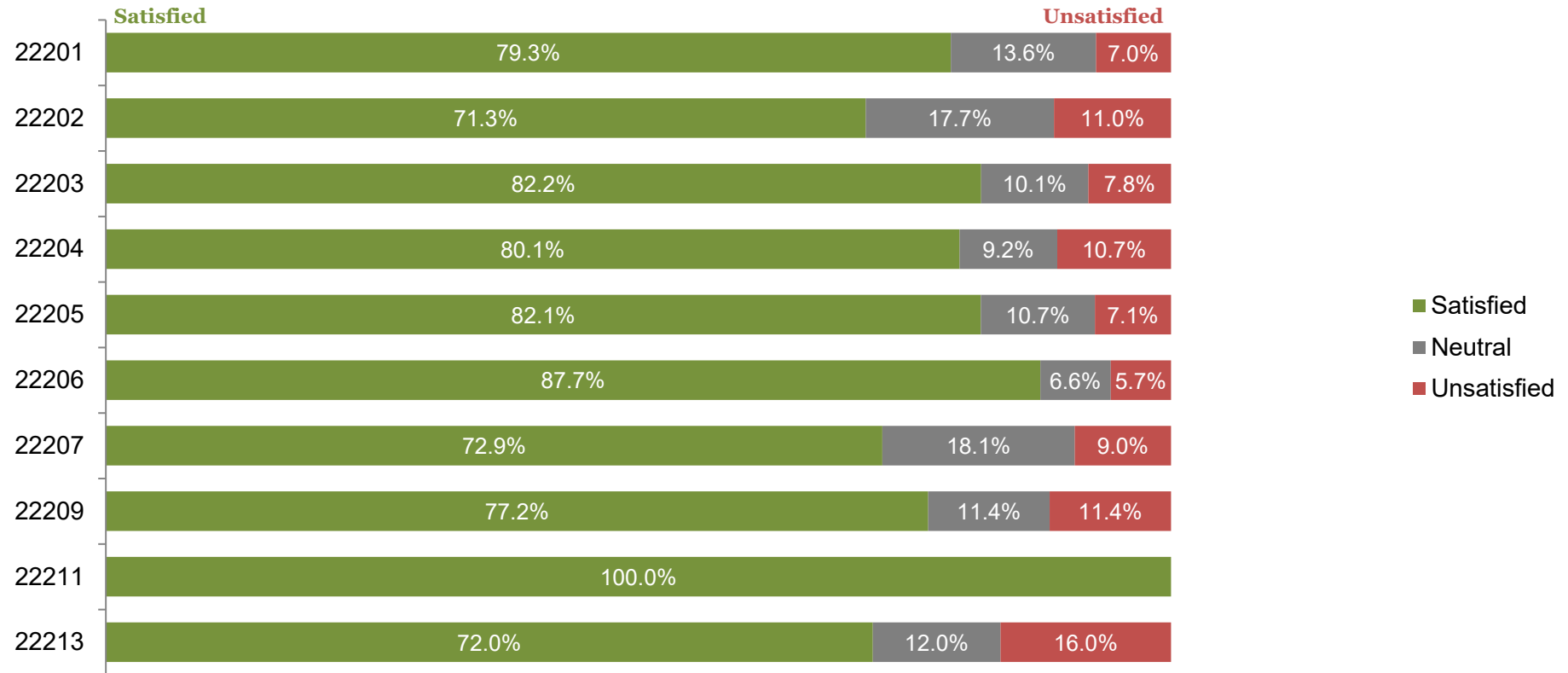
# Results by gender, age group and ethnicity

Question 3\_C: Please indicate how satisfied or unsatisfied you are with overall quality of services provided by Arlington County



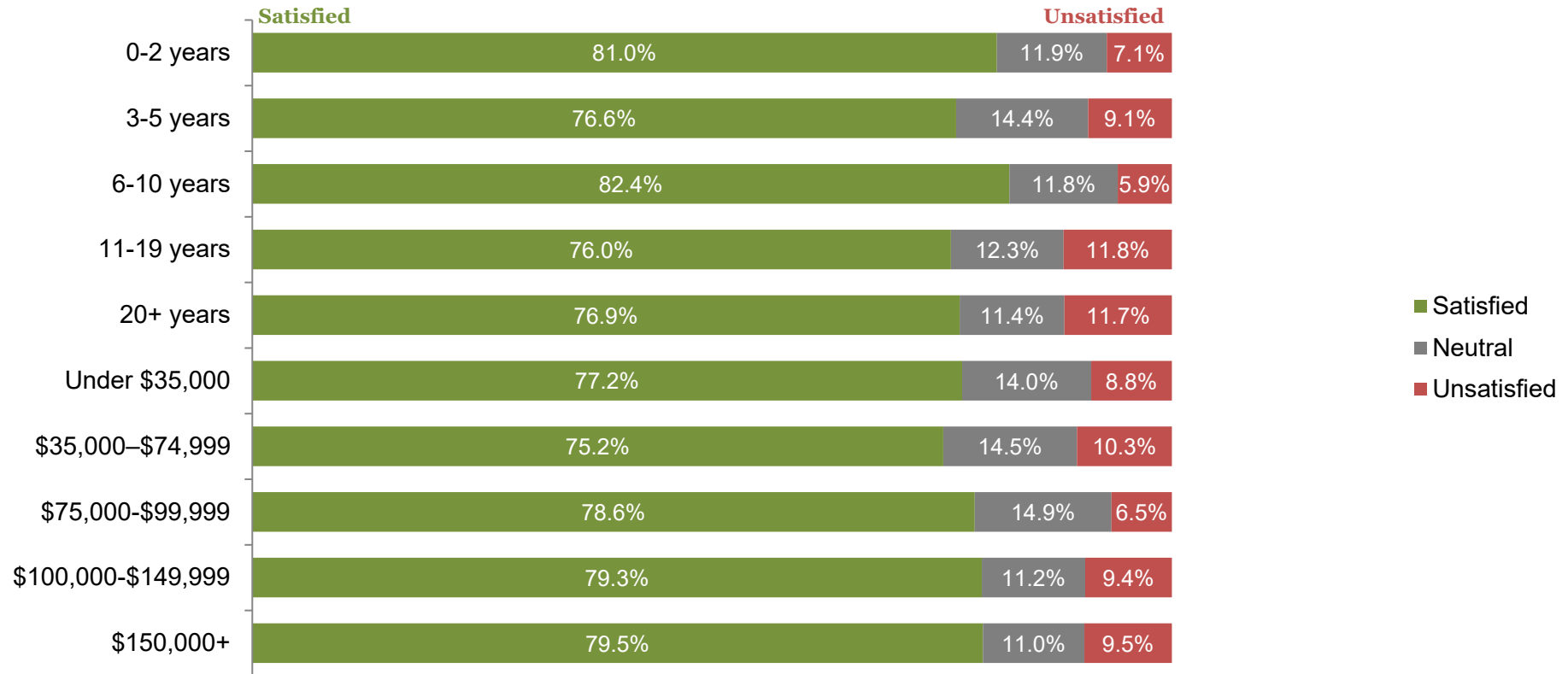
# Results by zip code

Question 3\_C: Please indicate how satisfied or unsatisfied you are with overall quality of services provided by Arlington County



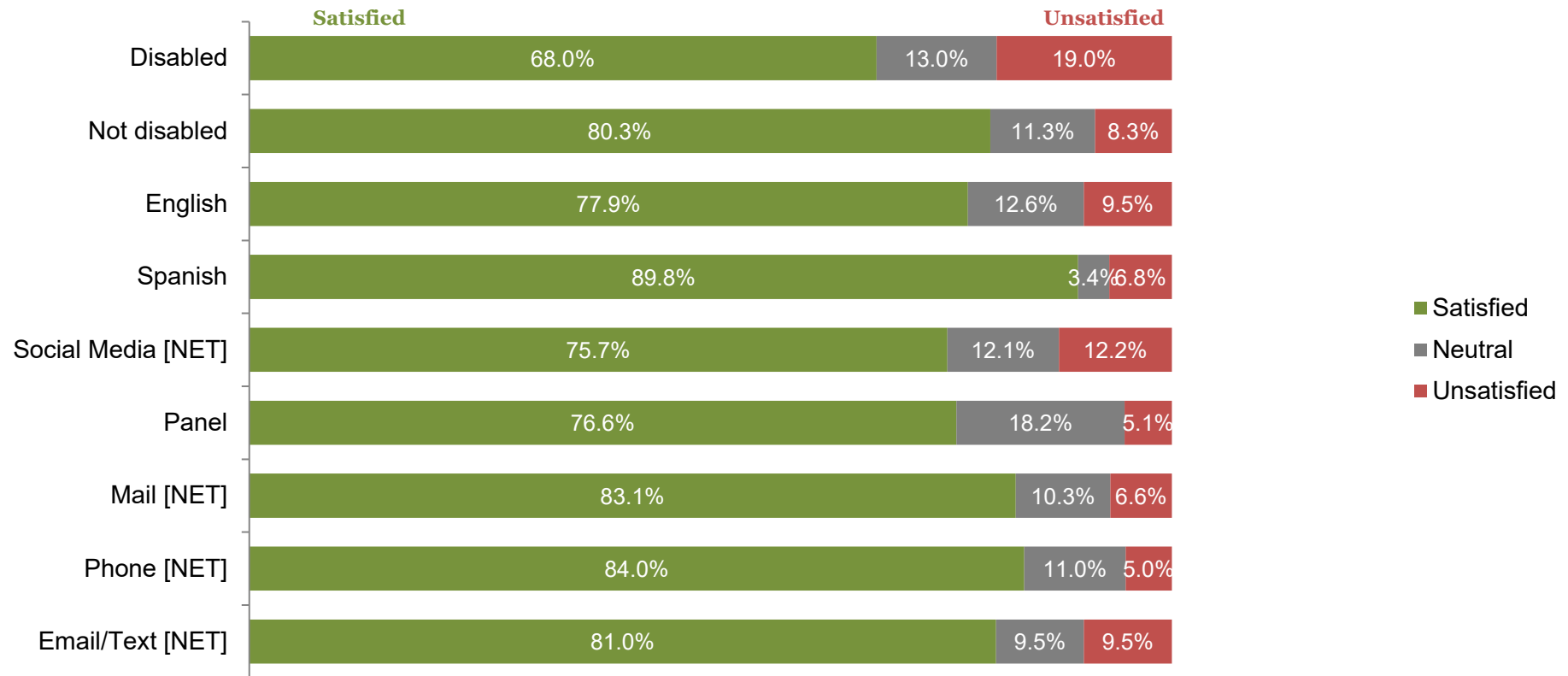
# Results by years of residency and household income

Question 3\_C: Please indicate how satisfied or unsatisfied you are with overall quality of services provided by Arlington County



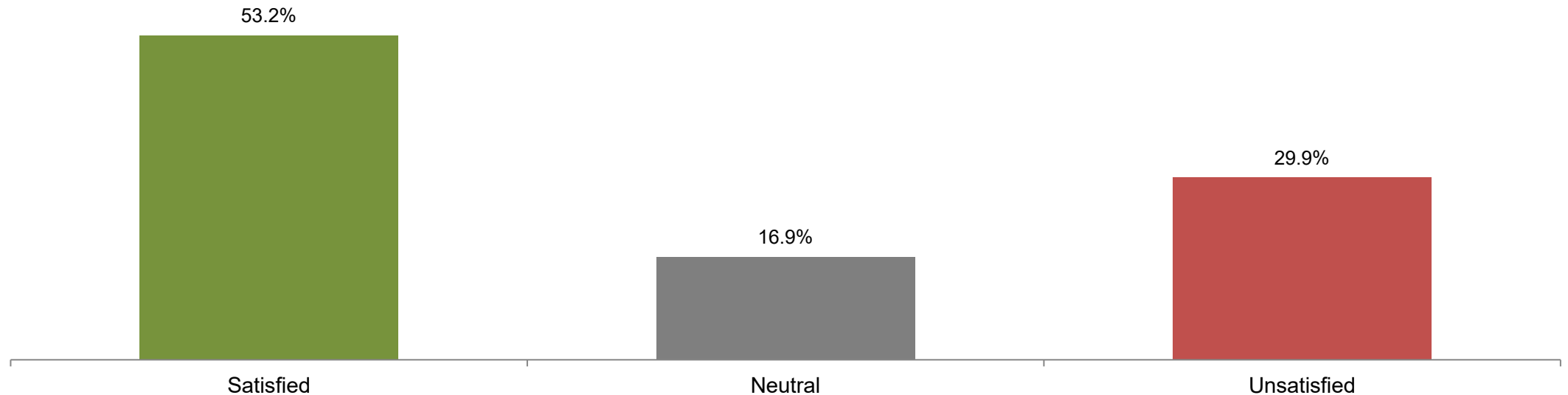
# Results by disability status, survey language and survey mode

Question 3\_C: Please indicate how satisfied or unsatisfied you are with overall quality of services provided by Arlington County



# 53% are satisfied with the value they receive for their County taxes

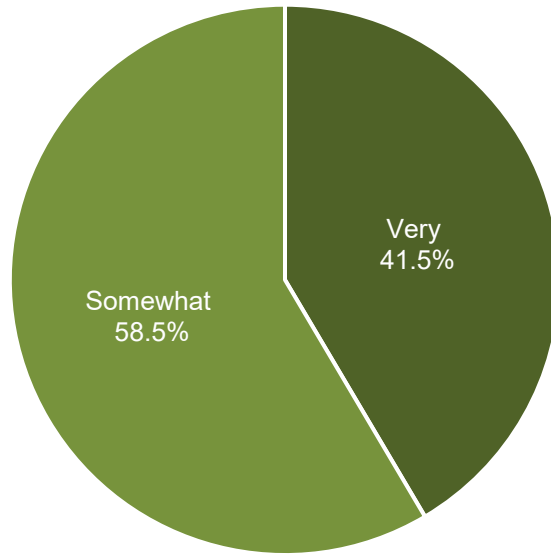
Question 3\_D: Please indicate how satisfied or unsatisfied you are with value you receive for your County taxes



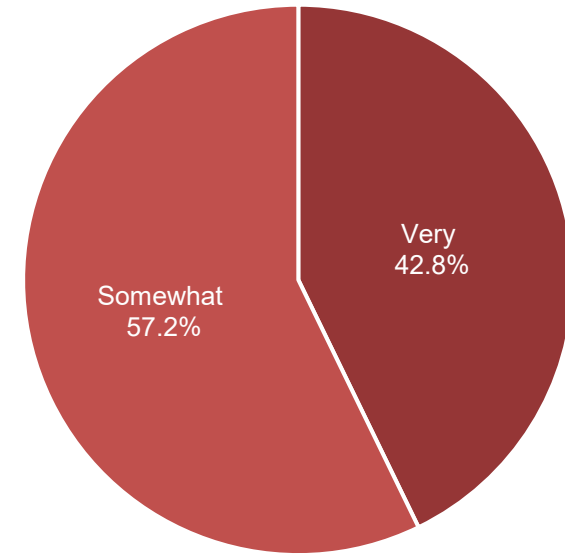
# Among those who said satisfied, 42% are very satisfied

Question 3\_D: Please indicate how satisfied or unsatisfied you are with value you receive for your County taxes

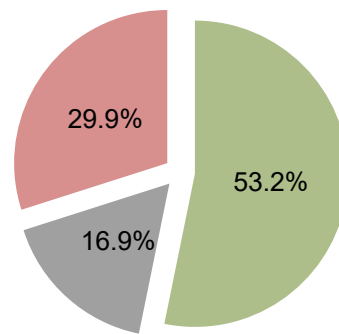
Among those who said satisfied



Among those who said unsatisfied

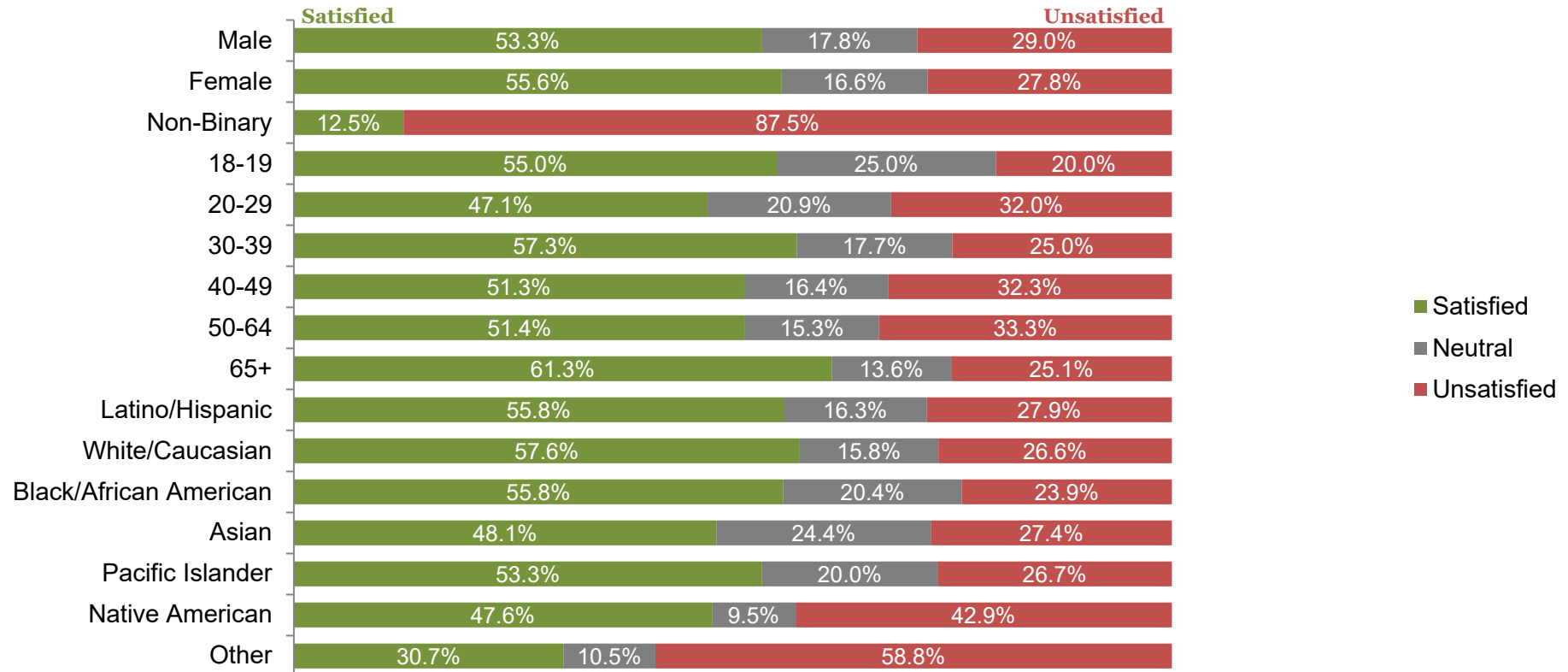


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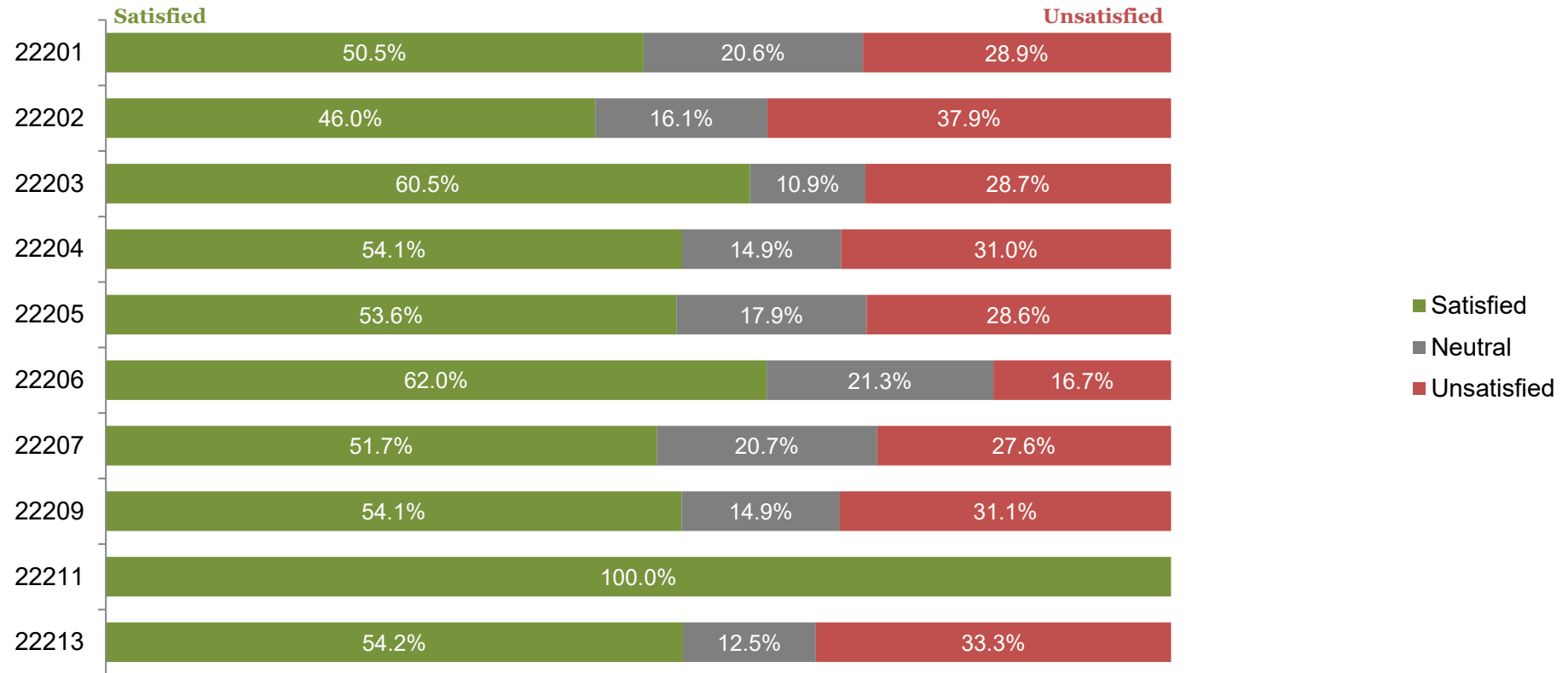
# Results by gender, age group and ethnicity

Question 3\_D: Please indicate how satisfied or unsatisfied you are with value you receive for your County taxes



# Results by zip code

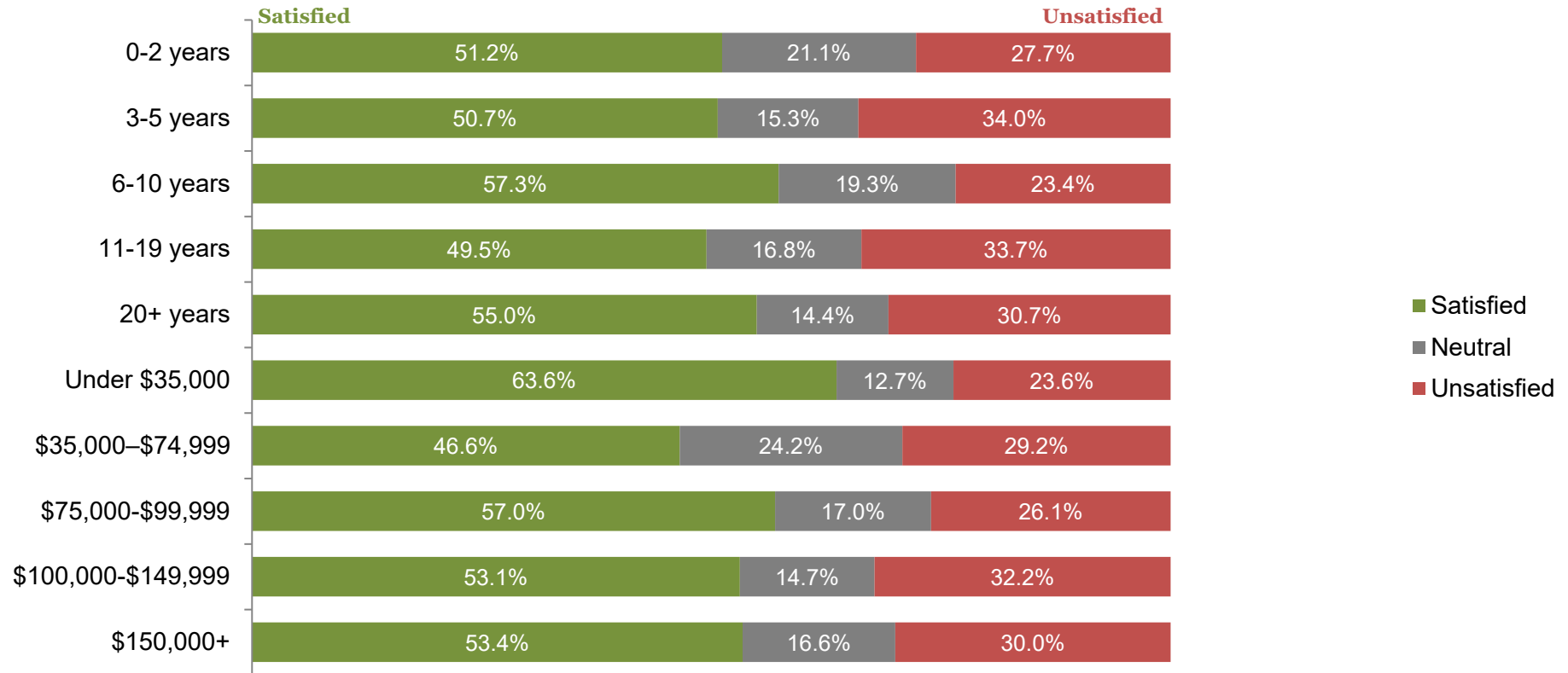
Question 3\_D: Please indicate how satisfied or unsatisfied you are with value you receive for your County taxes





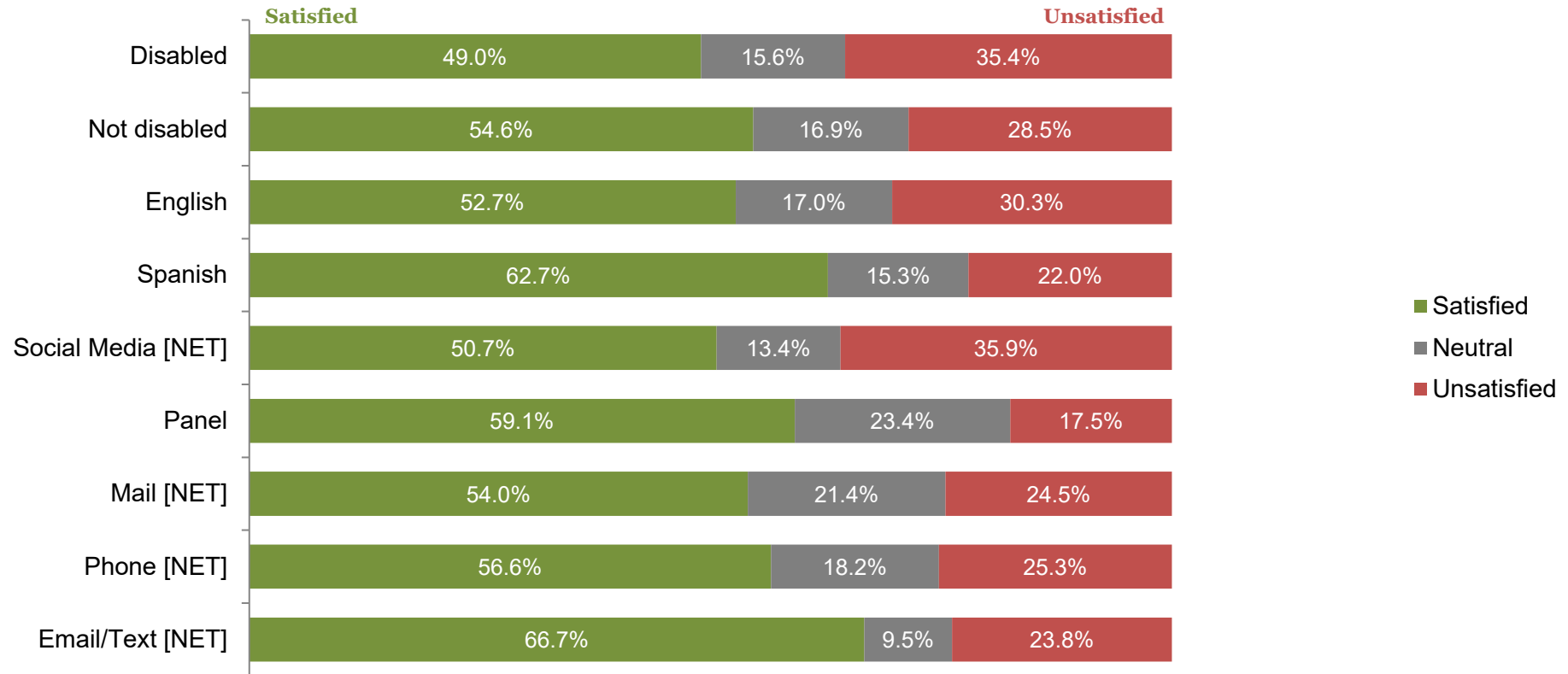
# Results by years of residency and household income

Question 3\_D: Please indicate how satisfied or unsatisfied you are with value you receive for your County taxes



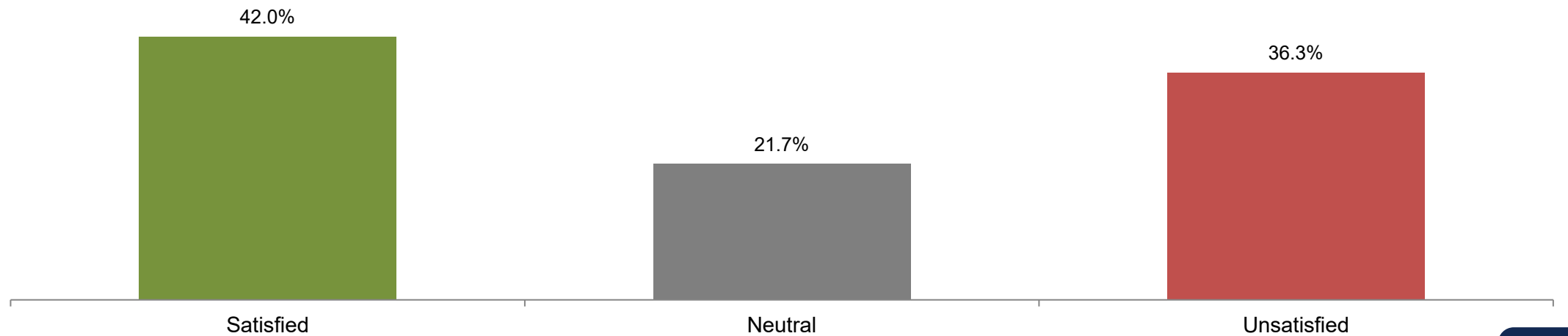
# Results by disability status, survey language and survey mode

Question 3\_D: Please indicate how satisfied or unsatisfied you are with value you receive for your County taxes



# 42% are satisfied with the transparency of the County's decision-making process

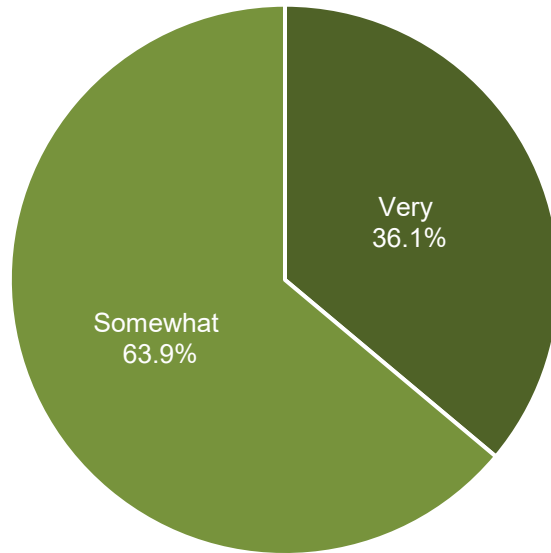
Question 3\_E: Please indicate how satisfied or unsatisfied you are with the transparency of the County's decision-making process



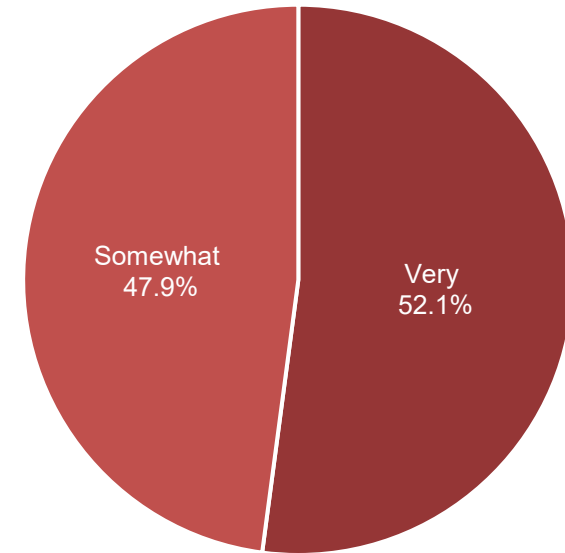
# Among those who said satisfied, 36% are very satisfied

Question 3\_E: Please indicate how satisfied or unsatisfied you are with the transparency of the County's decision-making process

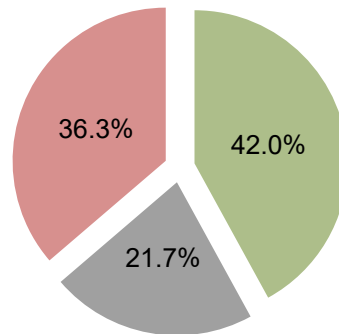
Among those who said satisfied



Among those who said unsatisfied

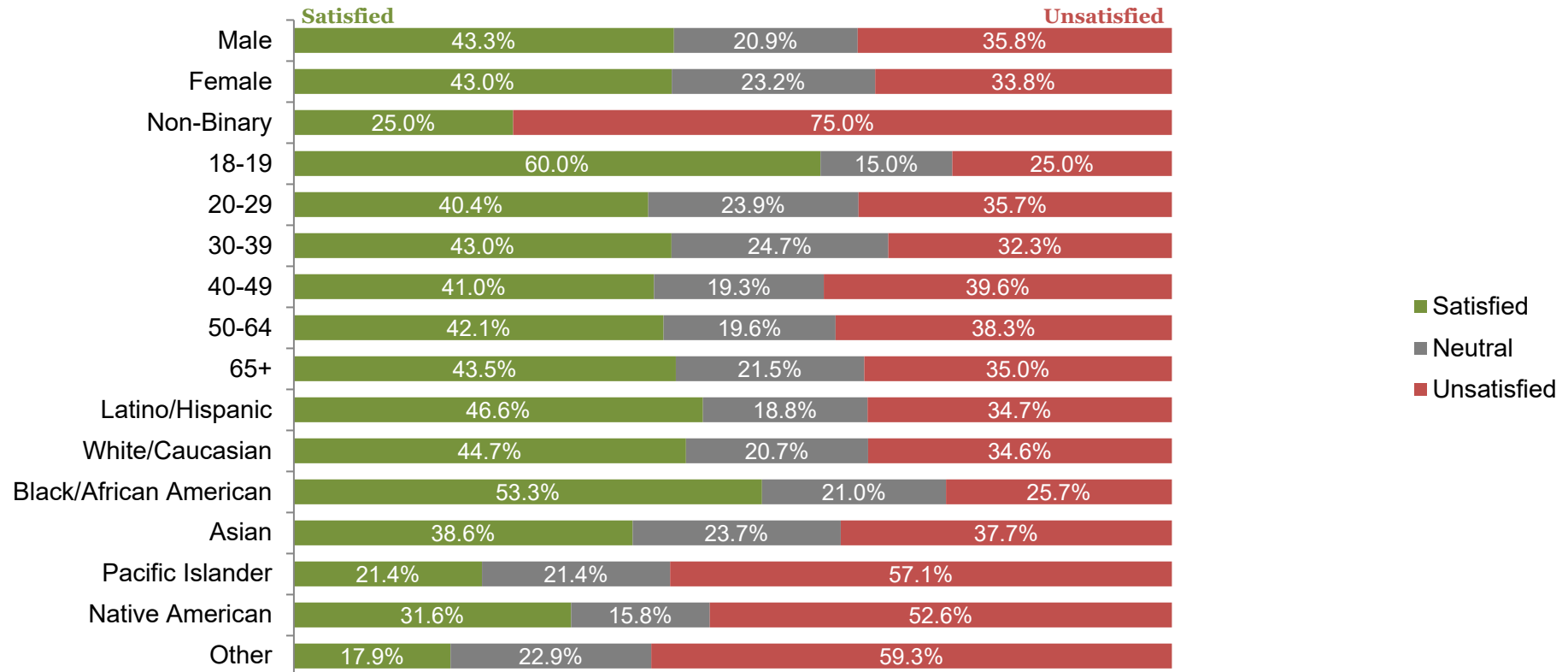


Total



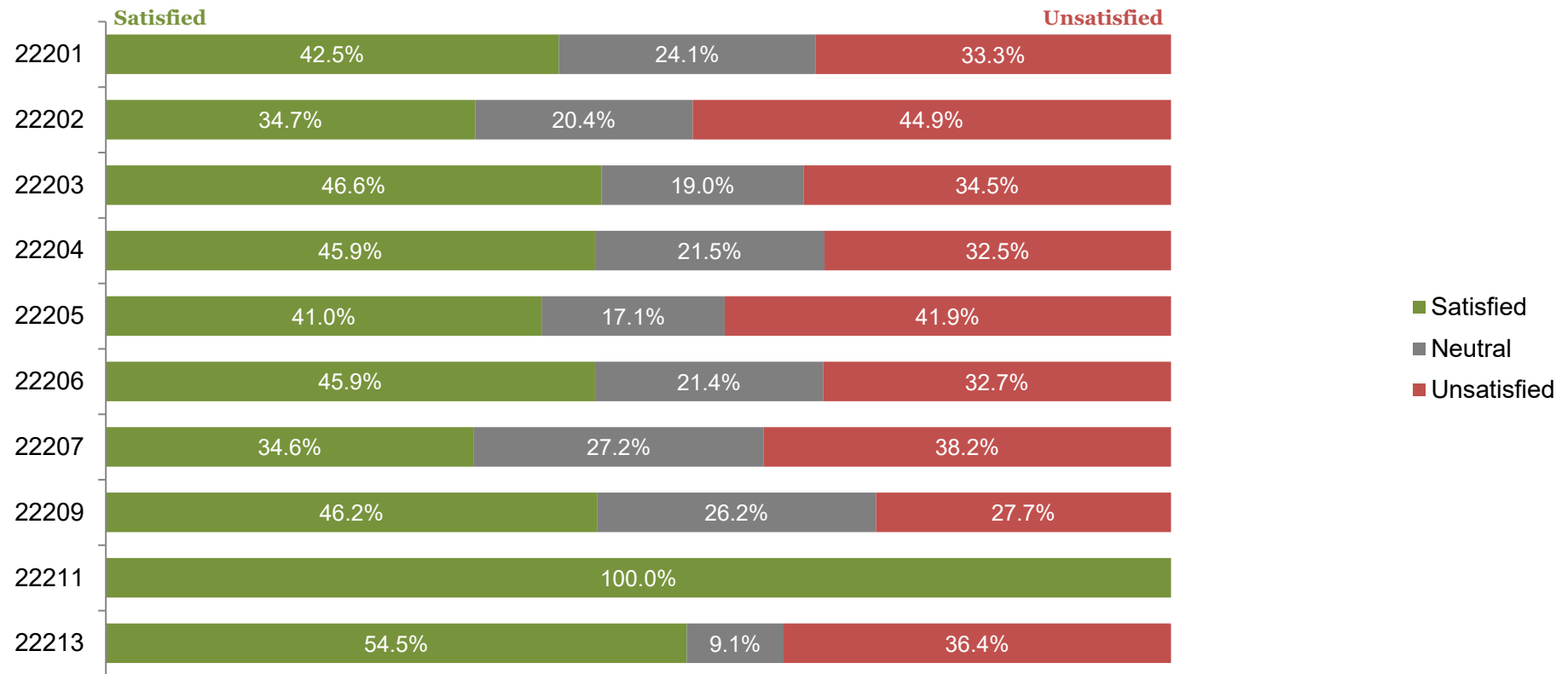
# Results by gender, age group and ethnicity

Question 3\_E: Please indicate how satisfied or unsatisfied you are with the transparency of the County's decision-making process



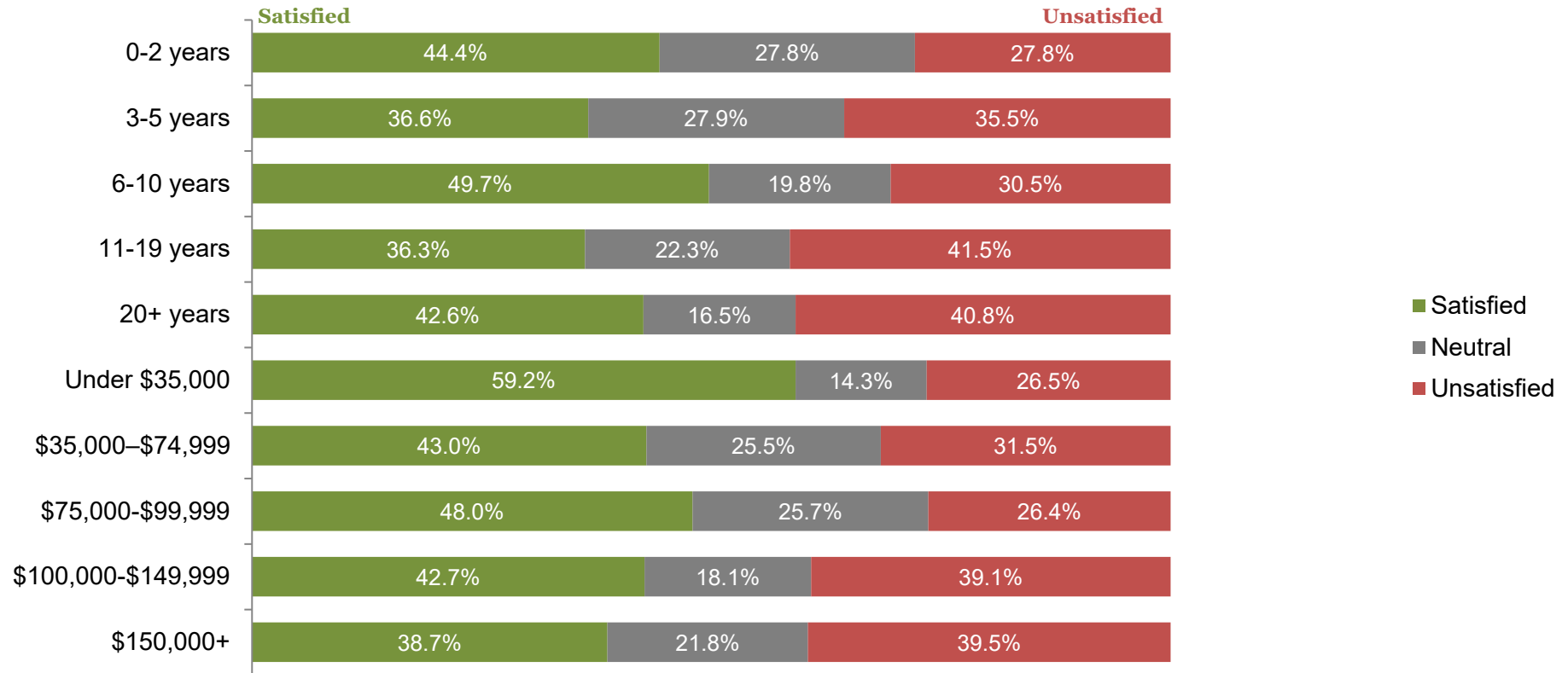
# Results by zip code

Question 3\_E: Please indicate how satisfied or unsatisfied you are with the transparency of the County's decision-making process



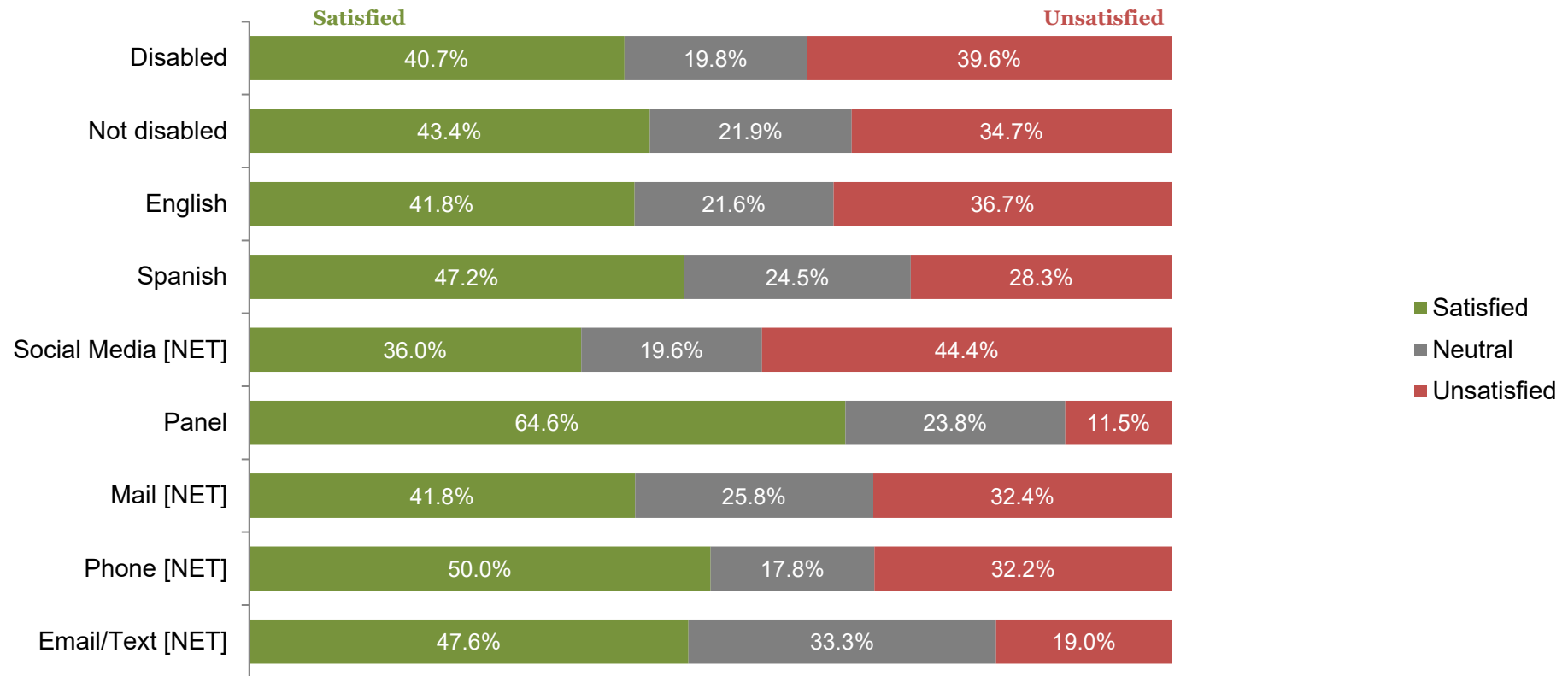
# Results by years of residency and household income

Question 3\_E: Please indicate how satisfied or unsatisfied you are with the transparency of the County's decision-making process



# Results by disability status, survey language and survey mode

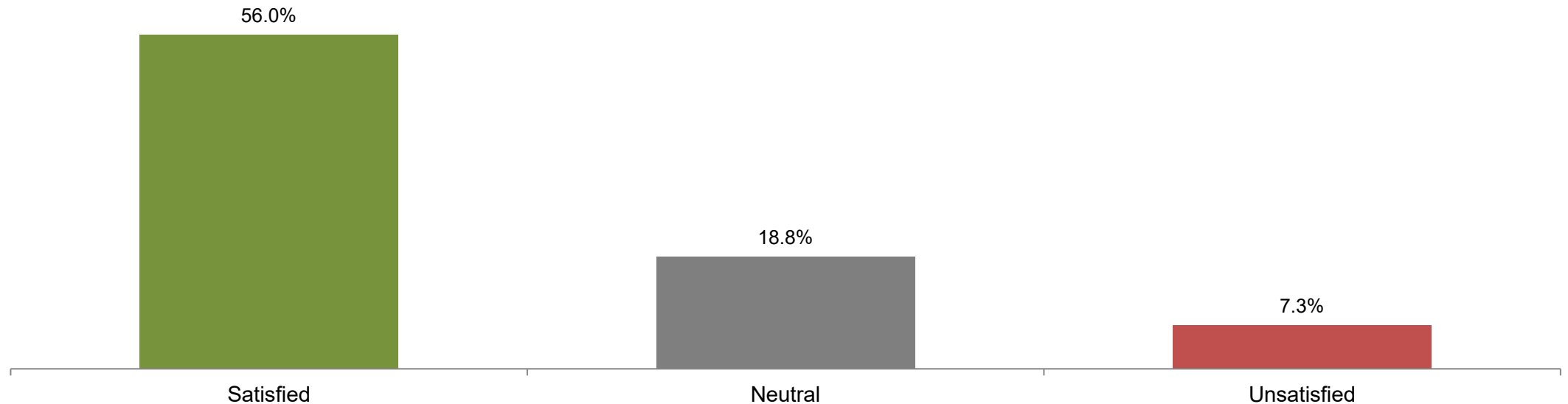
Question 3\_E: Please indicate how satisfied or unsatisfied you are with the transparency of the County's decision-making process





# 56% are satisfied with the physical accessibilities of County facilities

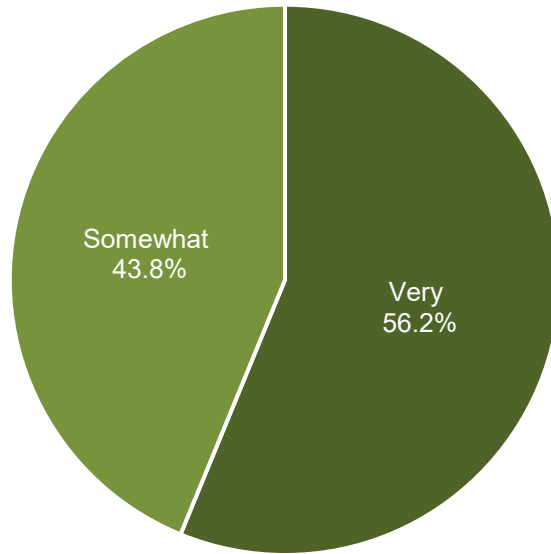
Question 3\_F: Please indicate how satisfied or unsatisfied you are with physical accessibility of County facilities



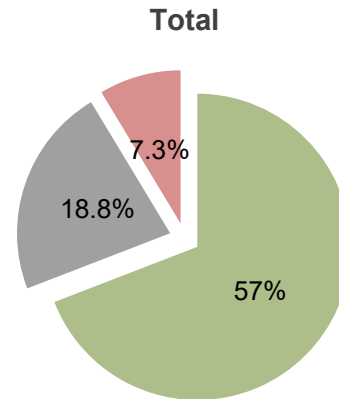
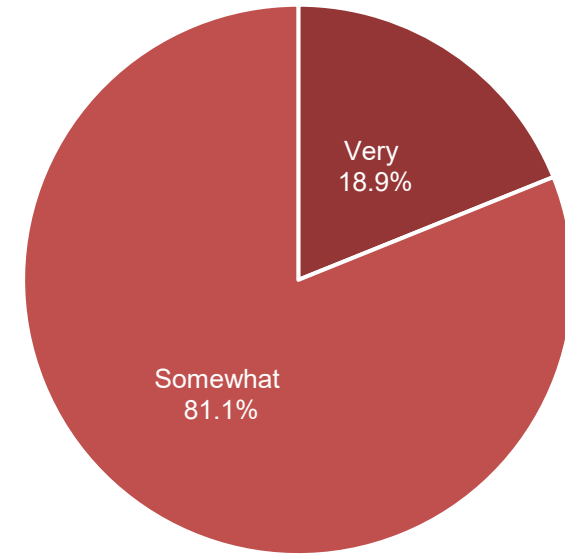
# Among those who said satisfied, 56% are very satisfied

Question 3\_F: Please indicate how satisfied or unsatisfied you are with physical accessibility of County facilities

Among those who said satisfied

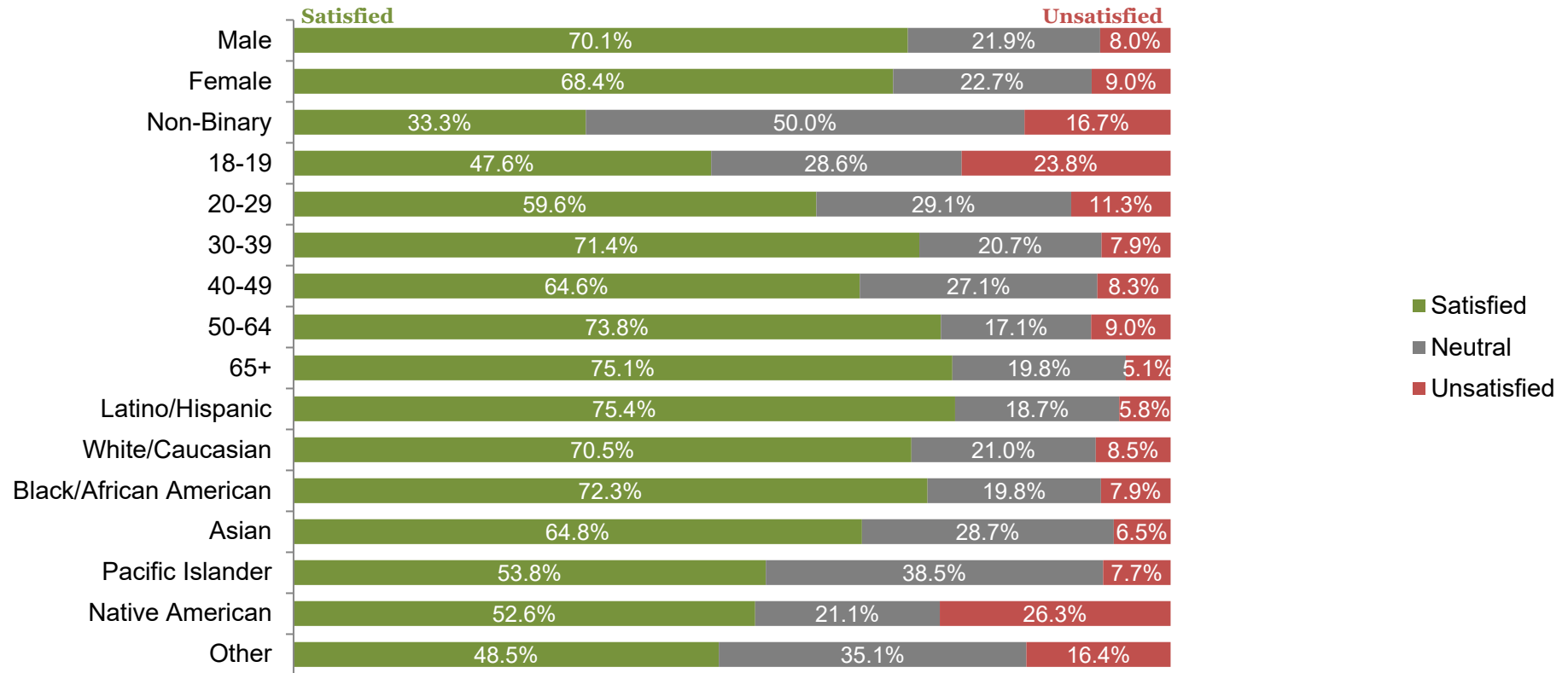


Among those who said unsatisfied



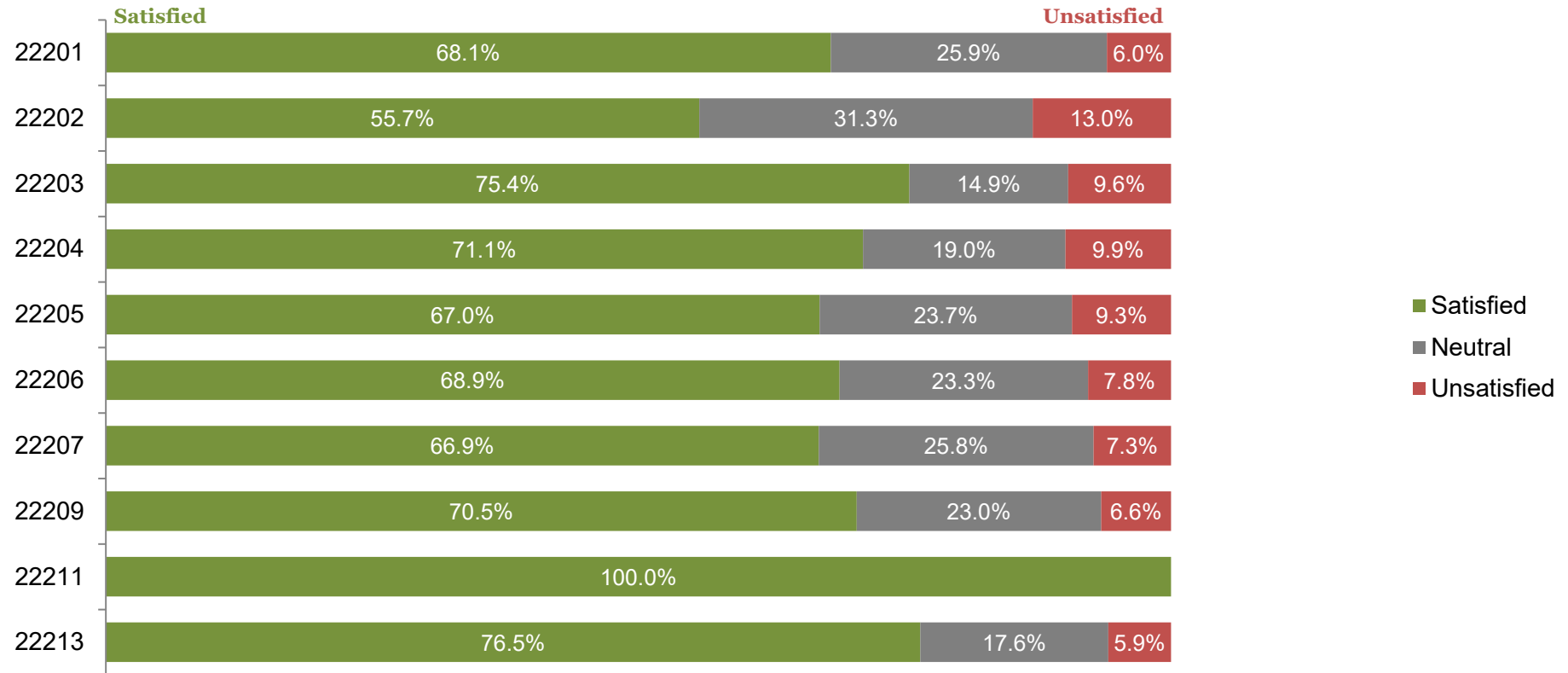
# Results by gender, age group and ethnicity

Question 3\_F: Please indicate how satisfied or unsatisfied you are with physical accessibility of County facilities



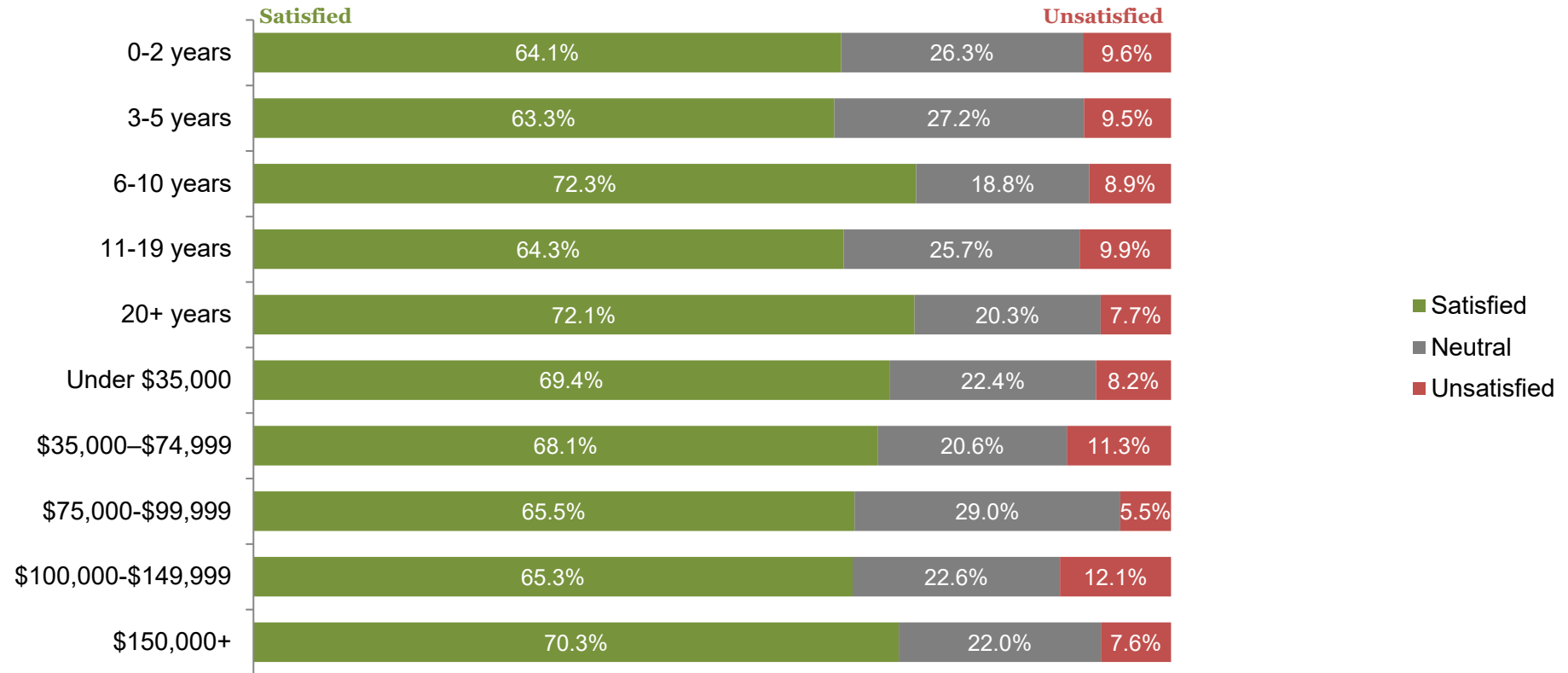
# Results by zip code

Question 3\_F: Please indicate how satisfied or unsatisfied you are with physical accessibility of County facilities



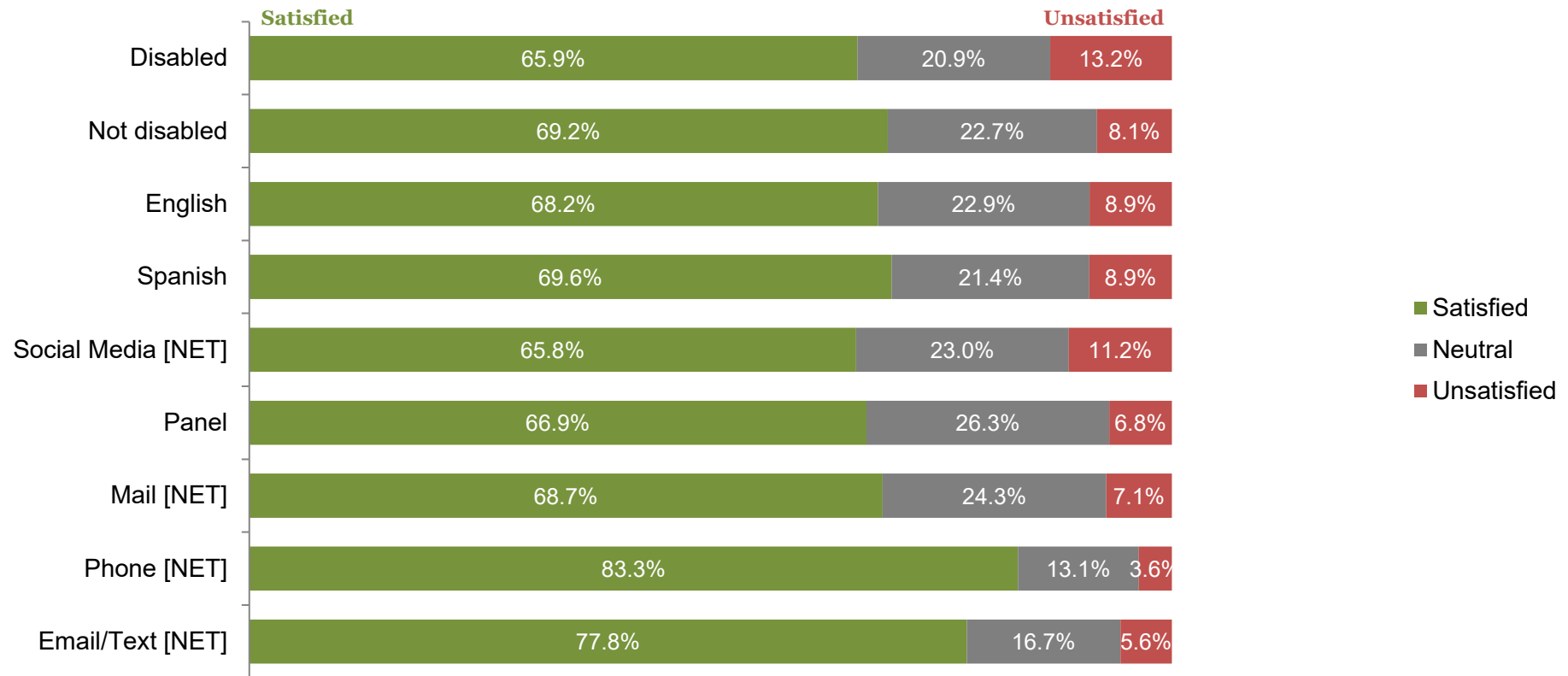
# Results by years of residency and household income

Question 3\_F: Please indicate how satisfied or unsatisfied you are with physical accessibility of County facilities



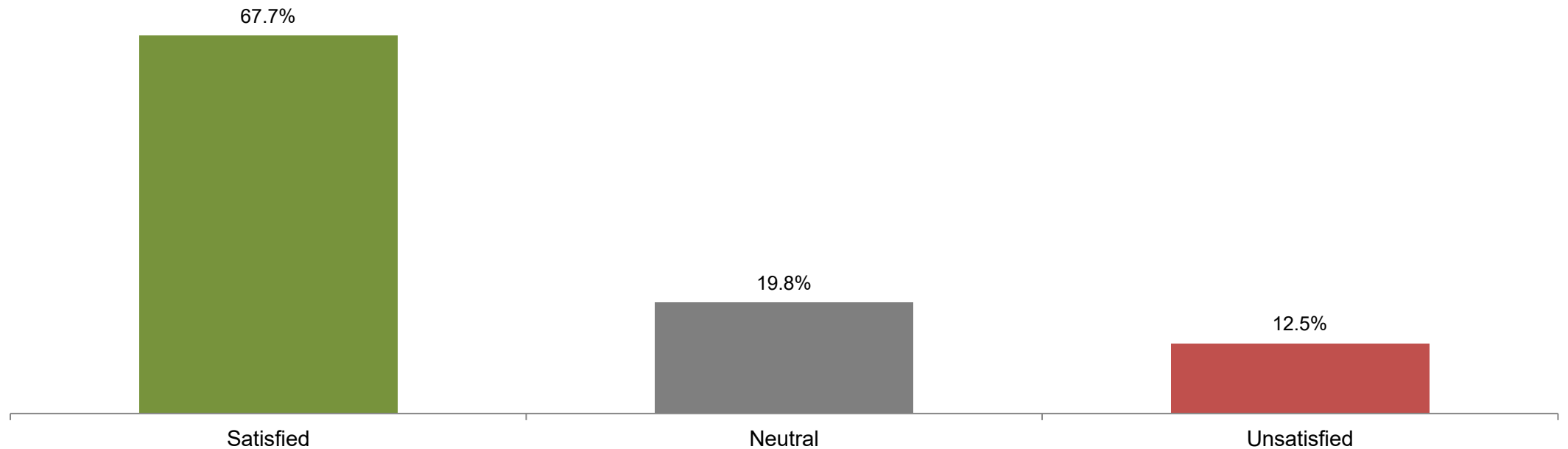
# Results by disability status, survey language and survey mode

Question 3\_F: Please indicate how satisfied or unsatisfied you are with physical accessibility of County facilities



# 68% are satisfied with the quality of customer service they receive from County employees

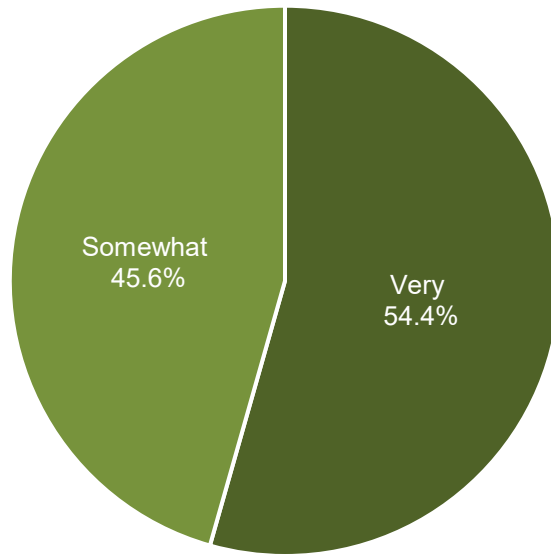
Question 3\_G: Please indicate how satisfied or unsatisfied you are with quality of customer service you receive from County employees



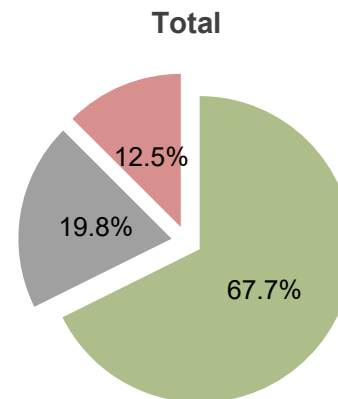
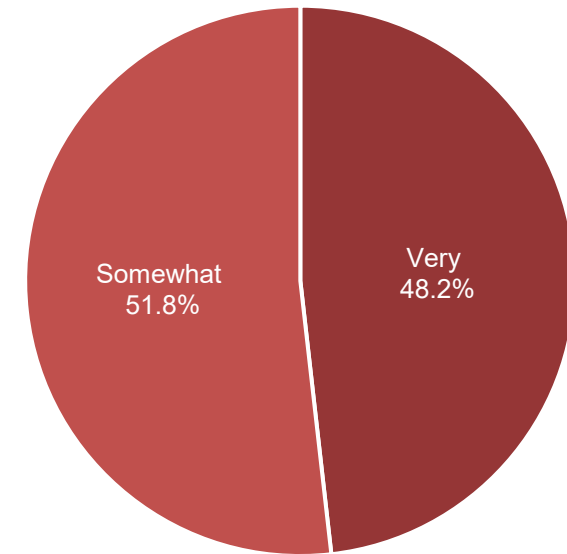
# Among those who said they are satisfied, 54% are very satisfied

Question 3\_G: Please indicate how satisfied or unsatisfied you are with quality of customer service you receive from County employees

Among those who said satisfied



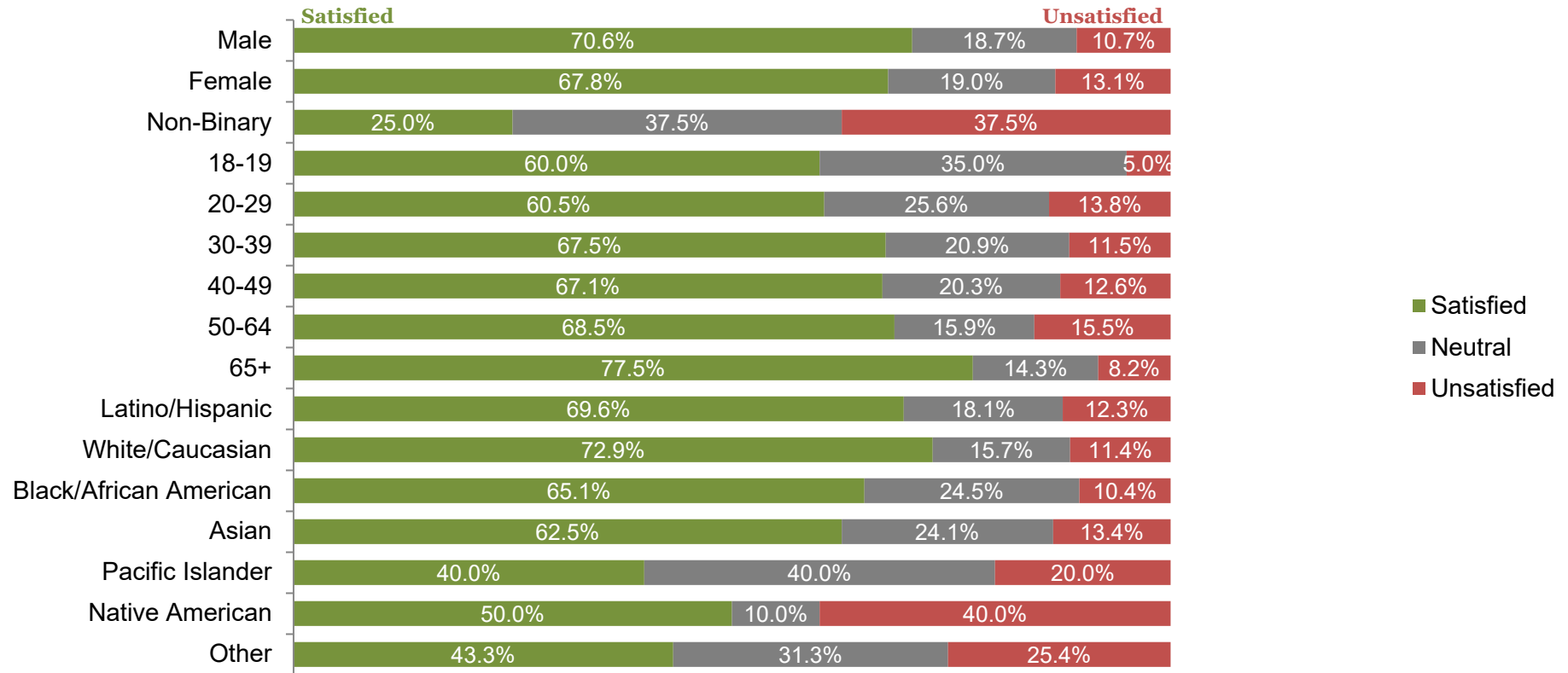
Among those who said unsatisfied





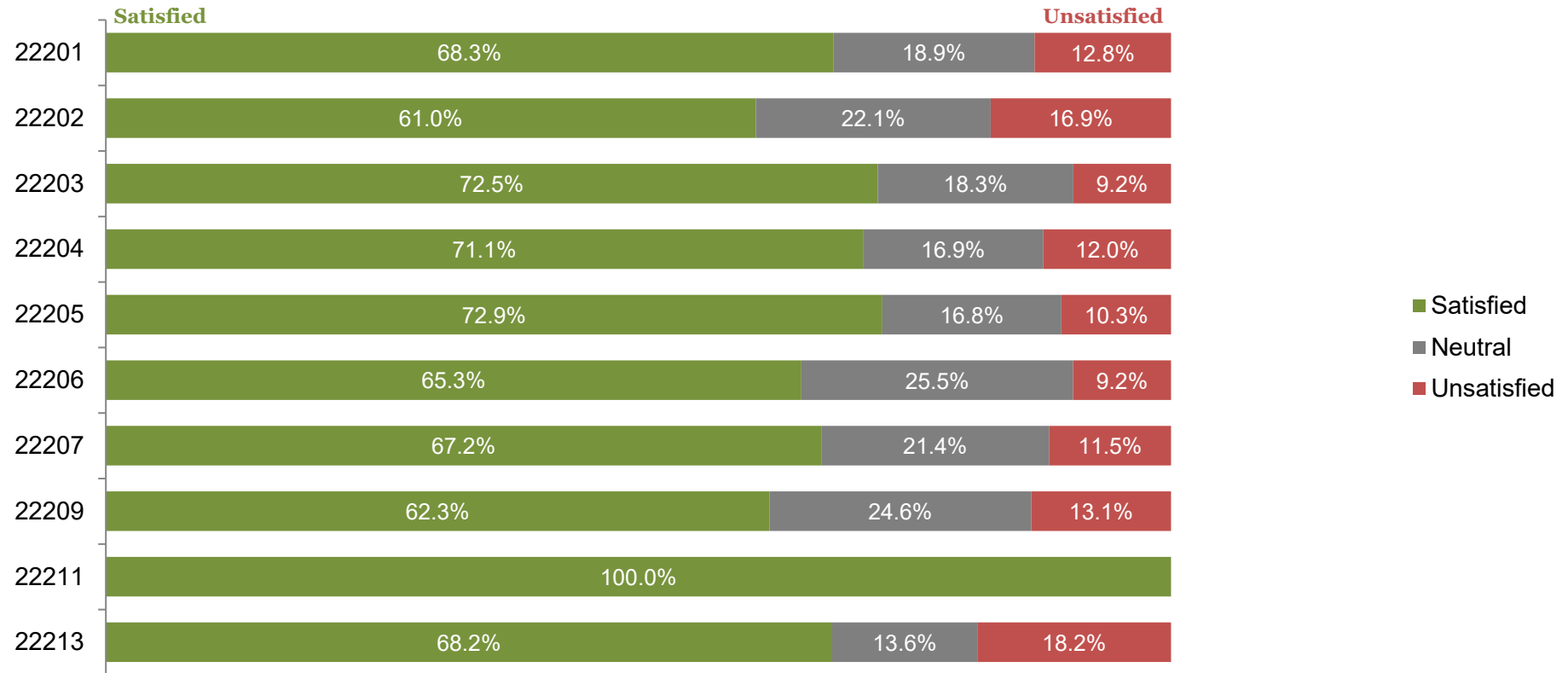
# Results by gender, age group and ethnicity

Question 3\_G: Please indicate how satisfied or unsatisfied you are with quality of customer service you receive from County employees



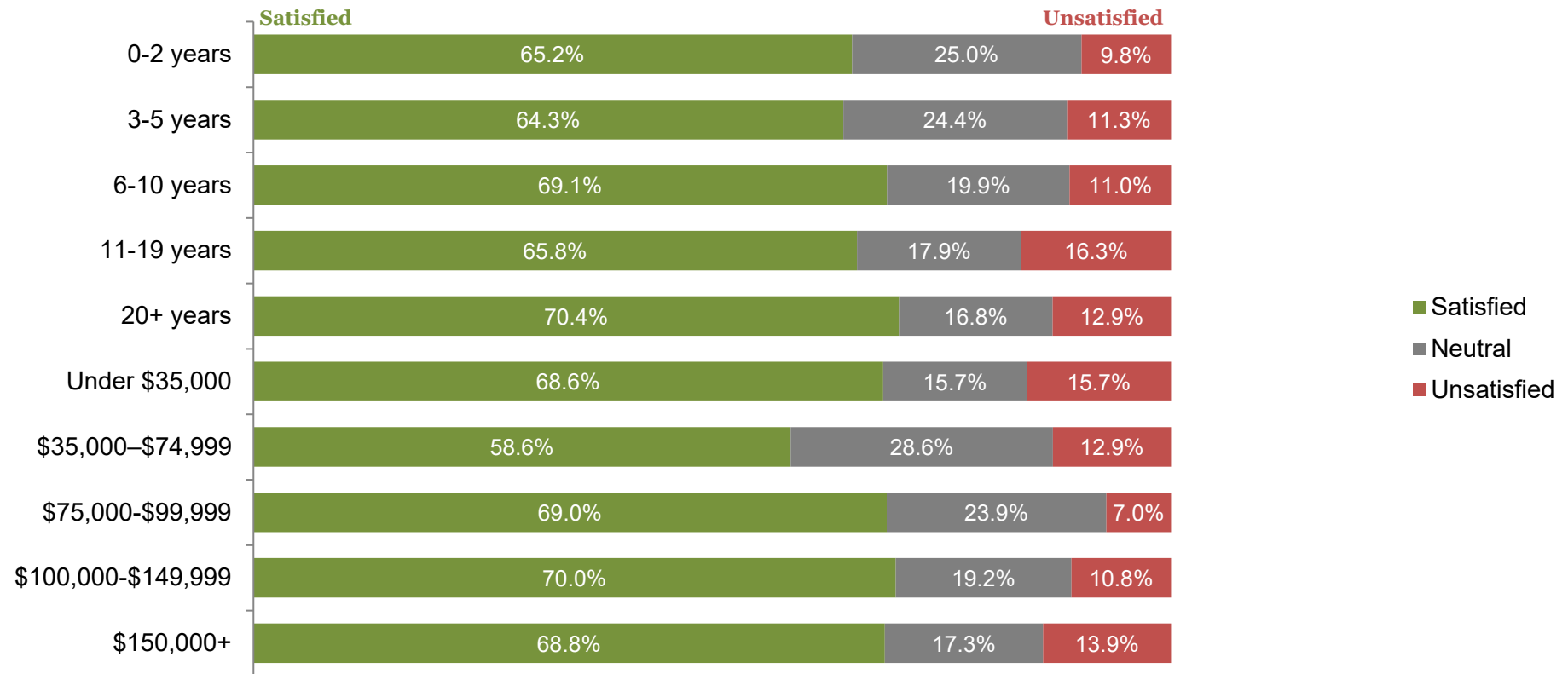
# Results by zip code

Question 3\_G: Please indicate how satisfied or unsatisfied you are with quality of customer service you receive from County employees



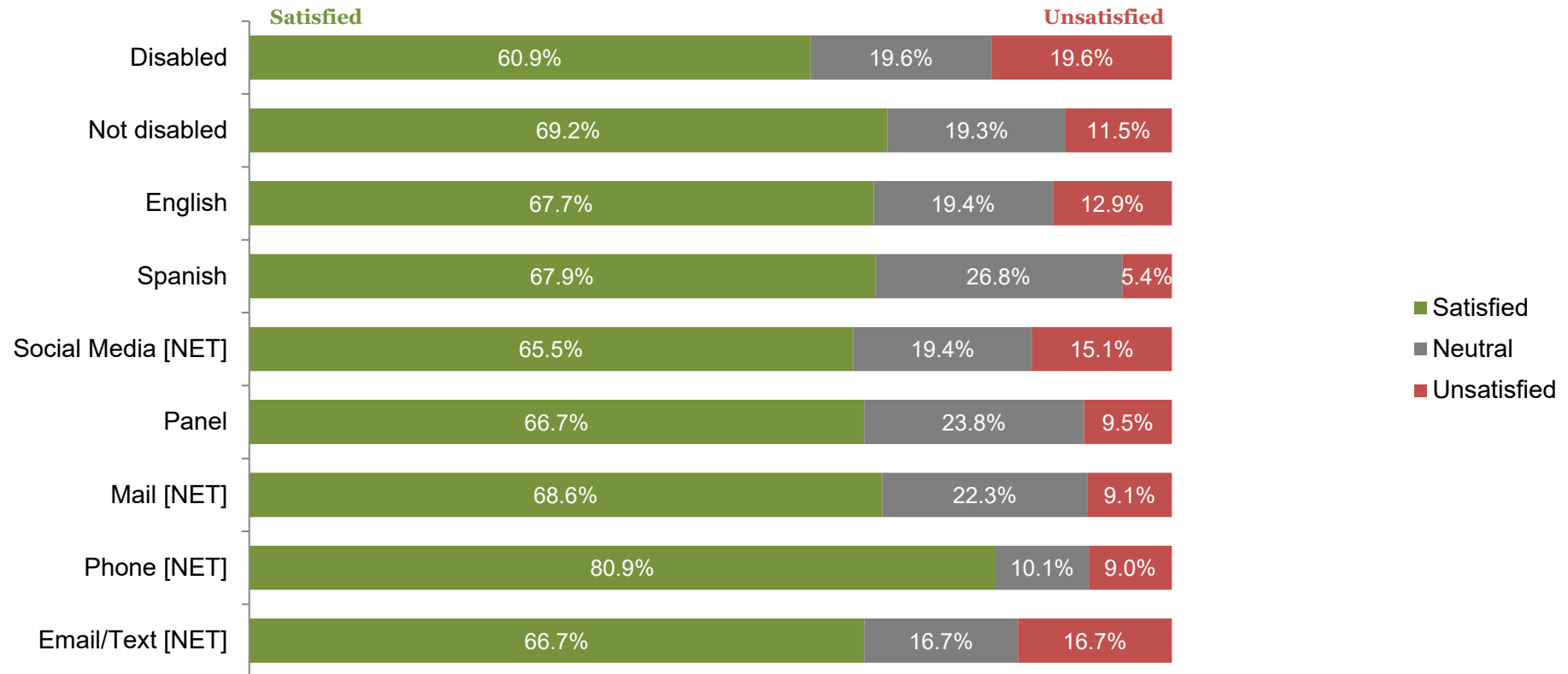
# Results by years of residency and household income

Question 3\_G: Please indicate how satisfied or unsatisfied you are with quality of customer service you receive from County employees



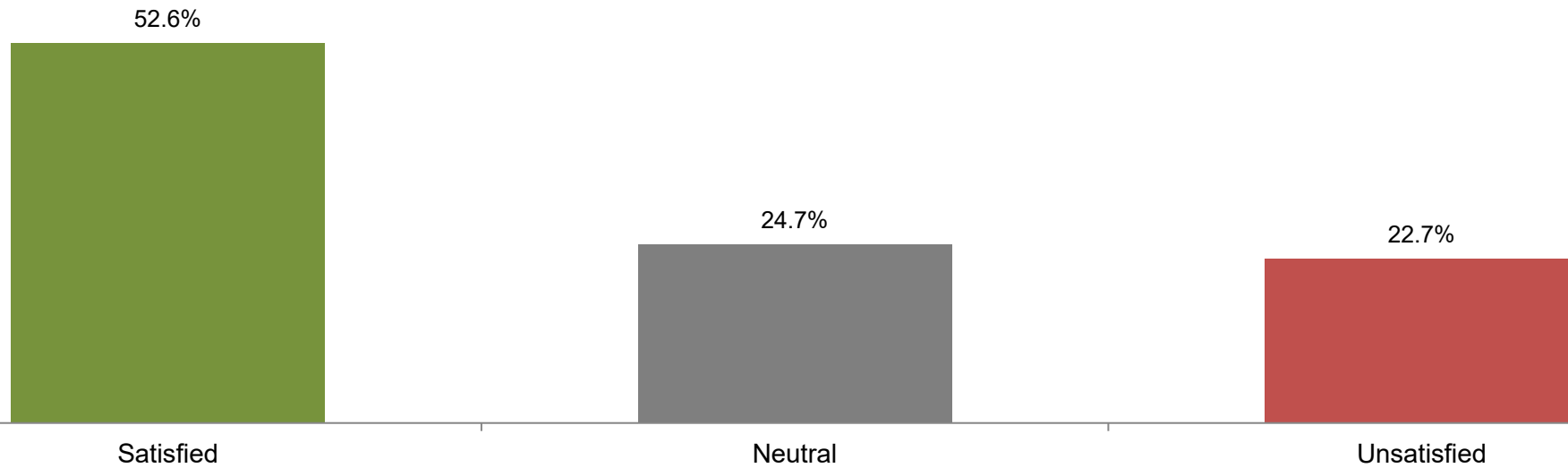
# Results by disability status, survey language and survey mode

Question 3\_G: Please indicate how satisfied or unsatisfied you are with quality of customer service you receive from County employees



# 53% are satisfied with the opportunities for public engagement with the County

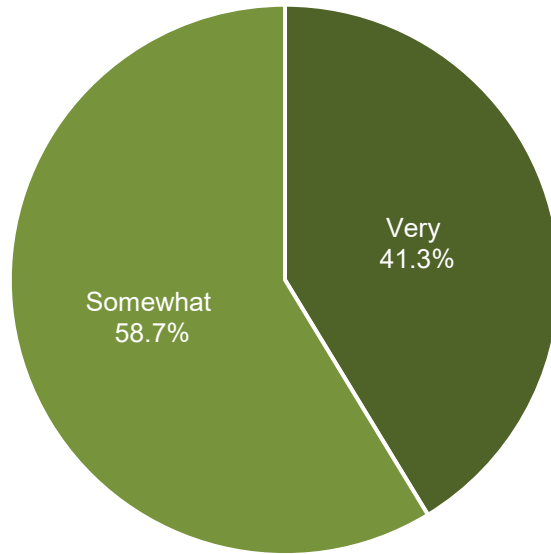
Question 3\_H: Please indicate how satisfied or unsatisfied you are with opportunities for public engagement with the County



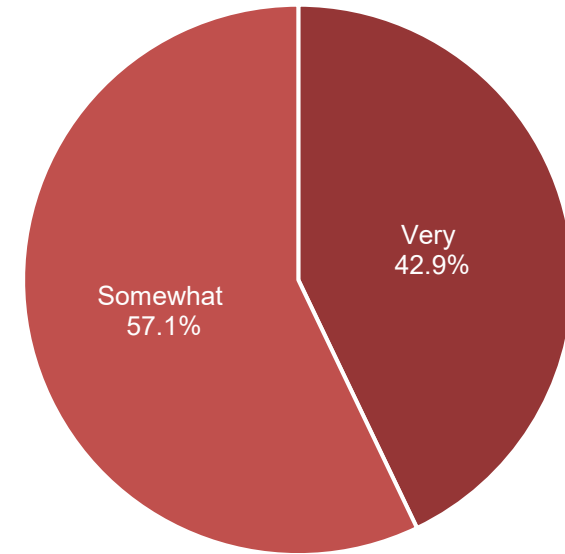
# Among those who said satisfied, 41% said very satisfied

Question 3\_H: Please indicate how satisfied or unsatisfied you are with opportunities for public engagement with the County

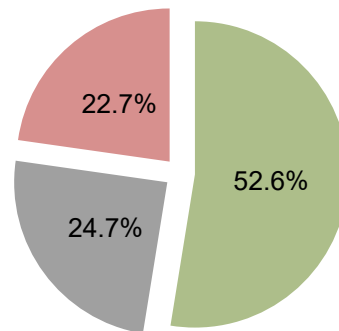
Among those who said satisfied



Among those who said unsatisfied

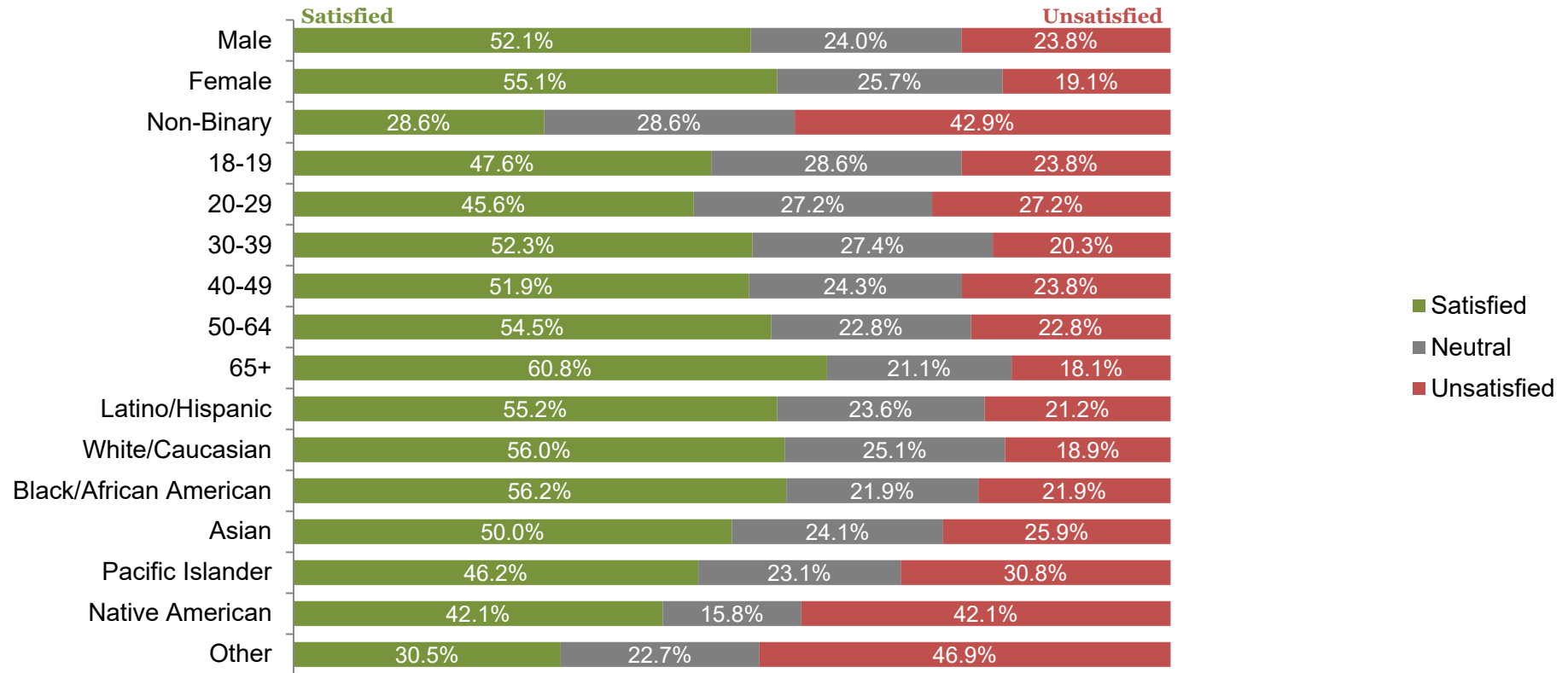


Total



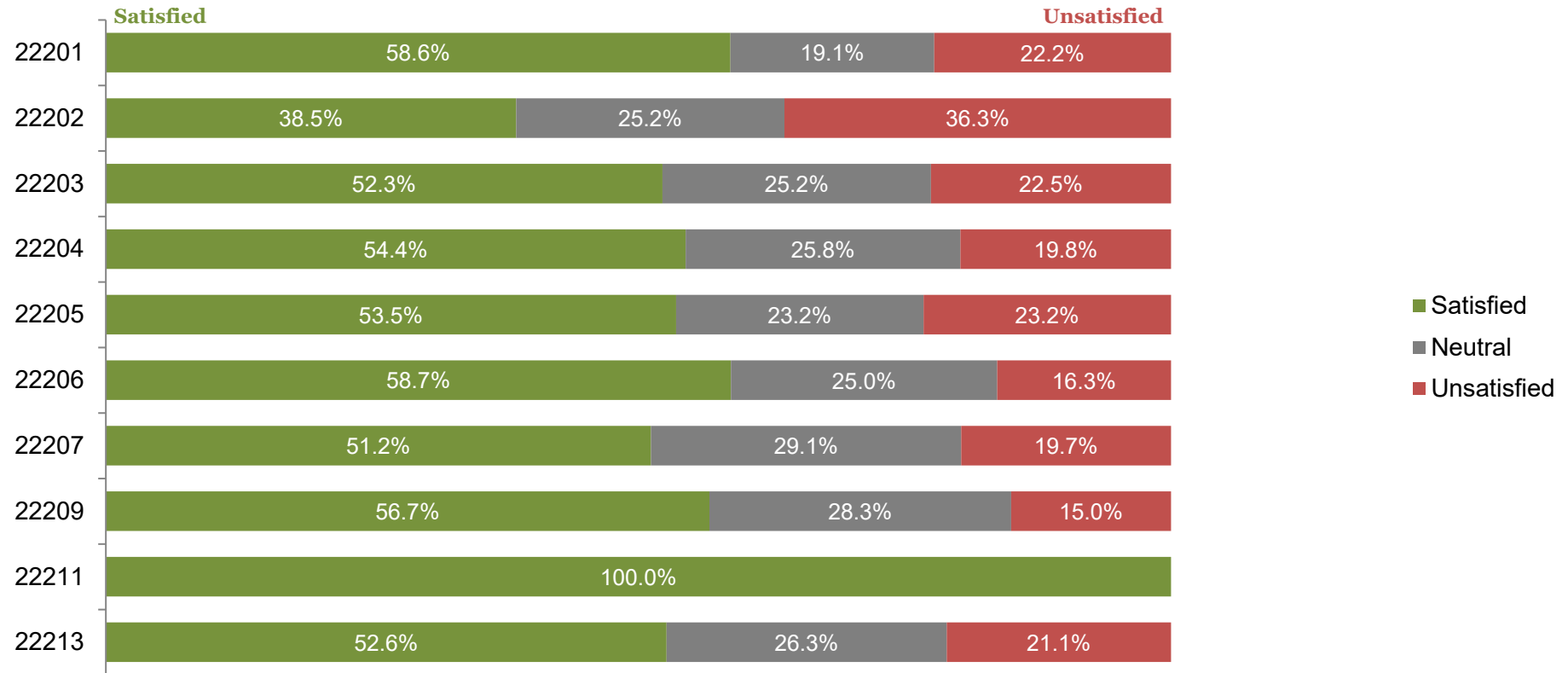
# Results by gender, age group and ethnicity

Question 3\_H: Please indicate how satisfied or unsatisfied you are with opportunities for public engagement with the County



# Results by zip code

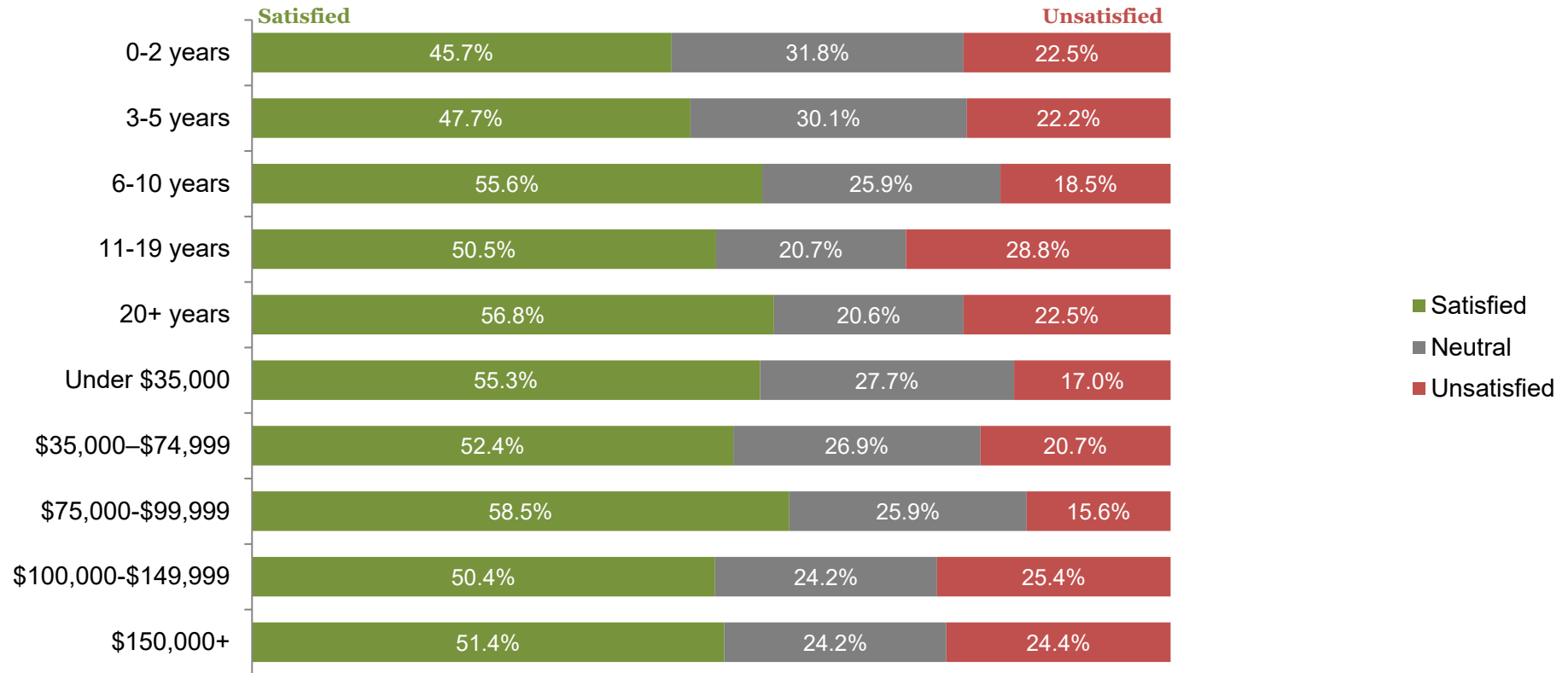
Question 3\_H: Please indicate how satisfied or unsatisfied you are with opportunities for public engagement with the County





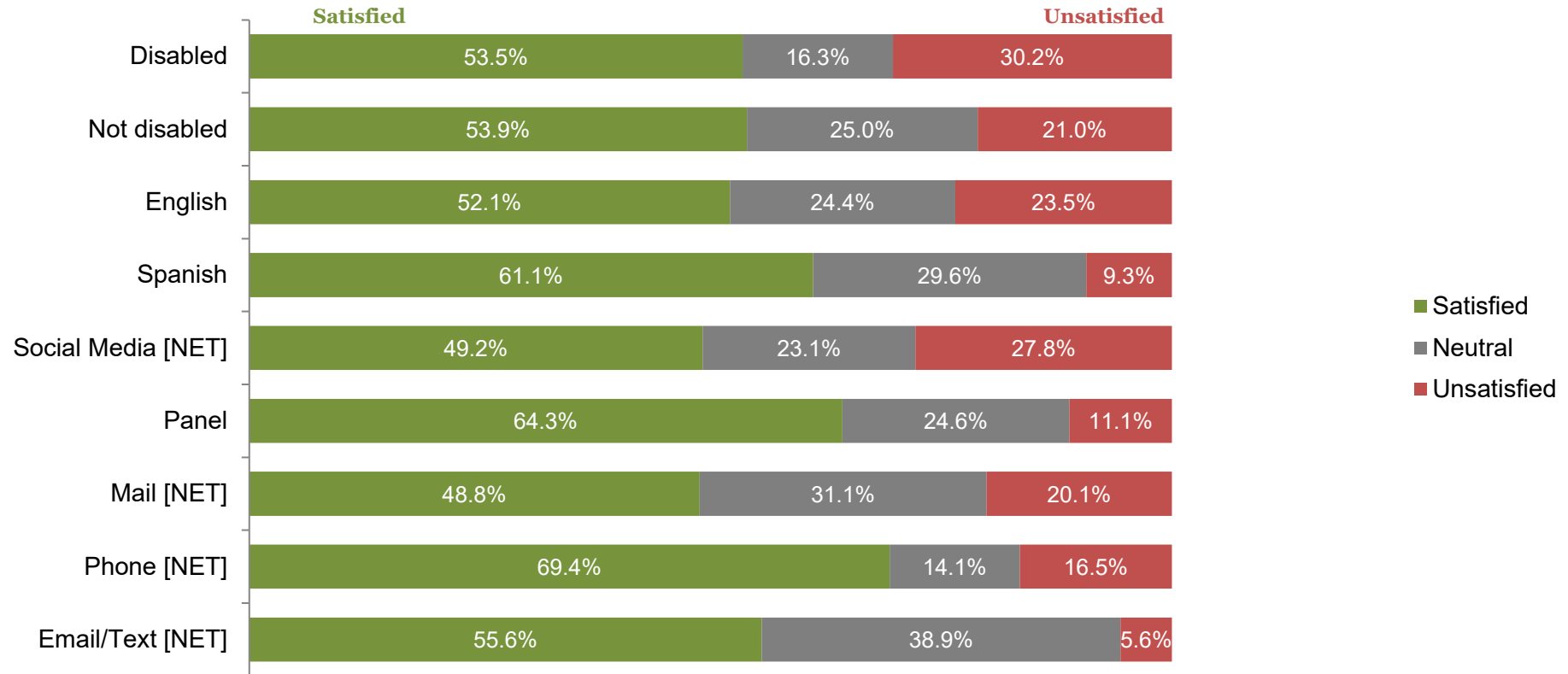
# Results by years of residency and household income

Question 3\_H: Please indicate how satisfied or unsatisfied you are with opportunities for public engagement with the County



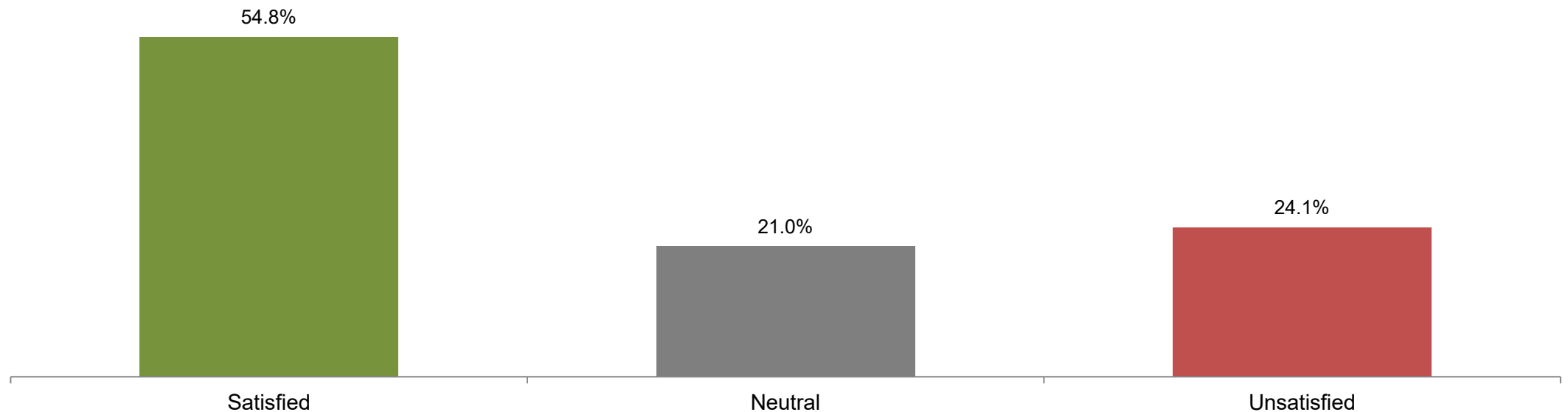
# Results by disability status, survey language and survey mode

Question 3\_H: Please indicate how satisfied or unsatisfied you are with opportunities for public engagement with the County



# 55% are satisfied with the effectiveness of County communication with the public

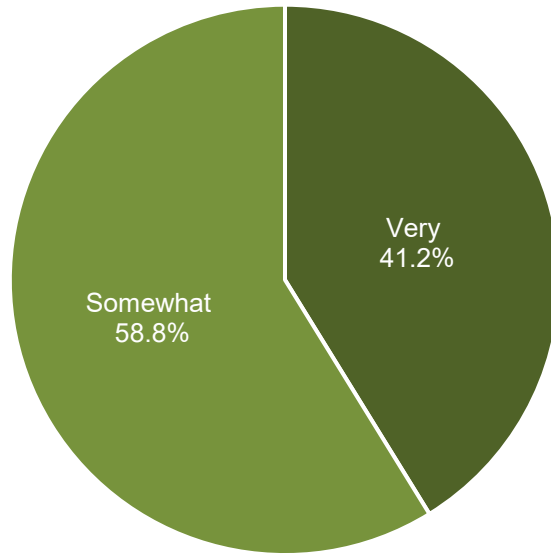
Question 3\_1: Please indicate how satisfied or unsatisfied you are with effectiveness of County communication with the public



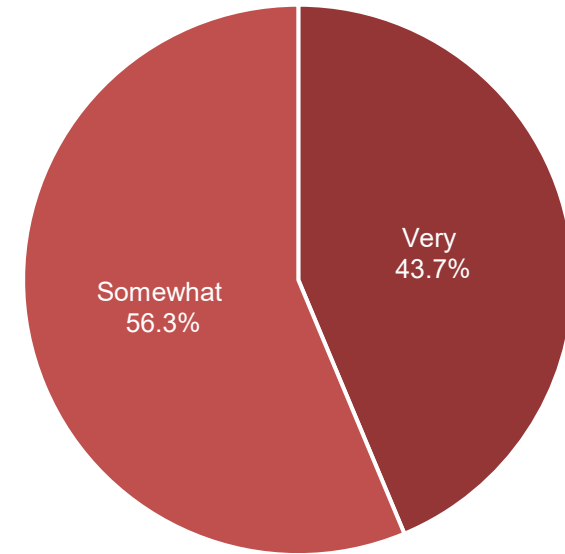
# Among those who said satisfied, 41% are very satisfied

Question 3\_1: Please indicate how satisfied or unsatisfied you are with effectiveness of County communication with the public

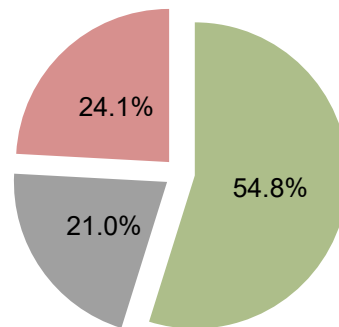
Among those who said satisfied



Among those who said unsatisfied

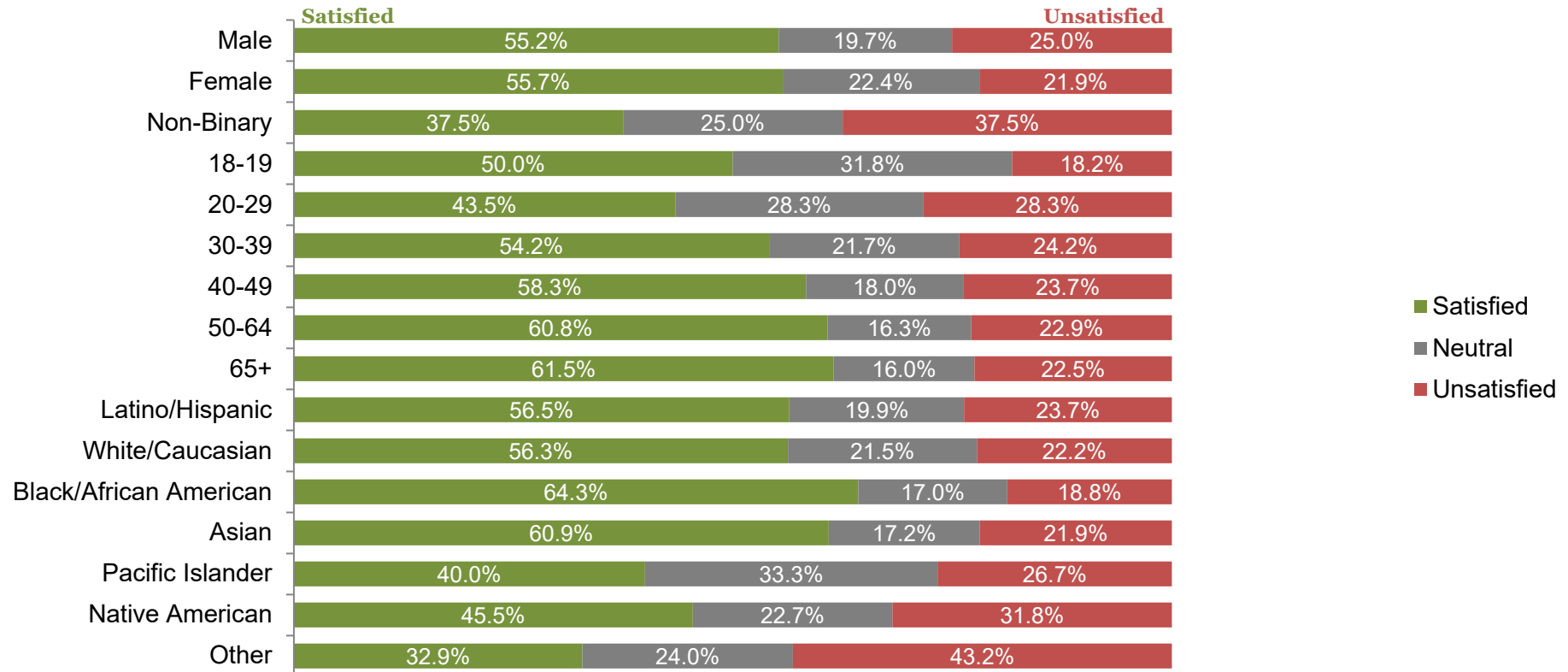


Total



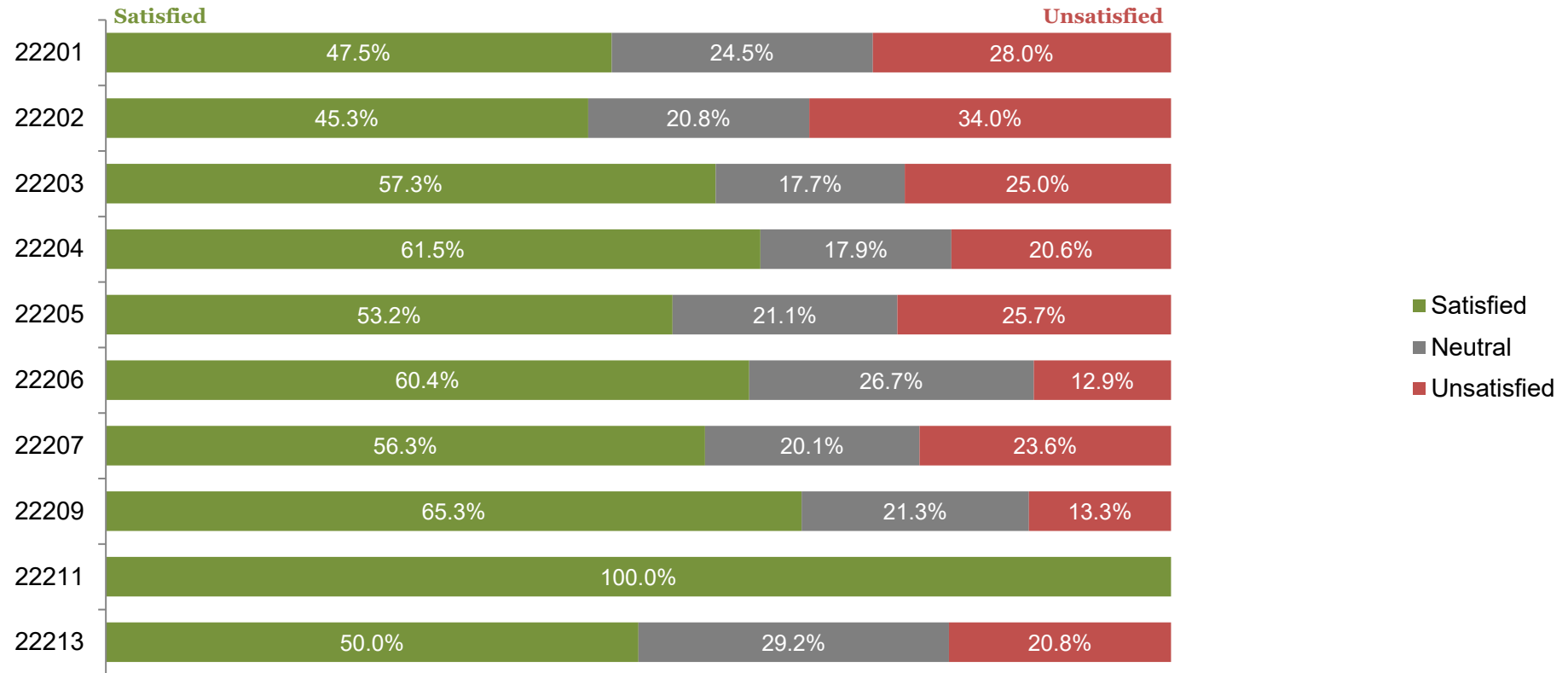
# Results by gender, age group and ethnicity

Question 3\_1: Please indicate how satisfied or unsatisfied you are with effectiveness of County communication with the public



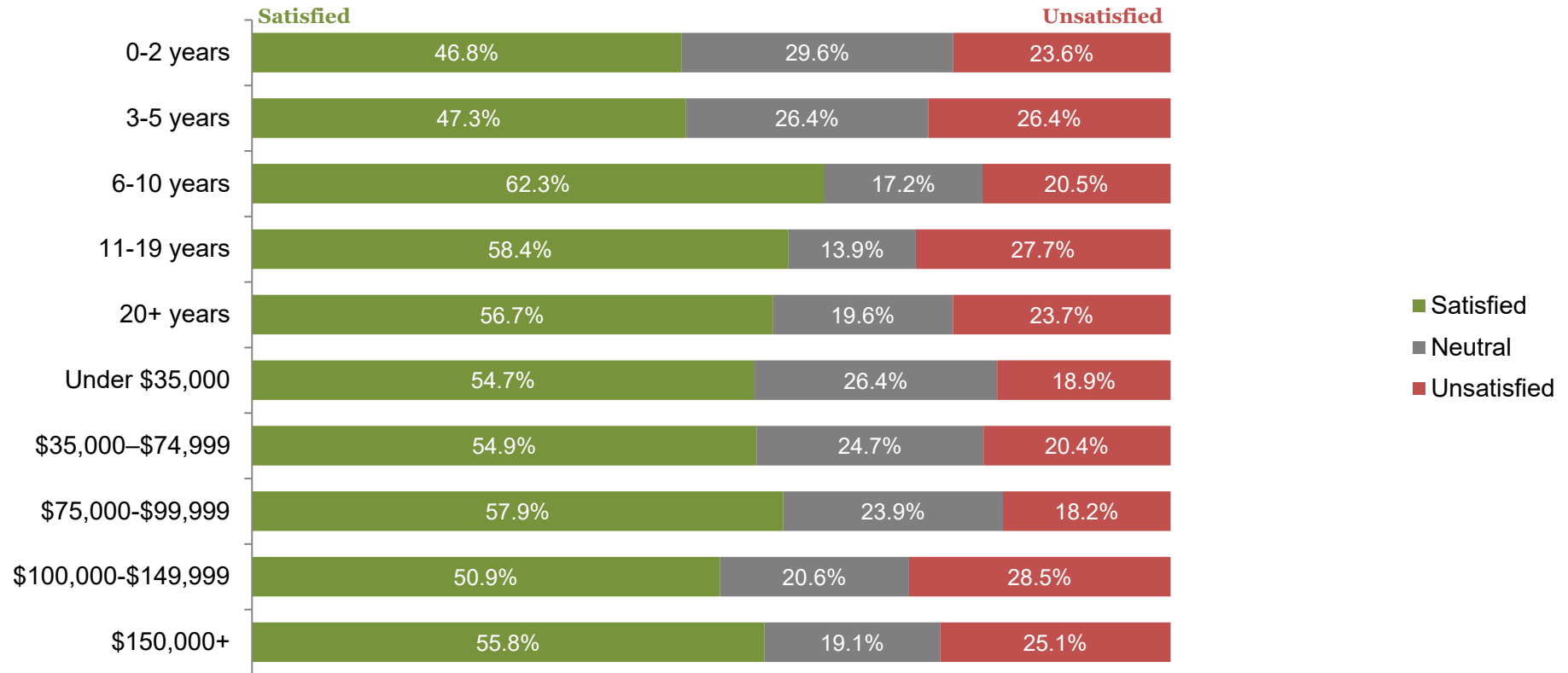
# Results by zip code

Question 3\_1: Please indicate how satisfied or unsatisfied you are with effectiveness of County communication with the public



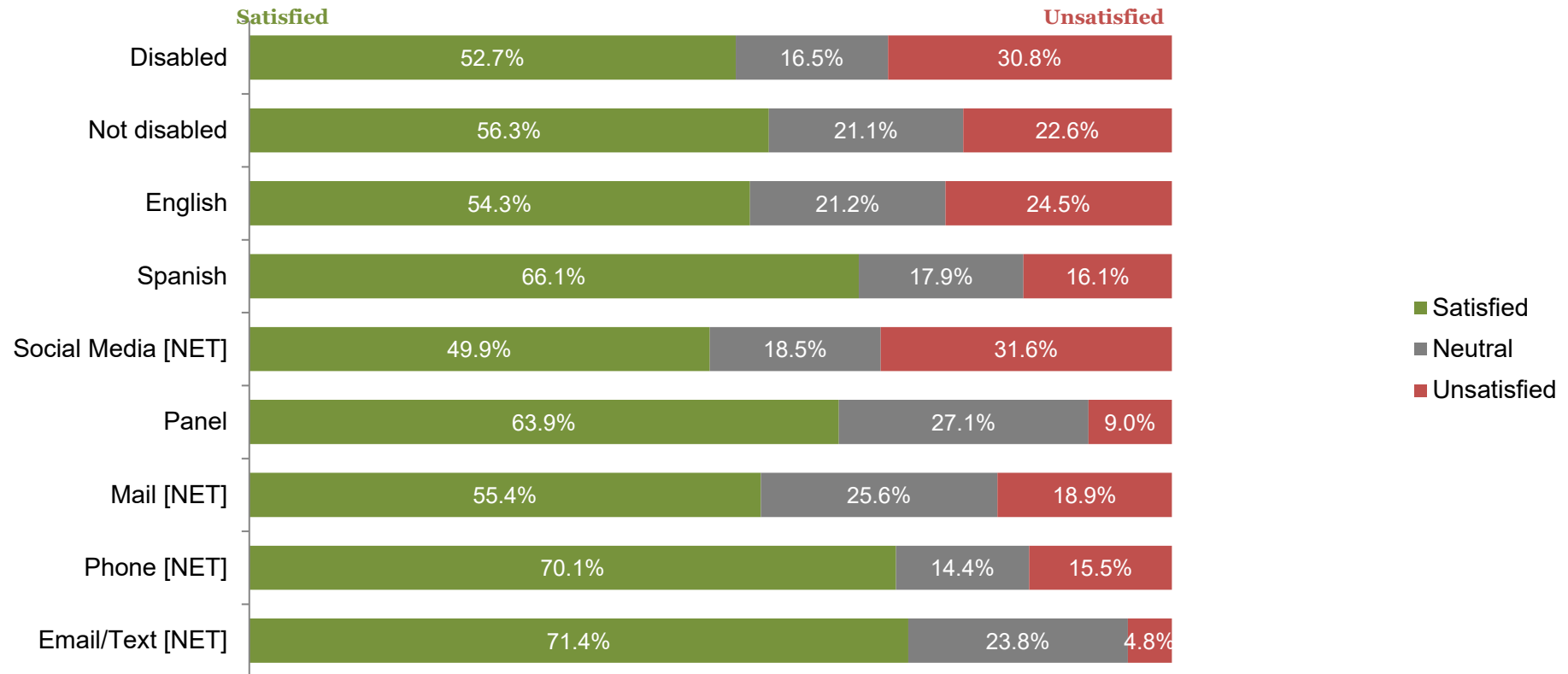
# Results by years of residency and household income

Question 3\_1: Please indicate how satisfied or unsatisfied you are with effectiveness of County communication with the public



# Results by disability status, survey language and survey mode

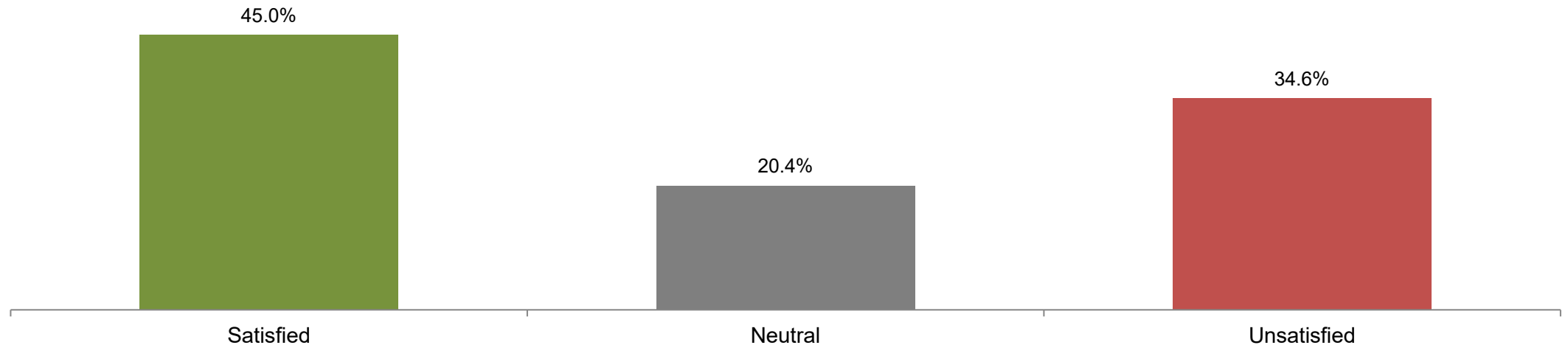
Question 3\_1: Please indicate how satisfied or unsatisfied you are with effectiveness of County communication with the public





# 45% are satisfied with the efforts to manage and plan for growth/development

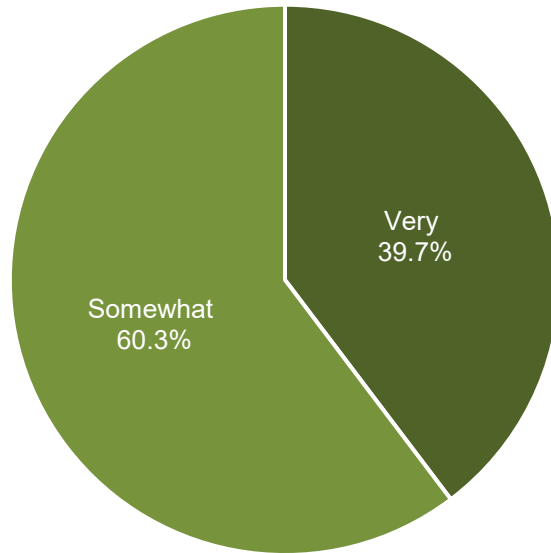
Question 3\_J: Please indicate how satisfied or unsatisfied you are with efforts to manage and plan for growth/development



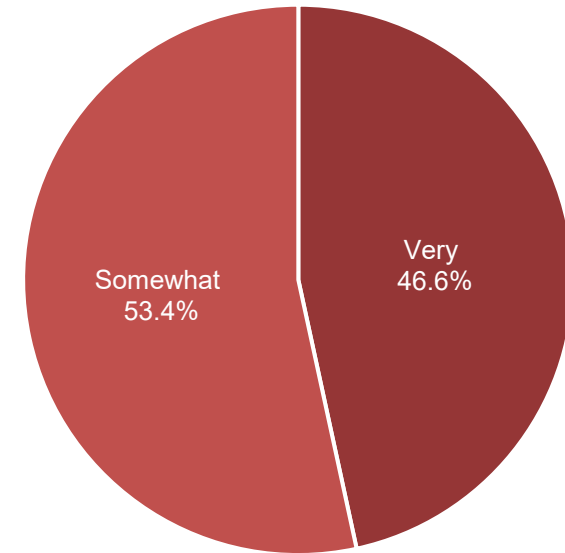
# Among those who said satisfied, 40% are very satisfied

Question 3\_J: Please indicate how satisfied or unsatisfied you are with efforts to manage and plan for growth/development

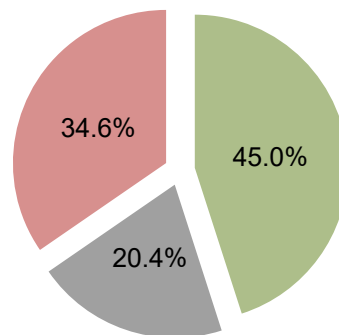
Among those who said satisfied



Among those who said unsatisfied

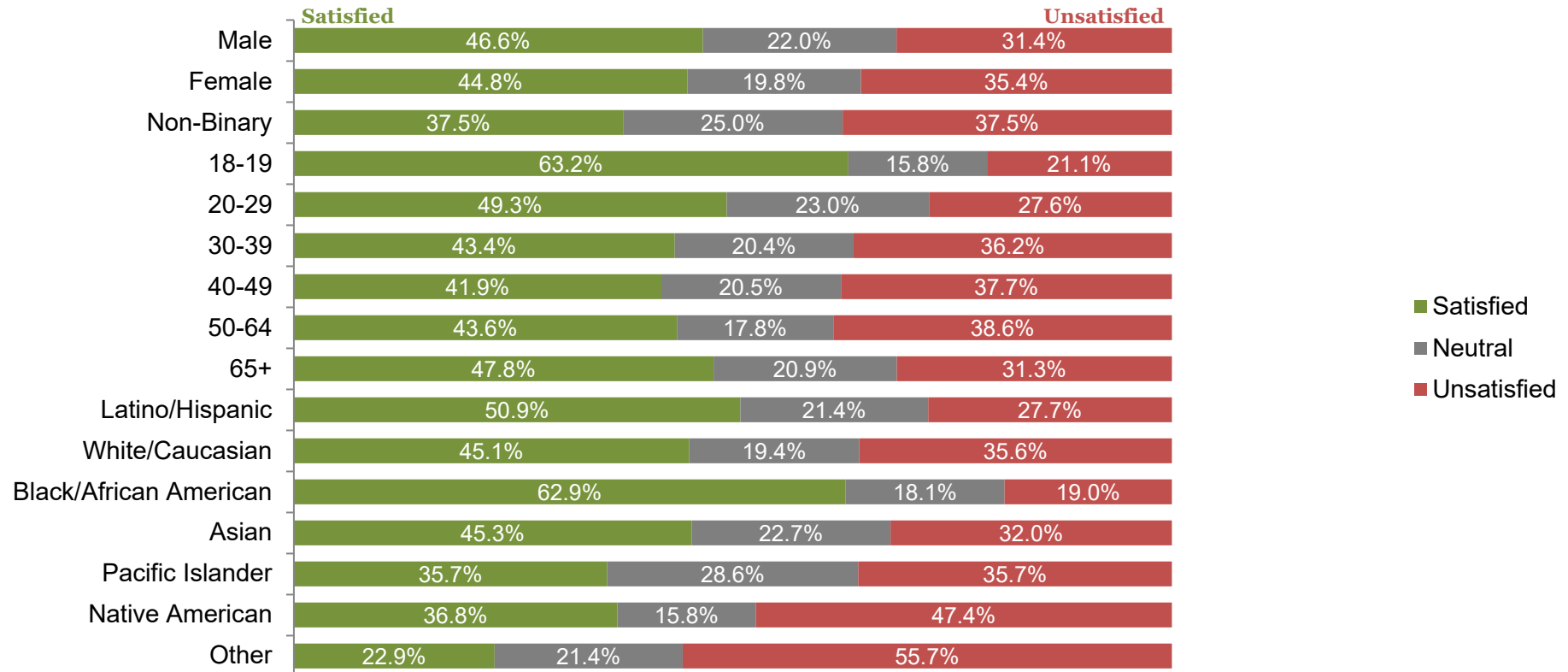


Total



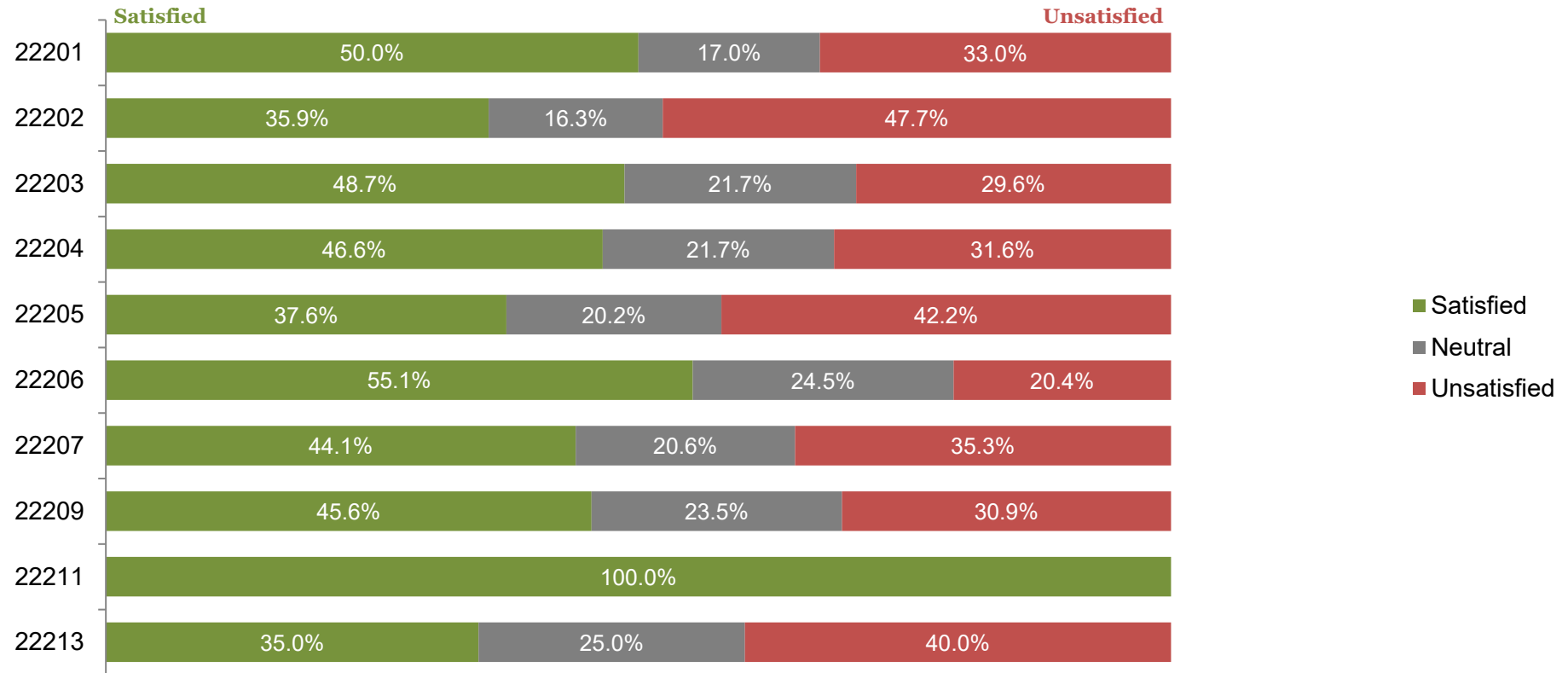
# Results by gender, age group and ethnicity

Question 3\_J: Please indicate how satisfied or unsatisfied you are with efforts to manage and plan for growth/development



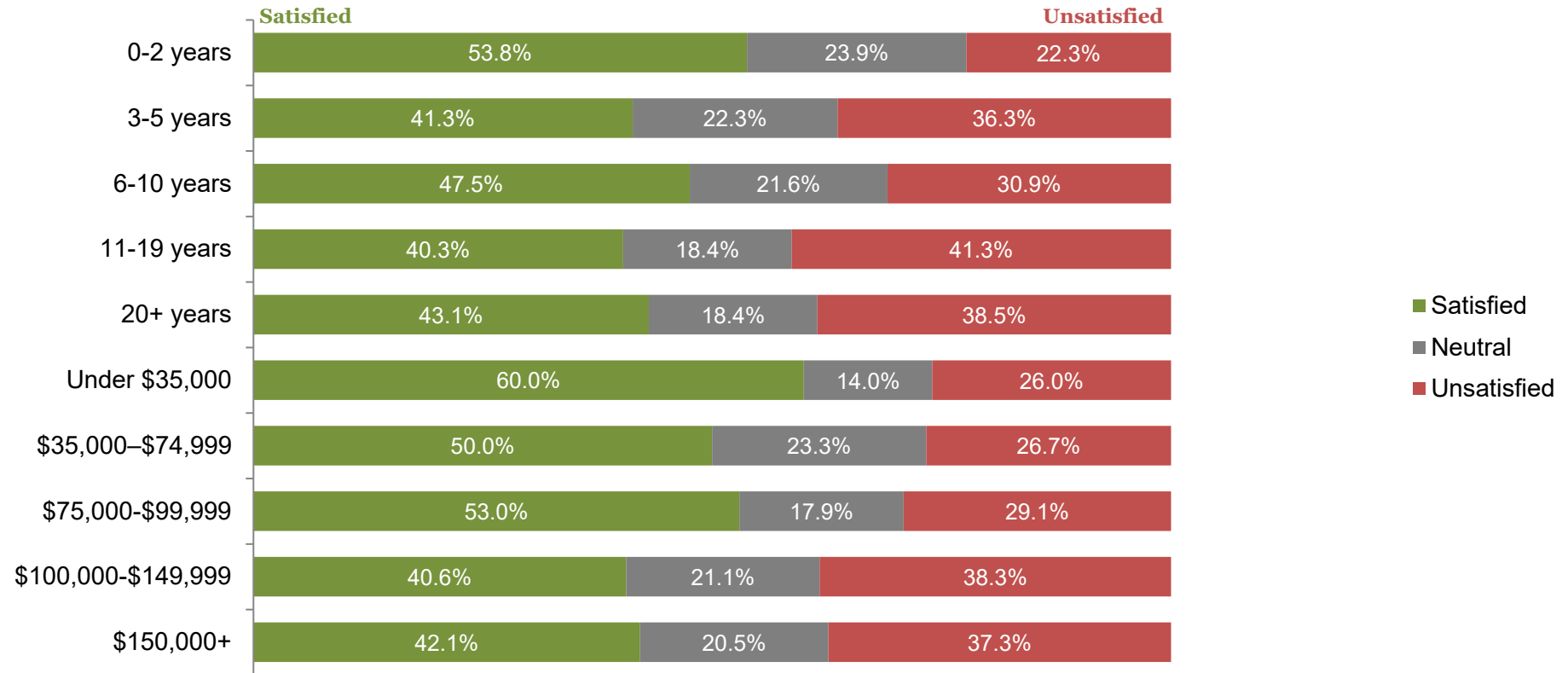
# Results by zip code

Question 3\_J: Please indicate how satisfied or unsatisfied you are with efforts to manage and plan for growth/development



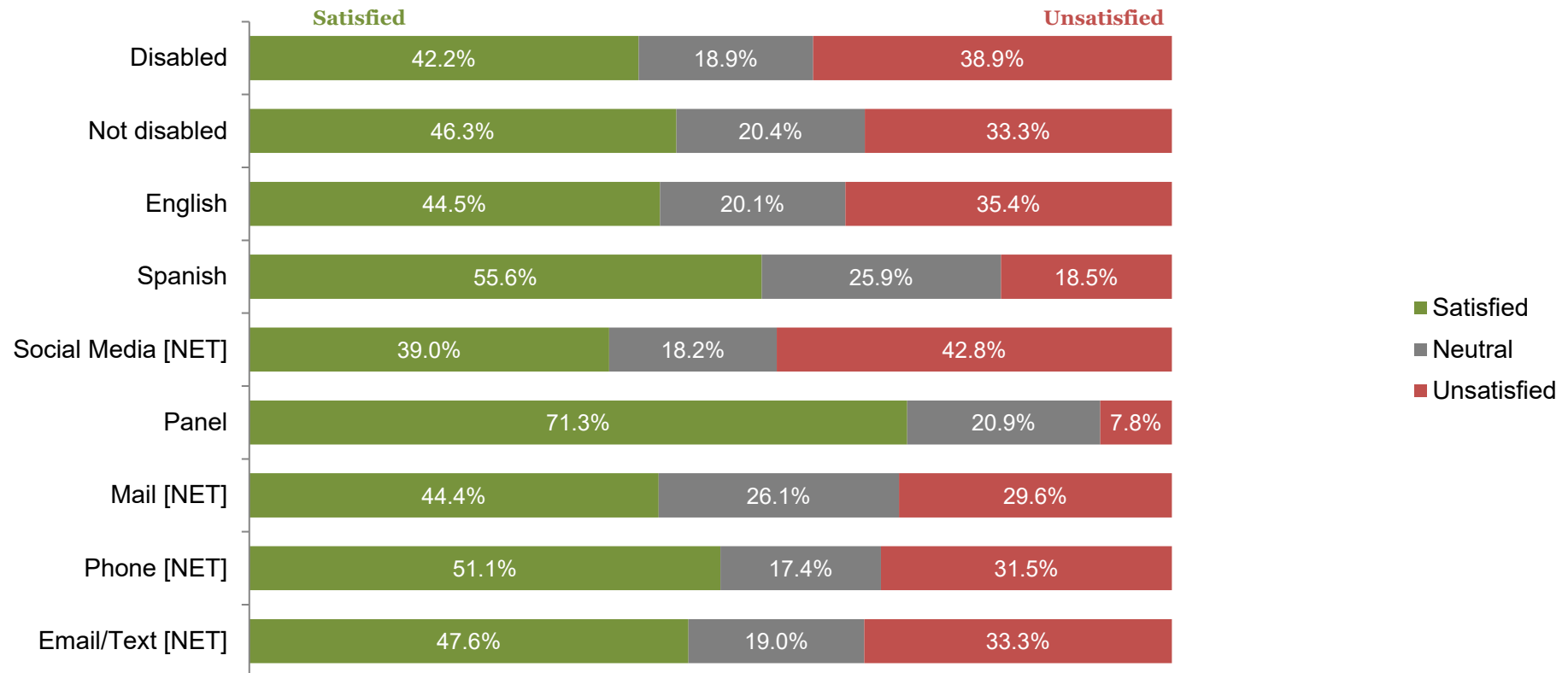
# Results by years of residency and household income

Question 3\_J: Please indicate how satisfied or unsatisfied you are with efforts to manage and plan for growth/development



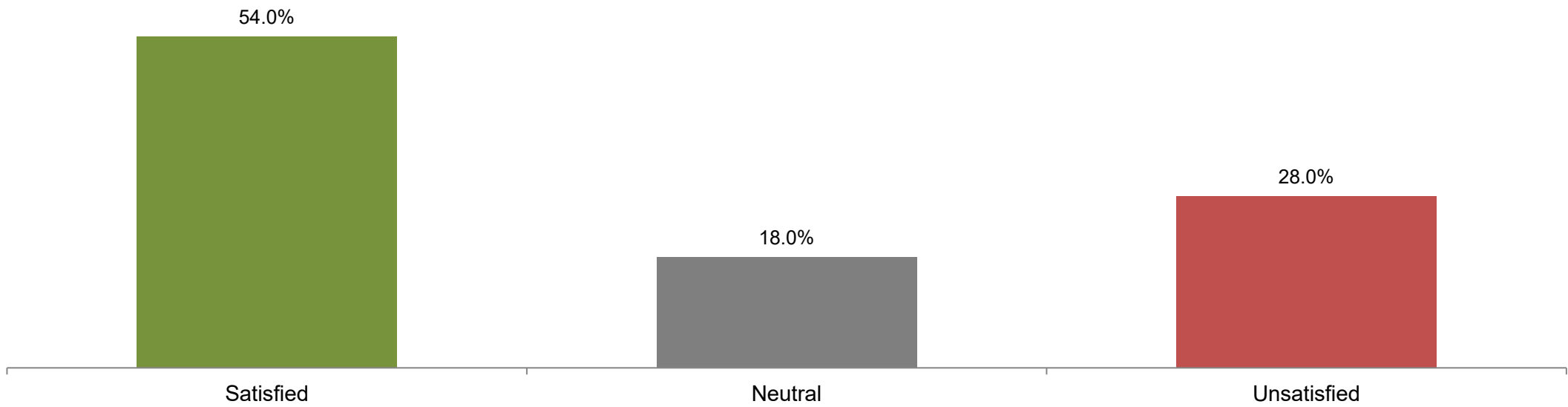
# Results by disability status, survey language and survey mode

Question 3\_J: Please indicate how satisfied or unsatisfied you are with efforts to manage and plan for growth/development



# 54% are satisfied with the efforts to maintain the quality of Arlington's neighborhoods

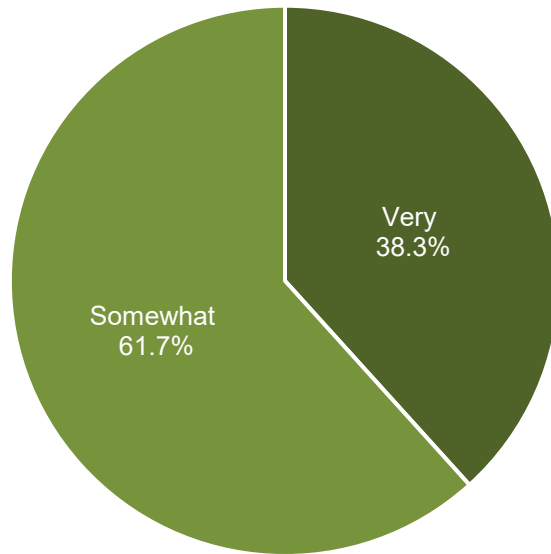
Question 3\_K: Please indicate how satisfied or unsatisfied you are with efforts to maintain the quality of Arlington's neighborhoods



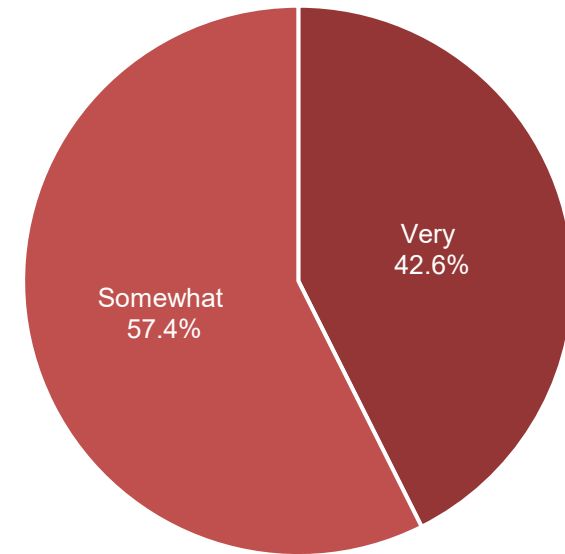
# Among those who said satisfied, 38% are very satisfied

Question 3\_K: Please indicate how satisfied or unsatisfied you are with efforts to maintain the quality of Arlington's neighborhoods

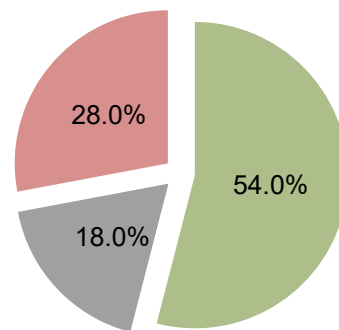
Among those who said satisfied



Among those who said unsatisfied



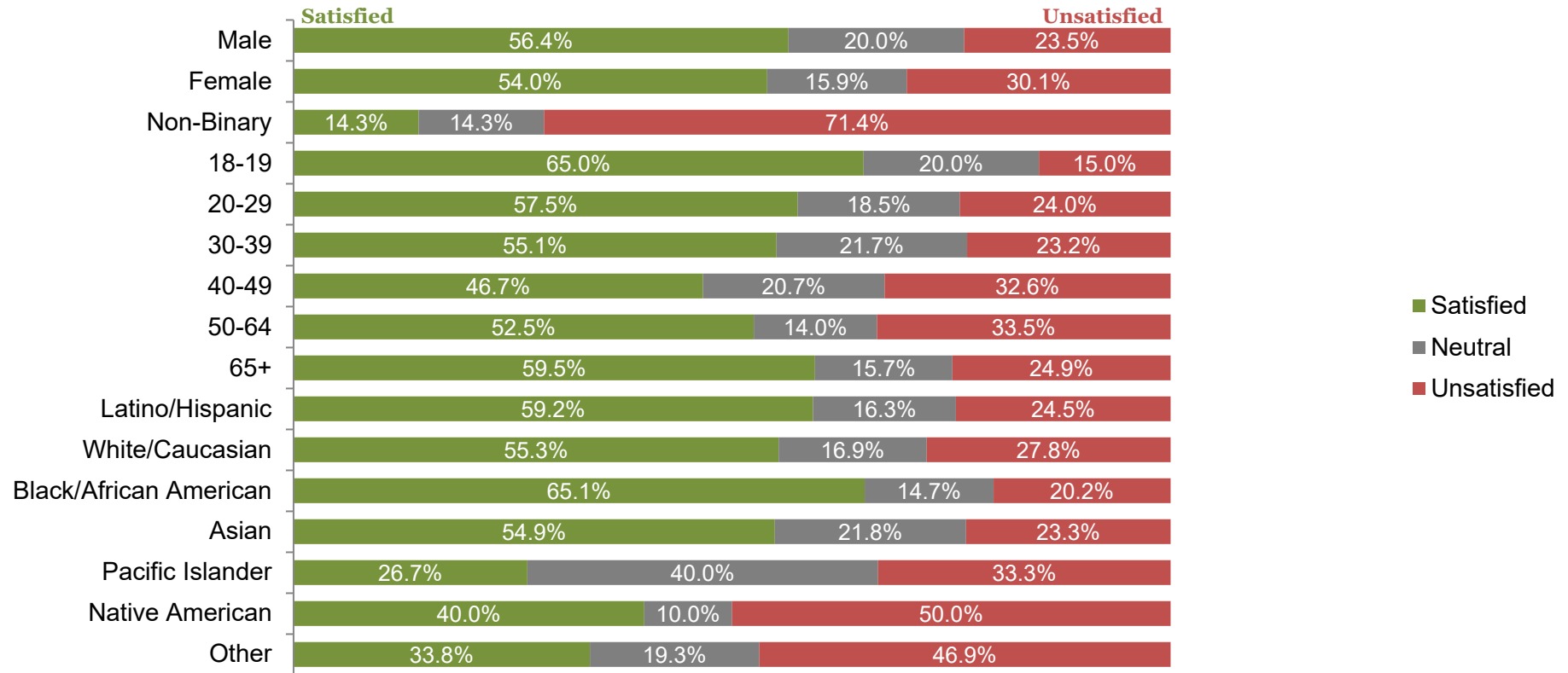
Total





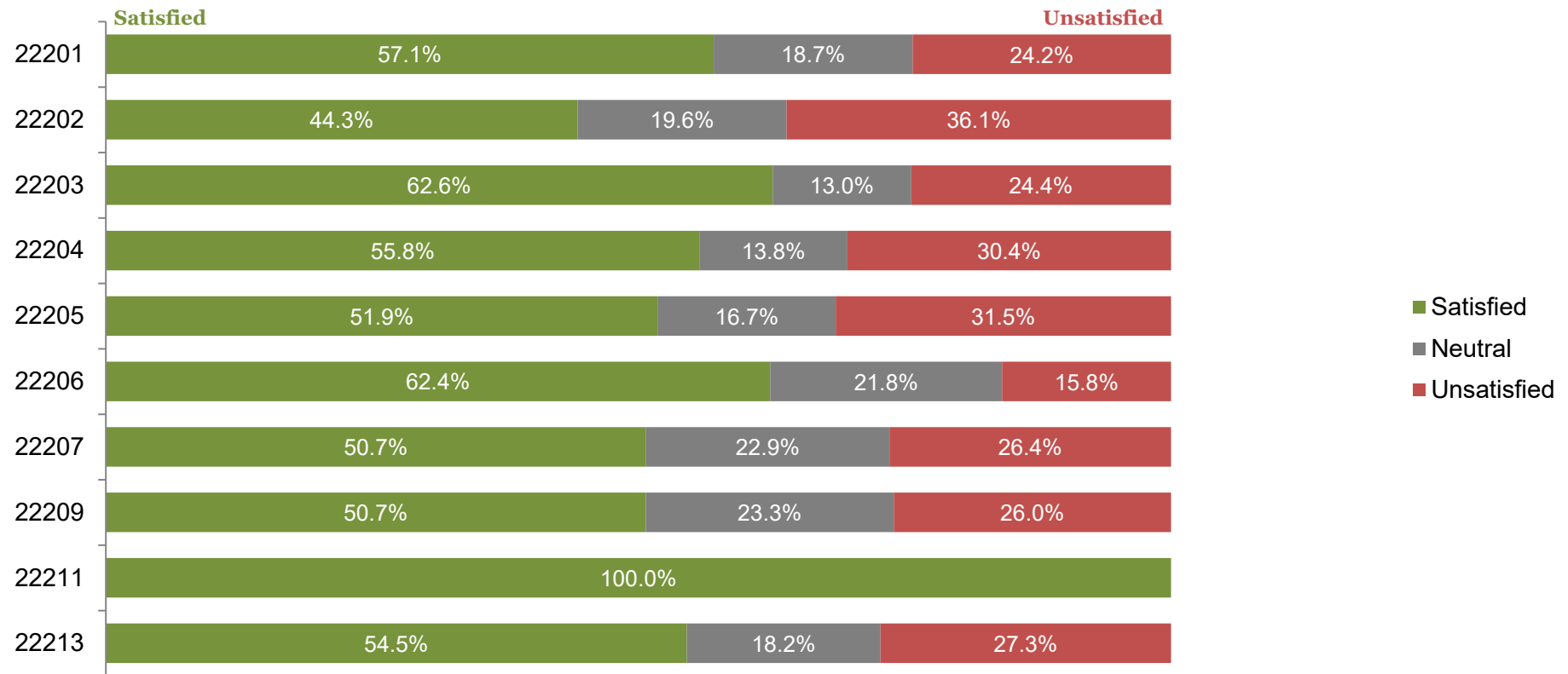
# Results by gender, age group and ethnicity

Question 3\_K: Please indicate how satisfied or unsatisfied you are with efforts to maintain the quality of Arlington's neighborhoods



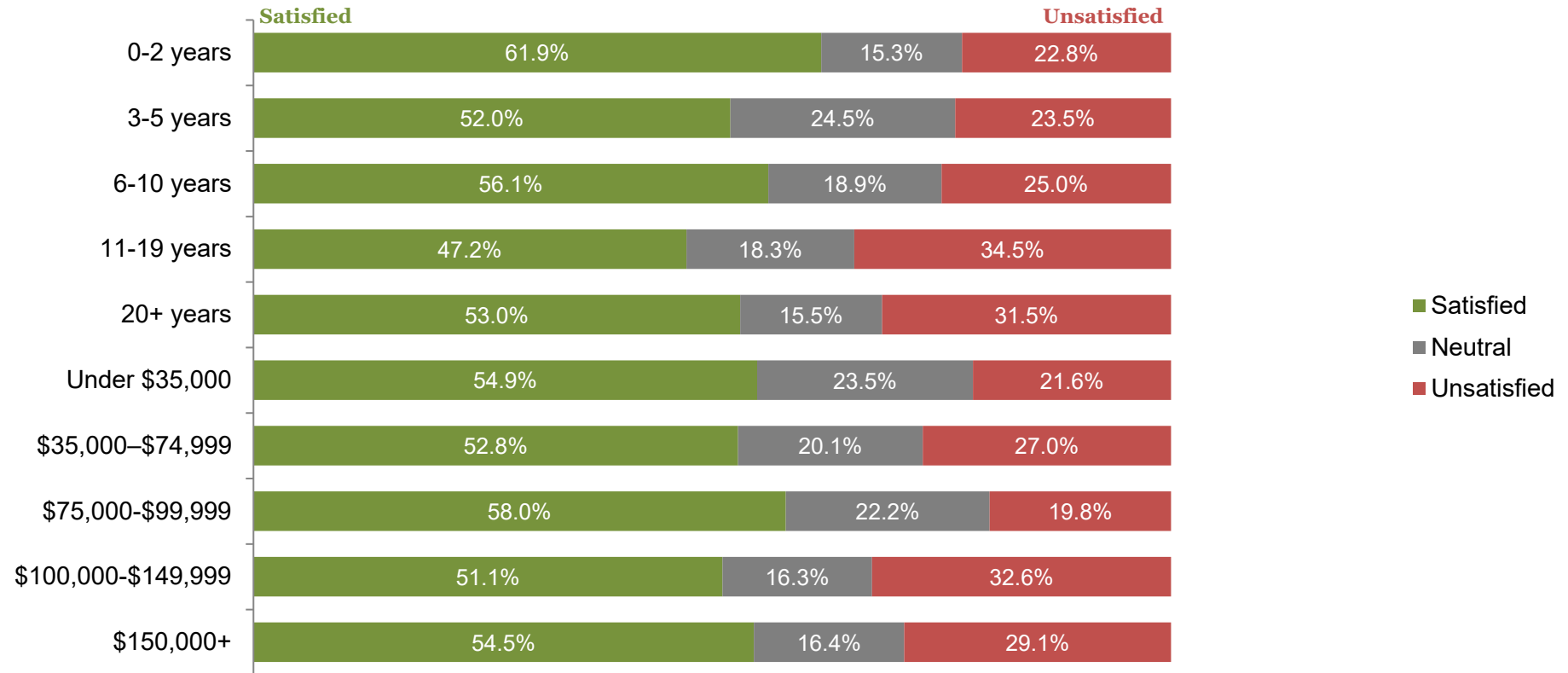
# Results by zip code

Question 3\_K: Please indicate how satisfied or unsatisfied you are with efforts to maintain the quality of Arlington's neighborhoods



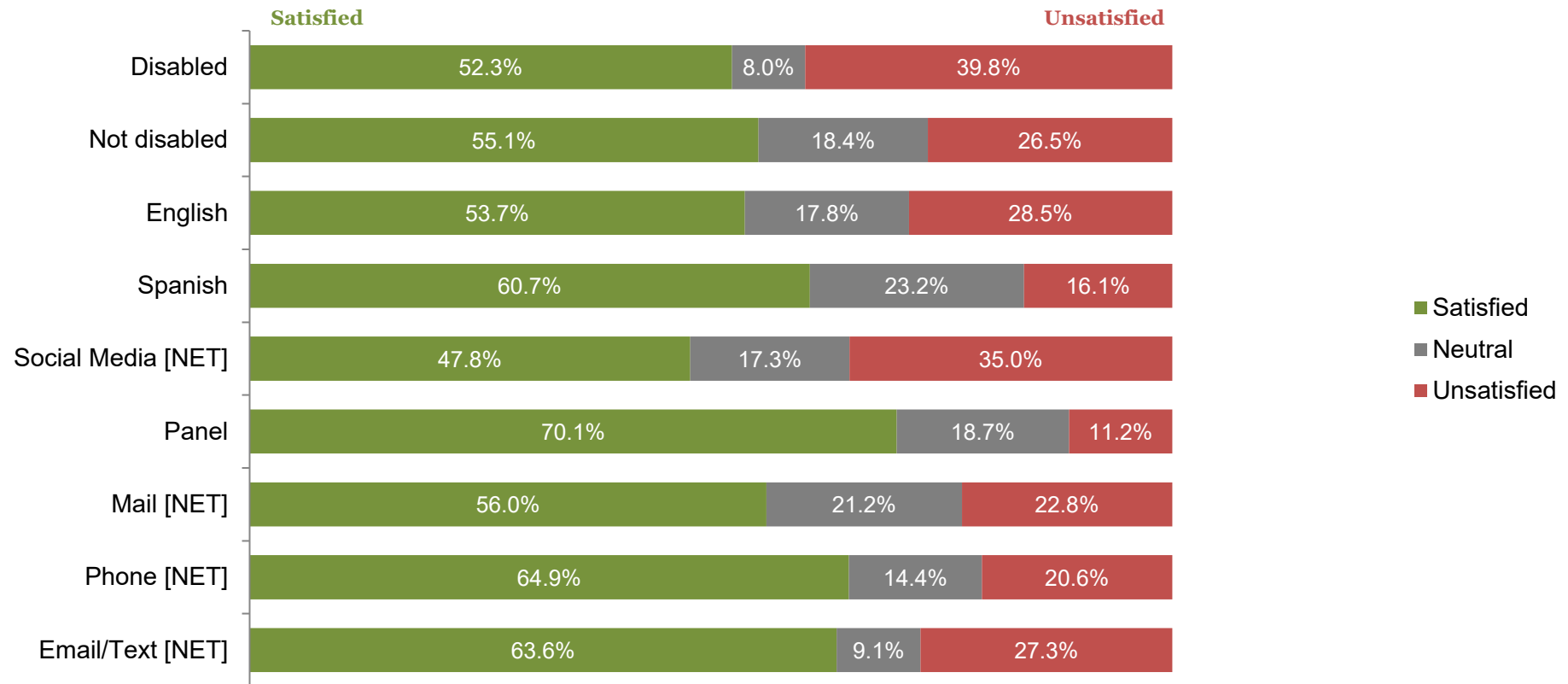
# Results by years of residency and household income

Question 3\_K: Please indicate how satisfied or unsatisfied you are with efforts to maintain the quality of Arlington's neighborhoods



# Results by disability status, survey language and survey mode

Question 3\_K: Please indicate how satisfied or unsatisfied you are with efforts to maintain the quality of Arlington's neighborhoods



# 55% say Media is their primary source of information about County issues and events

Question 3A: Which are currently your PRIMARY SOURCES of information about County issues, services, and events? Pick three.

